

# **Setup Guide**

## **Front Desk Messenger for iOS / Android**

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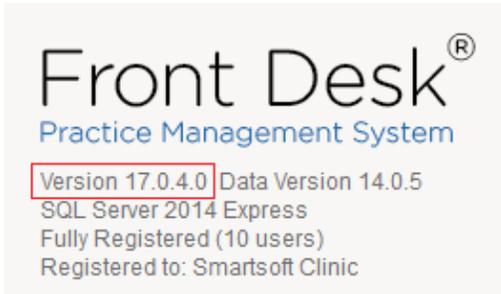
# FRONT DESK MESSENGER FOR IOS / ANDROID SETUP GUIDE

You will find full instructions below on how to setup both your existing Front Desk application and your iOS and Android devices to start using this feature.

## 1) Checking your Front Desk compatibility.

You must be running **Front Desk v17.0.5 or higher** on your machines in order to communicate with the iOS / Android application.

To check the version Front Desk you have installed, go to **Help ► About Front Desk**.

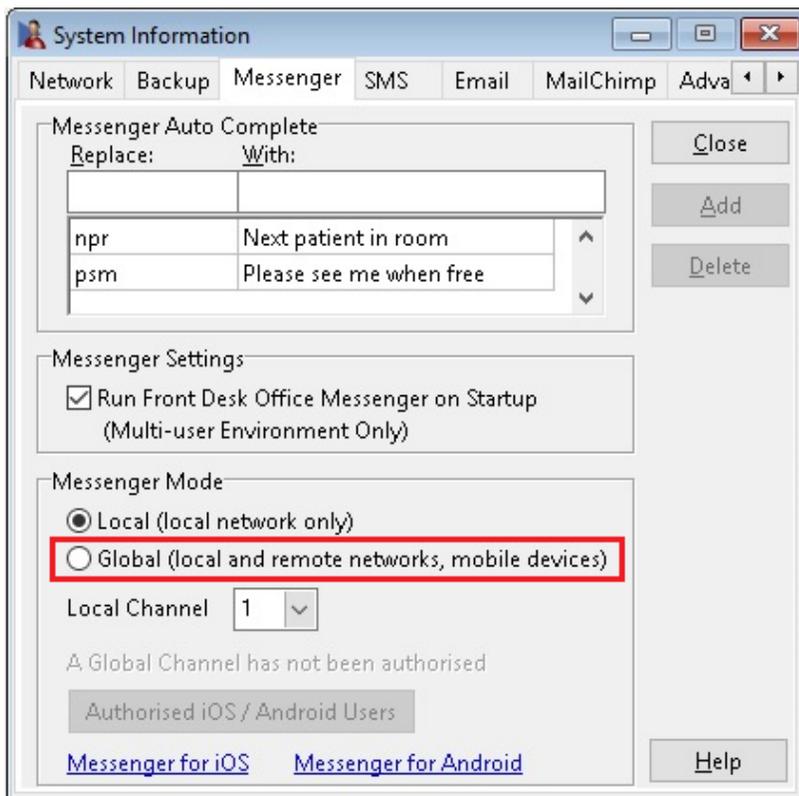


If needed, Front Desk upgrades can be downloaded by logging into your account at: [www.smartsoft.com.au/support](http://www.smartsoft.com.au/support)

## 2) Enabling the Global Messenger.

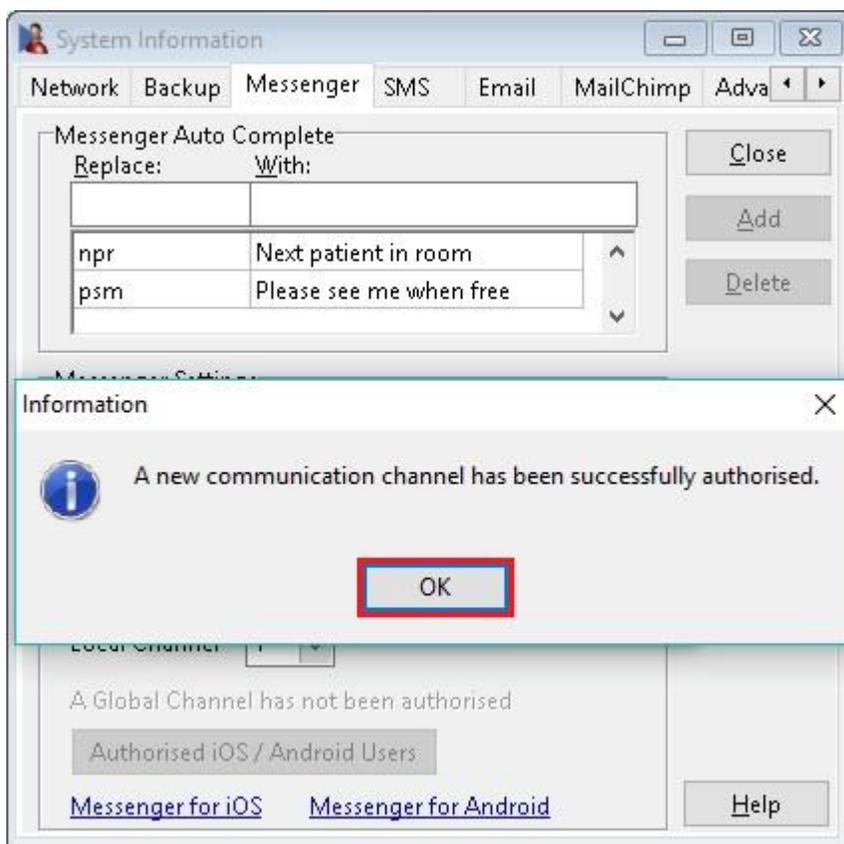
Open Front Desk and select the **Messenger** tab from within **System Information**.

