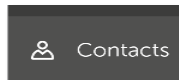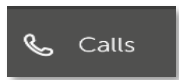## DSTNY Mobile Application Quick Reference User Guide

Main screen will be pre-configured to show contacts as directed by administrator. These can be changed on a per user basis.

Swipe Right to access the following Icons -

- Will Provide access to favourite contacts. Tap on contact to see all relevant information including call log specific to the contact.
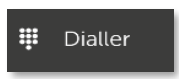

- Will show any active calls

- Will show information on your user profile, from here presence and caller id can be changed and note can be added to profile.

- Chat, Calendar Meetings. Based on licensing. Based on licensing.

- shows keypad to allow for manual dialling of numbers.

- *Log* – will show logs

- All
- Missed
- Inbox (Faxes, SMS) note: SMS not available yet.

Voicemail - Personal Mailbox. If voicemail is left it will be visible in the list and can be accessed. Note – To access mailbox to record greeting, set password etc. You will be provided with a Pilot number to dial by the installation tech.
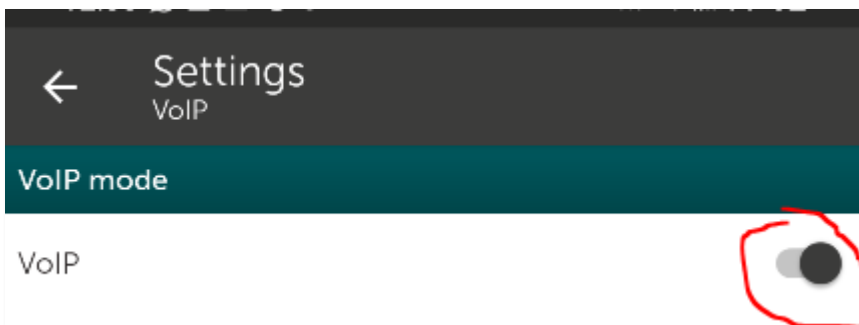
ACD Groups - Only available is user is a member of ACD group. Allows access to any group user is member of. Can log in and out and see details of group membership. Group supervisor can control log ins of agents from here also.

Future Presence - Allows user to set future presence status ahead of an event such as annual leave.

Settings - Majority of settings here are automatically set during installation of mobile app, however, VoIP mode needs to be enabled manually as per below -

Sales T: +353 1 6510830 E: sales@corecom.ie   Office: T: +353 1 6510830   W: www.corecom.ie
Support T: +353 1 6510830 E: support@corecom.ie
Unit J2, Maynooth Business Campus, Maynooth, Co. Kildare, W23 H6Y7

