



# IS-Talk

*powered by IS-Technologies*

## Communicator GO

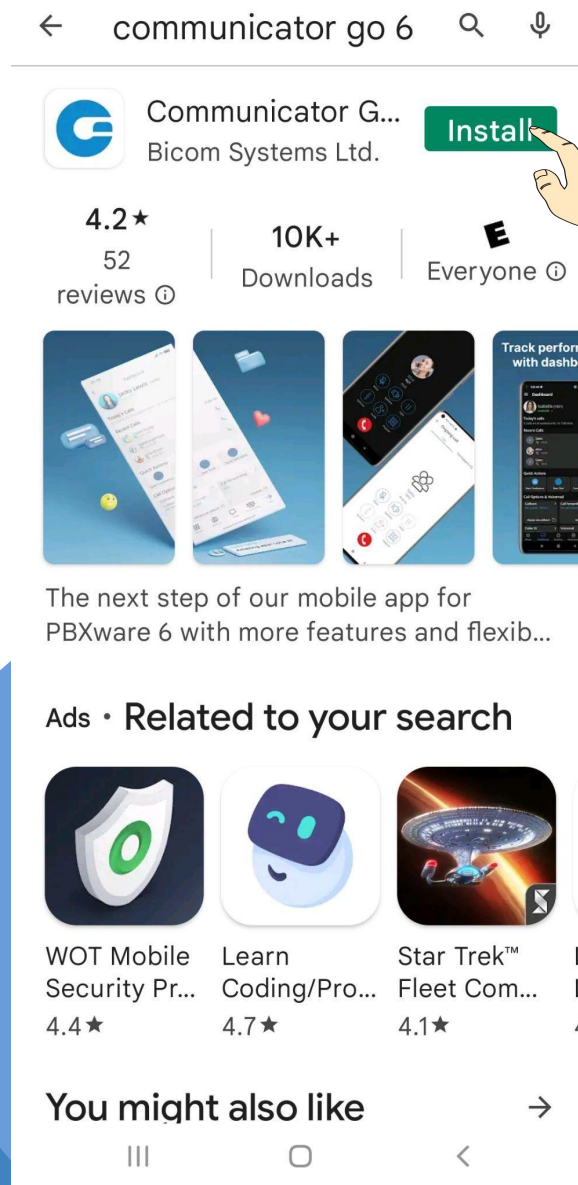
Android SET UP and USER GUIDE

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## Downloading APP

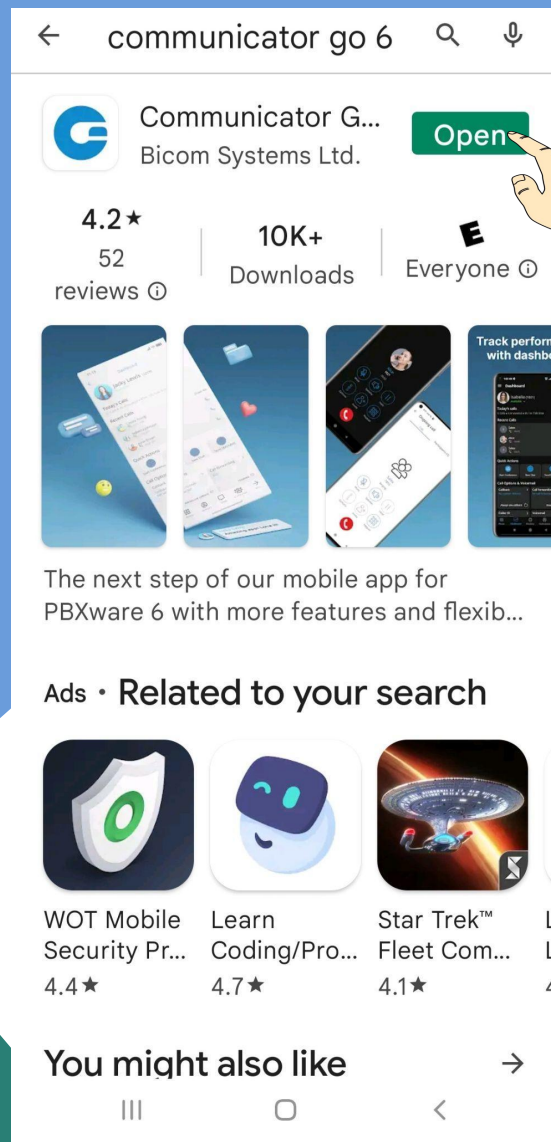
Go to the APP store on your mobile phone and download the Communicator Go APP



Once the Communicator Go App has finished downloading open the APP.

There are 2 ways to log into Communicator Go.

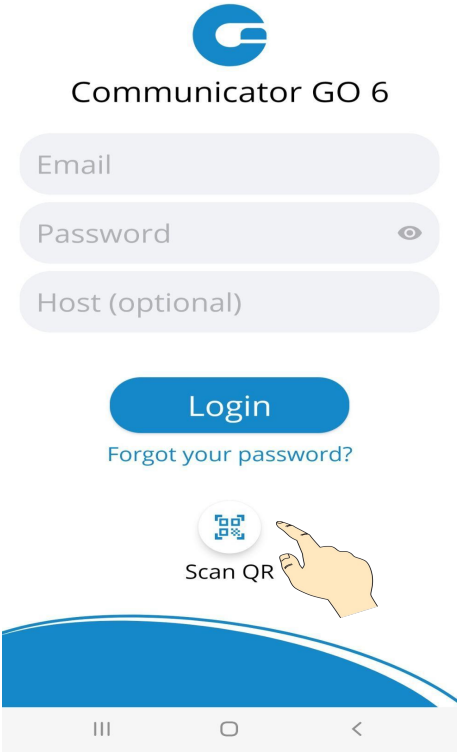
1. QR Code Login
2. Manual Login



# Communicator GO QR LOGIN

Open Communicator Go APP  
Press SCAN QR Code  
Once Scan is Complete  
Press Next

v. 6.5.1+build.262



**NOTE:**  
**IF YOU HAVE NOT RECEIVED A QR CODE**  
**PLEASE CONTACT THE SYSTEM**  
**ADMINISTRATOR**



v. 6.5.1+build.262



Communicator GO 6

Email

Password



Host (optional)

Login

[Forgot your password?](#)



Scan QR

Enter your email address  
Enter your password  
Enter Host information.  
If you do not know your host information  
contact your system administrator.




# Setting new Password After Logging In For the First Time.

When you log in Communicator GO 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 so password entries do not match or in case the password is not strong enough, NEXT button will stay disabled. Once your password matches our strength criteria you will be able to log in.

New Password

This is the first time you are logging in, and you need to change your password.

Password strength: 

New Password

.....

Retype Password:

.....

SHOW PASSWORDS

DONE

New Password

Password criteria info

The secret has to meet the following criteria in order to be accepted:

×

It must be at least 8 characters long

×

It must contain at least 1 lowercase

×

It must contain at least 1 uppercase

×

It must contain at least 1 digit

×

It must contain at least 1 special character

×

Allowed characters are a-z, A-Z, 0-9, ! % \*

OK

# Location and Phone Settings

←

Location and Phone

Location

DETECT

Bosnia & Herzegovina (BA)

▼

Phone numbers

EDIT

Selected number is used for callback

Mobile

+38761100200

Add new number

Save

## Location

Pressing on the country name opens a screen with countries to choose from.

## DETECT

DETECT button tries to detect your country automatically. This works if you have Location Services enabled in your system’s settings. Information about your country is needed if you need to use E.164 numbers format when dialing phone numbers from your phone book.

## PHONE NUMBERS

This section contains numbers defined with your extension. You can add more numbers using the ADD NEW NUMBER button and sort them by priority using the drag handle on the right of the number and label. These numbers appear in a list of numbers associated with your extension when someone tries to call you from Communicator GO or desktop Communicator.

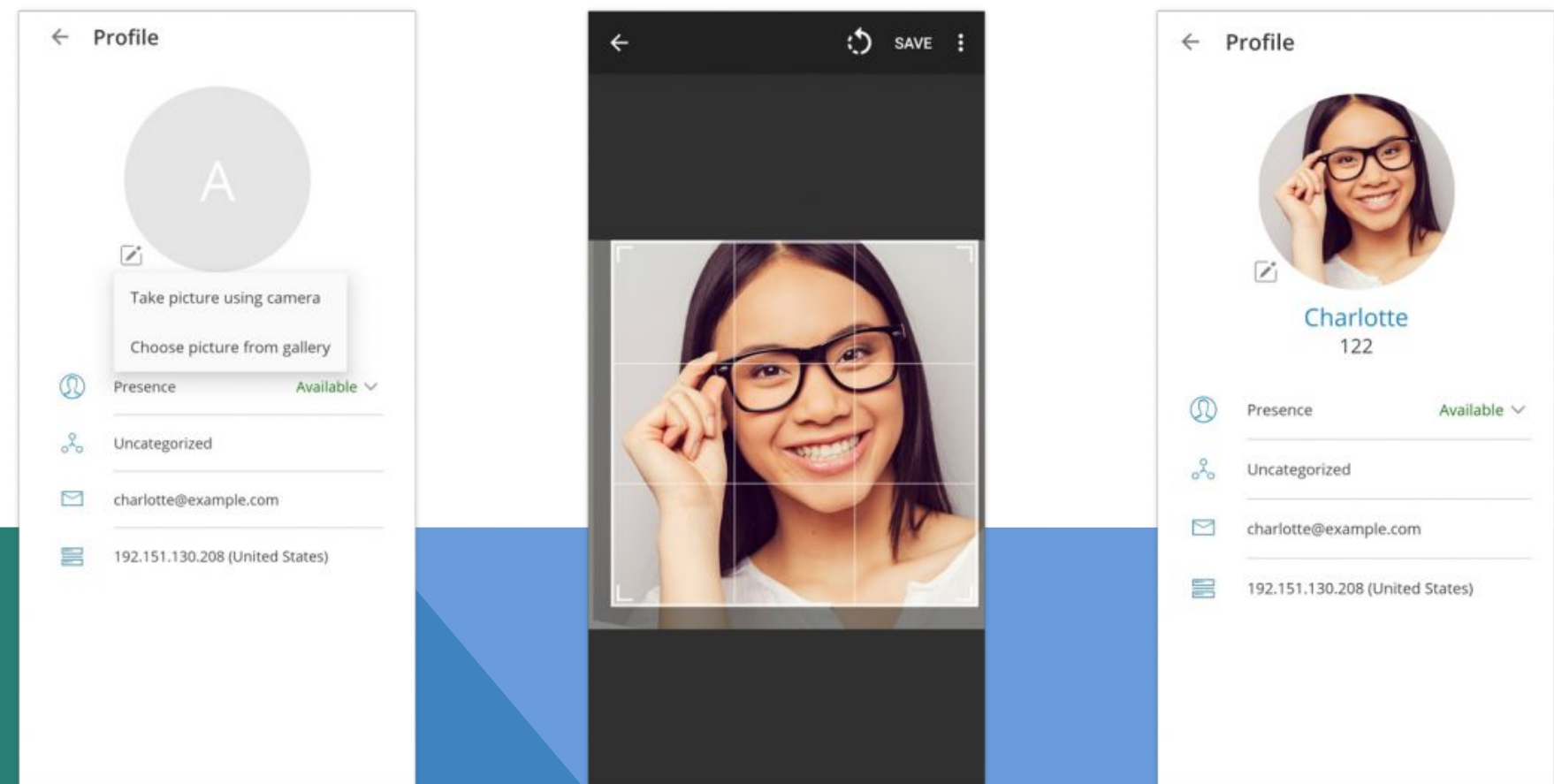


## Adding or Changing Avatar

You can change your avatar by opening the main drawer menu and pressing the avatar icon above your name and extension, as shown below. The press on the avatar icon brings options for changing the avatar image. After taking a picture with a camera or choosing one from a gallery you will have to crop your image.

Press and hold inside the blue rectangle to move it.  
Press and hold blue edges to resize.

- **DONE**  
Done button finishes cropping and sets avatar
- **CANCEL**  
Cancel button cancels cropping.



## Adding or changing avatar

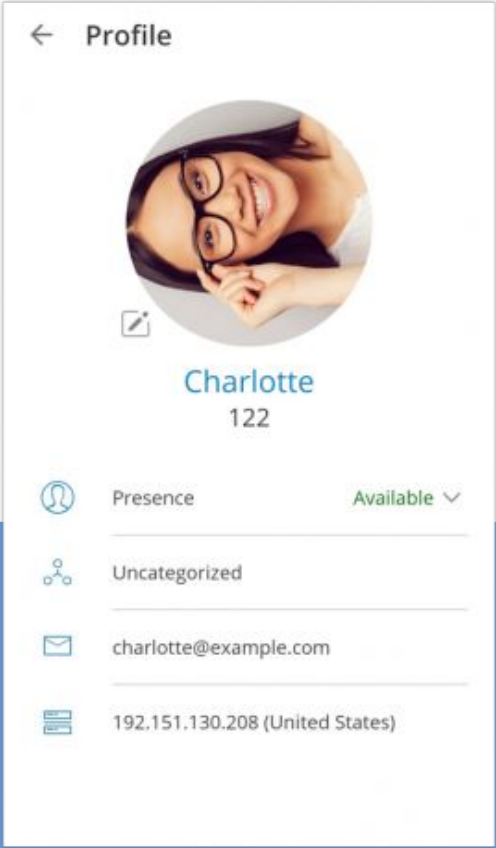
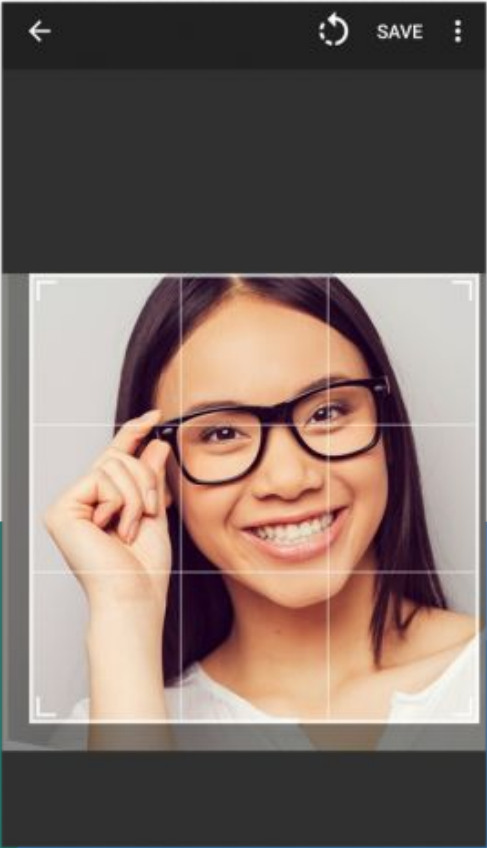
Users have the ability to manage their avatar (rotate, flip, crop) in the Communicator GO IOS or Android app. Open Communicator GO IOS or Android and go to Profile, click the Edit icon to the right of the user avatar and choose one of the two options:

- Take the picture using the camera.
- Choose a picture from the gallery.

After taking your photo with a camera or choosing the photo from your gallery, the photo will appear in the Communicator GO IOS or Android “Move and scale” window.

Drag the crop tool to the desired part of the photo. The part of the photo within the boundaries of the crop tool (the square) will be used as your profile image. Resize the square by dragging the corner dots in or outward. Some advanced options are available in the hamburger (three dots) menu in the top right corner such as: "Flip horizontally" and "Flip vertically".

When ready, click on SAVE in the top right corner of the screen. The cropped image now replaces your previous profile photo.



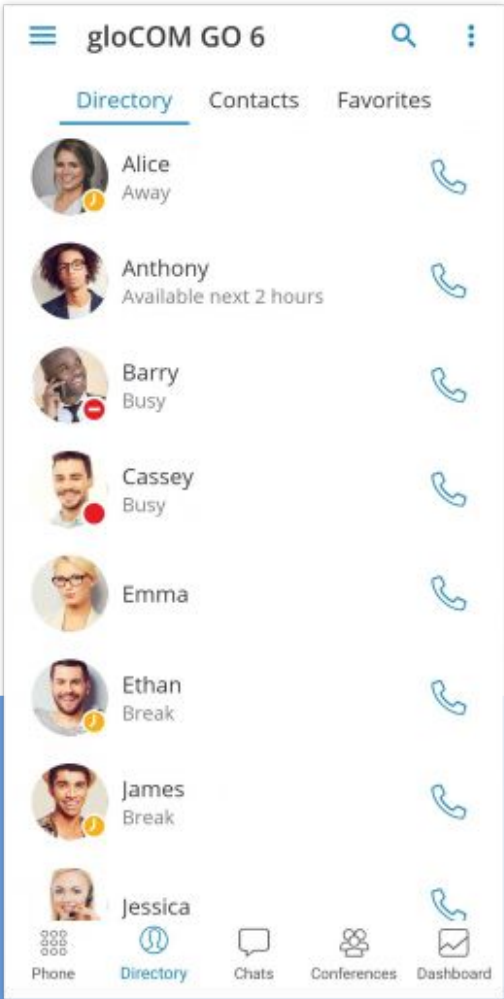
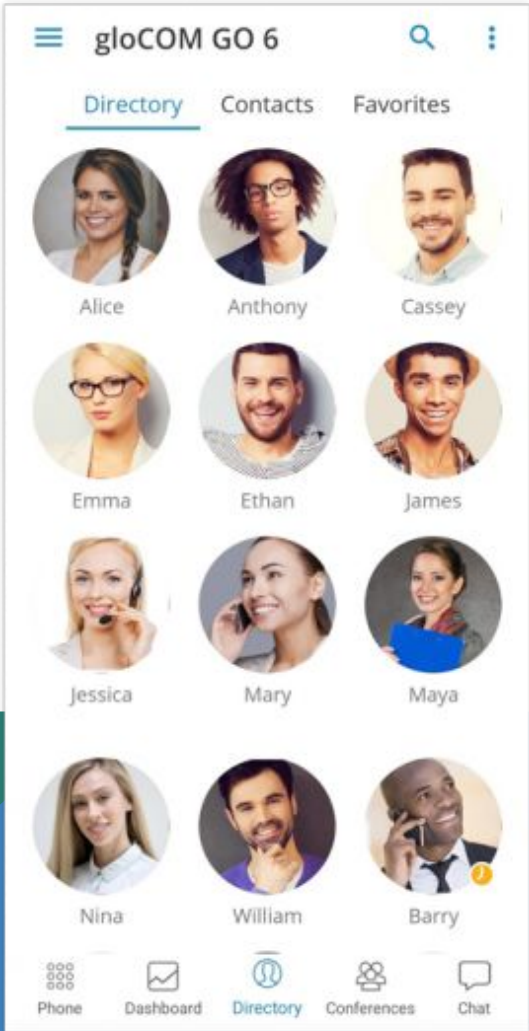
Presence

With the Presence system, users can see who is online, busy, away or offline. It is even possible to see when was user last seen on the system.

