SmartMobile Plus

Quick user guide for the Connect Me Softphone
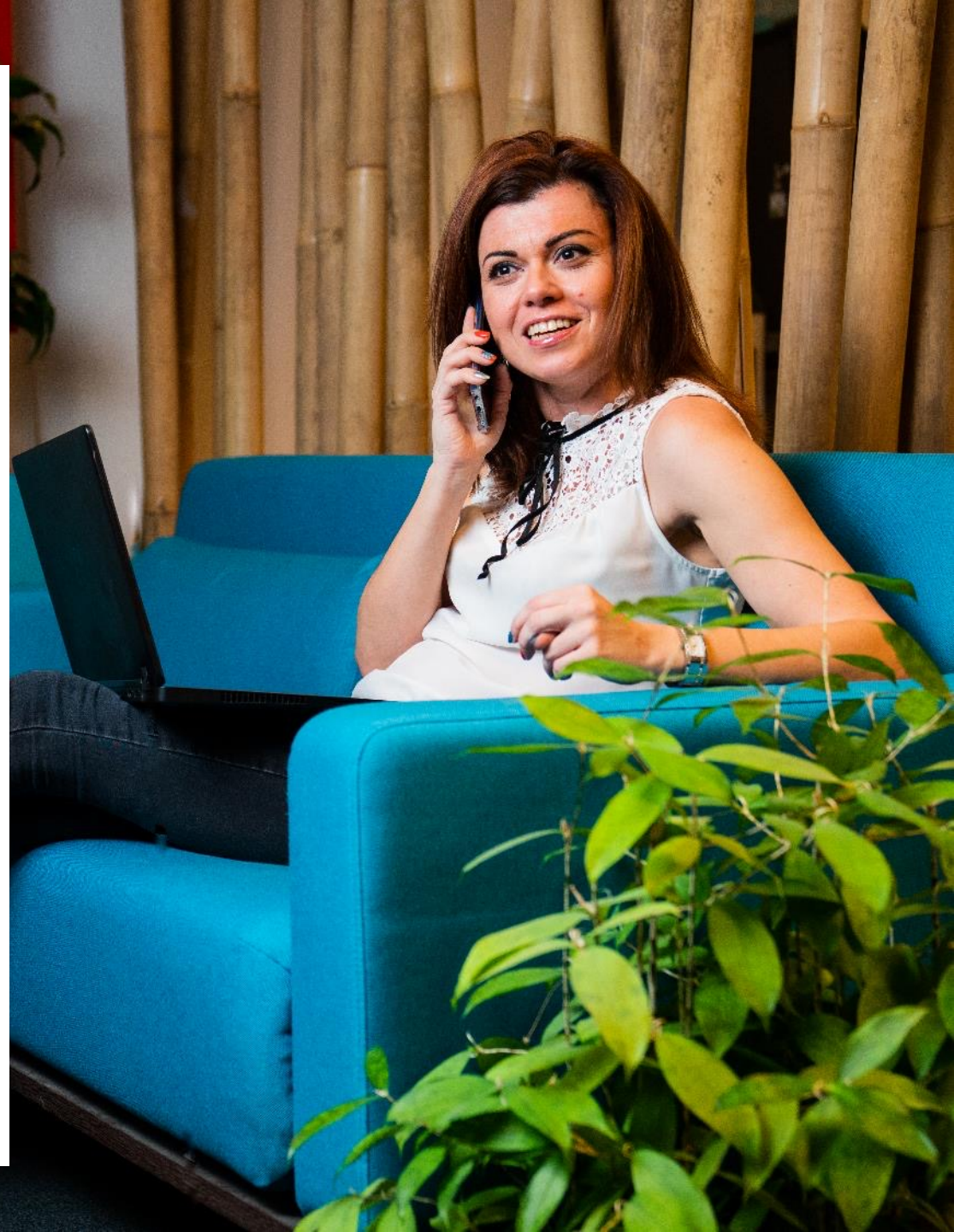
DESTINY cloud telecom as it should be

Content

- How to connect
- Your Profile
- Basic Functionalities
  - Telephony
  - Contacts
  - Chat
- Advanced settings
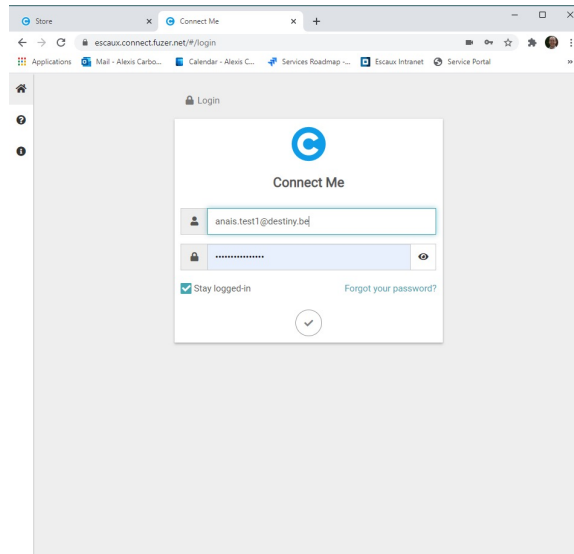 - Integrations
  - Queues
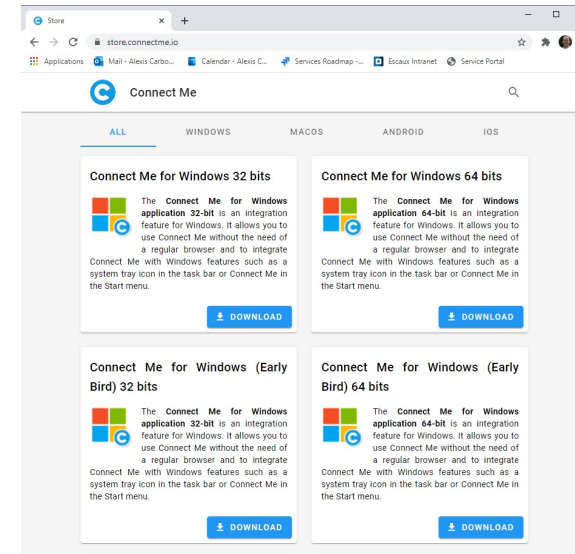 - FMU Configuration

How to connect

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Where to find the application?

Use a supported **browser** (Chrome or Firefox) and enter the Connect Me URL provided by your IT manager
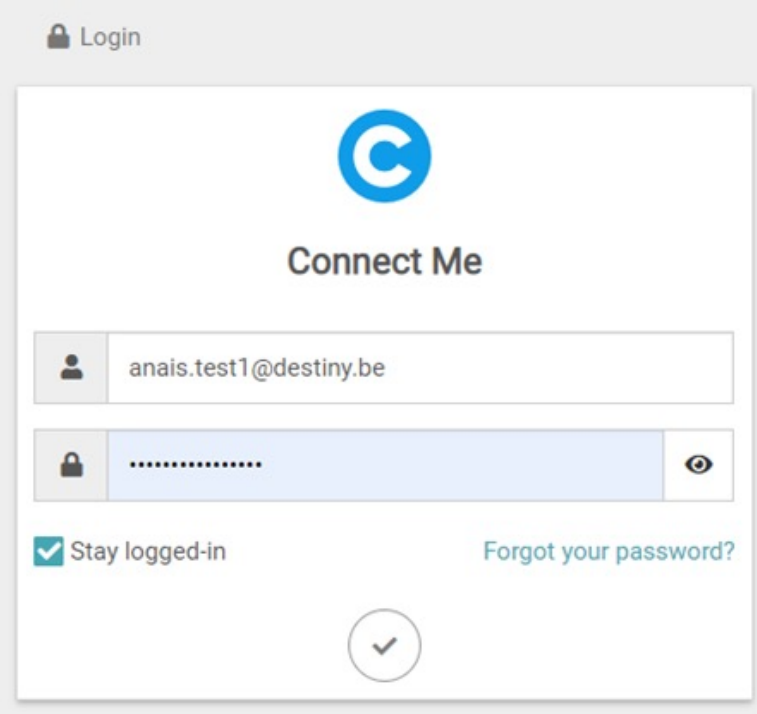
Download the **desktop application** (Windows) via the store (https://store.connectme.io) And start to login with the URL provided by your IT manager (*)
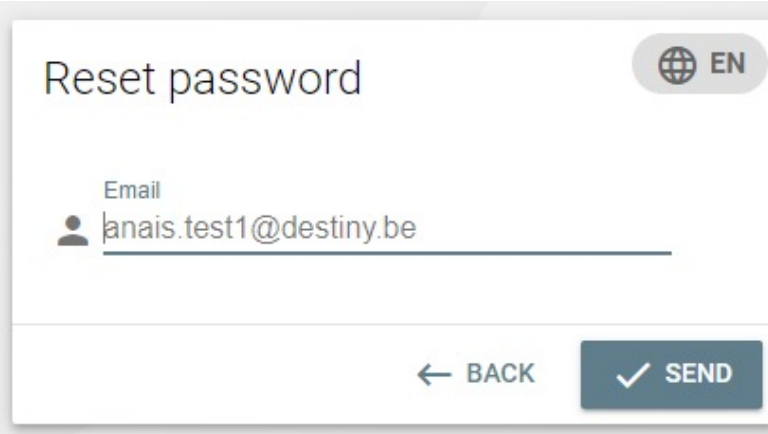
(*) you can also download the application on your mobile phone via Android or Apple store

