

Smart Office Client Quick Reference Guide



Avatar and Online Status

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About

Available

Busy

On Vacation

Away

Setting Your Presence

Presence is an easy and effective way to see the status of colleagues. To set presence click on the avatar and choose from the drop down menu.

Device Settings

Microphone Source
Internal Microphone

Microphone Sensitivity
 TEST

Audio Device for Alerts
Headphones

Speaker Volume
 TEST

Audio Device for Calls
Headphones

Settings

Choose speaker, microphone, and a webcam.

Smart Office

Global Address Book

Global Address Book

Personal Address Book

A

Avrum, David

B

Bozena, Milana

H

Hung, Chi

L

Lavi, Robert

M

Milen, Renard

S

Shivali, Sashi

Send Message

Audio Call

Video Call

Add to Favorites

Edit Contact

Delete Contact

Renard Milen

renardmilen@ex

AUDIO ANSWER

VIDEO ANSWER

DECLINE

Receiving a Call

A dialog box appears in the bottom right hand corner of the screen when an incoming call is received. Choose to accept, decline, or ignore the call. If the incoming call is video enabled, a triangle symbol offers the option to choose whether to answer with audio or video.

Accessing Address Books

Switch between the global address book and the personal address book.

Interacting with Contacts

Intiate instant messages, audio calls, and video calls by right clicking on contacts that are in favorites, address books, and history.

Contact Action Menu

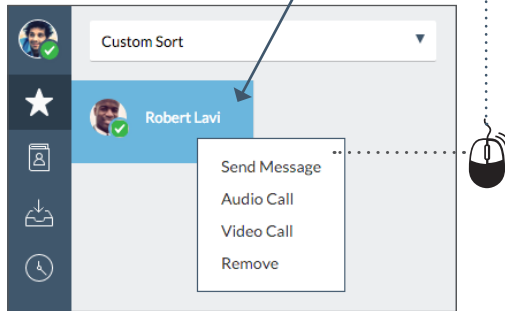
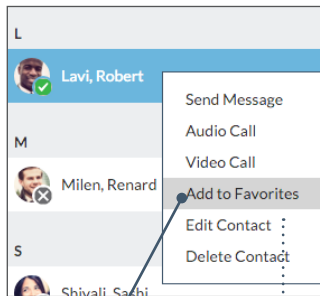


★ Creating Favorites

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

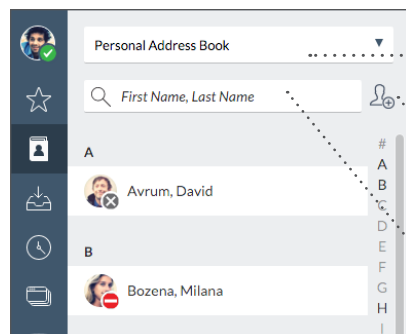
To add a favorite:

1. Search for a contact in the Contacts tab, select the contact and right click on the contact's name
2. A dialog box will appear, select Add to Favorites
3. The contact will now appear in your Favorites tab.
- 4.



👤 Accessing Contacts

Access global and Personal Address Books to easily find and add contacts.



Choose between Address Books

Add a new contact to the Personal Address Book

Search contacts

📧 Instant Messages

The Instant Messages tab provides a history of conversations and also provides notification of unread instant messages. Double click a listing in the history to continue the conversation or right click on a contact to start a new conversation. You can also search the Instant Message history to locate a conversation.

🕒 History

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

📁 Finding Open Sessions

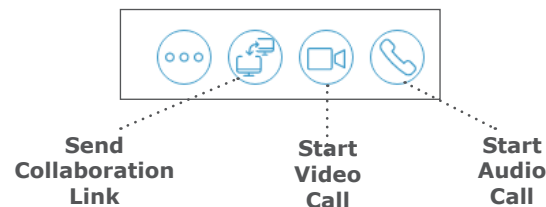
The sessions tab shows all of the open sessions making it easy to switch between active conversations.

☎ Dialpad

Use the dialpad to call telephone numbers.

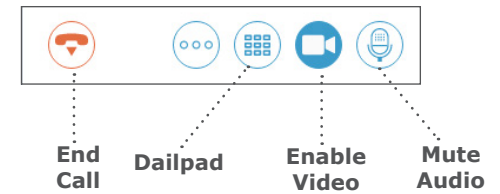
🗨 Conversation Controls

Double click on a contact to open a conversation window. Easily start an instant message or use these controls to make an audio call, video call, or invite the contact to collaborate.



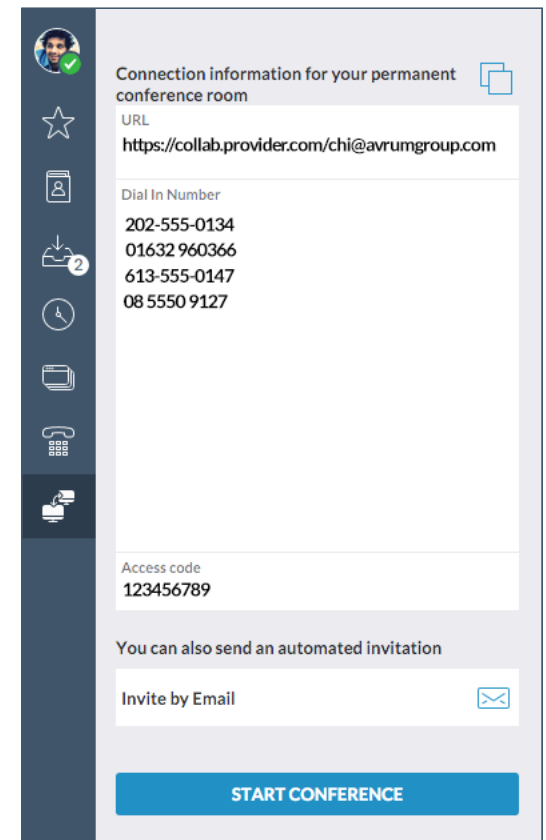
📞 Call Controls

Easily mute audio, enable video (if applicable), launch the dialpad, and end a call using the call controls at the bottom of the conversation window.



👥 Collaboration (optional)

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



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