Connect Mobile User Guide

Desktop Version



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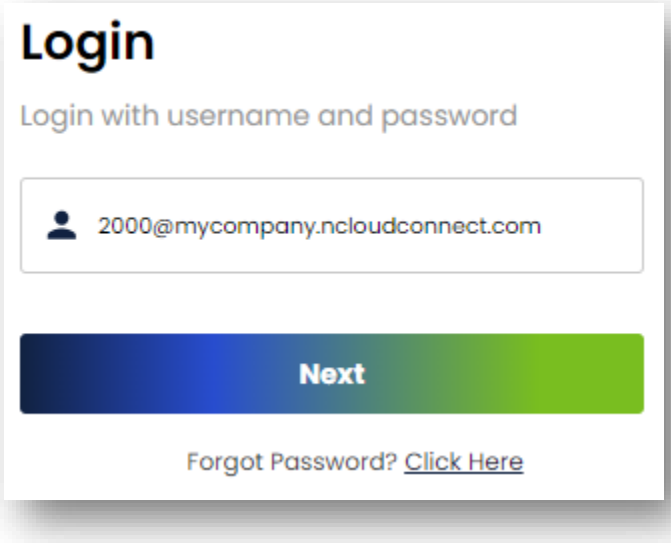
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Logging In

Upon installing and opening the app, the user may enter their extension username into the provided field and click the 'Next' button. They can then enter their password in the provided field in the pop-up window and click the 'Login' button to complete the log in procedure.

First time users must always complete the Forgotten Password procedure (see below) to set a password before they are able to log in.



- Usernames will always follow the standard format of [*extension*]@[*server name*].ncloudconnect.com, for example, *2000@mycompany.ncloudconnect.com*

Forgotten Password

1. Click the provided link under the 'Next' button to reset a misplaced or forgotten password.

2. Enter the extension username in the provided field in the pop-up window and click the 'Send OTP' button.

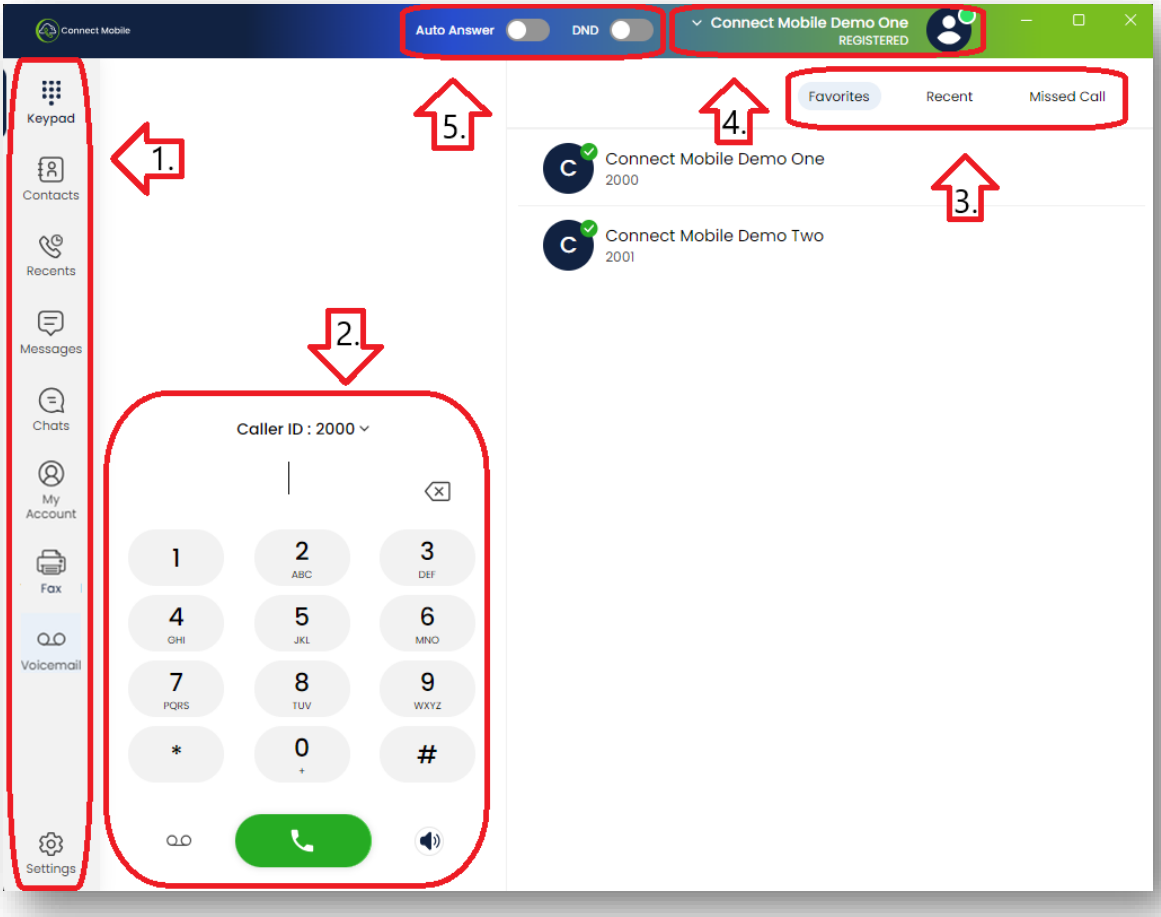
A confirmation code is emailed to the address associated with the extension username. Upon entering the 6-digit code in the provided field, the user will be prompted to enter a new password.

- The confirmation codes expire in 5 minutes. Use the 'Resend code' link to resend a new code if necessary.

Note: The user's password for Connect Mobile is synced with their password for the **nCloud User Portal**. This means that if the password is updated through the app, the portal password will update as well, and vice versa.

Overview

Upon successful login the app displays the keypad. In the top right of the screen below the name of the extension the app will display a 'Not Registered' message while the app connects to the hosted server. It will then display 'Registered' once the connection is established and the softphone is ready for use.



