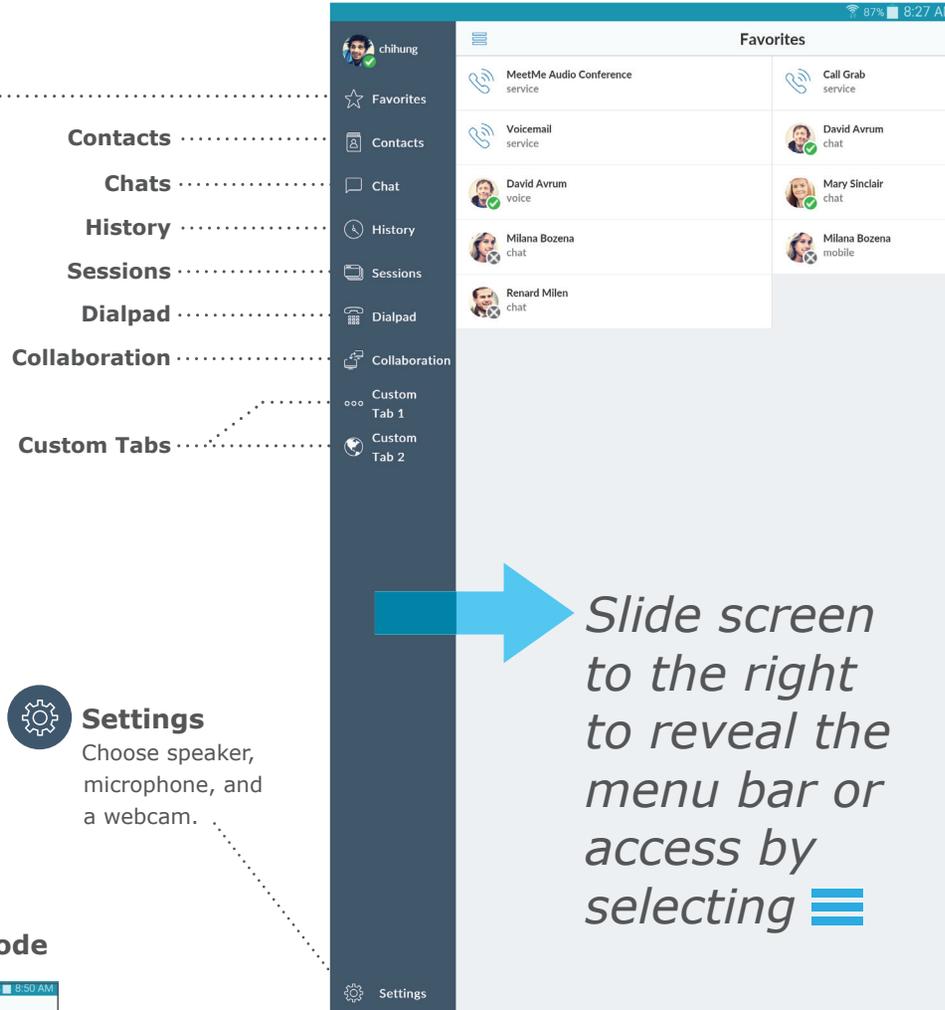


Smart Office Mobile Quick Reference Guide

Favorites

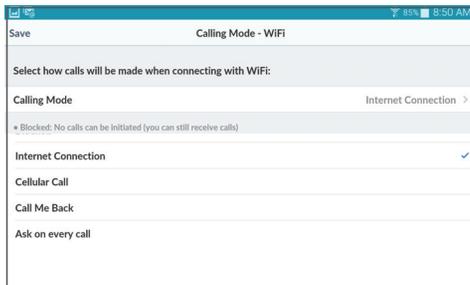
Use Contacts to add users to the Personal Address Book and then use Manage Favorites to add them to the Favorites page.

– the client allows you to add multiple instances of the same user, with different contact modes, to enable one-touch access to chat or call



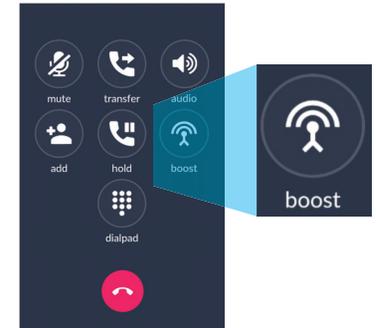
Settings
Choose speaker, microphone, and a webcam.

Settings - Choose Calling Mode



Settings - Calling Modes (WiFi and Cellular Data)

The client allows a user to choose the default WiFi or Cellular network for outgoing calls. Upon install the client will ask users to make a choice for each call. Users will likely want to select Internet Connection for both WiFi And Cellular Data. However, if cellular data services tends to be poor in your area it may be advantageous to select Cellular Call so as to use the mobile device's cellular voice services.



Call Boost and Active Call

During an active call if a data connection is poor (Wifi or Cellular), just press the Call Boost button to move the call to the cellular voice network.

