

CIRCLE Cloud Communication

Mobile User Manual - iPhone

Rev 9.0

AINEO Networks

Table of Contents

Table of Contents Error! Bookmark not defined.

1 Installing the CIRCLE App.....3

1.1 Installing the CIRCLE App.....3

1.2 Re-install the CIRCLE App.....5

2 How to Make Calls 6

2.1 Making a Call.....6

2.2 Receiving a Call.....7

2.3 Registering Contacts 8

2.3.1 Registration from Smartphone 8

2.3.2 Registration from the App 8

2.4 Calling an Extension from Contacts 9

2.5 Calling from Mobile Contacts.....9

2.6 Calling from Call History 10

2.7 Listening to Extension Voicemail.....10

2.8 Changing Caller ID 11

3 Hold & Transfer.....11

3.1 Placing a Call on Hold 11

3.2 Transferring a Call (Attended Transfer).....12

4 Presence Settings 12

4.1 Changing Presence 12

5 Checking Call Logs 13

5.1 Checking Personal Call Logs 13

5.2 Checking Incoming Group Call History 13

6 Troubleshooting 14

6.1 Mobile Phone Number is Displayed to the Other Party.....14

6.2 Calls Are Not Received and Are Forwarded to Voicemail.....14

1 Installing the CIRCLE App

1.1 Installing the CIRCLE App

1. You will receive an email from “noreply@circleip.com” with the subject “Welcome to CIRCLE Mobile.” Open the link in the email.

Welcome to CIRCLE for Mobile!



noreply@circleip.com

7:03 · 受信トレイ

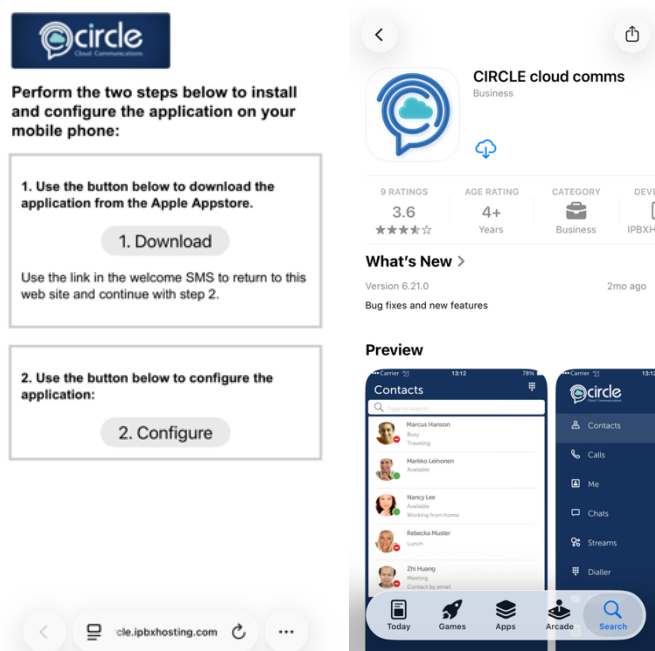
Hi Hanako,

Welcome to CIRCLE Cloud Communications for Mobile!

Get started by clicking the link below from your mobile device and following the instructions on the page.

<https://circle.ipbxhosting.com/mobile/application?>

2. When the following screen appears, tap “1. Download.” The App Store will open — install the “CIRCLE cloud comms” app from there.



3. After the app is installed, the activation login screen will appear. There are two ways to log in:

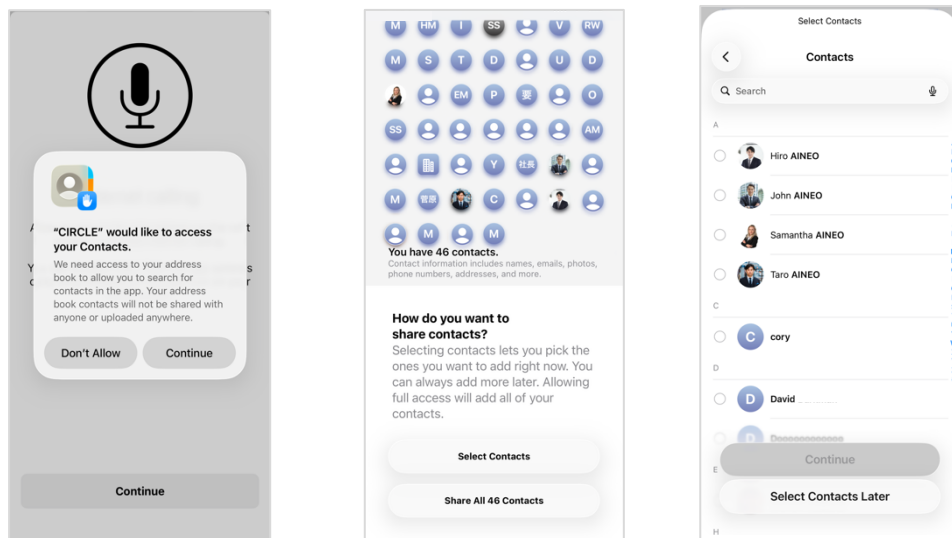
a) Select “2. Configure” for automatic login

