

# Instructions for voice and video calls



**Integrated contact book**



**1:1 voice and video call**



**Without phone number**



# Brief description

From version 4.0, it is possible to make end-to-end encrypted 1:1 voice and video calls directly in the app. The calls can be made in individual conversations between two people. The function is available in the mobile apps for iOS and Android as well as in the web and desktop client. This enables direct consultation without passing on telephone numbers. To use the function, the “Voice and video calls” module must be activated for your organization.

Please note possible restrictions for the supported browsers (see “System requirements”).

## How to make a call

If you have permission to start a voice or video call, a “receiver” and “video” icon will appear in the conversation window.



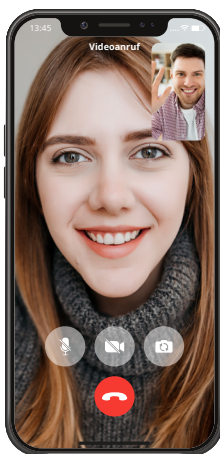
### Start a voice call

- Click on the “receiver” symbol.
- A voice call is set up with your call partner.
- You can use the navigation buttons to switch your microphone on or off and activate/deactivate the loudspeaker.
- You can end the call using the red button.



### Start a video call

- Click on the “video” symbol.
- A video call is set up with your call partner.
- You can use the navigation buttons to switch your microphone and camera on or off, activate/deactivate the speaker or switch from the front camera to the main camera.
- You can end the call using the red button.



## Further information

### Notifications

The notification settings in the conversation info only include notifications for text messages, files or locations. Calls are not included in this setting. If you do not want to be called, activate the “Suppress all calls” function.

### Suppress all calls

If you do not want to be called by other people, you can set all calls to be suppressed. To do this, click on “Settings”, then on “Privacy” and activate “Suppress all calls”. Other users can now no longer call you.

### System requirements

To use voice and video calls, the mobile iOS or Android app from version 4.0, the desktop client from version 4.0 or a web client in version 4.0 is required. A current browser is required to use the web client. Voice and video call is not supported in Microsoft Internet Explorer. A Google Chrome or Mozilla Firefox browser in the latest version is recommended for use.

### Camera and microphone access

To use voice and video calls, the app must be able to access a connected or the device’s own microphone (voice call) and camera (video call). The permissions can be set on mobile devices in the operating system settings and in the web/desktop client under “Settings” > “Call settings”.

### stashcat GmbH

Schiffgraben 47 · 30175 Hannover  
T +49 511 898 40-100  
hello@stashcat.com · stashcat.com

