# Hotline feature for ipphones

## Quick summary

Upon pick up of the phone receiver or when turning speaker on, a preconfigured number / contact is called

## Out of scope for now but will be in U3

* Styling, UX
* Syncing Hotline settings from / to TAC
* Translation

## Testing scope

* Testing of this app will be from a custom build for now as we want this tested for the Enterprise Connect event while merging of code to Canary could take some time. There are links in the FTR description for different architecture of the apk.
* Able to switch between the two modes from calling options for user with CAP license
  + *i.e. Certified CAP devices MP54, CCX400, minimum one for each OEM*
* Configure Hotline from existing contact or a PSTN number including Emergency number
* Configured Hotline number is called when user picks up
* Live captions, Dial pad from in call screen, all other features off

## Concerns

* Configuration of Hotline number or contact

## Instructions

* Sign in with an user with a CAP license *(test build forces ECS flag on)*

1) From settings, find an login to admin settings to locate calling options.

**In calling options**, you should see the **Hotline option** screen

Graphical user interface, text, application, email

Description automatically generated

2) Tapping on Hotline will show the **Hotline settings** screen

Graphical user interface, text, application, email

Description automatically generated

Since you haven’t configured any number / contacts yet, you’ll see Add configured number but will change when you do have it configured to a PSTN number or a contact is chosen.

3) Tapping on Add configured number will show a **dialog to configure the hotline feature**

Graphical user interface, text, application

Description automatically generated

From here, you can either enter a number (PSTN / emergency #) or choose from a contact.

You can also enter a different displayed name if you want to specify a specific name to display

Tapping on save will go through validation on whether it succeeded or failed.

If configured properly, you’ll see the Hotline settings screen updated with the entered information.

Graphical user interface, text, application, email

Description automatically generated

You can now tap on the pen icon on the right to make modification to the Hotline contact to be called

**Important notes**

**The “Continue” button will always be enabled unless Hotline toggle is on but no Hotline contact is entered**

**The Hotline information entered are stored into the user’s preferences meaning if the user logs out, all this information will be reset but do persist if the device is restarted.**

4. Tapping on Continue will show this **dialog** letting the user know the configurations will be take place after restarting the app

Graphical user interface, application

Description automatically generated

5. If the Hotline toggle was on and the Hotline contact was configured properly, the **Hotline home** screen will show up.

Graphical user interface, application

Description automatically generated

6. From this home screen, picking up the phone receiver or turning the speaker on will make a call to the preconfigured Hotline contact.

Graphical user interface, application

Description automatically generated Graphical user interface

Description automatically generated with medium confidence

Tapping on the Live captions will enable / disabled it

Tapping on the Dialpad will show the dial pad

Tapping on the End call will end the call

## Known bugs

* Underline missing for the number input
* Text alignment, styling etc
* After restarting turning off Hotline toggle and restarting user in CAP mode, top bar is missing so user cannot access settings
* Turning off speaker doesn’t terminate call
* Contact picker
  + We’re using the same contact picker that’s used throughout the app and there are existing issues which will also affect Hotline
    - Here are screenshots from CAP when searching for a contact to call

Graphical user interface, application

Description automatically generated

1. Can’t find a contact error image taking up more space than available and also cut off at the top due to alignment

Graphical user interface, application

Description automatically generated

1. Shows contact in groups. “i.e. Directory contacts” – due to limited horizontal space it’s not very ideal for Hotline