



Smart City Connect User Guide

HOSTED VOICE MOBILE APPLICATION



SMART CITY |
smartcityvoice.com



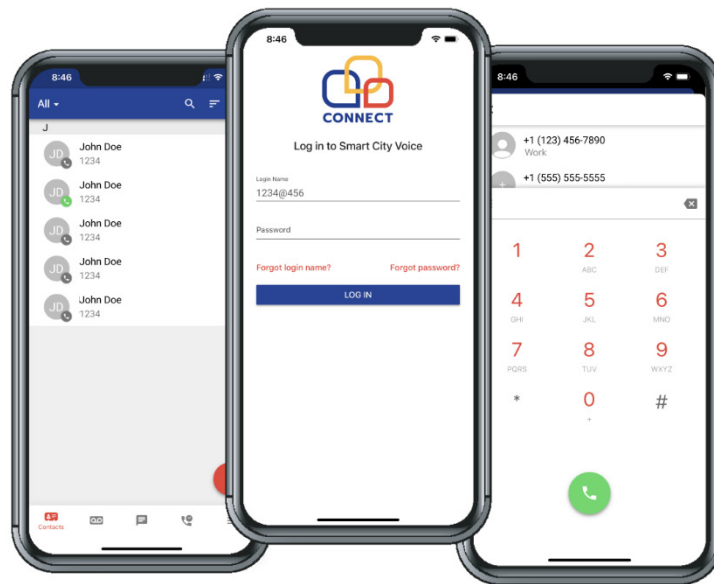
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Welcome to Smart City Connect!

Welcome to the Hosted Voice Smart City Connect User Guide. Smart City Connect is a mobile application that allows you to extend your VoIP solution beyond land-lines and desktops. Smart City Connect brings features of the Hosted Voice platform directly to mobile devices as a Unified Communications solution.

Smart City Connect enables you to manage Hosted Voice inbound and outbound calls from your Android or iOS devices as if you were using your desk phone. Callers can use the same phone number and extension to reach you on the go, giving you the flexibility to answer calls whether at the office, away from the desk, or working remotely.



NOTE: The Smart City Connect mobile application is available in both the Apple and Google app stores under the name Smart City Voice.

NOTE: This guide focuses on the features and options available for Smart City Connect mobile app only. For detailed information about using the other Hosted Voice features and services, visit SmartCityVoice.com/Resources.

Smart City Connect Features

The Smart City Connect mobile application includes the following features:

- ❖ View and make calls from Call History.
- ❖ View and set Answering Rules.
- ❖ Record and store multiple Voicemail greetings.
- ❖ Simultaneously ring all your devices so that you can decide which phone to answer.
- ❖ Seamlessly switch between your desktop and mobile phone.
- ❖ Transfer calls from your mobile device back to the team at the office.
- ❖ Presence Monitoring to see if your colleague is available for a call.
- ❖ Contact management
- ❖ Visual Voicemail
- ❖ Extension dialing
- ❖ Call Recording

Please visit the Hosted Voice support page at <https://support.smartcityvoice.com/> if you have any further questions. The support page provides more information about the Hosted Voice solution, including both user guides and instructional videos.

Getting Started

The Getting Started section covers the following topics:

- ❖ Mobile Device Requirements
- ❖ Downloading the Smart City Connect Mobile App
- ❖ Logging In to Smart City Connect for the First Time
- ❖ Using Wi-Fi
- ❖ Viewing and Changing Settings

Mobile Device Requirements

Smart City Connect has the following mobile device requirements:

- ❖ iOS smartphone version 7 or higher
- ❖ Android smartphone version 4.1 (i.e., Jellybean) or higher
- ❖ Smart City Connect mobile app from the App Store or Google Play Store

Downloading the Smart City Connect Mobile App

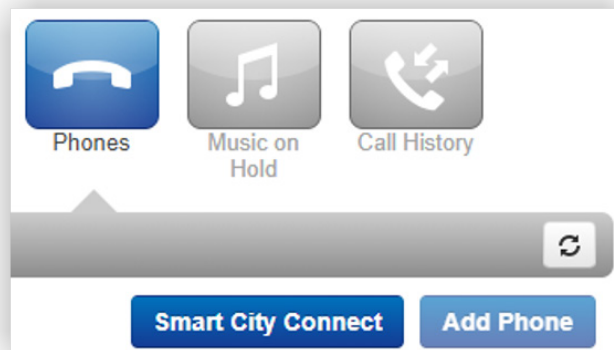
The following methods are available for you to download the Smart City Connect mobile app:

- ❖ [Download using the User Portal](#)
- ❖ [Download using the Google Play Store for Android phones](#)
- ❖ [Download using the App Store for iPhones](#)

Download Smart City Connect through the User Portal:

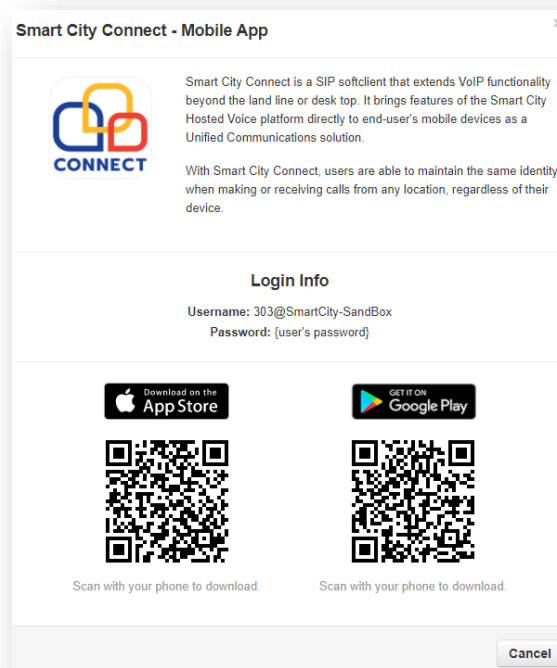
To download and install the mobile app through the Hosted Voice User Portal, use the following steps:

1. Open the **Hosted Voice User Portal** and select the **Phones** menu icon.



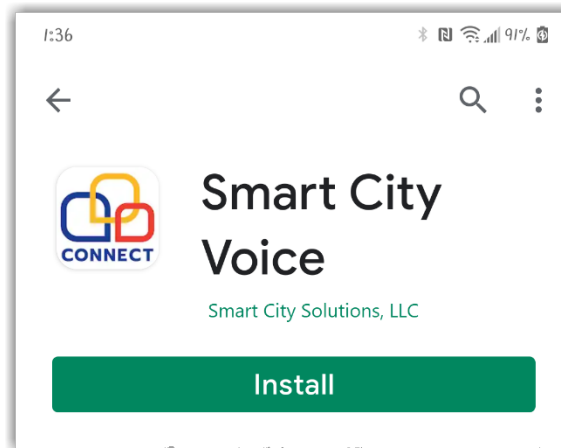
2. Click the **Smart City Connect** button.

The Smart City Connect dialog box displays.



3. Use a supported smartphone device to scan the **QR code** for the iOS App Store or Google Play Store.

The Smart City Voice app install screen displays.



4. Click **Install** to download and install the **Smart City Connect** app.

Download Smart City Connect through the Google Play Store:

If you have a supported Android mobile phone, you can use the Google Play Store app to download the Smart City Connect mobile app. **Note:** The app may be listed in the Google Play Store page as Smart City Voice.

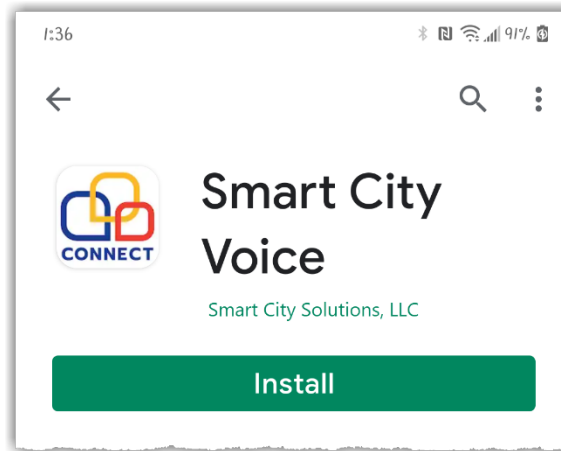
To download Smart City Connect from an Android phone:

1. Open the **Google Play Store** app.



2. Search for “**Smart City Voice.**”

The Smart City Voice app install screen displays.



3. Press **Install** to download and install the **Smart City Connect** app.

Download Smart City Connect through the App Store:

If you have a supported iPhone, you can use the App Store to download the Smart City Connect mobile app.

