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VIRTUAL MOBILE PHONE

USER GUIDE

The AVANSER Virtual Mobile Phone App is a powerful tool for businesses. In this User Guide we will go through the steps to help you set up and walk you through some of the functions that comes with the app.

Step 1:

Before you are able to use the Virtual Mobile Phone App, you must have an active AVANSER account to be able to log in and use the app. If you have not signed up to AVANSER, the first thing you need to do is speak to one of our friendly consultants to help set you up with a plan most suitable to your business. Simply call 1300 115 157 or email us at info@avanser.com.au



Step 2:

Depending on the mobile phone you are using, you can download the app from Apple App Store or Google Play. Simply search for 'AVANSER' in the search bar and once you find it just download and install.

AVANSER Virtual Mobile App
AVANSER Pty Ltd Communication

This app is compatible with all of your devices.

Add to wishlist Install

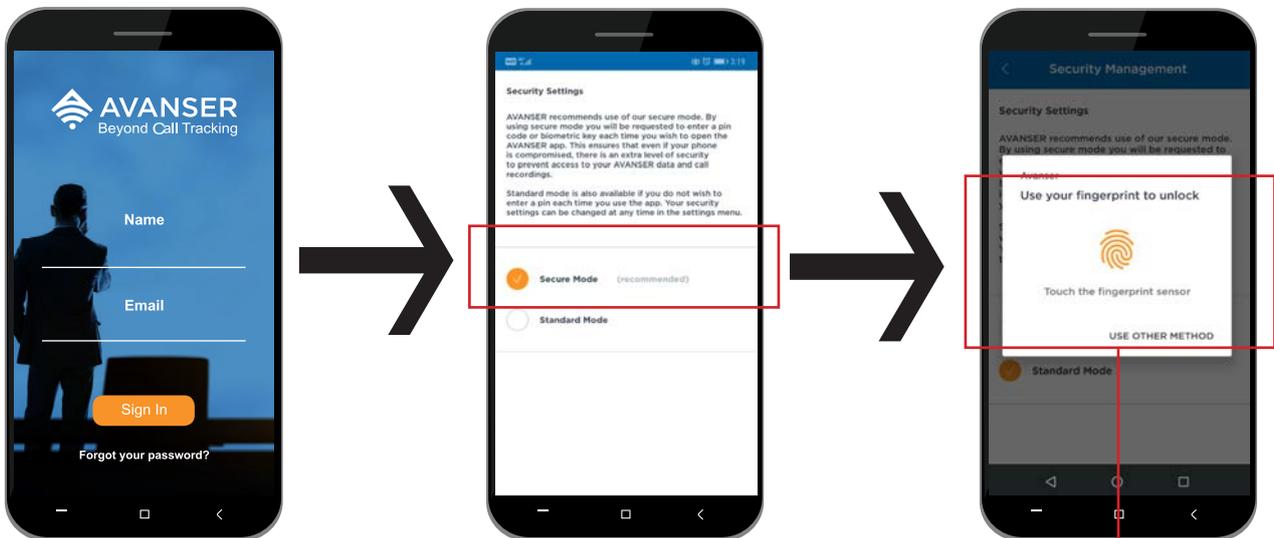
Multiple phone numbers, one phone.

Utilise AVANSER's Virtual Mobile App to have all the functionality of an additional mobile phone without having to carry multiple handsets. Equipped with enterprise level security, the Virtual Mobile App is private, secure and it will allow you to make changes to answer points easily, immediately and as often as you need.



Step 3:

You will see the login screen once you load up the app. If you have already activated your AVANSER account, simply use your login credentials. Once you are logged in, the first thing you will see is the 'Security Settings'. You can either choose 'Standard Mode' or 'Secure Mode'. The 'Secure Mode' requires you to use your Security Pin and/or Biometric Key each time you log in. The method to lock and unlock your secure mode is dependent on your phone settings (e.g. Biometric Key, Security Pin, Screen Lock Pattern, etc.).

