



bluecloudUSA

GoVoIP APP

User
Guide



What is the GoVoIP App?

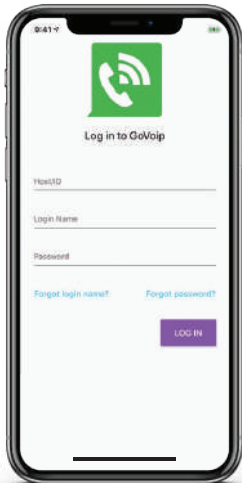
The GoVoIP App is a softphone with Portal capabilities including visual voicemail, call history, contacts, greetings, and answering rules.

KEY FEATURES

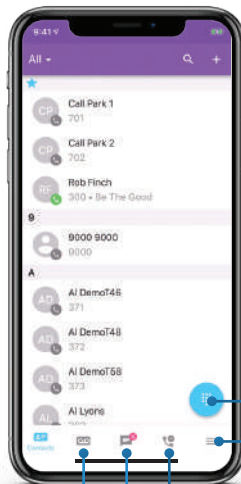
- SIP Softphone
- Contact Management
- Visual Voicemail
- Answering Rules Management
- Call History
- Presence
- Extension Dialing
- Call Transfer
- Call Recording
- Switch Call to a New Device
- SMS
- Chat
- Edit Voicemail Greetings
- Set and View Status Messages
- Configure Cellular Callback (Non-Data Calling)
- Gravatar Support

iPhone:

How to use the GoVoIP App



Once you have downloaded and installed the app from the App store, you will need to **Log In**. Please ask your System Administrator for your log in credentials.

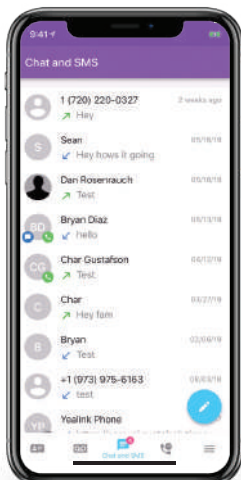


After logging in, you will be brought to the Contacts screen. From here you can view or add contacts, see if colleagues are on a call, and view their status messages.

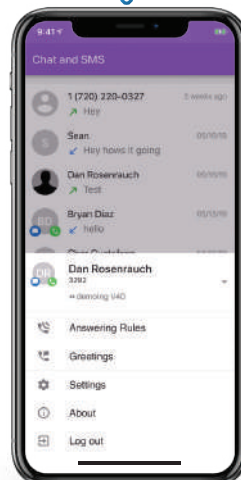
VoiceMail

Dialer

Call History



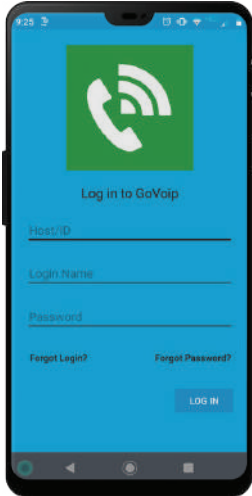
Create a new conversation or continue an existing one. Requires **SMS/Chat** add-on to use text messaging capability.



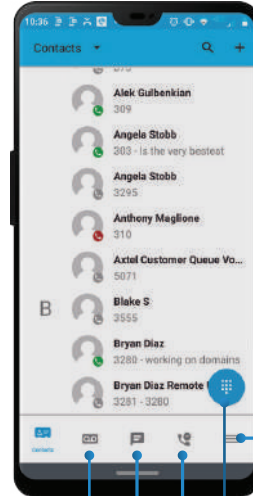
From the **Menu** tab, you can change your status message, adjust which answering rule is active, record and change greetings, or set cellular callback.

Android:

How to use the GoVoIP App



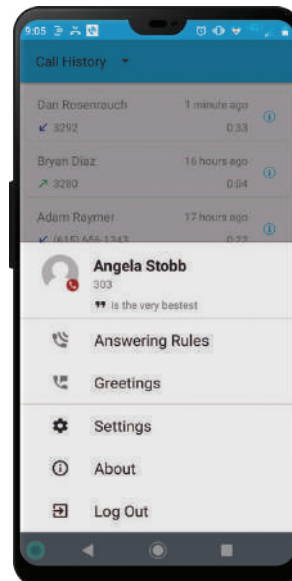
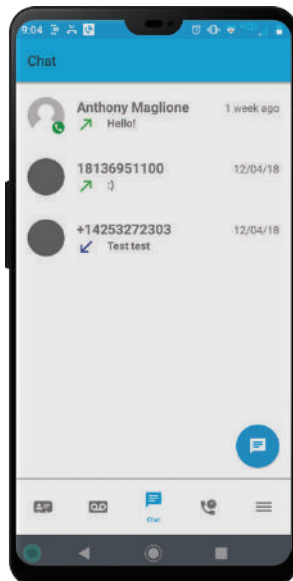
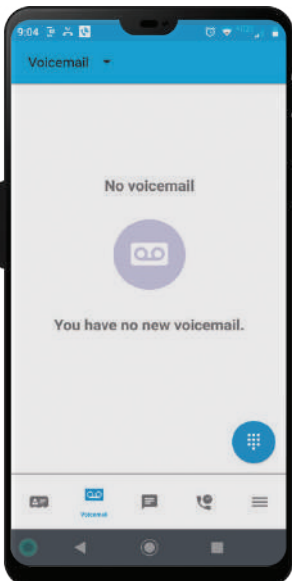
Once you have downloaded and installed the app from the Google Play store, you will need to **Log In**. Please ask your System Administrator for your log in credentials. Your Host ID depends on your location.



After logging in, the app will open up to the Contacts screen. Here you can see a list of your company contacts. A green or red dot on the contact indicates availability.

Green = Available
Red = On a Call

The **Dialer** icon brings you to the dial page where you can make outbound calls.



By pressing the **Menu** button on the bottom right, you will be brought to a menu where you can change settings, greetings, and Answering Rules