Manuals+ — User Manuals Simplified.

Breezeline Hosted Voice+ Mobile App User Guide

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Breezeline Hosted Voice+ Mobile App

Product Information

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 present a professional image to your callers. The mobile app is available for iOS and Android devices and can be downloaded from the respective app stores.

The app runs in the background and can receive push notifications even when closed, allowing you to receive calls and get real-time notification of new voicemail messages. It has no impact on your phone's battery life.

Product Usage Instructions

Step 1: Download the Hosted Voice+ Mobile App

1. Open the appropriate App Store on your smartphone.
2. Search for "Breezeline Hosted Voice+".
3. Download and install the app.

Step 2: Login to the Hosted Voice+ Mobile App
After opening the app, use the same login credentials as your Hosted Voice+ Portal. Your login credentials are your extension@yourdomain and your 8-character password. If you are unsure of your login credentials, contact the Breezeline Support team by dialing 611 from any of your Hosted Voice+ phones.

Step 3: Grant Permissions
When opening the app for the first time, you will receive prompts to allow push notifications, grant microphone access, and grant contact access. Press "Allow" for each prompt to enable the app to function as designed.

Step 4: Configure Settings
On the settings tab, you can:

- Add your mobile number to your settings.
- Toggle mobile data usage for the app (useful when off WiFi).
- Select the default calling method (choose between using the app or your mobile phone to make calls).

Contacts
Under the Contacts tab, you can easily access all of your contacts. 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 dropdown menu.

Making Calls
You can make a call from a contact by clicking on the call icon or launch the dial pad from the dial pad icon. After selecting or entering the telephone number, press the green dial button to initiate the call.

Voicemail
To view and listen to voicemails:

1. Tap the Voicemail icon at the bottom of the app screen.
2. Filter between new and saved voicemails.
3. Select a voicemail to expand it and playback the voicemail.
4. Use options like Call Back, Save, Forward, or Delete.

Greetings

In the greetings section, you can change your voicemail greeting
if you have multiple greetings created. You can also record a new greeting by pressing the "+" button on the top right corner of the app screen.

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.
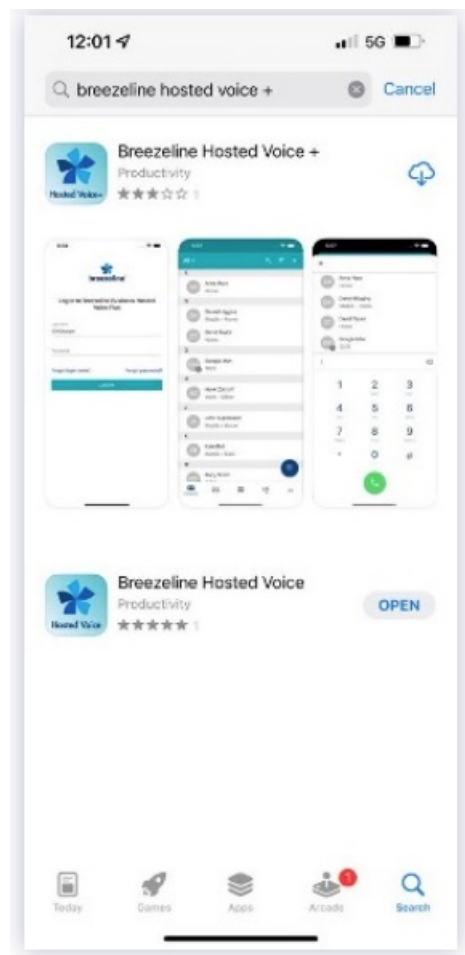
Get the Breezeline

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
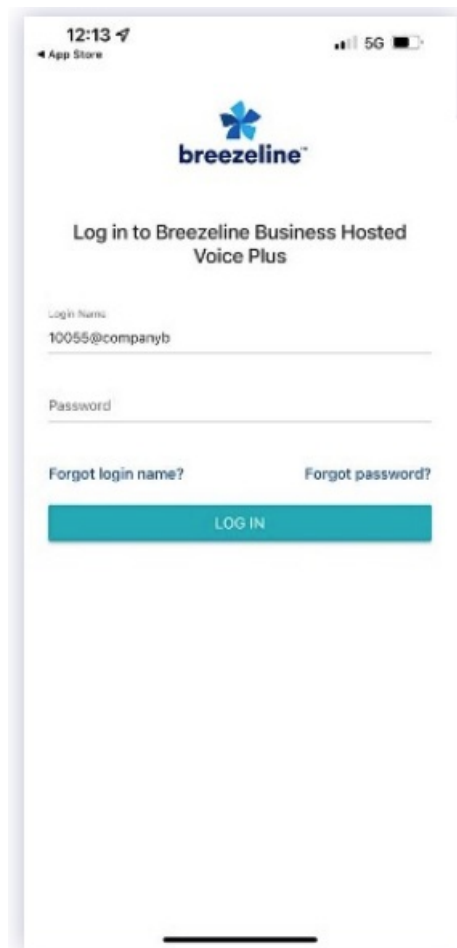
Login to the Breezeline Hosted Voice+ Mobile App

