ClearOne®

CONVERGE® Pro 2 Dialer for Android & iOS

User Manual

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CONVERGE Pro 2 Dialer for Android & iOS User Manual

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Contents

Chapter 1

Installation

Topics:

This chapter contains information about installing the CONVERGE Pro 2 Dialer.

Installing CONVERGE Pro 2 Dialer for Android

You can install the CONVERGE Pro 2 Dialer for Android from the Google Play Store on any Android device with Android version 5.5.1 or higher.

To install CONVERGE Pro 2 Dialer for Android:

1. Open the Google Play Store.
2. Search for CONVERGE Pro 2 Dialer.
3. Once you have found the app, tap it.
4. Tap **Install** to install the Dialer app.

Installing CONVERGE Pro 2 Dialer for iOS

You can install the CONVERGE Pro 2 Dialer for iOS from the Apple App Store on any Apple device with iOS 9.3 or higher.

To install CONVERGE Pro 2 Dialer for iOS:

1. Open the Apple App Store.
2. Search for CONVERGE Pro 2 Dialer.
3. Once you have found the app, tap it.
4. Tap **Get** to install the Dialer app.

Chapter 2

Introduction

Topics:

- *ClearOne Dialers*
- *About Android & iOS Interfaces*
- *Dialer Icons*

The CONVERGE Pro 2 Dialer lets you place and receive calls via a connection to a CONVERGE Pro 2 with either Telco or VoIP capability.

Following are the basic functions of the Dialer:

- Before you can use the Dialer, you must *add a connection* to a CONVERGE Pro 2 device.
- Once you have added one or more connections, you must *connect to a CONVERGE Pro 2*.
- If you want, you can add contacts to the *Phone Book*.
- You can define some Phone Book entries as *Favorites*, for quick access.
- You can *make* and *receive* calls, *mute or change the volume* of calls, *put calls on hold*, *transfer calls*, *make conference calls*.
- You can view the *Call Log*.
- You can turn on *Call Forwarding*.
- You can turn on *Do Not Disturb*.
- You can change various program *settings*.
- You can *create custom buttons*.

ClearOne Dialers

ClearOne provides several versions of its Dialer that can be used with CONVERGE Pro 2 VoIP and Telco devices.

Dialer options include:

- Dialer for Windows - For computers with Windows version 7 or greater.
- Dialer for Mac - For computers with macOS version 10.8 or greater.
- Dialer for Android - For devices with Android version 5.5.1 or greater.
- Dialer for iOS - For devices with iOS version 9.3 or greater.
- ClearOne Touch Controller Dialer - ClearOne's touch-screen Dialer for tabletop or wall mounting.
- Third-party Control System Modules - Third-party companies create control modules for use with CONVERGE Pro 2 devices, including the VoIP and Telco capabilities.

About Android & iOS Interfaces

This document describes how to use the CONVERGE Pro 2 Dialer for Android and iOS.

The only differences between the Android and iOS versions of the product are the following:

- Installation instructions.
- Minor differences in the appearance of the user interfaces. With the exceptions noted below, however, there is no functional difference.
- **Android**: The Android version permits both Telnet and Serial connections to CONVERGE Pro 2 devices, though serial connections are not usable by most commercial Android devices. The iOS version permits only Telnet connections to CONVERGE Pro 2 devices.
- **Android**: The app can receive a call as long as it is running (that is, it does not have to be the foreground app). However, receiving a call does not cause the app to come to the foreground.
- **Android**: The app will continue to be connected to the CONVERGE Pro 2 device as long as it is still open, even if you switch to another app or if the screen is locked.
- **iOS**: If the lock screen comes on, the app disconnects from the CONVERGE Pro 2 device, which means you will not be able to receive calls and you will have to reconnect to the device to use the Dialer again.
- **iOS**: Switching to another app does not cause the Dialer to lose its connection to the CONVERGE Pro 2 device. However, receiving a call does not cause the app to come to the foreground.
- **iOS**: Even if you have turned on the Disable the Screen Saver feature in preferences, when running in the foreground, the app will automatically dim its screen after a period of time. Touching the screen brings the brightness back to default levels.

Dialer Icons

The following table shows the icons used in the Dialer and explains the meaning of each one.

Symbol	Meaning
	Open the Favorites screen.
	Open the Dialer screen.
	Open the Phone Book screen.
	Open the Call Logs screen.
	Open the Settings screen.
	Change call forwarding settings.
	When call forwarding is on, the call forwarding symbol blinks orange, and, when orange, shows the number to which calls are being fowarded.
	Dialer is connected to CONVERGE Pro 2 VoIP device that is successfully registered to a SIP server.
	Dialer is connected to a CONVERGE Pro 2 VoIP device that is not successfully registered to a SIP server.
	Dialer is connected to a CONVERGE Pro 2 Telco device.
	Dialer is not connected to a CONVERGE Pro 2 device.
	Shows an active connection in the connection list.
	Shows an inactive connection in the connection list.
	Do Not Disturb is off. Tap to turn on Do Not Disturb.
	Do No Disturb is on. Tap to turn off Do Not Disturb.
	Volume slider.
	Mute call volume.
	Call volume is muted. Tap to unmute call volume.
	Edit an item (a Dialer connection, Phone Book entry, etc.).
	Sort or filter a list (Favorites, Phone Book, and Call Log).
	Make a contact a favorite (available when editing a Phone Book contact).

Symbol	Meaning
★	Favorite.
⊕	Add an item (Connection, Phone Book contact number, etc.).
📞	Dial a number or SIP URI.
⚡	Flash. (Telco only.)
↪	Redial number.
💬	Active call.
🕐	Call duration.
‖	Call on hold.
⌒	End call.
↔	Transfer call.
📞	New call.
👥	Conference call.
⠿	Keypad.

Chapter 3

CONVERGE Pro 2 Connections

Topics:

- *Adding/Editing a CONVERGE Pro 2 Connection*
- *Connecting to a CONVERGE Pro 2 Device*
- *Using Multiple Dialers with a CONVERGE Pro 2 Device*
- *Entering Offline (DEMO) Mode*
- *Creating and Using Custom Buttons*

This chapter contains information about setting up a connection between the Dialer and a CONVERGE Pro 2.

Adding/Editing a CONVERGE Pro 2 Connection

Before you can use the Dialer to make calls, you must define a connection to a CONVERGE Pro 2 device.

You can create multiple connections to CONVERGE Pro 2 devices. For example, if your organization has two conference rooms, one called Yellowstone and one called Yosemite, you can define one connection to a CONVERGE Pro 2 device that controls the audio components in Yellowstone and another connection to the CONVERGE Pro 2 device that controls the audio components in Yosemite. That way when you're in Yellowstone you can use the Yellowstone connection, and use the Yosemite connection when you're in the Yosemite conference room.

For more information about connecting to a device after you have defined a connection, see *Connecting to a CONVERGE Pro 2 Device*.

To add a connection:

1. Tap .

2. Tap **Connection**.

The Connections screen appears:

ClearOne.

NOT CONNECTED

Cancel	**Add Connection**	

Connection Info   >

Volume Up/Down   >

Mute   >

Custom   >

Favorites	Dialer	Phone	Logs	Settings
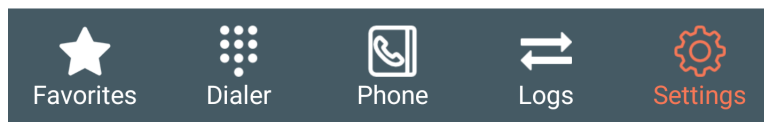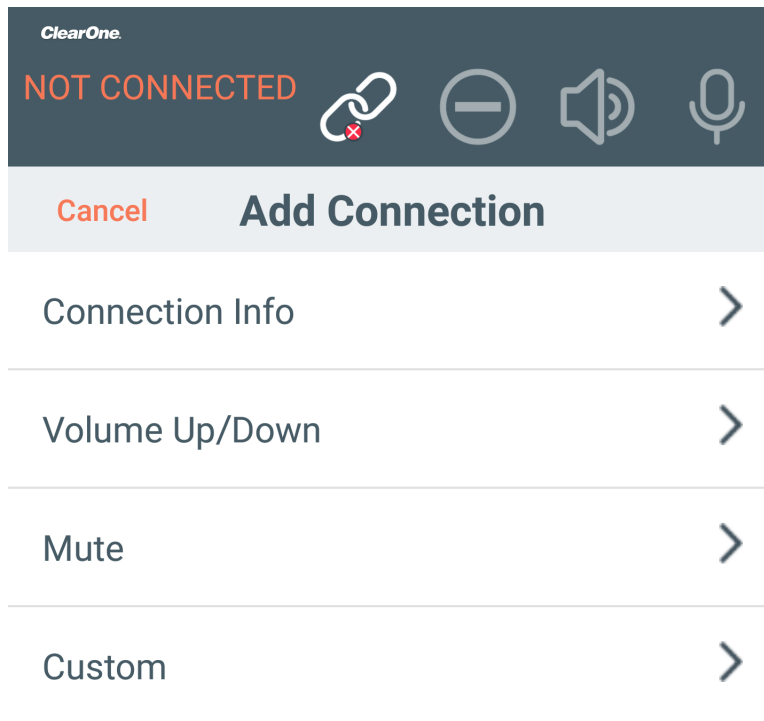
3. Tap **Add/Edit**.

4. To add a connection, tap ⊕ **New Connection**.

The Add Connection screen appears:

Connection Info

5. Tap **Connection Info**.

   The Connection Info screen appears:

6. Type a name for the connection in the **Connection Name** field.

Use a Telnet Connection

7. If you have selected Telnet for the connection type (you plan to connect using an Ethernet connection or the front USB port of a CONVERGE Pro 2 unit), enter the IP address or domain name in the **Telnet IP Address or FQDN** field.

8. Enter the Telnet username and password for the device in the **Telnet Username** and **Telnet Password** fields.

    The default username for CONVERGE Pro 2 devices is "clearone" and the default password is "converge".

9. Choose a phone type (VoIP or Telco) from the **Phone Type** switch.

    📝 **Note:**

CONVERGE Pro 2 devices with Telco capability have a "T" in the model name; CONVERGE Pro 2 devices with VoIP capability have a "V" in the model name.

10. Select either **Telco/VoIP EPN** or **Label** and then type the appropriate end point number (EPN) or label for the channel, as described in the table below:

Channel Designation	Information Needed
Telco/VoIP EPN	To designate a channel using an end point number (EPN), specify a channel as DNN, where D is the number of the device in the stack and NN is the two-digit number of the Telco or VoIP channel you want to use.
	Example: If you are connecting to a VoIP-capable device, such as a 128V, you would specify which VoIP channel to connect to. VoIP-capable devices have two VoIP channels, so if you wanted to connect to the first VoIP channel on the second device in the stack, the channel number would be 201. To connect to the second VoIP channel on the first device in the stack, the channel number would be 102.
Label	When you add Telco_Rx or VoIP channels to a project in the CONVERGE Pro 2 CONSOLE, they are automatically given default channel labels, such as "Voip_Name_1_01".

> 📝 **Note:**
>
> You can also change channel names individually or in groups using the Naming Tool (see the topic "Naming Assets" in the *CONVERGE Pro 2 CONSOLE User Manual*.

To designate a VoIP or Telco channel by its label, type the channel label in the Label field.

11. To automatically connect to a device using these settings when the Dialer starts, turn on the **Auto Connect on Startup** switch.

12. Tap ‹ to return to the Add Connection screen.

Volume Up/Down

13. Tap **Volume Up/Down**.

The Volume Slider screen appears:
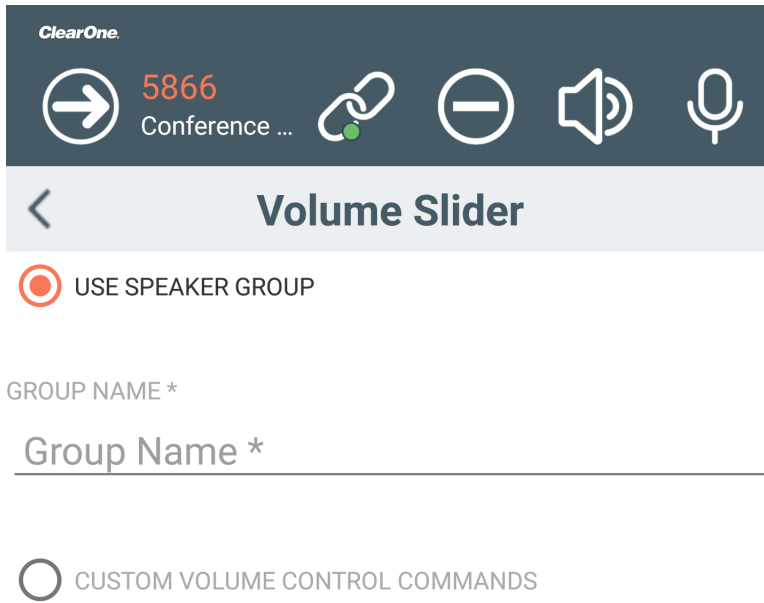
14. To automatically set the Volume Slider settings, type the name of an output channel group name in the **Use Speaker Group** field (a channel group name as defined in the CONVERGE Pro 2 CONSOLE).

