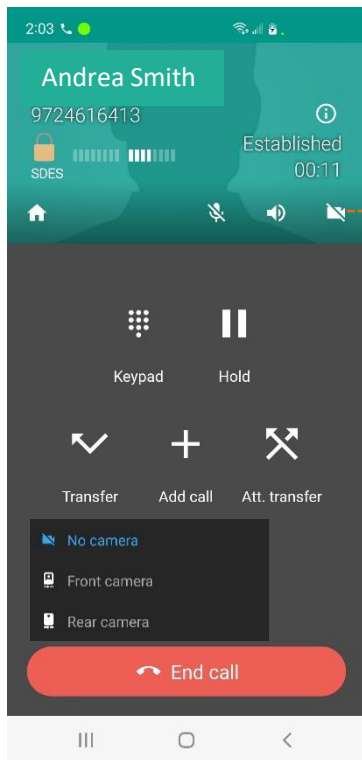


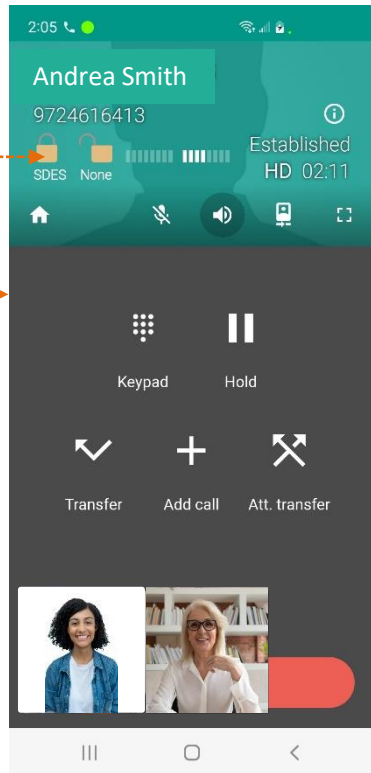
GoPioneer Connect Android Mobile Quick Reference Guide



Active Call Screen



Active Video Call



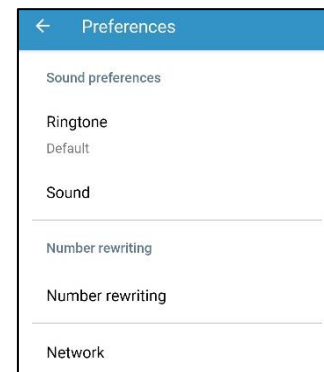
Settings – click 3 dots on Keypad tab

Account Setup

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

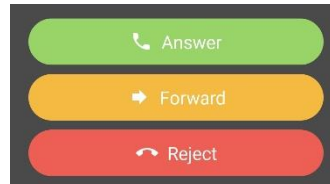
Preferences

Select your Ringtones for incoming calls and messages, Sounds settings to enable 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, enable troubleshooting log and enable video to start automatically.



Incoming Call Options

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



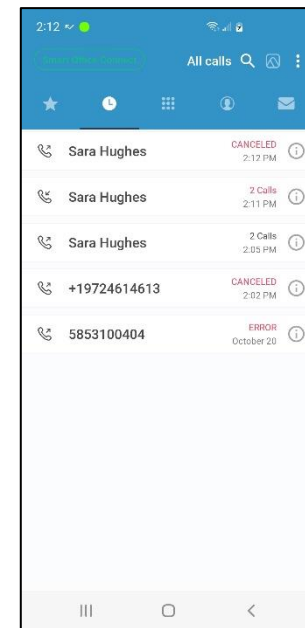
Move an Active Call to Your Mobile Client

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 Star 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. Click three dots to clear call history, go into edit mode to remove entries or go to settings. Click the "I" for more info and click their name to call them back and add them as a contact.



