

Mobile App User Guide

Quick Links

Click link to jump to section.

1. [Install](#)
2. [Login](#)
3. [Navigating Around the App](#)
4. [Landing Screen](#)
5. [Dialpad](#)
6. [Call Move](#)
7. [Recent Calls](#)
8. [Contacts](#)
9. [Search](#)
10. [Voicemail](#)
11. [Messages](#)
12. [Conference Calls](#)
13. [Virtual Attendant](#)
14. [Settings](#)

Install

There are 2 ways to install the CoreNexa Mobile App:

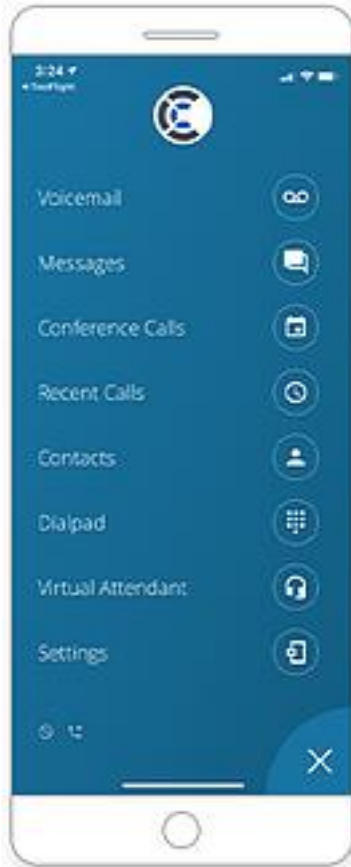
Using UC Client

1. Under the Applications Module, select Mobile Download.
2. Scan the code using a QR Reader on your mobile device.



CoreNexa Mobile Apps

Make and receive calls placed to your corporate phone number via smart phone.



1. Download the app

Search for 'CoreNexa' in the [Apple App Store](#), or scan the code for your device with a QR code reader.

Directly from the App Store

Download the CoreNexa™ Mobile app from the iOS App Store.

Follow the instructions to install.

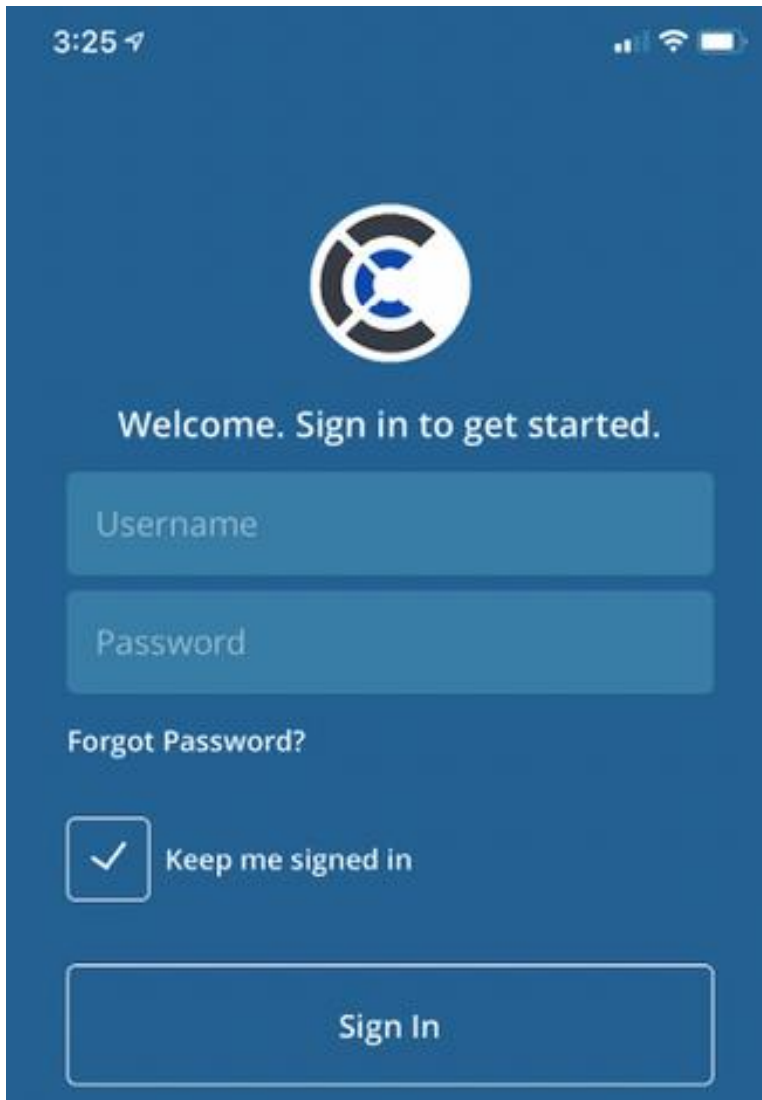


[Login](#)

Once the app is installed on your device:

1. Tap the CoreNexa Mobile icon
2. On the sign in screen there are 2 ways to sign in:
 - a. Enter your username & password
 - b. Scan the QR code in UC Client

Enter your username & password



The screenshot shows the sign-in interface of the CoreNexa Mobile app. At the top, the status bar displays the time 3:25 and signal icons. The app's logo, a stylized 'C' with a blue and white circular design, is centered. Below the logo, the text "Welcome. Sign in to get started." is displayed. There are two input fields: "Username" and "Password". Below the password field is a link for "Forgot Password?". A checkbox labeled "Keep me signed in" is checked. At the bottom is a large "Sign In" button.


