# TIME CLOUD COMMUNICATIONS

**User Guide for iOS Devices**

# content

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 **Apple App Store**.

**Time**

# 2.1 Keypad

1.  The Time Cloud Comms status bar is displayed in **green** 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.
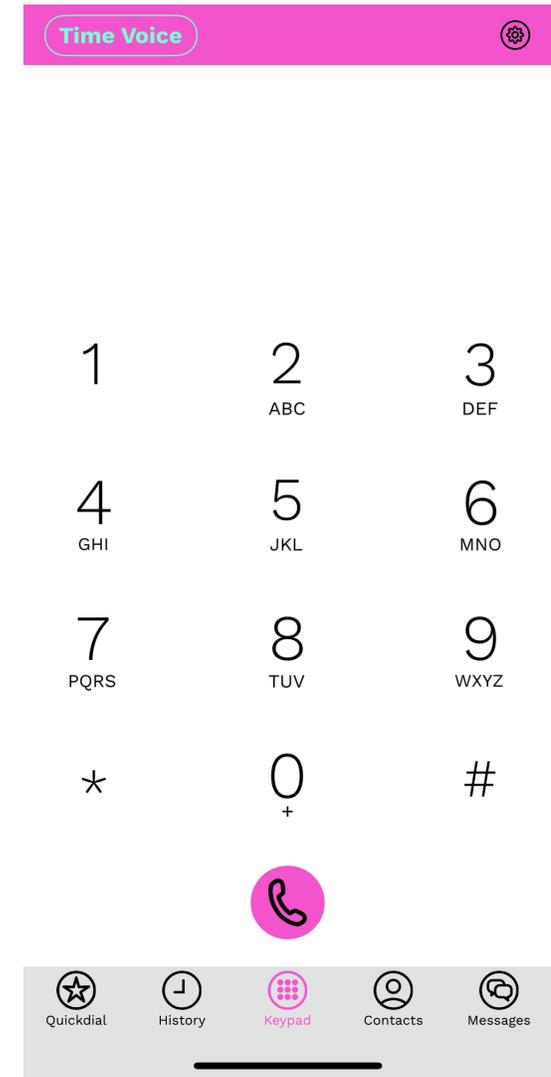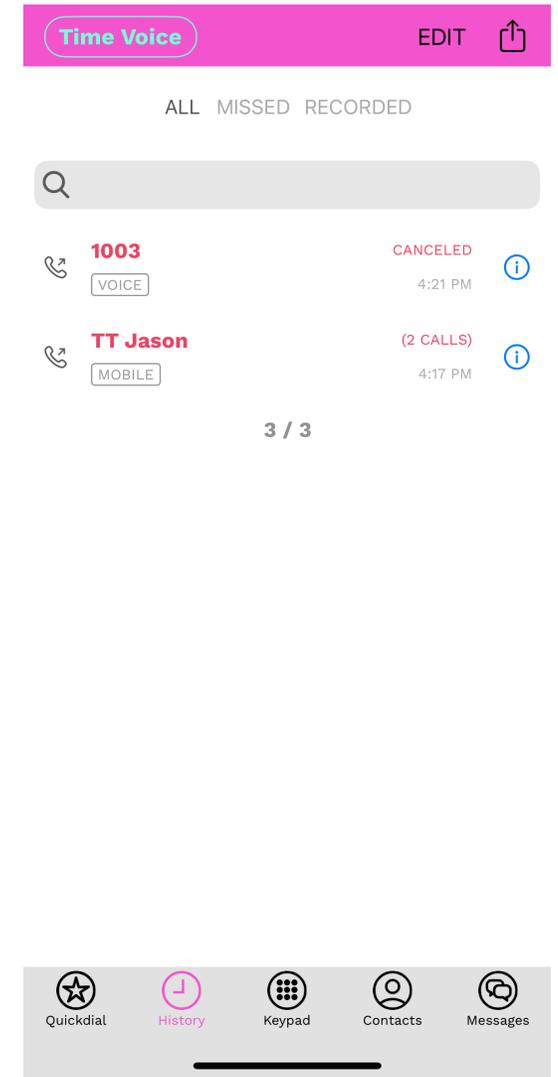
## 2.2 Quickdial

