

unified communications (uc)

Ascend Desktop & Mobile Applications



ASCEND® APPS QUICK START GUIDE

Read this guide to learn the basics.

The screenshot shows the Ascend mobile app interface. On the left is a navigation sidebar with icons for Messaging, Meetings, Files, Call History, Voicemails, Calling, Presence, and Help. The main screen displays a list of favorites and recent contacts, with a selected chat conversation for the 'Android Dev Team'. A 'New Message' menu is open, showing options for direct message, channel, SMS, and contact. A 'Chat Search' panel is also visible on the right, showing search results for the team chat. A 'Compose Messages' box is at the bottom of the chat screen.

Messaging
Communicate in real-time 1:1 or in teams using private and public channels

Meetings
View upcoming meetings, connect with teams and customers in HD video with screen sharing, annotation and more

Files
Access, share, and manage files in real-time

Call History
See a record of all inbound and outbound calls

Voicemails
Manage and view voicemail transcriptions

Calling
Access company directory at-a-glance, manage and place calls

Presence
View co-worker availability in real-time

Help
Access more information on app features, information on product updates, and answers to common questions.

Search
Search for people in your organization

New Message
Select type of message to send via 1:1, group chat, SMS, or create a contact

Meet Now
Start a meeting, share your screen, and more

Manage Channels
Add members, search, favorite and more

Chat Search
Search chat threads for relevant messages

Replies
Respond to a specific conversation

Files
Locate, preview and download files that have been shared in a chat

Settings
Manage application settings, notifications, access integrations, and more

Compose Messages
Type, format, and @ mention here. Use GIFs and emojis to make conversations more engaging

INSTALLATION

Ascend apps make it easier than ever for you to work from wherever.

For the best experience, utilize Chrome or download the desktop and mobile applications.



Use Chrome — OR —



Download Desktop App



Scan the QR code or download from the iOS or Android Store.

SIGN IN

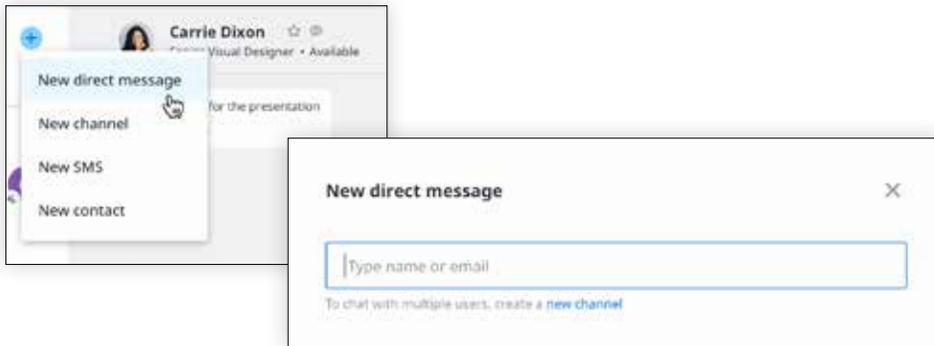
Log in to the desktop and mobile applications using your work email address and Ascend password.



