The **Simplicity Go Pro Mobile App** for iOS and Android, extends VoIP functionality and features of the Simplicity platform to your mobile device delivering a full Unified Communications solution. With **Simplicity Go Pro**, you are able to replicate your office phone identity when making or receiving calls from your mobile device.

Please note: **Simplicity Go Pro** is a "best effort" service and is dependent on the user's connectivity (Wi-Fi, cellular, internet, etc.) and Internet Service Provider's prioritization of VoIP traffic.

## Downloading the App

Once setup with a Simplicity account, you will receive an email from Simplicity with QR codes to help you download the **Simplicity Go Pro Mobile App**. Or you may go into the Google Play or Apple App store and download "SimplicityGo Pro."

Hello FIRST_NAME_HERE LAST_NAME_HERE,

Welcome to the SimplicityGo Pro mobile app! Your account is now active.

To download the mobile app, you can search for "SimplicityGo Pro" in the GooglePlay or Apple app stores or scan the QR Code below on your Android or iOS Device:

**Android**          **iOS**

There are two ways to log into the SimplicityGo Pro mobile app.

1. Once the app is loaded, please enter your Simplicity portal login and password.

2. Click on the link below to generate a custom login QR code for your extension to scan and save for future use:

LINK_HERE

If you have questions or need assistance, please contact the Client Services Team at 804-412-7283 or toll-free at 855-247-8686 or by email clientservices@simplicityvoip.net.

We hope you enjoy the SimplicityGo Pro mobile app.

## Simplicity Go Pro

SimplicityGO Pro Username

Password

Sign in

OR

Scan QR

# Logging In

1. When launching the **Simplicity Go Pro Mobile App** for the first time, you'll be presented with the login screen.

2. Your Username is:
Your phone extension number@companyname
Example: 708@simplicity

4. Enter your Simplicity Portal User password and select "Sign In".

5. After the initial login, this data will be stored and not be requested again unless you log out.

6. The **Simplicity Go Pro Mobile App's** navigation bar will appear on the top of the screen for Android users and on the bottom for iOS users. Android will have a white line underlining which screen is being used, while iOS devices will highlight the button in green on the navigation bar.
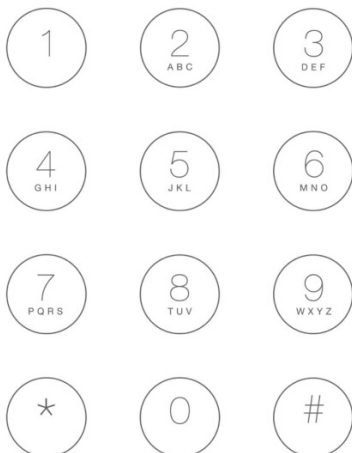
## Android

703:Tami Landers

## iOS

732:Belinda Carroll
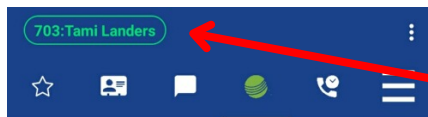
Name and Extension are displayed at the top of the app for both Android and iOS. You can tap here to set DO NOT DISTURB.

Quickdial   Contacts   Messages   Keypad   History   Menu

## Navigation Bar

### Android



### iOS



- **Quick Dial:**  Indicated by the STAR icon, this is a fully customizable speed dial list.

- **Contacts:** Indicated by the CONTACT CARD icon, this displays your smartphone's contact list as well as a full listing of your internal company directory.

- **Messages:**  Indicated by CHAT BUBBLE icon, this is where all text messages and internal conversations are conducted.

- **Key Pad:**  Indicated by the SIMPLICITY LOGO icon, the keypad interface is simple and intuitive. Just tap in the digits you need to dial internal extensions or external numbers.

- **History:**  Indicated by the PHONE & CLOCK icon, this area displays any calls placed, received, or missed.

- **Menu:**  Indicated by the THREE LINES icon, this area gives you access to other great **Simplicity Go Pro** features, such as call park, visual voicemail and user settings.

