DOT APP USERGUIDE

DOT APP Overview

The DOT Application is designed to provide you with more flexible options to make or receive DOT business calls wherever you can access the public Internet. Calls made from the DOT App will appear as if they are calls made from your DOT fixed line phone.

The DOT App can be deployed on multiple devices such as iPhones, Android smartphones, iPads, Android tablets, and PCs or Macs.
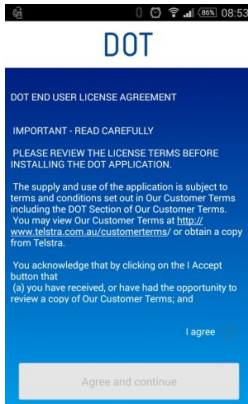
The DOT App also provides you with the ability to perform call management functions such as managing call forward settings, managing your caller ID or setting up advanced features including simultaneous ring.

Installing and setting up the DOT App

1. To install the DOT App on a smart phone or tablet device go to the Apple **AppStore** or Google **Play Store**.
2. Search for **DOT** and click **Install**

3. Once the DOT App has been downloaded click **OPEN**
4. Read the DOT End User Licence Agreement and if you accept the terms and conditions click "**I Agree**". You must accept the agreement to continue the installation.
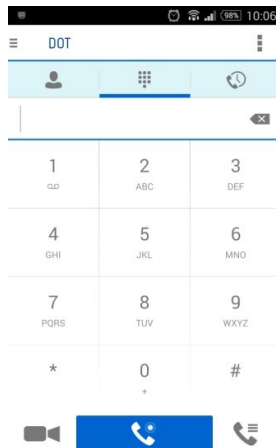

5. Enter your DOT phone number and password and click sign in. Your DOT phone number and associated password can be found on your DOT configuration summary.

Make a call

The DOT App allows you to make a call from either:

1) Your contacts (stored locally on your device or your Directory)
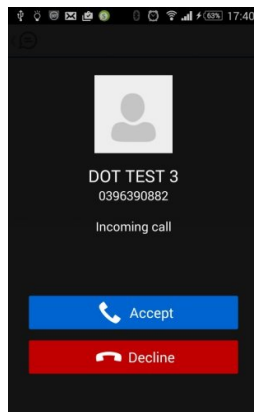2) The DOT App Dial Pad
3) Your Call History.

When initiating a call you can select if you want to make a voice call or video call .

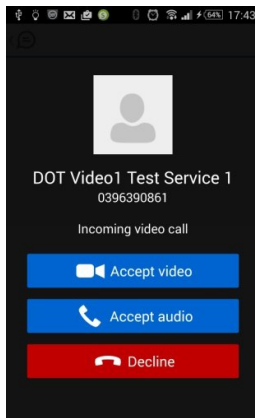Note: You will only be able to make a video call if the other partys device is able to support a video call.

Receive a call

Depending on the device being used to call your DOT number you will be presented with the option to either:
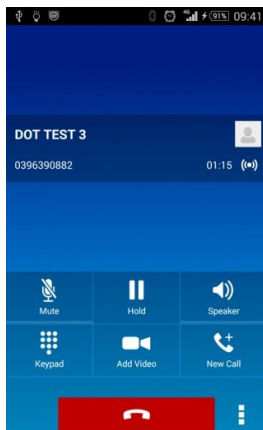
 Accept or Decline the incoming call; or

Accept video, Accept audio or Decline the incoming call.

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Note: If you Decline the incoming call, the call will follow your Call Forward Busy settings. If this feature is disabled the caller will hear the closed call tone.

Active Call Options

When you have an active voice or video call, you will be presented with a number of additional call control options.

ACTIVE CALL OPTIONS	DESCRIPTION
	This will mute the microphone of your device.
	Place the active call on hold
	The call will utilise your devices' speaker

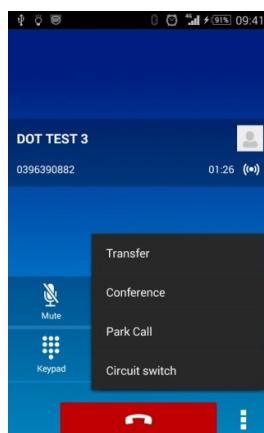|	
Keypad	This will present the dial pad to allow you enter numbers ie if you need to press a number to access a menu
Add Video	If the person you are calling is using a device that can support a video call, by pressing this button your audio call will be modified to include video
New Call	This will place the current active call on hold and allow you to initiate a new call.

If you press ⋮ an additional set of call options will also be available.

DOT TEST 3
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Transfer
Conference
Park Call
Circuit switch

Mute
Keypad

ADDITIONAL ACTIVE CALL OPTIONS	DESCRIPTION
Transfer	This allows you to transfer your active call to another phone number. After selecting the contact or entering the number to transfer the call you will be presented with the options to perform a consultative transfer or blind transfer.

