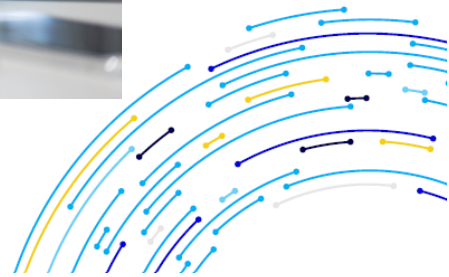




Sky Voice Desktop and Mobile Getting Started Guide



Ascend® Quick Start Guide

New to Ascend? Read this guide to learn the basics.

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

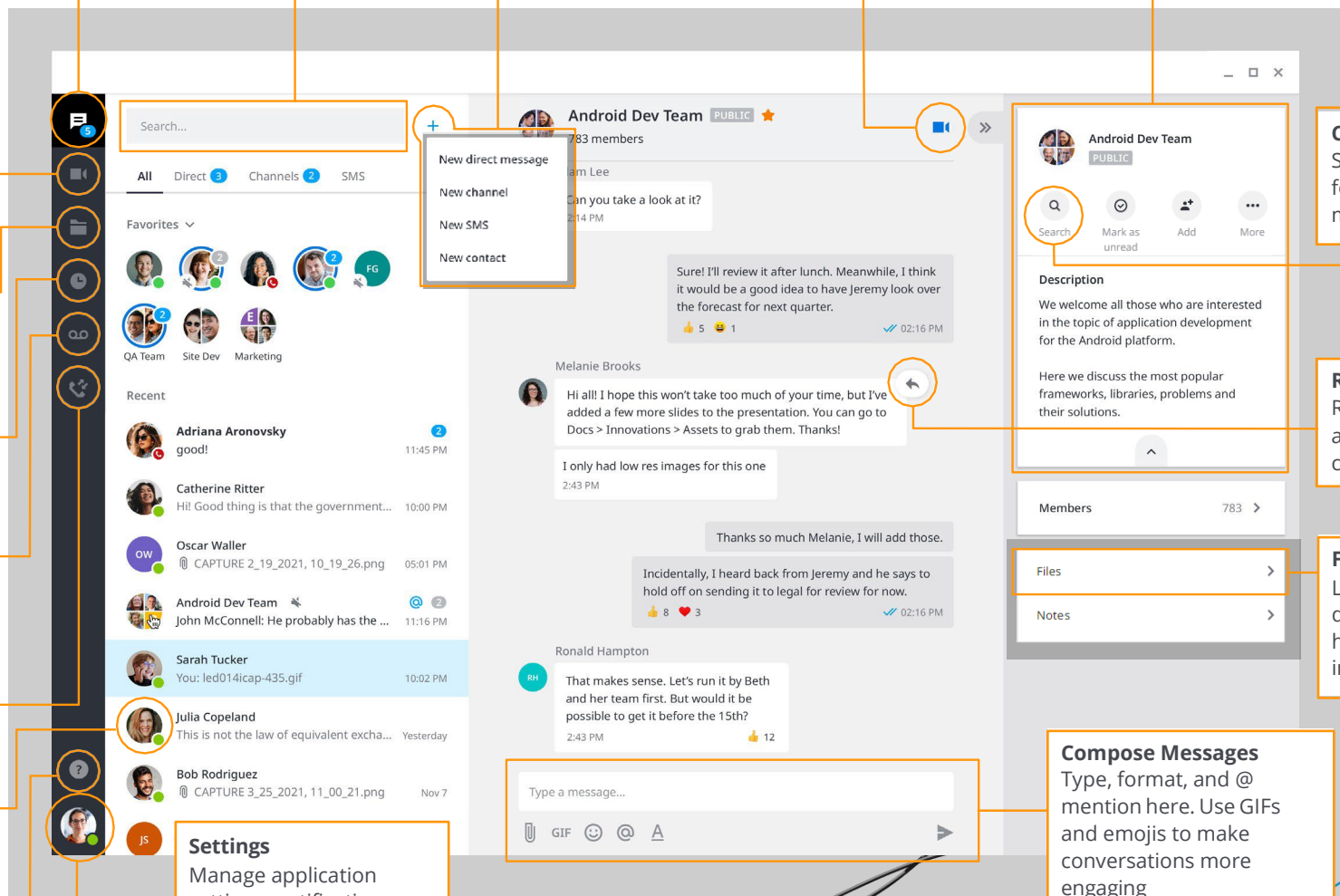
Chat Search
Search chat threads for relevant messages

