



nCommand Mobile User Guide

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Welcome To nCommand Mobile

nCommand is a powerful mobile communication client that is tied into your company's phone system, allowing you to call, chat and share with anyone in your company. Anyone can call you at your extension or your external phone number and your nCommand client will ring just like a regular phone wherever you are.

But nCommand has way more uses than answering phone calls, so let's get started.

NOTE: The screenshots used throughout this document are with Android but iOS screens are very similar and any differences maybe noted in the text.

Installing nCommand

Installing nCommand is easy. Search for **nCommand** in the Apple App Store, or **nCommand** in the Google Play Store from your mobile device.

iOS Installation

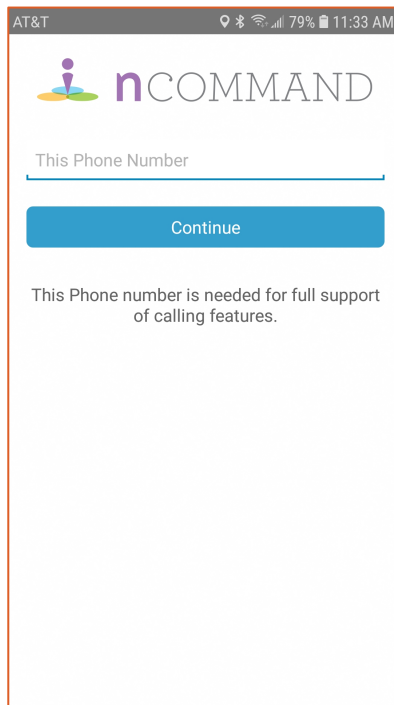
Install the nCommand for iPhone application from the App Store app on your device and follow the installation instructions.

Android Installation

Install the Command application from the Google Play app on your device and follow the installation instructions.

Logging In

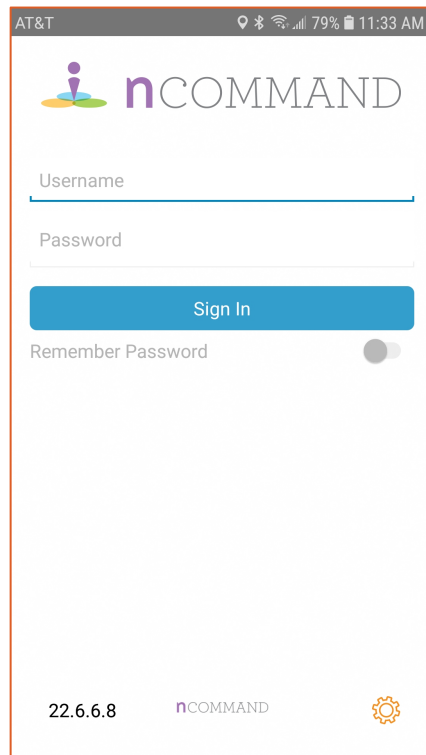
Once installation is complete, accept the EULA and the Region screen will launch.



Touch the field that says **This Phone Number** and enter your mobile number for this device. This is required in order to provision services to your phone correctly.

Enter your Username and Password to login. Optionally, set the Remember Password option and/or the Sign in automatically option if you don't want to enter the information every time you login.

If you have errors on first login, you may need to include the domain name along with your DID for the username the first time. To include the domain, use a login in the form: DID@corpglobal.net where the DID is your number, such as 555112222@corpblolal.net.



First Login

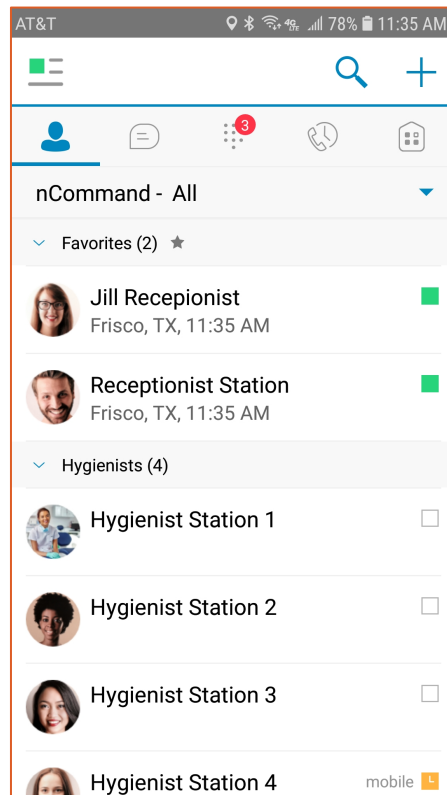
When you first login, you may be asked to accept a number of permissions such as access to the camera, audio and contacts. These are needed to provide video calling, audio calling and contact integration for outbound calling and inbound caller name matching.

Once you have successfully logged in, the first page loaded by default will be your Contacts page.

Making Your Client Useful

Adding Contacts

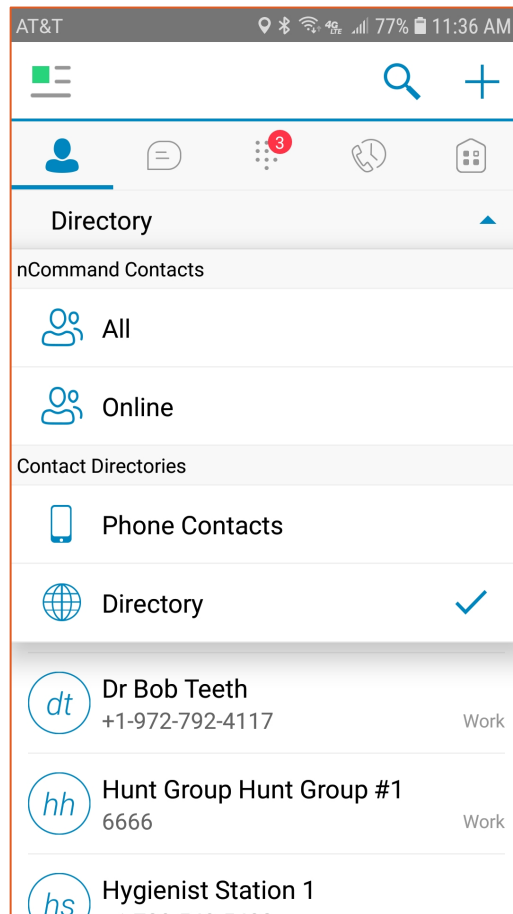
The mobile clients share much in common with the desktop clients. If you also use the desktop client, you may already see a list of contacts that will match what your desktop client already has. Adding or removing contacts from either the desktop client or mobile client will sync back to each other each time you login to the other client.



If you have not been using the desktop client, your contact screen will initially be empty.

To add a contact from your directory, you can search for contacts from your company directory and add them to your main list of contacts.

To do this, touch the text that says **nCommand - All**. On Android, this is just below the top row of tabs. On iOS, this is on the top bar.

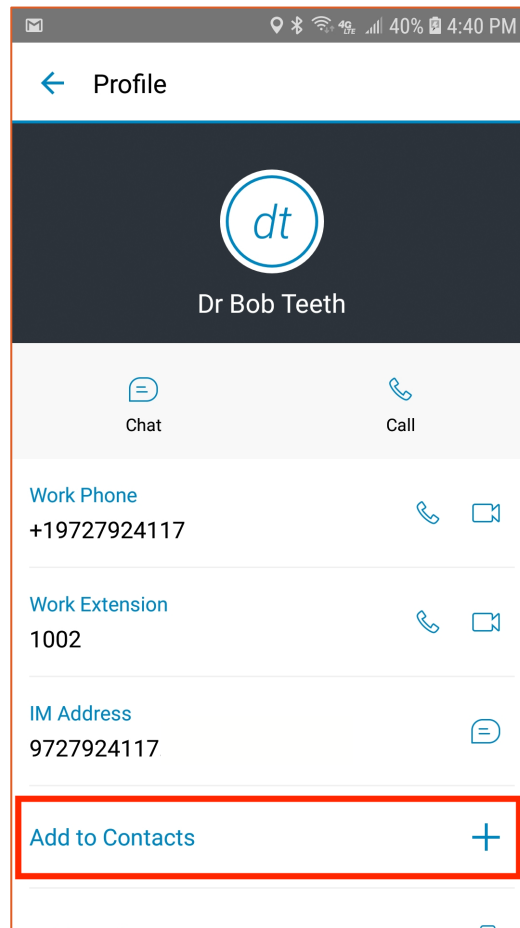


Touch **Directory** at the bottom of the list. On Android, this will load the directory of users on the PBX. On iOS, use the Search box and begin entering something to search for. You need to enter at least three characters to begin the search.

