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.
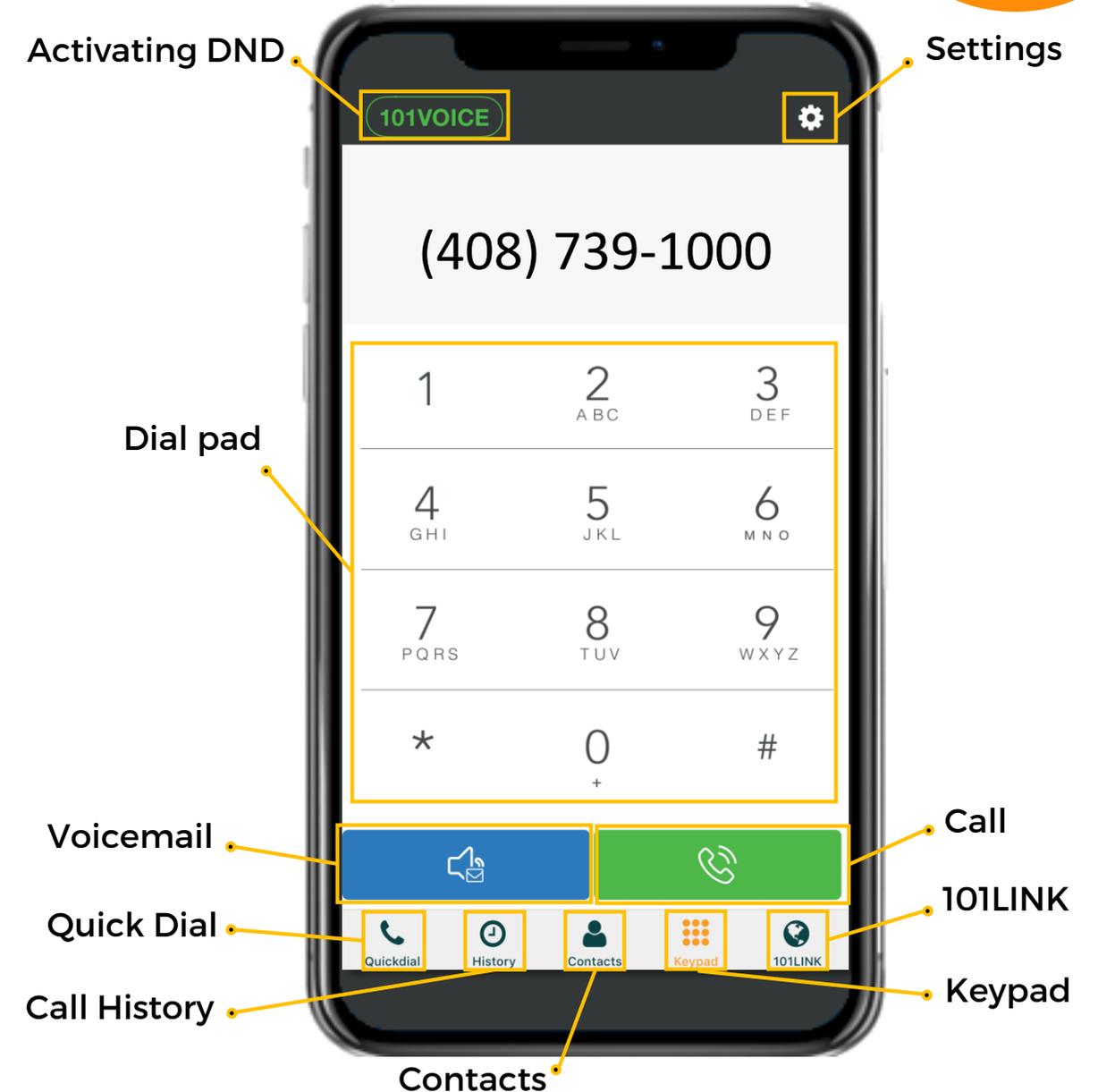
Installation

