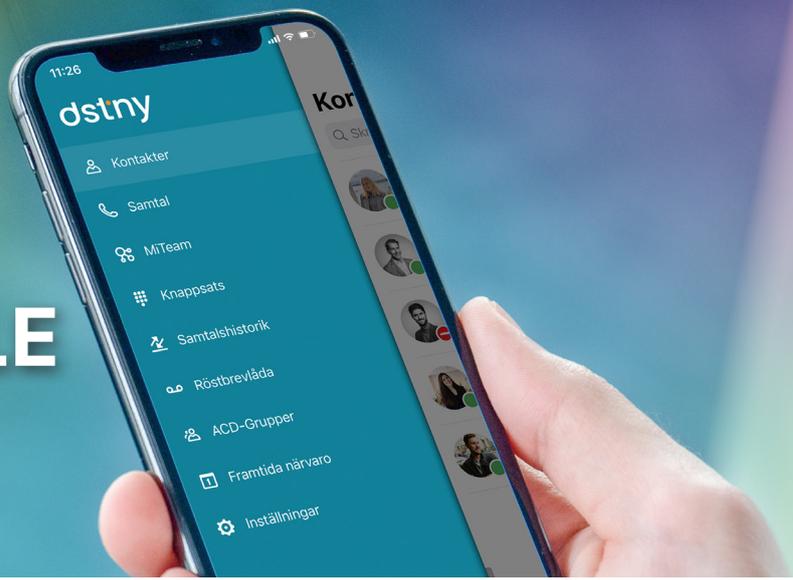# QUICK GUIDE DSTNY MOBILE

MANAGE YOUR SWITCH EASILY DIRECTLY IN YOUR MOBILE PHONE

In Dstny's mobile app you have the opportunity to handle most of your exchange functions. Under the Me-tab, you manage your availability and current activities. Furthermore, there are functions such as internal chat, logging in and out of ACD groups, view your call log, plan telephone conferences and much more.

LOG IN
Log in with the information you received in your welcome email from us on our website **dstny.se**. Here you can send out your installation SMS under **Applications**.
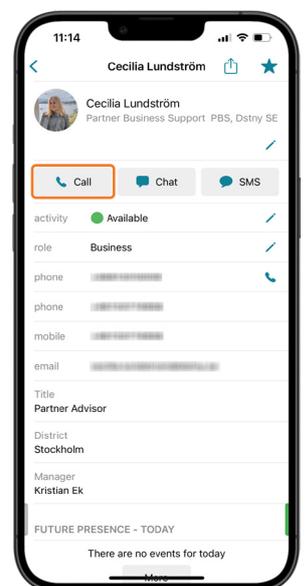
CONTACTS
Under this tab you will find all your contacts. The first thing you see is your favorite list, from the start your favorite list is empty. To add contacts to the favorite list, click the **star icon** on the contact card for the person you want to add.

🟢 Indicates available employee.

⛔ Indicates busy employee.

📞 Indicates that employee is busy on the phone.
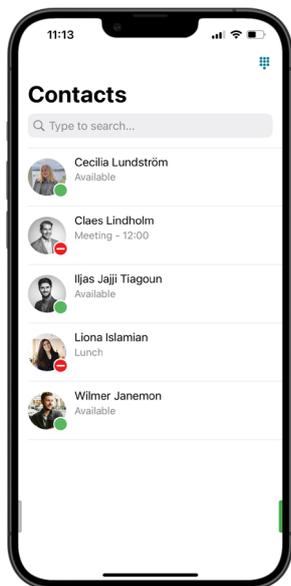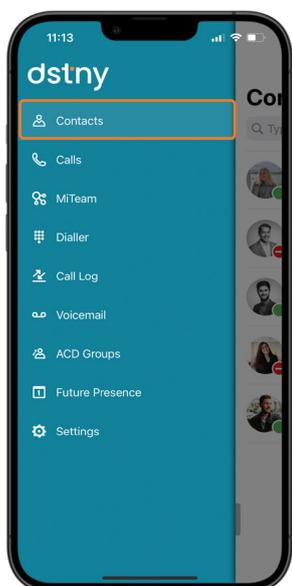
Swipe your favorite list down to show the search field. Here you can search for different variables, such as name, phone number, title or department.

To call someone, click on the desired contact to bring up their contact card. Then click on **Call**.

