

Get to Know ConnectUC (web phone)

Begin by navigating to <https://app.connectuc.io/> and sign in with your PBX credentials.



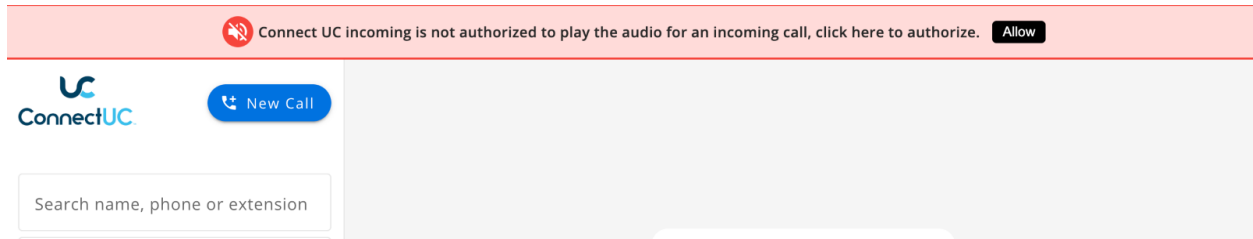
[Forgot Password](#)

By Signing in you agree to our [Terms of Service](#)

Sign in


Important: To log in to ConnectUC, you'll need to use your UCaaS username (typically extension@domain).

After the initial log-in, you 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).





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.

Navigation bar with a back arrow icon and a profile picture of a woman. A red arrow points from the profile picture to the expanded menu below.




Victoria Walker
Available


 | Update your Status 

Do Not Disturb


Applies to all devices



Disable Calls




Disable Notifications



Preferences

PBX Portal



Report an Issue

Sign Out

h name

7 Days

Calls

Once signed in, you can select the function/feature you want from the left-side menu.

