

# Quick start Communicator

## What is T-Mobile Communicator?

The Communicator app provides end users with a primarily software phone for mobile phones (Android and iOS) and computers (with Windows, Mac, Linux operating systems). Enjoy the freedom to access your service from almost any device.

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## 1. Activating login using two-factor authentication

The app is brought to you in cooperation with Spinoco, so communication and logging in from their domain.

To log in using two-factor authentication, the first time you log in, you must complete the following steps:

1. Password settings
2. Activate two-factor authentication
3. Login with two-factor authentication

## 2. Password settings

After creating an account, the user will receive an email with a link to set a password for the Communicator environment. In this email, press the "Set Password" button.

The image shows an email from Spinoco and a web page for setting a password. The email, titled "Vítejte ve Spinoco!", is addressed to Anna Coolidge and contains a "Nastavit heslo" button. A grey arrow points from this button to a web page titled "Nové heslo" for user "Jan Novák". The web page has two input fields for "Vaše nové heslo (alespoň 6 znaků)" and "Opakujte nové heslo", and a green "ULOŽIT" button.

**Vítejte ve Spinoco!**

Anna Coolidge Vás zve k používání aplikací.

Pro přijetí Vaší pozvánky, a k nastavení hesla pro Váš nový účet, následujte níže uvedený odkaz:

**Nastavit heslo**

Spinoco nabízí komplexní řešení pro firemní komunikaci a správu pracovního procesu. Díky Spinoco můžete řídit, hodnotit i úkolovat svůj tým prakticky odkudkoliv, přímo z Vašeho počítače. Spinoco mění Váš přístup k firemní komunikaci, klientské i interní. Pokud se o Aplikaci Spinoco chcete dozvědět více, navštivte [www.spinoco.com](http://www.spinoco.com).

Pro stáhnutí Aplikace Spinoco do Vašeho počítače, zvolte jeden z odkazů níže:  
[Windows-32bit](#)  
[Windows-64bit](#)  
[MacOS \(Intel\)](#)  
[MacOS \(M1\)](#)  
[Linux \(AppImage\)](#)

S přáním pěkného dne,  
Tým Spinoco

**Nové heslo**  
Jan Novák

Vaše nové heslo (alespoň 6 znaků)

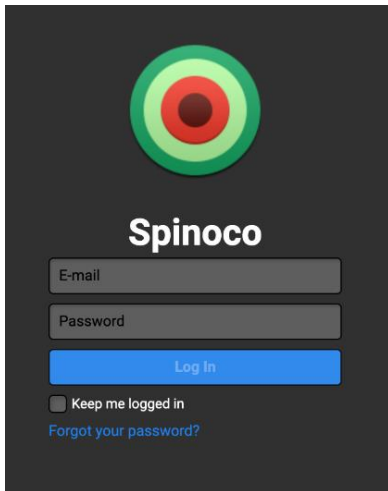
Opakujte nové heslo

**ULOŽIT**

**Spinoco** Pokud máte jakékoliv dotazy, kdykoliv nás kontaktujte na [zakaznik@spinoco.com](mailto:zakaznik@spinoco.com).

When you press the button, you will be taken to a web page where you can set your password. On this page, fill in your password twice and use the "Save" button to set it.

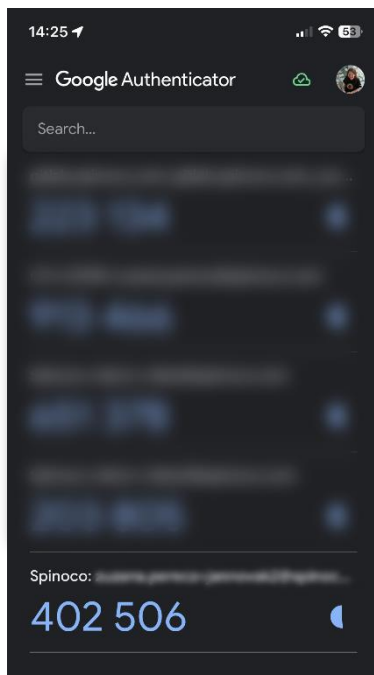
## 3. Activate two-factor authentication



To proceed, install the Communicator app on your computer or mobile phone. Use the link/QR code on <https://hlas-navody.t-mobile.cz/info/communicator>. At the same time, install the authentication app on your smartphone. You can use Google Authenticator or Microsoft Authenticator, both available on Google Play (Android) or the App Store (iOS).

The first time you open the Communicator app, you will be prompted to enter your email and password. Here, enter your email address and the password you have just set. Then press the "Log In" button.

Before the app will allow you to log in for the first time, it will require you to activate two-factor authentication. You will see a QR code on the screen as well as a text code. Both can be used to activate authentication, according to your preference.



