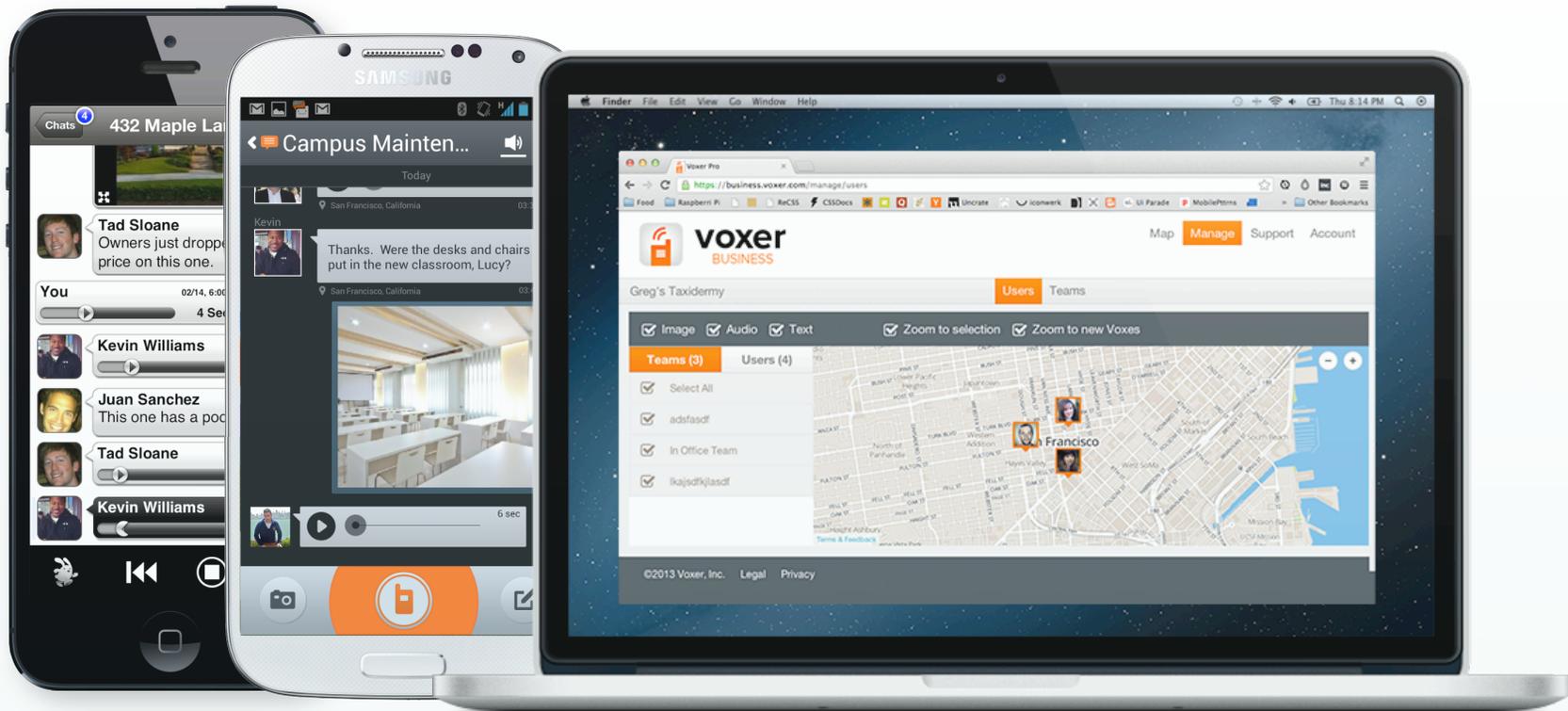




voxer
BUSINESS

Getting Started Guide: Administrative Setup



Welcome to Voxer Business!

Thanks for signing up for Voxer Business. You've just taken the first step to improving communication at your company.

Here's a guide to help get your company up and running. Enjoy!