Press “2. Configure” from the link in the invitation email. The app will automatically switch and complete the login.

b) Enter the mobile number tied to your account and log in with activation code

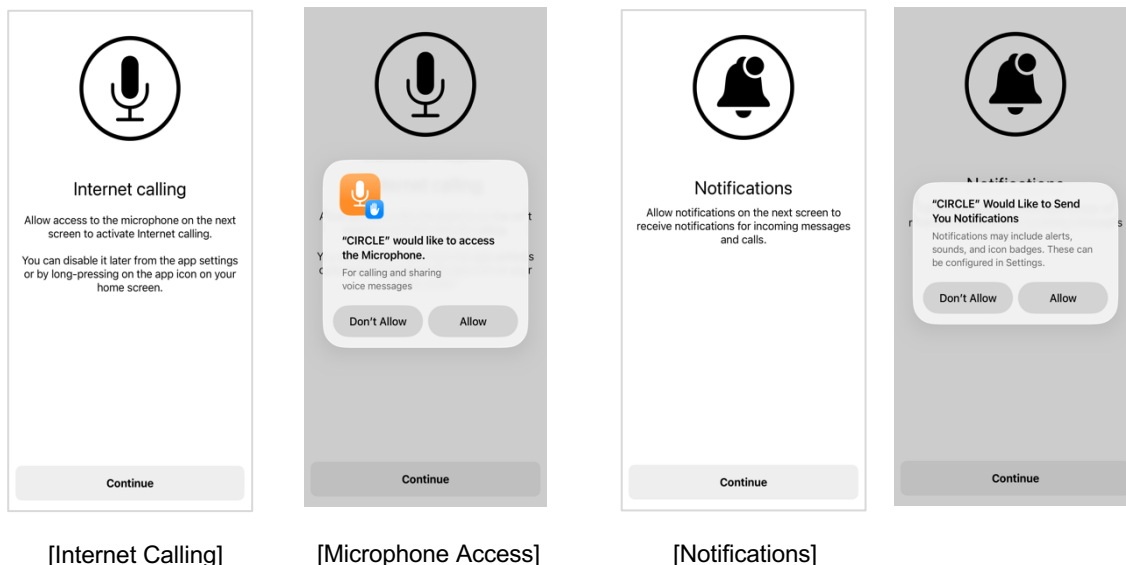
Enter the mobile phone number registered to your account and tap “Get Activation Code.” The activation code will be sent to your email address. Enter the code and activate to complete login.

4. After logging into the app, you will be asked to grant access to sync your contacts. You can search for contacts shared with CIRCLE using the contacts list within CIRCLE. You can choose to share all your contacts or only selected contacts.



*If you want to change the contact list sync settings later, you can do this from your iPhone Settings app. Select *Apps* from the very bottom part of the Settings main page, select CIRCLE from the list of apps, then in the Contacts section, you will be able to choose “None,” “Limited Access,” or “Full Access” from the Contacts section.

5. After logging into the app, you will be directed to allow “Internet Calling,” “Microphone Access,” and “Notifications.” Please allow all of them.



[Internet Calling]

[Microphone Access]

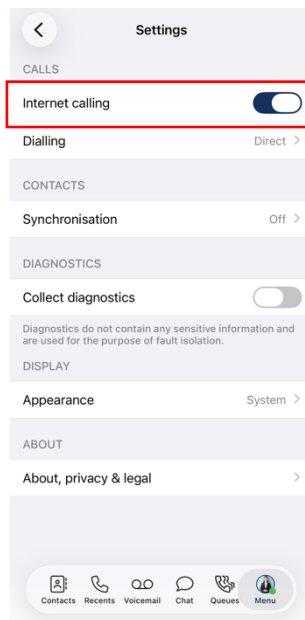
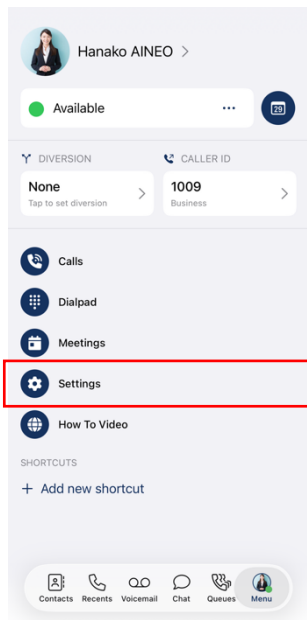
[Notifications]

