

# Communicator GO Smart Phone Install Guide

Communicator GO is our mobile application that allows your smart phone to operate as your business extension with the same features and capabilities as an office phone.

Location for our applications can be found at <https://www.peregrinenetworks.net/support/voice-support-applications/>

**NOTE:** SteadFast-UC is support on a 5.x and 6.x platform, please ensure you are using the right version of Communicator GO If you are unsure of the version you should be using please contact our support team.

## Logging in

If you are already using our Communicator GO application on a Windows, Macintosh, or Linux based computer then follow **Manual Login Process**.

If the is the first time you are using SteadFast-UC platform then we recommend for ease of use to follow the **Logging in using QR code**

## Field Descriptions

**Email:** Enter the email address associated with your extension. This is used as the username for Communicator GO login.

**Password:** To authenticate Communicator GO with your SteadFast-UC server you will also need to provide user password generated on your extension.

**Host (Domain):** This field is shown only if Advanced Login button is pressed, and allows you to enter the address of SteadFast-UC to register to.

**Advanced Login:** This button will display an additional entry field named Host(Domain) that will allow you to enter the address of SteadFast-UC you would like to register to.

5.x Platform: uce01.steadfastbroadband.net

6.x Platform: uce01.steadfastuc.com

**QR Code Scan:** This button opens a camera preview for QR code scanning. (see Logging in using QR code)

**Forgot Your Password:** By pressing this field you will open a confirmation dialog for password resetting and send a reset link to the email address that was configured for your extension.

09:16

Version 6  
(Build: 190, Rev: fea9f66c)

  
gloCOM GO 6

Email:

Password:

[Forgot Your Password?](#)

[Scan QR Code](#)

Advanced Login 

Host

## Logging in using QR code

For first time users of SteadFast-UC the fast way to setup the Communicator GO application is to scan in a specially created QR code for your extension.

**NOTE:** If you are already using the desktop application of Communicator please follow the “**Manual Login Process**”

When your voice administrator creates your extension, you will be assigned an automatically generated long user password and typing it into Communicator GO can be error-prone. Therefore your voice administrator would have sent you an email with the necessary information to used a QR code to log on.

Simply scan the QR code attached in the extensions credentials email, by pressing the SCAN QR CODE button and pointing your phone camera to the monitor.

Once the QR code image is detected Communicator GO will fill out all the fields necessary for login.



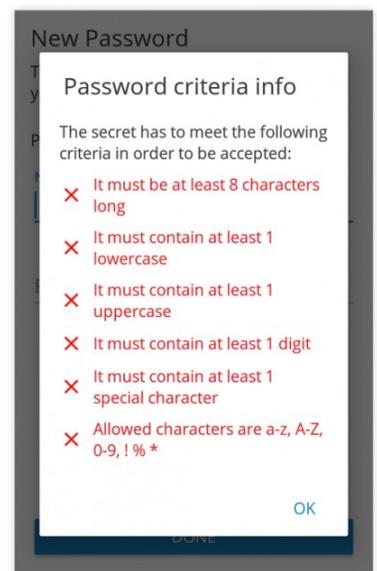
**NOTE:** SteadFast-UC 5.X platform, you must expand the “Advanced Login” and enter the host information of **uce01.steadfastbroadband.net**. This is not necessary with our SteadFast-UC 6.x platform

## Setting new password after logging in for the first time

When you log in Communicator GO for the first time, you will be asked to change the password. To ensure proper security passwords are required to be:

At least 8 characters long

- Contain minimum one (1) lower case letter(s)
- Contain minimum one (1) uppercase letter(s)
- Contain a minimum of one (1) number(s)
- Contain a minimum of one (1) special character(s)
- Allowed Characters are a-z, A-Z, 0-9, ! % \*



## Manual Login Process

Communicator GO requires an email address and password for login, this will be the same email & password you used with the Communicator Desktop application. Additionally, a server address will be needed for the install:

**Email:** [someone@email.com](mailto:someone@email.com)

**Password:** yourpassword

**Host:** [below]

**5.x Platform:** uce01.steadfastbroadband.net

**6.x Platform:** uce01.steadfastuc.com

## IMPORTANT NOTE

### Push Notifications

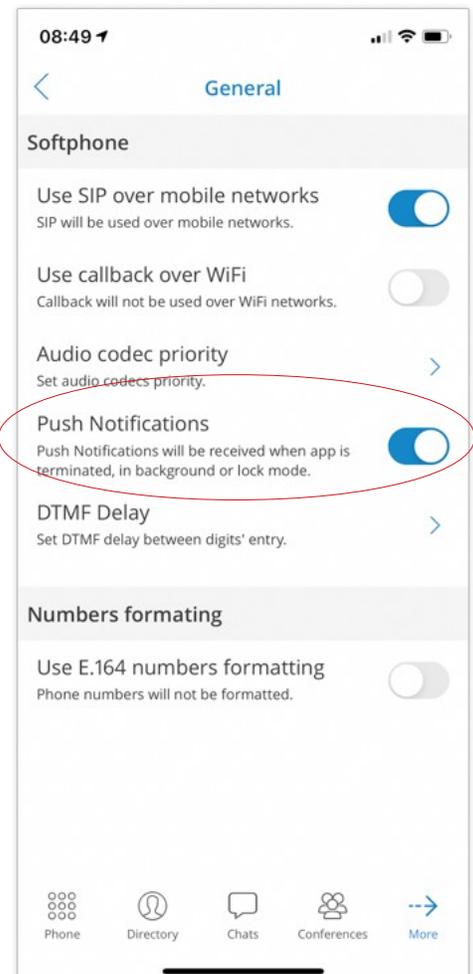
Because smartphones attempt to optimize applications to maximize their battery life, an application while running in the background will go to sleep.

To overcome this and allow calls to be received, Commutator Go supports a feature called push notifications.

With push notifications, the mobile app does not have to be registered to the SteadFast-UC platform at all times in order to receive incoming calls or notifications.

This will make sure your Communicator GO does not lose connectivity when the app runs in the background but will help save the battery life of your mobile device.

Push Notifications are enabled by default, but can be turned off to provide maximum battery life. But if you disable Push Notifications, you will not receive any inbound calls while the application is in the background.



## To Disable Push Notifications

### On Apple iOS Phones

press **More ...**, **Settings** and in **General** menu toggle **Push Notification** slider to Off.

### On Android Phones

press **menu** bars (3 horizontal lines top left), when the slider opens press **Settings**. Once you are in the **Settings** menu, press **General** and once in the menu you can enable or disable push notifications.

**NOTE:** Because of the way push notifications work, Communicator GO will not be registered once the app goes to the background and as such, it might not be displayed as Online in SteadFast-UC Monitor page.