



ConnectUC User Guide



Discover the Power of ConnectUC

ConnectUC

Username

Password

[Forgot Password](#)

By Signing in you agree to our [Terms of Service](#)

Sign in

To access ConnectUC go to the following link:

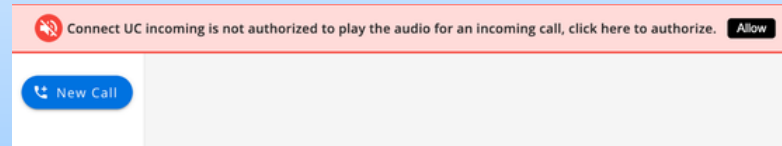
<https://app.connectuc.io/>

Please log in using your UCaaS username, typically in the format of extension@domain.

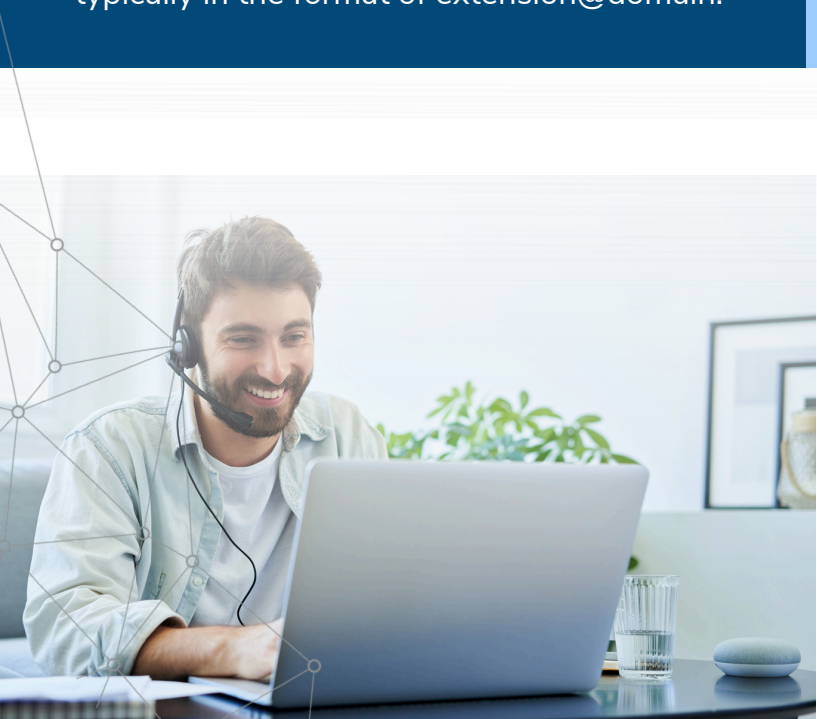
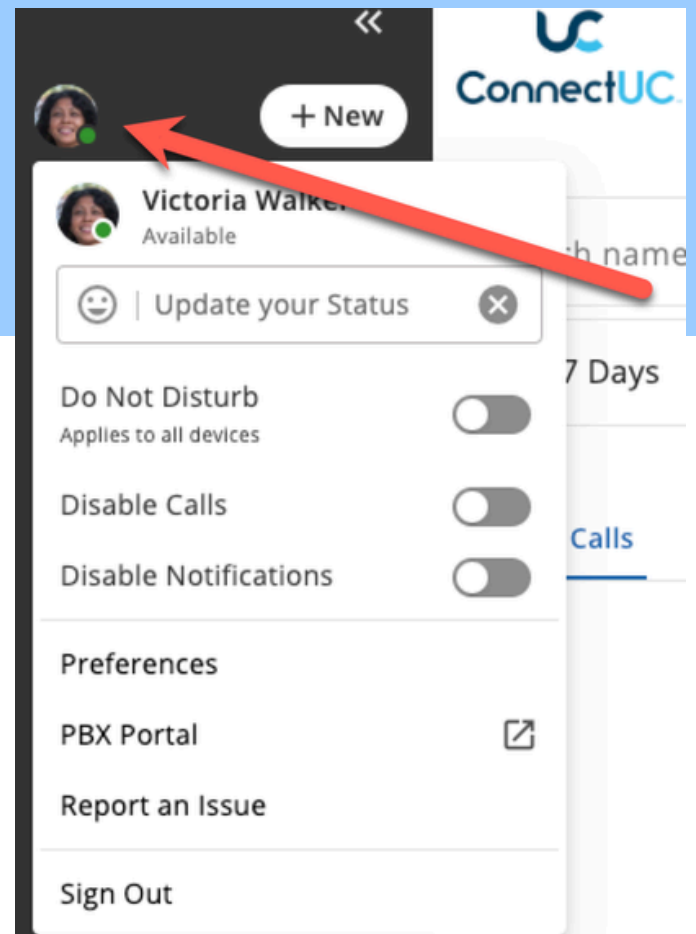


ConnectUC™

After logging in, a red banner will prompt you to allow audio for incoming calls. Click "Allow."



