enTRUST **ICT**
For Business Solutions

Mobile Cloud Communicator Guide
Version 6

The purpose of this document is to provide an overview of Cloud Communicator Mobile Version 6 for end users.

www.entrustict.com.au
For more information:
1300 368 570 or direct dial +61 3 8526 6820

End User Guide Cloud Communicator Desktop
325-UG-2003-032-10

1 INTRODUCTION

Cloud PBX can optionally be provided with a powerful desktop and mobile software add-on called Cloud Communicator. GO

This document covers the Mobile versions of Cloud Communicator which provides the following key features:

- Integrated Soft Phone client for making and receiving PBX extension calls
- Dashboard for updating extension settings (Enhanced Services)
- Directory and Presence Information
- Conferencing
- Voicemail

1.1 COMMUNICATOR VERSIONS

The Mobile Cloud Communicator is available in 2 versions:

- Android
- iOS

2. INSTALLATION OF CLOUD COMMUNICATOR

For Android goto the Google Play Store and search for "Communicator Go 6"
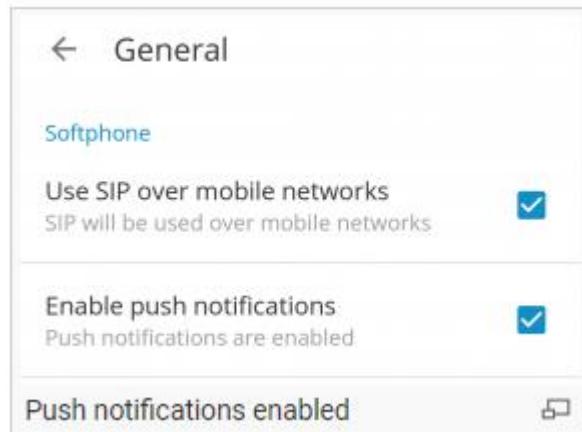For iOS goto the Apple Apps Store and search for "Communicator Go 6"

Download and install this app

We recommend the following settings be enabled in the application:

- Use SIP over mobile networks (this will enable you to make calls over your mobile phone network)
- Enable push notifications (this means the mobile app does not have to be registered all the time in order to receive incoming calls or notifications)

www.entrustict.com.au
For more information:
1300 368 570 or direct dial +61 3 8526 6820

Mobile Cloud Communicator Guide
325-UG-2003-032-10

2.1 Logging in

There are two methods for logging into Communicator

- Enter username password and server address that has been provided to you
- Use the "SCAN QR CODE" option if you have been provided with a QR Code

www.entrustict.com.au
For more information:
1300 368 570 or direct dial +61 3 8526 6820

Mobile Cloud Communicator Guide
325-UG-2003-032-10

Version: 6.1+build.204

Communicator GO 6

Email
joana.smith@example.com

Password 👁

FORGOT PASSWORD?

