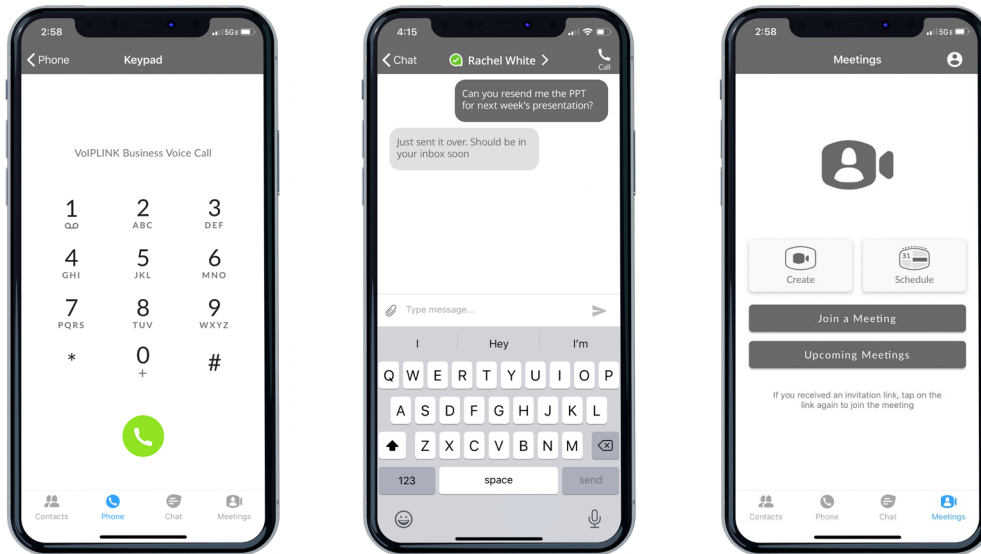


How to Use VoIPLINK Business Voice for Mobile



Your NUSO UCaaS phone service can be used to make or receive calls from your desk phone, your PC or Mac, and your mobile devices.

For this to work on your desktop, you need to install the VoIPLINK Business Voice for Desktop software on your PC or Mac. This guide will help you to do that.

ENSURE YOUR DEVICE IS COMPATIBLE

VoIPLINK Business Voice for Mobile works on:

- Android phones and tablets using version 5.0 or later.
- iOS devices running iOS 10.0 or later.

Video calling only works on devices that have a front-facing camera.

FIND YOUR PASSWORD

You will need your NUSO UCaaS CommPortal phone number and password to start using VoIPLINK Business Voice for Mobile. If you don't have this information, call us at 844-438-6876.

DOWNLOAD AND INSTALL THE APP

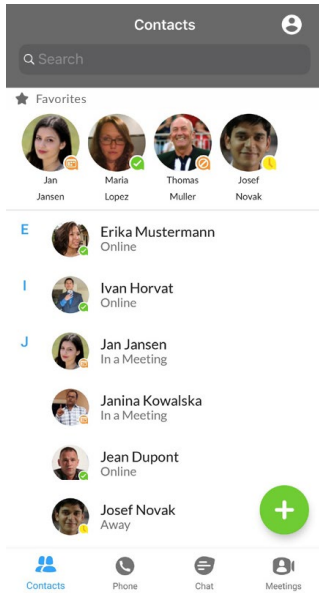


Search for VoIPLINK Business Voice in Google Play or iTunes and tap **Install** to download the app to your device. Check the Terms & Conditions and touch **Accept & Continue**.

Open the app and enter your NUSO UCaaS Phone Number and Password and tap **Log in**.

If you want to have the ability to switch calls to your own cellular network (for example, if you move to an area with poor WiFi connection during a call made on VoIPLINK Business Voice) enter your own mobile phone number and tap **Continue**.

EXPLORING VOIPLINK BUSINESS VOICE



VoIPLINK Business Voice for Mobile is like having your desk phone on your mobile. You can make and receive calls, hold calls, transfer calls, and make three-way calls. You can even push and pull calls from your phone to other twinned devices, mid-call.

You can also use VoIPLINK Business Voice to send messages to other people in your corporate directory who are using VoIPLINK Business Voice (on any device).

VoIPLINK Business Voice uses the WiFi, broadband, or mobile data services

available, so you can make and receive calls without using your mobile minutes.


You can access the VoIPLINK Business Voice features using the **Contacts**, **Phone**, **Chat** and **Meetings** tabs at the bottom of the screen.

CONTACTS TAB


VoIPLINK Business Voice for Mobile assembles a contact list for you to use. Select the **Contacts** tab to view your Contacts list. Depending on how your service is set up, the Contacts list may include:


- Contacts that you type into VoIPLINK Business Voice for Mobile
- Contacts stored on your mobile device
- Contacts in CommPortal contacts
- Contacts in your corporate directory.

The contact's status appears in a speech bubble next to their profile picture.

Tap on a contact to access **Call**, **Chat** and **Meeting** options. Tap on the **Plus** icon  to add new contacts.

PHONE TAB

 Tap on the **Phone** tab to make a call, view your **Call History** and listen to **Voicemail**.

