E STREET COMMUNICATIONS

6

Communicator GO

iOS

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Communicator GO 6 iOS

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Server side requirements for Communicator GO 6 iOS

Communicator GO 6 iOS is the next step in the evolution of our mobile application and in combination with PBXware 6, it provides new features and offers more freedom and flexibility to users than its predecessor. In this version of Communicator GO 6 iOS we made significant improvements to the core part of our app. We made a lot of improvements to SIP service stability and performance resulting in more fluid app experience than before.

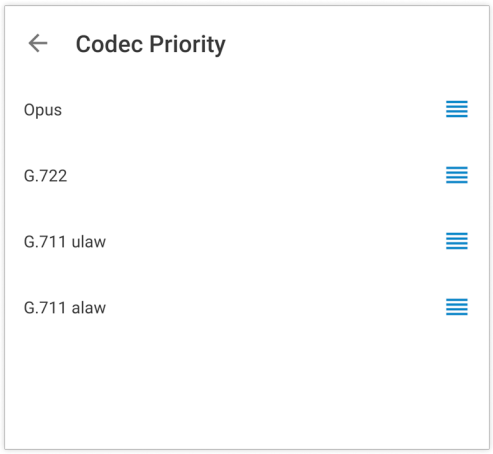
- PBXware has to be version 6
- Communicator GO 6 iOS is using port 10009 for secure TLS connection
- Format of voice messages has to be wav
- SSL/TLS certificate must support SHA2

OPUS

Opus codec now has the highest priority for all mobile calls

Opus is an outstanding codec for lossy audio compression and that's why Opus codec has the highest priority when making calls by default from version 6-ios. You can customize the order of codecs priority in Communicator GO 6 iOS Settings.

Opus is an audio coding format designed to efficiently code speech and general audio in a single format and to handle a wide range of interactive audio applications while remaining low-latency enough for real-time interactive communication. It is distinguished from most high-quality formats by having a low delay and by supporting high audio quality.

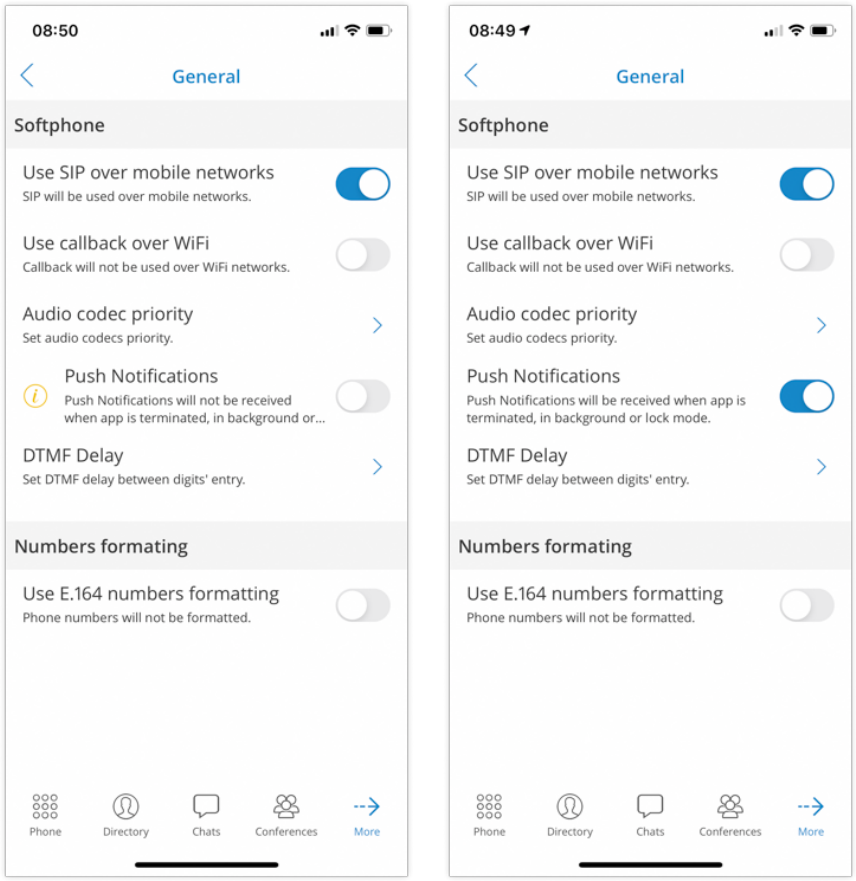


Opus is fully supported for ios users with at least ios 6.0 installed in order for the Opus codec to be compatible with Communicator GO 6 iOS 6-ios.

Push Notifications

Update of Apple's iOS to version 13 introduced a breaking change for call notifications. Our v6 notifications handling logic was rewritten to support new type of push notifications.

PBXware 6 is now running the Push Notifications Service that will forward requests to our hosted Push Notifications Platform. Once push request is forwarded from PBXware, the platform will propagate push notifications to devices using Communicator GO 6 iOS.



This feature is adding more convenience to users connectivity when they are on a business trip, working from home or simply need to answer business calls when they are outside the office.

With push notifications, the mobile app does not have to be registered via SIP all the time in order to receive incoming calls or notifications. This will make sure your Communicator GO 6 iOS will not lose connectivity when the app runs in the background and it will save the battery life of your mobile device, improving overall user experience.

Although users should only benefit from the way push notifications affect the app we have still left to users to decide whether they would like to use push notifications or not.

In case you would like to disable Push Notifications click Menu icon in Communicator GO 6 iOS contacts window and when slider opens click **Settings**. Once you are in the Settings menu, click **General** and once in the menu remove the checkmark from **Enable push notifications** checkbox.

On ios, push notifications are stopped when you use **Quit** option to terminate the app. Also, push notifications are stopped if you click on **FORCE STOP** button on your device (**Settings - Apps - Communicator GO 6 iOS**).

NOTE: Because of the way push notifications work, Communicator GO 6 iOS will not be registered once app goes to the background and as such, it might not be displayed as Online in PBXware Monitor page.

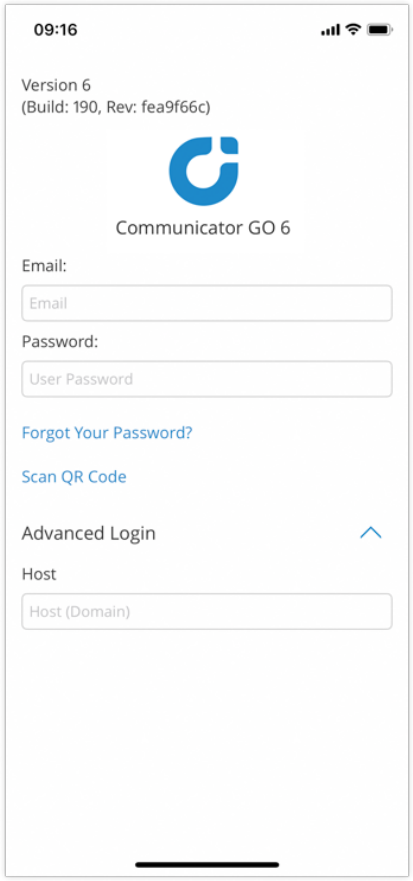
Logging in

Communicator GO 6 iOS requires an email address and password for login. Additionally, a server address may be needed if cannot be resolved through DNS record based on the email address.

Users that have incompatible versions of mobile app and PBXware will not be able to connect to the system.

In case you have your own DNS server, by adding DNS SRV record for your e-mail domain, mobile, and desktop clients will make Communicator GO 6 iOS login much easier for end users as they will only have to provide their e-mail address and User password associated with their PBXware extension and click Log In.

If you are unable to set DNS SRV or if DNS resolution fails you will receive notification **DNS resolution failed** and users will have to click **ADVANCED** and enter PBXware IP address when logging in with their Communicator GO 6 iOS client.



DNS SRV record that needs to be configured to point to PBXware is: _pwproxy._tcp.domain. 86400 IN SRV 0 5 10005 pbxserver.domain.

For more information on DNS SRV please check Wikipedia link: http://en.wikipedia.org/wiki/SRV_record

NOTE: In order for this feature to work, all e-mail addresses used must use your company domain (i.e. yourdomain.com).

- **Email**

Enter email address associated with your extension. This is used as the username for Communicator GO 6 iOS login.

- **Password**

To authenticate Communicator GO 6 iOS with your PBXware server you will also need to provide user password generated on your extension.

- **ADVANCED**

This button will display an additional entry field named **Login Server Address** that will allow you to enter the address of PBXware you would like to register to. This is necessary for scenarios where DNS SRV record is not available and PBXware address cannot be resolved automatically.

- **Login Server Address**

This field is shown only if **ADVANCED** button is pressed, and allows you to enter the address of PBXware you would like to register to. In case DNS SRV record is set up (as previously explained) this field does not have to be populated.

- **SCAN QR CODE**

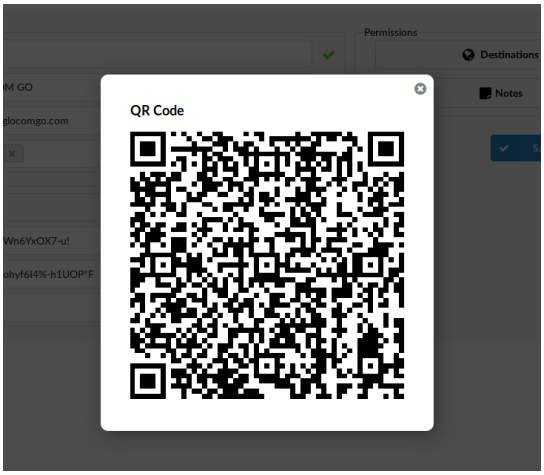
This button opens a camera preview for QR code scanning.

- **FORGOT PASSWORD**

By clicking this button you will open a confirmation dialog for password resetting. Email and optionally server address fields need to be filled out before attempting password reset.

Logging in using QR code

It is possible to login in to Communicator GO 6 iOS using specially created QR code. This is often used and helpful when you log in with Communicator GO 6 iOS for the first time.



When the administrator creates your extension, you will be assigned a long, automatically generated user password on your email and typing it into Communicator GO 6 iOS can be error prone. With this feature, you can simply scan the QR code attached in the extensions credentials email, by pressing SCAN QR CODE button and pointing your phone camera to the monitor. Once QR code image is detected Communicator GO 6 iOS will fill out all the fields necessary for login.

NOTE: Before you are able to use this feature PBXware Administrator must make some settings changes on PBXware, otherwise Address (hostname) field will be empty and users will not be able to register their clients.

Login to your PBXware GUI and navigate to:

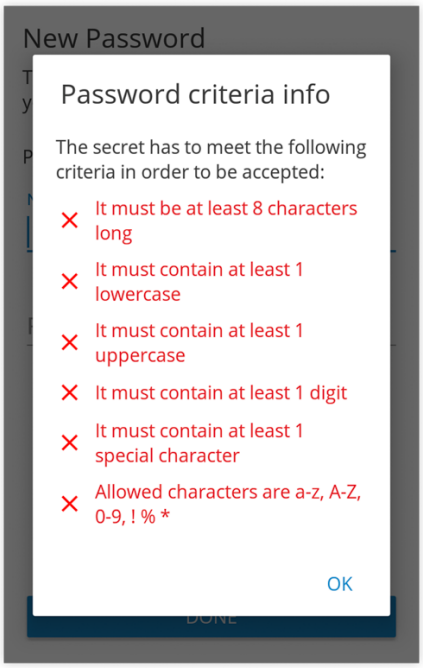
Settings - Servers/Tenants and edit **Server/Master tenant**

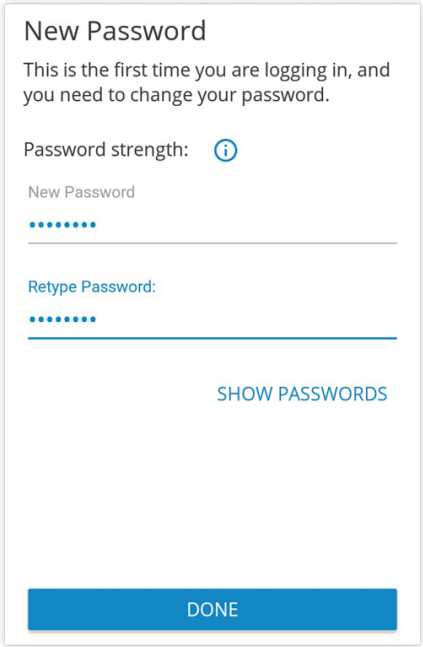
Click **Show Advanced Options** and once you do that, you will be able to see **QR Code Server option**. This field must be populated with servers IP address or domain name.

Once entered, save changes and **QR Code login** should be ready for use.

Setting new password after logging in for the first time

When you log in Communicator GO 6 iOS for the first time, you will be asked to change your password. You will have to enter a new password and retype it in order to confirm it. In case you make a mistake so password entries do not match or in case the password is not strong enough, **NEXT** button will stay disabled. Once your password matches our strength criteria you will be able to log in.





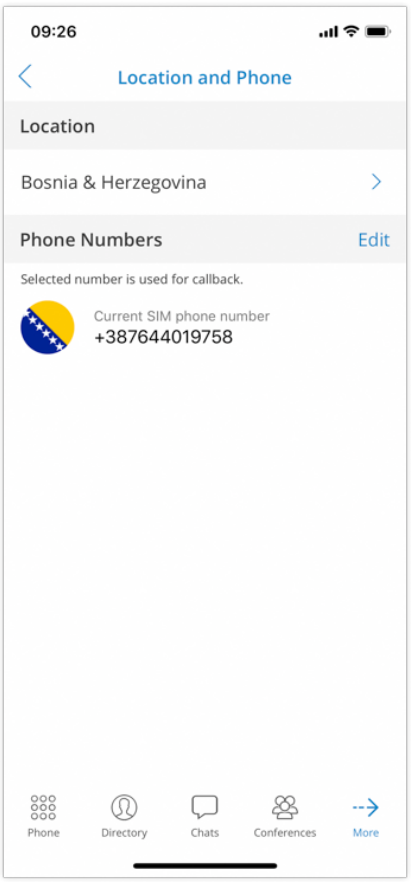
Location and Phone settings

- **Location**

Clicking on country name opens a screen with countries to choose from.

- **DETECT**

DETECT button tries to detect your country automatically. This works if you have Location Services enabled in your system's settings. Information about your country is needed if you need to use E.164 numbers format when dialing phone numbers from your phone book.



- **PHONE NUMBERS**

This section contains numbers defined with your extension. You can add more numbers using ADD NEW NUMBER button and sort them by priority using the drag handle on the right of number and label. These numbers appear in a list of numbers associated with your extension when someone tries to call you from Communicator GO 6 iOS or desktop Communicator.

Optimization for large contacts directories

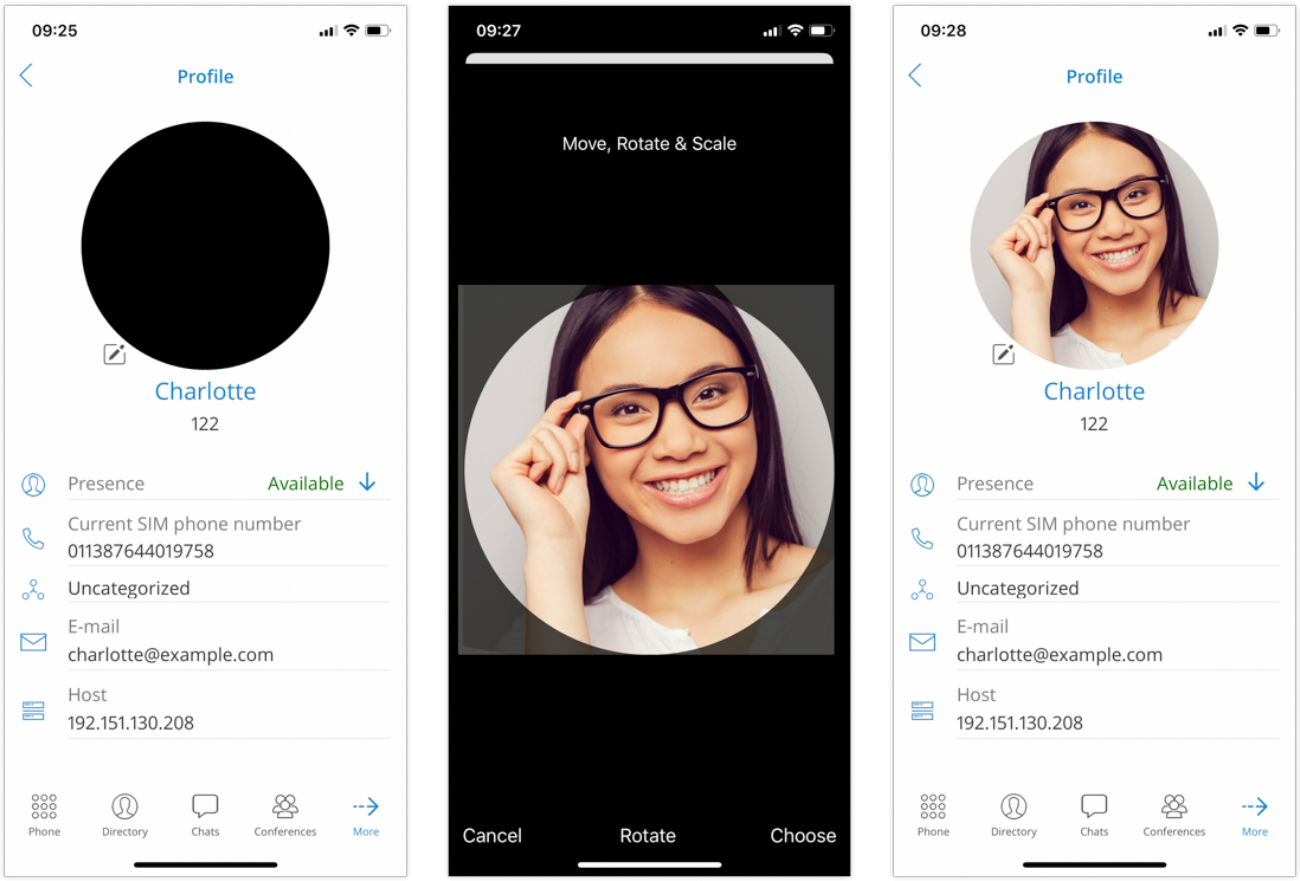
Loading for large phonebooks now works faster than ever so Communicator GO 6 iOS users are not inconvenienced when having lots of numbers to load.

Changing avatar

You can change your avatar by opening the main drawer menu and clicking the avatar icon above your name and extension, as shown below.

Click on the avatar icon brings options for changing the avatar image. After taking a picture with a camera or choosing one from a gallery you will have to crop your image.

