

**Complete  
Communication  
Company**



**VoIPSure**

# Communicator Mobile App

**Quick Start and Installation Guide**

# Communicator App

**The VoIPSure Communicator Mobile app allows users to use smartphones as an extension of their work phone, including call recording, call history and call forwarding and waiting.**

VoIPSure Communicator Mobile App allows users to take their communications channels with them wherever they go.

Your team will have access to the same, seamless interface as the Communicator Desktop App, allowing them to access all of the same features. This powerful mobile application has been specifically designed to enhance and simplify your business' day-to-day communications experience.

Our Communicator Mobile app is available for both iOS and Android smartphones.



# Communicator Navigation Bar

The main VoIPSure Communicator navigation bar shows the key application features:

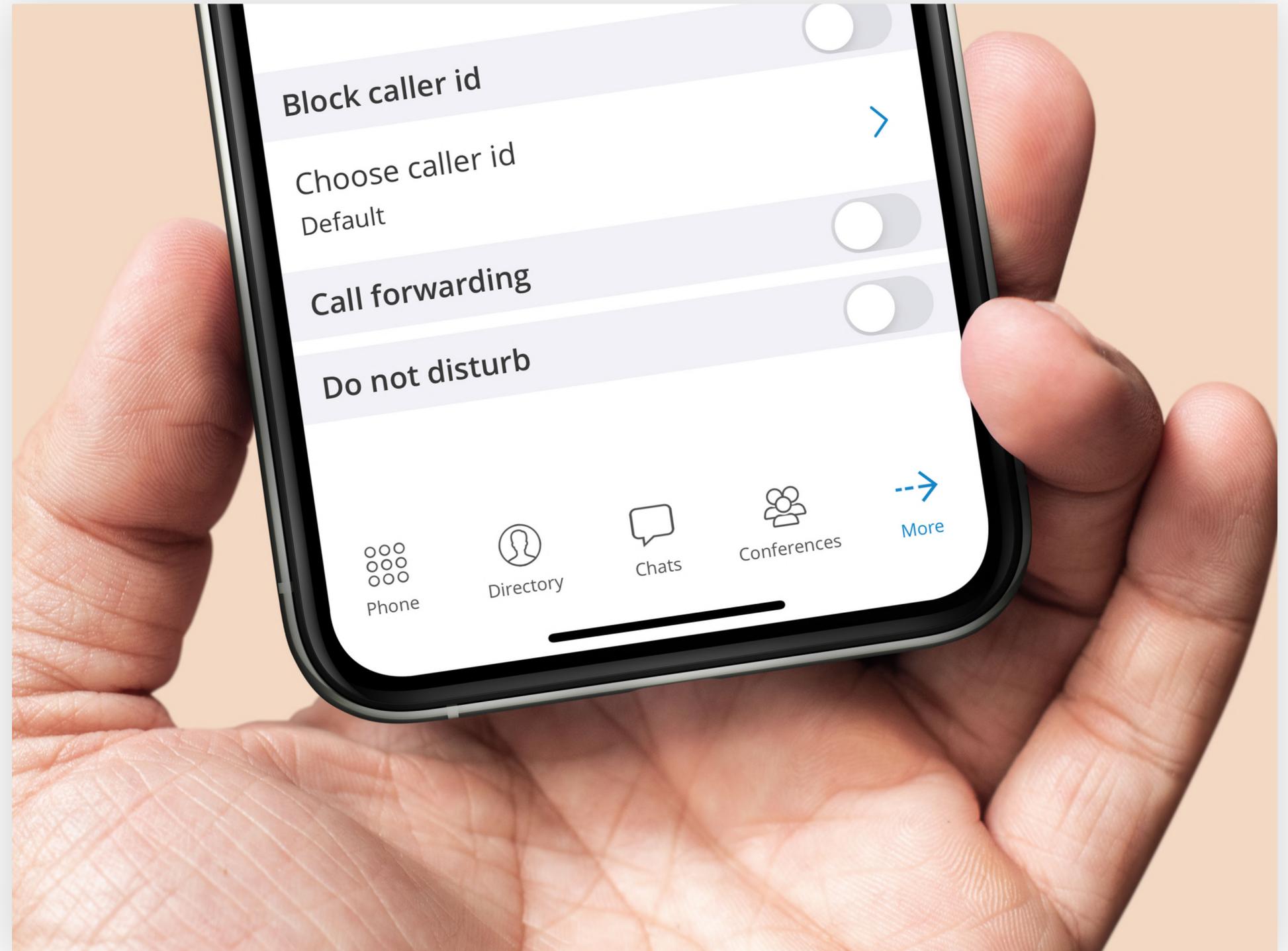
**Dialpad** — Used for placing calls.

