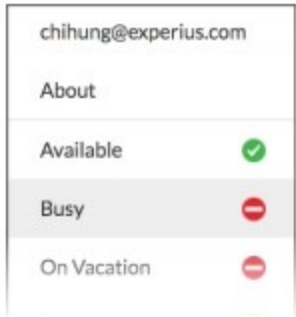


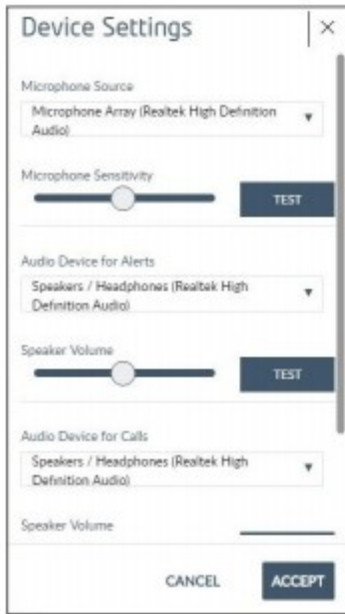
Smart Office Desktop Quick Reference Guide

Avatar and Online Status



Setting Your Presence

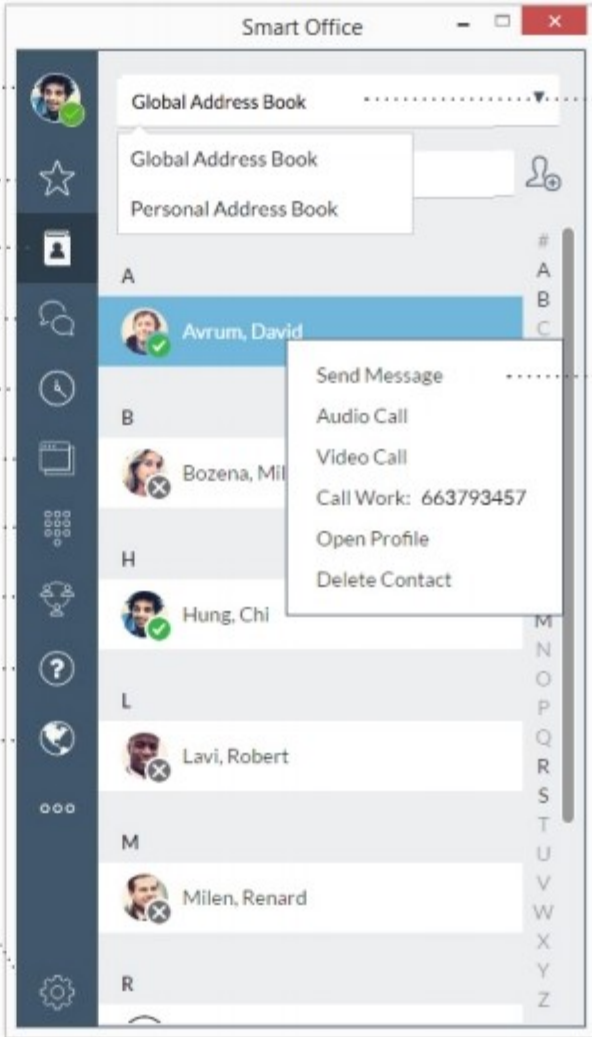
Presence is an easy and effective way to see the status of colleagues. To set presence click on the avatar and choose from the drop down menu.



Settings

Choose speaker, microphone, and a webcam.

- Favorites
- Contacts
- Chats
- History
- Sessions
- Dialpad
- Collaboration
- Custom Tabs



Accessing Address Books

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

Contact Action Menu



Interacting with Contacts

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

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.

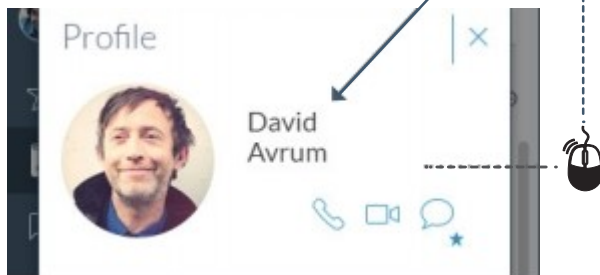


★ Creating Favorites

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 Open Profile
3. Right click on the modality (phone, video or chat)
4. A star will appear



👤 Accessing Contacts

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



💬 Chat

The Chat 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 Chat 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

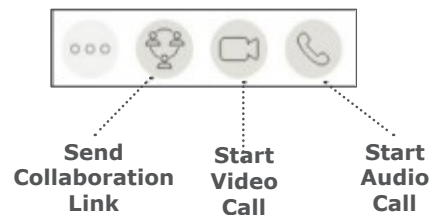
The sessions tab shows all of the open sessions making it easy to switch between active conversations.

☎️ Dialpad

Use the dialpad to call telephone numbers.

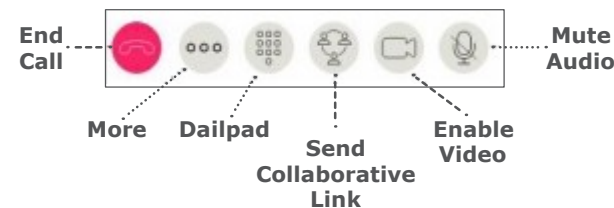
🗨️ Conversation Controls

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

Manage audio & video, launch the dialpad, send a collaboration link or access additional features 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.