- Click and hold inside the blue rectangle to move it
- Click and hold blue edges to resize
- Done button finishes cropping and sets avatar
- Cancel button cancels cropping



Avatar rotation

Users have the ability to manage their avatar (rotate, flip, crop) in the Communicator GO 6 iOS ios app. Open Communicator GO 6 iOS ios and go to Profile, click the Edit icon to the right of the user avatar and choose one of the two options:

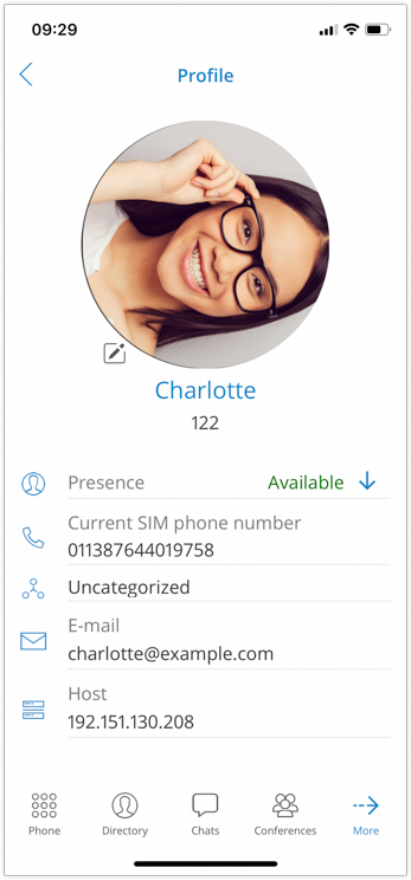
- Take the picture using the camera
- Choose a picture from the gallery

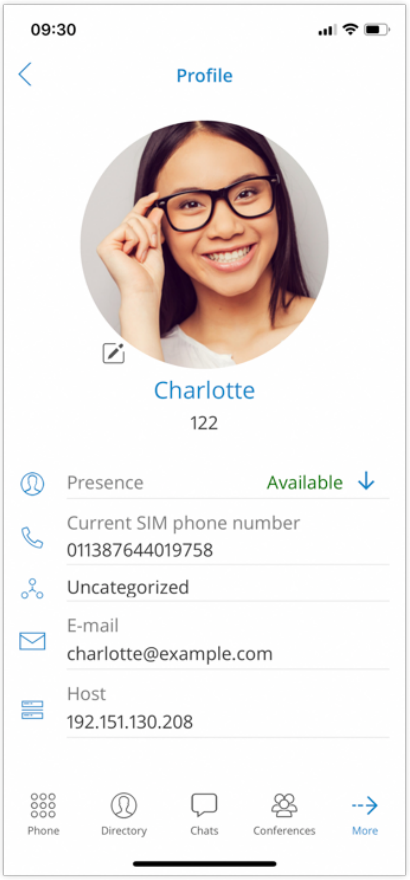
After taking your photo with a camera or choosing the photo from your gallery, the photo will

appear in the Communicator GO 6 iOS ios “Move and scale” window.

Drag the crop tool to the desired part of the photo. The part of the photo within the boundaries of the crop tool (the square) will be used as your profile image. Resize the square by dragging the corner dots in or outward. Some advanced options are available in the hamburger (three dots) menu in the top right corner such as: "Flip horizontally" and "Flip vertically".

When ready, click on SAVE in the top right corner of the screen. The cropped image now replaces your previous profile photo.



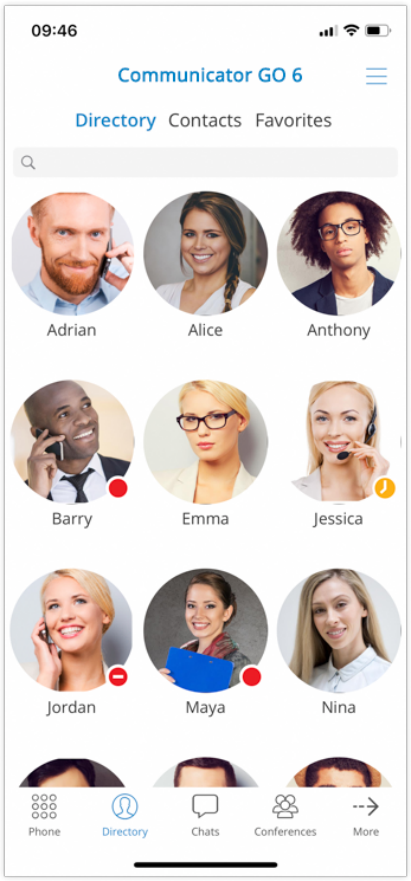


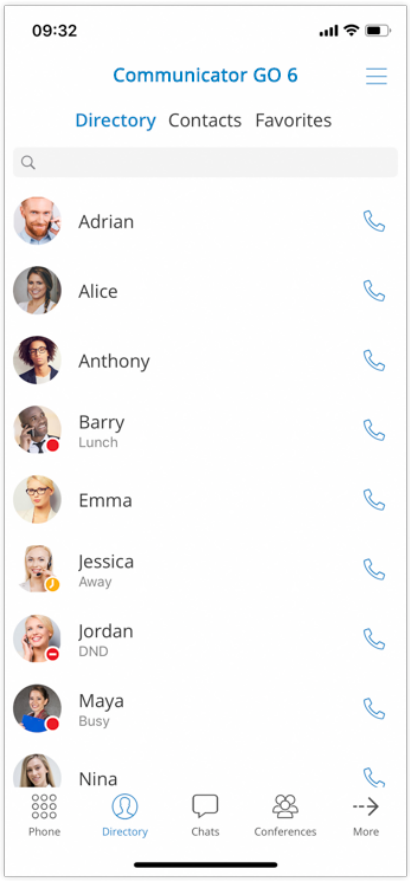
Presence

With the new **Presence** system, users can see who is online, busy, away or offline. It is even possible to see when was user last seen on the system.

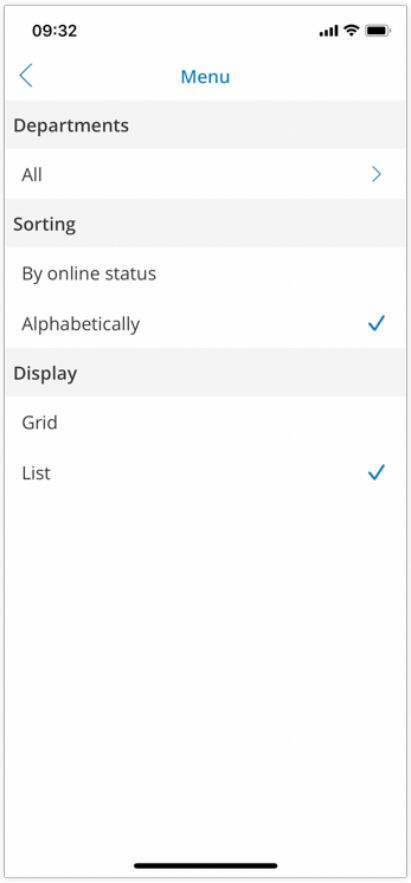
The presence of users on the system can be seen on the **Directory** item at the bottom menu. The sorting on Directory by default is done by putting the online users at top, sorted alphabetically. The following are users that recently went away with users that are completely offline.

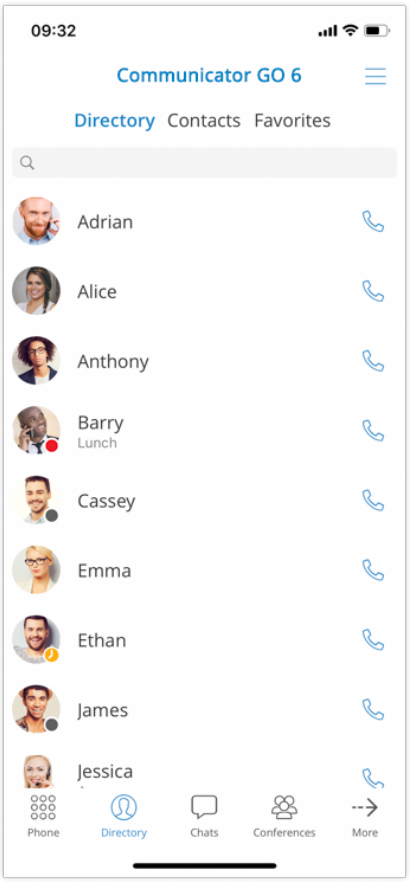
Presence can be seen in Grid or List view on Directory.



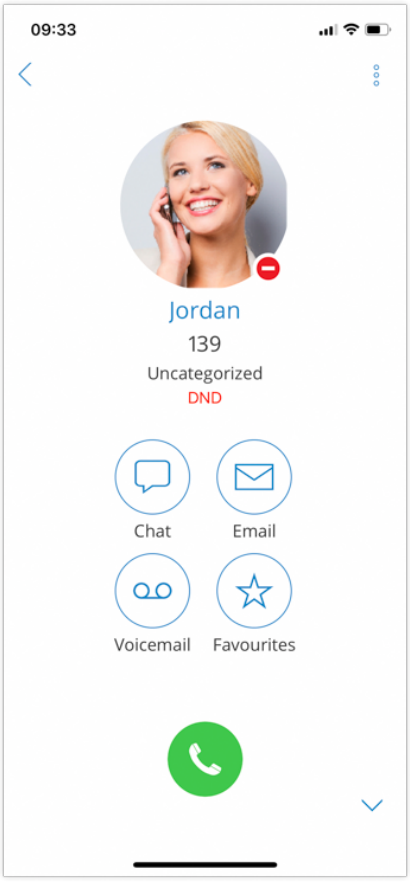


If a user prefers alphabetical sorting instead of sorting by **Presence** you can change that by pressing the icon with 3 lines in the top right corner of the screen in Directory.

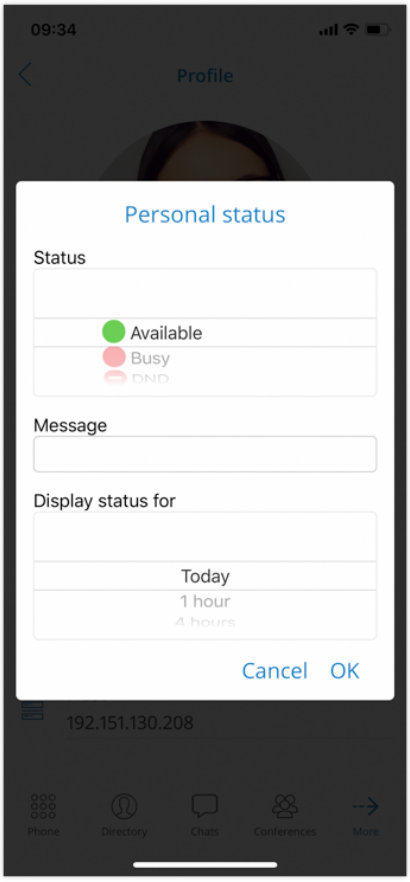




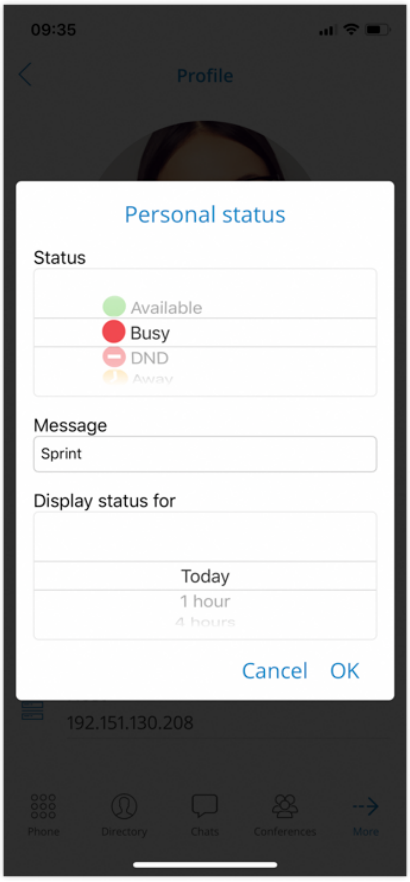
To see the presence details for a user you can press the user on **Directory** and view the user profile populated with more presence information.



Presence change or update can be done by going to the **Profile** item on the bottom bar. If you can’t see the "Profile" item you can click on More and find it there.



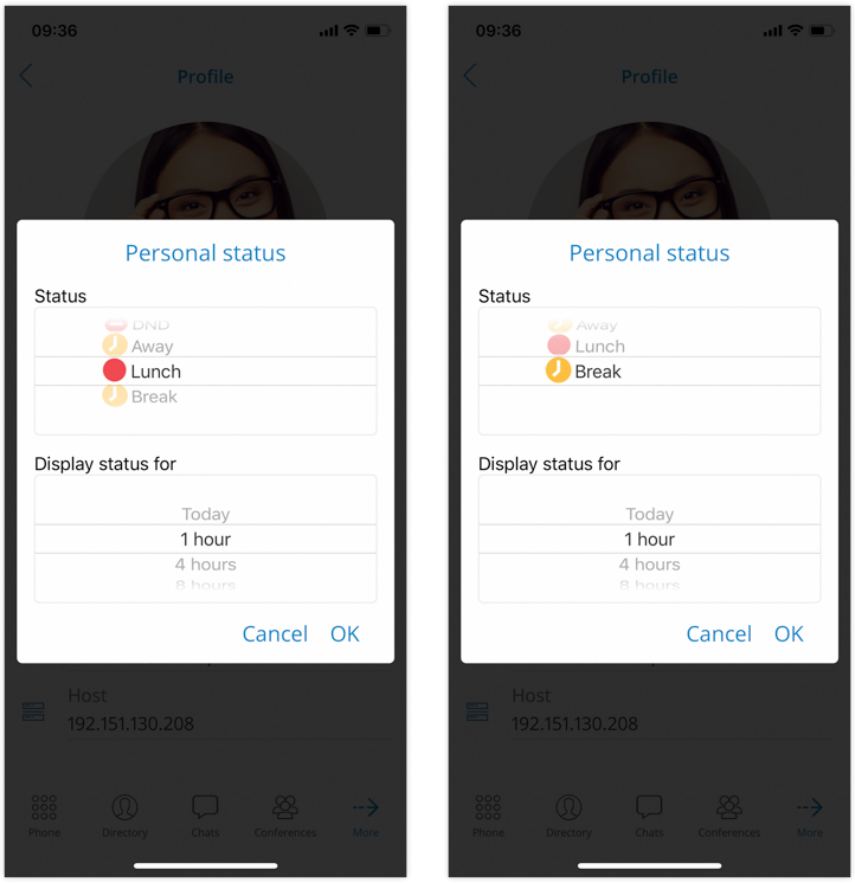
Presence can then be changed by pressing on your current status or on the icon of an arrow pointing downwards. A dialog screen will open with 3 fields: Status, Message and time for how long to display chosen status.



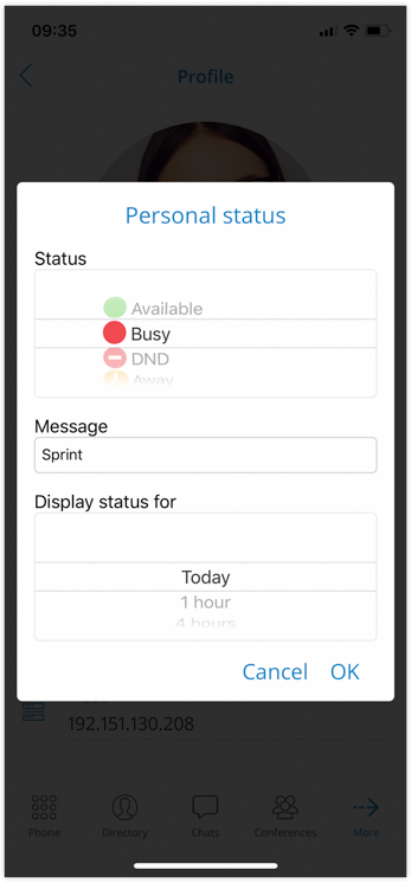
Default statuses are:

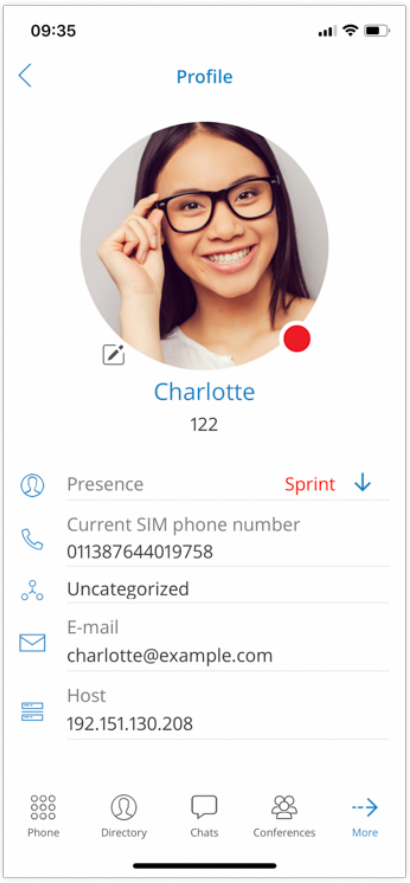
- Available (green icon)
- Busy (red icon)
- DND - Do not disturb (red icon with a rectangle)
- Away (yellow icon with a clock)

More predefined statuses can be added to PBXware.



For predefined statuses, you cannot enter a custom message but for default statuses, you can associate a message that will be displayed to other users with the selected status.





The last field in Presence dialog is for how much time your new Presence status will last.

Possible values are:

- Today
- 1 hour
- 4 hours
- 8 hours
- 12 hours
- 2 days
- 5 days
- This week
- Always

Presence for a user can be seen in the chat with that user and on the "'Chats"' item in the bottom menu.

Phone

The default dialer screen is displayed once Communicator GO 6 iOS is started.

The call button in dialer screen has three states depending on softphone registration status and connectivity status.

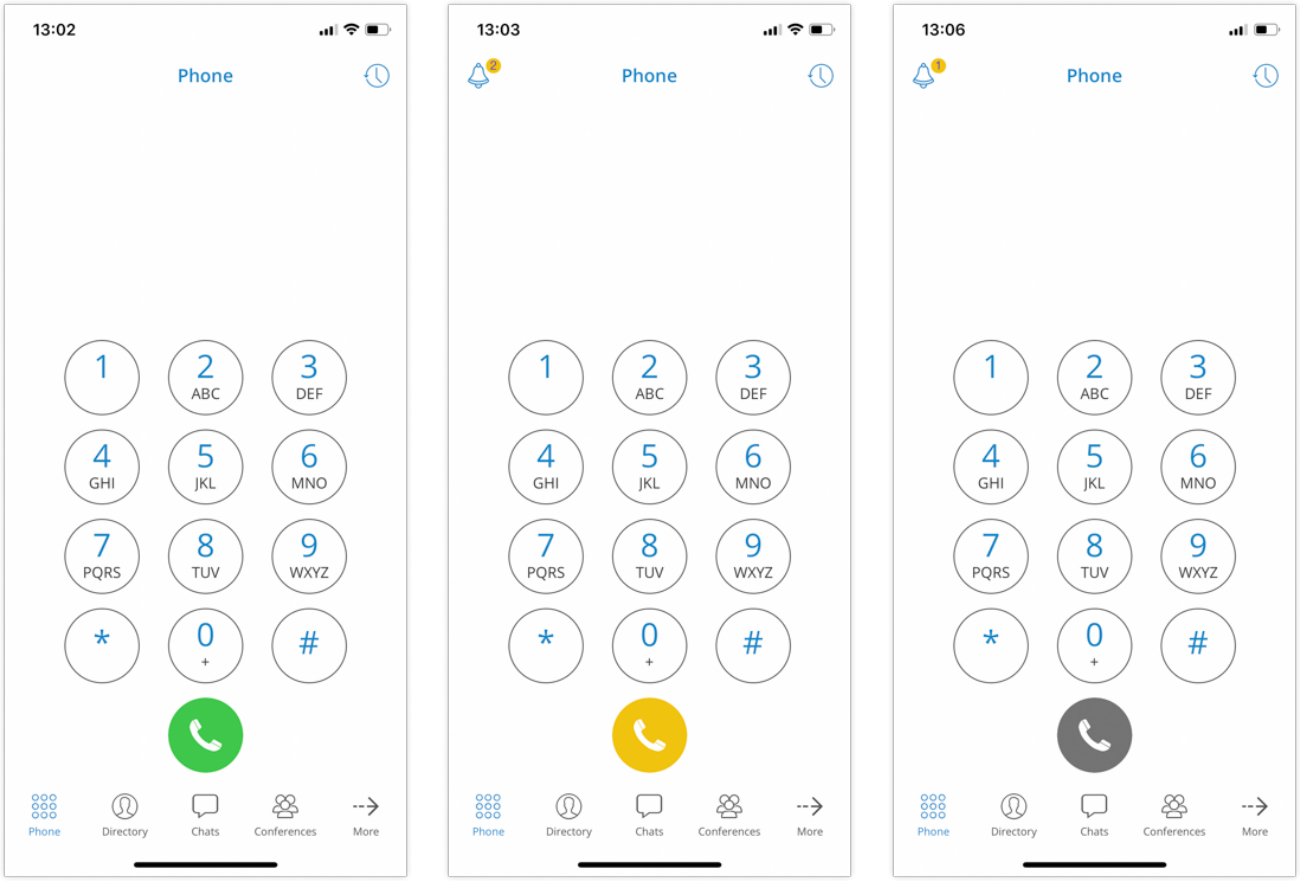
If the softphone is not registered and the button is yellow, calls still can be made if callback option is configured.