1. Download the app from App store (iPhone) or Google Play (Android).
2. Enter your cell phone number and sign in. You will receive a text message with verification code.
3. Input verification code and hit "Verify".
4. Accept the terms and conditions and give access to your contacts and microphone.
5. 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.
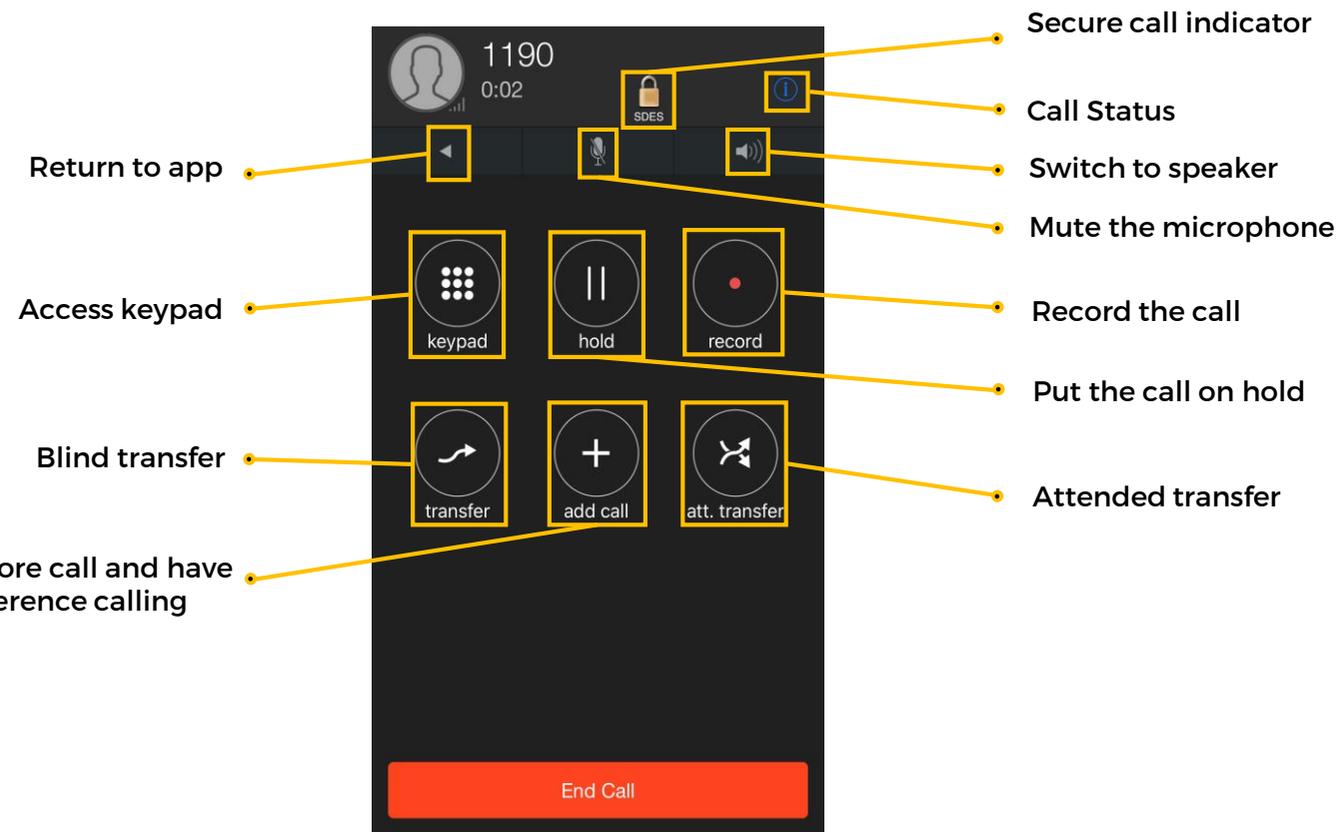3. Select one of your saved phone numbers from the Quick Dial page.

Voicemail

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

Activating DND

Settings

(408) 739-1000

Dial pad

Voicemail

Call

Quick Dial

101LINK

Call History

Keypad

Contacts

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

On the Call

1190
0:02

Secure call indicator

Call Status

Return to app

Switch to speaker

Mute the microphone

Access keypad

keypad   hold   record

Record the call

Put the call on hold

Blind transfer

transfer   add call   att. transfer

Attended transfer

Add one more call and have
3-way conference calling

End 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 button. 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. **Att. Transfer:** While 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 about the transfer, then press the blue transfer button on the bottom left. It will transfer the call.
7. **Mute the microphone**
8. **Switch to speaker**
9. **Check the call status**

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".

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