



User Guide

Version No. 3.2

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Fibernetics

NEWT Mobile for iOS

newt.ca

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About this Guide

This user guide provides guidelines on installing, setting up, and using the NEWT application on iOS or Android mobile devices.

Note: Screens pictured in this guide may differ from actual screens.

NEWT Mobile Application

This mobile application can be installed on iOS mobile devices and used to place and answer phone calls and send instant messages to other extensions within your NEWT Business Phone environment. If SMS (texting) has been purchased and enabled, this application will support SMS to external devices capable of handling texts.

This application supports the following SIP call features:

- Inbound and outbound calls
- Call forwarding
- Call recording
- Voicemail
- Call transfer
- Instant Messaging with file sharing (to other extensions within your environment).
- SMS texting (with no mms sharing) to other receivable texting devices (*upgrade purchase only*).

Requirements

To use this mobile application, ensure the mobile device is connected to Wi-Fi or cellular and has been provisioned for use in your NEWT PBX environment. For SMS texting, be sure that this option has been purchased and configured with your extension.

Determining the Application Version

Determine the application version on the mobile device to check if the latest software is being used.

1. Touch the **Keypad**  tab.
2. Touch.... eclipses.

3. Touch **About**. You'll notice the version information at the bottom of the screen.

Initial Setup

This chapter describes the instructions to start setting up and running the application on a mobile device. To begin, the user must already have a mobile extension assigned. Download and install the application on the mobile device, sign in with the credentials, and set up the work account to begin using this application.

Application Installation

Ensure to install the iOS version of the application on mobile devices with iOS 14 or later versions. Get the NEWT Mobile application from the App Store on your phone by searching for NEWT mobile – office.



Signing into the Application

To start using the application for the first time, sign into the application with the QR code provided by NEWT via email.

1. Open the application.
The screen prompts the user to sign in.
2. Sign in using the following method:
 - You will receive an email from noreply@fibernetics.ca titled NEWT Mobile Extension Activation.
 - Press **Scan QR**, and then point the camera window at a QR code containing the credentials.



Setting Up Application Permissions

Upon signing in, the application requires the user to perform some initial setup, such as media devices, media files, and incoming call notification permissions. The user can always make changes to these settings on the phone later.

1. Touch **Allow** on the “**Would Like to Send You Notification**” dialogue box.
2. Touch **Allow** on the “**Would Like to Access Your Contacts**” dialogue box.

To open these permission settings again after the initial configuration, go to the phone **Settings**, scroll to this application in the list, tap it, and change them below the **ALLOW SOFTPHONE TO ACCESS** settings.

Using the Application

This chapter describes the features of this application and user instructions. Use this application to communicate with other users via calls and instant messaging.

Keypad

Upon successful signing into this application, the Keypad is displayed by default. At the bottom of the application, you will see various options. When one of the buttons is selected, the function pane opens. You can switch between these functions simply by selecting the one you want to use.



Making Calls

Use this application to place a call by dialing a phone number, or calling a number from Contacts, Messages, or History. You can also create a list of quick dials for the people you often call.

Make an outgoing call via the following options:

- New phone numbers
 1. Touch the **Keypad**  tab.
 2. Dial the phone number.
Important: Include the International country codes when dialing the numbers.
 3. Touch the **Call**  icon to initiate the call.

- Contacts directory
 1. Touch the **Contacts**  tab.
 2. Search for the contact name.
 3. Touch the **Call**  icon to initiate the call.

- Quick dials
 1. Touch the **Quickdial**  tab.
 2. Touch the contact name to initiate the call.

- Messages
 1. Touch the **Messages** tab.
 2. Touch the contact name or phone number to open the conversation.
 3. Touch  > **Call**.
The call is initiated.

- Call history
 1. Touch the **History**  tab.
 2. Locate the contact name or phone number.
 3. Touch the call log to initiate the call.

After the conversation, touch the **End Call**  button to dismiss a call.

Receiving Calls

This application rings when someone calls the user. The user can answer, silence, or dismiss the call.



- The incoming call screen displays the caller's name or phone number (if presented by caller).
- Tap **Remind Me**, then choose a reminder to return the call.
- Touch the **Accept** ✓ button to answer the call.
- Touch the **Decline** ✕ button to dismiss the call.