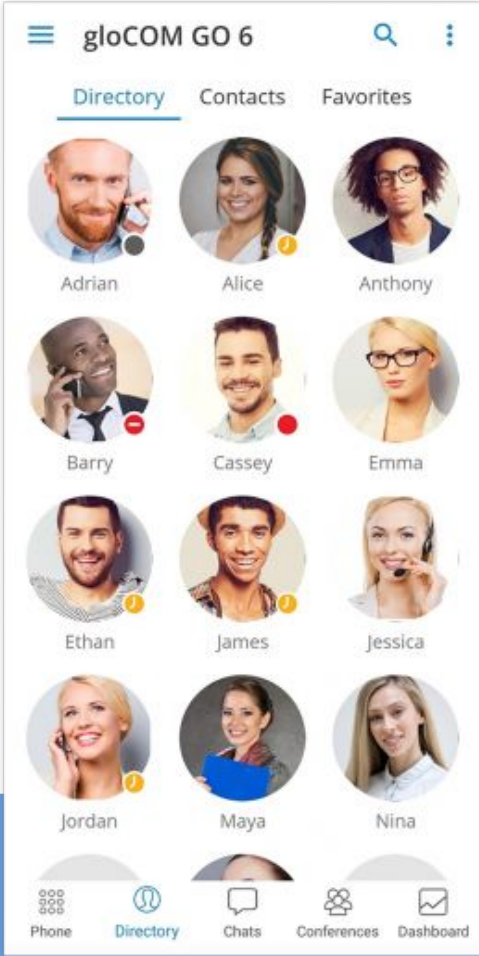
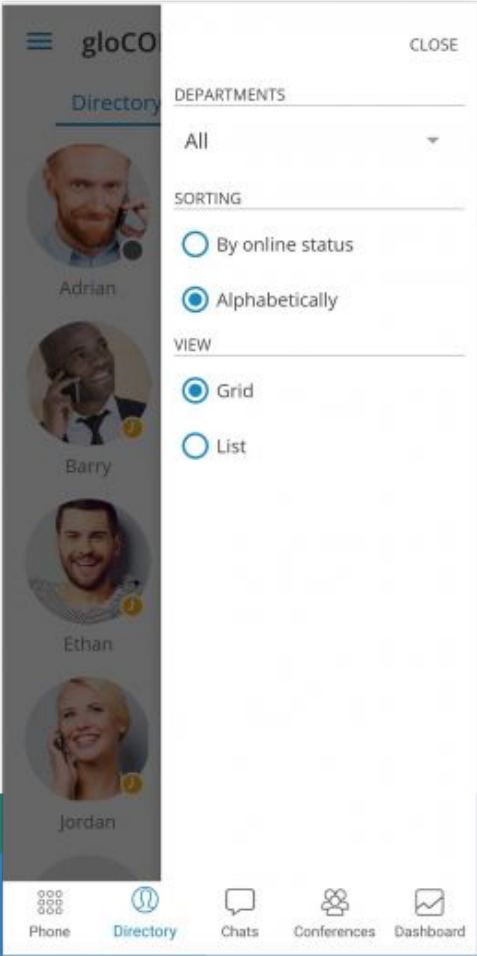
Presence is synced between all of the users’ devices. Users can update their presence in the app’s Profile section by selecting their current status.

The presence of users on the system can be seen on the **Directory** item at the bottom menu. The sorting on Directory by default is done by putting the online users at top, sorted alphabetically. The following are users that recently went away with users that are completely offline.

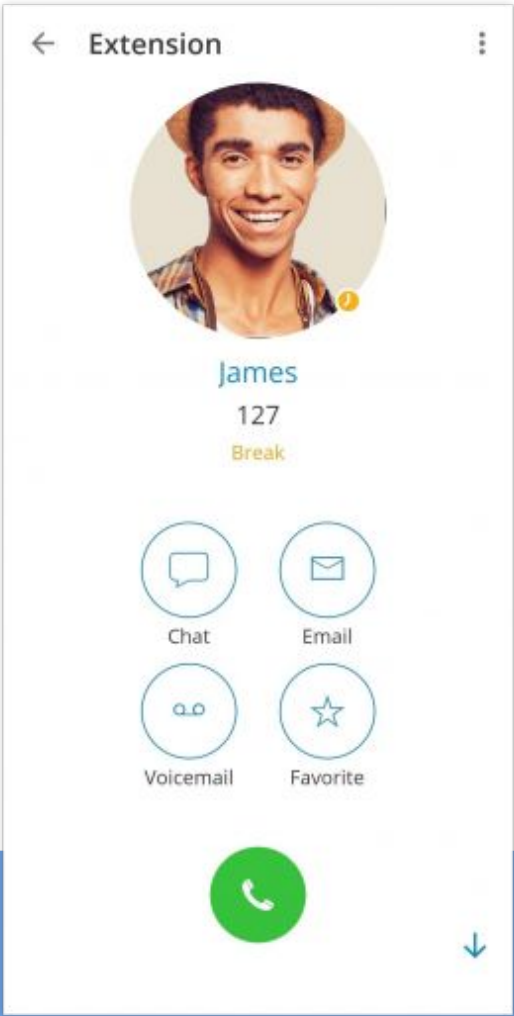
**Presence** can be seen in **Grid** or **List** view on Directory.



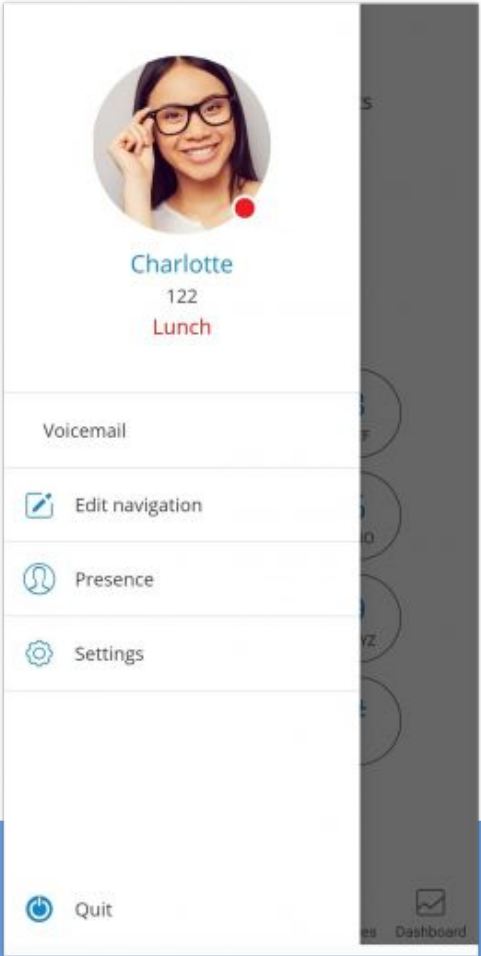
If a user prefers alphabetical sorting instead of sorting by Presence you can change that by pressing the icon with 3 lines in the top right corner of the screen in Directory.



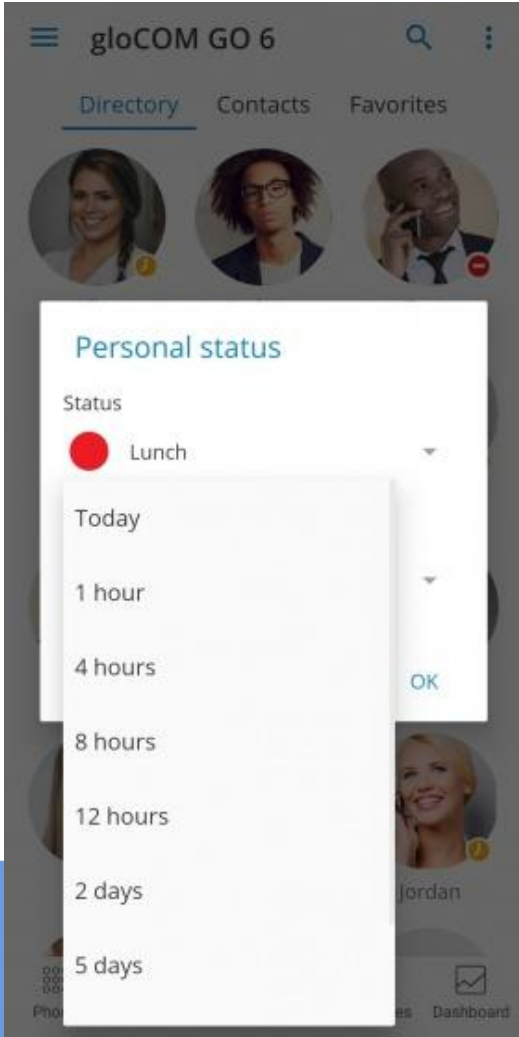
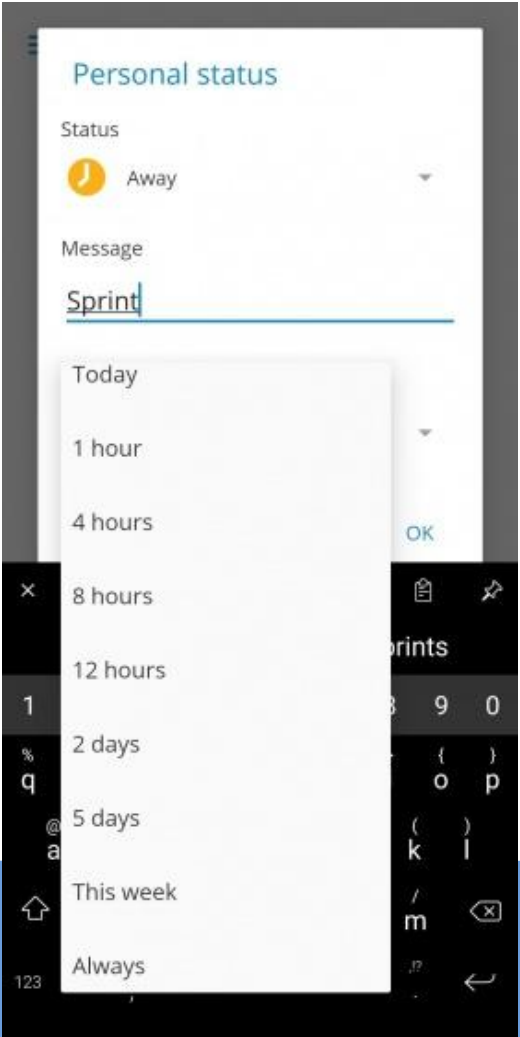
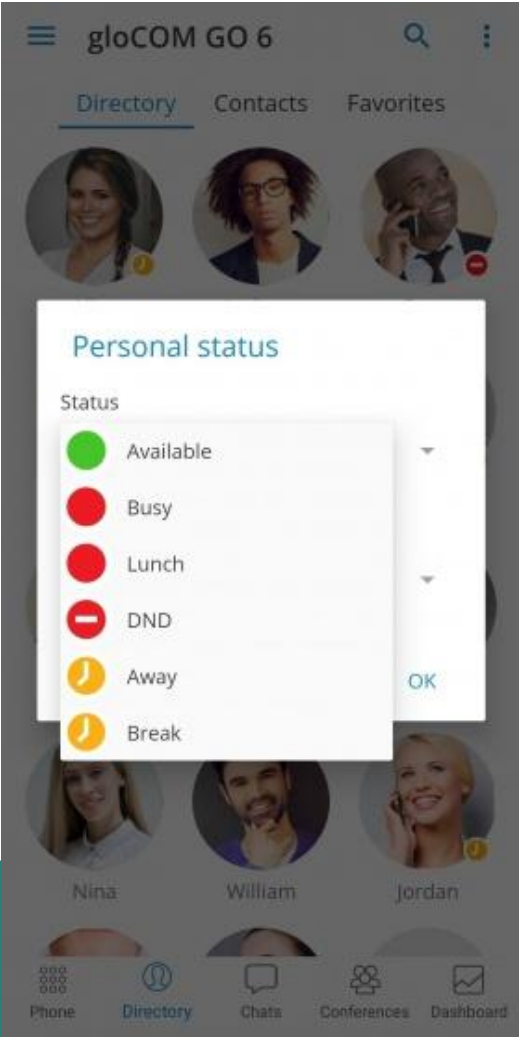
To see the presence details for a user you can press the user on Directory and view the user profile populated with more presence information.



Presence change or update can be set in the **"Presence"** option on the top left settings bar.



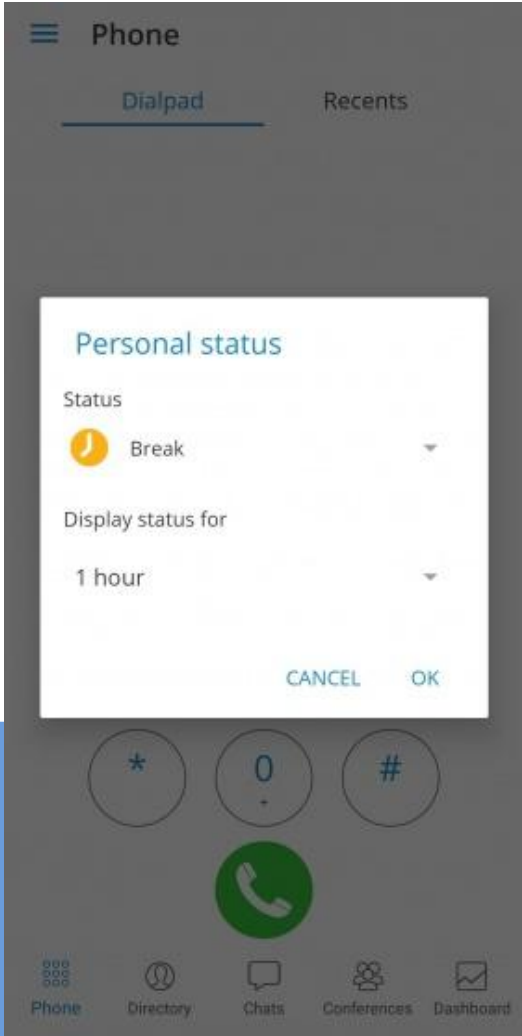
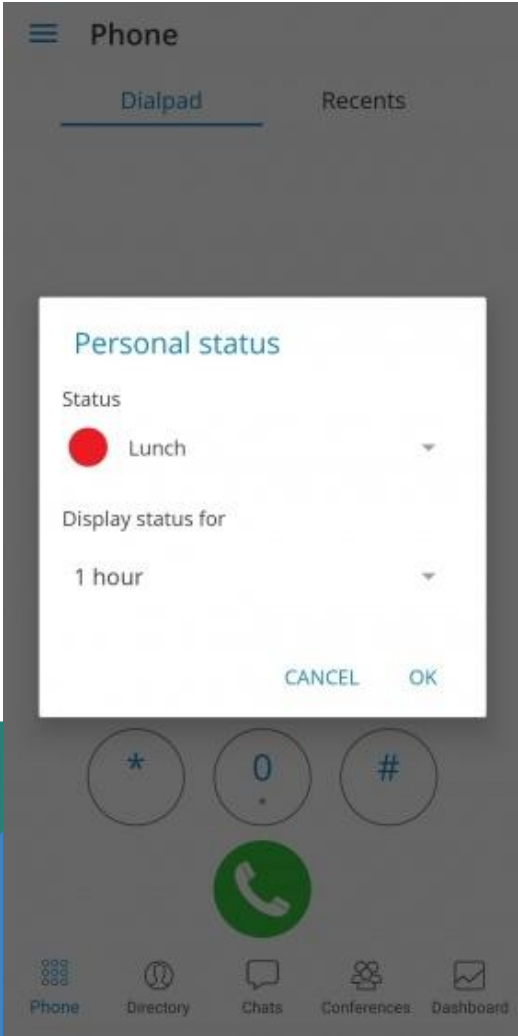
Presence can then be changed by pressing on your current status or on the icon of an arrow pointing downwards. A dialog screen will open with 3 fields: Status, Message and time for how long to display chosen status.



Default statuses are:

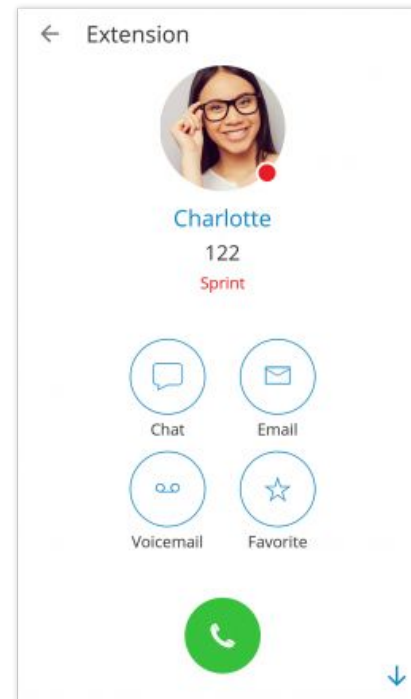
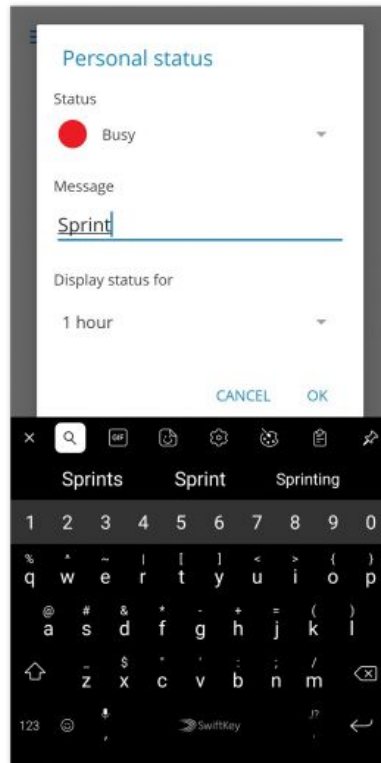
- Available (green icon)
- Busy (red icon)
- DND - Do not disturb (red icon with a rectangle)
- Away (yellow icon with a clock)

More predefined statuses can be added to IS-Talk Hosted Service Service.