1.  Select the **Quickdial** tab.

2.  To add a new contact, select the **Edit** button and the "**+**" icon will be available to add a new contact.

3.  A new page for you to enter the contact details will pop up.
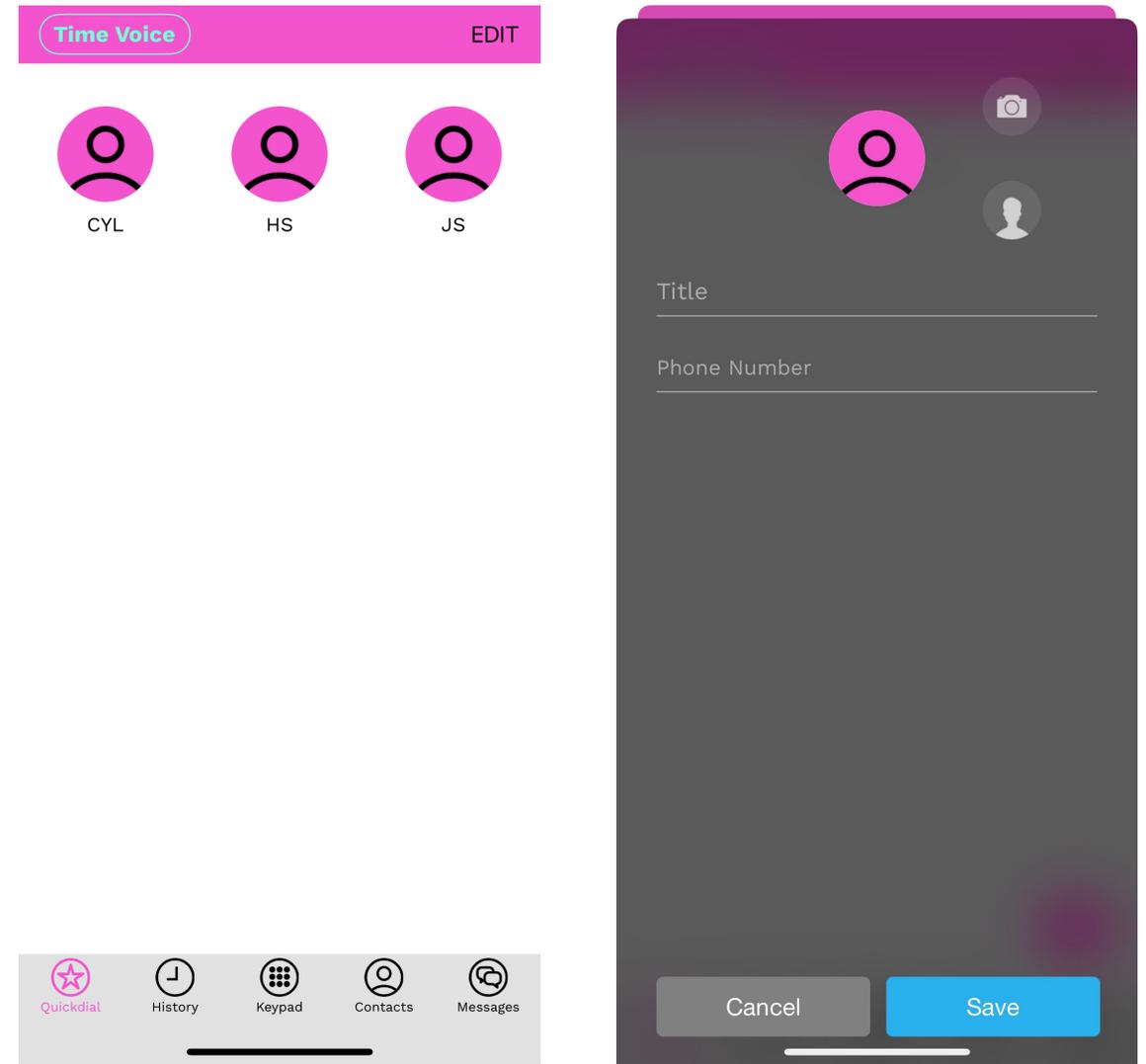
# 2.3 History

1. To review the call history, select the **History** tab.

• All: Displays all call logs – Incoming, Outgoing, Missed & Recorded.

• Missed: Shows all missed calls.

• Recorded: Shows recorded calls for playback. You can record all calls by activating this feature in the settings.  Alternatively, you can record a call by pressing the record button during a call.

**Time Voice**     EDIT

ALL   MISSED   RECORDED

🔍

**1003**                          CANCELED     ⓘ
VOICE                            4:21 PM

**TT Jason**                     (2 CALLS)     ⓘ
MOBILE                           4:17 PM

3 / 3

Quickdial    History    Keypad    Contacts    Messages

# 2.3.1 History > Edit

1. Select the **Edit** button to remove a log.

2. Select the log you would like to remove.
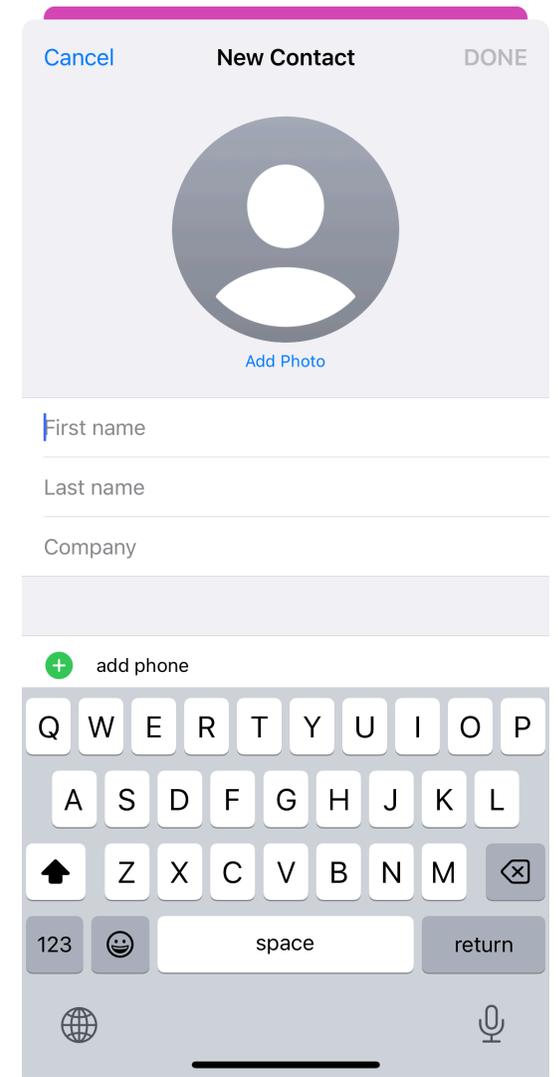
3. Select **Done** to complete the action.
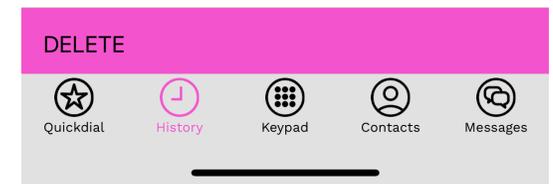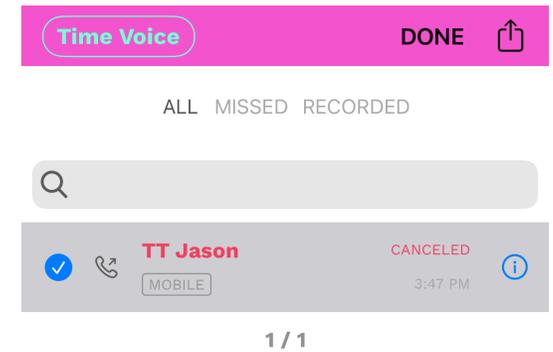
# 2.4 Contacts