**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.
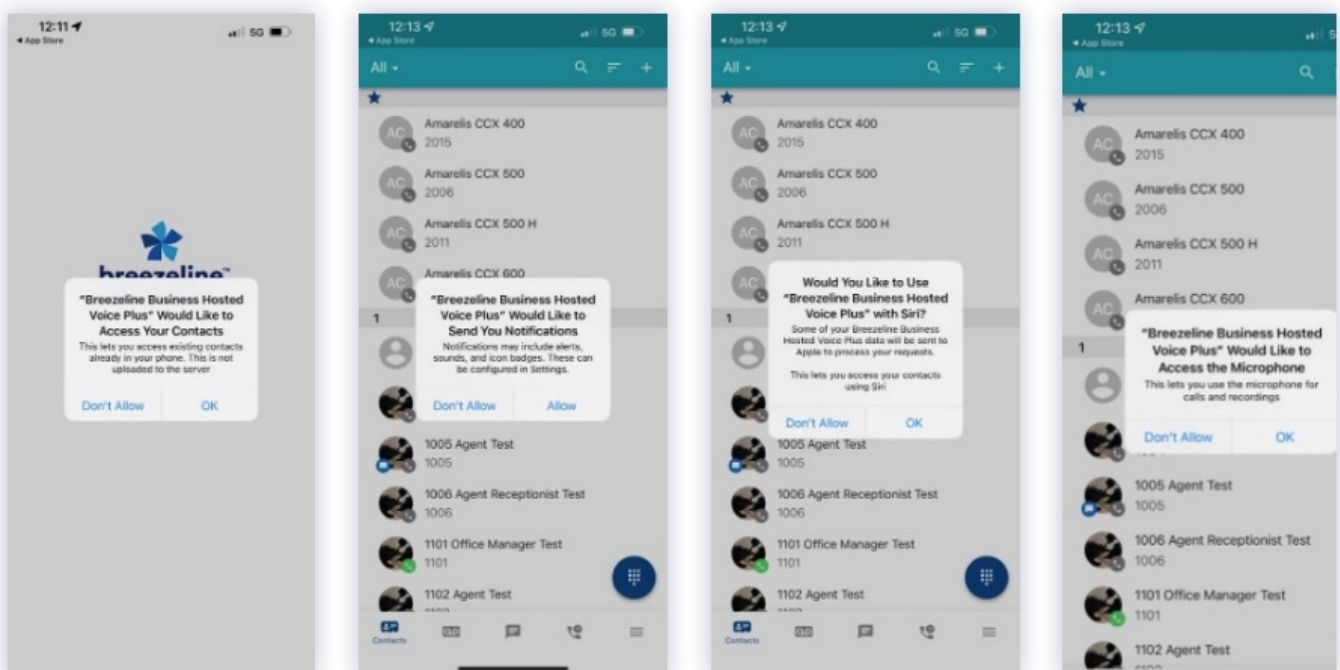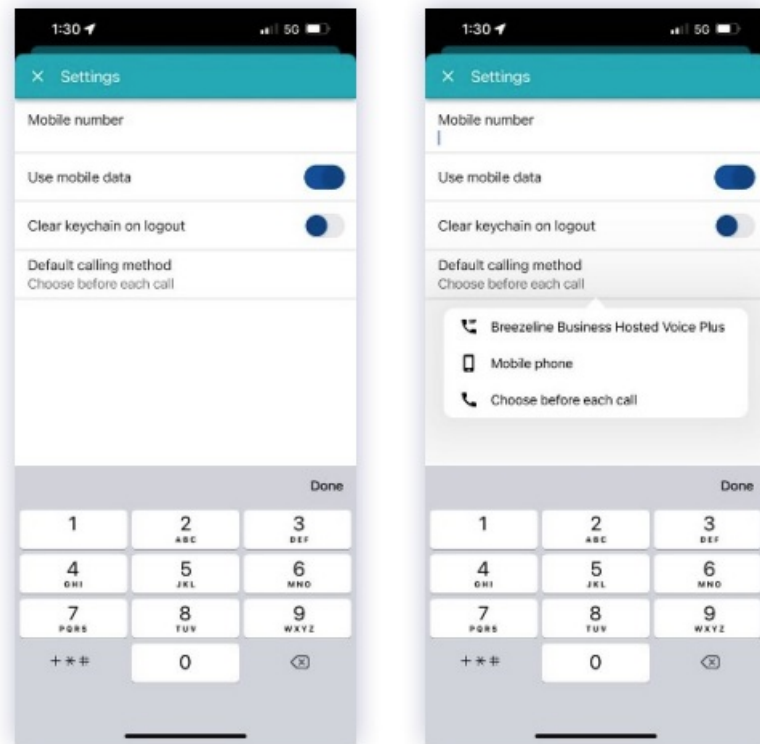

