



OfficeSuite UC[®] Mobile Softphone for iPhone[®] and Android[®]

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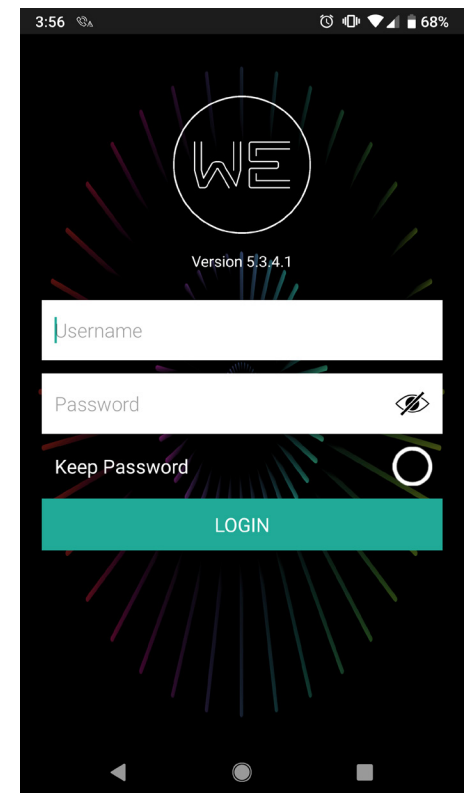
Ordering and Installing the OfficeSuite UC Mobile Softphone

The OfficeSuite UC Mobile Softphone must be ordered and assigned by a system administrator. To order an OfficeSuite UC Mobile Softphone license:

1. Log into the **WE Connect Portal** and select the OfficeSuite tab, on the left side of the screen. From there, choose Mobile Softphones.
2. Click Buy in the top right corner of the screen and select the user that you want to assign the license to.
3. Click “Submit Order at the bottom and the user will receive an automated email containing instructions on how to download and sign into their Mobile Softphone, once the license is ready.

Logging in to the Mobile Softphone

Open the Mobile Softphone and enter your WE Connect username and password.



Managing Calls in the OfficeSuite UC Mobile Softphone

Making calls

You can make calls from the following screens:

Dialpad

Dial the number and select the **phone icon**

Contacts

Select the contact you want to call, select the phone number and then choose **call**

NOTE: You can add contacts to your Favorites screen for faster access.

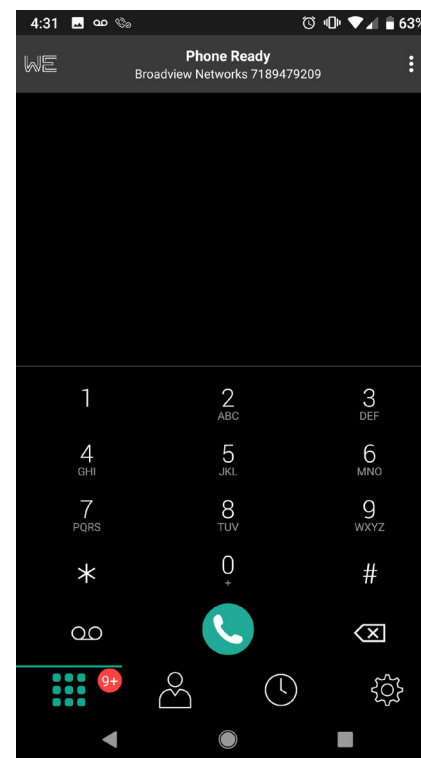
- + **Android** – Select a contact and then select the **star icon** in the top right corner.
- + **iPhone** – Select the plus sign in the upper right hand corner, then select the contact and their phone number.

From Recent Calls

Select the number you want to call, then choose **call**

From third party Windstream integrations

If you are using a click-to-dial application, you can choose which phone your calls will be initiated on through the WE Connect Portal on the My Phones page



While in a call, you can perform the following actions:

Mute the call

Press the mute icon to mute your call, then press again to unmute.

Place the call on hold

Press the hold icon to place a call on hold, then press again to resume.

Switch to speaker phone mode

Press the speaker icon to switch the phone to speaker mode and press again to disable speaker mode.

Conference Call

Add another caller by selecting the plus icon then call the number you wish to conference into the existing call. Once the call is connected, select the merge call button to create the conference call.