Replies
Respond to a specific conversation

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

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

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



Installation

Ascend makes 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 —



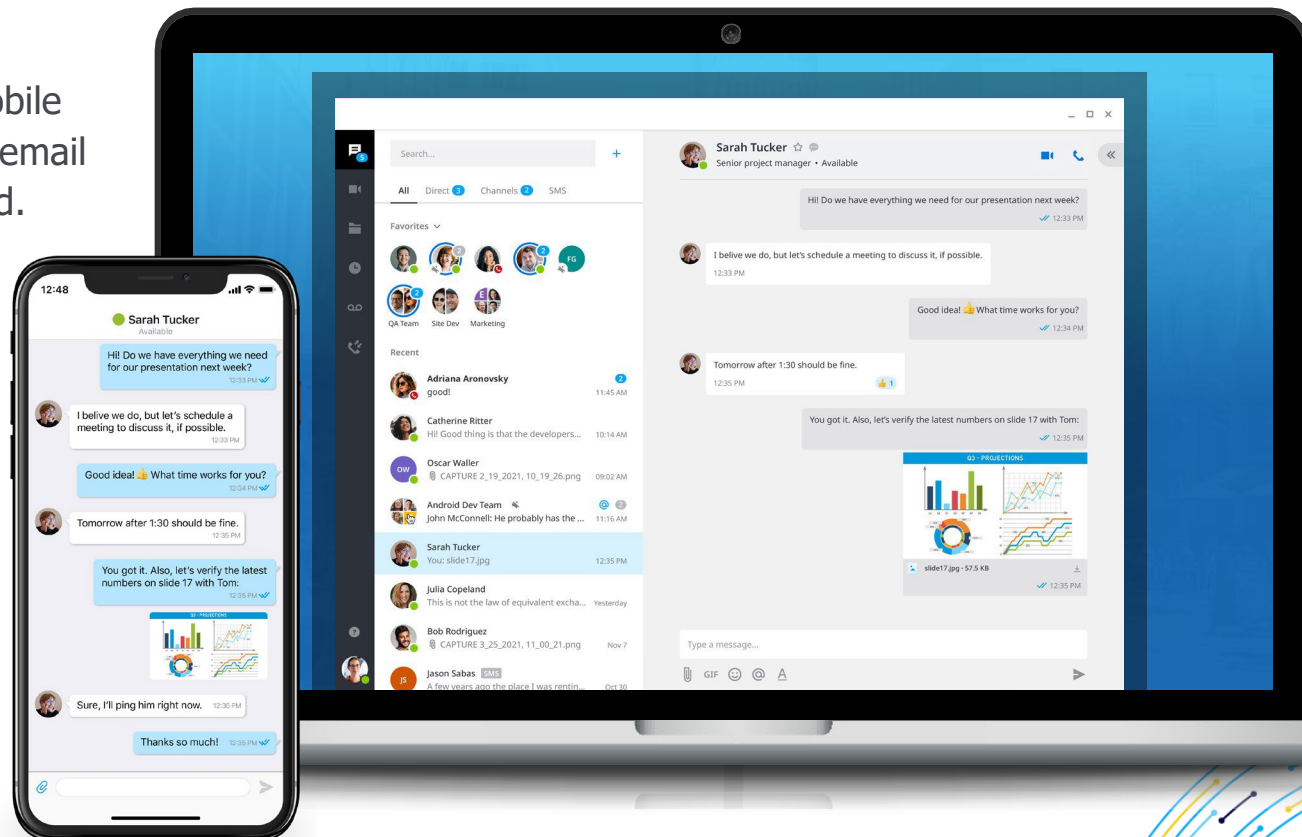
Download Desktop App



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.

