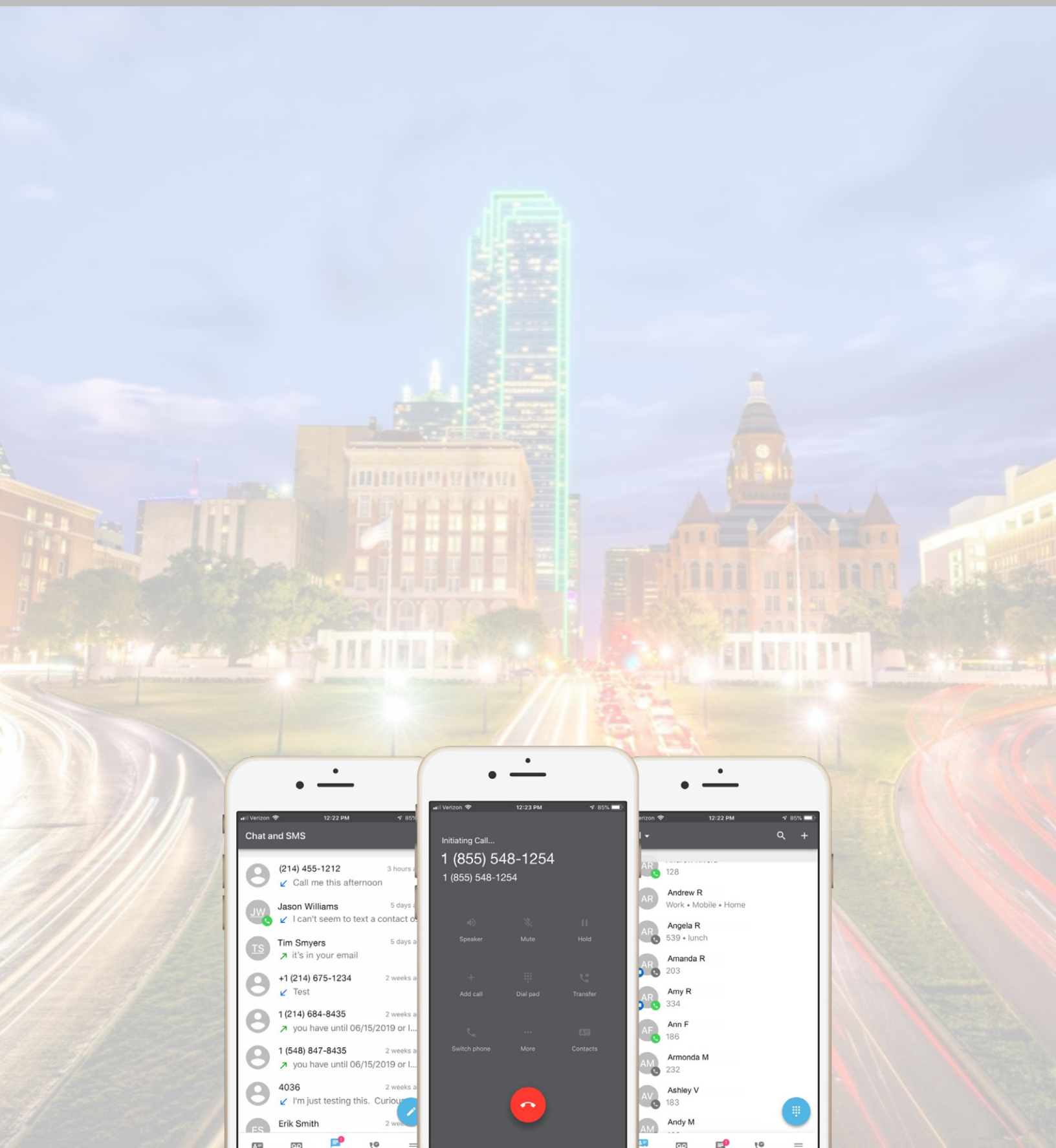


# ITS Cloud Unified Communication Enhanced Mobile App User Guide



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## Introduction

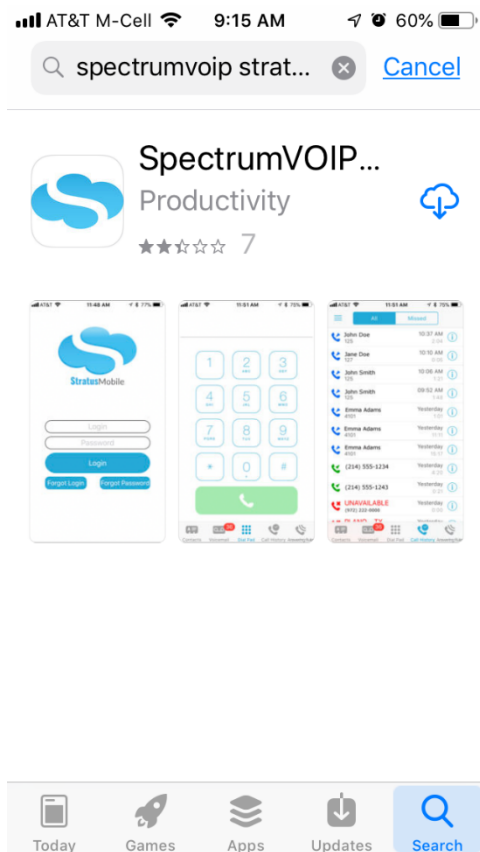
Welcome to the ITS Cloud Unified Communications STRATUS Mobile App User Guide. Your new Cloud Unified Communications Platform allows you to send and receive calls through your company's system on your mobile device.

In this guide you will learn how to perform many common tasks through the mobile