Blind transfer

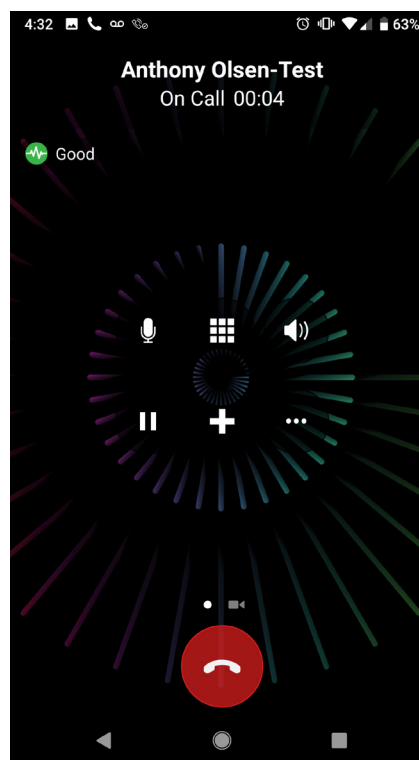
While on a call, you can transfer it without connecting to the person you're sending the call to.

- + **Android** – Select the ellipses icon, then select “Transfer to...” and type the name of the contact or the number you wish to transfer to.
- + **iPhone** – Select the “More” option on an active call. From there, choose “Transfer” and type the number of the contact, you wish to transfer the call to.

Warm transfer

Speak to the person you are transferring the call to before finalizing the transfer.

- + **Android** – Start a conference call with two other parties. Once the conference call is connected and you are ready to transfer the call, simply hang up the call and the call will continue between the two other parties.
- + **iPhone** – While on an active call, press the “Add Call” button in the middle of the screen. Type in the number of the person, you're looking to transfer the call to and press the green phone icon to call them. Once they answer, press “More” in the middle of the screen and select “Transfer.”



Contacts

Adding a contact

Android: Select the contact icon, then select the plus icon in the top right corner. Enter the information for the contact, then select the check mark icon.

iPhone: Enter the information for the contact and select the “Save” option.

Editing a contact

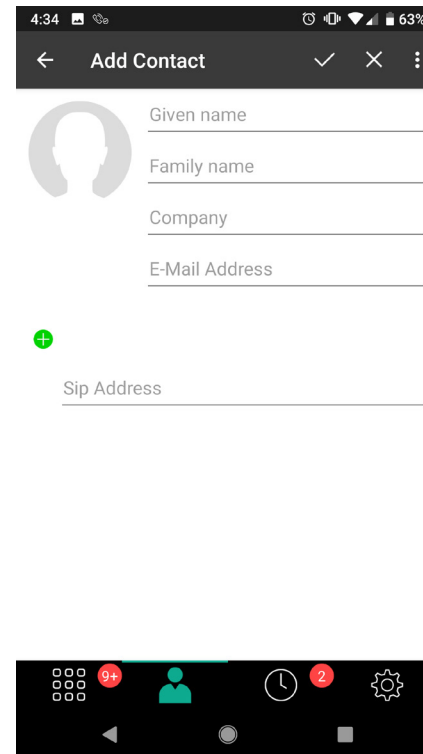
Android: Select a contact and choose the person icon in the top right corner. Edit the information then select the check mark icon in the top right corner.

iPhone: Select a contact and choose “Edit” in the top right corner. Edit the information and select the Save option in the top right corner.

Deleting a contact

Android: Select a contact and choose the person icon in the top right corner. Select the ellipses (...) icon and choose “Delete” to delete the contact

iPhone: Select a contact and click “Edit” in the top right corner. Scroll all the way to the bottom of the contact and select “Delete Contact.”



Settings and Troubleshooting

Although the settings screen offers many different options, some of the key features you can personalize are:

Turn on/off Mobile Data

Go to preferences and check **Use When Available** and **Allow VoIP Calls** to turn on Mobile Data

Call Heads (Android Only)

If enabled, a floating icon will be available during an active call if the Mobile Softphone is minimized. Selecting the floating icon will return you to the call.

Notifications (Device Settings)

You can choose when you will receive notifications, by selecting or unselecting each notification type.

Troubleshooting tools

Help

Access the OfficeSuite UC Community help page by going to Settings > Help

Producing a debug log

If you are calling into OfficeSuite UC Support for help, you may be asked to run a debug log. To do so, go to Settings > Advanced Settings and verify that Verbose Logging is checked. Next, recreate the issue you were having. Then, go back to the Settings > Advanced Settings screen and select Send Log. Make sure to copy down the reference number of the log and to share it with the support technician.

*Please note all screenshots are for Android.

About Windstream Enterprise

Windstream Enterprise collaborates with businesses across the U.S. to drive digital transformation by delivering solutions that solve today's most complex networking and communication challenges.

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