



TIME CLOUD COMMUNICATIONS

User Guide for iOS Devices



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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 App Store application.



2. Main Screen

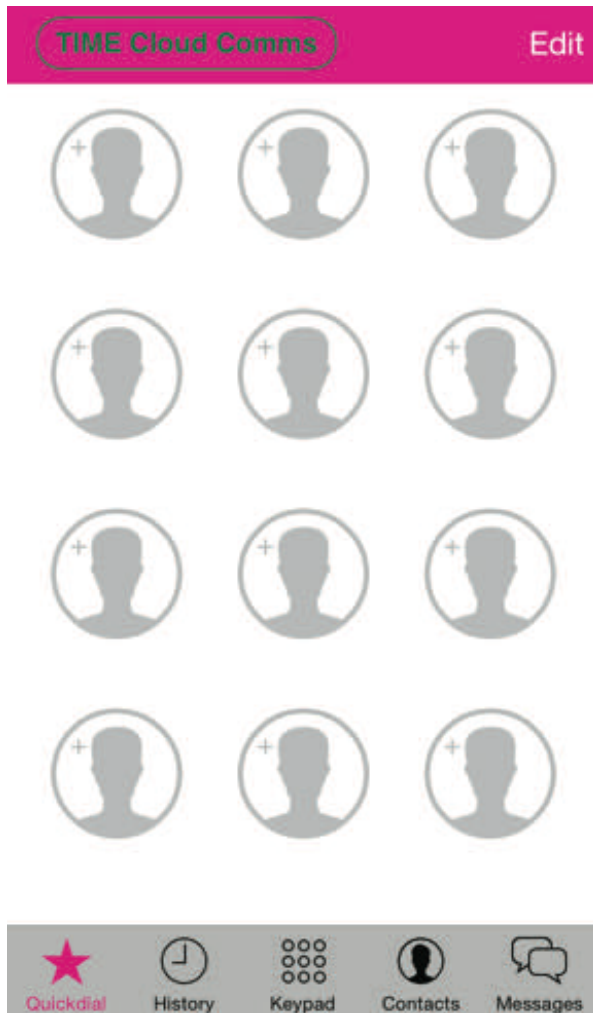
2.1 Keypad



1. TIME Cloud Comms status bar is displayed in green 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

The image displays three screenshots of the TIME Cloud Comms app's call history screen. Each screenshot shows a header with 'TIME Cloud Comms' and an 'Edit' button. Below the header are three tabs: 'All', 'Missed', and 'Recorded'. The first screenshot shows the 'All' view with three call entries: 0193263066 (answered, 5:39 pm), Alvin work (2 calls, 3:38 pm), and ROSLI JOHARI (missed, 10:32 am). The second screenshot shows the 'Missed' view with two entries: Alvin work (missed, 3:38 pm) and ROSLI JOHARI (missed, 10:32 am). The third screenshot shows the 'Recorded' view with a '0 / 0' indicator. At the bottom of each screenshot is a navigation bar with icons for Quickdial, History, Keypad, Contacts, and Messages.

To review the call history, select the “**History**” button.

- **All:** Displays all call logs.
- **Missed:** Shows all missed calls.
- **Recorded:** Shows recorded calls for playback. You can record all calls by activating this feature in the settings. Alternatively, you can record a call by pressing the record button during a call.

The image displays three screenshots of the app's bottom navigation bar. Each screenshot shows five icons: a star for 'Quickdial', a clock for 'History', a keypad for 'Keypad', a person for 'Contacts', and a speech bubble for 'Messages'. In all three screenshots, the 'History' icon is highlighted with a red circle, indicating it is the active screen.