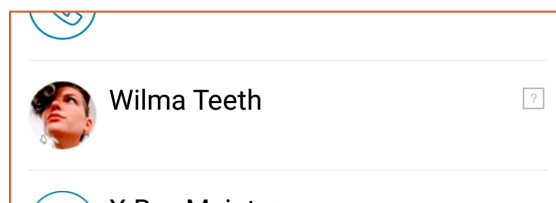
To add contacts, do the following:

- **Android:** touch the contact you want to add to load the details.
- **iOS:** touch the “i” icon on the right side of the contact line. This will load the contact details screen.

Next, locate the option labeled **Add to Contacts**. Touch the + icon on the right to add this user to your contact list. You can also choose to add this user to your phone’s contact list.



As a privacy feature, adding another user to your contacts sends that user an invite request. Your contact will show as Pending until the user accepts your invitation.



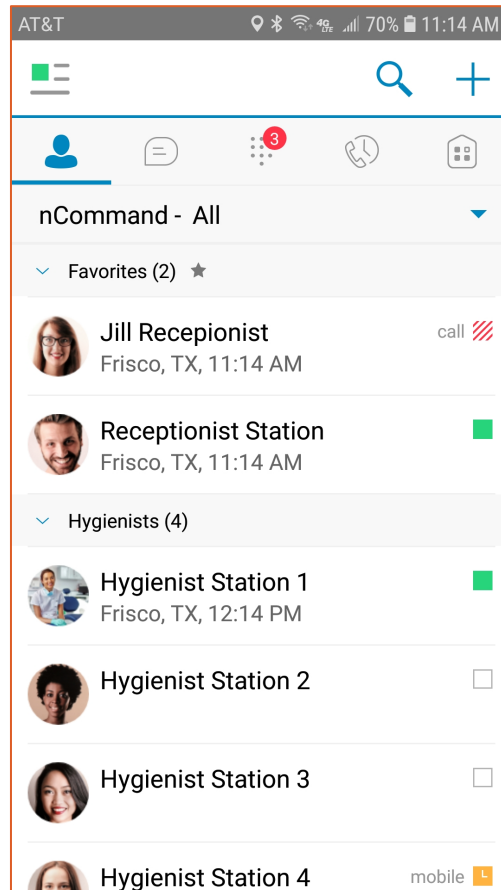
When the user accepts your invitation, you will be able to see their presence status.

Presence Status

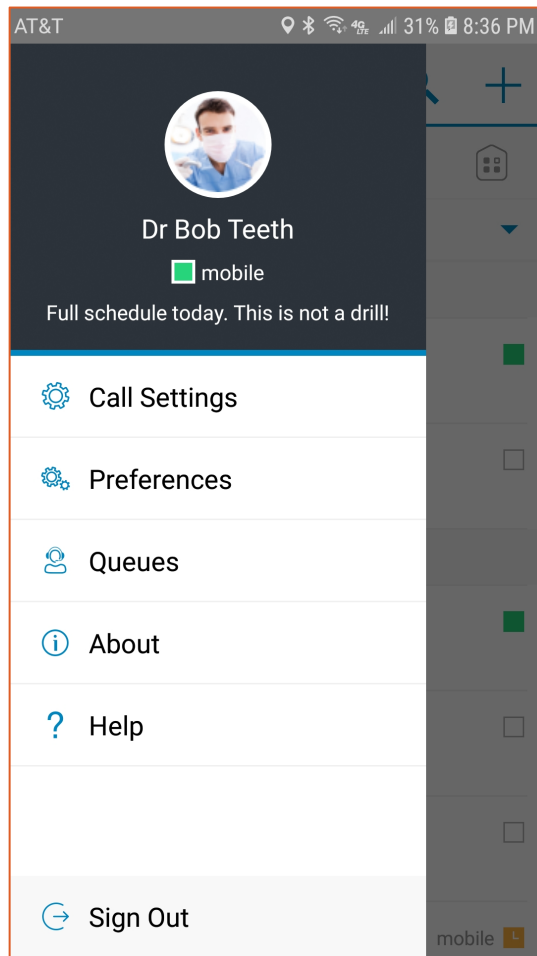
There are a number of different statuses that can appear in the status box.



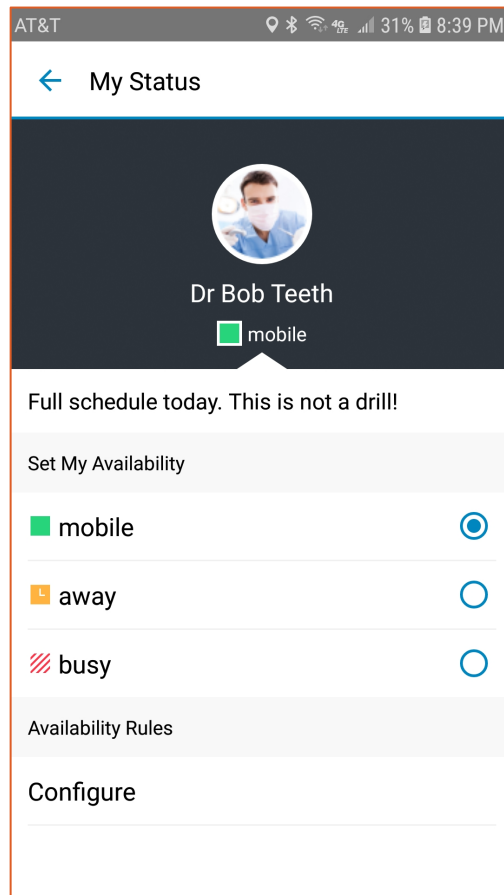
- Green – the user is available
- Red diagonal lines – busy, meeting or on a call (will indicate “call”)
- Orange - away
- Empty – offline



You can change your status manually by touching the menu button in the upper left corner. This expands to show your profile and a list of options.



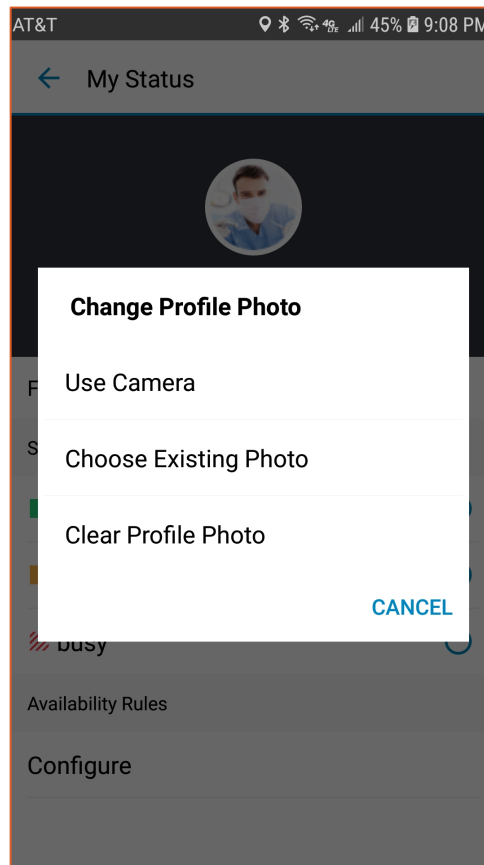
Touch anywhere in your profile section at the top to bring up your list of profile options.



Your status is shared between your desktop nCommand client and your mobile client. The status will update automatically. For example, if you are using your desktop, your status will show available to others. However, if you are away from your desktop for five minutes or more, your status that others will see will switch to mobile. The most common usage for changing your own status would be to set yourself busy if you don't want to be disturbed.

Profile Picture

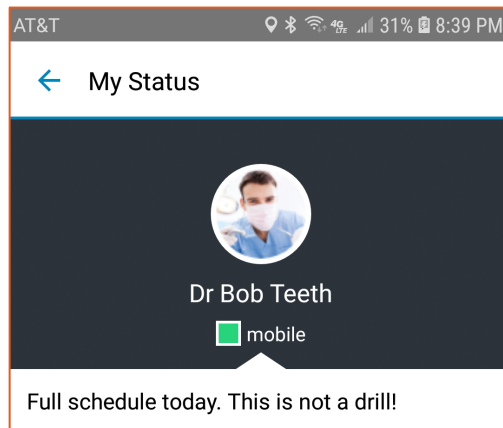
Now that you have contacts, they might like to see a picture instead of just your initials. Touch the circle with your initials (or profile picture if you had already set one), and a list of options appears. You can use your phone's camera to take a picture to use, choose an existing phone or clear your current profile picture.



