



CallSwitch One App

Quick Install Guide

Auto-Deployment

CallSwitchOne™

About the CallSwitch One App

CallSwitch One applications allow users to use smartphones and desktops as extensions of their work phone. They offer a flexible alternative to using a physical desk phone, enabling users to handle calls from any location, whether on the go, in an office or working remotely. App users can make and receive calls, send and receive instant messages, share files, view call history, and manage their CallSwitch One settings.



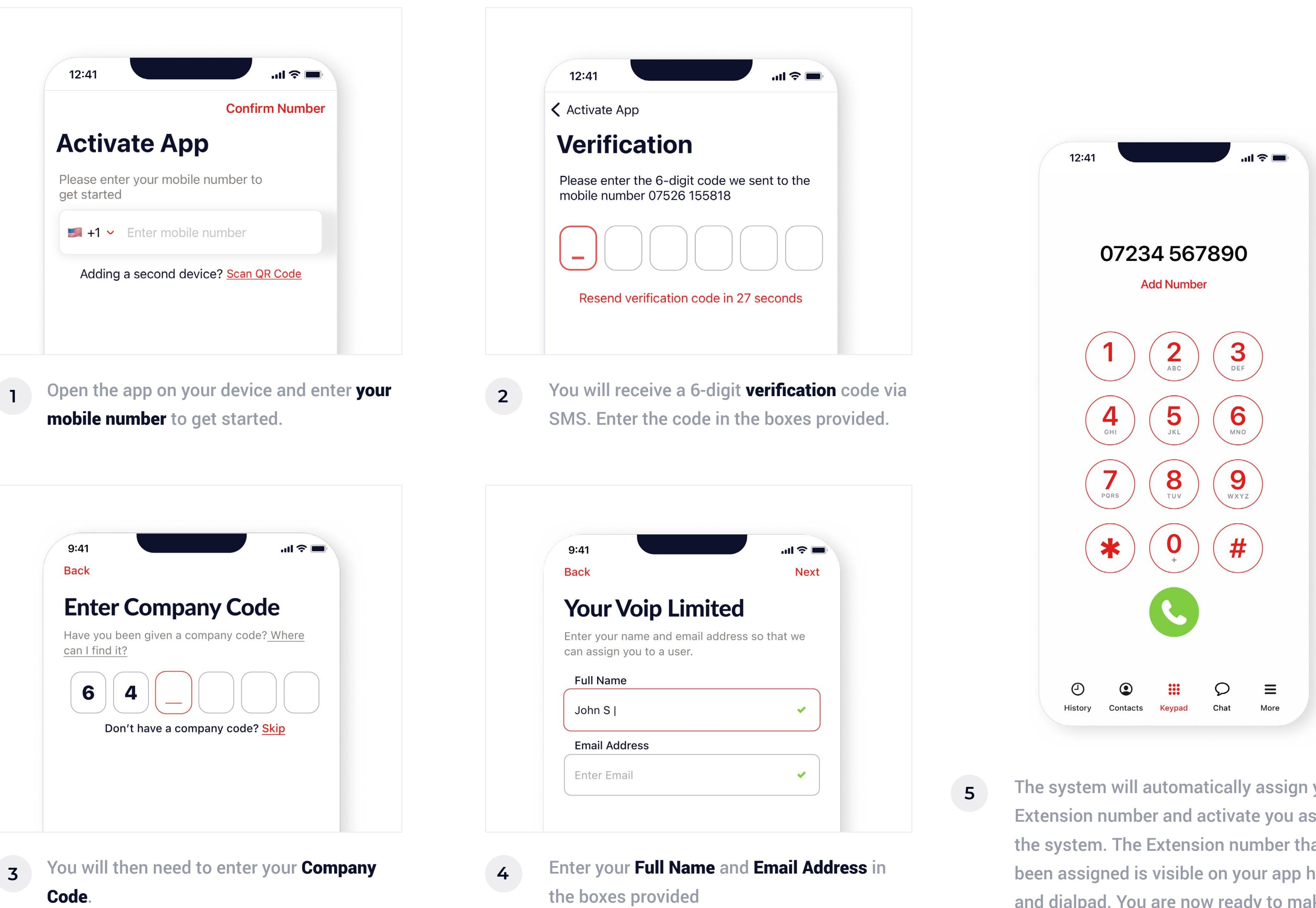
Installing the CallSwitch One App on a Mobile

This guide will help you set up the CallSwitch One app on your smartphone and computer. In order to sign-in to the app, you will need to know your unique 'Company Code' for authentication.

Get ready: A unique Company Code is required to sign-in to the app. The Company Code should be shared with you by your CallSwitch One system administrator.

Download the app by going to callswitchone.com/downloads or by searching 'CallSwitch One' in the Google Play Store or Apple App Store.

- 1 Open the app on your device and enter **your mobile number** to get started.
- 2 You will receive a 6-digit **verification** code via SMS. Enter the code in the boxes provided.
- 3 You will then need to enter your **Company Code**.
- 4 Enter your **Full Name** and **Email Address** in the boxes provided
- 5 The system will automatically assign you with an Extension number and activate you as a user on the system. The Extension number that you have been assigned is visible on your app homescreen and dialpad. You are now ready to make and receive calls.