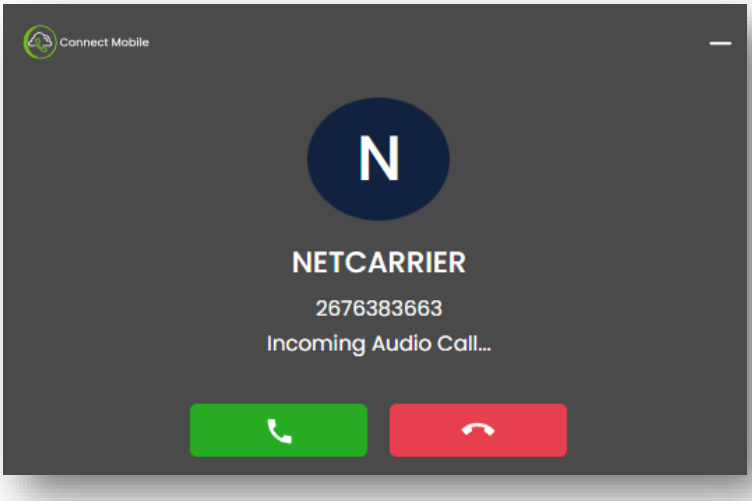
1. **Side Bar** – Provides access to the different pages of the app:
   - **Keypad** – Home page and primary calling controls
   - **Contacts** – Listed contacts and controls for designating Favorites
   - **Recents** – Extension call history
   - **Messages** – Text (SMS) conversations
   - **Chats** – Internal chat conversations
   - **My Account** – User extension controls including call forwarding, number screening, etc.
   - **Fax** – Provides interface for sending and downloading desktop faxing lines associated with the user extension.
   - **Voicemail** – Provides a graphical interface for listening to and managing VM.
   - **Settings** – Contains additional app settings and preferences
2. **Dialpad** – Allows a user to dial a number or type the name of a contact to initiate a call. Also includes buttons for voicemail access and call volume control.
3. **Quick Access Selector** – Allows a user to display Favorite contacts, Recent calls, or Missed calls on the keypad page when there is no active call.
4. **Status Selector / Log Out Menu** – Allows a user to control the chat status visible to other users as well as the option to log out.
5. **Do Not Disturb / Auto-Answer switches** – Allows a user to enable or disable the Auto-Answer or Do Not Disturb features.

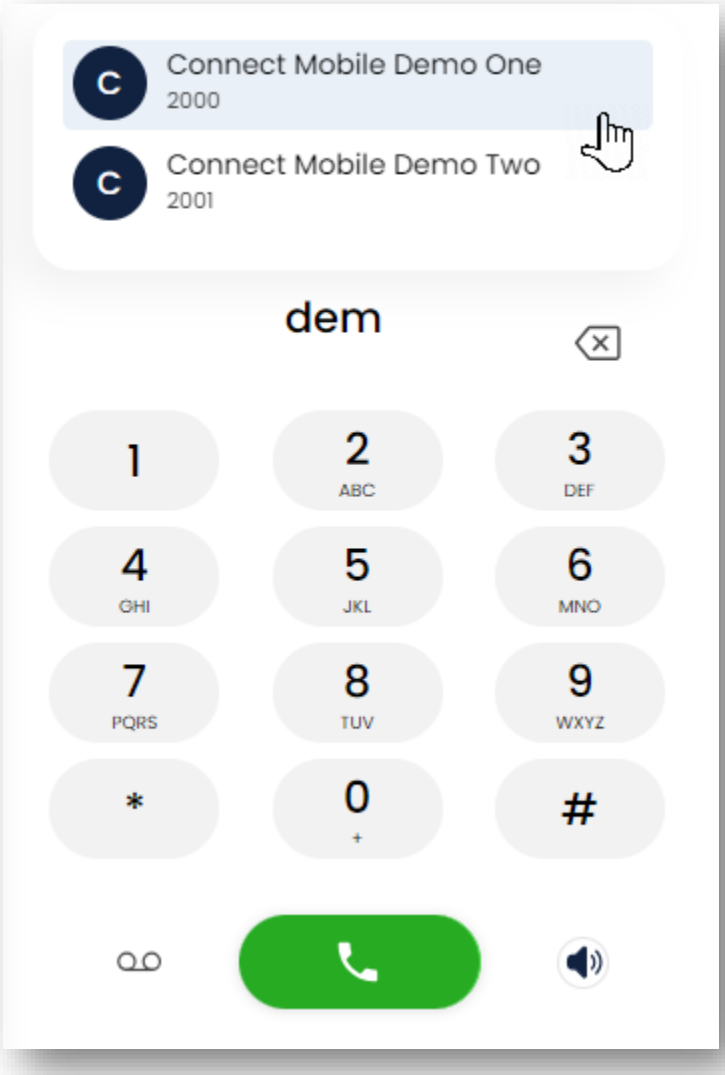
Call Handling

Receiving a Call

When the extension receives a call, a ringtone will sound and a pop-up notification is displayed on the desktop showing the calling name and number. The user can click the green button on the notification to accept the call, or the red button to reject the call.

- The ringtone can be disabled from the Settings page under the 'Sound' section.





Making a Call

To make a call, use the dialer on the Keypad to enter the number or extension you wish to call and click the green 'Call' button.

Users can also type the number they wish to call or the name of a contact in the field immediately above the dialpad.

