



# Connect UC App User Guide



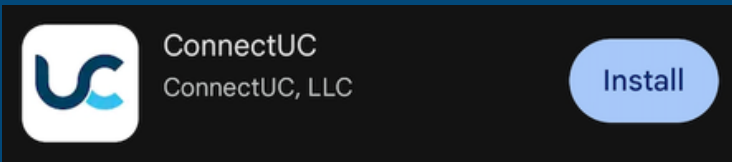
## Discover ConnectUC Mobile

The Connect UC app can be installed on both Android and iOS devices.



To install ConnectUC on your mobile device:

1. Open the App Store on your device (Apple Store for iOS, Google Play Store for Android).
2. Search for the ConnectUC app.
3. Select the app and tap "Install."



On the right side, there will be a QR code to download the app for iOS or Android, respectively.

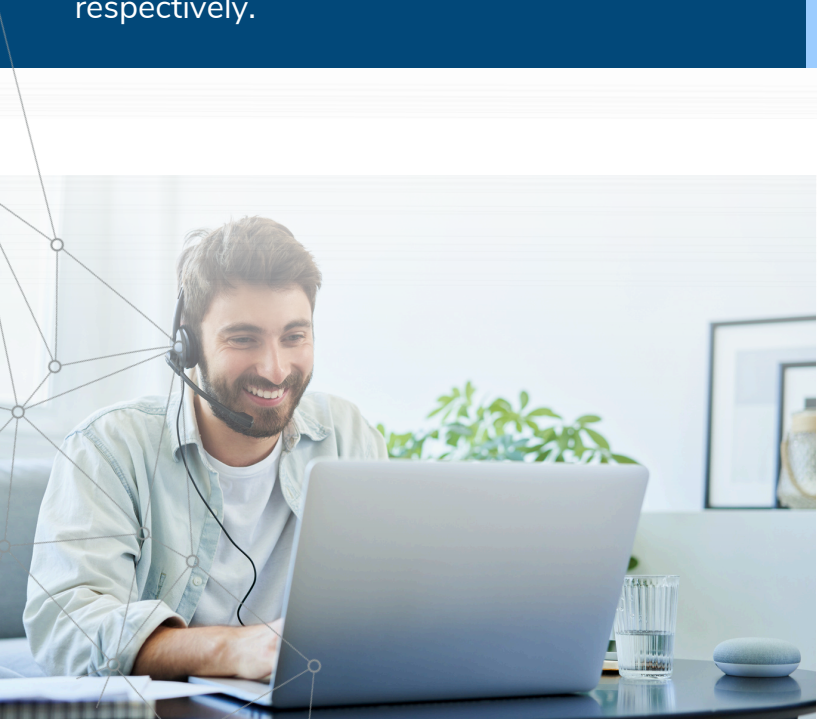


# ConnectUC™

[ConnectUC Mobile - Google Play Store \(Android\)](#)



[ConnectUC Mobile - Apple App Store \(iOS\)](#)

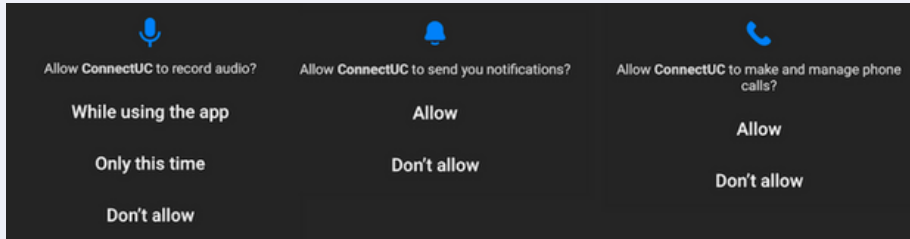




# Log In to ConnectUC

To sign in to ConnectUC, use your UCaaS username (formatted as extension@domain)

