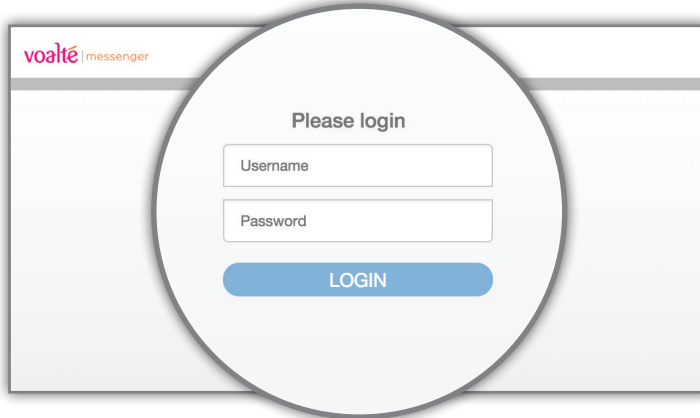


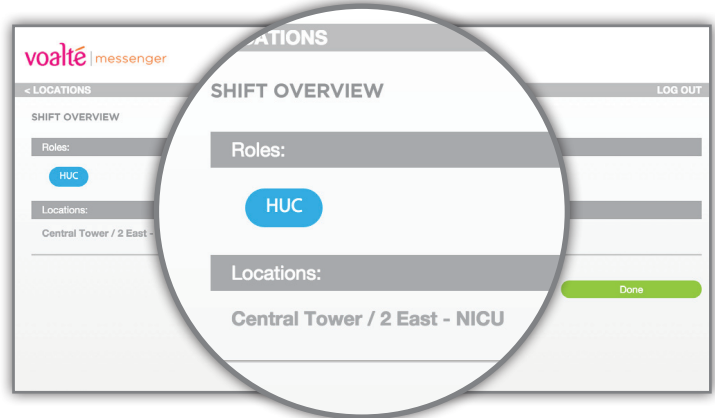
Getting started.

Use this handy guide to take advantage of the powerful communication and collaboration features of Voalte Messenger™.



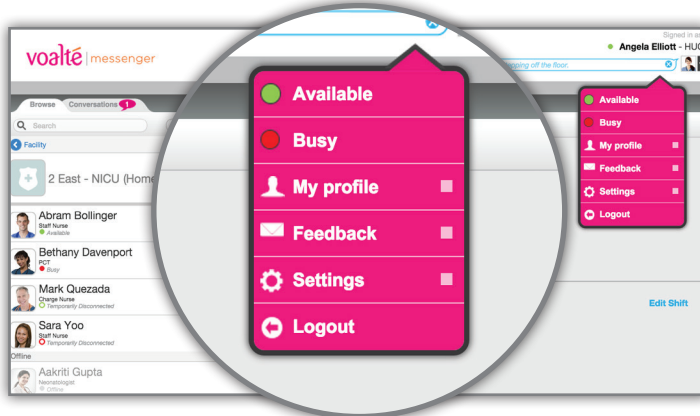
1. Log in.

- Open the Voalte Messenger web page.
- Enter your Voalte username and password.
- Click Login.



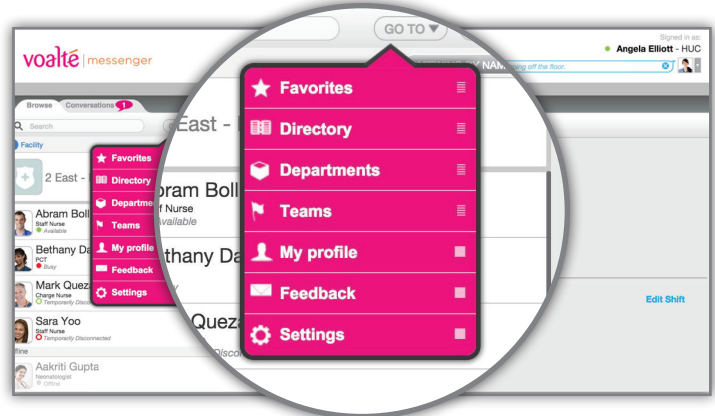
2. Select today's role and location.

- Select the job function you will perform on this shift.
- Select the location where you are working today.
- Others can find you in the Directory by role or location.
- Role selection is not available if you have only one role.



3. View profile menu.

- Add a status to let others know what you are doing.
- Indicate whether you are available or busy.
- View and edit your shift (profile) information.
- Share feedback with Voalte.
- Access your settings.
- Logout.

