

GoPioneer Connect Desktop App User Guide

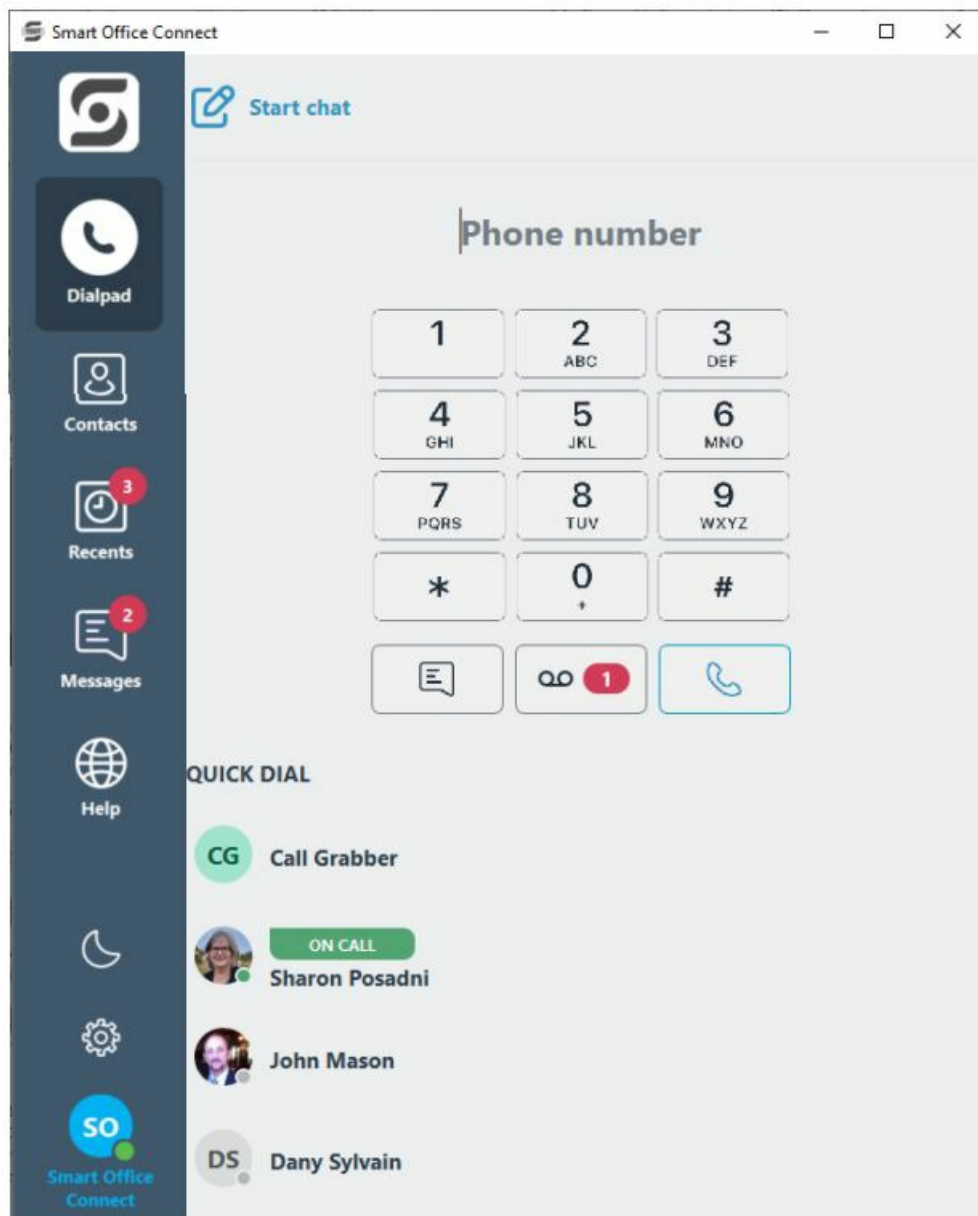
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GoPioneer-LOGO

GoPioneer Connect Desktop App



Specifications

- Application Name: GoPioneer Connect Desktop
- Supported Platforms: Desktop computers
- Login Method: Username and password
- Application Color: May vary for instructional purposes

Product Usage Instructions

Logging In

To log in to the GoPioneer Connect Desktop application, follow these steps:

1. Enter your administrator Username in the designated field.
2. Click on the “Login” button on the initial login screen.
3. If the credentials are entered correctly, the LED on the bottom left of the screen will appear green.
4. If the credentials are entered incorrectly, the LED will appear red, indicating a connection issue.

5. To change your login information, select “SETTINGS” → “ACCOUNTS” → press “EDIT” on the Application Account.
6. Change your username and/or password.
7. Click on “SAVE” to save the changes.

