Axx Mobile IOS User Guide

Table of Contents

Downloading 1

..... 3

Quickdial Tab 4

History Tab 9

Keypad Tab 10

Settings 12

Do Not Disturb 14

Contact Tab 15

Messages Tab 17

Voicemail Tab 21

User Settings 24

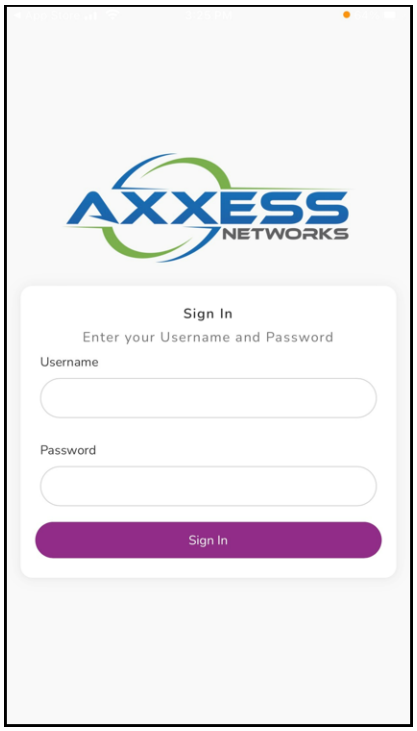
Downloading

To install the Free Axx Mobile app, go to app store for IOS

Look for the Icon below and Download

To Sign In, enter your username and password. Sign In

Username and password will be provided by your administrator.



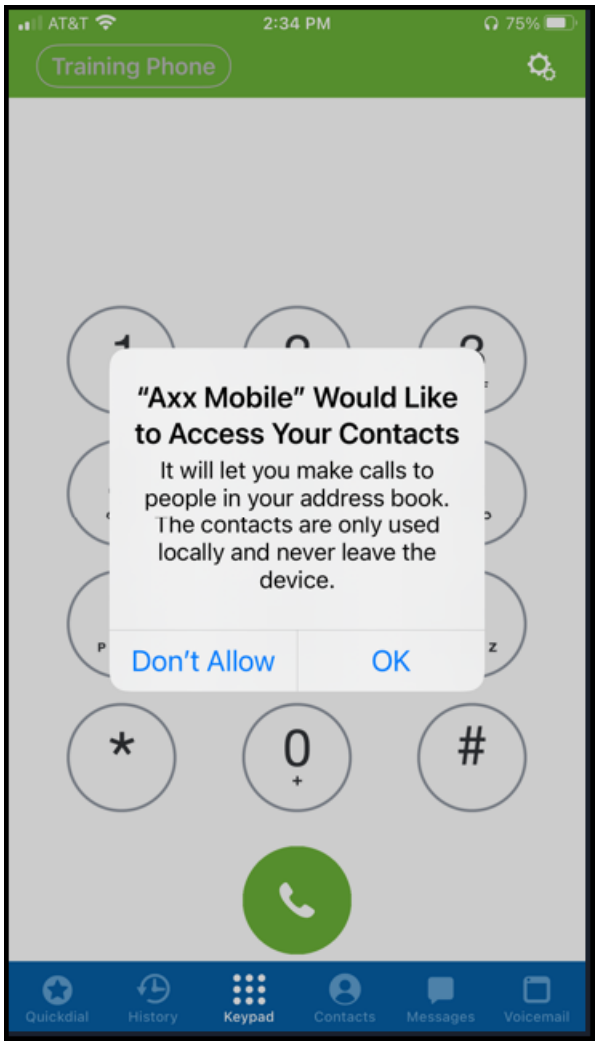
Enter username. Yourextensiottcoverage.com

ex: 100@ttcoverage.com

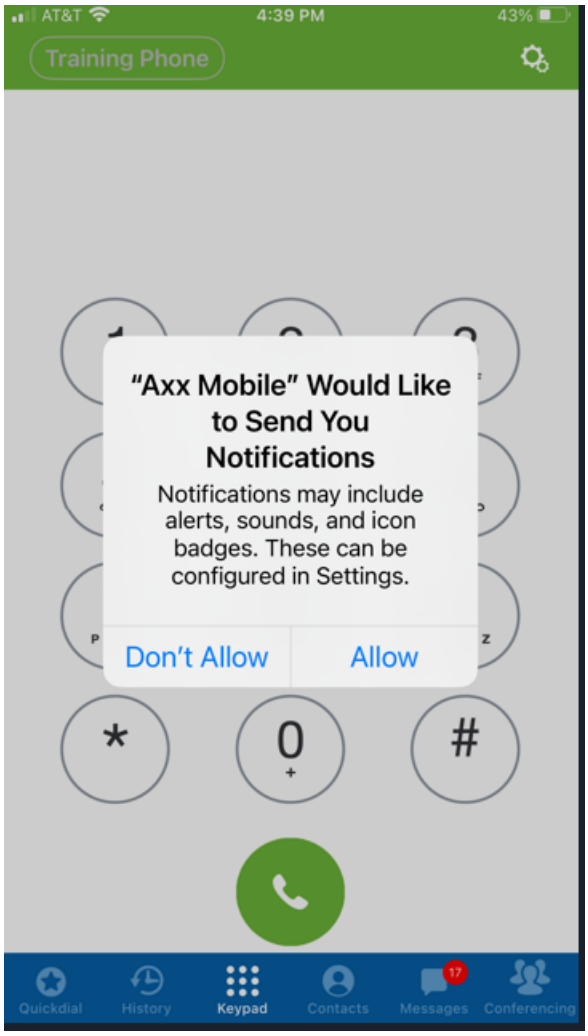
Enter password-The one you created from the welcome email link

Sign in

Permissions



Selecting ok will allow the app to access your personal contacts from your cell phone.