There are three states Communicator GO 6 iOS dialer can be in:

Green - Call can be made over SIP protocol (WiFi and Mobile Data Networks)

Yellow - Call can be made with Callback module (Mobile Data Networks)

Gray - Call can not be made (No Network Connections)



Editable dial number

The entered number inside the dialer of the Communicator GO 6 iOS ios can now be modified before placing a call.

Call

In Communicator GO 6 iOS, calls can be made over SIP protocol, which is a primary option or using the Callback module in PWPROXY.

Call scenarios may vary and will depend on the network connection (WiFi, Mobile Data, No Connection), service availability and connections (SIP Server, Callback Module) and setup in settings for “SIP over mobile internet”.

<table>
<tr><th colspan="2" rowspan="2">Possible scenarios while making call in gloCOM GO</th><th rowspan="2">WiFi</th><th colspan="2">Mobile Data</th><th rowspan="2">No Connection</th></tr>
<tr><th>SIP over mobile internet “on”</th><th>SIP over mobile internet “off”</th></tr>
<tr><td rowspan="2">App connected to SIP Server</td><td>Callback Module available</td><td>1. SIP Call
2. Callback Call
3. No Succes</td><td>1. SIP Call
2. Callback Call
3. No Succes</td><td>1. Callback Call
2. No Success</td><td rowspan="3">1. No Success</td></tr>
<tr><td>Callback Module not available</td><td>1. SIP Call
2. No Success</td><td>1. SIP Call
2. No Success</td><td>1. No Success</td></tr>
<tr><td rowspan="2">App not connected to SIP Server</td><td>Callback Module available</td><td>1. Callback Call
2. No Success</td><td>1. Callback Call
2. No Success</td><td>1. Callback Call
2. No Success</td></tr>
<tr><td>Callback Module not available</td><td colspan="3">1. No Success</td></tr>
</table>

The table above displays the order in which Communicator GO 6 iOS will try to establish calls in different scenarios.

If we, for example, take the first scenario for WiFi where the order is:

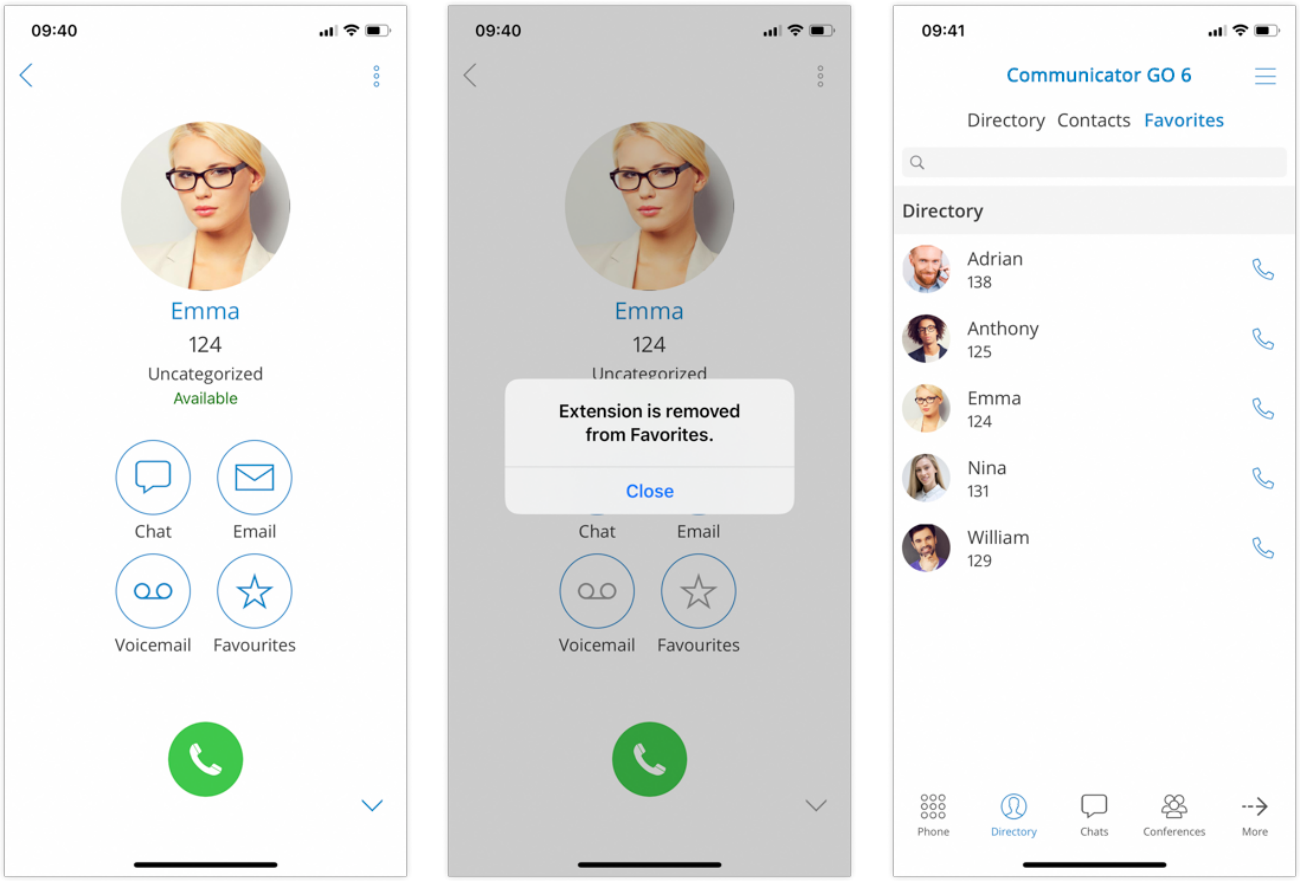
1. SIP Call
2. Callback Call
3. No Success

This means that in scenario where device is connected through the WiFi, app is connected to the SIP Server and Callback Module is available on PBXWare, Communicator GO 6 iOS will first try to make a SIP Call, if unsuccessful, it will then try to make a call using Callback and if this fails it will display the message that call was not made.

Favorites

You can add other users and contacts from the phone book to favorites to have them in one place and have them show up first while performing an action, e.g. transferring a call.

Users can be added/removed from favorites by clicking **Add to favorites** or **Remove from favorites** on the user's details screen as shown in the pictures below.



Contacts from phone book can also be added or removed from your Favorites by clicking on it and choosing Add to Favorites or Remove from Favorites.

Favorites screen appears when the user clicks Favorites Tab from Header Bar in Phone Screen.

When this screen is shown, if there are no favorites, "No Favorites" label should be displayed in the middle of the screen. By default, favorites are displayed in Grid mode and sorted by name in ascending order.

Clicking on the favorite that is a Communicator GO 6 iOS contact (extension) will display extension options screen and if favorite contact is a contact from your device's phonebook Contact's Screen will be shown.

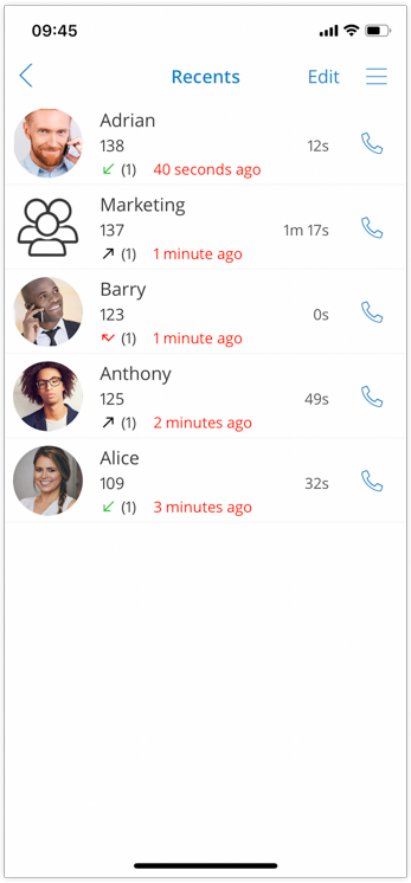
Recents

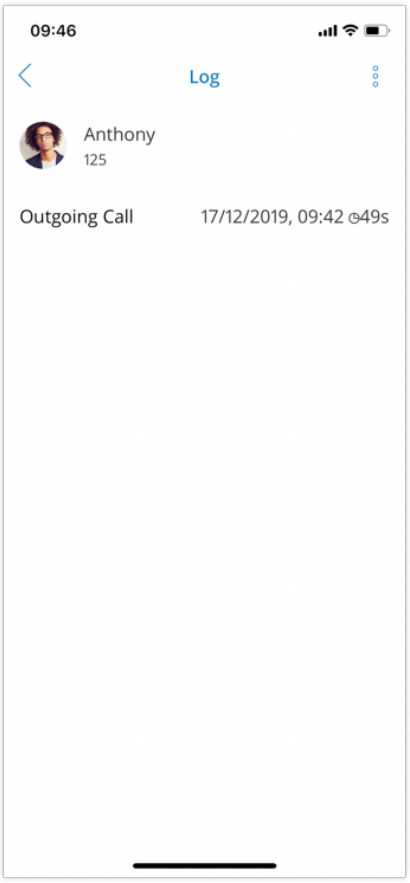
These screens will be displayed when the user presses Recents Tab from Header Bar in Phone Screen and a list of the recent calls will be displayed.

In case there are no recent calls, the “No Recents” label should be displayed in the middle of the screen.

Recent calls are displayed in list mode and sorted descending by the date/time.

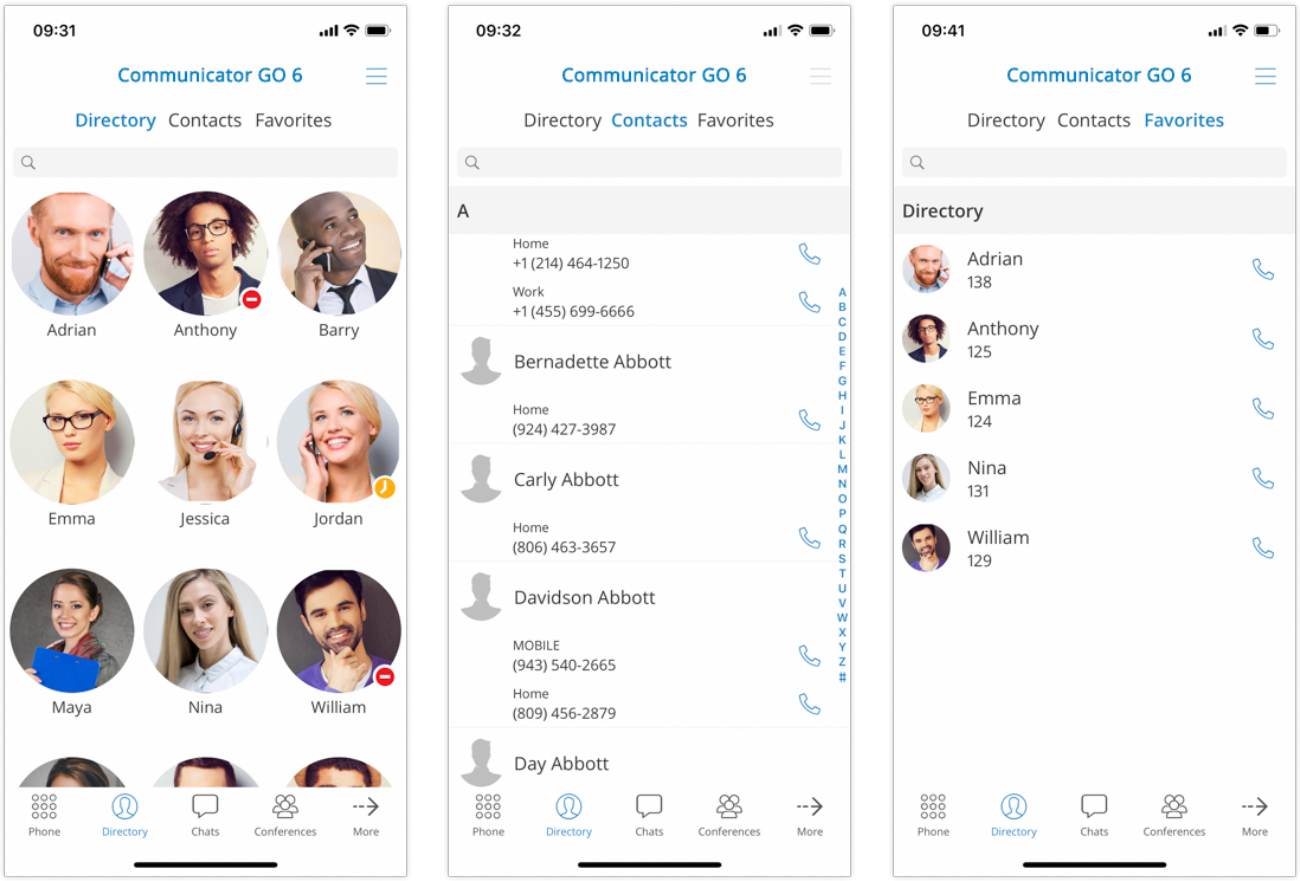
Clicking the favorite which is a Communicator GO 6 iOS contact (extension) will display extension options screen and if favorite contact is a contact from your device’s phonebook Contact’s Screen will be shown.





Communicator GO 6 iOS Contacts

When you press the Communicator GO 6 iOS icon in the bottom bar list of Communicator GO 6 iOS users from your organization will be displayed. Users can be sorted according to the presence and department in ascending and descending order.

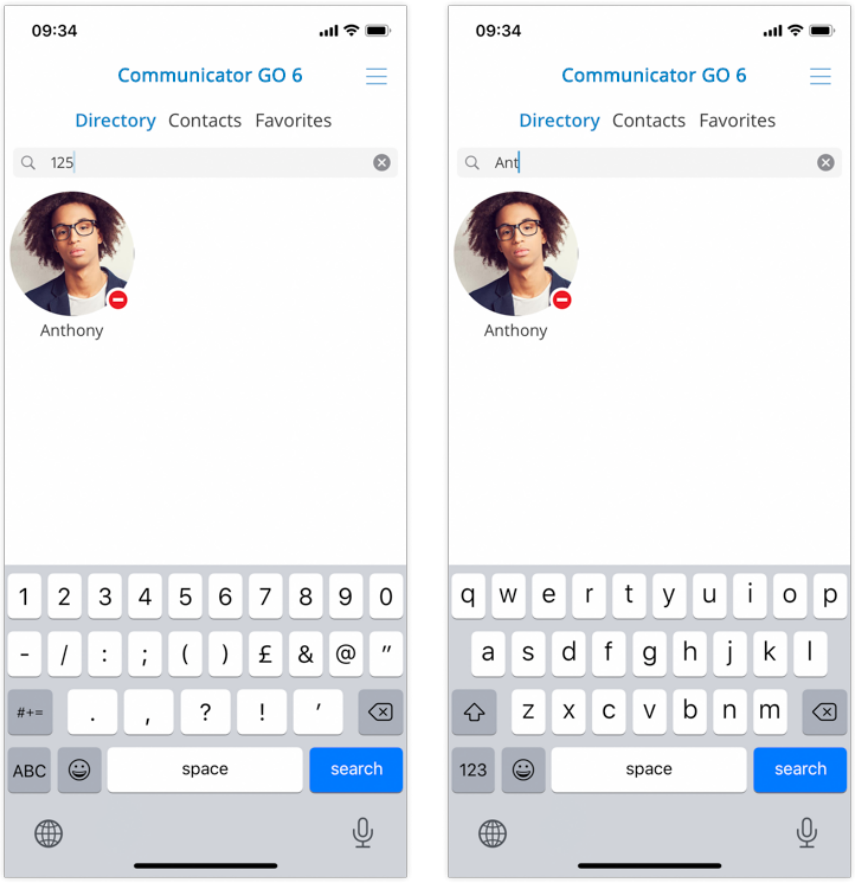


Clicking on a user will open up user's details screen from which you are able to see user information and perform different actions.

In case the user associated additional phone numbers with their extension, these numbers will be listed as well and you will be able to dial them by simply pressing the number.

Communicator GO 6 iOS Contacts Search

To search Communicator GO 6 iOS contacts click on the search icon in the upper right corner and the search entry field will be displayed. Click on the search field and enter the name of the contact you would like to find.



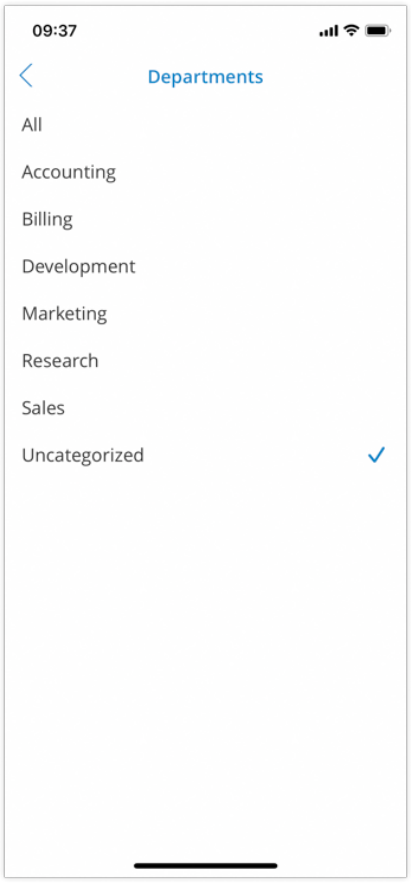
As you start entering the search pattern (contact name or extension number) list of Communicator GO 6 iOS contacts will be filtered based on the pattern you enter. Once your contact is visible on the screen click on it and you will be taken into Communicator GO 6 iOS contact screen. From here you will be able to call this contact or perform other actions.

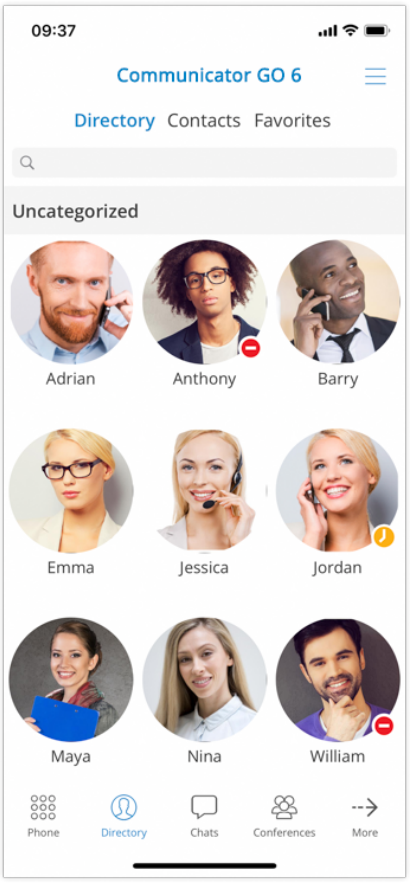
Extensions Departments

This screen appears when you press the Menu icon in the upper right corner of the Communicator GO 6 iOS Contacts screen and once the Menu screen is opened Departments selection will be available as a first option on the list. By default, "All" is selected for departments so all the users are available on the list, however, in case you need to filter users by a specific department, you must click All to see a list of all available departments.

To filter users by a specific department, click on the preferred department in the list. Once the department is selected you should only see Communicator GO 6 iOS users that are members of that department.