1.2 Re-install the CIRCLE App

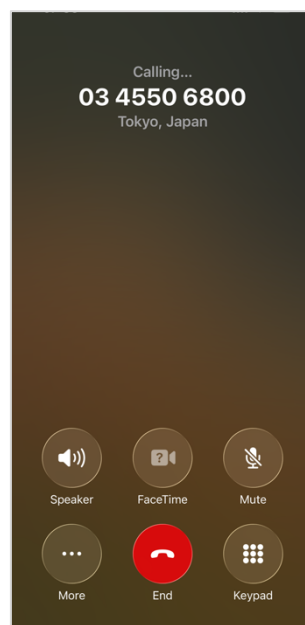
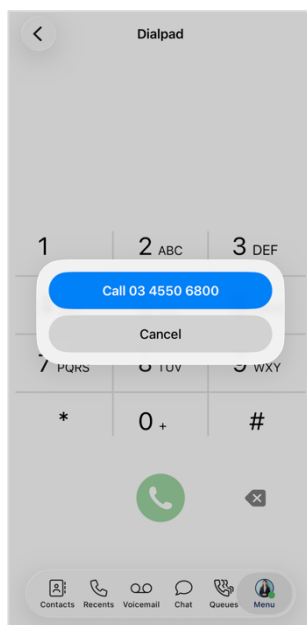
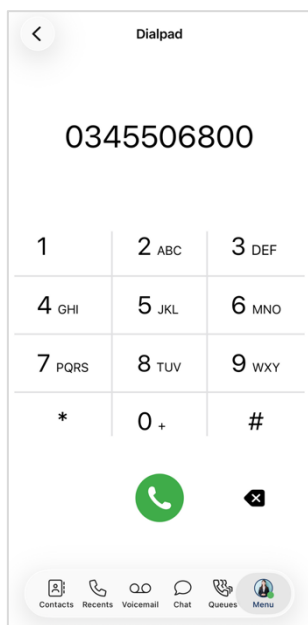
IMPORTANT: Be sure to complete the following steps

After Re-installing CIRCLE and logging in, follow the steps below to set up internet calls.

1. From within the Menu of the app, tap “Settings.”
2. Turn on the Internet Calling as shown below.
This completes the setup.



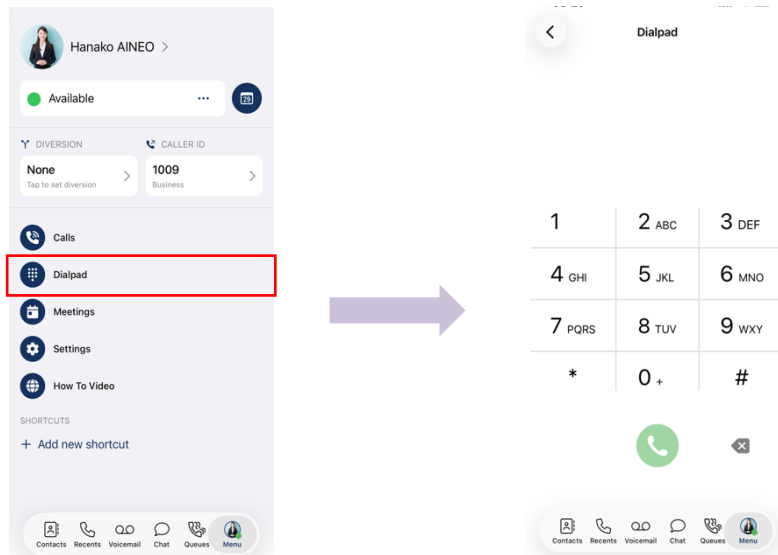
*If “Internet calling” is off, the app cannot connect to the network. Therefore, when you make a call, a pop-up will appear prompting you to make the call from mobile phone number.



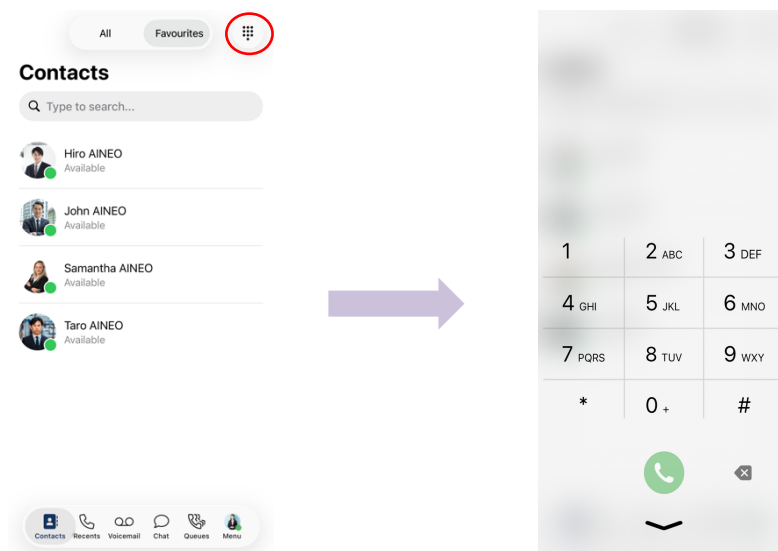
2 How to Make Calls

2.1 Making a Call

1. From the “Menu” in the app, tap “Keypad.” Enter the phone number you want to call and tap the call button to place the call.



