Mobile App User Guide

Quick Links

Click link to jump to section.

Install

Download the CoreNexa™ Mobile app from the iOS App Store or Google Play store. Follow the instructions to install.
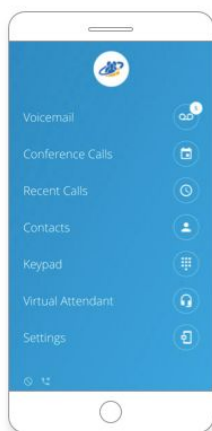
Using UC Client:

1. Under the Applications module (found in the Waffle icon which looks like a Rubik's cube), select Mobile Download

2. Scan the code using a QR Reader

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 Google Play Store, or scan the code for your device with a QR code reader.

iOS   Android

OR

Download on the **App Store**

GET IT ON **Google Play**

2. Log into CoreNexa Mobile
Use your personal QR Code to login to CoreNexa Mobile version 2.0 and above.

↻ Refresh QR Code

Voicemail
Conference Calls
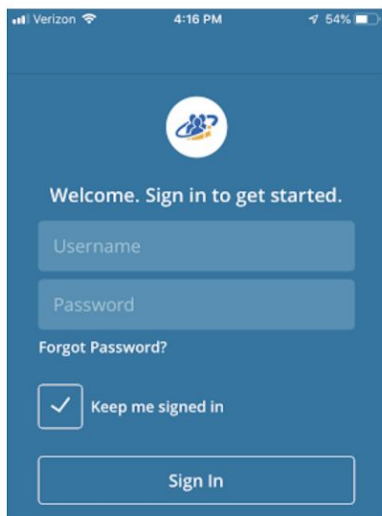Recent Calls
Contacts
Keypad
Virtual Attendant
Settings

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

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:

   a. Mute

   b. Dialpad

   c. Audio - switch between microphone, speaker and connected bluetooth devices

   d. Hold

   e. Record (if purchased)

   f. Transfer
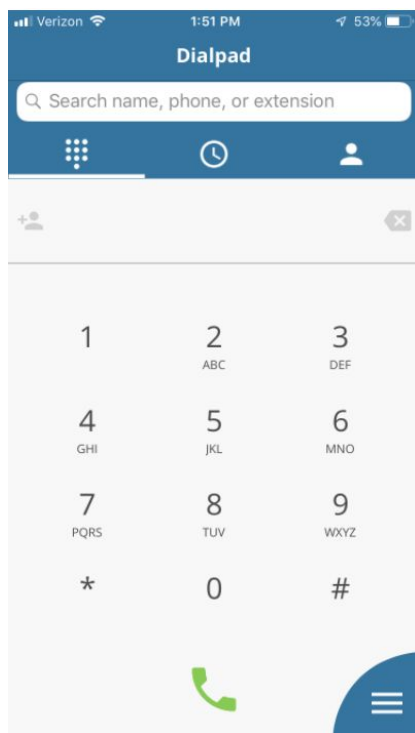
Audio

While on an active call you can switch between microphone, speaker and connected bluetooth devices.
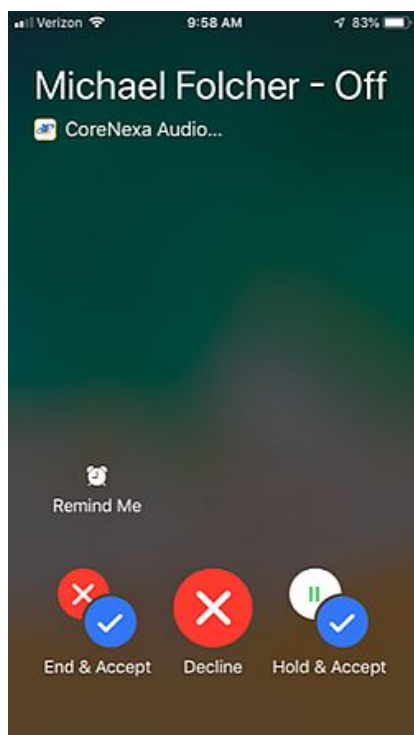
To switch press the audio button and select which option you want to use by pressing that option
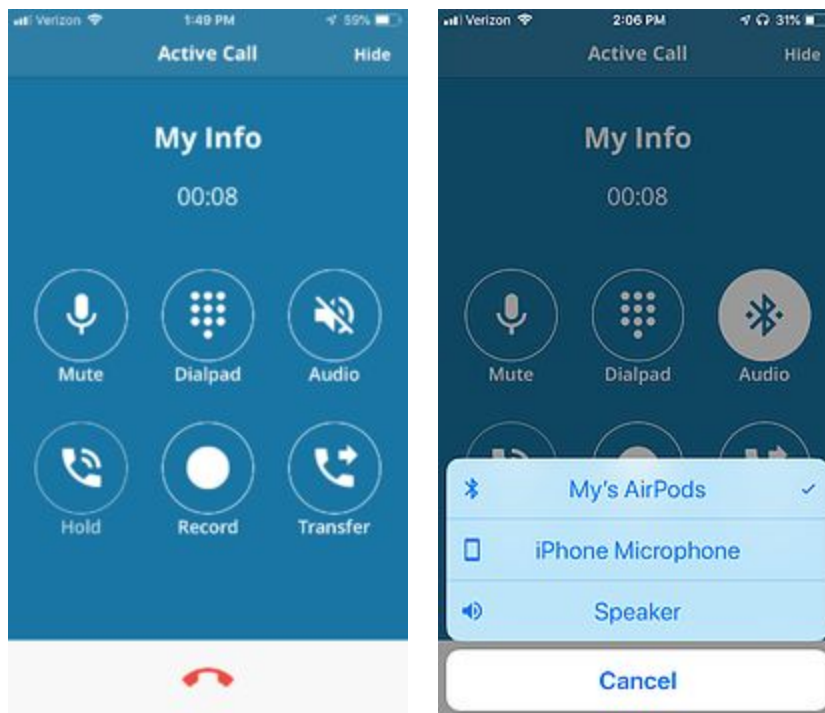
Call Waiting

