# Blaucomm Communicator GO 6 Mobile App
Basic User Guide

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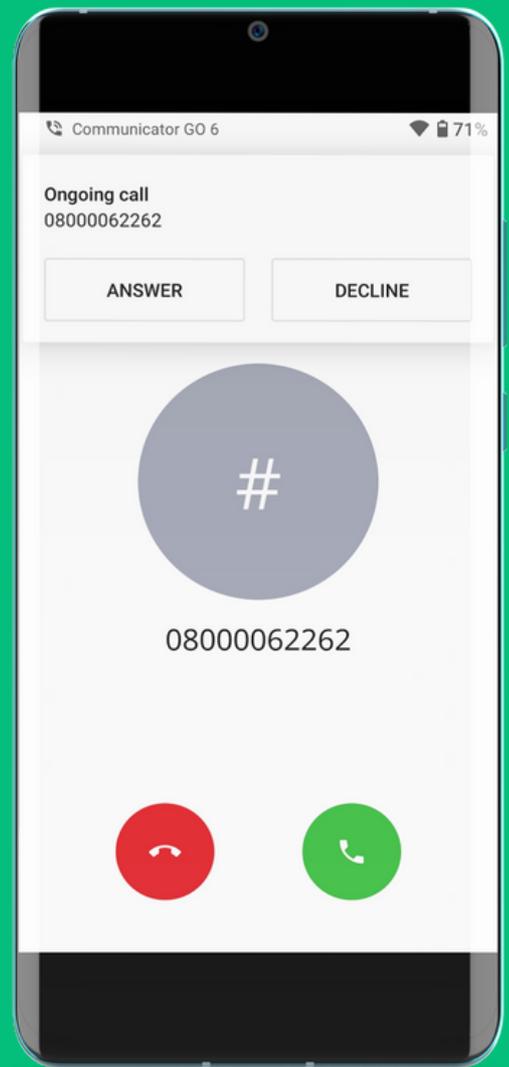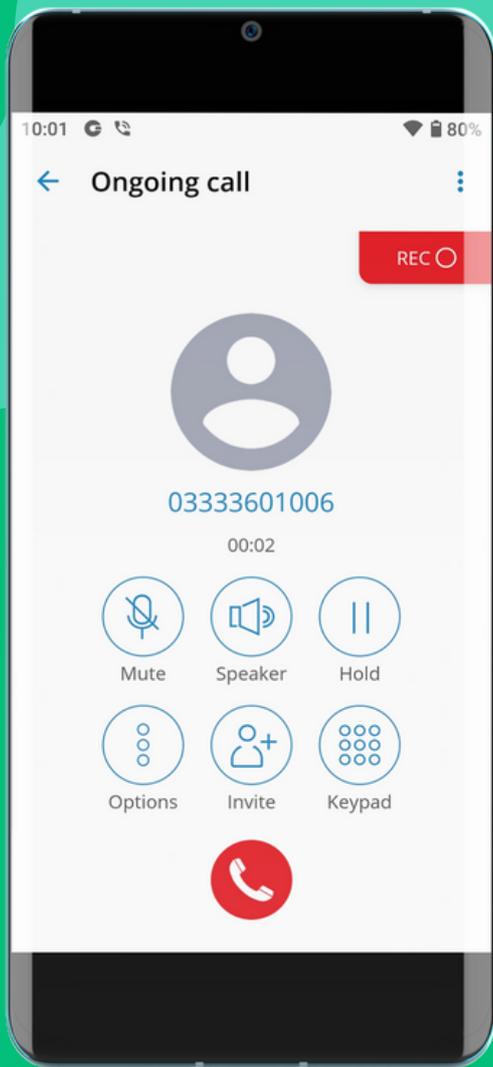
The Communicator GO App for iOS and Android is our intelligent app that turns your device in to an extension of the hosted telephone system.
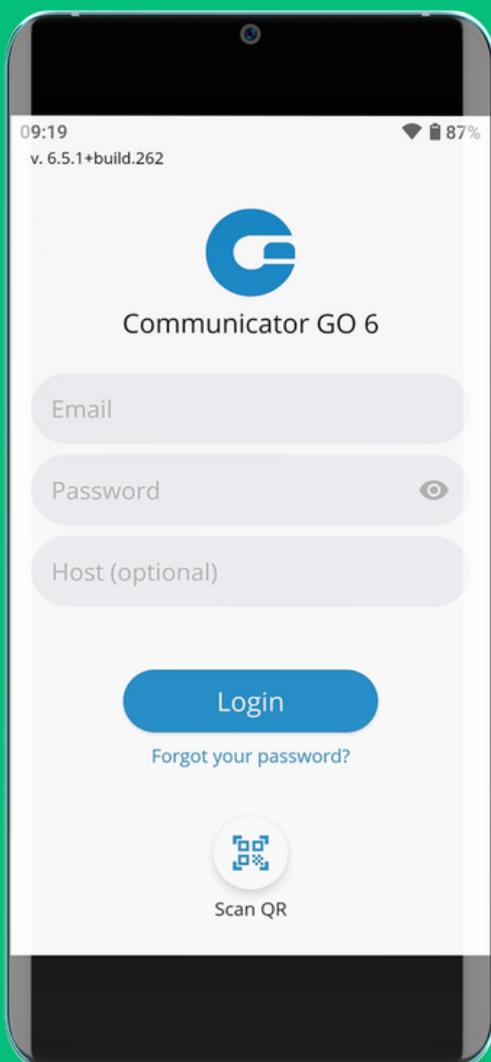
Communicator GO allows staff to make and receive telephone calls alerts straight from their device wherever they are, enablling quick and efficient communication between staff and outside callers.
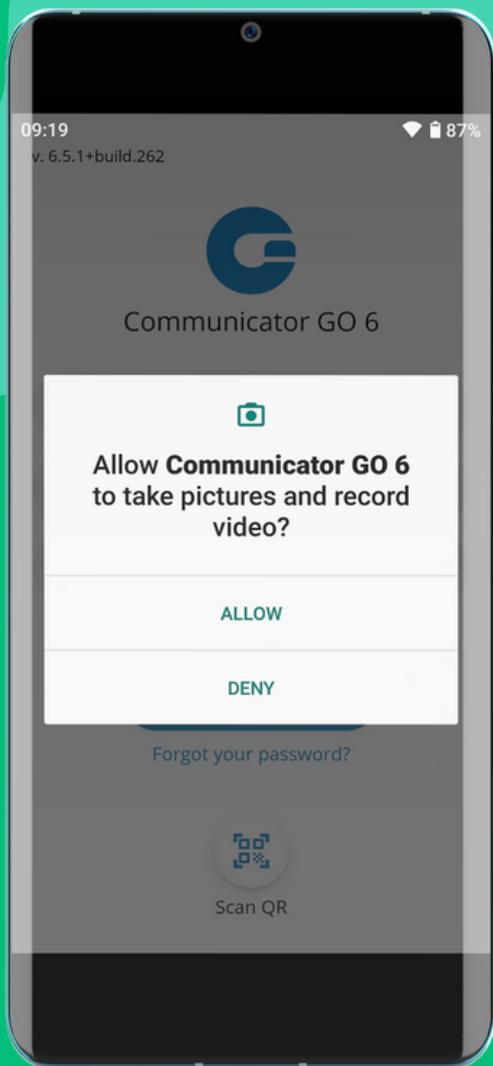
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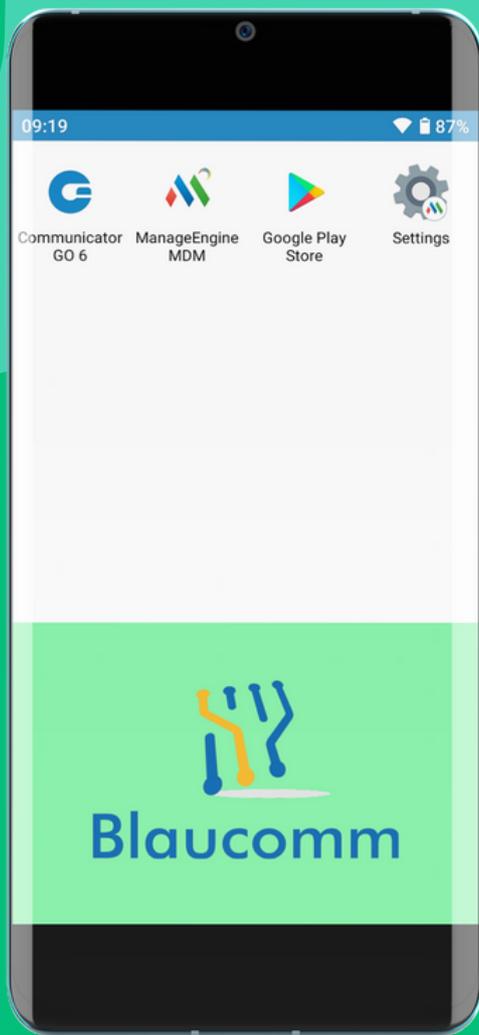
Identify the Communicator App

You should find the Communicator GO app icon on your device, which has a big blue "G" symbol.
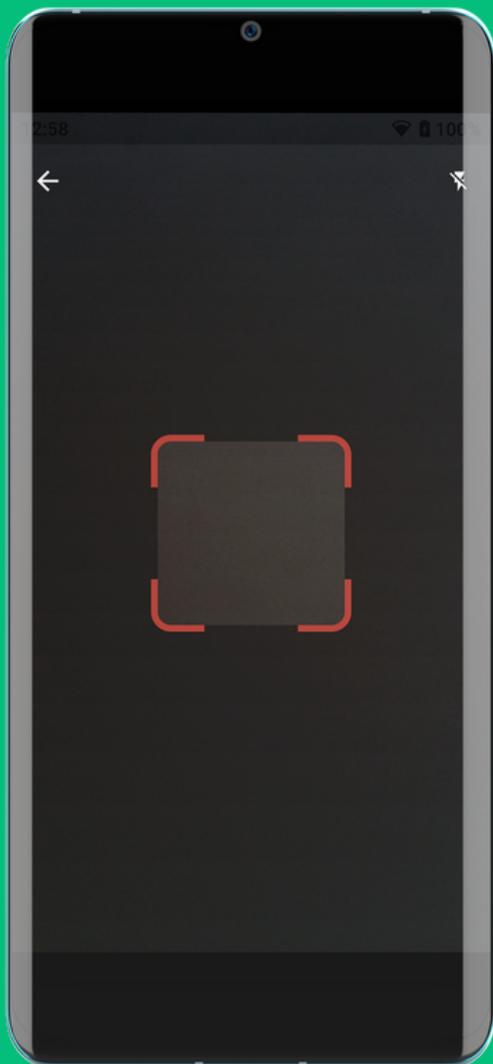
Click on the App to open it.

