



# 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

Download the app:  
<https://www.reachuc.com/download>

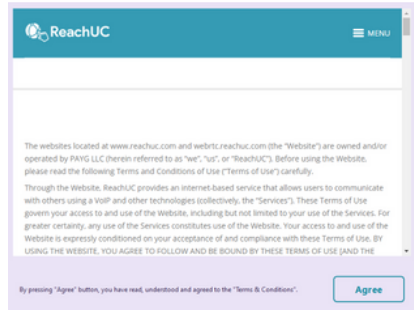
2

Log in with your credentials



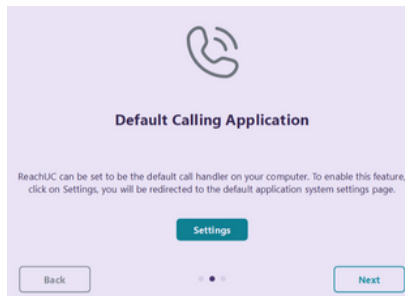
3

There will be a pop-up window with the **End User Agreement**.



4

Next will be a pop-up for "**Default Calling Application**". Click "Settings" and follow your computer's prompts to set ReachUC as the default calling App, or click "Next", and then "Finish".



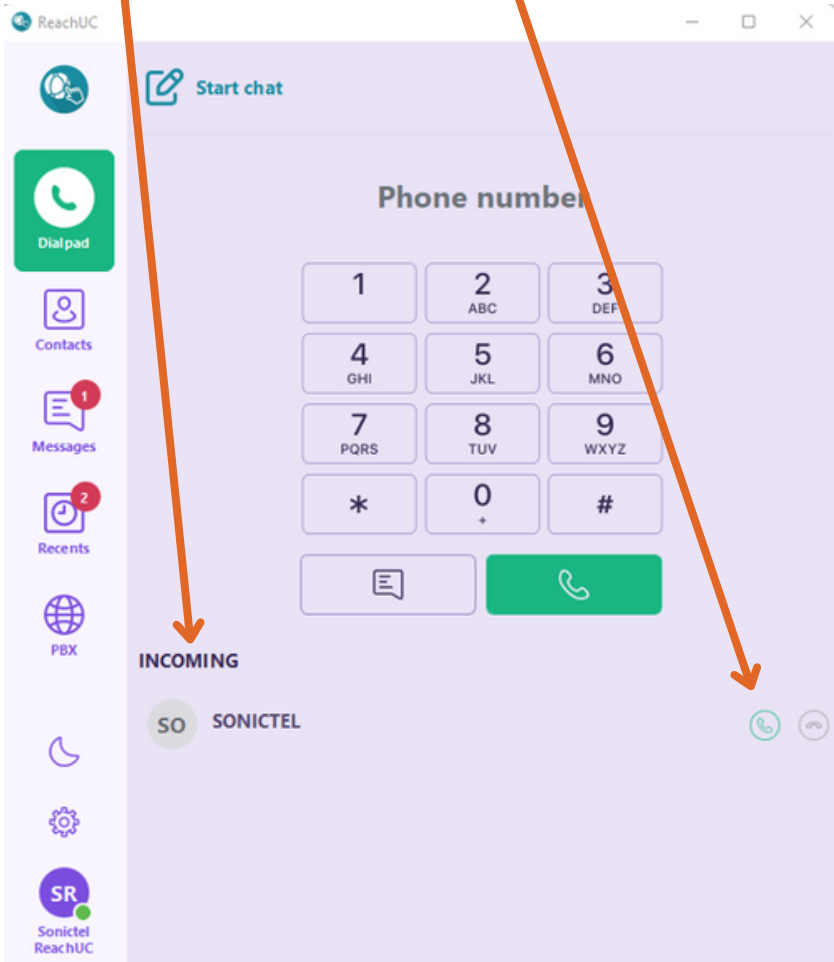
5

You are now logged into the app! It is important to allow the app access to your microphone, push notifications, and contacts.

