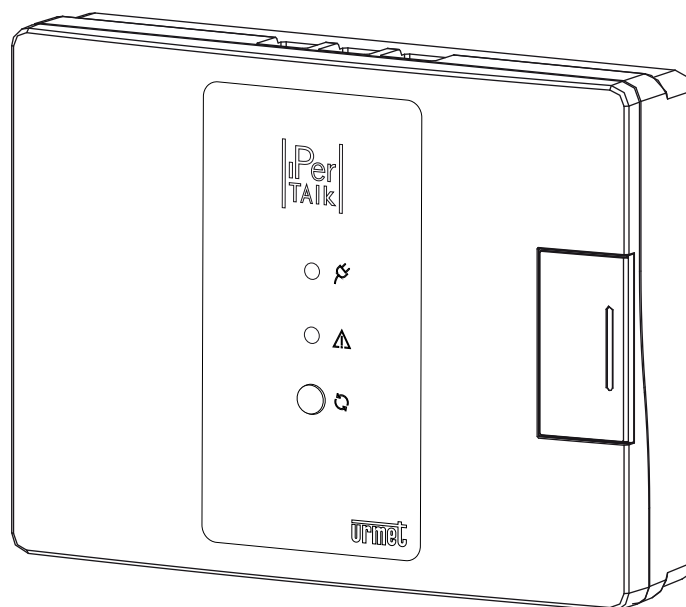


***IP-PBX IPERTALK*****Ref. 1375/10 - 1375/11 - 1375/12 - 1375/13****Ref. 1375/10A - 1375/11A - 1375/12A - 1375/13A - 1375/14A****USER GUIDE**

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# 1. ACCESS TO THE SYSTEM

Through the configuration web page, each user of the iPerTalk system can manage services and customizations of your telephone extension.

A PC (Windows, Linux or Mac) running a browser is needed to access iPerTalk configuration.

 Use of the following browsers is recommended to ensure maximum compatibility:

- Internet Explorer 11.x or higher;
- Mozilla Firefox 50.x or higher;
- Chrome 60.x or higher.

Start the browser on your PC and enter the iPerTalk address in the address bar to access to the myTalk configuration interface.

 Accept the security certificate following the procedure suggested by the Web browser in use.

Each of the extensions defined in iPerTalk corresponds to an access level for myTalk configuration web interface. Such interface features a set of menus through which it is possible to access the various pages for configuring and using the functions offered by the iPerTalk system.

In order to make all these functions, or a subset of them, available to the users, the iPerTalk system offers the possibility to associate each User with a different access level.

- **Standard User**
- **Supervisor User**
- **Administrator User**

The table below shows the list of functions that will be accessible to the different type of users:

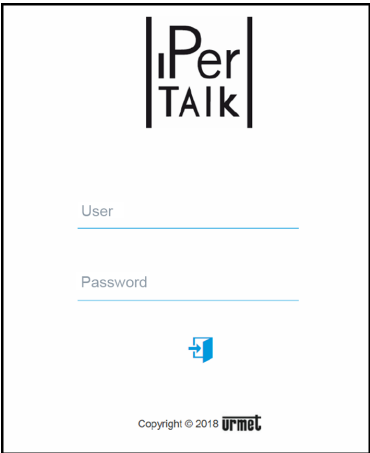
System functions		Access level		
		Standard User	Supervisor User	Administrator User
Phone Functions	Extension management	✓	✓	✗
	Extensions and lines status	✓	✓	✓
	History Calls	✓	✓	✗
	Phonebook	✓	✓	✓
	Attendat Console	✗	✓	✗
Voicemail	VoiceMail	✓	✓	✓
	Fax	✓	✓	✓
	SMS	✓	✓	✓
Multimedia	Video surveillance	✗	✓	✓
	Recordings	✗	✓	✓
	Appointments	✗	✓	✓
	Access control	✗	✗	✓
System	Inbound routing	✗	✗	✓
	Outbound routing	✗	✗	✓
	Calendar profiles	✗	✗	✓
	Blacklist	✗	✗	✓
	Applications	✗	✓	✓
	Group management	✗	✓	✓
	Update software	✗	✗	✓
	FIAS	✗	✗	✓
	Advanced configuration	✗	✗	✓
	Automatic operator console	✗	✓	✓
	Billing Calls	✗	✓	✓
	CDR	✗	✓	✓
	Backup/restore	✗	✗	✓
	Speed Dial	✗	✗	✓
	Extension Management	✗	✗	✓
	Extension Registry	✗	✗	✓
	Call forwarding	✗	✓	✓
	I/O Devices	✗	✗	✓


For each device configured in the system to which an extension number is assigned (e.g.: 90201) there is a corresponding user: **user\_9XYZWZ** with default password equal to **0000**.

Login using **User** as username and the default **Password**:


**User:** (e.g. user\_90201)

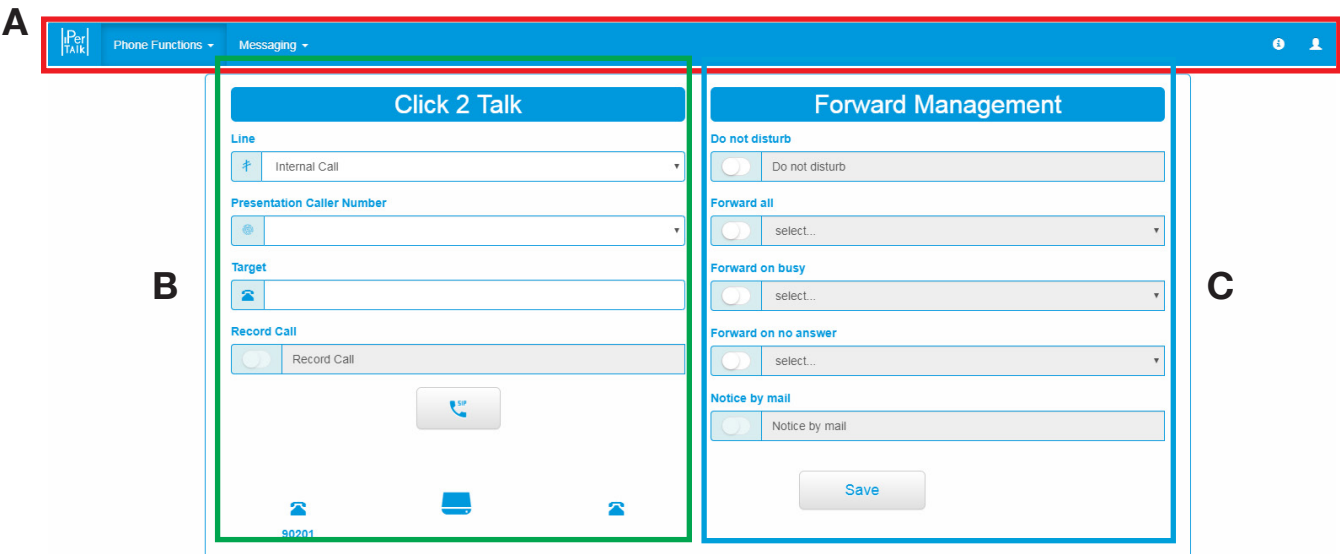
**Password:** 0000



Press on the icon  to confirm and access the configuration page.

when accessing as **Standard** user, the main page is automatically displayed, consisting of a menu at the top **(A)** and two configuration areas. In the area on the left **(B)** there are the call functions, while the area on the right **(C)** includes the diversions configurable for your own extension.

Your own extension  and the call state are indicated on the bottom left.



When accessing as **Supervisor** or **Administrator** user, the main page is automatically displayed, consisting of a menu at the top (A) and three informative areas. The area (D) shows information on the system state, the area (E) includes a real time list of the active calls in the system, while the area (F) allows viewing any alarm present in the system by pressing on the Alarm/ information icon.

**A**

Phone Functions ▾ Messaging ▾ Multimedia ▾ System ▾

**D**

### System Status

29% CPU    13% RAM    41% HDD    0% USB

System		VoIP Network	
Platform:	iPerTalk	IP:	10.10.10.10
Version:	2.0.8	NETMASK:	255.255.255.0
Status:	Active	GATEWAY:	
UUID:	001E06361D69C213254DFFD0E91D166F	DNS:	
		VLAN:	5

**E**

### Active Calls

Any Calls


**F**

WAN	CLOUD	VPN
IP: 10.2.1.5	CLOUD: Connected	SERVER: 18.8.0.1
NETMASK: 255.255.255.0	INTERNET: Connected	CLIENT: -
GATEWAY: 10.2.1.254		
DNS: 8.8.8.8		

### Alarms / Information

Date	Time	Text
No match.		

After the first access it is possible to customise user data and password.

- In the main page, select the icon  located at the top right corner of myTalk interface;
- select the menu item reporting the username; (e.g.: user\_9001).

In this way it is possible to access the following configuration page:

Phone Functions ▾ Messaging ▾

### User profile

First name

Last name

Mail

### Change password

New password

Confirm password

where it is possible to customise the following fields:

- **First name**
- **Last name**
- **Mail**

 The e-mail is used to send notifications, voice messages, etc..

- **New password**
- **Confirm new password**

The system administrator can edit the username used to access myTalk interface.