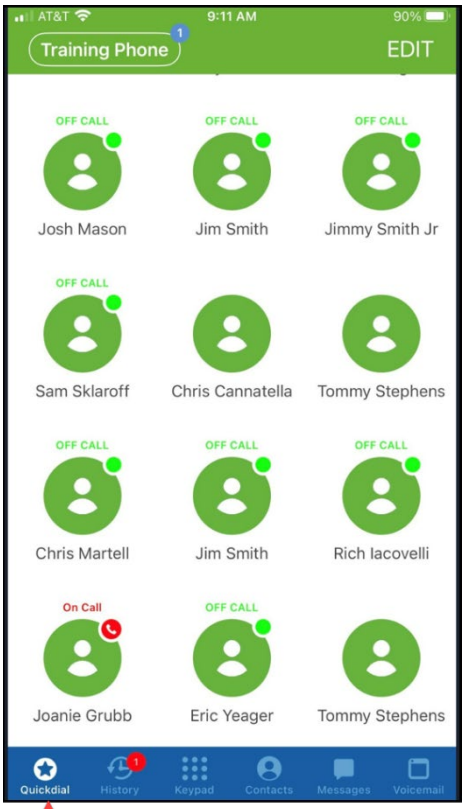
Make sure to allow notifications

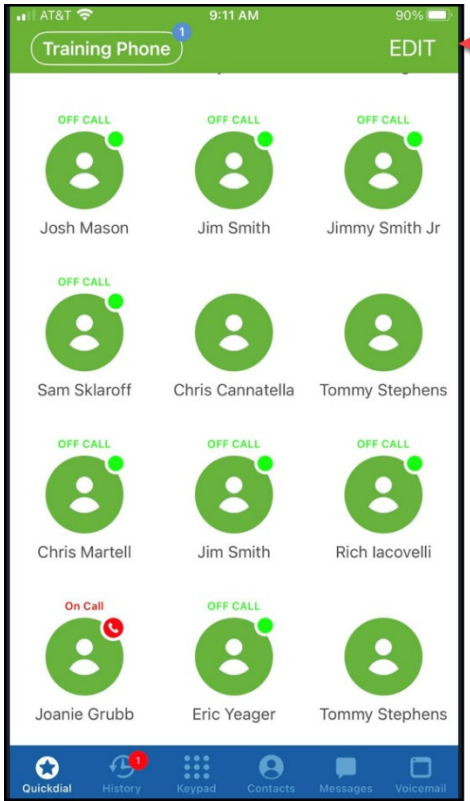
Quickdial Tab

Quickdials may be entered by the user from the mobile app or web phone in the user portal.

Note:

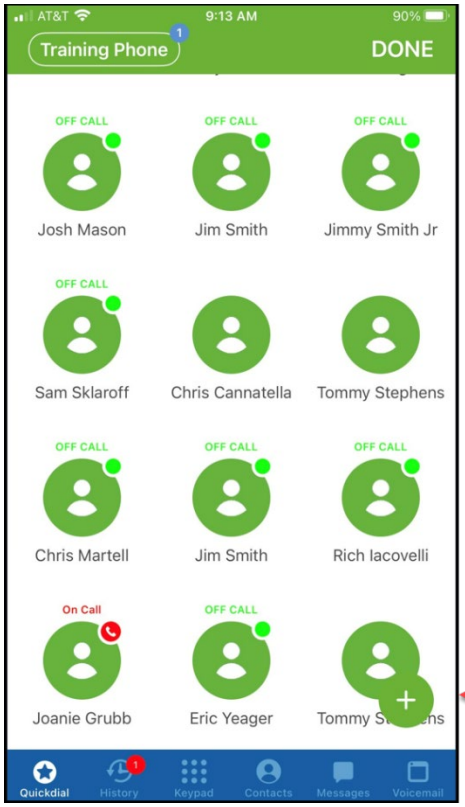
If favorites are programmed in the user portal, they will appear as Quickdial on the mobile app.



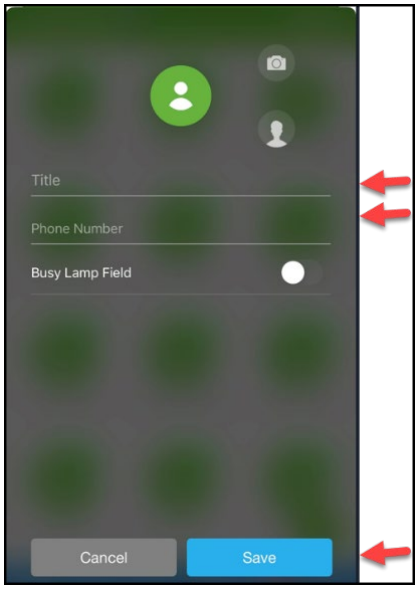


To add a Quickdial from the mobile app, click edit.

Click Edit


AT&T
9:13 AM
90%
Training Phone
DONE
OFF CALL
Josh Mason
Jim Smith
Jimmy Smith Jr
Sam Sklaroff
Chris Cannatella
Tommy Stephens
Chris Martell
Jim Smith
Rich Iacovelli
On Call
Joanie Grubb
Eric Yeager
Quickdial
History
Keypad
Contacts
Messages
Voicemail

Click + sign

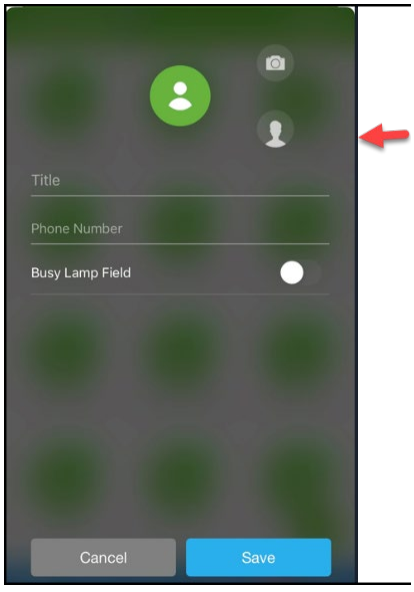

Title
Phone Number
Busy Lamp Field
Cancel
Save

Enter Title and Phone Number.

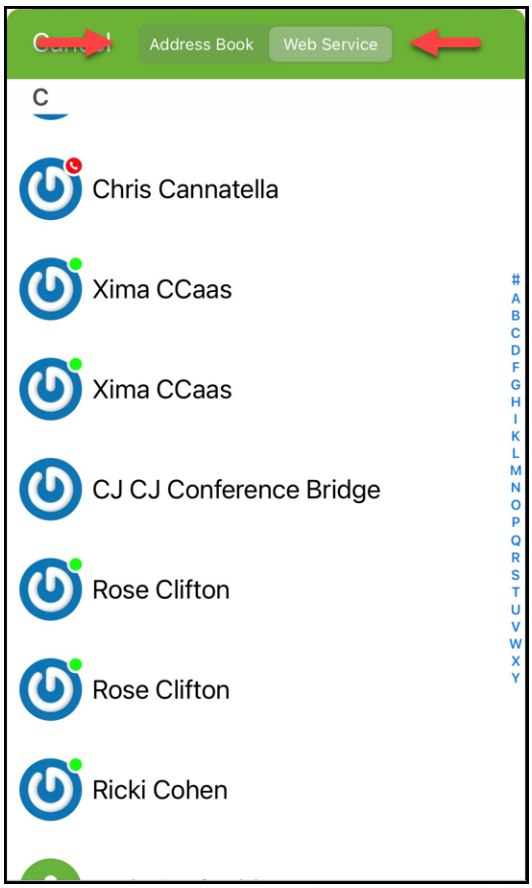
Enable Busy Lamp field if internal extension.