Breezeline Hosted Voice+ Mobile App– Settings

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)
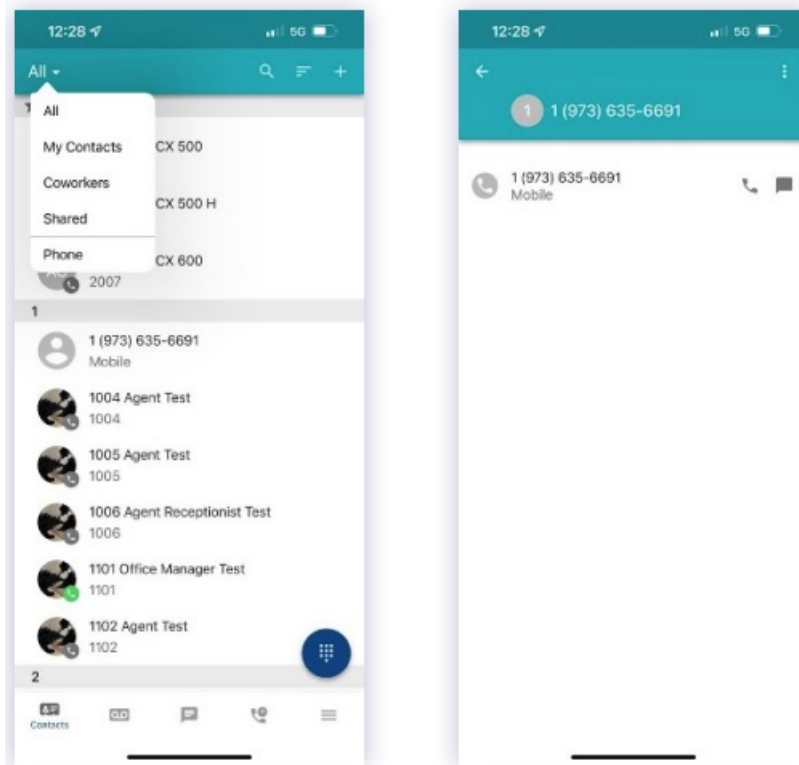