**Directory** — Displays your contact list.

**Chats** — All messaging conversations are located here.

**Conferences** — Allows you to place a conference call with any of your contacts.

**Dashboard** — Check your call stats and other additional information.



# Communicator App Dialpad

## Place a Call

Open the Dialpad in the Navigation Bar and dial the desired number.

## See Recent Calls

Press  to access recent incoming and outgoing calls.

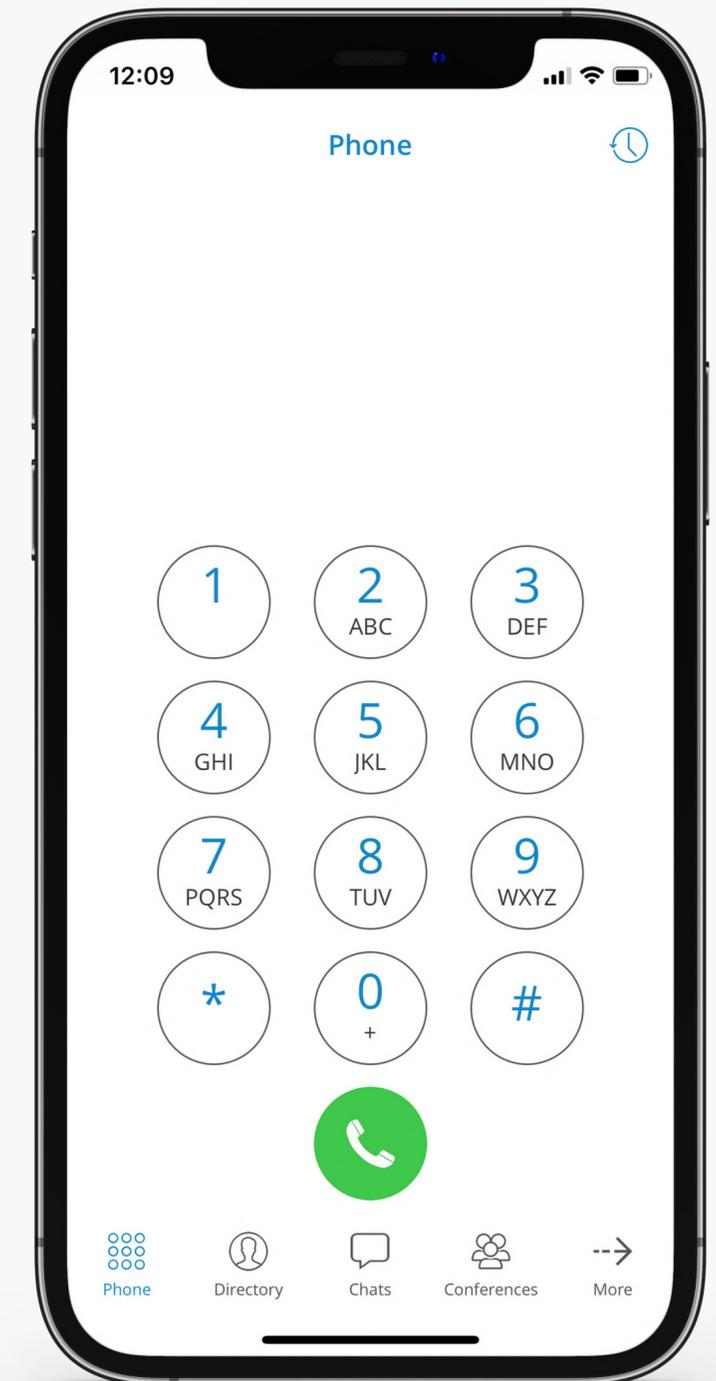
## Transfer a Call

Whilst in an active call, press the **'Transfer'** call control button.

