# Lumen Cloud Communications

# Mobile Softphone App User Guide

ANDRIOD VERSION 6.3.5
IOS VERSION 6.3.7

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# GETTING STARTED

Lumen Cloud Communications (LCC) provides a VoIP service subscription to make audio or video calls with the LCC desktop or mobile client. Please contact Lumen to order and activate your Lumen Cloud Communications service to use this application.

# System Requirements

| | |
|---|---|
| **Operating System** | Android version 6.0 (Marshmallow) or higher<br>iOS 12 or higher |
| **Supported Devices** | Android smartphones, tablets, and chromebooks<br>iPhone 5s and higher<br>iPod Touch 6th generation and higher<br>iPad Air, Mini, or Pro and higher |
| **Supported Accessories** | Headset with microphone (including Bluetooth™): LCC uses the earpiece and microphone on the headset.<br>Headphones (no microphone): LCC uses the earpiece on the headphone and the built-in microphone on the device. |

**VOIP OVER MOBILE & CELLULAR DATA NOTICE**

Some mobile network operators may prohibit or restrict the use of VoIP functionality over their network and may also impose additional fees or other charges in connection with VoIP use. LCC will not be held liable for any charges, fees, or liability imposed by your carrier for use of VoIP over mobile and cellular data.

**EMERGENCY CALLS WARNING**

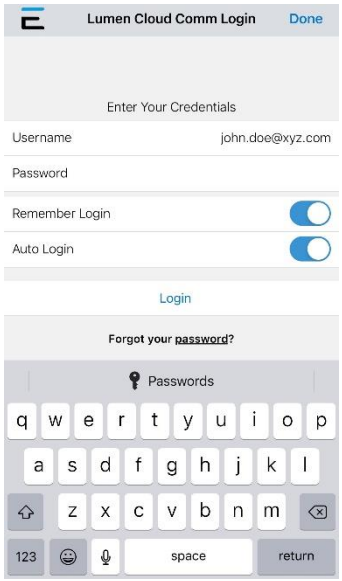
LCC products provide handling designed to redirect emergency calls to the native cellular dialer when possible on a best reasonable commercial-efforts basis. However, this functionality is also dependent on the operating system of the mobile device, which is outside of our control and is subject to change at any time. As a result, the official position of LCC is that LCC product is not intended, designed, or fit for placing, carrying, or supporting emergency calls. LCC will not be liable for any costs or damages arising either directly or indirectly from the use of the software for emergency calls. Using LCC as a default dialer may interfere with dialing emergency services.

# Install and Sign In

To get started, download your cloud communications app at https://www.lumen.com/help/en-us/cloud-communications.html, the Google Play Store, or the App Store.

A *Welcome* email that contains your login details was sent to you when your account was created. Click the link in that email to create your password, then open the app and sign in.

Remember to toggle on *Keep Password* and *Auto Login* to retain login information and activate the client more quickly.




### IOS PERMISSIONS

When prompted, give LCC the following permissions:

- Allow LCC to make and manage calls
- Allow LCC access to your contacts
- Allow LCC to access to the microphone
- Allow LCC access to the camera
- Allow LCC to send notifications

## Can't sign in?

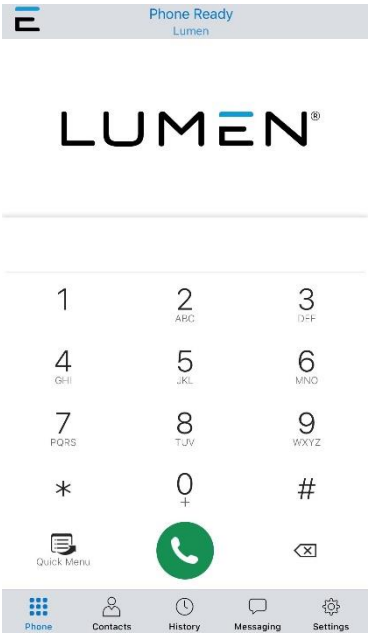
- If you can't remember your password, click *Forgot your password?* and check your email for a link to reset it. If you don't receive that email, please contact Customer Support.
- You can be signed in to the LCC app on up to two devices, such as your computer and mobile phone. To deactivate an old device so you can sign in on a new one, see Manage Devices for more information.

> **EXIT LCC**
>
> We recommend keeping LCC open in the background, but if you need to sign out, To exit the LCC application, tap **Settings** and then tap **Log Out** in the top right corner.

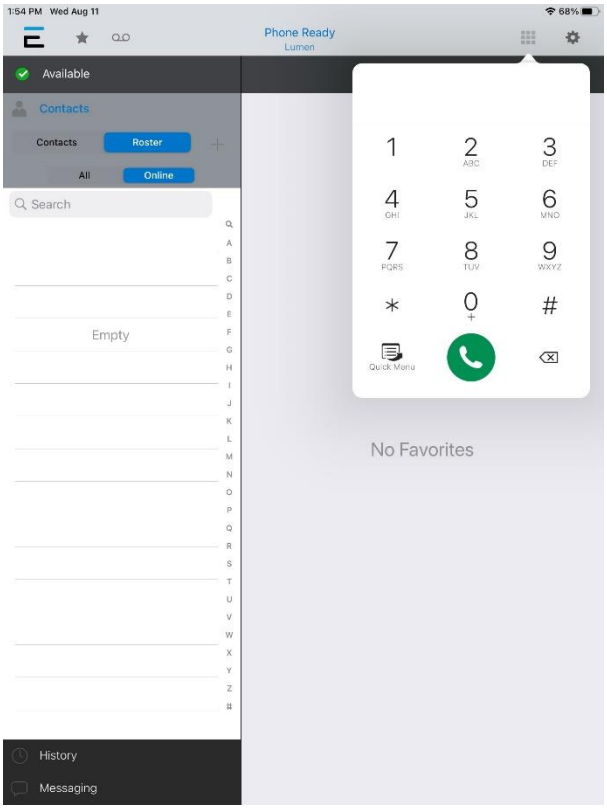
# USING LUMEN CLOUD COMMUNICATIONS

The screenshots in this guide are from both the Android and iOS apps. While the device layouts and options on each platform may be slightly different, the features and functions are the same.