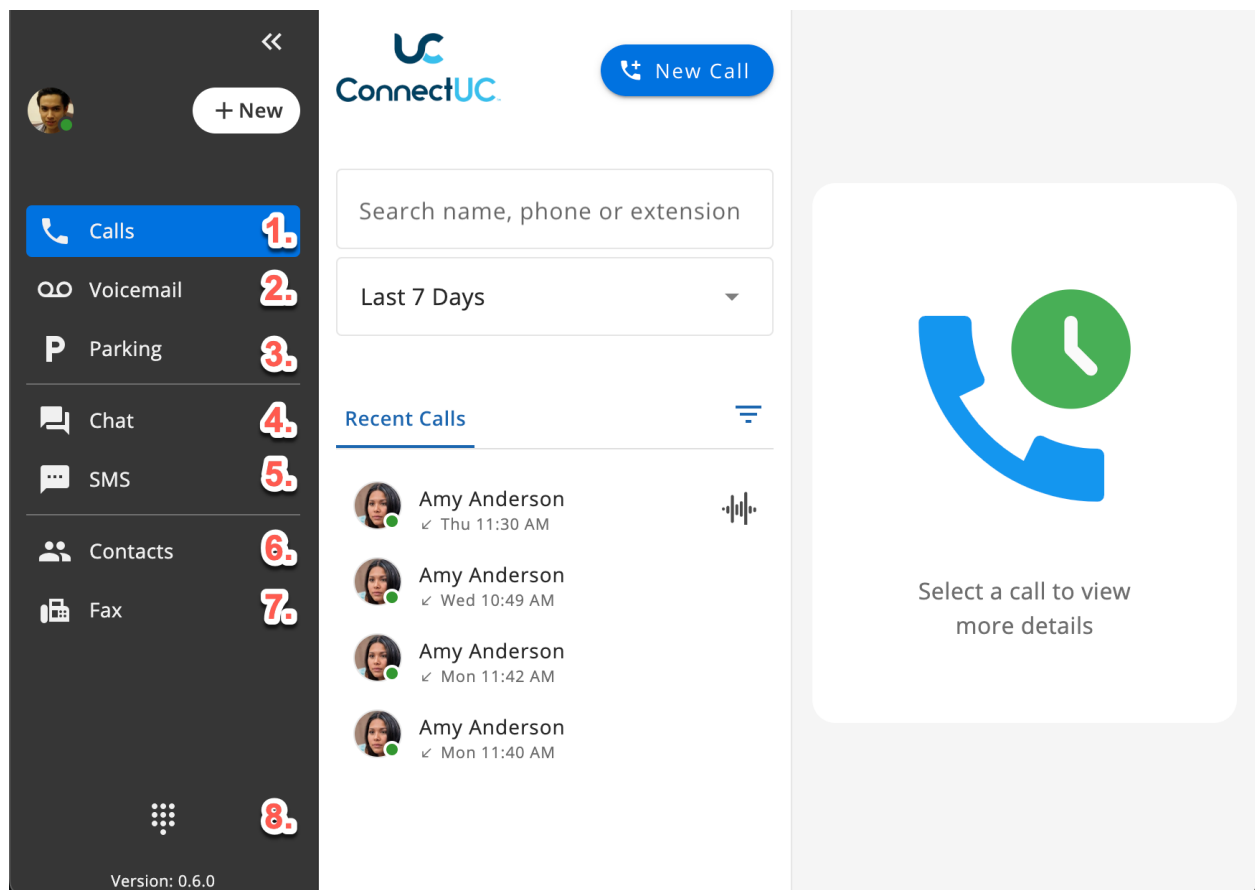


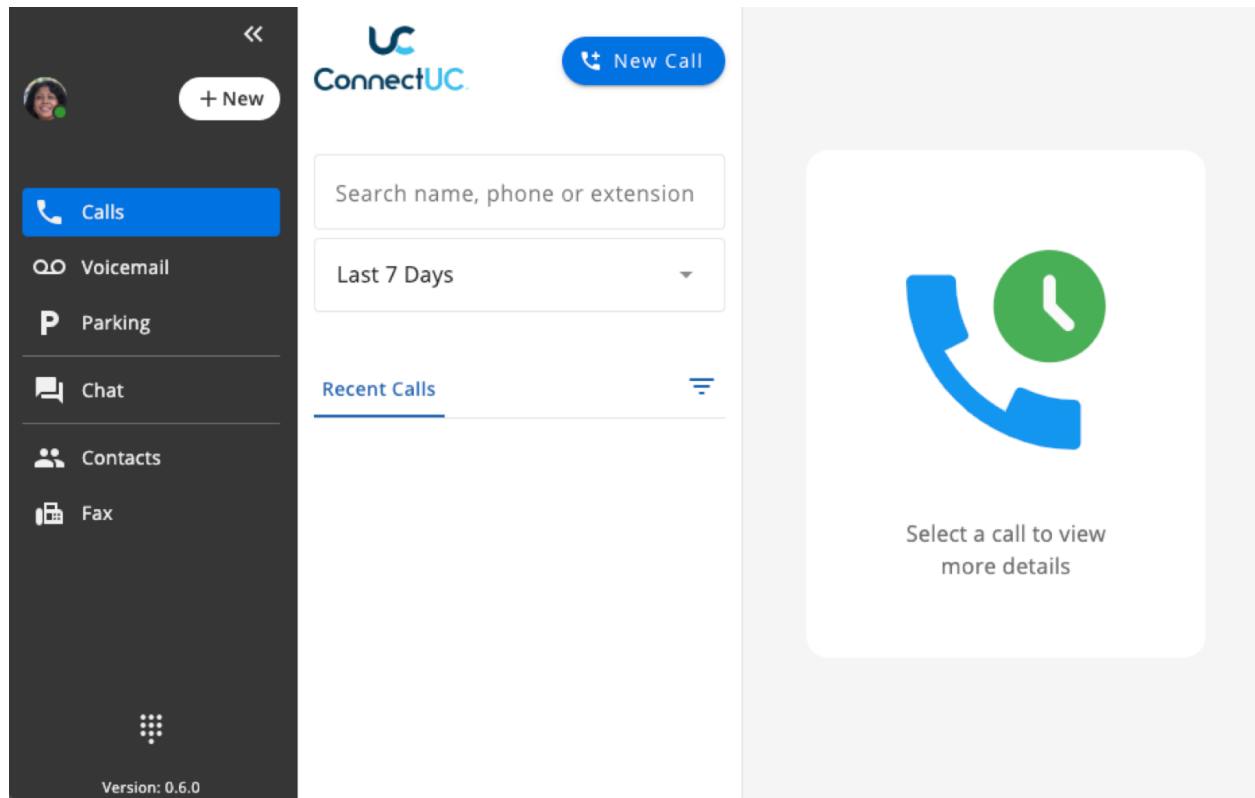
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Please note that some features, such as SMS, Fax, and Voicemail Transcription must be enabled by an Administrator and may not appear for all users.

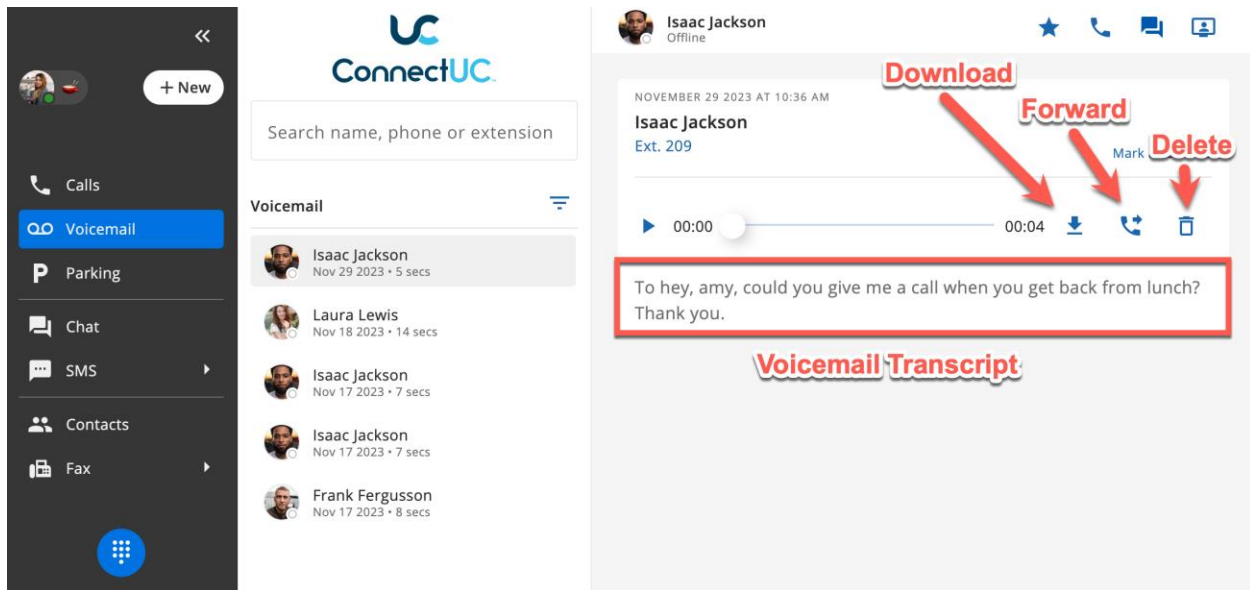
Calls

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

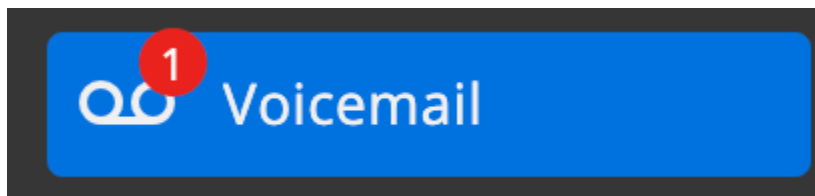


Voicemail

The Voicemail tab allows you to view, listen, download, and read transcripts for voicemails you have received. After clicking on an individual voicemail, you also have the option to call the number back within the app, forward the voicemail to another contact, or delete the voicemail.



Once a new voicemail is received, a red number icon will appear in the voicemail tab. Once you have reviewed a voicemail in this tab, it will be "Marked as Read," and the indicator will be removed. You may also mark a voicemail as Unread if you wish (pictured above on the top-right side of the page).



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.

