Mobile Invoco UC Softphone - Quick Start Guide
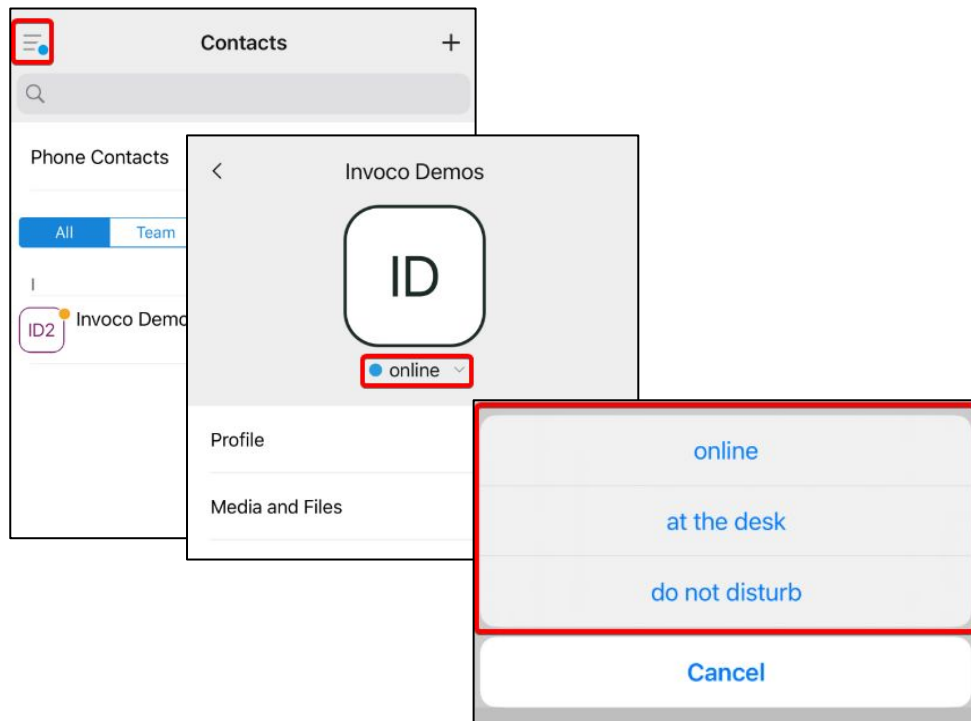
If you have any questions or need further
assistance please contact the support team.

01527 306 001
support@invoco.net
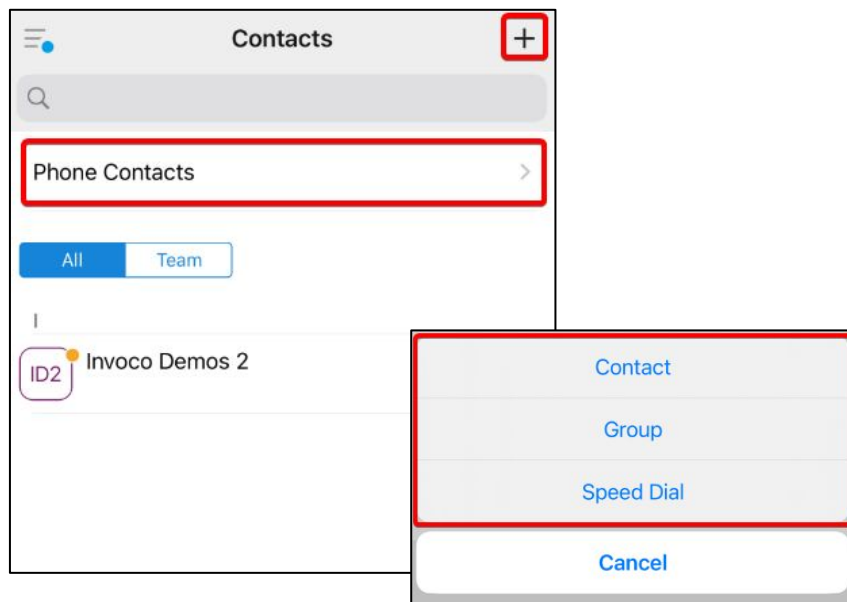
Page Selection

Setting your Status

Online - You are available and ready to receive calls.

At the desk - If you are logged in both from mobile and desktop app, this will prioritise inbound calls to ring your desktop FIRST before the mobile app.

Do Not Disturb - You are busy and will not receive calls.
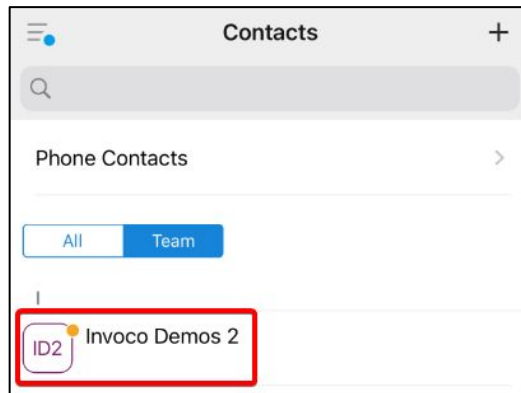
Adding Contacts

Contacts added here are intended to be for people who aren't using the softphone, i.e external contacts.

