Business On The GO

How-to Booklet

Communicator GO

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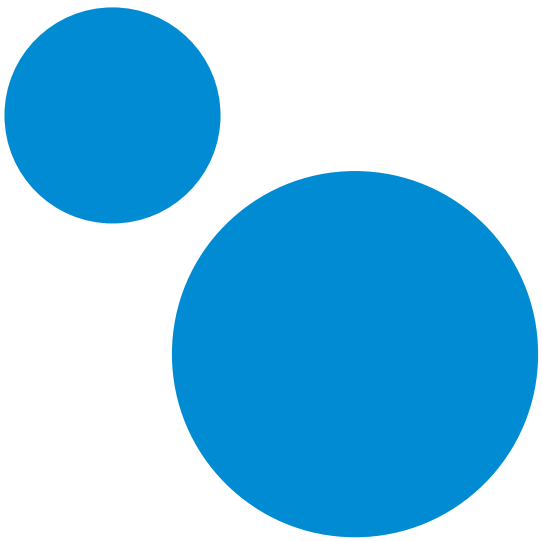
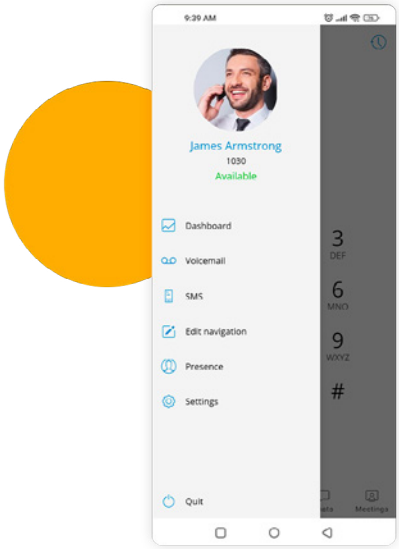
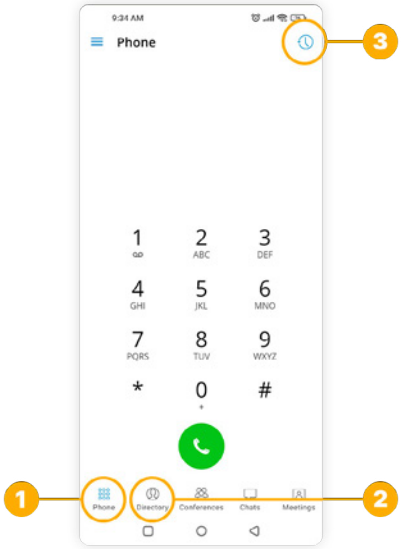