MESSAGING

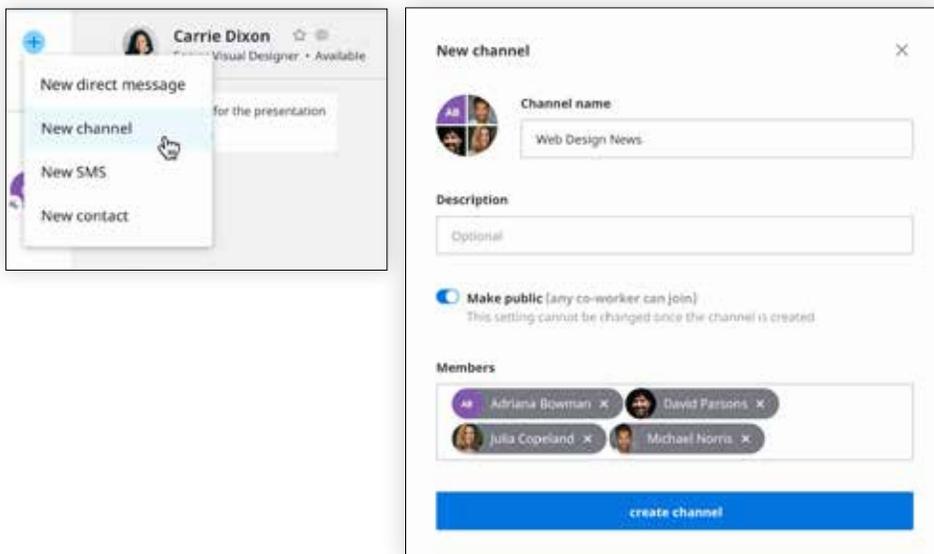
Start a chat

Connect with co-workers in real-time. Select + to **...create a new direct message**. A direct message is a chat with a single person. Type the name or email of the individual, write your message, select ►



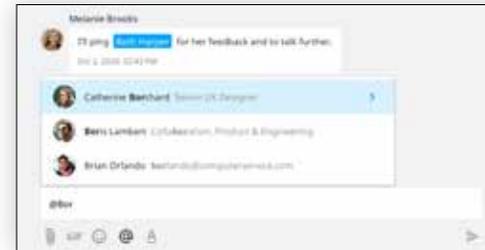
Create a new channel

A channel is a group discussion - this can be dedicated to a department, specific project, etc. Type in Channel name, add a description, choose if you want the channel to be public or private, and add members.



Create a new SMS

Select + to create a new SMS message. An SMS is a text message sent to a mobile phone number. Type in the 10 digit mobile number or search contacts and click "start conversation"



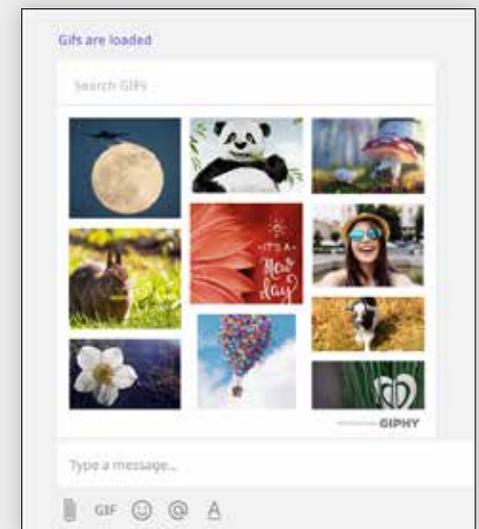
Use @ mentions

To get someone's attention in a channel, select @, then type their name or select them from a list that appears. You can @ mention multiple people at once.

Add emojis & GIFs to chat

Have fun with co-workers by adding emojis and GIFs to chats.

Select the 😊 for emojis or GIF to add a GIF.



