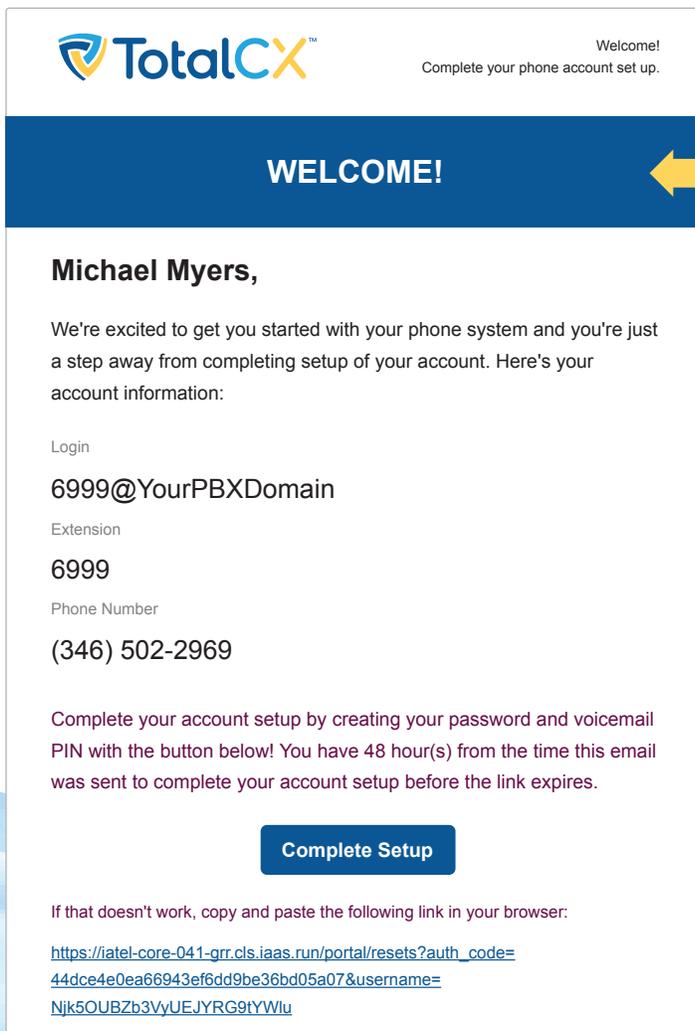


Getting Started

Welcome to the InteractiveTel TotalCX™ Mobile app. TotalCX™ Mobile allows you to make and receive calls while on the go, as if you're in the office. You will also be able to receive voicemails, transfer calls or chat with other users in the organization and much more. **This document will walk you through how to setup and login to the app.**

1. Welcome! emails

You will receive a **“Welcome!”** email which contains important information about your InteractiveTel account. If you did not receive an email, please add donotreply@interactivetel.com to your safe sender list and check your spam folder. Contact your customer success manager or the office, if you are unable to locate the email. An email will be resent to you.



Login

This is the “Username” for your TotalCX™ Mobile app. In the example provided, user Michael Myers’ “Username” is **6999@YourPBXDomain**.

Extension

This is your extension number on the phone system.

Phone Number

This will show you which phone number is assigned to your extension (DID).

When you receive this email select the “Complete Setup” option for the next steps.



2. Complete Setup

Now that you have received InteractiveTel's "Welcome!" email it is time to complete the setup and create a new Password for your TotalCX Mobile app.

After you've selected the "Complete Setup" button from your "Welcome!" email, you will be redirected to a **New User Credentials** web page as seen below.

New User Credentials

Please set a new password and voicemail pin to continue.

New Password

Minimum length of 8 characters, minimum of 1 capital letter(s), minimum of 1 number(s).

Confirm Password

Voicemail PIN

Minimum length of 4 characters.

New Password

Enter your new password. Please note that there is a minimum length of 8 characters, at least 1 capital letter and 1 number should be included. This will be used for your TotalCX™ Mobile app registration with InteractiveTel's cloud-based phone system. As well as access to the phone portal web UI.

Confirm Password

Enter your new password again.

Voicemail PIN

This is your extension's voice mailbox passcode. Note the minimum length of 4 characters.

Save

After entering your New User Credentials you must Save.

Once saved, you can now download and open the TotalCX™ Mobile app and enter your New User Credentials to register your extension.