The Communicator GO Main Window at a glance

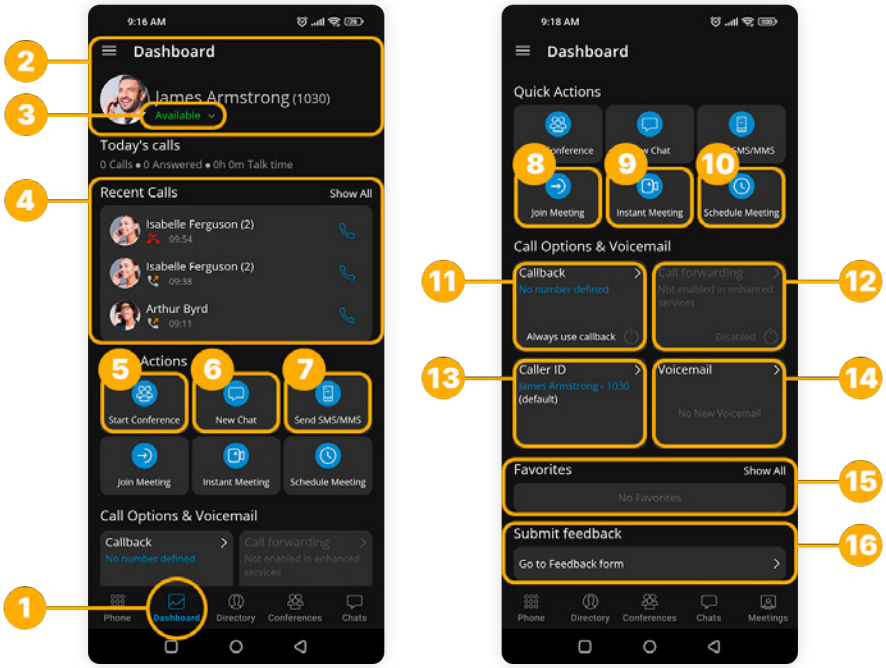


Establishing a Call



1. Tap on the Phone icon (1) to bring up the dialer on the screen, then input the number that you want to call before tapping on the green “call” button.
2. For Communicator contacts, tap the “directory” icon (2) and navigate between the “Directory”, “Contacts” and “Favorites” tabs to select your desired contact, tap on them, then tap on the green “call” icon to call them.
3. If you want to redial a recent contact, tap the “call history” icon (3), navigate down the call history list until you find your desired contact and tap the blue “call” icon found on the right of their contact details.

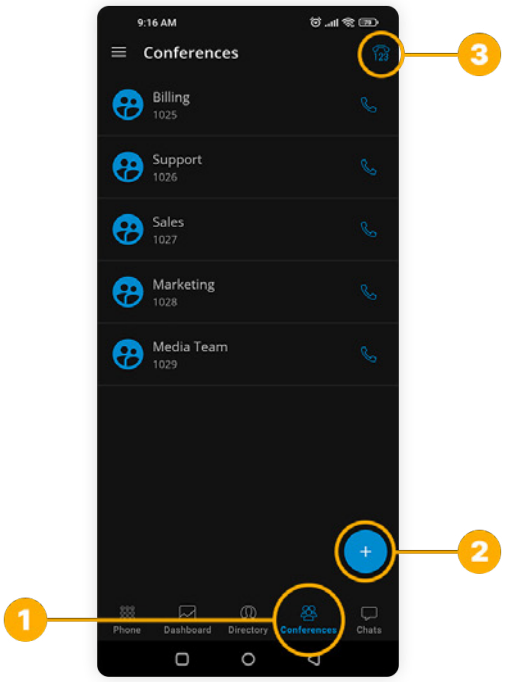
Using The Dashboard



1. Gain an overview of all relevant information and quickly access some of the most commonly used Communicator GO features like:

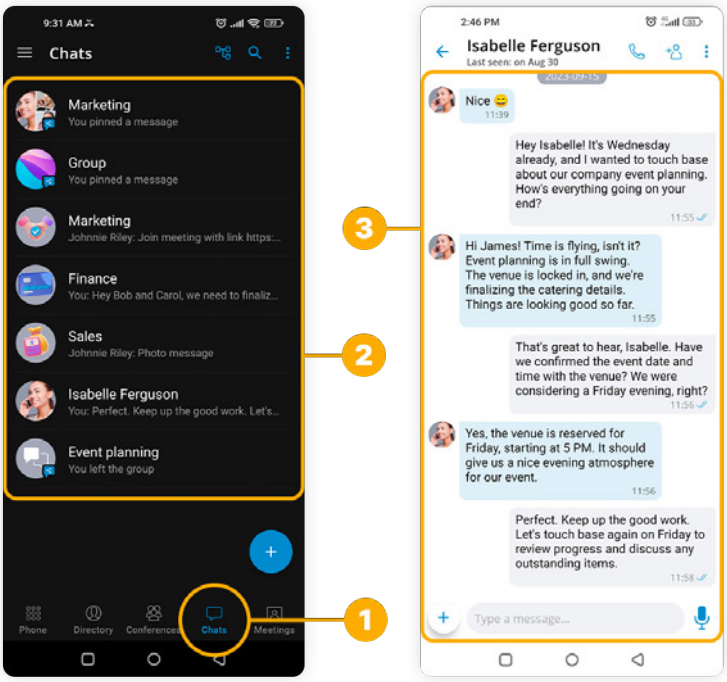
   - Reaching your profile by tapping on your profile picture (2)
   - Changing your presence quickly by tapping on the presence status text (3)
   - Checking a summary of today's calls
   - Going through your most recent calls (4) similar to the "Call history" function found on page 1
   - Quickly starting a conference call with the "Start Conference" button (5)
   - Open up a new chat from your contacts through the "New chat" button (6)
   - Send an SMS/MMS with the "Send SMS/MMS" button (7)
   - Join a meeting via meeting number through the "Join Meeting" button (8)
   - Create a meeting quickly with the "Instant Meeting" button (9)
   - Schedule a meeting from your phone with the "Schedule Meeting" button (10)
   - Set up or edit an existing callback number with the "Callback" option (11)
   - Adjust call forwarding options with the "Call Forwarding" option (12)
   - Choose which caller ID you're going to use with the "Caller ID" option (13)
   - Check your voicemails with the "Voicemail" option (14)
   - Quickly access your favorite contacts through the "Favorites" option (15)
   - Submit Feedback on the app through our feedback form with the "Submit feedback" option (16).