Main Screen

2.3.1 History > Edit

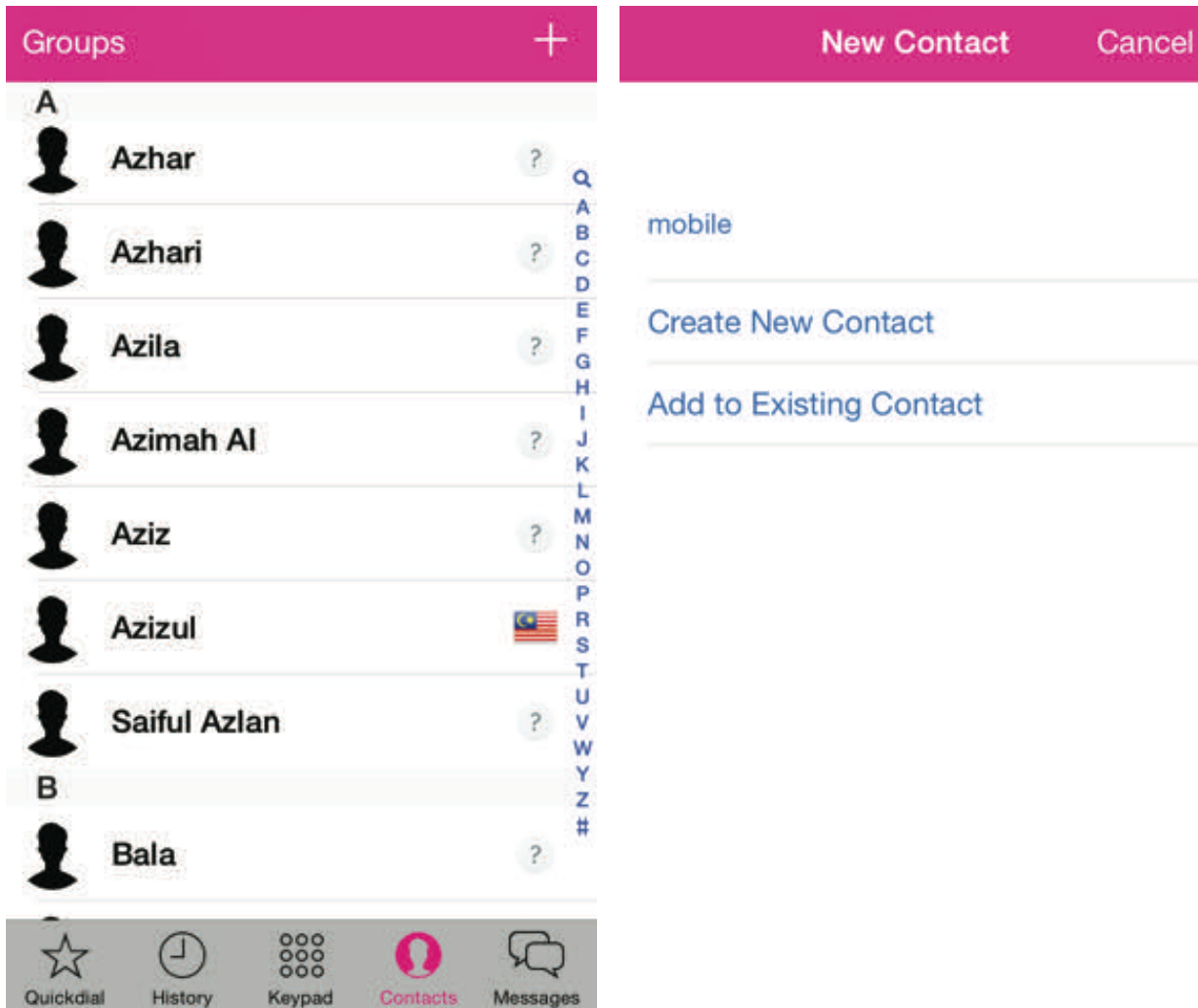
The image displays two side-by-side screenshots of the TIME Cloud Comms app's call history screen. The left screenshot is in the 'Edit' state, and the right is in the 'Done' state. Both screens show a list of call logs with columns for contact name, status, and time. In the 'Edit' state, a red minus sign is visible to the left of each log entry. In the 'Done' state, these minus signs are replaced by red circles, and a 'Delete All' button appears at the bottom of the list. The top of each screen has a header with the app name and a button labeled 'Edit' or 'Done'. Below the header are filter tabs for 'All', 'Missed', and 'Recorded', and a search bar. At the bottom, there is a navigation bar with icons for Quickdial, History, Keypad, Contacts, and Messages.

| Contact | Status | Time |
|------------|-----------|-----------|
| 1300887899 | (3 calls) | 4:37 pm |
| Norsaleha | missed | 4:32 pm |
| 3072 | answered | 3:35 pm |
| 1300887899 | (3 calls) | yesterday |
| 0162211800 | (2 calls) | Saturday |
| 50393133 | answered | Friday |
| 50393261 | answered | Friday |
| 0350393261 | accepted | |

1. Press on the “**Edit**” button to remove a log.
2. Select the log you would like to remove.
3. Press on “**Done**” button to complete.

