

## Star2Star StarPhone for Android

### Quick User Guide

### Basic Phone Features

### Starting The Application

To start the application tap the Star2Star icon

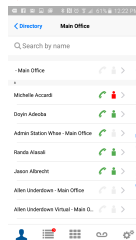
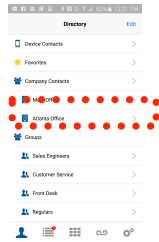
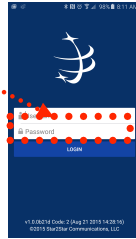
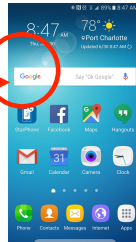
The Login screen will appear. Enter your email and password credentials that were issued during installation. Tap the Login icon to start the registration process.

### Selecting Your Location

Tap the Location you wish to view in the Contacts Directory. In the example (right) there are multiple locations available. If your system has multiple locations, you will be able to view the directory and status of extensions across each location or hide from view by touching the location and swiping left. Click the hide button.

### Star2Star Directory Display

Extension users will be displayed in the Contacts Directory. Wipe up and down the display to scroll through all users.



### Star2Star Directory Display Color Key

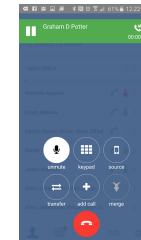
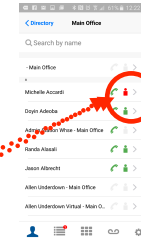
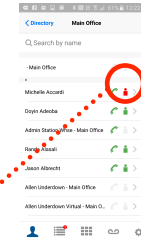
Your Star2Star extension directory display will reflect the status of all other users on the system. Colors are used to reflect different call status for extension users. If user is logged into the Star2Star Application Framework, the icon shows status.



### Call an Extension Using The Directory

Tap the icon adjacent to the extension you wish to call. This will display all extension numbers and email. Tap the extension required to make the call.

The screen will change showing the extension you are calling and a number of available options. You will hear ringing tone. **(Note)** some options are grayed out until the extension answers i.e. Hold, Transfer, 3-Way Call and Key Pad. Tap the icon to end the call.



### Call an Extension Using The Directory (cont'd)

When the extension answers all options are available i.e. Mute, Hold (caller hears music on hold), Speaker, Transfer (Blind or Attended), 3-Way Call and Key Pad. Tap the icon to end the call.

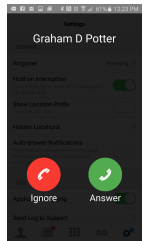
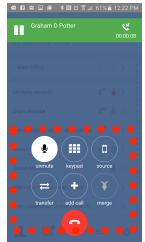
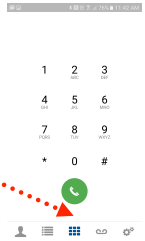
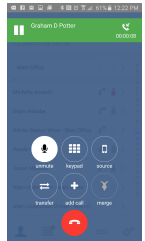
### Dial a Number

Tap the Key Pad icon at the bottom of your screen. Enter the number you wish to call (# dialed appears at the top of the screen), tap the green Call icon to make the call.

When the call connects all options are available i.e. Mute, Hold (caller hears music on hold), speaker, Transfer (Blind or Attended), 3-Way Call and Key Pad. Tap the icon to end the call.

### Answering Calls



The phone will ring and a popup will appear if you are not in the Soft Phone application at the time you receive the call. Tap to answer the call. Tap to ignore the call.





### Ending Calls

Tap the  icon to end the call.


### Muting The Microphone

During a call tap . You can hear all other parties while mute is enabled. The other parties cannot hear you. To turn off mute tap  again.


### Holding/Resuming Calls

During a call tap . Callers will hear Music or Message on hold if configured on your system. To resume the call tap  again.

### Custom Ring Tones

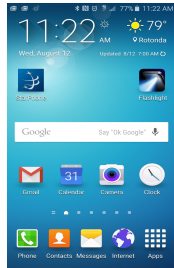
Tap settings  and Tap Ringtone to access a list of ring tone options. Tap desired ring tone. Tap Settings to put that ring tone in use.

### Show App on Incoming Call

Tap settings  and select **Show App on Incoming call** to bring app to foreground on incoming call, showing answer screen.

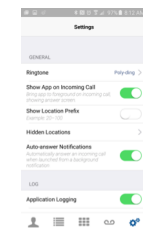
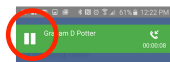
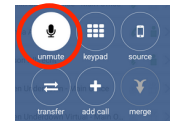
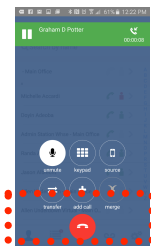
### Auto-Answer Notification

Automatically answer an incoming call when launched from a background notification.






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### Basic Phone Features





### Transferring Calls

During a call tap . Your call is placed on hold. Callers will hear Music or Message on hold if configured on your system.


The transfer screen will appear displaying options to either perform a blind transfer  or attended transfer . Tap **Cancel** to stop this process and return to the call.

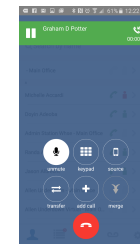
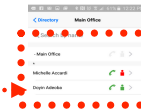
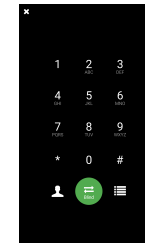
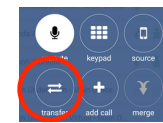
### Attended Transfer

To perform an Attended/Announced Transfer prolong tap . The Star2Star Directory will display. Follow instructions in section **Call an Extension Using The Directory** to call an extension.

Tap **Back** to return to the original call. Alternatively tap **Keypad** to transfer the call to another number following the instructions detailed in section **Dial a Number**. When the called party answers either tap **Transfer** to complete the transfer process or tap  to return to the original call.

### Blind Transfer


To perform Blind/Unannounced Transfer tap . The Star2Star Directory will display. Follow instructions in section **Call an Extension Using The Directory** to call an extension. Tap **Back** to return to the original call or tap **Keypad** to transfer the call to another number following the instructions detailed in section **Dial a Number**.




### Blind Transfer (cont'd)

After you have entered a number either tap **Transfer** to complete the process or tap **Hide Keypad** to return to the extension directory, tap **Back** to change the transfer mode or **Cancel** to return to the original call.

### 3-Way Call

During a call tap . Callers will hear Music or Message on hold if configured on your system. Dial the other party using the directory or tap **Keypad** to call another number.

### Accessing Voicemail

Tap , bottom right of screen. The screen will change with an option to tap **Call Voicemail**. Doing so will access the Star2Star Voicemail system. Enter your password as directed. **(Note)** when accessing the system for the first time your password will be the same as your extension number. Follow the tutorial to change.

### Call Retrieve

While on a call on your desk phone or when it is ringing, a green bar will appear at the top of StarPhone. You can tap that bar to transfer the call to StarPhone and take the call with you without interruption.

