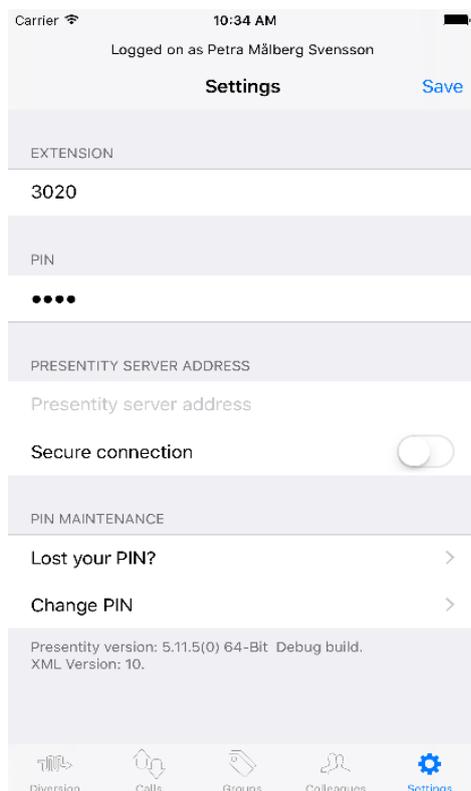


# Manual for Flexi Presentity app for iOS

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 Apple Appstore. The app is called Presentity and has been developed by Datatal AB.

## 1.0 iPhone

### 1.1 Settings



**Extension:** Your extension in the PBX

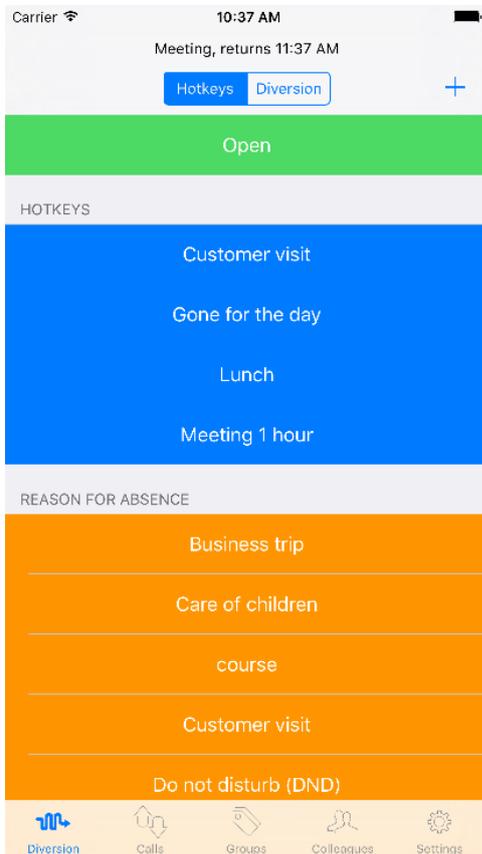
**PIN:** Your pin in Presentity

**Presentity server address:** Computer name/IP address of the Presentity server

**Secure connection:** Yes/No

## 1.2 Diversion

Under the diversion 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 top you can see your current diversion.