Select the **Global** option to be automatically assigned a channel.



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You will receive a prompt to confirm that the new communication channel has been successfully authorised.



Both Front Desk and the Front Desk Messenger will need to be restarted across all machines before this change will take effect.

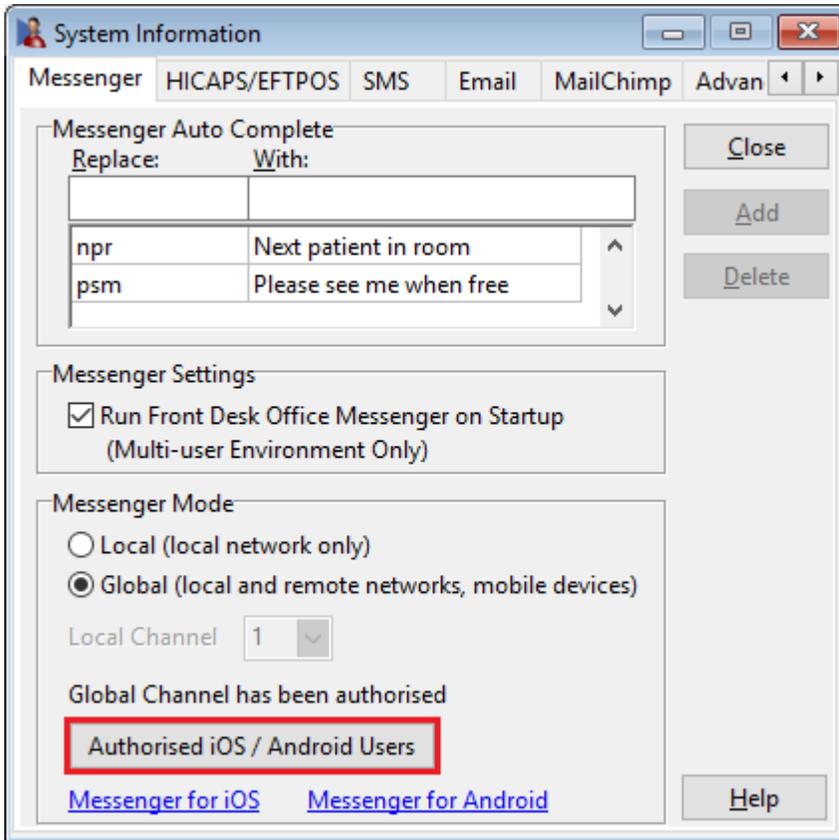
If needed the Messenger can be closed manually from the icon tray in Windows.



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## 3) Adding Authorised iOS / Android Users

From the **Messenger** tab of System Information, select the **Authorised iOS / Android Users** button.

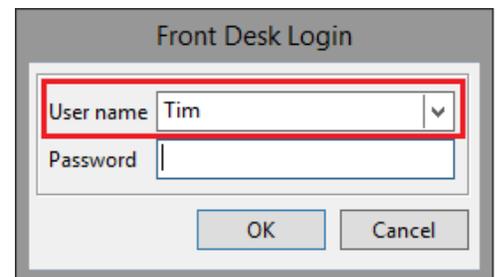
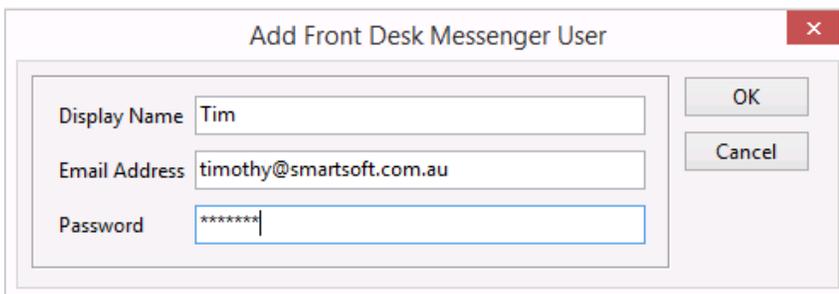


Click **Add User** to create a set of login details for each mobile app user. These details will be used to sign into the iOS / Android app.

