CrexMo Quick Reference Guide

Android Version
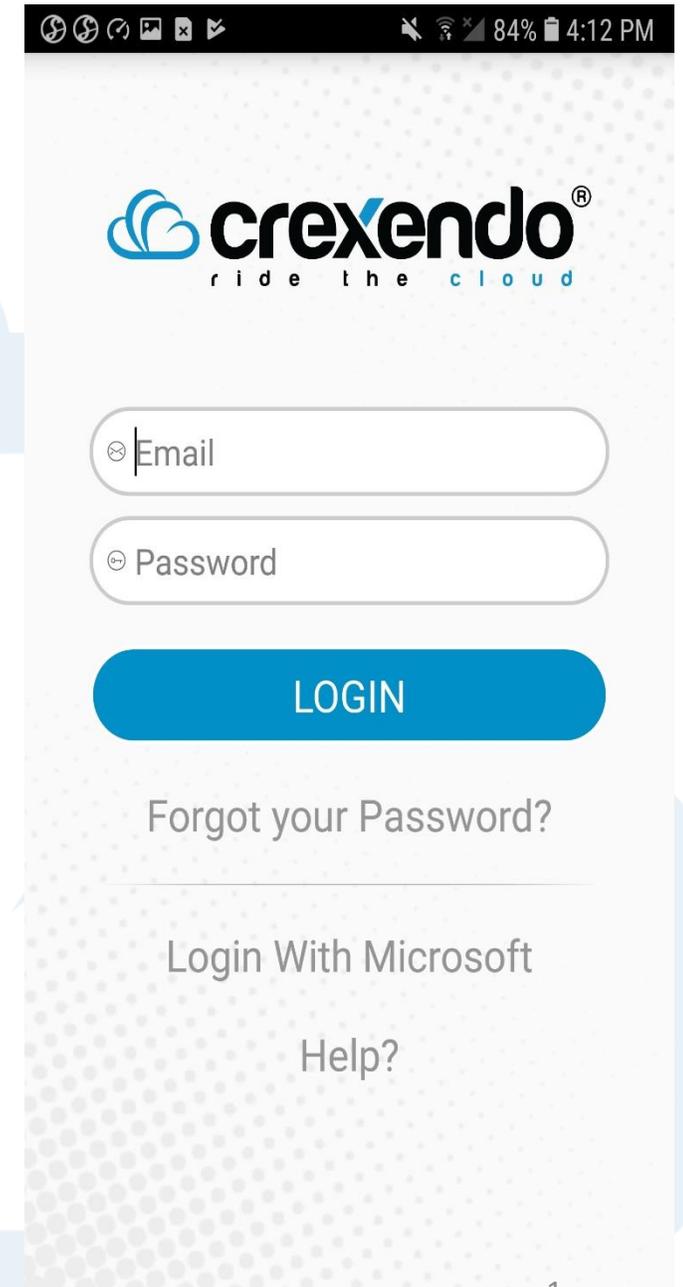
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➕ **Add Contact**

