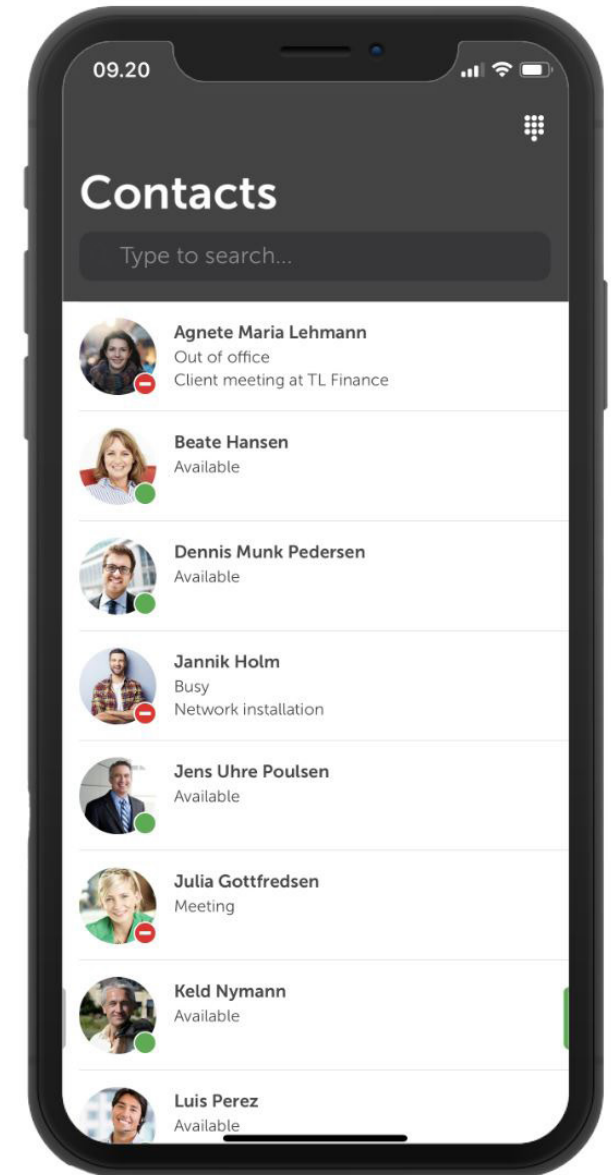




Quickguide

Connect 3.0 App - English

connect 3.0



Information

This guide describes the basic features of the Connect 3.0 Mobile App.

Please note that there may be functionalities described in this guide, which are not available in your App, as some features are licensed.

If you have questions about the App, feel free to contact us or the administrator of your telephone system.

This guide is interactive, which means you can click on the links in the sidebar and come to the page. If you click on “See video example” on the pages, you come to a videoguide that shows you the featured function.

Kind regards,

ipvision Support
Skodsborgvej 305 D
DK-2850 Nærum

Opening hours:

Monday - Thursday 8:00-16:00

Friday 8:00-15:30

+45 88 88 77 77

support@ipvision.dk

Information

Menu structure

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Answer & Hang up calls

Make call

Transfer call wo. presentation

Transfer call w. presentation

Add contact

Change status

Change outgoing number

Call Log

ACD Groups

Calendar

See the Connect 3.0 App presentation videoguide

Menu structure

Here you see the menu:

See your contacts and information about them

See information about yourself and write a note

Collaboration feature with a lot of functions

Dialler to make calls

See all your calls and recorded calls

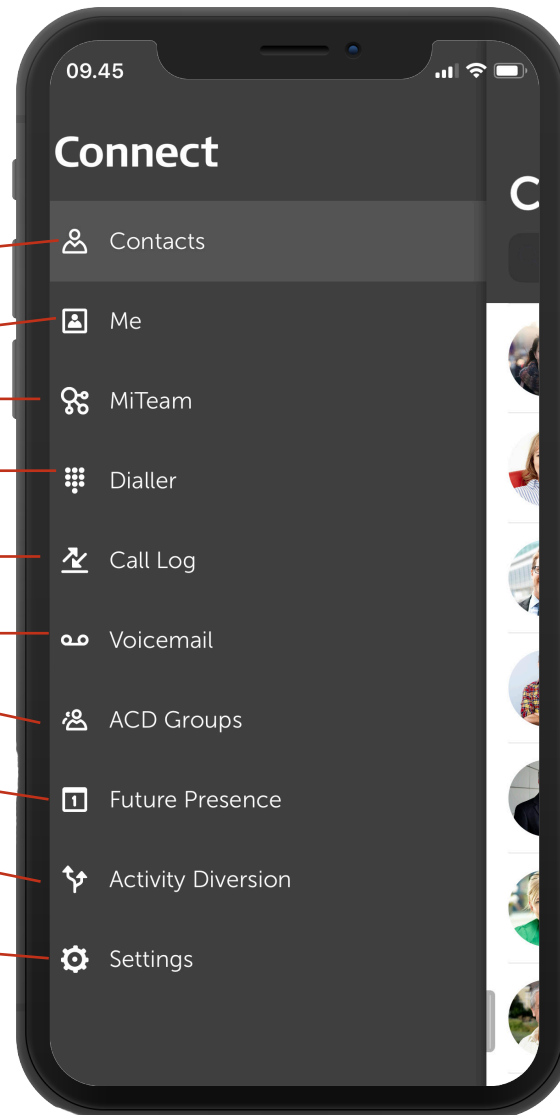
Hear your voicemail messages

See your ACD Groups and log in and out of them

Your calender where you can add new meetings

See your Activity Diversions and make new ones

All the settings you can configurate



Information

[Menu structure](#)

