THE FREE MEDICAL CLINIC

Introduction

The FMC phone system is made up of three main components:

1. Our hardware: Polycom Phones are used in many businesses and we have these in our clinics.
2. Internet Communication System: OnSip is our Internet Communication system that provides the service and support for our phone systems. It also allows us to access our phone systems anywhere we have internet connection. This has served us well in relation to remote workers and volunteers.
3. Internet Service: Our internet service is provided by Comcast Fiber Optics at Harriman and we have been trying to get that same service for Oak Ridge (in progress). Since our phone systems depend on the internet, having a strong and reliable internet service and connection is vital.

All three work together to provide our phone and communication services. It takes knowing how to run Polycom phones and understanding OnSip service and support to best manage your communication. To help with this learning curve here are some brief notes on actions you might use with our phone systems.

Polycom

Polycom® VVX® 250, 350, and 450 Business IP Phones - Quick Tips

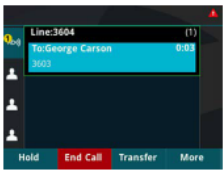3725-48827-001A | UC Software 5.8.0 | May 2018

These Quick Tips apply to VVX 250, 350, and 450 business IP phones.
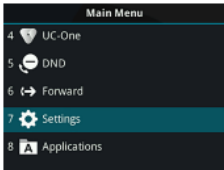
Main Menu Screen

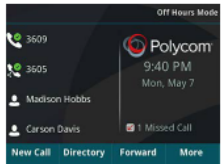Displays menu options for settings and device information.

Available anytime.

Calls Screen

Displays all Active and Held calls.

Available when you have an Active or Held calls in progress.

Lines Screen

Displays phone lines, favorites, and conditional soft keys.

Available anytime.

Switch among Phone Screens

You can view any screen on your phone from other screens

To switch between screens:

» Press (home) to view the Main Menu, Lines, or Calls screen.

Place Calls

You can only have one active call in progress on your phone.

To place a call:

» Do one of the following:
  - Pick up the handset, press 🔊 or ◎, enter the phone number, and press **Send**.
  - Enter the phone number, press **Dial**, and pick up the handset, or press 🔊 or ◎.
  - Press the Line key, enter the phone number, and select **Send**.
  - Select **New Call**, enter the phone number, and press **Send**.

Answer Calls

You can answer calls using the handset, speakerphone, or a headset.

To answer a call:

» Do one of the following:
  - To answer with the speakerphone, press 🔊 or press **Answer** soft key.
  - To answer with the handset, pick up the handset.
  - To answer with a headset, press ◎.

End Calls

You can only end active calls. To end a held call, you must resume the call first.

To end an active call:

» Replace the handset in the cradle, press 🔊 or ◎, or press the **End Call** soft key.

To end a held call:

1 Highlight the held call and press **Resume**.
2 Press **End Call**.

Hold and Resume Calls

You can have multiple calls on hold and resume a call at any time.

To hold a call:

» Highlight the call and press the **Hold** soft key or press 📞.

To resume a call:

» Highlight the call and press the **Resume** soft key or press 📞.

Transfer Calls

You can transfer calls to any contact.

To transfer a call:

1 Press and hold the **Transfer** soft key or press ↪.
2 Choose **Blind** or **Consultative**.
3 Dial a number or choose a contact.

If you chose **Blind**, the call is transferred immediately.

4 If you chose **Consultative**, press the **Transfer** soft key or press (K) after speaking with your contact.

Forward Calls

You can forward an incoming call to a contact or forward all incoming calls to a contact.

To forward an incoming call:

1 On the **Incoming Call** screen, select **Forward**.

2 Enter your contact's number and select **Forward**.

To forward all incoming calls:

1 On the **Main Menu** screen, select **Forward**.

2 If you have more than one line, select a line.

3 Choose either **Always**, **No Answer**, or **Busy**.

4 Enter a contact's number, and select **Enable**.

If you chose **No Answer**, you can enter the number of rings before the call is forwarded.

To disable call forwarding:

1 On the Main Menu screen, select **Forward**.

2 If you have more than one line, select a line.

3 Choose your forwarding type and select **Disable**.

Initiate a Conference Call

You can initiate a conference call with up to 24 contacts.

To initiate a conference call:

1 Call a contact.

2 Select **Conference** and call your next contact.

3 When your contact answers, select **Conference**.

You can also join an active and held call into a conference call.

To join two calls into a conference call:

» On the Calls screen, select **Join**.

Manage Conference Calls

When you initiate a conference call, you can manage all or individual conference participants.

To manage all conference participants:

» Do one of the following:

➢ Select **Hold** to hold all participants.

➢ Select **Mute** to mute all participants.

To manage individual participants:

1 Highlight a participant and Select **Manage**.

2 Do one of the following:

➢ Select **Far Mute** to mute the participant.

➢ Select **Hold** to place the participant on hold.

➢ Select **Remove** to remove the participant from the conference and create a separate call with the participant.

➢ Select **Information** to view information for the participant.

View Recent Calls

You can view placed, received, and missed calls.

To view recent calls:

» Select **Directories > Recent Calls**.

View the Contact Directory

You can view and add contacts to the Contact Directory.

To view the Contact Directory:

» Select **Directories > Contact Directory**.

To add a contact to the Contact Directory:

1 In the Contact Directory, select **Add**.

2 Enter the contact's information and select **Save**.

You can enter a number between 1 and 99 in the **Favorite Index** field to make a contact a favorite.

Listen to Voicemail

When you have new voicemail messages, the messages icon ᄋᄋ displays on your line.

To listen to voicemail:

1 On the Main Menu screen, select **Messages** or press ᄋᄋ.

2 Select **Message Center > Connect**.

3 Follow the prompts.

Enable Do Not Disturb

You can enable Do Not Disturb when you do not want to receive calls.

To enable or disable Do Not Disturb:

» On the Main Menu screen, select **DND**.

Set Ringtones

You can set ringtones for incoming calls from all contacts and from individual contacts.

To set a ringtone for incoming calls:

» Select **Settings > Basic > Preferences > Ring Type** and select a ringtone.

Easy Transfer

The updated firmware from Polycom has removed the label formerly used for **"EZ Transfer"**. The label now simply reads **"Transfer"**. If Easy Transfer is enabled on a customer's account under Resources tab for the Phone, the **"EZ Transfer"** feature is available and functions the same as it had historically. To perform **"EZ Transfer"**:

- Depress **"Transfer"** button and enter extension
- Screen flashes quickly denoting the call is being sent via **"blind transfer"**

Note: *Attended Transfer (first announcing call to User then sending call to them), is not available on phones configured with Easy Transfer.*
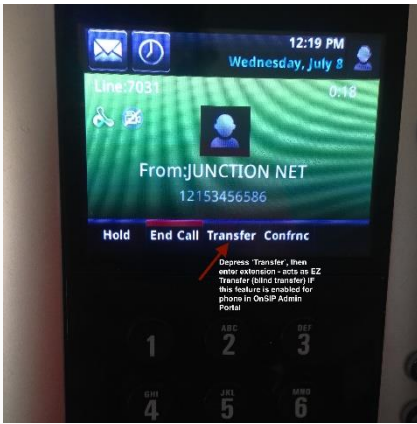
Attended Transfer

Attended transfers work just as they had historically, by depressing **"Transfer"** and entering extension, announcing call to end user, **"Transfer"** button again (or **"Send"**) to send call to end user. Easy Transfer is not enabled for phones in this option.