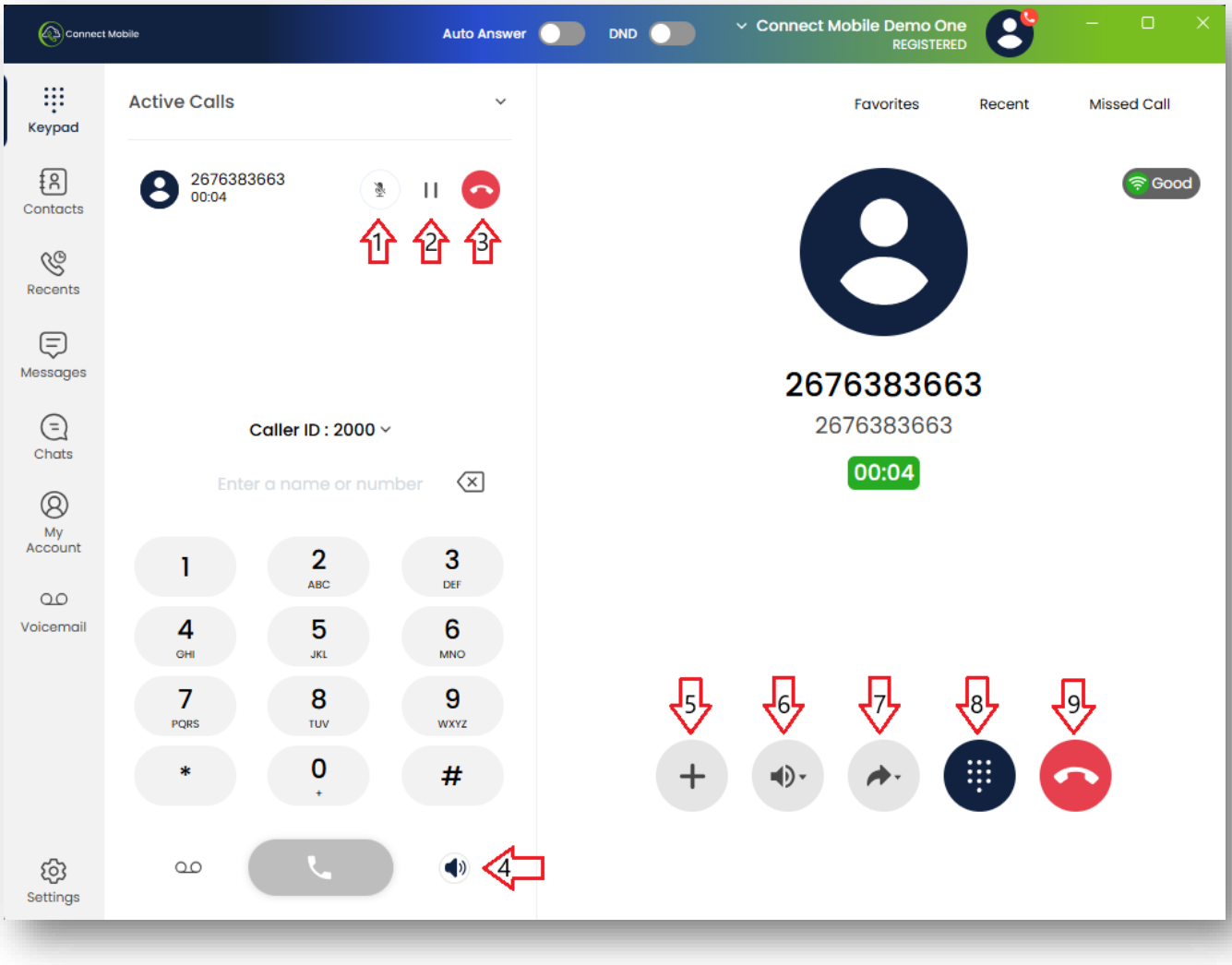
Note: When dialing contacts by name, be sure to click the desired recipient in the list that populates above the field before clicking the green 'Call' button to dial the correct number. Only part of the name is required to populate the list.

Calls can also be initiated directly from the Contacts page and the Recents page by moving the cursor over the desired entry and clicking the 'Call' button that appears.



Active Call Controls

Once a call has been established, it will be displayed on the right side of the keypad page and listed on the left side above the dialer. The call listing will display the Caller ID and the duration of the call in both locations, along with controls for handling the call:



1. **Mute** – Click to mute the device microphone. Click again to unmute.
2. **Hold** – Click to place the call on hold. The 'Pause' icon will switch to a 'Play' icon indicating the call is currently on hold. Click again to resume the call.
3. **Disconnect** – Click to terminate the active call.
4. **Call Volume** – Click and adjust the slider to raise or lower call volume.
5. **Add Call** – Click to enable the dialpad to be used to initiate a second call. Call button under the dialpad will turn green and display a '+' icon while active. The existing call will go on hold automatically once the user dials the destination and clicks the green call button.
6. **Speaker Select** – Click to select a speaker from the list of connected devices.
7. **Transfer** – Click and choose from the displayed transfer type options to begin a transfer. The transfer button will remain highlighted until the transfer is completed or cancelled. *(See 'Transfers' for procedure.)*
8. **DTMF Mode** – Click to change dialpad mode to DTMF, allowing the keypad to be used for selecting options on AAs or entering PINs into a Voicemail IVR, etc. Call button under the dialpad is greyed out when active.
   Note: All calls begin in DTMF mode by default.
9. **Disconnect** – Click to terminate the active call.

Multi-Call Handling

Connect Mobile can support simultaneous calls with up to 2 other parties. All active calls are listed on the left side of the screen above the dialer.

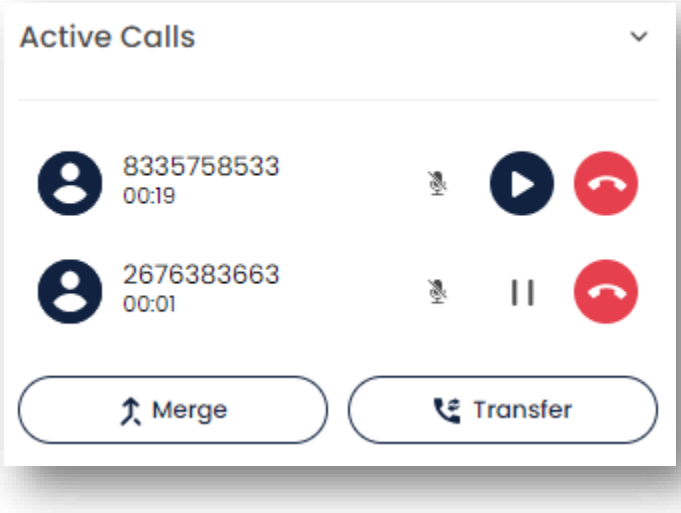
A second call can be initiated at any time by clicking on the 'Add Call' button in the active call controls on the right, dialing the desired number, and clicking the green call button. The initial call will be automatically placed on hold after the call button is pressed.



While two calls are connected, the currently active call is displayed on the right side of the page and the Hold button for that call will display the 'Pause' icon.

To switch between calls, click on the button with the 'Play' icon next to the listing for the inactive call. This will resume the call while placing the active call on hold.

When two calls are active, two additional controls appear below the listing on the left side for **conference calls** and **attended transfers**:



- Click the '**Merge**' button to conference both active calls together into a single conversation with the user.
- Click the '**Transfer**' button to join the two active calls without the user, completing an attended transfer.

Auto Answer and Do Not Disturb

The Auto Answer and Do Not Disturb (DND) features affect how the app will handle incoming calls and are controlled by the two toggle switches located in the top bar of the app.

- **Auto Answer**: When enabled, incoming calls are answered immediately. The app will automatically display the keypad page with the active call controls. If the app window is minimized, it will also automatically display the window on the desktop.
- **Do Not Disturb (DND)**: When enabled, incoming calls will not ring the app. If the user extension is registered on another endpoint such as a desk phone or mobile device, calls will continue to ring normally on those devices. If there is no other registered device, calls are passed directly to user Voicemail.

disabled

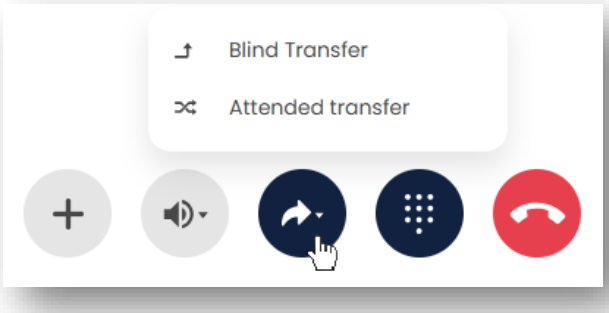


enabled



Transfers

Connect Mobile offers both Blind and Attended transfers. To begin a transfer, click on the Transfer button located in the active call controls on the right and select the desired transfer type.