Click Save

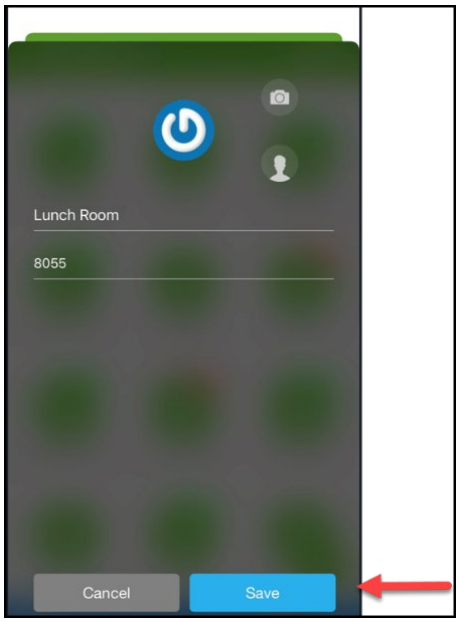
To add a Quickdial from your Contacts or Portal, Click Image



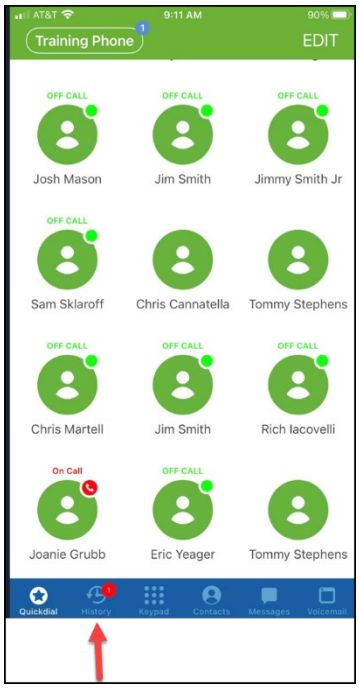
Choose the **Address Book** to add a Quickdial from your personal Contacts. Choose **Web Service** to add a Quickdial from the Portal.



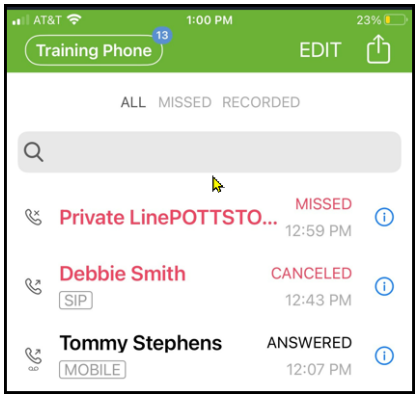
Once you choose the new Quickdial, Click Save



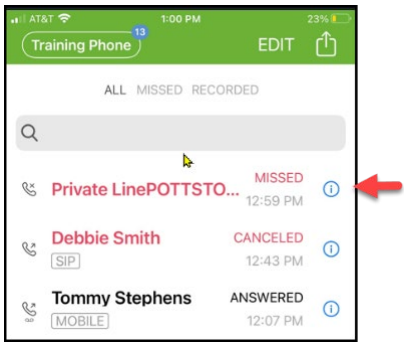
History Tab



The History Tab allows you to View All Calls

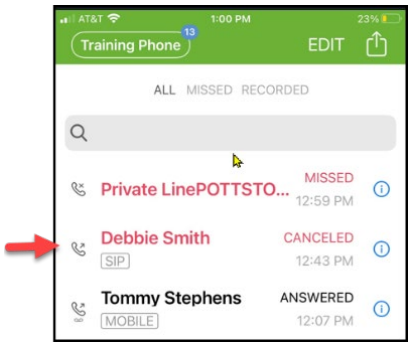


To see additional Information about the call, press the Information Icon.

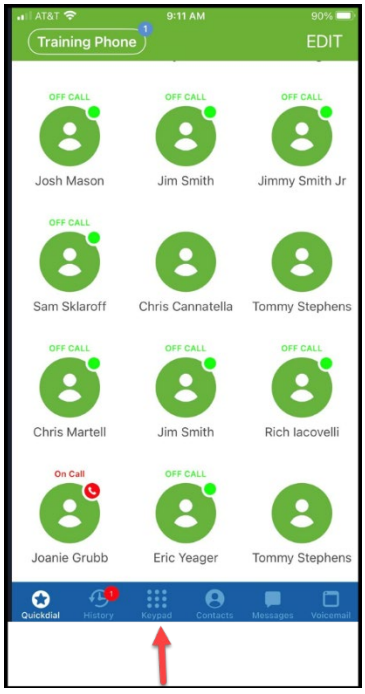


Example:

Press the Handset Symbol next to the call to redial.



Keypad Tab



To make a call:

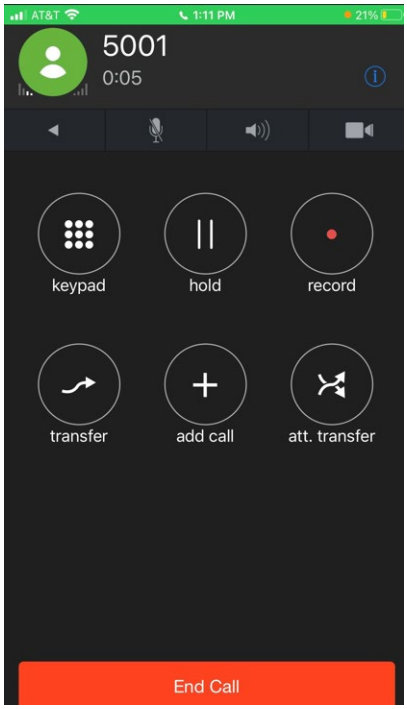
Dial a phone number or extension number and press the green handset.

Dial phone number

Click Phone Icon to dial.