Forwarding Calls

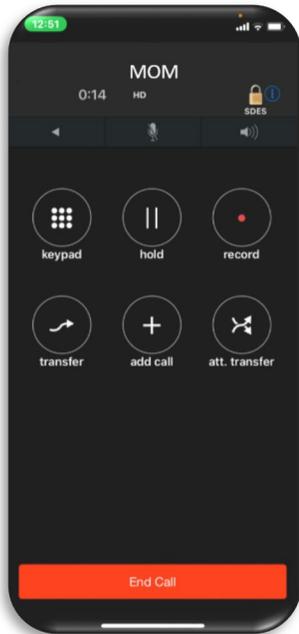
When the call forwarding function is enabled in the application settings, all incoming calls can be automatically redirected to an alternate number specified by the user. This is useful if the user intends to answer all calls on another device. See **Call Forwarding** in the **Settings** section for more information.

Note: NEWT recommends setting up find-me-follow-me ring schedules via the NEWT Business Phone's extension settings.

Mid-Call Operation

While in the middle of an active phone call, the user can put the call on hold, record calls, transfer calls (attended and unattended), merge calls, and open a dual-tone multi-frequency (DTMF) keypad.

Note: To access other tabs on a call, tap the **Back** ◀ icon to leave the active call screen and open the application screen.



Muting or Unmuting the Microphone

Touch the **Mute** 🎤 icon to mute the microphone. Touch this icon again to unmute.

Turning the Speakerphone On or Off

Touch the **Speaker** 🔊 icon to turn on the speakerphone. Touch this icon again to turn the speakerphone off.

Making an Unattended Transfer

On the call screen, touch the **transfer** ↪ button to initiate an unattended transfer. Unattended transfer, also known as cold or blind transfer, is when you transfer a call to another destination without establishing a conversation with this new call recipient. The first call is put on hold until the call is transferred successfully.

To make an unattended transfer:

1. On an active call, touch the **transfer** ↪ button.
The application screen displays, and the first call is placed on hold.
Note: To cancel the transfer, tap **Dial To Transfer** at the top of the screen.
2. To transfer the call to another person, follow the steps in the **Making Calls** section.
Once the transfer call is initiated, the first call is ended.

Making an Attended Transfer

On the call screen, touch the **att. transfer**  button to initiate an attended transfer. Attended transfer, also known as warm transfer, is when you transfer a call to another destination but want to speak with this new call recipient before the transfer. The first call is put on hold until the call is transferred successfully.

To make an unattended transfer:

1. On an active call, touch the **att. transfer**  button.
The application screen displays, and the first call is placed on hold.
Note: To cancel the transfer, tap **Dial To Transfer** at the top of the screen.
2. To transfer the call to another person, follow the steps in the **Making Calls** section.
3. Speak with the new call recipient when the new call is answered.
4. Touch the **Transfer** button to transfer the call.
Note: To cancel the unattended call operation, select the **Cancel** button.

Recording Calls

This application can record voice calls. **Note:** This local device call recording feature is **not** associated with the NEWT Business Phone call recording function that centrally stores call recordings at the PBX level, with PBX administrator access to call recordings. Rather, the call recordings will be stored on your local device.

Important: Some countries impose laws and regulations on recording calls. We recommend that the users get consent from the call participants before recording the call. Consult with the regulatory experts in your company before using this feature.

To start recording an active call, select the **record**  button on the call screen. Touch this icon again to stop the recording.

Managing Call Recordings

Once the calls are recorded, the users can retrieve them in the **History**  tab.

To access a call recording:

1. Touch the **History**  tab.
2. Touch the **Information**  icon beside the name or phone number you want to retrieve the recording.
3. Touch the **Play Record**  button to listen to the recording.
The button then changes to .
Touch the **Pause**  button to pause the recording.
The button then changes to . Touch this button again to resume playing.
4. Touch the **Information**  icon on that recording entry.
A list of recording settings displays:
 - **Delete** - Deletes the recording.
 - **Send by Email** – Sends the recording via wav attachment using email.
 - **Share** - Sends the recording to someone else using other applications.
 - **Prevent Deletion** - Keeps the recording from being deleted by the auto-delete duration setting.**Locking Recordings**

To lock the recording from being deleted:

1. Touch the **History**  tab.
2. Touch the **Information**  icon beside the name or phone number you want to retrieve the recording.
3. On that recording entry, touch **Information**  > **Prevent Deletion**.
A lock displays on the entry which indicates it is excluded from being deleted.

Note: To unlock the recording, tap **Information**  > **Allow Deletion**.

Placing a Call on Hold

Users can put a call on hold to pause the conversation so that none of the user and call participant(s) can hear each other. To put a call on hold, touch the **Hold**  button on the call screen. Touch this button again to resume the call.

Conference Calls

The users can add more people to an active call to form a conference call.

Establishing a Conference Call

Touch the **Add call**  button to add more people to an active call to make a conference call and have discussion with that group of people.