3. Downloading TotalCX™ Mobile

To download TotalCX Mobile go to your smartphone's App Store and search for TotalCX™ Mobile or use the link or QR code below:



TotalCX Mobile

InteractiveTel LLC

Free



iOS:

<https://apps.apple.com/us/app/totalcx-mobile/id1618191033>



Android:

<https://play.google.com/store/apps/details?id=com.interactivetel.mobilecx.android>





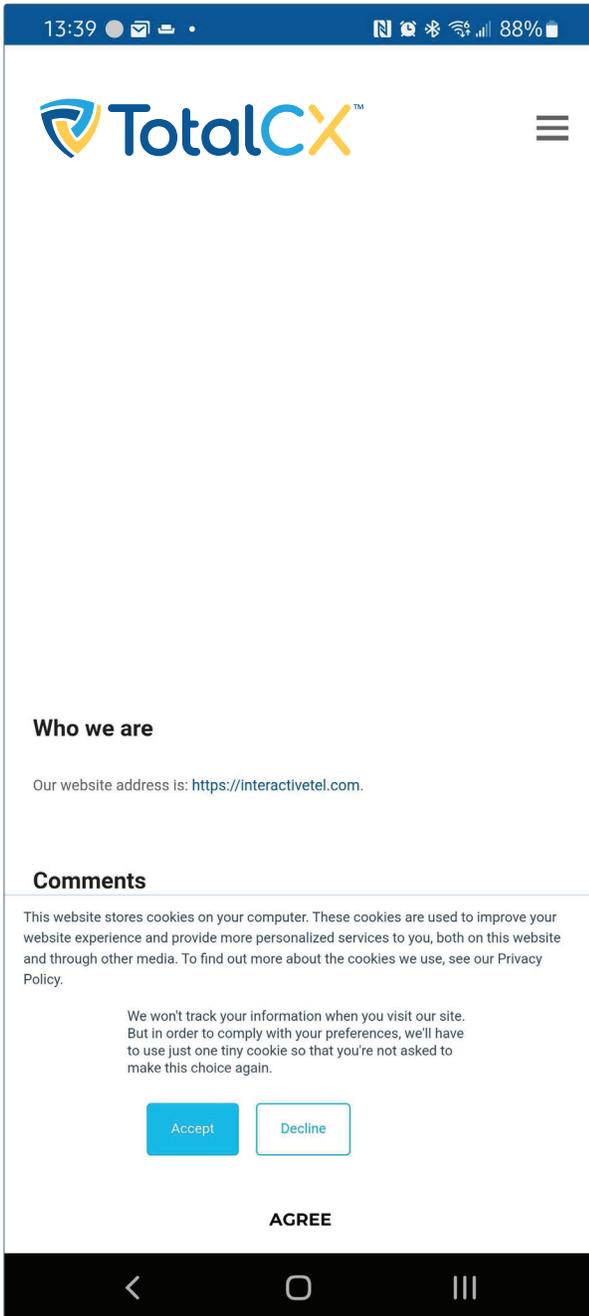
4. Register TotalCX™ Mobile to InteractiveTel

Once the app is downloaded, use the credentials that you created from the welcome email to log into the app. In the example below, the end user's login or username is **6999@YourPBXDomain**. Once you've entered your **Username** and **Password**, click to **Sign In**.

