

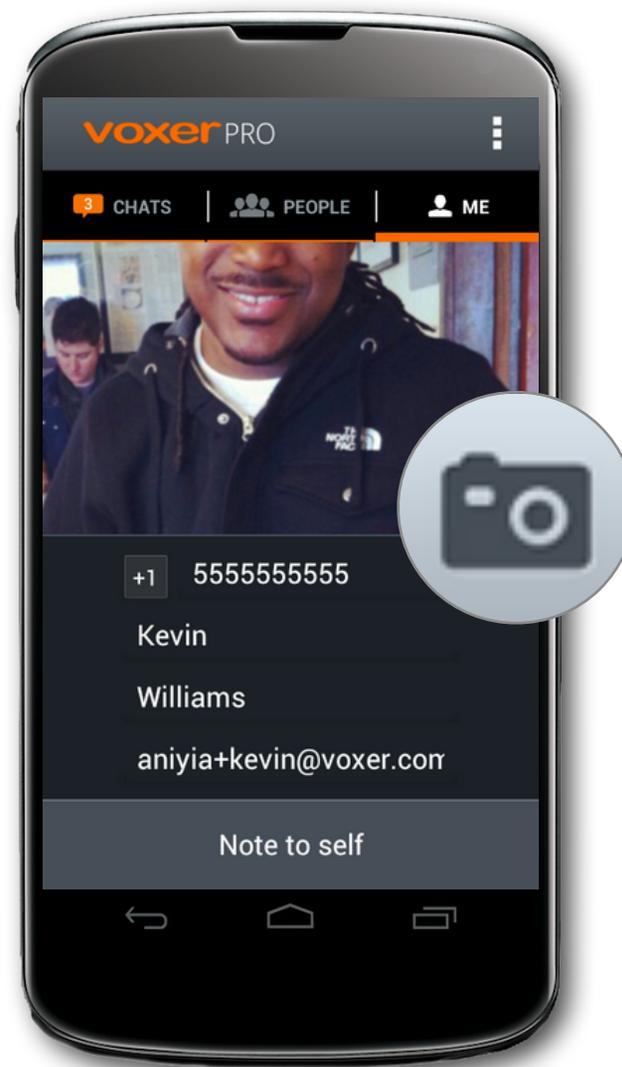


voxer
BUSINESS

Android Getting Started Guide

Update Your Profile

1. Go to your Chats List
2. Tap “Me” button (in the upper-right corner)
3. Tap “Edit Your Profile”
4. Tap the Profile Photo
5. Tap “Edit”
6. Choose Your Upload Option and Photo
7. Tap “Done”



Update Your Profile

The administrator of your Voxer Pro company account will compile your profile, including your first and last name, e-mail address, and phone number (if applicable). If you need to make any changes for these fields please contact your administrator.

Contacts List



1. To search other users not in your contact list, tap “People”
2. Tap the search magnifying glass (top right corner)
3. Search user by their email address
4. Tap users profile
5. Select Add
6. Tap “Vox” to start a chat

Searching for Voxer Users

- Your Voxer Pro contacts list is populated with all the Teams created by your administrator, as well as every individual user who is on any team.
- If you want to search for additional contacts, you can do so by searching for them in our Voxer Directory. If you search for other Voxer Pro users, you must search for them in the directory by email address.

Send a Message

1. Go to Chat list
2. Select your desired Chat
3. Press and hold down "hold and talk"
4. Begin talking
5. Release finger when audio message is complete



Note: The message is delivered in real-time to recipients as you are speaking



Enable Tap to Talk

"Tap to Talk" gives you the ability to send messages without needing to press and hold the talk button.

