

Simu Connect Mobile Client User Guide



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Getting Started

Log in to Simu Connect

Simu Connect Login Overview

Simu Connect allows you to log in to Mobile Client using different methods, including logging in with your extension account by scanning QR code, copying login link, entering login information, or directly logging in with a third-party account.

Extension account login

You can log in to Simu Connect with your extension account using QR code, login link, or manually-entered login information.

Quick login

After you receive a Simu Connect welcome email, you can obtain a QR code and a login link from the email, via which you can quickly log in to Simu Connect Mobile Client.

For more information, see the following topics:

- [Log in to Simu Connect with Extension Account Using QR Code](#)
- [Log in to Simu Connect with Extension Account Using Login Link](#)

Manual login

You need to contact system administrator to obtain your extension account username and password, as well as the network information of Simu Connect Server, then manually enter the information to log in.

For more information, see [Log in to Simu Connect with Extension Account Using Manually-Entered Credentials](#).

Third-party account login

If system administrator has integrated the server with a third-party system, you can directly log in to Simu Connect Mobile Client with the third-party account.

For more information, see the following topics:

- [Log in to Simu Connect with Microsoft Account](#)
- [Log in to Simu Connect with Active Directory Domain Account](#)
- [Log in to Simu Connect with Google Account](#)

Log in to Simu Connect with Extension Account Using QR Code

After you receive a Simu Connect welcome email, you can scan the QR code to quickly log in to Simu Connect Mobile Client with your extension account.

Prerequisites


You have received the Simu Connect welcome email.



Note:

- If you don't receive the Simu Connect welcome email, contact system administrator to resend one.
- The QR code is valid in 24 hours and can only be used once.

Procedure

1. At the top-right corner of the Simu Connect login page, tap .
2. Scan the QR code that is in the welcome email.

Simu Connect will get the login information and log in automatically.



Note:

If it is the first time that you log in to Simu Connect with extension account, you will be asked to agree a privacy policy agreement and change the initial password. When finished, you need to log in to Simu Connect with the new password.

Related information

[Change Simu Connect Password](#)

[Reset Simu Connect Password](#)

[Log out of Simu Connect](#)

Log in to Simu Connect with Extension Account Using Login Link

After you receive a Simu Connect welcome email, you can use the login link to quickly log in to Simu Connect Mobile Client with your extension account.

Prerequisites

You have received the Simu Connect welcome email.



Note:

- If you don't receive the Simu Connect welcome email, contact system administrator to resend one.
- The login link is valid in 24 hours and can only be used once.

Procedure

1. On your mobile phone, copy the login link from the Simu Connect welcome email.
2. Open Simu Connect Mobile Client.

Simu Connect automatically detects the account information and asks if you want to log in with the account.

3. In the pop-up dialog box, tap **Yes**.



Note:

If it is the first time that you log in to Simu Connect with extension account, you will be asked to agree a privacy policy agreement and change the initial password. When finished, you need to log in to Simu Connect with the new password.

Related information

[Change Simu Connect Password](#)

[Reset Simu Connect Password](#)

[Log out of Simu Connect](#)

Log in to Simu Connect with Extension Account Using Manually-Entered Credentials

This topic describes how to log in to Simu Connect Mobile Client with your extension account by manually entering login information.

Prerequisites

Contact system administrator to obtain your extension account username and password, as well as the network information of Simu Connect Server.



Note:

The network information might be Serial Number (SN), domain name, or IP addresses and ports, depending on the Simu Connect Server's network configuration.

Procedure

1. Tap **Login**.
2. If you have set up two-factor authentication, you need to enter an authentication code.



Note:

This feature is supported when your Simu Connect version meets the requirement:

- **Simu Connect iOS Client:** Version 5.0.13 or later
- **Simu Connect Android Client:** Version 4.11.6 or later

The authentication code has been sent to email:
 [redacted]

Resend available in 119s.

Trusted Device

Login

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	

- a. Enter the authentication code provided by an authenticator application or email.
- b. **Optional:** Select the checkbox of **Trusted Device**.



Note:

For the device from which you log in most frequently, you can select the option to add it as a trusted device. In this way, you don't have to re-enter an authentication code with this device for the next 180 days.

- c. Click **LOG IN**.



Note:

If it is the first time that you log in to Simu Connect with extension account, you will be asked to agree a privacy policy agreement and change the initial password. When finished, you need to log in to Simu Connect with the new password.


Log in to Simu Connect with Microsoft Account

If system administrator integrates the server with Microsoft Azure Active Directory, you can log in to Simu Connect with your Microsoft account directly.

Requirements

- System administrator has integrated the server with **Microsoft Azure Active Directory**, and enabled **Single Sign-on (SSO)** feature.
- Your Simu Connect version meets the following requirement:
 - **Simu Connect iOS Client**: Version 4.9.5 or later
 - **Simu Connect Android Client**: Version 4.9.6 or later

Procedure

1. On Simu Connect login page, tap  .

You are redirected to the Microsoft sign-in page.

2. Sign in to your Microsoft account.

After signed-in, you are automatically logged in to Simu Connect Mobile Client.

Related information

[Log out of Simu Connect](#)

Log in to Simu Connect with Active Directory Domain Account

If system administrator integrates the server with Active Directory (AD), you can log in to Simu Connect with your AD domain account directly.

Requirements

- System administrator has integrated the server with **Active Directory**, and enabled **Single Sign-on (SSO)** feature.
- Your Simu Connect version meets the following requirement:
 - **Simu Connect iOS Client:** Version 4.9.5 or later
 - **Simu Connect Android Client:** Version 4.9.6 or later

Prerequisites

Contact system administrator to obtain the network information of Simu Connect Server.





Note:

The network information might be a domain name, or IP addresses and ports, depending on the Simu Connect Server's network configuration.

Procedure

1. On Simu Connect login page, enter the following information.

Scenario	Procedure
<p>Figure 1. Log in using domain name</p>	<p>If you obtain a domain name, do as follows:</p> <ol style="list-style-type: none"> a. In the Username field, enter the user name of your AD domain account (Format: <code>username@domainname</code>). b. In the Password field, enter the password associated with the username. c. In the SN/Domain field, enter the domain name. <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> Note: If the SN/Domain field is non-editable, tap Custom Settings (Enabled), and unselect the checkbox of Enable Custom Settings.</p> </div>

Scenario	Procedure
<p>Figure 2. Log in using IP addresses and ports</p>	<p>If you obtain IP addresses and ports, do as follows:</p> <ol style="list-style-type: none"> In the Username field, enter the user name of your AD domain account (Format: <code>username@domainname</code>). In the Password field, enter the password associated with the user name. Tap Custom Settings. Select the checkbox of Enable Custom Settings. Enter the IP addresses and ports. <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p> Note: When you use Simu Connect Mobile Client within company's Local Area Network (LAN), Simu Connect communicates through the local hostname/IP. Otherwise, Simu Connect communicates through the external hostname/IP.</p> </div> <ol style="list-style-type: none"> Tap OK.

2. Tap **Login**.

Related information

[Log out of Simu Connect](#)

Log in to Simu Connect with Google Account

If system administrator integrates the server with Google Workspace, you can log in to Simu Connect with your Google account directly.

Requirements

- System administrator has integrated the server with **Google Workspace**, and enabled **Single Sign-on (SSO)** feature.
- Your Simu Connect version meets the following requirement:
 - **Simu Connect iOS Client:** Version 5.14.3 or later
 - **Simu Connect Android Client:** Version 5.14.4 or later

Procedure

1. Open Simu Connect Mobile Client.
2. In the **SN/Domain** field, enter the server address allowed for Google SSO.
3. Tap **G** and sign in to your Google account.

After signed-in, you are automatically logged in to Simu Connect Mobile Client.

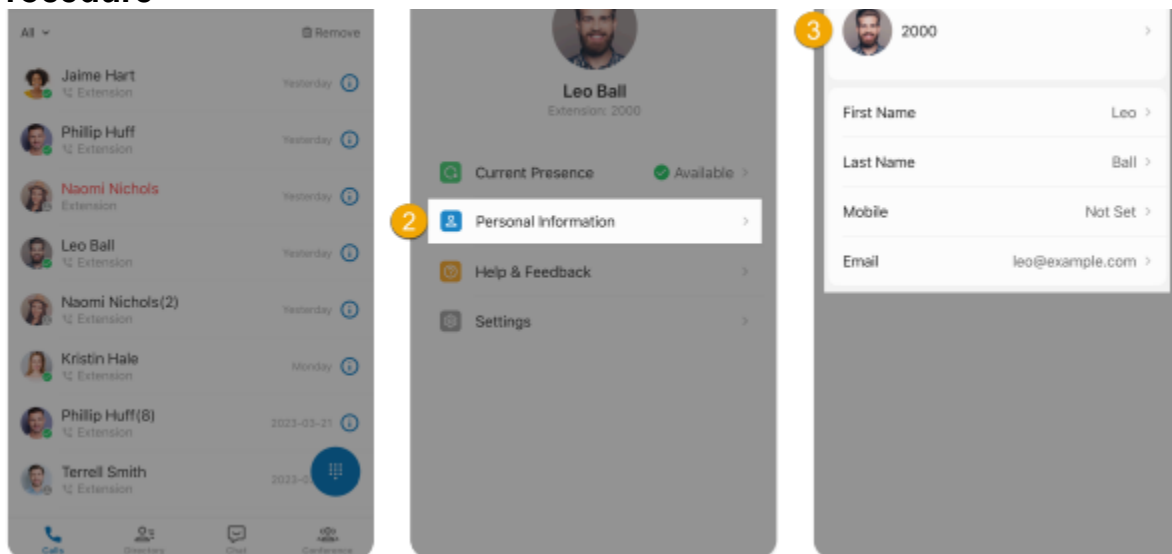
Related information

[Log out of Simu Connect](#)

Edit Personal Information

This topic describes how to edit your personal information, such as profile picture, name, mobile number, or email address.

Procedure



1. At the top-left corner of Simu Connect, tap your account.
2. Tap **Personal Information**.

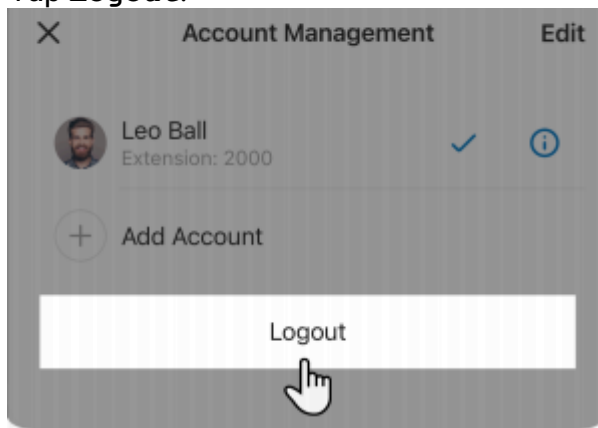
3. Change your profile picture, or edit your name, mobile number, email address as needed.

Log out of Simu Connect

This topic describes how to log out of Simu Connect Mobile Client.

Procedure

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings > Account Management**.
3. Tap **Logout**.



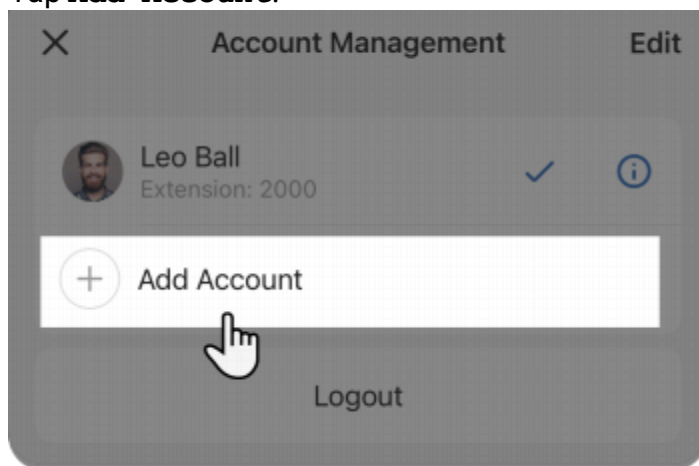
Account Management

Add Multiple Accounts to Simu Connect

If you have more than one account for work, you can add them to Simu Connect, so as to quickly switch between the accounts. This topic describes how to add multiple accounts to Simu Connect Mobile Client.

Procedure

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings > Account Management**.
3. Tap **Add Account**.

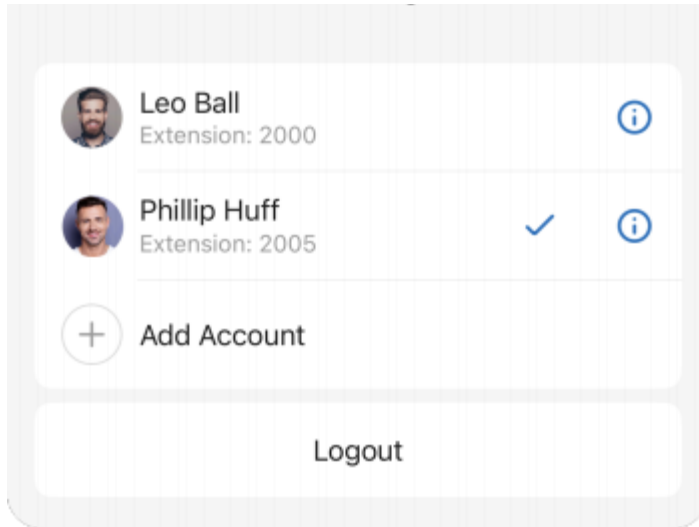


You are redirected to the Simu Connect login page.

4. [Log in to Simu Connect with the new account](#).

Result

- You are logged in to Simu Connect with the new account.
- The added accounts are displayed in the account list on **Settings > Account Management**.



Related information

[Switch between Accounts on Simu Connect](#)

[Remove Accounts from Simu Connect](#)

Switch between Accounts on Simu Connect

After you add multiple accounts to Simu Connect Mobile Client, you can easily switch between different accounts without signing out and back in again.


Prerequisites

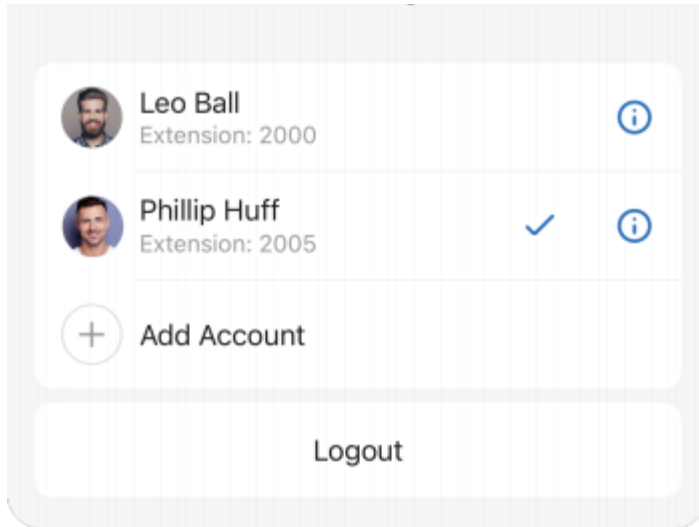
[You have added more than one account to Simu Connect.](#)

Procedure

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings > Account Management**.
3. Tap the desired account.

Tip:

You can tap  beside the account to check the account information.



Result

You are logged in to Simu Connect with the selected account.


Related information

[Remove Accounts from Simu Connect](#)

Remove Accounts from Simu Connect

This topic describes how to remove the accounts that you no longer use from Simu Connect.

Procedure

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings > Account Management**.
3. To remove an account from Simu Connect, do as follows:
 - a. Long press the account that you want to remove.
 - b. In the pop-up window, tap **delete** to confirm.
4. To remove multiple accounts from Simu Connect, do as follows:
 - a. Tap  in front of the desired account.
 - b. In the pop-up window, tap **delete** to confirm.

c. Tap **Done**.

Result

You have removed the account(s) from Simu Connect.

Enable or Disable Push Notifications

This topic describes how to enable or disable notifications for incoming calls, new messages, etc. when Simu Connect is running in the background on mobile phone.

Requirements

PBX Server

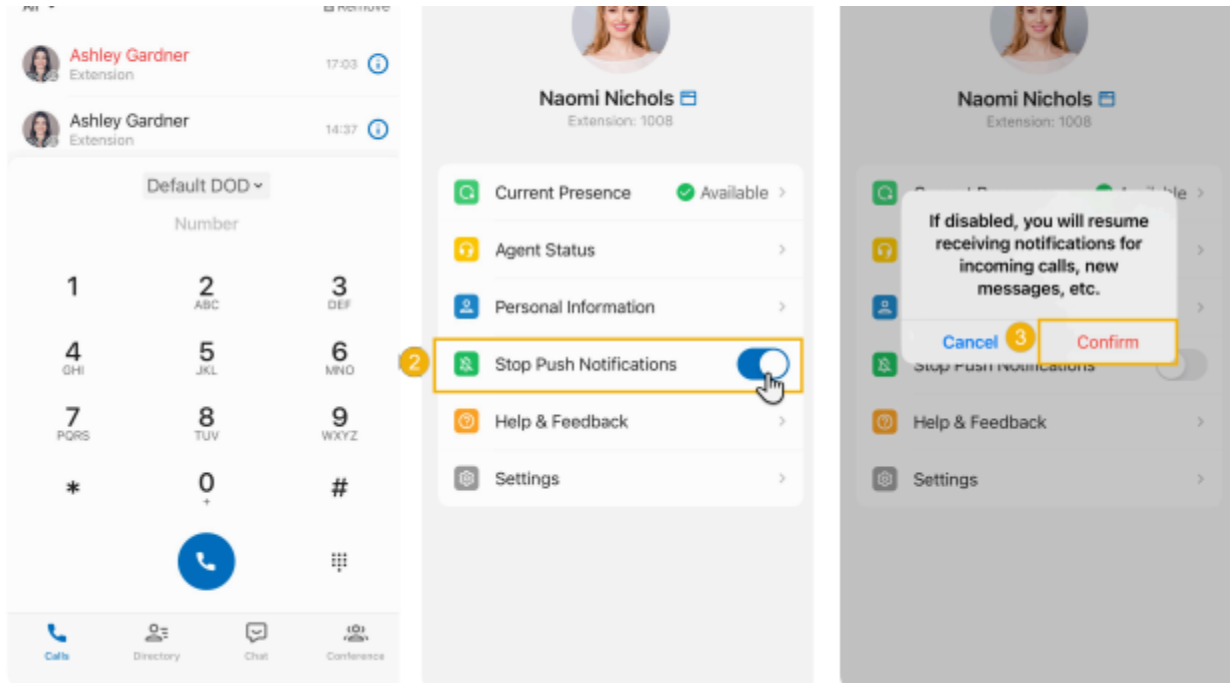
Contact system administrator to make sure that the version of PBX server is 84.16.0.25 or later.

Simu Connect Mobile Client

Make sure that the version of your Simu Connect Mobile Client is 5.6.6 or later.

Enable push notifications

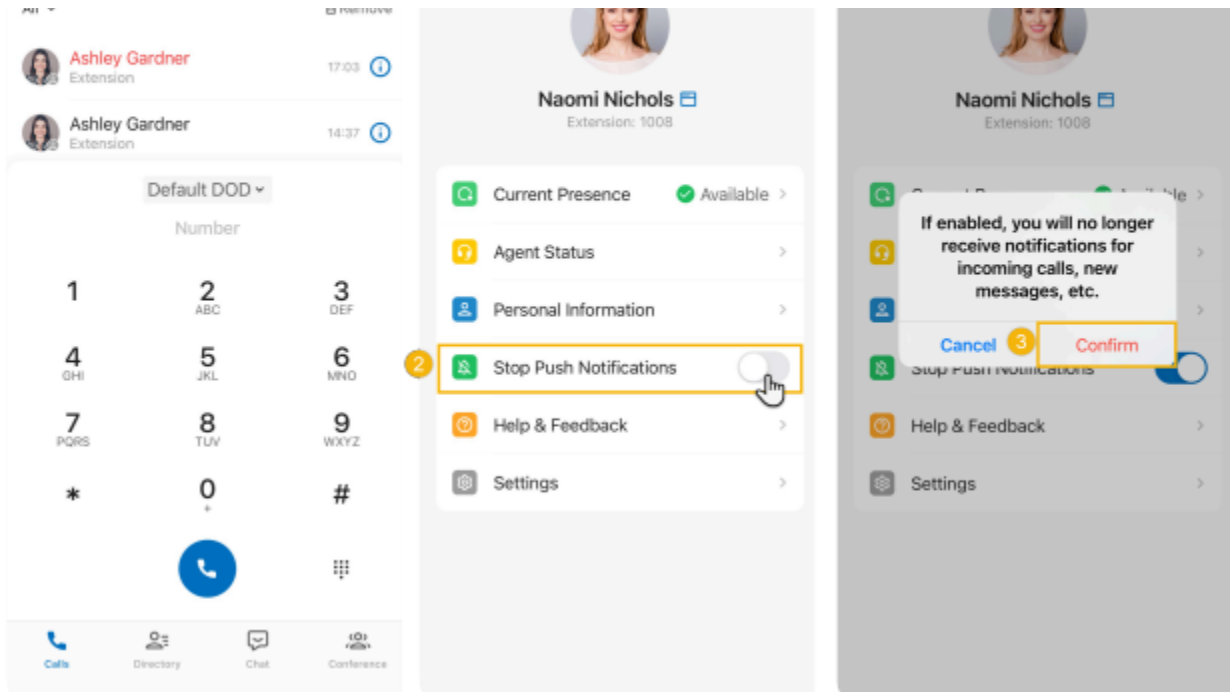
With push notifications enabled, if your extension receives new messages (e.g. incoming calls, new messages, etc.) while Simu Connect is running in the background on your mobile phone, Simu Connect will be woken up to receive notifications.