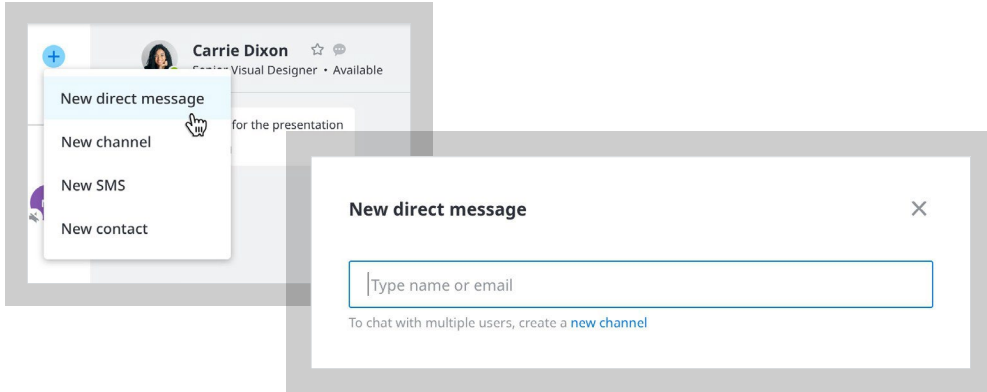


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Messaging

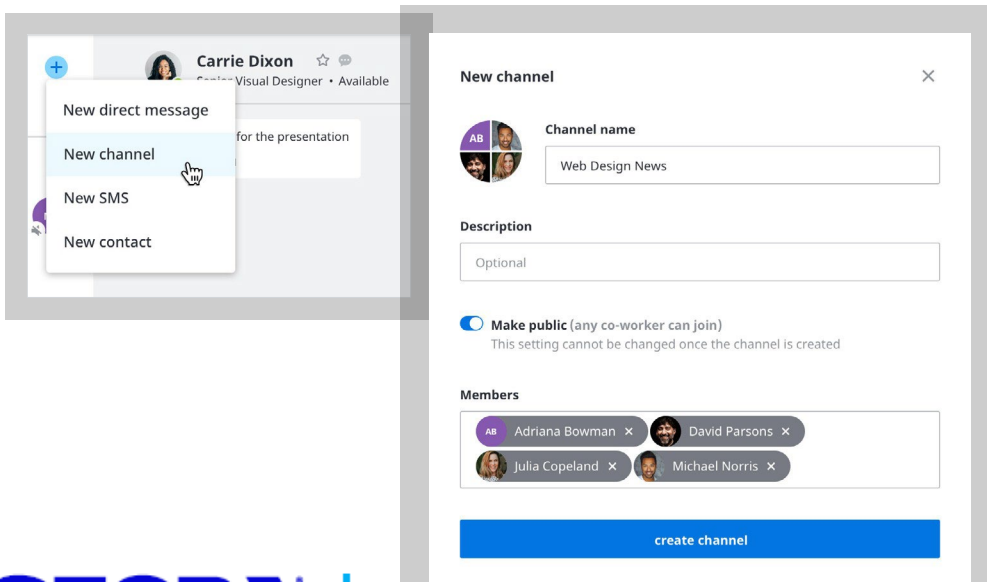
Start a chat

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 **➤**



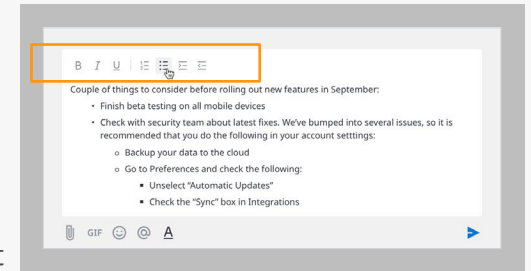
Create a new channel:

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.



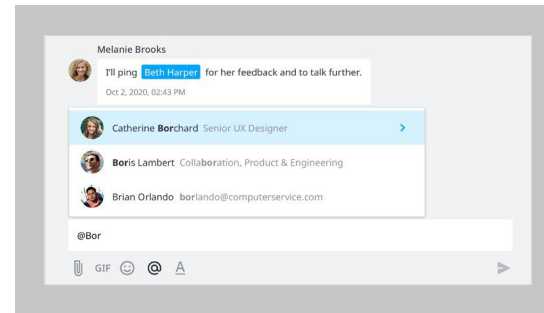
Create a new SMS

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"