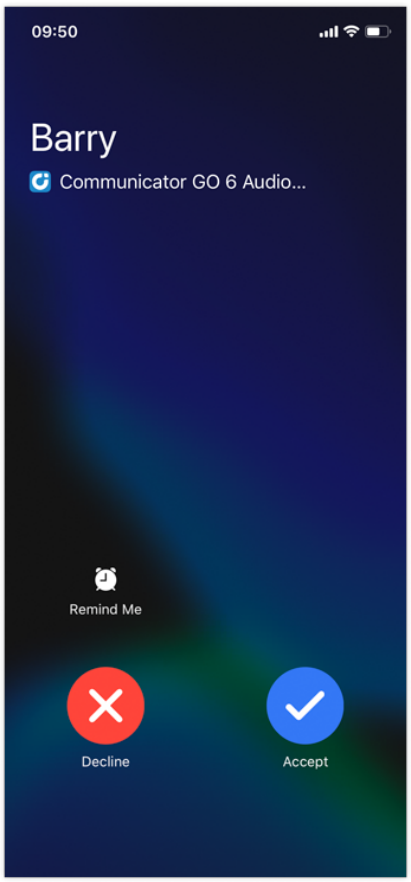
In case you would like to restore default view for all departments simply repeat the process and instead of specific department select All from the list.


09:37
Departments
All
Accounting
Billing
Development
Marketing
Research
Sales
Uncategorized


09:37
Communicator GO 6
Directory
Contacts
Favorites
Uncategorized
Adrian
Anthony
Barry
Emma
Jessica
Jordan
Maya
Nina
William
Phone
Directory
Chats
Conferences
More

SIP Call

SIP Call Screen appears when the user initiates or receives a call through PBXware.



Once call is connected Communicator GO 6 iOS allows you to perform several actions:

- **Mute**

Mute allows you to disable the microphone on your device, preventing any unwanted communication on your side to be transmitted to the other side of the call.

- **Speaker**

Press Speaker button if you would like to put your device in speakerphone mode, allowing you to continue the without holding the device on your ear, or to allow other persons in the room to join the conversation through a single device.

- **Hold**

Hold option will put a caller on hold and play Music on Hold until Hold is pressed again or call is transferred to another destination.

- **Transfer**

Transfer button allows you to initiate blind or attended transfer to PBXware extension or outbound number.

- **Invite**

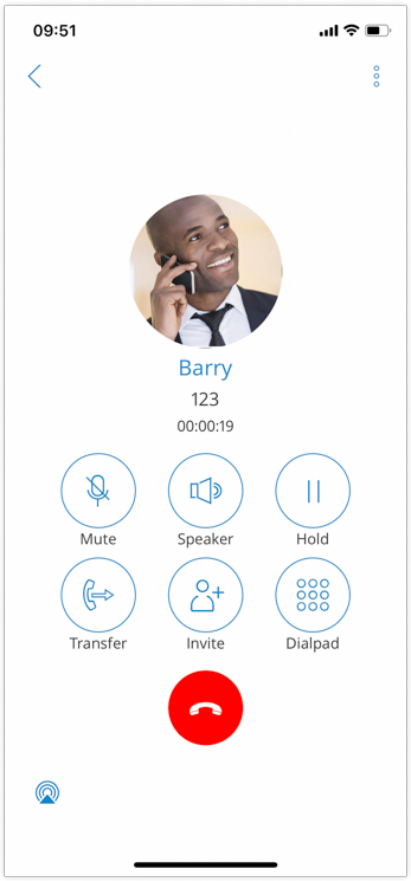
Invite option allows you to create an Instant conference by adding one or more people to an ongoing call. With this option, you can add PBXware extensions or any number available from your contact list.

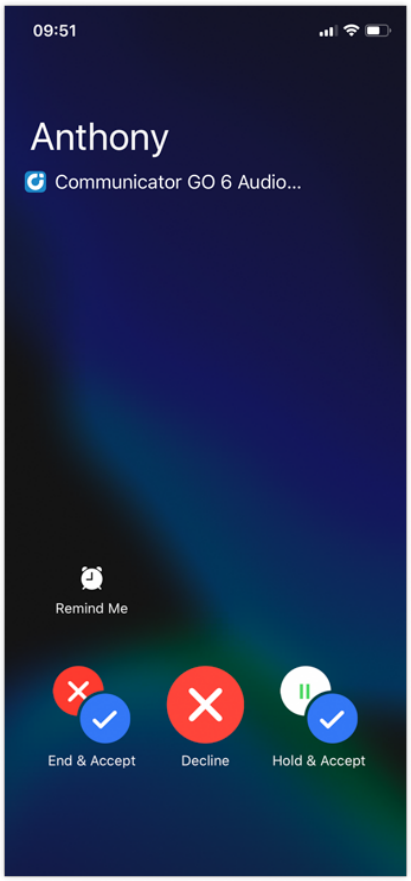
- **Keypad**

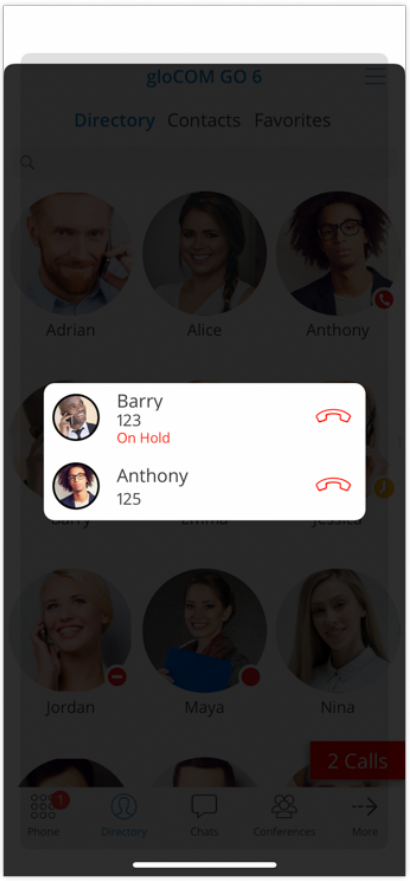
Use the Dialpad to enter the phone number you want to dial. Click on the Dial icon to place a call.

Multiple SIP Calls

Communicator GO 6 iOS offers an option to handle two calls at the same time.



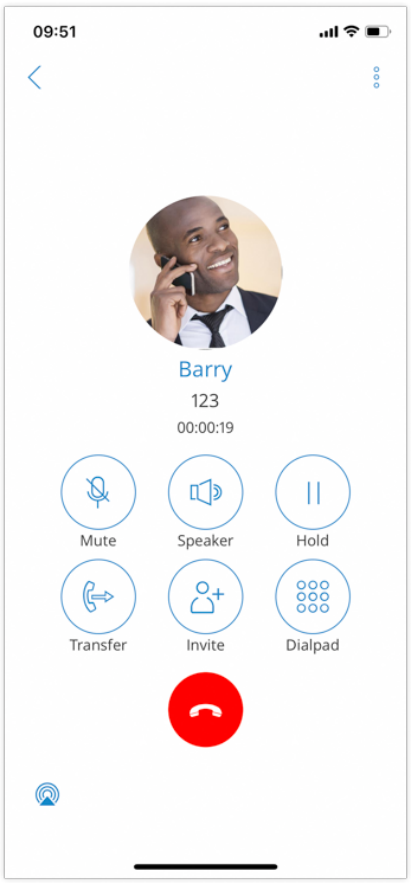


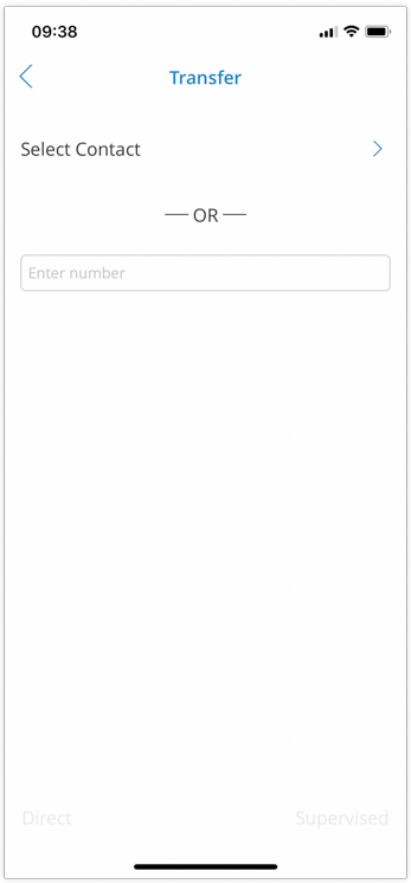


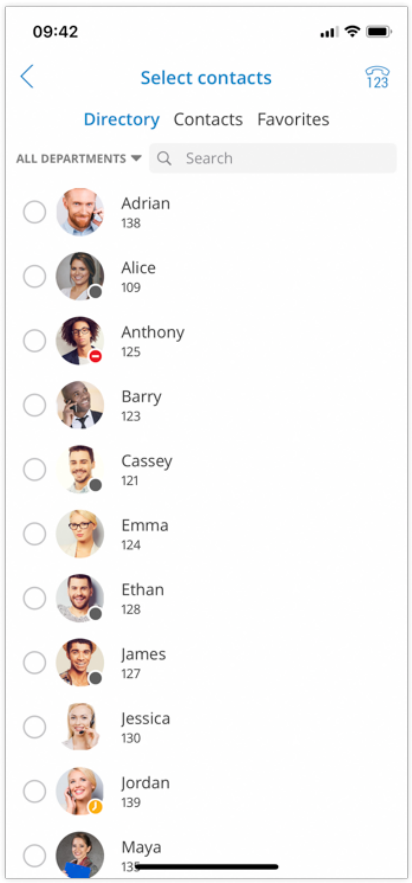
This means, if there is one SIP call in progress and you receive another call, it will be presented to the user on the SIP Call Screen. If answered, Communicator GO 6 iOS will set one call on hold. Communicator GO 6 iOS will exit from Multiple SIP Calls state if one of the calls is finished.

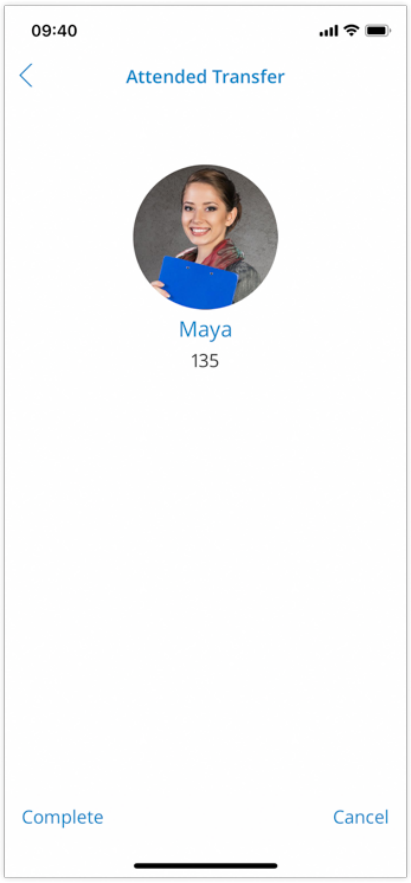
Call transfer

You can transfer a call by clicking the transfer icon from the call options menu. Popup dialog shows with transfer options.









If you press Blind transfer you will be able to transfer your call to three destinations:

- **To all my devices**

Pressing **To all my devices** will transfer a call to all devices that are registered with your extension. They all ring and you can continue call on any of them by answering the call. This can be particularly useful in situations where you need to leave the office but would like to continue ongoing call on your mobile device.

- **To contact...**

Pressing **To contact...** brings up a screen with favorites, users and phone book contacts to choose someone to transfer the call to.

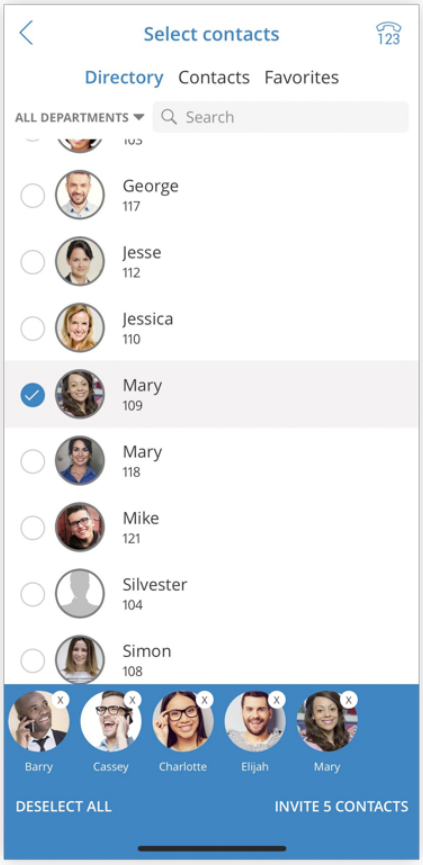
- **Enter number...**

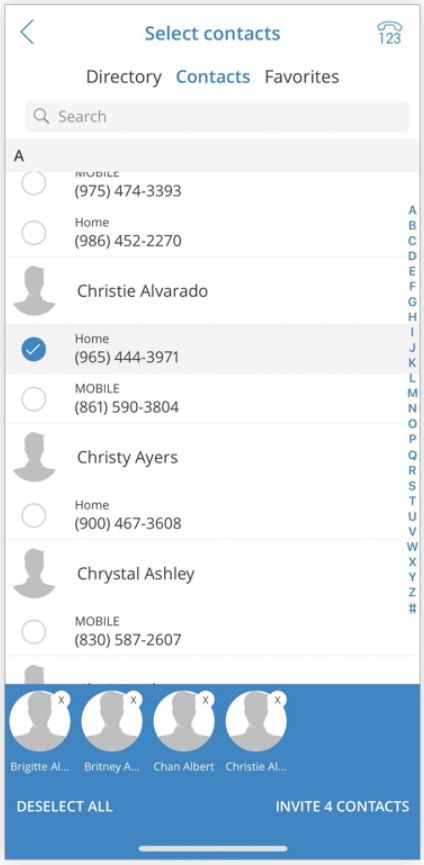
When pressed, this option will display popup dialog with a number entry field for the number to transfer the call to.

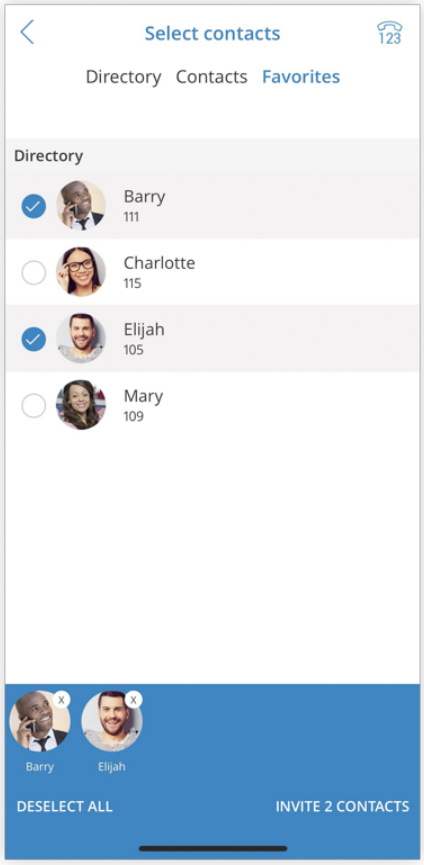
Supervised transfer only allows you to select between To contact and Enter number options.

All new modernistic user picker

With refined UI and improved UX users can now start conferences or transfer calls with your favorite Extensions, Contacts or Favorites from both.

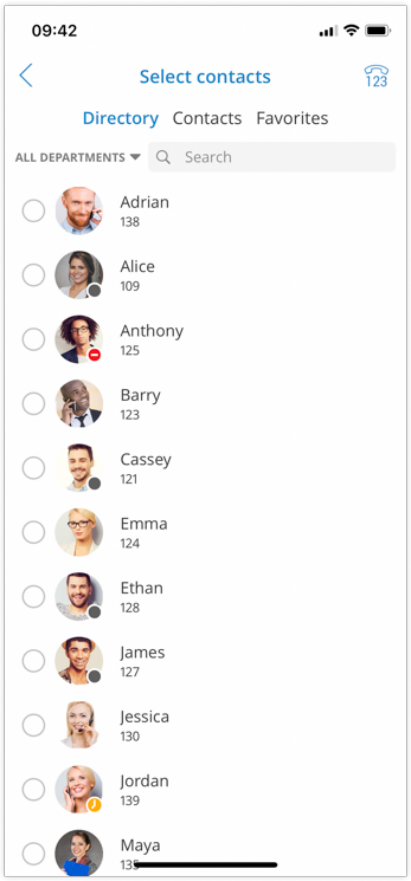

Select contacts
123
Directory Contacts Favorites
ALL DEPARTMENTS
Search
George
117
Jesse
112
Jessica
110
Mary
109
Mary
118
Mike
121
Silvester
104
Simon
108
Barry
Cassey
Charlotte
Elijah
Mary
DESELECT ALL
INVITE 5 CONTACTS

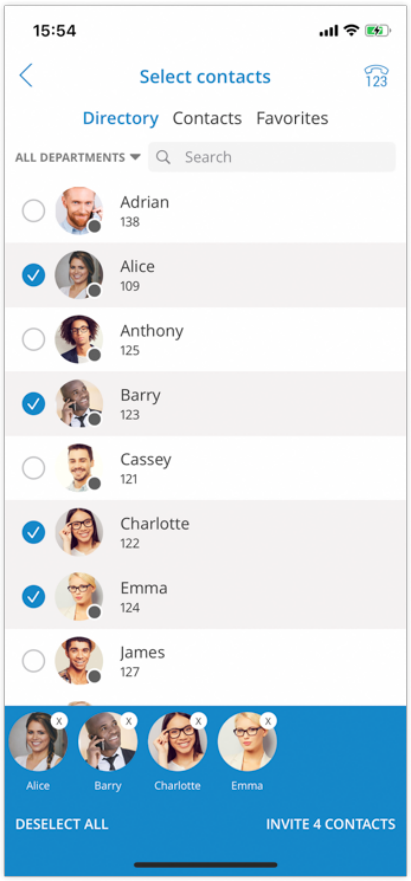

Select contacts
123
Directory Contacts Favorites
Search
A
(975) 474-3393
Home
(986) 452-2270
Christie Alvarado
Home
(965) 444-3971
MOBILE
(861) 590-3804
Christy Ayers
Home
(900) 467-3608
Chrystal Ashley
MOBILE
(830) 587-2607
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z #
Brigitte Al...
Britney A...
Chan Albert
Christie Al...
DESELECT ALL
INVITE 4 CONTACTS

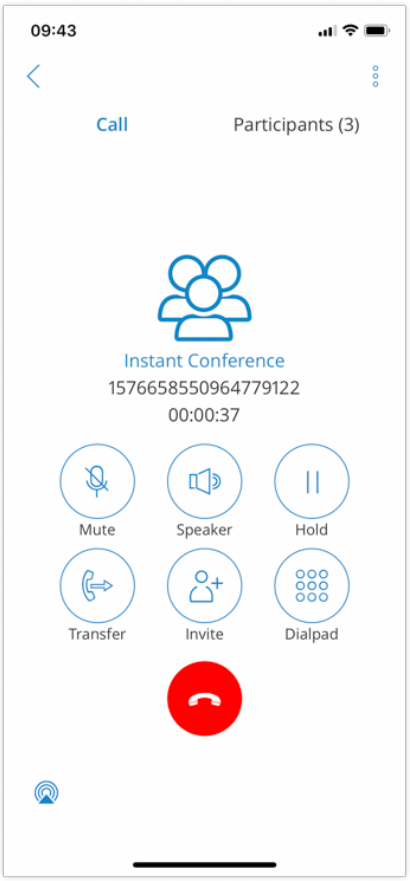

Select contacts
123
Directory Contacts Favorites
Directory
Barry
111
Charlotte
115
Elijah
105
Mary
109
Barry
Elijah
DESELECT ALL
INVITE 2 CONTACTS

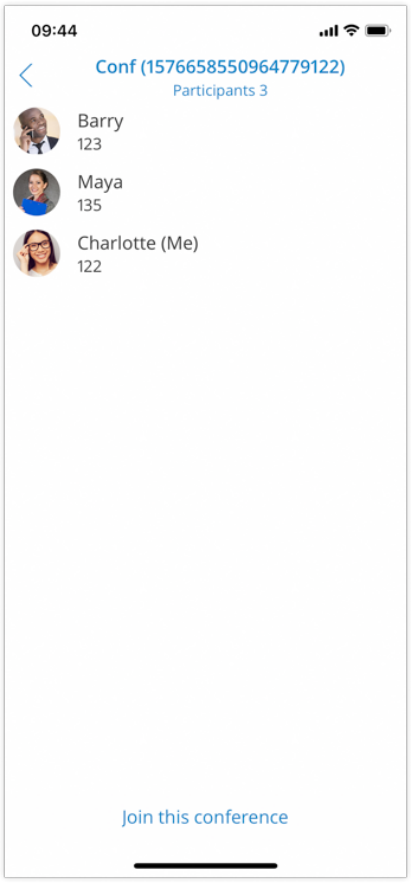
Conference calls

Besides the ability to handle multiple calls, Communicator GO 6 iOS also allows you to join two calls into the Instant conference. In addition to this, users can join predefined conference rooms and add other participants the same as on the Communicator desktop app.