Getting Started Checklist

Use this checklist to perform the essential steps to get going with Voxer Business.

Administrators

- Log in to the Voxer Business Manager
- Create User Accounts for Employees
- Create Teams
- Add Users to Teams
- Tell Employees to Get Started!

Employees / Users

- Verify Your Account from Email OR Get Username Credentials from your Company Administrator
- Download the Voxer Business app
- Log in to Voxer Business
- Start Voxing!

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Voxer Business Manager Setup

Create User Accounts

Users Teams

Search users

Add Users

Create New User
Bulk Upload

No users yet?

Click the add users button
to start adding users

Create New Accounts

As an administrator, you can create accounts for the people using Voxer Business at your company. You can add user accounts one-by-one or through a bulk upload via .csv file. You can also choose whether their account is associated with an email address or username.

Claim Your Company Domain

Before you begin to create accounts for employees, you should create a domain name for your company network.

This will allow your company to have its own identity and gives the ability to create new users without email addresses.

1. Tap the icon to Add Users
2. Select "Create New User"
3. Enter the user's information
4. Select "Save"

The screenshot shows a mobile application interface for 'Account Settings'. At the top, there is an orange header bar with the text 'Account Settings'. Below this, the word 'Business' is centered in a large, bold font. Underneath, there are two input fields: 'Name' with the value 'The Service Company' and 'Voxer Domain' with the value 'serviceco'. A small question mark icon and the text 'What is a Voxer Domain?' are positioned below the 'Voxer Domain' field. Further down, the word 'Administrator' is centered in a large, bold font. Below this, there are two more input fields: 'First Name' with the value 'Kevin' and 'Last Name' which is currently empty.

Create User Accounts

Create Accounts: One-by-One

1. Tap the icon to Add Users
2. Select "Create New User"
3. Enter the user's information
4. Select "Save"



Note: If an account is created using an employee's email address, they will immediately receive an email to verify their email address.

Add User

First Name
Adam

Last Name
Sansome

E-mail Address*
example@example.com

Username * ?
 @serviceco

*A user requires either an email address, a username or both

Phone
5555555555

Set password and let user reset it on first login.
 Set password and prevent user from changing it.

Password

Verify Password

Passwords must be a minimum of 5 characters long

Cancel Save

Create User Accounts

Username

When you create user accounts one-by-one, you have the option to associate that account with either an email address OR a username. Usernames are great if your employees do not have company email addresses.

1. Tap the icon to Add Users
2. Select "Create New User"
3. Enter the user's information, skipping the "E-mail Address" field and entering a username
4. Set a password for the account
5. Select "Save"
6. Provide the employee with credentials to log in

Add User

First Name
Adam

Last Name
Choose a username with 2 to 30 characters. A username is case insensitive and may only contain alphanumeric characters (a-z, 0-9) and underscore (_)

Username * ⓘ
adam @serviceco

Password
.....

Verify Password
.....

Passwords must be a minimum of 5 characters long

Set password and let user reset it on first login.
 Set password and prevent user from changing it.

Create User Accounts

Create Accounts: Bulk Upload

To upload multiple user accounts, first create a .csv spreadsheet with the following required columns: First, Last, E-mail, Phone.

You can [download a sample template here](#).

To use Bulk Upload:

1. Tap the icon to Add Users
2. Select "Bulk Upload"
3. Click the button to upload your .csv file
4. Select your file
5. Click "OK"

Bulk Upload

You have two options to upload multiple users at once:

1. Export your Outlook contacts to a .CSV file
2. Use a spreadsheet application (Excel, Numbers, Google Doc, etc.) to create a .CSV file with the following headers: "First", "Last", "E-Mail" and "Phone".
[Download a sample .csv file](#)

Then, upload the file, preview the upload result and fix any potential problems and confirm.