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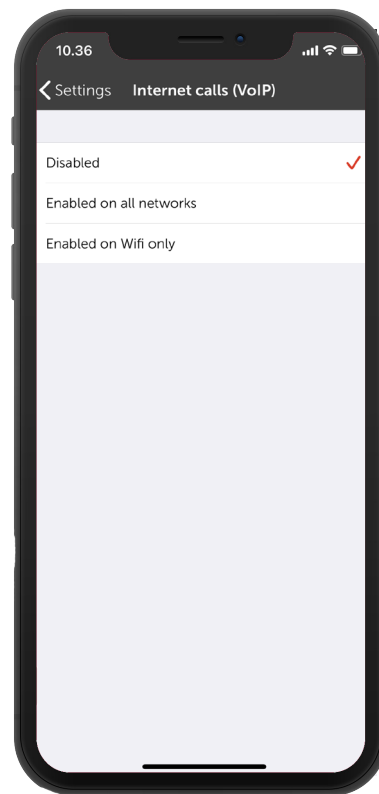
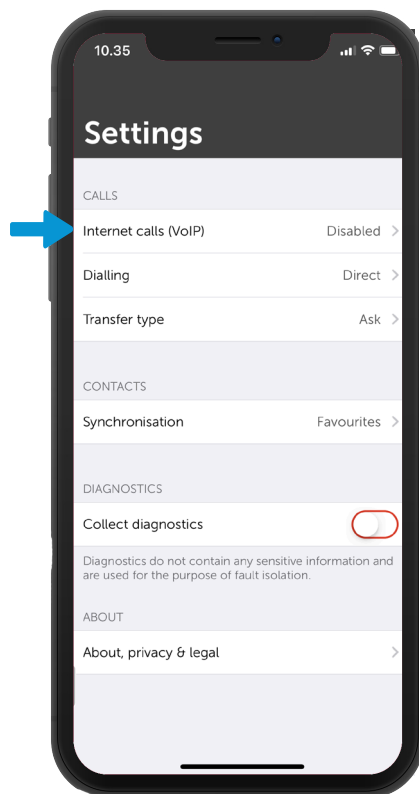
ACD Groups

Calender

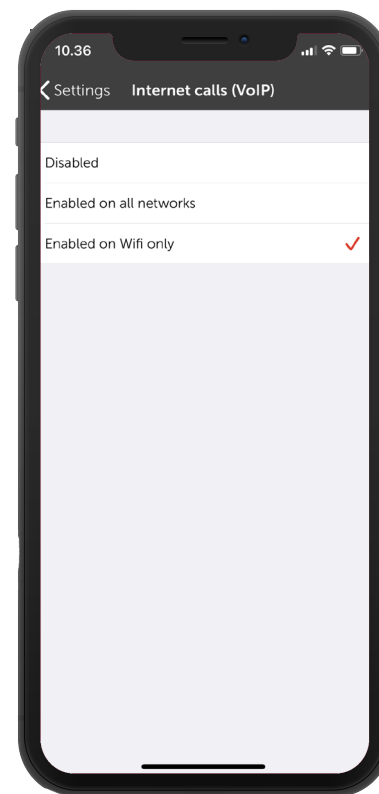
See the difference between calling with and without VoIP enabled in a short video

Settings (VoIP)

Choose the menu “Internet over VoIP”. There is a difference in the call handling process whether you have VoIP enabled or disabled.



With **VoIP disabled**, you will call through your mobile network.



With **VoIP enabled**, you will call through your network.

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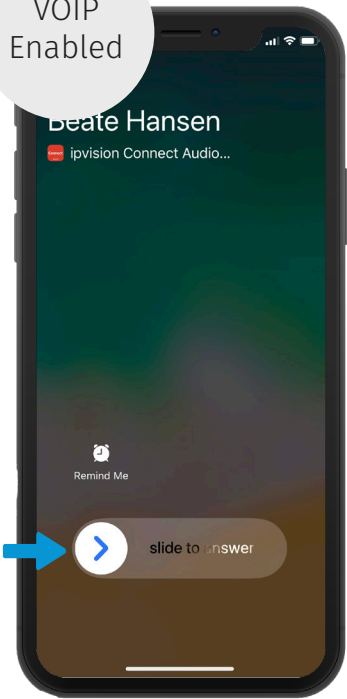
Call Log

ACD Groups

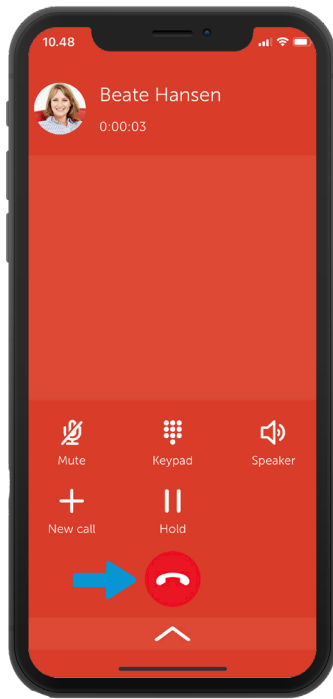
Calendar

Answer and hang up calls

VOIP Enabled

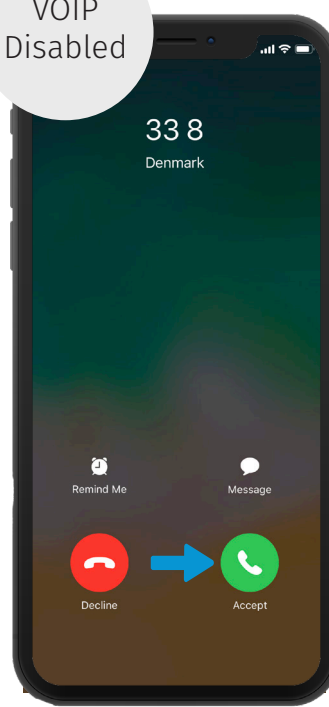


Slide to answer the call.

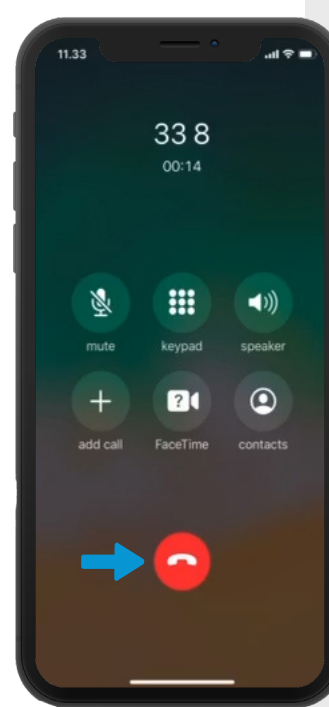


Tap the red button to hang up the call.

VOIP Disabled



Tap the green button to take the call.



Tap the red button to hang up the call.

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Make calls - to a contact

These examples shows you the two ways you can call a Connect contact.

