



Crosswind Huddle

User Guide for Android

V2.2



Contents

- Getting Started4
 - Downloading the Huddle App.....4
 - Launching Huddle4
 - Welcome to Huddle.....7
- Keypad (Call Handling).....8
 - How to place a call8
 - Ending a call.....9
 - Making Simultaneous Calls.....9
 - Incoming Call Handling11
 - Transferring Calls11
 - Recording Calls13
 - Conference Calls.....14
- Messages15
 - Sending Messages.....15
 - Group Chat16
 - Presence.....17
- Services18
 - Huddle Presence.....18
 - Voicemail (VM)18
 - SMS Texting19
 - Extension Settings (EXT).....19
- Contacts20
 - Using the Address Book20
 - Favorites21
- History.....23
- Settings24
 - Account Settings24
 - Incoming Calls (Push Notifications).....25
 - Program Settings - Preferences25
 - Sound Preferences.....25
 - Number Rewriting.....25
 - Other Preferences.....26



Information26
Provisioning27
 Log out27
 Reset Application.....27



Getting Started

This user guide is intended to provide instruction and reference for the Crosswind Huddle unified communications application, referred to as “Huddle”. This guide describes how to use the application with an Android. To use the softphone portion of Huddle, your device must have a speaker/headset and a microphone.

Warning: *the Huddle app on Android and IOS is not intended to make emergency or 911 calls. By using this application, you acknowledge that it is not intended or fit for making those types of calls.*

Downloading the Huddle App

The latest release can be found at:

Android Download:

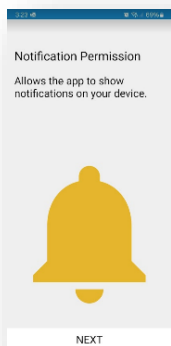


Or go to the [Android Play Store](#) and search for “**Crosswind Huddle**”. Make sure you see the Huddle logo.

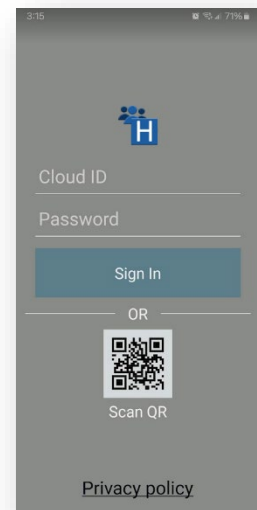


Launching Huddle

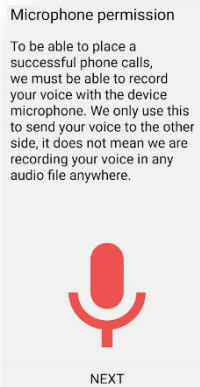
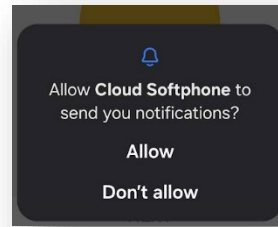
Tap the Crosswind Huddle app. When the login screen appears, enter the **Cloud ID** and **Password** you were provided and click **Sign In**. If you are not sure contact Crosswind Support. Optionally if you were provided a QR code, you can tap Scan QR.



When you log in the first time, you will be asked to set the **Notification** Permission. Tap **Next**.

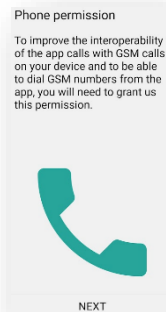


When prompted to *Allow the application to send you notifications*, tap **Allow** if you want to receive them, otherwise, tap Don't Allow.



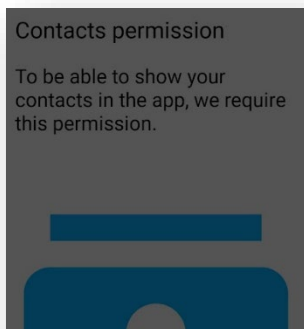
Next it will ask you to set **Microphone** permission. Tap **Next**.

When prompted to *Allow the app to record audio*, tap **“While using the app”**.



Next it will ask you to set **Phone** permissions. Tap **Next**.

When prompted to *Allow the app make and manage phone calls*, tap **“Allow”**.



Next it will ask you to set **Contacts** permission. Tap **Next**.

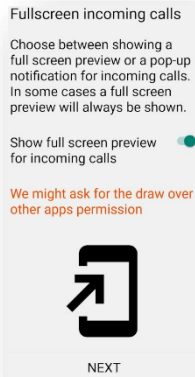
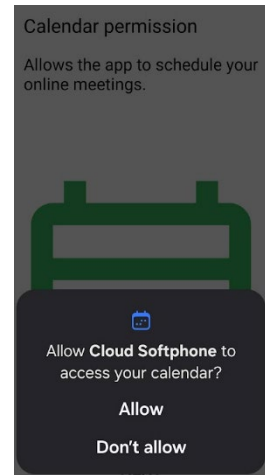




When prompted to *Allow the app access to your contacts*, tap **“Allow”**.

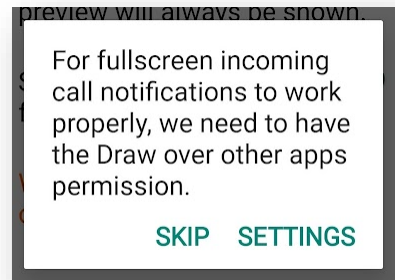
Next it will ask you to set **Calendar** permission. Tap **Next**.

When prompted to *Allow the app to manage the calendar*, tap **“Allow”**.

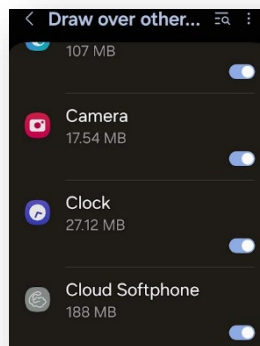


Next it will ask you to set **Fullscreen incoming calls**, tap **Next**.

Tap **Settings** when prompted.

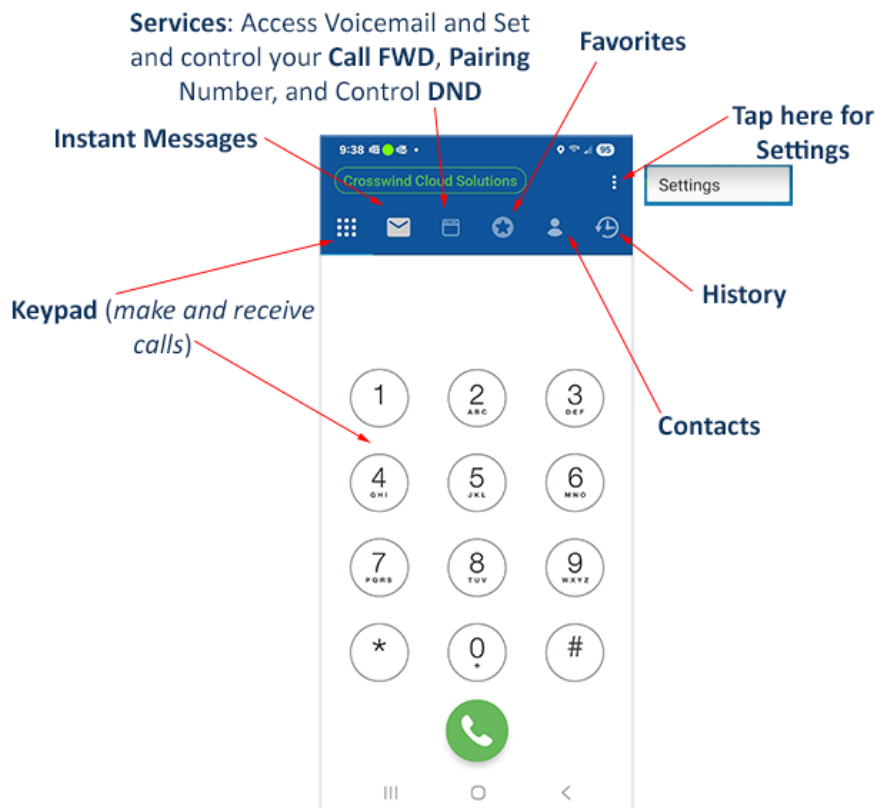
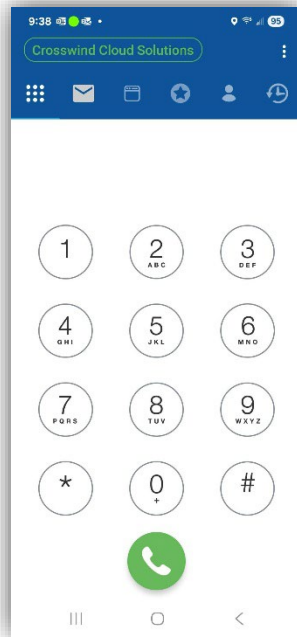