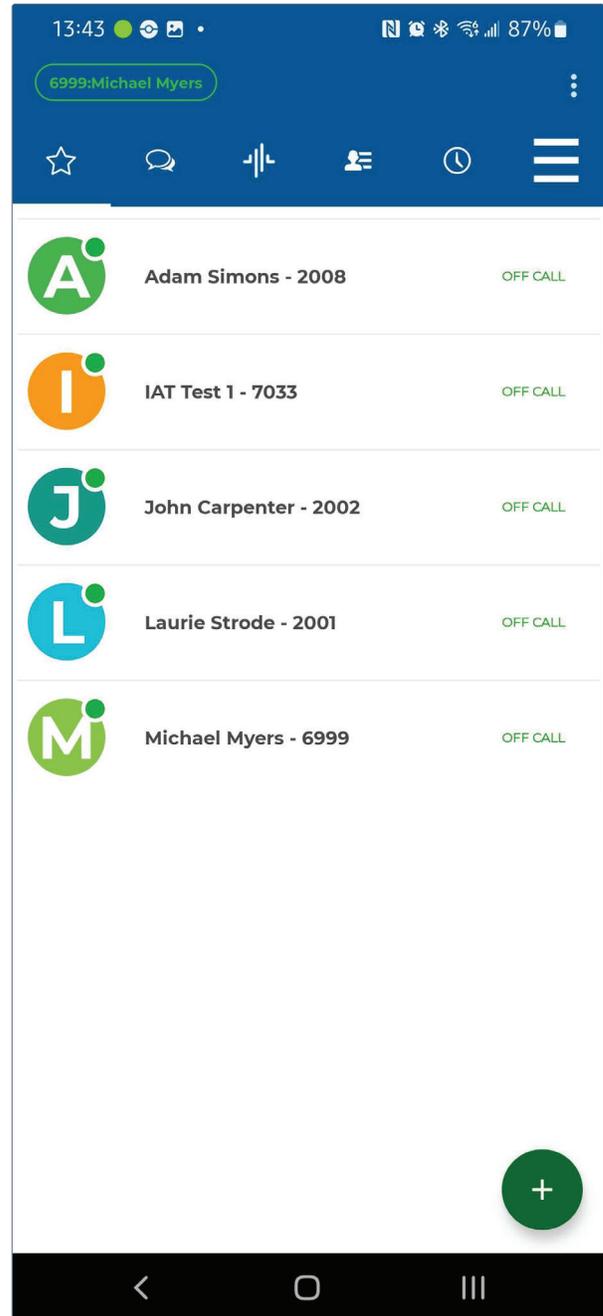


IMPORTANT:

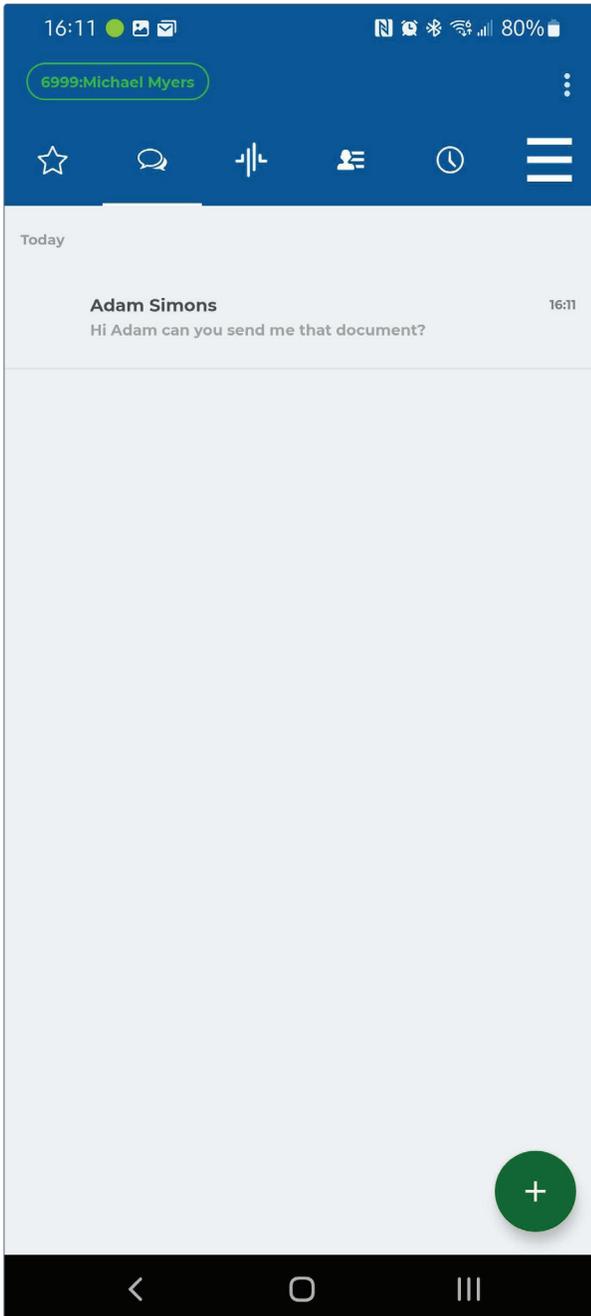
Upon logging into the app, you will need to agree to **Terms and Conditions** as well as allowing TotalCX™ Mobile to access your smartphone's microphone and other optional permissions.