Installing the CallSwitch One App on a Desktop

If you have already set up the CallSwitch One App on your mobile device you only need to follow **Step 1**.

If you have not setup CallSwitch One on your mobile device, jump to **Step 2**.

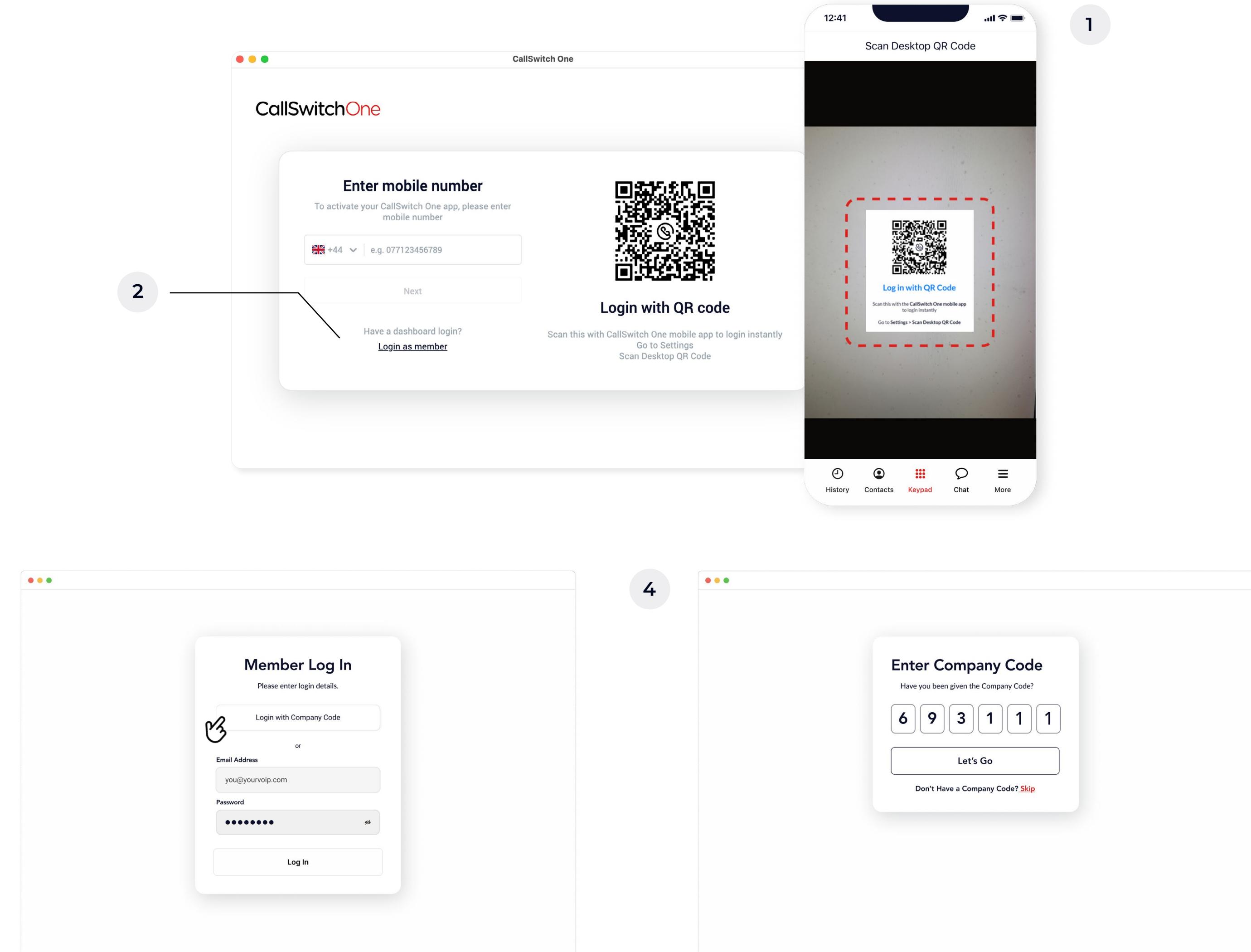
Get ready: Go to callswitchone.com/downloads, select your computer operating system and follow the instructions to download the app.

1 You can use your CallSwitch One mobile app to sign-in to the Desktop by scanning the QR code on the right. Open your mobile app and press **More > My Devices > Link a device > Scan Desktop QR code**.

