

TIME CLOUD COMMUNICATIONS

User Guide for Android Devices

content

3	1. Getting Started
4	2. Main Screen
4	2.1 Keypad
5	2.2 Quickdial
6	2.3 History
7	2.4 Contacts
8	2.5 Messages
9	3. Settings
10	3.1 Account Setup > Web Self Care
11	3.1.1 Web Self Care > Settings
12	3.1.2 Web Self Care > Call Forwarding
13 - 14	3.1.3 Web Self Care > Call Distributions
15	3.1.4 Web Self Care > Calls
16	3.1.5 Web Self Care > Messages (Voicemail)
17	3.2 Preferences
18	3.2.1 Ringtones
19	3.2.2 Call Recording
20	3.2.3 Number Rewriting
21	3.2.5 Sound
22	3.2.6 Controls

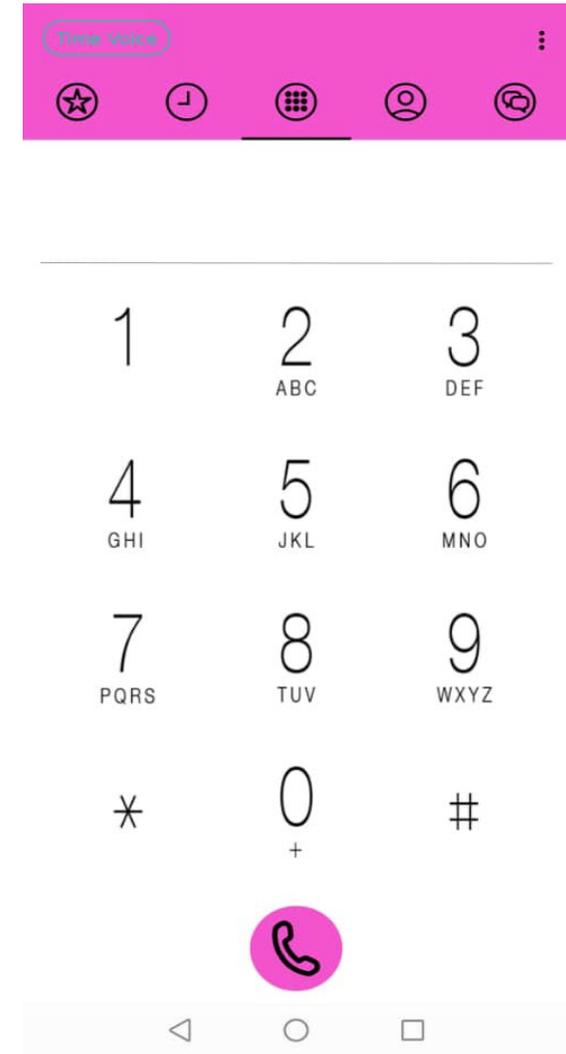
To get started, download the app on your smartphone and you're on your way!

Download it [here](#) or search for **Time Voice App** on the **Google Play Store**.