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
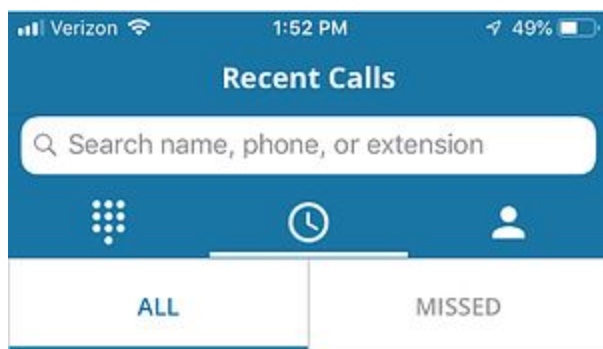
Recent Calls

"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.
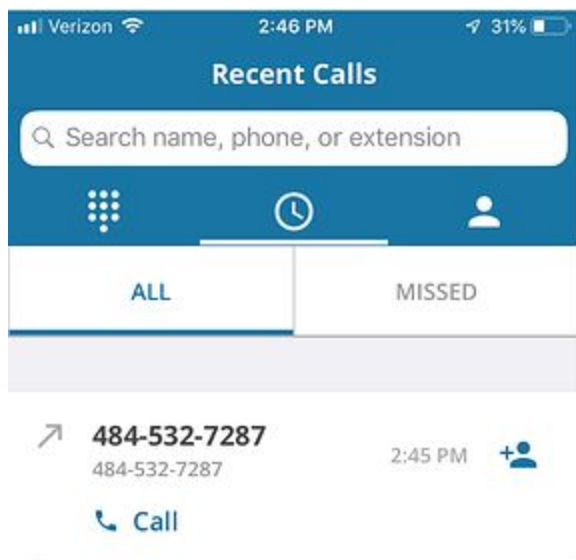- Missed will provide only missed calls.

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)

Contacts

Contacts are organized under 4 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
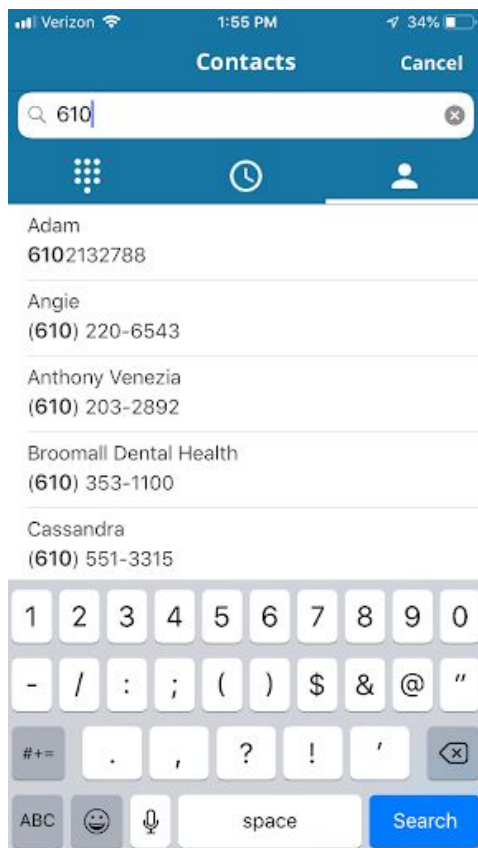

3. To call a contact directly from the contact entry, press the phone icon

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 610, then all matches that have 610 will appear. As you keep tying in additional numbers the search will narrow down.

