

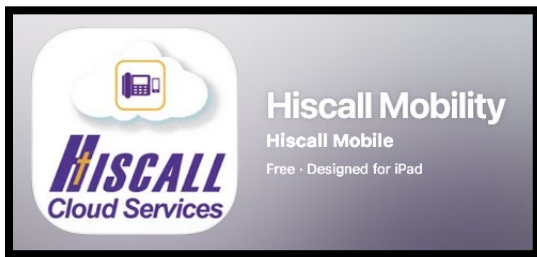
Using Hiscall Mobility - iOS

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

This article is a comprehensive guide to logging into Hiscall Mobility iOS for the first time and utilizing its features.

Logging into the App

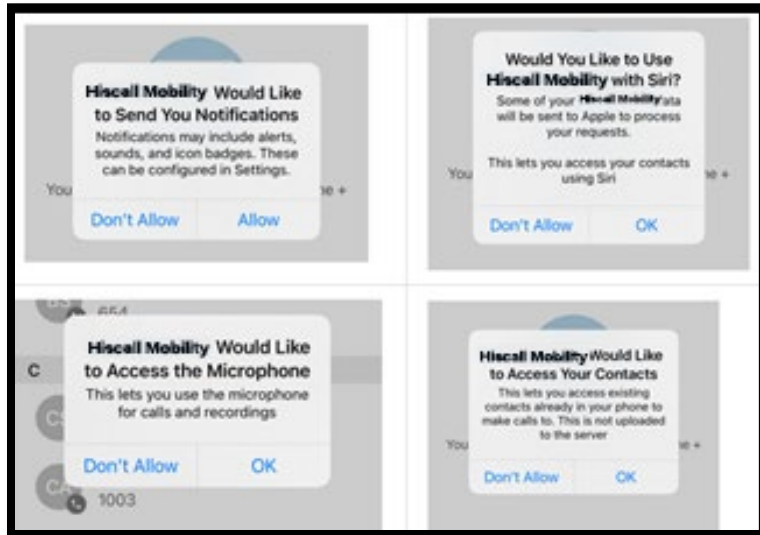
1. Using an iOS device, tap on the **App Store** and search for "Hiscall Mobility". Tap **GET** to start installing the app.



If assistance is need with login name, HOST/ID, or password, contact Hiscall Service department – services@Hiscall.com or call (866) 740-7771.