**Plus sign:** Add new hotkeys. To change or delete a hotkey, swipe left.

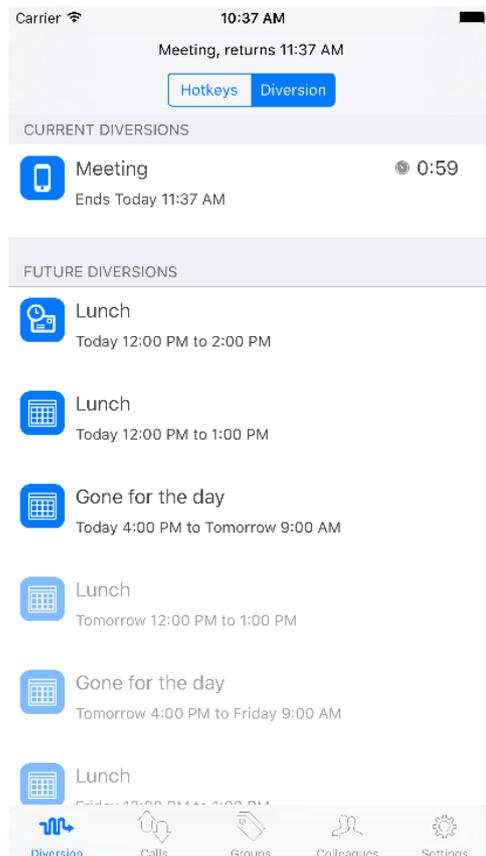
**Open:** Removes your active diversion

**Hotkeys:** Press a hotkey to activate a diversion

**Reason for absence:** Diversion codes that are not hotkeys: press to enter time/date.

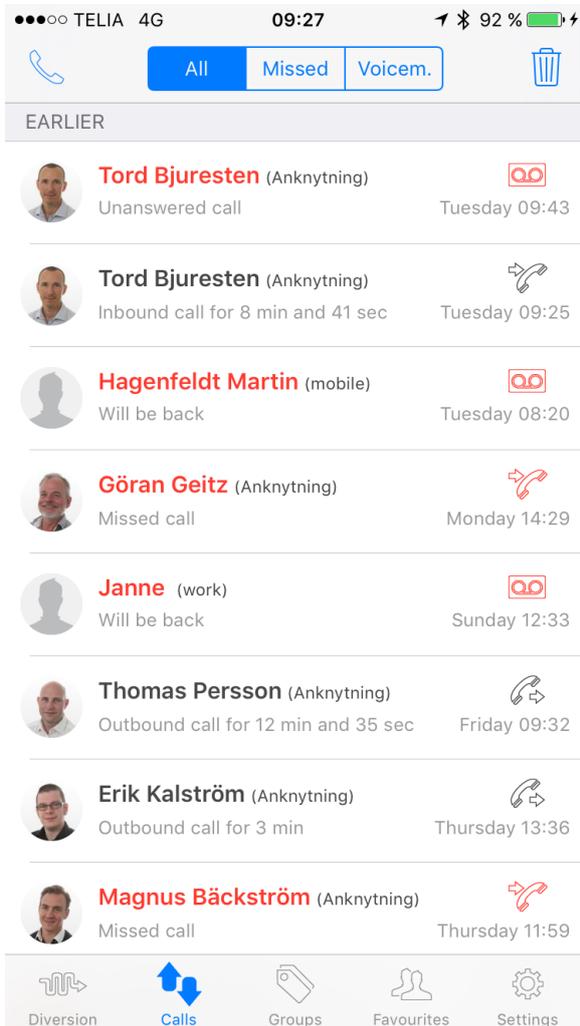
**Current diversions:** Active diversion(s)

**Future diversions:** To change or delete a diversion, swipe left.



### 1.3 Calls

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.



You can choose from three different filters to see all calls, only missed calls or only voice messages.

← Incoming call

← Incoming call when diverted

← Missed call

← Outbound call

If someone left you a voice message, the line under the name or number of the incoming call will say e.g. "Voicemail, 30 sec"



This button allows you to delete all call items in the list

To call from the app to a person other than your colleagues, press the receiver symbol in the top left corner  .

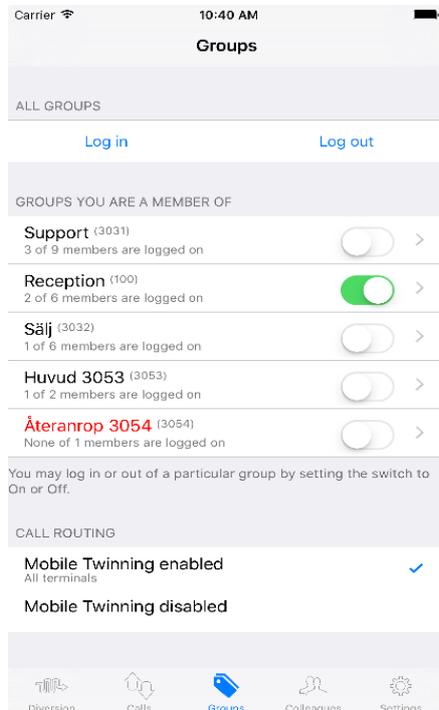
You will then see the following screen:



**Call via:** 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). You can also choose “Select on call”, which will give you the option before each call. Dial a number and press the receiver symbol, or call someone from your contact list by pressing “Contacts” in the top right corner.

