

TIPS Mobile for iOS

TIPS Mobile is a Unified Communications app for Pfeiffer University employees, providing seamless call transfer and centralized management of contacts, voicemail, call history, and settings.

NOTICE

You must be a full-time Pfeiffer employee with an active account to access TIPS Mobile.

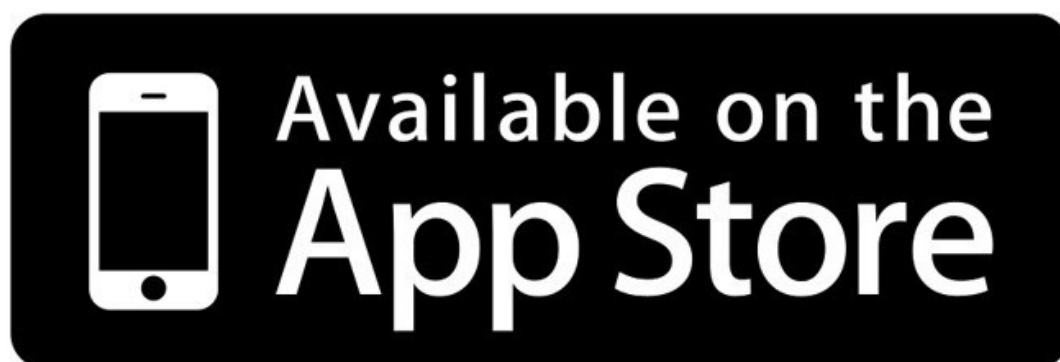
While you are welcome to use a personal device for TIPS Mobile, the Office of Information Technology only offer limited technical support for personal devices, which includes downloading and logging into TIPS Mobile.

IMPORTANT VOIP OVER MOBILE/CELLULAR DATA NOTICE

Mobile network operators may limit VoIP usage and charge additional fees for it. You are responsible for understanding and following your cellular carrier's network restrictions. Pfeiffer University will not reimburse any charges, fees, or liability your carrier may impose for using VoIP over mobile or cellular data.

COMPATIBILITY

iOS 14.0 or Later. Compatible with iPhone, iPad, and iPod Touch



Login Screen

To log in, select LOGIN WITH OFFICE 365 (Pfeiffer SignOn) or Login Name (EXT@pfeiffer.edu), where EXT is your Pfeiffer internal extension. The IT Help Desk should have provided your login information. If you are unable to access your account, you can use the Forgot Login or Forgot Password information on TIPS Mobile or Pfeiffer SignOn page.



Log in to TIPS Mobile

Login Name

Password

[Forgot login name?](#)

[Forgot password?](#)

