



ChoiceView™ App for Android

User's Guide

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Super Quick Start

- 1 Install the ChoiceView app on your Android device.
- 2 Under *Settings*, check "*Choose Device Phone?*" if your Android device has a native phone capability.
- 3 Otherwise, enter the phone number of the external phone you'll be using under "*Other Phone Number*".
- 4 Then call the ChoiceView demonstration system at 303-439-6744 using the phone specified above.
- 5 When the system answers, return to ChoiceView and tap *Start*.

For more detailed information in installing and setting up ChoiceView, see Quick Start Guide section on page 3 of this guide.

1 Quick Start Guide

Tap ChoiceView for a Whole New Way of Communicating by Phone



ChoiceView is an app that allows you to both talk, text and see visual information during a phone call you make to businesses for information or support, or during transactions such as making a purchase. The visual information is sent by a ChoiceView-enabled business to show what you're discussing and appears on the screen of your Android phone or tablet PC during the conversation. Typically, this is done while communicating with an agent in a contact center or interacting with an Interactive Voice Response (IVR) system.

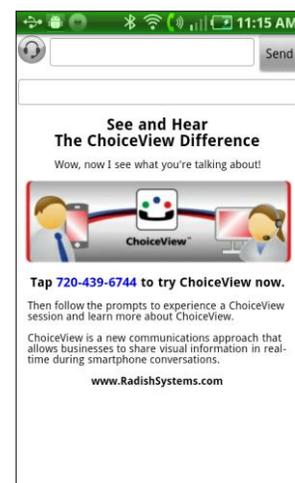
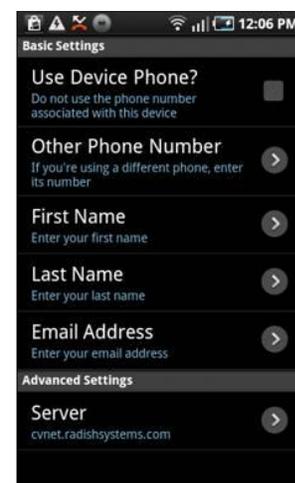
ChoiceView-enabled contact center agents and IVRs can send a variety of information, including any screen appearing on the desktop, such as account information or transaction status data. You can also receive web pages and any type file, such as a PDF, spreadsheet, word processing document, picture, or video. The type of information you can see is limited only by the imagination of the business sending it. You can even receive specific information an agent is viewing from any of these supported formats or applications the agent may have open. When viewing a web page sent by the agent, you can navigate the page received through the ChoiceView App as though you were navigating through your Internet browser.

Mobile Devices Supported

You can use ChoiceView with most Android-based phones and tablet PCs. ChoiceView supports multiple modes of operation with these devices. For example, ChoiceView can be used to send images to a VoIP enabled Android tablet located internationally.

Activating and Setting Up ChoiceView

- 1 Download the free ChoiceView App from the Android Market located at https://market.android.com/details?id=com.sshores.choiceviewclient&feature=search_result. You can also find it by searching for 'ChoiceView' at the Market.
- 2 When you first open ChoiceView, you will see the *Settings* page. Check mark the *Use Device Phone* box if you are using ChoiceView on your Android phone. If you have installed ChoiceView on an Android tablet, tap *Other Phone Number* and enter the 10-digit phone number you plan to use with your tablet. The phone number you enter must match EXACTLY the number of the phone you plan to use with your tablet. Otherwise, ChoiceView will not function properly. Complete your settings by entering a first and last name and email address. Do not change any of the Advanced Settings unless you are instructed to do so.
- 3 For Android tablet users, once the ChoiceView app has been installed on that device, the application works with any phone including a landline, mobile phone, or VoIP phone (such as Skype). In this case, simply enter the 10-digit number of your phone on the *Settings* page for the phone you will use when making a ChoiceView call. You can change this number any time you need to use a different phone. For VoIP phone, make sure your account enables 10-digit dialing with calling party ID. Your VoIP service provider can assist you.
- 4 To see ChoiceView in action, access the ChoiceView Demonstration by pressing the **Menu** button () on your phone, followed by tapping *More > ChoiceView Demonstration > 720-439-6744*. This will close the ChoiceView App and dial a ChoiceView-enabled IVR. You will be instructed to stay on the call, press the Home button () , then tap the ChoiceView App and tap *Start*. Just follow the voice prompts to engage in a ChoiceView interactive session. Tap any of the options for talking to Sales, Support, Corporate, or Other Inquiries to experience how your call will get transferred to someone who can continue the conversation and share additional visual information with you. **Note:** To access the ChoiceView Demo again, open ChoiceView > *Settings > ChoiceView Demonstration > 720-439-6744*.