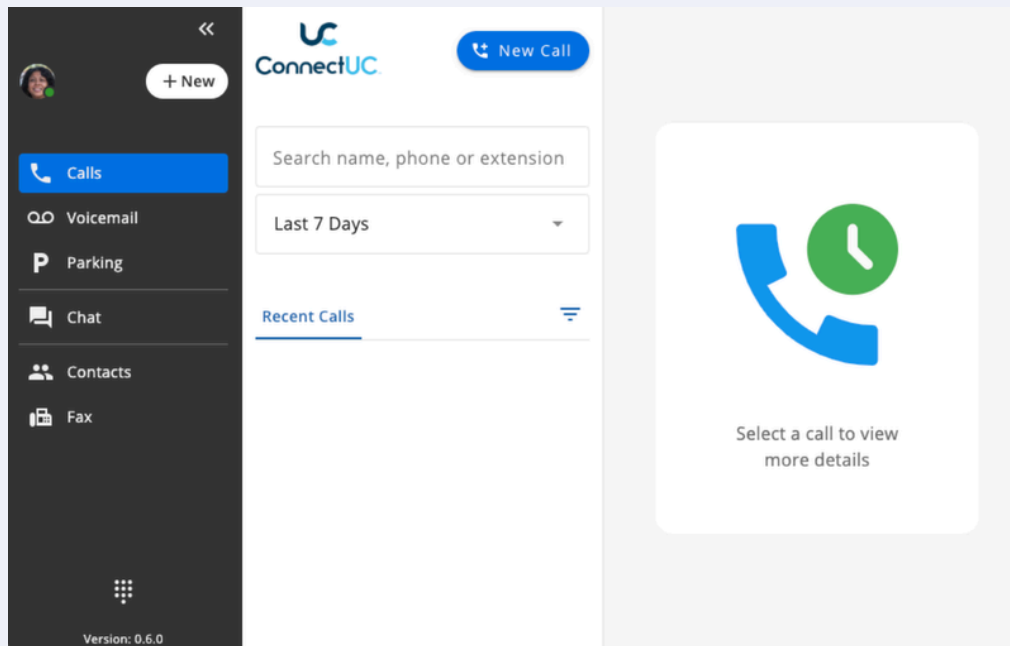
To access user settings, report issues, or sign out, click the user icon on the left side of the screen.