15. To manually set the Volume Slider settings, select **Custom Volume Control Commands** and enter CONVERGE Pro 2 serial commands for **Volume Up**, **Volume Down**, and Slider Position, as described below.

Volume Up Settings

16. Enter CONVERGE Pro 2 serial commands for each of the Volume Up settings. Example commands with explanations are shown in the table below:

Setting	Example Command and Explanation
Press	RAMP OUTPUT 101 20 10
	📝 **Note:**

Setting	Example Command and Explanation
	This example ramps up OUTPUT channel 101 (the first output channel on device 1 of the stack) up to 20 dB in increments of 10 dB. Replace "OUTPUT 101" with a channel type and end point number of your choice or a channel or group label. If your device has a maximum level other than 20, put that value in place of 20, and if you'd like to ramp up at a rate other than 10 dB each time you press the volume up button, put your preferred ramp value in place of 10.
Release	`RAMP OUTPUT 101 20 0`
	📝 **Note:**
	This example changes the ramp for OUTPUT channel 101 (the first output channel on device 1 of the stack) to 0 db (turns off ramping, in other words). Replace "OUTPUT 101" with a channel type and end point number of your choice or a channel or group label.

Volume Down Settings

17. Enter CONVERGE Pro 2 serial commands for each of the Volume Down settings. Example commands with explanations are shown in the table below:

Setting	Example Command and Explanation
Press	`RAMP OUTPUT 101 -65 10`
	📝 **Note:**
	This example ramps down OUTPUT channel 101 (the first output channel on device 1 of the stack) down to -65 dB in increments of 10 dB. Replace "OUTPUT 101" with a channel type and end point number of your choice or a channel or group label. If your device has a minimum level other than -65, put that value in place of -65, and if you'd like to ramp down at a rate other than 10 dB each time you press the volume down button, put your preferred ramp value in place of 10.
Release	`RAMP OUTPUT 101 -65 0`
	📝 **Note:**
	This example changes the ramp down for OUTPUT channel 101 (the first output channel on device 1 of the stack) to 0 db (turns off ramping, in other words). Replace "OUTPUT 101" with a channel type and end point number of your choice or a channel or group label.

Slider Position Settings

18. Enter CONVERGE Pro 2 serial commands for each of the Slider Position settings. Example commands with explanations are shown in the table below:

Setting	Example Command and Explanation
(Slider Position) Notifications	`RAMP OUTPUT 101 * 10`
	📝 **Note:**
	The slider position is determined by the output received from the CONVERGE Pro 2 device. This example tells the dialer

Setting	Example Command and Explanation
	to position the slider based on any return values received from RAMP commands to channel OUTPUT 101 with any value (* as a wildcard) and a ramp increment of 10. Replace OUTPUT 101 with a channel type and end point number of your choice or a channel or group label. If you're using a RAMP increment other than 10, put that value in place of the 10.
(Volume Slider) Query	`EP OUTPUT 101 LEVEL GAIN`
	📝 **Note:**
	This example sends a query to the device to know the gain level of channel OUTPUT 101. Replace OUTPUT 101 with the channel type and end point number of your choice or a channel or group label.
(Volume Slider) Slider Press	`EP OUTPUT 101 LEVEL GAIN 10`
	📝 **Note:**
	This example changes the gain of output channel 101 by 10 dB. Replace OUTPUT 101 with a channel type and end point number of your choice or a channel or group label. You can also replace 10 with a different gain increment.
(Volume Slider) Max Value	`EP OUTPUT 101 LEVEL MAX_GAIN`
	📝 **Note:**
	This example sends a query to the device to know the maximum level of the OUTPUT 101 channel. Replace OUTPUT 101 with the channel type and end point number of your choice or a channel or group label.
(Volume Slider) Min Value	`EP OUTPUT 101 LEVEL MIN_GAIN`
	📝 **Note:**
	This example sends a query to the device to know the minimum level of the OUTPUT 101 channel. Replace OUTPUT 101 with the channel type and end point number of your choice or a channel or group label.

19. Tap ‹ to return to the Edit Connection screen.

Mute

20. Tap Mute.
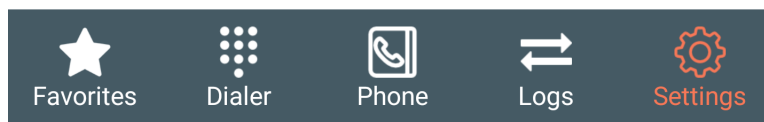
The Mute Button screen appears:

ClearOne.

5866
Conference ...

Mute Button

⦿ USE MICROPHONE GROUP

GROUP NAME *

Group Name *

◯ CUSTOM MICROPHONE MUTE COMMANDS

★ Favorites   ⠿ Dialer   📞 Phone   ⇄ Logs   ⚙ *Settings*

21. To automatically set the Mute Button settings, type the name of an input group channel in the **User Microphone Group** field (a channel group name as defined in the CONVERGE Pro 2 CONSOLE).

22. To manually set the Volume Slider settings, select **Custom Microphone Mute Commands** and enter CONVERGE Pro 2 serial commands for **Command** and **Status**, as described below.

23. Enter CONVERGE Pro 2 serial commands for the Command settings. Example commands with explanations are shown in the table below:

Setting	Example Command and Explanation
Press	EP MIC 101 LEVEL MUTE 2
	📝 **Note:**
	This example toggles the mute state of MIC channel 101 (the first output channel on device 1 of the stack). Replace

User Manual

Setting	Example Command and Explanation
	"MIC 101" with a channel type and end point number of your choice or a channel or group label.
Query	EP MIC 101 LEVEL MUTE

📝 **Note:**

This example sends a query to the device to know the mute state for MIC channel 101. Replace "MIC 101" with the channel type and end point number of your choice or a channel or group label.

24. Enter CONVERGE Pro 2 serial commands for each of the **Status** settings. Example commands with explanations are shown in the table below:

Setting	Example Command and Explanation
Active	EP MIC 101 LEVEL MUTE 1

📝 **Note:**

This example mutes MIC channel 101. Replace "MIC 101" with the channel type and end point number of your choice or a channel or group label.

Inactive	EP MIC 101 LEVEL MUTE 0

📝 **Note:**

This example turns off mute for MIC channel 101. Replace "MIC 101" with the channel type and end point number of your choice or a channel or group label.

25. Tap 〈 to return to the Edit Connection screen.

Custom

26. You can create custom buttons. See *Creating and Using Custom Buttons* for more information.

27. Tap 〈 to return to the Edit Connection screen.

28. Tap **Save**.

Connecting to a CONVERGE Pro 2 Device

You can connect the Dialer to a CONVERGE Pro 2 device.

You can create multiple connections to CONVERGE Pro 2 devices. For example, if your organization has two conference rooms, one called Yellowstone and one called Yosemite, you can define one connection to a CONVERGE Pro 2 device that controls the audio components in Yellowstone and another connection to the CONVERGE Pro 2 device that controls the audio components in Yosemite. That way when you're in Yellowstone you can use the Yellowstone connection, and use the Yosemite connection when you're in the Yosemite conference room.

> **Note:**
>
> In order to connect to a device, you must first add a connection definition. See *Adding/Editing a CONVERGE Pro 2 Connection* for more information.

> **Note:**
>
> You can enter Offline mode to see Dialer features without connecting to a device. See *Entering Offline (DEMO) Mode* for more information.
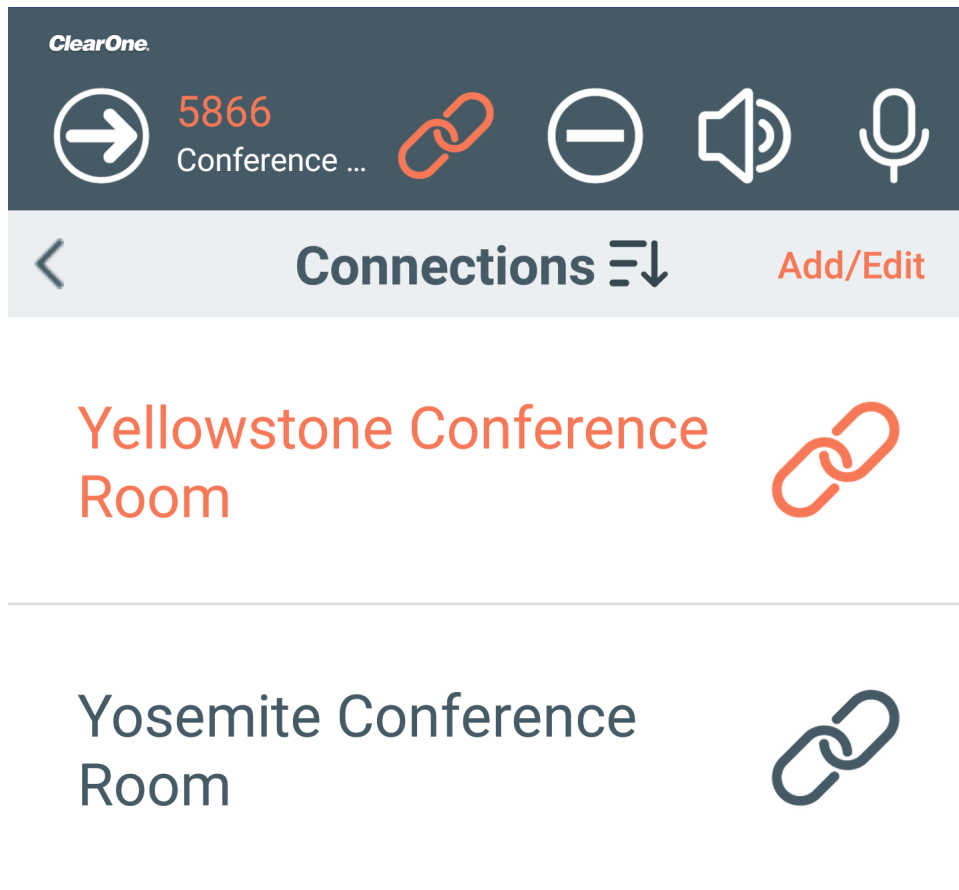
To connect to a device:

1. Tap [Settings].

2. Tap **Connection**.

   The Connections screen appears:

ClearOne.

→ 5866
Conference ...   🔗 ⊖ 🔊 🎤

‹   **Connections** ⤵   Add/Edit

Yellowstone Conference Room   🔗

Yosemite Conference Room   🔗

3. Tap 🔗 next to a connection.

If you have connected successfully to a VoIP device, the following icon appears at the top of the Dialer

window: .

Using Multiple Dialers with a CONVERGE Pro 2 Device

It's possible to use more than one Dialer with one CONVERGE Pro 2 device, but there are some important things to keep in mind.

- CP2 devices with VoIP capability have two phone lines to which a Dialer can connect. Telco-capable devices have one phone line.
- Dialers connected to the same phone line will all affect each other. For example, if two Dialers are connected to the same phone line and one of them places a call, the other one is placed into a call as well. If one of the Dialers mutes the line, every Dialer connected to that phone line is also muted.
- Up to six Dialers can connect to one CP2 device: 5 telnet connections and one serial connection.