Blind Transfer – After selecting a blind transfer, the call will automatically be placed on hold and the call button will display the green Blind transfer icon. After dialing the transfer destination and clicking the call button, the call is immediately transferred to the destination and a pop-up window will indicate the call has been transferred. Blind transfers can be cancelled by selecting the Blind transfer option from the transfer menu again, automatically resuming the call.

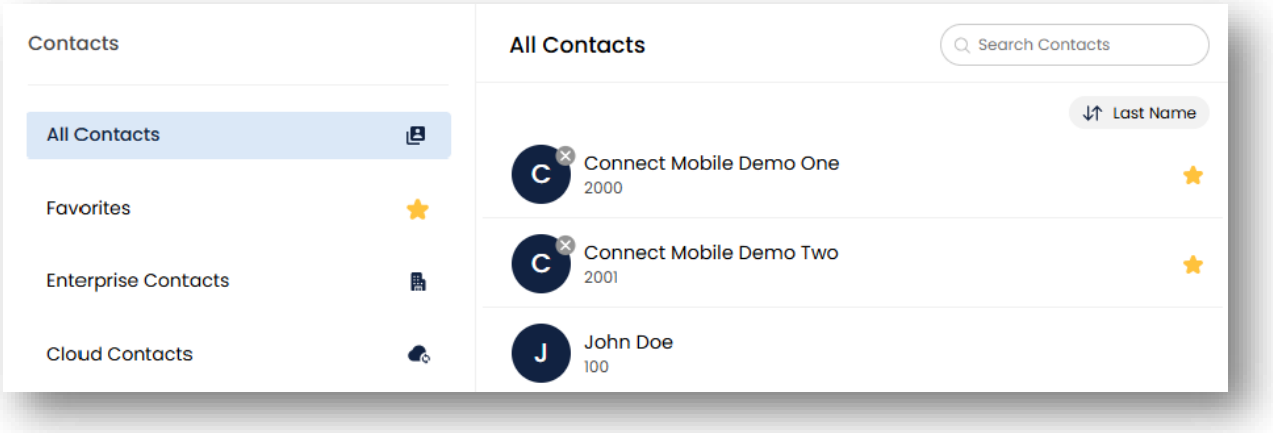


Attended Transfer – After selecting an attended transfer the call button will display the green Attended transfer icon. After dialing the transfer destination and clicking the call button, the call is automatically placed on hold while a second call is made to the transfer destination. The user can then complete the attended transfer by selecting the 'Transfer' button that appears under the active call listing on the left. Attended transfers can be cancelled before dialing the destination by selecting the Attended transfer option from the transfer menu again.

Contacts

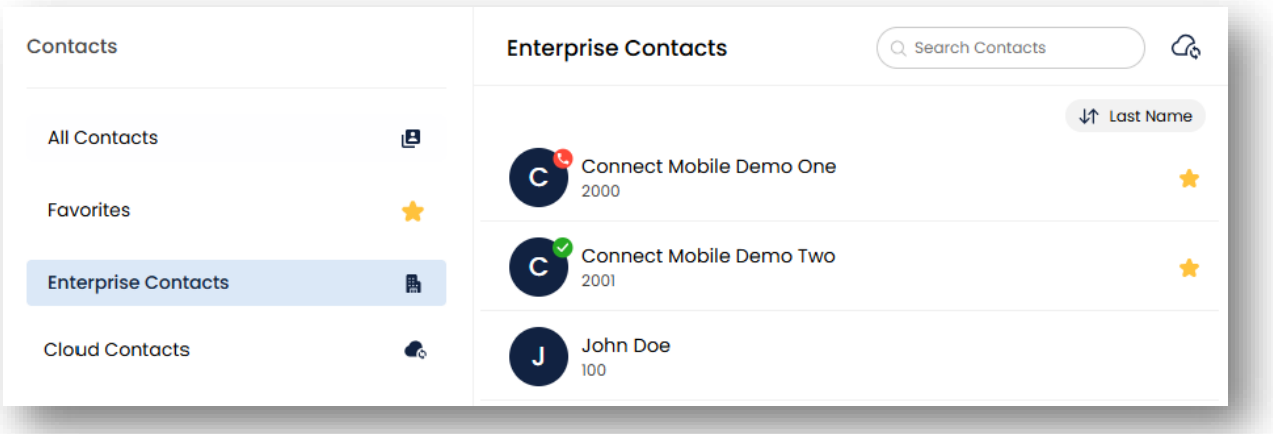
Listed contacts can be accessed on the 'Contacts' page, where they are organized by type into 4 sections: **All** contacts, **Enterprise** contacts, **Favorites**, and **Cloud Contacts**.

To call a contact from the list, move the mouse cursor over the desired listing and press the blue 'phone' button that appears. The list can be sorted by first or last name using the provided button above the list, or searched using the 'Search Contacts' field in the top right.



Enterprise Contacts

This section contains all the contacts in the phone system's Global Address Book, which is common to all extensions on the system. Entries in this list can be viewed and edited in the **nCloud admin portal**. To refresh the list to reflect recent changes, click on the 'cloud' icon in the top right corner. Other Connect Mobile users in this listing can be favorited to enable BLF (Busy Lamp Field) or '**presence**' monitoring of their extension from this page or the favorites tab of the Keypad page.



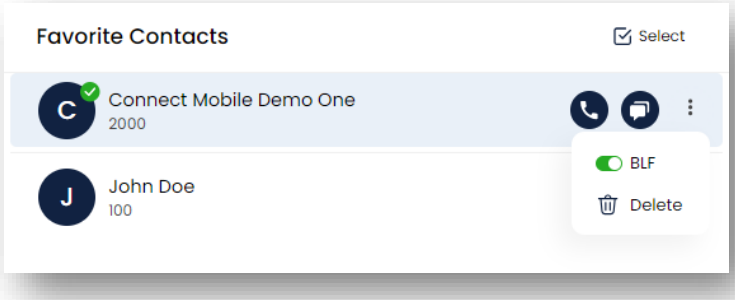
Favorites

Contacts of any type can be designated as a Favorite, which then allows them to be displayed in the Favorites list on the right side of the Keypad page for quick access and presence monitoring. To add a contact to the Favorites list, click on the 'star' icon that appears when the mouse cursor is moved over the contact listing. Contacts can be removed from the Favorites list in the same manner.