There should be a username and password box, plus a Host box. If you received a setup email, you can manually enter the details in these boxes, or you can click "Scan QR" at the bottom to scan the QR Code in the email.

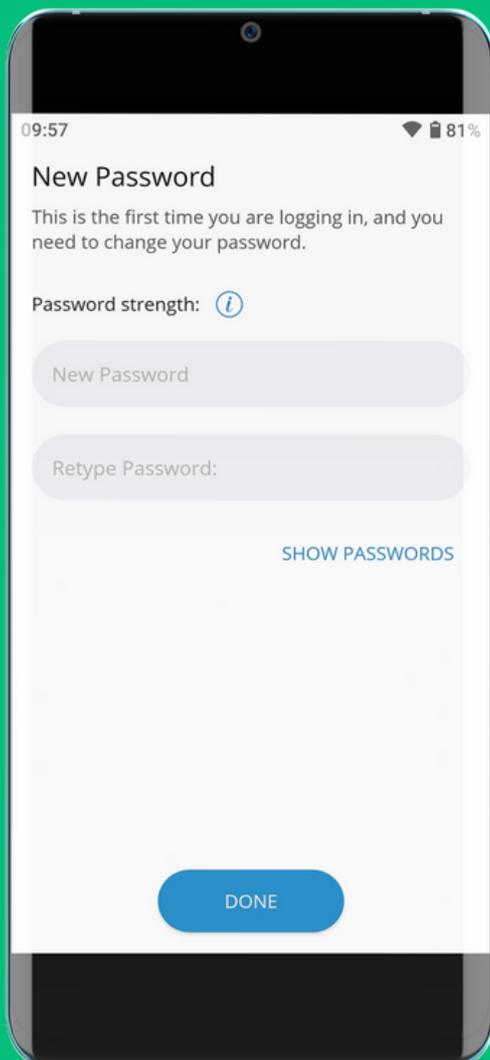Click "ALLOW" on the permission request for pictures and record video.

The camera will open - scan the QR code on the enrollment email you received for that device.
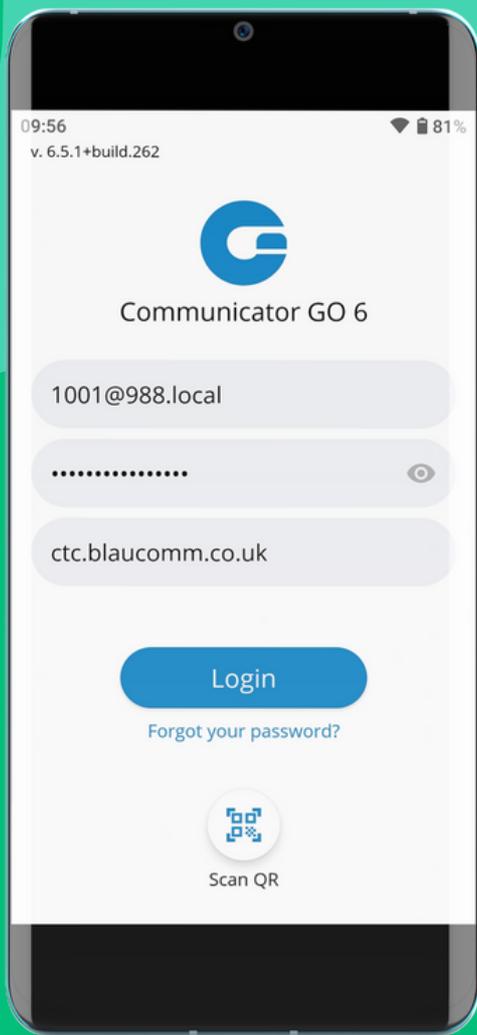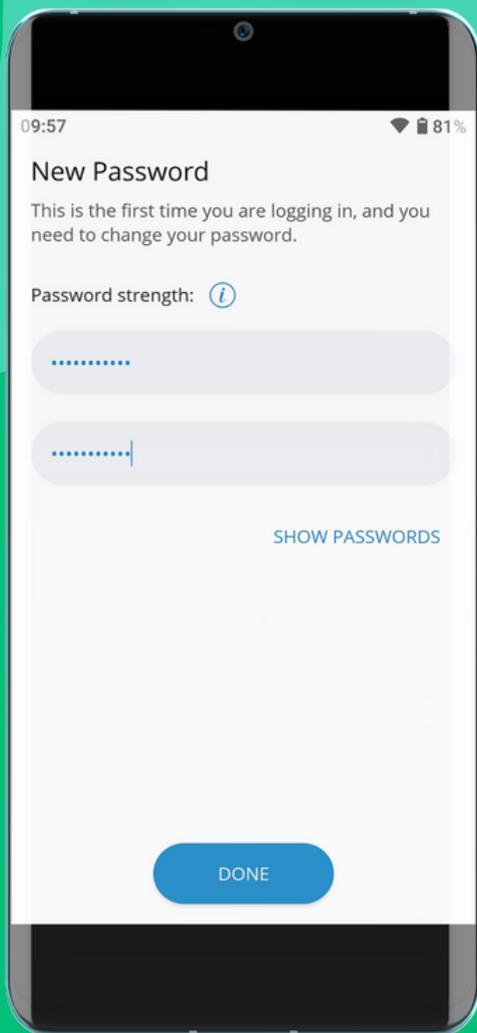
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Whether you entered the details manually or scanned the QR code, you should now have all 3 boxes populated as seen here.
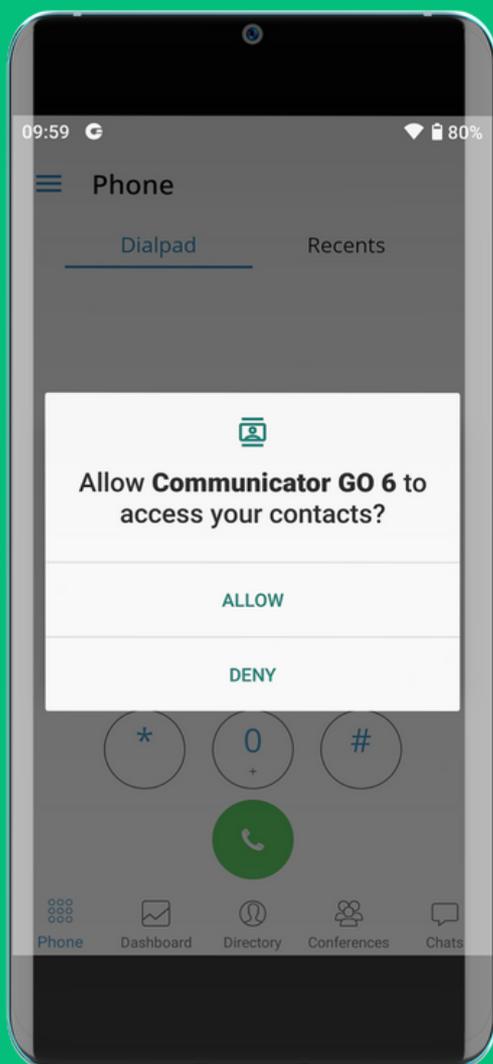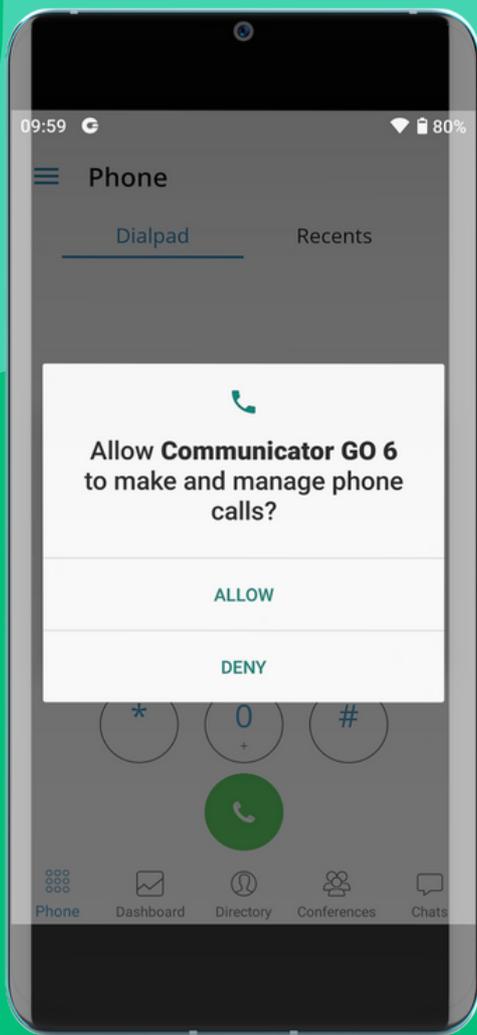
Note the "Host" is always ctc.blaucomm.co.uk

If you have entered correct details, it will now ask you to set a new password. There is a criteria for upper case, lower case, number and special character requirements.
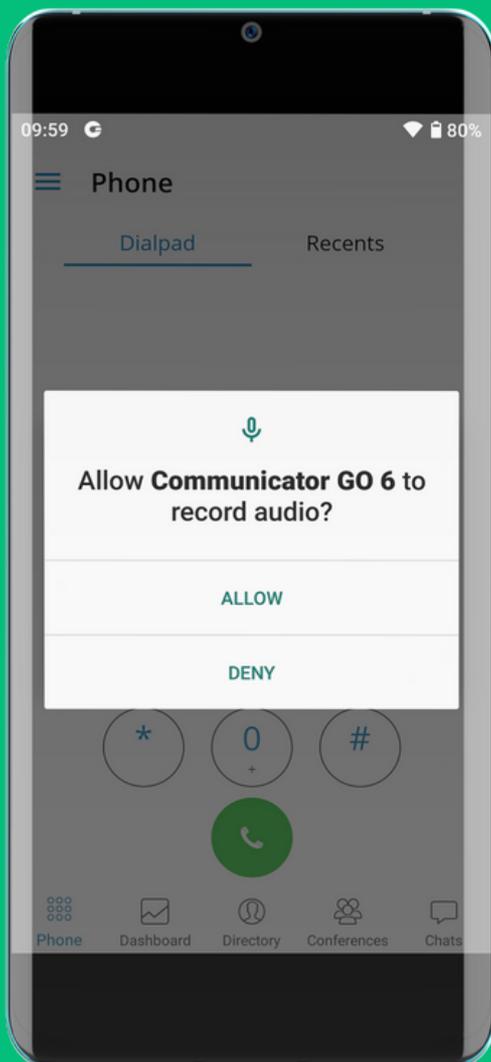
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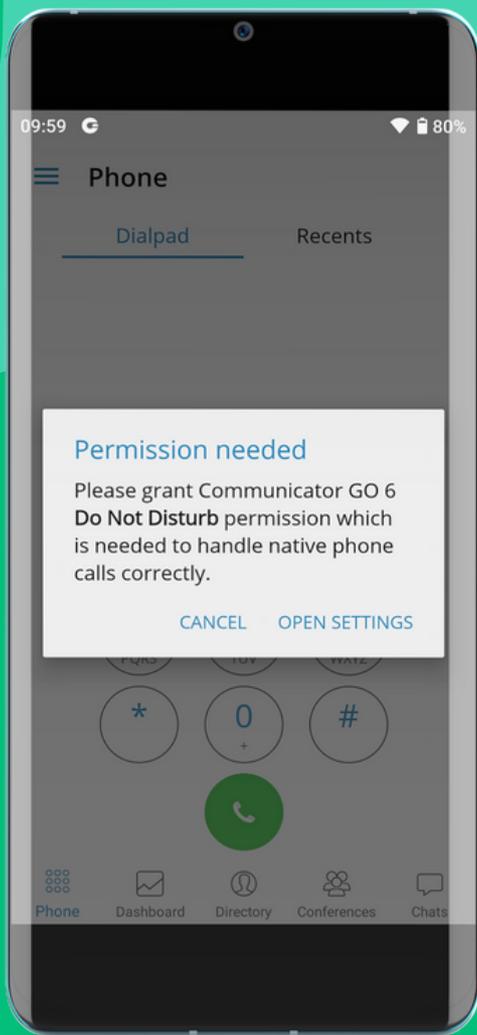Once you have entered the new password, click "Done"