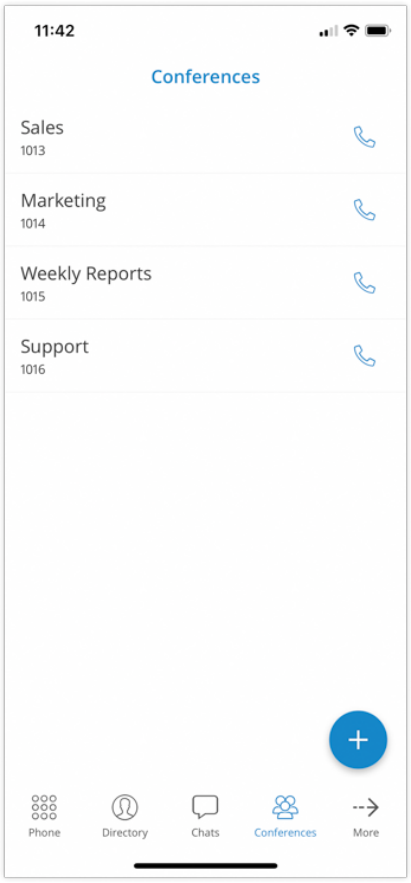


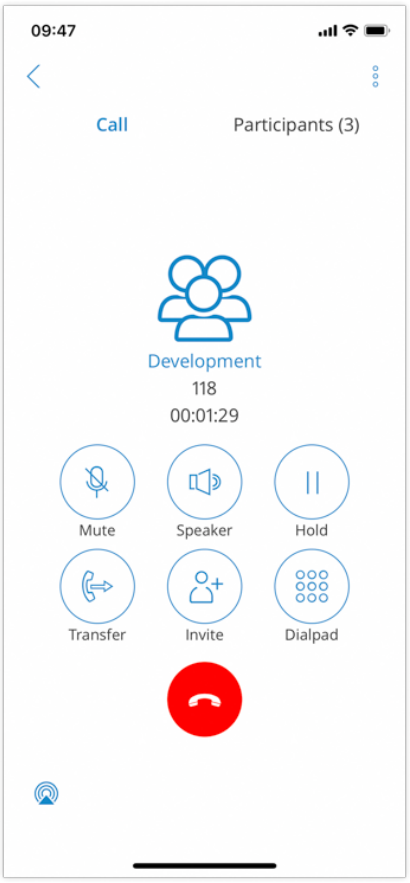


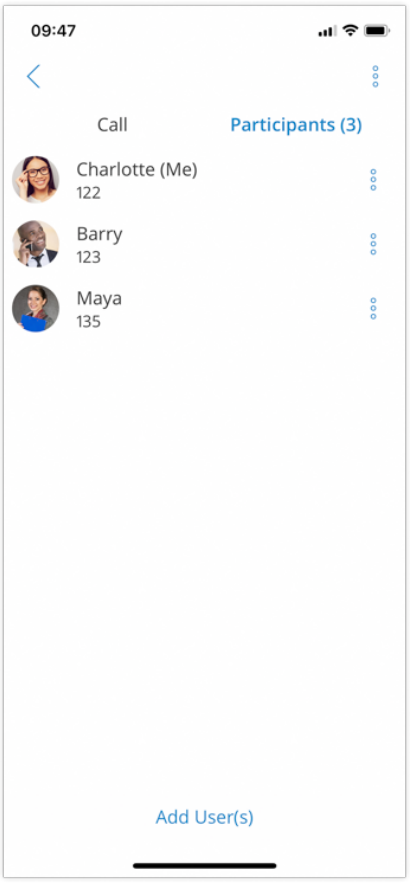


Selecting a **Defined conference** will display a list of participants and “Join this conference” button at the bottom allows you to join the selected conference. The list of participants is updated in real-time as users join or leave the conference room.

Users that participate in a meeting will now have a meeting id when they are displayed in conference.


11:42
Conferences
Sales
1013
Marketing
1014
Weekly Reports
1015
Support
1016
Phone
Directory
Chats
Conferences
More

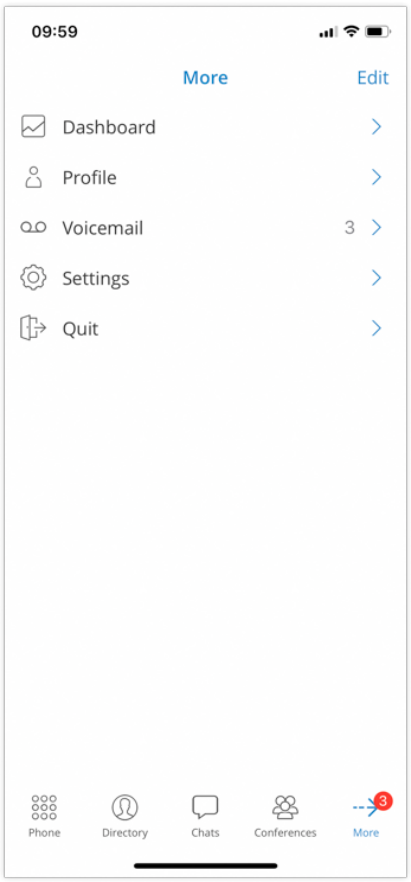

09:47
Call
Participants (3)
Development
118
00:01:29
Mute
Speaker
Hold
Transfer
Invite
Dialpad

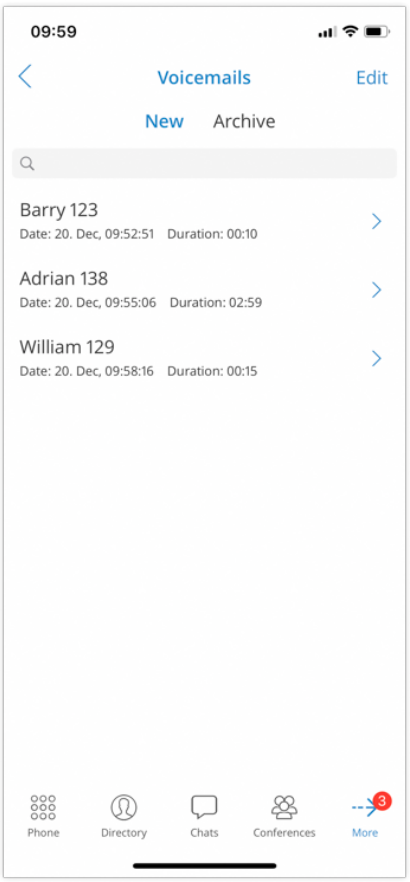

09:47
Call
Participants (3)
Charlotte (Me)
122
Barry
123
Maya
135
Add User(s)

Voicemail

With Communicator GO 6 iOS you can listen to new and archived voice messages, archive and delete one or many messages. You can also call other users' voicemail directly.

Notifications are shown for new voice messages as shown below.

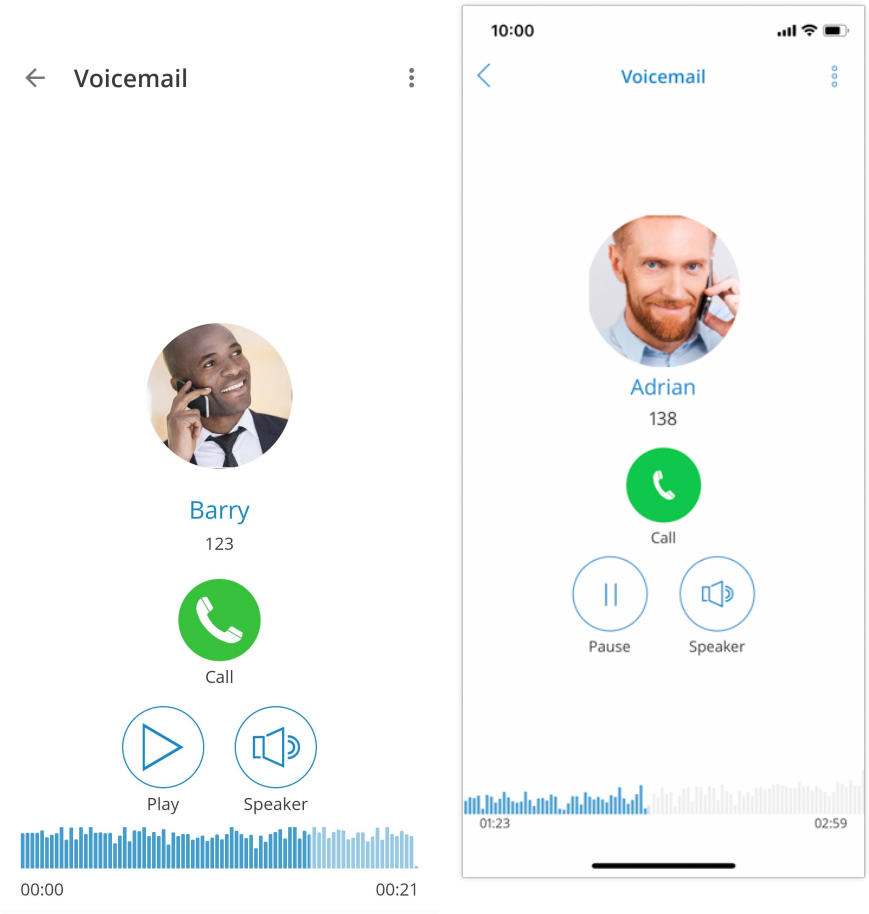




Playing voice messages

Messages can be played by opening the message itself and then playing it or by played in preview mode by clicking the play button from the messages list.

If the message is not downloaded when play is clicked, a progress dialog will be shown and once the download is done message should start playing.

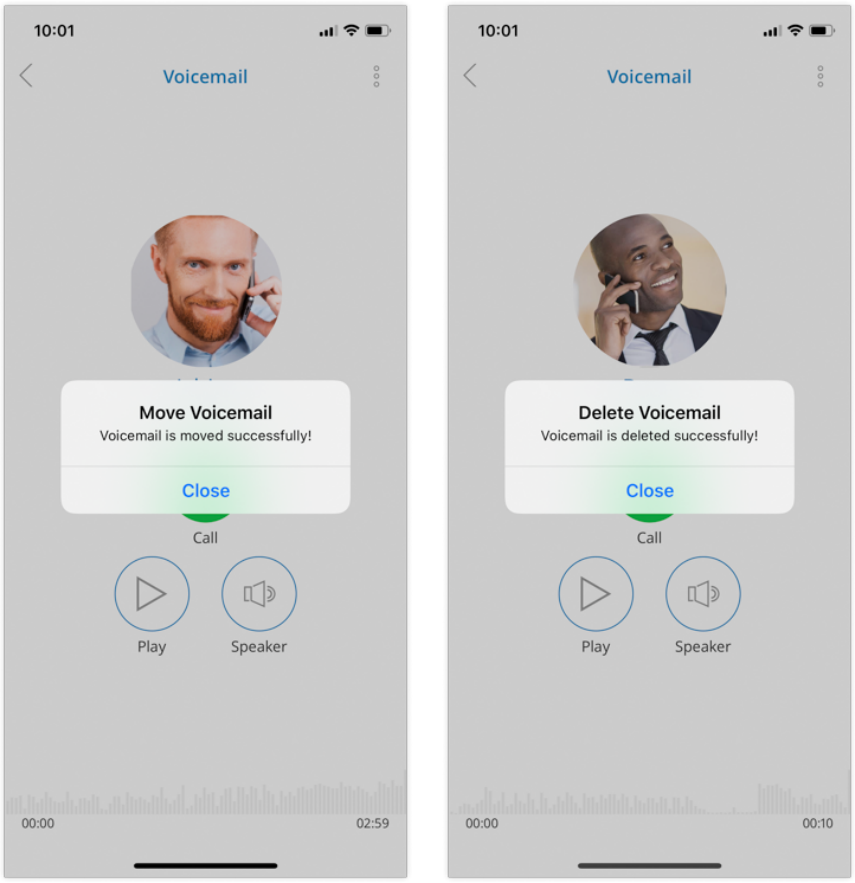


When playing messages on the separate screen you can swipe left or right to switch between messages.

Deleting and archiving voice messages

You can delete or archive individual messages by clicking on them and then clicking the delete icon () or archive icon () in the toolbar.

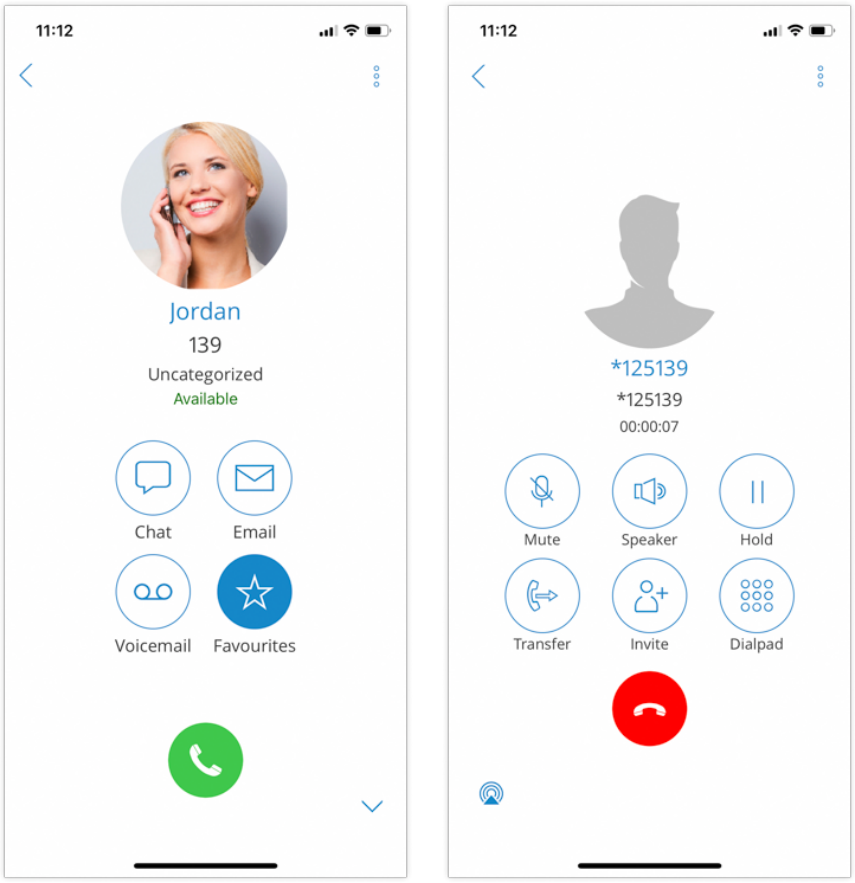
You can also select more messages and delete or archive them together by long clicking a message from the list and then clicking the delete icon or archive icon in the toolbar.



- Select all icon () selects/de-selects all messages in the list.
- Delete icon deletes selected messages.
- Archive icon archives selected messages.

Calling other voicemail boxes directly

In case you would like to leave a voicemail directly, dial ***125EXT_No** where EXT_No is extension number of a contact, alternatively or you could open user's details screen and click **Call voicemail** as shown below.



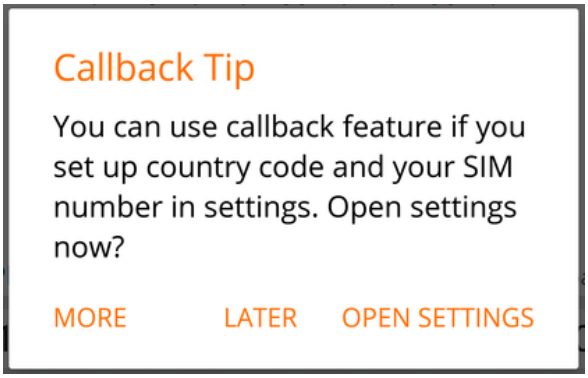
Click **Call Voicemail** to leave a voicemail message to contact.

Callback feature

The **Callback** is useful when softphone cannot be registered due to some error, or when poor network quality impacts call quality.

Simply, when using a callback, Communicator GO 6 iOS tells the server to call your mobile number via regular GSM network and you will receive a GSM call.

When starting Communicator GO 6 iOS for the first time you will see a tip about callback as below.



- **MORE**

By pressing this button additional information about callback functionality will be displayed.

- **LATER**

Press this button to dismiss Callback Tip dialog.

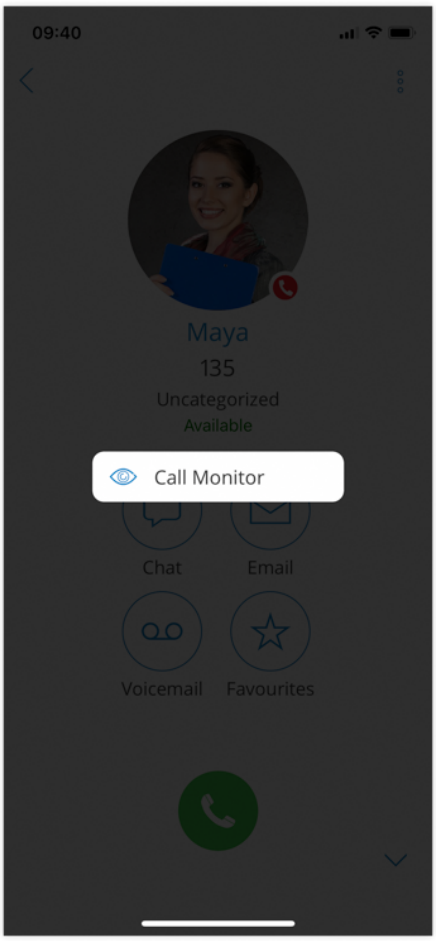
- **OPEN SETTINGS**

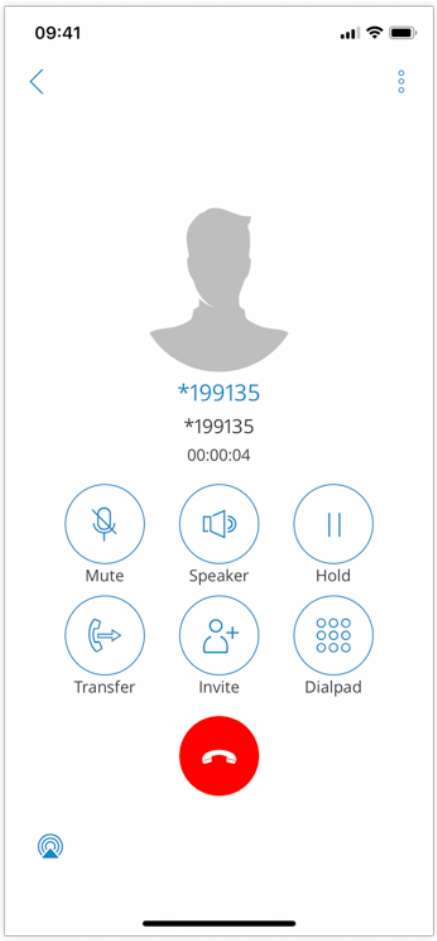
OPEN SETTINGS button opens the Location and Phone settings screen.

