

Quick Start ProCall 6 Enterprise Mobile App



for iPhone/iPad

- iOS 12
- iOS 11



for Android

- 9 "Pie"
- 8 "Oreo"

App Permissions

To start communication actions or identify contacts, ProCall Mobile App needs **access** to e.g. camera, contacts, microphone, phone, storage.

Connected to ProCall on the go

Native App: ProCall Mobile App enables ProCall 6 Enterprise users to combine information, device and communication options of mobile devices (**smartphone/tablet**) on the go with information, device and communication options of ProCall 6 Enterprise in the office.

Login

Depending on administrative settings with your **Login Data**

- ProCall Enterprise User Account Data
- Login Data for connection to UCServer
- UCConnectID (activate UCConnect)

Choose language

ProCall Mobile App is available in various languages. Language settings of device operation system are used as default.

Tip: Get started

Use the tab **Me** to manage your settings

**Always up to
date**

Notifications

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Notifications

about

- new chat messages
- new contact permission requests
- missed calls (phone, audio, video)



Contacts

Manage your contacts

- Add/delete contact
- Add/delete contact to/from favorites
- Move from one group to another
- Assign contact to groups
- Change authorization level
- Send contact details
- Add to address book

Rename/Create new groups

- via ProCall Client for Windows

Manage your Contacts

Contact Details

Search

Recent contacts

Contacts you have recently had a conversation with

Contact details

Tap on one contact or search result to see more detailed information about the contact e.g.

- **Address data**
- Phone numbers
- Upcoming appointments
- Email Address
- IM Address
- Data source
- Assigned groups
- Authorization level

Search contact

- over all available contact data sources
- search results sorted by data source

Add contact

- Search contact
- Enter the name (IM address or Email Address)
Send an authorization request (Federation)



Contacts

Presence Status Availability

Line Status

Start Communication

Contact Details

Presence Management

Presence status is set following defined rules (e.g. phone line status) or set manually.

	Available (Online)		Busy
	Do not Disturb		Away (Online)
	Offline		Inactive (Online)

