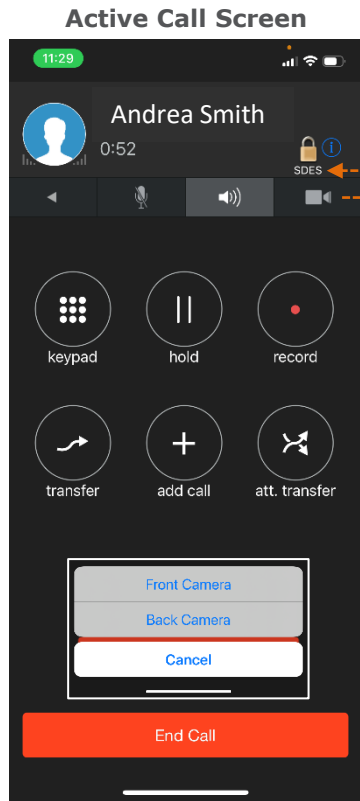


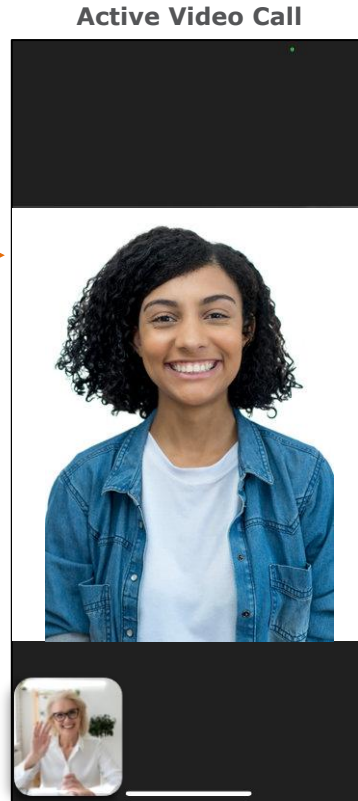
# GoPioneer Connect iPhone Mobile Quick Reference Guide



App color and name may vary for instructional purposes.



Secure Calling



## Settings

### Account Setup

Enter your username and password provided by your administrator. Click the USER PORTAL link to reset your password if needed.

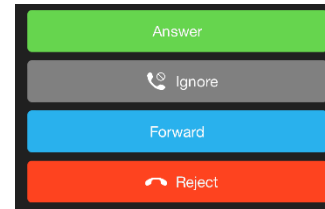
### Preferences

Select your Ringtones for incoming calls and messages, Sounds settings to enable Bluetooth and advanced sound settings, Network to control preferences on Wifi, Controls for other call settings, Call Forwarding options, Do Not Disturb rules, change your contact sort order, set your language, log SIP traffic and enable video to start automatically.



## Incoming Call Options

If you open the app during an incoming call you can choose to Answer, Ignore, or Reject the incoming call. If you enable Call Forward via Settings / Preferences, you will also see the Forward option.



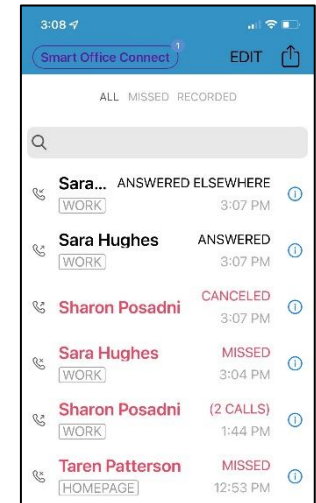
## Move an Active Call to Your Mobile Client

While on an active call, on a desk phone or PC/Mac soft client, it may be desirable to move the call to your mobile phone. Our Call Grabber feature lets you seamlessly move an active call to your mobile or between clients/devices. Simply dial \*25 from your client or create a quick dial with \*25 to use the feature.

Navigate to the Quick Dial tab on the client's home screen during an active call. Selecting Call Grabber will move the active call on to your mobile client – the far end *will not* be placed on hold or hear any clicks or noises – a seamless transition. The same procedure can be used on a PC/Mac client to move the call back.

## History

History tracks your incoming, outgoing and missed calls. Even those answered elsewhere are shown in this list. Click EDIT to remove entries. Swipe left to quick delete entries as required. Click the "I" for more info and click to call them back or simply click the entry to call them back. Click the share icon in the top right to export and send this list elsewhere as a txt document.



### Quick Dial

Easy access to frequently monitored contacts



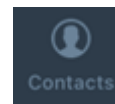
### History

Access incoming, outgoing & missed calls



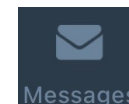
### Keypad

Make audio, video calls, call voicemail



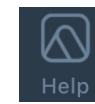
### Contacts

Access mobile & company contacts. Click to chat, call or email



### Messages

Access chat history & start new chat messages



### Help

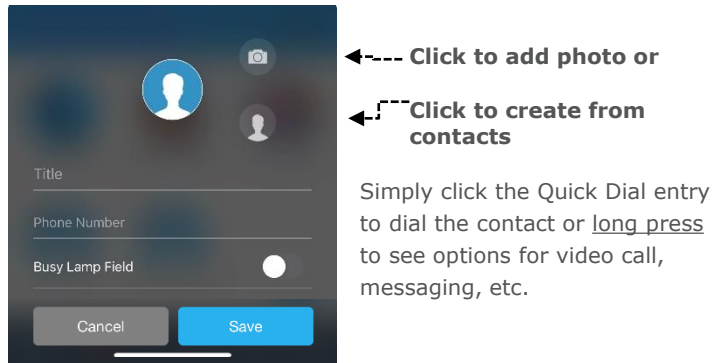
Online Help

## Creating Quick Dial Entries

Quick Dial entries is a quick way to check the availability (presence) of co-workers and quickly connect.

