IS-Talk

powered by IS-Technologies

Communicator GO
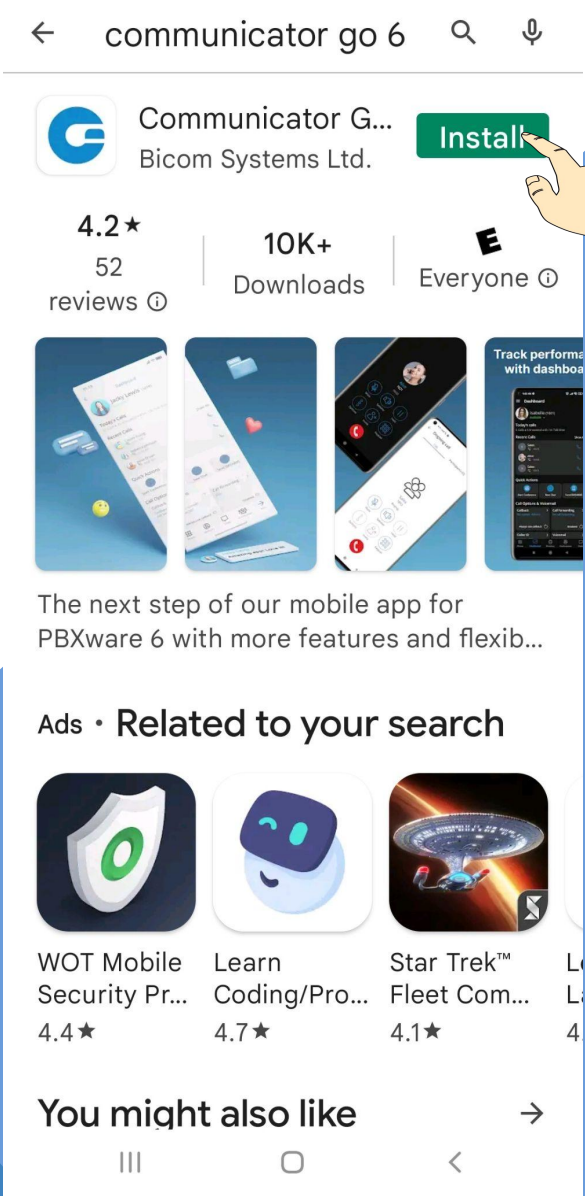## IOS SET UP and USER GUIDE

Table of Contents

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
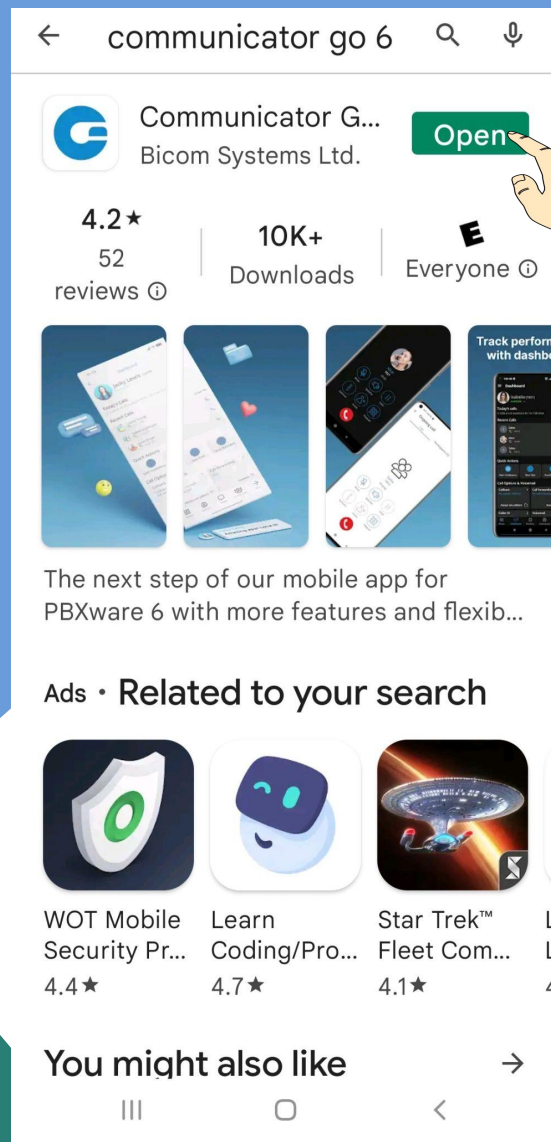
Communicator GO QR LOGIN

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

v. 6.5.1+build.262

Communicator GO 6

Email

Password

Host (optional)

Login

Forgot your password?

Scan QR
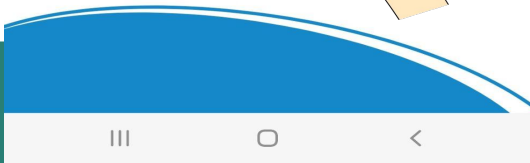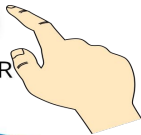
NOTE:

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

QR Code

EXAMPLE

Communicator GO MANUAL LOGIN

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

v. 6.5.1+build.262

Communicator GO 6

Email

Password 👁

Host (optional)

Login

Forgot your password?

Scan QR

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

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

- Phone Numbers

This section contains numbers defined with your extension. You can add more numbers using ADD NEW NUMBER button and sort them by priority using the drag handle on the right of 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.

Push Notifications

Update of Apple's iOS to version 13 introduced a breaking change for call notifications. Our v6 notifications handling logic was rewritten to support new type of push notifications.

IS-Talk Hosted Service 6 is running Push Notifications Service that will forward requests to our hosted Push Notifications Platform. Once push request is forwarded from IS-Talk Hosted Service, the platform will propagate push notifications to devices using Communicator GO.
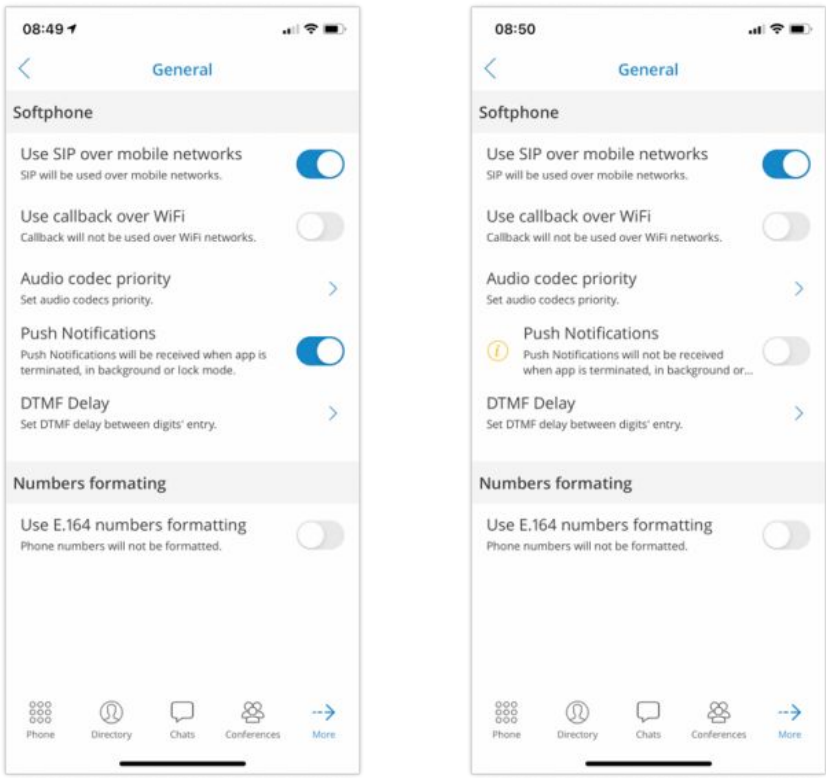
This feature is adding more convenience to users connectivity when they are on a business trip, working from home or simply need to answer business calls when they are outside the office.
With push notifications, the mobile app does not have to be registered via SIP all the time in order to receive incoming calls or notifications. This will make sure your Communicator GO will not lose connectivity when the app runs in the background and it will save the battery life of your mobile device, improving overall user experience.
Although users should only benefit from the way push notifications affect the app we have still left to users to decide whether they would like to use push notifications or not.
In case you would like to disable Push Notifications press More ..., Settings and in General menu toggle Push Notification slider to Off.

NOTE: Because of the way push notifications work, Communicator GO will not be registered once the app goes to the background and as such, it might not be displayed as Online in IS-Talk Hosted Service Monitor page.
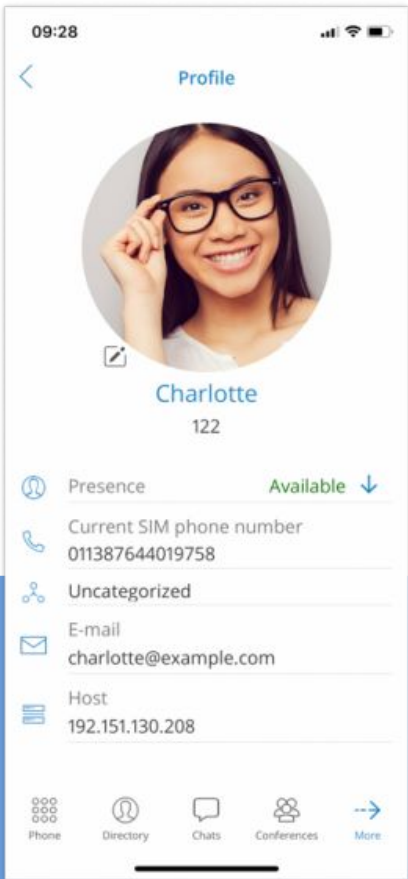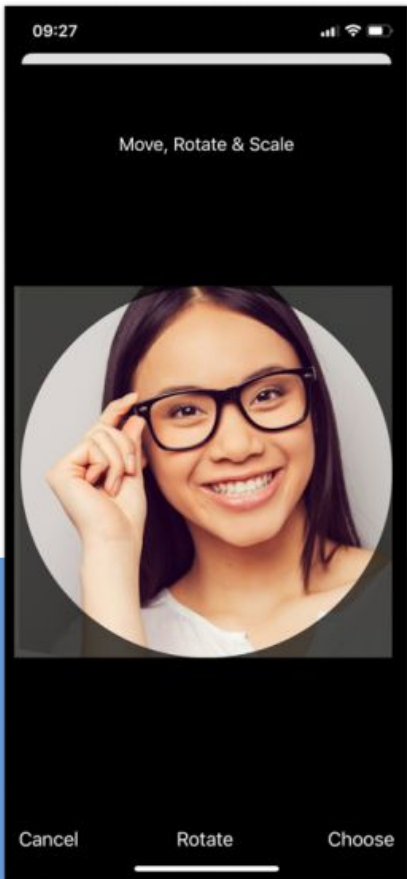
Adding or Changing Avatar

You can change your avatar by opening the main drawer menu and pressing the avatar icon above your name and extension, as shown below.

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.
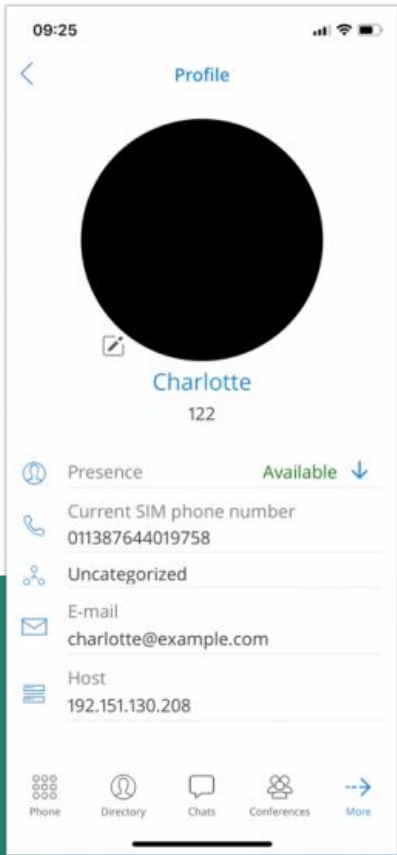
Adding or Changing Avatar

