



SmartVoice

Mobile Application Android

Shaw) Business

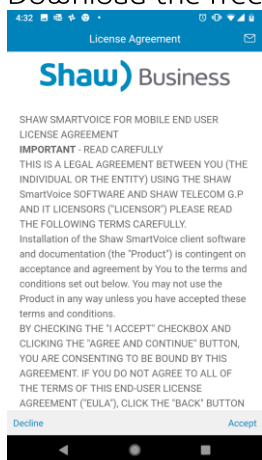
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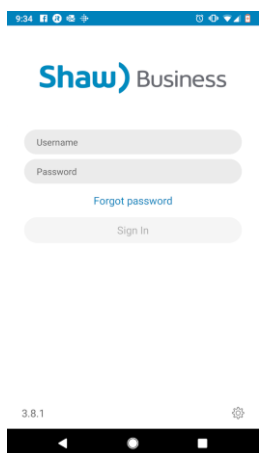
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Steps to Install the SmartVoice Mobile

To Download the Mobile Application for Android, go to Google play and search for Shaw SmartVoice
Download the free application, once you have downloaded the App you must accept the user agreement



Once installation has completed you will be presented with the login screen
Login in with your SmartVoice Phone number and password that was provided to you in your Shaw Welcome Email



During Sign in the app will ask you for permission to

- Allow SmartVoice access to the device's location
- Allow SmartVoice to manage Phone calls
- Allow SmartVoice to take Pictures and record Video
- Allow SmartVoice access to your contacts
- Allow SmartVoice to access photos, media and files on your device
- Allow SmartVoice to record audio

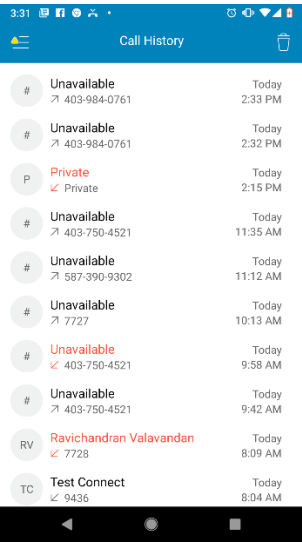
Select "Deny" to prevent the app from accessing the functions above or select "Allow" to grant access to the App

Introduction

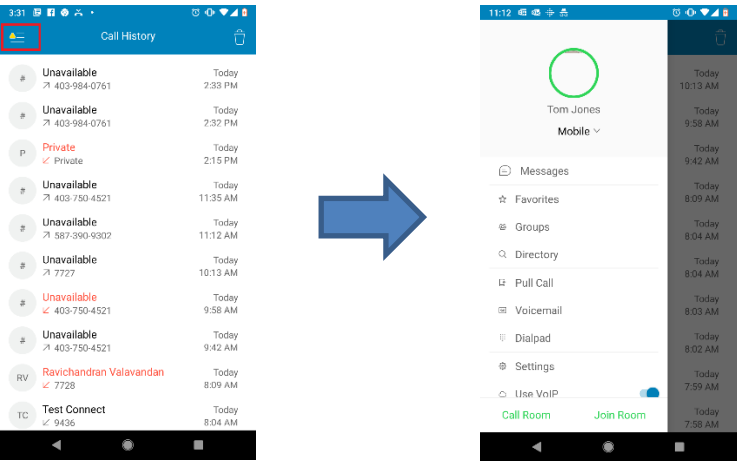
The Shaw SmartVoice mobile client enables you to chat messages, change your presence status, and place voice and video calls from your mobile phone while displaying calling line ID. It also allows you to pull calls from your mobile device to your desk phone, making it a seamless experience.