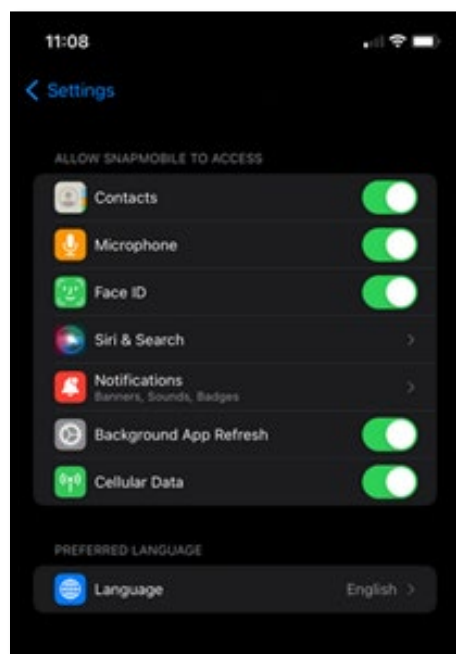
App Permissions

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

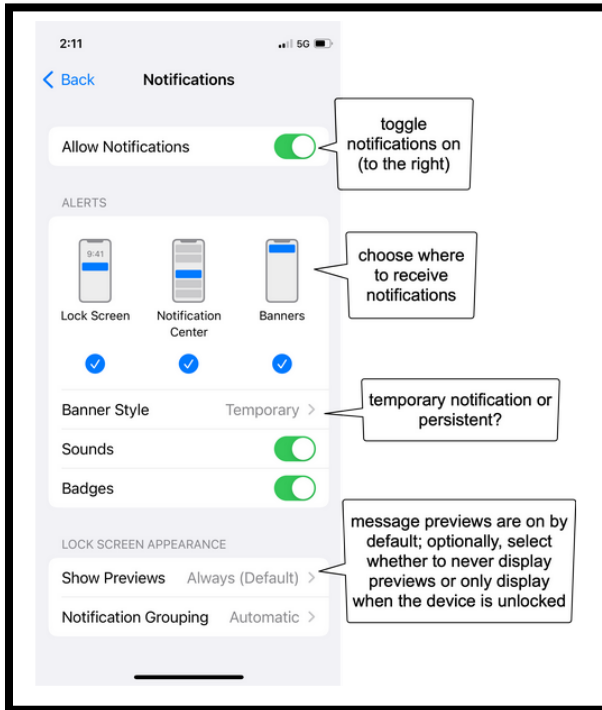


User's Device Settings

If a permission is not granted, it can be altered later within the device settings. 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.



Notifications allow incoming phone calls and SMS messages to display on the device (while the app is running). To configure phone call Push notifications when the app is not running, contact the Hiscall Services Department – services@Hiscall.com

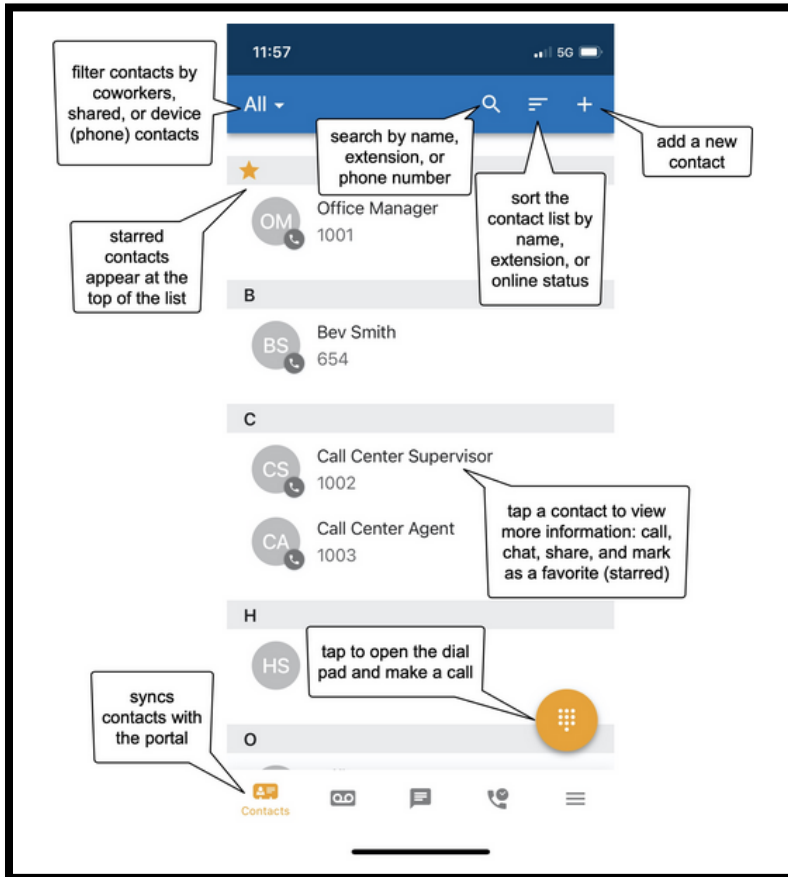


Lock Screen Appearance enables privacy when needed. If message previews are turned off, then the app will state only that there is a "notification". If message previews are turned on, the app will send a notification that includes the beginning of the message.



Contacts Screen

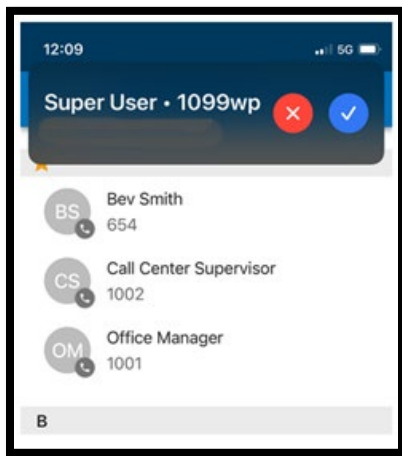
The **Contacts** screen is the default home screen on the Hiscall Mobility iOS app. Users can dial internal extensions and external phone numbers here. When a new contact is added in the app, it will sync with the portal immediately (may require a web refresh).



