

Communicator Android Mobile Guide



CONTENTS

Installation	2
Download.....	2
First Setup.....	2
Making Calls.....	4
Receiving Calls.....	5
Stopping Calls.....	6
Do Not Disturb (DND) (Where available).....	6
Quit.....	6
Transferring a call.....	7
Attended Transfer.....	7
Direct Transfer.....	8
Voicemail (Where available).....	9
Accessing Voicemail.....	9
Create Voicemail Greeting.....	9

Installation

Download

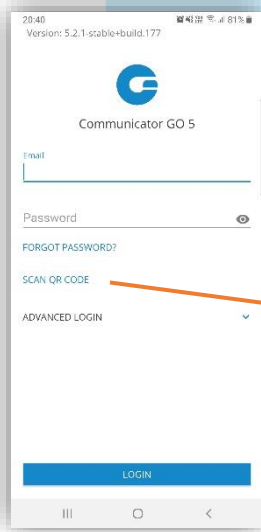
Use the following link or QR code to download the app from the Play Store.



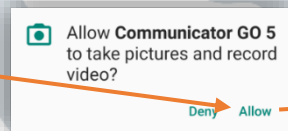
<https://play.google.com/store/apps/details?id=com.bicomsystems.communicatorgov5play&hl=en>

First Setup

Find the app in your home screen and tap to open.

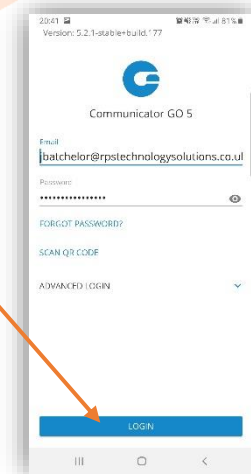


At the first screen, tap **Scan QR Code**, allow the app access to the Camera and point the camera at the QR code supplied.



The screen will populate with your email address and settings.

Tap **Login** to continue.



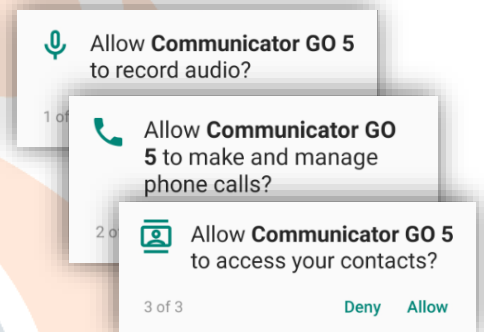
First Setup



Enter and re-enter a new password to secure your account.

Use upper and lower case characters, numbers and symbols (!"£\$%^&*).

Tap **Allow** on the next three permission requests.

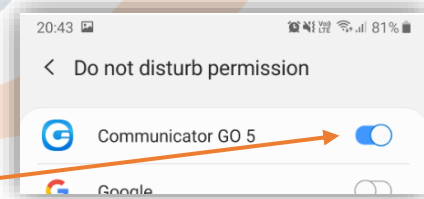
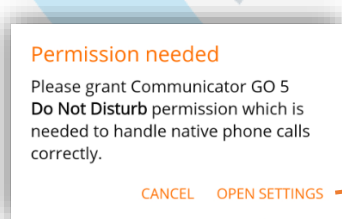


SIM card has changed
Communicator GO has automatically updated your Location and Phone Number settings.

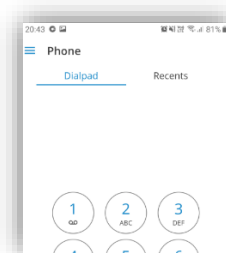
CLOSE OPEN SETTINGS

Close the SIM card notification.

If prompted, tap **Open Settings** and move the slider next to Communicator Go 5.



Tap back to return to the Communicator app, you are now setup and at the dial pad.

