

# Android Quick Reference Guide

The Android app enables an Android powered smartphones to deliver business voice features normally offered by a desktop phone. The app also delivers mobile access to corporate directory, instant messaging and video calls.



## ☎ Making a Call

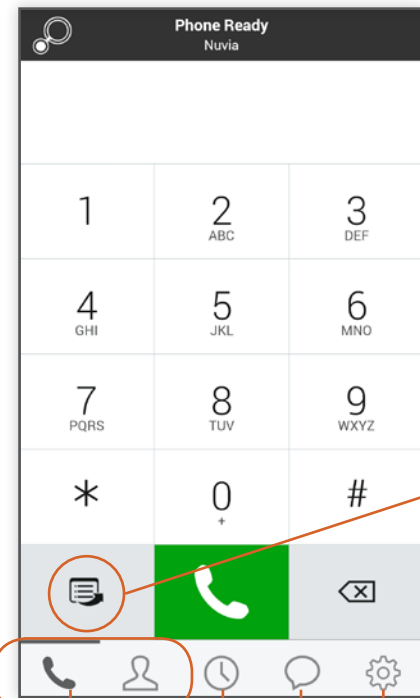
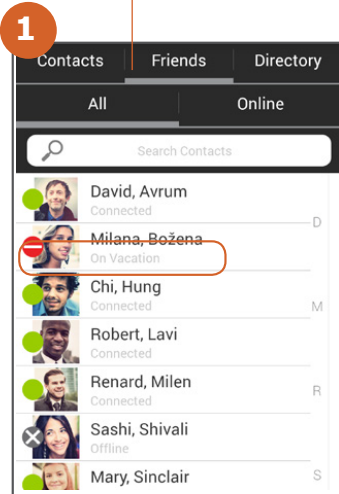
There are multiple ways to place a call in the Nteract for Android app. You can use the dialer or you can make calls from the Contact tab.

### From the Dialer

- Tap the **Phone** icon from the bottom menu
- The dialpad will appear
- Enter the name or number of the user
- Tap the green call button

### From Contacts

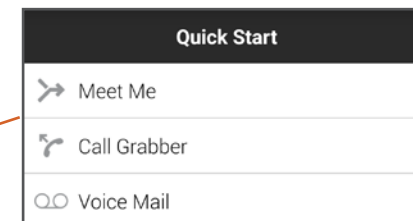
- Tap the **Contacts** tab from the bottom menu
- Choose either Contacts, Friends, or Directory
- Navigate to or search for the contact you wish to call
- Tap the contact name
- Tap either the Softphone or a phone number associated with that contact
- Tap **Call**



Phone      Contacts      History      IM (Chat)      Settings

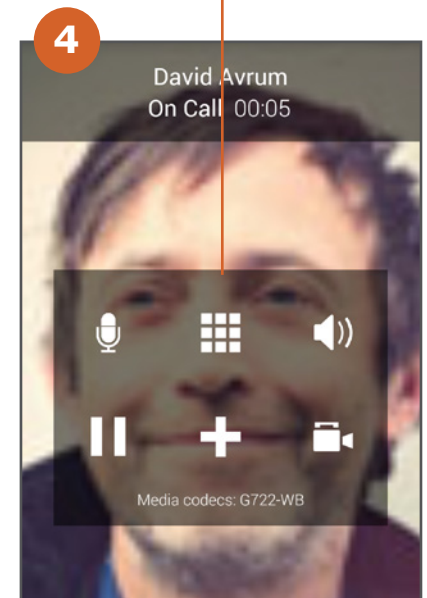
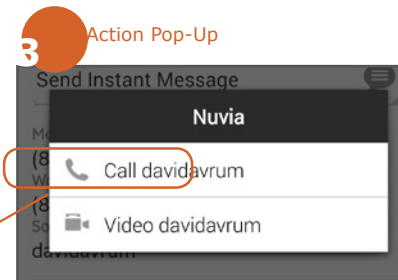
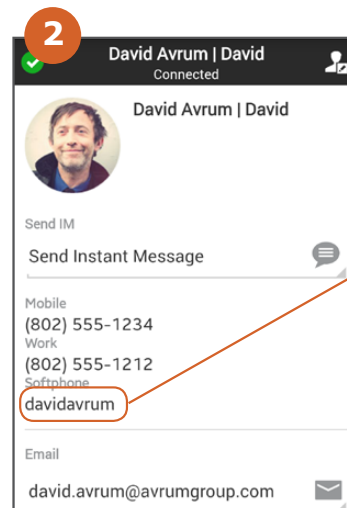
## 📖 Quick Start

The Nteract dialer includes a Quick Start button that offers rapid access to popular services including: hosting a MeetMe Conference, grabbing a call from a system phone or client as well as voice mail access.



