Communicator GO — User Guide

Communicator GO is the next step in the evolution of our mobile application. It provides new features and offers more freedom and flexibility to our users. Communicator GO 6 empowers users to communicate and work better. As part of our Unified Communications package, it revolutionizes communications in modern workplaces.
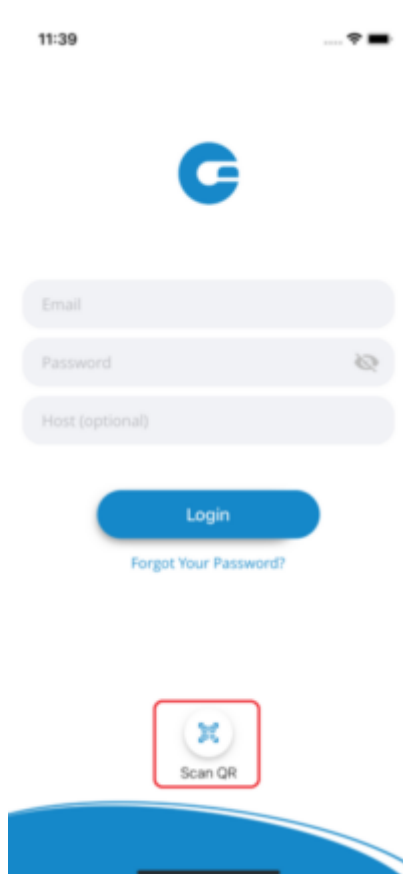
Logging In

Once you have installed Communicator Go you can launch it from

its shortcut icon . When launching for the first time you are required to enter your email, password and host, which all can be found in the welcome email you received regarding you extensions. A much easier method to login is by using the QR code found in the email. To use the QR code

select "Scan QR" on the login screen. Your camera will turn on and allow you to point it at the QR Code. Once you have fit the QR code into the screen the phone will automatically log you in and ask you to change your password. When changing your password please note that the following rules apply:

This is the first time you are logging to system with this email, so you need to change your password.
Please enter your new password.

Email:

victoria@example.com

New password:

New Password

Confirm password:

Confirm Password

Done

1. Your password must be 10 characters or longer.
    1. Your password must contain at least 1 uppercase letter
    2. Your password must contain at least 1 lower case letter.
    3. Your password must contain at least 1 numerical digit.
    4. Your password must contain at least 1 special character.
    5. If you enter a password that does not meet the requirements, you will be notified of the

Password criteria info

The secret has to meet the following criteria in order to be accepted:

× It must be at least 10 characters long
× It must contain at least 1 uppercase
× It must contain at least 1 lowercase
× It must contain at least 1 digit
× It must contain at least 1 special character
× Allowed characters are: a-z, A-Z, 0-9, ! % * _

requirements.

1. Once you have entered your new password press the Done button.

Biometric Authentication

For additional security Communicator Go support Biometric Authentication. Users can enable it by using fingerprint and face recognition. This feature must be enabled on the device and application options to function. This option can be found inside the Security section on the Settings screen.

Application lock

Biometric unlock
Require Face ID or Touch ID to open the app
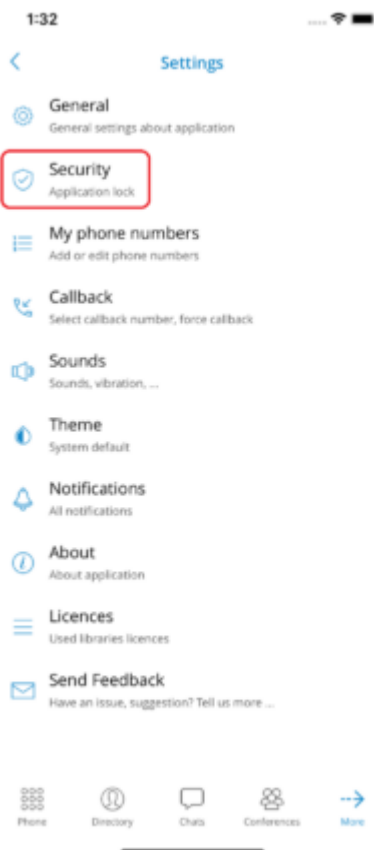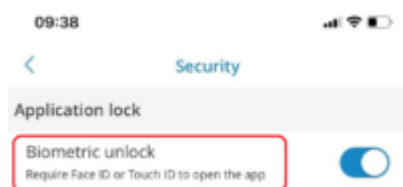
Calls

