Welcome to homeXtend for Android

Everything you need to to set up and use your homeXtend mobile phone client

This guide is for users that have subscribed to a residential service that includes the homeXtend client. The client is available for Android versions 4.x and up.

Features of the Client

The mobile phone client offers a number of features to compliment your home phone service. This includes:
- Placing calls that appear to come from your residential line
- Answering calls that arrive at your residential line
- Configuring your residential line features including Simultaneous Ring, Sequential Ring features and Unified Messaging.

Installation

Installation is quick and easy. Simply launch the Play Store application on your Android phone and search for homeXtend. Install the application on your device just like you would install any other application.

Using homeXtend

This section will walk you through the initial configuration of the application, use of the features and exploring the configuration options.
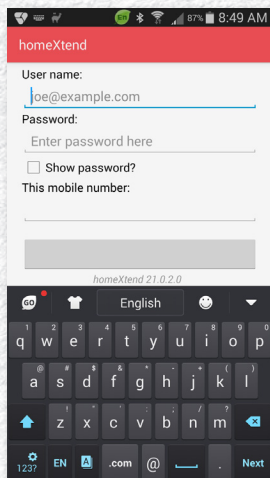
LOGGING IN

When you first start the client, you will be presented with a Licensing Agreement where you can accept the terms. Once accepted, a login screen will appear.

Your mobile phone number should show under **This mobile number**. Enter your username and password in the appropriate fields and press the Login button. Your username and password choice were supplied when you ordered your service.
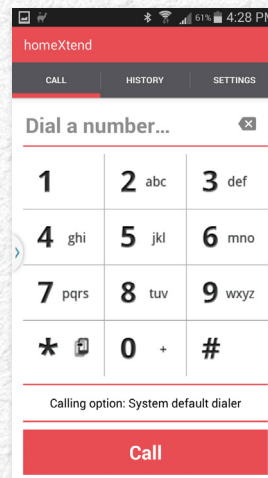
Once you press OK, the main phone dialer screen will be shown. The menu bar across the top of the application provides access to the main features of the application.
- The Call screen shows the main phone dialing screen as above.
- The History screen shows the history of calls made on your residential service. This includes all incoming, outgoing and missed calls.
- The Setting screen is where you set all the configuration options on your service, such as a Call Forwarding number, Voicemail options and many other feature settings.
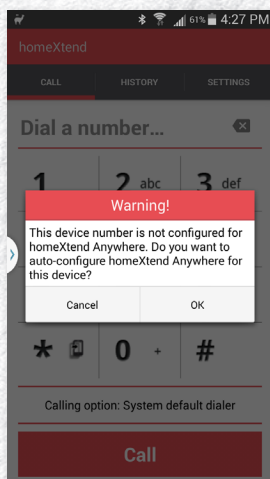
Once you login, a dialog box will pop up indicating your device is not configured for homeXtend Anywhere. In order to use some of the capabilities of the application, press OK. This will allow you to place calls with this application that will appear to come from your residential phone line rather than your mobile phone number. Alternatively, you can configure this option from the settings screen. If you choose cancel, that option will not be available.

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Call Screen

The call screen is your main dialing screen. From here you can enter a destination phone number and press the Call button. The right arrow button can be used to back over entered digits if you made a mistake entering a number.

Above the Call button is a section that says **Calling option: System default dialer**. Touch the text to bring up the dialog box.
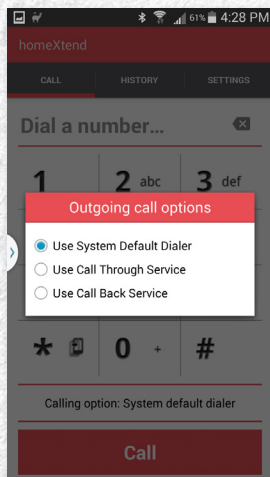
CALLING OPTIONS

Three options are available for placing outbound calls:

1. Use System Default Dialer
This setting is the initial default. If this option is selected, the application will use the built-in mobile phone client to place outbound calls. This means the called user will see your mobile number as the caller ID instead of your residential caller ID.

2. Use Call Through Service
This setting will allow you to place calls as your residential number. When using this option, your mobile phone may display a calling a number you may not recognize. The number dialed is a number on our network. These numbers may change each time you place a call. When we receive a call from your mobile phone on one of those numbers, we place a call to the entered destination number using the caller ID from your residential line and connect you to the call.

