



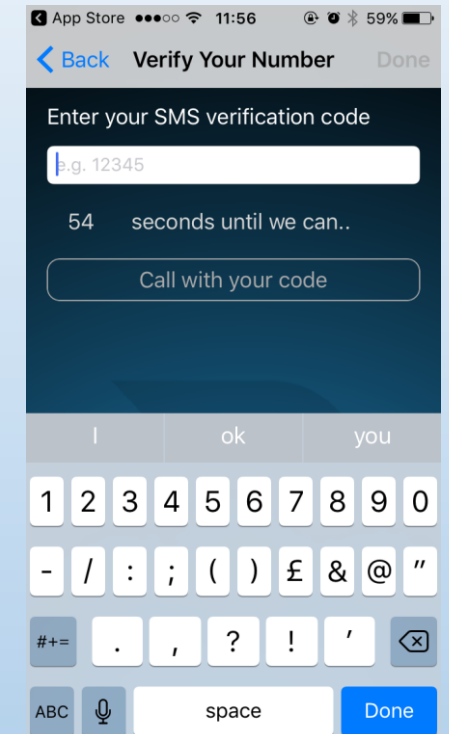
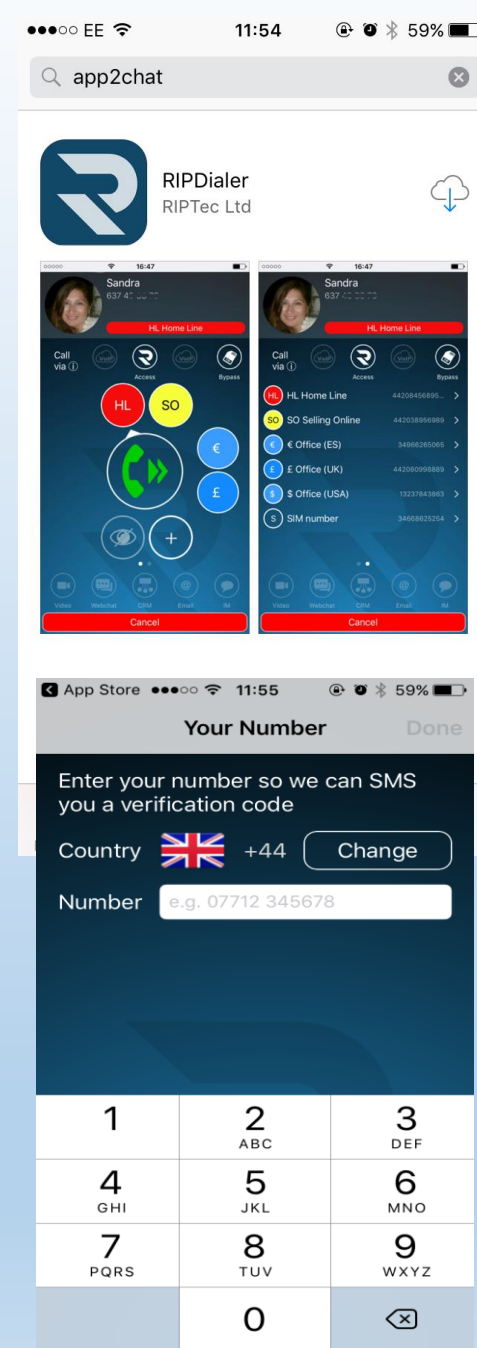
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USER GUIDE



(IOS)

