

# **Business Voice**

## **Cloud**

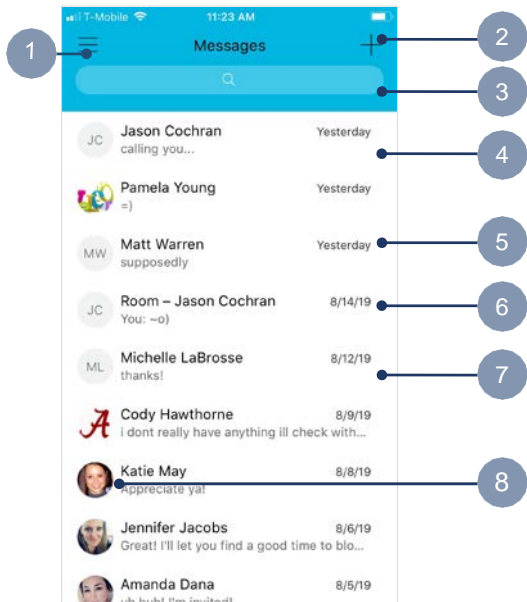
Communicator

Quick Start

**User Guide**

Mobility color, text, logos, and feature placements are configured by the provider to display best on supported devices.

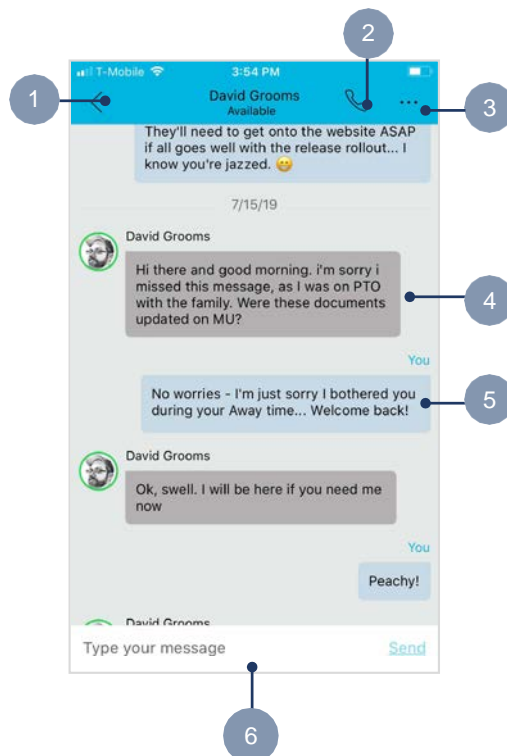
## Messages



1. Application menu.
2. + Start a new One-to-One or Group Chat.
3. Search Message text.
4. One-to-One Message (Red = unread).
5. Date / time of most recent message.
6. Chat Preview/Announcement.
7. Swipe Options (More, Delete, Call...
8. Avatar (displays if the contact has added one).

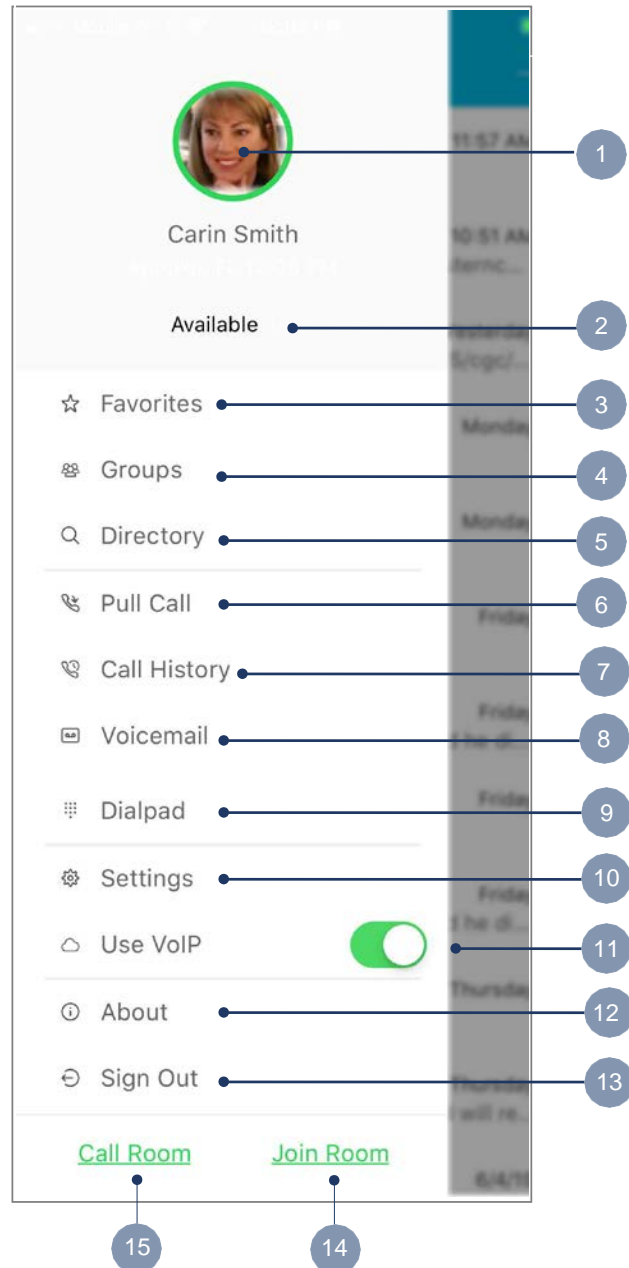
## Chat Threads

1. Tap back (<) to return to the previous screen.
2. Call the contact.
3. More Options (Call Room, View Profile, View Shared Content).
4. Incoming Messages (tap for date/time of message).
5. Outgoing Messages.
6. Text entry (with native emoji support).