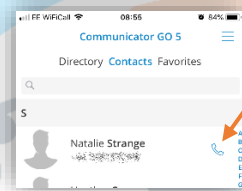


Making Calls

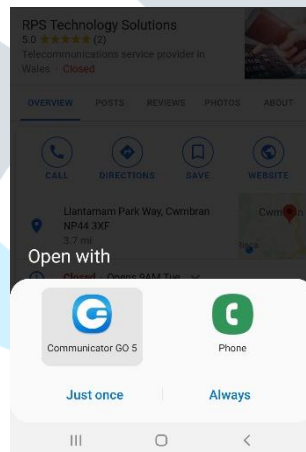
Via the dial pad: Enter the number including area code and tap the green call button:



Phone Contacts: From the **Directory** menu, tap **Contacts** at the top of the screen to load contacts stored on your Android. Tap the phone icon next to a name to make a call from the Communicator app.



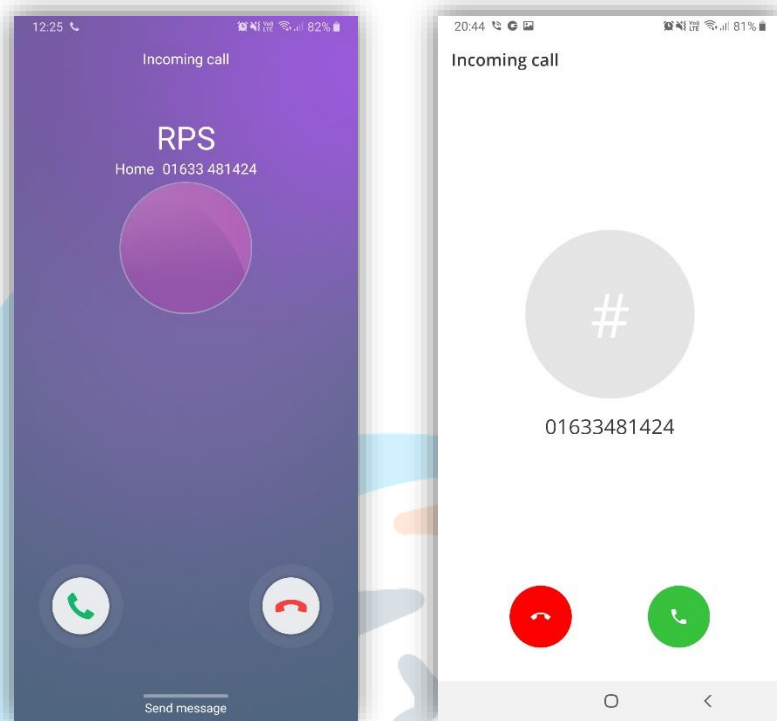
From Websites: If there is an option to call a number from a website, you can now either dial via your mobile as normal, or use the communicator app.



Choose **Communicator Go 5** at the Open With prompt, and choose **Just Once**.

Receiving Calls

Incoming calls to your extension will ring and appear similar to normal mobile call, with the difference of Communicator having a plain white background instead of your phone's normal theme.



Normal Mobile Call

Communicator Call

Answering the call is same as with any incoming call to the Android device.

Rejecting a call can be done the same way that you're currently familiar with, however the caller will be redirected to your extension voicemail (If available).

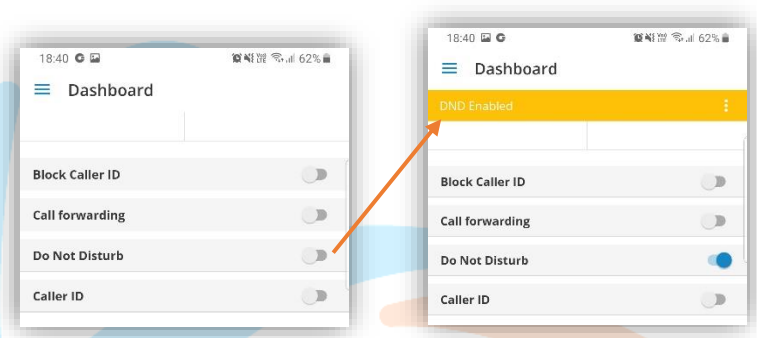
Stopping Calls

The app will integrate with your phone allowing you to receive calls even when the app is not running. There are a couple of options if you do not want to receive app calls on your Android device.