1. Select the **Contacts** button to browse through the phonebook.

2. Select the "**+**" icon to add a new contact.
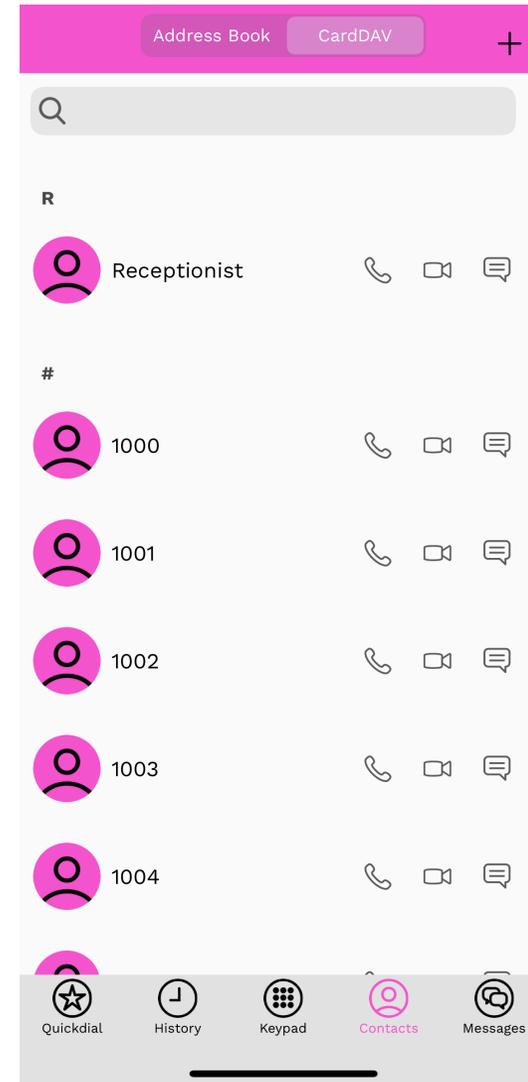
## 2.5 Messages

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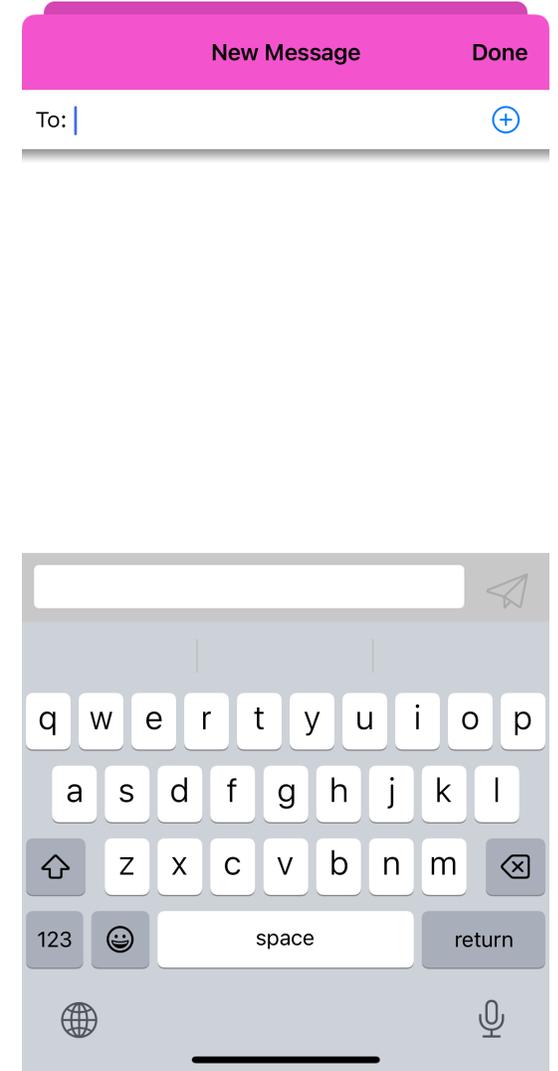
**Settings** is located on the top right of the **Keypad** tab.

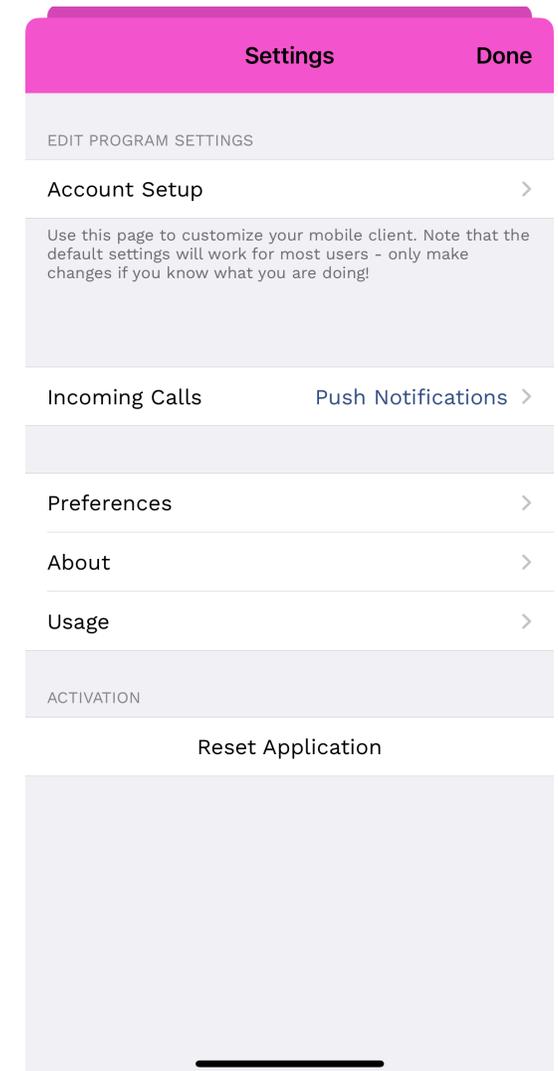In **Settings**, the user can customise their mobile client. Here are some things to take note.