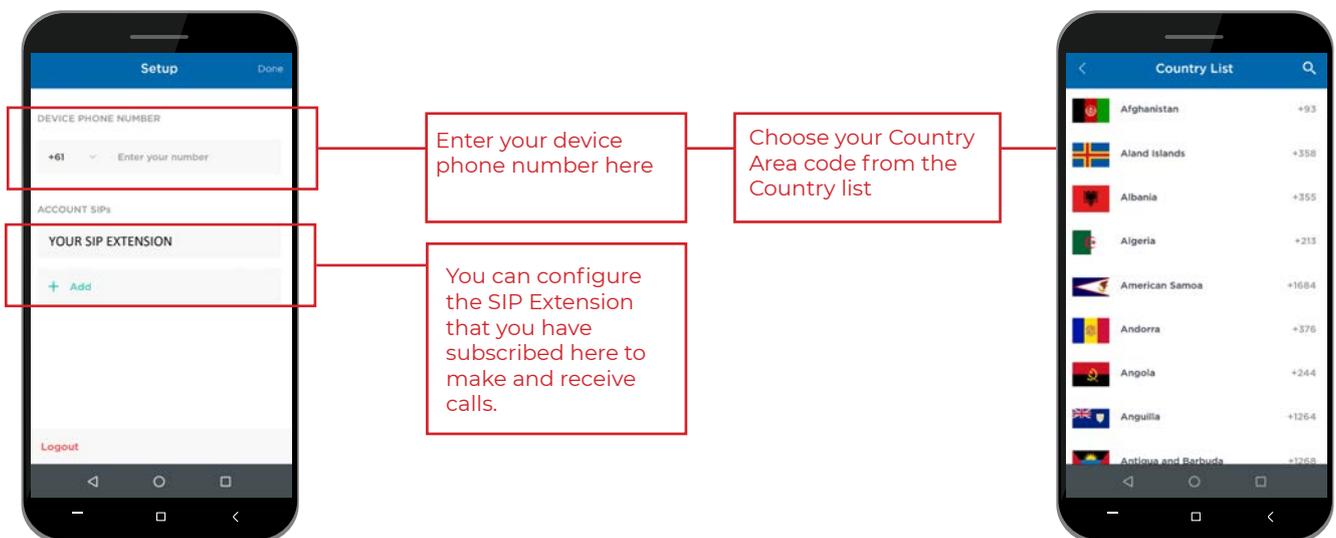


Note: If you are on Secure Mode you will not be able to take screenshot.

This can be your Security Pin or Biometric Key

Step 4:

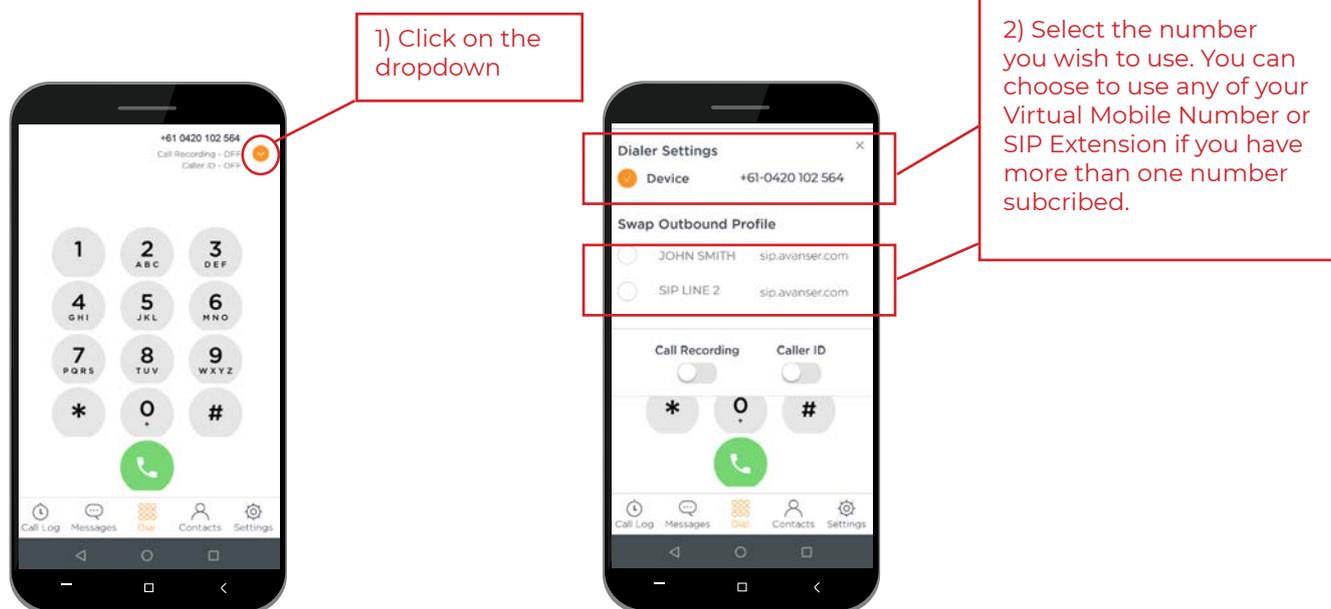
Once you successfully log in enter your preferred phone number in the 'Device Phone Number' field. Please use a phone number that you want your calls to be directed to as the 'Device Phone Number'. For example, if you are using two SIM Cards with different phone numbers, you will need to choose one of phone numbers to direct your calls to go to as your 'Device Phone Number' in the Virtual Mobile Phone setup.