Voicemail






FARID AIT
July 6 • 9 secs







Parking


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







+ New


 Calls

 Voicemail

P Parking

 Chat

 Contacts

 Fax

Parked Calls

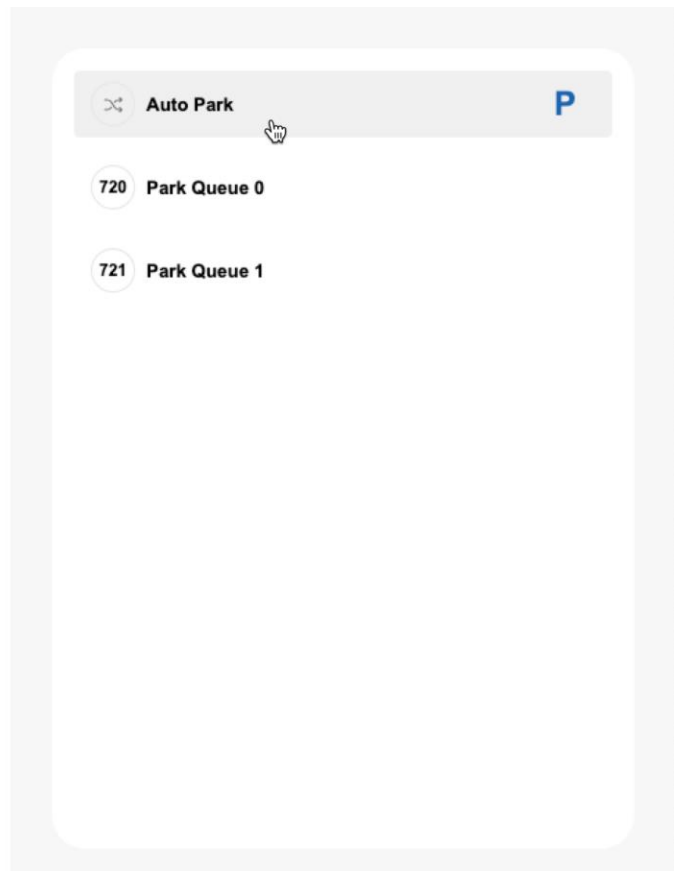
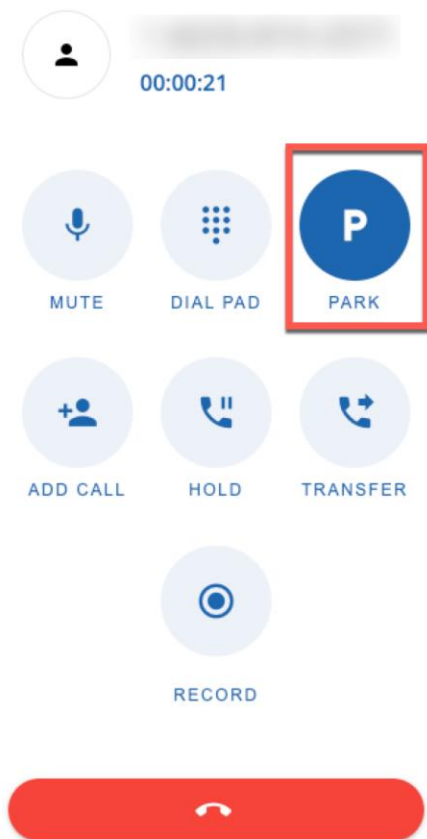
720