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

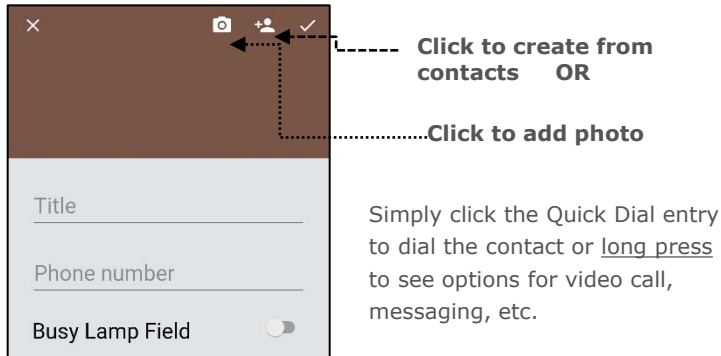


Creating Quick Dial Entries

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

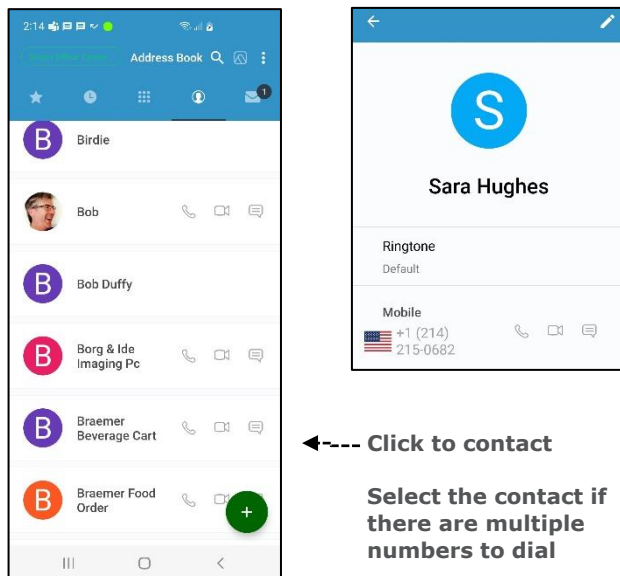
To add a Quick Dial:

1. Any user can be added to your Quick Dial by selecting Quick Dial and click the 3 dots to edit entries and the "+" sign to add a new entry. If you have no entries, click the "+" sign to add one.
2. Enter their name in the 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 by clicking Address Book. 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, conference and enable video (if applicable). End call and Keypad to enter menu choices & passwords.

Blind Transfer a Call

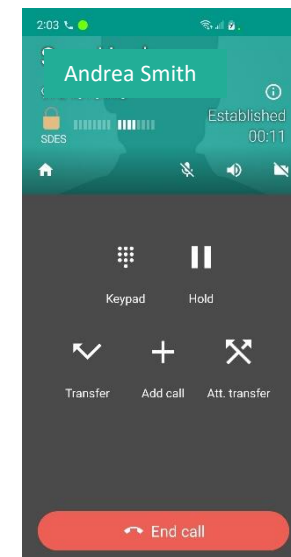
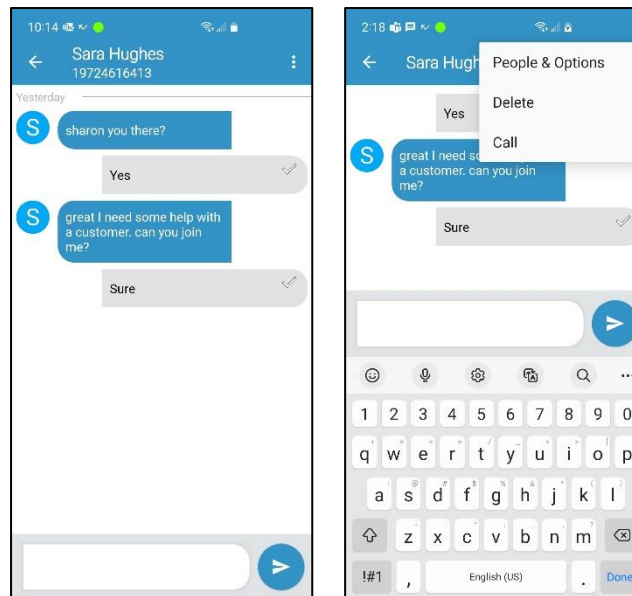
1. Select Transfer while on an active call to blind transfer.
2. Choose a Favorite, Directory Entry or Use the Dialpad to dial another number.
3. The call will transfer immediately to the contact

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 Join to connect 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 "Message". If you click the "..." at the top of the chat exchange you can click to call and open their contact settings for that contact or Delete conversation.



Enabling Do Not Disturb

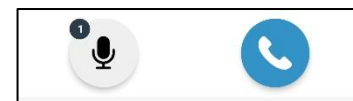
Click the Smart Office Connect link at the top of the Quick Dial, History or Dialpad then select Do Not Disturb. Calls will not ring your device and the DND banner will appear



Notifications

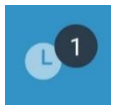
New Voicemail

Voicemail Waiting Indication is displayed on the Dialpad with a small circle and white number next to the microphone button.



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.

