

# everblü Mobile App User Guide

The **everblü** mobile app is available for iPhone and Android users.

From the App Store or Google Play store; search for “**CoreNexa**”

Download the app. To log into the app you will need your user name and password. See your system administrator for this information.

**NOTE:**

**APP functionality dependent on reliable network (data or wifi) just like Cloud telephones.**

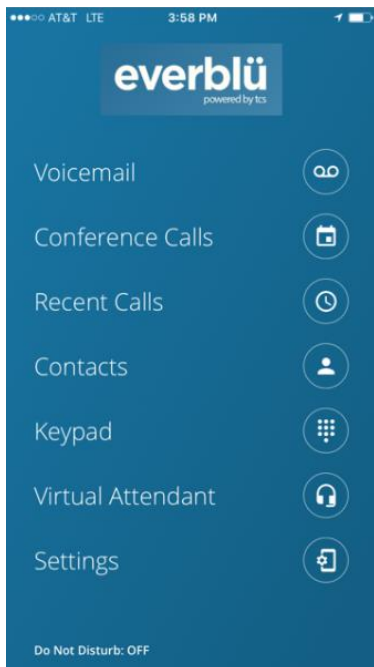
**Note:** iPhone requirements are 5s/5c or higher and iOS 8.x or higher.  
Android requirements are version 4.4 or higher.

**For all Mobile App features to work the app must be running in the background.**

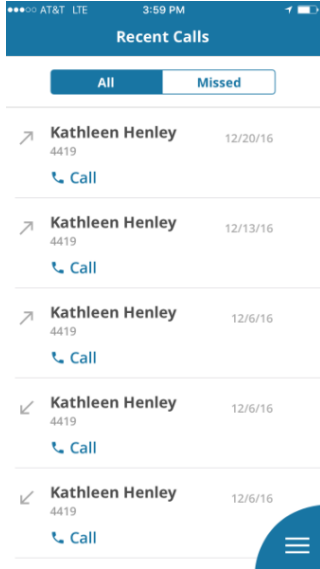
## Home Screen View

The home screen is very easy to navigate and looks a lot like what most mobile users expect to see.

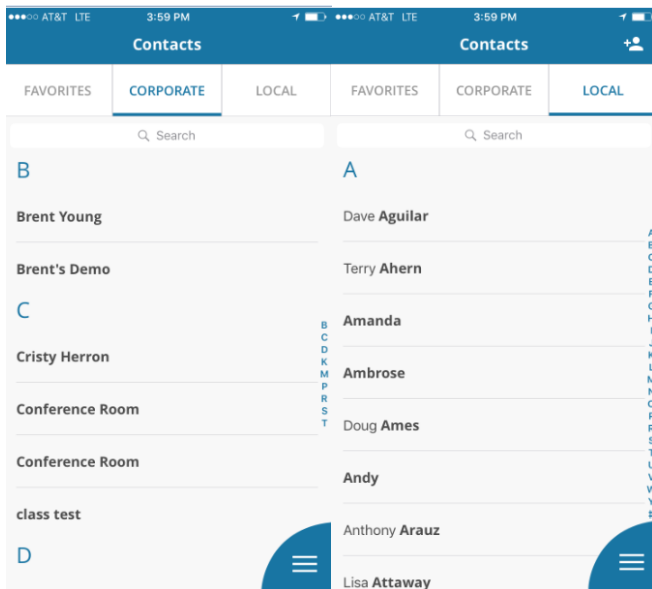
**Note:** You may not have the **virtual attendant** listed if you do not have permission to change the company auto attendant.