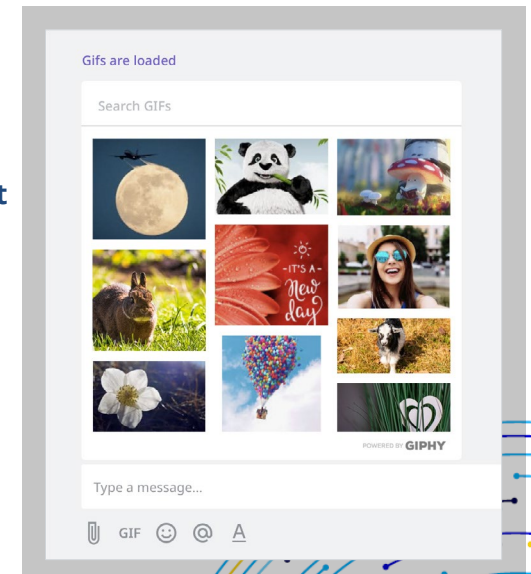
Use @ mentions

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 and GIFs to chat

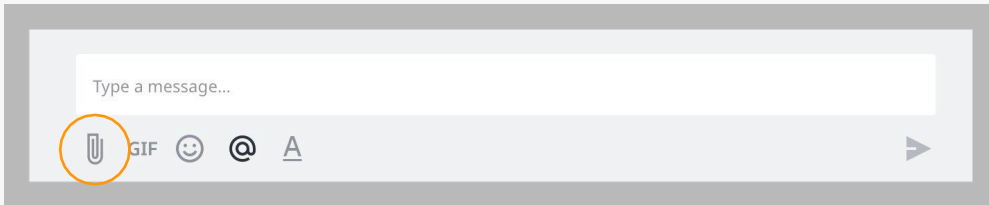
Have fun with co-workers by adding emojis and GIFs to chats. Select the **😊** for emojis or GIF to add a GIF.