Enable **Cloud Softphone** and then hit the back button.



Welcome to Huddle

When the application loads it opens to the **Keypad** screen by default.





Keypad (Call Handling)

You can use Huddle to make and receive audio calls in addition to hosting conference calls. You can also transfer, forward, and record calls.

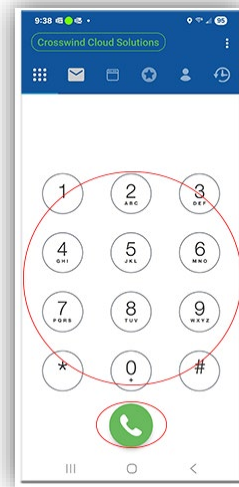
To use the Huddle softphone, your device must have a speaker/headset and a microphone.

How to place a call

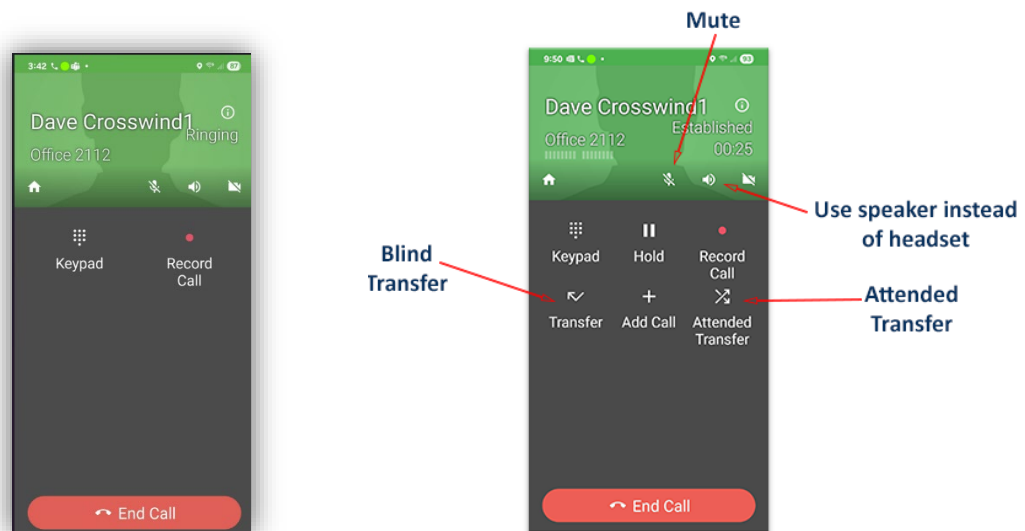
Calls can be placed using the **Keypad**, from the **Favorites** section, from the **Address Book (Phone Contacts / Extensions / Office365)**, and from **History**.

Using the Keypad


To make a call using the Keypad, tap the number buttons, entering the extension or 10-digit external number you want to call and tap the **Green** call button.



The call is placed, and the call window opens. Once answered see below for a description of the options you have while on a call.



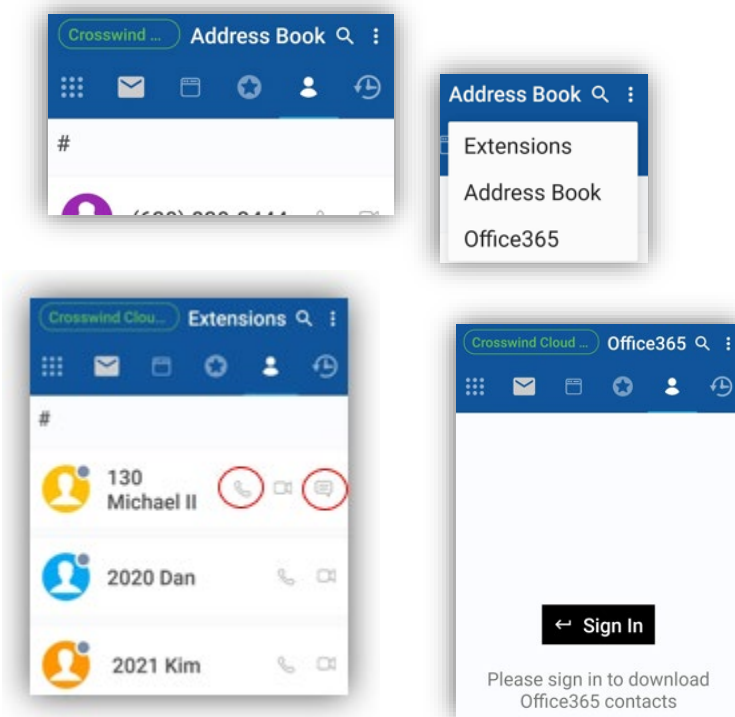
Using the Address Book

Tap the Contacts icon  and then in the top right-hand corner, you can Tap **Address Book**, **Extensions**, or **Office365** to access the contacts in those lists.

Address Book: these are the contacts in the address book on your mobile device.

Extensions: all the extensions for your company will be listed here.

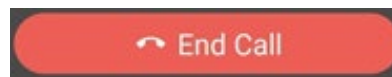
Office365: If you are not already signed into Office365, you can tap **Sign in** and it will walk you through completing the sign in process so you can access your contacts from Microsoft (*Outlook*).



Once you find the person you want to call, you can tap the **phone** or **message** icon next to their name to call or chat with them. Optionally, if enabled, you can tap the video icon to do a video call with them.

Ending a call

To end a call simply press the **End Call** button.

