



TalkAnywhere Mobile App v43.4



If you need further assistance, please reach out to us at support@cyberlynk.net. Once we receive your request one of our representatives will get back to you as soon as possible to help you with any of your phone system needs.

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Overview

The purpose of this document is to help walk you through the features and functions of your new TalkAnywhere Mobile Application.

We're here to help! If you have any questions about the new functionality please reach out to us at support@cyberlynk.net.

Download the TalkAnywhere Mobile App

You will receive a Welcome Email that will contain your credentials for your account. Also in the email will be links to the App Store or Google Play to download the TalkAnywhere Mobile app. Once downloaded and you have logged in you will be asked if TalkAnywhere can have access to:



- Send notifications - Yes
- Siri - That is up to user preference
- Microphone - Yes
- Contacts - No. If you say yes it will import your personal contacts into the mobile app.

You should now be able to use the TalkAnywhere Mobile app.

Answering and Placing a Call

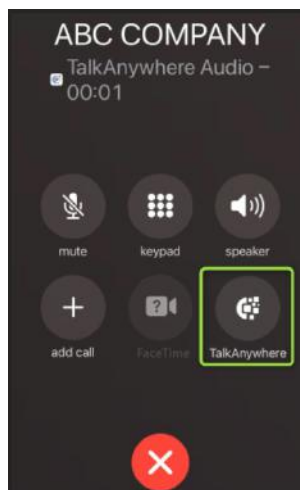
Answer a Call

When a call comes in, a window appears within the mobile client app.


- Select  to answer the call
- Select  to reject the call and have it ring to voicemail


If the app is not open on your phone or it is asleep, a popup window will appear notifying you there is a call.

When an iPhone is in sleep mode, once answered it will show you the option to select TalkAnywhere on the keypad. You will need to select TalkAnywhere to have access to the TalkAnywhere app functions.





Place a Call

To make phone calls click on the Keypad icon  which will bring up the dialer

- Dial the phone number
- Select the Send button 

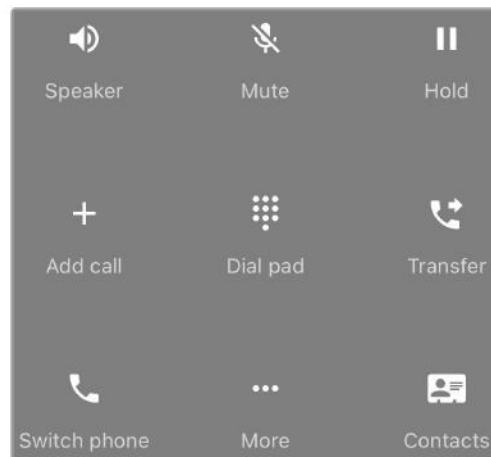
No prefix is required when placing an outbound call

Place an Internal Call

- Select the Contacts icon  on the toolbar.
- Do a search by name, extension or email address in the search field
 - You can also scroll down until you see the name of the person you would like to call.
- Select the name
- You will see their contact information.
- Select the phone icon  next to the name to reach the contact.

Hold, Transfer and Parked Calls

Once on an active call you will be able to put a call on hold and transfer a call.





Place a Call on Hold

It is best practice to put a call on hold if you do not need to transfer the call to anyone else. If you need to transfer the call to someone else, follow the steps below for transferring a call.

- While on a call, press the *Hold* icon. The caller will hear the on hold music
- The *Hold* icon will change to *Resume* and illuminate blue
- To resume the call select the *Hold* icon.