Users have the ability to manage their avatar (rotate, flip, crop) in the Communicator GO IOS or Android app. Open Communicator GO IOS 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 "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.
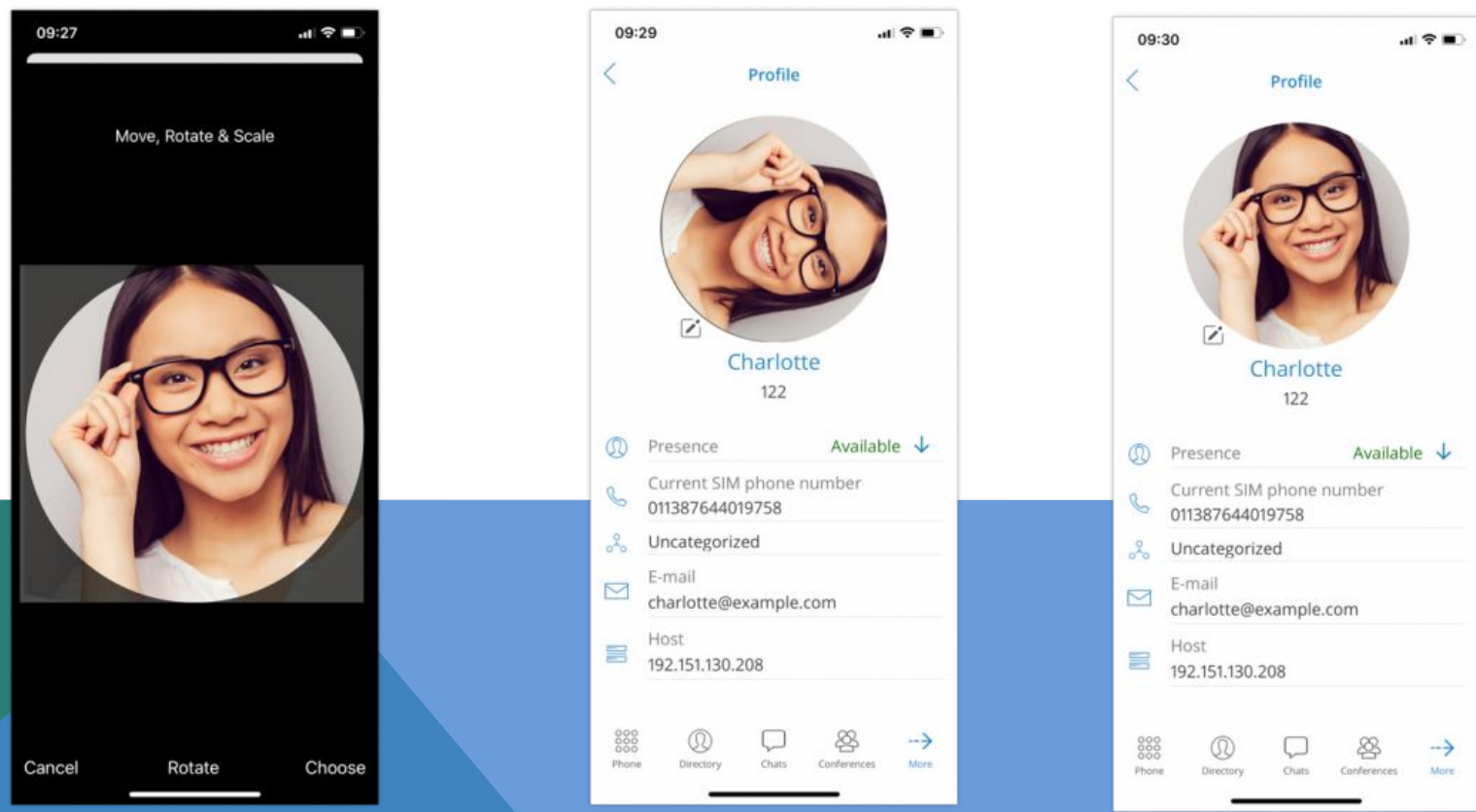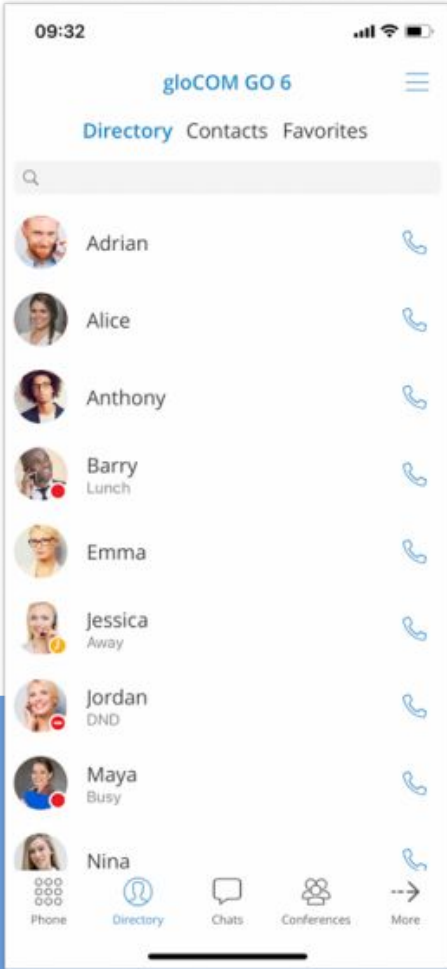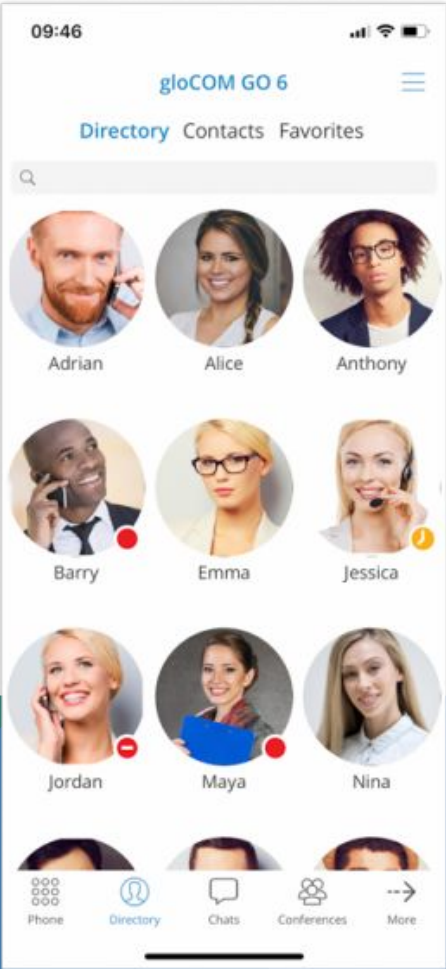
Presence

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.
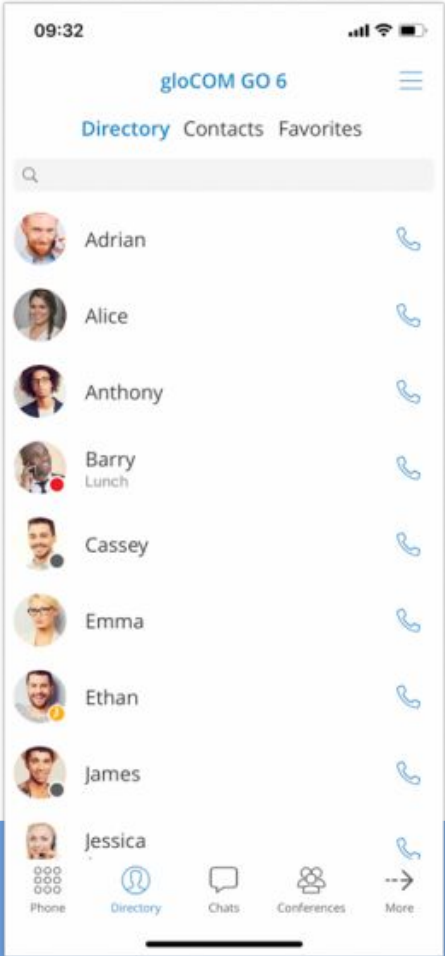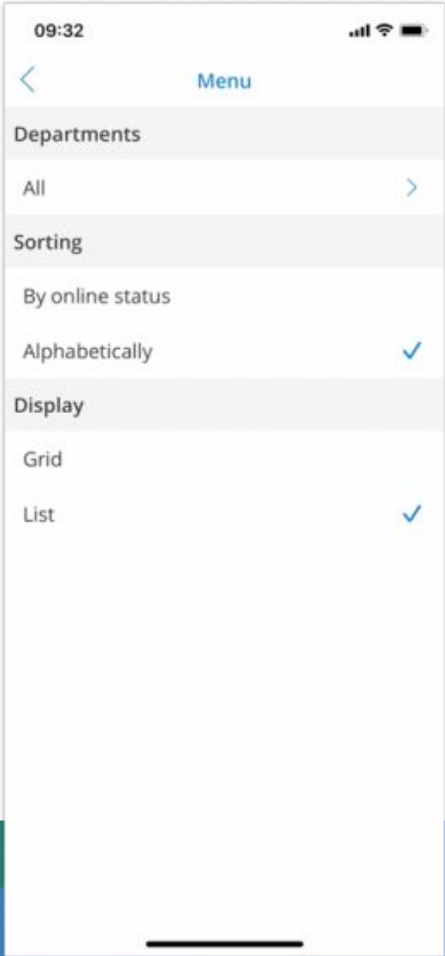
To see the presence details for a user you can press the user on Directory and view the user profile populated with more presence information.
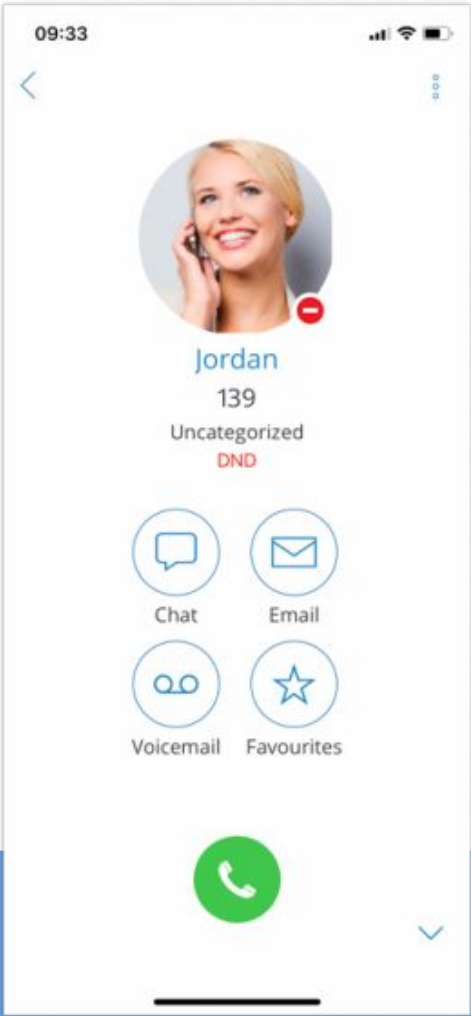
Presence change or update can be done by going to the "Profile" item on the bottom bar. If you can't see the "Profile" item you can click on "More" and find it there.
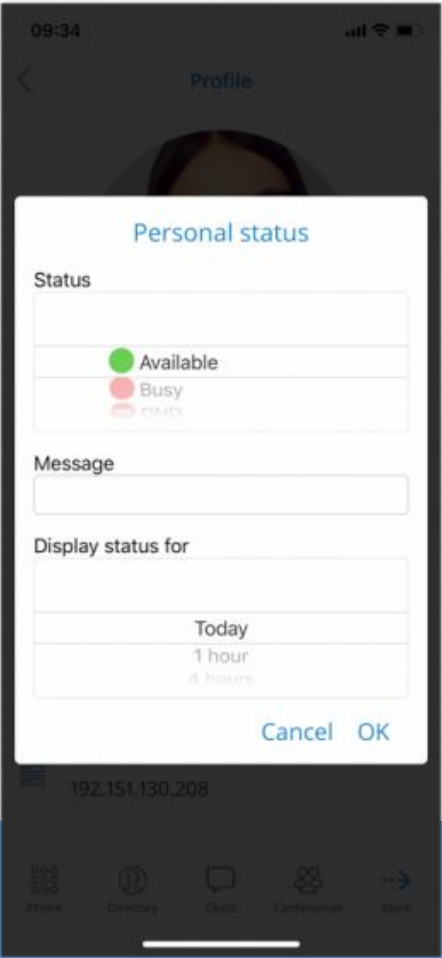
Presence can then be changed by pressing on your current status or on the icon of an arrow pointing downwards. A dialog screen will open with 3 fields: Status, Message and time for how long to display chosen status.
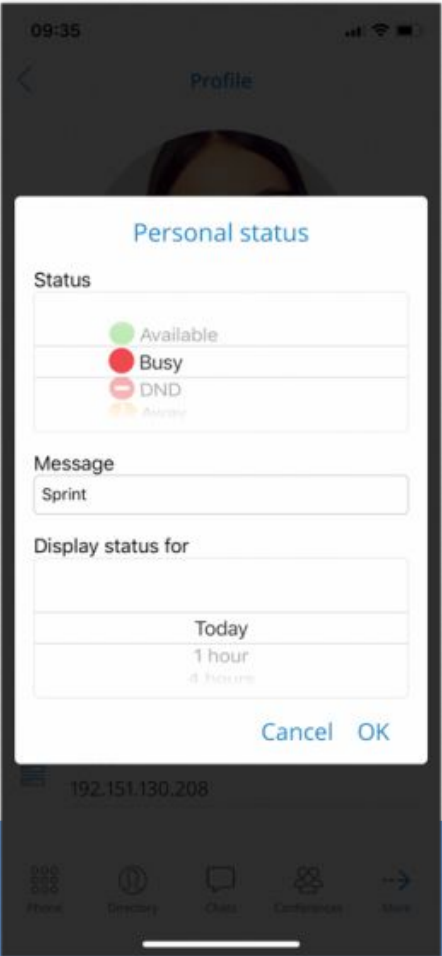
Default statuses are:

- **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.
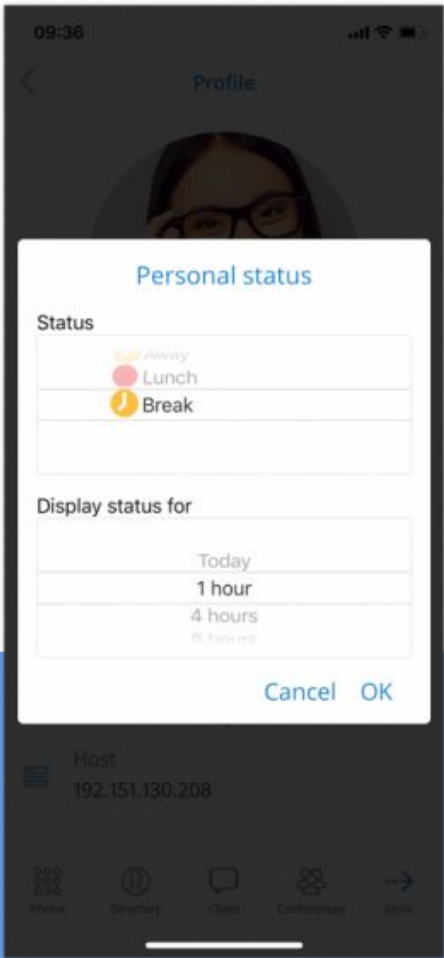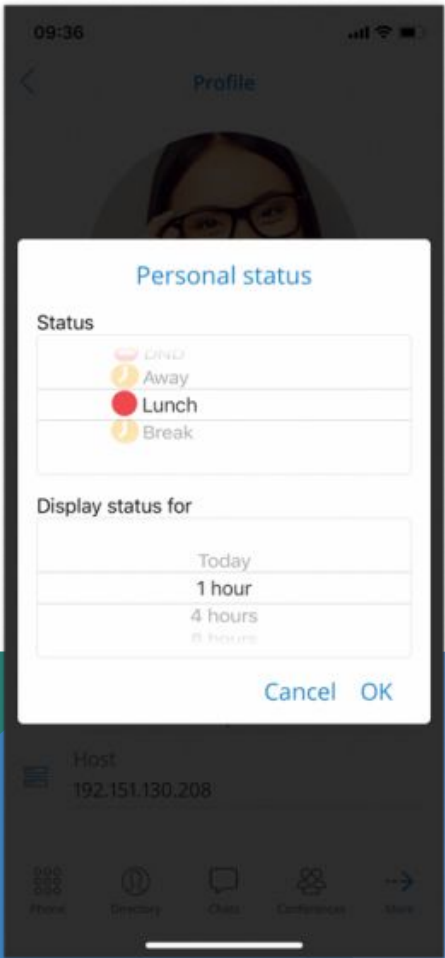
For predefined statuses, you cannot enter a custom message but for default statuses, you can associate a message that will be displayed to other users with the selected status.
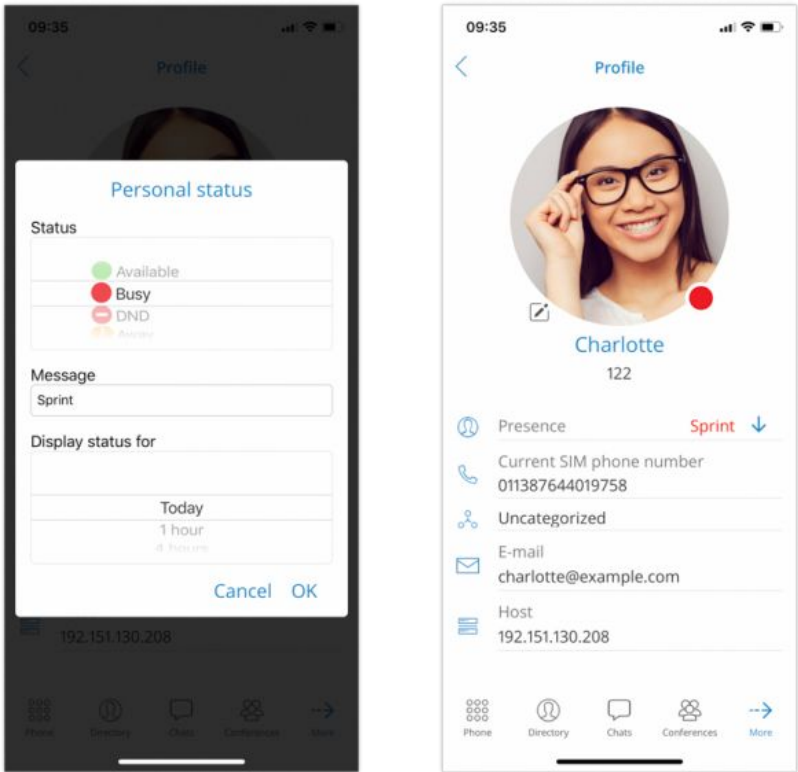
The last field in Presence dialog is for how much time your new Presence status will last.
Possible values are:
- Today
- 1 hour
- 4 hours
- 8 hours
- 12 hours
- 2 days
- 5 days
- This week
- Always