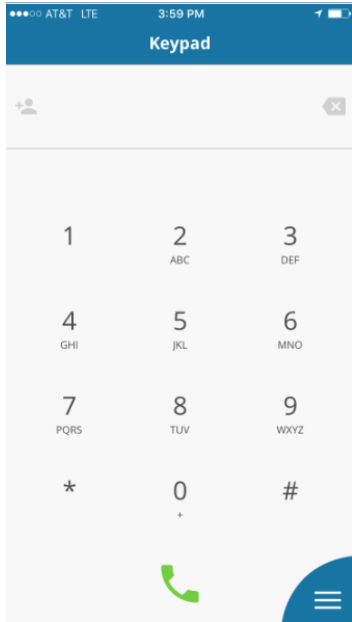
- **Voicemail** – listen to your messages, email the message as a .wav file using the share button or call the person back
- **Conference Calls** – lists a calendar of upcoming conference bridge calls and allows you to join
- **Recent calls** – view all calls or missed calls (up to 25); shows the caller ID and date; ability to return the call



- **Contacts** – view favorites, corporate contacts or local contacts

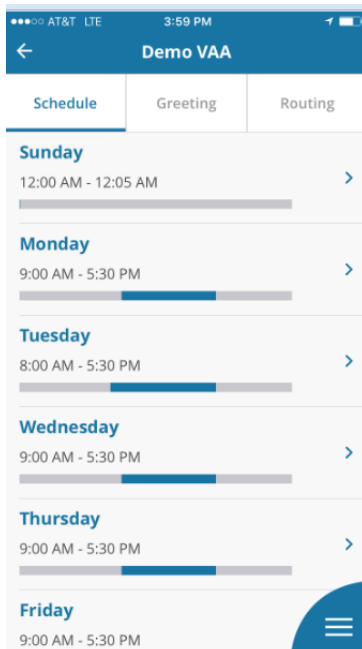


**Keypad** – self-explanatory below *(Note: During a call you may press Keypad to access the ability to press any digits, place a call on hold, end the call, etc.)*

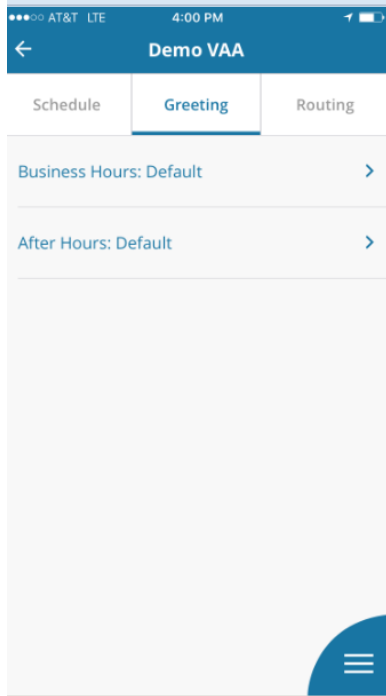


- **Virtual Attendant** – Allows the user to change the business hours on the fly as well as adjust the time frames, the greeting, and the routing. The Virtual Attendant must be set up as the only AA in use in order to use the mobile app functions.

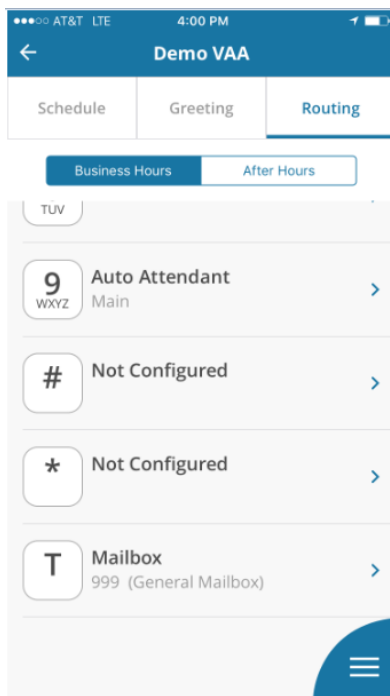
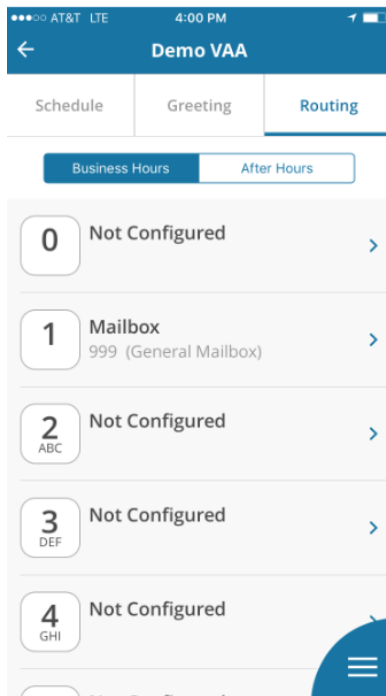
**Virtual Attendant Schedule** – *(Note: If you override a schedule, the next time that schedule arrives, your routing and greeting will automatically reset to that schedule.)*