## Quick Dial

### Android
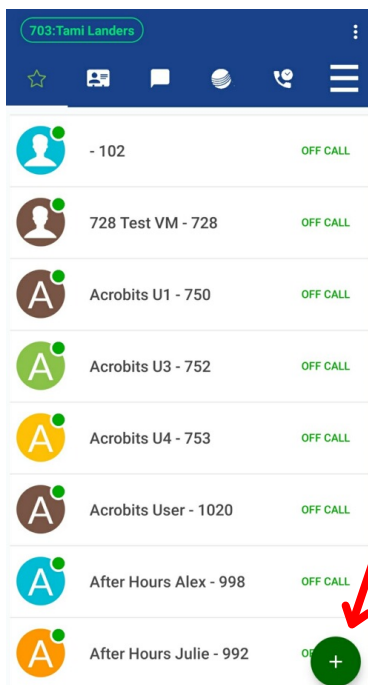


### iOS
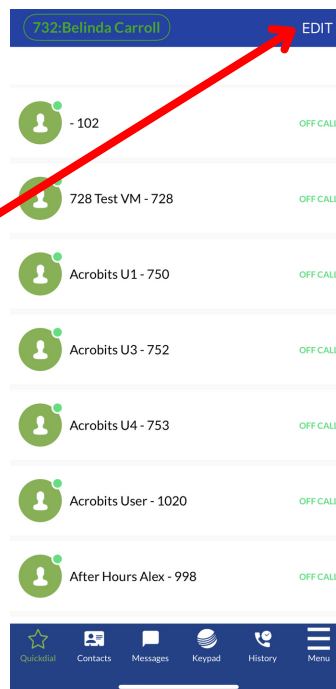


Click to add Contacts

Quick Dial is a fully customizable speed dial list which displays the contacts within your organization, but with online visibility.

This means you can see if your colleagues are available or talking on the phone. (green dot=available, red dot=talking on phone)

Contacts can be added from your internal company directory, your cell phone contact list, or inputted manually. You can search, sort, and filter this list.

# Messages

The Messages section is where all text messages and internal conversations are conducted. Conversations started here carry over onto our other Simplicity solutions such as the SimplicityWeb phone and vice-versa.
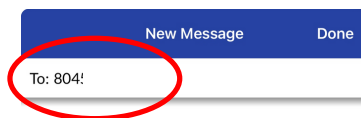
**Android**
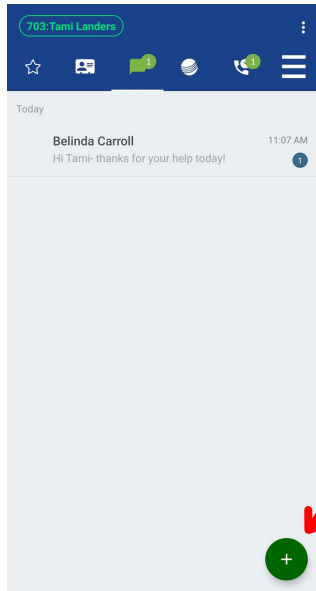
**iOS**

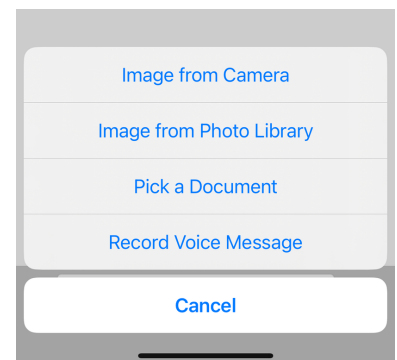Click here to start a new conversation.

# Sending a Message (Chat or Text)

**Simplicity Go Pro's** messaging interface is straightforward and if texting is enabled, allows you to access all contacts from within your company, your phone's address book or you can simply type in a phone number you want to text after you select to start a new message. Access will be limited to internal contacts if chat is the only messaging option enabled.

**Note:** This messaging feature is designed for one-to-one use or small groups (10 or less).

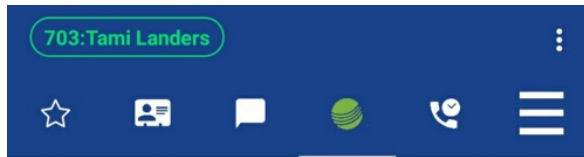Select a contact or type in a phone number you wish to message/text.

New Message        Done

To: 804!

