



Simplifi Contact

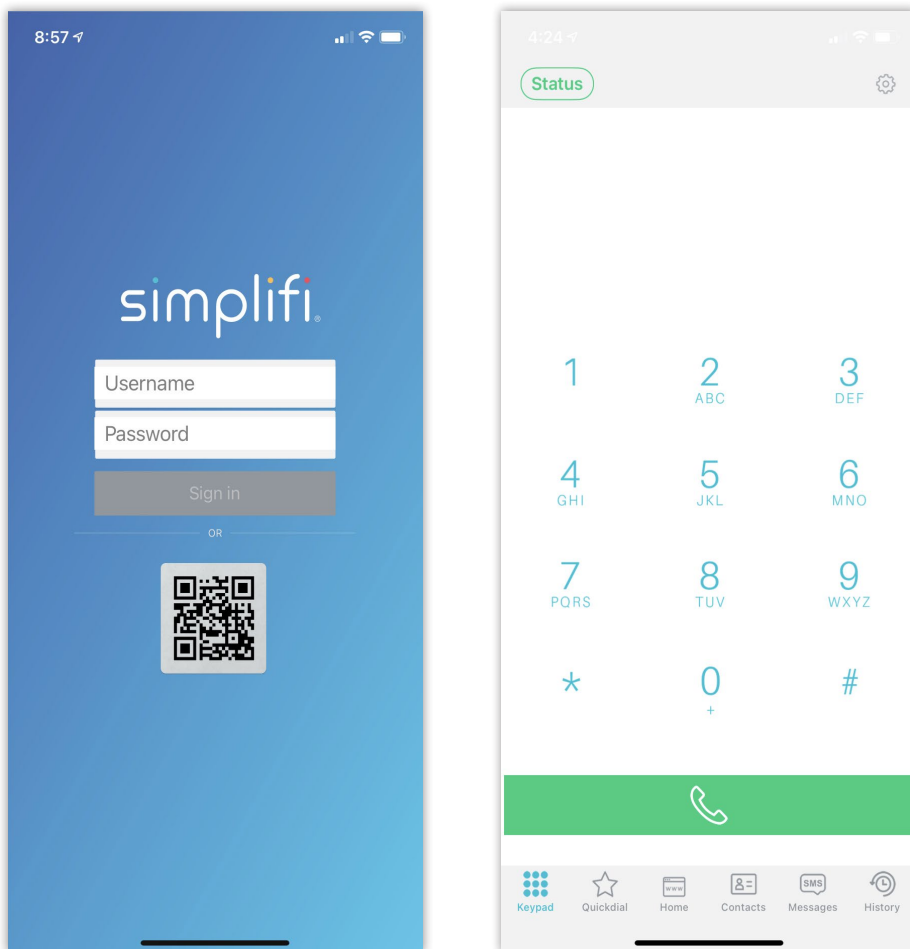
Scout: End User Guide

LOGGING IN

Download, install and open the Scout app on your mobile phone. Enter the email address and password associated with your account and press Log In. The username and password are the same as you would use to log into your Simplifi Station dashboard.

