



TIME CLOUD COMMUNICATIONS

User Guide for Android Devices



Contents

1. Getting Started
2. Main Screen
 - 2.1 Keypad
 - 2.2 Quickdial
 - 2.3 History
 - 2.4 Contacts
 - 2.5 Messages
3. Settings
 - 3.1 Account Setup > Web Self Care
 - 3.1.1 Web Self Care > Settings
 - 3.1.2 Web Self Care > Call Forwarding
 - 3.1.3 Web Self Care > Call Distributions
 - 3.1.4 Web Self Care > Calls
 - 3.1.5 Web Self Care > Messages (Voicemail)
 - 3.2 Preferences
 - 3.2.1 Ringtones
 - 3.2.2 Call Recording
 - 3.2.3 Number Rewriting
 - 3.2.4 Address Book Matching
 - 3.2.5 Sound
 - 3.2.6 Controls

1. Getting Started

To get started, download the app on your smartphone and you're on your way!

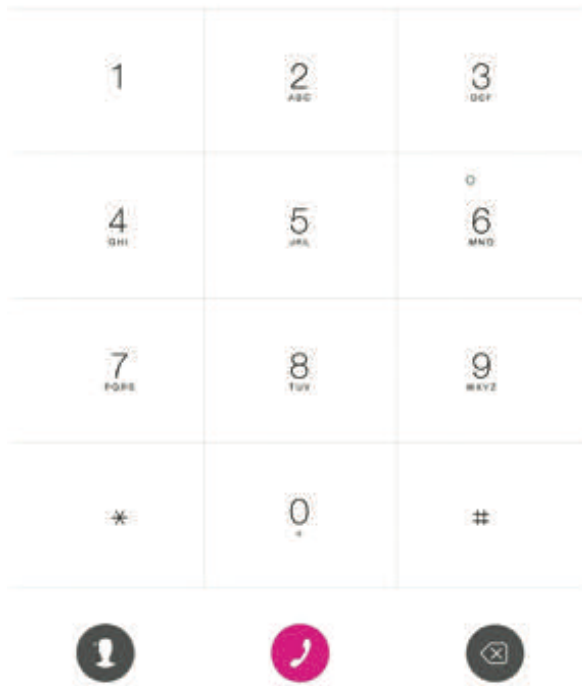
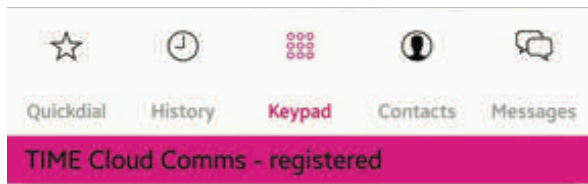
Download it [here](#) or search for **TIME Cloud Comms** on your Play Store application.



TIME CLOUD COMMUNICATIONS
User Guide for Android Devices

2. Main Screen

2.1 Keypad



1. TIME Cloud Comms status bar is displayed as *'Registered'* if you're connected successfully.
2. To make a call, dial the complete telephone or extension number directly.
3. If you have received a voice mail message, the voice mail button will appear.
4. To find out your assigned extension number, dial ***14** and it will be played back.

Main Screen

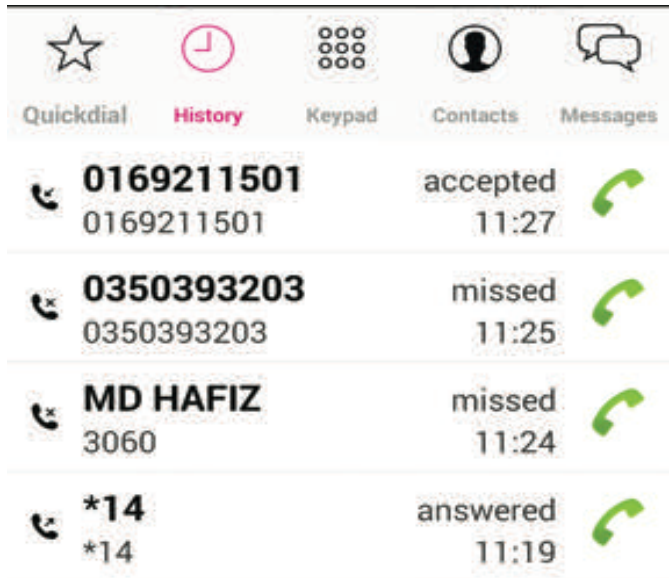
2.2 Quickdial



1. Select the “**Quickdial**” button.
2. Press on an available “Add Contact” icon to add a new contact.
3. A new page will pop up for you to enter the contact details.