LOG IN

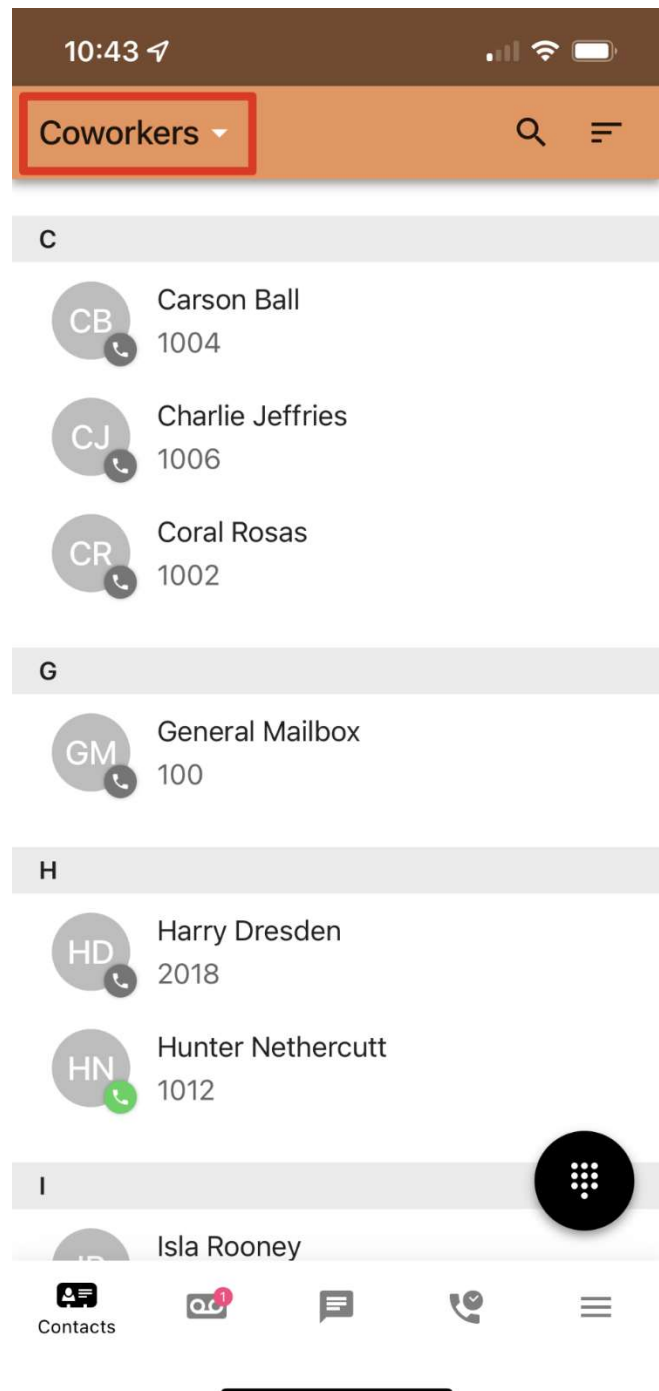
OR



CONTINUE WITH OFFICE 365

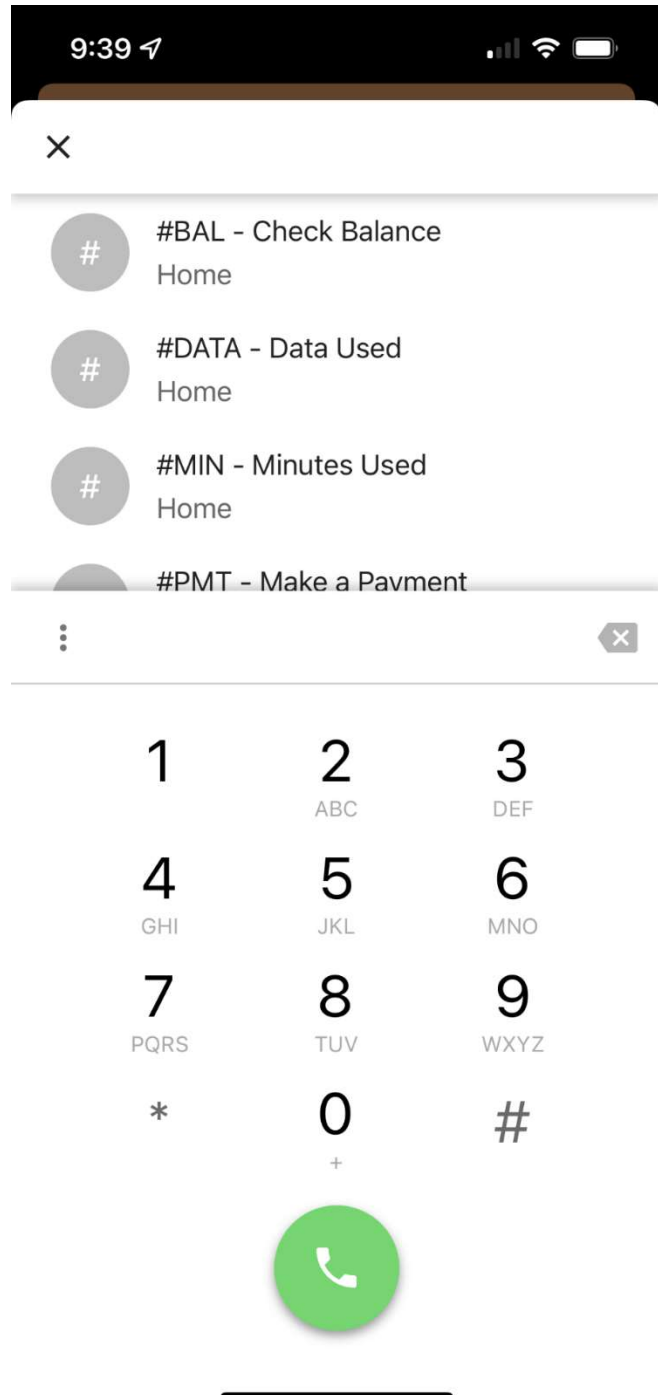
Contacts Screen

Once you login, you will be greeted with your contacts. Tapping the section outlined in RED will allow you to filter between All Contacts (Phone Contacts + Work Contacts), Co-Workers Only, Shared, or Phone (Your Phone Contacts). Selecting a contact will allow you to Call or Message the recipient.



The Dial Pad

Tapping the button on the left will take you to the dial pad that will allow you to dial numbers manually.



