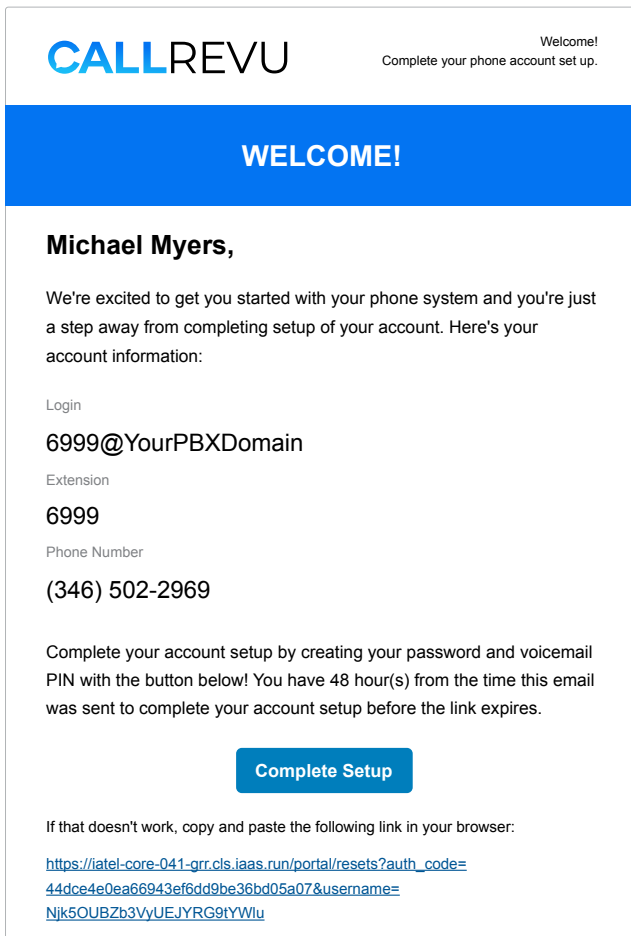# GETTING STARTED

**Welcome to the InteractiveTel CallRevu Mobile app.** CallRevu 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 a nd 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.

**CALL**REVU

Welcome!
Complete your phone account set up.

**WELCOME!**

**Michael Myers,**

We're excited to get you started with your phone system and you're just a step away from completing setup of your account. Here's your account information:

Login
6999@YourPBXDomain

Extension
6999

Phone Number
(346) 502-2969

Complete your account setup by creating your password and voicemail PIN with the button below! You have 48 hour(s) from the time this email was sent to complete your account setup before the link expires.

**Complete Setup**

If that doesn't work, copy and paste the following link in your browser:

https://iatel-core-041-grr.cls.iaas.run/portal/resets?auth_code=44dce4e0ea66943ef6dd9be36bd05a07&username=Njk5OUBZb3VyUEJYRG9tYWlu

### Login
This is the "Username" for your CallRevu 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.

**CALL**REVU

## 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 CallRevu 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.

**Save**

**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 CallRevu 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 CallRevu Mobile app and enter your New User Credentials to register your extension.

