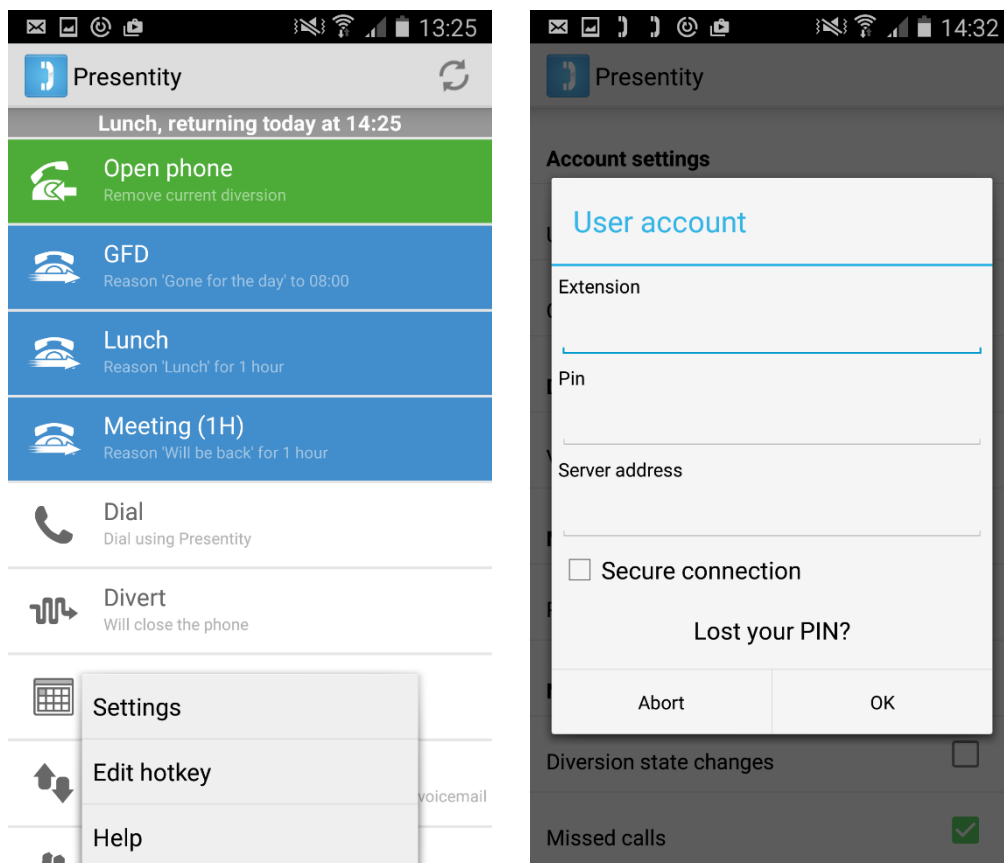# Manual for Flexi Presentity app for Android

Datatal has developed a mobile application for your smartphone making it easy for you to set diversions, make calls and look up colleagues, as well as listen to voice messages. To download the mobile app, look for Presentity in Google Play. The app is called Presentity and has been developed by Datatal AB.

1.0 Settings

To access settings, press the three vertical dots in the top right corner and select Settings. Then press User account. (If you can't see any dots in the top right corner, press the menu button on the mobile. Whether the dots are there will depend on the type of mobile you have.)