Note: SIP Extension feature is only available to AVANSER SIP Subscribers. Please contact AVANSER to configure your SIP Extension.

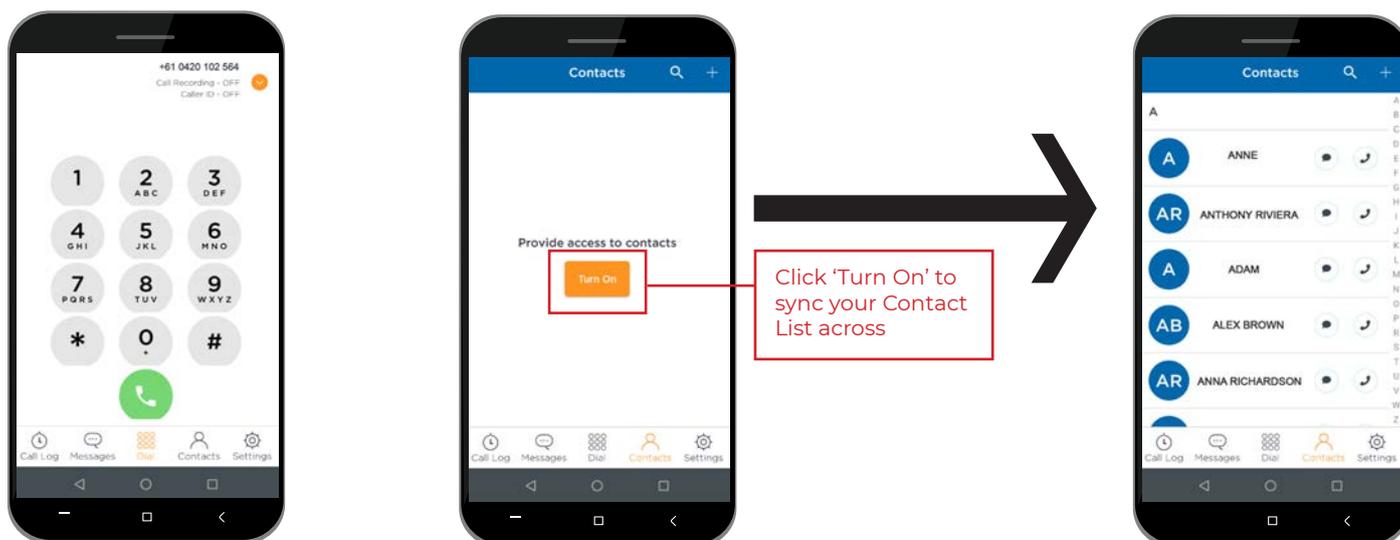
Step 5:

Once the Settings are done, you can start using your Virtual Mobile Phone App. The look and feel of the keypad, SMS, Call Log and Contact List works exactly like your normal mobile phone. If you wish to initiate a call using one of your other numbers configured on the Virtual Mobile Phone App simply go to the dialler pad and click on the drop down on the top right hand corner to bring up the 'Dialer Settings'. Then select the number you wish to swap to. Once you are done, continue to enter the number you wish to call using the dialler.

