

Getting Started

The Telepo Mobile App is designed to provide a consistent look and feel to the Telepo Desktop App, and allows you to perform key functions such as; viewing Contacts, managing your Presence, directory searches, Calling, Transfers, Messaging and Chatting. The Mobile App, also enables more advanced functions such as; managing your Activity Diversion, booking Audio Meetings, and making VoIP calls over WiFi or 3/4G networks.

Navigating the App

When you open the Mobile App, the Contacts Screen will be displayed. This shows the list of your Telepo Contacts, their Photo, Notes and Status/Availability. On the bottom on both sides of the screen you will see two tabs. These are your Navigation buttons, swipe to the right to access the Menu and to the left for the Activity Screen.

Contacts/Directory

Entering a name/number/description in the Search Bar, will search and display results from your Telepo Contacts and your Mobile Phone Contacts. If your phone is setup with a mail account e.g. MS Exchange, contacts in this account will also be searched and displayed.

Managing Presence/Notes

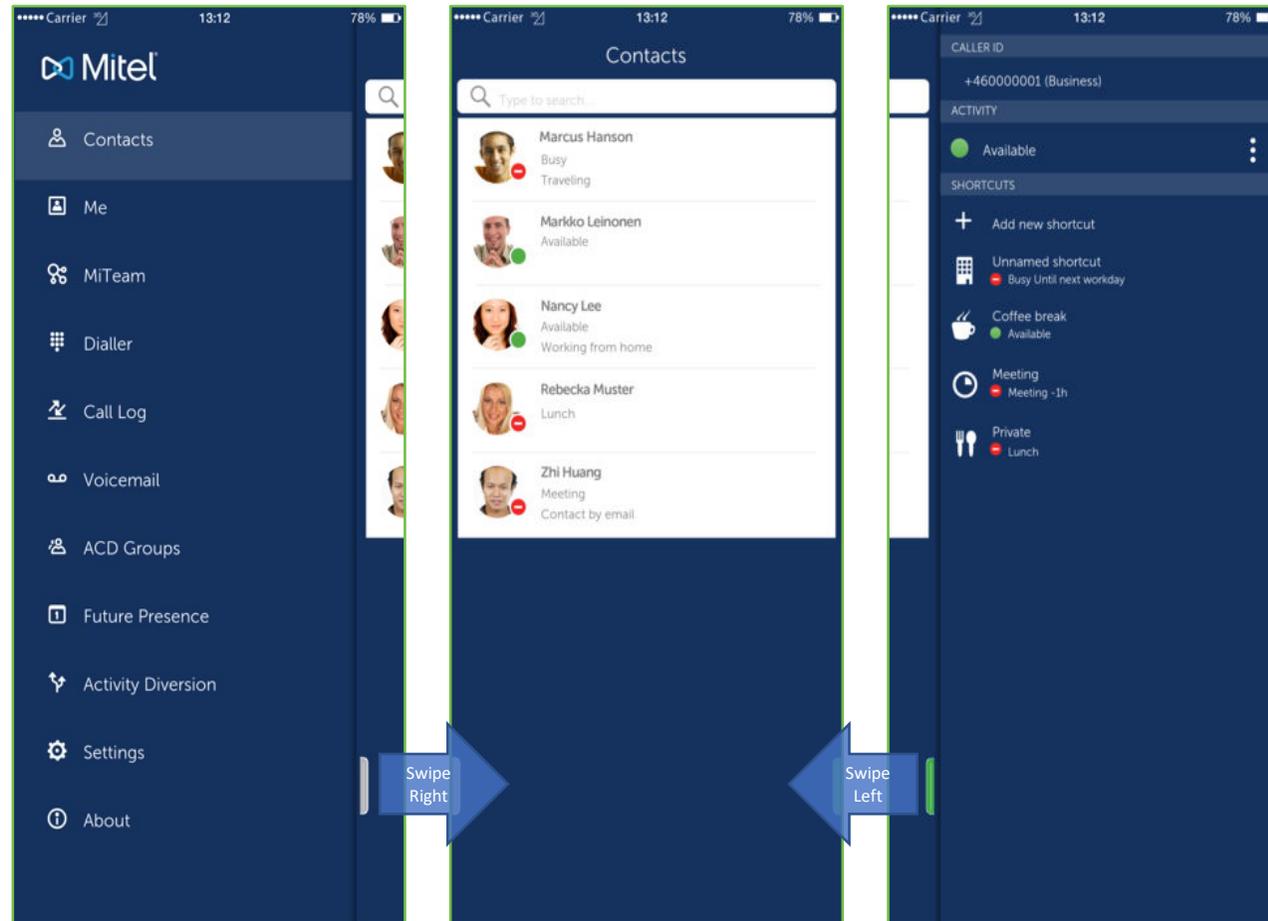
Select 'Me' from the Menu to display your contact details. Select 'Activity' to display the Activity Screen. Click on the activity e.g. Vacation to view a list of Presence options and select the desired option. To change your Note, click and enter the desired info.