For predefined statuses, you cannot enter a custom message but for default statuses, you can associate a message that will be displayed to other users with the selected status.



The last field in Presence dialog is for how much time your new Presence status will last.  
Possible values are:

- **Today**
- **1 hour**
- **4 hours**
- **8 hours**
- **12 hours**
- **2 days**
- **5 days**
- **This week**
- **Always**

Presence for a user can be seen in the chat with that user and on the **Chats** item in the bottom menu.

# Phone

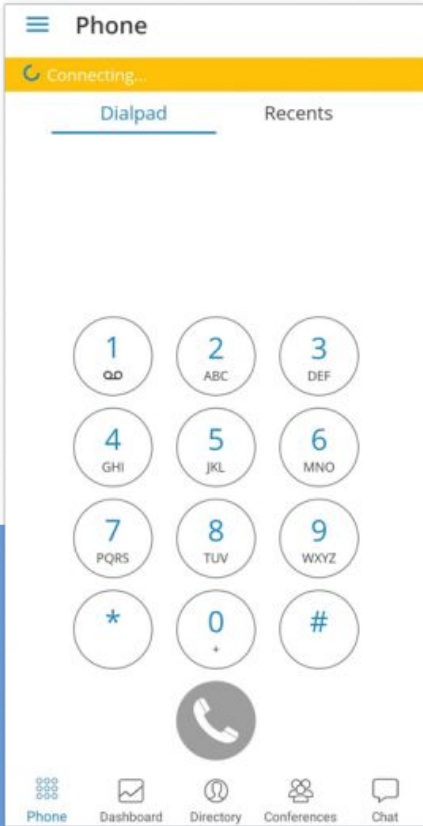
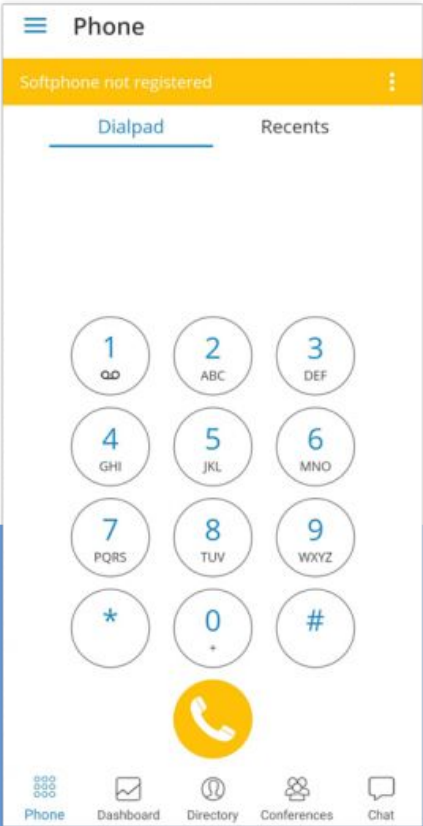
The default dialer screen is displayed once Communicator GO is started.

The call button in the dialer screen has three states depending on softphone registration status and connectivity status.

If the softphone is not registered and the button is yellow, calls still can be made if callback option is configured.

There are three states Communicator GO dialer can be in:

- Green - Call can be made over SIP protocol (WiFi and Mobile Data Networks)**
- Yellow - Call can be made with Callback module (Mobile Data Networks)**
- Gray - Call can not be made (No Network Connections)**



Call

In Communicator GO, calls can be made over SIP protocol, which is a primary option or using the Callback module in PWPROXY. Call scenario may vary and will depend on the network connection (WiFi, Mobile Data, No Connection), service availability and connections (SIP Server, Callback Module) and setup in settings for “SIP over mobile internet”

Possible scenarios while making call in gloCOM GO		WiFi	Mobile Data		No Connection
			SIP over mobile internet “on”	SIP over mobile internet “off”	
App connected to SIP Server	Callback Module available	1. SIP Call 2. Callback Call 3. No Succes	1. SIP Call 2. Callback Call 3. No Succes	1. Callback Call 2. No Success	1. No Success
	Callback Module not available	1. SIP Call 2. No Success	1. SIP Call 2. No Success	1. No Success	
App not connected to SIP Server	Callback Module available	1. Callback Call 2. No Success	1. Callback Call 2. No Success	1. Callback Call 2. No Success	
	Callback Module not available	1. No Success			

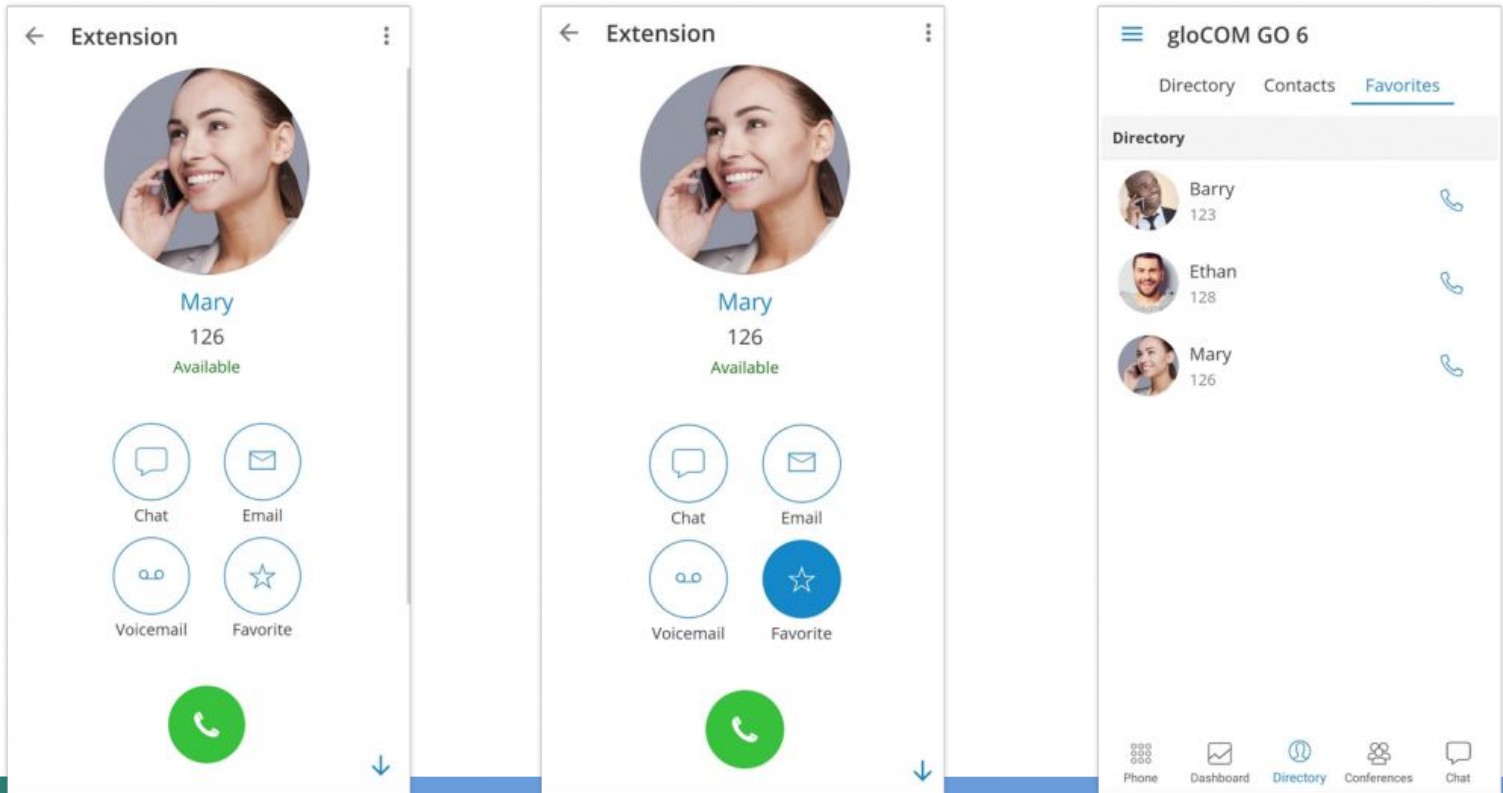
The table above displays the order in which Communicator GO will try to establish calls in different scenarios. If we, for example, take the first scenario for WiFi where the order is:

- 1. SIP Call
- 2. Callback Call
- 3. No Success

This means that in the scenario where the device is connected through the WiFi, the app is connected to the SIP Server and Callback Module is available on IS-Talk Hosted Service, Communicator GO will first try to make a SIP Call. If unsuccessful, it will then try to make a call using Callback and if this fails it will display the message that the call was not made.

# Favorites

You can add other users and contacts from the phone book to favorites to have them in one place and have them show up first while performing an action, e.g. transferring a call. Users can be added/removed from favorites by clicking **Add to favorites** or **Remove from favorites** on user’s details screen as shown in the pictures below.



Contacts from phone book can also be added or removed from your Favorites by pressing on it and choosing Add to Favorites or Remove from Favorites.

Favorites screen appears when the user press Favorites Tab from Header Bar in Phone Screen.

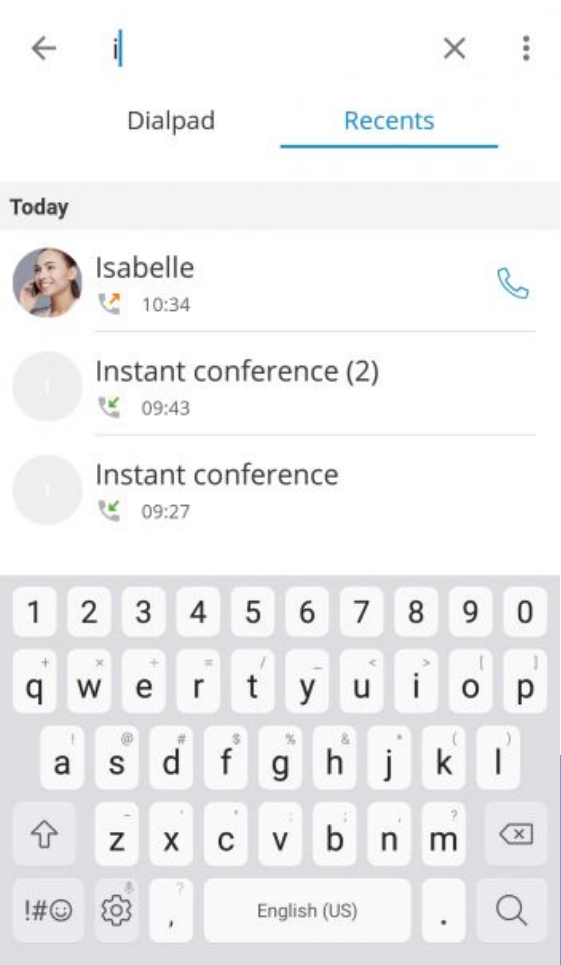
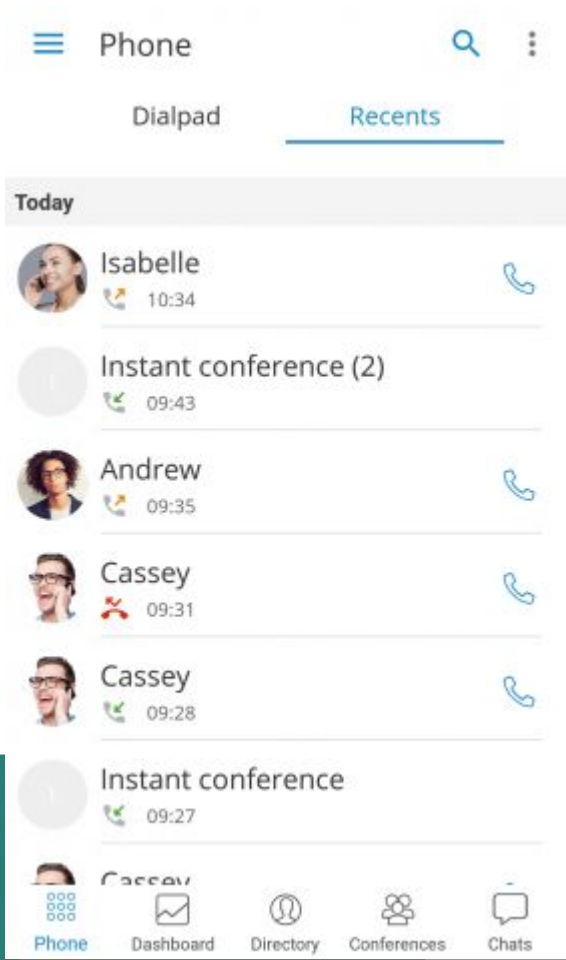
When this screen is shown, if there are no favorites, the “No Favorites” label should be displayed in the middle of the screen. By default, favorites are displayed in Grid mode and sorted by name in ascending order.

Pressing on the favorite that is a Communicator GO contact (extension) will display an extension options screen and if the favorite contact is a contact from your device’s phone book Contact’s Screen will be shown.

## Recent Calls

Recent Calls is the old feature and now is totally redesigned and enhanced! Now there are a lot of new features (search filter, avatars, detailed info screen, etc.) for easier use of Communicator GO.

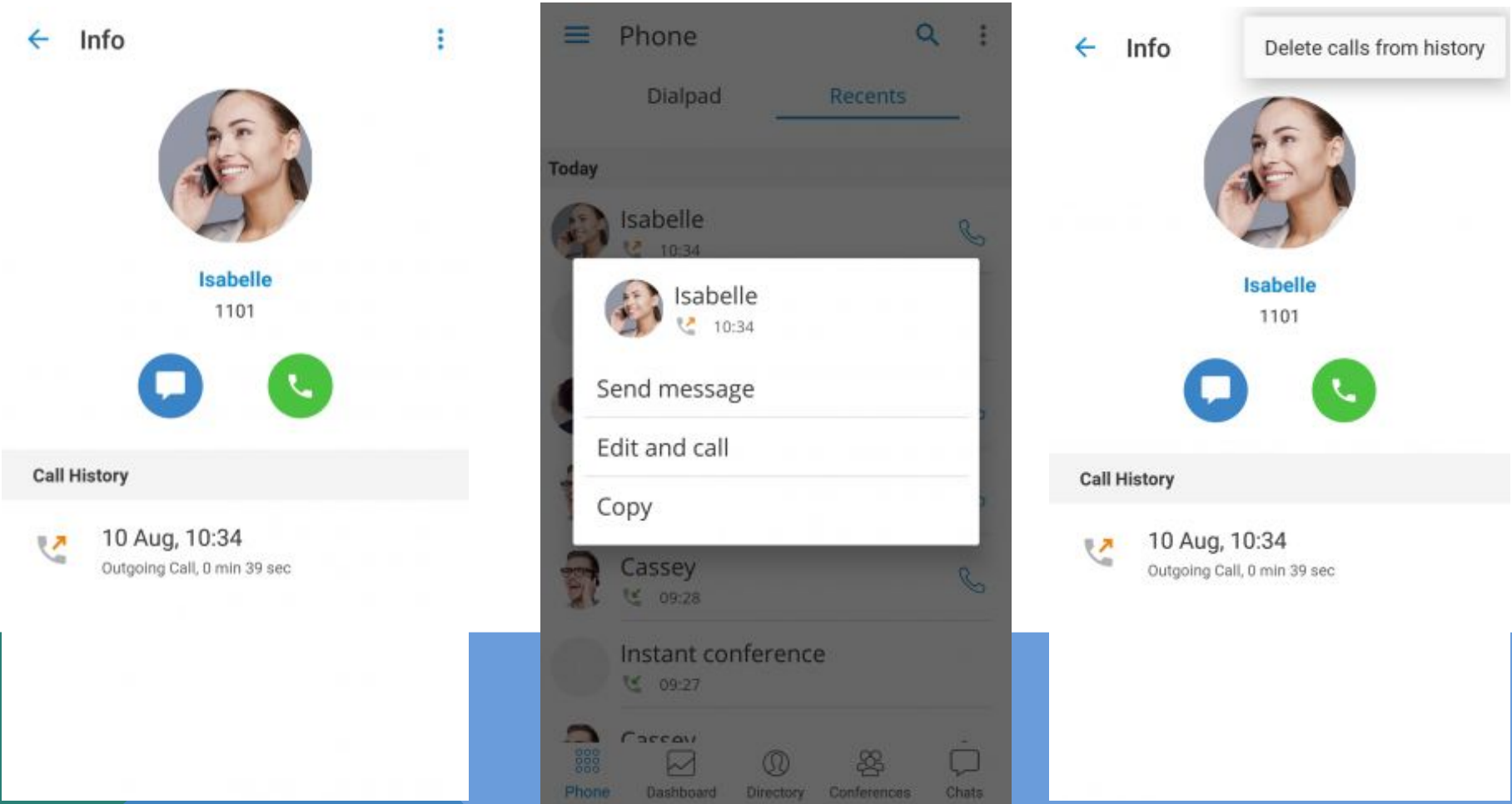
Recents screen will be displayed when the user presses Recents Tab from Header Bar in Phone Screen and a list of the recent calls will be displayed. Pressing on the recent calls screen, there is a search icon in the top bar, which can be used to filter recent calls by number and name.