In the event you need to perform a blind transfer to a voice mailbox or a User who's on a call or does not want the call you answered, the following steps will accomplish this request:

- Depress **"Transfer"** button and hold it for about 1 second until screen changes
- Select **"Blind"** option from the two listed
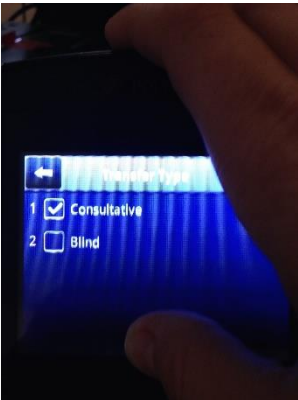
- Enter extension of User or voicemail box you're sending call
- Call will leave your phone and go to the destination entered

Blind Transfer Using BLF Keys

You'd like to transfer a call to a user configured as a BLF on your phone. To get back to the home page, do the following:

VVX500

- Depress **"Transfer"** button quickly and a new screen is displayed
- Depress the **"1"** that is displayed next to the phone handset at top of screen (see image)
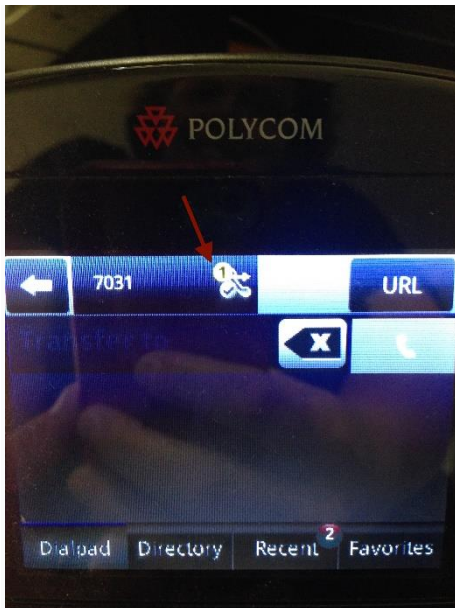
Intercom Feature for the Polycom VVX Phone Line

The intercom feature allows you to talk to another Polycom VVX user without any action required on his or her end. The call is automatically connected after one full ring and set to speakerphone. The person receiving the call can choose to continue the call using speakerphone, or he/she can pick up the receiver at any time during the conversation.

The intercom feature is available on any Polycom VVX phone registered with the OnSIP boot server and must be turned on to work. To enable this feature, go to Resources tab, click on MAC address of VVX phone you wish to use this feature, Phone Details box on left - modify, select Intercom, save and restart the phone to pick up the change. You will then see the option to select Intercom on your phone screen.

How to Make an Intercom Call

To initiate a call, press the button labeled **"Intercom."** On some phones, this option may not be visible on the default home screen and can be located by selecting the **"More"** button.

In the New Call Screen, simply dial the person's extension you want to reach:

His/her phone will ring fully once and then automatically put the call on speakerphone.

These calls look like normal incoming calls so you may not know that it is an intercom call until the call is automatically answered by the phone.

Miscellaneous

If the person you are trying to reach has his/her status set to **"Do Not Disturb"**, your call will go to the failover location, such as his/her voicemail. If s/he is not registered or you are calling a phone that does not have the VVX Intercom feature, it will be treated as a normal phone call.

The Polycom VVX Intercom feature can call people who are not on the same LAN as you, so you can use this feature to speak to people remotely.

OnSIP for Desktop & Web

Release Notes Here

The OnSIP app is an on-the-go business phone and complete desk phone replacement. With just your laptop, you can make instant HD voice and video calls to your coworkers and other contacts. The app is also a great collaboration tool for your team, offering real-time contact availability, instant messaging, video conferencing, voicemail management, call history, and more. The OnSIP app is free to use for all OnSIP customers.
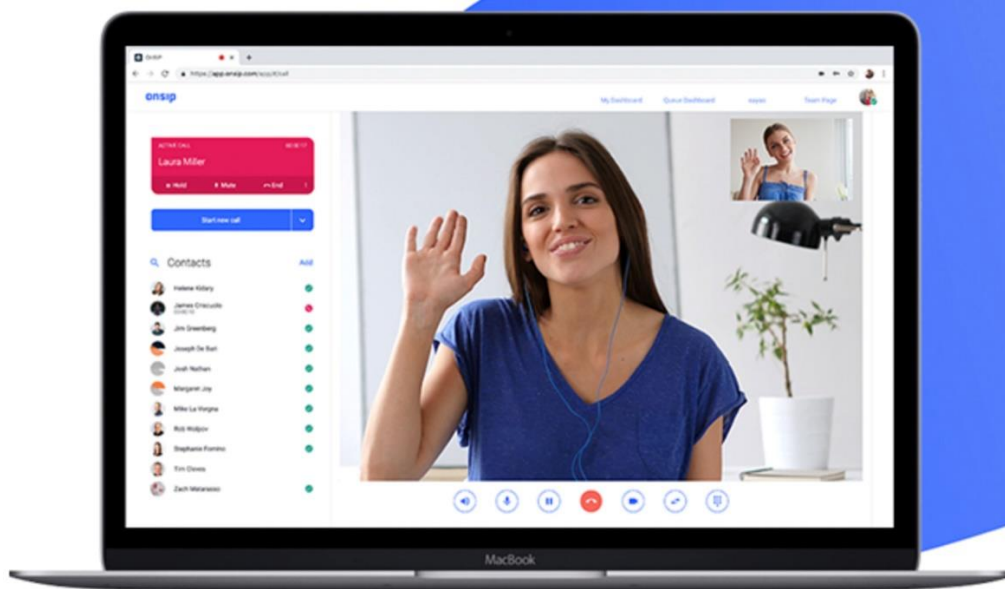
The OnSIP app is available in Chrome, Firefox, or Opera browsers at app.onsip.com (enabled by WebRTC technology), or as a desktop application for Mac, Windows, and Linux computers. For detailed instructions on how to download and install the desktop application, please visit these articles:

- The OnSIP app for Mac

- The OnSIP app for Windows

- The OnSIP app for Linux

If you are using the web app, we recommend using Google Chrome for optimal call quality. You will need to allow your browser to access your microphone and speakers for audio and video.

Logging in

OnSIP users can log into the app with their SIP addresses and passwords. You can also log into the OnSIP app using your Google or Slack sign-in.
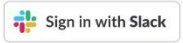
onsip

SIP Address
forgot SIP address?

Password
forgot password?

LOG IN

G   Sign in with Google

Sign in with **Slack**

Contact Support
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If you don't remember your SIP address or password, click on the "forgot SIP address?" link or the "forgot password?" link and follow the instructions to retrieve your SIP address or reset your password.

The Google and Slack sign-in uses the email address in the OnSIP user, then goes to either Google or Slack and looks for that address to authenticate against; they have to match to work. OnSIP has no input into the exchange until the match occurs.

If you don't see Google or Slack buttons and don't remember or have a password, click "forgot password" to set one.

E-911 Location

After you have successfully logged into the OnSIP app for the first time, you will be greeted by an Acknowledgement screen for E911. Once you **'Accept'**, the next screen wants you to set your E-911 Location. If there are multiple locations, pick the one that is specific to you. If you are working from a location that is not listed, please contact your account admin to add your location to the list. You can select the updated E-911 location once it's been added to your OnSIP account.

Availability / Presence
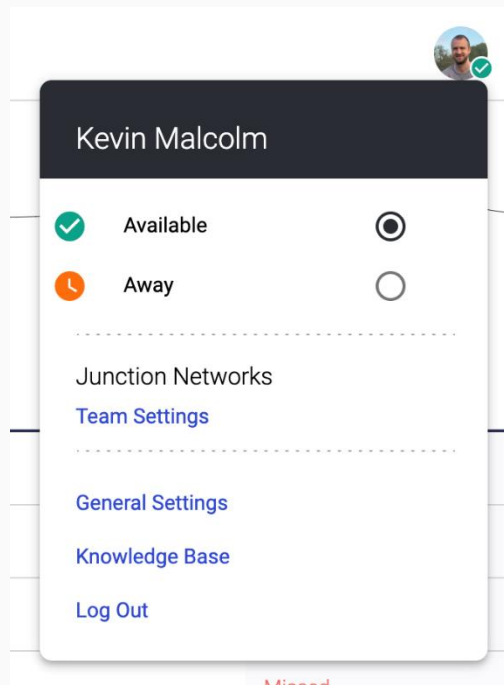
Upon login for the first time, a user's presence state is 'Available' by default, indicated by the green circle over the user's profile picture in the top right corner. Users can set their status to 'Away' by clicking on their profile picture, then clicking on the radio button next to 'Away.' The circle above the user's avatar will change to orange.

Your availability status is visible to your coworkers in the 'Contacts' sidebar, as well as publicly on your Team/Personal page. If you are on a call, you will be shown as 'Busy' (red), regardless of whether you are set as 'Available' or 'Away'.