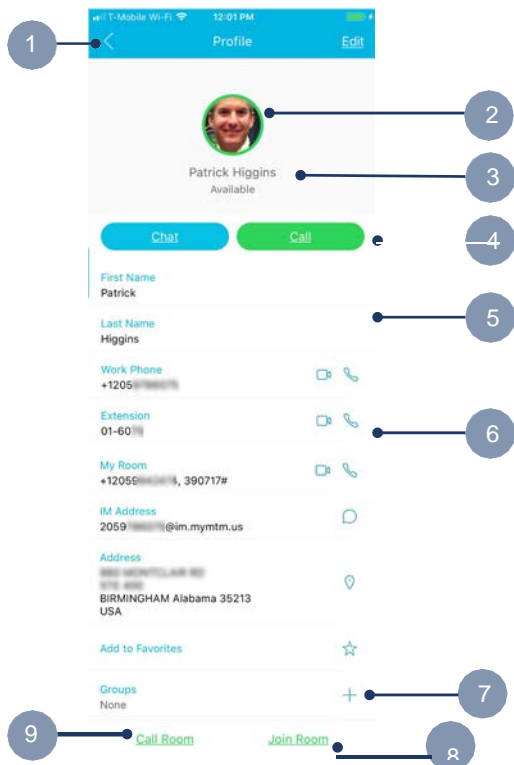


## Application Menu

1. Avatar and Profile access (update in Profile > Edit).
2. Current Status - Available, Call, DND, etc.
3. Favorites - Lists contacts you set to Favorite and their status.
4. Groups - View your contact and start group messages.
5. Directory - Search for BroadWorks or local phone contacts.
6. Pull Call - move a call from Mobility to your cell phone.
7. Call History - View call logs for incoming, outgoing, and missed calls.
8. Voicemail - Access to review any voicemails
9. Dialpad - Open the dialpad to make calls from Mobility. Long press on "1" calls into voice mail.
10. Settings - Review and manage basic settings. (Do Not Disturb is On by default)
11. Use VoIP Calling On/Off toggle
12. About - Access application information and Help
13. Sign Out of App.
14. Join Room - Go directly to your My Room
15. Call Room - Call your My Room bridge using voice or video calling



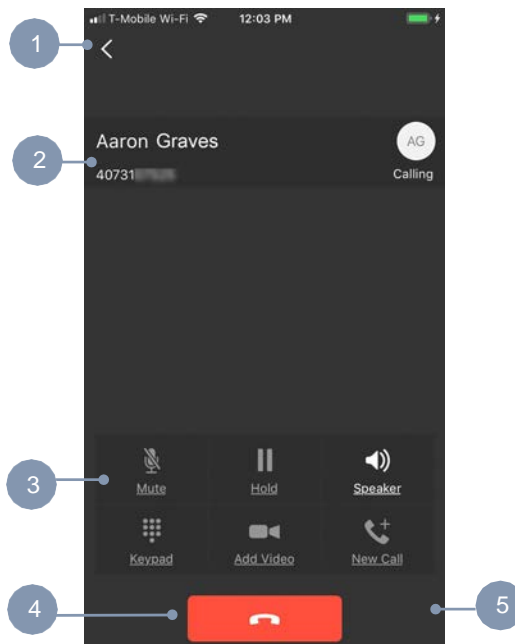
## Contact Profile



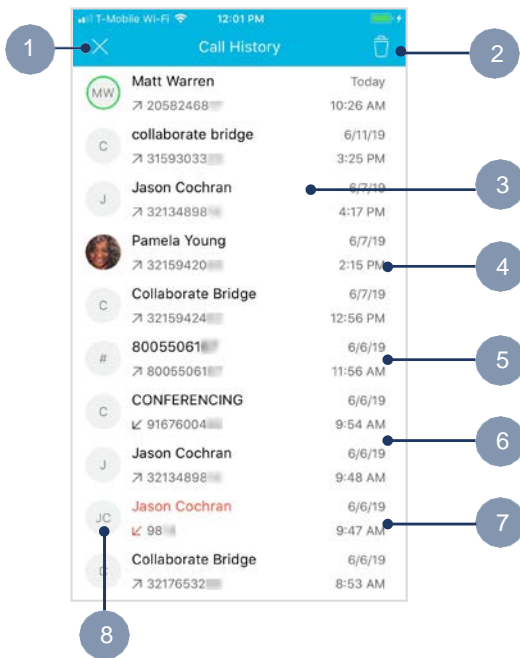
1. < Return to the previous screen.
2. Contact Avatar.
3. Name, Status, Location, Time (where entered).
4. Quick Actions (Chat, Call, Call Room, Join Room).
5. Profile Details.
6. Set Contact as Favorite.
7. Add to a Group.
8. Join the contact's My Room
9. Call into the contact's My Room

## Call

1. < Return to the previous screen.
2. Name, number, and photo of called party.
3. Call control actions:
  - Mute / unmute
  - Hold / resume
  - Audio sources: Speaker / Bluetooth / Headset
  - Keypad (DTMF entry)
  - Video
  - New Call
4. Hang up.
5. More: Transfer, Conference, Transfer to mobile.



## Call History



1. Tap Close (X) to return to the previous screen.
2. Delete All.
3. Time / Date of Call.
4. Placed Call.
5. Unknown Contact.
6. Received call.
7. Missed Call.
8. Avatar - Click to open the contact's Profile.

## Voicemail

1. Tap Close (X) to return to the previous screen.
2. New Voicemail with Date, Time, Duration, and Phone Number.
3. Call Voicemail Portal.
4. Play / Pause.
5. Speaker, Call, Mark as New, Delete.
6. Urgent and Confidential.
7. Old Voicemail.