Pressing on the avatar of some contact from recent calls opens an info screen containing additional information about that contact.

Additional options on long-press of one item in recent calls so it is much easier to send a message or copy/edit number.

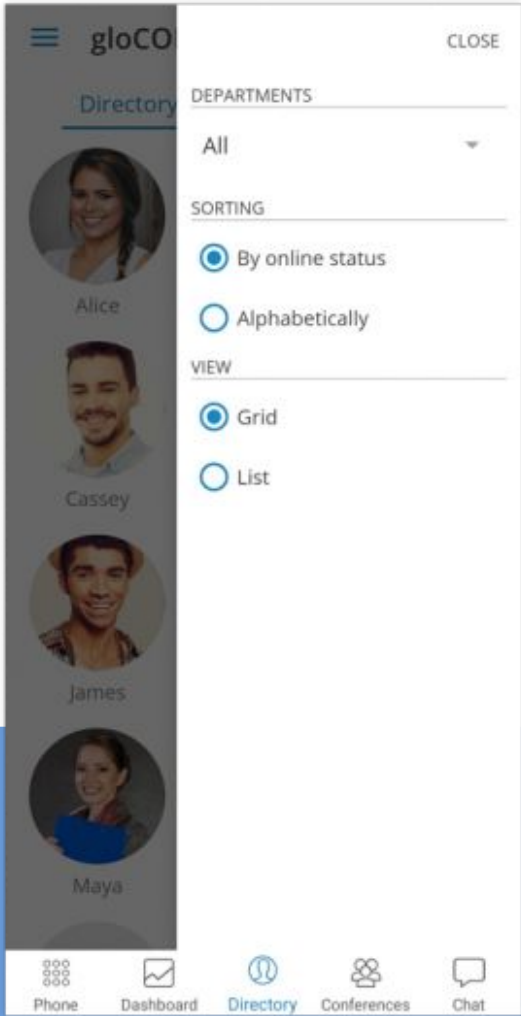
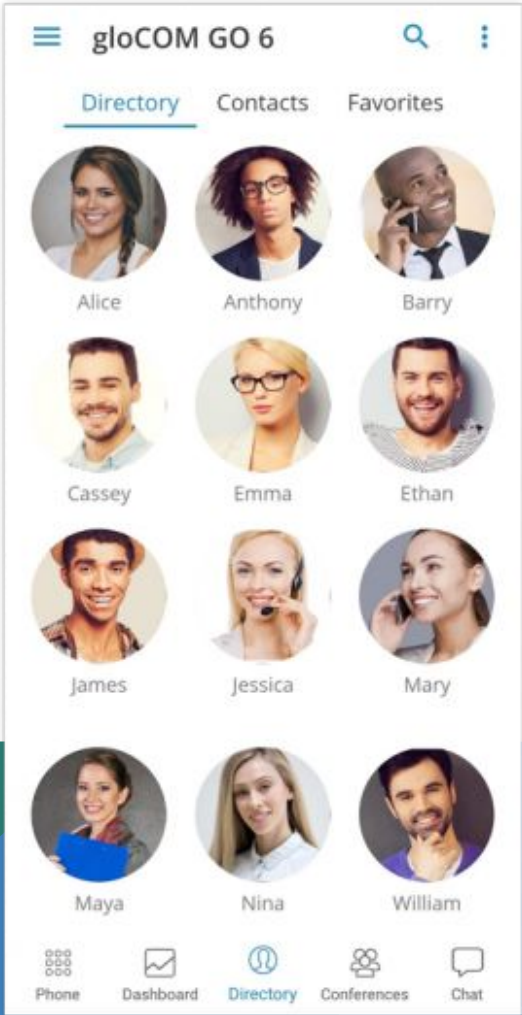
Call info screen, in the top bar, offers an option “Delete calls from history”. Pressing on this option will show the message “Are you sure you want to delete all entries for this number from call history?” After your confirmation, all logs for that number should be deleted.



# Communicator Contacts

The first screen you will see when Communicator GO is launched will show a list of users from your organization. Users can be sorted according to the presence and department in ascending and descending order.

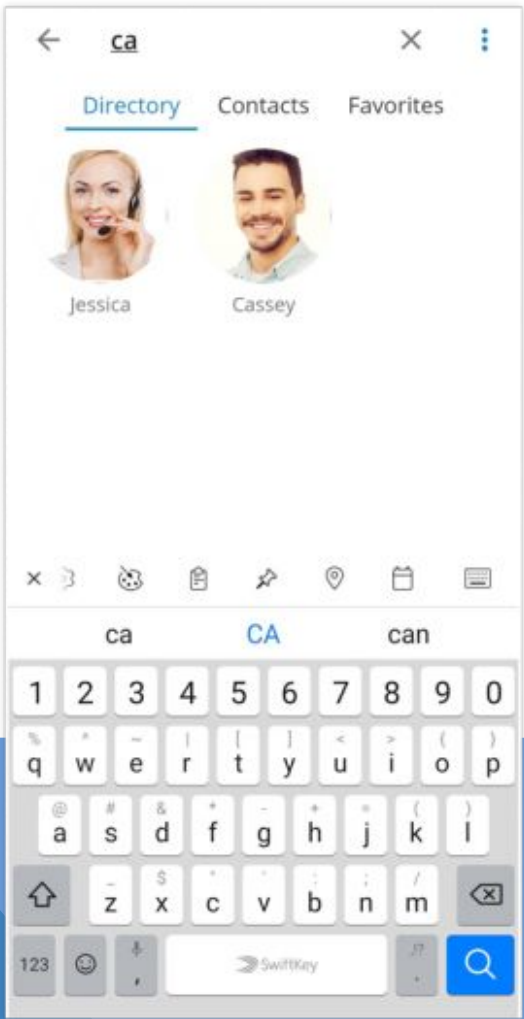
Pressing on a user will open up the user's details screen from which you are able to see user information and perform different actions. In case the user associated additional phone numbers with their extension, these numbers will be listed as well and you will be able to dial them by simply pressing the number.



# Communicator Contacts Search Screen

To search Communicator contacts press on the search icon in the upper right corner and the search entry field will be displayed. Press on the search field and enter the name of the contact you would like to find.

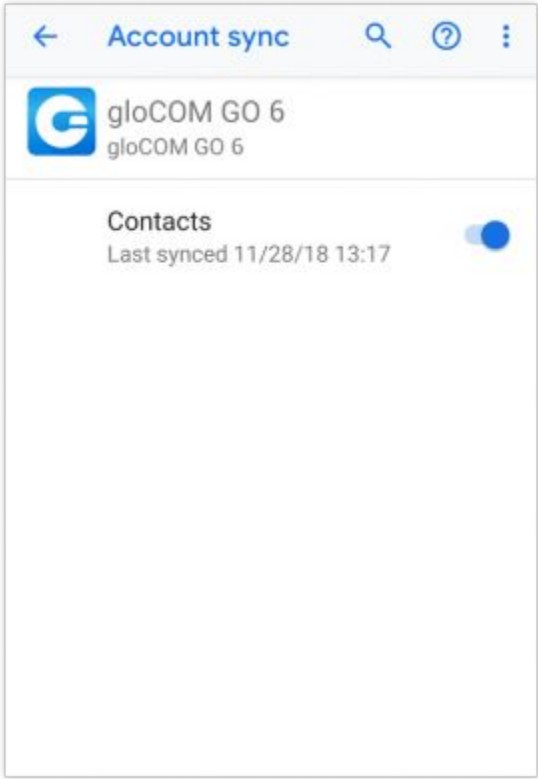
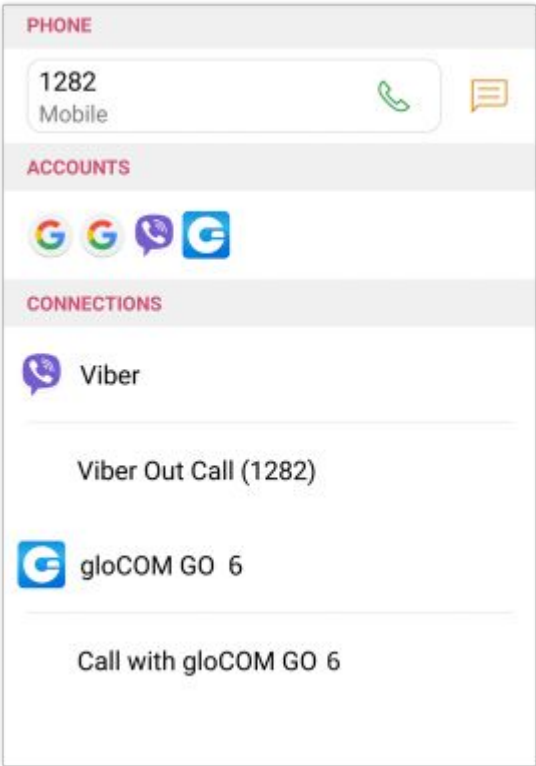
As you start entering the search pattern (contact name or extension number) list of Communicator contacts will be filtered based on the pattern you enter. Once your contact is visible on the screen press on it and you will be taken into the Communicator contact screen. From here you will be able to call this contact or perform other actions





# Communicator Contacts Integration

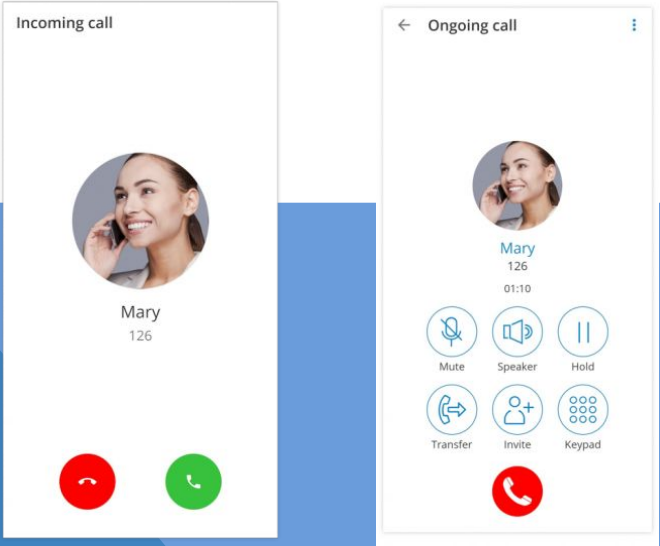
Communicator Contacts Integration is a new feature in Communicator GO. Contacts should sync automatically, but if you are having issues it is best to sync this feature manually. The user needs to have contacts synced under phone's **Settings > Accounts > Sync**.



# SIP Calls

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

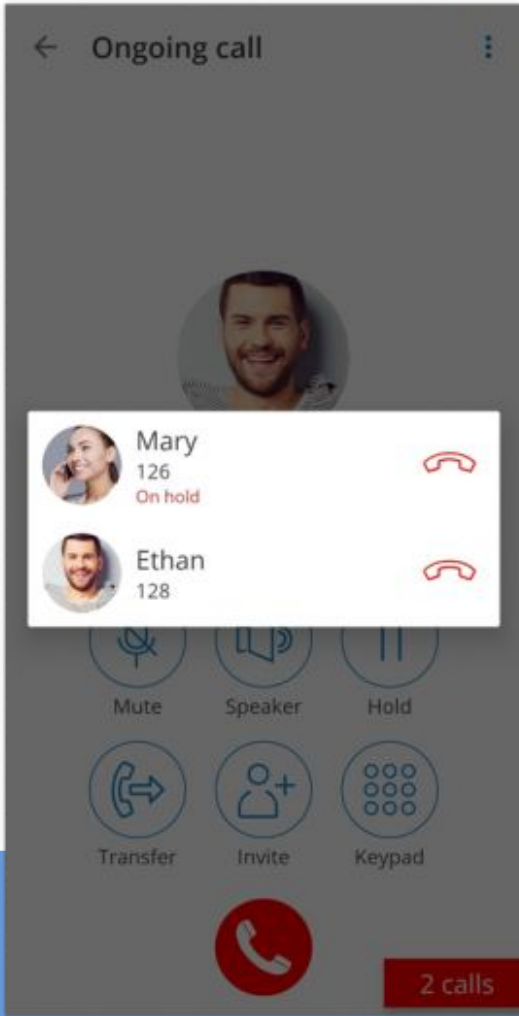
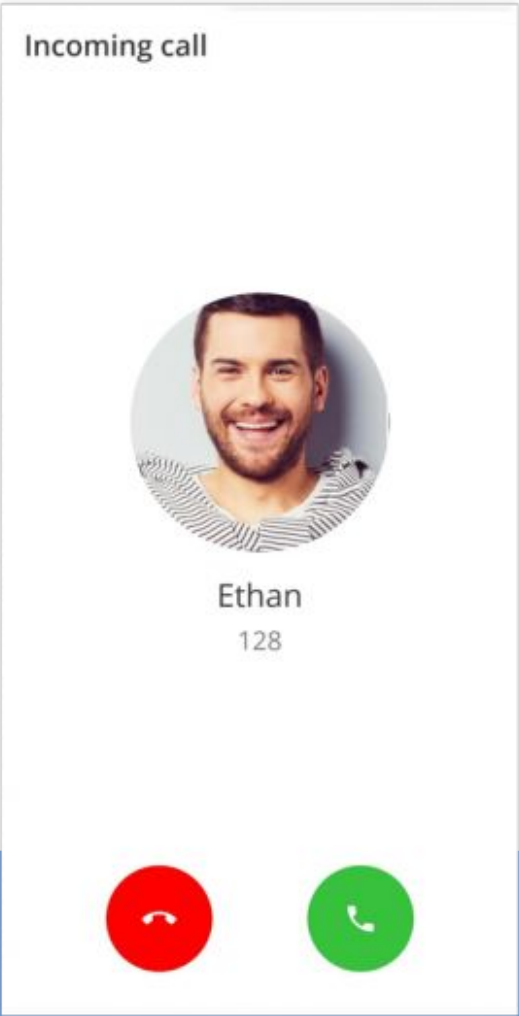
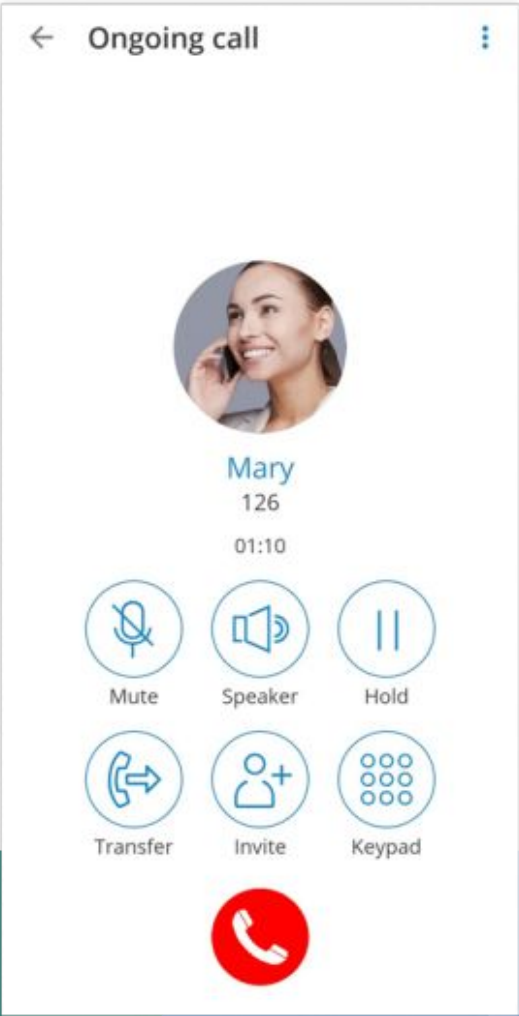
- **Mute**  
Mute allows you to disable the microphone on your device, preventing any unwanted communication on your side to be transmitted to the other side of the call.
- **Speaker**  
Press Speaker button if you would like to put your device in speakerphone mode, allowing you to continue the without holding the device on your ear, or to allow other persons in the room to join the conversation through a single device.
- **Hold**  
Hold option will put a caller on hold and play Music on Hold until Hold is pressed again or call is transferred to another destination.
- **Transfer**  
Transfer button allows you to initiate blind or attended transfer to IS-Talk Hosted Service extension or outbound number.
- **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 IS-Talk Hosted Service extensions or any number available from your contact list.
- **Dialpad**  
Use the Dial Pad to enter the phone number you want to dial. Click on the Dial icon to place a call.  
SIP Call Volume Settings, Statistics and Call to My Devices will appear if user taps Settings Button at the top right corner.
- **Volume**  
When presented, SIP Call Audio Settings Screen displays two sliders, for Output Gain (Speaker, Earpiece, Bluetooth, Headphones, ...) and Input Gain (Microphone of iOS Device, Bluetooth, ...).  
Default values are taken from iOS Device's values for output and input.  
Range of slider goes from 0.0 (mute) to 2.0 (gain is increased by 200% of the device's gain).
- **Statistics**  
Statistics will display Call Statistics Screen with a variety of statistical information, a total of transferred packets, packet loss, etc. for ongoing SIP Call.
- **My Devices**  
Pressing My Devices will transfer a call to all devices that are registered with your extension. They all ring and you can continue call on any of them by answering the call.  
This can be particularly useful in situations where you need to leave the office but would like to continue ongoing call on your mobile device.



# Multiple SIP calls

Communicator GO offers an option to handle multiple calls at the same time. This means, if there is one SIP call in progress and you receive another call, it will be presented to the user on the SIP Call Screen.

Communicator GO will exit from Multiple SIP Calls state if one of the calls is finished.