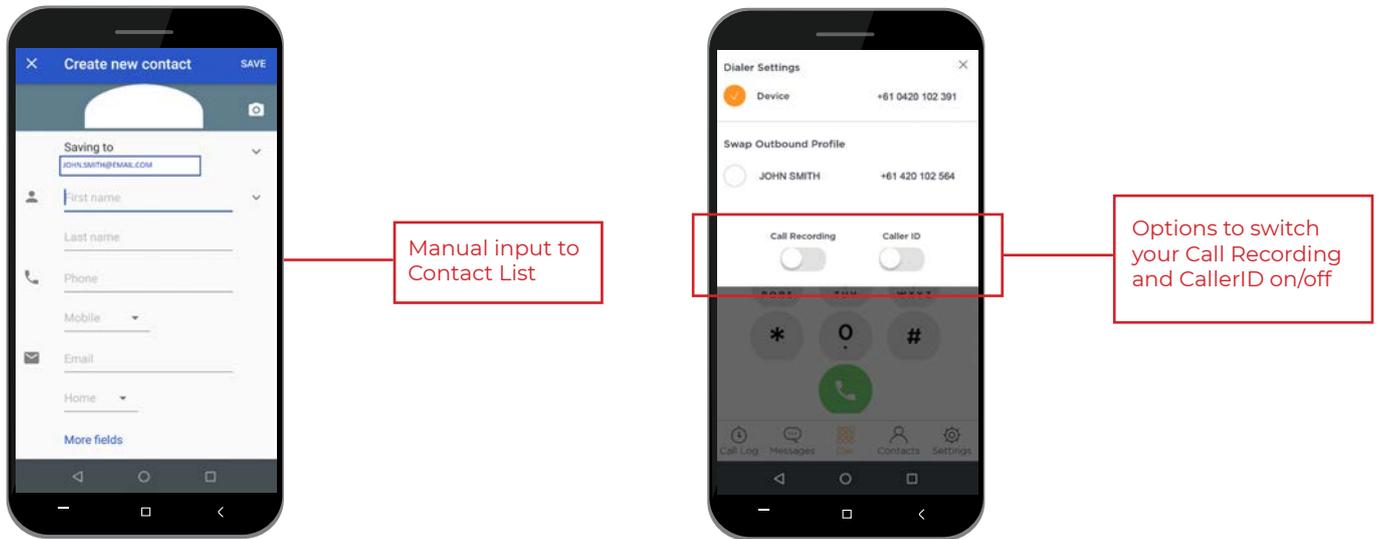


Features & Options

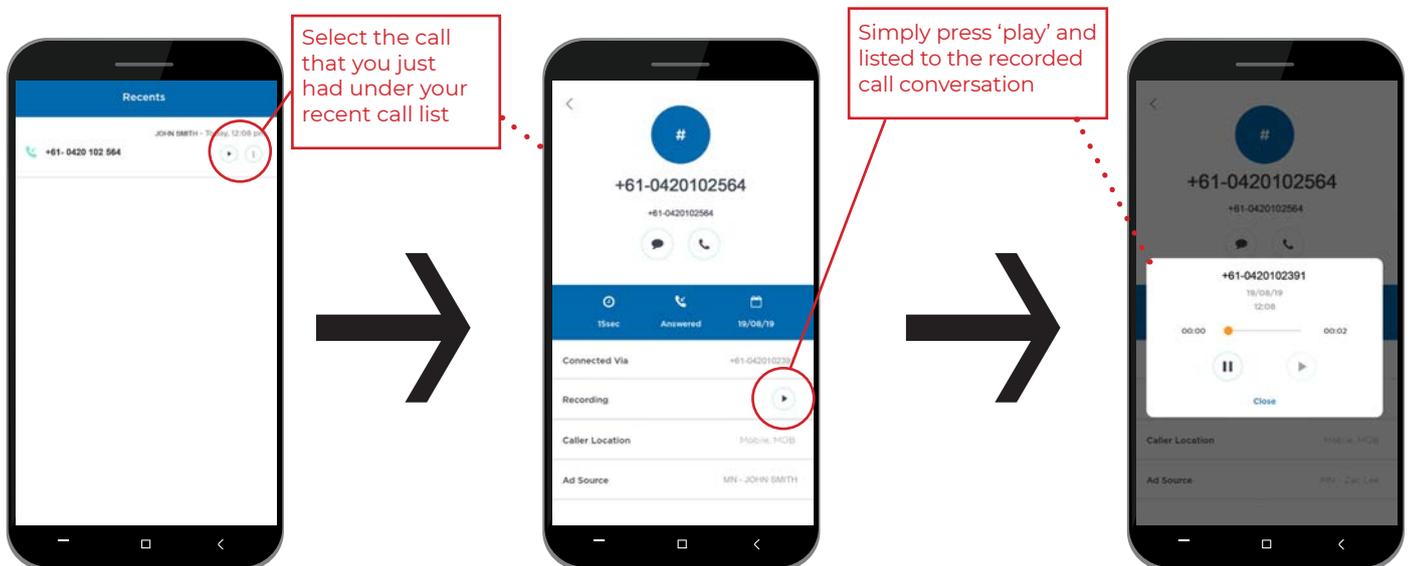
You can also import the contacts from your existing list simply by clicking 'Turn On' and allowing the Virtual Mobile Phone App to access and transfer your contacts across.



Or you can choose to input your contacts individually by adding them manually. You can also enable Call Recording or show your Caller ID for that particular contact. This gives you the option to decide if you want your number to appear at the receiver's end.

