



Getting Started with PiPcall

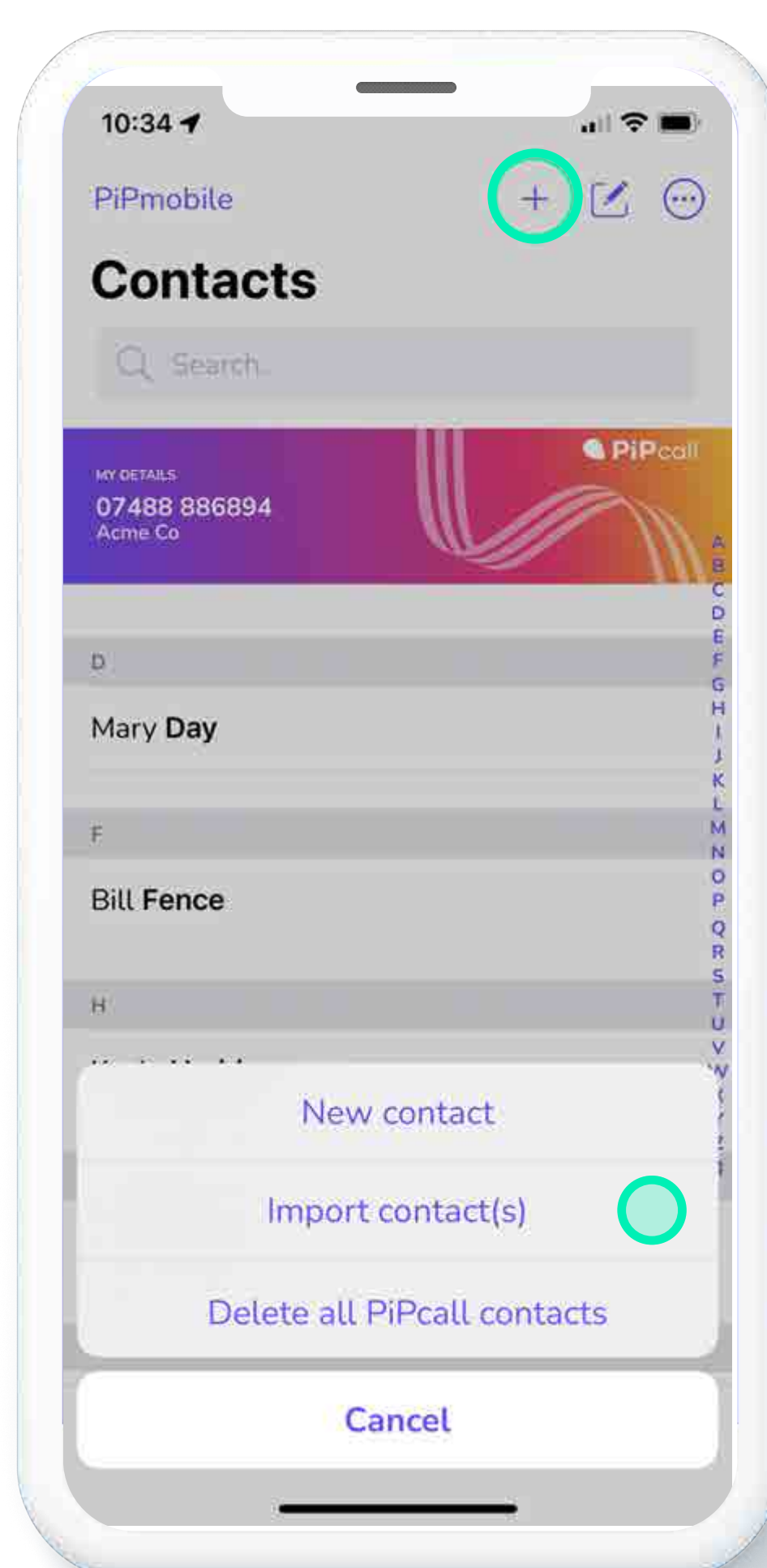
PiPcall
Phone in a Phone

Once you've downloaded the app and logged in, PiPcall is ready to go to work. Even so, we put together some tips to make sure your experience is as seamless and easy as possible.

Import a business contact

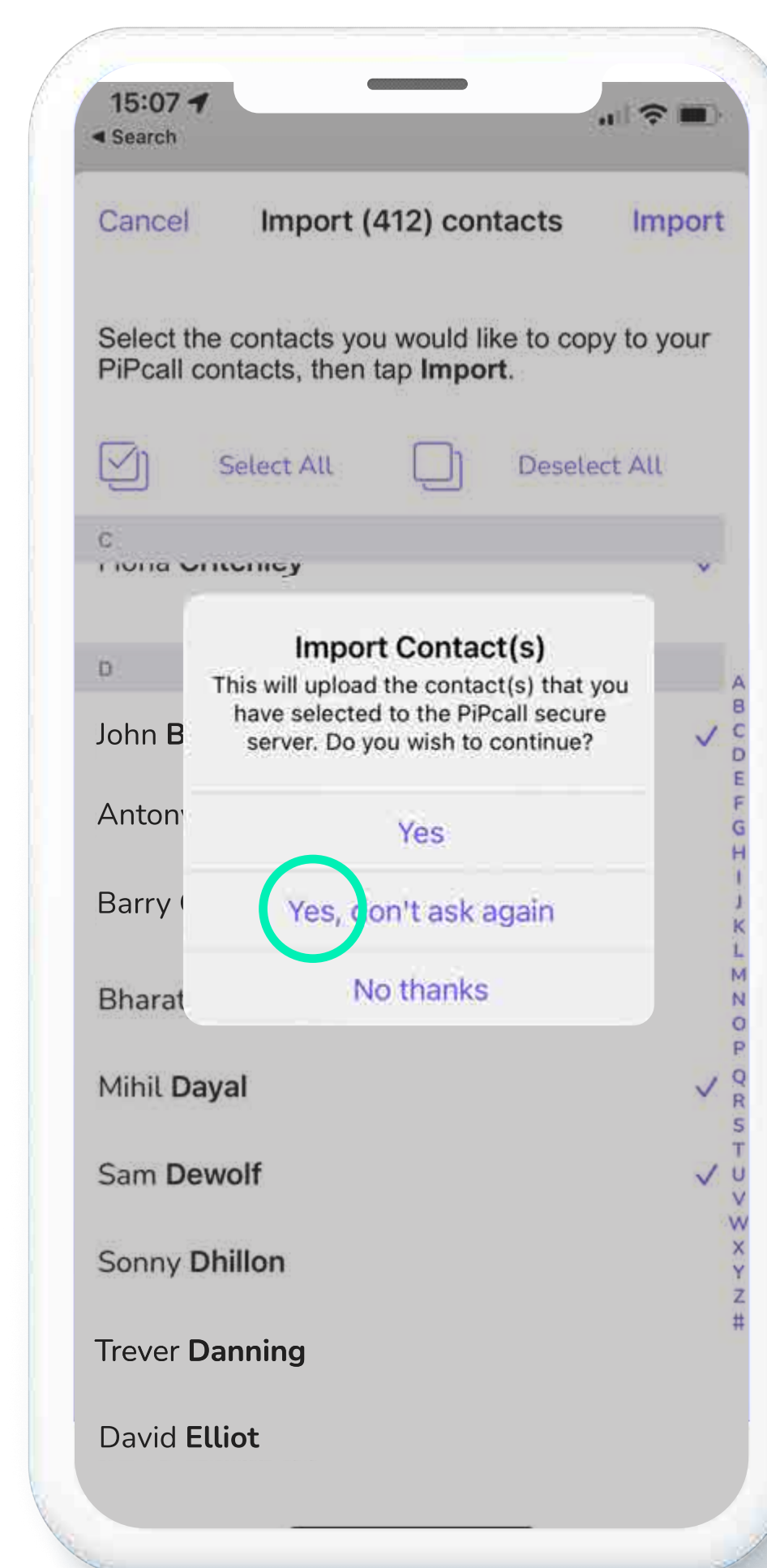
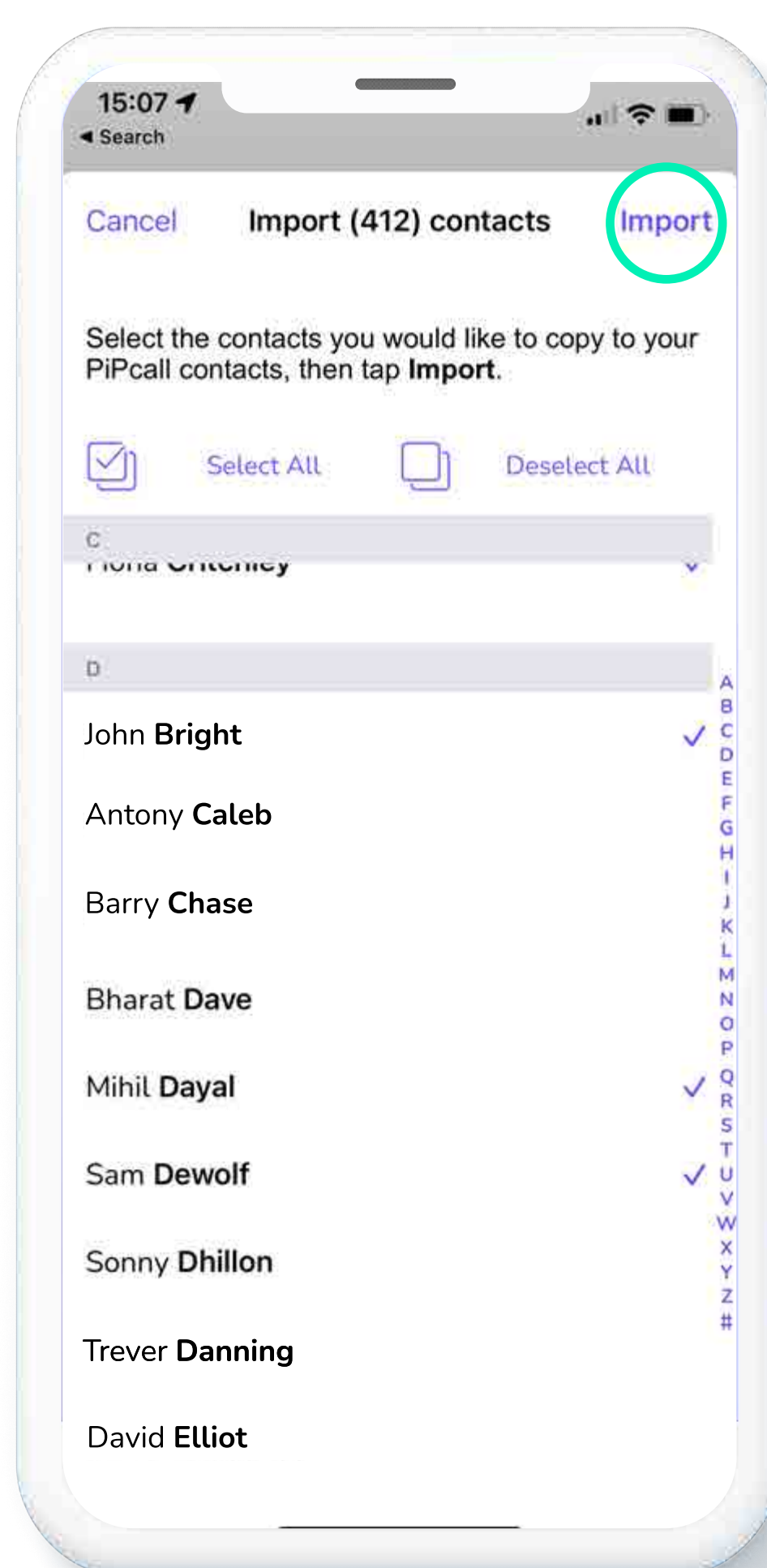
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From the Contacts tab, choose the + icon and select import contact(s) to copy a contact from your phone into your secure PiPcall business directory.