KEYPAD

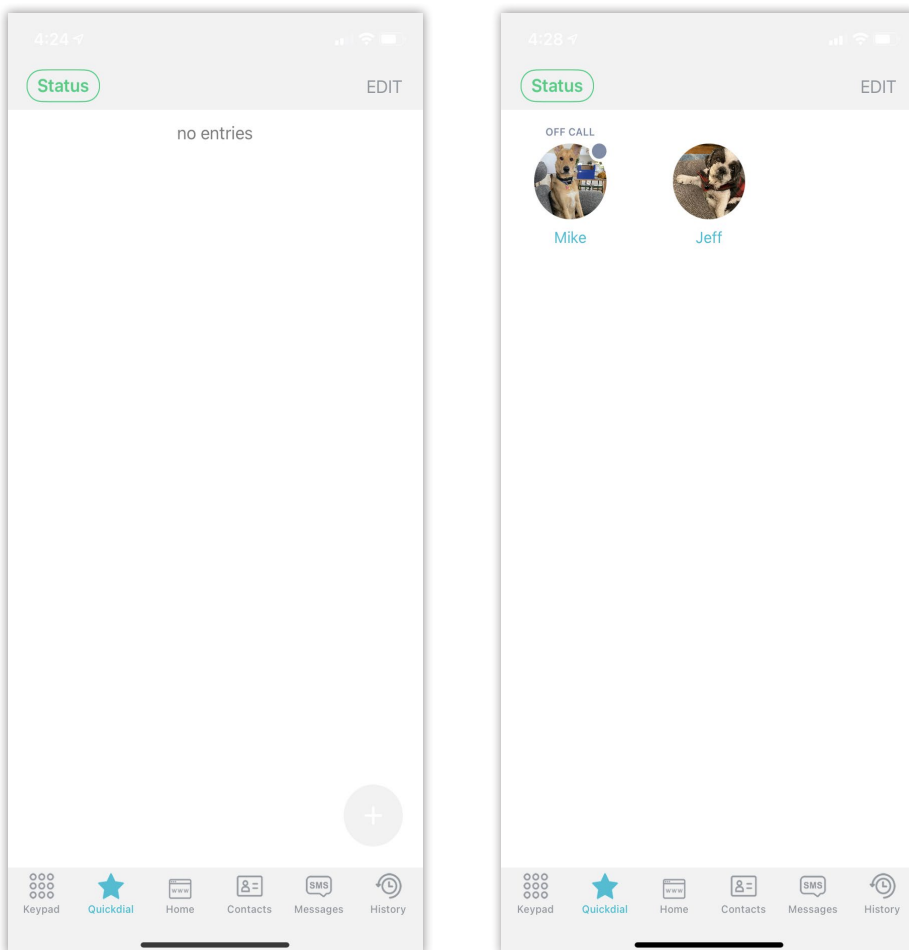
This page will be available by using the dial pad icon at the bottom left of the app. Opening the app after your initial login will send you to the Home screen, explained later in the document.



You can use this screen to make an outbound call just like you would from any other phone!

QUICK DIAL

The Quickdial option allows for up to 50 speed dials to be saved within your app. When you first open this page, you will see a plus sign in a little circle at the bottom right. Click on that icon to save a speed dial. While saving, you can choose the action that tapping on the icon will do. Default will be to auto-dial. Long press on the icon to expand extra dialing options.