NOTE: *The app may be listed in the App Store page as Smart City Voice.*

To download Smart City Connect from an iPhone:

1. Open the **App Store** for iPhone.



2. Search for “**Smart City Voice.**”

The Smart City Voice app install screen displays.

3. Press **Install** to download and install the **Smart City Connect** app.

The Smart City Connect mobile app icon now shows on your phone.

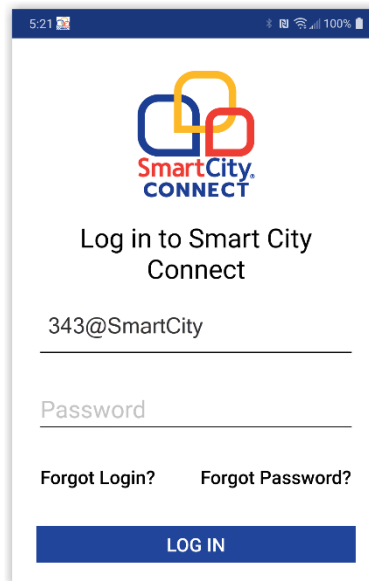
Logging In to Smart City Connect for the First Time

To log in to Smart City Connect:

1. On your iPhone or Android smartphone, open the Smart City Connect mobile app that you [installed](#) previously.



The Smart City Login dialog box displays.



2. Type your pre-assigned **Login Name** in the following format:

ext@customerdomainname

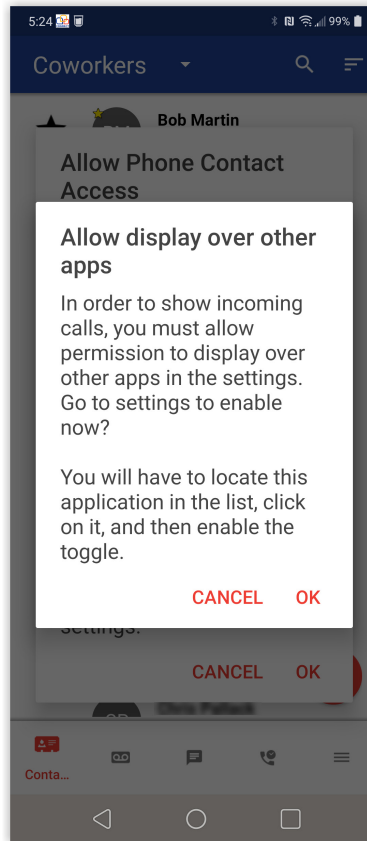
The 'ext' is your user extension and 'customerdomainname' is your email address domain (Example: 1001@smartcity).

NOTE: Do not include '.com' in your login name.

3. Type your **Password**.
4. Press **Log In**.

NOTE: If you do not know or forgot your login name or password, press the links above the Log In button and follow the instructions. Contact your company's administrator if you have any issues with accessing the Smart City Connect mobile app.

The Smart City Connect mobile app may need permission to access certain information or perform certain tasks on your smartphone. Review each screen that displays and allow or deny access accordingly. Below is an example permission screen.



After you review the permission screens, you are now ready to start using the Smart City Connect mobile app.

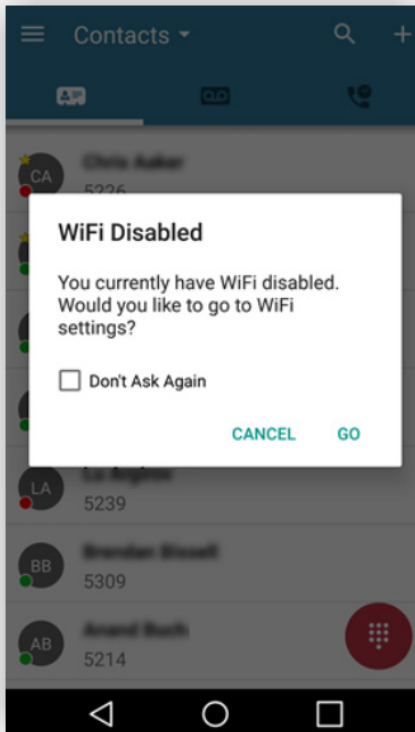
NOTE: You only need to review the mobile app permissions the first time you log in to the Smart City Connect mobile app or if you uninstall and then reinstall the app.

