

CrexMo Quick Reference Guide

iPhone Version

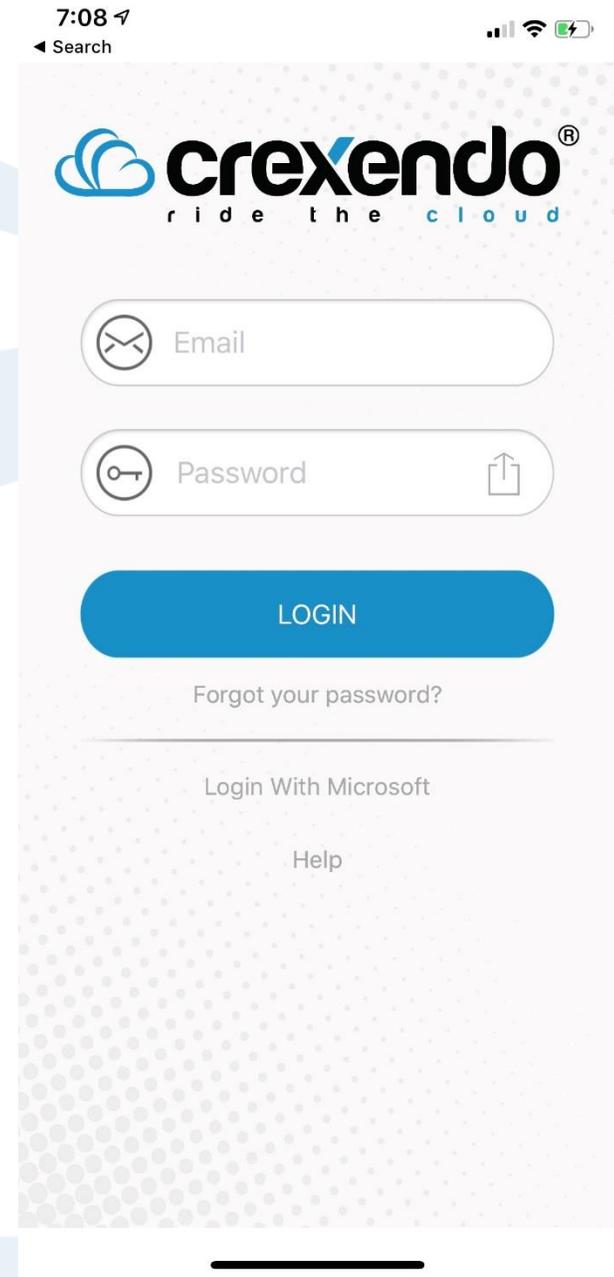


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Dial Pad



Pull Call: this feature allows a user to immediately transfer a call from their desk phone to their CrexMo.