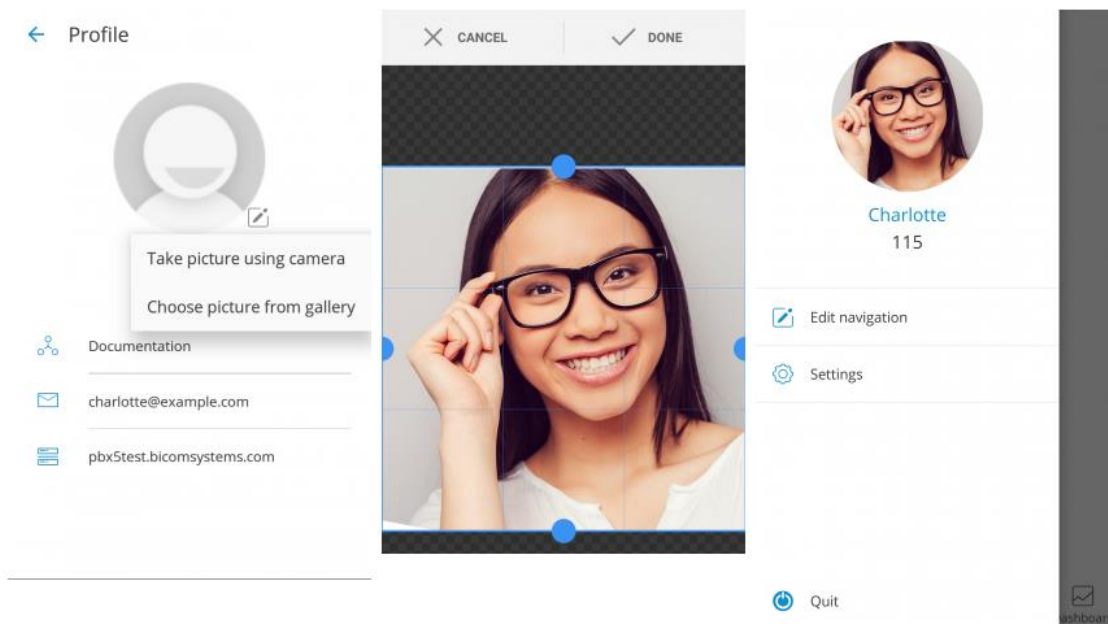SCAN QR CODE

ADVANCED LOGIN ⌃

Login Server Address
v6test.cloudpbx.net.au

LOGIN

When you login for the first time you will be asked to change your password. You will have to enter a new password and retype it in order to confirm it. In case you make a mistake and the password entries do not match or in case the password is not strong enough the **NEXT** button will stay disabled. Once your password matches and the password strength criteria is met you will be able to log in.

2.2 Setting up your Profile
Select Profile to customize your settings This includes personalizing your Profile Picture.

www.entrustict.com.au
For more information:
1300 368 570 or direct dial +61 3 8526 6820

Mobile Cloud Communicator Guide
325-UG-2003-032-10

3 MAIN SCREEN & MAIN FEATURES

Once you have configured Communicator GO and successfully signed in you will be able to begin using the Communicator GO main features. All of the main features are accessed from the main screen.
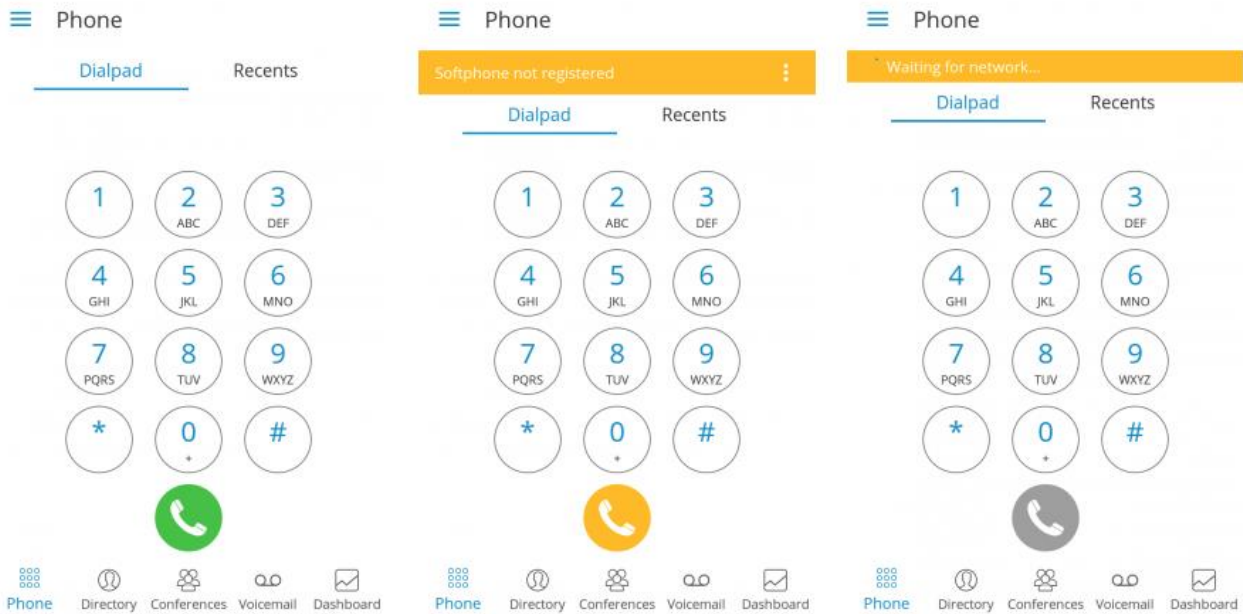
3.1 Phone