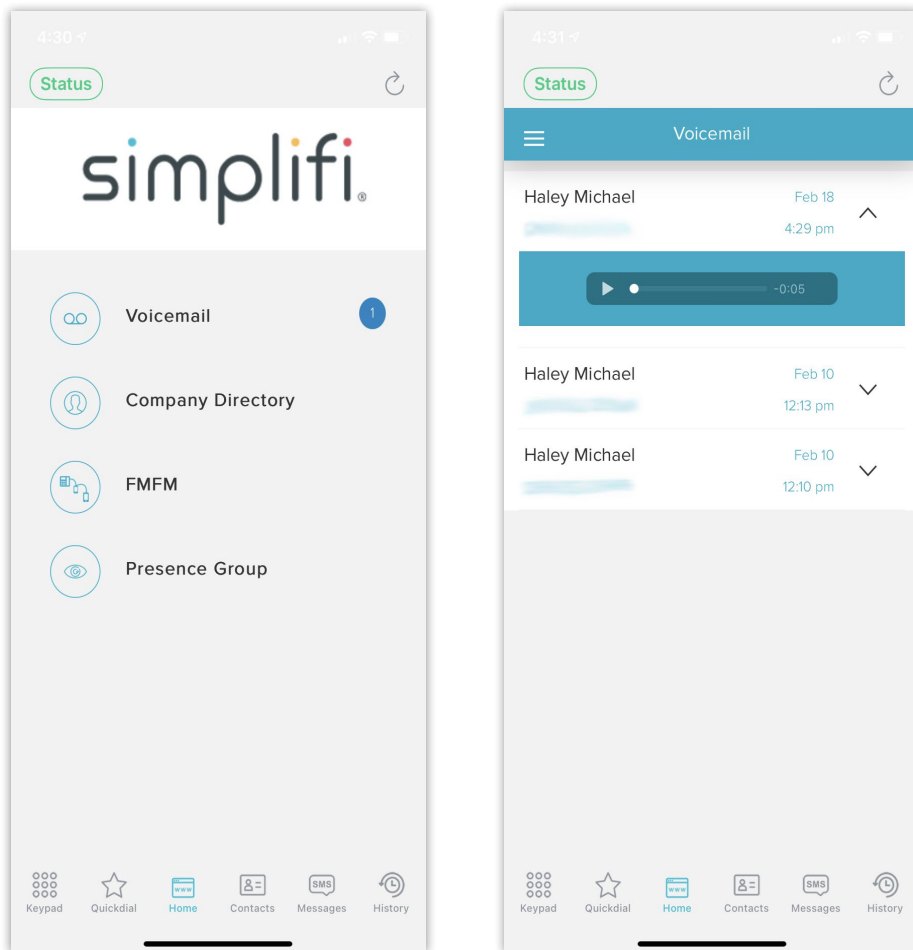
Simply tap on the entry you have saved to dial that number or extension. You can even upload pictures for your entries, or select images from your device storage!

HOME

The App allows you to easily manage your voicemails, lookup your company contacts, and maintain or update your Find Me Follow Me settings. Tap on the Home button at the bottom to access these tools.

VOICEMAIL

Checking your voicemail is super easy with the Scout app. As indicated on the Keypad page, you can press your voicemail button to call into your voicemail. Using the Home > Voicemail section, you can stream and manage your voicemails without calling into your mailbox!

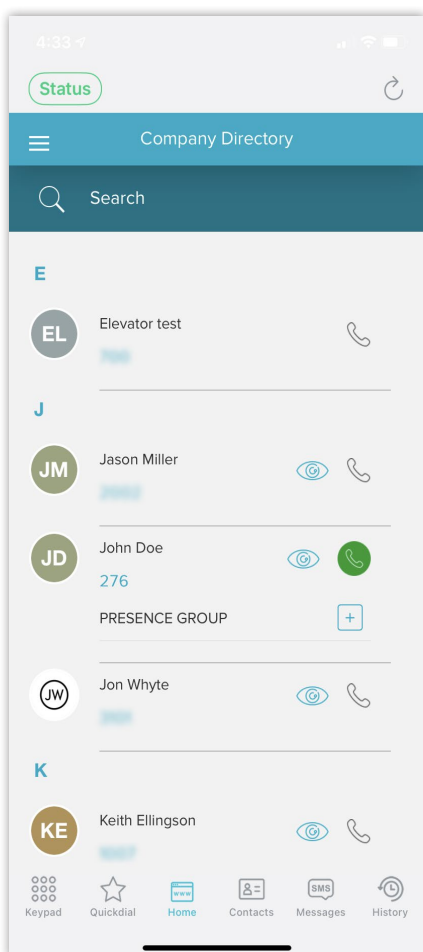
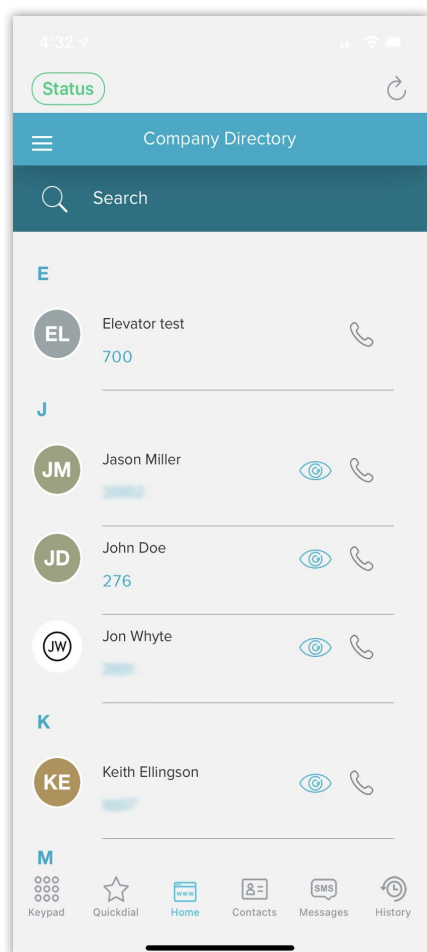