## 2. USE AND MANAGEMENT OF PHONE FUNCTIONS

### 2.1 EXTENSION MANAGEMENT: CLICK 2 TALK, FORWARD ON NO ANSWER, ON BUSY OR UNCONDITIONAL FORWARDING, TOWARDS EXTENSIONS, PUBLIC NUMBERS AND TOWARDS INTERNAL SERVICES (VOICEMAIL, ETC.)

The function **Click 2 Talk** allows generating a call from your own extension to an internal or external destination.

Click 2 Talk

Line

Internal Call

Presentation Caller Number

Target


Record Call

Record Call

90201

To make a call, proceed as follows:

- 1) in the **Line** field, select “**Internal Call**” or one of the other available items in case of a call to a public line;
- 2) in the **Presentation Caller Number** field, select your own number (for external calls) if available;
- 3) in the **Target** field, enter the number you want to call;
- 4) enable the **Record Call** field if you want to record the call you are about to make;

 *Calls can be recorded only if the administrator has correctly set the external support required to save the files. To play the recordings, contact the administrator.*

- 5) press the key  to start the call.

iPerTalk sends the call to the desired destination and contacts our physical station to start the conversation.  
At the bottom of the page, it is possible to check the call progress and a red icon will appear if it is being recorded.

The **Forward Management** allows setting the diversion of your own extension based on the needs, without acting on your own terminal.

Forward Management

Do not disturb

Do not disturb

Forward all

select...

Forward on busy

select...

Forward on no answer

select...


Notice by mail

Notice by mail


Save

The available functions are as follows:

- **Do not disturb:** allows blocking all incoming calls. It is still possible to make calls from your own terminal.
- **Forward all:** indistinctly forwards all the calls to the extension concerned or to the chosen destination.
- **Forward on Busy:** forwards all the calls to the extension concerned or to the chosen destination in the case your own extension is busy.
- **Forward On No Answer:** forwards all the calls to the extension concerned or to the chosen destination if the call is not answered.

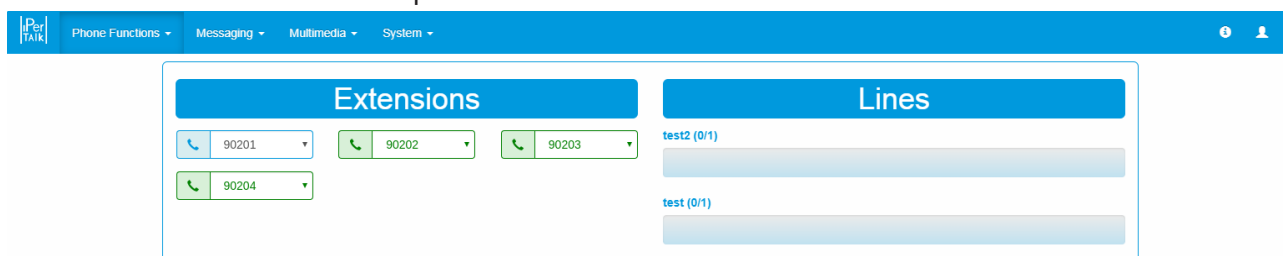
 The time limit for the call to be answered is set on a general level by the administrator.

- **Notice by mail:** when active, an informative e-mail is sent in case of call forwarding due to busy line or no answer.

 Notification e-mails are sent if an e-mail address corresponding to the user has been set in the details (icon at the top right corner) and if the administrator has correctly set iPerTalk for sending e-mails through an SMTP server.

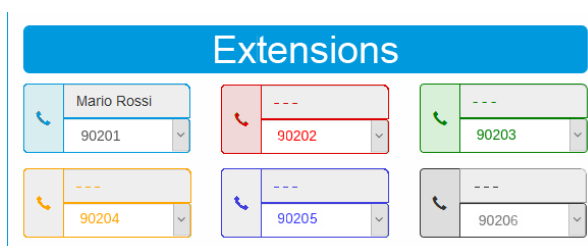
## 2.2 EXTENSIONS AND LINES SYSTEM STATUS

In the top menu, press “**Phone functions**” and select “**Extensions and Lines Status**” to access the page with the state of all the extensions and telephone lines.

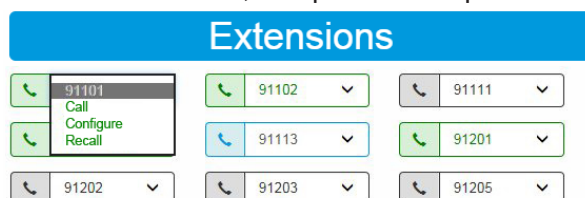


The **Extensions** section shows all the other extensions present in the iPerTalk system with their state and registry if entered:

- your own extension in **light blue**;
- free extension in **green**;
- ringing extension in **yellow**;
- busy extension or extension engaged in conversation in **red**;
- inactive / unreachable extension in **grey**.
- **blue** extension with Do Not Disturb function active.

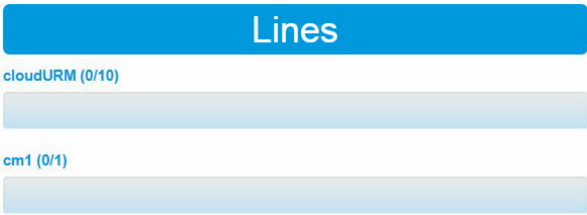


By selecting the arrows at the left of each extension, it is possible to perform the following actions:



- **Call:** makes a call to the selected extension in click2dial mode.
- **Recall:** sends a short message to the display of the terminal associated with the selected extension (only for telephones Urmet tAlk Sch. 1375/810 and 1375/805).
- **Configure (Supervisor user only):** accesses the extension configuration page.
- **VarcoX (Supervisor user only):** if the extension is of the Urmet outdoor Station type (item no. xxx), it allows sending an opening command for the relevant relays, even when the phone connection with the outdoor Station is not established.

The sections **Lines** (on the right) indicate the available lines with the number of set channels. Next to the line name there is the number of total channels (e.g. 4) and the real time number of calls in which they are engaged. The bar is divided in as many parts as possible simultaneous calls, and each active call will occupy one of these spaces.



2.3 SUMMARY OF THE LAST 20 CALLS MADE, RECEIVED AND NOT COMPLETED (BUSY/NO ANSWER)

In the upper menu, press “**Phone functions**” and select “**History Calls**” to view the calls made from or received/missed by your extension, as well as to redial the number indicated in the call record through the **Redial (click2talk)** function, which generates a call to the receiver from your own extension, establishing a communication between them.

Received calls				
Data	Time	Calling number	Duration	Recall
25-10-2018	16:27:18	90203	00:00:00	
25-10-2018	16:43:14	90203	00:00:00	
25-10-2018	16:43:45	90203	00:00:00	
25-10-2018	16:44:29	90203	00:00:00	
25-10-2018	16:45:17	90203	00:00:02	
25-10-2018	16:46:16	90203	00:00:01	

2.4 DEFINING AND VIEWING THE NUMBERS IN THE PHONEBOOK

Press “**Phone functions**” in the top menu and select “**Phonebook**” to access the telephone directory.

Phone Functions - Messaging - Multimedia - System

Contacts

Search...

\* A B C D E F G H I J K L M N O P Q R S T U V X W Z


Last name	First name	Organization	Call	Visibility	Actions
-----------	------------	--------------	------	------------	---------

< >

In the section **Contacts** it is possible to perform full-text searches in the Directory or to filter results by the initial letters in the “Surname” or “Company” field. Once the search has been performed, it is possible to reload all the contacts by simply deleting the text from the search field and pressing Enter, or by clicking on \* in the A-Z search bar. All users associated with an extension have also the possibility to generate an automatic call to the numbers present in the directory by clicking on the icon corresponding to the type of number (Company’s fixed network number , company’s mobile number or Home number ).

The icon allows modifying the data of the contact, the icon allows deleting the contact from the directory.




Press on the icon  to: import contacts into the directory, export contacts from the directory or enter new contacts in the directory.

Import

Export


New contact

Title




Sig

Last name




First name




Home


Home address



Home address




Home Mobile




Organization


First name Organization




Business address




Business phone




Business Mobile




Fax



Web page



Mail



Video Entry Devices

Entry Panel

No entry panel Elekta available.

Target

Target



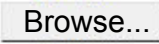

Visibility



PublicRemarks



Save

To import contacts into the directory, select “**Import**”, by pressing  select the .CSV file and press the button  to complete the operation.


Import

Browse...

Import

Download CSV template

From the same page it is possible to download the CSV template to prepare the import. The template also features the description of the required fields, which can be preset using for example excel (making sure to observe the format of telephone numbers). The import procedure checks that the file is loaded and in case of errors warns the user about the outcome of the operation, highlighting the number of imported and rejected records.

 *The contacts loaded by each user are reserved and can be viewed only by the administrator or by supervisor users.*

To export contacts from the directory, select “**Export**”, select private or public directory, chose where to save the .CSV file and press Save.

