VTSL
Cloud Communications

V-CX APPLICATION (Mobile)

Work from anywhere with V-CX, our easy-to-use cloud communications app

CONTENTS

I. GETTING STARTED

Download app & log in

You will **receive an email** that will contain 1) a **link to download the app**, 2) your **user name** (which is your email addres) and 3) your **password**. You will be prompted to change your password on your first login to something secure and memorable.

Find your new pin

Your **PIN** which is used for logging into your deskphone and some Portals **will now be different**. Your new pin can be found in the V-CX App. Go to My V-CX, then **Profile** and you will see your **new PIN displayed**.

II. OVERVIEW OF HOME SCREEN

Dialpad

Used for dialling numbers and answering calls

Contacts

All contacts: internal, external , Office 365

Favourites

Your favourite contacts,

Call History

View recent calls and call details,

My V-CX
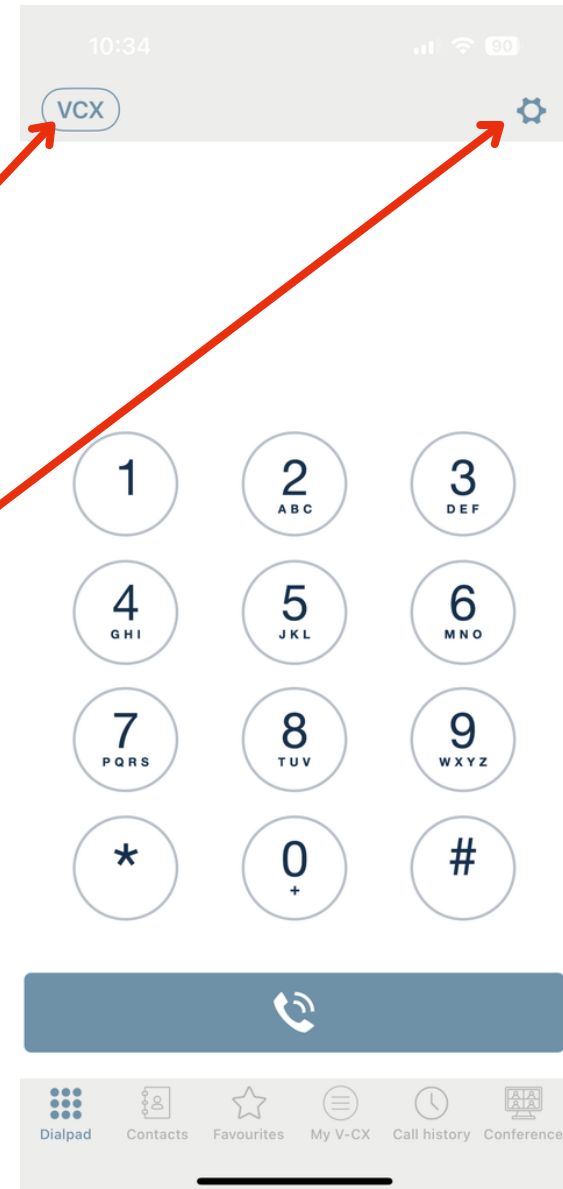
Access advanced call handling features

Conference

Create a video conference

Status/Do Not Disturb

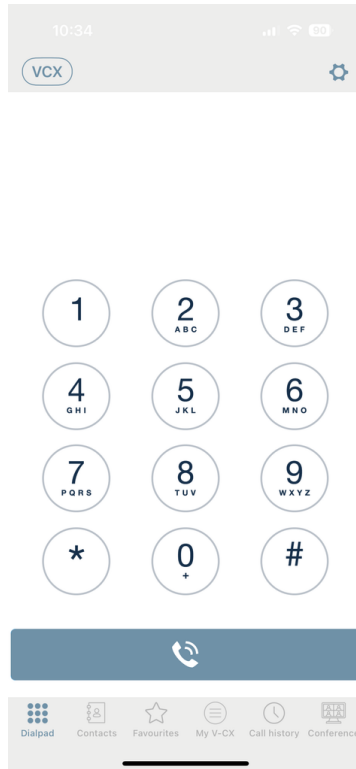Check the operational status of the App and activate/disable DND

