

QUICK START GUIDE

Welcome to homeXtend for iOS

Everything you need to to set up and use your homeXtend mobile phone client

This guide is for users that have subscribed to a residential service that includes the homeXtend client. The client is supported for iOS versions 8.x and up.

Features of the Client

The mobile phone client offers a number of features to compliment your home phone service. This includes:

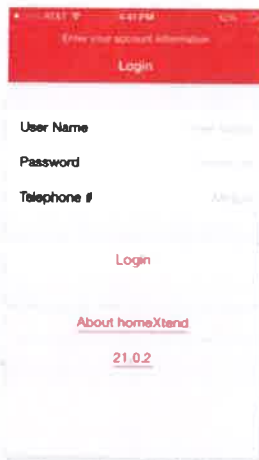
- Placing calls that appear to come from your residential line
- Answering calls that arrive at your residential line
- Configuring your residential line features including Simultaneous Ring, Sequential Ring features and Unified Messaging.

Installation

Installation is quick and easy. Simply launch the App store application on your iPhone and search for homeXtend. Install the application on your device just like you would install any other application from the app stores.

Using homeXtend

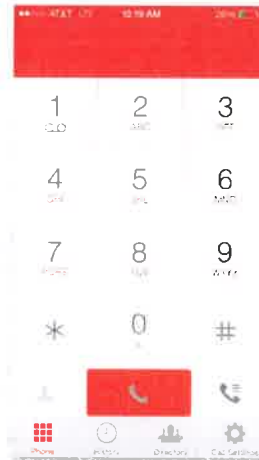
This section will walk you through the initial configuration of the application, use of the features and exploring the configuration options.



LOGGING IN

When you first start the client, you will be presented with a Licensing Agreement where you can accept the terms. Once accepted, a login screen will appear.

Enter your username, password and your Telephone # in the appropriate fields and press the Login button. Your username and password choice were supplied when you ordered your service.



Once you press OK, the main phone dialer screen will be shown.

- The menu bar across the bottom of the application provides access to the main features of the application.
- The phone screen shows the dialing screen as above.
- The History screen shows the history of calls made on your residential service. This includes all incoming and missed calls.
- The Setting screen is where you set all the configuration options on your service, such as a Call Forwarding number, Voicemail options and many other feature settings.



Once you login, a dialog box will pop up indicating your device is not configured for homeXtend Anywhere. In order to use some of the capabilities of the application, press Configure homeXtend Anywhere. This will allow you to place calls with this application that will appear to come from your residential phone line rather than your mobile phone number. Alternatively you can configure this option from the settings screen. If you choose Cancel, that option will not be available.

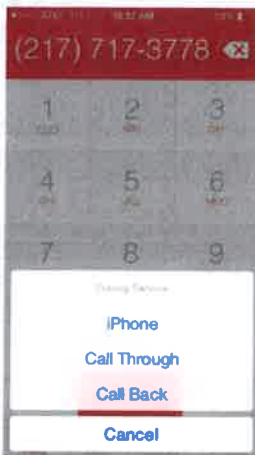
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Call Screen

The call screen is your main dialing screen. From here you can enter a destination phone number and press the Call button. The right arrow button can be used to back over entered digits if you made a mistake entering a number.

On pressing the Call button, you will be provided with options as below.



PLACING A CALL

Three options are available for placing outbound calls:

1. iPhone

If this option is selected, the application will use the built-in mobile phone to place outbound calls. This means the called user will see your mobile number as the caller ID instead of your residential caller ID.


2. Call Through


This setting will allow you to place calls as your residential number. When using this option, your mobile phone may display that you are calling a number you may not recognize. The number dialed is a number on our network. These numbers may change each time you place a call. When we receive a call from your mobile phone on one of those numbers, we place a call to the entered destination number using the caller ID from your residential line and connect you to the call.

3. Call Back

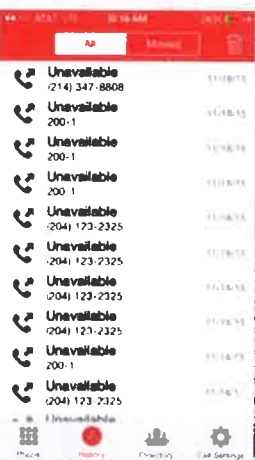
This setting will also allow you to place calls as your residential number. When using this option, the service will call your residential number first. Both your home phone and your mobile phone will be called. A pop-up message on the phone's screen will indicate Waiting for call back. When you do, the call will be placed to the destination number you entered using the caller ID of your residential line and connect you to the call.

CALL PULL

The  key provides an option to pull an existing call from your residential phone to the mobile client.

Press the  key when you have an active call. Choose the Call back option, if prompted. The **Waiting for call back** message will appear. Answer the call, and the service will connect your mobile phone incoming to the existing call. The call to your home phone line will then be dropped. To pull the call back to your home phone, pick up your home phone and dial *11. This will connect the call to your home phone and drop the call to your mobile phone.