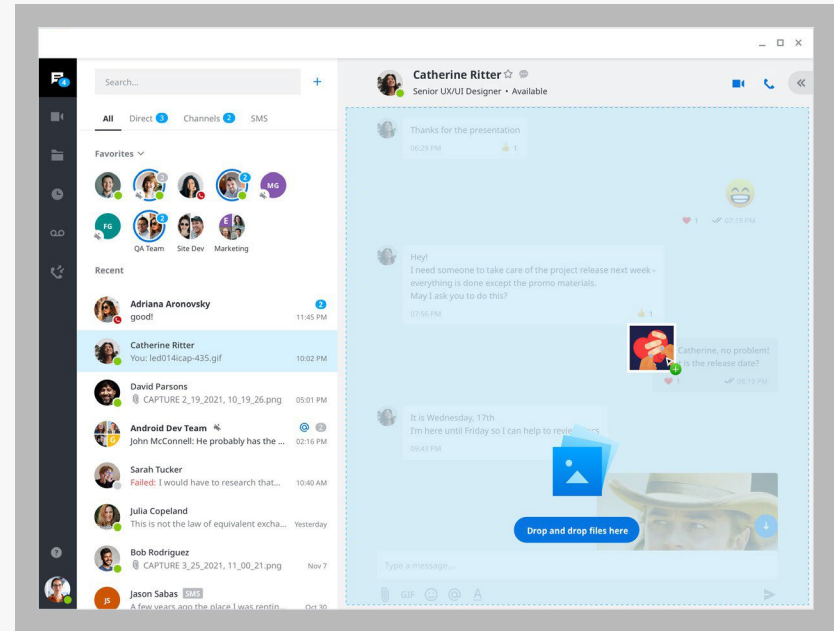
Messaging

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

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

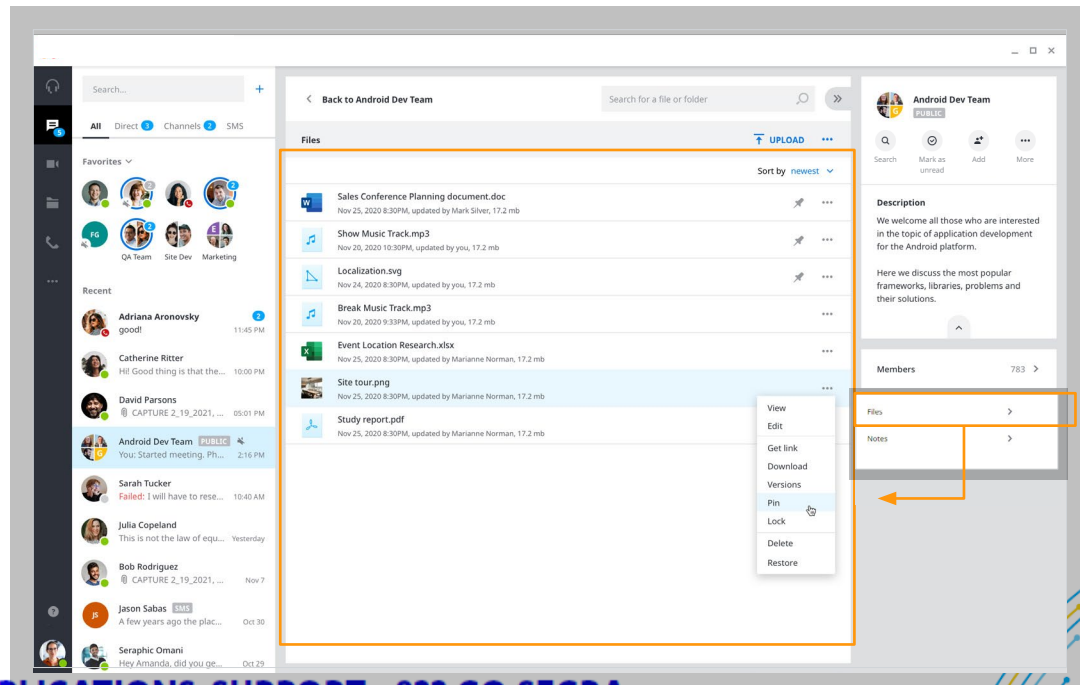


Drag and drop documents from your desktop directly into any message.



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.

Panel: View attendees, chat, take notes and more

Record: Record meetings and play them back anytime.

Virtual Assistant: Transcribe meeting audio and email the results to the host.

Lock/Unlock: Lock down your meeting with an extra-layer of security.

Settings: Access advanced security features virtual backgrounds, and more.

Use a headset and a high-quality camera for the best experience!

Audio: Mute and access extended audio settings.

Webcam: Share your webcam to connect in HD video.

Screen share: Share content and use screen annotation to collaborate in real-time.

The screenshot shows a Zoom meeting interface with four participants in a grid view. On the left is a sidebar with an 'ATTENDEES (2)' list, 'CHAT', and 'NOTES' tabs. The main area shows four video thumbnails: Simon Bridges (top-left), Anita Paresh (top-right), Melanie Dawson (bottom-left), and 'You' (bottom-right). A toolbar at the bottom contains icons for audio, video, chat, and reactions. A top toolbar shows recording, grid view, chat, lock, mute, settings, help, and close buttons. A yellow callout box on the right features a megaphone icon and text about using a headset and camera.



Meetings

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

Start a Meeting

From a direct conversation or channel, select

Michael Norris ★

Director of Product Marketing · Available

You started a meeting [Join](#)

Join by phone [650-426-0552](#)

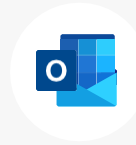
PIN [207 3372#](#)

✓ 2:43 PM

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.

Today's Meetings

Tuesday, September 21

10:00 AM 45 min	Design Review Isabella Rodriguez 5 attendees	Start
12:30 PM 1 hr	Marketing Strategy Carrie Dixon 9 attendees	Start
03:00 PM 30 min	Product Demo Michael Norris 2 attendees	Start

Meeting information

Personal meeting URL [anymeeting.com/cdixon](#)

Join by phone [+13082913752](#)

PIN [392 0531#](#)

[Copy info](#) [Send via email](#)