Press **'Select Contact'** to choose a local extension, or type the number for an external party.

Once the contact is selected or number is typed in, press **'Direct'** to instantly send the call to that destination, or **'Attended'** to announce the call.

Once ready to transfer the call to the other party, press **'Complete'**.



# Contacts and Conferences

## Contact Quick Links

Quick links appear on the top of the Contacts' window and enable you to quickly move between the 'Directory', 'Contacts' and 'Favourites'.

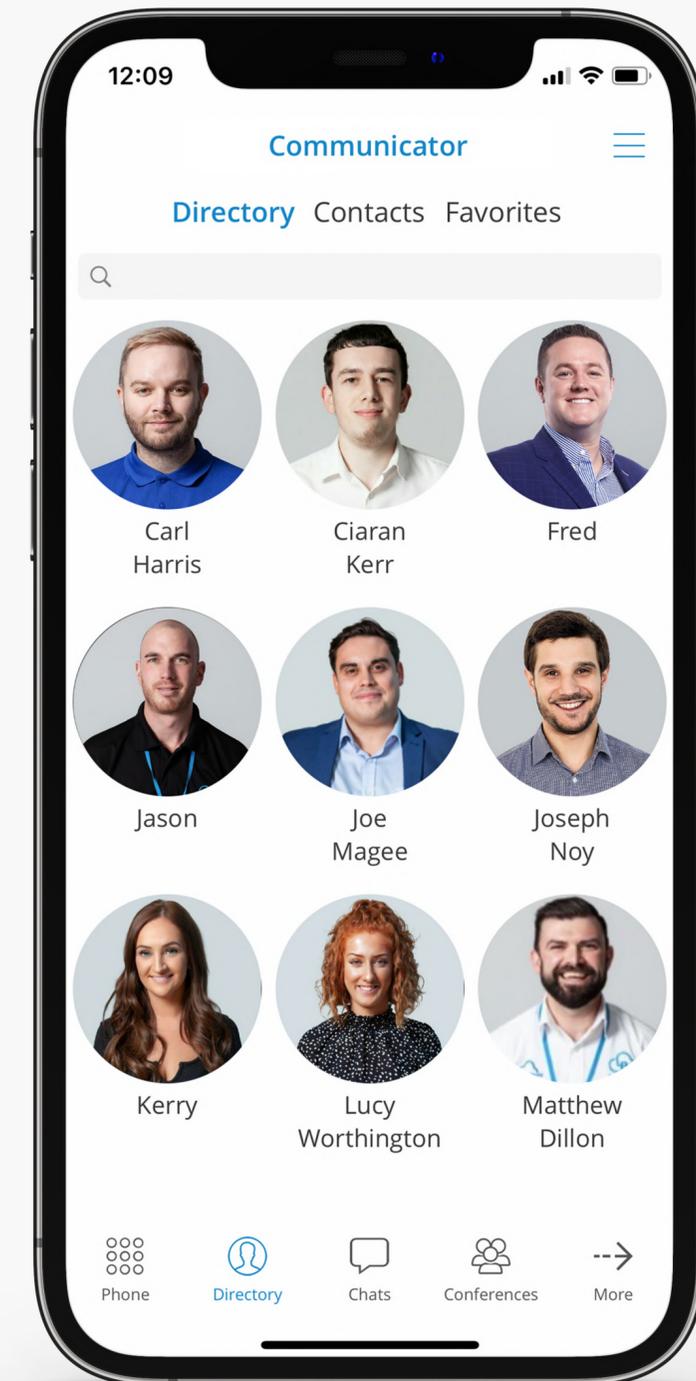
## Contacts List

Within the Contacts list, tabs are used to display Contacts you have imported from email or contact management tools. Click a contact to access the contact's details, 'Call', 'Email' or add to 'Favourites'.

