nCommand Plus User Guide

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*Welcome to **nCommand Plus**. Everything you need to set up and use your nCommand Plus mobile phone client is found here. This guide is for users that have subscribed to a business service that includes the nCommand Plus client.*

Features of the Client

The mobile phone client offers a number of features to compliment your business phone service. This includes:
• Placing calls that appear to come from your business line.
• Transferring calls from your business line.
• Answering calls that arrive at your business line.
• Configuring your business line features including Call Forwarding options, Call Waiting and Do Not Disturb.
• **NEW**: Support for texting from your business line. Send and receive SMS/MMS messages.

Installation

Installation is quick and easy. Download the client from your Google Play store or iTunes store like any other application, then install. It will ask for permissions to use your phone, microphone, camera, and contacts list. These help the application function fully.

iOS Installation

- In the Apple App Store, look for nCommand Plus.
- Download to your iPhone.
- Follow the instructions for installation.
- It will ask for permissions in order to function properly.
- Your username will be your phone number (DID) followed by @corpglobal.net
    - EX: 5551112222@corpglobal.net
- Your password is set up by you when you received an email to setup your account.

Android Installation

- In the Google Play store, look for nCommand Plus.
- Download to your Android phone.
- Follow the instructions for installation.
- It will ask for permissions in order to function properly.
- Your username will be your phone number (DID) followed by @corpglobal.net
    - EX: 5551112222@corpglobal.net
- Your password is set up by you when you received an email to setup your account.

Using nCommand Plus

This section will walk you through the initial configuration of the application, use of the features and exploring the configuration options.

Logging In

When you first start the client, enter your username and password in the appropriate fields and press the Sign In button. If you don't know your username and password, please contact your Administrator for assistance.

On the first login, you will be presented with a Licensing Agreement where you can accept the terms.

Top Menu

Once you press AGREE, the main phone dialer screen will be shown. The menu bar across the top of the application in Android or across the bottom of the application in iOS provides access to the main features of the application.

- The History screen shows the history of calls made on your mobile phone client. This includes all incoming, outgoing and missed calls. *Missed calls are notated by the number in the circle.*
- The Call screen shows the main phone dialing screen.
- The Contacts tab contains two lists of contacts:
  - Address Book: this will show the contacts from your phone contact list as well as any you have added through nCommand Plus.
  - Enterprise: this will show a list of all users and services in your company.
- The Setting screen is where you set all the configuration options on your service, such as a Call Forwarding number, Call Waiting and many other feature settings. On iOS, the Settings menu is denoted by a wrench icon.
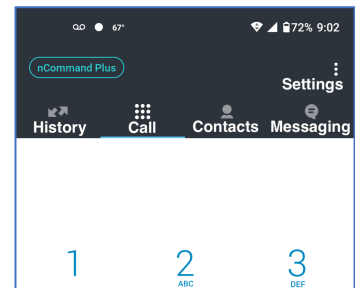
Call Screen

The call screen is your main dialing screen. From here you will place calls and interact with any in-call menus via touch-tones.

Placing a Call

To place a call from the call screen, enter the ten-digit number of the person you wish to dial and press the call key at the bottom. The arrow button on the right side of the number entry field can be used to back over entered digits if you made a mistake entering a number.

Dialing Options

When you press the dial button, it uses the data network connection (WiFi or Cellular) on your device to place the call. The call is made using the application, and your nCommand Plus Caller-ID information is sent to the dialed party. If you long-press the call button a menu appears with some additional options.

- **Call:** this is the same as just pressing the normal dial button
- **Call-Through** (if enabled – see **Settings and Options** section): this option dials a special phone number to place your call through the cellular voice connection if you don't have good data service. When first used, a new contact named "Callthrough" is added to your contacts containing these special numbers. The call is placed as a regular cellular call to the special number(s), which then masks the call to the called user with your business Caller ID.
- **Copy Number:** this action places the number in the device's clipboard.
- **Mobile Call:** this places the call using your cellular voice network. The Caller-ID will reflect that of the cellular account, not your business number.
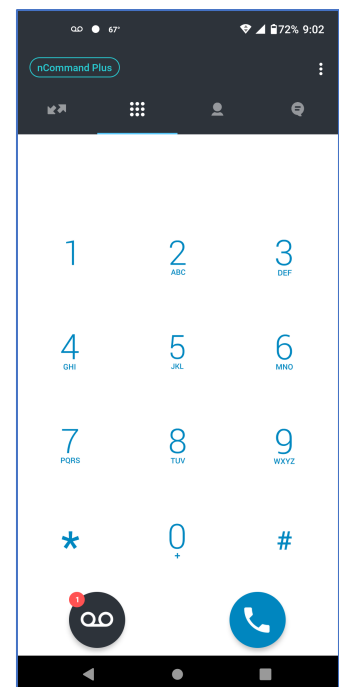
Voicemail

You can access your voicemail from the voicemail button at the bottom of your call screen. Alternatively, you can place a call to *62. The first time you access your voicemail, you will need to set it up. The verbal prompts will guide you through creating a security passcode, recording your name, and completing set-up.
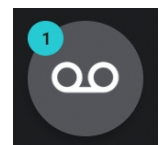
The Voice Mail button on the Call Screen will only appear when you have messages. You will receive a message waiting indicator on the Call Screen over the voicemail button that will tell you how many messages you have in your voicemail box. Verbal instructions within the voicemail service itself will allow you to delete, save, and replay messages.