### **Important:**

The **Display Name** should be the same name as the Front Desk user login. This will allow you to receive your messages on your desktop and iOS / Android device at the same time.

For this functionality to work each staff member is required to have their own Front Desk user name, which is also considered best practice for security and auditing purposes.



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## 4) Installing the iOS / Android app

### iOS devices

On your iPhone or iPad, open the App Store and search for Front Desk Messenger.

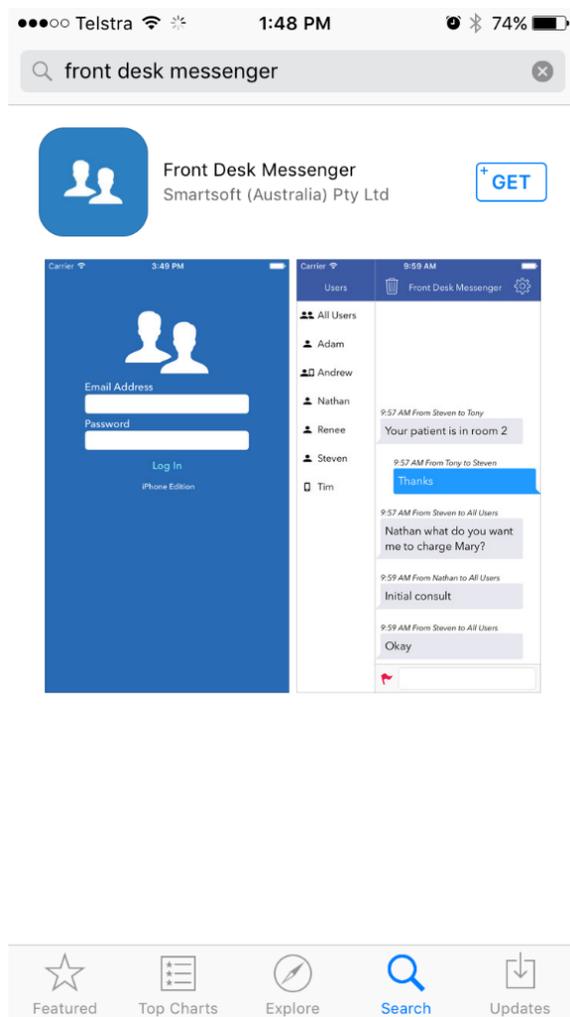
Select **Get** to download and install.

### Android devices

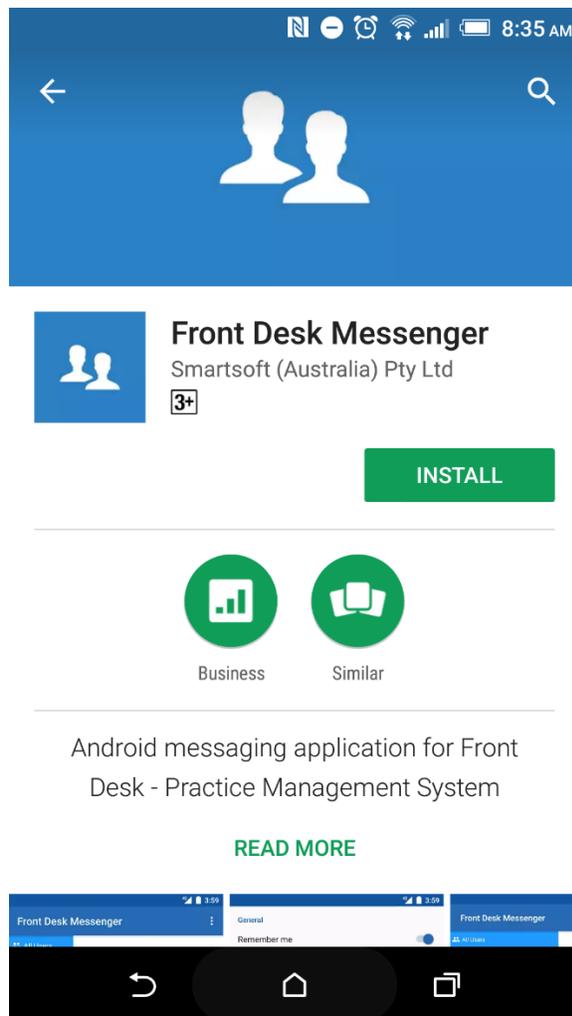
On your Android mobile or tablet, open the Google Play Store and search for Front Desk Messenger.