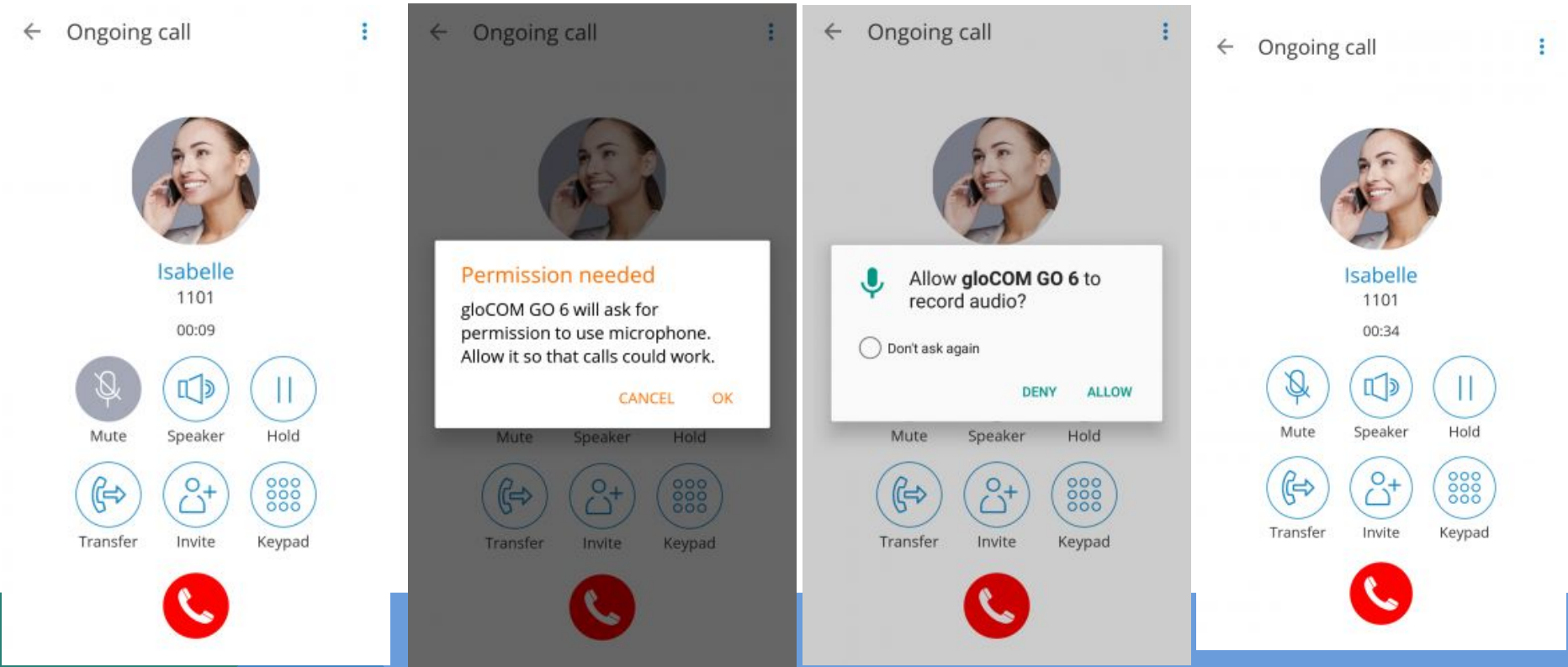


# Indicator for disabled microphone

Version 6.1 offers an indicator on the call screen if the microphone is disabled, so users know if other parties can not hear them.

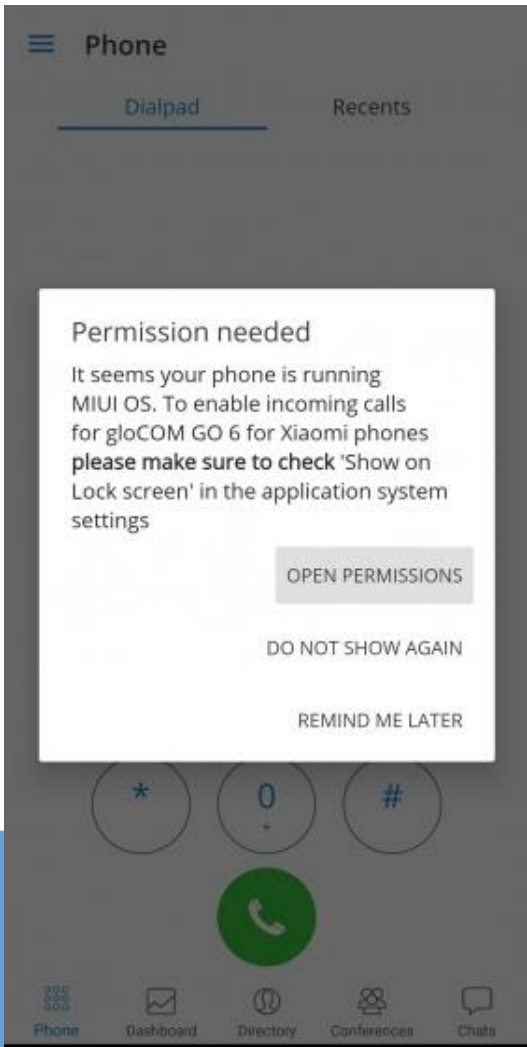
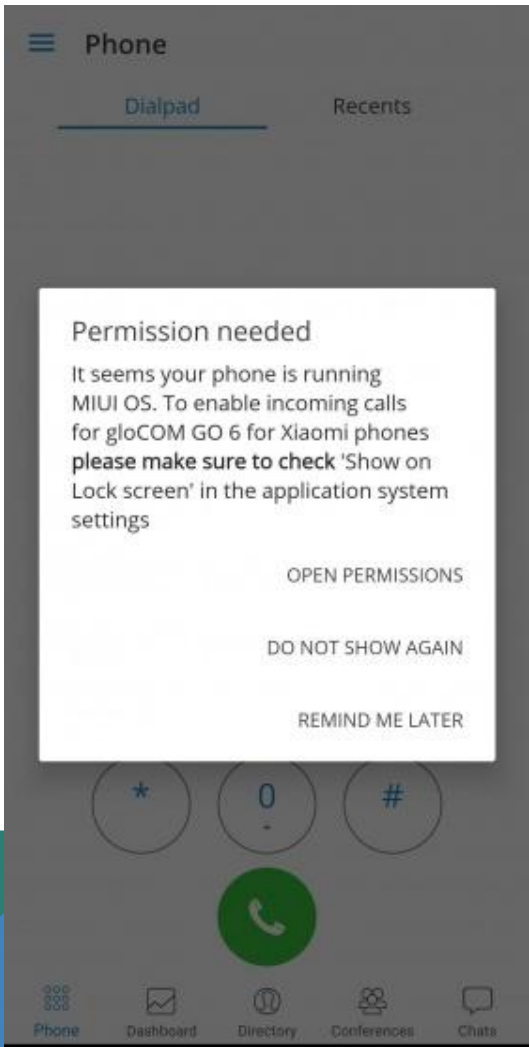
If the user grants permission, the microphone icon will be enabled. When a user press on the microphone icon or that message, he/she is presented with an option to grant permission for the microphone.

The microphone will be disabled if the user has not granted permission to the app.  
It is visible when the microphone is disabled, and only users can grant permission to enable it.



## Xiaomi devices permissions

If you are using a Xiaomi phone, you could have a problem with incoming calls on the full screen.  
After login, the app should show the dialog “It seems your phone is running MIUI OS. To enable incoming calls for Xiaomi phones please check 'Show on Lock screen' in the application system settings.

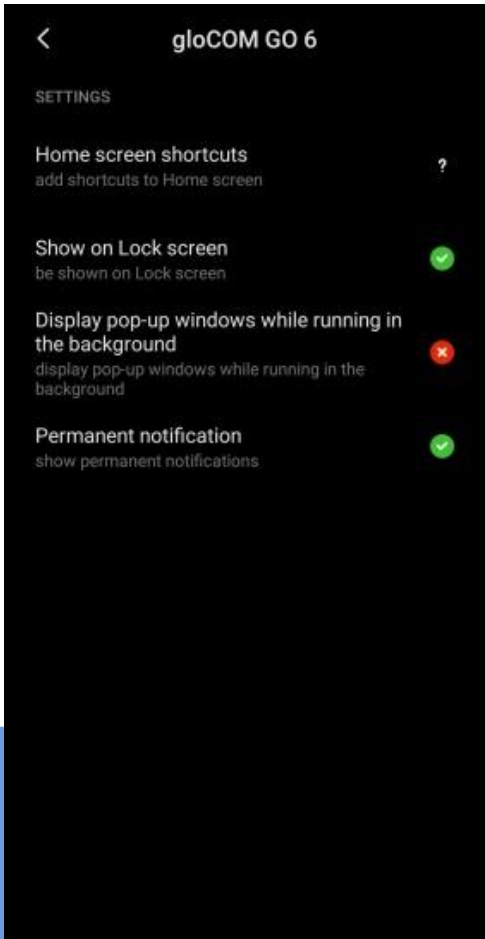
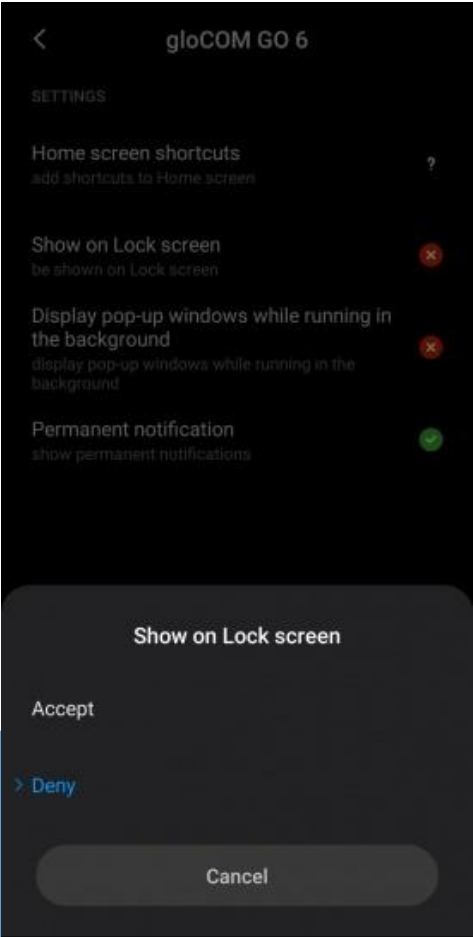
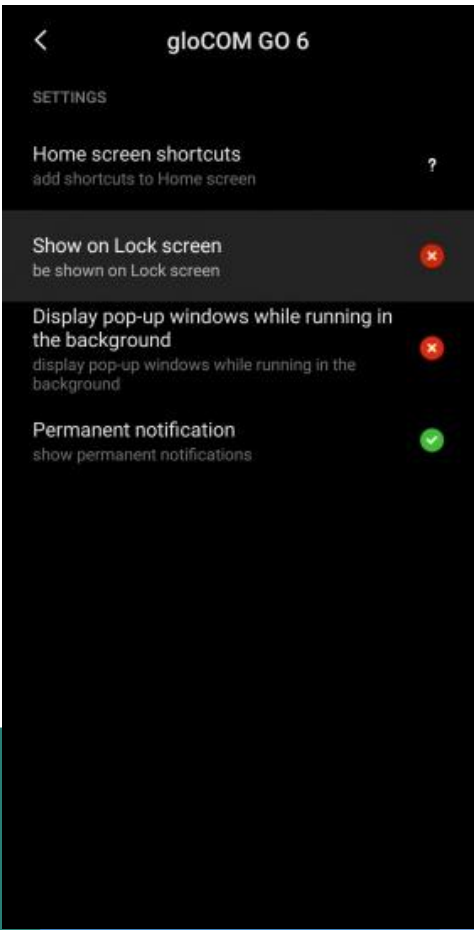


The dialog should have 3 buttons:

- **Open permissions** - will open phone settings window with 'Show on Lock Screen' option
- **Remind me later** - will just close the dialog
- **Do not show again** - will store shared preference that warning has been displayed

Also, users can enable permission that has to be enabled for Communicator GO 6.1 to work properly, from the device system settings.

**Settings → Manage Apps → YOUR APP → Other permissions → Show on Lock screen**

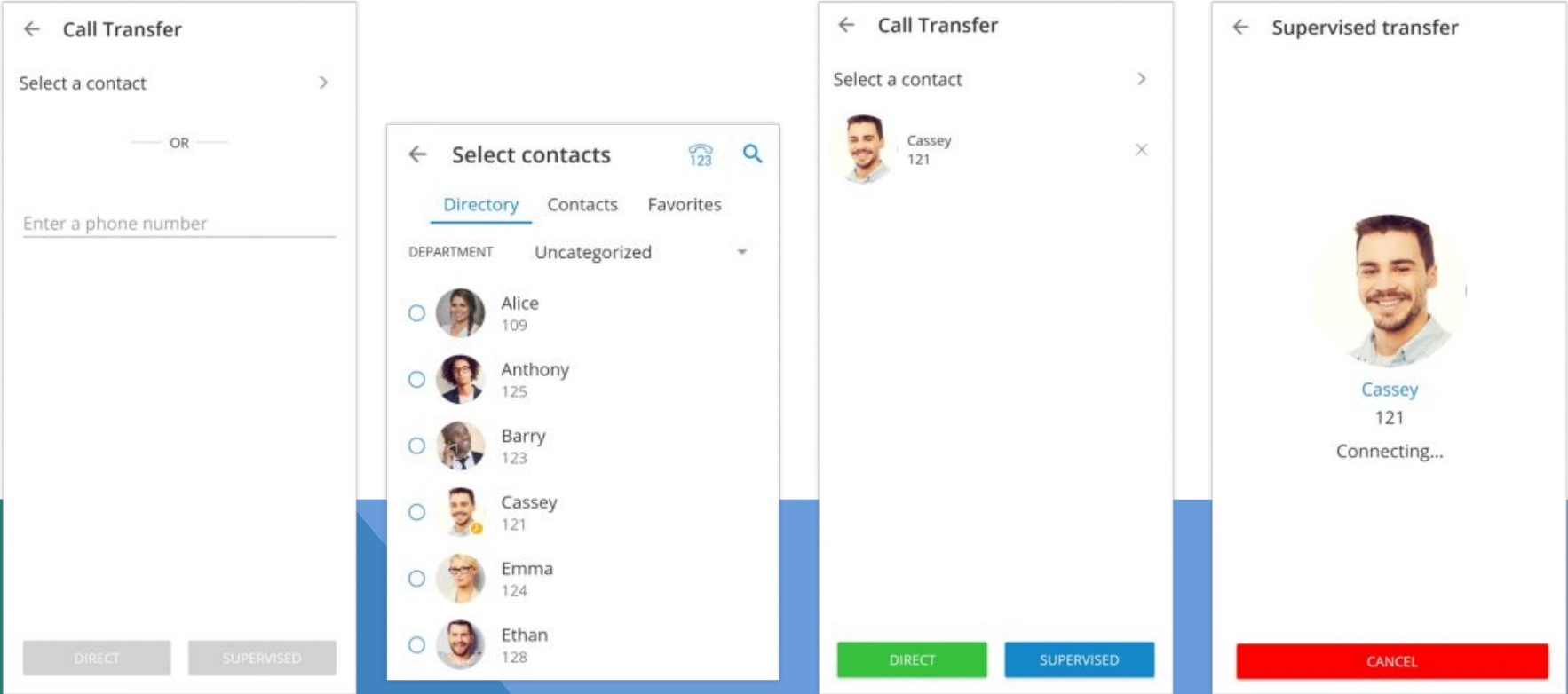


# Call transfer

You can transfer a call by clicking transfer icon from call options menu. You will be presented with Transfer options.

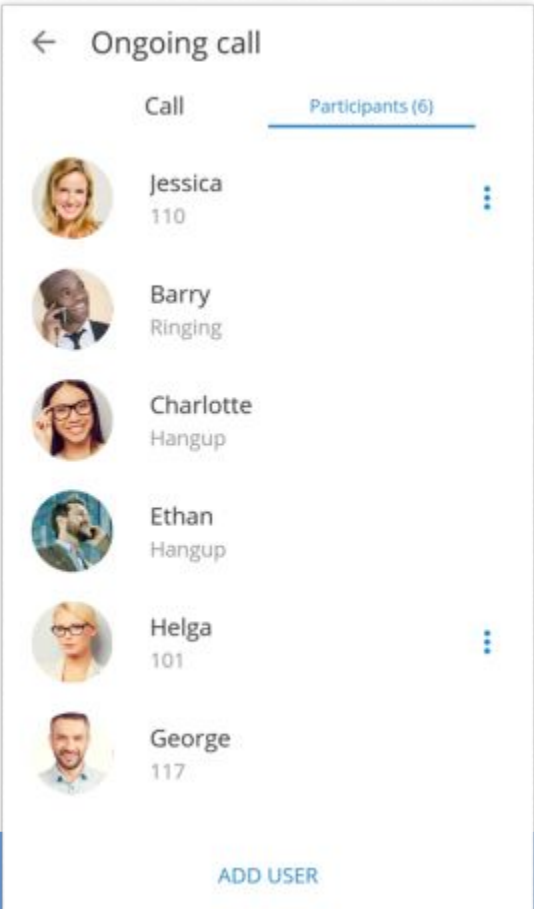
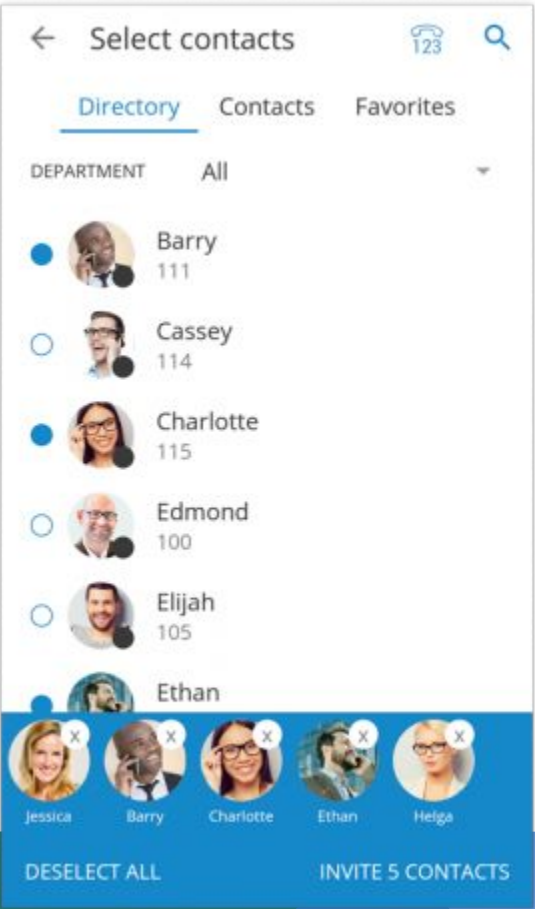
If you press Blind transfer you will be able to transfer your call to three destinations:

- **To all my devices**  
Pressing To all my devices will transfer a call to all devices that are registered with your extension. They all ring and you can continue call on any of them by answering the call. This can be particularly useful in situations where you need to leave the office but would like to continue ongoing call on your mobile device.
- **To contact...**  
Pressing To contact... brings up a screen with favorites, users, and phone book contacts to choose someone to transfer the call to.
- **Enter number...**  
When pressed, this option will display a popup dialog with a number entry field for the number to transfer the call to. Supervised transfer only allows you to select between To contact and Enter number options.