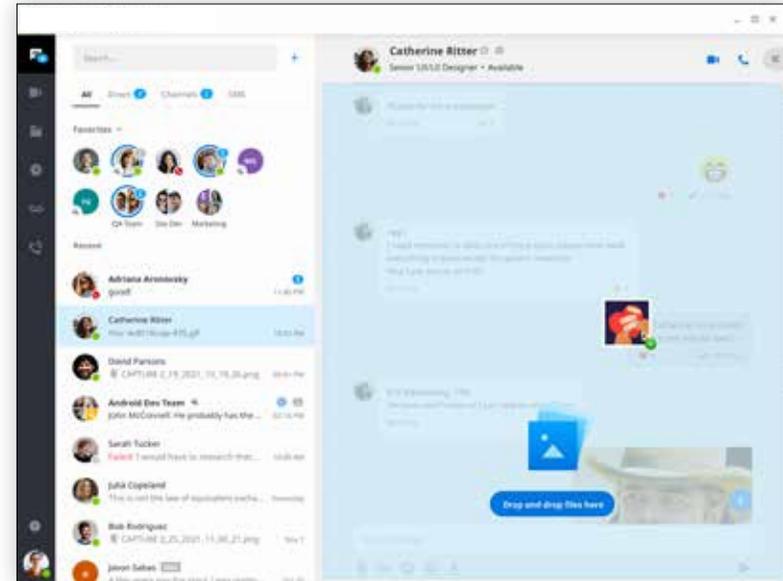
MESSAGING

Easily share files to collaborate with colleagues in real-time.

From a direct chat or channel, select  to upload an attachment into your message.

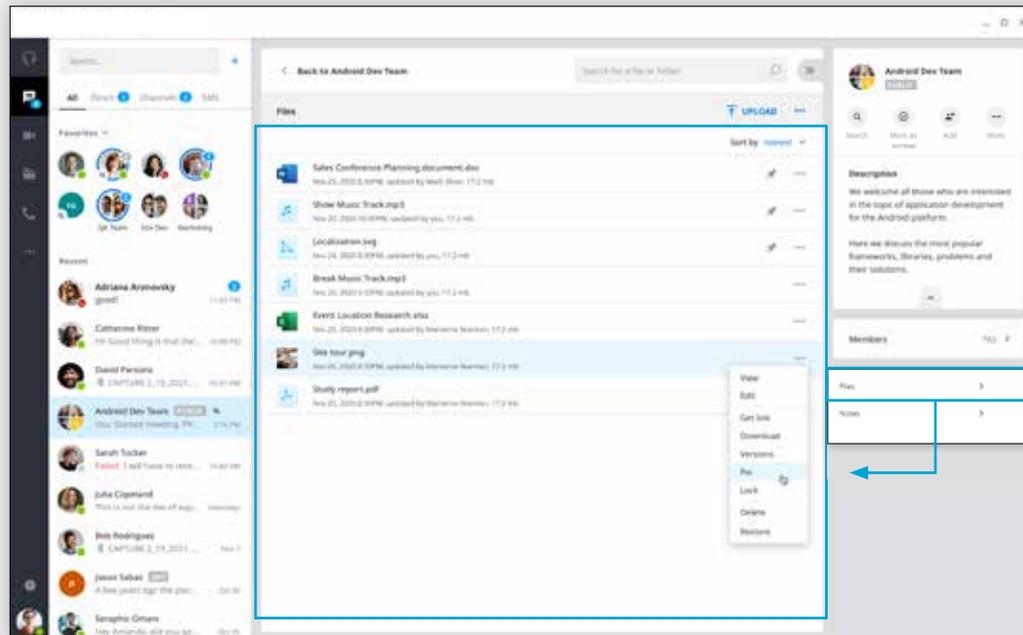


Drag and drop documents from your desktop directly into any message.



Filter files

Use the Files filter to locate, preview and download files that have been shared in a chat.



MEETINGS

Meet face-to-face in HD video with anyone, from anywhere.

The image shows a screenshot of a video meeting interface with several callout boxes pointing to specific features:

- Panel:** View attendees, chat, take notes and more. (Points to the left sidebar)
- Record:** Record meetings and play them back anytime. (Points to the top toolbar)
- Virtual Assistant:** Transcribe meeting audio and email the results to the host. (Points to the top toolbar)
- Lock/Unlock:** Lock down your meeting with an extra-layer of security. (Points to the top toolbar)
- Settings:** Access advanced security features virtual backgrounds, and more. (Points to the top toolbar)
- Audio:** Mute and access extended audio settings. (Points to the bottom toolbar)
- Webcam:** Share your webcam to connect in HD video. (Points to the bottom toolbar)
- Screen share:** Share content and use screen annotation to collaborate in real-time. (Points to the bottom toolbar)

Additional callouts include:

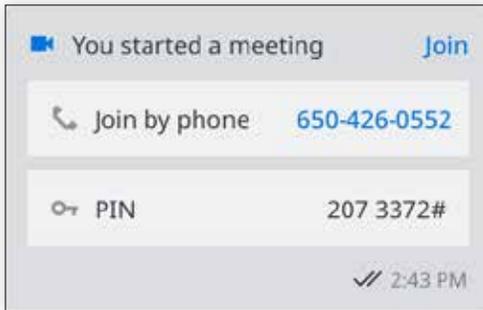
- A megaphone icon with the text: "Use a headset and a high-quality camera for the best experience!"