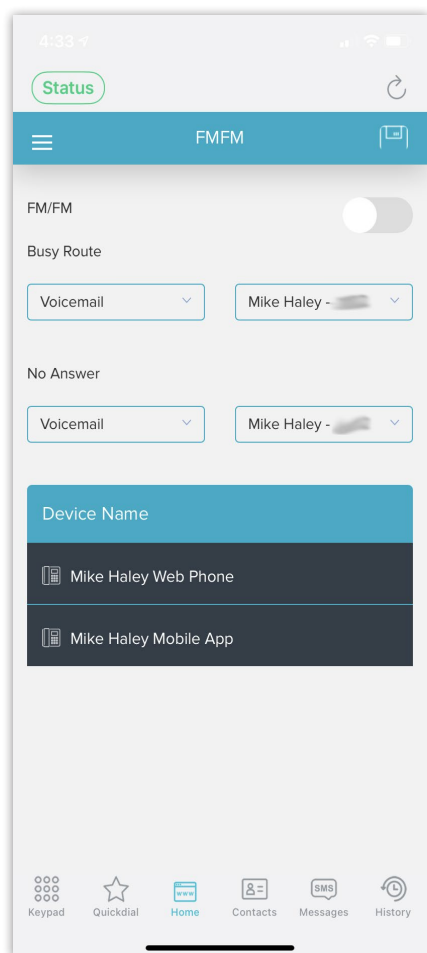
Voicemails are listed in chronological order with the most recent at the top. When viewing the list of voicemails, the caller ID name and number are displayed as well as the date and time the message(s) were left including internal extension numbers where applicable. New voicemails are highlighted so you can easily identify which ones you need to listen to.

In the examples above, you can see the Voicemail button shows one (1) unread messages. Inside the Voicemail screen, you can see all of your messages, new or old. By sliding the voicemails to the left or right you can delete a message or mark a message as new. Tapping the down arrow on the voicemail row will reveal a player so you can listen to the message right from the app!

COMPANY DIRECTORY

The Company directory lists all the users and virtual extensions in your company. These are listed in alphabetical order by first name. Tap the phone icon on the right to quickly call someone within your organization. If you would like to see the presence of a user, click on the “eye” icon. If an entry does not have an “eye” icon, that entry is a virtual extension, rather than a device user. You will be able to add the user directly to a presence group, as well as see if they are on the phone by tapping this icon.