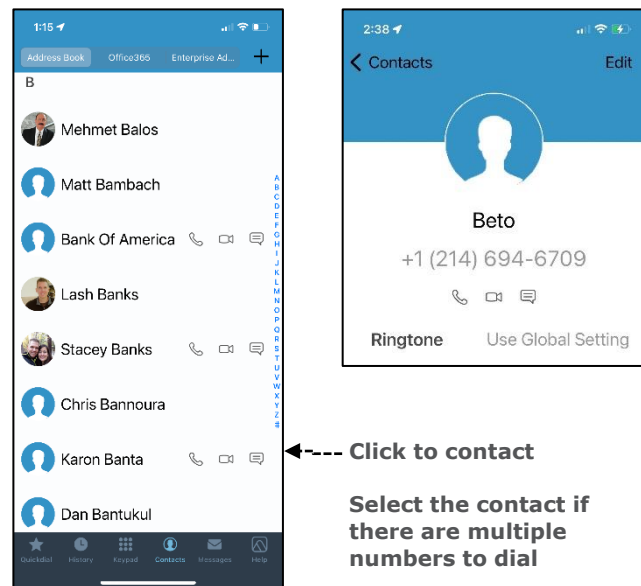
### To add a Quick Dial:

1. Any user can be added to your Quick Dial by selecting Quick Dial and click EDIT and the "+" sign. If you have no entries, click the "+" sign to add one.
2. Enter their name in Title field, telephone number and enable Busy Lamp Field. Click SAVE.



## Contacts

Access your mobile phone Address Book, your Office365 contacts and your Enterprise Address Book from your client. You can click to call, click to IM and click to email your contacts. You can also add new contacts by clicking the "+" sign. If you select an entry, you can configure a differentiated ringtone when they call you.



## Call Control

Easily manage an active call including business features such as hold, blind or attended transfer and conference and enable video (if applicable). End call and Keypad to enter menu choices & passwords.

### Blind Transfer a Call

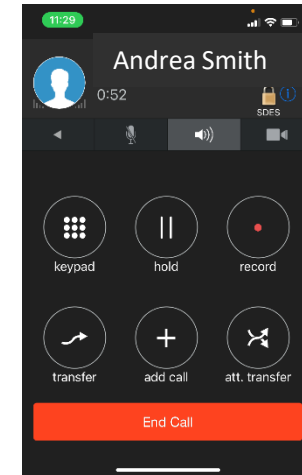
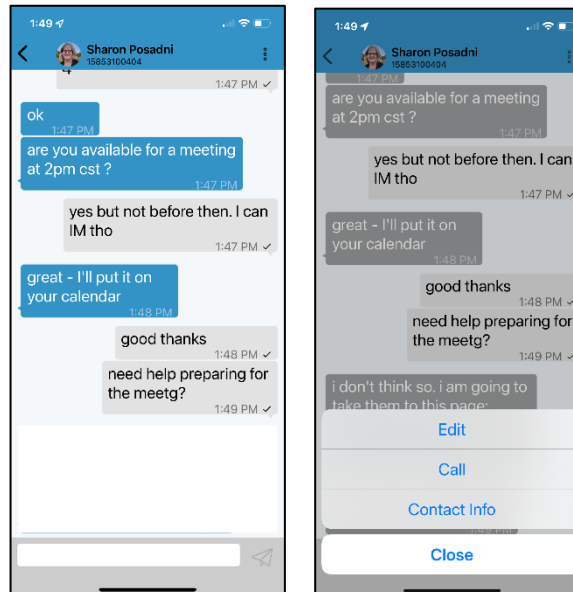
1. Select Transfer while on an active call to blind transfer.
2. Choose a Favorite, Directory Entry or Use the Dialpad to dial another number.
3. The call will transfer immediately to the contact

### Attended Transfer a Call

1. Select Att.Transfer while on an active call to announce caller before transfer.
2. Choose a Favorite, Directory Entry or Use the Dialpad to dial another number.
3. Once your party answers, press attended transfer to complete the transfer.

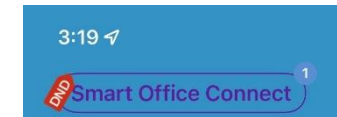
## Messages

You can send an optional instant message (chat) with a contact also using this service. You can send a message to any contact entry or long press on a quick dial entry and choose "Send a Message". If you click the "..." at the top of the chat exchange you can click to call and open their contact info up for more functions.



## Enabling Do Not Disturb

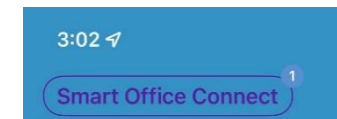
Click the Smart Office Connect link at the top of the Quick Dial, History or Dialpad then select Do Not Disturb. Calls will not ring your device and the DND banner will appear



## Notifications

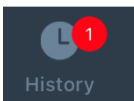
### New Voicemail

Voicemail Waiting Indication is displayed at the top of the top of the Quick Dial, History and Keypad menus with a blue circle and white number.



### Missed Calls

Missed Call Indication is displayed at the bottom of the screen on the History icon as a red dot with white number.



### New Messages

New Message Notifications are displayed at the bottom of the screen on the Messages icon as a red dot with white number.