To form a conference call:

1. On the call screen, select the **Add call**  button.
Note: Tap **Back To Call** to cancel adding a new participant.
2. Follow the steps in the **Making Calls** section to make a new call.
The first call is put on hold.
3. Touch the **Join**  button when the second recipient answers the call.
The call screen indicates a conference call is formed.
4. To add more people, repeat steps 1 to 3.
5. To dismiss a conference call, select the **End Call** button.

Splitting a Conference Call

In a conference call, the user can split the conference to separate calls by tapping the **Split**  button. Consider using this feature when some call recipients want to leave the conference or have a private conversation with the caller.

To split a conference call:

1. On an active conference call, select the **Split**  button.
The conference call is put on hold.

2. Touch the **Switch** ↻ button and pick the participant to talk separator to remove from the conference.
Note: To form a conference call from the separate calls again, select the **Join** ➔ button on the call screen.

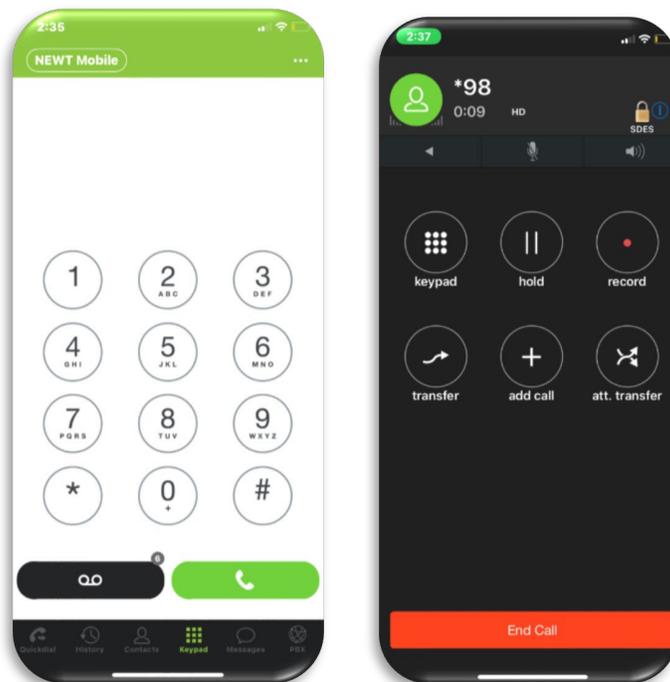
Voicemail

Your NEWT Mobile extension may already have been pre-set by your company's administrator for a voicemail password and (optionally) voicemail to email. Please contact your company's NEWT PBX administrator for further information.

On the keypad there is a count over the voicemail icon indicating how many voicemails you have.

1. At the bottom of the screen, you will see this icon: . Tap the icon to access your voicemail. If this icon is not present, you likely don't have any voicemails yet. In this case, dial *98 to access your voicemail for set up.
2. You will be prompted to enter your voicemail password.
3. Press the Keypad Icon  and enter your password (default is your extension number)
4. Follow the menu option prompts to listen to voicemails, manage the voicemails or update your greeting recording.

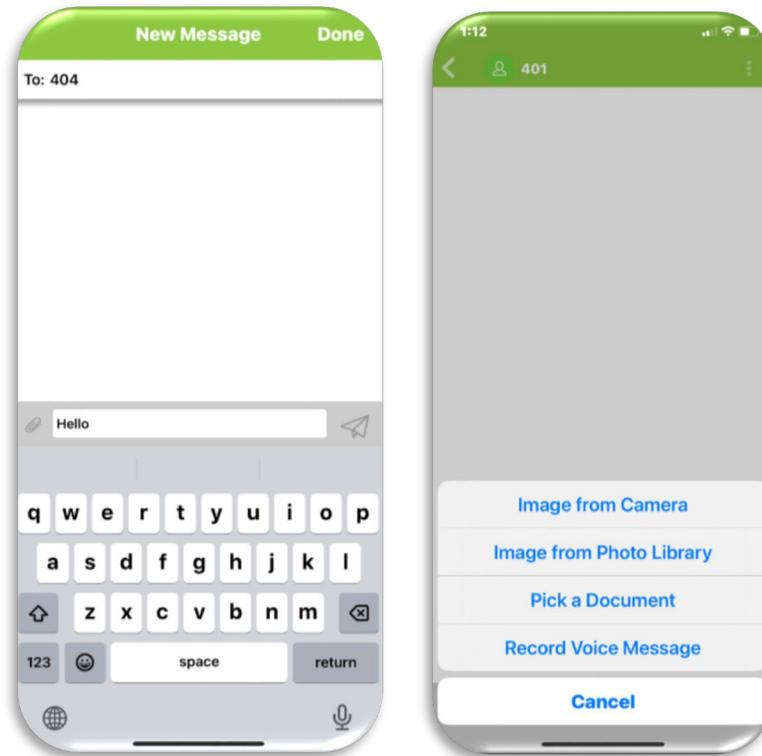
*Note: If your mobile app extension is unified to your main device extension (physical desk phone or computer desktop app) please enter the password of your **main** device to access voicemails.



