# Sangoma Talk Mobile
# Quick Start Guide for Android

## Prerequisites on your Mobile Phone

1. Sangoma Talk app downloaded.

2. Access to the email associated with your extension with Mercury Telecom on mobile device.

## Setup

1. You will receive an email from Sangoma.

2. Click the 2nd link in the email for easy setup.

3. You can now get started with the Sangoma Talk app!

## Making Calls

**Favorites/Quickdial –** Lets you define the contacts you use frequently. You can see if they are on the phone or not using the Busy Lamp Field. Tap a contact from Quickdial. User voicemail quickdial code is *97 to access voicemail from the App. Phonepro Support can provide you with the company parking slots, general voicemail, conference bridge, user extensions and more!

**History –** Tap a contact name, or tap its Info Icon to see the call details and dial from there.

**Keypad –** Enter an extension or phone number, then tap the CALL icon. Also use the Keypad while on a call, to enter numbers.

**Contacts –**These are contacts you have entered from the User Control Portal as well as full Company Directory.

## Receiving Calls

**Accept –** Answer the incoming call.

**Decline –** Stop ringing and use the next call rule.

**End and Accept –** End the current call and Answer the new call.

**Hold and Accept –** Hold the current call and Answer the new call.

## Call Toolbar

**Home** – Return to the homescreen during a call.

**Mute** – Mute the microphone. Tap Unmute to take the caller off mute.

**Audio** – Change your audio settings to speaker, or headphones or bluetooth device if you have a device connected.

## Handling Calls

**Hold –** Put call on hold. Tap Resume to resume the call.

**Conference** – To begin a three-way conference tap add call. Then dial or select a contact, then join. You can also split the conference to put the callers into two different calls again.

**Transfer –** Tap to put the existing call on hold. Dial or select a contact to send the caller to, ring that person.

**Att. Transfer –** Tap to put the existing call on hold. Dial or select a contact and speak to that person. Tap att. transfer again to connect the two callers.

**Record –** Begin an audio recording of a call. Retrieve recording in History.

**End –** Terminate a call.

Note: If you have questions, please call Phone Pro Support at 989-837-3790, extension 12.