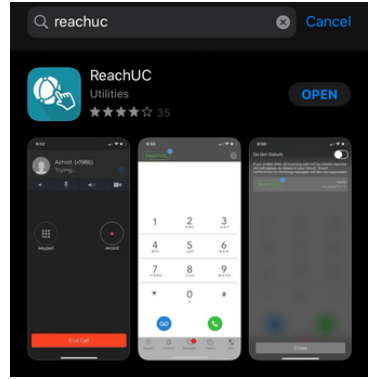**SonicTel**
Earth's Smartest Phone Service

MOBILE 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.
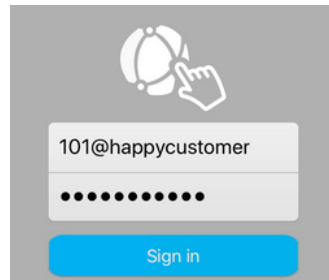
1 Download the app by searching for **"ReachUC"** in the Google play store or Apple app store
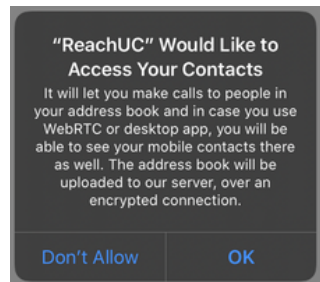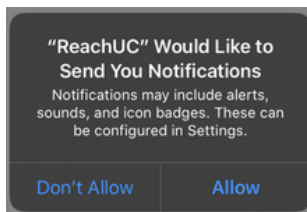

2 Using the credentials provided to you by your administrator, log into the application.

3 Agree to the terms and conditions & for best use, allow access to your contacts. Most importantly, allow **"Push Notifications"** and also allow **"Microphone Access"**. Without these permissions, the application will not work.

FUNCTIONS

STATUS INDICATOR: Click on the icon to bring yourself to the 'Do Not Disturb' page. Click the toggle switch to put your application into DND.

Note: Placing your Sonictel ReachUC App into DND only affects the inbound ringing to the app. Your desk phone will NOT be placed into DND by this function and calls to the desk phone will continue to ring in as normal.

PBX: The 'PBX' tab will allow you to make certain changes to your system as well as to view your company's internal contacts & their status.

Note: Certain functions of the PBX tab must be enabled by your administrator and may be subject to additional fees.

HISTORY: The 'History' tab will show you a listing of inbound, outbound & missed calls on your application.

**MESSAGES:** The 'Messages' tab will allow you to view and send SMS messages from your business DID.
NOTE: This feature must be enabled by your administrator and may be subject to additional fees.

CONTACTS: If you allowed access to your contacts in STEP 2 above, your contacts from your smartphone will appear here.
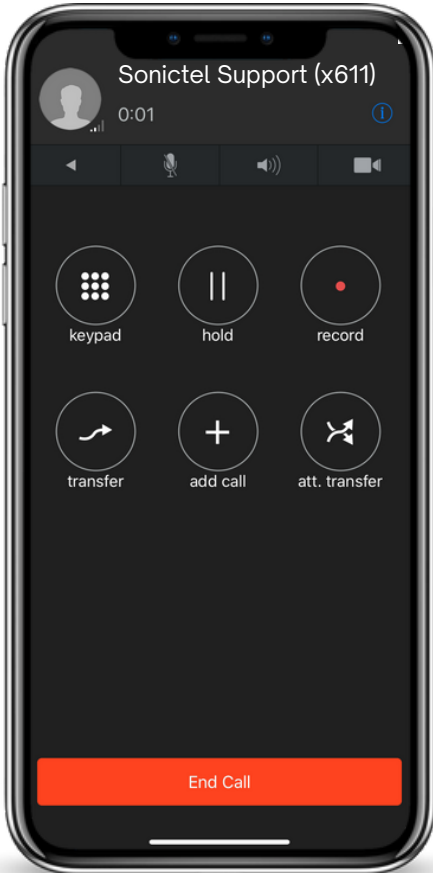
KEYPAD: The 'Keypad' tab will allow you to place calls to internal extensions and external numbers.

HOW TO PLACE A CALL

Dial the number that you would like to call and press the green telephone icon.
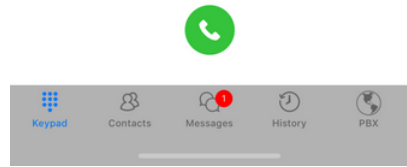
ADMINISTER AN ACTIVE CALL

KEYPAD: Press the Keypad option to return to the keypad screen. This is useful when numerical inputs are needed on a phone call.

HOLD: Use this feature to place the caller on 'Hold'.

RECORD: Used to record calls. Please contact your administrator for additional information.

TRANSFER: Used to send calls from your Sonictel Application to another Extension, Outside Telephone number, Ring Group, or Call Queue.
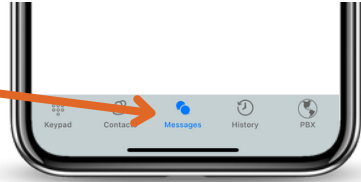
ADD CALL: Used to create a three-way conference call.

ATT. TRANSFER: Use the Att. Transfer key to perform an attendant transfer (warm transfer).
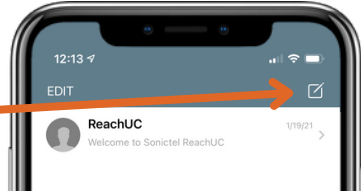
HOW TO SEND A SMS MESSAGE
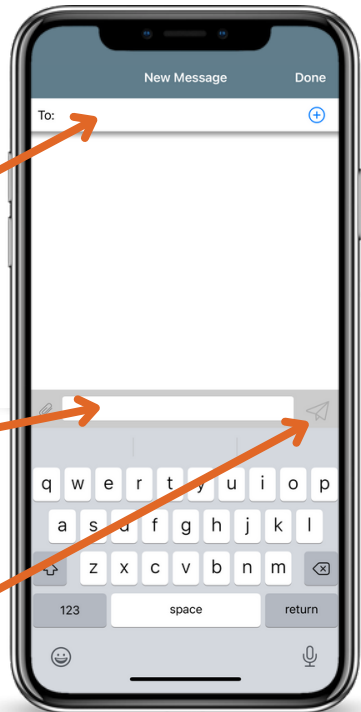
1 Click on the
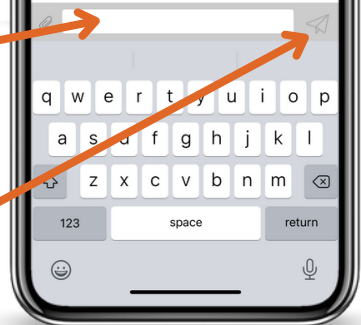'Messages' Tab

2 Click on the
'Compose' icon

3 Enter the contacts
telephone number
in the 'To' field

4 Using the keyboard,
enter your message

5 Click the 'Send' Icon

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