Main Screen

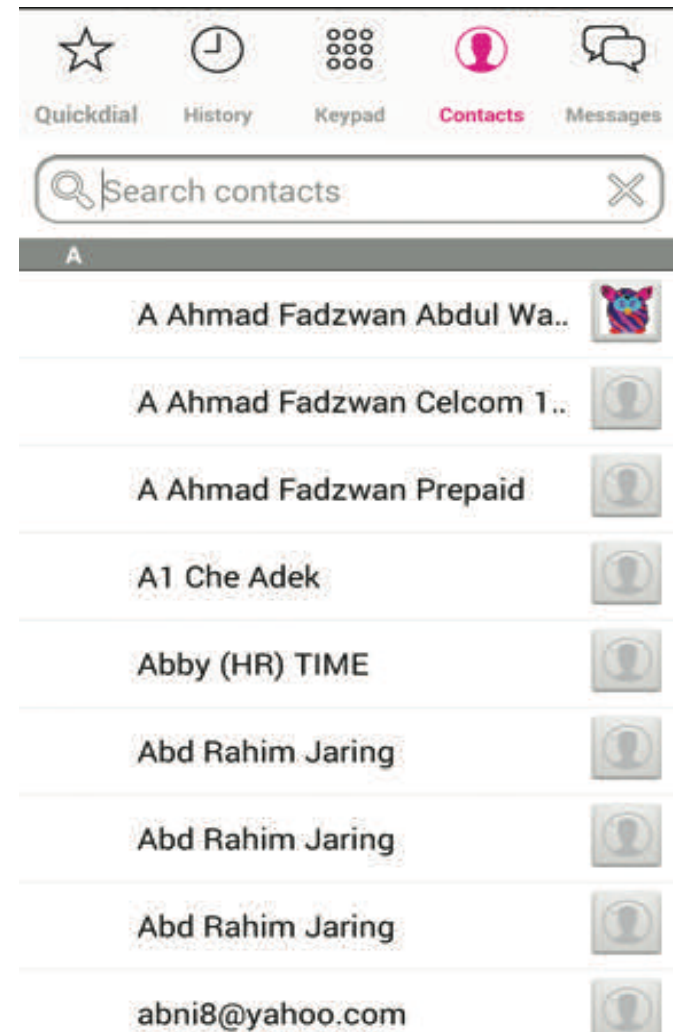
2.3 History



History: Displays call history.