Export

Download Private Phonebook

Download Public Phonebook

To enter a new contact in the directory, select “**New contact**”, the configurable fields are the following ones:

**New contact**

**Title** Sig

**Last name**

**First name**

**Home**

**Home address**

**Home address**

**Home Mobile**

**Organization**

**First name Organization**

**Business address**

**Business phone**

**Business Mobile**

**Fax**

**Web page**

**Mail**

**Video Entry Devices**


Entry Panel	Target
No entry panel Elekta available.	<b>Target</b> <input type="text"/>

**Visibility** Public

**Remarks**

- **Title:** select the title of the contact.
- **Last name:** enter the last name of the contact.
- **First Name:** enter the first name of the contact.
- **Home** section:
  - **Home Phone:** enter the personal landline number of the contact.
  - **Home Mobile:** enter the personal mobile number of the contact.
  - **Home Address:** enter the address of the house of the contact.
- **Organization** section:
  - **First name organization:** enter the business name associated with the contact.
  - **Business address:** enter business address.
  - **Mail:** enter the e-mail address associated with the contact.
  - **Web page:** enter the website associated with the contact.
  - **Business Phone:** enter the landline number of the contact.
  - **Business Mobile:** enter the mobile number of the contact.
  - **Fax:** enter the fax number of the contact.
- **Video door phone** section: contacts related to video door phone devices automatically entered by iPerTalk system.
  - **Visibility:** select one of the items
    - “**Public**”: in this case the contact will be visible to all users of the iPerTalk system.
    - “**Private**”: in this case the contact will be visible only to the user that is defining the contact. Or to the user to which the administrator is adding the contact.
- **Remarks:** enter any notes relating to the contact.

Once the fields have been set, press the key Save to save the contact to the directory.

 It is required to enter at least one **Last name or one First name Organization and one telephone number**.

The administrator and all the Supervisor users can edit the Directory of all users and can move a contact from the private directory of a user to that of another one, from the public directory to the private directory and vice versa.

## 2.5 OPERATOR STATION

If the operator function is active (modification that can be activated only by the administrator or by supervisor users, see the image below), the **Operator** function is enabled for the selected extension.

Extensions settings:

User

user\_90201

Password:

\*\*\*\*

User Type

Supervisore

Operator

Pick Group

0

Music on hold:

-- default --

Forbid Outbound

Forbid International

1 - Forbid with Prefix

2 - Forbid with Prefix

3 - Forbid with Prefix

Default Trunk

-- default --

Waiting call

Login my Talk

CAM

No

Save

The menu **Phone Functions** will show the item “**Operator**” which loads the interface for the management of the incoming call queue. The extension is therefore in charge of the management of the calls assigned to the default queue present in iPerTalk.

Phone Functions

Messaging

Giorno

Operator Console

28/02/2019 - 11:48:52

Extensions

Insert extension...

Phonebook

Insert Name...

Services

default

Any Calls

Trasferers

Caller

Called

State

Operators

user\_90201

user\_90202

Telephone devices using this function must be then programmed to allow the operator to perform the activities necessary to login/logout and for any pause from the service.

A key among those available in the device must be assigned to such function.

For 1375/810, 1375/812, 1375/812A and 1375/815 models, such programming must be carried out by accessing the telephone configuration web page, Telephone section, Key/Display and by assigning one of the free keys to the ACD function.

Line Key					
Key	Type	Label	Value	User	Extension
Line key 1	User			User 1	
Line key 2	N/D			User 2	
Line key 3	N/D			User 3	
Line key 4	N/D			User 4	
Line key 5	ACD	Operator		User 1	
Line key 6	N/D			User 6	
Line key 7	Favorites			User 1	
Line key 8	Message			User 1	

In this example, the key of line 5 has been assigned to the ACD function (available in the drop-down list) and the free text “operator” has been entered in the label.

To use the **Operator Console** service, press the previously assigned key on the device and login.

Login to start receiving calls, set the extension to available.

The service can be paused by pressing the ACD key and selecting Pause.

At the end of the service, logout by pressing the aCD key and selecting Logout.

As regards system configuration, it is required to use the digital receptionist that must feature, in one of the possible outputs (normally occupied by extension numbers), the “default” item.

The queue service information is available to the user performing the service in the Automatic operator console interface.

Extensions

90202

202

Phonebook

Andromeda

Andromeda

01122334455

340123456

01155667788

340556677

Transefers

Caller

Called

State

Operators

user\_90201

Services

default

Any calls

Select the item “**Attendant Console**” in the menu **Phone Functions** to display the Operator station Page which provides information on the system state:

- **Extensions:** Allows searching for an extension in the system, viewing its state.
- **Phonebook:** Allows a progressive search of contacts in the system directory, viewing the contact list for which the correspondence with the entered search string is found in the surname and Company fields.
- **Services:** Indicates the list of waiting calls for each one of the queues configured in the iPerTalk system, according to the incoming chronological order.
- **Transfers:** indicates the calls being transferred with their state.
- **Operators:** indicates whether there are other operators working on one or more common waiting queues.

### 3 USE AND MANAGEMENT OF MESSAGE FUNCTIONS

iPerTalk allows managing the “Voicemail” service through the Vmail Application. The voice messages are stored in the system filing support and can be consulted in three ways:

- via user Web interface;
- from telephone, both extension and public number;  
If you wish to consult voice messages through telephone terminal and make this function available to the users, install a consultation application. See paragraph below
- through an audio file of the recorded message, attached to an email.

#### 3.1 VOICEMAIL

Select the item “**Voicemail**” in the menu “**Messaging**” to display all the voice recordings relating to the voicemail service and associated with your own telephone extension.

Depending on the user with whom you access the myTalk interface, only the messages associated with the single extension or the messages associated with the system can be displayed.


- **System Voice mail:** in this mode, the message is not associated with a single user, but to the system, namely those call intercepted by the application after a direct call to a company public number.
- **User Voice mail:** in this mode, the messages received or managed by the application are associated to a user’s extension, namely those calls intercepted by the application after a direct call to the user’s extension.


VoiceMail

State	Data	Time	Calling number	Duration	Play - Delete	Type
Voicemail empty						

The following information is available:

- **State:** indicates the state of the message, namely whether it has already been played or it is a new message.
- **Date:** shows the date of the message recording.
- **Time:** shows the time at which the message was recorded.
- **Calling number:** shows the telephone number of the person who left the message.
- **Duration:** shows the message duration (in seconds).
- **Play:** link through which it is possible to play the message.
- **Delete:** link through which it is possible to delete the message.
- **Type:**
  - **Private:** to indicate that the message was left on the voicemail of the extension associated with the user.
  - **System** (for administrator users only): to indicate that the message was left on the system voicemail.

 The message can be played immediately if the station from which the voicemail is being consulted features a multimedia player, or it can be saved to the PC.

By using the key  it is possible to configure two customisations:

Customization

E-mail notify

☐

Enable custom music

☐

Browse...

Save

- **E-mail notify:** by entering the e-mail address, the voice message will be sent also to the indicated e-mail address.
- **Enable custom music:** activate this option to create a customised music for the reception phase of the user’s voicemail, which will replace the default one. Press the key “Browse” to select a new music from your Pc.

 The voice messages of all (user and system) voice mails are saved to the system memory support. iPerTalk autonomously deletes the messages older than 90 days, in order not to fill the memory.

If the **consultation** application is installed in the system, voice messages can be consulted through the telephone terminal.

To contact the “consultation” Application just dial \*84\* or press the relevant key, if any, from the extension associated with the user and access with the default password **0000**.

### 3.2 FAX

Select “**Fax**” from the menu “**Messaging**” to see the FAX log and send a PDF document via FAX.

FAX 2 Mail

Modem

Line

Recipient

E-mail notify

Upload PDF

Browse... No file chosen

Submit

- **Modem:** select the modem for sending
- **Line:** allows selecting the line to be engaged.
- **Recipient:** allows entering the number of the receiver of the FAX.
- **E-mail notify:** allows entering an e-mail address to receive notifications when FaXes are sent.
- **Upload PDF:** press the key **Browse...** to select the PDF to be sent from your own PC.

Press the key  to display the following functions:

- **History:** where the state of sent and received FAXES is displayed.

History

Date - Time	Caller	File	Status	Type
FAX history empty.				


- **Routing (Administrator and Supervisor users only):** where it is possible to indicate an e-mail address or a list of e-mails addresses (separated by “,”) for each called number (public numbers to which users send FAXES) to which the PDF file of the received Fax will be forwarded indicating also the information about the sender.