❌ **Delete Digit**
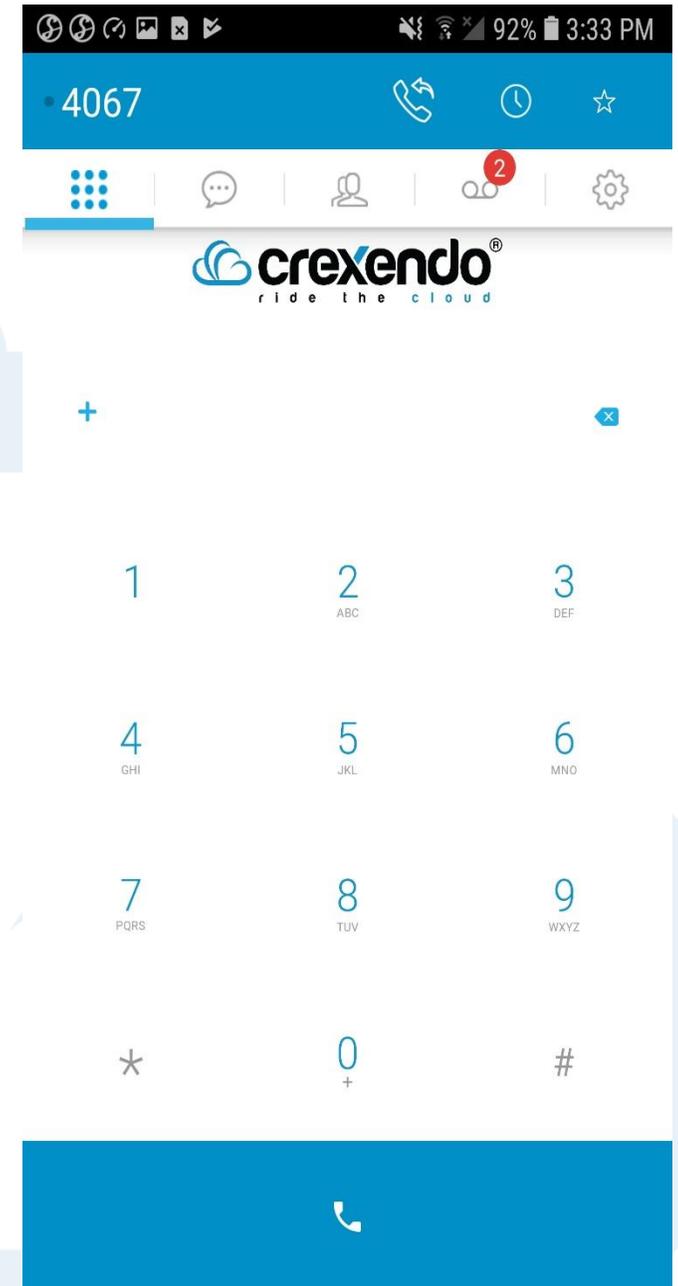
Pull Call

- The pull call feature allows a user to instantaneously transfer a call from one device (usually a desk phone) to their CrexMo.

- Press the pull call button to bring up the pull call screen, then press the line that lists the call, and a window will pop up (shown to the right).

- Press "Yes" to transfer the call, CrexMo will ring and the call will transfer once answered on CrexMo.
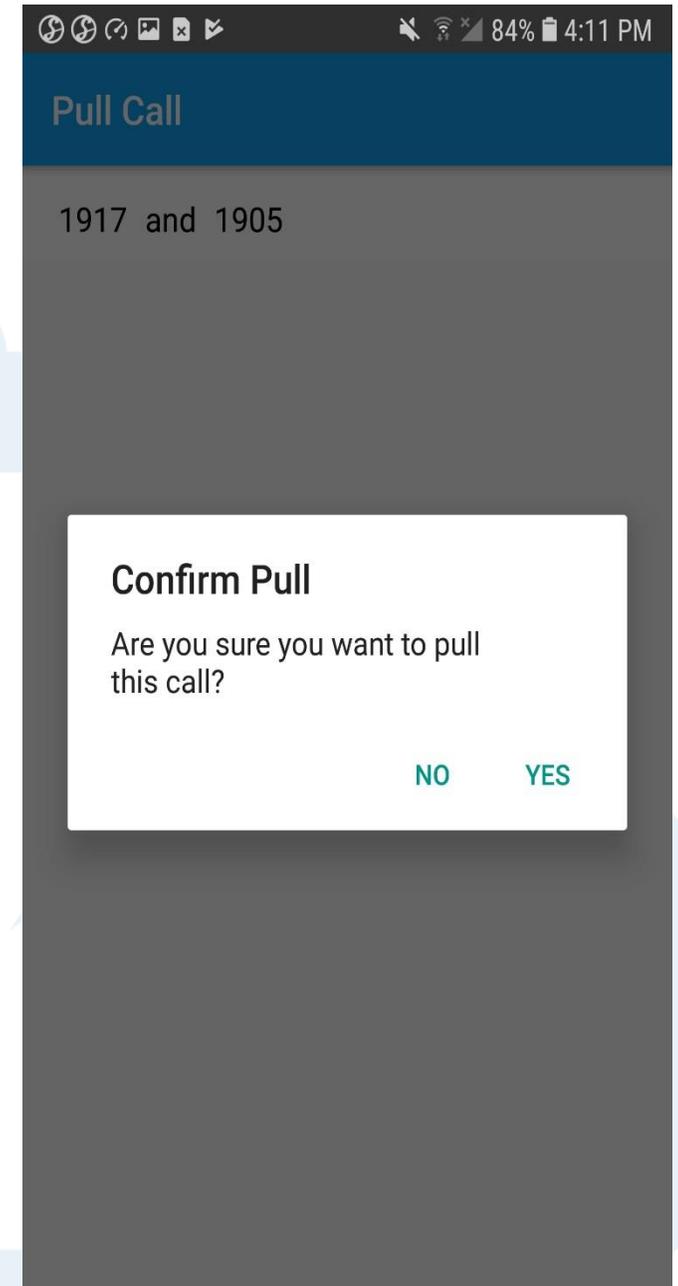
Call History

- The orientation of the arrow as well as the color will determine what kind of call that entry is displaying:
  - Arrow pointing down and in means the call was inbound.
  - Arrow pointing up and out means the call was outbound.
 - Red arrows mean the call was missed.