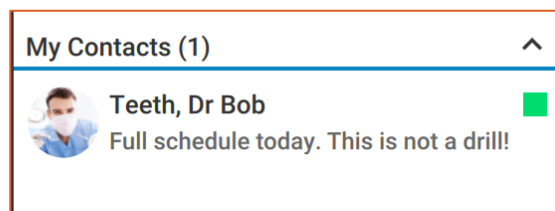
Choose an image file and click open to see how the image will appear. Images of many different sizes will be scaled, but make sure that the focus of your image is in the middle to avoid anything being cut off.

Status Message

If you have a status message, type that into the “What’s on your mind?” field. This will show to others when they view your profile. Useful messages might be “Working from home today”, “Working from the gym today” or “Working from the beach today”.

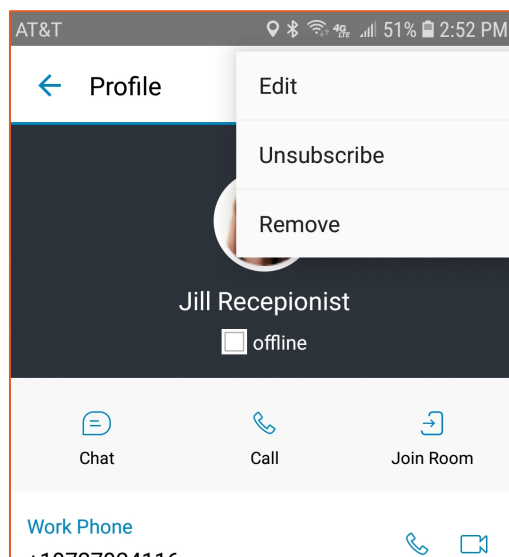


When you change your status message, others will see your update.



Editing Contacts

Contacts from your directory are typically other users in your company. The profile details are based on what is in the company directory. You can add edit other fields on the contact which are then private to your client. To edit a contact, touch the contact in your list, then choose Edit from the menu.

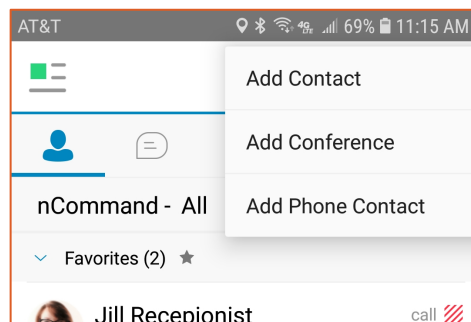




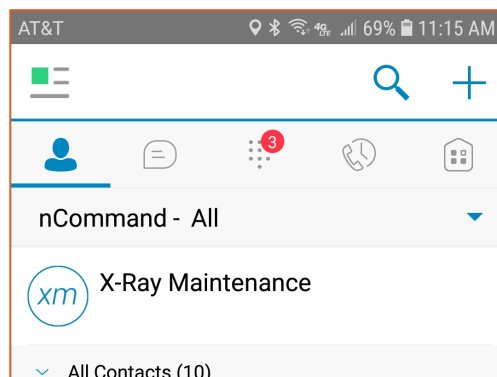
Most fields can be updated except the users IM address. Touch OK or Done to update the entry.

Adding Your Own Contacts

You can also add contacts that are not in the company directory. To add a new contact, while on the Contacts tab, touch the + button in the upper right-hand corner of the screen.



A new menu will appear letting you create a new contact for anyone you call frequently. From here, you can create a new Contact, Conference Contact or add a contact from your phone's contact list. Enter the information you want to have for this contact and click Save. Your new contact will then appear in your list.



Adding Conference Bridge Contacts

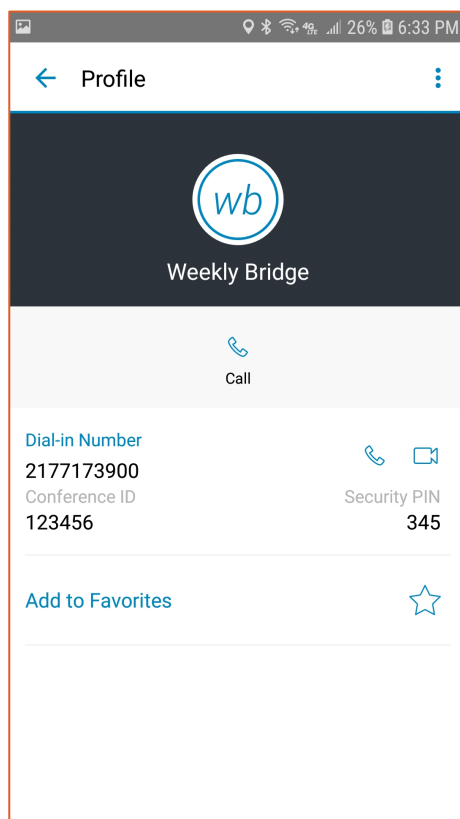


You can also create contacts for any conference bridges you routinely call into. To create a conference bridge contact, choose Add Conference. Provide a display name such as Weekly Bridge.

A screenshot of a mobile application interface for adding a conference. The screen is titled "Add Conference" with a back arrow on the left. It contains four input fields: "Display Name" with the text "Weekly Bridge", "Dial-in Number" with "2177173900", "Conference ID" with "123456", and "Security PIN" with "345". At the bottom, there are two blue buttons labeled "OK" and "Cancel". The status bar at the top shows "AT&T", signal strength, Wi-Fi, 36% battery, and the time "5:09 PM".

Enter the conference bridge dial-in number, then enter the conference ID and/or PIN if the bridge has one.

When you touch the contact and choose call, the client will call the conference bridge number, pause, then dial the conference ID, pause again and then dial the Security PIN if you entered one. The client adds the usual # to the end of each digit sequence so you don't need to enter that as part of the conference ID or security PIN.



NOTE: The conference ID and security PIN are not strictly used for those purposes. These fields can be any sequence of digits you routinely use to access a conference bridge. The client will only dial a digit sequence if something was entered in either of the fields. If a field is empty, the client will not dial anything for that field.

Voicemail Contact

If you frequently transfer callers to a contact's voicemail, edit that contact's profile and use one of the entries, such as Personal Phone, to enter a digit string that includes the necessary * code. For example, if that user's extension is 1001, enter *551001 as the Personal Phone number.

Favorites

If you have contacts you frequently use, mark these as a Favorite by touching that contact, then scrolling to the bottom of their profile settings and select the Add to Favorite option. This creates a group named Favorites and keeps this group at the top of your contact list.



Contact Sorting (Android)

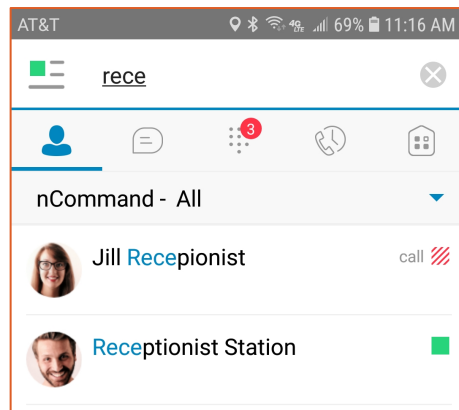
By default, contacts are sorted last name first. This can be changed from the menu button in the upper left. Touch the menu button, then chose Preferences. In the Contacts section, chose how you want to sort your contacts.

Using Groups

Contacts can also be grouped. Groups can be created in the Desktop client and contacts added to the various groups. Those groups will then appear in your mobile client.

Searching Contacts

The search box at the top of the Contacts tab lets you quickly find contacts. Just begin typing part of a name and the list of matches will show with the search part highlighted. The matches are separated into ones found in which ever list you have selected from the drop-down.



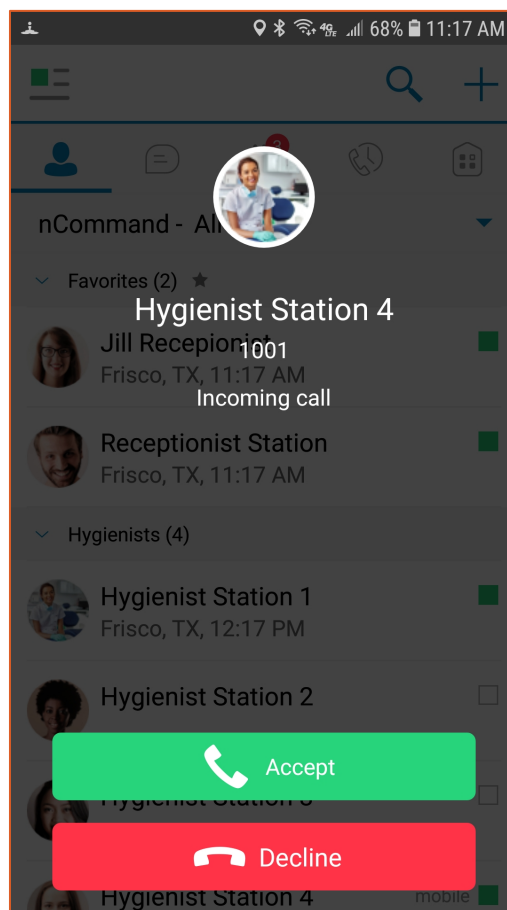
Touch the contact entry to open options. If the contact is part of your company, the options are chat, call, join room (join their My Room), and on each number you have a choice of an audio or video call. Options for external contacts may include audio or video calling.