2 If your mobile device is **not** setup, click **Login as member**.

3 Then select the **Login with Company Code** option.

4 You will then be prompted to input your **Company Code**.



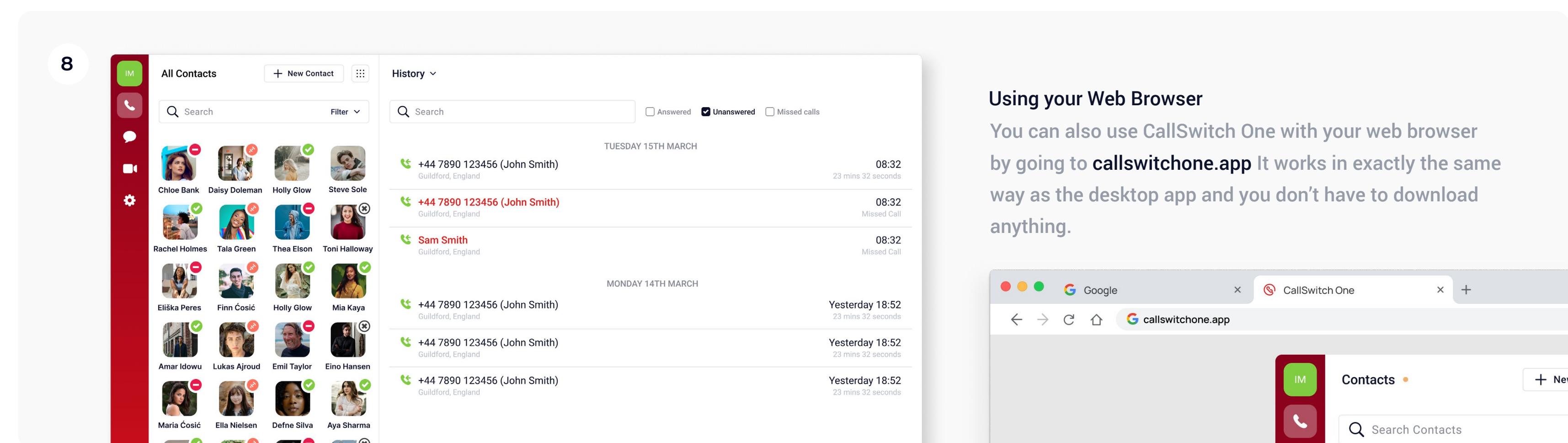
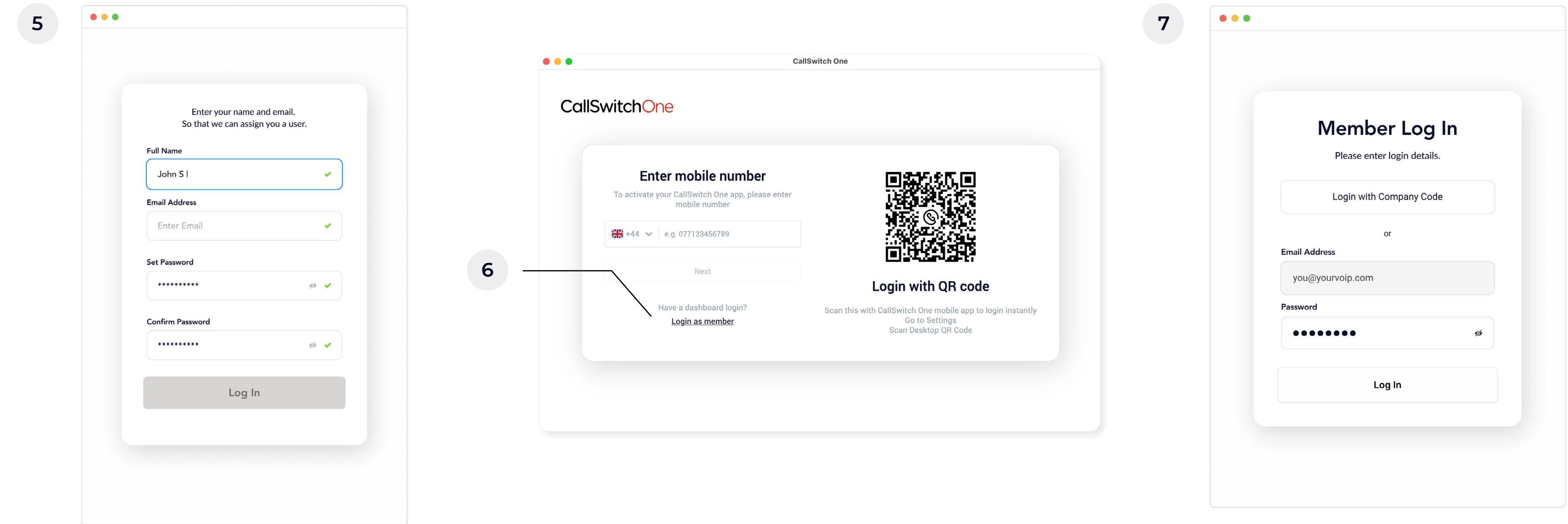
Installing the CallSwitch One App on a Desktop

5 Enter your **Full Name**, **Email Address**, then create and confirm a **Password**. The Password must be a minimum of 8 characters in length and contain upper and lower case letters, a number and a special character e.g £\$@!%*#?&. Click **Submit** and you will be assigned an Extension number and be activated as a User.

6 You will then be taken back to the original CallSwitch One login screen. Select **Login as member** again.

7 This time, enter the **Email Address** and **Password** that you had setup at **Step 5** and click **Login**.

8 You are now logged into the Desktop app and ready to make and receive calls.



Using your Web Browser

You can also use CallSwitch One with your web browser by going to callswitchone.app It works in exactly the same way as the desktop app and you don't have to download anything.