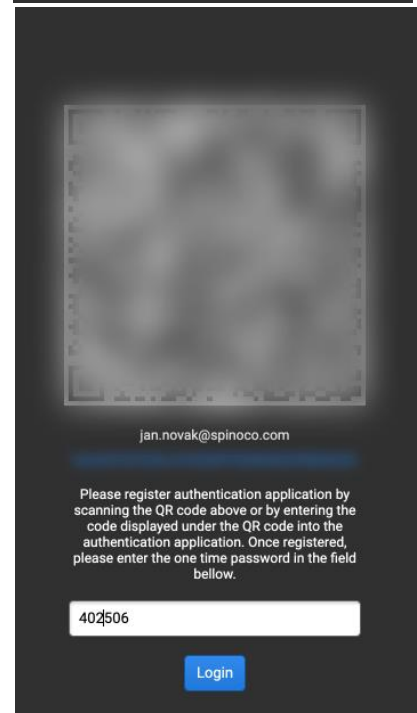
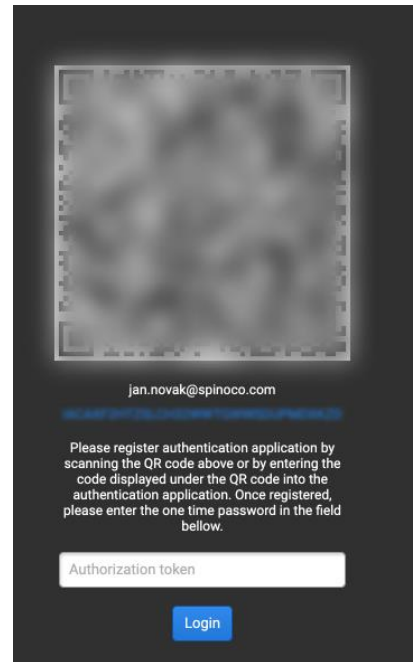
Open your authentication app, and scan the QR code in the Communicator app (or enter the blue code) to link the Communicator to your authentication app.

Once the code has been successfully scanned, an authorization token will be available directly in the authentication application.

Use this authorization token to enter the Communicator application and press the Login button.

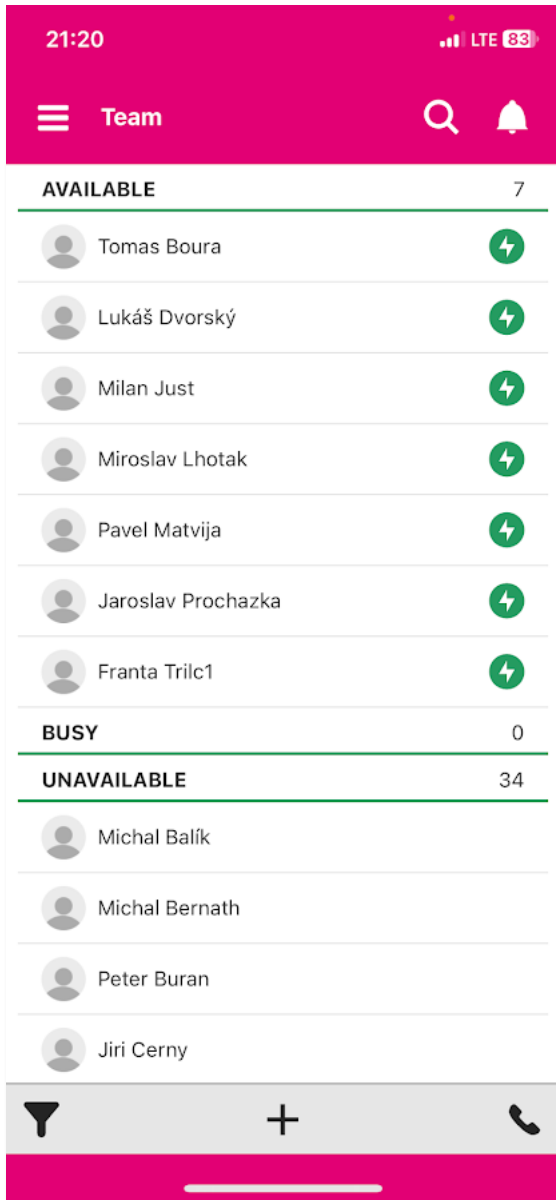
You are now successfully logged into the Communicator app and your two-factor authentication is active.

The next time you log in, if the authentication token expires, you will only need to enter the code from the authentication app.