Logging Out

To log out of the GoPioneer Connect Desktop application, follow these steps:

1. The application continues to run on your computer to allow incoming calls to your line.
2. If you wish to exit or quit the application, go to the bottom right corner of your screen.
3. Click on the running applications window.
4. Right-click on “QUIT” on the Smart Office Connect Application.

Do Not Disturb Settings

To enable or disable the Do Not Disturb settings, follow these steps:

1. Locate the Controls section.
2. Toggle the Do Not Disturb setting to “ON” or “OFF” as desired.

Interacting with Contacts

To interact with your contacts, follow these steps:

1. Click on the desired contact in Quick Dial, Contacts, Messages, or Recents.
2. Initiate instant messages or calls by selecting the appropriate option.
3. View their phone or online presence to choose the best way to interact.

Setting Your Preferences

To customize your preferences in the GoPioneer Connect Desktop application, follow these steps:

1. Locate the “SETTINGS” section.
2. Click on “ACCOUNTS” to change your login credentials.
3. Adjust notification sounds, device choices, and language settings in the respective sections.
4. Enable or disable launch at startup and popup notifications for incoming calls.

FAQ

How can I receive a call?

If you have enabled incoming call notifications, a dialog box will appear in the bottom right-hand corner of the screen when you receive a call. Choose to answer or reject the call accordingly.

How can I access my call history?

To access your call history, follow these steps:

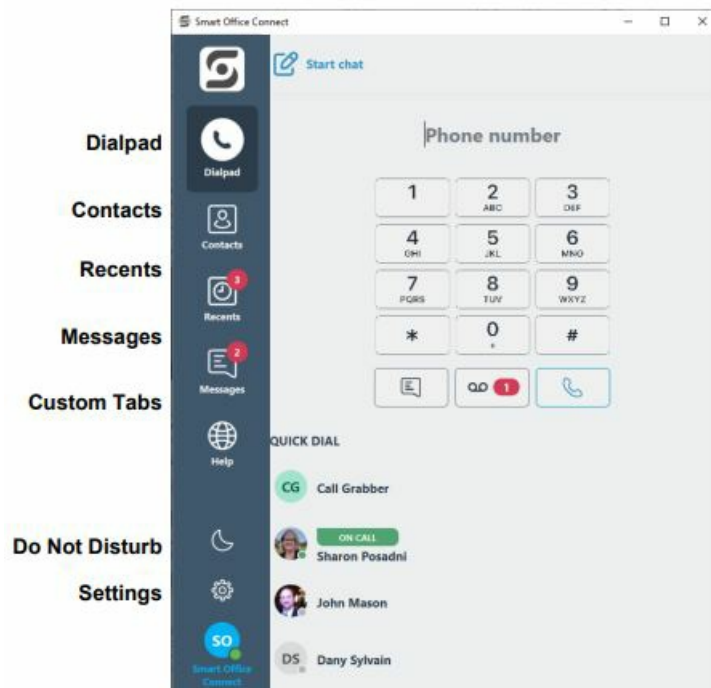
1. Open the “Recents” section in the application.
2. You will see your incoming, outgoing, and missed call history.
3. Click on each contact to view detailed call history, including call recordings.
4. Delete individual entries as required.

How can I manage a call?

To manage a call, use the call controls within the Dialpad window. These controls allow you to perform actions such as managing audio, entering DTMF digits, muting/unmuting, holding/resuming, and performing blind or assisted transfers.

GoPioneer Connect Desktop Quick Reference Guide

Logging In



- Enter your administrator-provided Username and click Login at the initial login screen. The system remembers your login thereafter. If you entered it correctly, the LED on the bottom left of the screen will appear green. If you did not enter your credentials correctly, it will appear red meaning you are not connected properly. You can change your login info by selecting SETTINGS / ACCOUNTS / pressing EDIT on the Application Account. Change your username and or password and click SAVE.

App color and name may vary for instructional purposes



Logging Out

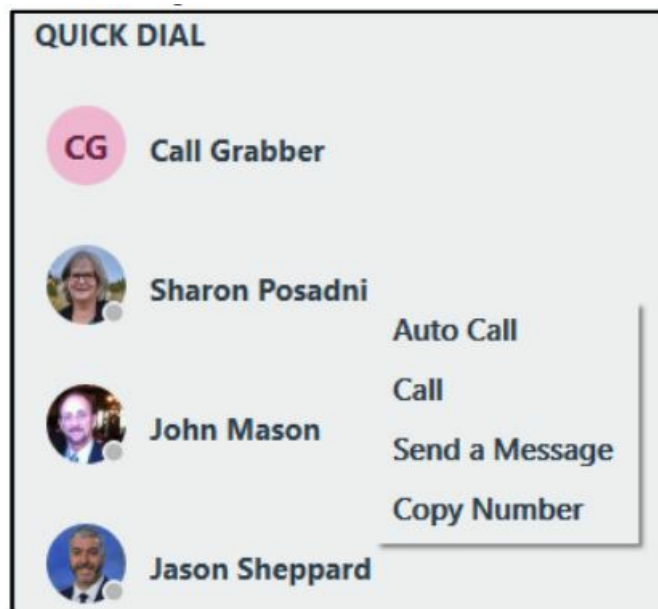
- This application continues to run on your computer to allow you to accept incoming calls to your line. If you wish to exit or QUIT the application, go to the bottom right corner of your screen, click on the running applications window, and then right-click QUIT on the Smart Office Connect Application.