## FUNCTIONS

### ANSWERING A CALL

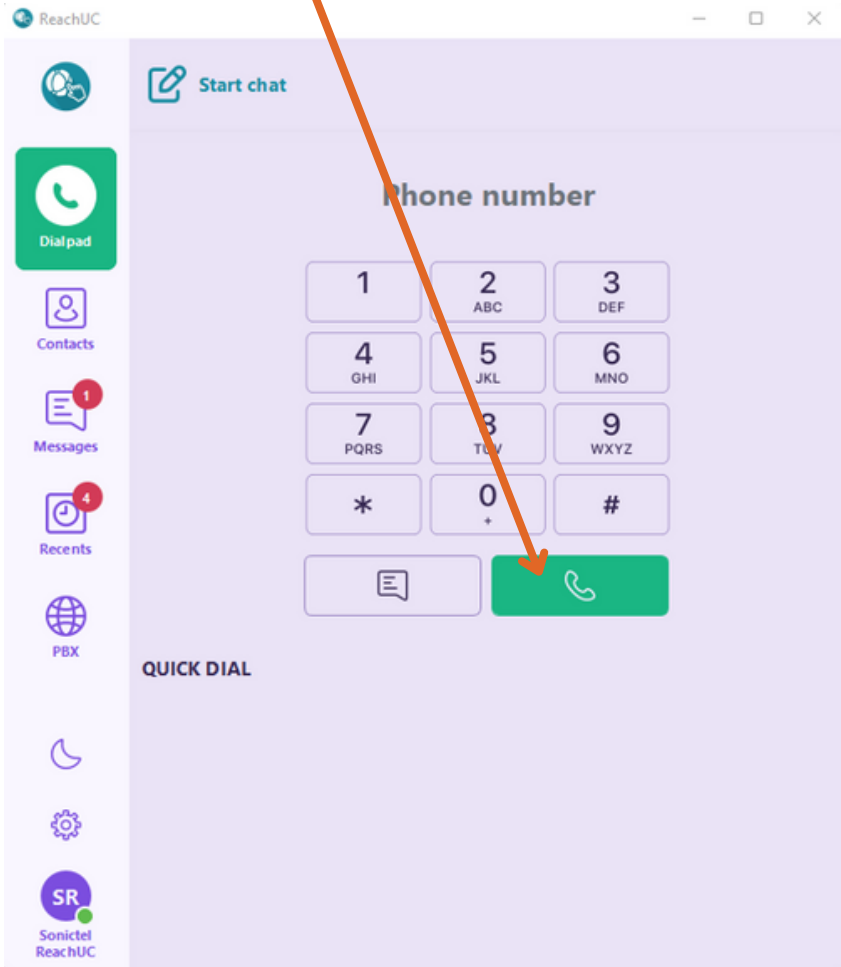
When a Call comes in, it will show at the bottom under "INCOMING." Press the green "ANSWER" icon to answer the call.



## FUNCTIONS

### PLACING A CALL

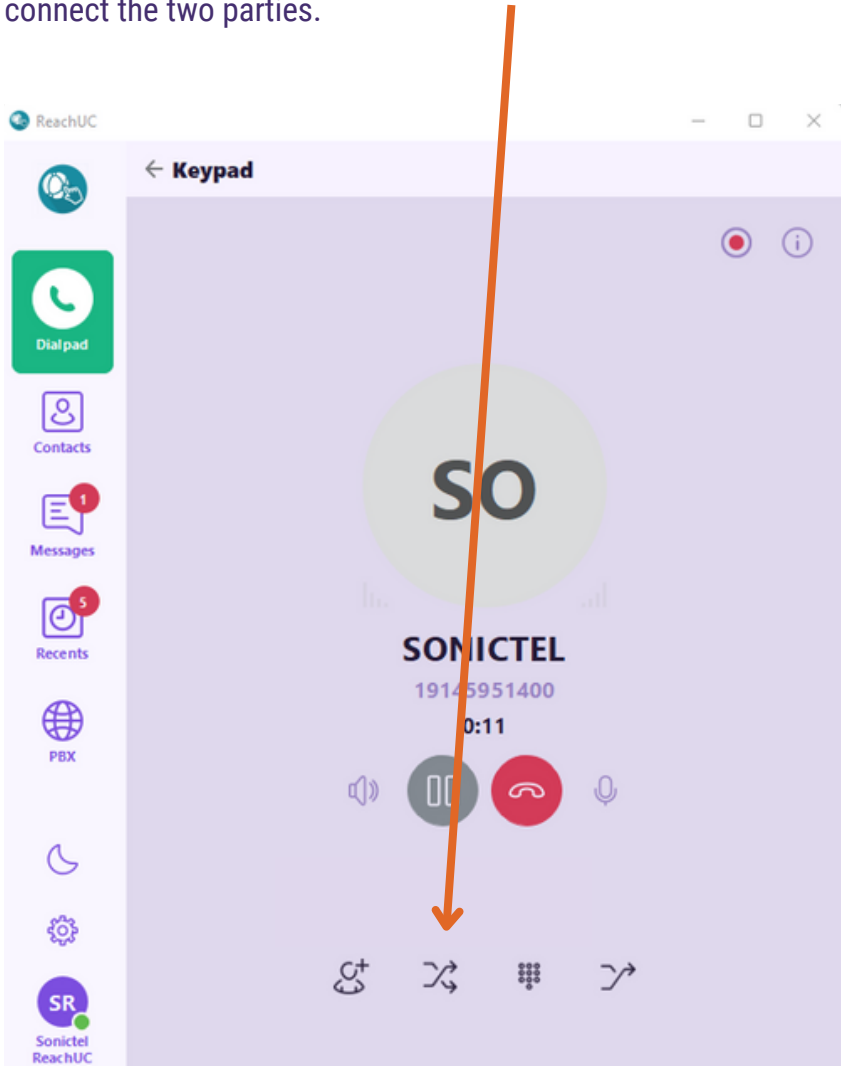
From the "Dial Pad" screen, dial the number you wish to call and press the green "Dial Button"



## FUNCTIONS

### TRANSFER A CALL

**Attended Transfer-** While on a call click the "Attended Transfer" icon, dial the number you wish to transfer to, and press the green "Dial Button". Once you have spoken to the person you are transferring to, press the "Attended Transfer" icon to connect the two parties.



## FUNCTIONS

### TRANSFER A CALL

**Blind Transfer**- While on a call click the "Blind Transfer" icon, dial the number you wish to transfer to, and press the green "Dial Button". The call is now transferred.