Routing

Called Number

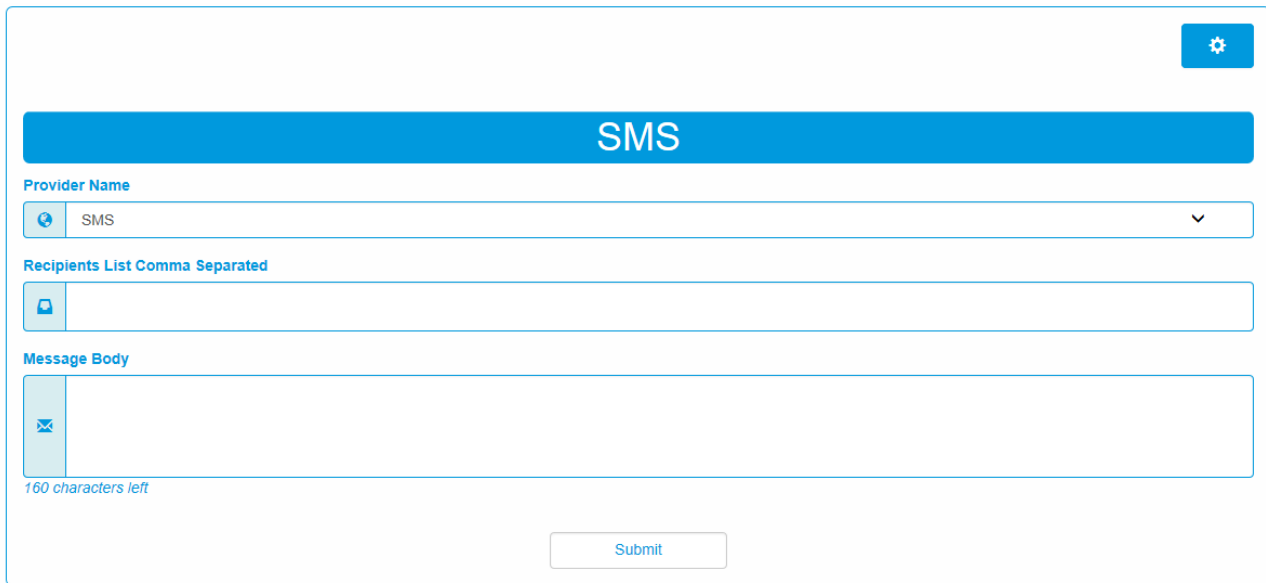
Distribution List

Confirm

 *Sending the received FAXES via e-mail compromises the correct configuration of the e-mail server and of the credentials present in the general system parameters.*

### 3.3 SMS

Select “**SMS**” from the menu “**Messaging**” to view the SMS log, send SMS and manage a provider (Administrator user only).



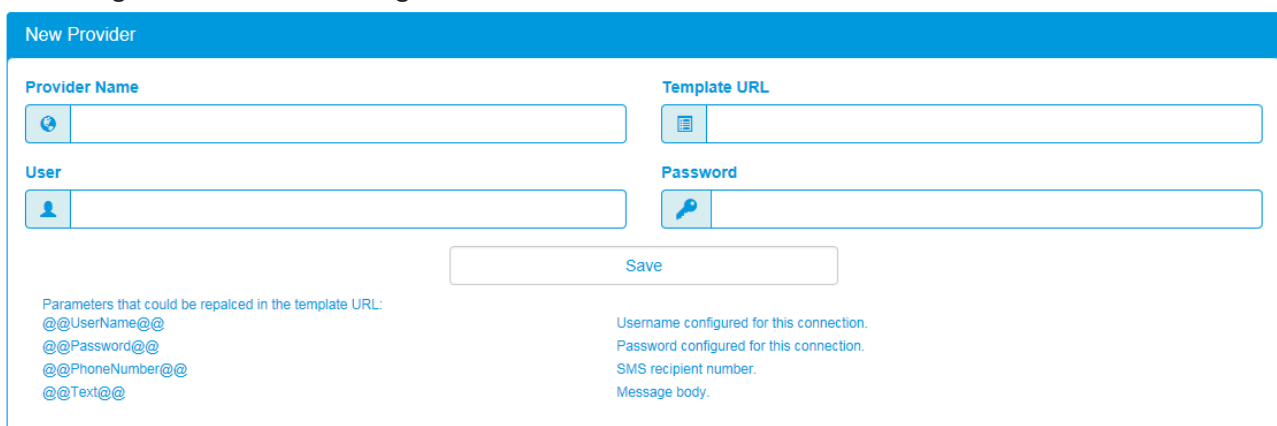
- **Provider name:** allows selecting the provider, previously configured, to be used.
- **Recipients list comma separated:** allows entering a mobile number or a series of mobile numbers.
- **Message body:** allows writing the content of the message to be sent (up to 160 characters).

Press the key  to display the following functions:

- **Report SMS:** allows viewing all the SMS sent.

Report SMS						
Date	Time	Recipient	Content	Outcome	User	Actions
13/06/2019	12:45:42	90202	check	Not sent	installer	Fwd

- **New provider (Administrator user only):** allows creating a provider to be used to send SMS. The fields that can be configured are the following ones:



Parameters that could be repalced in the template URL:

- @@UserName@@
- @@Password@@
- @@PhoneNumber@@
- @@Text@@

Username configured for this connection.  
Password configured for this connection.  
SMS recipient number.  
Message body.


- **Provider name:** allows entering the provider name. (the field will be displayed again in the SMS sending screen).
- **User:** allows entering the user of the account set during the registration to the provider.
- **Password:** allows entering the password of the account set during the registration of the provider.
- **Template URL:** represents the “command” that is sent to the provider to send an SMS.
- **Provider List (Administrator users only):** allows viewing the list of all the providers configured with the possibility to eliminate them.

# 4 USE AND MANAGEMENT OF MULTIMEDIA FUNCTIONS (ADMINISTRATOR AND SUPERVISOR USERS ONLY)

## 4.1 RECORDINGS

Select “**Recordings**” from the menu “**Multimedia**” to manage the recordings by extension or by line and view the memory used on the external USB support.

Recordings

  
NO USB drive connected

A

Extensions

Extensions	Direction	
91101	All directions	<input type="checkbox"/>
91102	All directions	<input type="checkbox"/>
91111	All directions	<input type="checkbox"/>
91112	All directions	<input type="checkbox"/>

Save

B

Lines

Trunk	Direction	
audiocodes	All directions	<input type="checkbox"/>
audiocodetest	All directions	<input type="checkbox"/>
ccurmet	All directions	<input type="checkbox"/>
doorphone	All directions	<input type="checkbox"/>

Save

An external USB support, formatted in Fat3 and containing a folder named “recorder”, must be connected to iPertAlk. The system administrator has to check the presence of the storage support and the availability of free space on it; to this purpose, at the top of the page there are notifications warning about any anomalies concerning the storage support, which is used to save voice recordings.


Once the USB support has been connected to the system, the percentage of the space used in the support can be viewed and the support can be ejected if necessary, in order to play again the recordings using a PC.

The top part of the interface (A) shows all the **extensions** available in the system for which it is possible to activate the recording function, choosing which calls to record: only incoming calls, only outbound calls or calls in both directions.

The bottom of the interface (B) shows all the **lines** available in the system for which it is possible to activate the recording function, choosing which calls to record: only incoming calls, only outbound calls or calls in both directions.



## 4.2 APPOINTMENTS



Select “**Appointments**” from the menu “**Multimedia**” to manage the directory of appointments.

 The Automatic Operator Console (POA) must be installed in the system.

+

Appointments

Target	Date	Time	Status	User	Change
90201	13/06/2019	13:00:00	Disabled	admin	 

The interface shows a summary table where it is possible to manage the appointments previously created. On the right there is the icon  which allows editing the appointment parameters, while the icon  allows eliminating the appointment.

16

DS1375-021G



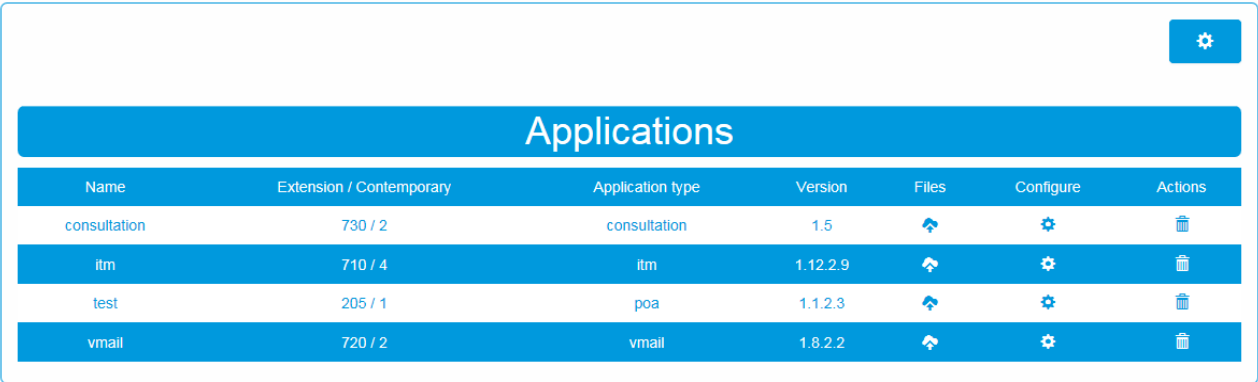
To create a new appointment, press on the icon  to open the parameter input interface.













- **Target:** entering an internal number or an external number.
- **Date:** date on which you wish to make the appointment.
- **Time:** time on which you wish to make the appointment.
- **Repeats:** configuration of any repetitions of the appointment:
  - **None:** the appointment will be notified only once.
  - **Every Day:** the appointment will be notified every day at the set time.
  - **Select Day(s):** it is possible to select the days on which the appointment will be notified at the set time.

## 5 SYSTEM (ADMINISTRATOR AND SUPERVISOR USERS ONLY)


### 5.1 APPLICATIONS


Select “**Applications**” from the menu “**System**” to install the applications required to carry out special procedures so that the call management operations are automatised.



Applications						
Name	Extension / Contemporary	Application type	Version	Files	Configure	Actions
consultation	730 / 2	consultation	1.5			
itm	710 / 4	itm	1.12.2.9			
test	205 / 1	poa	1.1.2.3			
vmail	720 / 2	vmail	1.8.2.2			

The interface shows a summary table of the applications present in the system.

Icon  allows loading and deleting the audio files that such applications use (for example the messages for system reception and/or closing in the ITM).

Icon  allows accessing the parameters of each single Application.