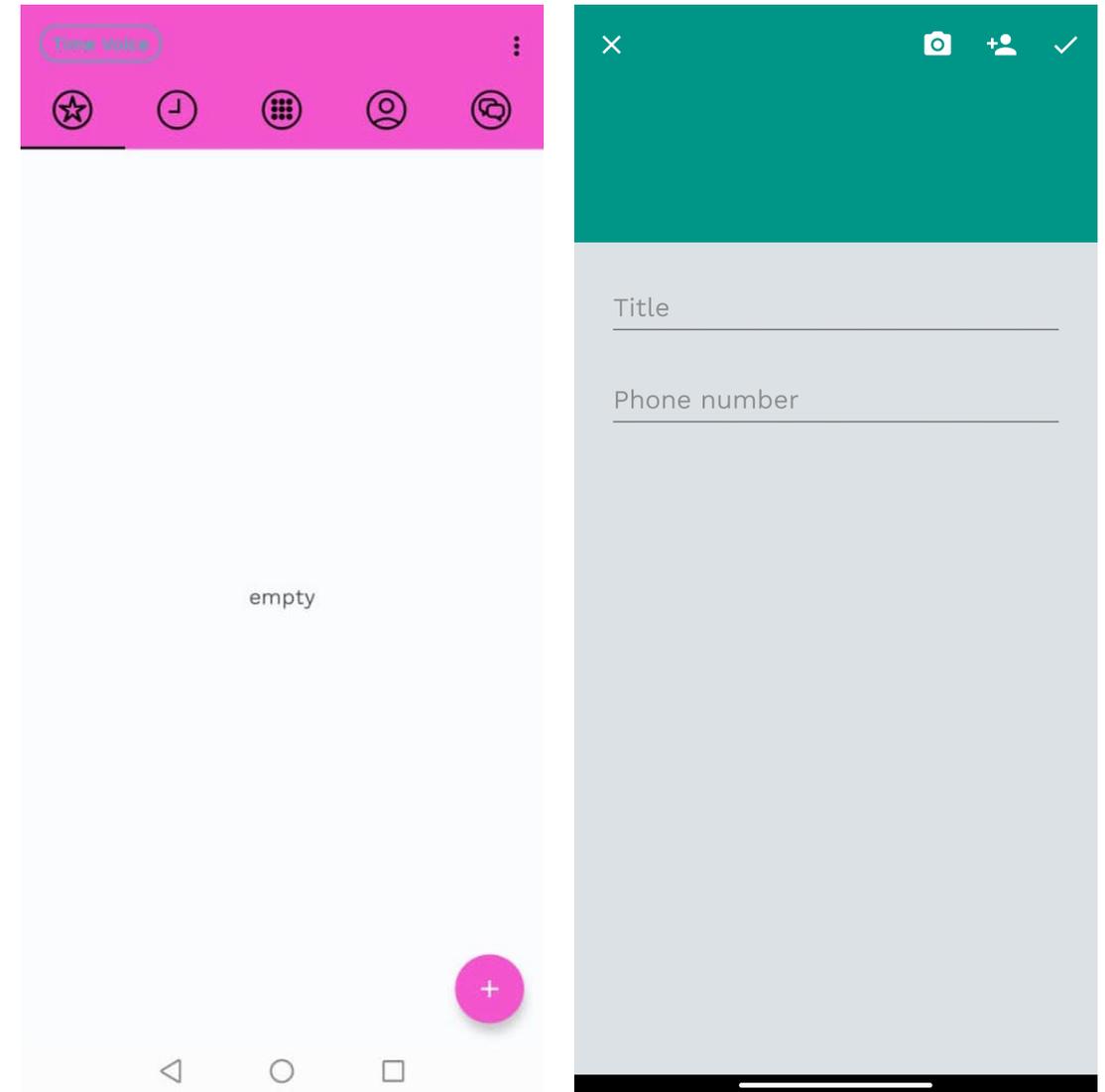
2.1 Keypad

1. The Time Cloud Comms status bar is displayed as '**Registered**' when your service is active and connected.
2. To make a call, dial the telephone or extension number.
3. The voicemail button will appear if you have received a voicemail message.
4. To find out your assigned extension number, dial *14 and it will be played back for you.



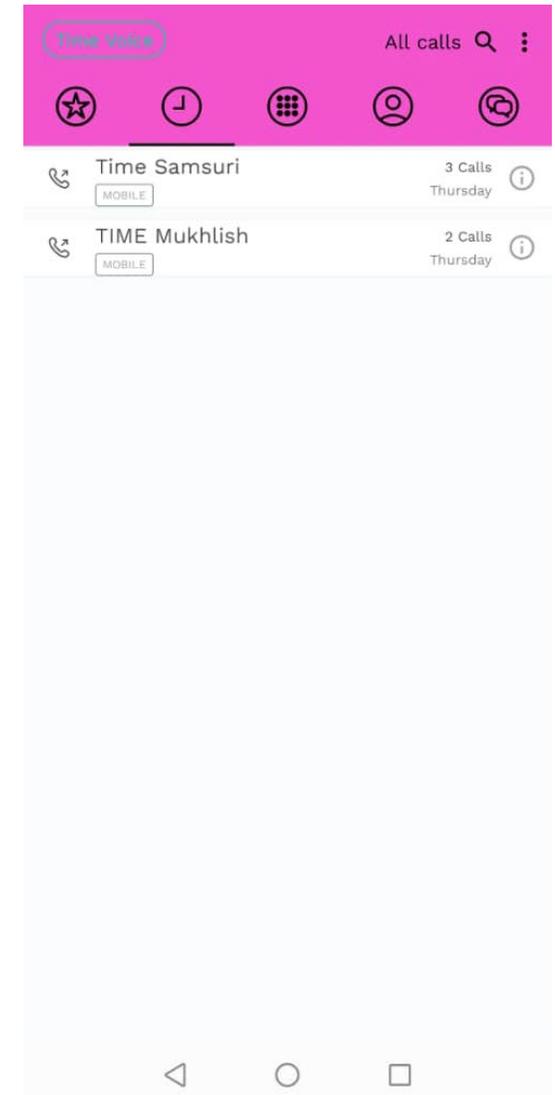
2.2 Quickdial

1. Select the **Quickdial** tab.
2. To add a new contact, select the “+” icon.
3. A new page for you to enter the contact details will pop up.



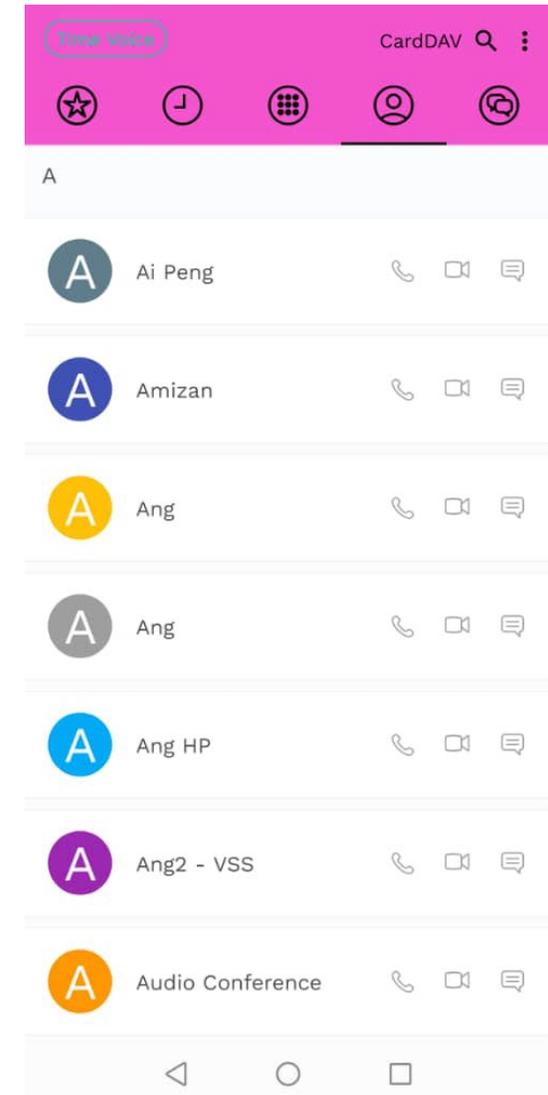
2.3 History

Displays call history for all call logs – Incoming, Outgoing, Missed & Recorded calls.