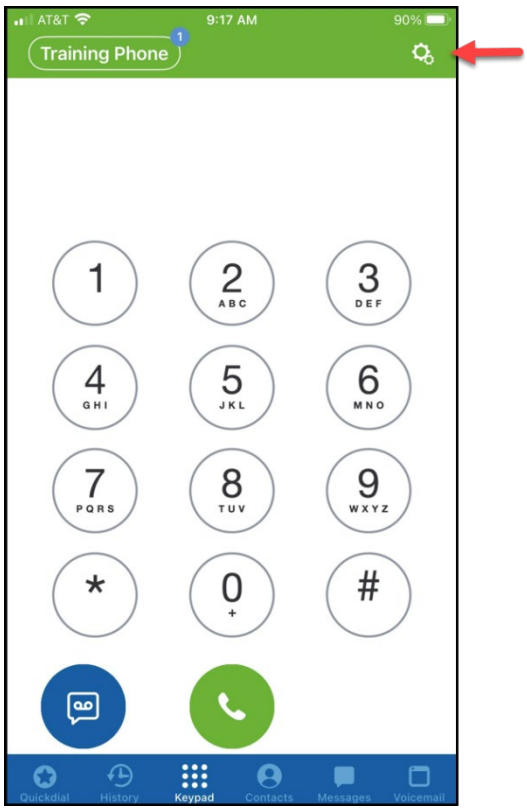
To call your voicemail box, press the voicemail Icon.

You will be prompted to enter your password and press the # key.

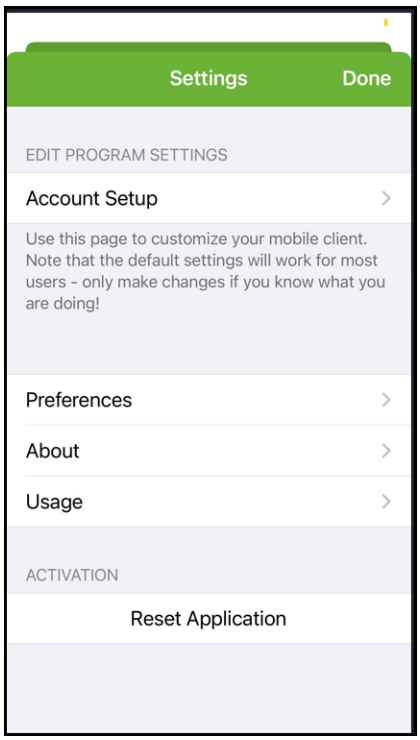


Settings

From the Keypad Tab, press the Settings Icon



Settings will allow you to change your Preferences.

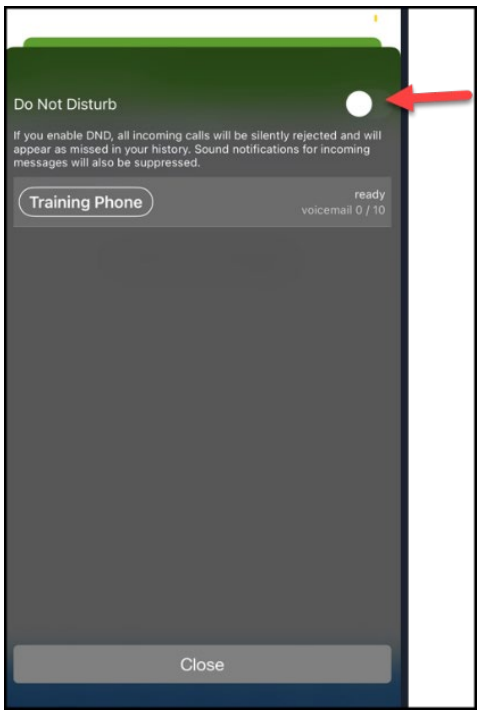


Do not Reset Application

Do Not Disturb

From the Keypad Tab, click your name on the top lefthand side of the display. Use the slider next to Do Not Disturb to enable and disable.

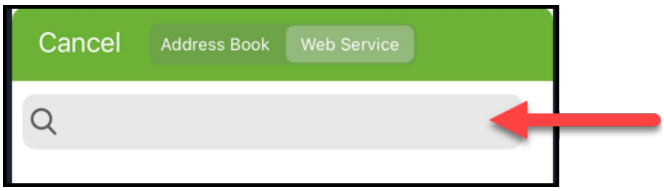
Click Name



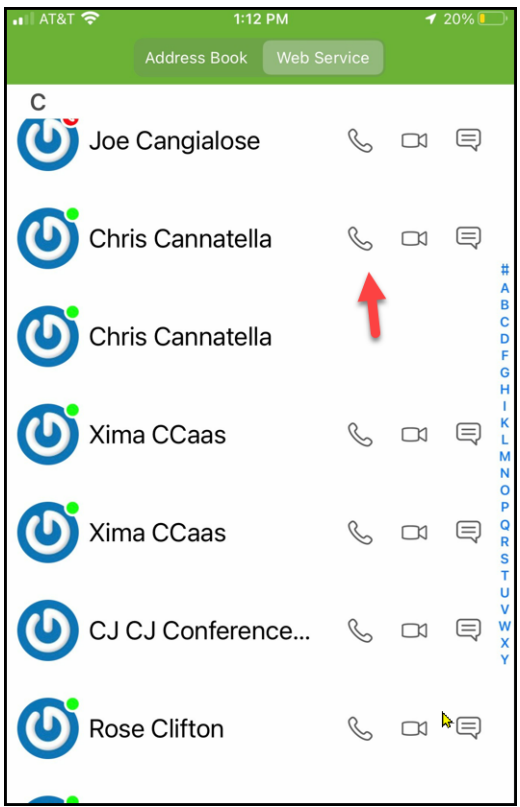
Enable or Disable DND

Contact Tab

Search for a contact.