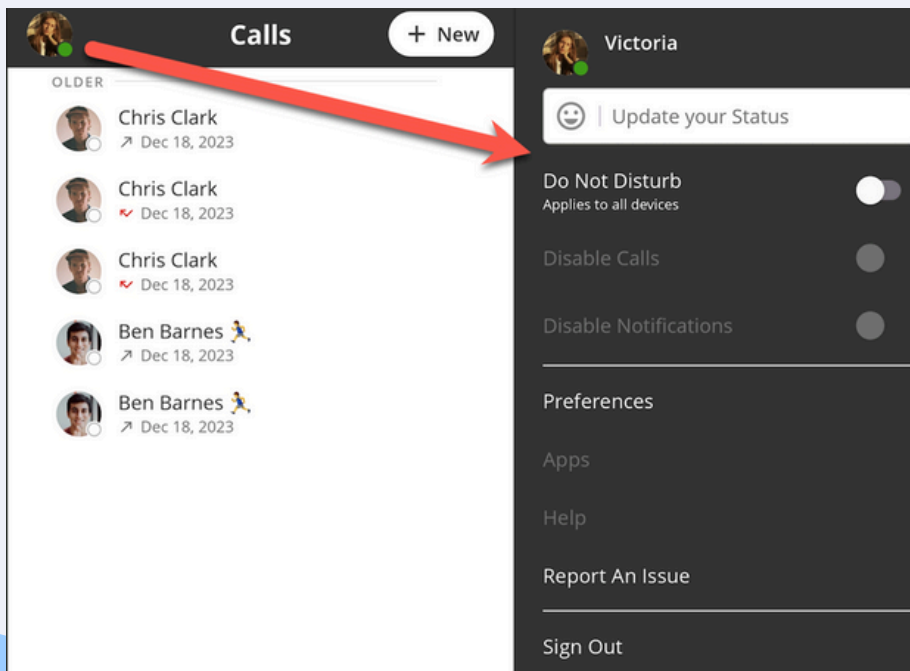
After installing and signing in, allow device permissions and notifications to ensure all ConnectUC Mobile features work properly.



## User Preferences and Status

To manage your preferences and status in ConnectUC Mobile, click your profile avatar in the top left corner of the screen. This will open a menu with quick access to key settings. The User Preferences menu includes the following options::

- Update User Status
- Toggle Do Not Disturb (All Devices)
- Manage Profile Preference Settings
- Report an Issue
- Sign Out



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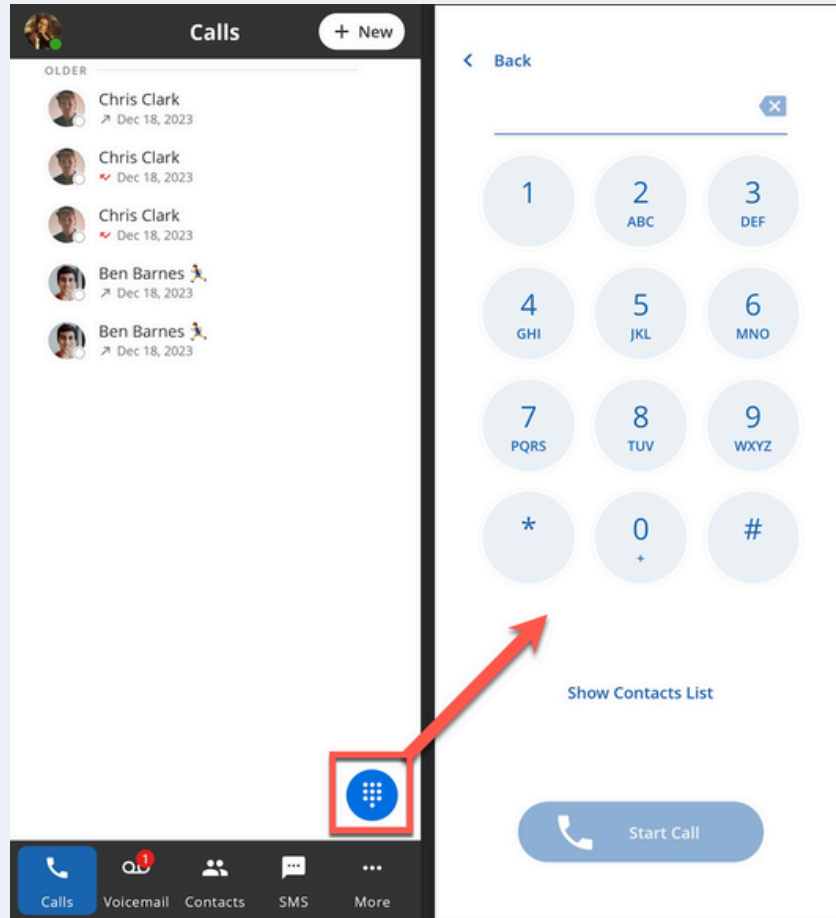


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# Dialer

The dialer menu is always available in the bottom-right corner of the screen, allowing you to make calls or view saved contacts from any tab.



