

CONNECT UC DESKTOP APP USER GUIDE

Welcome to the Cloud! Thank you for choosing SonicTel as your managed service provider. This manual will guide you through the initial setup and teach you the basic functions of your new enterprise phone system.

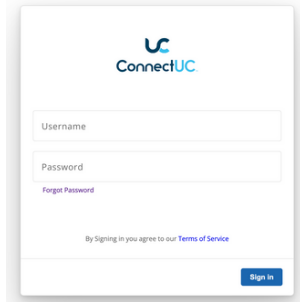
LOG INTO THE APP

1

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

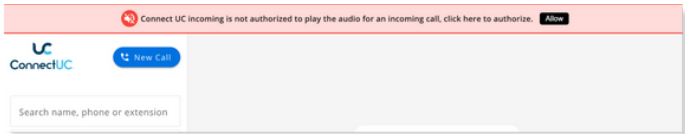
2

Log in with your credentials.
*To log in to ConnectUC,
you'll need to use your
UCaaS username
(extension@domain)*



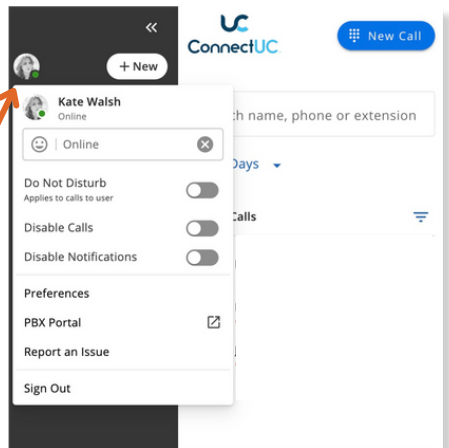
3

Next will see a red banner at the top asking you to allow ConnectUC to play audio for incoming calls. You may also be asked to allow permissions for other functions within the app when they are required (i.e., video permissions for initiating a video call).



4

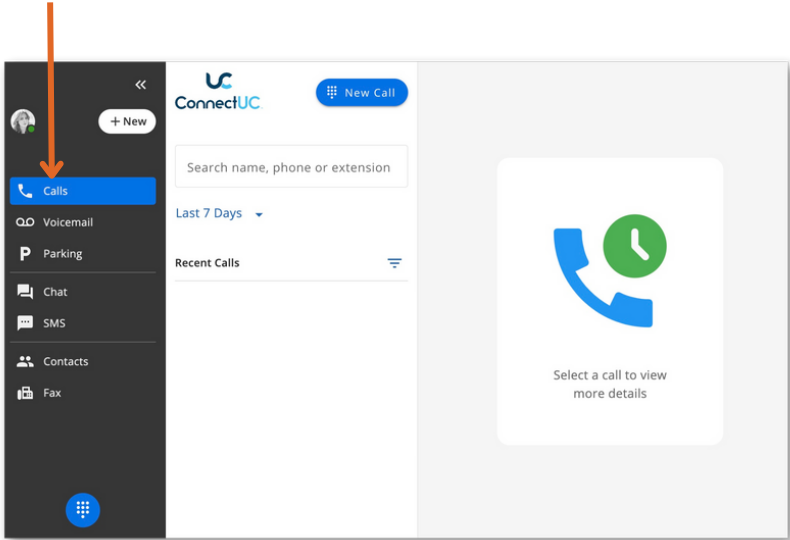
To access user settings and preferences, report an issue, or sign out, simply click on the user icon found on the left side of the screen.