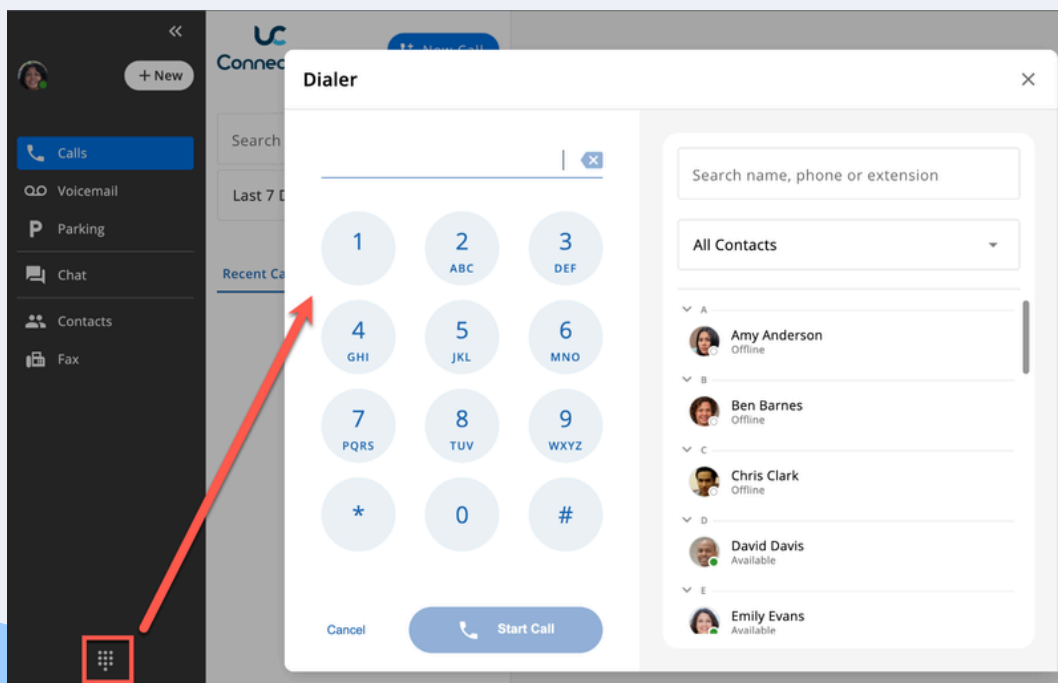
Calls

In the Calls tab, you can initiate new calls and review details of recent calls.



Dialer

Use the dialer option at the bottom left to access a dial pad for making outbound calls. Simply click on the numbers and then “Start Call”.



(786)-565-4450



2790 Tree Meadow Loop
Apopka, FL 32712



support@voiptel4u.com

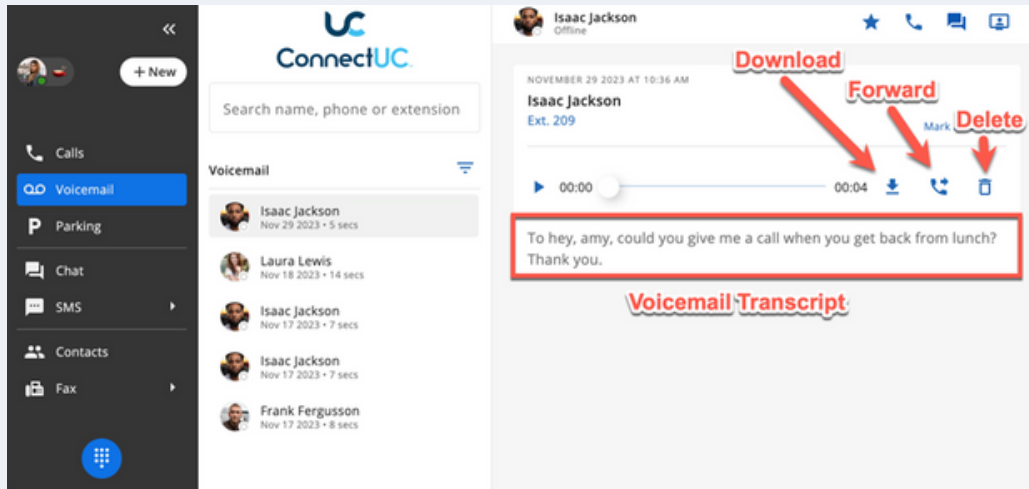


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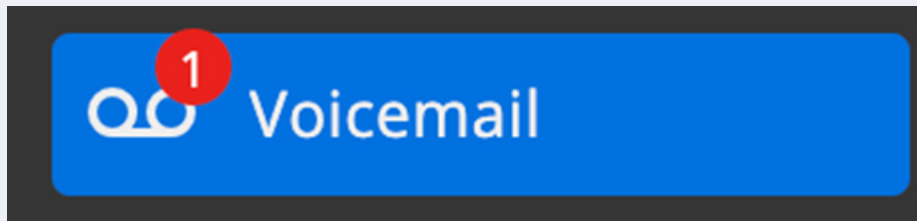