MEETINGS

Meet face-to-face in HD video with anyone, from anywhere.

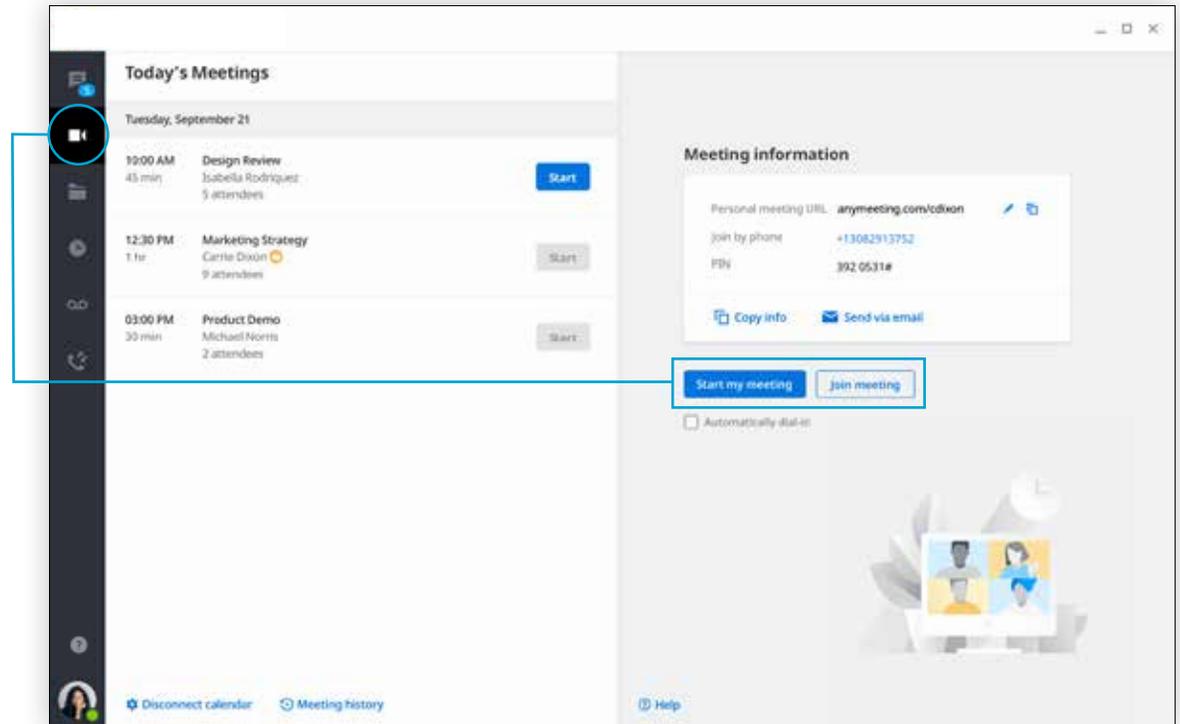
Start a Meeting

From a direct conversation or channel, select



From the meeting tab, you can:

Select "Start my meeting" or join a meeting



Integrate your Outlook or Google calendar so you can easily start and schedule meetings directly from your work calendar.



