



Ringrose Law - eLearning

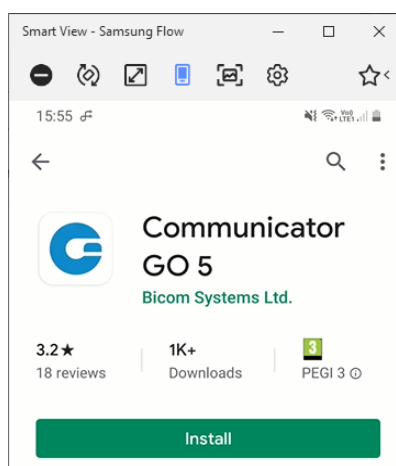
Communicator Go 5

The new telephone system has the added functionality of “Soft Phones” using Communicator Go 5. This is an app for your mobile phone that allows you to take and make phone calls from your mobile just as if you are using your desk phone.

Install the Communicator app and the Splashtop SOS app (below) on your mobile phone. Once both are installed, from your desk phone, ring IT support – they will need to set up from the system end.

Installing The Apps On Your Android Phone.

1. Download and install the app **Communicator Go 5** and the **Splashtop On Demand Support** apps from the Play Store. (You may also need to install the Splashtop Add-on)



Splashtop On-Demand Support

Splashtop
3.9 ★ Installed



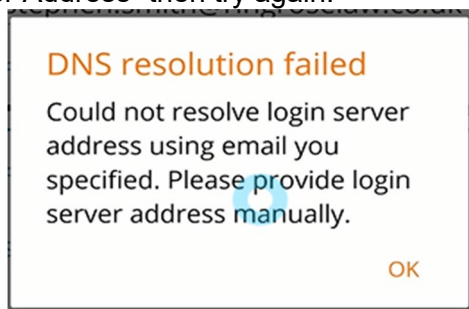
Splashtop Add-on: Samsung (Kno...

Splashtop
4.3 ★ Installed

2. Once installed **CALL IT SUPPORT** to activate the system
3. Login with your **email address** and a password of **R1ngR0se!**

Click on the down arrow for advanced login and under “Login Server Address” enter **ringrose.eticloud.co.uk**

If you see this error – check the “Advanced Login – Server Address” then try again.





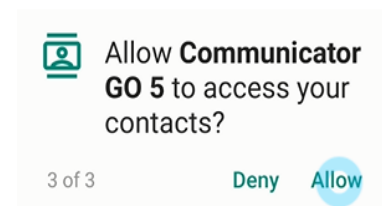
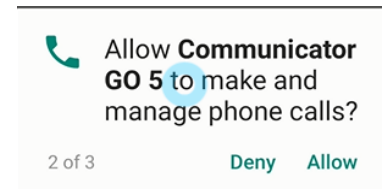
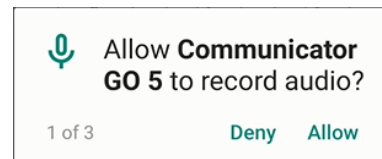
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4. You should also be asked to change the password. Advisable is to use your usual cloud password BUT make sure one of the digits is **lower case** – if not it will not allow you to use it.
5. Once logged in you will be asked for various permissions. These will depend on your phone model/version and its personal settings but should see:
 - Record Audio
 - Manage Phone Call
 - Access Contacts

Accept all requests.

4. When asked for Permission Needed for DND
 - Click open settings
 - Click the toggle to enable Communicator Go 5

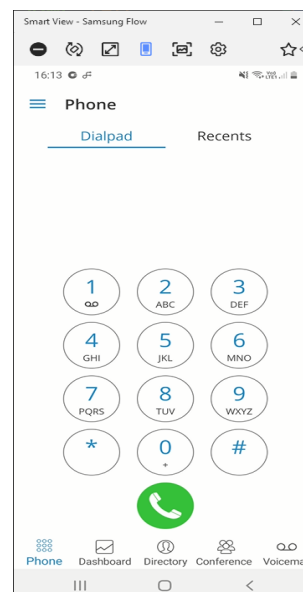
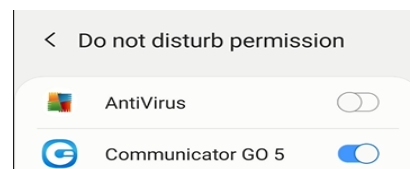
5. That should complete the setup of the app and present you with a dial pad. If it doesn't then you will need to contact IT Support for assistance.