Calls from Communicator can be made over the SIP protocol, which is the primary option, or by using the Callback option. Call scenarios may vary and will depend on the network connection (Wi-Fi, Mobile Data, No Connection), service availability and value for option "SIP over mobile internet." This means that in a scenario where the device is connected through the Wi-Fi, and the app is connected to the UX Server, and the Callback Module is enabled, Communicator GO will first try to make a SIP Call; if unsuccessful, it will then try to make a call using Callback, and if this fails, it will display the message that the call could not be established. The SIP

over mobile internet option can be found in the Settings menu under my phone numbers.

Phone

When launching Communicator users are taken directly to the telephone dial pad. The call button on the dialer screen has three states depending on the softphone registration status and connectivity status. If the softphone is not registered and the button is yellow, calls can still be made if the callback option is configured. There are three states Communicator GO 6 dialer can be in:

 Green: Call can be made over SIP protocol (Wi-Fi and Mobile Data
Networks)

 Yellow: Yellow – A call can be made with the Callback module (Mobile Data
Networks)

 Gray: Call can not be made (No Network Connections)

The call screen appears when the user initiates or receives a call through Communicator Go. Once the call is active the user is able to perform several actions.

Mute: Mute allows users to disable the microphone on the device, preventing any unwanted communication on the user's side from being transmitted to the other side of the call.

Speaker: Press the Speaker button to put the device in speakerphone mode, allowing users to continue without holding the device in the ear or to allow other persons in the room to join the conversation through a single device.
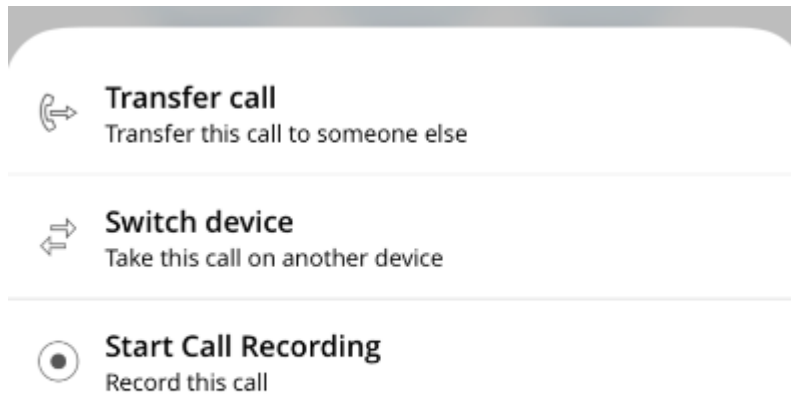
Hold: Hold option will put a caller on hold and play Music on Hold until Hold is pressed again, or the call is transferred to another destination.

Options: Pressing the options button provides options that can be used with the call.

Transfer Call: The transfer button allows users to initiate a direct or supervised transfer to an extension or outbound public number.

Transfer call
Transfer this call to someone else

Switch device
Take this call on another device

Start Call Recording
Record this call

Switch Devices: Allows users to resume the call on other devices, such as desk phone, softphone, mobile app, or via callback using a predefined phone number from the My Phone numbers feature.

Start Call Recording: Call recording is started for a call, the indicator on the ongoing call screen is visible, showing that the recording is active. Users are also able to pause/unpause and stop the recording of the call. * This feature is available on our Business Enterprise plan.