Presence/BLF Monitoring

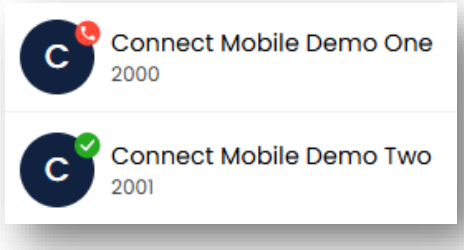
- Favoriting another internal user's Enterprise contact also allows the user to enable BLF or '**presence**' monitoring of their extension.

  To toggle monitoring, click on the 'triple dot' icon that appears when the mouse cursor is moved over the listing and set the BLF switch to the green 'enabled' position.



- With BLF enabled, the contact will display a grey 'x' icon if the user is offline, a solid green 'check' icon if they are online and available, a red 'phone' icon if they are currently on a call, or a flashing green 'phone' icon if a call is currently ringing their extension.

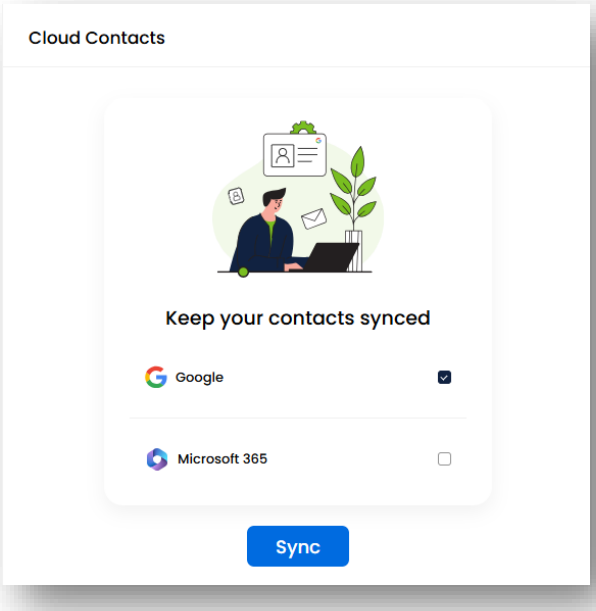
  Incoming calls will also display flashing green 'phone' icon to the right of their contact listing.





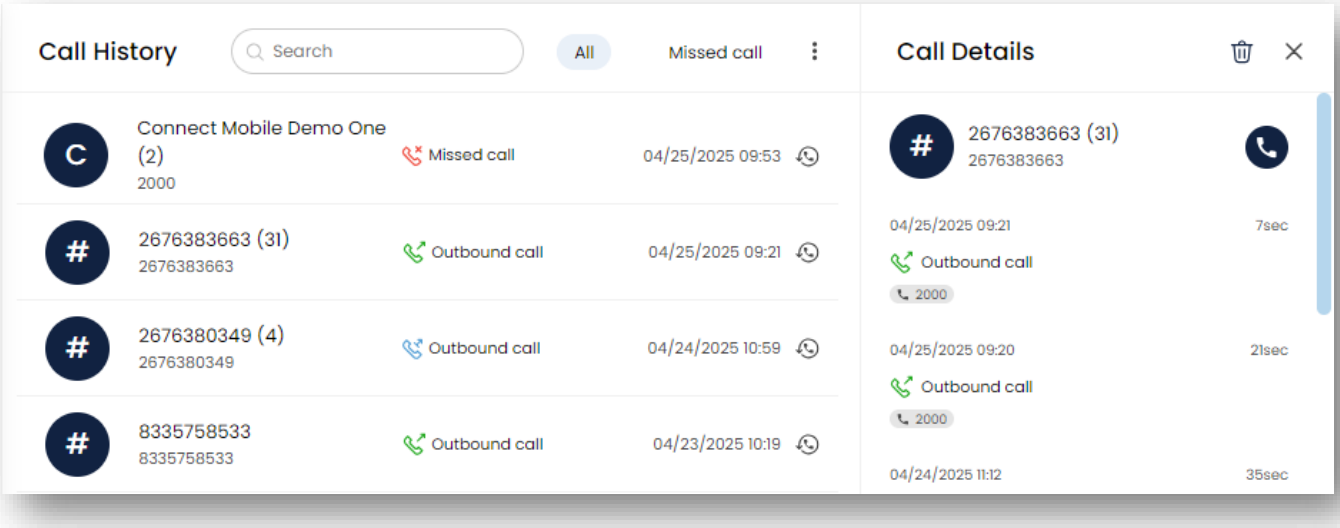
Cloud Contacts

Contacts can be synced with a connected Google or Microsoft 365 account in the Cloud Contacts section. To connect an account, select the account type using the provided checkboxes and click the blue 'Sync' button. A pop-up browser window will allow the user to login to their account and authorize the connection.



Recents

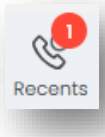
App call history can be accessed from the ‘Recents’ page, which can be set to display all calls or just missed inbound calls by clicking on the corresponding label above the list.



Entries within this list will show the number, calling name (if any), and the date of the last call to that number. If there are multiple calls to that number, the number of calls is indicated in parentheses.

A user can call a number or contact directly from the Recents page by clicking the blue ‘phone’ button that appears when they move the mouse cursor over the listing. Clicking anywhere else on the listing will display the ‘Call Details’ side bar, which shows specific data for multiple calls to the same number or contact, as well as the duration and call type. When the ‘Call Details’ sidebar is open, the call button is displayed at the top of the bar to the right of the number.

When the user misses a call, a desktop notification will appear and an alert sound will be played. The ‘Recents’ icon on the side bar will display the number of missed calls in red until the user opens the page and views the call history.

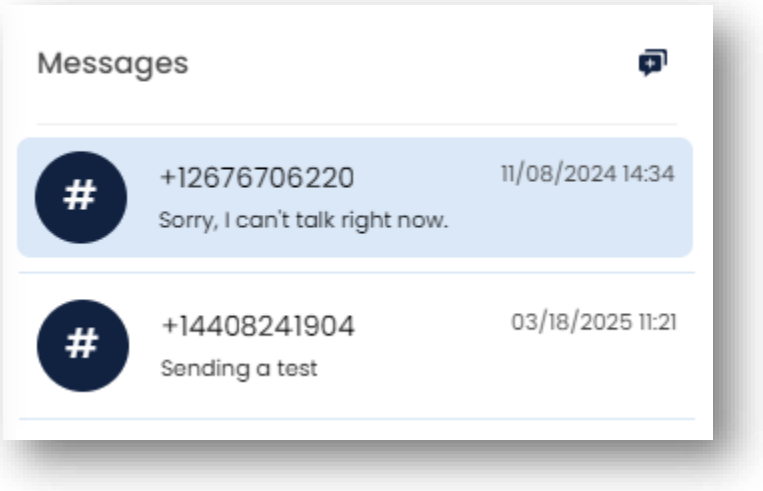


- To clear the list of all entries, click the ‘triple dot’ icon in the top right corner and select ‘Clear History’.
- To clear a specific listing, open the ‘Call Details’ sidebar for the listing and click on the ‘trashcan’ icon in the top right.