[Upload .csv File](#)

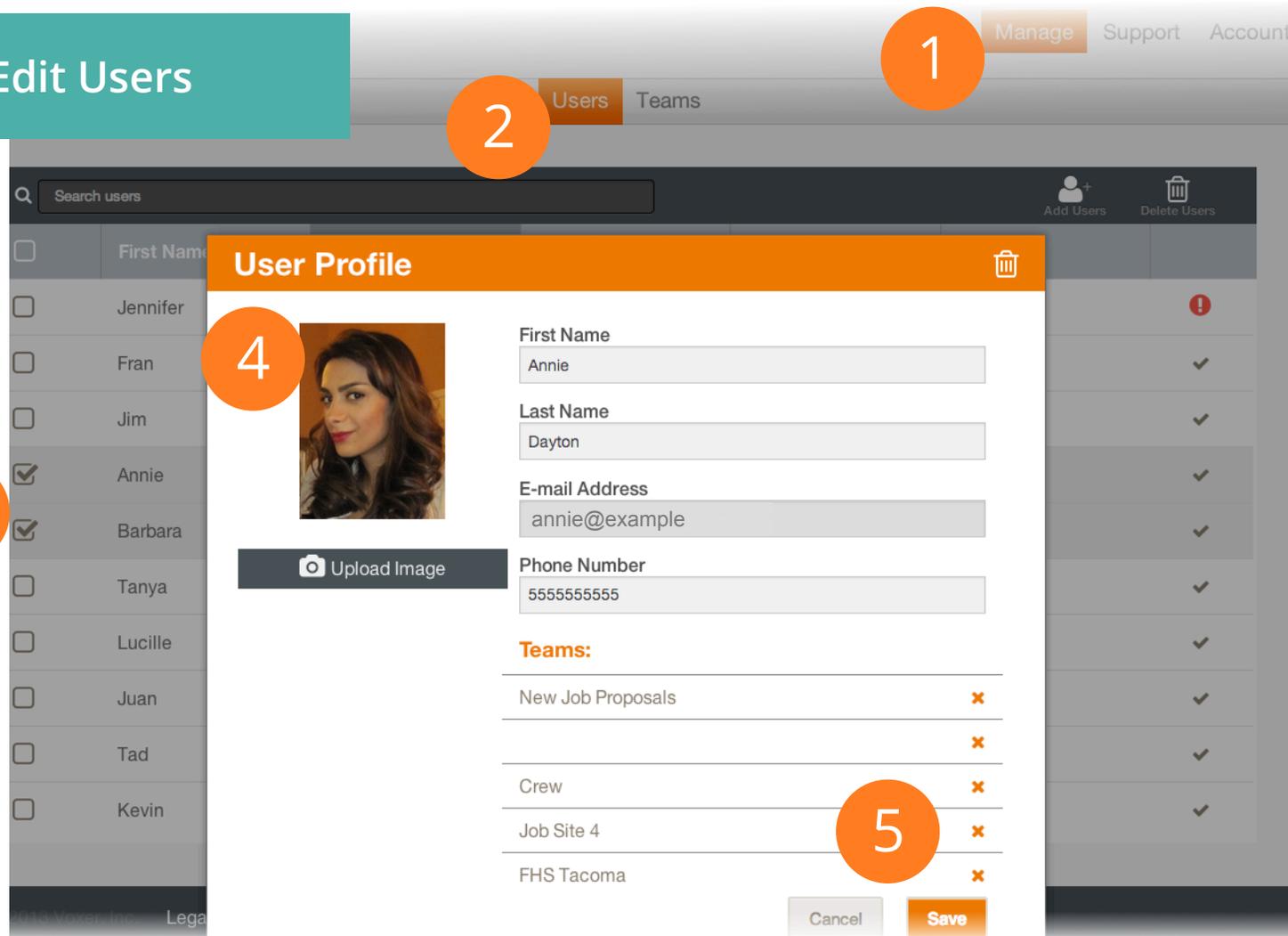
Click [here](#) for a more detailed explanation. [Cancel](#)

First	Last	E-mail	Phone
Tad	Sloane	tad@example.com	555-555-5555
Jim	Crane	jim@example.com	555-555-5555
Annie	Dayton	annie@example.com	555-555-5555
Lucille	Rogers	lucy@example.com	555-555-5555
Juan	Sanchez	juan@example.com	555-555-5555



Note: You can create a spreadsheet with software such as Microsoft Excel, Apple Numbers, or Google Docs and then export to .csv using the software.

