iPhone
Installation Guide

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This documentation referd to:
Software Version 2.8 or higher for the iOS iPhone App
Software Version 13.111 or higher for the MedTel Cloud PBX

Introduction

The MedTel Cloud Softphone App is the extension of the MedTel Cloud PBX to the Apple iPhone giving you Fixed Mobile Convergence with Hold and Transfer of calls and presence information for colleagues. Enjoy all the benefits of the MedTel Cloud from your iPhone.

> • Single number for both fixed and mobile devices. •Incoming calls to your fixed desk phone are automatically routed to your smart phone.
> • Dial from your smartphone contacts list or the PBX phone book.
> • All outgoing calls from your smart phone App use your fixed Calling Line Identity number on the MedTel Cloud system.
> • See the status of colleagues in real time.
> • Busy on mobile device status is indicated to other users.
> • Call history - missed calls, received calls, dialled calls.
> • Manage your voicemails.
> • The PBX may be programmed to send all your app calls over IP or to the GSM network when you are off site and over Wifi on your LAN.
> • Flip during a call from VoIP to GSM service or the other way, depending on signal quality

For detailed user instructions on the system phone functionality of the app, please refer to the Excutive IP Phone manual at http://www.medtelservices.com/product-manuals/

 For instructions on browser based function key programming, please refer to the browser based user programming and call handling guide at same address.

Installation

The next step is to download the app from the App store onto your iPhone.

 To install the App on your iPhone, tap the App Store on the home page of the iPhone and search the App store for 'Medtel Phone'.

Tap the INSTALL button. You will need a valid iTunes account.
During the download you will be asked to input the password of your iTunes account as shown below. The progress of the download is indicated with the App icon and the word 'Loading…'shown underneath:
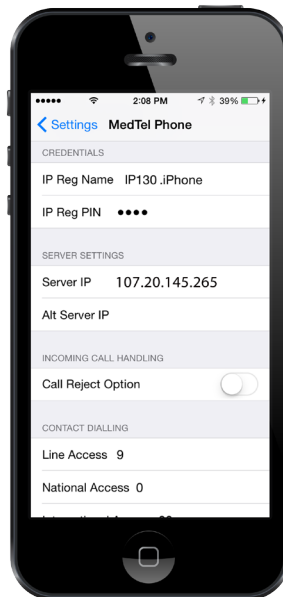
Programming

Now you must program your user details into the App to allow it to register to the MedTel Cloud System. Ask the MedTel Cloud system administrator for your Registration name and PIN. These can be found on the MedTel Cloud system page 'IP Phone Registration' under 'User Settings'. You will also need the Server IP Address which is the local IP address of the MedTel Cloud system on the LAN.

Tap the Settings icon on the home page of the iPhone and scroll to the bottom of the Settings page and tap the icon 'MedTel Phone'. This will open the Credentials page where you can enter your details.

In the field 'IP Reg Name', enter your IP registration name followed by the suffix '.iPhone' as shown. The suffix allows the MedTel Cloud system to distinguish between the iPhone and your desk phone for example. (Note: you should also add the suffix '. desk' to your registration name in your desk phone. This can be done by pressing and holding the menu key for 5 seconds and entering the suffix after the registration name in 'Registration Info').

Programming

Enter your IP Registration PIN in the field 'IP Reg PIN'.

If you are registering to an MedTel Cloud based PBX, type in the address of the system in the 'Server IP' field. The address is usually of the form 'mycompany.mdspbx.com' and can be obtained from the system administrator. Do not insert www before the address.

Exit settings and tap on the 'MedTel Phone' icon to open the App which will now register with the Med-Tel Cloud system.

You can now make and receive calls on you softphone in exactly the same way as on your fixed MedTel Executive IP phone.

Using the MedTel Phone App

The smartphone app brings all the features of the MedTel Cloud Executive IP Phone to your iPhone and you can use it in the same way. However there are a few additional features of the smartphone such as:

- Dial from your smartphone Contacts list
- Using the GSM network with your Softphone

Dialling from your Smartphone Contacts list

Press and hold the green off-hook key.

This allows you to select a contact from your smartphone list and to dial this contact directly.

Programming

Program FLIP to GSM Key from User Portal

The MedTel Cloud system may be programmed to send all your app calls over the GSM network when you are off site and over Wifi on your LAN. During a call you can flip from VoIP to GSM or vice versa, depending on signal quality. In order use this feature you need to program a key on your soft-phone which you can find in your Programing Keys Guide.

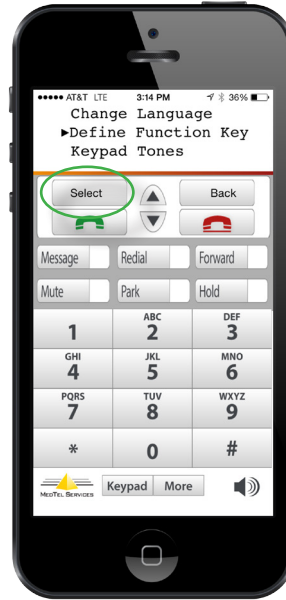# Programming

Program FLIP to GSM Key on the Mobile App

Alternatively, you can do this on the app by following the steps below.

Select the Menus Button

Using the Arrows Scroll down to Phone Settings and tap the Select Button

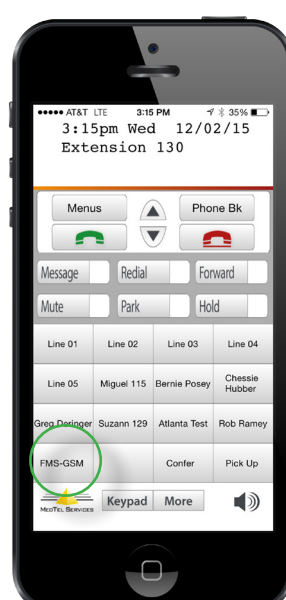Scroll down to Define Function Key and tap the Select Button

Scroll down to ReDefine Keys and tap the Select Button

Scroll Down to an Undefined Key and tap the Select Button

Using the Arrows Scroll down to FMS (Flip to GSM) and tap the Select Button

When you are on a call you now will have the option to flip between VoIP and GSM by pressing the function key which you have defined here.

Compatible iPhones

Compatible iPhones

iPhone 5S

> slide to unlock

iPhone 6

9:41 AM   100%

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