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Transfer call w. presentation

Add contact

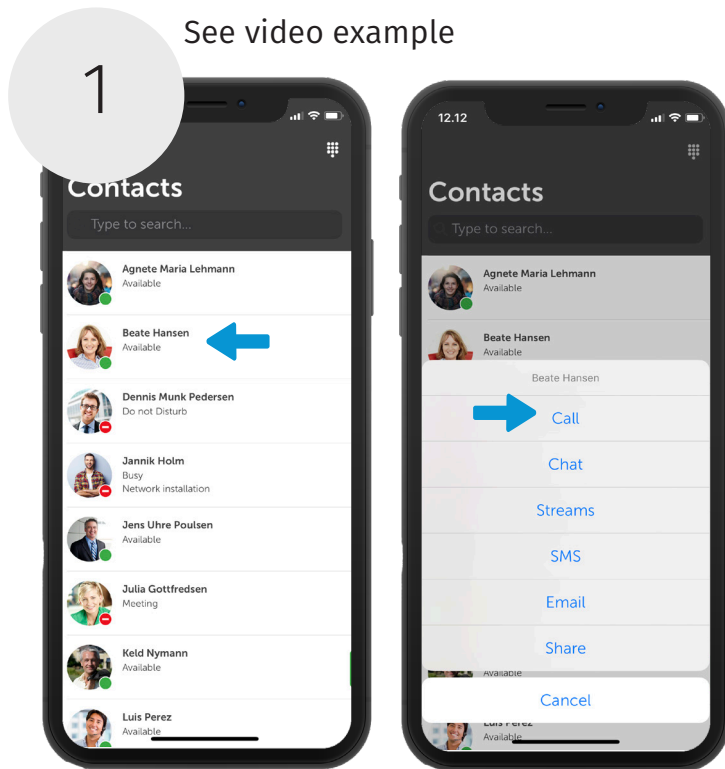
Change status

Change outgoing number

Call Log

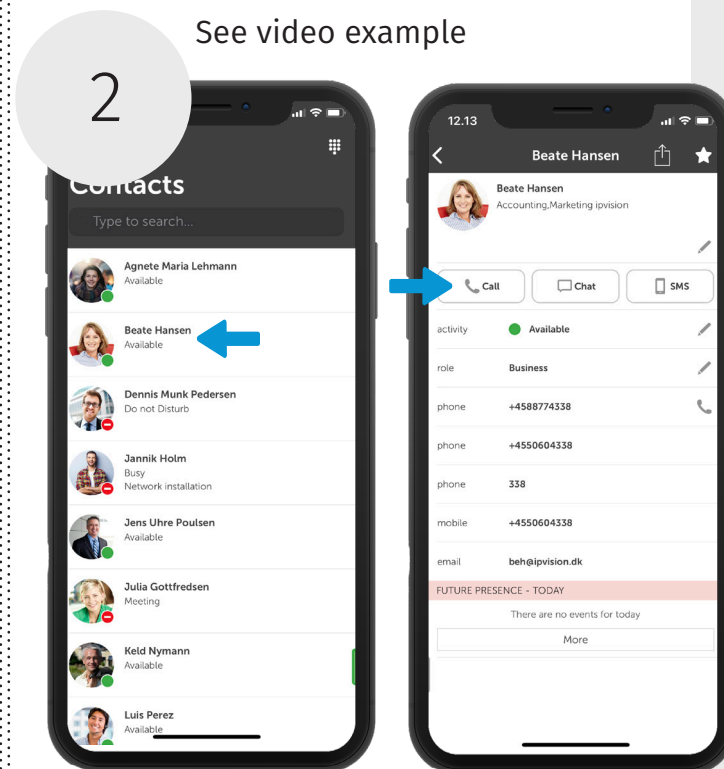
ACD Groups

Calendar



1 See video example
Find the contact you want to call.

Hold down on the contact to get this menu up. Choose call.



2 See video example
Press on the contact you want to call.

Choose "Call".

Make calls - use of dialler

If the person is not a contact, you can use the dialler. You can do this in two ways:

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Transfer call w. presentation

Add contact

Change status

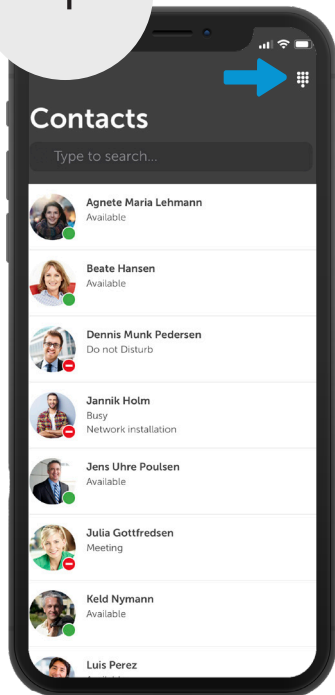
Change outgoing number

Call Log

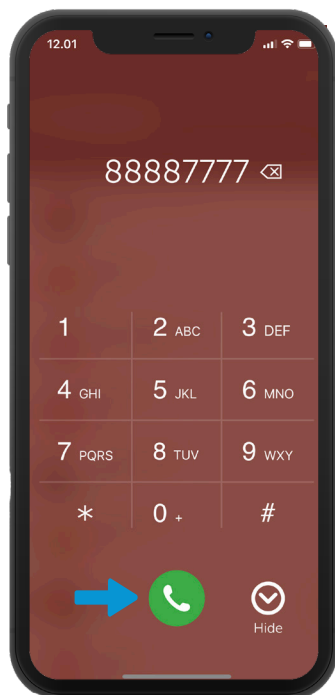
ACD Groups

Calendar

1 See video example

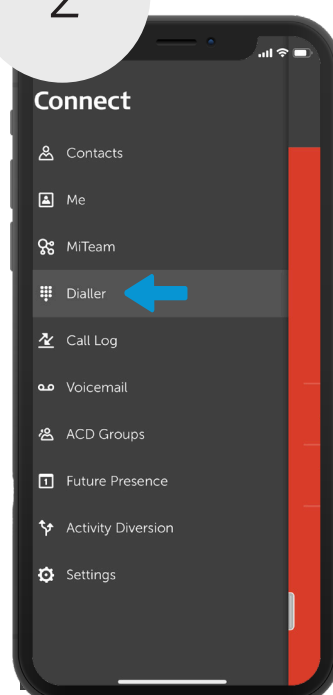


Find the dialler under "Contacts"

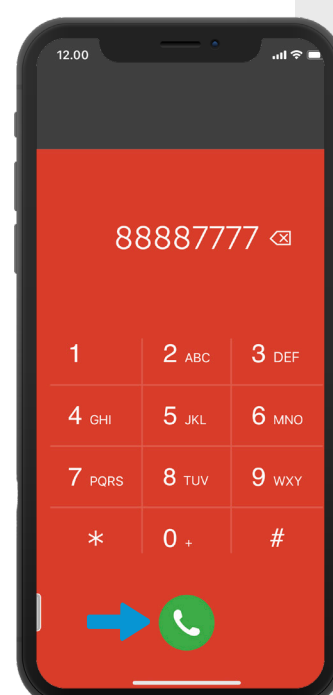


Tap the number and click on the green button.

