adoona

Mobile app

COLLABORATION 7 MOBILE GUIDE

How to make a call, put a caller on hold, record a call, start a conference call, search your contact books and send messages in the Collaboration 7 app on your phone.

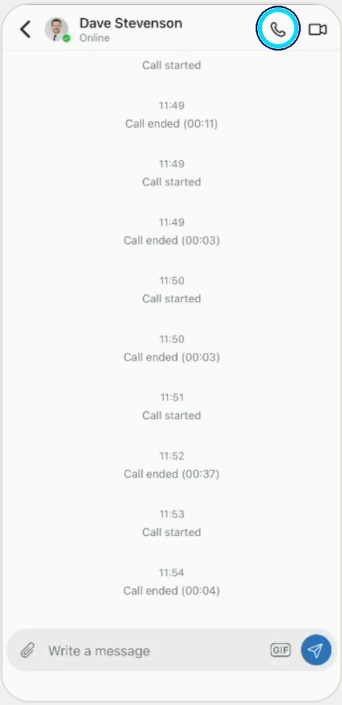
Making a call

Call anyone straight from your conversation with them.

1

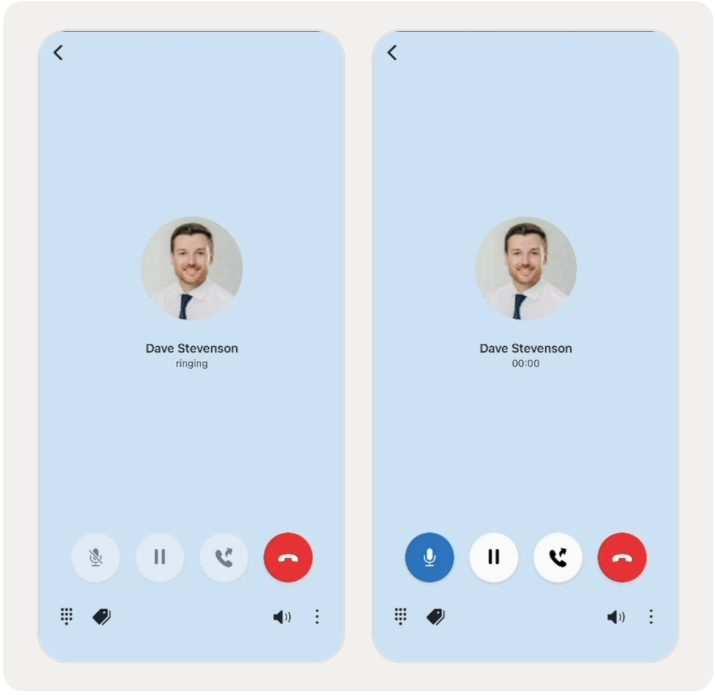
Tap the phone icon

Open the conversation with the person you want to call, then tap the phone icon at the top right.



2 Wait for them to answer

The call screen shows **ringing** until they pick up, then the call timer starts.



During a call

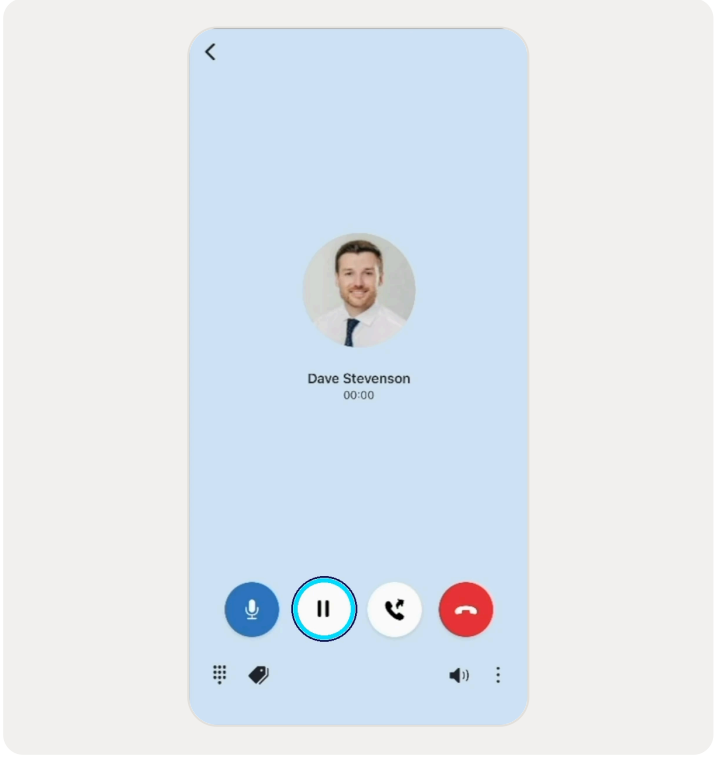
Hold, record and conference controls are on the call screen.