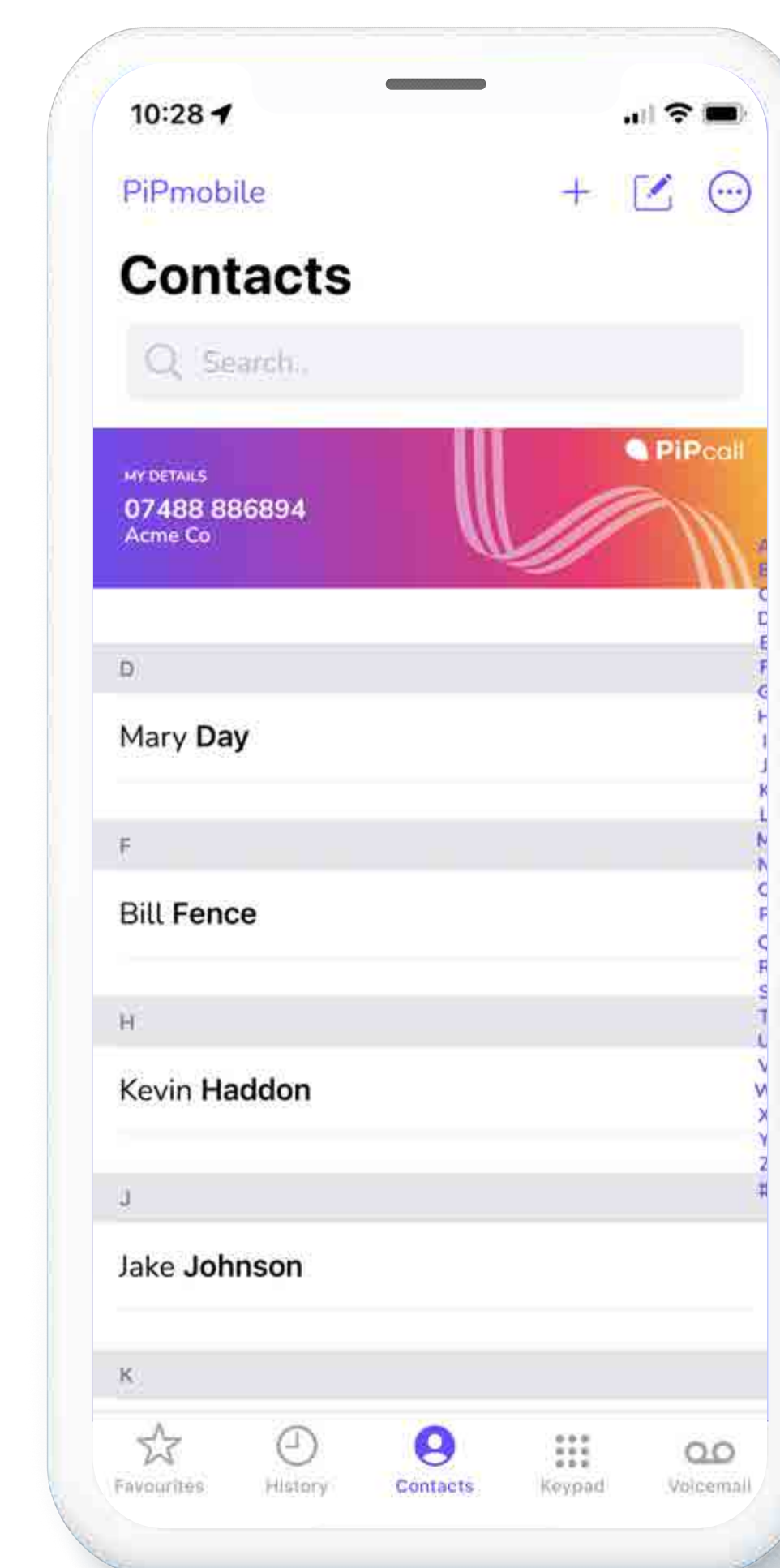
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Select all contacts you wish to import into your business directory and press import. Press **Yes** to confirm.