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First Login – Web Application

- Enter your email

- Enter your password.
  In case your IT manager didn't provide you the password, follow the procedure "Forgot your password"

- An email is sent to you in order to reset your password. Just follow the steps.
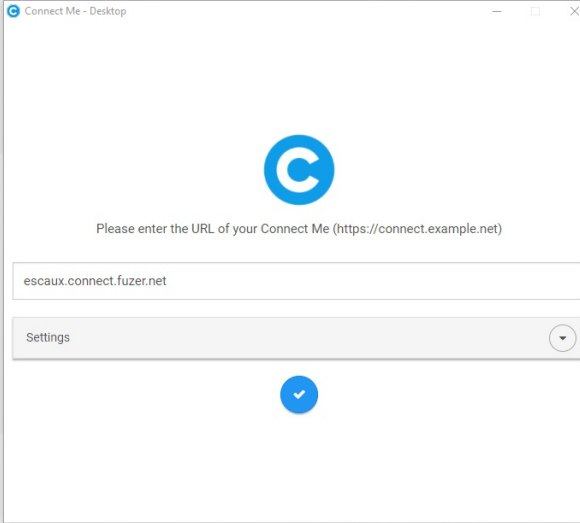
First Login – Windows desktop application

- Introduce your Connect Me URL

- Adapt your settings like :
  - Automatic start up at boot
  - Pop up on incoming calls
  - Phone number detection (Click to dial when "copying" a text)
  - Third party integration (Microsoft Teams, Jitsi,...)

- Enter your email

- Enter your password
  In case your IT manager didn't provide you the password, follow the procedure "Forgot your password"
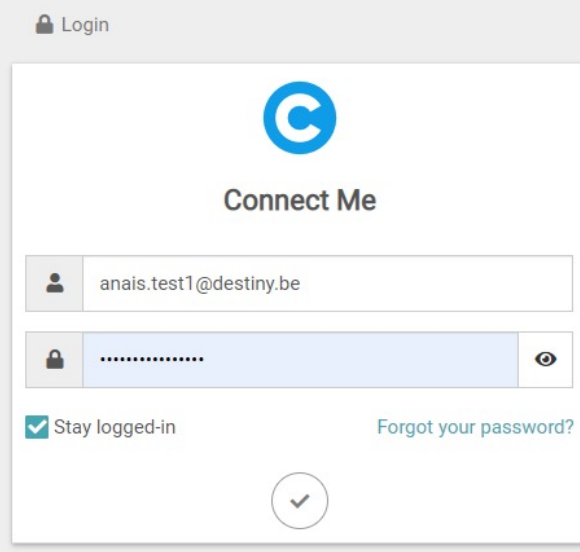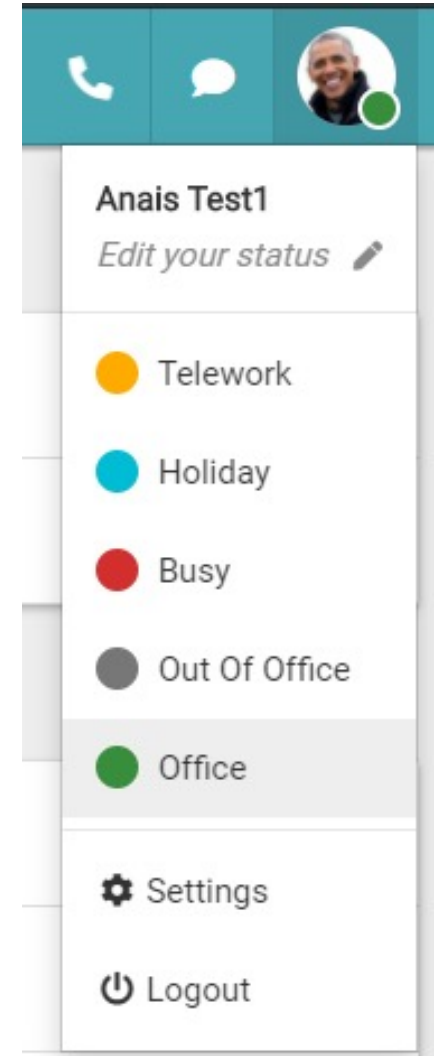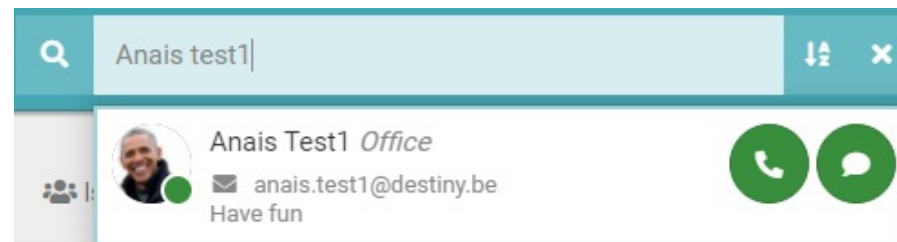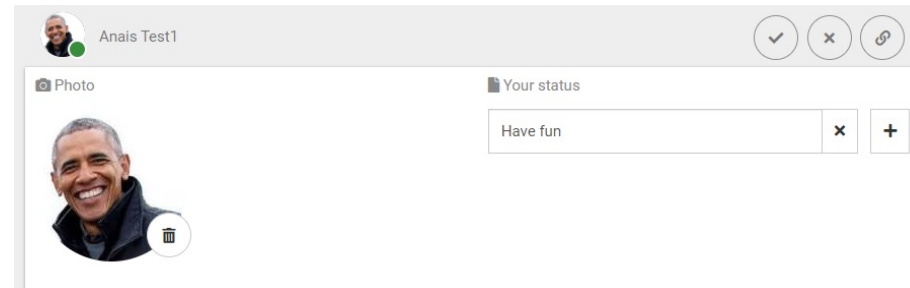
Your profile

DESTINY cloud telecom as it should be
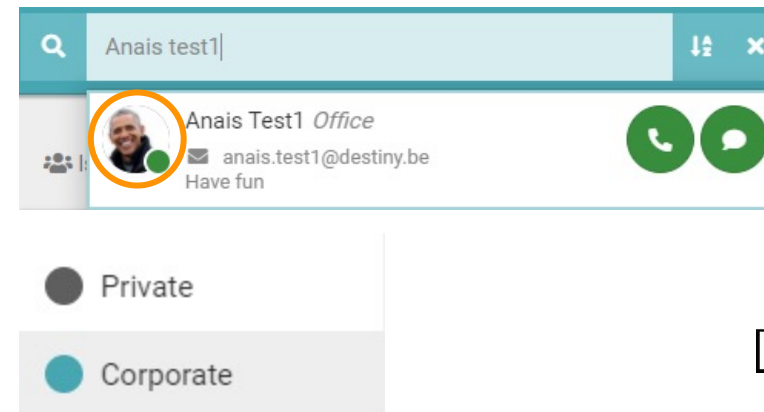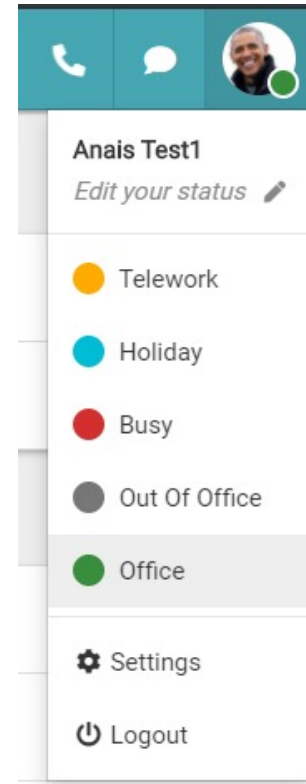
Your Card

- You can change your photo
- You can change your status message

- Your colleagues will see your photo and your status message

Your Call Flow Status

- You can change your status here

- Your colleagues will see your photo, your status and your status message

- You can also select your Mobile Status

Changing the configuration of your status

Communication Flow configuration

- Unconditional forward

- Call flow in function of status and call origination (internal/external)

- What to do in case when you're calling

General settings

- Number to present

- Important numbers (your team, your assistant, your reception,…)

- Ringing time

- Phone settings (in case of Mitel or Polycom you can configure the speed dial)