The default Phone screen is displayed once Communicator GO is started.

The call button in the Phone 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.
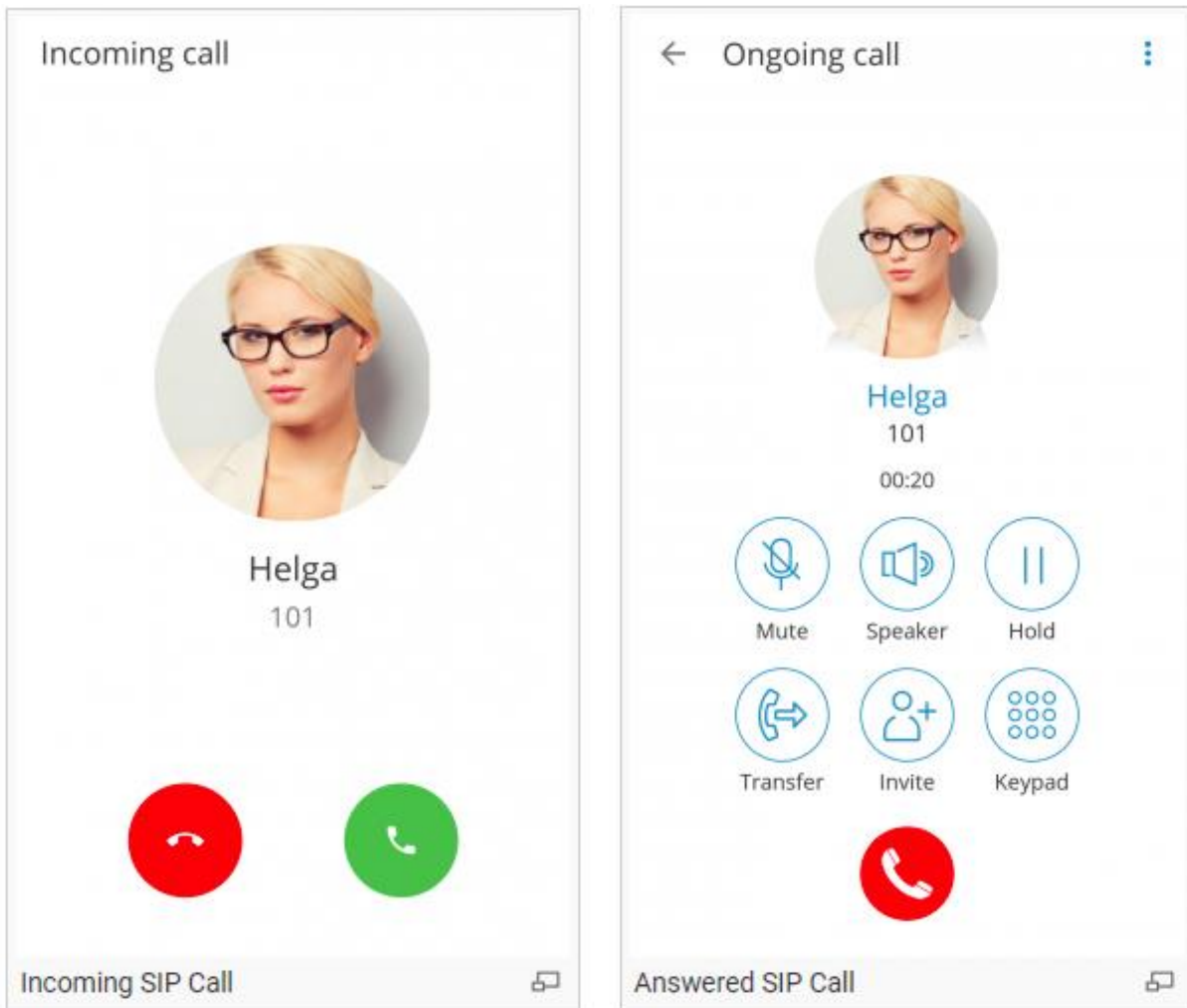
There are three states the Communicator GO dialer can be in:

• Green - Calls can be made over the SIP protocol (WiFi and Mobile Data Networks)
• Yellow - Calls can be made with the Callback module (Mobile Data Networks)
• Gray - Calls cannot be made (No Network Connections)

www.entrustict.com.au
For more information:
1300 368 570 or direct dial +61 3 8526 6820

Mobile Cloud Communicator Guide
325-UG-2003-032-10

Once the call is connected Communicator GO allows you to perform several actions:

o **Mute**

Mute allows you to disable the microphone on your device, preventing any unwanted communication on your side to be transmitted to the other side of the call.

o **Speaker**

Press Speaker button if you would like to put your device in speakerphone mode, allowing you to continue the without holding the device on your ear, or to allow other persons in the room to join the conversation through a single device.

o **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.

o **Transfer**

Transfer button allows you to initiate blind or attended transfers to an extension or outbound number.

o **Invite**

Invite option allows you to create an Instant conference by adding one or more people to an ongoing call. With this option, you can add an extensions or any number available from your contact list.

o **Keypad**

Use the Dialpad to enter the phone number you want to dial. Click on the Dial icon to place a call.

www.entrustict.com.au
For more information:
1300 368 570 or direct dial +61 3 8526 6820

Mobile Cloud Communicator Guide
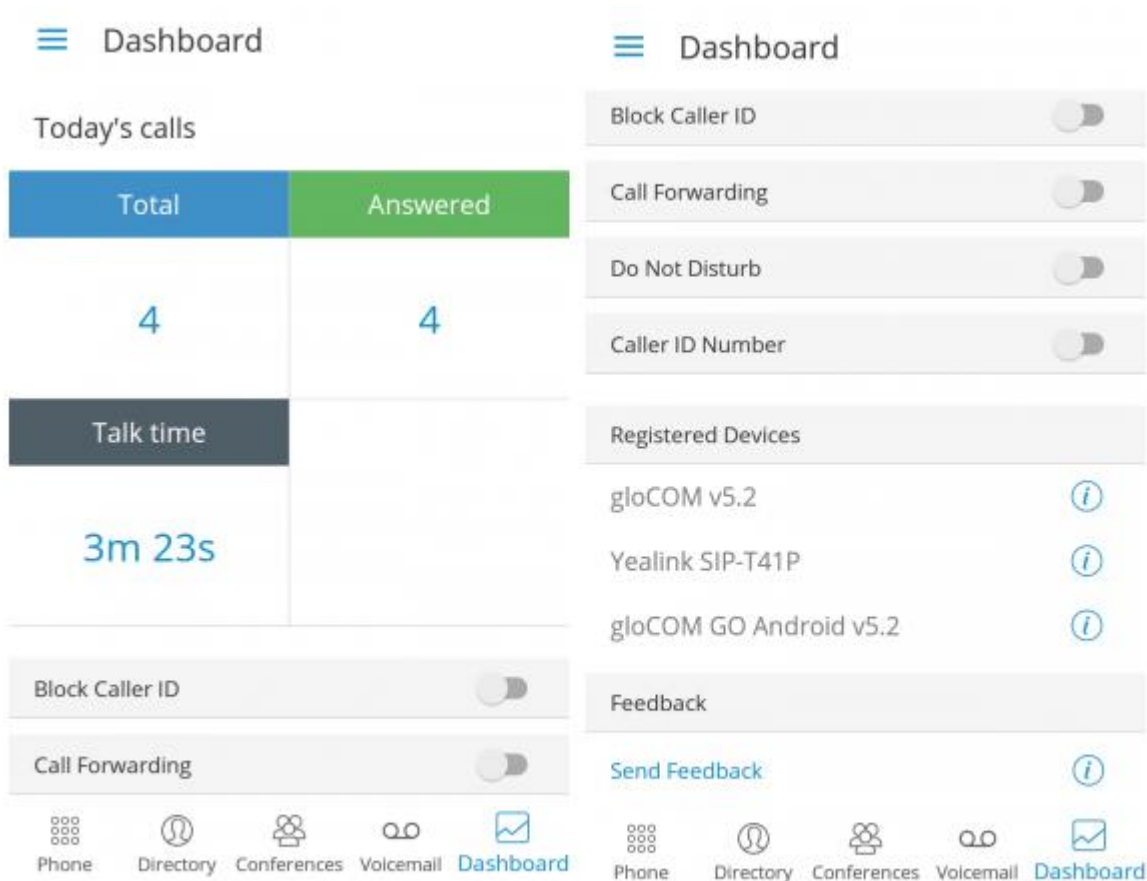325-UG-2003-032-10

