

Inbound App

iOS App User Guide

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Introduction

Once your service is provisioned, please proceed with the following steps according to the relevant mobile device or operating system. Please note that it is the responsibility of the user to perform download of the app onto the device and device compatibility cannot be guaranteed. This document is intended as a guide and may not represent process for all devices or operating systems. In the event of device or operating system incompatibility please contact Gamma Business Communications.

Downloading the App

Access to the Inbound App. is available upon request and you must be subscribed to Contact Point, Contact Path or Contact Pro in conjunction with the Advanced Statistics and Voicemail service.

Once provisioned, users will be provided with a username and password with which to gain access to the app. Proceed to download the app according to the relevant instructions below.

Download to iOS

Using the device

- ◆ From the iPhone, iPad or iPod Touch home screen click the App Store Icon.
- ◆ In the bottom right of the App Store screen click the 'Search' button.
- ◆ Enter 'Inbound' into the search dialog and press 'Search'.
- ◆ Scroll through the results to find the Inbound App, and press the entry.
- ◆ Touch the 'FREE' button and touch 'INSTALL'.

The Inbound App will download and install and will appear on your device's home screen¹

Download to Android

- ◆ On Android devices, applications are installed via the Market App which is accessible by this icon, which should be found on your devices home screen or list of applications.
- ◆ When the app has finished loading, touch the search icon in the top right of the screen (highlighted in red in this image).
- ◆ You will be prompted to enter your search term. Type 'Inbound' and touch 'Go'
- ◆ Scroll through the results to find the Inbound App, and touch the correct entry.
- ◆ Touch the 'FREE' button and touch 'OK' to accept the application permissions.
- ◆ The Inbound App will download and install and will appear on your device's app screen².

¹ Note, if you already have an existing copy of the Inbound App, you will be asked if you wish to overwrite it. Select 'OK'.

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Using the Inbound App

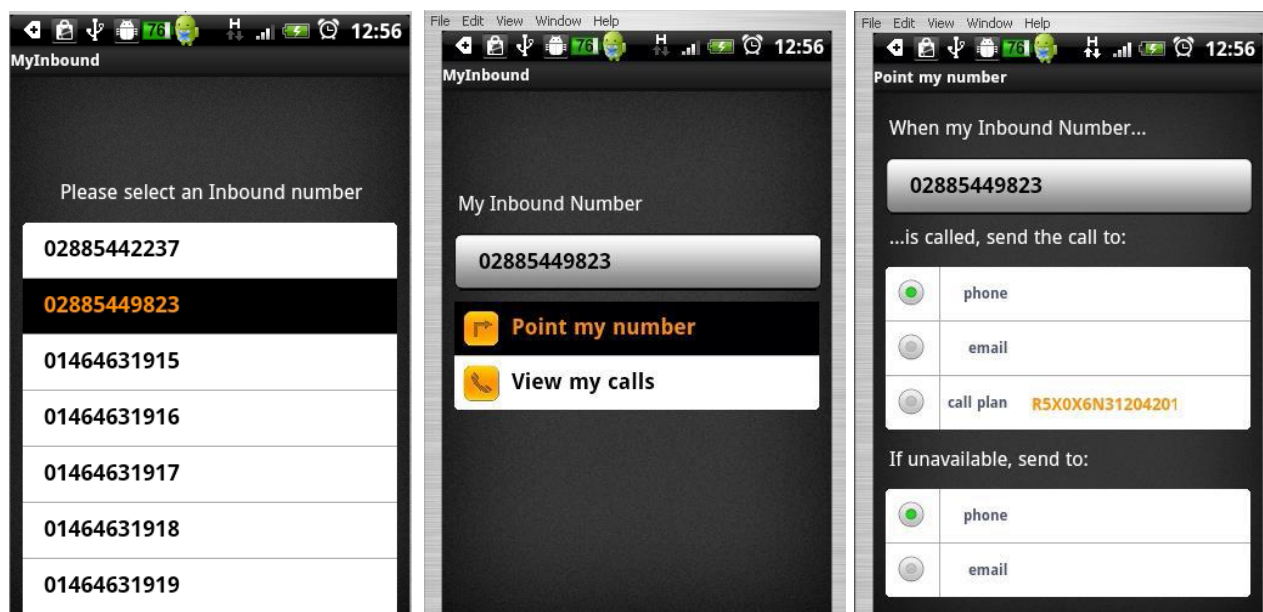
The Inbound App. offers users an additional way to access a subset of Inbound functionality as subscribed at www.myinbound.com Upon successful login users are greeted with a list of Inbound numbers from their company account. Note: this may not represent all Inbound numbers on the account as subscriptions to this service are on a per Inbound number basis³.

An Inbound number should be selected from the list after which the user can proceed to 'Point my Number' or 'View my Calls' according to their requirement. Note: the 'Change All' function can be used to simultaneously edit the routing/view cumulative Inbound calls for all Inbound numbers as displayed in the list.

Point my Number

Users should select this option to edit Inbound call routing on chosen number(s)

Proceed to edit the next screen, using device keypad.



Any one of the following call routing options can be selected:-

'Phone'

³ Please note that there may be a delay in processing edits to call routing where 'change all' is selected, dependent on volume of subscribed Inbound numbers. In the event of system timeout/uncertainty regarding current call plan routing, users are advised to log in to www.myinbound.com or make a test call to ascertain live call routing.

The phone field denotes the telephone number to which you may wish to route your Inbound number(s). This should be entered in full, to include area codes for local numbers e.g. 02071234567. If this option is selected and saved, calls received on specified Inbound number(s) will be sent to this destination number in the first instance.

