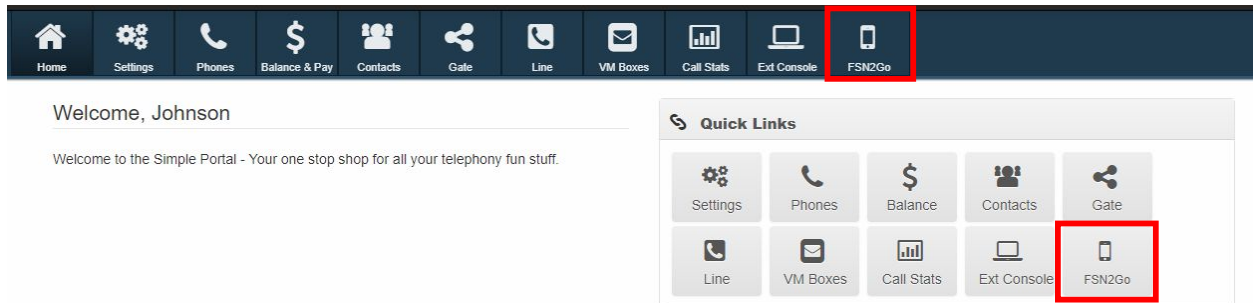


# Installing the FSN2GO Mobile App

## Step One – Create an FSN2GO pairing via the Corporate Web Portal

- An authorized phone system administrator navigates to System Portal and logs in
  - [www.CorporateWEB.com](http://www.CorporateWEB.com)
  - Enter your User ID (typically your e-mail address) and password, then click Log In.
- Click on the FSN2Go link in either the Quick Links section, or on the menu bar at the top of the page



- When prompted for an extension, enter the 3- or 4-digit extension that you would like to create a mobile pairing for
- You should be prompted with a screen that looks like this

A screenshot of the "FSN2Go App Pairing Manager" form. The form is titled "FSN2Go App Pairing Manager" and has a subtitle "Manage FSN2Go mobile app Pairing info." Below the title, there is a link that says "← Enter Different Extension". The main heading is "Create Pairing". Below this, there is a message: "Pairing for x201 does not exist yet. Please fill out the below form to create a new pairing." The form contains several input fields: "First Name:" with a text box containing "First Name", "Last Name:" with a text box containing "Last Name", "Cell Phone:" with a text box containing "Cell Phone", "Password:" with a text box containing "Password", and "Confirm Password:" with a text box containing "Confirm Password". To the right of the Password field, there is a note: "Passwords must be at least 6 characters long, contain 1 letter, and contain 1 digit or special character." At the bottom of the form, there is a blue button labeled "Create Pairing". At the very bottom of the page, there is a small red text note: "\*\*There is a one time charge of \$10.95 per each new pairing. The charge is billed to your monthly invoice. There is no change in monthly rate and no change to move the extension pairing to a different mobile phone in the future. The charge applies only once per extension for the initial pairing."

- Fill out all the fields and click **Create Pairing**.  
(Note: If you are setting up the app for someone else, this will be their information and not yours)

- The system will validate the information and you will be taken to the management screen.

This is also the screen you will visit to update existing pairings

**Update Pairing**

Update pairing info for user 7002010220.

**General Info**

First Name: John

Last Name: Smith

Cell Phone: 4125551212

Outgoing Caller ID: 4127459000

Update Info

**FSN2Go Password**

Your Security PIN: Your Security PIN

Your own 4 digit PIN is required to change the Mobile App Password for this User.

New FSN2Go Pairing Password: New FSN2Go Pairing Password

Passwords must be at least 6 characters long, contain 1 letter, and contain 1 digit or special character.