Important: This is a global setting and affects all devices you are logged into/registered to. If you are set to 'Away', you will not receive calls on any device, incoming calls will be sent directly to your failover, and you will not appear publicly in any **sayso** topics. More information here.

Contacts

To add contacts to your Contacts list, click on the '**Add**' button next to 'Contacts.' A list of your Organization's contacts will appear in a transparent gray popup box. Hover your mouse cursor over this list to scroll up and down it. When you find the person(s) that you wish to add to your Contacts list, simply click on their name to add them to your list. Once in your list, you'll see "Added" underneath the Contact's name. People are added to your Contacts list in alphabetical order by the first name.

If you know the name of the person you wish to add, simply type in their name in the Search field at the top of the popup box. Only contacts who have the name that you type in will appear in the Organization list; then, you just click on their name to add them into your Contacts list.

You have the option to add 'Custom Contacts' as well. These are contacts outside of your organization. Click on the "+ Custom Contact" name at the top of the gray popup box. New text fields will appear where you just type in their name and the 11-digit phone number or SIP address in the corresponding fields. Select the 'Create' button to add your custom contact to your list.

Selecting a contact's name on the Contacts list will pull up a screen that has more information on that contact, including his/her name, phone number(s), SIP address, availability status, and internal extension. You can also click on the phone icon button to start a call with the contact, or the video camera button to start a video call with that contact. To make a video call, both the caller and the callee need to be using video-capable phones or softphones.

Removing Contacts

To remove a contact from your list, hover over the contact's name in the Contacts list and click on the 'X' button that appears to the right of their name. A popup box will appear asking you to confirm that you want to remove the particular contact from your list. When you click on the 'Remove' button there, the contact will be removed.

You can also click on the 'Remove Contact' button that is found on the contact's page. Removing a contact from your list will not delete them from your OnSIP organization. You can add them back at any time using the Add Contacts function.

Availability / Presence Indicators

Once people within your organization are on your Contacts list, you will be able to see their availability status.

- Green: The user is Available and able to receive calls.

- Orange: The user is Away and unable to receive calls.

- Red: The user is Busy on a call. The call timer below the user's name will display how long they've

  been on that call.

- No icon: The user is a custom contact outside your organization and we are unable to say whether or

  not they are available OR they have not logged into the OnSIP app at least once per Global Availability
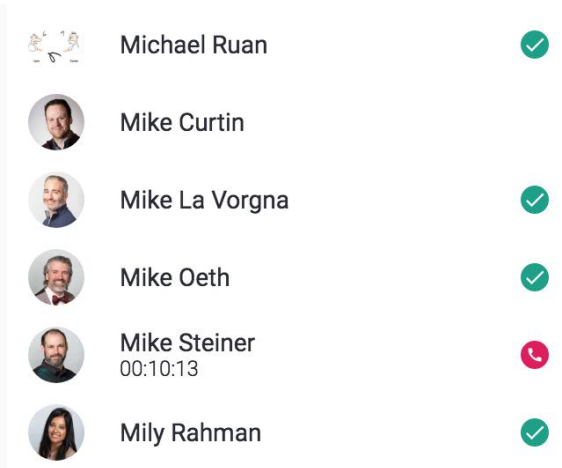
OnSIP app Chat

By clicking on a contact's name in your Contacts list, you'll pull up more information about that person. Below those details is a chat conversation box and a text field where you can send chat messages to the contact. Simply type your message in the text field and click on *Send Message*. They'll receive the message in her OnSIP app.

If a coworker is in a different part of the app, say, on the General Settings page or reviewing their voicemail messages, they will be notified of a new chat message by a blue dot next to your name in their Contacts list. All they have to do to send a reply is click on your name, review your message, and type in a response in the text field.
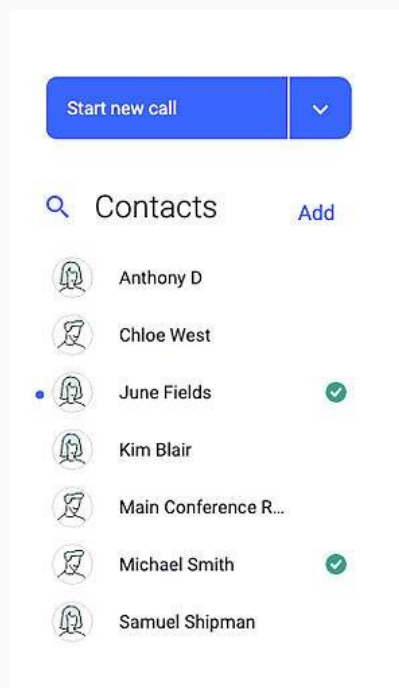
By clicking your mouse on the chat conversation box, you'll be able to scroll up and down to review the chat history with your coworker. Chat messages display day and time stamps of when they were sent.

If you've added Custom Contacts (people who are not a part of your company) to your Contacts list, you cannot send them chat messages within the OnSIP app.

What to Be Aware of When Using OnSIP Chat

This chat feature is meant to be a helpful, supplemental tool for your day-to-day communication and collaboration with coworkers. There are, however, a few limitations to be aware of:

- If a coworker has never logged into the OnSIP web or desktop app before, you will not be able to send chat messages to them.

- If a coworker has logged out of the OnSIP app, or if they have marked themself as *Away*, they will not receive any messages that you send to them. Your coworkers must be logged into the app and set as *Available* in order for them to receive your chat messages.

- When you log out of the OnSIP app or refresh it, your chat conversation history with contacts will be erased; it does not reappear upon your next login to the app.

- If your coworker is only logged into the OnSIP mobile app, they will not receive any chat messages that you send to them. You cannot send a chat message from the web or desktop app to the mobile app.

Placing Outbound Calls

The OnSIP app can be used for outbound calling to phone numbers, internal extensions, and SIP addresses. Calling phone numbers requires the use of 11 digits (1 + area code + 10-digit phone number).

To place a call from your OnSIP app, click on the 'Start New Call' button at the top of the left sidebar. Enter the phone number, extension, or SIP address into the text field. If you're calling a contact in your Contacts list, you can also start typing her name into the field, as well. Then, click on the Voice Call button to start the call, or click on the video camera icon button to start a video call. Note that if you are making a video call, the person you are calling needs to be on a video-capable phone or softphone.

If the person you wish to call is on your Contacts list, simply click on his name to pull up his contact page. Then, select the phone icon button or video camera icon button located there.

Answering Inbound Calls

An inbound call will trigger a popup notification within the OnSIP app providing the caller ID name and phone number. To answer the call, select the green 'Answer' button or red 'Decline' button that appears in the calling window. The OnSIP app will automatically know if the inbound call is a video or audio call, and manage it accordingly. For an inbound video call, you can choose to answer it using the 'Video' option button or 'Audio Only' button.