app. You may need to refer to the ITS Cloud Unified Communications Platform User Manual in order to access some of the features and settings.

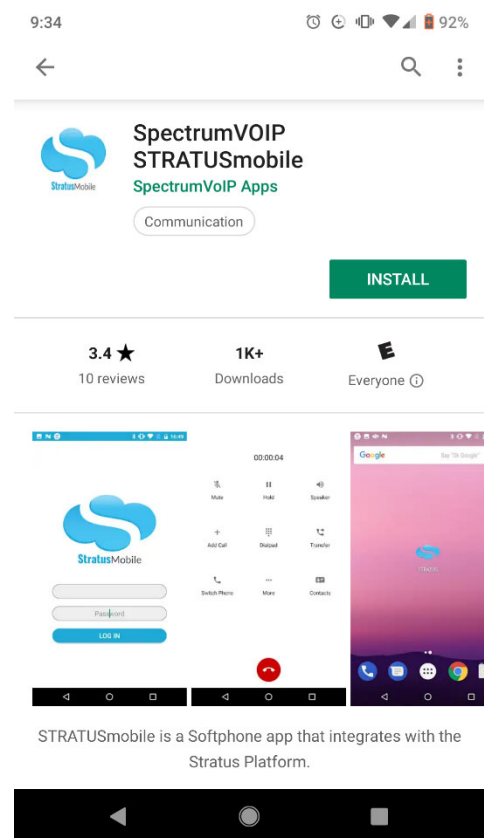
## Getting Started

To use the STRATUS mobile app, you'll first need to be downloaded to your phone. From either Apple or Android platforms, go to the app store and search for SpectrumVoIP STRATUS Mobile, then download the app.

### Apple iPhone

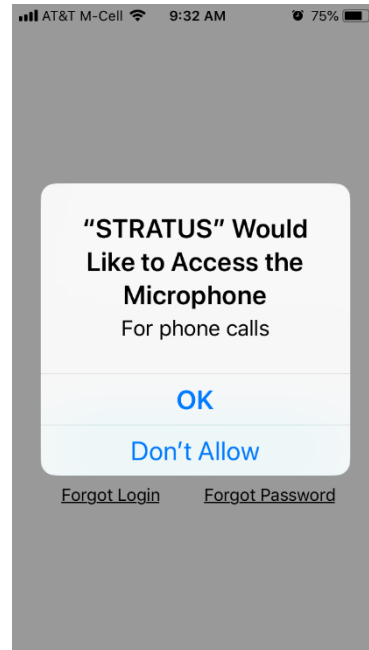
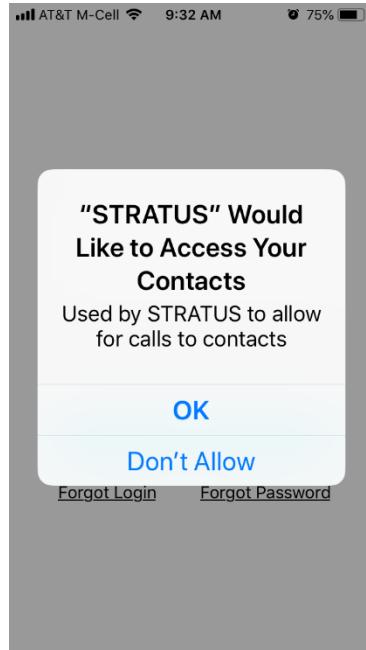