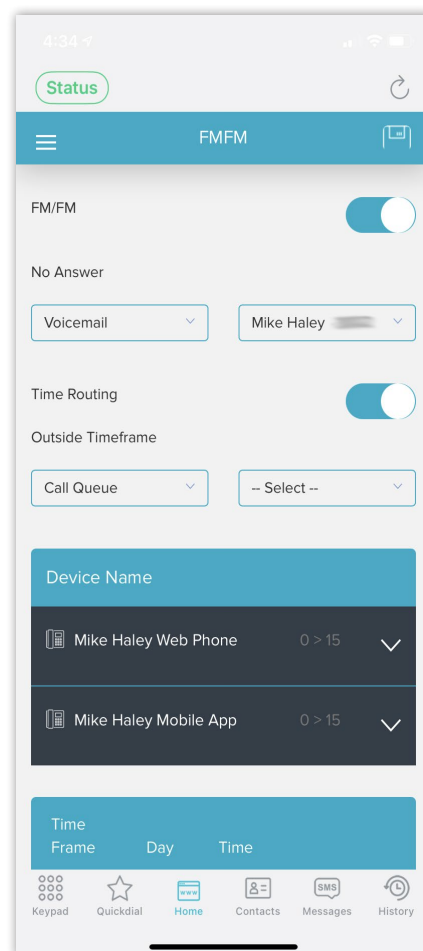


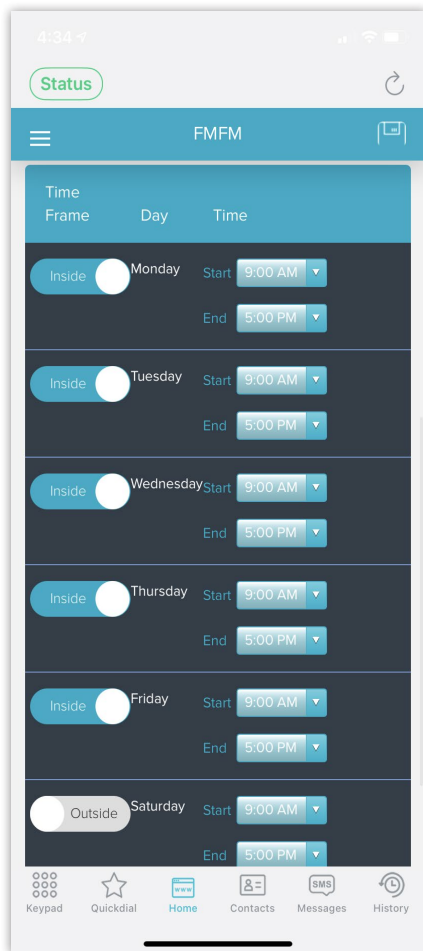
FIND ME FOLLOW ME (FMFM)

The Find Me Follow Me (FMFM) feature, is one of the most useful features of the Scout app. This feature allows you to control when each of your phones will ring. You may have a phone at your desk, a phone at home, and this app. Using the FMFM feature, you can control exactly when each device will ring, duration of ring, ring order, and what to do if you do not answer. You can even set Time of Day (Time Routing) settings to gain even more control!

TIME ROUTING

Here the user has decided that during Business hours, he would like his calls to ring on the app for 15 seconds and ring their desk phone for 15 seconds. Once the Time Routing toggle is switched on, there will be an "Outside Timeframe" option that will appear. This setting defines where to send calls to this user outside of the selected hours.





In the example to the left we can see that the timeframe starts at 9am, and ends at 5pm. By default, Saturday and Sunday will automatically be selected for Outside, but this is entirely adjustable. This means that on the days that have the toggle enabled (set to 'Inside'), the devices will ring as configured between the selected hours only.

If this user is called on a day with the toggle disabled (set to 'Outside'), or the call time falls outside the defined hours on days where the toggle is enabled, the call will be sent to the "Outside Timeframe" route.

Every part of this can be configured by you to fit your needs!

