Vonage Mobile App

User Guide

July 15, 2022

1. Overview

In real-time or anytime, the Mobile App is engaging, intelligent and inclusive and helps you create exceptional experiences and makes working together distinctly better.

The all new Mobile App is one easy-to-use and secure app you can use to call, message, meet, and get work done:

- It brings everyone together to do exceptional work.
- It makes you smarter; it's personalized to you.
- It gives you options to choose how you work.
- It moves fluidly while you call, message, and meet.

We're glad to have you join us! If your company's already given you an account, you're ready to get started.

If you don't have an account yet, first choose a plan that works best for you, then you can get started using web.webex.com and [downloading](#) the app. When you sign in for the first time, you're guided through some tips on how to use the app.
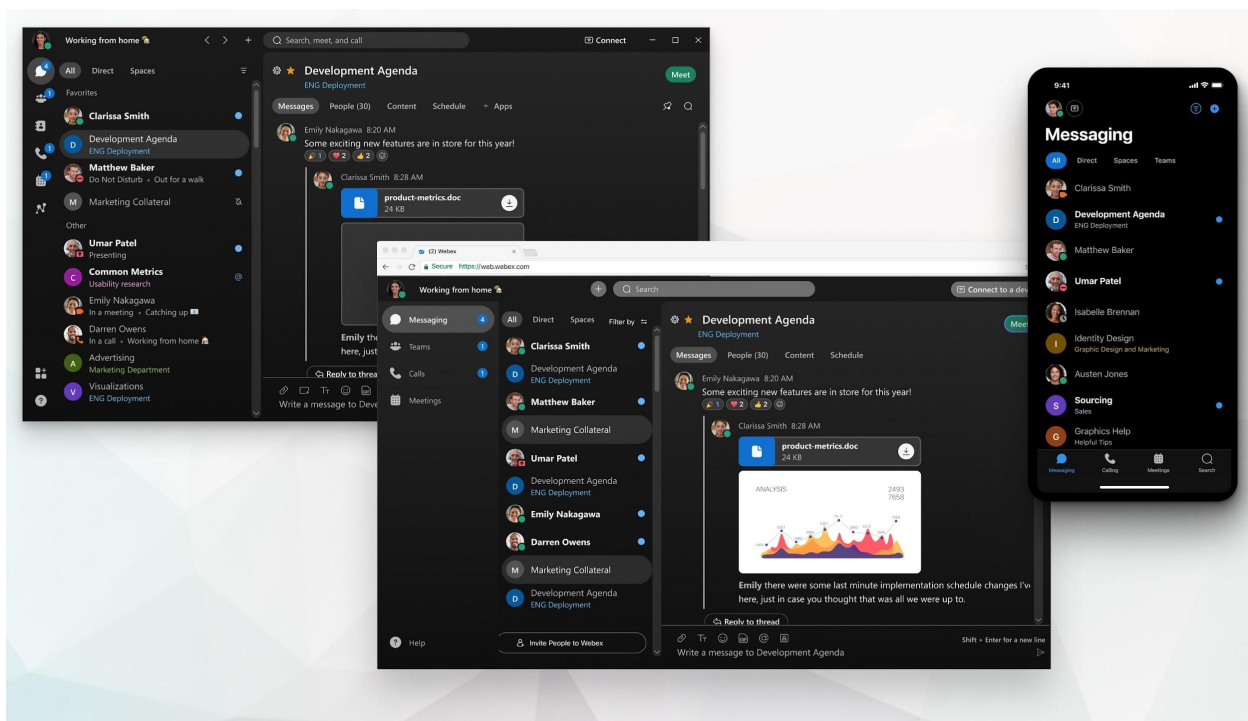
a. Start working together

When you start a conversation with someone, it creates a space between you and the people you invite to the conversation. You can invite anyone (including people outside your organization) to join in on a conversation. All you need is their email address.

All your work takes place within spaces and teams. Spaces give you a place to collaborate on a specific topic or project. In a space, you can send messages, schedule meetings, and call other people.
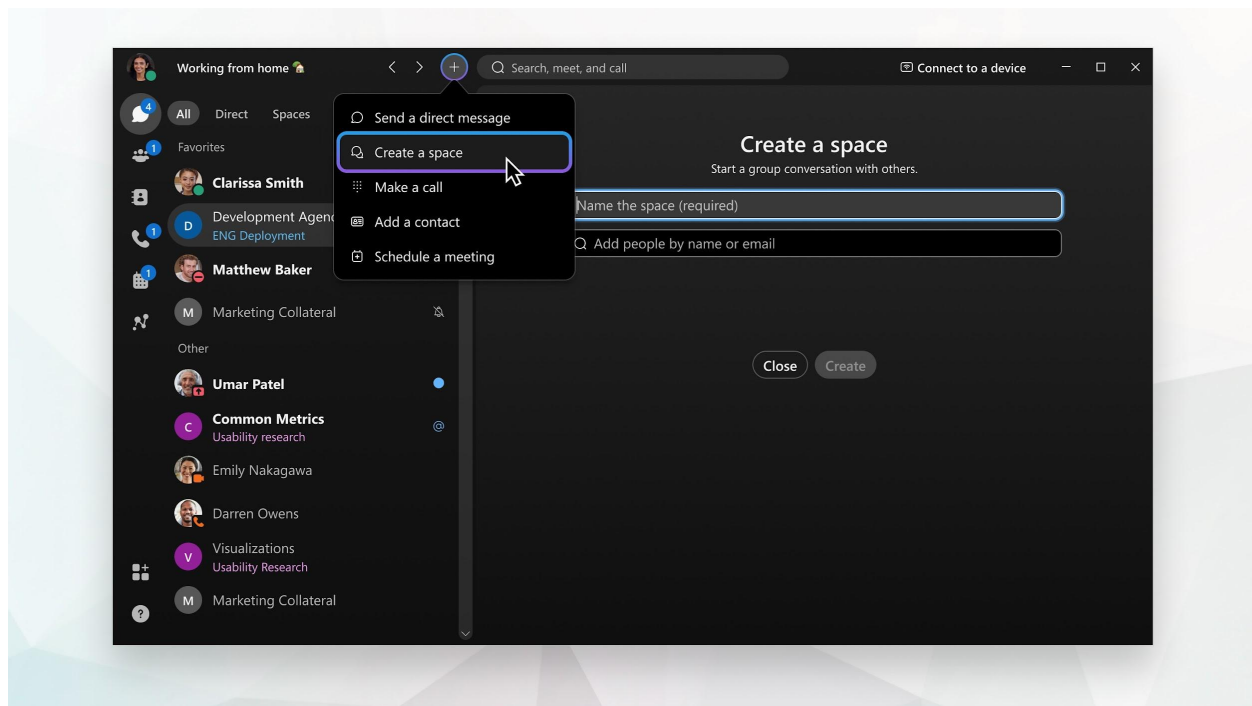

If your original intention changes and your project outgrows its original purpose, you can create a team and then move a space into a team. Teams help you keep everything organized by putting multiple spaces under a common theme. Teams are great for a consistent group of people who are going to be working on *something* for a long time. That *something* can involve many activities or can be subprojects happening at the same time.

And you find that you're in too many spaces and some of them don't require your input or you don't need to keep up with that particular conversation, you can leave any space at any time.

b. Elevate important information

Right away, you're notified about all messages coming your way. Work smarter by keeping track of what's important to you. You can play around with your notifications until you figure out what works best for you. For example, you can set it up so that you're only notified when you're @mentioned in any space or when any message gets posted in your most important spaces. And if you're not interested in a particular space, you can leave it or hide it so that you're no longer notified about messages posted to that space and it doesn't show up in your Spaces list.
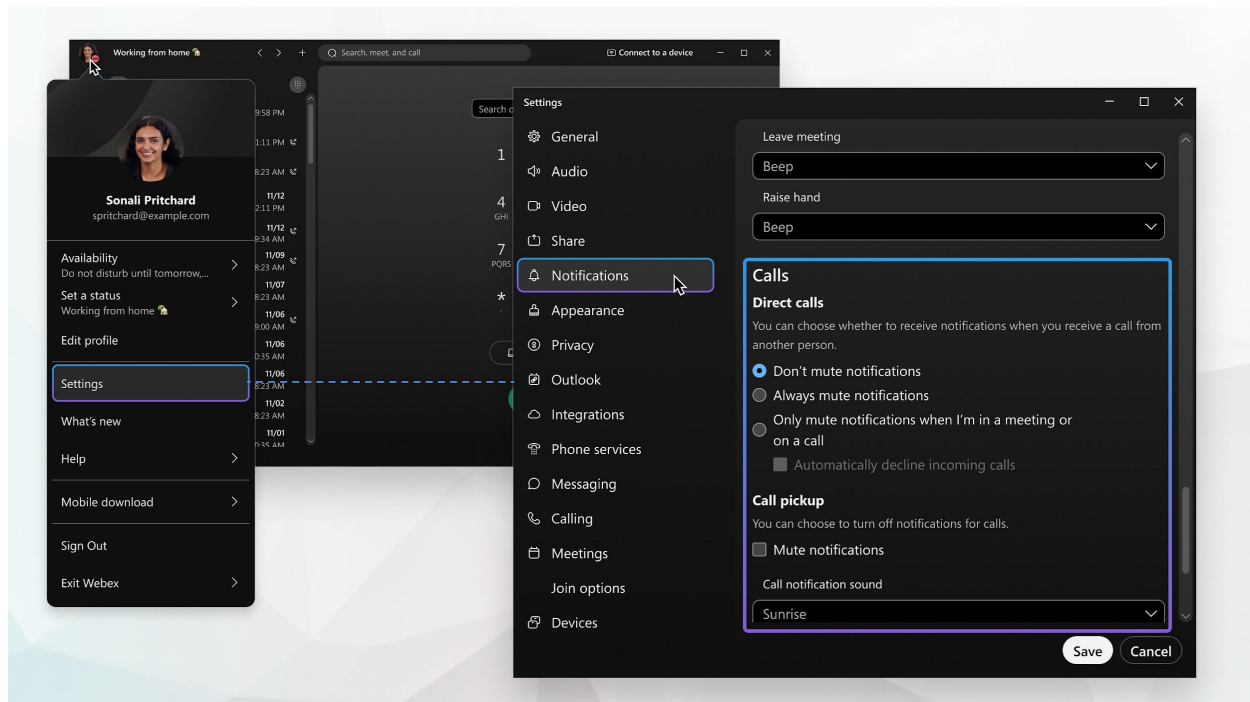
You can also see other people's availability so that you can find the right time to connect with them. For example, if you see a green circle around someone's profile picture, it means they've been using the app within the last 10 minutes so chances are, you'll get a response if you reach out.
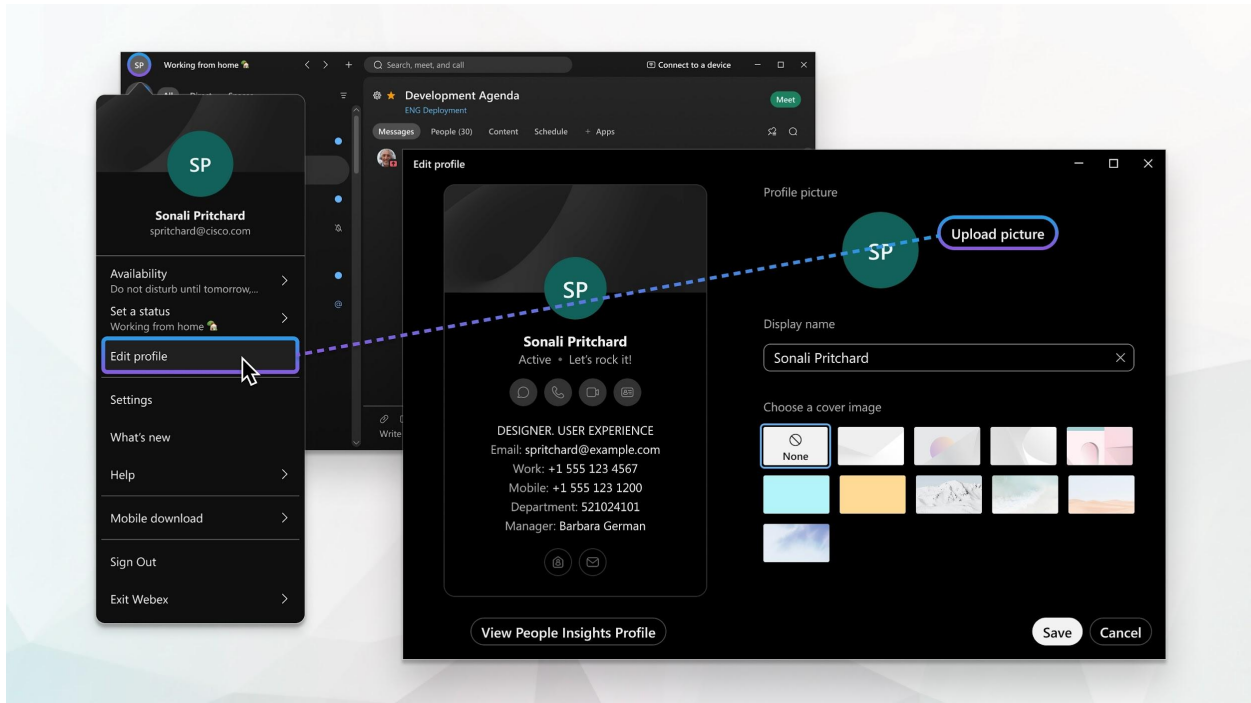