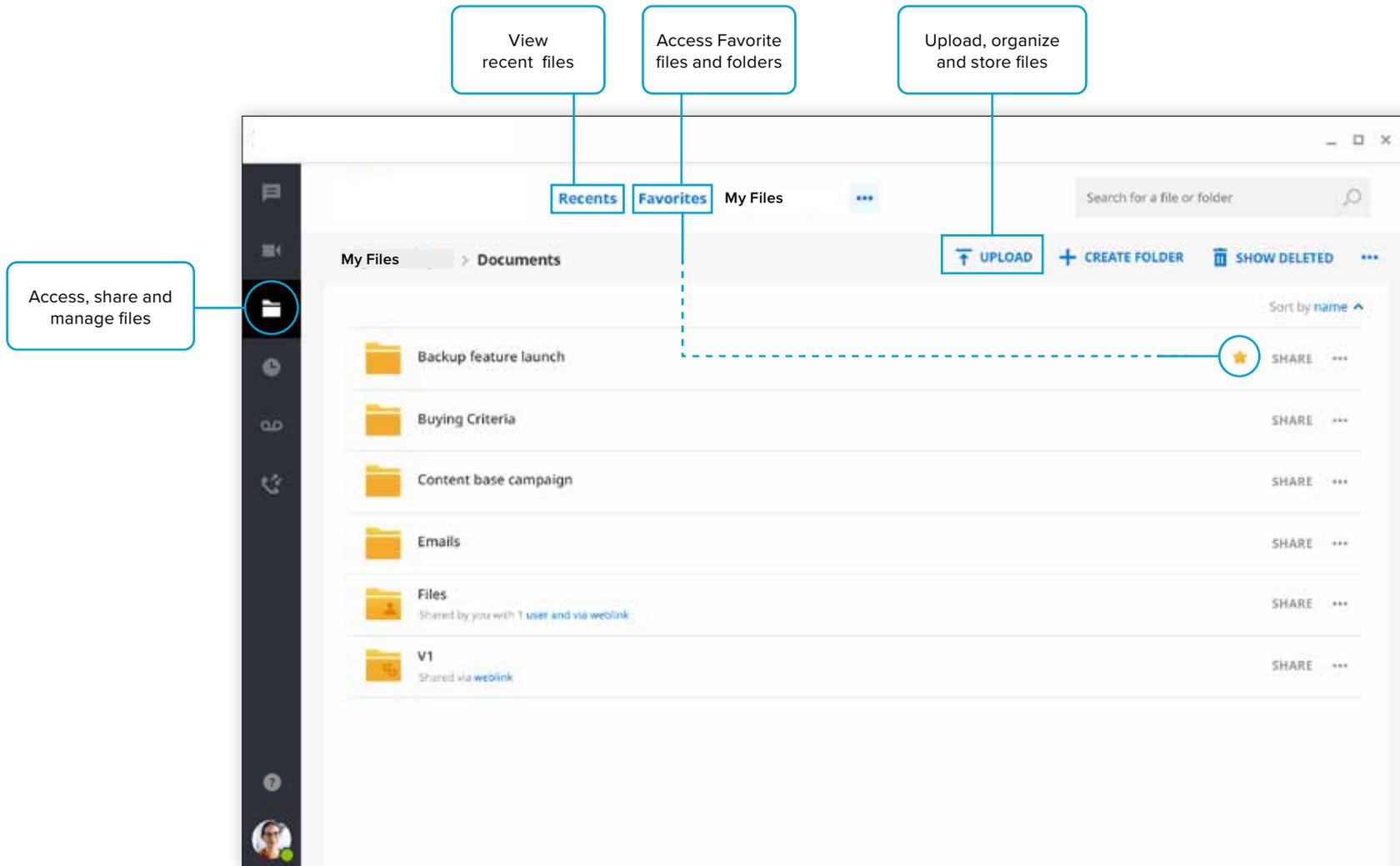
Your administrator will need to enable this.



Download the Ascend Chrome Extension to start and schedule meetings from your Google calendar, and click-to-call from your Chrome browser.

FILES

For a better collaboration experience, use File Share to access, manage, store and share files safely and securely with anyone inside or outside your organization.



