

Update : 18th October 2022

TIME Cloud Communication (TCC)

USER GUIDE



Solutions - Mobile Client Solution

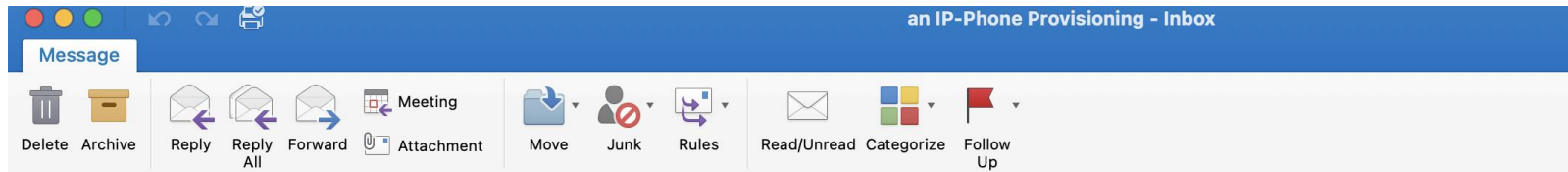
TIME Cloud Communication

time™

TIME VOICE APP User Guide

TCC Mobile Client Activation

- 1. User will receive QR code from tcc.client@time.com.my



an IP-Phone Provisioning



tcc.client@time.com.my <tcc.client@time.com.my>

Ang Yan Peng

Wednesday, 30 November 2022 at 9:59 AM

[Show Details](#)

First use the following link to download and install the application:

- iPhone: [App Store](#)
- Android: [Google play](#)

Then you can configure the app using one of the following options:

- Use this [link](#) for auto-configuration
- Start the app and scan the following code:



- Start the app and use the following values to configure it:

Cloud ID: otk@TIMEDOTCOM
Password: kYgS-LioH-LtuF-JP9h-Jjqw

TCC Mobile Client Activation

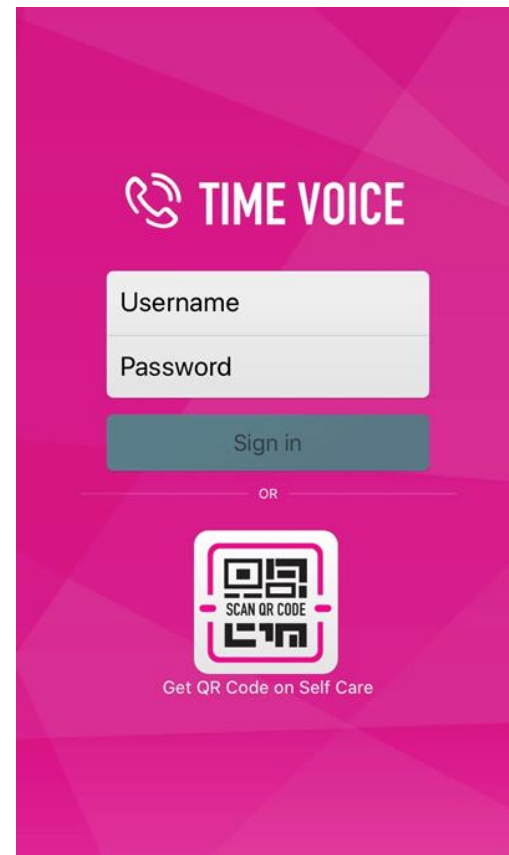
- 2. Download the “TIME Voice App” Google/Apple Store.
- For Huawei phone users need to download manually “Time Voice App_5.5_Apkpure.apk”. Please download rom the link below

<https://m.apkpure.com/time-voice-app/com.time.cloudcomms.android>

OR

<https://apkcombo.com/time-voice-app/com.time.cloudcomms.android>

- 3. Install the ”TIME Voice App”, click “Scan QR Code”

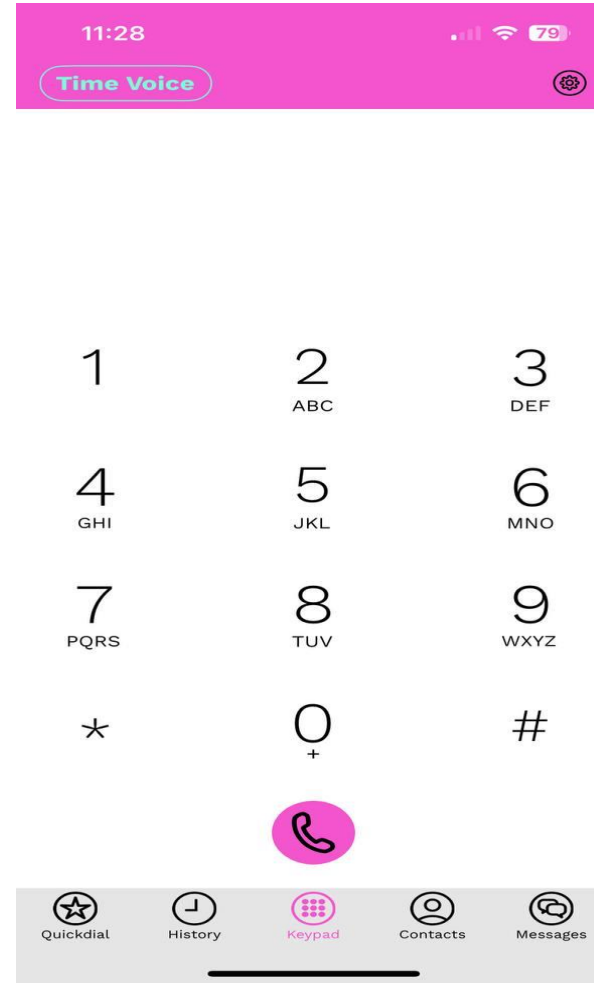


TCC Mobile Client Activation

time™

- 4. System will take a minutes to register your account.

Well Done! You
can start to use
TIME Voice App



Main Screen

Keypad



1. TIME Cloud Comms status bar is displayed in green if you're connected successfully.
2. To make a call, dial the complete telephone or extension number directly.
3. If you have received a voice mail message, the voice mail button will appear.
4. To find out your assigned extension number, dial*14 and it will be played back.

Main Screen

Quickdial



1. Select the “Quick dial” button.
2. Press on an available “Add Contact” icon to add a new contact.
3. A new page will pop up for you to enter the contact details.

Main Screen

History

TIME Cloud Comms Edit

All Missed Recorded

0193263066 answered 5:39 pm ⓘ

Alvin work (2 calls) 3:38 pm ⓘ

ROSLI JOHARI missed 10:32 am ⓘ

4 / 4

TIME Cloud Comms Edit

All Missed Recorded

Alvin work missed 3:38 pm ⓘ

ROSLI JOHARI missed 10:32 am ⓘ

2 / 2

TIME Cloud Comms Edit

All Missed Recorded

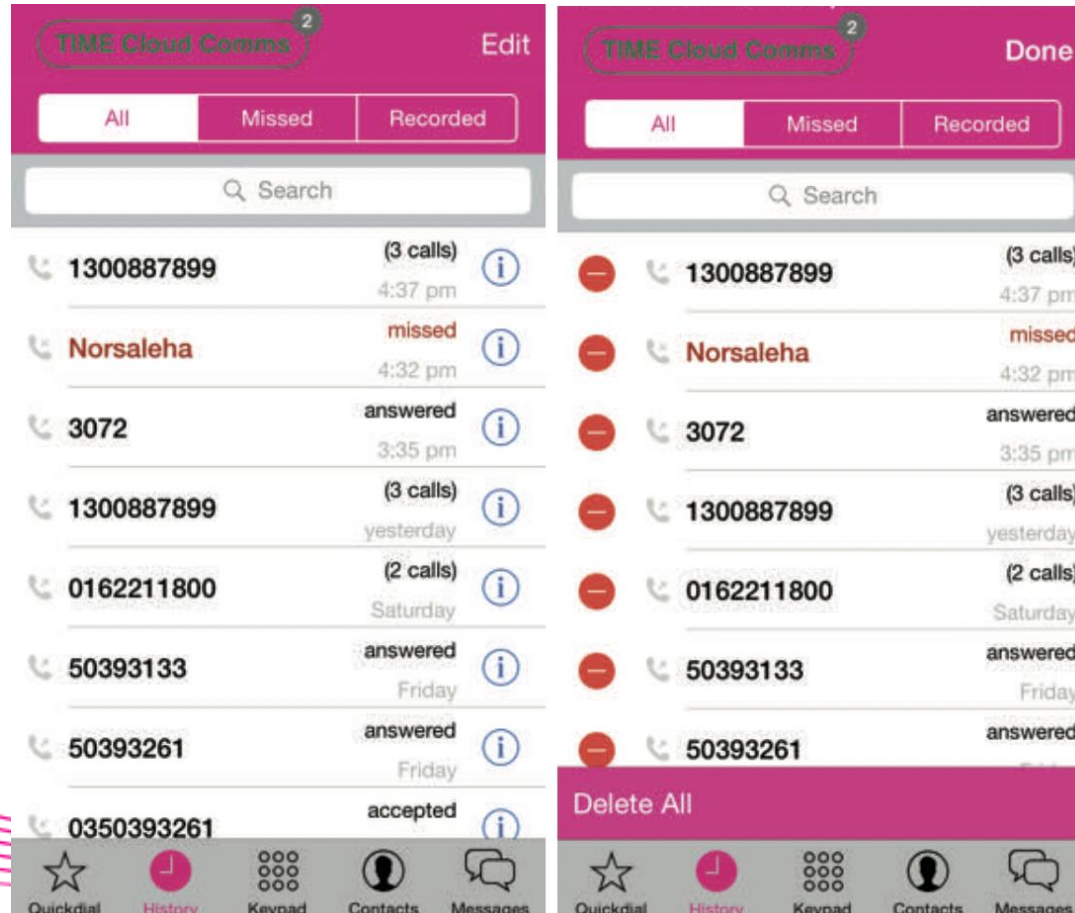
0 / 0

To review the call history, select the “**History**” button.

- **All:** Displays all call logs.
- **Missed:** Shows all missed calls.
- **Recorded:** Shows recorded calls for playback. You can record all calls by activating this feature in the settings. Alternatively, you can record a call by pressing the record button during a call.