1. At the top-left corner, tap your account.
2. Turn off the option **Stop Push Notifications**.
3. In the pop-up window, tap **Confirm**.

Disable push notifications

With push notifications disabled, if your extension receives new messages (e.g. incoming calls, new messages, etc.) while Simu Connect is running in the background on your mobile phone, Simu Connect will not be woken up and you will not receive notifications.



1. At the top-left corner, tap your account.
2. Turn on the option **Stop Push Notifications**.
3. In the pop-up window, tap **Confirm**.

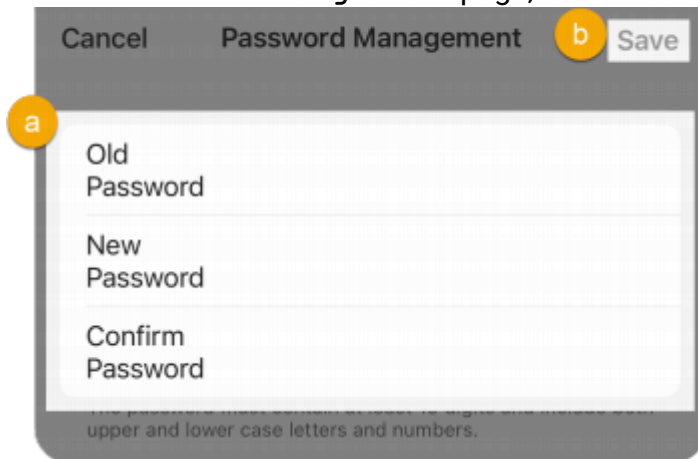
Password Management

Change Simu Connect Password

This topic describes how to change Simu Connect login password.

Procedure

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings > Password Management**.
3. In the **Password Management** page, do as follows.



- a. Set the password.
 - **Old Password:** Enter the old password.
 - **New Password:** Enter the new password.
 - **Confirm Password:** Enter the new password again.
- b. At the top-right corner, tap **Save**.

Result

The login password is changed, and your account is automatically logged out of Simu Connect.

What to do next

Log in to Simu Connect with the new password.

Reset Simu Connect Password

If you forget Simu Connect login password, you can reset password on Simu Connect Mobile Client.

Restriction

If you don't have an email address bound with your extension, or you forget the email address, you cannot reset the login password.



Tip:

In this case, you can contact the system administrator to help you reset your password.

Procedure

Screen shoot

1. On Simu Connect Mobile Client login page, tap **Forgot Password?**.
2. In the **Reset Password** page, do as follows:
 - a. In the **Extension** field, enter your extension number.
 - b. In the **Email** field, enter the email address that is bound with your extension.
 - c. Enter the network information of Simu Connect Server.



Note:

By default, the network information of Simu Connect Server is auto-populated.

If not, you need to contact the system administrator and manually enter the information.

- d. Tap **Send Verification Code**.

A password reset email is sent to your mailbox. You can obtain a verification code from the email.



Note:

The verification code is valid for 30 minutes and can only be used once.

3. In the **Verification Code** field, enter the verification code, then tap **Next**. You are redirected to the **Reset Password** page.
4. Enter your new password twice, then tap **save**. The login password is changed.

What to do next







Log in to Simu Connect with the new password.


Presence

Presence Settings


Simu Connect provides different presence statuses to let your colleagues know if you are currently available to contact. This topic introduces the types of presence and how to configure the presence settings.

Simu Connect provides the following presence statuses.

-  Available
-  Away
-  Do Not Disturb
-  Lunch Break
-  Business Trip
-  Off Work


For each presence status, you can configure presence settings differently (Path: **Me** > **Current Presence** > **Presence** > ). When your presence status changes, the presence settings will change accordingly.

Presence Information

Setting	Description
Presence Information	Add a note to the presence status.  Note: The information will be displayed in the extension details.

Call Forwarding

Call forwarding rules help you forward incoming calls to a specific destination when you are unavailable.

Setting	Description
Types of incoming calls	<p>Select a call type.</p> <ul style="list-style-type: none"> • Internal Calls: Set a call forwarding rule for incoming calls from your colleagues. • External Calls: Set a call forwarding rule for incoming calls from external users.
Forward condition	<p>Turn on the switch of a forwarding condition, then configure a destination.</p> <ul style="list-style-type: none"> • Always: Forward all incoming calls to the designated destination. • No Answer: Only forward unanswered calls to the designated destination. • When Busy: Only forward the calls that come in while you are talking on the phone to the designated destination. <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;">  Note: Do Not Disturb presence only supports the option Always. </div>

Ring Strategy

Ring strategy allows you to decide in which order incoming calls are distributed to the endpoints where your extension is registered.



Note:

Do Not Disturb presence does not support this setting.

- **Extension Endpoint:** The IP phone, analog phone, or softphone where your extension is registered.
- **Simu Connect Mobile Client**
- **Simu Connect Desktop Client** (Softphone only)
- **Simu Connect Web Client** (Web Client only)

Setting	Description
Ring First	Set which endpoint(s) will ring first when a call reaches your extension.

Setting	Description
Ring Secondly	Set which endpoint(s) will ring if the incoming call is not answered on the endpoints that are selected as Ring First .


Ring Timeout

To prevent callers from waiting for a long time, you can configure ring timeout. If a call is not answered during the time period, it will be routed to the destination of [No Answer](#).



Note:

Do Not Disturb presence does not support this setting.

Setting	Description
Ring Timeout(s)	Set the timeout period.
	 <p>Note: The valid range is from 5 to 300 seconds.</p>

Other Settings

Ring Mobile Number Simultaneously

To simultaneously ring both extension and the associated mobile number when anyone calls in your extension number, you can configure a simultaneous ring strategy.



Note:

Do Not Disturb presence does not support this setting.

Setting	Description
Ring Mobile Number Simultaneously	Turn on the switch to enable the feature.
Mobile	Enter your mobile phone number.

Accept Push Notifications

By default, you can receive push notifications on Simu Connect Mobile Client anywhere and anytime, such as missed calls, new voicemail messages and so on.

If you don't want to receive notifications after work, you can disable the feature.

Setting	Description
Accept Push Notifications	Enable or disable push notifications on Simu Connect Mobile Client.

Accept calls from Ring Group

By default, you can receive ring group calls under any presence. You can set whether to receive ring group calls under the specific presence as needed.

Setting	Description
Accept calls from Ring Group	Enable or disable receive ring group calls under this presence.

Agent Status Auto Switch

If you are a dynamic agent who needs to frequently log in to or out of a queue, you can associate your queue status with your extension presence. Your status in a queue will automatically change along with your extension presence.

Setting	Description
Log In	Log in to a queue.
Log Out	Log out of a queue.
Pause	Pause receiving queue calls, and select a specific pause reason as needed.
Do Nothing	Retain current status.

Related information

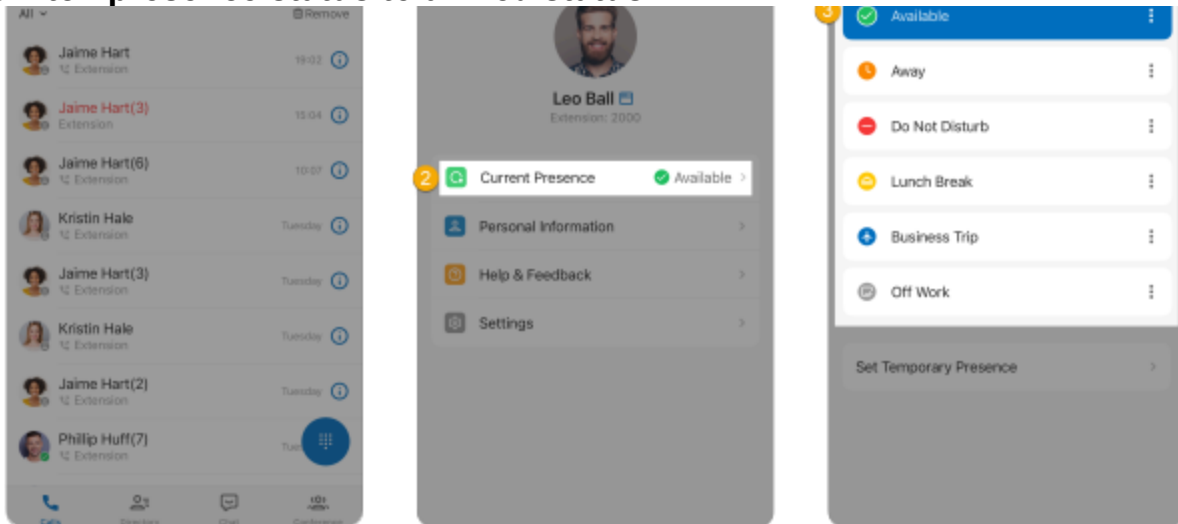
[Manually Switch Presence Status](#)

[Automatically Switch Presence Status Based on Business Hours and Holidays](#)

Manually Switch Presence Status

This topic describes how to manually switch current presence status to a new one, including fixed status and temporary status.

Switch presence status to a fixed status



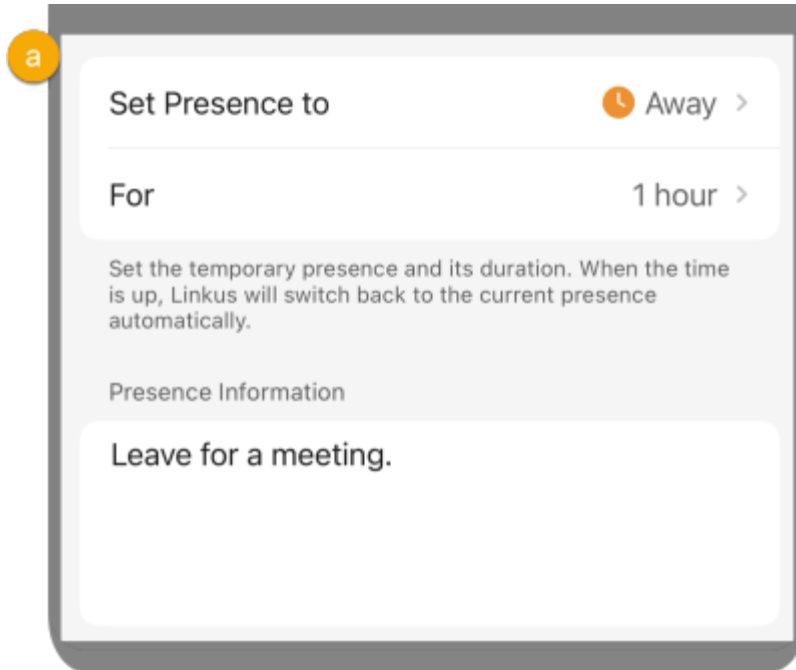
1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Current Presence**.
3. In the **Presence** list, select a presence status.

The presence status and the relevant [presence settings](#) take effect.

Switch presence status to a temporary status

Assume that you would be away for a scheduled meeting during which you are unavailable to answer calls, but you want calls to be forwarded to the previous destination when you are available. In case you forget to change presence status, you can switch presence to a temporary status, and set how long the status will last.

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Current Presence > Set Temporary Presence**.
3. In the **Set Temporary Presence** page, do as follows:



a. Set a presence status and its duration.

- **Set Presence to:** Select a temporary presence status.
- **For:** Set the duration of the temporary presence status.
- **Presence Information:** Optional. Add a note for the temporary presence status.



Note:

The information will be displayed in the extension details.

b. Tap **Save**.

The presence status and the relevant [presence settings](#) take effect.



Note:

In the **Presence** list, the selected presence status displays when will the temporary status ends. When the time is up, presence status and relevant settings would be switched back to the previous one.

Related information

[Automatically Switch Presence Status Based on Business Hours and Holidays](#)

Automatically Switch Presence Status Based on Business Hours and Holidays

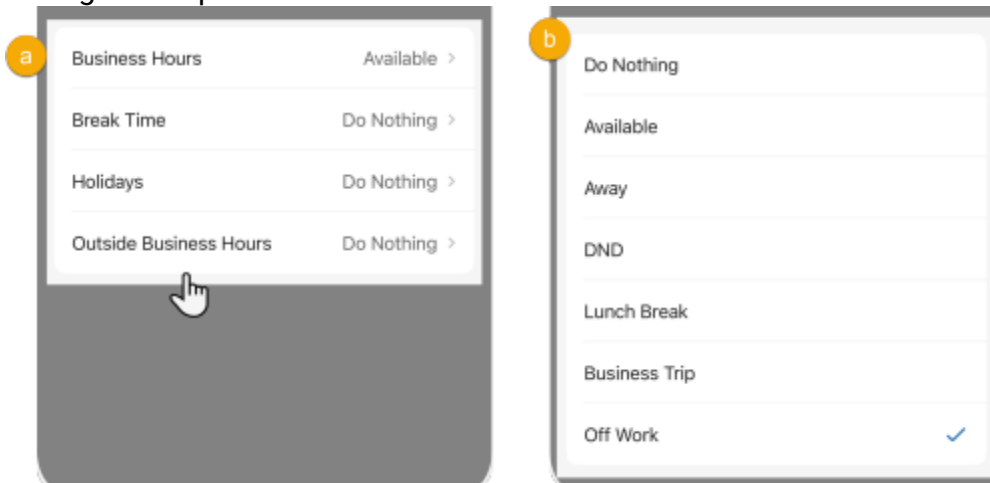
You can configure different presence status based on business hours and holidays. In this way, the extension presence will automatically switch to the preset status based on the time.

Requirement

System administrator has set up business hours and holidays.

Procedure

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings > Advanced > Switch Business Hours Status**.
3. Configure the presence status based on the time:



- a. Tap the desired time.
- b. Select a presence status for the time.
- c. At the top-right corner, tap to save the setting.

Result

Presence status will be switched automatically according to the business hours and holidays.

For example, 18:00 is non-office hours, then the presence displayed on Simu Connect will be switched to the corresponding status of **Outside Business Hours**.

Related information

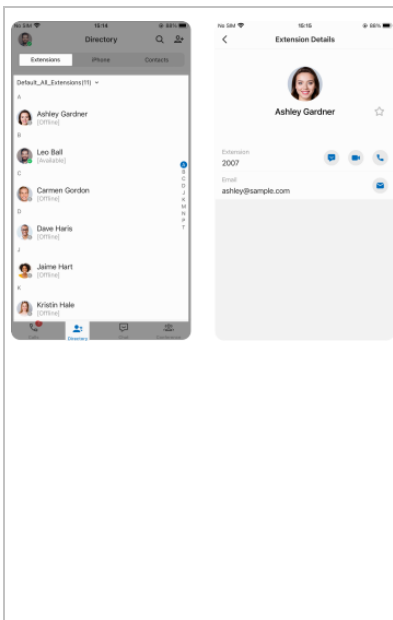
[Manually Switch Presence Status](#)

Directory

Directory Overview

Simu Connect directory is divided into three types, including colleagues in company, native contacts in your phone, and external contacts stored on the server. This topic provides an overview of the three types of directory.

Extensions

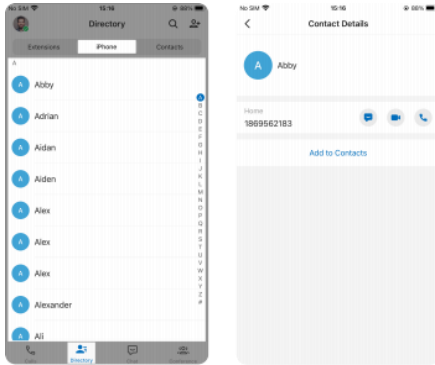


The **Extensions** directory contains the extensions' information that are synchronized from the server, namely your colleagues' information.

You can have an overview of your colleagues and seamlessly collaborate with them by implementing the followings:

- Intuitively see whether your colleagues are available to reach via the extension presence
- Add the colleagues whom you communicate with most often to a favorite list
- Make a call to your colleague
- Start a 1:1 chat with your colleague

Phone



If you grant Simu Connect Mobile Client the permission to access your phone contacts, the **Phone** directory will display the native

contacts that are synchronized from your mobile phone.

You can easily add the phone contact to Simu Connect Contacts directory as needed, and directly initiate a call to the contact via either

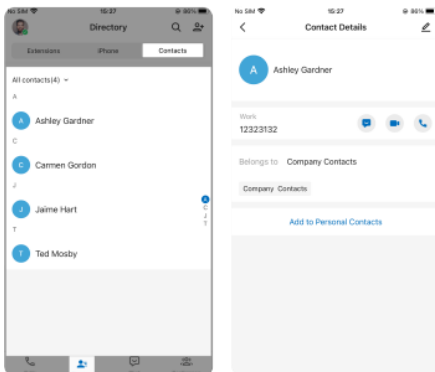
Simu Connect or mobile phone.



Note:

The phone contacts only display on Simu Connect Mobile Client, all data is stored in your phone locally and will NOT be uploaded anywhere.

Contacts



The **Contacts** directory provides an overview of your external contacts that are stored on the server. The directory is subdivided into two types, namely personally managed contacts (stored in **Personal Contacts**) and shared contacts (stored in **Company Contacts**).

Personal Contacts

This directory is only visible to yourself. You can store your own external contacts (such as direct customers) in the directory.

For more information, see the following topics:

- [Add a Personal Contact](#)
- [Manage Personal Contacts](#)

Company Contacts

This directory is shared among authorized colleagues. You can store external contacts (such as company's customers, resellers, and partners) in the directory, so as to share contact information with your team members and thus enhancing team collaboration.

**Note:**

If you fail to see Company Contacts directory, it indicates that you don't have the viewing permission. Contact system administrator to grant you the permission if necessary.

For more information, see the following topics:

- [Add a Company Contact](#)
- [Manage Company Contacts](#)

Favorite Contacts

For contacts (both **Personal Contacts** and **Company Contacts**) that you are frequently or commonly communicated with, you can mark them as favorites. The marked contacts will be displayed in the **Favorite Contacts** list for quick location and retrieval.

For more information, see [Mark or Remove Favorite Contacts](#).

Personal Contacts

Add a Personal Contact

This topic describes how to add a personal contact. The personal contacts you add will be synchronized across your Simu Connect UC Clients and are only visible to yourself, other col-leagues cannot see your personal contacts.

