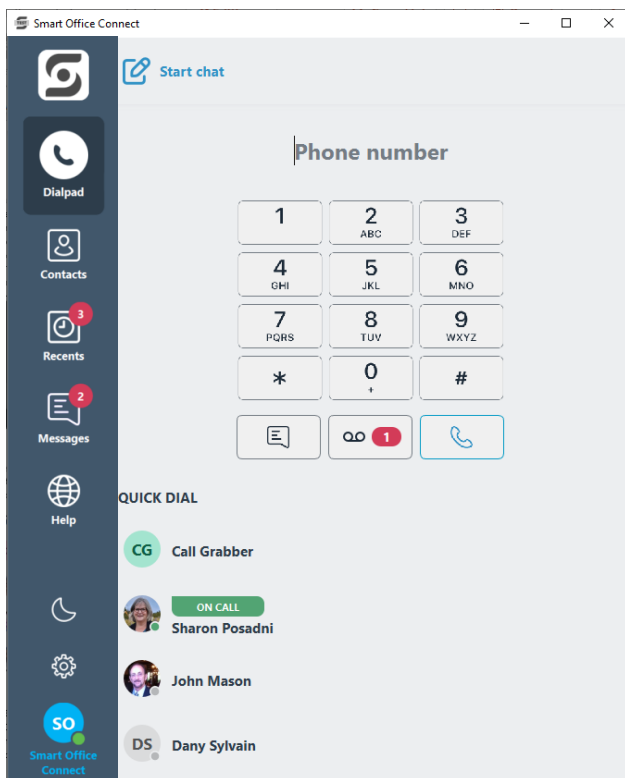


GoPioneer Connect Desktop Quick Reference Guide



App color and name may vary for instructional purposes.



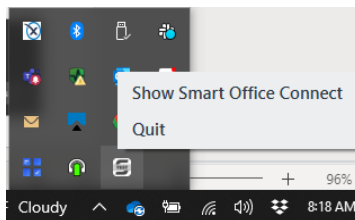
Logging In

Enter your administrator provided Username and click Login at the initial login screen. The system remembers your login thereafter. If you entered it correctly, the LED on the bottom left of the screen will appear green. If you did not enter your credentials correctly, it will appear red meaning you are not connected properly. You can change your login info by selecting SETTINGS / ACCOUNTS / press EDIT on the Application Account. Change your username and or password and click SAVE.



Logging Out

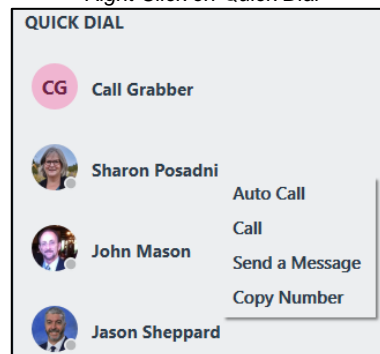
This application continues to run on your computer to allow you to accept incoming calls to your line. If you wish to exit or QUIT the application, go to the bottom right corner of your screen, click on the running applications window and then right click QUIT on the Smart Office Connect Application.



Interacting with Contacts

Initiate instant messages and calls by clicking on contacts that are in Quick Dial, Contacts, Messages and Recents. See their phone or online presence and choose the best way to interact.

Right Click on Quick Dial



Click to Dial or Email Contacts



Setting Your Preferences

Changing your login credentials, notification sounds, device choices and controls such as your language, popup notifications, enable launch at startup.

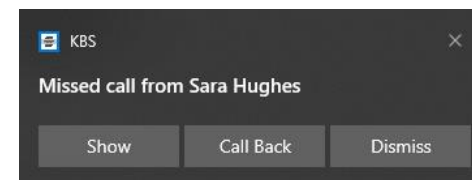
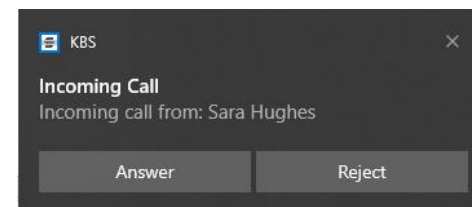
Settings

- About**: Info on the application such as software version & date
- Accounts**: Login & account info including Microsoft & Google contact integration
- Notifications**: Ringtone & Text tone notifications
- Sound**: Microphone & Speaker selections, volume, noise suppression, ringtones, etc.
- Controls**: Enable at startup, popup notifications for incoming calls, language
- Logs**: Application Logs to send to support, if required
- Reset**: Resets app, deletes all quick dials, call and message history

Receiving a Call

If enabled via Controls, a dialog box appears in the bottom right-hand corner of the screen when an incoming call is received. Choose to Answer or Reject the call.

If you do nothing, you will receive a missed call notification popup with options to show you the missed call, call them back or dismiss the notification.

