Ziply Fiber Communicator

Mobile App

Download and Login

Download the Ziply Communicator App

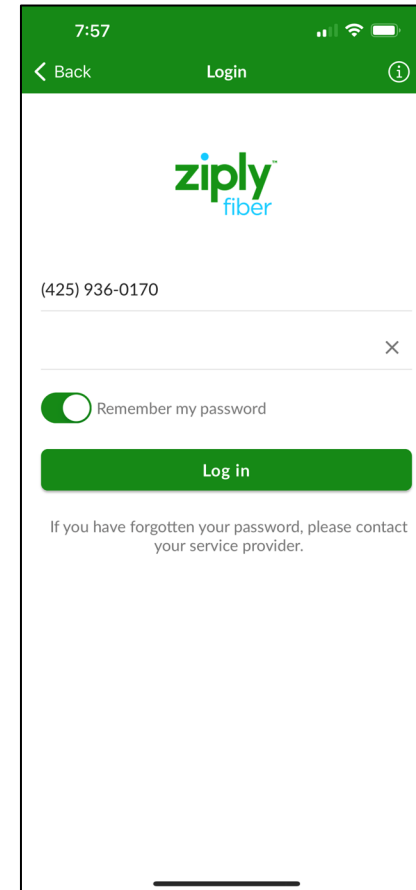Apple iOS devices – App Store ⟶ search for Ziply Communicator

Android devices – Google Play ⟶ search for Ziply Communicator

Ziply Communicator Login

Username – 10-digit phone number

Password – Enter the same credentials as the End User portal.

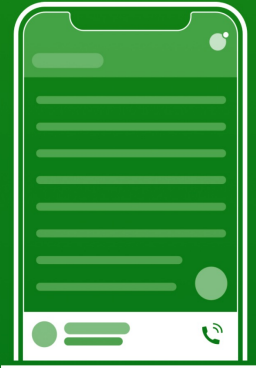Enable Remember My Password to avoid re-entering each login.

Initial Setup

Ziply Communicator Initial Setup

- **Notifications –** Allow or deny the Ziply Communicator Mobile app to send you notifications, such as new Chats or new Voicemail alerts.

- **Contact Access –** Allow or deny the Ziply Communicator to access personal contacts in your phone.

- **Microphone Access –** Enable the use of your phone's microphone so you can talk on a call.

- **Move Calls to Mobile –** When on an unreliable internet or WiFi connection, move calls to your mobile phone number and use your cellular service.