PHONE




TABLET




The screenshots above are from iOS devices. On Android, the icons are not labeled.

# Navigation Tabs

The device status and service provider are listed at the top center of the screen. The navigation tabs are located at the bottom of the screen on a phone, and at the top of the screen on a tablet. The **Quick Menu** contains links to start or schedule a conference call, copy a conference link, and access voicemail.

| Phone | Contacts | History | Messaging | Settings | Quick Menu |
|---|---|---|---|---|---|

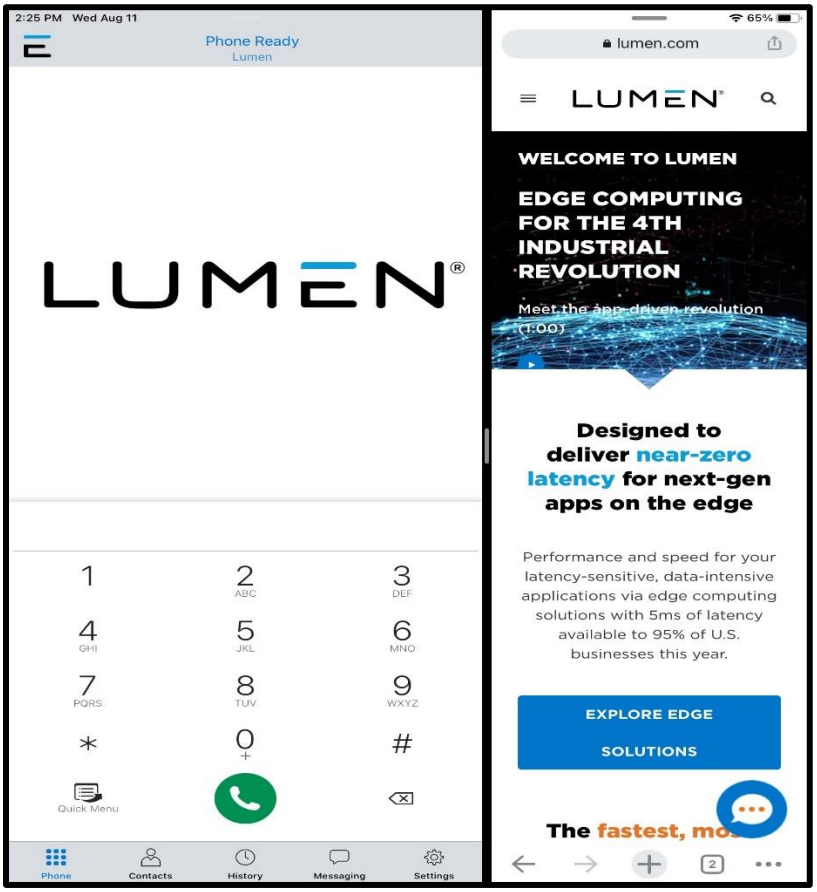
# iPad Multitasking

LCC on iPad can be used in Slide Over or Split View. In these modes, the interface is the same as the iPhone app.

# iPad Slide Over

When you use two apps in Slide Over, one app sits on top of the other and blocks part of the content. You can move the app in Slide Over to either side of the screen, but it always covers a portion of the app underneath.

1. With LCC in the foreground, swipe up from the bottom of the screen to open the Dock.
2. Long-press the second app you want to open and drag it off the dock. The app opens in Slide Over on top of LCC.



# iPad Split View

When you use two apps in Split View, both apps adjust in size and run side by side. You can adjust the size of the apps to be equal in size or a 25/75 split.

1. With LCC in the foreground, swipe up from the bottom of the screen to open the Dock.
2. From the dock, long-press the second app you want to open and drag it to the far right or left of the screen until LCC shrinks, leaving a space beside it.
3. Release the second app. Both apps are now in Split View.

> **IOS PREFERENCES**
>
> To use Slide Over or Split View, make sure iOS Settings **>** General **>** Multitasking & Dock **>** *Allow Multiple* Apps is toggled on.

# Making Calls

You can place a voice or video call from almost anywhere in the app. If you know the number, you can place a call from the dialer on the Phone tab. If you don't know a number, you can place the call from Contacts, History, or from a chat room.

## Using the dialer

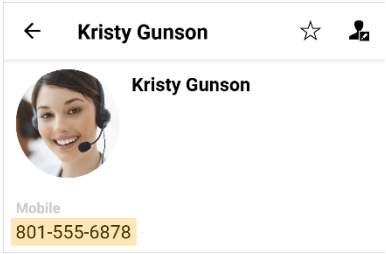
Type the name, phone number, or extension you want to call in the dialer field. As you type, LCC will display suggestions for completing the entry. Tap a contact from the list to dial.

To redial a number, tap **Dial** to bring up the last number you called and then tap **Dial** again.