CONNECT CALLS WITH THE APP

1. Select **Contacts**.

2. The contact list pops up.

3. Select contact or press and hold to see the choices.

4. Press the **Transfer** button.

5. Select the transfer type that best suits your purpose (requires internet connection).
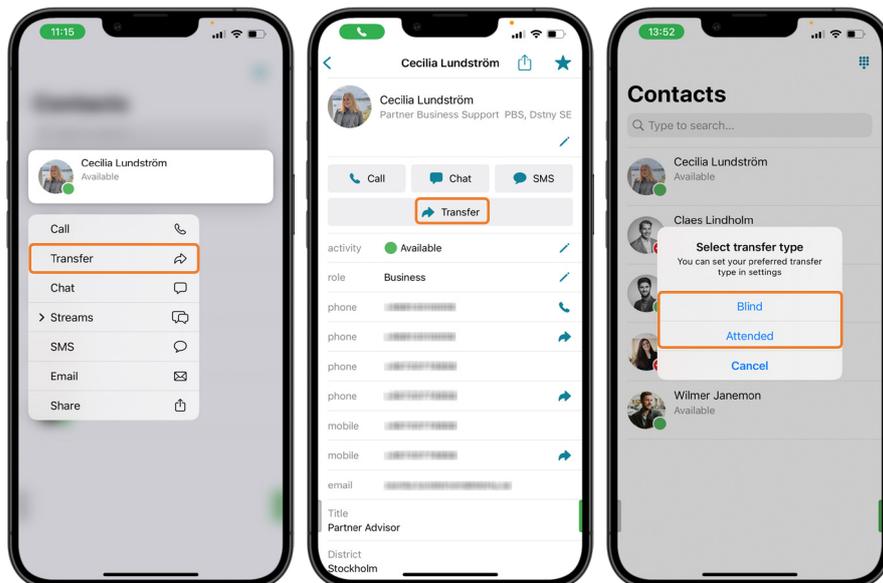
## CONNECT CALLS WITHOUT THE MOBILE APP (DIRECT CONNECTION)

Use this course of action when you want to make a direct connection.

1. Dial ***#***.

2. You then get a voice menu where the choice is **1**.

3. Enter your colleague's extension number.

4. Press **#**.

CONNECT AND ANNOUNCE THE CALL

If you want to inform your colleague who you are connecting through, this must be done during the call.

1. Dial ***#***.

2. You then get a voice menu where the choice is **2** to make a new call.

3. Enter your colleague's extension number.

4. Press **#** after speaking to your colleague and end the connected call.

5. Dial ***#***, select **1** in the voice menu and press **#**.
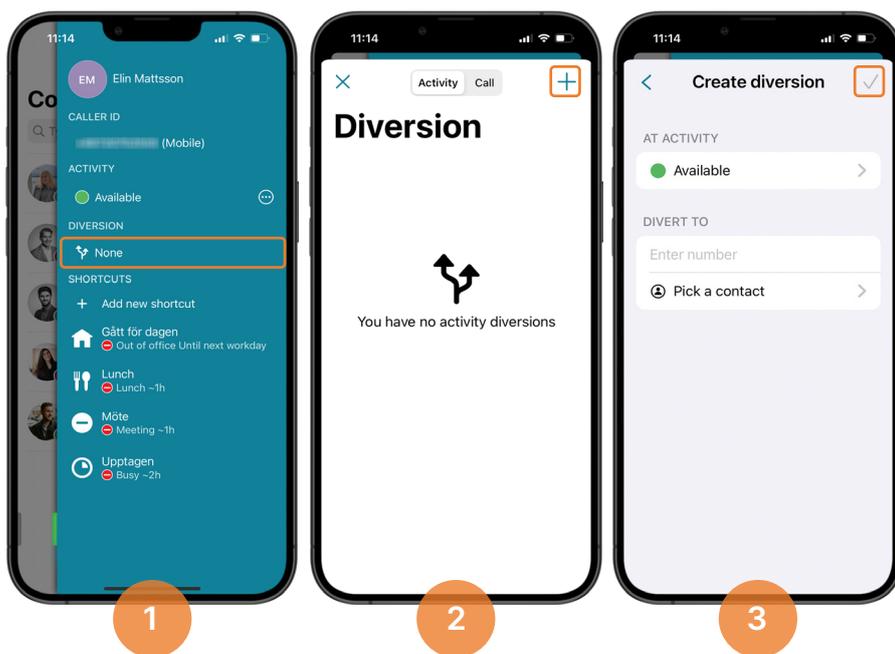
TO ENABLE CALL FORWARDING WITH ACTIVITY DIVERSION

