



# SmartUC Quick Start Guide

Thank you for choosing StarHub SmartUC. Follow this guide to start enjoying your complete business communication.

Communicate and collaborate anywhere, on any device

## Office Telephony



## Analogue Line



## Soft client ( VoIP ) Voice Over Internet Protocol



## Conferencing



## Why should I switch to SmartUC?



### Scalable

Expand and add devices as required, with a flexible cloud-hosted system that grows with your business



### Maximises Efficiency

Save time and resources when collaborating with your team. Your different modes of communication are combined into one platform for uninterrupted connectivity



### Enable Seamless Transition

Retain and transfer your SmartUC office number between past and existing employees, maintaining communication with your customers



### Increases Cashflow

With a low monthly subscription and no upfront payment you enjoy predictable monthly expenses and free up more capital to spend on advancing your business

## Step 1 | Install Software

### For Mobile

Download the SmartUC app onto your mobile device

- Visit **Google Play Store** or **Apple iTunes store**
- Search and select '**SmartUC**' application
- Download and install
- Start the application

### For Desktop

Download the SmartUC app onto your mobile device

- Visit <http://www.starhub.com/UC-resource>
- Select '**SmartUC Desktop Client**'
- Download and install
- Start the application

## Step 2 | Log In (for Desktop and Mobile application)

- a) Sign in with the user ID and password sent to your company administrator's email and mobile via SMS (registered on the application form). Your username is the user ID provided, followed by the domain name (case sensitive) as per example:

**Username** : 61234567@uc.starhub.com

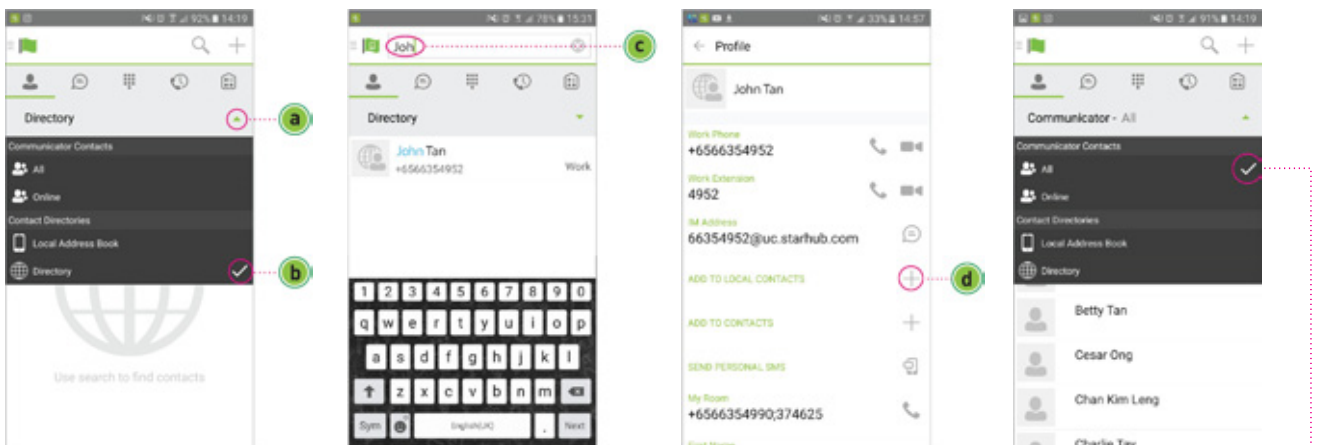
**Password** : Sh1234

- b) Log in to the web portal <https://web.uc.starhub.com> and change your password, before logging into the mobile or desktop app.

## Step 3 | Adding other SmartUC contacts (for Mobile)

### Compile all business contacts into one list for easy reference

- Tap the dropdown list in the 'Contact' tab
- Select 'Directory'
- Search for the SmartUC contacts you wish to add
- Tap '+' to add



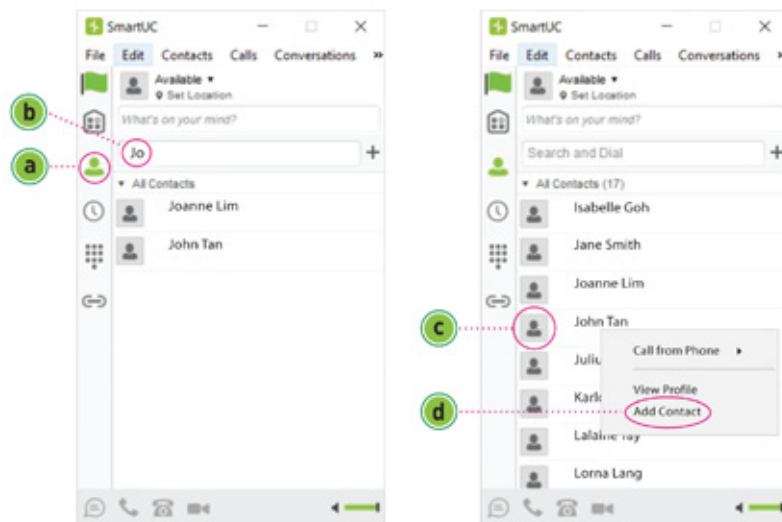
To see all added contacts, tap on the dropdown list in the 'Contacts' tab and select 'All'

You can view your contacts on your mobile phone from the 'local address book' and call from this directory

## Step 3 | Adding other SmartUC contacts (for Desktop)

### Compile all business contacts into one list for easy reference

- a Select 'Contacts' tab
- b Search for the SmartUC contacts you wish to add
- c Right-click to add
- d Select 'Add Contact'

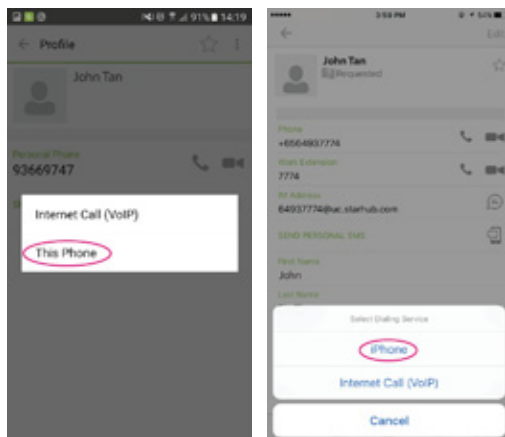


#### Key:

- View your local and directory contacts
- Make calls
- View your incoming, outgoing and missed calls. You can also make calls from here
- Create a chat or multi-party audio conference  
*Note: The Multi-Party audio conference function requires users to subscribe to the Audio Conferencing Value Added Service.*
- View chat history

## Step 4 | Getting Started

### Make a Call



#### Choose between 2 easy options for mobile audio calls

For each option, you can select between two call modes:

**Internet Call (VoIP)** connects you through the SmartUC app. Any calls made to other SmartUC users will be free of charge.

**This Phone** (for Android) / **iPhone** (for iOS) connects you through your regular mobile subscription.

#### Option 1

- In the 'Contacts' tab, select or search for contact you wish to call
- Tap on the 'Call' icon and select your call mode

#### Option 2

- Tap on the 'Dialpad' icon
- Key in the contact's number
- Select call mode

### Start a Message Chat

Use the chat function on your mobile to collaborate with other SmartUC users

- Click on the 'Chat' icon
- Select the contact you wish to message