

# Click2Call™ for simple “one-click” dialling

## Click2Call with your BlackBerry™

Interchange Group is pleased to provide what is perhaps the world's most useful BlackBerry application for Road Warriors and personal users alike!

Simply select the Click2Call application icon and click to access your most useful 'phone number, pre-selected by you.

The possibilities are endless...

- ▶ Quick Access to your home or office helpdesk number
- ▶ Emergency dialler for remote staff – I need help
- ▶ Quick-dial helpdesk number for your BlackBerry-toting customers



You can even assign the application to your convenience key to dial your most useful number with a single press.



## Customised Versions

If you wish to deploy this to your workforce, and would like a customised icon, then let us know.

We can ensure all your BlackBerry users (or even customers) have a branded way to call you, anytime, anywhere!

## Try It Now

For a free trial, just point your BlackBerry browser at [www.interchange.com/mobility](http://www.interchange.com/mobility)

## How Does It Work?

The Interchange Group's Click2Call Phone Home BlackBerry Application allows a user to enter their home phone number (or any other number) which can then be dialled with a single click from the BlackBerry Application ribbon.



## Installation

Simply point your BlackBerry browser at:

[www.interchange.com/mobility](http://www.interchange.com/mobility)

and download the application. It will install automatically over the air.

## Using Interchange Click2Call

Highlight, then select, the Click2Call icon by clicking the trackball or trackwheel.

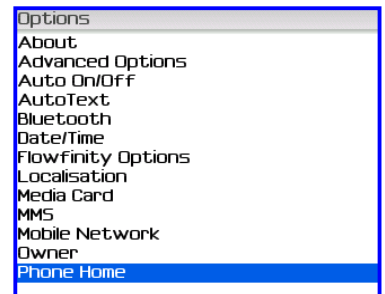
When first used the user may be asked to confirm this application is permitted to make outgoing phone calls. Choose “Yes” when asked. The pre-defined phone number will then be dialled<sup>1</sup>.

If no number is yet defined, then the configuration screen is shown automatically.

## Configuring Interchange Click2Call

The telephone number used by the dialler may be configured at anytime by using the configuration screen.

To do this select the standard Options icon in the main BlackBerry applications menu and then select Click2Call from the application list that is presented<sup>2</sup>.



The telephone number field can then be amended as required. When editing is complete the number should be stored by choosing “Save” from the menu.

<sup>1</sup> On first use the application will email [blackberry@interchange.com](mailto:blackberry@interchange.com) to register itself. The only details that this email provides to Interchange Group are the date & time of first use and the email address of the user. Interchange Group reserves the right to use this email address for statistical analysis and marketing purposes, you may of course opt out of marketing programmes in the usual way. By downloading and installing the Interchange Click2Call PhoneHome Application you agree to these and Interchange Group Ltd standard terms & conditions.

<sup>2</sup> The user is automatically presented with this option when the Click2Call icon is selected in the BlackBerry ribbon when a telephone number has not been saved.



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## For more information:

To find out more about this or other Interchange Group mobile applications, or field force automation in general, simply contact our mobile working specialists on +44 (0)333 555 5716 or email [info@interchange.com](mailto:info@interchange.com)

# Interchange Group Services and Product Portfolio

## Remote and Mobile Worker Solutions

- Converged Voice and Mobile Data solutions:
  - Sales / Field Worker Mobility
  - Mobilisation of Existing Applications
  - Systems Integration
- Solution Evaluation & Selection
  - Standard Applications
  - Mobile / Wireless Device Selection including portable Bluetooth scanners and printers
  - Digital Pen & Handwriting Recognition Solutions such as Paper IQ
- Installation, Implementation and Configuration
- Device and Infrastructure Selection and Supply

## Mobile Data Applications

- Business Continuity
- Employee Communications
- Electronic Notebook
- Personnel Alarm
- Police & Uniformed Services
- Email2Calendar
- Mobile Timesheet Recording
- Field Engineering
- Mobile Worker
- Custom Application Design & Development

## BlackBerry™ Services

- Sourcing, testing, installation, and support of 3rd party applications and products e.g.:
  - Flowfinity Mobile Data Collection
  - BoxTone User Administration
  - GroupWise for Blackberry Integration
  - Rove Remote System Administration
  - Mobile email and PIM
- Bes Installation and Configuration
- High Availability Solutions and Services
- Mobile Applications development for BlackBerry, Android and Windows Mobile

## Infrastructure Solutions

- IP and Telecoms Network Infrastructure Design and Commissioning (VoIP)
- Voice Network Installation and Configuration
- Virtual Private Network (VPN) installation
- Firewall implementation
- Business Systems Remote Access
- Connectivity Advice
- Hardware Selection / Provisioning
- Wireless Networking (WiFi)
- Installation and Configuration

## Corporate Solutions

- Hosted & Enterprise Customer Service and CRM
- Helpdesk
- Corporate Information, Content Management, and Collaboration
- Staff and Customer Self Service Portals
- High Availability Solutions
- Implementation Consultancy

## Technical Consultancy

- IP and Telecoms Network Infrastructure
- Requirements Analysis and Needs Audits
- Hardware selection / provisioning
- Data and Network Security
- Ongoing Support
- System Implementation
- User Training

## Business Consulting

- Strategy Consulting
- Business Process Improvement
- Needs, Requirements and Benefits Analysis
- Benefits Driven Change Management
- Project Management

## Network Infrastructure

- Network Strategy and Design
- Network monitoring & optimisation
- Cabling and Installation
- Network performance optimisation

## Security

- Data, VoIP and Network Security
- SSL Implementation
- VPN Security Installation, Configuration and Management
- Firewall Implementation

## Managed Services and Outsourcing

- Outsourced Helpdesk / Call Centres
- Hardware and Applications Hosting
- Website / Portal Hosting
- Third Party Software Support
- Hardware Repair & Warranty Services
- End-to-End Warranty Management
- On-site Technical Support
- IT Administration
- Contingency Planning and Recovery
- Asset Recovery and WEEE Compliance
- Remote or on-site system management and support
- Repair of mobile phones and PDAs.
- Field Engineering and Technical Services
- IT and BES Administration
- Contingency Planning and Recovery
- High Availability BES implementation



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