Swipe left to access personal status –

- Current activity.
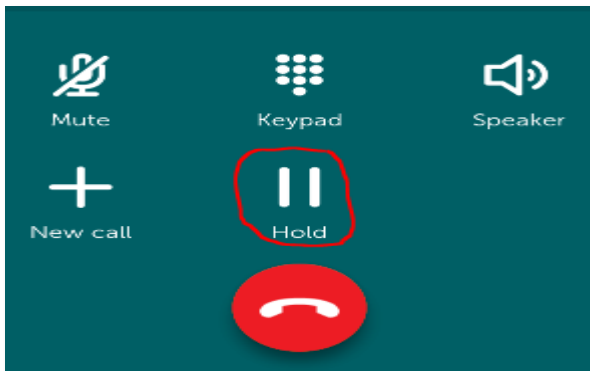- Diversion, if there is one in place.
- Add a presence shortcut if required.
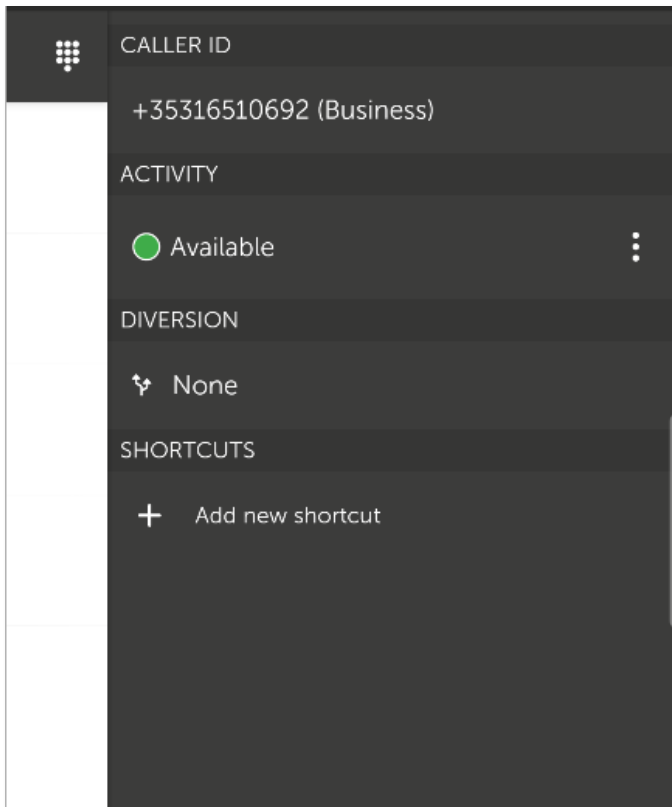
Basic Call Handling –

Make a call – Either by selecting contact via contacts list or free dial using dialler

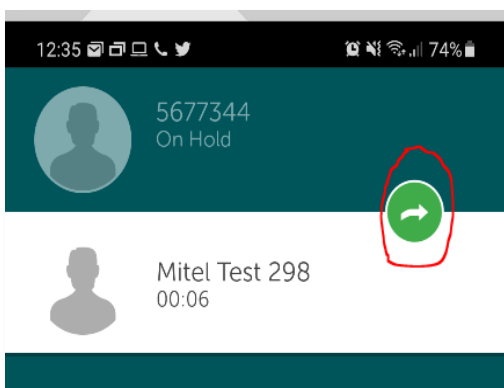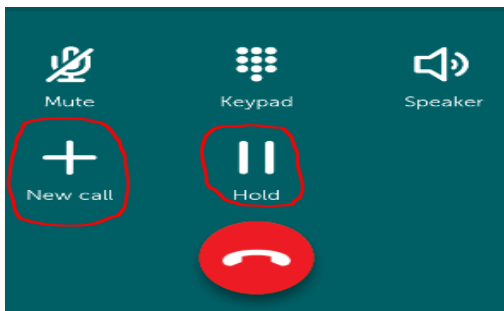*Answer a call* - screen will pop to front, press green handset icon to answer.
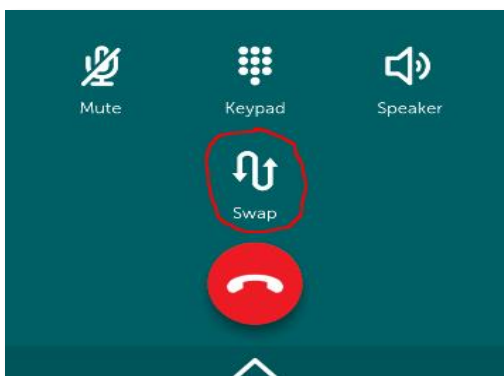
Hold a call – Use Hold Icon

Retrieve Held Call – press hold icon again.

Transfer a Call - (only supervised option available)

- Answer Call
- Place call on hold
- Tap **+** new call icon
- Search for contact or access dial pad for free dial
- Tap transfer icon.

Swap - when multiple calls are held swap icon allows you to move between both.

