



**ipcortex**

**keevio**  
**mobile**

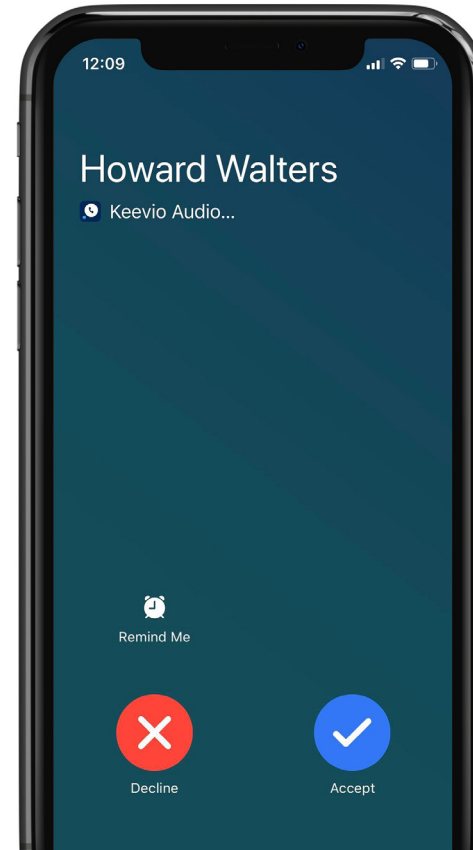
The next step to flexible  
business communication.



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Never miss a call again

# Login

To login please enter the following the information:

- » **Host:** The URL of the IPCortex PABX. https:// will be prefixed if emitted.
- » **Username:** Your IPCortex PABX Username.
- » **Password:** Your IPCortex PABX Password.

**WARNING:** If you receive an 'Unable to connect to host' error please check the following:

- » The Host URL is correct.
- » The devices connectivity has a working internet connection.
- » The Host URL is reachable via a web browser.

**WARNING:** If you receive an 'Login Failed' error please ensure your username and password is correct.

**WARNING:** If you receive an 'Invalid Host' error this means that the entered host is not a valid URL.

**WARNING:** If after a successful login you receive a 'Failed to initialise device' or 'Your account is not configured to make mobile calls' alert, please contact your IPCortex PABX administrator.

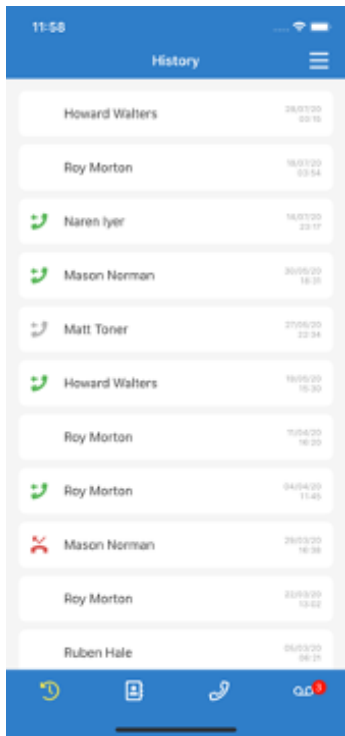




# History

History will display up to 100 of your recent calls, with the date and time the call was initiated.

Calls will also display within the iOS recent calls list.



A call history entry will display with one of the following icons:

## Icon

No icon



## State

In bound call

Outbound call

Unanswered outbound call

Missed call

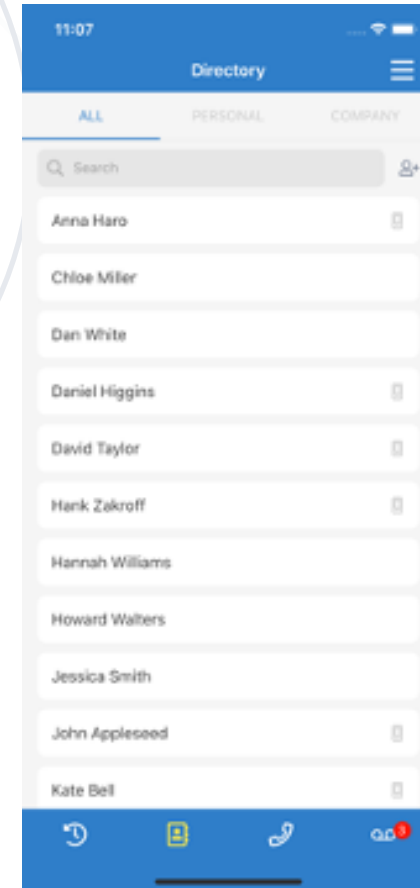
# Directory

The directory displays a combination of IPCortex PABX users, imported IPCortex PABX address book contacts, personal address book contacts and local device contacts (see settings > directory).

Contacts are displayed in three sections, All, Personal and Company.


# Search

Directory contacts can be searched for by their Name, Phone Number/ Extension and Company via the search bar located at the top of each directory section.