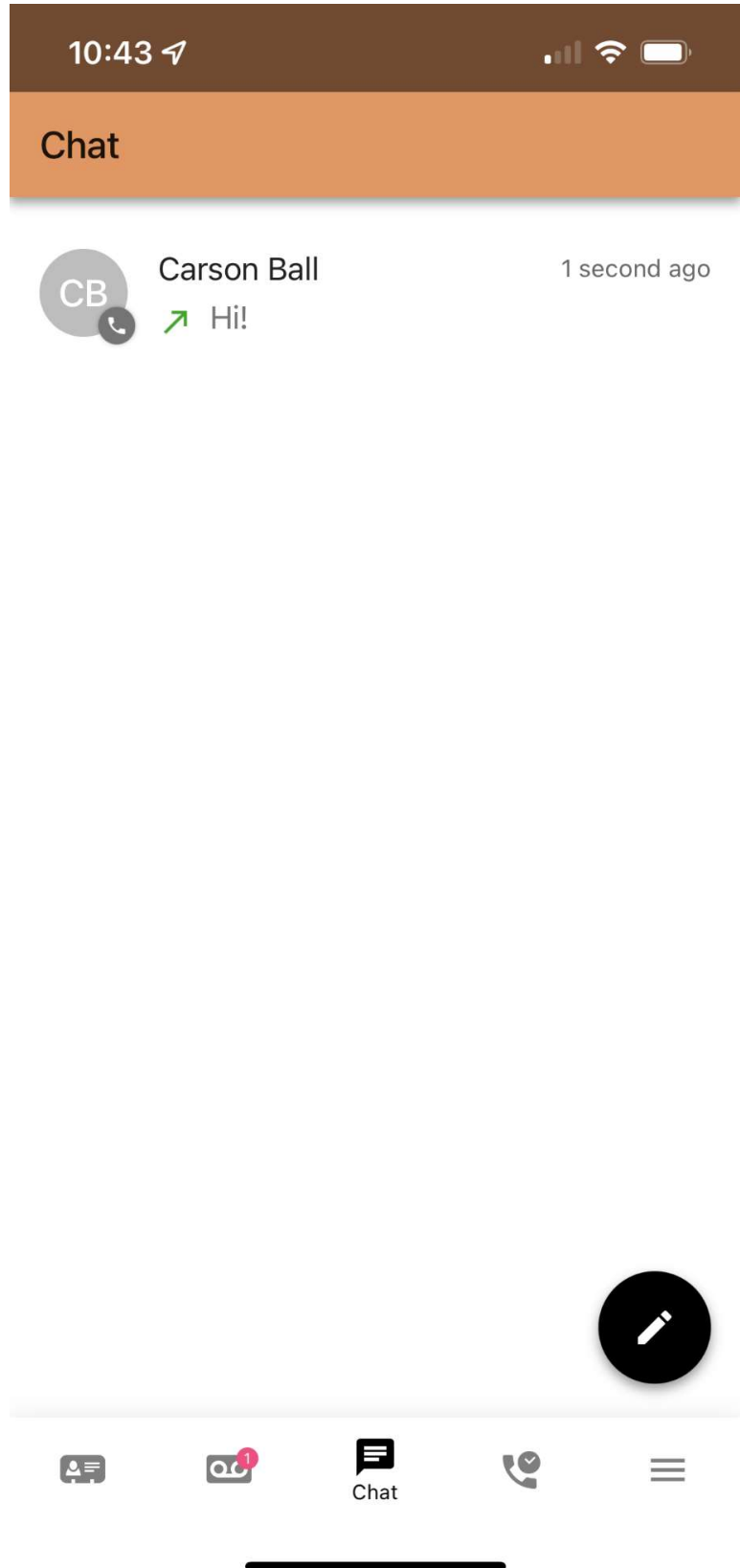
Voicemail

Selecting this option will allow you to view, listen, and delete voicemails.



Chat

Selecting this option will allow you to send and receive Chat Messages with Pfeiffer University Employees. The pencil button on the lower right corner will allow you to compose a new message.



Call History

Selecting this option will allow you to view your Call History.






More Menu





Selecting this option will show you additional menu options.

Answering Rules

This option allows you to change your Answering Rules on the fly.



 **Answering Rules**

JoshTest 
Days and times 



Default 
  Always 

Greetings

This option allows you to record your Voicemail Greetings and select the primary. This is useful if you have time off or a holiday.

 **Greetings** 

Select voicemail greeting

 My Greeting 


Settings

You will be greeted with the following options -


a. Mobile Number - Where you can enter your current Mobile Number so you can transfer calls to it.


b. Use Mobile Data - Activate if you wish to use Mobile Data (Fees/Data may apply).

c. Default Calling Method - When in the TIPS App, use TIPS Mobile or your Mobile Phone.