Calling Features

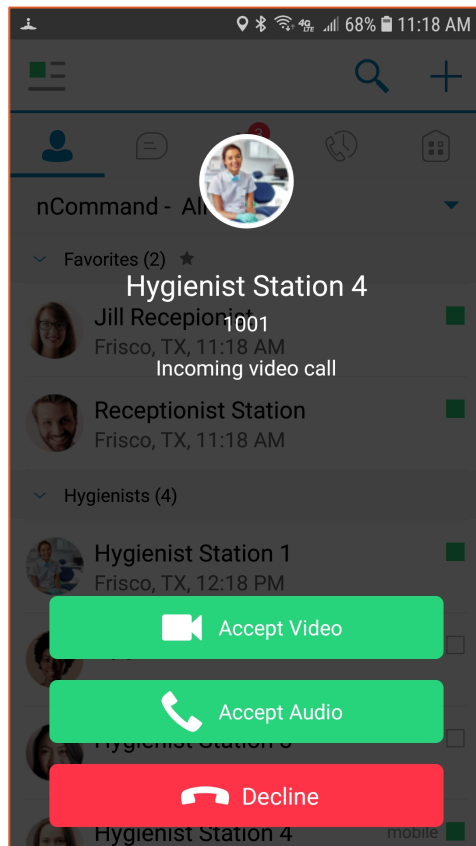
The client exposes many professional calling features that you might normally only find on a business desk phone.

Answering A Call

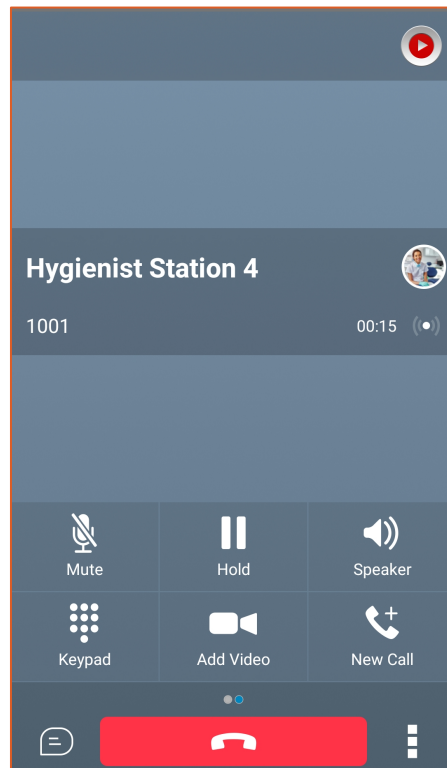
When someone calls your phone number or extension, your phone will ring with your normal ringtone. On Android, the client will take over the screen with an Accept or Decline button. On iOS, the new CallKit integration allows the standard Apple look-and-feel with the unlock slider to answer the call.



If you get an incoming video call, you will have buttons for Accept Video, Accept Audio and decline.

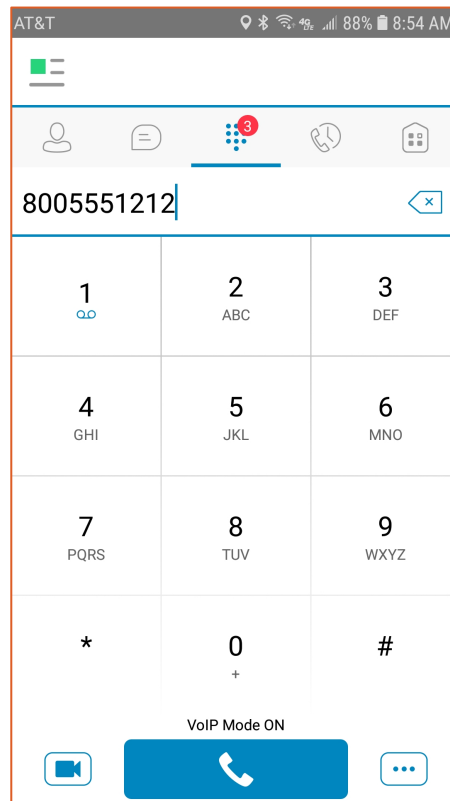


If you don't want to enable video for the call, use Accept Audio. You can always add video to an existing call if both sides support video. Note the Add Video button below the Hold button below.



Placing A Call

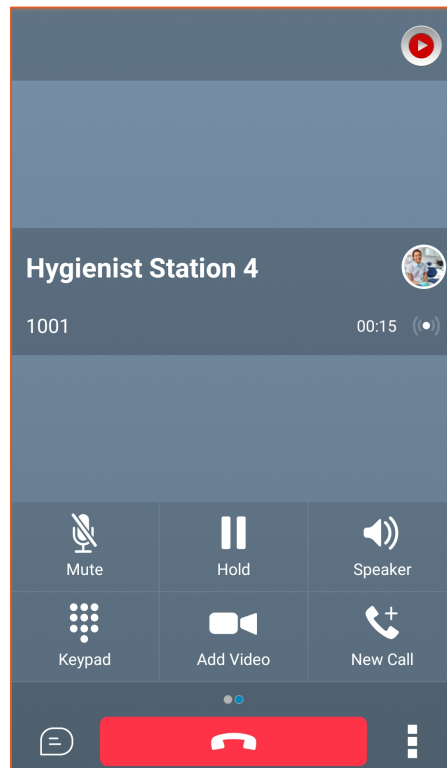
To place a call, touch the call button in the on the upper tab bar in Android or the lower tab bar in iOS. This will open the standard phone dialer where you can enter any number to call.



To use the dialer above, start typing a phone number by touching the numbers. Choose either the video camera at the bottom left to place a video call from your client or the middle larger button to place an audio call from your client.

Mid-Call Controls

Once a call is active (either a call you've placed or a call you've received), the primary buttons on the screen are the main options you have for making changes mid-call, while the menu in the lower-right corner provides additional options.

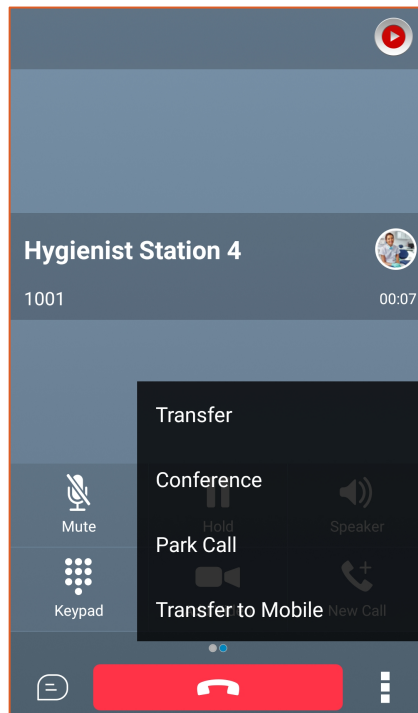


The primary buttons allow you to:

- Mute your microphone
- Place the caller on hold (the caller will hear hold music)
- Enable speakerphone
- Bring up the keypad in case you need to enter digits during a call
- Add video to your existin audio call
- Add an additional party to your call
- Hangup the call

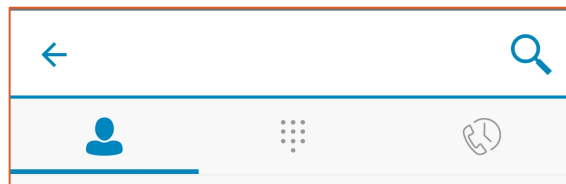
The extra menu in the lower right provides these additional options:

- Transfer the caller
- Create a confernce call
- Park the caller
- Transfer the call to your mobile number