Creating a Conference Call



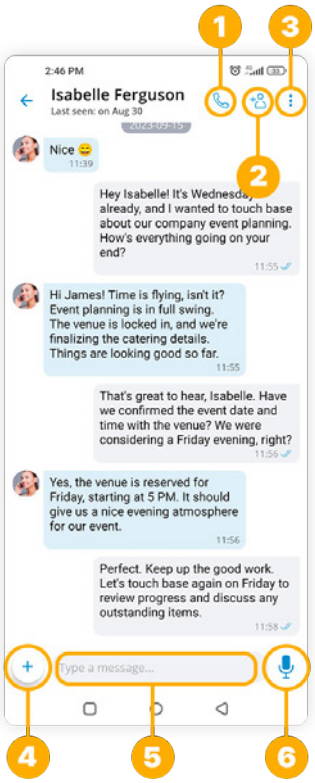
1. Start a conference call quickly by tapping on the “Conferences” button on the main Communicator GO window.
2. Navigate down a list of existing conference call groups and tapping on the “Phone” icon next to the group’s name.
3. Alternatively, create your own custom conference group by tapping on the blue “+” button and selecting from the directory or your phone contacts.
4. Add a number not registered in your directory by tapping on the icon in the top right corner of the “Conferences” window (3) and entering the designated number in the field, followed by tapping on the “Add” or “Invite” buttons.

Communicator GO Chat



1. Check your existing chats by tapping on the Chat icon (1) on the main Communicator GO window to open the Communicator GO Chat window up.
2. Navigate your chat history by tapping on any of your existing chats and groups found on the Communicator GO chat window (2) to bring the corresponding chat conversation up.
3. Interact with your selected chat in the chat conversation (3).

