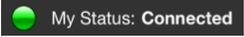


Setting Your Outward Presence

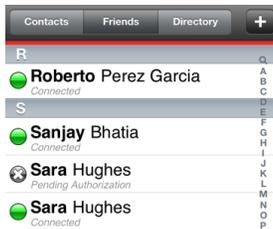
- Select the **IM** icon from the home row on the bottom of the screen
- Click **My Status** 
- Select the status you want to show



- Select **Done**

Sending IMs from Contacts

- Select a contact that is available



- Tap in the bottom section to show keyboard

Call Grabber

Seamlessly move live calls between Kandy clients or connected devices. Calls can be moved back and forth multiple times. Functionality available on wired, Wi-Fi or 3G/4G data networks. Only calls answered or originated via Kandy VoIP clients/devices can be grabbed; includes desktop VoIP phone, Kandy Desktop Client and Nteract Mobile Client:

- Make/receive a call on a Kandy VoIP client/device
- Once the call is established, open **Nteract**, tap the **options** button on the dialer screen
- The **Options** menu will appear.

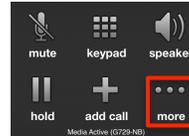


- Select **Call Grabber** -> Live call is “grabbed” by your Nteract Mobile Client
- Dial ***XX** on the Kandy Desktop Client or desktop VoIP phone -> Call moved back to your desktop client

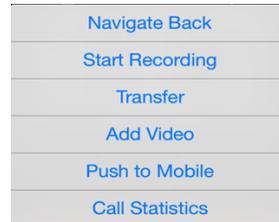
Push Call to the Cellular Voice Network:

Call is moved seamlessly from the Nteract Mobile Client to the mobile phone’s native cellular service. Call cannot be switched back to Nteract Mobile or desktop client/phone.

- Make/receive a call on the Nteract Mobile Client
- Once the call is established, Tap the more button on the active screen



- Tap the **Push to Mobile** button on the popup screen



Grab a Kandy call from a PSTN “home” phone

Allows you to “grab” calls originated on Kandy client from a PSTN phone number that is associated to your account.

Personal Agent: Setup

PA URL: <https://portal.skywayuc.com>

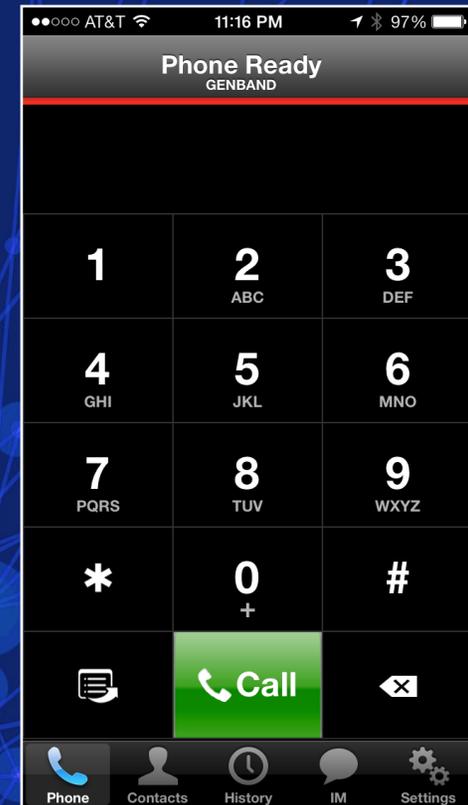
- Under **Preferences** -> Click on Call Services
- Click on **Call Grabber**
- Enter your 10-digit PSTN number, Click **Apply**
- To grab a call from a PSTN phone provisioned in the personal agent, dial :
604-424-8465

For more information:



SKYWAY WEST KANDY UC

Nteract App for iPhone



Quick Reference Card

Nteract Mobile Client

The Nteract Mobile Client is a VoIP dialing and mobile unified communications (UC) client for mobile smartphones as well as tablets. This Quick Reference Card describes the use of Nteract on an iPhone