Call Handling Features

While you are on a call, you can perform these functions:
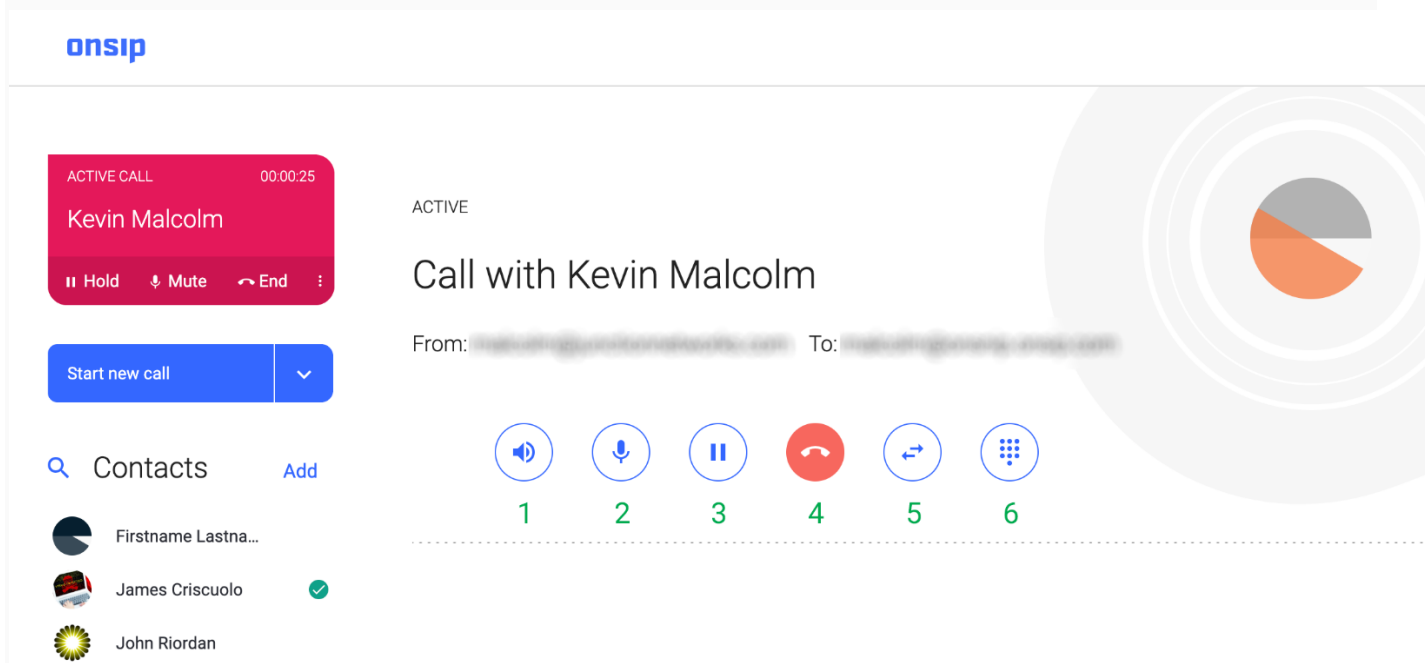
1. **Volume**: Hover over the volume button to raise or lower the audio level in the call. Click the volume button to mute in the incoming audio.

2. **Call Mute**: Select the microphone button to mute your outgoing audio.

3. **Call Hold**: Select the pause button to place the call on hold.

4. **End Call**: To end the call, select the red button.

5. **Call Transfer**: Select the opposite-facing arrows button to initiate a call transfer. Enter the destination for where you want to transfer the call, and select **'Attended'** or **'Blind'**. For detailed instructions, visit '[Call transfers in the OnSIP app](#)'.

6. **Keypad**: Select the keypad button to bring up a number pad (necessary if you need to enter digits for an extension, phone menu option, conference call PIN, etc.).

If you are on a video call, you can pause (hold) your video feed by selecting the camera button.

Screen Sharing in Video Calls

When you use the OnSIP web or desktop app to answer a video call from your **sayso** call button, your Team Page, or your Personal Page, you'll have the option to share your screen with the video caller at any time during the call. See our Knowledgebase article on 'Screen Sharing in Video Calls' for more information on the ability.

Multi-Call Management

The OnSIP app is capable of making and receiving multiple simultaneous calls, thus acting as a multi-line phone. When a user is on multiple calls, the calls will appear in separate cards on the left sidebar, above your Contacts list.
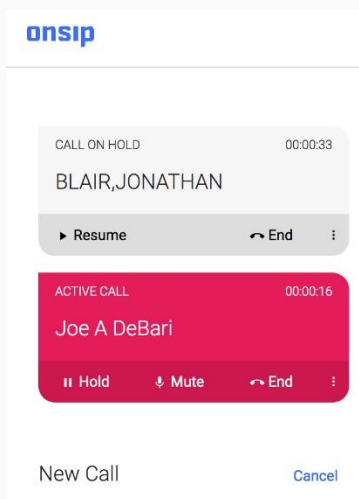
The call that you are currently on will be noted as the "Active Call" and the call card will be highlighted in red. If you are on another call(s), the other call card(s) will be noted as "Call On Hold" and will be shaded in gray. To switch to another call, you can either:

- Click on the "Resume" button of the On Hold call card in the left sidebar

- Or select the On Hold call card, then click on the Unhold (solid single arrow) button

Either of these options will un-hold the call on the screen and place the previously active call on hold.

Note that if the User selects to 'Start A New Call' from the left sidebar, all active calls will automatically be placed on *hold*. Furthermore, incoming calls that occur when the User is on an active call will be brought to the User's attention.

Call History

Your recent calls list is found in the My Dashboard tab (in the app's Header). In the middle 'Call history' section, you'll see a list of all of the calls that you made and received. The information provided includes:
* date and time of the call

* Name (who the call was with)
* Status (duration of the call or missed call)

The info found under the Name section will tell you if the specific call was an inbound or outbound call: 'To' tells you that it was a call that you made (an outbound call), while 'From' tells you that it was a call that you received (an inbound call) along with the name or phone number of the caller who made the call to you.

If the OnSIP app is open and misses a call, the call log will reflect the call initially but will clear after a given amount of time if the OnSIP app is refreshed, or if the User logs out/back into the OnSIP app.

If the OnSIP app is closed or re-loaded at any point and/or the status automatically clears (this can not be adjusted and it's typically only a few minutes), only the 'Bill-To' User for that number will see the calls. This acts much like a desk phone (e.g. Polycom) - if the desk phone misses the call, you will see it as a missed call, but if the phone is unplugged or offline - you will not see the missed call.

Clicking on the magnifying glass next to 'Call history' will allow you to search through your recent calls. You can search for names, phone numbers, and SIP addresses.

When you click on an individual call, a dropdown will appear with a few options that you can take:

- Clicking on 'handset icon' will instantly initiate a new voice call to that phone number

- Clicking on 'video icon' will instantly initiate a new video call to that phone number

- Clicking on '+ icon' will instantly create a new custom contact with the caller's name and phone number or SIP address. It will also automatically add the custom contact into your Contacts list.

Voicemail

Your voicemail list is found in the My Dashboard tab (in the app's Header). In the right 'Voicemail' section, you'll see a list of all voicemail messages that are currently in your voicemail box, along with the date, time, caller ID info of who left the message, and duration of the message. Clicking on a voicemail message will cause a dropdown to appear. From that dropdown, you'll be able to play the voicemail (by clicking on the Play button) and save the voicemail to your computer (by clicking on the Download—down arrow—button).

New voicemail messages will be marked with a blue circle next to their 'Time.' There will also be a red circle above the 'My Dashboard' tab in the app's header. The number in that circle will tell you how many new voicemail messages that you have.

At the bottom of the voicemail list, you can adjust the playback volume, call back the person who left the voicemail and delete your selected messages by clicking on the Trash Bin icon.

## Deleting voicemail messages:

- If you wish to delete 1 message, simply click on the checkbox for that particular message, click on the Trash Bin icon at the bottom right corner of the Voicemail list, and then select 'Delete Selected' in the popup box that appears.

- If you wish to delete multiple messages, simply click on the checkboxes for those messages and follow the instructions above.

- If you wish to delete ALL of the messages in your voicemail, simply click on the checkbox at the top of the Voicemail list (located next to 'Date') to select all of the messages in your voicemail. Then, follow the instructions above to delete all of the messages.

Clicking on the magnifying glass next to 'Voicemail' will allow you to search through your messages. You can search for names, phone numbers, and SIP addresses.

