



**voxer**  
BUSINESS

# Getting Started Guide: iPhone Basics

## Getting Started Checklist

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

### 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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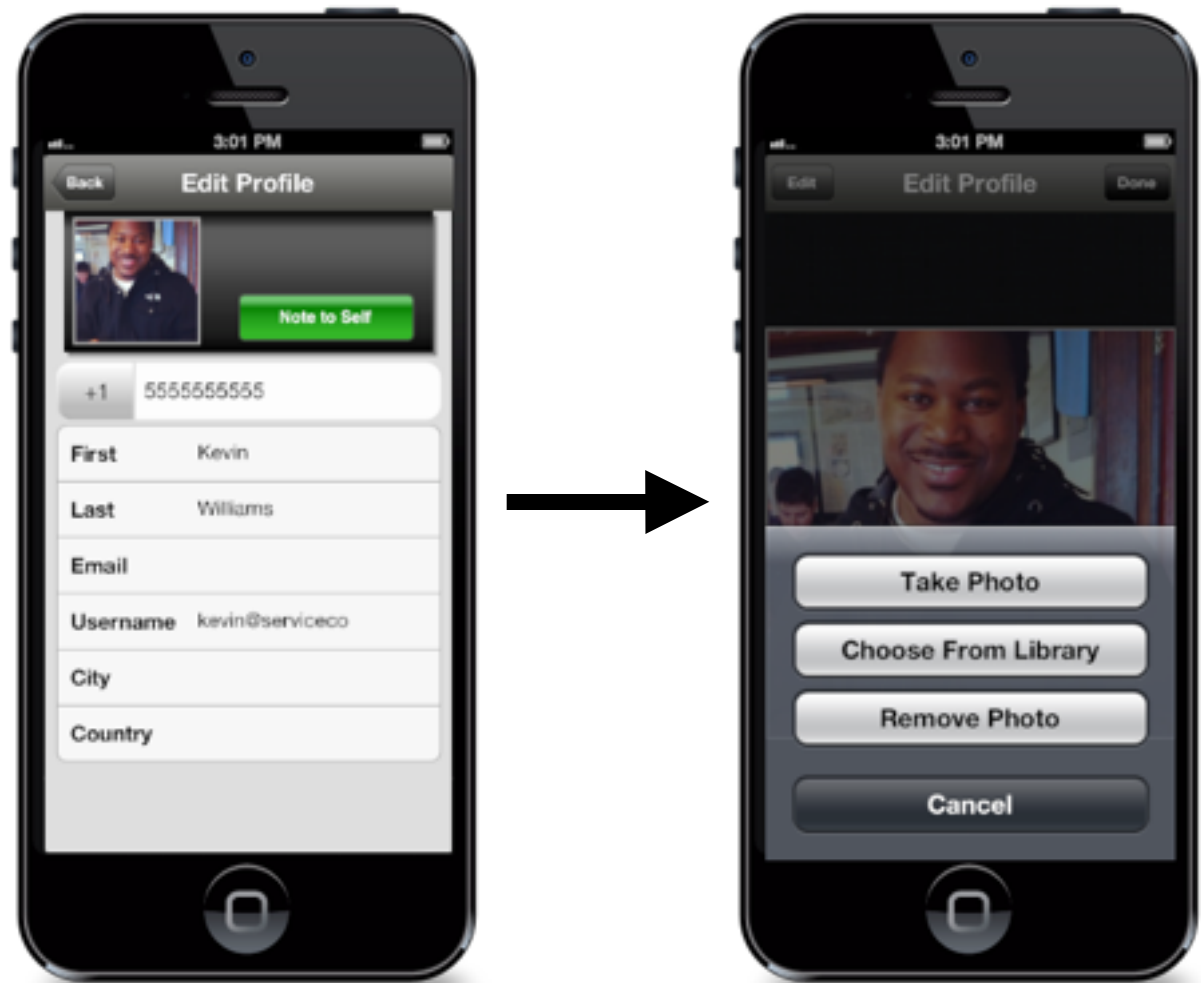
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# Voxer Business: iPhone Basics

## Update Your Profile

1. From the Chats List, tap the Contacts icon (in the upper-right corner)
2. Tap "Edit Your Profile"
3. Tap the Profile Photo
4. Tap "Edit"
5. Choose Your Upload Option and Photo
6. Tap "Done"



## Update Your Profile

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

Your administrator may choose upload a photo for your account, but you also have the option to upload a profile picture.