To set-up Call Boost

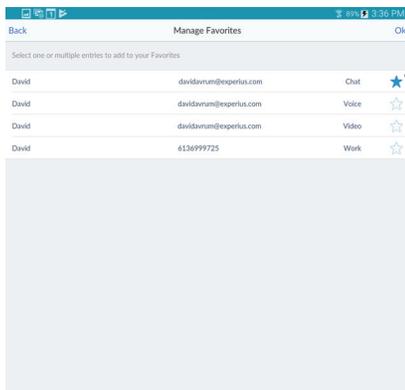
1. In Settings add your mobile number (with country code)
2. In Settings select Boost Settings to select a service access location closest to you
3. Login to the Portal, select Service Settings and add your mobile number as the Call Grabber number

Creating Favorites

Adding favorites creates a quick way to check the availability (presence) of co-workers and quickly connect.

To add a favorite:

1. Any user can be added to your Favorites by selecting their entry from an address book and then selecting *Manage Favorites* to open the dialog box shown below
2. If the contact is a co-worker it is recommended that you select their entry from the Global Address book and then add them to your Personal Address Book – this will allow you to see their Presence by selecting Show Presence Status
3. Once a contact is added open select Manage Favorites to open the dialog box shown below

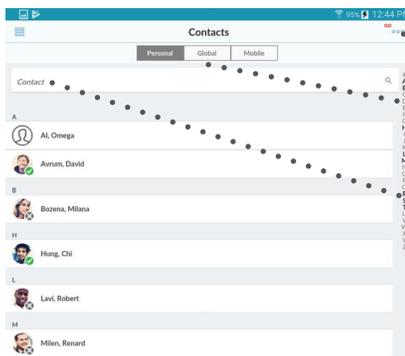


••• **Selecting an entry will add it to the favorites screen.**

Multiple entries can be selected for the same contact. Select OK to save.

Accessing Contacts

Access Personal, Global and Mobile Address Books to easily find contacts and manage favorites



••• **Choose More to sort results**

••• **Choose between Address Books**

••• **Search Contacts**

Chat

That Chat tab provides a list of open chat conversations (including ones that might have been missed while the phone was unattended). To respond, select the conversation and then select the reply arrow to open a text box.

History

Users can access their call and chat history and access an action menu by right clicking on the entry. ●●●

Finding Open Sessions

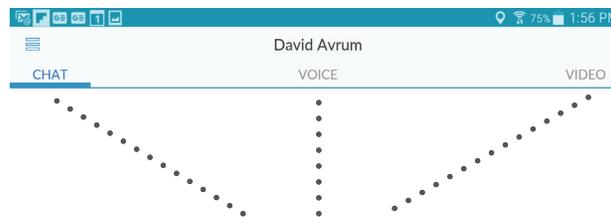
The sessions tab shows all of the open sessions making it easy to switch between active conversations.

Dialpad

Use the dialpad to call telephone numbers.

Conversation Controls

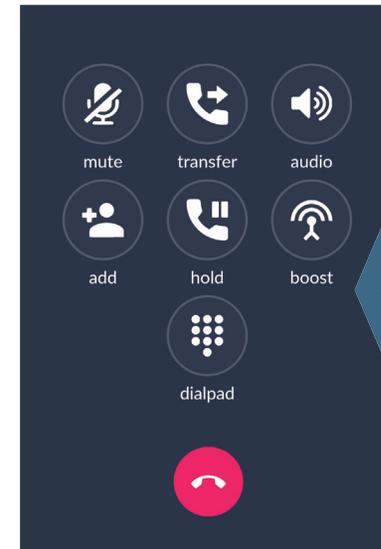
Select a contact from Favorites or Address Book. Once selected it's easy to choose whether to initiate a chat, voice or video call. Simply select the modality and start the conversation



••• **Quickly choose between a chat, voice or video session with a contact. The selected modality is underlined**

Call Controls

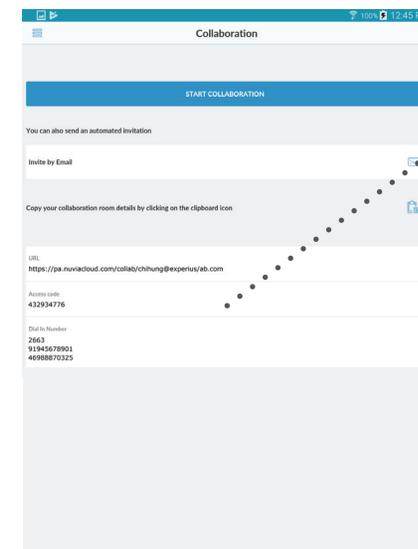
Easily manage an active call including business features such as hold, transfer and conference and enable video (if applicable). See the prior page to learn how to use Call Boost to improve call quality



••• **Mute
Transfer
Audio
Add
Hold
Boost
Dialpad
Hang-up**

Collaboration (optional)

Start a Smart Office Collaboration session and easily invite participants via e-mail.



••• **Collaboration room details that can be easily shared with participants**