Mobile App User Guide

Hosted Voice+

breezeline®
for business.

Getting Started

The Breezeline Hosted Voice+ Mobile App allows users to take their business phone extension, features, and functionality with them wherever they go. Whether you're on the road, working remotely, or just away from your desk, you can remain accessible and while presenting a professional image to your callers. Breezeline Hosted Voice+ for iOS and Android is available for download from the respective app stores.

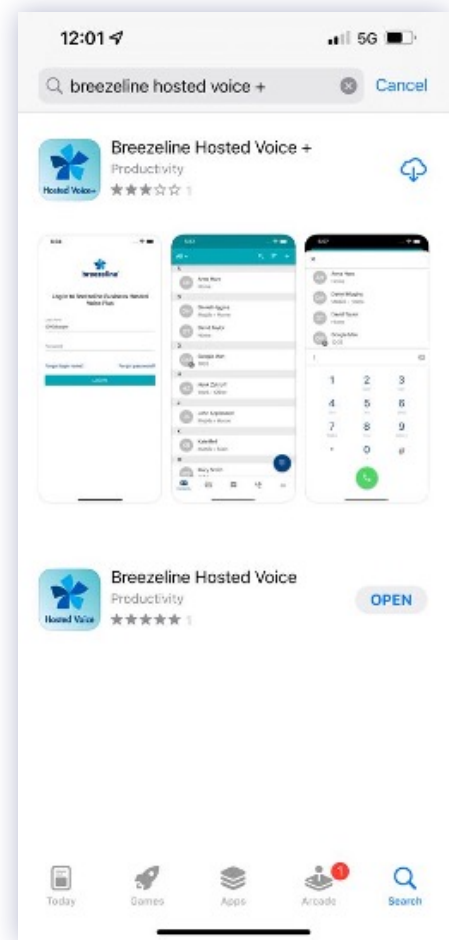# Get the Breezeline Hosted Voice+ Mobile App

Step 1: Download the Hosted Voice+ Mobile App

Open the appropriate App Store from your smartphone and search for Breezeline Hosted Voice+.

Data Usage and Battery Life:

The Hosted Voice+ Mobile App is set up to run in the background and receive Push notifications when closed. This means that you can receive calls when your app is closed. Get real-time notification of new voicemail messages. And has no impact on your phone's battery life
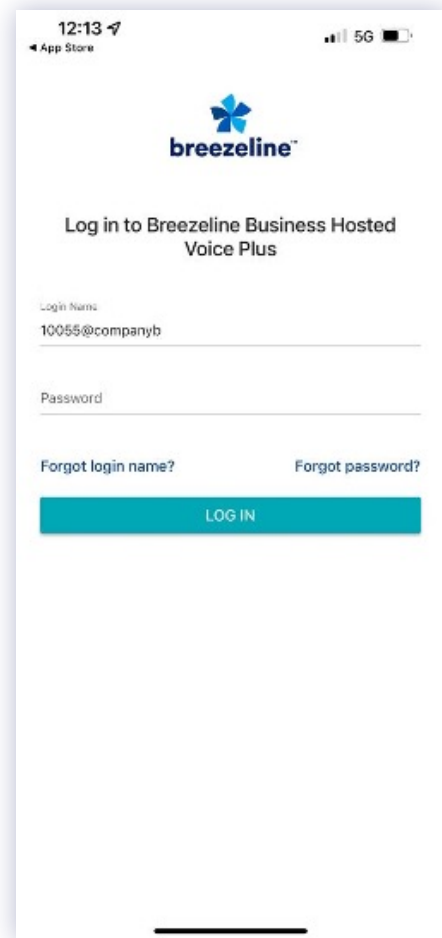
Login to the Breezeline Hosted Voice+ Mobile App

Step 2: Login to the Hosted Voice+ Mobile App

After opening Hosted Voice+ Mobile App. Use the same login credentials as your Hosted Voice+ Portal. (i.e. your extension@yourdomain and your 8 character password)