## Contacts & Search

1. To search other users not in your contact list, tap the Contacts icon (upper-right hand corner)
2. Type in the email address of the user you are searching for in the search field
3. Select “Vox” to start a chat



## Contacts List and Searching for Other Users

- Your Voxer Business contacts list is automatically populated with all the users and teams created by your administrator in the Voxer Business Manager.
- 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 Business users, you **must** search for them in the directory by email address or username.

## Send a Message

1. Go to Chat list
2. Select chat
3. Press the “hold and talk” button
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



## Send a Message with “Slide Lock”

You can also use our Slide Lock feature, which is handy when sending longer audio messages.

- From the Settings menu, select “Audio and Notifications”, then turn Slide Lock ON.
- In any chat, simply press the “hold and talk” button and once it is engaged, slide the button to the right to lock into place while you talk. When you are finished, simply tap the button to end recording.

## Start a Chat

1. Go to Chat list
2. Tap the Chat Button
3. Select team or contact(s)
4. Tap "Vox"
5. Name your chat
6. Start voxing



## Group Chats

Groups chats are great for talking to your team, company, clients, vendors, and more. 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 Chat



## How to Add a Participant to a Chat

1. From within a chat tap the Chat Menu button (in upper-right corner)
2. Tap on the plus sign
3. Select contact(s) or team(s)
4. Tap on the plus sign to get back into the chat and vox

## Delete Chat

1. Go to your Chat List
2. Find chat you wish to delete
3. Swipe horizontally across the chat to reveal "Delete" button
4. Tap "Delete"



## 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 Contact

1. Tap the Contacts icon
2. Tap "Edit" in the upper-right hand corner
3. Select contact you wish to delete
4. Tap "Delete"
5. Tap "Done"



## 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

1. Go to your Chats List
2. Select the chat to which you want to turn on Extreme Notifications
3. Tap the Contacts button
4. Go to Settings, tap "Notifications"
5. Tap "Extreme"



**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 Business message.



## 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



## Turning on Extreme Notifications Globally (for all chats)

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

## Live Interrupt Mode



**Note:** You can turn Live Interrupt Mode on for up to 5 chats at a time. You can only designate **ONE** chat to record hand-free audio.



## How to Turn On Live Interrupt Mode

1. Go to your Chats List
2. Select the chat to which you want to turn on Live Interrupt Mode
3. Tap the Chat Menu button (upper-right corner)
4. Under settings, tap "Live Interrupt Mode"
5. Select "Playback" or "Playback and Record"



## Password Reset



## Changing Your Password

1. Go to "Settings"
2. Select "Account Settings"
3. Select "Log Out"
4. On the login screen, select "Forgot Password"
5. Type in the email or username associated with your Voxer Business account
6. Check the email address linked to your account for instructions to set up your password

# iPhone Troubleshooting Tips



## Troubleshooting



**Note:** You must have a connection to send and receive messages. However, the app **WILL** save messages you attempt to send to your device until your connection is restored. Then your messages will be automatically sent!