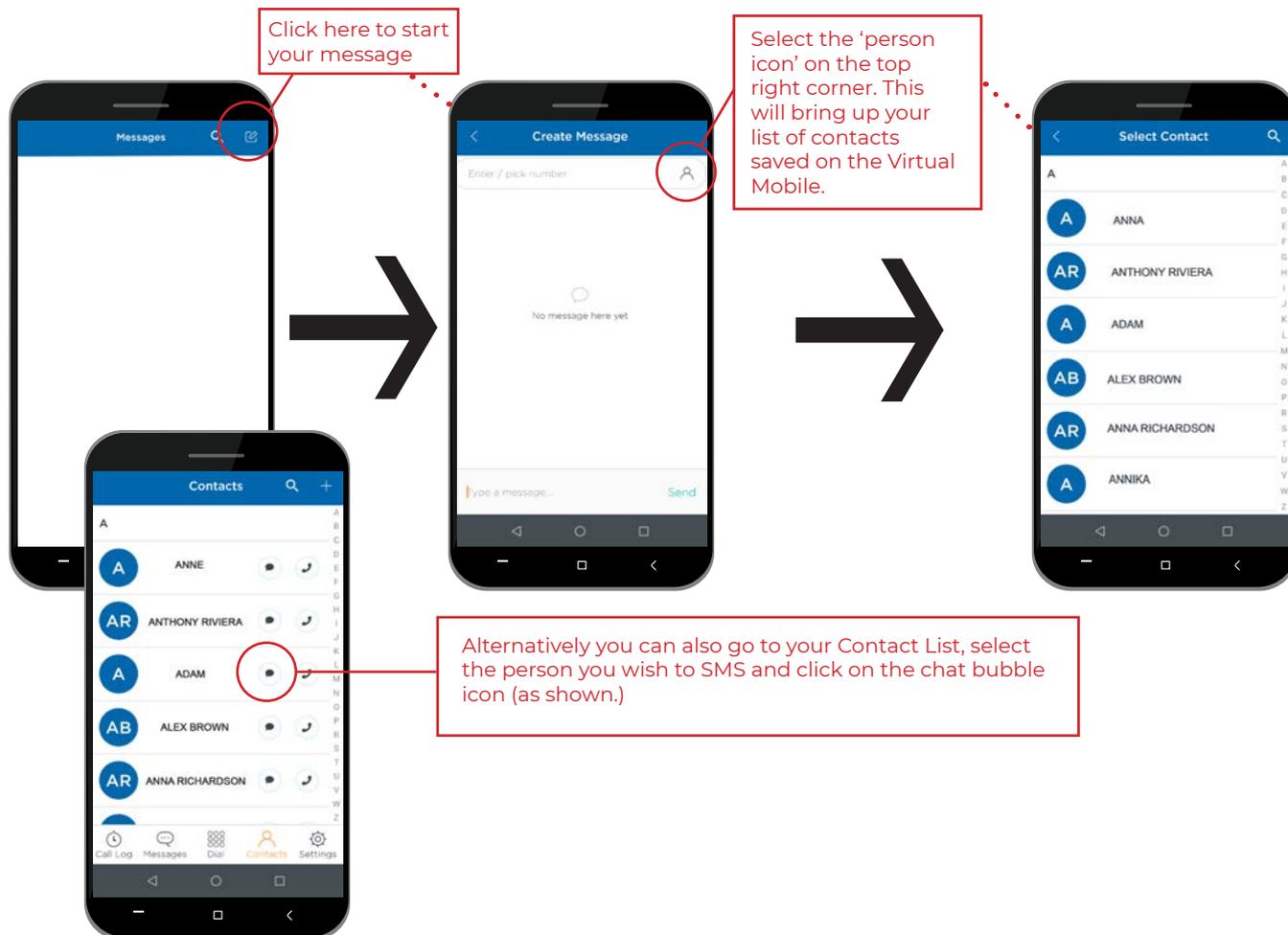


By enabling Call Recording on the contact, you will be able to record and playback the call conversation. Please note that you will need to have the right access level to be able to listen to the call recording on your Virtual Mobile Phone. Manager Access level is required to managed this feature in the dashboard.



SMS Message

The Virtual Mobile Phone App allows you to send and receive messages just as you would a normal mobile phone.



On top of just having your SMS messages come through to your Virtual Mobile App, you will also receive email notifications on your SMS correspondence. This is very useful to ensure you don't miss anything important and allows you to store them for reference.

Fwd: 61488802538 Inbox x

+61420102391
SMS/MMS NOTIFICATION Date/Time 2019-08-22 10:09:15 Mobile Number +61-0488802538 Title Message hi Zac For more information contact AVANSER at support@avanser.com 10:09 (1 hour ago) ☆

+61420102391
SMS/MMS NOTIFICATION Date/Time 2019-08-22 10:17:27 Mobile Number +61-0488802538 Title Message too complicated For more information contact AVANSER at support@av 10:17 (1 hour ago) ☆

+61420102391 <+61420102391@vmm.avanser.com>
to me: * 10:23 (1 hour ago) ☆ ↵ ⋮

 **AVANSER**
Clever call tracking
to grow your business

[Client login](#)

SMS/MMS NOTIFICATION

Date/Time	2019-08-22 10:22:05
Mobile Number	+61-0488802538
Title	
Message	Hi Anna