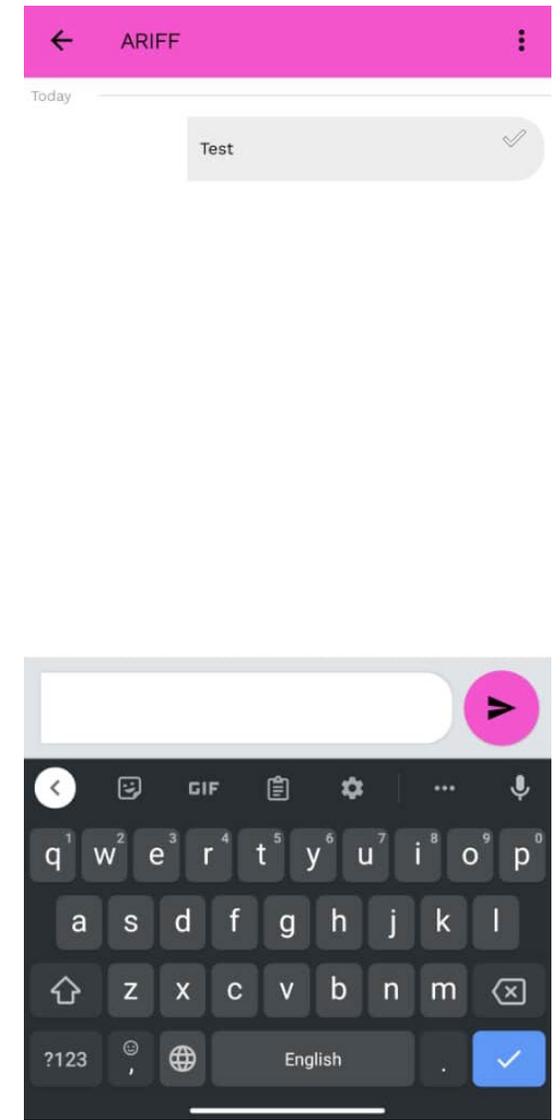
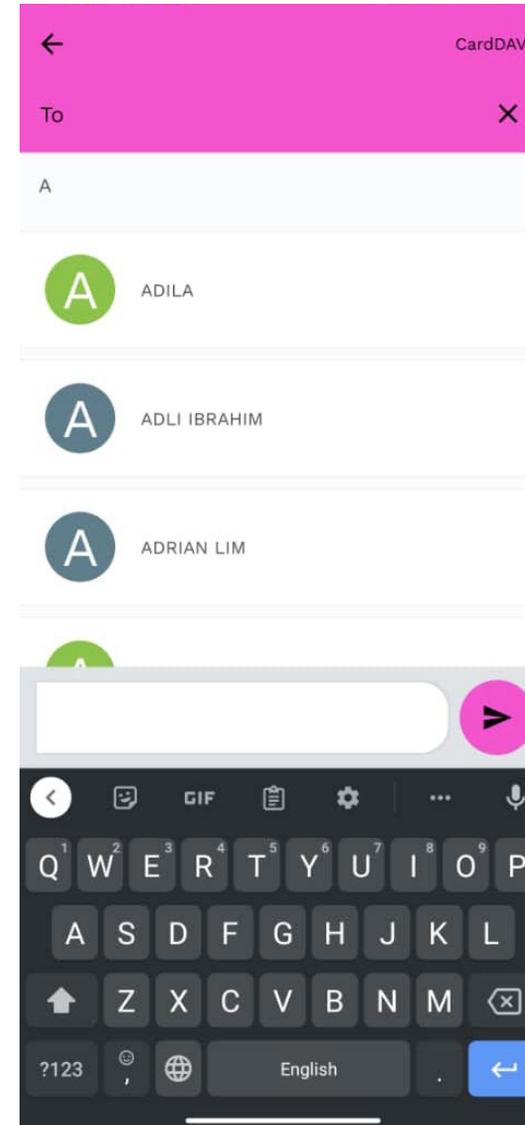
2.4 Contacts

1. Select the **Contacts** button to browse through the phonebook.
2. Select the “+” icon to add a new contact.



2.5 Messages

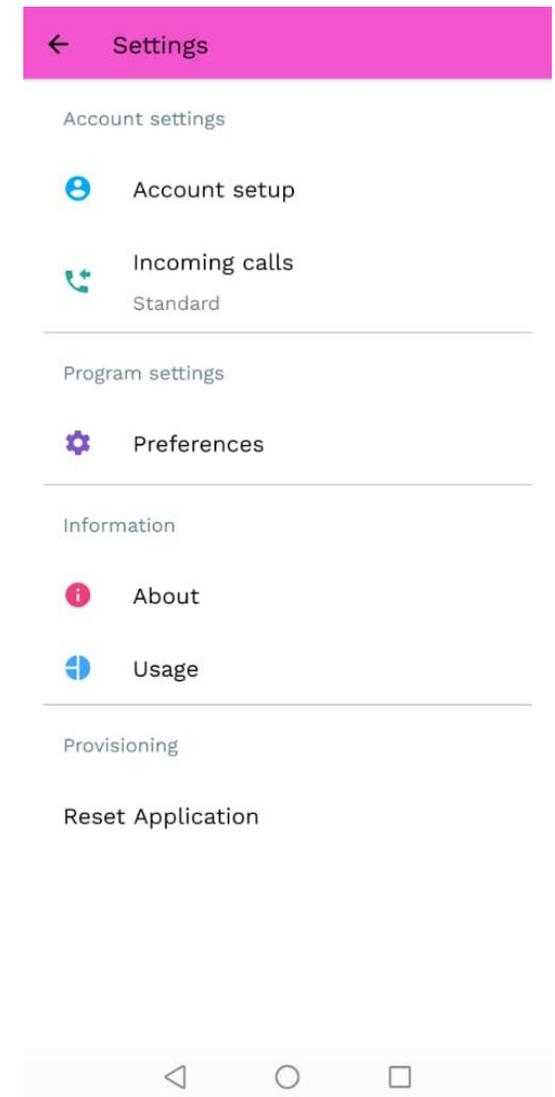
1. Select the **Messages** tab to go to the Messages page.
2. To compose a new message, select the '**Compose**' button.
3. Enter the extension number or search from the phonebook to send a message to the intended recipient.
4. Only Time Cloud Comms users can send and receive messages via the app.