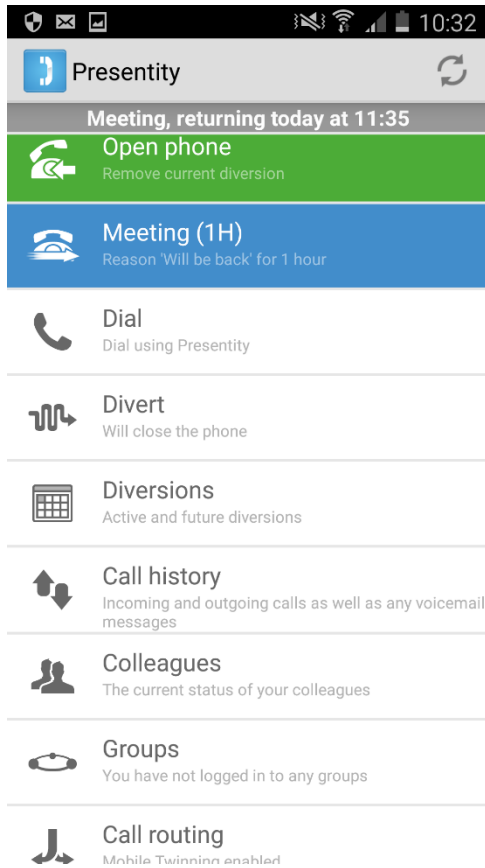**Extension:** Your extension in the PBX

Pin: Your pin in Presentity

Server address: Enter the IP/DNS of the Presentity server

Secure connection: Yes/No

1.1 Start page

Under the diversions tab you can create and activate diversions, as well as create hotkeys making it easy for you to set e.g. a lunch or meeting diversion.

At the very top you can see your current diversion.

Open phone: Removes your active diversion

Hotkeys: Press a hotkey to activate a diversion

Dial: See section 1.2

Divert: See section 1.3

Diversions: See your active and future diversions

Call history: See section 1.4

Colleagues: See section 1.5

Groups: Here you can log in or out of the groups you belong to. See section 1.7

Call routing: Here you can select whether calls should be put through to both your mobile and your landline, or just to the landline

Edit/add hotkeys:

Press the three vertical dots in the top Right corner and select "Edit hotkey". Here you can edit existing hotkeys as well as add new ones.
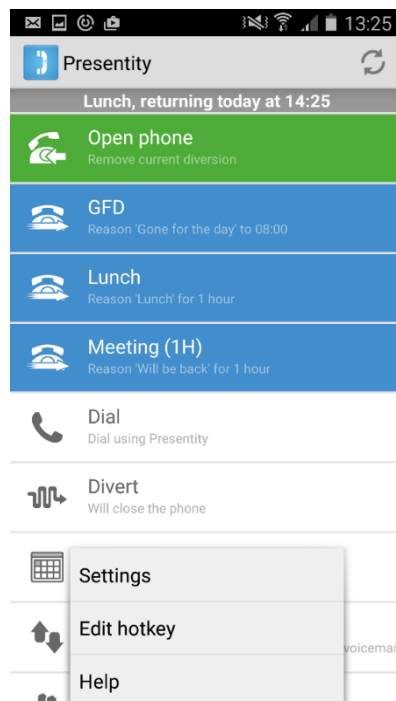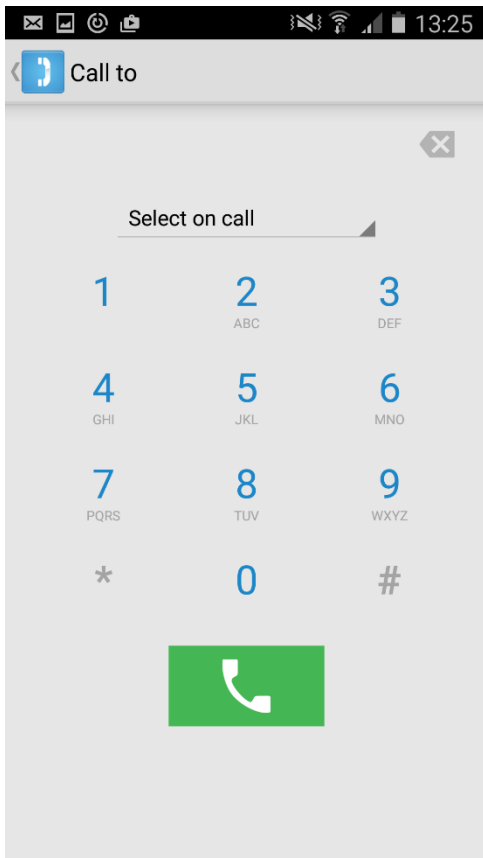
1.2 Dial

When you want to call a person other than your colleagues from the app, first press Dial.