Interacting Through Chat

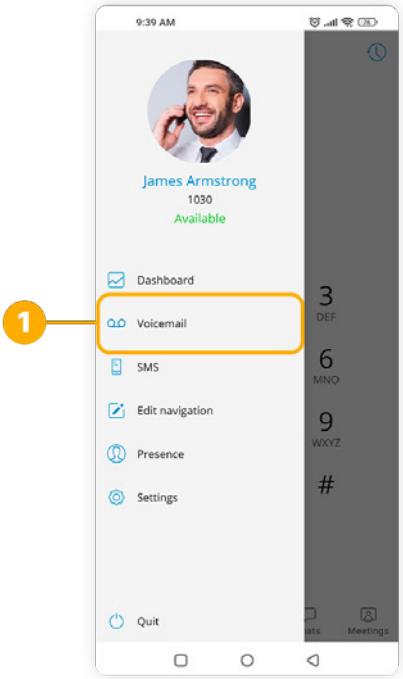


1. Tap on the “Call” icon (1) to initiate a call with all the participants in the chat/group.
2. Add more users into a group or create a group with additional participants by tapping on the “Add contacts” icon (2), prompting you to create a new group with the original chat participant or expanding your existing group.
3. Tapping on the “⋮” icon (3) brings up even more options:
   - The “Ask for attention” option, present in chats with a single other participant, allowing you to notify said participant that you require their presence by sending out a push notification on their end.
   - The “Organize a meeting” option which lets you organize a meeting with the participants of the currently selected chat/group and choose whether you want to start the meeting right away, or schedule it for a later date.
   - The “Media & Files” option which brings you to a new menu where you can navigate through all files and media content sent in the currently active chat window.
   - The “Info” option, which lets you see the participants of the currently active chat as well as giving you the “Organize a Meeting” and the “Media and Files” options on the same screen in case you have use for them, on top of allowing you to add more participants to the currently active chat or to delete the chat altogether.
4. Tapping the “+” button (4) brings up 3 extra button options:
   - Add image from gallery
   - Add image from camera
   - Add file from storage

   Each of them allows you to add files and media to the currently active chat window.

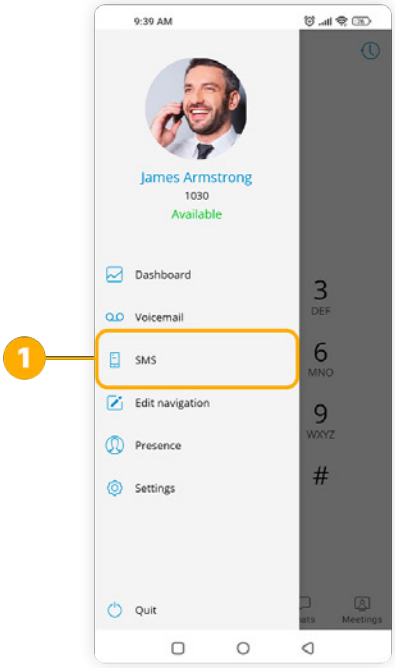
5. Type a text message to the rest of the participants within the chat/group in the message field (5) and tap on the blue arrow button on the right end of the message field to send it.
6. If your hands are occupied or you're too busy otherwise, record a voice message instead of sending a text by clicking on the "Voice message" icon (6), speaking your response, stopping the recording and then sending it instead of your usual text message.

Checking Voicemail



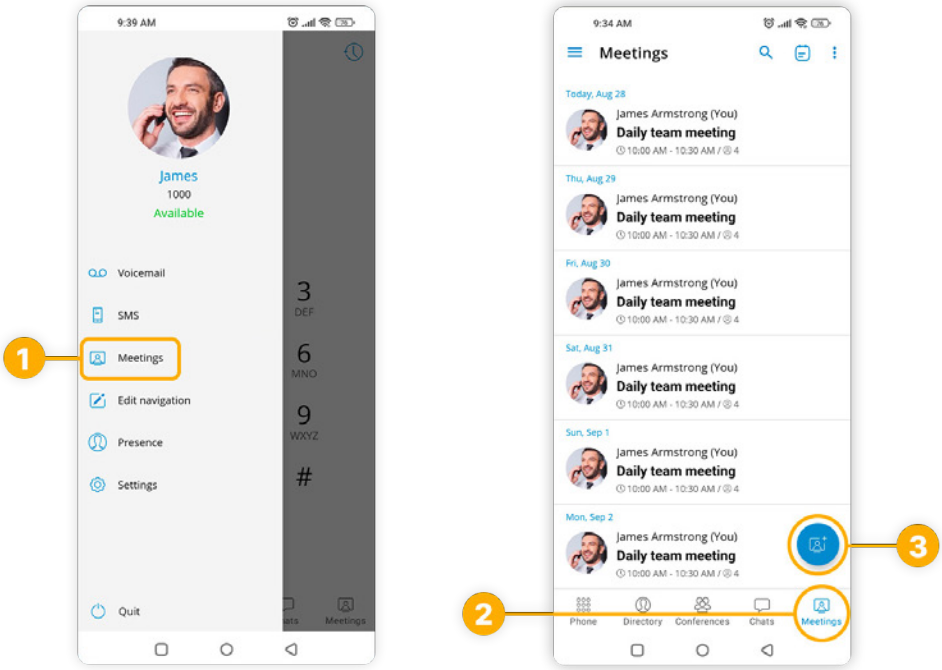
1. To check your voicemail, tap on the "Voicemail" icon on the main Communicator GO main window (1), found in the sidebar by default, which will bring you to the Voicemail window, presenting you with all your pending voicemail messages, if there are any.