FUNCTIONS

CALLS

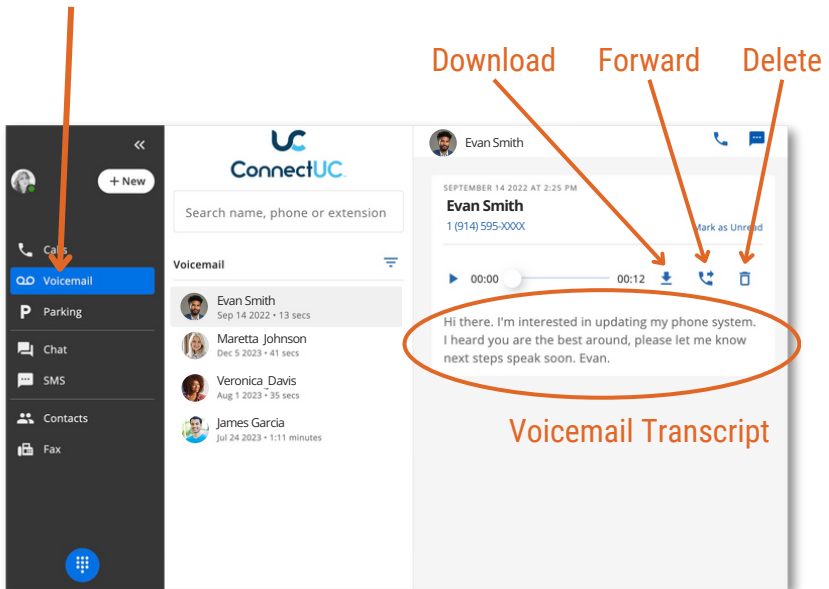
The Calls tab allows you to make a new call and view details for recent calls.



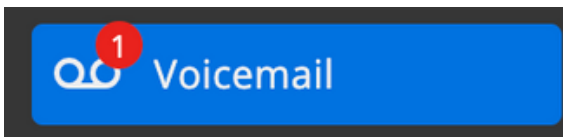
FUNCTIONS

VOICEMAIL

The Voicemail tab lets you see, hear, download, and read transcripts of the voicemails you get. If you click on a voicemail, you can call the person back using the app, send the voicemail to someone else, or delete it.



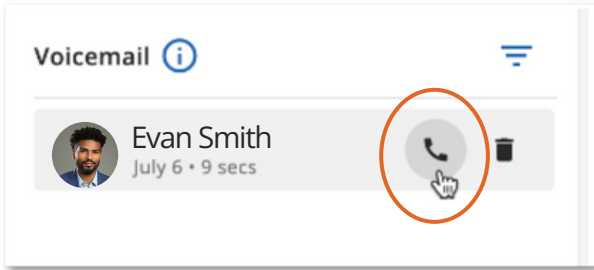
When you get a new voicemail, a red number will show up in the voicemail tab. After you check a voicemail there, it will be considered "Read," and the red number will go away. If you want, you can also mark a voicemail as "Unread" by clicking on the option at the top-right side of the page.



FUNCTIONS

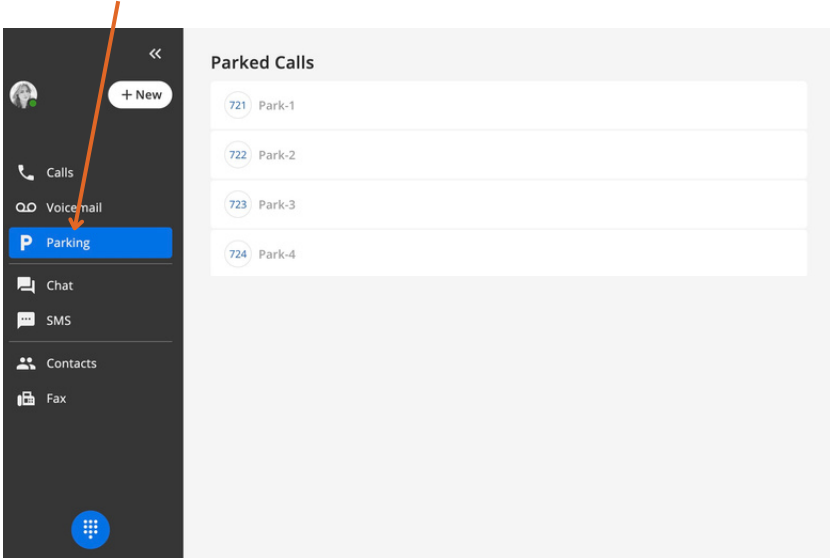
VOICEMAIL

If you click on a voicemail, you can choose to call the number back using the app or delete the voicemail. To call back from the Voicemail tab, just hover your mouse over the voicemail entry and click the "Phone" icon.