Main Screen

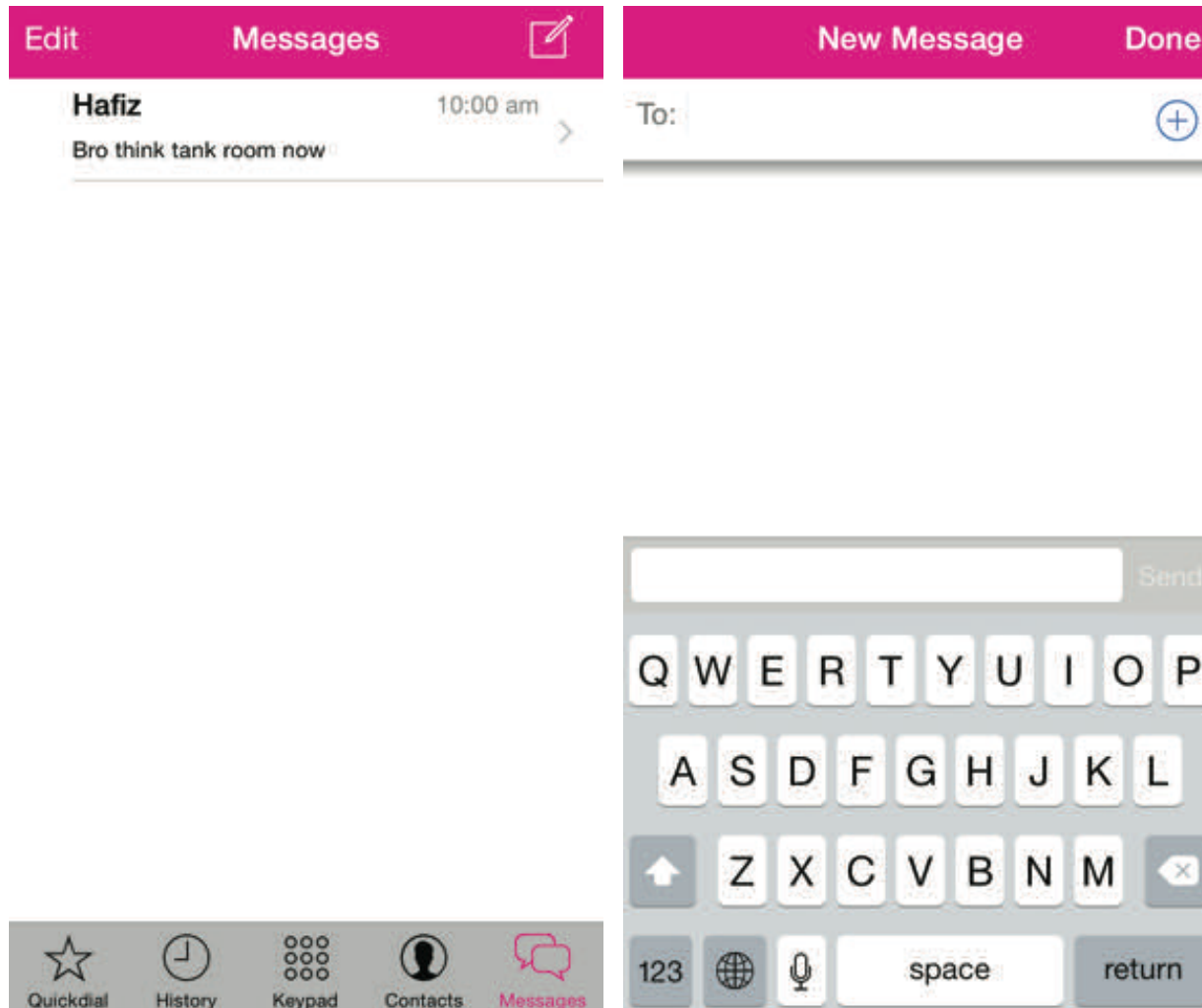
2.4 Contacts



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

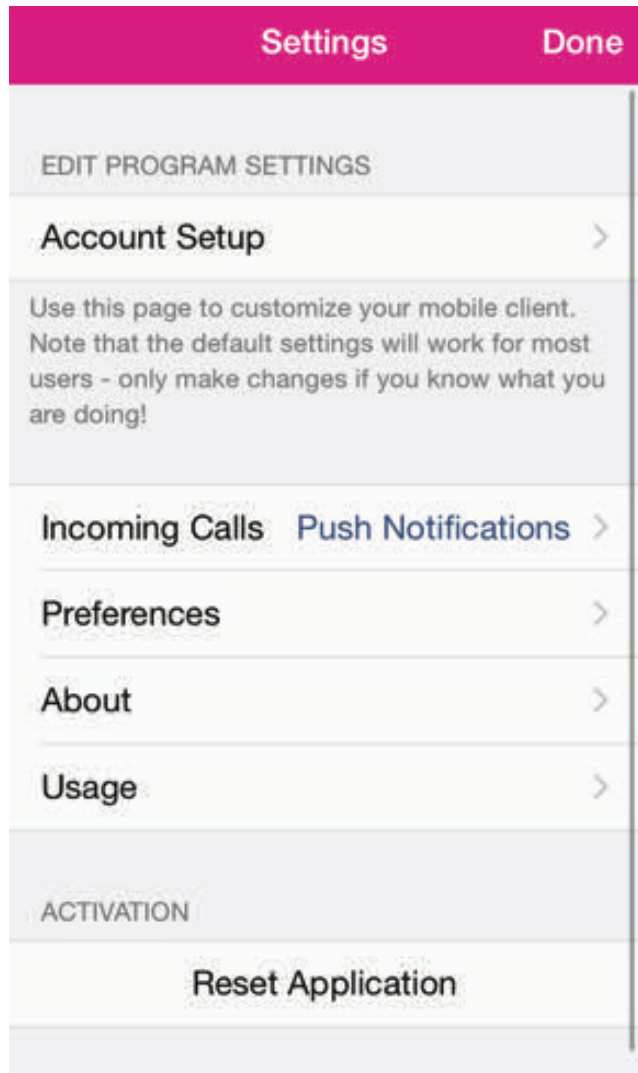
Main Screen

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

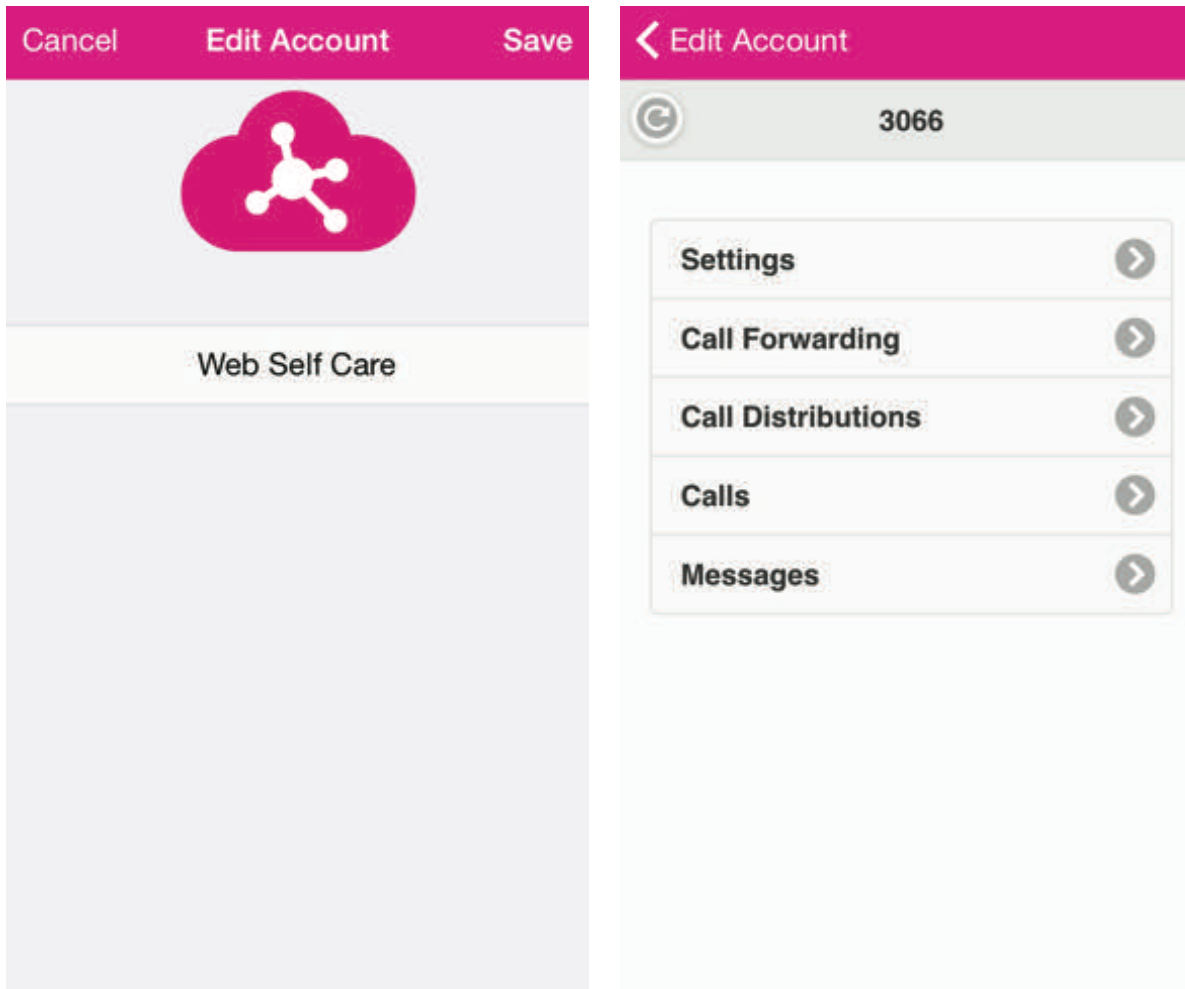


Go to “**Settings**” on the keypad page.

- **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 the app info.
- **Usage:** Displays and resets the usage summary.
- **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

← Edit Account

Back Settings

Name
Tan Choo Soo

Language
English

Username
tcc_0350303000_3066

Change Password

Save

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

← Edit Account

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.

