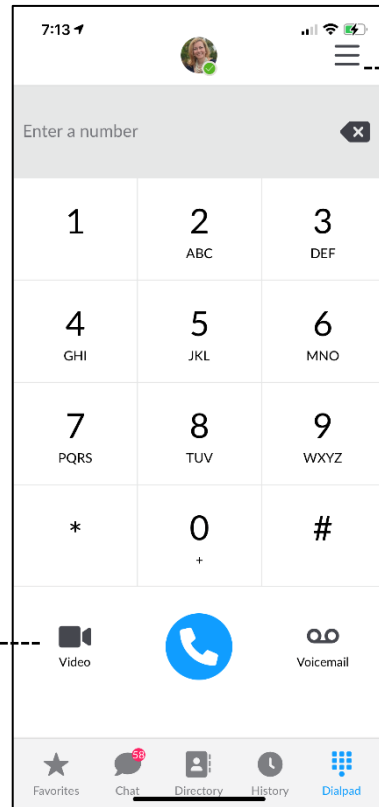


Smart Office Mobile Quick Reference Guide

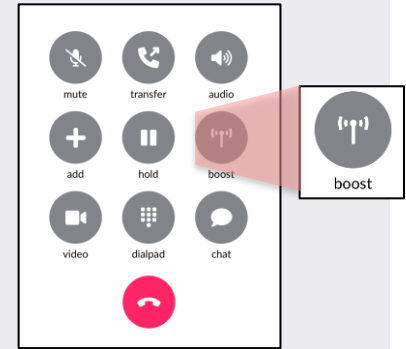
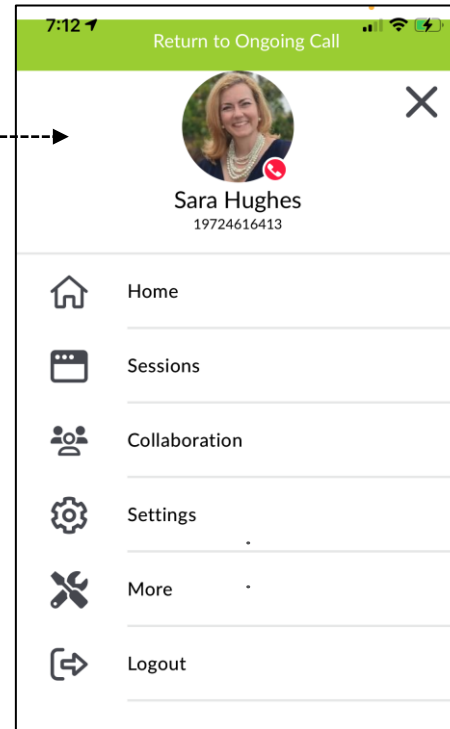
Active Call Video Call



Home Screen – Dialpad Tab



Navigation Screen with Active Call



Call Boost an Active Call

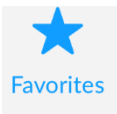
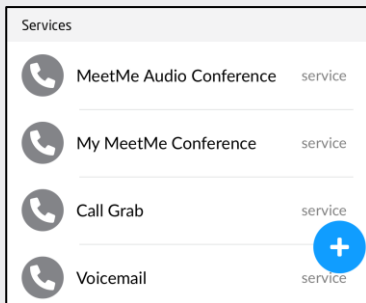
During an active call if a data connection is poor (WiFi or Cellular), just press the Call Boost button to move the call to the cellular voice network.

1. To set-up Call Boost
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

Move an Active Call to Your Mobile Phone

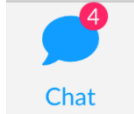
While on an active call, on a desk phone or PC/Mac soft client, it may be desirable to move the call to your mobile phone. Smart Office's Call Grabber feature lets you seamlessly move an active call to your mobile or between clients/devices.

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



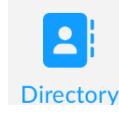
Favorites

Easy access to frequently used contacts and services, add new contacts



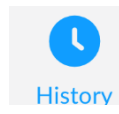
Chat

Access chat history & start new chat messages



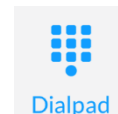
Directory

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



History

Access incoming, outgoing & missed calls, chat sessions



Dialpad

Make audio, video calls, call voicemail



Main Menu

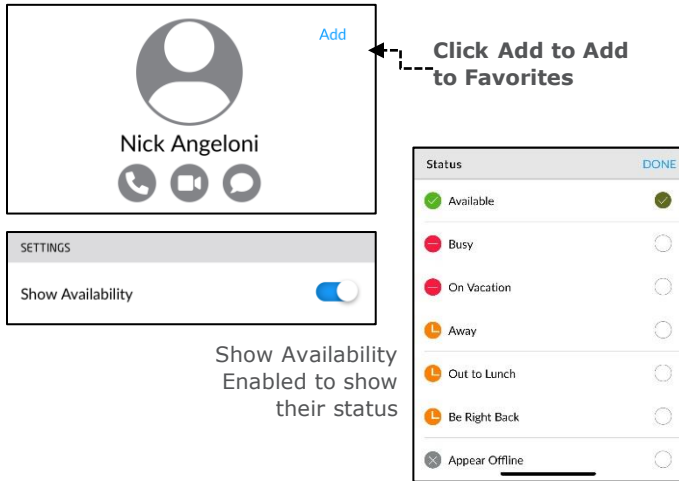
Select to access sessions, collaboration, settings, more & logout

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 them from the Directory / Global Address book and then accessing their Profile
2. Once the user's Profile is open, Click ADD and scroll down to Settings and ensure Show Availability is selected.