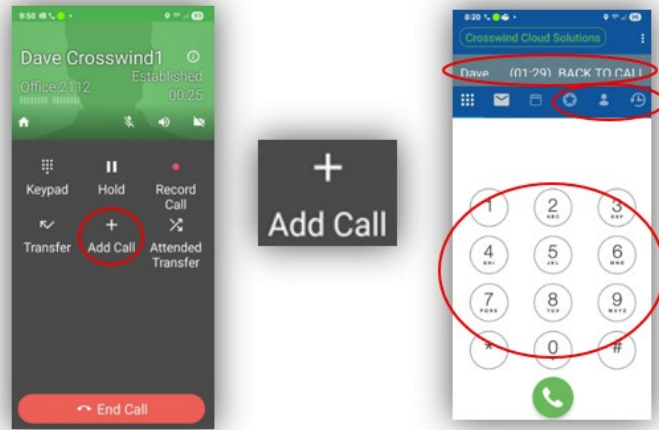


Making Simultaneous Calls

While on a call, you can make up to 2 additional calls simultaneously. To place a second call, tap **“Add call”** and use the keypad to dial the extension or external number. You can

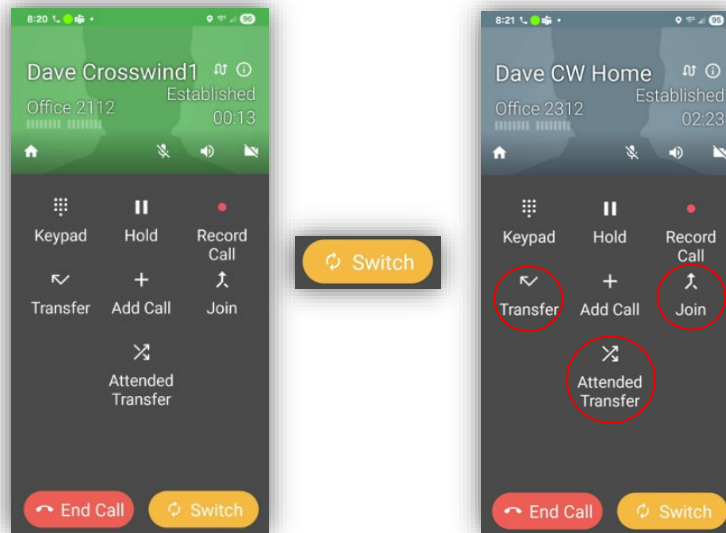


also place a call from the **Address Book (Phone Contacts / Extensions / Office365)**, your Favorites, and **History**. When you tap **Add Call** and call the next party, your first call will be placed on hold automatically. To cancel adding another caller, tap **Back to Call** at the top.



Follow the same process to add another call.

Once the party answers the call you can easily switch back and forth between the calls by tapping the **Switch** button. The other call will be placed on hold each time you switch calls.

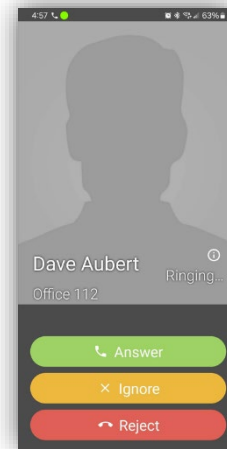
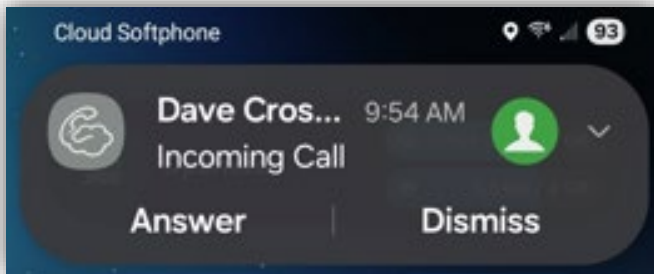


You also have the options to transfer either call (see the section on [Transferring Calls](#) for detailed instructions) and you can join the calls together into a conference call by tapping the **Join** button (see the [Conference Calls](#) section for more detailed instructions).



Incoming Call Handling

To answer incoming calls, Huddle must be running. If it is not running, calls will go into voicemail, if configured, or ring until the caller hangs up. When you receive an incoming call, if not already in the foreground, Huddle will pop up and give the option to **Answer** or **Dismiss** the call. Tapping **Dismiss** will send the call to voicemail, if configured, or hang up on the caller.

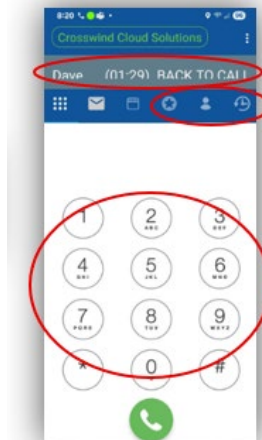
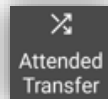


Transferring Calls

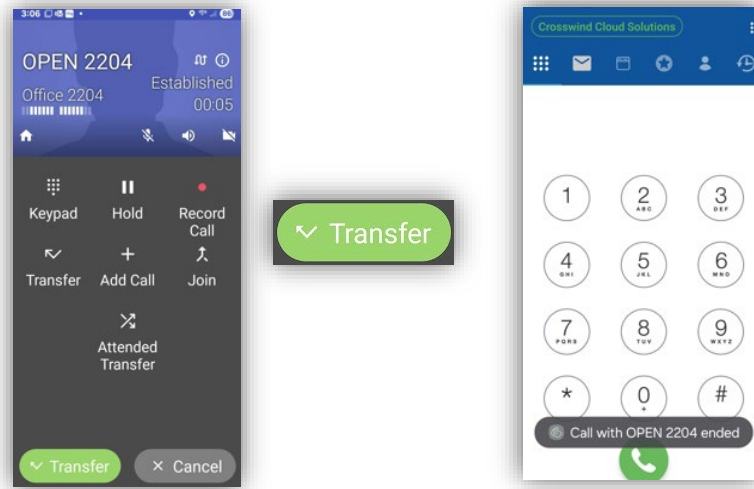
While on a call you can transfer the call using either the **Attended** or **Blind** transfer method.

An **Attended** call transfer allows you to speak to the party you are transferring the call to prior to completing the transfer. You also can pull the call back if you get the intended party's voicemail or they do not answer.

To perform an **Attended** transfer, while on a call, tap the **Attended Transfer** button. The caller is put on hold. You can now enter an extension or external number and tap the **Green** call button. You can also place a call from the **Address Book (Phone Contacts / Extensions / Office365)**, your Favorites, and **History**.

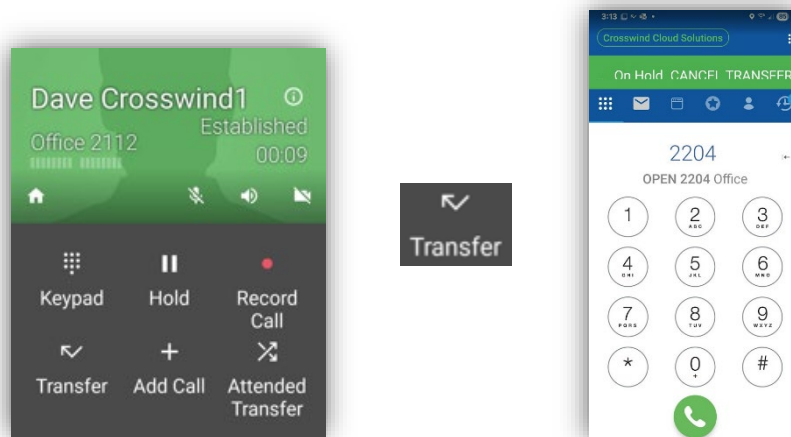


When the party you are transferring to answers, you can announce the call and tap **Transfer**.



A **Blind** transfer immediately transfers the call to the party you are transferring to.

To perform a **Blind** transfer, while on a call, tap the **Transfer** button. The caller is put on hold. You can now enter an extension or external number and tap the **Green** call button. You can also place a call from the **Address Book (Phone Contacts / Extensions / Office365)**, your Favorites, and **History**.



Once you click the **Green** Call button, the call is immediately transferred. If you do not want to transfer the call after tapping the Transfer button, tap the bar at the top that says, "**CANCEL TRANSFER**".