When callback settings are in place you have the option to use callback for all outgoing calls in Settings - General - Callback usage.

Call monitor

When call monitoring is enabled in the ES on the extension, users will see a 3 dots menu inside the extension proimage and when pressed, the call monitoring feature will be available. If you don't have call monitoring enabled on the extension, you will not be able to see that option.



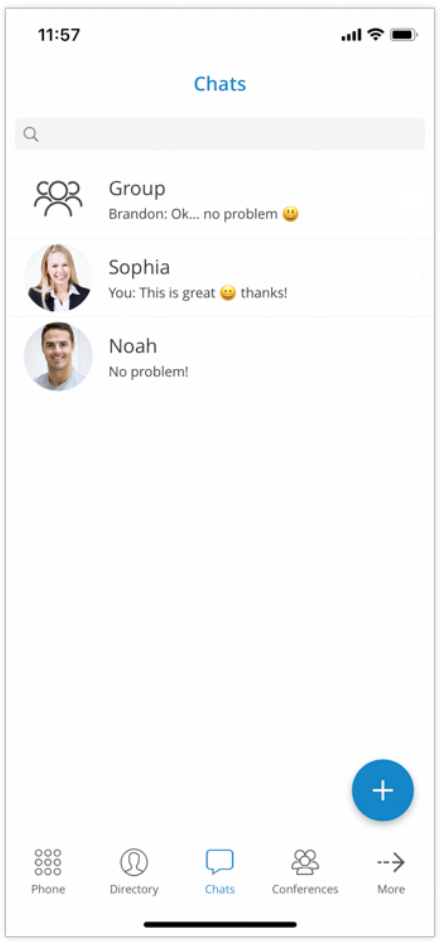


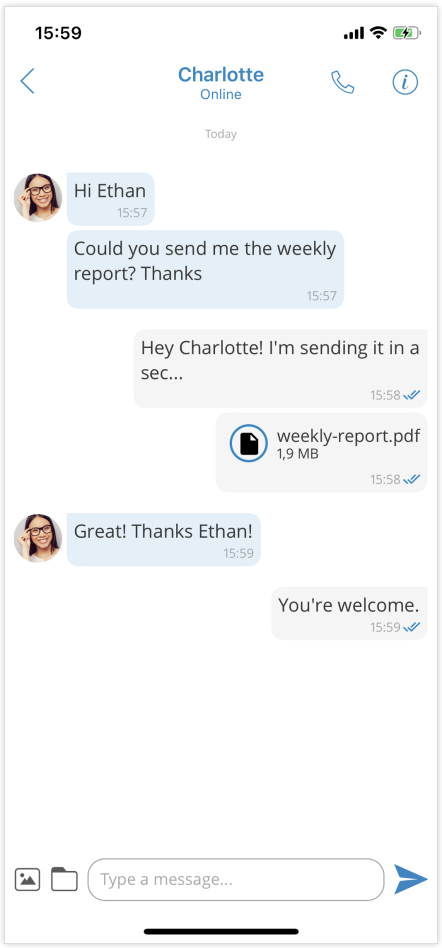
Chat

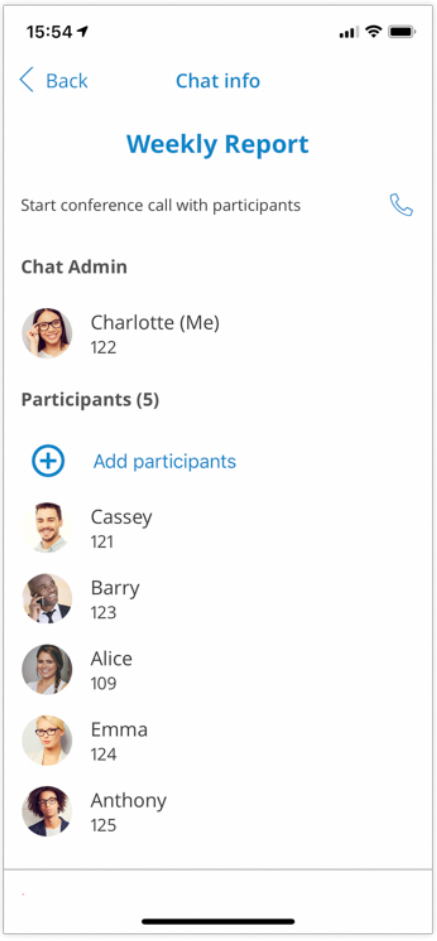
With clean and modern UI, UX tailored to your needs we present you the Communicator GO 6 iOS featuring a '"long awaited feature"' -'" Chat"'. Chat feature is supported on all systems (CC & Multitenant).

With an all-new Presence system, we reshaped the office in your pocket.

Our new features are updated for mobile phones running iOS 11.0 or up. We also don't care what your phone size is because Communicator GO 6 iOS is optimized for all mobile phone sizes.



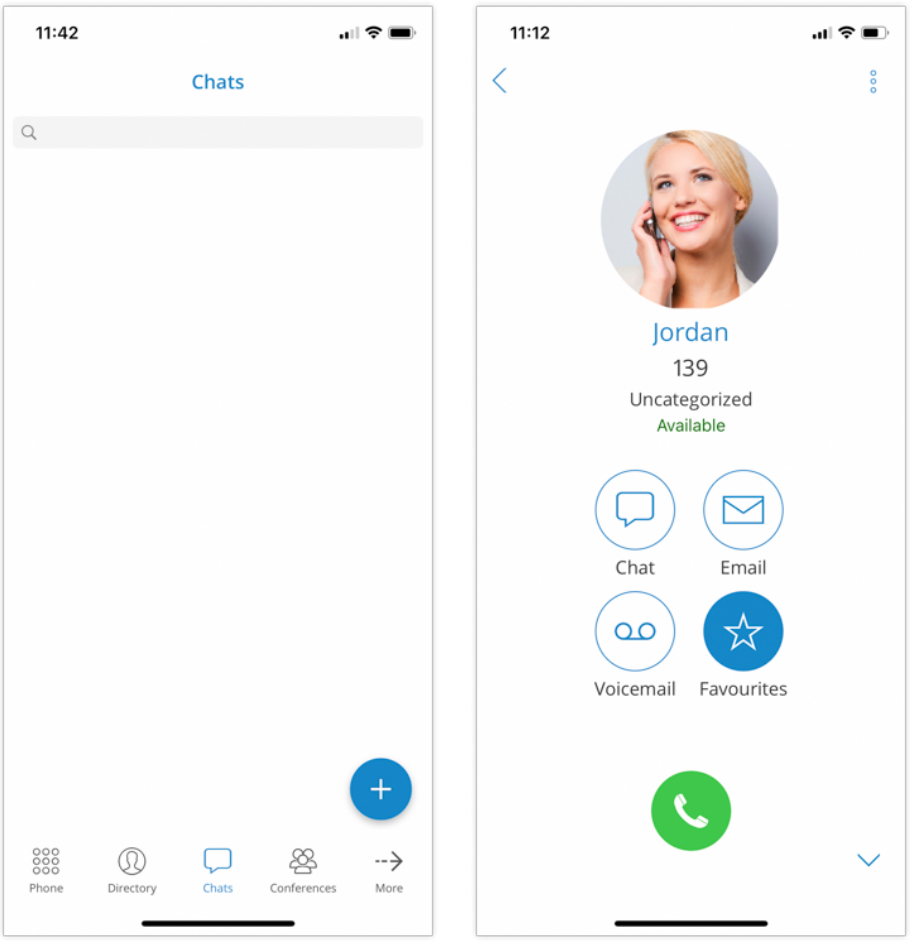




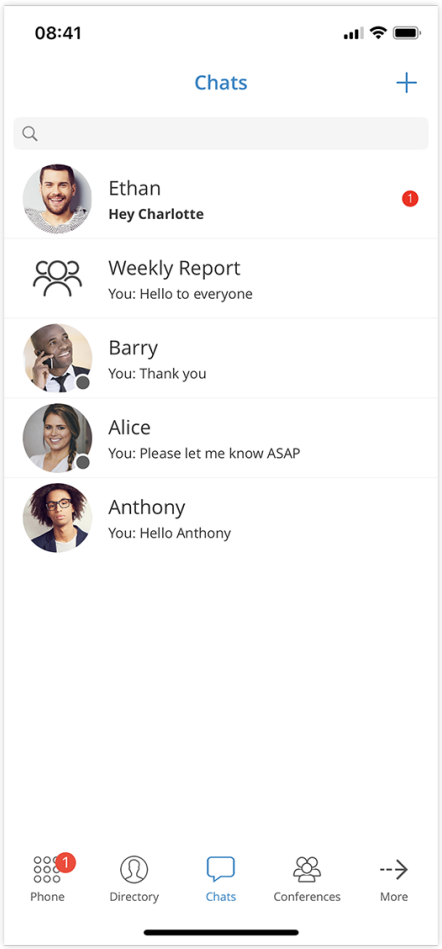
Your conversations are now synced between all of our client apps. It even syncs in real-time if you are logged on multiple devices.

You can start a chat in two ways:

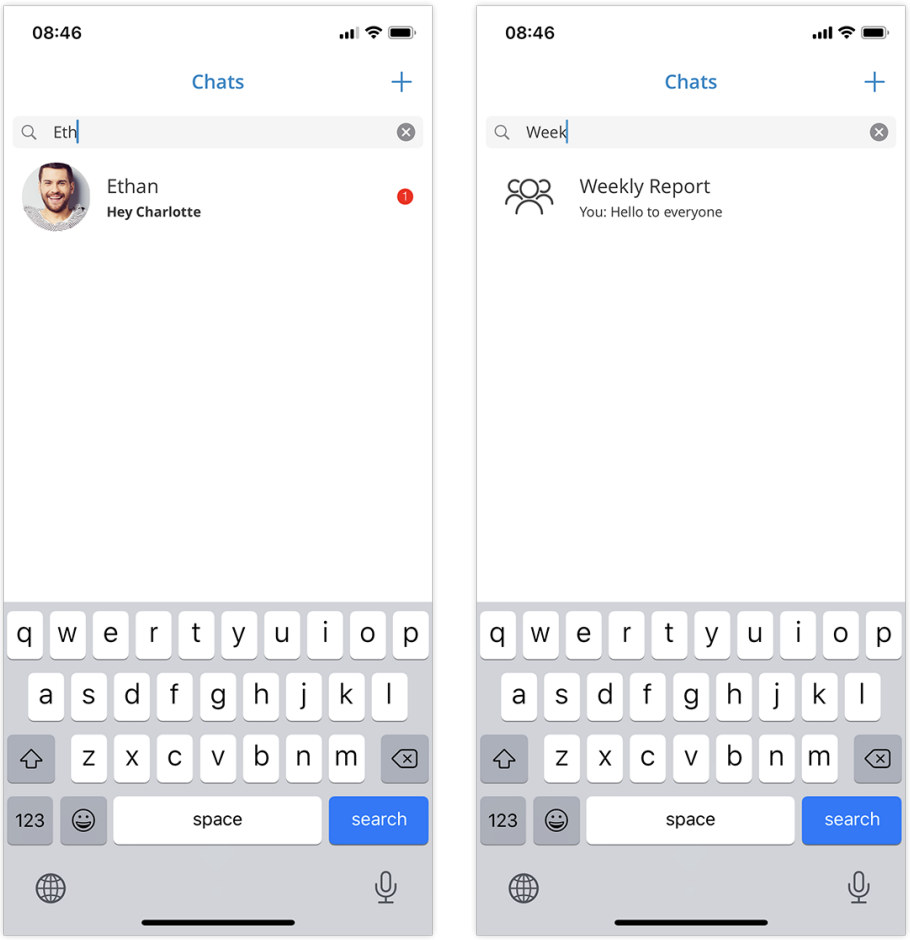
- Via chats item in the bottom menu and pressing on a "+" icon (one to one or group chat)
- Via Extension display (one to one chat with Extension you are previewing)



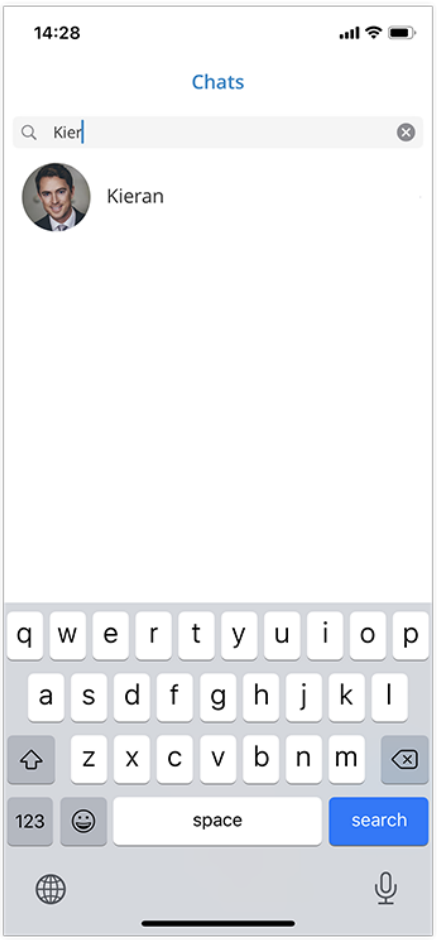
All chat sessions can be found in the "Chats" icon in the bottom menu with a number of unread messages for that chat session and the last message for that chat session.



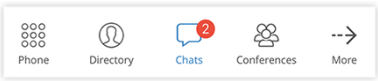
You can also search chats pressing on a search bar in the "Chats" item. Chats can be searched by group or extension name.



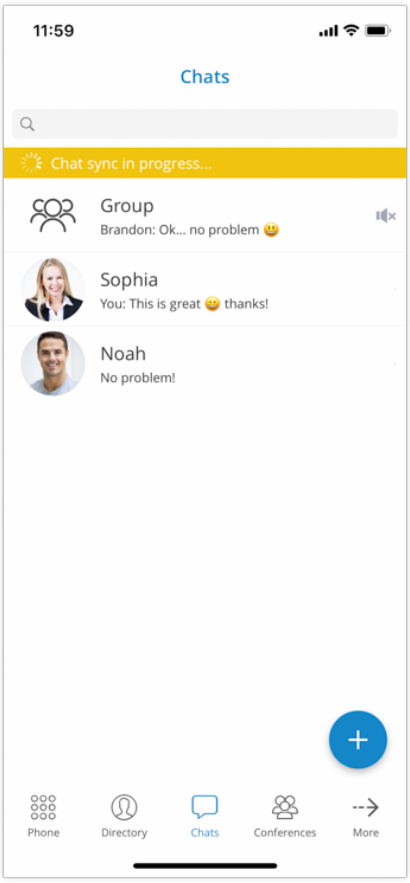
If a user doesn't have a chat session with other user, that other user will be displayed when the user searches for it in "Chats" section of the app. When user presses on an user that he doesn't have the chat session with, the chat session will be created and the user can start chatting!



Total number of unread messages is always displayed on the bottom menu of "Chats" section. This number reduces as user reads the unseen messages.

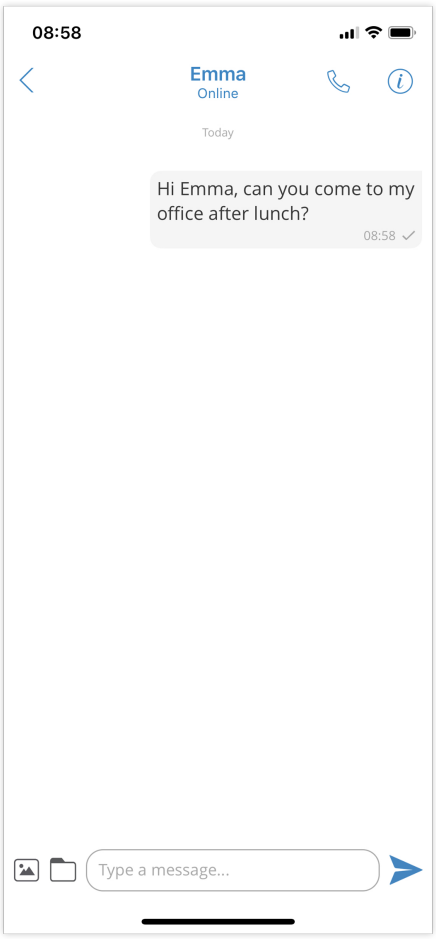


When chat messages or sessions are syncing from server the app will display a yellow indicator below the navigation bar. When loading indicator disappears it means that app is fully synced with server. If user logs in with mobile app for the first time it could take a couple of seconds to sync the recent chat sessions.

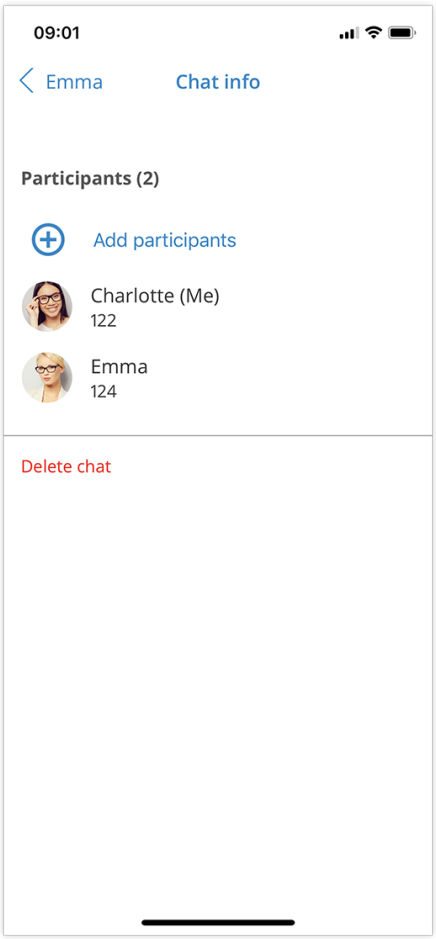


One to one chat

When you enter a chat on the bottom bar you can type a message just like on any messaging app. It is also possible to send files with Communicator GO 6 iOS. You can send a file (photo or video) from your gallery by pressing on a "Gallery" icon. If you want to send a document from your phone’s file system you can do so by clicking on a "'Document"' icon. The default file size limit is 50MB and it can be changed in PBXware.



On the navigation bar, you can see the name of the extension you are chatting with and their Presence status. On the right you can find two buttons, the "'Call"' button will start a call with the extension and the "Info" button will open the screen containing chat information and options.

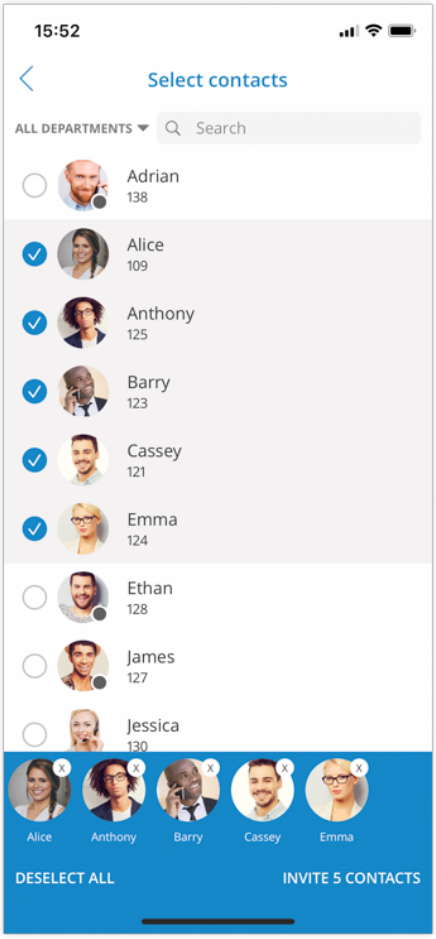


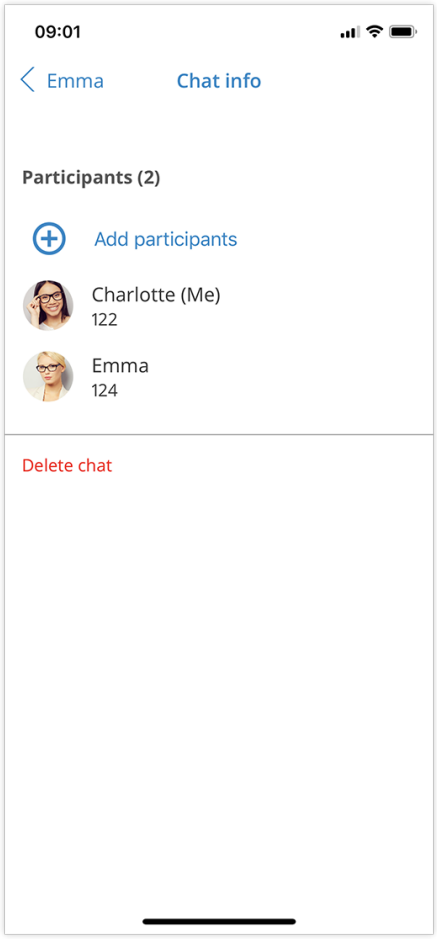
In chat info, there is an option to create a group chat from one to one chat if you want to include more users. Keep in mind that this will create a new group chat.