Call History: displays CrexMo's call history



Favorites: favorite contacts



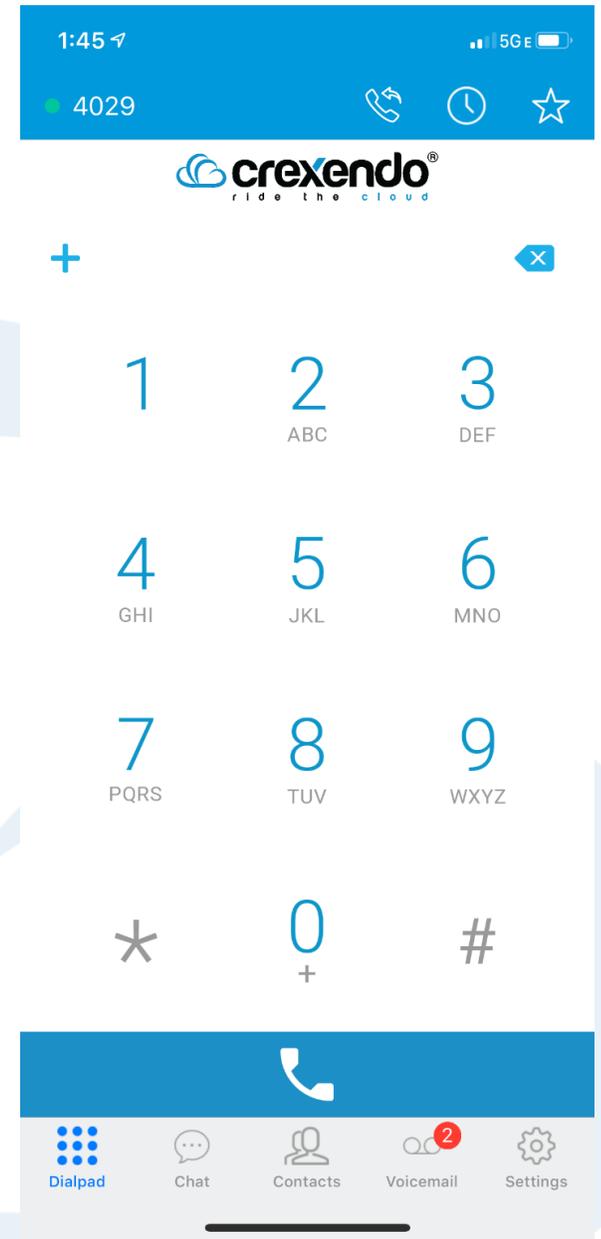
Call Button



Add Contact

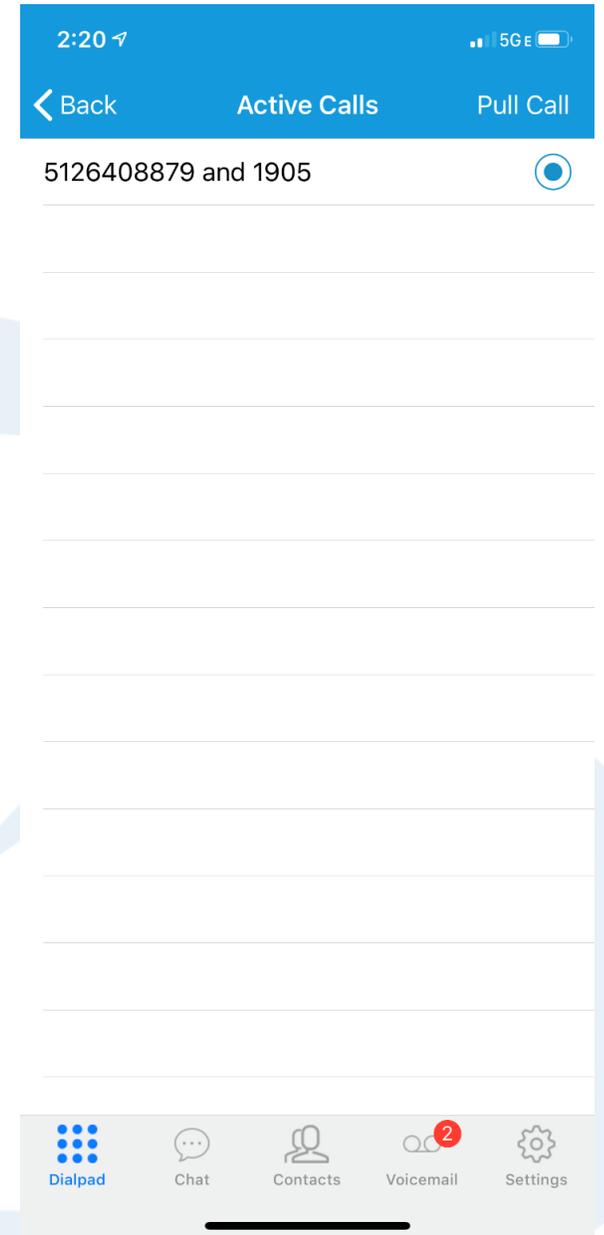


Delete Digit



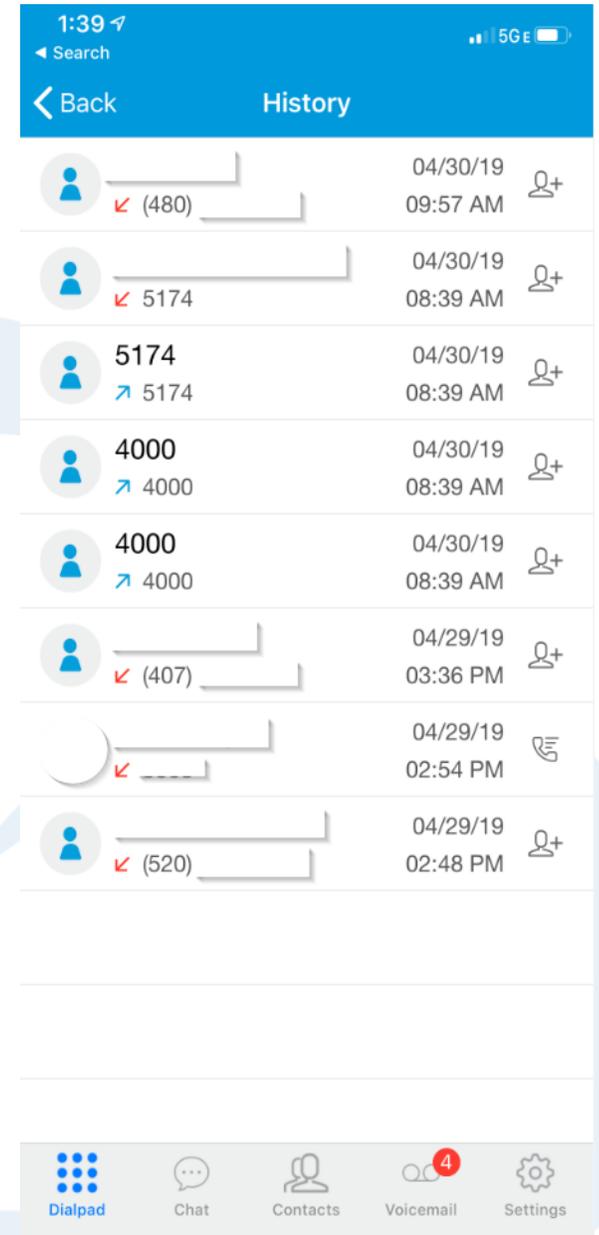
Pull Call

- 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 with the active call
- Press the “Pull Call” button to transfer the call immediately.



Call History

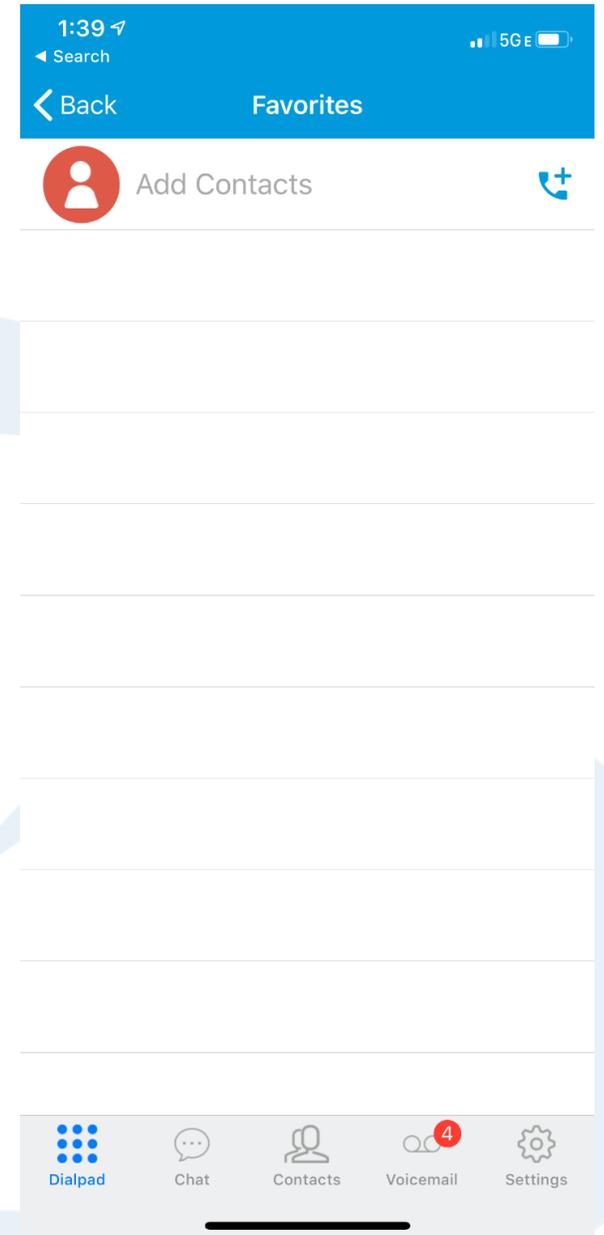
- The orientation of the arrow as well as the color will determine what kind of call that entry is displaying
 - Arrow pointing down and in means the call was inbound
 - Arrow pointing up and out means the call was outbound
 - Red arrows mean the call was missed



| Call Entry | Date | Time | Status |
|-----------------------------|----------|----------|----------------|
| [Redacted] (480) [Redacted] | 04/30/19 | 09:57 AM | Inbound Missed |
| [Redacted] 5174 | 04/30/19 | 08:39 AM | Inbound |
| 5174 [Redacted] 5174 | 04/30/19 | 08:39 AM | Outbound |
| 4000 [Redacted] 4000 | 04/30/19 | 08:39 AM | Outbound |
| 4000 [Redacted] 4000 | 04/30/19 | 08:39 AM | Outbound |
| [Redacted] (407) [Redacted] | 04/29/19 | 03:36 PM | Inbound Missed |
| [Redacted] [Redacted] | 04/29/19 | 02:54 PM | Missed |
| [Redacted] (520) [Redacted] | 04/29/19 | 02:48 PM | Inbound Missed |