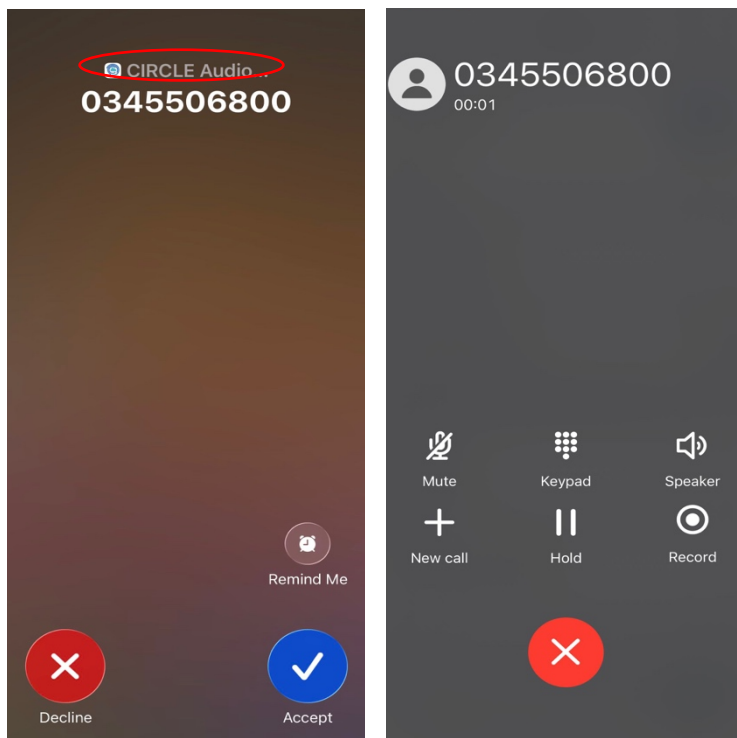
2. You can also place a call by tapping the keypad icon at the top right of “Contacts.”



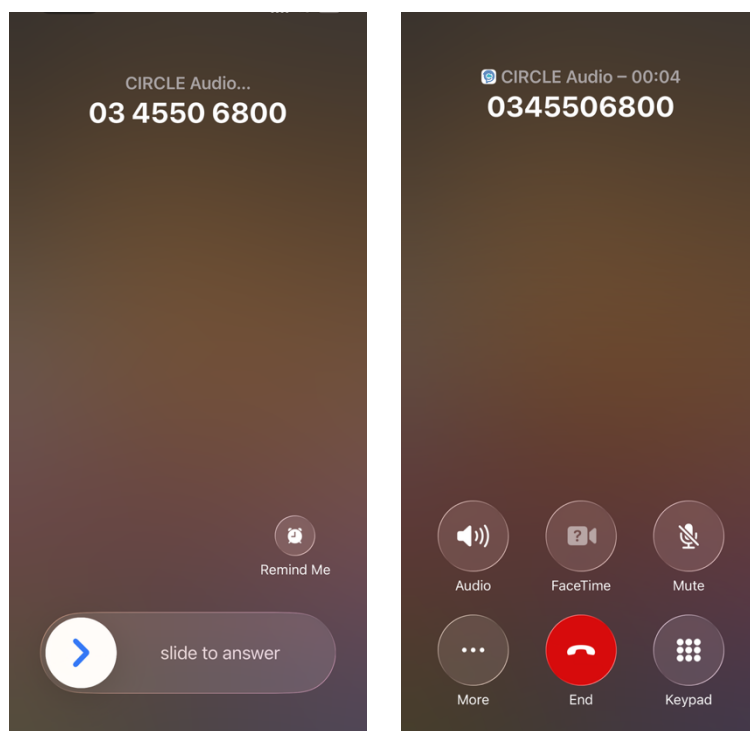
Note: For international calls, press and hold 0 to display “+.”

2.2 Receiving a Call

1. When a call comes in, the screen below is displayed. The incoming call screen looks the same as a regular smartphone call, but the one labeled “CIRCLE Audio” is an incoming call through the app.
2. Press Answer and the app will open, switching to the screen on the right.



Note: If the iPhone is in sleep mode when a call comes in, the screen on the left will appear. You can answer by sliding “Slide to Answer.” To use transfer, hold, or other CIRCLE functionalities, tap “... More” to open the app.