Upon Log in you will be on the SmartVoice default “Call History Tab”

Here you can view your call history



In the top left of the App is the menu



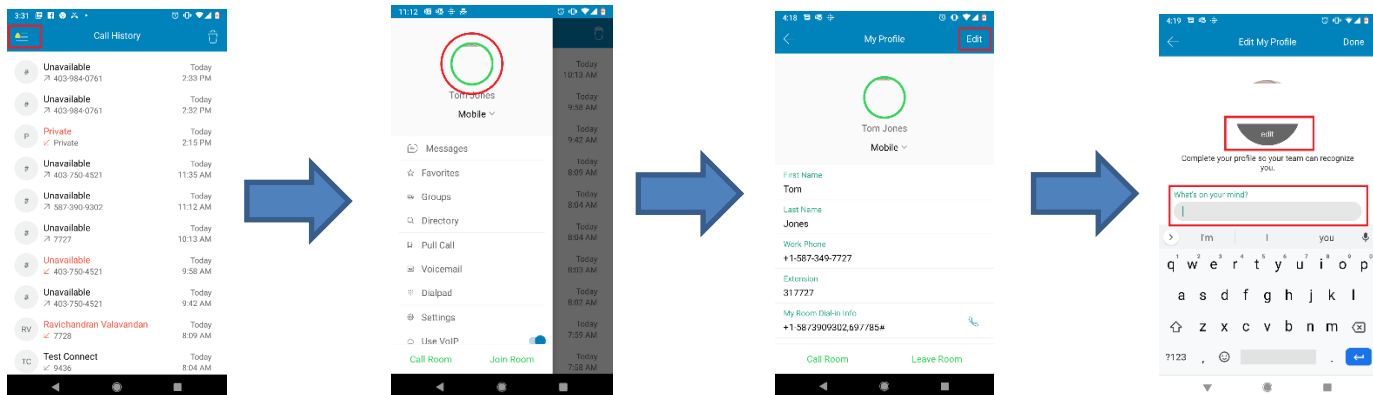
From here you can access all the App functions and settings:

- Modify Avatar & Presence
- Messages
- Contacts
- Pull Call
- Voicemail
- Dialpad
- Settings
- Use VOIP
- Help
- About
- Sign Out
- Call Room
- Join Room

Modifying Avatar

To modify your avatar:

Click the menu button->click the green circle->Click edit

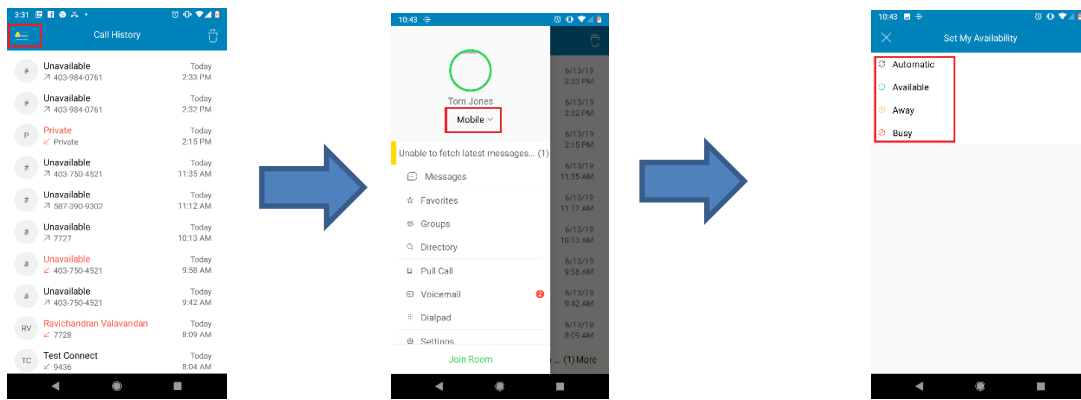


You will now be in the Edit My Profile screen, from here you can upload a picture from your camera library or take a new picture. An optional message that other users of the mobile or desktop clients will see if you are sharing presence with them.

Setting location to automatic will allow the App to set your location using GPS or it can be manually added if you prefer.

