



G O L D T E L

Goldtel Initiate User Guide

Goldtel Initiate



Downloading the Goldtel Initiate Application

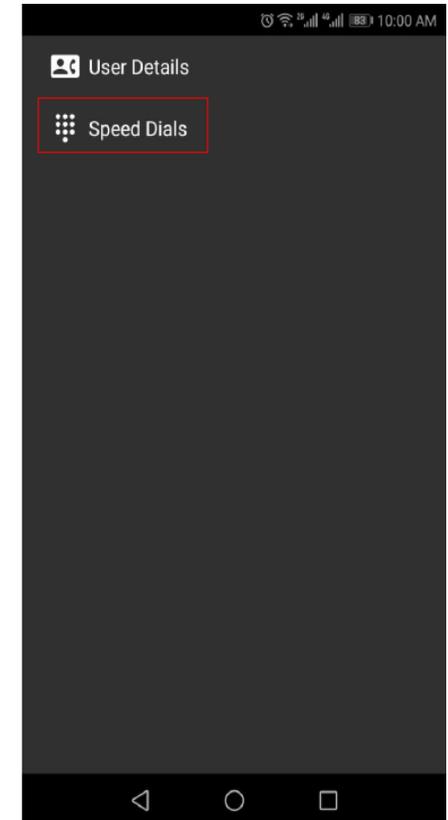
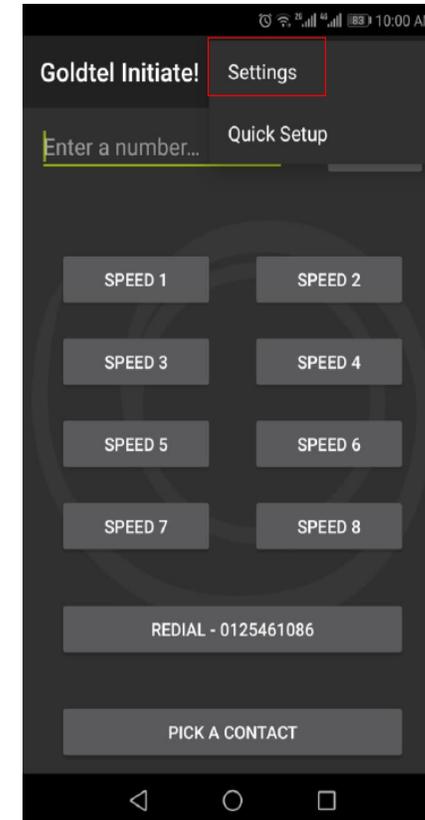
- The Goldtel Initiate Application can be downloaded from both the Google Play Store as well as the Apple App Store by searching for 'Goldtel Initiate'