3

View business contacts in the "Contacts" tab

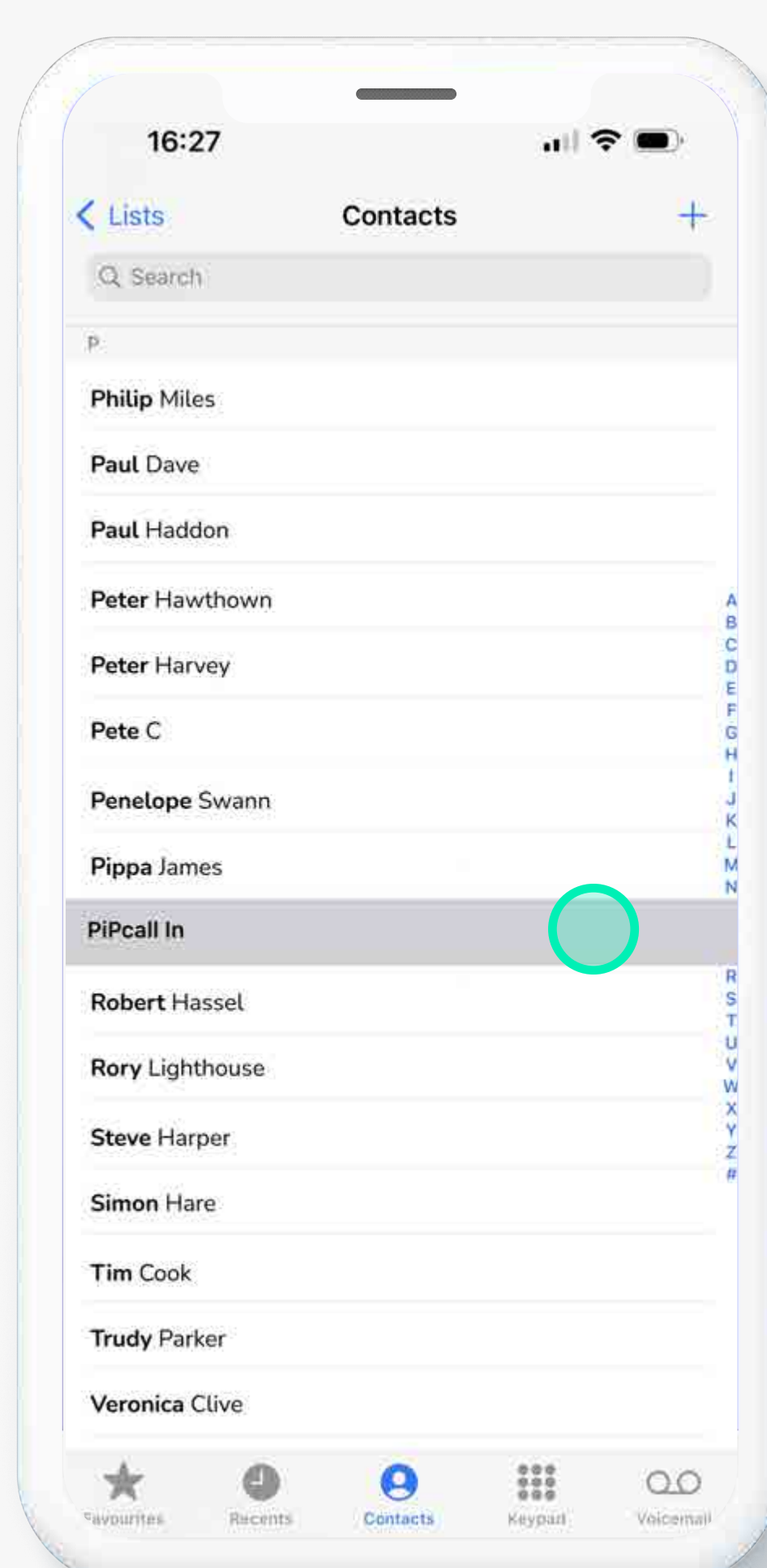


Set up ringtone

So you'll know by ear when your business number is called

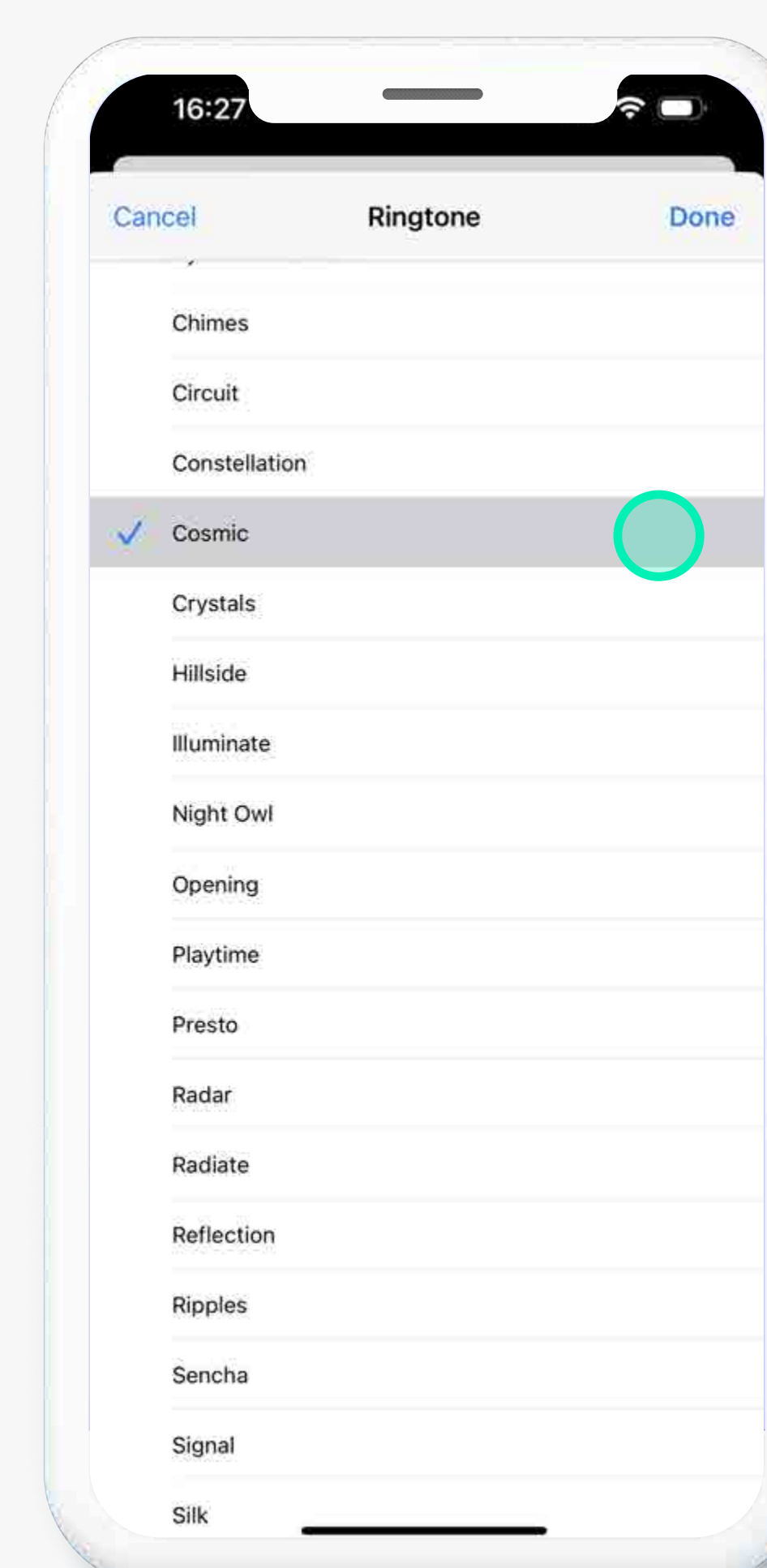
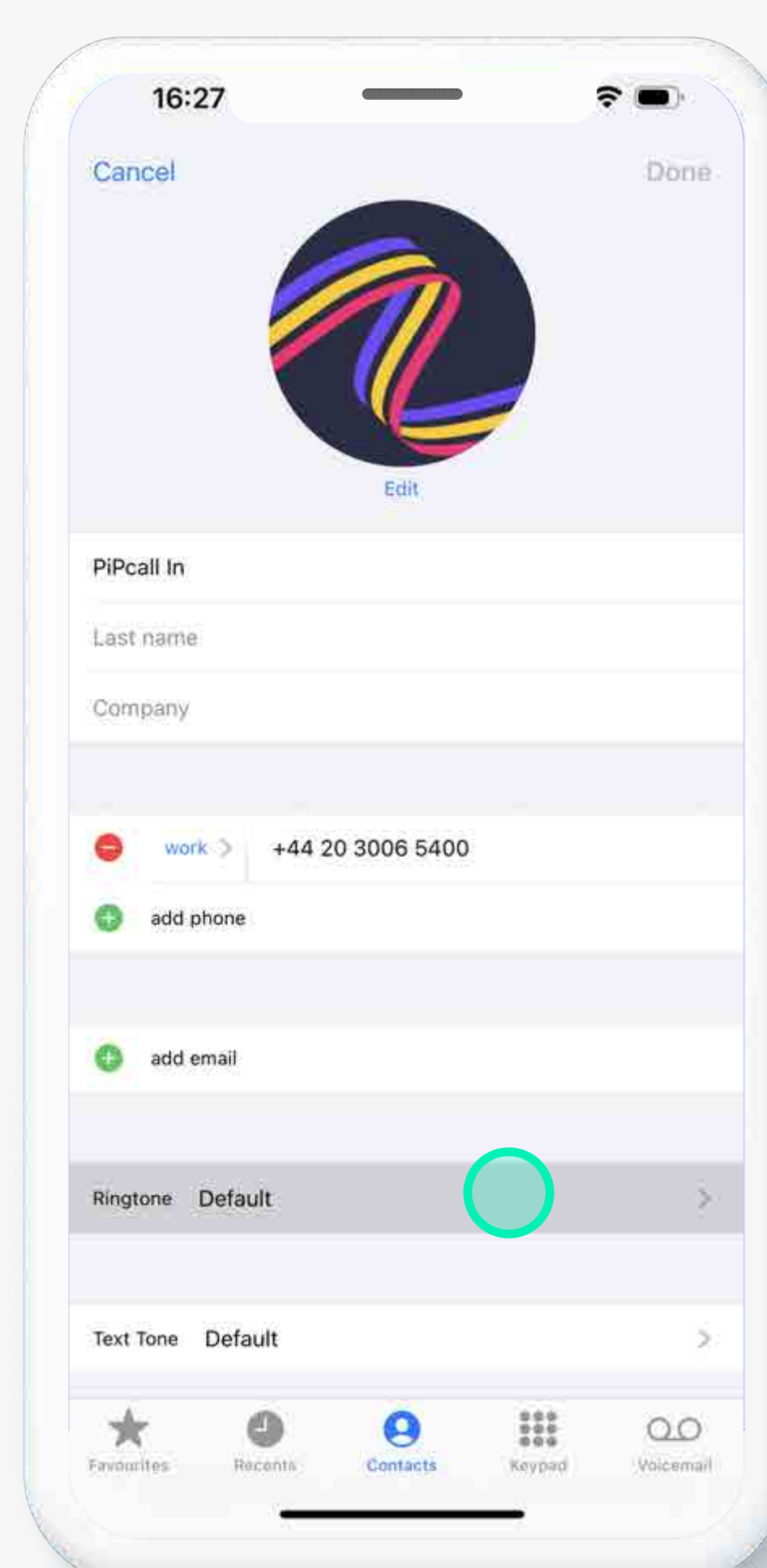
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Open your personal contacts list in the native phone app and select the contact labeled "PiPcall In"