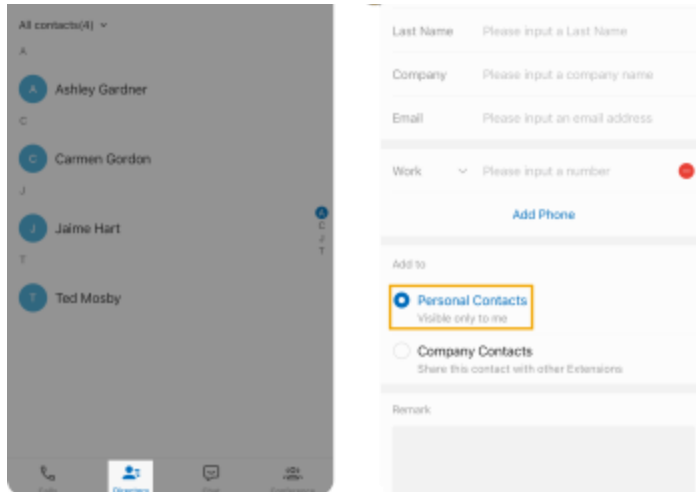
Supported methods


Simu Connect supports to add a personal contact via any of the following methods:

- [Add a personal contact on 'Contact' page](#)
- [Add a personal contact from company contacts](#)
- [Add a personal contact from phone contacts](#)
- [Add a personal contact from Simu Connect call history](#)

Add a personal contact on 'Contact' page

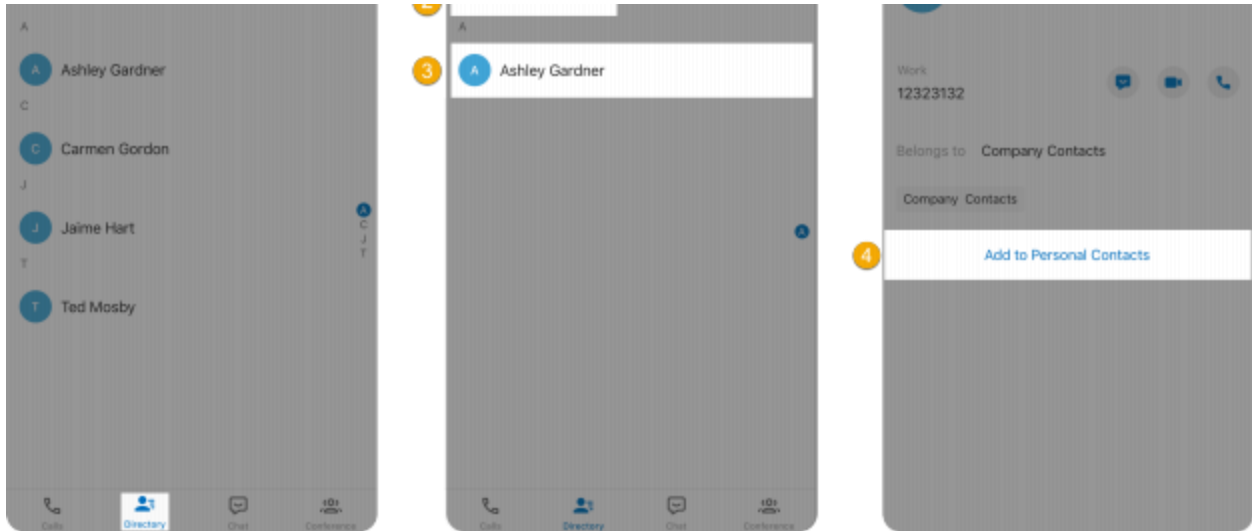
If there is no record or information about a contact on Simu Connect, you can manually add a contact and enter the contact's information, then save the contact to your Personal Contacts directory.



1. On Simu Connect Mobile Client, go to **Directory** > **Contacts**, then tap  at the top-right corner.
2. In the **New Contact** page, do as follows:
 - a. Enter the contact information.
 - b. In the **Add to** section, select **Personal Contacts**.
 - c. **Optional:** In the **Remark** field, enter a short description about the contact.
 - d. At the top-right corner, tap to save the information.

Add a personal contact from company contacts

If system administrator has granted you the permission to manage company contacts, you can directly add a company contact to your Personal Contacts directory.

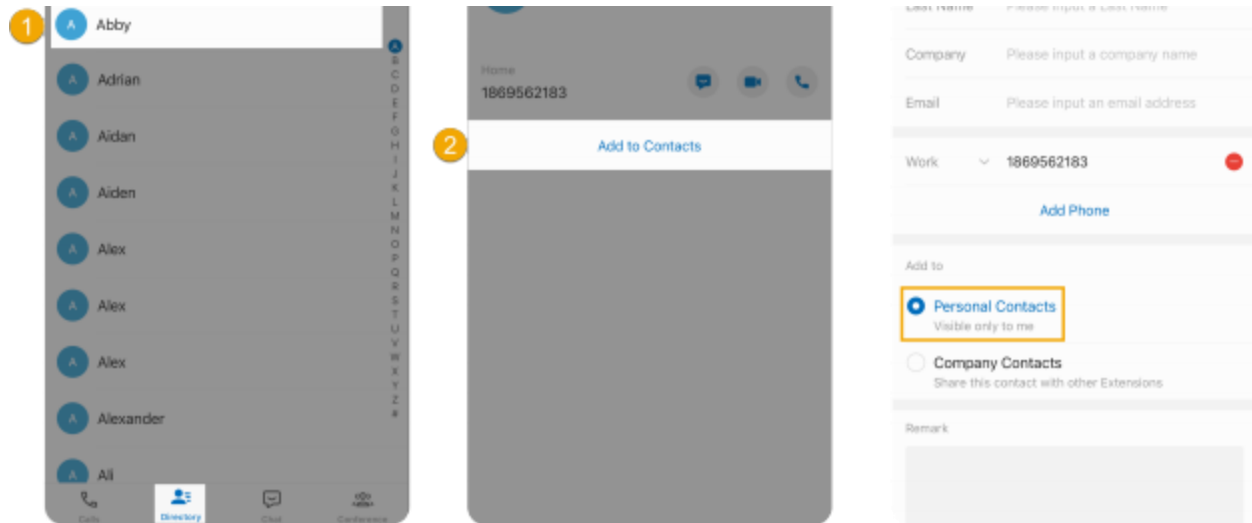


1. On Simu Connect Mobile Client, go to **Directory > Contacts**.
2. At the top-left corner, select **Company Contacts** or the phonebook where the company contact is stored.
3. Tap the desired company contact.
4. In the **Contact Details** page, tap **Add to Personal Contacts**.

The page prompts "Added successfully", which indicates that the company contact is added to your Personal Contacts directory.

Add a personal contact from phone contacts

If you have granted Simu Connect Mobile Client the permission to access your native contacts on mobile phone, you can directly add a phone contact to your Personal Contacts directory.



1. On Simu Connect Mobile Client, go to **Directory** > **Phone**, then tap the desired contact.
2. In the **Contact Details** page, tap **Add to Contacts**.
3. In the **New Contact** page, do as follows:
 - a. Edit the contact information as needed.
 - b. In the **Add to** section, select **Personal Contacts**.
 - c. **Optional:** In the **Remark** field, enter a short description about the contact.
 - d. At the top-right corner, tap to save the information.

Add a personal contact from Simu Connect call history

You can directly add an unknown number from Simu Connect call history to your Personal Contacts directory.

1. On Simu Connect Mobile Client, go to **Calls** > **Call Logs**, then tap ① beside the desired record.
2. In the **Call History Details** page, tap **+**.
3. In the pop-up window, tap **Add to Contacts**, then decide how to add the contact.



Note:

If you select **Add to Phone**, the contact will be added to native contacts on your mobile phone.

- To add the contact as a new contact, do as follows:
 - a. Tap **New Contact**.
 - b. Enter the contact information.
 - c. In the **Add to** section, select **Personal Contacts**.
 - d. **Optional:** In the **Remark** field, enter a short description about the contact.
 - e. At the top-right corner, tap to save the information.
- To add the contact to an existing contact, do as follows:
 - a. Tap **Add to Existing Contact**.
 - b. At the top-left corner of the **Add to Contact** page, select **Personal Contacts**.
 - c. Tap the desired personal contact.
 - d. In the **Edit** page, edit the contact's information and remark as needed.
 - e. At the top-right corner, tap to save the information.

The contact's information is updated.

Related information

[Manage Personal Contacts](#)

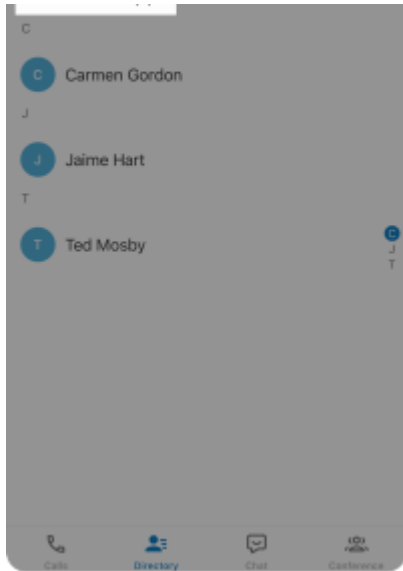
Manage Personal Contacts


This topic describes how to edit and delete your personal contacts on Simu Connect Mobile Client.

The changes will be synchronized across your Simu Connect UC Clients.

Edit a personal contact

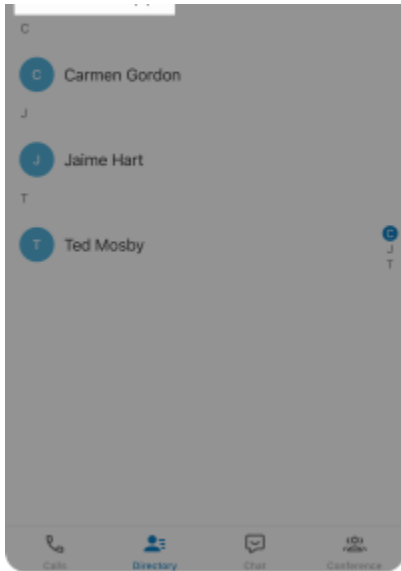
1. On Simu Connect Mobile Client, go to **Directory > Contacts**.
2. At the top-left corner, select **Personal Contacts**.




3. Tap the desired contact, then tap  at the top-right corner.
4. Edit the contact's information as needed.
5. At the top-right corner, tap to save the information.

Delete a personal contact

1. On Simu Connect Mobile Client, go to **Directory > Contacts**.
2. At the top-left corner, select **Personal Contacts**.



3. Tap the desired contact, then tap  at the top-right corner.
4. At the bottom of the edit page, tap **Delete**.
5. In the pop-up window, tap **OK**.

Company Contacts

Add a Company Contact

This topic describes how to add a company contact. The company contacts you add will be synchronized across your Simu Connect UC Clients and the server, and shared with other authorized colleagues.

Requirements

System administrator has granted you the permission to manage company contacts or specific phonebooks.

Supported methods

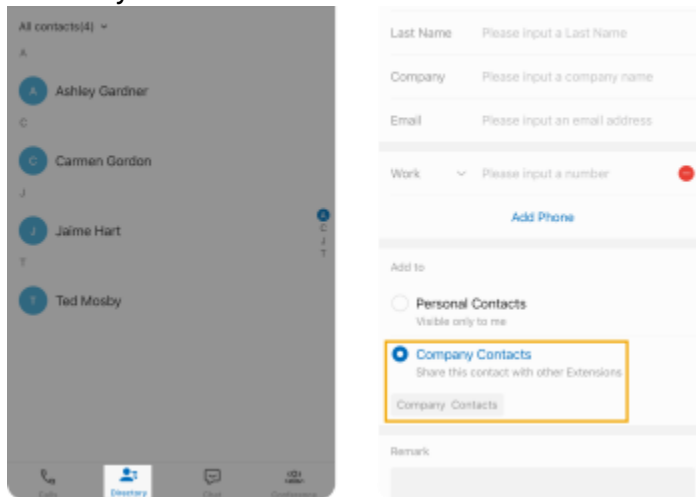
Simu Connect supports to add a company contact via any of the following methods:


- [Add a company contact on 'Contacts' page](#)

- [Add a company contact from personal contacts](#)
- [Add a company contact from phone contacts](#)
- [Add a company contact from Simu Connect call history](#)

Add a company contact on 'Contacts' page

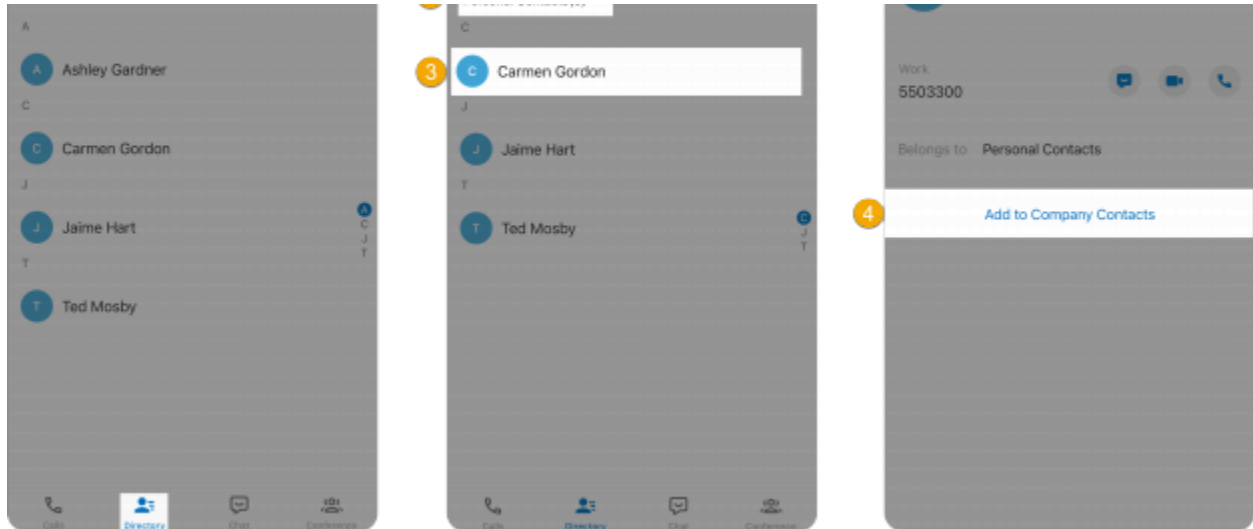
If there is no record or information about a contact on Simu Connect, you can manually add a contact and enter contact's information, then save the contact to Company Contacts directory.



1. On Simu Connect Mobile Client, go to **Directory > Contacts**, then tap  at the top-right corner.
2. In the **New Contact** page, do as follows:
 - a. Enter the contact information.
 - b. In the **Add to** section, select **Company Contacts**, then select the phonebook(s) where you want to store the contact.
 - c. **Optional:** In the **Remark** field, enter a short description about the contact.
 - d. At the top-right corner, tap to save the information.

Add a company contact from personal contacts

You can directly add a personal contact to Company Contacts directory for contact-sharing with your team members.

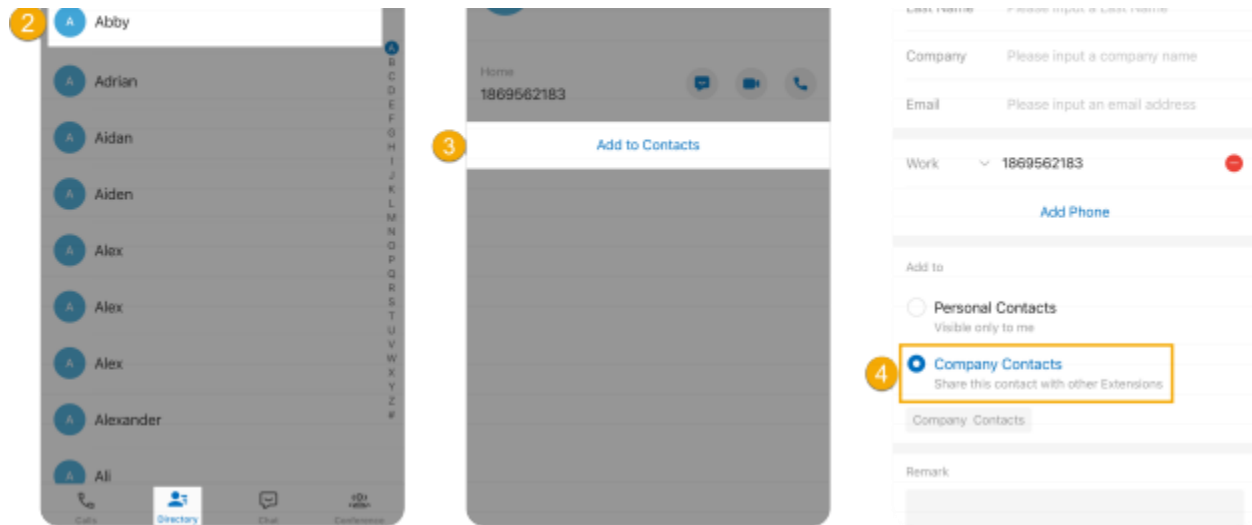


1. On Simu Connect Mobile Client, go to **Directory** > **Contacts**.
2. At the top-left corner, select **Personal Contacts**.
3. Tap the desired contact.
4. In the **Contact Details** page, tap **Add to Company Contacts**, then select the phone- book where you want to store the contact.

The page prompts "Added successfully", which indicates that the personal contact is added to the Company Contacts directory.

Add a company contact from phone contacts

If you have granted Simu Connect Mobile Client the permission to access your native contacts on mobile phone, you can directly add a phone contact to Company Contacts directory.



1. On Simu Connect Mobile Client, go to **Directory > Phone**.
2. Tap the desired contact.
3. In the **Contact Details** page, tap **Add to Contacts**.
4. In the **New Contact** page, do as follows:
 - a. Edit the contact information and remark as needed.
 - b. In the **Add to** section, select **Company Contacts**, then select the phonebook(s) where you want to store the contact.
 - c. **Optional:** In the **Remark** field, enter a short description about the contact.
 - d. At the top-right corner, tap to save the information.

Add a company contact from Simu Connect call history

You can directly add an unknown number from Simu Connect call history to Company Contacts directory.

1. On Simu Connect Mobile Client, go to **Calls > Call Logs**, then tap **1** beside the desired record.
2. In the **Call History Details** page, tap **+**.
3. In the pop-up window, tap **Add to Contacts**, then decide how to add the contact.

 **Note:**



If you select **Add to Phone**, the contact will be added to native contacts on your mobile phone.

- To add the contact as a new contact, do as follows:
 - a. Tap **New Contact**.
 - b. Enter the contact information.
 - c. In the **Add to** section, select **Company Contacts**, then select the phone-book(s) where you want to store the contact.
 - d. **Optional:** In the **Remark** field, enter a short description about the contact.
 - e. At the top-right corner, tap to save the information.
- To add the contact to an existing contact, do as follows:
 - a. Tap **Add to Existing Contact**.
 - b. At the top-left corner of the **Add to Contact** page, select **Company Contacts** or the phonebook where the contact is stored.
 - c. Tap the desired company contact.
 - d. In the **Edit** page, edit the contact's information and remark as needed.
 - e. At the top-right corner, tap to save the information.

The contact's information is updated.

Related information

[Manage Company Contacts](#)

Manage Company Contacts


This topic describes how to edit and delete company contacts on Simu Connect Mobile Client. The changes will be synchronized across your Simu Connect UC Clients and the server.

Requirements

System administrator has granted you the permission to manage company contacts or specific phonebooks.

Edit a company contact

1. On Simu Connect Mobile Client, go to **Directory > Contacts**.
2. At the top-left corner, select **Company Contact** or the phonebook where the desired contact is stored.

3. Tap the desired contact, then tap  at the top-right corner.
4. Edit the contact's information and remark as needed.
5. At the top-right corner, tap to save changes.


The contact's information is updated.

Delete a company contact



Important:

Think twice before you delete a company contact, because when you delete a company contact on Simu Connect, the contact information will also be deleted on the server.

1. On Simu Connect Mobile Client, go to **Directory > Contacts**.
2. At the top-left corner, select **Company Contact** or the phonebook where the desired contact is stored.
3. Tap the desired contact, then tap  at the top-right corner.
4. At the bottom of the edit page, tap **Delete**.
5. In the pop-up window, tap **OK**.

Mark or Remove Favorite Contacts

This topic describes how to mark or remove favorite contacts on Simu Connect Mobile Client.

