

Introduction

IdeaTek Voice Pro is a mobile app that turns your phone into a company VOIP system, allowing you to use your business number or extension on the go. It offers all the features of a standard VOIP desk phone, enabling you to:

- Make internal office calls as if you were at your desk.
- Transfer both internal and external calls.
- View the company directory.
- Access your voicemails.

This guide provides step-by-step instructions on how to operate the IdeaTek Voice Pro app. To use it, ensure the following:

1. You have an Android or iOS mobile device and have downloaded the IdeaTek Voice Pro app from your app store.
2. You've been granted access to the IdeaTek Voice Pro system.
3. You will use your Manager Portal username and password to log in.



If you need assistance, please contact IdeaTek Customer Support:

- **Phone:** (620) 543-5555
- **Email:** help@ideatek.com

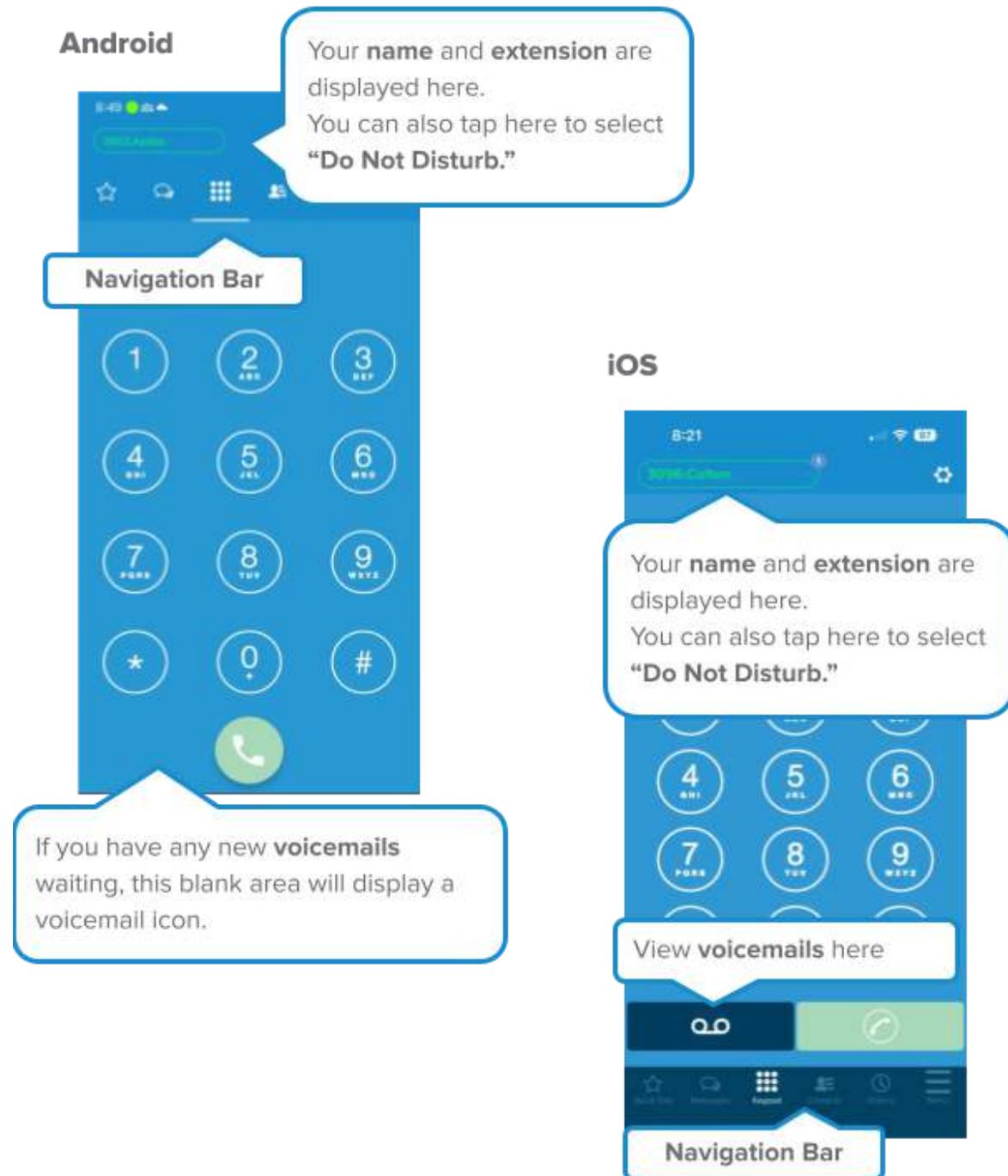
Launching IdeaTek Voice Pro

After downloading and installing the **IdeaTek Voice Pro** app from your app store, you can launch it and sign in using your Voice Pro username and password.