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)
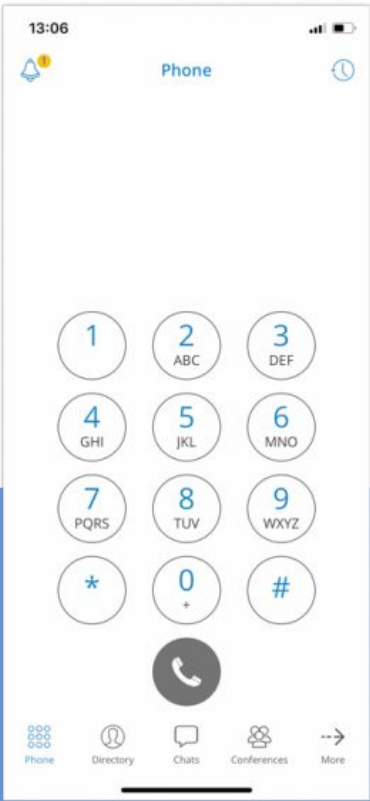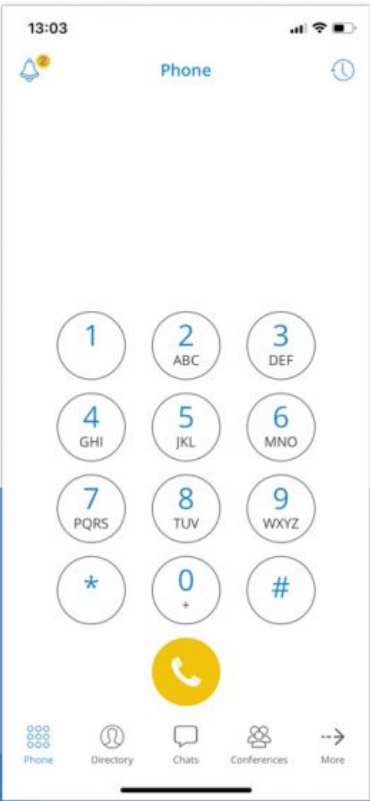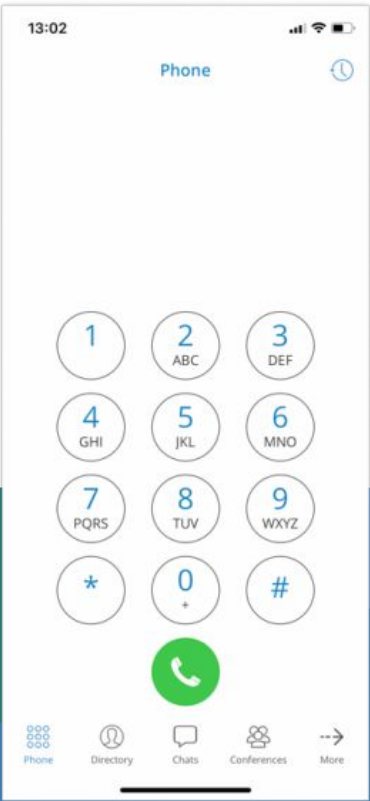
Call

In Communicator GO, calls can be made over SIP protocol, which is a primary option or using the Callback module in PWPROXY.
Call scenarIOS 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.
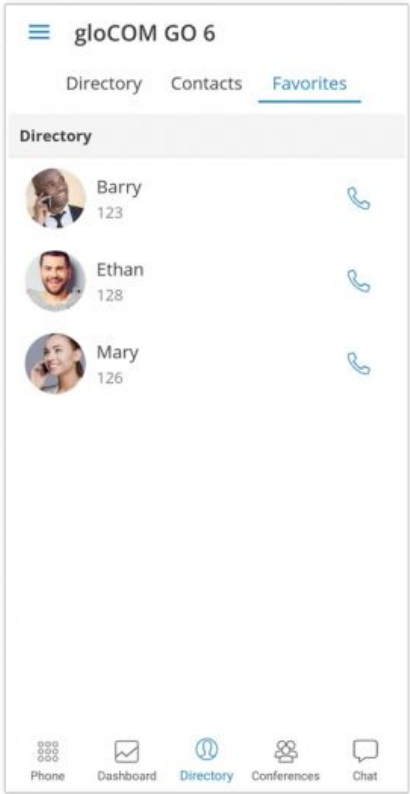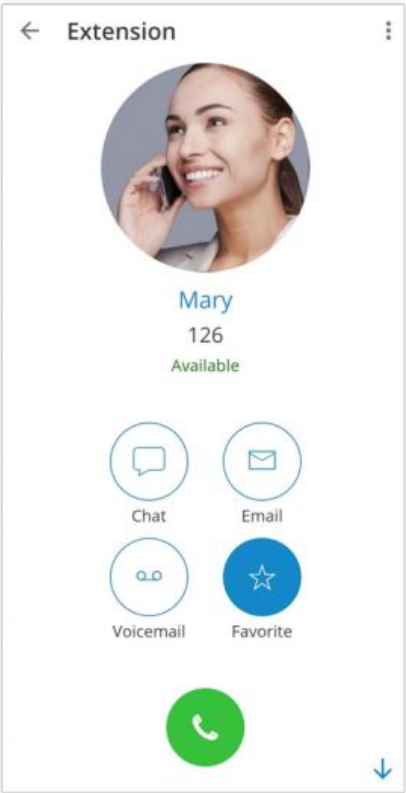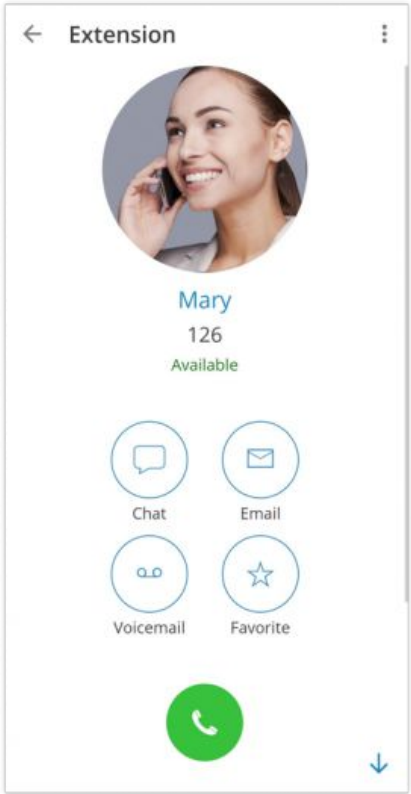
Favorites screen appears when the user press Favorites Tab from Header Bar in Phone Screen.

When this screen is shown, if there are no favorites, "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 the favorite which is a Communicator GO contact (extension) will display extension options screen and if 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.
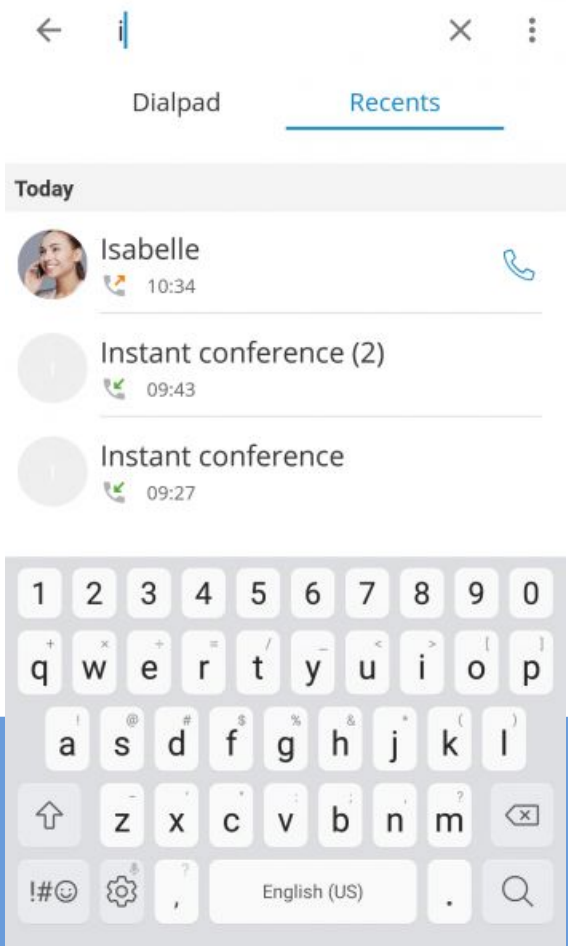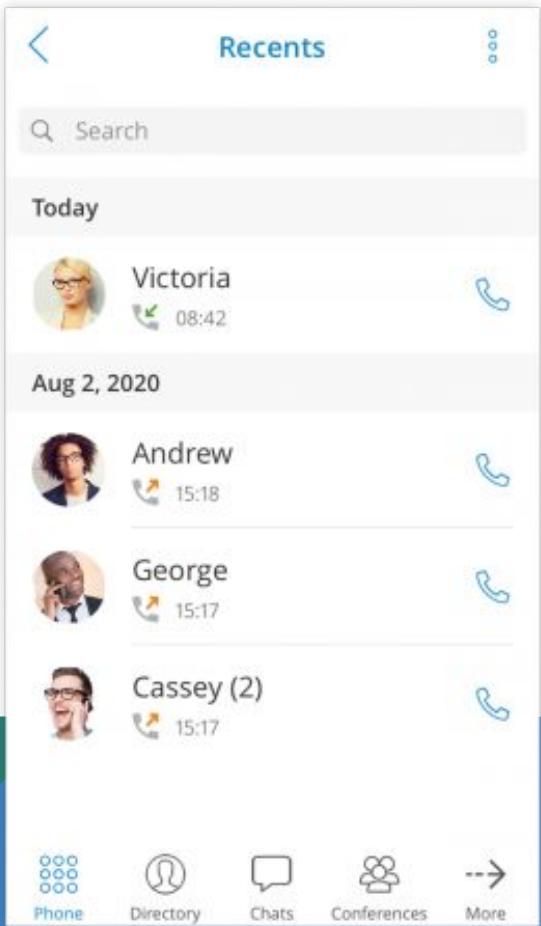
Pressing on the avatar of some contact from recent calls opens an info screen containing additional information of that contact.

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

Recents   Info

Sophia
1108

Call history

Today 12:45
Missed call, 0s

Today 12:45
Missed call, 0s

Phone   Directory   Chats   Conferences   More

Sophia (2)
12:45

Send message

Edit and call

Copy
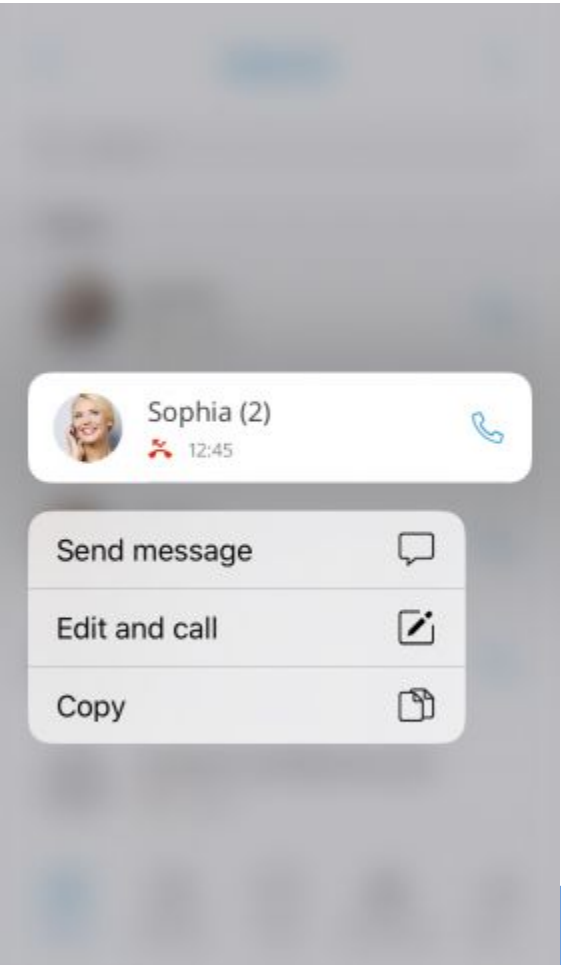
Communicator Contacts

When you press the Communicator GO icon in the bottom bar list of Communicator users from your organization will be displayed. Users can be sorted according to the presence and department in ascending and descending order.

Pressing on a user will open up 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.
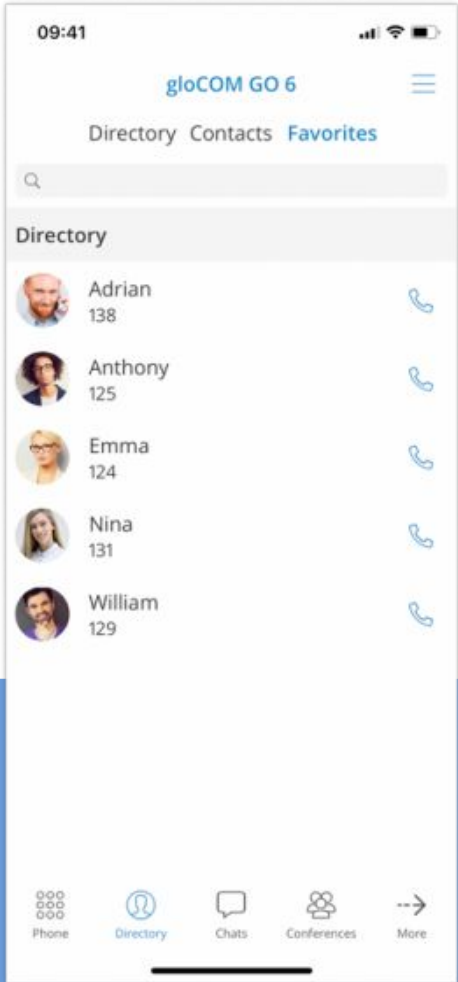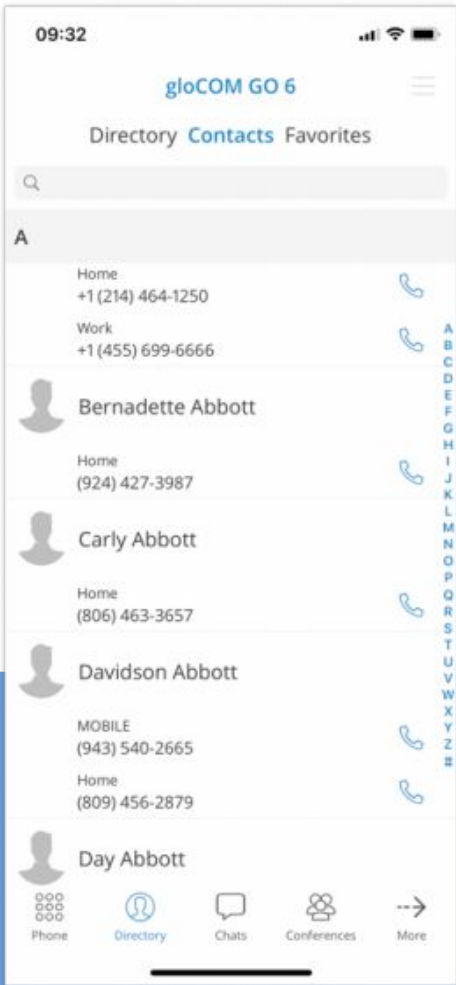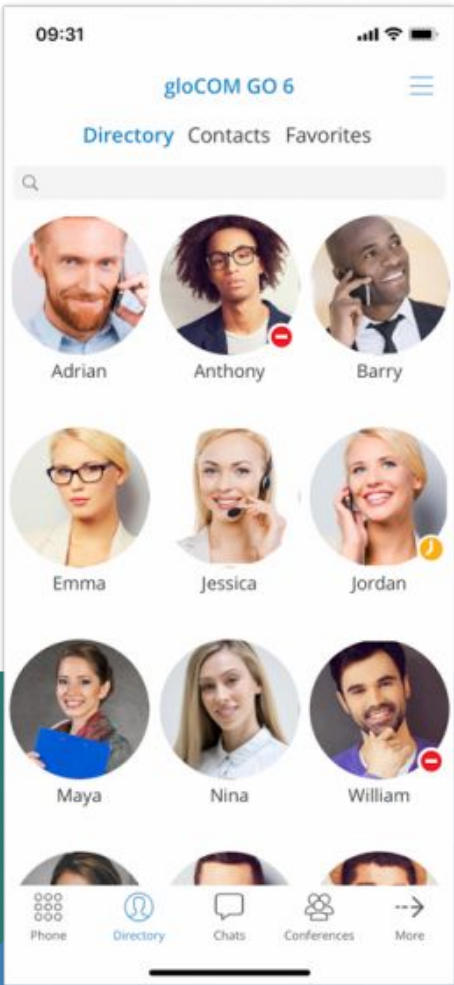
Communicator Contacts Search Screen