## 4. Working with the mobile application

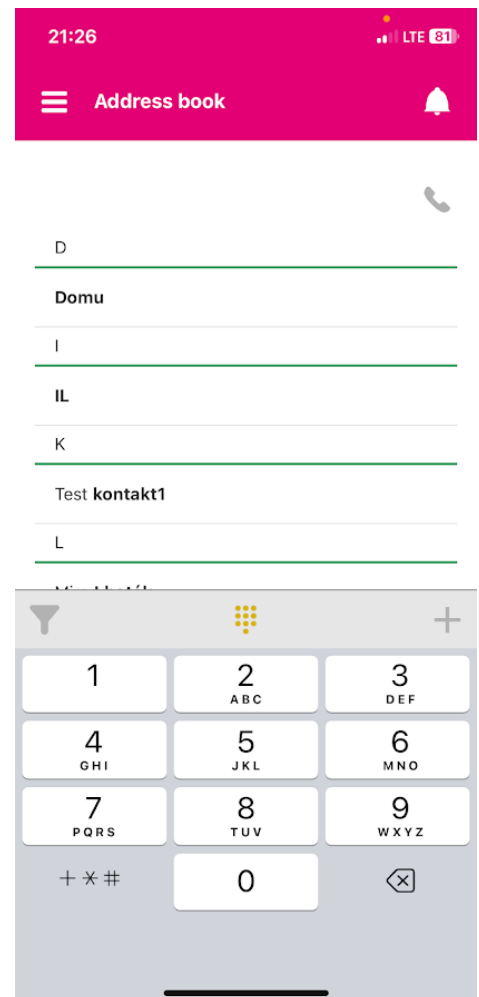
When you launch the app, a basic screen will appear with the names and statuses of your teammates. Use the buttons on the bottom bar to activate other functions.



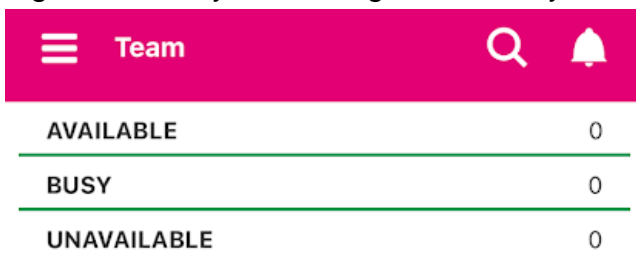
Use the funnel symbol to filter your team or group by the login status of your colleagues in the system.



Use the phone symbol to dial a phone number. From the address book or directly using the number keypad (dialpad).



Example of grouping according to the login status of your colleagues in the system:

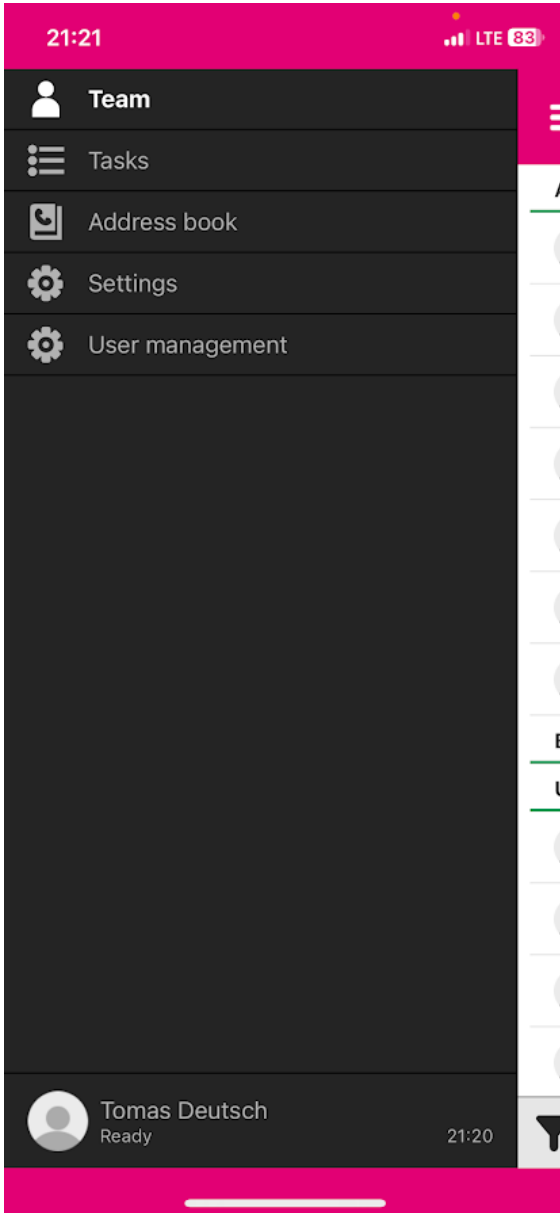




To enter the menu, press the "hamburger" menu button (three commas above each other) at the top left of the screen.

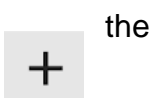


Use the menu to select individual screens.