On the other hand, if you see someone doesn't want to be disturbed, you might want to wait before reaching out.
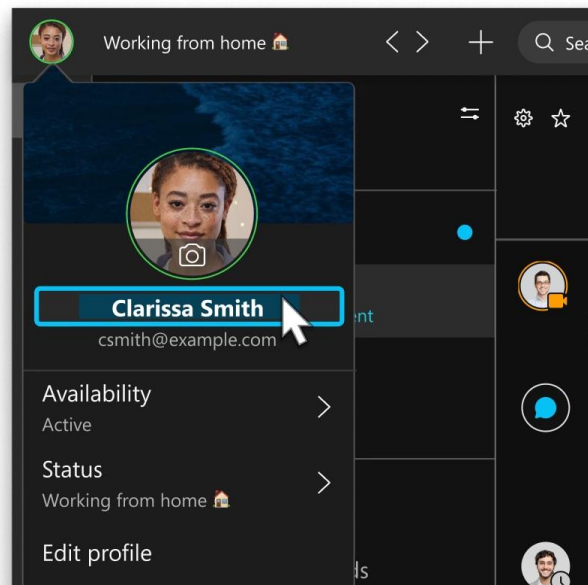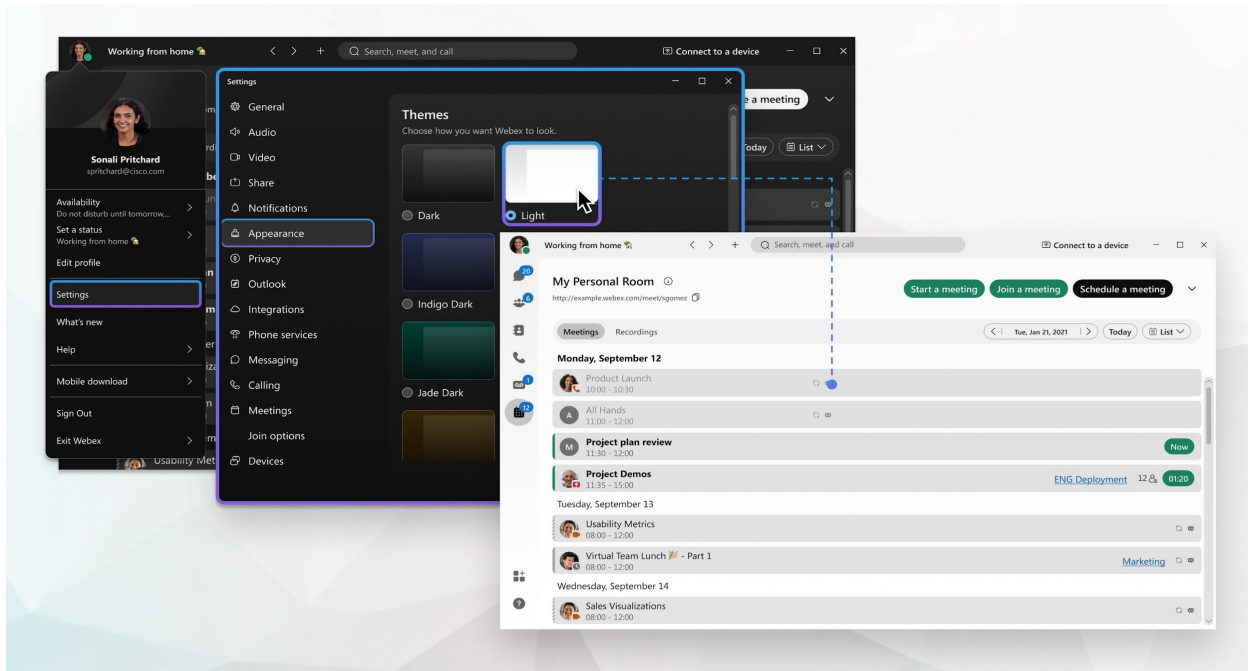
c. Personalize your Mobile App

Make the Mobile App feel more like your own by personalizing it a bit. Start by adding your own photo as your profile picture so that other people can recognize you.


You can change your display name to a nickname.

Add more color to your view by choosing your preferred color theme.

You can change your status to be something more descriptive. If you have to step out for a bit or you're busy, you can let people know just by changing your status in the app. For example, you can set it to Be right back or let people know you don't want to be disturbed. You can also make up a custom status so people know what you're up to.
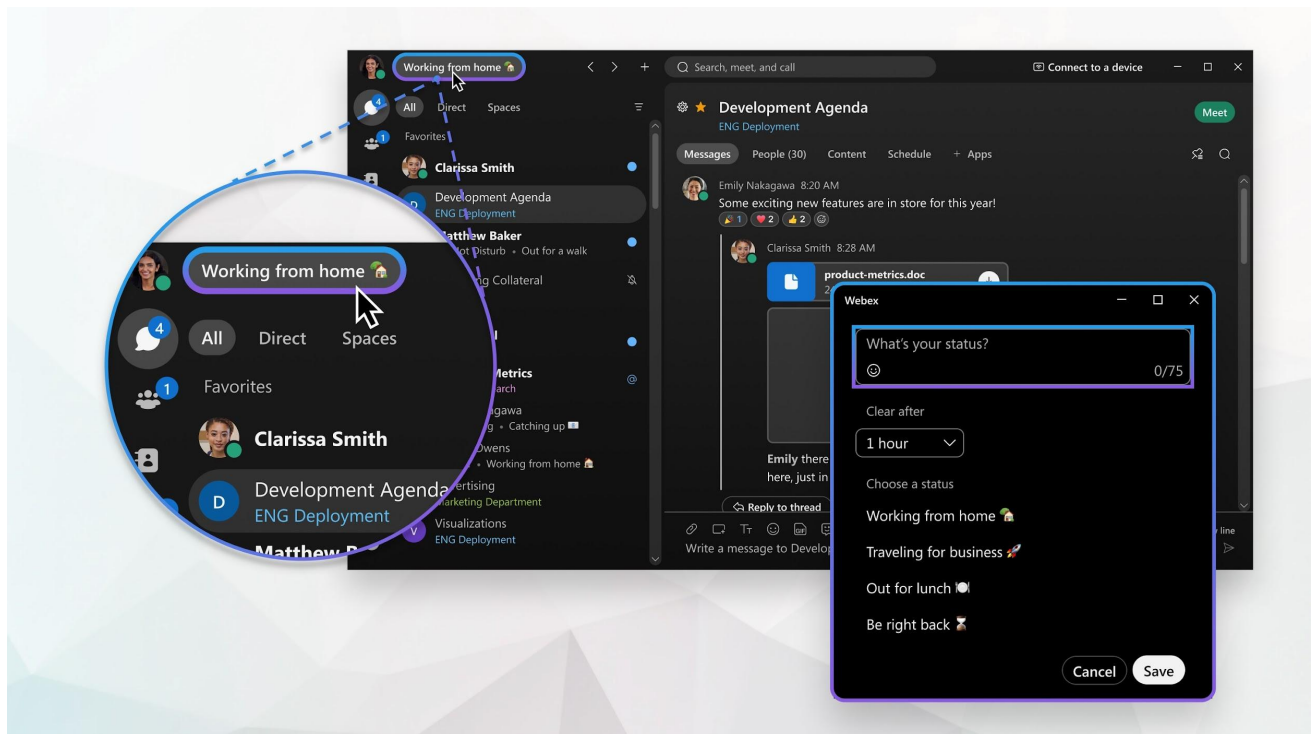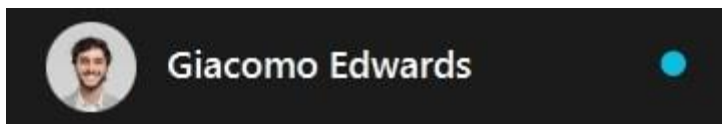
If you're in a call or meeting and you're sharing your video, you can blur your background to hide anything around you or even use a fun virtual background.

2. Spaces and Teams

In the Mobile App, all your work takes place within spaces and teams. Here you can send messages, make calls, have video meetings, and share files and whiteboards.

a. Direct Messages

You send a message directly to one person. The conversation that you started remains between the two of you, and you can't add other people to the conversation later.

In the app header click [+], select Send a direct message and then enter the person's email or name. Then, just type and click [▷] to send your message. The next time you message them, you can just select their name from the People filter.
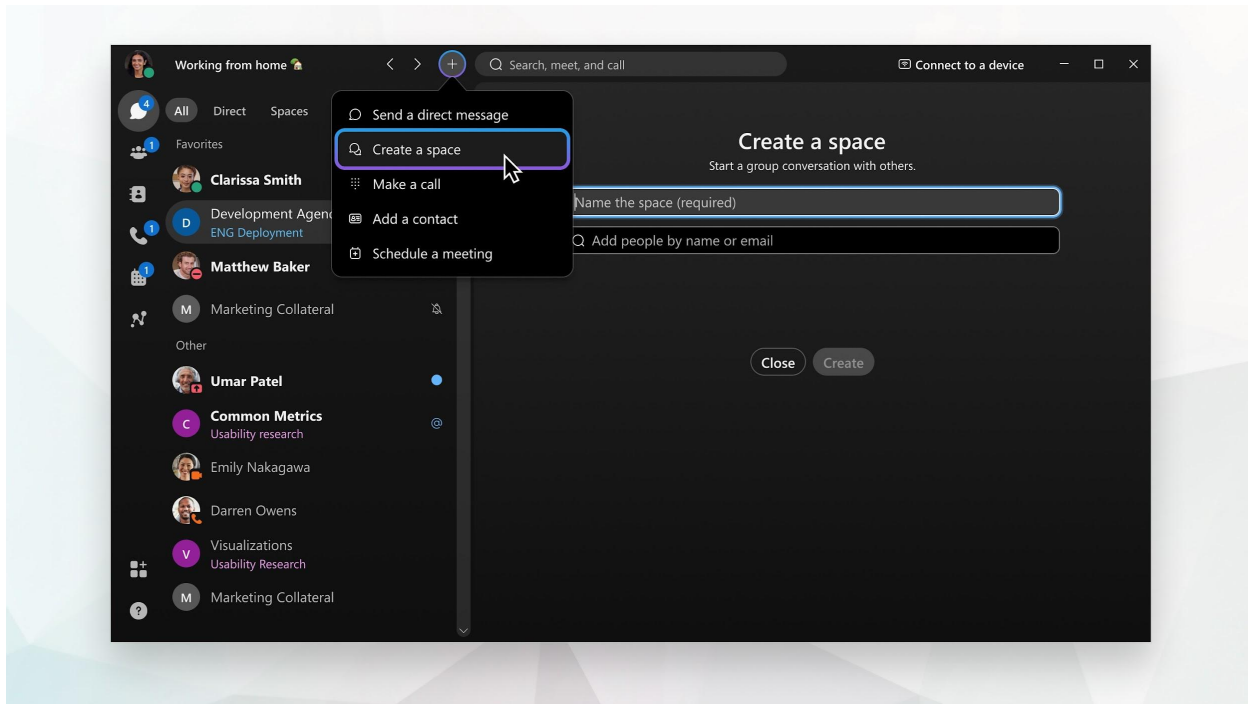
b. Spaces
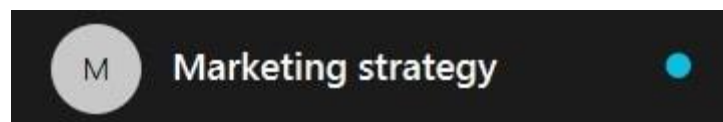
Spaces work well for a group of people working on a specific topic. You come together to handle this *thing* (which can be something quick or long term), but the focus is more narrow and specific. You could also hear these referred to as standalone spaces.

i. Create a Space

In the Mobile App, when you send a message to a group for the first time, you create a space for the group to talk. Spaces work best for a group of people collaborating on a specific topic or project. You can send messages, make calls, have video meetings, share files, and use whiteboards. The next time you message the group, your conversation picks right up where you've left it.