NOTE: Once you are logged in to the Smart City Connect mobile app, an icon may show at the top of your smartphone screen to indicate that the mobile app is running in the background.



Using Wi-Fi

If Wi-Fi on the phone is disabled when Smart City Connect is launched, a prompt displays asking if you want to enable Wi-Fi.





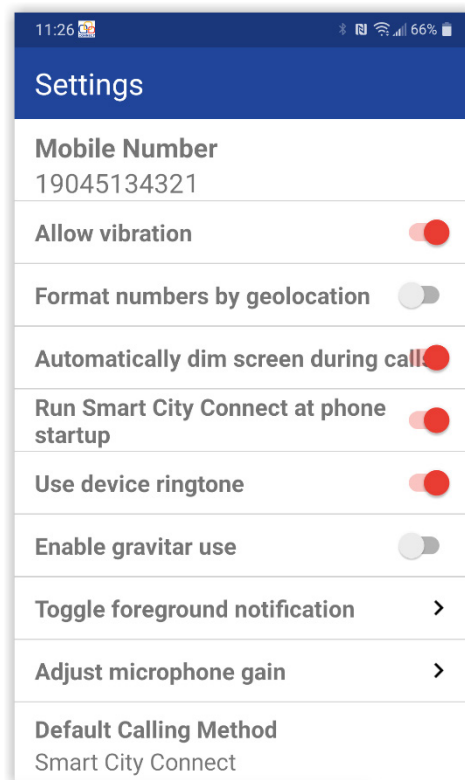
Enabling Wi-Fi is generally preferred as long as the underlying connection is suitable for VoIP. (Take into consideration bandwidth, packet loss, jitter, latency, etc.) Cellular networks will generally work well but will vary in network quality.

Viewing and Changing Settings

The settings section allows you to select your preferred options when using the Smart City Connect mobile app:

To view or change app settings:

1. Press the **hamburger icon**  in the lower-right corner of the screen.
A Navigation bar list displays with options.
2. Press the Settings  **Settings** icon.
3. The Settings screen displays.



The following table describes each option on the Settings screen:

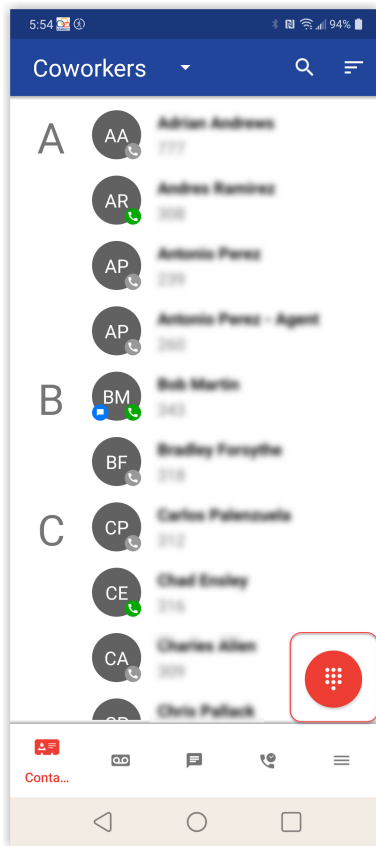
| Settings Options | Description |
|--|---|
| Mobile Number | Allows you to enter a new cellular number if needed. Displays the smartphone's cellular number by default. |
| Allow vibration | Enables phone vibration. This option is toggled on by default. |
| Format numbers by geolocation | Attempts to display phone numbers formatted for the region where the phone is physically located. This option is toggled off by default. |
| Automatically dim screen during call | Dims the Active Call screen when the smartphone is placed near the user's head to prevent accidental dialing. This option is toggled on by default. |
| Run Smart City Connect at phone startup | Allows the Smart City Connect mobile app to start automatically when the smartphone is switched on. This option is toggled on by default. |
| Use device ringtone | Allows the mobile app to use the ringtone set for the smartphone itself. This option is toggled on by default. |
| Enable gravatar use | Displays your gravatar picture next to your mobile app phone extension if you have an existing gravatar set up on the Gravatar website: This option is toggled off by default. |
| Toggle foreground notification | Allows the Smart City Connect mobile app to show push notifications when you are not currently using the app. When toggled on, if you receive a notification, you can press the notification to quickly access the mobile app. |
| Adjust microphone gain | Enables you to increase/decrease voice amplification for features in the mobile app that require the smartphone's microphone. |
| Default Calling Method | Enables you to choose the default phone used when making calls from the Smart City Connect mobile app. Smart City Connect is the default. You can change to use the smartphone's cellular phone or to have the mobile app ask you which phone to use each time you make a call. |