Mid-Call Actions

During the call, your screen will show information about the call. You can see an example of this in the image to the right. At the top, you will see contact information, including the telephone number and name if this matches a contact or is supplied by the phone network. To the right there is an information button to see more details about the call like signal strength and data statistics. This helps determine if the data network (WiFi or cellular) is sufficient to handle voice calls. Status of the call is shown below that, as well as how long the call has been in progress. The left side has indicators that show how loud each side of the conversation is broadcasting.

Below this is a series of buttons. On iOS, all the buttons are in the main screen. On Android, the following buttons are shown in the profile section:

- **Home:** This button will bring the screen back to the call screen. Another button here will return you to the call.
- **Mute:** You can toggle the mute of your microphone with this key.
- **Speaker:** You can move the call to the speaker of your device with this key. Pressing it again takes it back to the default speaker and microphone.

In the main area of the application you have six additional buttons.

- **Keypad:** this opens up the keypad so you can interact with any touch-tone menus.
- **Hold:** this button will place your call on hold. Pressing it again will take the call off hold.
- **Transfer:** use this button to place a blind transfer.
- **Add Call:** this button will allow you to place the current caller on hold while you call another person. Once you have added another user, you have the option to **Transfer** or **Join** the users in this call in a 3-way conference. You also have an option to **Switch** between the two users alternatively placing one on hold while you speak to the other. You can also hangup with whoever is the active caller, then take the other caller of hold and continue speaking with them.
- **Att. Transfer**: this button allows you to do an Attended Transfer. The original caller is placed on hold while you call a second user. Once you finish speaking to the other user, press the bottom **Transfer** button to complete the Transfer, or the **Cancel** button to return back to the original caller. You can also choose to **Join** the everyone in a 3-way conference.
- **End Call:** this button, at the bottom, will terminate the call.
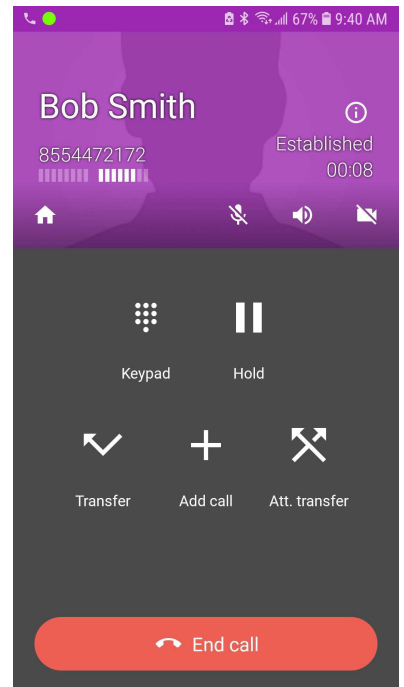
History Screen

The history screen will show all calls to and from your business line as well as any missed calls. The information about the calls appear on the line, including direction (inbound or outbound), Contact Name, number of calls in that line, and you can access further information with the Info button on the right-hand side (marked with a circled lowercase "I").

Touching an entry will call that number. If you long-press the history entry, you will get a pop-up with callback options.

Clear Calls from History

To clear the call history, press the Settings button from this screen and select "Clear call history" on the menu that drops down. Pressing "Edit mode" from the Settings menu will give you the option to selectively delete the history.

On iOS, touch Edit to perform any deletions of call history information.

Any calls placed from the nCommand Plus client will show in this list whether you use the default Call option, use the Call Through feature or choose Mobile to place the call. Calls to your business number will show in the call history.

Contacts Screen

Contacts accessible from nCommand Plus are visible here. If you allowed the installation to access your contacts, the ones from your cellular phone are visible here. You can add new contacts with the Add Contact key, and you can press a contact to pull up its information. You can also dial your contact from here, as well.

When you touch **Address Book** in the upper right on Android and choose **Enterprise**, or on iOS, just select the **Enterprise** tab, you can see all the users or services in your company. The search option allows you to quickly locate any user and place a call to them directly from the contact list.

Messaging Screen

Initial Activation

To begin sending and receiving text messages from your number, you must first go through an activation process. If your number has not been activated yet, you will see the following:

Messaging functionality has not been activated yet.
You need to go through the activation process first.