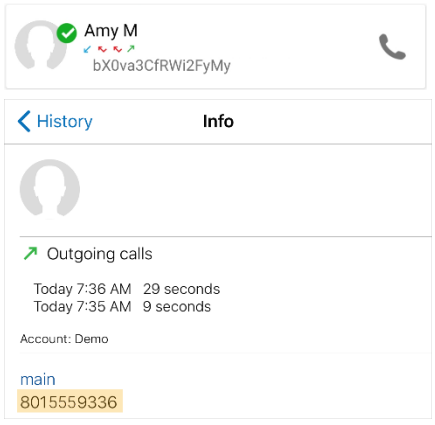
## Using Contacts

In the Contacts tab, search for or locate a contact and tap on their name to open their contact details. Tap the number you want to dial, then choose **Call** or **Video** to complete the call.

If you choose **Video**, LCC starts sending your video when the other party accepts the call.



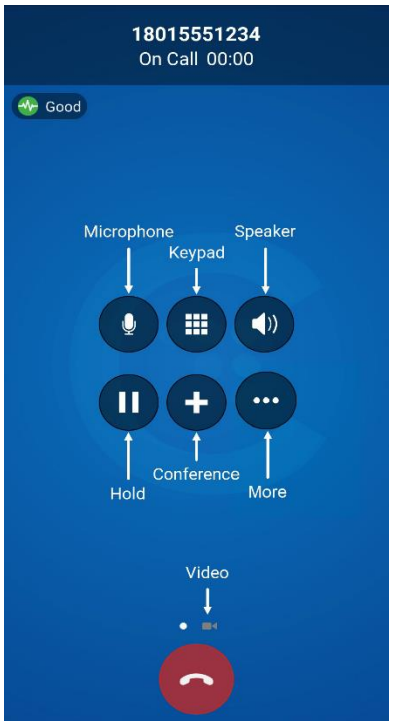

## Using History




1. Go to the History tab and locate the entry containing the contact you want to call.
   - ANDROID. Tap **Phone**. Alternatively, long-press the entry containing the contact you want to call.
   - IOS. Tap the entry. Alternatively, tap **Info** next to the entry, then tap the number you want to dial.
2. Tap **Call** or **Video** to dial.

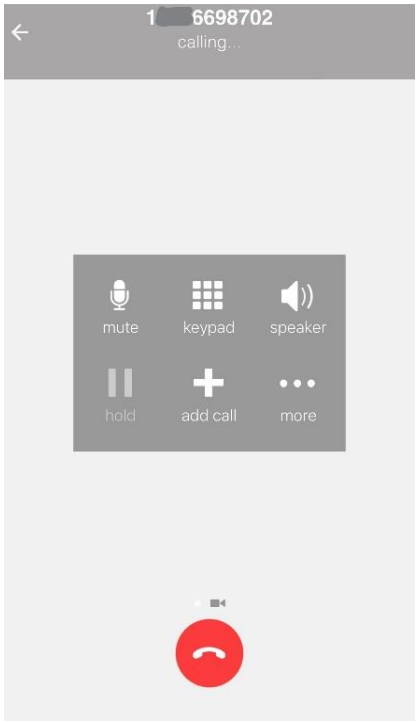
## Android call screen

ON CALL



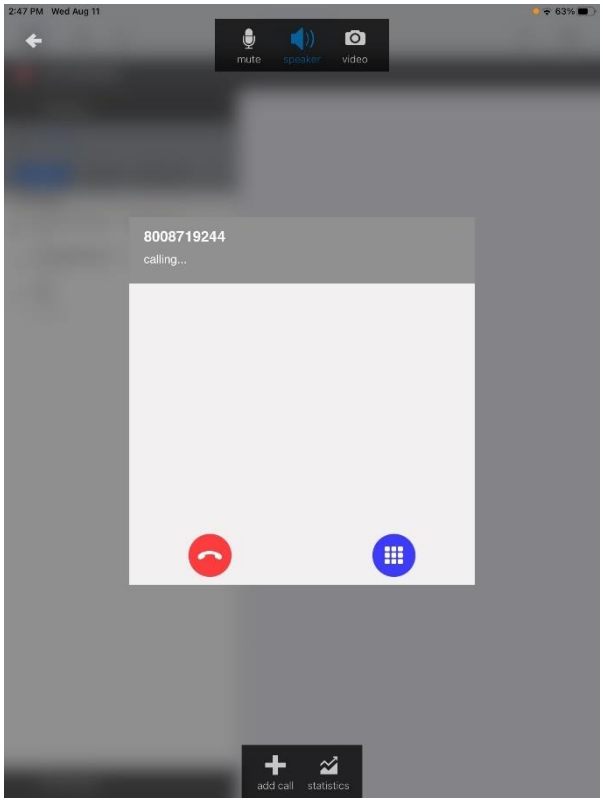

## iPhone call screen

ON CALL

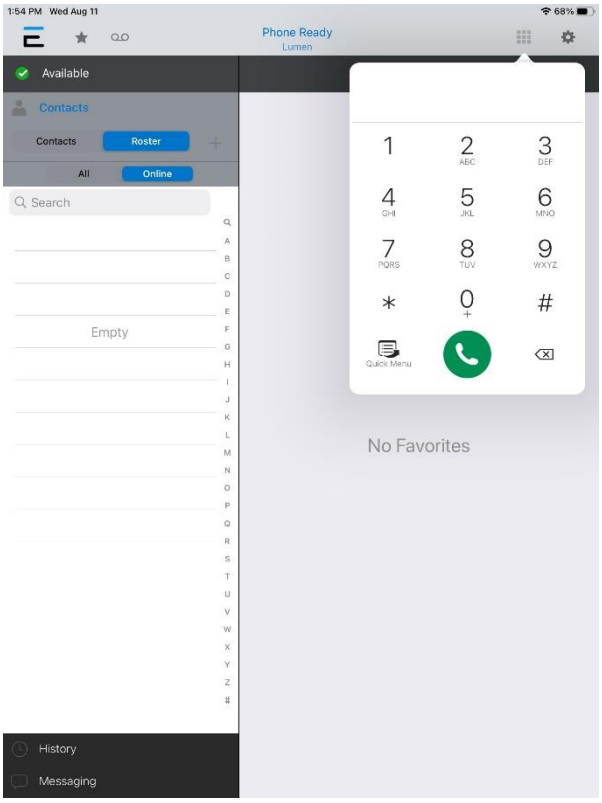


# Tablet call screens

## ON CALL




## READY




### LETTERS TO NUMBERS

Some phone numbers are given with words to help you remember them (1-800-NUMBERS). Rather than convert the letters to numbers, you can type letters into the dial pad and let LCC convert the letters to numbers when placing the call.