If you are unsure of what your login credentials are, please contact the Breezeline Support team by dialing 611 from any of your Hosted Voice+ phones.
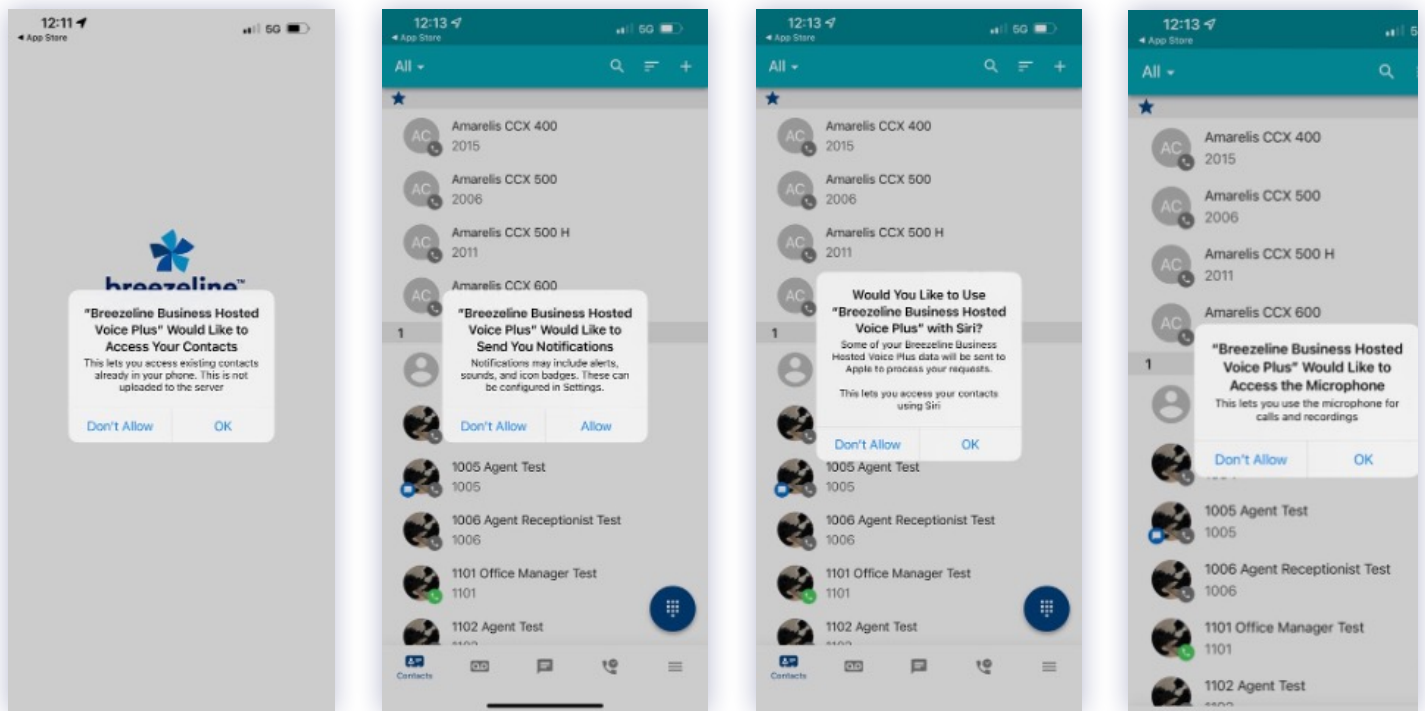
Breezeline Hosted Voice+ Mobile App– Grant Access

Step 3: Grant push notifications, microphone access and contact access

After opening the Hosted Voice+ Mobile App for the first time, you will receive a series of prompts asking you to allow push notifications, grant the app access to your device microphone, and grant the app access to your device contacts. Press Allow for each of these prompts in order for the Mobile App to function as designed.
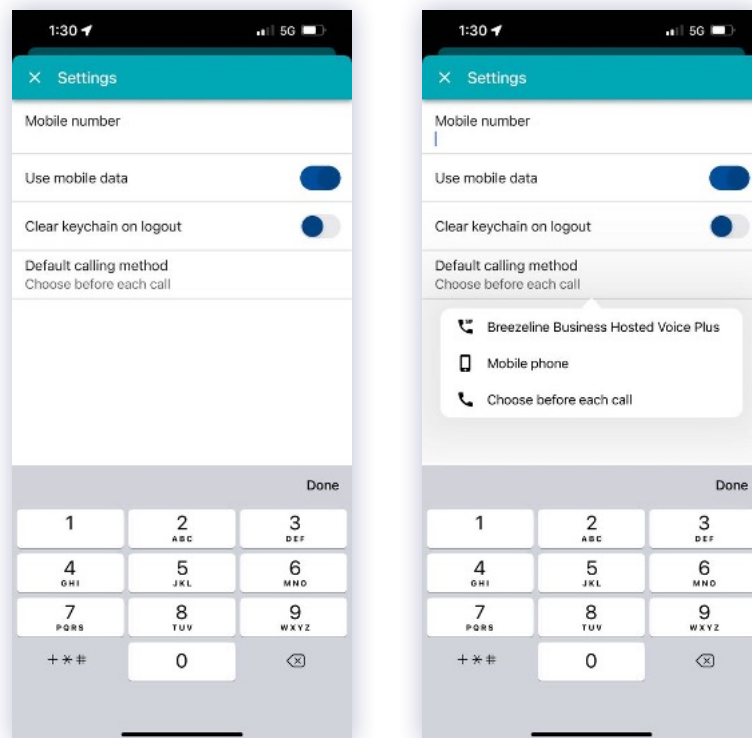
Breezeline Hosted Voice+ Mobile App– Settings