Dialpad: Use the Dialpad to generate DTMF signals to provide information to IVRs, voicemail management, etc.

Handling Multiple Calls

If there is one SIP call in progress and users receive another call, it will be presented to the user on the Call Screen. If answered, Communicator will set one call on hold and answer
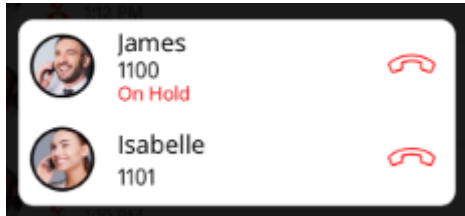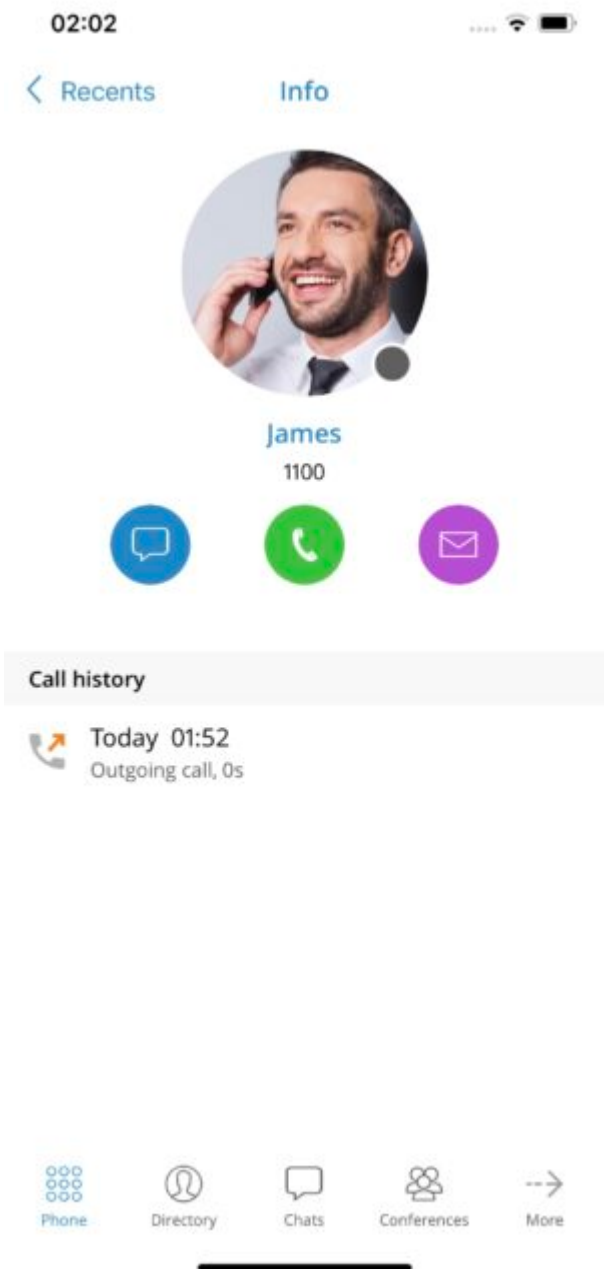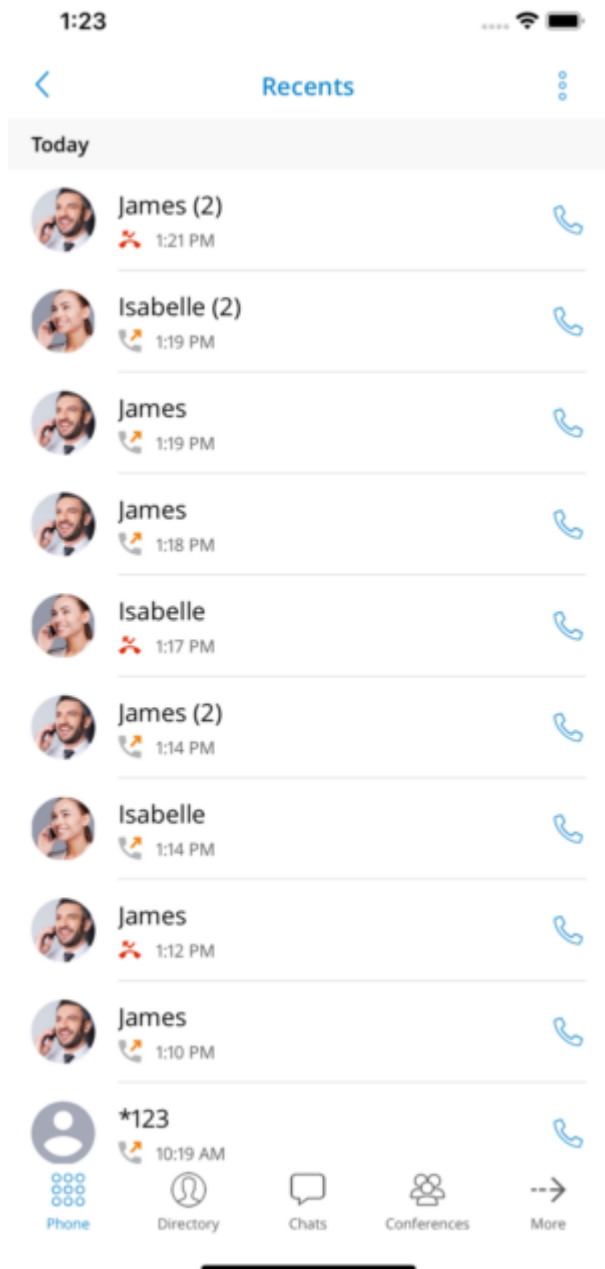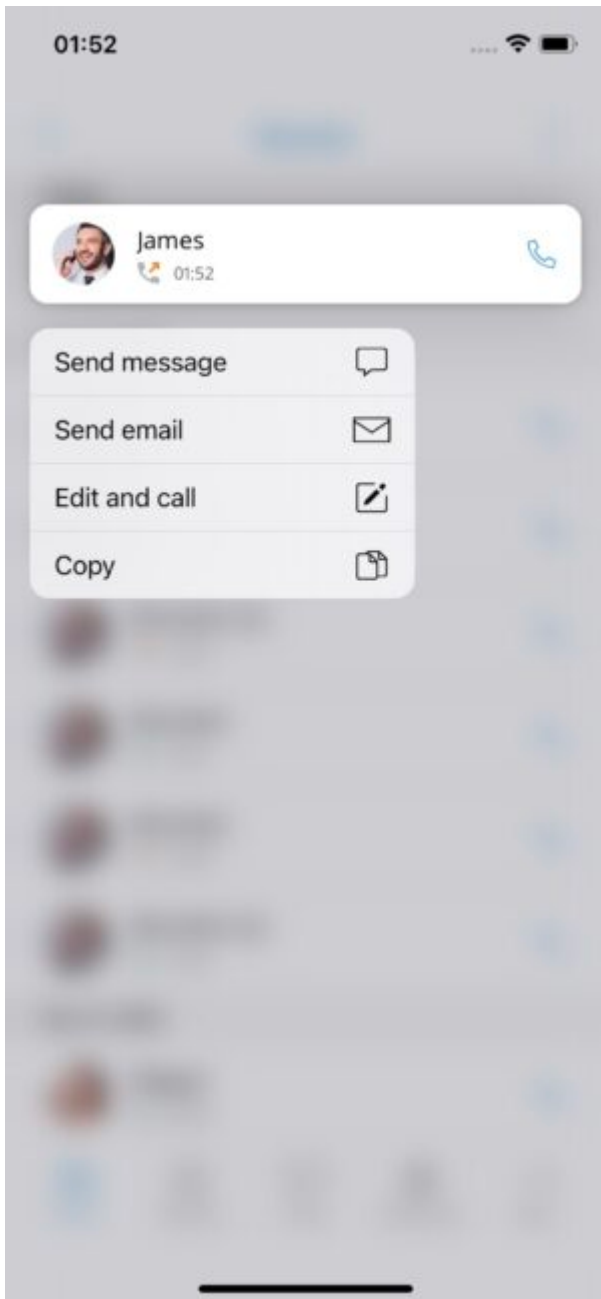
the new.