Edit Users



To Edit Users

1. Select Manage Tab
2. Select Users Tab
3. Click on the name of the user you want to edit
4. Make edits
5. Select Save

Delete Users

2

1

4

<input type="checkbox"/>	First Name	Last Name	E-mail	Phone	Teams	
<input type="checkbox"/>	Fran	Cisco	fran@example	5555555555	4 Teams	✓
<input type="checkbox"/>	Jim	Crane	jim@example	5555555555	5 Teams	✓
<input checked="" type="checkbox"/>	Annie	Dayton	annie@example	5555555555	4 Teams	✓
<input checked="" type="checkbox"/>	Barbara	Johnson	barbara@example	5555555555	3 Teams	✓
<input checked="" type="checkbox"/>	Tanya	Lewis	tanya@example	5555555555	Job Site 4	✓
<input type="checkbox"/>	Lucille	Rogers	lucile@example	5555555555	3 Teams	✓
<input type="checkbox"/>	Juan	Sanchez	juan@example	5555555555	3 Teams	✓
<input type="checkbox"/>	Tad	Sloane	tad@example	5555555555	Job Site 4	✓
<input type="checkbox"/>	Kevin	Williams	kevin@example	5555555555	3 Teams	✓

3

To Delete Users

1. Select Manage Tab
2. Select Users Tab
3. Select the user(s) you want to delete
4. Select "Delete Users"



Note: You can also delete users by going to the user's profile page and selecting the "Delete" icon.

What Are Teams?

The screenshot displays the 'Teams' management interface. On the left, a sidebar lists various teams: 'Search teams', 'Create new team', 'Crew' (5 members), 'FHS Tacoma' (4 members), 'Job Site 4' (8 members, highlighted in orange), 'New Job Proposals' (2 members), and 'New Job Site' (3 members). The main area is titled 'Job Site 4' and contains a search bar and 'Remove Members' and 'Add Members' buttons. Below this is a table of team members:

<input type="checkbox"/>	First Name	Last Name	E-mail	Phone
<input type="checkbox"/>	Fran	Cisco	example@example	5555555555
<input checked="" type="checkbox"/>	Jim	Crane	example@example	5555555555
<input type="checkbox"/>	Annie	Dayton	example@example	5555555555
<input checked="" type="checkbox"/>	Barbara	Johnson	example@example	5555555555
<input checked="" type="checkbox"/>	Lucille	Rogers	example@example	5555555555
<input type="checkbox"/>	Juan	Sanchez	example@example	5555555555

Voxer Business “Teams”

Teams help streamline information sharing among groups of your employees. Group chats can be created with the tap of a button using Teams.