2 See video example



Find the dialler menu item in the menu



Tap the number and click on the green button.

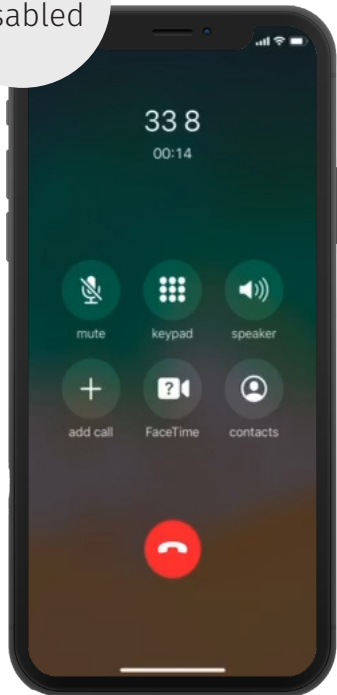
See video example

Transfer call without presentation

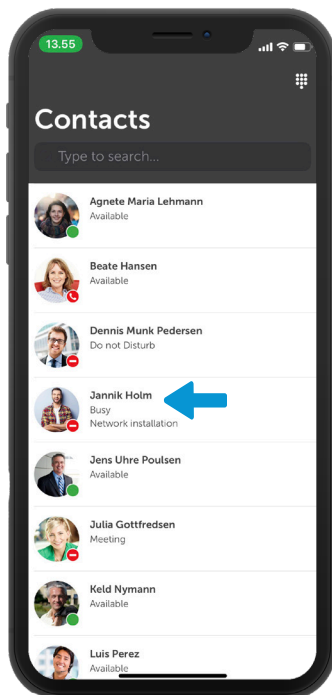
You cannot make blind transfers ‘transfer calls without presentation’ when you have VoIP enabled.

Therefore this only shows you how to do a blind transfer, when you have VoIP disabled.

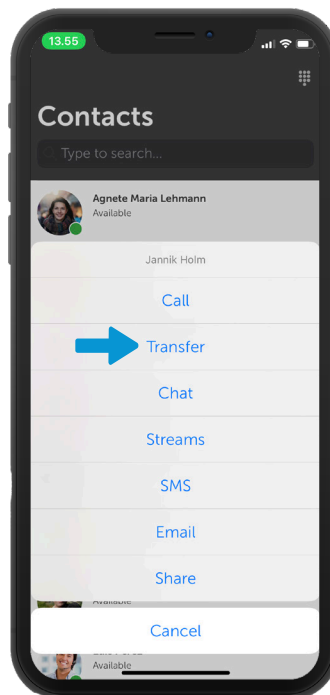
VoIP Disabled



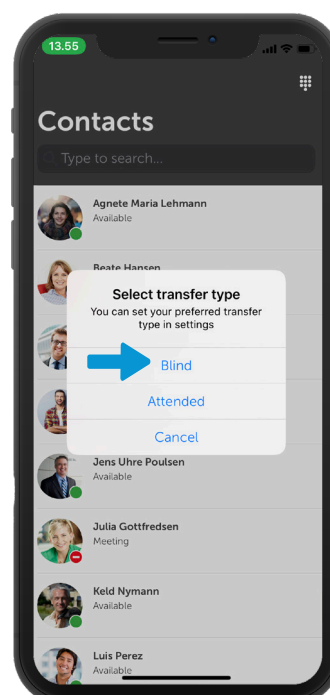
When you have the call open the Connect App.



Choose the person you want to transfer to.



Hold down on the contact, to this menu appears. Choose “Transfer”.



Choose “Blind transfer”.

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Transfer call w. presentation

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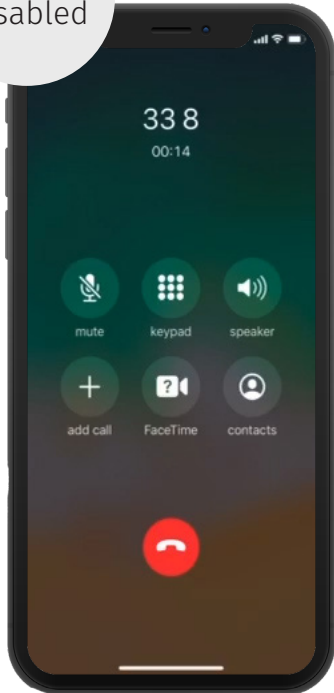
VoIP Disabled

See video example

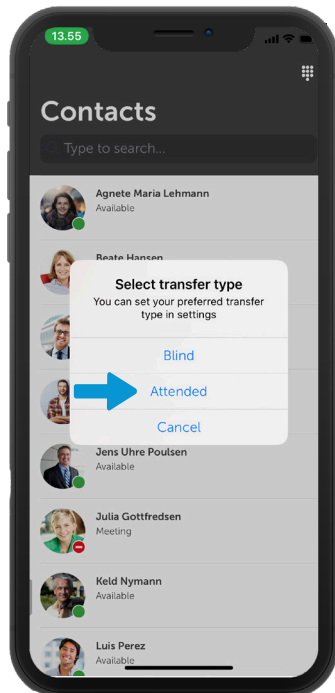
Transfer call with presentation

If you want to transfer a call with presentation with VoIP disabled, follow these steps:

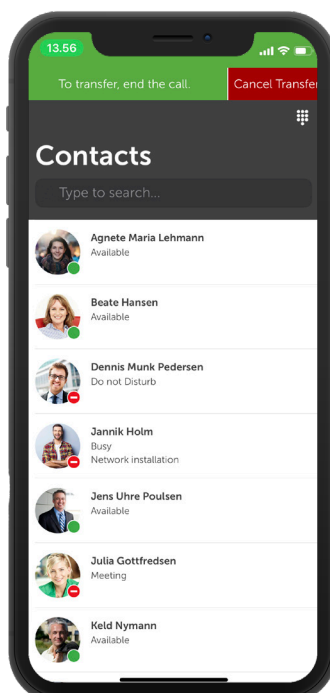
VoIP Disabled



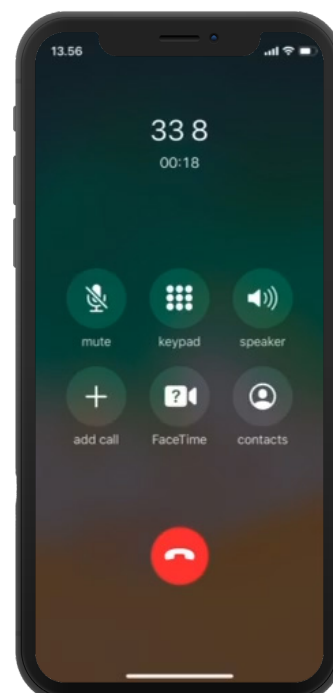
Follow the 3 steps on page 8.



Choose "Attendant Transfer".



When you have told what the conversation is about, go back to the first call.



Hang up the call to transfer the call.

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- Transfer call w. presentation
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See video example

Transfer call with presentation

If you want to transfer a call with presentation, with VoIP enabled, follow these steps:

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[Transfer call w. presentation](#)

Add contact

Change status

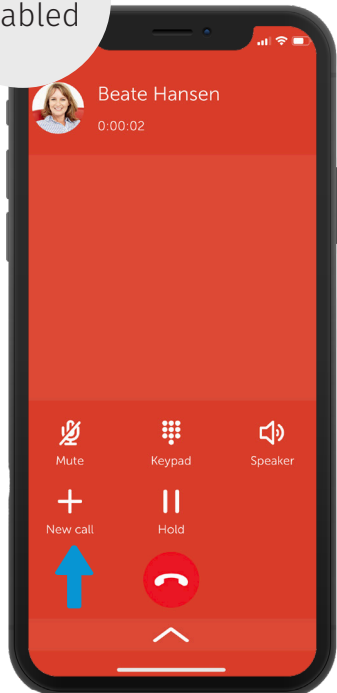
Change outgoing number

Call Log

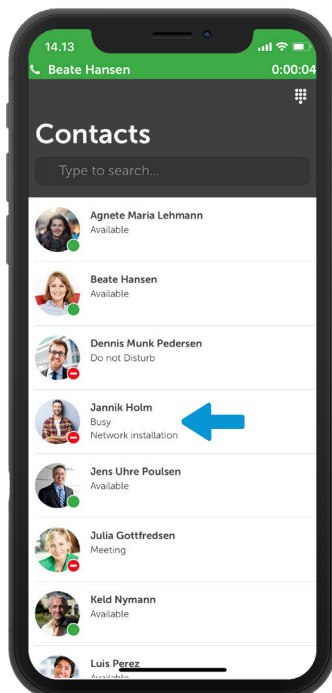
ACD Groups

Calendar

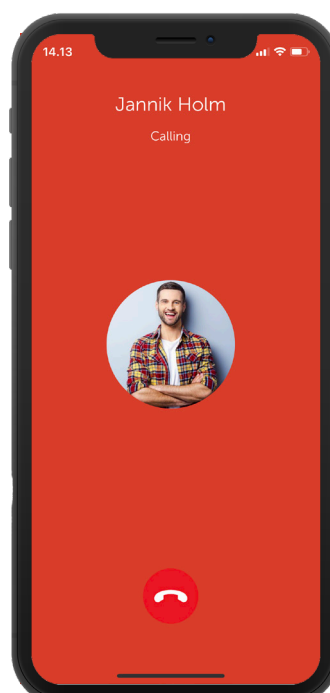
VoIP
Enabled



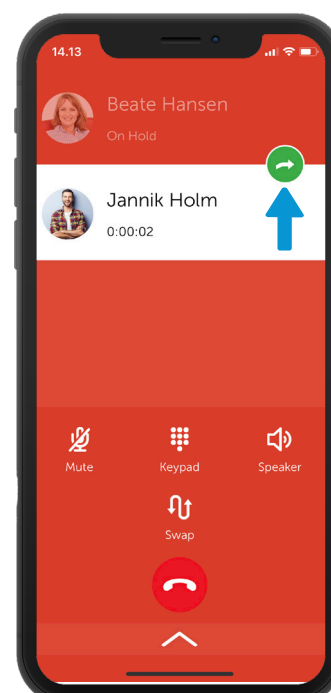
When you talk to the person, click on "New call".



Choose the person you want to call.



Wait until the person answers the call.



When you have told the person what the call is about, click on the green arrow.

Add Contact

You can only add a contact in the Connect 3.0 App if the person have been calling you.

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Transfer call w. presentation

[Add contact](#)