Favorites

- The Favorites screen will list any selected contacts for easy access
- Click on Add Contacts to add contacts to the Favorites list
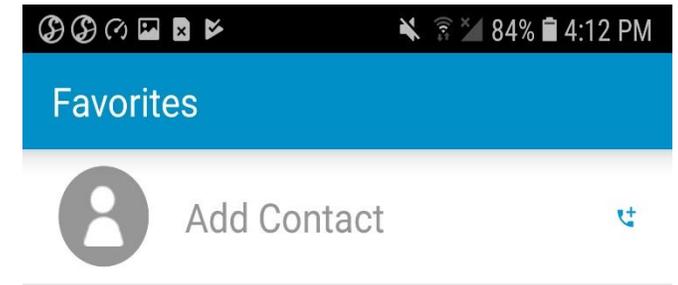
Calling Screen

- When placing a call, CrexMo's call screen will show "Ringing..." when placing the call and while it is ringing on the other end.
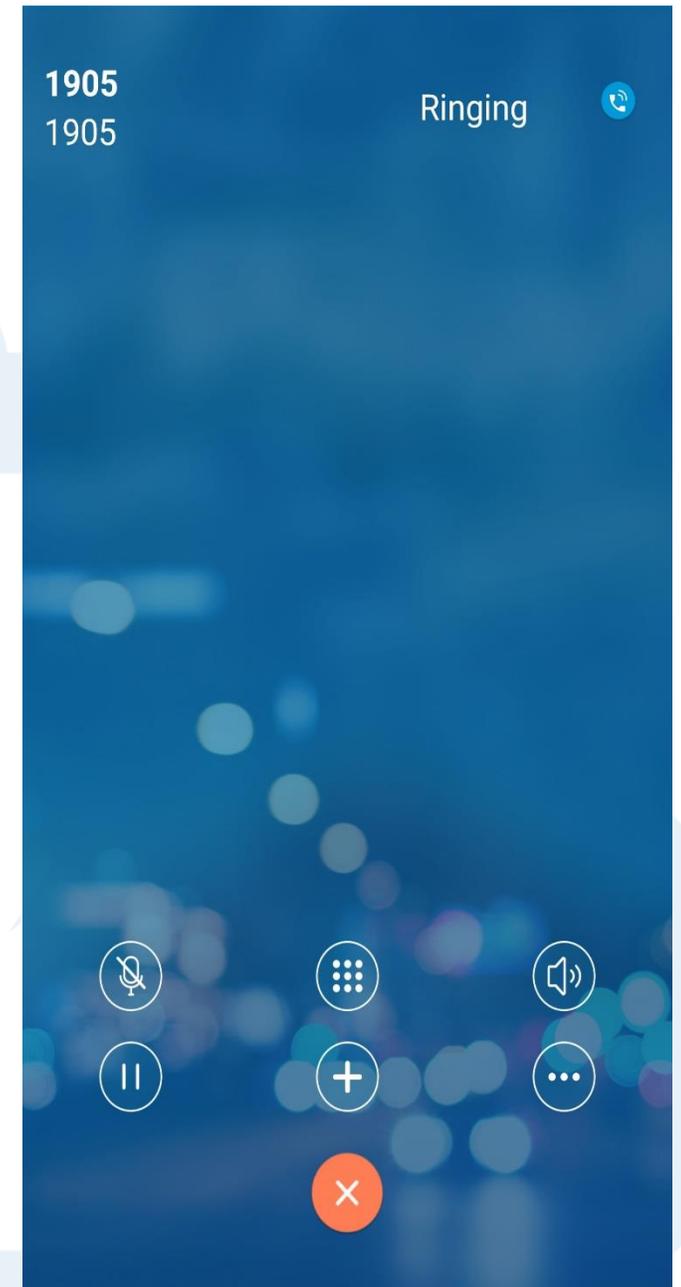
Call Connected Screen

