



GoVoIP App

User Guide



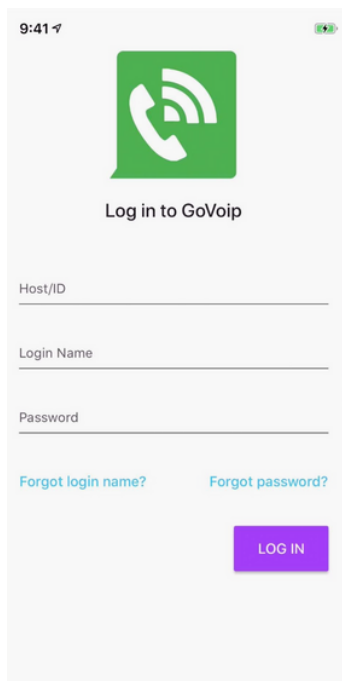
What is GoVoip?

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

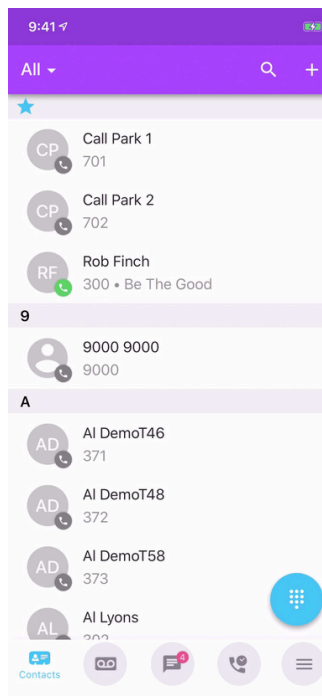
Key Features:

- 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 GoVoip

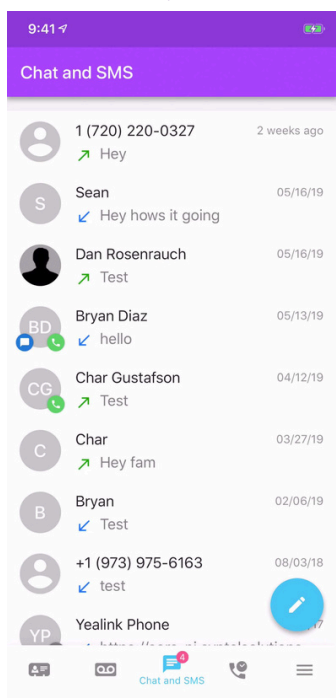


Once you have downloaded and installed the app from the App store, you will need to **Log In**. Please ask your System Administrator for your log in credentials.

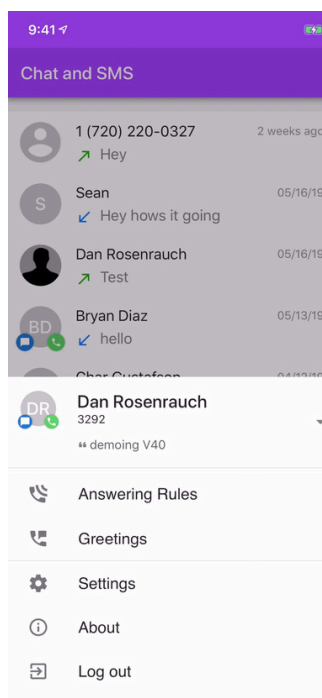


After logging in, you will be brought to the **Contacts** screen. From here you can view or add contacts, see if colleagues are on a call, and view their status messages.

Voicemail ← Call History →

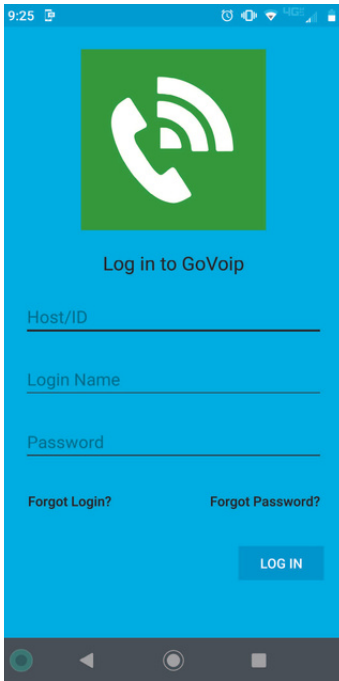


Create a new conversation or continue an existing one. Requires **SMS/Chat** add-on to use text messaging capability.