To turn this on, go to Settings **>** Preferences: Outgoing Call, and enable *Turn Letters to Numbers*.

# FEATURES

## Add Video to Voice Call

During an established call, swipe left on the screen or tap the ••• **More** menu and tap **Start Video**. On an iPad, tap the **Video** icon at the top of the screen. LCC initializes the video. You'll see the other party's video after they add video on their end.

## Call Transfer

In an unattended or blind transfer, you transfer the call to the target without talking to them first. An attended transfer occurs when you talk to the target before transferring the call. When you transfer a video call, the call is transferred as an audio call.

### Attended transfer

1. While on an established call, use any method to establish a second call to the target. LCC automatically puts the first call on hold and dials the second call.
2. When you've finished speaking to the target, tap ••• **More**, then tap **Transfer** or **Transfer to…**
3. Don't hang up yet–Once the call connects the second party to the remote party, you will see **Call Ended.**

### Unattended transfer

1. While on an established call, tap ••• **More**, then tap **Transfer** or **Transfer to…**
2. If necessary, go to the **Phone** tab on the resource panel. Type the name or number of the person you want to transfer the call to and tap **Transfer**.
   - CONTACTS. To select a contact from the Contacts tab, go to that tab on the resource panel (on Android, tap the **Back** button first), then search for or locate and tap on the contact you want to transfer to the call to, tap the number, and tap **Transfer** or **Transfer to…**
   - HISTORY. To select a contact from the History tab, tap **Phone** on the group containing the contact you want to transfer the call to, then tap **Transfer** or **Transfer to…** Alternatively, long-press the contact entry, then tap **Transfer to…**

3. LCC puts the remote party on hold while dialing the target. Once the call connects, LCC ends the call between you and the remote party. If the target answers the call, the call continues between the target and the remote party. If the target declines, the call ends.

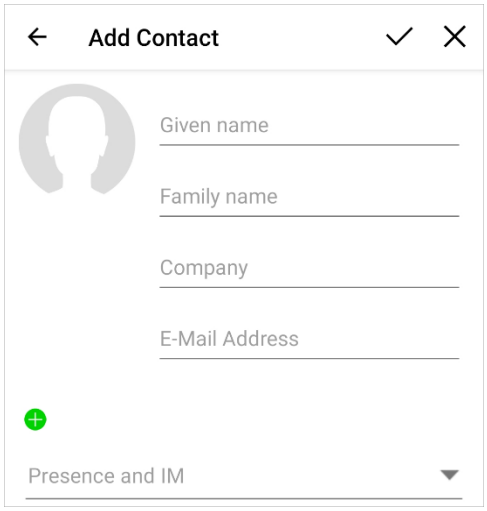
# Contacts

LCC uses contacts saved on your device. LCC client contacts are continually synchronized with your native contacts, which means adding, modifying, or deleting a contact from one list updates the other list.

Buddies are contacts that share their online status with you using an XMPP address or softphone number. These are pre-populated and managed by your system administrator. You can also exchange instant messages (IMs) with your Buddies.

## Add contacts

1. Do one of the following:
   - In the Contacts tab, tap ⊕ (Android) or + (iOS) to add a person to your contact list.
   - From the History tab, long-press an entry (Android) or tap ⓘ **Info** next to an entry (iOS), then tap **Create New Contact** or **Add to Existing Contact**. LCC auto-populates the phone number.
2. In the Add Contact window, enter the contact's name, company, and email address. If necessary, tap ⊕ to add a phone number.
3. When you're done, tap ✓ or **Add**. The contact is added to LCC contacts and the device's native contacts.




The iOS app has additional options.

## Delete a contact

In the Contacts tab, tap a contact to view their information.

- ANDROID. Tap ⋮ **More** > **Delete**. Alternatively, long-press a contact and tap **Delete**.
- IOS. Tap **Edit**, then scroll to the bottom and tap **Delete**. Alternatively, swipe to the left and tap **Delete Contact.**

The contact will be deleted from both the LCC client and the device's native contacts.

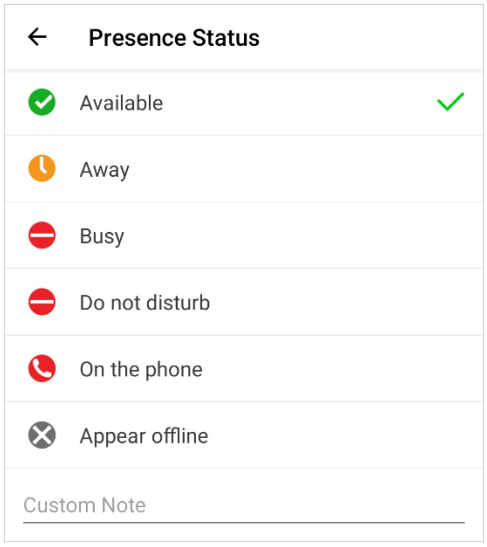
> BUDDIES
>
> Buddies, which are managed by your system administrator, cannot be permanently deleted by you. If you delete a Buddy, the contact will reappear in your Buddy list the next time you log in.