Step 4: Settings

On the settings tab, you can add your mobile number to your settings.

Toggle mobile data for the app to use mobile data when off WiFi. (Toggle off if you have mobile data constraints such as traveling abroad)

You can also select the default calling method when using the app. (You can choose to use your mobile phone to make a call instead of the app)
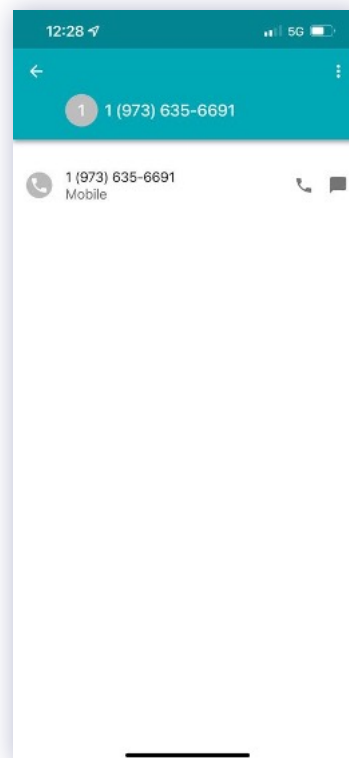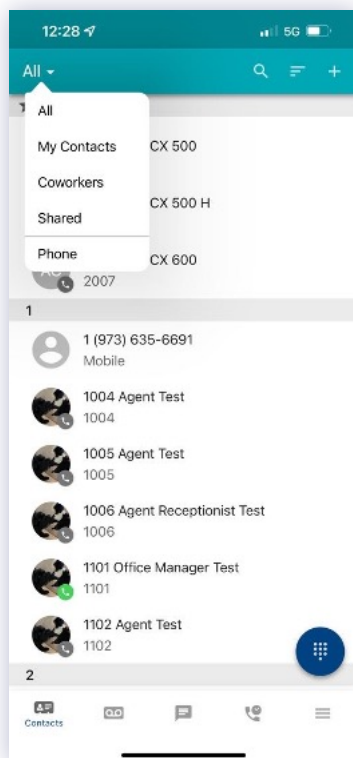
Breezeline Hosted Voice+ Mobile App– Contacts

Under the **Contacts** tab, you can easily access all of your contacts. Your contacts are displayed by name, phone number/extension number, status (online/offline), and department.

You can search for a contact using their name or extension and filter contacts using the drop-down menu.

- All (Company phone contacts and mobile)
- My Contacts (added from the portal)
- Co-workers (Internal company extns)
- Shared (Company phone contacts)
- Phone (mobile contacts from personal phone book)