If you have given access, you can view your Phone Contacts via this page.

You can create groups to add contacts into to make life easier, for suppliers or partners, etc.
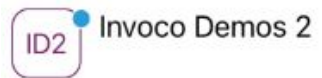
Users

Other users as part of your softphone group will appear under the **Contacts > Team** menu.

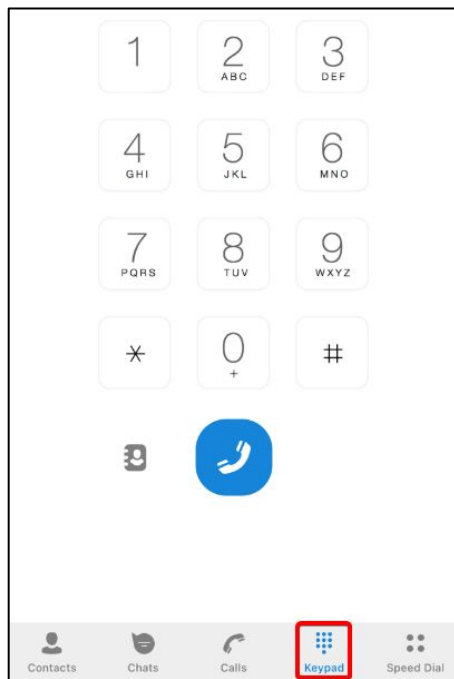You can call, instant message and view the status' of that user from here.

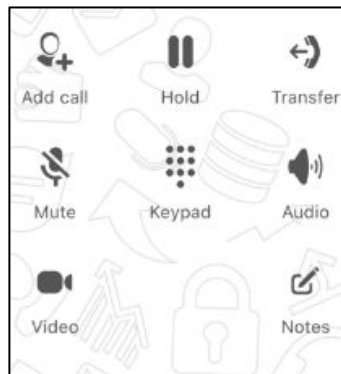- Demos 2 has their status as busy or is on a call

- Demos 2 has their status as online, ready to receive a call.
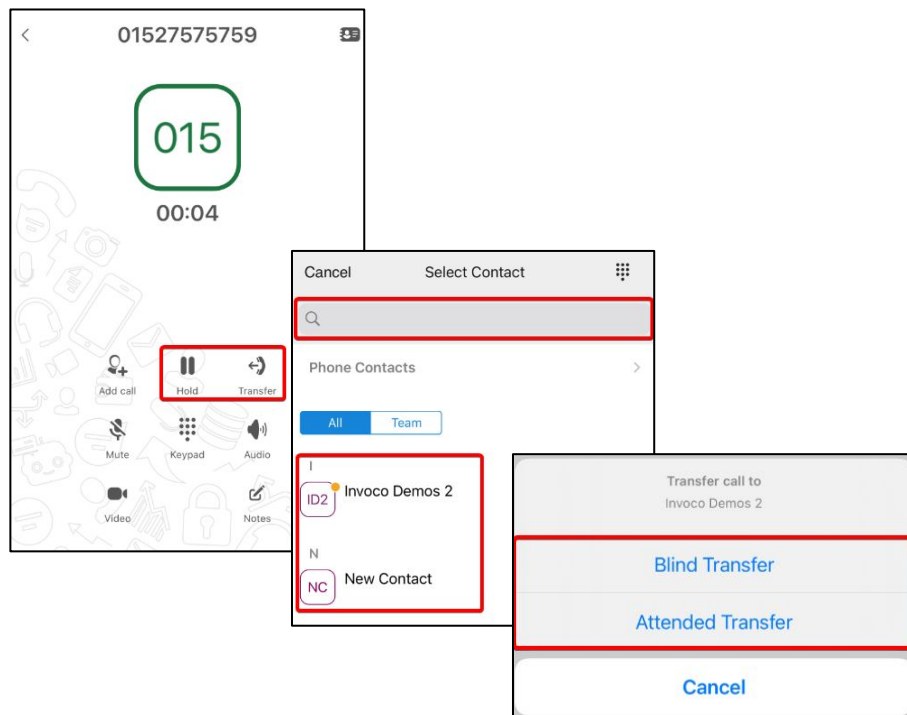
Making a Call / Call Options

To make a call head to the Keypad option and start to dial a number, or you can paste a telephone number.

Whilst on a call, you will have several options..
Here's a key to what they are:

- Add call (to create conference)
- Call Hold
- Transfer
- Mute
- Keypad
- Audio (Speaker)
- Video (with your colleagues)
- Notes (added to contact)

Call Transfer

When transferring a call, it is best to place the customer on HOLD first - and then select the Transfer option.

After selecting transfer, you can either choose one of your team members, contacts OR enter an external number to transfer the call.

Last, just before the transfer is actioned it will ask whether you want to make an ATTENDED or BLIND transfer.

Transfer Types

Blind Transfer - this will transfer the call straight to the other user.

Attended Transfer - this will call the user you are transferring to beforehand, so you can check they are available or want to take the call, etc.

Reference screenshots from iPhone, version 1.9.1