Using Smart City Connect Mobile App

This section provides instructions for how to perform call-related tasks in the Smart City Connect mobile app. The Using Smart City Connect section covers the following topics:

- ❖ Making and Receiving Calls
- ❖ Active Call Options (Conference, Transfer, Switch Phone)
- ❖ Chat Messages
- ❖ Managing Contacts
- ❖ Voicemail
- ❖ Call History
- ❖ My Profile
- ❖ Answering Rules
- ❖ Greetings

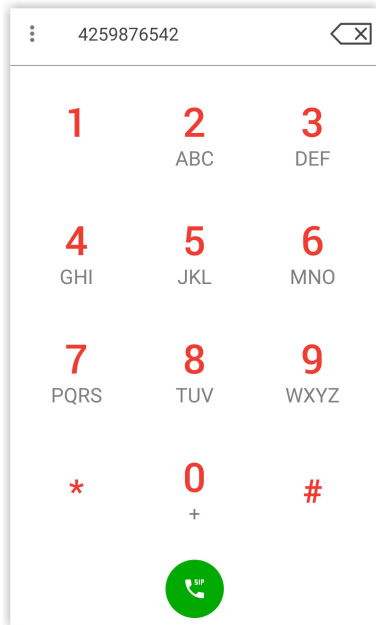
Making and Receiving Calls



You can make a call from the Coworkers/Contacts, Voicemail, or Call History screen.

On the Coworkers/Contacts, Voicemail, or Call History screen, a red dial pad icon shows in the lower-right corner.

1. Press the **dial pad icon** to open the phone dialer view, where you can make calls.

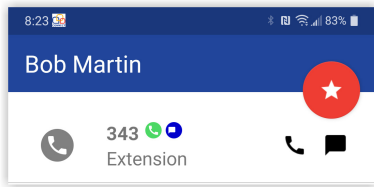


2. From the Phone Dialer window, dial the **internal extension** or **external phone number** of the person you want to contact.

When dialing, the top of the dial window shows autocomplete suggestions of other users (coworkers) with numbers that match the current dialing pattern.

3. When dialing is complete, press the **green dial icon** to begin the call.


TIP: The SIP acronym that shows on the green dial icon stands for Session Initiation Protocol, which is used to initiate the voice call session.




You can also make a call from an individual contact profile screen.

1. From the Coworkers/Contacts screen, find and press on the **contact** you want to call.

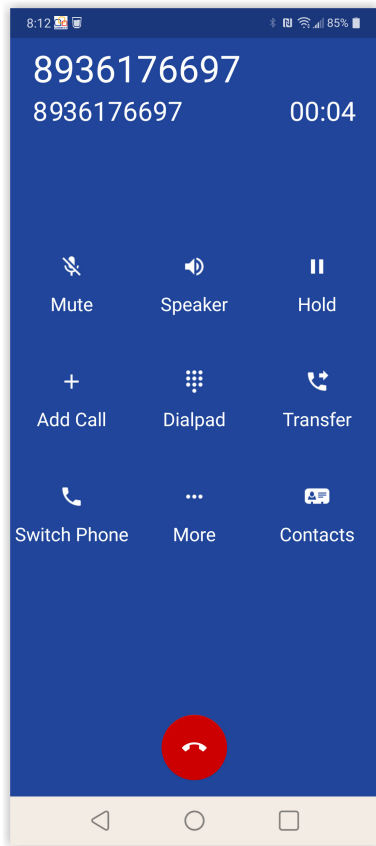
The contact's profile screen displays.