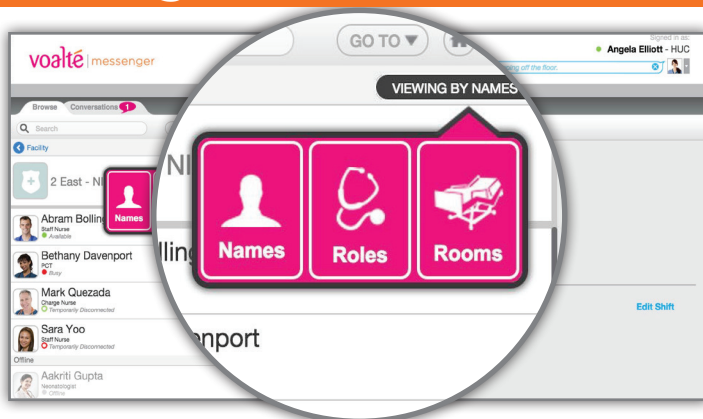


4. Browse lists of users.

From the Browse tab, click the Go To drop-down to:

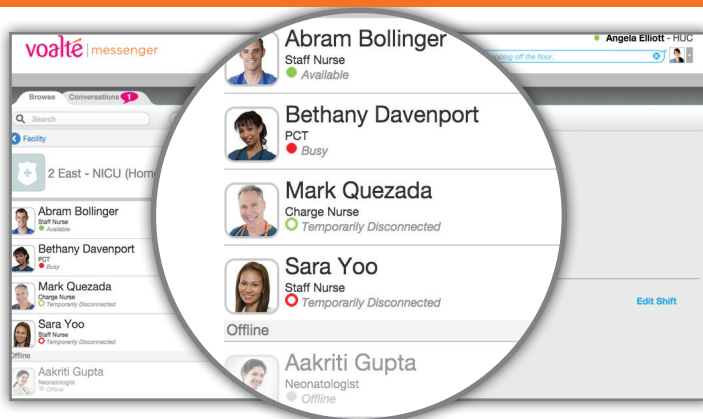
- Navigate to your home Directory view.
- View users in your Favorites list.
- View the main Directory.
- View the list of Departments.

Getting started.



5. View the Directory.

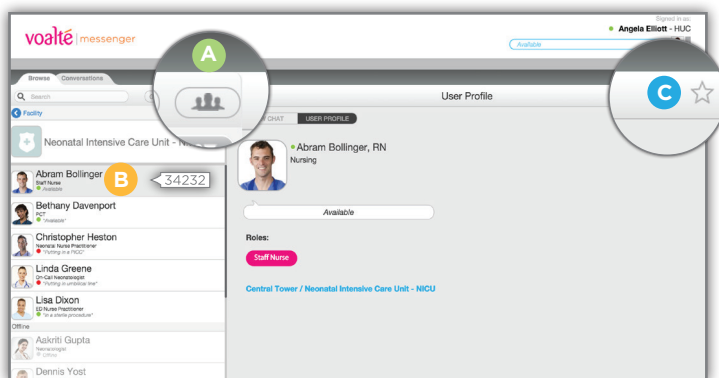
- Names: View by name.
- Roles: See everyone in a particular role.



6. View users' status.

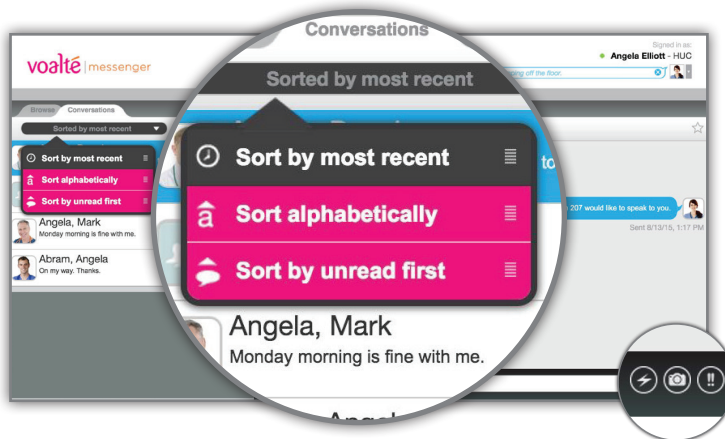
See user presence at a glance:

- Available.
- Available but temporarily disconnected.
- Offline.
- Busy.
- Busy but temporarily disconnected.



7. Communicate quickly.

- Single-click to view a user's profile.
- Double-click a user to initiate a text message.
- Click Group Message icon to select multiple recipients. **A**
- Hover pointer over a name to view user's extension. **B**
- Click the star in a profile to mark user as a Favorite. **C**



8. Exchange messages & view history.

Click the Conversations tab to review messages:

- Sort by most recent, alphabetically or unread first.
- Clear all conversations.
- **Quick messages:** Choose an often-used message, or create your own.
- **Photo attachments:** Send and receive photos securely.
- **Priority messages:** Indicate urgency by icon and special tone.