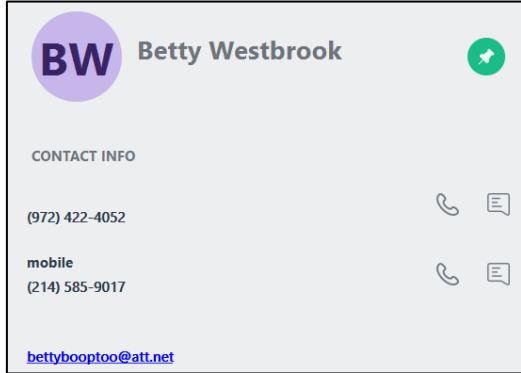


GoPioneer Connect Desktop Quick Reference Guide Continued

Contacts

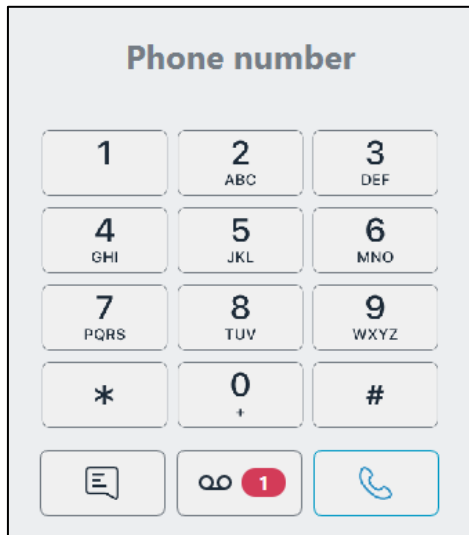
Access & search your Enterprise Directory, Microsoft, or Google (optional) contacts. Click to dial, email or message contacts from here. If you click the pushpin this contact will be added to your Quick Dial numbers with optional BLF. Add new Quick Dial Entries by clicking the "+" icon when Quick Dial is selected and choose to enable presence by selecting BLF.

Click to Dial or Email Contacts



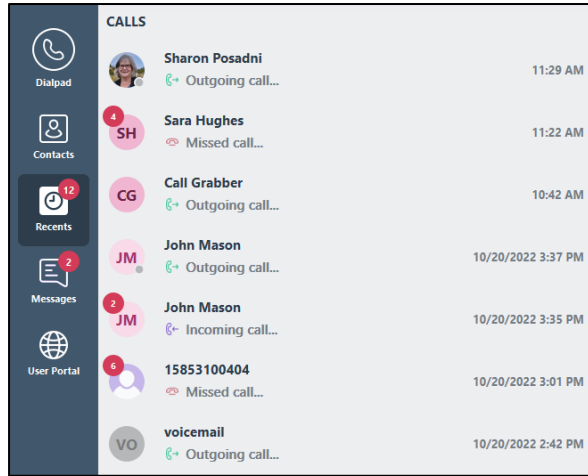
Dialpad

Use the dialpad to make calls. You can click to enter each number or paste numbers then click the phone icon to call. Click the voicemail icon to check voicemail messages. A number will appear in a red icon, next to the voicemail icon with the number of unheard voicemail messages you have.

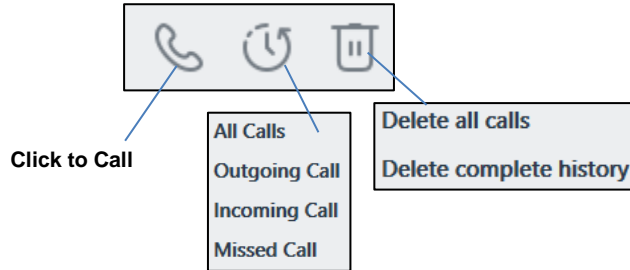


Recents

Users can access their incoming, outgoing & missed call history. The icon on the menu bar shows the total number of missed calls and each entry shows the total number of missed calls for each contact. If you click each contact, you will see call history including call recordings and can delete each entry as required.



Recents Call History Options



Additional Icons

Additional icons may appear on the left margin based upon your administrator or enterprise settings (training, help, portals).

BLF States

State	Meaning
IDLE	User is IDLE, not on the phone
RINGING	Line is ringing
ON CALL	User is active on a call
ERROR	Error retrieving BLF status

Call Controls

Manage audio, enter DTMF digits, mute/unmute, hold/resume, blind or assisted transfer the call using the controls within the Dialpad window.

Icon	Function
	Speaker / Microphone Selection
	Mute / UnMute
	Hold / Resume
	End Call
	Dialpad for DTMF entry
	Add Contact to Call
	Blind Transfer
	Assisted Transfer
	Call Info

Messages

The Messages tab provides a history of conversations and provides notification of unread chat messages. Click a listing in the history to continue the conversation, right click on a contact to delete all messages or your complete message history. You can delete individual message entries, all message or all message history. You can filter on all outgoing or all incoming messages.

