



# **User Guide: MyCloud Mobile App**

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# MyCloud Mobile iOS & Android

## 1.1 MyCloud Mobile iOS

MyCloud Mobile iOS is a softphone with portal capabilities including a SIP Softphone, Contact Management, Answering Rule Management, Extension Dialing, Visual Voicemail, Presence, and Call Recording.

### 1.1.1 Logging into the App

Using an iOS device, tap on the App Store and search for "MyCloud Mobile". Tap GET as seen in figure 1.1.1.a to start installing the app.

Next, type in the user's login name and their password, as seen in figure 1.1.1.b. These are the same credentials that access the portal via web.

### 1.1.2 App Permissions

The iOS app requests the following permissions to ensure the app is fully functional:

- **User's Device Settings** - If a permission is not granted, it can be altered later within the device settings. There will be a list of installed apps and settings for those apps. Toggle the permissions on and off.
- **Notifications** - allow incoming phone calls and SMS messages to display on the device (while the app is running).
- **Lock Screen Appearance** - enables privacy when needed. If message previews are turned off, then the app will state only that there is a notification. If message previews are turned on, the app will send a notification that includes the beginning of the message.



Figure 1.1.1.a

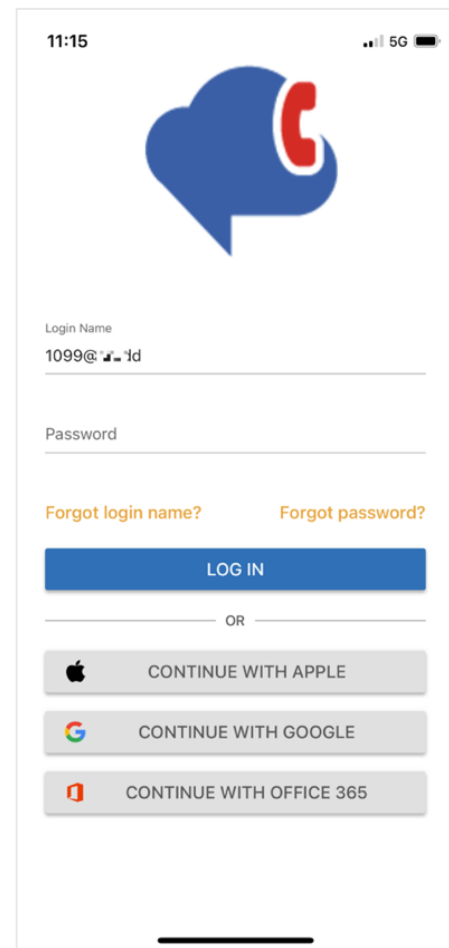


Figure 1.1.1.b

- **Contacts Screen** - the Contacts screen is the default home screen on the MyCloud Mobile iOS app. Users can dial internal extensions and external phone numbers here. When a new contact is added in the app, it will sync with the portal immediately (may require a web refresh).
- **Place and Receive a Call** - place a call on almost any screen in the app by selecting a contact or manually typing in the number via the dial pad.
  - When the app is running, incoming calls display as a notification at the top of the device's screen.
  - Tap on the blue checkmark to answer the call and tap on the red X to reject the call.
  - While actively in a call, there are the standard functions (speaker, mute, hold, end call) and additional MyCloud Mobile features (record the call, transfer, add a call, switch phones).
- **Voicemail Screen** - the Voicemail screen syncs with the portal and displays all available voicemails. Filter by New, Saved, or Trash.
- **Chat and SMS** - the Chat and SMS screen displays all available SMS conversations. Tap on a conversation to view more information. Chats are organized chronologically; the latest reply moves the entire conversation to the top of the list.
- **Call History** - the Call History screen displays the user's Inbound, Outbound, and Missed call history.
- **More Screen** - the More screen (3 horizontal lines) includes Profile Settings, Answering Rules, Greetings, Settings, the app's About information, and the log out button. Please note the following options available under Settings:
  - The option to use mobile data when using the app is on by default. It enables the use of cellular data networks. If it is toggled off, the app will be limited to using Wi-Fi.
  - A mobile number can be entered here. If so, then select whether the default method of calling should use MyCloud Mobile (use the SIP softphone), use the mobile phone (best for areas with poor data connectivity), or to be asked every time a number is dialed.

## 1.2 MyCloud Mobile Android

MyCloud Mobile Android is a softphone with portal capabilities including a SIP Softphone, Contact Management, Answering Rule Management, Extension Dialing, Visual Voicemail, Presence, and Call Recording.

### 1.2.1 Logging into the App

Using an Android device, tap on the Play Store and search for "MyCloud Mobile". Tap Install to start installing the app.

Next, type in the user's **login name** and their **password**. These are the same credentials that access the portal via web.