Voicemail

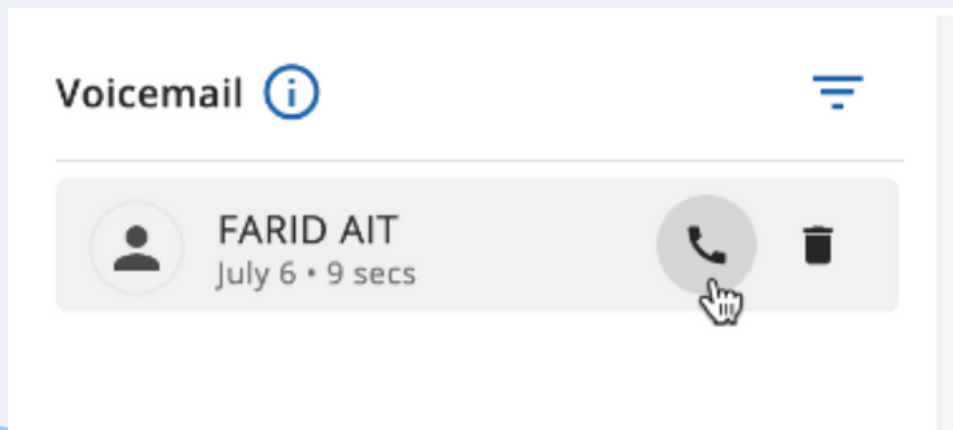
In the Voicemail tab, you can access, listen to, download, and read transcripts of received voicemails. Clicking on a voicemail provides options to call back the number within the app, forward the voicemail to another contact, or delete it.



When you receive a new voicemail, a red number icon will show up in the voicemail tab. After reviewing a voicemail, it will be marked as "Read" and the indicator will disappear. You can also mark a voicemail as "Unread" if needed



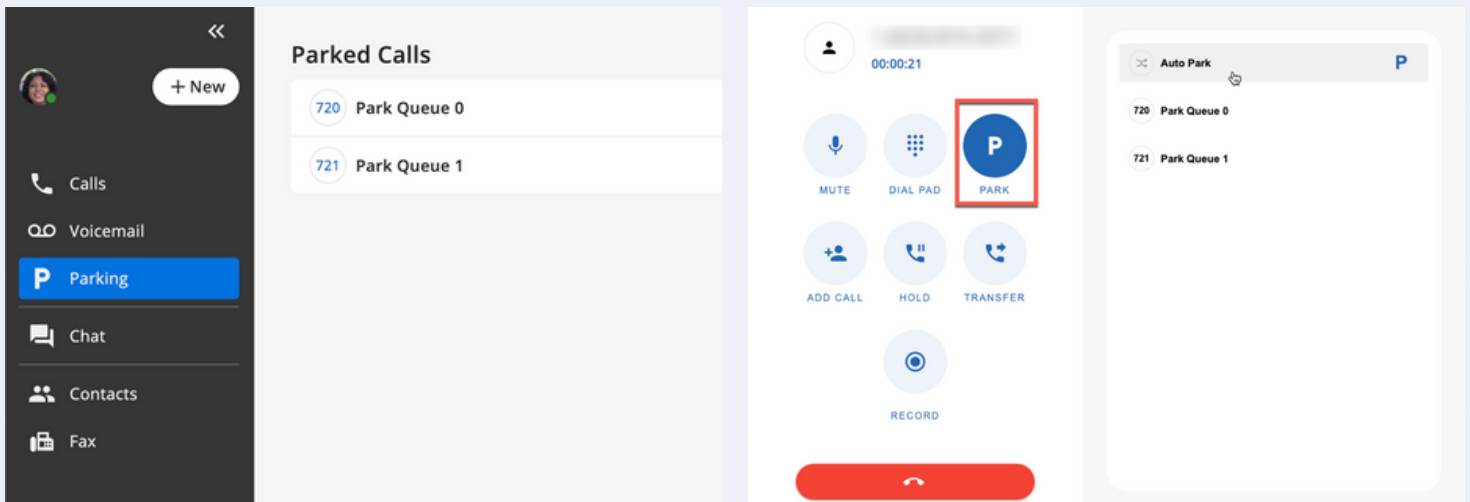
After clicking on an individual voicemail, you also have the option to call the number back within the app or delete the voicemail. To call the voicemail number back from within the Voicemail tab, simply hover your mouse over the voicemail entry and click the "Phone" icon.