This feature allows you to transfer a call on your home phone to your mobile phone so you can continue your conversation if you need to leave your home, or transfer the call back to your home phone when you arrive back home.



HISTORY SCREEN

The history screen will show all calls to and from your residential line as well as any missed calls. The calls can be filtered as shown below.

Calls placed from the homeXtend client will only show in this list if you use either the **Use Call Through Service** or **Use Call Back Service** dialing option. Calls placed using the iPhone Service do not use your home phone number and therefore don't show in this list.

Calls can be placed from this list by pressing the entry you want.

The trash can icon in the upper right corner can be used to delete your call history.

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Directory Screen

The Directory Screen allows you to search your phone contacts and call them quickly. You can dial contacts from your iPhone contact list by pressing the mobile icon on top.



CALL SETTINGS SCREEN

Your service provides many features that are configurable and can be set through the Call Settings screen.

Call Settings Screen

Your service provides many features that are configurable and can be set through the **Call Settings** screen. The initial part of this screen shows your username and mobile phone number.



CALL OPTIONS

This section highlights settings related to how outgoing calls are handled and how Voicemail and Unified Messaging work with your service.

DIALING SERVICE

- This option allows you to set your preferred default calling option: **Use iPhone Dialer**, **Use Call Through Service**, **Use Call Back Service** or **Always Ask**. Once chosen here, this will be the default option when you place a call.

CALLER ID BLOCKING

- The **Caller ID Blocking** option allows you to place calls anonymously. This is equivalent to dialing *31/#31 (see **Call Features**).



GREETING ONLY MAILBOX

The Greetings only option allows you to **Disable Message Deposit** if you want to prevent anyone from leaving a message. If you enable this option, you can decide whether the call should end after the greeting is played, or to forward the call to another destination number.

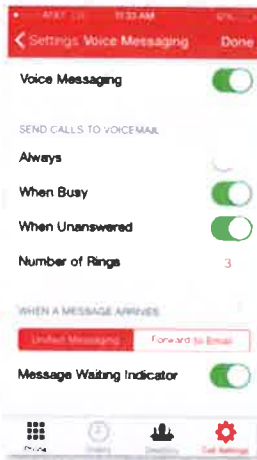
Record an appropriate greeting in this case instructing callers that you are not accepting messages, or that your call is being forwarded.

VOICE MESSAGING

- The On/Off button will enable/disable whether voice mail will answer after the ring timeout. By default, Busy Calls and Unanswered Calls are sent to voice mail after 3 rings. Check the **Send All Calls to Voice Mail** to have all incoming calls answered by your voice mail. This is similar to enabling the Do Not Disturb feature.
- The **Unified Messaging** feature in the **When a message arrives** section, can be used to send all voice mail recordings to your email and is enabled by default. This is in addition to providing an indicator in your landline. The voice mail recording is attached as a .wav file to an email. To use this feature, check the E-mail a carbon copy of the message to option in the Advanced Options section and enter your email address in the entry field.

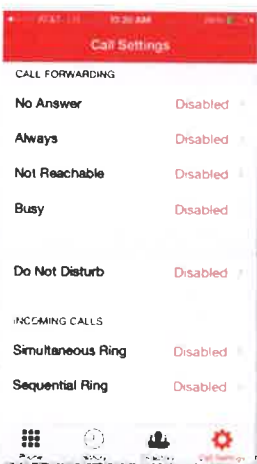
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VOICE MESSAGING (continued)

- If you only want your voice mails going to your email and not stored as voice mails in the service, then select the **Forward to e-mail** option in the **When a message arrives** section. This will always send voice mails to your email. If you call your voice mail box, the service will indicate you do not have any new voice mails, nor will voice mails sent in this manner be saved. Select this option if you rarely check your voice mail and don't want your voice mail box to fill up.
- Enable the **Transfer on 0 to Phone Number** option and specify a destination number if you want to provide callers the ability to press 0 to interrupt the greeting message and reach you at the specified number.



CALL FORWARDING

The **Call Forwarding** section allows you to change when and how calls are forwarded.

CALL FORWARD NO ANSWER

- Touch **Call forward no answer** to configure and enable or disable this feature. The last number entered here as a forwarding number will be remembered, or a new number can be entered. Touch On/Off to enable/disable this feature. This has the same effect as using *92/*93 (see **Calling Features**). If *92 is used to forward calls, the forwarding number will be shown in the client as it was the last number used for forwarding. Choose the number of rings to allow before calls are forwarded to the destination number. If this feature is off, unanswered calls will forward to voicemail.

CALL FORWARD ALWAYS

- Touch **Call forward always** to configure and enable or disable this feature. The last number entered here as a forwarding number will be remembered, or a new number can be entered. Touch On/Off to enable/disable this feature. This has the same effect as using *72/*73 (see **Calling Features**). If *72 is used to forward calls, the forwarding number will be shown in the client as it was the last number used for forwarding.