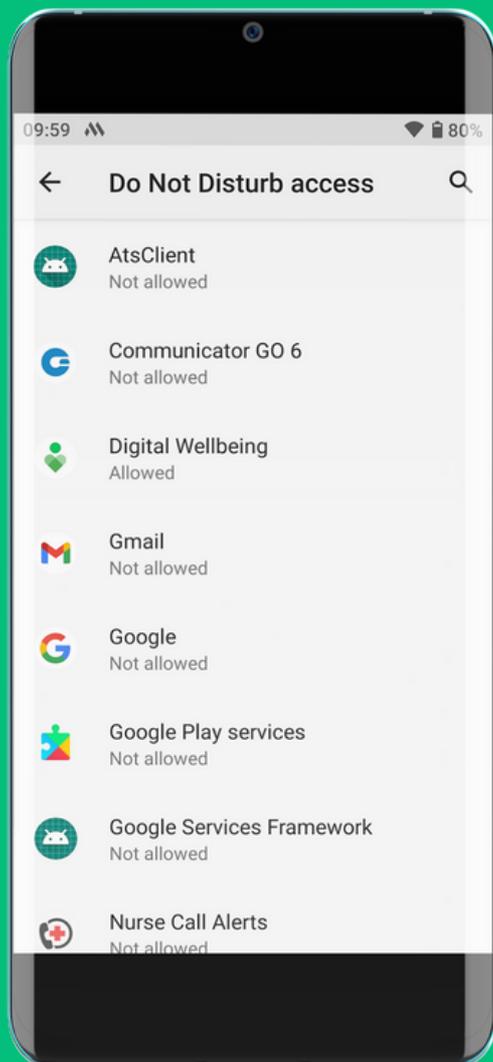Click "ALLOW" on the permission request for accessing contacts.

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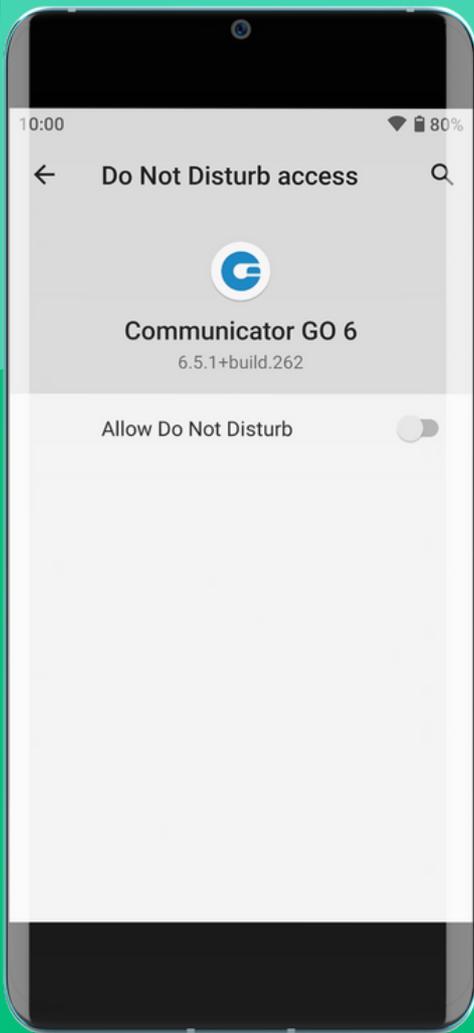Click "ALLOW" on the permission request for making and managing phone calls.

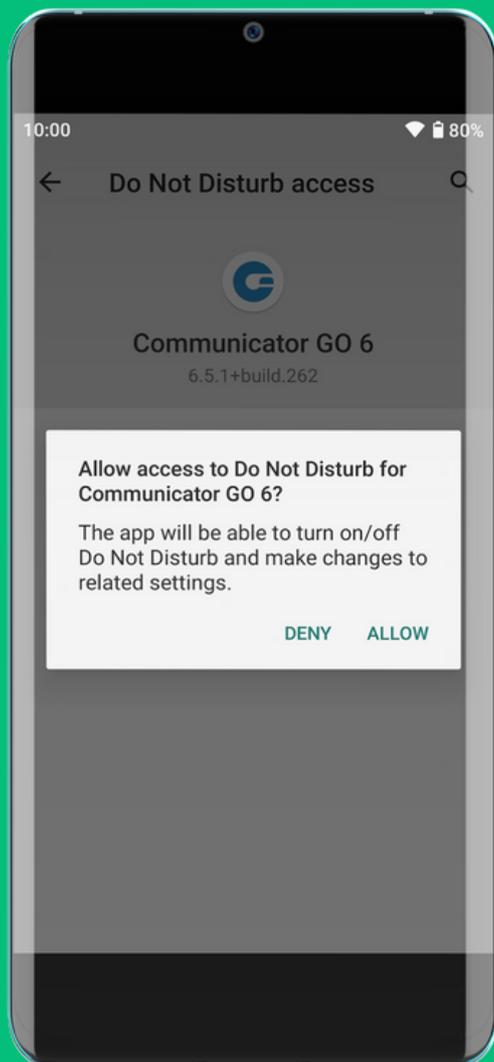Click "ALLOW" on the permission request for recording audio.

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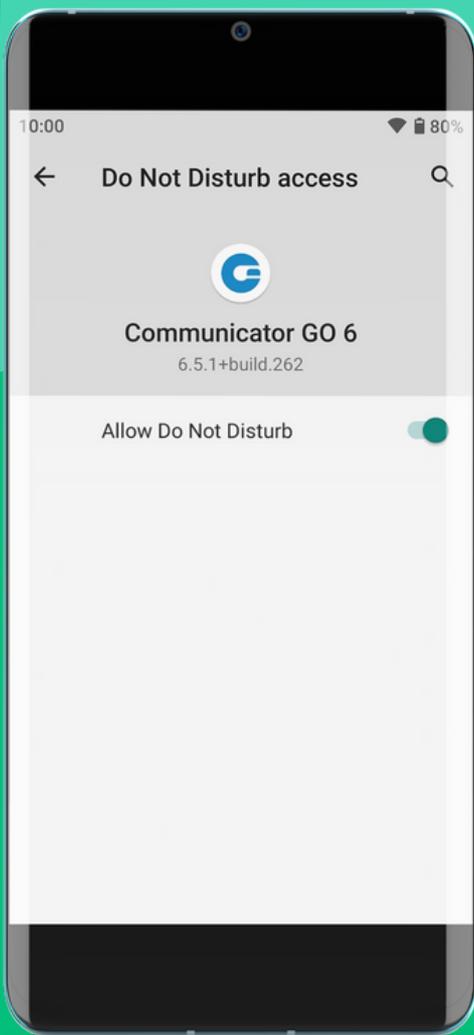Click "OPEN SETTINGS" to start proceeding to allow the Do Not Disturb permission

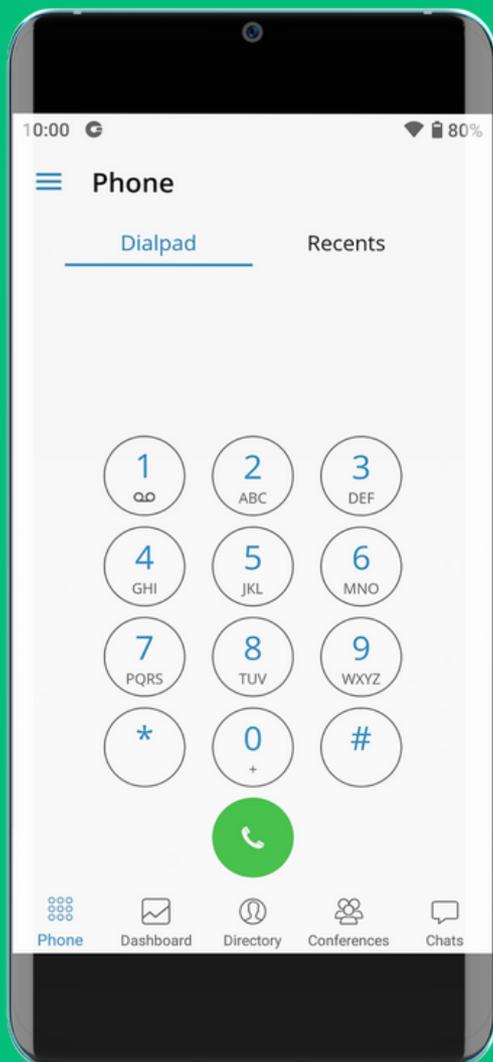From the list, click "Communicator GO 6"