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
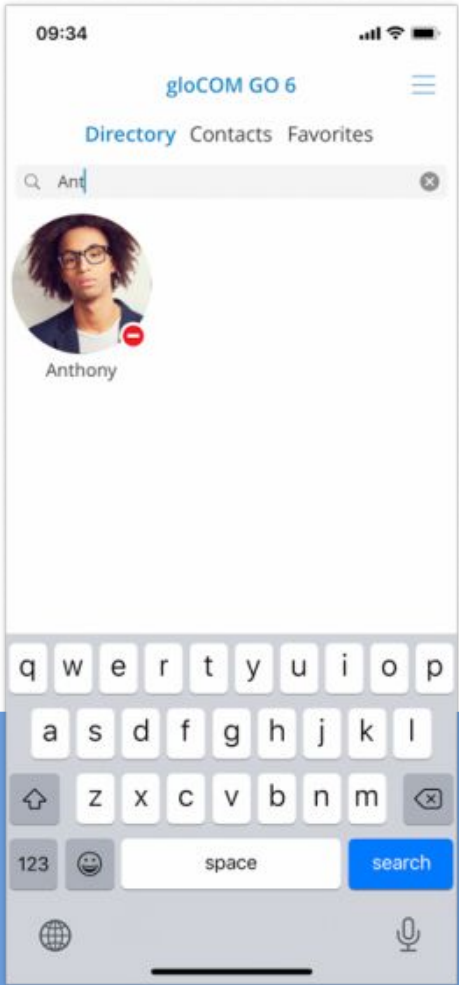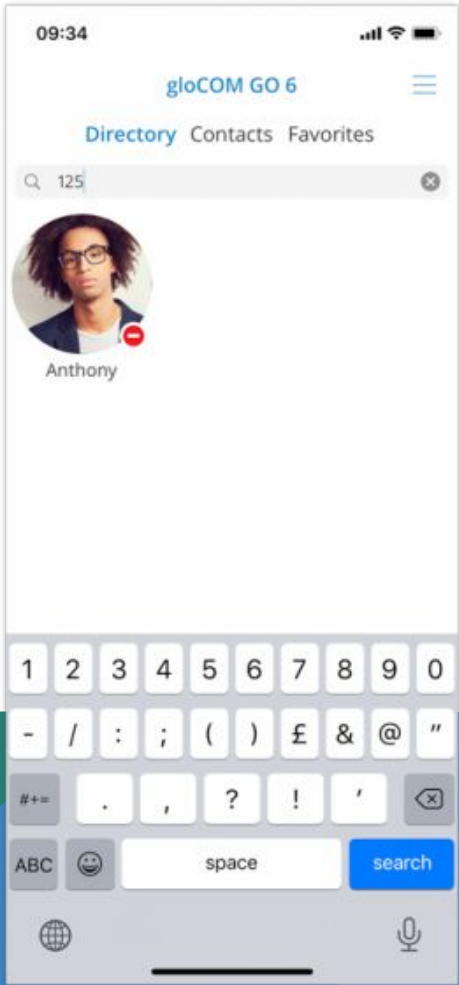
SIP Calls

- 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.
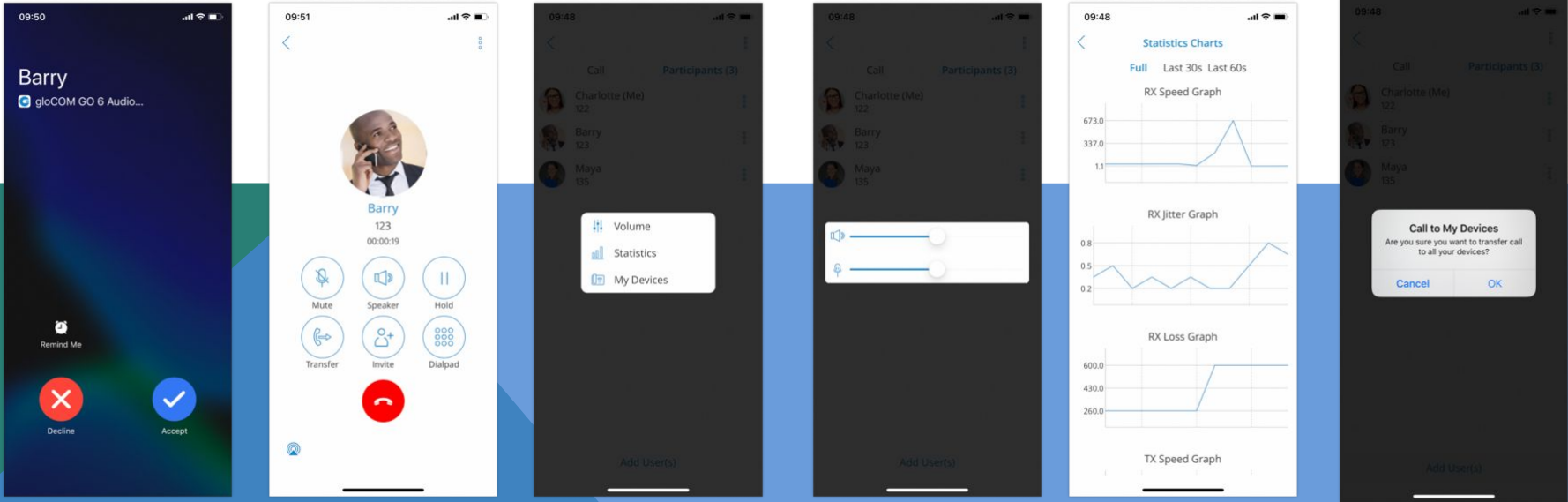
Multiple SIP Calls

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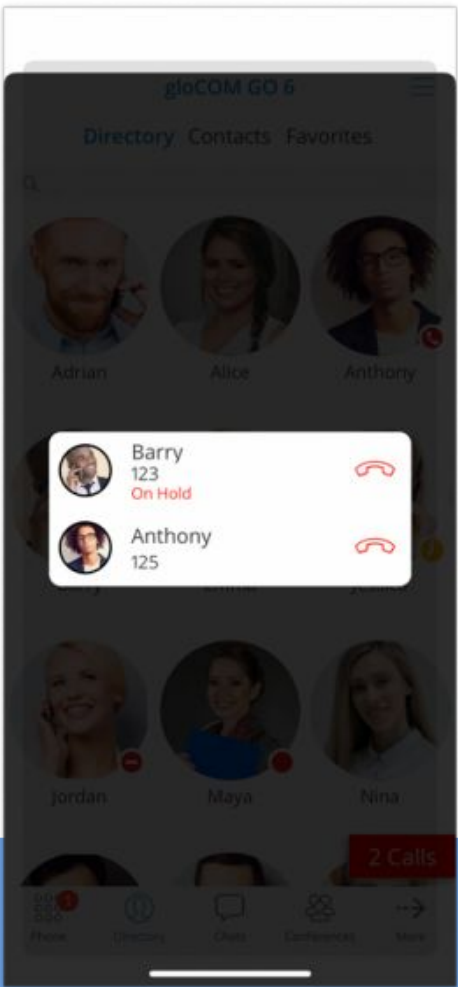
Communicator GO offers an option to handle multiple calls at the same time. This means, if there is one SIP call in progress and you receive another call, it will be presented to the user on the SIP Call Screen.

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

Call Recording Indicator

The feature allows users to start a call recording at any moment during the call.

This feature is started by pressing a button Options placed below the Mute button and selecting Start Call Recording. It is only available if it is enabled in Enhanced Services for the user's Extension in IS-Talk Hosted Service.
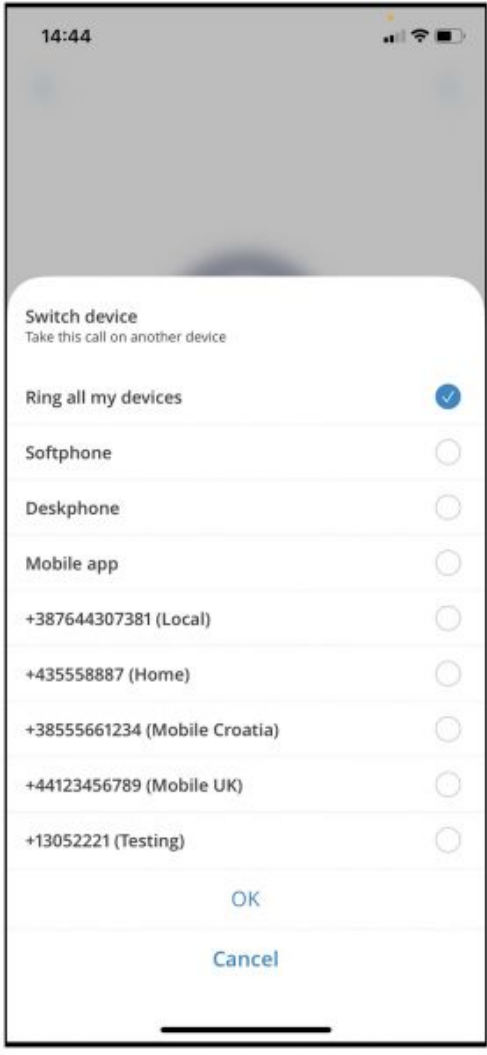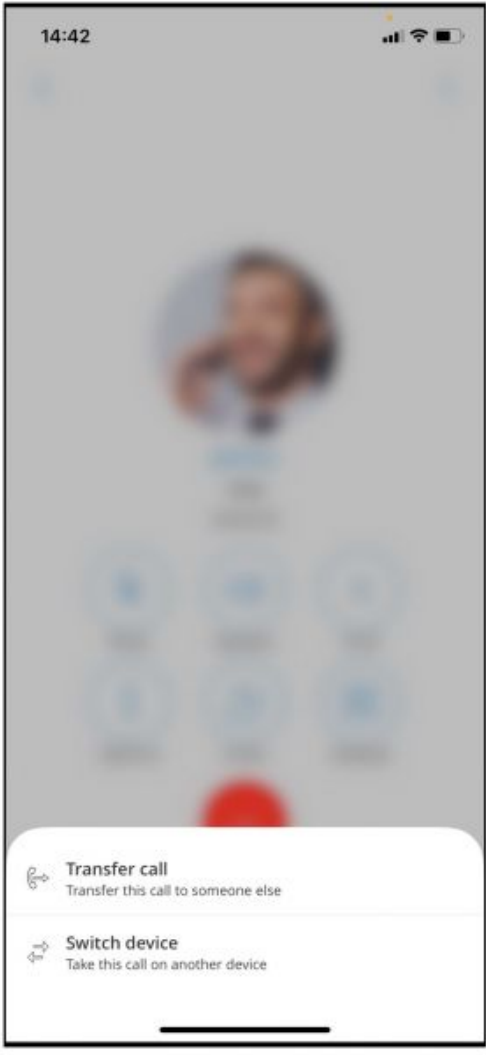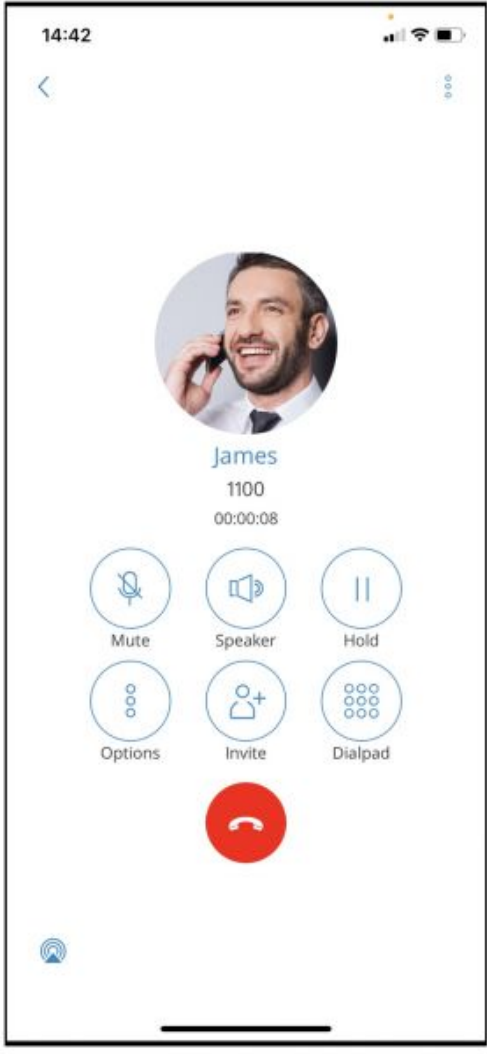
Once the call recording is started for a call, the indicator on the ongoing call screen is visible, showing that the recording is active.