## ☎ Call Controls

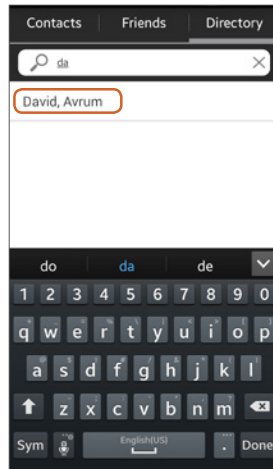
Nteract provides business-class call controls allowing users to mute their audio, place calls on hold, switch to speaker phone, conference in another line, switch to the dialpad, or escalate to video.



## Using the Global Address Book

- Tap **Contacts** at the bottom of the main screen
- Tap **Directory** at the top of the screen
- Enter a name or part of a name in the search field, names will appear below that match your query
- Tap a contact's name to view their contact entry

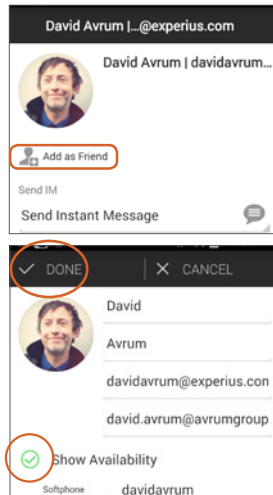
From here you can engage them in an instant message, call, or e-mail. You can also edit their contact information.



## Adding Personal Contacts (Friends)

*Note: Adding Personal Contacts makes the client more functional as it creates a quick way to check the availability (presence) of co-workers and quickly connect. To view a contact's presence, they must first be added as a Personal Contact (Friends)*

- Search for a contact
- Tap on the contact
- Tap **Add as Friend**, a contact screen will appear
- Check **Show Availability** to be sure you can see the user's presence status
- Click **Done**



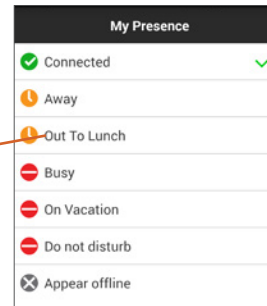
## Deleting Personal Contacts

- Tap the Contact you wish to remove and hold down for two seconds
- A pop-up menu will appear
- Tap **Delete**

## Manually Setting Your Presence

The system can detect certain activities (e.g being on the phone) and adjust your presence. Additionally, you can set your presence manually to alert co-workers to your status.

- To set your presence, tap on the IM icon in the main application screen.
- Click the **My Status**
- The dropdown menu will show all the current predefined status
- Choose a status and tap the back button

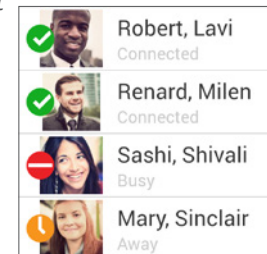


## Viewing Other Users' Presence

*Note: To view another contact's presence, they must first be added as a Personal Contact (Friends)*

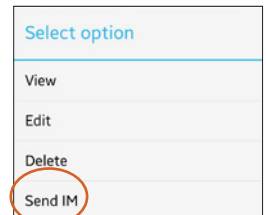
- Tap **Contacts**
- Tap **Friends**

The user's presence icon can be found to the left of their picture. It will also be displayed in text under their name.



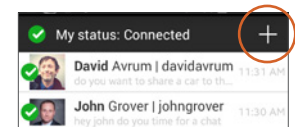
## Sending Instant Messages

- Tap **Contacts**
- Choose a Contact
- Tap the contact name for 2 seconds, until a menu appears
- Tap **Send IM**
- An instant message window will appear
- Type your message and hit **Send**



OR

- Tap the **Instant Message** icon on the main application screen
- Tap the **+** icon in the upper right hand corner
- Choose a recipient
- An instant message window will appear
- Type your message and hit **Send**



## Sending Email

- Tap **Contacts**
- Choose a Contact
- Tap the contact's email address

## Call History

Users can access their Call History from the clock icon at the bottom of the main app screen. The call logs include information on inbound, outbound, and missed calls.

## Settings

Tap the **Settings** button on the main app screen to gain access to account configuration, preferences, and advanced settings. It also provides a place to access additional help.