Settings is located on the top right of the **Keypad** tab.

In **Settings**, the user can customise their mobile client. Here are some things to take note.

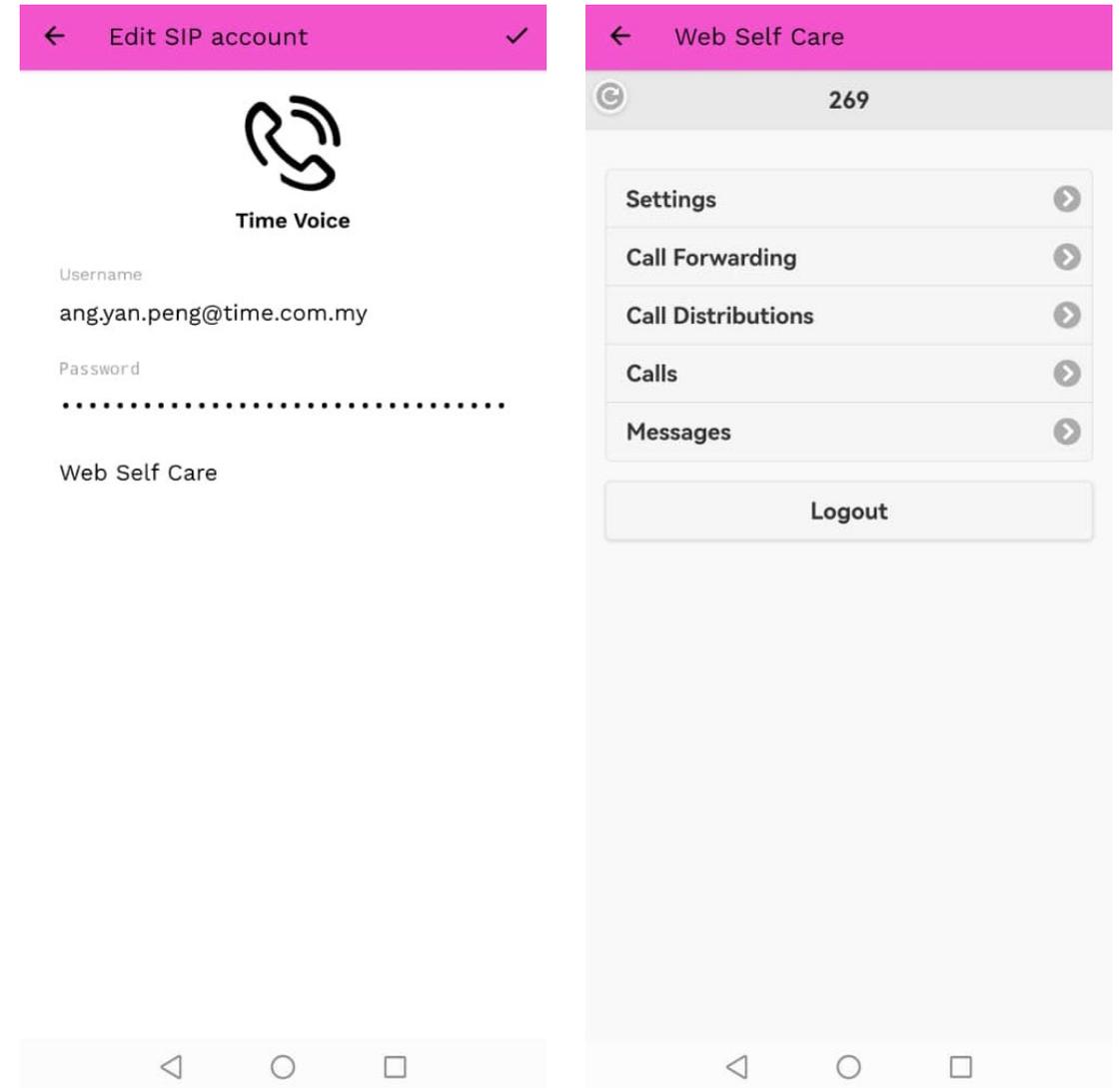
- **Account Setup:** Access to the **Web Self Care**.
- **Incoming Calls:** If this is not activated, you will not receive calls when the app is in the background mode.
- **Preferences:** Configures Ringtones, Voice, Call Recording, Number Rewriting, Video Call and Network.
- **About:** Displays the app's info.
- **Usage:** Displays and resets the usage summary.
- **Reset Application:** Wipes out the Account Provisioning from the app. A new account can be provisioned after that.