Engaging with your SMS Messages



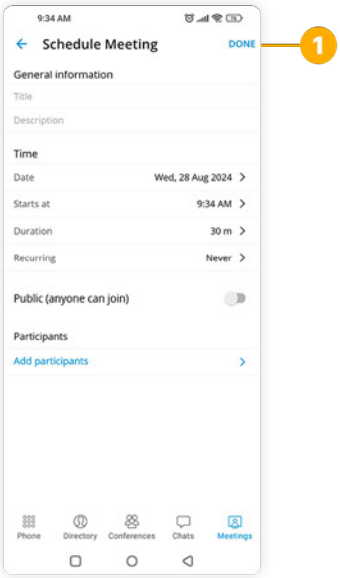
1. If you have an SMS number assigned to your login credentials, tap on the “SMS” icon (1) which will bring you to the SMS window, showing you your number’s SMS history.

Creating a Meeting



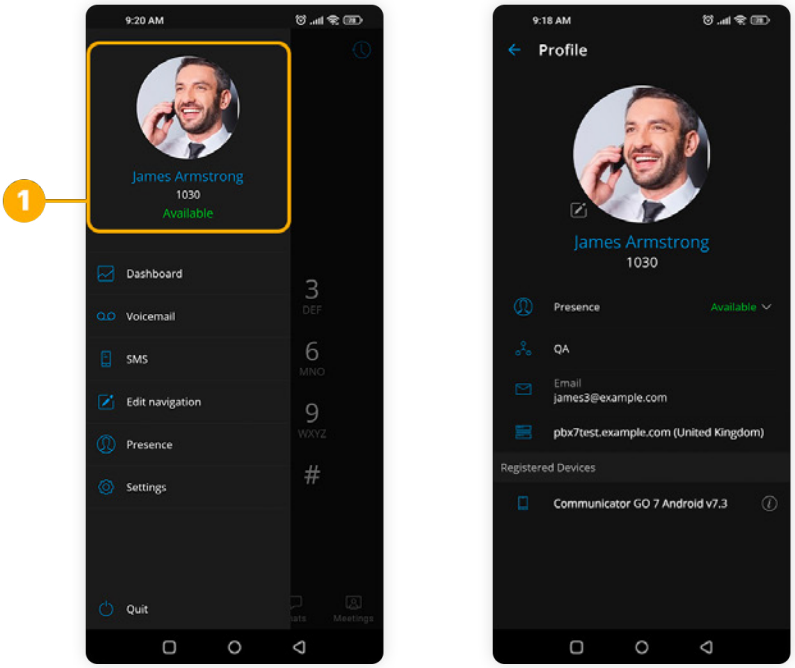
1. Tapping on the “Meetings” icon (1) will bring you to the Meetings window (2) where you have an overview of all your scheduled meetings.
2. To create a new meeting, tap on the blue “Create Meeting” icon in the bottom right corner of the window (3) prompting you to choose between:
    - Joining an existing Meeting by using a meeting number
    - Creating an Instant Meeting
    - Schedule a meeting
    - All similar to the methods found in the “Using the Dashboard” section on page 2.