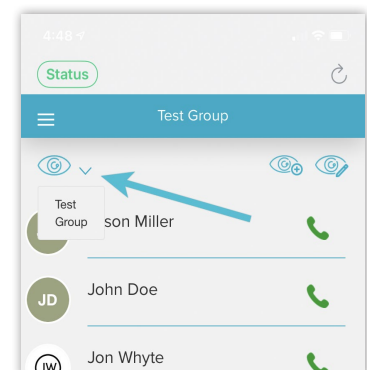
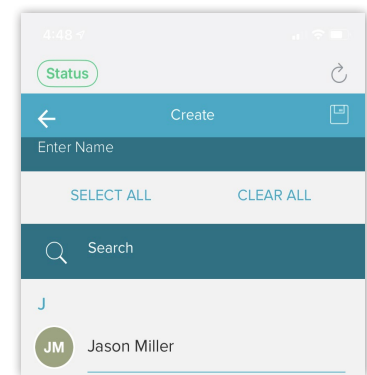
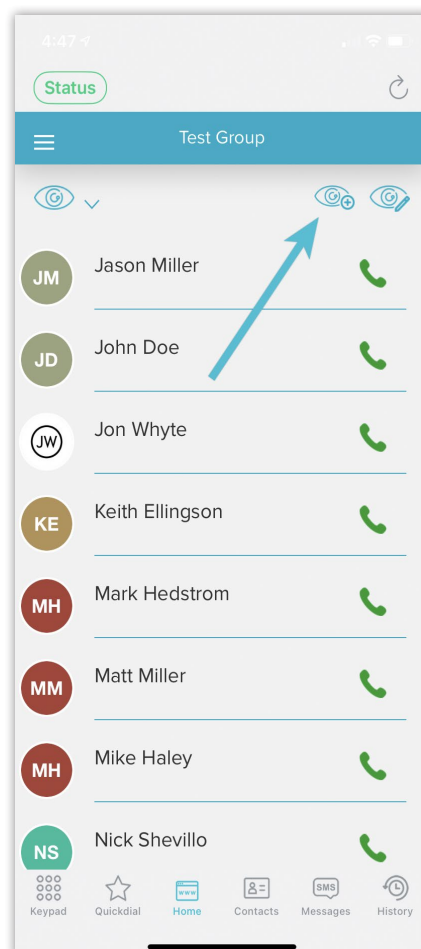
Note: If you have multiple devices assigned to you and the FMFM feature is not turned on, all devices will ring simultaneously when your extension is dialed

PRESENCE GROUPS

With Presence Groups, you are able to view the live status of any user in your organization! This feature enables you to take not only your business telephone number with you, but it allows you to have the same kind of visibility that would be available from the office!

ADDING GROUPS

Setting up a group is very easy, as you can see below. Simply choose the Add Group icon, give a name to the group, search for and select users, then hit save!



USER STATUS

The phone icon next to a user will display a color indicator to let you know if that user is available or busy. Don't forget to select the correct group!

Green: This user is available to receive a call.

Yellow: This user's phone is currently ringing, or they are in the process of sending a call.

Red: This user is actively on a call. Trying to engage them by pressing the phone icon will prompt you to verify that you would like to send this call, even though the user is busy.