3. Use Call Back Service
This setting will also allow you to place calls as your residential number. When using this option, the service will call your residential number. Both your home phone and your mobile phone will ring.

The initial default option is **Use System Default Dialer.** The default option can be changed in the Settings screen as well.

CALL PULL

This feature allows you to transfer a call on your home phone to your mobile phone so you can continue you conversation if you need to leave your home, or transfer the call back to your home phone when you arrive back home.

The * key has an option available that lets you pull an existing call from your residential phone to the mobile client. This option only works with the **Use Call Back Service** option.
To use this feature, make sure the Calling option is set to **Use Call Back Service** and then press and hold the * key when you have an active call on your home phone. The **Waiting for call back** message will appear. Answer the incoming call, press a any key to accept the call, and the service will connect your mobile phone to the existing call. The call to your home phone line will then be dropped.

To pull the call back to your home phone, pick up your home phone and dial *11. This will connect the call to your home phone and drop the call to your mobile phone.
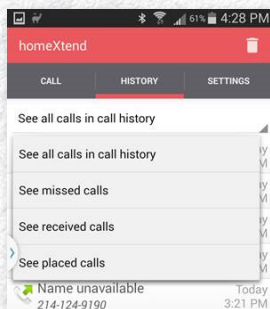
HISTORY SCREEN

The history screen will show all calls to and from your residential line as well as any missed calls. The calls can be filtered as shown below.

Calls placed from the homeXtend client will only show in this list if you use either the **Use Call Through Service** or **Use Call Back Service** dialing option. Calls placed using the **System Default Dialer** option do not use your home phone number and therefore do not show in this list.

Calls can be placed from this list by pressing-and-holding the entry you want. When you release, a dialog will pop-up asking if you want to call the person, send a text message or add this person to your contacts. If the contact already exists, the option will say **View contact** instead of **Add contact**.

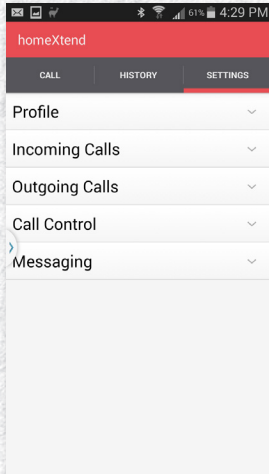Quickly pressing an entry will bring up a list of options as well.

The trash can icon in the upper right corner can be used to delete your call history.

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Setting Screen
Your service provides many features that are configurable and can be set through the **Settings** screen.

PROFILE

To see your current profile settings, press the Profile menu option. The section will expand showing your current username, home phone number, the server URL of the service provider and the mobile phone number of the client. There is nothing to edit on this screen, but the information may be requested during any call for technical support.
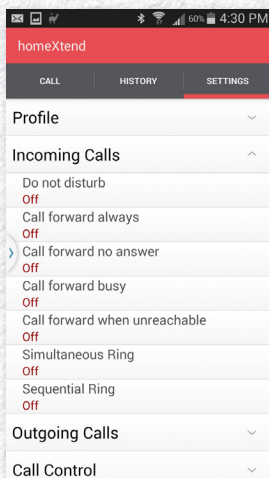
INCOMING CALLS

When you first logged into the client and accepted the autoconfigure option, this mobile client was paired with your home phone service. When you have the mobile client running, calls to your residential number will ring both your home phone number and your mobile client.

The **Incoming Calls** settings allow to change how incoming calls are handled. Touch the **Incoming Calls** entry to expand the options as shown below.

DO NOT DISTURB
• Touch Do Not Disturb to turn this feature on or off. This will cause all incoming calls to your home phone service to go to your voicemail box. You can still place outbound calls. This has the same effect as dialing *78/*79

CALL FORWARD ALWAYS
• Touch **Call forward always** to configure and enable or disable this feature. The last number entered here as a forwarding number will be remembered, or a new number can be entered. Touch On/Off to enable/disable this feature. This has the same effect as using *72/*73 (see **Calling Features**). If *72 is used to forward calls, the forwarding number will be shown in the client as it was the last number used for forwarding.