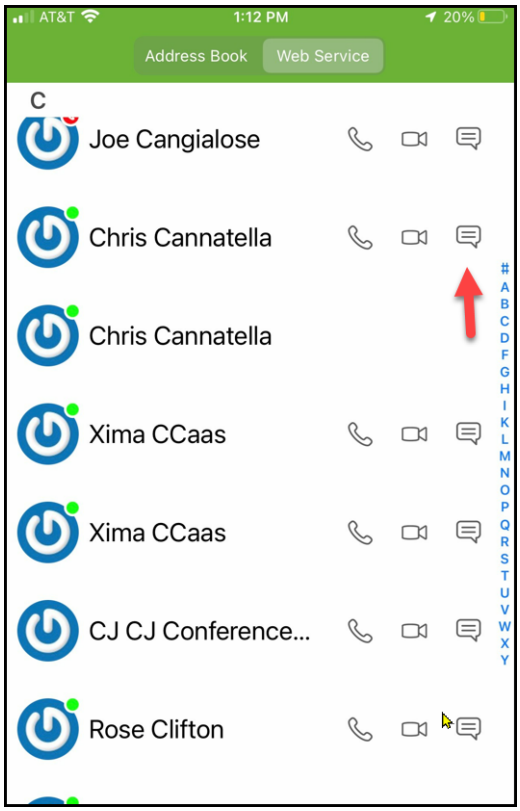
Search for Contact



Dial from Contacts

Click Phone Icon to dial

Send a message from Contacts.

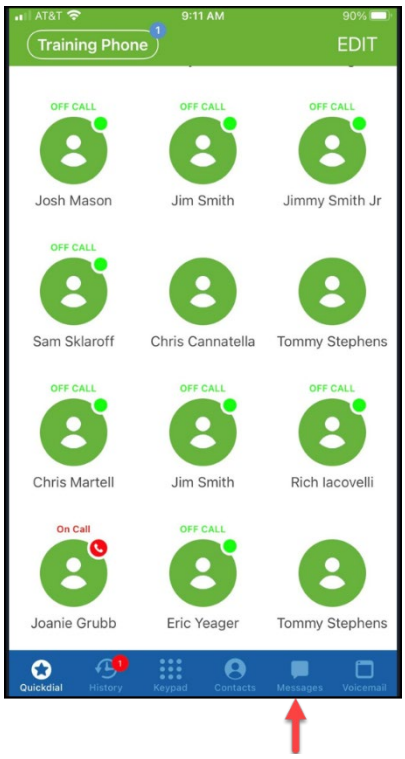


Click message Icon

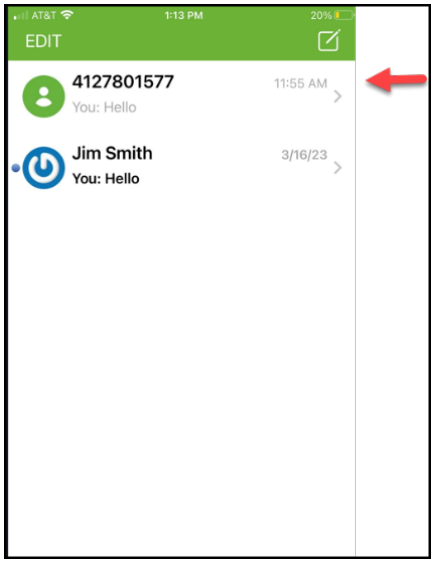
Type message and send.

Messages Tab

The Message Tab will allow a user to chat with other users and text If SMS is enabled.

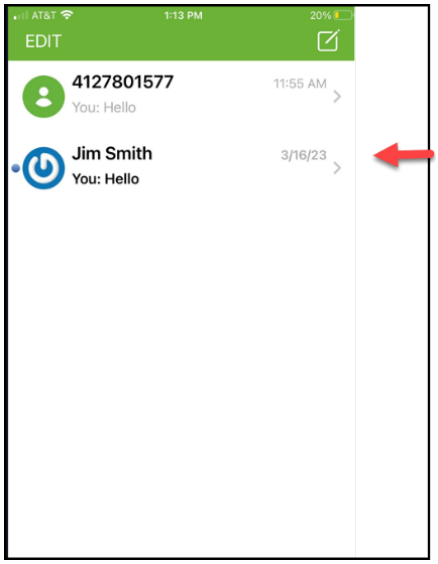


Text (if enabled)



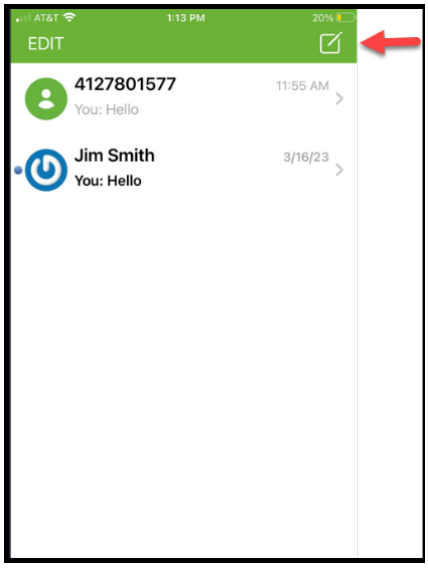
External number (texting enabled)

Chat (internal)