### Android Device

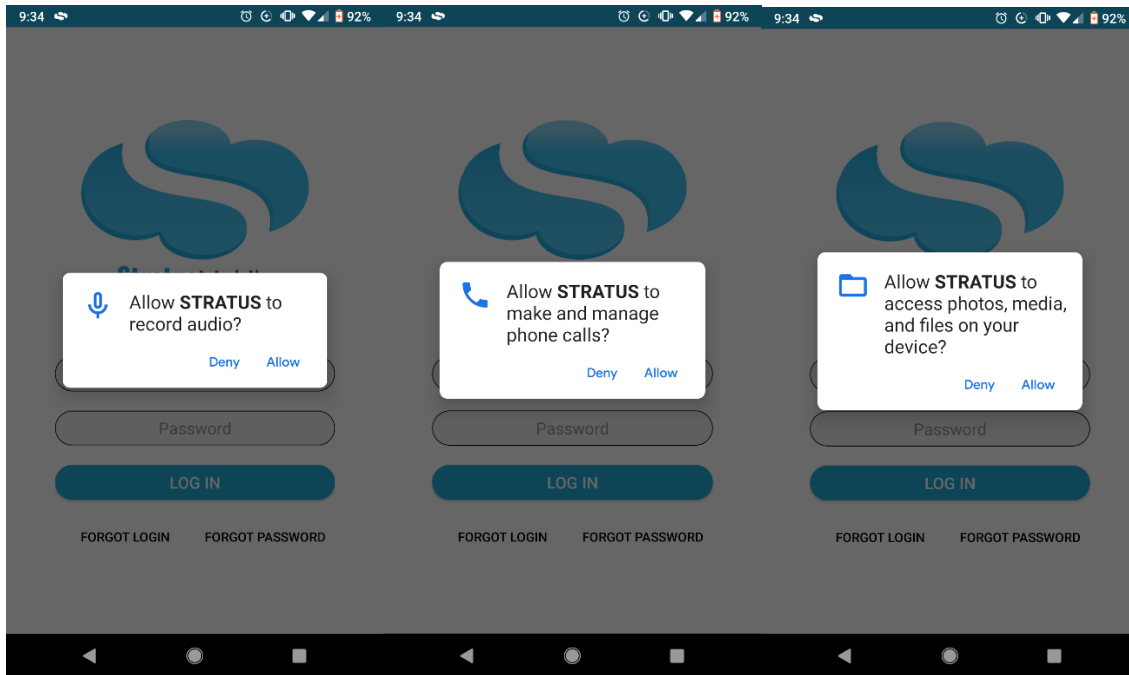
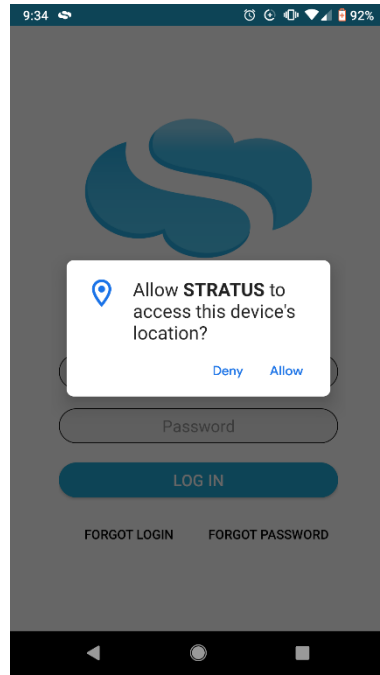
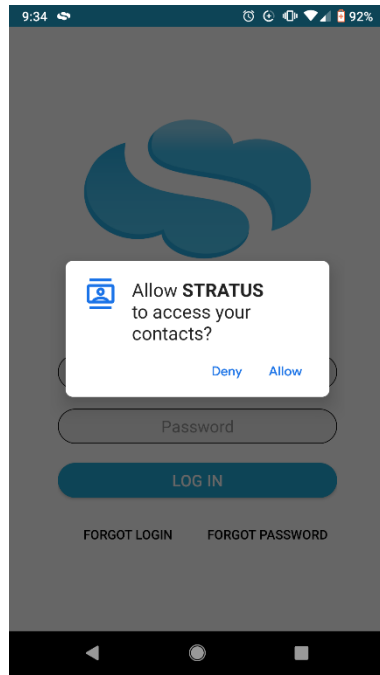


When the app is downloaded you will need to open it. Once opened you will be asked a series of questions (similar to the ones below). If you want to have all the features of your cell phone, you will need to answer “OK” to all the questions. It is up to you to decide if you want to allow the app to have access to things like your photos, etc. At a minimum you should allow access to your contacts and microphone.