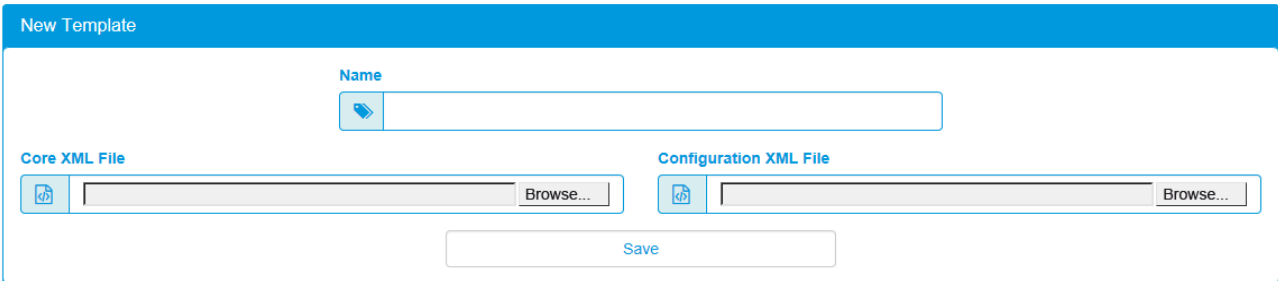
Icon  allows removing the Application.

**ATTENTION: removing an Application will also delete all the files it uses or generates.**


Press on the icon  to create a new template or install a new Application.


- **New template:** interface that allows creating a new template that will be then used to create all the desired applications.


 *The creation of the template is limited according to the licences available on the system.*



New Template

Name 

Core XML File   Browse...

Configuration XML File   Browse...

Save

- **Name:** name of the template that will be displayed again during the installation of an application.
- **Core XML File:** XML file that describes the behaviour of the application.
- **Configuration XML File:** XML file that describes the parameters that will be shown in the application configuration page.
- **New application:** interface that allows installing a new application. The fields that can be configured are the following ones:

**New App**

**Name**

**Extension**

**Contemporary**

**Music on hold custom**

**IVR Type**

- **Name:** name of the application
- **Extension:** system extension that will be used as leading extension for the application.
- **Contemporary:** number of simultaneous calls that can be managed by the application.
- **Music on hold custom:** it is possible to select a music on hold from those available in the system.
- **IVR type:** template to be used for the installation of the application. The system already features the following types of IVR:
  - **ITM (Intelligent Terminal Management):** it is mainly used to manage incoming calls, keeping them on hold and trying to contact the extension or series of extensions indicated in the relevant configuration. In addition, it is possible to:
    - play an interruptible or non-interruptible welcome music, depending on the selections activated enable the FAX detection, in order to forward the call to the extension dedicated to the FAX (physical machine or virtual modem).
    - forward the call to several extensions in sequence, and then choose whether to repeat the sequence.
  - **Consultation:** it allows the consultation of voice mail. You can contact this answering machine from any extension by typing the command \*84.
  - **VMAIL:** it manages the answering service, in particular allowing the calling user to record a message and notify the called user directly to the associated extension or via e-mail if the system is set up for this feature.
  - **LEVEL:** it allows managing an answering machine with many selection levels
  - **POA (Automatic Operator Console):** it manages all calls that fail because the called number is busy or in case of no answer, playing a message and/or indicating a list of extensions to which the call will be forwarded sequentially.

## 5.2 GROUP MANAGEMENT


The page **Group Management** allows creating and eliminating a group of extensions.

**Groups**

<input type="text" value="91-000"/>	<input type="text" value="91-300 PEIP"/>	<input type="text" value="91-312 GRP 112"/>	<input type="text" value="91-500"/>
<input type="text" value="91-600 accoglienza"/>	<input type="text" value="91-610 Citofono"/>		

By selecting the arrows at the left of each extension, it is possible to perform the following actions:

- **Configure:** to access the group configuration page.
- **Delete:** to delete the group.

To define the groups of extensions to which calls are to be addressed, press the button .

Number:

300

Available

90201

90203

90204

90205

90206

>>

>

Forward on busy

Forward all

Is Operator

Is Operator

Name

First group

In Group

90202

<

<<

Forward on no answer

E-mail notify


Ring group:

Ring group:

Save

When defining a group, the following parameters are available:

- **Number:** to call an extension or forward from a rule.
- **Name:** to make the group’s purpose understandable.
- **Available:** configured in the system.
- **In Group:** extensions belonging to the group.
- **Forward on busy:** where to forward the calls if all the extensions of the group are busy.
- **Forward on no answer:** where to forward the calls if all the extensions of the group do not answer.
- **Forward all:** immediate forwarding of the entire group.
- **E-mail notify:** e-mail address to which all the calls missed in case of busy line or no answer are to be sent.
- **Is Operator:** defines whether this group can be used in the general configurations of the system as exchange operator.
- **Ring Group:** if this function is active, all the extensions of the group ring SIMULTANEOUSLY when a call is received; if it is disabled, the extensions ring in sequence, from the first to the last one.

 When a call engages a group, the first extension to ring is always the first one, followed by the next one in the list only if the previous one is busy.

To move an extension to the group, select it in the windows on the left and move it to the windows on the right using the arrow key. To remove it from the group, select it in the windows on the right and move it to the windows on the left using the arrow key, under the same window.

To move (or remove) all the extensions with a single action, use the double arrow.

Save to confirm the configuration.

5.3 AUTOMATIC OPERATOR CONSOLE (POA) CONFIGURATION

The Automatic Operator Console (POA) manages the calls whose outcome is Busy or No Answer.

Automatic Operator Configuration

Internal Calls	Busy	Redial Reservation	0
		Actions	<div><div></div><div></div><div></div><div></div></div> <div>Hangup</div>
	No Answer	Actions	<div><div></div><div></div><div></div><div></div></div> <div>Hangup</div>
External Calls	Busy	Actions	<div><div></div><div></div><div></div><div></div></div> <div>Hangup</div>
	No Answer	Actions	<div><div></div><div></div><div></div><div></div></div> <div>Hangup</div>
Alarm Clock Prompt			<div></div>

Save

Internal calls (between extensions of the same system) are managed separately from the calls coming from the outside.

The possible **Actions** in both cases are four. When the fourth Action fails, the call is hung up.

To carry out the configuration, select the possible actions (extension numbers or applications) to perform for the call rejected due to Busy line or No Answer.

Press the key  to save configured actions.

Below are two examples of configurations:

*Example 1: forward a call rejected due to Busy line to extension 90201, in case of no answer or failure, send a voice message to the vmail.*

- Select 90201 as first action.
- Select vmail Application (if configured) as second action.

*Example 2: forward a call rejected due to No Answer to the vmail.*

- Select vmail Application (if configured) as first action.

**Actions** must be performed following the programming order, from the left to the right. In case of failure to manage the call, the latter is hung up.

**POA** features also a special function for calls between extensions that are busy. It allows managing the redial reservation.

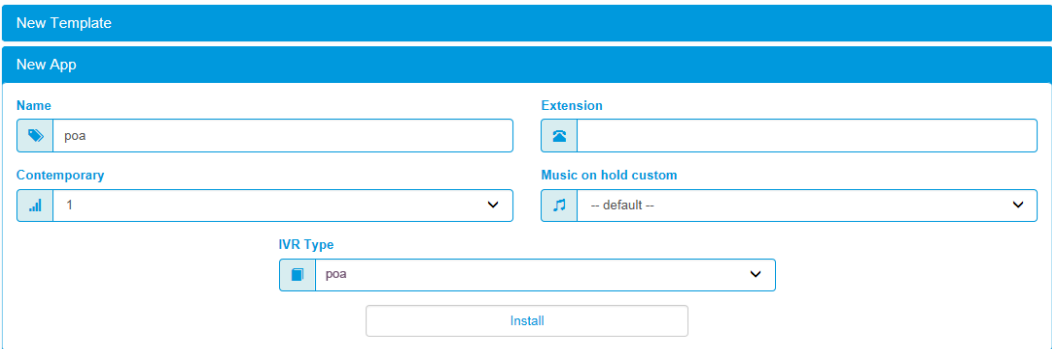
By positioning the parameter “**Redial Reservation**” to 1, when a call between extensions is rejected due to busy line, a message is played, inviting the caller to reserve a redial as soon as the extension, initially busy, will be free again.

In the same page it is also possible to configure the music played by the appointments/ Alarms application.

### 5.3.1 POA INSTALLATION

To install the Automatic operator Console, select the item “**Applications**” in the **System** menu.


The Automatic Operator Station (POA) application manages the calls whose outcome is Busy or No Answer.




The screenshot shows a web interface for creating a new application. At the top, there are two tabs: 'New Template' and 'New App', with 'New App' being the active tab. The form contains several fields: 'Name' with a dropdown menu showing 'poa'; 'Extension' with an empty text input field; 'Contemporary' with a dropdown menu showing '1'; 'Music on hold custom' with a dropdown menu showing '-- default --'; and 'IVR Type' with a dropdown menu showing 'poa'. At the bottom right of the form is an 'Install' button.

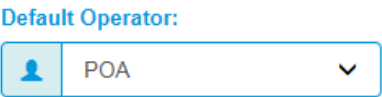
Select **New Application** and enter the following parameters:

- **Name:** poa (in small letters).
- **Extension:** (number of the extension to be assigned to the service).
- **Contemporary:** (number of calls that can be managed simultaneously).
- **Music on hold custom:** (leave the field empty or choose a music available in the system).
- **IVR type:** poa (select it in the drop-down menu).