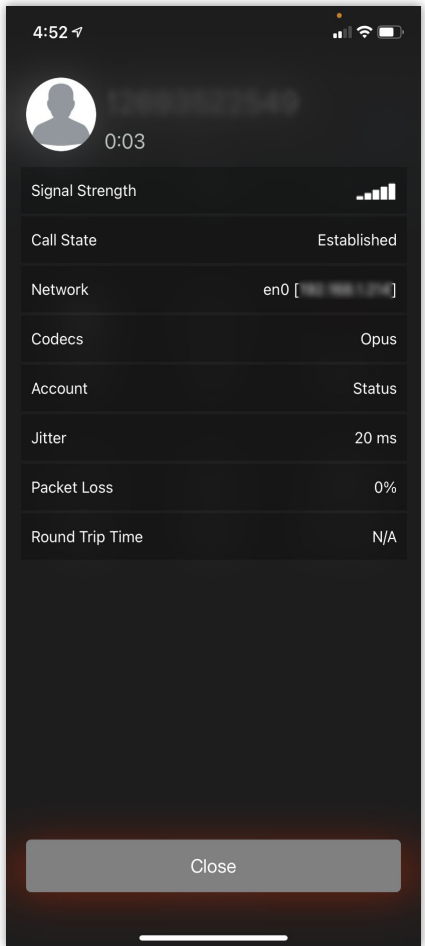
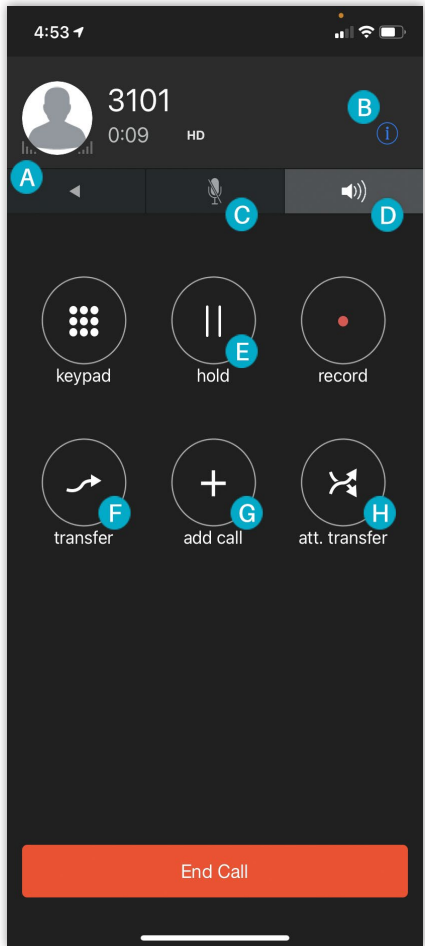
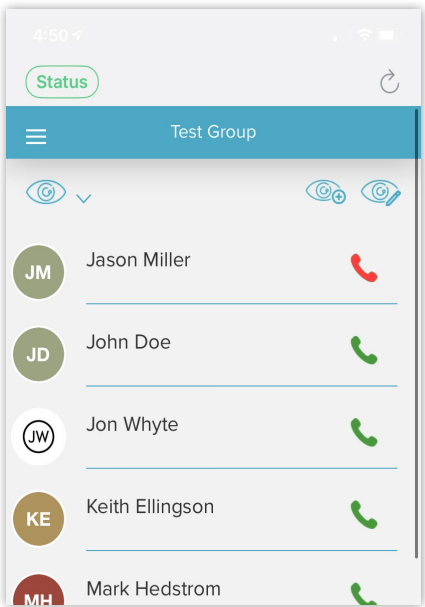
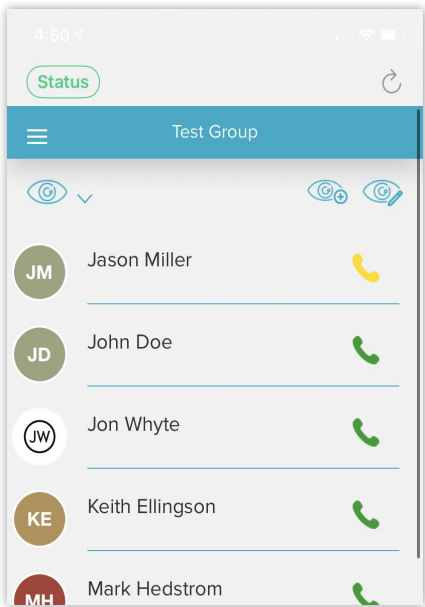
MAKING CALLS

Whether you've dialed a number with the keypad, used a Quickdial entry, or tapped the dial key on your directory, the In Call screens may have some options here that you will want to utilize. Let's explore the options available while in a call.

- A:** Signal Strength
- B:** Information Icon
- C:** Mute
- D:** Speakerphone
- E:** Hold
- F:** Blind Transfer
- G:** Join (3 way call)
- H:** Attended Transfer