Main Screen

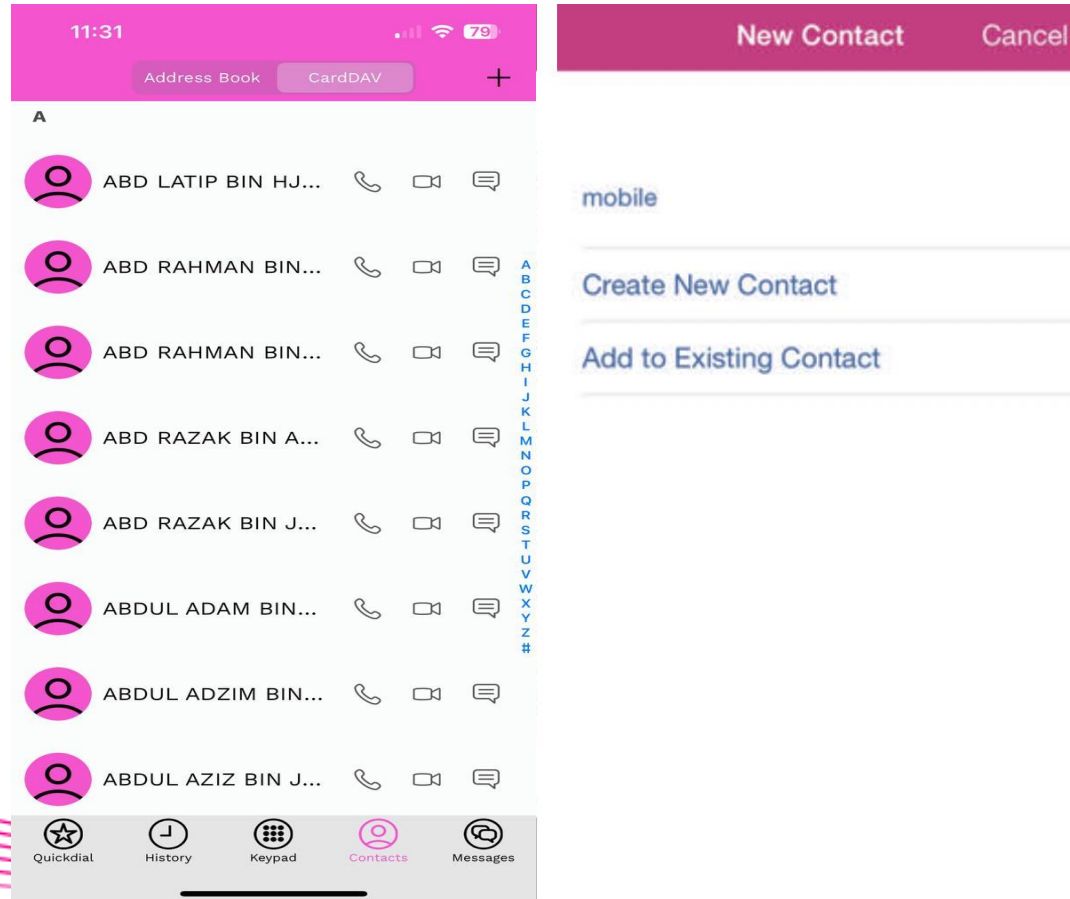
History > Edit



1. Press on the “Edit” button to remove a log.
2. Select the log you would like to remove.
3. Press on “Done” button to complete.

Main Screen

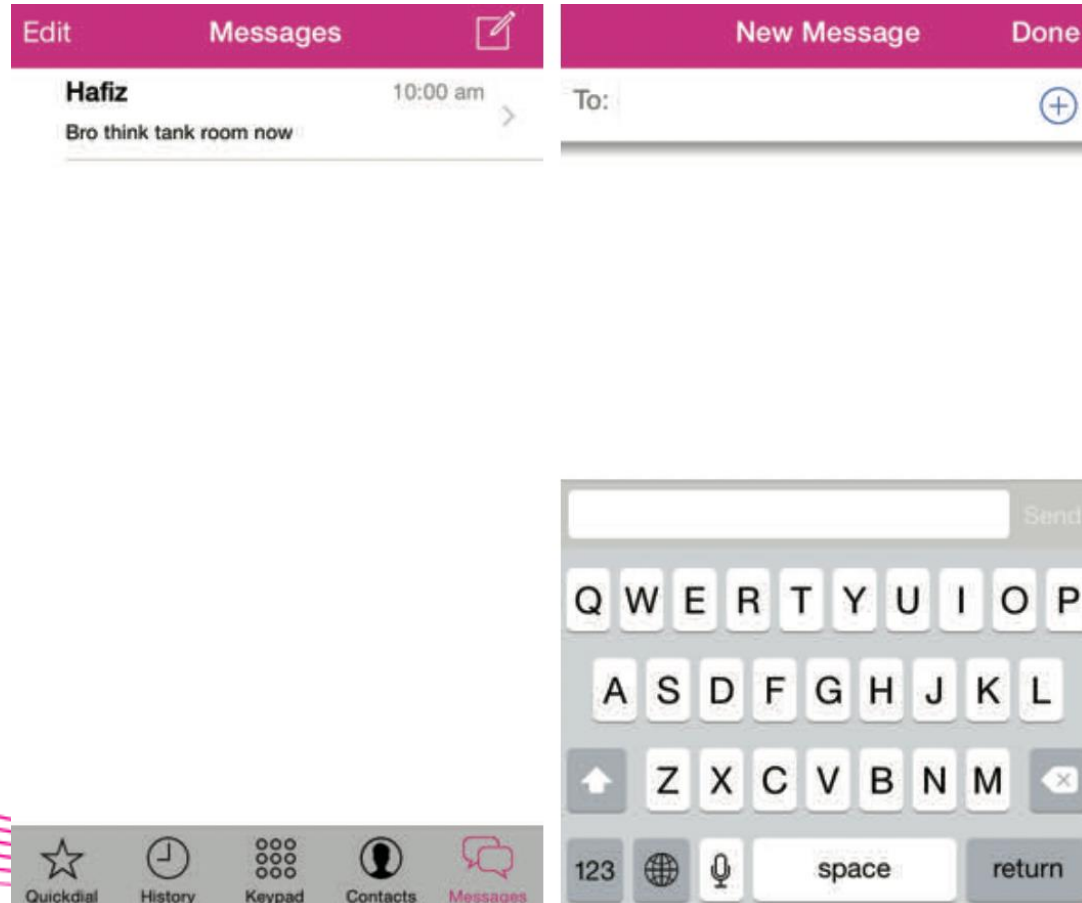
Contacts



1. Press the “Contacts” button to browse through the phonebook.
-Select CARDAV for STAF Directory Contact.
2. Select the “+” icon to add a new contact.

Main Screen

Messages



1. Select the “Messages” button to go to the Messages page.
2. To compose a new message, select the Menu button.
3. Enter the extension number or search from the phonebook to send a message to the intended recipient.
4. Only TIME Cloud Comms users can send and receive messages via this platform.

Setting

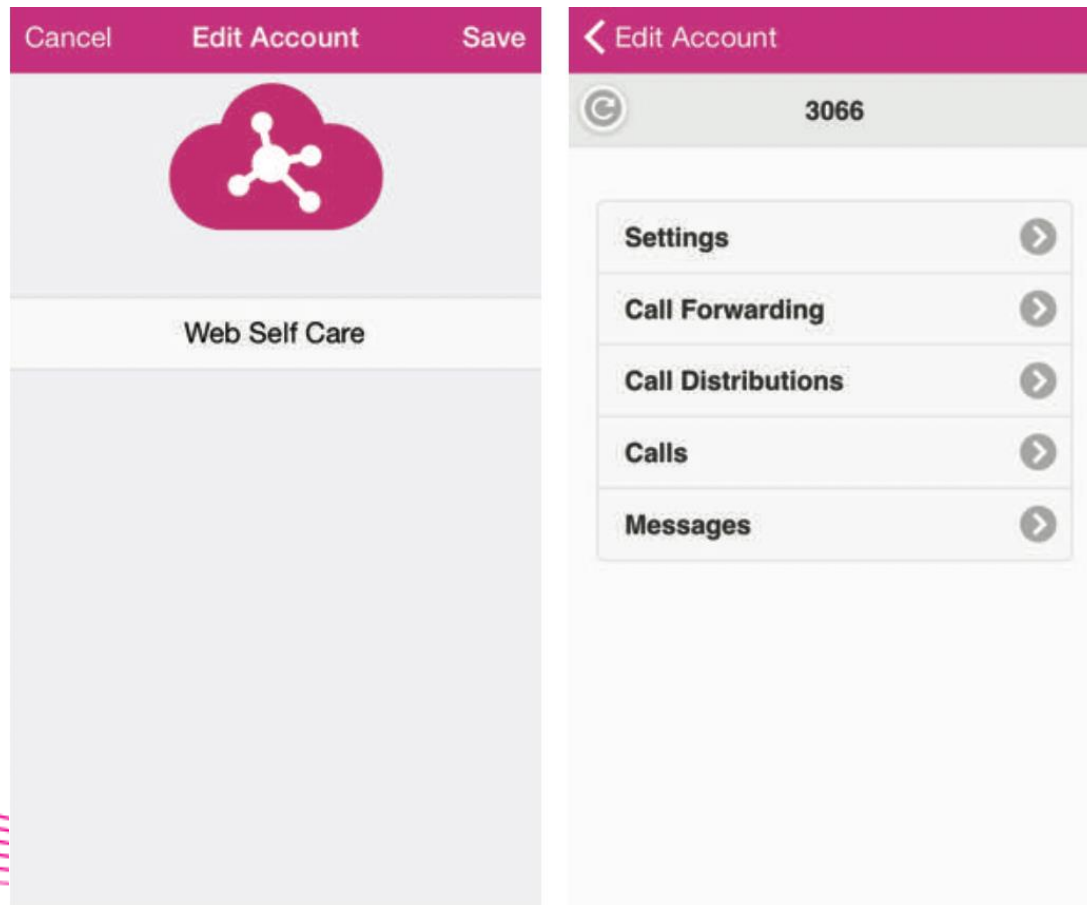


Go to “**Settings**” on the keypad page.

- **Account Setup:** Access to the Web Self Care.
- **Incoming Calls:** If this is not activated, you will not receive calls when the app is in the background mode.
- **Preferences:** Configures Ringtones, Voice, Call Recording, Number Rewriting, Video Call and Network.
- **About:** Displays the the app info.
- **Usage:** Displays and resets the usage summary.
- **Reset Application:** Wipes out the Account Provisioning from the app. A new account can be provisioned after that.

Setting

Account Setup > Web Self Care



Click the “**Web Self Care**” button to manage your own account.

- **Settings:** Update the assigned account name.
- **Call Forwarding:** Update your Call Forwarding preferences.
- **Call Distributions:** Add a call distribution entry.
- **Calls:** View your call log details.
- **Messages:** Check your voice messages.

Setting

Web Self Care > Setting

← Edit Account

Back Settings

Name

Tan Choo Soo

Language

English

Username

tcc_0350303000_3066

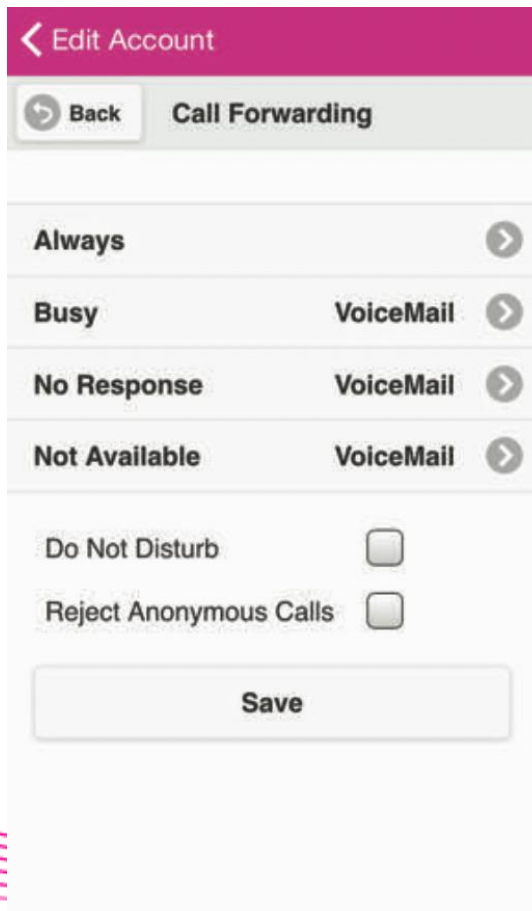
Change Password

Save

1. Enter a new name in the “Name” field.
2. Select “Change Password” to update your Web Self Care password.
3. Click “Save” button to complete.
4. The name will be displayed when you call another TIME Cloud Comms number.