Each time you open the app, it will automatically display the Keypad screen, as illustrated in the Quick Tour on the following page.



A Quick Tour

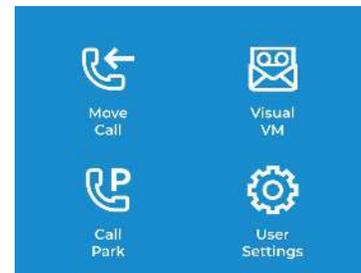


IdeaTek Voice Pro Navigation Bar



As shown above, the **Navigation Bar** contains icons you can tap to access various parts of the app:

- **Quick Dial:** Represented by the "Star" icon, this is your customizable speed dial list.
- **Keypad:** Shown as an icon with nine dots, use it to dial internal extensions or external numbers.
- **Contacts:** Represented by the "Profile" icon, this displays your smartphone's contact list (if permission is granted) and the complete internal company directory.
- **History:** Indicated by the "Clock" icon, this section shows your placed, received, and missed calls.
- **Voice Pro Menu:** Accessed through the "Hamburger" icon, this menu lets you use additional features such as Move Call, Visual Voicemail, Call Park, and User Settings.

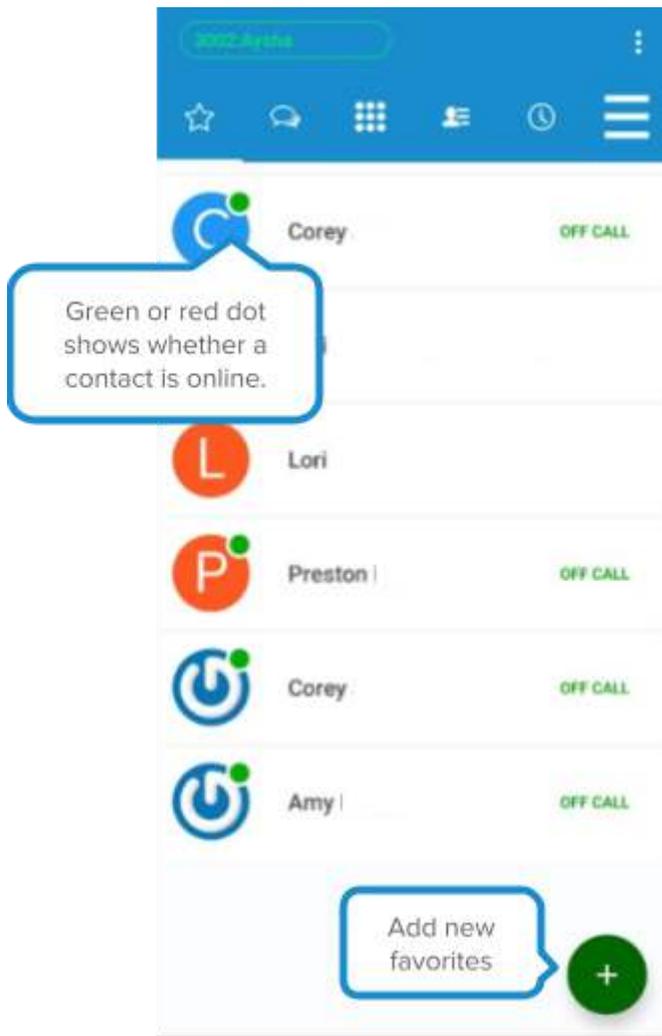


In the top right corner of the screen is the “**Options**” button, indicated by the **three dots icon (Android)** or **gear icon (iPhone)**, where you can change the app settings.



Quick Dial

Your favorite contacts can be added from your internal company directory, your cell phone contact list, or be manually entered. You can see if your colleagues are talking on the phone or if they're even online at all. You can search, sort, and filter this list. Tap the “Options” button to display contacts as a grid (shown below) or list format.



