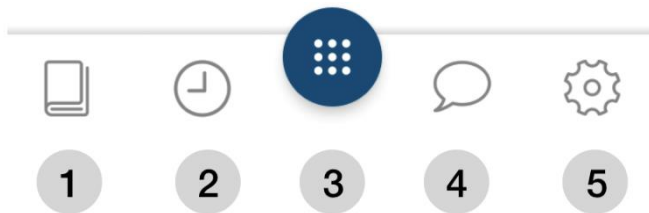


WEC Mobile app user guide

Launch the app

- *Domain:* wecgroup@wildixin.com
- *User name:* This will be received by email
- *Password:* This will be received by email

Menu description



1 - **Contacts**

2 - **Call history**

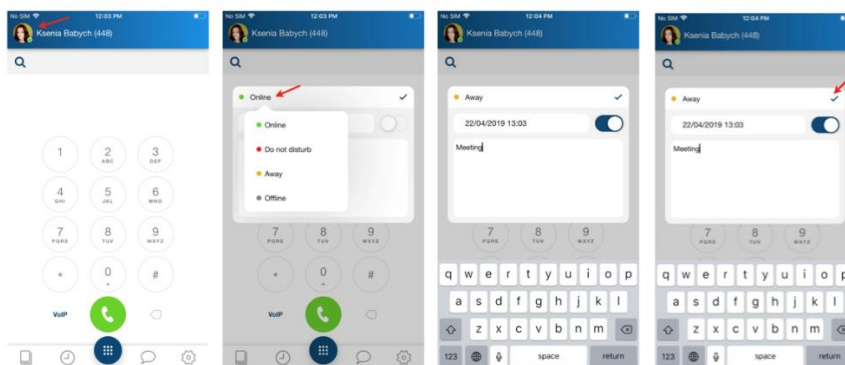
3 - **Dialpad/ Function Keys/ Active call**

4 - **Chat**

5 - **Settings**

User Status

1. Tap **Dialpad**
2. Tap status icon / user picture
3. Tap on the current status and select the new one: **Away / Online**
4. Enter your status message (optional)
5. Tap the **Tick** icon to apply changes



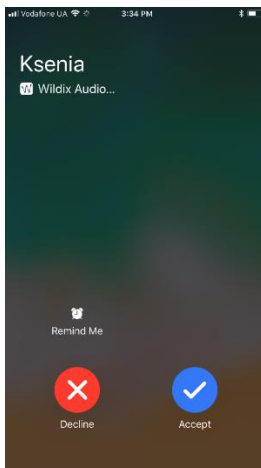
Note: for *Away* it is possible to set up expiry time via *Until* option (optional), after which your status passes to online.

Note: *DND* should not be used.

Answer a call

Note: on iOS mobile calls and VoIP calls have the same priority, you VoIP call is not interrupted in case you receive an incoming mobile call.

- Tap the **blue Tick** button to answer
- Tap the **red Crossmark** button to decline



Blind transfer

(transfer without notification)

1. Tap **Transfer** button during a call
2. Tap **Contact** to select a number from the phonebook or Number to manually enter the number
3. Select a contact and tap the number / enter the number and tap the green **Handset** button

Attended transfer

(transfer with notification)

1. Tap **New call** button during a call
2. Make a new call (select a contact from *Contacts* or dial the number manually)
3. Wait till the other party answers (the previous call is now on hold)
4. Tap **Transfer** button and select the call on hold to complete the transfer

Chat

All the colleagues added to your menu appear in *Chat* menu.

1. Tap **Chat**
2. Use the Search field to find a user
3. Tap a user and enter your message
4. Tap **Paper plane** icon to send the message

Note: To delete a chat session with a user, swipe it left.

Send a Post-It

1. Start a chat with a user
2. Write your message
3. Tap +
4. Select the option **Send as Post-It**

Send Call me back

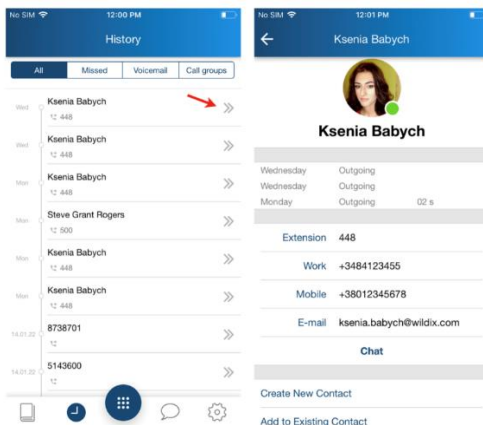
1. Start a chat with a user
2. Tap +
3. Select the option **Call me back**

History:

Tap **History** to access the log of calls. Incoming, outgoing and missed calls (highlighted in red) are displayed in *All* tab. To view only missed calls, tap **Missed** tab.

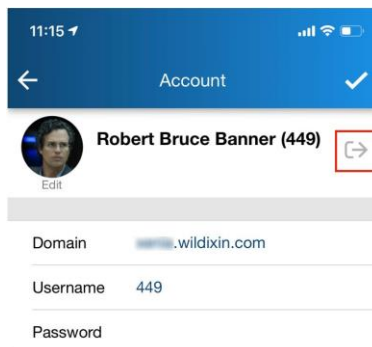
Tap and hold a call to be able to delete, archive or copy a phone number to clipboard.

Tap the double **Arrowhead** icon to view user contact details and a call log.



Log out

1. Tap **Settings -> Account**
2. Tap the **Log out** icon:



Note: after you log out, you will no longer receive calls and messages.