PARKING

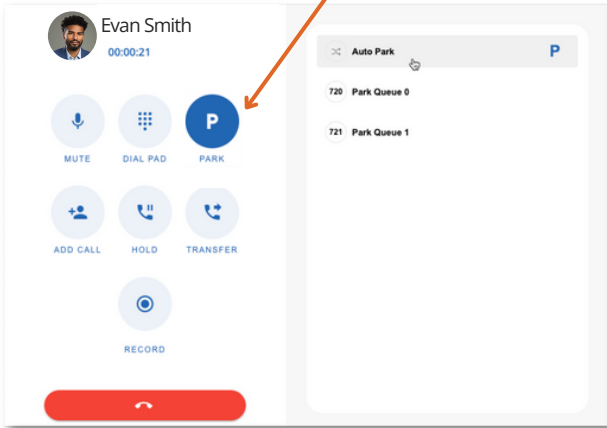
The Parking tab allows you to view a list of Parked Calls.



FUNCTIONS

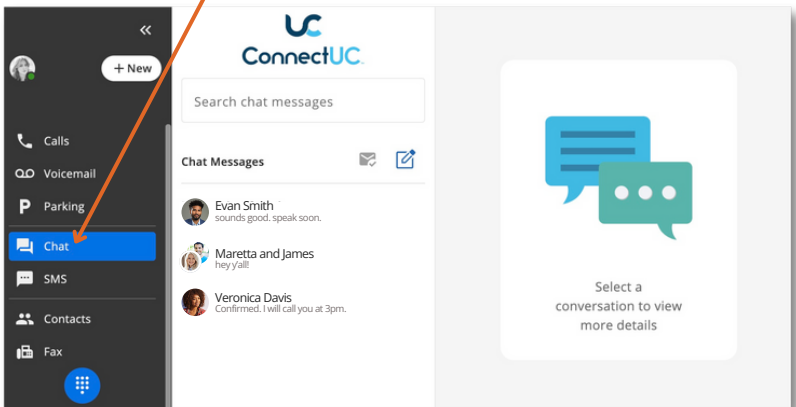
PARKING

Calls are parked by clicking the 'Park' button during an active call.



CHAT

The Chat tab lets you see and handle your chat conversations. You can start new chats, and also make calls or have video conferences.



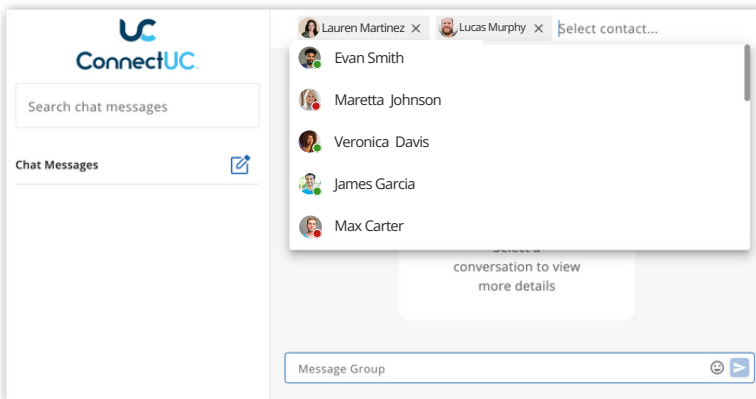
FUNCTIONS

CHAT

The Chat tab helps you see and handle your chats. You can start new chats and make calls or have video conferences from here.