# Calls

To initiate a call from the ConnectUC Mobile App, you can:

1. Click the '+ New' button at the top right and select 'New Call.'
2. If you see the contact you want to call, click their details and select 'Call.'
3. Click the blue dialpad icon at the bottom right of the screen.



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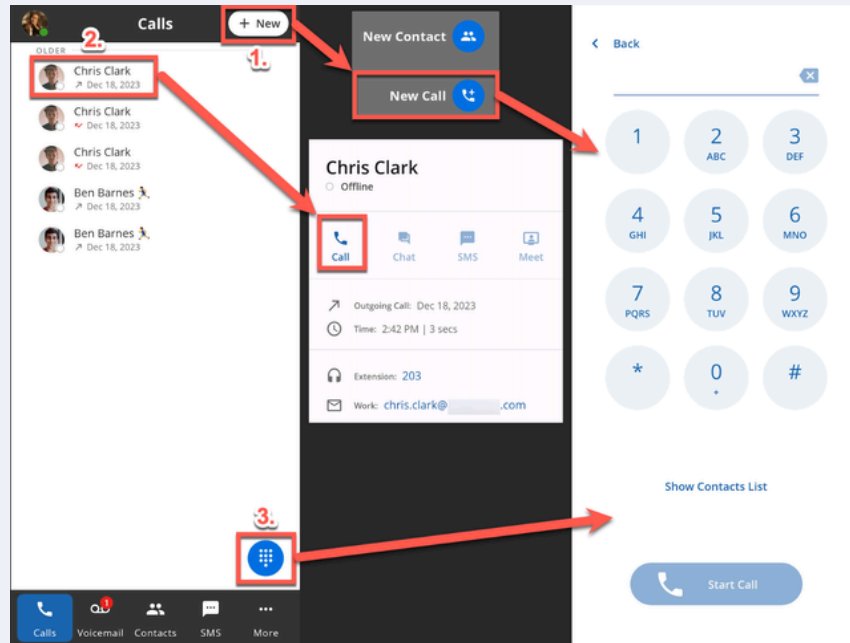
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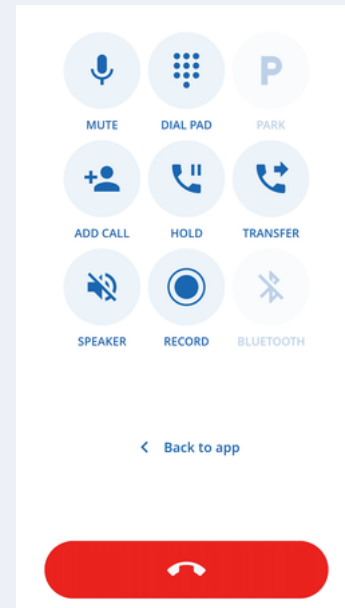


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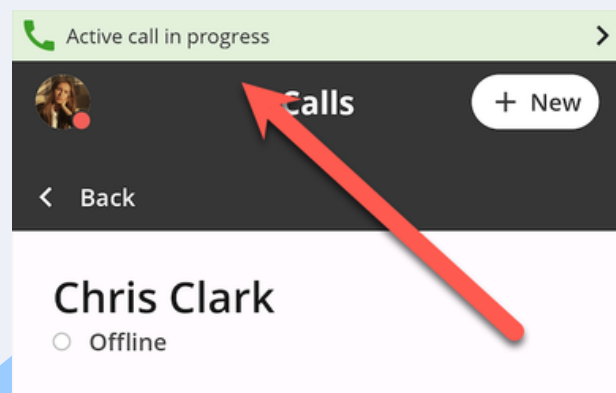


After starting a call, ConnectUC mobile users can use the following features:

1. Mute
2. Dial-pad
3. Add another call
4. Hold
5. Transfer
6. Speakerphone
7. Record
8. End the call



If a user selects 'Back to app' during an active call, they can navigate and use the app without ending the call. To return to the active call options, just click the 'Active call in progress' banner at the top of the screen.