Park Queue 0

721

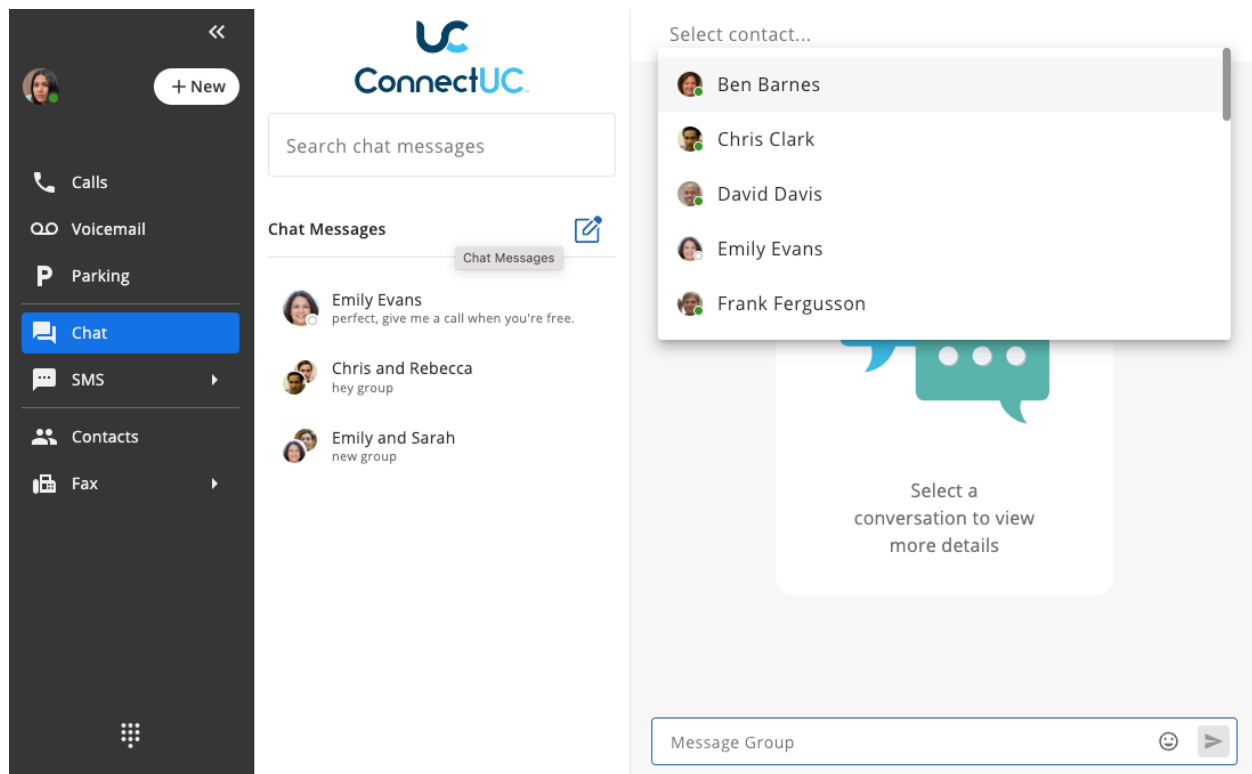
Park Queue 1

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



Chat

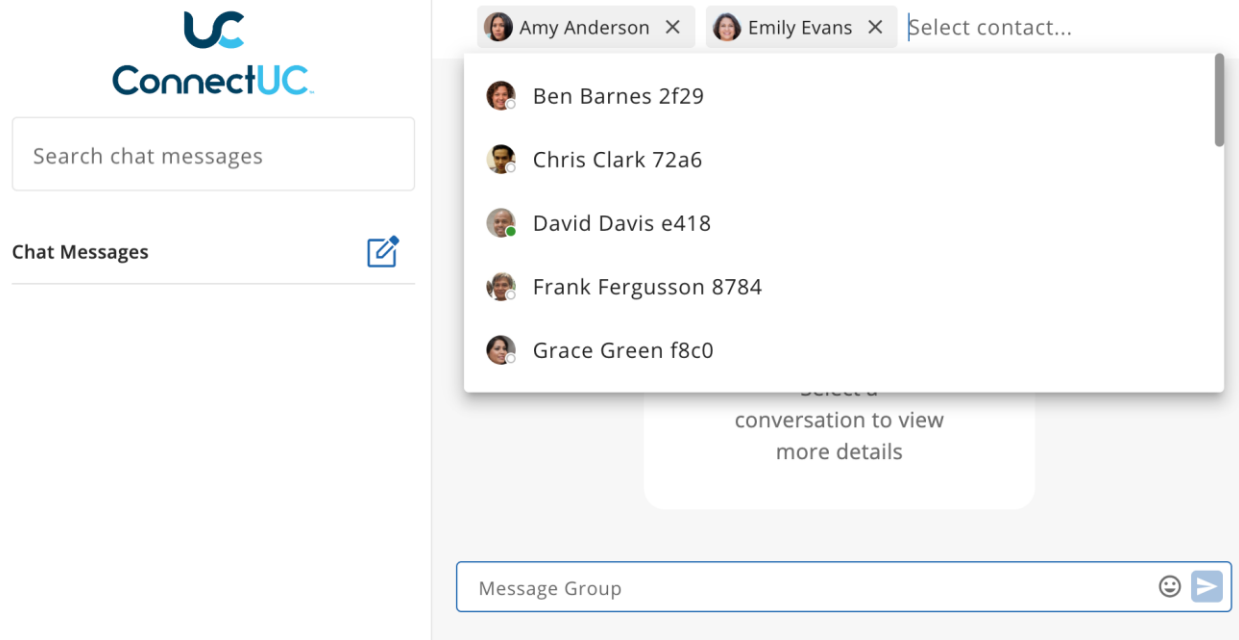
The Chat tab allows you to view and manage chat conversations, create new chat conversations, and call or video conference.



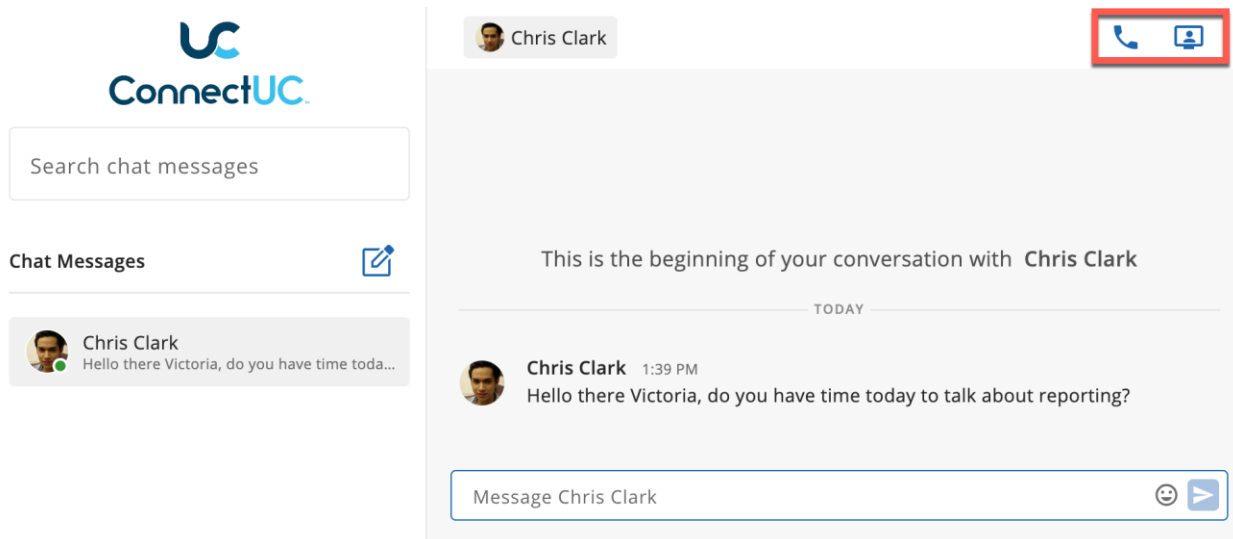
Similar to the Voicemail tab, new chat messages/conversations will trigger a red number icon to indicate the number of unread messages.