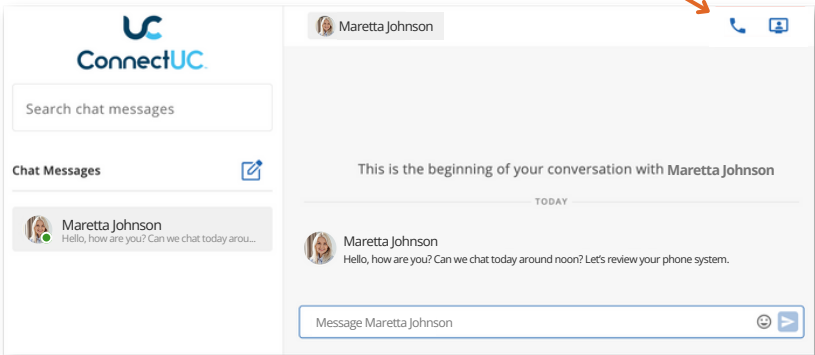
To begin a new chat, pick a contact from the menu at the top, then type or choose the contact(s) you want to include. After selecting the contact(s), type your message at the bottom to start the conversation.



FUNCTIONS

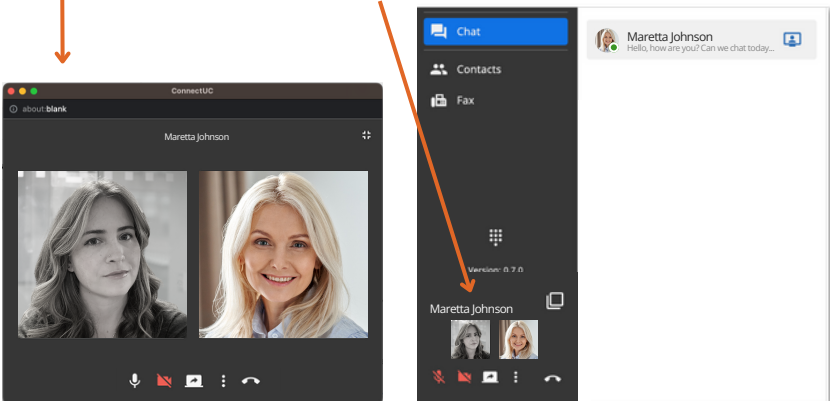
CHAT

After you choose a chat, you can call the person directly or start a video call using the icons at the top-right corner of the screen.



When you start a video call, you can manage your video, audio, and screen-sharing settings through the window that appears separately for the active video call.

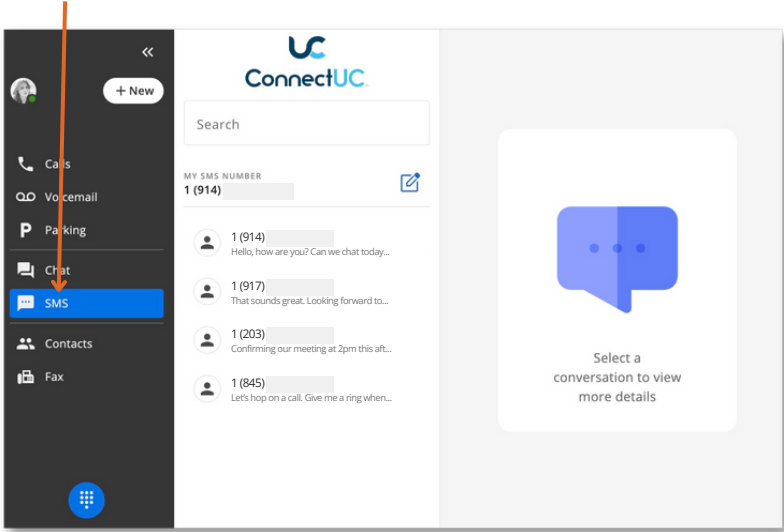
If you close this separate window, you can still manage your call audio/video options via the menu found at the bottom left side of the screen.