Recent Calls

The Recent call screen will be displayed when the user presses Recent Tab from Header Bar on the Phone Screen. When on the recent calls screen, there is a search icon in the top bar, which can be used to filter recent calls by number or name. Pressing on the avatar of one of the contacts opens an info screen containing additional information about that contact. Long pressing an avatar will present a menu option to;

1. Send a message.
2. Send an email.
3. Edit a call.
4. Copy the number.

Today

James (2)
1:21 PM

Isabelle (2)
1:19 PM

James
1:19 PM

James
1:18 PM

Isabelle
1:17 PM

James (2)
1:14 PM

Isabelle
1:14 PM

James
1:12 PM

James
1:10 PM

*123
10:19 AM

Phone   Directory   Chats   Conferences   More

James
1100

Call history

Today 01:52
Outgoing call, 0s

Phone   Directory   Chats   Conferences   More

Call History Sync

Using the call history sync feature, users will be able to access their recent calls history from all apps (Desktop, Mobile, and Web). Each call users make on the desktop will be reflected on the mobile devices. If users mark a missed call as seen on their mobile device, it will now be marked as seen on their desktop and other mobile devices. If users delete call history on one device, it will be synced and deleted on all of the devices. The call synchronization supports synching calls for up to 30 days old.
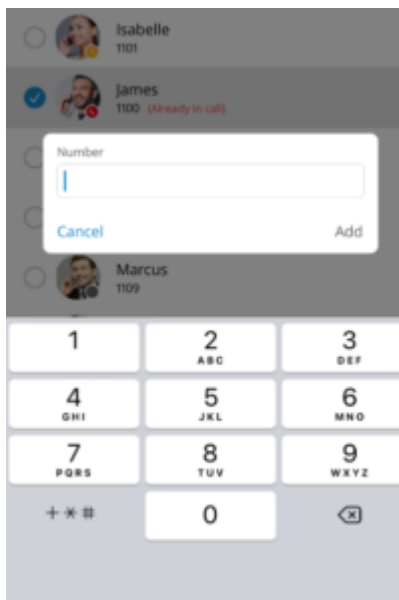
Call Transfer

Users can transfer a call by pressing the transfer icon from the call options menu. The user will be able to transfer the call to two destinations:

1. Selecting a person from the Directory, Contact list or Favorites.
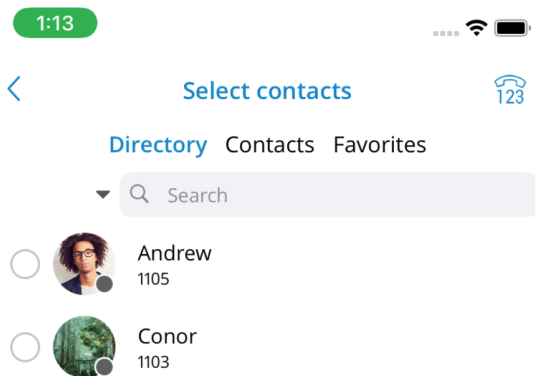
2. Dialing a public telephone number by pressing 123 then dialing a number.