## 1.4 Groups

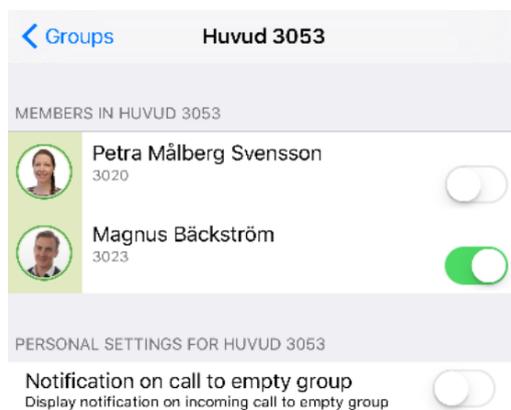
This tab is available if it is supported by Flexi Presentity for your company's PBX. Here you can log in and out of a group and in certain cases also change routes/profiles in the PBX directly on your mobile.



Log in and out of all groups that are linked to your extension, or log in and out of a specific group. You can also see if there is a queue in any of the groups.

At the bottom you can select whether calls should be put through to both your mobile and your landline, or just to the landline (authorisation is required for this).

Pressing one of the groups you belong to will take you to a detailed view where you can see which members are logged in and out.

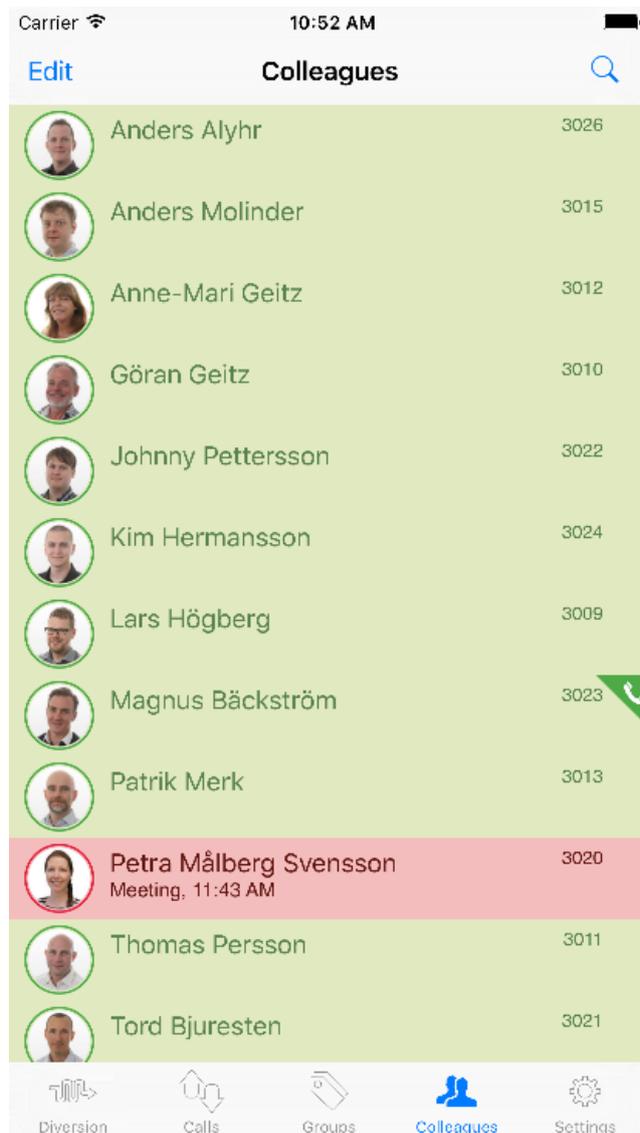


Here you can also activate “Notification on call to empty group”, if you want to be notified when there is an incoming call for a group and no members of that group are logged in.

## 1.5 Colleagues

On the colleagues tab you can see the favourites you have created in order to quickly see their phone status. You can select 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.