Messages

The users can use the messaging feature to send instant messages, audio files, documents, or images to other users within your PBX environment, instead of calling them.

* **Note:** Short Message Service (SMS) texting to external (texting enabled) numbers, is available if this feature was purchased additionally and is activated by NEWT.



Using Messaging

Use the following steps to send a chat message:

- A new conversation
 1. Touch the **Messages** tab.
 2. Touch the **New Message**  icon.
The **New Message** screen displays.
 3. Enter the PBX Extension Number or Tap the  icon in the **Recipient** field to select a saved contact.
The contact directory displays.
 4. Search and select the contact name. The information of the contact displays.
 5. Tap the **Mobile** extension number.
The name is displayed in the **To:** field.

Note: Touch **Cancel** to dismiss sending new messages. The user can save or delete the draft.

- Recent interactions
 1. Touch the **Messages** tab.
 2. Search and touch the contact name to open the chat.
- Existing contacts directory
 1. Touch the **Contacts**  tab.
 2. Search for the contact name.
 3. Tap the **Messages**  icon next to the contact name.

After composing messages or attaching files in the message field, touch the **Send**  button.

SMS Texting

If your company has enabled SMS texting with external parties for your extension, your extension will be tied to a phone number for sending and receiving texts in the messages tab. If someone calls you on that phone number, the system is set up (utilizing the NEWT forwarding feature) to allow you to accept the call on your extension. Please note, texts with no files (SMS) will go through if being sent to a texting enabled device. Texts with files, media, or images (MMS) will fail as MMS is not available with external texting.

In your NEWT Mobile App:

1. Tap the **Messages** icon  at the bottom of the app:
2. Tap the New Message icon 
3. Enter the phone number in the To: field or tap the + button to select a contact from your synced mobile address book.
4. Type your message in the bottom line and tap the paper airplane icon beside it, to send.



*note that the texting number assigned for this feature, will show up on the Outbound ID for send and receive texting.

Message Delivery Status

The marks displayed next to each message the users send provide information about the delivery status. If the extension is not within your NEWT PBX environment, an error will display.

Note: Having a bad connection is the most common reason for not being able to send or receive messages. If the mobile device is connected but is unable to send messages, please contact your IT Staff or email newtsupport@fibernetics.ca.

Marks	Description
✓	The message or attachment is successfully sent.
🕒	The message or attachment is sending in progress.

Marking a Conversation as Read

The users can set **Mark as Read** to get rid of the unread message dots without deleting them.

1. Tap the **Messages** tab.
2. Touch **EDIT**.

3. Select the conversation(s) that has unread messages.
4. Select **MARK ALL READ**.

Deleting Conversations

The users can delete specific messages, conversations, and all messages in the application.

Important: The changes after deleting messages only reflect in the users' application, not those of the recipients.

Deleting a conversation(s):

1. Tap the **Messages** tab.
2. Touch **EDIT**.
3. Tap a conversation.
A **Selected**  icon indicates it is selected.
Tap another conversation, if needed.
4. Touch **DELETE**.

Deleting all messages:

1. Tap the **Messages** tab.
2. Touch **EDIT**.
3. Touch **DELETE ALL**.

Deleting message(s) in a conversation:

1. Open a conversation.
2. Touch and hold a message.
3. Select **Delete**.
4. To delete more messages, touch  > **Edit**.
5. Tap messages.
A **Selected**  icon indicates it is selected.
6. Tap the **Delete**  icon.

Copying Messages

Copy the message content in this conversation and paste it into different conversations or applications.

1. Open the conversation.
2. Touch and hold a message.
3. Tap **Copy**.
4. Paste the content to another location.

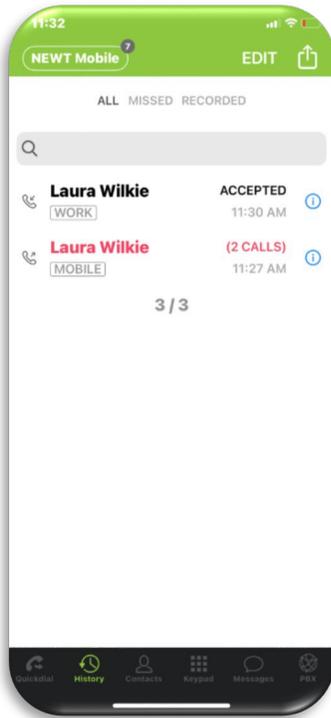
Saving New Extension Numbers from Messages to Contacts

After receiving a message from a new extension number, the user can save that number to the phone book.