# Presence

LCC allows you to share your online status (presence) with team members (Buddies). Your status is displayed on the Messaging tab.

When the LCC client is launched, your online status is **Available**. To change it, tap next your status and select a new one: **Away**, **Busy**, **Do not disturb**, **Appear offline**. Optionally, type in a custom note to be displayed next to your status.

LCC updates your status to **On the phone** when you make or receive a call and your status was Available.

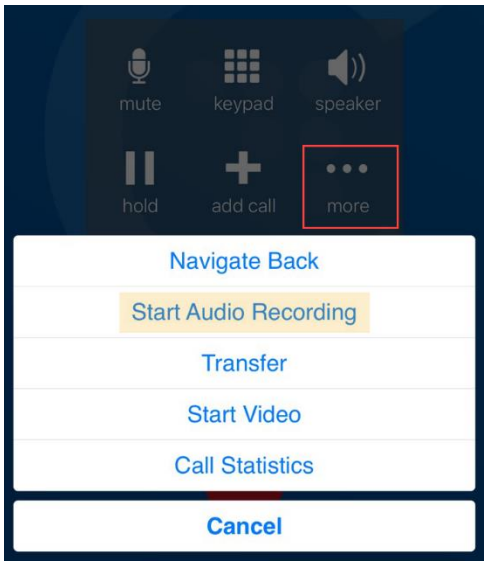



# Record Audio

When you record a call, LCC plays a recording tone to the remote party when the recording starts. You can record a video call, but only the audio portion of the call is recorded.

To record an established call, tap ••• **More > Start audio recording**. LCC starts recording the call.

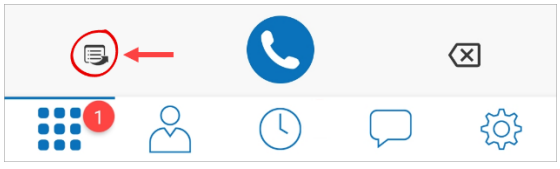
To stop the recording, tap ••• **More > Stop audio recording**. To listen to, share, or delete a recording, go to the History tab and tap the call entry.

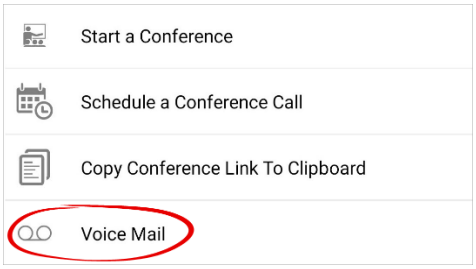



## Voice Mail

Voice Mail is offered through your VoIP service provider or through your enterprise's IP PBX; it is not part of LCC. A small red number on the Phone icon indicates the number of new messages you have.

To access your voice messages, go to the Phone tab (phones) or the Dial Pad (tablets). Tap **Quick Menu** (Android) or **Quick Start** (iOS), then tap **Voice Mail**. LCC dials your Voicemail Management star code.




# COLLABORATION

Collaboration, also known as Virtual Meeting Rooms, combines audio, HD video, screen sharing, messaging, and presence in one virtual meeting. Anyone can join your collaboration conference using desktop and mobile devices.

> CONFERENCE PIN (OPTIONAL)
>
> If you want to set a participant PIN, go to **Settings > Preferences > Conferences**. Enable *Require PIN/Passcode*, then enter a PIN.

# Place a Second Call

When you have two calls established, you can merge two calls into a three-way conference call where you can add more participants.

1. While on an established call, tap **Hold** to place the first call on hold, then tap **Add Call**.
2. Enter the name or phone number of the second party into the dial pad, tap their name, then tap **Dial**. Alternatively, select a contact from the Contacts or History tabs, then tap **Call** or **Video** to dial.
3. LCC connects the second call. If you end one of the calls, LCC automatically switches back to the other call.

### Merge Calls

While you have two calls established, tap to merge the calls into a three-way conference. If you end the call, both remote parties are disconnected.

### Split Calls

After you have merged two calls together, you can tap to split them into two calls. LCC displays the name of the remote party for the active call.

### Switch Calls

While on individual calls, tap to switch them.

### Video

To send your video to the other caller, swipe left.

# Create a Conference

The host is responsible for inviting people to a conference as well as starting a conference. Make sure to use a desktop device if you want to share your screen.

## Schedule a conference

1. From the Phone tab, tap **Quick Menu > Schedule a Conference Call**.
2. Your primary calendar application will open. Add invitees and set a time. If set, the PIN will be included in the invite.
3. When you're done, tap ✓ or **Add** to send the invitation.

Alternatively, tap **Copy Conference Link to Clipboard** and send the link another way.

## Start a conference now

1. From the Phone tab, tap **Quick Menu > Start a Conference Call**.
2. Tap **Participants** then tap + **Add**.
3. Search for and select Buddies to add to the conference. When you're done selecting participants, tap ✓ or **Done**.

## Invite participants during a conference

1. Tap **Participants** then tap + **Add**.
2. Start typing the name of a Buddy that you want to invite.
3. Click on the participant's name when it appears in the suggestions.
4. When you've selected all participants, tap ✓ or **Done**. LCC sends instant messages to the invitees with your conference link.

# Join a Conference

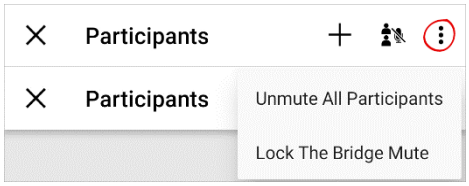
Participants can join a conference using the LCC app, a web browser, or by dialing in. Depending on the host's settings, participants may enter the conference immediately or must wait until the host joins. LCC needs access to your microphone and camera for a conference.