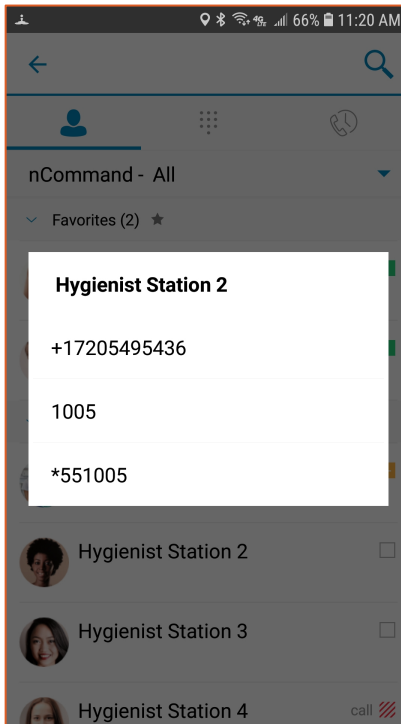


Transferring Calls

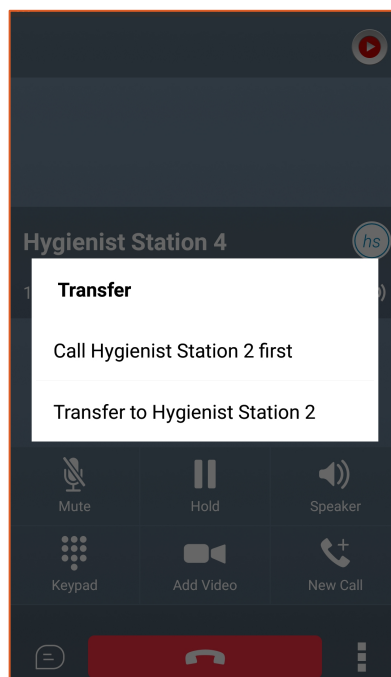
If you have an active call and need to transfer the call to someone else, touch the menu in the lower right and touch Transfer. You can then choose whether to transfer the call to one of your contacts, enter a phone number to call or choose an entry from your call history.



Choosing a Contact will allow you to choose what number in that contact's details to transfer to.

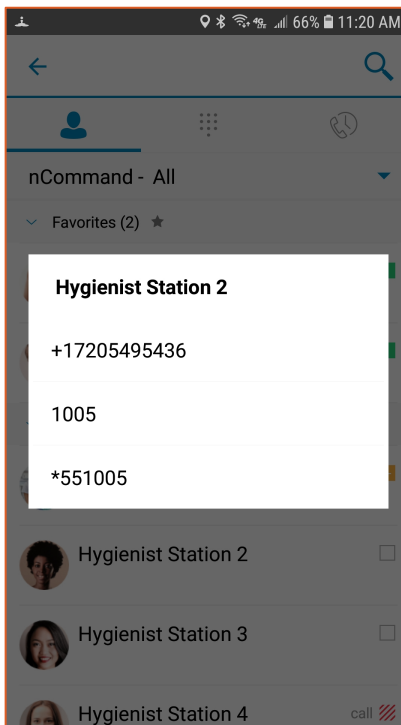


If that contact's profile has multiple numbers to reach them, they will be listed here, so just choose the number you want to use. You can then either keep the original caller on hold while you talk to the person you are transferring or just transfer the caller to that person. Your call session will then end.



Transfer to Voicemail

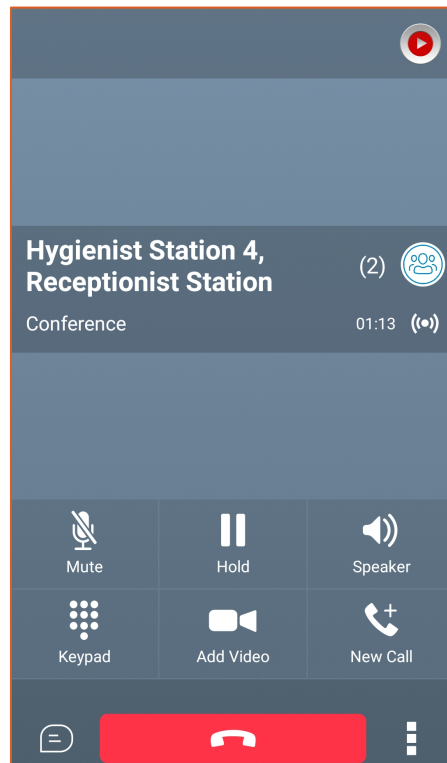
You can also transfer a caller to a contact's voicemail by entering *55 followed by their extension in the dial pad, then selecting to Transfer to that number. If you search for a contact and you have used one of the number entries to add a transfer to voicemail number in that user's profile, that number should show in the list of choices to transfer to when you choose that contact.



In the above, touch the last *55 entry and choose Transfer To... from the next menu to send that call directly to a user's voicemail.

3-Way Calls

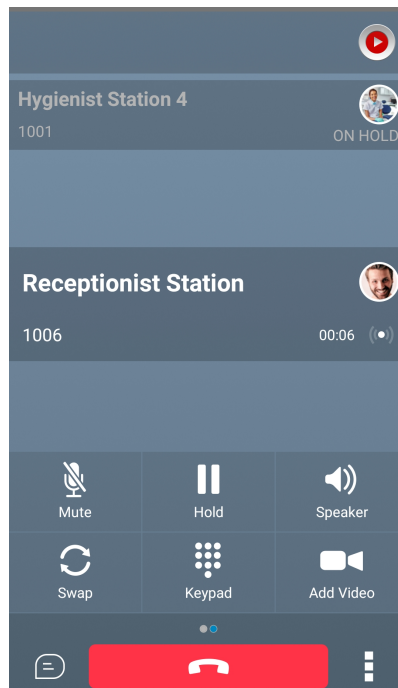
If you have an active call, touch the menu in the lower right and choose Conference. To add the new party, choose an existing contact, enter a phone number directly or choose from previous call history. If you choose a contact, you will be given the list of numbers from their profile that you can reach them at. Touch the number to use and once they answer, everyone is joined together in a conference.



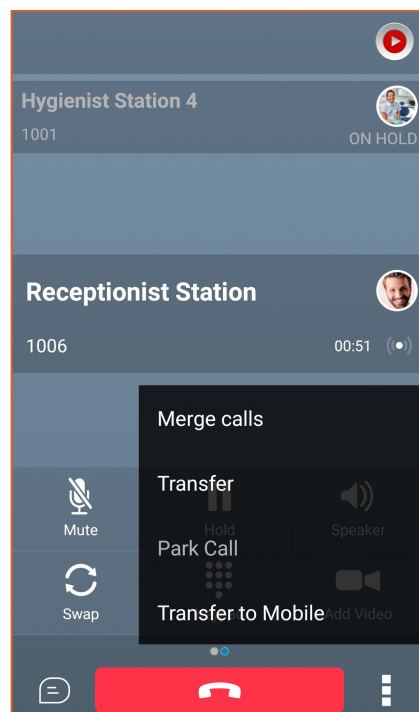
The other option is to touch the New Call button. To add the new party, choose an existing contact, enter a phone number directly or choose from previous call history. If you choose a contact, you will be given the list of numbers from their profile that you can reach them at.

NOTE: While you are choosing the party to add, you are still connected to the calling party. They are not put on hold until you place a call to the new party.

Once the other party answers, you can speak with them and the original party remains on hold. When you start a conference call this way, you will see both parties' information on the screen. You can swap conversations between both parties by pressing the Swap key. This allows you to talk to either party while keeping the other party on hold.



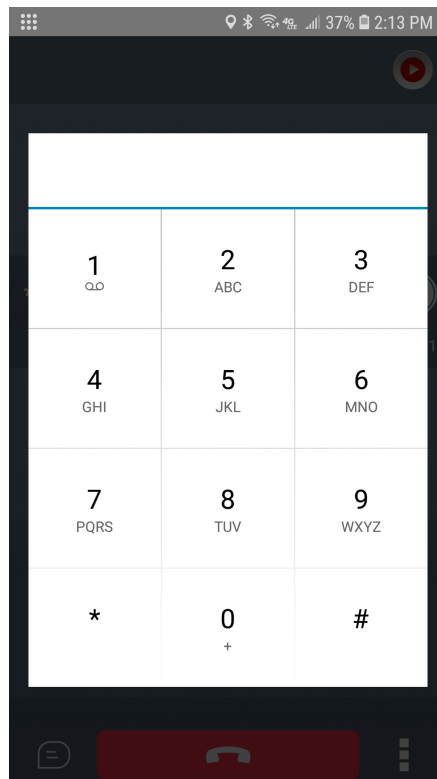
To combine everyone into a conference, touch the menu in the lower right corner and choose Merge Calls.