Steps for creating a Space from the App

1. In the app header, click ⊕ , and choose Create a Space.

2. Enter a name for your space. As you enter the name for your space, you may see a list of similar spaces that you're already in. If one of those suits your needs, click the space name to go to that space.

3. Enter the email address or name for each person you want in the space. As you enter email addresses, this also filters the list of similar spaces with the space name.

4. Click Create.

You can join a space when someone who's already in the space adds you to it. You can't just search, to find available spaces to join. Your search results only show spaces that you've already joined.

Reach out to your co-workers to get added to spaces that they're already using. Or, start a new space to get your team working together.

Spaces start out unmoderated, which means anyone can do things like add or remove people, or change the name and picture . But if you need more control over who's joining, you can make yourself a moderator of a space . Then, only you can add people to the space, and you get other privileges like being able to delete people's messages or files.

ii.   Add people to a space

You can add people to a space, you can select people from your organization, or enter the email addresses of people from outside your organization that you want to invite. Each space can have a maximum of 5,000 people in it.
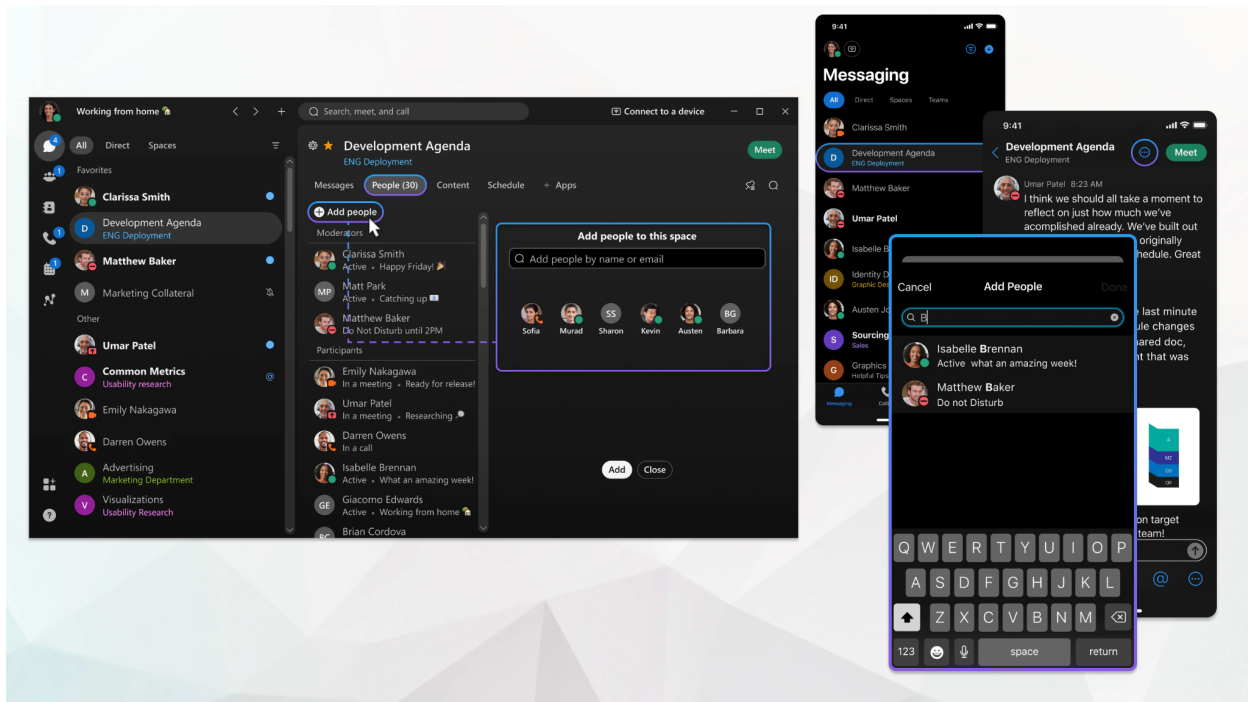
- Go to **Messaging** 💬 , select a space, and then click People.

- Click Add people , type the first letters of their name or their email address, and pick them from the list. If you selected someone that you don't want to **add to the space**, click their profile picture to remove them.
  - You can add up to 30 people at once by pasting a list of email addresses from your email application. Just copy the recipients list for an email and paste that list in the Add people to this space field.
  - To invite people to the Mobile App, type their email address and press Enter. After they join the Mobile App they'll see your space in the app.

- Click Add to add your selected people to the space.
  - Once you add someone to a space, they receive a notification that they were added.
  - If you can't add someone, it could be because the space is moderated. Ask somebody in the Moderators list to add them.

c. Teams
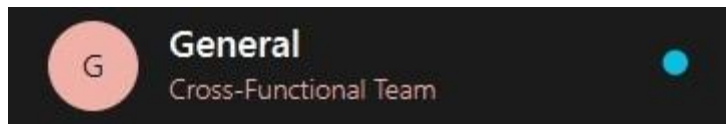
If your original intention changes and that project outgrows its original purpose, you can create a team and then move a space into a team .

Teams help you keep everything organized by putting multiple spaces under a common theme. Teams are great for a consistent group of people who are going to be working on *something* for a long time. That *something* can involve many activities, or could be subprojects happening at the same time.

i.   Create a Team

In the Mobile App, teams help you keep everything organized by categorizing multiple spaces under a common theme. For example, you may have a team for a large project that includes cross-department members all working together on specific pieces of the project. When you're creating a team, you can also select an emoji and add it to the name.

- Go to Teams and click Create a team. You can also connect the team with a Microsoft 365 group, if you want to manage people in the team from Microsoft 365 and use Microsoft Sharepoint folders to save your files.
- Enter a name for your team.
- (optional) Enter a description of your team.
- (optional) Add people to your team by entering their name or email address and selecting them from the results list.
- Click **Create.**

To join a team , a moderator must add you to it.

You can also connect the team with a Microsoft 365 group when you're creating the team. You can then manage people in the team from Microsoft 365 and use Microsoft Sharepoint folders to save your files.

Every team has at least one team space, General . You're automatically added to the General space when you're added to the team. As a team member, you can view and join any unmoderated team space within the team. You can also create team spaces for others to join.

ii.   Move a space into a team

Some spaces benefit from being opened up to a larger group of people. By moving your space into a team, you can make it easier for team members to join the conversation.

When you move a space into a team, anyone who's not already part of the team will be considered a guest. They won't be able to use other team spaces.

You can't move a space into a team if:
- The space is moderated, but you aren't a moderator.
- The space is part of another team.
- The space is moderated, but the space moderators are not members of the targeted team.

In the space, click **Space Information** ⚙️ and then choose **Add this space to a team**.

Select a team and click **Add**.

3. Calling

a. Customize your audio and video preferences

When you make or receive a call, the app automatically detects the audio and video devices you have connected to your computer, such as a headset. You can change your settings right before you make a call, like if you want your video on or you just want it to be an audio call only. You can also make some of these your default settings, if you'd like.
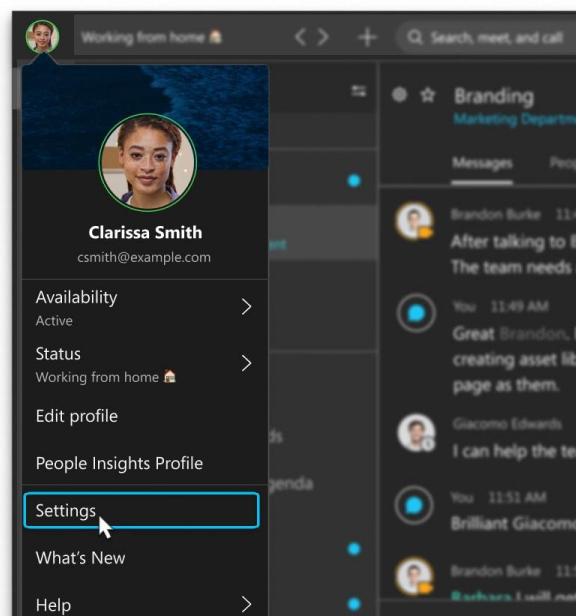
You can customize your video settings:
- Choose what camera to use.
- See yourself like you're looking in a mirror (Mirror my video)
- Blur your background or use a preset or custom virtual background.

You can also personalize your audio settings:
- Choose a headset, speaker, or microphone.
- Reduce disruptions with background noise removal and speech enhancement.

b. Voicemail

You don't have to worry about missing important calls. If someone calls you and you're unable to answer their call, they can leave you a voice message. You see a red badge counter letting you know how many messages you have. You can then check your voicemail directly in the app.

i. Set up your PIN

- Sign in to your Mobile App Settings and select My Profile.
- Click the "…" and select Reset Voicemail PIN.
- Enter your New Voicemail PIN, making sure to meet the following requirements:
  - Must be at least six digits long and a maximum of 8 digits. Numbers only!
  - Must not be any of your previous five PINs
  - Must not contain your extension number.
  - Must not contain single or groups of repeated digits (for example, 228883, 121212, or 408408).
  - Must not be a numerical sequence (for example, 012345 or 987654).
  - Must not contain numbers that are dialed in a straight line on the keypad.
  - Must not be the reverse order of your last PIN.
4. Re-enter your PIN in Confirm Voicemail PIN and click Save.