Main Screen

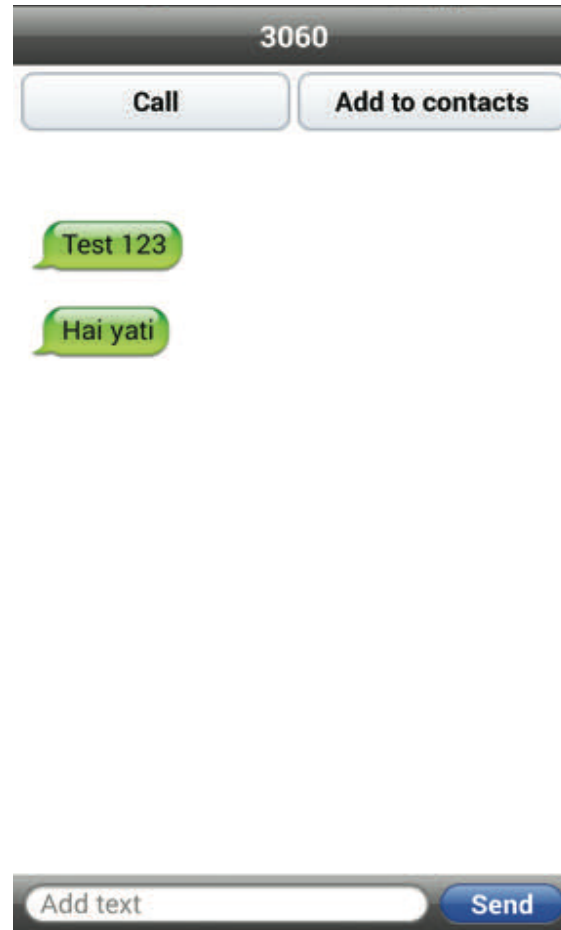
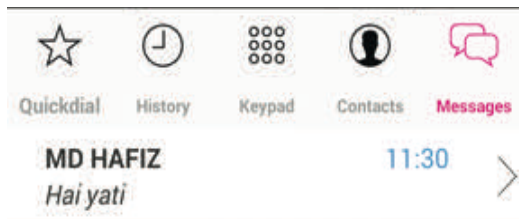
2.4 Contacts



1. Press the “**Contacts**” button to browse through the phonebook.
2. Select the Menu button to add a new contact.

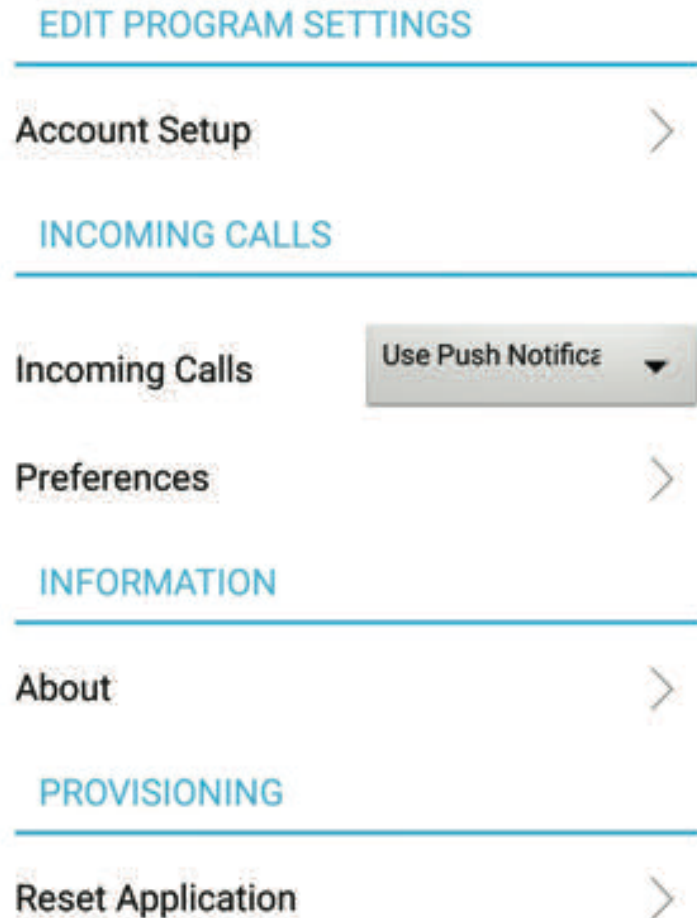
Main Screen

2.5 Messages



1. Select the “**Messages**” button to go to the Messages page.
2. To compose a new message, select the Menu button.
3. Enter the extension number or search from the phonebook to send a message to the intended recipient.
4. Only TIME Cloud Comms users can send and receive messages via this platform.