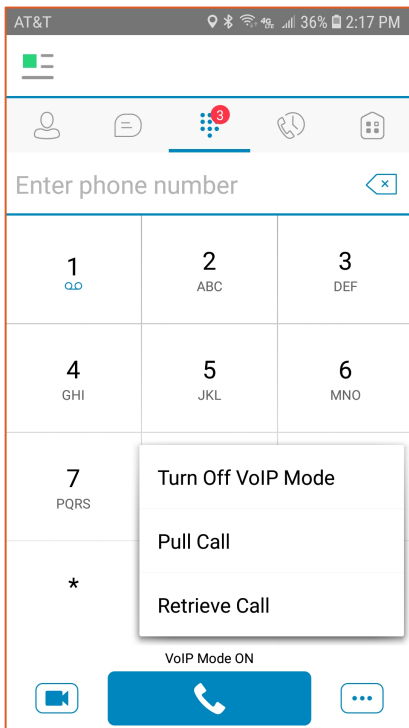
Call Park and Retrieve

To park a call, touch the menu in the lower right corner and choose Park Call.



You can choose to park the call against your own extension or enter another extension to park the call against. Enter # to park the call against your own line or enter the extension of another user to park the call to. If the call goes unanswered for too long, the system will ring you back with an incoming call.

To retrieve a call, go to the calls tab and touch the menu in the lower right corner. Choose Retrieve Call from the menu. When you hear the prompt asking you to enter the extension, enter the # digit if the call was parked against your own extension, or the extension number that the call was parked against followed by #.



Pull Call

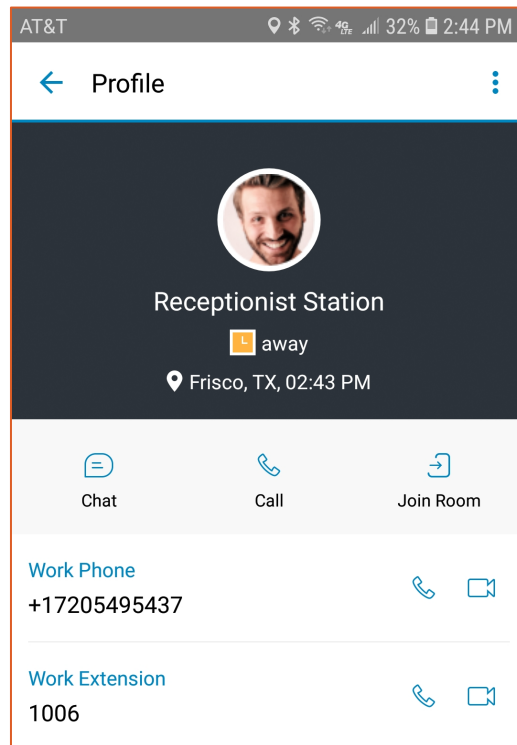
If you have a call that you answered on your desk phone, but would like to transfer it to your client, use the Pull Call feature. To pull the call from your desk phone to your client, go to the calls tab and press the menu in the lower right. Choose Pull Call from the menu.

Chat

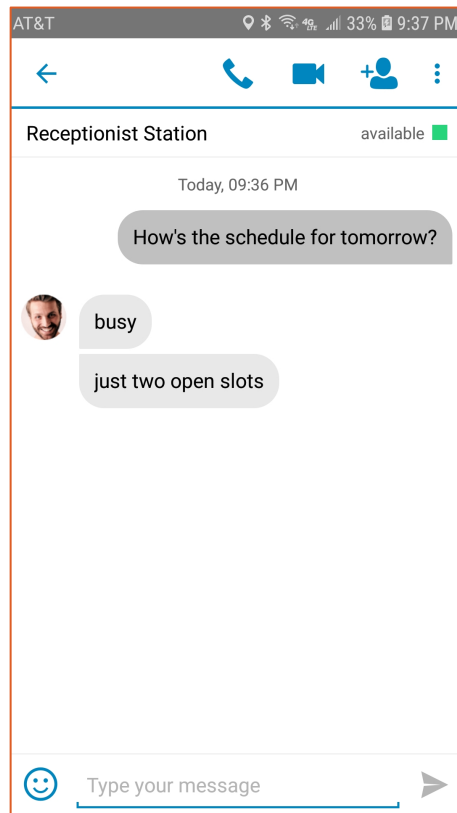
Chat is easy with nCommand. You can start a chat session with anyone in your company. Chats can also be upgraded to calling or video.

Starting a Chat

To begin a chat with a user, touch the chat icon in the tab bar to view your contacts. Select the contact you want to chat with.



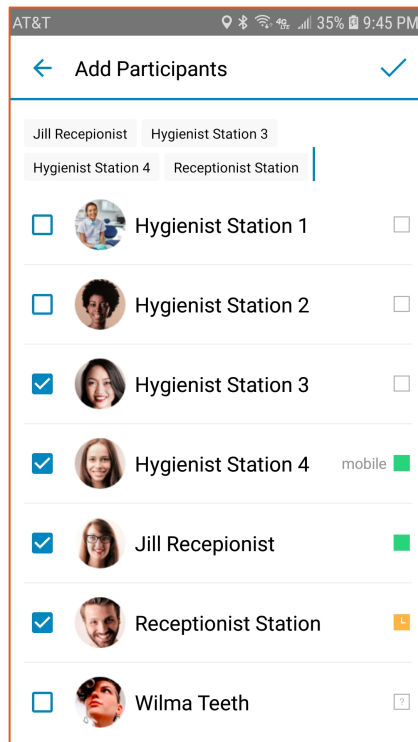
Touch the Chat button to begin a chat session. Starting a chat with someone you already have chatted with earlier will restore that chat session.



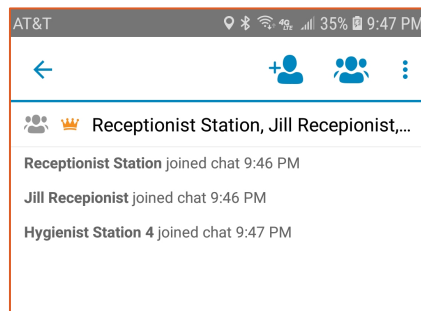
To send a message, simply type your message in the space at the bottom and touch the send button to send your message. A list of emoticons is also available.

Group Chat

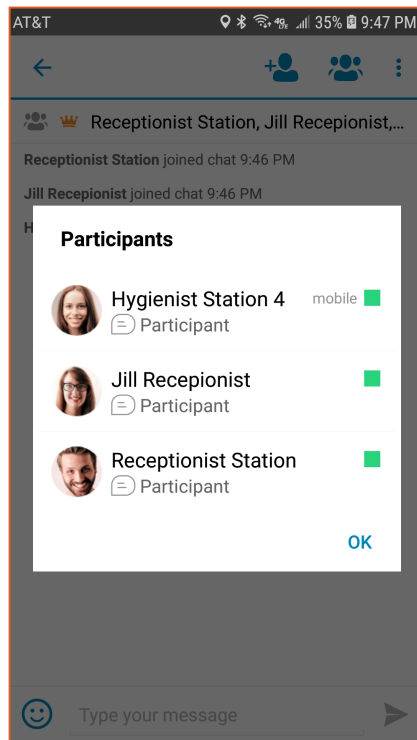
To add others to a chat session, touch the person icon in the upper. Place a check mark beside all the contacts you want to invite. When you are done, touch the check mark in the upper right corner on Android or touch Done on iOS.



As users accept the group chat, you will see messages when they join.



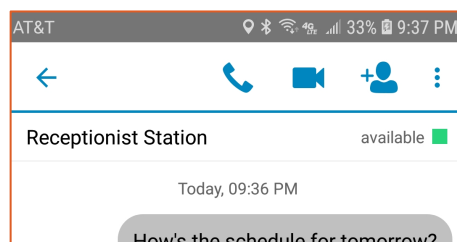
To see a current list of participants, touch the multiple-person icon.



You can continue to add additional participants at any time. Touch the menu bar in the upper right corner and choose Leave Chat or Leave Conversation to end your participation in this group chat.

Upgrading Your Communication

Many times, you find you need to upgrade your communication to add in voice or video. Whenever you have a chat session with a single user, you can touch the phone icon or the video icon to call that person.



