

GETTING STARTED QALLER-APP

Overview

Qaller is a mobile application that gives you quick and simple access to your **Cloud PBX** anytime and anywhere. Improve the efficiency of your communication: Qaller will help you to stay in touch with your contacts anywhere and make sure that all calls are handled on time. This manual will help you install and **connect** the Qaller app.

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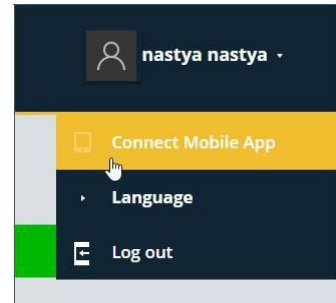
Requirements

You can install the Qaller app on any **iPhone** that has iOS version 9 or later and any **Android** phone with version 5 and up. To use the app you need to have access to the **User or Company panel** of your **Cloud PBX**.

1. Installing the app

The **Qaller App** is available for Android and iOS. Go to the App store on the phone and search for Qaller. You are now able to download the app. It's also possible to **download** it through our website: <https://qallerapp.com/>

We have two options to connect the Qaller app with a user:



1. Via Connect Code

- Log in to your Company or User panel web interface and select **Connect Mobile App** from the dropdown menu in the top-right corner.
- Click on **Generate Connect Code**.
- Fill in the Connect Code in the app

2. Via login credentials

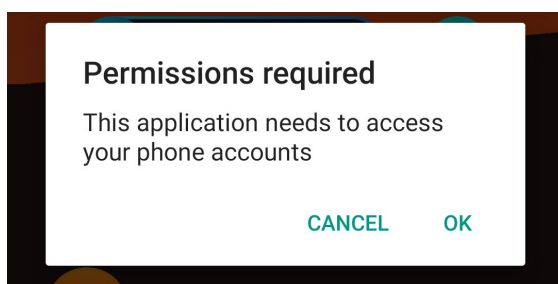
- Open the Qaller app
- Enter your email address or username and press **"Next"**
- Enter your password and press **"Log in"**

2. Permissions

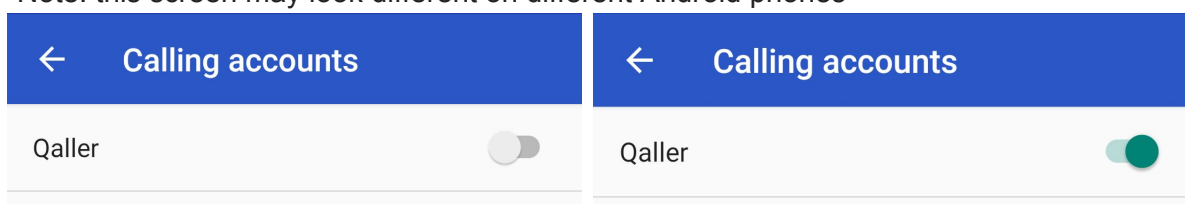
In order to let the Qaller app works properly, the user need to allow all asked permissions. For Android users additional settings and permissions are required:

Access to your phone accounts

On seeing the screen below, tab "OK" in the prompt "Permissions required". The screen with calling accounts will be opened automatically. Now set the switch to "ON" by clicking on it. After it is set, the user can use the arrow at the left top to go back to the Qaller app.



Note: this screen may look different on different Android phones





Battery saving

For Android all apps are by default set to "Battery saving". In order to receive incoming calls on the background, Android users need to adjust the settings in the phone.

- Go to the settings of the mobile device
- Go to "Apps" and scroll down to Qaller
- Click on "Battery"
- Enable the setting: "Allow background activities"

Please note that some phones requires a reboot in order to save all permissions properly.

3. Enabling Qaller Plus

The **latest release** of Qaller includes an extension by the name of Qaller Plus. With this extension you will be able to make **outbound calls** to extensions, dialplans and external numbers from your mobile phone.

1. Login in to your **Company panel** web interface
2. Select Extensions from the left side menu
3. Edit the extension for which you want to **enable Qaller Plus**
4. At the bottom of the popup, enable Qaller Plus functionality
5. **Restart** the Qaller app on your phone

Qaller Plus functionality

Enable: Yes

4.

Using Qaller

Controlling your inbound calls

In the top of the application you can see the **dialplan** that is currently selected. By default after opening the app this is the user dialplan. You can select a dialplan by clicking the arrow down behind the dialplan name.

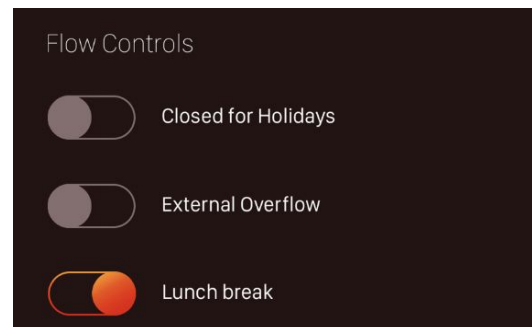
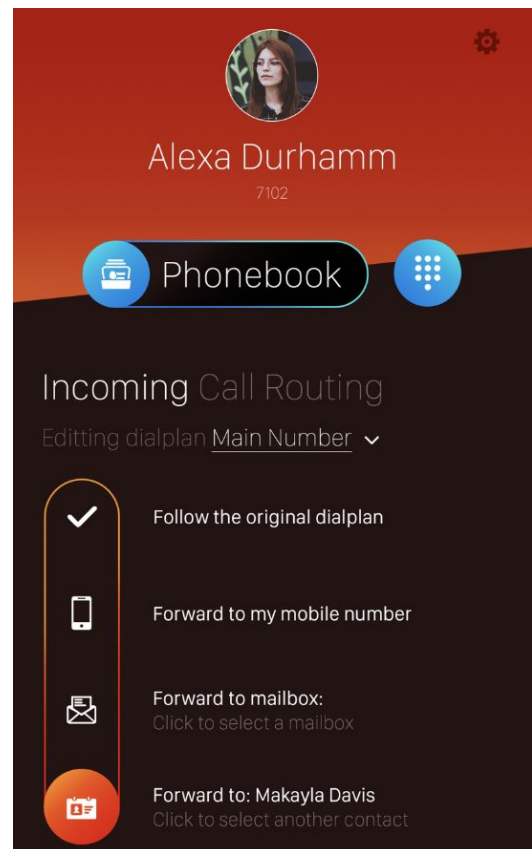
Note:

"If you are logged in with only user rights, you only have access to your own personal dialplan"

You can override dialplans by **forwarding** calls to your mobile phone, mailbox, a contact from your phonebook or a contact from your company. You can enable a forward by tapping the radio buttons.

The search icon behind Forward to Contact will lead you to a **phonebook**, you can select contacts from your mobile phone in the tab Mobile and from the PBX in the tap **Extension**. You can search your phonebook by pressing the orange button with the **looking glass**.

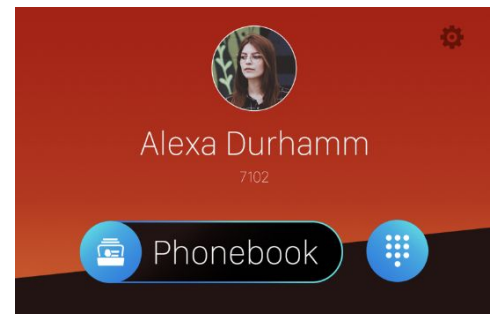
If your dialplan contains any **Flow Control** you can enable or disable them by tapping the toggle switch.



4.

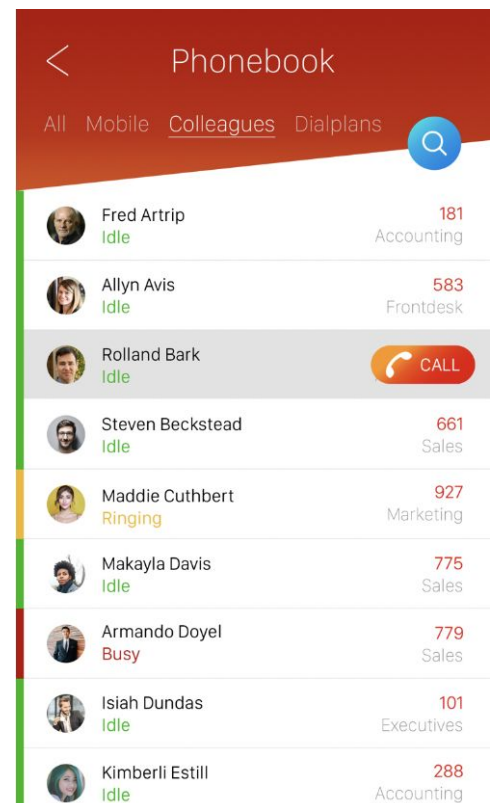
Placing outbound calls

With **Qaller Plus** enabled the app allows you to place **outbound calls** to local extensions, dialplans and external numbers. All settings of your extension will be in force, including the **Caller ID** and Call Recording.



Using the built-in dialer

1. Select the second item with the **dialer icon** or by clicking on Phonebook to select a contact.
2. Use the keypad to enter the phone number you would like to call, or select a number from the **recent calls** at the top
3. Whilst typing, the top half of the dialer will show **search** results based on the number or related letters
4. Press the **green** call button at the bottom to place your call
5. If **callback** is selected in the settings, your mobile number will receive a call within a few seconds.
6. If calling via **Internet** is selected in the settings, the Qaller App will make the call via internet



5. Frequently Asked Questions

Why can I not see all dialplans in my company?

To see all company dialplans you should pair the app as a user with administrator rights and access to the Company Panel. Regular users with access to the User Panel can only manage their own dialplan.

Can I use Qaller Plus to offer Provider-Independent Fixed Mobile Convergence?

Yes! In the inbound call routing you can configure the extension to forward calls to the mobile phone. All calls for the user will then be send to his mobile phone. Combined with the built-in dialer and phonebook the user can use his mobile phone the same an extension assigned to a SIP soft- or hardphone. This form of FMC is provider independent, no special sim card or contract with a specific mobile provider is required.

How does callback work?

When a user places a call using Qaller Plus he is actually sending an API request to the Kwebbl PBX. The Kwebbl PBX then starts a call to the users' mobile number. Only after the call is answered it will start ringing the phone at the destination.

Is there an alternative for callback?

Yes, in the settings of the user in the application you can select:

- Internet calls
- Callback

Is the app free to use?

The basic functionality of the Qaller is free to use.

The Qaller Plus functionality is a paid addition, contact your account manager for pricing information. Additionally, the outbound calls for external destinations and callback are rated according the same billing plans as used on the PBX.

Can I copy this manual or parts of it and publish it for our clients?

Of course!