Transfer a Call


There are three options for transferring a call:

- Blind Transfer - Transfer a call directly
- Attended Transfer - Introduce a call before it is transferred.
- Voicemail Transfer - Transfer a call directly to voicemail

Blind Transfer

- When on a call, select the *Transfer* icon
- An option will appear asking if you want to transfer to a contact or dial a new number
- Dial the extension or type in the name of the person you want to transfer the call to.
 - Results will appear. Select the name of the person
- A window will appear asking if this is a Blind Transfer or an Attended Transfer. Select the Blind Transfer icon. 
- The call is transferred


Attended Transfer

- When on a call, select the *Transfer* icon
- An option will appear asking if you want to transfer to a contact or dial a new number
- Dial the extension or type in the name of the person you want to transfer the call to.
 - Results will appear. Select the name of the person
- A window will appear asking if this is a Blind Transfer or an Attended Transfer. Select the Attended Transfer icon. 
- You will be transferred to the contact to introduce the call

- Once you have introduced the call select the Complete transfer icon
- The call is now transferred



Voicemail Transfer

- When on a call, select the *Transfer* icon.
- An option will appear asking if you want to transfer to a contact or dial a new number, select dial a new number.
- Dial 03 and then the extension of the user you are transferring the call to.
- Select the Send button.
- A window will appear asking if this is a Blind Transfer or an Assisted Transfer. Select the Blind Transfer icon. 
- The call is transferred.



Park a Call

Call Parking is a type of hold. When you park a call, that call can be picked up from ANY phone on the system. If a call is put on hold, only the person who put the call on hold can access that call.

We do not recommend parking a call with a mobile device. You cannot see what parking spots are available on a mobile device so you may possibly park two calls together. We recommend to Park a call using the web softphone app if you have that available.

Pick up a Parked call


When you have been notified that there is a call parked for you:

- Select the *Keypad* icon 
- Dial the parking spot number where the call is parked
 - Dial 701
 - Dial 702
 - etc...
- Select the Send button 
- You are now connected with the call.

Conference Call

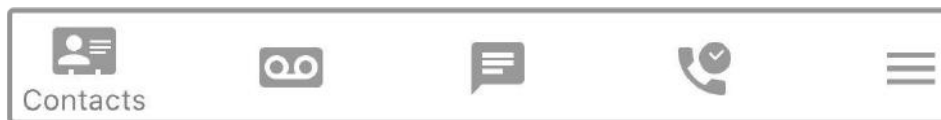


Below are the steps to make a conference call

- When on the live call select the Add Call button. The call will be put on hold and they will hear music
- An option will appear asking if you want to call a contact or dial a new number
- Type in the name/phone number of the person you would like to conference
- Select the phone icon  next to the name to reach the contact
- Once that person answers the call you will see a Merge Calls icon appear, select that icon. The calls are now merged.

Toolbar

At the bottom of the mobile application you will see a set of icons. Below is a description of what each icon does.



- Contacts - List of users on the system as well as additional contacts
- Voicemail - A list of your new and saved voicemails
- Chat - A list of chat history and to respond to chats
- Call History - A list of call history and for callbacks
- More - Set Status, Answering Rules, Greetings and Settings


Contacts



When you select the Contacts icon you will see all of your team members and any contacts you have created. The contacts you add will only be visible to you.




- Select the Contacts icon
- Either scroll through the list or select the magnify glass in the corner to do a search
 - Type the name or extension in the search field




- Select the name from the results
- Once on the details screen select the phone icon 

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Add a Contact

- When on the Contact screen select the Add contact icon  in the upper corner
- Fill in the details you have for the contact
 - Select the Add More icon  to add multiple email addresses
- Select the checkmark icon  in the upper corner once you are finished
- The contact has now been added

Favorite Contacts

You can have your favorite contacts appear at the top of the list. In order to make a contact a favorite, select the star icon  next to their name on the contact details screen. It will then appear at the top of your contact list.

Voicemail



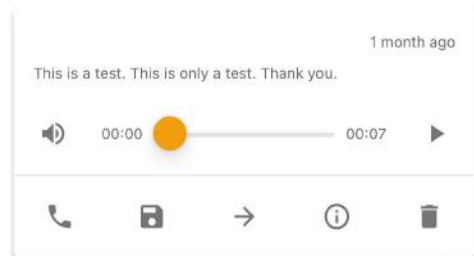
A red dot with a number above the Voicemail button indicates that a voicemail has been left.