### 1.2.2 App Permissions

The Android app requests the following permissions to ensure the app is fully functional:

- **User's Device Settings** - if a permission is not granted, it can be altered later within the device settings. Depending on the device, the screen may not look like the example below in figure 1.2.2.a, but there should be a list of installed apps and "settings" for those apps. Toggle the permissions on and off as needed.
- **Notifications** - allow incoming phone calls and SMS messages to display on the device (while the app is running).
- **Lock Screen Appearance** - found under the device's notification settings, enables privacy when needed. If message previews are turned off ("hide content"), then the device will display a notification from the name of the app, and nothing more. If message previews are turned on ("show content"), the app will send a notification that includes the beginning of the message.
- **Contacts Screen** - the Contacts screen is the default home screen on the MyCloud Mobile Android app. Users can dial internal extensions and external phone numbers here. When a new contact is added in the app, it will sync with the portal immediately (may require a web refresh).
- **Place and Receive a Call** - place a call on almost any screen in the app by selecting a contact or manually typing in the number via the dial pad.
  - When the app is running, incoming calls display as a notification at the top of the device's screen.
  - Tap on the green phone icon to answer the call and tap on the red reject button to decline the call.

- While actively in a call, there are the standard functions (speaker, mute, hold, end call) and additional MyCloud Mobile features (record the call, transfer, add a call, switch phones).
- **Voicemail Screen** - the Voicemail screen syncs with the portal and displays all available voicemails. Filter by New, Saved, or Trash.
- **Chat and SMS** - the Chat and SMS screen displays all available SMS conversations. Tap on a conversation to view more information. Chats are organized chronologically; the latest reply moves the entire conversation to the top of the list.
- **Call History** - the Call History screen displays the user's Inbound, Outbound, and Missed Call history.
- **More Screen** - the More screen (3 horizontal lines) includes Profile Settings, Answering Rules, Greetings, Settings, the app's About information, and the log out button. Please note the following options available under Settings:
  - A Mobile Number can be entered here. If so, then select whether the Default Calling Method should use MyCloud Mobile (use the SIP softphone), use the mobile phone (best for areas with poor data connectivity), or to be asked every time a number is dialed.

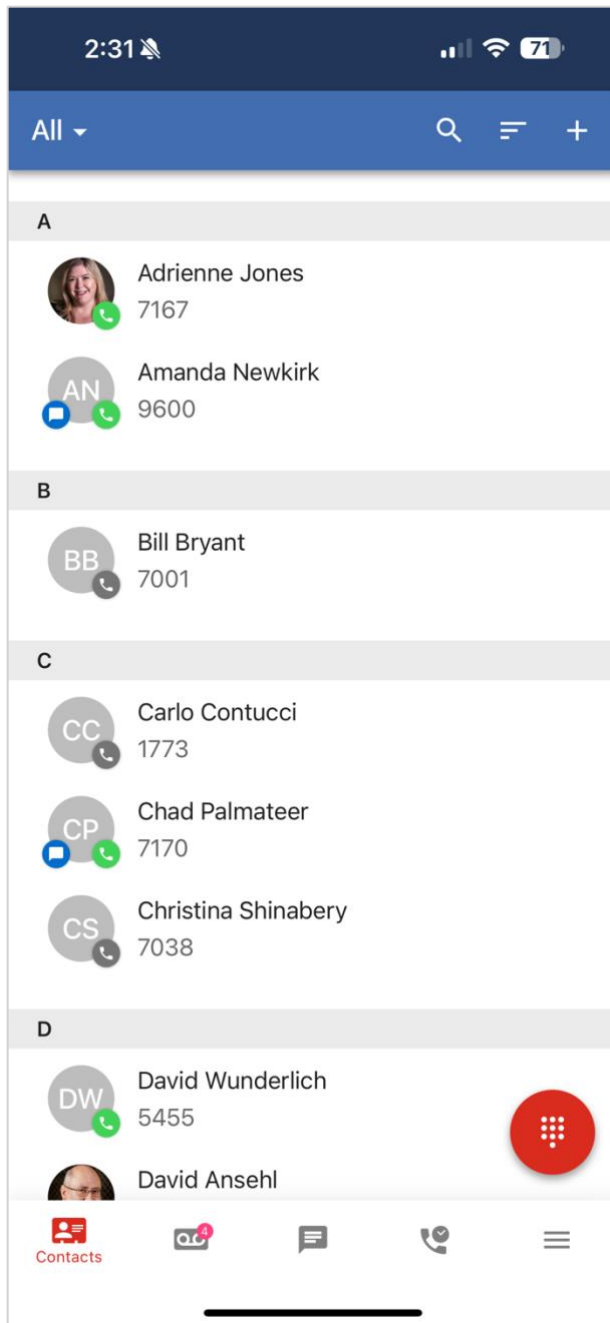


Figure 1.2.2.a