3.1 Account Setup – Web Self Care

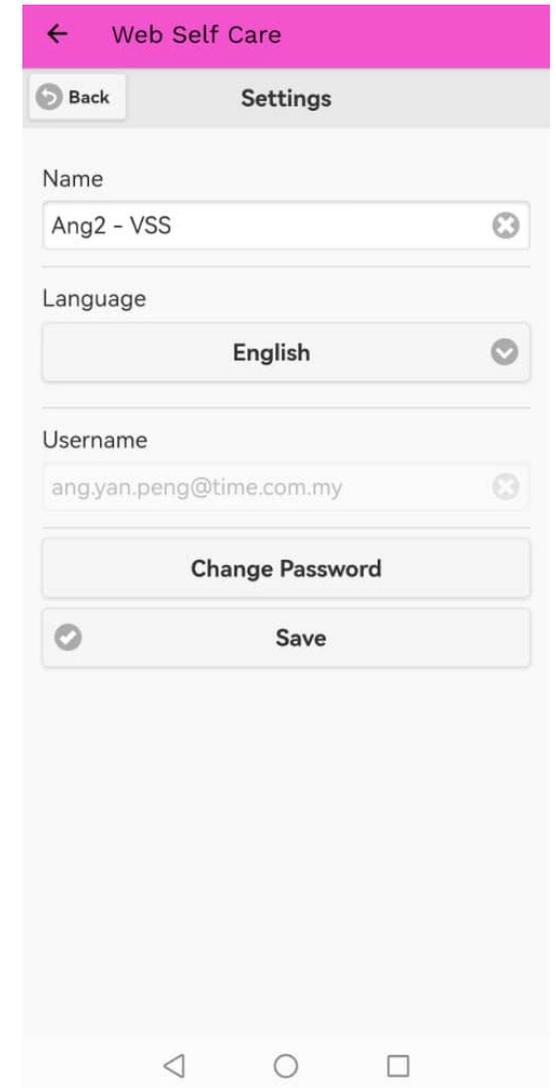
Click the **Web Self Care** button to manage your own account.

- **Settings:** To update the assigned account name.
- **Call Forwarding:** To update your Call Forwarding preferences.
- **Call Distributions:** To add a call distribution entry.
- **Calls:** To view your call log details.
- **Messages:** To check your voice messages.



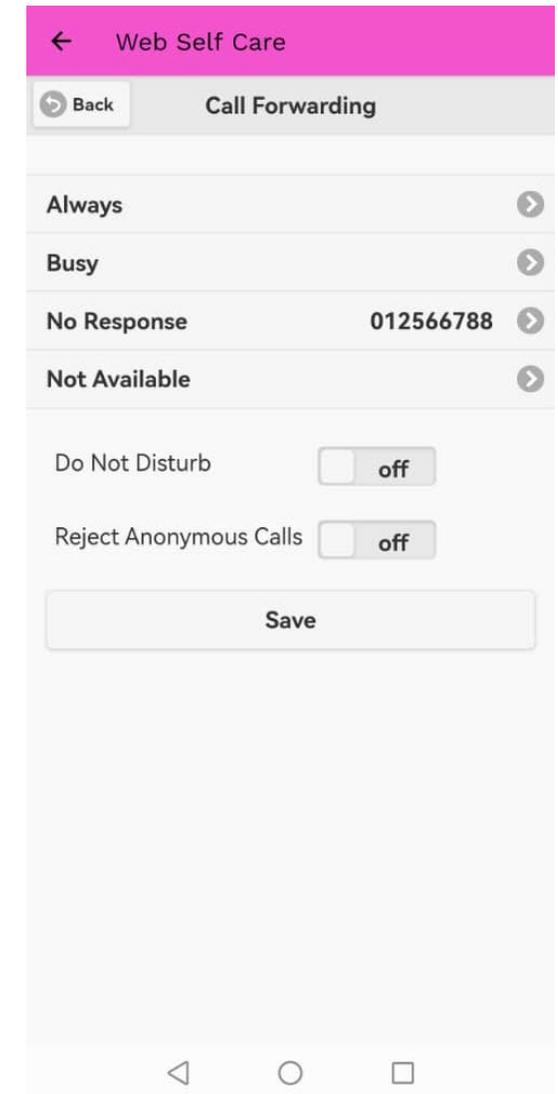
3.1.1 Web Self Care > Settings

1. To update the **Web Self Care** settings, first enter a new name in the **Name** field.
2. Select **Change Password** to update your Web Self Care password.
3. Click **Save** button to finish.
4. The name will be displayed when you call another Time Cloud Comms number.



3.1.2 Web Self Care > Call Forwarding

1. The **Call Forwarding** destination could be a **Number, Voicemail** or an **Announcement**.
 - **Always:** All calls will be forwarded unconditionally to your preset destination.
 - **Busy:** All calls will be forwarded to your preset destination when your line is busy.
 - **No Response:** All calls will be forwarded to your preset destination when there is no answer.
 - **Not Available:** All calls will be forwarded to your preset destination when your line is unreachable.
2. Select **Do Not Disturb** to reject all incoming calls.
3. Select **Reject Anonymous Calls** to reject calls with unknown numbers.
4. Press the **Save** button to complete.