Modifying presence status

Click the menu button->click below the green circle->Select Presence setting

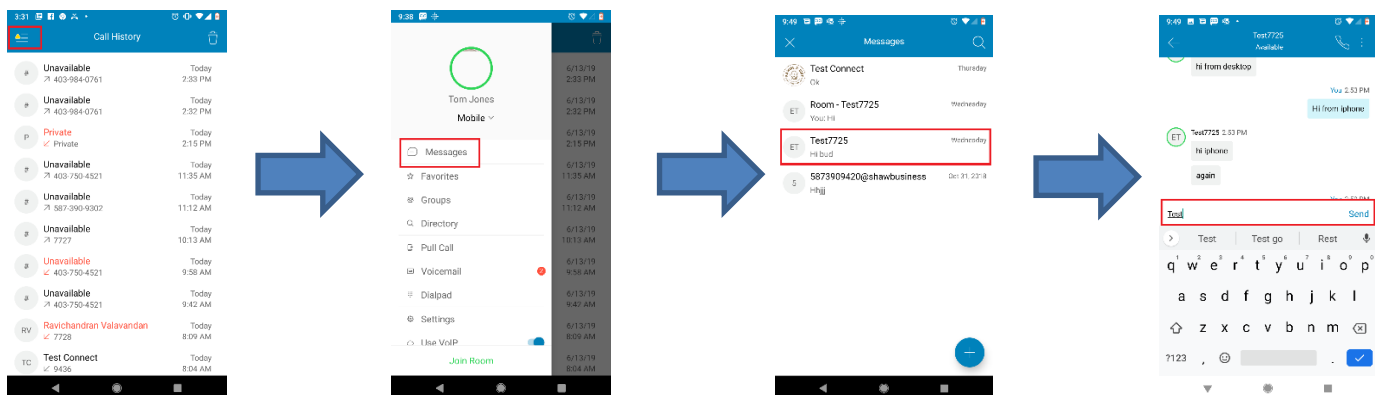


Messages

The message tab displays your recent chat messages, tap the message to continue a conversation or start a new chat.

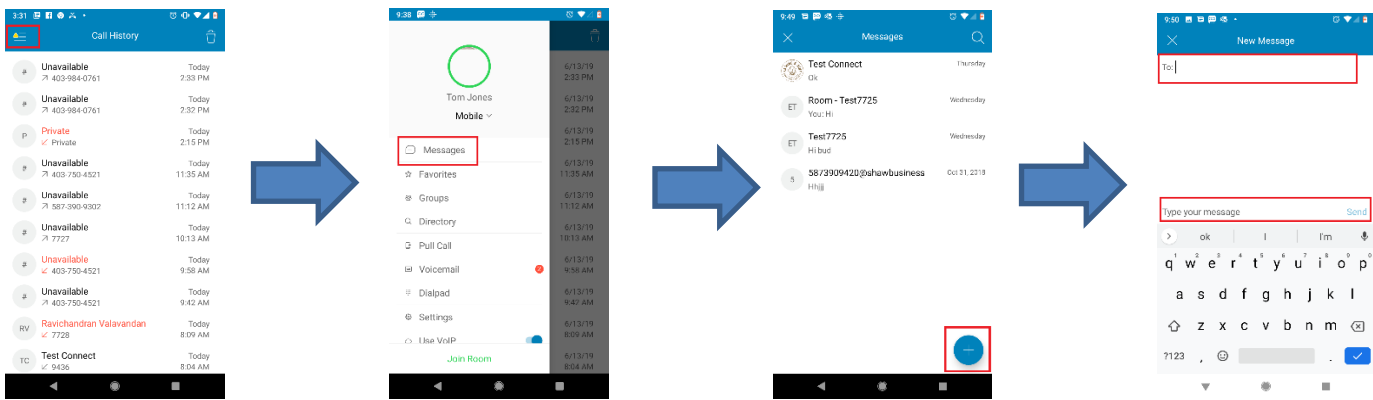
Continuing a conversation

Click the menu button->click Messages->click on the message you wish to continue



Starting a new conversation

Click the menu button->click Messages->Click the blue Plus icon->Type recipient and message