Messages

If the user has an SMS-enabled DID assigned in the **nCloud admin portal**, they can send and receive text messages from this number on the 'Messages' page.

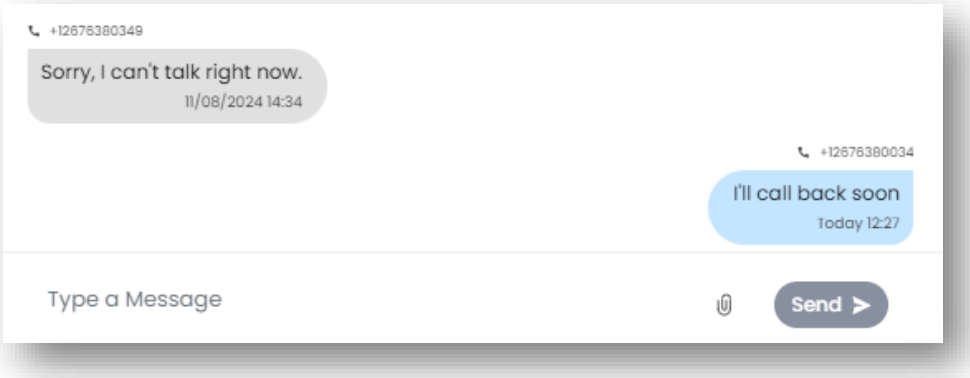
Existing conversations are listed on the left side of the app in chronological order of the last message sent. Click anywhere on a listing to open the conversation.



- To begin a new conversation, enter the recipient's 10-digit phone number in the provided 'To:' field on the right side of the app (if there is no conversation currently opened) or by clicking on the 'new message' icon above the list of conversations.

Please note Netcarrier's SMS service **does not support group texting**, conversations are 1:1 only.

- To send a text message, type the desired message in the provided 'Type a Message' field and click the send button. Replies from the recipient are displayed on the right, whereas sent messages are displayed on the left. All messages will also display the time and date they were sent.



Files up to 25 MB in size can be shared via text by clicking on the 'paperclip' icon and selecting the desired file from the file browser that pops up. Most common filetypes are supported including pdf, jpg, jpeg, png, gif, bmp, mp3, wav, mp4 and vcf.

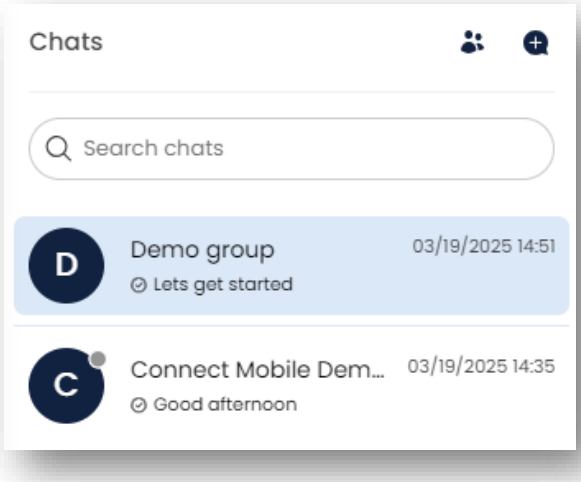
- To delete a text conversation, click on the 'triple dot' icon in the top left corner of an open conversation and select 'delete thread'.

Chats

The 'Chats' page hosts internal conversations, either individually or in groups, with other Connect Mobile users on the system.

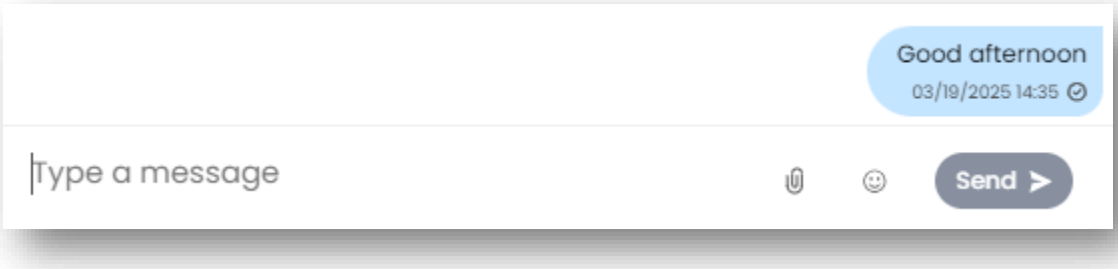
Existing conversations are listed on the left side of the app in chronological order of the last message sent. Click anywhere on a listing to open the conversation.

- To begin a new **individual** conversation, click on the 'search' field on the right side of the app and type in part of the user's name or extension to populate the dropdown list. If a chat conversation is already open, click on the 'new chat' icon above the existing chat list to display the search field on the right. After entering the name or extension of the desired user, select their name from the dropdown list and click on the arrow icon at the right of the search field to open the chat window.



- To begin a new **group** conversation, click on the 'create group' icon above the existing chat list. The user can then enter a name for the chat group in the provided field and add users using the same method as with an individual chat before clicking the arrow icon to open the group chat window.

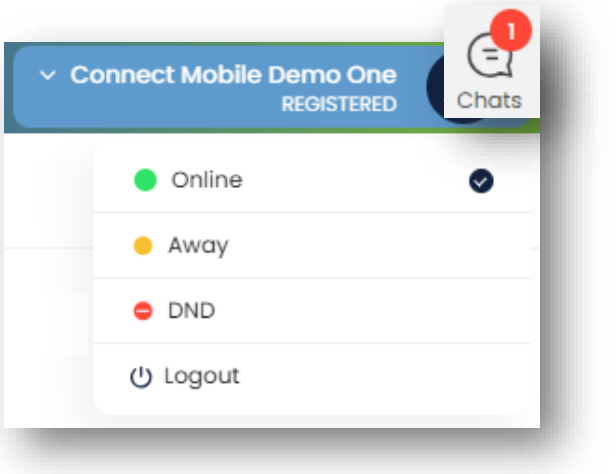
- To send a chat message, type the desired message in the provided 'Type a Message' field and click the send button. Replies from the recipient are displayed on the right, whereas sent messages are displayed on the left. All messages will display the time and date they were sent and will indicate when the recipient is typing a reply.



