


Getting Started with Global Relay Voice and Text

With Global Relay Voice and Text for iOS, Android, and Desktop, you can call or text anyone, even non-Global Relay App users, confident that your communication is secure and compliant.

Using your Global Relay number, your business and personal texts and calls are always separated.

For a preview, watch this Global Relay Text video:



 **Note:** Depending on your company's configuration, your Conversations screen might look different.

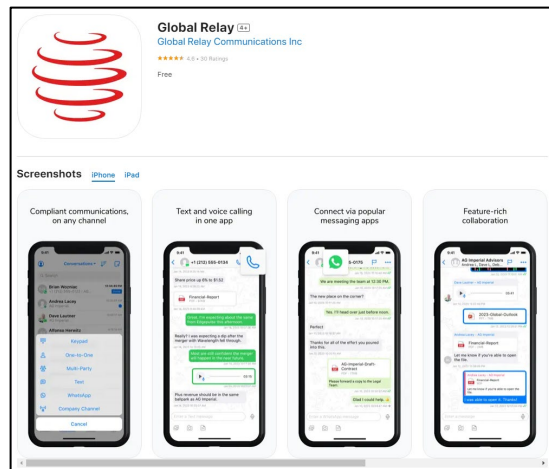
This Getting Started card outlines how to:

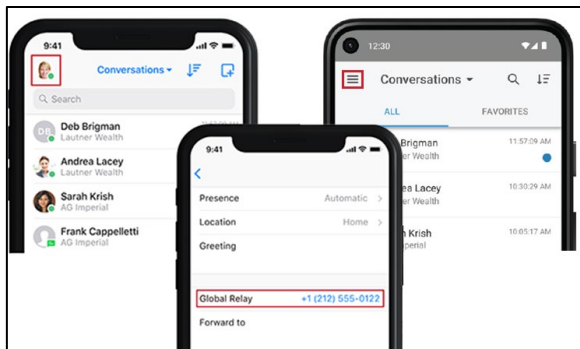
- [Download the Global Relay App](#)
- [View your Global Relay number](#)
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Downloading the Global Relay App

On the device you plan to use Global Relay, go to this article in our Help Center:

[Downloading the Global Relay App.](#)



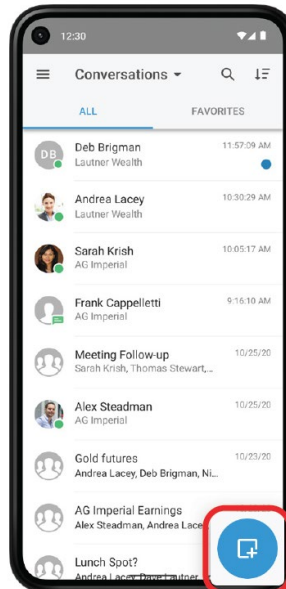
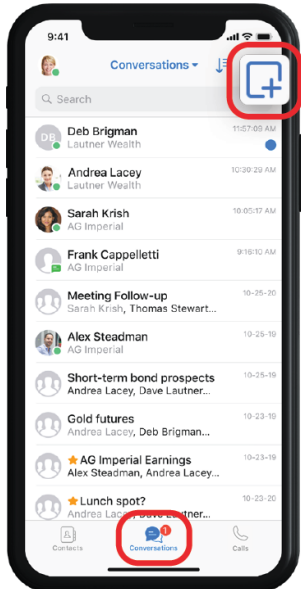
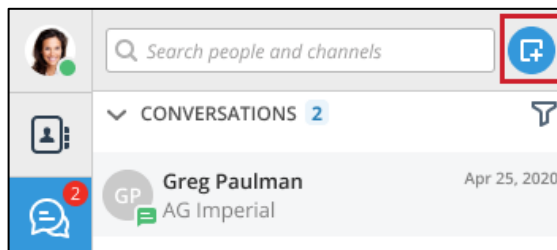


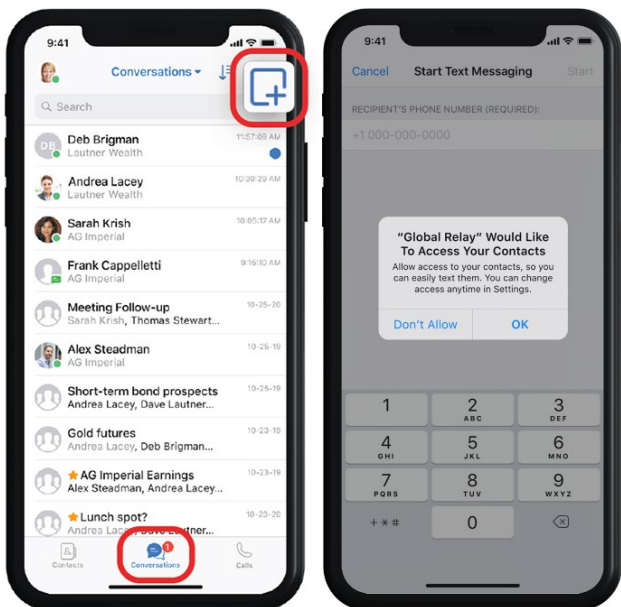
Viewing Your Global Relay Number

- **iOS/Android:** In the top-left corner, tap your profile picture or the menu icon and then tap your name; scroll down to view your Global Relay number.
- **Desktop:** Tap your profile picture and scroll down to view your Global Relay number.