ii. Listen to your messages

You can listen to your voice messages right from the app and what you do with them after that depends on your calling service.
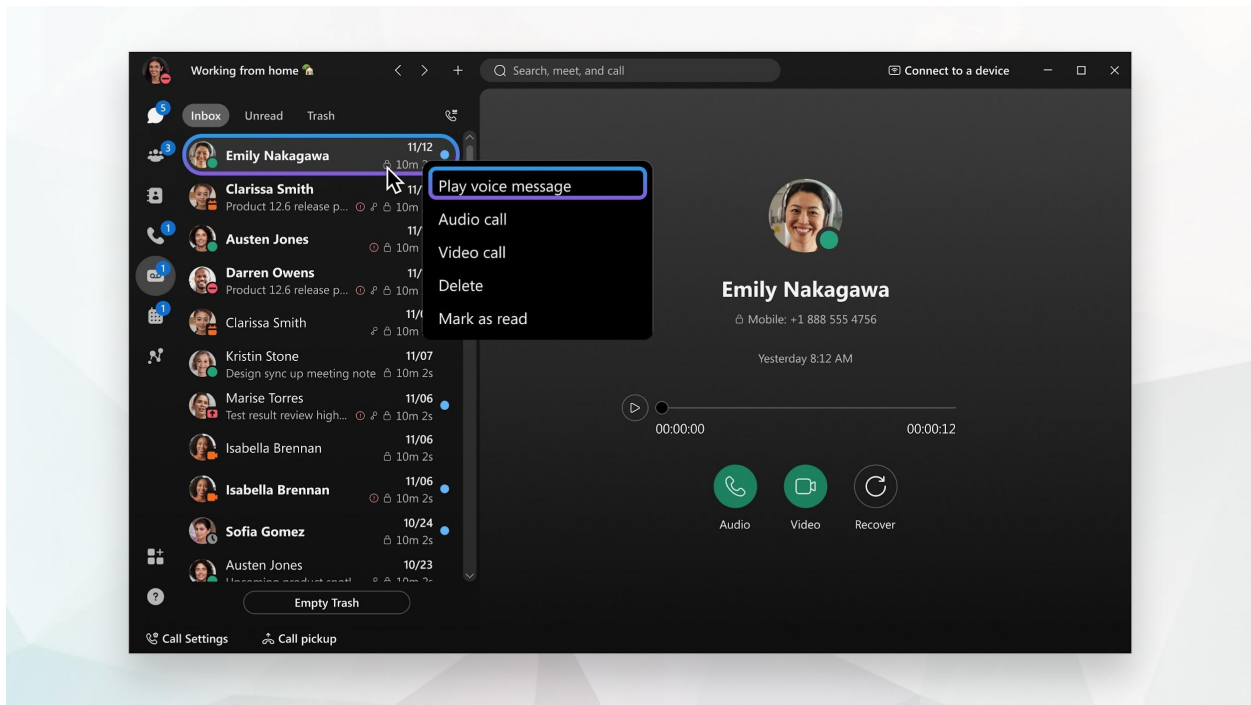
c. Call someone on Mobile App

If you're connected to each other in the Mobile App, you can call them on the Mobile App. These are special types of calls that let you add guests to the call, share your whiteboard, and share your screens. You don't use their phone number; you just need to be connected to them in the

app. Just look for the Audio or Video icon.
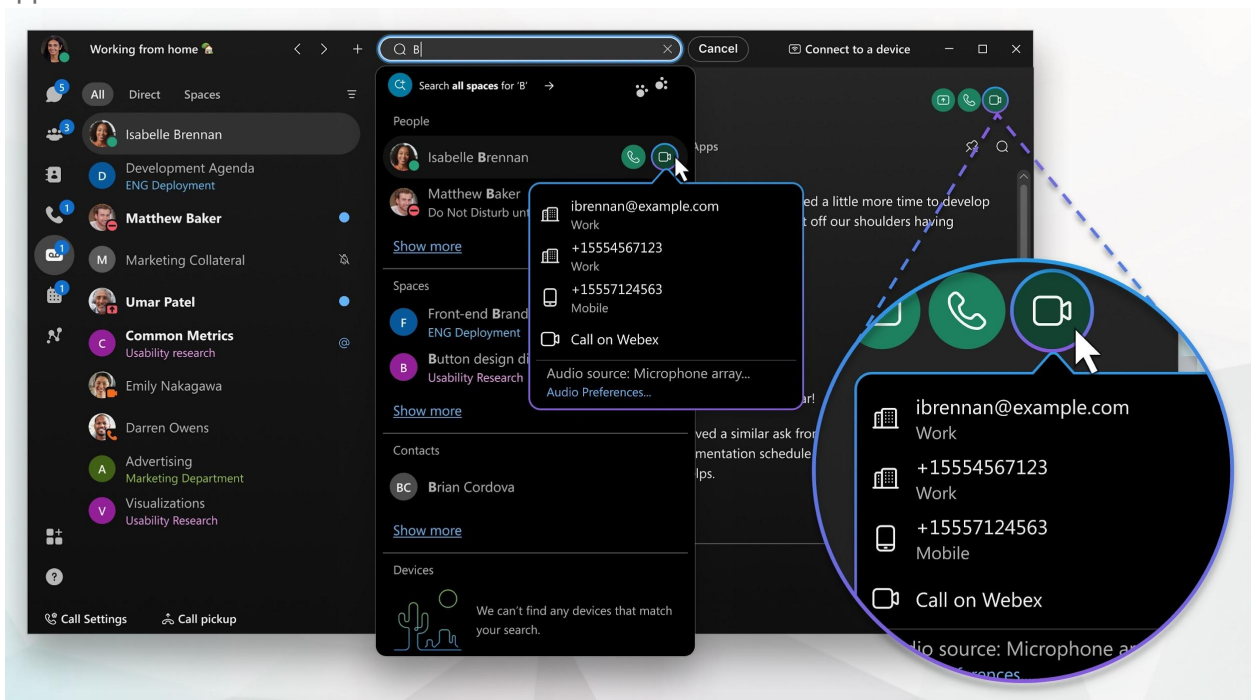
d. Answer a call

When you get a call, you get a notification that you can use to accept or decline it. If the person calling you has a Mobile App account, you can also message the person back if you're not able to take the call right away.
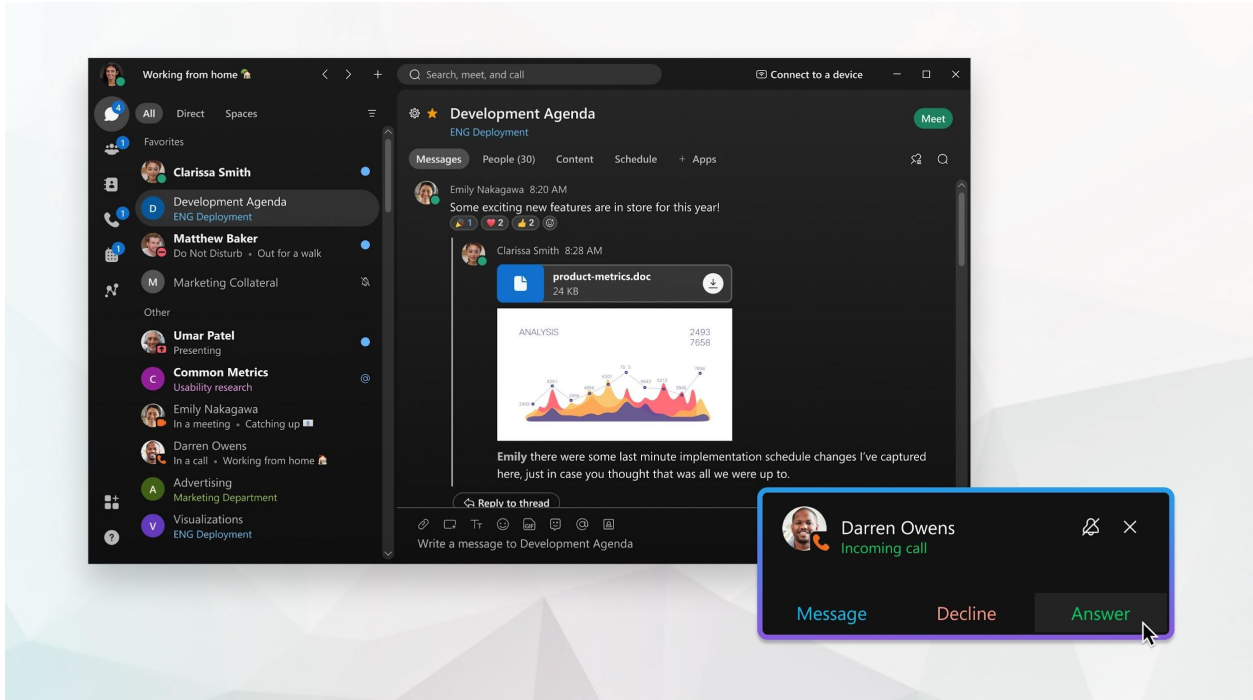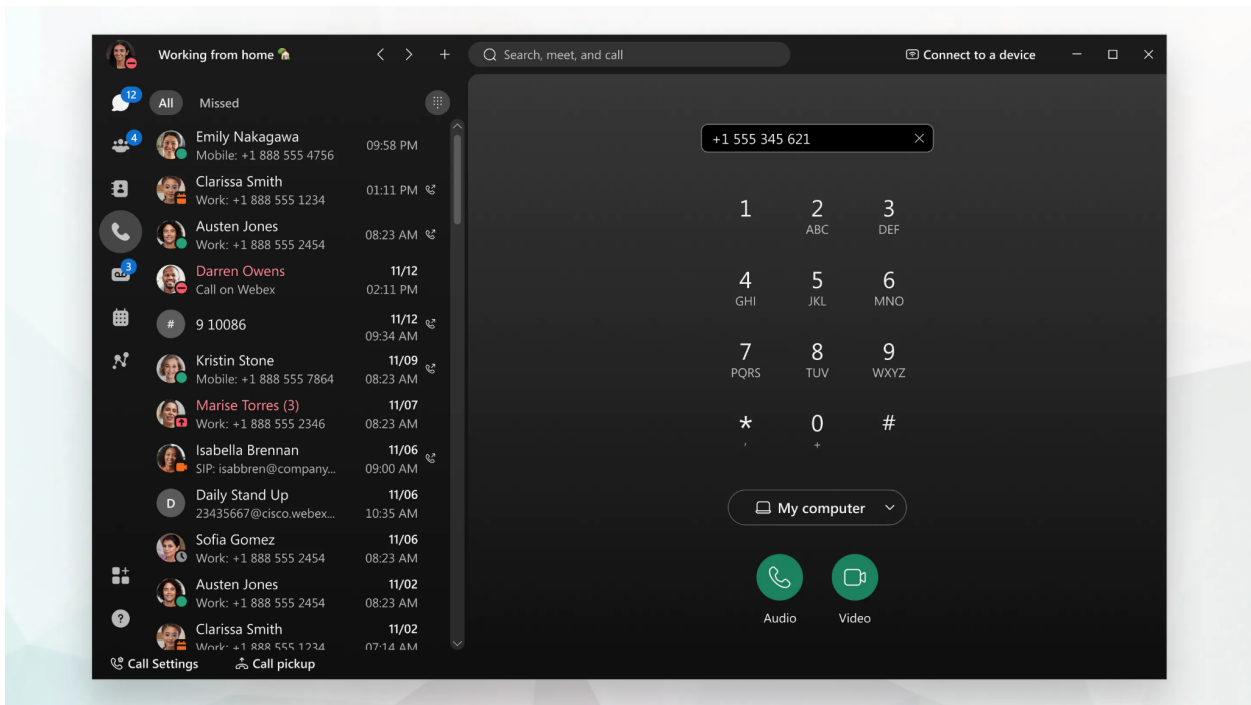

e. Call someone with a phone number

You can also call anyone else with a phone number. When you call like this, it's just like making a regular phone call from any other type of phone. If you want to call your favorite restaurant to make your lunch order, call them right from the app, and place your order.

Go to 📞, enter a phone number in the dial pad, and then choose whether you want to make it an

Audio 📞 or Video 📹 call.

You can even place a call from your app header. Just click 🔍 Search, meet, and call, enter the name, email address, or video address, and then press Enter to make the call.

After your call connects, you won't be able to turn on your video, but you can click ⋯ to get access to advanced calling features. You can put your call on hold or transfer the person to someone else. With some configurations, you can also merge calls or start a conference call.
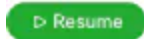
When you call like this, it's just like making a regular phone call from any other type of phone. If you want to call your favorite restaurant to make your lunch order, call them right from the app, and place your order.

When you're in a phone call, you may have access to certain features. Here are just a few features available:

- Put a call on hold—If you're on a phone call with someone and you get interrupted with something else that you need to take care of, you can put the call on hold and resume it when you're free to chat again.
- Transfer a call—When you're on a call, you can transfer that call to someone else.
- Forward a call—If you're going to be away from your desk but don't want to miss an important phone call, you can forward your calls to another phone number.
- Add someone to your contacts—You can add people to your Contacts list, making it easier to connect with the people you message and call most often.
- Voicemail—Don't worry about missing important calls. People can leave you a voice message and you can listen to the message right in the app.

i. Put a phone call on hold

- While on a phone call, select **More** ⬤ and then select **Hold**. After you put the call on hold, your spaces list shows that it's on hold . `On hold`
- To go back to your held call, select it from the spaces list and then select **Resume** .