## Create contact

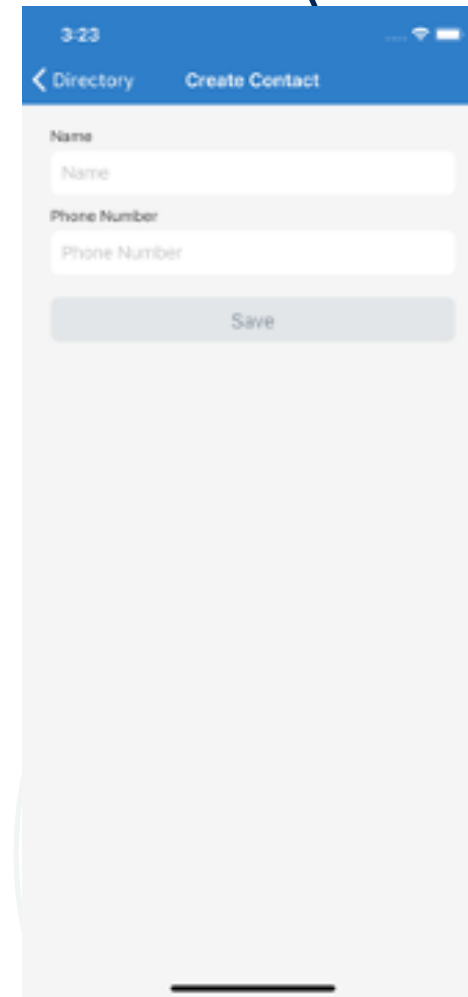
A personal directory contact can be created by pressing the  button, which will take you to the Create Contact screen. To create the contact enter a name and phone number and press save.

## Contact details

When viewing the details of a contact you will be presented with the following information, Name, Profile Image, Phone Numbers, Email Addresses and Company. Pressing a phone number will initiate a phone call, while pressing an email address will initiate a new email in your default email client.

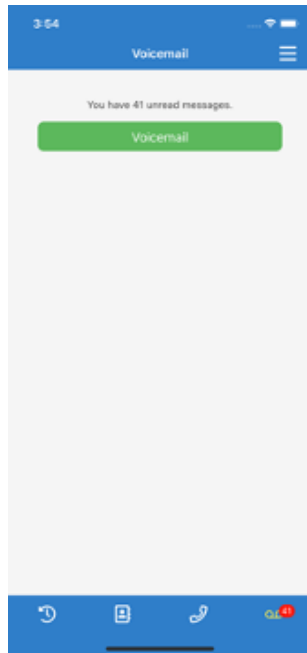
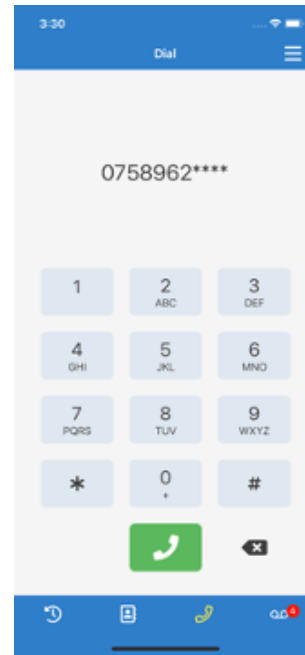
## Edit details

You can edit a contact via the edit button found in the top right corner of the contact detail screen. If the contact is a local device contact then you will be presented with the iOS contact edit screen. Any saved changes will be automatically reflected in the app.



# Dial pad

The dial pad allows for calls to adhoc numbers. An entered number can be remove either by pressing (one digit at a time) or holding (clear digits) the delete button.



# Voicemail

The voicemail screen allows for the quick access to voicemail as well as giving an visual indicator of any unread voicemail messages.



# Settings

## Profile

The profile section allows you to have an overview of your personal detail such as Name, Email address and profile picture.