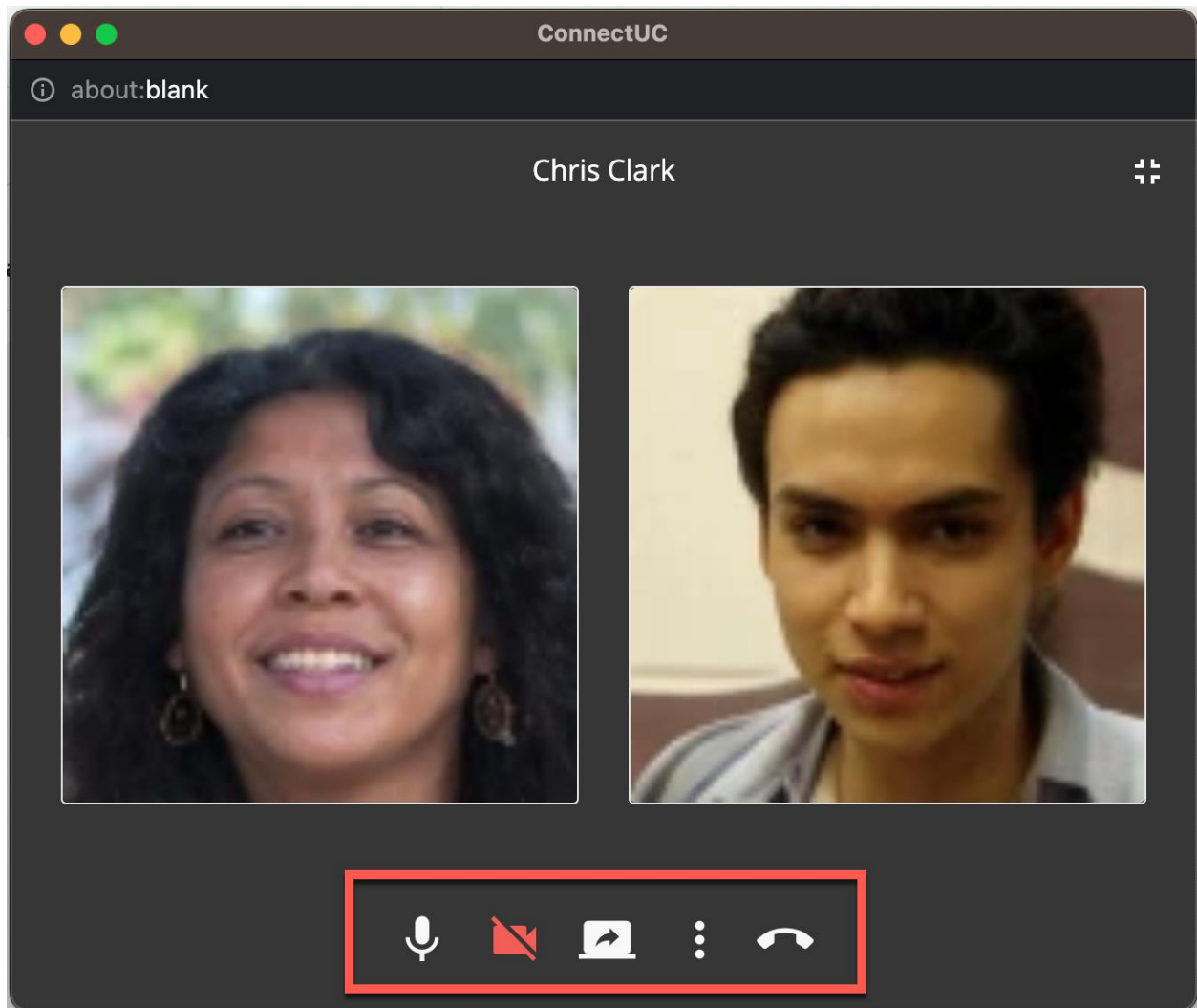
To start a new chat conversation, simply select an existing contact from the 'Select contact ...' menu at the top of the page and type or select the contact(s) you wish to include. Once the contact(s) has been selected, type the message at the bottom of the page to begin the conversation.



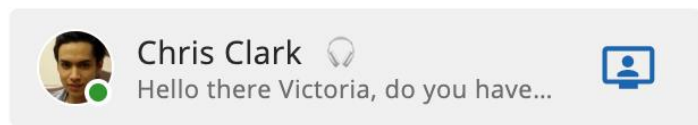
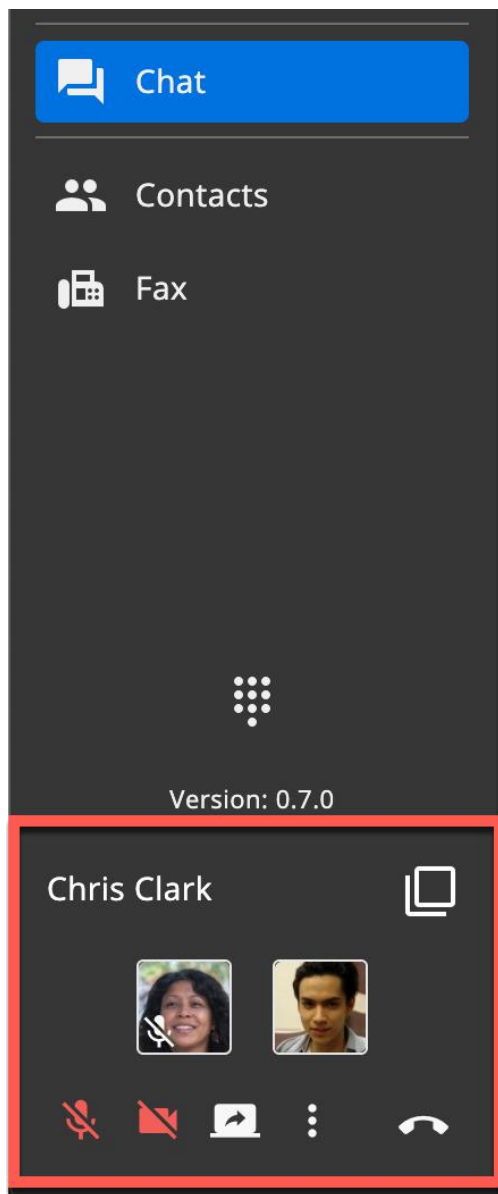
Once you select a conversation, you can call the contact directly or initiate a video call by utilizing the appropriate icons found in the top-right-hand corner of the screen.



If you initiate a video call, you can control your video, audio, and screen-sharing options via the active video call window that will pop up in a separate window.

