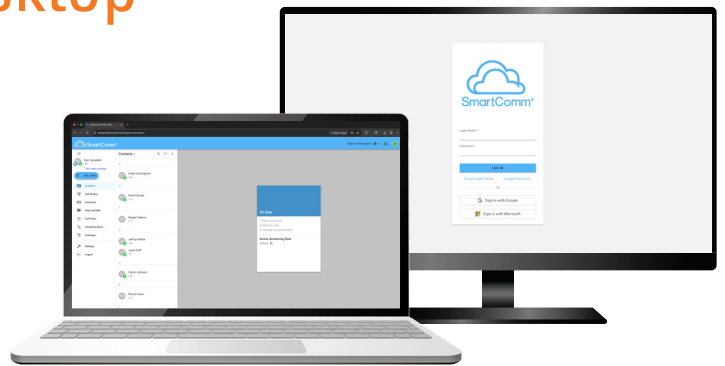


SmartComm® UC Desktop

Cloud Phone System

how tomorrow works,
TODAY!



USER QUICKSTART GUIDE

SmartComm® UC Desktop is like having a desk phone on your computer. You can make and receive calls, put calls on hold, transfer calls, and make three-way calls.

You can also send instant messages, transfer files, and share presence information with other people in your corporate directory who are using SmartComm® UC (on any device).

SmartComm® UC Desktop uses the Wi-Fi, broadband, or mobile data services available and connected to your computer.

CHECK YOUR COMPUTER COMPATIBILITY

SmartComm® UC Desktop is supported in Chrome based browsers only.

You can use your computer's built-in microphone and speakers, but a headset will provide much better audio quality by reducing background noise and echo for clearer sound.

SmartComm® UC Desktop works with most common headsets, including Bluetooth variants. It even works with the answer/reject call button on headsets.

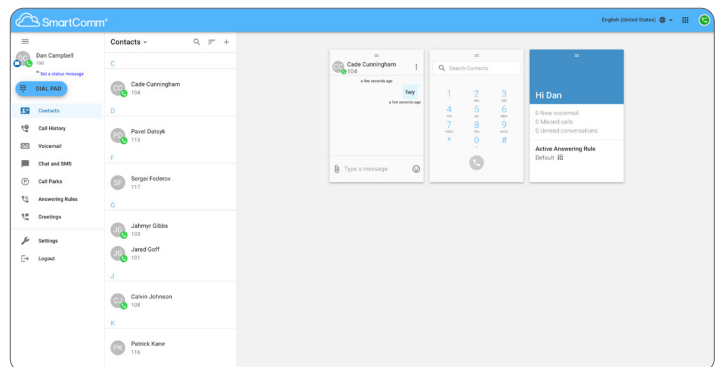
DOWNLOAD AND INSTALL THE SOFTWARE









SmartComm® UC Desktop can be ran on a browser or in the downloadable SmartComm® UC Desktop App.

To use SmartComm® Desktop, go to **portal.smartcomm.io** and enter your login information. Once inside the portal, click on the **Apps** dropdown menu on the top right of your screen and go to SmartComm® UC Desktop. Thats it!

If would like to download the SmartComm® UC Desktop App, go to the settings tab within SmartComm® UC Desktop. Towards the bottom of the settings there will be an option to **"Install PWA"** click this and follow the necessary on-screen instructions.

GETTO KNOW SmartComm® UC DESKTOP



-  **Contacts:** Access, search and organize your contact list for quick dialing.
-  **Call History:** View a detailed log of your incoming, outgoing, and missed calls.
-  **Voicemail:** Listen to, manage and retrieve your voicemail messages.
-  **Chat and SMS:** Send text and multimedia messages to your contacts.
-  **Call Parks:** Handle parked calls, allowing you to temporarily hold calls and retrieve them later.
-  **Answering Rules:** Manage answering rules that you have created for yourself.
-  **Greetings:** Customize and manage your personalized voicemail greetings.
-  **Settings:** Control various settings, including audio devices and notification preferences.

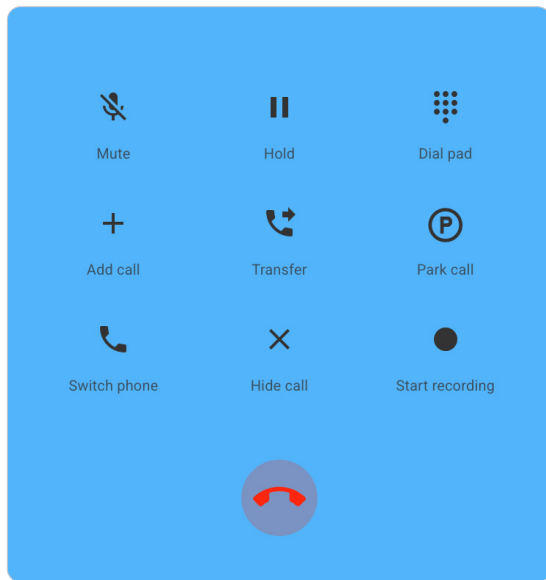
MAKE A CALL










To make a call click the **Dial Pad** button in the left sidebar. From here, you can search for the contact you would like to call by entering their name or extension.

You can also type a number directly in the dial pad to make a call.

DURING A CALL

While a call is in progress, you can use the call window to:



-  **Mute:** Mute your microphone.
-  **Hold:** Put the call on hold.
-  **Dial Pad:** Access the keypad. Does nothing?
-  **Add call:** Add a participant. (Must click **Merge** after adding a participant to create a merged call).
-  **Transfer:** Transfer the call to another contact.
-  **Park call:** Park the call in an open space.
-  **Switch phone:** Switch to a different device.
-  **Hide call:** Minimizes the call window to fit onto your grid.
-  **Start recording:** Records the call.

RECEIVE A CALL

When someone calls your number, you can see a pop-up window on your computer screen and hear a ringing tone through your speakers or headset. The pop-up shows the number of the person calling you. If the person's details are in your contacts list, the popup displays the caller's name.

You may see the incoming call on your desk phone, mobile phone, or tablet device. You can answer the call on whichever device is most convenient for you.

VOICEMAIL

If you have a voice message, the **Voicemail** tab indicates the number of messages received. Select the Voicemails tab to view and listen to the messages received or read transcriptions of the messages into text (where available).

CHAT AND SMS

Within the **Chats and SMS** tab, all of the messages that you have sent or received through SmartComm® UC will be visible. You can respond to messages here as well as start new **Conversations**.