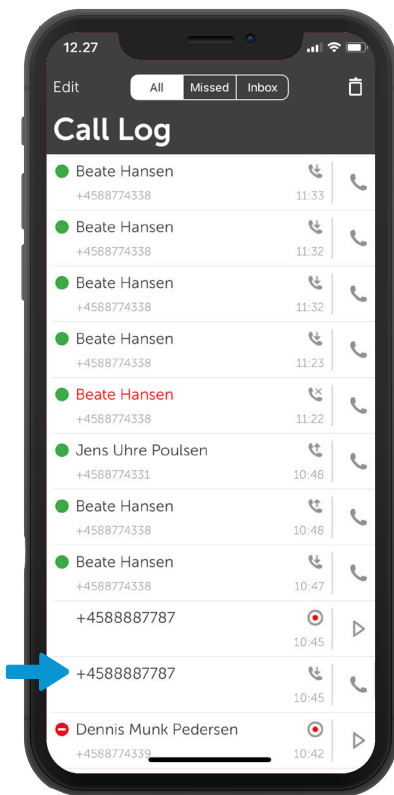
Change status

Change outgoing number

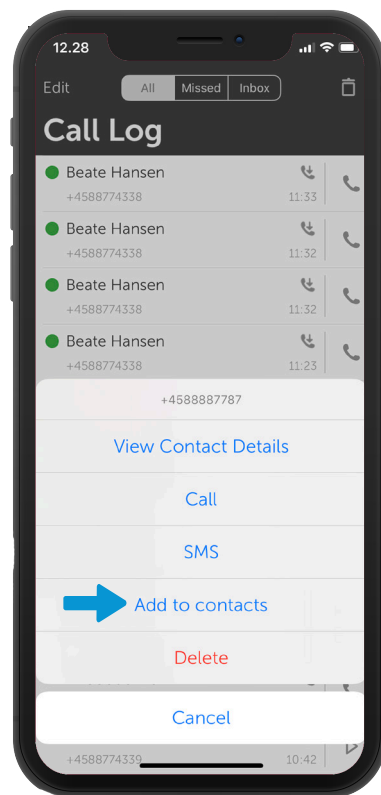
Call Log

ACD Groups

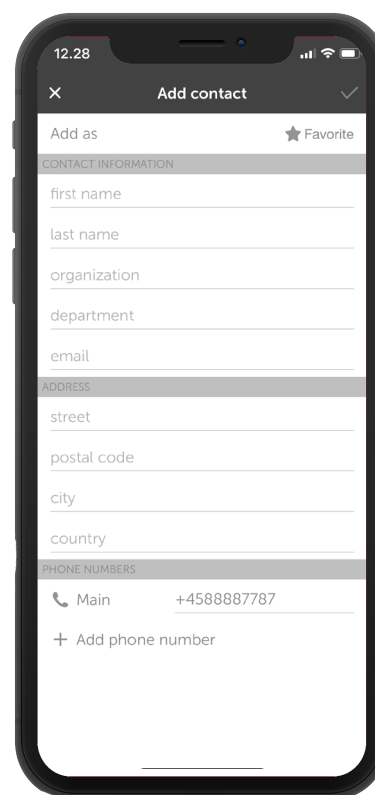
Calendar



Find the number in your Call Log.



Hold down on the number to get this menu up.



Fill out the details about the contact.

Contact types

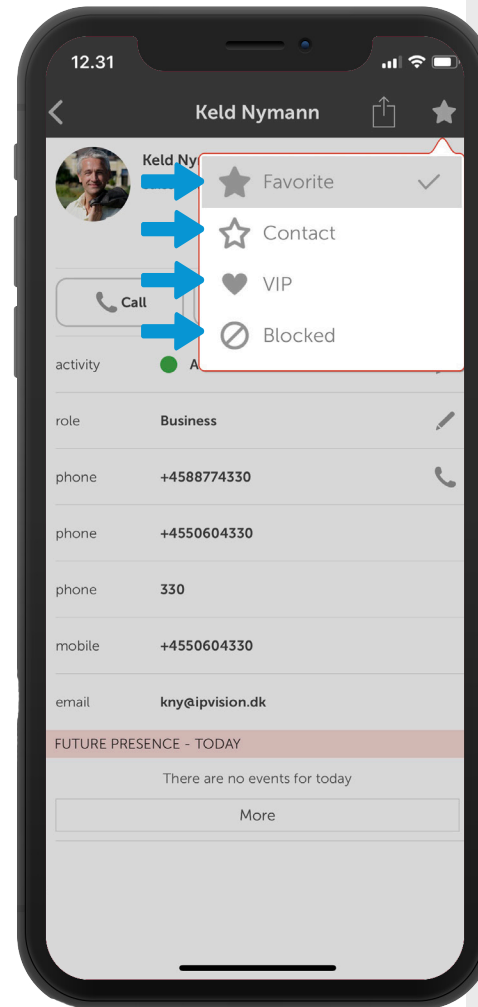
There are different types of contacts in the Connect 3.0 App:

Contact – The person is saved as a contact in your Connect 3.0 app and client. Remember that “Contacts” will not appear in your contact list under “Contacts”, and you need to search for them, when you need to call them.

Favorite contact - The contacts will appear in your contact list.

VIP contact – You can make special call rules for the person. For example if the person should be able to call you, even if you are in a not available activity.

Blocked contact – The person cannot contact you.

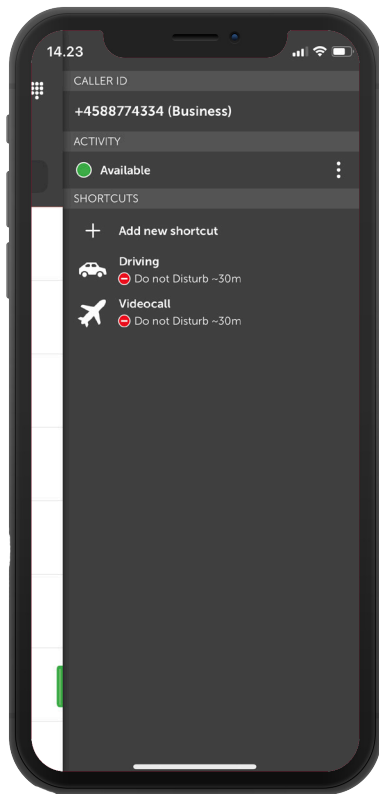


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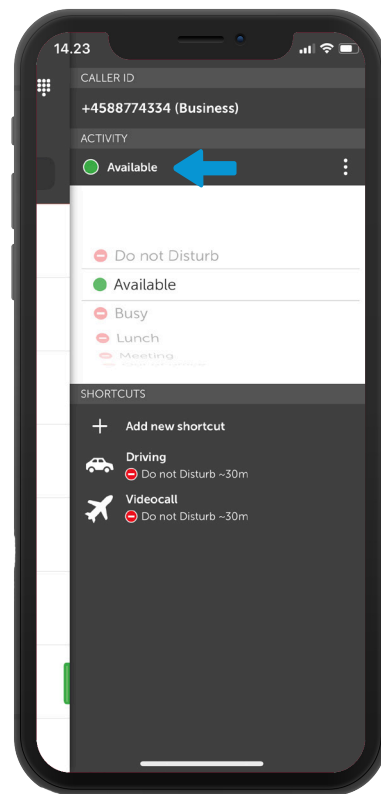
See video example