# 3. DOWNLOADING CALLREVU MOBILE

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

**CallRevu 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

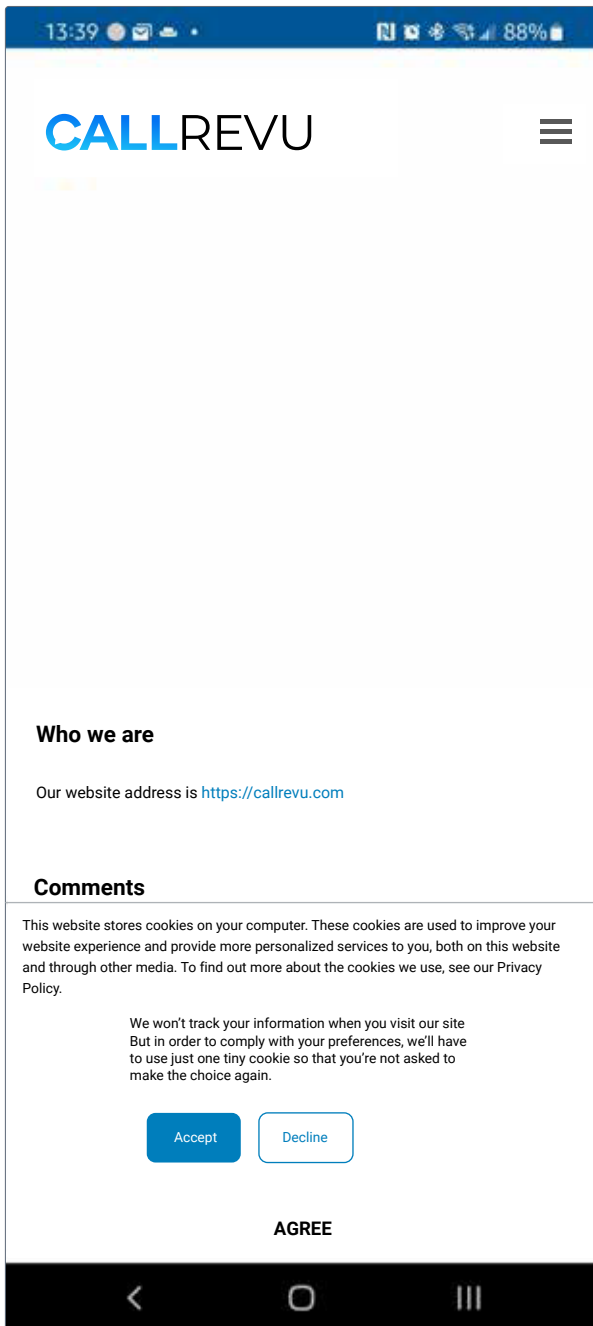*TotalCX is now part of CallRevu. We will be updating updating our applications over the coming weeks to reflect this.*

## 4. REGISTER CALLREVU 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.**
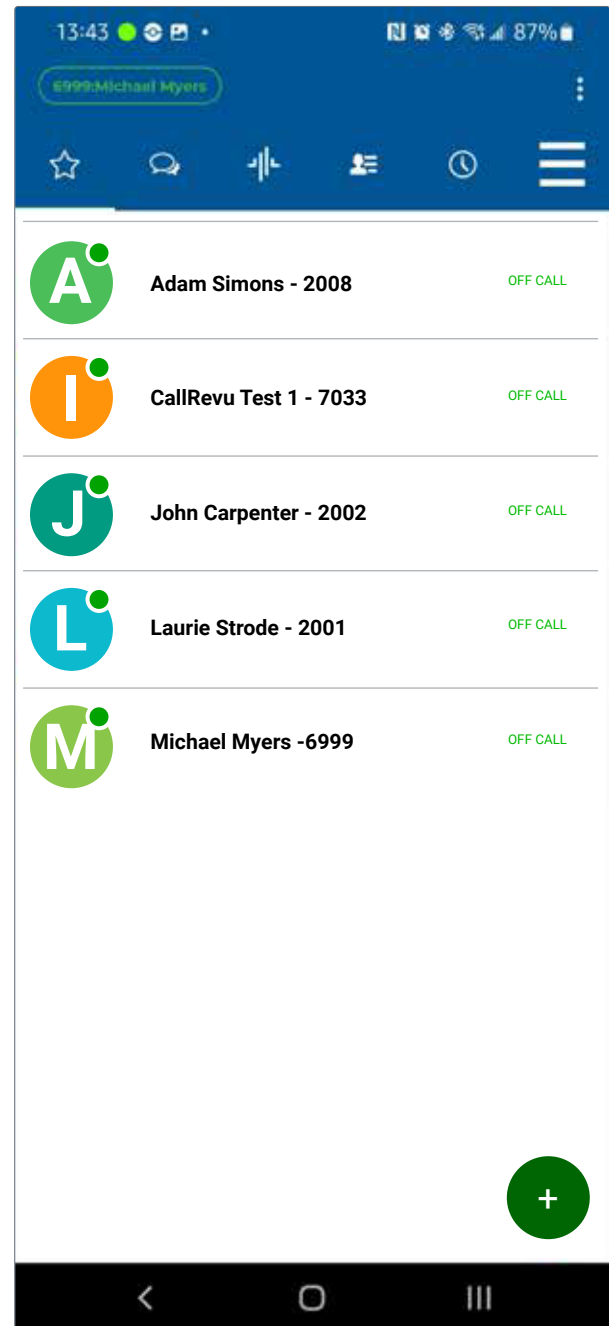


**IMPORTANT:**

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

*TotalCX is now part of CallRevu. We will be updating updating our applications over the coming weeks to reflect this.*

**CALL**REVU



TOS Agreement page, click **Accept**.