2. Press the **phone**  **icon** to the right of the contact, to start the call.

Receiving a Call

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|  | <p>When there is an incoming call, the Caller ID displays along with buttons for you to answer or reject the call.</p> <p>See “Active Call Options (Conference, Transfer, Switch Phone)” for details on the functions available during an active call.</p> |
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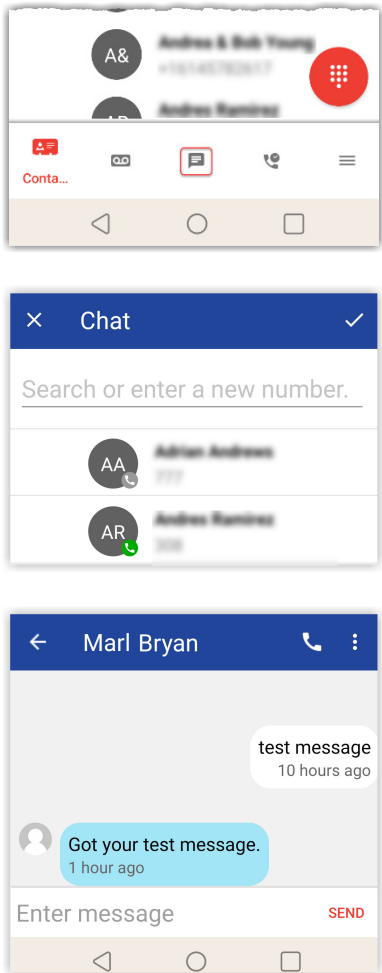

Active Call Options (Conference, Transfer, Switch Phone)



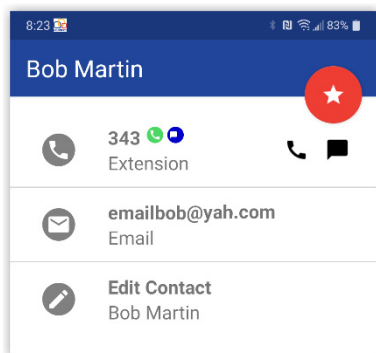
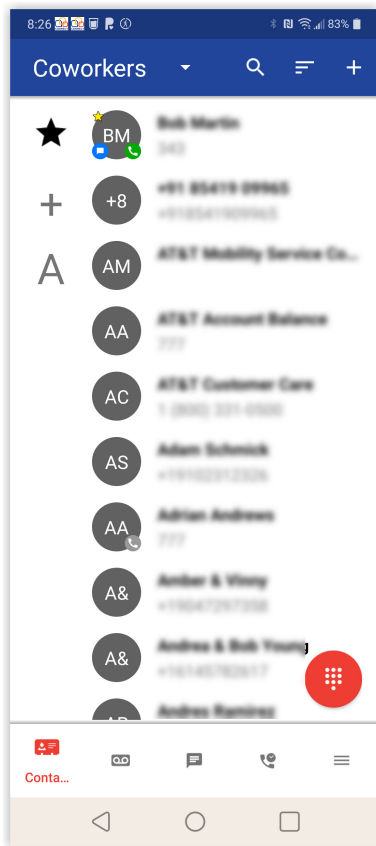
When a call is in progress, the status, dialed number, and call timer will be displayed at the top of the screen along with the following call functions:

- **Mute** – Disables the microphone.
- **Speaker** – Enables the speakerphone.
- **Hold** – Places the other party on hold.
- **Add Call** – Enables the user to create a second call that is separate from the first call. Once the second call is connected, you can merge the call in a three-way conference or keep the calls separate with the ability to swap between calls.
- **Dial Pad** – Enables you to use digits when dialing into an auto attendant/IVR.
- **Transfer** – Transfers the call with a choice to transfer blindly, without a call announcement, or with assisted transfer where the call is announced to the destination party.
- **Switch Phone** – Moves the call to other devices you own that support Hosted Voice calls.
- **More** – Launches a new window with options to hide call, return to the main view of contacts/history/voicemail or to start recording for on-demand call recording, if enabled on your account.
- **Contacts** – Opens the Contacts screen, which enables you to make a second call, and then optionally merge (conference) or transfer the call.




Chat Messages

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|  | <p>Smart City Connect enables you to use chat messaging to communicate with existing contacts or a new number.</p> <ol style="list-style-type: none"> 1. From the Coworkers/Contacts screen, press the Chat icon  at the bottom of the screen to start a chat. 2. Press the desired contact's name. If it is a new contact, type the new phone number and then press the check mark to save the number and open a chat window. 3. Once the chat window is open, you can send chat messages to and receive messages from the selected contact. |
|--|---|