Note : This section depends on the right granted to you by your IT manager
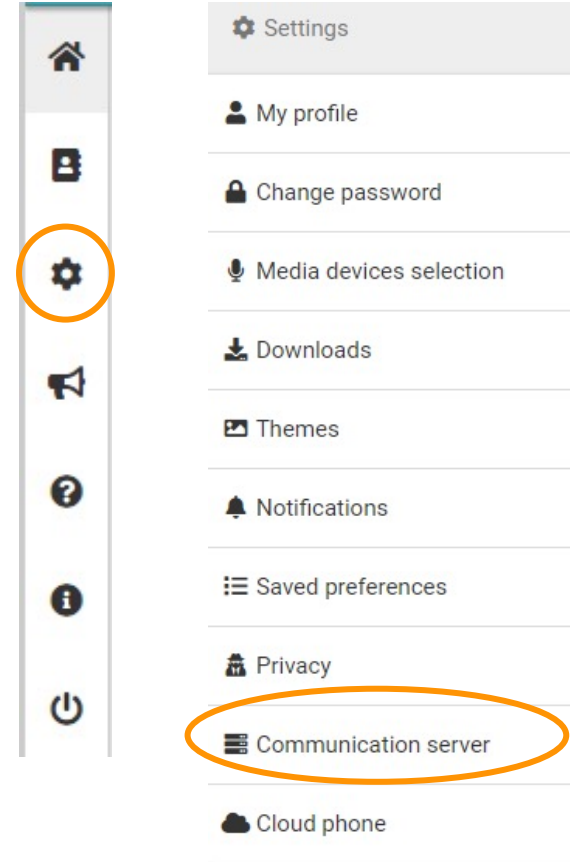
Telephony

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Standard Configuration of your telephony

- **Devices**
  - Physical Phone = primary device
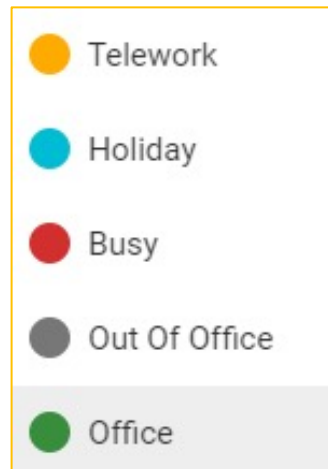 - Connect Me = Secondary Device

- **Number presentation**
  - Your regular number is shown

- **Call flow**
  - Different statuses
  - First Primary & Secondary device rings
  - After 30 seconds, you receive a voicemail
    - Listened via 4646

🟠	Telework
🔵	Holiday
🔴	Busy
⚫	Out Of Office
🟢	Office

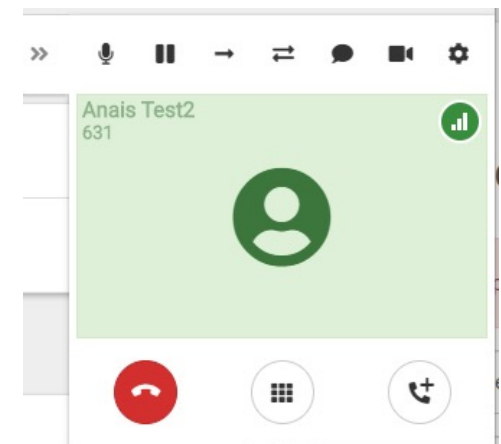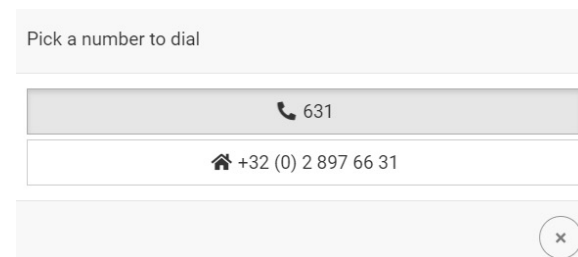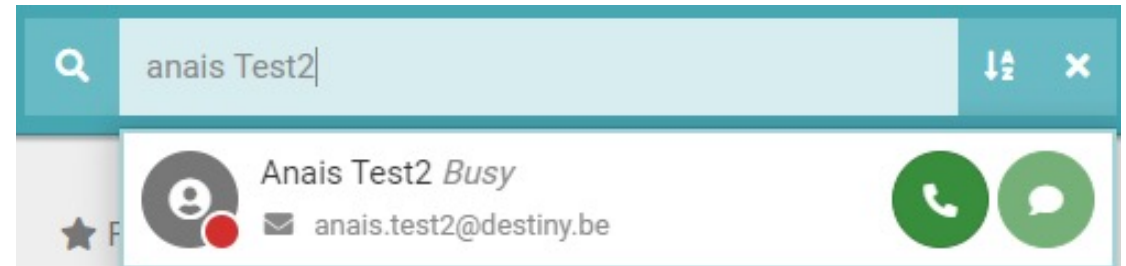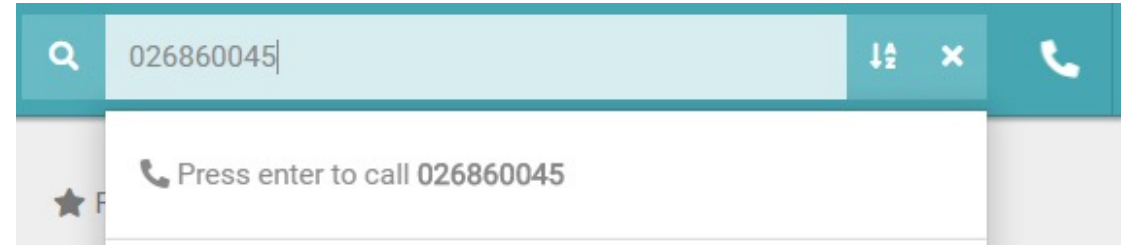DESTINY cloud telecom as it should be

How to make a call?

- **Option 1**
  - Enter the number
  - Press enter to call

- **Option 2**
  - Search for a contact
 - Click on the phone
  - Pick a number to dial with

How to listen to your voicemail?

- **Via Connect Me**
  - Dial 8500
  - Enter your pincode followed by #

- **Via Physical Phone**
  - Dial 8500
  - Enter your pincode followed by #

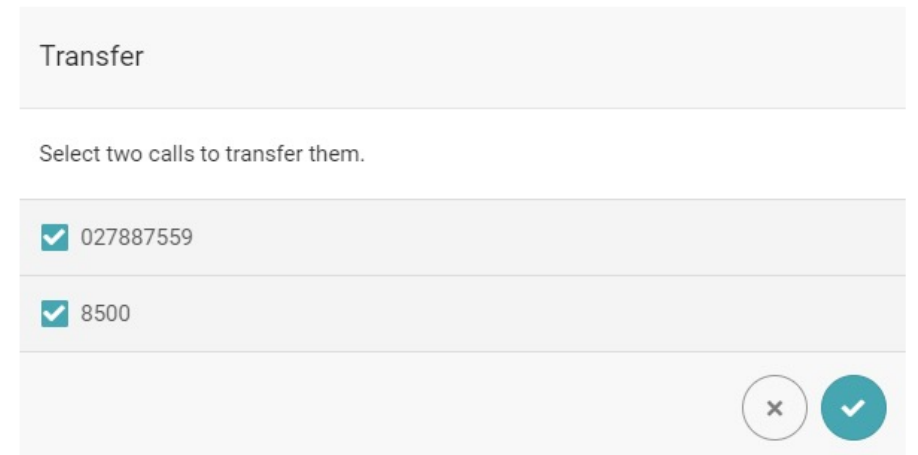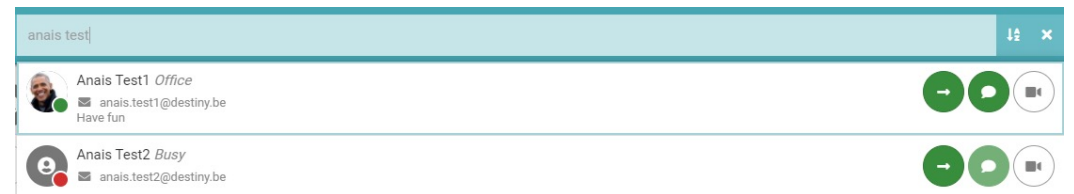- If you have no voicemail, you will be able to record greeting messages

How to make a call?

- Mute – Unmute (correspondent hears nothing)

- On Hold (correspondent hears music)

- Blind transfer to another person

- Attendant transfer to another person (you speak with the other person prior the transfer)

- Start to chat with the user (only available with colleague)

- Start a video call with the user (only available with colleague)

- Media device selection (speaker, headset,..)