### *Apple iPhone*



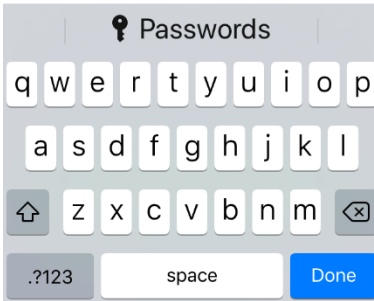
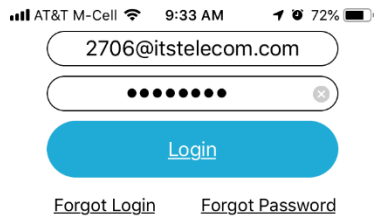
*Android Device*



When you've answered the questions, you will need to log into the voice portal:

*Apple iPhone*

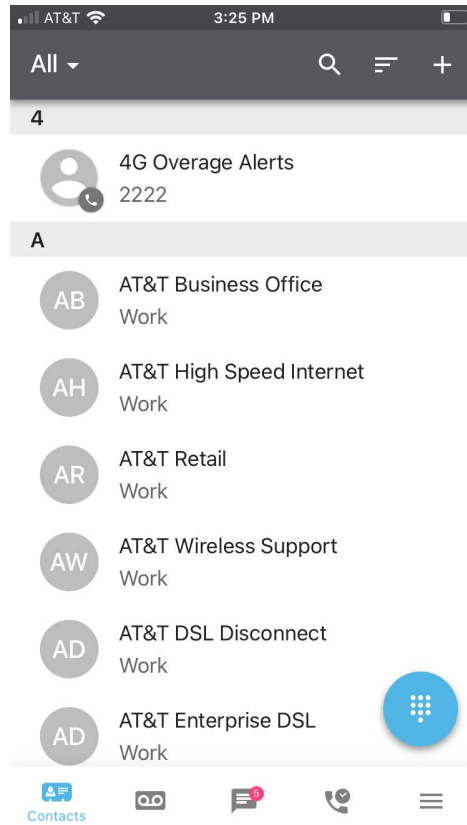
*Android Device*



To log in you will enter the same information you enter to get into the VoIP portal. Your extension@yourdomain.com and then enter the same password you use to login to the VoIP portal.

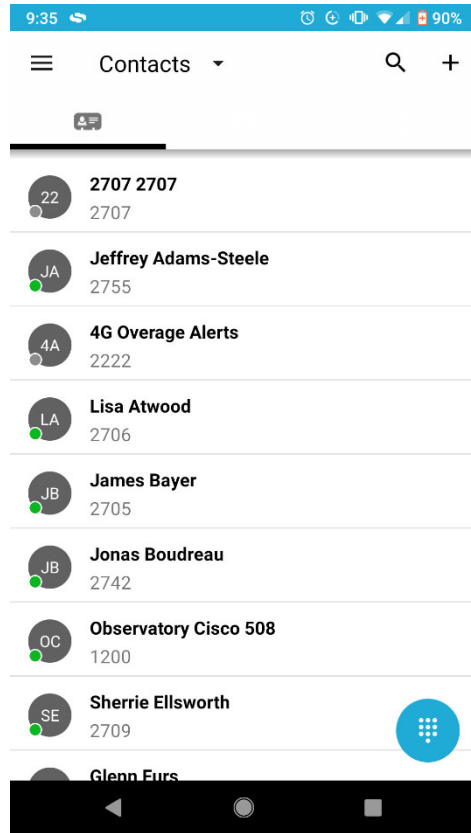
## Apple iPhone

Once you are logged the startup screen displays your contacts list.. Note at the top it may indicate “registering...”