Activate

To complete the activation, do the following:

- Touch the blue Activate link to begin.
- The next screen will show you a 6-digit passcode. Write this down as you will need it shortly.
- In the Phone Number field, enter in your business phone number. The phone number to use is the first part of your login username. You will be called back at this number.
- Touch Continue.
- You will receive a new call from RMC ACTIVATION. Answer this call.
- An audio prompt will instruct you to enter your 6-digit passcode.
- Touch the Keypad button on your screen to bring up the phone number keypad during the call.
- Enter in the 6-digit passcode you wrote down earlier.
- If successful, the call will end and the screen will update to indicate activation was successful. Touch Continue and you can now begin sending messages from your nCommand Plus app.
- If anything goes wrong during the activation, you can simply try again and you will be provided a new 6-digit passcode for your next attempt.

Activate Messaging

Please enter the phone number that you would like to activate rich media messaging for below.

PASSCODE
640671

PHONE NUMBER
5551112222

Continue

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The activation is only needed the first time. Once you have activated your number, you do not have to go through this process again.

Sending Messages

To send a message to one or more people, go to the Messaging tab and

- On Android, touch the + icon in the lower right.
- On iOS, touch the Edit icon in the upper right.

In the To: field, enter any of the following:

- Type a 10-digit phone number
- Start typing the name of a contact and select any matches (make sure the selection includes a 10-digit number)
- On iOS, touch the + icon on the far right of the To: field to bring up your contacts. You can select someone from your local contacts or the Enterprise contacts. When choosing someone from the Enterprise contacts, make sure to select the row that has a 10-digit phone number as you can't text to an extension.
- On Android, the local contacts are shown below the To: field. To select from the Enterprise contacts, touch **Address Book** in the upper right, then choose Enterprise to switch to your Enterprise contacts. When choosing someone from the Enterprise contacts, make sure to select the row that has a 10-digit phone number as you can't text to an extension.

- If you want to add additional people to make a group message, add additional phone numbers or contacts to the To: line using the above methods.

To create the message content:
- Touch the message box to bring up your keyboard and type in the message you want to send.
- Emojis can also be included in your message.
- Additionally, you can attach an image from your camera, pictures from your photo library or other options. You may have to allow additional permissions to use the camera or access local media files.
- To send your message, touch the standard send icon.

Receiving Messages
Messages that are received will create a notification with your default text message tone. The main screen icon will also include an indicator that you have unread messages, voicemails, etc. When you receive a message, either touch the notification to launch the app, or separately launch the app and go to the Messages tab.

nCommand Plus Button
The nCommand Plus button accessible from the History and Keypad screens provides an option to place your client in Do Not Disturb mode. Whenever you don't want to receive business calls to your mobile device, use this option as a way to silence the calls. Calls will still ring to your business service such as your desktop phone. See the **Settings and Options** section if you want to send all calls to your business service to voicemail.

The pop-up will also show you how many New and Saved voicemails you have.

Settings and Options
The button or wrench icon (iOS) at the top right of the screen opens up a menu which contains Settings. Pressing this brings you to a series of nested menus that allow you to control some of the options for your service.

Account setup
This screen displays your username and provides a couple additional options.

Support
This opens a browser with additional help materials for nCommand Plus.

Call control options
This grants you access to a menu of various call settings you can use to change features on your business service. These settings affect calls to your desk phone, desktop softphone client and the nCommand Plus client. The setting names and layout vary somewhat between Android and iOS.

Anywhere
NOTE: The Anywhere service must have the first Location section configured with your mobile phone number entered as the Phone Number in order for the Call-Through feature to work. This is required to help matchup the call from your mobile phone to the special service number(s). This Location should **NOT** be set as Active or you will receive both a call to the client and a cellular call to your mobile number at the same time. You can however set this first Location to Active if you also use the local DND option, so you don't get two calls to your mobile phone.

This section allows you to create up to three locations that are useful for utilizing the Anywhere functions:
- **Phone Number:** NOTE: First location must be your mobile number.
- **Active:** If the Location is Active, calls will also be routed to the **Phone Number**.
- **Description:** This field is a name you want to give this Location and will help identify locations.
- **Call Control:** For future use.

- **Diversion Inhibitor:** When enabled, this option will prevent calls that the business service sends to your mobile phone from being diverted to your mobile phone company's voicemail when the first Location is Active. However, most phone companies do not support this option.
- **Answer Confirmation:** When enabled, this option prevents your mobile phone company's voicemail system from answering and accepting the call so that voicemails are left on your business service if you have this Location set as Active. When your mobile phone company's voicemail system answers the call, the systems prompts the voicemail platform (or any caller) to enter a touch tone to accept the call, which the voicemail system won't do. This allows sufficient time for your business service's voicemail system to pick up the call instead if the call goes unanswered.
- **Outbound Alt. #:** Enter a secondary phone number where you want calls to ring to instead of the main location number if you have this Location enabled. The main **Phone Number** will not ring in this case.