- Call Hang-up

- Get access to the dial pad (to come back to this screen click again on the dial pad)

- Make a second call (you will be able to transfer or switch from call to call)

Anais Test2
631

DESTINY cloud telecom as it should be
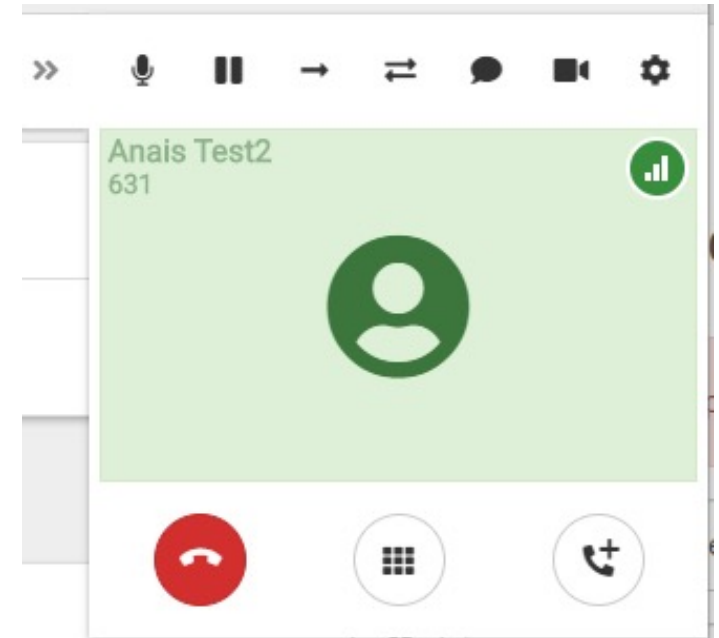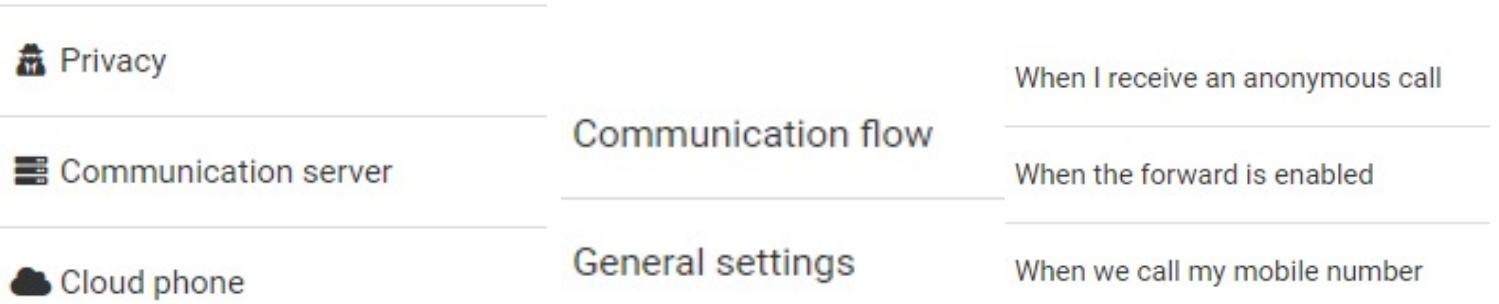
How to transfer a call?

- Blind transfer to a person in your contact list
  - Click on the arrow ➡
  - Search the contact

- Blind transfer to a person in your contact list
  - Click on the arrow ➡
  - Enter the number (+3226860901)
  - Click on enter
  - Call will be transferred

- Attended transfer to another person
  - Click on the double arrow ⇄
  - Enter the number (same method than the direct transfer)
  - Speak with your correspondent
  - When ok you transfer to the call

anais test

Anais Test1 *Office*
✉ anais.test1@destiny.be
Have fun

Anais Test2 *Busy*
✉ anais.test2@destiny.be

Transfer

Select two calls to transfer them.

☑ 027887559

☑ 8500

How to forward calls to another number?

- Go to configuration tools
  - Go to Settings
  - Go to Communication Server
  - Go to Communication Flow
  - Choose your forward

- Select which type of calls need to be forwarded

- Enter the number

🔒 Privacy

🗄 Communication server

☁ Cloud phone

Communication flow

General settings

When I receive an anonymous call

When the forward is enabled

When we call my mobile number

Enabled

No ▾

No

All calls

Calls to fix number only

Calls to mobile number only

Enabled

All calls ▾

Forward to

+3227887490

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How to select the number shown to your correspondent?

- Go to configuration tools
  - Go to Settings
  - Go to Communication Server
  - Go to Communication Flow
  - Choose your number

- Select what you want to show

- Choose an alternative number, if preferred

🛡 Privacy

🗄 Communication server

☁ Cloud phone

Communication flow

General settings

Ringing settings

Important numbers

Number presentation

When I make an external call

Show my public number ∨

Show my public number

Show my alternative public nu...

Hide my number

When I make an external call

Show my alternative public number ∨

Alternative public number

+3210685460 ◆ ∨

+3210685460

+3210685461

+3227887559
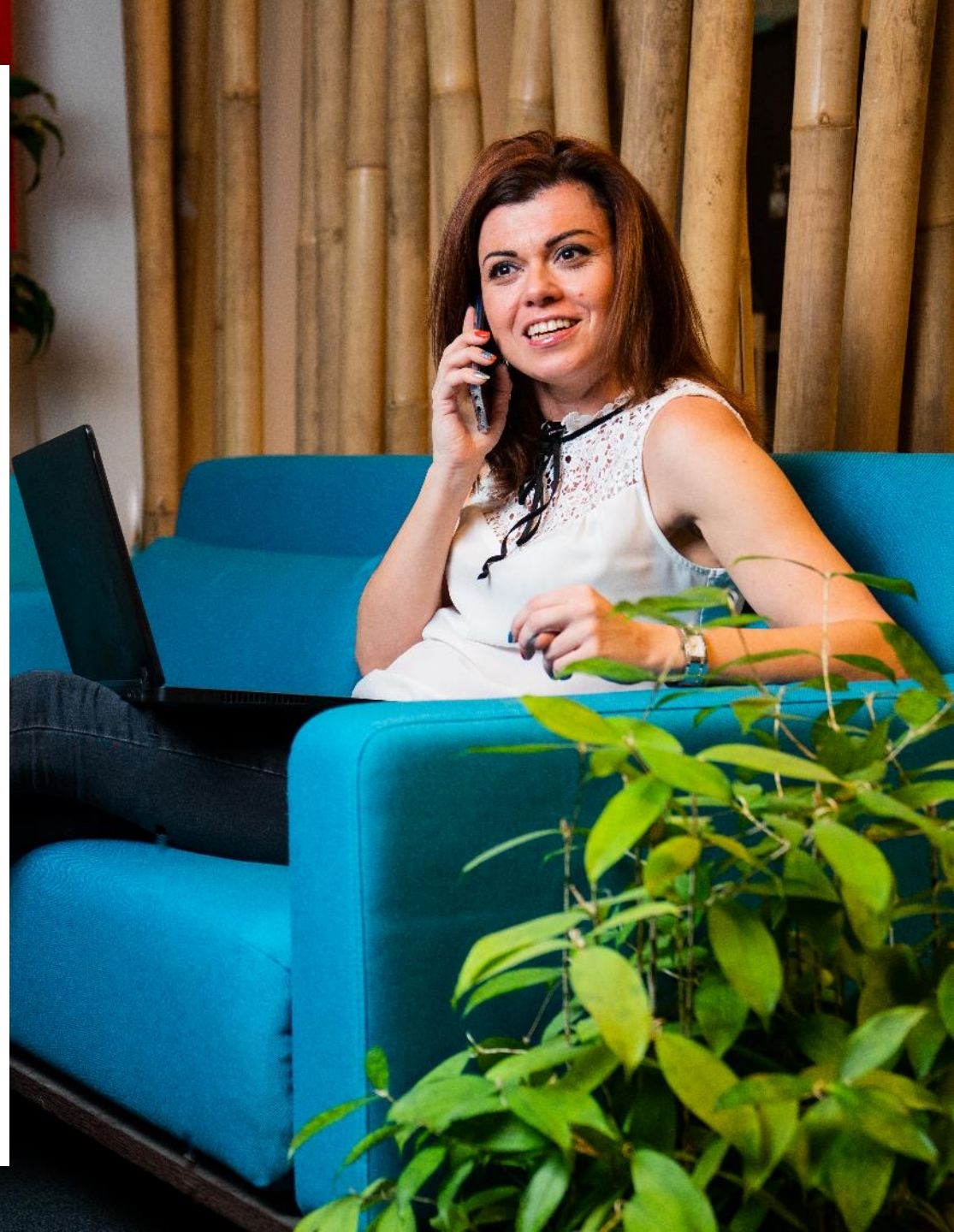
How to change the speed dial of my phone (Polycom)?

- Go to Connect Me
  - Choose Settings
  - Choose "Communication Server"
  - Choose "General Settings"
  - Choose "Phone Settings"
  - Choose "Polycom"

🔒 Privacy

☷ Communication server

Communication flow

☁ Cloud phone

General settings

Personal menu settings

Phone settings

Polycom

Security settings

- Go to the speed dials

- In the Action tab
  - For BLF: Enter an extension as number field
  - Speed dial: Enter an external number as Number

Speeddials

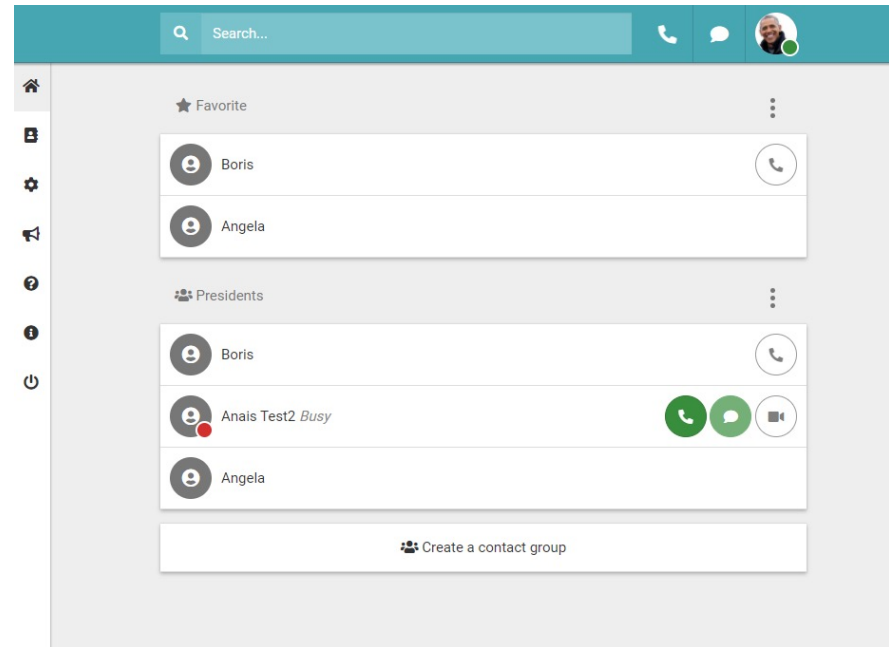| Key	Action	Number	Label
F2		Number	Label