Breezeline Hosted Voice+ Mobile App– Contacts

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 dropdown 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.
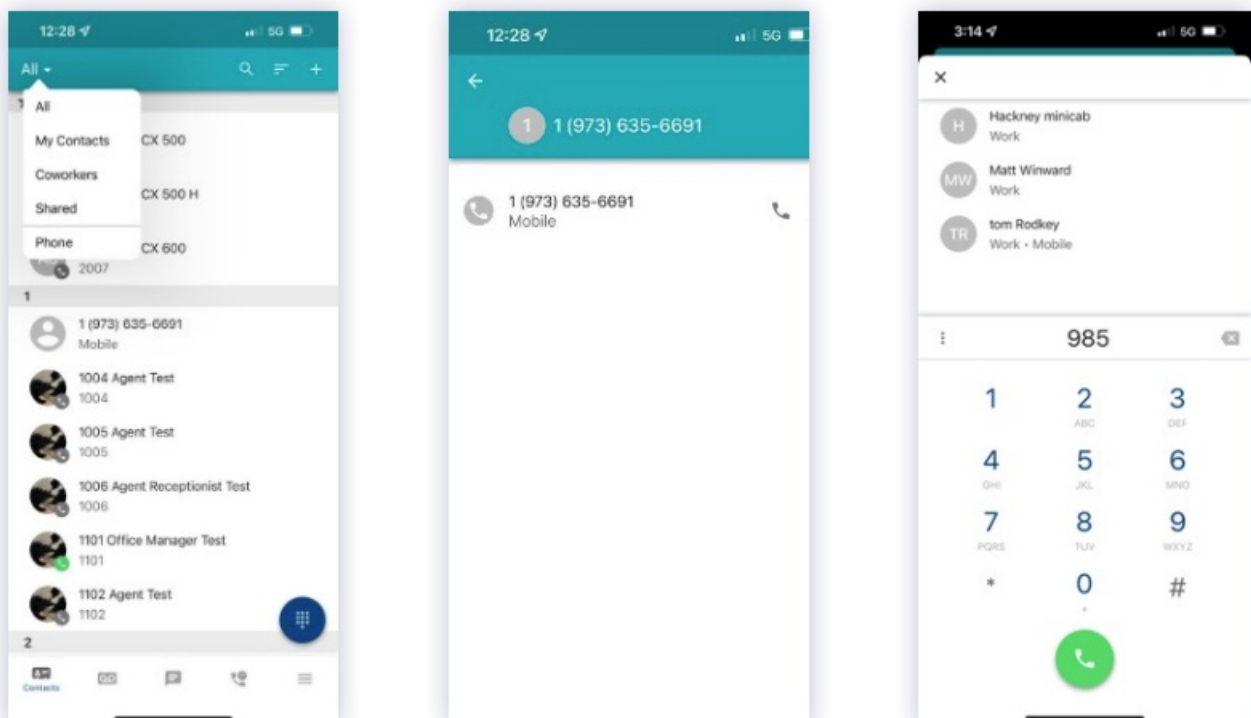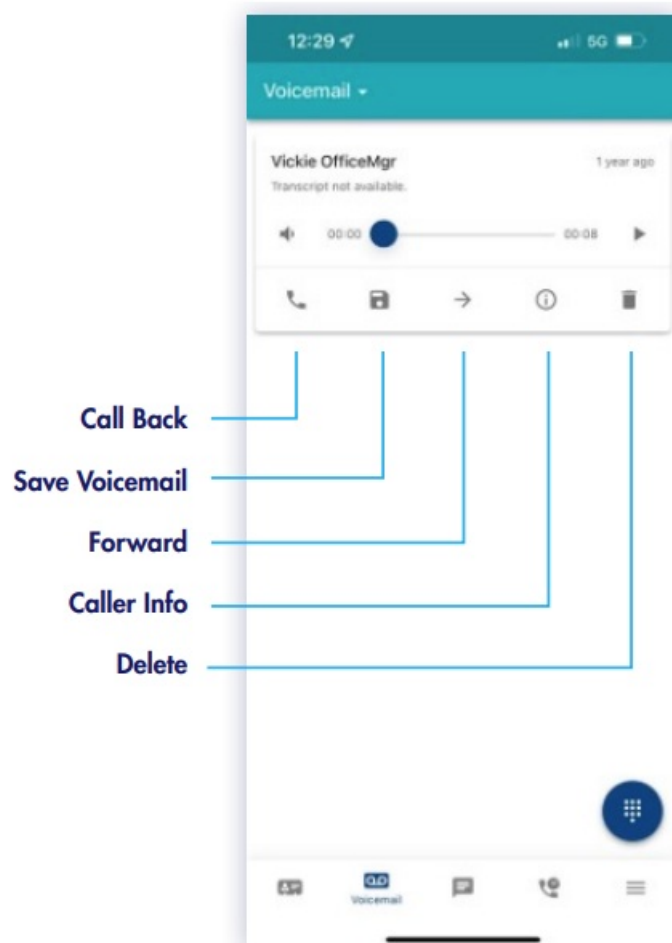