Requirements

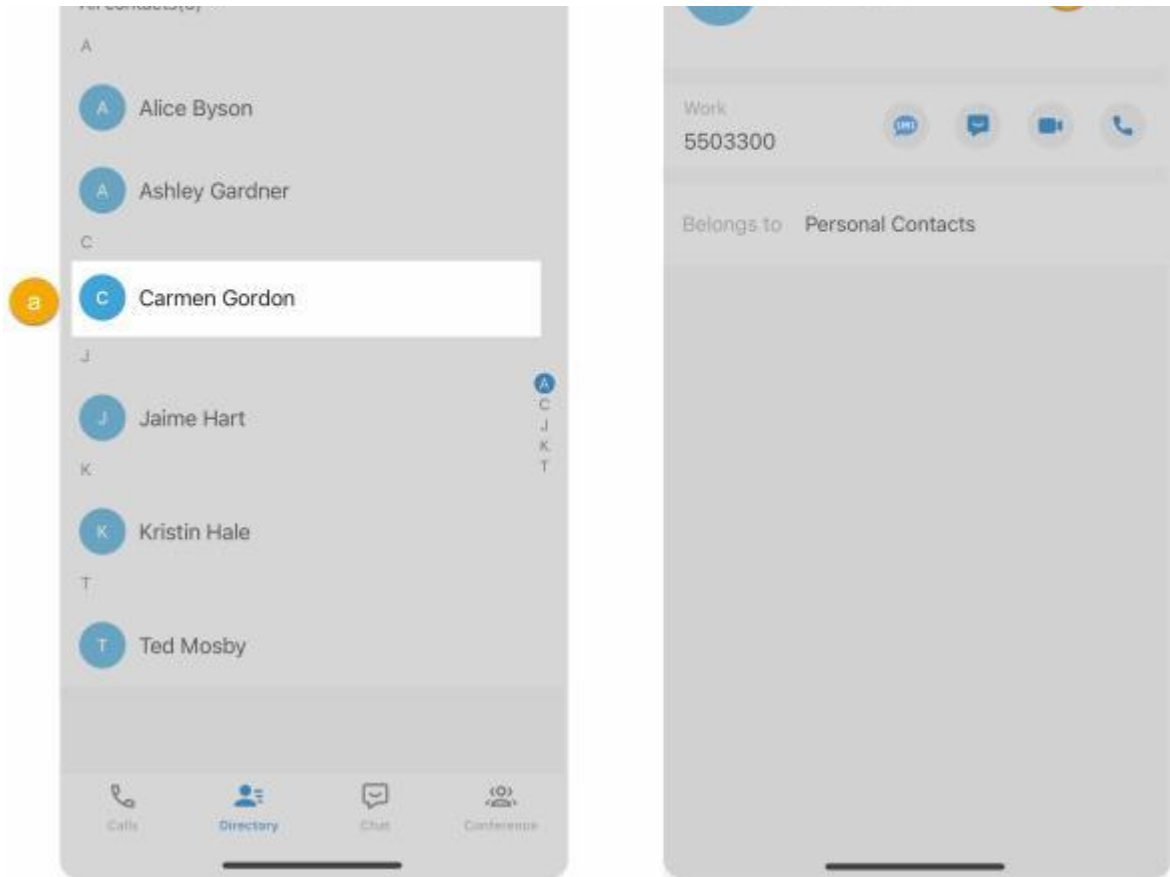
Your Simu Connect version meets the following requirement:

- **Simu Connect iOS Client:** Version 5.4.4 or later
- **Simu Connect Android Client:** Version 5.4.9 or later

Mark a favorite contact

You can mark the desired contacts as favorites for quick location and retrieval.

1. On Simu Connect Mobile Client, go to **Directory > Contacts**.
2. Find the desired contact and mark him or her as favorites.



a. Tap the desired contact.

b. On the **Contact Details** page, tap ☆ beside the contact name.

This contact is marked as favorites, which can be found in the **Favorite Contacts** list.



Remove a favorite contact

1. On Simu Connect Mobile Client, go to **Directory** > **Contacts**.
2. At the top-left corner, select **Favorite Contacts**.



3. Tap the desired contact, then tap  beside the contact name. This contact is removed from your **Favorite Contacts** list.

Calls

Make a Video Call

You can make and receive video calls on Simu Connect when your mobile phone is connected to the Internet.

Requirements and restrictions

Before you begin, read through the requirements and restrictions for the feature:

Requirements

- Contact system administrator to ensure that your organization's server meets the requirements:
 - **Version:** 84.13.0.25 or later
 - **Plan:** Ultimate Plan
- Make sure that your Simu Connect meets the requirement:
 - **Simu Connect iOS Client:** Version 5.0.13 or later
 - **Simu Connect Android Client:** Version 5.3.12 or later

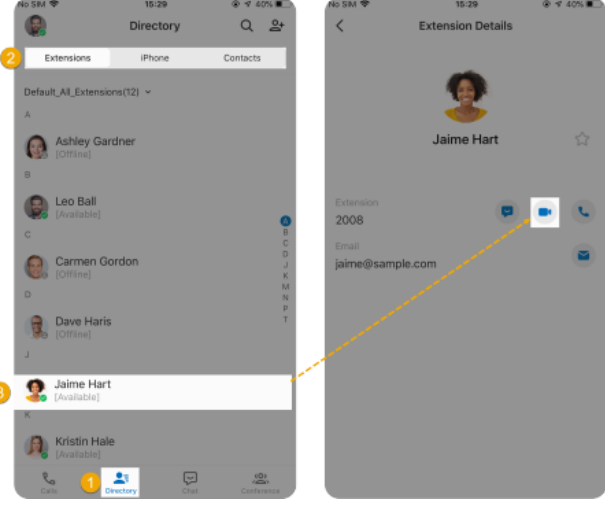

Restrictions

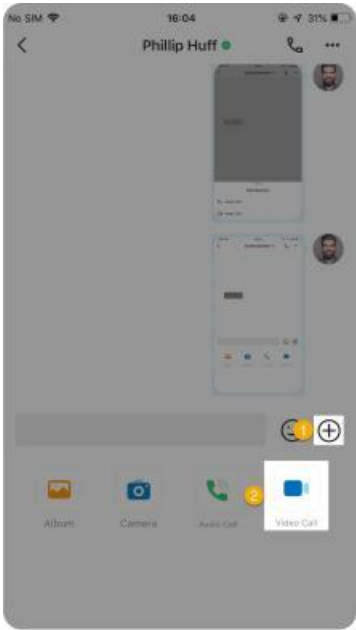
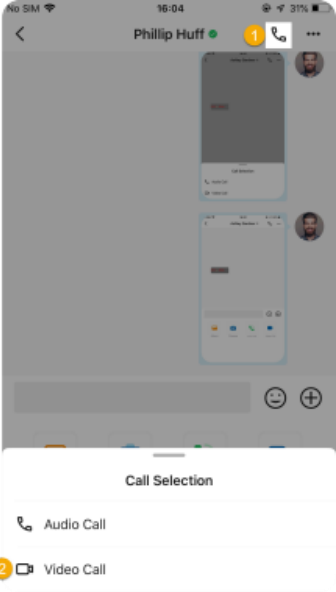


Only 1:1 video call is supported.

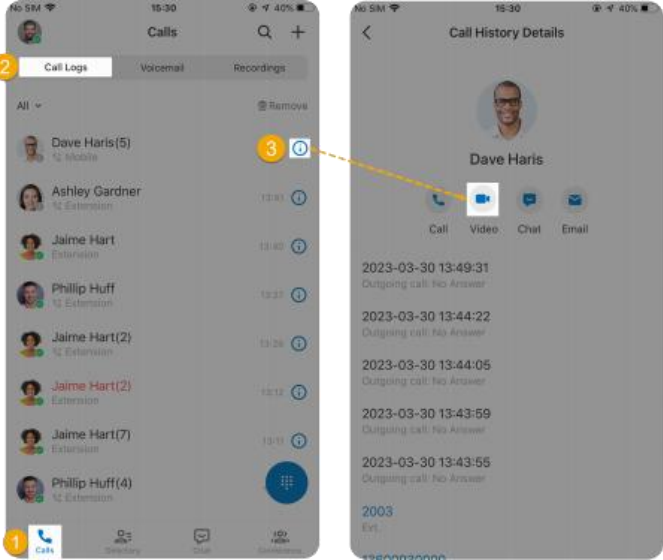

3 ways to make a video call

You can make a video call in the following ways:

Scenario	Instruction
Make a video call from Directory	

Scenario	Instruction
	<ol style="list-style-type: none"> 1. At the bottom of Simu Connect, tap Directory. 2. Tap the desired tab. 3. Tap the desired contact, then tap .
<p>Make a video call from Chat</p>	

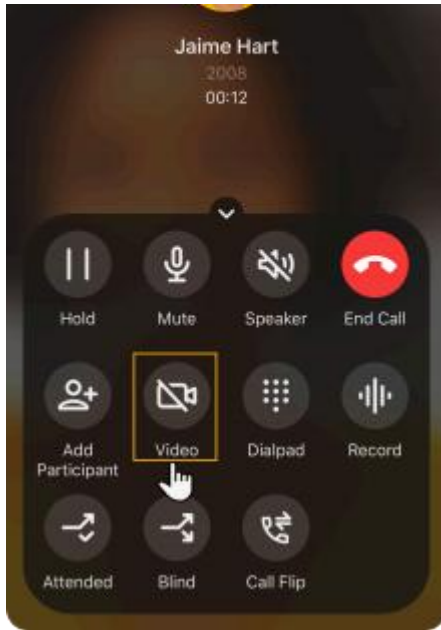
Scenario		Instruction
<p>Figure 3. Method 1</p> 	<p>Figure 4. Method 2</p> 	<p>There are two ways to make a video call from your chat:</p> <ul style="list-style-type: none">• Method 1 At the bottom-right corner of a chat window, tap  , then tap Video Call.• Method 2 At the top-right corner of a chat window, tap  , then tap Video Call.
<p>Make a video call from Call Logs</p>		

Scenario	Instruction
	<ol style="list-style-type: none"> 1. At the bottom of Simu Connect, tap Calls. 2. Tap Call Logs. 3. Tap 1 beside the desired contact, then tap .

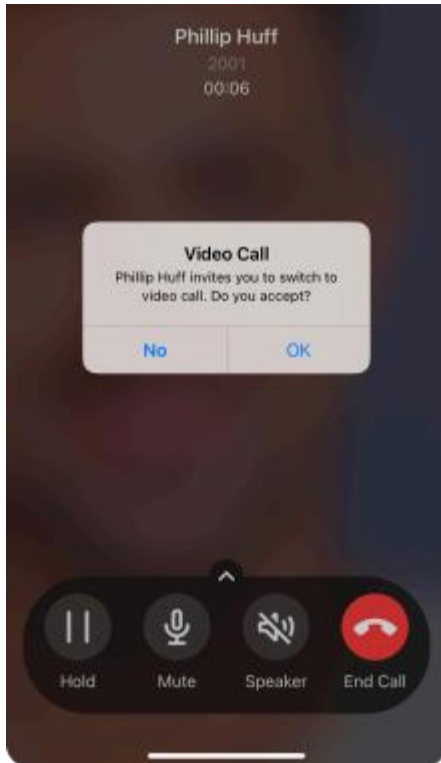
FAQs

Q: Can I switch from an audio call to a video call?

Yes. During an audio call, you can tap the **video** icon to switch to a video call.



The other party will receive an invitation. When he or she accepts the invitation, the video call is established.



Q: Why there is no response when I tap the Video icon?

The issue may arise from the following reasons:

- Your organization's server is NOT subscribed with Ultimate Plan.
- ICE (Interactive Connectivity Establishment) feature is disabled on your Simu Connect Mobile Client. To enable the feature, go to **Me > Settings > Audio Options > ICE**.


Q: Can I minimize Simu Connect video call window?

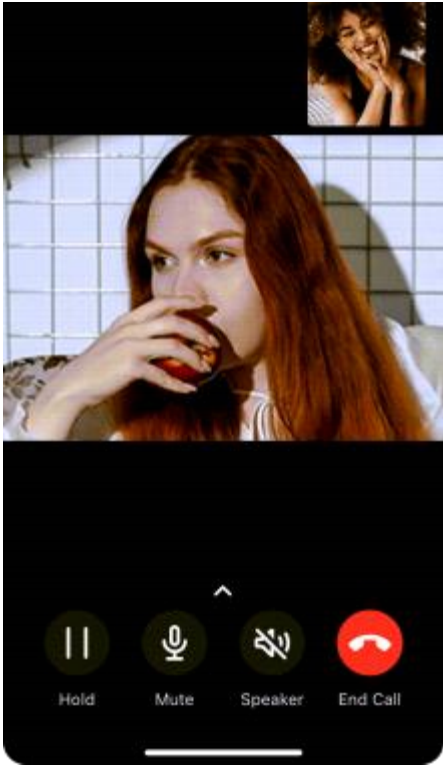
Yes. During the video call, you can tap  to minimize the video call window.



Note:

If you use Simu Connect Android Client, you will be prompted to grant permission the first time you perform the operation. You need to grant

 Simu Connect the permission to draw over other apps. An example of HONOR V40 is shown below:




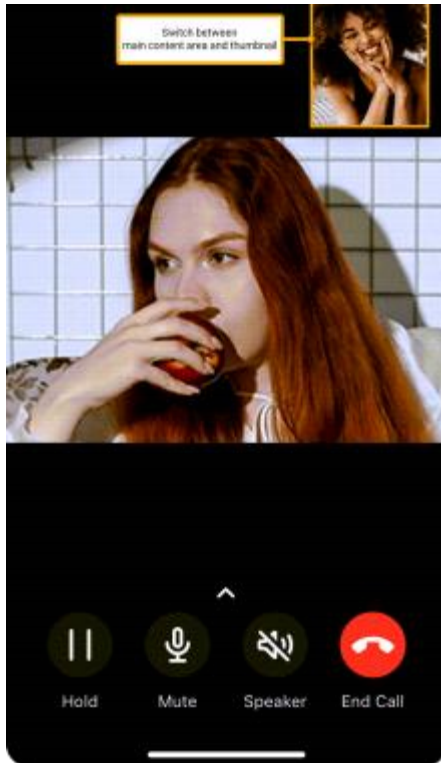
The video call window will be displayed on Simu Connect.



Q: Can I switch views during a video call?

Yes.

- To switch between your front and back cameras, tap .
- To switch between the main content area and the thumbnail, tap the view at the top-right corner.



Make a Multi-party Call



Multi-party Call feature allows you to add additional participants to an ongoing call. For example, if you are on a call trying to close a mortgage transaction, you can add a mortgage broker and a supervisor to the call to help resolve issues quickly.

Restrictions

You can add up to **3** participants to an ongoing call, for a total of **5** participants.

Procedure



1. During an active call, tap  (**Add Participant**) on the call screen.
2. Invite participants to the call in any of the following ways:
 - **Contacts**: Invite participants from your Simu Connect directory.
Tap the desired participant, then the invitation call will be sent out immediately.
 - **Dialpad**: Invite participants by dialing the number directly.
Enter number on the dialpad, tap , then the invitation call will be sent out immediately.
 - **Call Logs**: Invite participants from call logs.
Tap the desired participant, then the invitation call will sent out immediately.

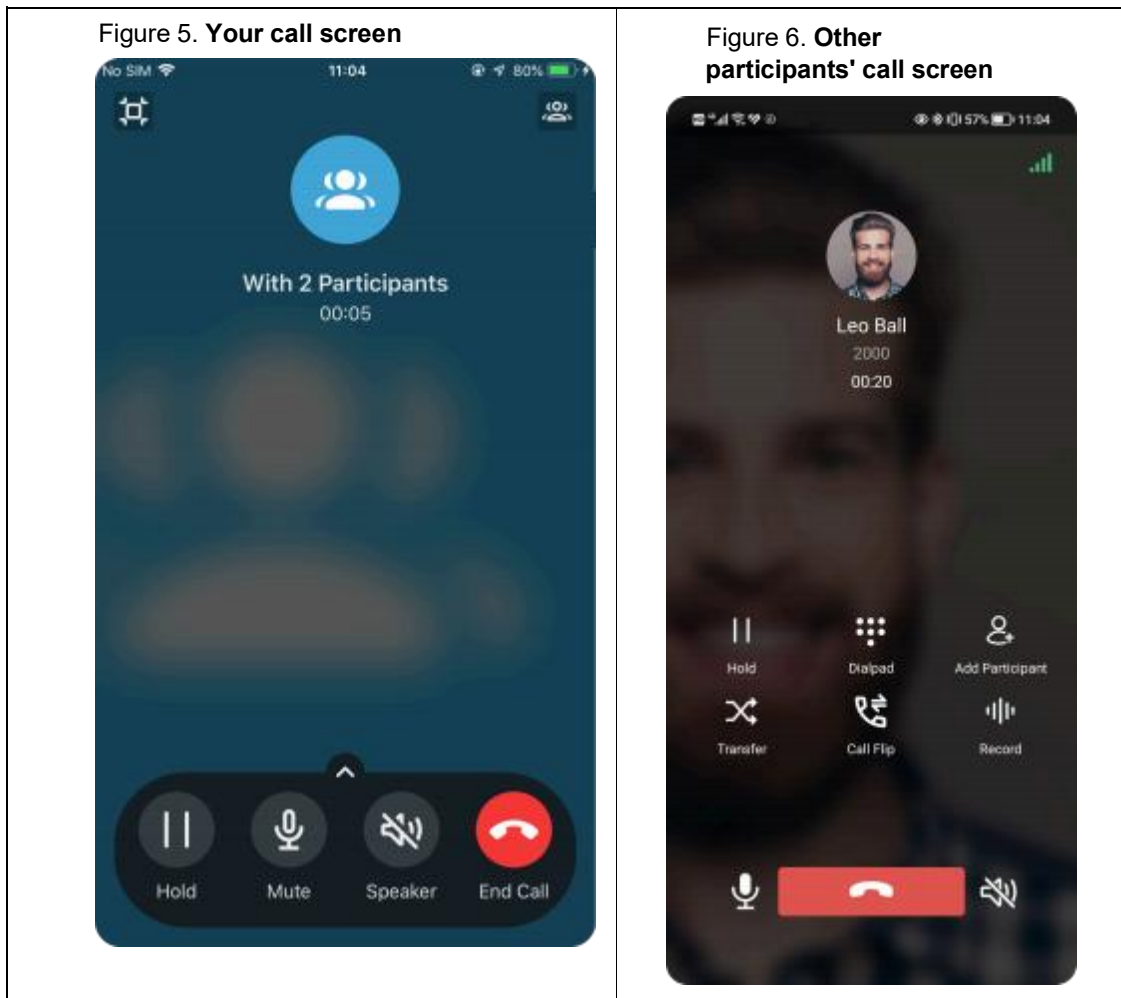





Note:

When you try to add additional participants, the ongoing call will be held; It will resume only when the invitation call is cancelled or responded.

Result

- Your call screen displays the number of all the involved participants; the call screen of all the other participants only displays your information (the inviter's information).



- During the call, you can manage participants by tapping  at the top-right corner.
 -  : Mute or unmute the participant.
 -  : Remove the participant from the call.

Flip an Active Call between Devices


Call Flip feature allows you to effortlessly and seamlessly flip an active call from Simu Connect Mobile Client to another device (with your extension registered), without any interruption to the

conversation. For example, if you are on a long call that has drained your phone battery, you can flip the call to a desk phone or a PC softphone to continue.

Requirements

- Your Simu Connect version meets the requirement:
 - **Simu Connect iOS Client:** Version 4.9.5 or later
 - **Simu Connect Android Client:** Version 4.9.6 or later
- Your extension has been registered on more than one device.

Procedure

1. During an active call, tap  (**Call Flip**) on the call screen.

All the other devices where your extension is registered are displayed.

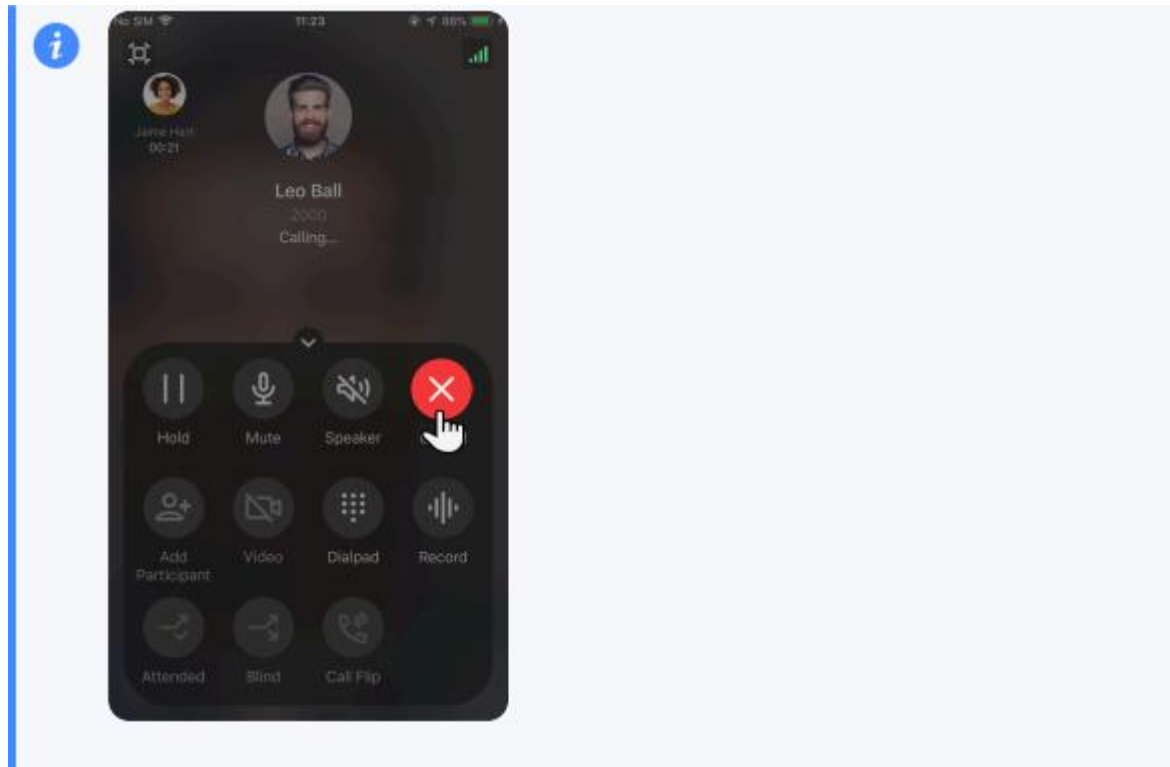
2. Tap the desired device.