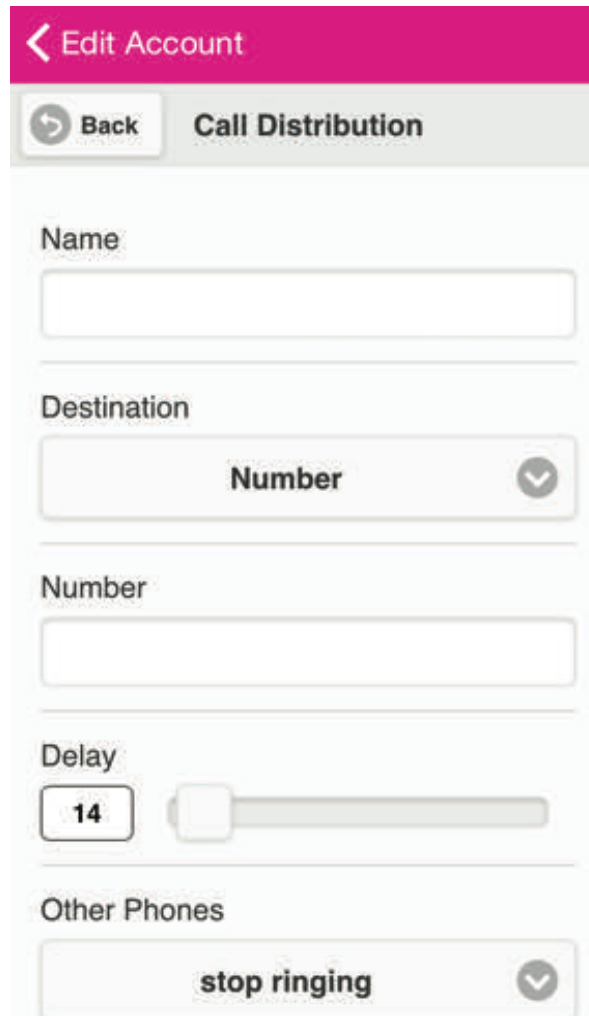
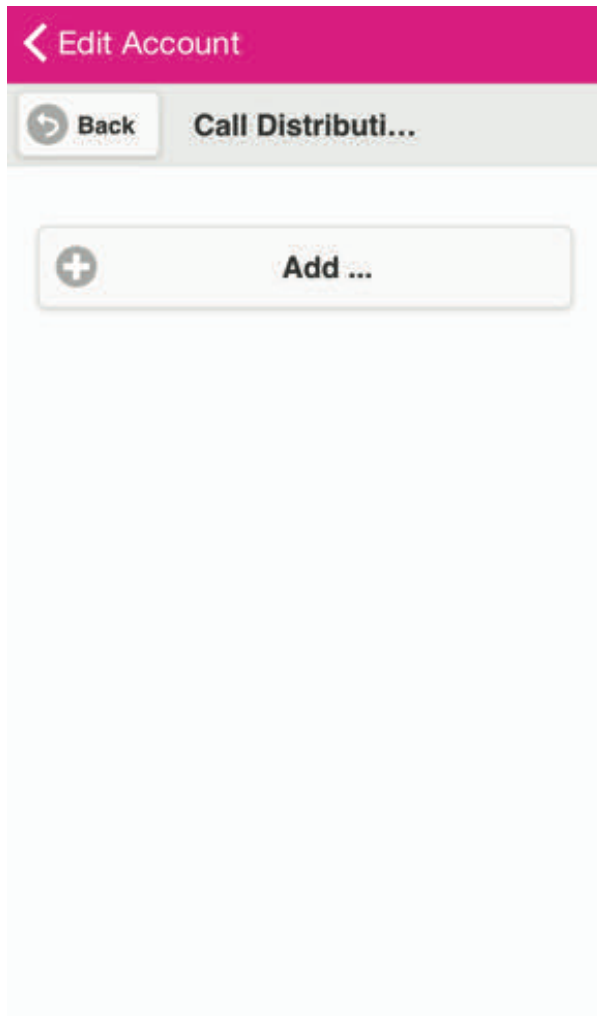
Settings

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

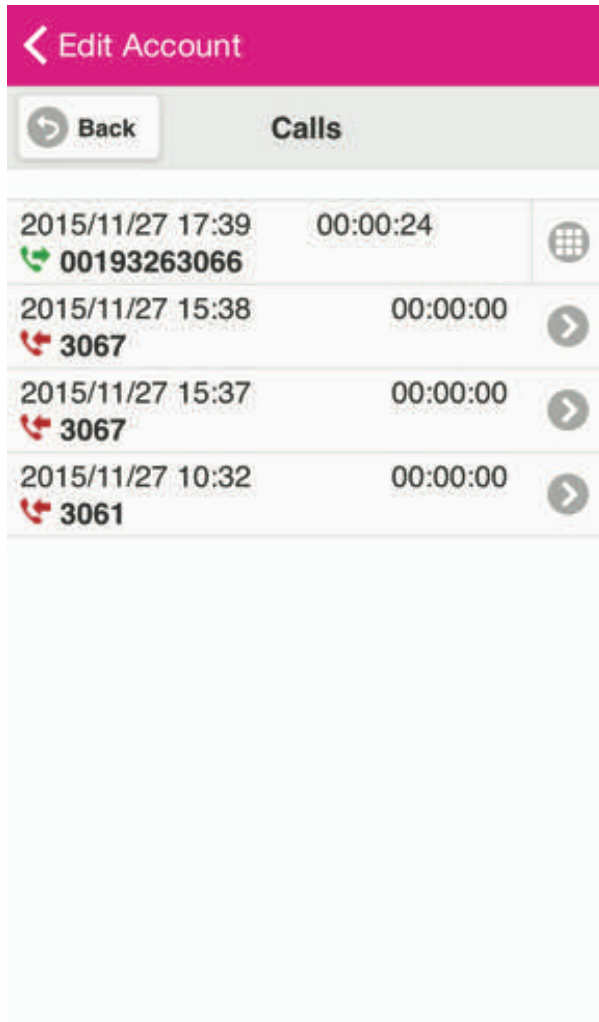
3.1.3 Account Setup > Call Distributions