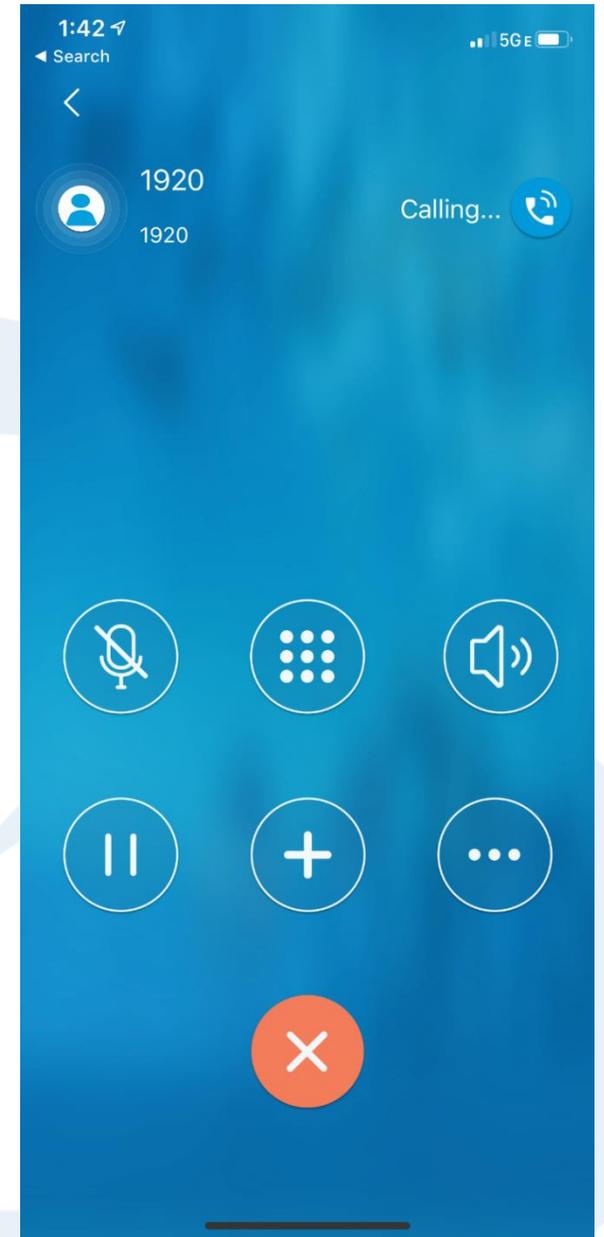
Favorites

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



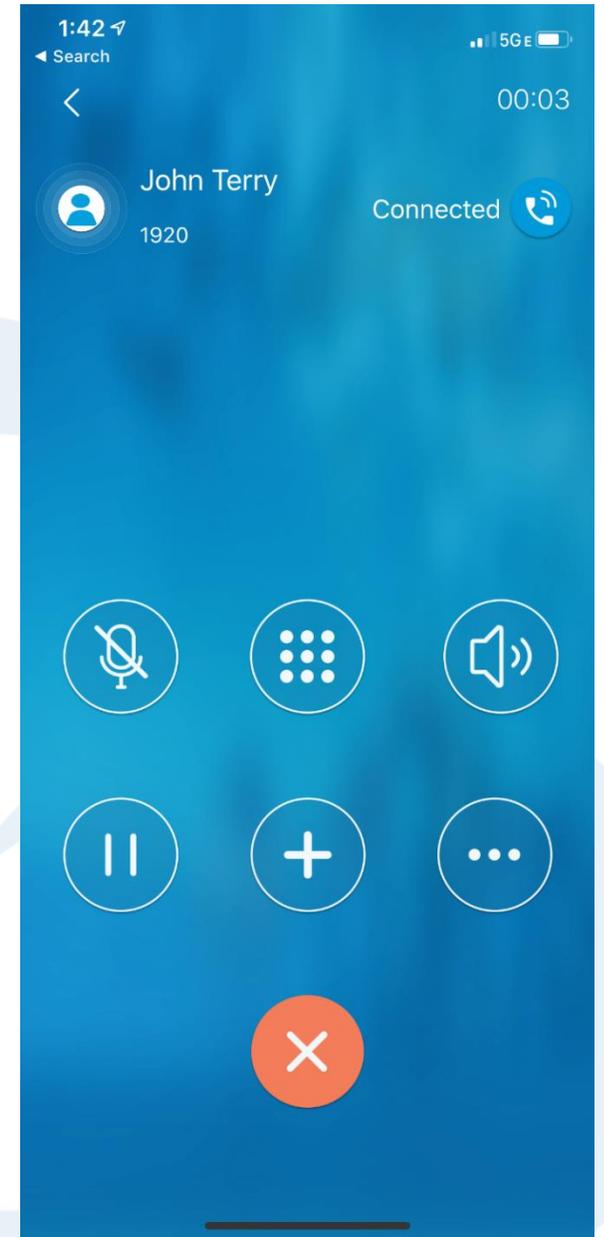
Calling Screen

- When placing a call, CrexMo's call screen will show "Calling..." 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"
- The call timer will be listed on the top right hand corner