- **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.

| Settings | Done |
| --- | --- |

EDIT PROGRAM SETTINGS

Account Setup

Use this page to customize your mobile client. Note that the default settings will work for most users - only make changes if you know what you are doing!

Incoming Calls          Push Notifications

Preferences

About

Usage

ACTIVATION

Reset Application

**Time**

# 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.

| | |
|---|---|
| Cancel | **Edit Account** | Save |

**Time Voice**

| Username | tcc_0327891560_1004 |
|---|---|
| Password | |

Web Self Care

‹ Edit Account

1004

| Settings | › |
|---|---|
| Call Forwarding | › |
| Call Distributions | › |
| Calls | › |
| Messages | › |

Logout
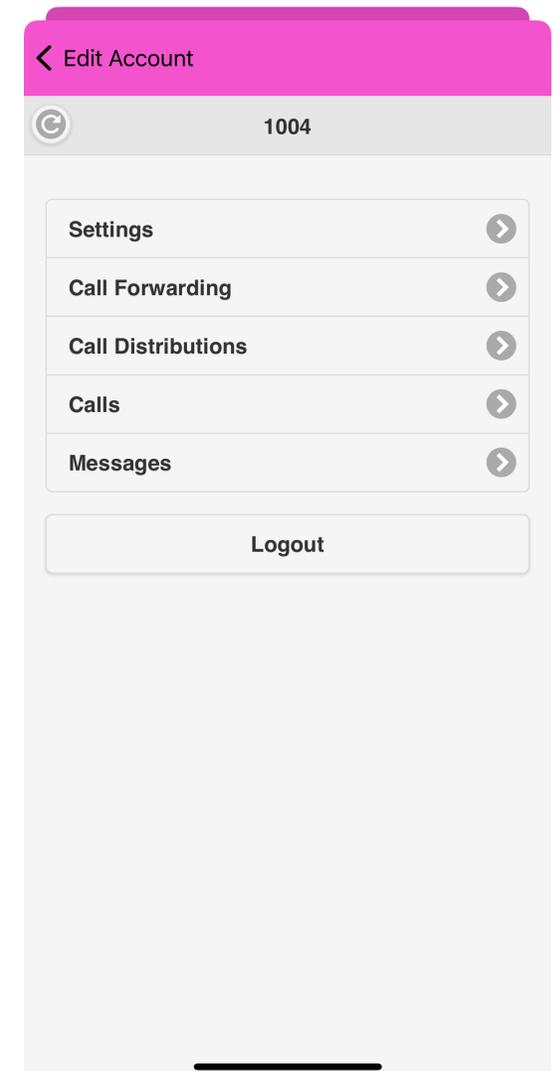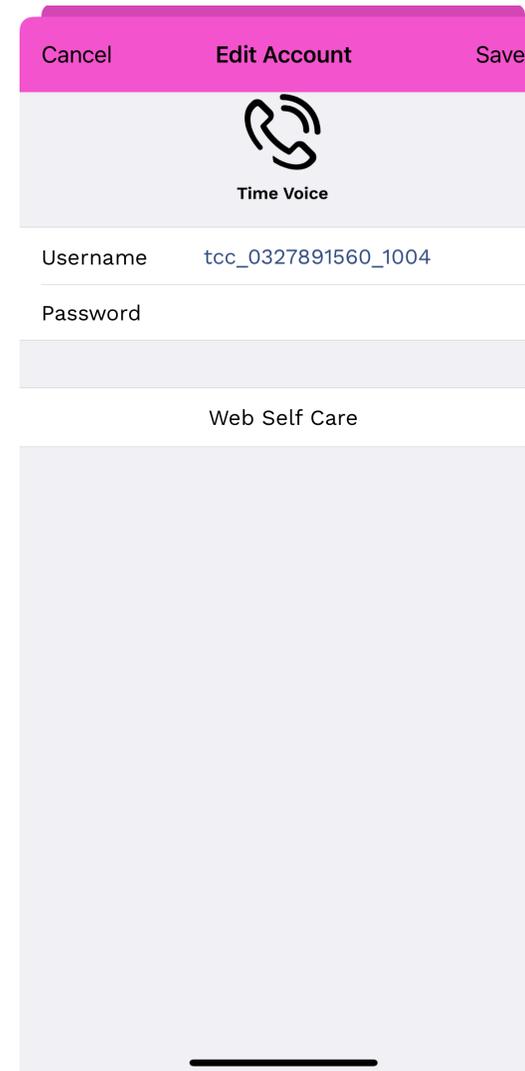
# 3.1.1 Web Self Care > Settings

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** to finish.