Attachment Options

Image from Camera

Image from Photo Library

Pick a Document

Record Voice Message

Cancel

Type your message into the dialogue box and tap the paper clip icon to select attachments or tap the paper airplane icon to send.
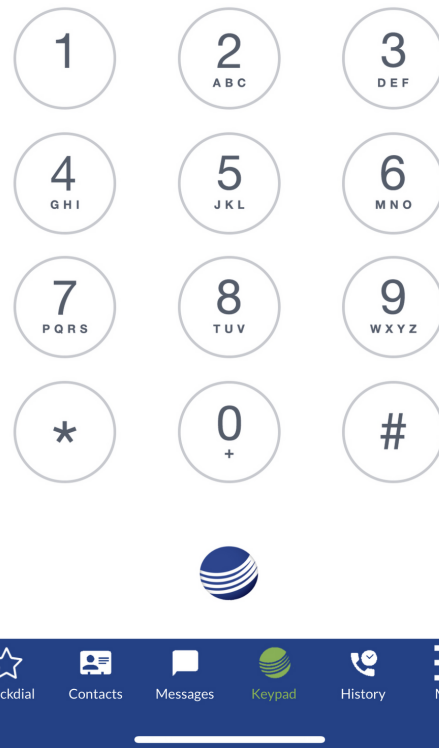
Sending a text message via Simplicity Go Pro is easy!