3.2 Dashboard

The Communicator GO Dashboard Tab incorporates call information and allows easy control of Enhanced Services

The dashboard can be started from the drawer menu and will present you with the latest call information. Call related data like total calls, number of answered calls, talk time and Billing information will be displayed in the dashboard.

In addition, the user will be able to see voicemail status and the number of voicemail messages. On top of that, users will now be able to see the current status of Enhanced Services and be able to enable or disable them. Users are now able to control Call Forwarding, Do Not Disturb and Block Caller ID services. In case one or more of these Enhanced Services are not visible in the Communicator GO Dashboard, please ask your PBX Administrator to enable them.

www.entrustict.com.au
For more information:
1300 368 570 or direct dial +61 3 8526 6820

Mobile Cloud Communicator Guide
325-UG-2003-032-10

3.3 Directory

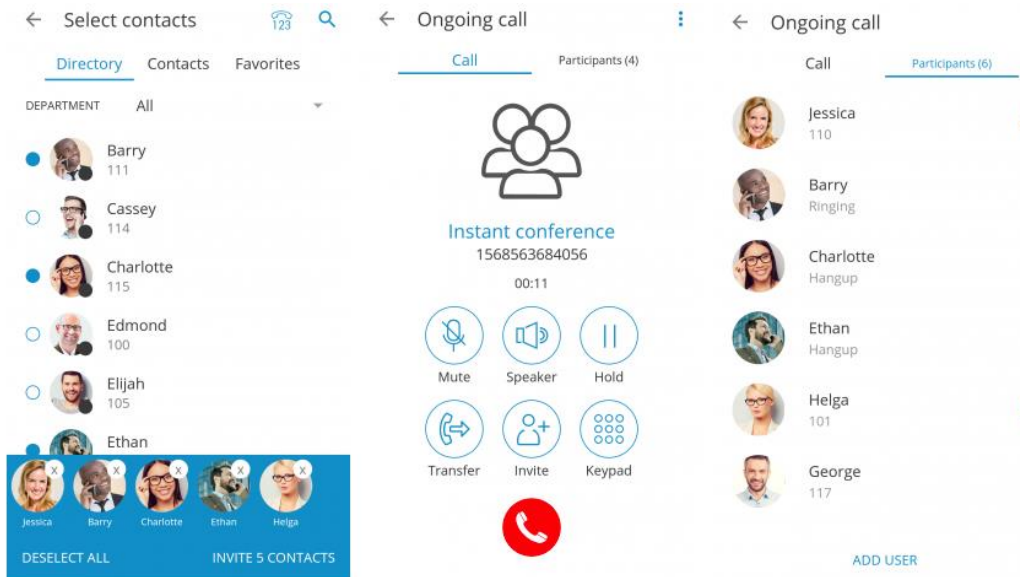The Communicator GO Directory Tab provides 3 screens for contact lookup to make phone calls