3. Settings

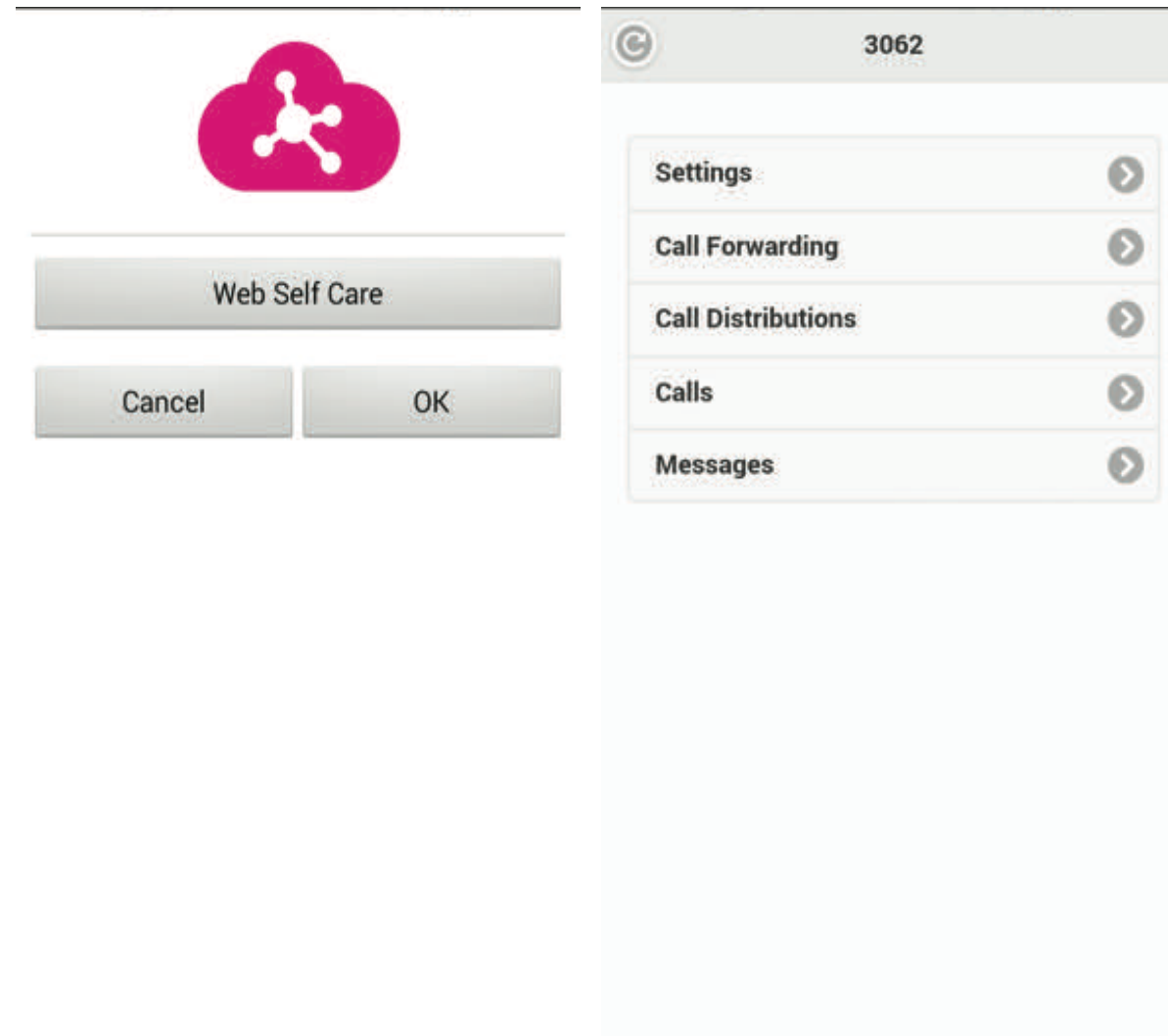


Go to “**Settings**” on the keypad page.

- **Account Setup:** Access to the Web Self Care.
- **Incoming Calls:** If this is not activated, you will not receive calls when the app is in the background mode.
- **Preferences:** Configures Ringtones, Voice, Call Recording, Number Rewriting, Video Call and Network.
- **About:** Displays the app info.
Reset Application: Wipes out the Account Provisioning from the app. A new account can be provisioned after that.

Settings

3.1 Account Setup > Web Self Care



Click the “**Web Self Care**” button to manage your own account.