1. Touch  > **Add to Contacts**.
2. Select **Create New Contact** or **Add to Existing Contact**.
3. Follow the instructions on the screen to save the contact on the phone book.

History

The **History**  tab records all the call logs from most recent to earliest. The call logs display the contact name or phone number, the call type, and the time of the call.



- The number in the red dot on the **History**  tab represents the number of missed calls.
- Use the **ALL**, **MISSED**, or **RECORDED** filters to show the desired call logs.
- Touch the **Information**  icon to learn more details about the call.
- Touch the **Save**  icon to export the call logs to a CSV document. The user can then send it to other users or save it on the mobile device.
- Touch **EDIT** to delete call logs.
- Tap on the call logs to make calls. See the **Making Calls** section for the details.

Call Log Icons

The call log icons indicate the types of calls and the availability of call recording.

Icons	Indication
	Received incoming call
	Outgoing call

Icons	Indication
	Missed or rejected call
	Forwarded call
	Call recording available
	Call recording in an incoming call
	Call recording in an outgoing call

Filtering Call Logs

Filter the call logs in the **History**  tab to show missed or recorded calls only as needed.

- **ALL** - Restores displaying all the calls.
- **MISSED** - Displays missed calls only.
- **RECORDED** - Displays recorded calls only.

Deleting Call Logs

The users can choose to delete specific calls or all in the **History**  tab.

Deleting entries

1. Touch **EDIT**.
2. Tap a call log entry or more, if needed.
A **Selected**  icon indicates it is selected.
3. Touch **DELETE**.
4. Touch **DONE**.

Deleting all call logs

1. Touch **EDIT**.
2. Touch **DELETE CALL**.

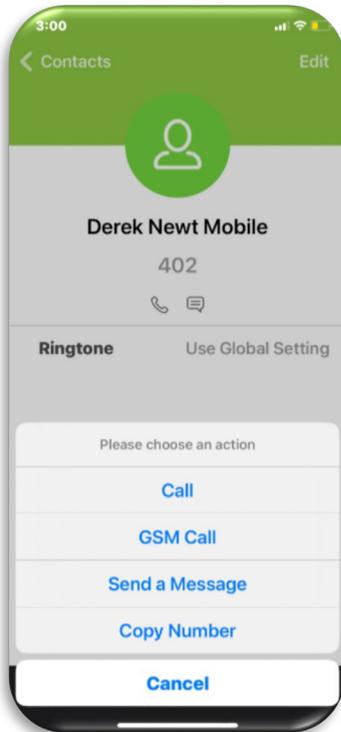
Deleting message(s) in a conversation:

1. Touch the **Information**  icon on a call log entry.
2. Touch **EDIT**.
3. Tap  beside a call log entry.
4. Touch **Delete** .
5. Repeat steps 3 to 4 to delete another entry.

Other Call History Operations

By pressing and holding a call log in the **History**  tab, the users can reach out to the previous call participants via call or messaging.

- **Call** - Makes an audio call.
- **GSM call** - Makes Global System for Mobile communications (GSM) call, which is a call using the cellular network. **Note:** This is reserved for 10 digits calling only, not extension calling.
- **Send a Message** - Sends messages.
- **Copy Number** - Copies the phone number.



Saving New Phone Numbers from Call History to Contacts

After receiving a call from a new phone number, the user can save that number to the address book.

1. Touch the **History**  tab.
2. Touch the **Information**  icon beside the new phone number.
The call details display.
3. Tap the **Add**  icon.
4. Select **Create New Contact** or **Add to Existing Contact**.
5. Follow the instructions on the screen to save the contact on the phone book.