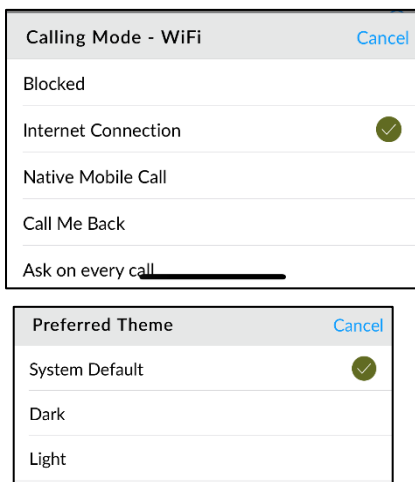
Settings

Calling Modes (WiFi and Cellular Data)

The client allows a user to choose the default WiFi or Cellular network for outgoing calls. Users will likely want to select Internet Connection for both WiFi And Cellular Data. However, if cellular data services tend to be poor in your area, it may be advantageous to select Native Mobile Call to use your mobile voice services.

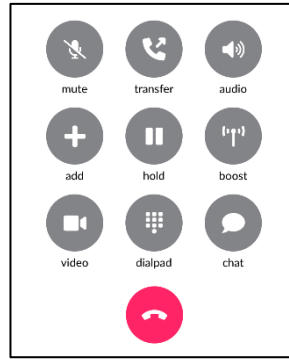
Other settings for setting default sort options, language, your mobile number Services to enable.

Choose Theme as Light or Dark. System Default will use your mobile settings.



Call Control

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

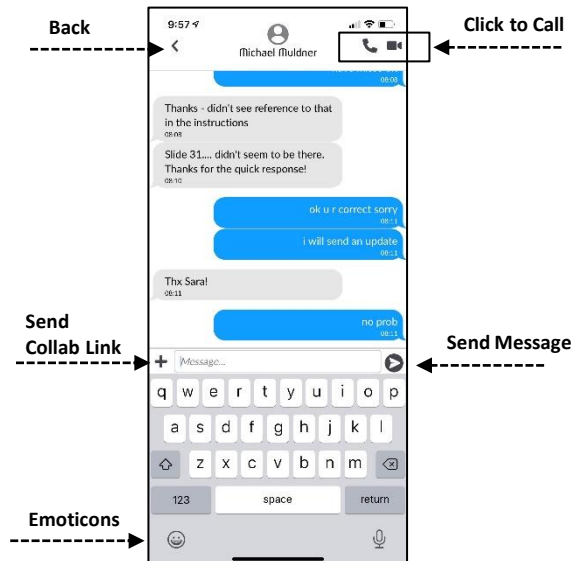


Transfer a Call

1. Select Transfer while on an active call.
2. Choose a Favorite, Directory Entry or Use the Dialpad to dial another number.
3. The call will transfer once the second party answers.
4. If you need to go back to the ongoing call, click the green bar at the top of the screen.

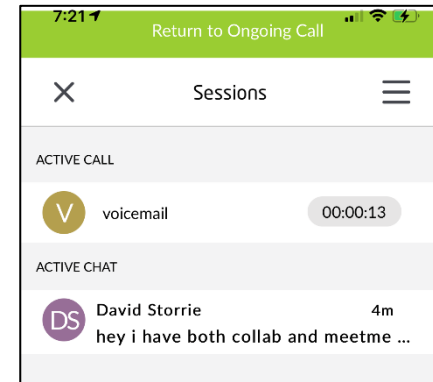
Active Chat Session

While engaged in chat session, easily click to make audio call or video call if needed



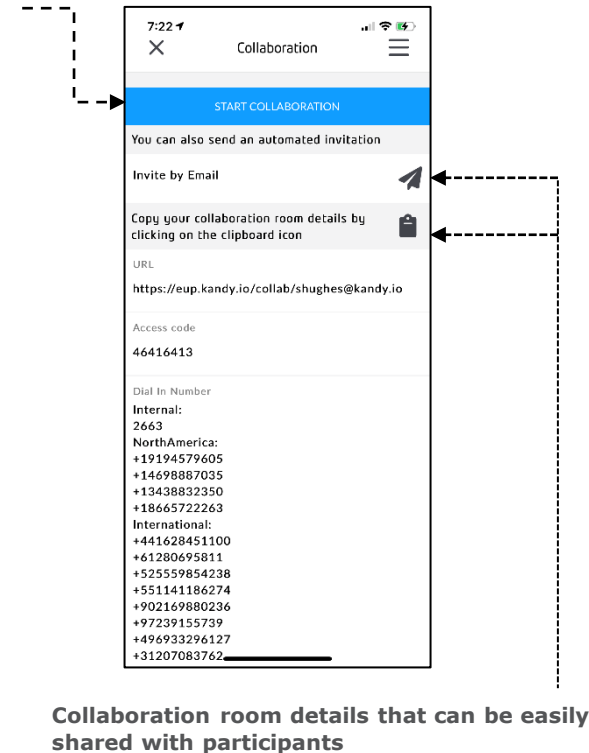
Managing Multiple Sessions

The Sessions screen provides a single destination to review all of your open conversations, regardless of media type. It's an easy way to flip between multiple activities without "losing" conversations. This screen is especially helpful to return to a call or chat if you are interrupted by another user.



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