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



| ← Edit Account | | |
|---------------------------------|----------|---|
| Back | Calls | |
| 2015/11/27 17:39 00193263066 | 00:00:24 |  |
| 2015/11/27 15:38 3067 | 00:00:00 |  |
| 2015/11/27 15:37 3067 | 00:00:00 |  |
| 2015/11/27 10:32 3061 | 00:00:00 |  |

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

Settings

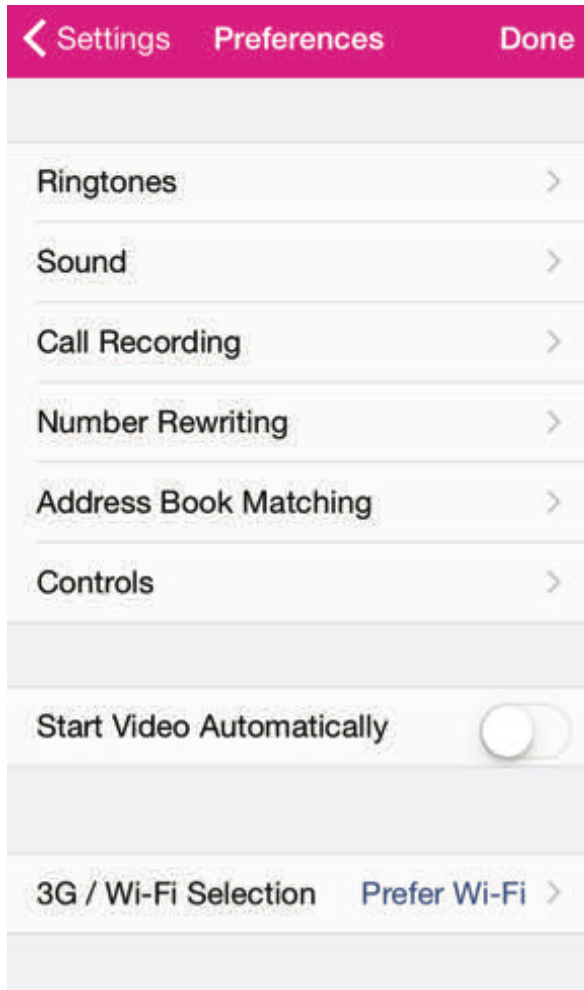
3.1.5 Web Self Care > Messages (Voicemail)

Select a log to play the voicemail.



Settings

3.2 Preferences



Ringtones: Change the ringtone of incoming calls.

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

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.

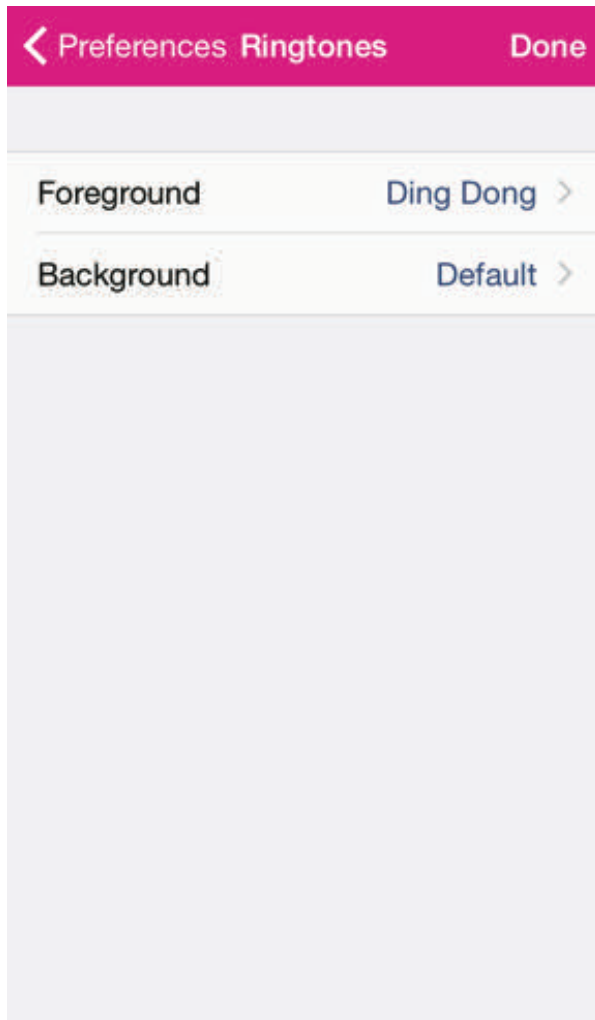
Controls: Determine the settings of outgoing native calls and incoming GSM calls.