To make a call, tap on a contact and select the number to call or tap on the **Dialer** icon  and enter the number.

If the person you are calling has caller ID, they will see your individual NUSO phone number.

The **Voicemail** tab indicates the number of messages received.

- Tap on the **Play** icon to listen to a voicemail.
- Tap on the Voicemail entry to see **Call**, **Chat**, **Meetings** and **More** options.
- Tap **More** to access **View Contact**, **Mark as Unheard** or **Delete Message**.

PRESENCE

Whenever one of your contacts is signed in to their Chat account, Accession Mobile displays their presence information on the **Messages**, **Call History**, and **Chat** tabs.



Available



Away



Busy





In a Call



Offline


CHAT TAB

 Tap the **Chat** tab to use Instant Messaging. Enter your Chat Address and Password and tap **Sign In**.

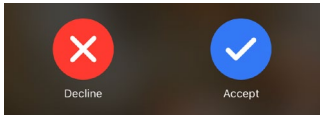
Tap on a contact to continue a previous conversation or click on the **New Message**  icon and choose a contact to message.

From within the chat window, you can start or continue a conversation, send files, call a contact, or add one or more participants to a conversation. Your Instant Messages automatically sync to all your VoIPLINK Business Voice devices.

MEETING TAB

 Select the **Meetings** tab to **Create** or **Schedule** an Accession Meeting, **Join a Meeting** or view **Upcoming Meetings**.

RECEIVING CALLS

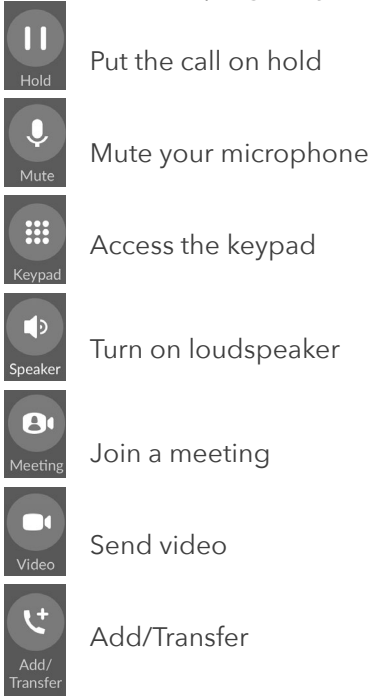


When someone calls your NUSO phone number, the app offers you the choice to accept or reject the call.

Depending on the other services you have from NUSO, you may also see the incoming call on your desk phone, on your desktop, or on a tablet device. You can answer the call on whichever device is most convenient for you.

DURING THE CALL

While a call is in progress you can use the call window to:



You may receive another call while you are already on a call. VoIPLINK Business Voice for Mobile gives you the option to:

- Hold the existing call and answer the new call.
- End the existing call and answer the new call.
- Ignore the new call.

VIDEO CALLING



If the person you are talking to is also using VoIPLINK Business Voice and your phone has a front-facing camera, you can add video to your call any time. Click on the **Video** icon to send your video. The

other person will receive a prompt inviting them to switch on their video too. Click on the **Video** icon at any time to turn off your video feed.

TRANSFER THE CALL TO SOMEONE ELSE



Use the **Call Transfer** icon to send any call to another number. A menu will pop-up allowing you to select a contact, or you can type in a completely new number to transfer the call to. You can also transfer the call to another of your devices that has VoIPLINK Business Voice installed, without having to hang up.

SWITCH THE CALL TO ANOTHER DEVICE

If the call has poor audio due to an unreliable WiFi or mobile data service connection, you can click the **More** icon, then select **Switch** and select **This Device (Cellular)** to move the call to your regular cell phone. Remember that the call will now start to use your mobile minutes.

CALL HISTORY

See your full call history by selecting the Call History tab.



VOICEMAIL

If you have a voice or video message, the **Voicemail** tab indicates the number of messages received.



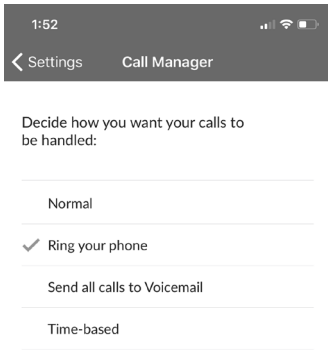
Select the **Voicemail** tab and tap on a message to listen to it.

PROFILE & SETTINGS

Use the **Profile & Settings** tab to manage your Call, Chat, Contact, and Messaging settings, and to access additional setup options. You can also send error reports from this tab.

CALL MANAGER

You can tell the mobile app how to handle your incoming calls. From the **Profile & Settings tab**, tap the **Call Manager** tab and select **Available**, **Do not disturb**, or **Forward all calls**.



Note that when you change your **Call Manager** settings, the change applies on all of your VoIPLINK Business Voice devices.

EMERGENCY CALLS

VoIPLINK Business Voice lets you make calls from anywhere on the most convenient device. If you place a 911 call from VoIPLINK Business Voice, the 911 operator may not be able to identify where you are calling from.