Conference calls

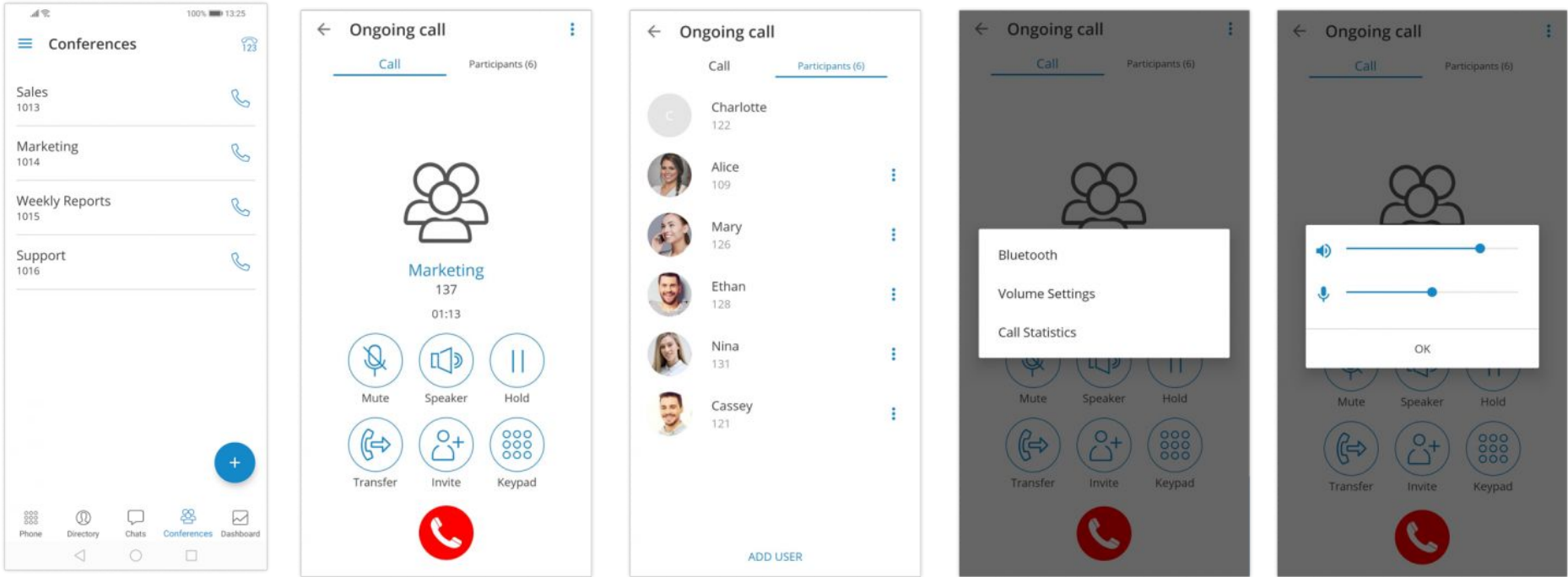
Besides the ability to handle multiple calls, Communicator GO also allows you to join two calls into Instant conference. In addition to this, users can join Defined conference rooms and add other participants the same as on the Communicator desktop app.





## Conference calls

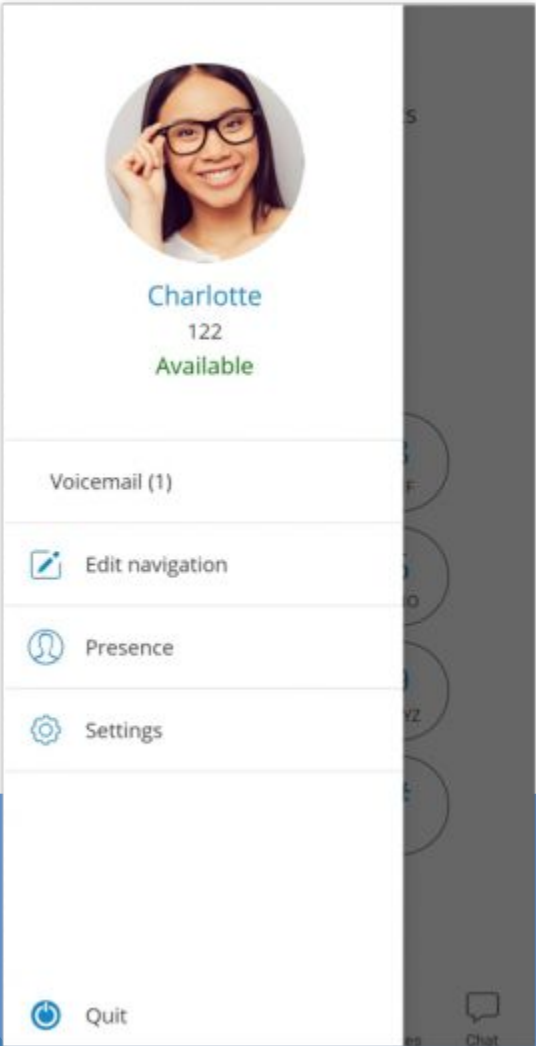
Selecting a Defined conference will display a list of participants and “Join this conference” button at the bottom allows you to join the selected conference. The list of participants is updated in real-time as users join or leave the conference room.



# Voicemail management

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

Notifications are shown for new voice messages as shown below.

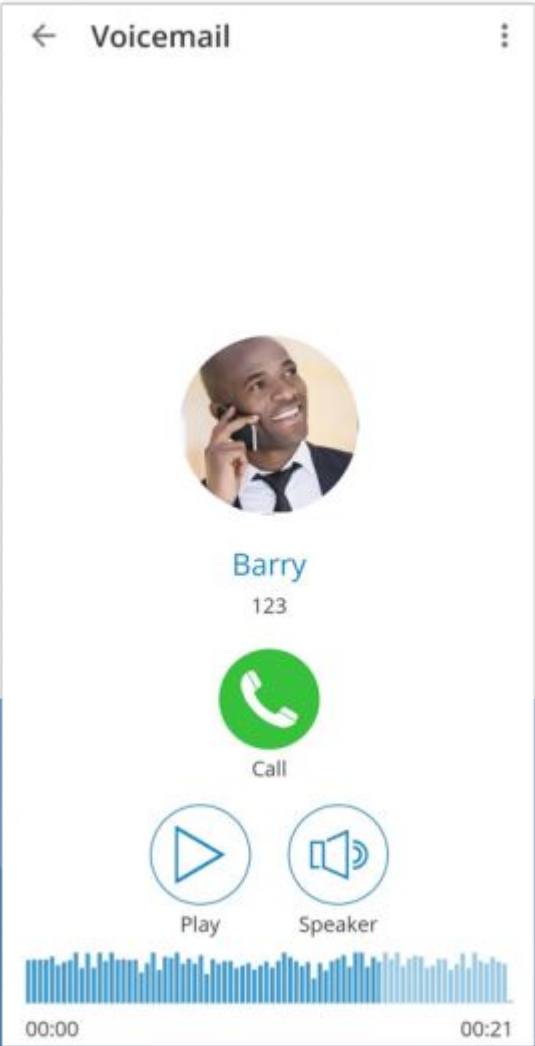


# Playing voice messages

Messages can be played by opening the message itself and then playing it or by played in preview mode by pressing the play button from the messages list.

If the message is not downloaded when play is pressed, a progress dialog will be shown and once the download is done message should start playing.

When playing messages on the separate screen you can swipe left or right to switch between messages.

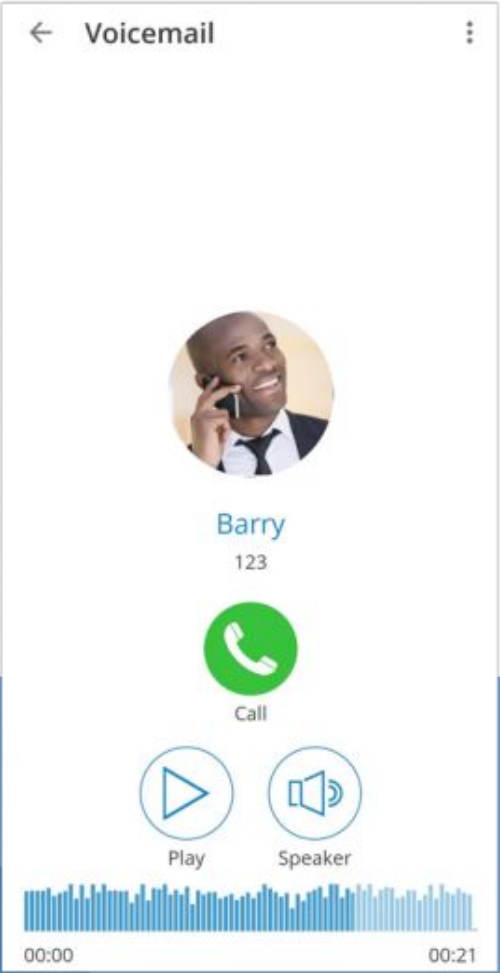


# Deleting and archiving voice messages

You can delete or archive individual messages by pressing on them and then pressing the delete icon () or archive icon () in the toolbar.

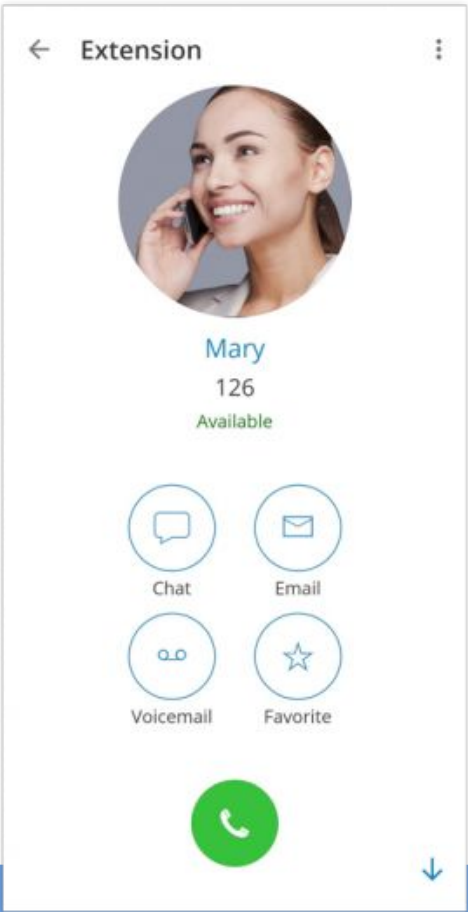
You can also select more messages and delete or archive them together by long-pressing a message from the list and then pressing the delete icon or archive icon in the toolbar.

- Select all icon () selects/de-selects all messages in the list.
- Delete icon deletes selected messages.
- Archive icon archives selected messages.



## Calling other voicemail boxes directly

In case you would like to leave a voicemail directly, dial **\*125EXT\_No** where EXT\_No is extension number of a contact, alternatively or you could open user's details screen and click **Call Voicemail** as shown below.



Click **Call Voicemail** to leave a voicemail message to contact.

## Using callback feature

The Callback is useful when softphone cannot be registered due to some error, or when poor network quality impacts call quality.

Simply, when using a callback, Communicator GO tells the server to call your mobile number via regular GSM network and you will receive a GSM call.

When starting Communicator GO for the first time you will see a tip about callback as below.



- **MORE**  
By pressing this button additional information about callback functionality will be displayed.
- **LATER**  
Press this button to dismiss Callback Tip dialog.
- **OPEN SETTINGS**  
OPEN SETTINGS button opens the Location and Phone settings screen.

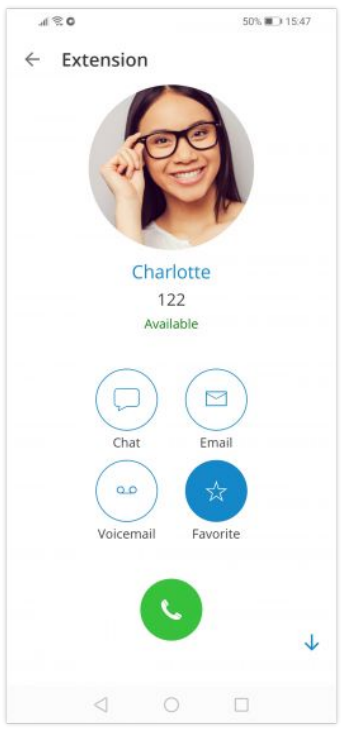
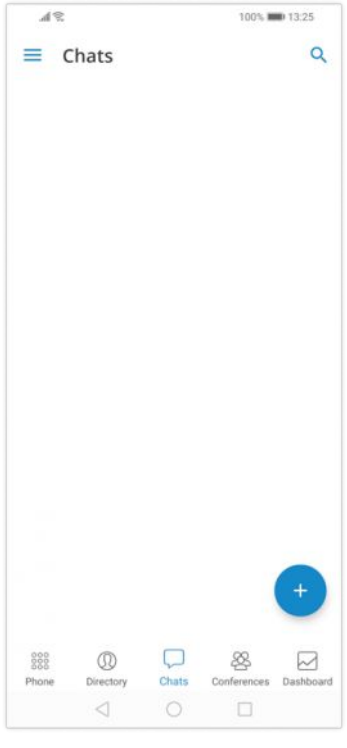
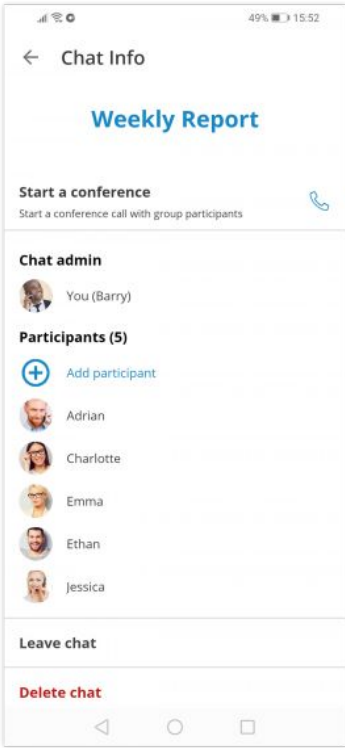
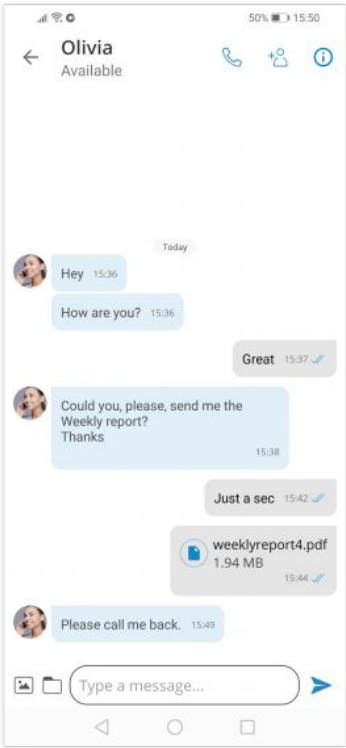
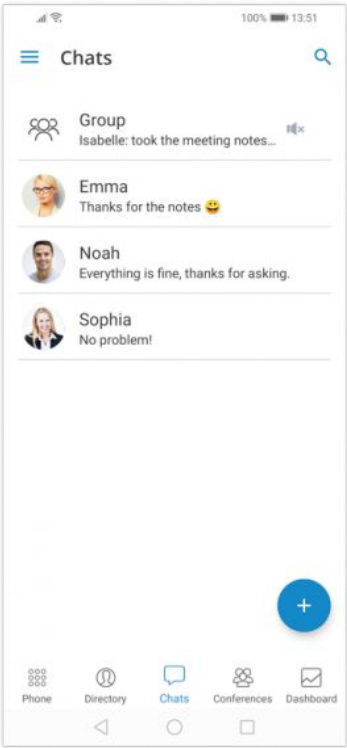
When callback settings are in place you have the option to use callback for all outgoing calls in Settings -> General -> Callback usage.