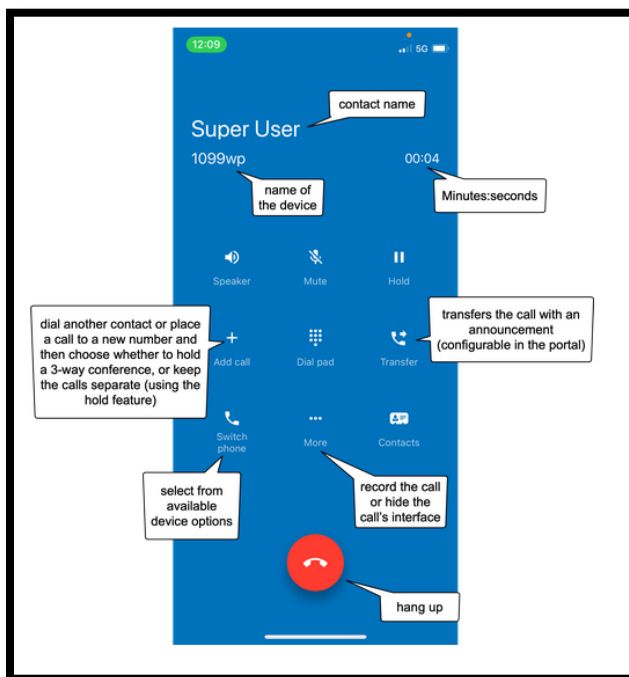
Place and Receive a Call

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 checkmark to answer the call and tap on the X to reject the call.