Speed Dial Setup

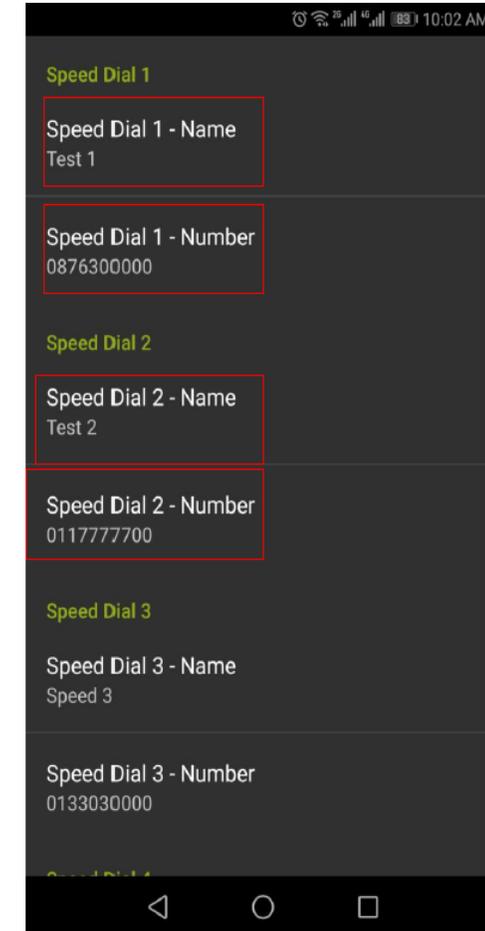
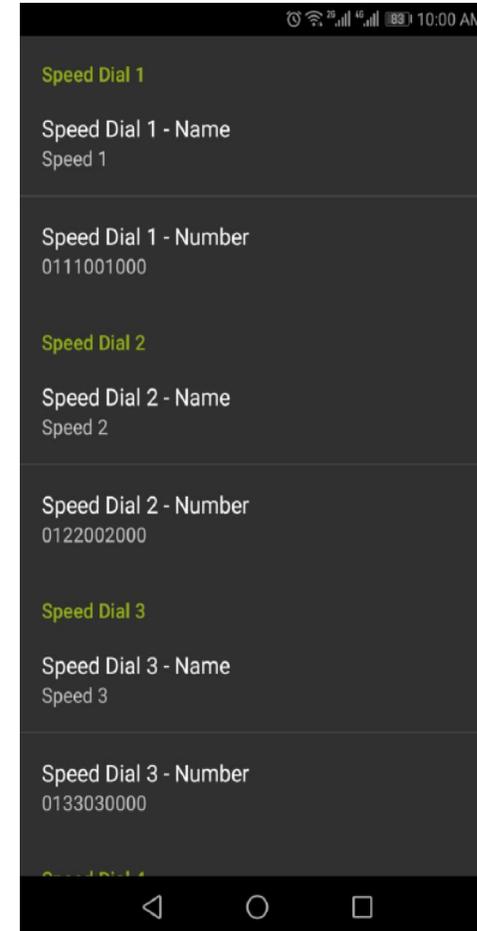
- Under Settings, Speed Dials, Once you are in the Speed Dial Menu one will be able to enter a name and number in the provided fields
- Create Name , Example – Test
- Create the Number, Example 0876300000
- One will have the ability to program up to eight Speed Dial Buttons for the Application





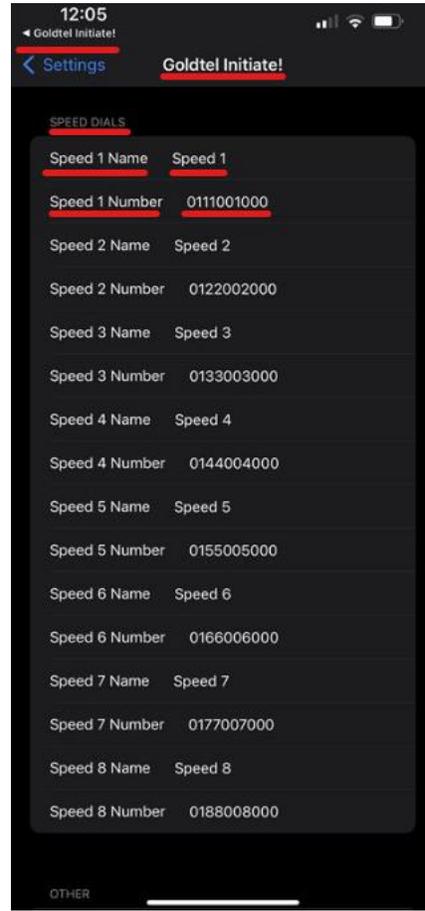
Speed Dial Setup

- Once the Speed Dial Menu is accessed one will be able to enter the name and number in the provided fields
- Create Name , Example – Test
- Create the Number, Example 0876300000
- One will have the ability to program up to eight Speed Dial Buttons for the Application