CALL DETAILS

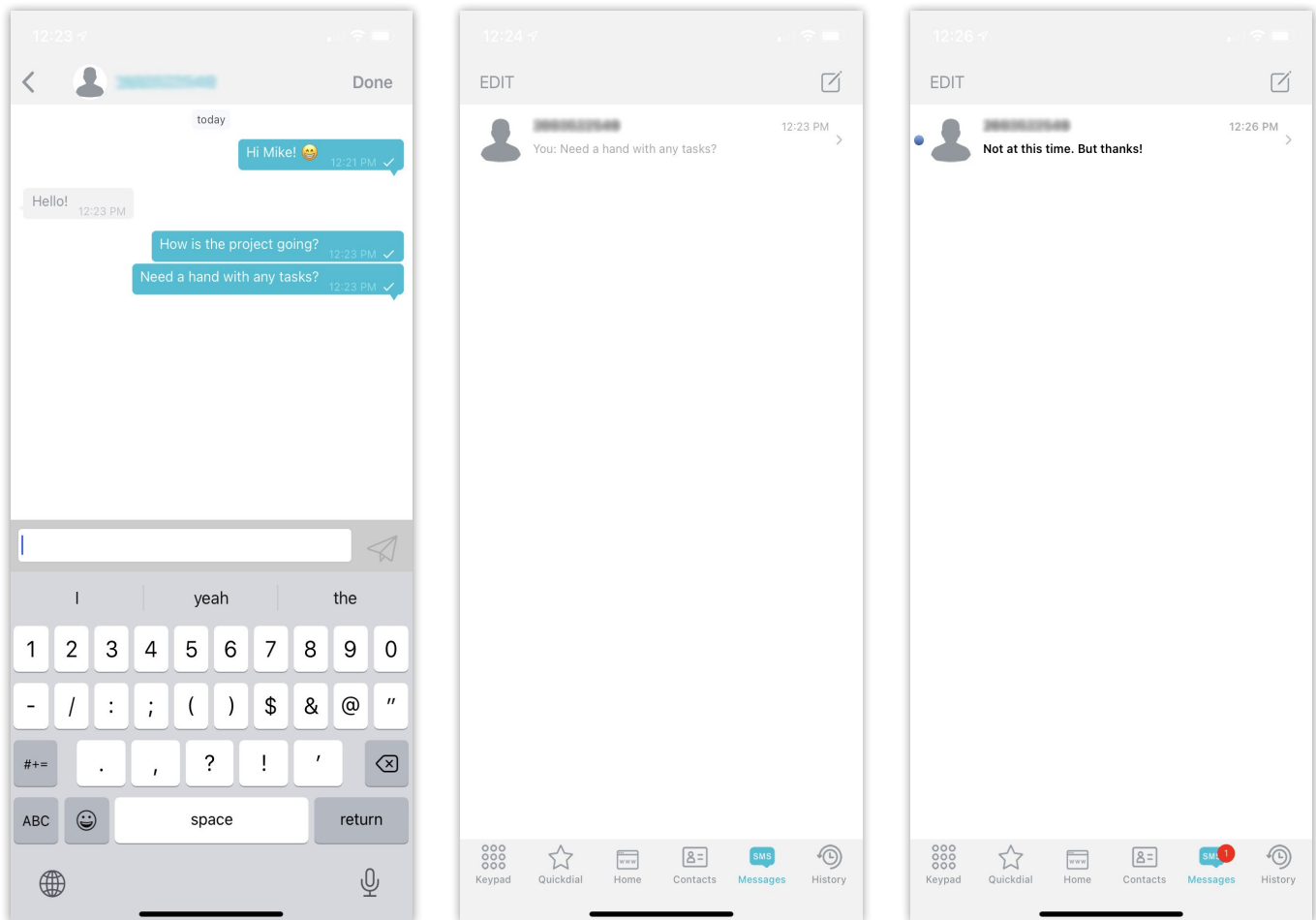
While on a call, pressing the information icon (i) at the top of the screen will present you with details on the call in progress.



SMS

Scout app allows you to send SMS messages to other numbers within your organization, as well as out to the real world! It's a wonderful feature that allows you to keep your work and personal life separated. With the feature turned on, you will see a new icon at the top bar for the Messages.

Check out these screenshots of the SMS Feature in action!



The message icon will display the number of unread messages you have, and will also only be available on your screen if the SMS option is enabled for you. If you would like to get SMS turned on, please contact your organizations administrator to set this up for you!