Start Video Automatically: Allow incoming video call to start automatically.

3G / Wi-Fi Selection: Select Wi-Fi preferences for TIME Cloud Comms app usage.

Settings

3.2.1 Preferences > Ringtones

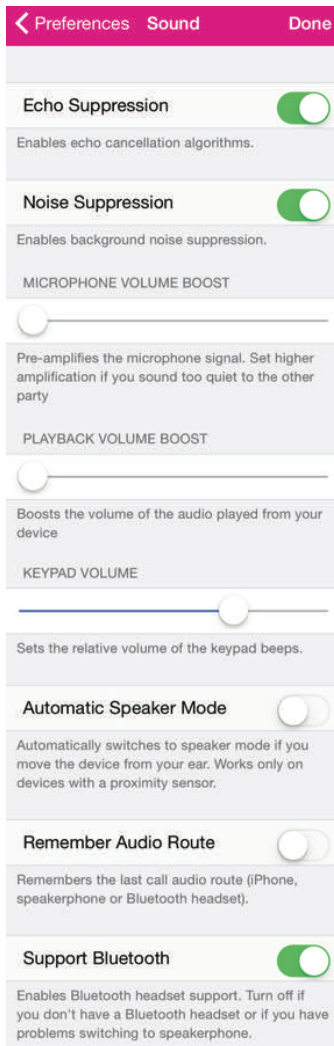


Foreground: Change the incoming call ringtone when app is launched.

Background: Change the sound for push notifications when the app is in the background.

Settings

3.2.2 Preferences > Sound



Echo Suppression: Enables echo cancellation.

Noise Suppression: Enables background noise suppression.

Microphone Volume Boost: Increases your speech volume to called party.

Playback Volume Boost: Increases the volume played from your device.

Keypad Volume: Sets volume of the keypad beeps.

Automatic Speaker Mode: Automatically switches to speaker mode if the device is moved from your ear.

Remember Audio Route: Remembers the last call audio route.

Support Bluetooth: Enables Bluetooth headset support.

Settings

3.2.3 Preferences > Call Recording

< Preferences Call Recording Done

Record All Calls

When enabled, all phonecalls will be recorded automatically

Multichannel

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

Delete After keep forever >

Time to keep recorded conversations

Warning Beep

Makes a beep every 15 seconds to notify the remote party that the conversation is being recorded

< Back Delete After

keep forever ✓

1 week

2 weeks

1 month

2 months

3 months

6 months

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

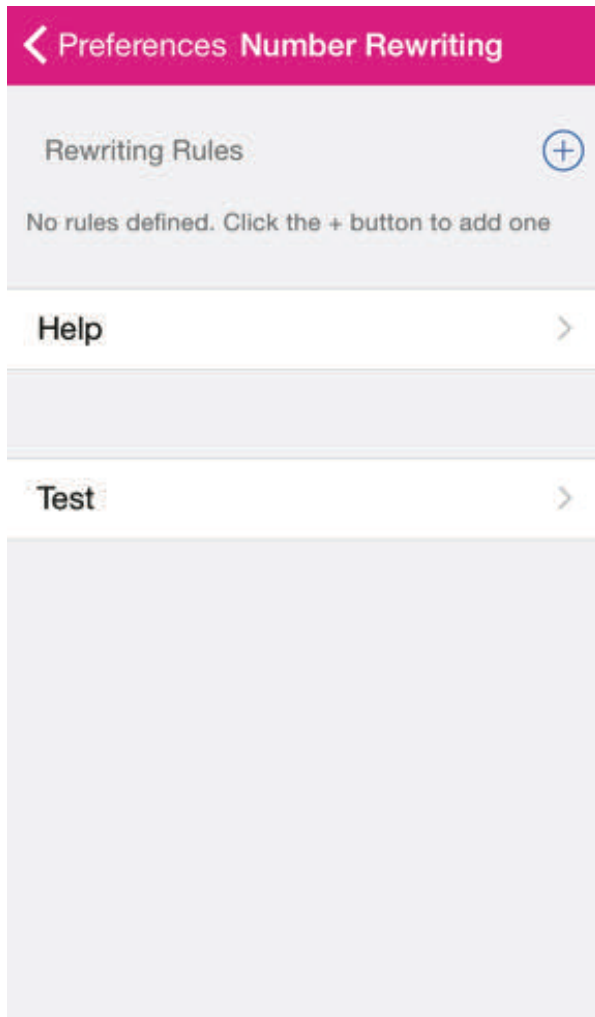
Multichannel: Enables all participants call recording.