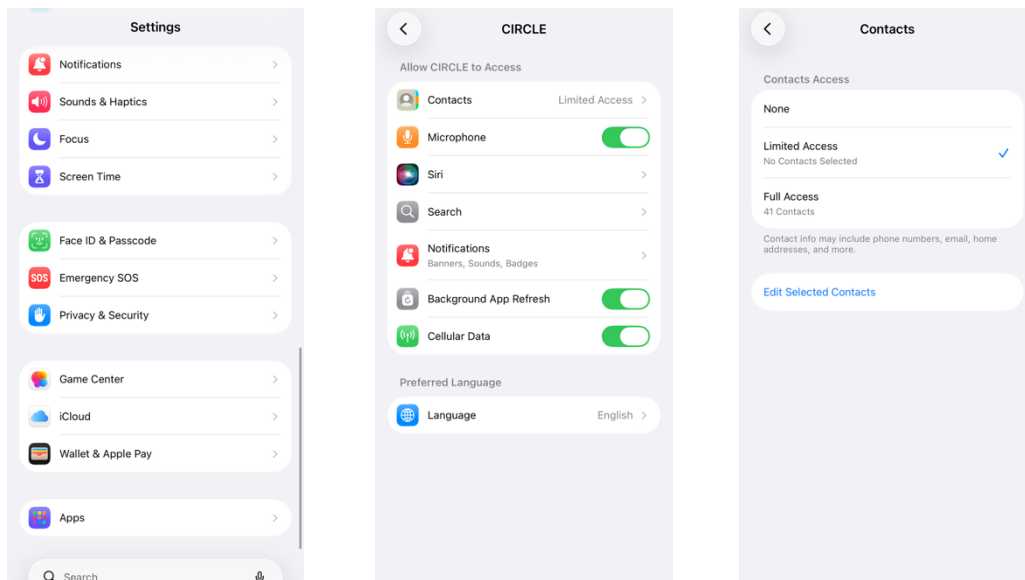
2.3 Registering Contacts

2.3.1 Registration from Smartphone

1. From the iPhone's "Settings" menu, go to Apps. Then select CIRCLE.
 2. Under "Allow CIRCLE to Access," you will see access options listed under "Contacts."
- [None] [Limited Access] [Full Access]

Limited Access... Manage which contacts are synced via "Edit Selected Contacts"

Full Access... All contacts on your iPhone can be searched for via CIRCLE's contacts



2.3.2 Registration from the App

1. From the call log under "Recent" in the menu, long-press the call history entry you want to register as a contact. (New registration is not available; registration is only possible from call history)
2. When the screen below opens, tap "Add to Contacts."
3. Select the contact type at the top of the screen:

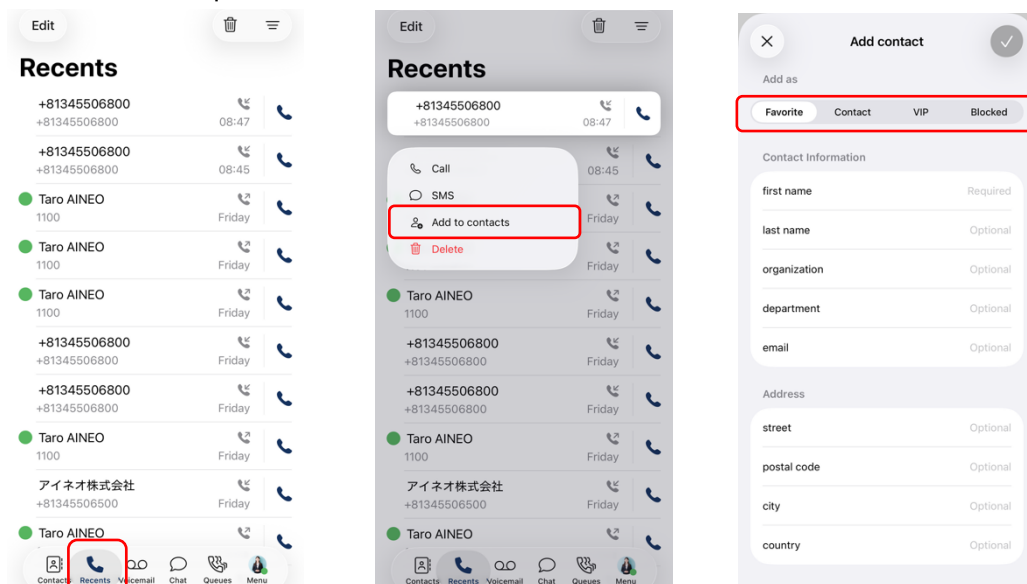
Favorites ... Contacts displayed when the app is launched

Contacts ... Not displayed on the launch screen; appear when searched

VIP ... (Not used)

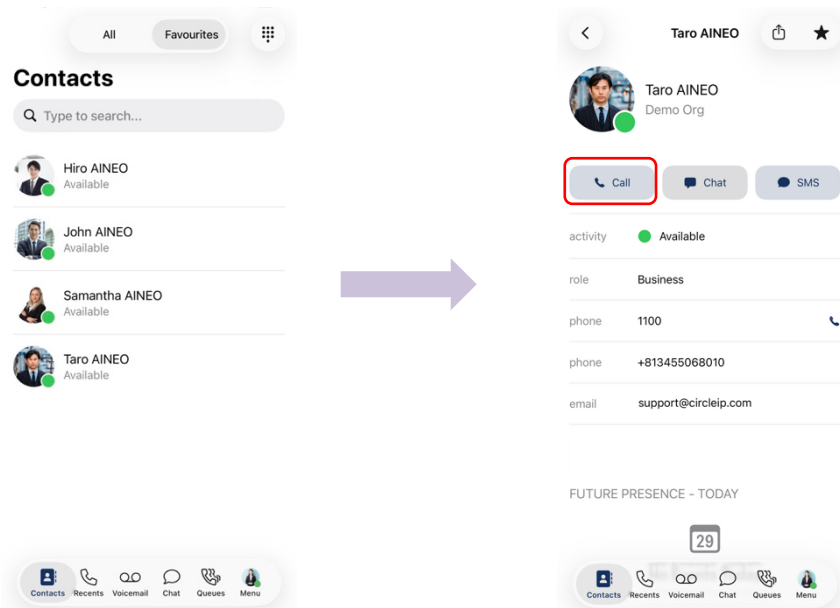
Block ... Call rejection (effective only when a direct number is set)

4. Enter the required information and tap the check mark at the top right to save. Name and phone number are required fields.