# Key Pad

**Simplicity Go Pro's** keypad interface is simple and intuitive, just tap in the digits you need to dial (internal extension or external number) and tap the blue and white Simplicity Logo button at the bottom of the screen to place a call. Your business number will appear as your caller ID.
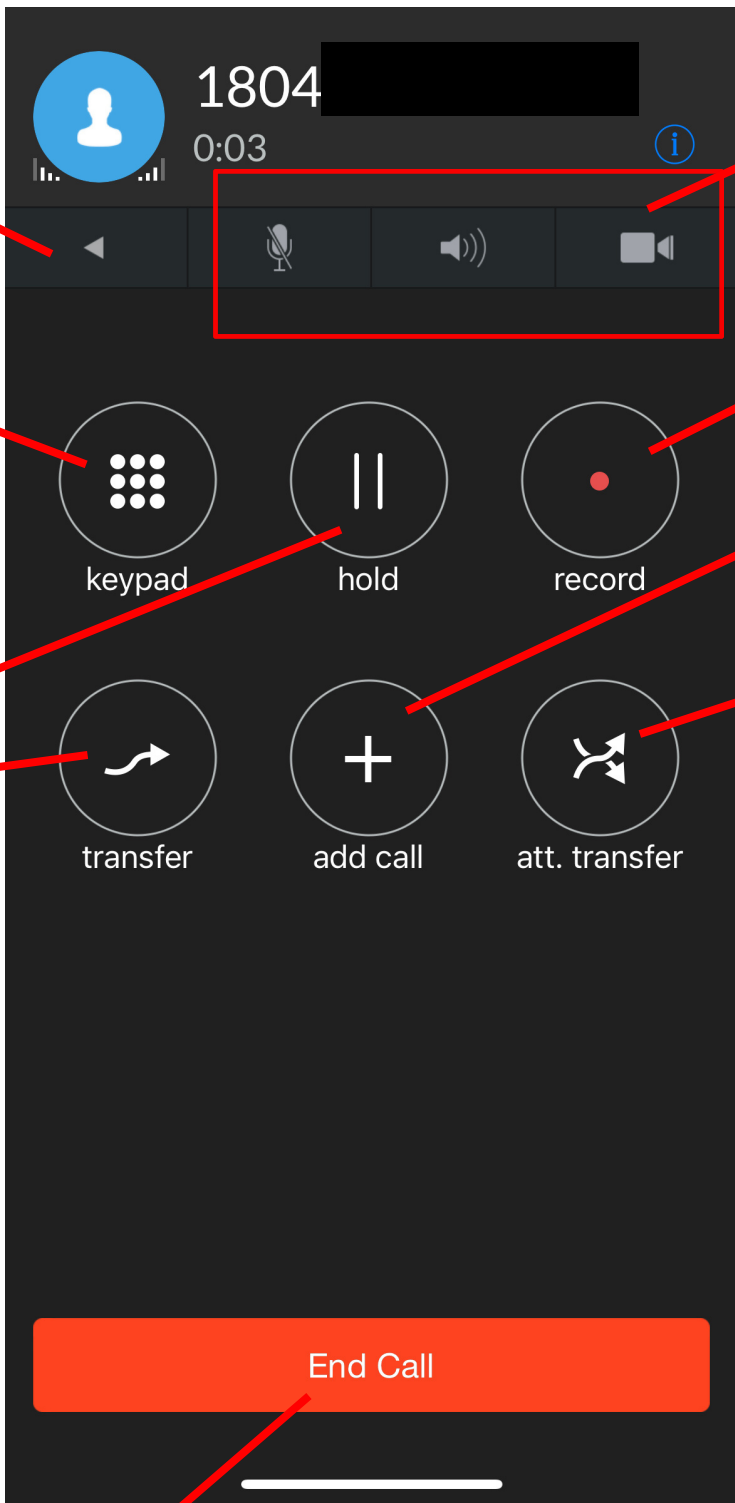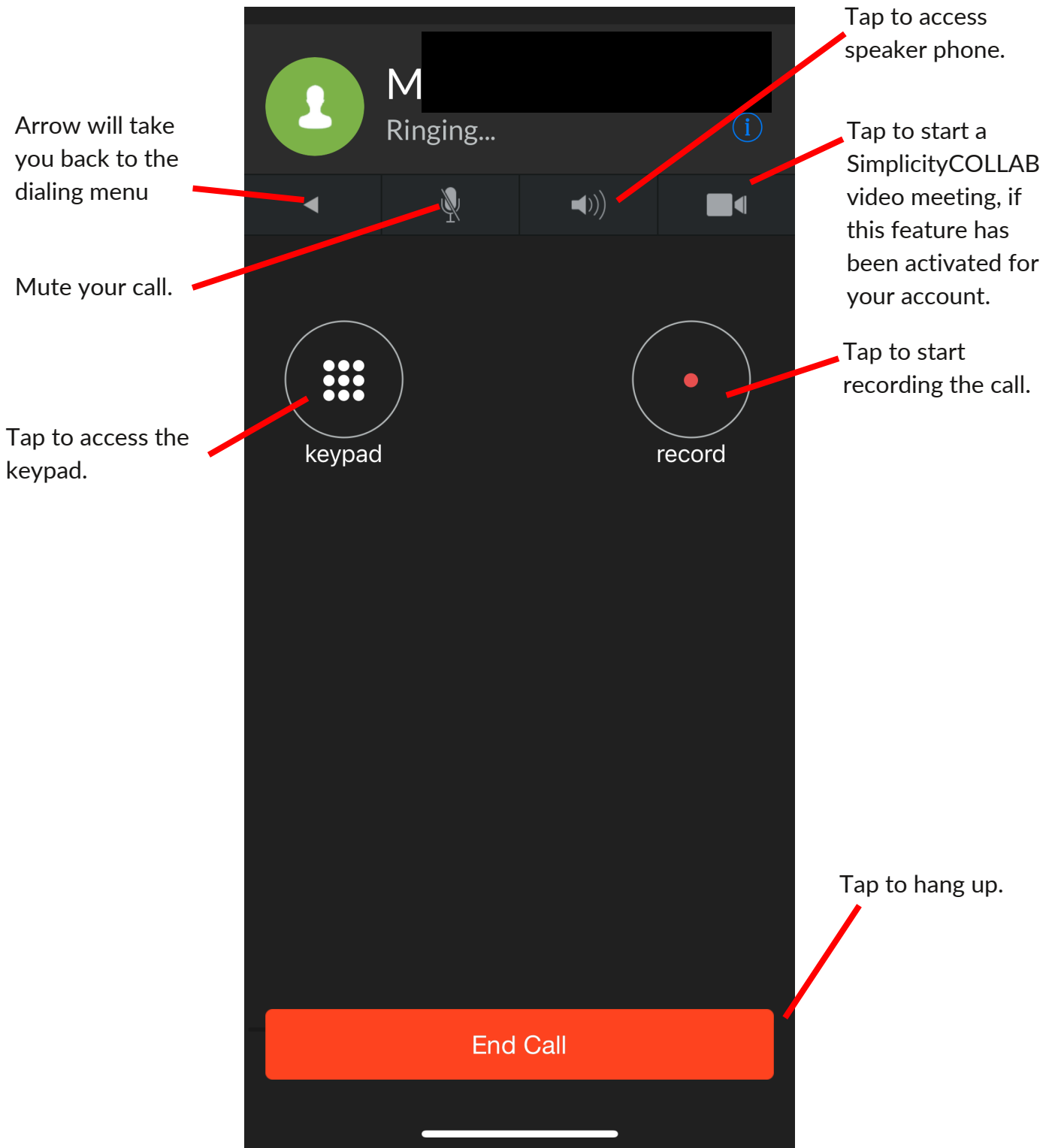
## Android



## iOS

# Making a Call

Arrow will take you back to the dialing menu

Mute your call.