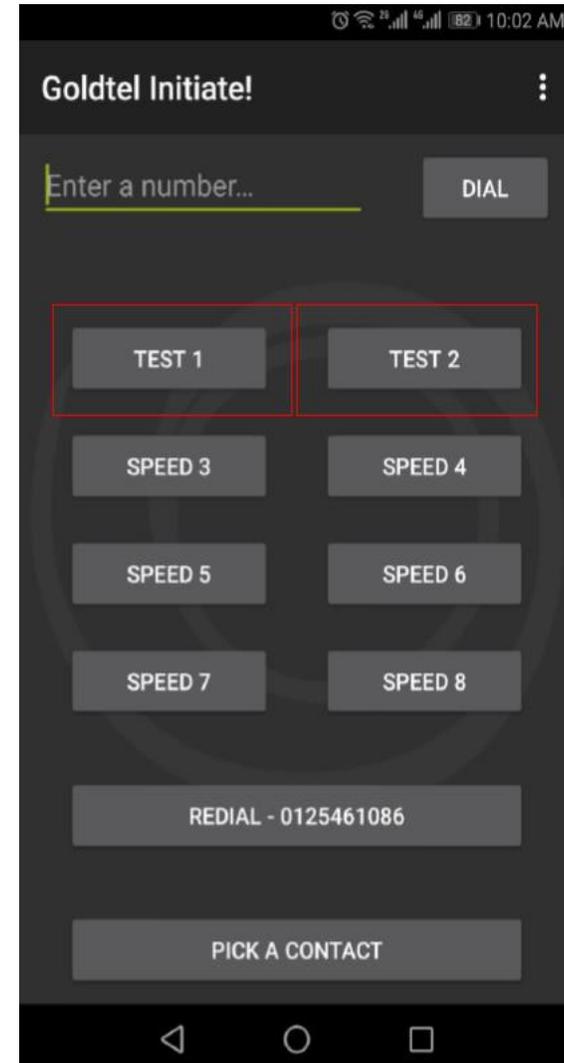
Speed Dial Setup





Speed Dial Setup

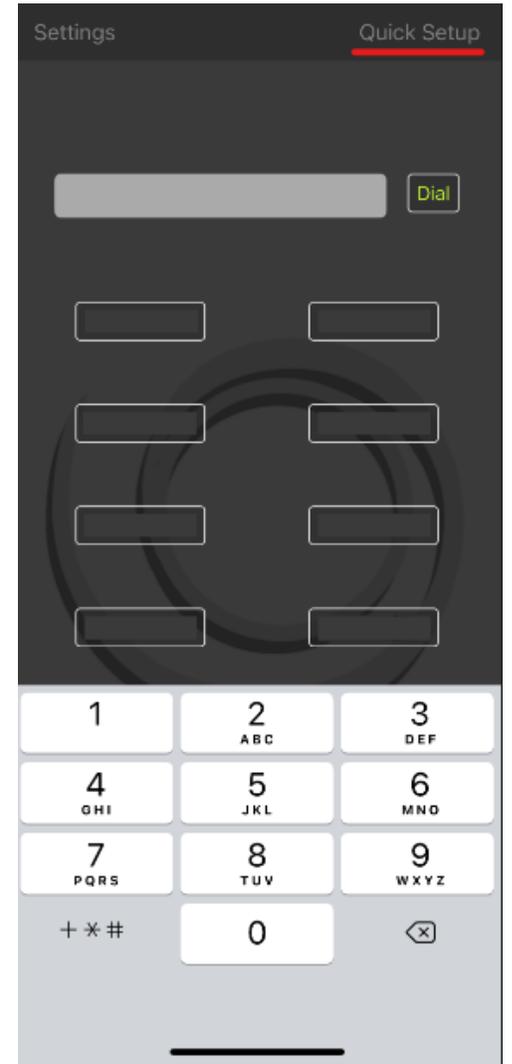
- Navigate back to the Home Screen of the Application and one will notice that the Speed Dials will appear that have been created