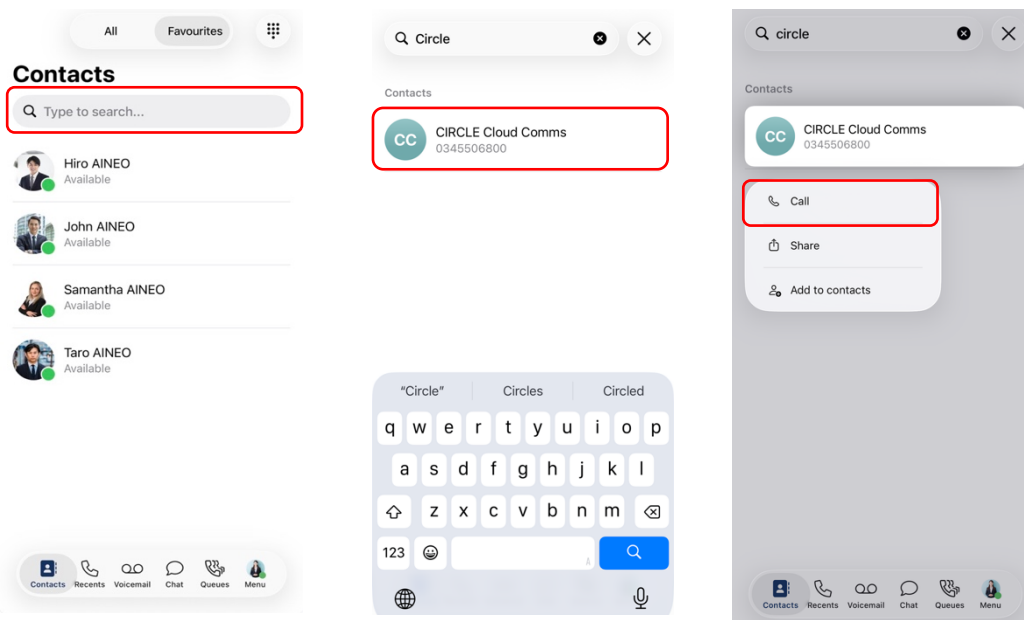
2.4 Calling an Extension from Contacts

1. From “Contacts” in the menu, tap the user you want to call.
2. Tap the call button to place an extension call.



2.5 Calling from Mobile Contacts

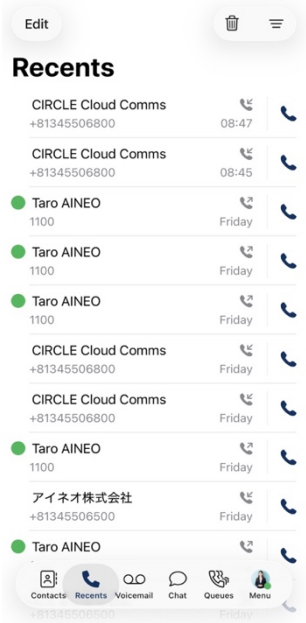
1. From “Contacts” in the menu, tap the search bar and search for the contact you would like to make a call.
2. Long hold the contact, then tap the call button to place a call.



2.6 Calling from Call History

Calling from the App Call History

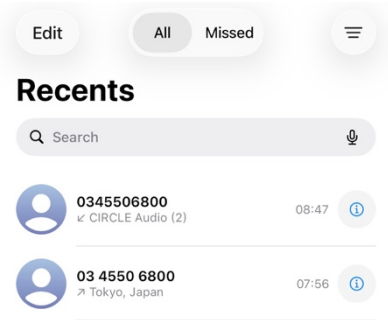
From “Recents” in the app menu, tap the handset icon next to the phone number you want to call.



Calling from the Smartphone’s Own History

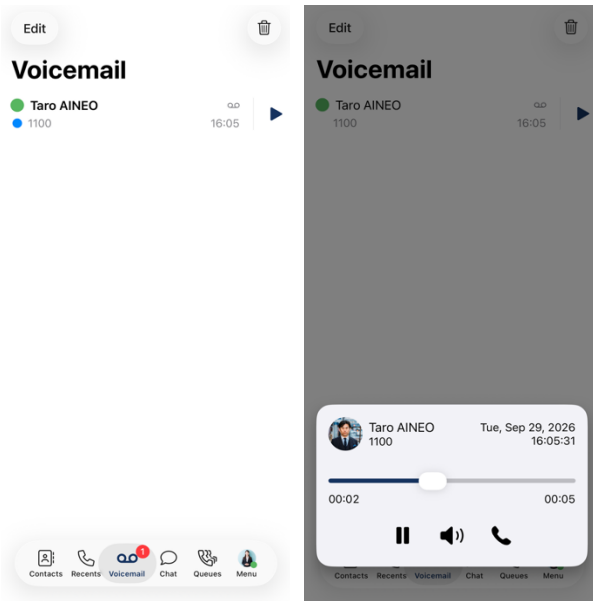
From the smartphone’s call history, tap an entry that shows “CIRCLE Audio” at the bottom. The app will automatically open and the call will be placed through the CIRCLE app.