1. Swipe right and select **Call forwarding**.

2. Click on **+**.

3. Select the status where you want to divert your number and enter the number. Activate with the "**check**" icon.

Note that the function must also be activated in the backend, contact the support in order to carry out this change for your organization.
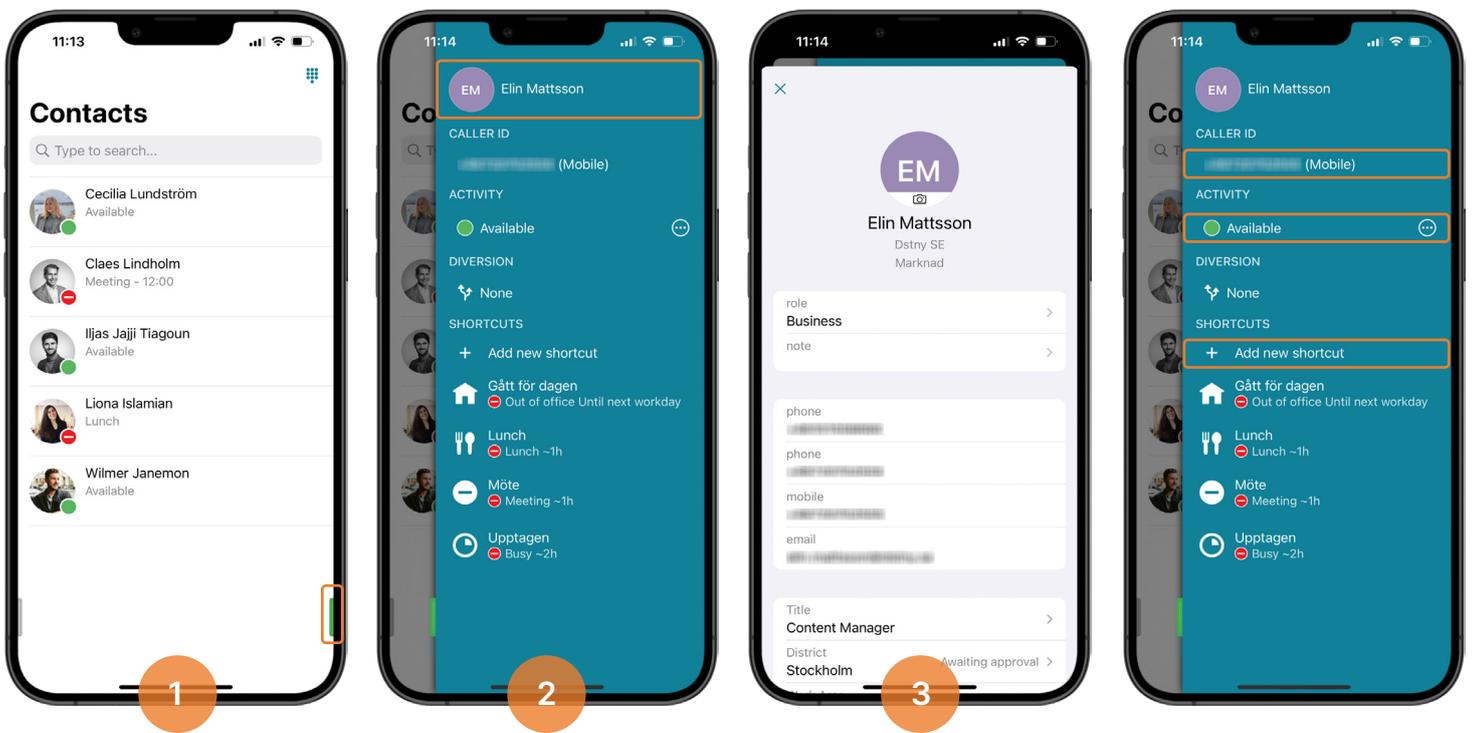
ME

To access your own contact card:

1. Swipe to the left.
2. Click on your name at the top.
3. Here you can add a profile picture, notes and edit information.

CHANGE ACTIVITY

On your contact card you can manage your availability. To do this you can either click on the activity, click on the green menu icon to the right or swipe the contact card to the left. Here you choose which type of accessibility you want to display and if you want to choose an end time. You can also create your own shortcuts, for example "Meeting 2 hours".

