

# Using Hiscall Mobility - Android

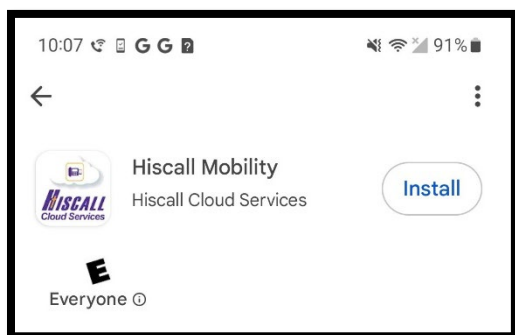
Hiscall Mobility - Android is a softphone with portal capabilities including a SIP softphone, contact management, answering rule management, extension dialing, visual voicemail, presence, and call recording.

**This guide is a comprehensive guide to logging into Hiscall Mobility - Android for the first time and utilizing its features.**

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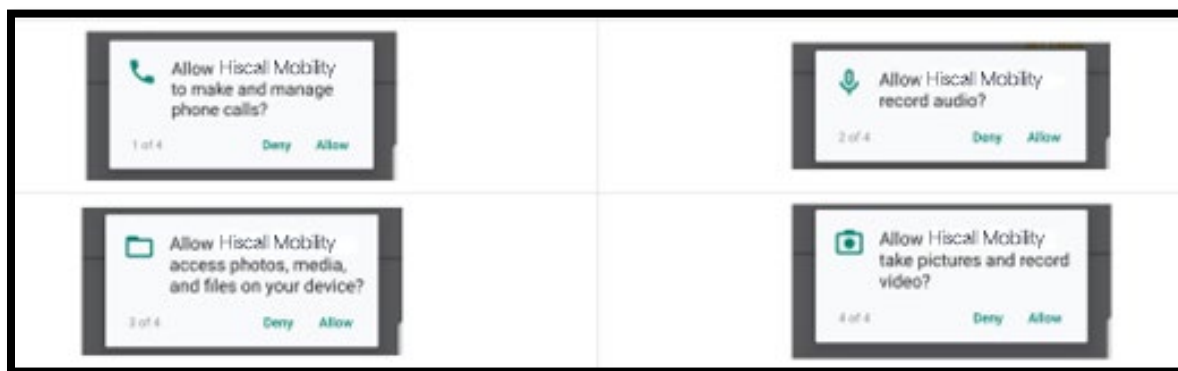
## Logging into the App

1. Using an Android device, tap on the Play Store and search for "Hiscall Mobility". Tap **Install** to start installing the app.



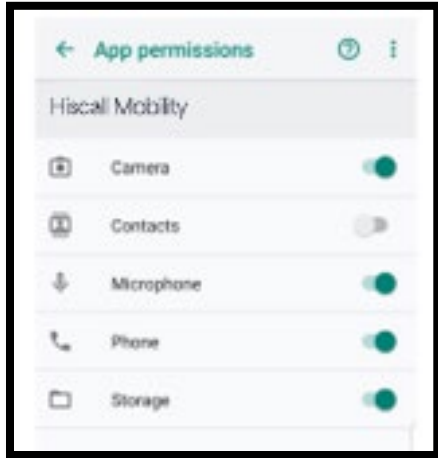
## App Permissions

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

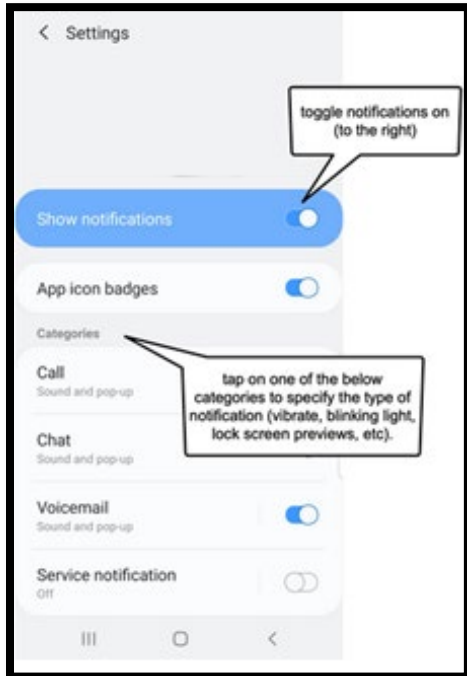


## User's Device Settings

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, but there should be a list of installed apps and "settings" for those apps. Toggle the permissions on and off as needed.