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:

   ○ Listen to voicemail

   ○ Callback

   ○ Send voicemail via email

PHILADELPHIA   PA   Tuesday
                         3:36 PM
610-555-1212

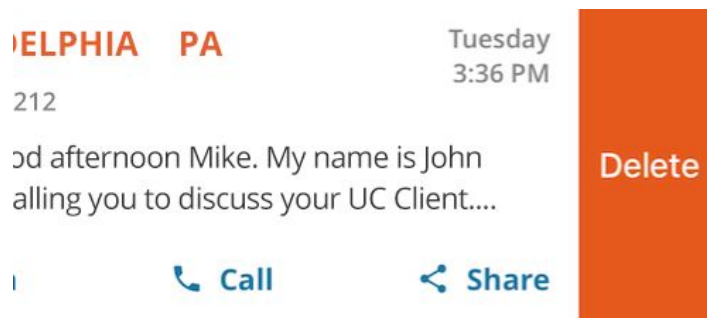Hello, good afternoon Mike. My name is John and I'm calling you to discuss your UC Client....
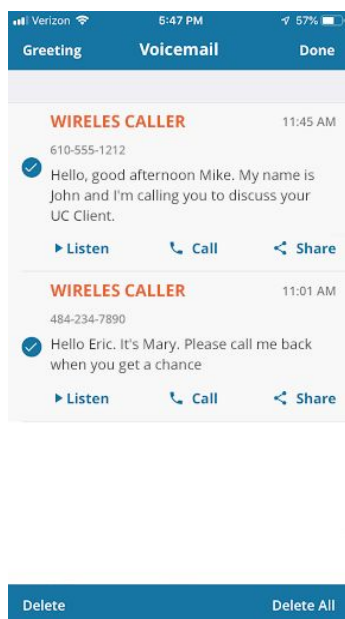
▶ Listen   📞 Call   ⤴ Share

○ Delete by sliding voicemail entry to the left

○ 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

○ To delete all simply click Delete All in the lower right hand corner

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.
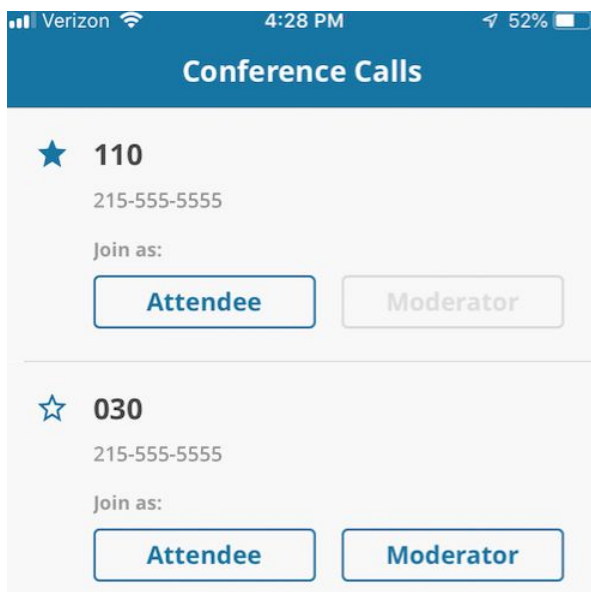
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   - Hold

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   - Transfer
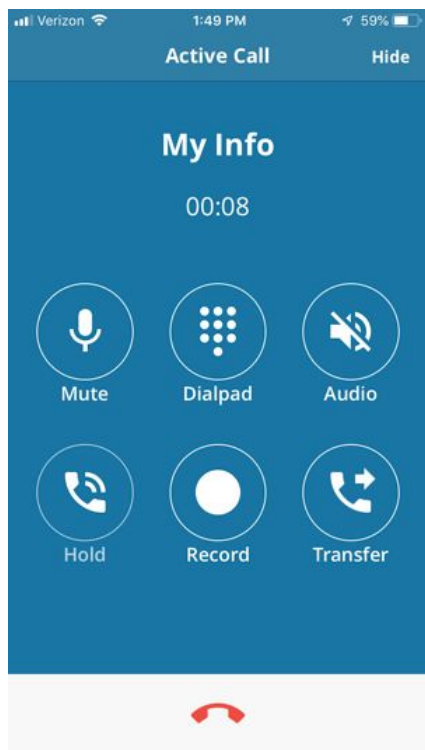
Virtual Attendant