Entering Offline (DEMO) Mode

The CONVERGE Pro 2 Dialer has an offline mode that lets you see Dialer features without needing to make a connection to a CONVERGE Pro 2 device.
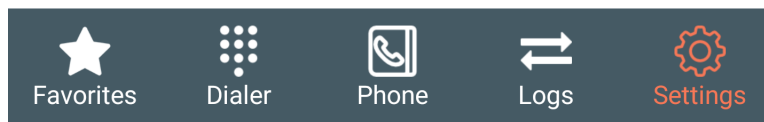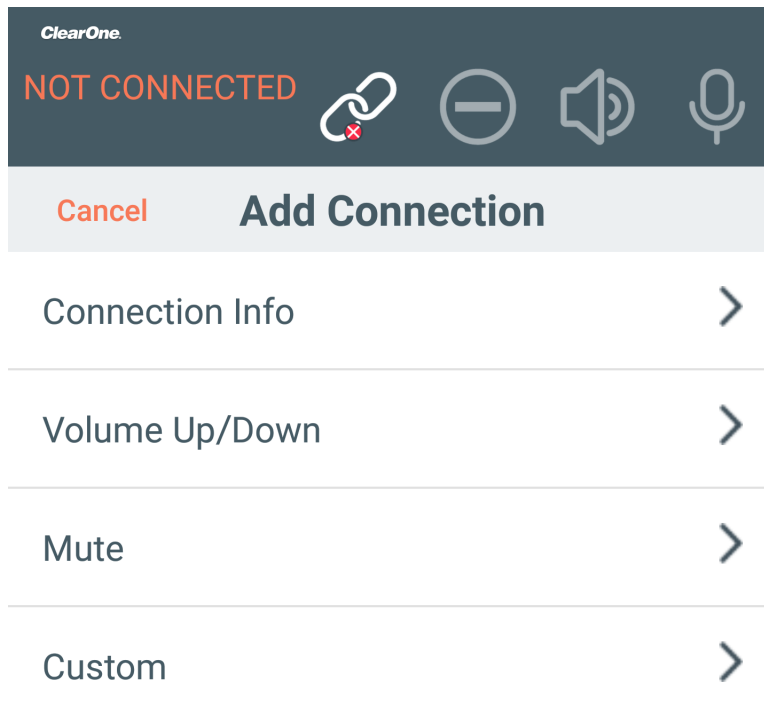
> 📝 **Note:**
>
> You can use the offline, or DEMO, mode to explore or demonstrate application features.
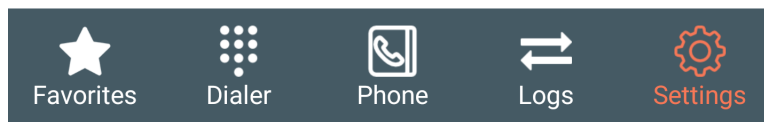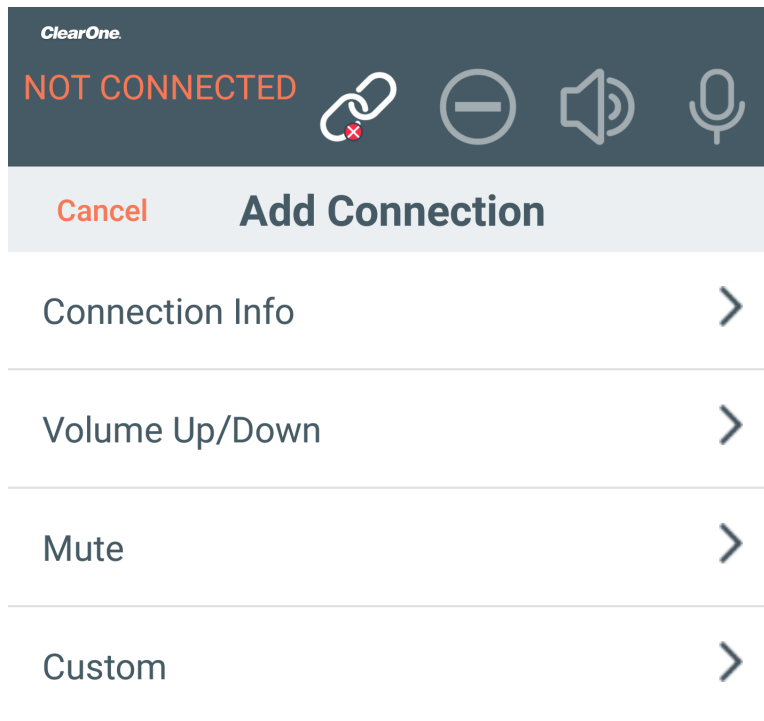
To add an offline connection:

1. Tap .

2. Tap **Connection**.

The Connections screen appears:

ClearOne.

NOT CONNECTED

Cancel   **Add Connection**

Connection Info   〉

Volume Up/Down   〉

Mute   〉

Custom   〉

⭐ Favorites   ⠿ Dialer   📞 Phone   ⇄ Logs   ⚙ *Settings*

3. Tap **Add/Edit**.

4. To add a connection, tap⊕ **New Connection**.

   The Add Connection screen appears:

ClearOne.

NOT CONNECTED

Cancel	**Add Connection**

Connection Info   >

Volume Up/Down   >

Mute   >

Custom   >

Favorites   Dialer   Phone   Logs   Settings

Connection Info

5. Tap **Connection Info**.

The Connection Info screen appears:

6. Type a name for the connection in the **Connection Name** field.
7. Type 0.0.0.0 in the **Telnet IP Address or FQDN** field.
8. Tap ‹ to return to the Edit Connection screen.
9. Tap **Save**.

10. Tap **Done**.

11. Tap 🔗 next to the offline connection you just created.

The Dialer enters offline mode. You can't make or receive calls, but you can see the Dialer interface for demonstration purposes.

Creating and Using Custom Buttons

You can create custom buttons to perform CONVERGE Pro 2 tasks that you specify. Then you can use custom buttons you have created.

Custom buttons let you send any serial command to a CONVERGE Pro 2 device. For more information about available serial commands, see the *CONVERGE Pro 2 Serial Commands Reference Manual*.

The types of custom buttons you can create is limited only by the available serial commands. Here are some examples of ways to use custom buttons, with references to the relevant sections in the *Serial Commands Reference Manual*:
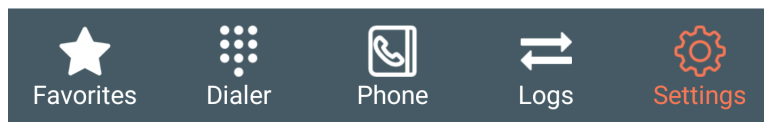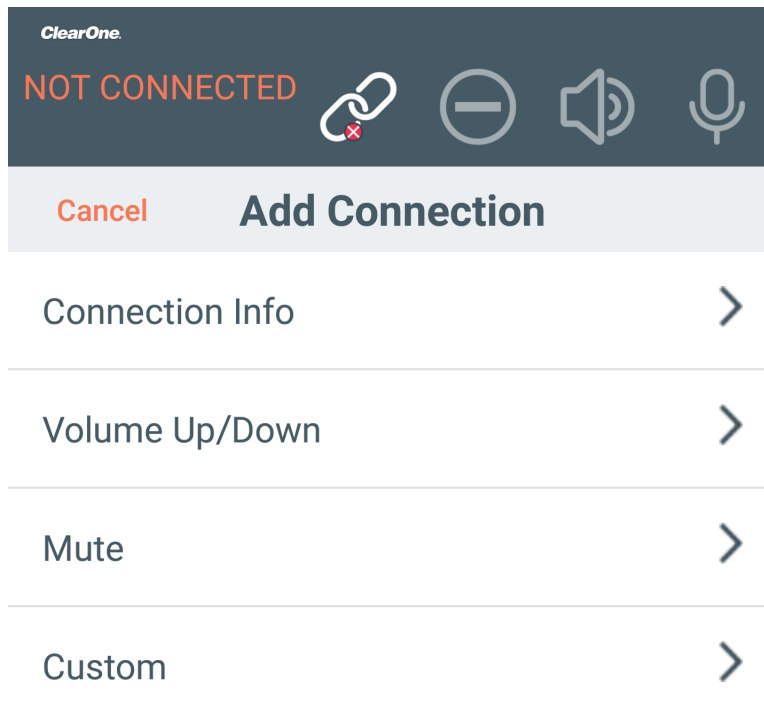
*   Run CP2 macros. See the MCCF command for more information.
*   Execute CP2 presets. See the Room command for more information.
*   Set or modify audio crosspoints. See the MT command for more information.

To create and use a custom button:

1.
    Tap .

2. Tap **Connection**.

    The Connections screen appears:

ClearOne.

NOT CONNECTED

| Cancel | **Add Connection** |

Connection Info   ›

Volume Up/Down   ›

Mute   ›

Custom   ›

| ★ Favorites | ⠿ Dialer | ☎ Phone | ⇄ Logs | ⚙ *Settings* |

3. Tap **Add/Edit**.

4. Tap **Custom**.

The Custom Buttons screen appears:

ClearOne.

NOT CONNECTED

< **Custom Buttons**

CUSTOM 1

CUSTOM 2

CUSTOM 3

CUSTOM 4

Favorites Dialer Phone Logs Settings
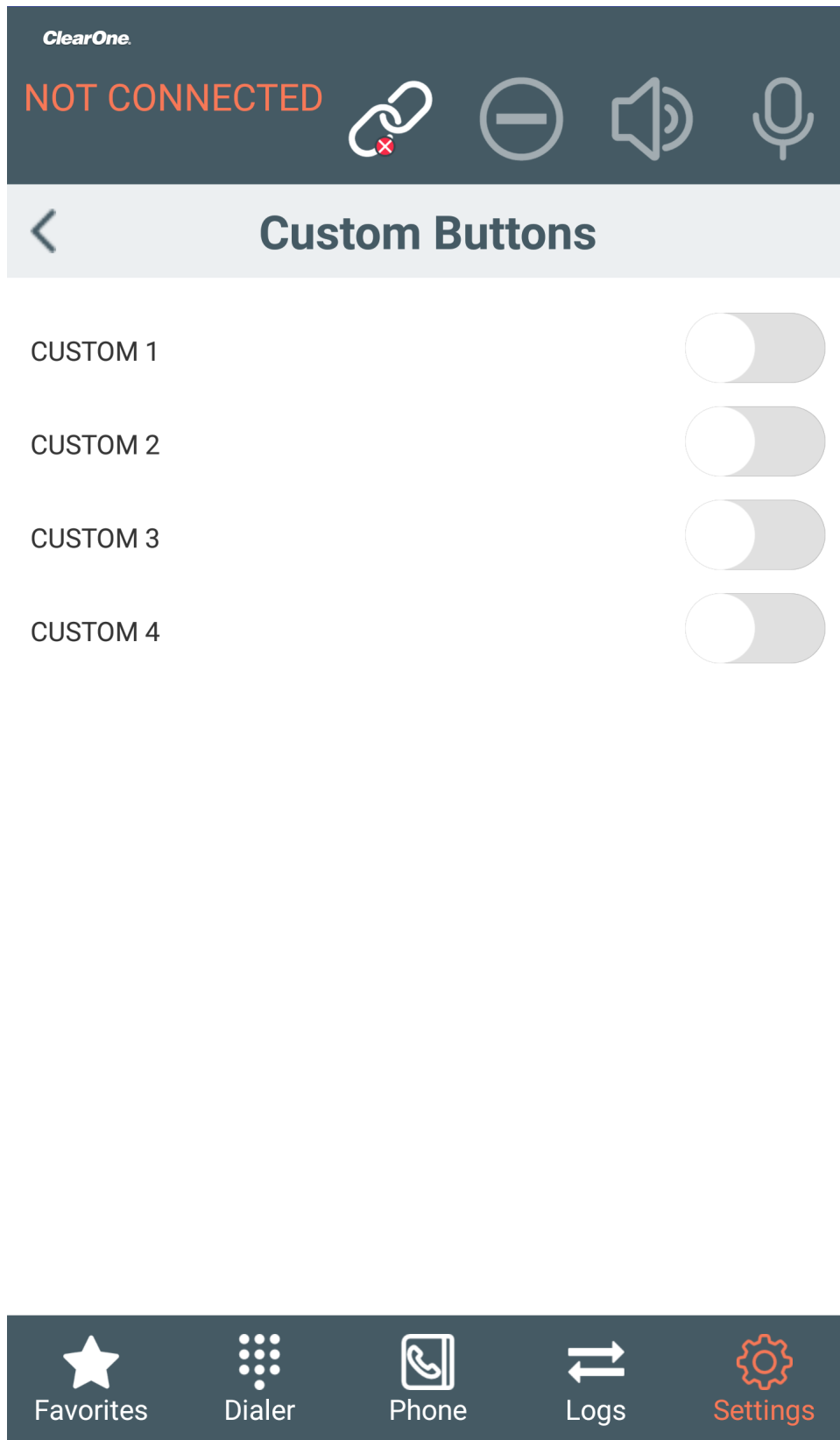
5. Tap the switch next to a custom button to turn it on.

The custom button configuration fields become available:

ClearOne

→ 5866
Yellowstone…

Custom Buttons

<

CUSTOM 1

LABEL

Custom 1 Label

PRESS COMMAND

Custom 1 Press Command

RELEASE COMMAND

Custom 1 Release Command

CUSTOM 2

CUSTOM 3

CUSTOM 4

6. Type a name for the button in the **Label** field.
7. In the **Press** field, enter the serial command to send to the box when you press the button.

For more information about CONVERGE Pro 2 serial commands, see the *CONVERGE Pro 2 Serial Commands Reference Manual*.

8. In the **Release** field, enter the serial command to send to the box when you press the Release button.

For more information about CONVERGE Pro 2 serial commands, see the *CONVERGE Pro 2 Serial Commands Reference Manual*.