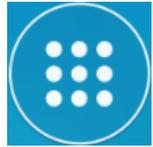
Call Control



Mute



Transfer/Conference



Open Dial Pad



End Call



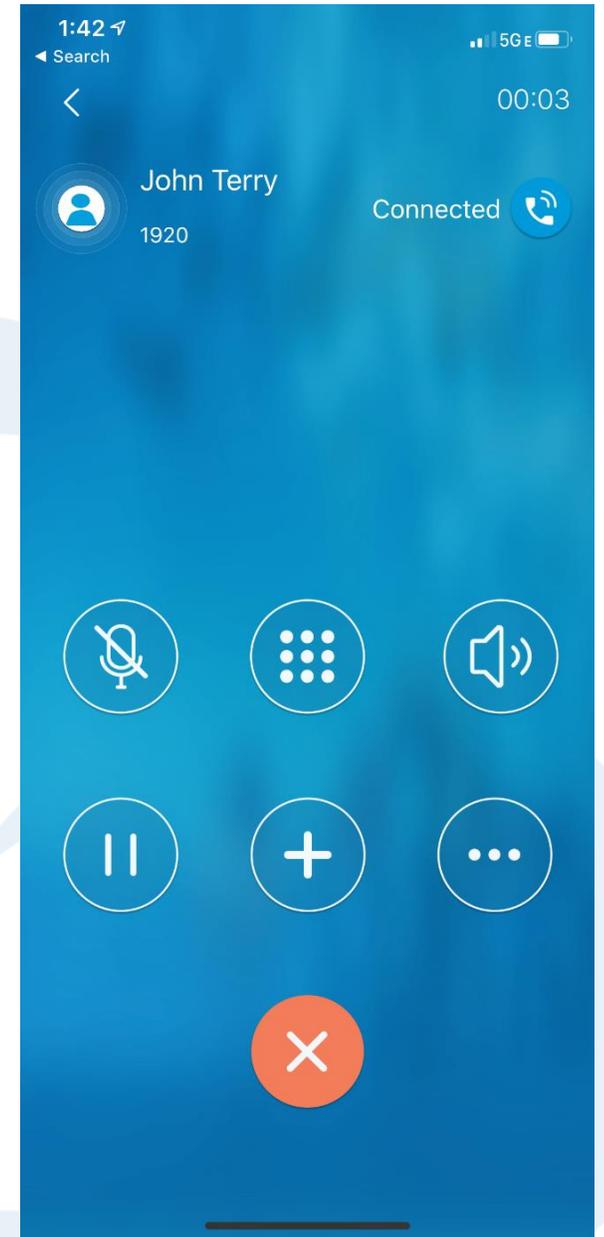
Speaker



Minimize (opens dial pad)

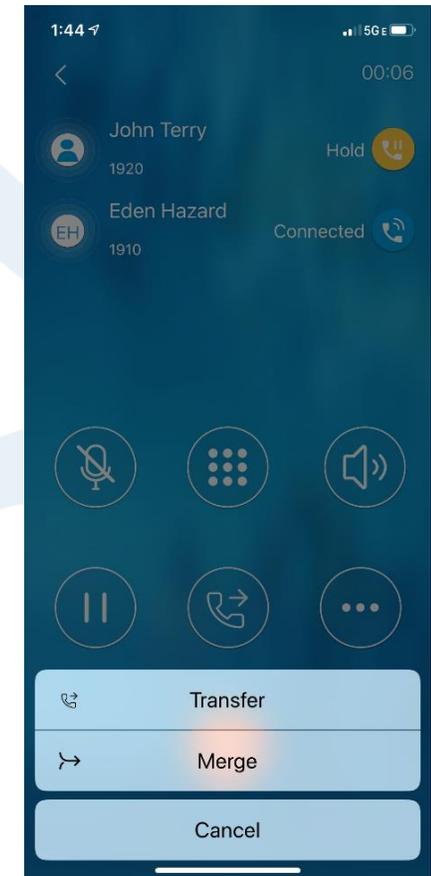
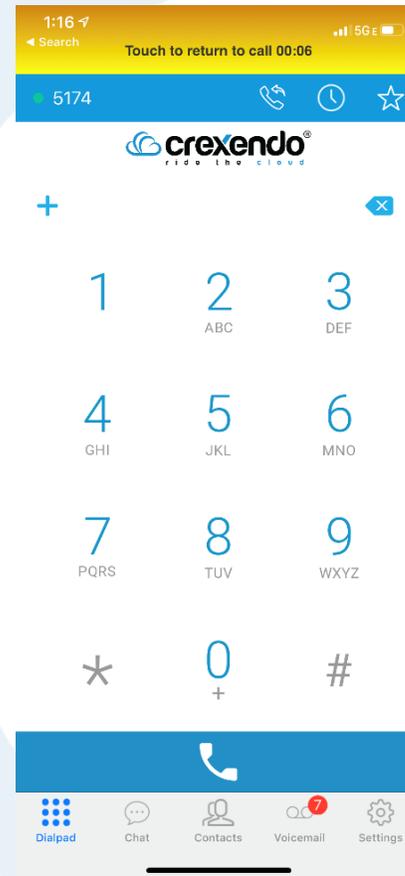