Retrieve a voicemail

- Select the voicemail icon
- Click on the voicemail you would like to hear
- Select the play button to hear the voicemail

Voicemail options

- Play
- Save
- Forward
- Details
- Trash

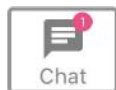


Retrieve voicemail from a different device

You can retrieve your voicemail messages from a different device as long as it is registered within the organization.

- Dial 5000
- Enter in the extension
- Enter in the PIN and you will follow the prompts to hear the voicemails.

Chats



Chat allows you to search and chat/share with other users on the same phone system.

Start a chat

- Select Contacts
- Select the name of the person you would like to start a chat with
- On the contact detail screen select the message icon

Pick up a chat

- Click on the chat conversation
- Select the message you would like to read
 - Selecting the three dots to the right of the contact's name will allow you to
 - View Contact Information
 - Turn Off Notifications from this contact
 - Delete the Conversation

Recents



Recents will show you the call history including calls that were answered and calls that were missed. A red dot with a number above the Recent button indicates that a call has been missed.

View call history

- Select Recents to see answered and missed calls
- Select the contact name to call them back
- You will be brought to a contact detail screen. From here you can:
 - See when the call was made/received
 - How long the call lasted
 - Call the person back
 - If an internal contact send a SMS message
 - Add as new contact
 - Add phone number to existing contact

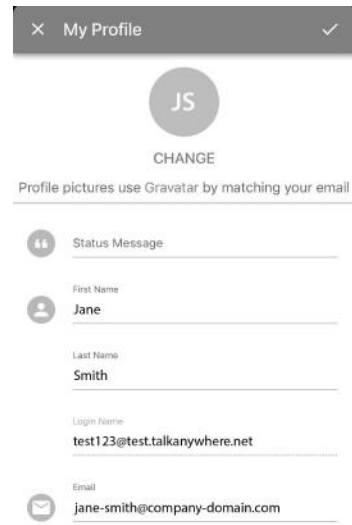
More



From the More section you will be able to set a status message, view answer rules, view and add greetings plus access settings.

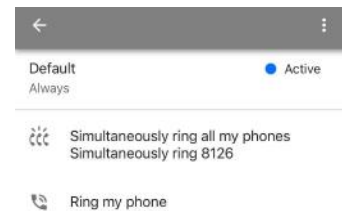
Status Message

To set a Status Message select your name. From there a screen will appear where you can set your status message. You can also change how your name appears along with your email address.




Answering Rules

With the Answering Rules section you will be able to view what rules have been created. Selecting the rule will provide details on that rule. If you would like to disable a rule You would select the three dots above where it says Active and select Disable from the menu.



Greetings

From the Greetings section you can listen to, add and delete Greetings.

To add a greeting select the Add icon . Enter in a name and tap on the microphone icon to record the greeting.

To delete a greeting, select the greeting and then choose Delete.

Settings

Under Settings you can add your mobile phone number, Use mobile data and Clear keychain on logout settings.

- Mobile Phone Number - We suggest not including your phone number. If you do, you will need to either
 - Indicate the TalkAnywhere as your default so any calls from your mobile device will appear with the phone number associated with the TalkAnywhere app.
 - Indicate the mobile device as your default so any calls from your mobile device, including through TalkAnywhere will appear with the phone number associated with the mobile device.

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- Set it so you are asked every time you make a phone call which app you want to use.
- If you leave it blank any calls through the TalkAnywhere app will appear with the phone number associated with the TalkAnywhere app and any calls through your mobile device will with the phone number associated with your mobile device.
- User Mobile Data - Enable mobile data if you want to be able to make calls without being on WiFi
- Clear keychain on logout - Enable if you want your password to not be added to the Saved passwords on your mobile device.



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Once we receive your request one of our representatives will get back to you as soon as possible to help you with any of your phone system needs.