Anonymous Call Rejection
When this is activated, your residential service will automatically reject unknown and anonymous numbers.

Automatic Callback
When this is activated, any calls you place to a busy user will play a prompt asking if you'd like a callback when they become available.

Anonymous Hold/Retrieve
When this is activated, outbound calls from your line will fail, and any inbound calls will immediately go to a hold state where the user is hearing hold music. This feature should not be enabled unless you've been instructed to do so.

Call forwarding
There are a handful of call forwarding options available.

Always
Use this button to configure and enable or disable this feature by sliding the button on. The last number entered here as a forwarding number will be remembered, or a new number can be entered. Touch On/Off to enable/disable this feature. Ring Splash will cause your office phone to ring briefly as a reminder that you have your business number forwarded.

Busy
Use this button to configure and enable/disable this feature. The last number entered here as a forwarding number will be remembered, or a new number can be entered. Touch On/Off to enable/disable this feature. If Call Waiting is enabled, Call Forwarding When Busy will not take effect until you have two calls established – one active and one on hold. If Call Waiting is disabled, this forwarding option will take effect as soon as you have one active call and any subsequent calls will be forwarded.

No answer
Use this button to configure and enable or disable this feature. The last number entered here as a forwarding number will be remembered, or a new number can be entered. Touch On/Off to enable/ disable this feature. Choose the number of rings to allow before calls are forwarded to the destination number. If this feature is off, unanswered calls will forward to voicemail.

Not Reachable
Use this button to configure and enable/disable this feature. The last number entered here as a forwarding number will be remembered, or a new number can be entered. Touch On/Off to enable/ disable this feature. This feature is ideal to use in case your business service becomes unavailable and you want those calls routed to another number. If this feature is off, calls will be sent to voicemail if your business service becomes unavailable and you have the nCommand Plus client set for local Do Not Disturb.

Calling Line ID Delivery Blocking
This setting can be used to conceal your outbound Caller-ID. When enabled, all your calls from your residential service will appear as an anonymous caller to those you dial.

Calling Name Retrieval

Your business service provides Calling Name delivery automatically. In some cases this setting can help fill in information where calling name might be missing, but many wireless carriers do not provide this and calls will appear as WIRELESS CALLER or a suggested City/State of the source number.

Calling Waiting

Your business service includes the Call Waiting feature. This allows you to receive a notification when someone is calling you while you are already on a call. nCommand Plus will show the calling information about the second call to help you decide if you want to answer that call. If your business phone has a Caller ID display, you can see information about the second caller as well. You can then either ignore the call or you can answer the second call which places the first call on hold.

Connected Line Identification Restriction

When enabled, this feature allows you to restrict showing your number to external users that call you, especially in cases where a call may have been transferred to you.

Do not disturb

The single slide button here will enable and disable do not disturb mode, handling all incoming calls as if you were busy. All calls to your business service will be sent directly to voicemail.

Preferences

This will provide access to a series of menus to further tailor your application. The various options are different between Android and iOS.

Sound preferences

Ringtone – Android and iOS

You can select the ringtone for this application here.

Sound – Android Only

This section lets you set specific sound settings and adjust microphone levels.

Network

This opens a new menu with additional network options including SSID restrictions.

Other

Some additional controls are found here.

Contact sort order

This defines the order in which the first name and last name are preferred in the nCommand Plus contact list.

Other – Android Only

This allows you to control proximity sensor usage.

Controls – Options are Different Between Android and iOS

This opens up the Mobile Call settings, so you can enable or disable vibration, do not disturb access, and other periphery features on Android. On iOS, a setting for headset integration can be found.

Troubleshooting log (Android) – Log SIP Traffic (iOS)

This will allow the system to write a log of network traffic and other troubleshooting information that might be needed for support purposes.

Language
Select the display language here. It will default to the display language of the smartphone.

DNS Lookup

Don't cache – Android Only
When activated, this will force a new DNS resolution of the account every time the network changes between Wi-Fi and mobile data, as well as before every reconnect.

About
This will display version information about the particular build of the software you are running.

Usage
This will display information about this application's usage, such as Talk times and Call counts. You can reset this data with the Reset key.

Provisioning
Once you initially login, settings and data like call history are maintained as you use the application. During troubleshooting, you may be requested to use one of these options to help restore settings.

Logout
If you need to do a complete refresh of settings and data and exit the app, this option will reset everything and log you out. Defaults will be applied when you log back in. This does not affect Contacts as those are stored in the phone contact list and Messages as those will be retrieved again from the server.

Reprovision
This option causes any server provisioning data to be reloaded without resetting options or removing data.