Chat can also be deleted in the Chat info screen. The deletion of the chat will only be visible for you and not for the other extension. This means that your chat history with that extension will be deleted only for you.

Group chats

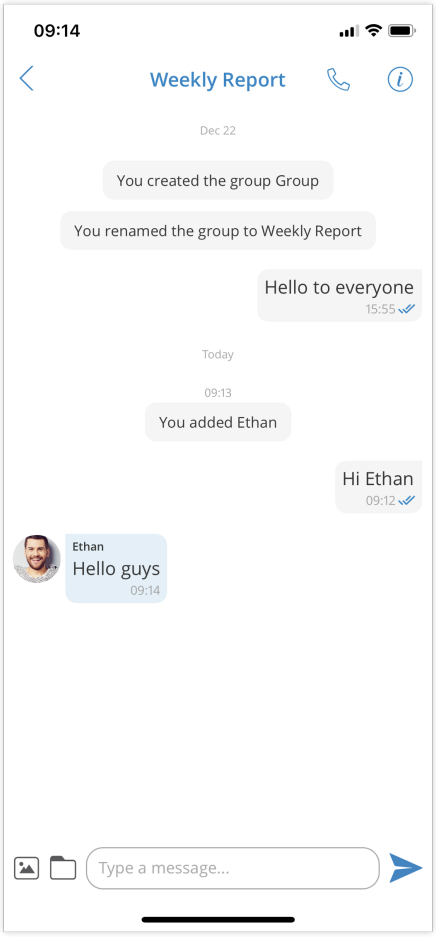
You can start a group chat by pressing a '"+"' icon on a '"Chats"' item in the bottom menu or by creating a new group chat from one to one chat in the chat info screen.





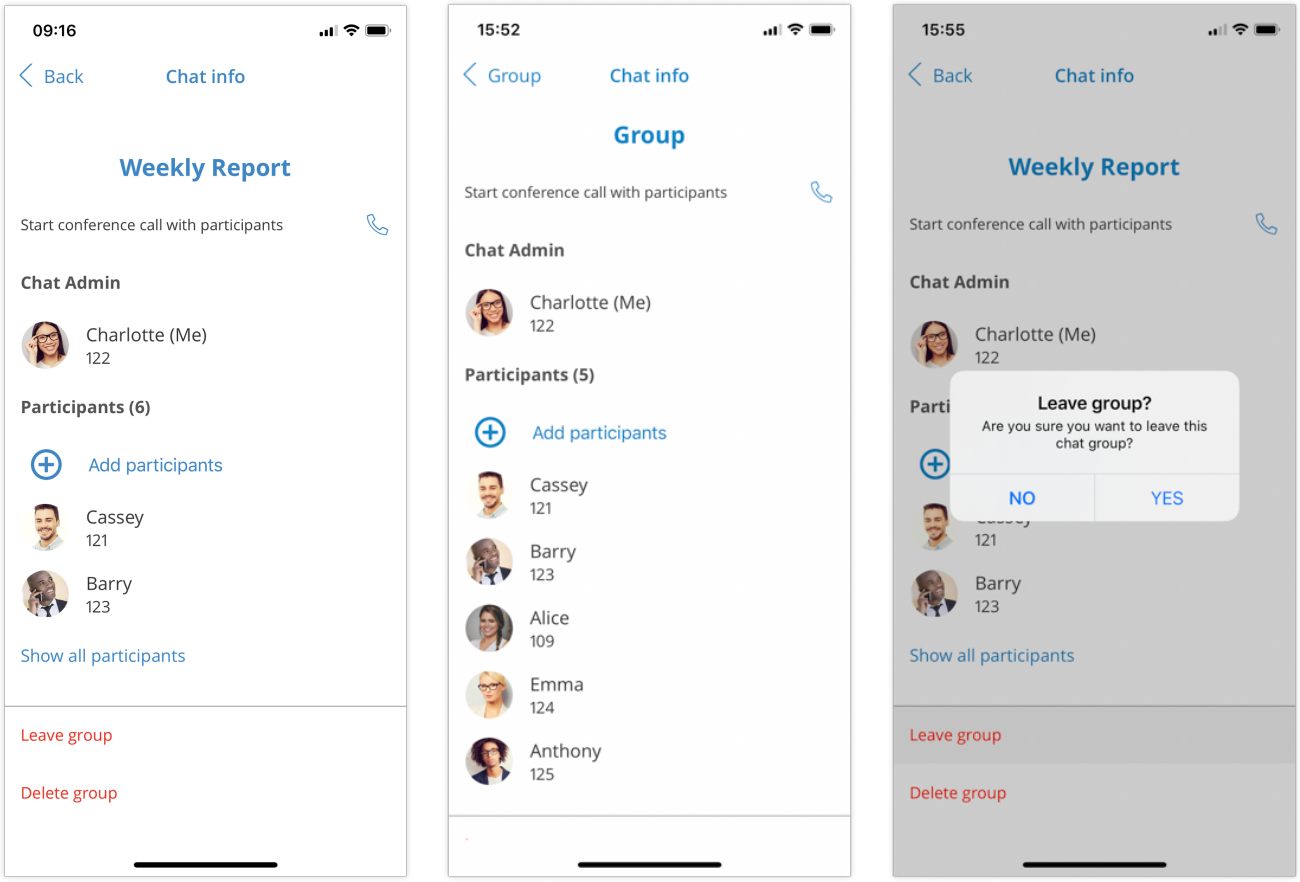
Group chat UI is the same as for one to one chat. The "'call"' button has a different function and in group chat, it will start a dynamic conference with group members. If there are more than 20 group members group call will be disabled.

Group chats have events informing you that the chat name has been renamed or that some users joined or left the chat.

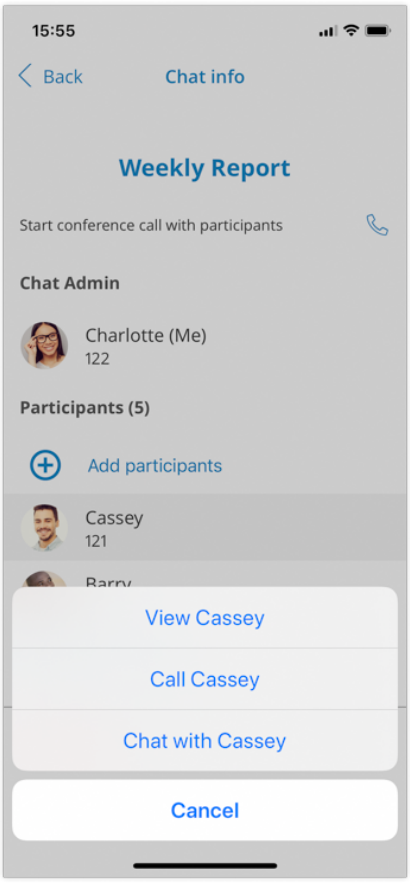


The chat info screen for a group is different than a one to one chat info screen. On chat info screen for a group, you can add more participants to the group, see all of the group participants and start a dynamic conference for that group.

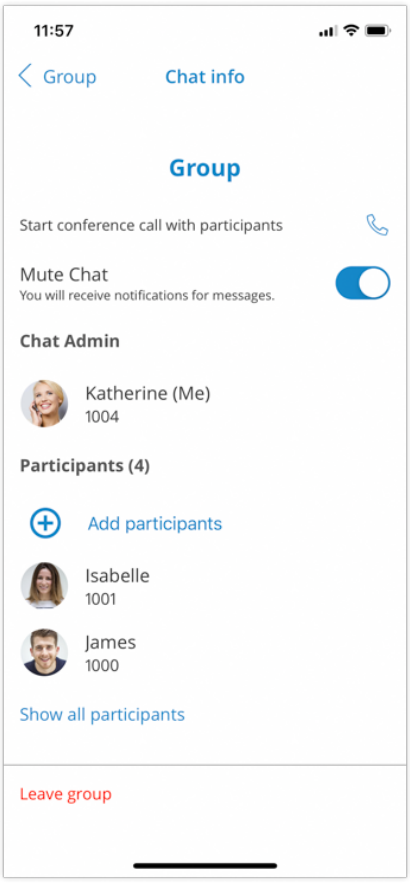
It is also possible to leave the group, meaning that the history of all messages until you've left the group will be synced by client apps. Another possibility is to delete the group and then the history will not be visible and the group will be deleted on the server for you.



When pressing a chat participant in the chat info screen you can view their extension profile, call them or go directly to have a chat with them.



It is possible to mute the group chat session by going to group chat info screen and turning on the switch for "Mute" option. When chat session is muted user will not receive notifications (push and in-app) for that chat session. Mute option is synced between all users' devices.



Muted chat session will have a mute icon in Chats list indicating that the session is muted.

Messages

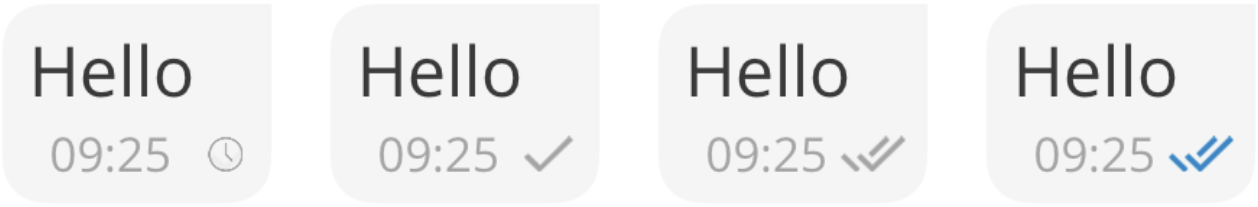
There are two types of messages:

- Text messages
- File messages (photo, video, gif, pdf, zip, etc.)

Every message that is sent to the server has one of the 3 states:

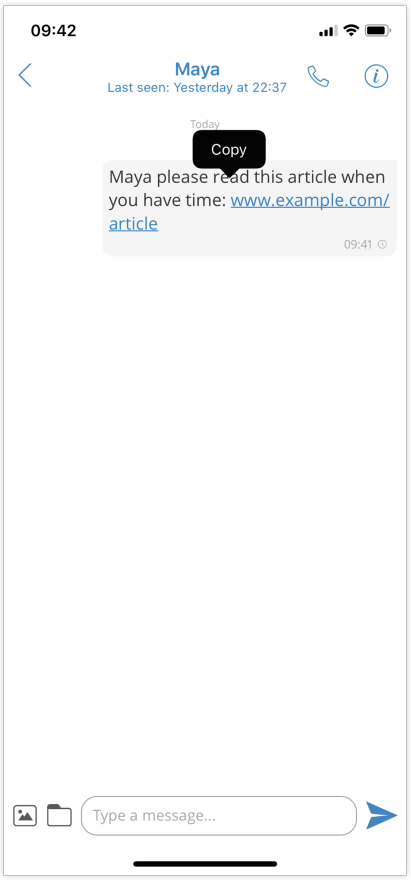
- Sent (message is sent to the server)
- Delivered (message is delivered to the recipient)
- Seen (recipient has seen the message)

Messages can also be in the waiting or failed state depending on network conditions. Failed messages are displayed with red background.

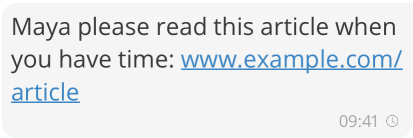


All waiting messages will try to be resent to the server on the next app start. Failed messages will not be automatically resent.

With a long press on a message, you can copy its contents.



If the text message contains a URL you can press it to open it.

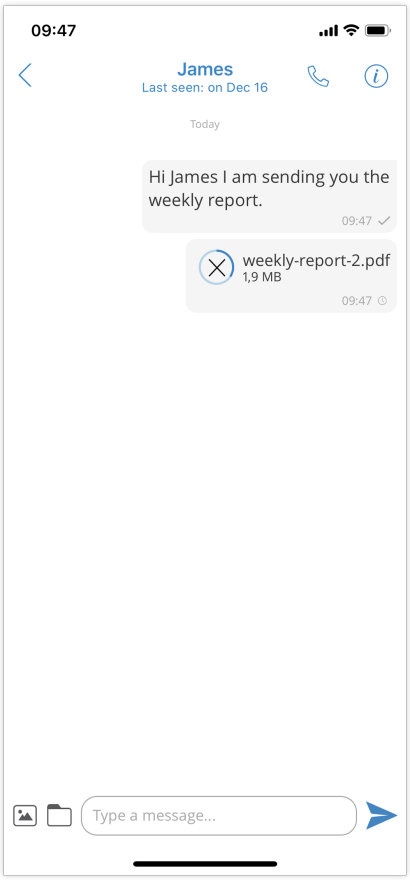


File messages

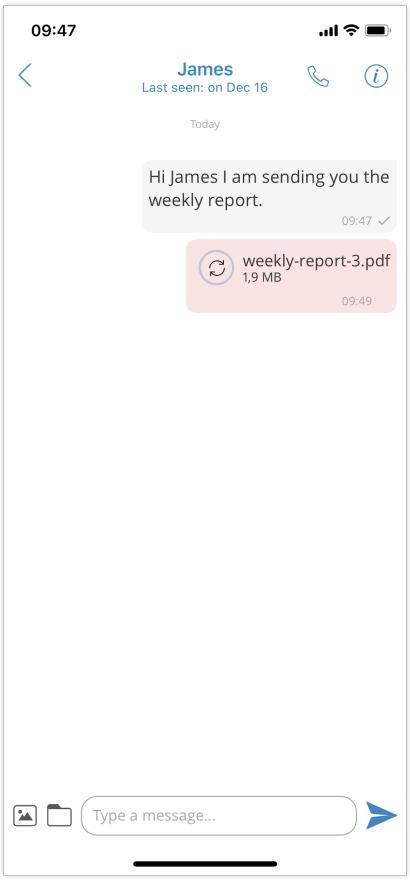
To send a photo or a video from the Photos app you can press on the "Gallery" icon on the chat screen. A native iOS picker will open presenting photos and videos. When you select the file for

sending it will be compressed (to preserve bandwidth) and it will be sent to the chat server.

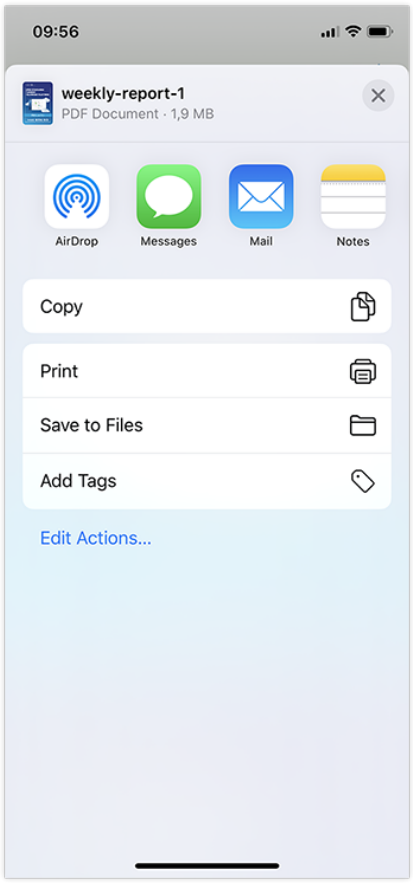
To send any kind of a document (that also includes iCloud documents) you can press the '"Document"' icon which will open the Document browser.



The progress of the uploads or downloads can be seen in the chat view. At any time it is possible to cancel the transfer of the file message.



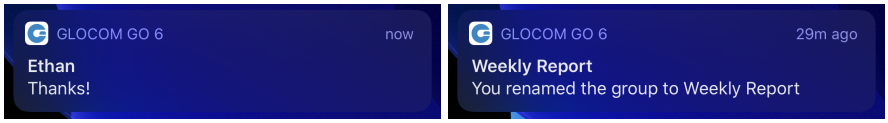
Downloaded photos, videos or documents can be saved to your local gallery or file system.



Files that are smaller than 500kB will be automatically downloaded if you are connected to WiFi and not on mobile data.

Notifications

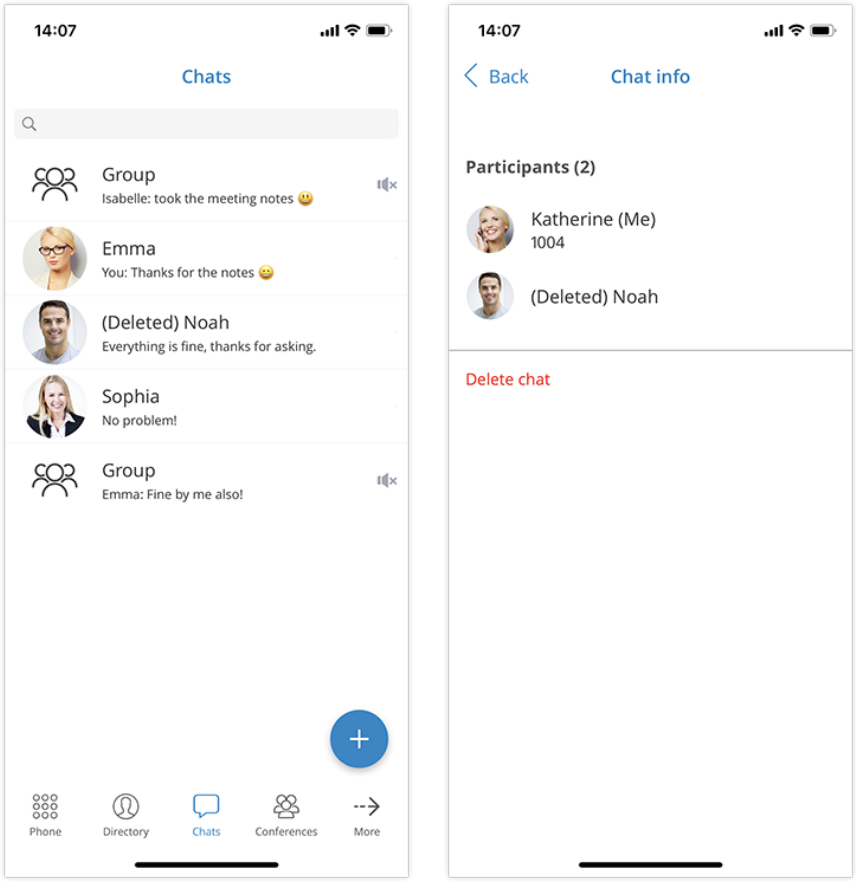
For new messages or group events, you will be notified with a notification so that you can be in touch with what is happening. Notifications are a group for every chat session.



Pressing a notification will open a chat session associated with that notification.

Archived users and Chat history

Starting from PBXware 6.0 deleted users will be marked as archived and users won't lose chat sessions with those users. User won't be able to start new chat sessions or to start new calls with archived users.