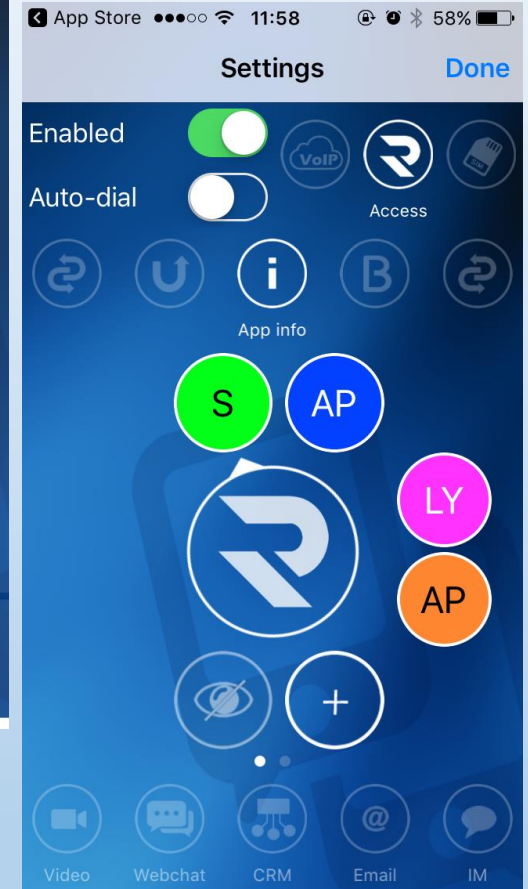
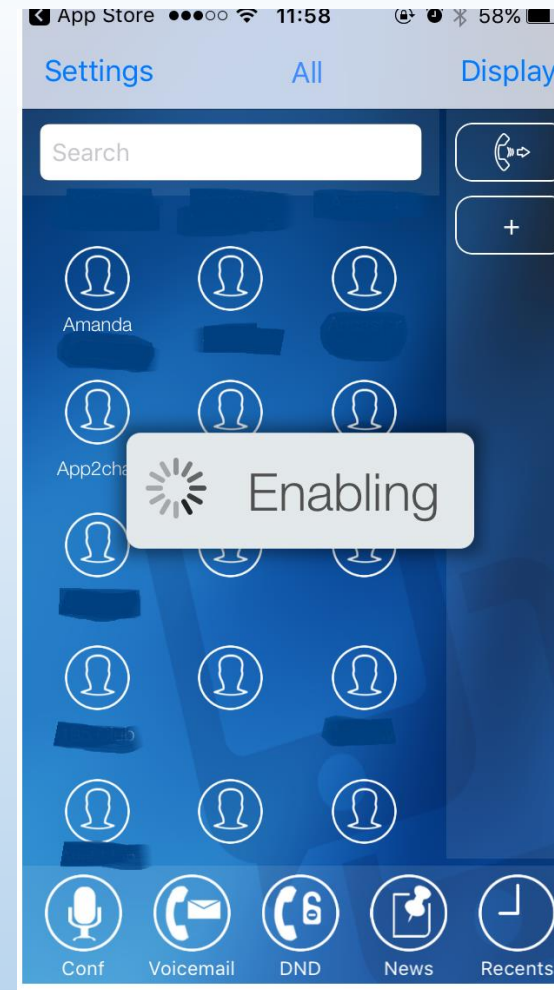
Downloading

- In the App Store, search for 'App2Chat', download and open (this will appear as 'RIPDIALER')
- Once on the app 'Agree' all notifications and accept the 'Policy'
- When prompted, enter your mobile number without the first '0'
- Shortly after you will receive an SMS text with a 5 digit code - enter this into the white place holder



Setting up App2Chat

- Accept the notification to allow access to your phone book; this will automatically be added to the App2Chat Contacts List (*NB: The list will automatically update when you add or delete contacts*)
- Click 'Settings' and ensure 'ENABLED' is set to 'green' and "access"  is highlighted - leave auto dial set to 'off'
- S = Your personal sim number
- AP = Your App2Chat Landline number (this may also have the first two letters of your name/company name)
- Press the letter to edit it. You can change the name, colour and position
- If your new landline number is not displayed, press 'UPDATE ALL'  and App2Chat will refresh and the number will appear.