Hold



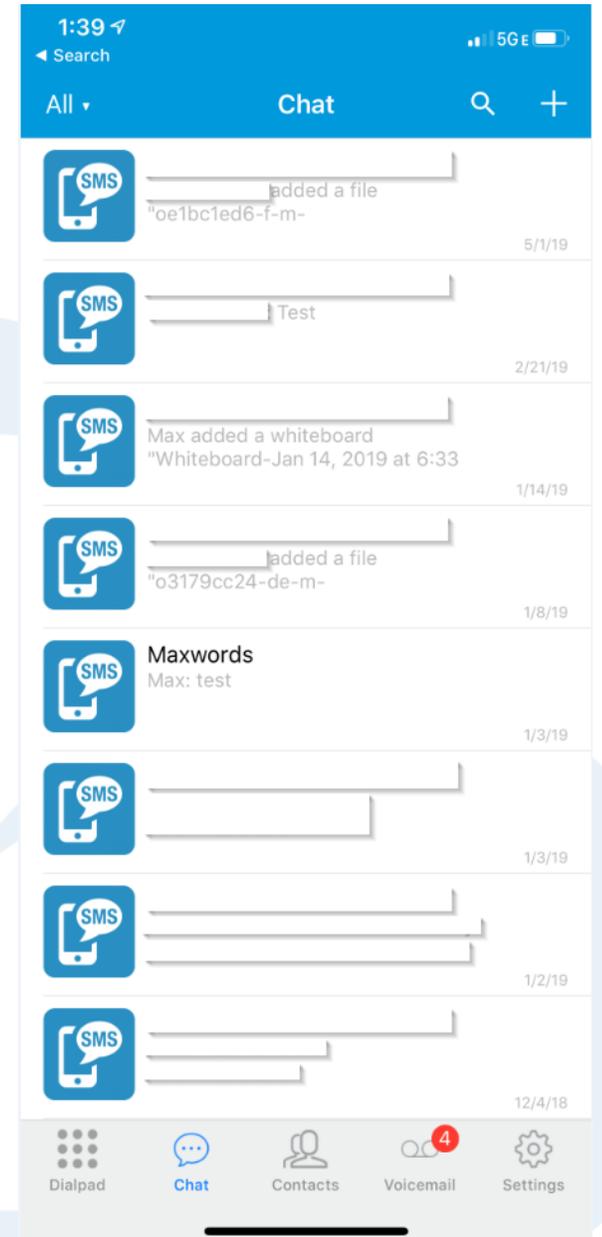
Transfers / Conferences

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

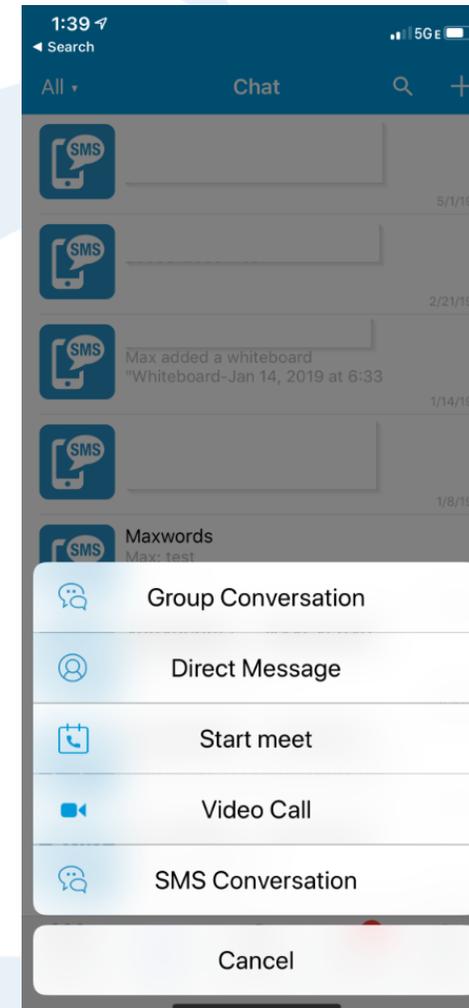