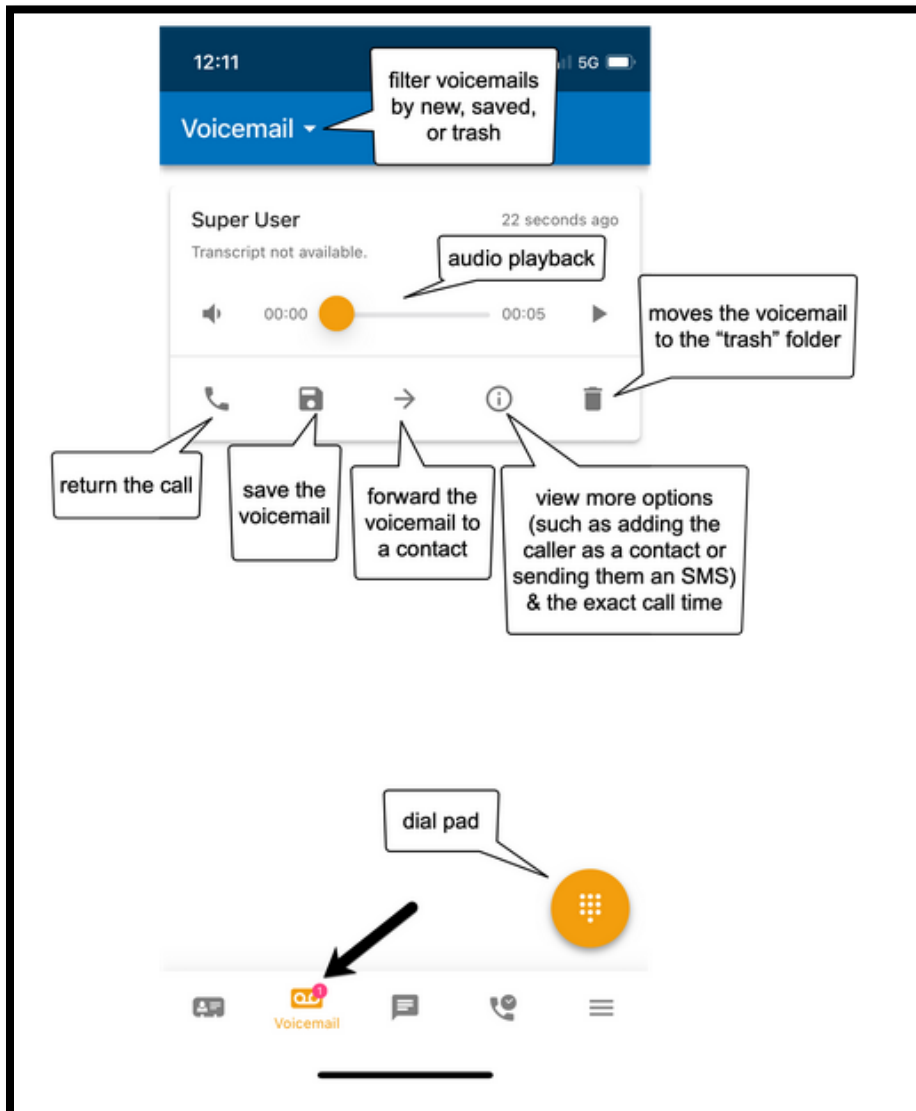


While actively in a call, there are the standard functions (speaker, mute, hold, end call) and additional Hiscall Mobility features (record the call, transfer, add a call, switch phones).



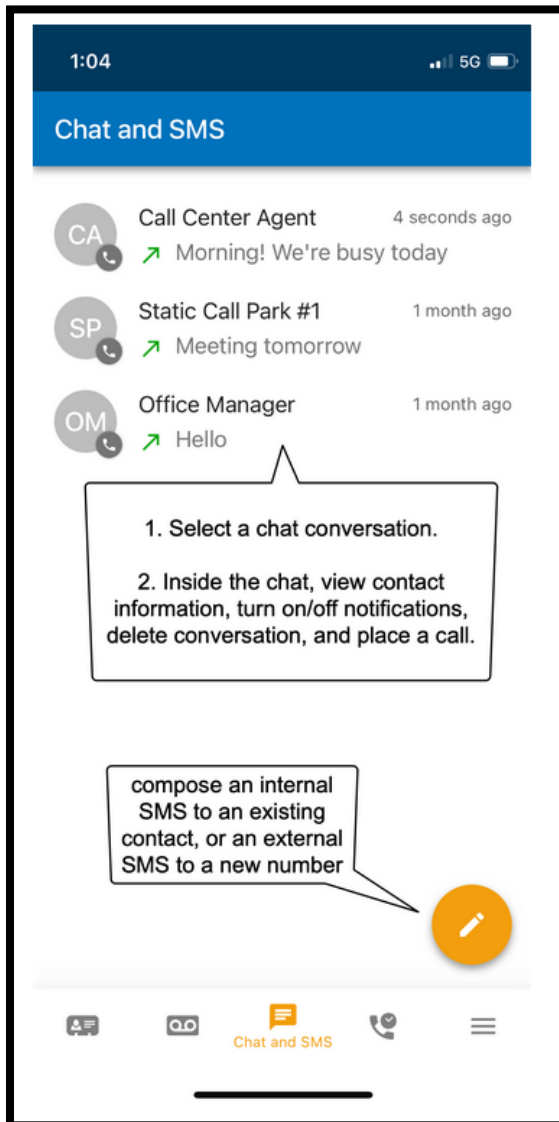
Voicemail Screen

The **Voicemail** screen syncs with the portal and displays all available voicemails. Filter by new, saved, or trash.