CALL FORWARD WHEN UNREACHABLE

- Touch **Call forward when unreachable** to configure and enable or disable this feature. The last number entered here as a forwarding number will be remembered, or a new number can be entered. Touch On/Off to enable/disable this feature. This has the same effect as using *94/*95 (see **Calling Features**). If *94 is used to forward calls, the forwarding number will be shown in the client as it was the last number used for forwarding. If this feature is off, busy calls will forward to voicemail.

CALL FORWARD BUSY

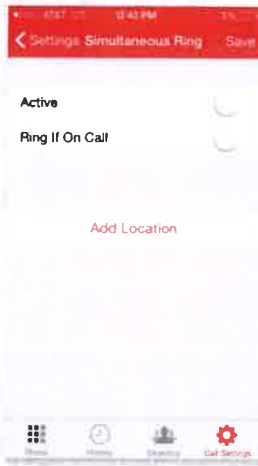
- Touch **Call forward busy** to configure and enable or disable this feature. The last number entered here as a forwarding number will be remembered, or a new number can be entered. Touch On/Off to enable/disable this feature. This has the same effect as using *90/*91 (see **Calling Features**). If *90 is used to forward calls, the forwarding number will be shown in the client as it was the last number used for forwarding. Choose the number of rings to allow before calls are forwarded to the destination number. If this feature is off, busy calls will forward to voicemail.

DO NOT DISTURB

- Touch **Do Not Disturb** to turn this feature on or off. This will cause all incoming calls to your home phone service to go to your voicemail box. You can still place outbound calls. Touch On/Off to enable/disable this feature. This has the same effect as dialing *78/*79 (see **Calling Features** in the Residential Welcome Guide). You can also choose to have a ring splash when an incoming call is directed to your number.
- When you first used logged into the client and accepted the autoconfigure option, this mobile client was paired with your home phone service. When you have the mobile client running, calls to your residential number will ring both your home phone number and your mobile client.

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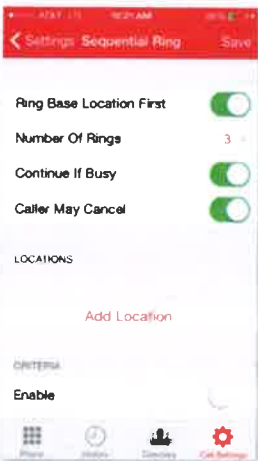
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INCOMING CALL SETTINGS

SIMULTANEOUS RING

- Touch **Simultaneous Ring** to configure and enable or disable this feature. This feature can be used to ring multiple destination numbers at the same time when someone calls your home phone number. Touch On/Off to enable/disable this feature. You can also choose if you want the destinations to ring if you are on an active call in your landline.
- To add a new destination, tap the **Add Location** option. Enter a destination number. Enabling the Answer Confirmation Required box on this entry will require anyone answering that number to press a DTMF on their phone to accept the call. This will help prevent another voice mail system or other automated system from accepting the call. Press **Done** to add this new entry.
- Continue to add other numbers. Touch the On/Off button to enable Simultaneous ringing of the numbers. To remove a number from the list, touch that number. A dialog will pop-up allowing you to either edit that entry or delete it.



SEQUENTIAL RING

Touch **Sequential Ring** to configure and enable or disable this feature. This feature can be used to ring multiple destination numbers sequentially when someone calls your home phone number. The caller hears a voice prompt instructing them to please wait while you are being located. The system then calls the numbers in the order listed one at a time until someone picks up the call at one of the numbers. To add a new destination, press the Add Location option.

The Sequential Ring feature has a number of configurable options. The **Use Base Location first** option tells the service to call the home phone number first. The **Number of rings** is how many rings to allow before placing a call to the next destination in the list. The **Continue if busy** option will cause the service to send the call to the first number in the list instead of the base location first if the home line is busy, unless Call waiting is enabled. The **Caller may Cancel** option allows the caller to cancel the search and instead be transferred to your voice-mail box or any Call Forward No Answer destination if configured.

- To Enable/Disable the Sequential Ring feature, tap the **On/Off** option.
- To add a new location, press the add location option and enter a destination number. Select the **Number of rings** to use before dropping the call to this destination and continuing with the next. Checking the **Answer Confirmation Required** box will require the destination caller to press a DTMF digit to accept the call. This will help prevent another voice mail system or other automated system from accepting the call. Press **Done** to add this entry to the list.

CALL CONTROL

Call Control currently contains only one option.

The **homeXtend Anywhere** feature is automatically added and enabled when you accepted the autoconfigure option the first time you ran the client. Disabling this feature prevents features like **Use Call Through Service** from working among others. Touching this entry brings up a settings screen that allows you to prevent this device from being used any time the **Use Call Back Service** feature is used if needed. Additionally, your device details and mobile number are listed. The Enable check box is set with the autoconfigure option.

Additional locations can be added manually by pressing the + in the upper right corner. However, it's best to just download the mobile client to any additional devices, then accept the autoconfigure option instead.