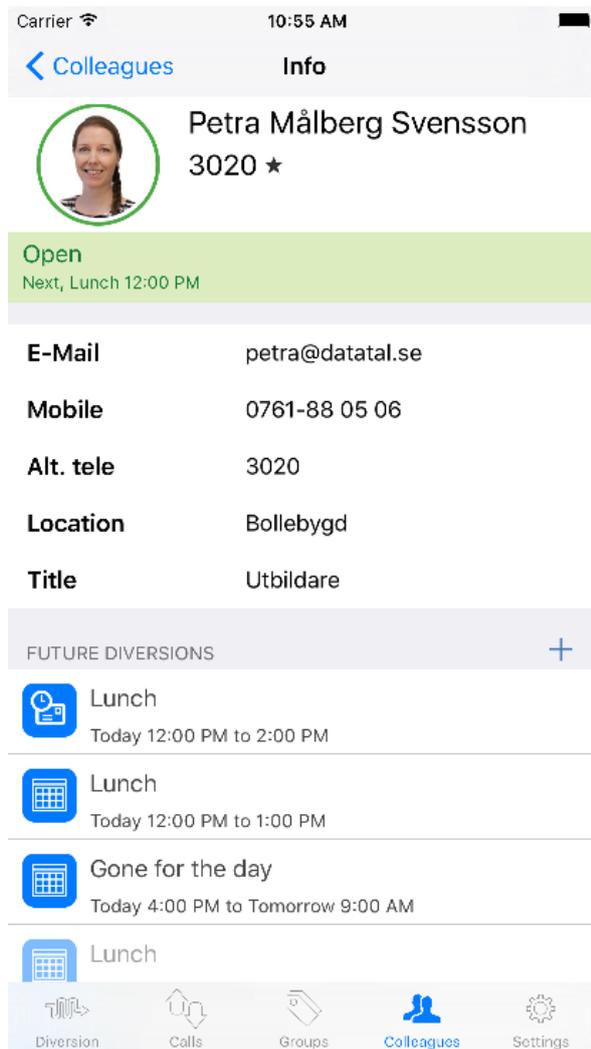
The colour codes on your favourites stand for their current diversion status: green means available and red means their calls are being diverted. A receiver symbol on the right means the line is engaged.



Left-swiping on a colleague will display the following options:

Choose whether you want to make a call, get more information in a detailed view or delete from your favourites.

If instead 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.

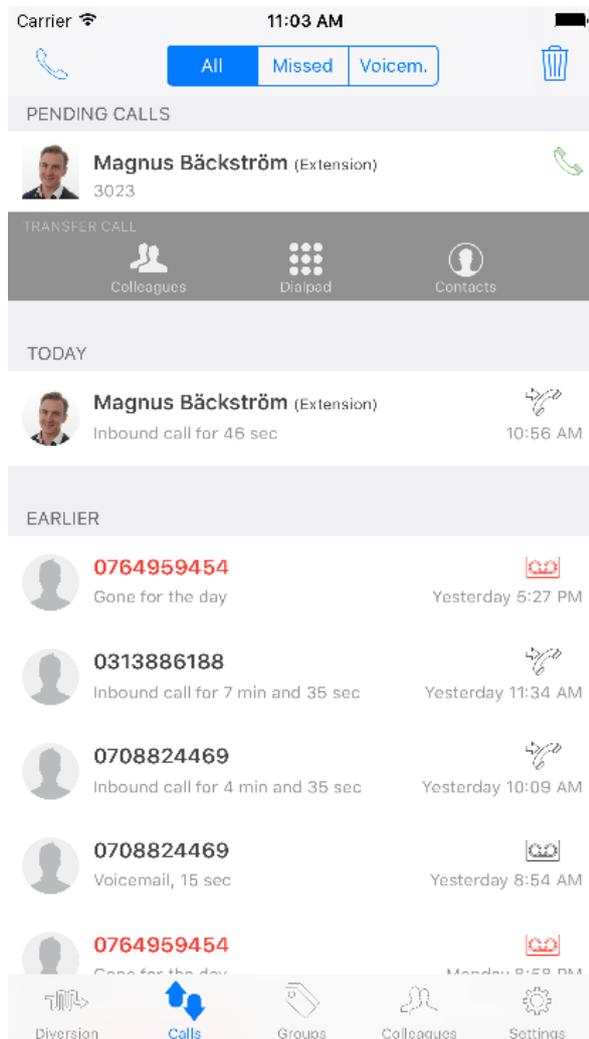
All text fields, such as location, title, department, are searchable. By pressing on a field you automatically initiate a search for the word.

At the bottom of this view you can opt to either add the person as a favourite or remove an existing favourite.

## 1.6 Transfer a call

During a call, open the Presentity app and enter the calls tab

The screen below will be displayed:



← Choose here how to transfer the call

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

Once you select a colleague or contact, the call is transferred 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 transfer.