1. Choose Chat that you wish to enable Tap to Talk
2. Select Chat Menu
3. Select "Hold and Talk" Off

Checking Messages

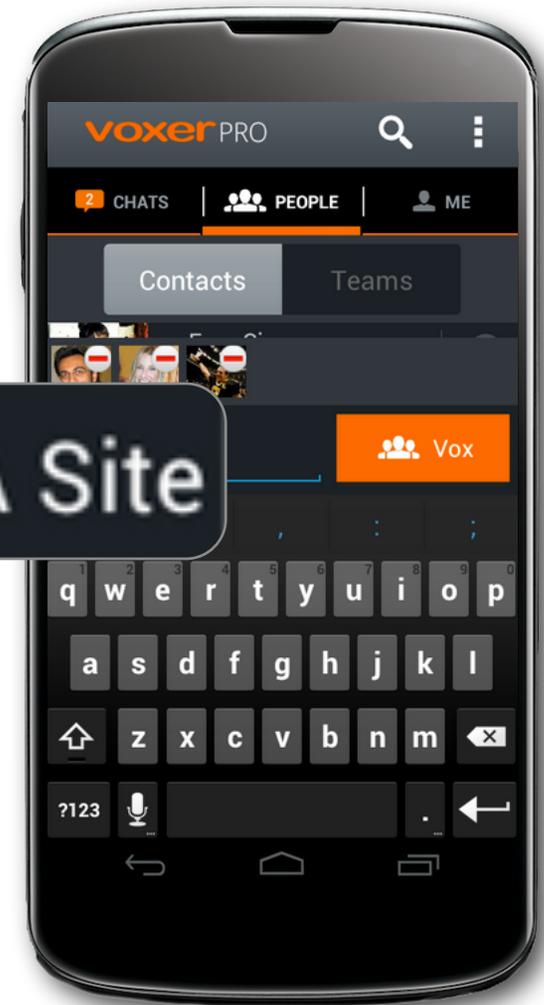
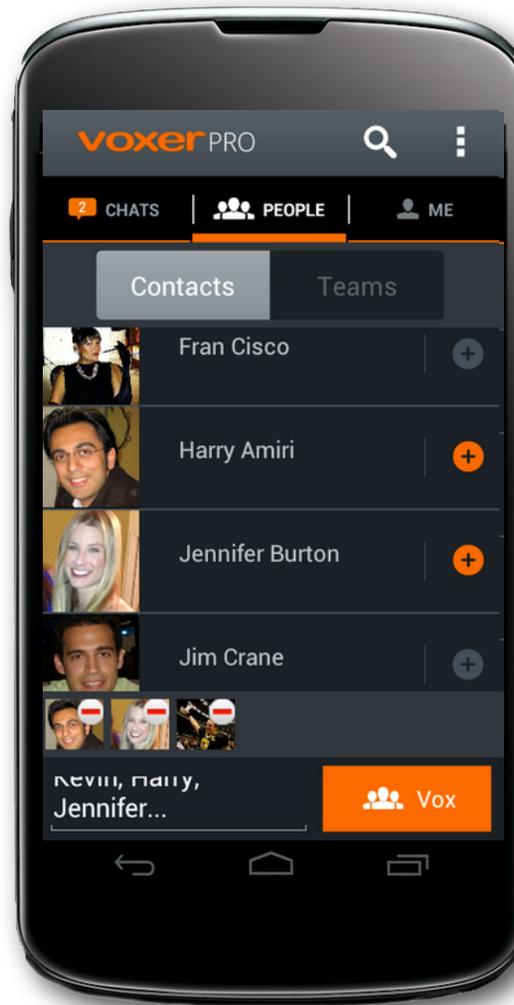
1. Go to your Chat List
2. Select the chat to which you want to mark all messages as heard
3. Tap the Chat Menu button (in upper right corner)
4. Select "Mark all messages as heard"



If messages are left unlistened to, you will see a message count next to conversations with unheard messages.

Start a Chat

1. From the Main Menu, select the People tab.
2. Select participants to add to your chat. You will see an orange plus sign displayed next to each contact you select.
3. Make sure to name your new chat by typing in the subject field to describe the conversation's topic
4. Press "Vox" to start Voxing.



Group Chats

Groups chats are great for talking to your whole team. You can add any combination of individuals and teams to a chat. A group chat can have up to 500 participants.



Be sure to give each new group chat a unique name. Use something descriptive that describes the team members in that chat so you can identify it quickly when you are in your chat list.