From the contact you can launch a call by clicking the call icon

Breezeline Hosted Voice+ Mobile App– Making a Call

You can make a call from the contact by clicking on the call icon or launch the dial pad from the dial pad icon, after selecting/ entering the telephone number press the green dial button to initiate the call.
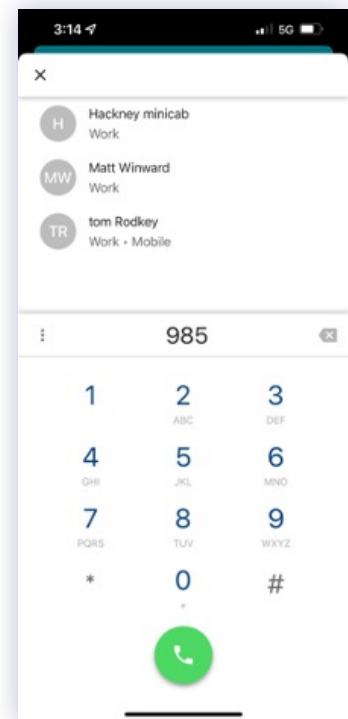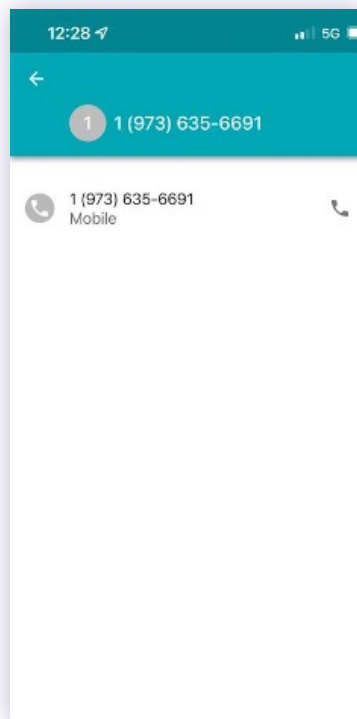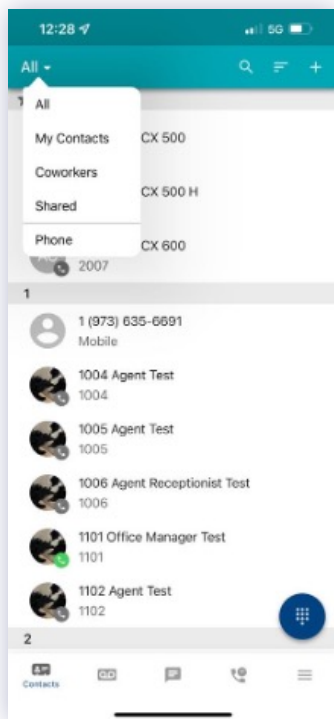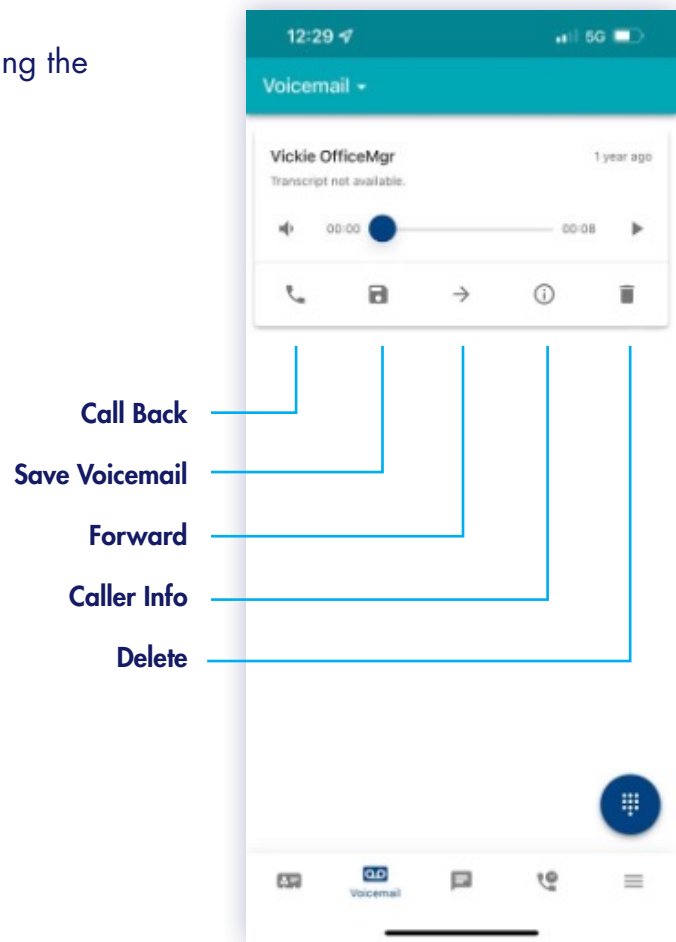
Breezeline Hosted Voice+ Mobile App– Voicemail

View and listen to voicemails by tapping the Voicemail icon at the bottom of the app screen. You can filter between new and saved.

Selecting the voicemail will expand the voicemail to allow you playback the voicemail.

You will also be able to call back the caller using the WebPhone, Save, Forward and delete.

Call Back

Save Voicemail

Forward

Caller Info

Delete

Breezeline Hosted Voice+ Mobile App– Greetings

Within the greetings section, you can change your voicemail greeting if you have more than one created, as well as record a new one.