Contacts

DESTINY
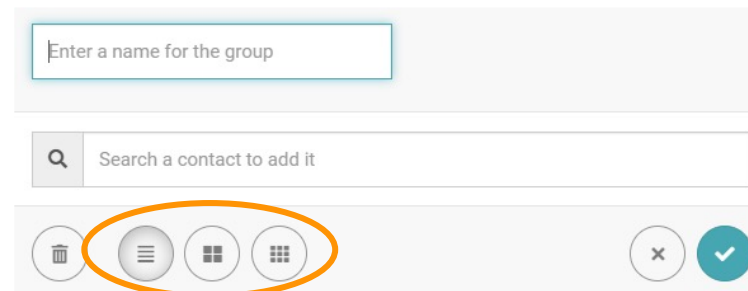cloud telecom
as it should be

Home Page – Favorite Contact
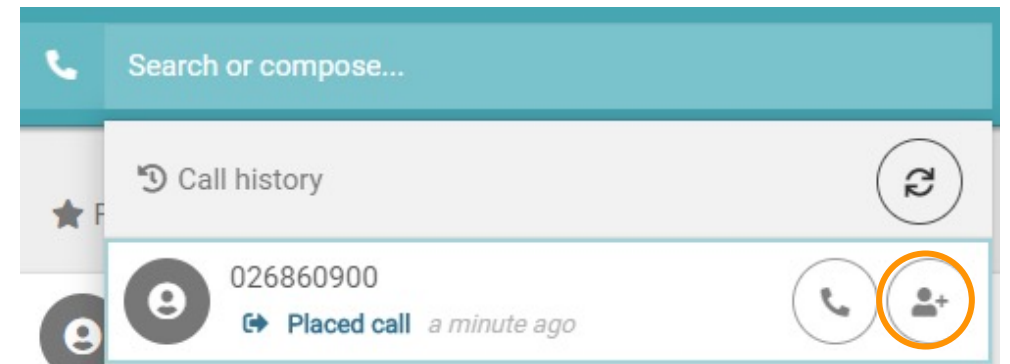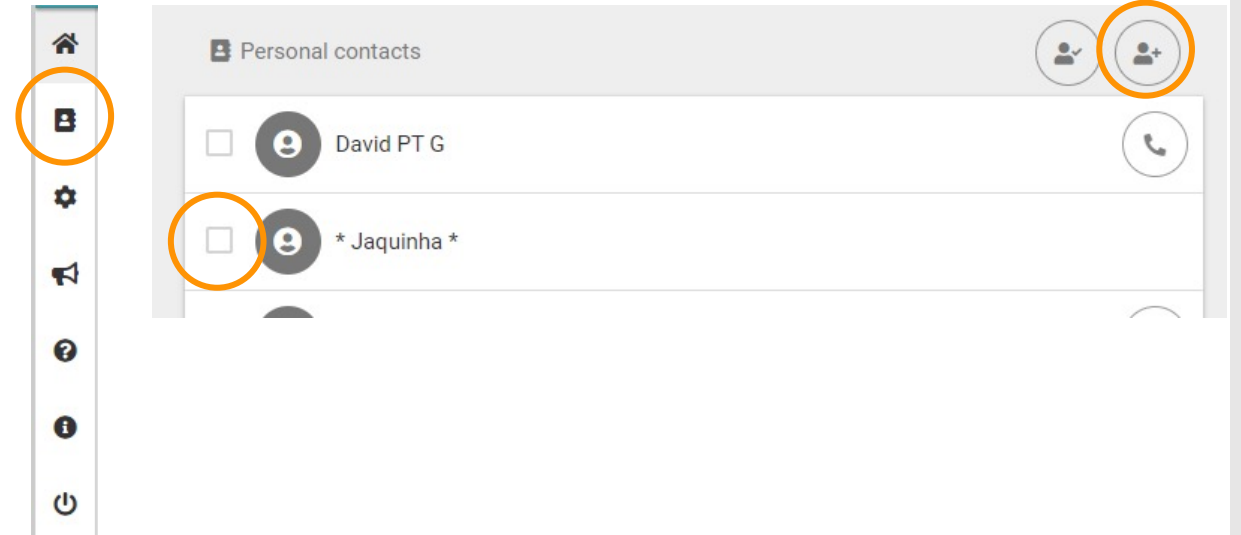
- Search and "Add contact" in the group
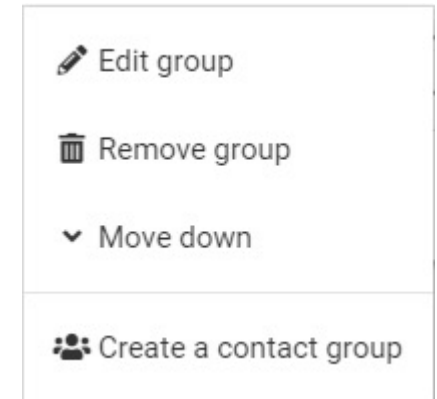
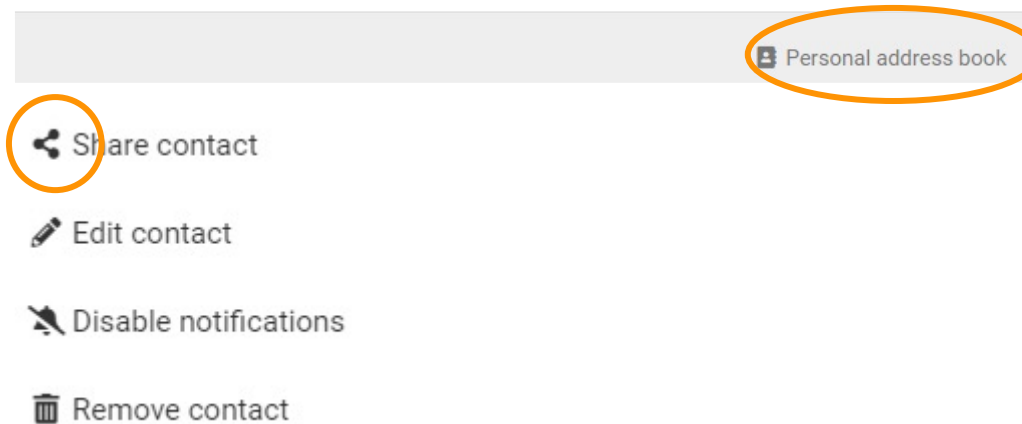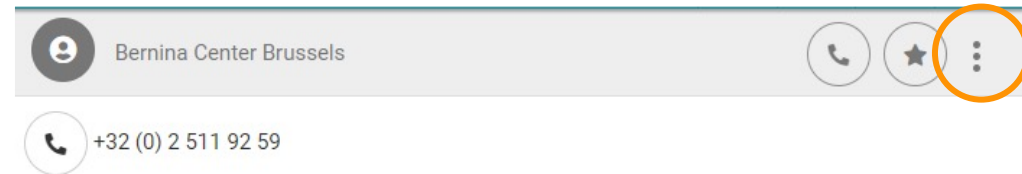- Rearrange the view of contact (1, 2 or 3 column)

How to add/remove a contact

- **Option 1 : "Personal contacts" page**
  - Click on "Add contact"
  - If you select a contact, you will be able to delete it

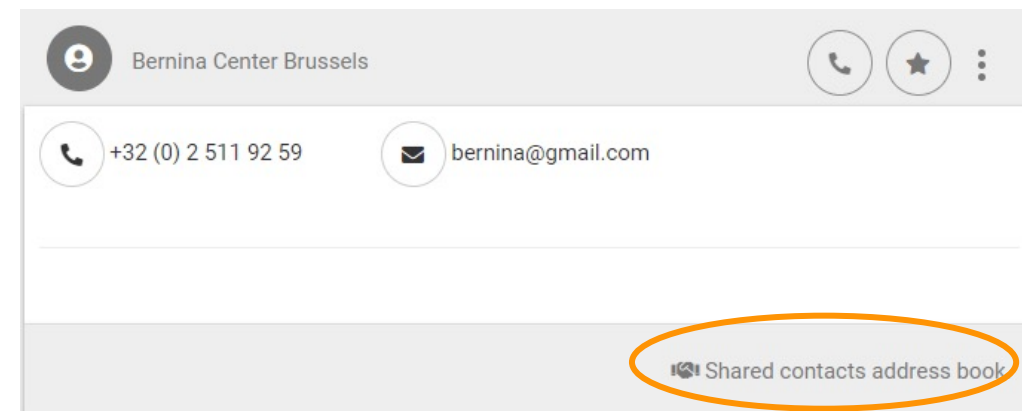- **Option 2 : call history**
  - Click on "Add contact"