Core Communications pride themselves on supplying top quality effective telecommunication solutions, backed up with expert service. We match your needs with the products we provide. To find out how we can make a difference to your business, CALL US TODAY ON +353 1 6510830
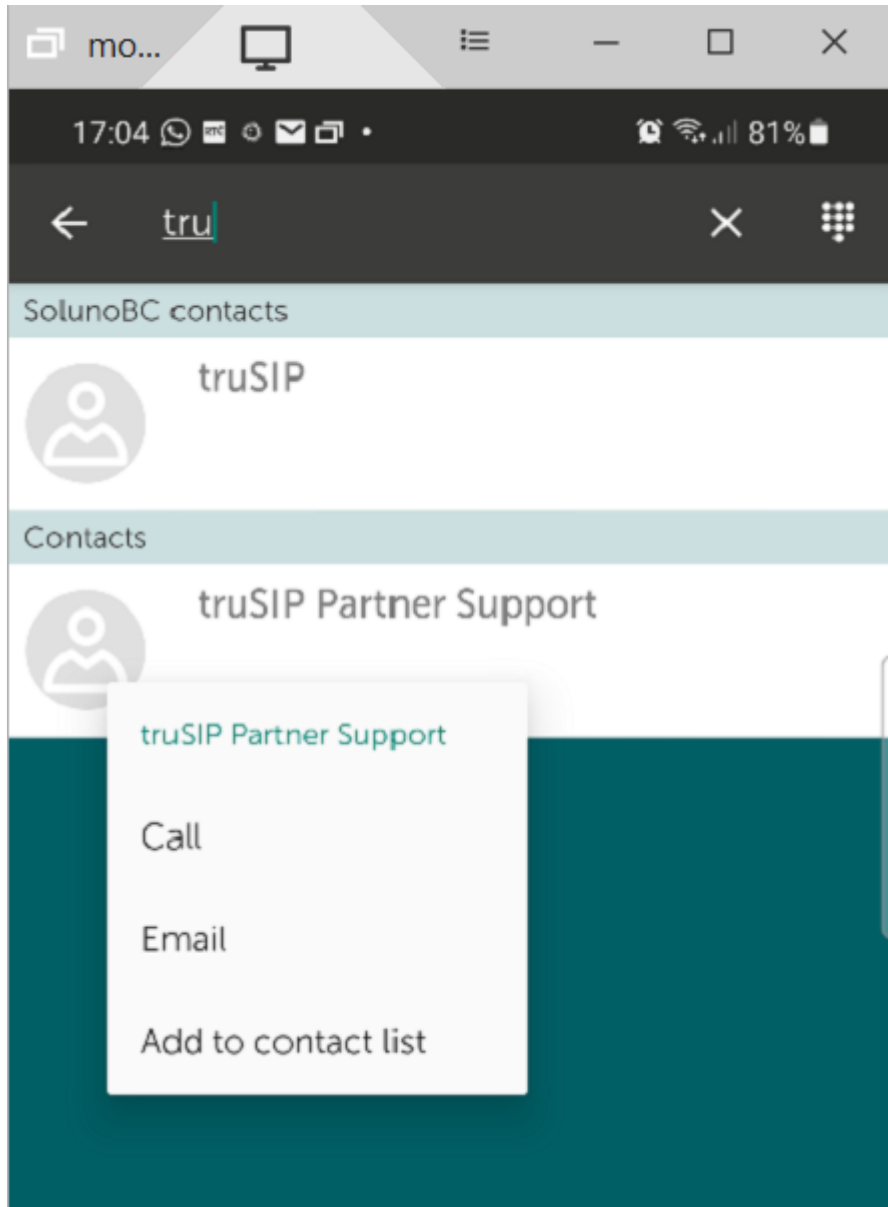
Using Mobile Phone Contacts via Soluno-

There are different options available depending on what type of mobile device is being used. However, the method that works across all models is as follows –

In Soluno Mobile App Search for contact

Press and hold the contact that is not within Mobile App. and you will get the option to Call, Email or Add to contact list. Selecting call will make the call from within the app and add to contact list will add the contact to your Mobile app contacts, where it can be flagged as a favourite and appear on your contacts page.