By selecting "**Team**", you will be taken to the home screen where the names and statuses of your colleagues are displayed. You can chat with them or make a phone call.

The "**Tasks**" menu shows your tasks or tasks of your team. Using the plus symbol you can add another task including the date and time when it should be completed.



You can assign the task to teammates, by name or **skill**, and add the name of the customer the task applies to.

← Add new task

Task Name

Date: 07/31/2024

Add time +

Assigned to: Click to add

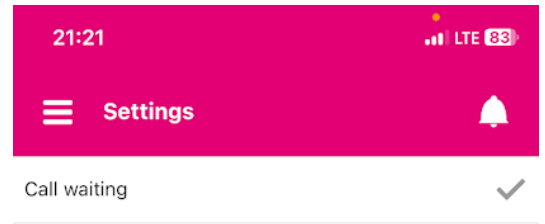
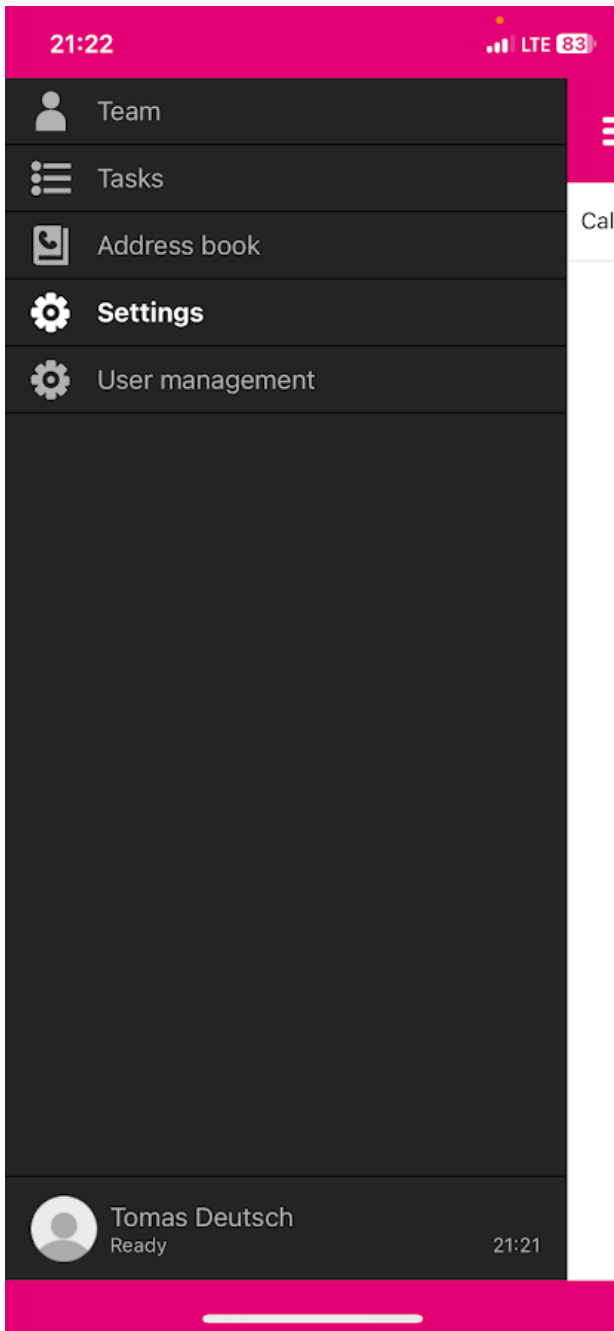
Skills: Click to add

Customer: Click to add

Description

+ From the "**Address Book**" menu, you can call contacts or add additional names using the "Plus" symbol.

☰ This symbol (dial pad) brings up the keypad to dial any number.



Call

In the "**Settings**" you enable a second call waiting or when you hang up, the user calling you will hear the information that it is busy.

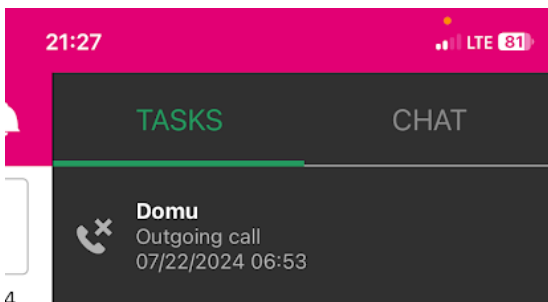
In the "**User Management**" menu you can see all the Communicator users.

### Change your condition:

After activating the menu, you can tap on your name at the bottom to change your status as seen by your colleagues: 'Ready' or 'Going offline'.



If a number appears next to the bell symbol in the top right corner of the screen, you have a missed call or a new chat. When you press the bell, you can call the missed call or respond to the chat.



To cancel the notification, select "**Mark all as read**".

Mark all as read