



# ALKO Phone System: Mobile App and Voicemail Access

So, you've been given an extension to ALKO's phone number and a voicemail password. Now what?

This technical manual will show you how to:

- Install the mobile app on Android and iPhone devices,
- Access voicemail messages with the App,
- Make calls from your mobile device using the ALKO phone number and
- Access voicemail for your extension remotely.

This manual is not meant to be a comprehensive explanation of all the features on the mobile app or voicemail. It provides the basics to get you setup and be able to make calls and pickup messages.

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## Installing the Phone.com App on Your Mobile Device

### iOS Installation

Phone.com provides a webpage on [installing the Phone.com mobile app on your iOS device](#).

### Android Installation

For Android devices, the installation is similarly straight-forward.

#### Step 1. Download and Install the App

Open the App Store on your mobile device and search for “phone.com” as shown in Figure 1.

#### Step 2. Open the App

After the application installation has completed, the screen should look similar to Figure 2. Select “Open” to access the app.

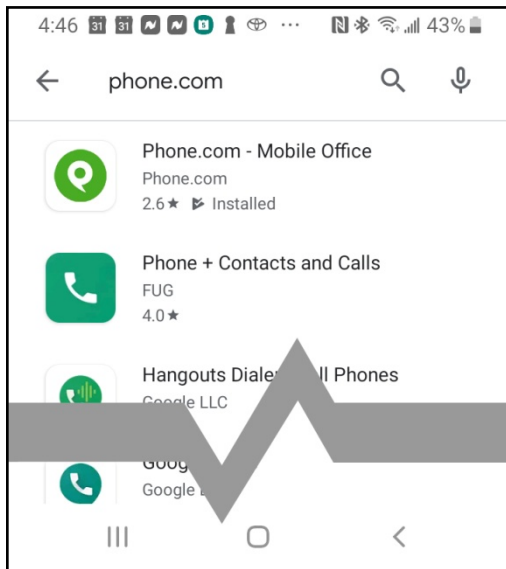


Figure 1: Phone.com in an App Store

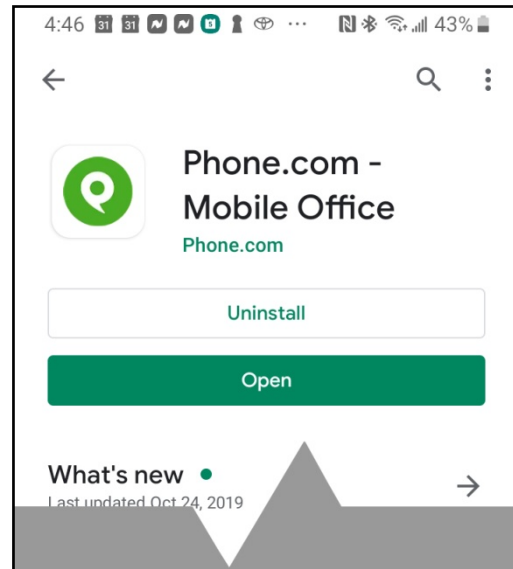


Figure 2: Phone.com After Installation



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### Step 3. Log In to the App

Enter the extension, the mobile number of the device, ALKO's Phone.com phone number and the password for the extension's voicemail. Then select "LOGIN." Figure 3 below shows this screen.

### Step 4: Phone.com Home Screen

The home screen, shown in Figure 4, displays contacts both from your phone and Phone.com.