Favorite contacts page/company quick dial

*TotalCX is now part of CallRevu. We will be updating updating our applications over the coming weeks to reflect this.*
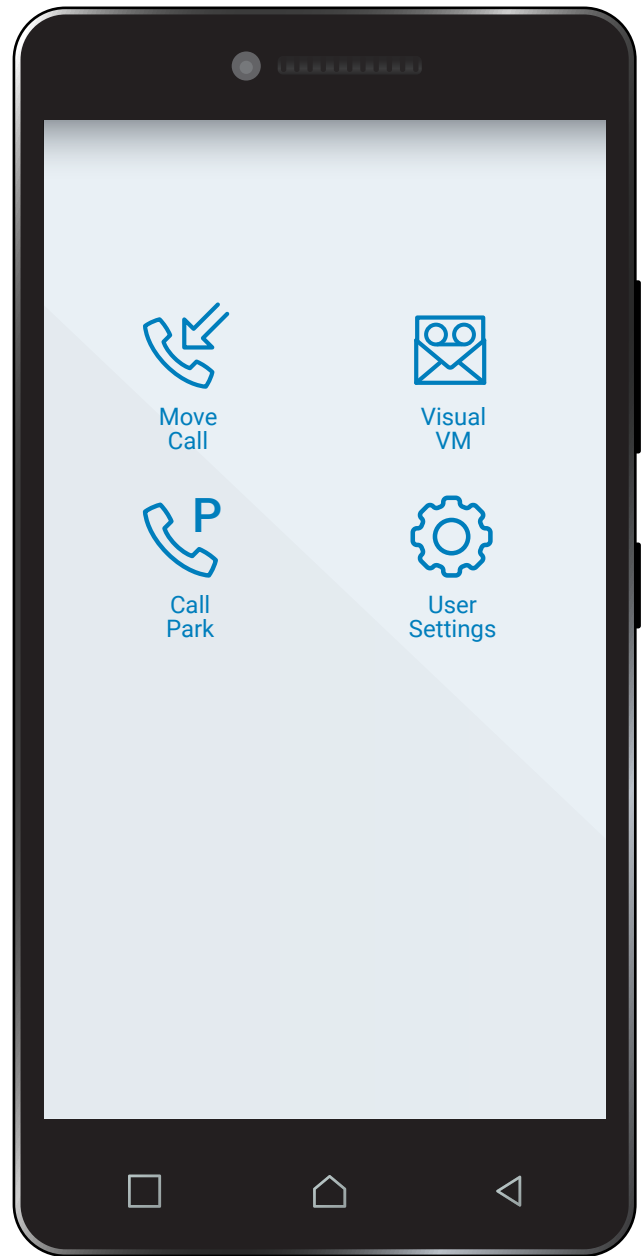
CALLREVU
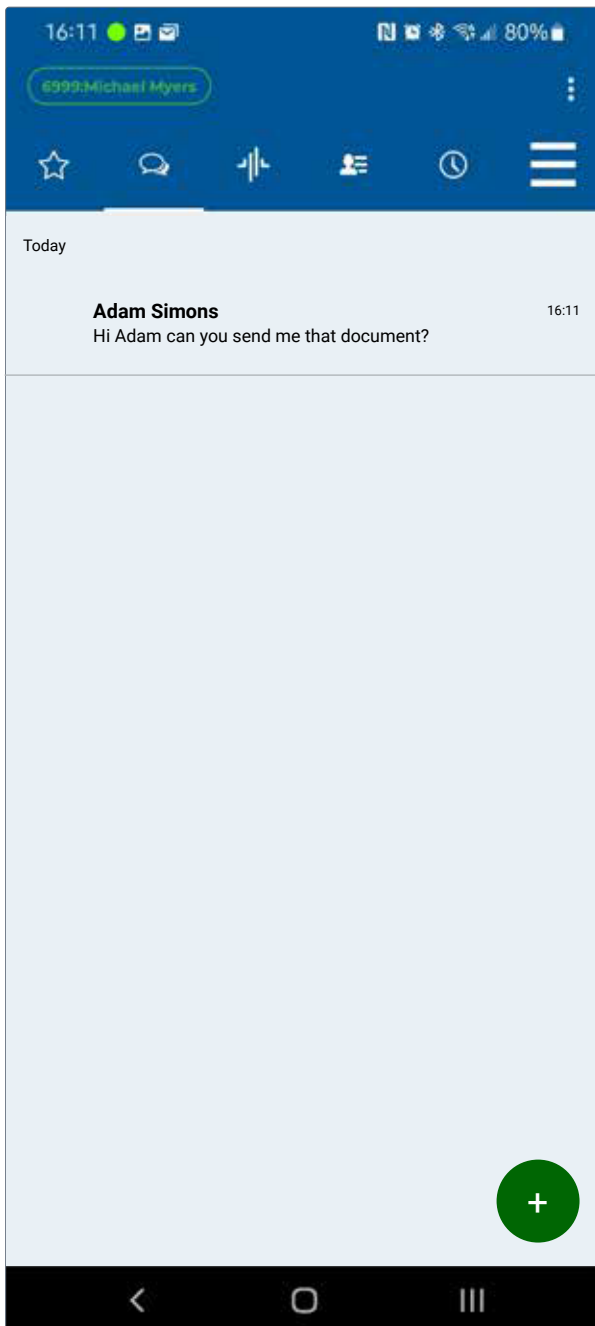
SMS/chat tab, make/respond to threads