Scan your personal QR code in UC Client



1. Log into UC Client
2. Navigate to "Other Applications" and select "Mobile Download"
3. Point your camera at the QR code beneath "Log into CoreNexa Mobile"

Navigating Around the App

The main screen is the list of menu options that provide all the functionality of the app.

As you click into each menu item, click on the menu icon  to be taken back to the main menu.

Landing Screen

Once logged in for the first time the app will land you on the default landing screen on the Dialpad. Subsequent visits will take you to the last menu option that you closed the app on.

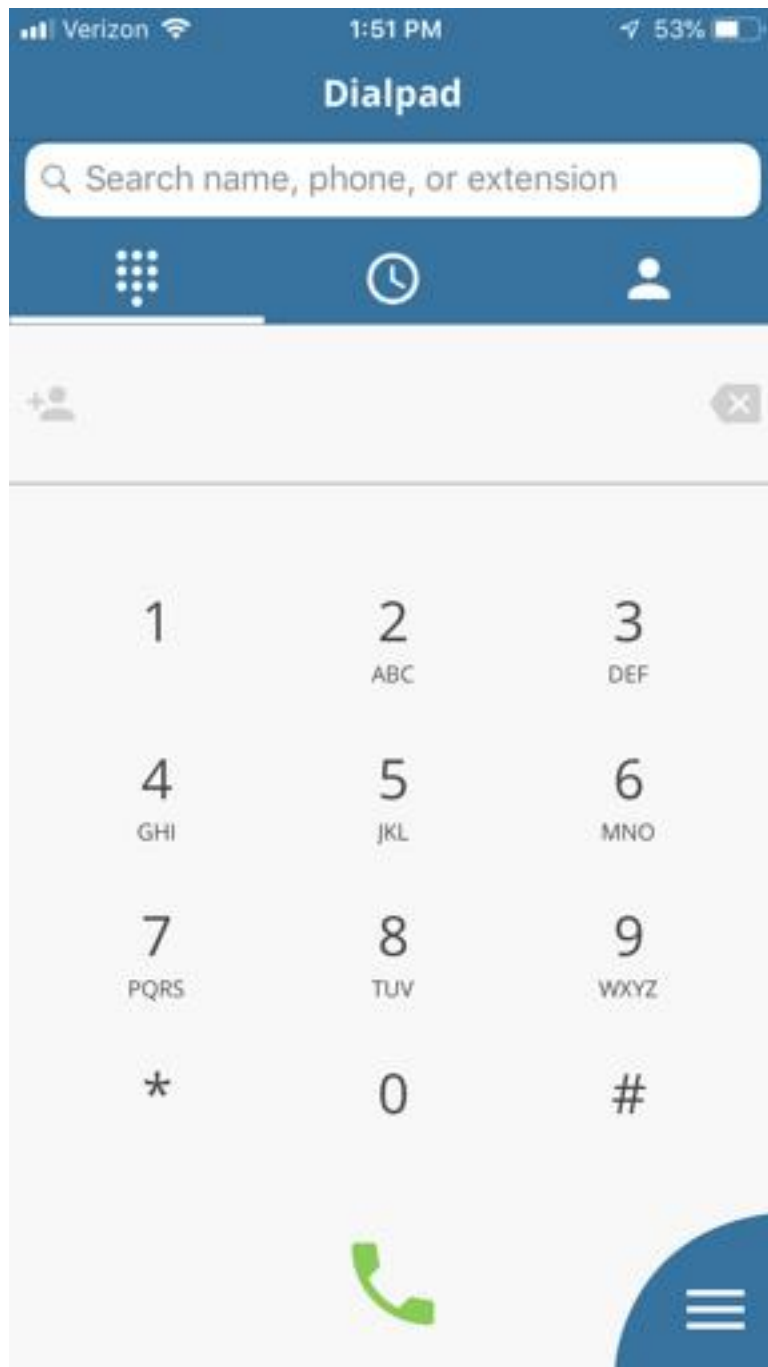
From the landing screen you can perform the following:

- Make a call
- View your Call History
- View/edit your contacts
- Search by name, phone number or extension

Dialpad

Use the Dialpad to place calls.

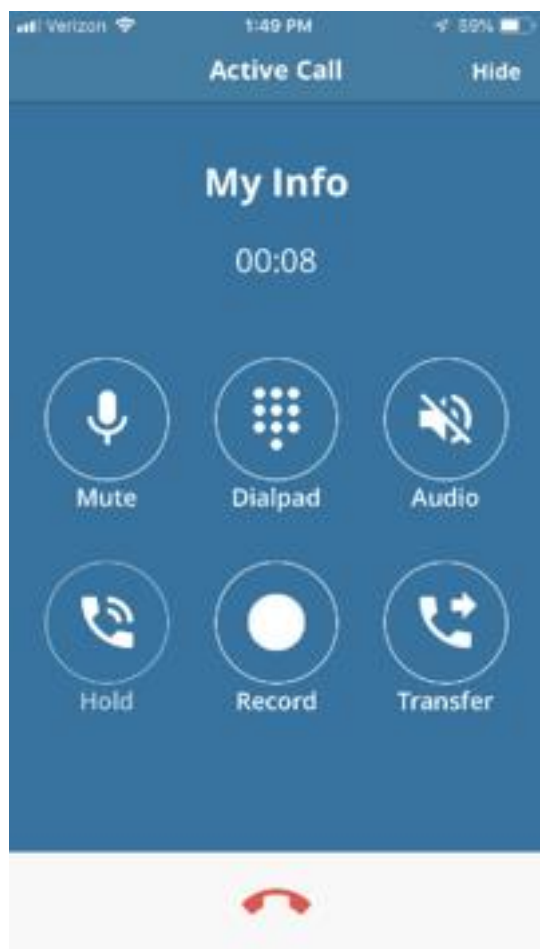
1. The following actions are available while on a call:
 - Mute
 - Dialpad
 - Audio - switch between microphone, speaker and connected bluetooth devices
 - Hold
 - Record (if purchased)
 - Transfer



Audio

While on an active call you can switch between microphone, speaker and connected bluetooth devices.