CALL FORWARD NO ANSWER
• Touch **Call forward no answer** to configure and enable or disable this feature. The last number entered here as a forwarding number will be remembered, or a new number can be entered. Touch On/Off to enable/disable this feature. This has the same effect as using *92/*93 (see **Calling Features**). If *92 is used to forward calls, the forwarding number will be shown in the client as it was the last number used for forwarding. Choose the number of rings to allow before calls are forwarded to the destination number. If this feature is off, unanswered calls will forward to voicemail.

CALL FORWARD BUSY
• Touch **Call forward busy** to configure and enable/disable this feature. The last number entered here as a forwarding number will be remembered, or a new number can be entered. Touch On/Off to enable/disable this feature. This has the same effect as using *90/*91 (see **Calling Features**). If *90 is used to forward calls, the forwarding number will be shown in the client as it was the last number used for forwarding. Choose the number of rings to allow before calls are forwarded to the destination number. If this feature is off, busy calls will forward to voicemail.

CALL FORWARD WHEN UNREACHABLE
• Touch **Call forward when unreachable** to configure and enable/disable this feature. The last number entered here as a forwarding number will be remembered, or a new number can be entered. Touch On/Off to enable/disable this feature. This has the same effect as using *94/*95 (see **Calling Features**). If *94 is used to forward calls, the forwarding number will be shown in the client as it was the last number used for forwarding. If this feature is off, busy calls will forward to voicemail.
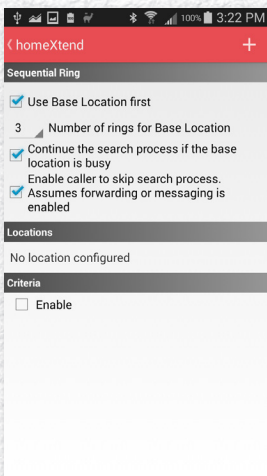
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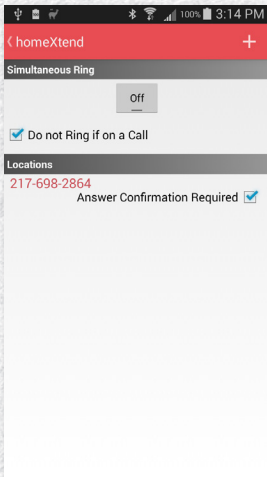
SIMULTANEOUS RING
• Touch **Simultaneous Ring** to configure and enable/disable this feature. This feature can be used to ring multiple destination numbers at the same time when someone calls your home phone number. To add a new destination, press the + in the upper right corner.

• Enter a destination number. Checking the **Answer Confirmation Required** box on this entry will require anyone answering that number to press a any key on their phone to accept the call. This will help prevent another voicemail system or other automated system from accepting the call. Press **Add** to add this new entry.

• Continue to add other numbers. Touch the On/Off button to enable Simultaneous ringing of the numbers. To remove a number from the list, touch that number. A dialog will pop-up allowing you to either edit that entry or delete it.

SEQUENTIAL RING
Touch **Sequential Ring** to configure and enable/disable this feature. This feature can be used to ring multiple destination numbers sequentially when someone calls your home phone number. The caller hears a voice prompt instructing them to please wait while you are being located. The system then calls the numbers in the order listed one at a time until someone picks up the call at one of the numbers. To add a new destination, press the + in the upper right corner.

The Sequential Ring feature has a number of configurable options.
• **Use Base Location** first option tells the service to call the home phone number first.
• **Number of rings for Base Location** is how many rings to allow before placing a call to the next destination in the list.
• **Continue the search process if the base location is busy** option will cause the service to send the call to the first number in the list instead of the base location first if the home line is busy, unless Call waiting is enabled.
• **Enable caller to skip search process** allows the caller to cancel the search and instead be transferred to your voicemail box or any Call Forward No Answer destination if configured.

To enable the Sequential Ring feature, check the **Enable** box. To disable, uncheck the box.
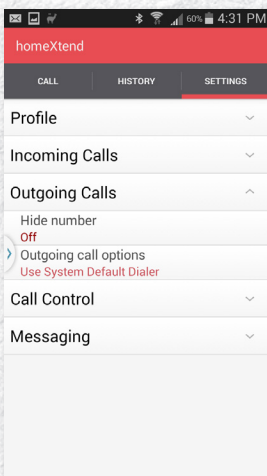
OUTGOING CALLS
The **Outgoing Calls** settings allow changing how outgoing calls are handled. Touch the **Outgoing Calls** entry to expand the options as shown below.