- **Settings:** Update the assigned account name.
- **Call Forwarding:** Update your Call Forwarding preferences.
- **Call Distributions:** Add a call distribution entry.
- **Calls:** View your call log details.
- **Messages:** Check your voice messages.

Settings

3.1.1 Web Self Care > Setting

The screenshot shows the 'Settings' screen with the following elements:

- Back** button (top left)
- Settings** title (top center)
- Name** field: NORHAYATI JAMIL
- Language** field: English
- Username** field: tcc_0350303000_3062
- Change Password** button
- Save** button (bottom right)

1. Enter a new name in the “**Name**” field.
2. Select “**Change Password**” to update your Web Self Care password.
3. Click “**Save**” button to complete.
4. The name will be displayed when you call another TIME Cloud Comms number.

Settings

3.1.2 Web Self Care > Call Forwarding

Back Call Forwarding

Always >

Busy VoiceMail >

No Response VoiceMail >

Not Available VoiceMail >

Do Not Disturb

Reject Anonymous Calls

Save

1. Forwarding Destination could be a Number, Voicemail or an Announcement.
 - **Always:** All calls will be forwarded unconditionally to your preset destination.
 - **Busy:** All calls will be forwarded to your preset destination when your line is busy.
 - **No Response:** All calls will be forwarded to your preset destination when there is no answer.
 - **Not Available:** All calls will be forwarded to your preset destination when your line is unreachable.
2. Select “**Do Not Disturb**” to reject all incoming calls.
3. Select “**Reject Anonymous Calls**” to reject calls with unknown numbers.
4. Press the “**Save**” button to complete.

Settings

3.1.3 Web Self Care > Call Distributions

- Call Distributions is an advanced feature that allows the you to control the behaviour of how calls are terminated on your line.
- For example, it is possible to set up a new Call Distribution entry to have your TIME Cloud Comms number activated on your desk phone and the mobile app at the same time.
- In the event that you are outside the office and not available to pick up the telephone call, you will still be able to receive the call via your mobile app.

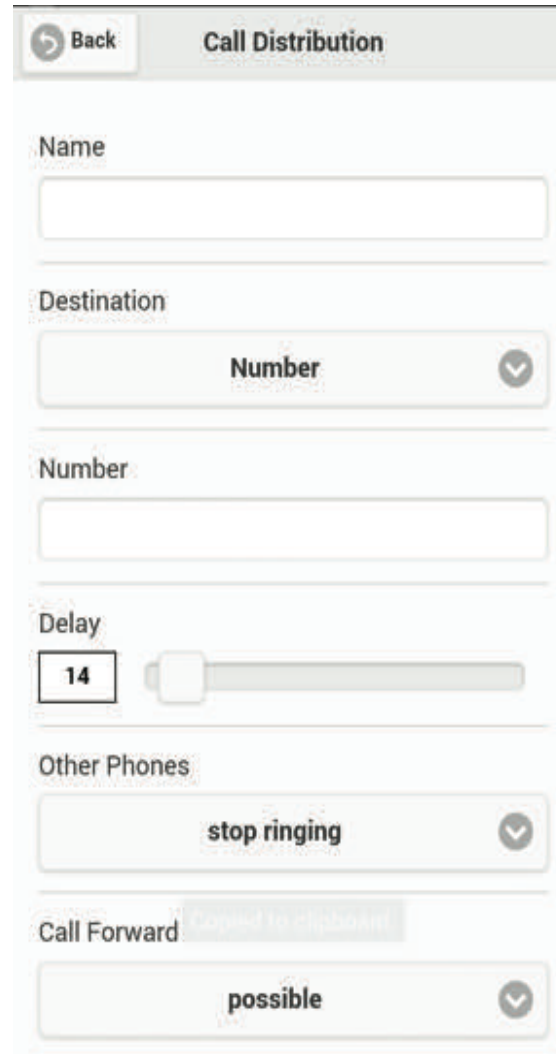
Settings

3.1.3 Account Setup > Call Distributions



Back Call Distributions

+ Add ...