Quick Tutorials
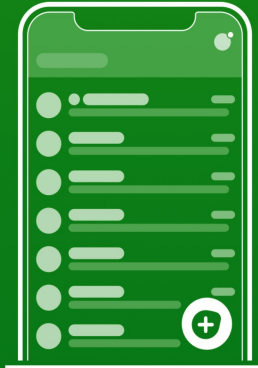
Quick Tutorials

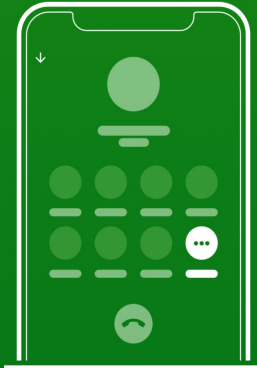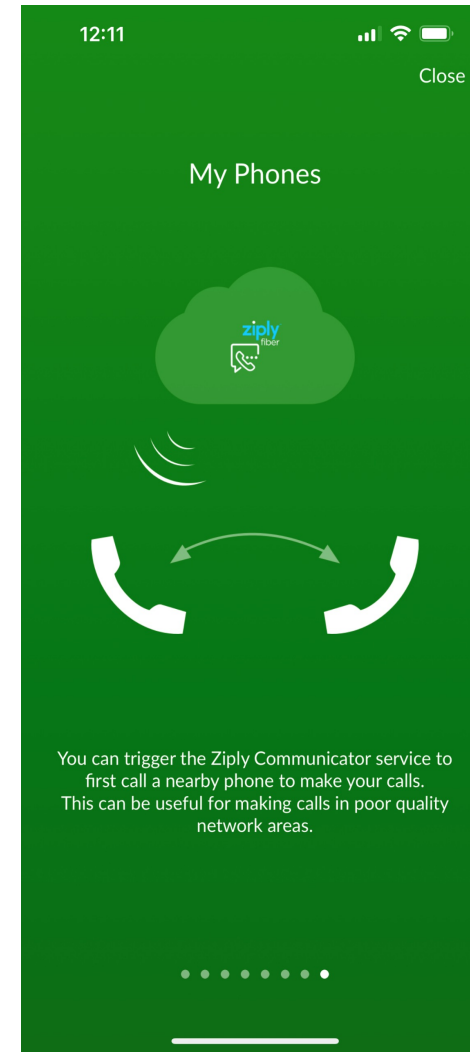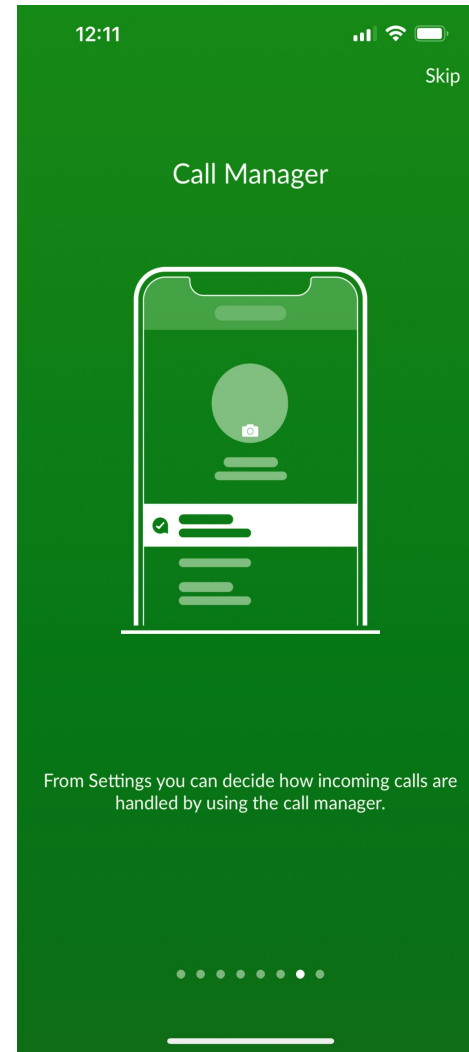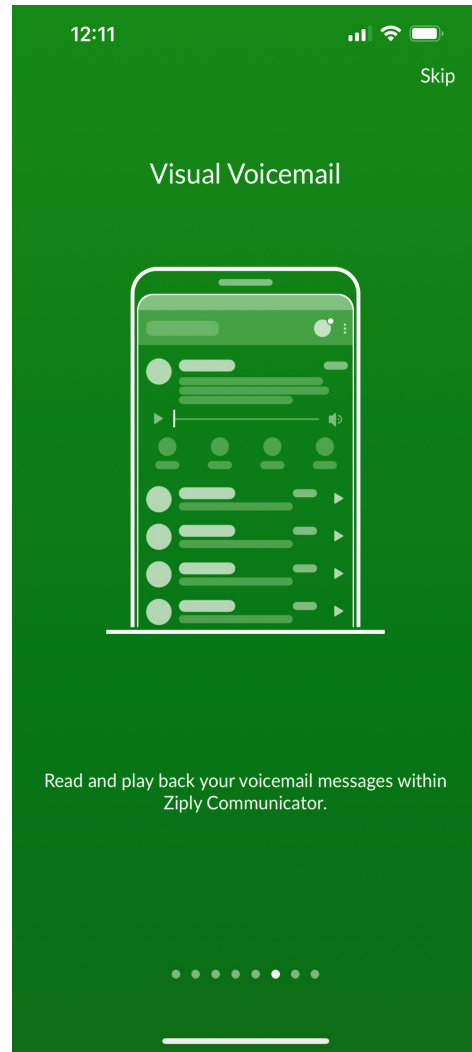# Profile & Settings

Contacts

Search or add new contacts

- Add contacts manually from the dialer or call history.

- Add more commonly used contacts into Favorites.