`▷ Resume`


f. Transfer a Phone Call

When you're on a phone call, you can transfer that call to someone else and if you'd like, let that person know why you're transferring the call to them.
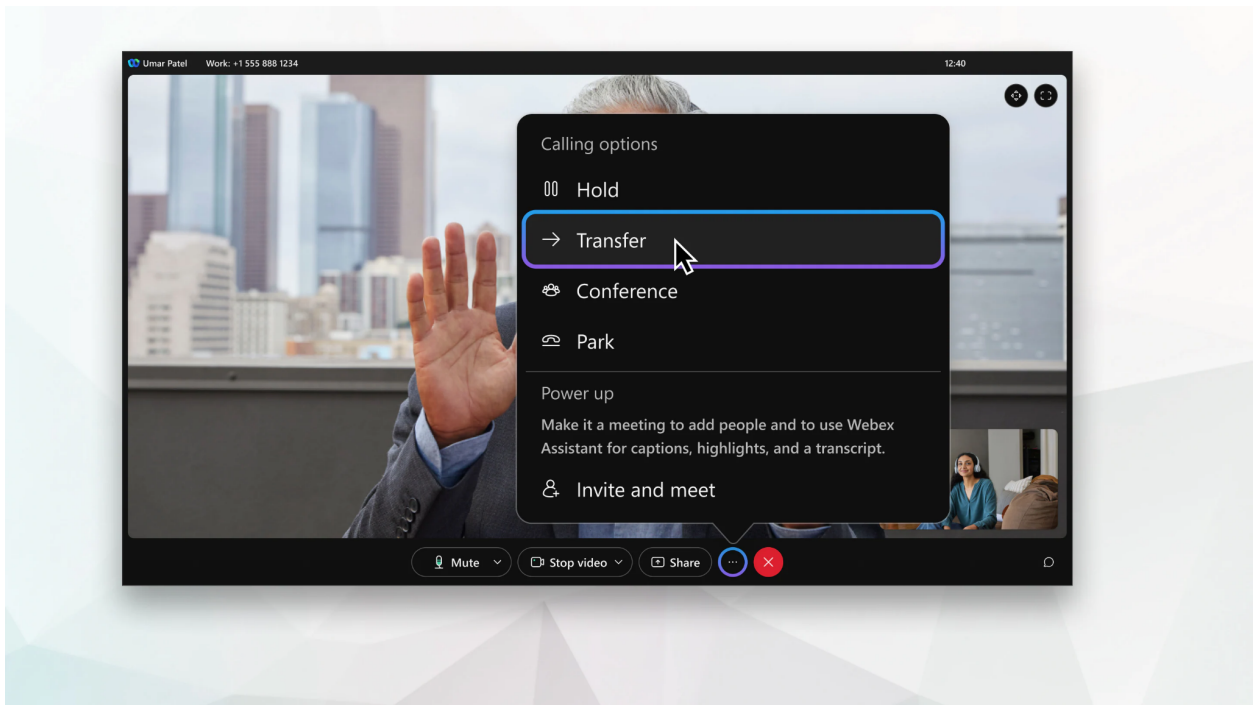
- While you're on a phone call, select **More** ⚫⚫⚫ and then select **Transfer.**

- Enter the name or number of the person you want to transfer the call to and then choose one of the following options:

  - **Consult first**—chat with the person on the receiving end of the transfer first before completing the transfer. If you searched for someone by name, choose their mobile or work number and then choose whether you want to make it an audio or video call.
  - Then, click **Resume** to go back to the first call or just click **Complete transfer**.
  - If you choose an audio call, you can adjust your audio preferences. Click Audio Preferences before transferring your call.
  - Transfer now (also known as blind transfer)—transfer the call right away with audio only. If you searched for someone by name, choose their mobile or work number to **complete the transfer.**

g. Forward your phone calls

If you're going to be away from your desk but don't want to miss an important phone call, you can forward your calls to another phone number. Or, if you don't want to be interrupted, you can send all your calls to voicemail instead. If you forward your calls to another number, you won't get called in the Mobile App anymore. So, be sure to turn call forwarding off when you're ready to take calls in the app again.
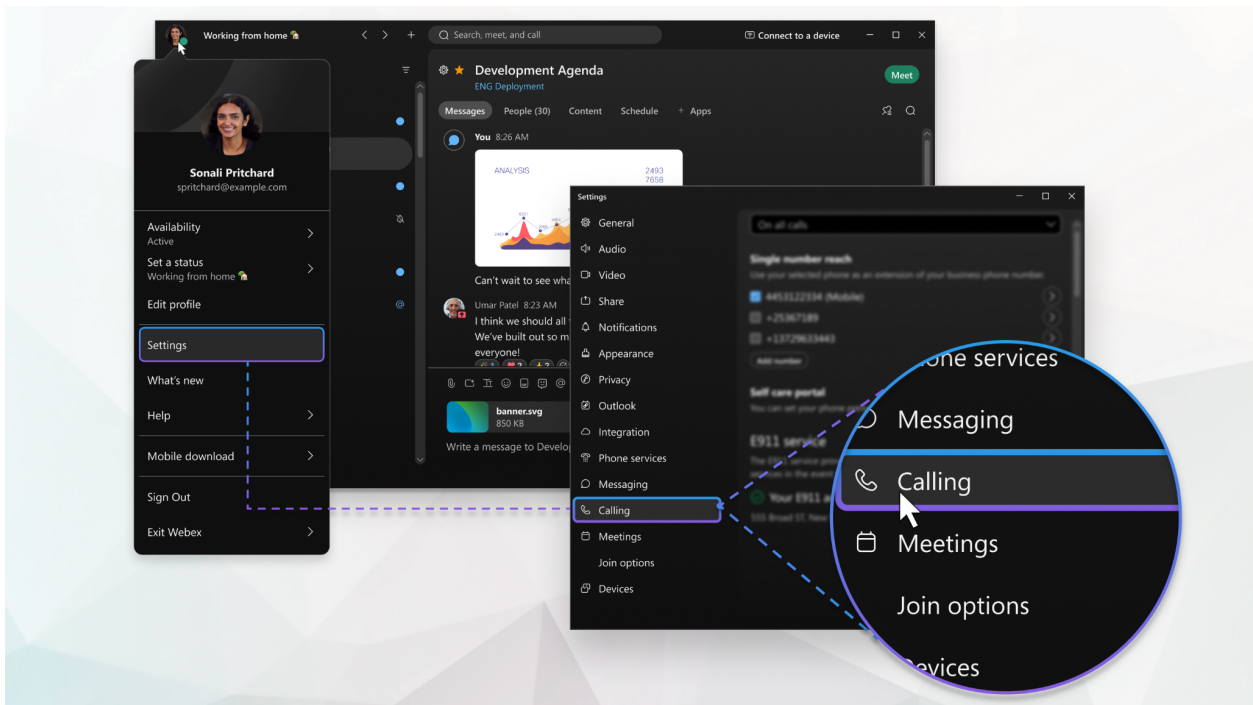
- Go to your profile picture, select **Settings** (Windows) or **Preferences** (Mac), and then click **Calling.**

- Go to Call Forward and then add a number to forward calls to or choose to forward your calls to voicemail.

  - After you've turned on call forwarding, **Phone and forwarding settings** in the footer for your app turns green and stays that way until you change the setting back to **Do Not Forward Calls.** You can manage your call forwarding from there.

h. Add someone to your Contacts list

Make it easy to connect with the people that you contact the most. You can create a Contacts list, add up to 500 contacts of your choosing (including contacts that are local to your device), and then group them and customize the contact information.
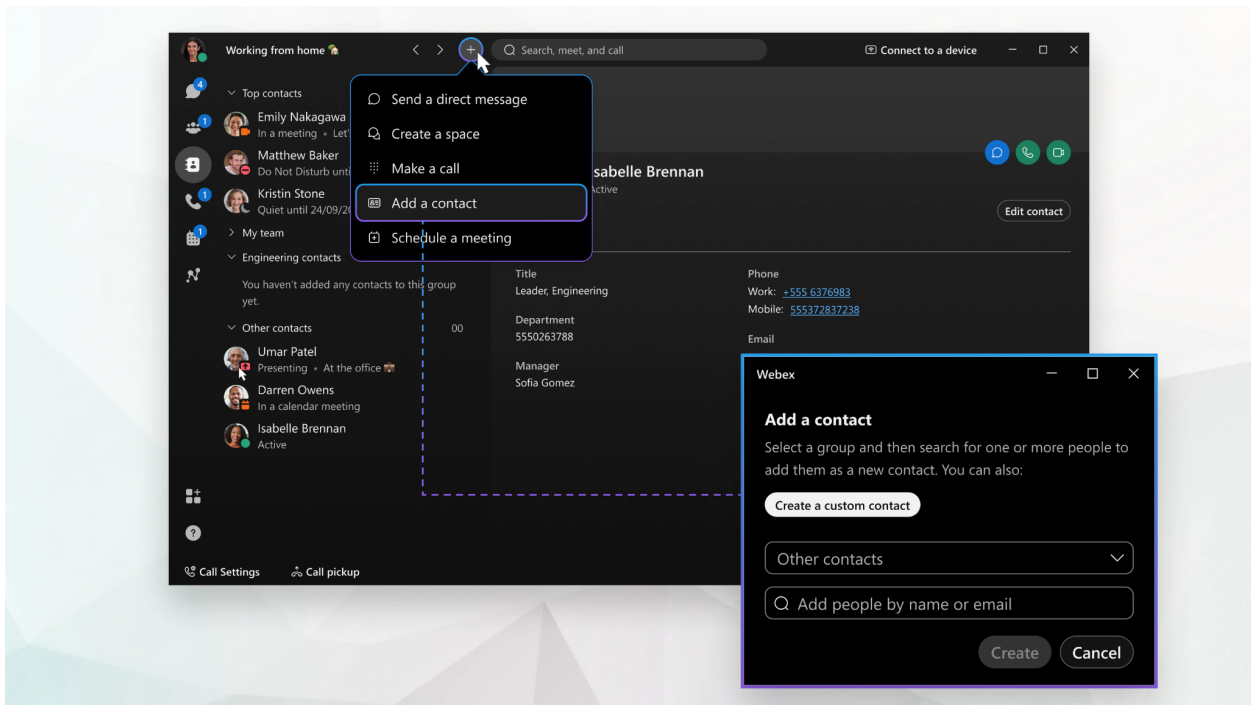
- Go to , and select **Add a contact** or click in the app header, then select **Add a contact.**

  ○ You can also right-click at the bottom of your Contacts list or in a space with another person from your Spaces list and select Add to contacts from there.
  ○ In Mobile App for Windows, you can also right-click a person's name in Search results and add them as a contact from there.

- Choose one of the following options:

  ○ Enter the person's name in the **Search** field, click the drop-down list to either assign the person to a default group (Top contacts or Other contacts) or **Create New Group**, and click **Add.**
    ■ If you're creating a new group, give the group a name and then click **Create.**

  ○ Click **Create a custom contact**, enter the person's information, and then click Save. Custom contacts can be used for things like your favorite pizza parlor. You can call and order pizza directly from the Mobile App.

  ○ The person now appears in your **Contacts** list under the appropriate group and you can send them a message or call them right from there. You can add them to additional groups by right-clicking the contact and then choosing **Copy to group.** You can move the contact to another group, as well.

■ If you want to add extra phone numbers or a SIP address to one of your saved contacts, you can open the contact, click **Edit contact** ✏️ , and then click **Add another phone number.** You can add multiple entries, and they'll appear as options the next time you place an audio or video call to your contact.

4. Messaging

a. Send a message

When you write your messages, you can send a quick one, or make it stand out with more text formatting and emojis. You can also share files, pictures, videos, and even gifs. Mobile App keeps a list of all the content shared in a space, so you'll never lose track of them. Use @mentions to make sure the right people see your message. Don't worry if you've made a mistake and need to edit it or if you've pasted in the wrong space and need to delete the message entirely.