**NOTE:** Callback feature can be used only for outbound calls.

# Chat

Your conversations are now synced between all of our client apps. It even syncs in real-time if you are logged on multiple devices. You can start a chat in two ways:

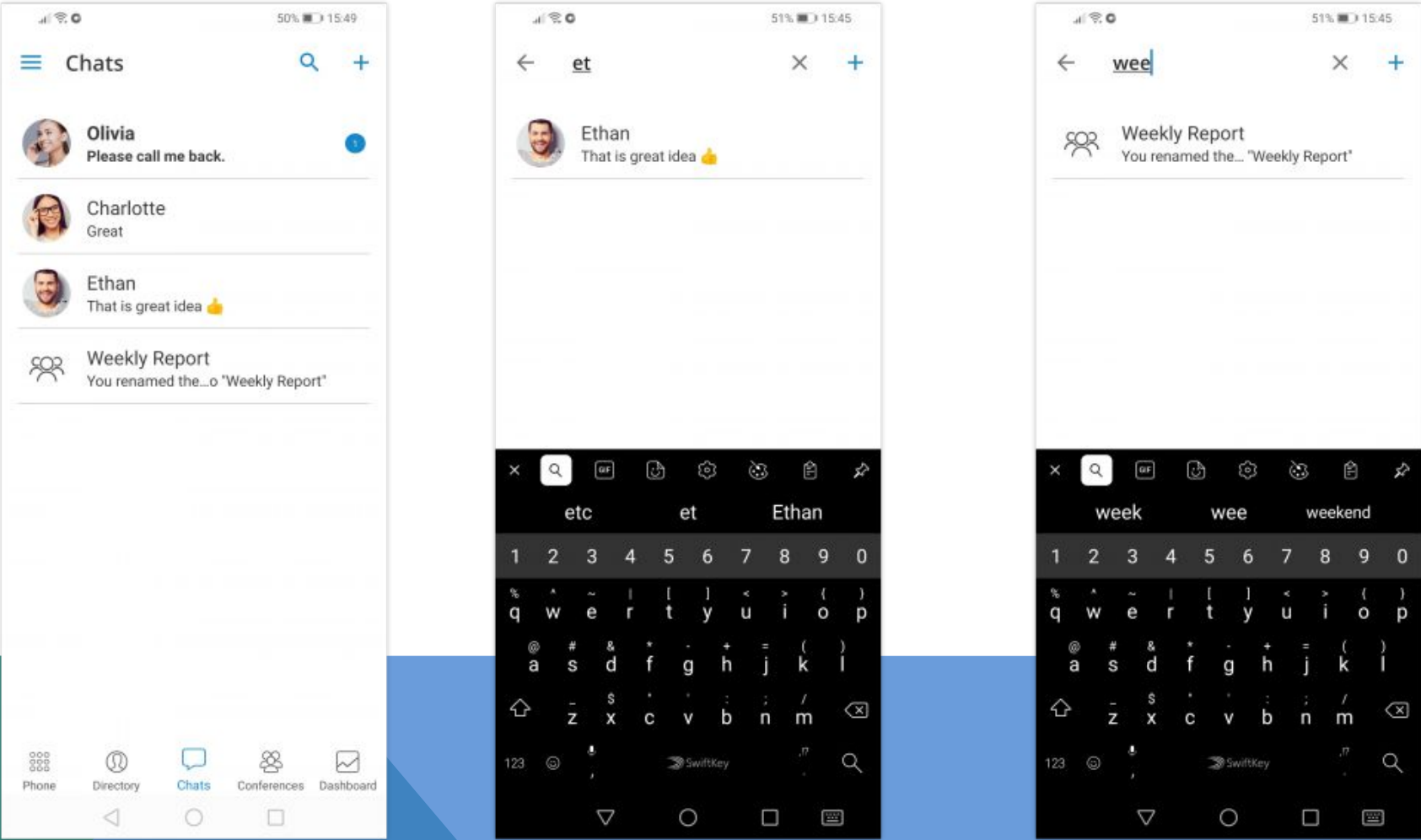
- Via chats item in the bottom menu and pressing on a "+" icon (one to one or group chat)
- Via Extension display (one to one chat with Extension you are previewing)



# Chat

All chat sessions can be found in the "Chats" icon in the bottom menu with a number of unread messages for that chat session and the last message for that chat session.

You can also search chats pressing on a search bar in the "Chats" item. Chats can be searched by group or extension name.

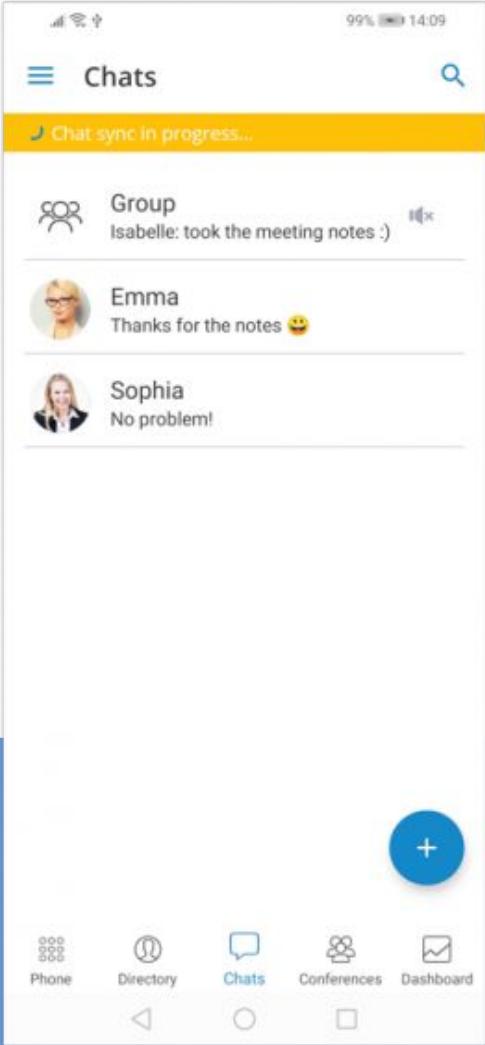
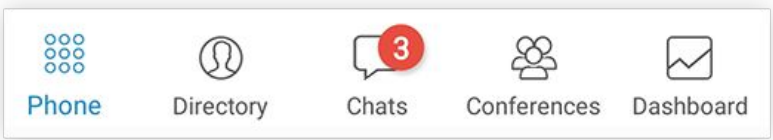




If a user doesn't have a chat session with other user, that other user will be displayed when the user searches for it in "Chats" section of the app. When user presses on an user that he doesn't have the chat session with, the chat session will be created and the user can start chatting!

The total number of unread messages is always displayed on the bottom menu of the "Chats" section. This number reduces as the user reads the unseen messages.

When chat messages or sessions are syncing from the server the app will display a yellow indicator below the navigation bar. When the loading indicator disappears it means that the app is fully synced with the server. If the user logs in with a mobile app for the first time it could take a couple of seconds to sync the recent chat sessions.



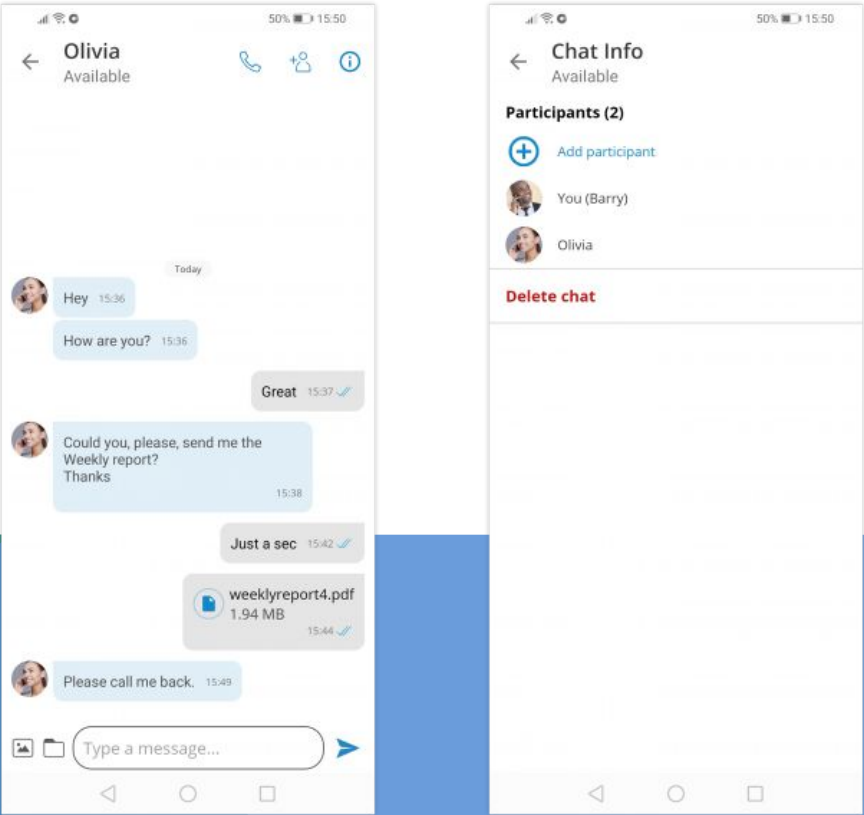
# One to one chats

When you enter a chat on the bottom bar you can type a message just like on any messaging app. It is also possible to send files with Communicator GO. You can send a file (photo or video) from your gallery by pressing on a "Gallery" icon. If you want to send a document from your phone's file system you can do so by clicking on a **Document** icon. The default file size limit is 50 MB and it can be changed in IS-Talk Hosted Service.

On the navigation bar, you can see the name of the extension you are chatting with and their Presence status. On the right you can find two buttons, the Call button will start a call with the extension and the "Info" button will open the screen containing chat information and options.

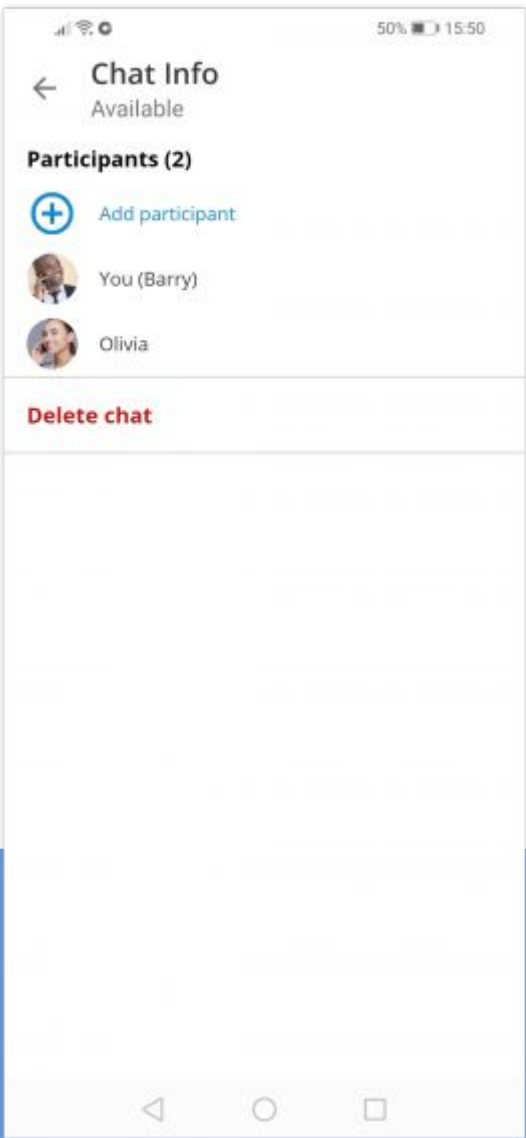
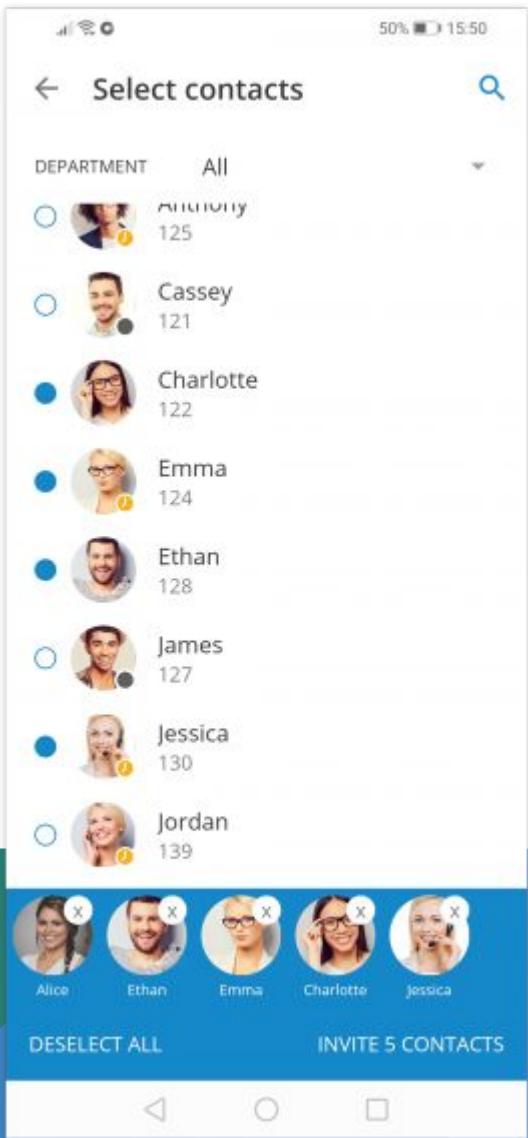
In chat info, there is an option to create a group chat from one to one chat if you want to include more users. Keep in mind that this will create a new group chat.

Chat can also be deleted in the Chat info screen. The deletion of the chat will only be visible for you and not for the other extension. This means that your chat history with that extension will be deleted only for you.



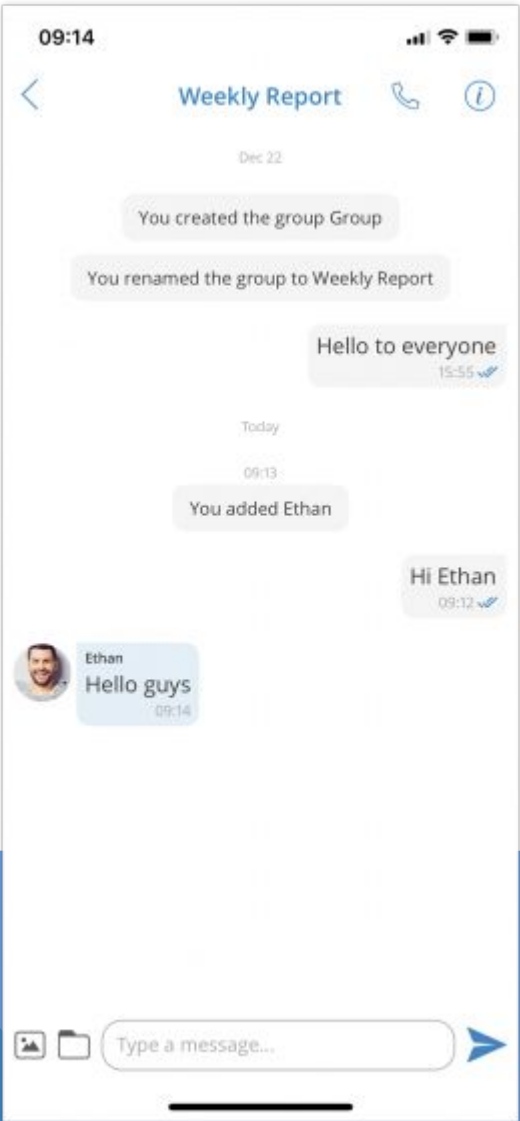
# Group chats

You can start a group chat by pressing a + icon on a **Chats** item in the bottom menu or by creating a new group chat from one to one chat in the chat info screen.



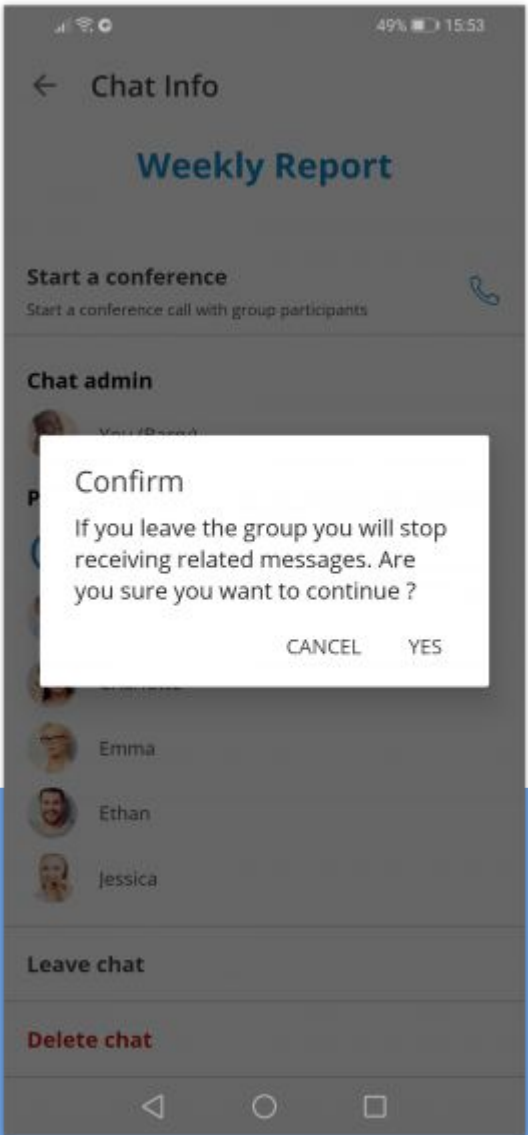
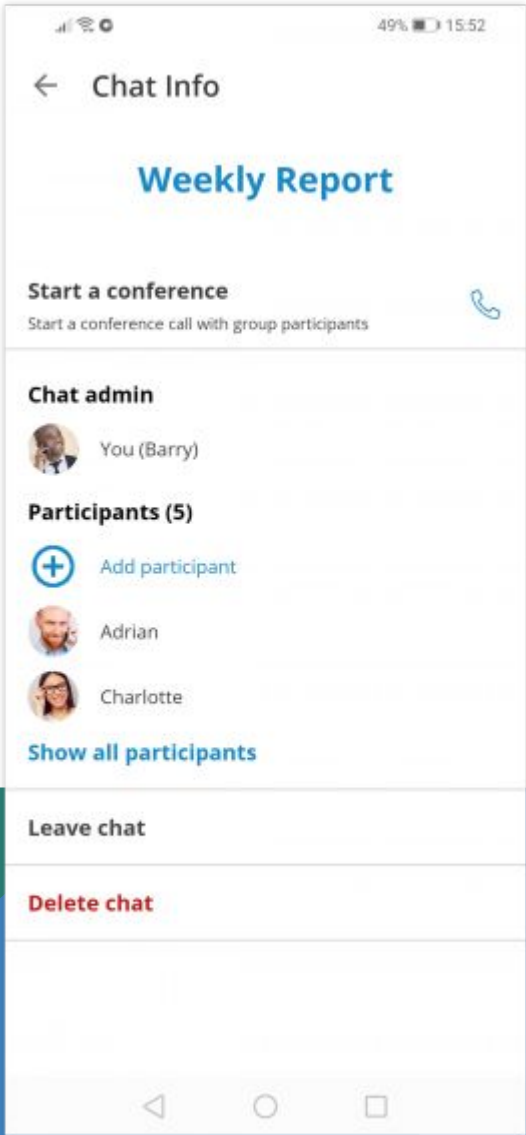
Group chat UI is the same as for one to one chat. The **call** button has a different function and in group chat, it will start a dynamic conference with group members. If there are more than 20 group members group call will be disabled.