- When connected to another party (whether the call is inbound or outbound), CrexMo's call screen will always display "Connected"
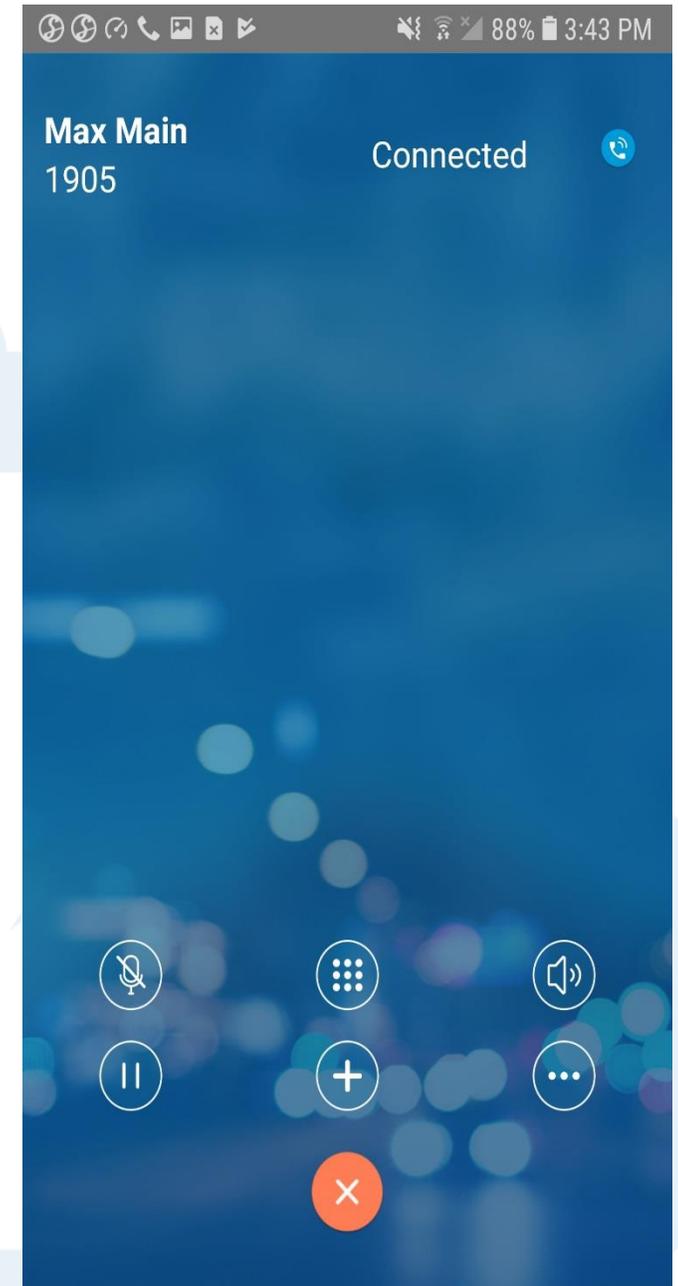
Call Control

⊘ **Mute**

⊞ **Transfer/Conference**
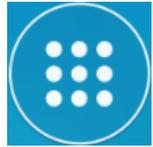
⠿ **Open Dial Pad**

✕ **End Call**

🔊 **Speaker**
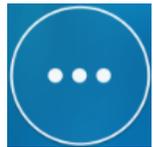
⋯ **Minimize (opens dial pad)**