Settings

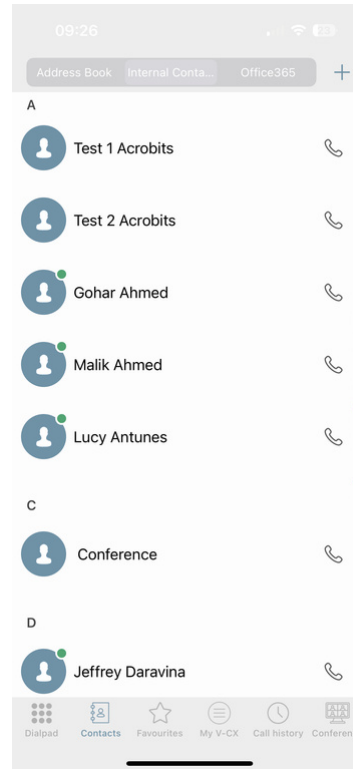Access settings such as ring tone, volume, etc.

III. HOW TO MAKE A CALL

There are several ways to make a call. You can call someone through the Dialpad, Contact lists or Call History.
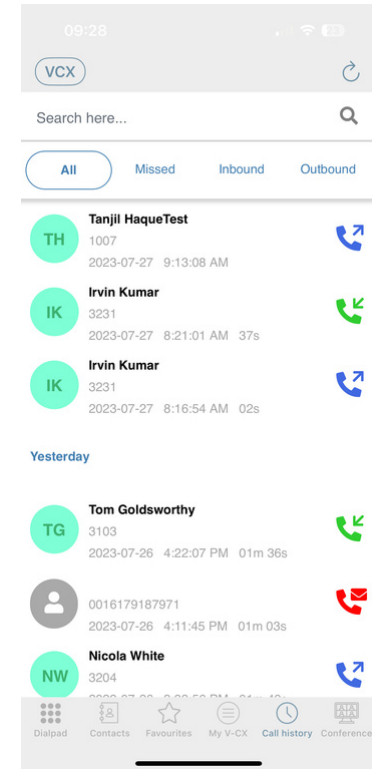
Option 1: Dialpad

Select **Dialpad** in the bottom menu, and **type the number** in. Then press the **blue call button**.

Option 2: Contacts

Select **Contacts** in the bottom menu. Click on a contact from the list to open the contact. Then **click the little phone symbol** to call them.
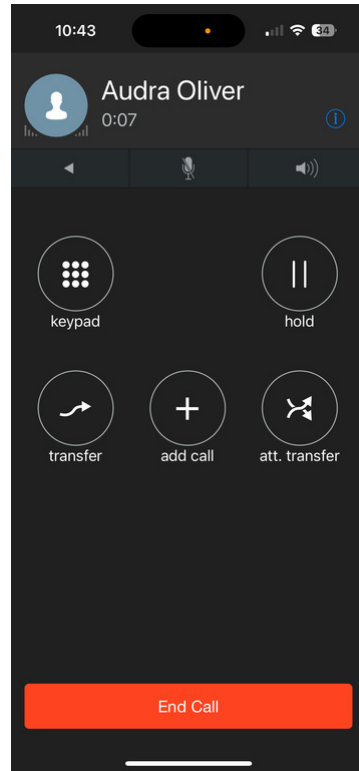
Option 3: Call History

Select **Call History** from the lefthand menu. Click the **phone icon** associated with the contact you wish to call. Note that if you click on the contact, more call details will appear.
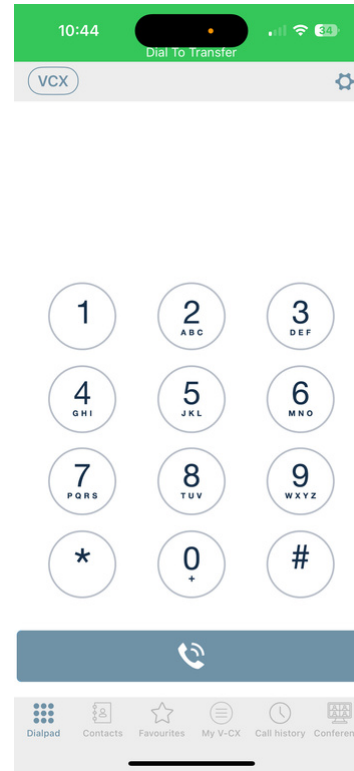
III. RECEIVING AND TRANSFERRING CALLS