CUSTOM 1

LABEL

Run My Macro

PRESS COMMAND

MCCF My_Macro

RELEASE COMMAND

Custom 1 Release Command

CUSTOM 2
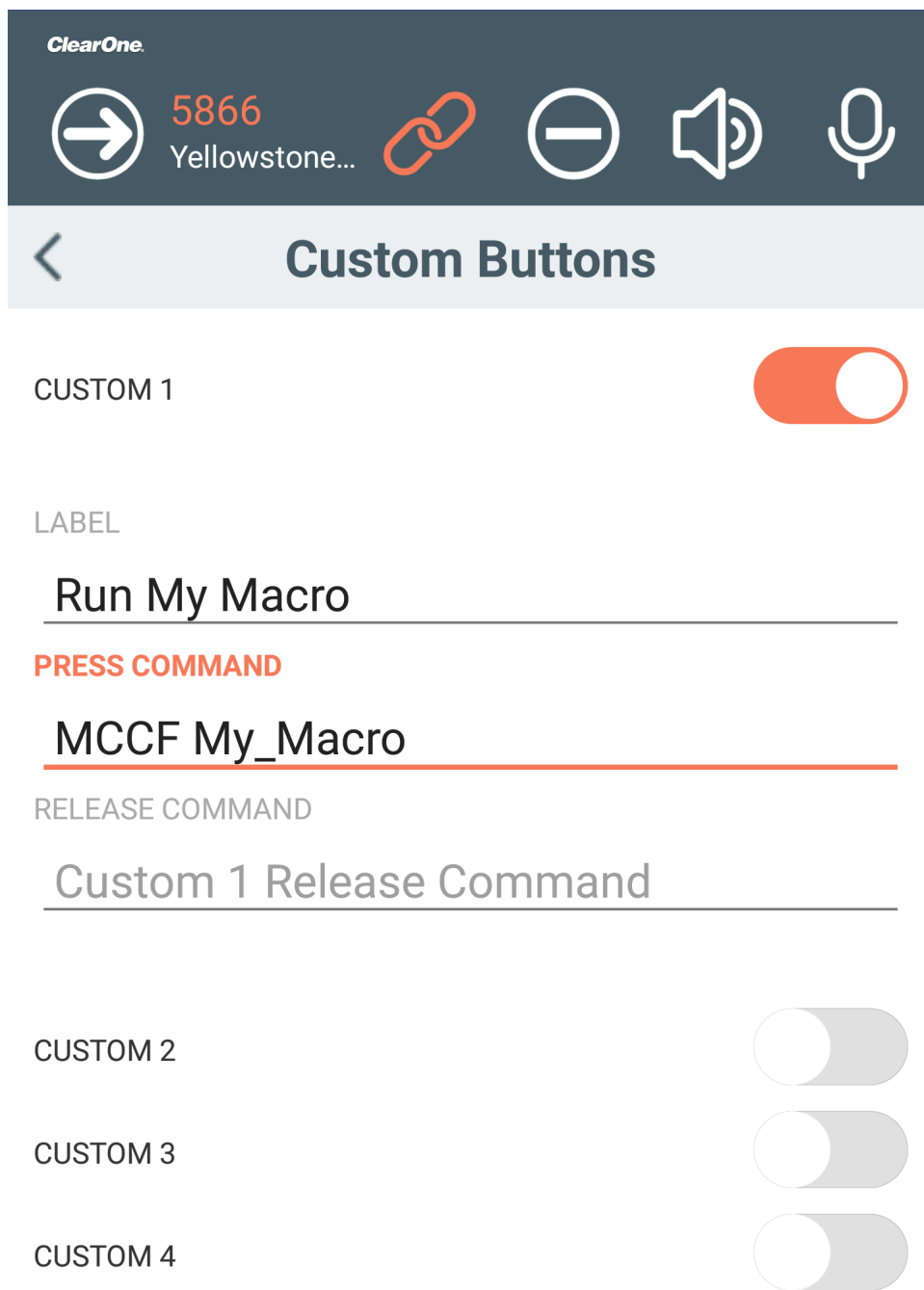
CUSTOM 3

CUSTOM 4

9. Repeat steps 6-9 for each custom button you want to add.

10. Tap ‹ to return to the Edit Connection screen.

11. Tap **Save**.

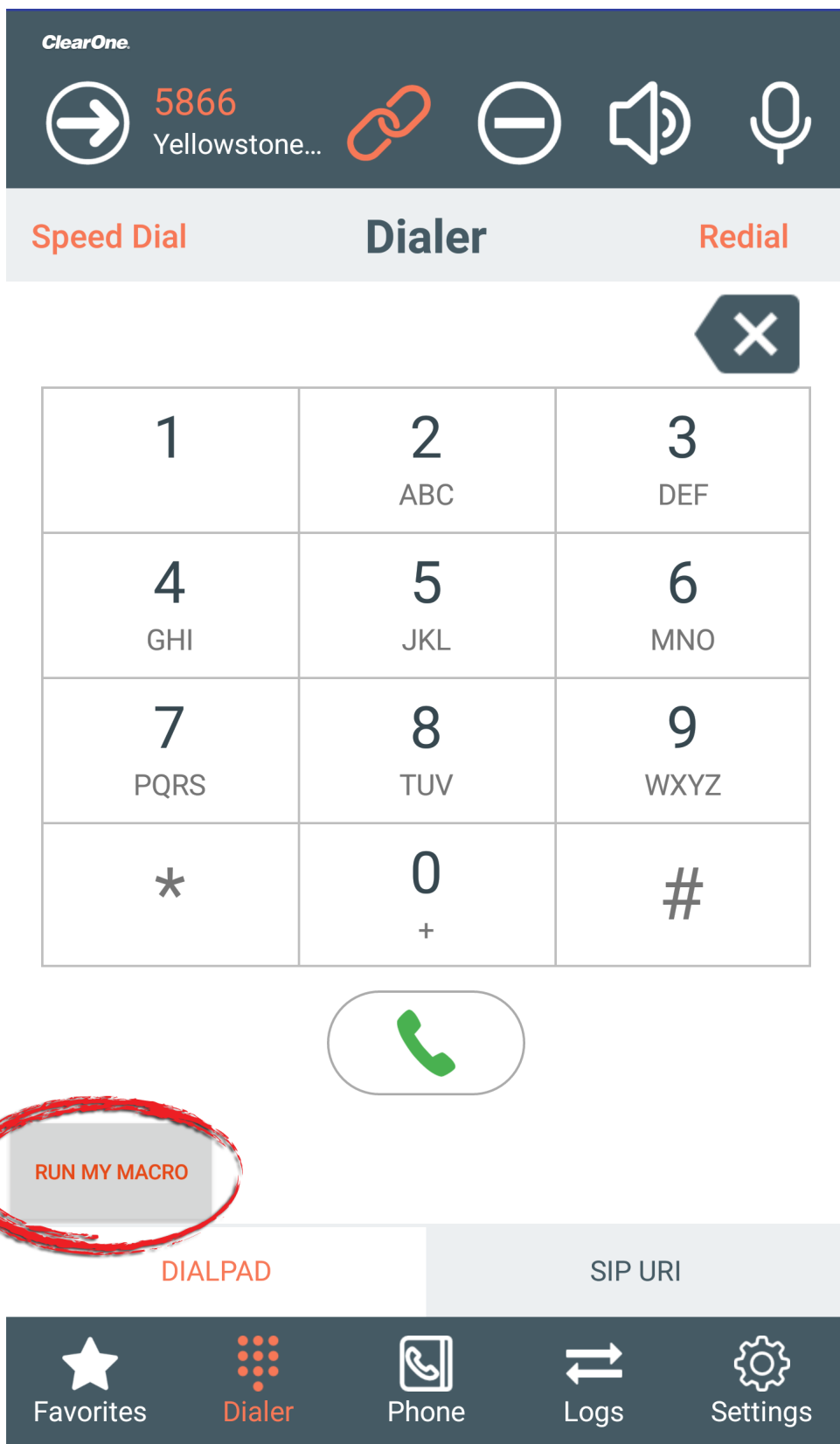**Run a Custom Button**

12.

Tap .

The Dialer screen appears, showing any custom buttons you have created:

13. Tap the button you want to use.

The command associated with that button is sent to the CONVERGE Pro 2 device you are currently connected to.

Chapter 4

Phone Book

Topics:

This chapter contains information about using the Dialer Phone Book.

About the Phonebook

The Phone Book lets you store contact information for people you want to call using the Dialer.

Some important things to keep in mind regarding the Phone Book:

- ***Phone Book data is stored on the computer where you're running the Dialer, not on the CONVERGE Pro 2 to which the Dialer connects, so each person running a Dialer application has their own Phone Book.***
- By default, Phone Book entries are displayed by first name in ascending order, but you can use the Sort feature to change how entries are displayed.

Related tasks

Adding/Editing a Phone Book Contact

You can add contacts to the Phone Book or change existing contacts.

📝 **Note:**

Phone Book information is stored on the computer running the Dialer, not on the CONVERGE Pro 2 device to which it's connected.

To add a new Phone Book contact or edit an existing one:

1.

Tap Phone to open the Phone Book.

2.

To edit an existing contact, tap **Edit** and then tap ✎ next to the entry you want to change. To create a new contact, tap **Add**.

The Contact Detail screen appears:

3. Type the details, **First Name**, **Middle Name**, **Last Name**, and **Company** for any contact information you want to add or change.

📝 **Note:**

Fields with an asterisk are required.

4. Type either a phone number or a SIP URI in the **Phone Number/SIP URI** field.

5. Choose a type from the **Type** drop-down list (Home, Work, Mobile, Main, Office, Pager, or Other).

6. If you want to assign this number to one of the nine speed dial slots, choose an option from the **Speed Dial** drop-down list.

> **Note:**
>
> If you choose a Speed Dial slot that already has another contact assigned, a dialog box appears to let you choose whether to overwrite the existing assignment. Tap Yes in that dialog box to overwrite the existing assignment.

7. To add another number/URI to this contact, tap **Add Number** and repeat steps 3-6.

8. If there is more than one number/URI for a contact, you can choose which one you want to be the default for that contact by tapping **Default** next to that number/URI.

> **Note:**
>
> The default number/URI is the one that appears at the top of the list when you tap an entry in the Phone Book.

9. If you want this number to be a favorite, tap the star next to **Favorite** in the upper right of the Contact Detail screen.

> **Note:**
>
> If you have chosen to have Dialer automatically manage favorites, selecting a contact as a favorite will have no effect. See *Changing Preferences Settings* for more information.

10. When you're done entering numbers/URIs for this contact or making any other changes, tap **Save**.

Sorting Phone Book Contacts

You can sort Phone Book contacts by first name, last name, or company, and in ascending or descending order.

To sort Phone Book entries:

1. From the Phone Book screen, tap ≡↓ at the top of the screen.

   The Sort By screen appears:
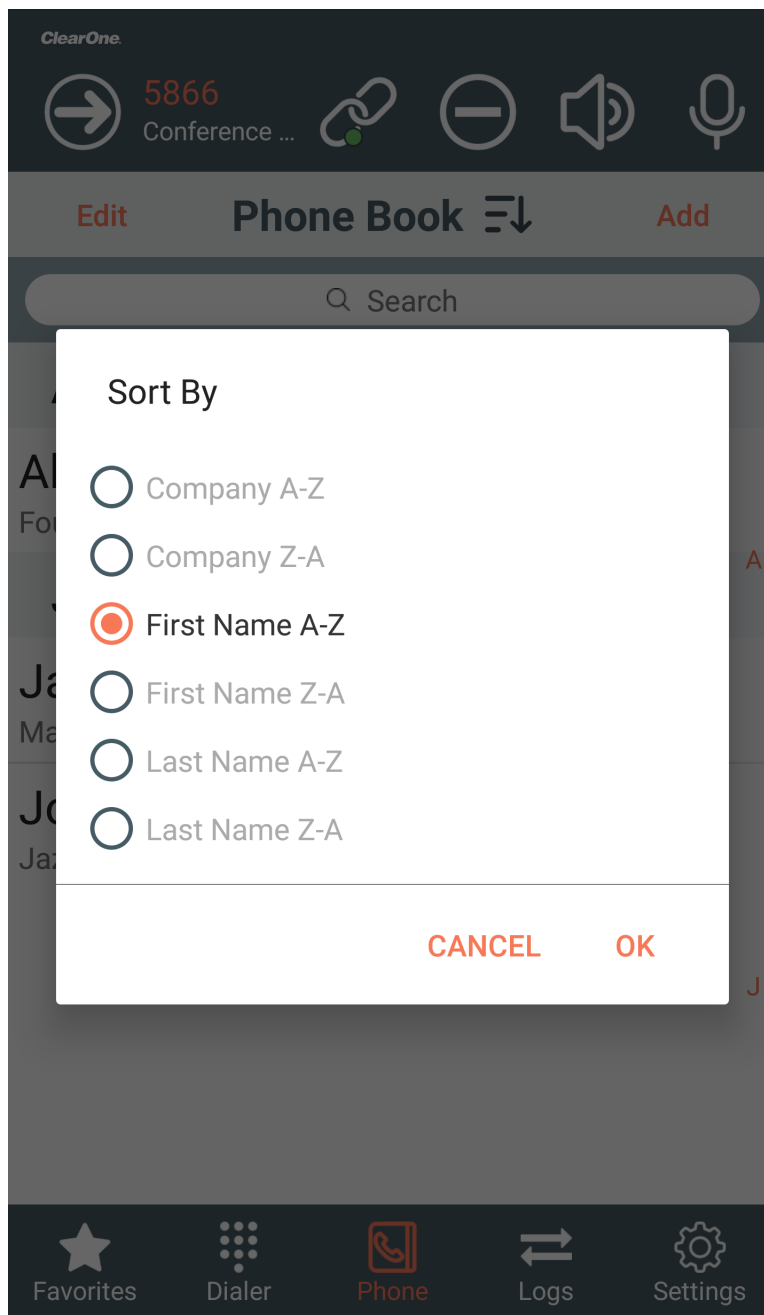
2. Choose an option for sort type and order.