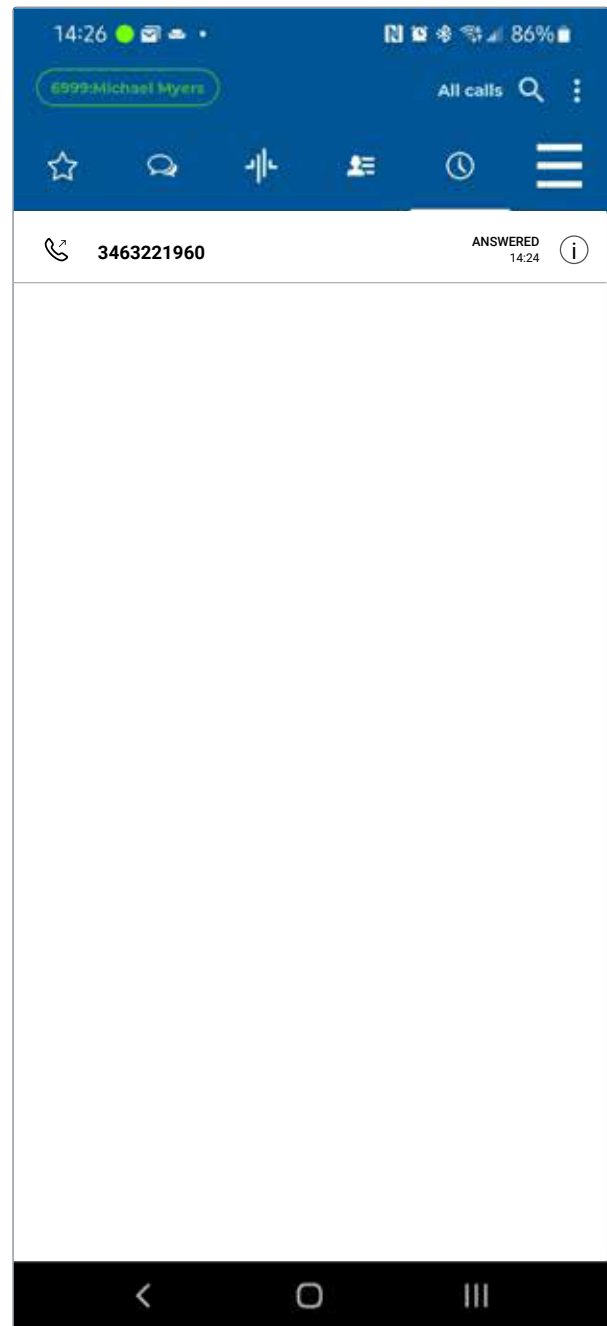
**Call history tab:**

See calls received and made from mobile app.

**CALL**REVU

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.).

*TotalCX is now part of CallRevu. We will be updating updating our applications over the coming weeks to reflect this.*