Create Teams

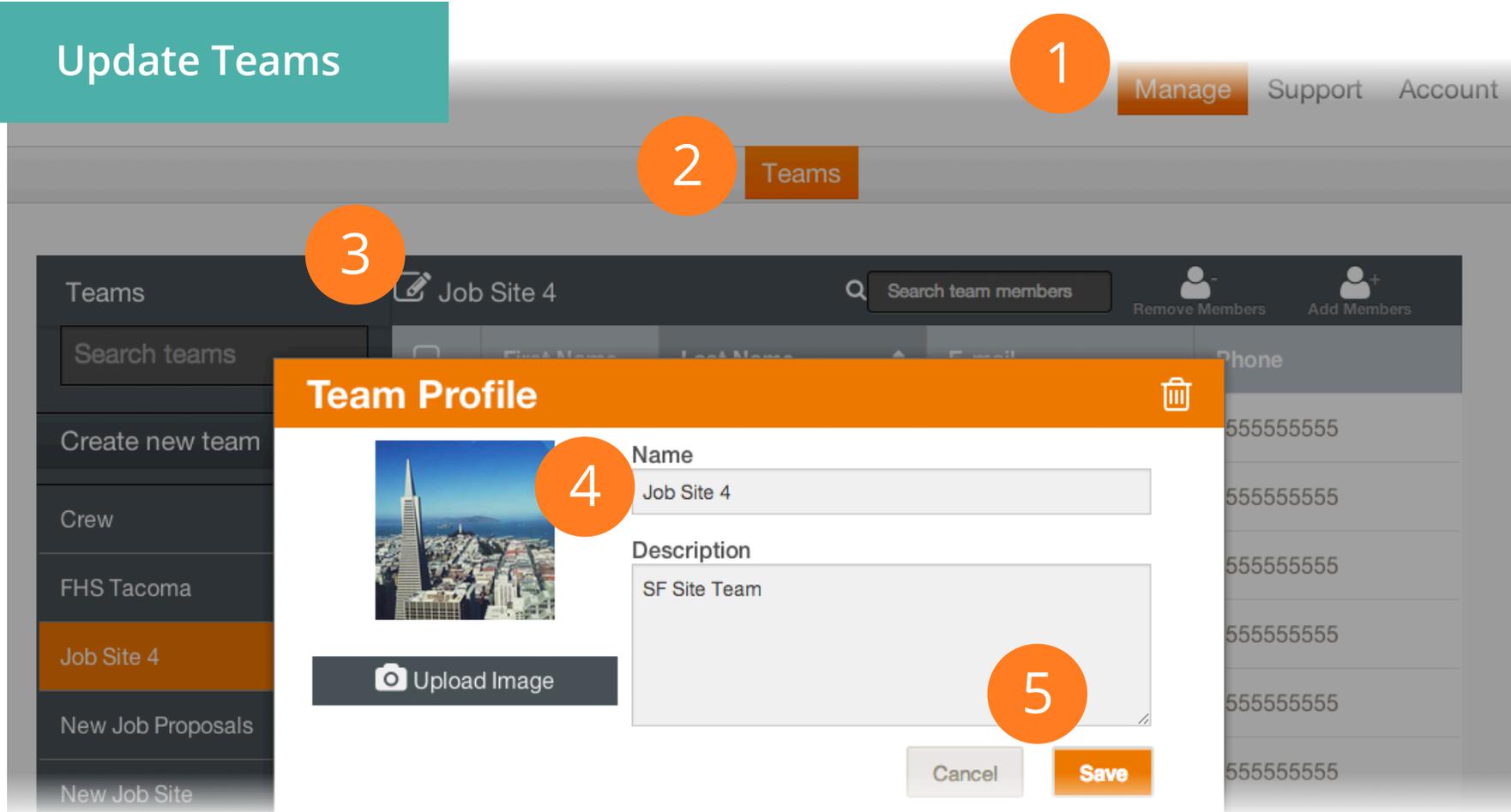
The screenshot shows a web application interface for creating a new team. The top navigation bar includes 'Manage', 'Support', and 'Account'. The 'Teams' tab is selected in the top navigation. The sidebar on the left has 'Create new team' selected. The 'Add Team' form is open, showing the following fields and actions:

- Name:** Sales
- Description:** SF Regional Sales Team: Mary, Tim, Fran, Harry, & Molly
- Add Photo:** A button with a camera icon to upload a team photo.
- Buttons:** 'Cancel' and 'Save' buttons at the bottom right of the form.