CALLING

Place, receive and manage calls in two ways:

- **Computer:** Use computer speakers and microphone for calls (can use Bluetooth headset or headphones)
- **Deskphone:** Use hardware (desk phone) for calls



Calling features vary based on calling mode.

FEATURE/ APP MODE	PLACE A CALL	RECEIVE A CALL	3-WAY CALLING	MUTE/ UNMUTE	HOLD	DTMF	CALL FLIP	CALL PARK	TRANSFER	END CALL
Computer	●	●	●	●	●	●	●	●	●	●
Desk-phone	●	Desk Phone		Desk Phone	Desk Phone	Desk Phone	●	●	●	●

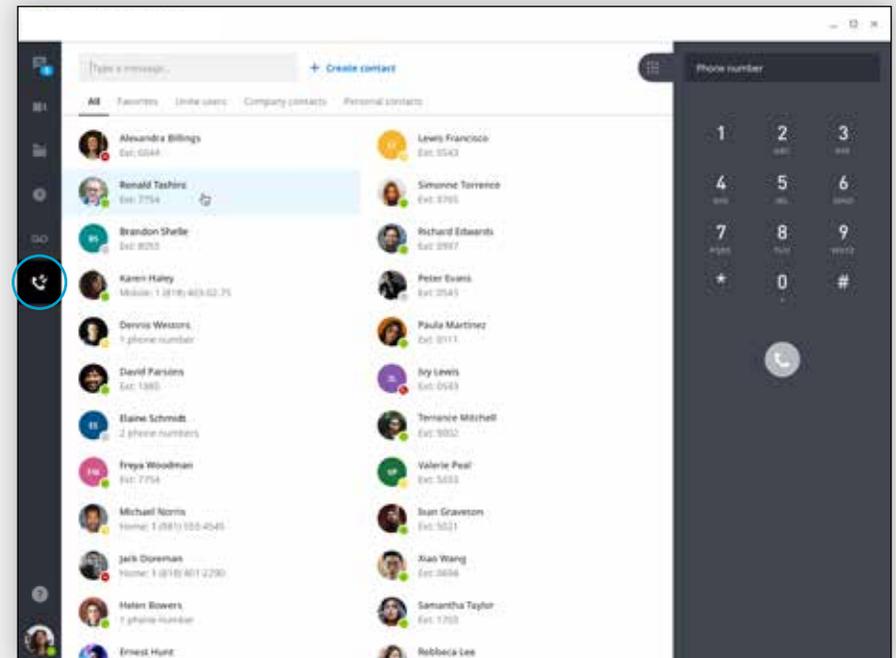
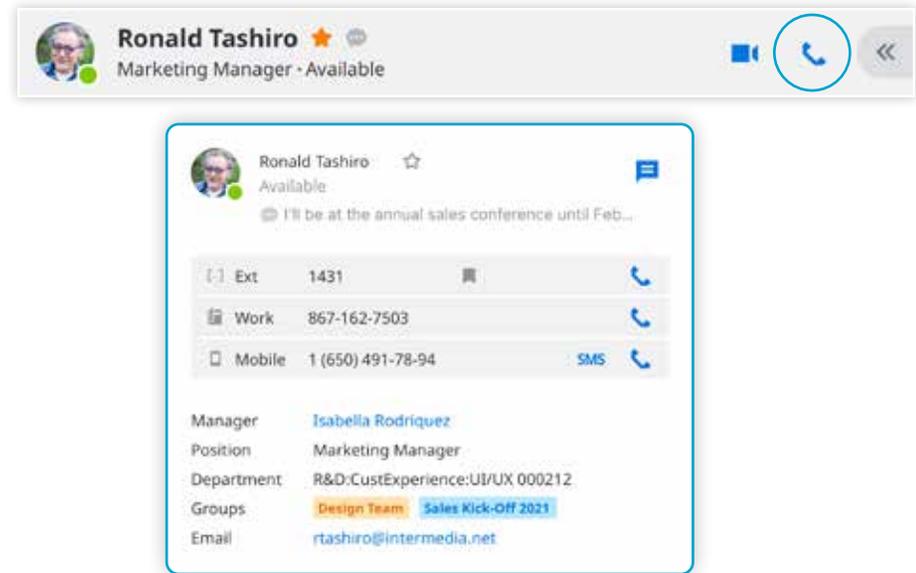
Place calls & view contacts