- Receiving a message will display a desktop notification and play an alert sound, unless the user is set to DND status. The total number of unread messages is displayed next to the 'Chat' icon in the side bar.

- Files up to 25 MB in size can be shared via chat by clicking on the 'paperclip' icon and selecting the desired file from the file browser that pops up. Most common filetypes are supported including pdf, jpg, jpeg, png, gif, bmp, mp3, wav, mp4 and vcf.

Chat Presence & Log Out Menu



Users can use the Chat Presence menu to select a status to be visible to other users on the Chat page. The currently selected status is displayed by their profile picture.

- To expand the chat presence menu, click anywhere in the area around the user name in the top bar. The user can then click on any of the displayed status to select them.

The '**Online**' and '**Away**' statuses do not affect inbound messages in any way, they simply change their visible status for other users. The '**DND**' status still allows messages to be sent to the user, however it will silence notifications for messages received while Connect Mobile is minimized.

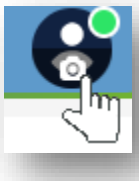
Note: Chat presence does not affect inbound calls or the BLF monitoring available for Favorite contacts, it applies only to the Chat messaging page.

Logging Out

The '**Logout**' option at the bottom of the Chat Presence Menu unregisters the user extension and returns the app to the log-in page. The app will remain inactive until the user logs in again.

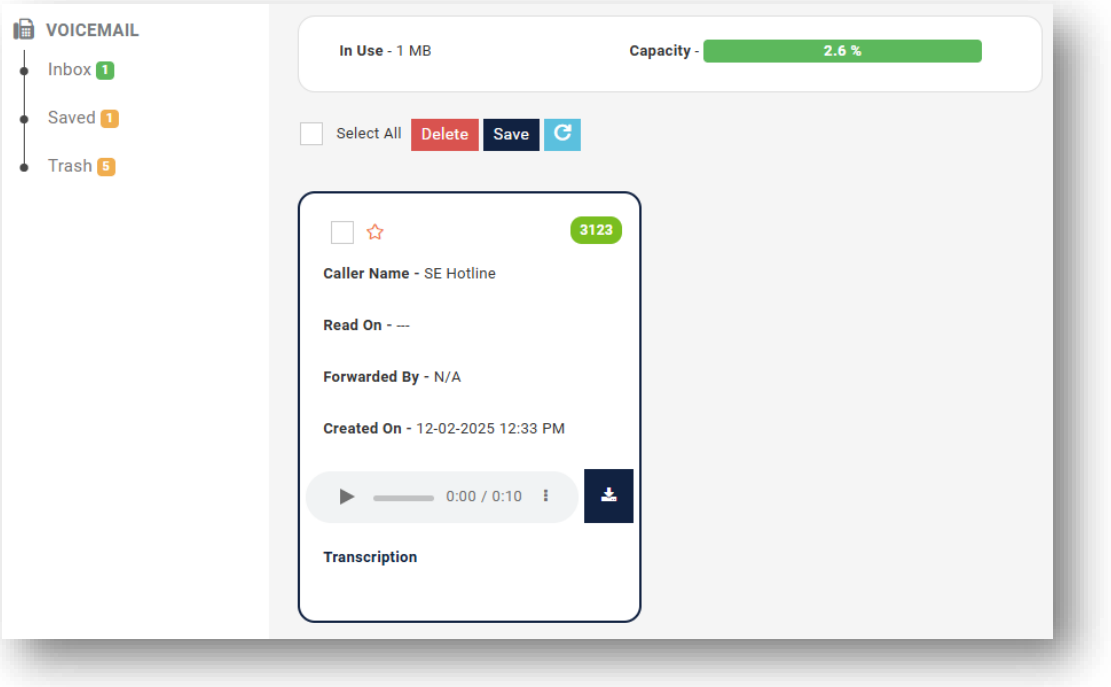
Changing the Profile picture

Users can change the profile picture displayed next to their name in the top bar by moving the mouse cursor over the picture and clicking on the 'camera' icon that appears. This will display a pop-up window that contains options for the user to select an image file to use, take a new picture using a connected camera device, or delete the existing profile picture.



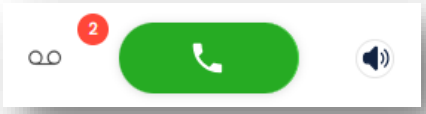
Voicemail

Voicemail in the user's mailbox can be listened to and managed from the Voicemail page.



Mailboxes have three folders, **Inbox, Saved,** and **Trash**. The user can navigate between these folders using the menu on the left. Each folder will display the number of voicemails it contains to the right of the label in the menu.

The number of unheard voicemails in the Inbox folder are also displayed next to the VM button at the bottom of the dialer on the Keypad page.



Voicemail can be listened to or downloaded using the controls located at the bottom of each VM entry. A transcription of the message can be read by clicking the 'Transcription' link under the gray bar.

- To **save** a voicemail, click on the check box in the top right corner of the VM entry and click on the 'Save' button above the VM listings. Users can also click the 'star' icon to immediately save a VM.

- To **move a voicemail to Trash**, check the box in the in the top right corner and click on the 'Delete' button above the VM listings.

  Note: Voicemails in the Trash folder are permanently deleted after a set expiration time (default: 30 days). This expiration limit can be changed in the Voicemail settings section of the '**My Account**' page or the **nCloud user portal**.

Multiple VM's can be selected at once for saving and deleting using the checkboxes. The '**Select All**' checkbox above the VM listings can be used to check or uncheck every VM in the folder at once.

The blue '**Refresh**' button to the right of the save and delete buttons can be used to reload the mailbox.

Note: If the user has the 'email and delete' feature enabled for their mailbox, voicemails will not show in Connect Mobile.