Recording Calls

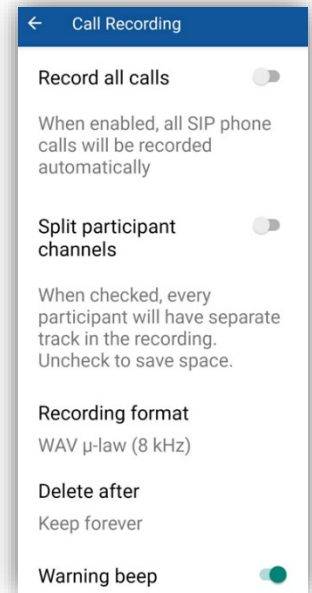
Best practice is to notify all parties being recorded and to obtain consent. Call Recording is at your own risk.

You can record a call while on a call, or have all calls recorded. To record all calls, tap **Settings**, under **Program settings** tap **Preferences**, then tap **Call recording** and then enable the option **Record all calls**.

Please note by default there is a **Warning beep** indicating to the other party they are being recorded. There is an option to turn that off.

The **Delete after** option allows you to set the retention of any recordings.

To record a call while on the call, Tap the Record button. The Record Call button will glow **Red** while recording. Tap the button again to stop recording.






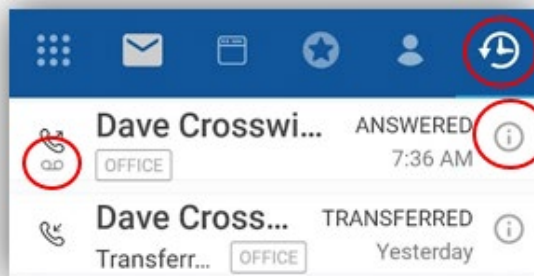
Recording



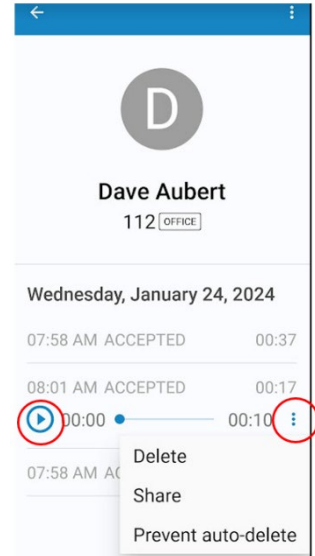
Not Recording



To listen to and/or download the recording, tap on **History**,  then tap the Info icon  next to the call you recorded. Note there will be a recording icon  under any calls that have call recordings.

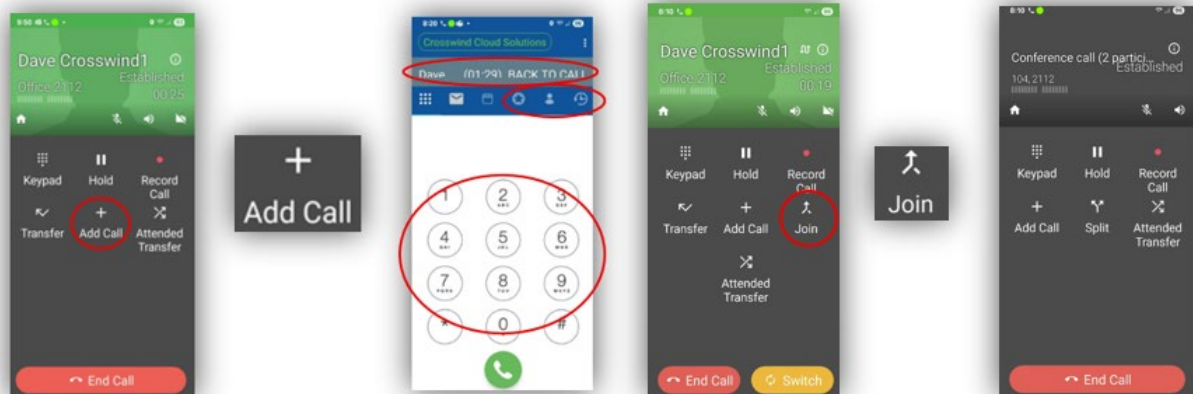


- Tap the menu for options to **Delete**, **Share**, and **Prevent auto-delete** of the recording.
- Tap the **Play** button to play the recording.
- Tap **Share** to share the recording with someone else via email text, or another app on your mobile device.
- Tap **Prevent auto-delete**, to keep the recording and prevent it from being deleted if you have set a retention on the recordings



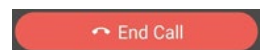
Conference Calls

You can add up to 2 additional callers while on an existing call to create a **Conference Call**. While on your first call, tap the **Add Call** button. You can also place a call from the **Address Book (Phone Contacts / Extensions / Office365)**, your Favorites, and **History**. When you tap **Add Call** and call the next party, your first call will be placed on hold automatically. To cancel adding another caller, tap **BACK TO CALL** at the top. Once the second call is answered, tap the **Join** button to create the Conference call.

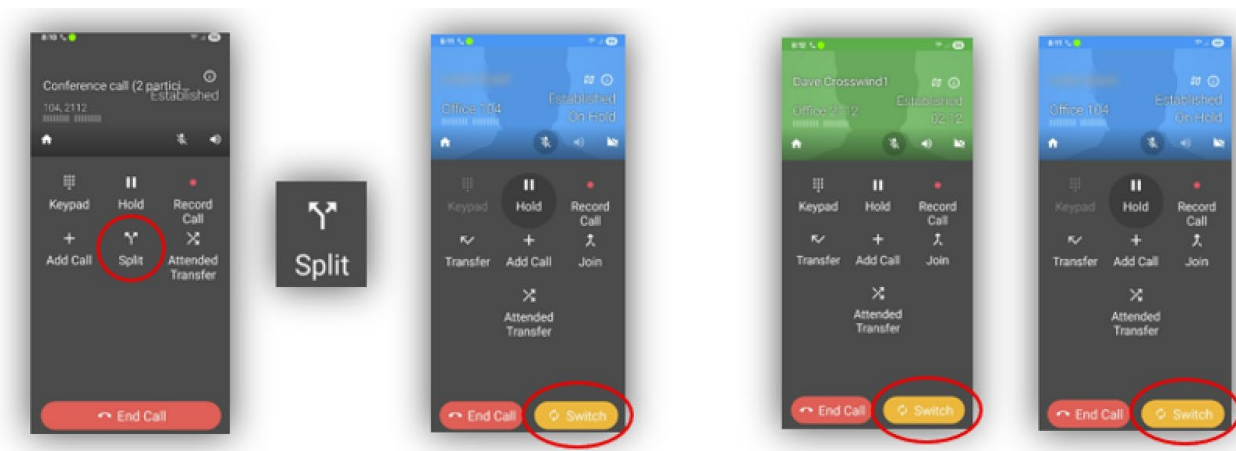


To add another caller to the conference, follow the same process. Tap the **Add Call** button. Call the next person and once they answer, tap the **Join** button.

To end the Conference Call for all callers, tap the **End Call** button.




Tap the **Split** button to end the Conference Call and split each party into separate calls. You can tap the **Switch** button to switch back and forth between each caller.