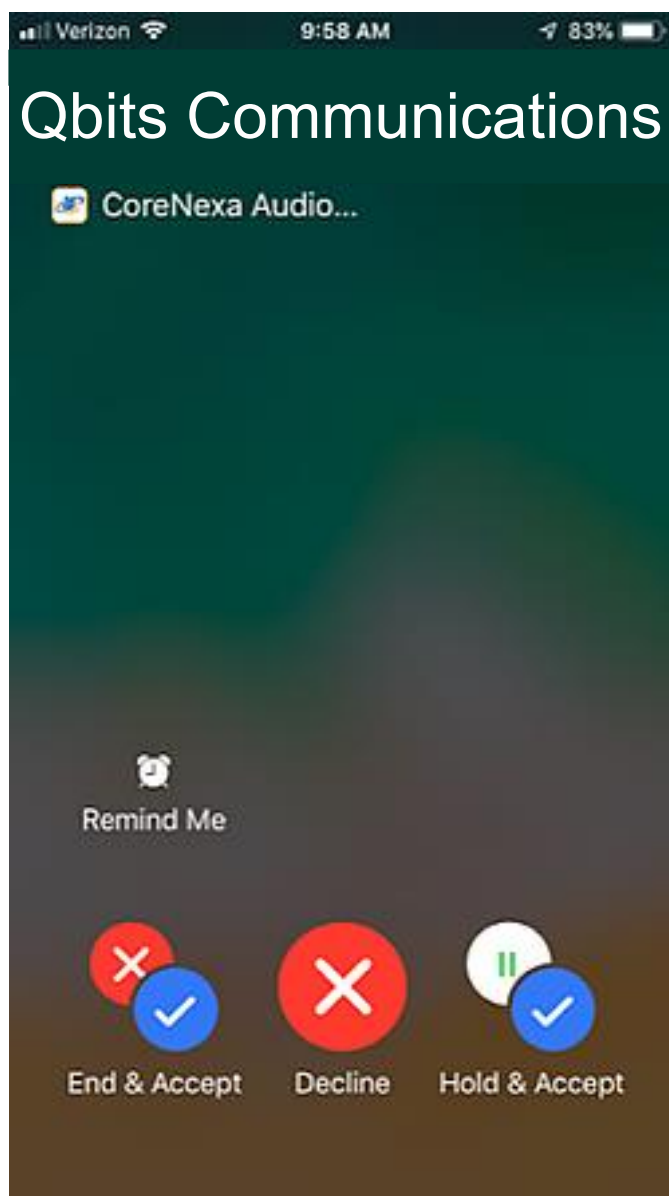
To switch press the audio button and select which option you want to use by pressing that option





Call Waiting

While on an active call you have the ability to receive a second inbound call. When the call arrives, you will be presented with a screen to make the following selection



Call Move

While on an active call, you have the ability to move the call to another device (your desk phone or desktop UC Client). Simply click on the Transfer button and then select which device you want to move the call to.

3:54



Today
3:28 PM

All Photos

Transfer type:



Transfer



Attended Transfer

Move to:

UC Client

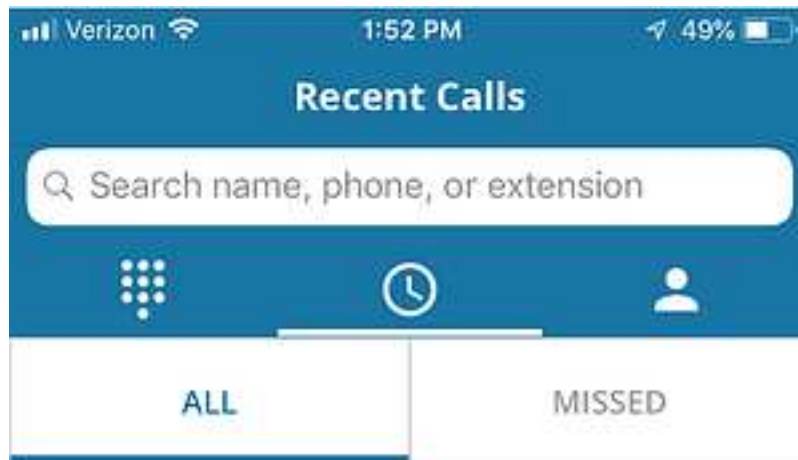
Desk Phone

Recent Calls

Recent calls provides a view of all incoming, outgoing, and missed calls.