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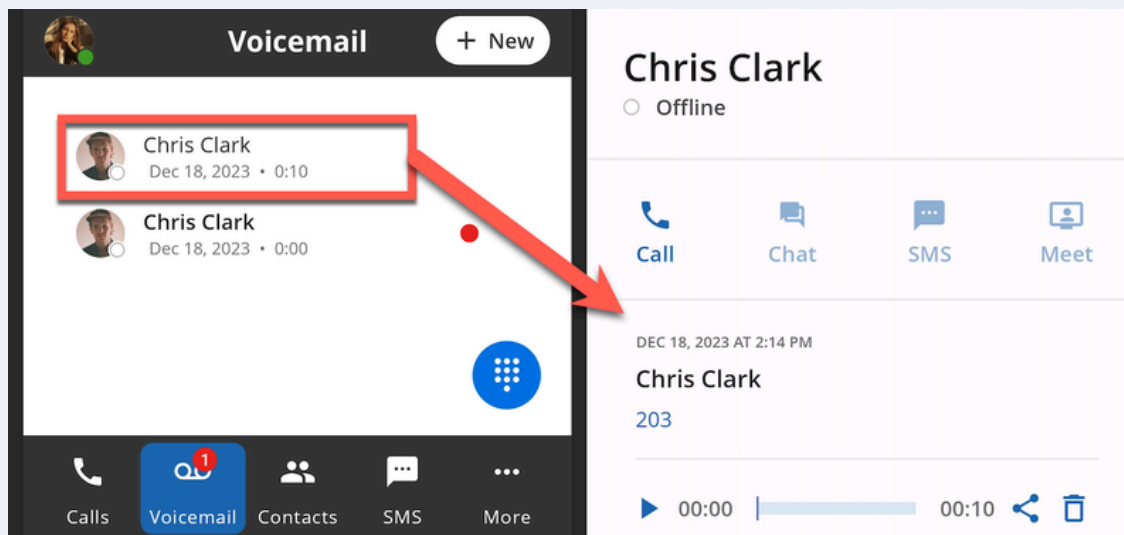
# Voicemail

The Voicemail tab lets users view, listen to, and share voicemail messages. When a new voicemail is received, a red number on the Voicemail tab shows how many voicemails are unread.

After selecting a voicemail from the list, users can:

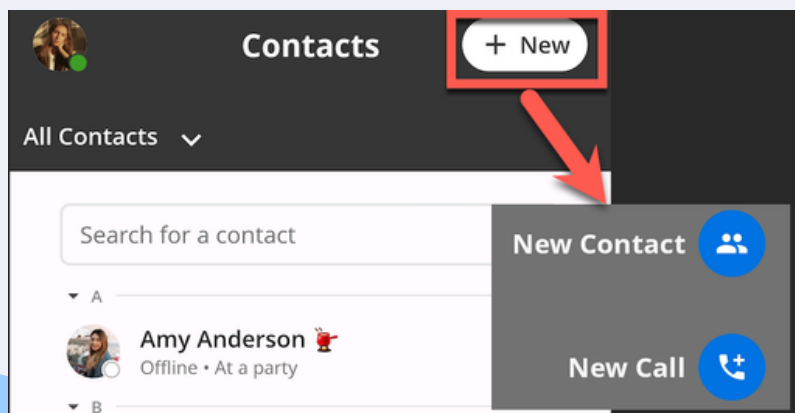
- Call back the contact
- Listen to the voicemail
- Share the voicemail as an audio file
- Delete the voicemail

If voicemail transcription is enabled, users will also see a text version of the voicemail, which can save time.



# Contacts

The Contacts tab lets users add, manage, and interact with contacts. To add a new contact, click the '+ New' button at the top right of the screen.



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