Add Participant to a Chat



How to Add a Participant to a Chat

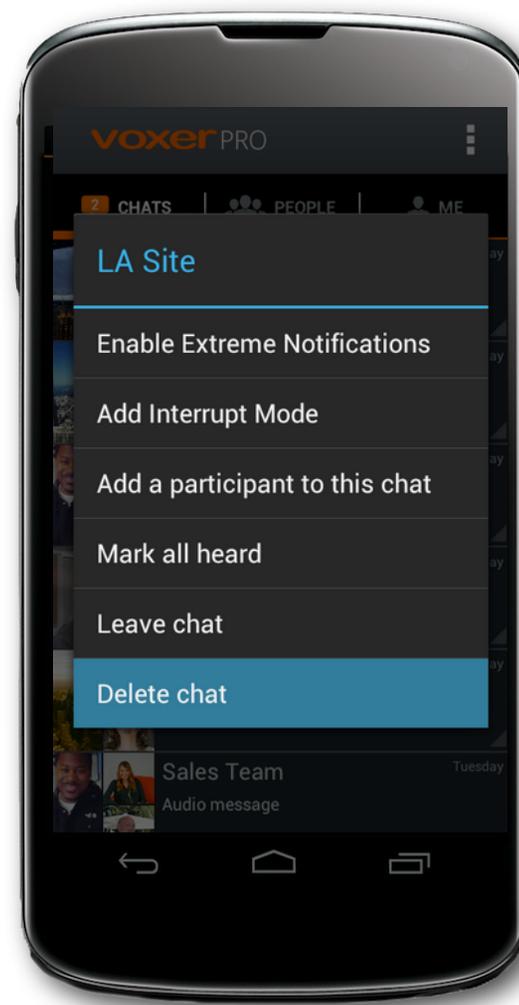
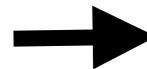
1. Go to your Chat List
2. Select the chat to which you want to add people or teams
3. Tap the Chat Menu button (in upper right corner)
4. Tap "Add someone+"
5. Select contact(s) or team(s) to add to the chat.

Delete Chat

1. Go to your Chat List
2. Find chat you wish to delete
3. Hold down on the chat you wish to delete until the a menu appears
4. Select "Delete chat"



You can also delete a chat by tapping the triangle in the bottom right corner of a chat