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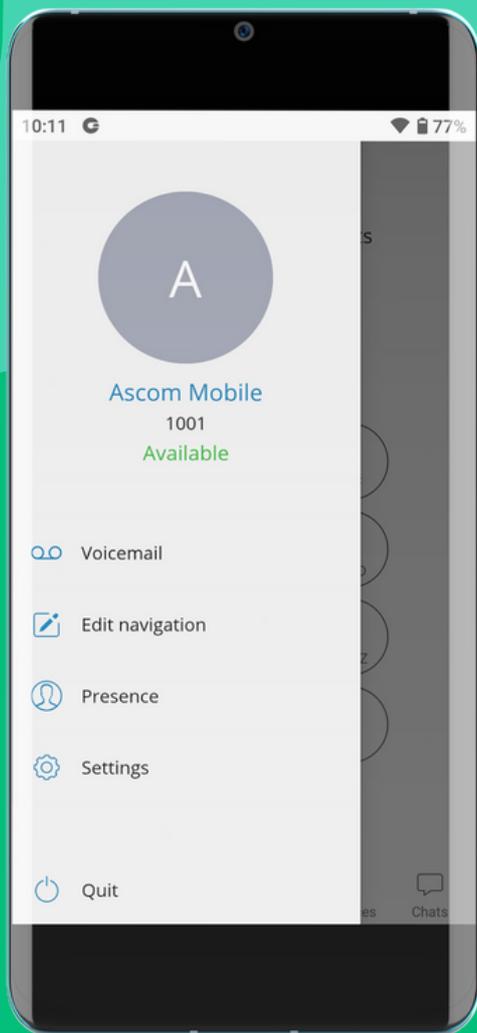Click to toggle to "Allow Do Not Disturb"

Click "ALLOW" to grant the Do Not Disturb permission

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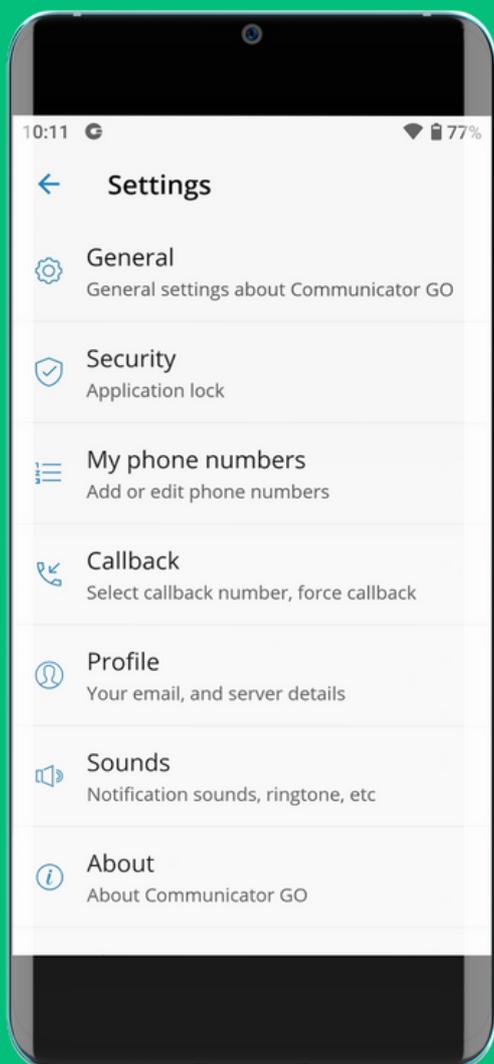The "Allow Do Not Disturb" permission should now be selected.

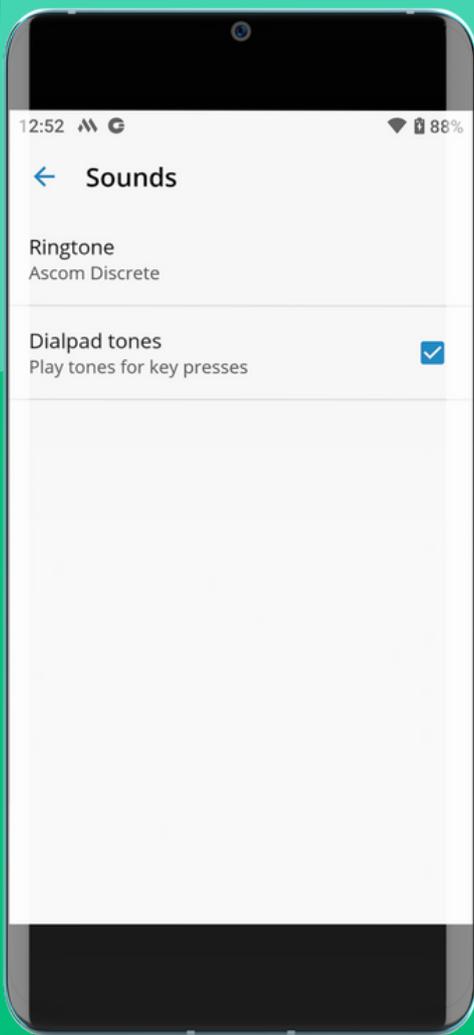Go back to the Communicator Go app. The default page is the "Phone" dialpad.

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Changing the ringtone

There's some basic recommendations - one is the ringtone. Expand the menu by clicking the 3 horizontal lines in the top left corner (called the hamburger menu).
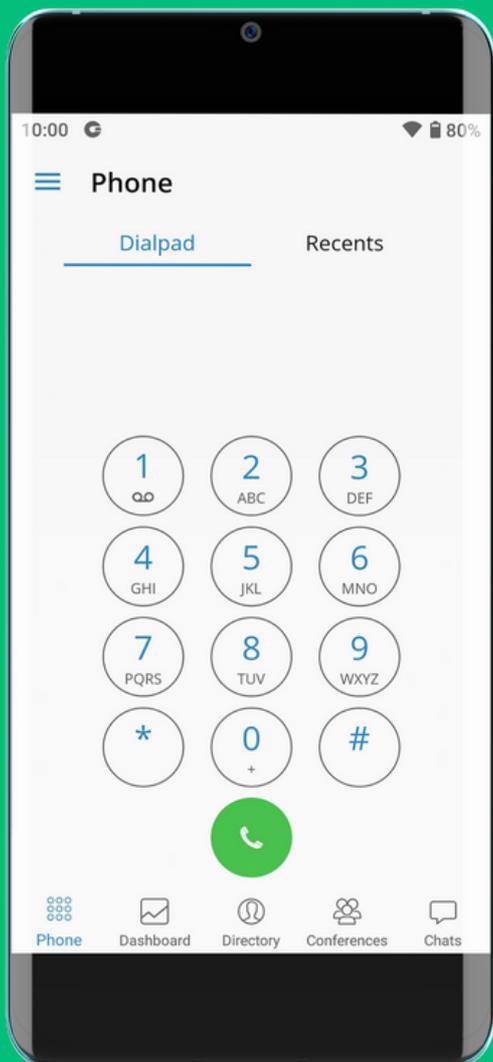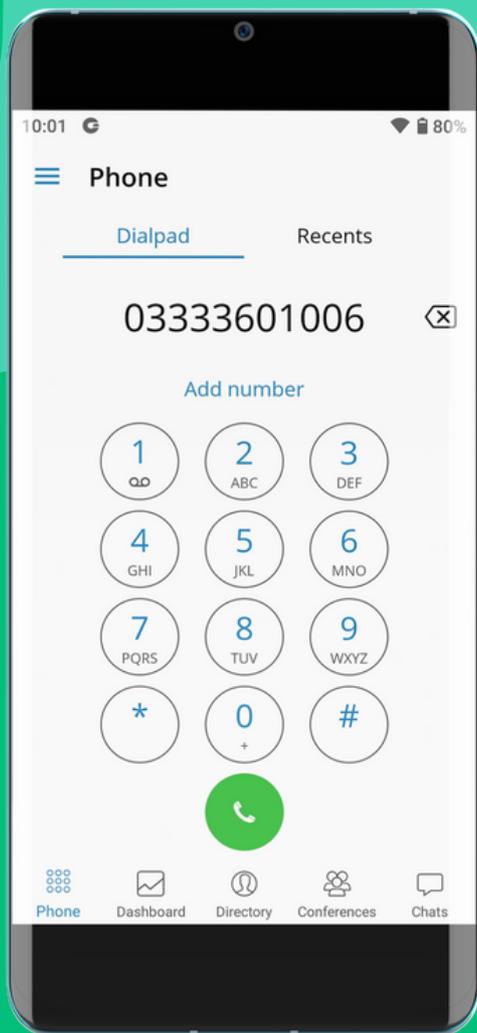Now click "Settings".

Click "Sounds".

Click the "Ringtone" and choose an appropriate sound from the list. If using an Ascom, we recommend the "Ascom Discrete" but you may choose whatever you wish.
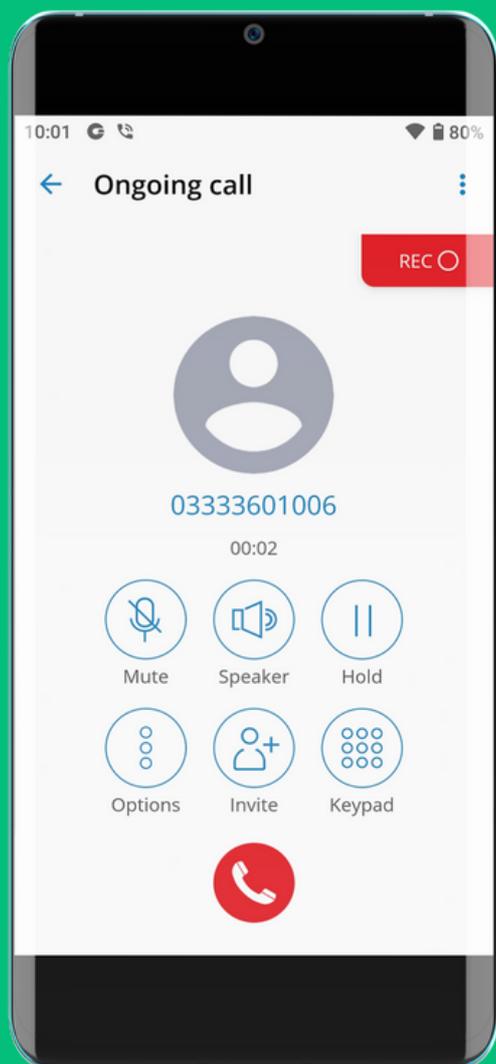Also check "Dialpad tones".
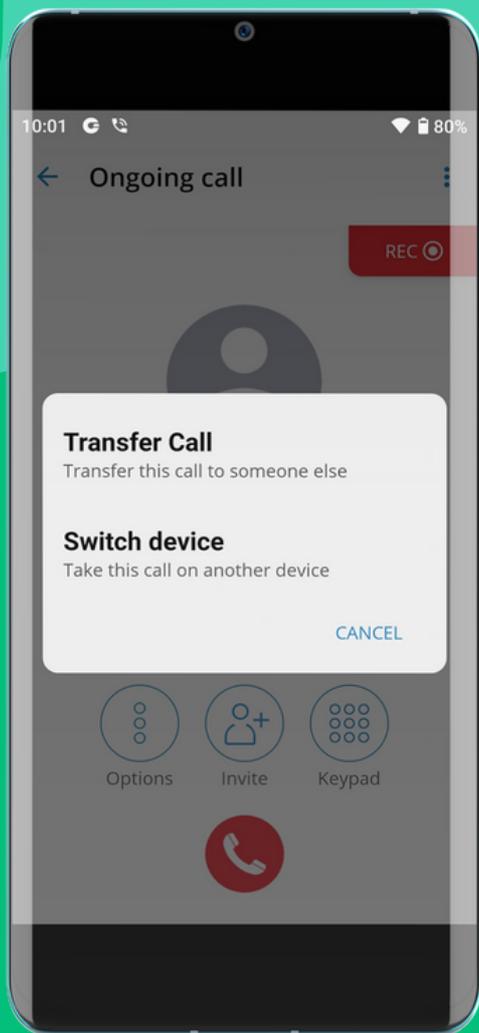
Go back to the main page.