Keypad

This area is where you make all your internal and external calls.

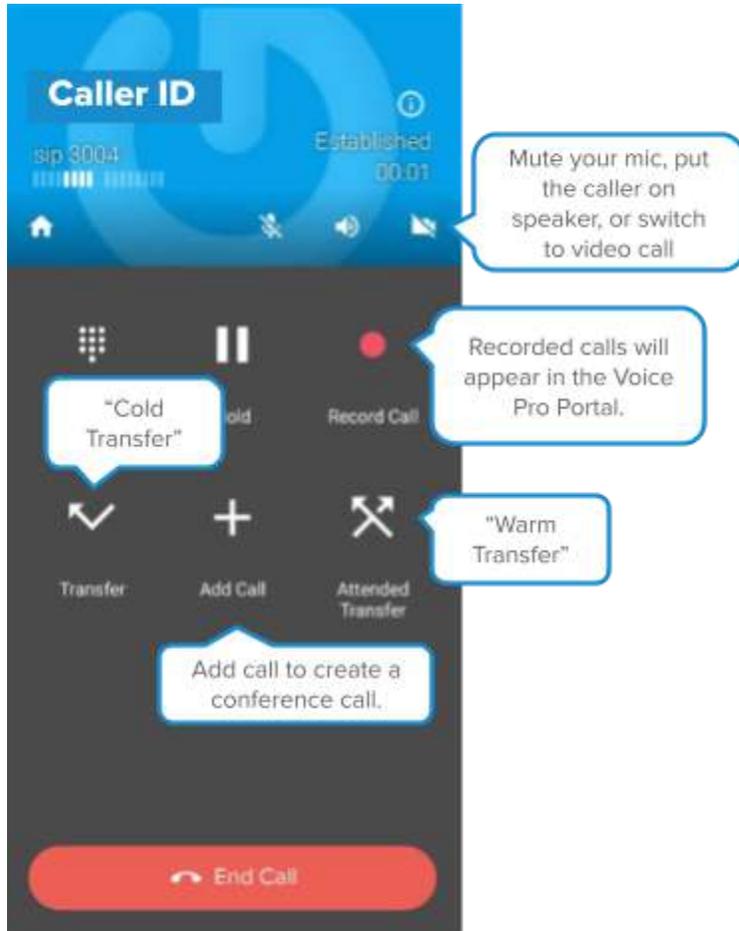


If you have new voicemails waiting, a voicemail button will appear on this screen. Tapping this button will call the Voicemail audio menu system, or you can access the voicemail through the “Visual Voicemail” option in the “Voice Pro Menu.”

After the other party picks up the call, this screen will change to the “On-Call” screen. See the next page to explore options when you are on a call.

On a Call

The “On Call” screen offers similar options to our desk phones. It also includes a network statistics page for any troubleshooting needs.