Select on call: Here you can select whether you want to make the call via the company (your landline number will be displayed to the person you are calling – requires that you are authorised for this) or via your mobile (your mobile number will be displayed to the person you are calling). "Select on call" means that you make the selection before each call.
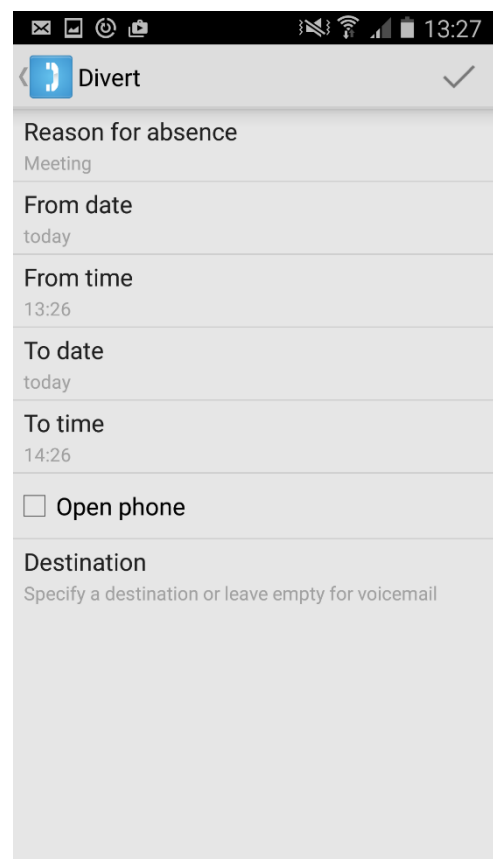
Dial a number and press the receiver symbol, or call someone from your contact list by pressing the three vertical dots in the top right corner (or press the mobile's menu button if you do not see the dots).

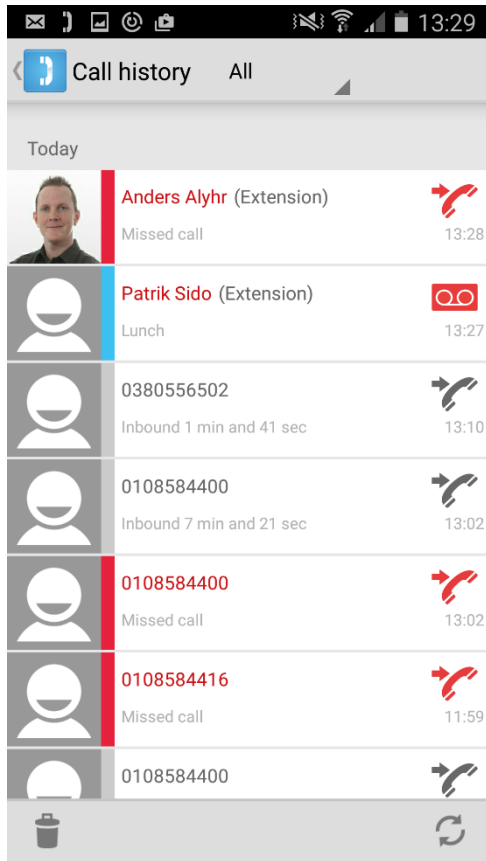## 1.3 Divert

Here you can add new diversions.

Select a reason and enter the date/time.

Check the "open phone" box if you want your phone to be open during the diversion.

1.4 Call history

Here you can see calls that you have missed, answered and made, as well as those that arrived at your voicemail box when you had the call diverted. Messages left for you are also shown in this tab.

Press "All" to select from three different filters to see all calls, only missed calls or only voice messages.
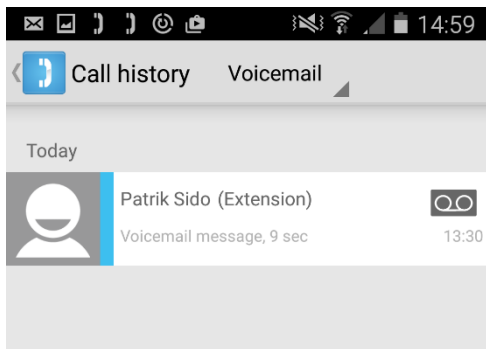
← Missed call