Group chats have events informing you that the chat name has been renamed or that some users joined or left the chat.



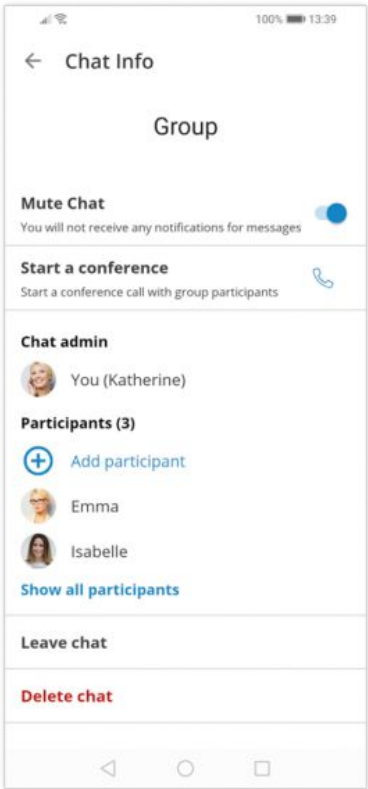
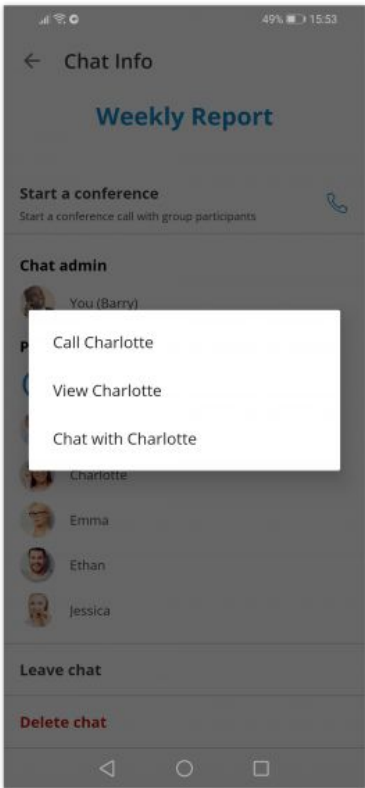
The chat info screen for a group is different than a one to one chat info screen. On chat info screen for a group, you can add more participants to the group, see all of the group participants and start a dynamic conference for that group.

It is also possible to leave the group, meaning that the history of all messages until you've left the group will be synced by client apps. Another possibility is to delete the group and then the history will not be visible and the group will be deleted on the server for you.

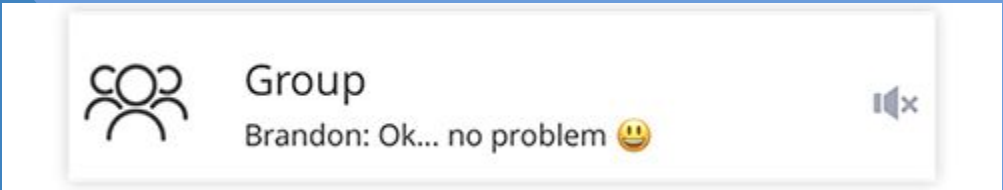


When pressing a chat participant in the chat info screen you can view their extension profile, call them or go directly to have a chat with them.

It is possible to mute the group chat session by going to group chat info screen and turning on the switch for "Mute" option. When chat session is muted user will not receive notifications (push and in-app) for that chat session. Mute option is synced between all users' devices.

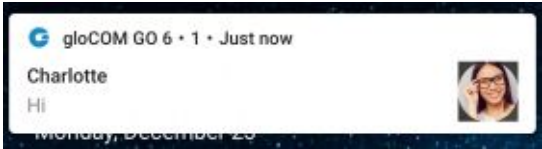


Muted chat session will have a mute icon in Chats list indicating that the session is muted.



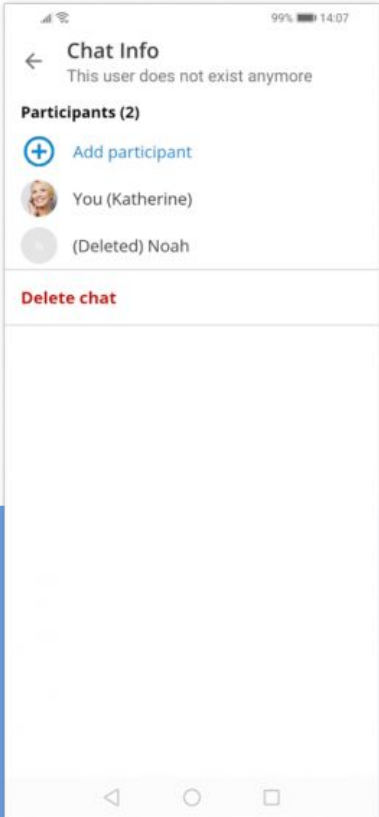
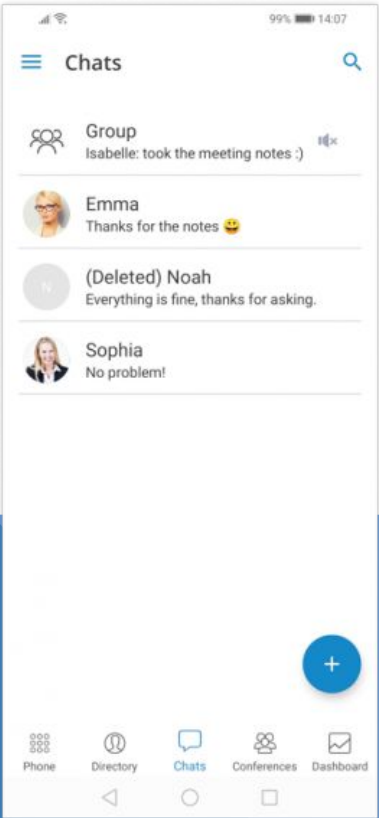
## Notifications

For new messages or group events, you will be notified with a notification so that you can be in touch with what is happening. Notifications are a group for every chat session.



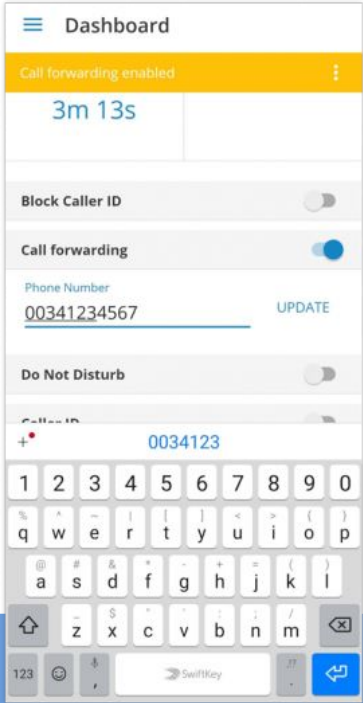
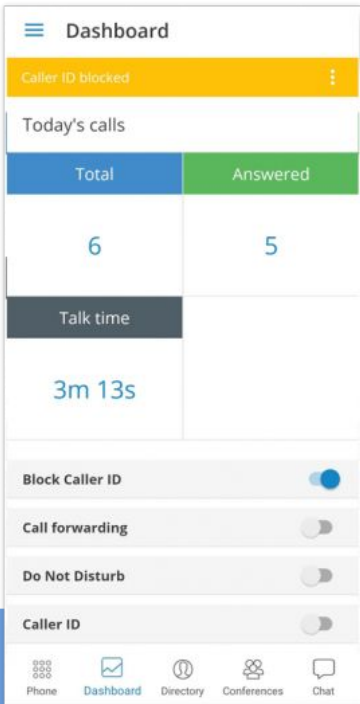
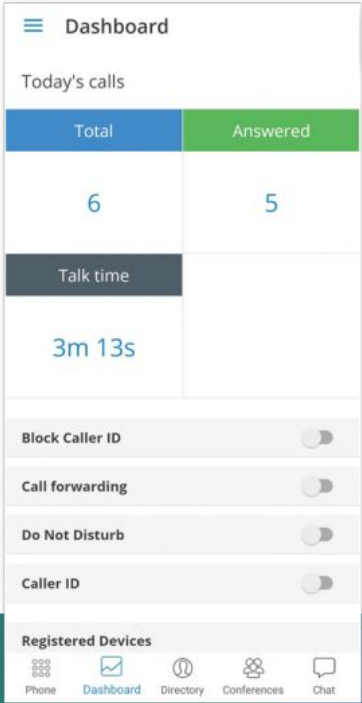
## Archived users and Chat history

Starting from IS-Talk Hosted Service deleted users will be marked as archived and users won't lose chat sessions with those users. User won't be able to start new chat sessions or to start new calls with archived users.



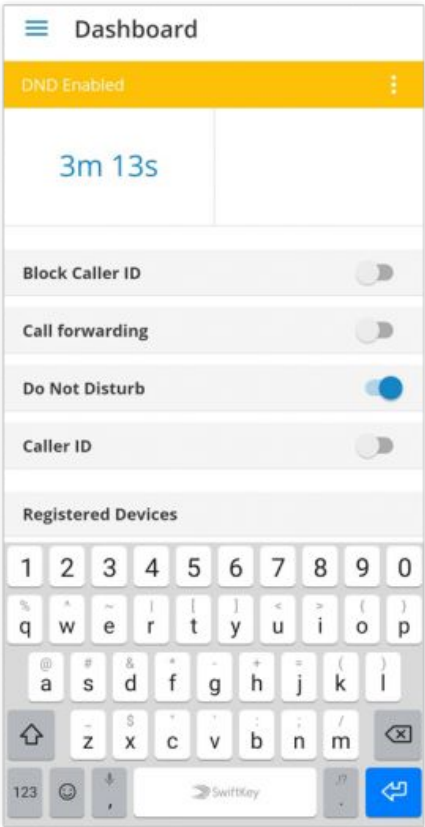
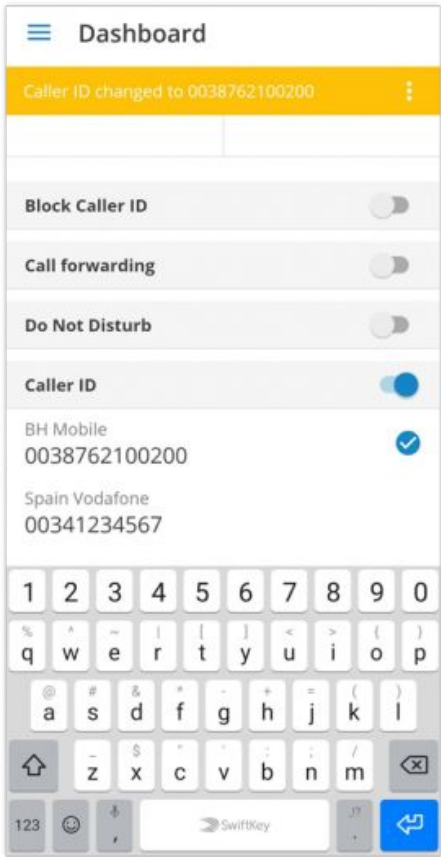
# Dashboard

Communicator GO dashboard incorporates call information and 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, a 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 a number of voicemail messages. On top of that, users will now be able to see the current status of enhanced services as well as 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 Communicator GO Dashboard, the IS-Talk Hosted Service Administrator did not enable the user to control them. In case more than one device is registered to a particular extension Registered Devices section will display information about all connected devices including User Agent, IP address and Country name device is connecting from (based on GeoIP information).





# Dashboard



## Today's calls

Today's calls section displays information on call statistics for the current day.

- **Total**  
This field provides information on a total number of calls (inbound/outbound) extension made today.
- **Answered**  
This field provides information on a number of answered calls extension made today.
- **Talk time**  
This field provides information on the total time extension that was on call today. Talk time is formatted as H:MM:SS.
- **Call Rating**

This field will display the number of extension funds spent for the day. In case when call rating is not enabled, this field will be empty, with no information.

## Settings

The settings section allows you to check the status of extensions Enhanced Services, as well as the option to enable or disable them.

- **Block Caller ID**  
This option allows you to enable or disable Caller ID blocking. The status will inform you whether Block Caller ID is turned On or Off.
- **Call forwarding**  
This option allows you to enable or disable call forwarding enhanced service. The status will inform you whether Call Forwarding is turned On or Off.
- **Do Not Disturb**  
This option allows you to enable or disable the Do Not Disturb enhanced service. The status will inform you whether Call Forwarding is turned On or Off.
- **Caller ID Number**  
This feature will work if there are caller IDs set in IS-Talk Hosted Service for the user's extension. By default, it is None (user's extension).

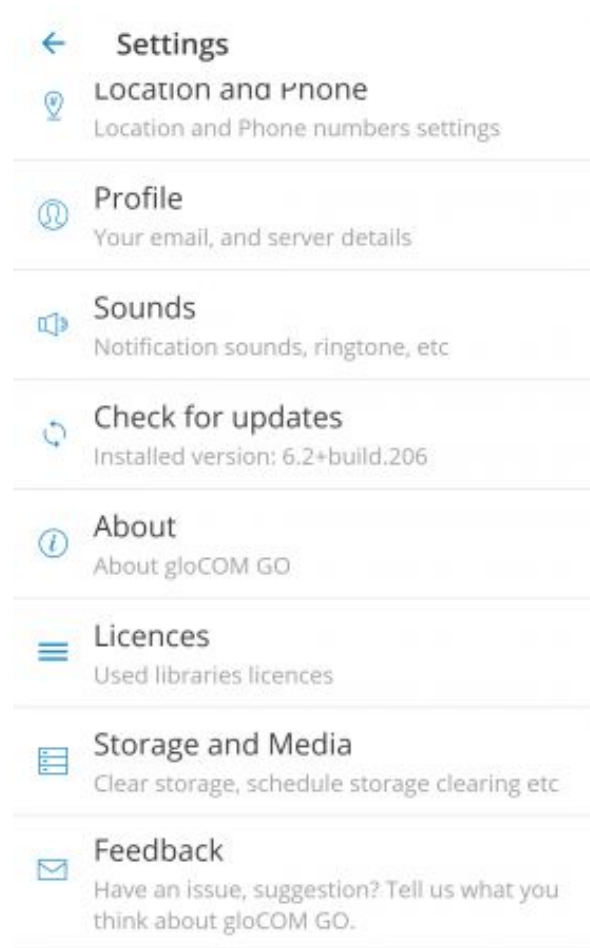
## Registered Devices

This section contains information about all devices registered to the extension. In case more than one device is registered to a particular extension Registered Devices section will display information about all registered devices including User Agent, IP address and Country name device is registering from (based on GeoIP information).

- **User Agent**  
This field provides information about the User Agent type for every registered device.

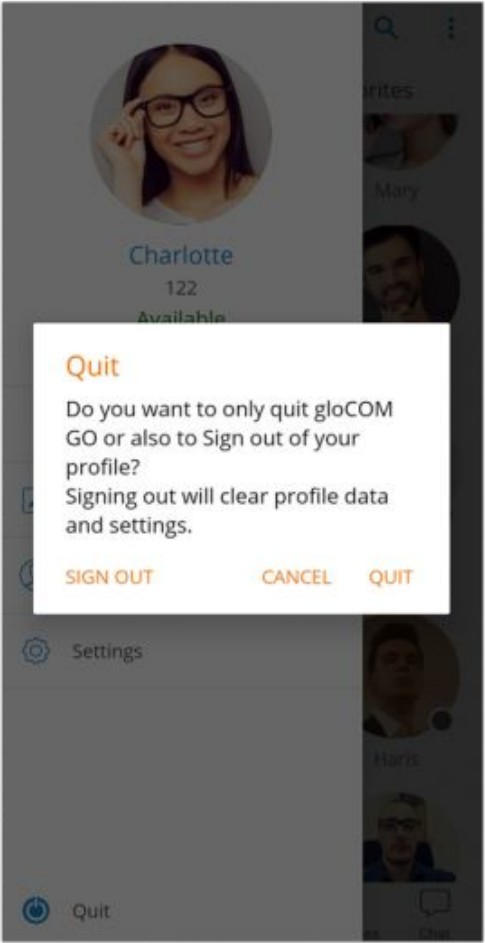


# Settings



- General - option shows a screen with general settings for Communicator GO.
- Location and Phone - shows a screen with settings for Country, SIM number, and phone numbers associated with your account.
- Profile - shows details about your account (e.g. Department, E-mail, avatar).
- Sounds - contains the option to choose a ringing tone for incoming calls.
- Check for updates - option to check for available app updates.
- About Communicator GO - will display Communicator GO about page with version number and contact information.
- Storage and Media - a new storage option has been added in which you can clear all the media files, or schedule the clearing of the media files.
- Send Feedback - option launches email client with "To" and "Subject" fields pre-populated for sending feedback.

# Sign Out / Quit Communicator Go



There are two ways to quit Communicator GO when you press Quit from the main drawer menu.

You can Sign Out, which will clear your profile data and you will be asked to provide a password next time you start Communicator GO.

Or you can just Quit the application. This exits Communicator GO leaving all your profile data and settings untouched. Next time you start Communicator GO you won't be asked for a password. Quit will also disable push notifications and they will be automatically enabled next time the user enters the app.