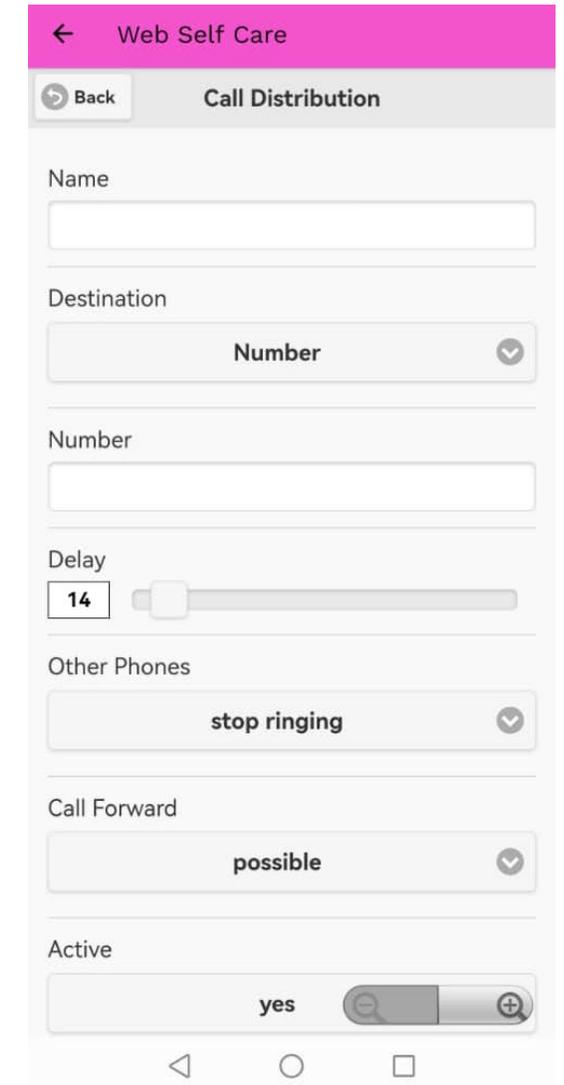
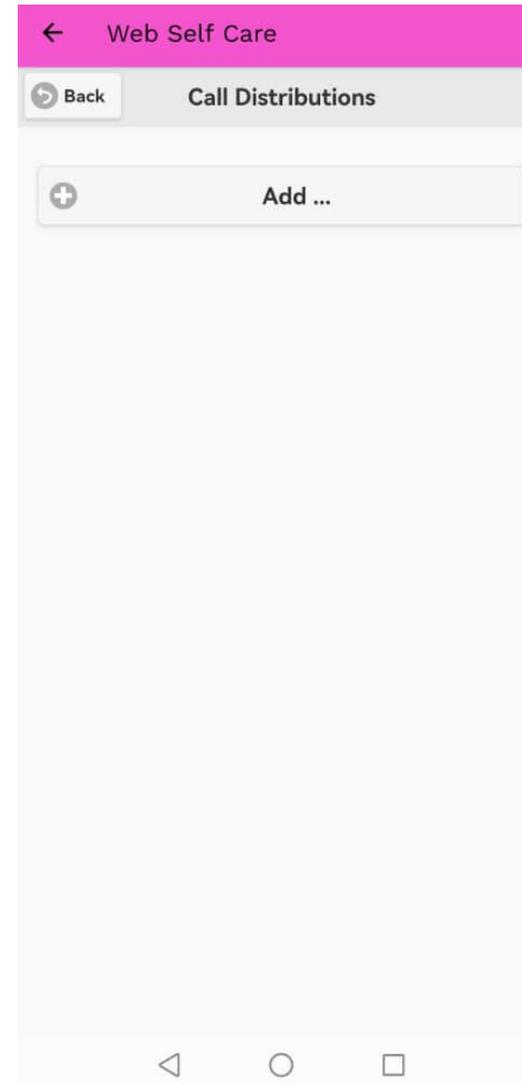


3.1.3 Web Self Care > Call Distributions

1. **Call Distributions** is an advanced feature that allows you to control the behaviour of how calls are terminated on your line.
2. For example, you can set up a new Call Distribution entry to have your Time Cloud Comms number activated on your desk phone and the mobile app at the same time.
3. In the event that you are out of the office and not available to pick up a call, you will still be able to receive the call via your mobile app.

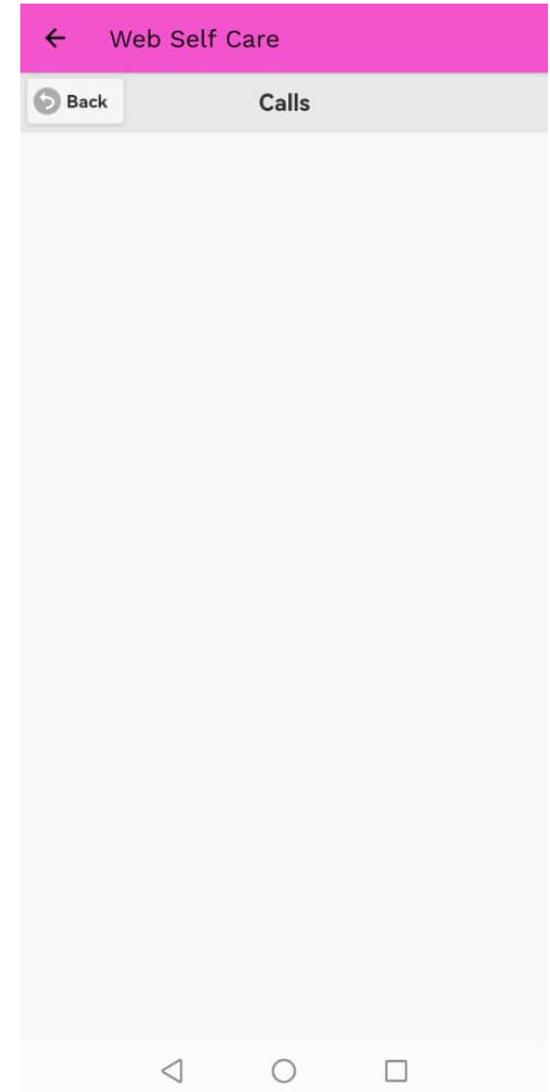
Account Setup > Call Distributions

1. To set up **Call Distributions**, press the **Add** button to start.
2. Configure the details of your destination and rules.
3. Press **Save** to finish.
4. Repeat steps 1 – 3 to configure more call distributions.