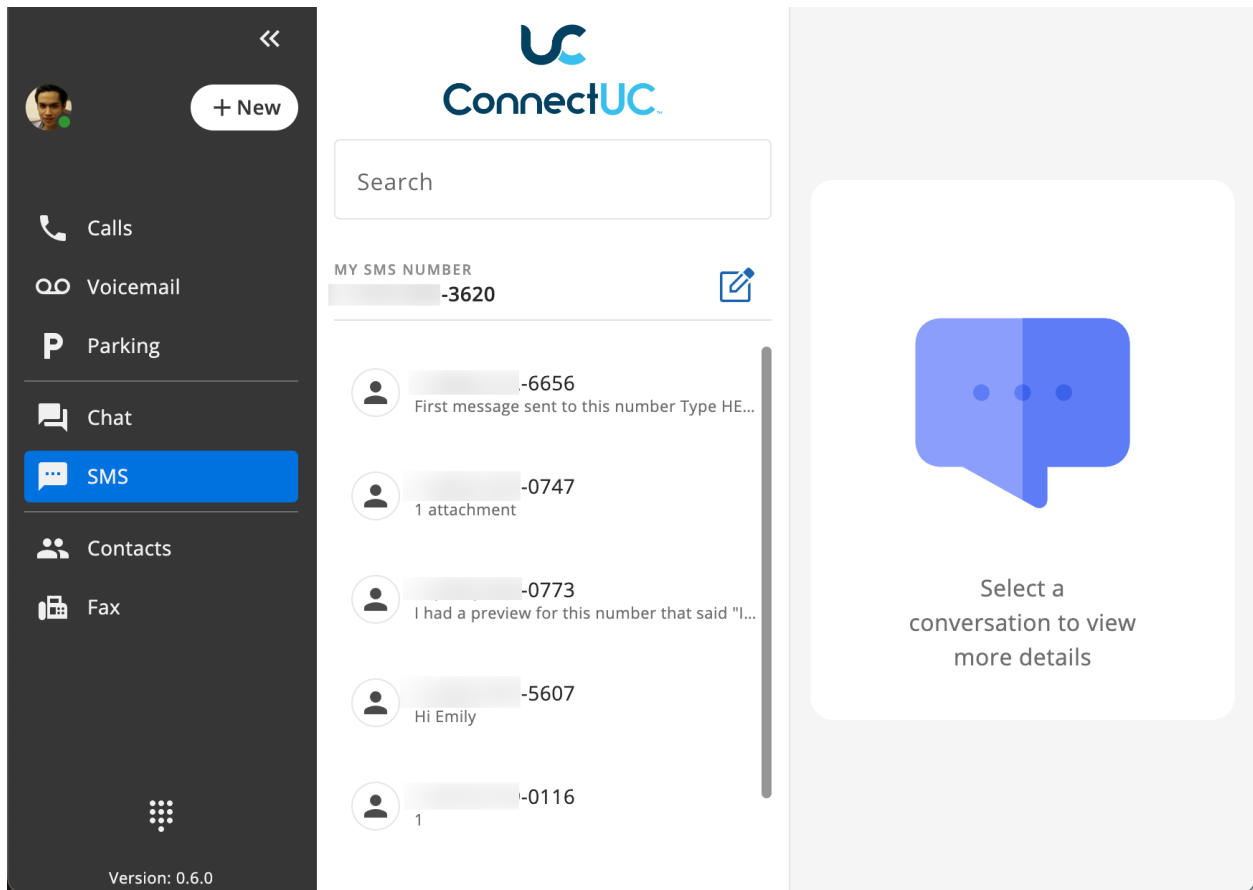


If you close this separate window, you can still manage your call audio/video options via the menu found at the bottom left side of the screen.

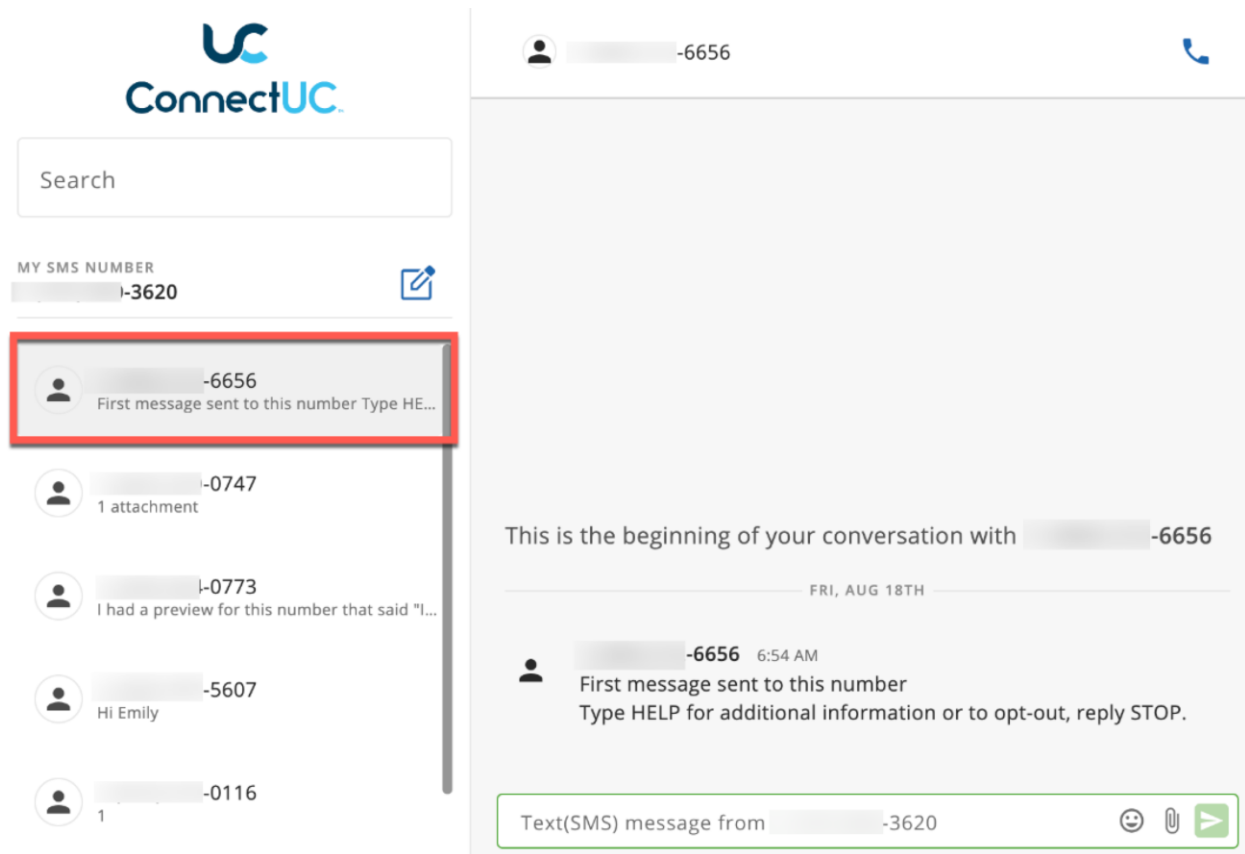


[SMS](#)

The SMS tab allows you to create, view, and manage SMS conversations.