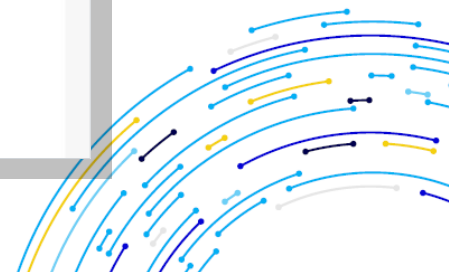
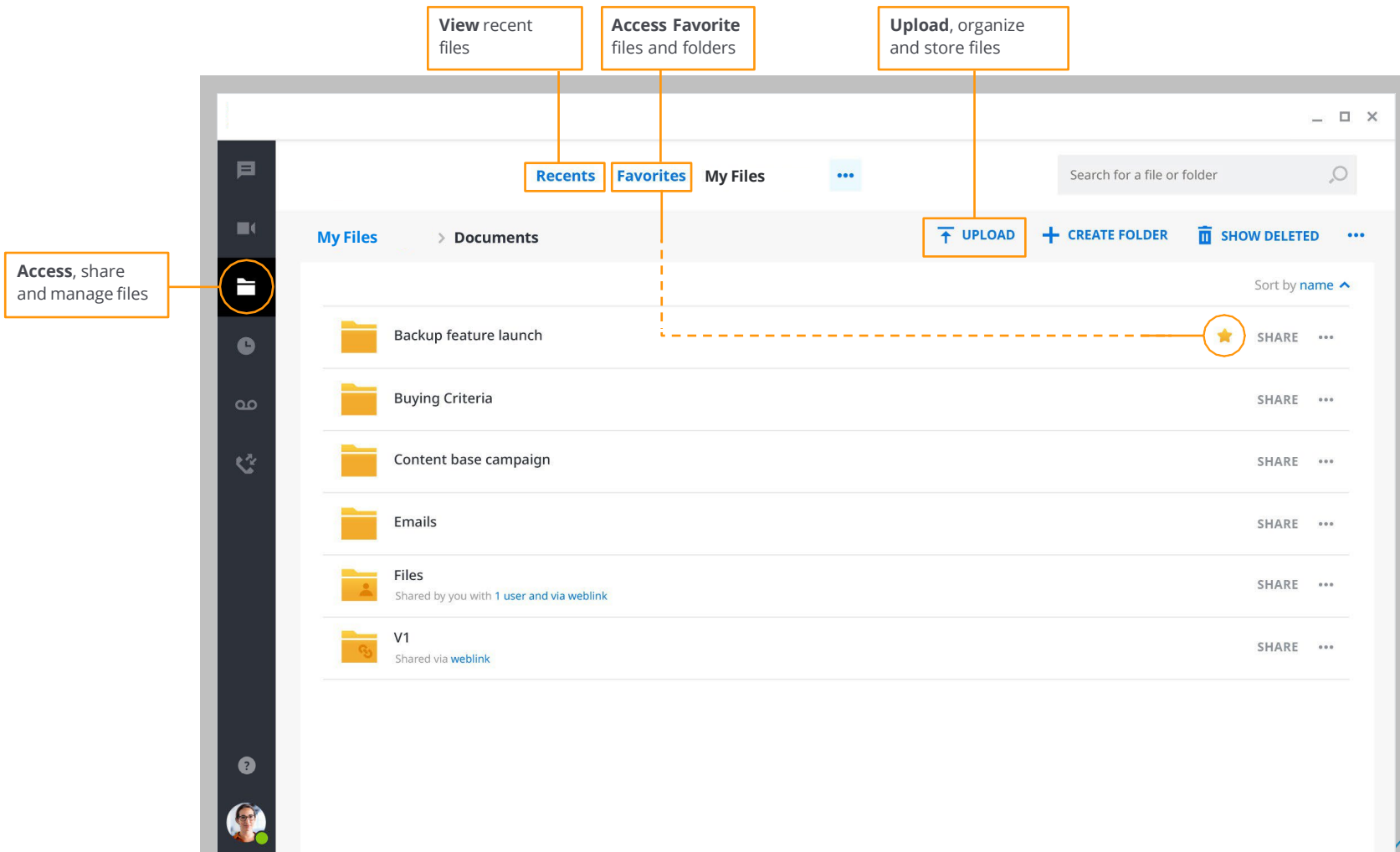
[Start my meeting](#) [Join meeting](#)

Automatically dial-in

[Help](#)

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

Call settings

Calling device

Choose which device you'd like to use to make calls

Computer

Use computer speakers and microphone for calls

[Edit the emergency address](#)