Setting

Web Self Care > Call Forwarding



[Edit Account](#)

[Back](#) **Call Forwarding**

Always		>
Busy	VoiceMail	>
No Response	VoiceMail	>
Not Available	VoiceMail	>

Do Not Disturb ☐

Reject Anonymous Calls ☐

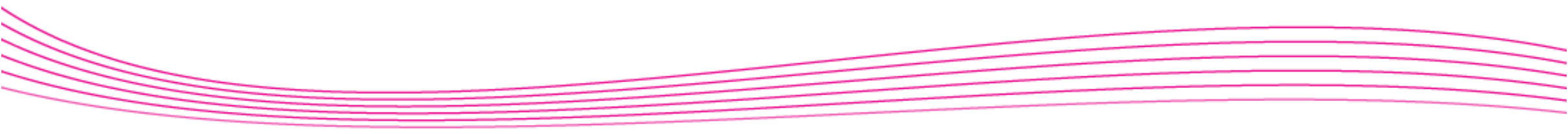
Save

1. Forwarding Destination could be a Number, Voicemail or an Announcement.
 - Always: All calls will be forwarded unconditionally to your preset destination.
 - Busy: All calls will be forwarded to your preset destination when your line is busy.
 - No Response: All calls will be forwarded to your preset destination when there is no answer.
 - Not Available: All calls will be forwarded to your preset destination when your line is unreachable.
2. *Select “Do Not Disturb” to reject all incoming calls.*
3. *Select “Reject Anonymous Calls” to reject calls with unknown numbers.*
4. *Press the “Save” button to complete.*

Setting

Web Self Care > Call Distributions

- Call Distributions is an advanced feature that allows the you to control the behaviour of how calls are terminated on your line.
- For example, it is possible to set up a new Call Distribution entry to have your TIME Cloud Comms number activated on your desk phone and the mobile app at the same time.
- In the event that you are outside the office and not available to pick up the telephone call, you will still be able to receive the call via your mobile app



Setting

Web Self Care > Call Distributions

The image shows two side-by-side screenshots of a mobile application interface for configuring call distributions. Both screens have a magenta header with a back arrow and the text 'Edit Account'. The left screen is titled 'Call Distributi...' and features a large button with a plus icon and the text 'Add ...'. The right screen is titled 'Call Distribution' and contains several form fields: 'Name' with a text input; 'Destination' with a dropdown menu currently showing 'Number'; 'Number' with a text input; 'Delay' with a numeric input showing '14' and a slider; and 'Other Phones' with a dropdown menu currently showing 'stop ringing'.

1. Press the “Add” button to start.
2. Configure the details of your destination and rules.
3. Press “Save” to complete.
4. Repeat step 1 – 3 to configure more call call distributions.

Setting

Web Self Care > Calls

< Edit Account

Back Call Forwarding

Always >

Busy VoiceMail >

No Response VoiceMail >

Not Available VoiceMail >

Do Not Disturb ☐

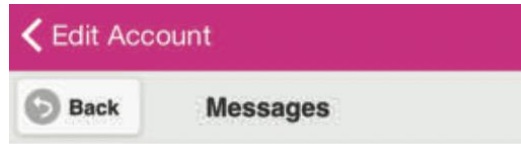
Reject Anonymous Calls ☐

Save

Press any one of the call logs to view the call details.

Setting

Web Self Care > Messages (Voicemail)



Select a log to play the voicemail.

Setting

Preferences



Ringtones: Change the ringtone of incoming calls.

Sound: Configure advanced voice features (not recommended to change).

Call Recording: This feature enables call recording on the device.

Number Rewriting: Set rules and actions to dial numbers.

Controls: Determine the settings of outgoing native calls and incoming GSM calls.

Start Video Automatically: Allow incoming video call to start automatically.

3G / Wi-Fi Selection: Select Wi-Fi preferences for TIME Cloud Comms app usage.

Setting

Preferences > Ringtones

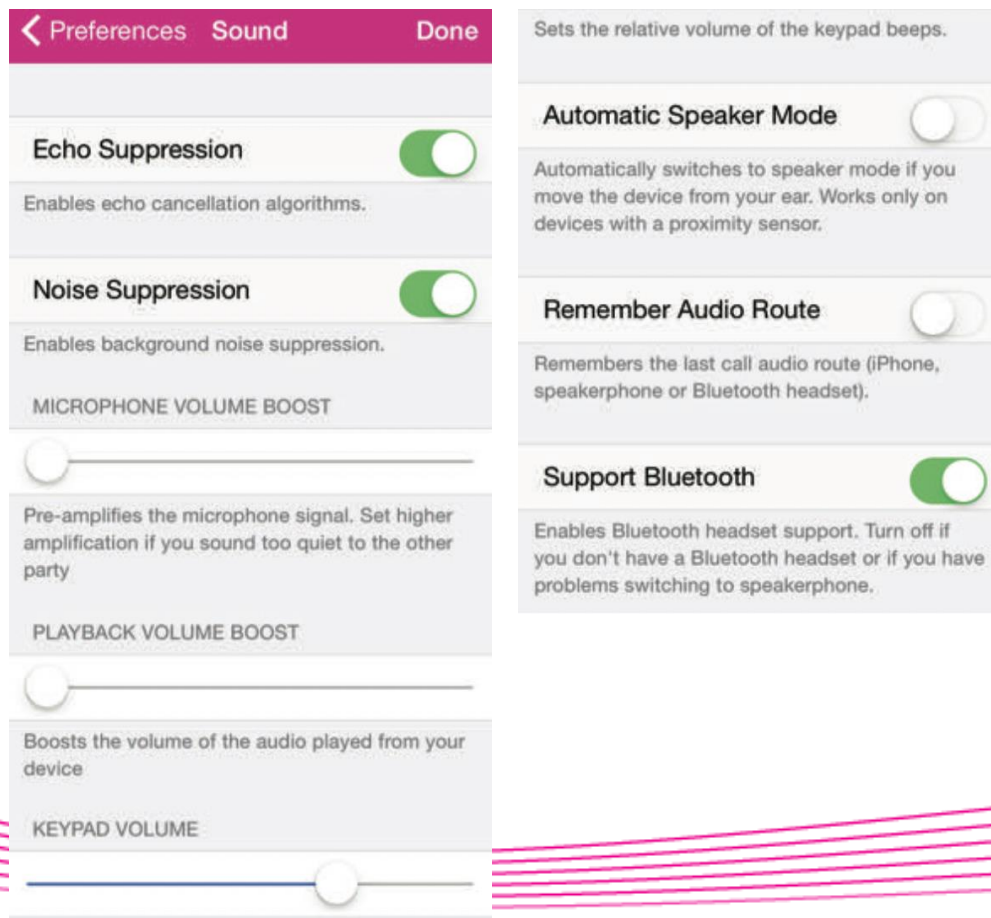


Foreground: Change the incoming call ringtone when app is launched.

Background: Change the sound for push notifications when the app is in the background.

Setting

Preferences > Sound



Echo Suppression: Enables echo cancellation.

Noise Suppression: Enables background noise suppression.

Microphone Volume Boost: Increases your speech volume to called party.

Playback Volume Boost: Increases the volume played from your device.

Keypad Volume: Sets volume of the keypad beeps.

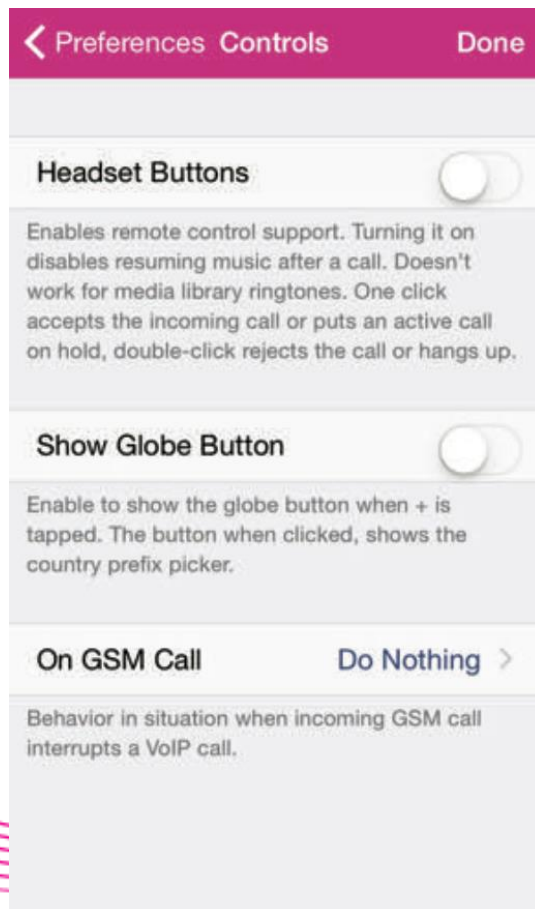
Automatic Speaker Mode: Automatically switches to speaker mode if the device is moved from your ear.

Remember Audio Route: Remembers the last call audio route.

Support Bluetooth: Enables Bluetooth headset support.

Setting

Preferences > Controls



Headset Buttons: Enables remote control support. Turning it on disables resuming music after a call. One click accepts the incoming call or puts an active call on hold, double-click rejects the call or hangs up.

Show Globe Button: Displays the country flag of the called party.

On GSM Call:

- Do Nothing – An incoming call via your GSM provider will still ring even when you are connected to a TIME Cloud Comms call.
- Put Call on Hold – Place the ongoing TIME Cloud Comms call on hold when you pick up an incoming GSM call.
- Play Message – A message will play to the TIME Cloud Comms caller / called party to notify that you are on a GSM call.

Setting

Usage



< Settings Usage Done	
TALK TIMES	
This Month	none
Previous Month	none
Total	none
CALL COUNTS	
This Month	2
Previous Month	none
Total	2
RESET TALK TIMES	
Reset	

Displays TIME Cloud Comms usage information.

Reset: Resets the usage data information.