Tap to access the keypad.

Tap to access speaker phone.

Tap to start a SimplicityCOLLAB video meeting, if this feature has been activated for your account.

Tap to start recording the call.

keypad

record

Tap to hang up.

**End Call**

# Making a Call - Additional Functionality (Connected Call)
This is the screen you will see and the functionality that is available when your call connects.

1804 _____

0:03

Arrow will take you back to the dial pad screen.

Audio options, if SimplicityCOLLAB is activated, you can initiate a video call.

Bring up the dial pad.

Tap to Record, if activated.

keypad     hold     record

Add in another caller.

Place a call on hold.

Tap to directly transfer a call to another number without announcing the caller (internal or eternal). Then enter the number and tap the CALL (Simplicity Icon) button.

transfer     add call     att. transfer

When transferring a call (internal or external), but you want to announce the caller first, click ATT TRANSFER, dial the number, then click the CALL button (Simplicity Icon) button.

And if the call is accepted, then complete the transfer by clicking the TRANSFER button (that will appear).

You can also use this button to park calls (if you know the Park Extension Number).
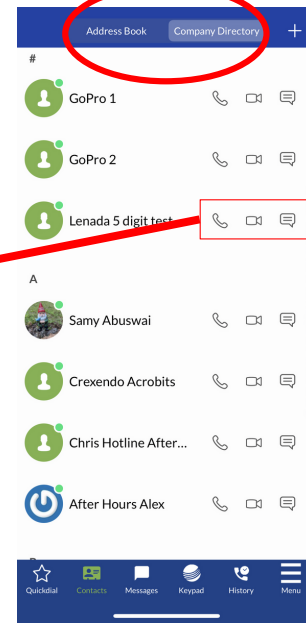
End Call

Click to hang up.

# Contacts

The Contacts section includes access to your smartphone's address book, as well as a full listing of your internal company directory. It is easy to switch between the two directories by tapping a button at the top of the screen for either Android or iOS.
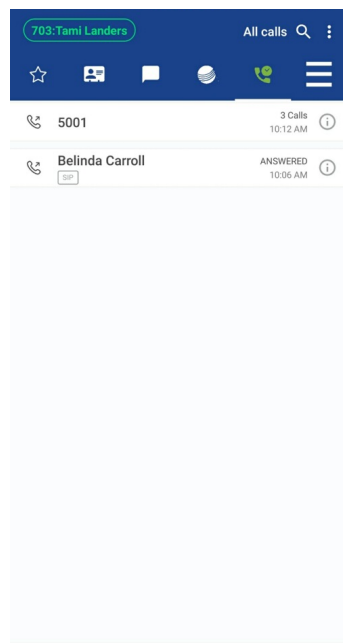
## Android
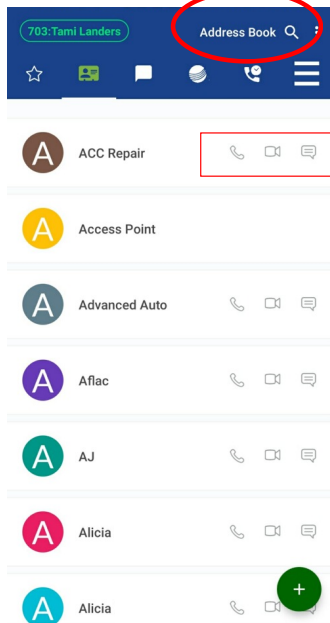
## iOS

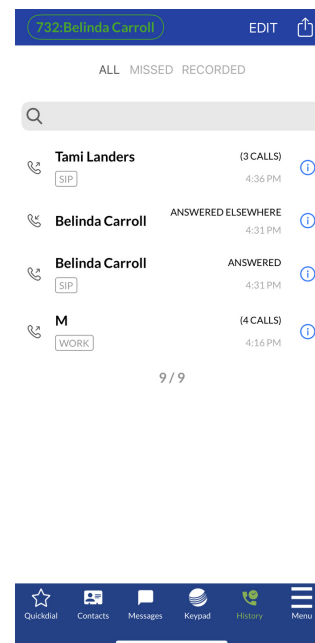Tap these icons to start an audio, video, or chat conversation