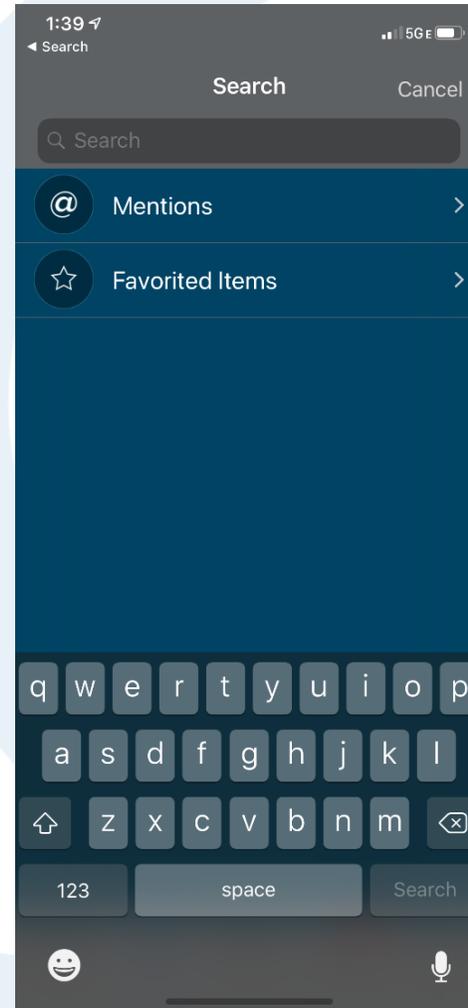
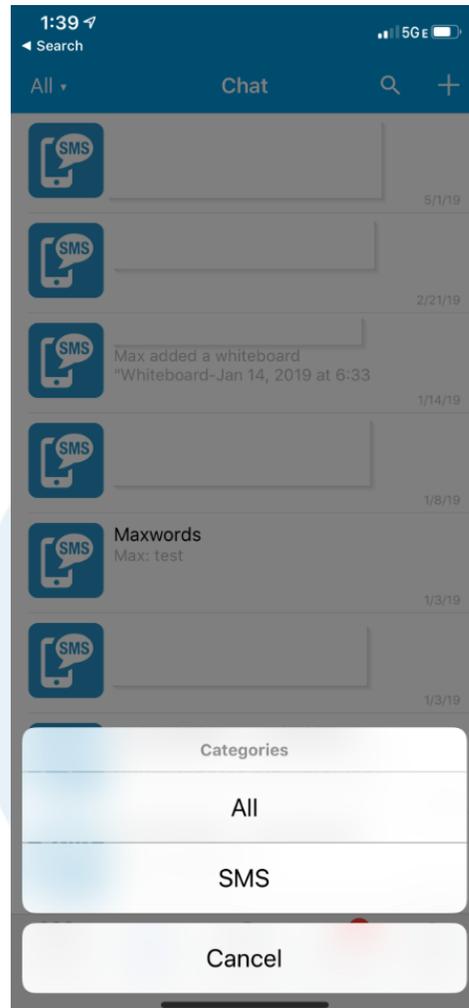


Chat Screen

- 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 plus will open up the add conversation menu.