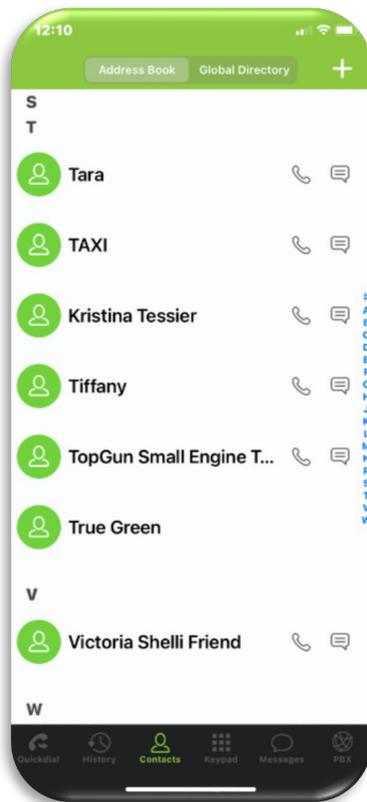
Contacts

To access all the contacts, open the **Contacts**  tab. You will notice two tabs at the top of the screen.



Address Book

This list contains contacts that you would have synced from your cell phone (if you chose to sync upon start up) and you can add contacts manually here as well.



Adding New Contacts

Add new contacts to the address book and the users can look for them in the **Contacts**  tab.

- To manually enter the phone number and create the contact:
- Open the **Contacts**  tab, touch the **Add +** icon to add new contacts, and follow the instruction on the screen to save the contact on the phone book.

Note, if the Add + Icon is not present: Ensure that in your iPhone settings for the NEWT Mobile app, that access to Contacts is on. Go to iPhone Settings  -> Scroll to the NEWT Mobile app -> tap to open -> toggle the Contacts to On  (this will automatically be enabled if you opted to sync contacts when first launching the app).

Alternatively, open the **Keypad**  tab, use the dialer tab to dial phone numbers, tap **+ Add to Contacts**, and then select **Create New Contact** or **Add to Existing Contact**. Follow the instructions on the screen to save as a new contact or add to an existing contact.



Editing Contacts

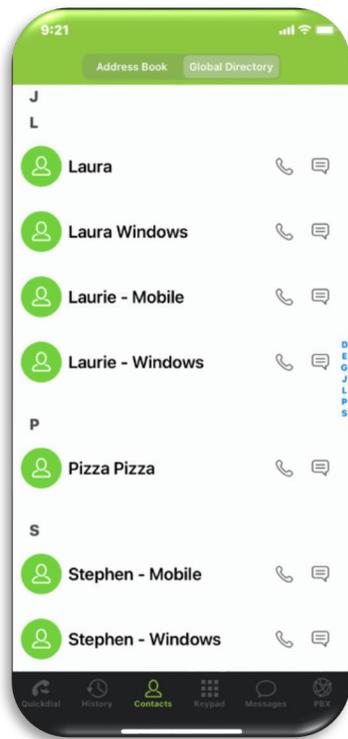
Users can update information such as names or add new numbers to existing contacts in the address book.

Note: To remove a contact no longer exists, delete it in the system's phone book.

1. Open the **Contacts**  tab.
2. Tap a contact that needs updates.
3. Tap **Edit**.
4. Make changes and then tap **DONE**.

Web Service (PBX Directory Listing)

This list contains extensions within your PBX environment as well as contacts your administrator may have loaded to the PBX in the Global Directory listing. This listing is auto populated. (to show or hide extensions from this list, please have your administrator contact support newtsupport@fibernetics.ca). Showing or hiding listings will affect all users on the app within your PBX environment.



Touch the following icons beside the name of the contact:

- **Call** 📞 - Makes an audio call.
- **Messages** 💬 - Sends messages.

Quick Dial

Just like a “Favourites list”, add or create a call shortcut in the **Quickdial** ☆ tab for the contacts that the users call frequently. A tap on a quick dial places the call instantly.

Creating New Quick Dials

Create new phone numbers as quick dials in the **Quick dial** tab.

1. Open the **Quick dial** tab.
2. Tap **EDIT**.
3. Tap the **Add** ⊕ icon.
A blank quick dial form displays.
4. Fill in the name and phone number fields.
5. (Optional) Touch **Camera** 📷 to take or assign an image to a quick dial contact.
6. (Optional) Toggle **Busy Lamp Field** on to provide extension status information (On Call / Off Call)
7. Tap the **Save** button.
The new quick dial displays in the **Quick dial** tab.
8. Tap **DONE**.



Adding Existing Contacts as Quickdials

Users can add existing contacts as quick dials in the **Quickdial** tab.

1. Open the **Quickdial** tab.
2. Tap **EDIT**.
3. Tap the **Add**  icon.
A blank quick dial form displays.
4. Touch the **Contacts**  icon.
The contact directory displays.
5. Select a contact.
The information of the contact displays.
6. Tap the **Mobile** number.
The quick dial form is filled with the selected contact's information.
7. (Optional) Touch **Camera**  to take or add a photo to this quick dial.
8. (Optional) Toggle **Busy Lamp Field** on to provide extension status information (On Call / Off Call)
9. Tap the **Save** button.
The new quick dial displays in the **Quickdial** tab.
10. Tap **DONE**.