4. The name will be displayed when you call another Time Cloud Comms number.

**Time**

# 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.
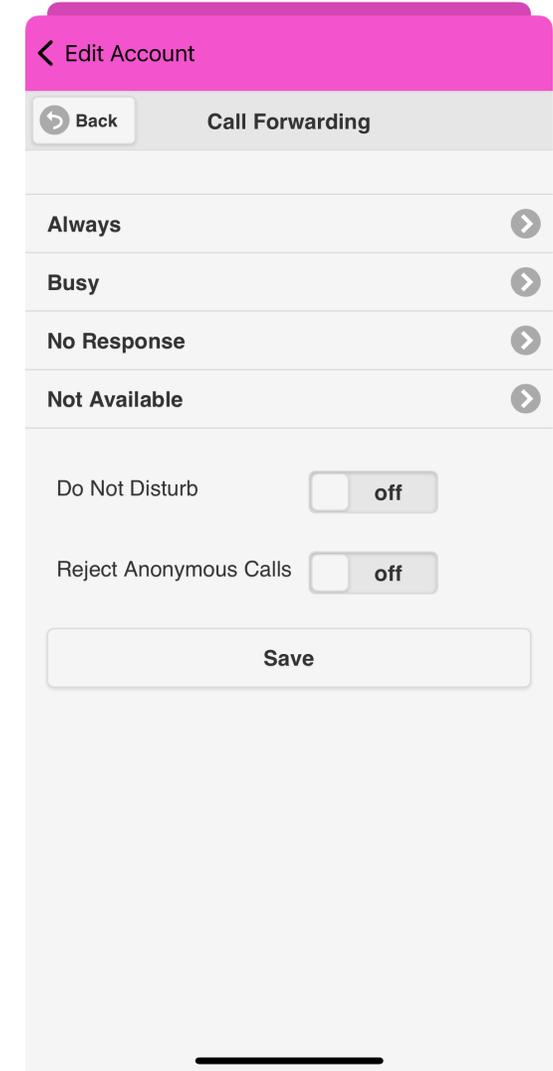
**Time**

# 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.
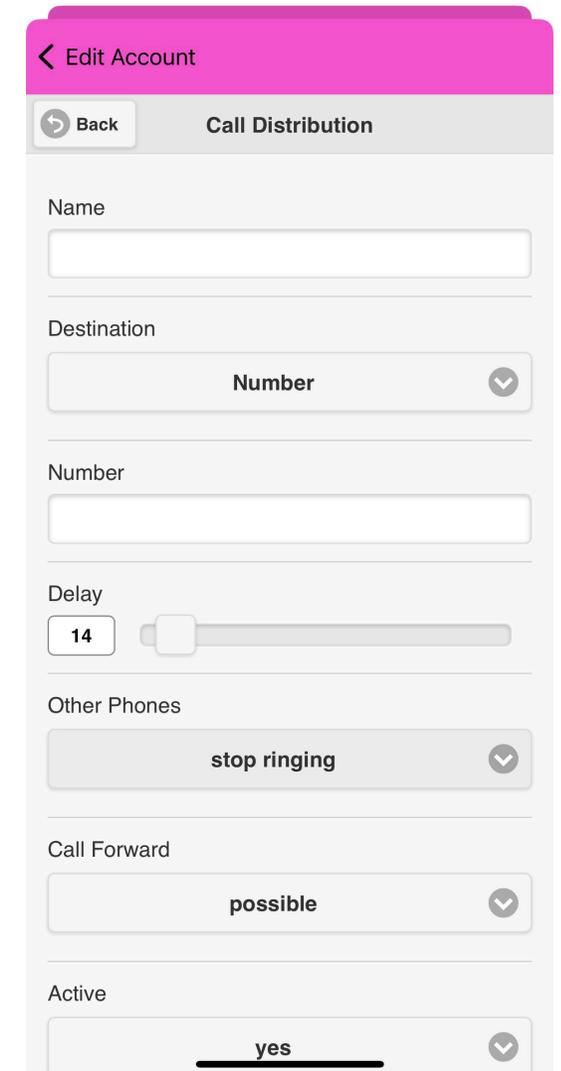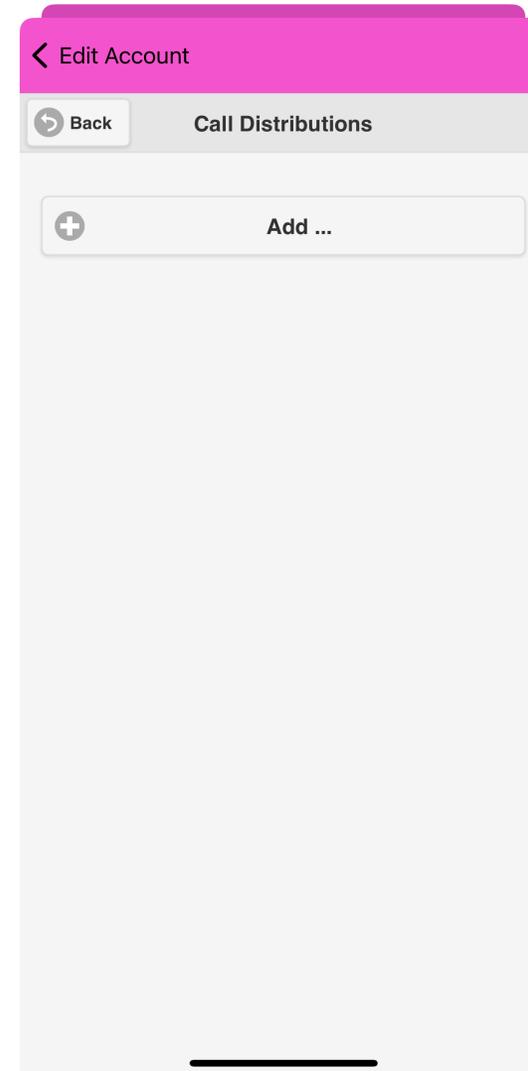
# 3.1.4 Web Self Care > Calls

In **Calls**, press any one of the call logs to view the call details.
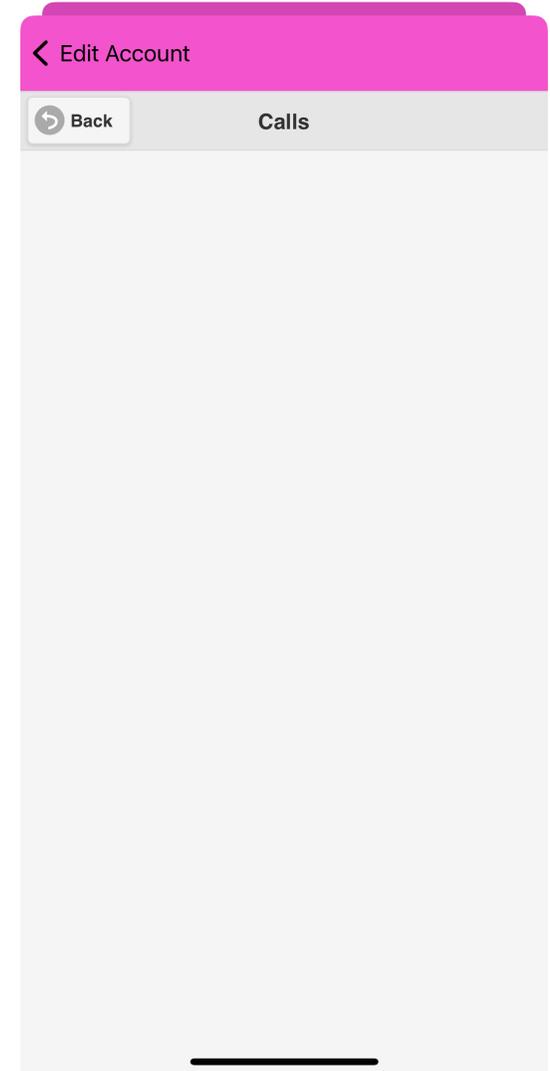
# 3.1.5 Web Self Care > Messages (Voicemail)