Back Call Distribution

Name

Destination

Number

Delay

14

Other Phones

stop ringing

Call Forward Copied to clipboard

possible

1. Press the “**Add**” button to start.
2. Configure the details of your destination and rules.
3. Press “**Save**” to complete.
4. Repeat step 1 – 3 to configure more call call distributions.

Settings

3.1.4 Web Self Care > Calls

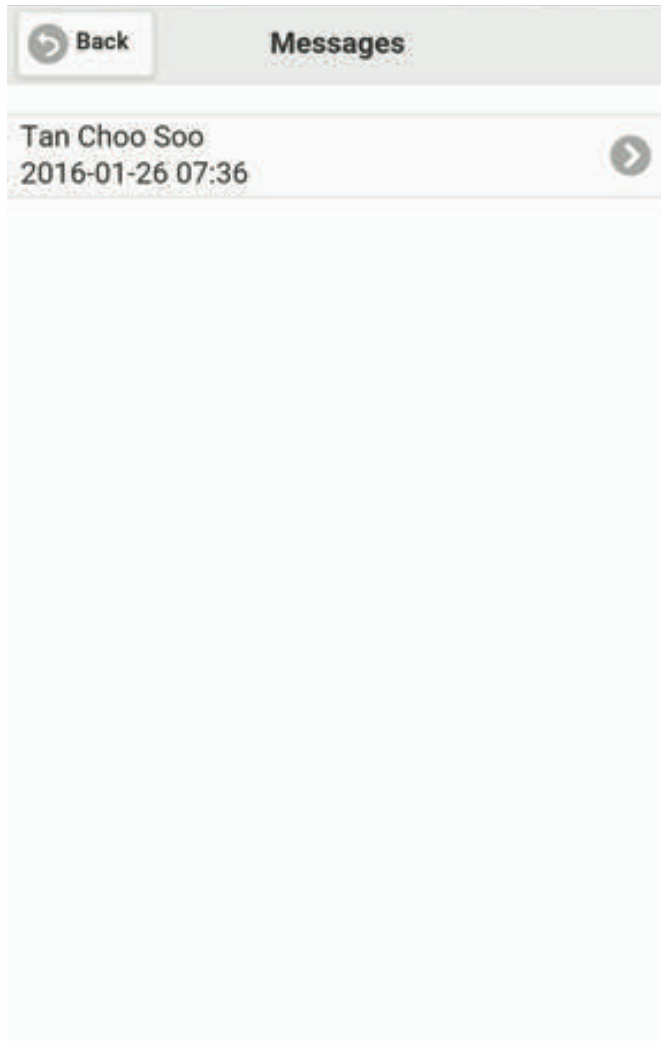
Back		Calls	
2015/12/10 11:27	00:00:07	0169211501	
2015/12/10 11:25	00:00:00	0350393203	
2015/12/10 11:24	00:00:00	3060	

Press any one of the call logs to view the call details.

Settings

3.1.5 Web Self Care > Messages (Voicemail)

Select a log to play the voicemail.



Settings

3.2 Preferences

Preferences	
Ringtones	>
Call Recording	>
Number Rewriting	>
Address Book Matching	>
Sound	>
Wi-Fi Settings	>
Other	>
Controls	>

Ringtones: Change the ringtone of incoming calls.

Call Recording: This feature enables call recording on the device.

Number Rewriting: Set rules and actions to dial numbers.

Address Book Matching: Set rules and actions to match the incoming Caller Line ID in the TIME Cloud Comms app and the local address book.