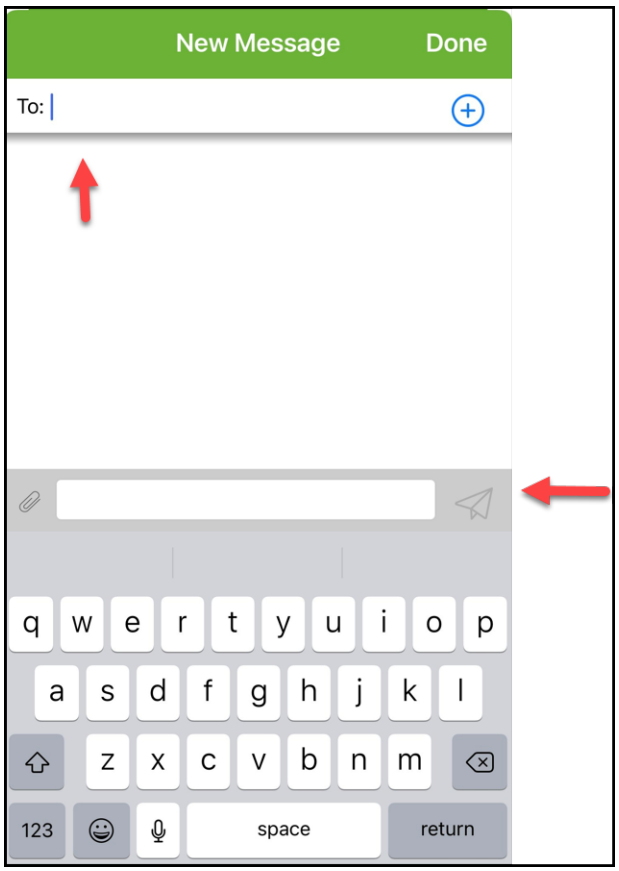


Internal user

New Message

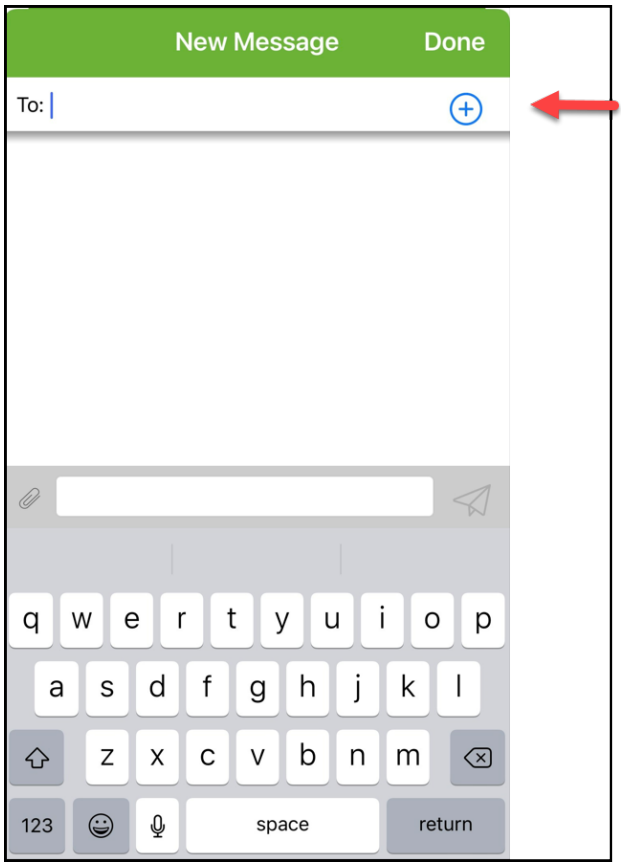


New message

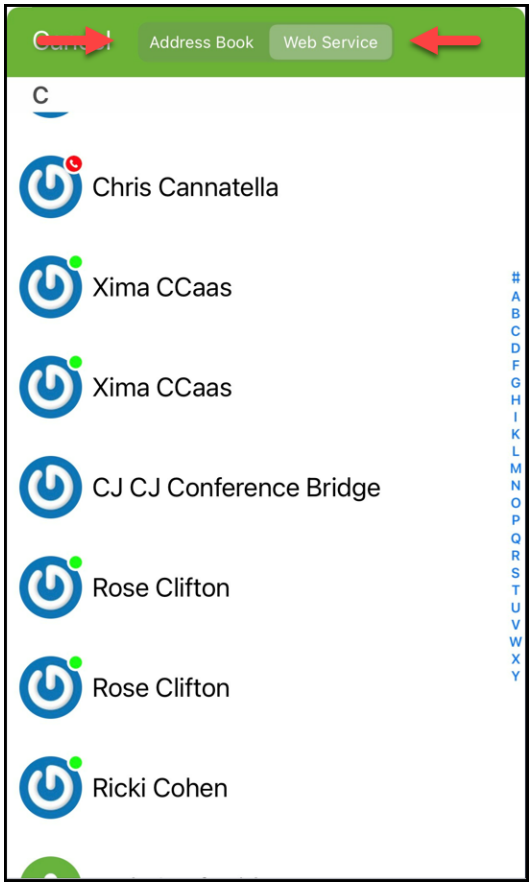


Ext number or Phone number if Text is enabled.

Type message



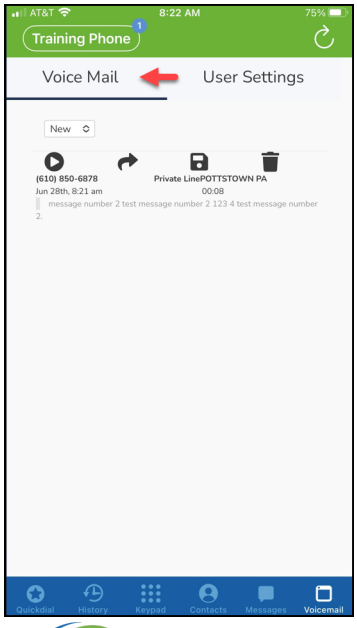
Or Click + sign to send from Contacts.



Voicemail Tab

The Voicemail Tab allows a user to play, forward, save and delete voicemail messages. User settings allow a user to change answering rules, record greetings and change voicemail notification settings.

AT&T
8:22 AM
75%
Training Phone
1
Voice Mail
User Settings
New
(610) 850-6878
Jun 28th, 8:21 am
Private LinePOTTSTOWN PA
00:08
message number 2 test message number 2 123 4 test message number 2.
Quickdial
History
Keypad
Contacts
Messages
Voicemail

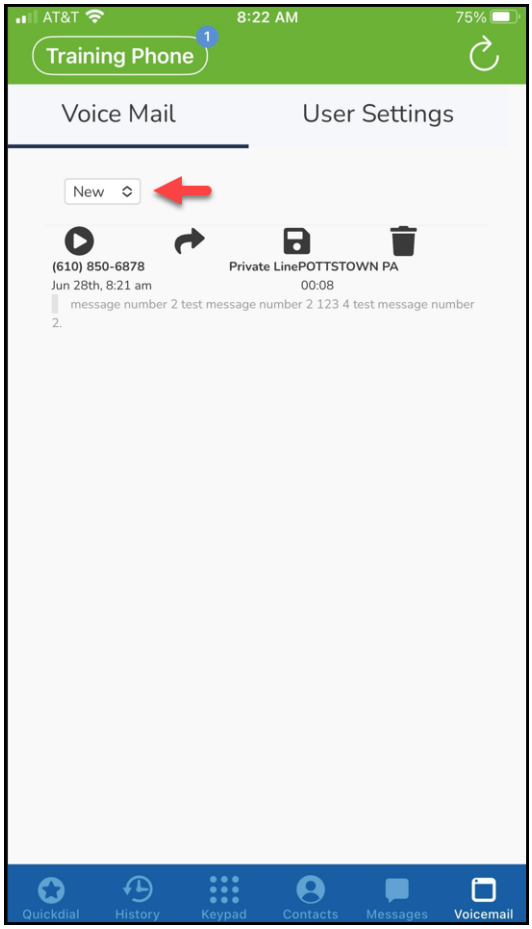

AT&T
8:22 AM
75%
Training Phone
1
Voice Mail
User Settings
New
(610) 850-6878
Jun 28th, 8:21 am
Private LinePOTTSTOWN PA
00:08
message number 2 test message number 2 123 4 test message number 2.
Quickdial
History
Keypad
Contacts
Messages
Voicemail

Plays message.