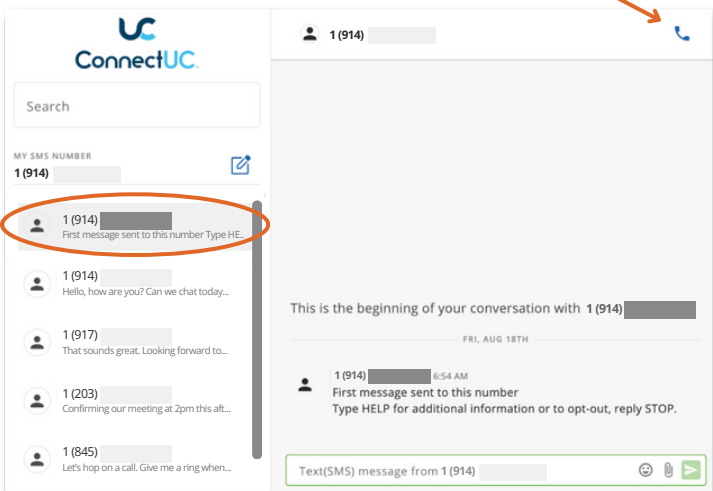
FUNCTIONS

SMS

The SMS tab lets you make, see, and handle your text messages.



If you choose an existing SMS chat from the list on the left, you can see the messages and reply with new ones. You can also call the selected number by clicking the 'Phone' icon at the top right of the page.

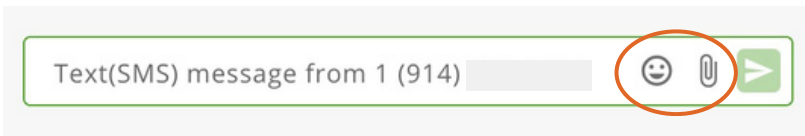


FUNCTIONS

SMS

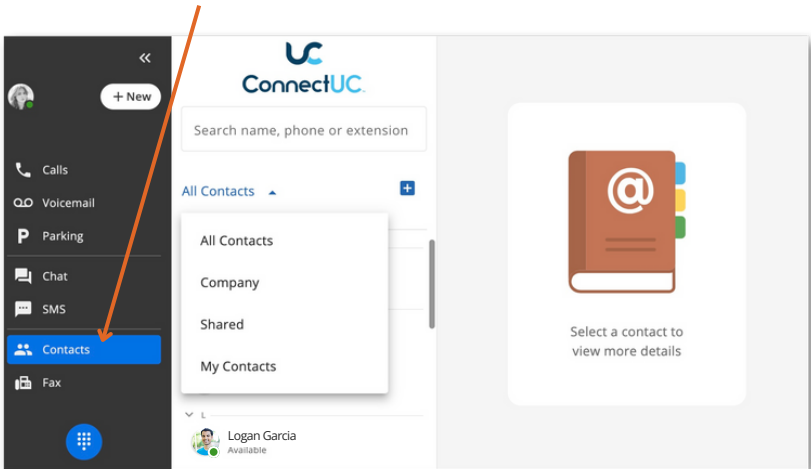
To check your outgoing SMS number, you can look at the 'My SMS Number' section on the left or see it when you send a message.

If you want to add emojis or send files, click the icons on the right side of the message box.



CONTACTS

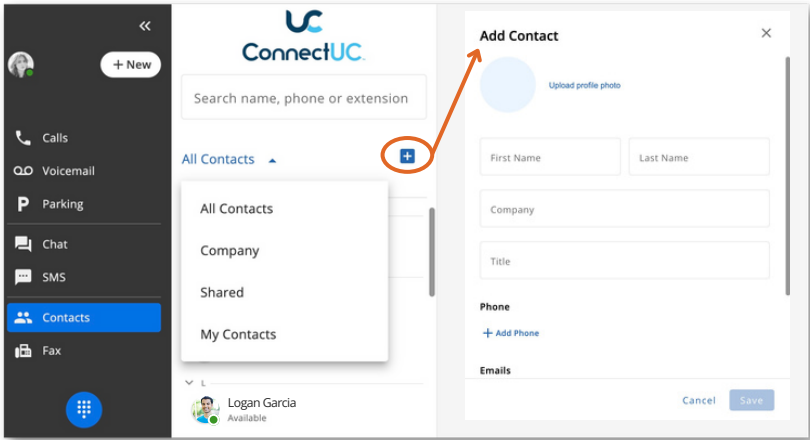
The Contacts tab lets you see, make, and handle all your ConnectUC contacts.