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Making a call

Dial the telephone number just as you usually would - no need for an external "9" or other code. Click the green call icon at the bottom to start calling.

You should now start hearing ringtone where it's calling the number dialed. You have the usual expected controls - Mute, Speaker, Hold, Keypad.
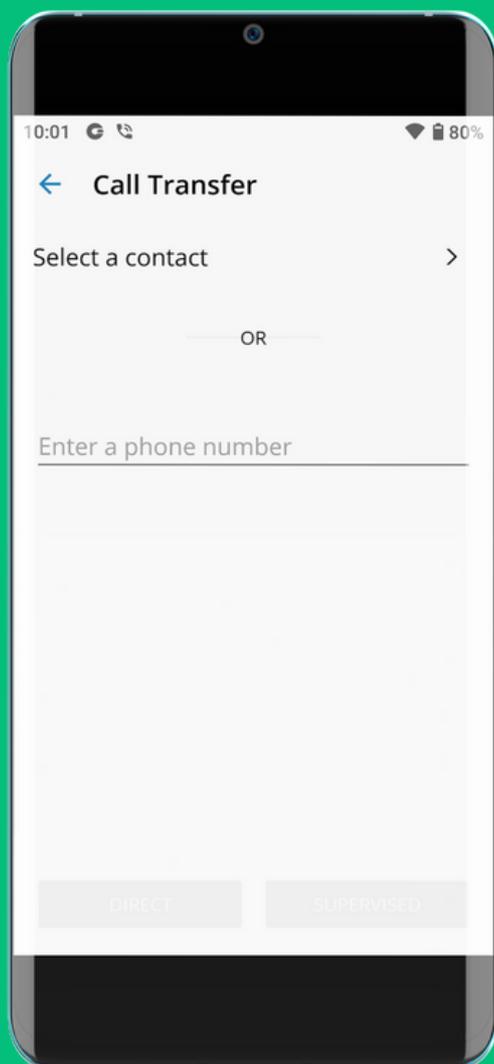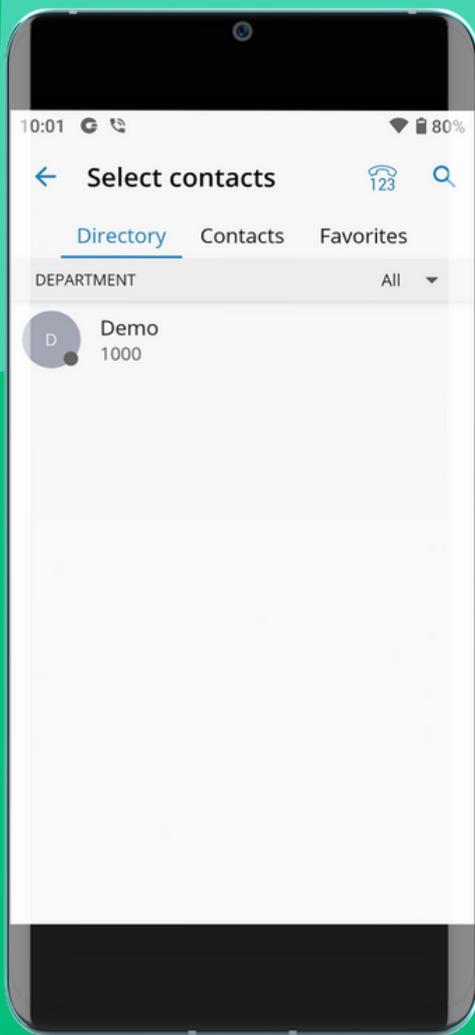
To transfer a call, click "Options".

Transfer Call

After clicking "Options", click "Transfer Call".

Do not click "Switch device" - this is used to move the call to <u>your</u> desk phone or laptop if you have them.
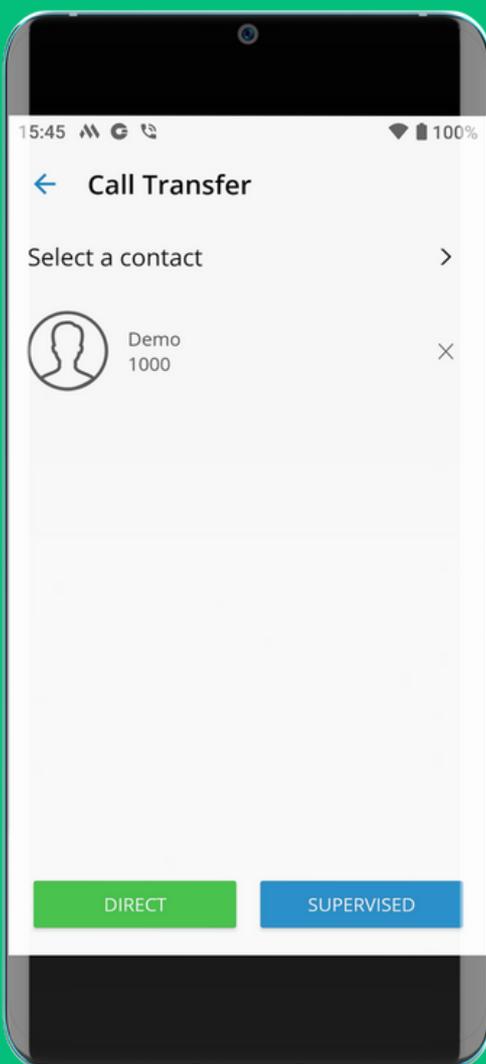

You can now either enter the number to transfer to (such as a mobile number), or click "Select a contact" to choose other Extension to transfer to.

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If you chose "Select a contact", then you will be able to choose another extension in the "Directory" list.
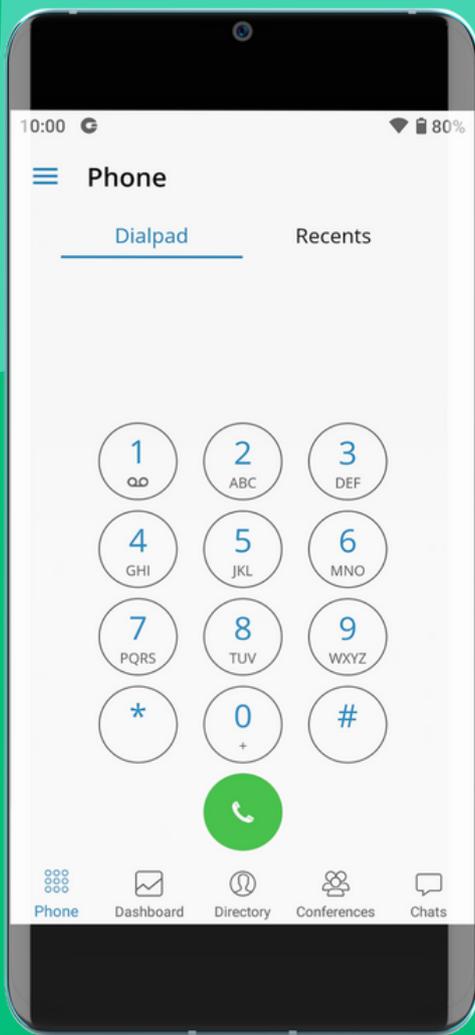
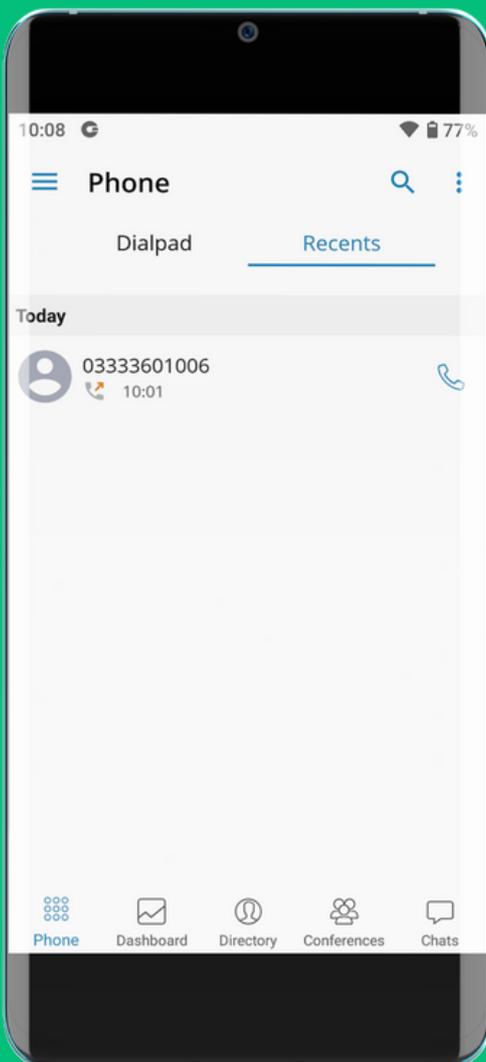Simply click the name to wish to transfer to.

You will see two options at the bottom - DIRECT or SUPERVISED.

DIRECT - this will immediately transfer to the call straight the Extension.
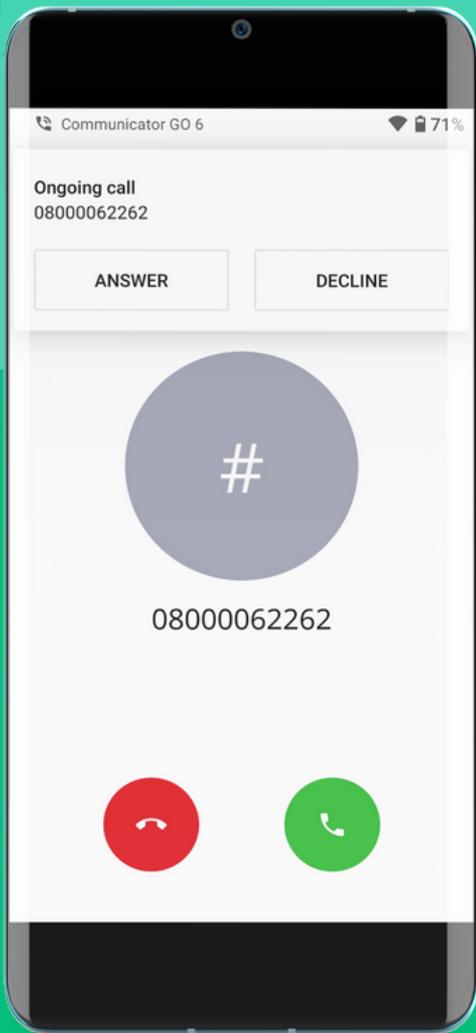SUPERVISED - this puts the other caller on hold whilst you talk to this Extension before completing the transfer.