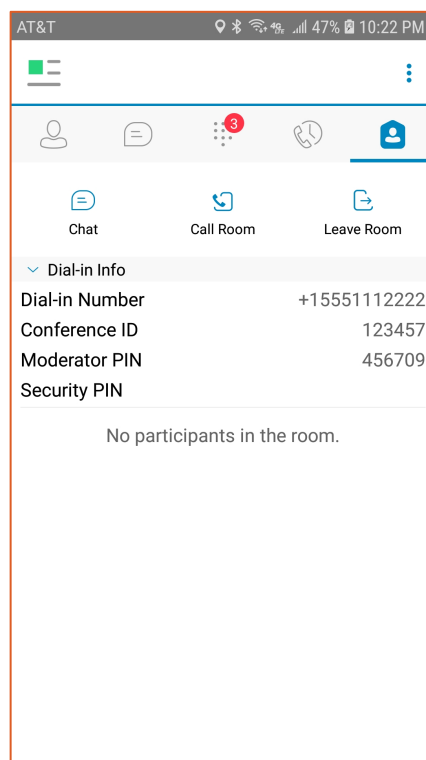


Group Communication

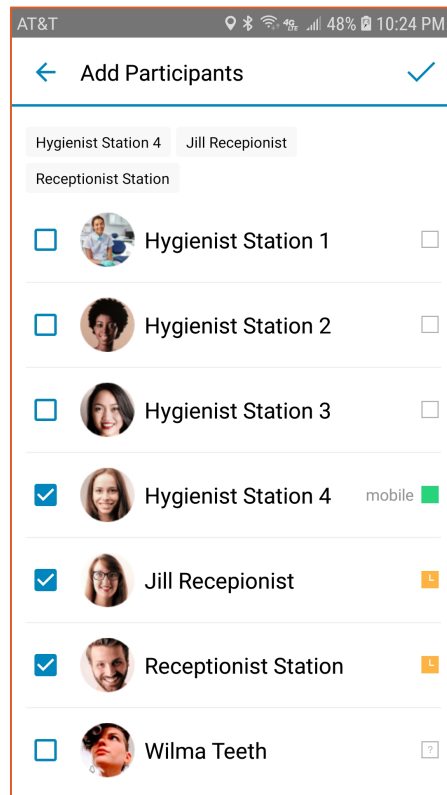
Group communication is easy to manage in nCommand by using the My Room feature.

My Room

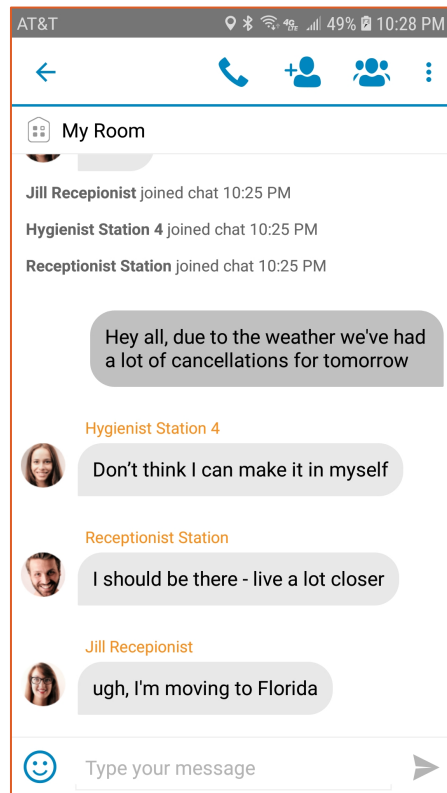
Touch the My Room button on the tab bar to launch your My Room.



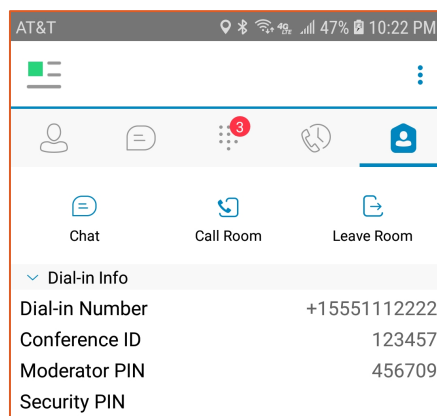
To add participants into your My Room, touch the Chat button. Then check each contact you want to add and touch the check mark or Done.



Similar to a group chat, you will be notified as users accept being added to your My Room.



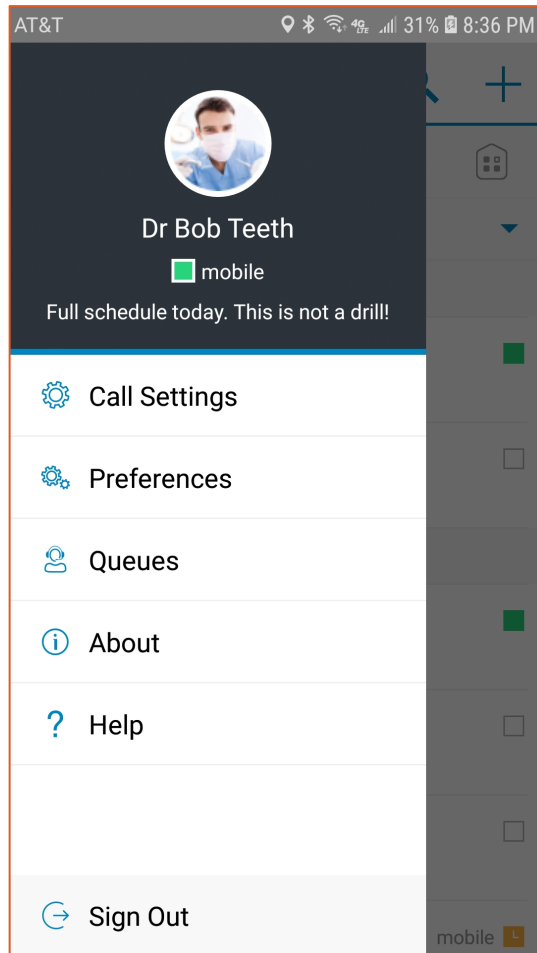
With a My Room, you can link in a conference bridge as well. If you didn't see conference bridge settings in your My Room page, then you can set that up in Call Settings.



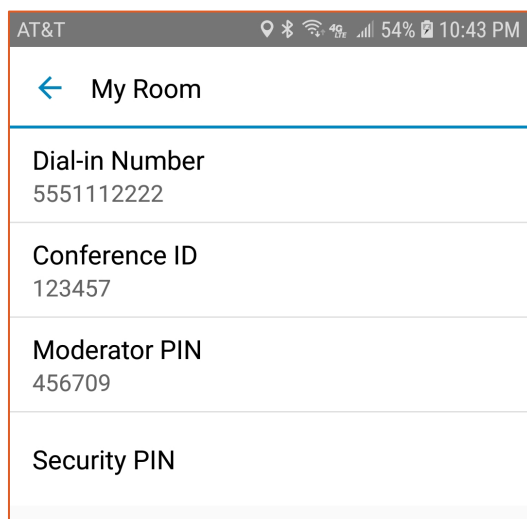
Configuring a My Room Conference Bridge



To set you a conference bridge, touch the menu button in the upper left corner. The choose Call Settings.



Choose My Room from the list of settings. Enter a Dial-in Number for your conference bridge if one is not already there. Next, if the bridge has a Conference Number of Conference ID, enter that next. If this is your bridge, enter your Moderator PIN. If there is an additional Security PIN, enter that as well.



Calling a My Room Conference Bridge

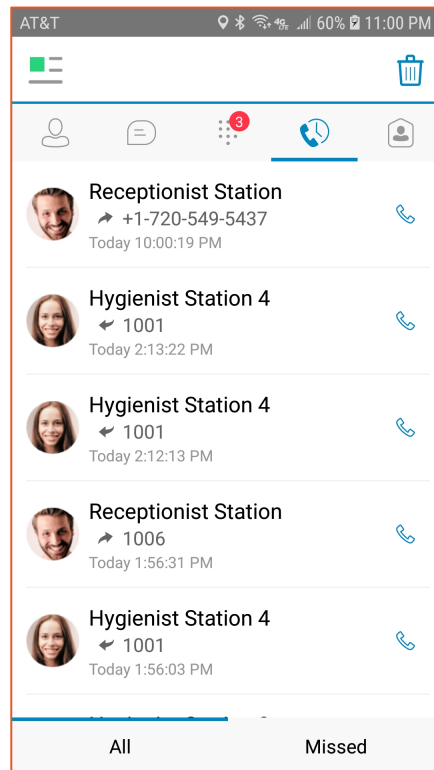
The selections will work with many different conference bridges. When you are in your My Room, either use Call Room, or in the Chat session, touch the phone icon to automatically call into your bridge. This will bring up the dialing options allowing you to call into the conference bridge. The client calls the Dial-in number, waits a few seconds and dials the Moderator PIN plus the terminating #. If there is a Security PIN, it then waits a few more seconds and dials that followed by #.