2 Basics

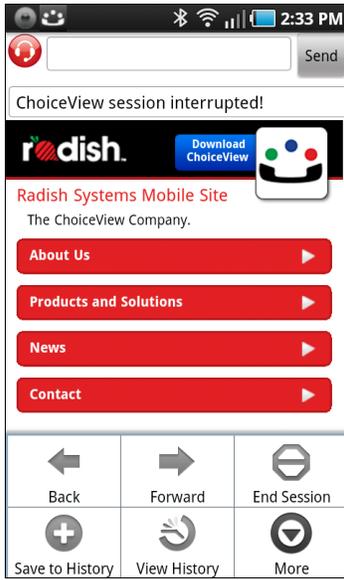


Figure 2.1

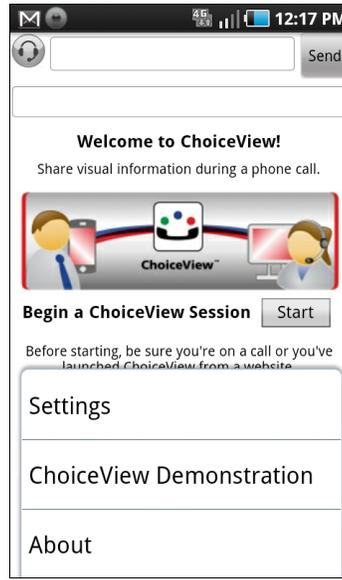


Figure 2.2

ChoiceView at a Glance

Item/Buttons	What it Means
Send Chat Box (at top of screen)	Allows you to type a text message to the agent. This is especially useful should you lose your telephone connection, or for a data connection only, as it allows you to continue your transaction without having to start over again by dialing back to the organization. Tap <i>Send</i> to send message.
Receive Chat Box (below Send Chat Box)	Shows text messages from the agent. Sending and receiving text messages is useful when the voice connection gets dropped, when ChoiceView is accessed from a mobile web site as a data-only session, or when using a mobile device with a data connection, but without a phone connection. This box also displays the status of ChoiceView, such as "Waiting for Agent" or "Agent Connected," "ChoiceView Session Interrupted," and "End Session."
Session Page - Center of Display	As shown in Figure 2.2 above, initially says "Welcome to ChoiceView," this <i>Session</i> page is the area of display where you will see visual information sent to you by the agent.
Start	Tap <i>Start</i> to initiate a ChoiceView session with an Interactive Voice Response system or agent.
	This connection icon automatically turns green when you establish a ChoiceView session. When this happens, the Receive Chat Box will read "Agent Connected." A red connection status indicates no session has been established or it has been interrupted. A yellow connection status indicates that you have tapped the <i>Start</i> button and are waiting to get connected to an agent or IVR. When this happens, you will see a "Waiting for Agent" status.
	During a session, these arrows allow you to move between pages of information sent by the IVR or agent. If you don't save these pages to History prior to ending your session, they will no longer be available for viewing.
	Tapping this button allows you to save the current information you are viewing into a <i>History</i> folder for later review.
	Tap to end a session at any time. Once ended, you will no longer be able to receive any visual information from the IVR or agent unless you establish another session by opening ChoiceView and tapping <i>Start</i> .
	Used to review pages you saved during ChoiceView sessions. Double click on any item appearing in the History Pages to review its content. To return to the <i>History</i> view, tap the Back button () on your phone.
	Tapping this button reveals more options appearing in Figure 2.2