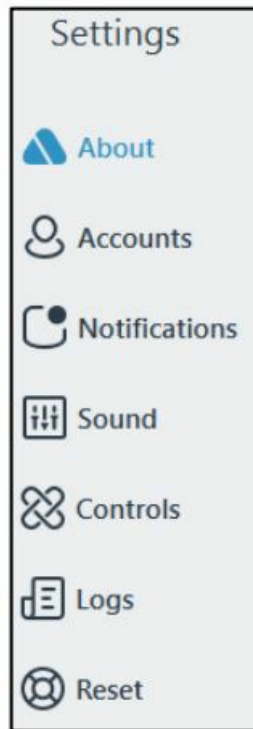
Interacting with Contacts

- Initiate instant messages and calls by clicking on contacts that are in Quick Dial, Contacts, Messages, and Recents. See their phone or online presence and choose the best way to interact.

Right Click on Quick Dial



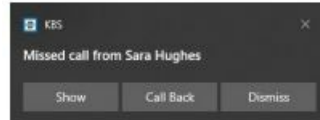
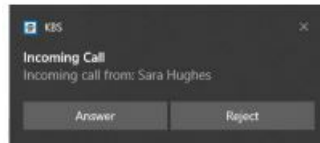
Setting Your Preferences



- Changing your login credentials, notification sounds, device choices, and control: such as your language, popup notifications, and enable launch at startup.
- Info on the application such as software version & date
- Login & account info including Microsoft & Google contact integration
- Ringtone and text tone notifications
- Microphone and speaker selections, volume, noise suppression, ringtones, etc.
- Enable at startup, popup notifications for incoming calls, language Application Logs to send to support, if required Resets app, deletes all quick dials, call and message history

Receiving a Call

- If enabled via Controls, a dialog box appears in the bottom right-hand corner of the screen when an incoming call is received. Choose to Answer or Reject the call.
- If you do nothing, you will receive a missed call notification popup with options to show you the missed call, call them back, or dismiss the notification.



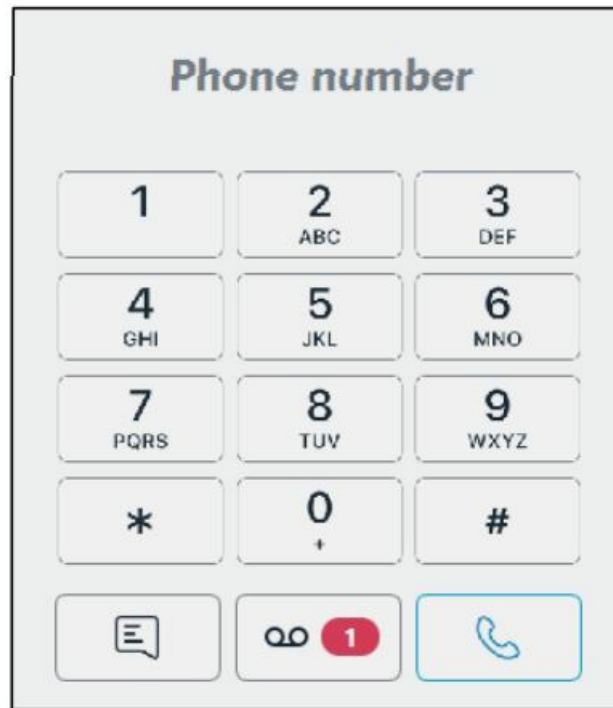
Contacts

Access & search your Enterprise Directory, Microsoft, or Google (optional) contacts. Click to dial, email, or message contacts from here. If you click the pushpin this contact will be added to your Quick Dial numbers with optional BLF. Add new Quick Dial Entries by clicking the “+” icon when Quick Dial is selected and choose to enable presence by selecting BLF.



