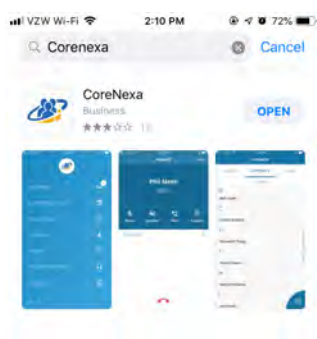# Using the CoreNexa Mobile App

This guide will walk you through getting the CoreNexa App setup on your cell phone.

In order to use this cell phone application, you must have business phone service provided by SafeCall based in Charlotte, NC.

The CoreNexa App allows you to make and receive calls with your office telephone number on your cell phone via the cellular network and/or any available Wifi networks. Also, you can check your voicemail and contact other phones in the office.

The first step is to goto the App Store on your phone (iPhone = App Store / Android = Google Play Store)

In the store, search for the app name "CoreNexa"

Once located, download and install the CoreNexa app.

Once installed, load the application on your phone. It should prompt you for a user name and password.
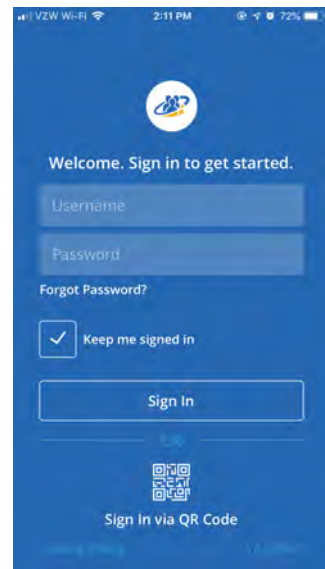
Your Username: _____

Your Password: _____

Choose the option to keep you logged in.
Once you login, the app will ask you several questions and take you through a brief tutorial.

It will ask how you want to accept incoming calls. It should ask for access to your Microphone, Contacts, etc. You have to accept the access for the CoreNexa App to work properly.

The app will then guide you through brief tutorial about conference calling, virtual attendant, etc.

Once you complete the tutorial, you should be at home screen.

From here you can make and outbound call by selecting Keypad. You can also check your voicemail, by selecting voicemail. If you need further assistance, please contact SafeCall Support at customerservice@safecall.com
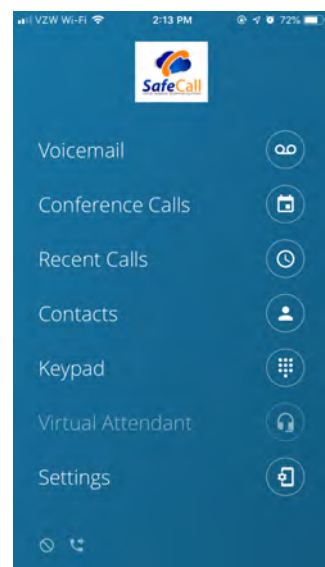
Please be aware that using the UC Client or Mobile App for dialing 911 could result in emergency services going to the wrong address. These applications are paired with your main phone extension and send the registered physical address of the main extension when 911 is dialed.