Scheduling a Meeting



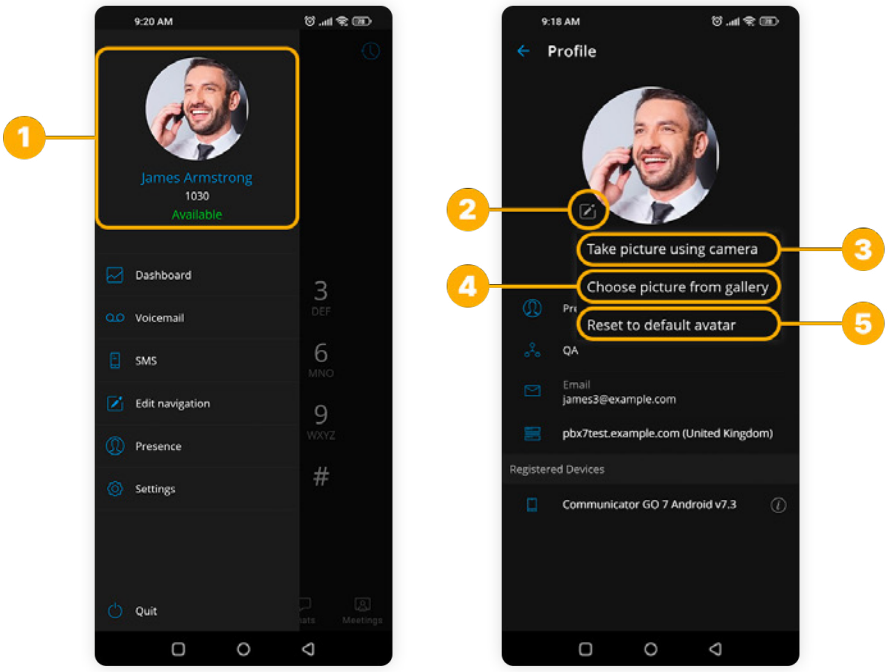
1. Tap on the Schedule Meeting option (1) in the Meeting dialog box to bring up the Schedule meeting window.
2. Adjust your meeting preferences from the options available:
   - Meeting title
   - Meeting Description
   - Date of Meeting
   - Meeting Start Time
   - Meeting Duration
   - One-time or recurring meeting
   - Whether the meeting is Public or Private
   - Meeting participants
   - Meeting co-organizers.
3. For the “Meeting participants” option, individuals can be included in the meeting as participants by tapping on the “Add participants” option, then again on the new window and tapping on their respective names in the contact list to select them before tapping on the “invite” button that forms in the bottom right corner of the screen.
4. Individual participants can also be added by Email by choosing the “Invite participants by email” option that is brought up after tapping the “Add participants” option on the “Schedule meeting” window, inserting the correct email address, then tapping the “invite” button to add them to the participant list.
5. Afterwards, meeting co-organizers can be assigned by tapping the “:” next to a participant’s name and selecting the “Assign co-organizer” option, adding their name to the co-organizer list.
6. Once everything is set up, click on the “Done” option to send a notification out to every participant involved in the meeting, leaving the meeting details in their “Meeting list” as a reminder, as well as sending out an email notification.

Accessing your Profile



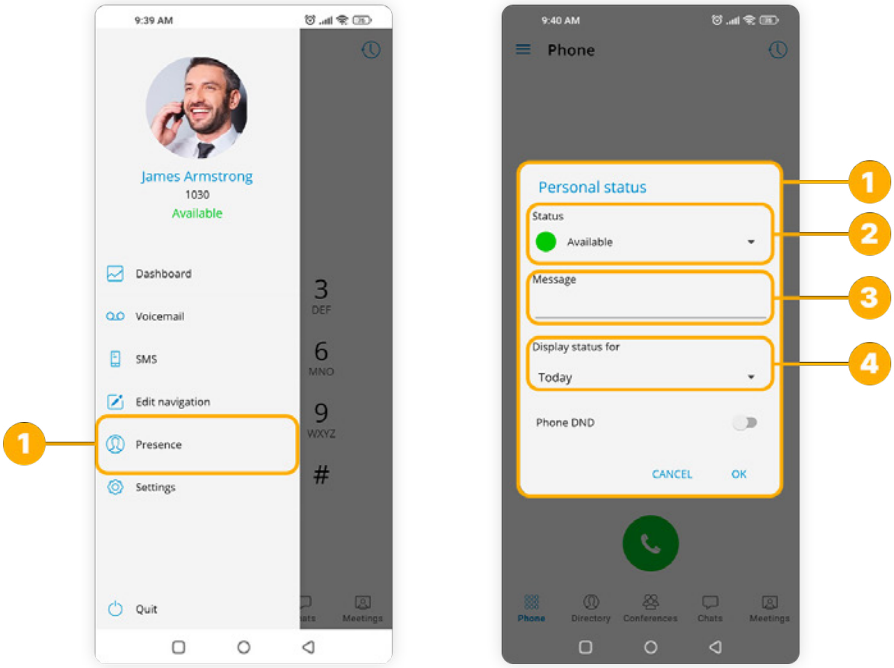
1. By opening the sidebar on the main Communicator GO window and tapping on your profile picture, you will be brought to the “Profile” window, giving you an overview of:
    - Your current profile picture
    - Your current presence status
    - The group/team/department that you’re assigned to
    - Your email address
    - Your PBX server
    - A list of your registered devices and their versions.