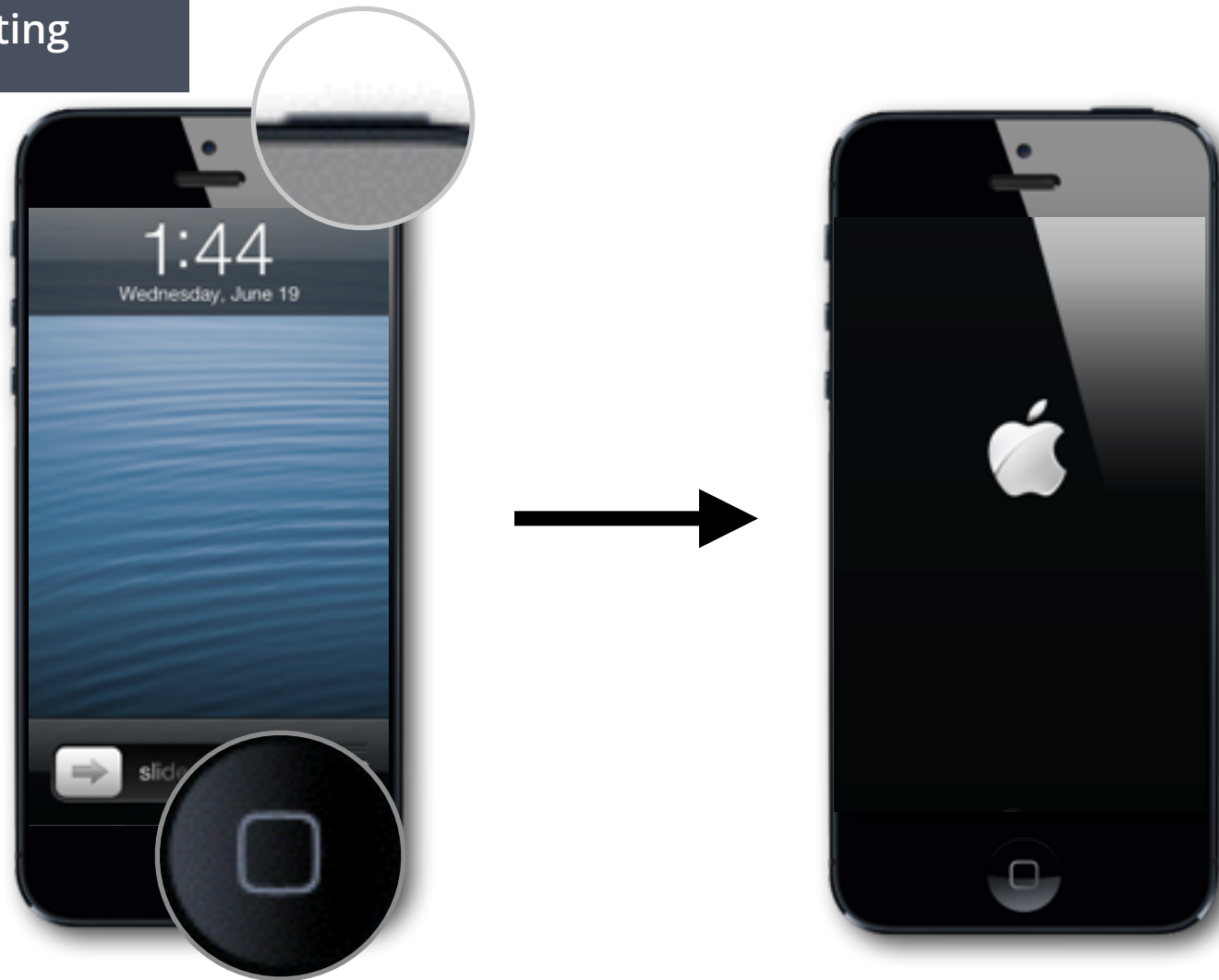
## Check Your Internet Connection

1. Go to iPhone Settings
2. Go to "Airplane Mode" and turn it ON
3. Wait 5-10 seconds, then turn Airplane Mode OFF
4. Try using another app/Internet browser to ensure Internet is working properly on your device
5. Launch Voxer to see if the issue is resolved. If not, connect to a different Wi-Fi source and relaunch the app



### Force Quit and Relaunch

1. From home screen, double-tap the Home button
2. Locate the Voxer Business app
3. Press and hold until you see a red circle with a dash
4. Tap the red circle to quit the app
5. Press the home button to return to your home screen
6. Wait 10 seconds and relaunch Voxer Business



### Perform a Hard Reboot

1. Press and hold the Home button
2. Then, press and hold the Sleep button
3. Ignore the Slide to Power Off pop-up, and continue to hold both buttons until the Apple logo appears
4. After the Apple logo appears, release the buttons
5. Once you are back at your home screen, launch Voxer to see if the problem is resolved



## Uninstall and Reinstall

1. From the home screen, tap and hold the Voxer app icon until it begins to shake
2. Tap the "x" and press "Delete" from the pop-up message to confirm
3. Go to the App Store, reinstall Voxer Business and sign in using your confirmed credentials

# Getting Help

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