   Phone Book entries are sorted according to your choice.

Making a Call from the Phone Book

You can make calls directly from the Phone Book.

📝 **Note:**

For information about adding contacts to the Phone Book, see *Adding/Editing a Phone Book Contact*. For information about sorting Phone Book entries, see *Sorting Phone Book Contacts*.

To make calls from the Phone Book:

1. Tap [Phone] to open the Phone Book.

2. Tap a contact in the Phone Book.

    If that contact has only one phone number associated with it, Dialer dials that number. If that contact has more than one phone number associated with it, each of the numbers is displayed (with the number specified as the default number at the top of the list):

WORK	3591
MOBILE	88019187212

3. Tap the number/URI you want to dial.

    The call is dialed. See *Making a Call Using the Dialer* for more information about the options available once you have placed a call.

Chapter 5

Favorites

Topics:

- *About Favorite Contacts*
- *Adding Favorites*
- *Making a Call using Favorites*

This chapter contains information about using the Favorites screen.

About Favorite Contacts

Favorites is a way to get quick access to your most important and commonly-used contacts in the Phone Book.

There are two ways to use Favorites:

- You can manually specify which of your Phone Book entries are favorites. This is the default method.
- You can have the Dialer populate the Favorites list with a specified number of the most frequently called contacts. You can switch to this method in the Settings.

Related tasks

Changing Preferences Settings on page 74

Adding Favorites

The Favorites screen is a quick way to access your most important or commonly used contacts.

📝 **Note:**

By default, Dialer lets you choose which contacts should appear in the Favorites list. See *Adding/ Editing a Phone Book Contact* for more information about making a contact a favorite. However, in the Preferences settings, you can choose to have the Dialer automatically keep track of favorites, displaying a certain number (you decide how many) of the most frequently dialed contacts. See *Changing Preferences Settings* for more information.

To make a contact a favorite:

1.

   Tap **Phone** to open the Phone Book.

2.

   Tap **Edit** and then tap ✎ next to the entry you want to make a favorite.

   The Contact Detail window appears:

ClearOne.

→ 5866
Conference …

Cancel   **Contact Detail**   Save

⭐ **Favorite**

FIRST NAME *

First Name *

MIDDLE NAME

Middle Name

LAST NAME *

Last Name *

COMPANY

Company

⊖ PHONE NUMBER/SIP URI *   TYPE

Phone Number/Sip Ur   Home   ▼

SPEED DIAL   DEFAULT

N/A   ◉

⊕ **Add Number**

⭐ Favorites   ⠿ Dialer   📞 Phone   ⇄ Logs   ⚙ Settings

3. Tap **Favorite** or the star next to the word Favorite to make this contact one of your favorites.
4. Tap **Save**.

Making a Call using Favorites

You can make calls from the Favorites screen.

📝 **Note:**

Which contacts appear as favorites depends on your Preferences settings. By default, you choose which contacts to display as favorites. However, in the Preferences settings, you can specify that the Favorites list automatically show a specified number of whichever contacts you call most frequently. See *Changing Preferences Settings* for more information.

To make a call from Favorites:

1.

Tap .

The Favorites screen appears:
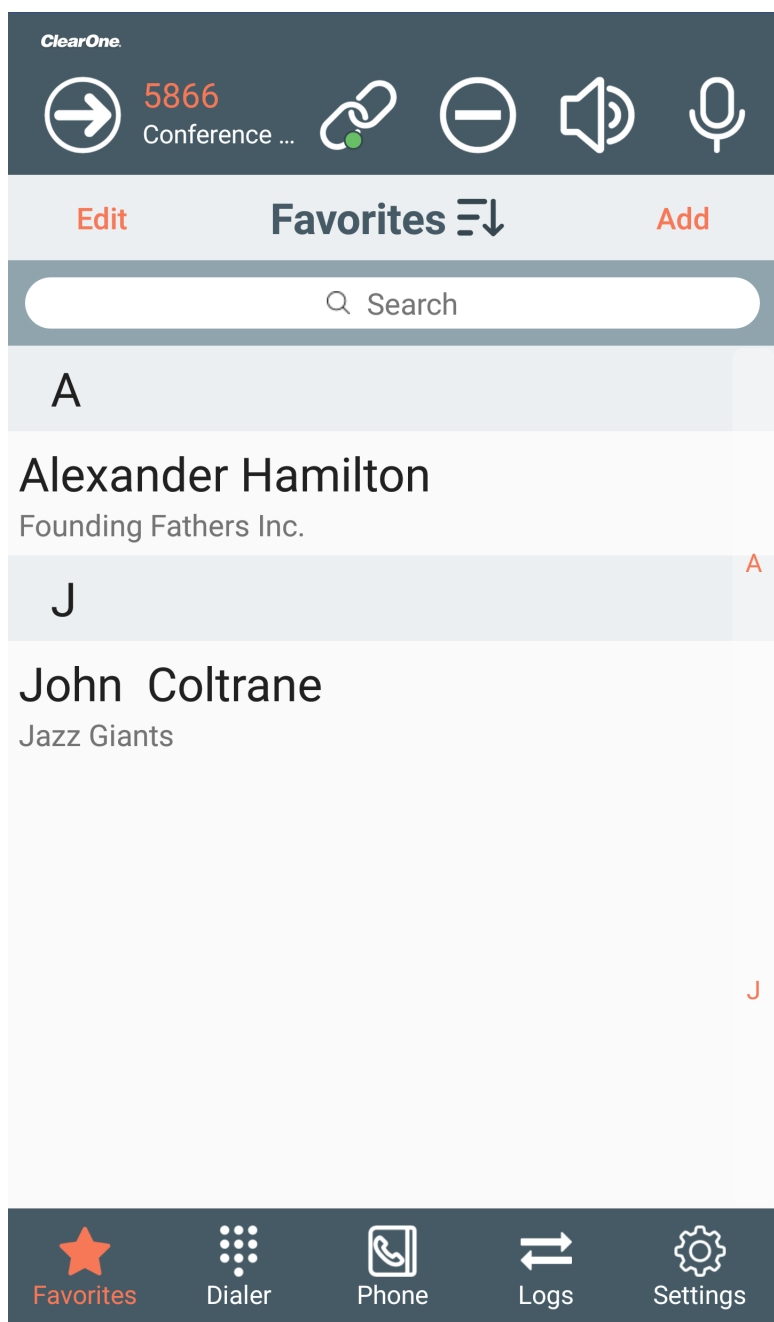
2. Tap a contact in the Favorites list.

   If that contact has only one phone number associated with it, Dialer dials that number. If that contact has more than one phone number associated with it, each of the numbers is displayed (with the number specified as the default number at the top of the list):

WORK	3591
MOBILE	88019187212

3. Tap the number/URI you want to dial.

The call is dialed. See *Making a Call Using the Dialer* for more information about the options available once you have placed a call.

Chapter 6

Dialer

Topics:

This chapter contains information about using the Dialer to place calls, put calls on hold, transfer calls, and make conference calls.

Making a Call Using the Dialer

You can use the Dialer to make calls via a CONVERGE Pro 2 device.

📝 **Note:**

You can also make calls from the *PhoneBook* or from the *Favorites* screen.

To make a call:

1.

Tap 📱.

The Dialer screen appears:

2. To dial using the Dialpad, tap the buttons for the digits you want to dial.

3. Alternatively, to call a SIP URI, tap **SIP URI** and then type the URI in the **Enter SIP-URI** field.

ENTER SIP-URI

sip:3591@10.101.200.12
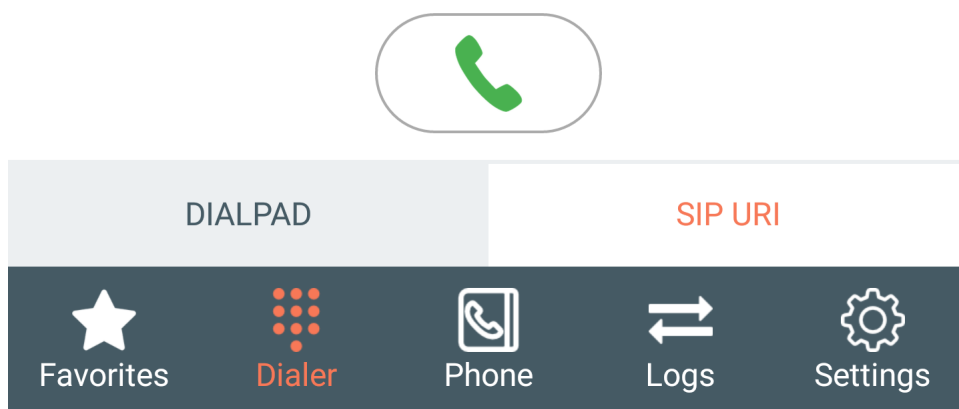
4.

Tap: .

The call is placed by the CONVERGE Pro 2. The call status appears at the top of the Dialer window. Possible statuses are shown in the table below:

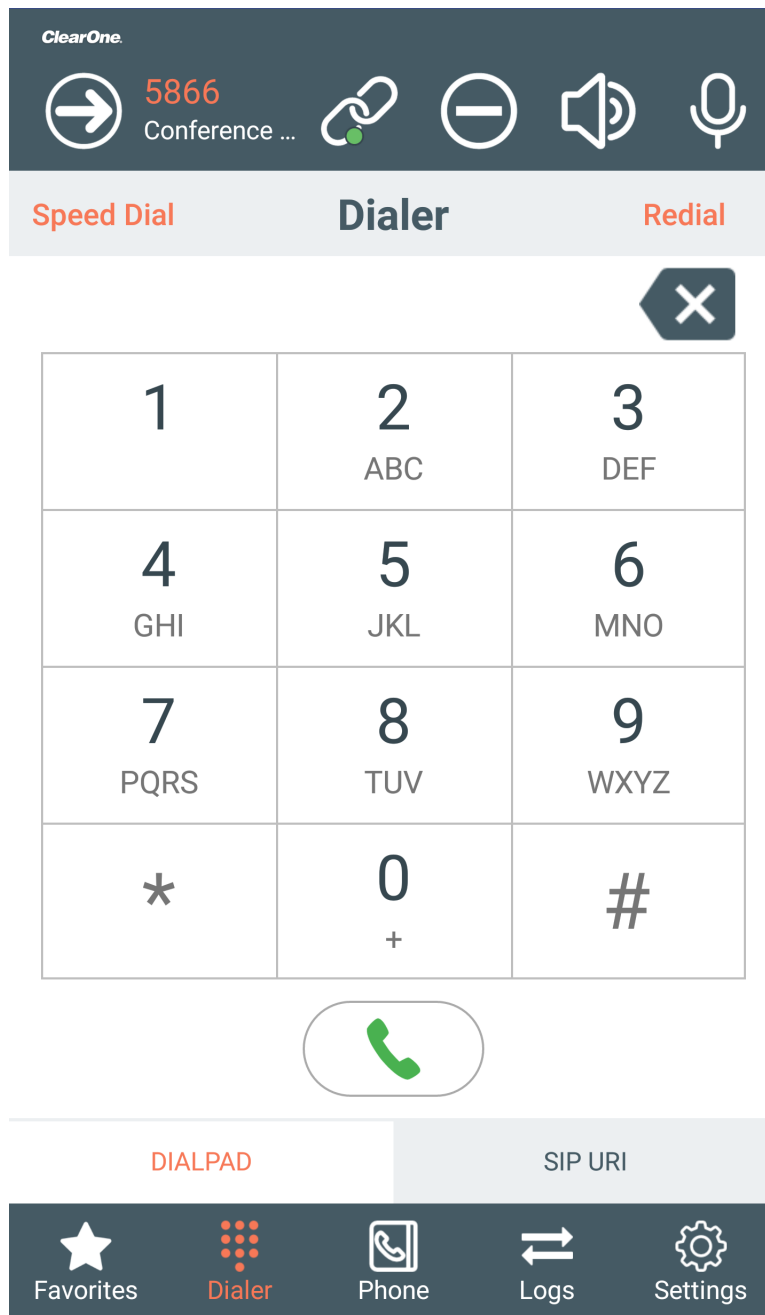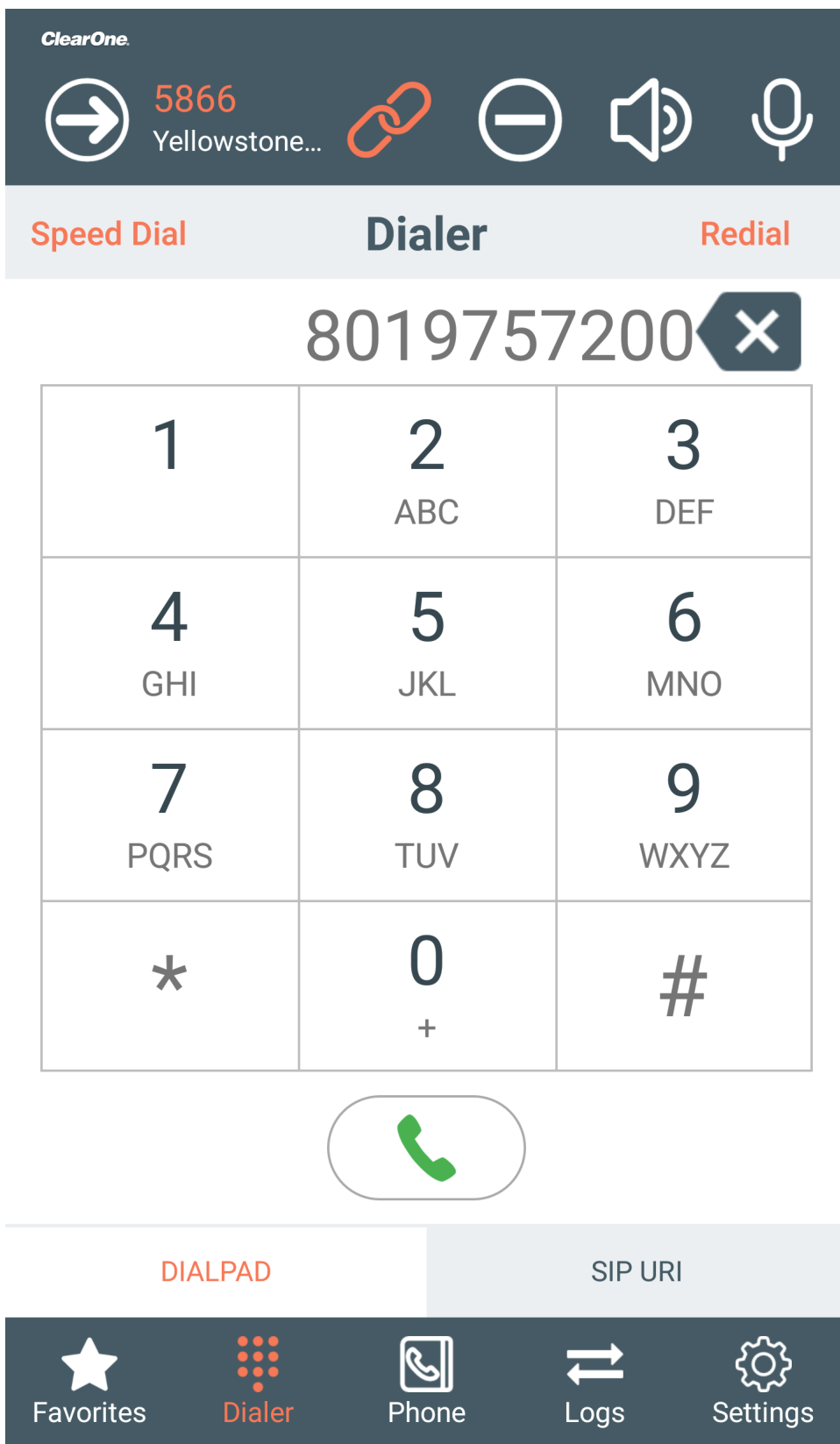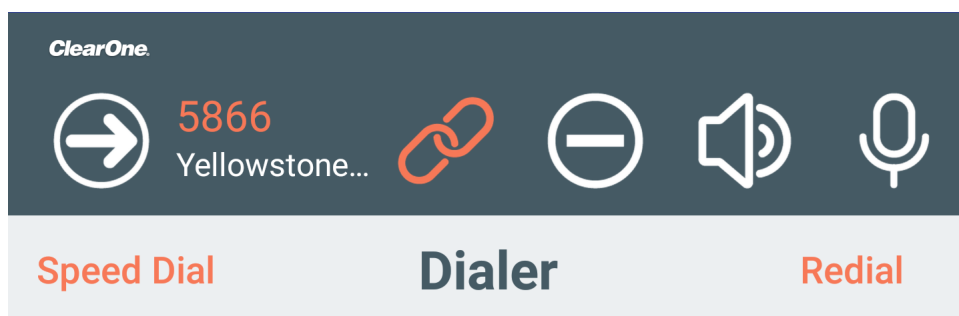| Status Icon	Meaning
INPROCESS	The connected CONVERGE Pro 2 device is attempting to place a call.
RINGING	The call is currently ringing.
ACTIVE	The call has been answered an is currently active.

5. As soon as you place the call, some additional call controls appear at the bottom of the Dialer screen:

‖ HOLD	TRANSFER	CONFERENCE
END CALL	NEW CALL	KEYPAD
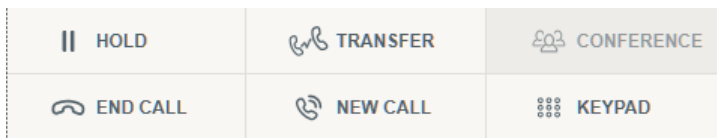
6. See the table below for more information about call control options.

Option	Description
HOLD	Lets you put a call on hold. See *Put the Current Call on Hold* below for more information.
TRANSFER	Lets you transfer a call. See *Transferring a Call* for more information.
END CALL	Lets you end the current call. See *End the Current Call* below for more information.
NEW CALL	Lets you start a second call while remaining connected to the current call. See *Making a New Call During an Existing Call* for more information.
KEYPAD	Lets you open a keypad. See *Use the Keypad* below for more information.

Mute a Call or Change Call Volume

7. To mute an active call, tap .

8. To change the volume of a call, tap the Volume button and then adjust the volume using the slider.

Use the Keypad

9. If you need to send call digits during a call, tap **KEYPAD** in the call controls at the bottom of the screen.

A keypad appears:
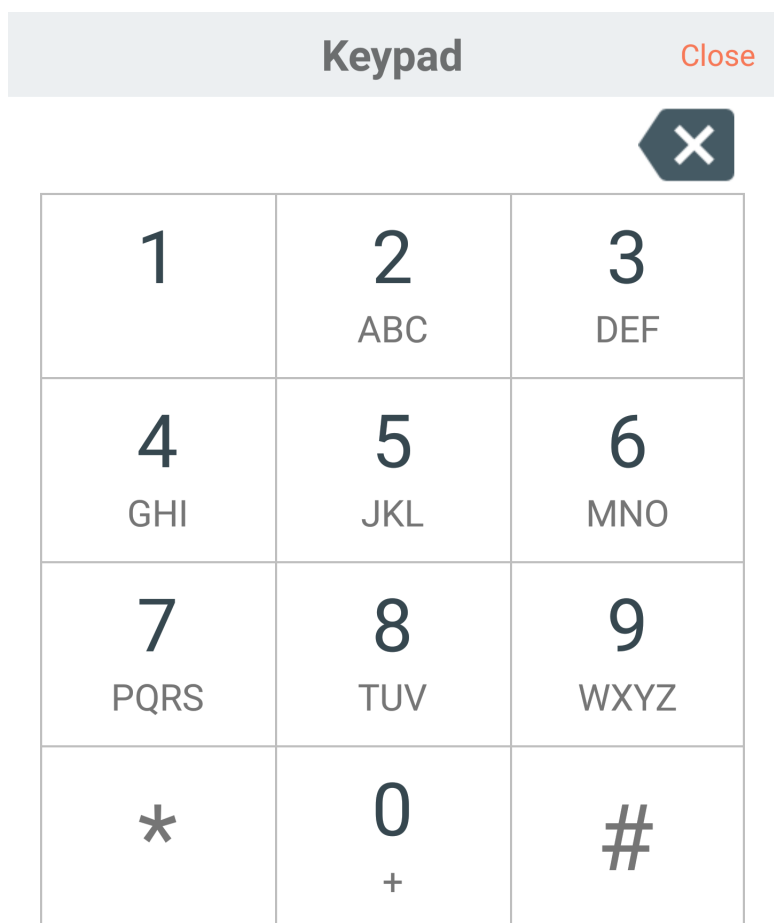
10. Tap the digits you want to dial.

11. When you're done using the keypad, tap **Close**.

Put the Current Call on Hold

12. To put the current call on hold, tap **HOLD** in the call controls at the bottom of the screen.

   The call is placed on hold.

13. To continue a call that has been placed on hold, tap **RESUME** in the call controls at the bottom of the screen.

End the Current Call

14. To end the current call and hang up, tap **END CALL** in the call controls at the bottom of the screen.

   The call is terminated.

Transferring a Call

You can transfer a call you have placed or received to another number. You can make an assisted transfer (you talk to the person receiving the transferred call before making the transfer) or a blind transfer (you simply transfer the call without providing any warning).

📝 **Note:** The Transfer feature works with CONVERGE Pro 2 units with VoIP capability. There may be ways of transferring calls using Telco, but this depends on the features available for your PBX switch. Consult your PBX documentation for more information.

To transfer a call:

1. When a call is active (because you have made a call or answered a call), from the call controls at the bottom of the screen, tap **Transfer**.

    The Transfer Type dialog box appears:

    ## Transfer Type

    Assisted Transfer

    Blind Transfer

    Cancel
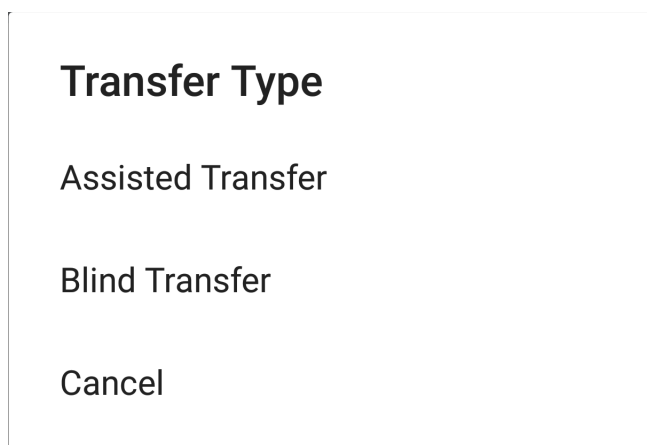
2. Tap **ASSISTED TRANSFER** or **BLIND TRANSFER**.

    The first call is placed on hold, and you are taken to the Favorites screen.

3. To choose a number from the Favorites screen, tap a Favorites entry.

4.
    If you prefer to dial the transfer number using the Dialer, tap [Dialer] and make a new call using the Dialpad or by entering a SIP URI.

5.
    If you prefer to choose a transfer number using the Phone Book, tap [Phone] and make a new call from the Phone Book (see *Making a Call from the Phone Book* for more details).

6. If you chose a Blind Transfer as the transfer type, when the number to which you are transferring the call answers the call, the first call is automatically transferred.

7. If you chose an Assisted Transfer as the transfer type, when the number to which you are transferring the call answers the call, you have an opportunity to speak to the person on the second call to explain the transfer.

8. When you are ready to transfer the call, tap **COMPLETE** in the call controls area at the bottom of the screen to transfer the call.

    The call is transferred.

Making a New Call During an Existing Call

While an existing call is in progress, you can place another call. You can then terminate the new call and return to the old call, switch between calls, or put both calls into a conference call.

To make a new call during an existing call:

1. During an active call, from the call control buttons at the bottom of the screen, tap **New Call**.

   The first call is placed on hold, and you are taken to the Favorites screen.

2. To make a new call from the Favorites screen, tap a Favorites entry.

3.

   If you prefer to make a new call using the Dialer, tap and make a new call using the Dialpad or by entering a SIP URI.

4.

   If you prefer to make a new call using the Phone Book, tap and make a new call from the Phone Book (see *Making a Call from the Phone Book* for more details).