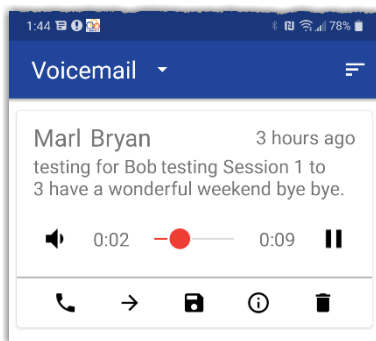
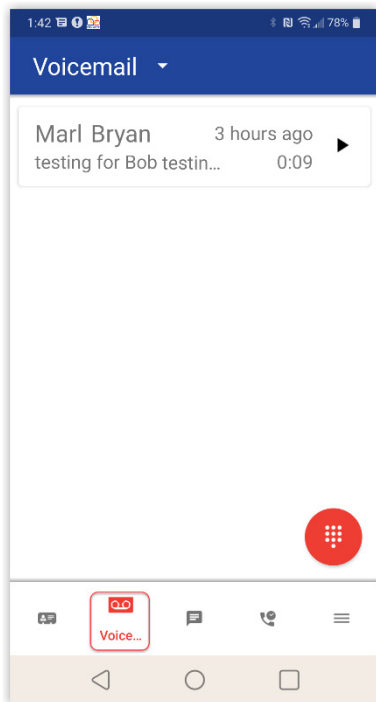
Managing Contacts



The Contacts screen shows coworkers as well as contacts from the smartphone (if you allowed smartphone contacts to display in the mobile app). The coworker contacts are synched from the contacts found in the Hosted Voice User Portal.

- **Switching Contacts View** - By default, the screen shows the Coworkers contact list. To toggle between coworkers and phone contacts, press the **Coworkers/Contacts drop-down arrow** Coworkers at the top of the screen to select which set of contacts to view.
- **Searching Contacts** – To filter/search contacts, press the **magnifying glass**  in the upper-right corner, then type a **name** to filter.
- **Adding Contacts** – Press the **plus**  icon in the upper-right corner to open the Add Contact screen. Complete the fields to add a contact and then press the **check mark button** to save the contact to the coworkers list.
- **Contact View (Edit/Dial)** – When viewing the list of contacts, you can press on a contact to view details. The contact’s extension/phone number(s) and email addresses (if available) will be displayed.
 - Press the **star**  icon to toggle the favorites status, when the star is filled white, the contact is selected as a favorite.
 - Press the **extension/phone number** to call the number directly. Press the **email address** to launch your email application.
 - Press Edit Contact to make changes to a contact that is in the online Portal only; not a contact that is stored in the smartphone’s contacts list.

Voicemail

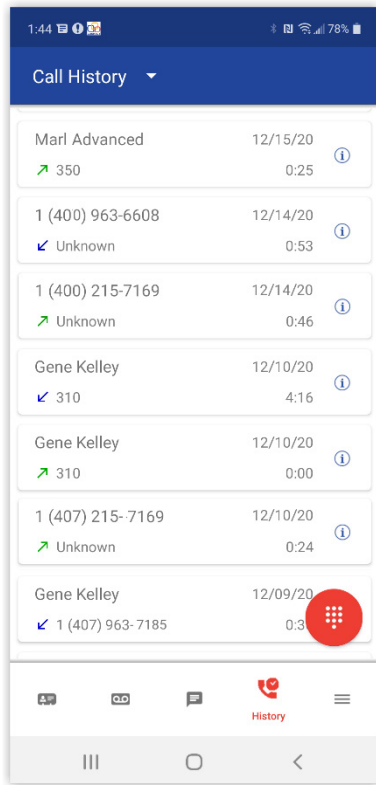


The Voicemail screen shows your voicemail box for listening to voice messages.

Press **play** ▶ to begin playback. When a message is playing, this becomes a pause || button. The following options are available:


- **Speaker** 🔊 – Enables/disables speakerphone playback for hands-free/head-set free listening.
- **Message progress bar** – Shows the current place in the message. You can drag and drop the circle or press on the bar to jump to another part of the message.
- **Call** ☎️ – Calls back the number if caller ID is known.
- **Forward** ➔ – Allows the current message to be forwarded another user.
- **Save** 📁 – Moves the message to saved messages.
- **Info** ⓘ – Displays a screen of additional message details and actions.
- **Delete** 🗑️ – Moves the message to trash.
- **Switching Mailbox Views** – Press the **Voicemail drop-down arrow** at the top of the screen to listen to New or Saved messages.