How to Create a New Team

1. Navigate to the Manage tab
2. Click on the "Teams" tab
3. Select "Create new team" button and give the team a name
4. Add a description and upload an image
5. Click "Save" to confirm new team

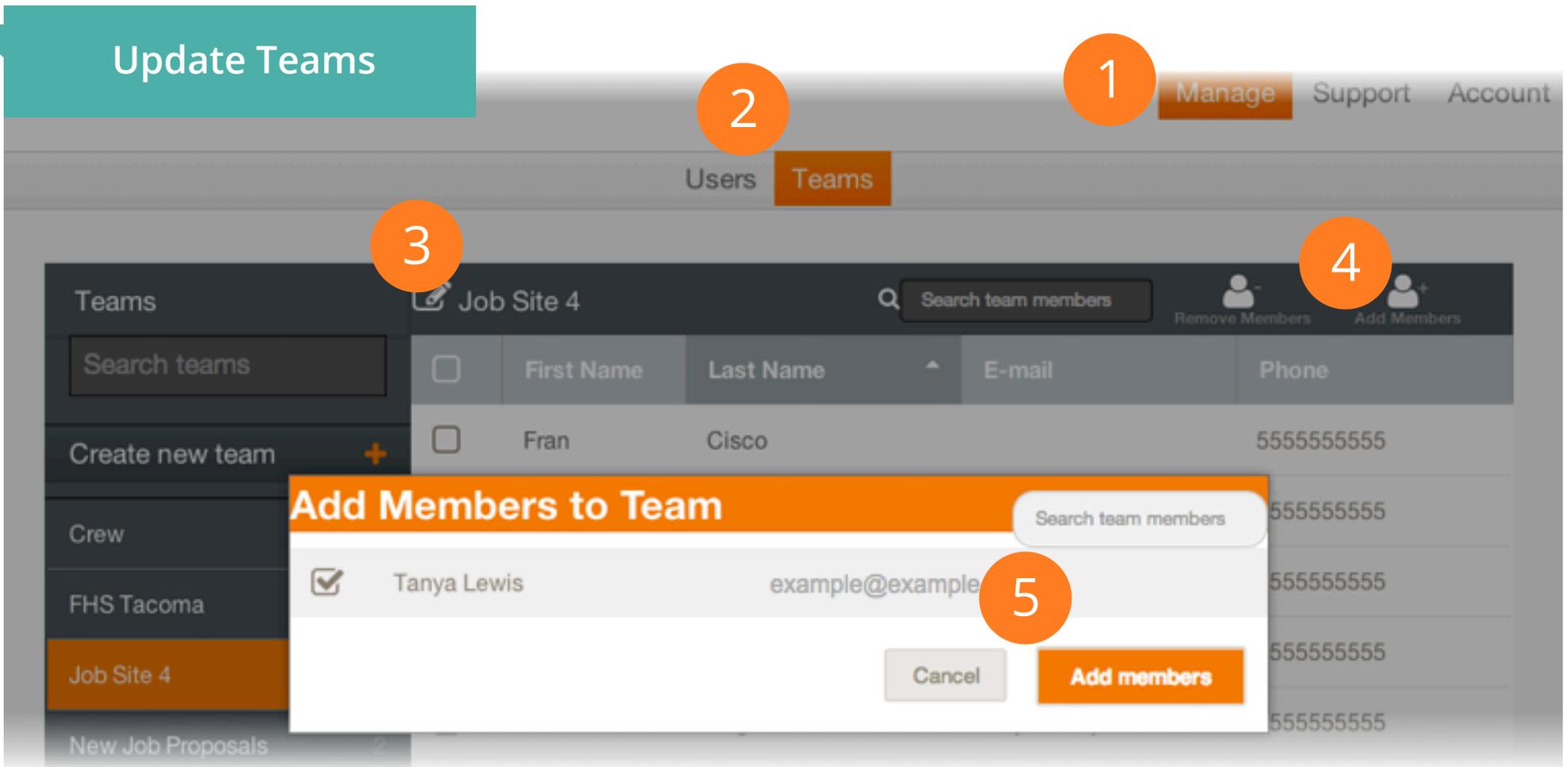
Update Teams



How to Update Teams

1. Navigate to the Manage tab
2. Click on the "Teams" tab
3. Select Edit Team button in the top tool bar
4. Make Edits
5. Select "Save"