5. If the second call connects successfully, you'll see two calls listed in the Dialer screen. The original call will be on hold and the second call will be active:

Robert Raleigh		
Mobile	**❚❚**	🕐 00:01:18
88014487771	HOLD	🎧 00:01:14
Irina Harding		
Home	💬📞	🕐 00:00:05
88018335668	ACTIVE	

6. You can switch between calls by selecting a call that's on hold and tapping **Resume**.

7. If you want to place both calls into a conference call, tap **Conference**.

Making a Conference Call (VoIP)

If you're connected to a CONVERGE Pro 2 device with VoIP capability, you can make multiple calls and then put them all into a conference call.

📝 **Note:**

The number of calls you can add to a conference call depends in part on the capabilities of the SIP server the CONVERGE Pro 2 is connected to. If the SIP server supports it, a CONVERGE Pro 2 supports up to five simultaneous calls.

📝 **Note:**

For information about making a conference call using Telco, see *Making a Conference Call (Telco)*.

To make a conference call using VoIP:

1. Use the Favorites, Dialer, or Phone Book to place a call (see *Making a Call using Favorites*, *Making a Call Using the Dialer*, or *Making a Call from the Phone Book* for more information).

2. After the first person has answered, from the call control buttons at the bottom of the screen, tap **New Call**.

   The first call is placed on hold, and you are taken to the Favorites screen.

3. To make a new call from the Favorites screen, tap a Favorites entry.

4.
   If you prefer to make a new call using the Dialer, tap [Dialer] and make a new call using the Dialpad or by entering a SIP URI.

5.
   If you prefer to make a new call using the Phone Book, tap [Phone] and make a new call from the Phone Book (see *Making a Call from the Phone Book* for more details).

6. If the second call connects successfully, you'll see two calls listed in the Dialer screen. The original call will be on hold and the second call will be active:

Robert Raleigh	II	⏱ 00:01:18
Mobile	HOLD	📲 00:01:14
88014487771		
Irina Harding	💬📞	⏱ 00:00:05
Home	ACTIVE	
88018335668		

7. Tap **CONFERENCE** in the call controls at the bottom of the screen to put both calls into a conference.

8. Repeat steps 2-7 to add new participants to the conference call (up to 5 if your SIP server supports it).

Making a Conference Call (Telco)

If you're connected to a CONVERGE Pro 2 device with Telco capability, depending on what type of PBX switch you're using and how it's configured, you may be able to add multiple calls to a conference call.

📝 **Note:**

The example steps described below show how to make conference calls using some PBX switches, but may not apply to your environment. These steps are provided only as an example of how making conference calls can work when using an analog line. Consult your admin and PBX switch documentation for information about whether conference calling is available and, if so, how to use it.

📝 **Note:**

For information about making a conference call using VoIP, see *#unique_13*.

To make a conference call using Telco:

1. Use the Favorites, Dialer, or Phone Book to place a call (see *Making a Call using Favorites*, *Making a Call Using the Dialer*, or *Making a Call from the Phone Book* for more information).

2. After the first person has answered, from the call control buttons at the bottom of the screen, tap the

    Flash icon ⚡.

    The first call is placed on hold, and you are taken to the Favorites screen.

3. To make a new call from the Favorites screen, tap a Favorites entry.
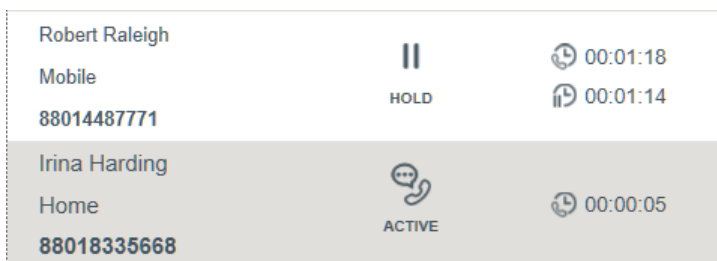
4.

    If you prefer to make a new call using the Dialer, tap ⊞Dialer and make a new call using the Dialpad or by entering a SIP URI.

5.

    If you prefer to make a new call using the Phone Book, tap 📞Phone and make a new call from the Phone Book (see *Making a Call from the Phone Book* for more details).

6.

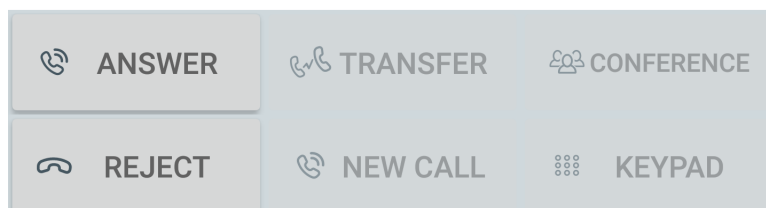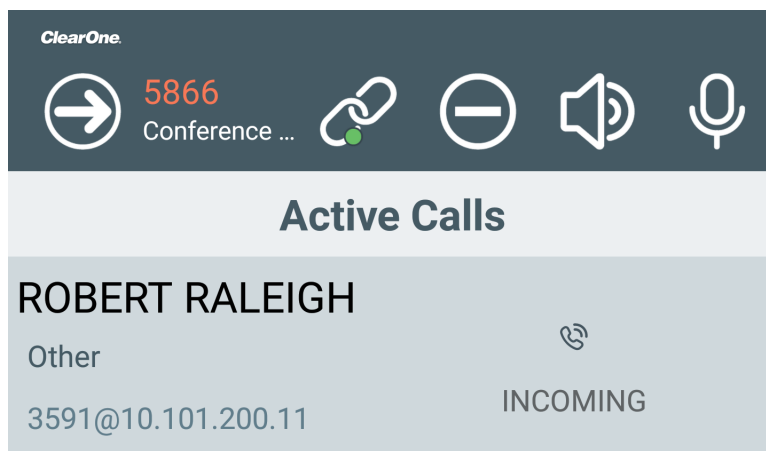   After the second call is connected, tap the **Flash** icon ⚡ to put both calls into a conference.

Receiving a Call

You can receive calls to the number associated with the SIP account you're using for the Dialer.

To receive a call:

1. If someone calls the number/URI associated with the Dialer, an incoming call appears in the Dialer screen:

2. To reject the call, tap **REJECT** in the call controls at the bottom of the screen.

    The call is terminated.

3. To answer the call, tap **ANSWER** in the call controls at the bottom of the screen.

    The call becomes active. You now have the same options as with an outgoing call. For details, see *Making a Call Using the Dialer*.
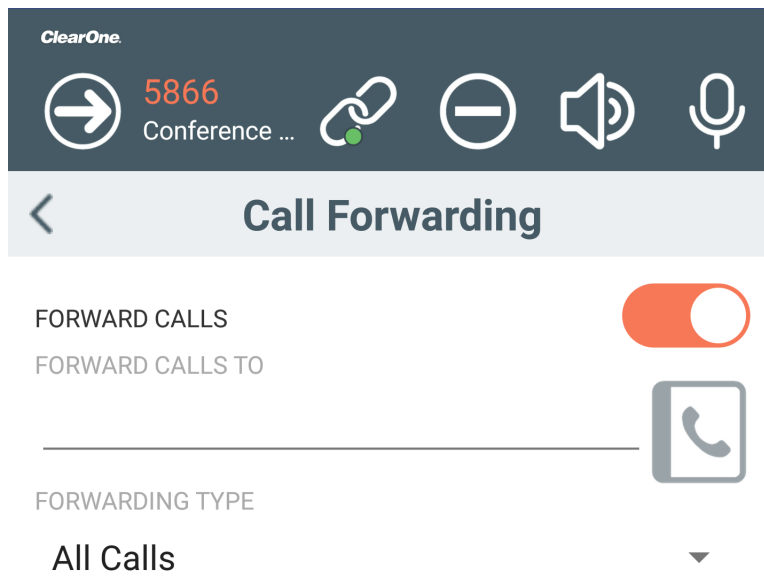
Forwarding Calls

You can turn on Call Forwarding mode, to have calls forwarded immediately, when there is a busy signal, or when a call isn't answered.

📝 **Note:** The Call Forwarding feature works with CONVERGE Pro 2 units with VoIP capability. There may be ways of forwarding calls using Telco, but this depends on the features available for your PBX switch. Consult your PBX documentation for more information.

To use Call Forwarding:

1.
Tap ⮕ in the upper left of the Dialer window.

The Call Forwarding screen appears:

2. Tap the **Forward Calls** switch to turn on Call Forwarding.

The switch appears as white if turned off, and as orange if turned on.

3.
Type a forwarding number in the Forward Calls To field or tap 📞 to choose a forwarding number from the Phone Book.

4. To specify which calls to forward, choose an option from the **Forwarding Type** drop-down menu (options described in the table below).

Option	Description
All Calls	Forward all calls immediately upon arrival.
Forward on Busy	Forward calls only if the line is busy when the call arrives.
Forward on No Answer	Forward calls only if it rings and no one answers.

5. Tap **Update** to save your changes.

6.
Tap ❮ to return to the main Dialer screen.

When Call Forwarding is on, the Call Forwarding symbol appears as orange rather than white.

Turning Do Not Disturb On/Off

To avoid being disturbed by incoming calls, you can turn on Do Not Disturb (DND) mode.

📝 **Note:**

What happens when you turn on DND depends on the Do Not Disturb mode setting in the Preferences. See *Changing Preferences Settings* for more information.

To turn DND mode on or off:

1. Tap at the top of the Dialer screen.

   A confirmation dialog box appears:

   > Are you sure you want to turn on Do Not Disturb mode?
   >
   >   NO   YES
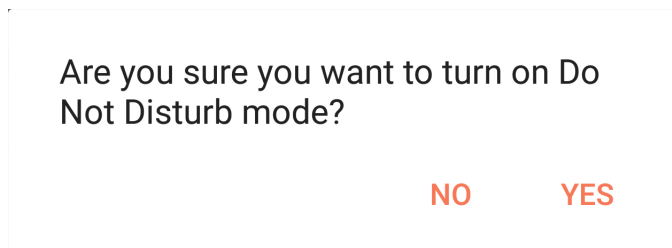
2. Tap **YES** to turn on DND.

   The DND icon becomes red to indicate that DND is on: .

3. To turn DND off, tap the DND icon again.

Chapter 7

Call Log

Topics:

- *Using Call Log*

This chapter contains information about using the Dialer Call Log.

Using Call Log

You can view logs of all calls or of specified categories (missed, placed, and received). You can also filter call logs, place calls from the call log, and clear the call log.

To use the call log:

1.

Tap Logs.

The Call Log screen appears:

Filter Call Logs

2.

To filter which calls appear in the list, tap .

The Filter By dialog box appears:
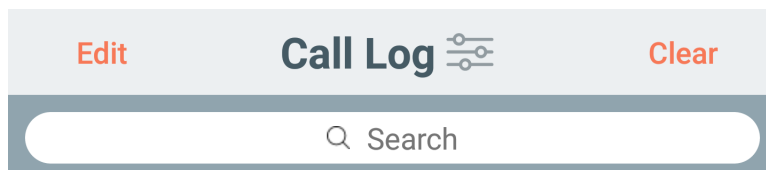
Filter By

⦿ All Calls

◯ Received Calls

◯ Missed Calls

◯ Placed Calls

CANCEL   OK

3. Select which calls you want to view, then tap **OK**.

The specified call type appears in the call log.

Search the Call Log

4. To search the call log, type a search term in the Search field at the top of the Call Log screen:

Edit   Call Log ⚏   Clear

🔍 Search

📝 **Note:**

Only names are searched. You cannot search for a phone number.

Dial a Call Log Entry

5. To dial a call log entry as is, tap it.

Edit Then Dial a Log Entry

6. To dial a call log entry after modifying it, tap **Edit**.

📝 **Note:**

This feature is useful when you need to edit the entry before you can dial it. For example, if you must dial a 9 to get an outside line, you can edit the call log entry to add a 9 at the front of the number before dialing.

7.

Tap ✎ next to the log entry you want to edit.

The Call Log Edit dialog box appears:

Robert Raleigh

88014487771 ⊗

CANCEL   DIAL
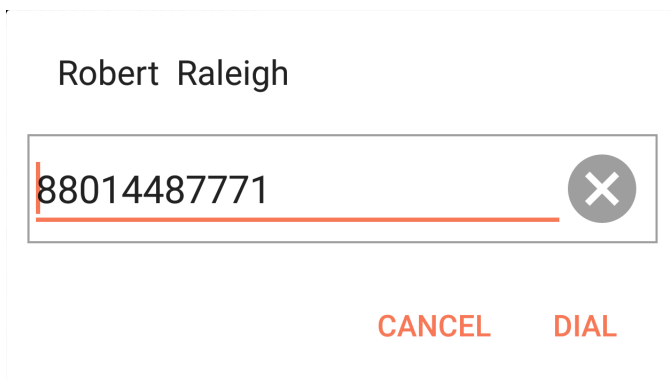
8. Edit the number/URI, then tap **Dial**.