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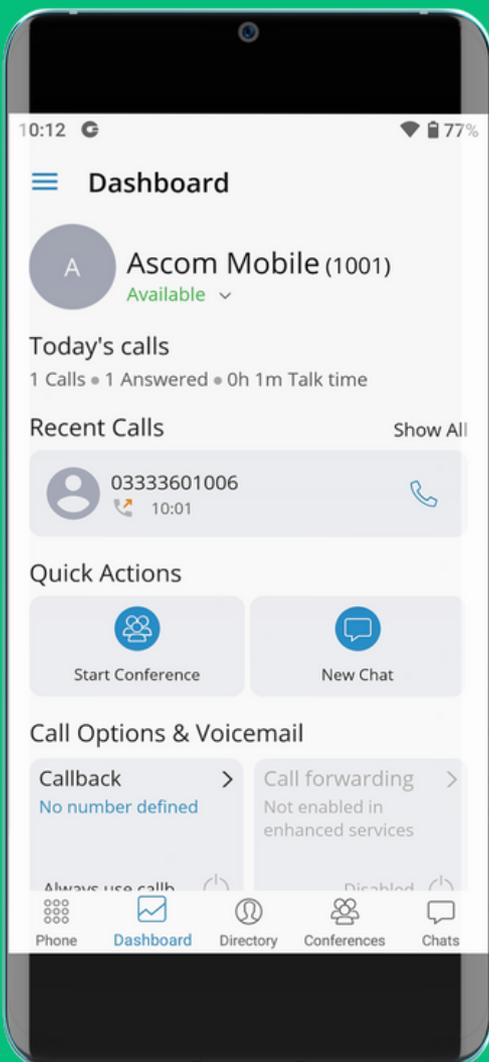Return back to the Dialpad after your call.

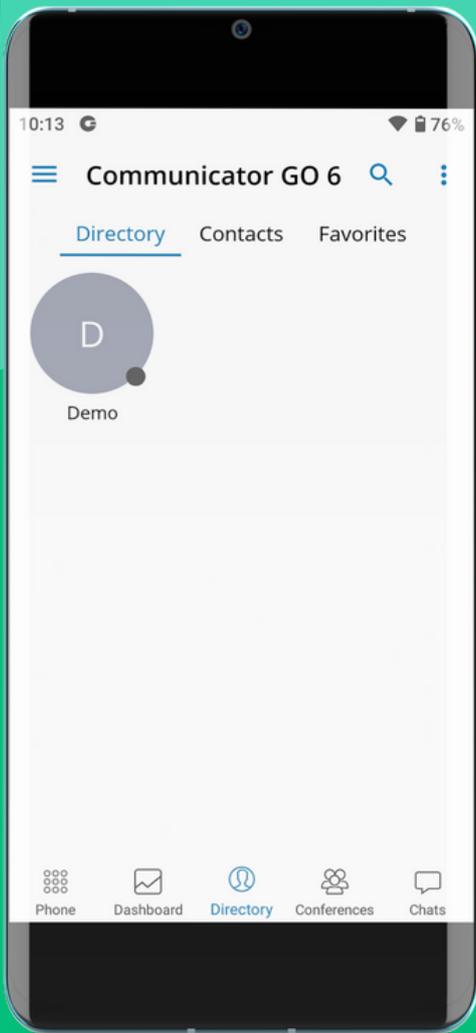Click "Recents" to view the recent calls your answered and made on your device.

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Incoming Calls

When there is a call, you will see a drop down banner at the top and two options - ANSWER or DECLINE.
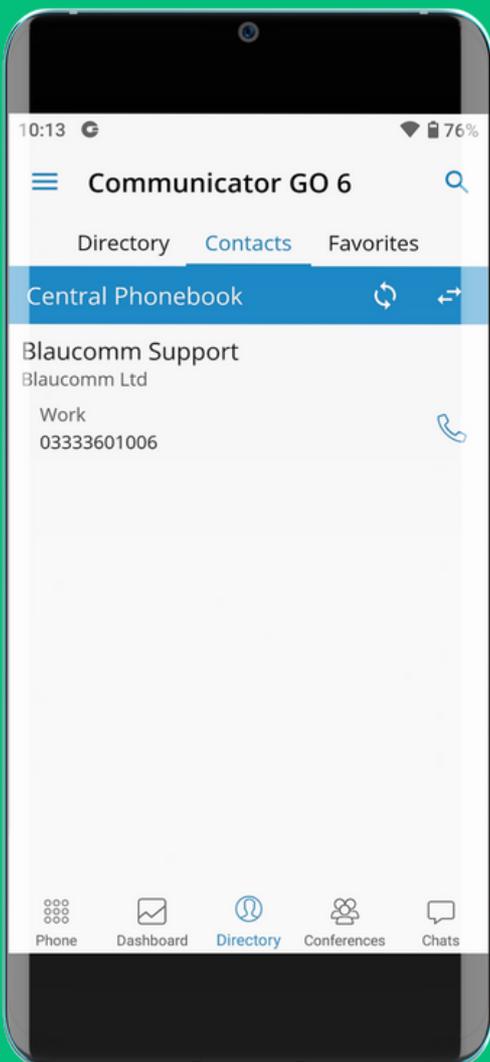
If you click on Dashboard at the bottom, you can see a summary of your Extension, including the ability to divert your phone calls and review voicemails.
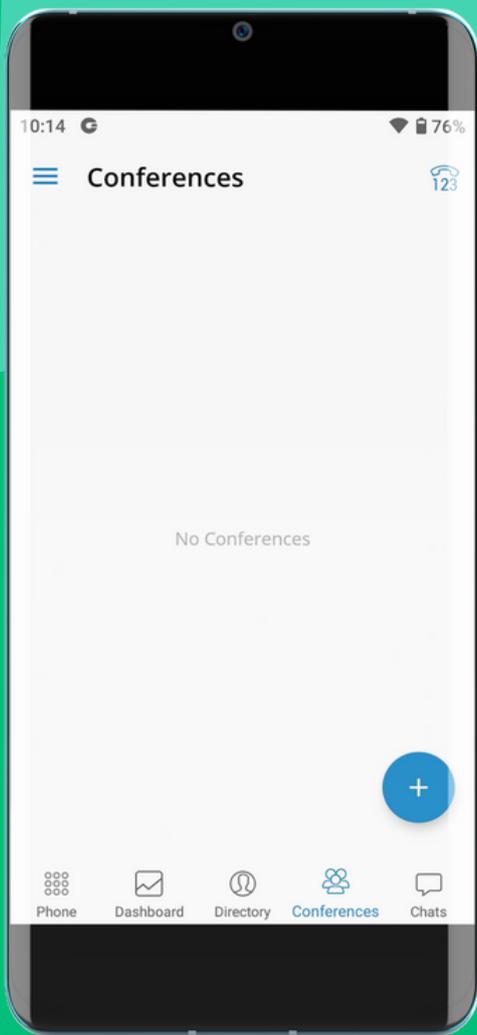
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Directory

If you click on Directory at the bottom, you initially see other Extensions in the telephone system whom you can select and call.
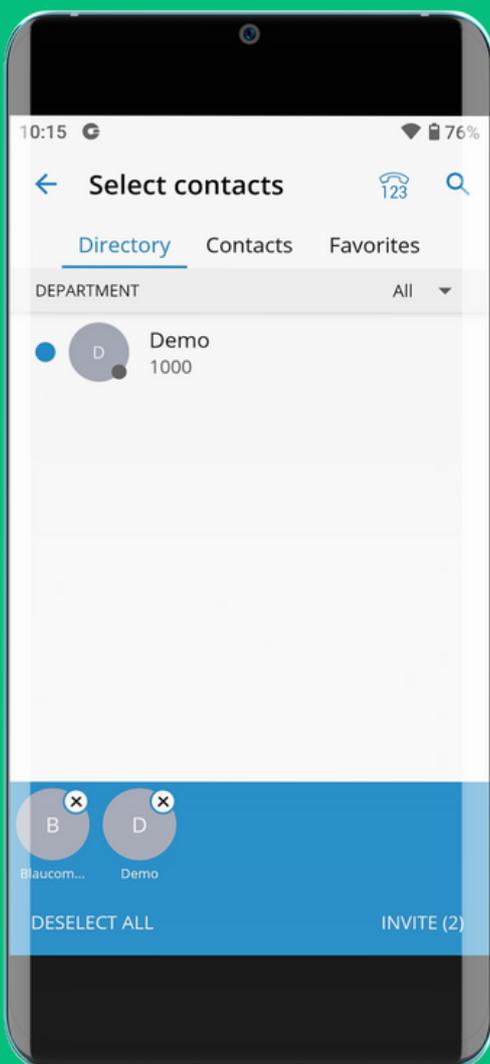

If you click "Contacts" and then click the 2 sideways arrows to change from "Local Phonebook" to "Central Phonebook" then you should see your central contacts to call.
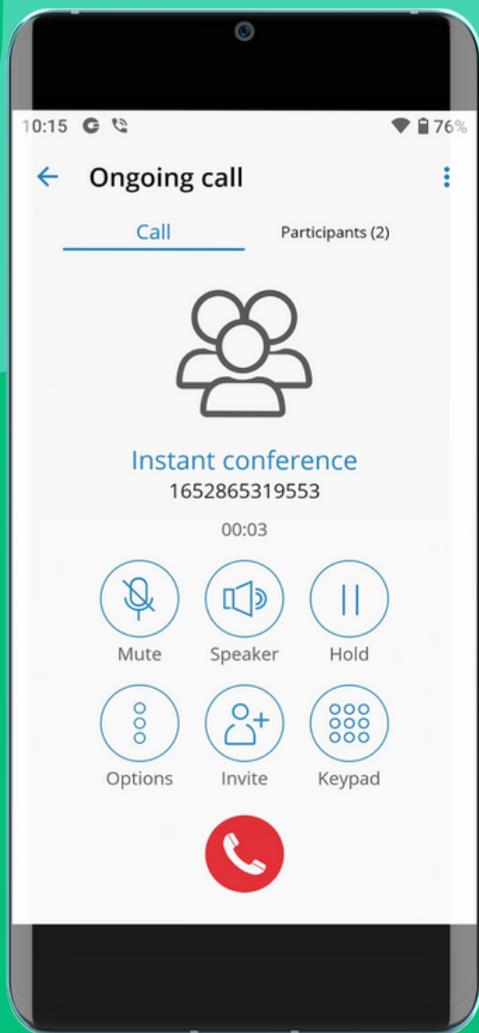
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Conferences