2

After pressing 'edit' in the top right select 'set ringtone' and choose your ringtone. Calls to your business number will now use this ringtone.

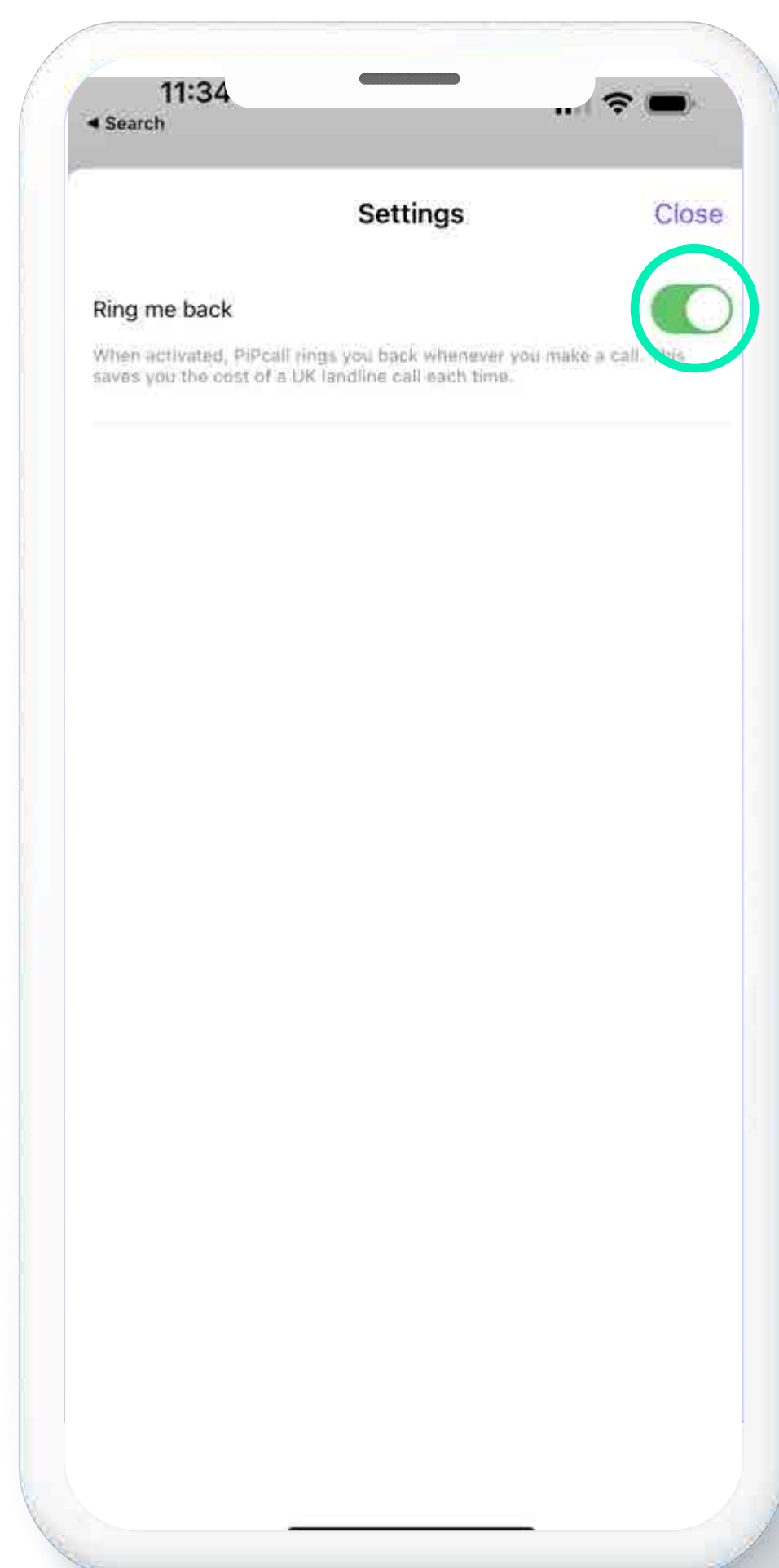


Making a business call - Ring me Back method

A standard call through PiPcall is as simple as clicking on a contacts number. However you optionally have the ability to switch on “**Ring Me Back**”, in this mode the end user does not use personal minutes to place a call.