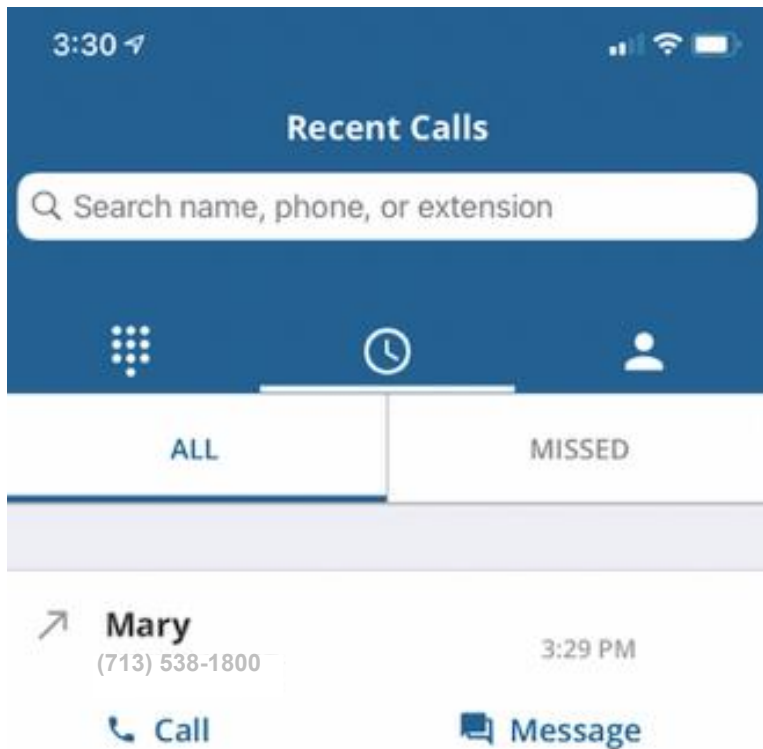
At the top of the screen there are two tabs: All & Missed.

- All will display all types of call activity.
- Missed will provide only missed calls.



Each entry will provide the following:

- Direction of call
- Name / Number
- Date & time
- Ability to call
- Ability to create contact (if not already a contact)
- Ability to text message (if CoreNexa SMS is enabled)



Contacts

Contacts are organized under 5 tabs:

- Favorites
- Corporate
- Personal
- Local

1. To **favorite** a contact, click on the contact entry and select the

Favorite icon



2. To **share** a contact, click on the contact entry and select the Share icon



3. To **call** a contact directly from the contact entry, press the phone icon



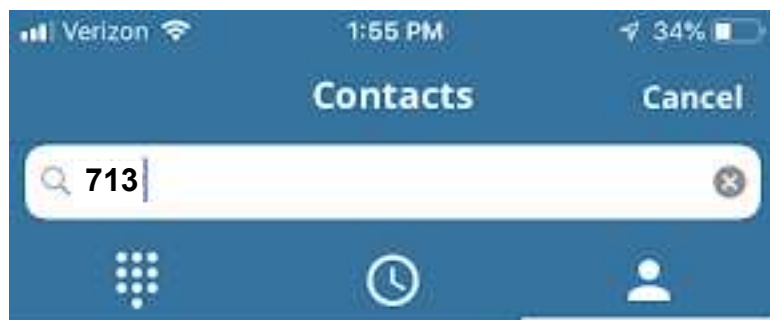
4. To **message** a contact directly from the contact entry, press the message icon



Search

Search through your Contacts and Recent Calls by Name, Company name, Phone number or Extension. Start typing and all matches will appear.

For example, if you type in 713, then all matches that have 713 will appear. As you keep typing in additional numbers the search will narrow down.



Qbits Home
(713)-538-1800



Voicemail

1. Click on the Voicemail menu item to see your visual voicemail.
 - a. The following information is available for each voicemail received:
 - Caller ID: the name & number of the person that left you a voicemail

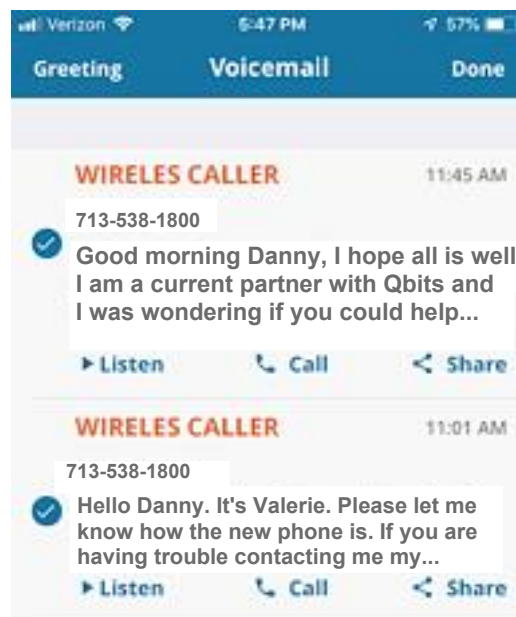
- Date & time
 - Voicemail transcription (if purchased)
2. The following actions are available for each voicemail:
- a. Listen to voicemail
 - b. Callback
 - c. Send voicemail via email



- d. Delete by sliding voicemail entry to the left



- e. To delete multiple voicemails:
- Click Delete in the top right hand corner
 - Select the voicemail(s) you want to delete
 - Click Delete in the lower left hand corner



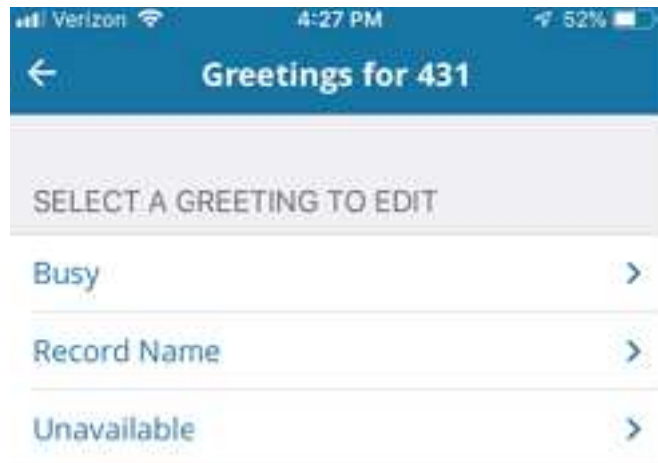
- f. To delete all simply click Delete All in the lower right hand corner