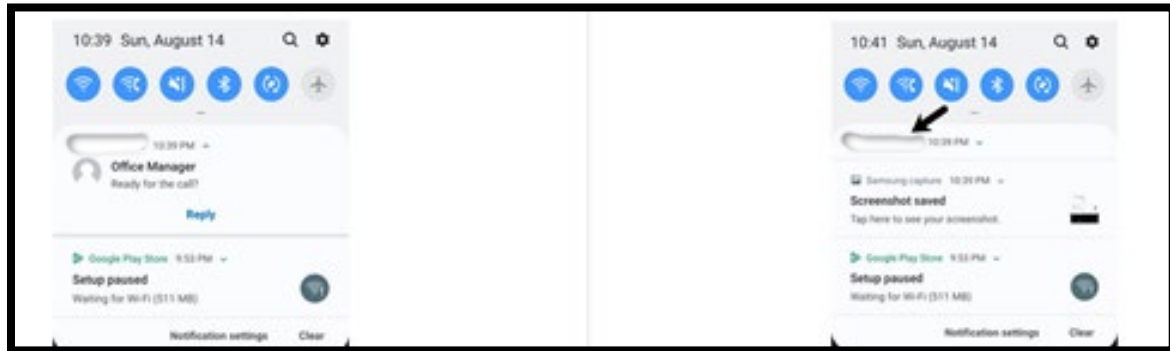


**Notifications** allow incoming phone calls and SMS messages to display on the device (while the app is running).



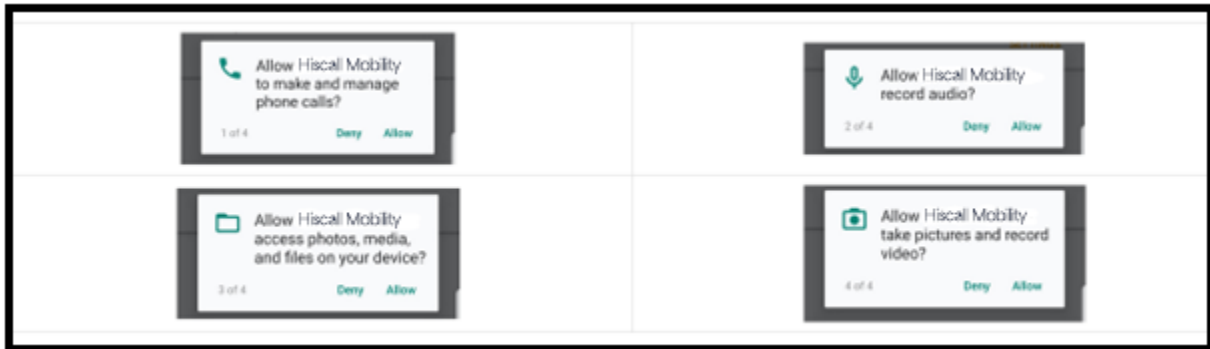
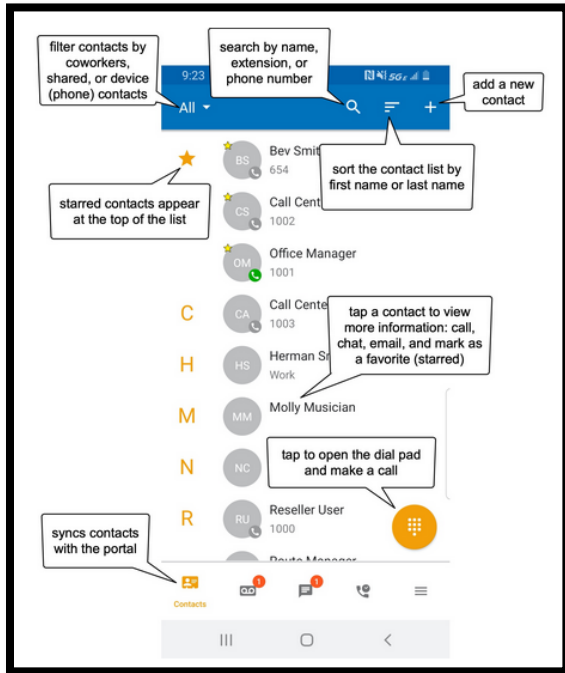
**Lock Screen Appearance** (found under the device's notification settings) enables privacy when needed. If message previews are turned off ("hide content"), then the device will display a notification from the name of the app, and nothing more.