Update Teams



How to Add Team Members

1. Navigate to the Manage tab
2. Click on the "Teams" tab
3. Select the Team you want to add members to
4. Select "Add Members"
5. Choose members to add, select "Add members"

Update Teams

1

Manage

Support

Account

2

Teams

5

4

3

The screenshot displays the 'Teams' management interface. On the left, a sidebar lists various teams: 'Crew', 'FHS Tacoma', 'Job Site 4' (highlighted in orange), 'New Job Proposals', and 'New Job Site'. The main area shows a table of team members for 'Job Site 4'. The table has columns for 'First Name', 'Last Name', 'E-mail', and 'Phone'. Five team members are listed: Fran Cisco, Jim Crane, Annie Dayton, Barbara Johnson, and Lucille Rogers. The first three rows have checkboxes in the left margin, with the checkboxes for Jim Crane, Barbara Johnson, and Lucille Rogers being checked. At the top right of the main area, there are buttons for 'Remove Members' and 'Add Members'.

	First Name	Last Name	E-mail	Phone
<input type="checkbox"/>	Fran	Cisco	example@example	5555555555
<input checked="" type="checkbox"/>	Jim	Crane	example@example	5555555555
<input type="checkbox"/>	Annie	Dayton	example@example	5555555555
<input checked="" type="checkbox"/>	Barbara	Johnson	example@example	5555555555
<input checked="" type="checkbox"/>	Lucille	Rogers	example@example	5555555555
<input type="checkbox"/>	Juan	Sanchez	example@example	5555555555

How to Delete Team Members

1. Navigate to the Manage tab
2. Click on the "Teams" tab
3. Select the Team you want to add members to
4. Choose members you wish to delete
5. Select "Remove Members"

4

Image

Audio

Text

Zoom to selection

Zoom to new Voxes

Teams (7)

Users (9)