Change status

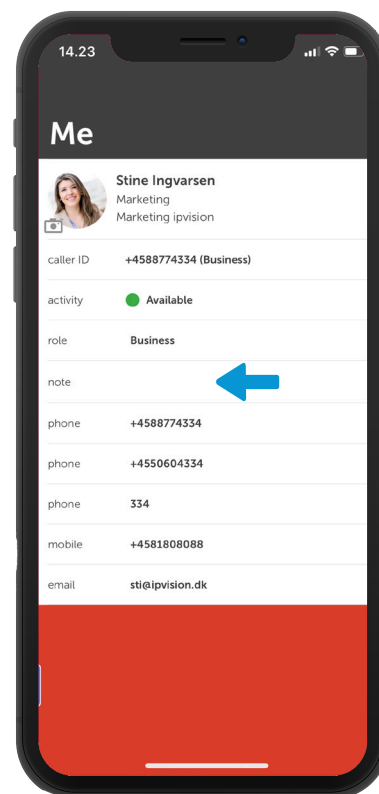
Activities is a great way to show you colleagues your status.



Swipe to the left to open the menu in the right.



Click on your status and choose between the options.



If you want to write a note to your activity, you can do this under "Me" and choose note.

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Change outgoing number

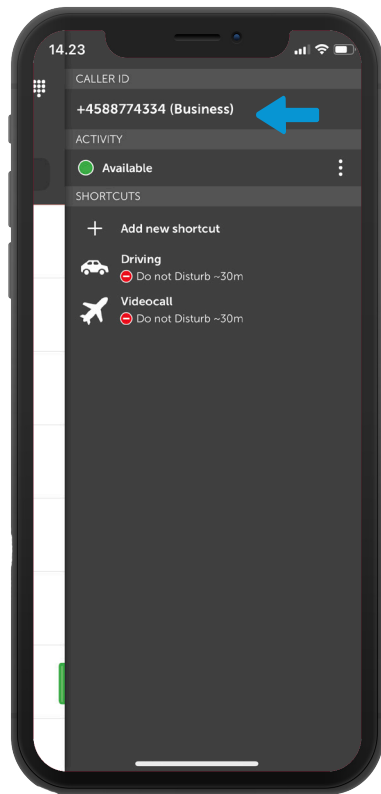
Call Log

ACD Groups

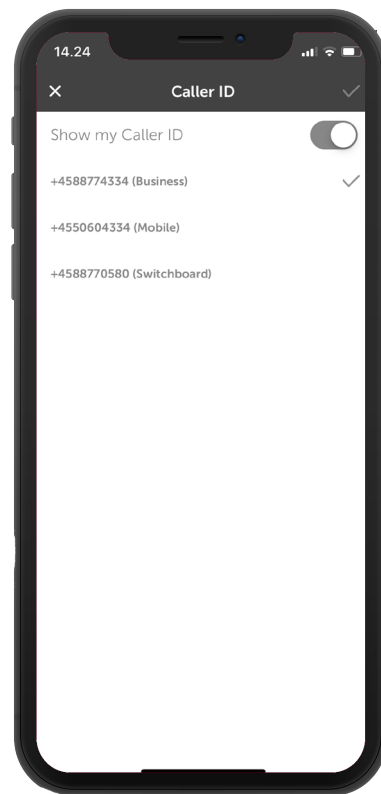
Calendar

Change outgoing number

Change the number that is shown, when you make outgoing calls.



Swipe to the left to open the menu in the right. Click on the number in the top.



Choose the number you want.

Information

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Transfer call w. presentation

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[Change outgoing number](#)

Call Log

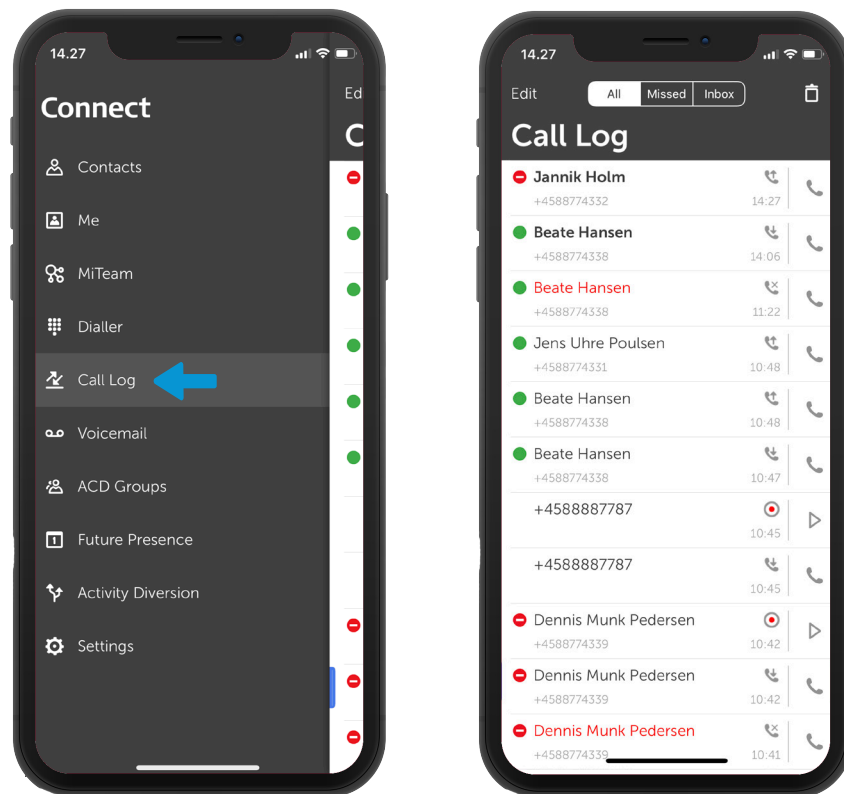
ACD Groups

Calendar

See video example

Call Log

In the Call Log you can see all your incoming, outgoing and missed calls. You can also listen to your recorded calls in the inbox.



Choose "Call Log" in the menu.