Your messages are persistent. The next time you message the group, your conversation picks right up where you've left it. And after you send a message, you can see who's read your message.
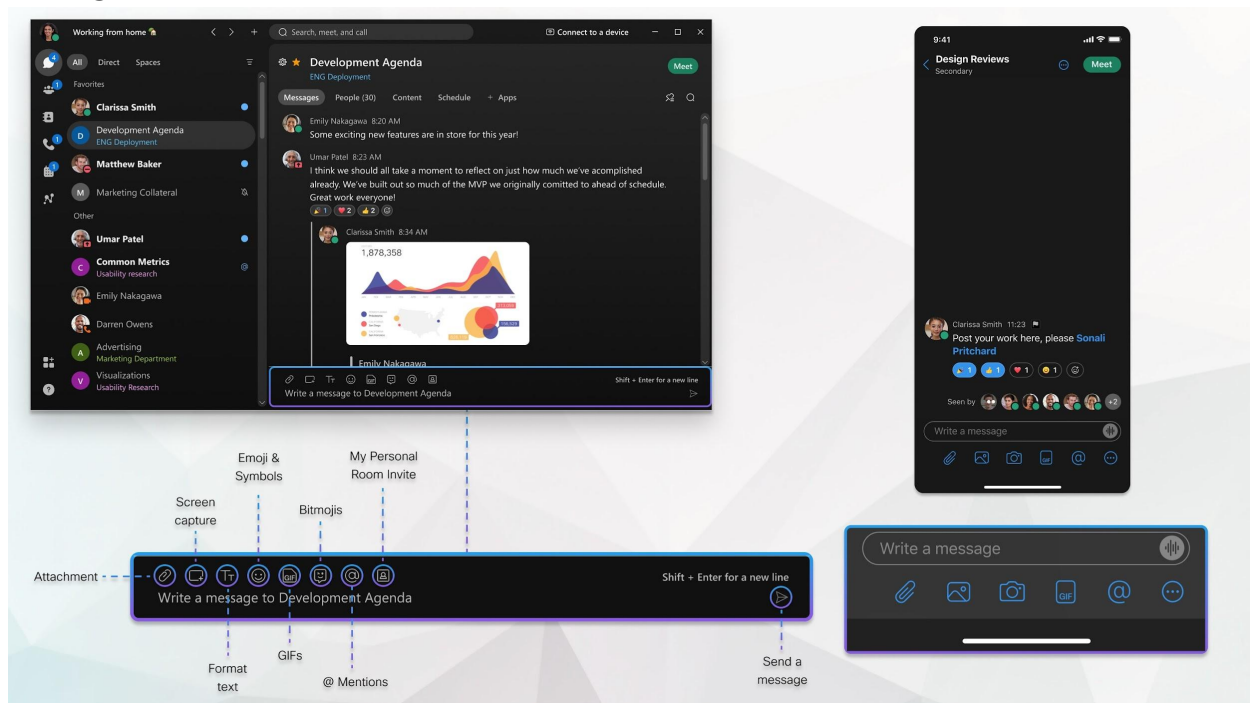
b. Read and respond to messages

When you get a new message, you're notified right away. If you're too busy to respond but want to see someone's message, you can just take a quick peek instead. People won't know that you've seen the message.

You can also make it easy for yourself and others to follow a specific train of thought using threading, quotes, and even forwarding a message to someone else.

c. Organize your messages

Another way to help keep you productive is by organizing your messages. You can filter your messages so that you can focus on just your unread messages, for example, or just spaces where you've been @mentioned.
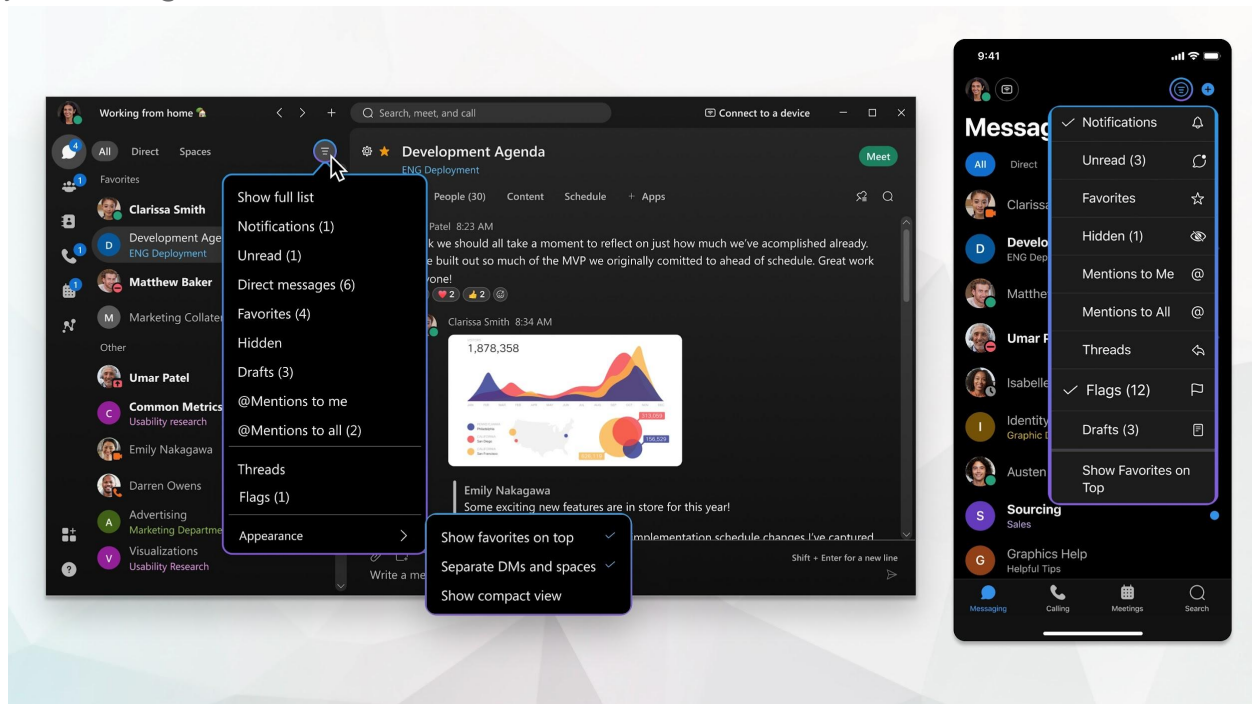
You can also flag important messages so that you can refer back to them easily.
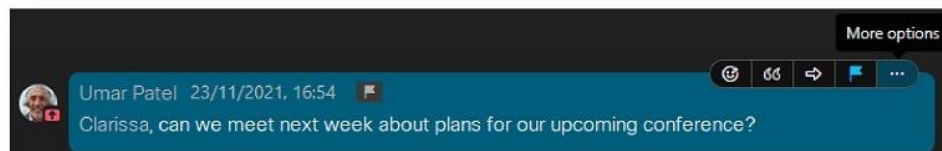
And if you're looking for a message or a file that was shared but can't remember what space it was posted in, you can search for it.
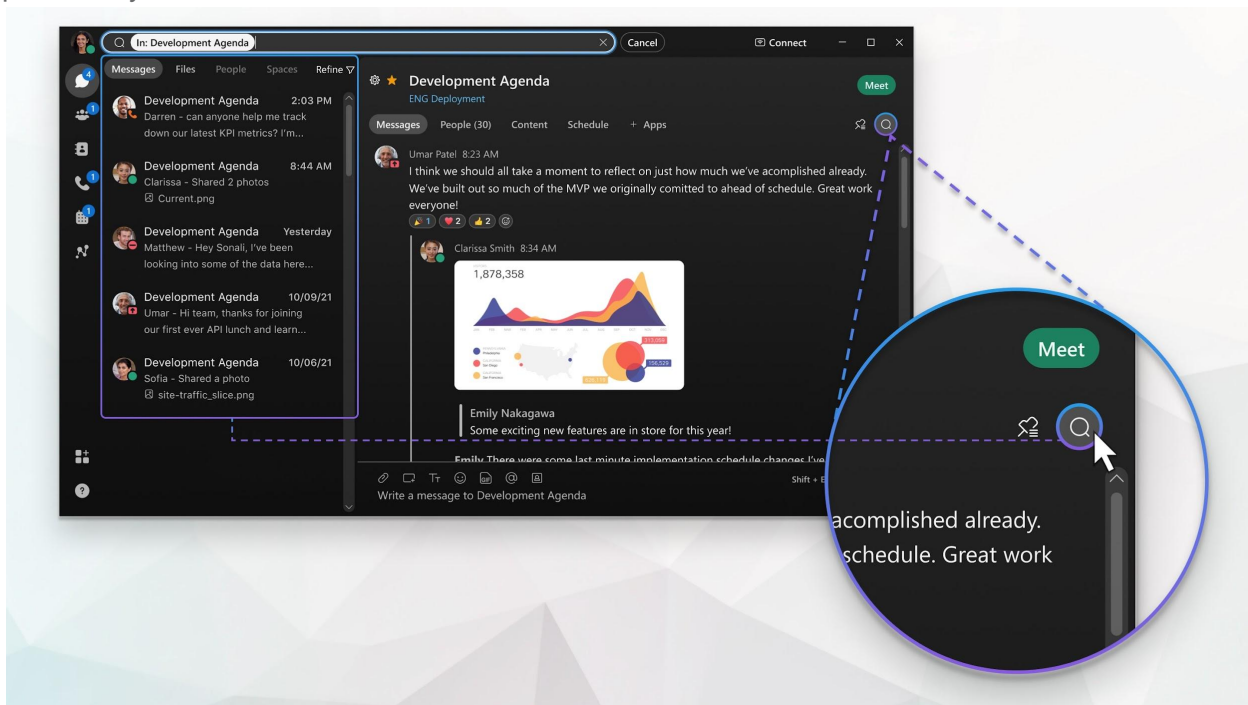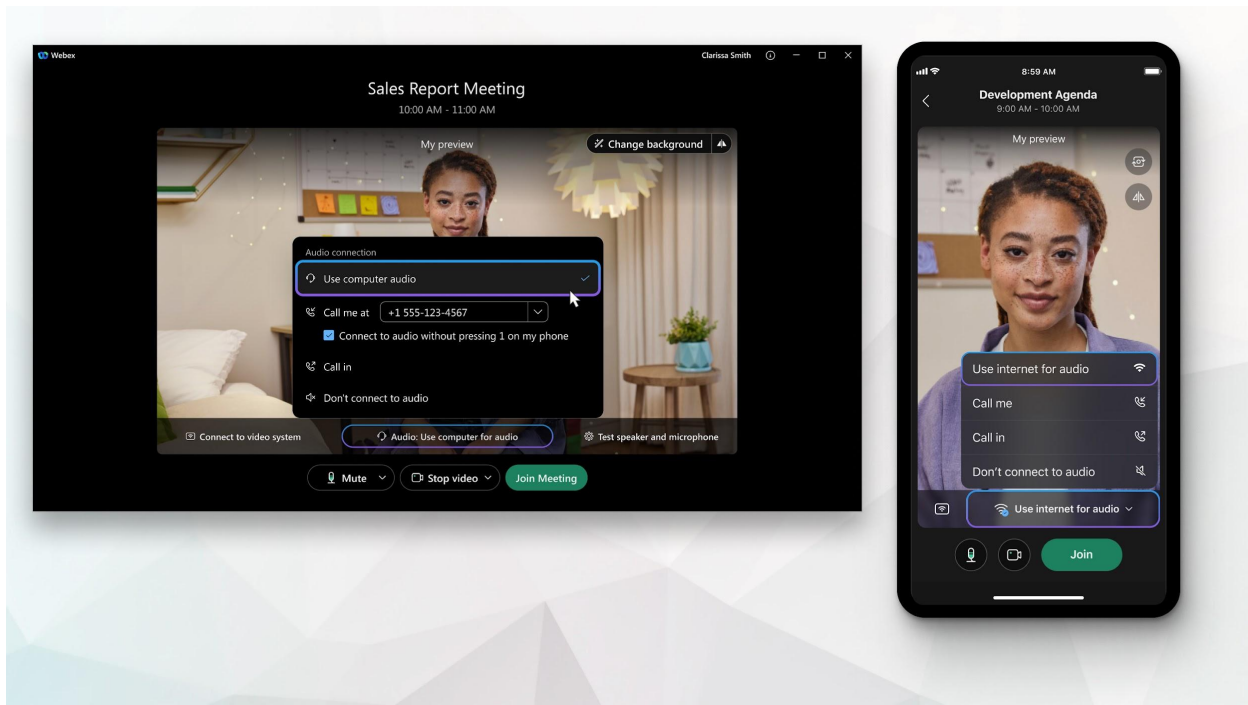

5. Meetings

a. Customize your audio and video preferences

When you join a meeting from your computer, the app automatically detects the audio and video devices you have connected to your computer, such as a headset. You can change your settings right before you start or join a meeting, like if you want your video on or you just want to dial into a meeting with audio only.

b. Choose your audio and video settings before you join a meeting or webinar

Before you join a meeting, webinar, or event, the preview window allows you to choose your audio and video and make sure everything looks good. Choose how you want to connect to the audio, mute or unmute your microphone, and turn your video on or off before you join a meeting or webinar.