Confirm New Password: Confirm New Password

Update Password

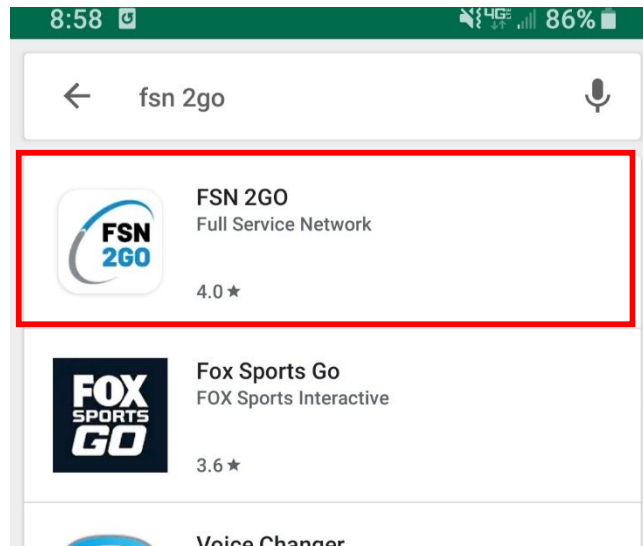
- Write down the full ten digit number blue text show by the red box above  
The end use will need this number. This will be the FSN2GO app's "user name"
- The **General Info** section is where you can update the name or cell phone number associated with this extension
- The **FSN2Go Password** section is where you can update the pairing password

Note: The **Your Security Pin** field is **your** numeric pin that was setup for the portal and isn't related to the app. If you have forgotten yours, please contact customer service to have this reset.

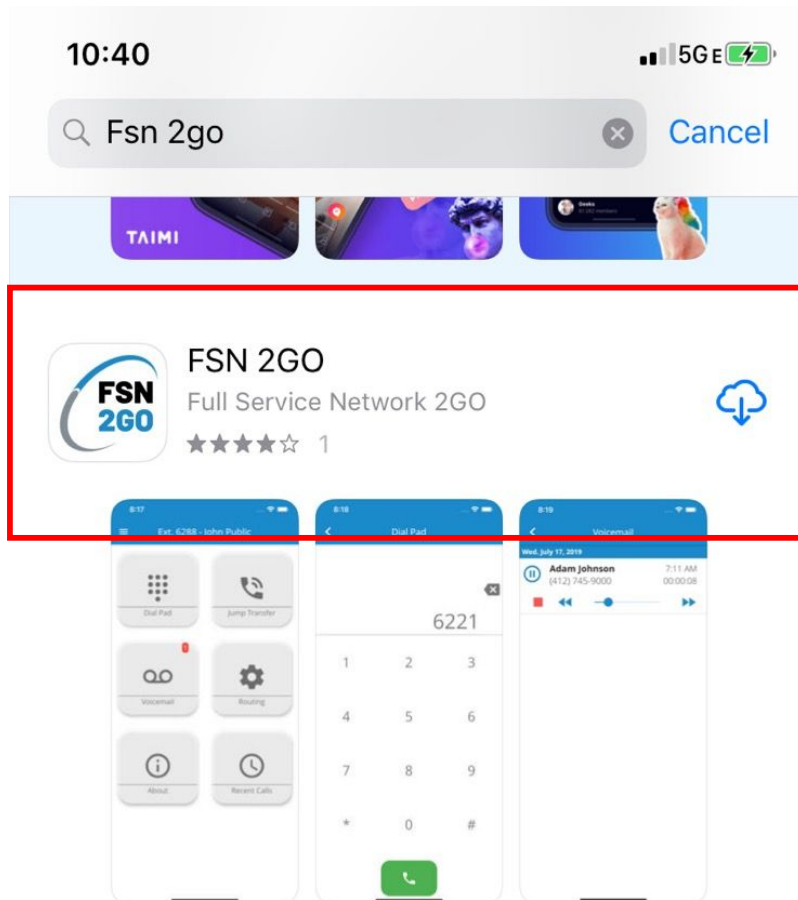
## Step Two – Installing the Application

Users can install the FSN 2GO app by going to their respective app stores and searching for FSN2GO

Android:



iOS:



## Step Three – Log in to FSN2GO

- Using the username and pairing password that were created in Step One, log in to FSN 2GO
- Upon successful login, the user will be prompted to review our terms and conditions before continuing to use FSN2GO
- **Android Users:** You will be asked to allow certain permissions when placing a call from the app the first time. Make sure that you allow these permissions for the app to function correctly

## Step Four – Enjoy the FSN2GO App!

The username and pairing password does not change and is normally not required

Cellular service with data is required and is charged by the cellular provider

If a 911 call is misdialed through the FSN2GO app, the app will redirect and launch the call through the phone's cellular line and not through the app

If the user changes cell phones in the future but does not change phone numbers, simply start over at Step 2

If the user changes phone numbers, start with the "Update Pairing" section in the phone system portal