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. **Sound**: Configure advanced voice features (Default settings have been set. Changing the settings for sound isn't recommended).

3. **Call Recording**: This feature enables call recording on the device.

4. **Number Rewriting**: Set rules and actions to dial numbers.

5. **Controls**: Determine the settings of outgoing native calls and incoming GSM calls.
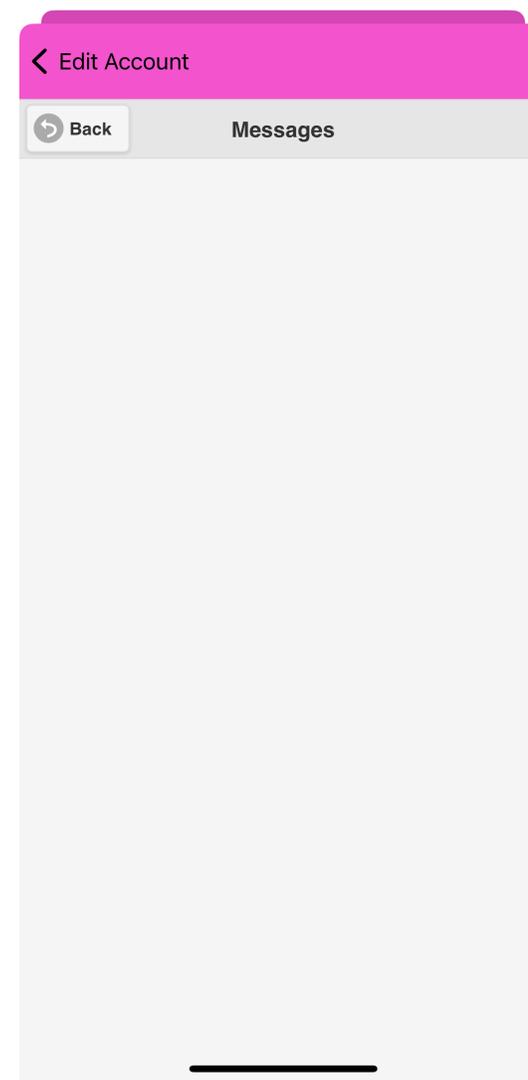
6. **Start Video Automatically**: Allow incoming video calls to start automatically.

7. **3G / Wi-Fi Selection**: Select Wi-Fi preferences for Time Cloud Comms app.

| ‹ Settings | Preferences | Done |
|---|---|---|

Ringtones ›

Sound ›

Call Recording ›

Number Rewriting ›

Network ›

Controls ›

Start Video Automatically

Log SIP Traffic

Writes log of all SIP traffic, useful for troubleshooting

Language          Automatic ›

SSL Exceptions ›

**Time**

| Preferences | Ringtones | Done |
|---|---|---|
| Ringtone | | Ding Dong > |
| Text Tone | | Chime > |
| On-Screen Text Tone | | Wroom > |
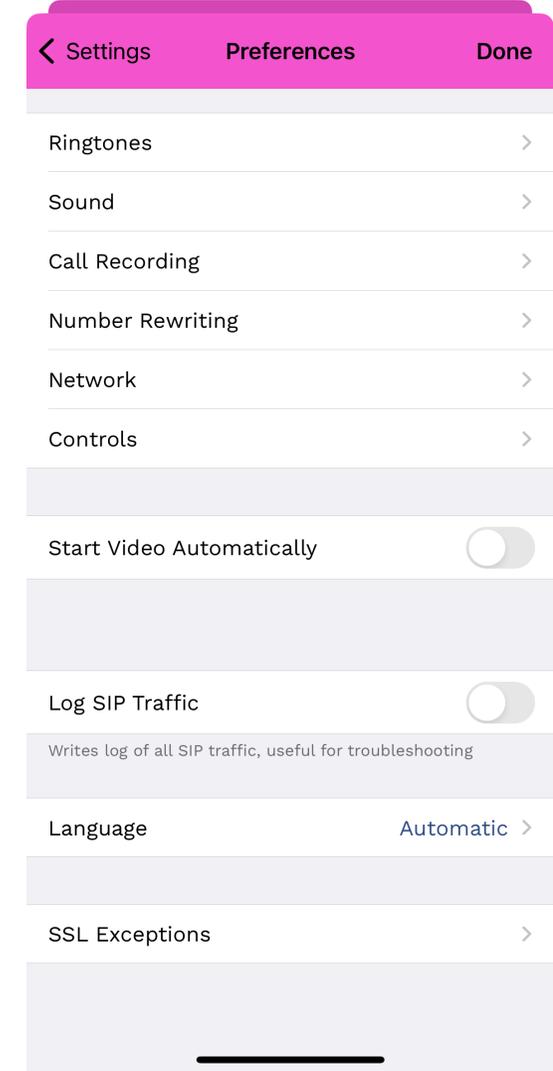
# 3.2.1 Preferences > Ringtones