# History

The call history section shows any calls placed (internal and external), received, missed, or answered on any Simplicity application.
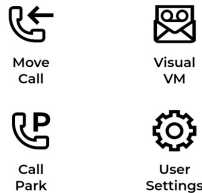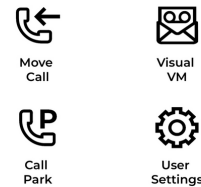
## Android

## iOS

# Menu

You will be able to access your voicemail, call park, user settings as well as have the ability to move a call under the **Simplicity Go Pro** Menu (three green lines). 

## Android                                                        iOS

- **Move Call:** brings in a call-in-progress to your mobile phone, from one of the other devices you have with the same extension number
- **Call Park:** access and answer a call that has been parked
- **Visual Voicemail:** listen to or read a transcription of your voicemail
- **User Settings:** modify answering rules, access your voicemail greeting(s), and set other voicemail settings

## Accessing Voicemail - Menu Screen/Visual Voicemail

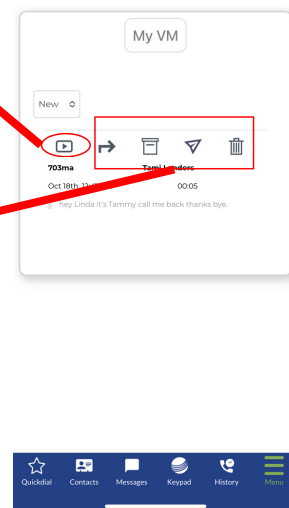### Android                                                       iOS
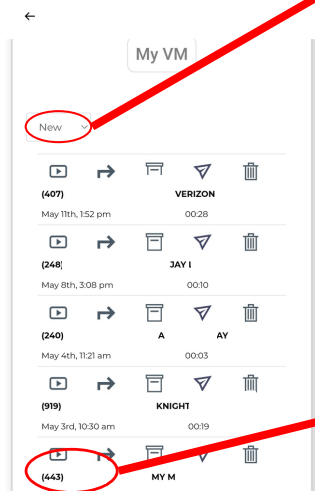
Select New, Saved or Trash

Tap to listen

Tap these icons to Forward, Save, start a Chat from or Delete voicemail

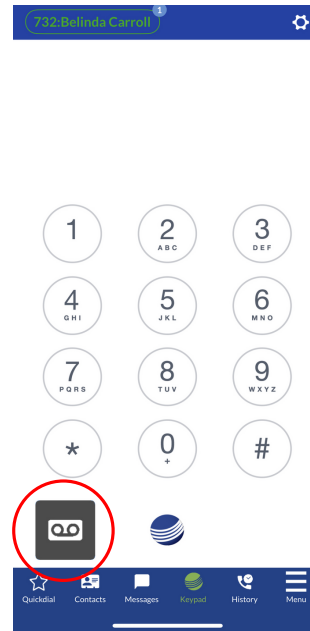Tap phone or extension number to return the call

# Accessing Voicemail - Keypad Screen/Voicemail Button

You will be able to access your voicemail via a shortcut key on the lower left side of the keypad screen. When you tap the voicemail button, it will immediately call your voicemail box and ask for your password.
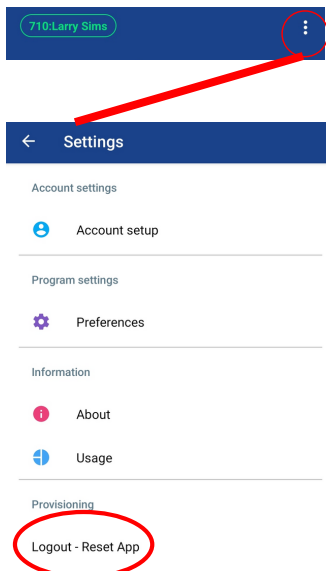
## Android

## iOS

# Logging Out

To log out, open the Settings menu by tapping the icon in the upper right hand corner of the screen. This icon is found on every screen for Android and only the Keypad screen for iOS; it looks like three vertical dots for Android and a gear for iOS. Tap *Logout - Reset App* and then *Reset*.

## Android

## iOS