## Android Device

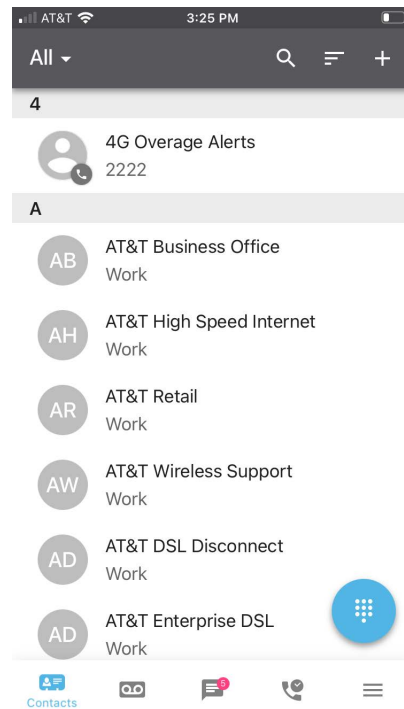
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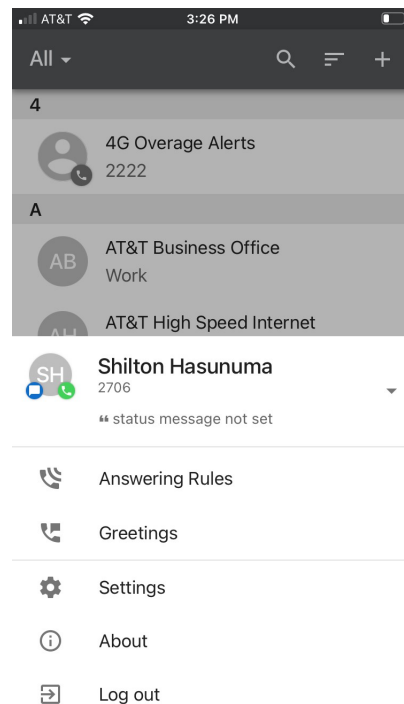


## Setting up the Mobile App

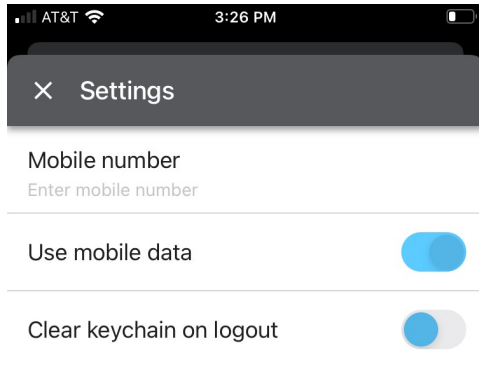
The first time you open the mobile app, you'll want to navigate to the profile menu. To get to the profile menu, tap the three solid lines on the bottom right of the screen.



Next you will want to ensure that you can make calls using your mobile phone's data plan by selecting [Settings](#).



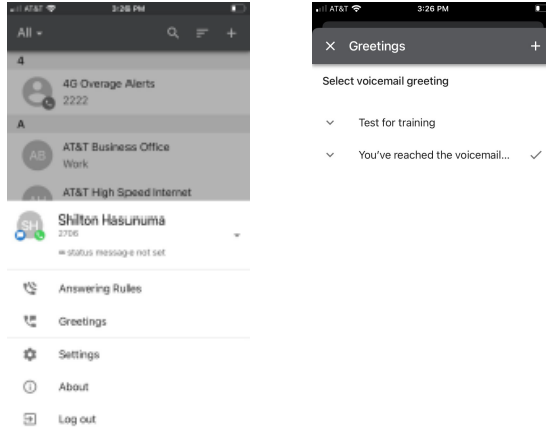
The [Use Mobile Data](#) setting allows you to make calls when you are not connected to wifi, so that anywhere you have a cellular signal, you can make a call via the mobile app. To turn this on, the button should be slid to the right and green in color.



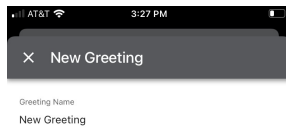
Tap [X](#) at the left of [Settings](#) to get out of the settings mode.

## Setting up your Greeting

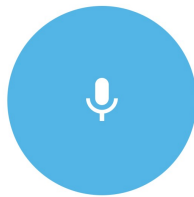
Tap on the three bars at the bottom right of the screen to get to the profile section and then select **Greeting** to start setting up your greeting. You can record a greeting directly from this screen by tapping the **+** next to the **Greetings** heading.



Once the New Greeting window opens, you can name your greeting by tapping the **Greeting Name** section and type a name.



Tap to record



Once your greeting is named, you can record the greeting by tapping the **Record** button and speaking into your phone.

**Example Greeting:** Hi you've reached the voicemail for Sue Smith I'm not available to take your call right now so please leave a message and I'll get back to you as soon as I can".

You can also set up alternative greetings for when you are on vacation, in a meeting or any other event that occurs on a regular basis and you want to be able to explain to your callers why you are not answering the call.