Busy Lamp Field (BLF) Status Settings

While your NEWT PBX environment has this extension feature available, this setting does not transfer to your NEWT Mobile application. Rather, the BLF option is available for users to set up for specific contacts where desired.

To Turn on BLF for a particular extension

1. Start in the Quick Dial Menu and click on the Add symbol
2. Tap the person icon -> this will take you to the contact listings
3. Select the contact to add to Quick Dial
4. Toggle on the Busy Lamp Field button
5. Tap the Save Button
6. Tab Done

Deleting Quick Dials

Users can clear some old shortcuts in the **Quickdial** tab when the list is too long.

1. Open the **Quickdial** tab.
2. Tap **EDIT**.
3. Tap the **Delete X** icon on the quick dial.
4. Tap the **Delete** button.
5. Tap **DONE** once complete deleting.

PBX

The **PBX** tab gives access to your NEWT Mobile extension's call flow set up and extension information using the NEWT Configuration Facility (NEWTCF 2.0).

** Your user extension access must already be activated. Please contact your PBX administrator or newtsupport@fibernetics.ca for access set up.*

Within the PBX NEWTCF environment, there are feature tabs to assist you in managing your extension. Please utilize the embedded help content for further options and instructions.

Extension Settings

On the **Extension Settings** tab, you can update your extension name, update your voicemail password, update your voicemail to email address, and update your greetings using the embedded recorder.

Call Flow

On the **Call Flow** tab, you can change how you would like incoming calls to be handled and programming of more advanced find-me-follow-me configurations (i.e.: ring the extension for 5 rings and then go to voicemail).

Call Recordings

If your organization has enabled call recording for your extension, a **Call Recording** tab will also be revealed.



Extension Settings



Call Flow



Call Recording

Settings

This chapter describes the settings of this softphone application on iOS mobile devices.

To access the settings of this application, touch the **Keypad**  tab > ... > to open the **Settings** screen.

Notifications

The notifications settings allow the user to configure how audio and visual notifications occur when calls and new messages come through.

Setting Application Notification Tones

By default, the application uses the same ring and notification tone as the phone for incoming calls. Users can change the ringtone to a different one for this application.

1. Touch the **Keypad**  tab > ... > **Preferences**.
2. Touch **Ringtones**.
3. Select a notification tone:
 - **Ringtone** - A sound to play when the softphone rings.
 - **Text Tone** - A sound to play when receiving messages.
 - **On-Screen Text Tone** - A sound to play when receiving messages while texting.
4. Touch **Done**.

Setting Custom Ringtone

The user can assign a different ringtone for certain contacts.

1. Open the **Contacts**  tab.
2. Tap the contact that needs a custom ringtone.
3. Touch **Ringtone**.
4. Choose a ringtone.
5. Touch **Back**.

Call Settings

This section introduces the settings to set up call forwarding, local call recording and the country code enabler for calls.

Call Forwarding Settings

When the call forwarding function is activated, the application redirects an incoming call to a different phone number. The call is captured as **FORWARDED** in the **History**  tab.

1. Touch  > **Settings** > **Preferences** > **Call forwarding**.
2. Set **Enabled** to automatically forward all incoming calls to a phone number (default - disabled).
3. Set to direct all incoming calls to this phone number in the **Forward To** field.
Important: The field is only visible when **Enabled** is turned on and must be filled.

Call Recording Settings

Use the call recording settings to enable recording all calls, set the format, set the time limit to keep recordings, and enable the background beep.*note this will store call recordings only on your local device. This is not related to call recording storage within the NEWT PBX environment.

Touch the **Keypad**  tab > ... > **Preferences** > **Call Recording**. Select an option:

- **Record all calls** - Enable or disable (default).
- **Multichannel** - Enable or disable (default).
- **Output File Format** - Set the format to **WAV μ -law (8 kHz)** (default), **WAV PCM16 (16 kHz)**, or **Ogg Opus (48 kHz)**.
- **Delete After** - See the **Setting Automatically Delete Recordings** section.
- **Warning beep** - Enable (default) or disable.
- **Email address** field - Set an email address to share the recording.
- **Upload URL** field - Set an upload URL that includes the required parameters of the POST request to upload the recording.

Setting Automatically Delete Recordings

Set a duration to keep the recordings in the application, so that old ones are deleted according to the schedule and do not take up space in the mobile device.