For more information contact AVANSER at support@avanser.com.au

Optional: SMS Forwarding Function

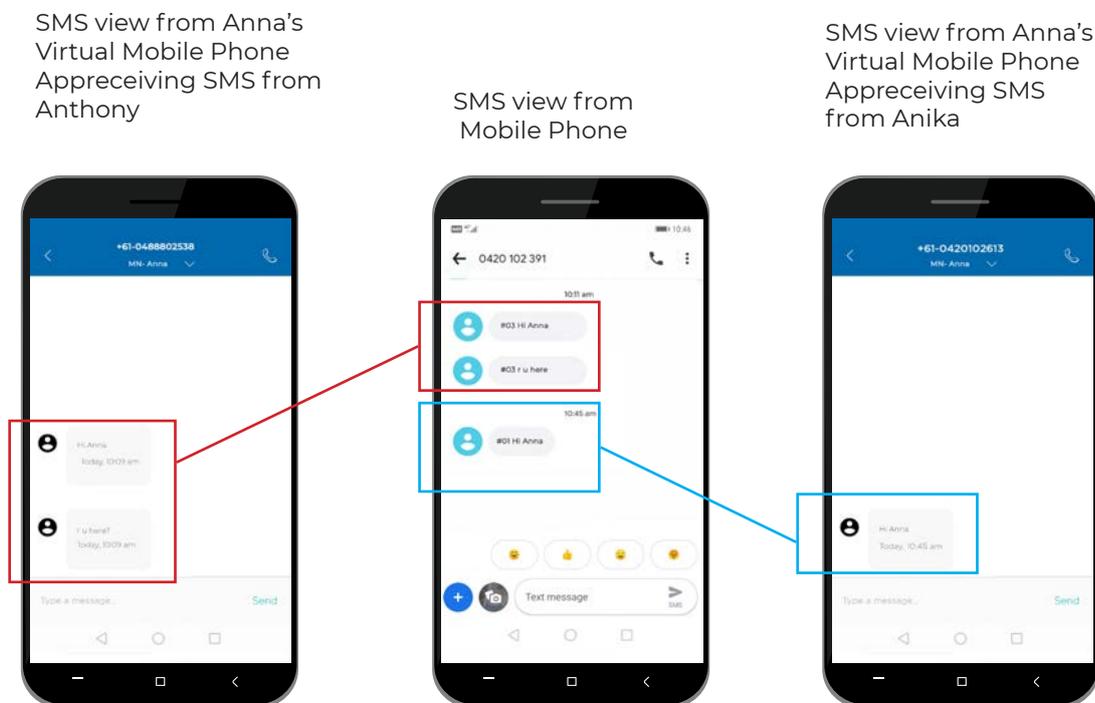
AVANSER's Virtual Mobile Phone App also comes with optional SMS Forwarding function. This function enables the SMS messages to your Virtual Mobile Number be forwarded to your normal mobile phone and email inbox automatically, preventing the risk of missing out on important messages. The messages received from your Virtual Mobile Number will be forwarded to your mobile phone as a normal SMS message. The SMS message will show that you are receiving it from your Virtual Mobile Number, and each of the messages will come through with a hashcode #number.

The hashcode #number is a code automatically generated to link the message from that particular person tied to the SMS message in your Virtual Mobile