- Directory: this a list of all extensions on your PBX
- Contacts: this is your regular Mobile phone contact list
- Favourites: any contacts you have tagged as a favourite

www.entrustict.com.au
For more information:
1300 368 570 or direct dial +61 3 8526 6820

Mobile Cloud Communicator Guide
325-UG-2003-032-10
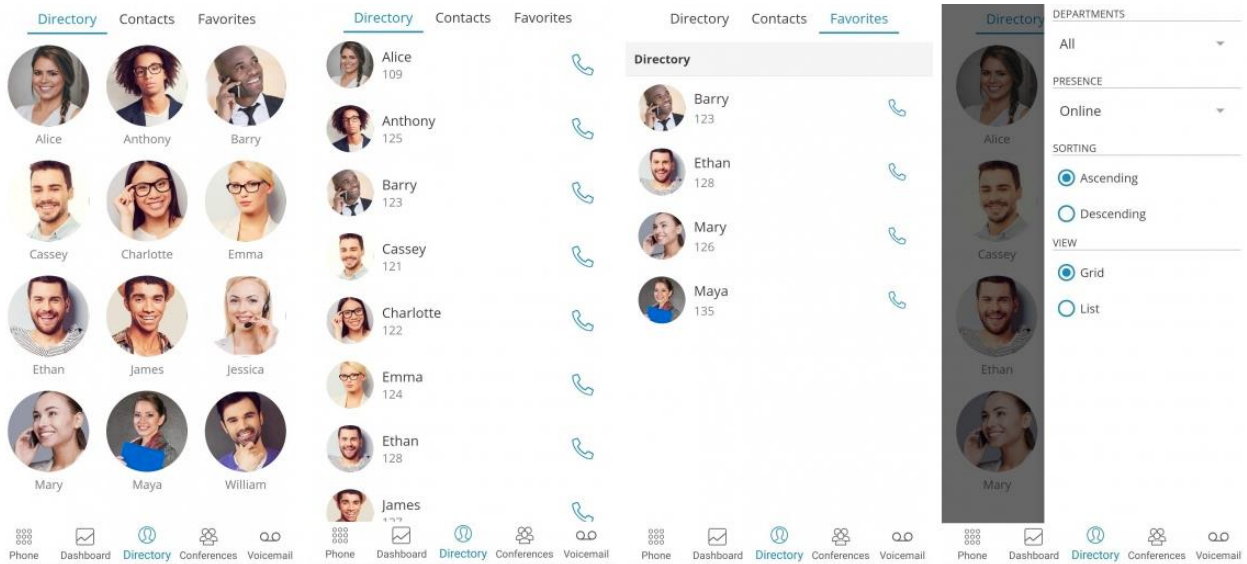
3.4 Conference Calls

Besides the ability to handle multiple calls, Communicator GO also allows you to join two calls into the Instant conference. In addition to this, users can join predefined conference rooms and add other participants, the same as on Communicator desktop app

www.entrustict.com.au
For more information:
1300 368 570 or direct dial +61 3 8526 6820

Mobile Cloud Communicator Guide
325-UG-2003-032-10

3.5 Voicemail

With Communicator GO you can listen to new and archived voice messages, archive and delete one or more messages. You can also call other users' voicemail directly.

Notifications are shown for new voice messages as shown below.

www.entrustict.com.au
For more information:
1300 368 570 or direct dial +61 3 8526 6820

Mobile Cloud Communicator Guide
325-UG-2003-032-10