How to share a contact

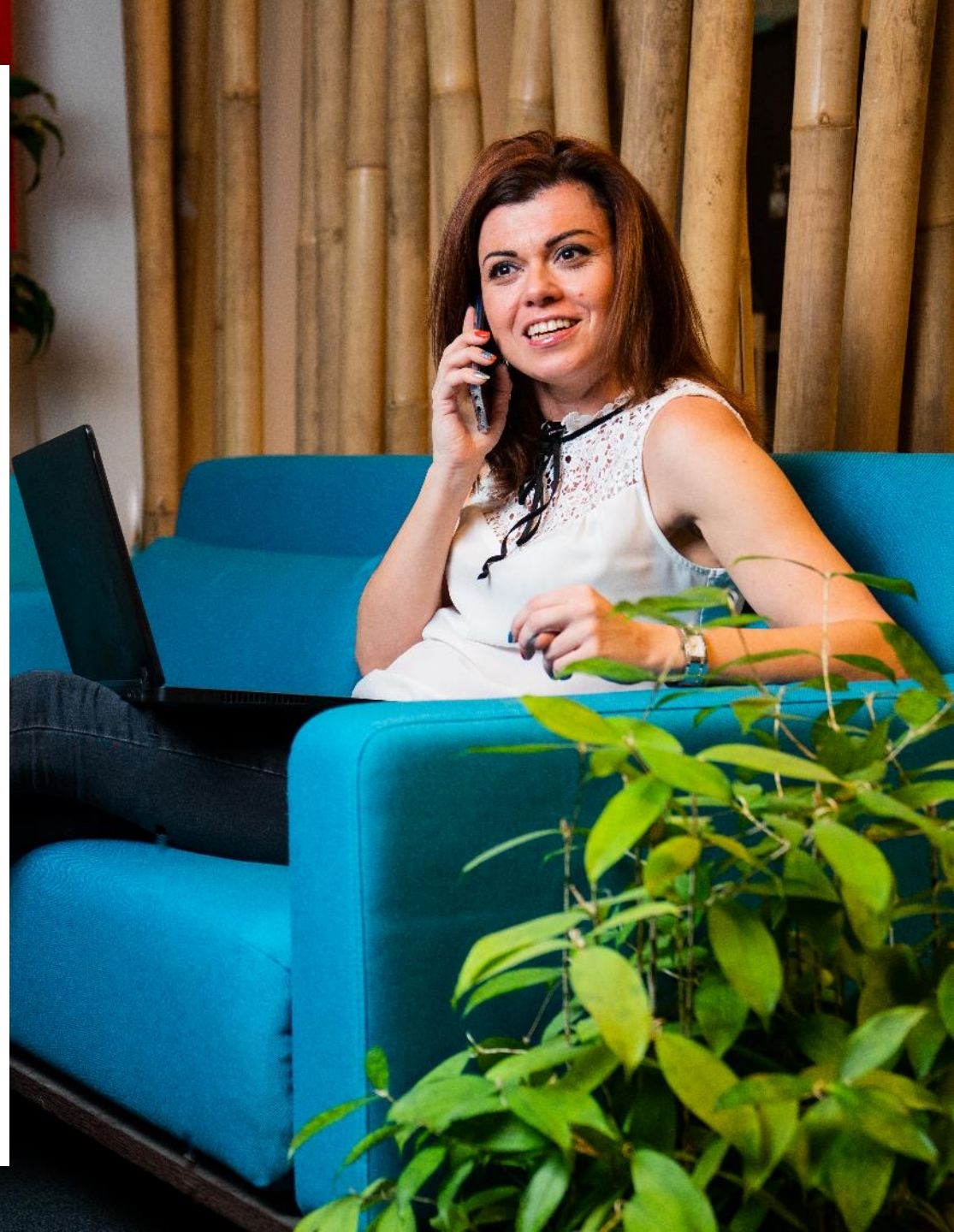- Open the "vCard" of one of your personal contact

- If somebody edit and change the "vCard", all the users will see the change

Chat

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Chat Functionalities

- View chat statuses
  - Chat sent ✓
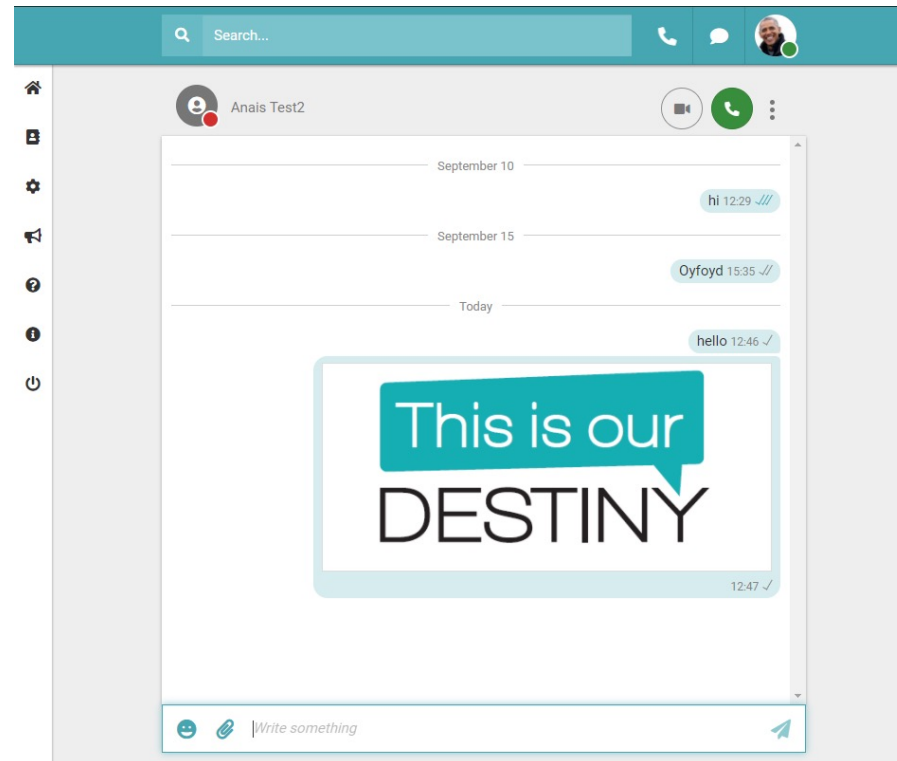 - Chat received ✓✓
  - Chat read ✓ ✓ ✓
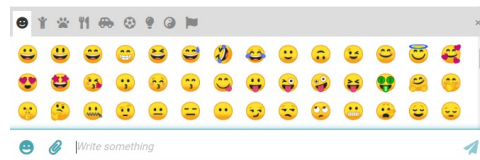
- Copy/Paste images
  - Visible for one week
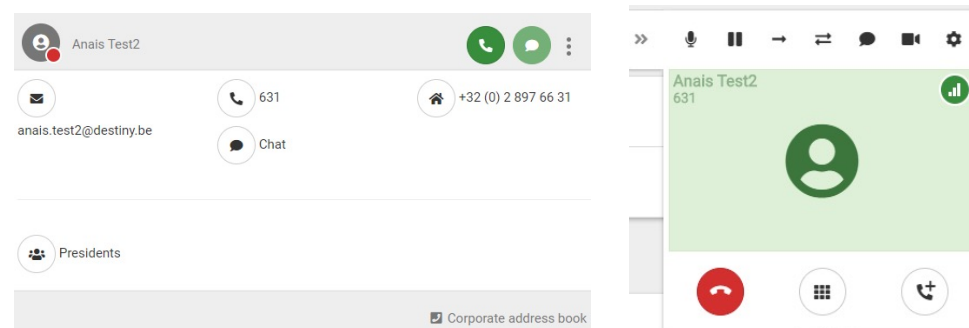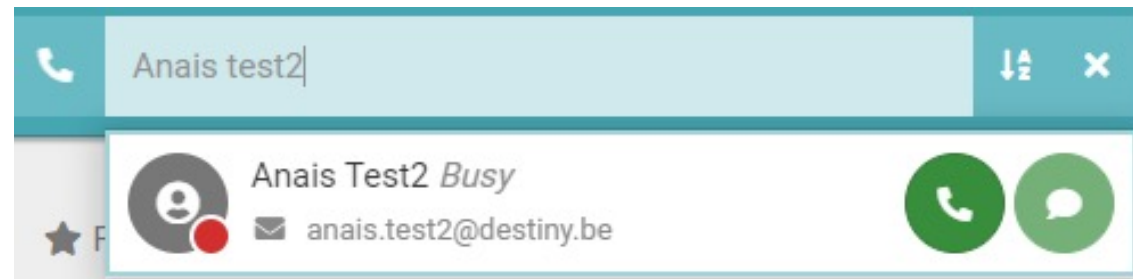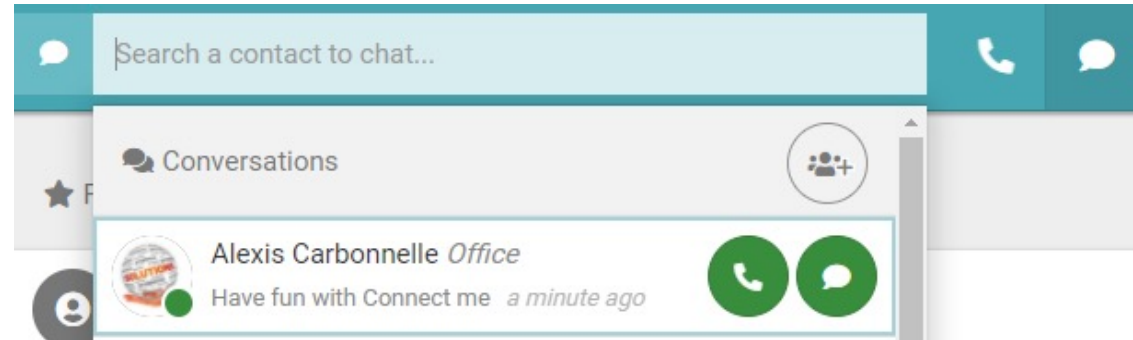
- Attach files
  - Available one week

- Use Emoji icons

How to chat with colleagues?