To show only the business group contacts

- Select the Profile icon at the top right of screen.
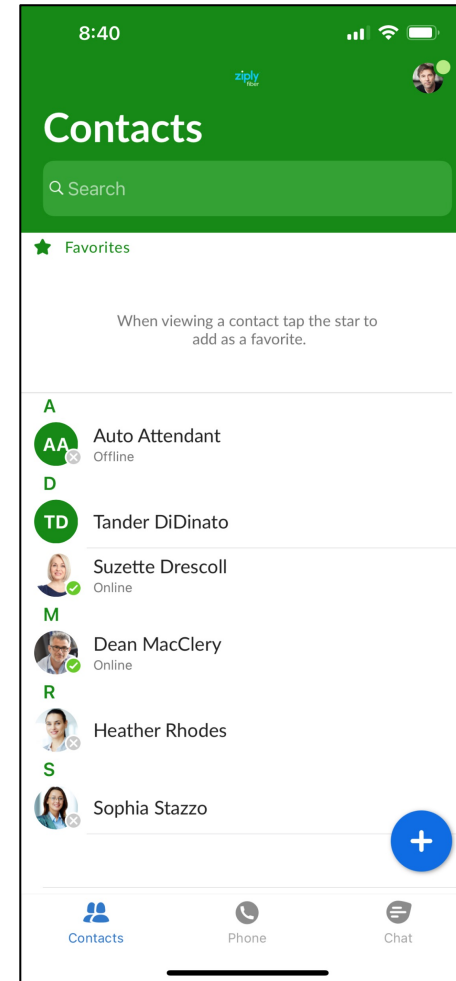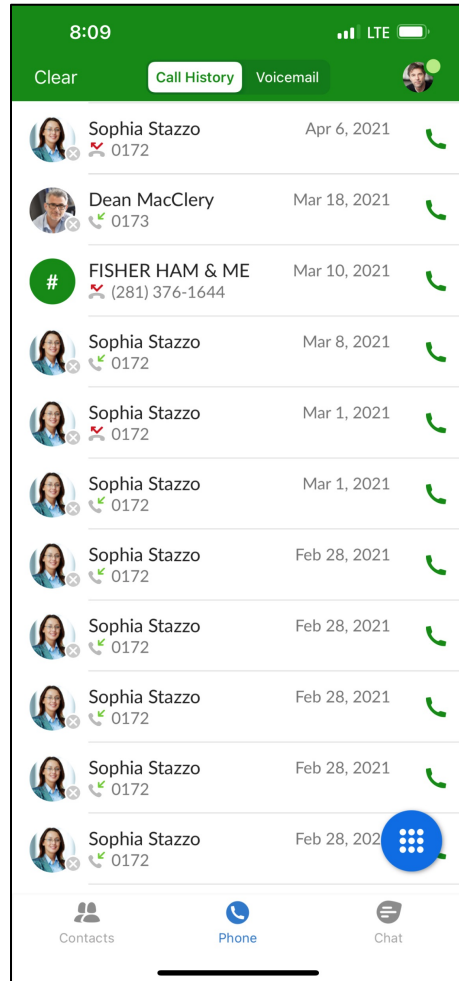
- Scroll down the menu to Contacts and select Contact Source.
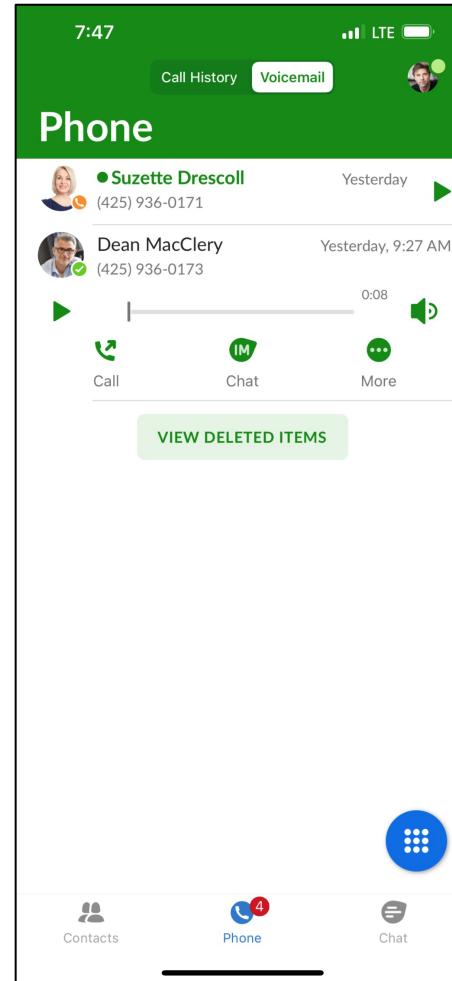
- Choose Network Only.