Do Not Disturb (DND) (Where available)

For short periods where incoming calls are stopped, but you still need to make outgoing calls.

Tap the **Dashboard** icon at the bottom of the app, then tap the **Do Not Disturb** slider to activate. A yellow flash will indicate when DND is active.

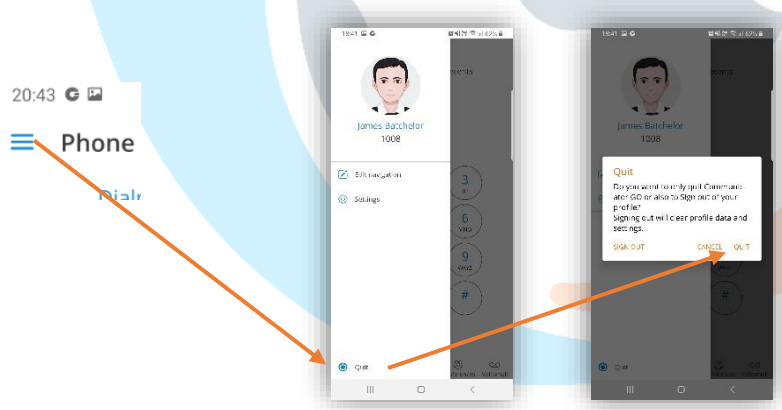


To start receiving calls again, turn off DND by toggling the slider, the yellow notification will disappear.

Quit

For longer periods where you do not need to make or receive calls via Communicator.

Tap the **Menu** (3 horizontal bars) icon at the top of the screen, tap **Quit**, then **Quit** on the message box.



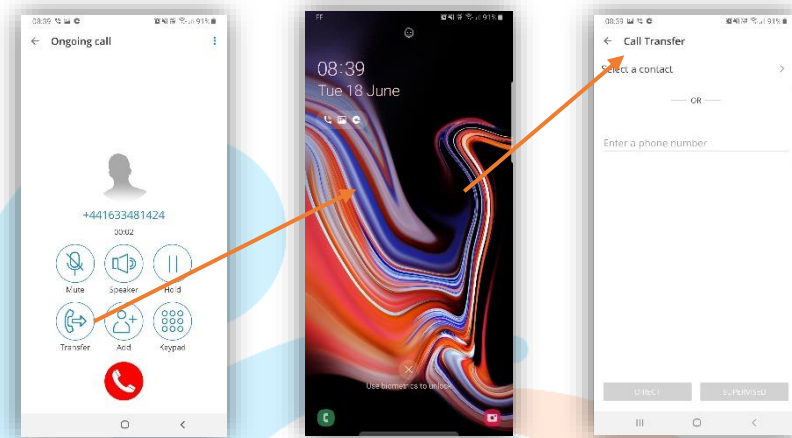
When the app has finished disconnecting, follow the on-screen instructions to close the app.

To start receiving calls to your extension, re-open the app and it will automatically reconnect to the service.