 *A free number in the numbering plan must be selected as extension number , the simultaneous calls will occupy the four following extension numbers (if, for example, extension 800 is selected with 4 simultaneous calls extensions 801/802/803/804 will be occupied). The music on hold must be selected only if you want that the calls managed by the POA are kept on hold with a customised music different from the one configured on the general system level).*

After filling in all the fields, press the key  .

In order to use this application to manage unanswered calls or calls rejected due to busy extension, the **POA must be indicated as DEFAULT OPERATOR** in the page System → Advanced Configuration → System Definition → System (by the system’s administrator).



The screenshot shows a dropdown menu labeled 'Default Operator:'. The dropdown is open, showing a list of options with 'POA' selected and highlighted.

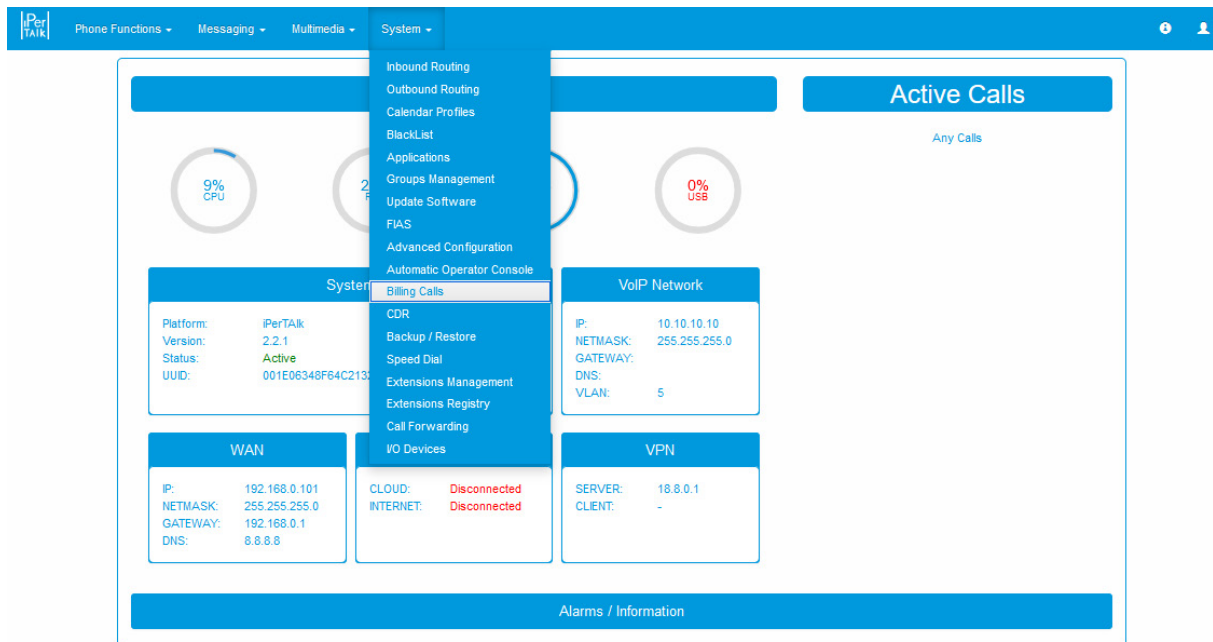
## 5.4 BILLING CALLS

Enabling the service requires the presence of the license **Hotel call billig Ref. 1375/6**.

The **Billing calls** page allows you to extract a report of outgoing calls made from an extension of the system in a given period, on which the total conversation time in minutes and seconds is calculated and then multiply this conversation time by a constant value that defines the cost per minute of the calls.

To access this function, log in to the system as an **Administrator** or **Supervisor** type user.

Once you have accessed the MyTalk web interface, select the System menu and then the item of **"Billing Calls"**.



This leads to the next page, where you need to set the parameters and filters to obtain the costing of the calls.

The screenshot shows the 'Billing Calls' configuration page. It has a blue header with the title 'Billing Calls'. Below the header, there are several input fields for configuring the billing parameters. The 'Extension' field is set to '101'. The 'Line' field is set to 'Tutti'. The 'Start Date' field is set to '10 / 03 / 2022'. The 'End Date' field is set to '10 / 03 / 2022'. The 'Start Time' field is set to '00 : 00 : 00'. The 'End Time' field is set to '23 : 59 : 59'. The 'Fee per minute' field is set to '0,8'. A 'Submit' button is located at the bottom of the form.

The available parameters are the following:

- **Extension:** select the extension of interest (usually it corresponds to the room number)
- **Line:** it is possible to select on the basis of different groups of lines (in the case of use of different providers with costs different calls)
- **Start date:** initial date of the period of interest
- **Start time:** starting time of the period of interest
- **End date:** final date (included) of the period of interest
- **End time:** final hour of the period of interest
- **Price per minute:** indicate the price per minute to be associated with the room call service

Once the selection parameters have been set, confirm by pressing the key  .

The following screen will appear:

Billing Calls						
Line: All						
	Date	Time	Caller	Called	Duration	Type
1	2/3/2022	10:03:06	90207	000000000	156	Conversation
2	2/3/2022	10:06:48	90207	100000000	3:43	Conversation
3	2/3/2022	10:22:19	90207	000000000	57	Conversation
4	3/3/2022	08:55:12	90207	100000000	7:0	Conversation
5	7/3/2022	09:43:11	90207	000000000	63	Conversation
6	7/3/2022	09:46:20	90207	100000000	12	Conversation
					Fee per minute	Timing
					€ 0,8	12' 19"
					Total	
					€ 9,85	

Download CSV

Call records can be downloaded in .csv format for any other further processing.

## 5.5 CDR (CALL RECORD)

The **CDR** page allows checking the call history, managed through iPerTALK system, by applying filters based on calling number, called number, time interval, call outcome and engaged line.

CDR	
Caller <input type="text"/>	Called <input type="text"/>
Line <input type="text"/> All	Type <input type="text"/> Connect
Start Date <input type="text"/> 2019-07-16	Start Time <input type="text"/> 00:00:00
End Date <input type="text"/> 2019-07-16	End Time <input type="text"/> 23:59:59
<input type="button" value="Submit"/>	

It is also possible to activate additional filters on the list by isolating a single extension number of which you want to obtain the list of calls or a destination number to which calls have been made and by filtering only the outbound calls that started a conversation.

The available fields are the following ones:

- **Caller:** number that made the call (internal for outbound calls, external for incoming calls).
- **Called:** number called (internal for incoming calls, external for outbound calls).
- **Line:** filter on calls based on the engaged line.
- **Type:**
  - **All:** list of all the calls made and received in the system.
  - **Connected:** call that established a telephone connection.
  - **Consultation:** consultation call in transfer phase.
  - **Not completed:** call that was not completed due to a mistake in the number or another type of error.
  - **No answer:** call that reached the system or a terminal but was not answered.
  - **Busy:** call not completed due to a busy number or extension.
  - **Waiting:** call hung up by the caller while it was on hold.
  - **Blacklist:** call dropped because the calling number is on the blacklist.
  - **Invalid extension:** the call was not managed because the destination was not present in the numbering plan and no lines were configured
  - **Blind transfer:** the call has been transferred to another destination
  - **Hanging up in conference:** the call was hung up by the user while participating in a conference
  - **Failed:** the call was not managed due to a configuration error.
- **Start date:** start date used for the search in the call records.
- **End date:** end date (included) used for the search in the call records.

- **Start time:** start time used for the search in the call records.
- **End time:** end time used for the search in the call records.

The display of outcomes is always limited to 100 call tags. In order to display other call tags, it is advisable to correct the time interval and carry out several searches in sequence, setting the initial date and time for the new search to the final date and time set in the previous search.

## 5.6 ADDITIONAL SYSTEM FUNCTIONS

For the **System** functions listed below (**Administrator** users only) refer to the LBT20640 installation and configuration booklet that can be downloaded from the website <https://www.urmet.com/it-it/sistemi/telefonia#/> under the section “IP Systems”.

- **Inbound routing**
- **Outbound routing**
- **Profile calendar**
- **Blacklist**
- **Software update**
- **FiAS**
- **Advanced configurations**
- **Backup / Restore**
- **Speed Dial**
- **Extension Management**
- **Extension Registry**
- **Call forwarding**
- **I/O Devices**


## 6 CONFIGURING THE CallMe App FOR THE CALL FORWARDING FUNCTION

The call sender function can be used to send an audio-video or an audio-only call to an Android or iOS smartphone.

**IMPORTANT! The smartphone/tablet must have Google Service to be able to download and use the Urmet CallMe app.**

To use the call sending (or forwarding) on a smartphone/tablet, it is necessary to:

1. Download the CallMe app and install it on your personal smartphone;
2. Create an Urmet Cloud account on the CallMe app;
3. Configure the video door phone application on the MAX monitor for the remote account connection.