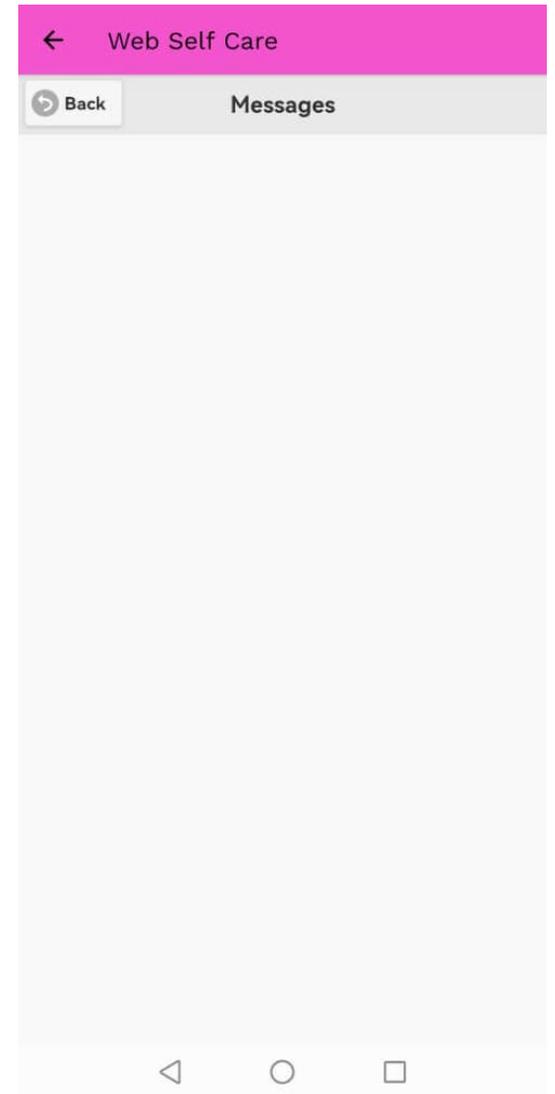
3.1.4 Web Self Care > Calls

In **Calls**, press any one of the call logs to view the call details.



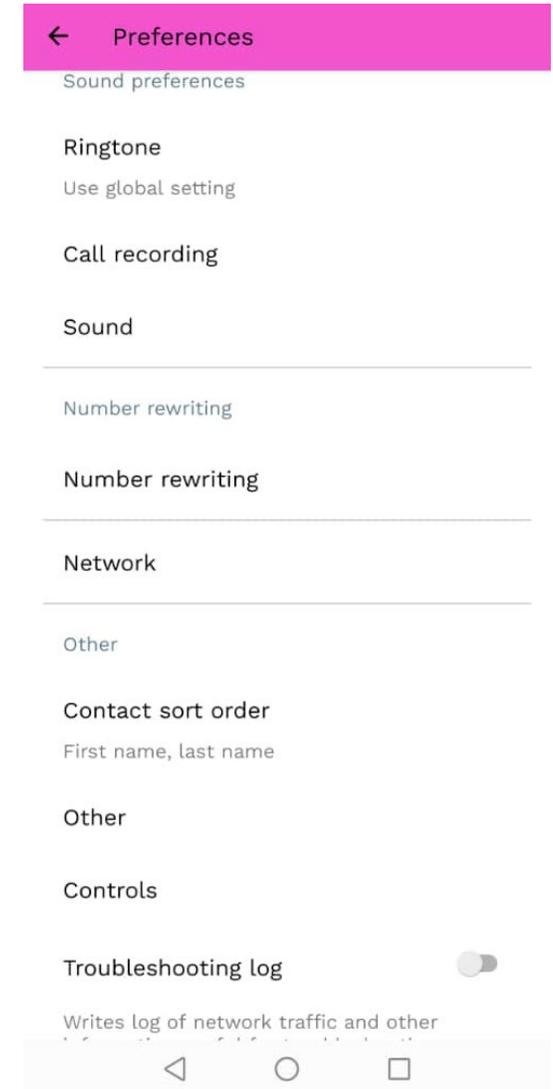
3.1.5 Web Self Care > Messages (Voicemail)

To play a voicemail, go to **Messages** and select a log when available.



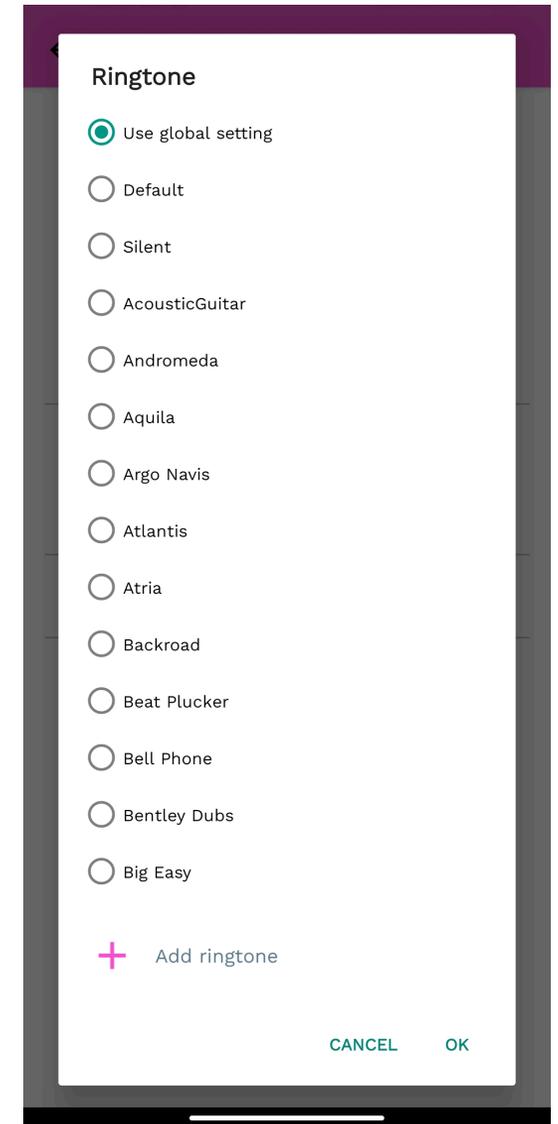
3.2 Preferences

1. **Ringtones:** Change the ringtone of incoming calls.
2. **Call Recording:** This feature enables call recording on the device.
3. **Sound:** Configure advanced voice features (Default settings have been set. Changing the settings for sound isn't recommended).
4. **Number Rewriting:** Set rules and actions to dial numbers.
5. **Network:** Select Wi-Fi preferences for Time Cloud Comms app.
6. **Controls:** Determine the settings of outgoing native calls and incoming GSM calls.