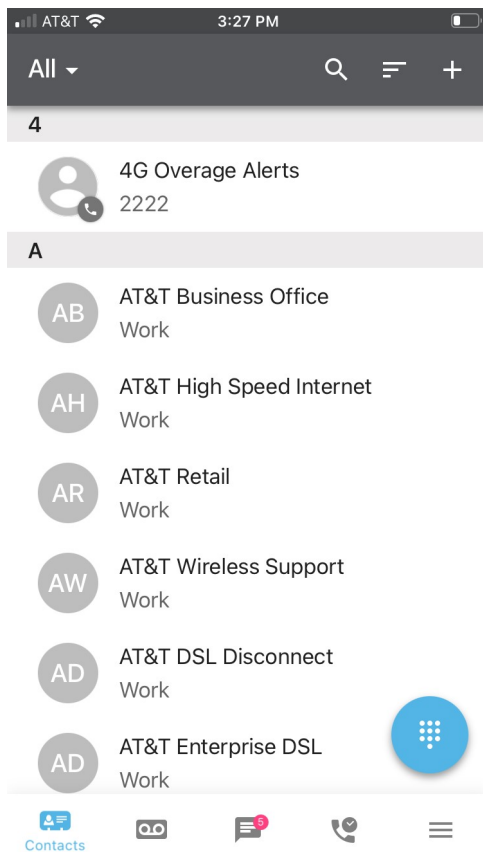
**Example Meeting Greeting:** Hi you've reached the voicemail for Sue Smith, I'm in a meeting right now and can't take your call. Please leave a message and I'll get back to you with in the next two hours. If this is urgent you can contact my assistant at 805-555-1234.

Once you have your greeting set up, you can easily change the greeting by tapping on the greeting you want to use and then tapping on the word **Select**.

To get back to the main screens tap the word *Done*.

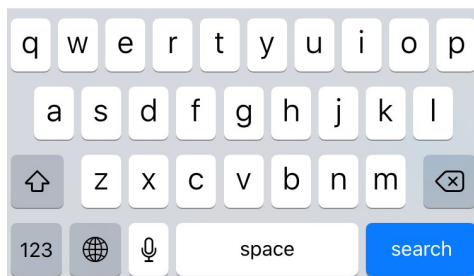
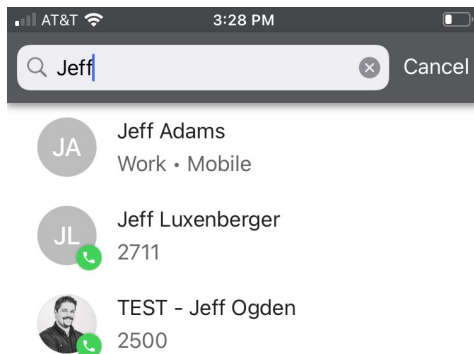
## Contacts Screen

From the contacts screen you can easily dial any of your contacts that are in the app or on your phone by simply tapping the name of the contact you want to call. The contacts screen also gives you visibility into who in your office is on the phone. As you can see below, Sherrie Ellsworth has a red dot next to her name. This indicates that she is on another call.

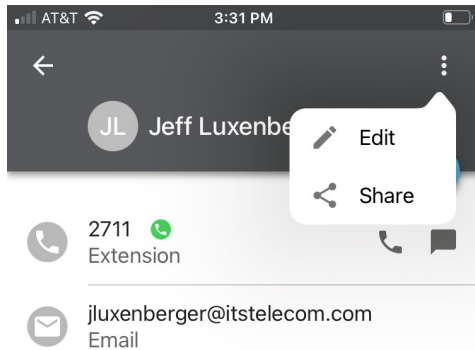


At the top left of the screen there is a toggle to switch between the contacts that are in your app and the contacts on your phone. To view one or the other just tap on the word **App** or **Phone**. Contacts on the App are sorted by extension. To search for a specific person you can tap the magnifying glass at the top and then type in the name of the person you want to call. When the name that you want is displayed, you just tap the name.

Once you tap the name it opens up the contacts information and you call them by tapping the phone icon or you can email them (if you have their email address) by tapping the envelope icon.

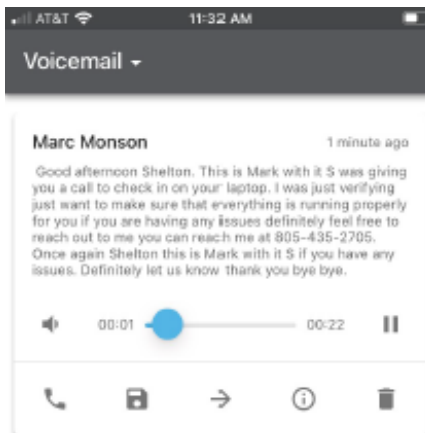
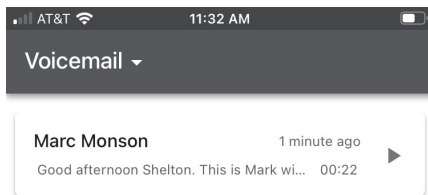