Breezeline Hosted Voice+ Mobile App– Voicemail
View and listen to voicemails by tapping the Voicemail icon at the bottom of the app screen. You can filter between new and saved.
Selecting the voicemail will expand the voicemail to allow you playback the voicemail.
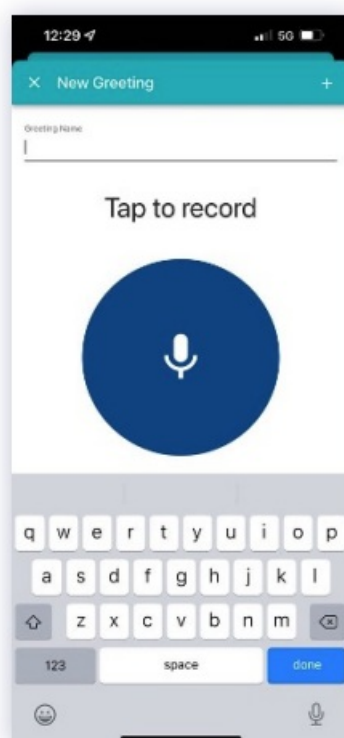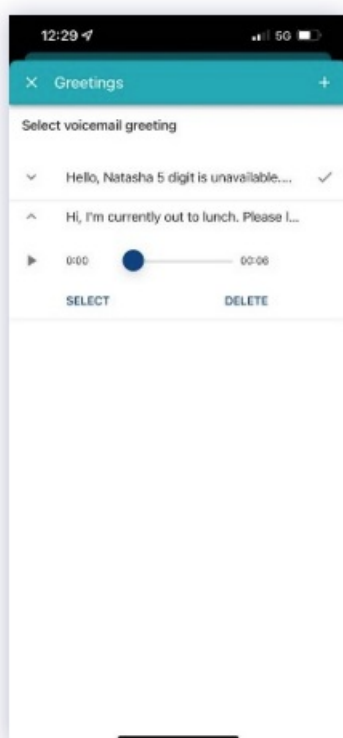
You will also be able to call back the caller using the WebPhone, Save, Forward and delete.

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.

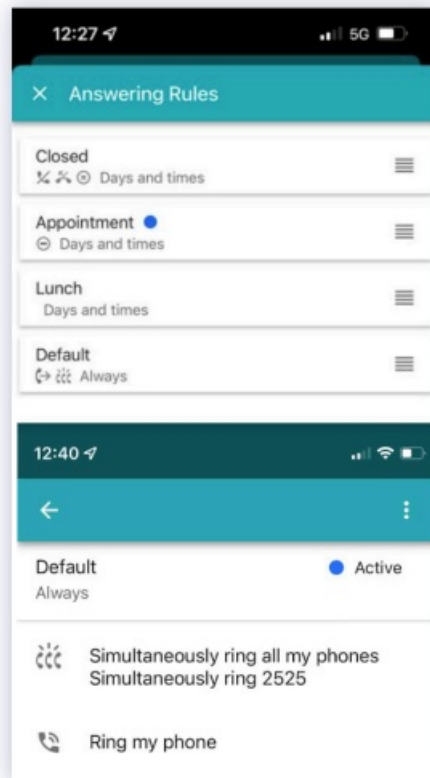**Breezeline Hosted Voice+ Mobile App– Answering Rules**
Within the app, you can change which of your pre-existing answering rule is currently active. The blue dot indicates which answering rule is active.
You must have the answering rule you want already created within a designated time frame.

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.
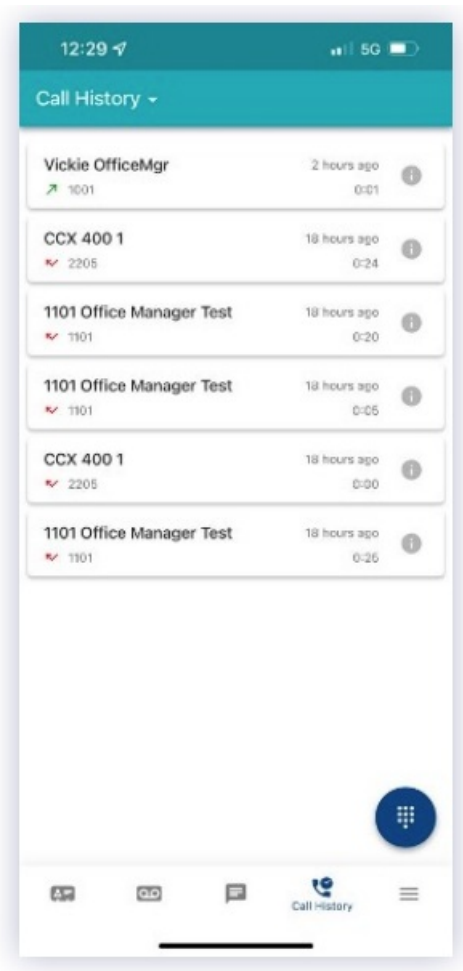
Learn More!

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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Documents / Resources

 Breezeline Hosted Voice+ Mobile App [pdf] User Guide
Hosted Voice Mobile App, Hosted Voice, Mobile App, App

References

- ✽ **Business Internet, Phone & Fiber Service | Breezeline**

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