## Place a Conference Call

Click 'Create Conference Groups'  to create Conference Groups.

Access your saved Conference Groups list to place conference calls.



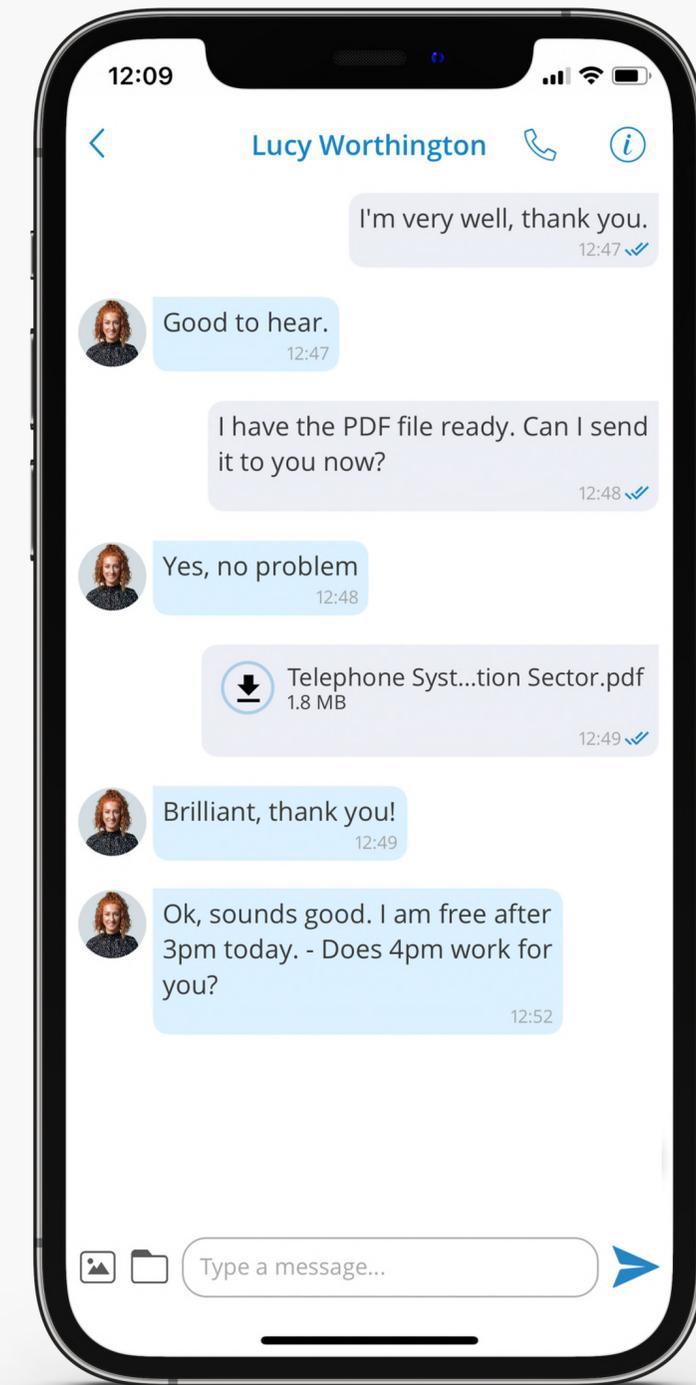
# Individual and Group Chat

The Chat tab allows users to participate in instant message conversations with a single or group of colleagues. Instantly create discussions with members of your team wherever you are.

Send and share files directly from your smartphone. Making seamless team collaboration possible when working in or out of the office.

## Dashboard

The Dashboard tab is an easy way for users to visualise daily call stats and other information related to their profile definitions.



