



# MOBILE APPLICATION GUIDE

## ZULTYS MOBILE APPLICATION

### INSTALLATION

#### ANDROID

1. Open the Google Play Store.
2. Search for **Zultys Mobile**.
3. Download and install the app.
4. Allow all permissions.

#### APPLE

1. Open the App Store.
2. Search for **Zultys MX Mobile**.
3. Download and install the app.
4. Allow all permissions.

### LOGIN

1. Launch **Zultys Mobile** or **MX Mobile**.
2. Enter your login credentials.
3. For **Bound Phone**, enter your 10-digit cell phone number.
4. Select **Remember Password**.
5. Press **Login**.

### TUTORIALS

Video tutorials can be found at:

<https://www.zultys.com/video-tutorials/>

### TROUBLESHOOTING

#### UNABLE TO LOGIN

Verify your login credentials are correct. Username and password are case sensitive. If you need to reset your login credentials, contact support.

Store your login credentials in a secure location, such as a password manager. Never share your login credentials with anyone.

#### UNABLE TO RECEIVE NOTIFICATIONS, CALLS, AND MESSAGES

##### ALLOW ALL PERMISSIONS

When you first install the app, choose to allow all permissions when prompted. You can change these settings in your smartphone's permissions settings page, or by reinstalling the app.

##### SWITCH TO MOBILE DATA

If you are using Wi-Fi, your network may have restrictions in place that block proper communications with the phone server and the mobile app.

If you switch between networks, such as walking outside of the office or driving by a café and connecting to their Wi-Fi, your network connection may become stale.

Try using your smartphone's mobile data instead as this provides the most stable connection.

##### REINSTALL THE MOBILE APP

If the previous steps do not work, reinstalling the mobile app may resolve the issue.

1. Uninstall the app.
2. Restart your phone.
3. Follow the steps in the Installation section.

### CONTACT

#### AMERICOM COMMUNICATIONS

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