3 Using ChoiceView

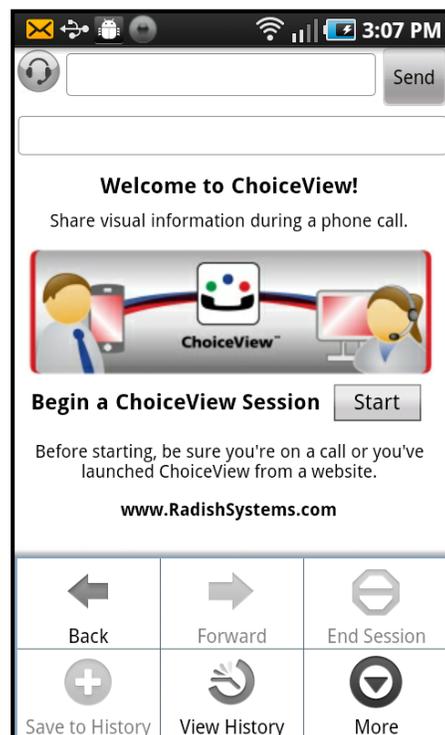
Getting Started

ChoiceView sessions can be established with or without making a phone call. ChoiceView can be launched directly from the ChoiceView App or from a website link (see below).

ChoiceView and an iPhone Call



- 1 Tap the ChoiceView icon 
- 2 The "Welcome to ChoiceView" *Session* page appears. Before tapping *Start*, be sure you're already on a call with a ChoiceView agent or IVR or that you've launched ChoiceView from a website link (see below).
- 3 Tap *Start* to begin your ChoiceView session. A "Waiting for Agent" message appears in the 2nd text box at the top of the display and the headset in the upper left hand corner turns yellow. Once connected the status message changes to "ChoiceView Agent Connected" and the headset icon turns green. This is your indication the agent or IVR can now send visual information to your phone.
- 4 In certain situations, you may find it useful to chat with the agent using text messaging. If you wish to do so, type your message in the top text box and tap the *Send* button. You will receive text message responses from the agent in the 2nd text box.
- 5 Save any information you've received from the agent you wish to retain by tapping the **Menu** button () on your phone, followed by tapping *Save to History*.
- 6 When your conversation has ended and you wish to end your session, tap the **Menu** button () on your phone, followed by tapping *End Session*. You will be asked if you want to end the session. This is to avoid accidentally closing a live ChoiceView session. Tap "Yes" or "No". Once you have tapped "Yes", the text message "End Session" will be displayed in the Receive Chat Box and the Connection Icon will change to gray. In all cases, and especially, when interacting with a ChoiceView-enabled IVR, be sure to end your phone call by hanging up.
- 7 You can review information you received by tapping the **Menu** button () on your phone then *View History*. Thumbnails appear on the History Pages. You can tap individual thumbnails to preview anything you saved. Tap the **Back** button () to return to your History Pages.
- 8 When you're through using ChoiceView, you can close the app by pressing the **Home** button () on your phone. **Note:** Be sure you have tapped the *End Session* button prior to returning to the home page.



File Types Supported

With ChoiceView, you can receive virtually any type file as long as you have a viewer installed on your phone that allows for viewing it. You can search for these viewers at the Android Marketplace. Some phones now come preinstalled with the Adobe® Acrobat Reader that allows for viewing of PDF files.

Should you receive a file that requires a viewer for display, the ChoiceView session will suspend when control is passed to the associated viewer. To return to ChoiceView after viewing, tap the **Back** button (). As part of this operation, the user will receive a prompt as to whether the file should be saved in History. When the user does return to ChoiceView, the session will restart automatically and the message 'ChoiceView Session Interrupted!' will disappear.

Using ChoiceView with a Separate Phone

It's easy to use ChoiceView with an Android tablet with any other phone, whether it's a land line, mobile phone, or a VoIP phone app that's installed on your ChoiceView-enable mobile device. In ChoiceView > *Settings*, enter the 10-digit phone number for the phone you will be using for calling. Return to the *Session* page and tap *Start*. After that, make your phone call. Visual information you receive from the agent or IVR is displayed in the ChoiceView *Session* page on your mobile device. **Note:** Should you use a different phone for your next ChoiceView session, be sure to change the phone number in the *Settings* page.