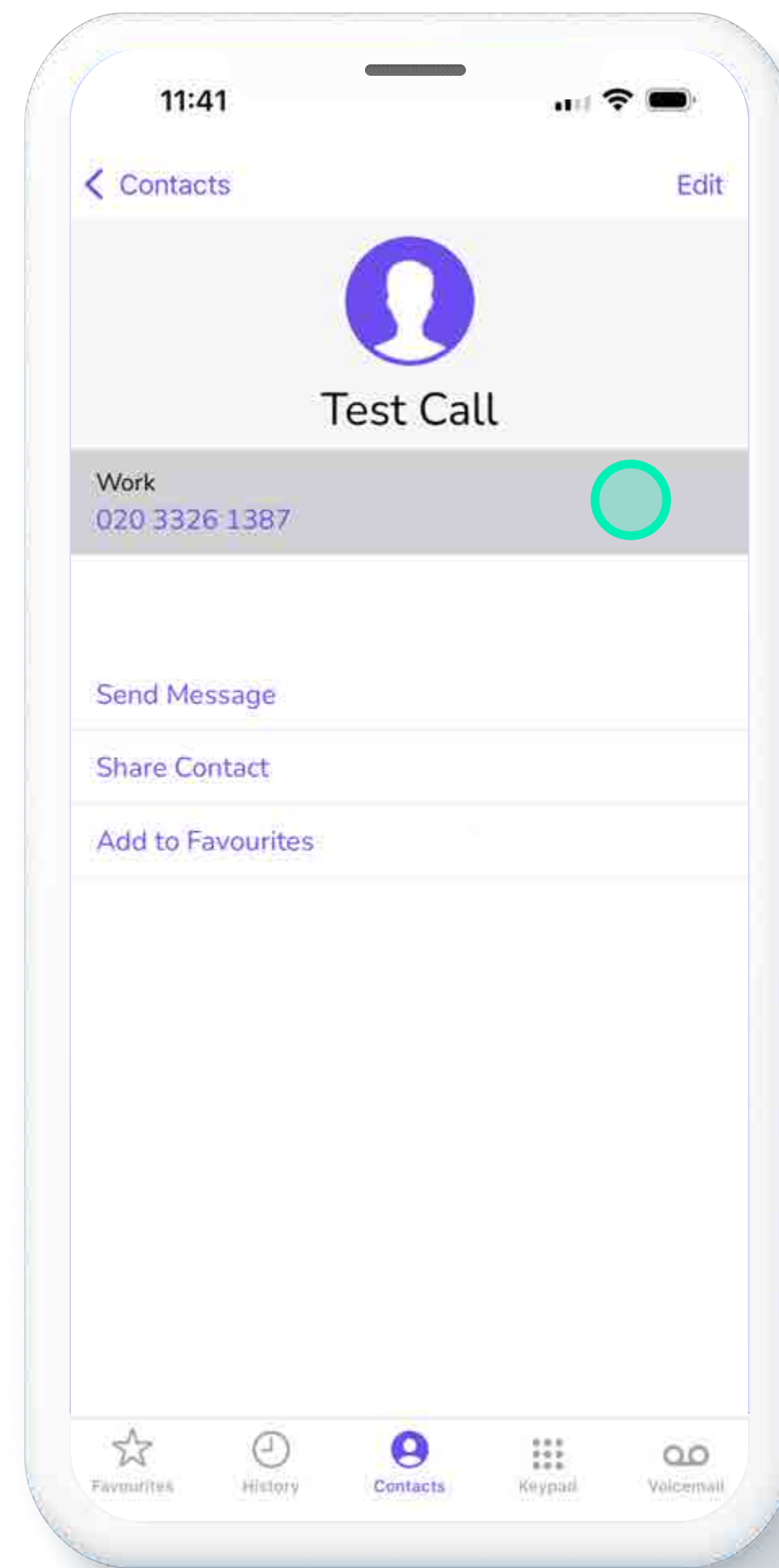
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Switch on the **Ring Me Back** option by clicking on the *three dot menu* and selecting **settings**



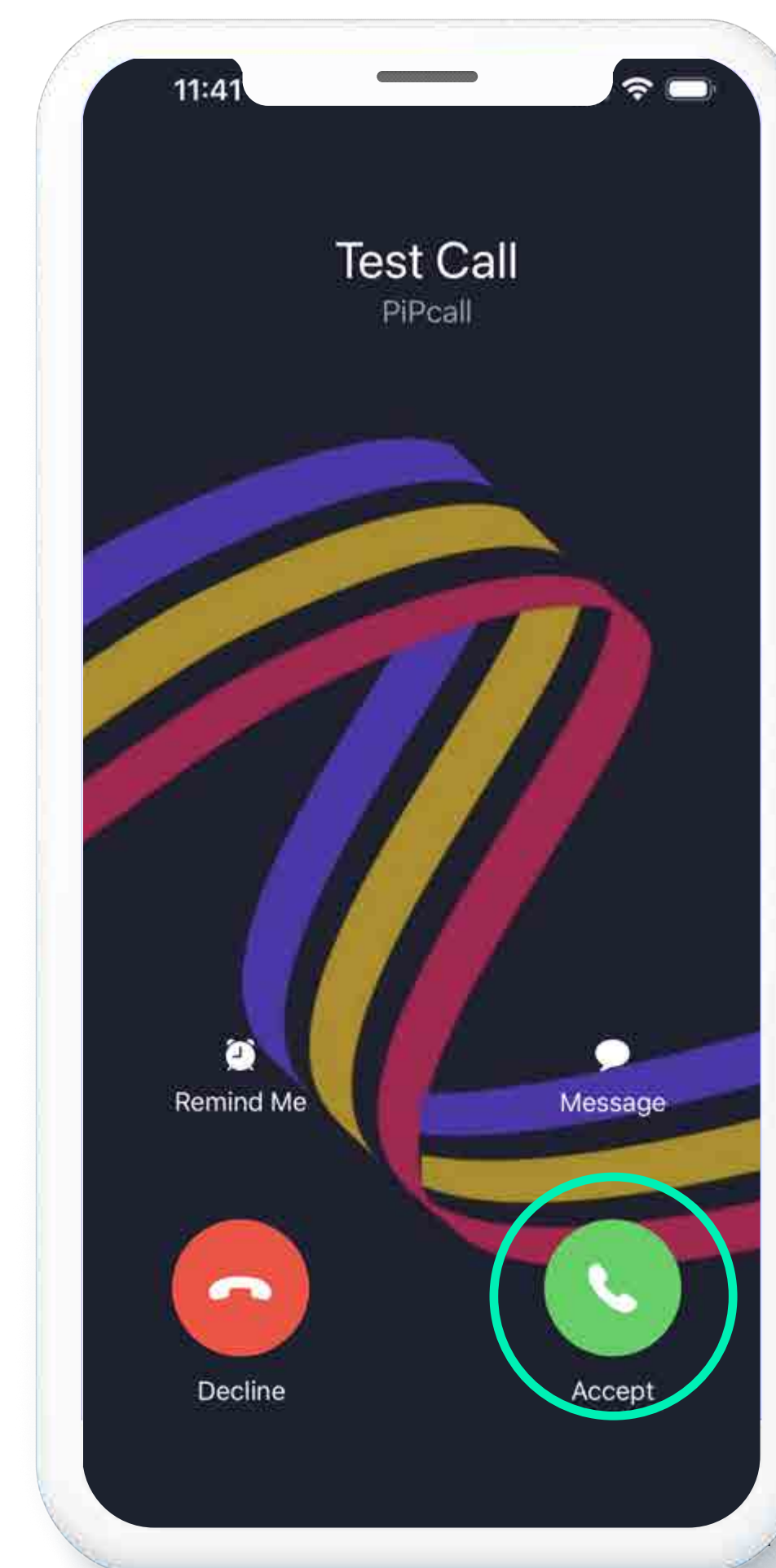
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Tap on a contact's number or type it into the dialler to place your call.