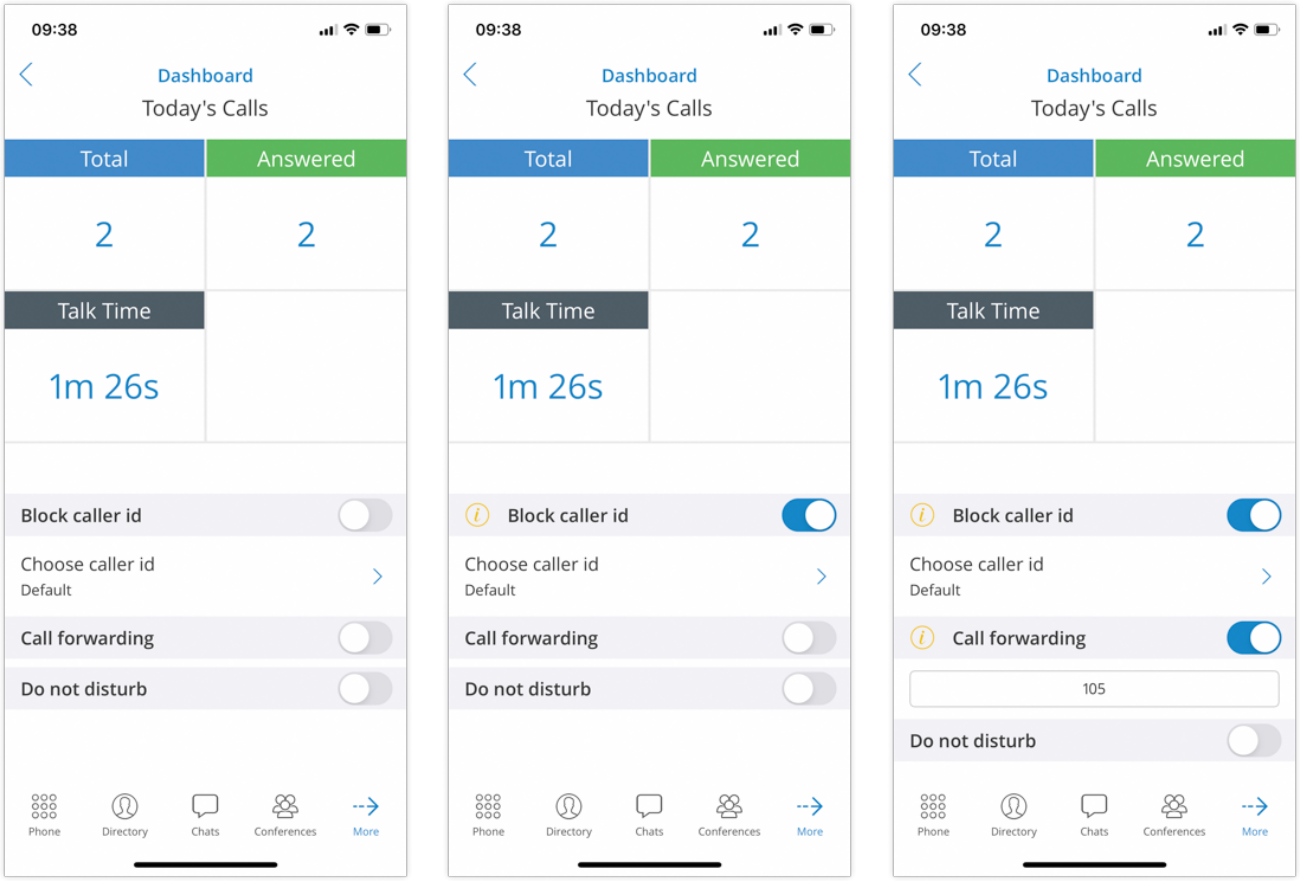
Dashboard

Communicator GO 6 iOS dashboard incorporates call information and easy control of Enhanced Services.

The dashboard can be started from the drawer menu and will present you with the latest call information. Call related data like total calls, a number of answered calls, talk time and Billing information will be displayed in the dashboard.

In addition, the user will be able to see voicemail status and a number of voicemail messages. On top of that, users will now be able to see the current status of enhanced services as well as be able to enable or disable them. Users are now able to control Call Forwarding, Do Not Disturb and Block Caller ID services. In case one or more of these enhanced services are not visible in Communicator GO 6 iOS Dashboard, the PBXware Administrator did not enable the user to control them.

In case more than one device is registered to a particular extension Registered Devices section will display information about all connected devices including User Agent, IP address and Country name device is connecting from (based on GeoIP information).



Today's calls

Today's calls section displays information on call statistics for the current day.

Total

This field provides information on a total number of calls (inbound/outbound) extension made today.

Answered

This field provides information on a number of answered calls extension made today.

Talk time

This field provides information on the total time extension that was on call today. Talk time is formatted as H:MM:SS.

Call Rating

This field will display the number of extension funds spent for the day. In case when call rating is not enabled, this field will be empty, with no information.

Settings

Settings section allows you to check the status of extensions Enhanced Services, as well as the option to enable or disable them.

Block Caller ID

This option allows you to enable or disable Caller ID blocking. The status will inform you whether Block Caller ID is turned **On** or **Off**.

Call forwarding

This option allows you to enable or disable call forwarding enhanced service. Status will inform you whether Call Forwarding is turned **On** or **Off**.

Do Not Disturb

This option allows you to enable or disable Do Not Disturb enhanced service. Status will inform you whether Call Forwarding is turned **On** or **Off**.

Caller ID Number

This feature will work if there are caller ID's set in PBXWare for user's extension. By default, it is None (user's extension).

Registered Devices

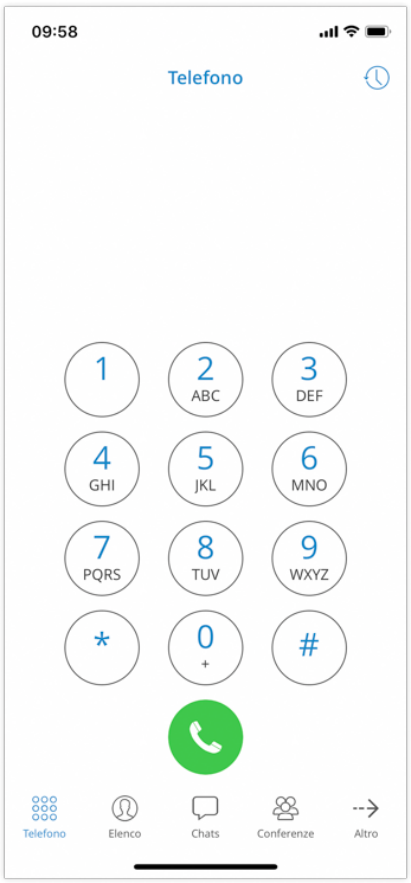
This section contains information about all devices registered to the extension. In case more than one device is registered to a particular extension Registered Devices section will display information about all registered devices including User Agent, IP address and Country name device is registering from (based on GeoIP information).

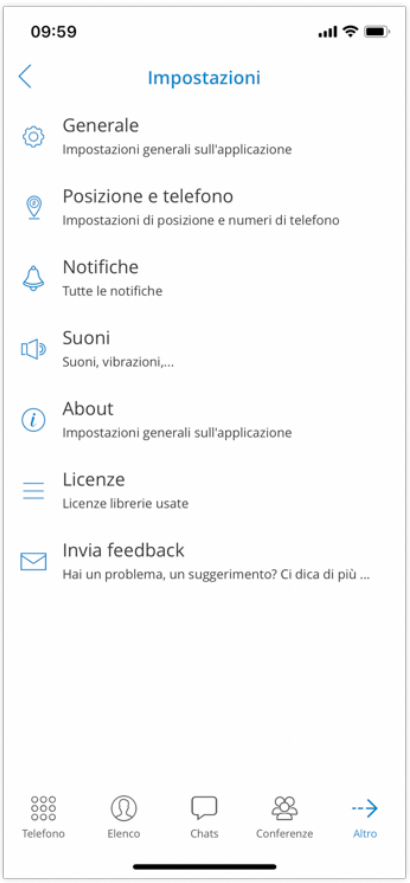
User Agent

This field provides information about User Agent type for every registered device.

Italian translation

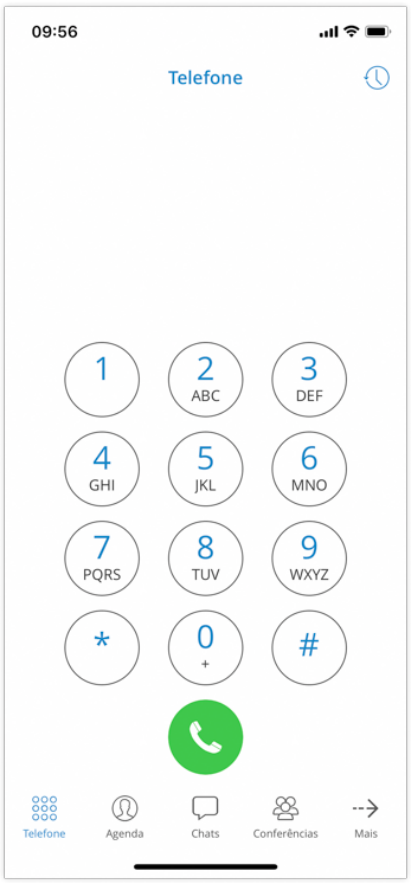
The app GUI has now been translated to Italian so our Italian users can explore the benefits of the Communicator GO 6 iOS app in their native language.

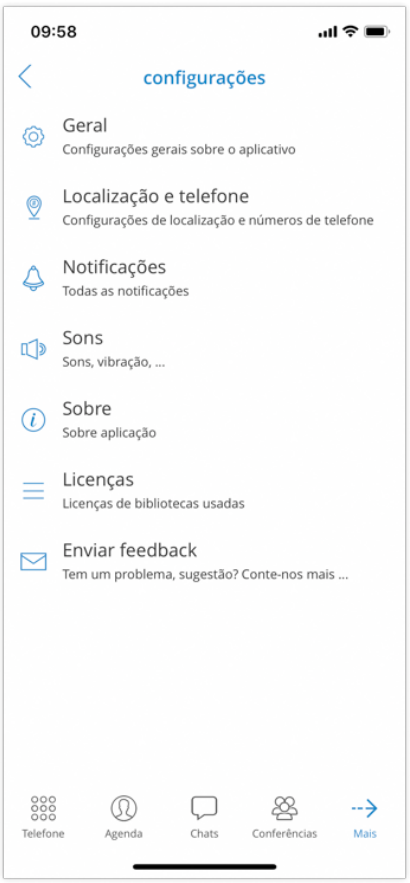




Portuguese translation

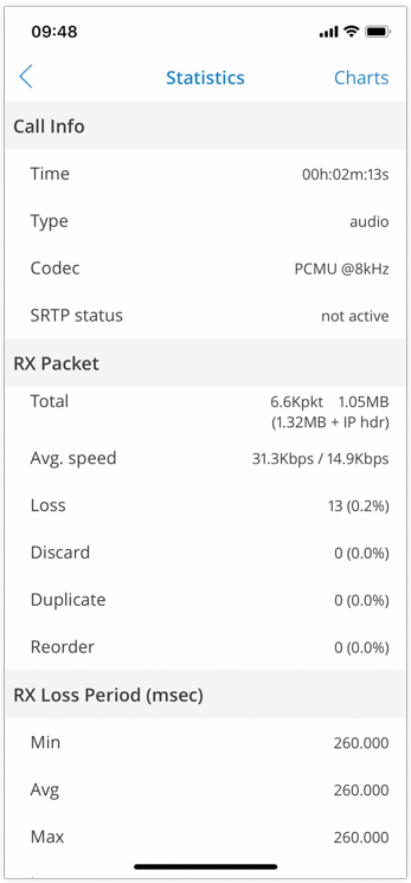
The app GUI has been translated to the Portuguese language, so the app is even more User-Friendly for our users.

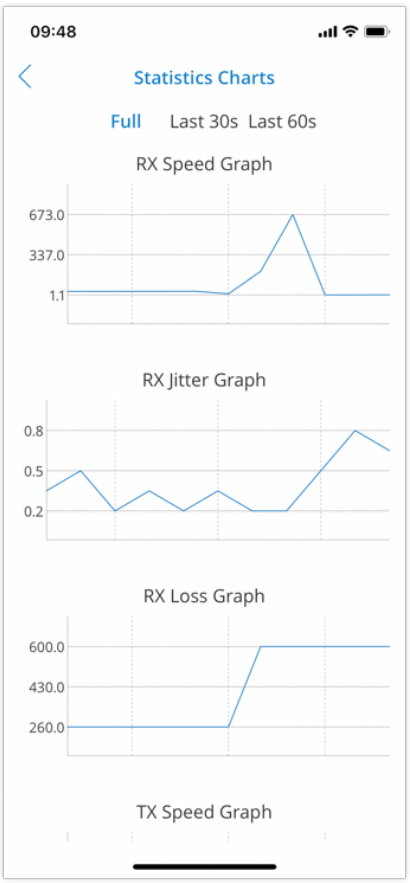




Technical information about an ongoing call

While in the call, you can show technical information about it by clicking the info icon (). This can be useful for diagnosing problems with call quality.

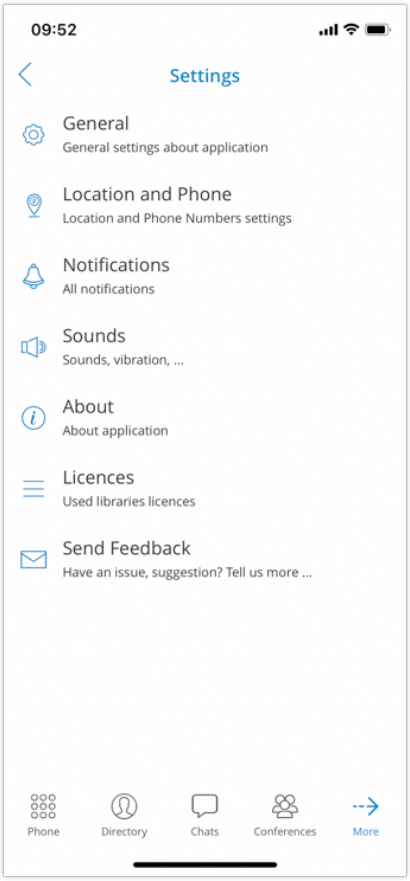




High packet loss and high jitter, both RX and TX indicate that call quality suffers due to network quality and usage.

RX stands for the reception (incoming traffic) and TX for transmission (outgoing traffic).

Settings

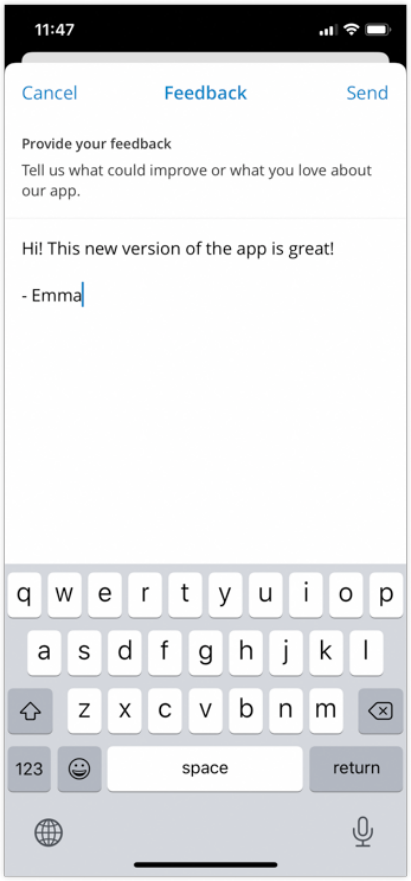


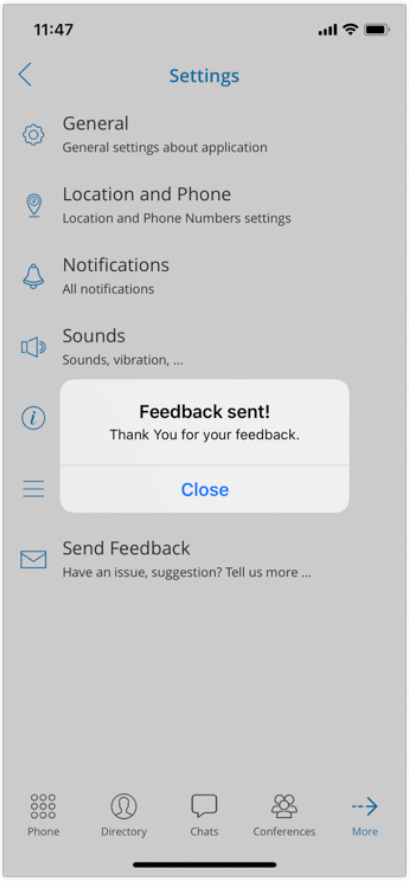
- **General -** option shows a screen with general settings for Communicator GO 6 iOS.
- **Self Care -** selecting Self Cares will show a screen with blocking caller ID and call forwarding options.
- **Location and Phone -** shows a screen with settings for Country, SIM number, and phone numbers associated with your account.
- **Proimage -** shows details about your account (e.g. Department, E-mail, avatar).
- **Sounds -** contains the option to choose a ringing tone for incoming calls.
- **About Communicator GO 6 iOS -** will display Communicator GO 6 iOS about page with version number and contact information.
- **Send Feedback -** option launches email client with “To” and “Subject” fields pre-populated for sending feedback.

Feedback

Feedback forms can be submitted by going to More option in the bottom bar. Pressing “Settings” and then “Send feedback” will allow the user to send the feedback from the application.

Feedback text needs to be longer than 10 characters for “Send” button to be enabled. User will be notified about successful or failed feedback submission.



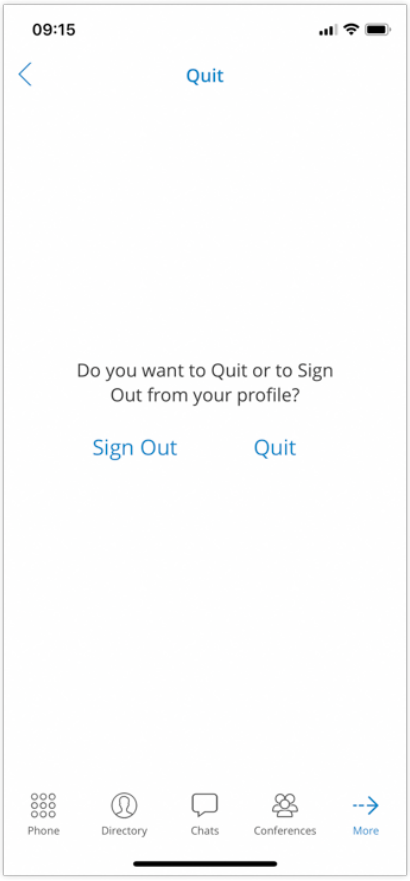


Signing out and Quitting Communicator GO 6 iOS

There are two ways to quit Communicator GO 6 iOS when you click Quit from the maindrawer menu.

You can Sign Out, which will clear your proimage data and you will be asked to provide a password next time you start Communicator GO 6 iOS.

Or you can just Quit the application. This exits Communicator GO 6 iOS leaving all your proimage data and settings untouched. Next time you start Communicator GO 6 iOS you won't be asked for a password. Quit will also disable push notifications and they will be automatically enabled next time user enters the app.



Troubleshooting

I’m logged in but I’m not shown as online on desktop Communicator

When a user is signed in via Communicator GO 6 iOS he will not appear in desktop Communicator as online unless “Online on IM or phone” option is selected in desktop Communicator settings for contacts.

Calling a contact from phone book fails

Try disabling E.164 numbers formatting in Settings - General.

Calls work, but in-call controls (hangup, hold, transfer) don’t work

If calls can be made but in-call options (hold, transfer, hangup) aren’t working and PBXware is behind NAT with non-default ports for TCP and external IP specified make sure that External TCP port is specified as well. Log in to your PBXware and navigate to - Settings - Protocols - SIP (tab) - NAT (section) - External TCP port.

Contact E Street Support if you have any trouble.