Simu Connect will make a call to your extension on the device.



Tip:

In case you want to cancel call flip, tap **Cancel** on the call screen.



3. Answer the call on the selected device.

The call is seamlessly flipped from Simu Connect Mobile Client to the selected device.

Related information

[Continue an Active Call on Simu Connect Mobile Client](#)

Continue an Active Call on Simu Connect Mobile Client

Call Switch feature allows you to move an active call from the original device (with your extension registered) to Simu Connect Mobile Client, without any interruption to the conversation. For example, if you have a sales call on desk phone, but have an emergency that forces you to leave your desk, you can move the call to Simu Connect Mobile Client to continue.

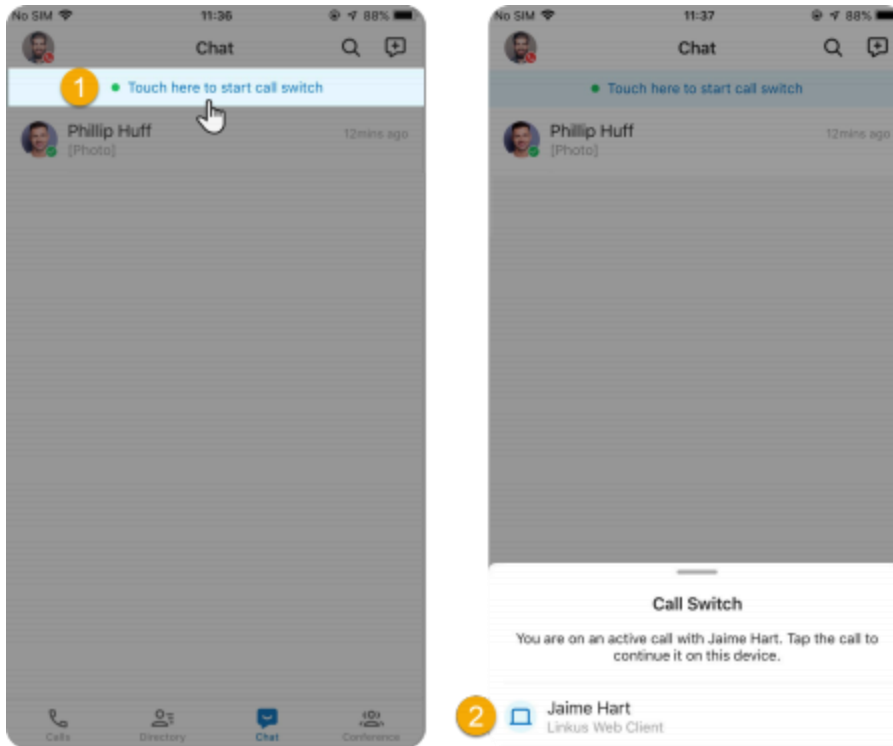
Requirements

- Your Simu Connect version meets the requirement:
 - **Simu Connect iOS Client:** Version 4.9.5 or later
 - **Simu Connect Android Client:** Version 4.9.6 or later
- Your extension has been registered on more than one device.

Prerequisites

You have an active call on another device.

Procedure



1. At the top of Simu Connect, tap **Touch here to start call switch**.
The active call on another device is displayed.
2. Tap the call.

Result

The call is moved from the original device to Simu Connect Mobile Client.

Related information

[Flip an Active Call between Devices](#)

Transfer a call

Call Transfer feature allows you to transfer an ongoing call to another phone number or extension. For example, if you receive a call from a customer who reaches the wrong person

or team, you can transfer the call to the correct one rather than asking the customer to hang up and call a different number.

Types of Call Transfer

There are two types of call transfer:

- **Blind Transfer:** Transfer an ongoing call to a third party immediately without giving him or her prior notification.

For more information, see [Perform a blind transfer](#).

- **Attended Transfer:** Put the ongoing call on hold and establish a second call with third party to pass on all relevant information and get his or her consent before transferring the call.

For more information, see [Perform an attended transfer](#).


Perform a blind transfer



1. During an active call, tap  (**Blind**) on the call screen.

The call is put on hold.



2. Select the contact who you want to transfer the call to in any of the following ways:

- **Contacts:** Select a contact from your Simu Connect directory.
- **Dialpad:** Enter the desired phone number on the dialpad, then tap .
- **Call Logs:** Select a contact from call logs.

The current call is disconnected; The specified contact will receive the call. When the call is answered, the other two parties are connected.

Perform an attended transfer



1. During an active call, tap  (**Attended**) on the call screen. The call is put on hold.
2. Select the contact who you want to transfer the call to in any of the following ways:
 - **Contacts:** Select a contact from your Simu Connect directory.
 - **Dialpad:** Enter the desired phone number on the dialpad, then tap .
 - **Call Logs:** Select a contact from call logs. The specified contact will receive a call.
3. If the specified contact answers the call, you can talk to the contact to pass on all relevant information first, then tap **Attended**.

The current call is disconnected; The other two parties are connected.



Related information

[VoIP Features for Dummies - Call Transfer](#)

Hold and Resume a Call

Call Hold and Resume feature allows you to put an active call on hold to pause your conversation, and resume the call when you are ready.

Procedure

1. To put a call on hold, tap  (**Hold**) on the call screen during an active call.
The held party cannot communicate with you; The held party may hear a piece of music, depending on system administrator's configuration.
2. To resume the call, tap  (**Hold**) again.
You can communicate with each other now.


Record a Call

Call Recording feature allows you to record calls and play back later to review and confirm information.

Requirements

System administrator has granted you the permission to record calls.

Procedure

During an active call, tap  (**Record**) on the call screen.

Result

- The call is being recorded.
- Both sides may hear a voice prompt announcing that the call is now being recorded, this depends on system administrator's configuration.

Enable or Disable Call Waiting




Call Waiting feature allows you to receive another call while you are already on a call. For example, when you are talking to a colleague but have a customer call coming in, you can choose to put your colleague on hold for a few minutes. You can enable or disable Call Waiting feature as needed.

Enable 'Call Waiting'

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings > Advanced**.
3. Turn on the switch of **Call Waiting**.

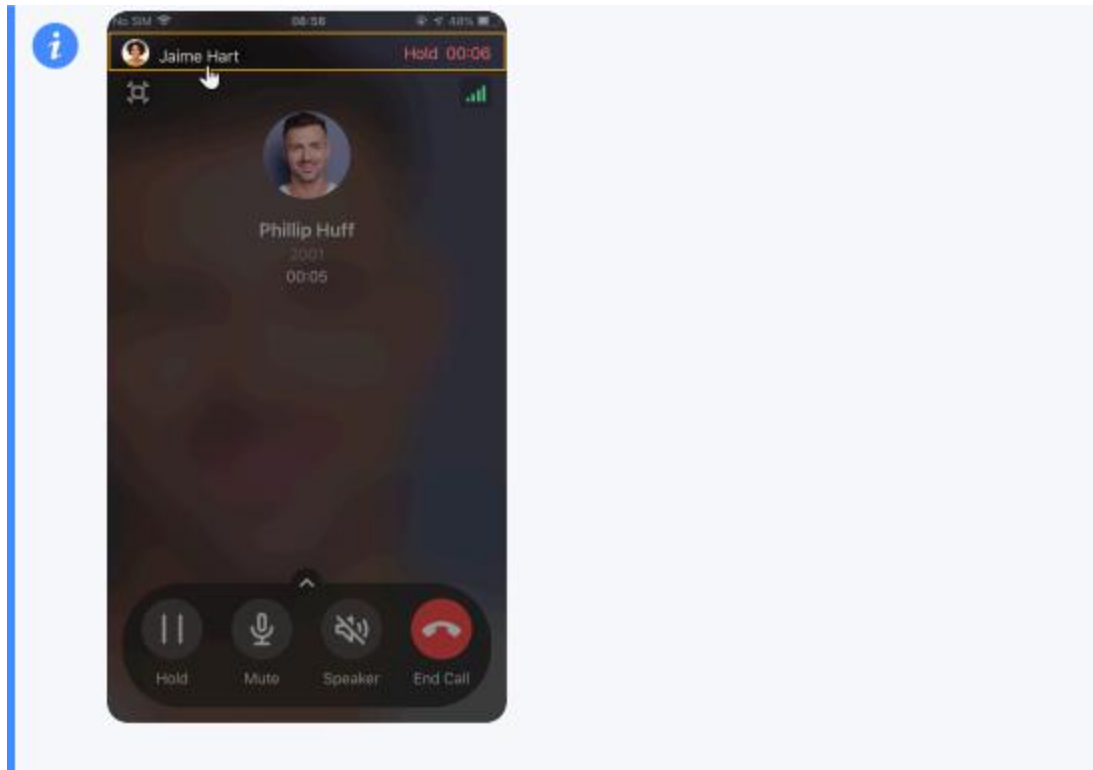


If another incoming call tries to reach you while you are on the phone, you will hear a prompt indicating that there is a new call coming in. You can tap the following buttons to handle the new call:

-  **(Hang up)**: End the current call and answer the incoming call.
-  **(Reject)**: Reject the incoming call.
-  **(Answer)**: Place the current call on hold while you answer the incoming call.

**Tip:**

You can tap the banner to switch between the two calls.



Disable 'Call Waiting'

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings** > **Advanced**.
3. Turn off the switch of **Call Waiting**.



If another incoming call tries to reach you while you are on the phone, the caller will hear a prompt, either instructing him or her to leave a voicemail message, or indicating he or she will be forwarded to another destination (depending on the configuration on [your When Busy forwarding destination](#)).

Enable or Disable Car Bluetooth

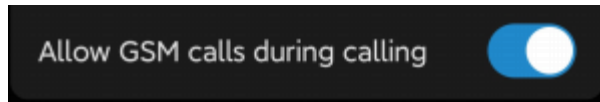
Car Bluetooth feature allows you to answer or hang up Simu Connect incoming calls on the car screen when your mobile phone is connected to car via Bluetooth. You can enable or disable car Bluetooth on Simu Connect as needed.

**Note:**

This feature is supported on **Simu Connect Android Client** only.

Enable Car Bluetooth

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings > Advanced**.
3. Enable car Bluetooth as follows:
 - a. Turn on the switch of **Allow GSM calls during calling**.



- b. In the pop-up window, tap **OK**.

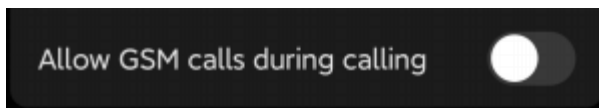
If you connect mobile phone to your car via Bluetooth and an incoming call reaches your Simu Connect Mobile Client, the car screen will show the call. You can answer or hang up the call on the car screen directly.

**Note:**

Some mobile phones might not support the feature and might have call issues like one-way call when using the feature.

Disable Car Bluetooth

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings > Advanced**.
3. Turn off the switch of **Allow GSM calls during calling**.



Add and Manage Outbound Prefix

Outbound Prefix feature allows you to pre-configure a prefix (such as country code, region code, or international dialing code) for external numbers on Simu Connect Mobile Client. When you want to make a call to an external number, you can prepend the desired prefix and then call

out, thus avoiding repeated manual entry. This topic describes how to add, edit, and delete an outbound prefix.


Add an outbound prefix

If system administrator grants you the permission to use specific outbound prefixes, you can prepend these prefixes to an external number before calling out. In case that the available outbound prefixes cannot meet your needs, you can customize an outbound prefix as needed.

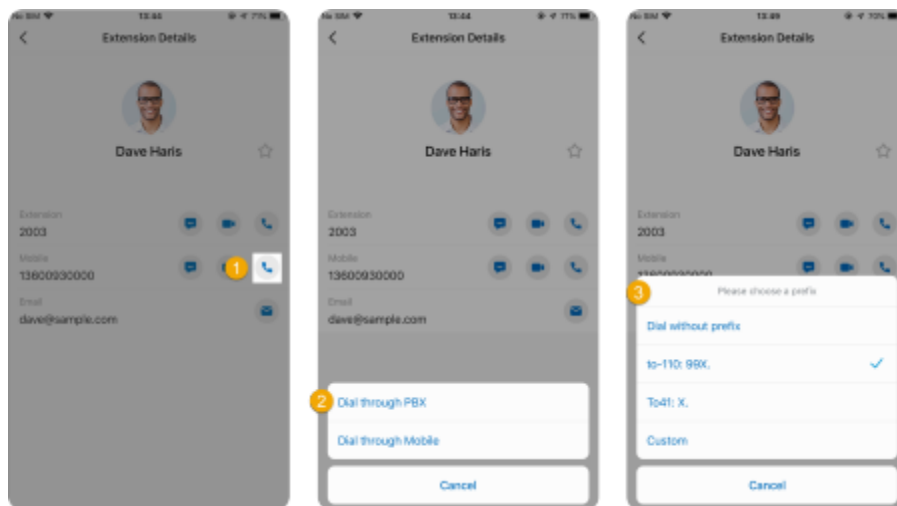


Important:

You need to check with system administrator if the customized outbound prefix is allowed on the server.

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings > Advanced > Outbound Prefix**.
3. Add an outbound prefix as follows.
 - a. At the top-right corner, tap .
 - b. In the **Prefix Name** field, enter a name to help you identify the prefix.
 - c. In the **Prefix Number** field, enter the desired prefix number.
 - d. At the top-right corner, tap **Save**.

To prepend the prefix to an external number before calling out, long press beside the number, tap **Dial through PBX**, then select the prefix.



Simu Connect will add the prefix to the number and then call out.

Edit an outbound prefix

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings > Advanced > Outbound Prefix**.
3. Edit an outbound prefix as follows.
 - a. Tap the desired outbound prefix.
 - b. Edit the prefix name or prefix number as needed.
 - c. At the top-right corner, tap **Save**.

Delete an outbound prefix

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings > Advanced > Outbound Prefix**.
3. Delete an outbound prefix as follows.
 - a. Long press the desired outbound prefix.
 - b. In the pop-up window, tap **Delete**.

Enable or Disable Call Emergency via Mobile Number

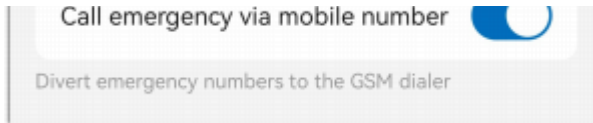
Call Emergency via Mobile Number feature allows you to make emergency calls directly from your mobile phone, instead of the PBX trunk, when dialing an emergency number configured on PBX server using Simu Connect Mobile Client, ensuring that accurate location and contact information are promptly provided to emergency services.

Requirements

- System administrator has configured emergency numbers on the PBX server.
- The version of Simu Connect Mobile Client meets the following requirements:
 - **Simu Connect iOS Client:** Version 5.5.9 or later
 - **Simu Connect Android Client:** Version 5.5.8 or later

Enable 'Call Emergency via Mobile Number'

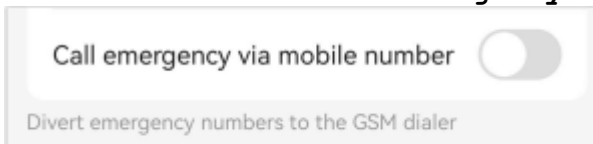
1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings > Advanced**.
3. Turn on the switch of **Call Emergency via Mobile Number**.



When you dial an emergency number on Simu Connect, it will be diverted to the native GSM dialer. Press the call button, and the emergency call will be made via your mobile number.

Disable 'Call Emergency via Mobile Number'

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings > Advanced**.
3. Turn off the switch of **Call Emergency via Mobile Number**.



When you dial an emergency number on Simu Connect, the emergency call will be made directly through the PBX.

Enable Auto Answer for Non-paging/intercom Calls

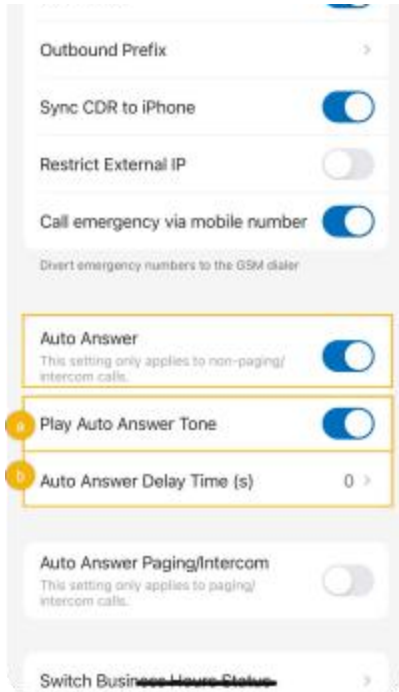
With this auto-answer feature, you can efficiently manage incoming non-paging/intercom calls without manually tapping to answer, significantly reducing callers' waiting time. This topic describes how to enable and configure auto-answer for non-paging/intercom calls.

Requirements

- **Simu Connect iOS Client:** Version 5.8.2 or later
- **Simu Connect Android Client:** Version 5.8.3 or later

Procedure

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings > Advanced**.
3. Turn on the switch of **Auto Answer**, then configure the following settings as needed.



- **Play Auto Answer Tone:** Enable this option to alert you with a beep tone when incoming non-paging/intercom calls are answered automatically.
- **Auto Answer Delay Time (s) :** Set the delay time in seconds that callers have to wait before automatically answering non-paging/intercom calls.

The valid value is from 0 - 60, and 0 indicates that incoming non-paging/intercom calls will be auto-answered immediately.

Result

Non-paging/intercom calls will be auto-answered based on the delay time.



Note:

- Incoming video calls will be auto-answered as audio calls.
- If you are already on an active call and call waiting is enabled, the new call will wait until the current call ends before being auto-answered; otherwise, it will be routed to the "When Busy" destination.

Enable Auto Answer for Paging/Intercom Calls

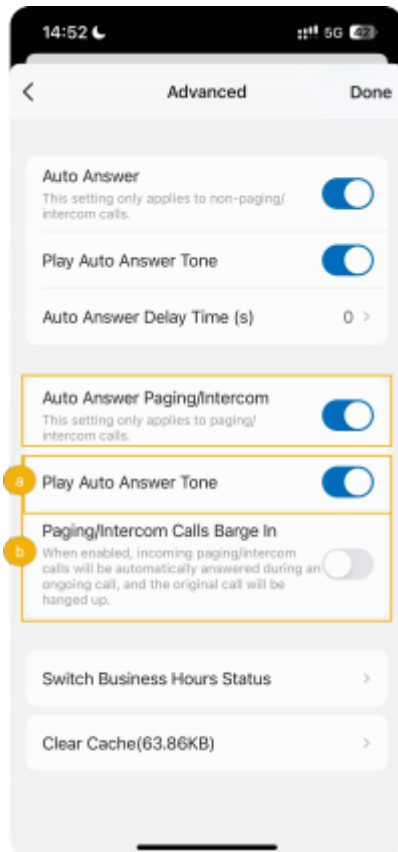
With this auto-answer feature, paging and intercom calls will be auto-answered immediately without manually tapping. This topic describes how to enable auto-answer for paging and intercom calls.

Requirements

- **Simu Connect iOS Client:** Version 5.8.2 or later
- **Simu Connect Android Client:** Version 5.8.3 or later

Procedure

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings > Advanced**.
3. Turn on the switch of **Auto Answer Paging/Intercom**, then configure the following settings as needed.



- **Play Auto Answer Tone:** Enable this option to alert you with a beep tone when incoming paging/intercom calls are answered automatically.
- **Paging/Intercom Calls Barge In:** Enable this option to auto answer incoming paging/intercom calls when you are already on an active call.

Result

Paging/intercom calls will be auto-answered.



Note:

If you are already on an active call but call waiting is disabled, the new Paging/intercom call will be routed to the "When Busy" destination.

Select Outbound Caller ID (DID) to Call

Before making outbound calls from Simu Connect, you can select which outbound caller ID (DID) to display. You can use the same DID number for all outbound calls or select a specific DID for each call.