2

Select All

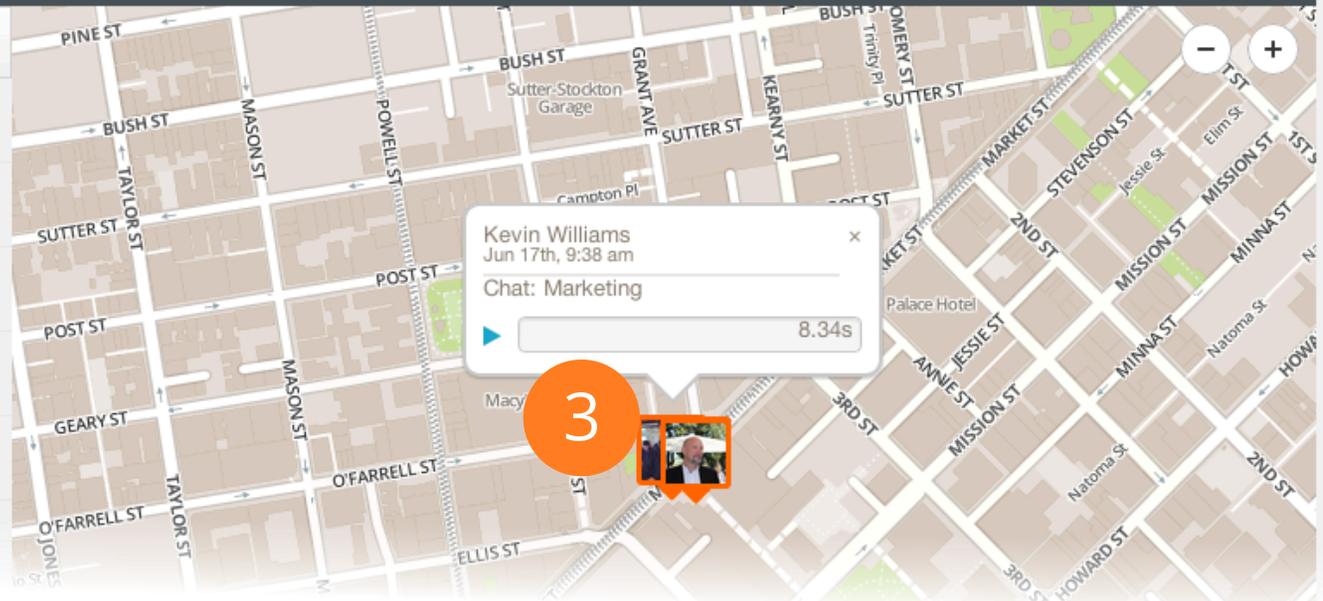
Crew

FHS Tacoma

Job Site 4

New Job Proposals

New Job Site



3

Voxer Business Manager Map

The map visible in the Voxer Business Manager shows the location of the last message sent from your employees.

1. View maps by clicking on the "Map tab"
2. Check or uncheck boxes to filter user/team locations on map
3. Double-click on user pins to play or see their last message
4. Filter viewable voxes by Image, Audio, or Text

Update Subscription

The screenshot shows a web interface for managing subscriptions. At the top right, there is a navigation menu with 'Account' selected. A dropdown menu is open, showing 'Account Settings', 'Subscription' (highlighted), 'Change Password', and 'Log out'. Below this is a header for 'Subscription and Billing'. The main content area is titled 'Subscription' and contains the following information:

Number of paid accounts:	12 × \$9.99
Accounts available:	3
Change number of accounts:	<input type="button" value="-"/> <input type="button" value="+"/> <input type="text" value="12"/>
Current monthly payments:	\$119.88
Next payment:	7/16/2013

Below the table is an 'Update' button. At the bottom of the page, there is a 'Billing' section with 'Card Type: Visa' and an 'Edit' button. Four orange circles with white numbers (1, 2, 3, 4) are overlaid on the image to indicate the steps: 1 points to the 'Account' menu, 2 points to the 'Subscription' dropdown, 3 points to the 'Change number of accounts' input field, and 4 points to the 'Update' button.

How to Update Subscription & Billing

1. Navigate to "Account"
2. Select "Subscription"
3. Update information
4. Select "Update"

Employee / User Setup

Verify Your Account



Welcome Claudia!



Note: You will **not** be able to log into the Voxer Business app until you verify your account. Your admin can resend this email to you if needed.

Verify Your Voxer Business Account

Once your administrator has created a Voxer Business account for you, you should receive an email entitled "Please verify your email address for Voxer Business".

Within that email, you will find a hyperlink that takes you to a screen to verify your identity and create a password for your new Voxer for Business account. Remember the password you create as that will be used each time you login to your account.

Account Conversion

claudia.kessa@example.com is already being used on Voxer.

**Choose a new Email
address for your
consumer account**

[Choose New Email](#)

or

[Convert My Account to a Business Account](#)

By clicking, you accept the [Voxer Pro Terms & Conditions](#) and [Privacy Policy](#).



Note: You will **not** be able to log into the Voxer Business app until you verify your account. Your admin can resend this email to you, if needed.

How to Convert Your Existing Voxer Account

If you are an existing Voxer user and are invited by the administrator of your business to join Voxer Business, you will receive an email from us entitled "Please verify your e-mail address for Voxer Business". Once you click on the "Verify Email" button in that email, you will be taken to a screen that will give you two options:

1. Create an account for Voxer Business and keep a separate one for personal use. In this case, you will need to change the e-mail address associated with your existing Voxer account and choose a new password for your Voxer Business account.
2. Convert your existing account to a business account. This means that your company now owns the account and any of the messages generated on that account.

How to Log In



Note: You will **not** be able to log into the Voxer Business app until you verify your account. Your admin can resend this email to you, if needed.



How to Log In

- Once you have verified your account and created a password, you will be able to log in to your account.
- Type your Voxer Business credentials (email / username and password) and tap the Log In button.

Getting Help

Need help? Have questions?

Check out our [Voxer Business Support Pages](#)
or get in touch with us: support@voxer.com