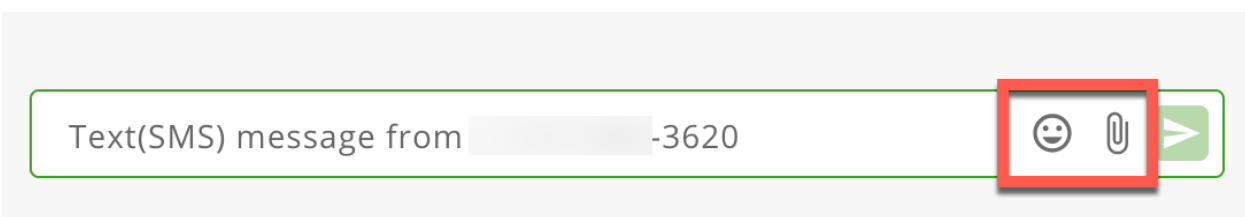


Selecting an existing SMS conversation from the list on the left-side menu allows you to view the message history and reply with new messages. You may also call the selected number by clicking the 'Phone' icon at the top right-hand side of the page.



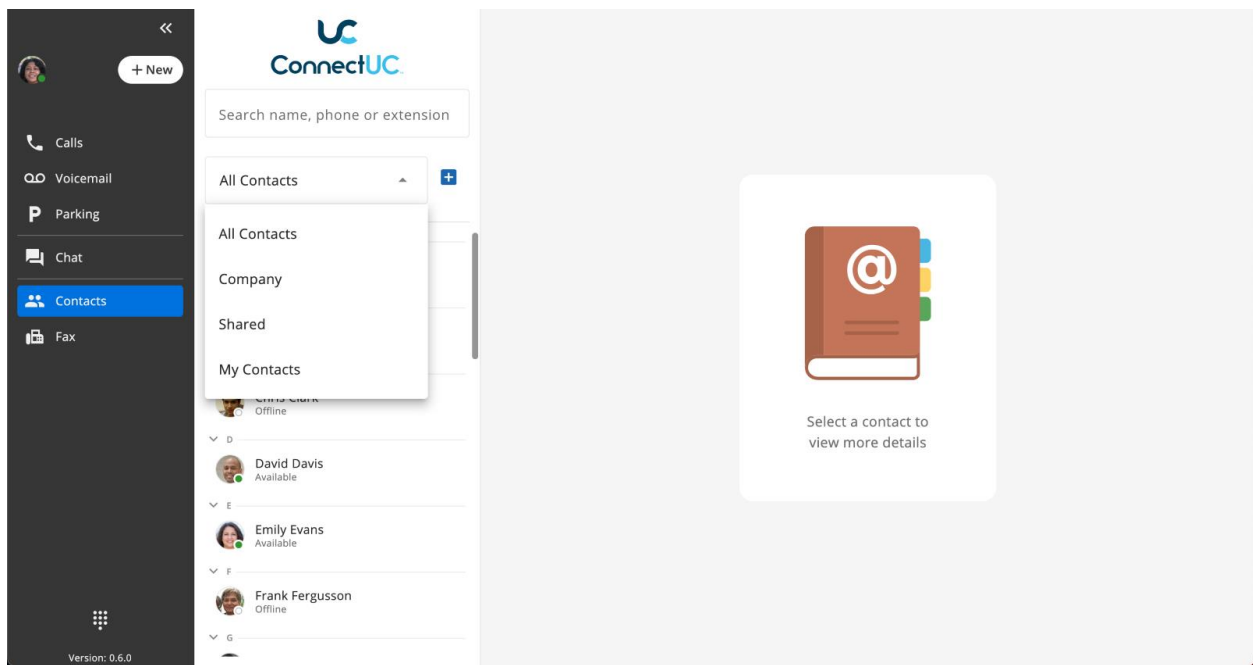
A user may confirm their outbound SMS number by looking under the 'My SMS Number' section at the top of the left-side menu or by viewing it when sending an outbound SMS.

Users may include Emojis or file attachments by clicking the appropriate icons to the right of the outbound SMS box.



Contacts

The Contacts tab allows you to view, create, and manage all of your ConnectUC contacts.



To add a new contact, click the '+' button to the right of the contacts selection menu, and you will be able to supply all info, including a profile picture and other contact info.