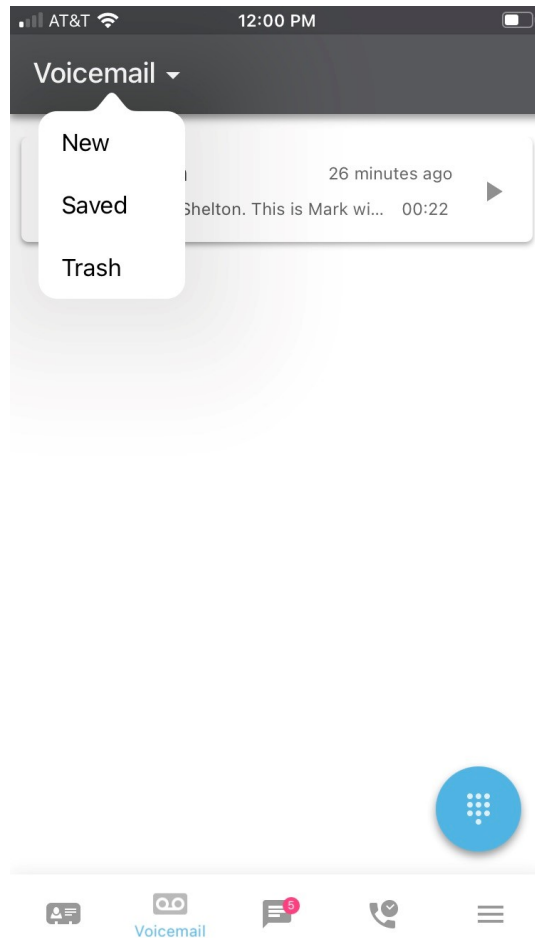
You can also edit a contact by tapping the word [edit](#). This allows you to add in additional phone numbers or add the email address.



## Voicemail

When you look at the bottom of the app, you will see a number next to the Voicemail icon. This number represents the number of voicemails you have. When you tap the Voicemail icon, it will open the voicemail. You can play it by tapping the ▶ button. From here you also have the option to [call back](#), [save](#), [forward](#) or [delete](#) the voice mail. If you save the voicemail, it will be moved to the saved page.







To view the saved voice mails, tap the word [Voicemail](#) to get the drop down menu and then tap [Saved](#).

## Making a Call

To make a call you can either tap the dial pad icon, go to your contacts or go to your call history.

To use the dial pad, you simply tap the [dial pad](#) icon and then dial the number like you would from any other phone and then tap the [handset](#)  button.

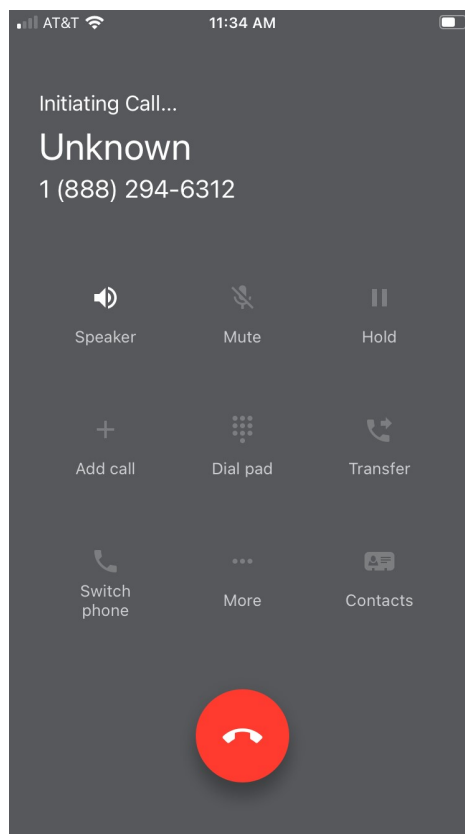
To make a call from your contacts list tap the [contacts](#) icon at the bottom left of the screen and then locate the contact you want to call and tap the [handset](#) .

For more detailed information about contacts please refer to the Contacts section of this user manual.