Users are also able to pause/unpause and stop the recording.
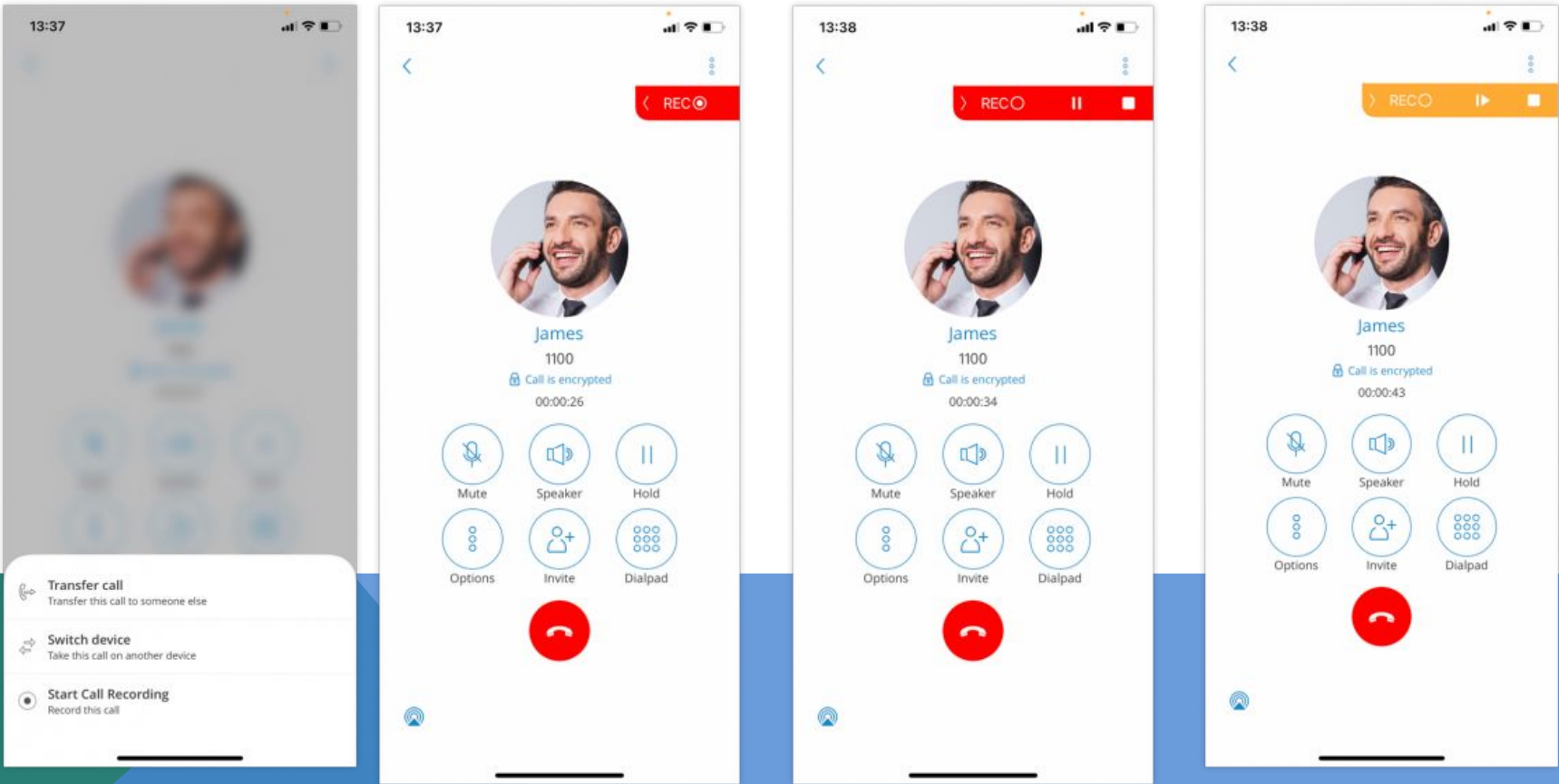
Option to Switch a Device for an Active Call

Users can now switch devices during an active call. When pressing the 'Options' icon during the active call, users are offered to transfer the call and switch to the other device.

14:42

James
1100
00:00:08

Mute   Speaker   Hold

Options   Invite   Dialpad

14:42

Transfer call
Transfer this call to someone else

Switch device
Take this call on another device

14:44

Switch device
Take this call on another device

Ring all my devices   ✓

Softphone   ○

Deskphone   ○

Mobile app   ○

+387644307381 (Local)   ○

+435558887 (Home)   ○

+38555661234 (Mobile Croatia)   ○

+44123456789 (Mobile UK)   ○

+13052221 (Testing)   ○

OK

Cancel

Call transfer

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

The default option is blind transfer (toggle switch is set to Off) and if that is your preferred selection to do is to press To contacts... and select person from IS-Talk Hosted Service User list you would like to transfer the call to. In addition, you can also transfer the call to anybody on your Contacts list.

However, if you would like to make Attended transfer and would like to talk to the person you are transferring call to, you will press toggle switch in order to set it to On and then click To contacts... and select person you would like to transfer the call to from Users or Contacts list.

- **To contact...**
  Pressing To contact... brings up a screen with favorites, users and phone book contacts to choose someone to transfer a call to.
- **To number...**
  In case you would like to type in the number you would like to transfer the call to, all you have to do is to enter the number in the entry field and press Transfer button that will be displayed once the number is entered. Although one would usually use this option to enter the external number, this will also work with any valid extension number available on the IS-Talk Hosted Service.

NOTE: Message "For landline numbers outside your SIM country, enter number in format {CountryCode}{AreaCode}{Number}" means, that if user is trying to transfer call to a SIM phone number outside user's country, country code and area code of the number have to be included also. Tapping "Cancel", the prompt disappears, canceling that option for transfer. Tapping "Transfer", if everything ok, the number is in a good format, the call is transferred, the prompt disappears, Transfer Call Screen is dismissed, Call Screen is dismissed.
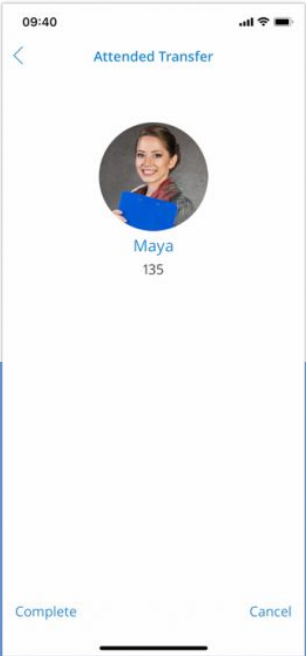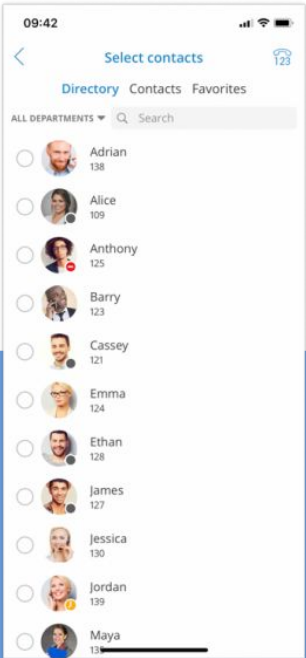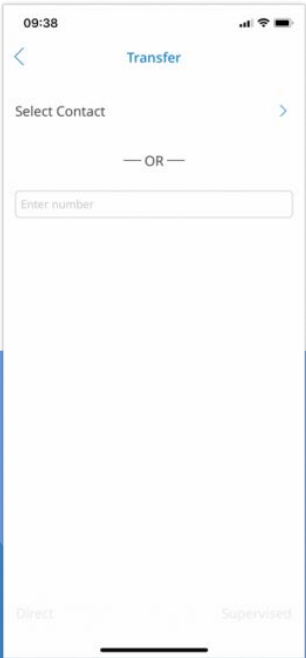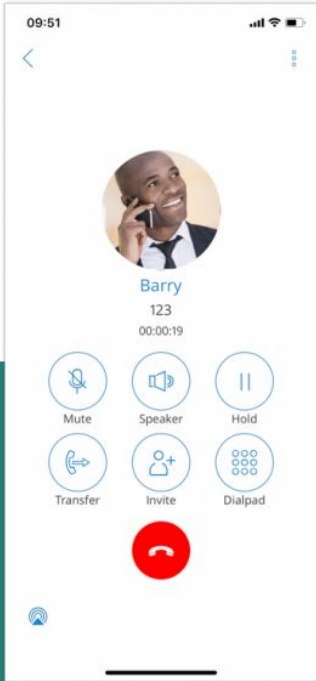
Conference calls

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.

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.

Users that participate in a meeting will now have a meeting id when they are displayed in conference.
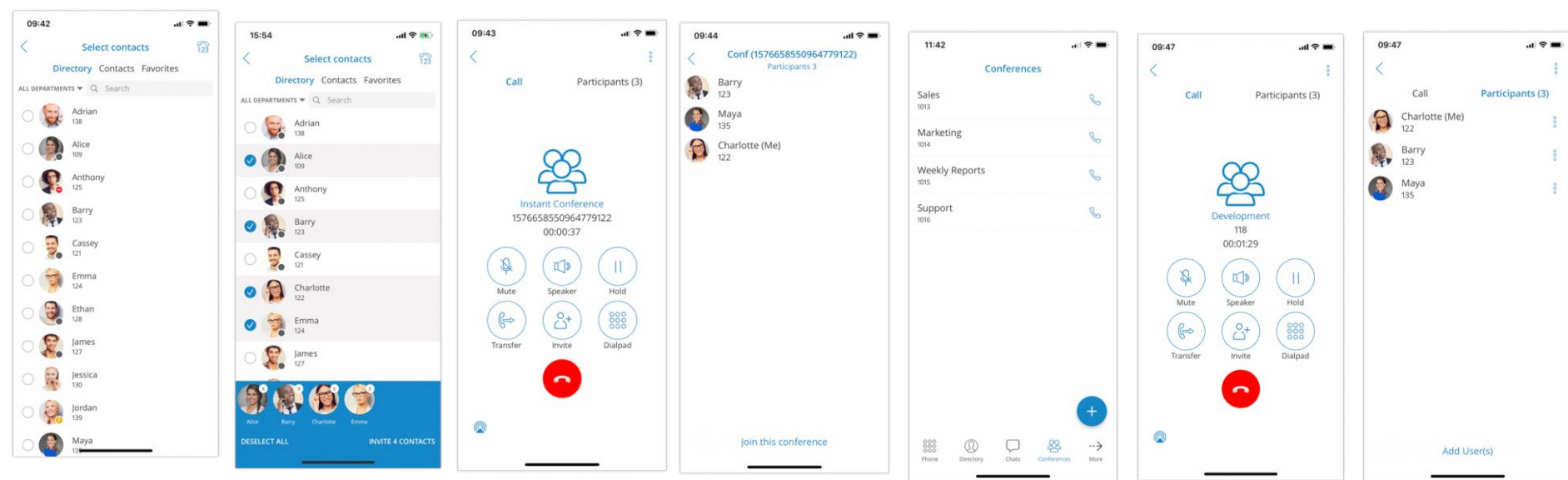
Voicemail Screen

Voicemail screen is presented:

- When user taps on "Info" Button in Voicemails Screen
- When "Play" action is tapped in Voicemail Action Screen

Voicemail Screen contains four parts:

- Navigation Bar
    - a. Back Button
- Header Bar
    - a. Time Play Pass Indicator
    - b. Progress Bar
    - c. Time Play Left Indicator
- Main View
    - a. Avatar of the voicemail sender, if any, else, default image of a person with black shadow and white background
    - b. Name of the voicemail sender, number and date
- Footer Bar
    - a. Stop - stops playing and resets to the start voicemail
    - b. Play/Pause - plays and pauses voicemail
    - c. Toggle Speaker - On/Off speaker

When this screen is presented by tapping "Info" Button on Voicemails Screen, voicemail is in not playing state.

When presented by directly tapping on voicemail in Voicemails Screen, voicemail is in playing state, which means:
"Pause" button is shown,
Speaker is on with red color,
Time indicators are active,
Progress bar is active and showing the progress of voicemail that is playing with red color.

After voicemail playing finishes, Voicemail Actions Screen is shown.

Voicemail Actions Screen

This screen is shown:
- When user taps directly on voicemail in Voicemails Screen
- When voicemail finishes playing

This screen displays:
- Voicemail sender details (name, number)
- Action
  - Play - displays Voicemail Screen and plays voicemail instantly.
  - Move to Archive/New - moves voicemail to archived (listened) or new (not listened) folder.
  - Delete - deletes the voicemail from the device and server (voicemail will not be accessible ever again).
  - Call - call a sender's number
  - Voicemail - leave a voicemail to a sender
  - More call options, if the sender has more numbers that can be called.

When voicemail moved to an Archive folder (marked as listened), voicemail badge from Left menu decreases by one, or if zero disappears.

If voicemail is already in the Archive folder, action "Move to New" will be displayed. Depending, if the sender is an extension, then actions: Call, Voicemail and more call actions will be available.

When this screen is displayed, the background is dimmed.
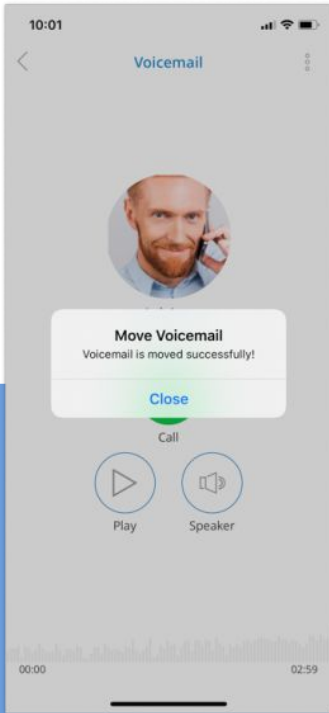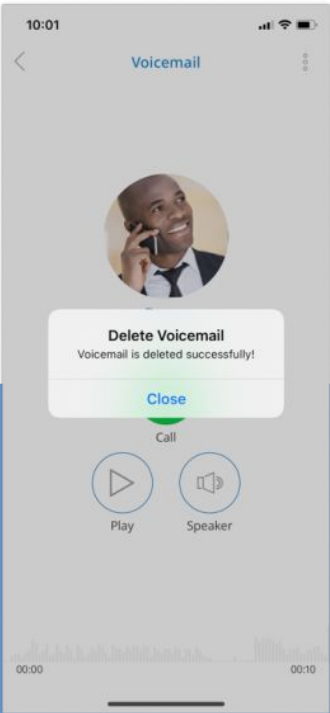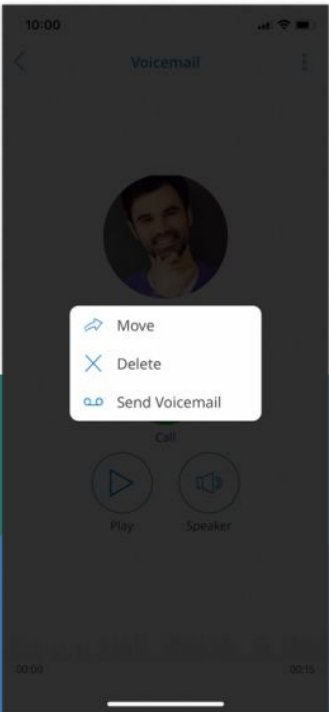
Calling other voicemail boxes directly