Meeting

Communicator meeting provides an option to meet with multiple users simultaneously while offering:

- Video Conferencing (in a grid and speaker view)
- Audio Conferencing
- Screen Sharing (specific application or whole screen sharing)
- Remote Control when screen sharing
- Group chat

The meeting management within gives a user the ability to create an instant meeting, schedule a meeting, or join an existing meeting. To access the meeting screen, a user should press the Meetings icon within the navigation bar. When a meeting is started, Communicator redirects the user to the Communicator Meeting GO app.

Presence

With the Presence feature, users' status is visible. Users can also see which users are online, busy, away, or offline. This feature also provides information when other users were last seen on the system. The users' presence can be seen on the system in the Directory tab at the bottom menu. By default, the Directory is sorting online users at the top, alphabetically. Next on the Directory screen are users that recently went away, and then completely offline users. Presence can be seen in the List or Grid view in the Directory.

List View

Grid View
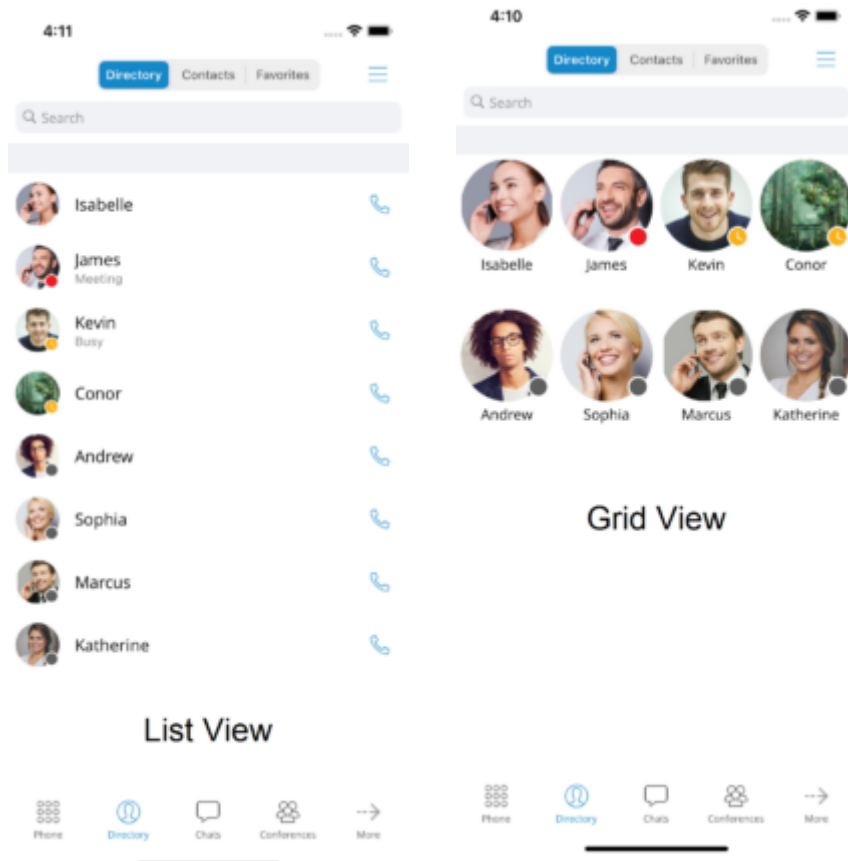
If users prefer alphabetical sorting instead of sorting by Presence, they can change that by pressing the icon with three lines in the top right corner of the screen in Directory.

Presence change or update can be done by going to the Profile item on the bottom bar. If users can not see the "Profile" item, they can click on More and find it there.

Users can change their personal presence status by pressing on their current status or on the icon of an arrow pointing downwards. A dialog screen will open with three fields: Status, Message, and the display status (for the duration of chosen status).