 *The **CallMe** app (**Version: 3.0 or higher**) is available at both Google Play Store for Android devices and at the Apple App Store for devices with iOS.*

### 6.1 CREATE NEW ACCOUNT

Start the application taking care to:

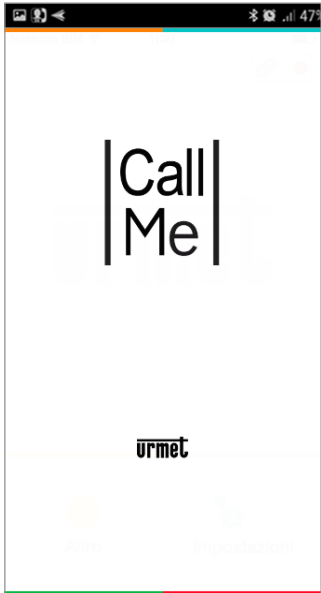
- enable reception of notifications (essential for receiving calls);
- disable applications that optimise battery usage or power saving functions on the smartphone because they may affect operation of the Urmet CallMe app when the screen is off (running in the background);
- allow the CallMe App to:
  - access photos, media, and files on your device;
  - record audio;
  - take pictures and record videos;
  - make and manage phone calls;

**WARNING! If you do not provide consent for all four functions listed above, you will not be able to use the CallMe app.**

- make sure that there are no antivirus applications which may affect the operation of the Urmet CallMe application on your smartphone;
- make sure that the data contract you use on your smartphone does not block VoIP streams.

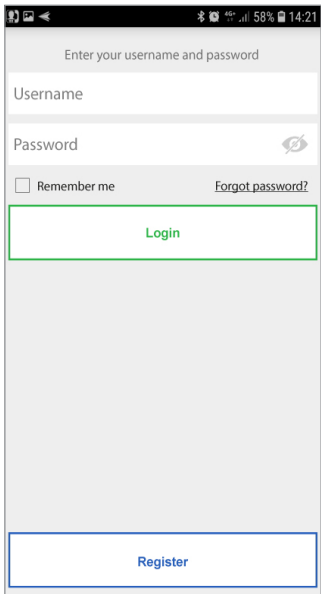


Wait for the following screen to open:



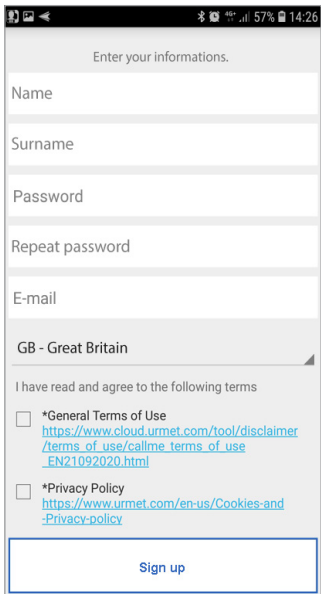
App

Immediately after, the **“Create or Set Account”** page will be displayed in the **“Settings”** menu:



Create a new account or use a saved account

Pressing the **Register** button will open a new screen where you can enter the data for the creation of the new Urmet Cloud account.



Creating an account Urmet Cloud



Enter your desired user name (e.g. Williams), password, re-enter the password for confirmation and indicate a valid email address.

Select the boxes to accept the terms of service.

The password must meet the following security requirements:

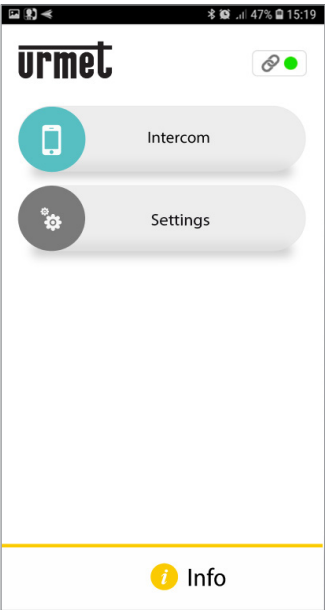
- It must have a length of at least six characters.
- It must contain at least one upper case character.
- It must contain at least one lower case character.
- It must contain at least one digit.
- It must contain at least one special character.
- It must not contain the user name.

Press “**Sign up**” to receive an email to the address you entered.

In order for the Account to become active, you need to log in to your email in-box, retrieve the mail that has just been received and click on the validation link.

Click on “Finish” and the App will log in with your account. You will be sent back to the Home Page.

Once the account registration is complete, returning to the Homepage of the app, you will notice a change in the status icon at the top right, which will indicate the successful connection to the Cloud Urmet with a green circle.

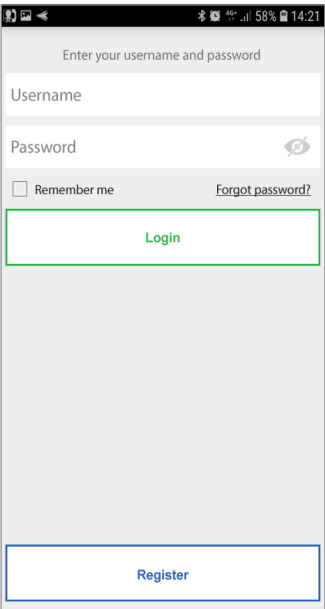


*CallMe connected to the Urmet Cloud*

**6.2 USE A SAVED ACCOUNT (LOGIN)**

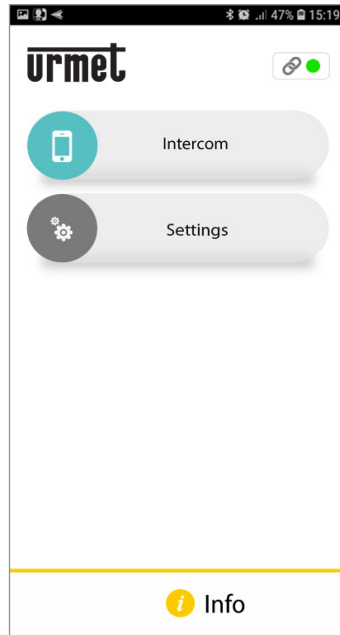
If, however, the user already has a cloud account (e.g. one previously created on another smartphone), (s)he will be able to register directly and enter the account credentials:

- User Name
- Password



*Entering Existing Account Details*

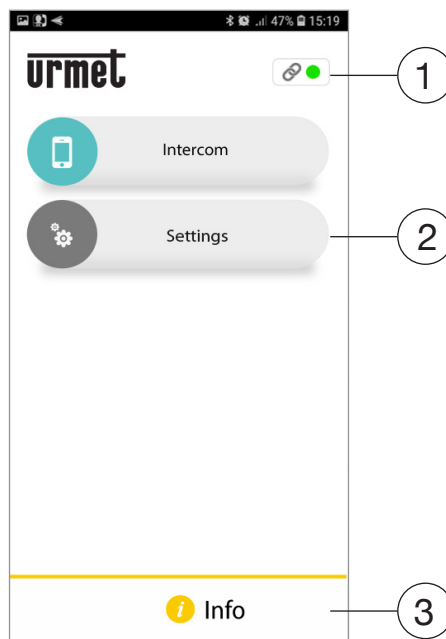
Pressing the “Login” button, the user is automatically redirected to the Home page:



Home page

### 6.3 HOME PAGE

Once logged in with a newly created or existing account, the screen that appears is as follows:




Home page

The meaning of the icons and buttons in the Home Page is as follows:

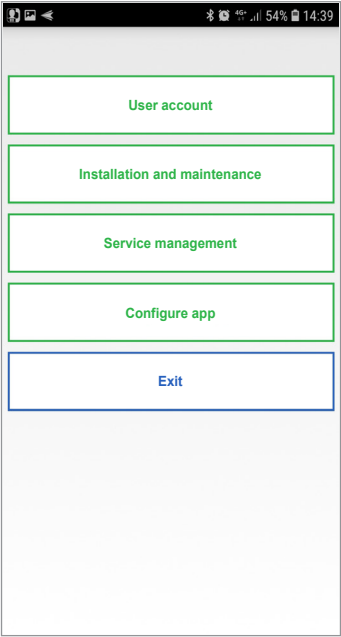
1. “Status icon”:

- if the dot is red ● with an open chain 🔗, this indicates that the user is not logged in with an own Account.
- if the dot is green ● and the chain is closed 🔗, this indicates that a connection has been successfully established.

 *This is the normal condition whenever you launch the App after your first log-in, the connecting speed to your Account can be increased by tapping the dot (when still red);*

- if the dot is yellow/orange ● and flashing and the chain is closed 🔗, this indicates that the connection has been successfully established but call receiving has been disabled on the device currently in use.


2. By pressing the “Settings” key you will display the following page:

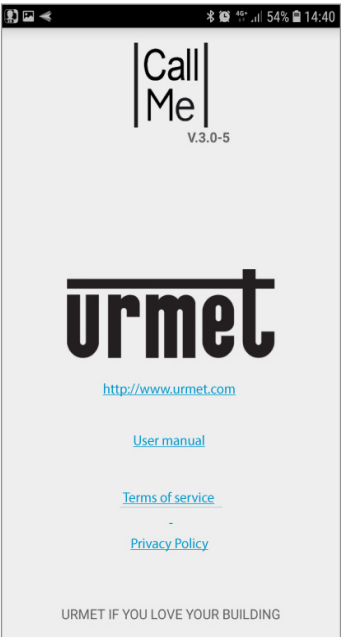


Settings Menu

The various functions available on the “Settings” page are described in the following chapters.