Place calls to internal and external contacts, search and view company contacts at-a-glance, and switch between pre-defined filters to manage calls.



Place calls from chat

Select  to call someone from a 1:1 chat or from a contact card



MOBILE APP

Take your work with you, wherever you go

Call, chat, meet and collaborate from your mobile device with the Ascend mobile application.



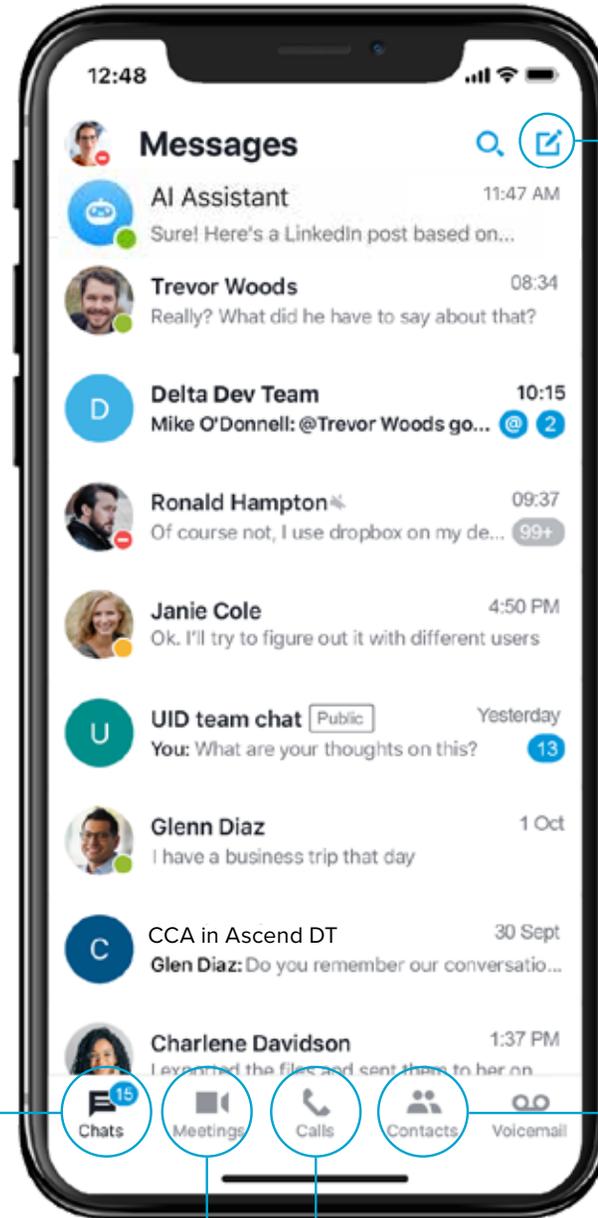
All messages sync across desktop and mobile apps!

Contact sync

Sync contacts from your personal device to your Ascend desktop and mobile applications.



* Business SMS must be enabled by admin. Business SMS is only available in North America.