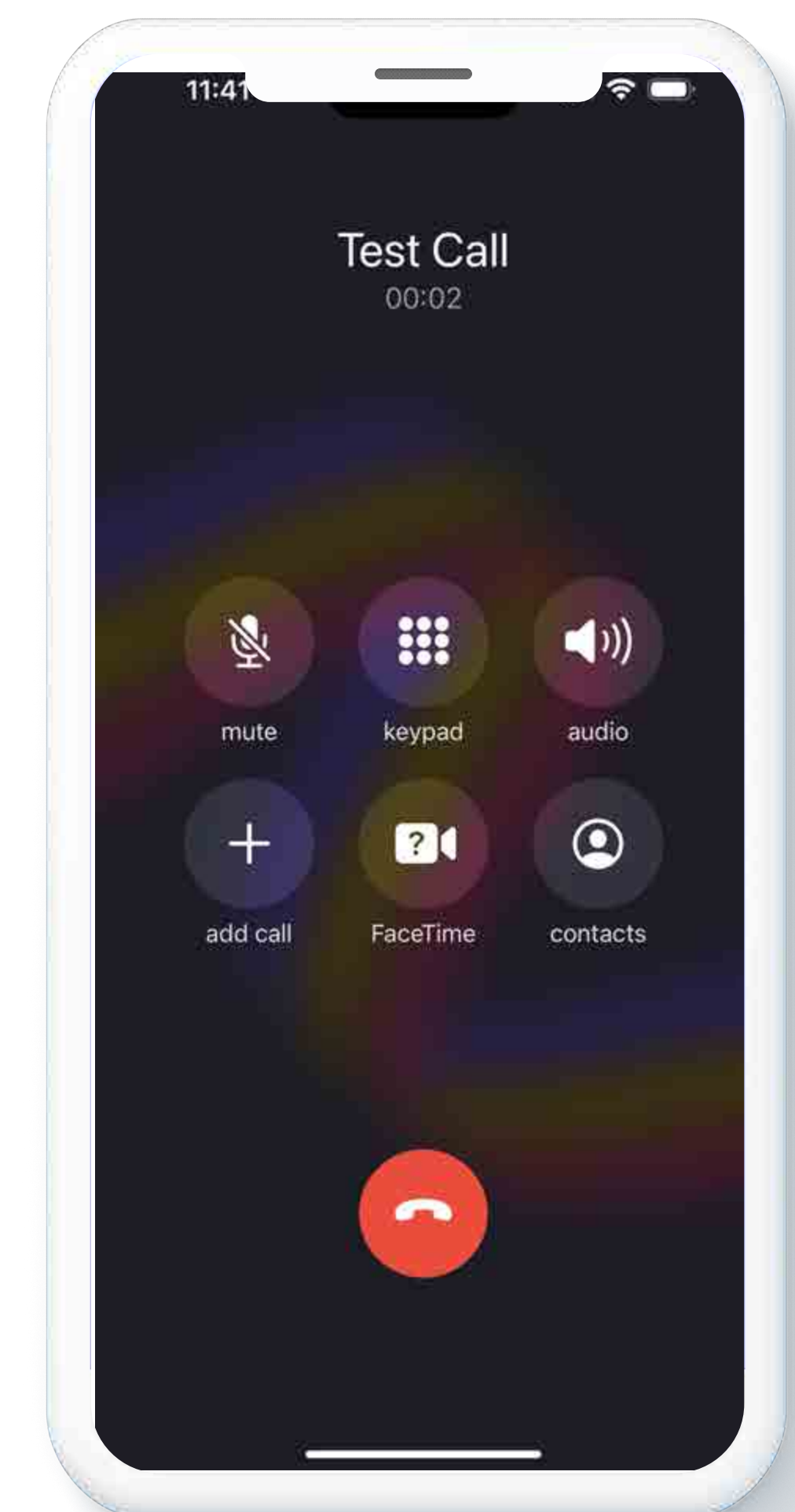
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The app will set up the call and then **ring you back**. Tap the green icon to answer the call.



4

You will now be in an outgoing call to your contact and will hear ringing until the contact answers.