When other users are in your My Room chat session, they can touch the phone icon to automatically call into your conference bridge. For anyone that has joined your My Room, their client will use the Conference ID and Security PIN.

Communication History

Call History

The client contains a call log that shows all of your calls or your missed calls.



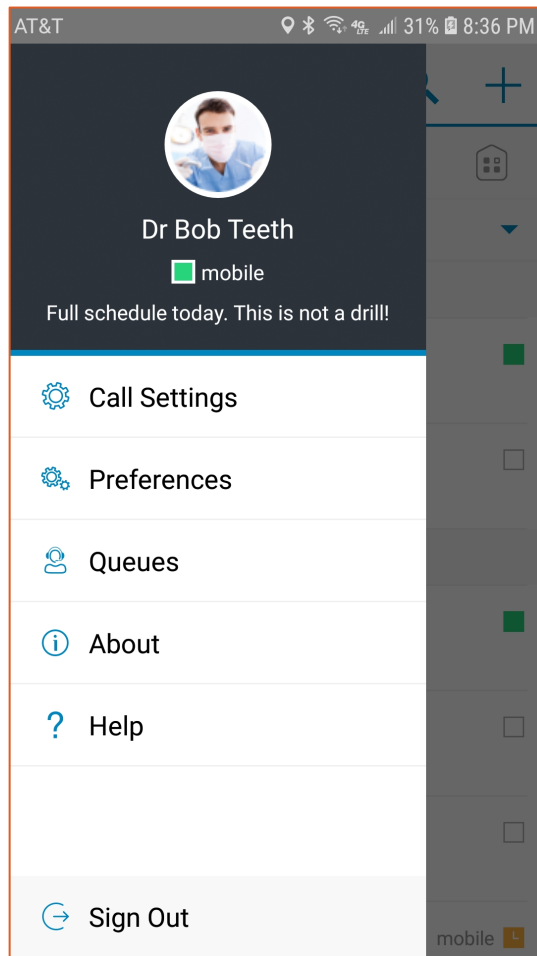
The history will show the caller's name if it was provided along with the caller's number or extension. To see more details, touch the entry in the list on Android, or touch the "i" information icon in iOS. To call someone back, touch Call or touch the phone icon.

Voicemail

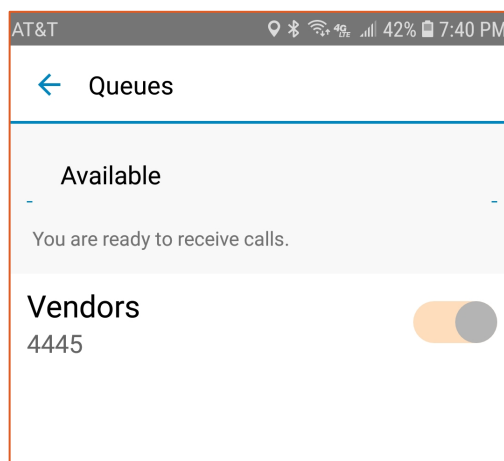
When you receive a voicemail, a counter will appear on the Call icon. To retrieve voicemails, simply long-press the digit 1, then choose the calling option. A call will be placed directly into your voicemail box.

Call Center Integration

If you are part of a call center, nCommand will allow you to login and out of the call center or change your status. To access the call center options, touch the main menu in the upper left corner and choose Queues. If you don't see Queues, then you aren't a member of a call center.

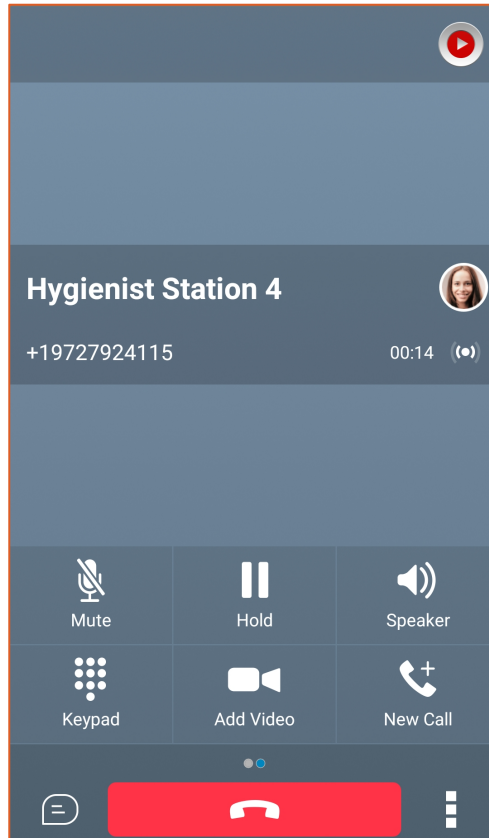


From here you can sign-in to the call center, sign-out, make yourself unavailable or available or change your state to wrap-up. When you sign-in to the call center, you are signed-in to all the queues that your supervisor has assigned you to.

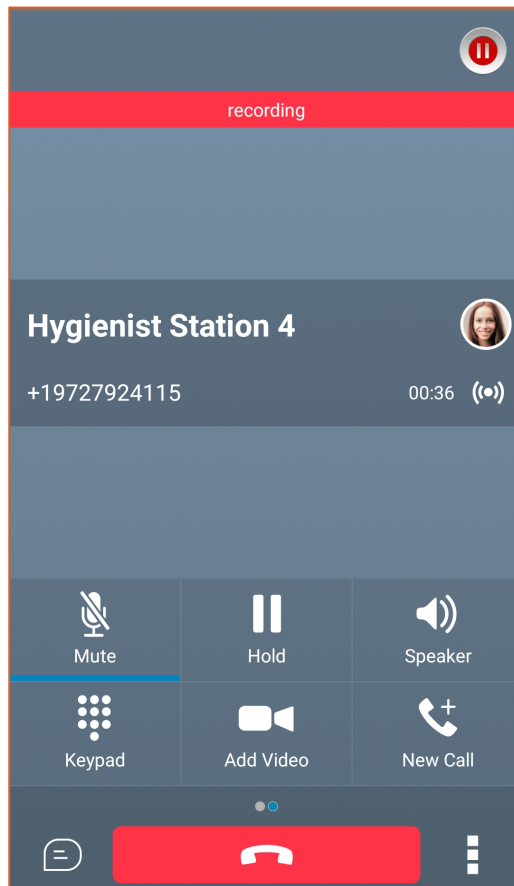


Call Recording

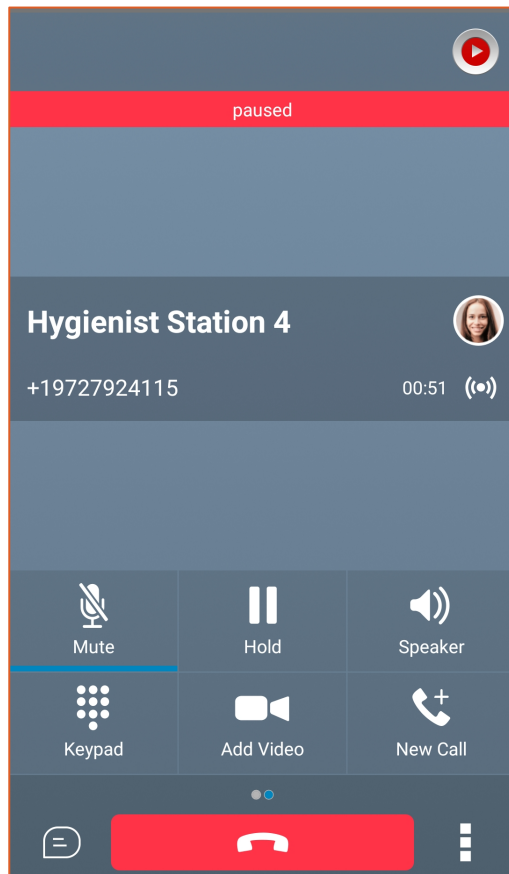
If you have call recording configured on your seat, the client provides options to control your call recording. You will see a recording status icon in the upper right corner during active calls.



If your recording options are set to allow you to start and stop recordings, you're recording does not start automatically. To start your recording, touch the call recording icon. Once recording has started, a red bar will appear indicating you have an ongoing call recording.



Once recording has started, the icon changes to allow you to pause recording. This allows you to pause a recording when you are about to collect sensitive information. When you are ready to begin recording again, touch the recording icon to add on to your current recording.



When you end a call, your recording will end automatically.