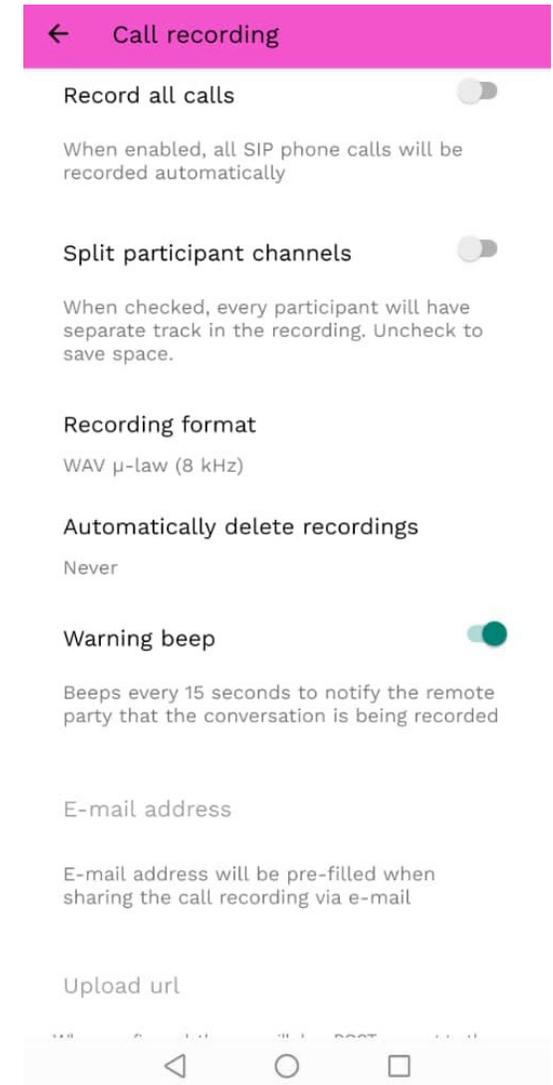
3.2.1 Preferences > Ringtones

- To change a **Ringtone**, click on the dropdown menu and select a new ringtone from the list.



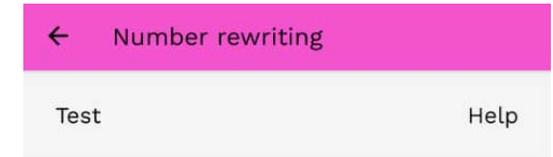
3.2.2 Preferences > Call Recording

- 1. Record All Calls:** All incoming call conversations will be recorded.
- 2. Split Participants Channels:** When checked, participants will have their own track in the recording.
- 3. Automatically Delete Recordings:** Duration to keep recorded conversations.
- 4. Warning Beep:** Generates beeps every 15 seconds to notify the called party that the call is being recorded.



3.2.3 Preferences > Number Rewriting

1. Click the “+” icon to start adding new rules and actions.
2. Press **Help** for more details on the configuration settings.

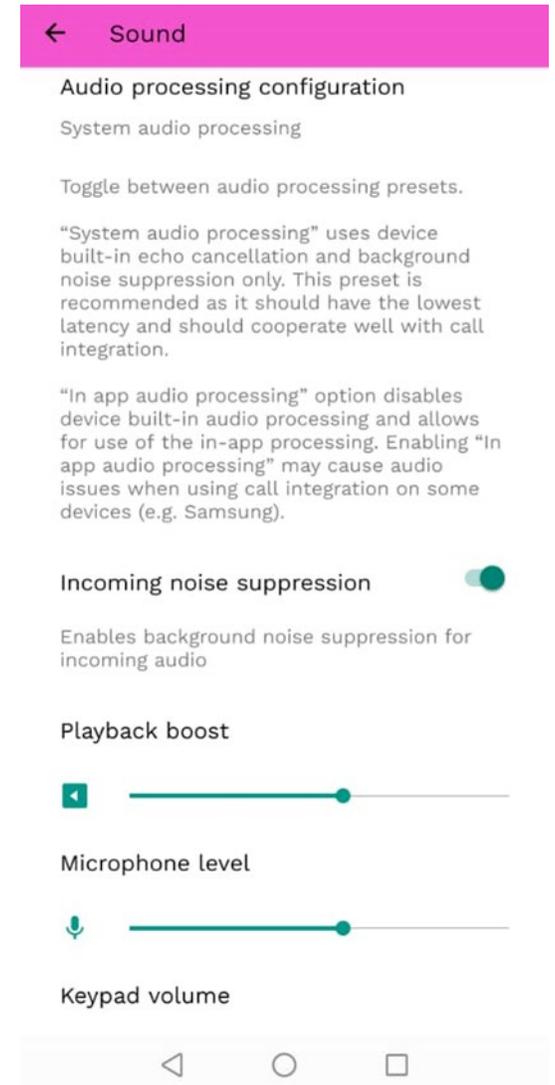


No rules defined. Click the + button to add one



3.2.4 Preferences > Sound

- 1. Noise Suppression:** Enables background noise suppression.
- 2. Playback Boost:** Increases the volume played from your device.
- 3. Microphone Level:** Increases your speech volume to the called party.
- 4. Keypad Volume:** Sets the volume of the keypad.



3.2.5 Preferences > Controls

1. On GSM Call:

- **Do Nothing** – An incoming call via your GSM provider will still ring even when you are connected to a Time Cloud Comms call.
- **Put Call on Hold** – Place the ongoing Time Cloud Comms call on hold when you pick up an incoming GSM call.
- **Play Message** – A message will play to the Time Cloud Comms caller / called party to notify that you are on a GSM call.

2. Handle Outgoing Native Calls:

- **Never** – Make an outgoing call using your GSM network.
- **Ask** – You will be prompted to select either the Time Cloud Comms app or your own GSM provider to make the outgoing call.
- **Always** – Make an outgoing call using the Time Cloud Comms app.