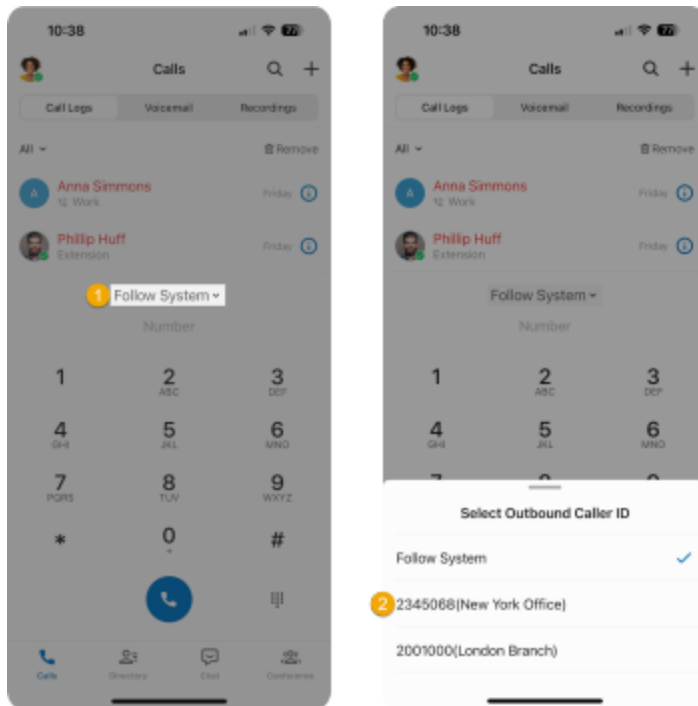
Requirements

- **PBX Server:** 84.16.0.25 or later
- **Simu Connect Mobile Client:** 5.6.6 or later
- **Extension:** Your extension has been assigned the permission to select outbound caller IDs.

Methods of selecting DID to call

By default, the DID number configured by system administrator is used when you make outbound calls. You can choose to use the same DID number for all outbound calls or select a specific DID for each call.

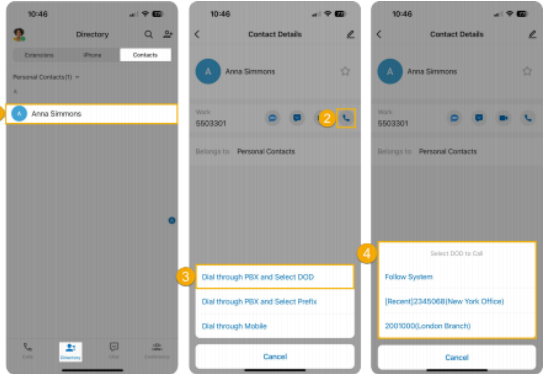

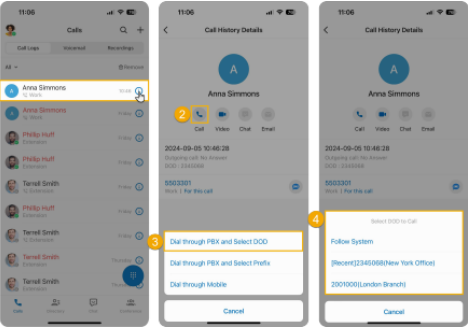

- **Use the same DID for all outbound calls:** On the Dialpad, select a desired DID number.



Every time you make an outbound call using Dial pad, the DID number will be used.

- **Select a specific DID for each call:** Select a desired DID number before you make an outbound call.

You can select a specific DID number on the Dial pad, or from the **Contacts**, **Call Logs**, **Voicemails**, or **Recordings** page, as shown below.

Page	Instruction
<p data-bbox="331 268 558 296">Figure 7. Contacts</p> 	<ol data-bbox="868 262 1364 457" style="list-style-type: none"> 1. Go to Directory > Contacts, tap the desired contact. 2. Long press . 3. Tap Dial through PBX and Select DID. 4. Select the desired DID number to call out.
<p data-bbox="331 947 581 1052">Figure 8. Call Logs, Voicemail, or Recordings</p> 	<ol data-bbox="868 940 1364 1186" style="list-style-type: none"> 1. Under Call Logs /Voicemail / Recordings tab, tap 1 beside the desired record. 2. Long press . 3. Tap Dial through PBX and Select DID. 4. Select the desired DID number to call out.

Add Notes to a Call

Call Note feature allows you to take notes directly during calls, and to review or edit notes in call logs after calls, helping you to capture important details for future reference.

Requirements

PBX Server

- The firmware of the PBX server is version 84.18.0.102 or later
- System administrator has configured call disposition codes on server, and granted you the permission to use call note feature.

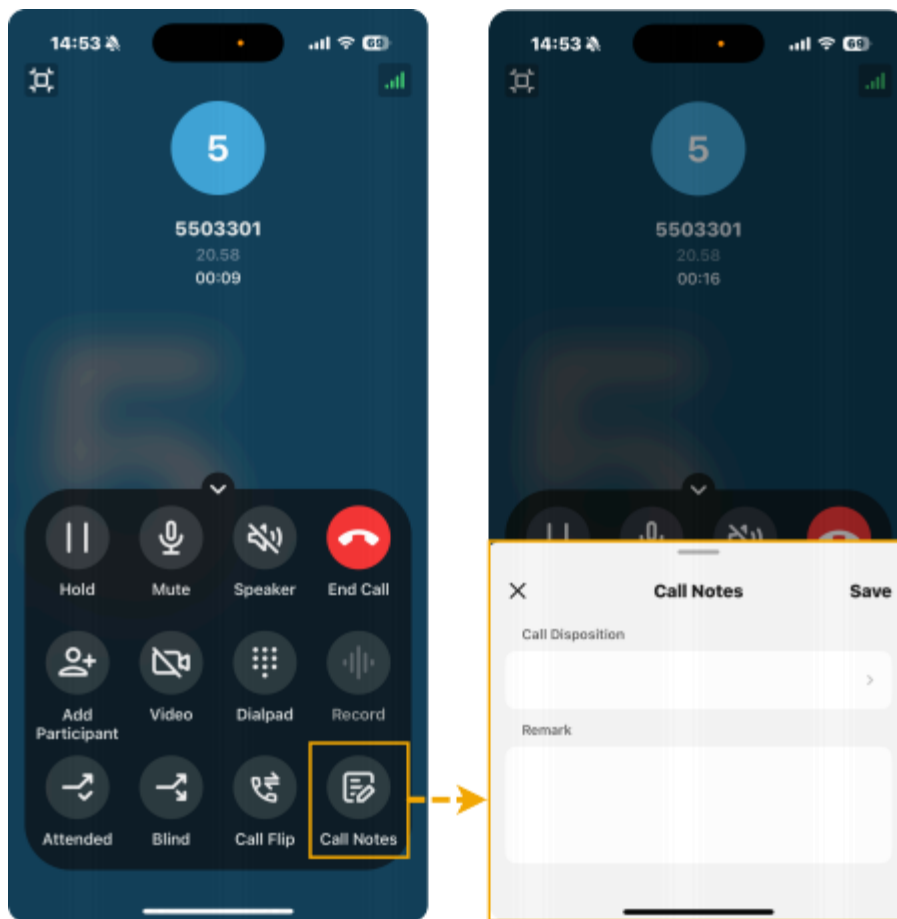
Simu Connect Mobile Client

Make sure that the version of Simu Connect Mobile Client meets the following requirements:

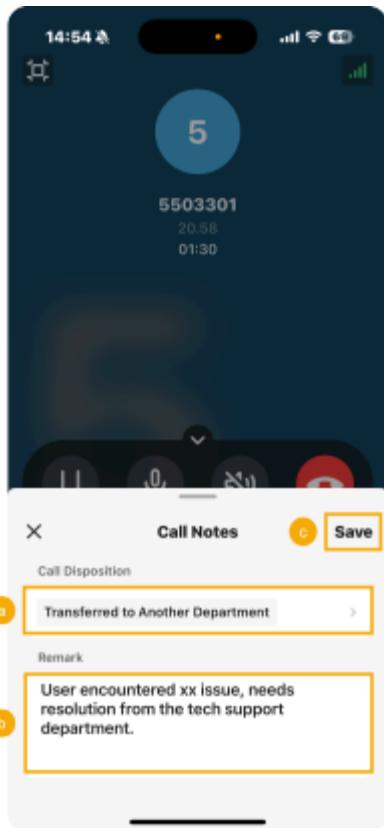
- **Simu Connect iOS Client:** Version 5.13.6 or later
- **Simu Connect Android Client:** Version 5.13.8 or later

Procedure

1. During an active call, tap **Call Notes** to open the call note panel.



2. In the panel, add tags and remarks for the call according to your needs.



- a. In the **Select Call Disposition** drop-down list, select a disposition code.
- b. In the **Remark** field, enter short descriptions to note down essential information for the call.
- c. Click **Save**.

Result

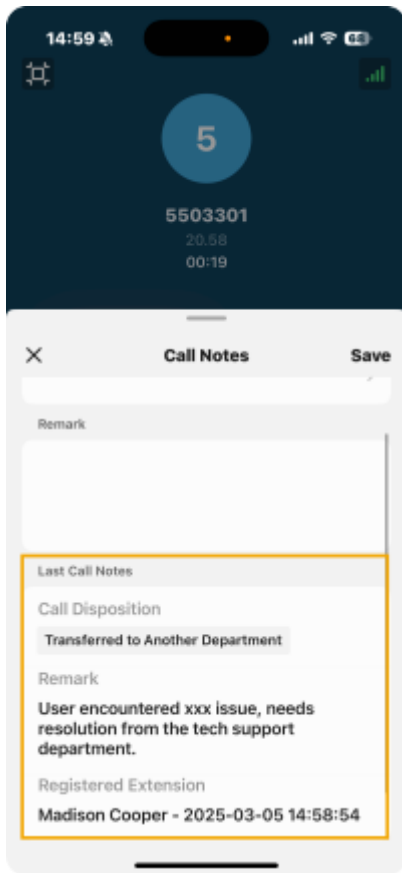
- An "Save Succeeded" prompt pops up, indicating that the call note is saved successfully.



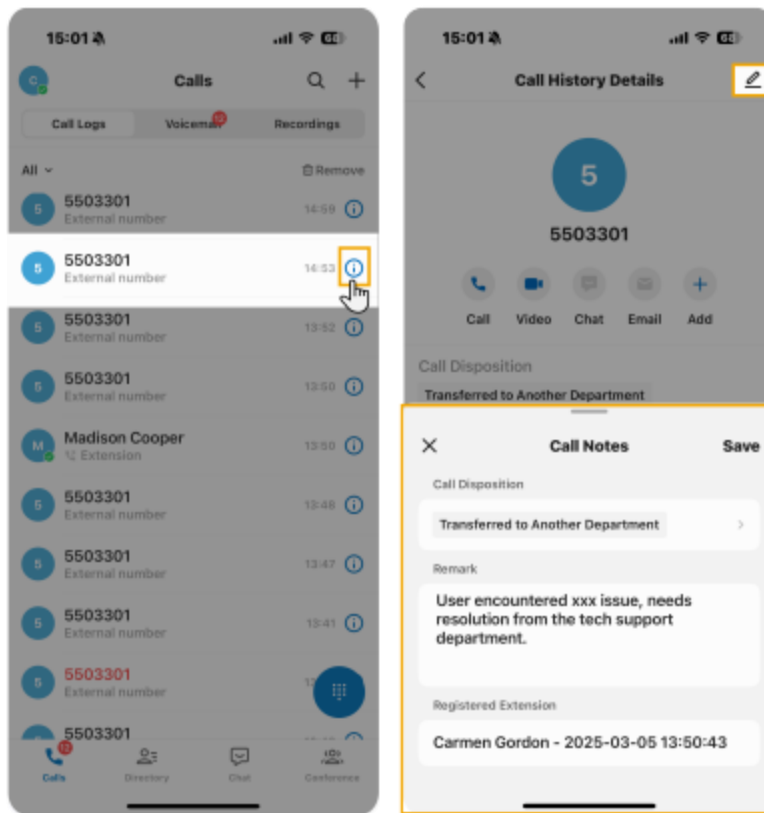
Note:

You can modify and save the notes multiple times before the call ends.

- If the call is transferred, the next user with access to call note feature can view the last call note after answering the call.



- After calls, you can review or edit the call notes you added in the corresponding call log.



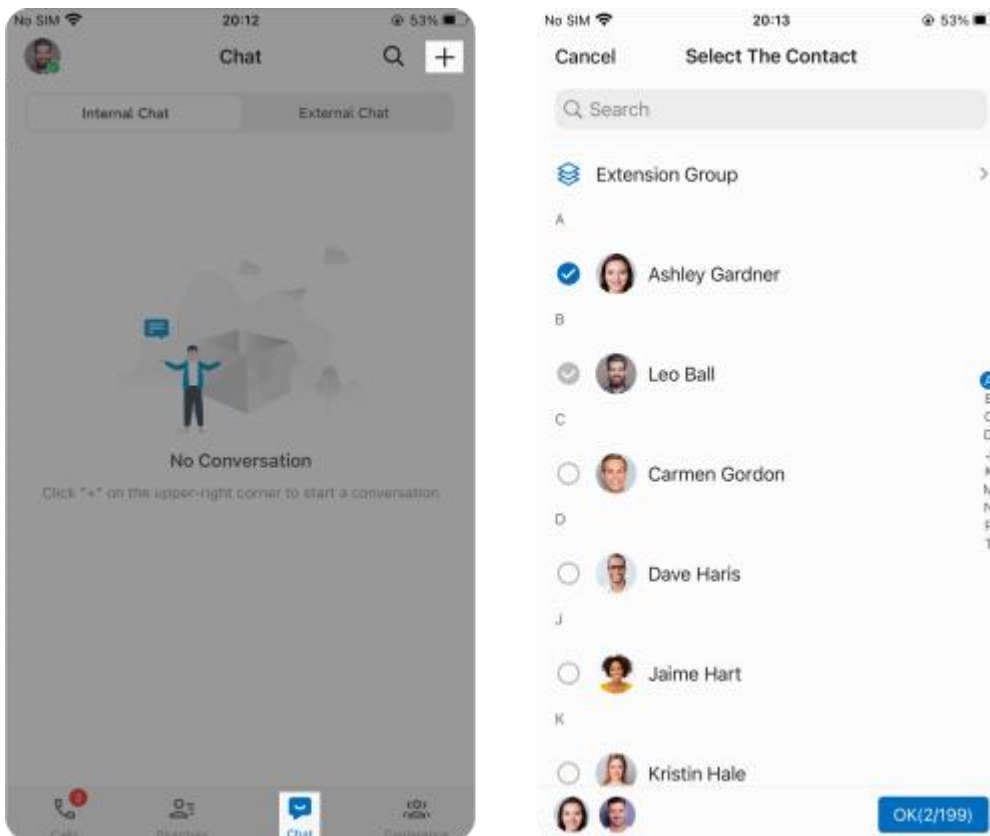
Chat

Internal Chat

Start an Internal Chat

Chat feature allows you to start a conversation (either 1:1 chat or group chat) with colleagues, and liven up the conversation with emoji, pictures, and file sharing. Chat histories are auto-synced across Simu Connect UC Clients, which means that you can access the same messages and files from Simu Connect Web Client and Simu Connect Desktop Client.

Procedure



1. On Simu Connect Mobile Client, go to **Chat > Internal Chat**.
2. At the top-right corner, tap **+** , then select **Create Group**.
3. Search and select the colleague(s) to add to a chat, then tap **OK**.

Result

- If it is a 1:1 chat, the chat will appear on the receiver's side after you send a message.
- If it is a group chat, the chat will automatically appear in the chat list of other group chat members.

Related information

[Change Group Chat Name](#)

[Manage Internal Chat Members](#)

[Configure Chat Notifications](#)

Change Group Chat Name

By default, group chat in the chat list is named after all the involved members. You can change group chat name to show what the subject of the conversation is.

Procedure

1. On Simu Connect Mobile Client, go to **Chat > Internal Chat**.
2. Enter the desired chat, then tap ... at the top-right corner.
3. On the **Chat Information** page, tap **Group Name**.
4. Enter a new group name, then save the change.

Result

The group chat name is updated; A notification will appear on all the members' group chat windows, showing that you have renamed the group chat.

Manage Internal Chat Members

This topic describes how to add members to an internal chat, and how to remove members from a group chat.

Add members to an internal chat


Any chat members can invite new member(s) to join the conversation.

1. On Simu Connect Mobile Client, go to **Chat > Internal Chat**.
2. Enter the desired chat, then tap ... at the top-right corner.

3. In the **Chat Information** page, tap **Add Member**.
4. Search and select the desired member(s), then tap **OK**.

Remove members from a group chat

If you are the admin of a group chat, you can remove members that do not need to continue the conversation from the chat.

1. On Simu Connect Mobile Client, go to **Chat > Internal Chat**.
2. Enter the desired chat, then tap **...** at the top-right corner.
3. In the **Chat Information** page, tap **Members**.
4. Remove member(s) as follows:
 - a. At the top-right corner, tap  .
 - b. Select the checkbox(es) of the member(s) that you want to remove.
 - c. At the bottom-right corner, tap **Remove**.

Clear Internal Chat History

The internal chat history of Simu Connect Mobile Client is saved on your mobile phone and can be accessed as long as you don't clear the data. If you want to clear the chat history of a specific chat, refer to the instructions in this topic.

Procedure

1. On Simu Connect Mobile Client, go to **Chat > Internal Chat**.
2. Enter the desired chat, then tap **...** at the top-right corner.
3. In the **Chat Information** page, tap **Clear Chat History**.
4. In the pop-up window, tap **OK**.

The history of the chat is cleared from your Simu Connect Mobile Client.

Clear an Internal Chat from List

This topic describes how to clear an internal chat from your chat list.

Procedure

1. On Simu Connect Mobile Client, go to **Chat > Internal Chat**.

2. Long press the desired chat.
3. In the pop-up window, tap **Delete the chat**.

Result

The chat is removed from the chat list on your Simu Connect Mobile Client.



Note:

The chat disappears from the list, but the chat history still exists, you can find the chat by searching the chat name or relevant chat history.

Related information

[Leave a Group Chat](#)

Leave a Group Chat

This topic describes how to leave a group chat.

Procedure

1. On Simu Connect Mobile Client, go to **Chat > Internal Chat**.
2. Enter the desired chat, then tap **...** at the top-right corner.
3. In the **Chat Information** page, tap **Leave Group**.
4. In the pop-up window, tap **OK**.

Result

You have left the group chat; You can view the history of the chat, but can NOT send messages, or receive new messages from the group chat any more.

External Chat

Simu Connect Mobile Client External Chat Overview

Simu Connect External Chat feature allows you to centrally deal with customer queries (from different messaging channels, such as SMS or social media) on Simu Connect Mobile Client.

Requirements

PBX Server

Contact system administrator to make sure that the PBX server meets the following requirements:

- **Version:** 84.12.0.57 or later
- **Plan:** **Enterprise Plan** or **Ultimate Plan**
- **Messaging:** At least one messaging channel is set up on PBX.





Simu Connect Mobile Client

Make sure that the version of your Simu Connect Mobile Client meets the following requirement:

- **Simu Connect iOS Client:** Version 5.2.9 or later
- **Simu Connect Android Client:** Version 4.13.16 or later

Channel types

The external chats are marked with specific icons to indicate the type of the source channel, as listed below:

- : The message is sent from SMS channel.
- : The message is sent from WhatsApp channel.
- : The message is sent from Facebook channel.
- : The message is sent from Live Chat channel.

Restrictions

Learn about the restrictions of different messaging channels.

	SMS channel	WhatsApp channel	Facebook channel	Live Chat channel
Chat type	Only support 1:1 conversation			
Session auto closure	Depends on system administrator's configurations.	Automatically close a messaging session that has been inactive for 24 hours.	Depends on system administrator's configurations.	

	SMS channel	WhatsApp channel	Facebook channel	Live Chat channel
Messaging mechanism	You can receive and reply to customers' inbound messages, and can initiate a messaging session.	You can receive and reply to customers' inbound messages, but can NOT initiate a messaging session.		
File sharing	Max. 100 MB		Max. 25 MB	Max. 10 MB
File retention period	72 hours			

Highlights

- **All-in-one message inbox:** Receive and manage all customers' queries across multiple messaging channels centrally in one place.
- **Customer contact using business number:** Contact customers using a business phone number, while keeping your personal number private.
- **Seamless collaboration across colleagues:** Transfer a messaging session to another colleague, the colleague can review the whole chat history and take over the messaging session without hassle.
- **Flexible session management:** Support management operations including elevating a messaging session to a call, archiving or unarchiving messaging sessions, and more.
- **Customizable Notification Settings:** Enable or disable notifications (notification push and sound) for new messages.