Phone

Call History

See your incoming and outgoing call history

↗ Placed calls

↙ Received calls

↖ Missed calls

📞 Initiate a call

- Select any listed number to add as a new Contact.
- Use the Keypad icon to dial a number.
- Return a call by clicking Initiate a Call.

Voicemail

Listen to and manage voicemails

▶ Play the message

↗ Call the person back

IM Send a Chat

••• More message options
  - Mark as unheard
  - Forward via email
  - View contact
  - Delete message

View deleted items
  - Recover messages
  - Permanently delete

Phone
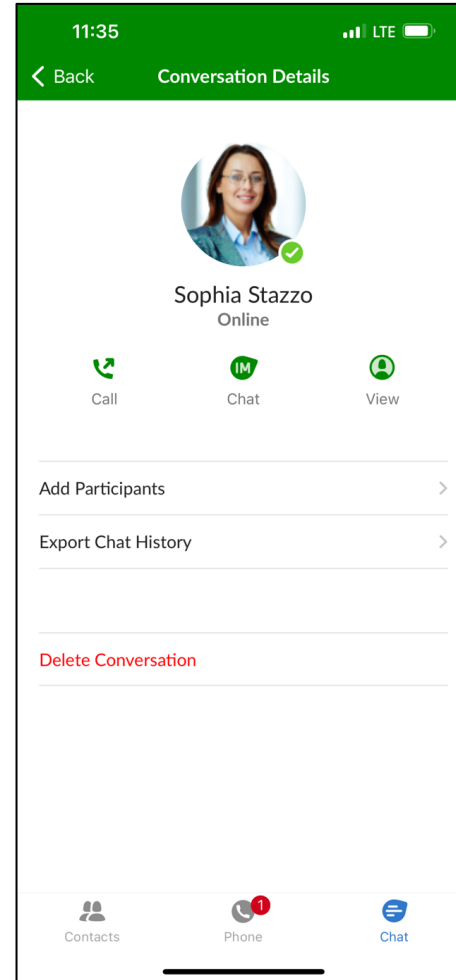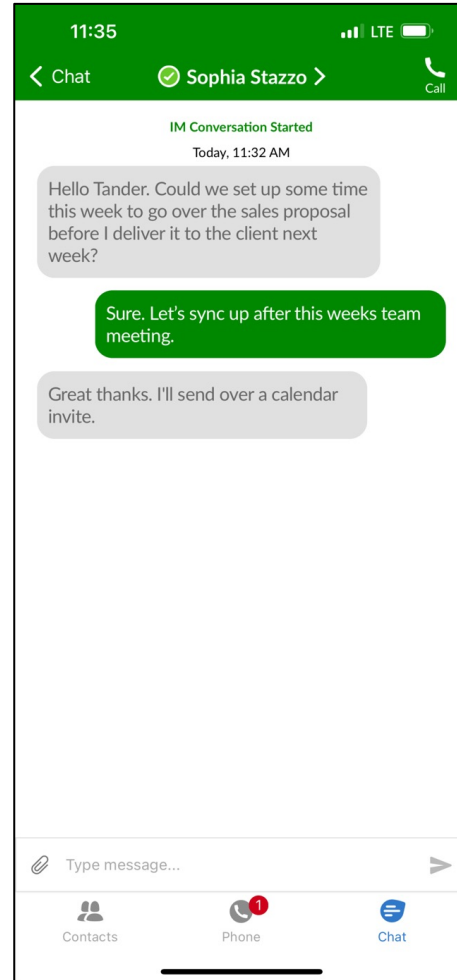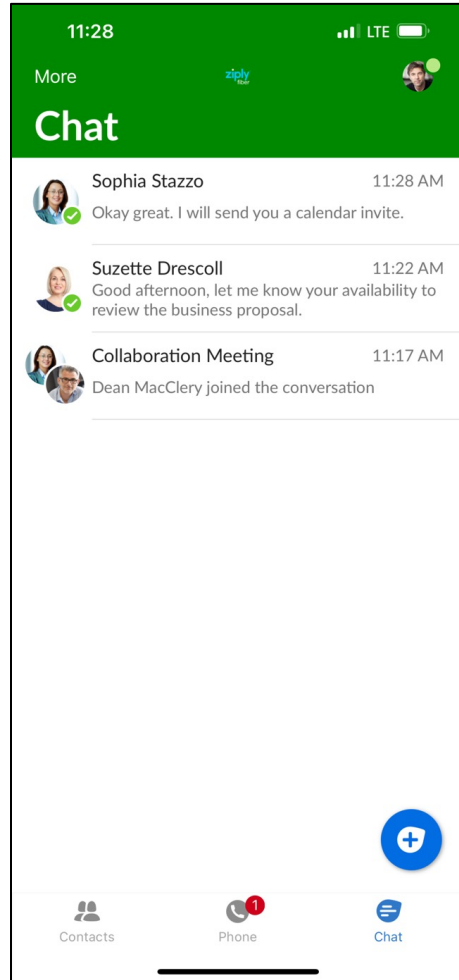
Chat Dashboard