Note: Entries without “CIRCLE Audio” will be placed as regular mobile calls.



2.7 Listening to Extension Voicemail

Tap “Voicemail Box” and then tap the play icon next to the voicemail entry you want to listen to. Note: This feature may not be available depending on your CIRCLE contract.

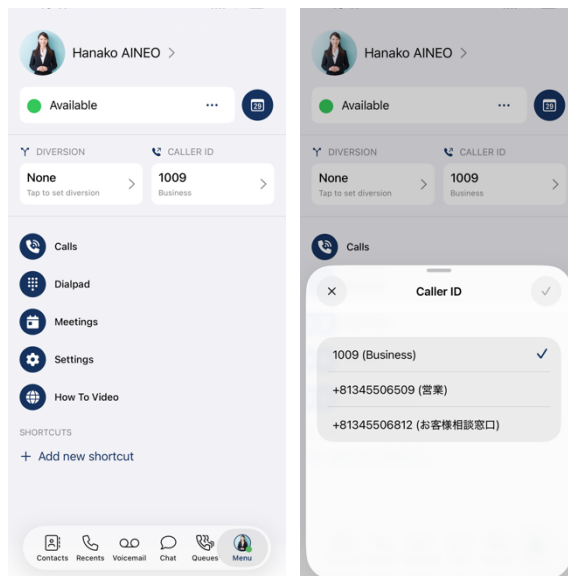


2.8 Changing Caller ID

If multiple caller IDs are configured, you can change the outgoing phone number.

From the “Menu” in the app, tap “Caller ID,” select the desired outgoing number, and tap the check mark at the top right. Calls will then be placed from that number.

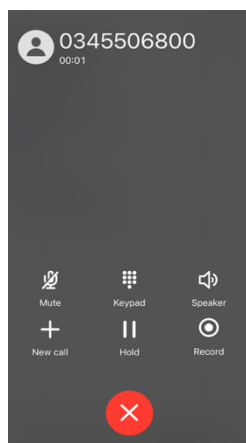
Note: This feature may not be available depending on your CIRCLE configuration.



3 Hold & Transfer

3.1 Placing a Call on Hold

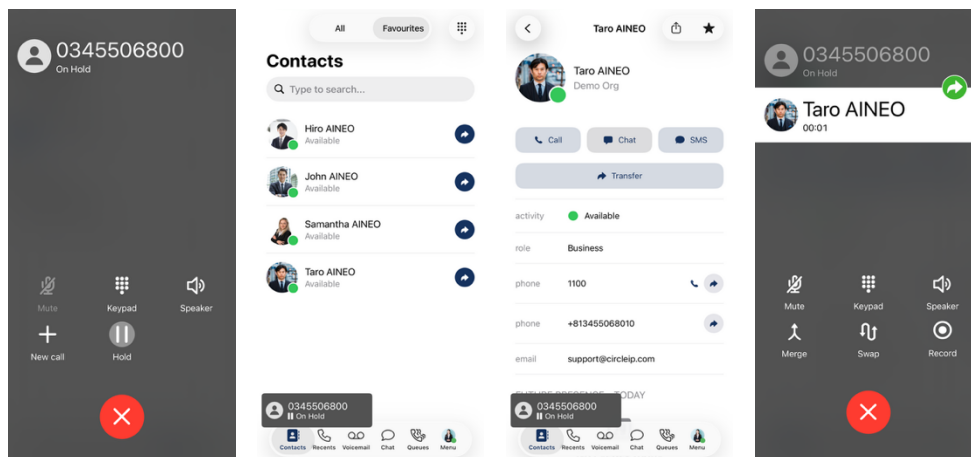
1. During a call, tap the “Hold” button.
2. To release the hold, tap “Hold” again.



3.2 Transferring a Call (Attended Transfer)

1. During a call, tap “Hold,” then tap “New Call.”
2. The Contacts page will open. Place a call from Contacts, Recents, or by entering a number on the keypad.
3. When the transfer destination answers, the screen on the far right will be displayed. Tap the transfer button (green arrow button) to complete the transfer.

If the transfer destination does not answer, tap the button at the bottom of the screen.



4 Presence Settings

Note: The display of this feature may differ depending on your CIRCLE contract.

By changing your presence, you can control whether the phone rings on incoming calls, or forward calls to voicemail or a specified phone number. When you are unable to answer the phone, you can change to your preferred incoming call rule.

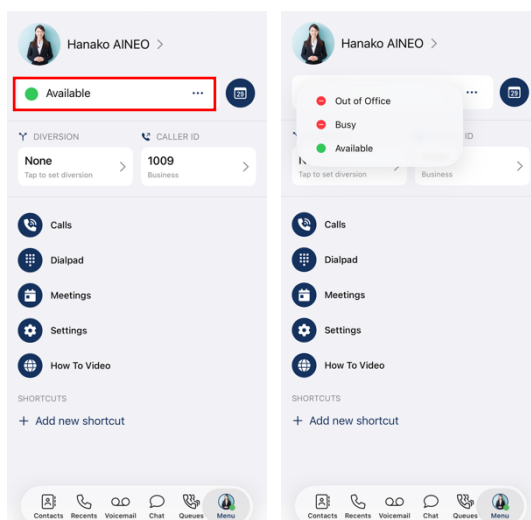
The following presence settings are configured by default:

- Available.** ... Able to receive calls
- Busy** ... Forwarded to voicemail, or audio guidance plays and the call is disconnected
- Out of Office** ... Forwarded to voicemail, or audio guidance plays and the call is disconnected

4.1 Changing Presence

From the “Menu” in the app, tap the presence status below your profile.