- LINK. Click the link in the invitation email. The LCC app will launch.
- HISTORY. In the Contacts tab, locate the host's entry. On Android, long-press the entry and tap **Join a Conference**. On iOS, tap ⓘ **Info**, then tap the URL.
- CONTACTS. In the Contacts tab, tap **Buddies**. Locate and tap the buddy that is hosting the conference, then tap on their conference link.

# Host Controls

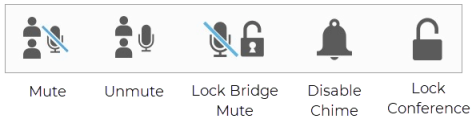
## Participants panel

In a conference you are hosting, tap **Participants**. These settings apply to everyone in the conference.




### Android

At the top of the panel is **Mute All Participants** button and the **More** menu, which contains *Unmute All Participants* and *Lock The Bridge Mute.*



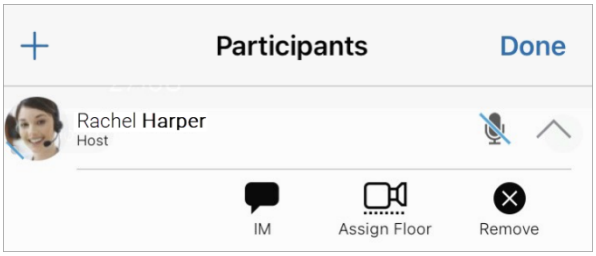

### iOS

The participant controls are at the bottom of the panel. Here you can mute or unmute all participants, lock the bridge mute, disable the chime for incoming participants, and lock the conference (no new participants).

## Participant controls

In the Participants panel, tap on a participant's name to expand the options:

- Mute the participant.
- Send the participant an instant message.
- Assign the floor to the participant.
- Remove the participant.




## Video

The video that the host sees is automatically sent to all participants. If the host pauses or stops the video, other participants no longer receive video. Participants can choose whether to share their own video.

- VIDEO. To start sending video and receiving remote video in the conference, go to **More > Start Video**. To remove all incoming and outgoing video from the call, tap **More > Stop Video**.
- LAYOUT. The video layout the conference members see is determined by the setting chosen by the host. To change the layout, tap **More > Video Layout** and choose a layout.

## Mute

To mute all participants, tap **Mute All Participants** then **Lock The Bridge Mute**.

To mute a single conference member, go to the Participants panel, locate the person you want to mute, and tap the **Mute** microphone beside their name. Tap to unmute.

# Participant Controls

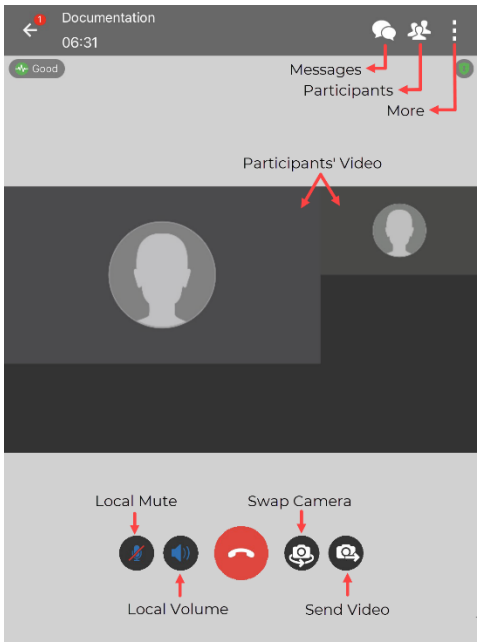
If the call controls are hidden, tap the screen.

## More menu

Click **More** to access these settings:

- Put Call On Hold
- Stop Video
- Local Preview On
- Start Audio Recording
- Assign Video Floor To Me
- Disable Chime (Android)
- Lock Conference (Android)

On iOS, the *Disable Chime* and Lock Conference settings are in the Participant panel.




## Video

You can choose whether to share your video.

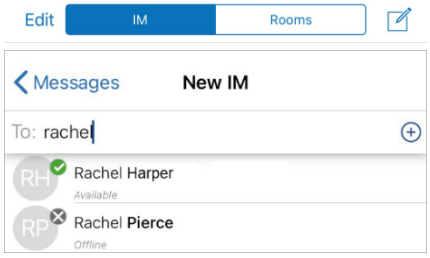
- YOUR VIDEO. Tap **Send Video** to send your video to conference members. To stop sending video, tap **Stop Video**. LCC stops sending your video to conference members but still displays the incoming conference video.
- LOCAL PREVIEW. To see your video feed on a local preview, tap **Local Preview** (Android) or go to **More > Local Preview** (iOS).
- VIEW. When LCC is running on a mobile device, you will see only the screen share or the conference video. Use the **Screen share view** and **Remote video view** buttons to swap views.

# MESSAGING

Instant messages (IMs) can be sent to a Buddy from the Messaging tab, the Contacts tab, the Favorites tab, from a chat room or an active call. LCC will notify you when there is a new message or when you have been @mentioned in a chat room.

## Send a Message

### New conversation



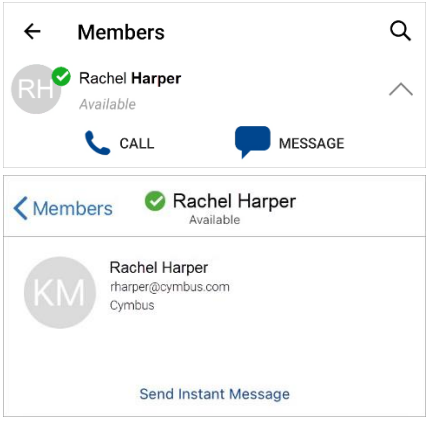

1. Go to the Messaging ta and tap IM.
2. Tap **Add** (Android) or **Compose** (iOS).
3. Search for a Buddy and tap their name.
4. Compose your message and tap Send.