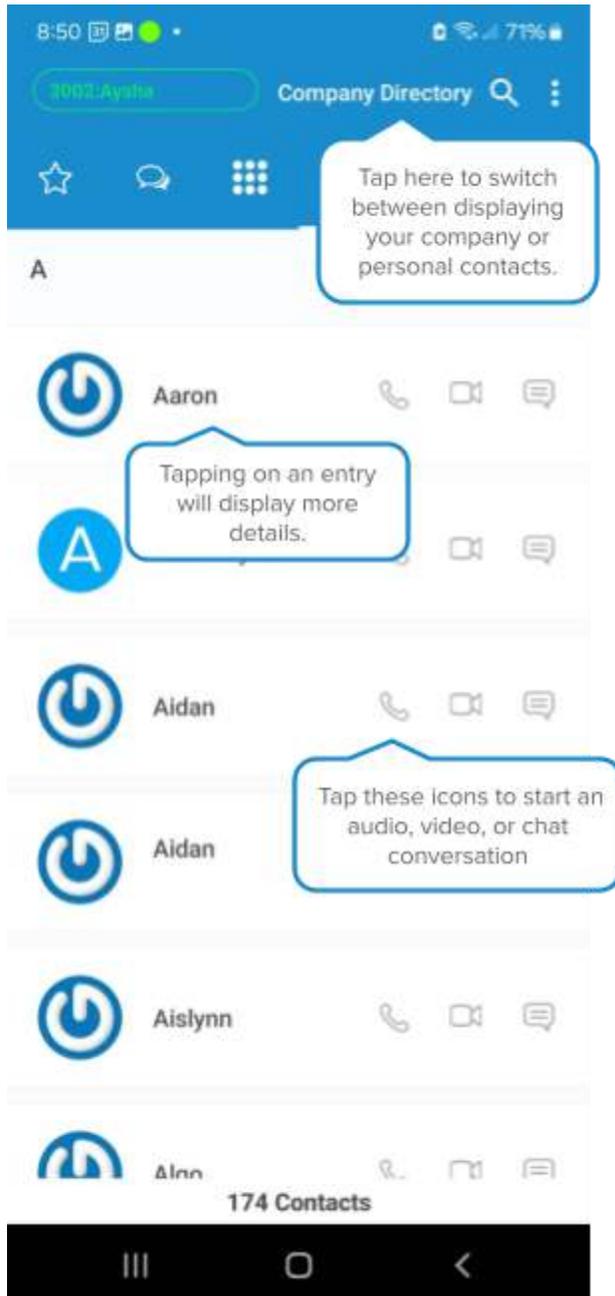


Callers will hear hold music when you put the call on hold by tapping the “Hold” button (above).

*=Cold transfers are also called Blind or Unattended Transfers. Warm transfers are also called Attended Transfers

Contacts

This area includes access to your smartphone's contact list (if granted), and a full listing of your internal company directory. It is easy to switch between the two directories (see below). Tap the magnifying glass icon to search your contacts.

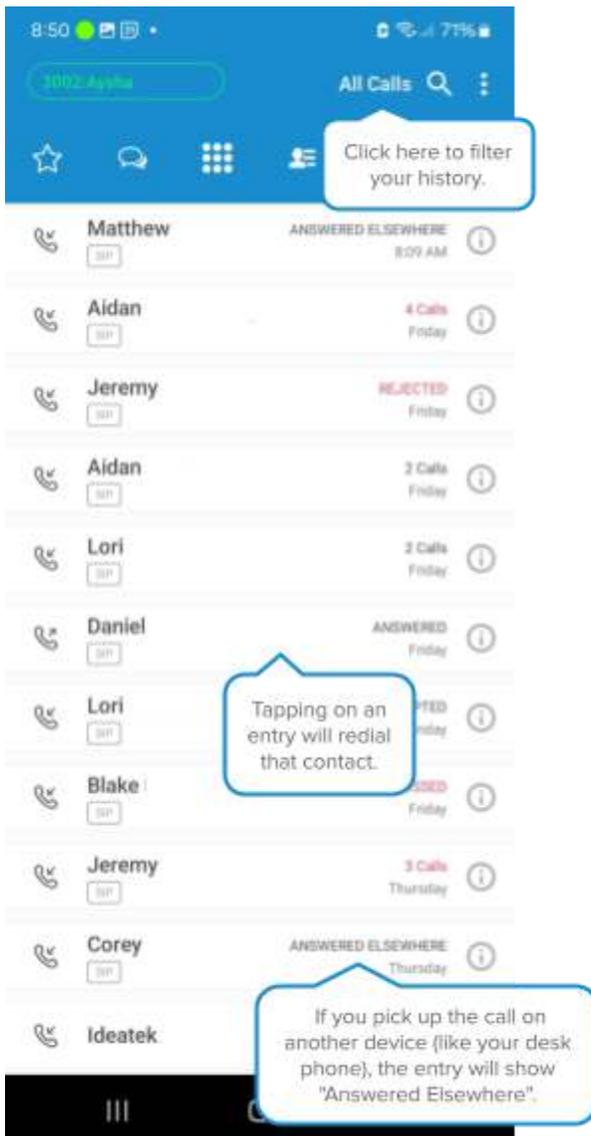


History

The call history section shows any business calls placed, received, or missed that are sent to your extension.

Note: Your personal cellular number's call history will NOT be shown here.

Tap the magnifying glass icon (upper right) to search your call history. To save space, multiple calls to/from the same user are added into one line and can be viewed individually by tapping on the "information" icon to the right.



Menu

The menu will give you access to additional IdeaTek Voice Pro features including moving calls, voicemails, call park, and user settings.



Visual Voicemail

This area enables you to listen to and manage your voicemails visually. This screen does not call the audio voicemail system. You will be able to read your voicemails if the transcription function is enabled.