Phone App. The allocated code is fix to that particular sender. This means if you don't have your Virtual Mobile Phone App switched on, you can still correspond with SMS messages from multiple senders using your normal mobile phone SMS function. Each hashtag #number represents a particular sender.

For example, the sender name Anna will appear as #03 on your mobile phone SMS, Anthony will appear as #04 and Adam as #06. Refer to the illustrated example next page.

Example:

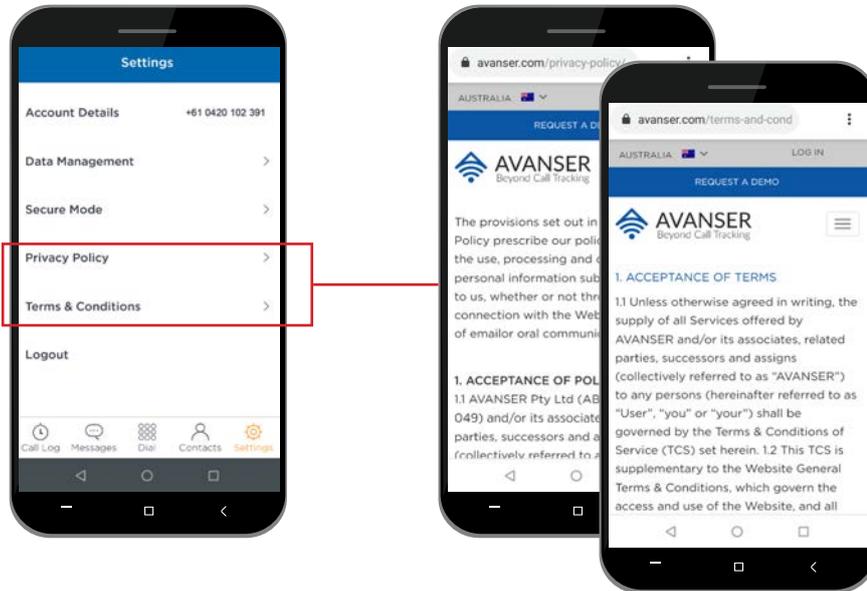
In this example Anthony (with mobile number: 0488 802 538) and Anika (with mobile number: 0420 102 613) messaged Anna on her Virtual Mobile Number (VMN: 0420 102 391). The image below shows SMS messages from Anthony appearing as #hashcode 03 and SMS messages from Anika as #hashcode 01 on Anna's standard Mobile Phone SMS view.