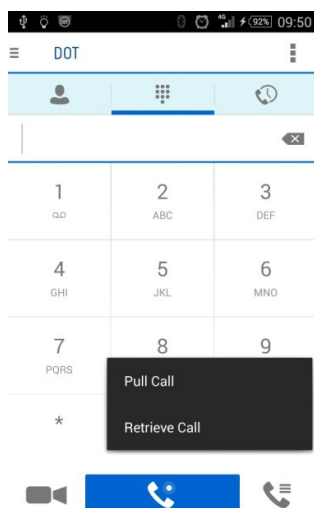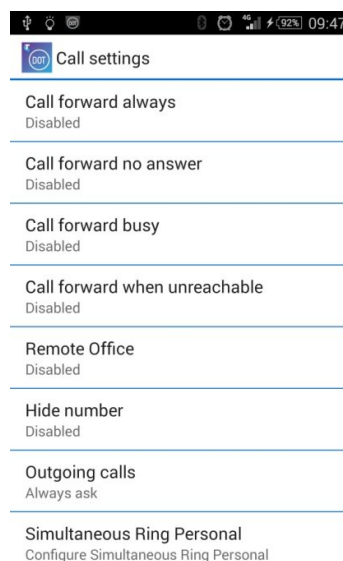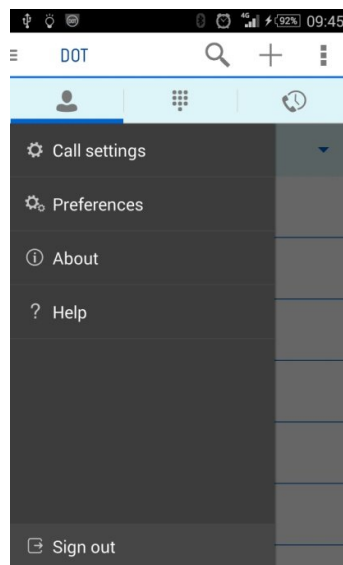|		
Conference		This will allow you add an additional party to your active call.
Park Call		The Park Call feature will put the active call on hold and you will be prompted to provide details of where you want to park the call. Note this is restricted to DOT phone numbers associated with your business. You can resume the call by: • using the Call Retrieve function on the DOT app (assuming the call was parked against the DOT number associated with the app) • Using the UnParksoftkey on the DOT phone that the active call was parked against.
Circuit switch		This feature will perform a blind transfer of the active call to a nominated mobile phone.

CALL PULL & RETRIEVE OPTIONS

THESE OPTIONS ARE ONLY PRESENTED ON THE DOT APP IF YOU ARE NOT CURRENTLY ON AN ACTIVE CALL. PRESS TO OPEN THE CALL PULL AND RETRIEVE CALL OPTIONS.

CALL PULL & RETRIEVE OPTIONS		DESCRIPTION
Pull Call		The Pull Call feature allows you to seamlessly transition an active call between different devices. Ie if you are on an active call on your DOT deskphone and now need to leave to go to another location, you can move the call over to your smartphone running the DOT App by selecting Pull Call.
Retrieve Call		This feature allows you to retrieve a parked call. If you use this feature you will be prompted to provide the number that the call was previously parked against, or to press # if the call was parked against your DOT number.

Call Settings

The DOT app provides you with the ability to manage call settings for your DOT phone number.

CALL SETTING OPTION	DESCRIPTION
Call forward always	If you do not want to take calls on your DOT phone number and want them directed to someone else, enable this feature. You will need to nominate an additional phone number. The DOT App will no longer ring as all calls will be directed to the nominated phone number.
Call forward no answer	If you do not want to miss calls that you are unable to answer in time, enable this feature. If enabled you will need to nominate an alternate number and be able to choose the number of times your DOT

	phone number will ring before the call will be forwarded to the alternate number.
Call forward busy	If you do not want to miss calls when you are already in a call, enable this feature. You will need to nominate an additional phone number. If you are busy on a call and a new calls comes to you, it will be directed to your nominated additional phone number.
Call forward when unreachable	If you want calls to be directed to an alternate number if your DOT phone number is unreachable (ie due to an outage), enable this feature. Customers typically nominate a mobile phone number as the call forward unreachable number.
Remote Office	The Remote Office feature allows you to assign another landline or mobile phone to act as your business phone. Calls to your DOT number will ring on the nominated Remote Office number. Calls made from the Remote Office device will be presented and charged as an outgoing call from your DOT number.
Hide number	Enable this feature if you do not want your phone number displayed when calling another party.
Outgoing calls	If you select "Calls made via VOIP" the DOT App will call using the Internet connection associated with the service. The number displayed will be your DOT phone number. If you select "Calls placed via mobile" the DOT App will initiate a call using your mobile phone service (the number displayed will be your mobile phone number). If you select "Always Ask" when initiating a call you will be prompted to decide if you want to make the call as a VOIP or mobile call.
Simultaneous Ring Personal	You can set up to 5 additional phone numbers to ring simultaneously if you receive a call to the DOT number associated with your DOT App, Click on the Plus icon to add a number to the list, and click Enable to activate this feature.