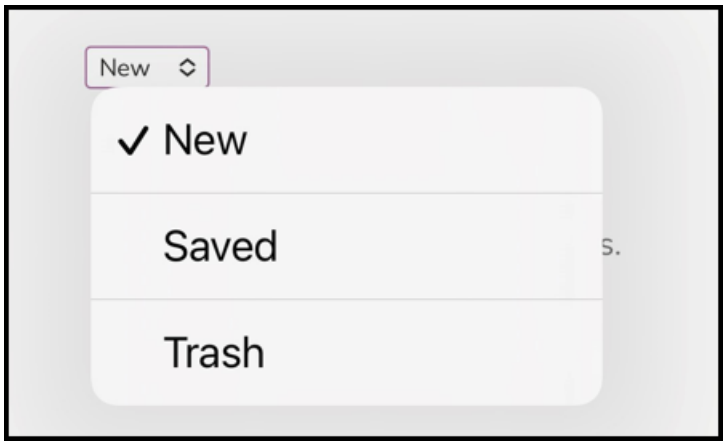
Forwards message to another mailbox.

Saves message to saved folder in mailbox.

Deletes message.



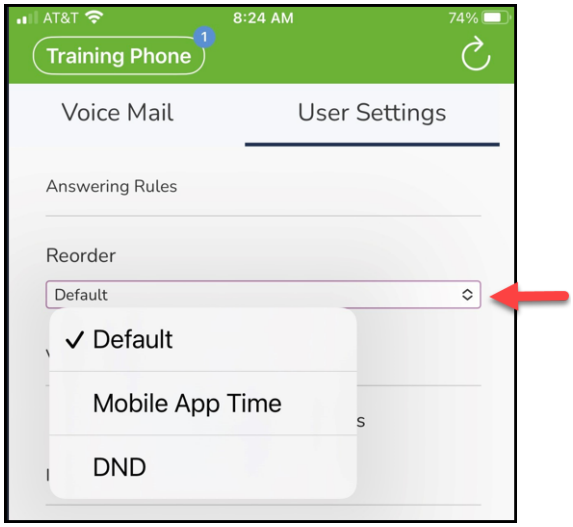
Click toggle to view new, saved, and deleted voicemails.



User Settings

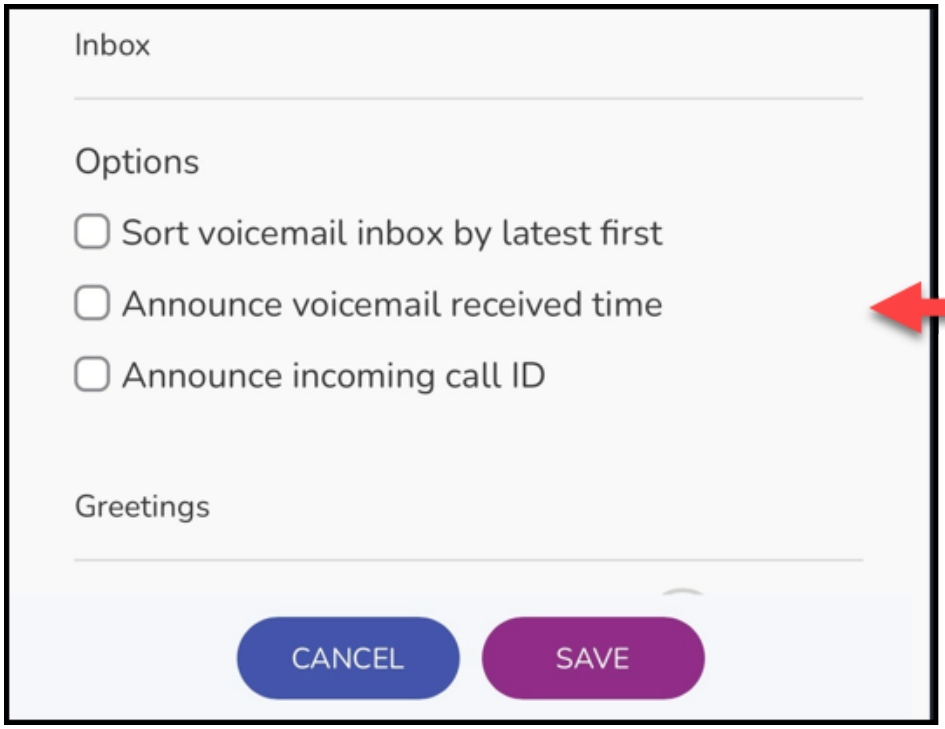
Answering Rules

Enable answering rules if multiple answering rules have been programmed.