To change a **Ringtone**, **Text Tone** or **On-Screen Text Tone**, click and select a new tone from the list.
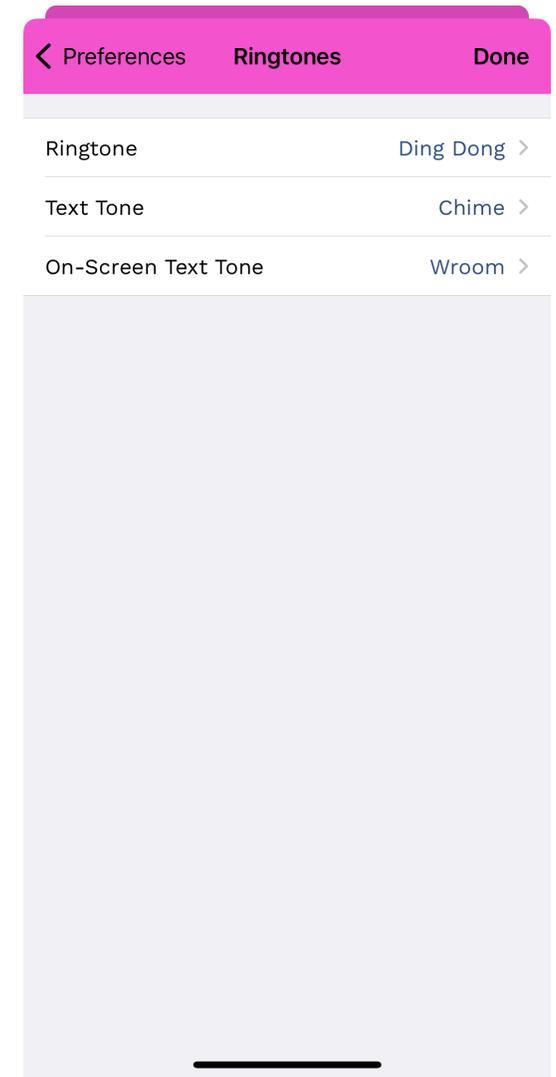
# 3.2.2 Preferences > Sound

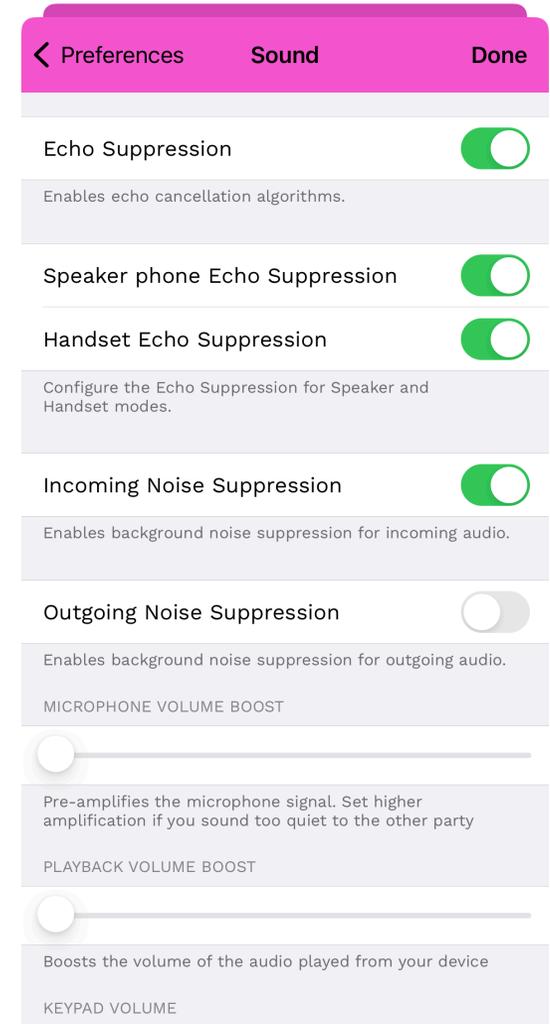1. **Echo Suppression**: Enables echo cancellation.

2. **Noise Suppression**: Enables background noise suppression.

3. **Microphone Volume Boost**: Increases your speech volume to the called party.

4. **Playback Volume Boost**: Increases the volume played from your device.

5. **Keypad Volume**: Sets the volume of the keypad.

6. **Automatic Speaker Mode**: Automatically switches to speaker mode if the device is moved away from your ear.

7. **Support Bluetooth**: Enables Bluetooth headset support.

| ‹ Preferences | Sound | Done |
|---|---|---|

Echo Suppression  ⬤

Enables echo cancellation algorithms.

Speaker phone Echo Suppression  ⬤

Handset Echo Suppression  ⬤

Configure the Echo Suppression for Speaker and Handset modes.

Incoming Noise Suppression  ⬤

Enables background noise suppression for incoming audio.

Outgoing Noise Suppression  ◯

Enables background noise suppression for outgoing audio.

MICROPHONE VOLUME BOOST

Pre-amplifies the microphone signal. Set higher amplification if you sound too quiet to the other party

PLAYBACK VOLUME BOOST

Boosts the volume of the audio played from your device
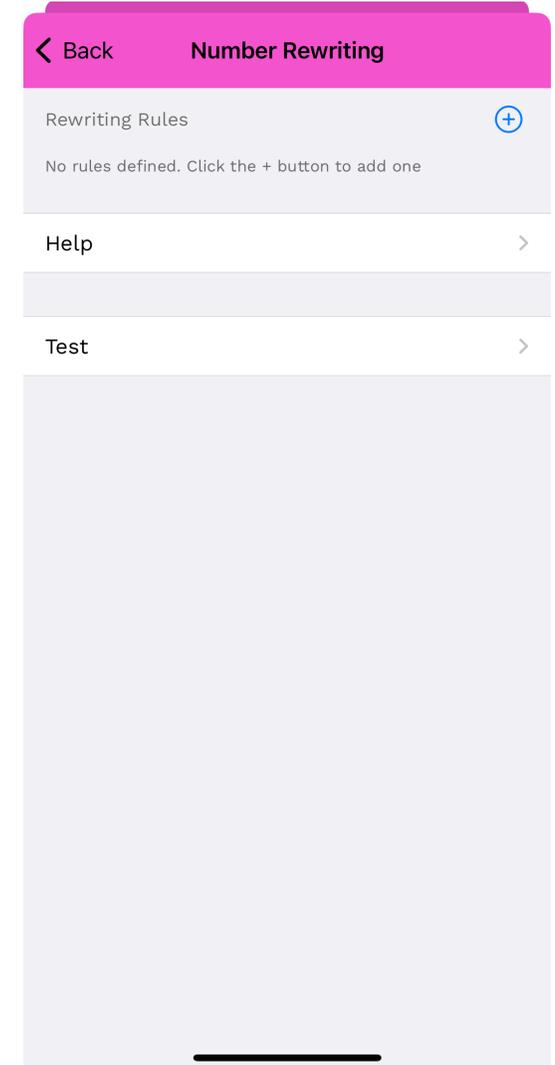
KEYPAD VOLUME