HIDE NUMBER
• The **Hide number** option allows you to place calls anonymously. This is equivalent to dialing *31/#31 (see **Calling Features**).

OUTGOING CALL OPTIONS
• The **Outgoing call options** allows you to set your preferred default calling option: **Use System Dialer, Use Call Through Service** or **Use Call Back Service**. Once chosen here, this will be the default option shown on the Call screen.

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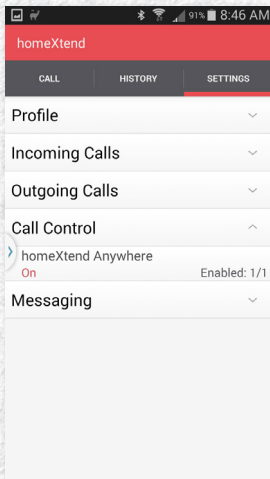
CALL CONTROL

Call Control currently contains only one option as shown.

The h**omeXtend Anywhere** feature is automatically added and enabled when you accepted the autoconfigure option the first time you ran the client. Disabling this feature prevents features like Use **Call Through Service** from working. Touching this entry brings up a settings screen that allows you to prevent this device from being used any time the Use **Call Back Service** feature is used. Additionally, your device details and mobile number are listed. The Enable check box is set with the autoconfigure option.

Additional locations can be added manually by pressing the + in the upper right corner. However, it is best to just download the mobile client to any additional devices and then accept the autoconfigure option instead.
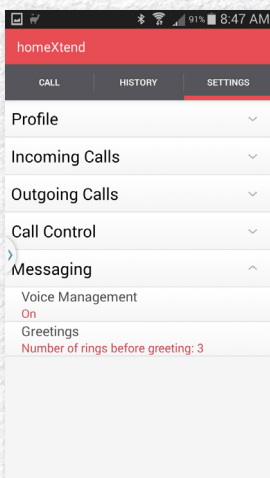
MESSAGING

The Messaging option provides access to settings that let you control how Voicemail and Unified Messaging work with your service.

VOICE MANAGEMENT

• The On/Off button will enable/disable whethervoicemail will answer after the ring timeout. By default, Busy Calls and Unanswered Calls are sent tovoicemail. Check the **Send All Calls to voicemail** to have all incoming calls answered by your voicemail. This is similar to enabling the Do Not Disturb feature.

• The Unified Messaging feature can be used to send allvoicemail recordings to your email and is enabled by default. The voicemail recording is attached as a .wav file to an email. To use this feature, check the **email a carbon copy** of the message to option in the Advanced Options section and enter your email address in the **entry field**. If you only want to be notified by email, use the Notify me option.

If you only want your voicemails going to your email and not stored as voicemails in the service, then select the **Forward it to this e-mail address** option in the **When a message arrives** section. This will always send voicemails to your email. If you call your voicemail box, the service will indicate you do not have any new voicemails, nor willvoicemails sent in this manner be saved. Select this option if you rarely check your voicemail and don't want your voicemail box to fill up.

Enable the **Transfer on 0 to Phone Number** option and specify a destination number if you want to provide callers the ability to press 0 to interrupt the greeting message and reach you at the specified number.
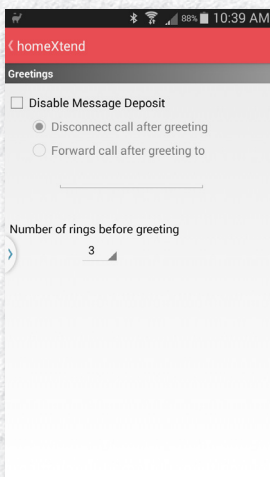
GREETINGS

• The Greetings option lets you control how many rings before callers are sent to voicemail. You can also **Disable Message Deposit** if you want to prevent anyone from leaving a message. If you enable this option, you can decide whether the call should end after the greeting is played, or to forward the call to another destination number.

• Record an appropriate greeting in this case instructing callers that you are not accepting messages, or that your call is being forwarded.