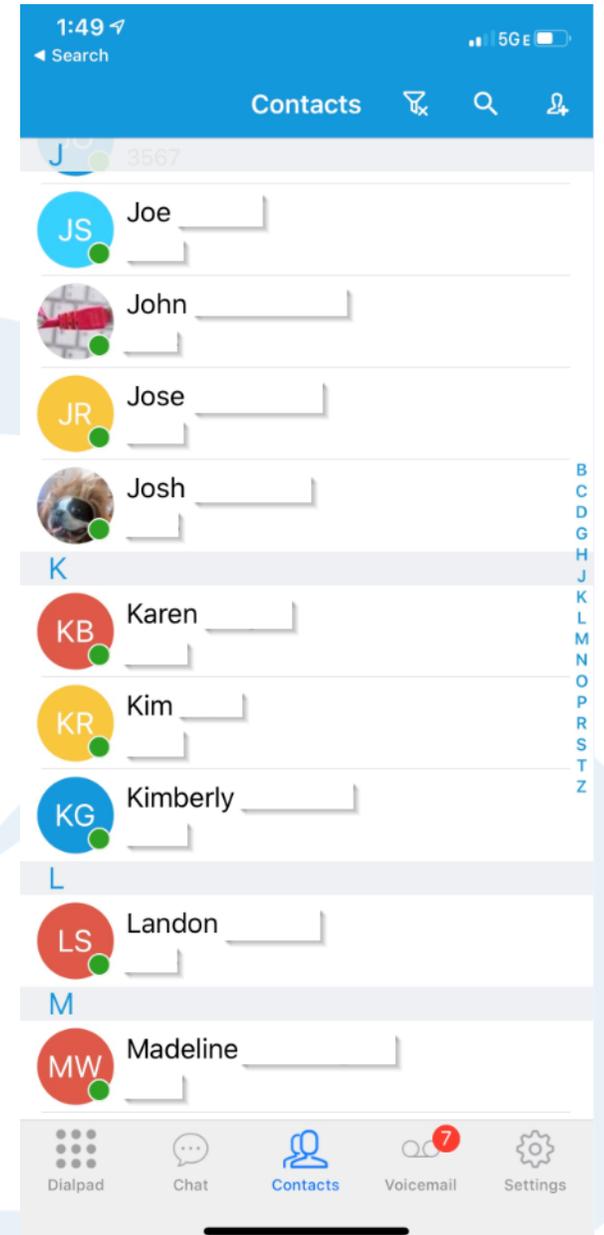


Chat Categories, Search, Add Conversation



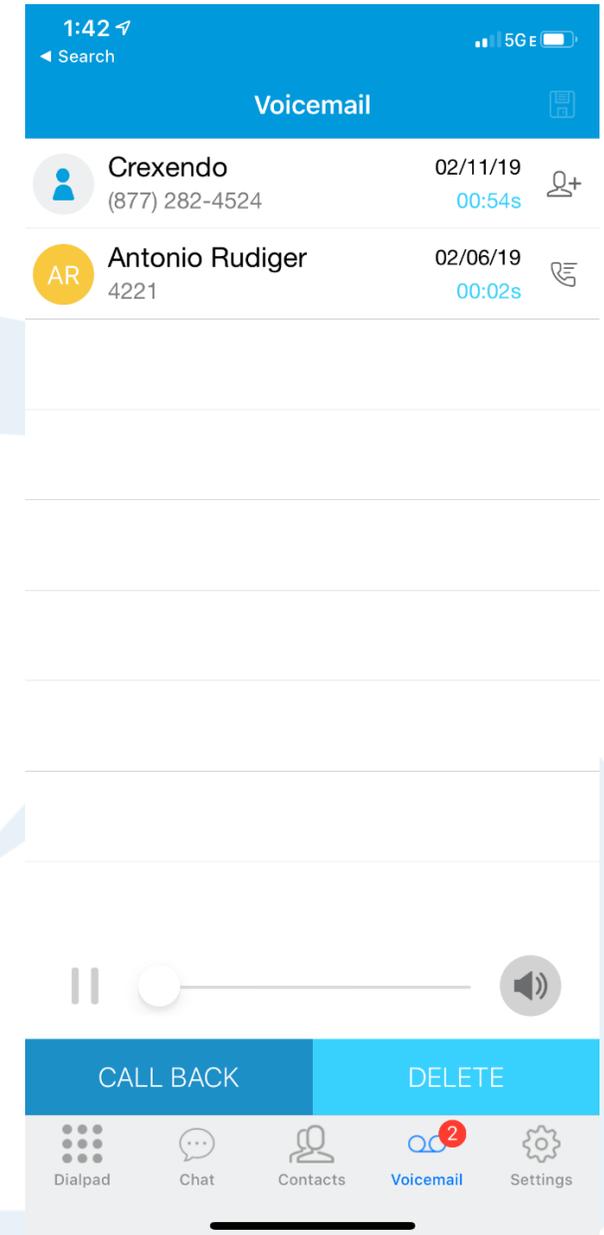
Contacts Screen

- CrexMo needs access to the iPhone's contacts in order to be able to display any contacts, iPhone or Crexendo.
- CrexMo, by default, will list both the iPhone's contacts as well as the Crexendo contacts all together (just Crexendo contacts listed in the screenshot on the right).
- Click on the funnel to display different contact types.
- 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.



Settings

- There are only a few options to adjust within the Settings menus
- Phone settings is where ring tones can be adjusted, as well as the key tone.
- Call routing is where statuses can be changed.
- Support is where debug logs can be submitted to Crexendo.