Clear the Call Log

9. To clear the whole call log, tap **Clear**.

A confirmation dialog box appears:

Are you sure you want to clear the
Call Log?

NO   YES
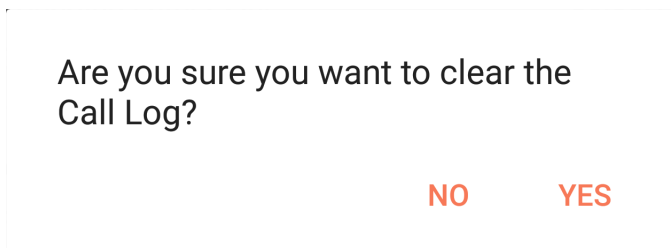
10. Tap **Yes** to clear the call log.

Chapter 8

Settings

Topics:

This chapter contains information about Dialer Settings.

Changing Preferences Settings

You can use the Dialer Preferences Settings to manage how Favorites are handled, specify the date and time format, determine which screen appears when the application first opens, and specify how the Do Not Disturb mode works.

To change Preferences:

1. Tap .

2. Tap **Preferences**.

   The Preferences screen appears:

ClearOne.

5866
Conference ...
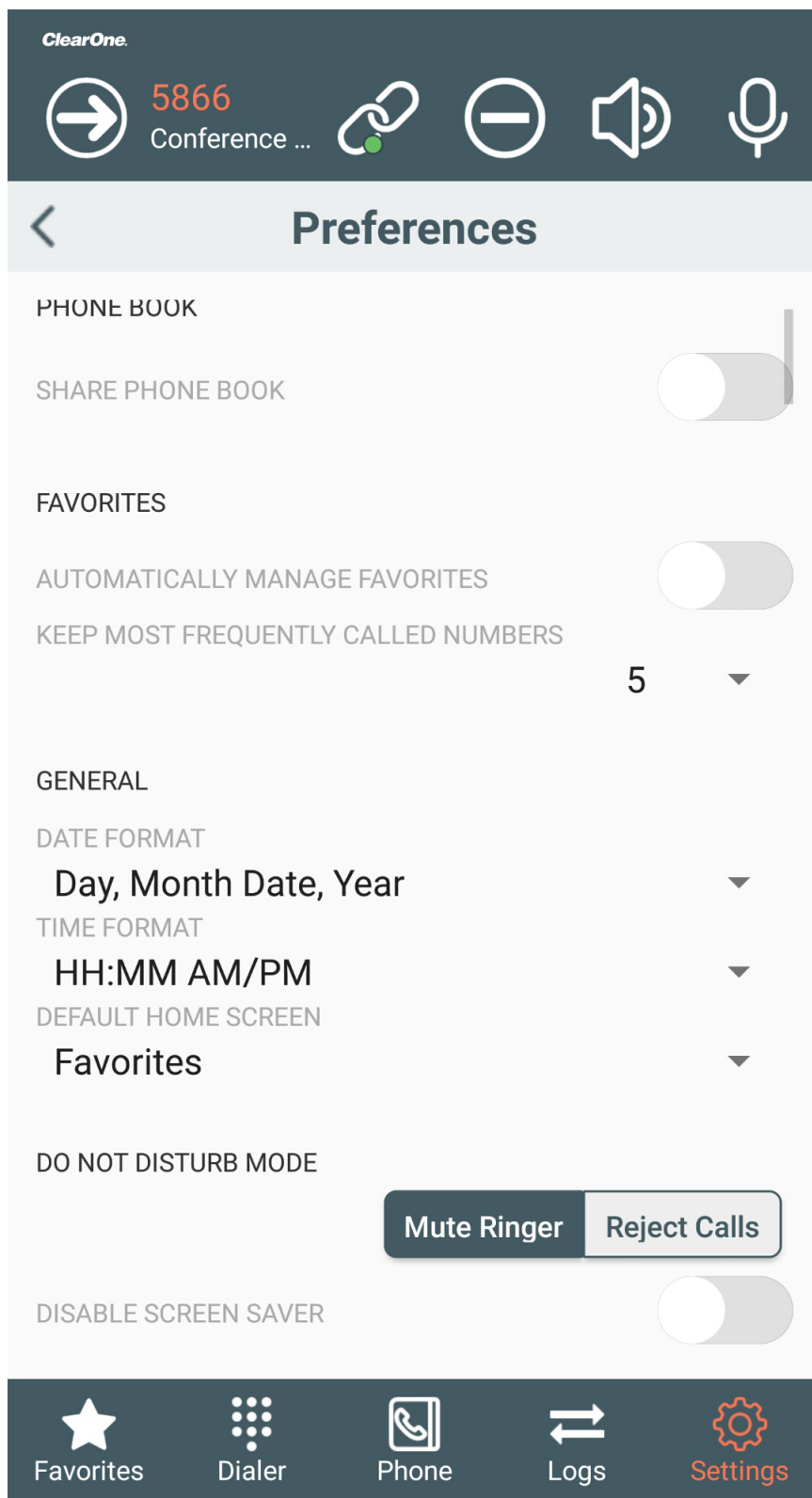
Preferences

PHONE BOOK

SHARE PHONE BOOK

FAVORITES

AUTOMATICALLY MANAGE FAVORITES

KEEP MOST FREQUENTLY CALLED NUMBERS

5

GENERAL

DATE FORMAT

Day, Month Date, Year

TIME FORMAT

HH:MM AM/PM

DEFAULT HOME SCREEN

Favorites

DO NOT DISTURB MODE

Mute Ringer   Reject Calls

DISABLE SCREEN SAVER

Favorites   Dialer   Phone   Logs   Settings

Phone Book

3. To have your mobile device contacts imported into the Dialer phone book, turn on the **Share Phone Book** switch.

4. Tap **OK** to approve sharing your device contacts with the Dialer.

The switch appears as white if turned off, and as orange if turned on.

Favorites

5. To have the Dialer show the most called numbers in the Favorites screen rather than choosing which contacts appear there, tap the **Automatically Manage Favorites** switch.

    The switch appears as white if turned off, and as orange if turned on.

6. If you've chosen to have Dialer automatically manage favorites, choose the number of frequently-called contacts you want to appear as favorites using the **Keep Most Frequently Called Numbers** drop-down list.

General

7. Specify how you want dates to appear by choosing an option from the **Date Format** drop-down list.

8. Specify how you want times to appear by choosing an option from the **Time Format** drop-down list.

9. Choose which of the Dialer screens should be the default by choosing an option from the **Default Home Screen** drop-down list.

Do Not Disturb

10. To specify what happens when you turn on Do Not Disturb (see for more information), choose an option from the **Do Not Disturb Mode** switch, as described in the table below.

Option	Description
Mute Ringer	When in Do Not Disturb mode, calls are still received, but the ringer is muted.
Reject Calls	When in Do Not Disturb mode, incoming calls are rejected.

Disable Screen Saver

11. To keep the screen timer or auto-lock feature from turning on while you are using the Dialer, turn on the **Disable Screen Saver** switch.

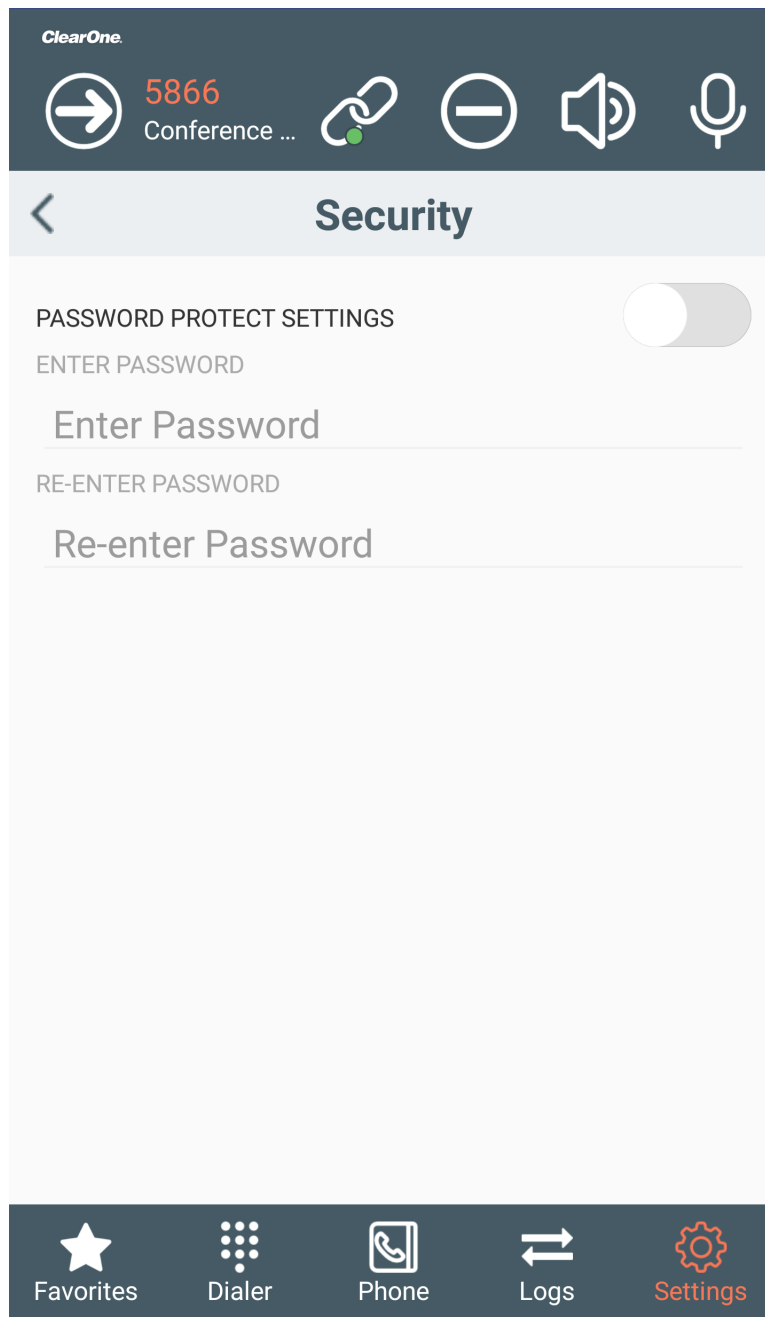   The switch appears as white if turned off, and as orange if turned on.

Changing Security Settings

You can password protect the Dialer Settings screens. This is particularly useful when the Dialer is used in public areas, such as meeting rooms.

To password protect Dialer settings:

1. Tap [Settings].

2. Tap **Security**.

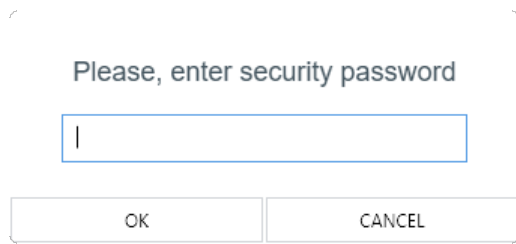   The Security screen appears:

3. To turn on security for the Dialer Settings, tap the **Password Protect Settings** switch.

The switch appears as white if turned off, and as orange if turned on.

4. Enter a password in the **Enter Password** field.

5. Enter the same password again in the **Re-Enter Password** field.

The next time you attempt to access the Settings screen, the following dialog box appears:

Please, enter security password

| |

| OK | CANCEL |

You must enter the correct password to access any of the Settings screens.
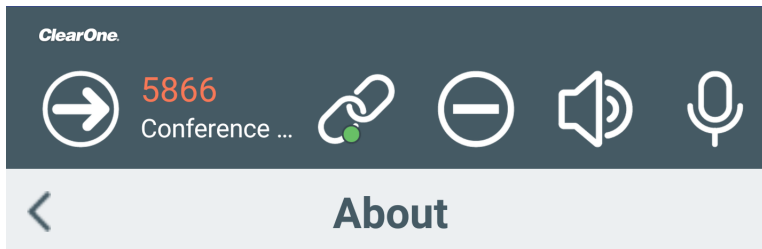
Viewing Software Details (About)

You can view details about the installed version of the Dialer on the About screen.

To view the About screen:

1. Tap .

2. Tap **About**.

The About screen appears:

Contact Information

Headquarters

5225 Wiley Post Way

Suite 500

Salt Lake City UT 84116

US & Canada

Tel: 801.975.7200

Toll Free: 800.945.7730

Fax: 801.303.5711

International

Tel: +1.801.975.7200

Email: global@clearone.com

TechSupport

Tel: 801.974.3760

Email: tech.support@clearone.com

Sales

Toll Free: 800.283.5936

Tel: 801.975.7200

Email: sales@clearone.com