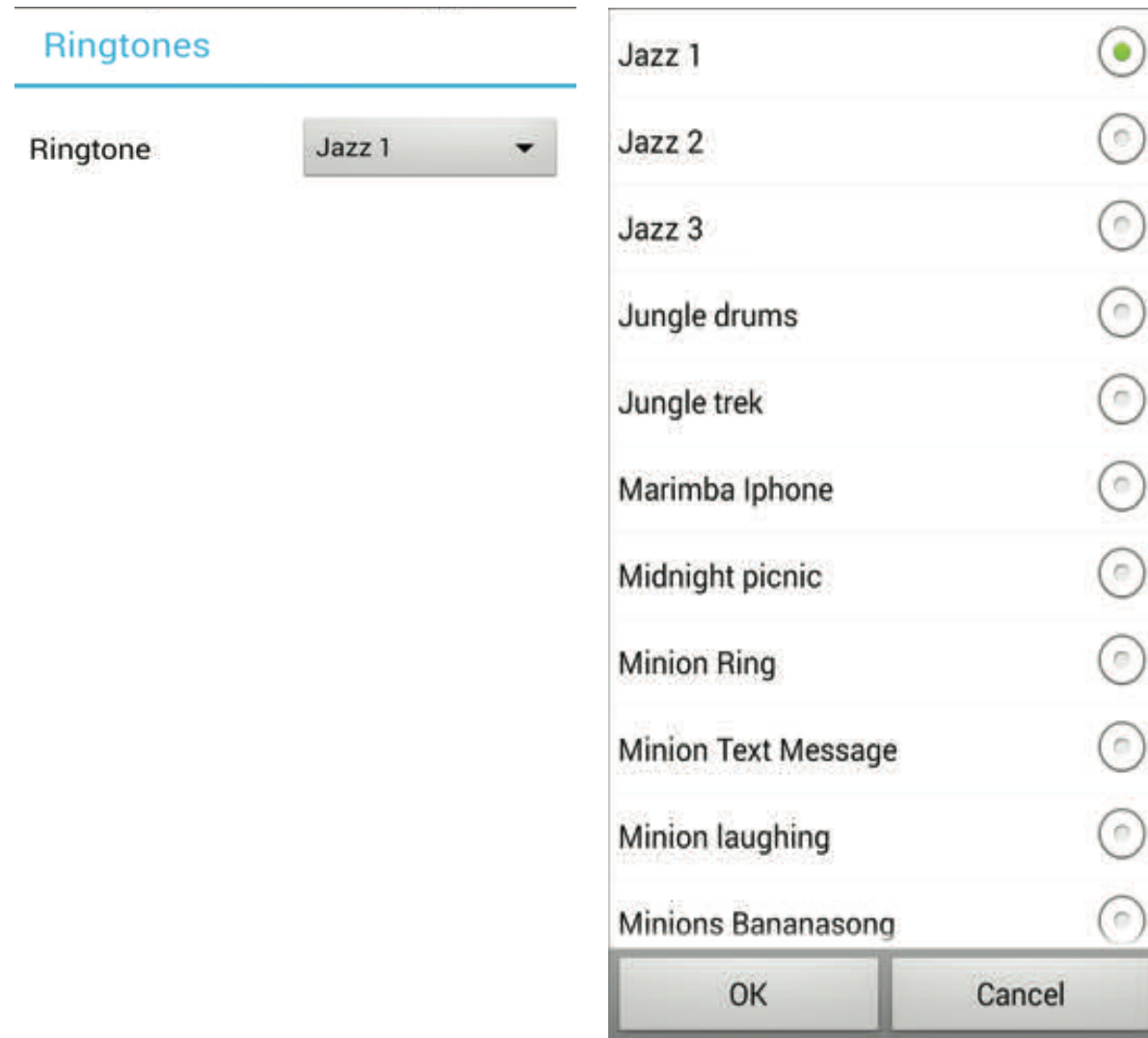
Sound: Configure advanced voice features (not recommended to change).

Wi-Fi Settings: Select Wi-Fi preferences for TIME Cloud Comms app usage.

Controls: Determine the settings of outgoing native calls and incoming GSM calls.

Settings

3.2.1 Preferences > Ringtones



To change the call ringtone, click on the dropdown menu and select a new ringtone from the list.

Settings

3.2.2 Preferences > Call Recording

Call Recording

Record All Calls

When enabled, all SIP phone calls will be recorded automatically

Multichannel

When checked, every participant will have his/her own track in the wav file. Uncheck to save space.

Delete After

keep forever



Time to keep recorded conversations

Warning Beep

Beeps every 15 seconds to notify the remote party that the conversation is being recorded

Email Address

name@example.c

Record All Calls: All incoming calls conversation will be recorded.