Voicemail Settings

To access your personal voicemail settings, click on the Settings button (gear icon) at the upper right corner of the Voicemail section. From there, you'll be able to modify these settings:
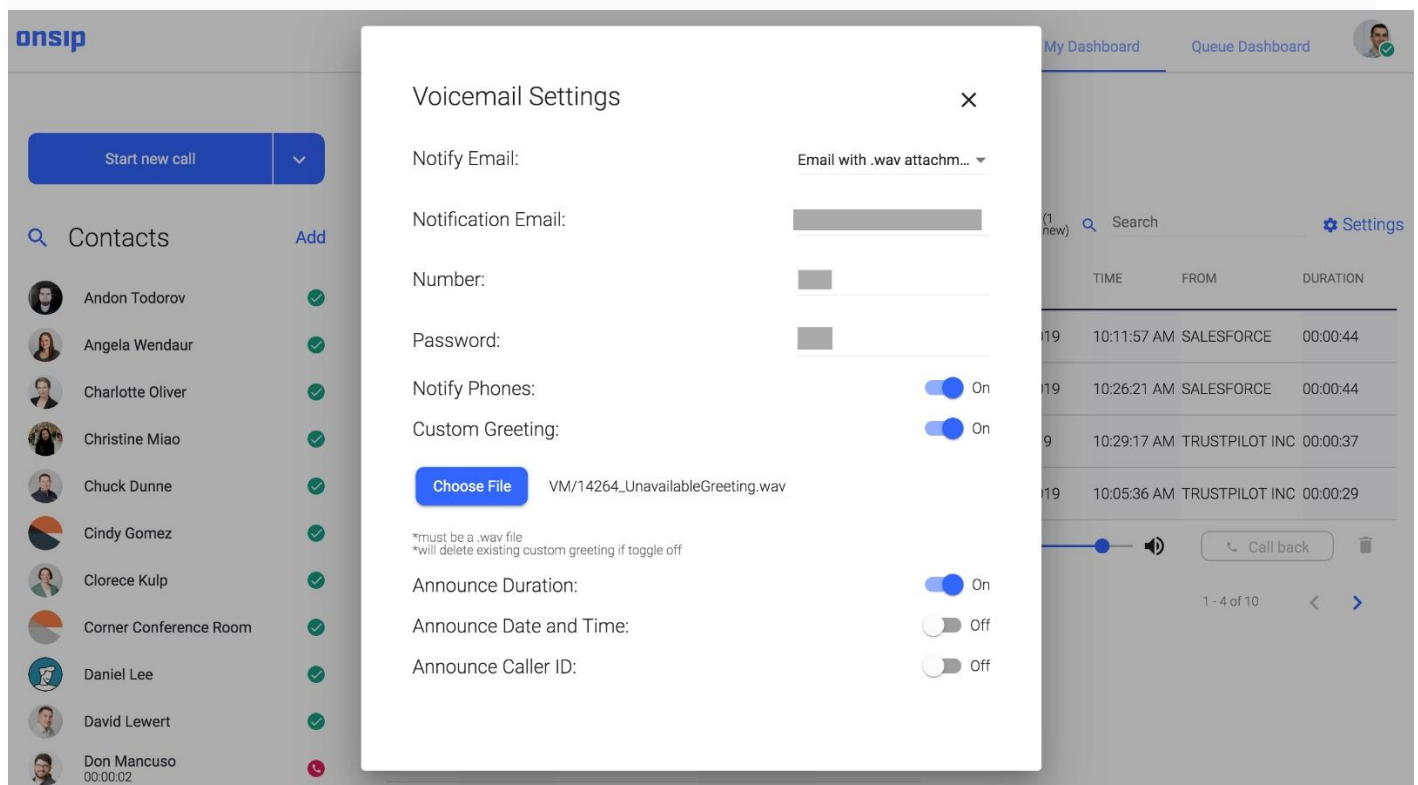
- **Notify Email**: From the dropdown menu, choose if you prefer to be notified with an email whenever a new voicemail is left for you. To enable Voicemail-to-Email for yourself, choose one (1) of the options for 'Email with .wav attachment' or 'Email with deleted .wav attachment.' Note that the 'Email with deleted .wav attachment' option will delete the message from your voicemail box after it is emailed to you.
- **Notification Email**: Enter in the email address where you want to receive new voicemail email notifications.

- **Number**: Displays your voicemail box number

- **Password**: Displays your voicemail box password

- **Notify Phones**: Switch this toggle to ON if you wish for the Message Waiting Indicator light on your desk phone to blink whenever you have a new voicemail (dependent upon the model of desk phone that you are using).

- **Custom Greeting**: Switch this toggle to ON if you wish to play a custom greeting to callers who reach your voicemail (instead of your main voicemail greeting). When this toggle is ON, you'll be able to upload a recording file by clicking on the blue 'Choose File' button.

- **Announce Duration**: Switch this toggle to ON if you wish to have the voicemail message's time length automatically announced before the playback of the message.

- **Announce Date and Time**: Switch this toggle to ON if you wish to have the date and time that the voicemail message was left automatically announced before the playback of the message.

- **Announce Caller ID**: Switch this toggle to ON if you wish to have the caller ID of the person who left the voicemail message automatically announced before the playback of the message.

Personal Call Page

The OnSIP app provides you with a unique link that you can place in your email signature and social profiles. This link sends those who click on it to a webpage where they can voice or video call you with the simple click of a mouse button. It's a free (Internet) call and a fun way to allow others to contact you!

The Personal Call Page link can be found by scrolling to the bottom Footer of the app. Simply click over the "Personal Call Page" link to read more info about it in a popup box. Click *Copy link* to send it to your customers. Your customer/friends can then paste the link in the browser bar of a new browser tab (Chrome or Firefox preferred) or window to see what your call page looks like!
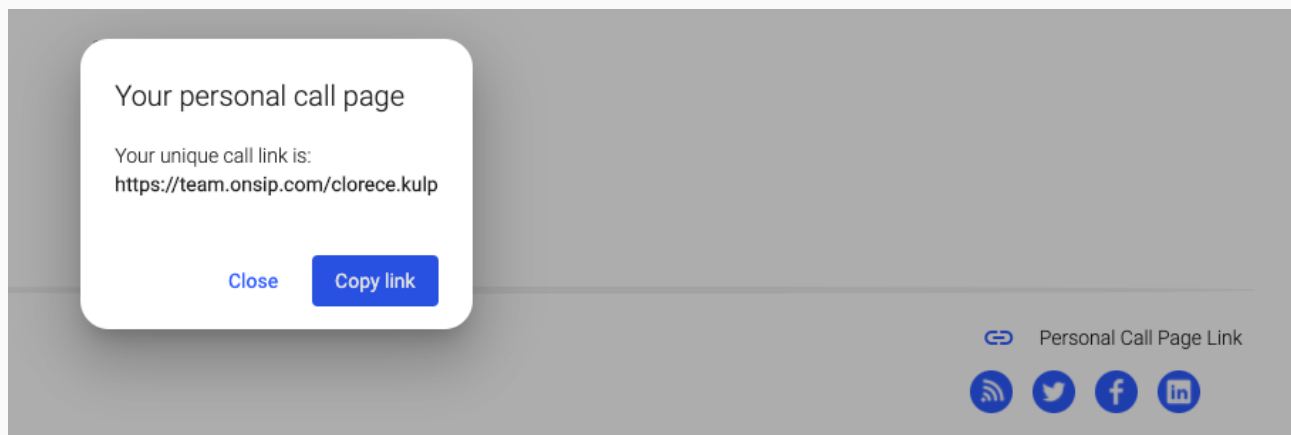
Settings Menu

You can access settings of the OnSIP app by clicking on your profile picture in the upper right corner.
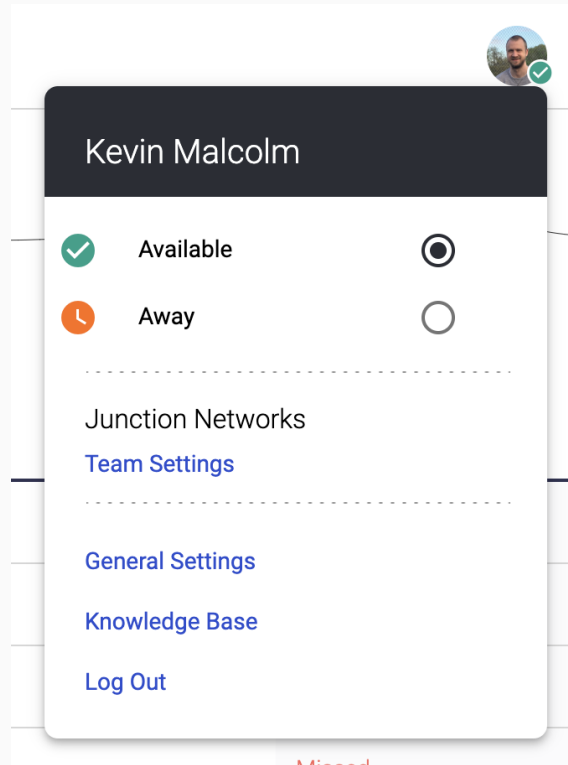
Team Settings

This page allows OnSIP account admins to add, edit, and remove other users on the account.