TCC Webphone User Guide

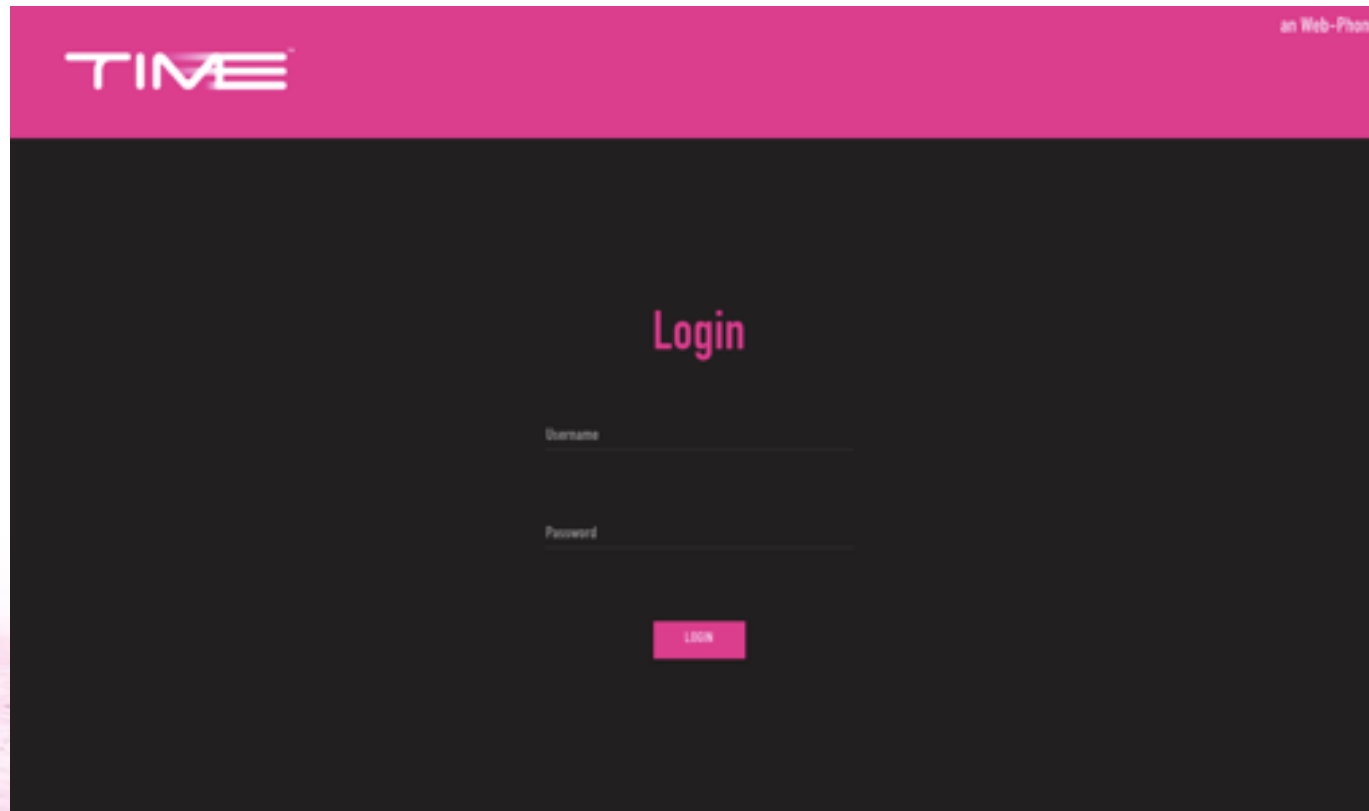


Feature and Function Overview

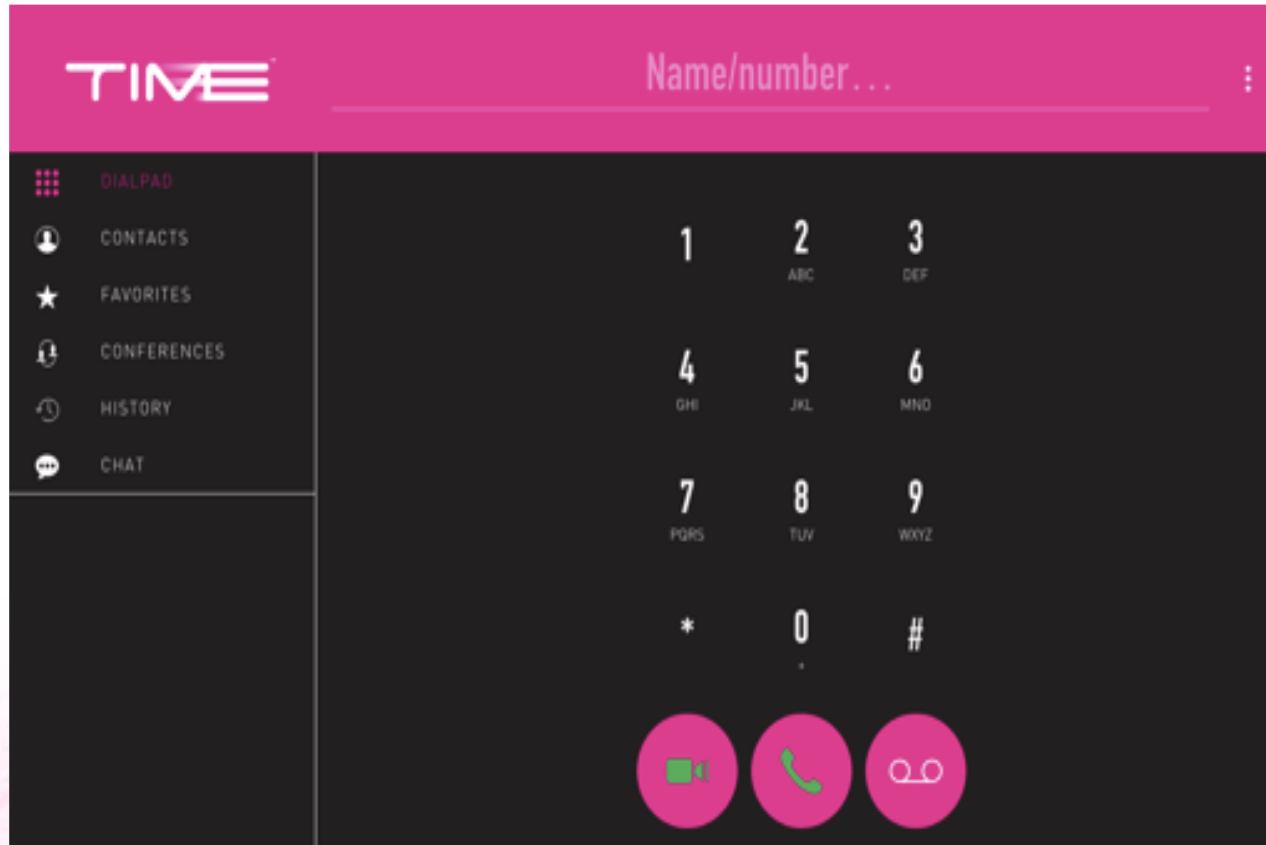
- Zero installation browser supported WebRTC dialler
- Busy state indication of internal subscribers in TCC environment
- Text chat between TCC subscribers
- Group chat between other TCC users
- Video calling
- TCC voice and video conference (peer to peer secure communication)
- Favourites programming
- Call history
- Standalone browser independent desktop Application
- Standard Call features (Call Hold, Transfer)
- Central telephone book
- Call Forwarding settings and programming

Login

- Browser : Google Chrome, Safari, Firefox, MS Edge
- Go to URL <https://tcc.time.com.my:8449/webphone.jsp>
- Enter your username & password (Username & password will be provided)

A screenshot of a web application's login page. The page has a dark grey background. At the top, there is a magenta header bar. On the left side of the header bar is the word "TIME" in white, stylized capital letters. On the right side of the header bar, in small white text, is "an Web-Phone". In the center of the dark grey area, the word "Login" is written in a large, magenta, sans-serif font. Below "Login", there are two input fields. The first is labeled "Username" in small grey text, and the second is labeled "Password" in small grey text. Both labels are positioned to the left of their respective input boxes. Below the input fields, there is a magenta rectangular button with the word "LOGIN" in white, uppercase letters.

Dialpad - Dialler



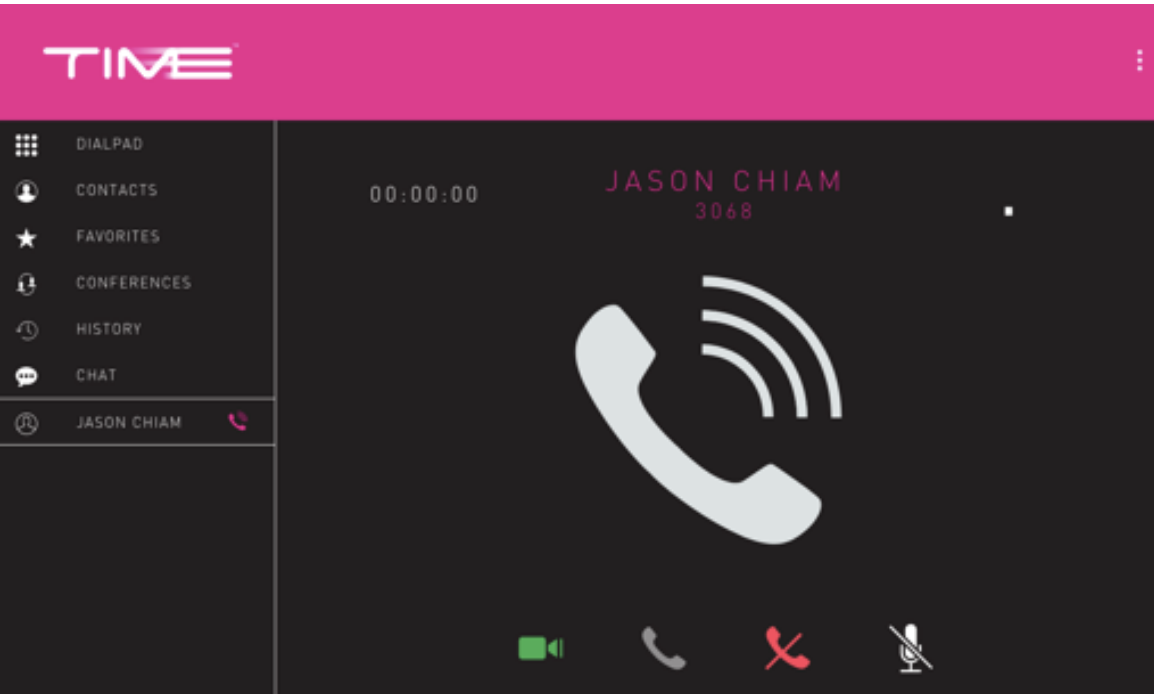
- With TCC Client you can make and receive calls on your desktop PC.
- To dial a number, enter the digits and press the call button .





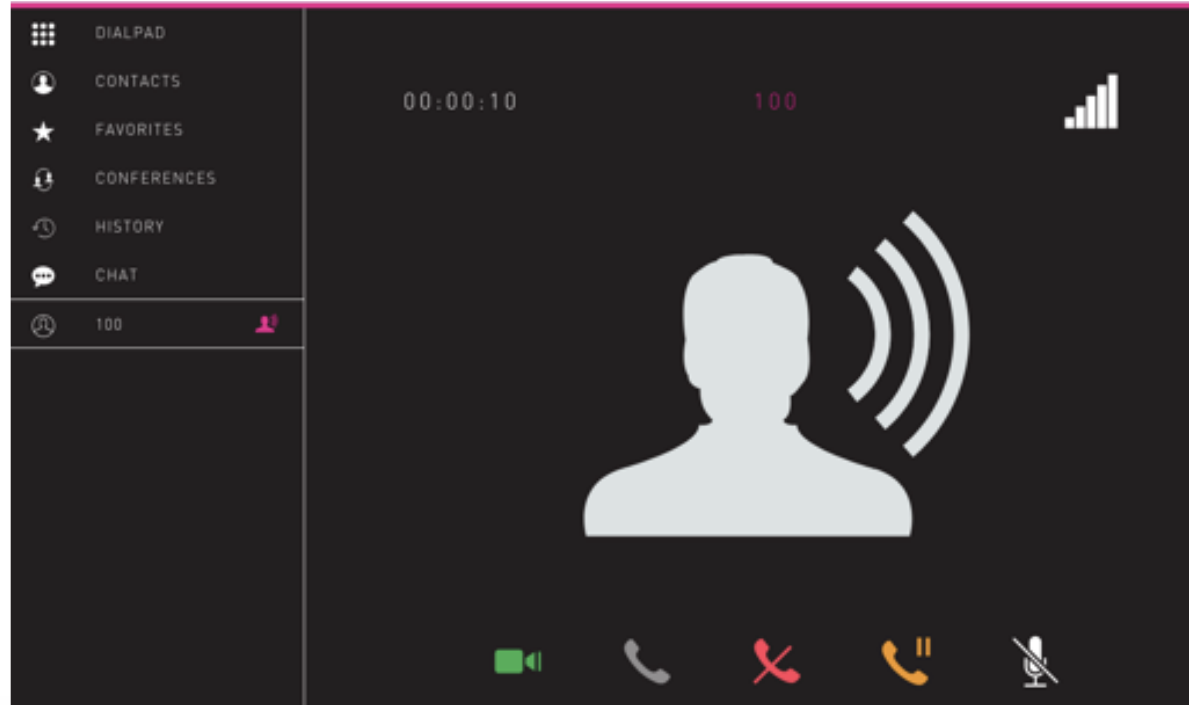
- Alternatively, select an existing contact from the contacts list and press the call button. Incoming calls will be notified with a pop-up screen on the display.
- Contacts can be searched by a name or a number lookup