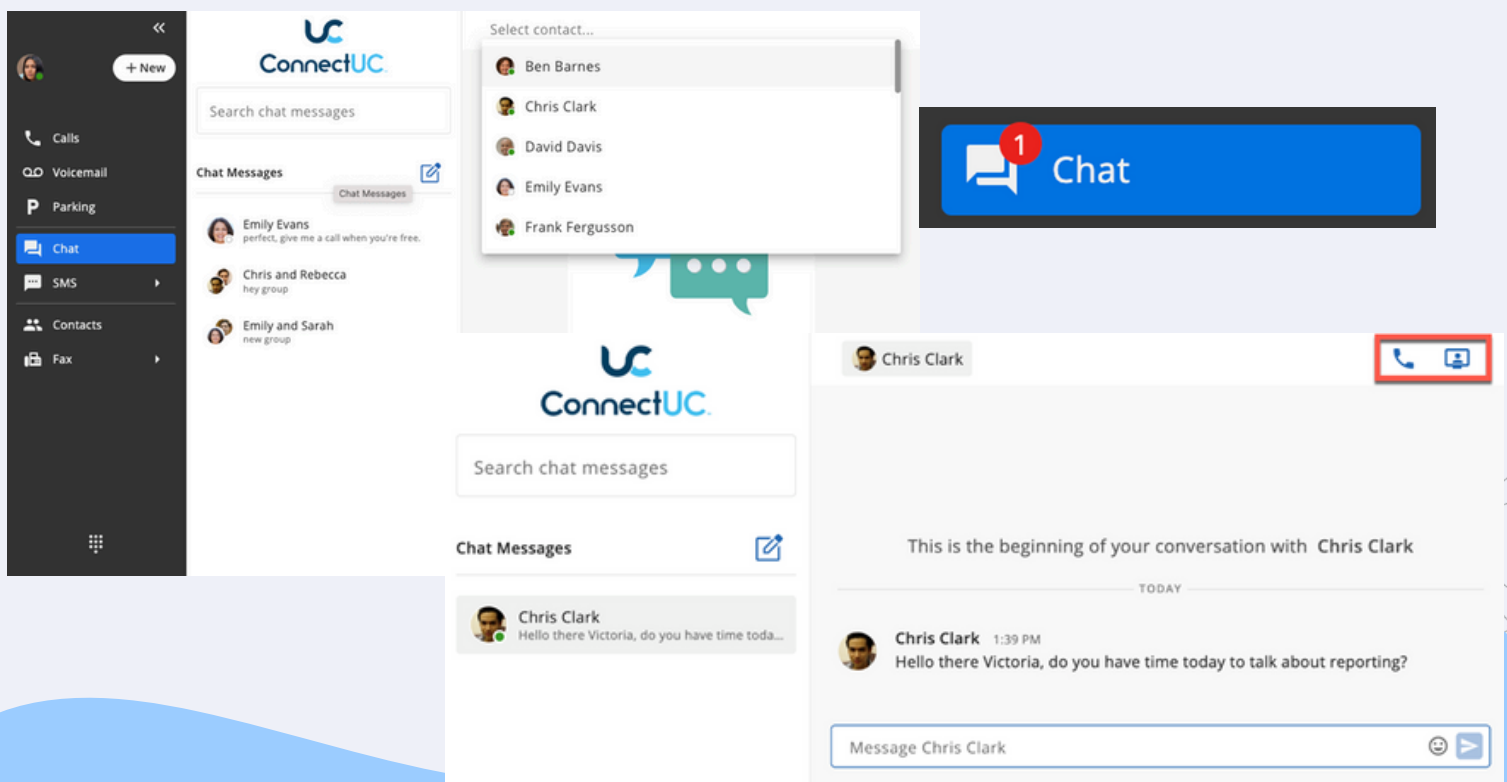
Parking

In the Parking tab, you can see a list of Parked Calls. To park a call, click the 'Park' button while on an active call.



Chat

In the Chat tab, manage conversations, create new chats, and make calls or video conferences. New messages trigger a red icon. To start a chat, select a contact and type your message. In a conversation, call or video call using icons in the top-right corner.



