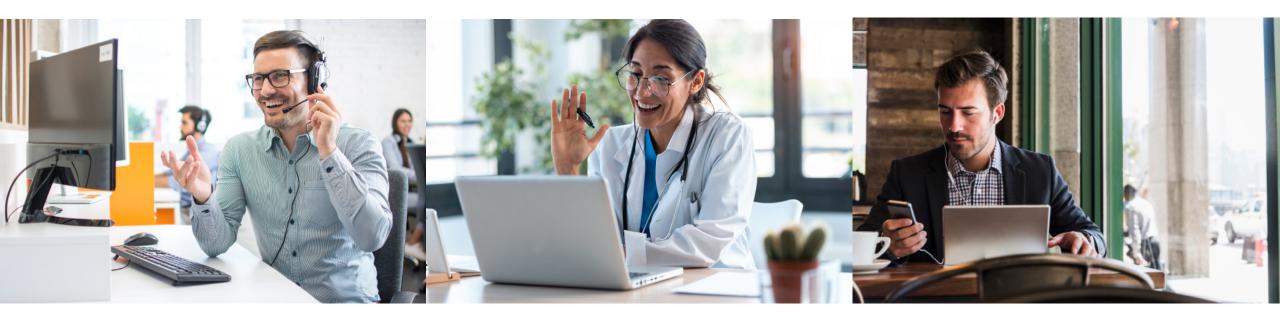




Ziply Fiber Communicator

Mobile App



Download and Login



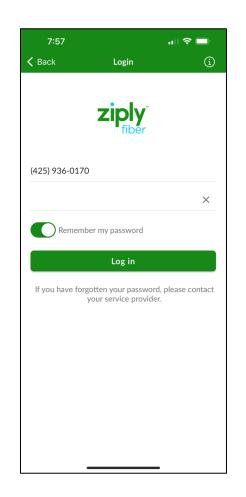
Download the Ziply Communicator App Apple iOS devices – App Store → search for Ziply Communicator Android devices – Google Play → search for Ziply Communicator

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.

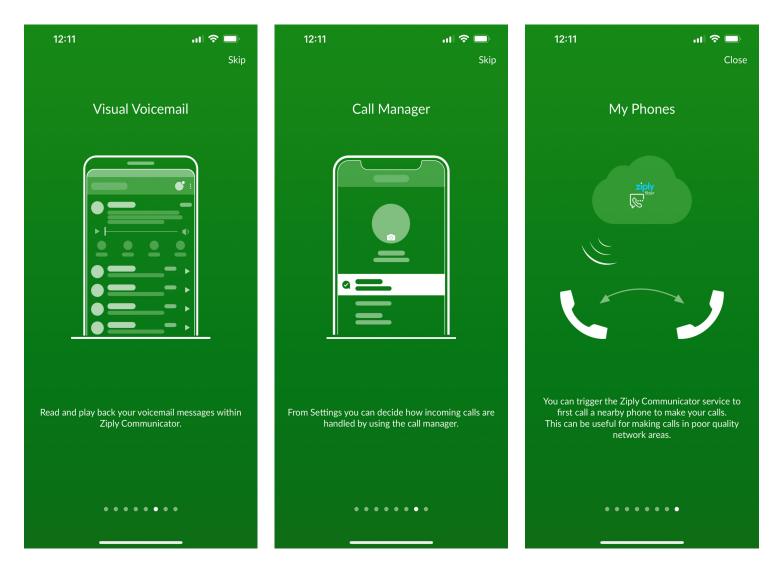
Quick Tutorials





Quick Tutorials





Profile & Settings

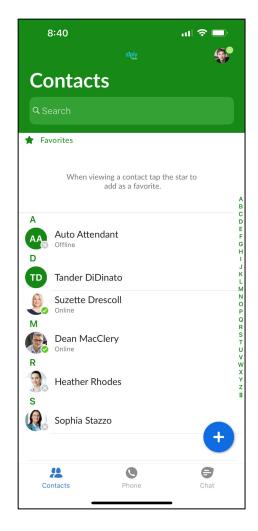
Contacts

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

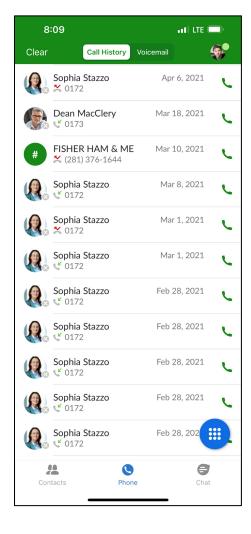
- Select the Profile icon at the top right of screen.
- Scroll down the menu to Contacts and select Contact Source.
- Choose Network Only.





Phone





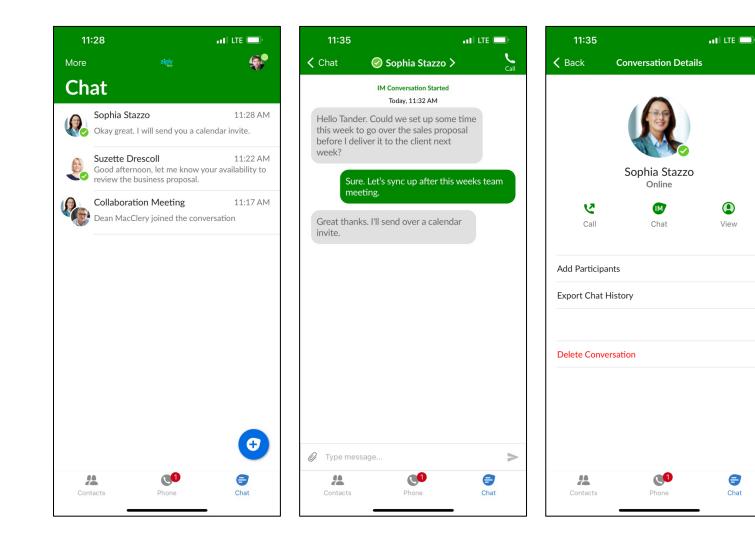
Call History See your incoming and outgoing call history Placed calls Received calls Missed calls Initiate a call	
 Select any listed number to add as a new Contact. Use the Keypad icon to dial a number. Return a call by clicking Initiate a Call. 	

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Voicemail Listen to and manage voicemails Play the message C 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





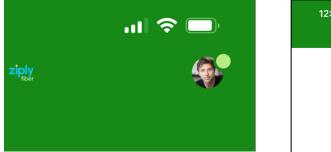
Chat Dashboard

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



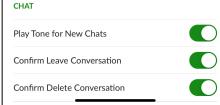


Profile

Manage the profile settings of your Ziply Communicator

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

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Password	ja.hauschildt@s		
Password Account Email	ja.hauschildt@g		



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.



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