Changing Your Voicemail Greeting

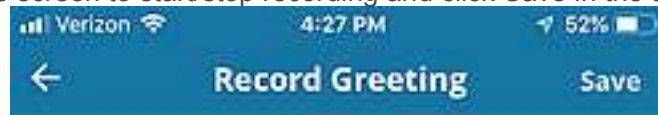
1. To create/edit your voicemail Greeting, click Greeting in the top left hand corner



2. Select the mailbox from the options. Select the greeting you wish to create/edit.



3. Tap the screen to start/stop recording and click Save in the top right-hand corner.



Tap anywhere to start recording



Messages

Messages allows the ability to send and view received SMS messages.

Note: Users must have purchased the CoreNexa SMS service in order to send/receive.

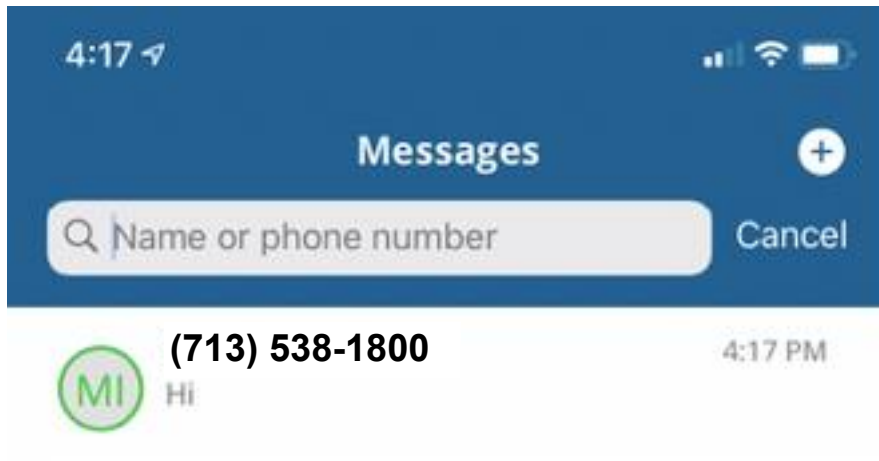
To Send a Message:

1. Click on the plus icon
2. Start typing in the person's first name, last name or number. A smart search will appear for you to then select. You can add up to 9 additional people in a message.
3. Enter your message in the Enter Message box.
4. Add an image or file by clicking on the icons to the left of the message field.
5. Click the Send icon to send



To Receive a Message:

- When somebody sends you a text you will see it bold in your message list.
- Click on the message to view



Search

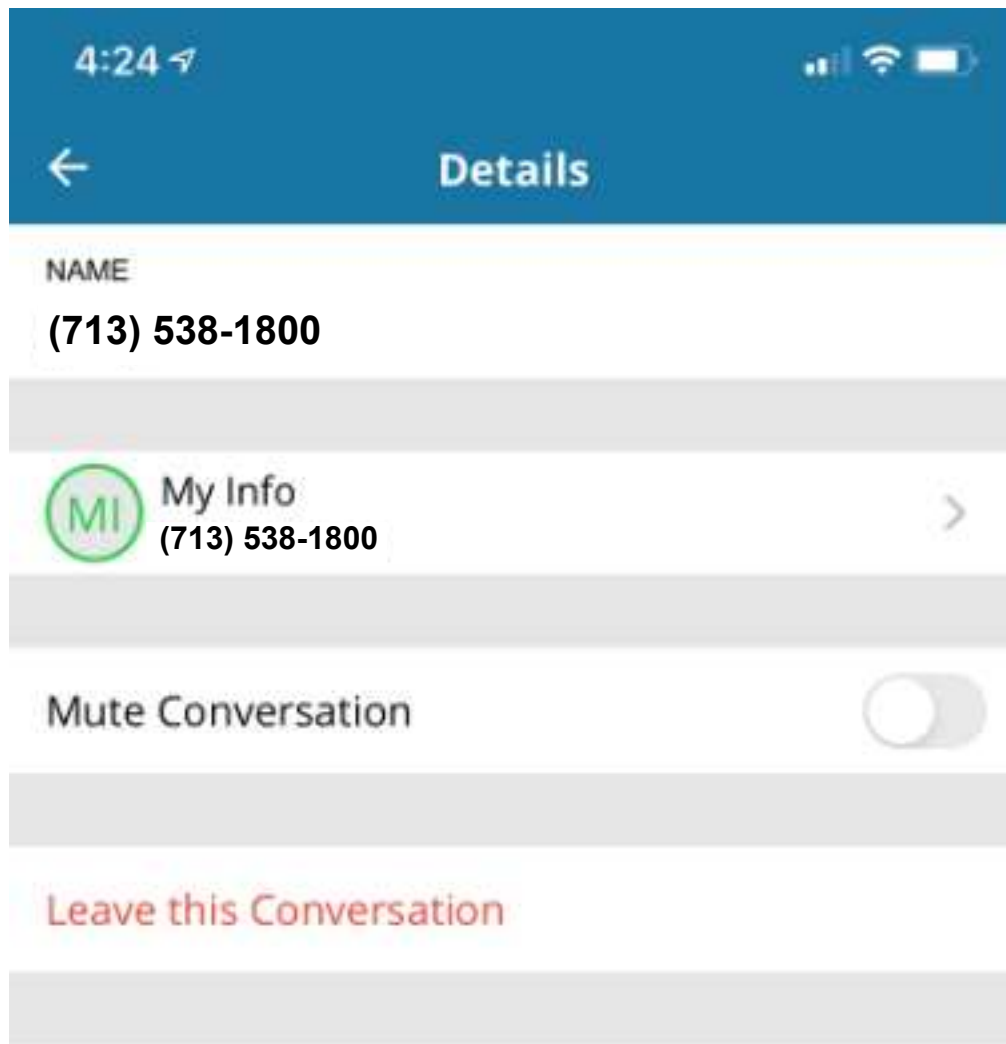
You can search your message list by name or phone number by entering your search criteria in the Search box located at the top of the message list