- **Available** (green icon)
- **Busy** (red icon)
- **DND** — Do not disturb (red icon with a rectangle)
- **Away** (yellow icon with a clock)
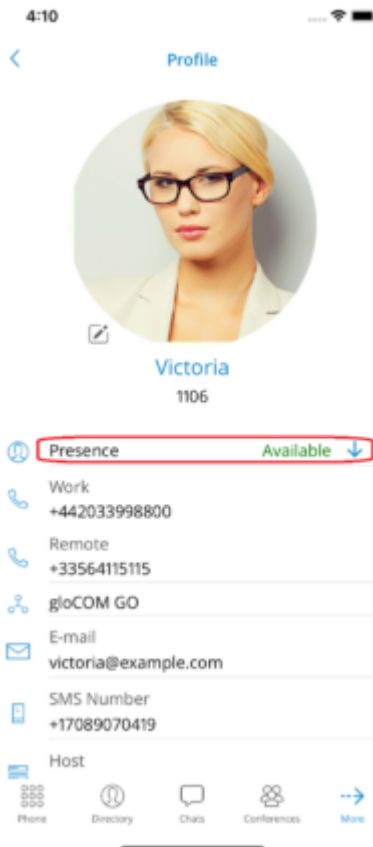
Users can create predefined statuses by adding them to PBXware. For default statuses, users cannot enter a custom message, but for predefined statuses, they can associate a message that will be displayed to other users with the selected status. The last option in the Presence dialog is how much time the new Presence status will last.

Available values are:

- Today
- 1 hour
- 4 hours
- 8 hours
- 12 hours
- 2 days
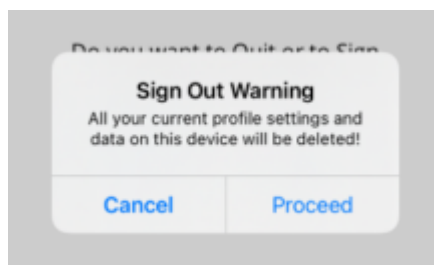- 5 days
- This week
- Always

Signing Out and Quitting Communicator

Communicator offers two options to leave the application, Sign out and Quit.

Do you want to Quit or to Sign
Out from your profile?

Sign Out   Quit

Sign Out: Will clear profile data, and users will be asked to provide a password next time they start.

Sign Out Warning
All your current profile settings and
data on this device will be deleted!

Cancel   Proceed

Services status:
- VoIP calls notifications are off.
- Presence service disconnected.
- VoIP service disconnected.

You can close the application after spinning indicator
is hidden.

Quit: Leaves all profile data and settings untouched. Next time when users start Communicator, they will not be asked for a password. Quit will also disable push notifications.

Settings
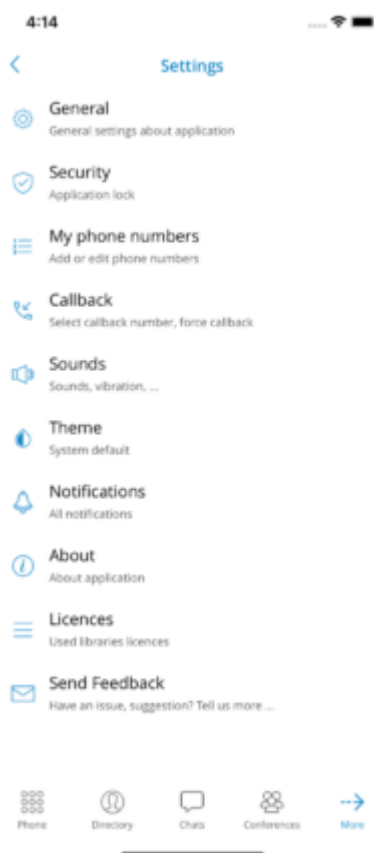
General: shows a screen with general settings for Communicator.

Security: allows users to enable Biometrics security.

My phone numbers: shows a screen with settings for Country, SIM number, add, edit or delete a phone number, and phone numbers associated with the user's account.

Callback: When a softphone cannot be registered over the data network due to some error or when poor network quality impacts

call quality. Using callback, Communicator tells the server to call the users callback mobile number via a GSM network.

Sounds: offers an option to select a ring tone for incoming calls and to Enable/Disable dial pad sounds.