Voice Call or Video Call



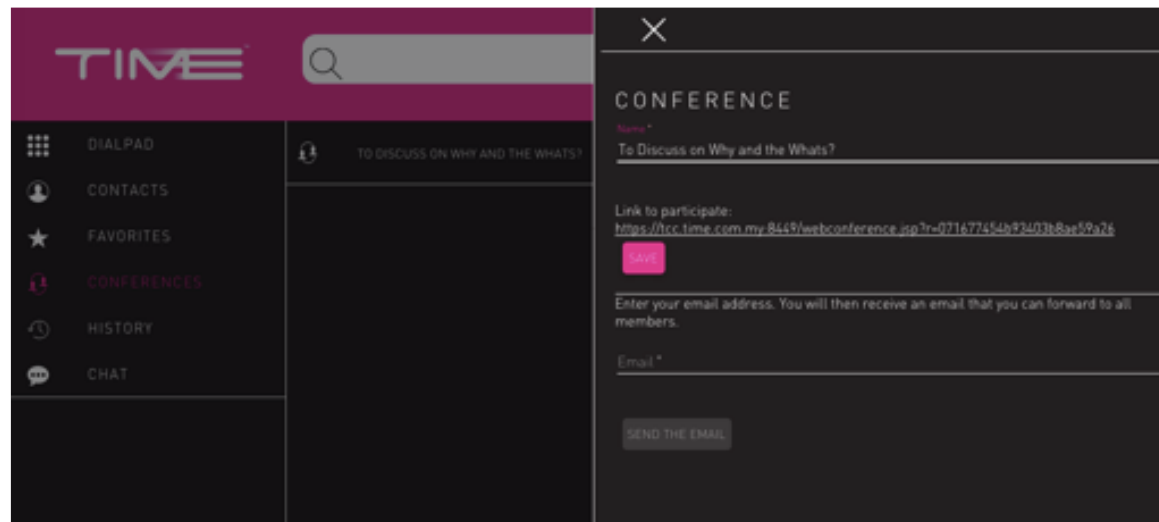
- If the application is running in the foreground, an incoming call is indicated to the user and the call can be accepted (voice call or video call) or be declined.
- In addition to voice calls, video calls can be setup to compatible phones and clients.
- To setup a video call, enter the phone number and press the video call button.
- Alternatively, during a call, activate the video call by pressing the video camera button.

Hold a Call



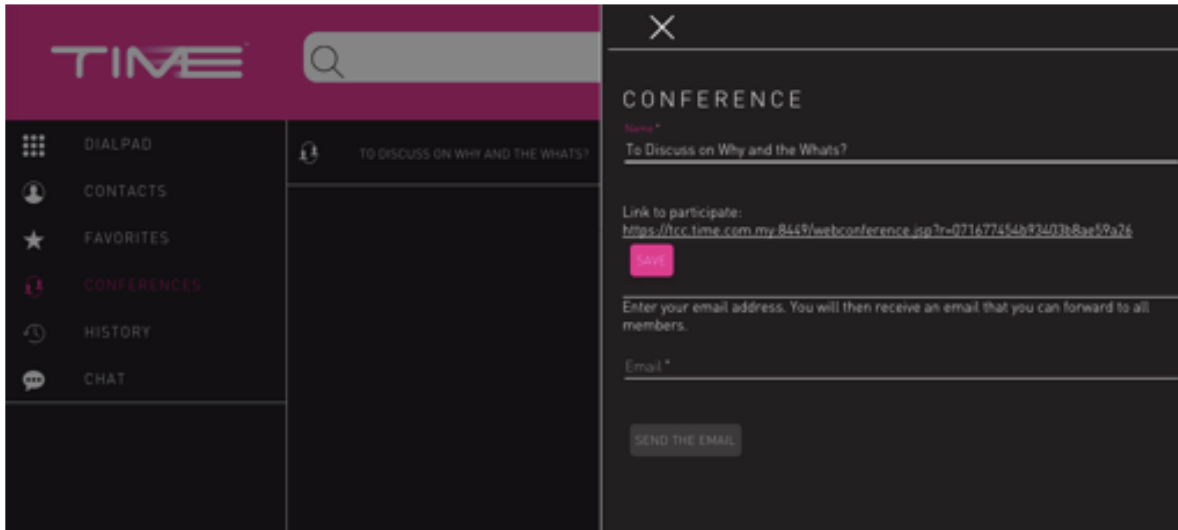
- During a connection, calls can be set to hold or can be transferred to other participants.
- To transfer a call to another participant, make a first call and press the HOLD key. Then activate a second call, press the “transfer” key and the call will be transferred to the last active call.
- A call on HOLD can be taken again by clicking on the respective held call in the control panel

Conference Call



- Conferences can be set and are identified through a unique URL. This URL can be send to the different participants. By clicking on the URL, all participants are joined in the conference.
- Note that the conference can only be accessed through a WebRTC enabled browser (**Google Chrome, Mozilla Firefox**). In this conference type, it is not possible to dial from external (fixed phone and/or mobile phone) into the conference.
- A new conference can be created by clicking on the respective icon.

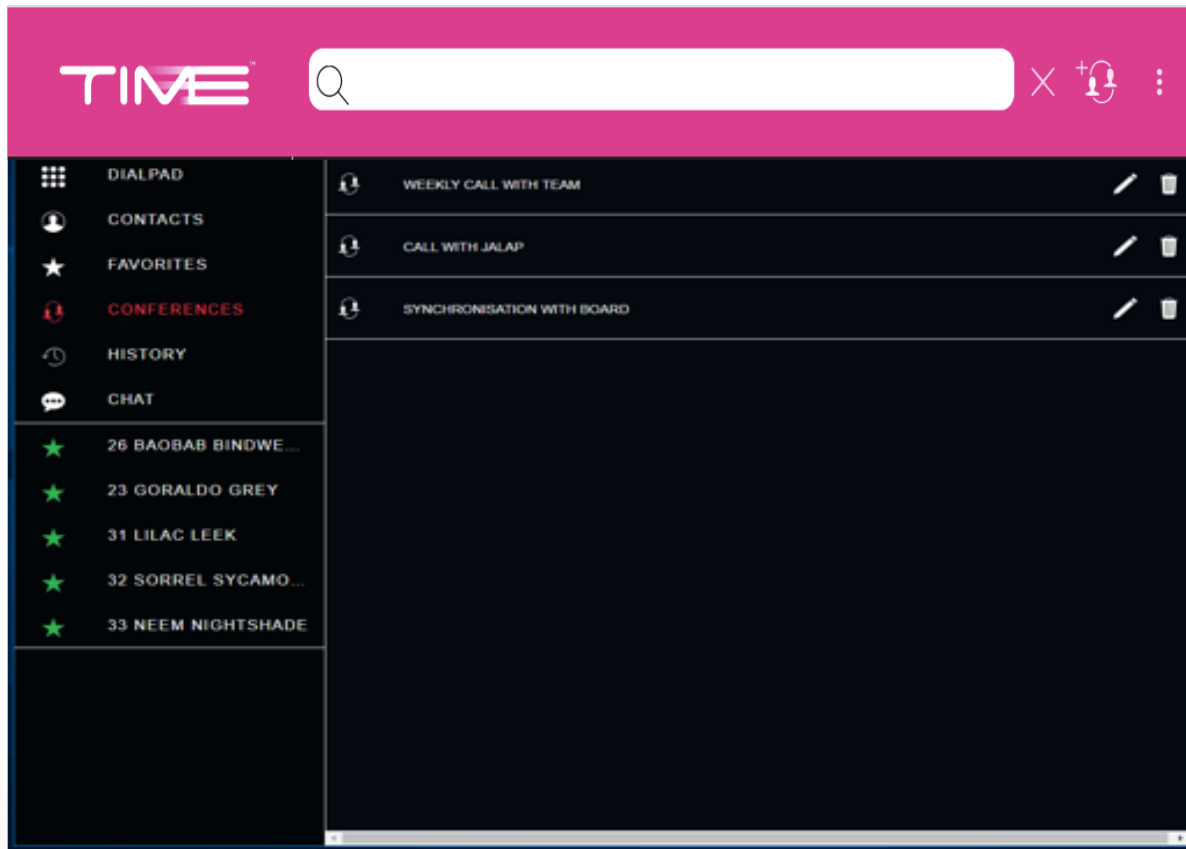
Conference Call



The screenshot shows the TIME web application interface. On the left is a dark sidebar with a menu: DIALPAD, CONTACTS, FAVORITES, CONFERENCES (highlighted in red), HISTORY, and CHAT. The main content area has a dark header with the TIME logo and a search bar. Below the header, there's a section titled 'TO DISCUSS ON WHY AND THE WHATS?' with a user icon. The main part of the screen is a 'CONFERENCE' setup form. It includes a 'Name' field with the text 'To Discuss on Why and the Whats?'. Below that is a 'Link to participate:' section with a URL: <https://hcc.time.com.my/8449/webconference.jsp?r=071677454b93403b8ae59a76>, followed by a red 'COPY' button. Then there's an 'Email' field with the instruction: 'Enter your email address. You will then receive an email that you can forward to all members.' and a grey 'SEND THE EMAIL' button.