# Installing Mobile App

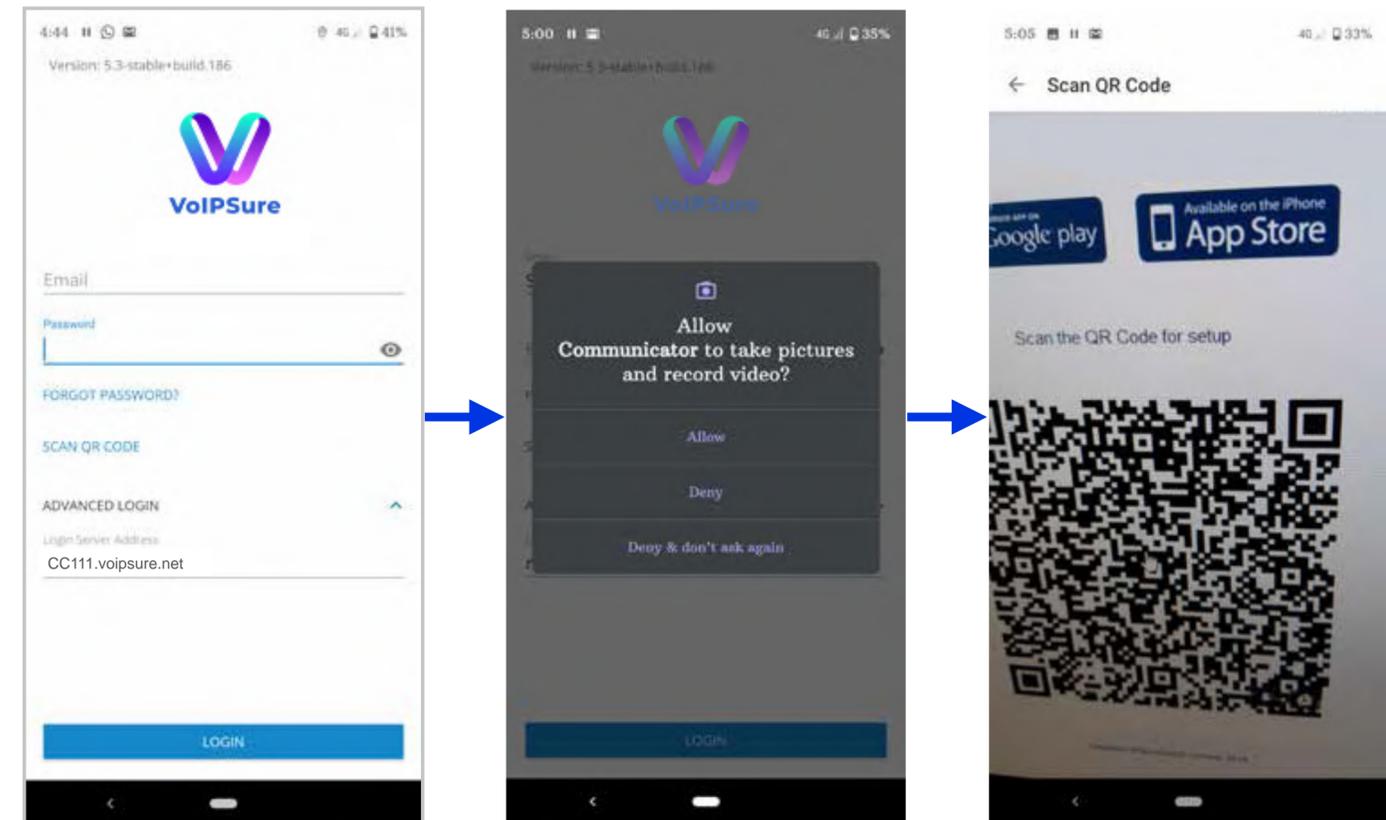
**This guide will help you setup the VoIPSure Communicator App on your smartphone. In order to install the Communicator App, you will need your 'Account Details' email to hand.**

Open the 'Account Details' email on your computer and look for the QR code at the bottom of the email.

Download the VoIPSure Communicator Mobile App on to your phone.

Once downloaded, open the app and allow the VoIPSure Communicator App permission to 'take pictures and record video'.

Point your phone camera on the QR code onto your computer's screen.