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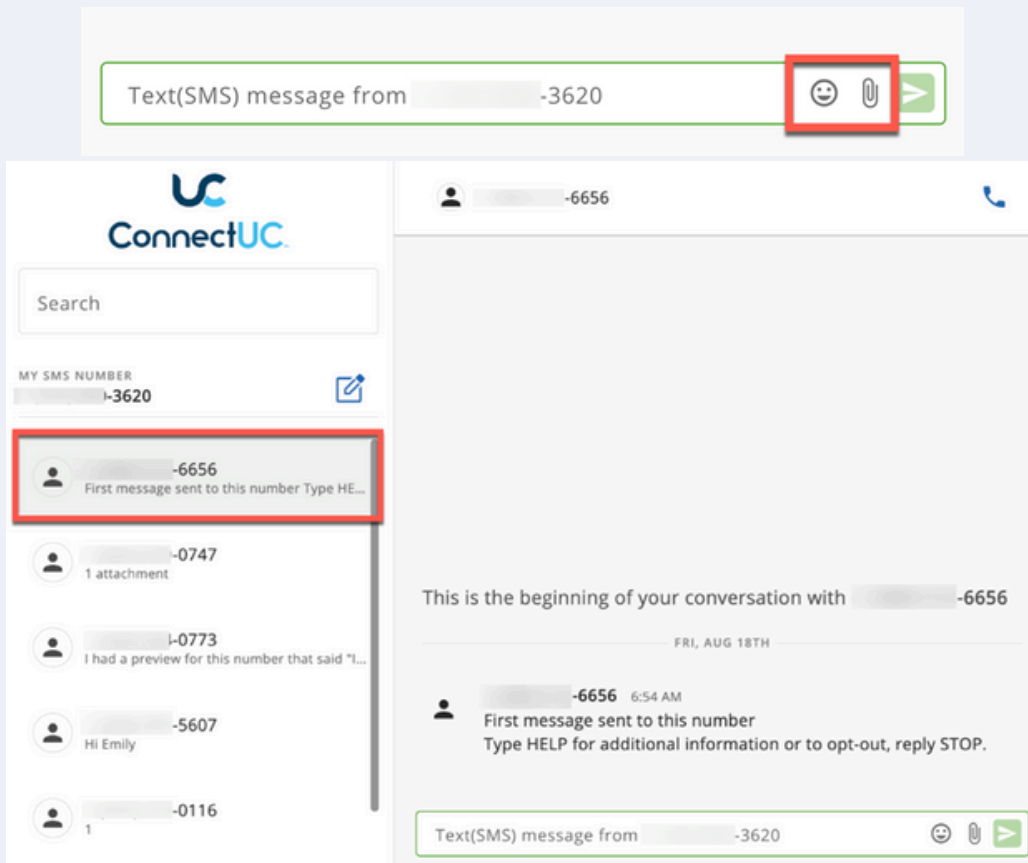


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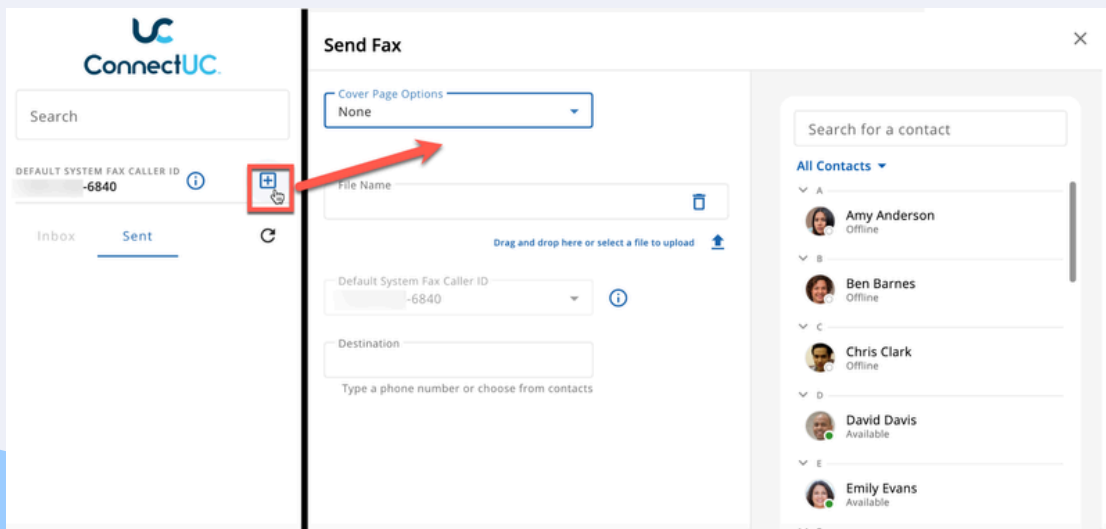
SMS

Choose an existing SMS conversation from the left-side menu to view message history and reply. Call the selected number with the 'Phone' icon at the top right. Confirm your outbound SMS number under 'My SMS Number'. Add Emojis or attachments with icons next to the outbound SMS box.



Fax

To send a new fax, click on Fax in the left-hand menu and then click the '+' button next to the Fax Caller ID. You can then modify cover page options, caller ID, file attachments, and the destination number.



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