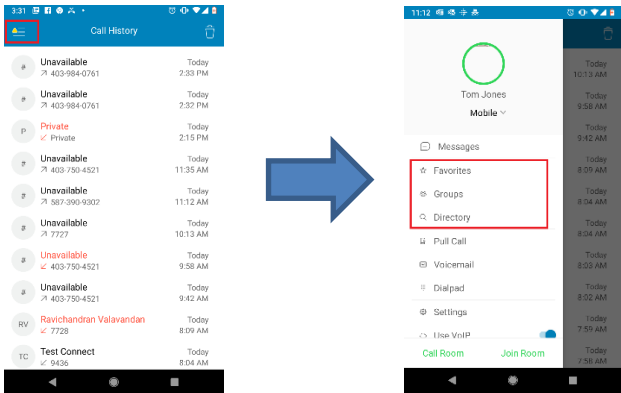


Contacts

The SmartVoice mobile app contains multiple contacts directories

- Favorite:** Allows user to set their favorite contacts
- Groups:** Displays all users within your group
- Directory:** Displays all users within your enterprise

Using the contacts:
Click the menu button->Click the appropriate directory



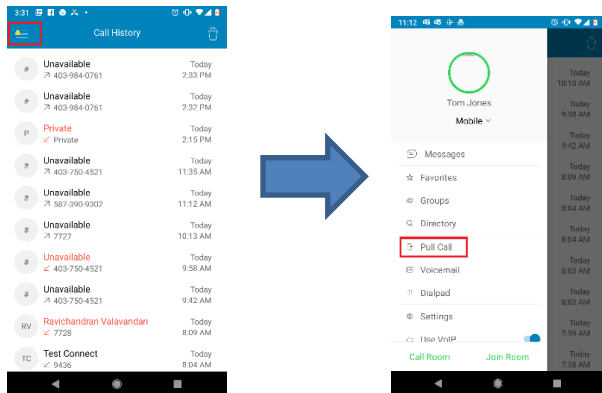
Call Pull

Call pull is a feature that allows a user to move an in-progress call from their SmartVoice Polycom Desk phone to the mobile app and vice versa.

When a call is in progress on your Polycom Phone simply follow the steps below to seamlessly move that call to the mobile app.

With call in progress on SmartVoice Polycom Phone

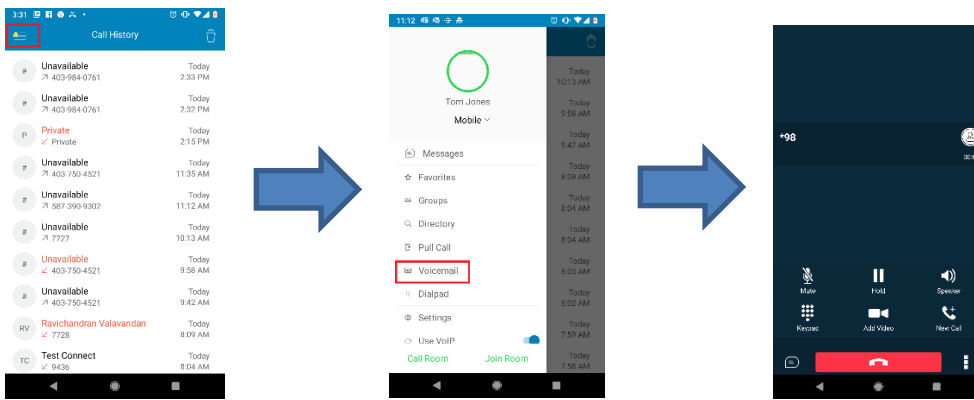
Click the menu button->click Pull Call->In progress call will be “pulled” to SmartVoice App