Click **Audio**.

Choose how you want to hear the audio in the meeting.

- **Use computer audio**—Use your computer with a headset or speakers. This is the default audio connection type. You can use the system settings for your speaker and microphone, or choose which ones you want to use in the **Settings** menu.
- **Call me**—Enter or select the work or home phone number that you'd like the meeting to call.
- **Call in**—Dial in from your phone when the meeting starts. A list of global call-in numbers appears after you join the meeting. Make a note of the access code or meeting number and the attendee ID. You'll need to enter these numbers to join the meeting. If you want to join the meeting, webinar, or event with your audio muted, click **Mute** .
- Click **Unmute** when you want to speak. In some meetings, the host may not allow attendees to unmute. If you're prevented from unmuting, Unmute is locked until the host allows you to unmute.
- Choose to turn your video on or off. To join a meeting with your video turned off, click **Stop video** .
- Click **Start video** when you want to show your video. If you want to set your video background, click **Change background**, and then choose one of the available options

- Mobile App users: Click the **Video options** drop-down list next to **Stop video**


, and then choose one of the options.

- By default, your self-view video shows in mirror view. You can turn off mirror view if you want to see yourself in your self-view video the same way that other meeting participants see you.

  If you're happy with the audio and video settings that you chose for this meeting, you can save them for your next meeting.
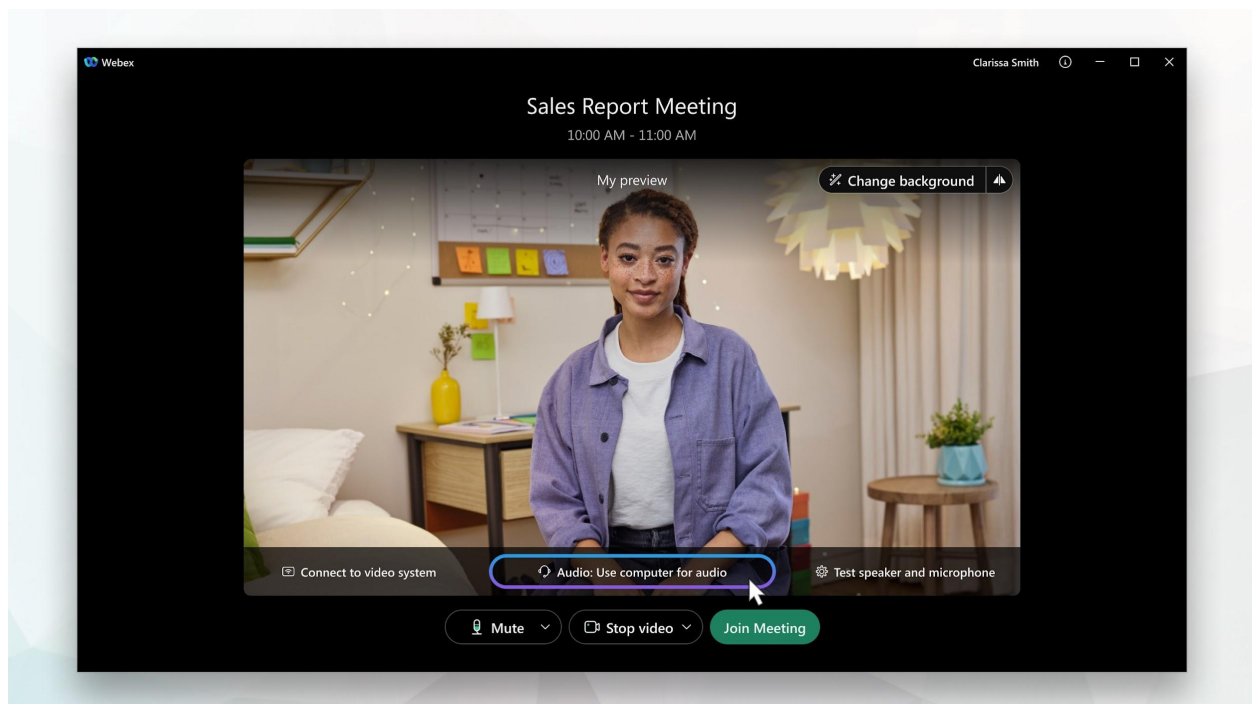
You can also make some of these your default settings, if you'd like.
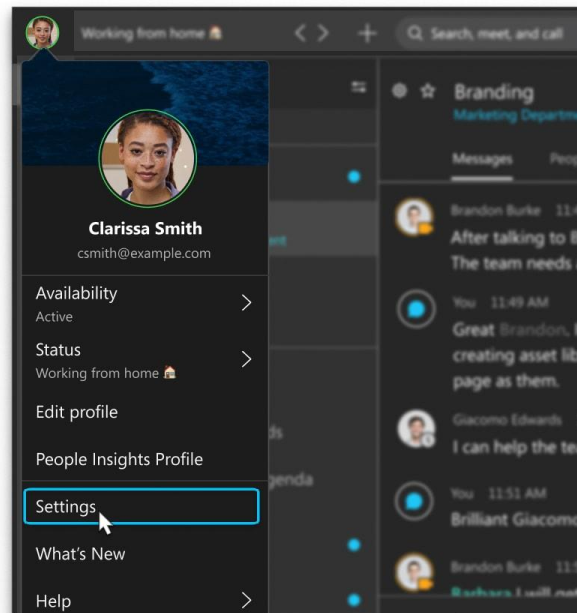
You can customize your video settings:
- Choose what camera to use.
- See yourself like you're looking in a mirror (Mirror my video).
- Blur your background or use a preset or custom virtual background.

You can also personalize your audio settings:
- Choose a headset, speaker, or microphone.
- Reduce disruptions with background noise removal and speech enhancement.

c. Start your first meeting

With the Mobile App, you can meet whenever you need to—right away or later. There's two ways to start or schedule your meetings in the app, either from the calendar or from your spaces. No matter which you choose, you can connect with video or just audio, record your meetings, set your virtual background, get rid of distracting background noise, and share your screen during your meeting.
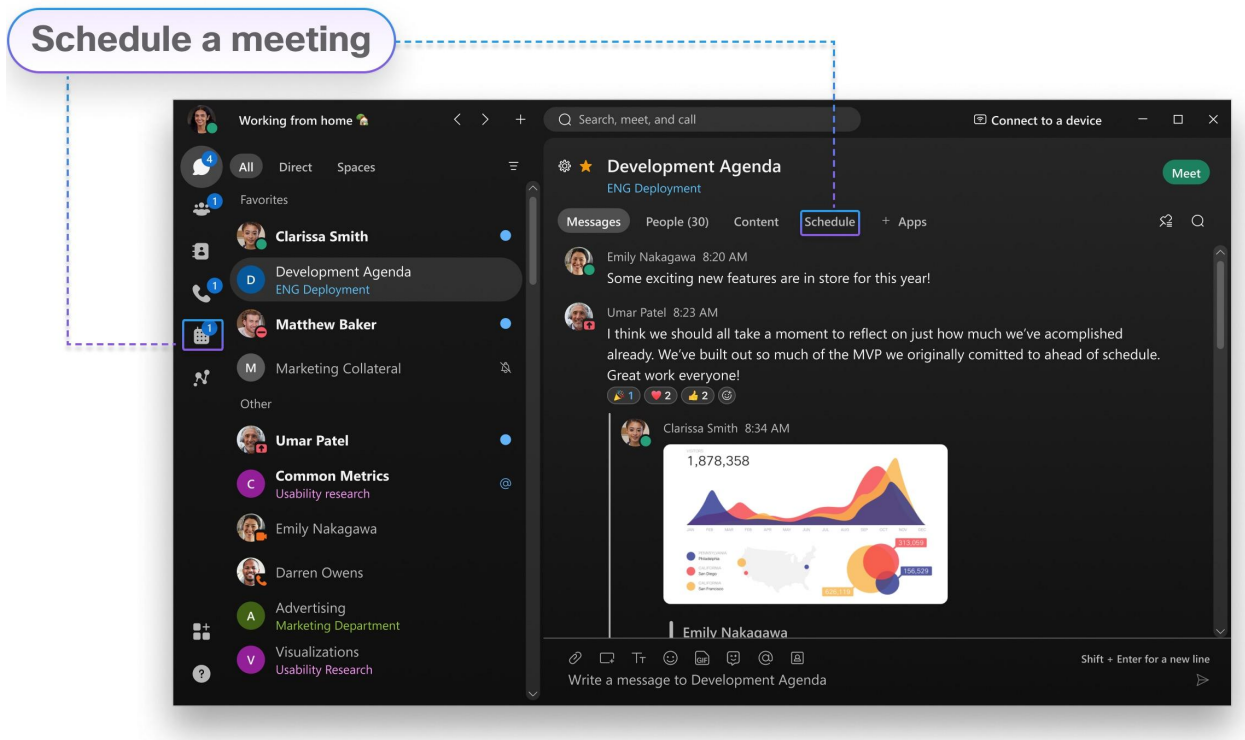
Schedule a meeting

i. From a space

If you're already working together in a space, anyone can start an instant meeting to meet right away or schedule one for later. With these types of meetings, everyone in the space gets invited automatically and gets treated like a host. So, during the meeting, everyone can let people in, mute people, and record. Since you're meeting in the same space where you're working, you get easy access to your messages, files, and whiteboards, and you can work on them while you're in the meeting.

ii. From a calendar

From your Meetings calendar, you can start a meeting right away in your Personal Room. You'll see this option if you have a host license, and it gives you a virtual conference room assigned just to you. Because it's your own room, your link's always the same.