← Incoming call with diversion on

← Incoming call

← Press the recycle bin to delete all items in the call list

This is how the tab looks when you have voice messages. Pressing a message gives you three options: to play it back, to call the sender, or to delete it.
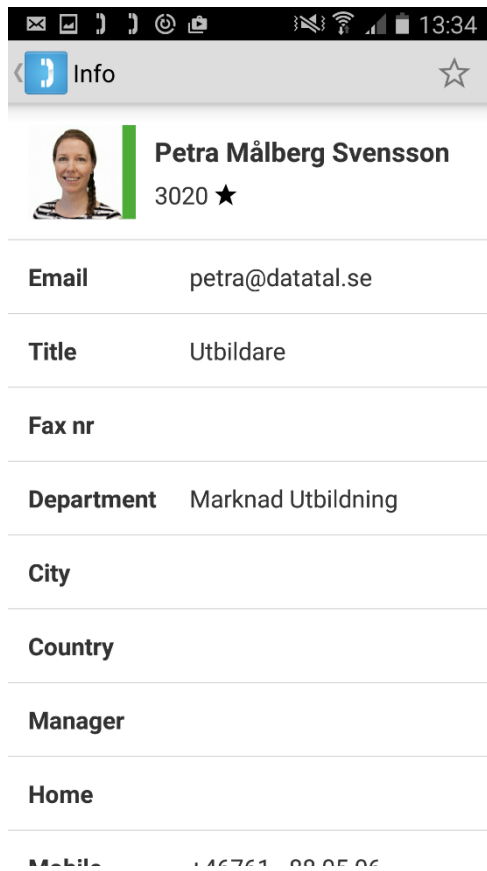
1.5 Colleagues

On the colleagues tab you can see the favourites you have created in order to quickly see their phone and diversion status. You can store your favourites in the app or in Presentity web. The search symbol (the magnifying glass) is used to look up other colleagues in the company, call them, see more information or add them to your favourites.

The colour codes on your favourites stand for their current diversion status: green means available and red means their calls are being diverted. A receiver symbol on the right means the line is engaged.
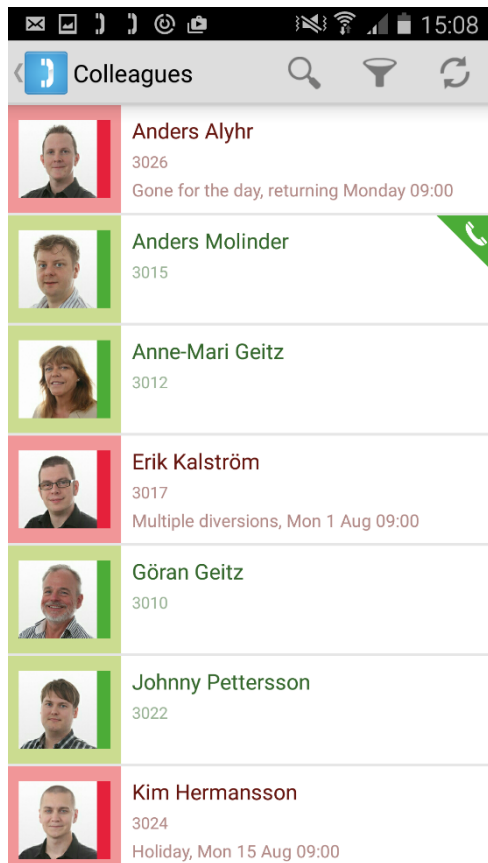
If you press on a colleague, the detailed view will be displayed, which may look like this:

Pressing anywhere in the top field will initiate a call to your colleague. You can also press on e.g. a mobile number (if there is one) to call that instead.

All text fields, such as location, title, department, are searchable. By pressing on a field you automatically initiate a search for the word.
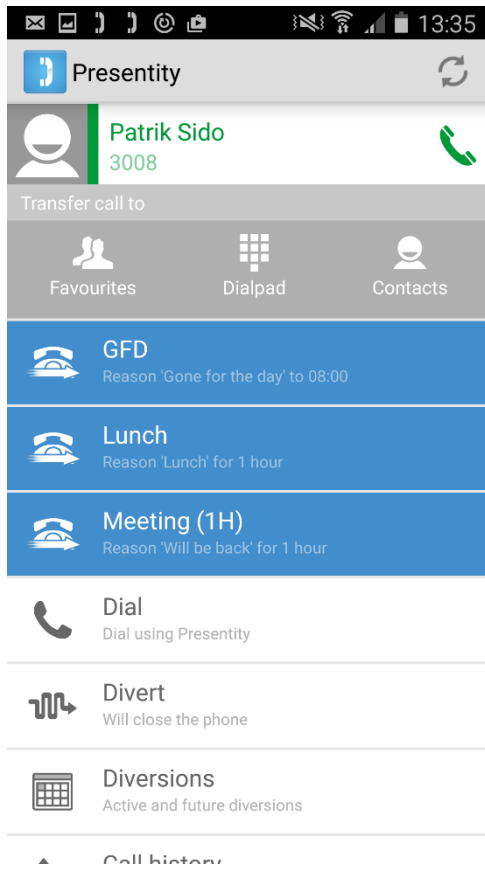
You can also press on their e-mail address if you want to e-mail a colleague.