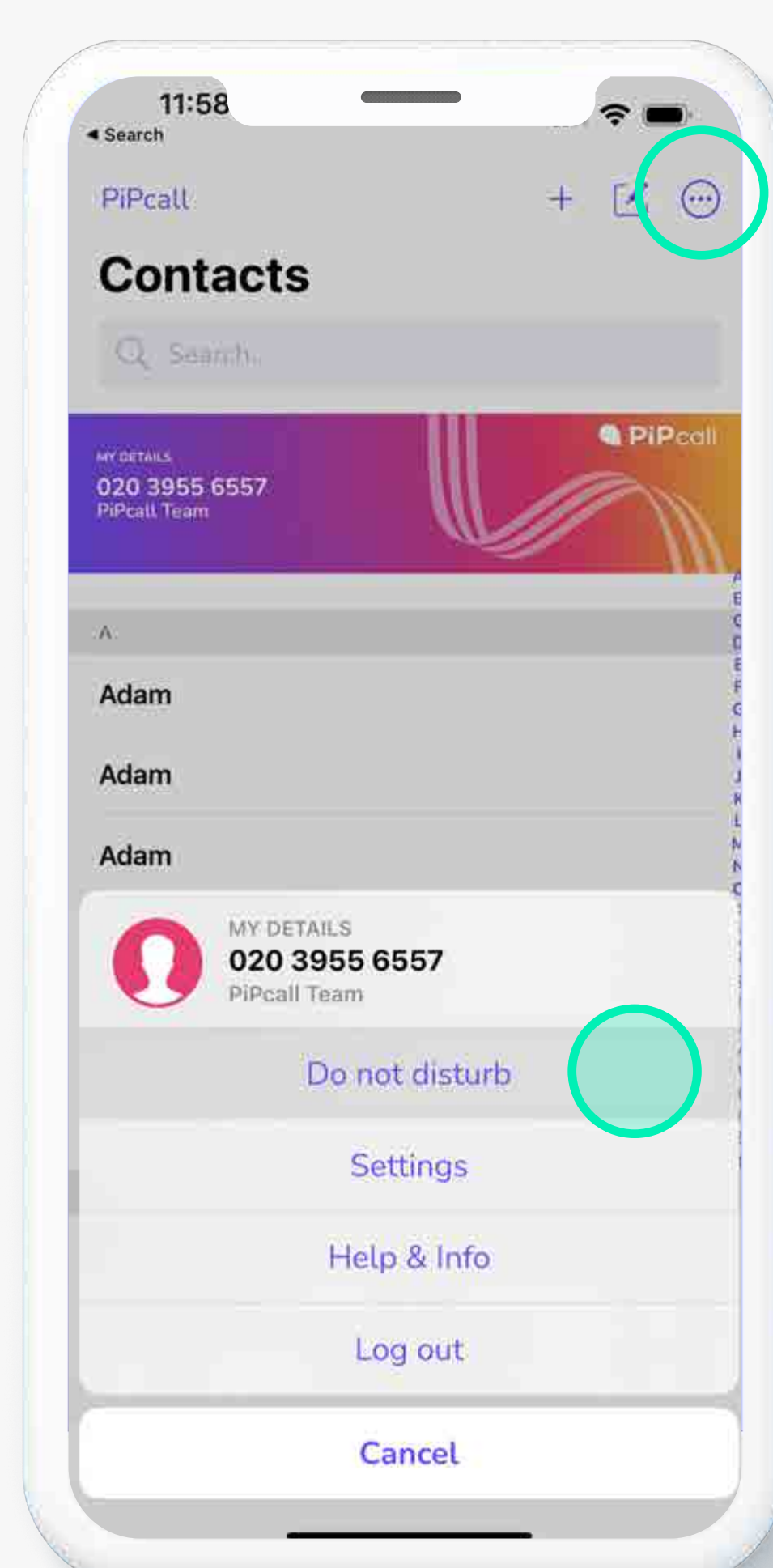


Do-not-disturb

Receive calls only in business hours or just turn on as and when needed

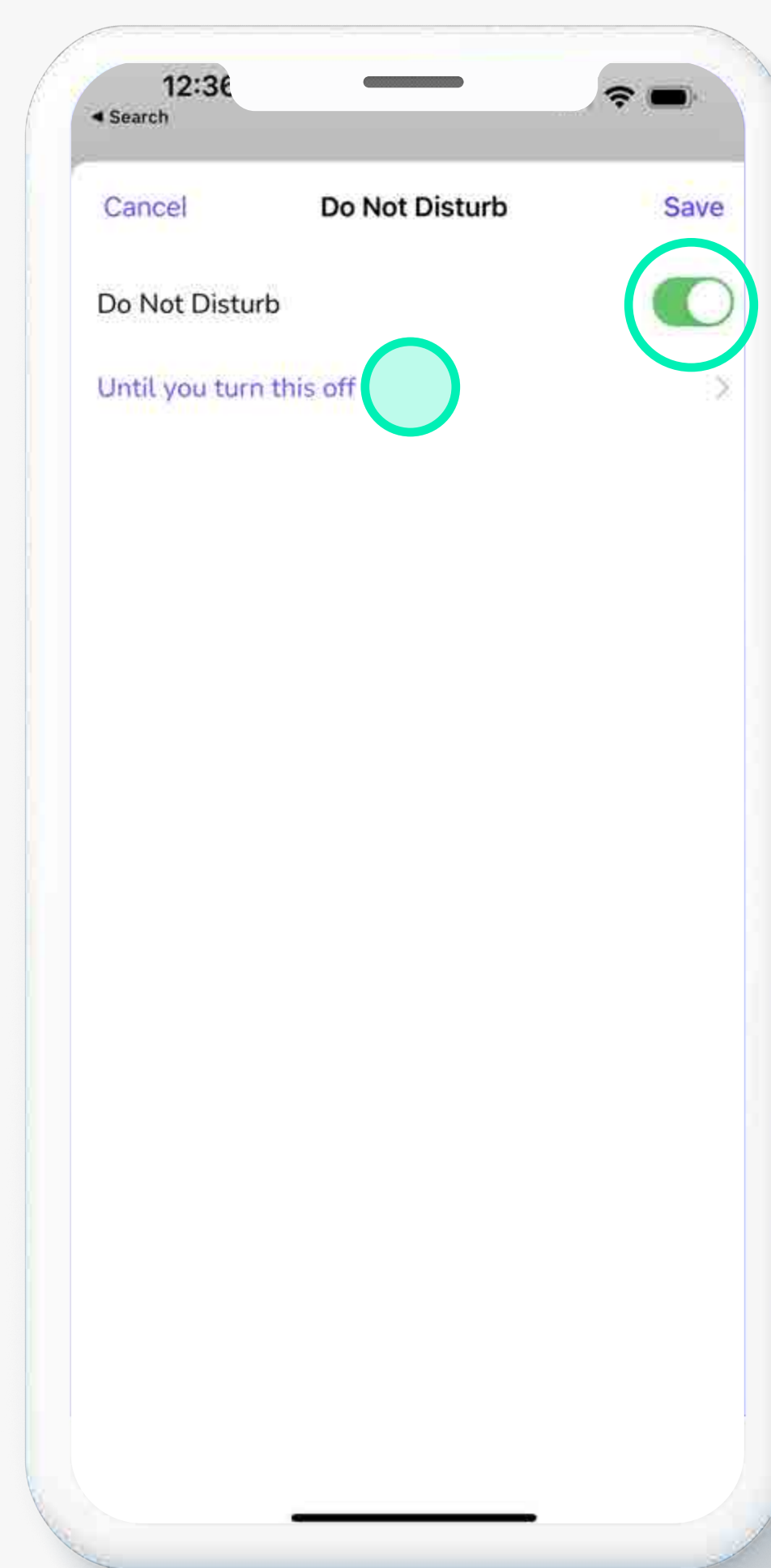
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Click the *three dot menu* and select **do not disturb**



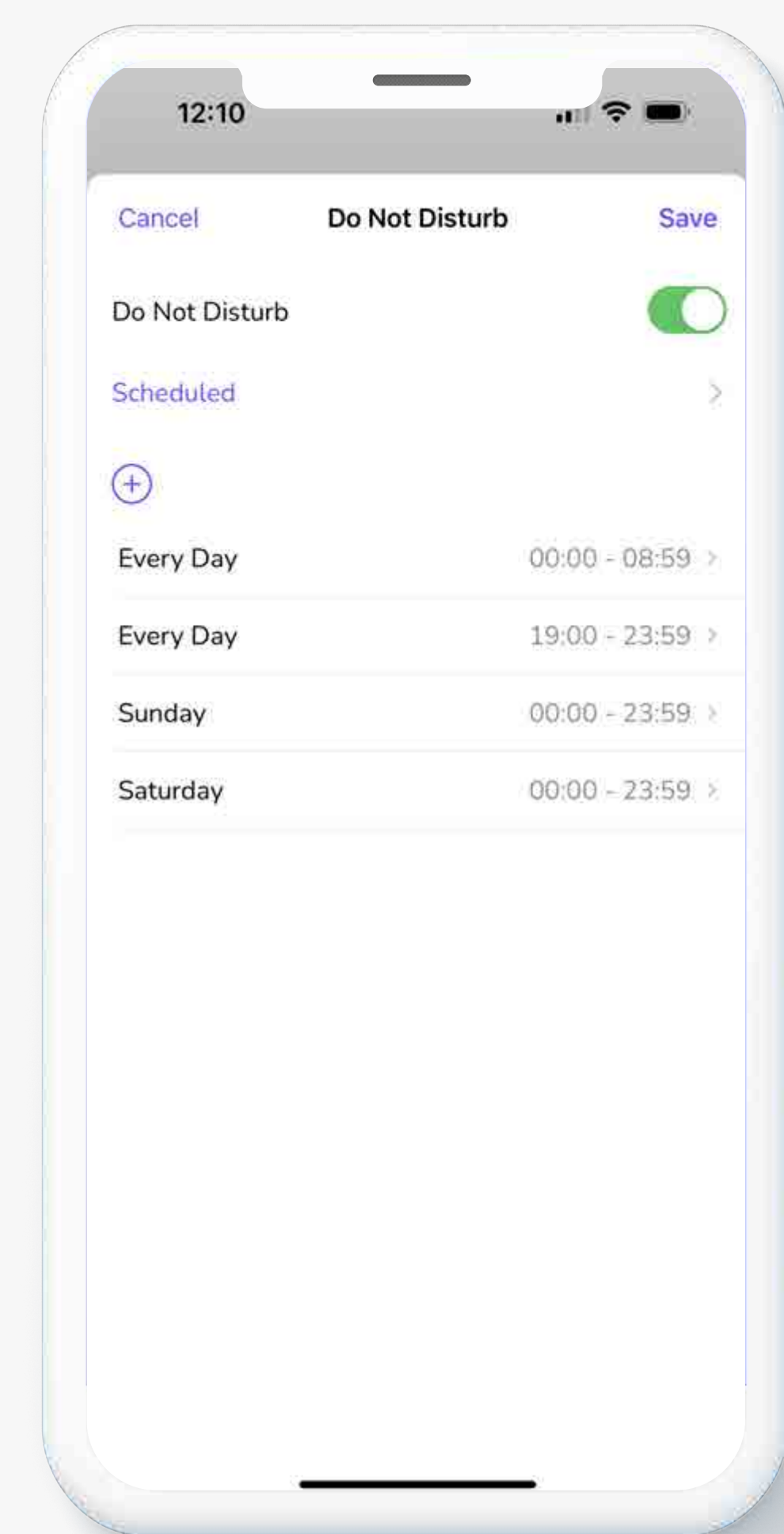
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Turn on **Do-not-disturb**. Here you can configure it a few different ways, for example set it to divert calls to voicemail for a specified number of hours.