Put a call on hold

Pause a call while you check something, or before you transfer the caller to someone else.

1 Tap the pause icon

Tap the pause icon labelled **Hold**, next to the microphone.



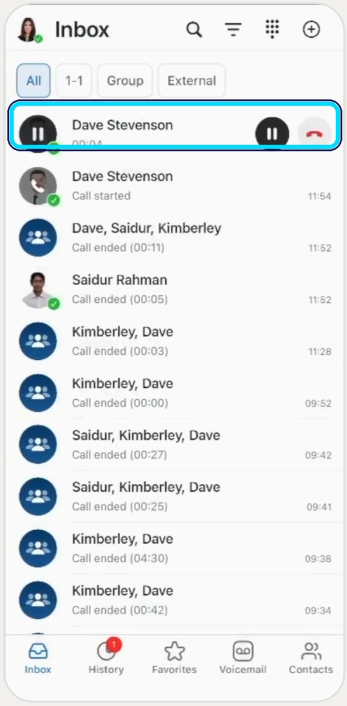
2 The caller is on hold

A pause symbol replaces the caller's picture while they're on hold.



3 Find held calls in your Inbox

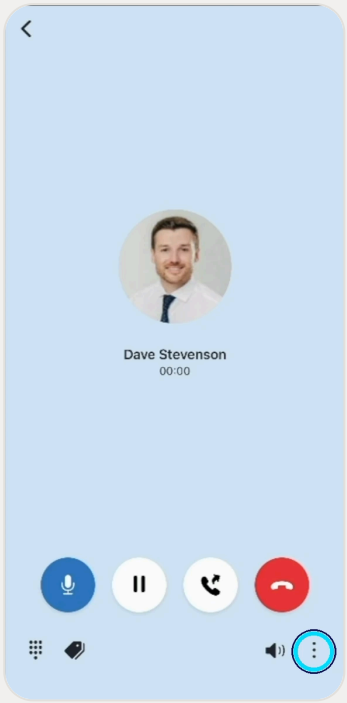
A held call stays at the top of your **Inbox**, so you can go back to it.



Record a call

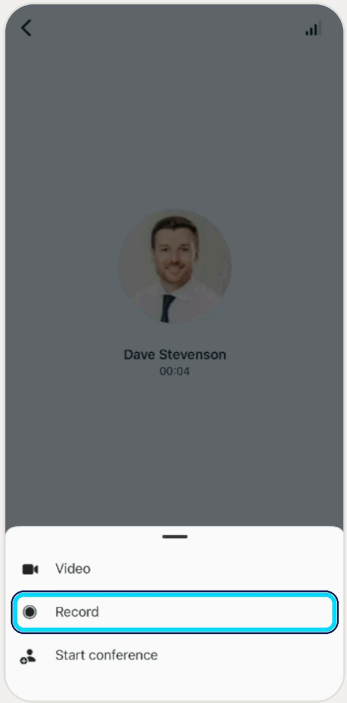
1 Open the menu

During the call, tap the three dots at the bottom right of the screen.



2 Tap Record

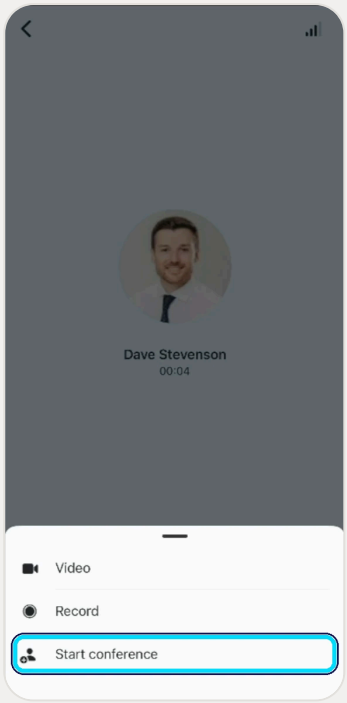
Tap **Record** to start recording the call.



Start a conference call

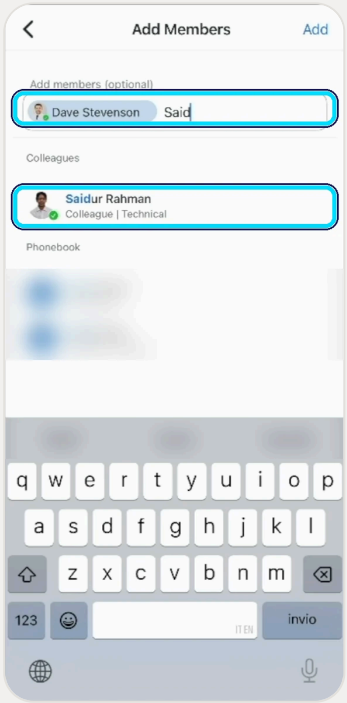
1 Select Start conference

During the call, tap the three dots, then tap **Start conference**.