Scanning the QR Code from the Goldtel Initiate Application

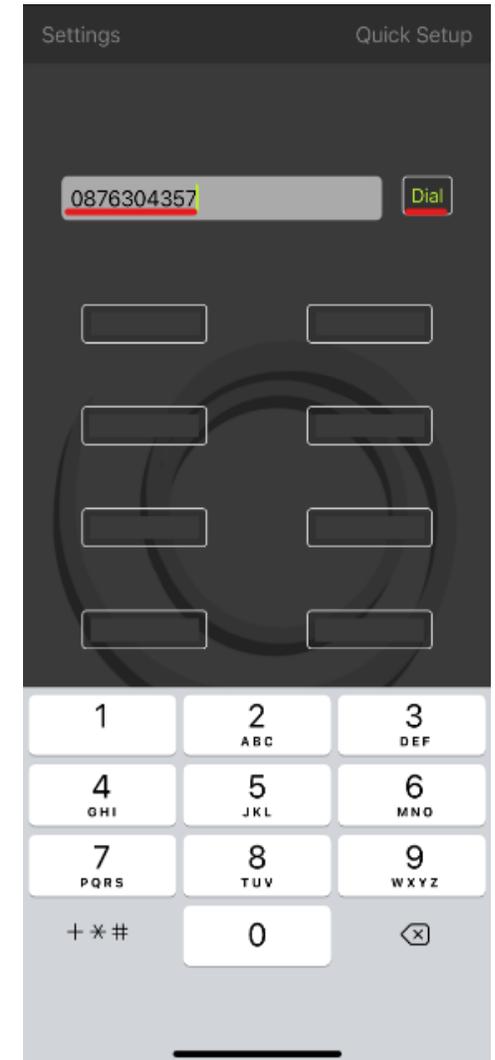
- Tap on the 'Quick Setup' button on the top right of the screen to access the camera of the Mobile Phone and scan the QR Code of the Correct Extension number linked to the Mobile number. Please note that failure to do this correctly will result in the Goldtel Initiate Application not operating correctly:





Initiating a Call from the Goldtel Initiate Application

- Open the Goldtel Initiate Application and tap in the 'Dial Bar' located directly opposite the dial button and enter number using the Mobile Phones keypad" and Dial the number by tapping on the 'Dial button:





Initiating a Call from the Goldtel Initiate Application

- Once the call has been Initiated a 'succeeded' message will appear onscreen indicating that the call has successfully been initiated:





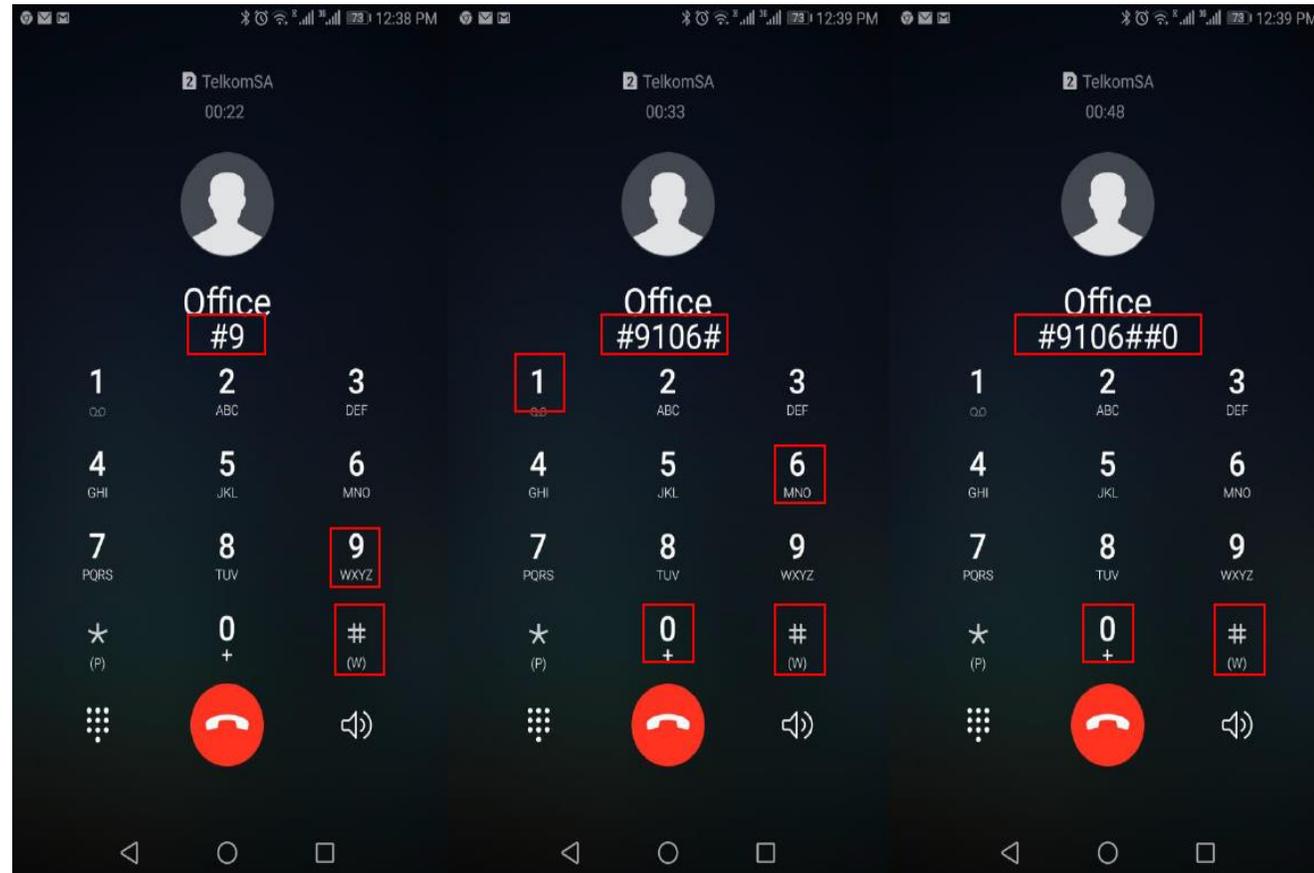
Initiating a Call from the Goldtel Initiate Application

- The Mobile Phone on which the call is being Initiated will begin to ring (Goldtel Initiate Platform Callback). Answer the call, and the number being dialed will begin to ring on the other end and the call can proceed between the two parties.



Three Way Conference Call

- To invite others to join in on a Conference Call Meeting please do the following:
 - Dial #9 from the Key Pad to place the current call on Hold, then Dial the participants number. One will then be talking to the Participant privately
 - Dial #0 to invite the Participant to the Conference Call
 - Should one Dial #7 and not #0 the Participant will only be able to listen in on the conversation and not physically participate in the Conference





Transfer Process Using the Goldtel Initiate Application

- To transfer a call using the Goldtel Initiate Application, eg. Extension 102 receives an incoming call and needs to transfer the call to Extension 103.
- From the mobile phones keypad dial #9, this will put the call on hold (wait a second or two until a 'beeping' sound is heard) followed by the extension number, 103 then dial # from the mobile phones keypad again. Wait until extension 103 starts to ring, Extension 102 can then end the call. This will successfully complete the transfer process.
- Press #9 to put the call on Hold (dial pad), then dial the extension number followed by the # button (this is the same process as on an IP Phone):
 - You can talk to the person to whom you are Transferring the call to, to announce the call (attendant Transfer), then simply end the call to complete the Transfer process
 - Or, end the call to complete the Transfer Process (blind Transfer)



Please Note

- Samsung Mobile Devices power saving mode must be turned off
- The application requires an internet connection to successfully work
- The application is installed on a mobile device which gets internet through WIFI or mobile (3g /4g). However the mobile phone has to provide the application **permissions** which only the mobile device can allow. Please ensure that all **permissions** has been **allowed (NB)**