### Existing conversation

1. Do one of the following:
   - In the Messages tab, scroll through your conversations or search for the person you want to send a message to, then tap on the conversation.
   - From the Contacts or Favorites tab, tap a Buddy and then tap **Send Instant Message**. On Android, you can also long-press a Buddy and select **Send IM**.
   - During an active call, tap ••• **More > Send Instant Message.**
2. Compose your message, then tap **Send**.

### Send IM from a chat room

1. In the Messaging tab, tap **Rooms,** then tap the chat room.
2. In the top right corner, tap **More > Members**. On a tablet, tap **Members** in the toolbar.
   - ANDROID. Next to the member you want to send a message to, tap the expand arrow and then tap **Message**.



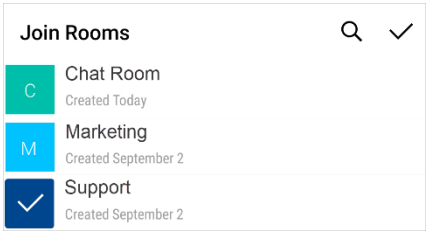
- iOS. Tap the member you want to send a message to, then tap **Send Instant Message.**

3. Compose your message and tap **Send**.

# Chat Rooms

Chat rooms are used when sending messages to multiple recipients. Chat rooms can be private or public. Private rooms can only be joined by invitation from the group owner. Public rooms can be joined by anyone in the XMPP group.

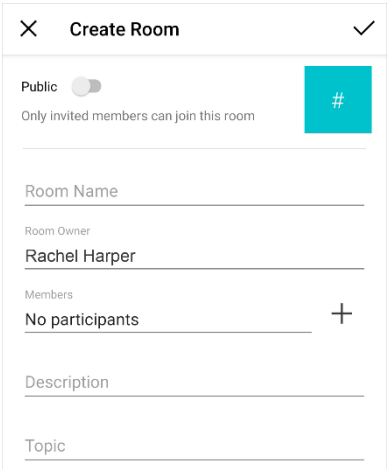
## Join a room




1. In the Messages tab, tap **Rooms**.
2. Tap (Android) or + (iOS) then tap **Join Room**.
3. Tap the room(s) you want to join and tap ✓ **Add**.

LCC adds the public chat room(s) to the Rooms section of the Messaging tab.

## Create a room




1. In the Messages tab, tap **Rooms**.
2. Tap (Android) or + (iOS) then tap **Create Room**.
3. Choose if the new room will be private or public.
4. Enter the room name.
5. If the room is private, add participants.
6. Optionally, enter a description and topic.
7. When you're done, tap ✓ to create the room.

Invited members are automatically added to the room. LCC adds the room to the Rooms section of the **Messaging** tab.

## Edit room settings

After a room has been created, the room owner can change the room name and description, add new members, and add a topic. Both room owners and members can change the topic.

1. Go to the **Messaging** tab and tap the chat room you want to edit.
2. Tap **More > Room Settings > Edit.**

Make any changes as necessary, then tap ✓ or **Save**.

# SETTINGS

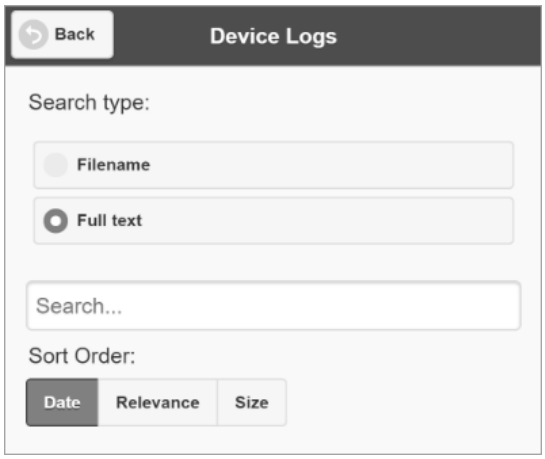
On the Settings tab, you can find:

- END USER PORTAL. Manage some of your own settings, including device logs and avatar photo.
- PREFERENCES. Choose how you want your LCC app to work.
- ADVANCED SETTINGS. Settings that apply to LCC services as a whole. Most of these settings cannot be modified.
- CONFERENCES. Choose if Conferences will require a PIN/Passcode and when Conferences on your bridge will start (*Only When The Host Joins*) and end (*Immediately*).
- HELP DESK ASSISTANT. Initiate a support session for remote diagnostics. Android only.
- ABOUT LCC. Information about the LCC client, such as the version history and third-party credits.

## End User Portal

### Device Logs

Search through your device logs by filename or full text. Sort the results by date, relevance, and size.

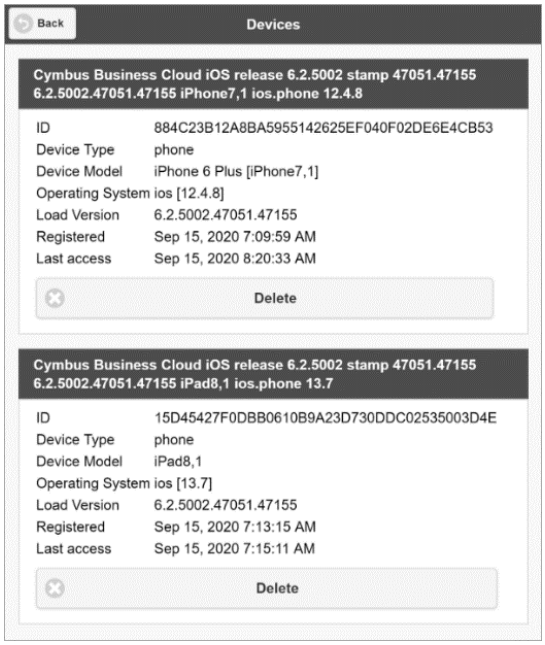


# Manage Devices

You can log in to LCC on only two devices. If you need to switch to a new device, one of your old devices will need to be deactivated.