Instructions

For more information about how to use the external chat, see the following topics:

- [Start a Messaging Session with a Customer](#)
- [Manage Customer Queries from External Messaging Channels](#)

Related information

[Configure Chat Notifications](#)


Configure Chat Notifications

This topic describes how to mute or unmute notifications for a specific chat, and how to configure push notification and notification sound for all Simu Connect chats.

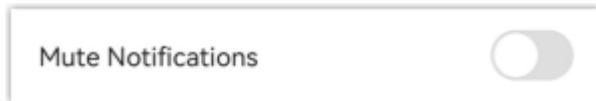
Mute or unmute notifications for a chat (specific setting)

1. On Simu Connect Mobile Client, go to **Chat > Internal Chat**.
2. Enter the desired chat, then tap **...** at the top-right corner.
3. In the **Chat Information** page, set whether to mute or unmute notifications for the chat.
 - To mute notifications, turn on the switch of **Mute Notifications**.



The chat is muted and marked with ; You can still receive messages in the muted chat, but you will NOT be notified about them by push notification. If there are new messages, the chat will be marked with a red dot instead of the number of unread messages.

- To unmute notifications, turn off the switch of **Mute Notifications**.




You will receive push notification when there are new messages in the chat.


Configure push notification and notification sound for all chats (global setting)

You can decide whether to be notified of new chat messages when Simu Connect Mobile Client is running in the background.

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings > New Message Alerts**, change the chat notification settings as needed.

Setting	Description
New Message Alerts	Whether to receive push notification when a new chat message reaches Simu Connect.
Sound	Whether to play a sound to notify you when a new chat message reaches Simu Connect.

 **Note:**

Setting	Description
	 This feature is supported on Simu Connect Android Client only.
When Simu Connect Desktop Client or Web Client is logged in	Whether to receive push notification on Simu Connect Mobile Client when you are logged into Simu Connect on computer and a new chat message reaches Simu Connect.

Conference

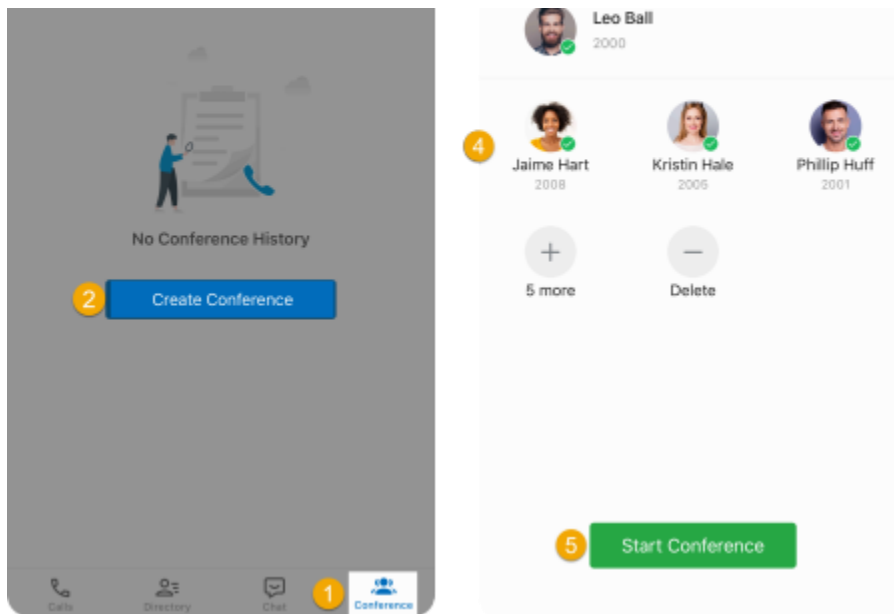
Make a Conference Call

Simu Connect Conference feature allows you to initiate and host an ad-hoc conference call and invite other participants to join. It is a quick and easy way to have a conference call whether you are in the office or not.

Restrictions

Up to **9** participants can be on a conference

call. **Procedure**



1. At the bottom-right corner of Simu Connect, tap **Conference**.
2. Tap **Create Conference**.

 **Note:**



You can also tap at the top-right corner to make a conference call.

3. **Optional:** In the **Name** field, change the default name to the subject of the conference.
4. Add participants to the conference call.
 - a. Tap .
 - b. Select the desired participants, then tap **OK**.

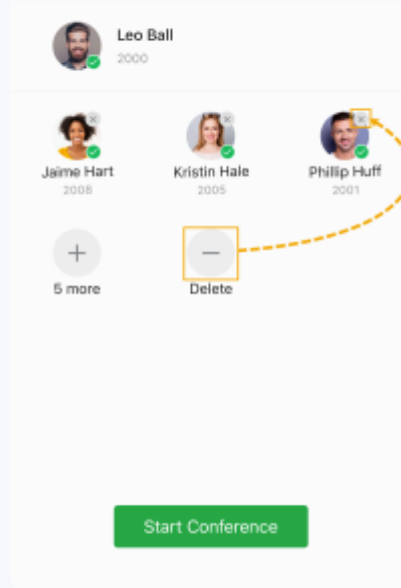


Note:

- A window may pop up in the following cases:
 - **There are several numbers for the participant:** In this case, tap the desired number.
 - **There is only one number for the participant and it is an external one:** In this case, you can tap the number directly

to call the original number, or tap to select a prefix to prepend before calling out.




- In case you add specific participants by mistake, tap , then tap **X** at the top-right of desired participant.



5. Tap **Start Conference**.

Result

The invited participants will receive a call, you can check call status on the call screen.

-  : The participant answers the call.
-  : The participant's phone is ringing.
-  : The participant doesn't answer the call or lost connection.

In this case, you can tap the participant, then tap **Call Again** to send a new call.



Tip:

After the conference call ends, it will be saved on the Conference list. You can resume the conference call anytime you want.

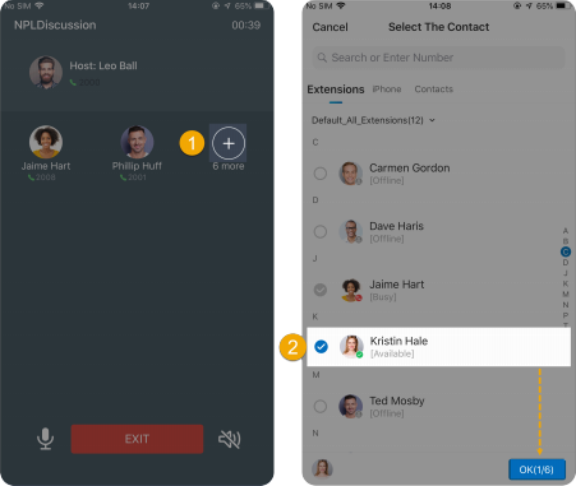



Manage an Ongoing Conference Call

This topic describes how to manage an ongoing conference call, including add and remove participants, mute and unmute participants and yourself.

Add or remove a participant during a conference call

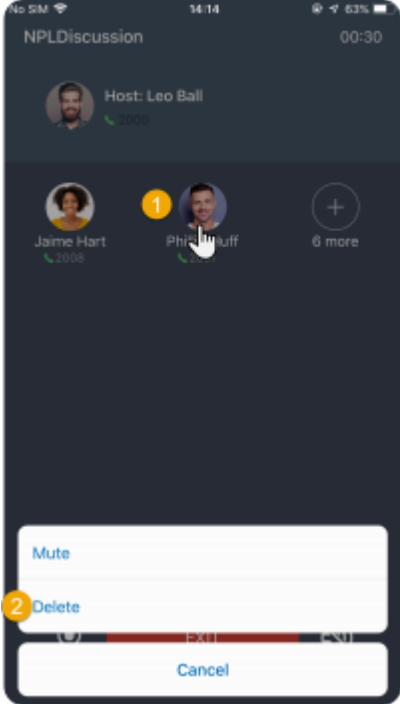
Add a participant during a conference call

Any conference participants can invite other participants to join the conference call.

Scenario	Instruction
<p data-bbox="219 262 597 363">Figure 9. Add a participant during a conference call</p> 	<ol data-bbox="792 289 1252 390" style="list-style-type: none"> 1. During a conference call, tap . 2. Select the desired participant, then tap OK. <div data-bbox="821 426 1300 930" style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p data-bbox="846 447 889 489"></p> <p data-bbox="906 447 976 478">Note:</p> <ul data-bbox="971 489 1279 842" style="list-style-type: none"> • If the participant has several numbers, you can select a number to call in the pop-up window. • For external number, you can call the original number by tapping the number directly, or prepend a prefix before calling out by tapping  to select a prefix. </div> <p data-bbox="821 957 1284 1058">The invited participant will receive a call. When the call is answered, he or she is connected to the conference call.</p>

Remove a participant during a conference call

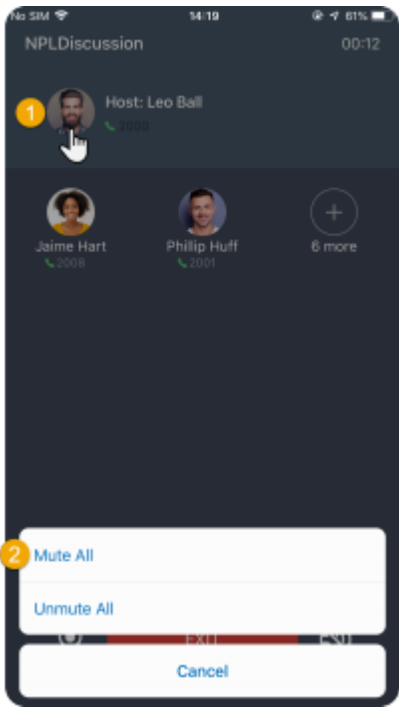
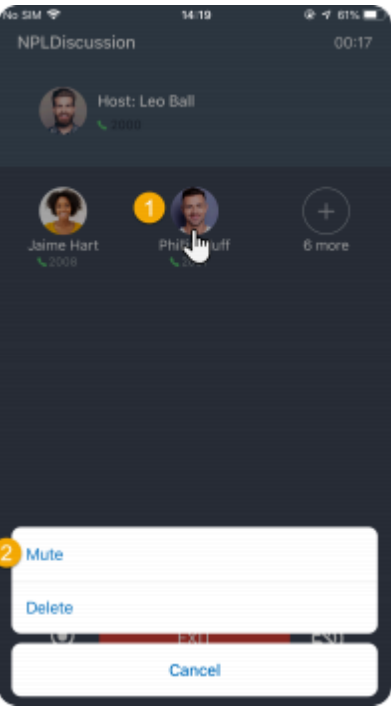
Only the host can remove participants from a conference call.

Scenario	Instruction
<p data-bbox="402 264 651 359">Figure 10. Remove a participant during a conference call</p>  <p>The screenshot shows a mobile application interface for a conference call titled 'NPLDiscussion'. At the top, it displays the host 'Leo Ball' and the time '00:30'. Below this, there are three participant icons: 'Jaime Hart', 'Philip Huff', and '6 more'. A yellow circle with the number '1' is placed over the 'Philip Huff' icon, indicating the first step of the instruction. At the bottom of the screen, a white pop-up menu is visible with two options: 'Mute' and 'Delete'. A yellow circle with the number '2' is placed over the 'Delete' option, indicating the second step of the instruction. A 'Cancel' button is located at the very bottom of the pop-up menu.</p>	<ol data-bbox="899 260 1295 394" style="list-style-type: none">1. During a conference call, tap the desired participant.2. In the pop-up window, tap Delete. <p data-bbox="927 422 1284 485">The participant is removed from the conference.</p>

Mute or unmute participants and yourself during a conference call

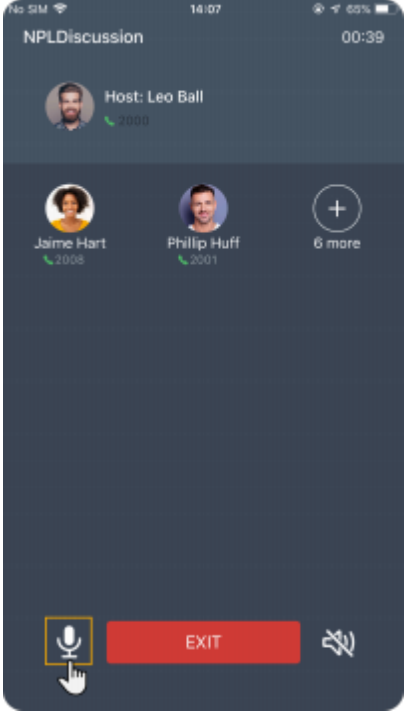

Mute or unmute participants

Only host can mute or unmute other participants.

Scenario	Instruction
<p data-bbox="402 264 750 327">Figure 11. Mute or unmute all participants</p> 	<ol data-bbox="906 264 1175 365" style="list-style-type: none">1. Tap your account.2. Select Mute All or Unmute All.
<p data-bbox="402 1068 714 1131">Figure 12. Mute or unmute specific participants</p> 	<ol data-bbox="906 1068 1247 1131" style="list-style-type: none">1. Tap the desired participant.2. Select Mute or Unmute.

Mute or unmute yourself

Any conference participants can mute or unmute himself or herself.

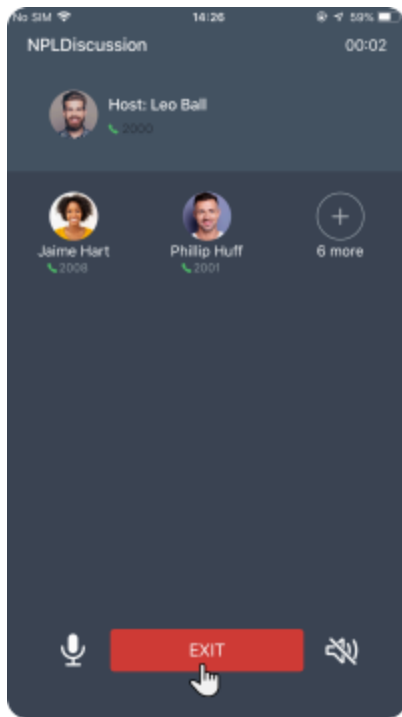
Scenario	Instruction
<p>Figure 13. Mute or unmute yourself</p> 	<p>1. Tap  at the bottom-left corner of the call screen.</p>

End or Exit a Conference Call

This topic describes how to end or exit a conference call.

Procedure

During the conference call, tap **EXIT**.



Result

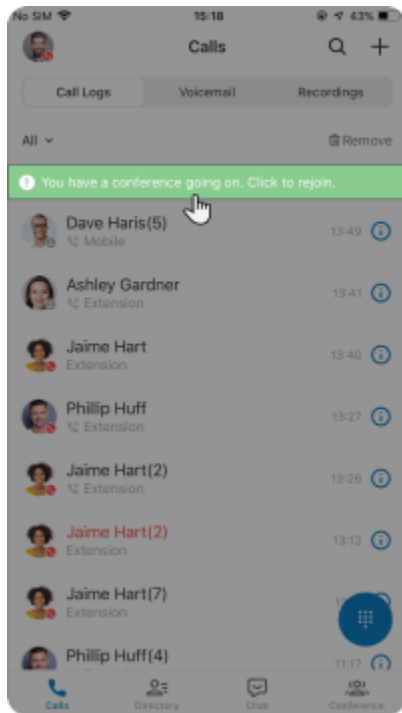
- If you are the host, the conference call ends on all sides.
- If you are NOT the host, you exit the conference call while the other participants continue the call.

Rejoin a Conference Call

In case you are disconnected from a conference call due to poor network connection or unexpected Simu Connect disconnection, you can rejoin the conference call when the network connection is restored or when you get back to Simu Connect.

Procedure

At the top of Simu Connect, tap **You have a conference going on. Click to rejoin..**



Result

You are reconnected to the conference call.

Delete Conference Call History

This topic describes how to delete conference call history.

Procedure



1. At the bottom-right corner of Simu Connect, tap **Conference**.
2. Long press the conference call history that you want to delete, then tap **Delete**.

Result

The conference call history is deleted from the list.

Voicemail

Check and Manage Voicemails

This topic describes how to check and manage your voicemails on Simu Connect Mobile Client.



Note:

Changes made to voicemails on Simu Connect Mobile Client will be synchronized to Simu Connect Web Client and Simu Connect Desktop Client.

Procedure

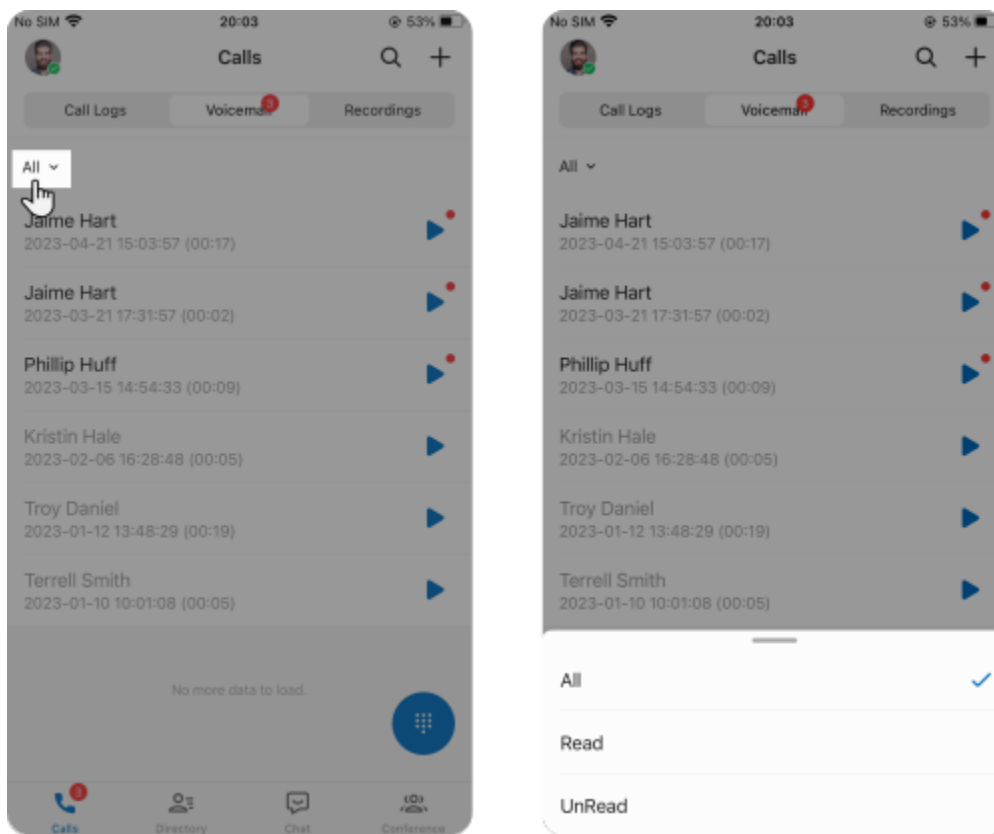
1. On Simu Connect Mobile Client, go to **Calls > Voicemail**.



Note:

If there are unread voicemails, a badge will appear on the **Voicemail** tab, displaying the number of unread voicemails.

2. **Optional:** At the top-left corner, select a read status to filter voicemails.



3. In the list, check and manage your voicemails.

Play a voicemail

Tap **b** to play the voicemail.



Tip:

If it is a group voicemail, you can tap **1** to see whether other group members have read the voicemail.

View a transcript of a voicemail

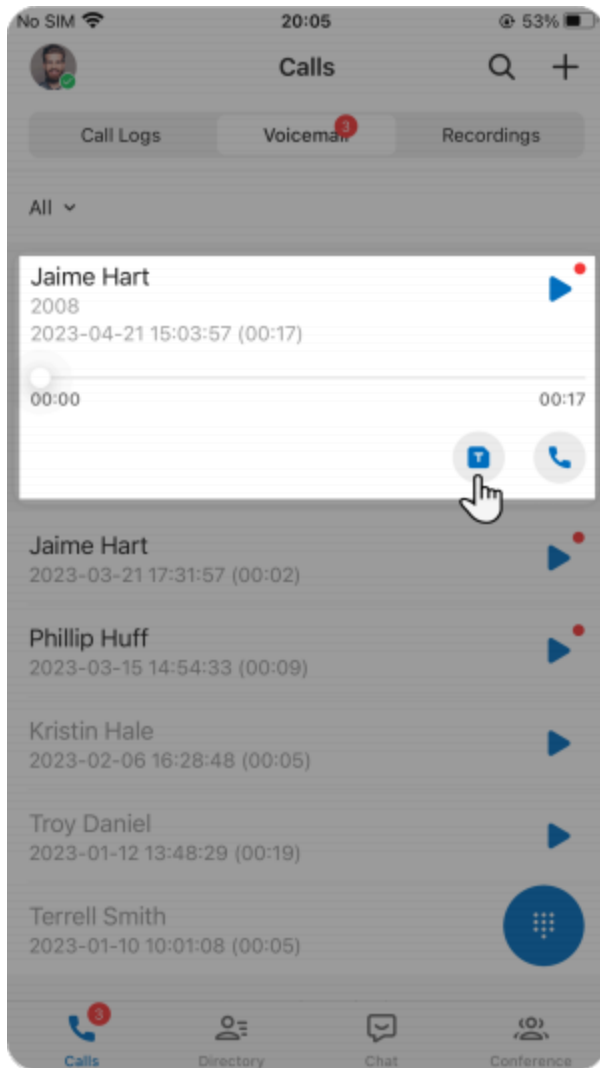


Note:

This operation is available only if system administrator has set up voicemail transcription feature.


a. Tap the desired voicemail.