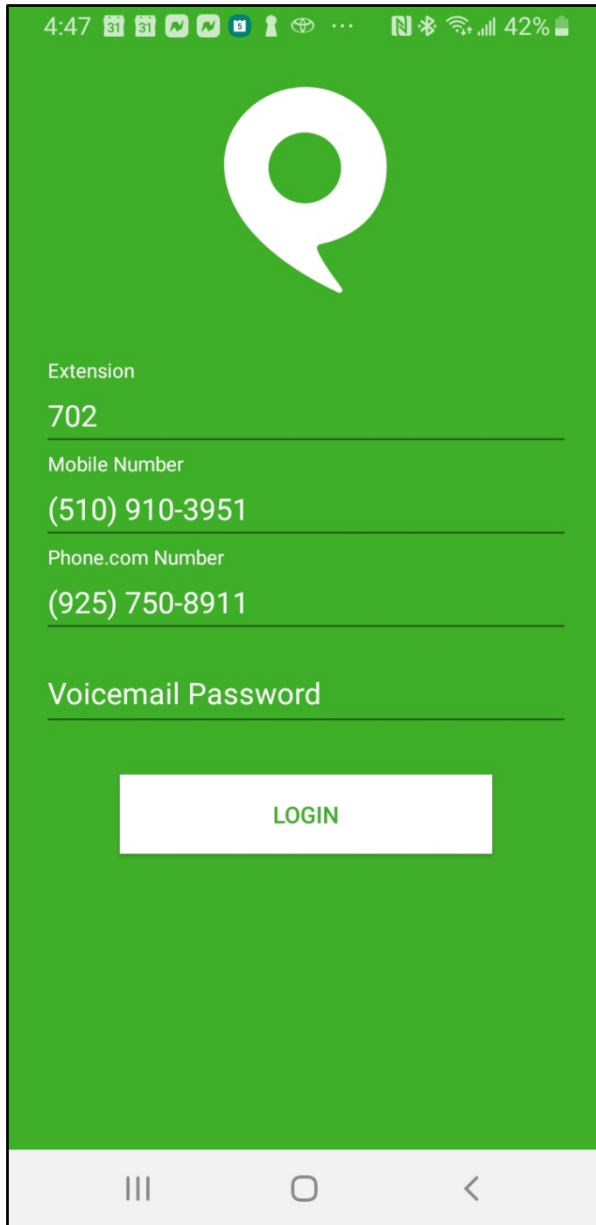


Figure 3: Phone.com Login Screen

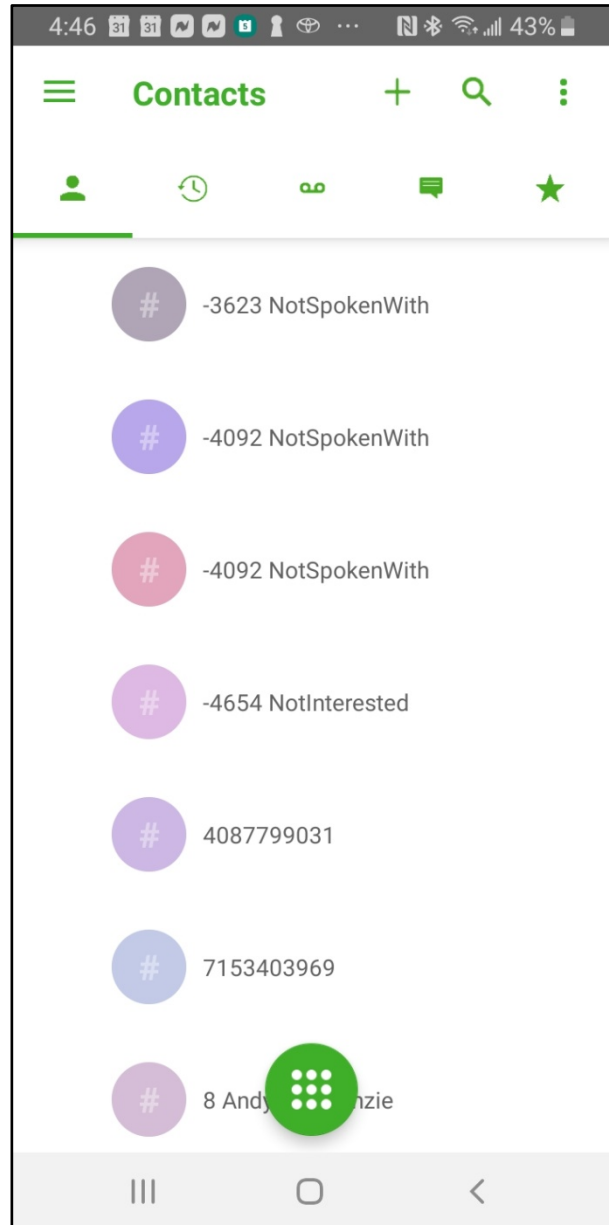


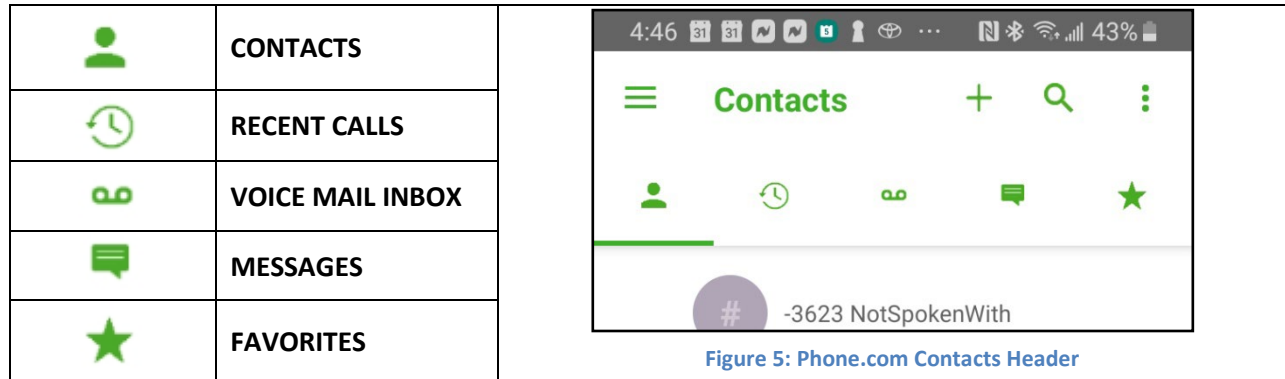
Figure 4: Phone.com Home Screen



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## Using the Phone.com App

The primary functions are displayed as icon at the bottom of the header section.



On the Contacts screen, the icons to the left are functionality specific to Contacts functionality. Refer to Figure 5.

- **PLUS SYMBOL:** Use to add contacts to the Phone.com directory.
- **MAGNIFYING GLASS:** Opens the search functionality to assist in finding a contact.
- **THREE VERTICAL DOTS:** Opens a dropdown menu allowing the user to filter the contacts display showing either “Device Only” contacts or “Phone.com Only” contacts.

Further functionality is accessed with icon in the top right corner of all of the app screens.

- **THREE VERTICAL BARS:** Gives access to more features, including “Settings” and “Logout”.

Calls can be made from the Phone.com number using the green circle ‘waffle’ button at the bottom of the screen.

## Voicemail Remote Access

It is possible to retrieve voicemail messages without the Mobile App.

To hear your messages:

1. Call your Phone.com number.
2. When the call is answered, press the star key (\*).
3. When prompted, enter your extension and your voicemail password.
4. Follow the prompts to hear voicemail messages.

**NOTE: If you have more than one extension, you must log out to access a different extension. The app only works with one extension at a time.**