If you don't see that choice, you can still schedule a meeting with anyone else. You don't need to be connected to them in the app, and they don't even need to have a Mobile App account. Plus, you or anyone you assign as a cohost can start the meeting, invite people to it, start breakout sessions, enable recording transcripts, and more.

d. See your upcoming meetings

Knowing what meetings you have can help you plan your work day. You can view details about your upcoming meetings in your meetings list, like what the meeting is about, when it's happening, who's invited, and who scheduled the meeting. When it's time for a meeting to start, you can join it from the meetings list, too.
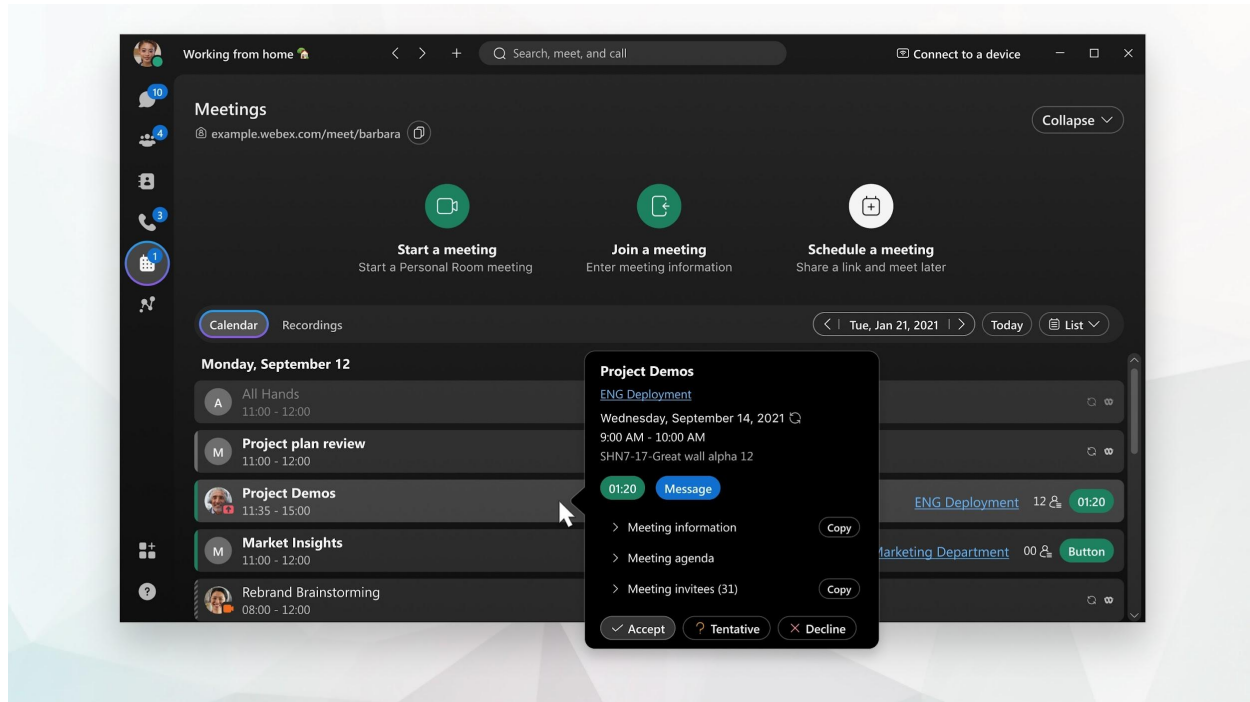
e. Share content in a meeting

When you share content in Mobile App, everyone in the meeting can easily see what's being discussed. Anyone can share content, but only one person can share at a time.
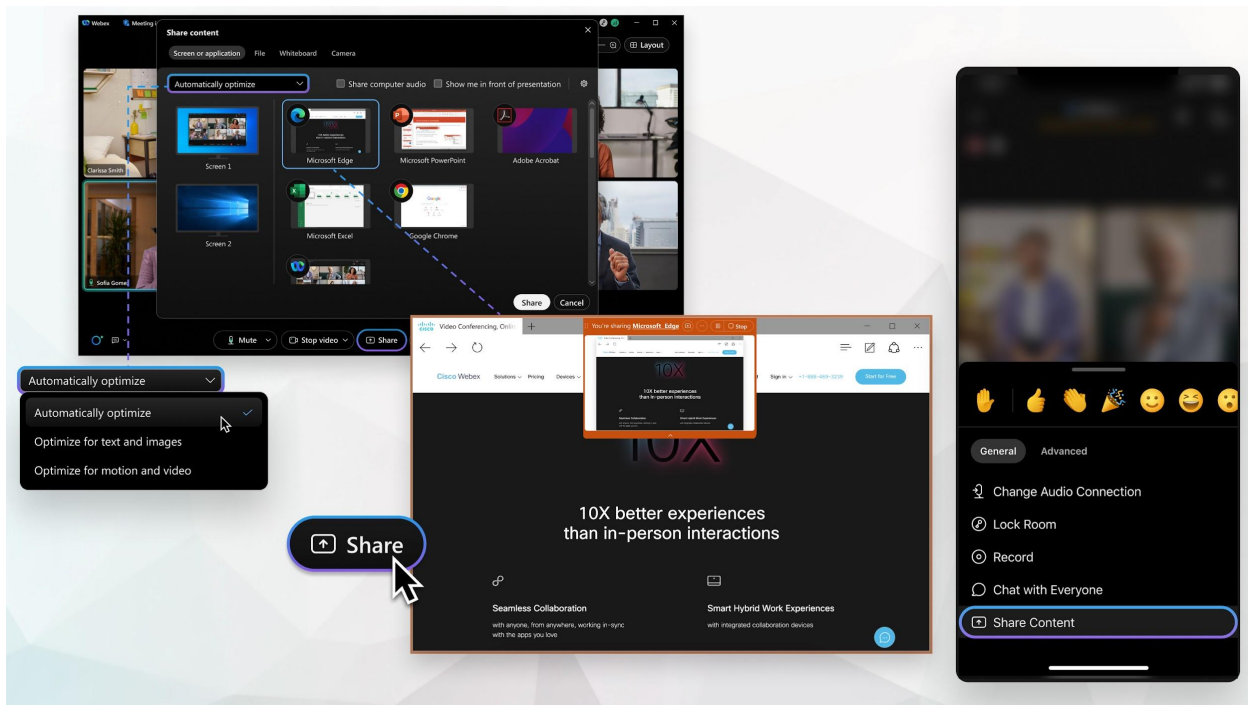
You can share content when you're connected to a room or desk device.

- During a meeting, select Share.
- When you're sharing content with video or audio, you should check these options:
- Optimization drop-down list:
    - Automatically Optimize—Chooses the best optimization for your content type.
      Optimize for text and images—Displays text and images in your shared content at the highest resolution and clarity possible.
      Optimize for motion and video—The video plays back much more smoothly, as some resolution is sacrificed in favor of a higher frame rate to reduce lag and increase fluidity in your shared video, animation, or dynamic content.
        - This option may not improve the frame rate in meetings with over 25 attendees.
        - If you choose this option, Share computer audio is automatically turned on for you.
    - Share computer audio—Allows others to hear your computer audio in addition to your microphone audio.
- Choose the screen or application that you want to share.
    - Hold **Shift** to select multiple applications. Everyone in the meeting will see one of the shared applications at a time only.
        - If you don't see the app that you want to share, scroll to see all your open apps.

■ You'll just see the name of the app when the app is minimized, when the app relies on hardware to display graphics, or when it's a Universal Windows Platform app.
● Check the Show me in front of the presentation check box to show your video in front of the shared content.
● Preview what you're sharing at the top of the screen. Check that you're sharing only what you want and that everyone in the meeting can see it.

To show the preview after it disappears, go to the tab in the control bar at the top of the screen and click the down arrow.
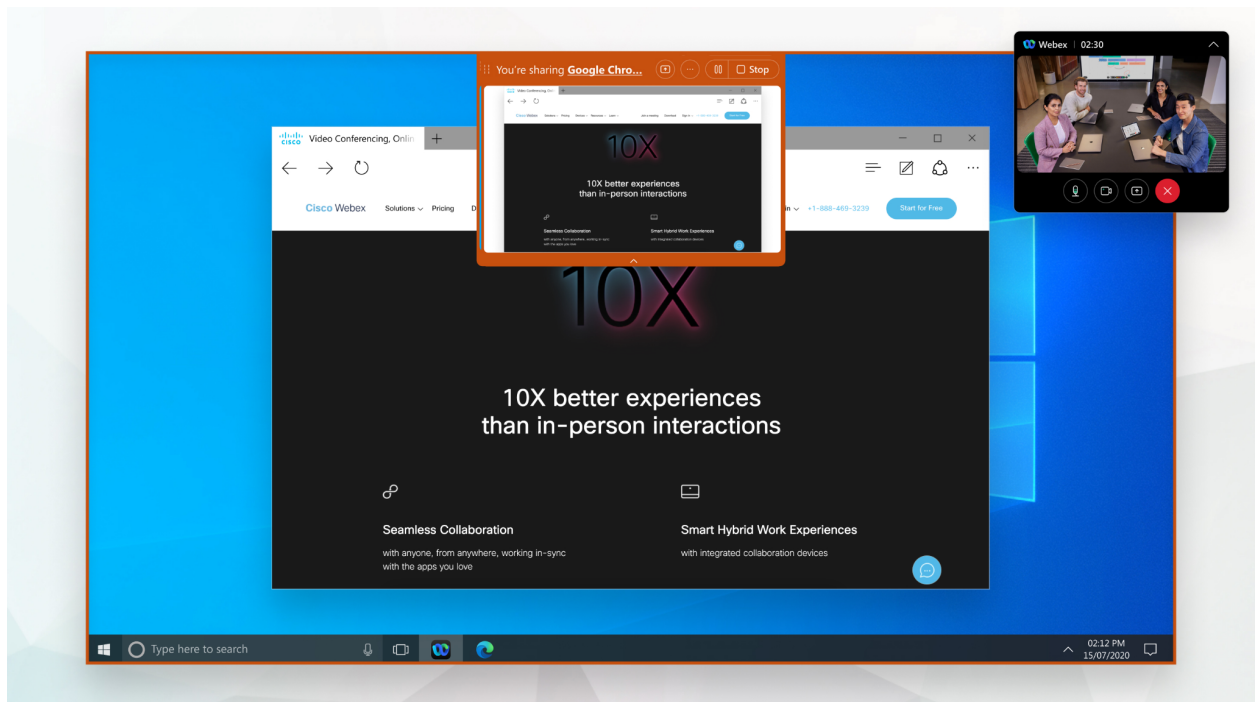
Mobile App suppresses notifications for incoming messages or calls when you're sharing your screen or application while in a meeting.

● While you're sharing, you can select the following:
   ○ If the share control bar is covering the shared content, drag the bar to any other edge of the screen.
   ○ If the thumbnail videos are covering the shared content, drag the floating panel to another location on the screen.

   ○ **Share something else** or the You're sharing link to switch to another screen or application without needing to stop sharing first.

   ○ **Annotate** to mark-up a shared screen during a call or a meeting.

- **Pause** to pause sharing your screen or application.

- **Resume** to resume sharing your screen or application.

● Use the floating panel to conveniently access the following options:
  ○ **Mute** or **Unmute** to mute or unmute yourself.
  ○ **Stop video** or **Start video** to turn off or turn on your video.
  ○ **Focus view** to show the active speaker's video only.
  ○ **Grid view** to show the videos of the meeting participants.
  ○ **Hide video view** to hide all thumbnail videos. The name of the active speaker shows in the floating panel.

● When you want to stop sharing, click **Stop** at the top of the screen.

f. Record a meeting in the cloud

Record meetings and events in the cloud to easily access your recordings and share them with anyone you need at any time.

As the host or cohost of a meeting with a Premium account, you can record meetings in the cloud. Your cloud recordings include the participant audio, video, and anything that's shared during the meeting. If you're attending a meeting, you can't record the meeting yourself. Ask the host to record and share the recording with you.

- If you start a meeting by phone, you can't record it.
- If you are the cohost, you can't start recording a meeting if the host is in the meeting.
- If you sync your stage with everyone, the first person that you add to the stage appears in meeting or event recordings instead of the active speaker. If you want to record the active speaker instead of the first person on the stage, contact support.
- If you show your camera in front of the presentation when you share content, your camera video won't appear in meeting or event recordings.

g. Recording format

Recordings in the cloud save in MP4 format.

Recording location
When the recording is ready, it saves to your Mobile App site. The meeting host can access the recording and share them with the cohost or anyone else that needs it. The host also receives an email with all the details to share and play the recording.

If your meeting is associated with a space, the recording link automatically appears in the space where the meeting took place. Everyone in the space is treated as the host and can access the recording.

Depending on file size and bandwidth, it can take up to 24 hours to receive the recording.

h. Recording settings

You can select the screen layout for your recordings so they fit the format and content of your meeting or event. You also have the option to record a transcript of what was said during the meeting.

- Click **Record** ⦿ Record and select the cloud option.

   For the Mobile App, go to the **Options** drop-down and select the option for the cloud.

   If your meeting is associated with a space, you can't change the settings.

If you don't see the **Record** button, look for it under **More** ⚫ options.

- Click **Record**.

- When needed, click **Record** [🔴 Record] , and do one of the following:
    - Click **Pause** and **Resume** to maintain a single recording.
    - Click **Stop** to end your current recording.

For meetings or events that last many hours, it's a good idea to make multiple recordings for more manageable file size and easier viewing.