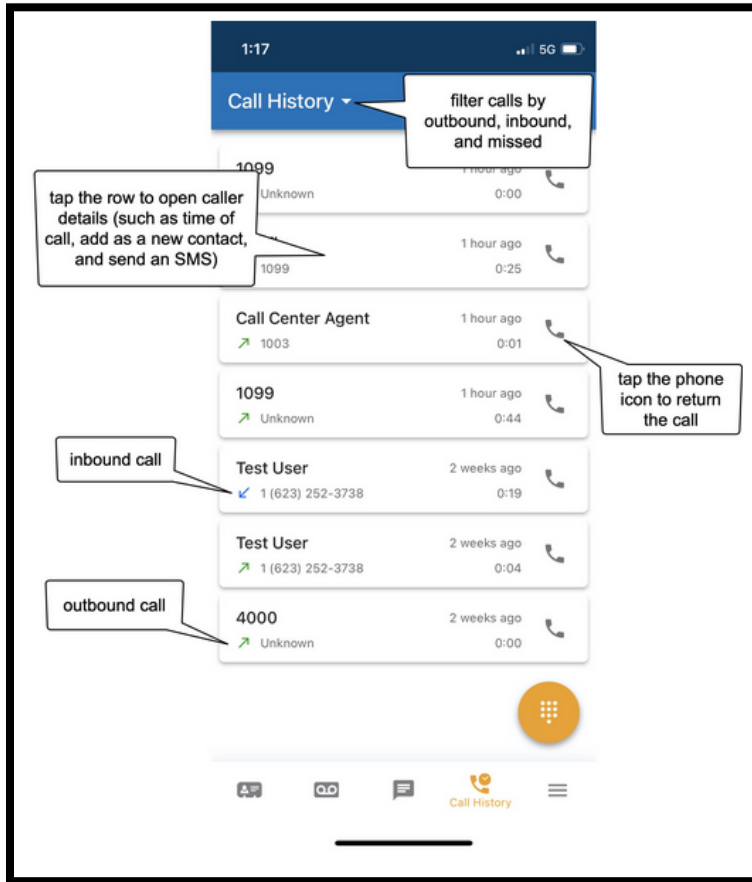
Chat and SMS

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.



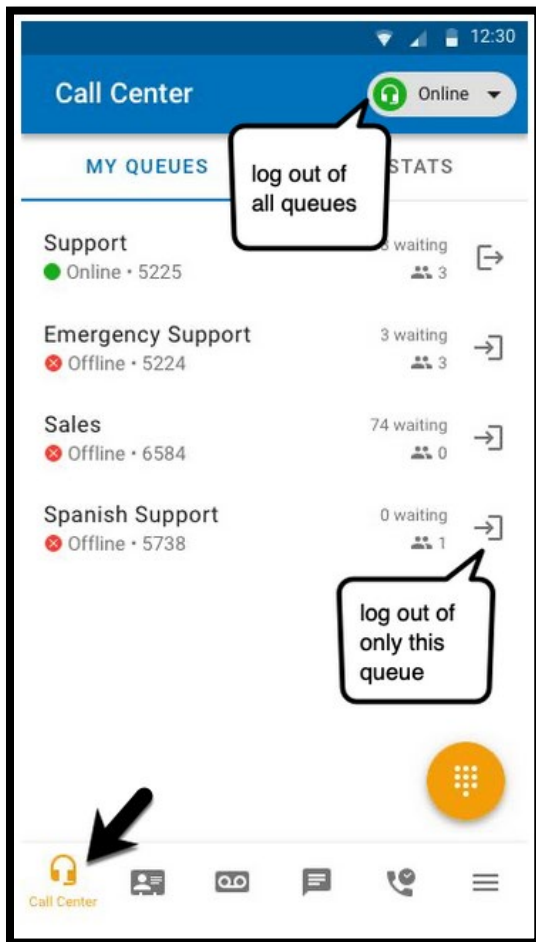
Call History

The **Call History** screen displays the user's inbound, outbound, and missed call history.



My Queues

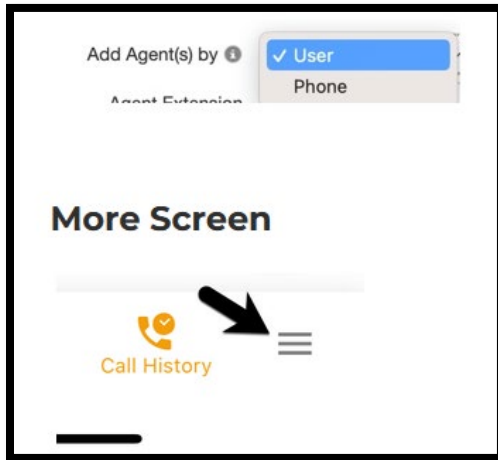
Users with Call Center access have an additional option in Hiscall Mobility called "Call Center". This tab lists the agent's assigned queues (including how many callers are waiting) and displays Call Center stats. Agents also have the ability to login and logout of their assigned queues within the Hiscall Mobility iOS and Android apps, similar to the Portal Contact Center and in WebPhone.



Known Limitations

The agent must be added to the call queue by "user" rather than by "phone" (device) in order to have the ability to log in and out of queues in the WebPhone and in Hiscall Mobility apps. If the user was added by "phone" then they can only log in or out of queues using the Portal's Call Center page (if configured).

More Settings



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. 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.
2. A **mobile number** can be entered here. If so, then select whether the default method of calling 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.