You also have a conference facility - think of it like a group call. To start a new conference, click the "+" icon in the corner.
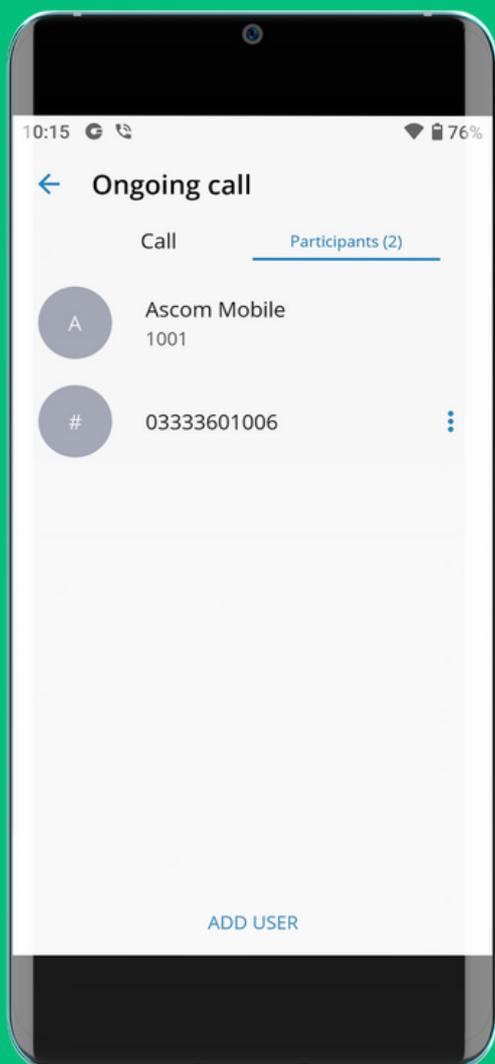

Choose the Extensions you wish to invite in to a conference, then click "INVITE" in the bottom right corner.
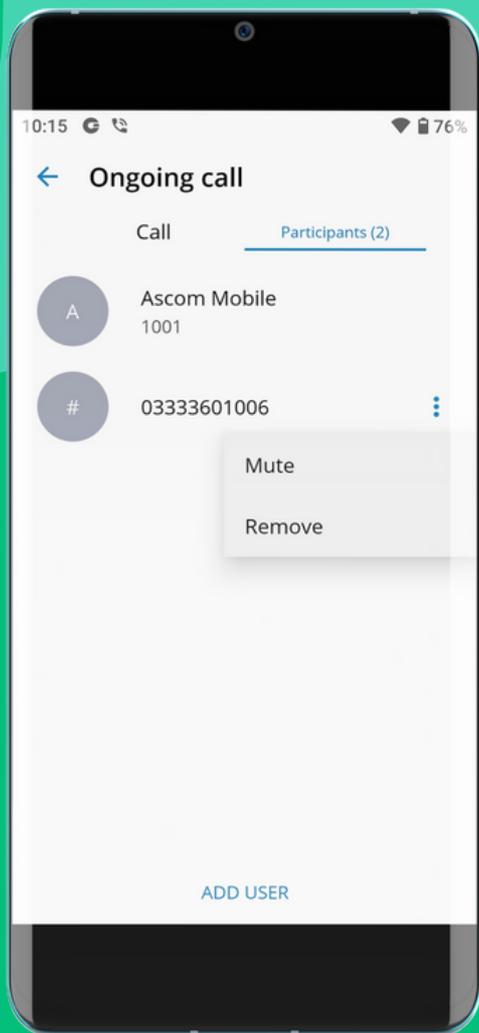
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The system will now call the Extensions you invited to the call. Should they answer, you will be able to talk to them during the call.
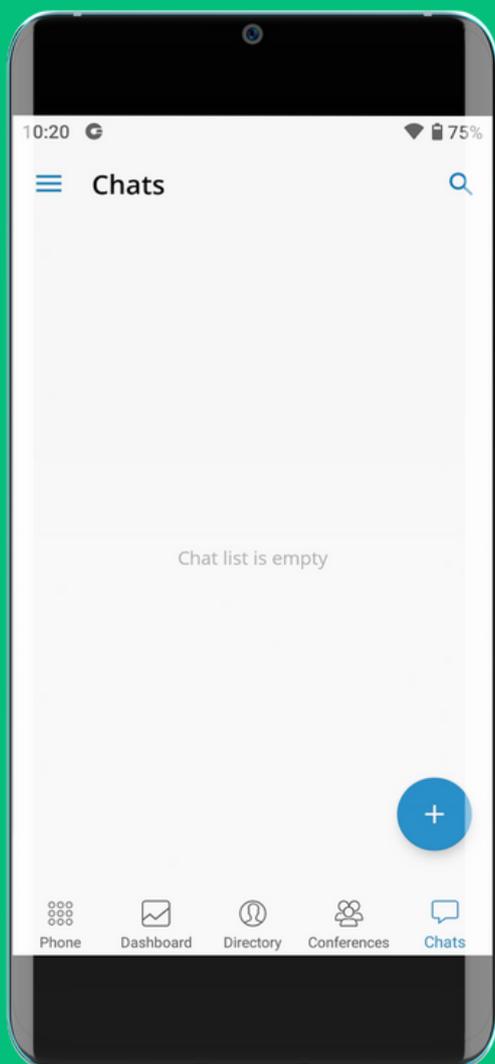
You retain the usual call control features during a conference.

If someone does not answer or you wish to remove someone from the conference, click "Participants" at the top right to see current members of the call.
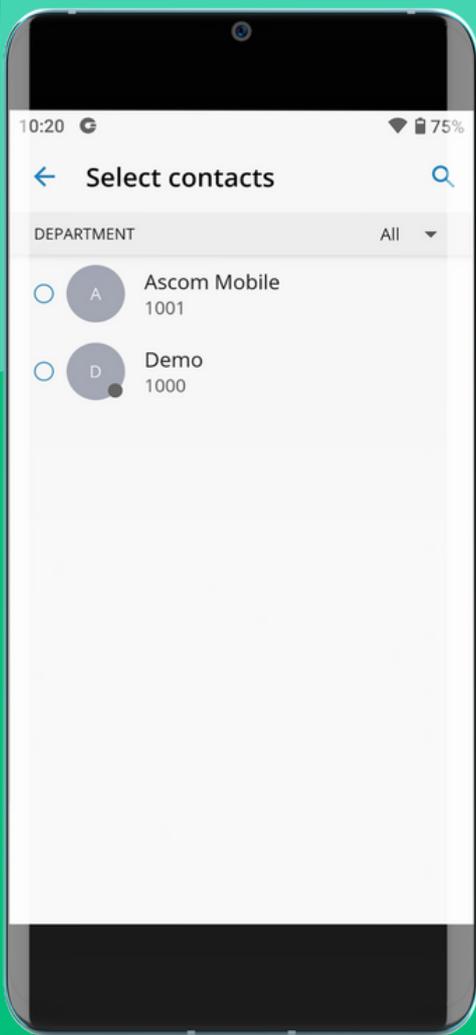
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Click the 3 dots next to the party, and click "Remove". This ends the call with that person but keeps the conference going until you end it.
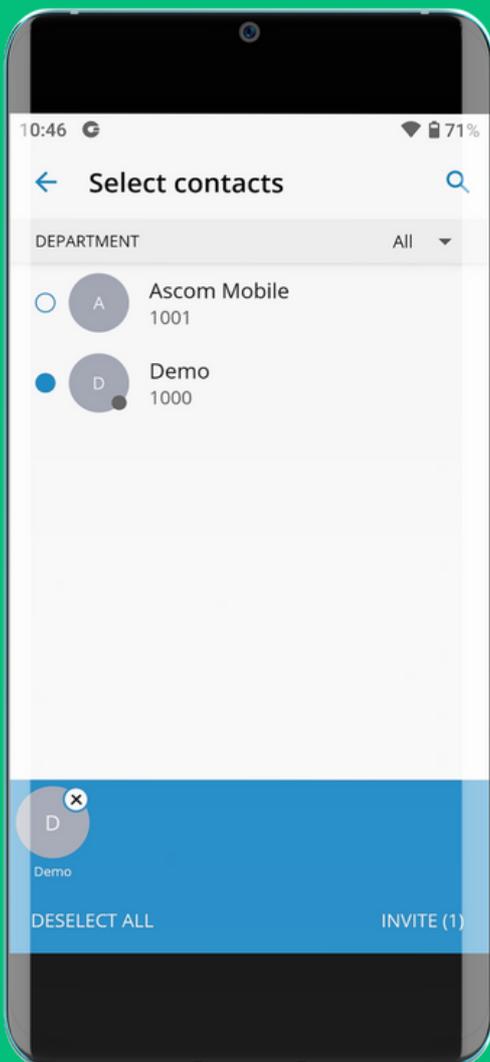
Chats

Chats at the bottom shows you the chat facility. To start a Chat, click the "+" icon in the bottom right corner.
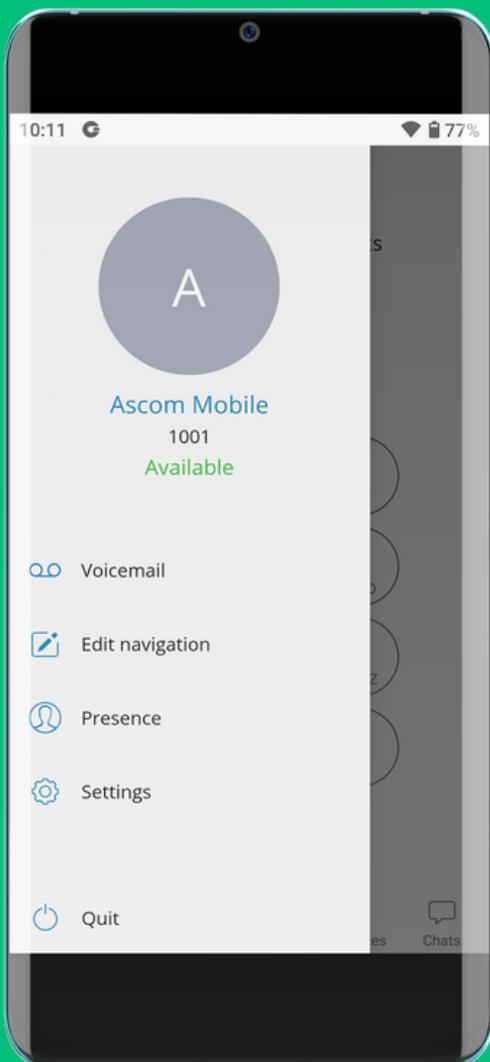
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Choose the Extension you wish to chat with - note they must have the Communicator GO mobile or desk top app to see and respond to these messages.

