



Magnet Voice

iOS App Installation

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Recommended Min OS for iOS App 4.3

Recommended Min Browser Version for User Portal – Latest version of Chrome running JavaScript.

Also supported on latest version of IE and Firefox (with JavaScript).

Note: Specifications are subject to change without notice. Facilities described may or may not be supported by your network.

## Introduction

The Magnet Voice iOS App is the mobile extension of the Magnet Voice system to Apple iOS devices giving you Fixed Mobile Convergence with Hold and Transfer of calls and Presence Information for colleagues. Enjoy all the benefits of Magnet Voice from your iOS device.

- Single number for both fixed and mobile devices.
- Incoming calls to your fixed desk phone are automatically routed to your smart phone.
- Dial from your smartphone contacts list or the PBX phone book.
- All outgoing calls from your smart phone App use your fixed Calling Line Identity number on the Magnet Voice system.
- See the status of colleagues in real time.
- Busy on mobile device status is indicated to other users.
- Call history - missed calls, received calls, dialled calls.
- Manage your voicemails.
- Flip during a call from Wi-Fi/3/4G to GSM network service if you have poor 3/4G or Wi-Fi coverage(\*)

(\*) feature only available with Magnet Cloud PBX



**Magnet Voice App**

Available with  
**MAGNET VOICE PROFESSIONAL**

Take all the functionality and performance of your Magnet Voice office-pbx mobile, with this intuitively designed smartphone app for both iOS and Android. Use WiFi or your 3/4G network to make and receive calls using your business fixed line number! Enterprise features come as standard. Download the App now and Call 1800 819 888 to activate.

Download on the **App Store** | GET IT ON **Google play**

## Download the App to your iOS device

The next step is to download the app from the App store onto your iOS device.

To install the App on your iOS device, tap the App Store on the home page of your iOS device and search the App store for 'Magnet Voice'.

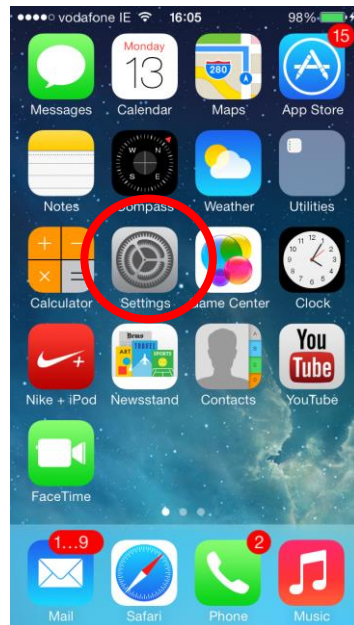


Tap the INSTALL button. You will need a valid iTunes account. During the download you will be asked to input the password of your iTunes account as shown below.

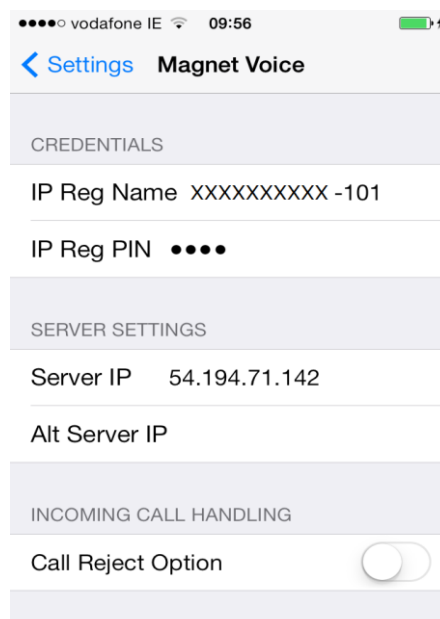


## Program the Registration details in the App

Now you must program your user details into the App to allow it to register to the Magnet Voice online system. Ask your Magnet Voice system administrator for your Registration Name and PIN. These can be found on the Magnet Voice system page 'IP Phone Registration' under 'User Settings'. You will also need the Server IP Address which is typically in the form of [mycompany.magnetvoice.ie](http://mycompany.magnetvoice.ie)



Tap the Settings icon in your iOS device and scroll to the bottom of the Settings page and tap the icon 'Magnet Voice'. This will open the Credentials page where you can enter your details.