To add a new greeting press the + on the top right corner of the app screen.
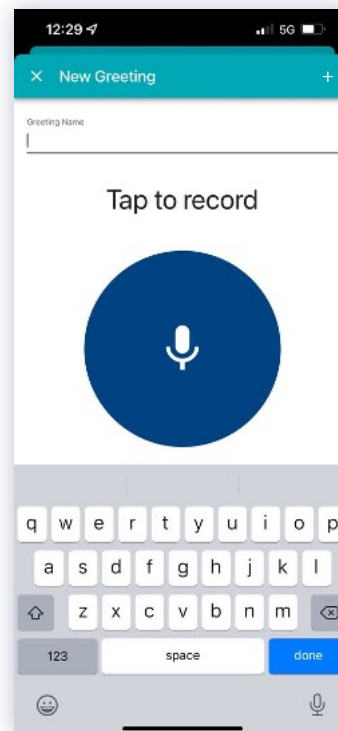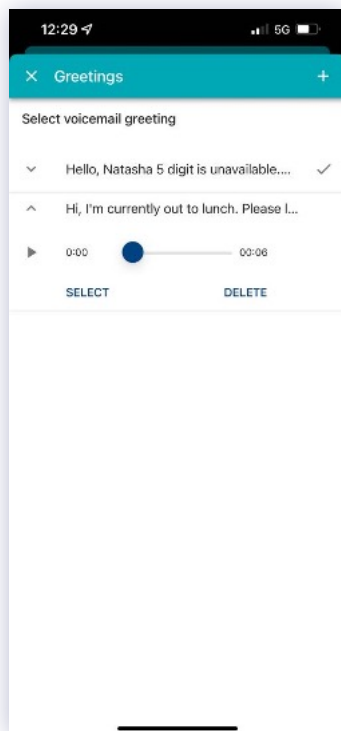
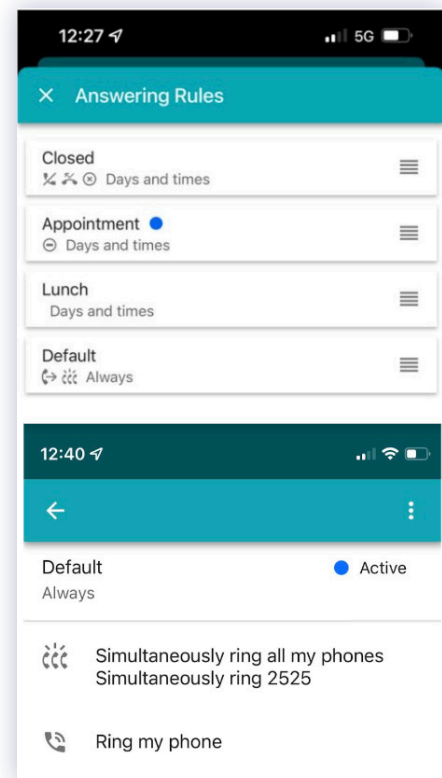# Breezeline Hosted Voice+ Mobile App– Answering Rules

Within the app, you can change which of your pre-existing answering rule is currently active. The blue dot indicates which answering rule is active.

You must have the answering rule you want already created within a designated time frame.

Before you can activate an answering rule, you must disable the answering rule that is currently active unless it is the default rule.

Click on the ☰ icon to expand the rule view.

To disable the answering rule click the following icon while viewing the specific rule ⋮

Breezeline Hosted Voice+ Mobile App– Call History

Within the app, you can view your call history.

The call history list contains the call type, the number of the caller, the name of the caller, the date and time the call occurred, and the duration of the call.

Call History Filters

Using filters will save time tracking and searching for phone calls.

- All
- Outbound
- Inbound
- Missed

Your call history will contain all calls made from your extension across all your devices.
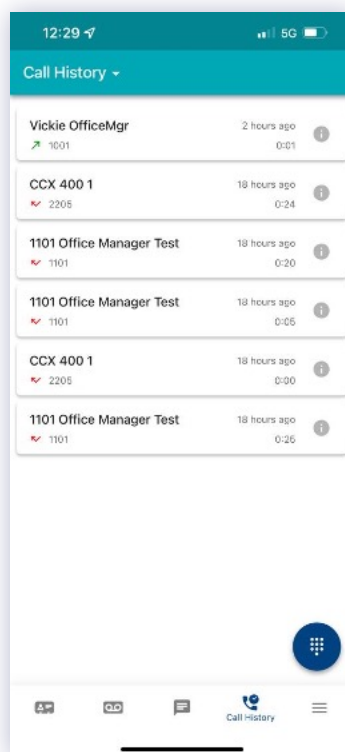
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Learn More!

Additional user information, including
self-help videos, can be found on our website
breezeline.com/business or call 855.575.5182

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