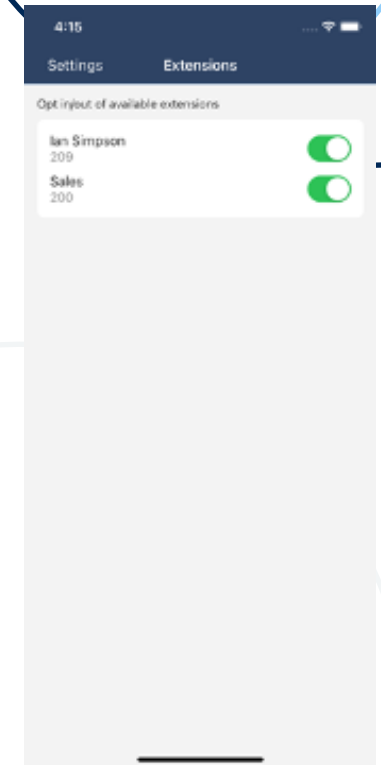
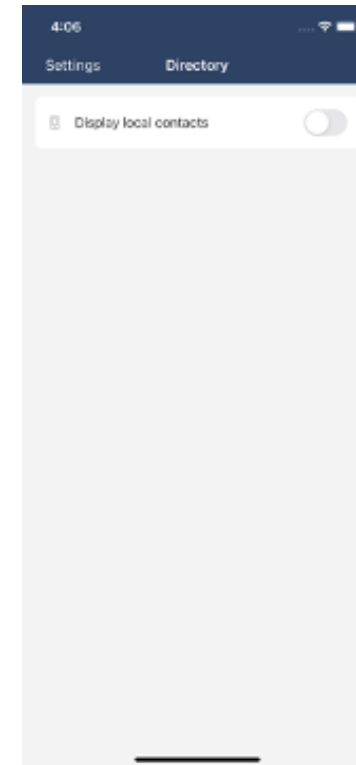
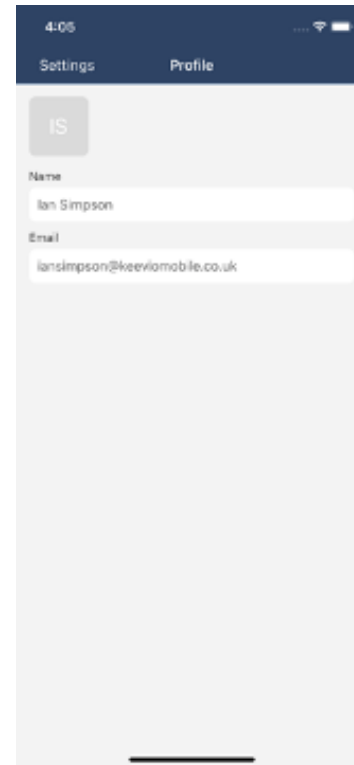
## Directory

You can edit a contact via the edit button found in the top right corner of the contact detail screen. If the contact is a local device contact then you will be presented with the iOS contact edit screen. Any saved changes will be automatically reflected in the app.

## Extensions

The extensions section allow you to opt in/out of any of your configured extensions. If opted out any calls will go direct to voicemail.

The settings screen also gives quick access to Support and Feedback email generation as well as device level application settings.





# Calling

## Making a call

Outbound calls can be initiated from the following places:

- » Call History
- » Contact Details
- » Dial Pad
- » iOS Recent Calls
- » iOS Contact

When an outbound call is placed the app will transition to the calling screen which will present the contact being called as well as the call state. Once the call has been answered you will see all the available call controls.

**WARNING:** If you receive a 'Your account is not configured to make mobile calls' error, please contact your IPCortex pabx administrator to enable mobile calling.

## Receiving a call

On the event of an inbound call the device will display the call in the same way as any other traditional call. Once answered keevio mobile will open to the call screen.



### Hold/Resume

Toggling hold/resume will change the state of the active call from Held and back.



### Keypad

Pressing the keypad button will present a DTMF touchpad to be used on the currently active call. There will be a hide button next to the hang up button to navigate back to the main call screen.



### Mute

Toggling mute/unmute will change the state of your microphone.



### Speaker

Toggling the speaker button will change the audio output from the devices standard call output or connected headset to the devices speaker and back.



### Transfer

If only a single call is active the transfer button will present the Call History, Directory and Dialpad to determine a contact to transfer the call to. If you have two calls then the transfer



### Add call

The add call button will present the Call History, Directory and Dialpad to facilitate a new call to be dialed.



# Troubleshooting



Issue	Solution
Receive 'Unable to connect to host' on login attempt	<p>Please ensure the following:</p> <ul style="list-style-type: none"><li>• The Host URL is correct.</li><li>• The devices connectivity has a working internet connection.</li><li>• The Host URL is reachable via a web browser.</li></ul>
Receive 'Login Failed' on login attempt	<p>Please ensure your username and password is correct. If the issue persists please contact your PBX Administrator to reset your credentials.</p>
Receive a 'Failed to initialise device' error after successful login	<p>Please contact your PBX Administrator to ensure you have been allocated a Keevio mobile license</p>
Receive a 'Your account is not configured to make mobile calls.' error when attempting an outbound call	<p>Please contact your PBX Administrator to ensure you have been allocated a Keevio mobile license</p>
Open the app to a blank screen	<p>Close the app via the OS app switcher to restart the app, then please submit a support email to tell us you have experienced this issue.</p>
My session expires every 24hrs	<p>The PBX will try to contact your device throughout that 24hrs to keep your session active. Due to how iOS handles this communication it can take time (due to iOS machine learning) for the mechanism to be affective. Once iOS allows the app to handle this form of messaging from the PBX your session will not expire. If you manually close the app via the app switcher your session will expire every 24hrs, please keep keevio mobile running in the background.</p>

# Get in touch



## We are here to help

Our support team are on hand to help and assist with any queries you have regarding service. We can provide support via phone, our website and email.

## Support Opening Times

Monday - Friday  
09:00 - 17:30

Saturday - Sunday  
Closed\*



03300 881234



support@ipcortex.co.uk