Mute or Leave a Conversation

From the message list swipe the individual message to the left in order to Mute or Leave a conversation.

You can also click the coins located inside of a message to pull up Details, which include the following:

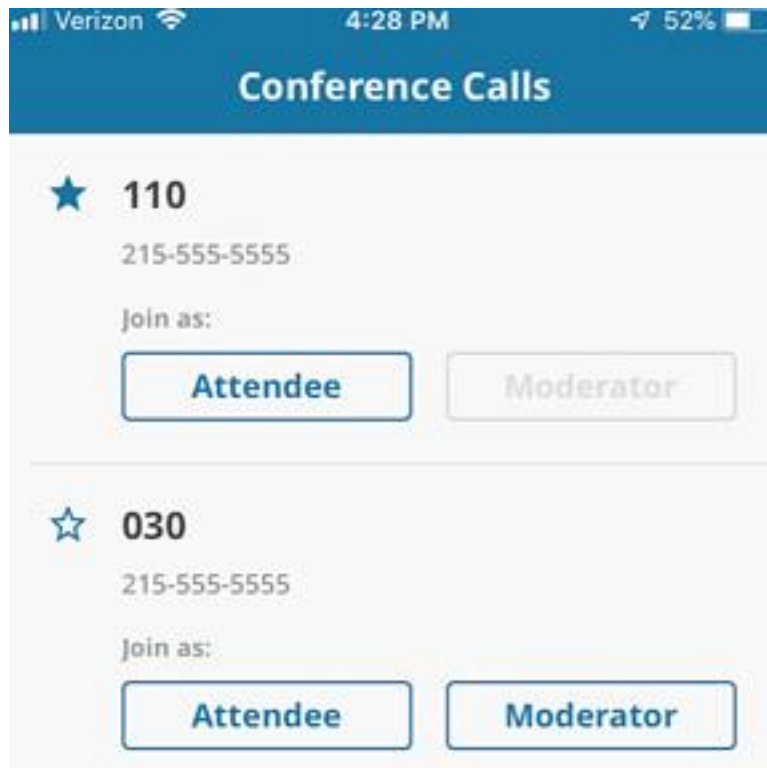
- View Contact Details
- Create new contact
- Mute Conversation
- Leave Conversation