## Calling Features

Once a call has been initiated you will notice that there are additional features that appear on your screen. The features that are available include:

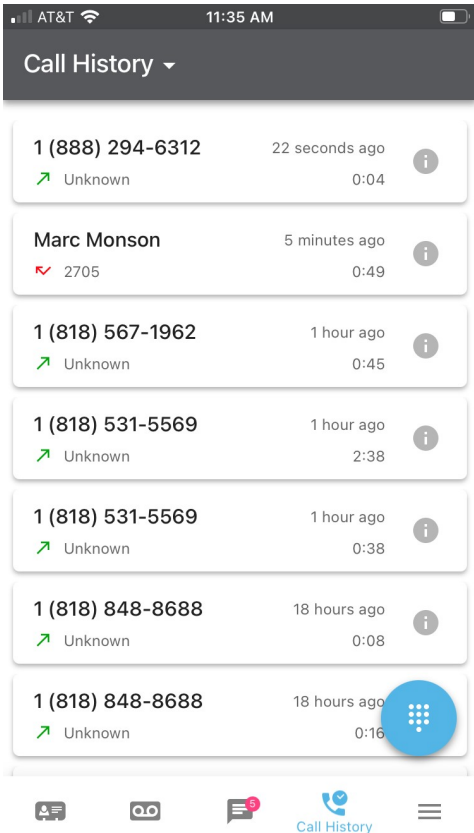
- *Mute*
- *Hold*
- *Speaker*
- *Add Call (conference)*
- *Dial Pad* - useful when you are calling an auto attendant and need to enter information.
- *Transfer* - used to transfer the call to another number
- *... More* - Allows us to Switch to your desktop phone without the caller being aware that you are making this switch.





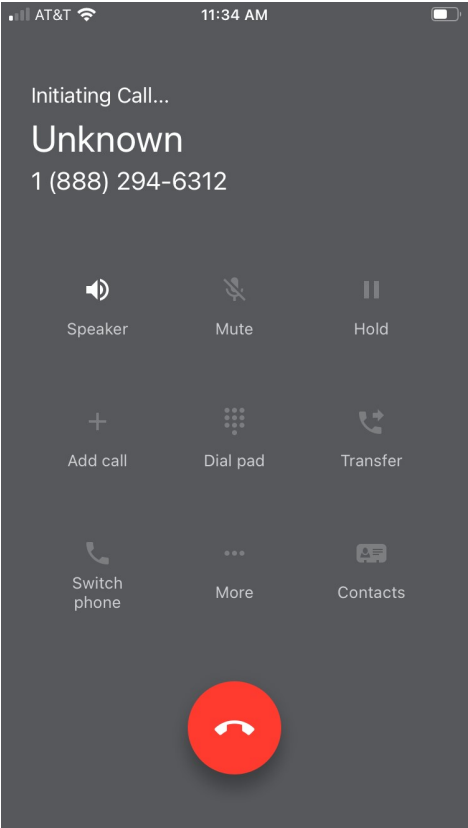
# Call History


When you tap the *Call History* icon at the bottom of the screen, it will open a complete list of your incoming and outgoing calls. At the top of the screen you have the option of seeing *All* calls on the list or only the *Missed* calls by tapping *Call History*.

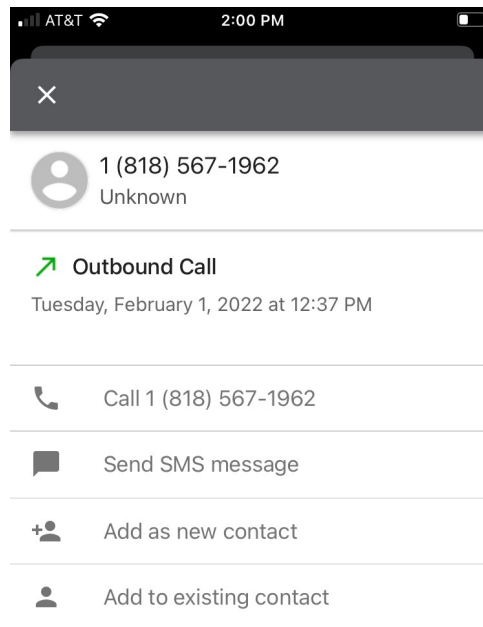


Once in the call history screen, you can call number back by simply tapping on the *call*, or you can get additional information by tapping on the *i* icon on the right of the screen.

When the call starts you will have the option to use your standard calling features by tapping the appropriate icon (as described in the Calling Features section of this manual).



To get additional information about the caller, tap the  icon and the information that you have stored will be displayed.



## Answering Rules

Answering rules define how you want calls to be handled during specific times throughout the day. Answering rules can be turned on and off from the mobile app but must be set up on the ITS Cloud UC Voice Portal. Please go to the Answering Rules section of the ITS Cloud UC user Manual to get more information.