Once you've selected the Extension you wish to chat with, click "INVITE" in the bottom right corner.
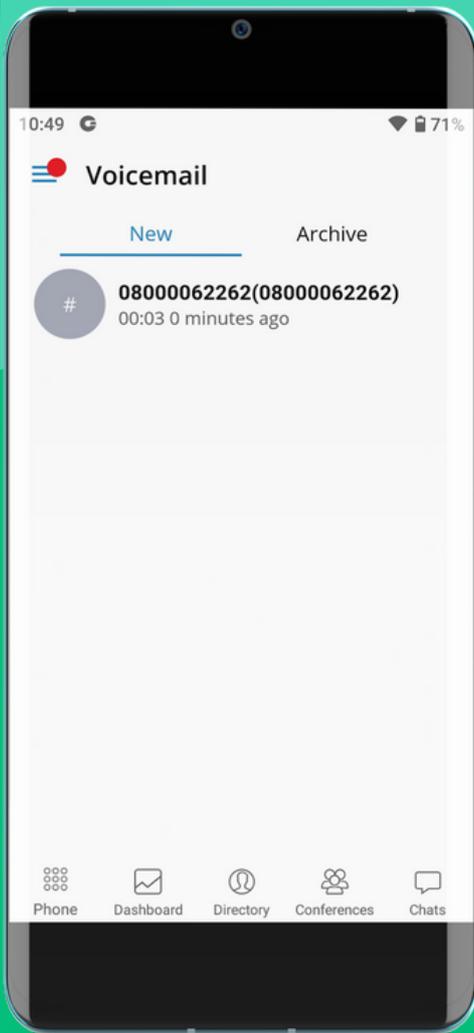
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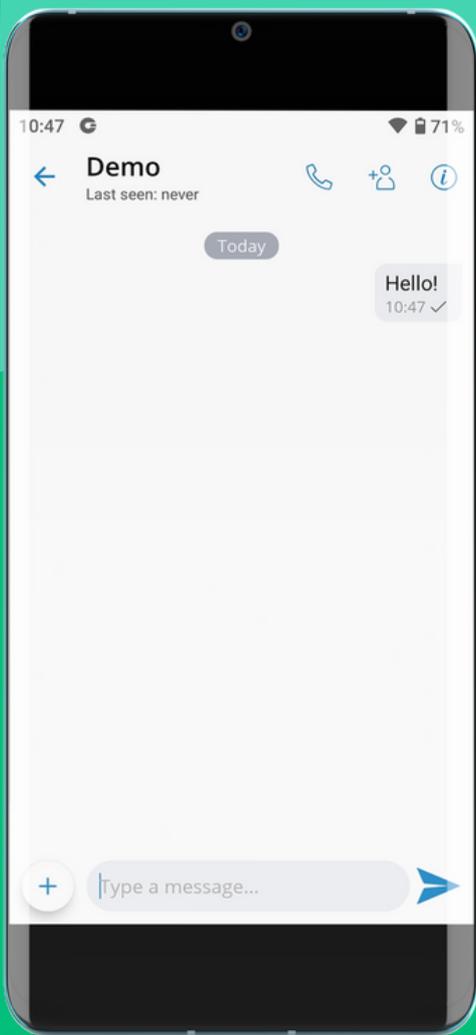
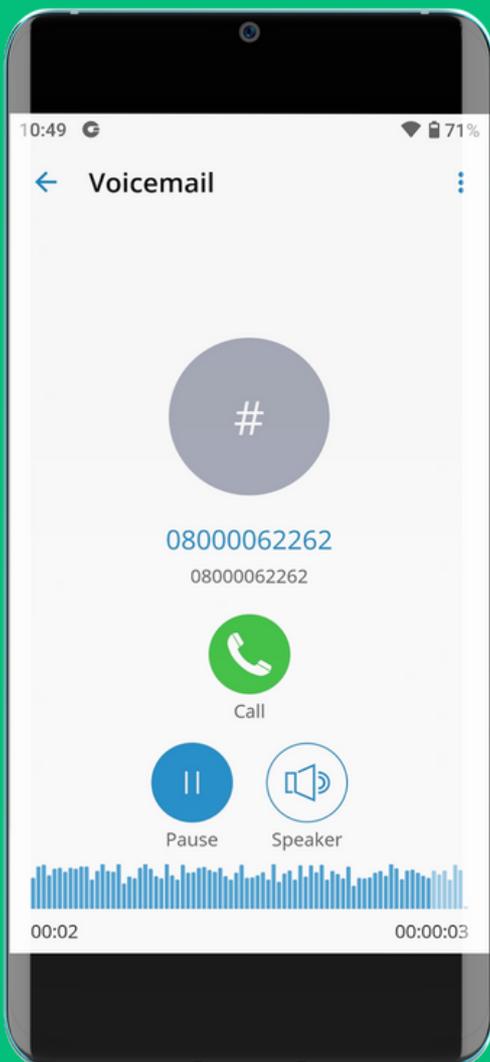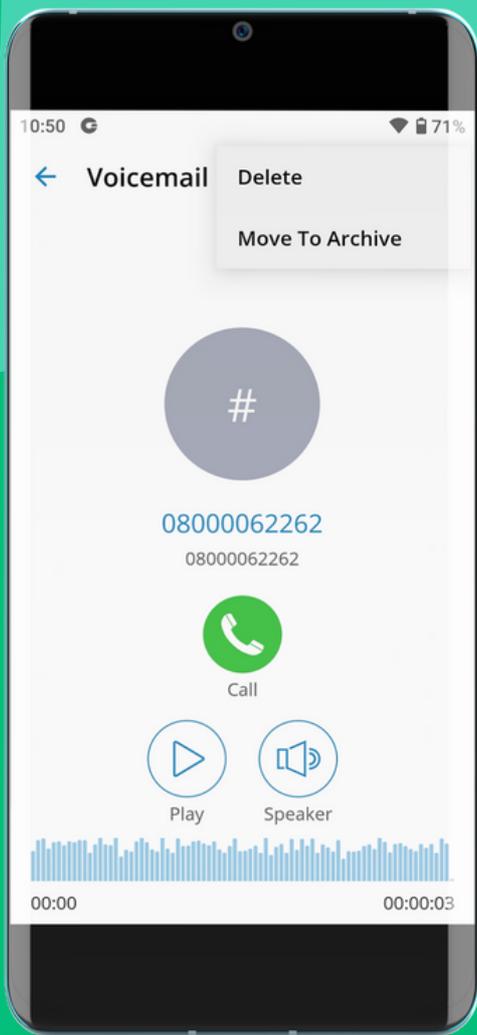You can now send direct messages to the contact.

Voicemail

If used, you can check voicemail by expanding the left hamburger menu and clicking "voicemail".
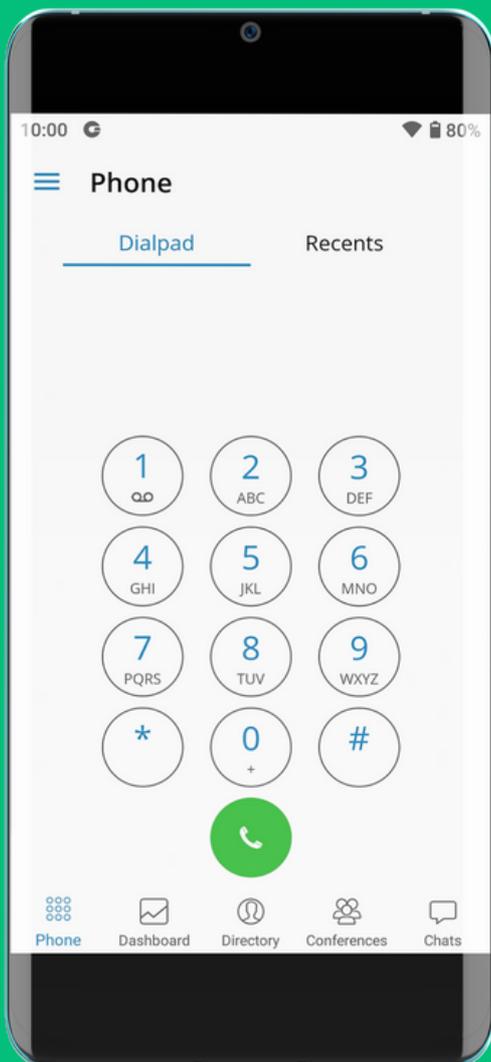
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Any new voicemail messages will be visible here. Simply click on it to review it.
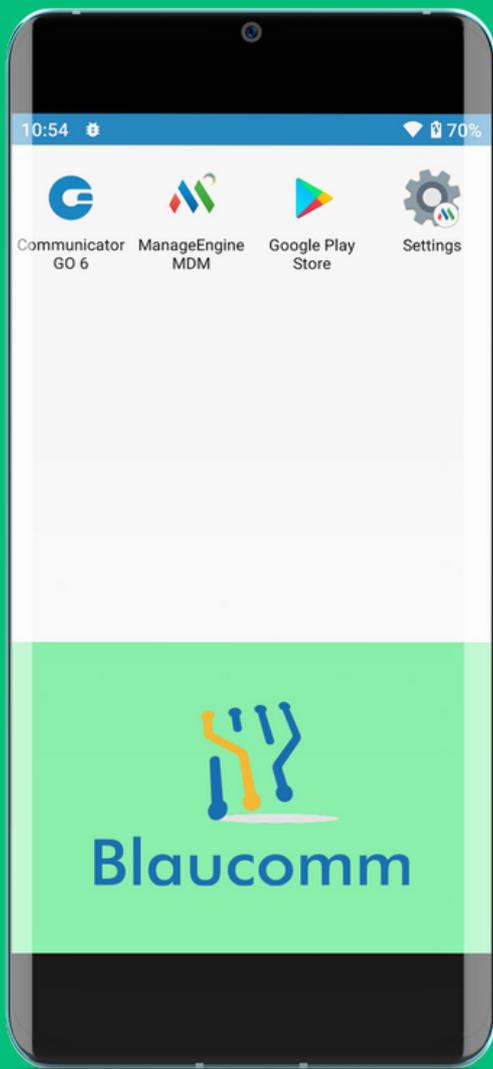
You can now listen to the voicemail within the app. You can also call the contact back who left the voicemail, too.

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To delete a voicemail, click the 3 dots in the top right corner and click "Delete".

You can now return to the main dial pad.

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You're all done!

Great - that concludes the training! Note, the app will launch automatically and keep you logged in - there is no requirement to sign in or sign out or launch the application manually.

You can reach support via:
support@blaucomm.co.uk
03333 601 006
https://blaucomm.co.uk and click "Live Chat"