Changing your Profile Picture



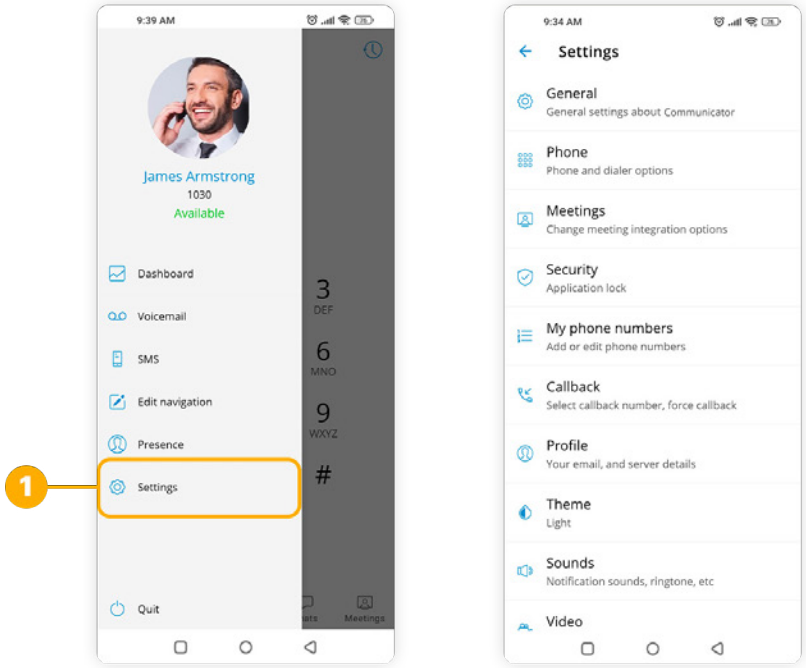
1. Tap on your profile picture in the main Communicator window, bringing you to the “Profile” window.
2. Tap on the “Edit profile picture” button (2) to bring up a dropdown menu, allowing you to choose whether you want to change your avatar by using your camera (3), a picture from your gallery (4) or to reset it to the Communicator GO default avatar (5) using your initials as the display image.

Changing your Current Status



1. Tap on the “Presence” option (1) found in the sidebar of the main Communicator GO window by default, bringing up the “Presence” dialog box.
2. Adjust your status using the options given in the newly opened status dropdown menu (2).
3. Additionally, you can add a message explaining your status in the “Message” field (3) as well as set the duration of your current status (4) before defaulting to “Online” once the timer expires. By default, the chosen presence option will last indefinitely unless stated otherwise.