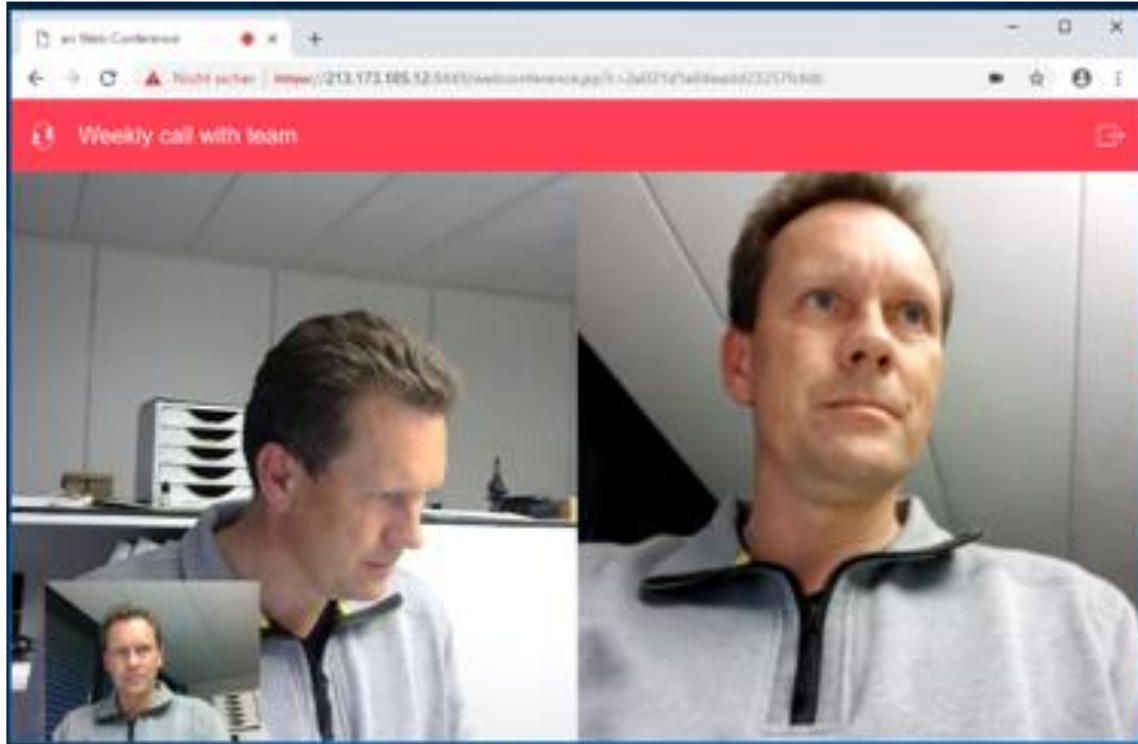
- Enter a conference by clicking on the link in the application, or when received by email, click on the link in the email.
- Note that the WebRTC conferencing only works in compatible browser (Google Chrome, Firefox).
- Also, make sure that you run the conference on a personal computer with microphone and if required, optional a camera attached.

Conference Call



- Access the conference by clicking on the desired conference in the list (there is no conference name button)

Conference Call



- During a video conference, the different participants will be shown on the display.

Contacts

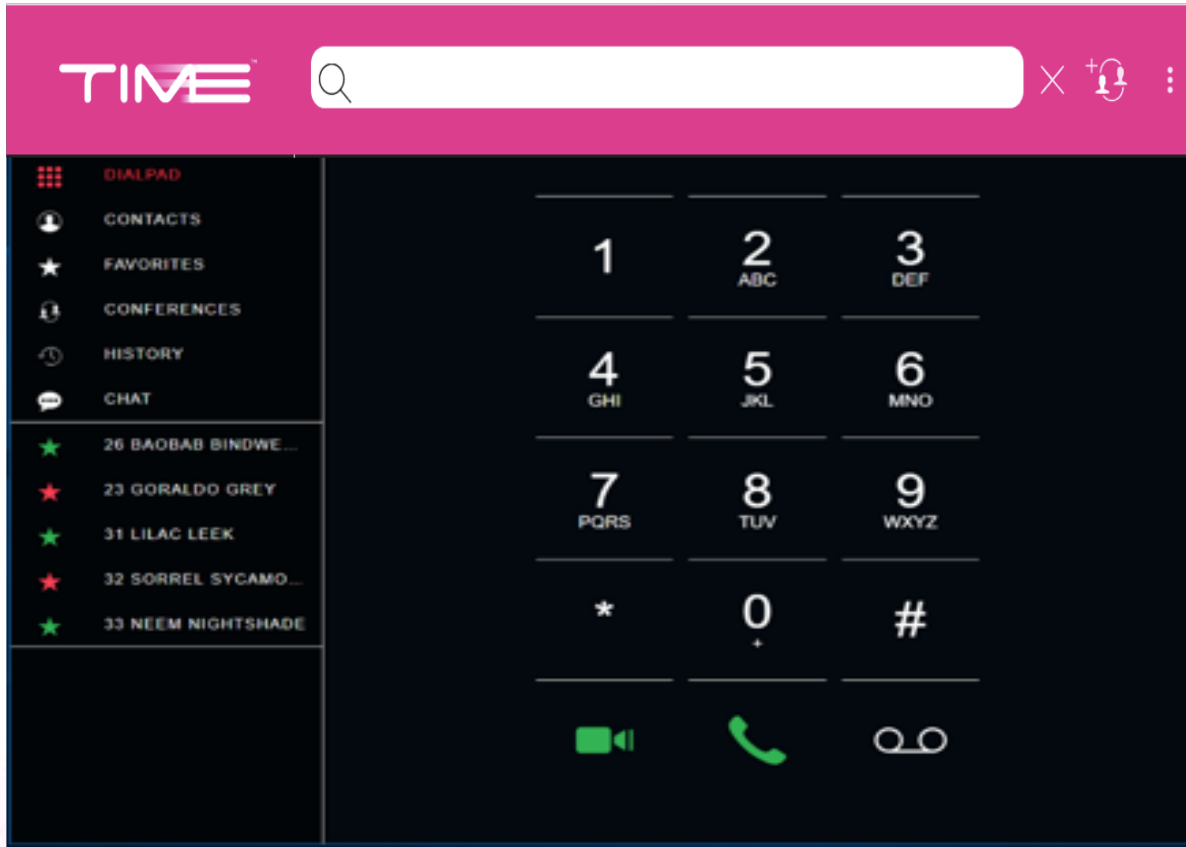
The screenshot shows the TIME mobile application interface. The top bar is pink with the TIME logo and a search bar. The left sidebar contains navigation options: DIALPAD, CONTACTS (selected), FAVORITES, CONFERENCES, HISTORY, and CHAT. The main content area displays a list of contacts with their names, phone numbers, and status icons (Grey, Green, Red).

Contact Name	Phone Number	Status
GORALDO MOBILE	0791364594	Grey
MEETING ROOM	0417471700	Grey
NR IN TEL BOOK	277531	Grey
TANSY MOBILE	00791366113	Grey
TEST LAB	0417471777	Grey
23 GORALDO GREY	23	Green
26 BAOBAB BINDWEED	26	Green
31 LILAC LEEK	31	Green
32 SORREL SYCAMORE	32	Green
33 NEEM NIGHTSHADE	33	Green

In contacts the internal defined contacts are visible. An existing contact can be defined as favorite by clicking on the favorite icon

The contact as well as the connection state (**Grey = “Unknown” Green = “Available” Red = “Call is in call”**) will then be displayed in the favorites window. In the contacts list, it is visible if the contact is a personal contact, a TCC extension or a number programmed in the central telephone book

Favorites



Calls to the defined favorites can be initiated directly from the favorites window.

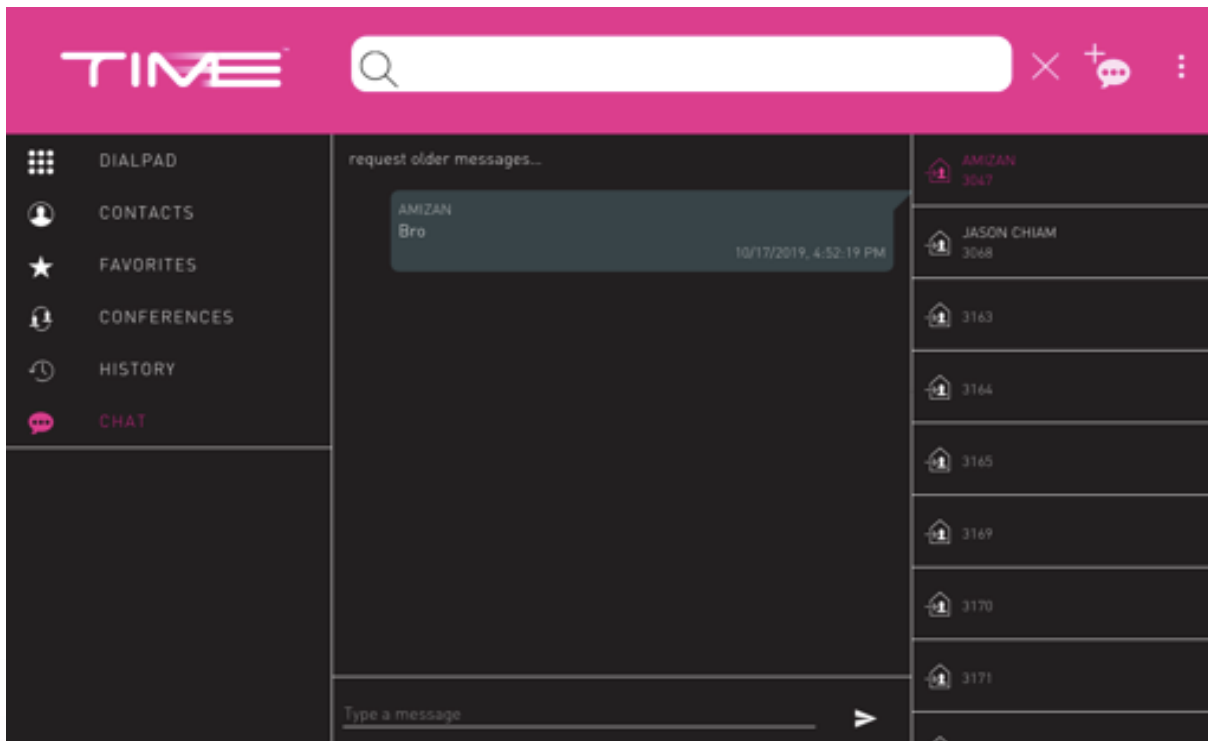
In a TCC environment, the busy state of the set favorite is shown next to the name. (**Grey** = “Unknown” **Green** = “Available” **Red** = “Call is in call”) During a call, the busy state indication changes to the active connection icon.

History

TIME			
<input type="text"/>			
☰	DIALPAD	➔ 23 GORALDO GREY 23	9.10.2018 19:11:12
👤	CONTACTS	➔ 32 SORREL SYCAMORE 32	9.10.2018 19:09:50
★	FAVORITES	➔ 32 SORREL SYCAMORE 32	9.10.2018 19:08:22
🗣️	CONFERENCES	➔ 32 SORREL SYCAMORE 32	9.10.2018 19:07:58
🕒	HISTORY	➔ 32 SORREL SYCAMORE 32	9.10.2018 19:07:58
💬	CHAT	➔ 23 GORALDO GREY 23	8.10.2018 14:44:18
★	26 BAOBAB BINDWE...	➔ TESTACCOUNT 210 210	8.10.2018 14:31:52
★	23 GORALDO GREY	➔ 0852	8.10.2018 13:47:24
★	31 LILAC LEEK	➔ 23 GORALDO GREY 23	8.10.2018 13:45:38
★	32 SORREL SYCAMO...	➔ +41315902811	3.10.2018 07:35:52
★	33 NEEM NIGHTSHADE	➔ +41435210557	3.10.2018 07:35:43
		➔ +41315902811	3.10.2018 07:35:30

In the history menu, incoming and outgoing calls are registered. Calls can be directly initiated from the history menu by selecting the respective number/user.