Open the Front Desk Messenger within the store and click **Install**.

### iOS App Store



### Google Play



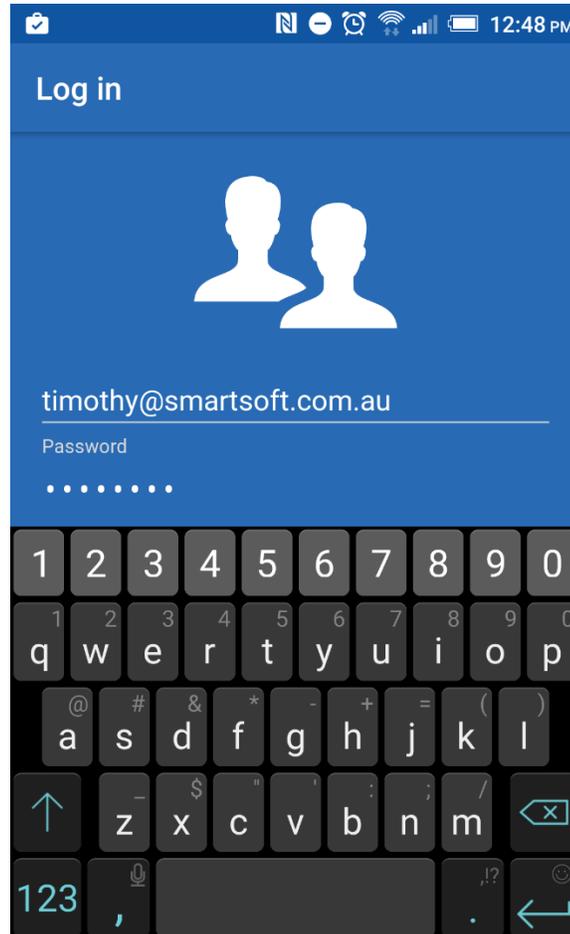
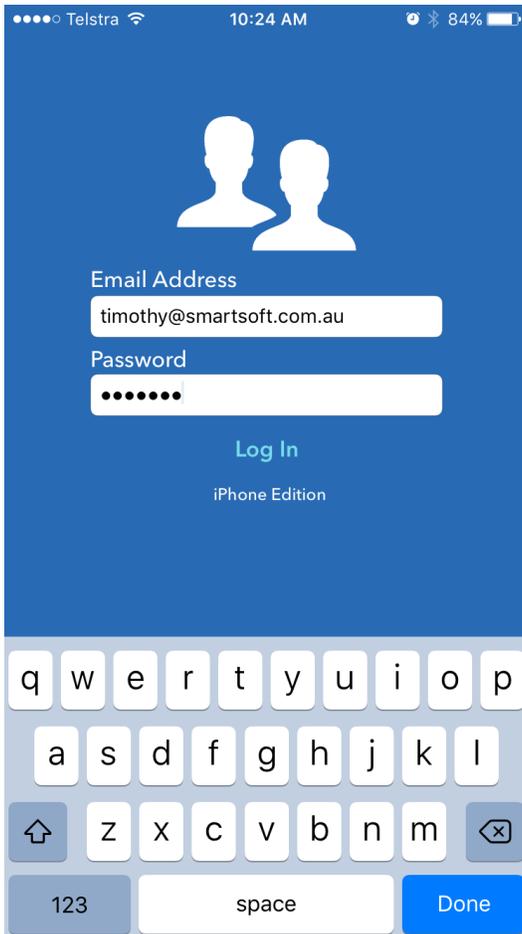
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### **5) Using the Front Desk Messenger on iOS / Android.**

Open the Front Desk Messenger on your iOS / Android device.

Using the credentials created in **Step 3**, you can now login to the mobile app.



**Success! You are now ready to use the Front Desk Messenger on your iOS / Android device.**

The mobile apps replicate the behaviour of the Front Desk Messenger for Windows.

Simply select **All Users** or specific users on the left-hand side, then type a message to send.

#### **Additional information you need to know:**

- For any Front Desk Messenger client to be able to see an iOS / Android device for the first time, the device needs Front Desk Messenger open on-screen at the same time as the desktop application. This only needs to be completed on this first occasion.
- Emoji support is not currently present in the desktop version of Front Desk Messenger. If you send an emoji, it will appear as random characters on a desktop computer. We are looking at addressing this at some stage in the future. Emoji are supported on the iOS / Android versions.