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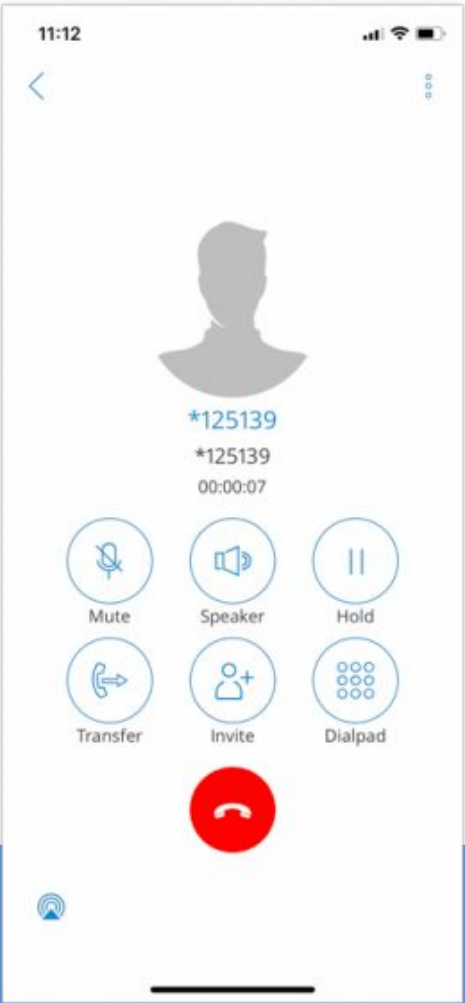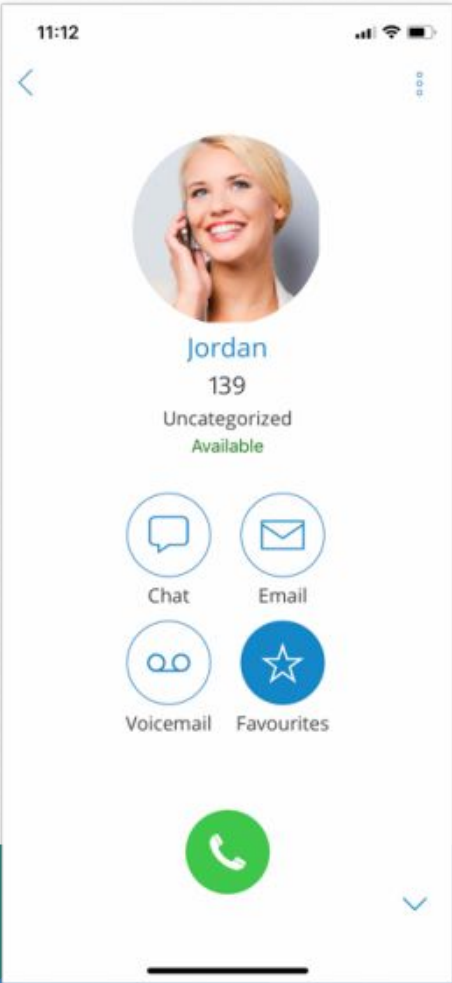
Click **Call Voicemail** to leave a voicemail message to contact.

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.

Callback Tip

You can use callback feature if you set up country code and your SIM number in settings. Open settings now?

MORE   LATER   OPEN SETTINGS

- **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)
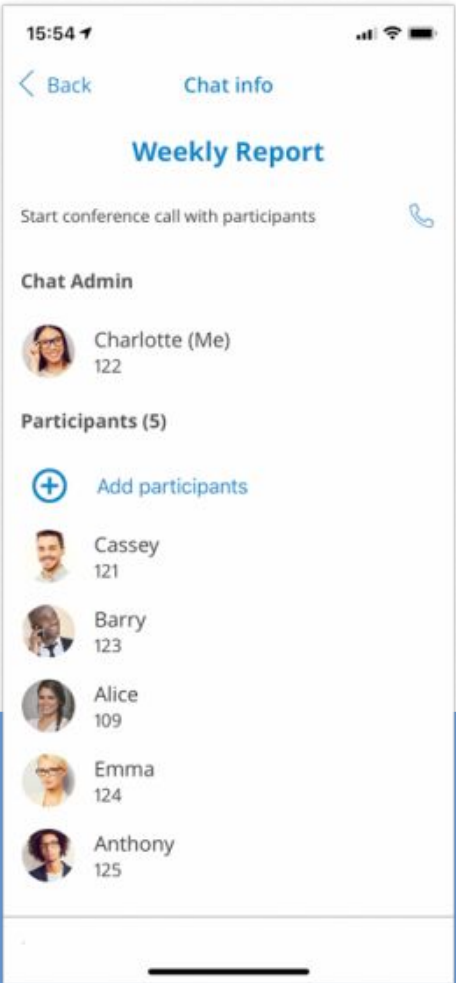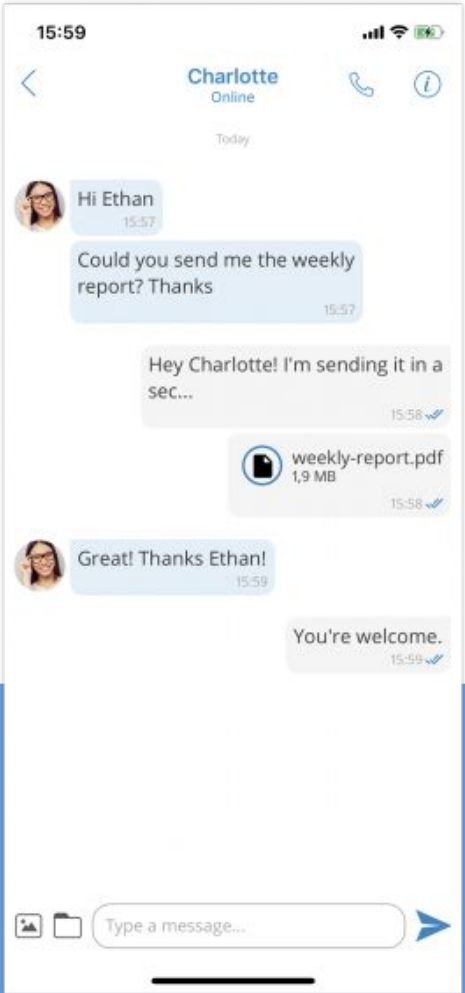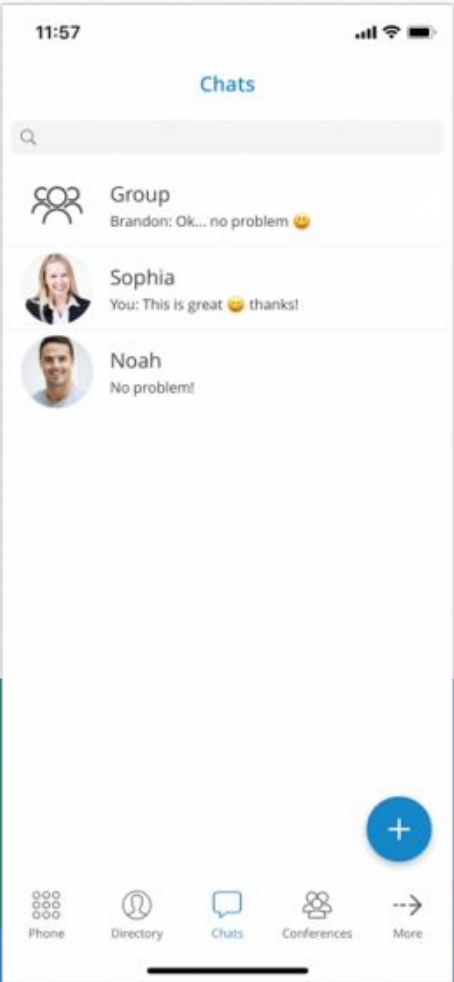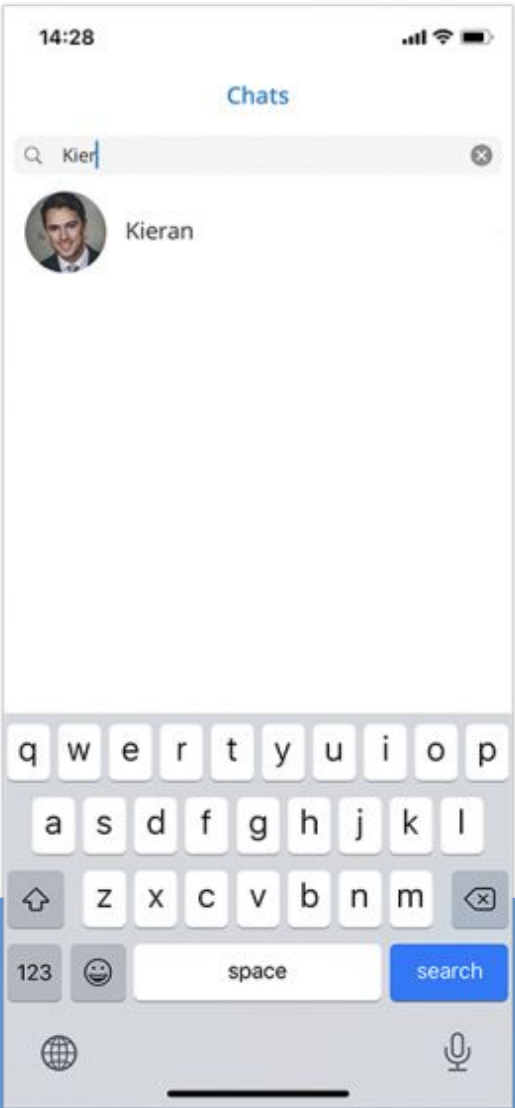
Chat

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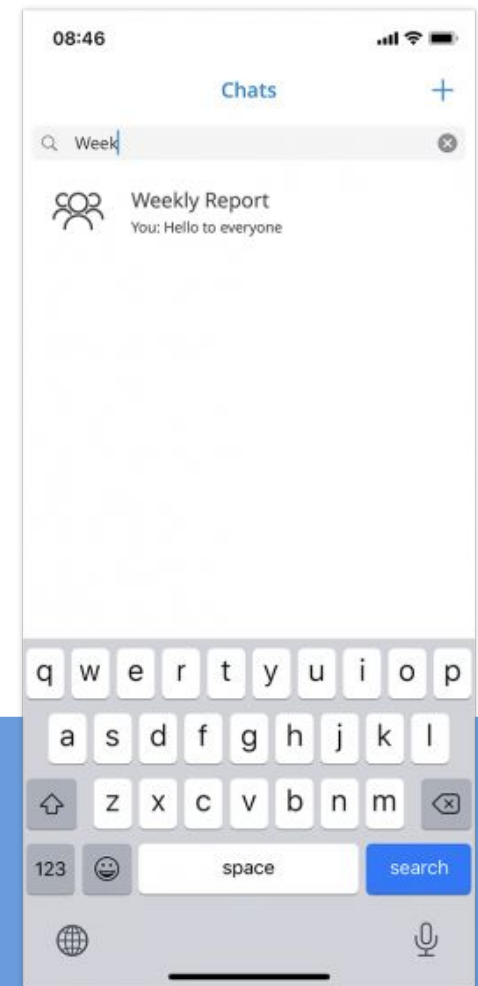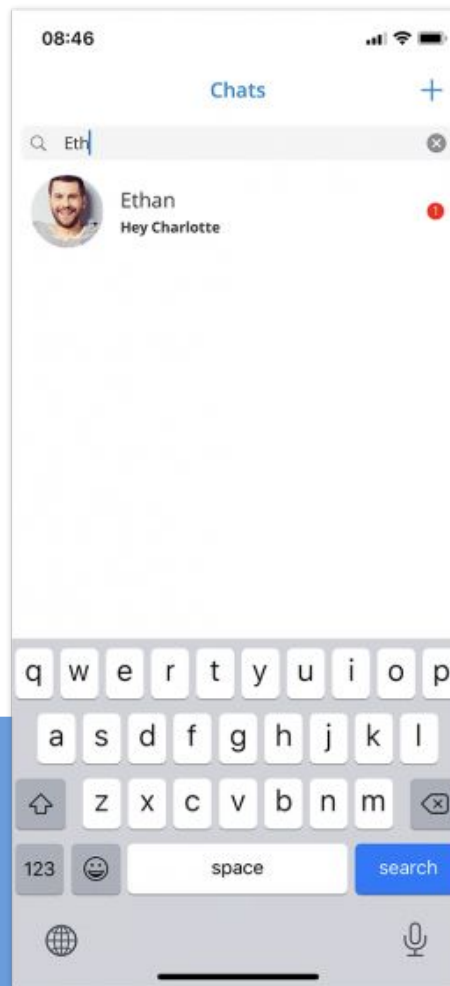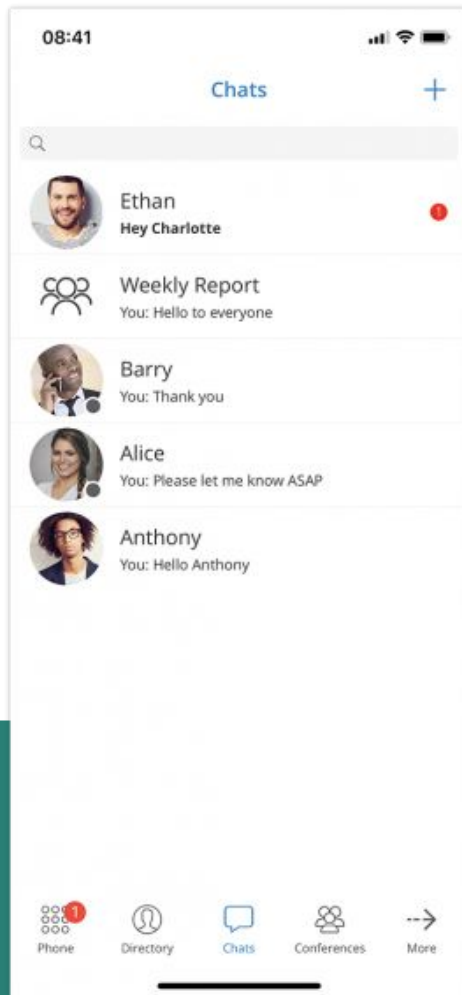
If a user doesn't have a chat session with other user, that other user will be displayed when the user searches for it in "Chats" section of the app. When user presses on an user that he doesn't have the chat session with, the chat session will be created and the user can start chatting!