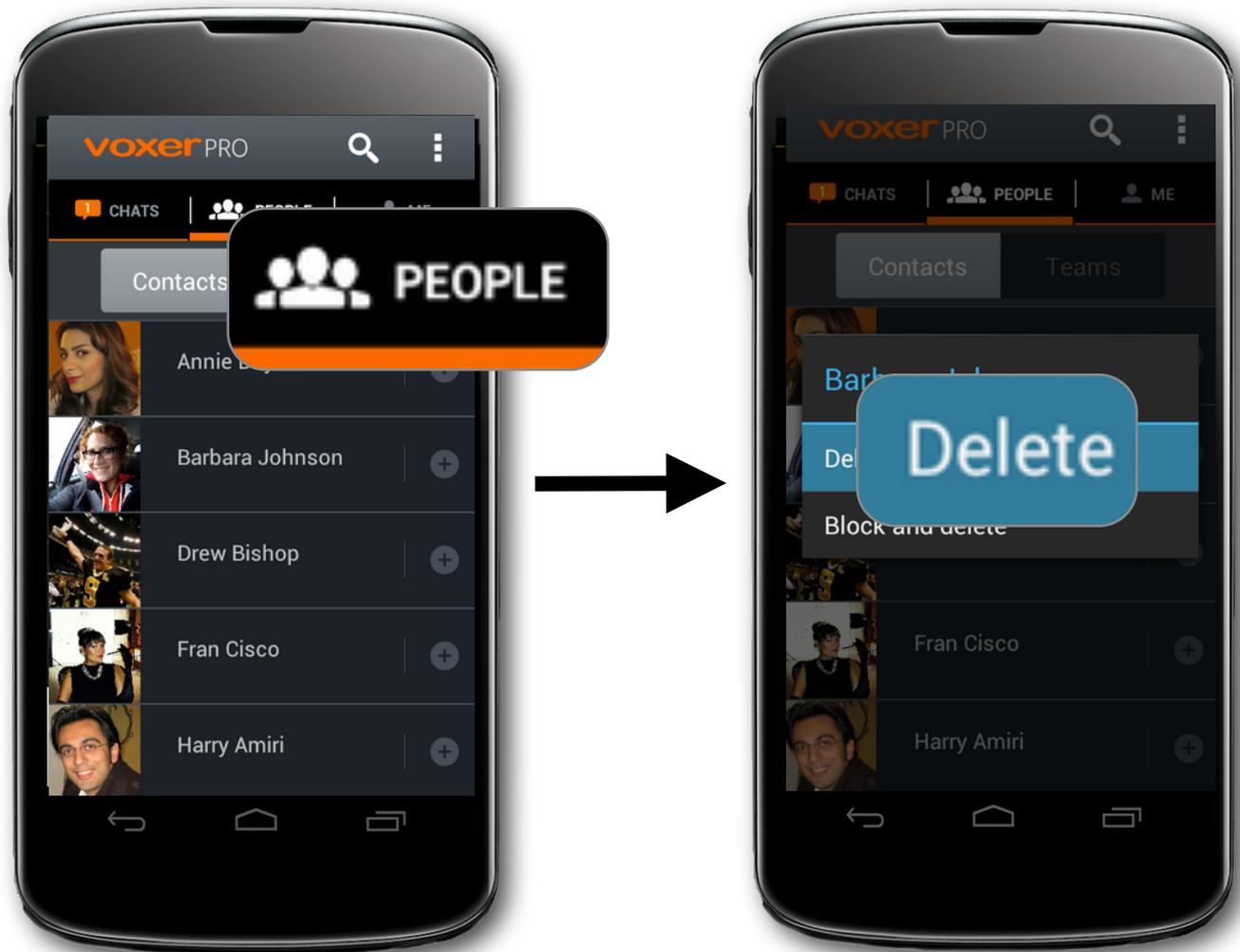


Deleting a Chat

- Receiving new activity from a deleted chat will reinsert the chat into your Chat List, however previous activity from the chat will be eliminated from view.
- Deleting a chat removes that chat from your Chat List, but if you deleted a group chat, your action does not affect other parties in the chat.