Permission needed

Please grant Communicator GO 5 **Do Not Disturb** permission which is needed to handle native phone calls correctly.

[CANCEL](#) [OPEN SETTINGS](#)

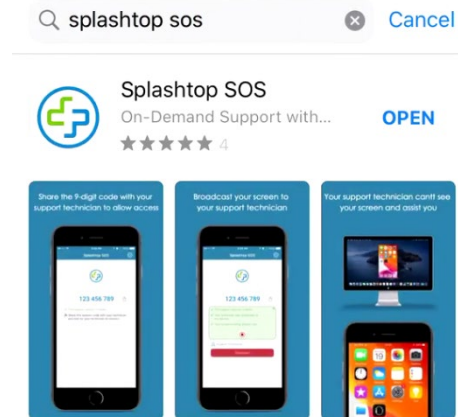


Installing The Apps On Your iPhone.

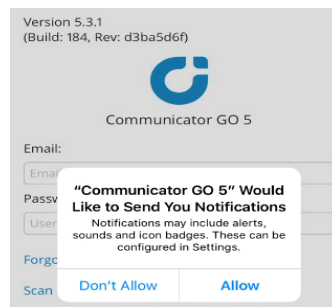


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1. Download and install the app **Communicator Go 5** and the **Splashtop SOS** app from the app store



2. Once installed it will open and ask you about sending notifications – choose Allow.
3. **CALL IT SUPPORT** to activate the system



3. Login with your **email address** and a password of **R1ngR0se!**

Click on the down arrow for advanced login and under “Login Server Address” enter **ringrose.eticloud.co.uk**

4. You should also be asked to change the password. Advisable is to use your usual cloud password BUT make sure one of the digits is **lower case** – if not it will not allow you to use it.

Version 5.3.1
(Build: 184, Rev: d3ba5d6f)



Communicator GO 5

Email:

stephen.smith@ringroselaw.co.uk

Password:

[Forgot Your Password?](#)

[Scan QR Code](#)

Advanced Login

Host

ringrose.eticloud.co.uk

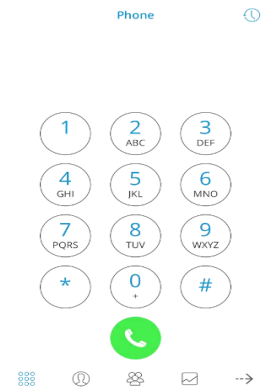
Login



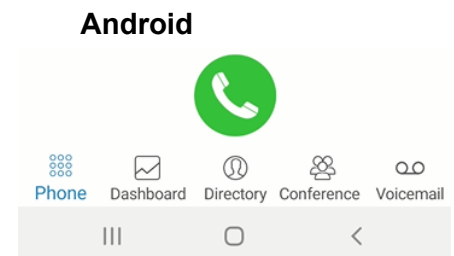
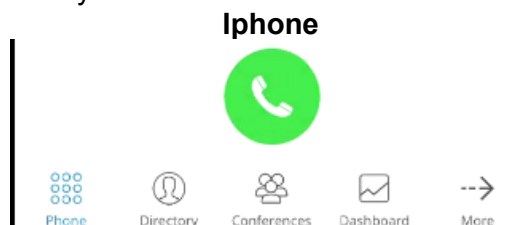
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4. Once installed you should see your Dial Pad.

If it doesn't then you will need to contact IT Support for assistance.



The App may look slightly different depending on your phone type and personalised settings but the functionality will be the same.



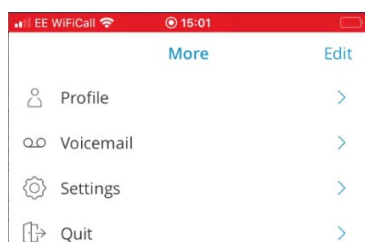
The toolbar buttons are self-explanatory

To make a call - tap in the phone number and press the "Green button"

Directory - will take you to a list/grid of directory users - tap the name to load the dial pad.

To close the app - tap  from the bottom menu then tap "Quit".

To close the app - tap  at the top left and from the fly out menu tap "Quit" at the bottom.



Do you want to Quit or to Sign Out from your profile?

Sign Out

Quit

Quit

Do you want to only quit Communicator GO or also to Sign out of your profile? Signing out will clear profile data and settings.

SIGN OUT

CANCEL

QUIT

Signing out will log you out of the system completely - Quit will just close the app.