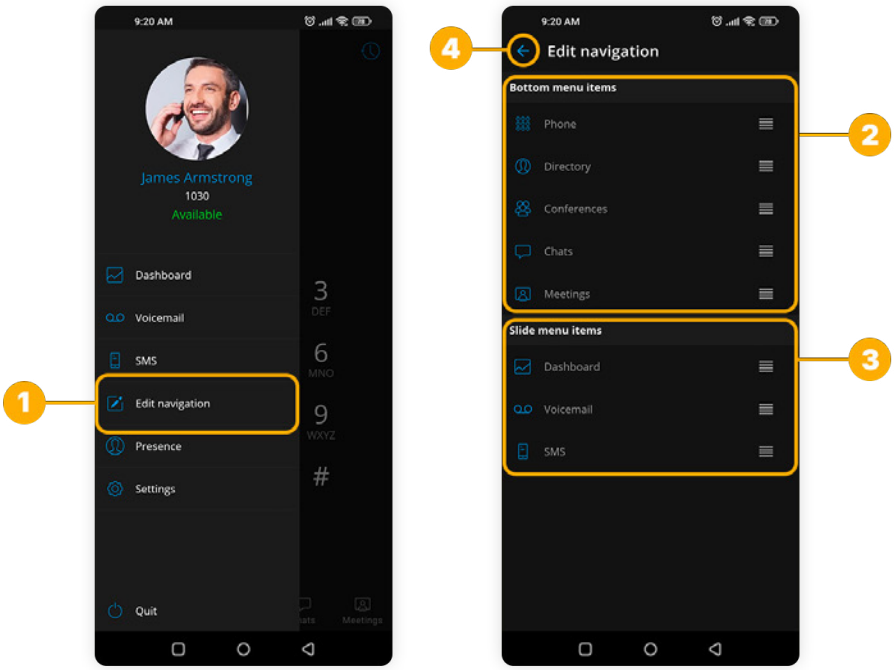
Adjusting your extension’s Preferences



1. Tap on the “settings” icon (1) found in the sidebar of the main Communicator GO window by default, bringing up the “Settings” window.
2. Navigate through the many options to personalize your Communicator GO experience.

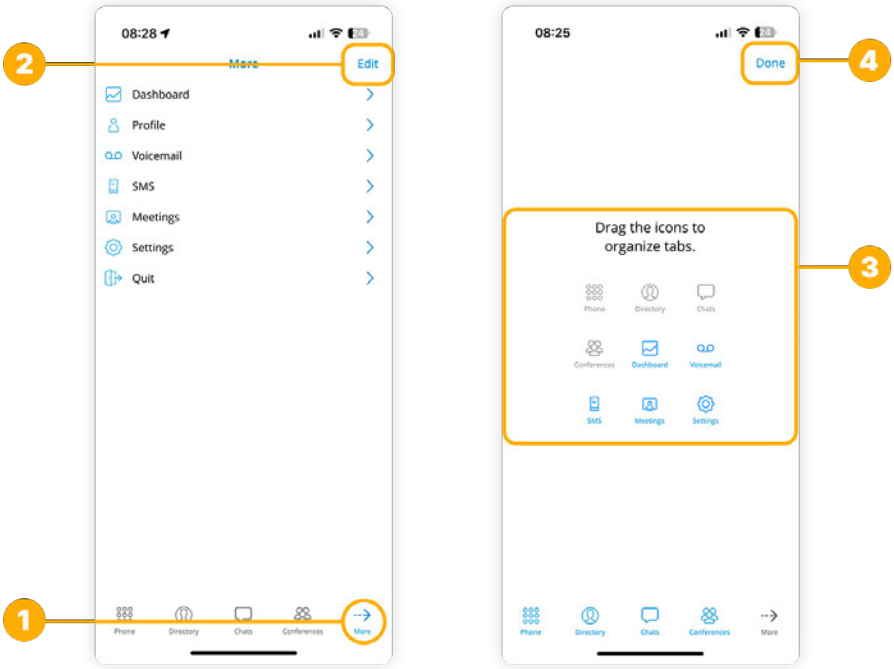
Adjusting button positioning

Android



1. Tap on the “Edit navigation” icon (1) found in the sidebar of the main Communicator GO window by default, bringing up the “Edit navigation window”.
2. Drag and drop the chosen options from the bottom menu items (2) to the side menu (3) and vice versa to adjust option positions to your liking. Your preferences are automatically saved after each adjustment.
3. Once satisfied, tap on the “Back” arrow (4) to start using the new layout.

iOS



1. Tap on the “More” button (1) on the main Communicator GO iOS screen to open up the “More” menu.
2. From the “More” menu, navigate to the top right corner of the screen and tap on the “Edit” button (2) to open up the “Edit navigation” menu.
3. On the “Edit navigation” menu, simply drag icons from the bottom of the menu to the middle and vice versa to customize your bottom menu buttons.
4. Once satisfied, tap on the “Done” button (4) in the top right corner to start using the new layout.

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