Delete a Contact

1. Select "People"
2. Press and hold down down on the contact you wish to delete
3. Select "Delete"



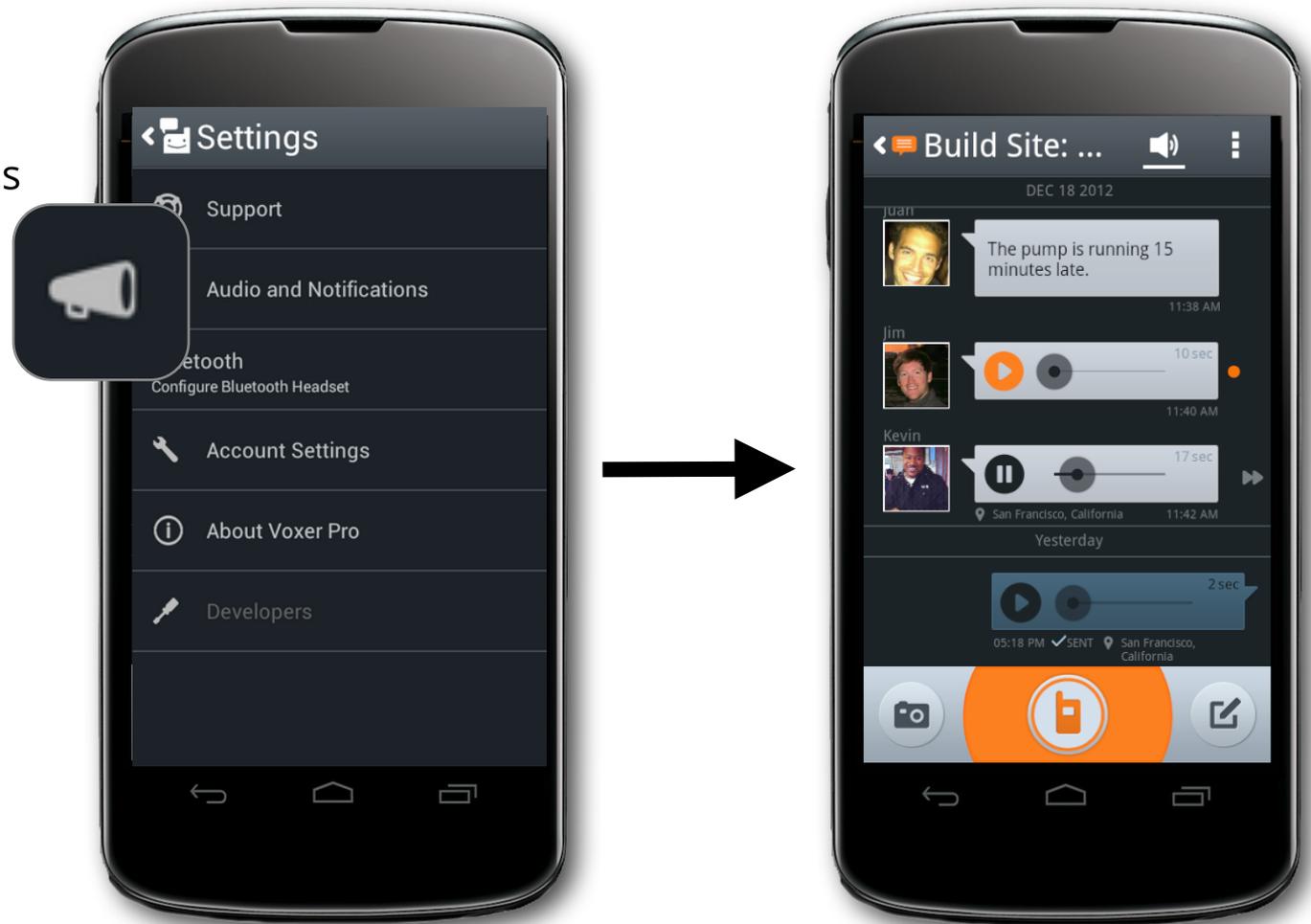
Deleting a Contact

- Deleting a contact from your Chat List on Voxer does not block the deleted contact from contacting you
- Deleting a contact does not remove you from the deleted contact's Friend List
- Replying to a message from a deleted contact will add them as a contact
- Any associated group chat(s) with that person will remain on your Chats List until you delete that chat

Extreme Notifications

Turning on Extreme Notifications Globally (for all chats):

1. Navigate to the main chats list
2. Tap the Settings icon (upper left corner)
3. Select "Audio and Notifications"
4. Select "Notifications"
5. Turn "Extreme Notifications" on
6. Tap "Turn On"



What are Extreme Notifications?

- Extreme Notifications is a setting that makes your notifications for messages very loud and persistent. If you receive a message while in Extreme Notifications mode, you will receive a very loud notification chirp that repeats every 15 seconds.
- The notifications will stop when one of the following has happened: you checked your message, 5 minutes has passed, or you turn the mode off.

Extreme Notifications



Note: You can enable Extreme Notifications for specific chats within the chat detail menu, or you can turn it on globally and get Extreme Notifications for every Voxer for Business message.



Turning on Extreme Notifications for Specific Chats

1. Go to your Chat List
2. Select the chat to which you want to turn on Extreme Notifications
3. Tap the Chat Menu button (upper right corner)
4. Under settings, tap "Notifications"
5. Select "Extreme Notifications"

Password Reset



Changing Your Password

1. From either Chats, People, or Me, go to "Settings"
2. Select "Account Settings"
3. Select "Log Out"
4. On the login screen, select "Forgot Password"
5. Check the email address linked to your account for instructions to set up your password

Troubleshooting Tips

Troubleshooting



Check Your Internet Connection

1. From the homescreen, tap Settings
2. Select "Wireless and Networks"
3. Turn "Airplane Mode" ON
4. Wait 5 - 10 seconds, then turn Airplane Mode OFF
5. Try using other apps/an internet browser to ensure that Internet is working properly on your device.
6. If it is, launch Voxer to see if problem is resolved. If not, connect to a different Wi-Fi source if one is available and relaunch Voxer