3

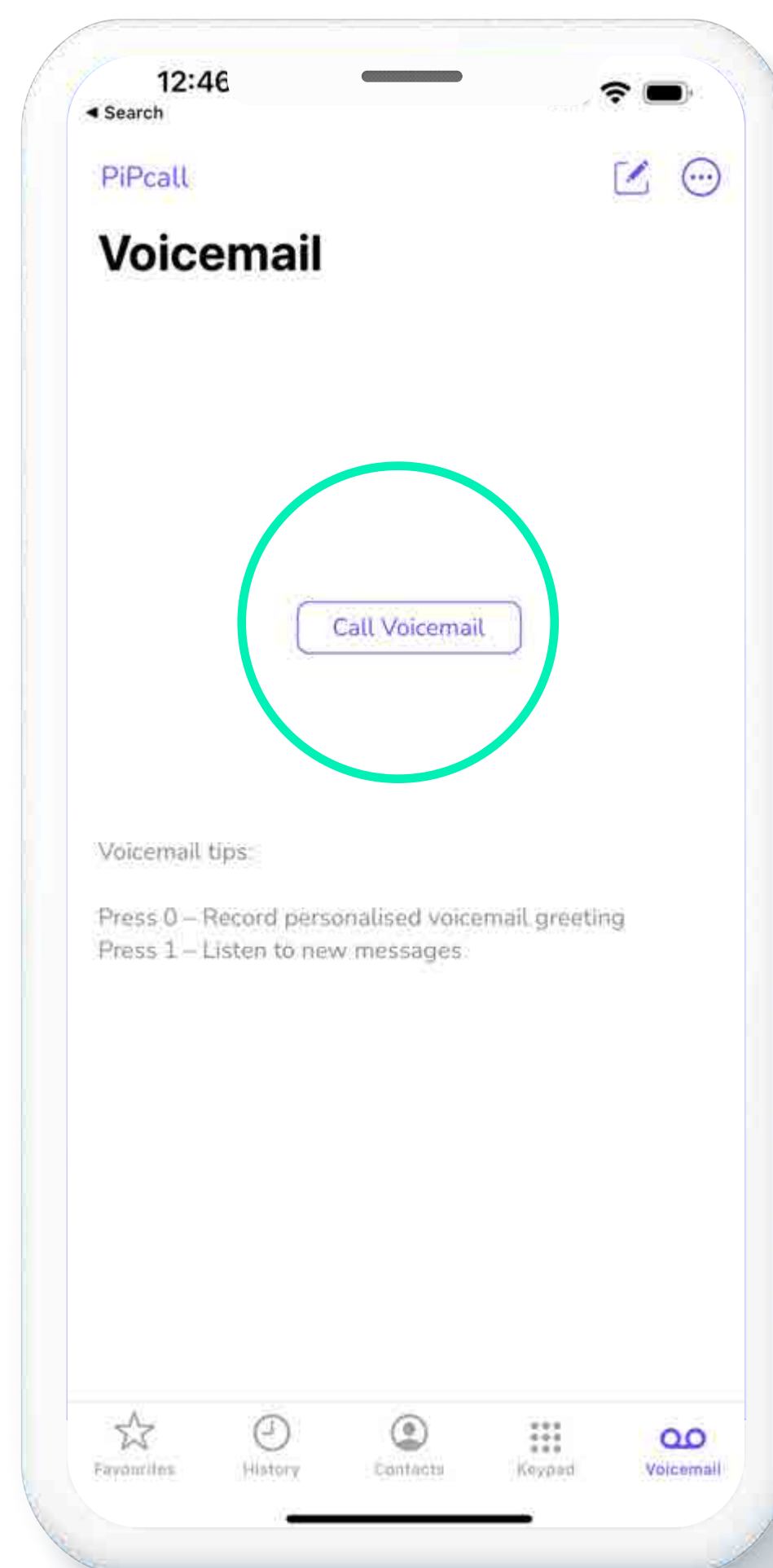
For **scheduled** option, set the hours at which Do Not Disturb will be activated. All calls will go to **Voicemail**



Set up business voicemail

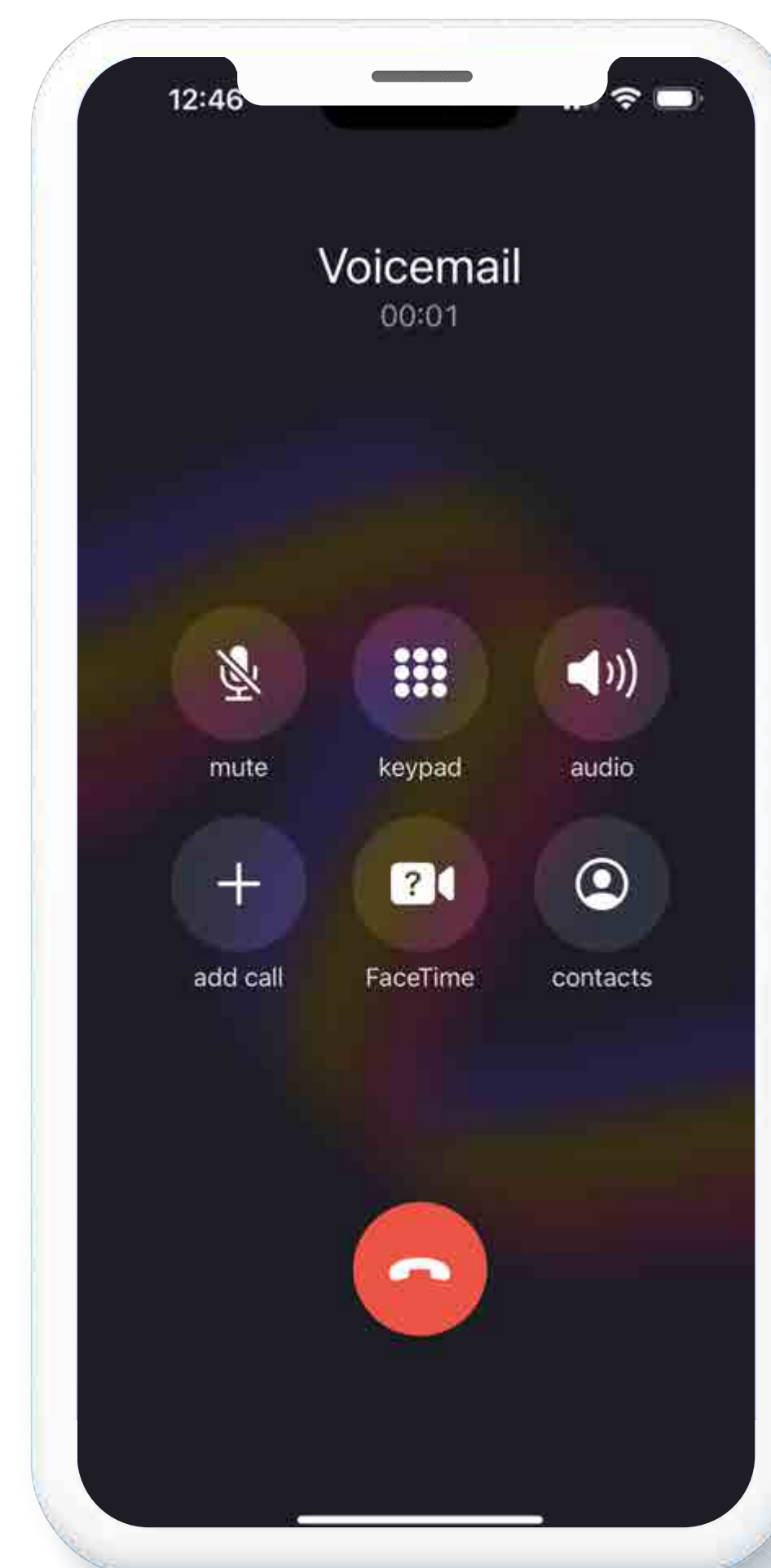
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From the **voicemail** tab, select
call voicemail



2

Use the menu to:
Listen and manage messages, set up business
voice message and set up temporary voice
message



Visit our Youtube channel to learn more about using PiPcall

<https://www.youtube.com/@pipcall>

FAQs

Does the app use personal call plans?

PiPcall technology establishes a clear distinction between business and personal activity on the device and ensures that calls are charged back to the organisation's plan. The individual user incurs no costs charged to their personal call plan when using PiPcall with the **Ring me back** mode enabled. In regular mode the end user is only charged at the rate of a standard geographic call, regardless of the call destination.

How do I access shared directories?

For customers who have a shared directory set up with us, when you search for a contact, the returned results will include matched contacts from an internal directory of your company's users.

How do I access enhanced features such as IVR, Ring groups and call recording?

Please get in touch at sales@pipcall.com if you wish to access enhanced features.

Can I use an existing business number?

We can organise the porting of an existing number you own. Get in touch at support@pipcall.com.

When I call somebody from the app, what number will they see?

PiPcall is designed for use on personal mobile phones, but all calls you make from it, will present the business number assigned to the app. Your personal number is never presented.

Does the app use data?

Yes, it uses a small amount to connect the call. The call itself uses no data as calls from the app are made over the mobile voice network. The data used to connect a call is equivalent to one SMS message or 2 bytes of data.