❚❚ **Hold**
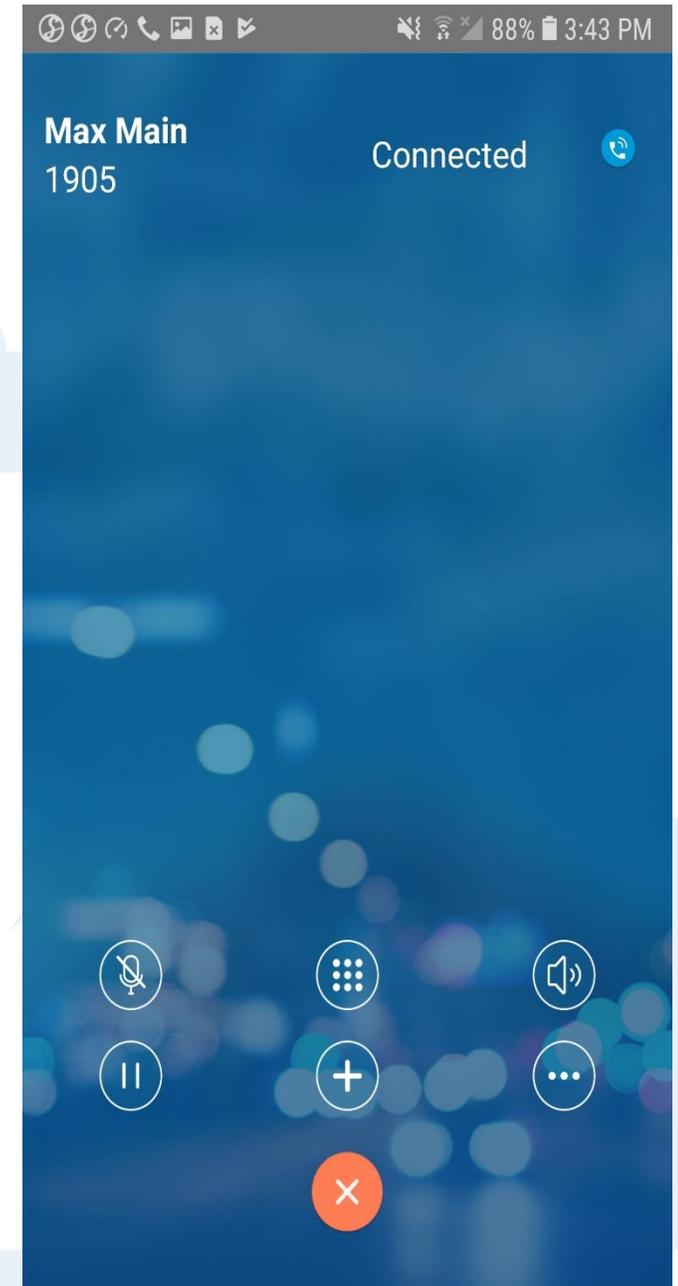
Transfers/Conferences

- To initiate either a transfer or conference, press the plus button to start.

- The dial pad will open up, and the call will be on hold, type in the phone number or extension that the call is being transferred to or conferenced with, and press the call button.

- Once the second caller answers, introduce the situation (transfer/conference) and then press the new button with a handset and an arrow.

- Select transfer to transfer the call, or merge to make a 3 way call.
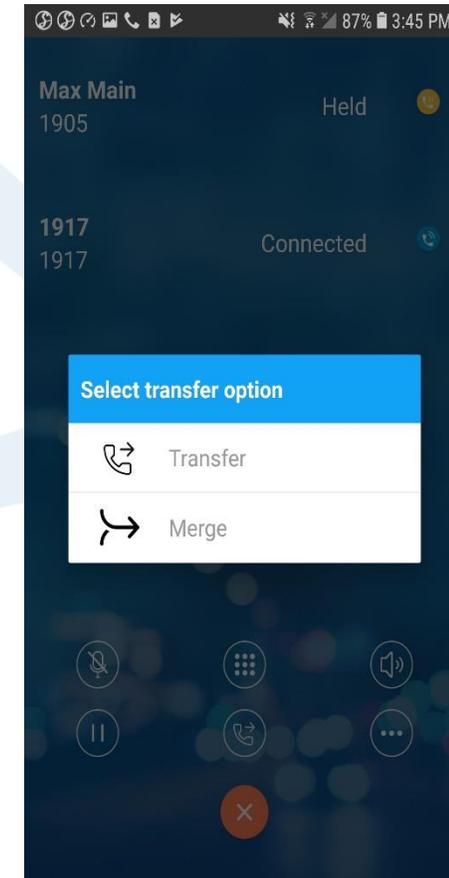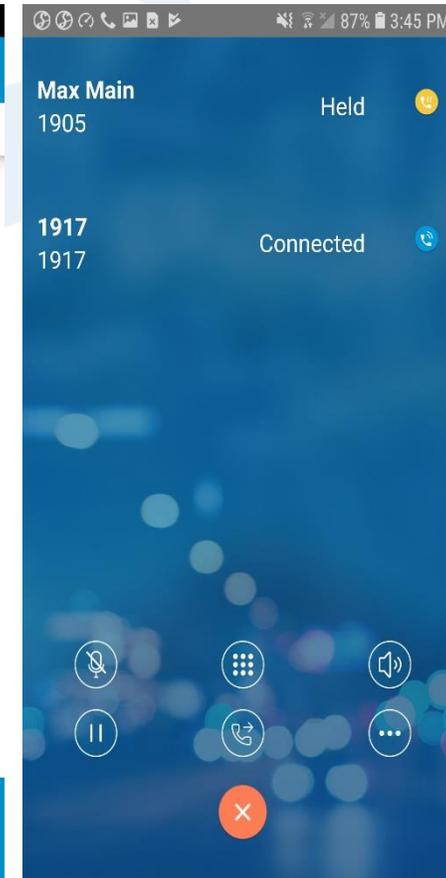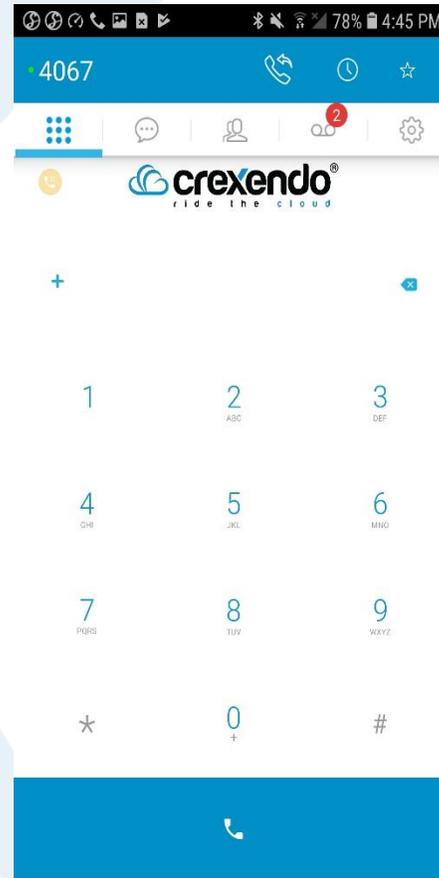
Chat Screen