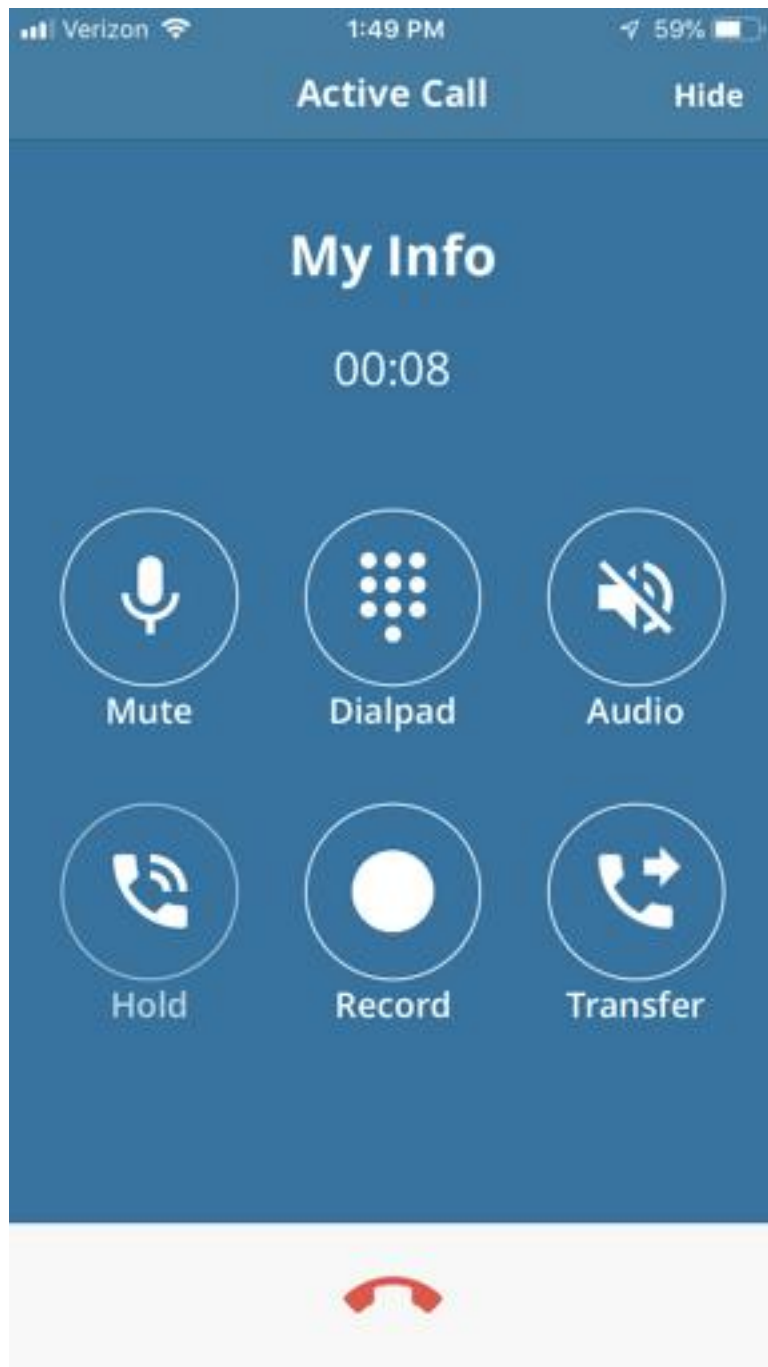
Conference Calls

Provides a quick and easy way to moderate or attend a conference call .

1. A list of all conference call rooms will be provided.
2. Simply find the conference call you wish to moderate or attend and select the Attendee or Moderator button. The call will be instantly connected.
3. If there is a conference call bridge you frequently join simply click on the star to make it a favorite and it will appear at the top of the list.



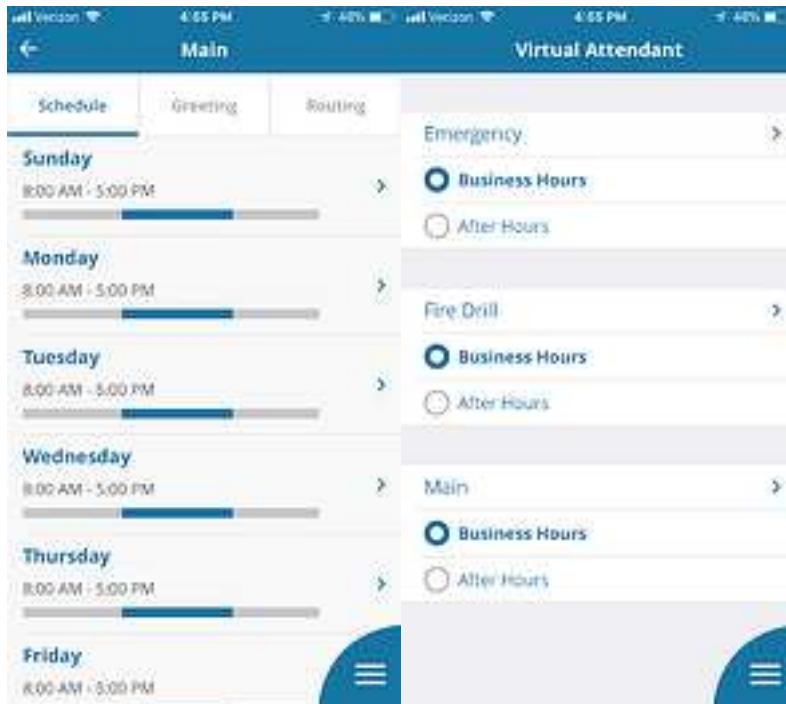
1. The following actions are available while on a call:
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 - Hold
 - Record (if purchased)
 - Transfer



Virtual Attendant

Virtual Attendant serves as a virtual receptionist that greets customers while routing them to an available employee or to alternate devices of the employee they are trying to reach. CoreNexa Mobile provides the ability to perform this directly from the app.

- Select the Virtual Attendant
- Select Business Hours or After Hours
- Make changes to Schedule, Greeting, or Routing



Settings

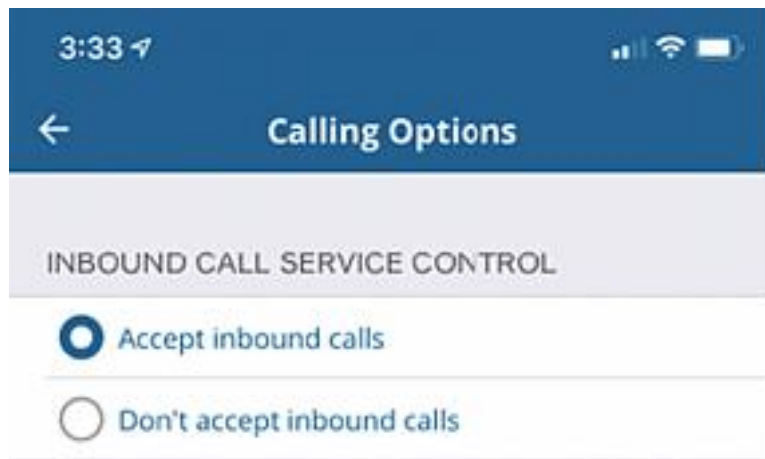
Control Data Usage

If you want to control your data usage while using CoreNexa Mobile, you can select the desired data network with which to make and receive calls.