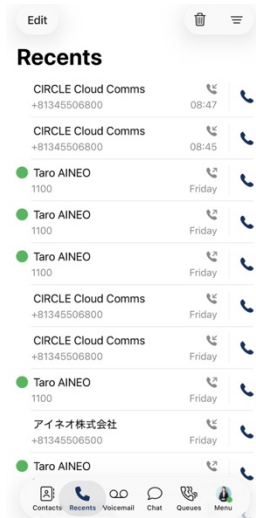
You can change the presence by selecting it.



5 Checking Call Logs

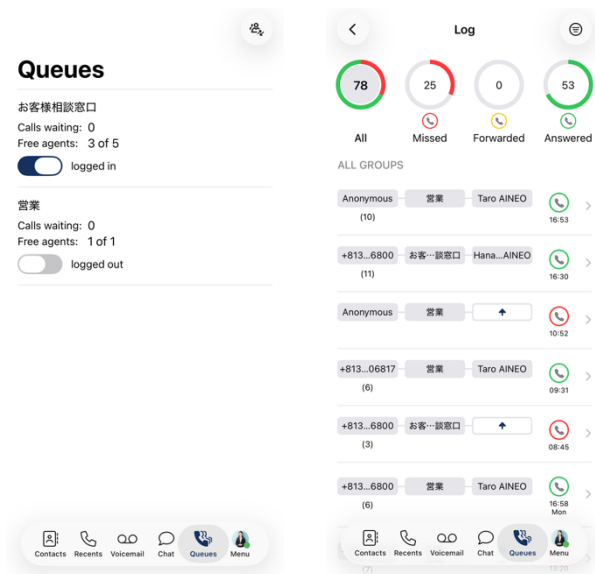
5.1 Checking Personal Call Logs

Tap “Recents” from the main menu of the app to view your personal call logs.



5.2 Checking Incoming Group Call History

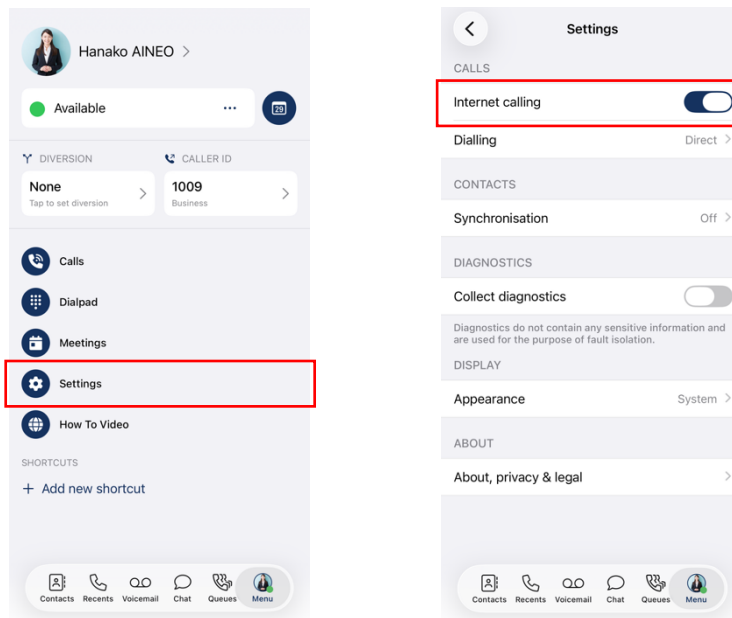
Tap “Queues” from the main menu in the app, then tap the person icon at the top right of the screen to view the call history of the incoming group you are registered in.



6 Troubleshooting

6.1 Mobile Phone Number is Displayed to the Other Party

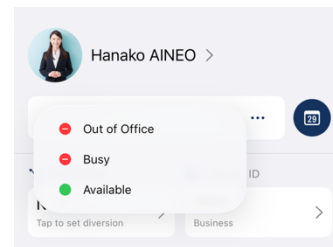
1. From the “Menu” in the app, tap “Settings.”
2. Turn on Internet Calling as shown below. Your contracted phone number (main number, direct number, etc.) will then be displayed.



6.2 Calls Are Not Received and Are Forwarded to Voicemail

Check Presence

1. If presence is set to a status other than Available, calls will not ring. From the “Menu,” check the presence status and select “Available” (green mark) to receive calls.
2. If calls are still forwarded to voicemail even when “Available” is set, please contact CIRCLE Partner Service.



Contact Information

Aineo Networks — CIRCLE Partner Service

Email: support@circleip.com

Business Hours: 9:30 AM – 5:30 PM (excluding weekends and holidays)