Theme: Allows you to change the Theme of the application (dark, light or system default).

Notifications: option shows all new notifications for Communicator (e.g., missed calls, new voicemail, server notifications…)
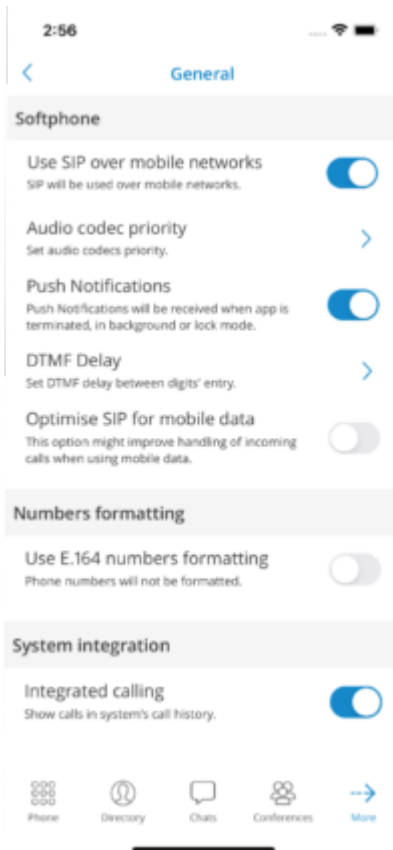
About: Displays Communicator version number.

Licenses: shows a screen with a list of the Communicator libraries.

Send Feedback: launches integrated feedback submission form.

General

Displays a list of options for Communicator to use.

Use SIP over mobile networks: Enable

Audio codes priority: Default

Push notifications: Enable

DTMF Delay: Default

Optimize SIP for mobile Data: Enable

Use E.164 numbers formatting: Unselected

Integrated Calling: Enabled

Security

Allows users to enable Biometrics security.

My phone numbers

Allows user to enter settings for Country, SIM number, add, edit or delete a phone number. Also displays "Mobile Numbers" section from Self Care Portal, Services.

Callback

When a softphone cannot be registered over the data network due to some error or when poor network quality impacts call quality. Using callback, Communicator tells the server to call the users callback mobile number via a GSM network.
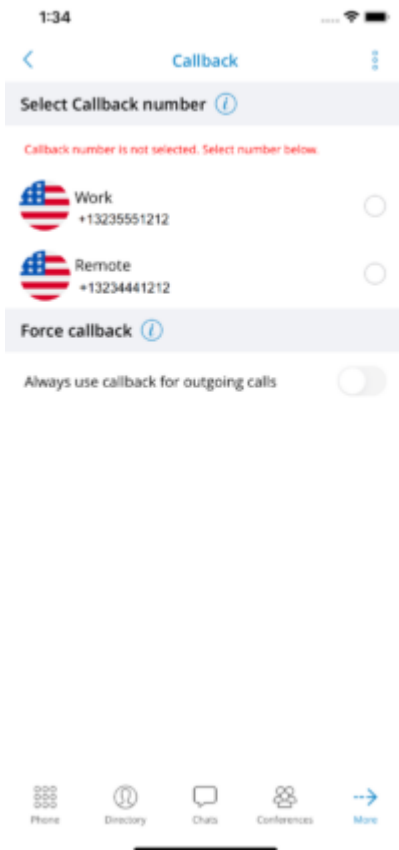
Always use callback for outgoing calls: Disabled

Sounds

Offers an option to select a ring tone for incoming calls and to Enable/Disable dial pad sounds.

Theme

Allows you to change the Theme of the application (dark, light or system default).

Light

Dark

System default

Phone   Directory   Chats   Conferences   More

Notifications

Option shows all new notifications for Communicator (e.g., missed calls, new voicemail, server notifications…□)

About

Displays Communicator version number.

Licenses

List of the Communicator libraries.

Send Feedback

Launches integrated feedback submission form.