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
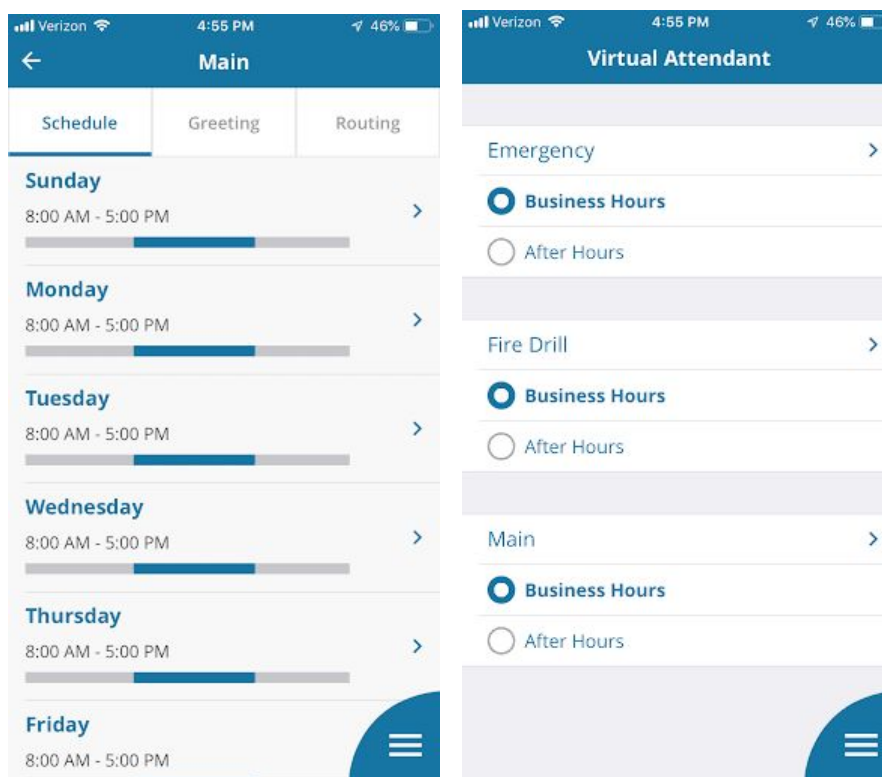
Settings

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

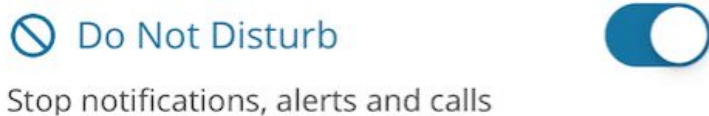The Inbound Calling option allows the ability to set inbound call control:

- Accept inbound calls via Wifi & cellular

- Accept inbound calls via Wifi
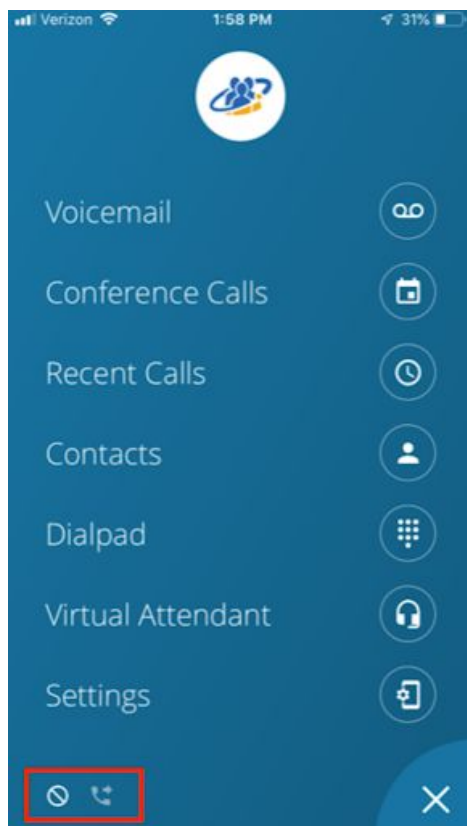
- Do not accept inbound calls

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'
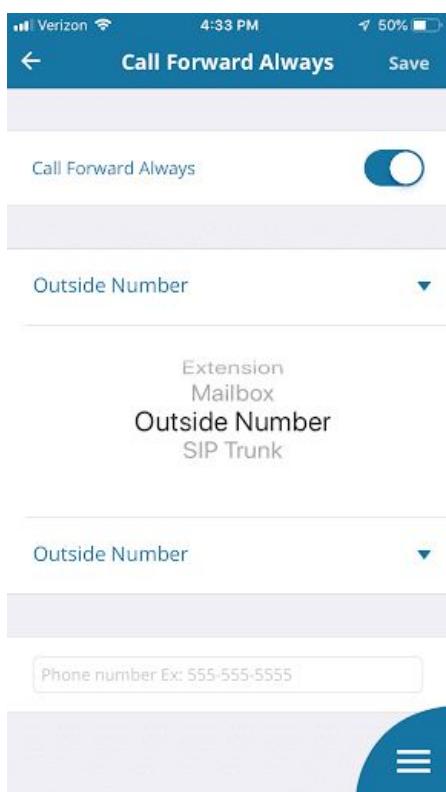
Recent Calls

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.