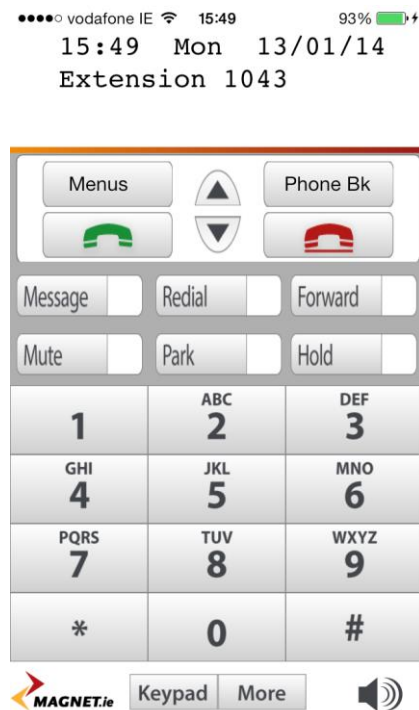
## Program the Registration details in the App

In the field 'IP Reg Name', enter your IP registration name followed by the suffix as shown

If you are registering to a Magnet Voice based PBX, type in the address of the system in the 'Server IP' field. The address is usually in the form '**mycompany.magnetvoice.ie**' and can be obtained from the system administrator. Do not insert www before the address.

The secondary IP address field is left blank.

Exit settings and tap on the 'Magnet Voice' icon to open the App which will now register with your Magnet Voice system automatically.



You can now make and receive calls on your iOS mobile device in exactly the same way as on your fixed Magnet Voice phone.

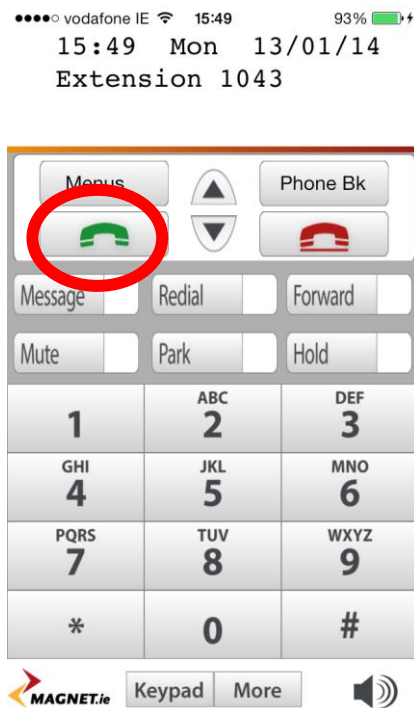
## Using the App

The app brings all the features of the Magnet Voice Executive Phone to your iOS device allowing you use it in the same way. However there are a few additional features available on your smartphone such as:

- Dial from your smartphone Contacts list
- Using your GSM network instead of Wi-Fi or 3/4G (feature only available on Magnet Voice Cloud PBX)

## Dialling from your Smartphone Contacts list

Press and hold the green off-hook key. This allows you to select a contact from your smartphone list and to dial this contact directly.



## Program FLIP to GSM Key from User Portal (feature only available with Magnet Voice Cloud PBX)

The Magnet Voice Cloud PBX system may be programmed to send all your app calls over your GSM mobile network when you are off site or over Wi-Fi when you back in range. During a call you can flip from VoIP to GSM or vice versa, depending on signal quality. In order to use this feature you need to program a key on your Magnet Voice Smartphone as outlined below and also be using the Magnet Voice Cloud PBX.

There are two ways this can be done. Firstly, you can log into your user portal from a computer and program a key as described in the browser based user programming and call handling guide at

<https://www.magnet.ie/business/support/userguides/>

## Program FLIP to GSM Key on the App.

Alternatively, you can do this through your iOS app by following the steps below.

Press MORE.

Press Menus.

Scroll down to Phone Settings. Press Select.

Scroll Down to Define Function Key. Press Select.

Select Redefine Keys

The screenshots show the following steps:

- Pressing the 'More' button at the bottom of the keypad.
- Pressing the 'Menu' button in the top navigation bar.
- Scrolling down to and selecting 'Phone Settings'.
- Scrolling down to and selecting 'Define Function Key'.
- Scrolling down to and selecting 'Redefine Keys'.



Scroll down to an unused key. Selected key will flash red.

Select key 13

Scroll up to FMS (Flip to GSM). Select.

The FLIP button is now setup



When you are on a call you will now have the option to flip between VoIP and GSM by pressing the function key which you have defined above and once your administrator has enable the feature on the Magnet Voice Cloud PBX.