Voice Mail

Accessing Voice Mail is a simple two click process

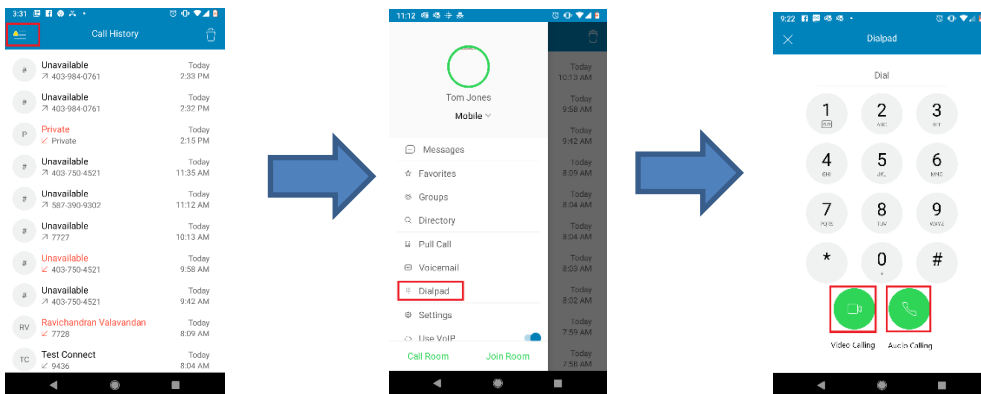
Click the menu button->Click Voice Mail->voice mail will be auto dialed



Dialpad

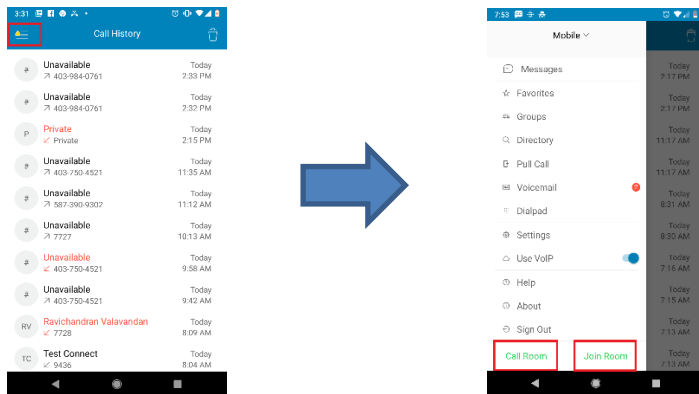
The Dial Pad allows you to place outbound audio or video calls

Click the menu button->Click Dialpad->Use the keypad to dial the number->Select Audio or video to place the call



My Room

My Room is a feature that enhances collaboration
Click the menu button->Click Call Room or Join Room

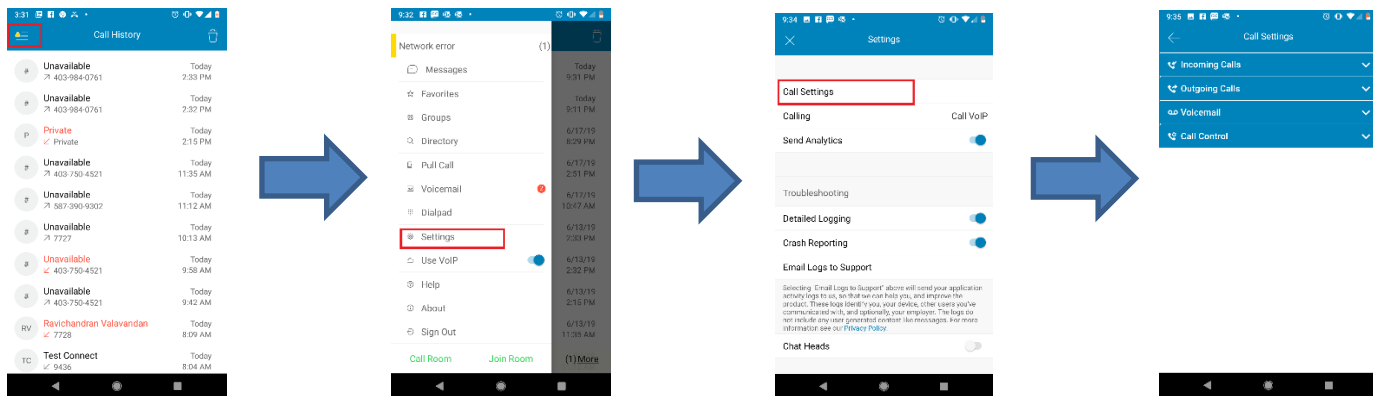


Call Room: This feature allows you quick reservation-less access to your conference bridge (if applicable)

Join Room: This feature allows you to quickly join your My room session, if other parties have been invited you can collaborate with them via messages and/or an audio conference call.