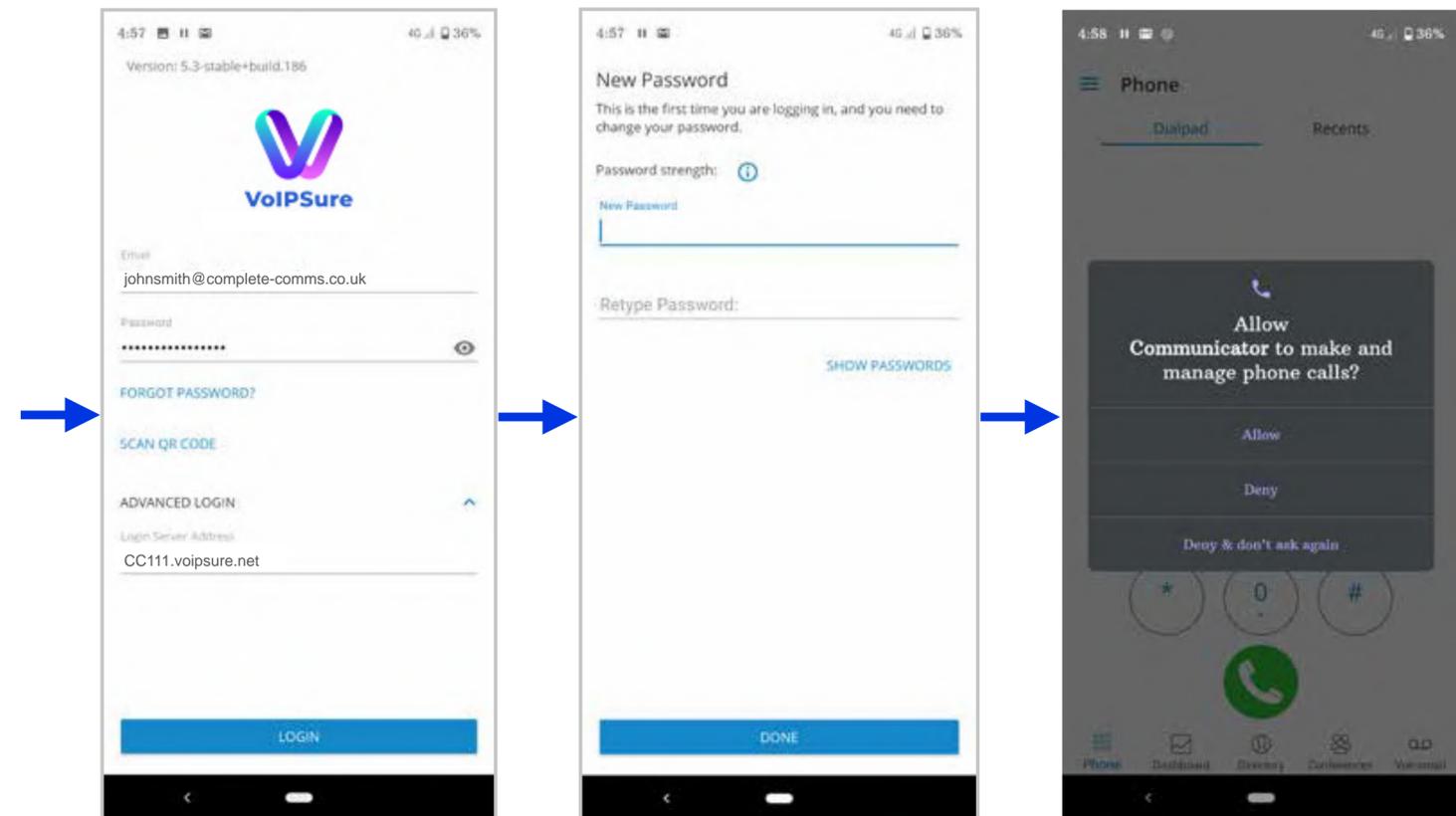
# Installing Mobile App

This will automatically fill in the login details and server.

Press the login button and you'll be asked to change your password. The password must be at least 8 characters long, including one upper case letter, one lower case letter, one digit and one special character (these are the allowed ! % \*)

Once you press login, you will be asked to agree to several permissions whilst logging in for the first time e.g. for all your mobile contacts to be seen on the app.

And now you're ready to start making using the VoIPSure Communicator App for your business communications!



# Contact Us



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