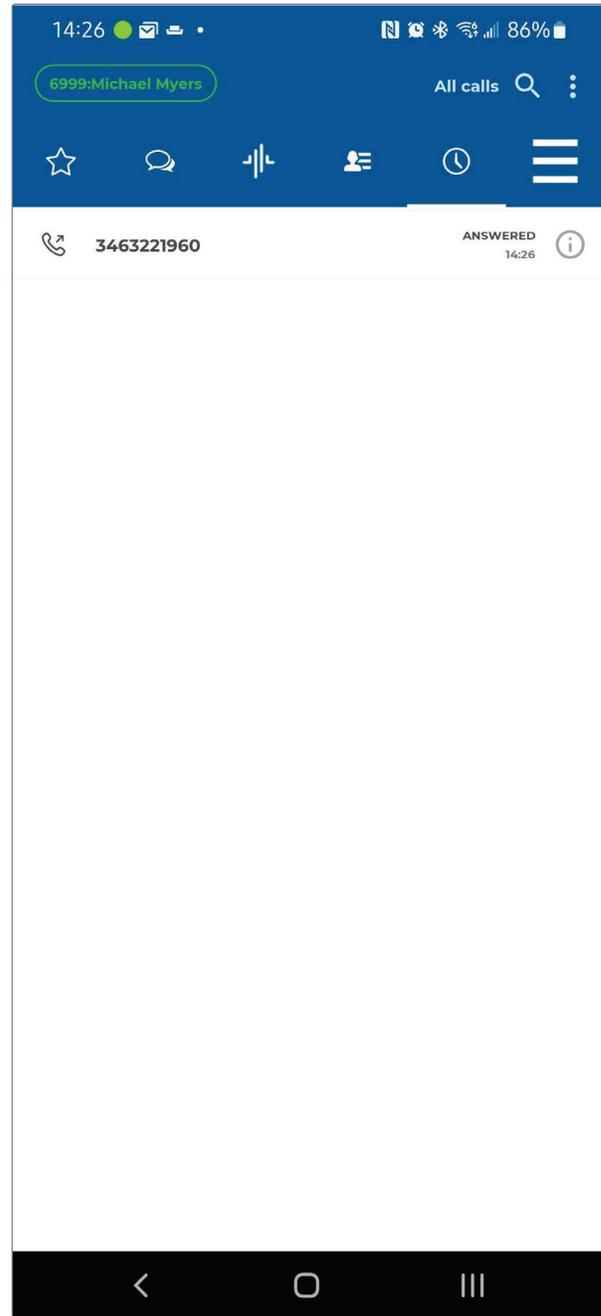
 TOS Agreement page, click **Accept**.



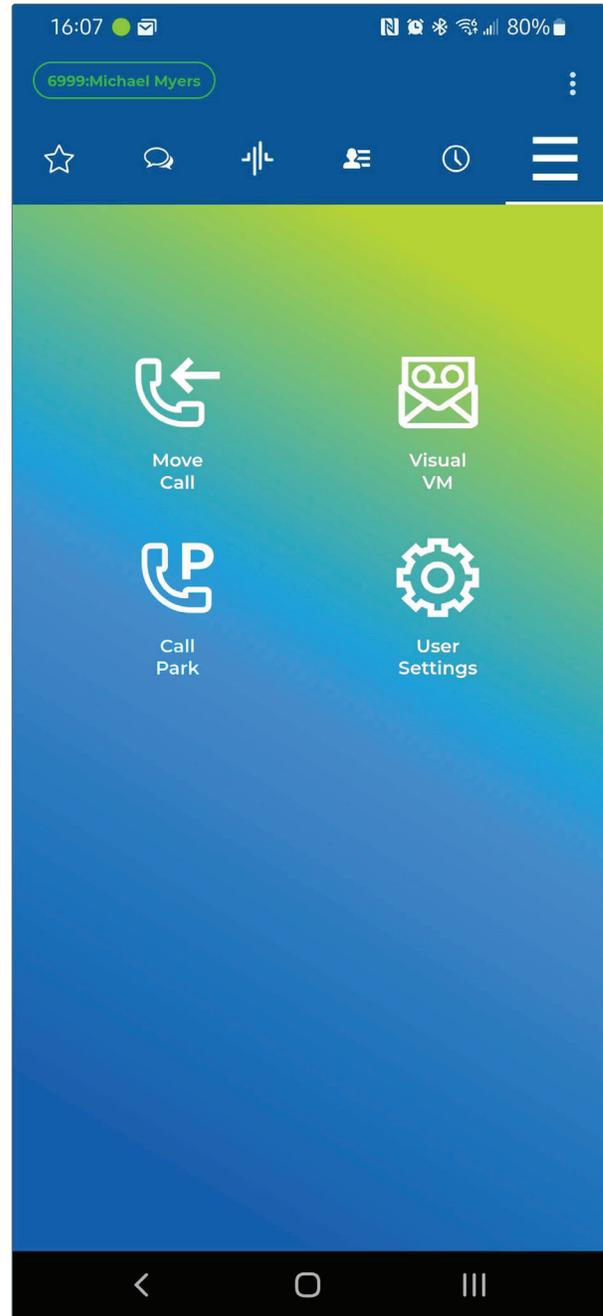
 Favorite contacts page/
company quick dial



 SMS/chat tab, make/respond to threads



 **Call history tab:**
See calls received and made from mobile app.



 Dial pad to make outbound calls.



Additional settings tab, can move active call to mobile app from desk phone, see voicemail box, park calls, or additional user settings (answering rules, voicemail greeting, turn on voicemail to email etc.).