ConnectUC

Search name, phone or extension

All Contacts ▾

✚

▼ A

Amy Anderson
Offline

▼ B

Ben Barnes
Offline

▼ C

Chris Clark
Offline

▼ D

David Davis
Available

▼ E

Emily Evans
Available

Add Contact ✕

Upload profile photo

First Name* Last Name*

Company

Title

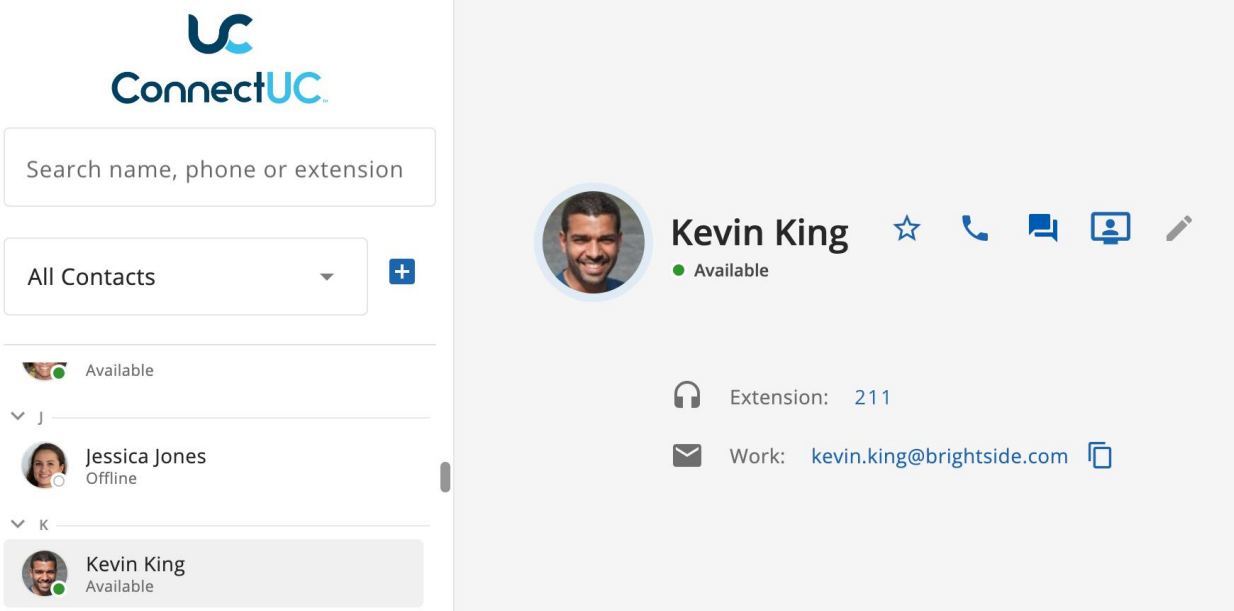
Phone

+ Add Phone

Emails

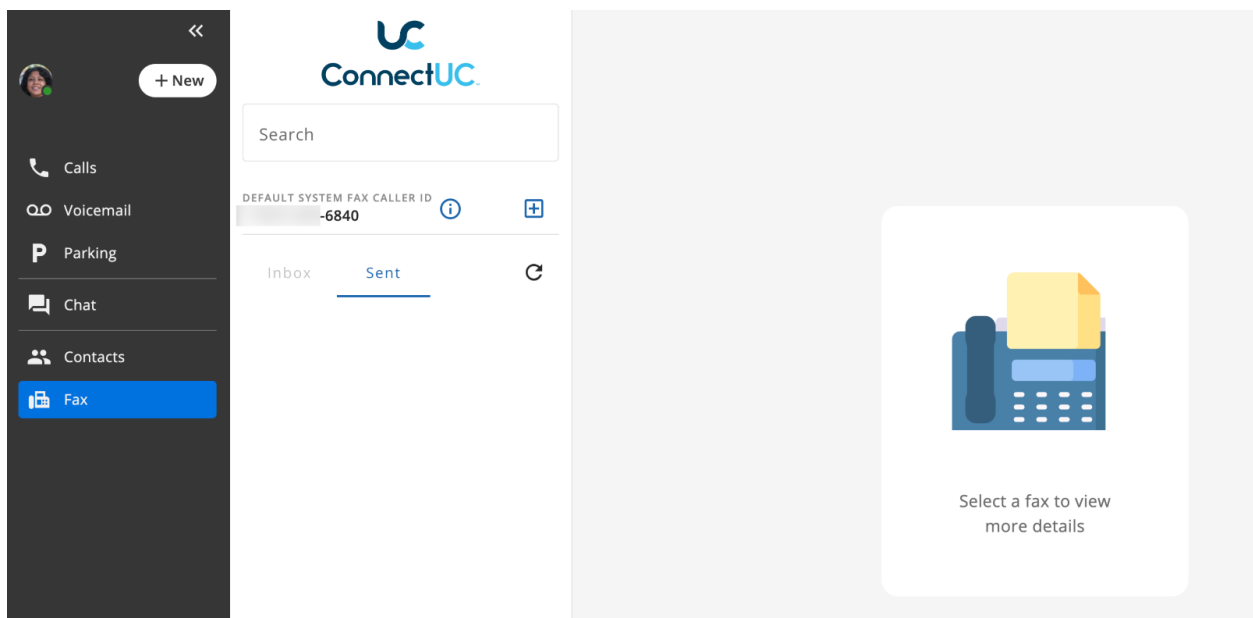
Cancel Save

When viewing an individual contact, you can view information such as their availability status, extension, and other contact info. Additionally, you may call, chat, or video call the contact from the options found on the top right side of the screen. Lastly, you can add contacts to your 'Favorites' list by clicking the star icon found to the right of their name.

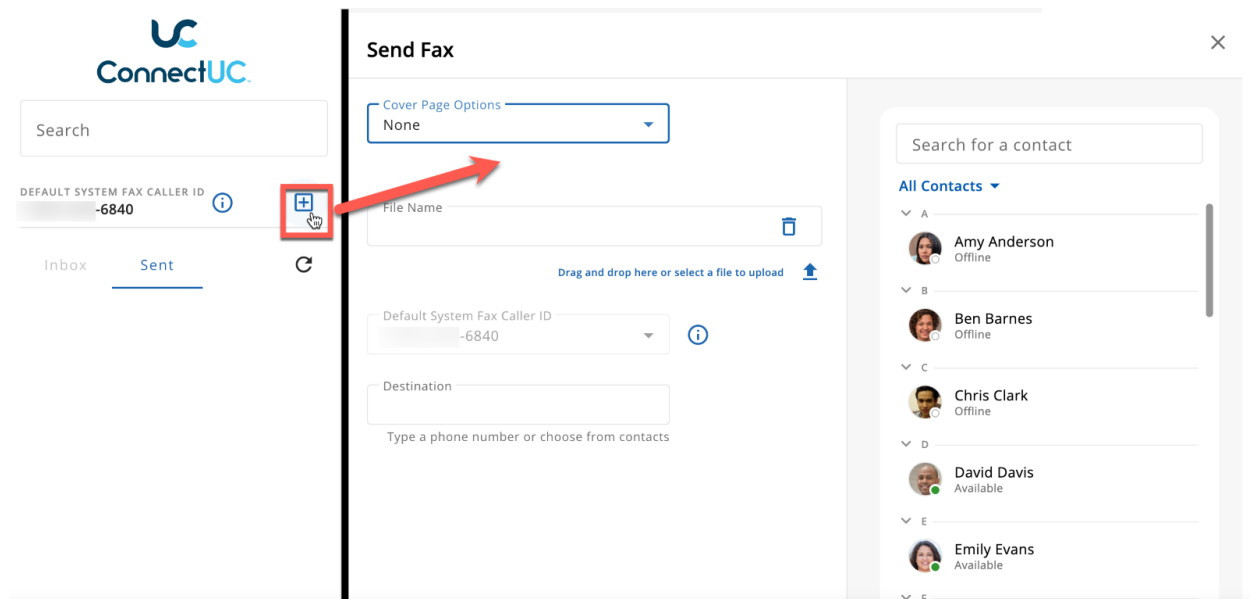


Fax

The Fax tab allows you to send faxes and also view inbound and outbound faxes.



To send a new fax, click the '+' button to the right of the Fax Caller ID and you will be able to modify cover page options, caller ID, file attachment(s), and the destination number.



Dialer

The dialer option found at the bottom left side of the page allows you to use a dial pad for making outbound calls. Additionally, you can also search and call existing contacts from the dialer menu.