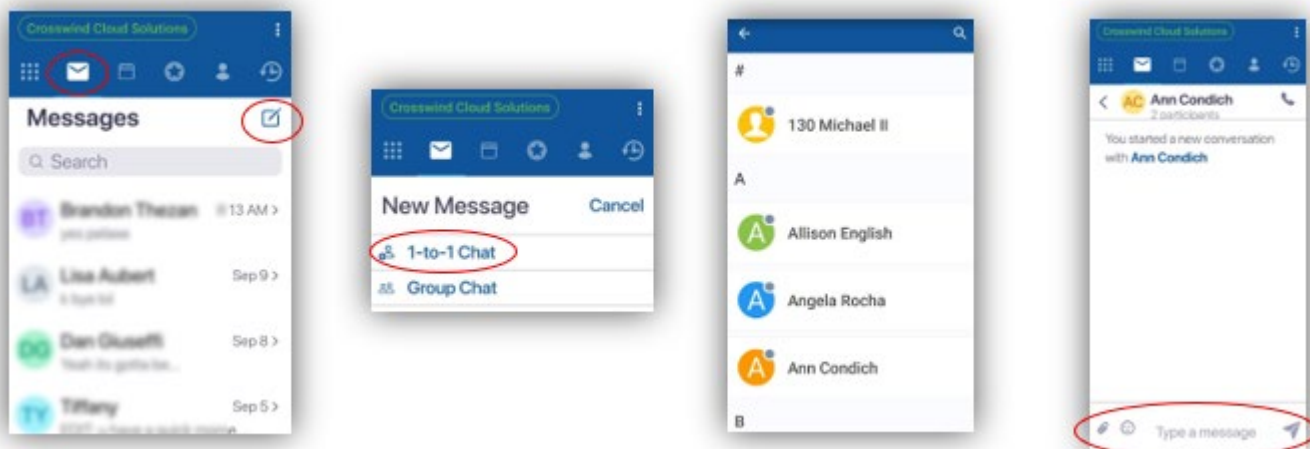
Messages

You can send Instant Messages with other Huddle users in your organization. In addition, you can send files and emojis.

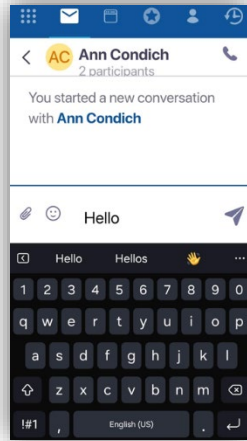
Sending Messages

To see and send instant messages tap on the **Messages** icon . Anyone you recently chatted with will be listed. You can tap on a recent message and then send a chat message, send a file, or emoji.

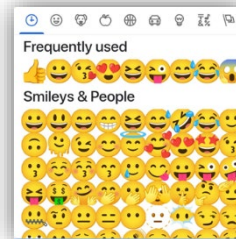
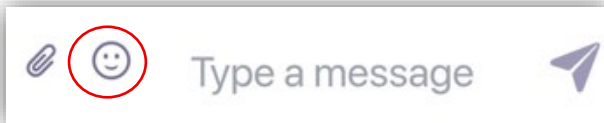
To start a new chat, tap the New Message icon in the top right.  Tap **“1-to-1 Chat”**. Search for the person you want to chat with and once found, tap on them. You can send a message, an emoji, or a file to the person.



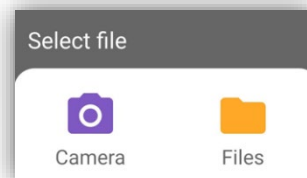
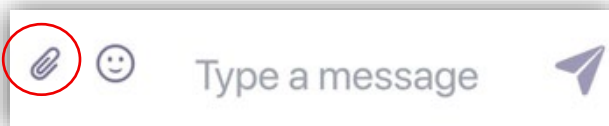
To send a message, type a message and tap the **Send** button.




To send an Emoji, click the **Emoji** icon, select the emoji, and tap the **Send** button.



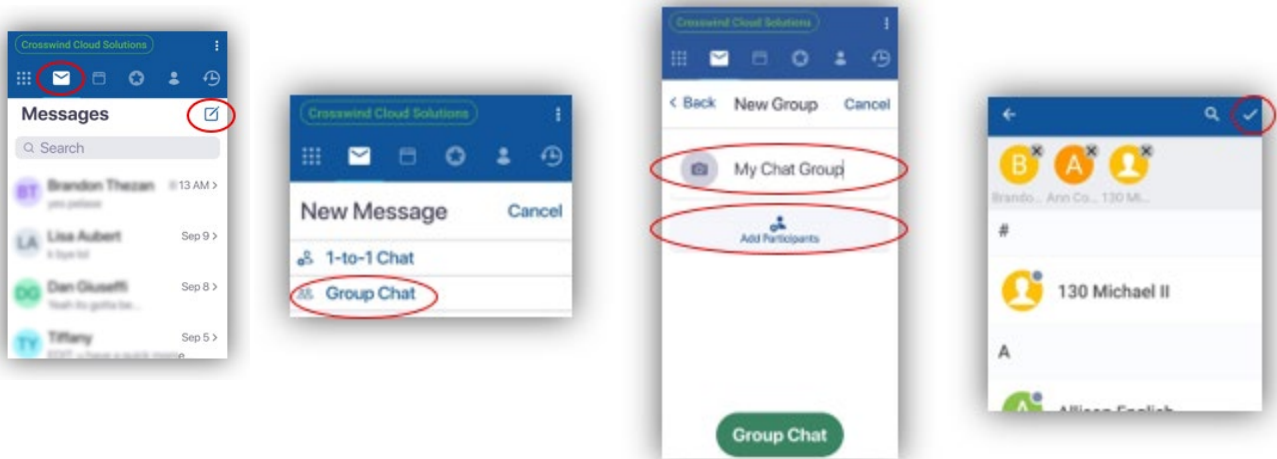
To send a file, click the **Paperclip** icon, select the file or take a picture, and tap the **Send** button.



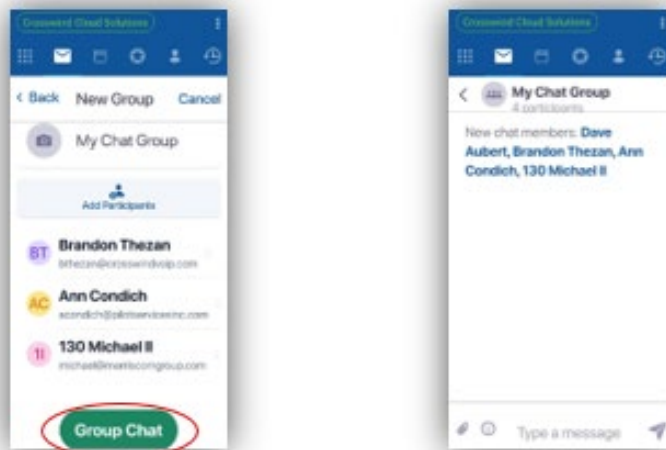
Group Chat

Up to 100 people can be added to a group chat. To start a group chat, tap the New Message icon in the top right.  Tap "**Group Chat**", enter a name for the group. Next, add up to 100 participants by tapping the Add Participants button, selecting the people you want to add to the group, and then tap the check mark in the top right.







Finally tap the **Group Chat** button once you are done.



Just like on a 1-to-1 chat, you can send messages, files, and emojis.

Presence

Anyone you have messaged or if you are messaging, you will be able to see their status of whether they have the Huddle application running or not. When you run the Huddle desktop application you are set to Online and appear **GREEN** to other users in the Messages screen. When Huddle is logged out, you will appear **GREY**. Additionally, you can manually set your status and 2 additional statuses **Busy** and **Away**. You would do this in the [Services](#) screen, described in the next section. See the table below for each status' color.


