Smart Office Mobile Quick Reference Guide

RAZORLINE

Navigation Screen - with Active Call

Return to Ongoing Call

johngrover

- Home
- Sessions
- Collaboration
- Training Portal
- Our Intranet
- Extras
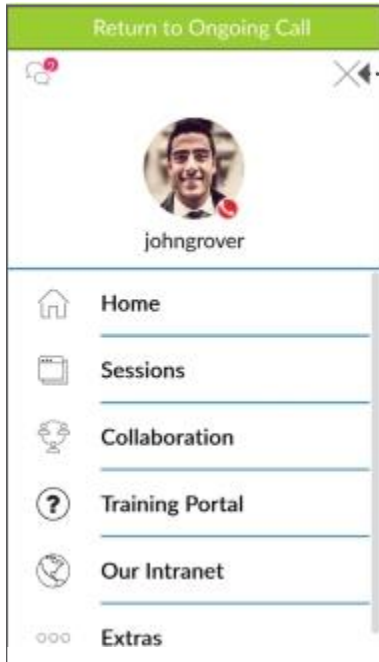
Home Screen – Contacts Tab

HISTORY **CONTACTS** FAVORITES

Personal | **Global** | Mobile

John

G

Grover, John

Call | Video | Chat | Profile

S

Smith, John

Active Video Call

John Glover

00:00:16
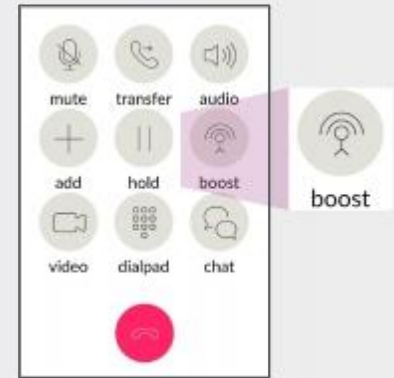
Call Boost an Active Call

mute | transfer | audio
add | hold | boost
video | dialpad | chat

boost

During an active call if a data connection is poor (WiFi or Cellular), just press the Call Boost button to move the call to the cellular voice network.

1. To set-up Call Boost
   In Settings add your mobile number (with country code)

2. In Settings select Boost Settings to select a service access location closest to you

3. Login to the Portal, select Service Settings and add your mobile number as the Call Grabber number

Move an Active Call to Your Mobile Phone

HISTORY | CONTACTS | **FAVORITES**

- MeetMe Audio Con... service
- Call Grab service
- Voicemail service

While on an active call, on a desk phone or PC/Mac soft client, it may be desirable to be move the call to your mobile phone. Smart Office's Call Grab feature lets you seamlessly move the active call to your mobile or between clients/devices.

1. Navigate to the Favorites tab on the client's home screen during an active call.
2. Selecting Call Grab will pull the active call on to your mobile client – the far end *will not* be placed on hold or hear any clicks or noises – it's a seamless transition 3. The same procedure can be used on a PC/Mac client to pull the call back.

Creating Favorites

Adding favorites creates a quick way to check the availability (presence) of co-workers and quickly connect.

To add a favorite:

1 Any user can be added to your Favorites by selecting them from an Address book (Personal or Global) and then accessing their Profile

1 Once the user's Profile is open, choose Manage Favorites to open the dialog box shown below.

1 If you frequently connect with a user it's wise to also add them to your personal address book. This will give you the option to monitor their Presence status (Away, On the Phone, etc.).
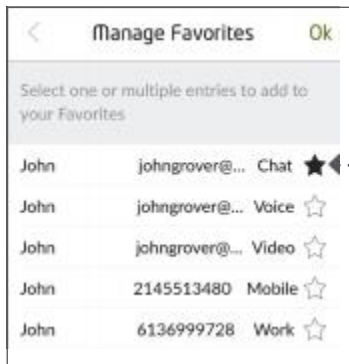
Selecting an entry will add it to the favorites tab. Multiple entries can be selected for the same contact to provide multiple options to connect. Select OK to save.

Settings - Choose Calling Mode

Calling Modes (WiFi and Cellular Data)

The client allows a user to choose the default WiFi or Cellular network for outgoing calls. Upon install the client will ask users to make a choice for each call. Users will likely want to select Internet Connection for both WiFi And Cellular Data. However, if cellular data services tends to be poor in your area it may be advantageous to select Cellular Call so as to use the mobile device's cellular voice services.
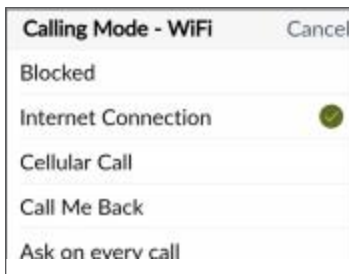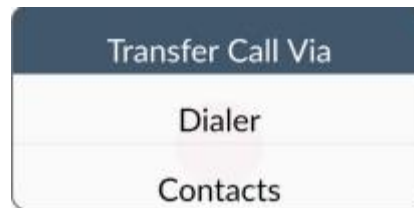
Call Control

Easily manage an active call including business features such as hold, transfer and conference and enable video (if applicable). See the prior page to learn how to use Call Boost to improve call quality
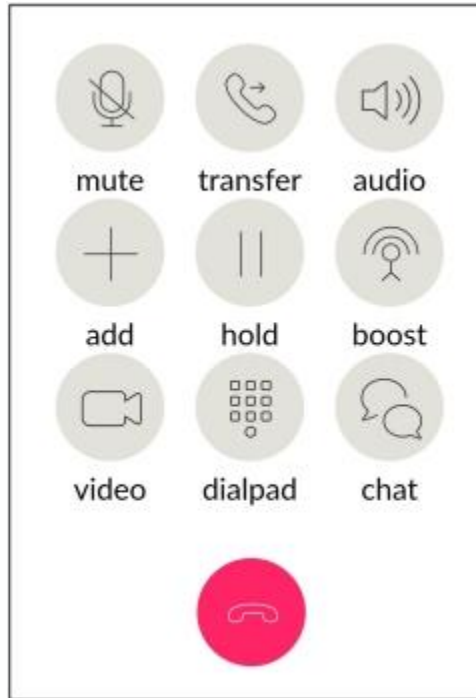
Transfer a Call or Add Callers via the Dialpad or Contacts

Contact Us:
Support@razorline.com
(504) 274-1700

Managing Multiple Sessions

The Sessions screen provides a single destination to review all of your open conversations, regardless of media type. It's an easy way to flip between multiple activities without "losing" conversations. This screen is especially helpful to return to a call or chat if you are interrupted by another user.

Collaboration (optional)

Start a Smart Office Collaboration session and easily invite participiants via e-mail.
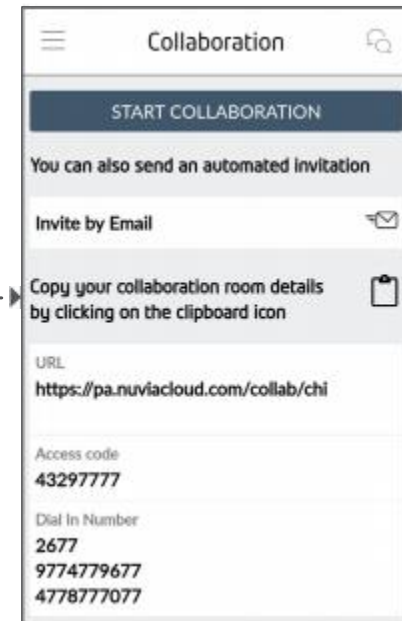
Collaboration room details that can be easily shared with participants