Sending Text Messages



1. From your Conversations, tap the New Chat icon.
2. Enter the recipient's phone number or search for the recipient's first and last name.
3. Start your conversation.








Accessing Your Phone's Contacts

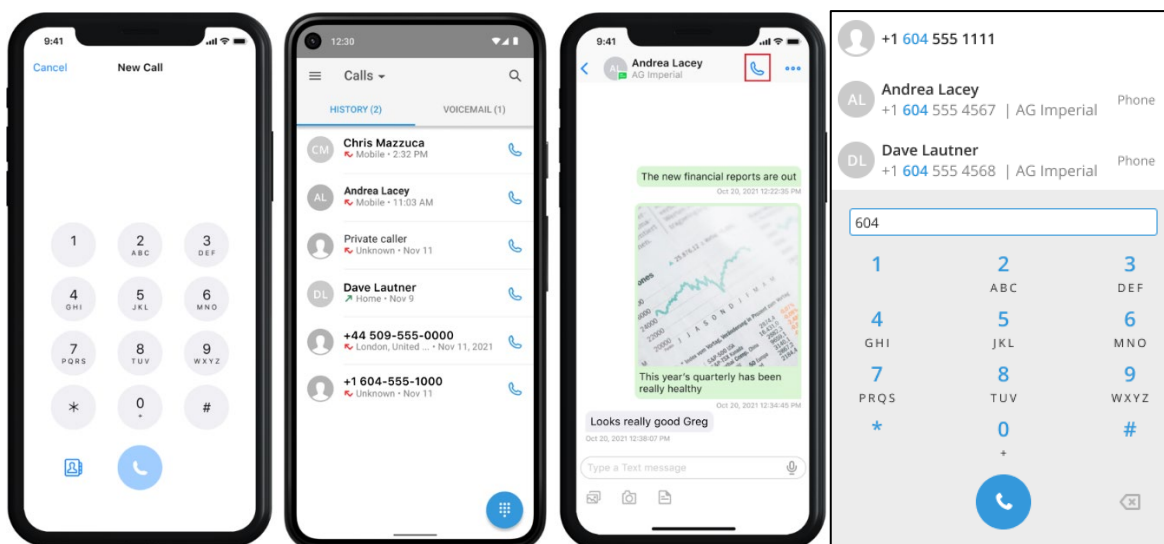
On iOS and Android devices, you can directly text contacts from your phone by granting Global Relay access to your address book.

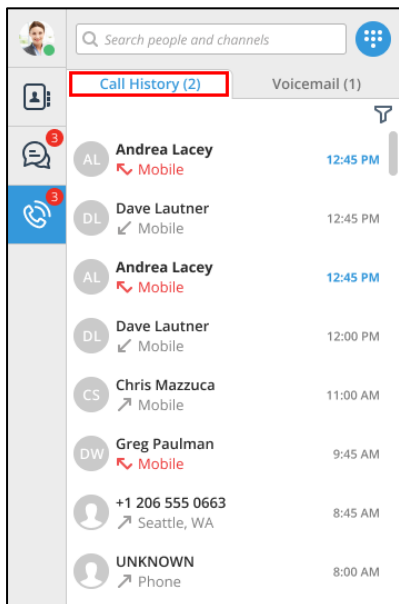
 **Note:** To resume a text conversation, click a message with the green text icon .

Making a Call





Start a call in one of the following ways:

- From your Calls, tap the keypad icon -  - enter a phone number, and click the call icon .
- From your Calls, tap the **Call History** tab and select a person.
- From your Contacts or Conversations, select a person, and click the call icon . If prompted, select their personal or Global Relay number.







Viewing Your Call History and Voicemail


- From your Calls, click the **Call History** tab and view a log of your call history, including:
 - Received calls 
 - Missed calls 
 - Sent calls 
-  **Note:** To find a specific caller, enter their name in the search bar at the top.
- From your Calls, click the **Voicemail** tab to listen to and delete your voicemails.