Troubleshooting



Perform a Reboot

1. Turn your phone off and then on
2. Press and hold down the Power button
3. Leave device off for 5 seconds
4. Press and hold the Power button to turn on the device
5. Relaunch Voxer to see if the problem has been resolved

Troubleshooting



Force Quit and Relaunch

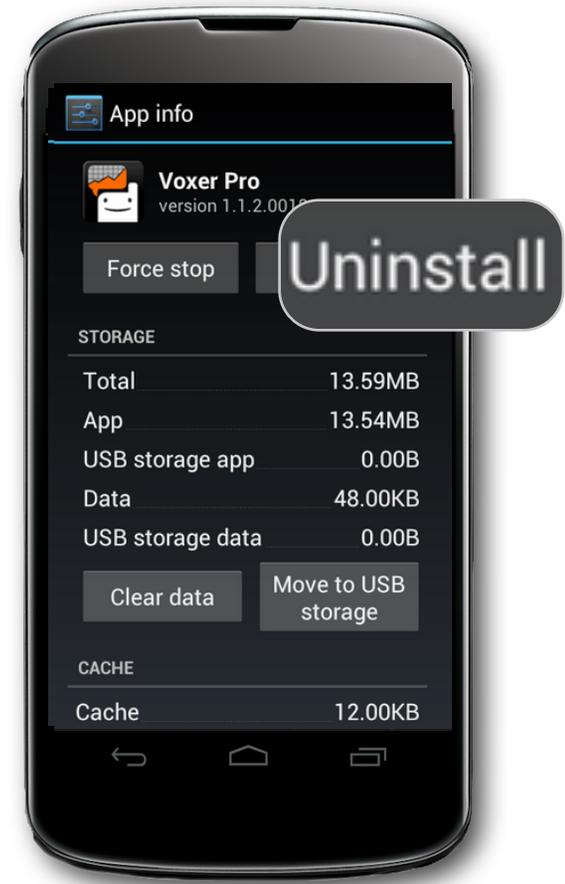
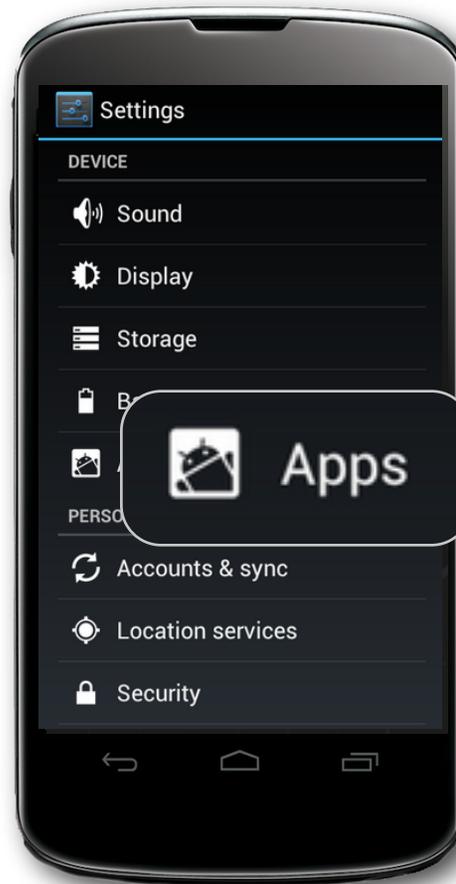
1. From the homescreen, tap "Menu"
2. Select "System Settings" > "Apps" > "Voxer" > "Clear Data" > "Ok"
3. Return to homescreen
4. Tap "Menu" > "Apps" > "Voxer" > "Force stop" > "Ok"
5. Relaunch Voxer

Troubleshooting



If you are on Wi-Fi, have rebooted, and force quitting and relaunching Voxer doesn't work, one last step to try is force quit and relaunch.

If that still fails to fix the issue, get in touch with us support@voxer.com



Delete and Reinstall

1. From your homescreen, tap "Menu" > "Settings" > "Applications" > "Manage Applications" > "Voxer" > "Uninstall"
2. Go to the Google Play Store, reinstall Voxer and sign in using same e-mail address and password

Getting Help

Need help? Have questions?

Check out <https://support.voxer.com/home>
or get in touch with us: support@voxer.com