CALLER-ID

To change the number you show when calling, click **Call ID**. Then you can choose whether you want to show, for example, your landline number, your mobile number or a group number.
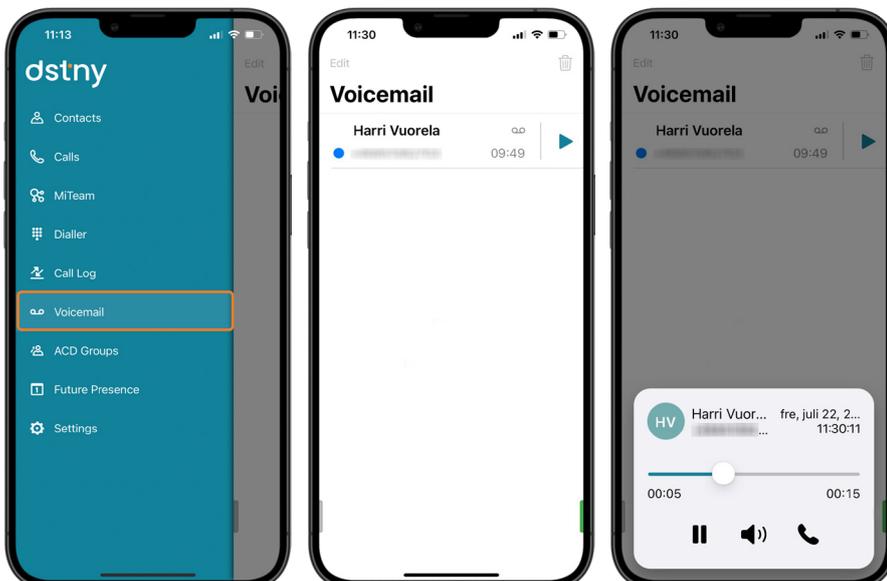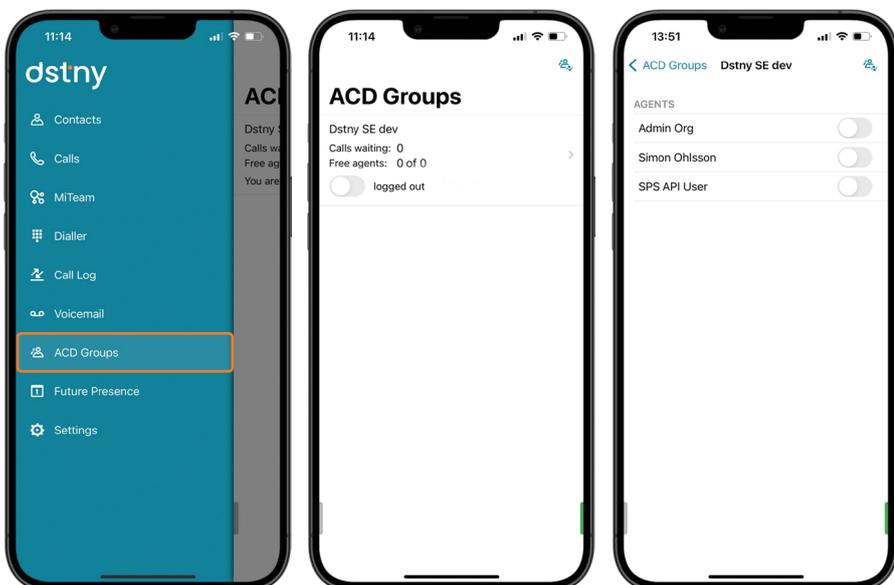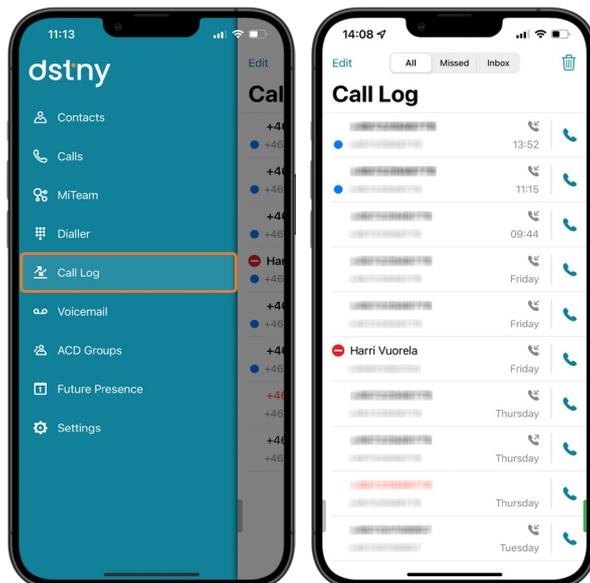

VOICEMAIL

You can easily reach your voicemail directly in the app. Under the Voicemail tab, you will see all your voice messages.

Click on a message to listen to it.

dstny

CALL LOG

Under the **Call Log** tab, you will find incoming, outgoing and missed calls. Here you will also find if someone has left a message in your inbox.

LOG IN/OUT GROUPS

Under the tab **ACD Groups** you have the opportunity to log in/out yourself and other members of different response groups.