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

3.2.4 Preferences > Number Rewriting

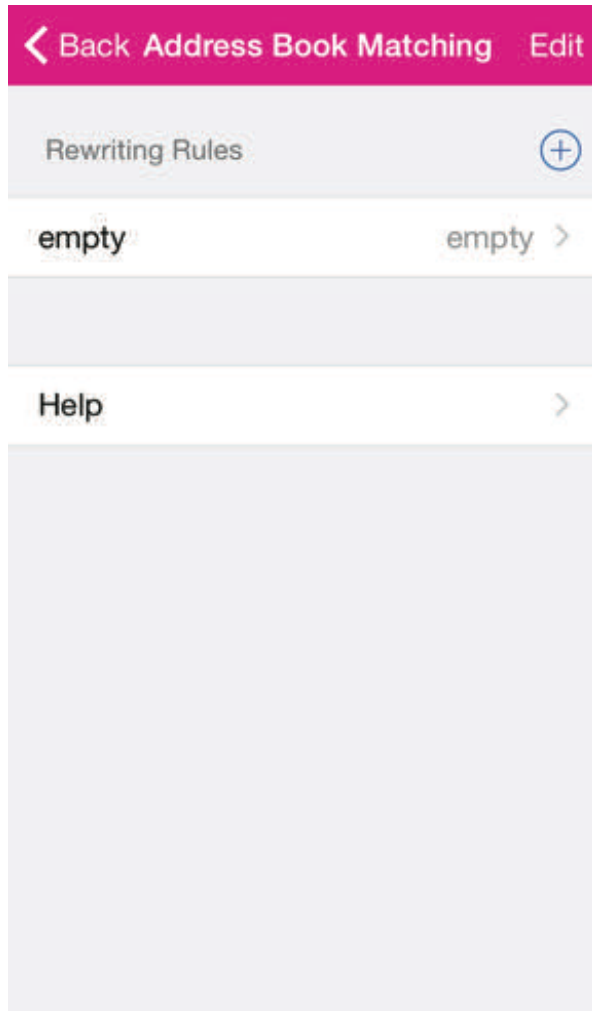


Click the “+” icon to start adding new rules and actions.

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

Settings

3.2.5 Preferences > Address Book Matching

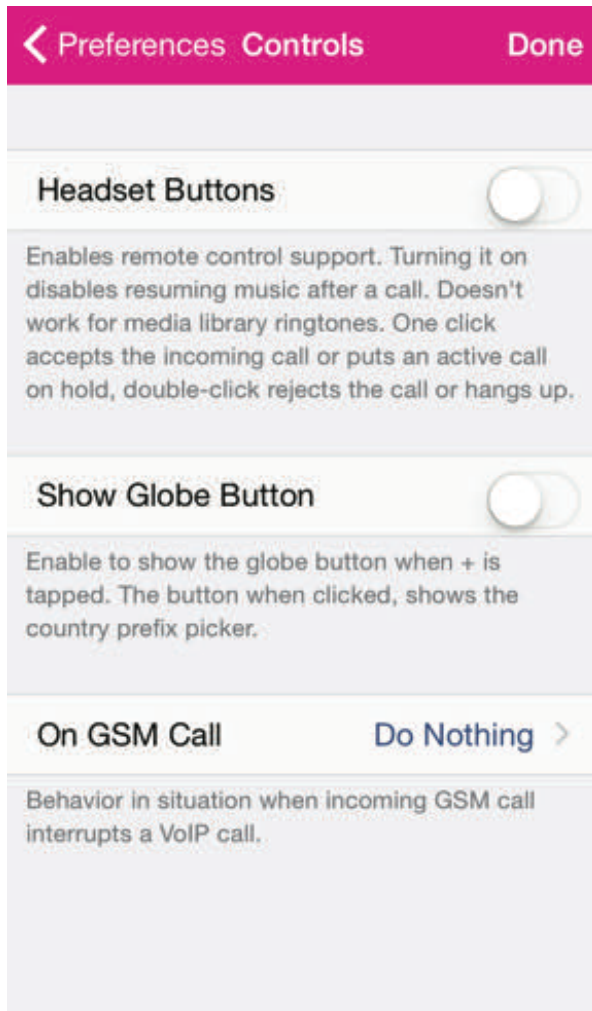


Click the “+” button to start adding new rules and actions.

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

Settings

3.2.6 Preferences > Controls



Headset Buttons: Enables remote control support. Turning it on disables resuming music after a call. One click accepts the incoming call or puts an active call on hold, double-click rejects the call or hangs up.

Show Globe Button: Displays the country flag of the called party.

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.

Settings

3.3 Usage

| Settings | Usage | Done |
|------------------|-------|------|
| TALK TIMES | | |
| This Month | | none |
| Previous Month | | none |
| Total | | none |
| CALL COUNTS | | |
| This Month | | 2 |
| Previous Month | | none |
| Total | | 2 |
| RESET TALK TIMES | | |
| Reset | | |

Displays TIME Cloud Comms usage information.

Reset: Resets the usage data information.