Transferring a call

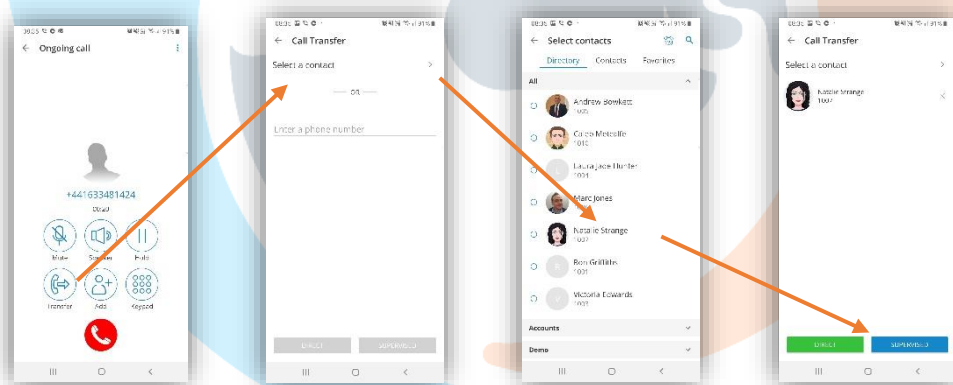
Whilst on a call there are two ways to transfer a call; Attended where you speak to the transferee before handing the call over, and Direct, where the caller immediately starts ring the transferee.

If the phone screen was locked when the call was answered, tapping the transfer key will require you to unlock the phone before continuing.

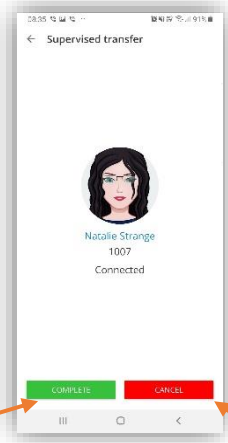


Attended Transfer

On the app during a call, tap the **Transfer** button then choose a contact from the directory or enter the number directly in the number box.



Then tap **Supervised** at the bottom right of the screen, the caller is put on hold and a new call is started to your contact.

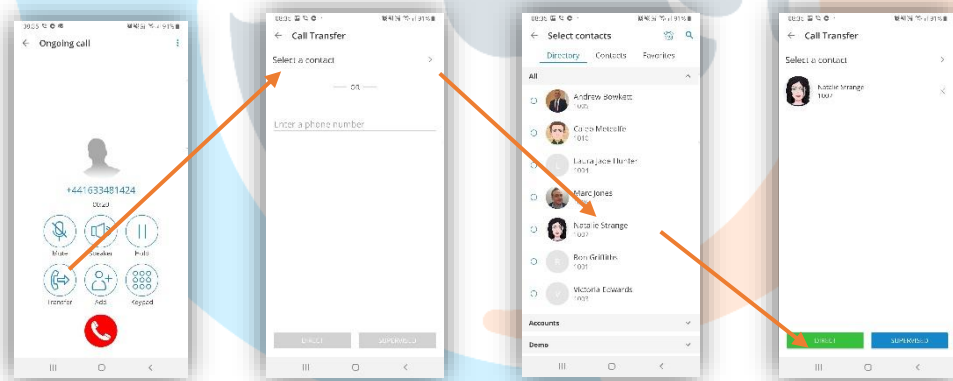


If the contact is ready to take the call, tap **Complete** and the caller is transferred.

If the contact does not answer, goes to voicemail or does not want to take the call, tap **Cancel** to return to the original caller.

Direct Transfer

On the app during a call, tap the **Transfer** button then choose a contact from the directory or enter the number directly in the number box.