Start new messages
Create a new direct, channel or SMS message*

Messaging
Communicate in real-time with Direct and Channel messaging

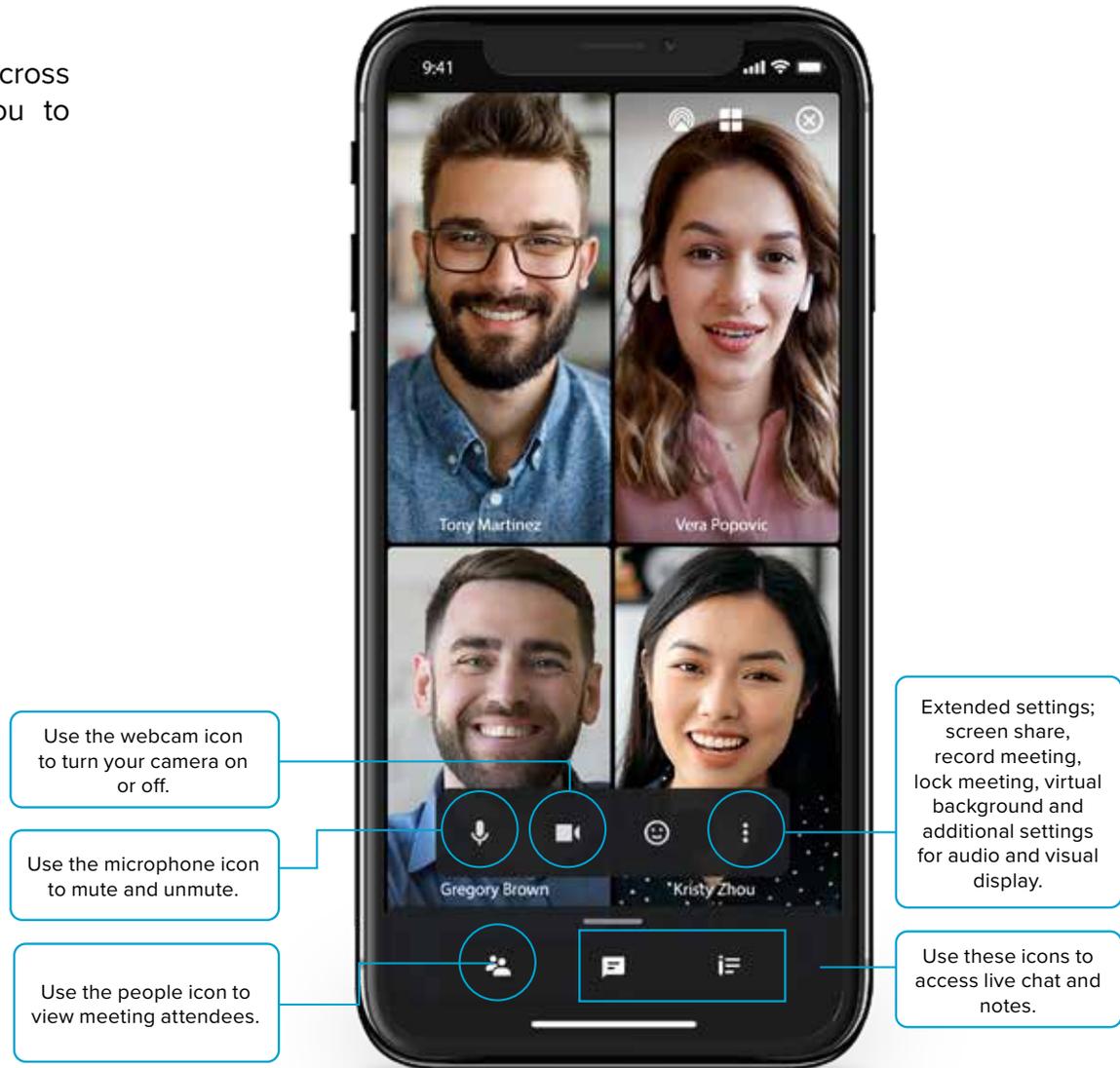
Contacts
View all company and personal contacts

Meetings
Host and join meetings

Calls
Use your business phone number to place, receive and manage calls

MEETINGS USING THE MOBILE APP

Host and join meetings from wherever you go. Your meeting schedule and information sync across mobile and desktop applications allowing you to collaborate from anywhere.





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1.866.625.4100