During a call you can transfer the call to another person by using transfer or attended transfer
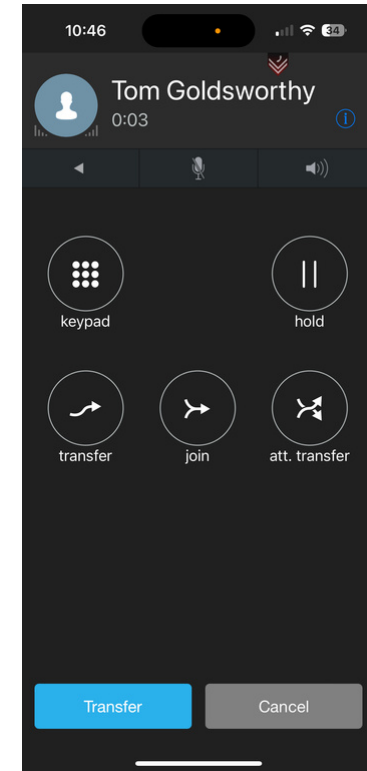
Transfer

Press the **Transfer or att. transfer** button when on a call.

Transfer Screen 2

Input a telephone number or select from contacts then dial and the call will go through to that number.
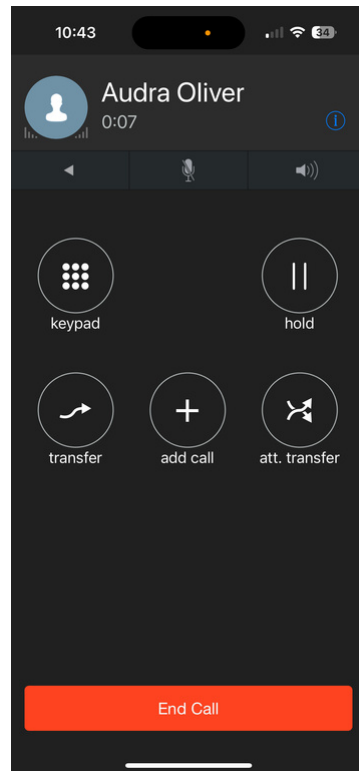
Attended Transfer

For an attended transfer where you can speak to the person you are transferring to first this screen will appear after screen 2. Press the Blue Transfer button when you are ready to complete the transfer. Cancel will take you back to the original caller.
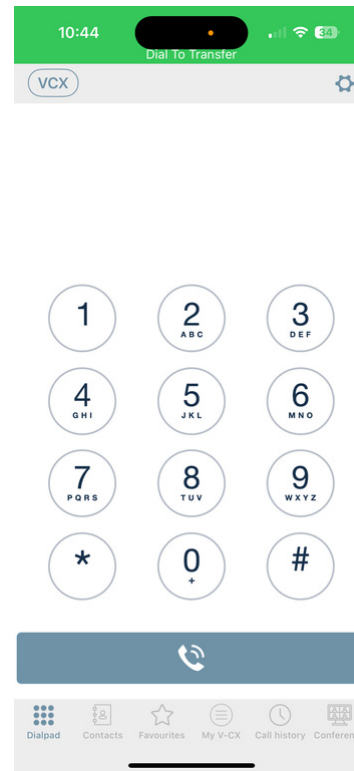
IV. ADDING A CALL - 3 WAY CALL

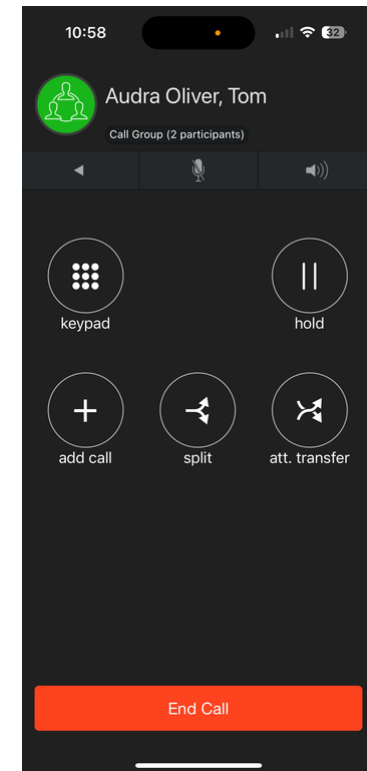During a call you can add another person by using add call

Transfer

Press the **add call** button when on a call.

Transfer Screen 2

Input a telephone number or select from contacts then dial and that person will be added to the call.

3 Way Call Screen

During a 3 Way call you will be presented with the above in call options including completing it as an attended transfer or splitting the call.