


# Smart Office Client Quick Reference Guide





## Avatar and Online Status

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About

Available 

Busy 


On Vacation 

## 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.

## Favorites



## Contacts



## Instant Messages



## History



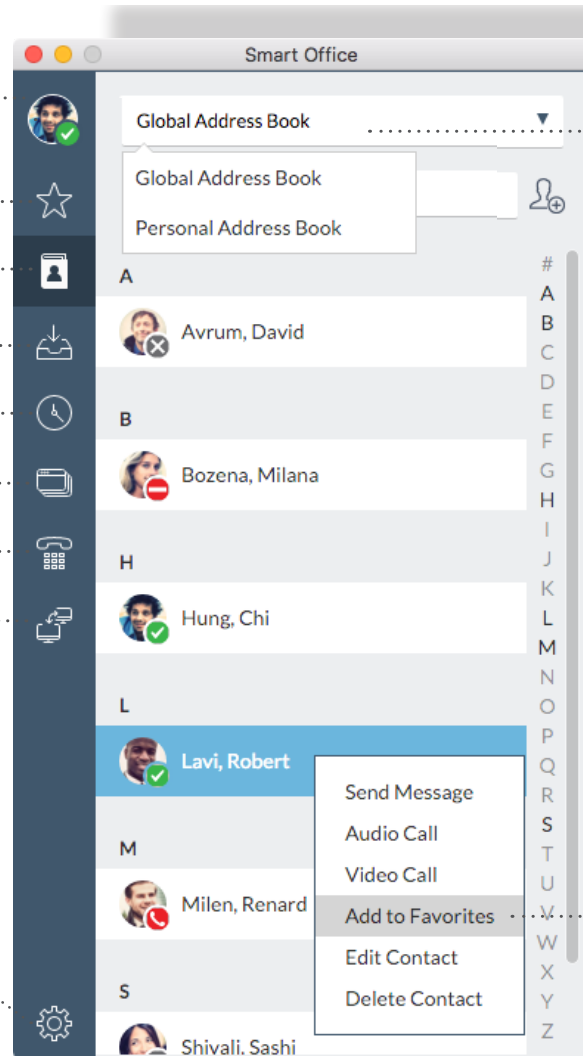
## Sessions



## Dialpad



## Collaboration



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

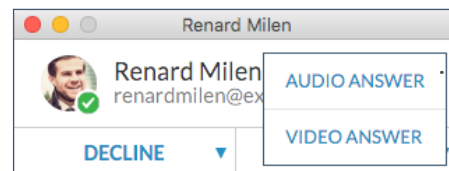
## Accessing Address Books

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

## Interacting with Contacts

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

## Contact Action Menu



Renard Milen  
renardmilen@ex

AUDIO ANSWER

VIDEO ANSWER

DECLINE

## Receiving a Call

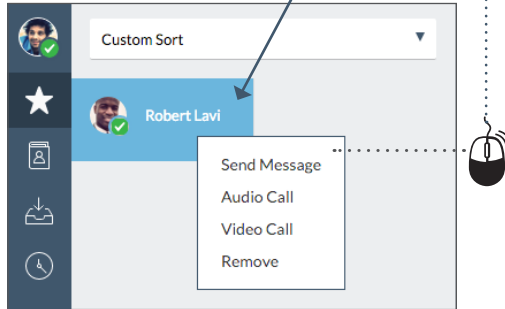
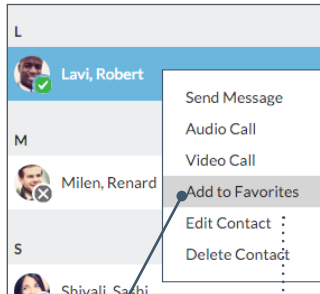
A dialog box appears in the bottom right hand corner of the screen when an incoming call is received. Choose to accept, decline, or ignore the call. If the incoming call is video enabled, a triangle symbol offers the option to choose whether to answer with audio or video.

## ★ Creating Favorites

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

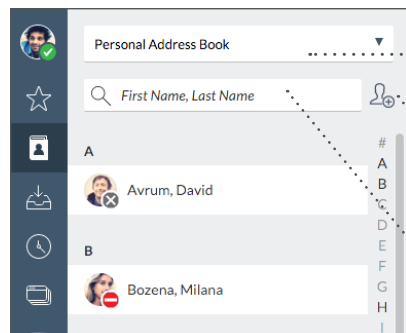
### To add a favorite:

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

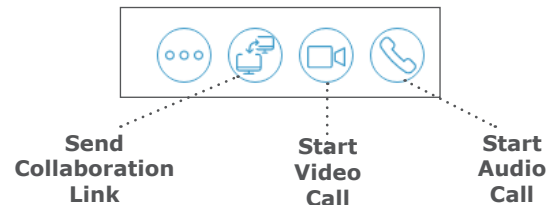
The sessions tab shows all of the open sessions making it easy to switch between active conversations.

## ☎️ Dialpad

Use the dialpad to call telephone numbers.

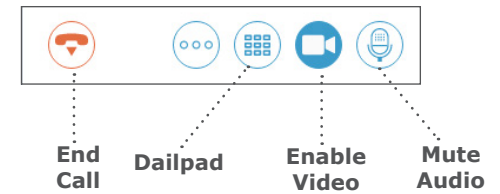
## 🗨️ Conversation Controls

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.



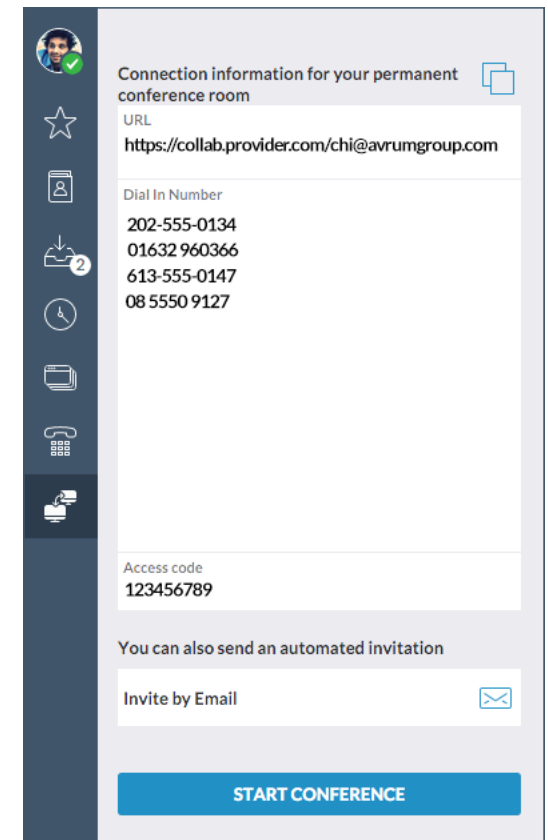
## 📞 Call Controls

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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