'Email'

This field denotes the Inbound Voicemail to email service, which can be used as an alternative to a destination number if desired. By selecting this option, all calls received on specified Inbound number(s) will be sent to a generic voicemail message which will prompt the caller to leave a message after the tone. This voicemail message will then be sent as an mp3 file attachment to an email, delivered to the specified email address. Note: A valid email address/mailbox should be specified by the user and saved to utilise this function.

'Call Plan'

In selecting the call plan option, users can choose to invoke a validated Inbound call plan which they have pre-configured at www.myinbound.com All validated call plans for the Inbound number will be displayed in a drop down list from which the user can choose to invoke one plan.

Unavailable Options

In addition to the above Phone option, the user can choose to define an additional call routing option to dictate where the Inbound call should be routed in the event of the preferred destination phone number being unavailable (due to busy/no answer within 10 seconds or failover). Note: It is the responsibility of the user to ensure that there are no conflicting services on the preferred destination phone number that may conflict with this setting – e.g. if the preferred phone number is a mobile with voicemail on busy activated, this will take precedence over this setting.

View my Calls

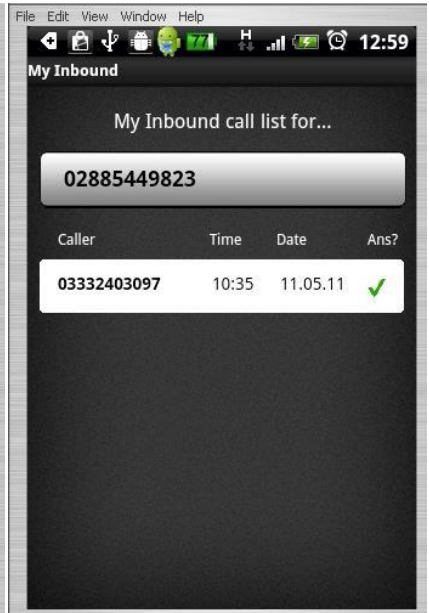
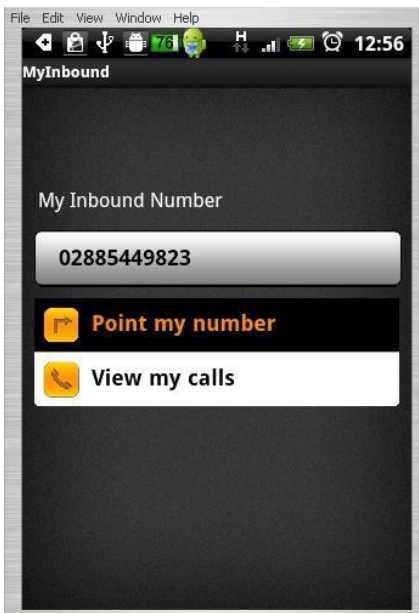
This option can be selected to view a series of summary graphs relating to calls received on chosen Inbound number(s)

A series of graphs are available to the user when the 'View my Calls' option is selected:-

The call data graphs are provided in the same format as those available within the 'Performance' page of www.myinbound.com Please refer to Inbound Product collateral for further information regarding call definitions.

View my Calls

This option provides a subset of the Advanced Statistics call data as provided at www.myinbound.com. Recent call history for chosen Inbound number(s) is displayed to the user relating to call outcomes: answered/unanswered/engaged, caller's telephone number and date/time of the Inbound call. An example of how this data is presented is available below:-



Frequently Asked Questions

My username and password does not work/how I can I gain entry to the app?

To access the Inbound app, users must be subscribed to the Inbound service and provisioned with app access. Please contact Gamma Business Communications for details regarding your login credentials. Passwords can be reset on request to us if required.

How do I know if my changes to Inbound call routing have been saved?

First make your call plan edits within Point my Number screen. When you are happy with the changes, press 'save'. The location of the save button is dependent on your device – some examples are provided below. Once you select 'save' you will be taken back to the menu page of the app. To check your changes have been saved, reselect Point my Number to view current routing settings or alternatively log in to www.myinbound.com. Saved changes will be processed immediately; therefore a test call may also be made to clarify live call routing.

How quickly is my graph data refreshed?

View my Calls provides access to a series of four Inbound call summary graphs which are refreshed daily, within approximately fifteen minutes. Additional call history is available in View my Calls which displays recent call history in terms of individual calls received on Inbound number(s). This data is refreshed within approximately five minutes and displays callers telephone number, time/date of call and call outcome: answered/unanswered/engaged. Please refer to Inbound Product collateral for further information regarding call statistics and definitions.

How many Inbound Numbers can I edit at once?

Where multiple Inbound numbers are provisioned on the user account, the 'Change All' function can be selected immediately after login to the app. Once this function has been selected subsequent edits within Point my Number will be applied to all app subscribed Inbound numbers on the user's account. Please note that where the Change All function relates to a high volume of Inbound numbers, this may result in an extended time to process changes. See above for details regarding how to check if changes have been saved.

Important Facts about the Service

- ◆ Whilst every attempt has been made to make the Inbound App widely available on a range of Smartphone devices and operating systems, access to the app. and compatibility cannot be guaranteed. It is the responsibility of the user to test the service to ensure compatibility when the service has been provisioned.
- ◆ It is the responsibility of the user to ensure effective management of login credentials. Passwords can be reset on request. Users must ensure the Inbound App. is closed and logged out using the appropriate functions and should the clearance of saved login credentials is required, this can be achieved by using the 'Logout' function after which users will be prompted to re-enter the username and password details.
- ◆ From time to time it may be necessary to deploy updated versions of the Inbound App. Whilst we will make every attempt to inform users of available updates, it is the responsibility of the user to ensure version control is maintained.