Setting up Your Voicemail Greeting

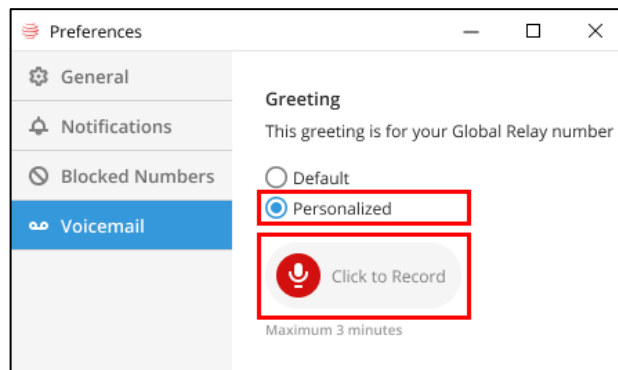
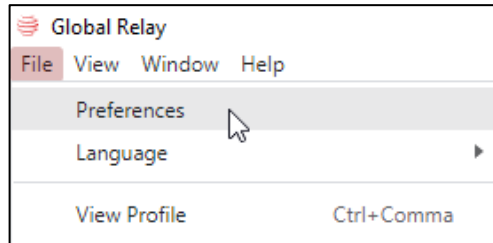
- From the File menu, select **Preferences**.
- From the left pane, select **Voicemail**.
- Select the **Personalized** radio button, and then click the record icon .

The recording progress bar displays.

 **Note:** You can record a voicemail lasting up to 3 minutes.

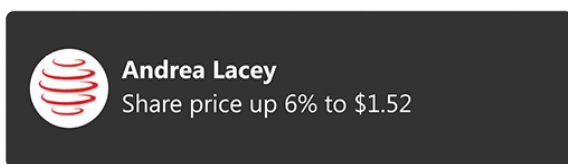
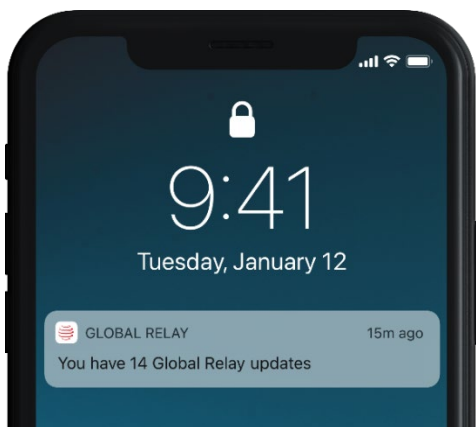
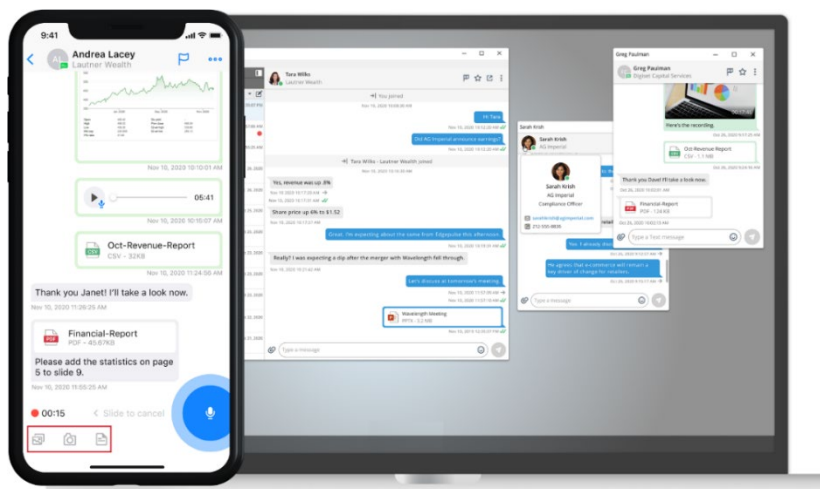
- To stop recording, click the stop icon . The length of time of your recorded voicemail displays in the progress bar.

- Click **Save**.



Sharing Files


1. On iOS or Android, tap the appropriate file type icon and select a file.
OR
On Desktop, either click the attachment icon and select a file or drag and drop a file.
2. Click **Send**.




Receiving Notifications

When you receive a text message on either your desktop or mobile device, a notification displays with a preview of the latest message and the number of messages you haven't yet viewed.

To update your notification preferences:

- **iOS/Android:** Go to your device settings.
 **Tip:** On iOS devices, search for **Notifications** to access your settings. On Android devices, tap **Settings** and locate **Notifications**.
- **Desktop:** From the File menu, select **Preferences**.

Setting up Your Profile Picture

 **Note:** You can only change your profile picture on Global Relay for Desktop or Global Relay for Web.

1. In the top-left corner, click your profile picture.
2. To add or change your photo:
 - i. Click your profile picture and click **CHANGE PHOTO**.
 - ii. Select a photo.
 - iii. If necessary, crop it.
 - iv. Click **Upload**.

