



HOSTED VOICE QUICK START GUIDE

SMART CITY CONNECT, MOBILE APPLICATION

Smart City Connect is a mobile application that allows you to extend your VoIP solution beyond landlines and desktops. Smart City Connect brings features of the Hosted Voice platform directly to mobile devices as a Unified Communications solution.

Smart City Connect enables you to manage Hosted Voice inbound and outbound calls from your Android or iOS devices as if you were using your desk phone. Callers can use the same phone number and extension to reach you on the go, giving you the flexibility to answer calls whether at the office, away from the desk, or working remotely.

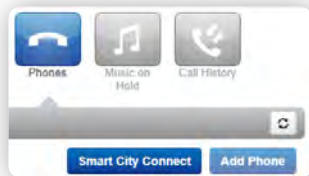
DOWNLOADING SMART CITY CONNECT

To download and install the mobile app, you can either use the Hosted Voice User Portal, or through the Google Play Store or App Store.

To download over the Hosted Voice User Portal:

To download and install the mobile app through the Hosted Voice User Portal, use the following steps:

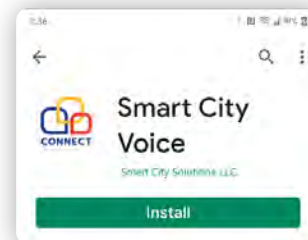
1. Open the Hosted Voice User Portal and select the Phones menu icon.



2. Click the Smart City Connect button. The Smart City Connect dialog box displays.



3. Use a supported smartphone device to scan the QR code for the iOS App Store or Google Play Store.



4. Click Install to download and install the Smart City Connect app.

To see a full version of the Hosted Voice User Guides, please visit: support.smartcitytelecom.com



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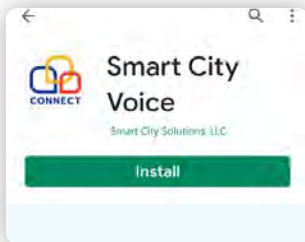


DOWNLOAD SMART CITY CONNECT THROUGH THE GOOGLE PLAY STORE

If you have a supported Android mobile phone, you can use the Google Play Store app to download the Smart City Connect mobile app. Note: The app may be listed in the Google Play Store page as Smart City Voice.

To download Smart City Connect from an Android phone:

1. Search for "Smart City Voice."
2. The Smart City Voice app install screen displays.
3. Press Install to download and install the Smart City Connect app.

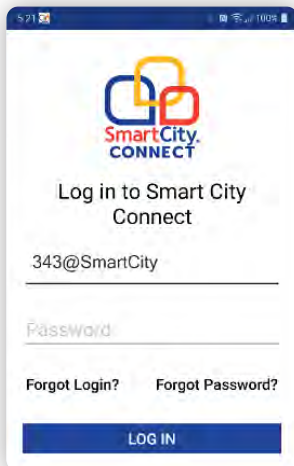


DOWNLOAD SMART CITY CONNECT THROUGH THE APP STORE

If you have a supported iPhone, you can use the App Store to download the Smart City Connect mobile app. *NOTE: The app may be listed in the App Store page as Smart City Voice.*

To download Smart City Connect from an iPhone:

1. Open the App Store for iPhone.
2. Search for "Smart City Voice."
3. The Smart City Voice app install screen displays.
4. Press Install to download and install the Smart City Connect app.
5. The Smart City Connect mobile app icon now shows on your phone.



LOGGING INTO SMART CITY CONNECT FOR THE FIRST TIME

To log in to Smart City Connect:

1. On your iPhone or Android smartphone, open the Smart City Connect mobile app that you installed previously.
2. The Smart City Login dialog box displays.
3. Type your pre-assigned Login Name in the following format: ext@customerdomainname. The 'ext' is your user extension and 'customerdomainname' is your email address domain (Example: 1001@smartcity). *NOTE: Do not include '.com' in your login name.*
4. Type your Password.
5. Press Log In.