- If QuickConnect (SMS/MMS) is enabled on the account, both internal and external messages can be sent via CrexMo.

- "All" will display each category of messages.

- The magnifying glass will open up a search menu.

- The 3 vertical dots will open up the add conversation menu.
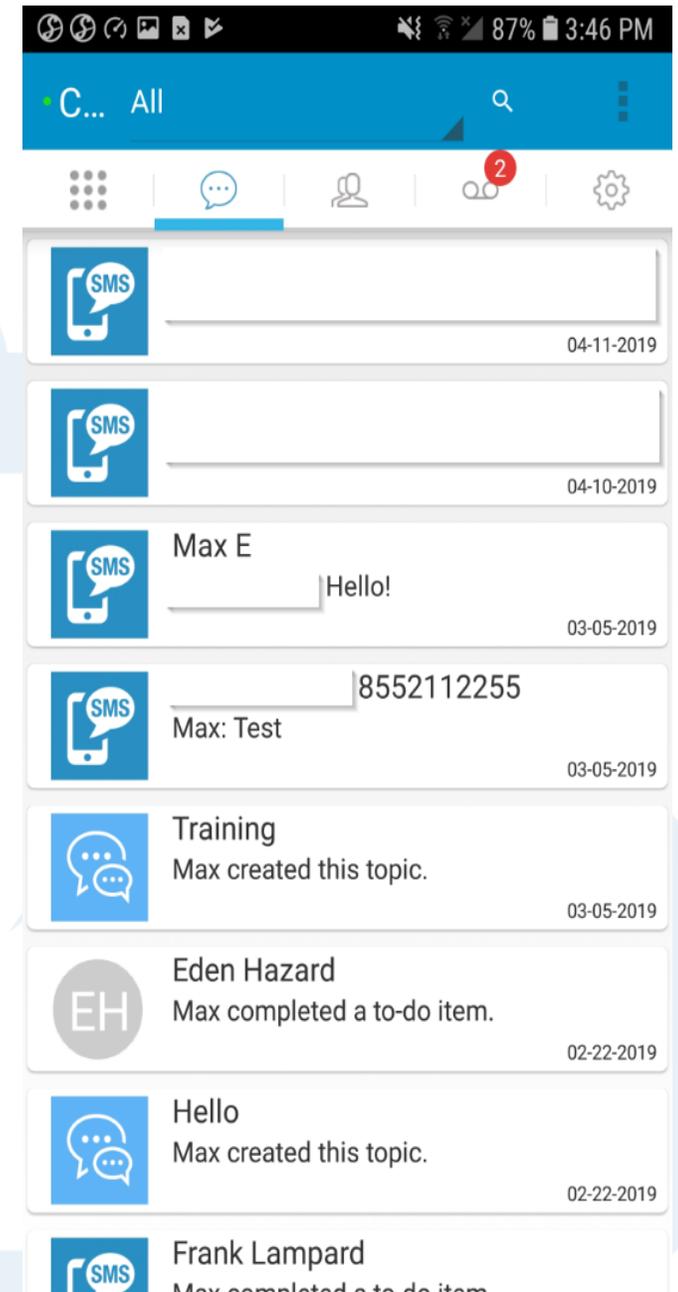
# Chat Categories, Search, Add Conversation