Installing Nteract for iPhone Users

- Select the **App Store** icon on your iPhone
- Search for **Nteract** and select **Nteract Mobile Unified Communications Client** for iPhone
- Select **Install**
- The **Nteract** App will now download/install on your device

Updating Nteract for iPhone Users

If you have activated automatic updates, Nteract will automatically update to the latest version when you are on WiFi, otherwise, follow these steps:

- Select the **App Store** icon on your iPhone
- Click on **Updates** icon
- Select Nteract Mobile Unified Communications Client for iPhone from list of available updates
- Click **Update**
- The Nteract App will now update on your device

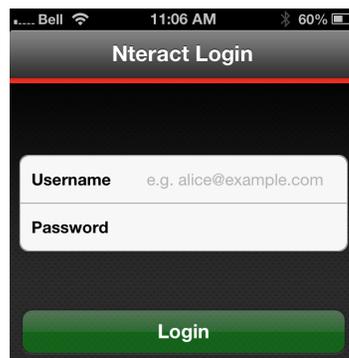
Launching the Client

- Tap the Nteract app icon to launch client



Logging In

- Enter your Kandy user ID and password
- Select **Login**



Configuring Client Preferences

- Select **Settings** icon from the home row on the bottom of the screen 
- **Account** > Mobile Data Network > Use When Available > Toggle to On
- **Account** > Meet Me Conferencing > Enter your chair PIN
- **Account** > Mobile DN > Enter your mobile # in international format (i.e. +13215551234)
- **Preferences** > Incoming Call > Toggle based on your personal Incoming Call Alert preferences
- **Preferences** > Phone Number > Single Touch To Call > Toggle to On
- **Preferences** > Messaging > Toggle based off of your personal messaging alert preferences

Contacts for IM/Presence

- Tap on the **contacts** icon from the home row at the bottom of your screen 
- Select **Friends** tab located at the top of your screen to see your personal contacts from your Personal Address Book



Editing Contacts for IM/Presence

- Select the **Contacts** icon from the home row at the bottom of the screen 
- Next, select the **Contacts** Tab from the top of the screen
- Select the contact whose Presence you want to monitor (in iPhone Contacts)
- You will be taken to that contact's details screen
- Select **Edit**
- Scroll down
- In the sip url > Manually enter the contact's **Kandy** SIP URL (Ex. newuser@xxxx.com)
- **TIP:** You may want to have your PC or web client open to easily locate **Kandy** user names.
- Select **IM URI** for next screen
- Select **Kandy** User ID for Send/Receive IM/Presence
- Press Done
- You should now see that contact's Presence in your Contacts Tab

Searching the Corporate Directory

- Select the **Contacts** icon from the home row at the bottom of the screen
- Next, select the **Directory** tab at the top of the screen
- Type in a name on the search field
- The application will display all the names that match
- Select the contact. You can call, start IM or even add as a friend by clicking on the add as friend button 

Making Calls

- Simply dial the number from the Phone tab **OR**
- Select contact's name from your address book. This will take you to their individual contact screen
- Select appropriate number you wish to call
- Click **Call**
- **NOTE:** Once call is active, you can click the **More** icon and have the ability to either **Start Recording**, **Transfer** the call, **Add Video** or even **Push to Mobile** (using the mobile voice network) 

Answering Calls

- When a call is presented, press Answer
- **NOTE:** Once call is active, you can click the **More** icon and have the ability to either **Start Recording** or **Transfer** the call

Call Logs / Call History

- Select the **History** icon from the home row on the bottom of the screen
- Click on any number to return a call
- NOTE: From the tabs at the top of the screen you have the options to view all inbound, outbound, and missed calls or filter based off of call type:

-  Incoming call Icon
-  Outgoing call Icon
-  Missed call Icon
-  Recorded call icon
-  Tap to see details and other available actions
-  Tap to clear all or certain entries