Launching ChoiceView from a Website Link

- 1 To use this feature, access www.radishsystems.com/choiceview/user/favorites.html from the browser on your mobile device. Tap *'Phone Call'* from the menu selection that appears. The ChoiceView App will automatically open on your mobile device.
- 2 Tap *Start*. The ChoiceView App will close at this time to place a phone call to a ChoiceView agent.
- 3 To continue with ChoiceView during the call, the representative will instruct you to launch ChoiceView as explained above.

Launching a Data-Only ChoiceView Session from a Website Link

- 1 To use this feature, access www.radishsystems.com/choiceview/user/favorites.html from your mobile device and tap *'Text Message'* from the menu selection that appears. The ChoiceView App will open.
- 2 Tap *Start*. You will be connected to an agent and will be able to communicate using the text messaging feature. Visual information can also be sent for you to review during your session with the agent.

Launching ChoiceView from another Android app

If your company has its own Android phone or tablet app, you can easily add the integrated voice and data capabilities of ChoiceView into your app through the use of the ChoiceView Software Developer's Kit (SDK). Please contact us at Info@RadishSystems.com or visit our web site for more information.

Loss of Data or Telephone Connection

Depending on your physical location and other conditions, you possibly can lose data connectivity on your mobile device. If you're engaged in a ChoiceView session during this time, you will still be able to speak with the agent or listen to the IVR, as the voice connection is not lost. The ChoiceView system installed in the contact center or IVR will continue to monitor your status for two minutes and automatically re-establish the data connection once connectivity is restored on your mobile device. If you are unable to restore data connectivity to your mobile device within the two minute window, you can re-establish connectivity by restarting the ChoiceView App.

Note: There may be times when you have what appears to be a strong Wifi or 3G connection, yet you may receive a warning message from the ChoiceView App about a poor data connection and as a result, you may not be able to receive any visual information. This happens when there is a poor WiFi or 3G connection. When you receive this message, always attempt to re-establish the data connection by tapping *Retry*. After you have three unsuccessful attempts to reconnect the data connection, ChoiceView will end the session. If this does not work, trying closing the ChoiceView App and restarting it. You also might try to move to a location with better receptivity.

There are times when your call may drop and you lose your voice connection to the contact center agent. When this happens, you don't have to hang up and call back to start over again. You can continue your transaction through the text messaging feature available in ChoiceView. The agent with whom you were speaking can continue to send you visual information so you can complete your transaction. In addition, that same agent could call you back since they have your telephone number. If an agent does call you back, simply answer the call, return to ChoiceView and tap *Start*.

Ending a ChoiceView Session

Typically in a ChoiceView session, the contact center agent will end both the phone call and the data session at the appropriate time. In this case, the phone call will end automatically and the headset Connection icon in the ChoiceView App will change to gray. At this point, you can exit ChoiceView by simply pressing the Home button.

You can also choose to end a ChoiceView session at any time from your side. Just tap the Android menu button > *End Session* button and confirm. The Connection icon will change to gray. Then end the phone call as you normally would.

In ending a ChoiceView session, DO NOT simply press the Home button. This will abruptly stop the ChoiceView App. The ChoiceView system will believe that you've temporarily lost data connectivity from your mobile device. If you open ChoiceView again within the next two minutes, the ChoiceView system will re-establish a data connection to the ChoiceView-enabled contact center from your most recent session.

4 Learning More, Service and Support

There's more information about using ChoiceView on the web.

The following table describes where to get the latest information on ChoiceView and service information.

To Learn About	Do This
ChoiceView Service & Support	Go to http://www.radishsystems.com/support
The latest about ChoiceView	Go to http://www.radishsystems.com
ChoiceView Demonstration	Tap Android menu button > <i>Settings</i> > <i>ChoiceView Demonstration</i> , and tap the phone number appearing on screen. Or you can simply dial the demonstration system at 720-439-6744.
Cannot connect with Agent or IVR system	Make sure your telephone number is entered correctly on the <i>Settings</i> page and that the business you are calling is ChoiceView enabled.