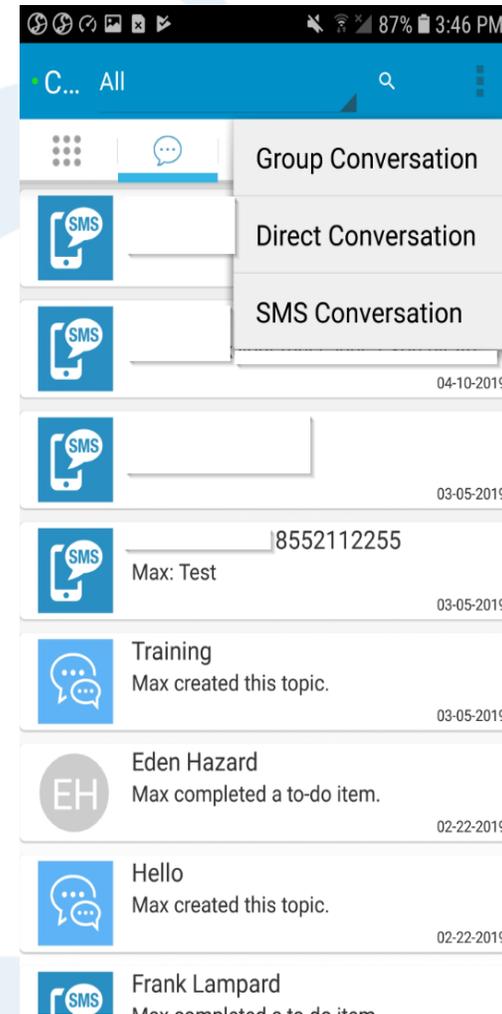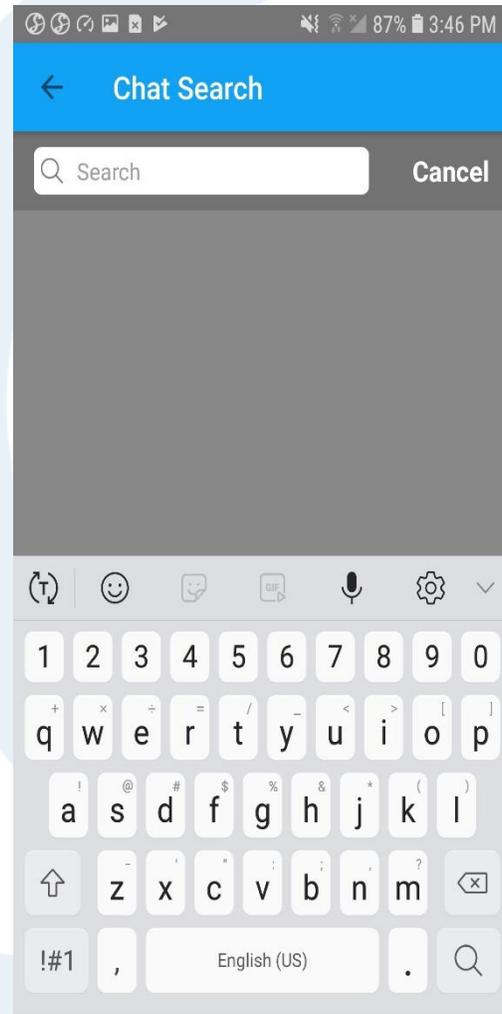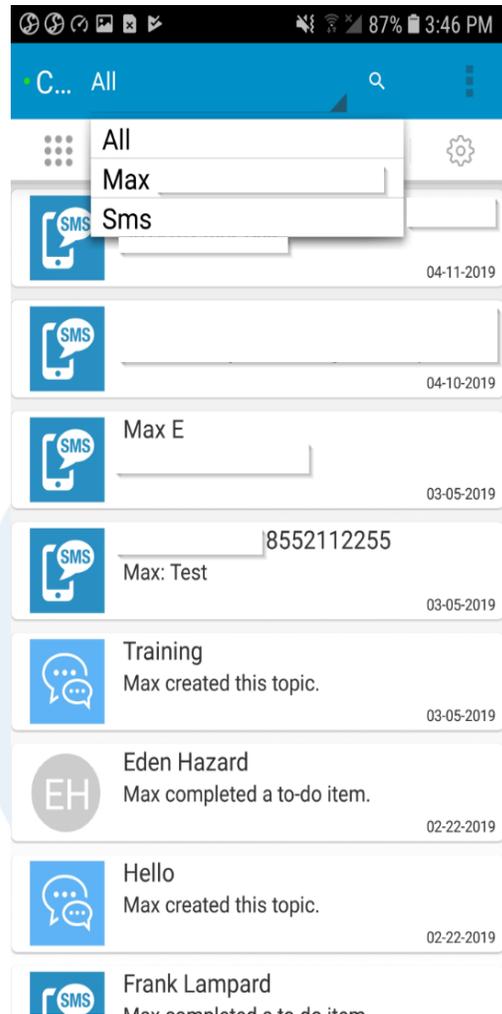
Contacts Screen

- CrexMo needs access to Android's contacts in order to be able to display any contacts, Android or Crexendo.

- CrexMo, by default, will list both the Android's contacts as well as the Crexendo contacts all together.

- Click on the magnifying glass to search through contacts.