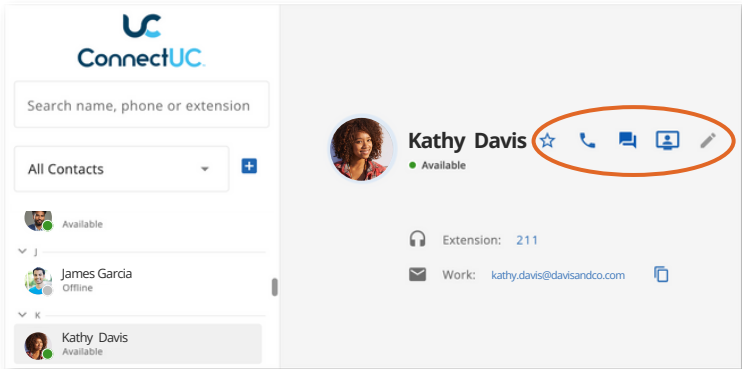
FUNCTIONS

CONTACTS

If you want to add a new contact, just click the '+' button next to the contacts menu. Then, you can fill in all the details, like a profile picture and other contact information.



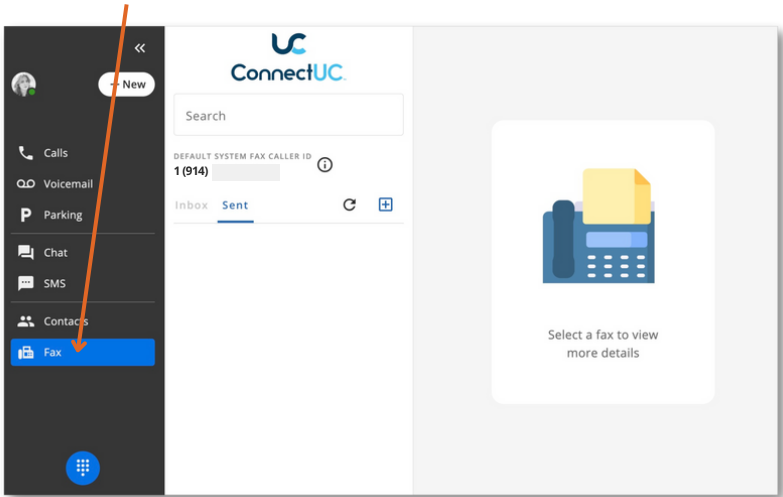
When you look at a specific contact, you can see things like if they're available, their extension, and other contact details. You can also call, chat, or video call them using the options at the top right of the screen. If you want, you can add them to your 'Favorites' list by clicking the star icon next to their name.



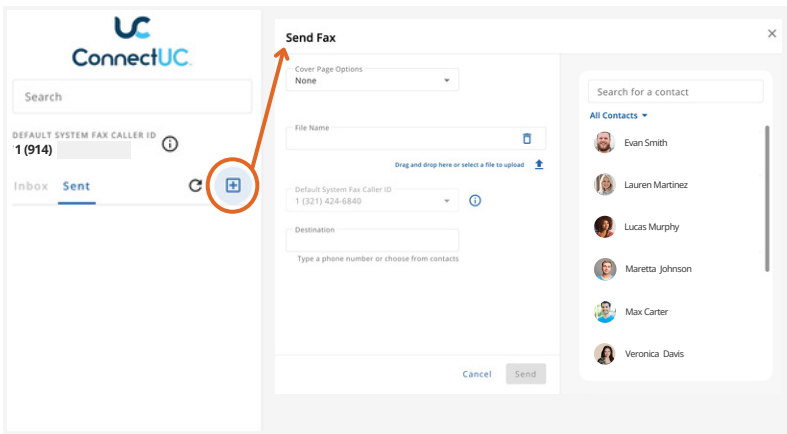
FUNCTIONS

FAX

The Fax tab lets you send faxes and view the ones you've sent and received.



If you want to send a new fax, click the '+' button next to Fax Caller ID. Then, you can change things like cover page options, caller ID, attach files, and put in the destination number.



FUNCTIONS

DIALER

The dialer option at the bottom left of the page lets you use a dial pad to make calls. You can also search for and call existing contacts from the dialer menu.