- **Option 1 : You can start by looking in your chat history**

- **Option 2 : Search a contact**
  - "Light green": you can chat, but the user is not connected
  - "Dark Green": you can chat and the user is connected

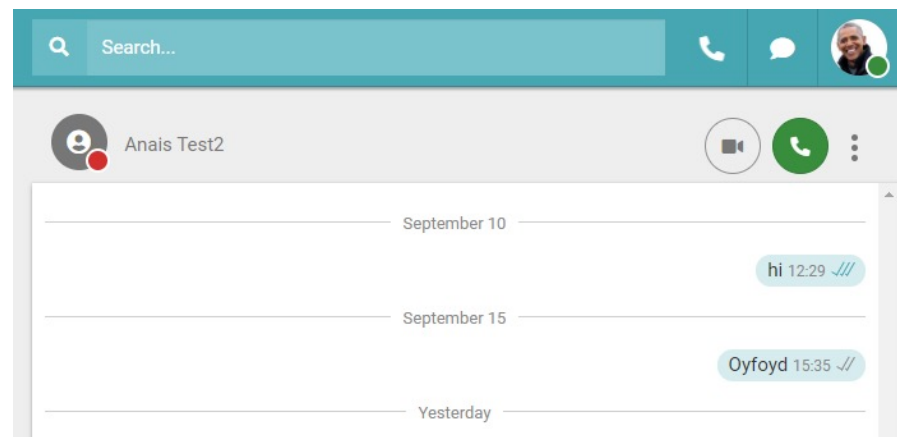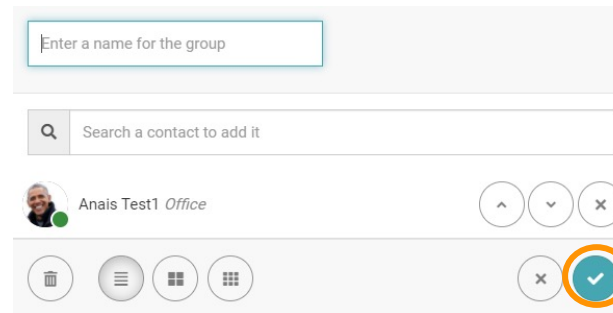- **Other options: any time you see the chat icon appear**

How to create a chat group chat?

- **Option 1 : Look in the chat history**
  - Create chat group
  - Look for a name
  - Search for members
  - Add them to the group

- **Option 2 : From a 1:1 chat**
  - Create a chat group
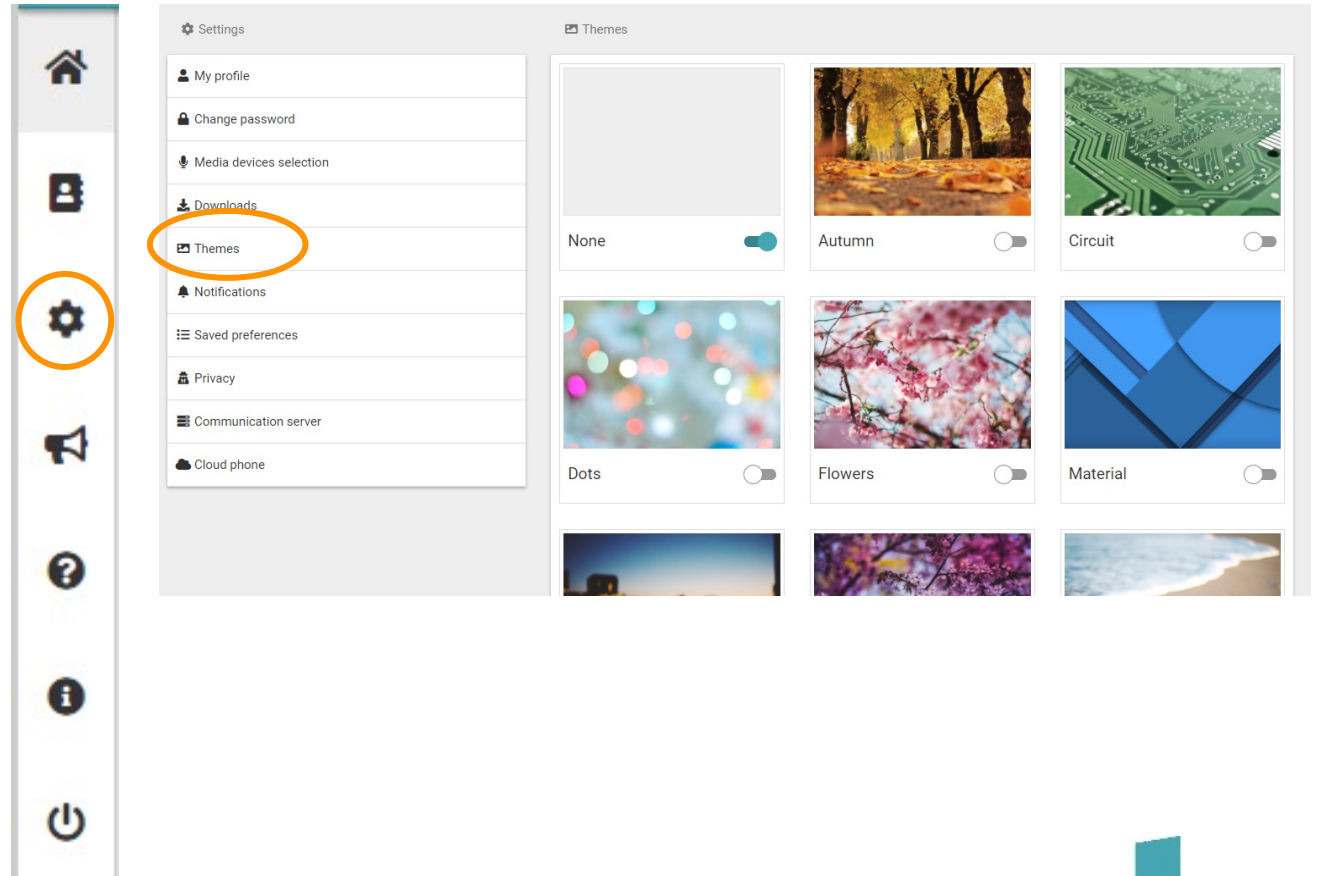 - Your correspondent will automatically be added to the chat group

Customized lay-out

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How to customize your lay-out?
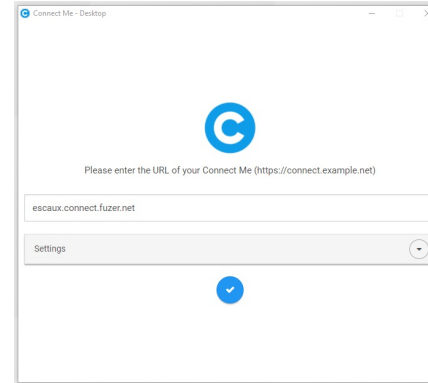
- Go to settings
- Choose themes
- Change your lay-out

Advanced settings

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How to activate an integration with an external application?