View, respond, and send new chats from this screen.

- Use the blue Add New Chat icon to create an individual or group chat.
- Select any chat from the dashboard to continue discussions.
- Select the name at the top of the chat session to:
    - Call that person
    - Turn into a group chat
    - Export the chat history
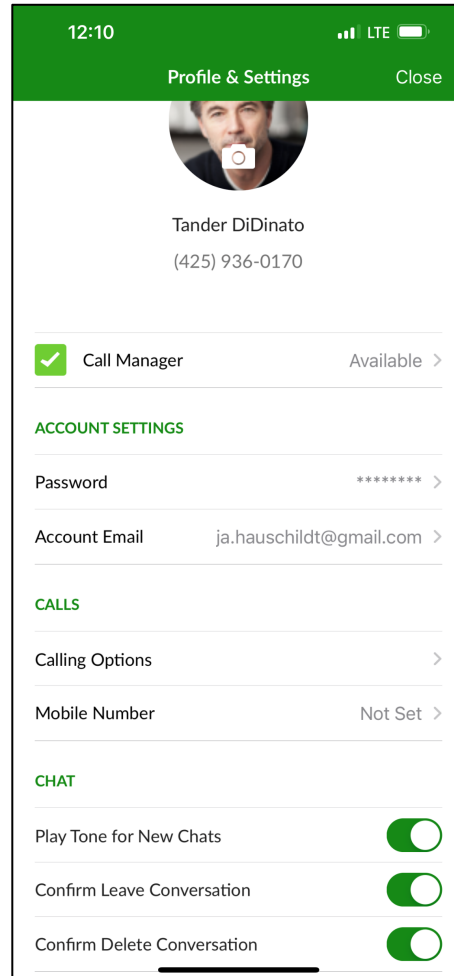   - Delete the conversation

Profile & Settings

Profile

Manage the profile settings of your Ziply Communicator

- Select the Avatar at the top right of the screen to open the profile settings.

Profile & Settings

Avatar icon – Use this to upload an image to your profile that others will see.
Call Manager – Manage how your calls are handled.

Account Settings – Manage your password and email address.
Calls
- Call Options
    - Set your ringtone.
    - Enable WiFi only calling.
    - Manage Caller ID.
- Mobile Number – Set your cellular number as default when you have an unreliable internet connection
Chat – Enable your chat settings to manage:
- Notifications
- Conversations

Profile & Settings

Profile & Settings

Video Calls – Enable to send high-resolution video using your phone's native camera.

Contacts

- Display – Manage which contacts to show.

- Contact source –
    - Choose All
    - Choose Local only or Network only
        - Network only shows colleagues

Analytics – Enable to improve the performance of the app for Ziply Fiber voice engineers.