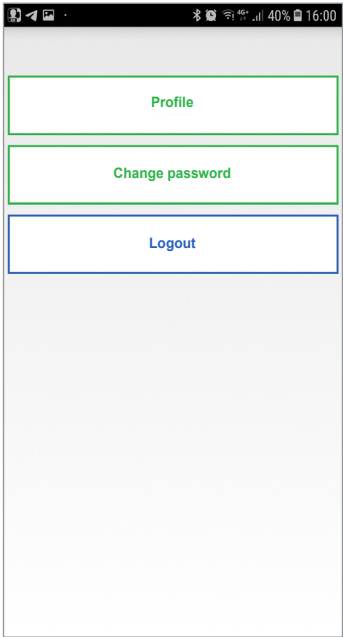
**WARNING! The “Installation and maintenance” button is not to be used for the iPerTAlk system.**

Press the  “Info” button to see the software version of the App, access the Urmet website, view the user manual and read the terms of use and the privacy policy.



### 6.4 USER ACCOUNT

Press the “User Account” button on the “Settings” page to display the following screen:



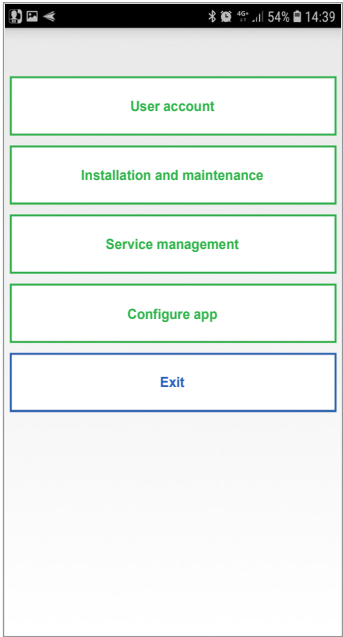
Account settings

- Press the “Profile” button to view your user name, the credentials you entered when you created the account (first and last name) and the email address linked to the account.
- Change your password.
- Logout with the account connected to the Urmet CallMe app.

### 6.5 MANAGING THE SERVICE

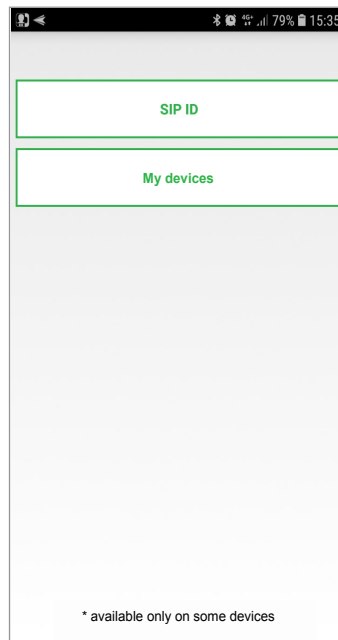
To configure your device, firstly create an account (or log in using an existing account), as explained in the “**CREATE A NEW ACCOUNT OR USE A SAVED ACCOUNT**” section.

From the Home Page, (with the green dot ● displayed and chain closed 🔒 ) select the “Settings” key. You will display:



Settings Menu

Press the “Service Management” button.  
The following page will appear:



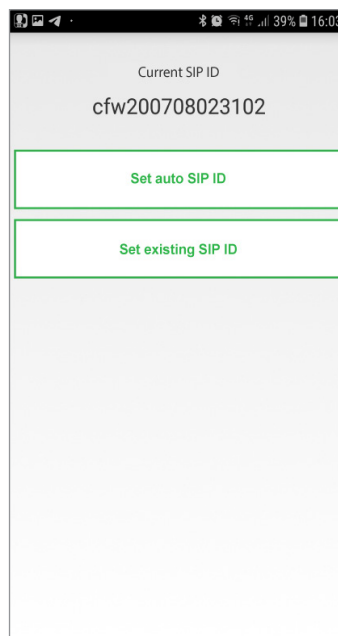
*Service management*

By pressing the “SIP ID” button you can view the SIP ID used by the account.

**WARNING! The “My Devices” button is not to be used for the iPerTALK system.**

### 6.5.1 SIP ID

Press the “SIP ID” button. The following screen will appear:



*SIP ID*

**WARNING!** If on the smartphone there is a version of the CallMe App lower than 3.0, with an account associated to any call forwarding devices present in other systems, after updating the application it is necessary to enter the name and surname to create a new account with the new one. application version. Once the new account has been created, the App will automatically associate the old account with the new one in order to continue receiving calls from any call forwarding devices present in other systems.

The “Set auto SIP ID” button allows you to view the user name of a device configured with version 3.0 of the CallMe App.

The “Set existing SIP ID” button allows you to view and set the username of a device configured with version 2.0 or lower of the CallMe App.

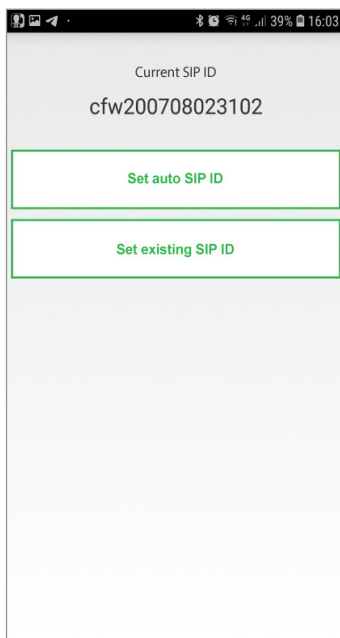
Enter the “Username” and “Password” of the old account, then press the “Set SIP ID” button.

In the “Current SIP ID” field, the SIP ID of the account configured with version 2.0 or lower of the CallMe App will be displayed.

#### 6.5.1.1 USE OF AN ACCOUNT CREATED WITH THE CALLME APP VER. 3.0 ON A SMARTPHONE OR TABLET WITH THE CALLME APP VER. 2.0

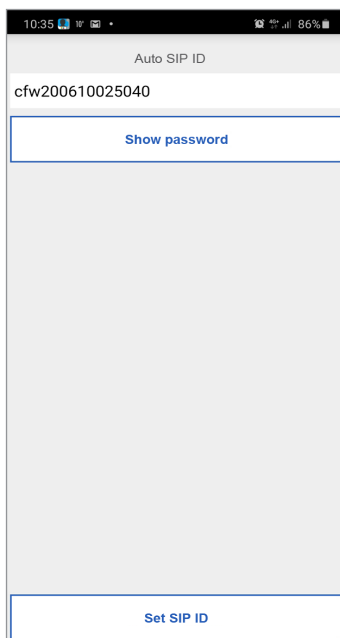
To use an account created with version 3.0 of the CallMe App on a smartphone or tablet with version 2.0 of the CallMe App, follow the procedure below:

1. On the smartphone in which the App CallMe ver. 3.0 from the Homepage press on *Setting* → *Service management* → *SIP ID*.



*SIP ID (App ver. 3.0)*

2. Click on the “Set auto SIP ID” button.



*Set auto SIP ID (App ver. 3.0)*

3. Make a note of the “Auto SIP ID” device username (example: cfw201002040020).
4. Click on “Show password” to view the password linked to the device user name.
5. Press the “Copy” button to copy the password to the smartphone memory.
6. Share the password with the smartphone / tablet containing the App CallMe ver. 2.0.
7. On the smartphone / tablet containing the App CallMe ver. 2.0 press on *Settings* → *Create or Set Account*.

*Entering Existing Account Details (App ver. 2.0)*

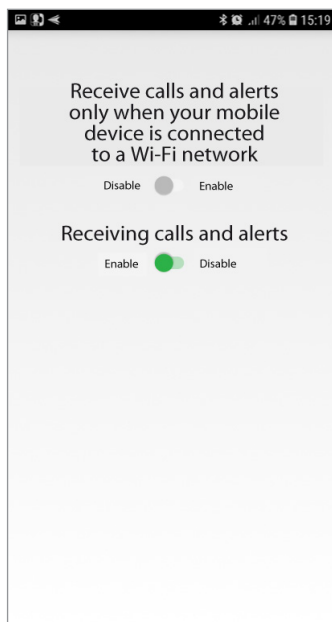
8. In the “Username” field, enter the “Auto SIP ID” username noted earlier (example: cfw201002040020).
9. In the password field, enter the password shared by the smartphone in which the CallMe ver. App is present. 3.0.
10. Press the “Login” button.
11. Now it is possible to use the account also on the smartphone with the App CallMe ver. 2.0.

## 6.6 CONFIGURATION Urmet CallMe APP

To be able to configure the Urmet CallMe App select the “Settings” button from the Home page. Appear:

*Settings Menu*


From here, select “Configure app”.



*App Configuration Menu*

Optionally, the Urmet CallMe application can help you to:


- Restrict reception of calls and alerts to periods when you are connected to a Wi-Fi network to avoid using your SIM card data traffic.
- Disable reception of calls and alerts; in this case, you will not receive calls and alerts until you position the switch back at «Enable».

 *To show the user that reception of calls and alerts has been disabled on the app configuration page, the yellow/amber status icon on the Home Page will flash.*

## 6.7 EXIT (available only for Android)

Press the “Exit” button on the settings menu, to exit the Urmet CallMe App.

**Warning.** Exiting the application will no longer be can receive calls.

 *Other smartphones connected with the same account to the call sender device will continue to receive incoming calls.*

## 6.8 APP CALLME USER MANUAL

For the App’s user booklet, press on the following link “[User manual](#)”.