	Online
	Busy



LA	Away
KW	Offline



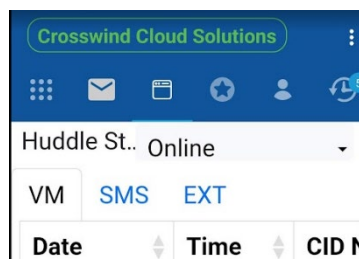
Services

The Services  section allows you to access your **Voicemail** messages (**VM**), use **SMS** texting through Huddle (**SMS**), and access your **Extension Settings** (**EXT**) where you can set and control your **Call Forwarding**, **Call Pairing**, and **Do Not Disturb**.

*Please note **SMS** is an optional service that will only appear if it has been provisioned for you.*

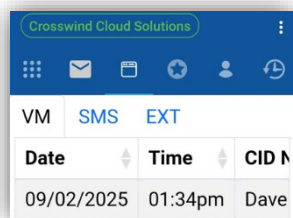
Huddle Presence

Click the drop-down menu next to **Huddle Status** to manually set your status. You can select **Busy** and **Away** in addition to **Online** which is set by default when you open the application. When you Log Out of Huddle, you will appear **Grey** to other users. Your status will be displayed to other users in the Messages section. See the table in the section above called **Presence** for each status' color.



Voicemail (VM)

The Voicemail section lets you listen to, Save, Delete, and download your voicemail messages.

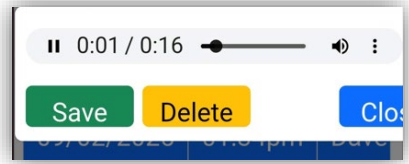


Tap on the voice message you want to work with and a small window will open and the message will start playing.



The **Save** button will mark the message saved in the list of voicemails.

If you click the **Delete** button, a confirmation message will be displayed first that you will need to click Yes to, otherwise the message will not be deleted.



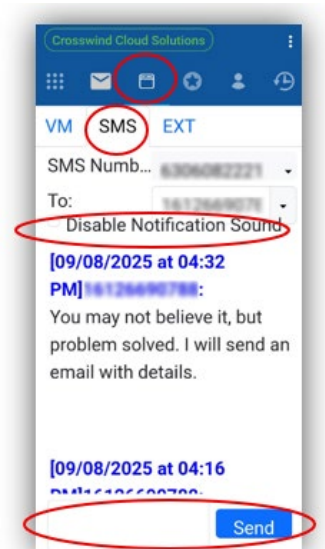
Click the **Close** button to go back to your voicemail messages.

SMS Texting

*Please note **SMS** is an optional service that will only appear if it has been provisioned for you.* If you have been provisioned for SMS texting through Huddle, you can now send and receive text messages using your office phone number through the Huddle softphone app. This feature lets you stay in touch with clients and colleagues from your desktop or mobile device, all while keeping your communication professional and centralized.

To use SMS texting with Huddle, tap on Services, then tap on SMS. If you have more than one number provisioned for texting you can tap the drop-down menu next to **SMS Number** and select the phone number you would like the text to come from. Enter the number you want to text in the **To** box. At the bottom, type your message and then tap **Send**.

To disable incoming text notification sounds for Huddle, check the box **“Disable Notification Sound”**.



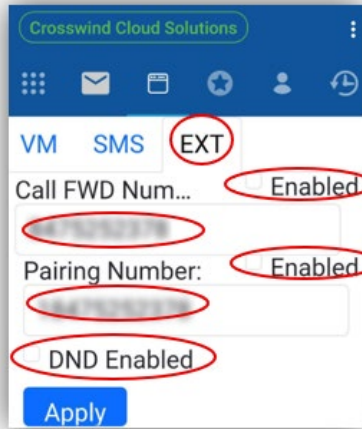
Extension Settings (EXT)

Call FWD Number: when call forwarding is enabled, calls to your extension will forward to the number you have specified. Please note if you do not answer the call, it will ring until the remote destination answers, like your cell phone’s voicemail. To enable Call Forwarding, enter the extension or external number you want to forward your calls to, check the box **“Call FWD Enable”** and click **Apply**.

Pairing Number: when call pairing is enabled, calls will ring your extension and the remote destination you specify at the same time. If you do not answer, the caller will go to your extension voicemail. To enable Call Pairing, enter the extension or external number you want to pair with, check the box **“Call Pairing”** and click **Apply**.

DND Enabled (Do Not Disturb): When **DND** is enabled, any calls internally or externally will go directly to your voicemail, and forwarding and pairing is disregarded. To enable **DND** check the box and click **Apply**.




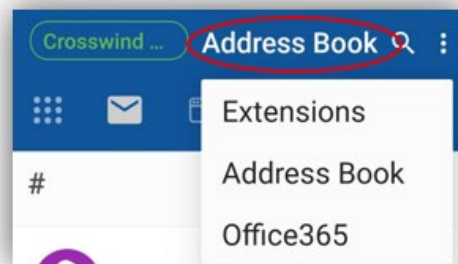
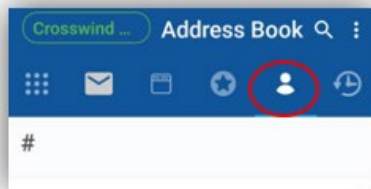


Contacts

The contacts section allows you to access your **Phone contacts**, access the **Extensions** for your organization, and your **Office365** contacts. You can call and message the Extension and Office 365 contacts once you locate them.

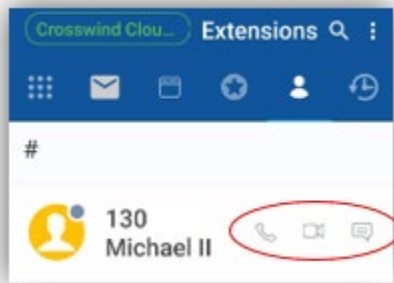
Using the Address Book

Tap the Contacts icon  and then you can Tap "**Address Book**" at the top to access the **Extensions** in the system and your **Office365** contacts.

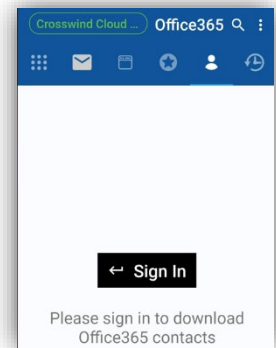


Once you find the person, you can tap the **phone**, **video**, or **message** icon next to their name to voice call, video call, or Instant Message them.



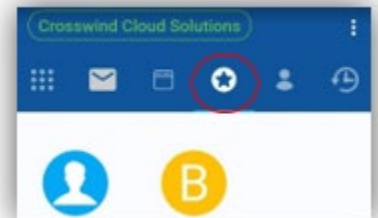


Office365 Note: If you are not already signed into Office365, you can tap **Sign In** and it will walk you through completing the sign in process so you can access your contacts.

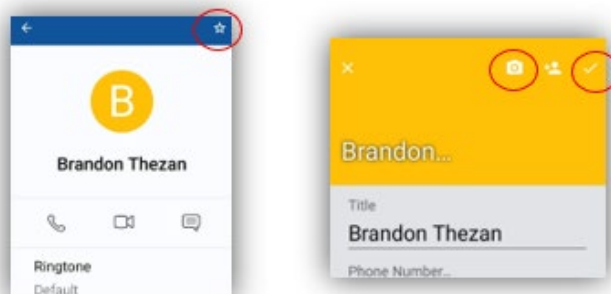


Favorites

Favorites ★ let you easily call or Instant Message (*if applicable*) a contact.



