IP Centrex (IPC)

Android Application – User Guide

About this Application

IP Centrex Android APPLICATION is your IPC service management tool.

Application manages some of your IPC call treatment settings, manages your incoming and outgoing calls, maintains up-to-date connection information and provides mid call menus.

Mobile Data Usage

Please note that APPLICATION is using mobile data to connect to IPC service. With average usage pattern we anticipate that your monthly data usage incremental increase is going to be around 50Mb for the application + 200Kb of data per minute while in a call. So if you are on the phone for half an hour a day, you are likely to use extra 250Mb of data per month.

Please check whether you have got sufficient data allowance or consider changing your data plan.

Changing Your Password

Click on  button. Tap on 

Tap on the password field and enter the password



Call Voice Mail

Click on  button. Tap on 

Ring a number

Press the send button; enter a number using a keypad, then press send button again.

Call Log

Press the Send button, you will be presented with a call log.

Directories

Tap on Group or Personal Directory on the stat page of the APPLICATION.



You can select contact by tapping on it, or tap Search window and start entering the name to search.

Once you select the name you need tap on  and select the action you require, such as Call, send and SMS text message, or add to another directory or you can tap on the name or number and select an action from a drop down menu.

It is possible view presence monitoring for a contact. The feature supports for up to 20 contacts in you group directory. To turn the monitoring on for a specific user, you should navigate to a contact and then press the options button and then select monitoring.

The monitored contacts are moved to the top of your contact list. Presence icon next to the name of the contact will show their actual phone presence.

 Red icon means that the contact is on the phone or their phone is ringing.

 Green icon means that contact is free to take a call.

 Do not Disturb icon means that contact had Do not disturb feature turned ON.

IPC Settings

You can alter your IPC Call Treatment Settings by tapping on  on the start page of the APPLICATION

You can change the following settings:

* Call Forwarding Always

Sends all incoming calls to that number, your phone won’t ring.

* Call Forwarding No Answer

Sends incoming calls to that number after selected number of rings, your can select the number of rings under Voicemail Forwarding Settings.

* Call Forwarding Busy

Sends incoming calls to that number if your phone is busy. You may wish to turn Call Waiting functionality OFF. Dial #43 to turn Call waiting OFF and \*43 to turn it back on.

* Simultaneous Ring

Rings up to 10 numbers for any incoming call. The first number to answer will be connected others will stop ringing. NOTE: call diverted to voicemail is deemed to be answered.

* Do Not Disturb

Sends all incoming calls to voicemail.

* Voicemail Forwarding Settings

Send All Calls to voicemail, if ON will send all calls to voicemail, your phone will not ring.

Send Busy calls, if ON will send all the busy calls to voicemail, otherwise they will get busy tone.

Send Unanswered Calls to Voicemail, if ON will send unanswered calls to voicemail after number of rings set below.

Mid Call Functionality.

Once you have an active call on your mobile the mid call menu will automatically launch.

You can then tap on the active call  you can then select the following actions from a pop up menu.

You can then:

* Hold / Resume selected call
* Place a new call to a number or a contact
* End selected call
* End Conference Call (if 2 calls are currently connected)
* Swap calls (if 2 calls are currently connected)
* Conference call (if 2 calls are currently connected)
* Transfer a call to a number or a contact (NOTE: if you are in a conference call, hanging up a call will do a consulted call transfer).
* Hide Mid Call Menu in order to mute / use speaker / DTMF keypad

You can always turn the Automatic Launch of the Mid Call Menu OFF.

Tap on . Tap on  , tap on 

and then tap on .

If your Mid call Menu is OFF, you can always use hash key on your keypad to transfer a call, answer the second incoming call, toggle between 2 active calls and to make a conference call.

| Mid Call Functionality | What do I tap? |
| --- | --- |
| Hold / Retrieve from Hold /Toggle Between Calls (for 2 incoming only) | ## |
| Call Transfer | ##(wait for Dial tone) Extn or Phone #(wait until ringing) Hang up |
| Conference Call | ##(wait for Dial tone) Extn or Phone #(wait until answered) ## |

Should you have any questions, please contact your Spark Digital account manager

Or ring 126