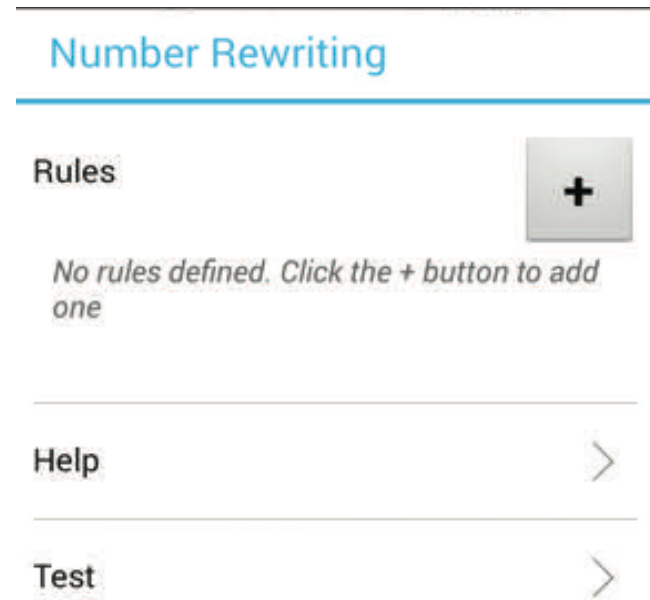
Multichannel: Enables all participants call recording.

Delete After: Duration to keep recorded conversations.

Warning Beep: Generates beeps every 15 seconds to notify the called party that the call is being recorded.

Settings

3.2.3 Preferences > Number Rewriting



Click the “+” icon to start adding new rules and actions.

Press “**Help**” for more details on the rules configuration.

Settings

3.2.4 Preferences > Address Book Matching



Click the “+” icon to start adding new rules and actions.

Press “**Help**” for more details on the rules configuration.

Settings

3.2.5 Preferences > Address Book Matching

Sound

Echo Cancellation

Helps when the party you are talking to reports echo

Noise Suppression

Enables background noise suppression

Remember Audio Route

Remembers the last call's audio route

Playback Boost



Microphone Level



Speaker on Display Down

Automatically turn the speaker on when the device is laid display down unless a headset or a handsfree is connected. Won't work if the device has no accelerometer.

Keypad Sounds

Tones heard when typing on the keypad, DTMF tones should work even when unchecked

Advanced Sound Settings >

Additional low-level settings which may help to solve audio problems on some Android devices

Echo Cancellation: Enables echo cancellation.

Noise Suppression: Enables background noise suppression.

Remember Audio Route: Remembers the last call audio route.

Playback Boost: Increases the volume played from your device.

Microphone Level: Increases your speech volume to the far-end party.

Speaker on Display Down: Automatically turn the speaker on when then device is laid display down unless a headset or a handsfree is connected. This feature will not work if the device has no accelerometer.

Keypad Sounds: Tones heard when typing on the keypad.

Settings

3.2.6 Preferences > Controls

Controls

Handle outgoing native calls: Never

On GSM Call do nothing

Behavior in situation when incoming GSM call interrupts a VoIP call

Show Country Flag

Enable to show the flag and 3 letter code of the country when + and the country code is set.

CONTACTS

Show contacts without number

Handle Outgoing Native Calls:

- Never – Make an outgoing call using your GSM network.
- Ask – You will be prompted to select either the TIME Cloud Comms app or your own GSM provider to make the outgoing call.
- Always – Make an outgoing call using the TIME Cloud Comms app.

On GSM Call:

- Do Nothing – An incoming call via your GSM provider will still ring even when you are connected to a TIME Cloud Comms call.
- Put Call on Hold – Place the ongoing TIME Cloud Comms call on hold when you pick up an incoming GSM call.
- Play Message – A message will play to the TIME Cloud Comms caller / called party to notify that you are on a GSM call.

Show Country Flag: Displays the country flag of the called party.

Show Contacts without Number: Only shows contact name without the number when an outgoing call is made.