General Settings

- **Edit Profile**: Change your profile picture, description, social links, and other information that appears on your Contact page and Personal page.
- **Account Details**: View information associated with your account and user, reset your login password, and set your E911 location.
- **App Controls**

- App Calling: Enable/disable app calling by toggling the On/Off button. By turning off App Calling, you will no longer be able to make or receive calls using the app, you are unable to call or see the status of your Contacts, and calls to you will go to your failover if one is set.

- App Volume: Ability to adjust the OnSIP app ring volume or turn it off completely if you wish to only use the OnSIP app for presence and messaging.

- Notifications: Ability to enable browser popup notifications for a few call alerts, including when a call is hung up; when you receive an incoming call; when a call transfer is completed; when a queue alert rule has been triggered; and when you receive a new chat message.

- Inbound Ring Settings (able to be adjusted only in web or desktop, not mobile): Declare how long you want your phone to ring before redirecting to your failover option, such as a voicemail box.

- Provide Feedback: Send a message and logs directly to our development team.

- Enable/Disable Integrations: Manage OnSIP integrations for your whole company.

- Set Queue Alerts: Queue supervisors can set up Queue Alerts to be notified of important milestones.

- Third-Party Sign In - If you have a Slack account or Google and wish to log into the OnSIP app using OAuth but have changed your mind and want to disable, here is where that is done.

- **Call Preferences:**

  - SIP Addresses: SIP Aliases are listed here if you have them

  - Primary SIP Address: Your main/active SIP address (the one you used to log into the OnSIP app)

  - Automatically Answer Calls: If this is turned on, any inbound call will automatically be answered by the OnSIP app. This is not a suggested feature if you are using Queues or Group(s).

Knowledge Base

Click on the Knowledge Base link to open OnSIP's detailed Knowledgebase and Support Articles in a new browser tab.

Log Out

This is the best method to log out of the OnSIP app as opposed to just closing the tab or the application. It will prompt you to see whether or not you'd like to set yourself as "Away" first. By clicking on **'Log Out'** you are signed out of the OnSIP app.

Slack Integration

If your organization uses Slack, you can enable a Slack integration with the OnSIP app. This integration allows you to send messages from the OnSIP app to a user or channel in Slack, and vice versa. Please see our [Slack Integration Knowledgebase article](#) for more information on the feature, as well as how to enable it in your app.

Queue Dashboard: Queue Status and Queue Reports

If you have Enhanced Queues with your OnSIP account and you are a Queue Supervisor, a tab titled "Queue Dashboard" will be visible in the app's header. For more information, please see our [article on the Enhanced Queue Dashboard](#).

OnSIP Mobile app - Overview

Overview

The OnSIP mobile app is available for Apple devices (iOS 11+) and Android (6+) in their respective app stores within the United States and Canada. Simply search for 'OnSIP'.

The OnSIP Mobile app is an on-the-go business phone and complete desk phone replacement. With just your mobile phone, you can make instant HD voice and video calls to your coworkers and other contacts. The app also offers voicemail management, call history, and more.

The OnSIP app is free to use for all OnSIP customers.

Music on Hold (MOH) is not currently an available feature with the OnSIP mobile app but is in development.

Logging in

OnSIP users can log into the app with their SIP addresses and passwords.
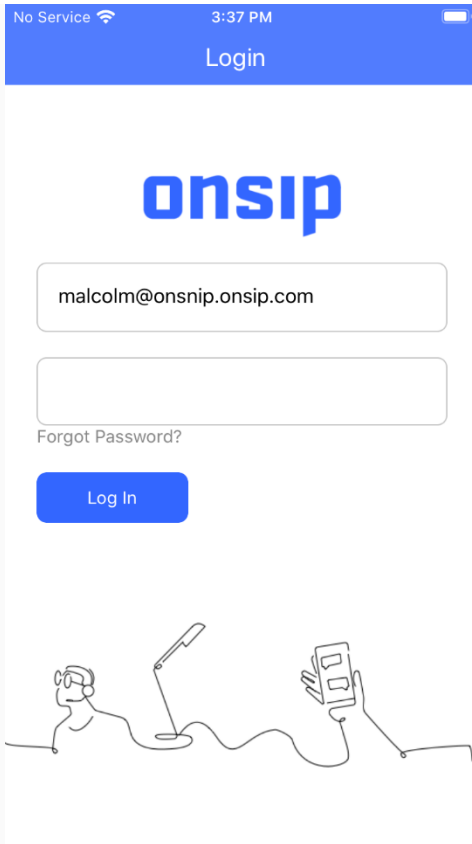
If you don't remember or have a password, click "forgot password" to set one.

Calling

The OnSIP app can make and receive calls from phone numbers, internal extensions, and other SIP addresses. Video calls can be made and received to and from other video-capable phones.

- **Answering Inbound Calls**

  An inbound call will trigger a notification within the app providing the caller ID name and phone number.

  To answer the call, select the *Accept* button that appears in the calling window. The OnSIP app will

  automatically know if the inbound call is a video or audio call, and manage it accordingly.
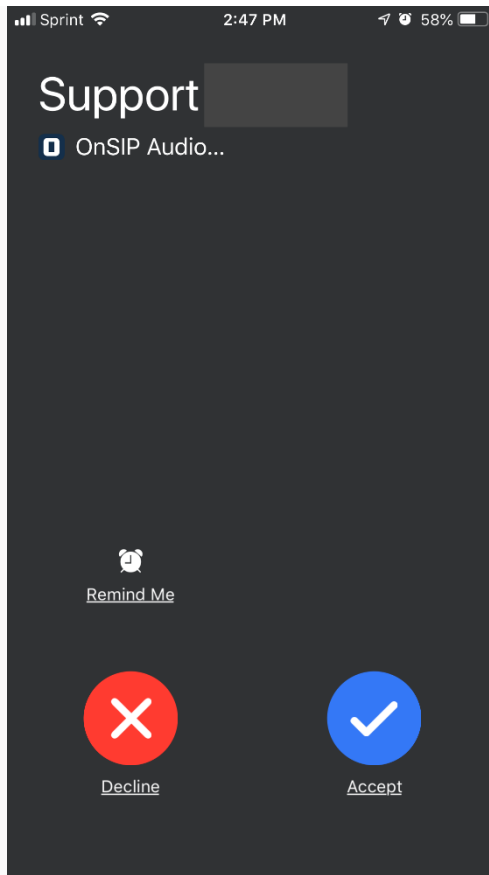
- **Call Handling Features**

  While you are on a call, you can perform these functions:

- **Mute**: Select the microphone button to mute your audio.
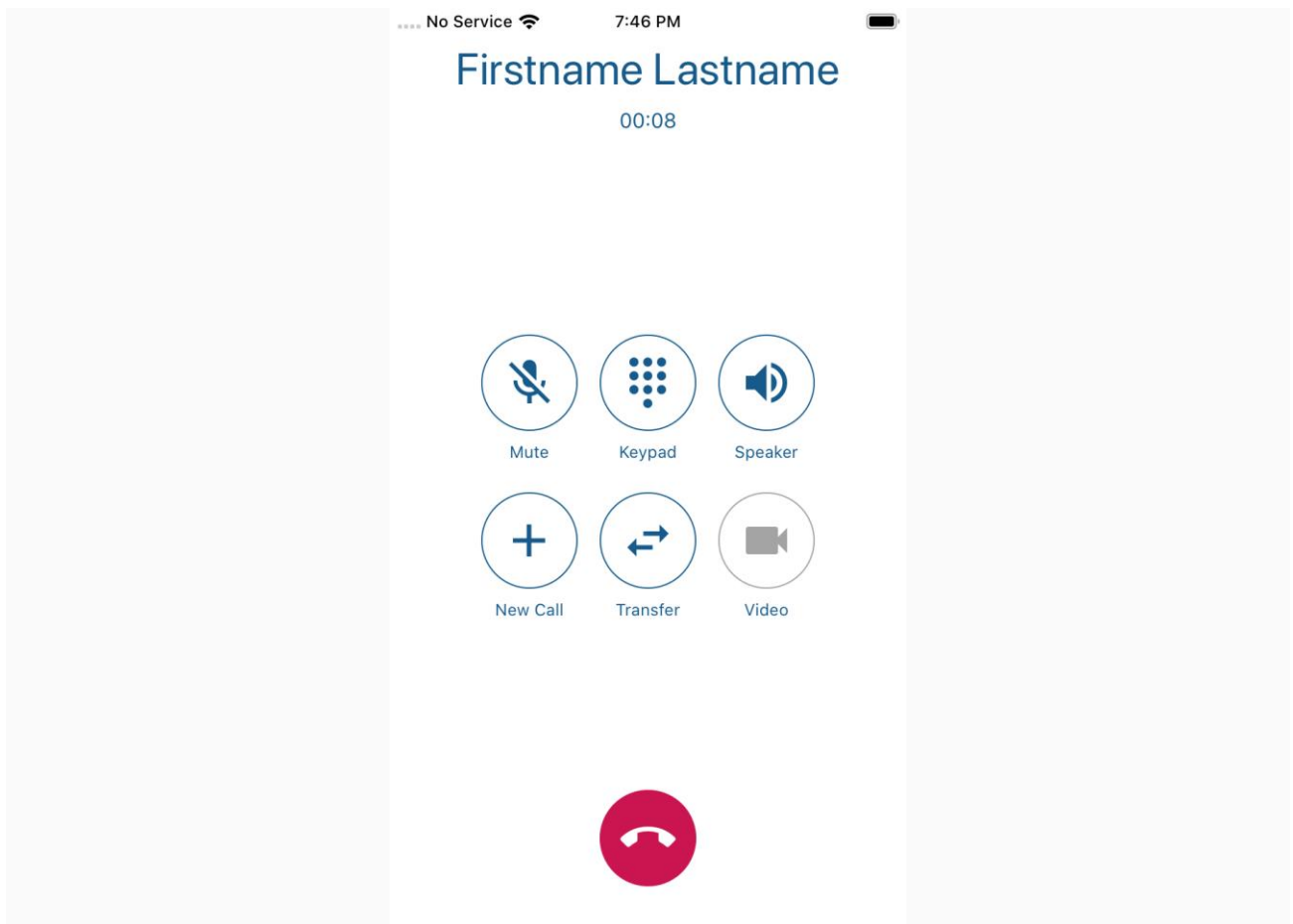- **Keypad**: Select the dial pad button to bring up a number pad (necessary if you need to enter digits for an extension, phone menu option, conference call PIN, etc.).
- **Speaker**: Select the speaker button to place the call on speakerphone.
- **New Call / Hold**: Select the New Call button to place the call on hold. To retrieve the call, click Active Call in the green banner across the top of your screen and then press the Hold button to resume the call.
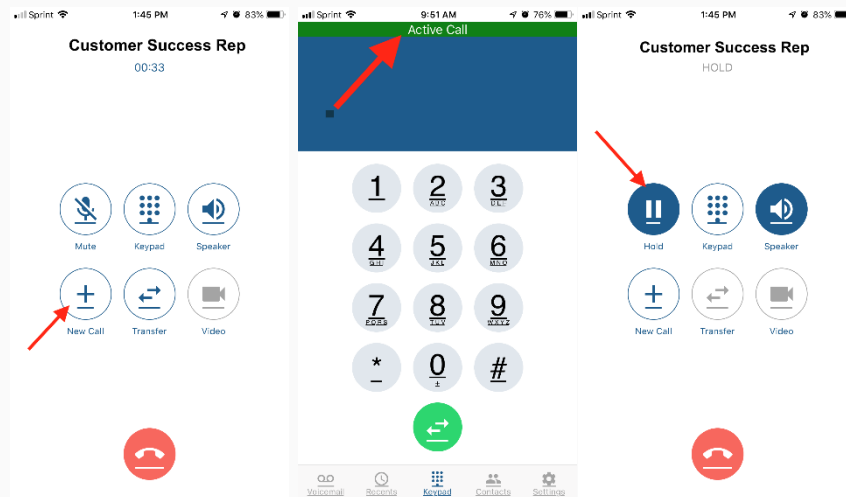
- **Transfer**: Select the opposite-facing arrows button to initiate a call transfer. Type the extension or 11 digit phone number of destination for where you want to transfer the call. The OnSIP Mobile app only performs blind transfers.

- **Video**: If you are on a video call, you can tap your screen to bring up the keypad, select the New Call button, which will then place your video on hold. To retrieve the video call, click Active Call in the green banner across the top of your screen and then press the Hold button to resume the video call. During a video call, this button allows you to flip from the front-facing camera to the rear facing camera.

- **Volume**: Use your device's volume control buttons to raise or lower the audio level in the call.

- **End Call**: To end the call, select the red button at the bottom.

- **Placing Outbound Calls**

   The OnSIP Mobile app can be used for outbound calling to phone numbers, internal extensions, and

   SIP addresses. Calling phone numbers requires the use of 11 digits, a 1 + area code + phone number.

   To place a call choose the "Keypad" icon and enter the phone number or extension. In order to make a

   video call, the person you are calling needs to be on a video-capable phone or softphone. If they do

   not, the call will become audio-only after they accept.

   If the person you wish to call is on your **Contacts** list, simply click on his/her name and select the *Voice*

   Call or *Video Call* button.

Multi-Call Management
The OnSIP app is capable of making and receiving a maximum of 2 simultaneous calls, thus acting as a multi-line phone.

When a user is on multiple calls, the calls will appear in separate lines on the phone. The active call will be marked in bold color at the top of your screen, while other calls will say "HOLD" and marked in a grayed-out color. Pressing the "SWAP" button will switch from call to call, but does not conference/merge the calls.
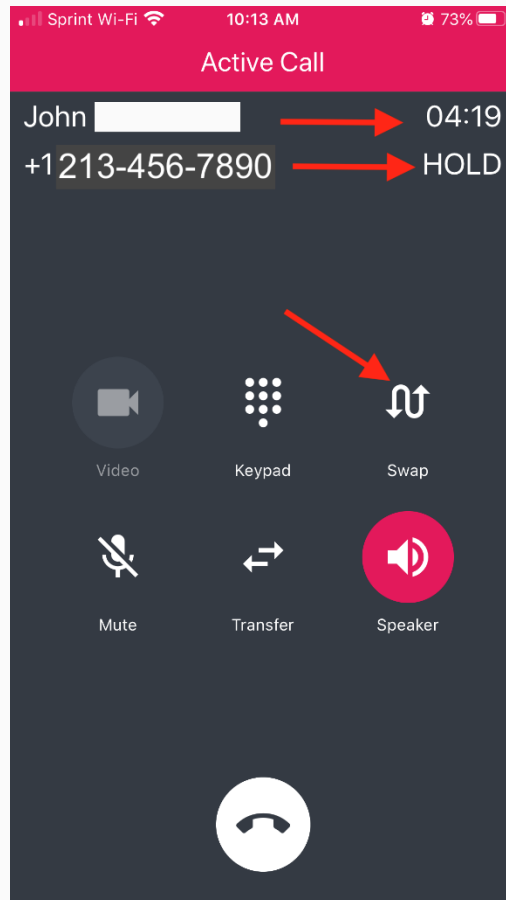
Contacts

- Upon the first login, your **Contacts** list will be a list of all users in your OnSIP organization in

  alphabetical order.

  You have the option to add custom contacts as well. These are contacts outside of your organization.

  Simply tap the "+" (plus sign) at the top and type in their name and the 11-digit phone number or SIP

address in the corresponding fields. Select the Create Contact button to add your custom contact(s) to your list.

It's also possible to call your iPhone contacts (not available for Android) by opening the contact, long-pressing the phone icon, and selecting "OnSIP" as the method of calling them.

- **Favorites**

  As a first step, we recommend filling your Favorites with the coworkers you call the most. Not only does it save you a few taps every time you go to call them, but it also has the added benefit of real-time presence information.

  You have the option to select your **Favorite** contacts as well (both customized and within your organization). To do so, tap the "+" (plus sign) at the top, select your favorites, tap the "+" (plus sign) again, and tap on "Yes" in the Add X contact to Favorites? popup.