Contacts View

Click on a contact to view their details including additional numbers, email address and buttons to Call, Chat and SMS.

Calls, Texts and Chats

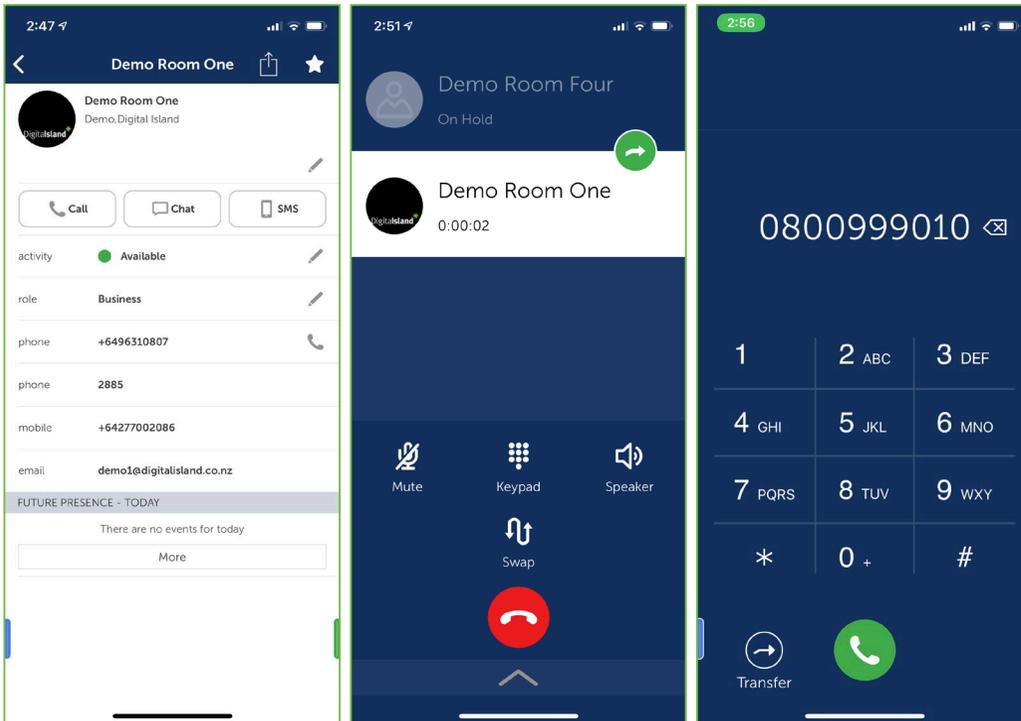
To call a contact, in the detail view, click on the Call button for the default number, or click on an additional number. Alternatively, select the SMS or Chat button.



Transferring Calls

While in the call, use the Mobile App to search for the contact to whom you want to transfer the call to. Open the contact and call the desired number. Once connected press the green Transfer button.

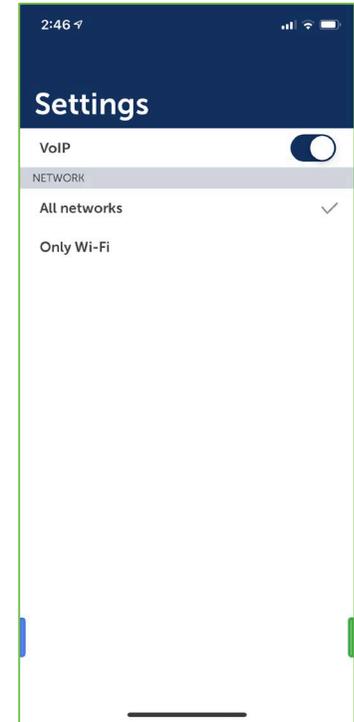
To transfer to a person that is not a contact, in the Mobile App, navigate to the Dialer screen, enter the number you wish to transfer to, then press the transfer button on the bottom left. Depending on your settings, you may be prompted to select either a 'Blind' or 'Attended' transfer. Blind being transferring to the recipient without announcing the call, which is achieved by the 'Attended' option.



Making Calls with VoIP

The Mobile App VoIP feature enables calling over 3G and WiFi data instead of the mobile voice network. This is useful when roaming overseas as calls can be made without expensive roaming call rates.

To activate VoIP, in the Mobile App, go to the Navigation Menu, then select the Settings option. Set the On Which Network option, then press the Login button. NB. The 'Only Wifi' option is recommended as mobile data performance can be variable impacting call quality, and roaming mobile data expensive depending on destination. We also recommend you Logout of VoIP after completing your calls, as battery usage increases when the VoIP feature is running.



Supported Mobile OS versions

The following Mobile OS versions are supported by the Telepo Mobile App:

Android phones: 5.0 Lollipop and above

Apple iOS: iOS 10 and above