Settings

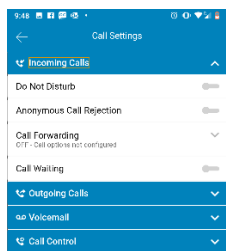
The settings tab allows a user to customize features on the app
Click the menu button->Click settings->Call Settings



Incoming Calls

From this tab you can select your incoming call settings

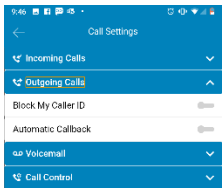
- Do Not Disturb: When Do Not Disturb is activated, all incoming calls will be treated as if the user is busy
- Anonymous Call Rejection: When enabled, will block the calls from callers who have chosen to hide their identity
- Call Forwarding: Forwards a call to a predetermined destination
- Call Waiting: enables a receipt of a second call while the user is already engaged on a call



Outgoing Calls

From this tab you can select your incoming call settings

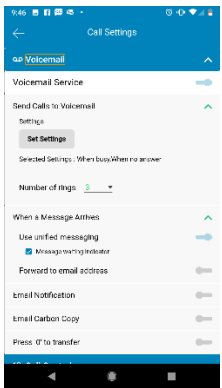
- Block My Caller ID: Disables the user's caller ID
- Automatic Callback: This feature provides the option to the user to monitor a busy line and establish the call when the line becomes free



Voicemail

From this tab you can select your voice mail options

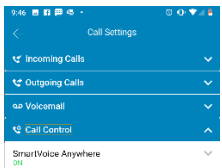
- Voicemail Service: Allows user to toggle on/off voicemail
- Send calls to Voicemail: This feature allows a user to set the criteria of when a call is sent to voicemail
- Number of Rings: Sets the number of rings before the voicemail receives a call
- Forward to Email: Send voicemails to a predetermined email address



Call Control

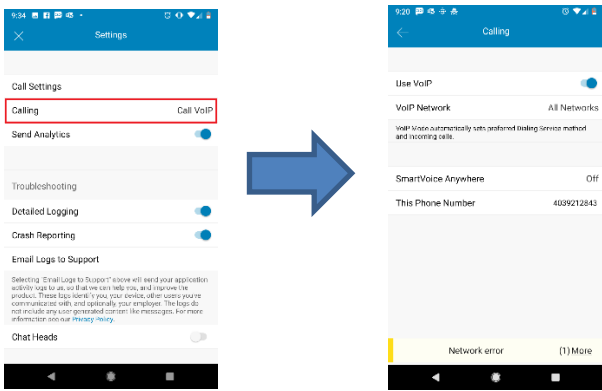
From this tab you can select your Call Control Options

- SmartVoice Anywhere: This feature allows a user to use one or more additional phone numbers to act as an extension of the user's SmartVoice service.



Calling

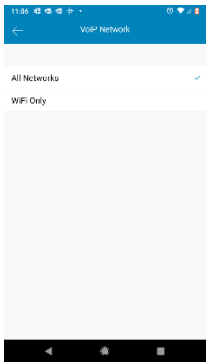
Click the menu button->Click settings->Calling



From here you can select:
Use VoIP: Must be enabled to allow the App to function

Calling

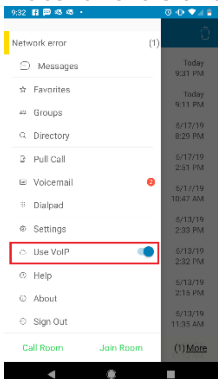
Click the menu button->Click settings->Calling->VoIP Network



All Networks – Allows the App to use WiFi and Cellular network (Cellular data rates may apply)
WiFi Only – Allows the app to use only WiFi

Use VoIP

The use VoIP feature: This must be enabled for the app to function
Note: this is a shortcut and can also be enabled under Calling settings (see Setting section)





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