Total number of unread messages is always displayed on the bottom menu of "Chats" section. This number reduces as user reads the unseen messages.
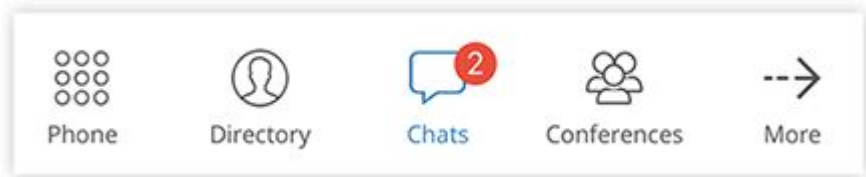
When chat messages or sessions are syncing from server the app will display a yellow indicator below the navigation bar. When loading indicator disappears it means that app is fully synced with server. If user logs in with mobile app for the first time it could take a couple of seconds to sync the recent chat sessions.
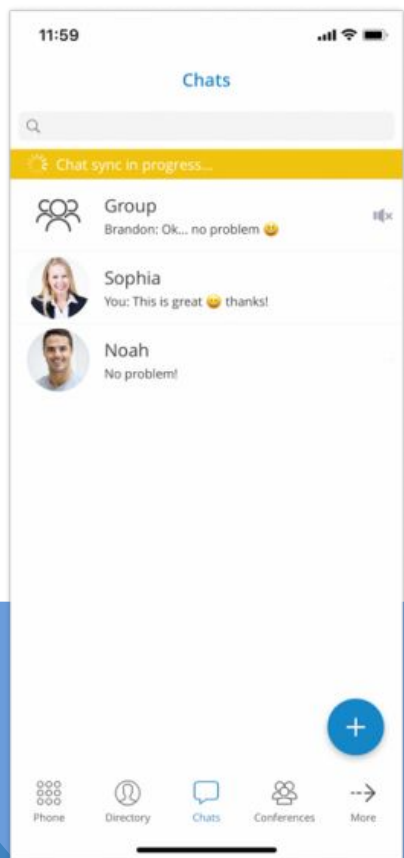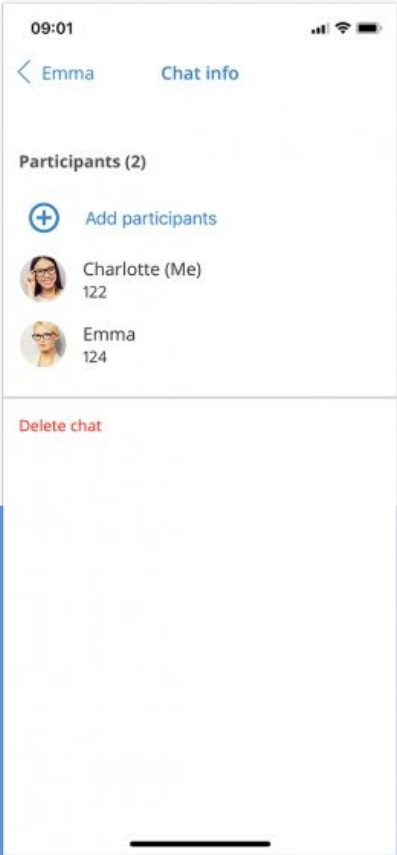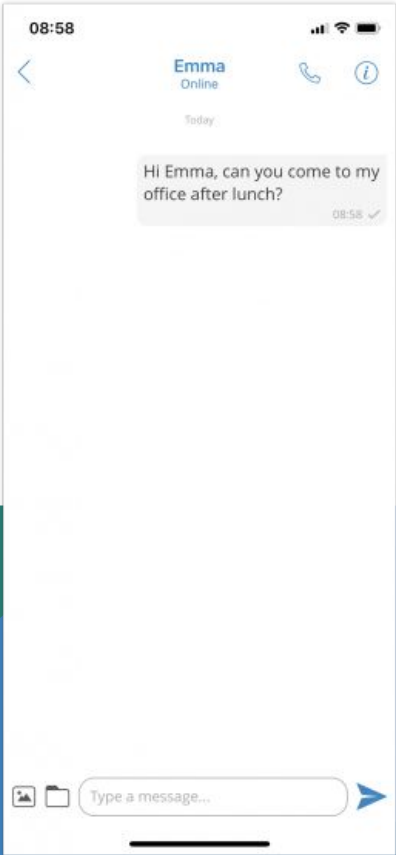
One to one chats

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.
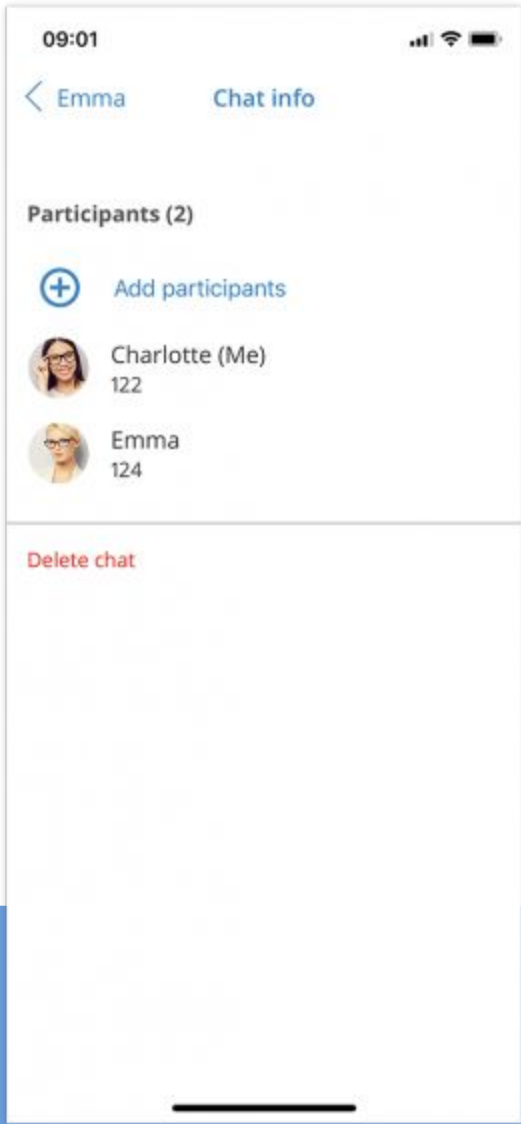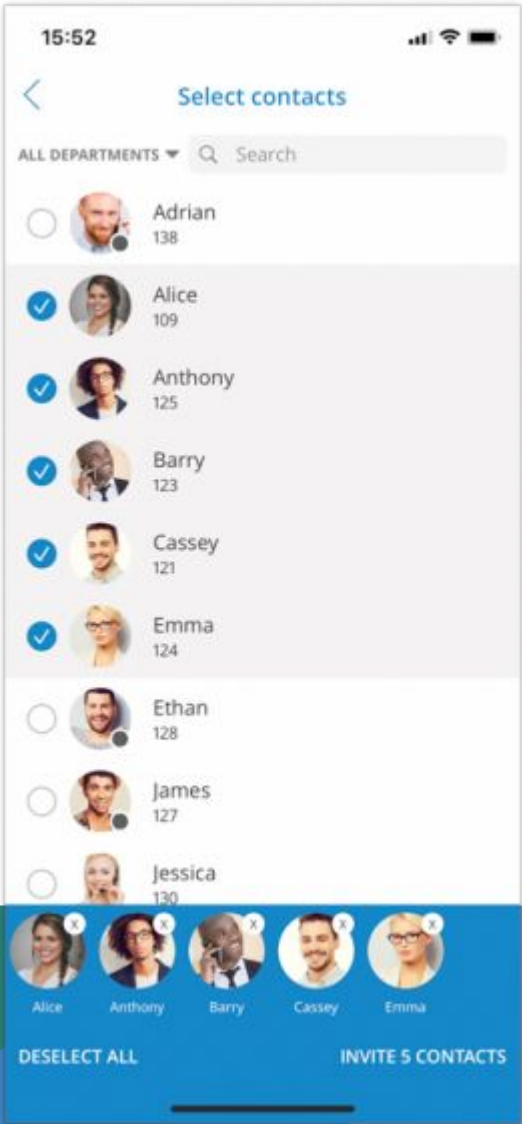
Group chat UI is the same as for one to one chat. The **Call** button has a different function and in group chat, it will start a dynamic conference with group members. If there are more than 20 group members group call will be disabled.
Group chats have events informing you that the chat name has been renamed or that some users joined or left the chat.
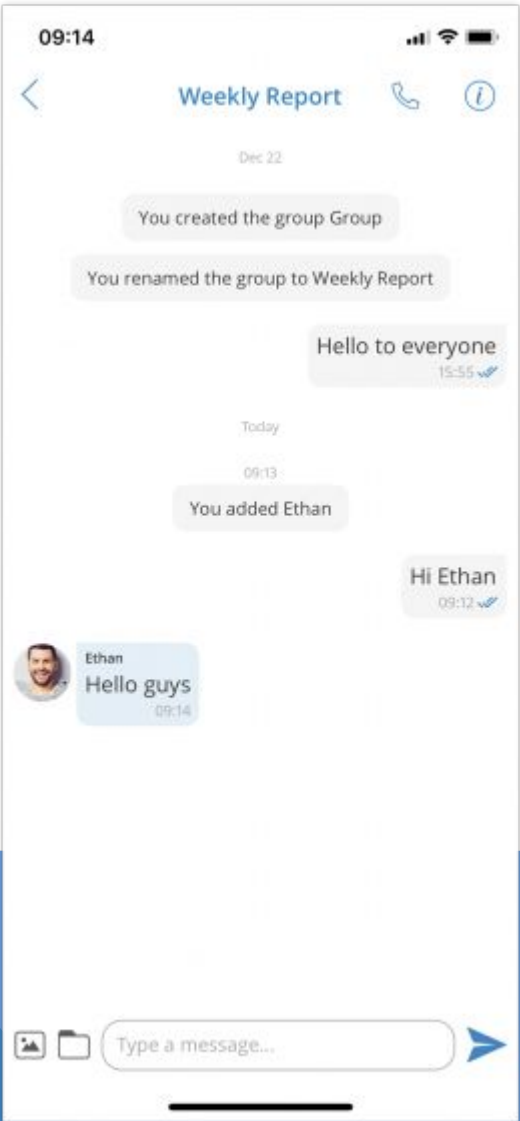
The chat info screen for a group is different than a one to one chat info screen. On chat info screen for a group, you can add more participants to the group, see all of the group participants and start a dynamic conference for that group.

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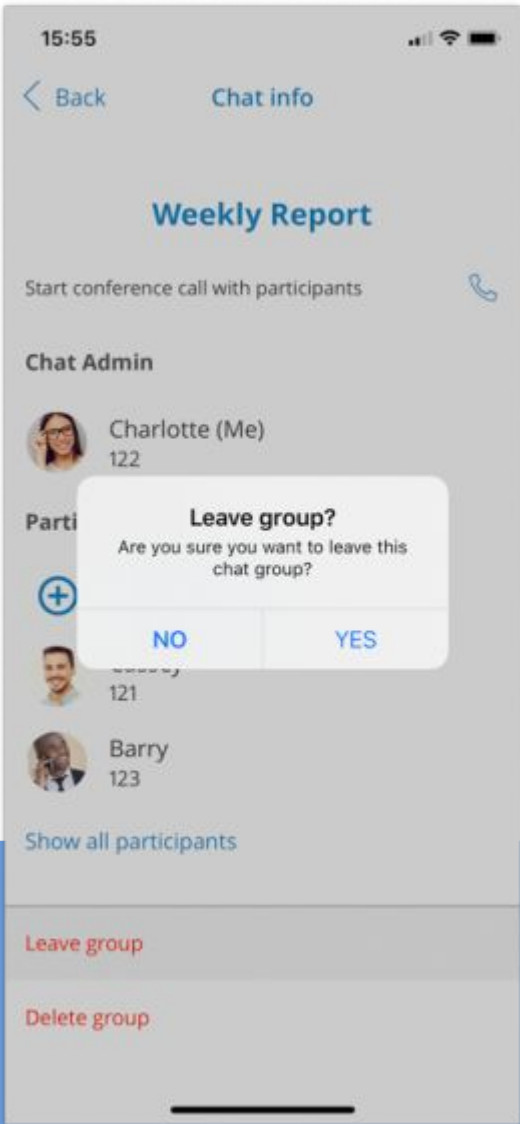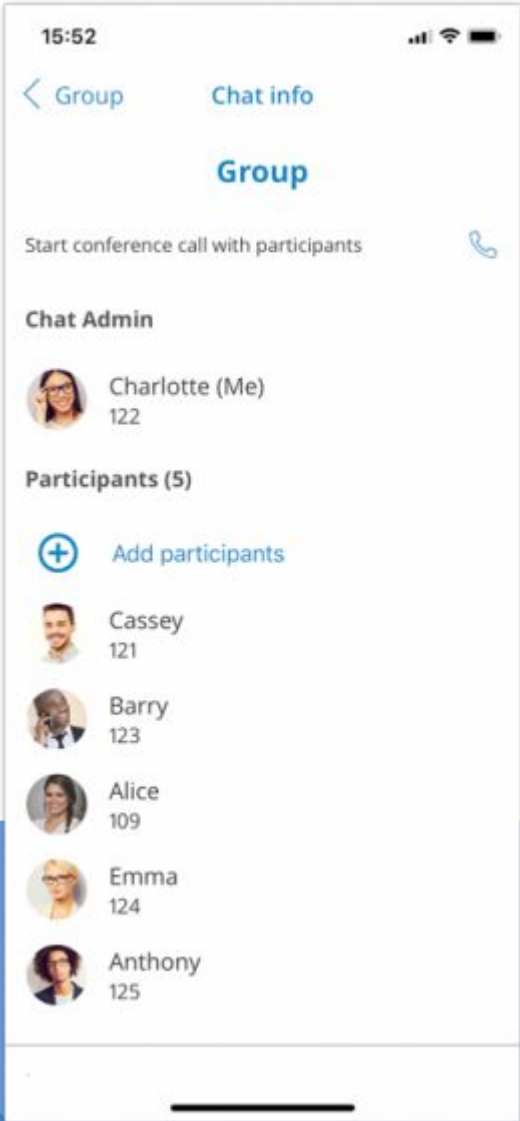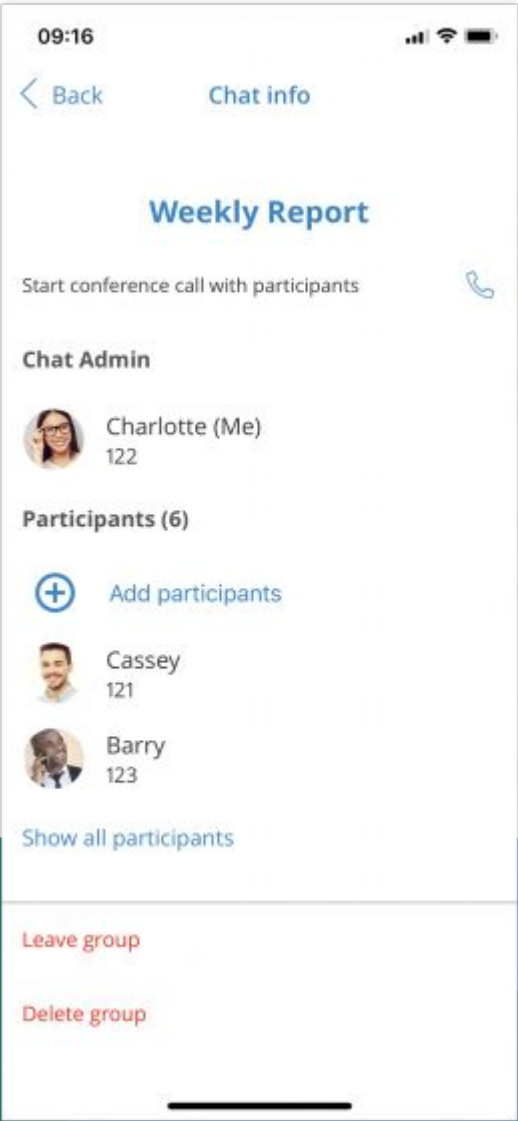
When pressing a chat participant in the chat info screen you can view their extension profile, call them or go directly to have a chat with them.