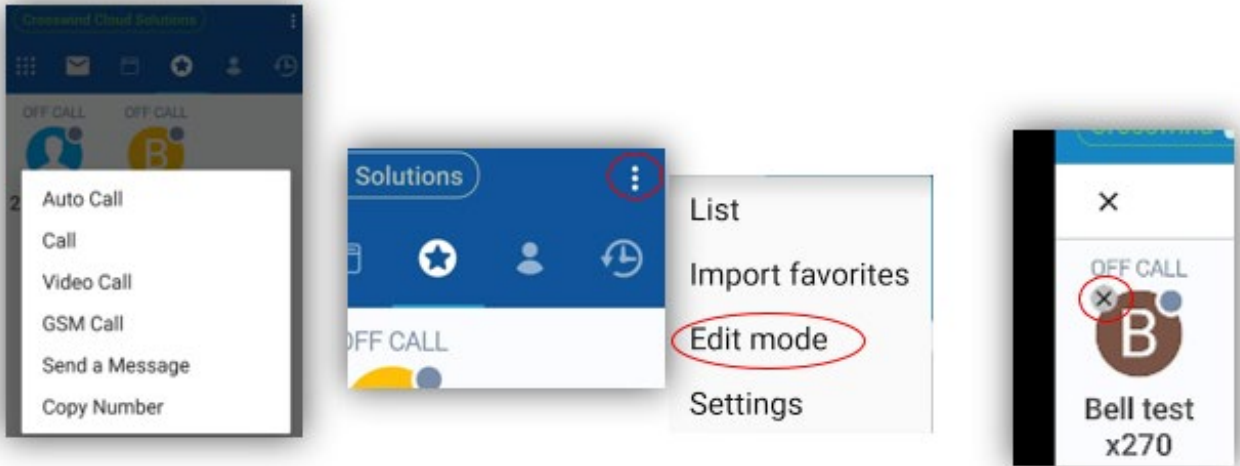
You can easily add any of your contacts in the Address Book or Extensions section to favorites by tapping on the contact and then tapping the **Star** in the top right corner. On the next page, you have the option to change the name and add a picture. Once done tap the **check mark** in the top right corner.



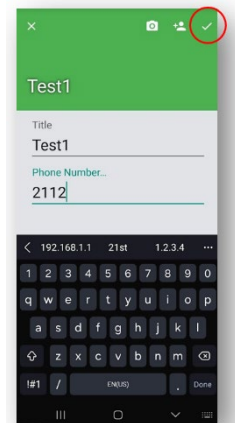
To **call** one of your Favorite Contacts, tap the contact and it will call them. If you *long-press* the contact, you will get a menu which allows you to **Send a Message** to the contact, Copy



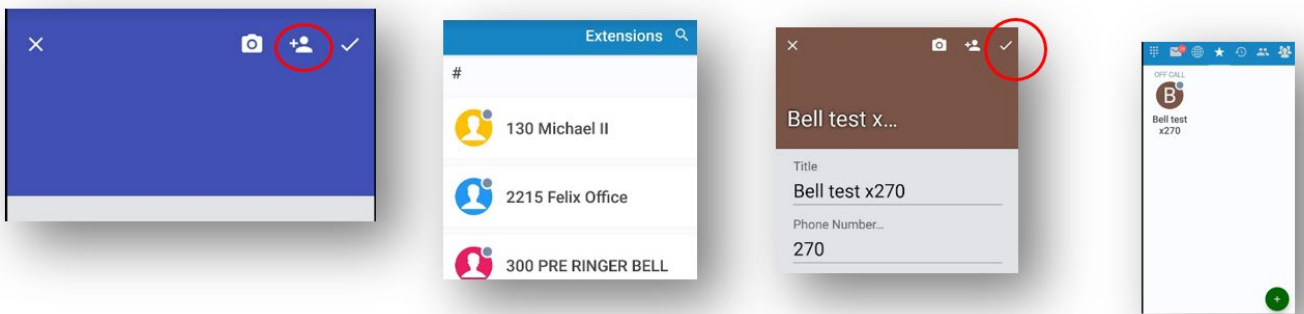
the Number, etc. To **delete a Favorite**, tap the menu in top right-hand corner (*the 3 dots*), and then tap **Edit mode**. Tap the **X** on the Favorite contact you want to remove.



To add a **Favorite** from the Favorites screen, tap the **Green + circle**. Enter a name in the **Title** field and add a **Phone Number**, which can be an extension or external number. Tap the check mark when you are done.



You can also search the Extensions in the system and add to Favorites. Tap the **Green + circle**. Tap the person icon. The Extensions page loads where you can scroll or search for the extension you want to add to favorites and then tap on the extension you want to add. Tap the **checkmark** to save.

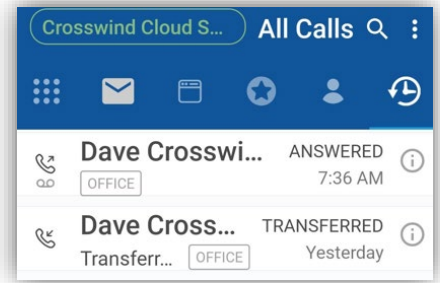


History

The History section displays your past inbound and outbounds calls. If you had recorded any of your calls, the recordings would be located here as well. See the [Recording Calls](#) section for detailed information on how to work with call recordings.

If you tap on one of the calls in the list, Huddle will call the person.

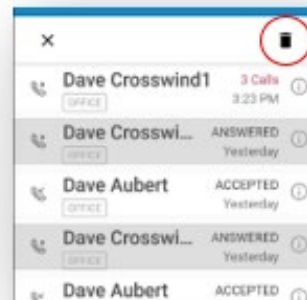
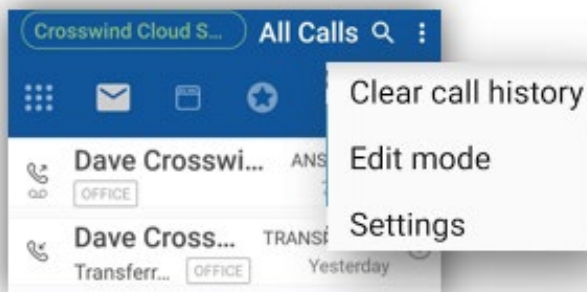
If you tap on the info icon to the right of any of the calls, it will show the history of that caller.



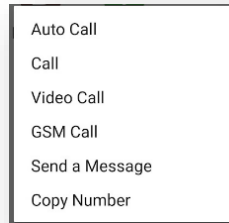
You can **filter** the Call History by tapping **All Calls** at the top and then you can filter by **Missed** or **Recorded** calls.



To **delete** all Call History, or delete certain entries, tap the menu in top right-hand corner (*the 3 dots*). Tap **Clear call history** to remove all call history. Tap **Edit mode** and then tap to select each call history entry you want to delete and then tap the delete icon at the top.

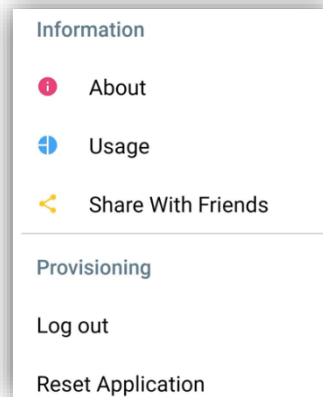
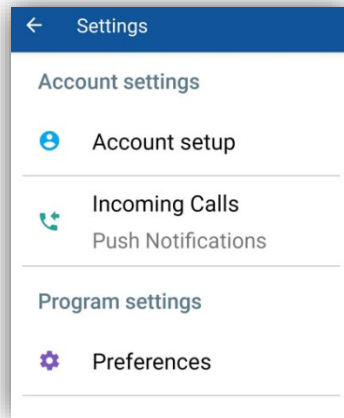
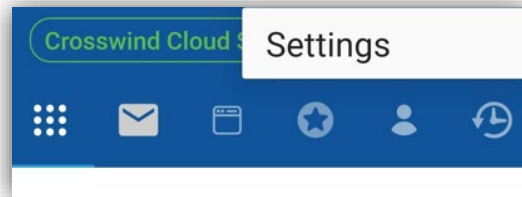
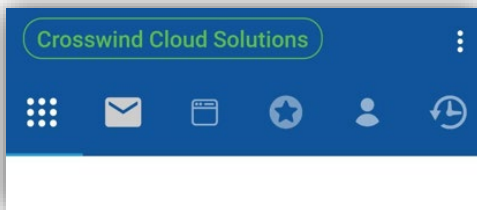


If you *long-press* the contact, you will get a menu which allows you to **Send a Message** to the contact, Copy the Number, etc.