Chat and Group Chat

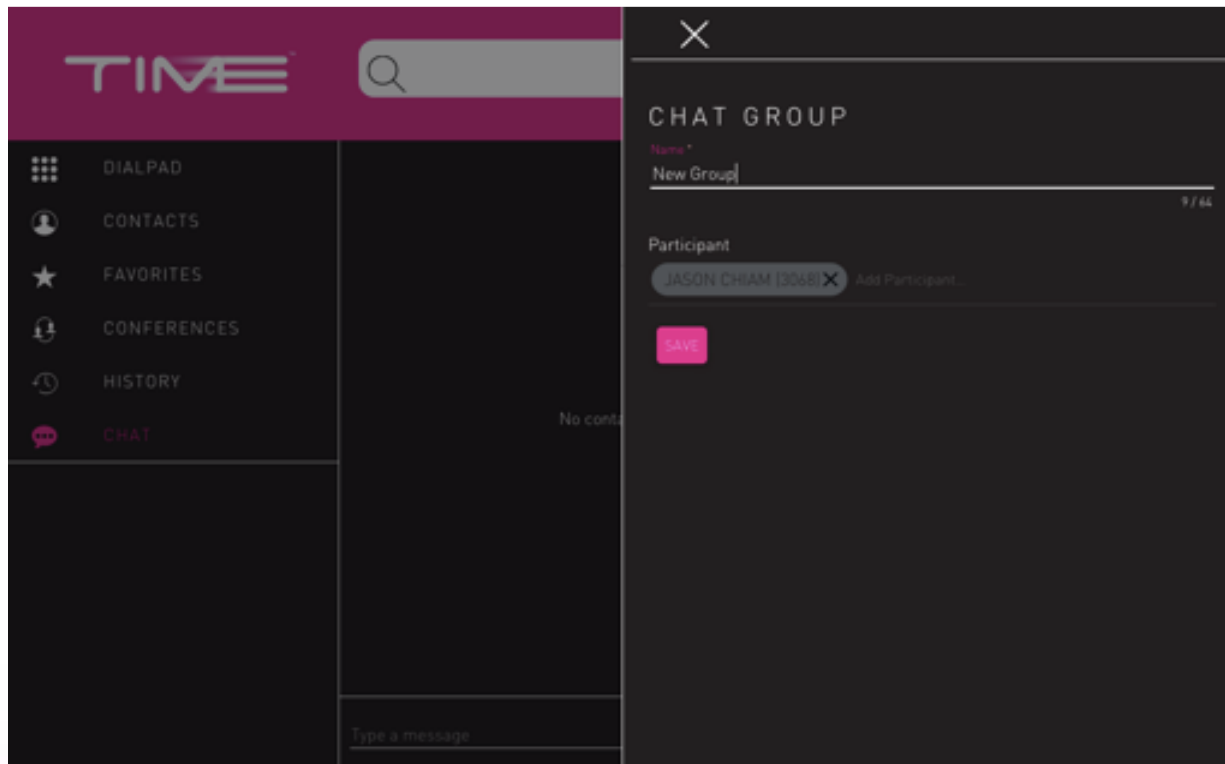


To chat between two TCC users, go to the chat menu. From the right-hand side contacts overview, select the user you want to contact.

When selected, in the lower part of the display, enter the text you want to send to the subscriber. Single user chat (to one subscriber) can be sent between two TCC Client users and also to “an IP Phone” subscribers, when the feature is activated on the smartphone client.

This optional feature can be activated upon request. Note that sending chat messages is only possible to internal TCC subscribers and only to compatible phones.

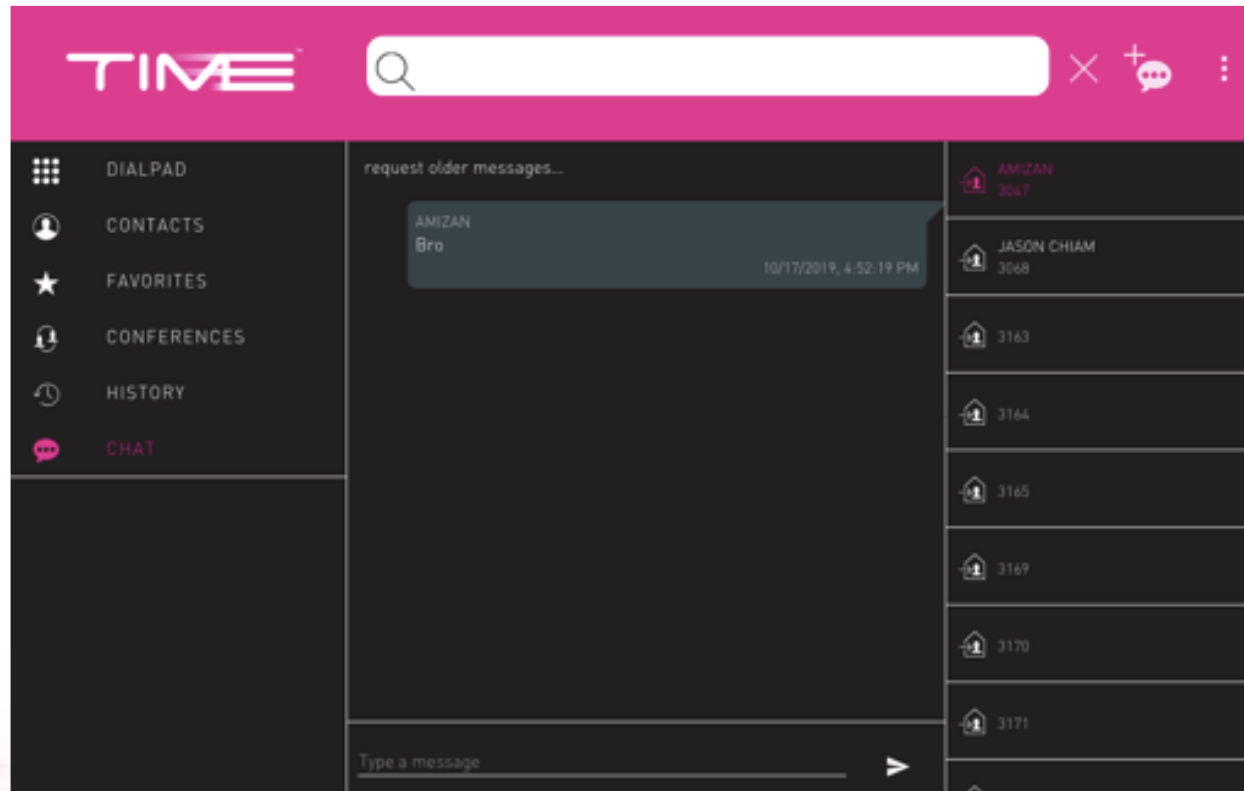
Chat and Group Chat



If you want to send a message to a chat group, first you will have to define the group.

Configure the group by pressing the chat group icon and define here the list of users you want to address.

Chat and Group Chat

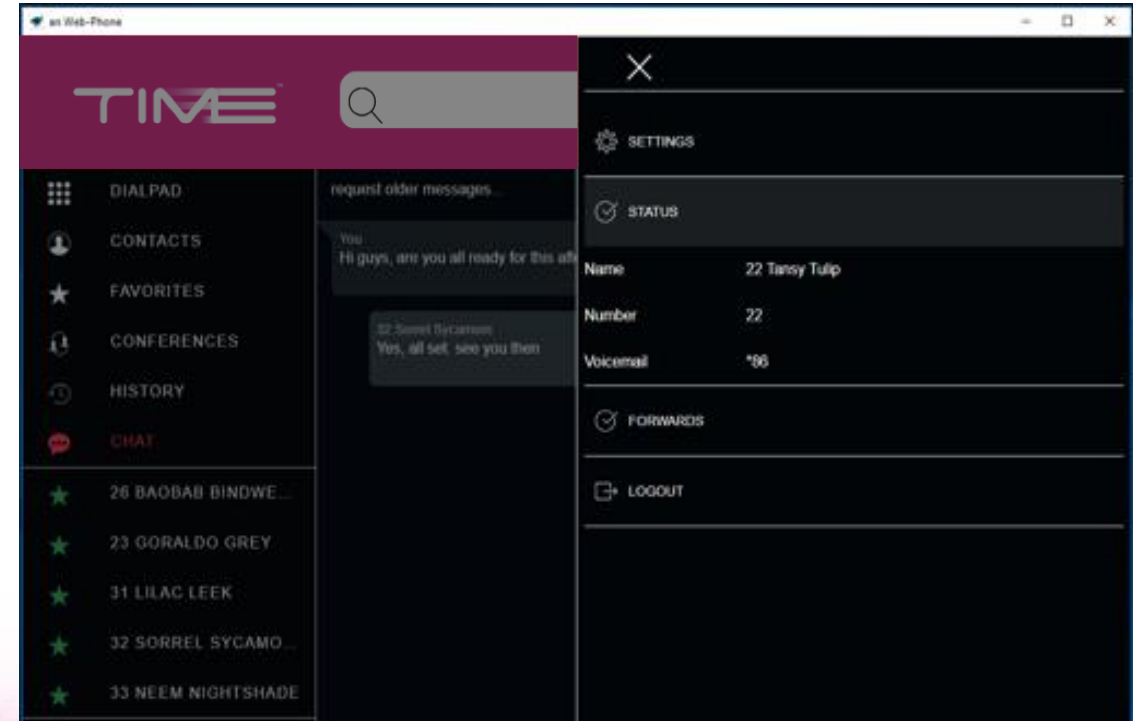
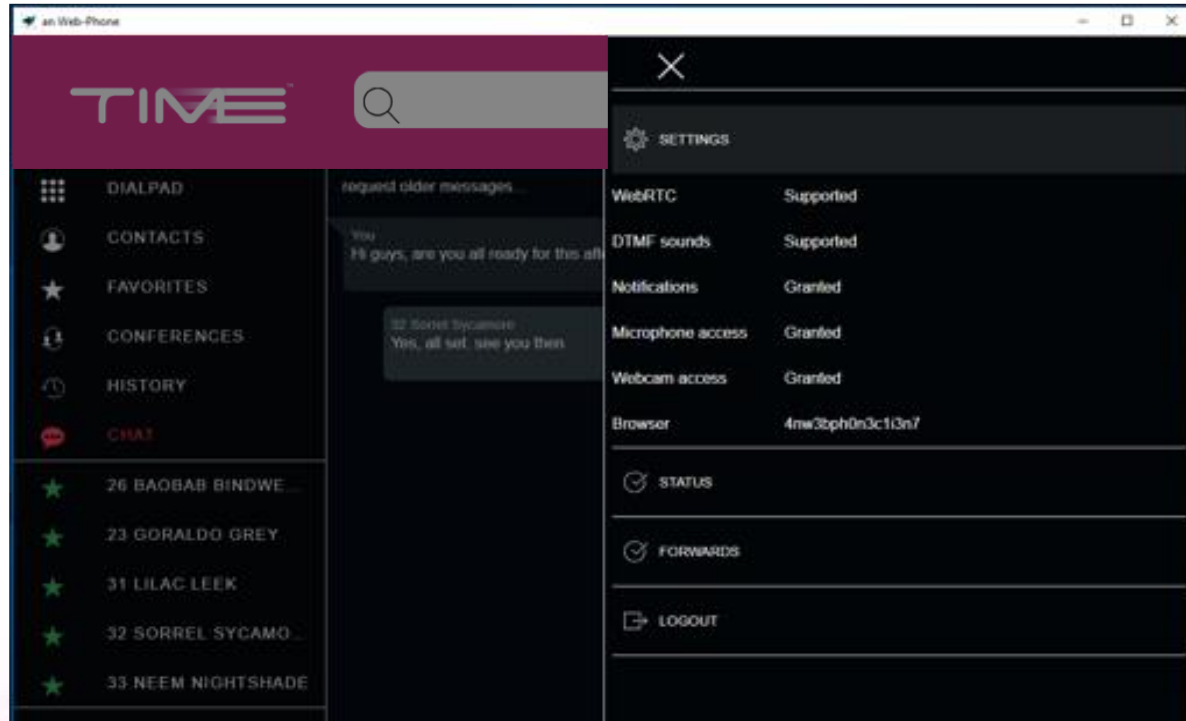


This group will now be visible in the list of users. Now, this chat group can be addressed to send group messages.

