



101VOICE *Mobile App*

Activation

1. Go to 101VOICE.com website, click on Resources and choose Mobile App Activation.
2. Complete and submit the form.
3. 101VOICE support team will send you confirmation of activation.

Installation

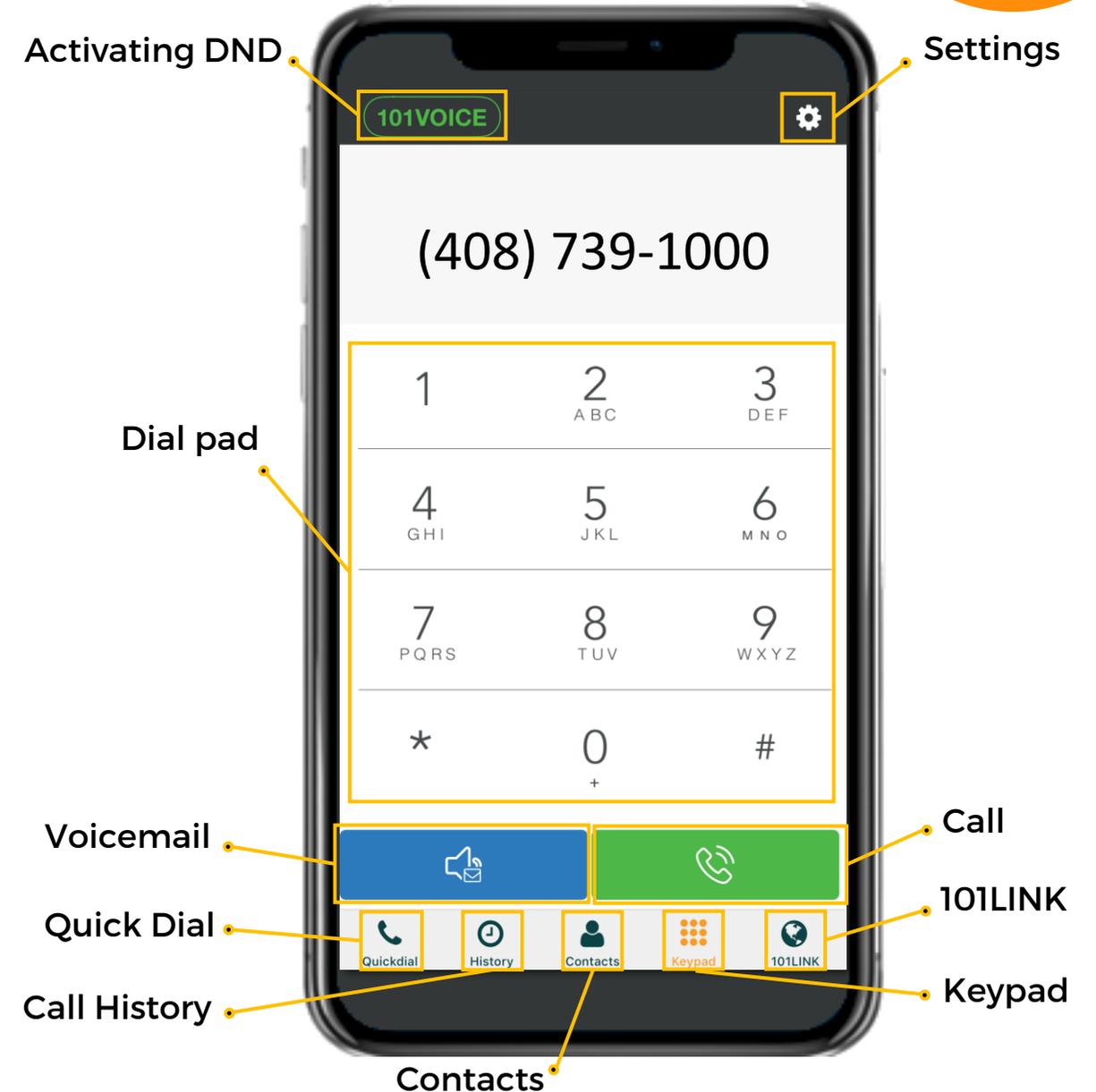
1. Download the app from App store (iPhone) or Google Play (Android).
2. Install the app on your phone and open it.
3. Enter the telephone number assigned to your 101VOICE mobile app. You will receive a verification code by email.
4. Input verification code and hit "Verify".
5. Accept the terms and conditions and give access to your contacts and microphone.
6. Your App should be ready to use.

Making Calls

1. Enter the phone number on the keypad page.
2. Select a contact from the contacts page.
3. Select one of your saved phone numbers from the Quick Dial page.