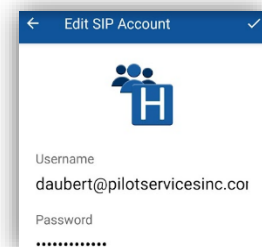
Settings

You can access the app settings in any of the main screens by tapping on the menu button in the top right-hand corner (*the 3 dots*). Depending on the screen you are on, there may be a few options, but all will have Settings. Tap on **Settings**.



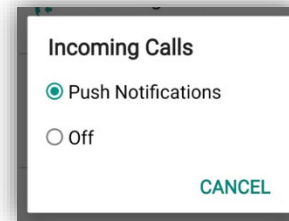
Account Settings

The **Account setup** screen allows you to change the account you use to log into Huddle.



Incoming Calls (Push Notifications)

Allows you to turn Push Notification On or Off for incoming calls.



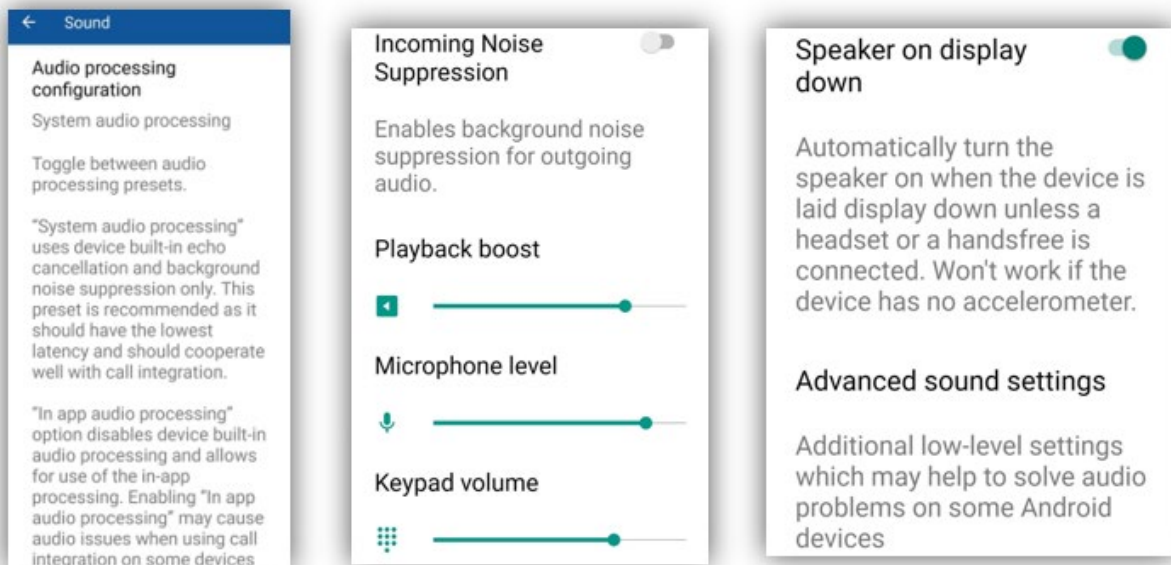
Program Settings - Preferences

Sound Preferences

Ringtone: Set the ringtone for incoming calls.

Call Recording: Sets the “Record All Calls” option, along with a few other miscellaneous settings. See the [Recording Calls](#) section for detailed information on this option and how to work with call recordings.

Sound: Set the audio processing configuration, playback boost, microphone level, and keypad volume.

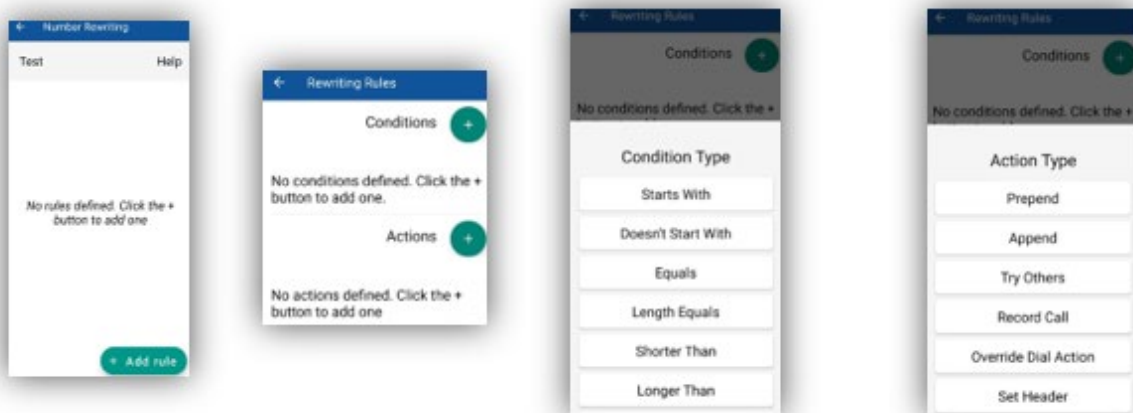


Number Rewriting

You can define conditions and actions to take place based off the number being called. Tap Add rule, define the conditions to match, and then the actions to be taken when the conditions are matched. For example, you could create a rule so

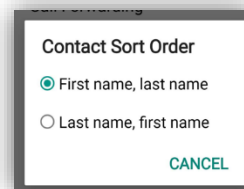


every time you dialed a seven-digit number, Huddle would append the local area code to the call.

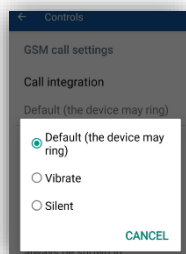


Other Preferences

Contact Sort Order: allows you to set the sort by first or last name.



Controls: set whether calls will Ring, Vibrate or be silent. Under Call Integration. Select the Default which is to ring, Vibrate, or Silent.



Information

About: displays the application version information.

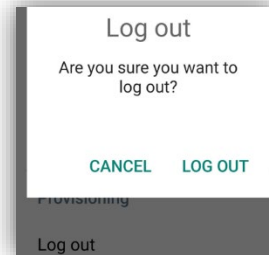
Usage: displays basic talk times and call counts. Tap the **Reset** button to reset the values.



Provisioning

Log out

When you log into Huddle on your mobile device, it runs in the background even when you do not have it open. If you do not want to receive incoming phone calls for your extension or chats, you can tap **Log out** and then tap **LOG OUT** again on the confirmation screen.



Reset Application

Tapping **Reset Application** will clear all data in the app including instant messages, history, favorites, and account settings. Uninstalling the application from your mobile device will do the same thing; however, this will reset the application without having to remove it. For example, if a company provided smart phone was being reassigned to a new employee. To reset the application, tap **Reset Application** and then tap **WIPE STORAGE** on the next screen.

