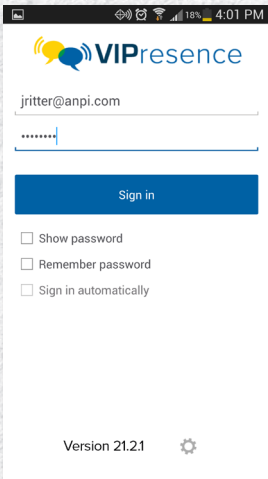


QUICK START GUIDE

VIPresence for Android (Version 21.2)



Download the App

- In the Google Play app store, search for VIPresence.
- Tap Install (it's free).

Sign In

- Launch the VIPresence app.
- Type in your VIP username and password. Note: If you do not have your username and password, contact your administrator.
- Set up login settings:
 - Show Password
 - Remember Password
 - Sign in Automatically
- Tap Sign In.

Presence

Presence allows your contacts to see whether you are available and willing to communicate.



The green presence icon indicates the user is online and ready for communication.



The orange presence icon indicates the user is online, but has been idle or away from the computer for over ten minutes.



The red presence icon indicates the user is busy and does not want to be disturbed.



The grey presence icon indicates the user is offline and the only available contact method is to call.



The question mark indicates a subscription is pending and the contact has not yet approved sharing their presence.

Tabs

The tabs give you quick access to make calls, view your directories and adjust your settings.



The Contacts tab displays your buddies. You can add, edit and delete buddies in the Contact view, as well as access your company directory.



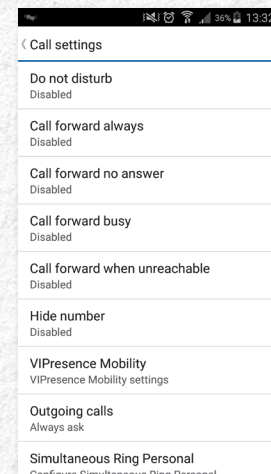
The Call tab displays the dial pad. From the dial pad, you are able to call any number. A long press on "1" on the numeric pad calls out to your voicemail.



The Chat tab displays all your active and past chat conversations.

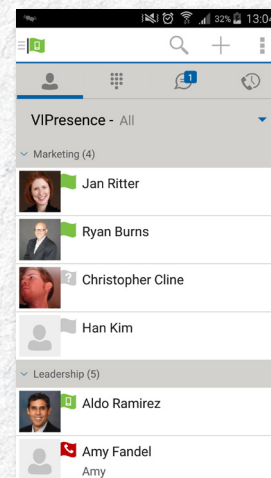


The History tab shows all your call history. You can filter between all calls and missed calls.



Call Settings

- Tap the Settings button on your Android device.
- Tap Call settings.
- Manage the following services:
 - Do not disturb
 - Call forwarding
 - Remote office
 - Hide number

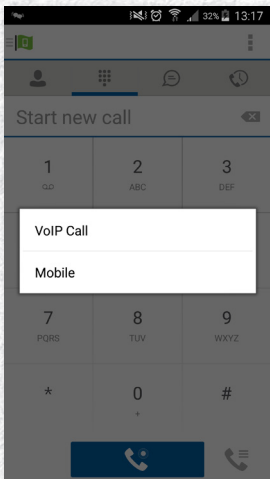


Add Contact

- Tap Contacts Tab.
 - Tap the + in upper right-hand corner.
 - Tap Add Contact.
 - Type in the contact's information and tap Done.
 - An invitation to accept your request will be sent to the contact.
 - When contact accepts, you'll get a notice – tap Allow.
- or
- Tap Contacts Tab.
 - Tap Directory at the bottom of the screen.
 - Type in name of contact in the Search window.
 - Tap the information icon next to the contact's name.
 - Tap Add to IM Buddies.
 - Tap Yes to add contact.

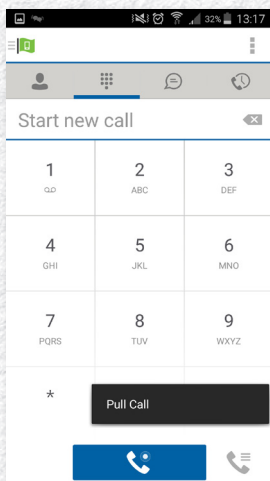
VIP QUICK START GUIDE

VIPresence for Android (Version 21.2)



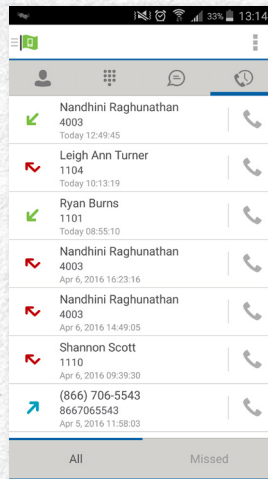
Make a Call

- Tap Call Tab.
- Dial number.
- Tap the handset icon on the bottom left.
- Choose how to make the call:
 - iPhone: From your iPhone number
 - VoIP Call: From your business line.
 - Call through: As the mobile phone you have assigned in your Call Settings.
- You can also tap the contact to call within Contacts.



Pull a Call

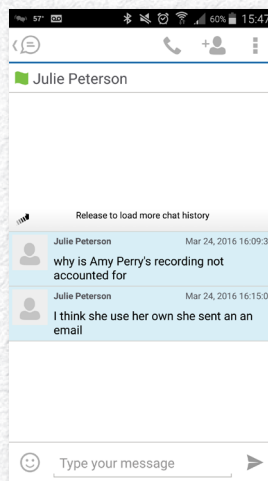
- If you are on a call on your desktop and need to leave but stay on the call, you can keep the call in progress and pull the call to your mobile device.
- Tap the Call Tab.
- Tap the handset icon on the bottom right of the screen.
- Tap Pull call.
- Choose how to make the call.
- Continue conversation on your mobile device
- To pull call back to your desktop phone, dial *11 on your desktop phone and call will be pulled back.



Call Transfer

After the first call is connected:

- Tap Transfer.
- Tap the contact you wish to transfer to.
- Tap the handset icon next to the phone number you wish to transfer to.
- Choose to announce the transfer or transfer automatically.



Chat

To start a new chat:

- Tap Contacts Tab.
- Tap contact name you wish to start the chat.
- Tap the chat icon next to their IM address.
- Tap Type Your Message at the bottom of the screen and enter in your text.
- Tap Send.
- To add another person to your chat, tap the icon at the top of the screen.

To view or continue an existing chat:

- Tap Chat Tab.
- Tap the chat you wish to open.