1. Go to **Devices** to view your activated devices.
2. Find the record of the device that you wish to deactivate, then tap Delete.
3. A message will pop up asking if you're sure you want to delete this device. Tap Delete to confirm.

Now you can log in on another device.

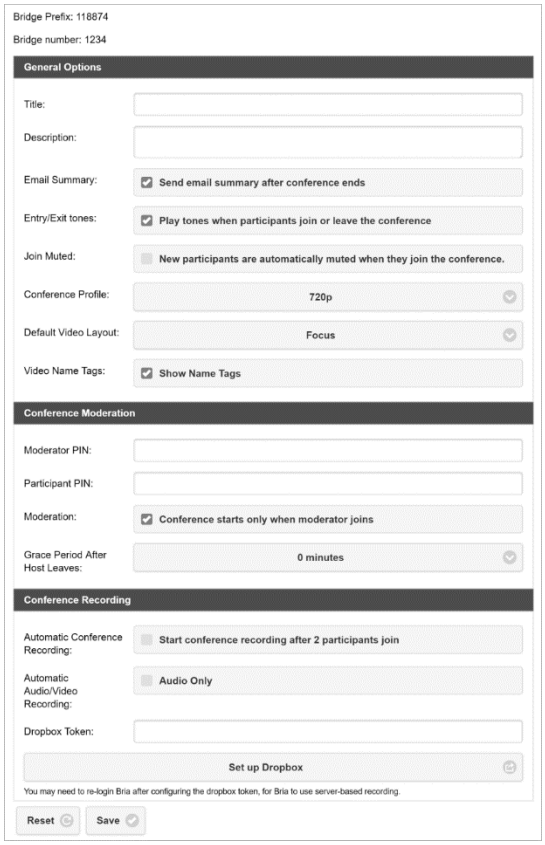



# Conferences

## CONFERENCE SETTINGS

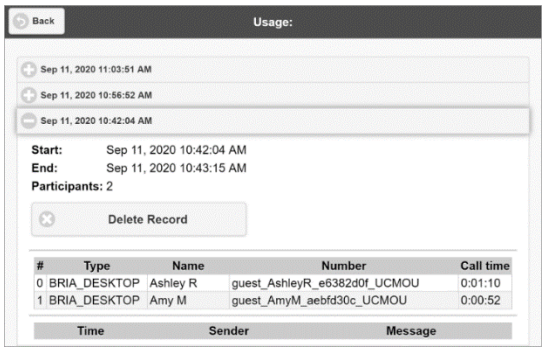
Manage various conference settings, including:

- The bridge title and description
- If new participants are automatically muted when they join
- If tones are played when participants enter or exit the conference
- Moderator and participant PINs
- Grace period after the host leaves
- Enable automatic conference recordings
- Set up Dropbox for server-based recording
- And more

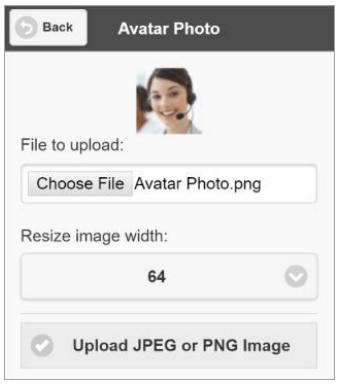


### CONFERENCE RECORDS

View the records of each of your conferences, including the start and end times, number of participants, and each participant's information.




## XMPP Photo

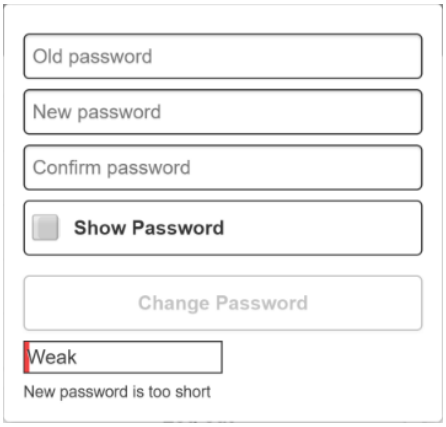



Your avatar is the image that will be displayed for your contact. To change your avatar photo:

1. Go to **XMPP Photo**.
2. Tap **Choose File** and locate the image file on your computer that you want to use as your avatar.
3. Tap **Upload JPEG or PNG Image**.

## Change Password

1. Go to **Change Password**.
2. Enter your old and new passwords. The indicator at the bottom will tell you if your password meets the following requirements:
   - Your new password must contain at least one uppercase letter, one lower case letter, one digit, and one punctuation character.
3. Tap **Change Password**.



# Preferences

In Preferences, you can make LCC work the way you want it to. Due to differences in operating systems, options are different between Android and iOS. Here are some of the most common settings:

### Incoming Call

- Disable Call Waiting
- Decline Options (Android)
- Call Blocking (iOS)

### Outgoing Call

- Turn Letters to Numbers

### Call In Progress

- Contact Image
- Auto-Record Calls
- Play Tone on Network Lost

### Phone Number

- Single Touch to Call

### Messages

- Enable IM & Presence
- Alert Sound
- Hyperlink Preview

### Video Calls

- Enable Video
- Video Quality Wi-Fi