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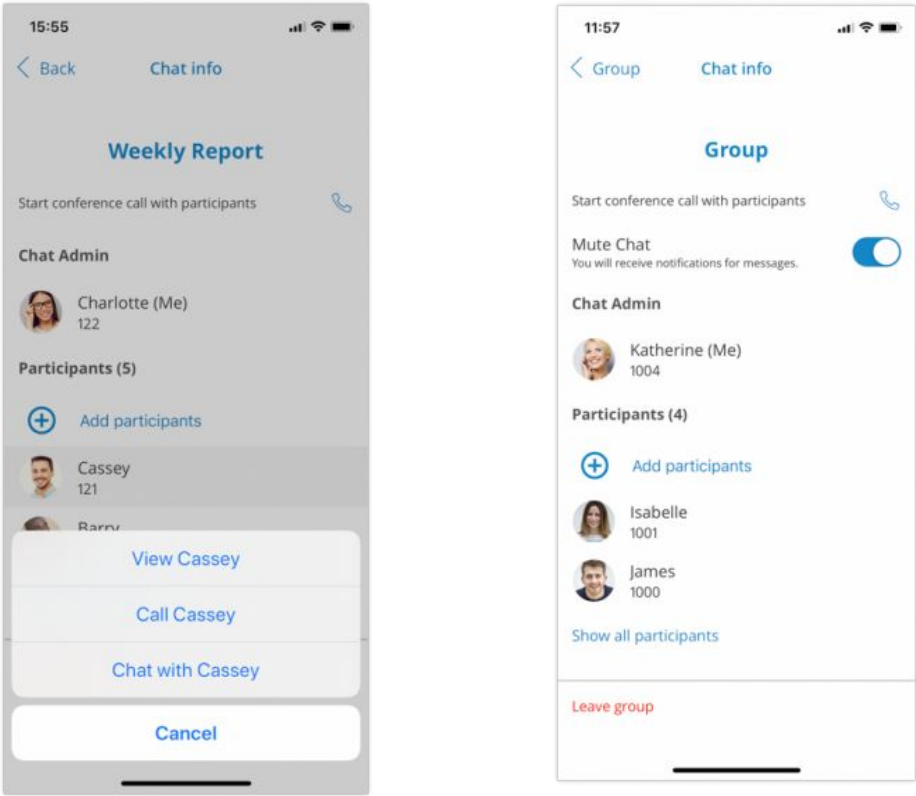
Muted chat session will have a mute icon in Chats list indicating that the session is muted.
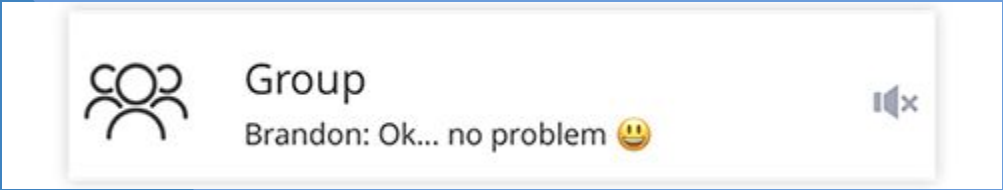
Notifications

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.
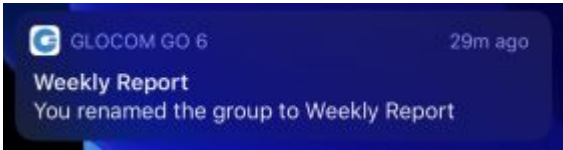
Archived users and Chat history

Starting from IS-Talk Hosted Service 6.0 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.
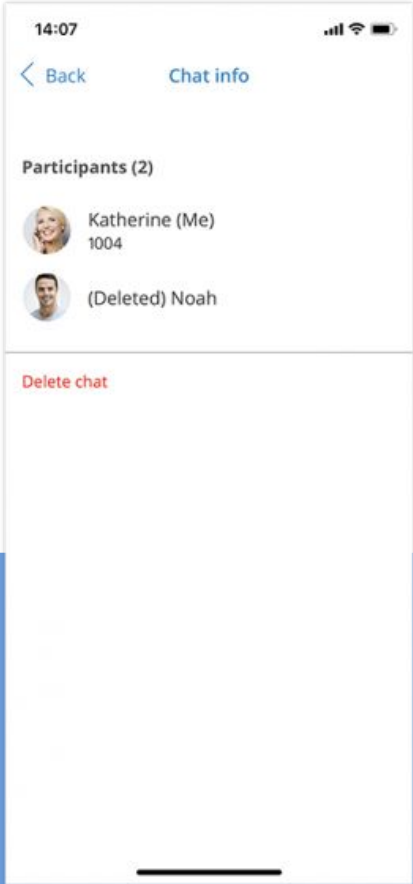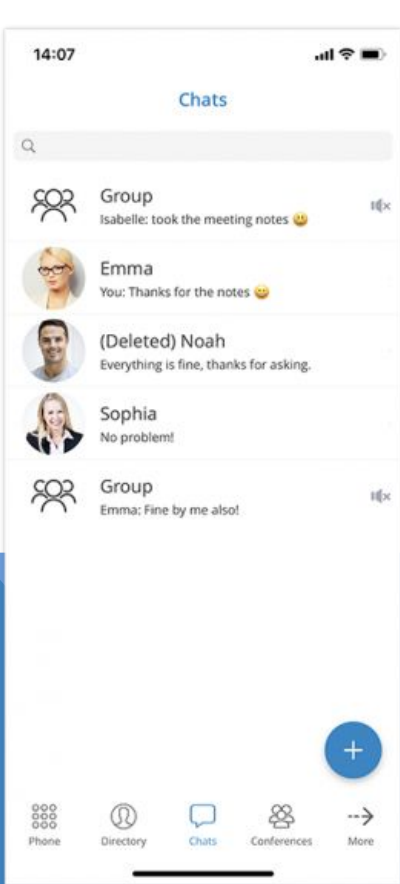
Dashboard

Communicator GO Dashboard incorporates call information and easy control of Enhanced Services.

In order to make our Dashboard more user friendly and contemporary, we have developed a completely new design. New Dashboard design contains modules for easy access to Profile info, today's calls stats, Recent calls, Call options & Voicemail, Favorites and Quick actions.
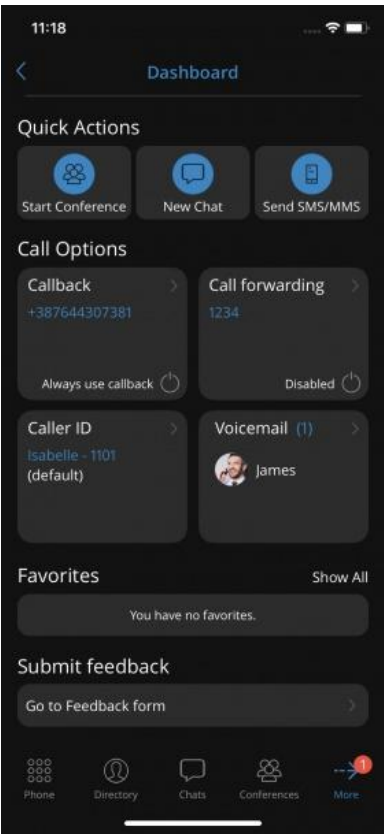

Profile info module displays info like your username, extension, avatar and personal status. Today's calls module displays stats about calls that you made today. Recent calls module displays the last 3 calls and allows for interaction with them. Quick actions module allow users to quickly start a conference, create a new chat, send SMS/MMS.

Call options & voicemail module allows for users to interact with settings from call forwarding, callback, caller id and to open voicemail screen.

The Favorites module displays 10 favorites contacts and allows interaction with them.

At the bottom of the Dashboard screen, users can express their overall opinion about our App.

Dark mode support

Keeping up with market trends and providing a better experience for our users, we have designed the Dark Mode support for our app.

Dark Mode will follow the system options (if Dark Mode is selected in the device system).

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 was on call today. Talk time is formatted as H:MM:SS.

Settings

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

- **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 Do Not Disturb enhanced service. The status will inform you whether Call Forwarding is turned On or Off.

- **Block Caller ID**

  This option allows you to enable or disable Caller ID blocking. Status will inform you whether Block Caller ID is turned On or Off.

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 User Agent type for every registered device.

- **IP**

  This field provides information about IP address for every registered device.

- **Country**

  This field will display the Country name for every registered device, based on GeoIP information for its IP address.

Settings
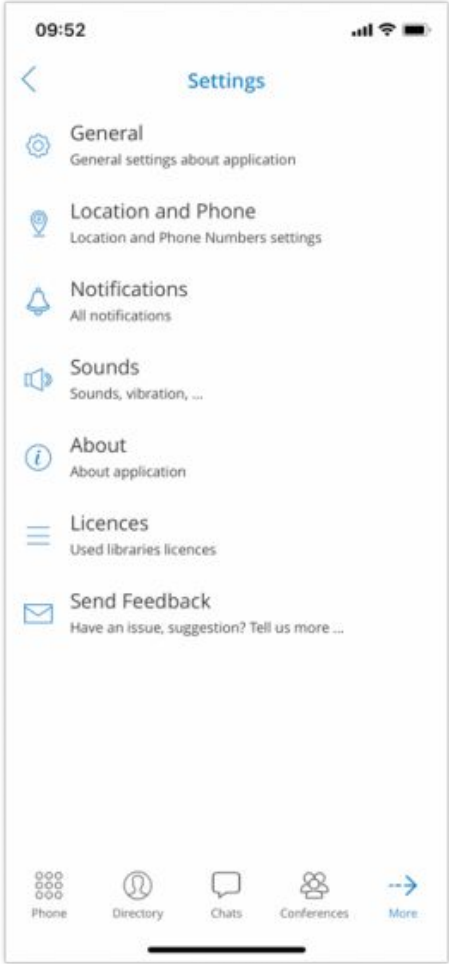
General - option shows a screen with general settings for Communicator GO.
Security - allows user to enable Biometrics security for Communicator GO.

My phone numbers - shows a screen with settings for Country, SIM number, add, edit or delete   phone number, and phone numbers associated with your account.

Callback - screen with settings for a Callback feature.

Notifications - option shows all new notifications for Communicator GO (e.g. missed calls, new voicemail, server notifications...)

Sounds - contains the option to select a ringtone for incoming calls and to Enable/Disable dial pad sounds.

About - will display Communicator GO about page with version number and contact information.

Licences - shows a screen with a list of libraries that the app is using.

Send Feedback - launches integrated feedback submission form.

SIP Call Statistics

As mentioned previously SIP Call Statistics Screen is displayed when the user press the **Statistics** button while on an active call.
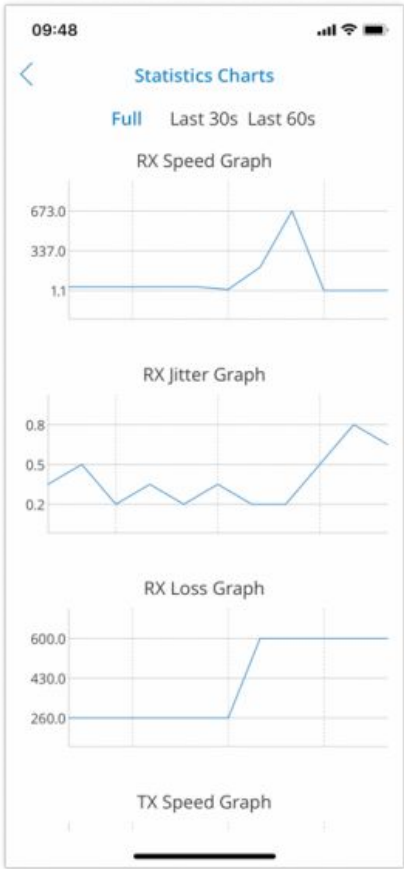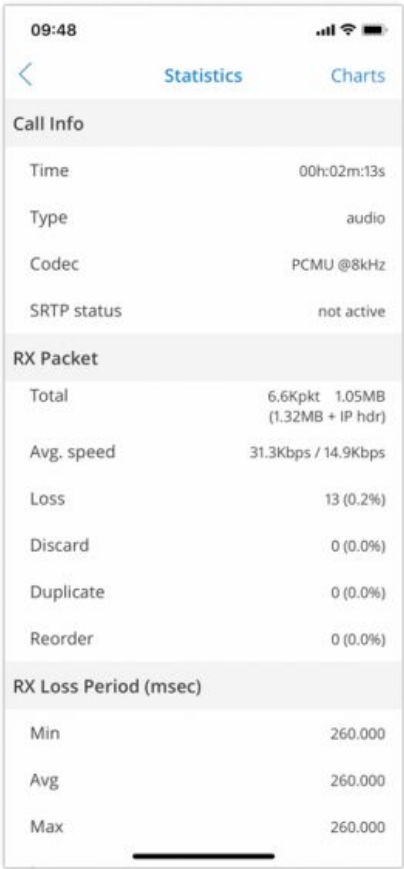
SIP Call Statistics Screen displays a list of statistics for current SIP Call.

Information provided here may vary and will depend on settings and call scenarios, for example, whether the call is made over secure media transport etc.

Common options are:
- Callee - end participant in call
- Call Time - duration of the call
- Codec - which audio codec is used for call media
- SRTP Status - the call is made over secure media transport
- RX Package Loss - received packages loss for call in percentages
- RX Jitter - received jitter for call in milliseconds
- TX Package Loss - sent packages loss for call in percentages
- TX Jitter - sent jitter for call in milliseconds

Sign Out / Quit Communicator Go
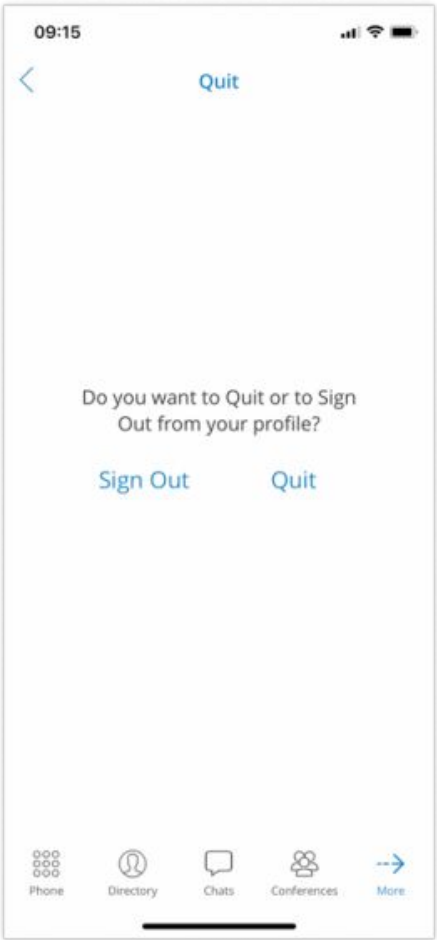
There are two ways to quit Communicator GO. First is by pressing **More**... followed by **Log out** from the main drawer menu.

You will be offered to **Sign Out**, which will clear your profile data and you will be asked to provide login credentials next time you start Communicator GO, or you can press Quit to terminate the application. This option will exit Communicator GO leaving all your profile data and settings untouched. Next time you start Communicator GO you will be logged in to your account. Quit option will disable chat and call push notifications for logged in user.

Another option is the native iOS way to quit the application. Press the Home button on your device two times and swipe the app window away.

NOTE: If Push notifications are enabled, you will still be able to receive the call even when app is not started. In order to prevent this, you will either have to disable Push notifications or to Sign out of your account.