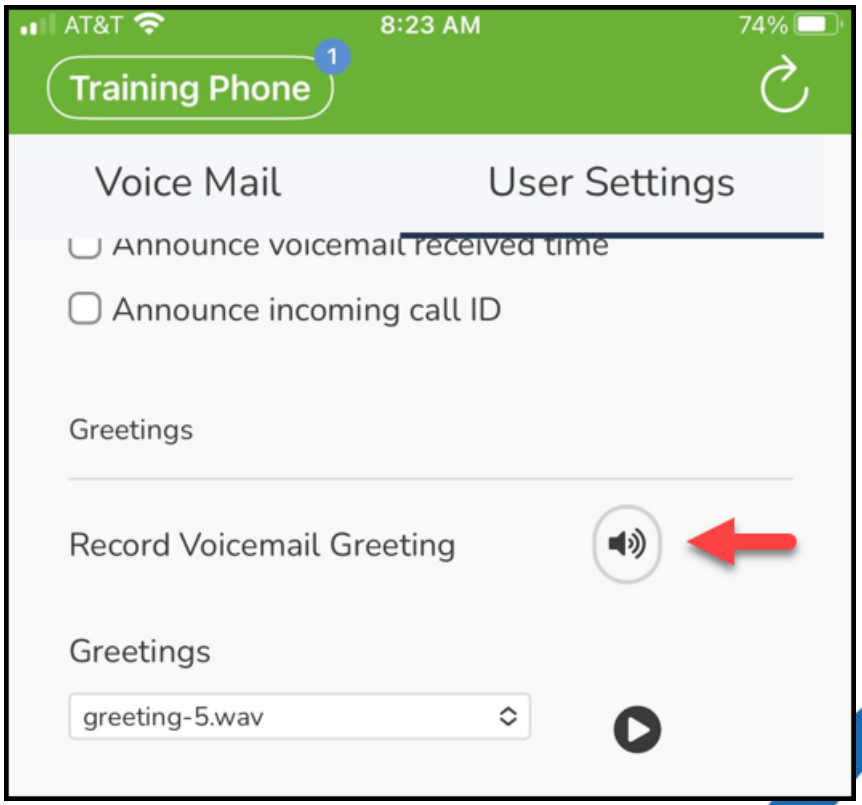


Inbox

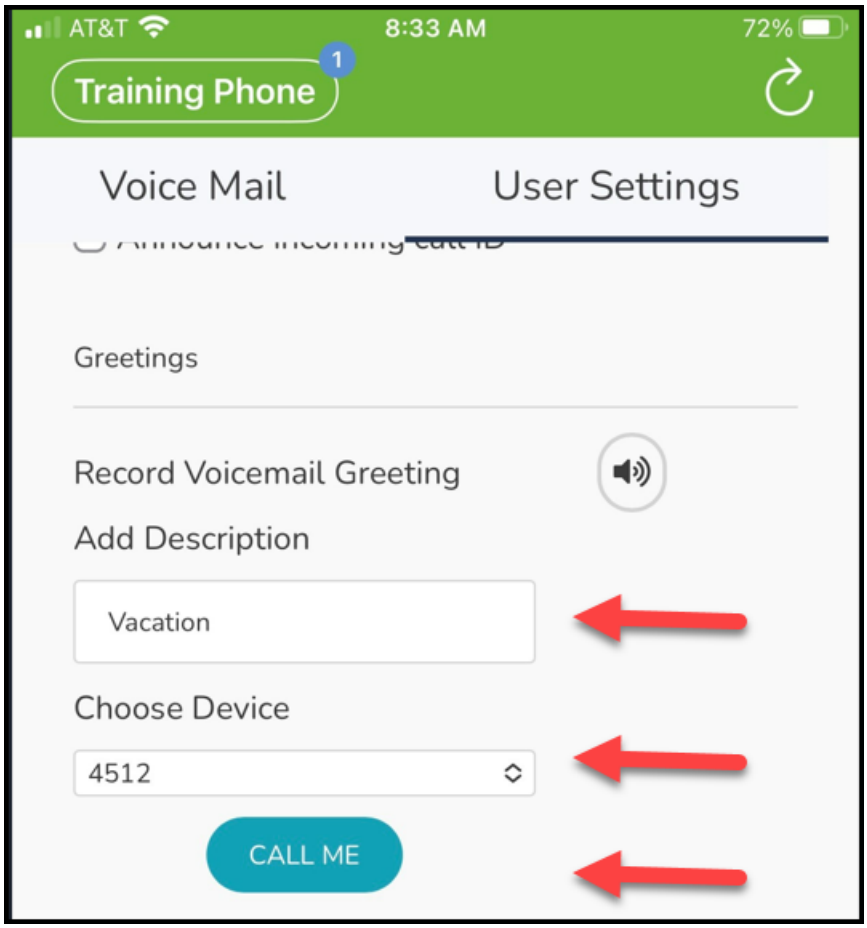
Change inbound voicemail message options.



Record greetings



Click Speaker Icon



Add description.

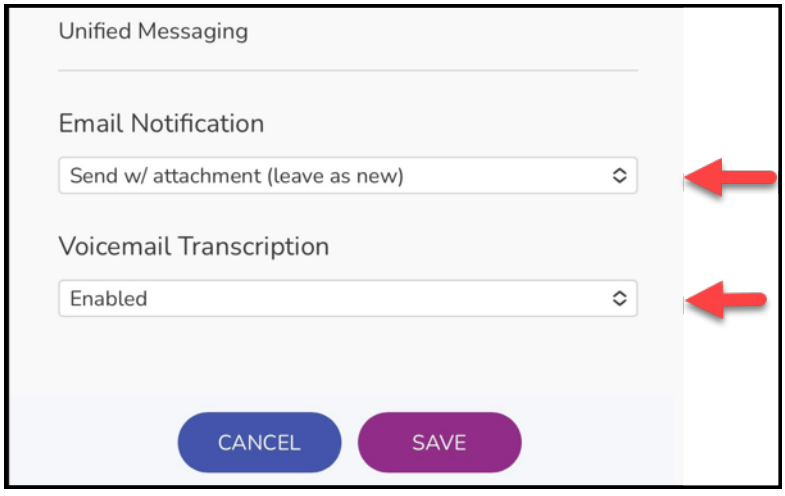
Choose a device to call to record greeting.

Click call me.

When the device rings, answer call and follow the prompts to record and save.

Unified Messaging

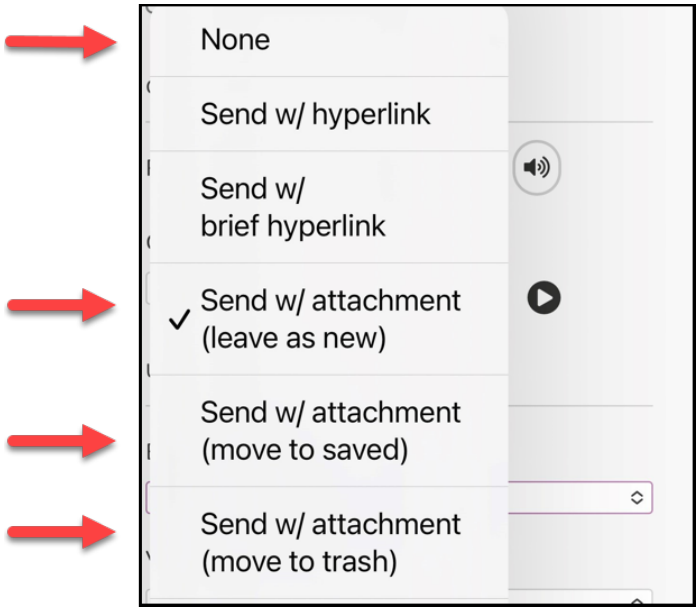
Change email notification settings



Change email notification settings

Only used if allowed for your user.

Most used notification settings



No email, voicemailbox only

Email and new message in voicemailbox

Email and saved message in voicemailbox (not recommended)

No Voicemailbox, email only