- Click on the add contact button on the right to add a contact.
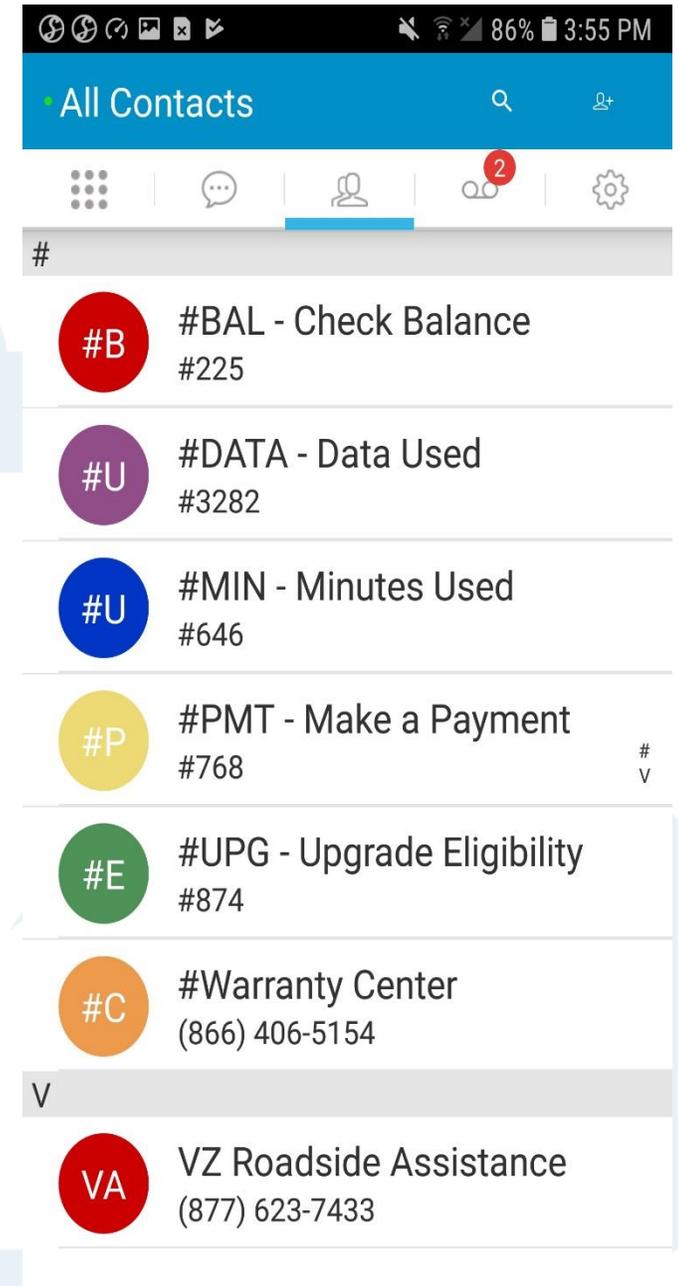
Voicemail

- CrexMo will give access to *all* of a user's voicemails, as long as every relevant personal extension is owned by the same user.

- Voicemails will appear in visual voicemail style, with the most recent on top and the oldest on the bottom.

- Tap on a voicemail to load it, and hold the phone up to listen to it. Messages can also be put on speaker by pushing the speaker button.

- Voicemails can be returned immediately via the Call Back button, or can be deleted with the delete button (once loaded).
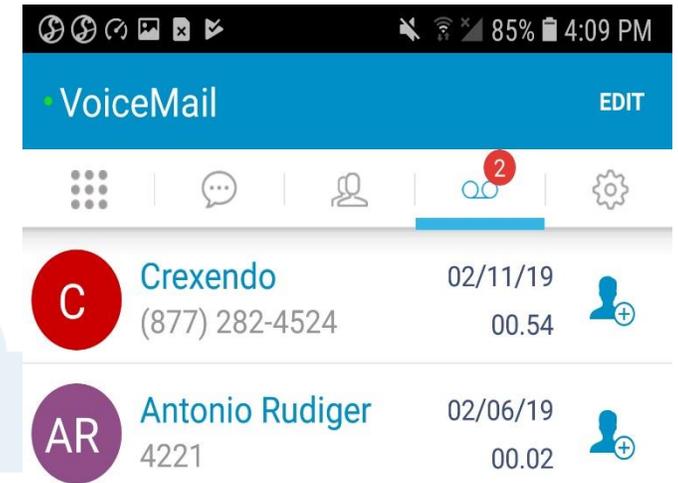
Settings

- There are few options to adjust within settings, as it mostly displays information.

- Phone settings is where debug mode can be enabled, as well as calling over your cellular network vs data network.

- Call routing is where statuses can be changed and forwarding can be enabled.

- Support is where feedback and debug logs can be submitted to Crexendo.