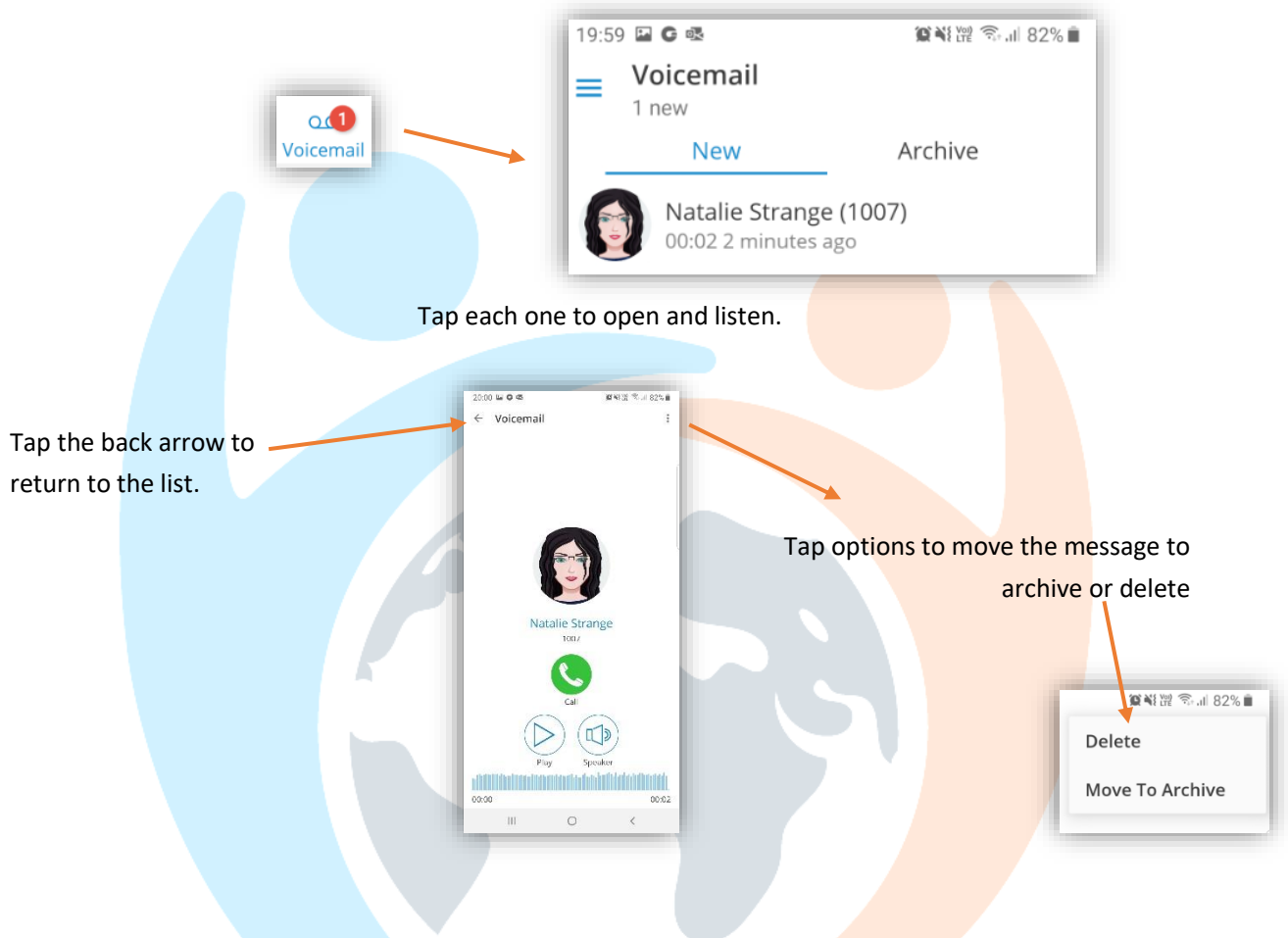
Then tap **Direct** at the bottom left of the screen, your call ends and the caller is immediately transferred to the contact.

Voicemail (Where available)

Communicator comes with visual voicemail, which allows you to see, select and organise individual voicemails.

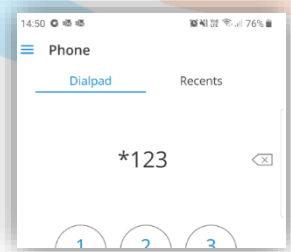
Accessing Voicemail

Tap **Voicemail** at the lower right of the screen to display new messages.



Create Voicemail Greeting

To update the voicemail greeting/message, at the keypad call *123.



Enter your PIN to log in, and at the main menu choose;

0 – For advanced options.

1 – To record an unavailable message.

Follow the voice prompts to record a new message and save.