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Transfer call w. presentation

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[Call log](#)

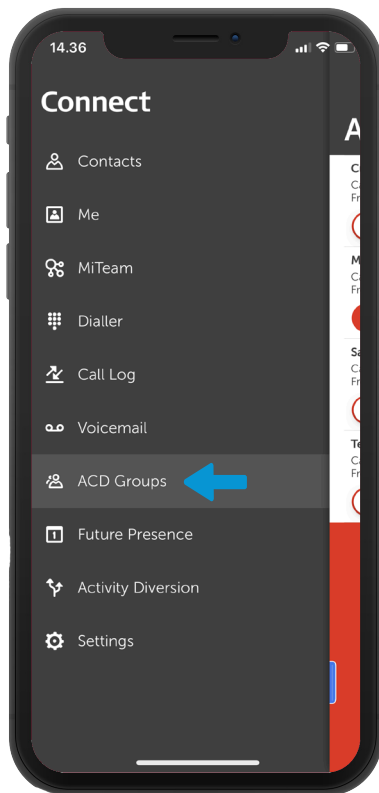
ACD Groups

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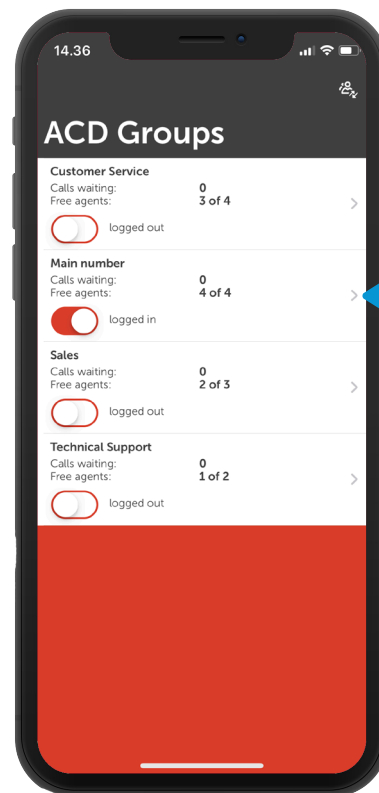
See video example

ACD Groups

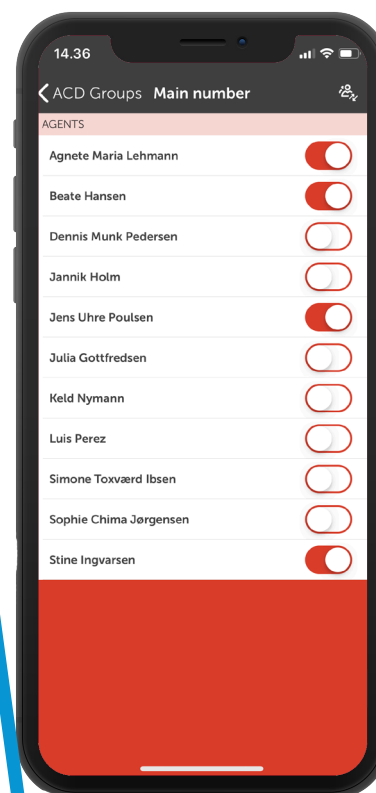
You can log in and out of the ACD Groups in the App.



Choose ACD Groups in the menu.



Here you can log in and out of the groups.



If you are a supervisor, you can supervise from the app and log agents in and out of ACD groups. Click on the little arrow to get this screen up.

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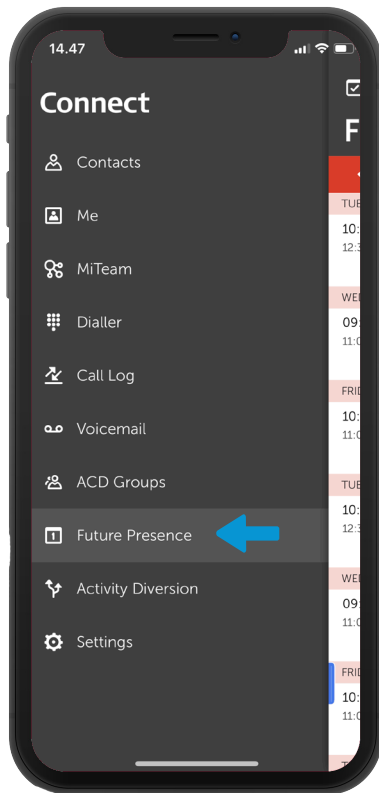
[ACD Groups](#)

Calendar

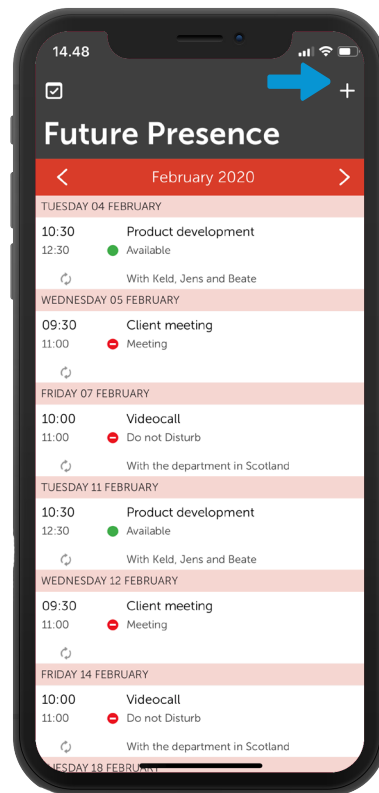
See video example

Calender

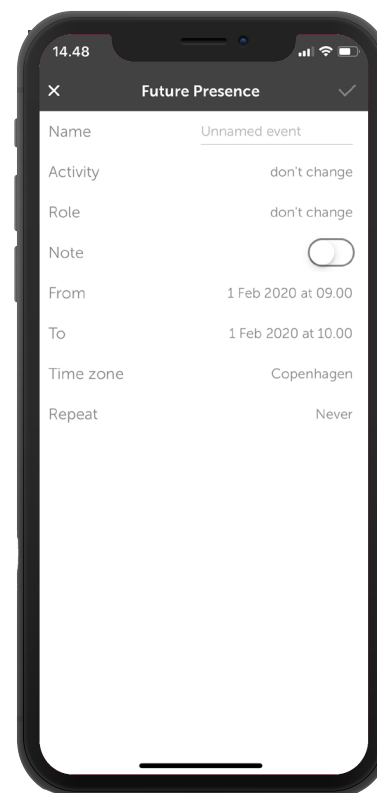
You can both see your calender and add future presence.



Go to "Future Presence" in the menu.



Here you see your calender. Tap on the + to add a future presence.



Fill out the details.

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