Deskphone

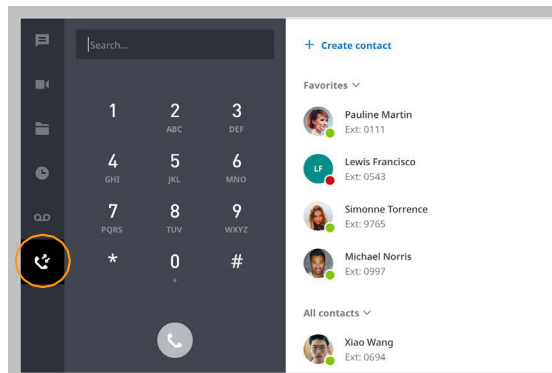
Use deskphone for calls

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	●	●	●	●

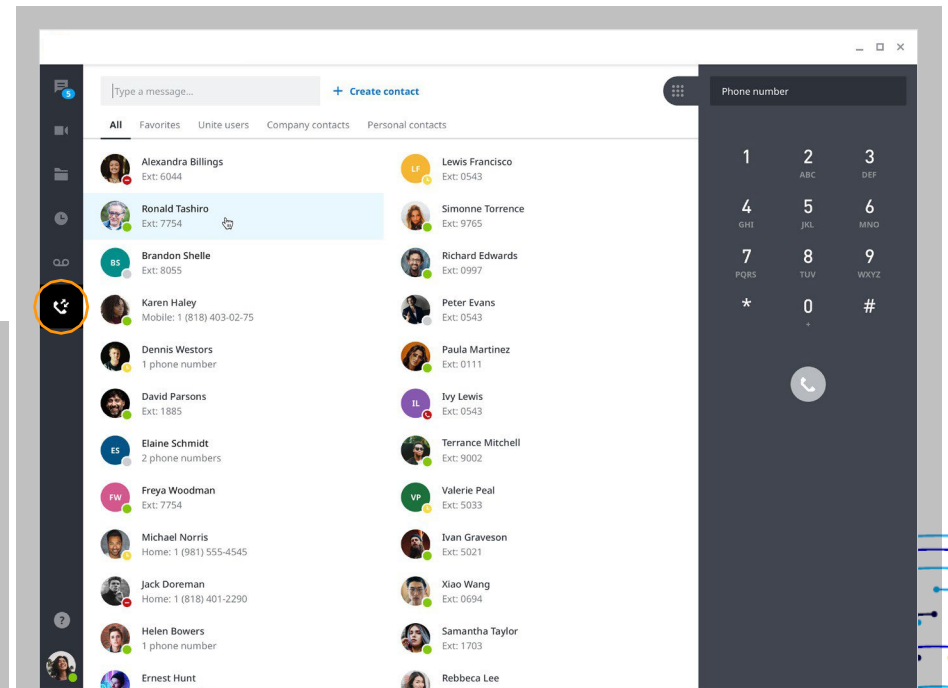
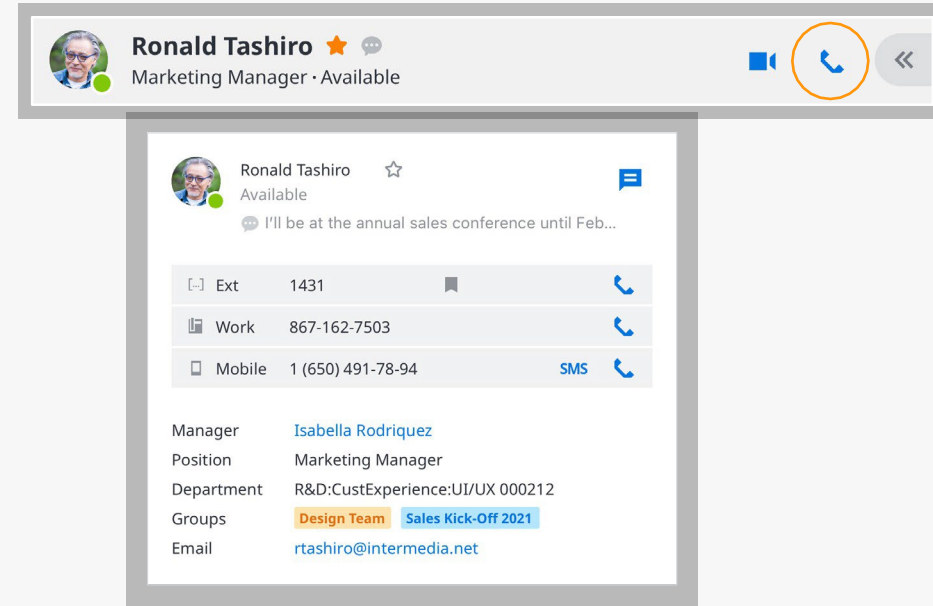
Place calls and view contacts

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.