To add or remove a favourite, just press the star in the top right corner.

1.6 Connect a call

During a call, open the Presentity app.

The screen below will be displayed:

 ← Choose here how to connect the call

Choose how you want to connect the call: via the colleagues tab, dialpad or contacts.

Once you select a colleague or contact, the call is connected to them automatically. If you opt to enter a number via dialpad, press the blue arrow that appears at the bottom of the screen to complete the connection.

1.7 Groups

This tab is available if it is supported by Flexi Presentity for your company's PBX.

Here you can what groups you belong to, how many from a given group are logged in and how many calls are being queued. You can opt to log in or out of all your groups at the same time, or individually. Pressing a group will take you to a detailed view where you can see which members are logged in and out.
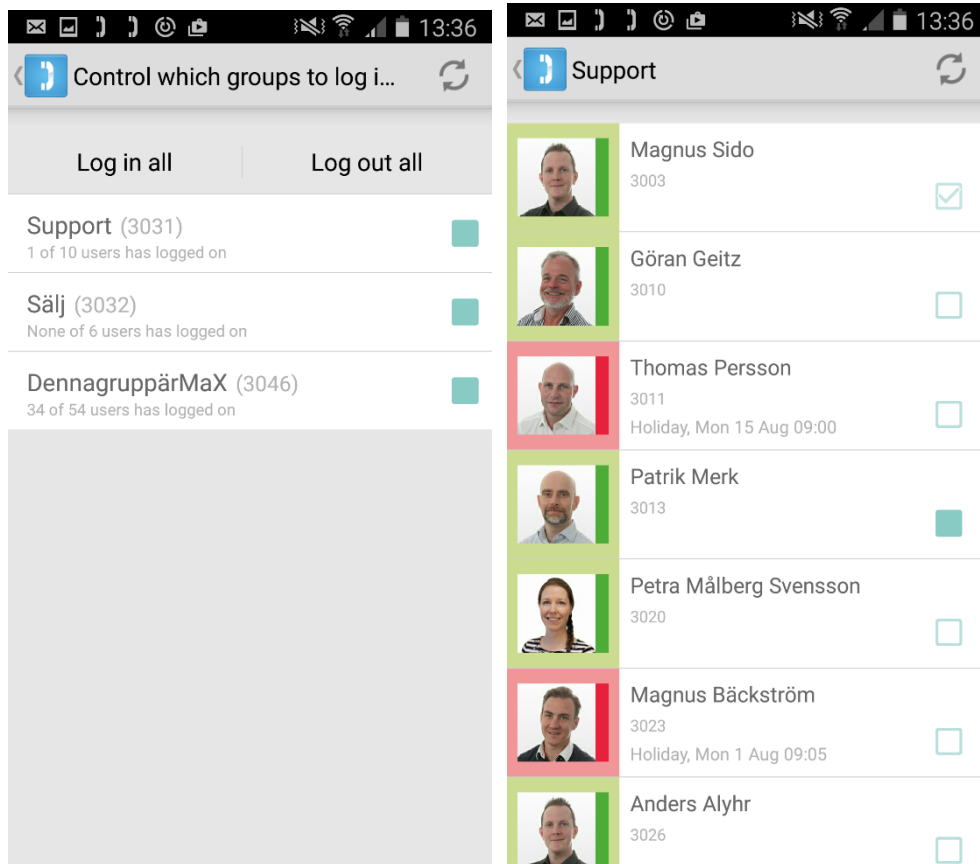
You can also activate "Notification on call to empty group", if you want to be notified when there is an incoming call for a group and no members of that group are logged in. To do this, press "Settings" (either the three vertical dots in the top right corner or the settings button on your mobile) and then check the box "On call if no one is logged in".