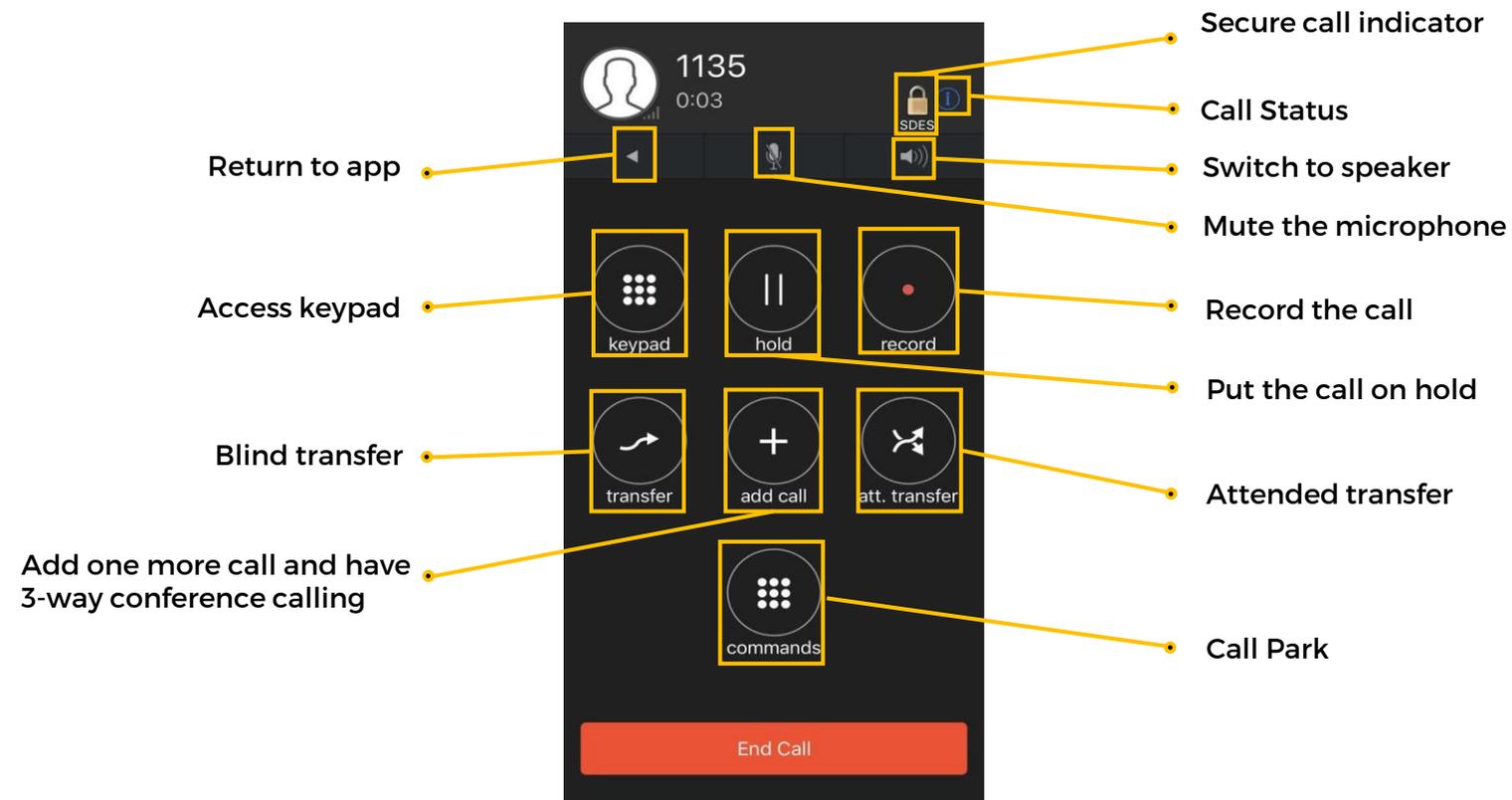
Voicemail

- Hit voicemail button (Blue button) on keypad page
- Dial *1 on keypad page and hit green button.



* Above screenshot shows iPhone version. User interface may differ slightly on Android.

On the Call



When you're on a call, you have the following options:

1. **Access to keypad** if you need to dial a number
2. **Hold:** Put the call on hold
3. **Record:** Record the call
4. **Transfer:** While the first party is on the call, press the transfer. The dial pad will be shown. Dial the number to transfer (internal or external), then press the green button.
5. **Add Call:** Add one more call and have 3-way conference calling
6. **Attended Transfer:** When the first party is on the call, press the "att transfer" button. The dial pad will be shown. Dial the number to transfer (internal or external), then press the green button. Notify the receiving party of the transfer, then press the blue transfer button to complete the transfer.
7. **Mute the microphone**
8. **Switch to speaker**
9. **Check the call status**
10. **Call Park (System wide hold):** The inbound call can be parked system wide for 2.5 minutes on an extension in 7XX range and can be picked up from any phone in your account by dialing that extension.

Quick Dial

1. On this page, you can add contacts to your quick dial list.
2. Click "Edit" on the top right to add to or edit the quick dial list.

Do Not Disturb

If you don't want to get phone calls on the app, you can simply hit 101VOICE button on the top left and enable/disable Do Not Disturb.

Ringtones

Press the "Settings" on the top right of keypad page, go to "Preferences", then "Ringtones" and select a ringtone.

101LINK

If you have a 101LINK account, you can log into it on the 101LINK page. From here you can manage your telephone lines, enable/disable voicemail transcription, send and receive SMS, and communicate with your team members.

* Please note that some of the features mentioned above may not be activated for you.

Reset Application

If you should need to reset the app, either to resolve a technical issue or if you are otherwise instructed by 101VOICE Support, open the Settings page and select the last option, "Reset Application".

After resetting, you can re-activate the app by following steps 2-5 under "Installation".

Change Automatic put on Hold

If you're on a call and a cell phone call comes in, by default, the app will put the second call on hold. In order to change that, you can follow these steps:

Go to Keypad page and tap on "Settings" icon (Gear icon on the top right), then select "Preferences", then "Controls". Select "on GSM Call" and select "Do nothing".

Function codes

- * 67, followed by phone number: Hide Caller ID
- * 68 : Play Last Caller ID
- * 72, followed by phone number: Set Call Forward
- * 73 : Cancel Call Forward
- * 8, followed by phone number: Transfer to Voicemail
- * 68 : Dial by Name Menu