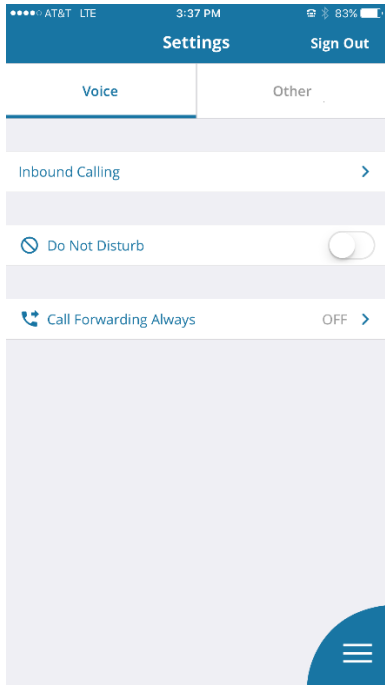
## Virtual Attendant Greeting –



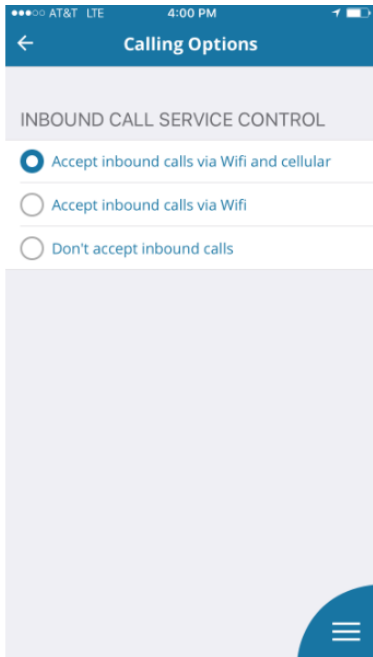
## Virtual Attendant Routing –



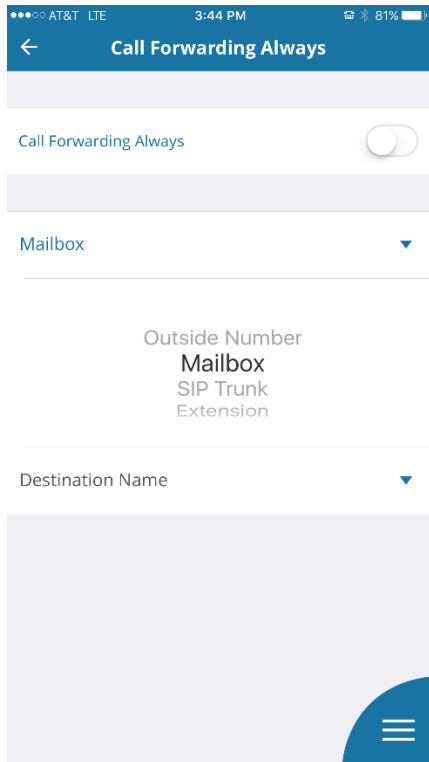
- **Settings**



Inbound Calling Options within the “Voice” tab –



Call Forward Always Options within the “Voice” tab – After selecting the destination type in the 1<sup>st</sup> drop down (outside number, mailbox, SIP trunk or extension), select the specific destination from the 2<sup>nd</sup> drop down.



Support within the "Other" tab – provides a brief description of each Home Screen option