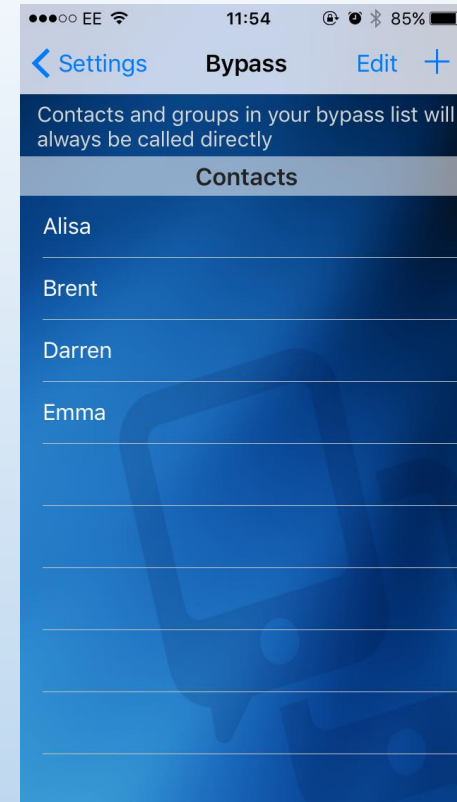
Making your first call

- Press “contacts” on the bottom task bar to view your contacts
- Option 1: Choose a contact to call & press the name, or...
- Option 2: Use the keypad on the bottom task bar to manually dial a number and press the green telephone icon
- On the ‘call via’ screen, select which number to call from, e.g. your own sim number (using App2Chat) or your new landline number(s) - this is the number that will be displayed on the call recipient’s screen
Press the “green telephone icon”
- When calling, you will see a random 0203 number appear on your screen, this is App2Chat contacting our network - this will not be seen by the call recipient, they will see the number you selected to call from
- You can choose to bypass App2Chat by pressing the ‘bypass’ button. This means the call will be routed via your existing mobile provider (Vodafone, O2 etc) and will be subject to their appropriate tariff



Bypass List

- To avoid personal calls being made and charged to your company by employees; their personal contacts should be put into the 'bypass list'
- Go to 'Settings' and press 'Bypass' 
- Press and hold "Bypass" icon.
- Click + in top right corner, click contact and add your personal contacts.
- Choose to add individual contacts or pre-defined groups (see page 9)
- All contacts assigned to the 'Bypass list' will automatically bypass App2Chat and be made and charged through your personal provider

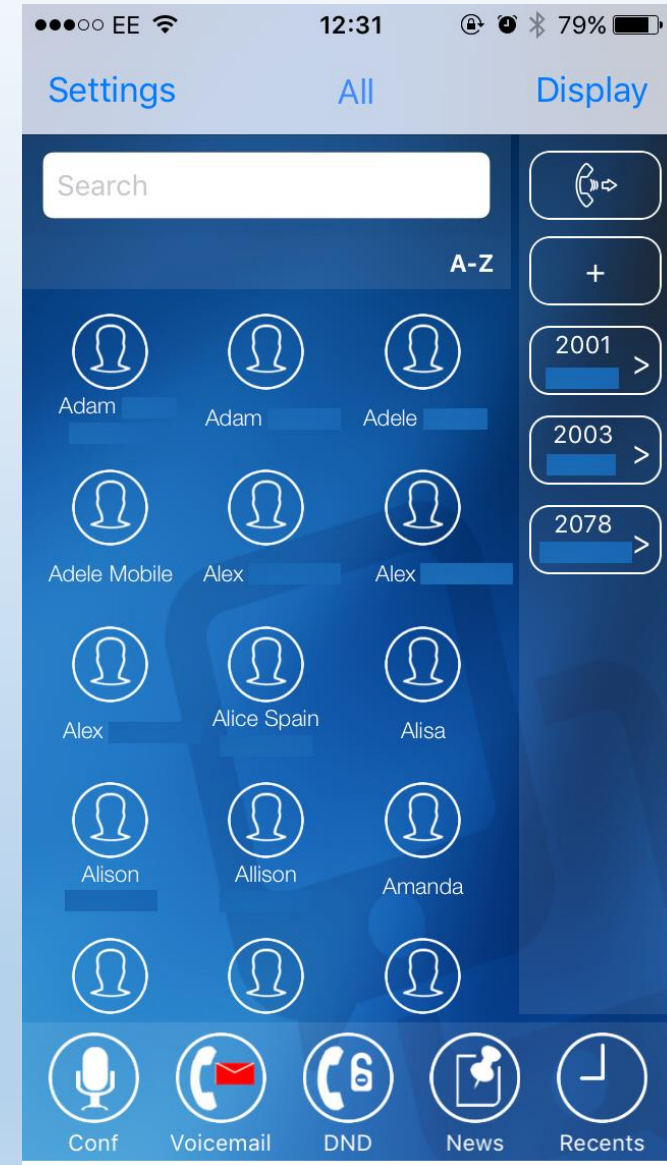


Voicemail

To set up your voicemail, follow the points below:

- Dial 01209808008 (This will activate the voicemail system)
- Says: “Comedian Mail - Mailbox” – type in your mobile number 447***** (leave out 0)
- Says: “Password” – type in your alias/extension number e.g. 2601
- Press Option 0 – Mailbox
- Press 1 to record unavailable message – press hash# - when finished – press 1 to save your message
- Press 2 to record busy message – press hash# - when finished press 1 to save your message
- Press 3 to record your name – press hash# - when finished press 1 to save your message

- When you have a voicemail, the ‘Envelope’ icon will turn red - this is the voicemail specific to App2Chat and is separate from that of your network provider



Do Not Disturb (DND)

- DND is ideal for times when you do not want to be disturbed (in a meeting, on holiday or sickness)
- Turn DND on or off by pressing the “DND” icon at the bottom of your screen and pressing enable/disable.
- When DND is enabled it will be red, and the caller will hear your ‘Busy’ message (which will need to be set up in your voicemail)



App2Chat VoIP (Office Only)

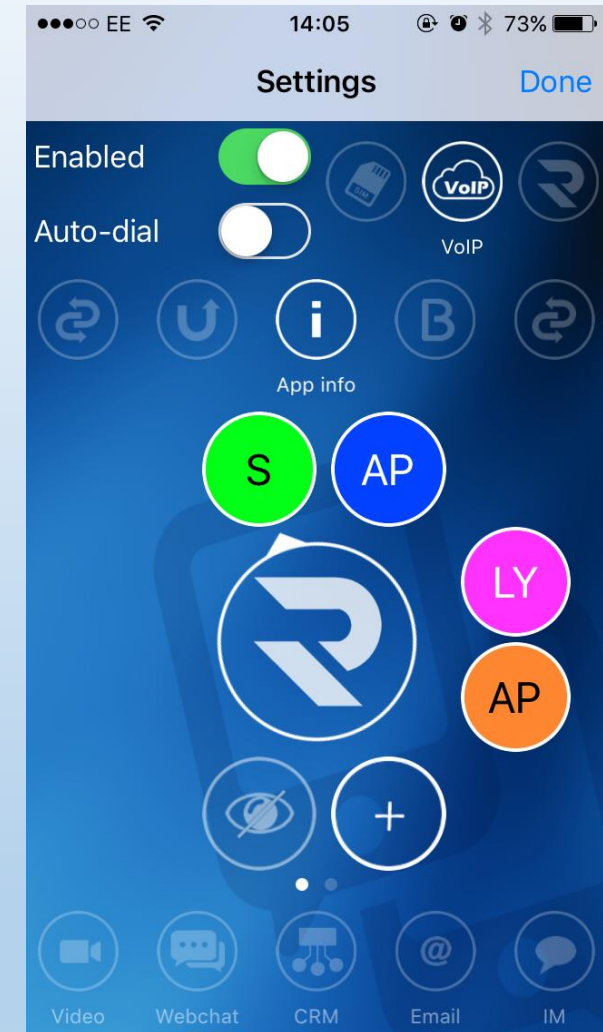
- VoIP (Voice over IP) allows you to make calls over the internet, free of charge, within your office environment, or wherever WiFi connectivity is available.

NB. App2Chat is not responsible for the quality of a call made over VoIP. The quality of your broadband connection determines the quality of a VoIP call.

- To enable VoIP, go to your Settings screen and press the VoIP icon  at the top of your screen

- To disable VoIP, press your default icon 

- *NB. When NOT making a VoIP call, please ensure VoIP is switched off as this can compromise GSM call quality.*



Creating Call Groups

- It is possible to create call groups in App2Chat to make searching for a contact from a specific company/social group quick and easy, via your Apple iCloud account
- Go to www.icloud.com and sign into your account
- Click 'Contacts', select the '+' sign in the bottom-left corner and click '*New Group*' from the pop-up menu
- Replace the temporary group name and click anywhere outside of the box to save - to change the name, double-click and re-type
- To add contacts to a particular group, choose "All contacts" at the top of the contacts list, then drag the contact to the desired group
- These groups will automatically save to both your iPhone contacts and in App2Chat
- To access groups in App2Chat, press "All" at the top of your contacts screen - this will present your list of groups to choose from

Contact Us



Ring us on...

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Option 1

Customer & Technical Support

Option 2

Accounts

Option 3

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