# 3.2.3 Preferences > Call Recording

1. **Record All Calls**: All incoming call conversations will be recorded.

2. **Multichannel**: Enables all participants' call recording.

3. **Delete After**: Duration to keep recorded conversations.

4. **Warning Beep**: Generates beeps every 15 seconds to notify the called party that the call is being recorded.

**Time**
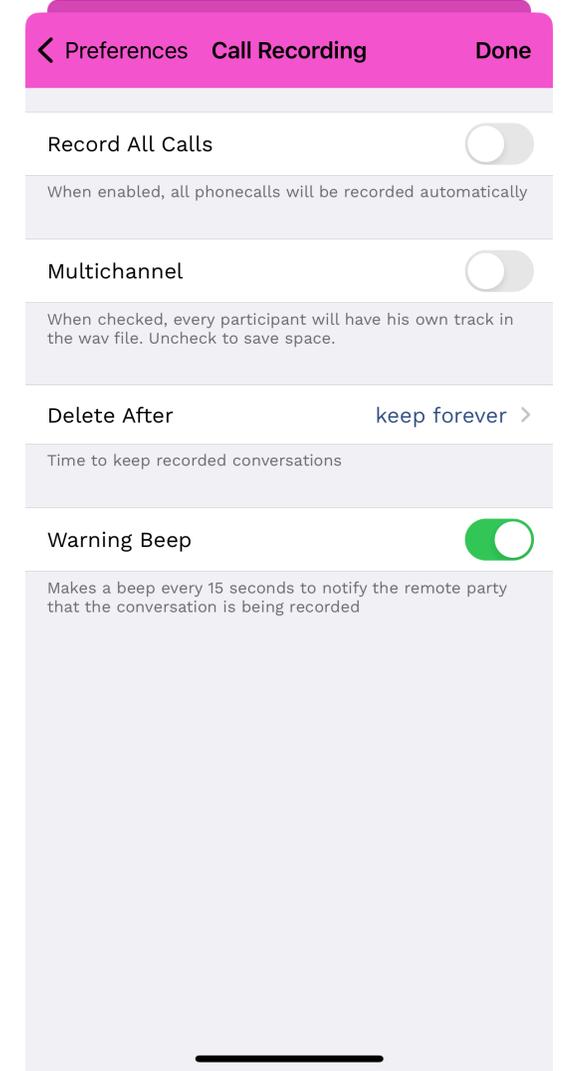
# 3.2.4 Preferences > Number Rewriting

1. Click the "**+**" icon to start adding new rules and actions.

2. Press **Help** for more details on the configuration settings.

‹ Back        **Number Rewriting**

Rewriting Rules                                    ⊕

No rules defined. Click the + button to add one

Help                                                    ›

Test                                                    ›

# 3.2.5 Preferences > Controls

1. **Headset Buttons**: Enables remote control support. Turning it on disables resuming music after a call. One-click accepts the incoming call or puts an active call on hold, double-click rejects the call or hangs up.

2. **Show Globe Button**: Displays the country flag of the called party.

3. On GSM Call:

• **Do Nothing** – An incoming call via your GSM provider will still ring although 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.
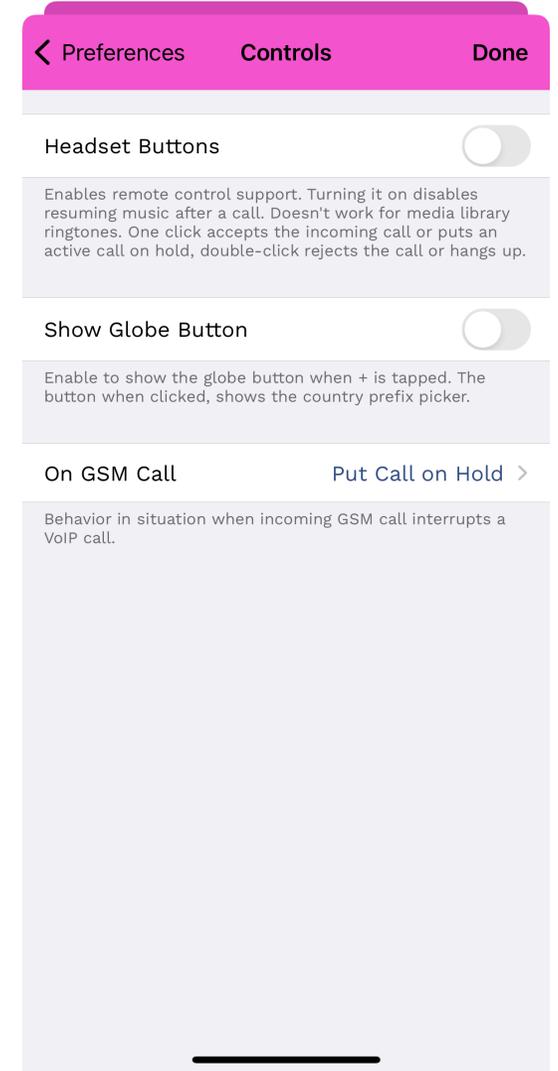
**Time**

# 3.3 Usage

1.  Displays Time Cloud Comms usage information.

2.  **Reset**: Resets the usage data information.