- **Removing Contacts**

  You can only remove custom contacts from your directory. To delete/remove your custom contacts, tap the trash can icon and the option to select all unwanted custom contacts presents itself. You can not delete OnSIP organization contacts that are automatically uploaded to your list.

  To remove contacts from your Favorites list follow the same procedure in the Favorites tab. Tap the trash can icon, select the contacts you wish to remove from your Favorites list, then tap the trash can icon again, and confirm.

- **Presence / Icons next to Contacts in Favorites**

  A green (checkmark) icon tells you that the person is logged into the OnSIP app and is available to receive calls. A red icon (with a phone handset) tells you that the person is currently busy on another call. An orange icon (with clock hands on it) tells you that the person is currently away and cannot receive calls. There will not be an icon next to a customized contact (someone you added that is not within your OnSIP account).
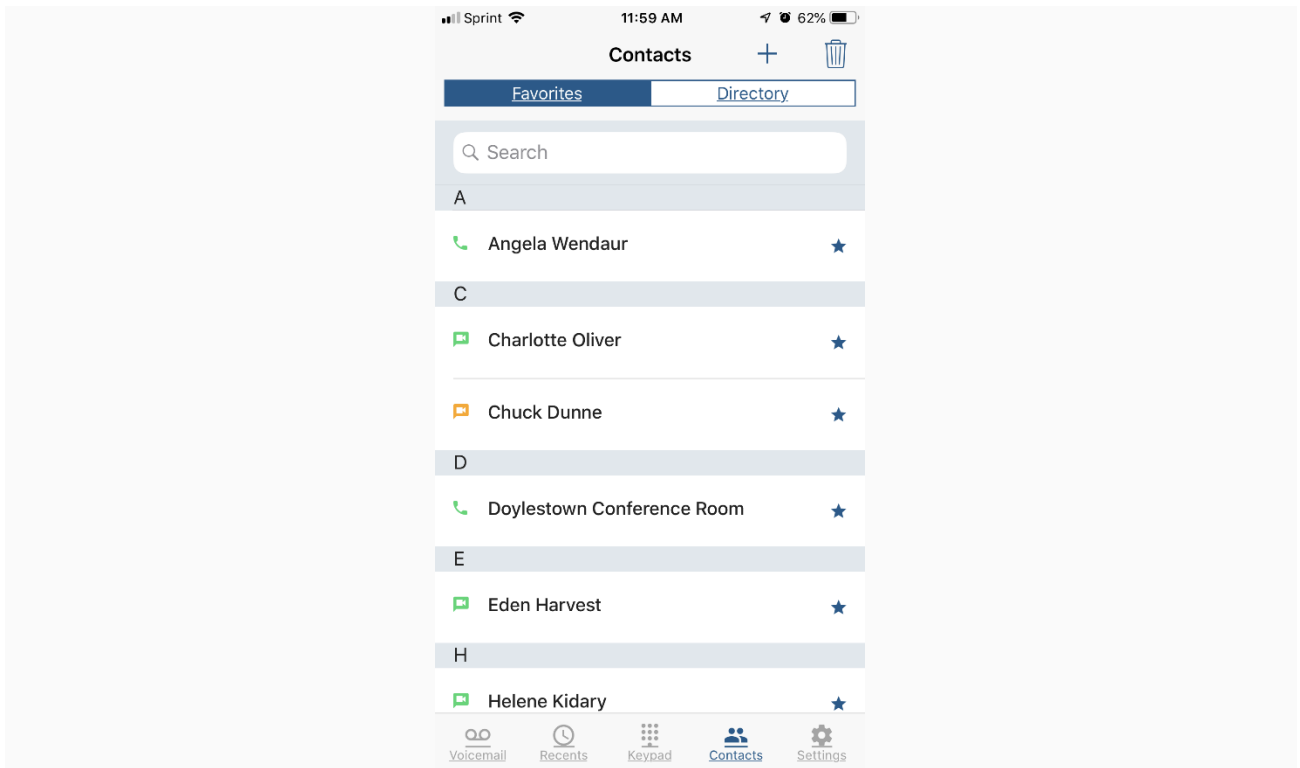
Recent Calls

Recent Calls displays all calls made and received (if you are the 'bill to' User)dating back to January 2015. Calls are arranged by day, with each call listing the caller ID of the call, the time of the call, and the TO and FROM caller information (TO = up arrow, FROM = down arrow). To **redial**, select a call from the list and click on the option for Voice Call (or Video Call).

If the OnSIP app is open and misses a call, the call log will reflect the call initially but will clear after a given amount of time if the OnSIP app is refreshed, or if the User logs out/back into the OnSIP app.

If the OnSIP app is closed or re-loaded at any point and/or the status automatically clears (this can not be adjusted and it's typically only a few minutes), only the 'Bill-To' user for that number will see the calls. This acts much like a desk phone (e.g. Polycom) - if the desk phone misses the call, you will see it as a missed call, but if the phone is unplugged or offline - you will not see the missed call.

Settings
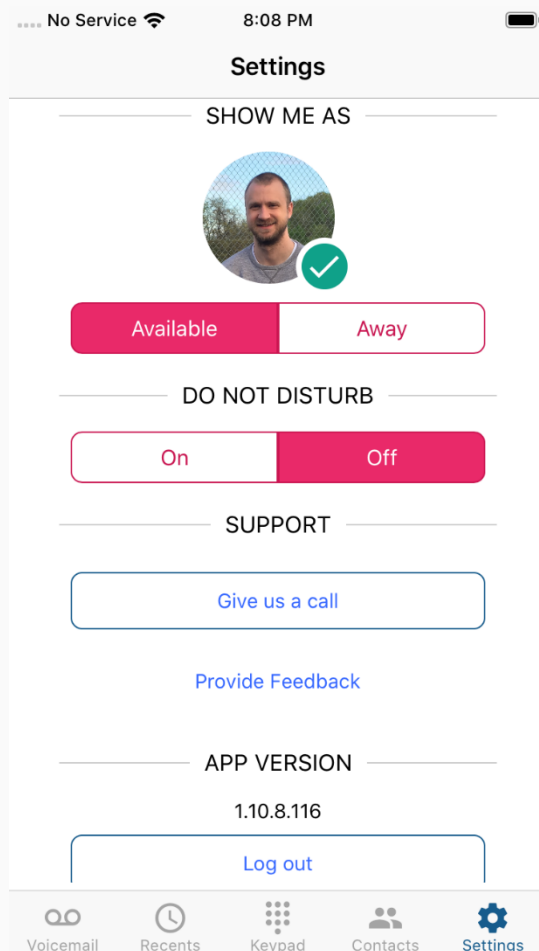
- **Available/Away**: This toggle, as well as the icon next to your photo, indicates your Global Availability setting. This setting affects all devices you are registered to and syncs between desktop, web and mobile. Setting yourself to "Away" will prevent any of your devices from ringing, sends all incoming calls directly to your failover, and prevents your user from appearing in any **sayso** topics until you become "Available" again.

- **Do Not Disturb**: Unlike Global Availability (Available/Away), this is a "local" setting. If Do Not Disturb is turned on in the mobile app, the mobile app will not ring when your user is called. If you are logged into the desktop/web app or registered to a desk phone, those devices are unaffected by this setting. Do Not Disturb is useful if you are sitting at your desk and don't want multiple devices ringing upon calls.

- **Call Support**: Allows you to reach our Customer Success Team directly

- **Provide Feedback**: Sends feedback directly to our Development Team

- **Log Out**: This button logs you out of the mobile app completely

Voicemail

If you have a voicemail box, Voicemail allows you to access your messages. When you have a new message, an indication will appear next to the 'Voicemail' icon, and the new voicemail message will have a small red circle at the top left corner of the message. To listen to your messages, simply tap on the voicemail message you wish to hear, and a drop-down will appear. You can play the message, call the person back, or delete the message from your mailbox.

All of your new and saved voicemail messages are arranged by date in one interface, with caller name, phone number, and time of message displayed. Tap to listen, tap to call back, and tap to delete (including "delete all"). If your voicemail notification is set to "delete after sending" there will be no messages in your voicemail; they are in your email.