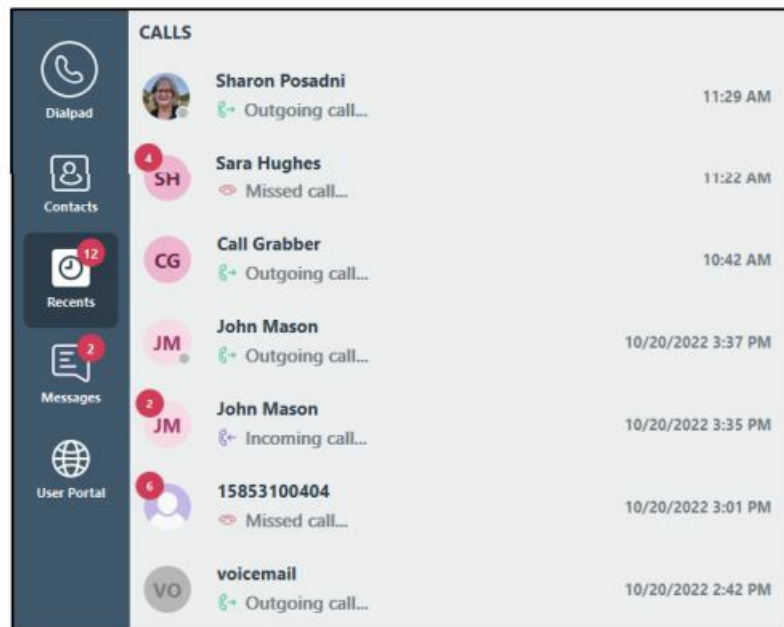
Dialpad

- Use the dial pad to make calls. You can click to enter each number or paste numbers then click the phone icon to call. Click the voicemail icon to check voicemail messages.
- A number will appear in a red icon, next to the voicemail icon with the number of unheard voicemail messages you have.

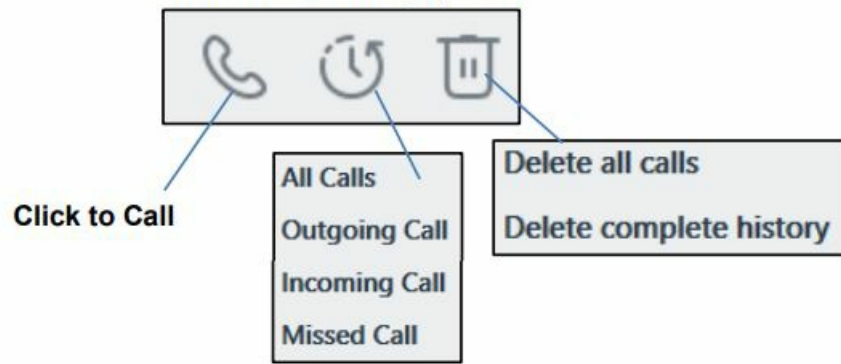


Recent

- Users can access their incoming, outgoing & missed call history. The icon on the menu bar shows the total number of missed calls and each entry shows the total number of missed for each contact.
- If you click each contact, you will see call history including call recordings, and can delete each entry as required.



Recents Call History Options



Additional Icons










Additional icons may appear on the left margin based on your administrator or enterprise settings (training, help, portals).

BLF States

State	Meaning
IDLE	The user is IDLE, not on the phone
RINGING	Line is ringing
ON CALL	The user is active on a call
ERROR	Error retrieving BLF status

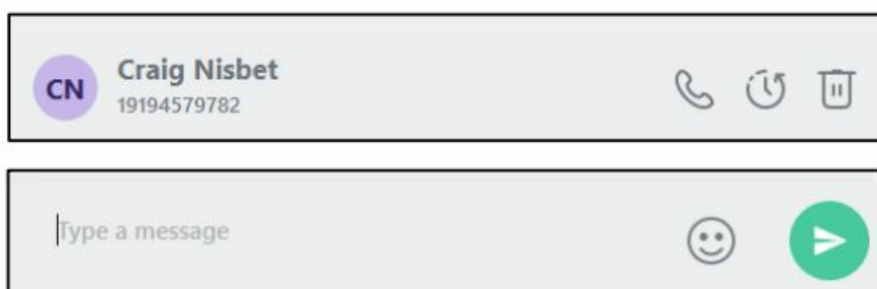
Call Controls

- Manage audio enter DTMF digits mute/unmute, hold/resume, blind or assisted transfer the call using the controls within the Dialpad window.

Icon	Function
	Speaker / Microphone Selection
	Mute / UnMute
	Hold / Resume
	End Call
	Dialpad for DTMF entry
	Add Contact to Call
	Blind Transfer
	Assisted Transfer
	Call Info

Messages

The Messages tab provides a history of conversations and provides notification of unread chat messages. Click a listing in the history to continue the conversation, and right-click on a contact to delete all messages or your complete message history. You can delete individual message entries, all messages or all message history. You can filter all outgoing or incoming messages.



Documents / Resources



[GoPioneer Connect Desktop App](#) [pdf] User Guide
Connect Desktop App, Desktop App, App

References

- [User Manual](#)

Manuals+.