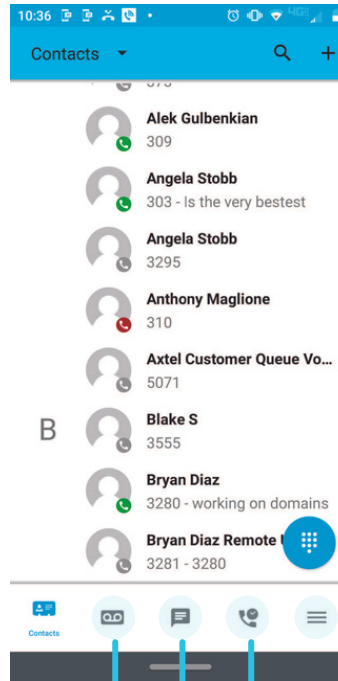


From the **Menu** tab, you can change your status message, adjust which answering rule is active, record and change greetings, or set cellular callback.

Android: How to Use GoVoip

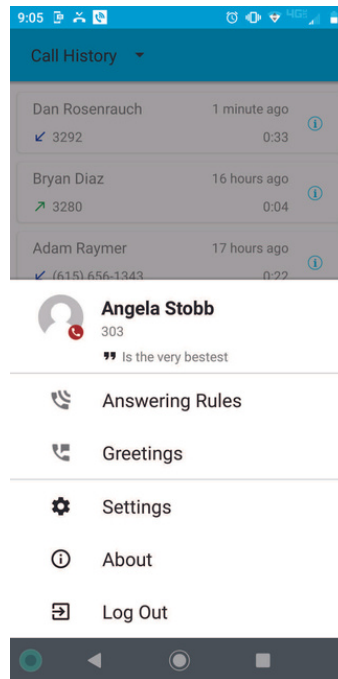
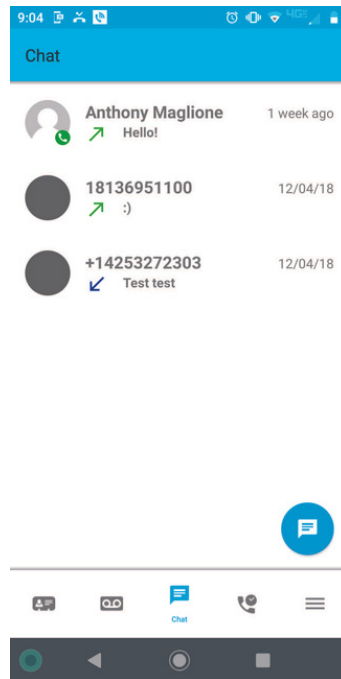
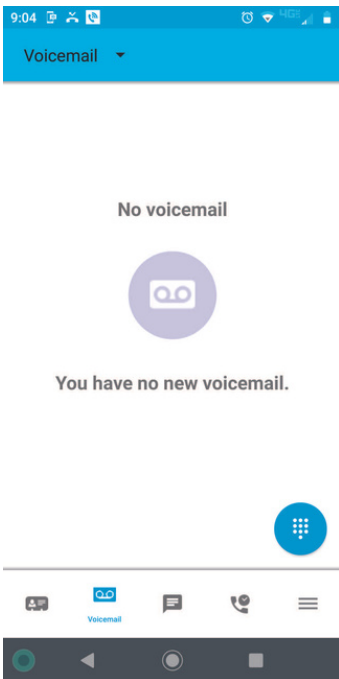


Once you have downloaded and installed the app from the Google Play store, you will need to **Log In**. Please ask your System Administrator for your log in credentials. Your Host ID depends on your location.



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