 **Settings**

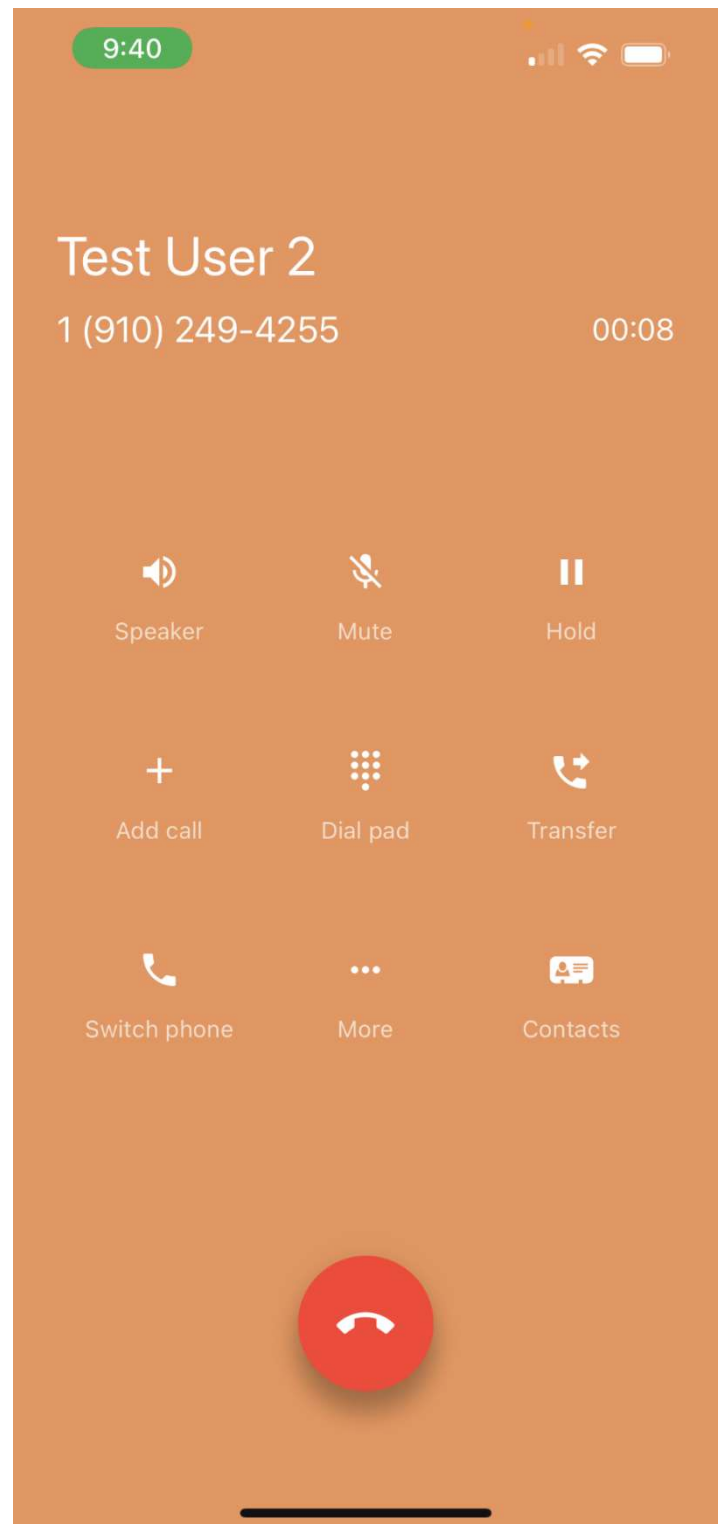
Mobile number

Use mobile data 

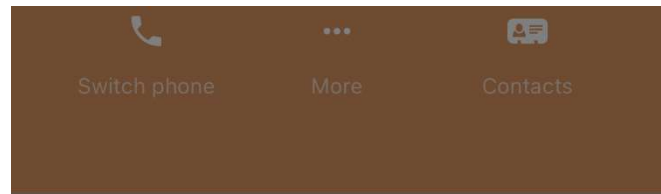
Clear keychain on logout 

Call Screen

When you are on a call, you are greeted with the screen depicted below. This will allow you to mute, add a call, transfer and switch between your desk phone or mobile phone.



Transfer a Call - Select Transfer, choose between choosing a contact or dialing a new number.



Transfer call to

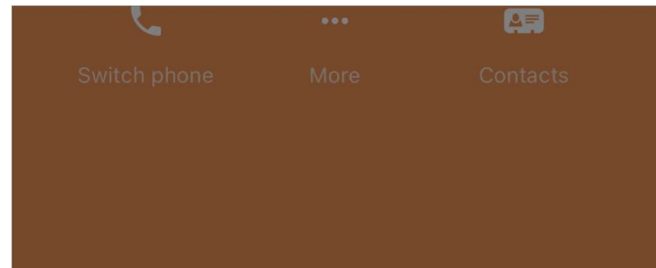


Choose from contacts



Dial a new number

Switch phone - Allows you to switch phones assigned to your user (mobile and desk phones).



Switch to another phone