If message previews are turned on ("show content"), the app will send a notification that includes the beginning of the message. Samples below.



# Contacts Screen

The **Contacts** screen is the default home screen on the Hiscall Mobility Android app. Users can dial internal extensions and external phone numbers here. When a new contact is added to 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. To enable push notifications (when the app is **not** running), contact Hiscall Service department ([services@Hiscall.com](mailto:services@Hiscall.com)).

Tap on the green phone icon to answer the call and tap on the red reject button to decline the call.

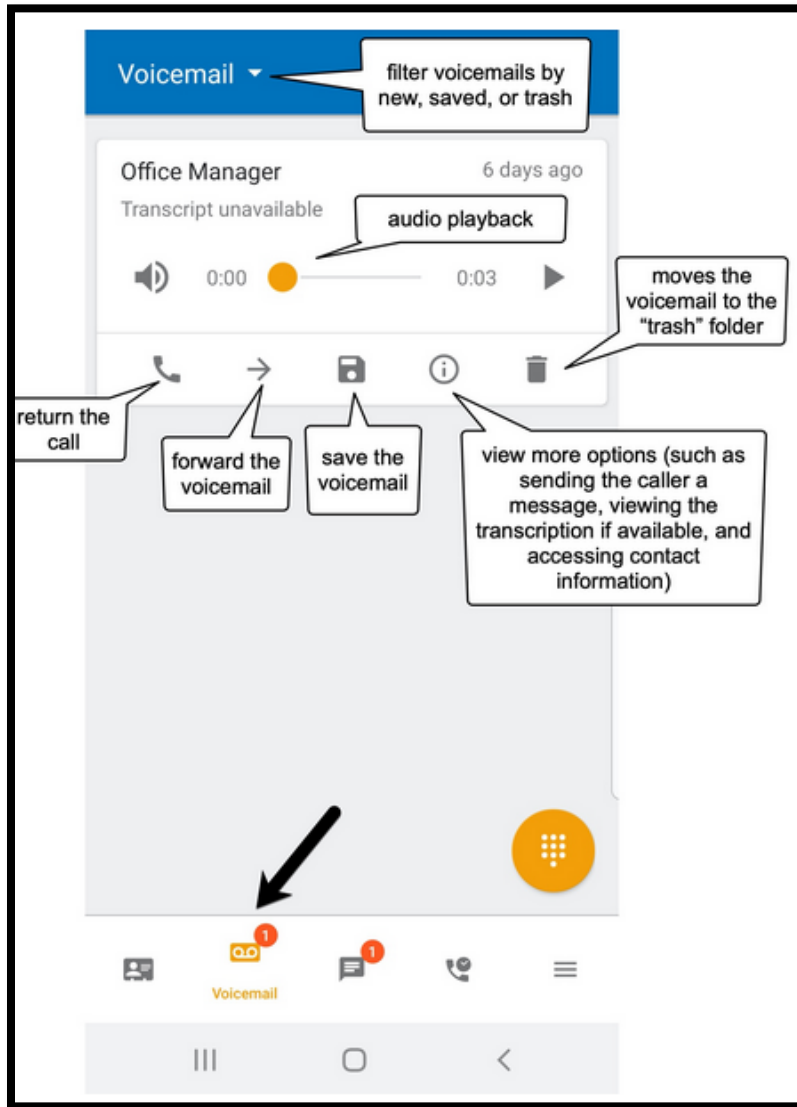


While actively in a call, there are the standard functions (speaker, mute, hold, end call) and additional Hiscall Mobility features (record the call, transfer, add a call, switch phones).