To set a duration:

1. Touch the **Keypad**  tab > ... > **Preferences** > **Call Recording**.
2. Touch **Delete After**.
 - **Keep forever** (default)
 - **1 week**
 - **2 weeks**
 - **1 month**
 - **2 months**
 - **3 months**
 - **6 months**.

Settings Contact Display

Sort the contacts according to their first name or last name or set their appearance in the **Contacts**  tab. Some devices use the term surname as an alternate to last name.

1. Touch the **Keypad**  tab > ... > **Preferences**.
2. Tap **Contact Sort Order**.
3. Select one of the desired sorting options:
 - **by First name** (default)
 - **by Last name**.

Sound Settings

Go to the **Keypad**  tab > ... > **Preferences** > **Sound** to set the echo and background noise processing configuration, media devices volume level, and to use speakerphone mode.

- **Echo Suppression** - Enable (default) or disable to suppress echo noise.
- **Speaker phone Echo Suppression** - Enable (default) or disable to suppress echo noise in the speakerphone mode.
- **Handset Echo Suppression** - Enable (default) or disable to suppress echo noise when using the handset.
- **Incoming Noise Suppression** - Enable (default) or disable to suppress background noise from all incoming audio.
- **Outgoing Noise Suppression** - Enable or disable (default) to suppress background noise in all outgoing audio.
- **Microphone Volume Boost** - Controls the microphone volume enhancement.
- **Playback Volume Boost** - Controls the playback audio enhancement.
- **Keypad Volume** - Controls the volume when keys on the dialer are pressed.
- **Support Bluetooth** - Enable or disable (default) the Bluetooth headset support.

Configuring Headset Settings

Change some settings when using wireless or wired headsets with this application.

1. To enable using a Bluetooth headset, touch the **Keypad**  tab > ... > **Preferences** > **Sound**, and then enable the **Support Bluetooth** switch.
2. Touch the **Keypad**  tab > ... > **Preferences** > **Control**, then enable the **Headset Buttons** switch.

Do Not Disturb Mode

Use Do Not Disturb (DND) mode to block incoming calls and new messages. The users can manually activate DND mode or customize special conditions to activate the mode.

When the DND mode is activated:

- Users do not receive calls, but the call logs are captured in the **History**  tab.
- This application does not notify the users when new messages arrive.

Activating DND Mode

Once DND mode is activated manually, it can only be turned off by toggling the **Do Not Disturb** switch.

To manually activate DND mode:

1. Via the **Keypad**  tab, tap the NEWT Mobile icon at the top left corner of the screen.
2. Turn the **Do not disturb** switch on.

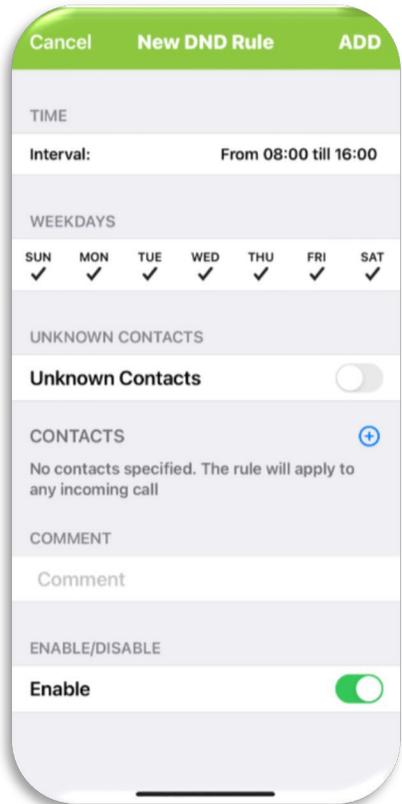
Note: To deactivate DND mode, turn this **Do not disturb** switch off.

Setting Custom Do Not Disturb Mode

Users can customize the rules for the DND mode, such as the days and times options, to be active and also to limit certain contacts to reach the users.

1. Touch the **Keypad**  tab > ... > **Preferences**.
2. Tap **Do not disturb**.

3. Touch the **Add** icon.
The **New DND rule** screen displays.



4. Select an available option:
 - **Time** - Select to turn it on at a custom time interval or all day.
 - **Weekdays** - Select the custom day to turn this on.
 - **Unknown contacts** - Enable or disable calls and messages from unknown phone numbers.
 - **Contacts** - Tap the **Add** (+) icon to disable calls and messages from certain contacts.
 - **Comment** - Add a description in the **Comment** field.
 - **Enable** - Select to activate this custom rule.
5. Tap **ADD**.
The custom rule displays on the **DND Rules** screen.

Note: To delete a DND rule on the **DND Rules** screen, touch and slide the rule to the left.