Inbound Calling

The Inbound Calling option allows the ability to set inbound call control:

- Accept inbound calls
- Do not accept inbound calls



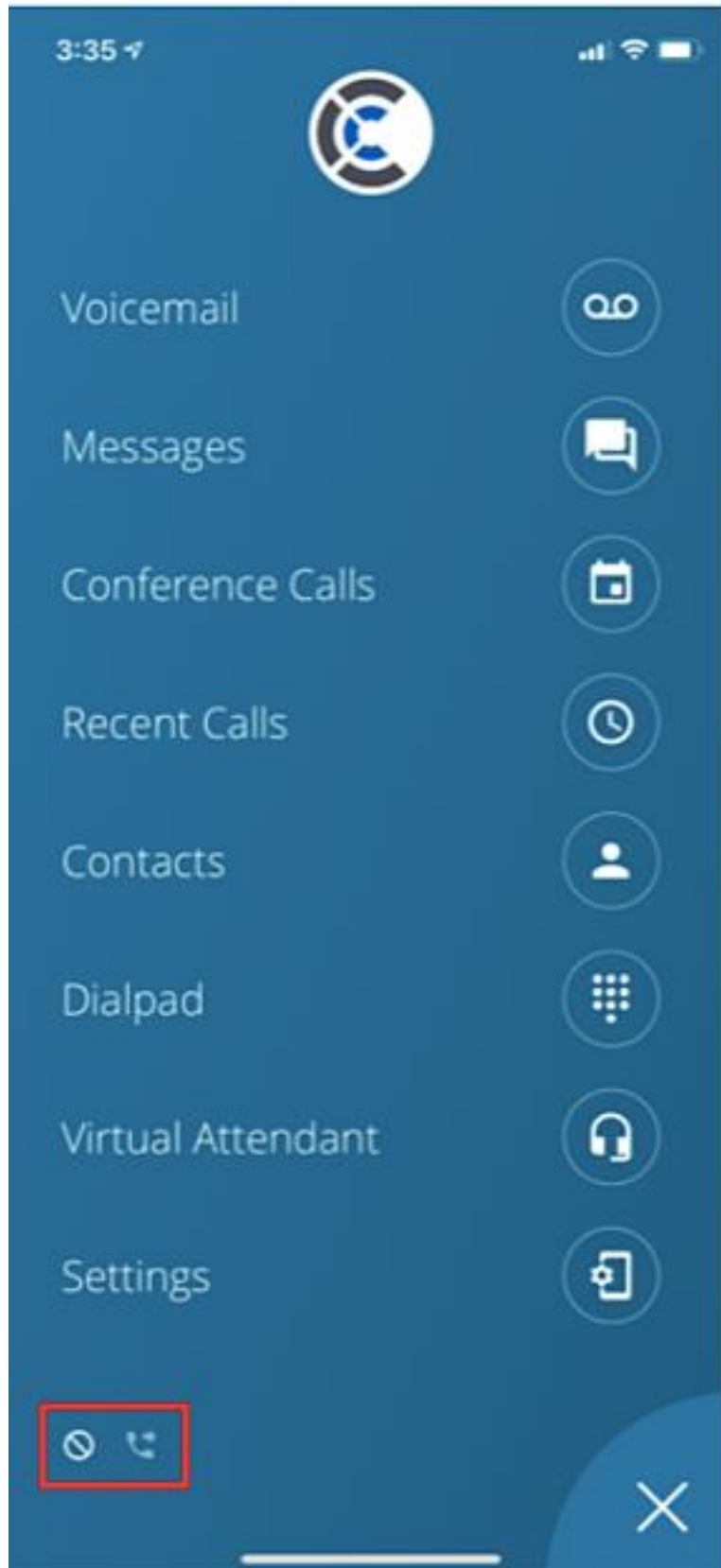
Do Not Disturb

Allows the ability to stop notifications, alerts, and calls.

- To turn on: turn slider to the right



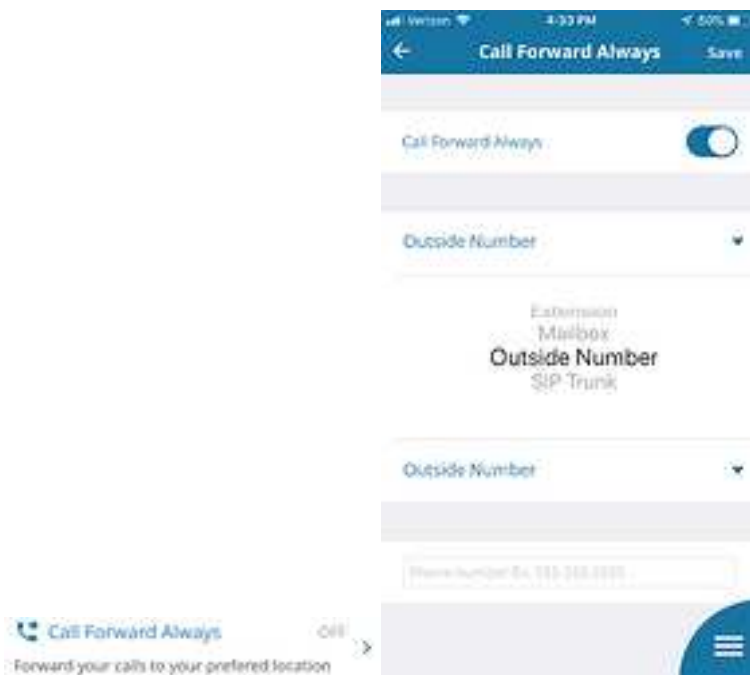
Note: When you enable "Do Not Disturb" or "Call Forward Always," an indicator appears in the lower right-hand corner of the main menu signaling these features are turned on.



Call Forward Always

Enables call forwarding to a preferred location.

1. To turn on - Click on the option
2. Select the Destination type
3. Click Save
4. When you go back to the main settings screen, the Call Forward Always icon will display as 'On'



Recent Calls

Display recent calls from preferred extension. If you have more than one extension, select the 'All Extensions' option.



FAQs (Frequently Asked Questions)

Find answers to many of your questions.

Leave Feedback

Leave feedback about your app experience.