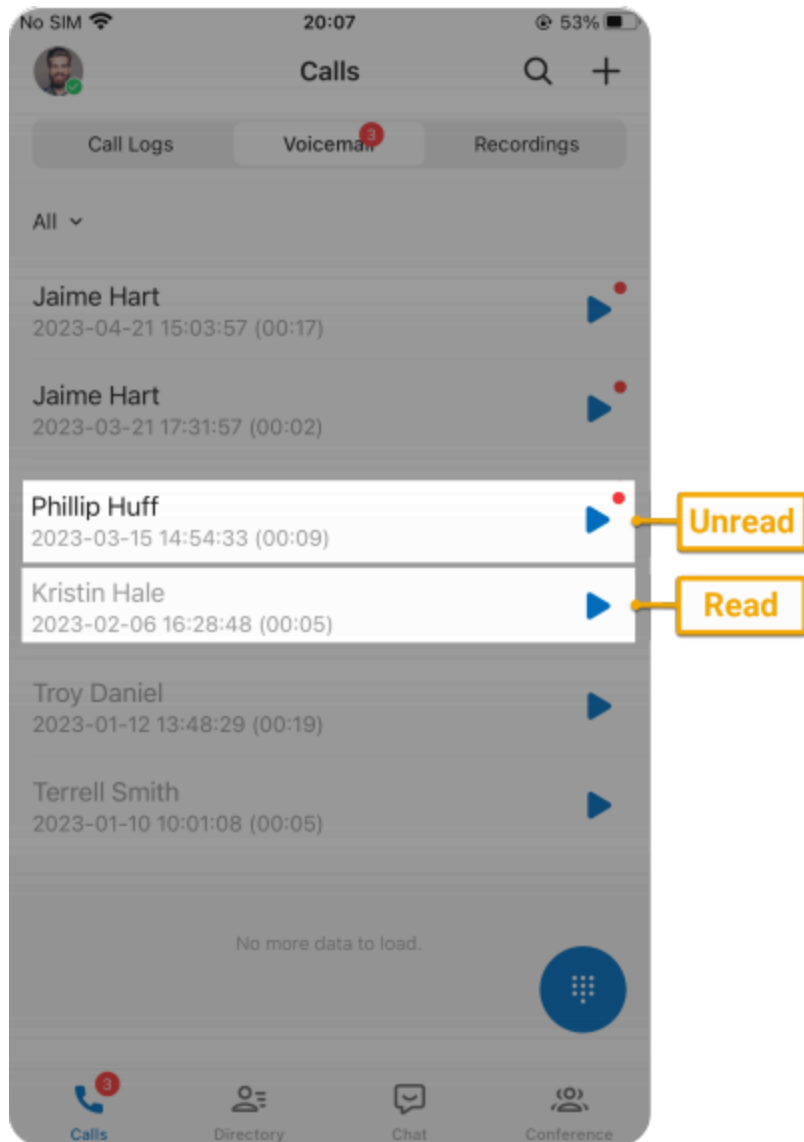
- b. In the expanded panel, tap  to view the transcribed voicemail text.



Change read status of a voicemail

- a. Long press the desired voicemail
- b. In the pop-up window, tap **Unread** or **Read**.

The unread voicemail is marked with a red dot () , while the read voicemail is grayed out.



Delete a voicemail

- a. Long press the desired voicemail.
- b. In the pop-up window, tap **Delete**.

The voicemail is deleted from all your Simu Connect Clients.

Recordings

Check and Manage Recordings

This topic describes how to check and manage your call recordings on Simu Connect Mobile Client.



Note:

Changes made to recordings on Simu Connect Mobile Client will be synchronized to Simu Connect Web Client and Simu Connect Desktop Client.

Requirements

System administrator has granted you the permission to view recordings.

Procedure

1. On Simu Connect Mobile Client, go to **Calls > Recordings**.
2. In the list, check and manage your call recordings.

Play a recording

Tap **b** to play the recording.

Clear a recording from list

- a. Long press the recording.
- b. In the pop-up window, tap **Remove**.

The recording is removed from all your Simu Connect Clients.

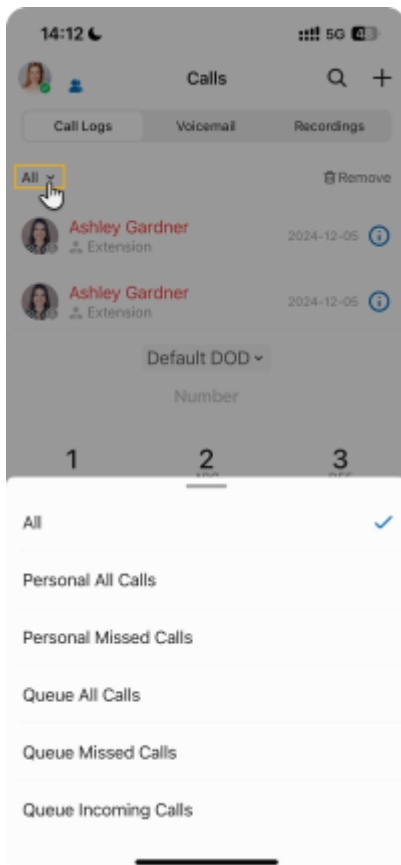
Call History

View and Manage Call History

This topic describes how to view the calls that you made, answered, or missed, and how to delete the call histories on Simu Connect Mobile Client.

View call history

1. On Simu Connect Mobile Client, go to **Calls** > **Call Logs**.
2. **Optional:** At the top-left corner, select a communication type to filter call histories.



3. Tap ① to view the call history details.

Delete call histories

la Note:

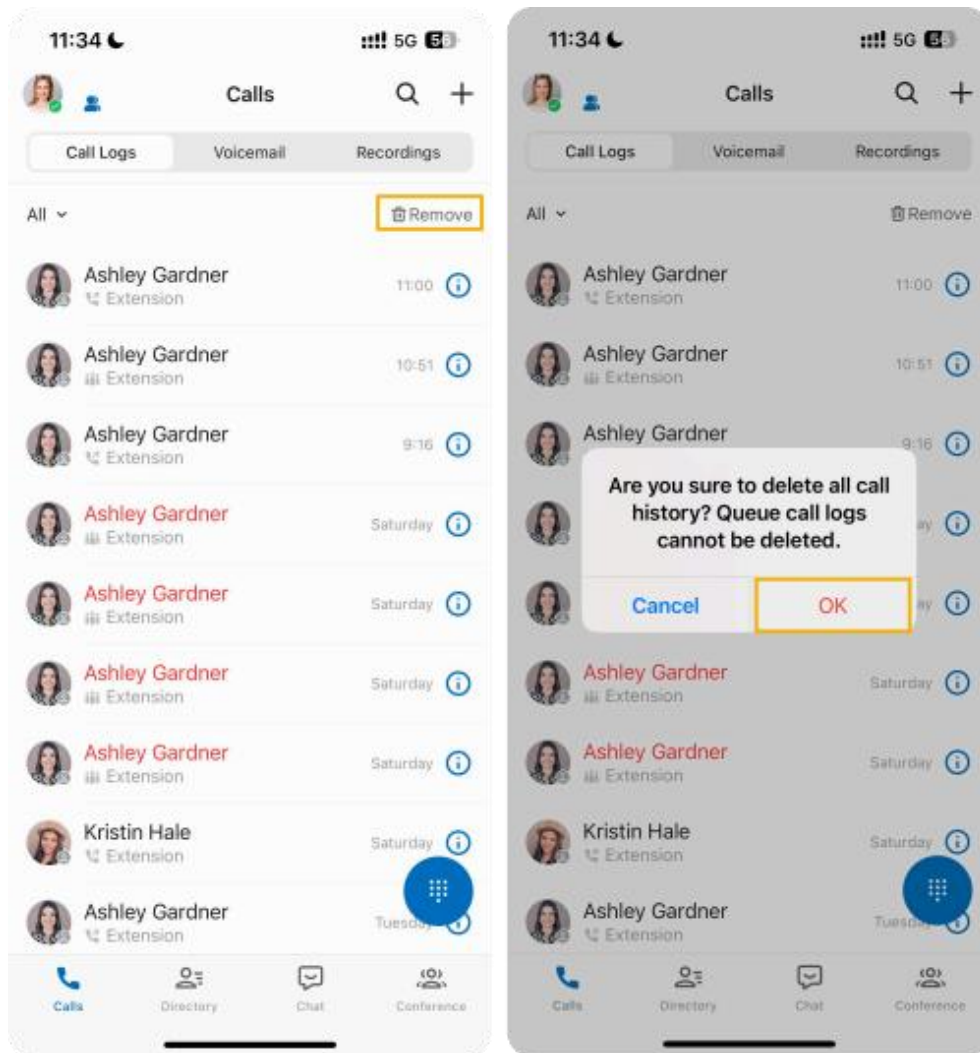


The following contents describe how to delete personal call histories. To delete queue call histories, see [Manage Queue Call Logs](#).

1. On Simu Connect Mobile Client, go to **Calls** > **Call Logs**.
2. To delete a specific call history, swipe left on the desired call history, then tap **Delete**.

The personal call history is removed from Simu Connect UC Client.

3. To delete all call histories or personal call histories, do as follows:



- a. At the top-left corner, select all call histories or personal call histories.
- b. At the top-right corner, tap **Remove**.
- c. In the pop-up window, confirm your operation.

All the personal call histories are removed from Simu Connect UC Clients.

Enable or Disable Simu Connect Call History Synchronization to iPhone

If you use Simu Connect Mobile Client on an iPhone, the Simu Connect call histories will be automatically synchronized to your phone by default. You can enable or disable the synchronization feature on Simu Connect Mobile Client as needed.

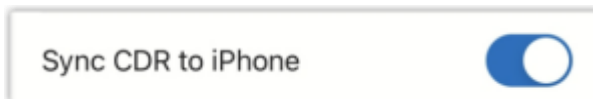


Note:

This feature is supported on **Simu Connect** only.
iOS Client

Enable Simu Connect call history synchronization to iPhone

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings > Advanced**.
3. Turn on the switch of **Sync CDR to iPhone**.



Disable Simu Connect call history synchronization to iPhone

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings > Advanced**.
3. Turn off the switch of **Sync CDR to iPhone**.




Audio

Change Audio Settings

This topic describes how to change Simu Connect audio settings, such as ringtone, vibration, and dial pad tones.

Procedure

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings > Audio Options**, change audio settings according to your needs.


Setting	Description
Ringtone	Select a ringtone to distinguish Simu Connect calls from mobile phone calls.
Vibrate	Whether to vibrate your phone when receiving Simu Connect calls.  Note: This feature is supported on Simu Connect Android Client only.
Dial Pad Tones	Whether to enable dial pad tones.

Adjust Audio Quality

You can improve Simu Connect call quality by adjusting the settings of echo cancellation, codec, Interactive Connectivity Establishment (ICE), and audio gain.

Procedure

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings > Audio Options**, configure the following settings according to your needs.

Setting	Description
Echo Cancellation	Enable this option to remove the echo that is heard when talking on the phone.
Codec	<p>Select a codec to improve call quality with lossy compression.</p> <p>The supported codes are shown below:</p> <ul style="list-style-type: none"> • u-law • a-law • iLBC • G722 • G729 (default) • Opus
ICE (Interactive Connectivity Establishment)	<p>Enable this option to improve call quality by reducing network latency and packet loss.</p> <div style="border-left: 2px solid #007bff; padding-left: 10px; margin-top: 10px;"> <p> Note: To make this configuration take effect, you need to exit and reopen Simu Connect.</p> </div>
Audio Gain Control	Adjust the audio gain for the audio received and transmitted, this is helpful if you suffer from poor call quality (e.g. the other side's voice is too loud or too low).


Switch Audio Device During a Call

If you have an audio device (e.g. Bluetooth headphone) connected to your mobile phone, you can easily switch audio device during a call without interrupting the conversation.

Prerequisites

At least one audio device is connected to your mobile phone.

Procedure

1. During an active call, tap  on the call screen.
2. Select an audio device.

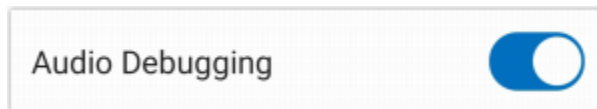
Now you can continue the call via the selected audio device.

Enable or Disable Audio Debugging

Simu Connect allows you to record audio for debugging purposes.

Enable 'Audio Debugging'

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings** > **Audio Options**, enable audio debugging as follows:
 - a. Turn on the switch of **Audio Debugging**.



b. In the pop-up window, tap **OK**.

Your calls will be recorded and saved on your mobile phone. When you have audio issues, you can [report the problems](#) on Simu Connect, and the recording will be automatically submitted.

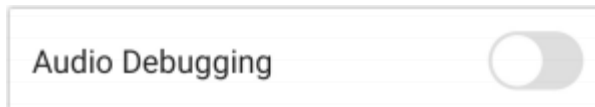


Note:

Only the recording of the most recent call will be saved on your mobile phone.

Disable 'Audio Debugging'

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings > Audio Options**, turn off the switch of **Audio Debugging**.



The existing recording for audio debugging is deleted from your mobile phone, and your calls will not be recorded.

Security

Restrict Inbound Calls to Simu Connect

For security reasons, you can set the Simu Connect Mobile Client to reject inbound calls from unknown sources.

Procedure

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings > Advanced**.
3. Turn on the switch of **Restrict External IP**.



Result

You will only receive inbound calls through the Simu Connect Server.

Preference

Configure Theme Settings

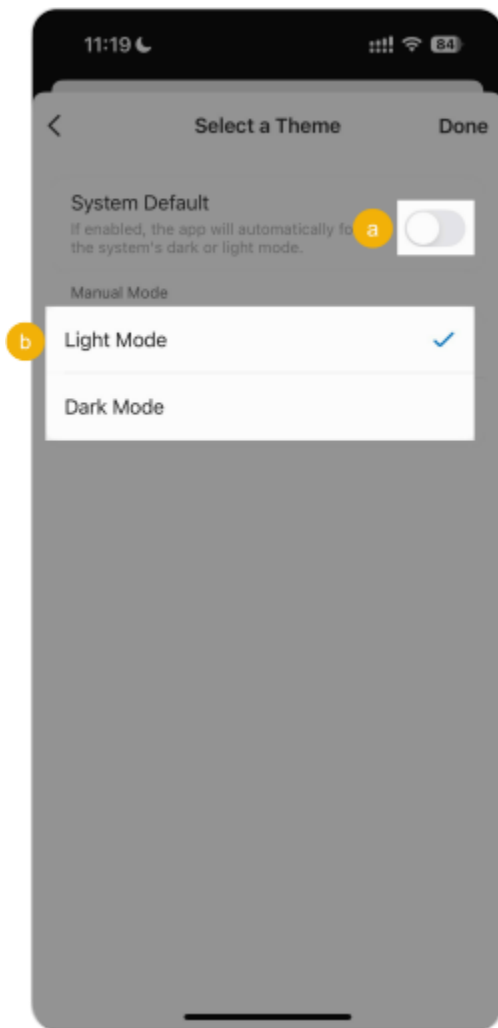
By default, Simu Connect automatically adapts to your phone's system theme, switching between light and dark modes accordingly. In case of need, you can set Simu Connect to always use either light or dark mode, regardless of your device's settings.

Requirements

	Mobile Operating System Requirement	Simu Connect App Requirement
iOS	iOS 13 or above	5.14.3 or above
Android	Android 10 or above	5.14.4 or above

Procedure

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings > Select a Theme**.
3. Enable light mode or dark mode as needed.



- a. Turn off the switch of **System Default**.
- b. In the **Manual Mode** section, select a mode.

For iOS, the setting takes effect immediately; For Android, you need to save the setting and then restart Simu Connect to make it take effect.

Result

The selected mode is applied to Simu Connect.

Upgrade

Upgrade Simu Connect Mobile Client

When a new version is released, Simu Connect Mobile Client will show you a pop-up window, where you can find out what's new in the latest version. The pop-up window will be shown once a day till Simu Connect is upgraded. You can upgrade to the new version immediately or later. If you choose to upgrade later, you can follow the instructions in this topic to upgrade Simu Connect anytime you want.



Note:

This topic is only for **Simu Connect Android Client**. For Simu Connect iOS Client, you can download from App Store.

Procedure

1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Settings > About > Upgrade**.
A window pops up to show you what's new in the latest version.
3. Tap **Update Now**.
The new installation package is being downloaded.
4. Install the installation package.
When the installation is completed, Simu Connect is upgraded successfully.

Bug Reporting

Report Simu Connect Problems

If you encounter problems, you can report the problems on Simu Connect. Cloud One support team will contact you to solve the problem.

Report a problem on Simu Connect without logging in

If you fail to log in to Simu Connect with correct credentials, you can report the problem on Simu Connect as follows.

1. At the bottom of Simu Connect login page, tap **Help & Feedback**.
2. At the bottom of **Help & Feedback** page, tap **Report a Problem**.
3. Describe the problem that you encountered.
 - a. Select the type of the problem.



Note:

If you cannot find the type that best describes your problem, you can select **Others**.

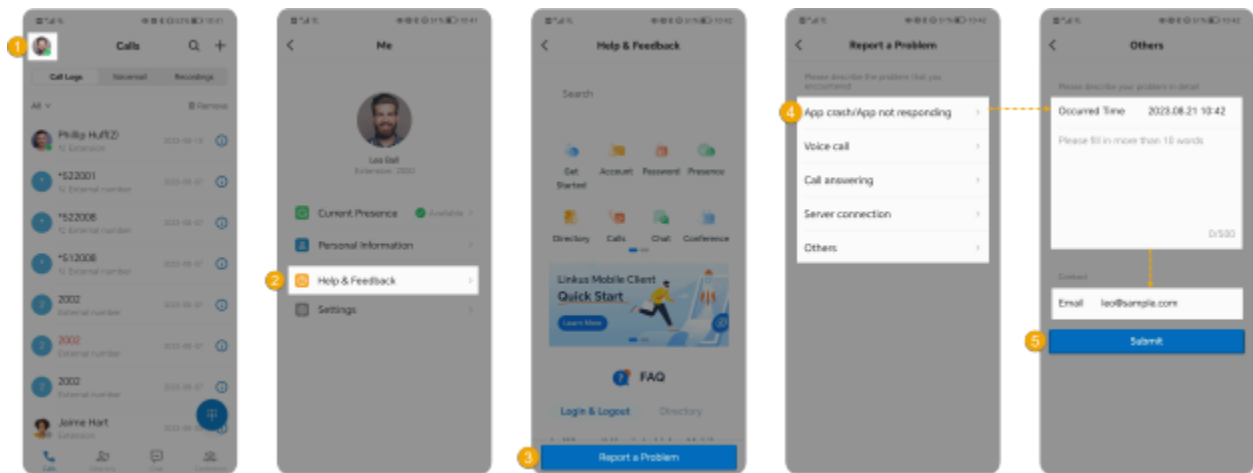
- b. In the **Occurred Time** field, select the time when the problem occurred.
- c. Enter a detailed description of the problem.

d. In the **Email** field, enter your email address, so that Cloud One support team can contact you.

4. Tap **Submit**.

Report a problem on Simu Connect while logging in

If you encounter a problem while you have logged in, you can report the problem on Simu Connect as follows:



1. At the top-left corner of Simu Connect, tap your account.
2. Go to **Help & Feedback**.
3. Tap **Report a Problem**.
4. Describe the problem that you encountered.
 - a. Select the type of the problem.



Note:

If you cannot find the type that best describes your problem, you can select **Others**.

- b. In the **Occurred Time** field, select the time when the problem occurred.
 - c. Enter a detailed description of the problem.
 - d. In the **Email** field, enter your email address, so that Cloud One support team can contact you.
5. Tap **Submit**.