- Select your integration
  - Note: only available via Desktop App

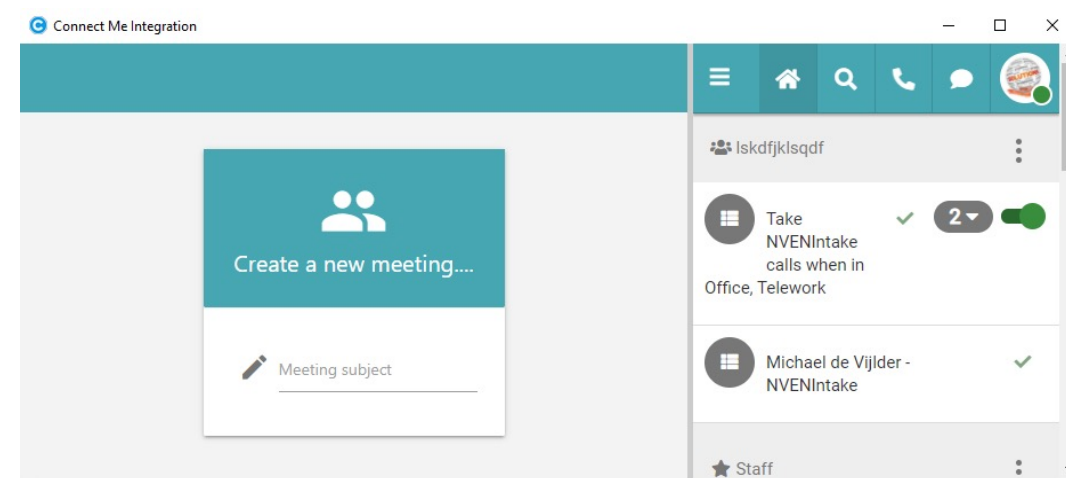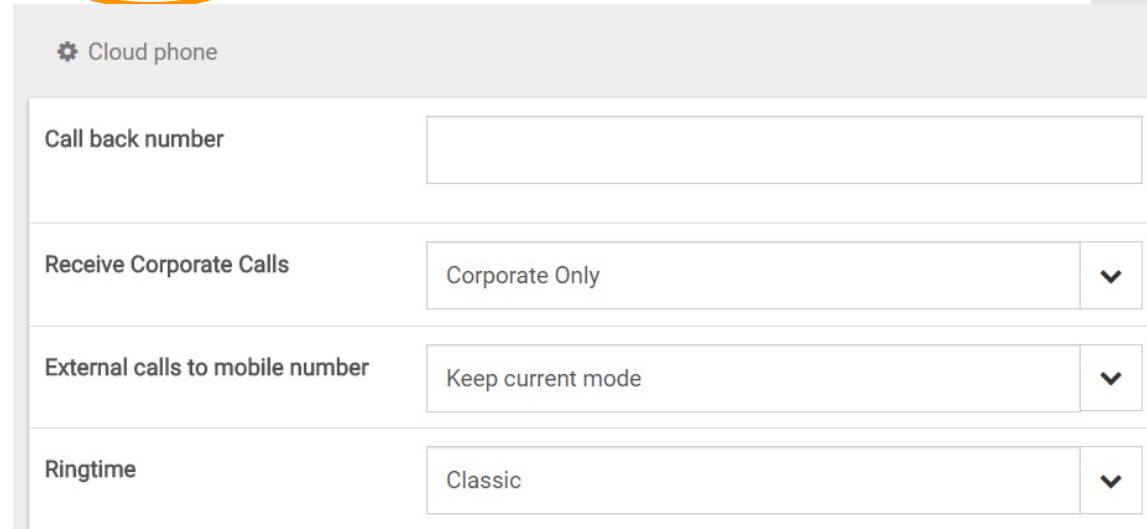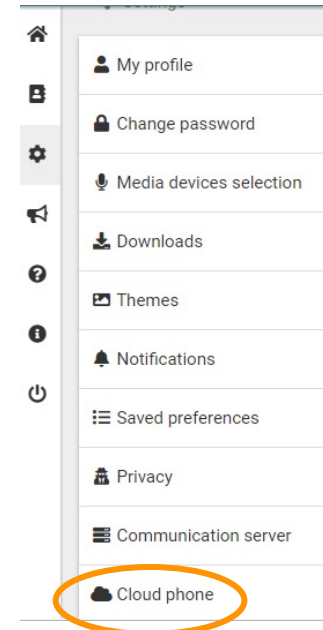- Your integration appears on the left side

How to install a Queue widget?

- Go to the home page and create a contact group

- Enter the name of your contact group

- Enter the queue name and click on "Show…"

- Select the widget and save your configuration

- The agent will now be able to
  - Enter
  - Leave the queue by playing with the toggle

- Note: The default status when working in a queue will be Office, Telework
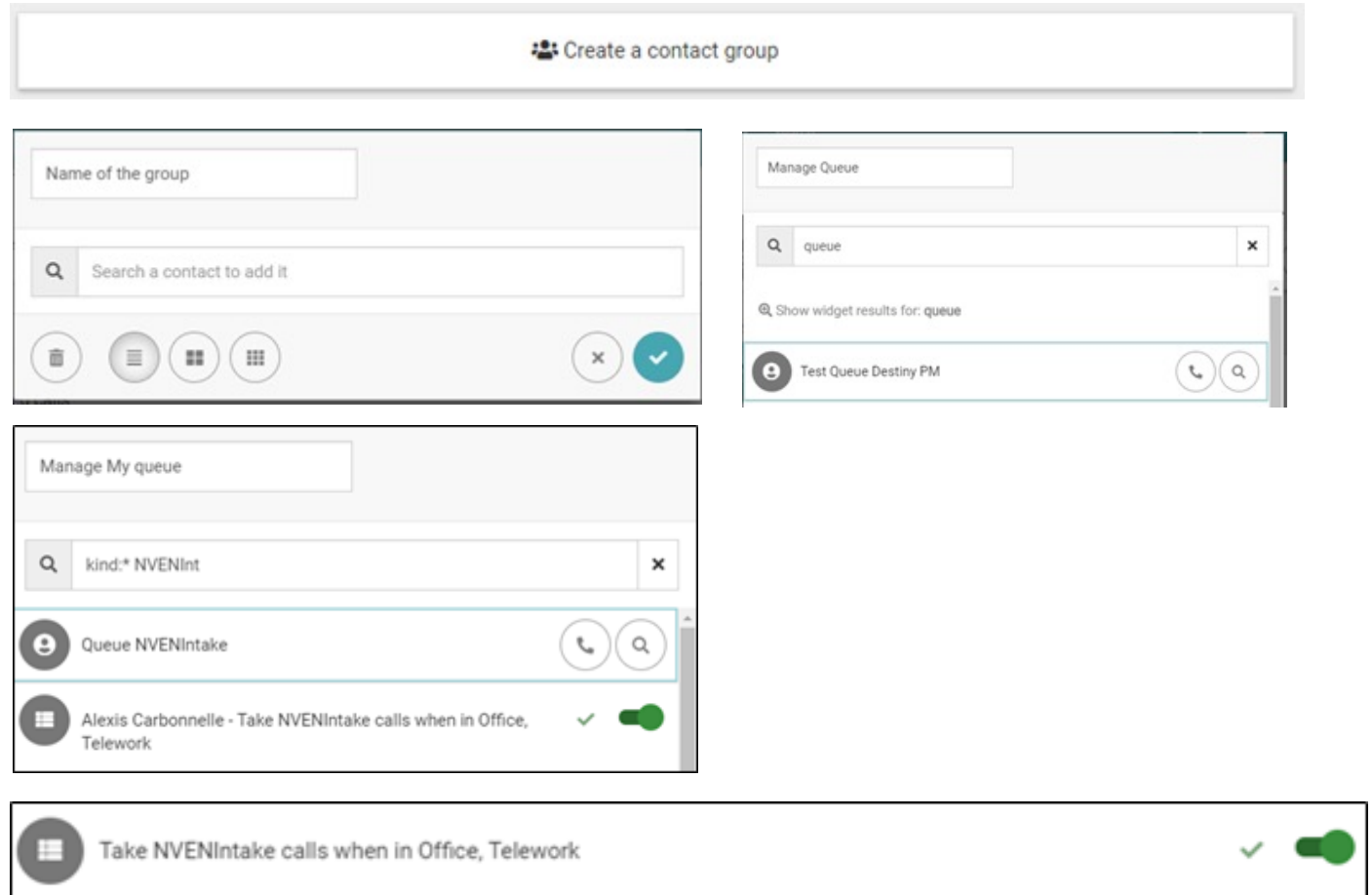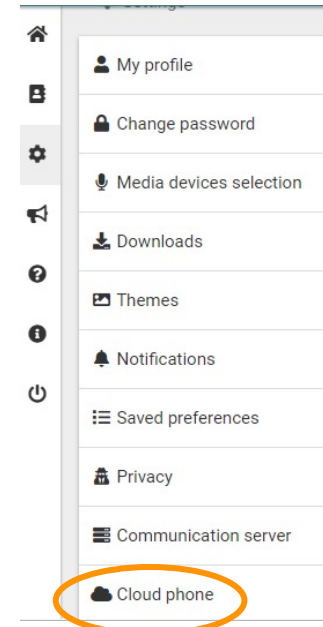
How to configure the fixed-mobile integration?

- Go to the Settings
  - Choose "Cloud Phone"

- Set up your call back number
  - Note: only available in project base

- Set up "Receive Corporate Calls"
  - **Corporate only**: When someone calls you on your fixed number or extension, your mobile won't ring in private mode
  - **Corporate & Private:** When someone call you using your fixed number or extension, your mobile will ring in private and corporate mode

How to configure the fixed-mobile integration?

- Set up "External Calls to Mobile number"
  - **Always private:** Calls to the mobile number are never routed to the PBX. This means that your fix won't ring when called on the mobile number in corporate mode
  - **Keep current mode** : Calls to the mobile number will ring the fix in corporate mode
- Set up "Ring Time"
  - **Classic** : if you receive a call on your mobile and you've no connection or reject the call with your mobile, the application Connect Me will stop ringing.
  - **Extended** : if you receive a call on your mobile and you've no connection or reject the call with your mobile, the application Connect Me will continue to ring so you will be able to answer the call.

The end

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