Line status

-  Line
-  Activated Call forwarding
-  Activated Call protection

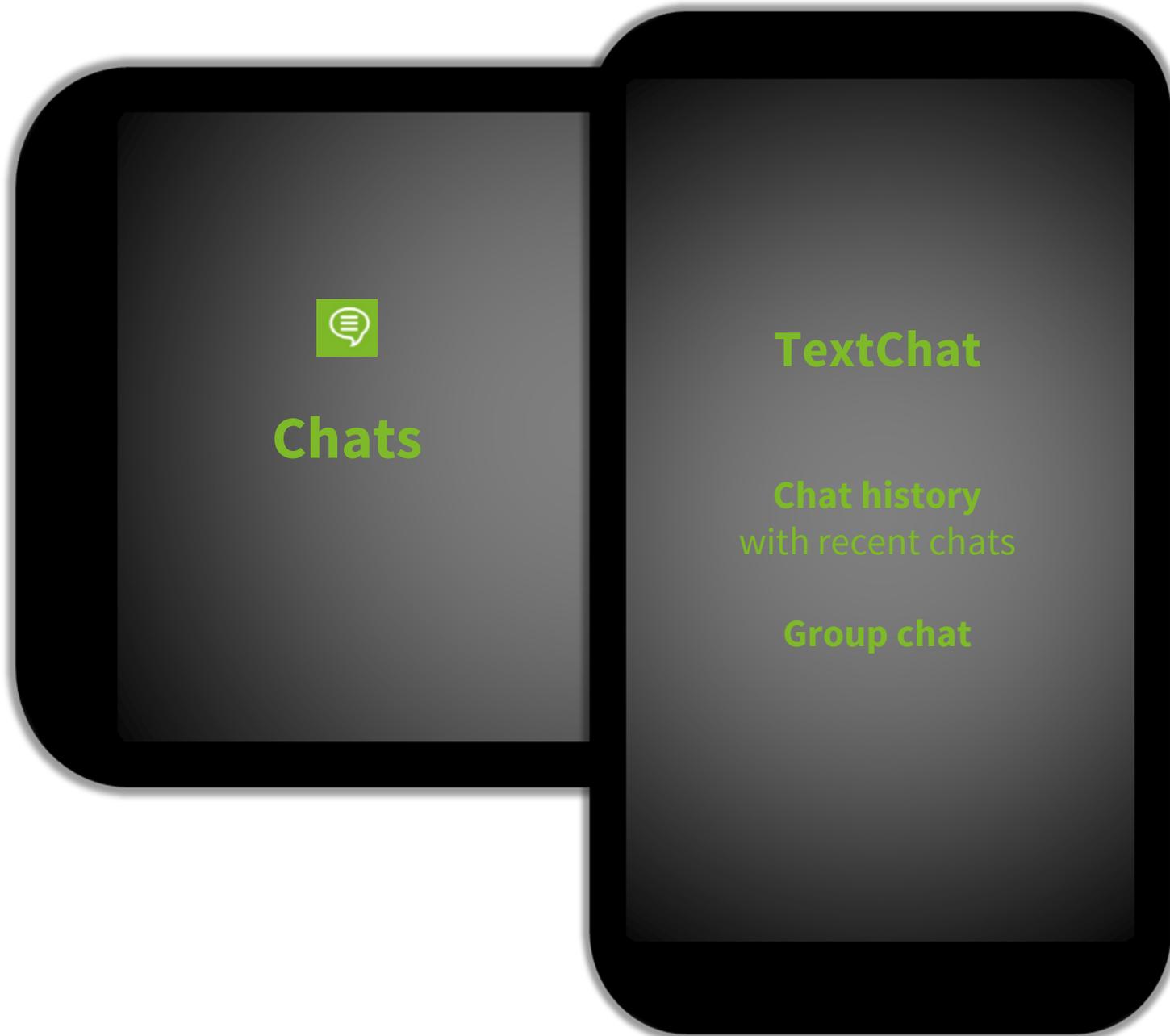
Further info about contacts

-  Signed in using ProCall Mobile
-  Federation contact

Communication options

Depend on available lines/devices and authorization level

- TextChat
- AudioChat
- VideoChat
- Select line/device
- Use Softphone
- Start a call (using default line)
- Enter the phone number (using DTMF signals)



TextChat

You can send and receive instant messages (TextChats). Tap on a contact in tab Chats or Contact details to start the Chat. You can add **emoticons** to your text messages.

Status of sent messages

- Sent
- Delivered
- Read

More options

- **TextChat with multiple contacts**
- See contact details



Journal

History
Recent conversations

AudioChats
VideoChats
Phone Calls

Conversation Partner

Recent Conversations

- Inbound/Outbound
- Internal/External
- Successful/Missed
- Date and time
- Connection time/Duration

Further Options

- Mark as edited/unedited
- Open contact details
- Select and start communication actions
- Delete entry
- Enter phone number / Use Dial Pad
- Show edited/unedited entries
- Mark all entries as edited ✓



Me

Manage your Presence and Availability Status

Manage Lines

Feedback
Certificate
License
Version

Log out

Set your presence status

Presence status is set following defined rules (e.g. phone line status). Tap on status to change it. Your contacts can see your presence status and your notice about your availability (depending on authorization level).

Status Note

You can comment your presence status with a short **note**.

Update your status note

When changing your presence status keep in mind to update your status note.

Manage your lines

- Define **Default Line**
- **Call Forwarding**
- **Call Protection** (Do not Disturb) on/off
- **Remote Office** on/off

More options/information

- **Contact manufacturer** (Log file)
- Certificate
- **License information**
- **Version** of Mobile App and UCServer
- Quit the App/**Log out**

Communication

Conversation Window

Incoming
Caller Identification
Accept/Reject

Outgoing
Start Call
Use Softphone
Start AudioChat
Start VideoChat

Hang-up

Communication options

- Depending on configuration, device options and authorization
- Start with the defined default line
- Select other lines/devices

Start Conversation

- Tap on contact

Further options

- Microphone on/off (Mute)
- Speaker on/off „hands-free“
- Switch Rear/Front Camera

Good to know

Lines Devices Types of conversation

depending on configuration and
authorization

Precondition for successful conversations

Active login and active connection to UCConnect or UCServer (LAN, WLAN, internet)

Audio/VideoChat

- with internal or federated contacts
- Conversation partners need to have the appropriate technical equipment (e.g. headset, camera, microphone)
- Precondition: Authorization for using Audio/Video

Softphone functions

- Function depends on features of the PBX
- Precondition: Authorization for using Softphone/assigned line

Control the PBX proprietary phone

- Control the line assigned to PBX and your user account
- The proprietary PBX phone device is used for conversation, not the mobile device.
- Signaling of incoming calls only when your mobile device is not locked and the Mobile App is running
- Precondition: assigned line