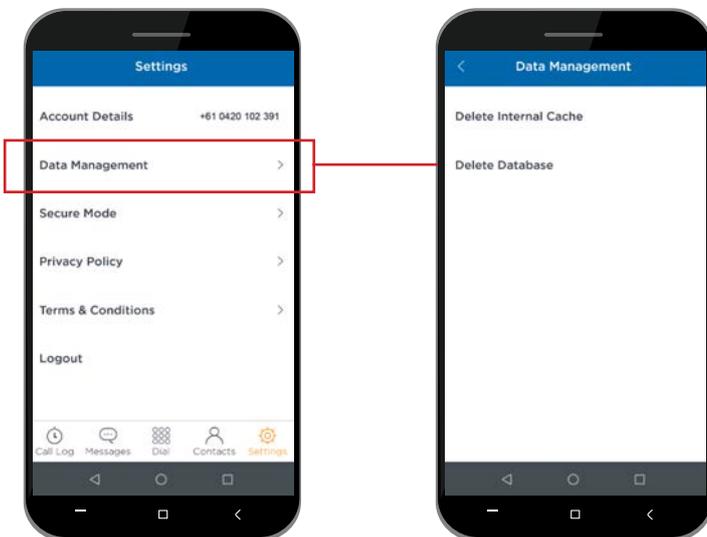
Note: SMS Forwarding Function will incur additional charges

Settings

You can manage all your information and settings by selecting 'Settings' as shown below. The Privacy Policy / Terms & Conditions are also assessable here.



To delete your Internal Cache or Database simply access Data Management under Setting.



AVANSER Portal

Clients subscribing to AVANSER for their Virtual Mobile Phone App will have the options to add on other AVANSER call tracking features and easily manage it through the AVANSER Portal. Contact AVANSER for more information.

The screenshot displays the AVANSER Portal interface. At the top, there is a navigation bar with the AVANSER logo, a 'Dialer' button, a 'Filter' button, a 'Print' button, a 'CHANGE CLIENT' button, and user information including 'Active Client', 'Client ID', and 'Welcome'. Below the navigation bar, the 'Date Range' is set to '14 August 2019 - 27 August 2019'. The main content area is titled 'AVANSER HOME' and includes a brief description: 'The AVANSER Home page gives you a quick breakdown of your calls, and offers a comparison between your current data and the previous period to help you gauge performance.' The dashboard features eight key performance indicators (KPIs) arranged in a 2x4 grid:

Metric	Value	Comparison
Total Calls	17	+0% vs. previous fortnight (0 calls)
Missed Calls	3	18% of calls +0% vs. previous fortnight (0 missed calls)
Answered Calls	14	82% of calls +0% vs. previous fortnight (0 answered calls)
SMS Messages	34	+0% vs. previous fortnight (0 SMS messages)
Total Minutes	36.15 m	minutes +0% vs. previous fortnight (0 m minutes)
Average Duration	15.6 m	minutes +0% vs. previous fortnight (0 m minutes)
Unique Callers	8	+8 vs. previous fortnight (0 unique callers)
Busiest Date	Monday	- previous fortnight

On the left side of the dashboard, there is a vertical navigation menu with the following items: AVANSER Home, Call Log, SMS, Caller Acquisition, Caller Insights, Call Evaluation, and Campaign Cost.