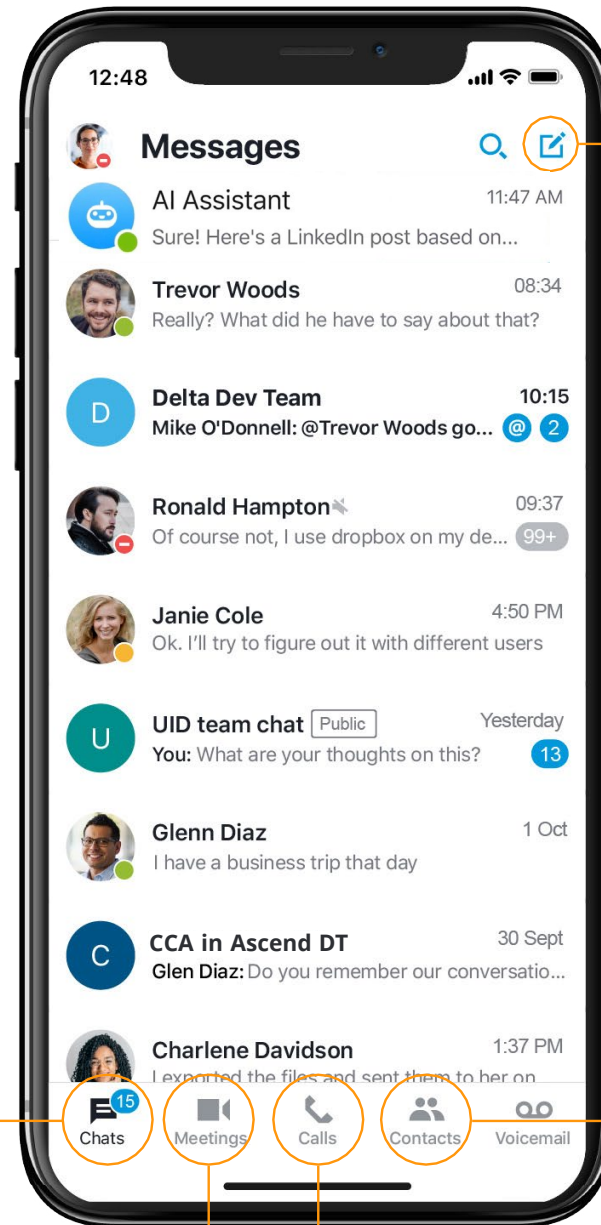
All messages sync across desktop and mobile apps!

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

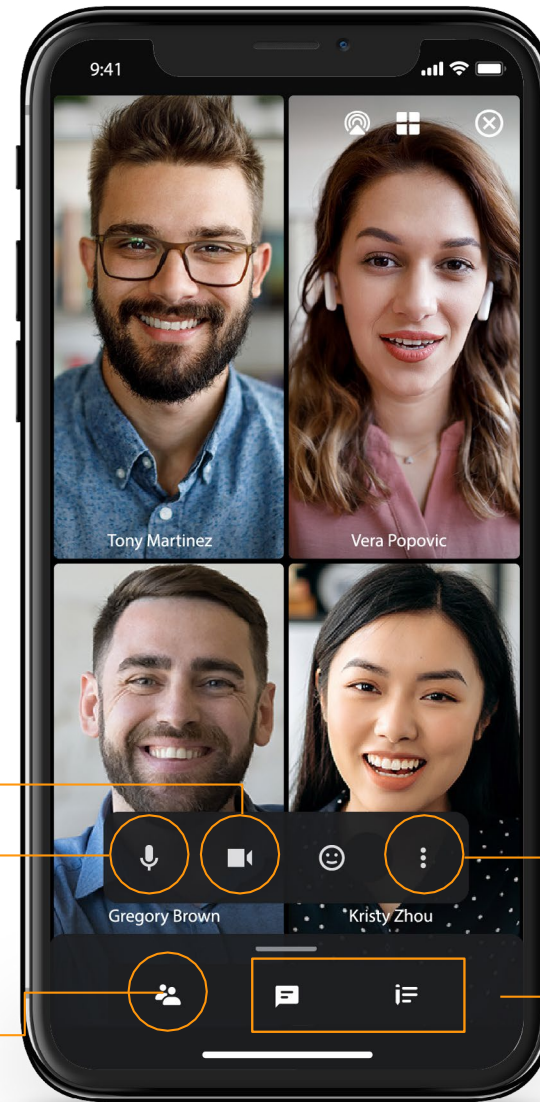
Meetings
Host and join meetings**

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



Use the webcam icon to turn your camera on or off.

Use the microphone icon to mute and unmute.

Use the people icon to view meeting attendees.

Extended settings; screen share, record meeting, lock meeting, virtual background and additional settings for audio and visual display.

Use these icons to access live chat and notes.