Call History

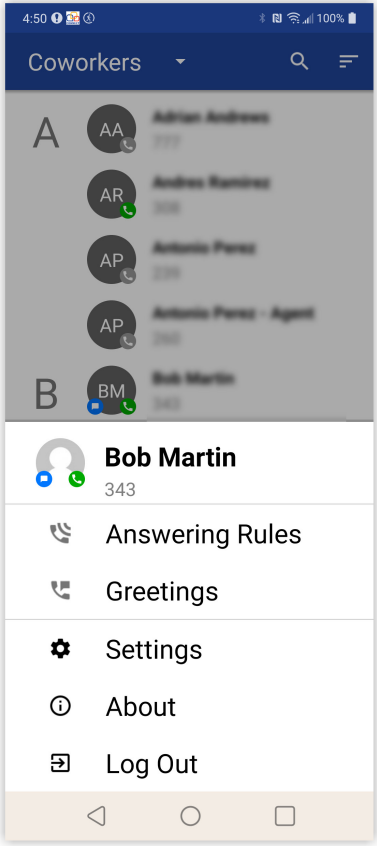


The Call History view displays your call history including inbound, outbound, and missed calls.

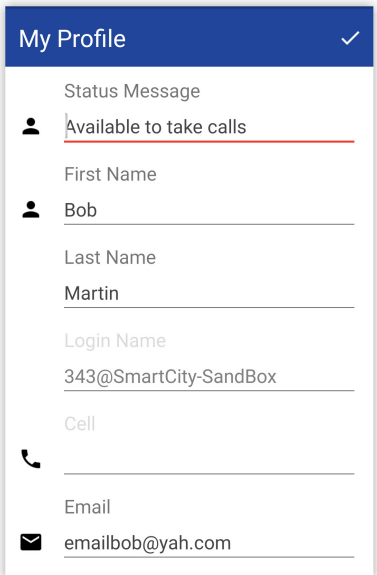
The records displayed show caller ID if available, call direction (inbound, outbound, or missed), call time, and call duration.

- **Info Icon** – Press the **info**  icon displays additional details. Press anywhere else on the call history record to return the call.
- **Switching Call History Views** - Press on the **Call History drop-down arrow** at the top of the screen to select a view of All, Missed, Inbound, or Outbound Call History.

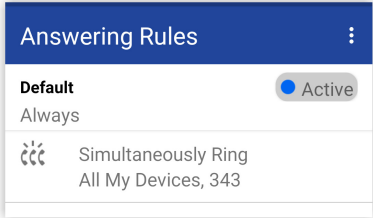
Bottom Navigation

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|  | <p>Press the hamburger icon (☰) in the lower-right corner of the screen to display the Bottom Navigation bar. This bar has the following functions:</p> <ul style="list-style-type: none"> • My Profile • Answering Rules • Greetings • Settings • About • Logout |
|--|--|

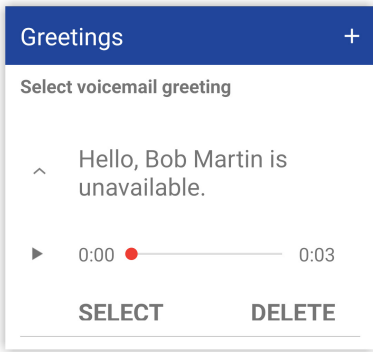
My Profile

| | |
|---|---|
|  | <p>Press your name on the Bottom Navigation bar to open the profile view. From here you can view/edit the following content:</p> <ul style="list-style-type: none"> • First and Last name (editable) • Login Name (view only) • Cell Number (if the device has a cell number - view only) • Email (editable) |
|---|---|

Answering Rules

| | |
|---|--|
|  | <p>Press Answering Rules to display a list of your phone extension’s answering rules. To reprioritize the rules, grab the grip at the right to reorder the answering rules, the change is saved automatically.</p> |
|---|--|

Greetings

| | |
|--|--|
|  | <p>Press Greetings to manage voicemail greetings that callers will here when you do not answer the call. The following functions are available:</p> <ul style="list-style-type: none"> • Record a new greeting - Press the plus (+) icon in the upper right to record a new greeting. • Listen to existing greetings - Press play ▶ to listen to a recorded greeting. • Select – Chooses the current greeting to be the active greeting that callers will hear when you do not answer the call. • Delete – Deletes the current greeting. |
|--|--|

