

# **ConnectUC User Guide**

#### Discover the Power of ConnectUC

	ConnectUC.	
Usernam	e	
Password	1	
Forgot Passv	vord By Signing in you agree to our Terms of Service	
	I	Sign

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

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

🛞 Connect UC incoming is not authorized to play the audio for an incoming call, click here to authorize. Allow

😃 New Call

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







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".







2790 Tree Meadow Loop Apopka, FL 32712





# 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.

	«	S S	Isaac Jackson	* 📞 🗏 🗉
-	+ New	ConnectUC.	Doy	wnload
		Search name, phone or extension	Isaac Jackson Ext. 209	Forward Mark Delete
بر	Calls	Voicemail		
90	Voicemail	-	▶ 00:00	00:04 🛨 🐫 🗂
Ρ	Parking	Nov 29 2023 • 5 secs	To hey, amy, could you give me a ca	III when you get back from lunch?
4	Chat	Laura Lewis Nov 18 2023 + 14 secs	Thank you.	,
P	SMS •	Isaac Jackson Nov 17 2023 • 7 secs	Voicemail Transcript	
	Contacts	Sear larkson		
6	Fax +	Nov 17 2023 • 7 secs		
		Frank Fergusson Nov 17 2023 • 8 secs		

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.

Voice	email 间	Ŧ	
	FARID AIT July 6 + 9 secs		
6)-565-4450	• 2790 Tree Mea	dow Loop	support@voiptel4u.com

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www.voiptel4u.com

# Parking



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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.

	<	Parked Calls	۵0:00:21	🖂 Auto Park 🏼 P
	TNew	720 Park Queue 0		720 Park Queue 0
ر	Calls	721 Park Queue 1		721 Park Queue 1
മ	Voicemail		+0 211 2+	
Ρ	Parking		ADD CALL HOLD TRANSFER	
4	Chat			
*	Contacts		RECORD	
ıß.	Fax		RECORD	

#### 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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(786)-565-4450

#### SMS



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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.

Text(SMS) message from	m -3620
ConnectUC	• -6656 <b></b>
Search	
MY SMS NUMBER -3620	
-6656 First message sent to this number Type HE	
-0747 1 attachment	This is the beginning of your conversation with -6656
I had a preview for this number that said "I	FRI, AUG 18TH
-5607	-6656 6:54 AM First message sent to this number Type HELP for additional information or to opt-out, reply STOP.
• 1 -0116	Text(SMS) message from -3620
<u> </u>	Text(SMS) message from -3620 ☺ ₪ E

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.

Connec	Send Fax		×
Search DEFAULT SYSTEM FAX CALLER -6840 Inbox Sent	ID () (Cover Page Options None File Name C Default System Fax Caller ID	Search for a  All Contacts  All Contacts  Any And Orrag and drop here or select a file to upload  Ben Barr Ben	contact Ierson
	-6840 Destination Type a phone number or chr	Offline      Offline      C	irk vis
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