

Astound Office Mobility for Desktop

Control and Access.
Redefined.

Office Mobility

EXPLORING ASTOUND BUSINESS OFFICE MOBILITY FOR DESKTOP

Astound Business Office Mobility for Desktop is a powerful PC and MAC application that enables businesses to extend their Astound Business telephony services directly to an end user's laptop or desktop.

Whether working from home or on the road, on Wi-Fi or wired Ethernet, employees will always have access to the same telephony offerings they have only previously been able to receive on their office phone. Our unified messaging and call control interfaces further enhance the capabilities of Office Mobility, providing visual voicemail, video messaging, multi-party incoming call management and more.

REQUIREMENTS

Office Mobility for Desktop works on PCs that have Windows 7 or Windows 8. It also runs on Macs that have OS X 10.7 or later versions.

For this to work on your desktop, you'll need to install the Office Mobility software on your PC or Mac. Software is available for download in the "Apps Tab" within the Call Manager portal.

You'll also need your RCN Business phone number and password to start using Office Mobility for Desktop. If you don't have this information, contact your business's administrator and they should be able to provide you with the information you need to download the software onto your computer, and start to make or receive calls from your PC or MAC.

You can use your computer's built-in microphone and speakers but you'll have much better audio quality if you use a headset. Office Mobility works with most common headsets, including Blu tooth. It will even work with the answer/reject call button on some headsets.



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MAKING CALLS

Making a call is as easy as entering the number on the keypad or clicking on a contact's call button. If your contact has more than one number, you can choose which call from the drop-down list. If the person you are calling has Caller ID, they'll see your individual Astound Business phone number.

RECEIVING CALLS

When someone calls your RCN Business number, you'll see a pop-up box on your computer screen. You'll also hear a ringing tone through your speakers or headset. The pop-up shows the number of the person calling you. If that person's details are already in your contacts list, you'll also see the caller's name.

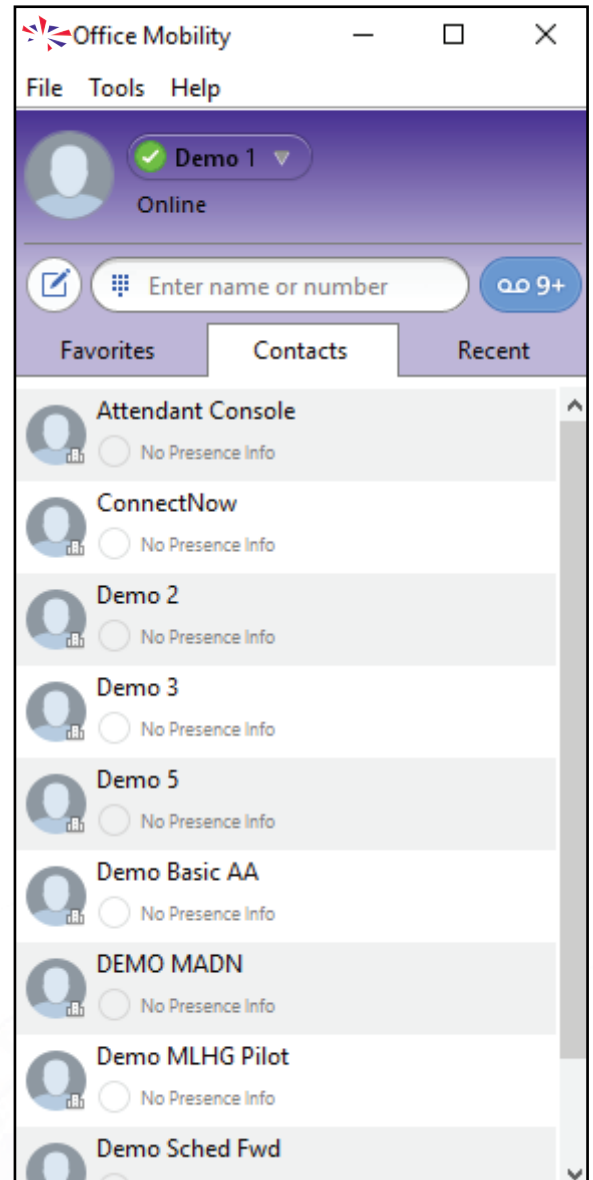
Depending on the other services you have, you may see the incoming call on your desk phone, on your mobile phone or on a tablet device. You answer the call on whichever device is most convenient for you.

DURING THE CALL

While a call is in progress, you'll see the call window. Use this window to:

1. Open A Dial Pad
2. Place The Call On Hold
3. Transfer The Call To Another Number
4. Switch On Video
5. Adjust Your Microphone
6. Headset Volume
7. End The Call

You may receive a call while you are already on another call. If you answer the new call, the current call will automatically be placed on hold and the new call will appear in a new call progress window. Switch between the two calls using the window for each one.



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VIDEO CALLING

If the person you're speaking to is also using Office Mobility on the same network, you can upgrade your call to video at any time. Click on the camera icon to send your video. The other person will receive a prompt inviting them to switch on video too. Click on the camera icon any time to turn off your video feed.

SEND THE CALL TO SOMEONE ELSE

Use the transfer button to send any call to another number. A menu will pop-up allowing you to pick the number for any contact to type in a completely new number.

MOVE THE CALL WHILE YOU'RE STILL ON IT

If you're using through Office Mobility for Desktop, you can transfer the call to another number and keep talking. Use the transfer button to send the call to the number you want to use.

CHOOSING WHICH CALLS TO RECEIVE

Click on the status selector to reveal "More Options" at the end of the menu. This opens the Call Manager Status window. Here you can choose how calls are treated depending on who the call is from. You can also choose your preferences for how calls should be handled if they are from anonymous numbers, from VIPs or from numbers on your Unwanted callers list.

AVAILABLE - DO NOT DISTURB - FORWARD MY CALLS

You can tell Office Mobility how to handle your incoming calls.

Choose between:

- **Available**
- **Do Not Disturb**
- **Forward Calls To A Specific Number**

If DO NOT DISTURB is selected, callers will hear a recorded voice announcement saying that you are unavailable and will then be connected to your voicemail. None of your devices will ring until you turn off Do Not Disturb.

You can also use Office Mobility to FORWARD ALL YOUR CALLS to another number. Click this option and you'll be prompted to enter another number.

Note that when you change your availability status or set up a forwarding number, the change applies on every device on which you are using Office Mobility. So if you step away from your computer and forget to change your status, just do it from the Office Mobility app