Note that group messages can only be answered to the whole group if the other user uses the TCC Web Client (browser activated or through the application).

Settings

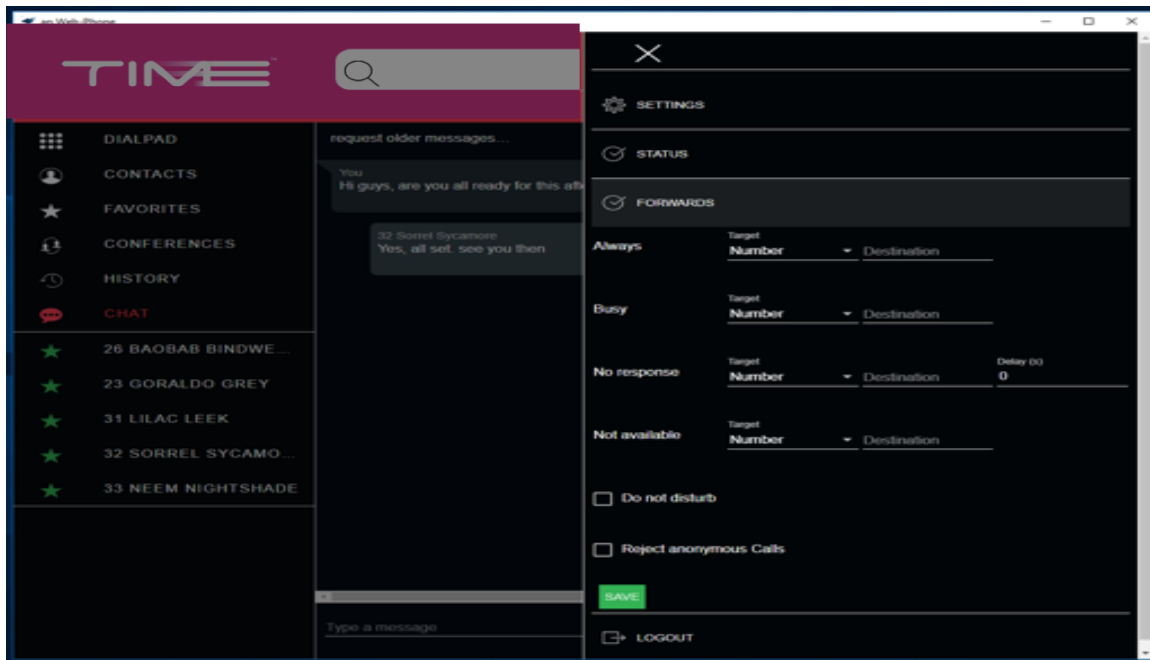
Settings menu will show the capability to make and receive calls through WebRTC.



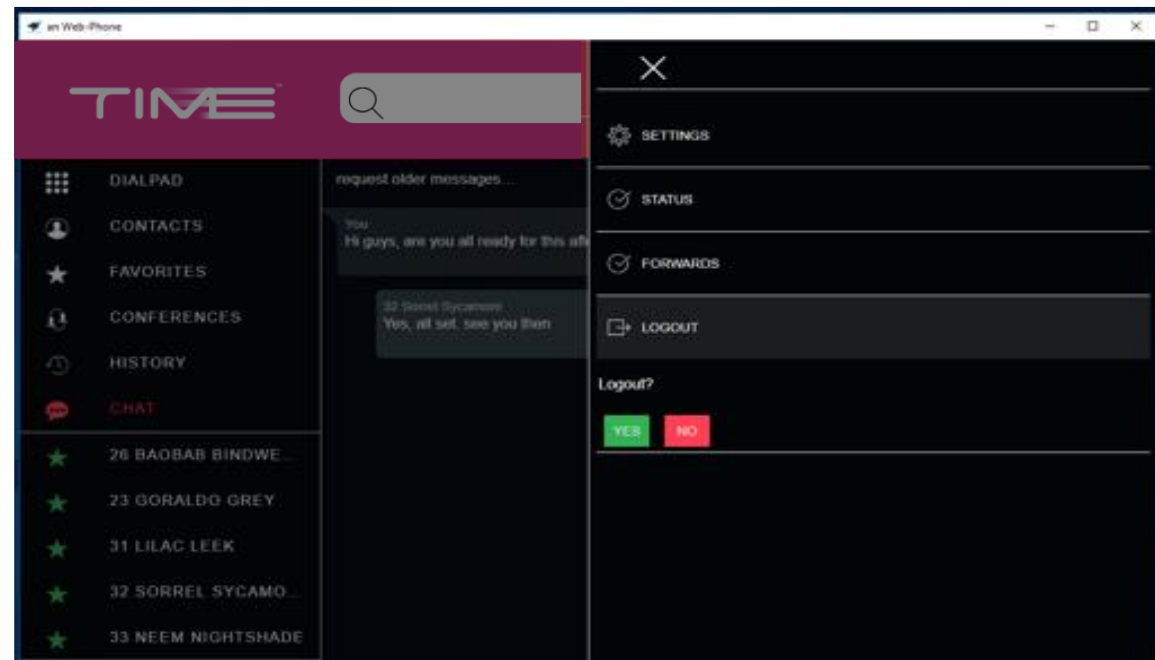
Settings

time™

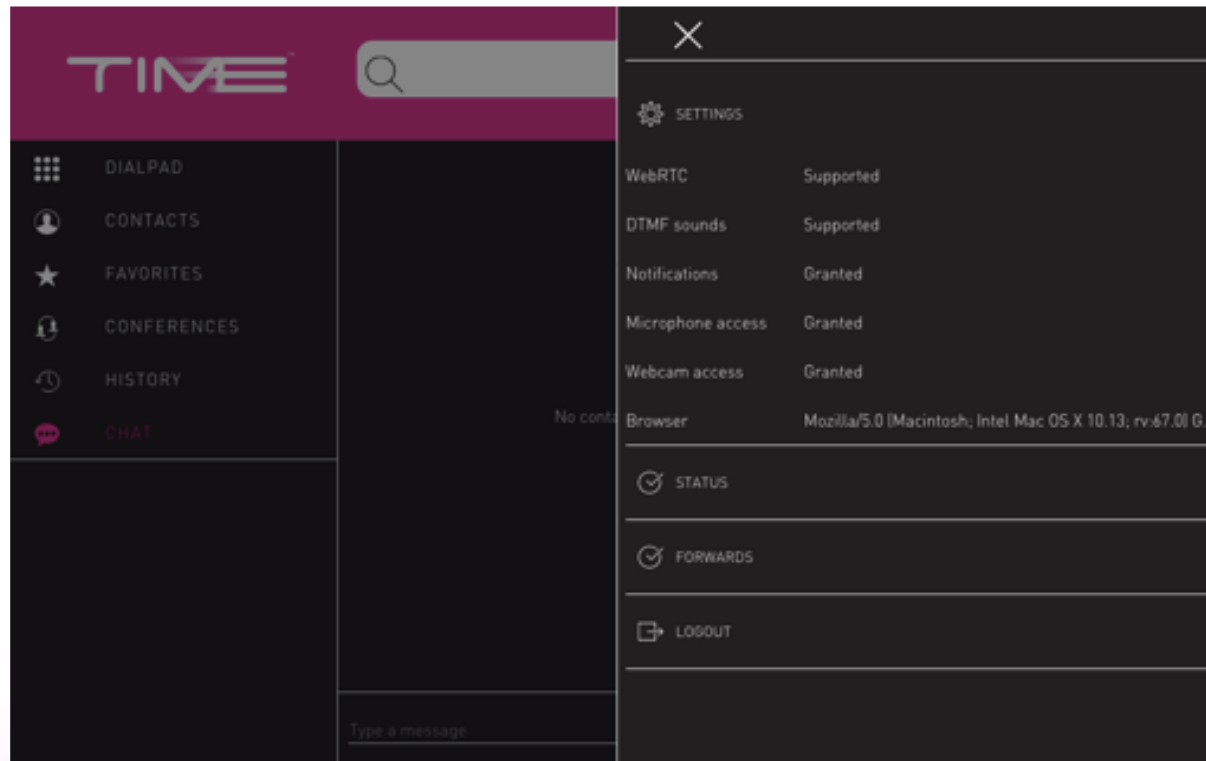
Call Forwarding settings



Application logout










Troubleshooting











If you have issues with your connection, first please check if your browser is WebRTC enabled.

To check, go to settings (top right corner) and check the permissions. If any of the items are not ok, you may want to change your browser and/or browser settings.

Meaning of Used Icons

Icon	Description of icon meaning
	Number is an internal vpbx subscriber
	Number is from the central vpbx telephone book
	Number is from a local created contact
	Add new local contact
	Dial number / make connection
	Hang up / disconnect
	Put call on hold / call is on hold

Meaning of Used Icons

	Mute the microphone
	Activate video mode / setup video call
	Transfer call to third party
	User busy in active connection
	Connection state indication "busy"
	Connection state indication "free"
	Create new conference
	Create new group chat

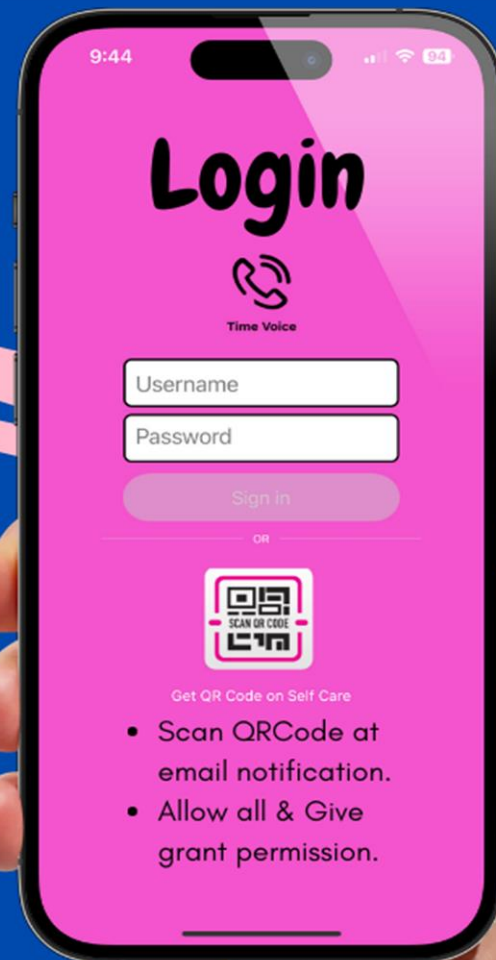


اونيفرسيتي مليسيا فاهڠ
UNIVERSITI MALAYSIA PAHANG



Activation

Install Apps Time Voice



TIME

UMP Cloud Communication

MANUAL : [HTTPS://PTMK.UMP.EDU.MY/INDEX.PHP/UMP-CLOUD-COMM](https://ptmk.ump.edu.my/index.php/ump-cloud-comm)