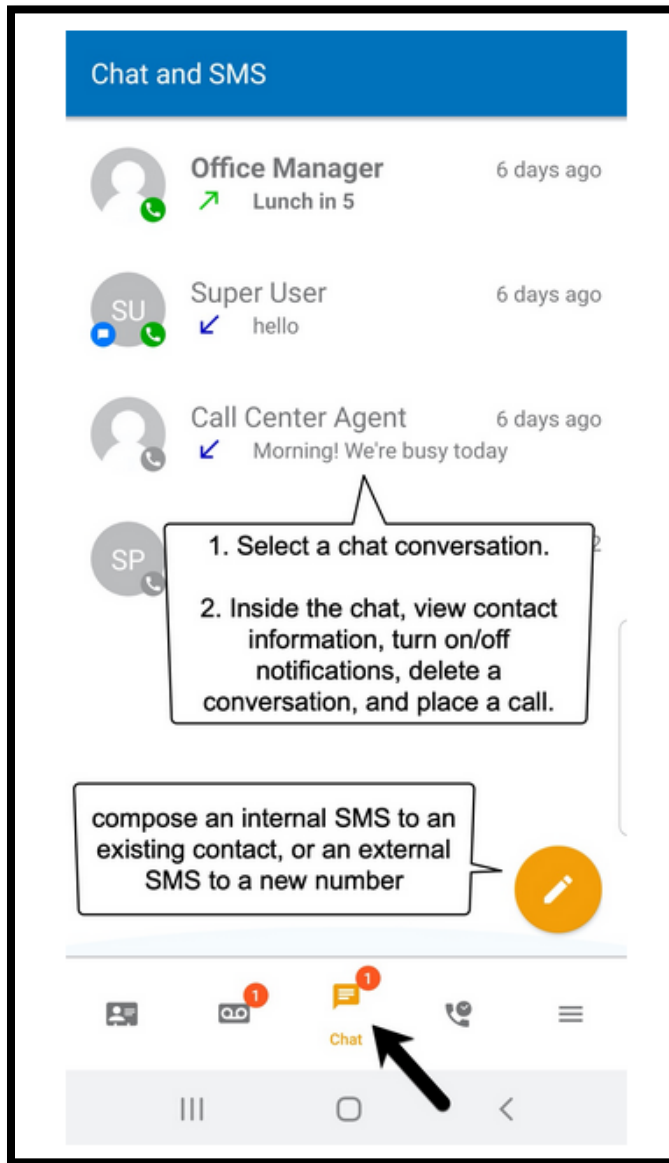
## VoiceMail Screen

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.



## My Queues

Users with Call Center access have an additional option in Hiscall Mobility called "Call Center". This tab lists the agent's assigned queues (including how many callers are waiting) and displays Call Center stats.

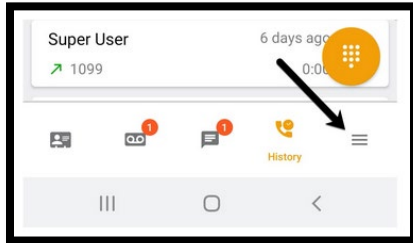
Agents also can login and logout of their assigned queues within the Hiscall Mobility iOS and Android apps, similar to the Portal Contact Center and in WebPhone.

If you need assistance with the 'call center' features, contact Hiscall's service department for more information.



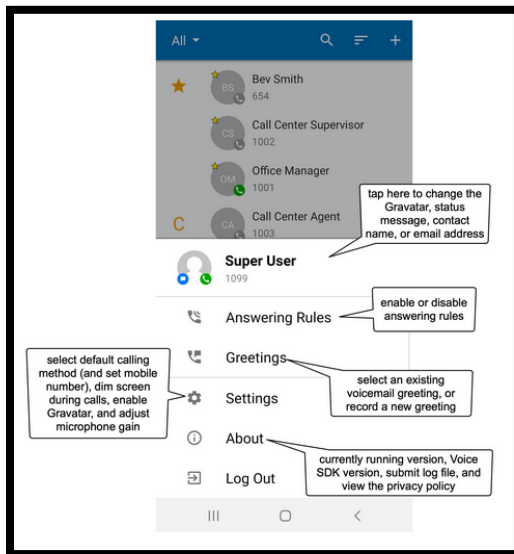
## More Screen

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**:

1. A **Mobile Number** can be entered here. If so, then select whether the **Default Calling Method** should use Hiscall Mobility (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.



## Need Additional Assistance?

If you need more assistance with any features on Hiscall Cloud Services or Hiscall Mobility, contact Hiscall's service department for more information – Toll Free 866-740-7771 or email [services@Hiscall.com](mailto:services@Hiscall.com). Thank you for being a Hiscall customer.