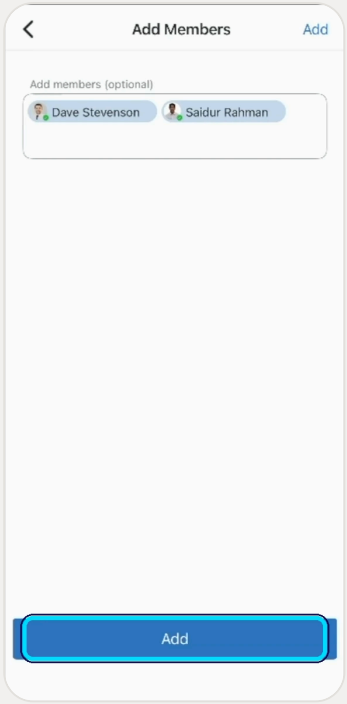
2 Find the person to add

Type the name of the person you want to join the call, then tap them in the results.



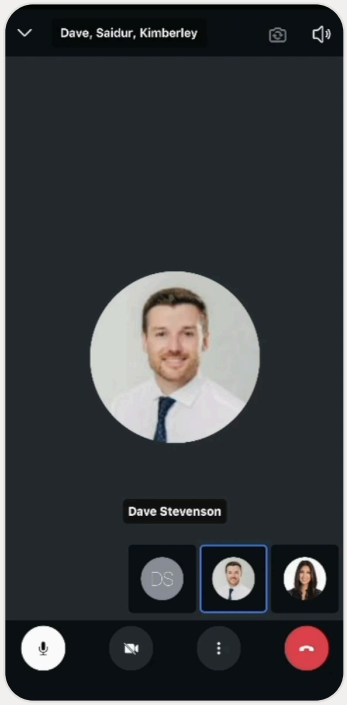
3 Tap Add

Once everyone you need is listed, tap **Add**.



4 You're in the conference

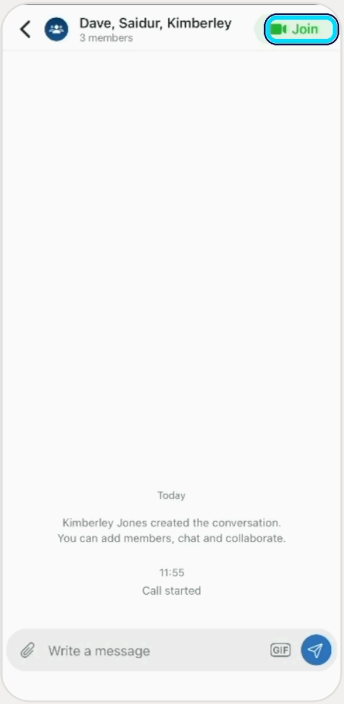
The app connects you, and everyone on the conference call appears along the bottom of the screen.



5

Rejoin from the group chat

The conference also appears as a group chat in your **Inbox**. Tap **Join** to go back into the call.



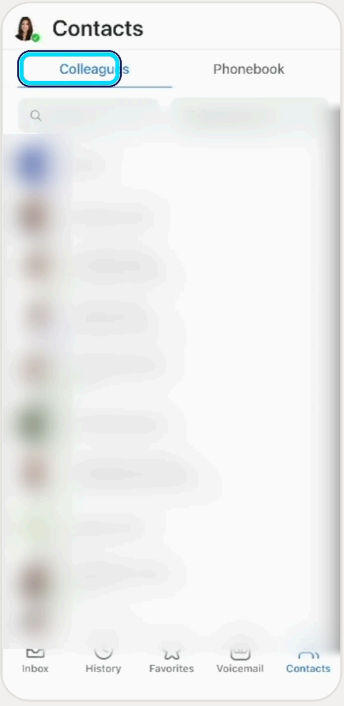
Searching contact books

Find colleagues and saved contacts from the Contacts tab.

1

Go to Contacts

Tap **Contacts** in the bottom menu. The **Colleagues** tab lists the people in your organisation.



2 Open the phonebook

Tap **Phonebook** to see your saved contacts.



3 Choose a contact book

Use the menu next to the search bar to choose which contact book to search. It starts on **Accounts**, and you can switch to CEO, Technical or all departments, depending on your access.



Sending a message

Open the conversation with the person you want to message, tap **Write a message**, type your message and tap the blue send arrow.