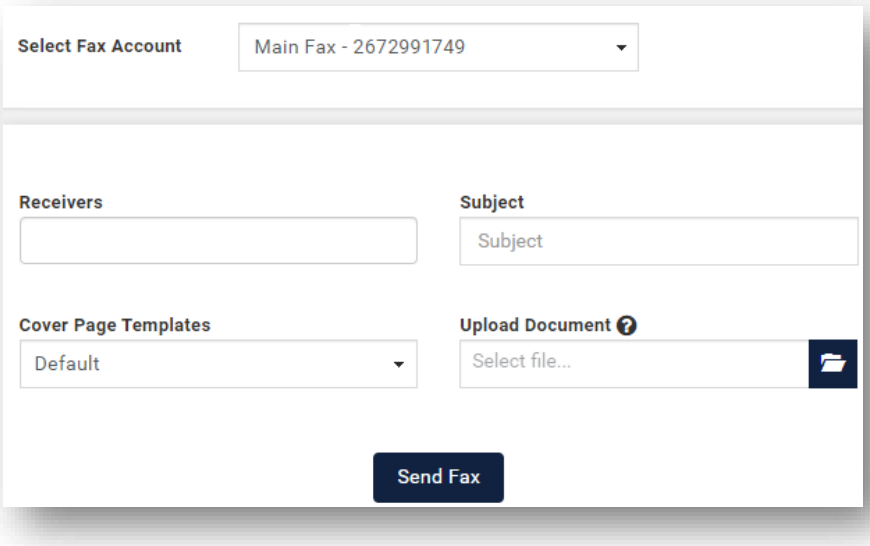
Fax

A user can access either their personal fax or any business desktop fax accounts associated with their extension from the 'Fax' page. If there are multiple fax accounts then the user will be prompted to select a default account upon initially accessing the page. Users can always select which fax account is displayed using the 'Select Fax Account' dropdown menu at the top of the page.

There are three pages within the 'Fax' section of the app: **Send Fax**, **Fax Address Book**, and **Faxes**. Users can navigate between these pages using the menu on the left.

Send Fax

Users can send a fax by filling out the provided fields and clicking the 'Send Fax' button at the bottom:



Receiver – Enter the recipient fax number, then click the entry in the dropdown that appears. This dropdown menu will also include any entries in the **Fax Address Book**. Multiple numbers can be added in this way to send a fax to multiple recipients at once.

Subject – Enter a subject for the fax

Cover Page Template – Select a cover page for the fax. Cover pages can be viewed, added, and edited in the **nCloud Admin Portal.**

Upload document – Clicking on the folder icon opens a file browser window allowing the user to select the file they wish to send as a fax. (file type must be .pdf or .tiff)

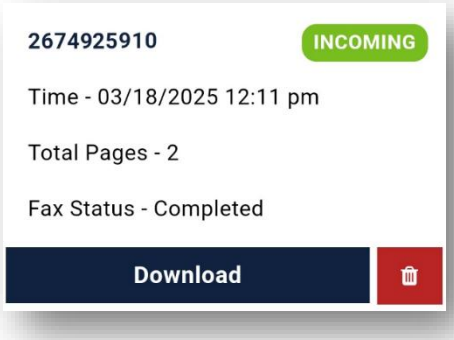
Fax Address Book

This page contains the address book for the fax account. Entries in this list will be displayed in the dropdown menu on the **Send Fax** page for quick selection. To add an entry to the address book, click on the 'Add New' button to the right of the search bar, then add a first name, last name, and number in the provided fields before clicking the 'Save' button.

Faxes

This page contains a log of all faxes sent or received by the displayed account going back 30 days.

Each entry can be downloaded or deleted using the provided buttons at the bottom, and displays number, direction, date/time, page count, and status of the fax.



My Account

The 'My Account' page contains several pages of user configuration settings that control how the user's extension handles calls, voicemails, and other available features. Users can navigate between these pages using the menu on the left.

- To apply any changes made on any of these pages, click the 'Save' button at the bottom of the page.

Calling Configuration

Anonymous Call Reject – When checked, user extension will automatically decline calls from anonymous numbers (hidden CallerID number).

Ring Timer – This determines the number of seconds the user extension will ring on a normal inbound call before going to voicemail. When a forward is active, this setting is overridden by the forwarding settings.

Fax Configuration

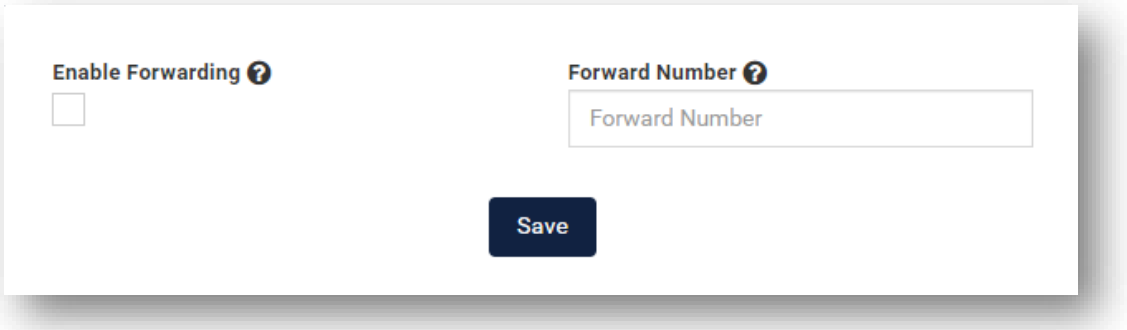
Email Addresses for Inbound Faxes – If the user has a personal fax, this determines the email(s) to which inbound fax notifications are sent to. Does not apply to business desktop faxes.

Enable email notification for failed/successful faxes – When checked, user will receive an email notification for failed and/or successful outbound faxes once the transmission is complete.

Ring Group Forwarding

This setting allows the user to forward calls that are delivered to their extension specifically by a Ring Group.

- To enable, check the '**Enable Forwarding**' box and enter the forwarding destination in the '**Forward Number**' field, then click the '**Save**' button.



Note: This setting will only forward calls that are offered to the user extension from a Ring Group. To forward calls that ring or are transferred to the extension directly or via user DID, see the '**Call Forwarding**' section below.

Call Forwarding

This setting allows the user to forward calls that reach their extension directly, by call or transfer to their individual **extension or DID**. Users can choose between two types of forward, **Individual** or **Find Me Follow Me** (explained below).

- To select and enable forwarding, select the desired type of forward from the '**Forward Service**' dropdown menu and click '**Save**'. Once a forward service is selected, a new tab with the name of that forward type will appear in the menu on the left. Click on the new tab to view or edit forwarding details.

- To **disable** call forwarding, set forward service to '**None**'. Forwarding details for each type of forward are saved and do not need to be re-entered if that forwarding type is activated again.

Note: This setting will only forward calls that are offered directly to the user extension or DID and will not affect calls that are offered as part of a Ring Group. To forward calls from a Ring Group, see the '**Ring Group Forwarding**' section above.

Individual Forwarding

Individual forwards occur for calls that meet certain conditions. To set an Individual forward, navigate to the 'Individual' page after setting **forward service** to Individual and clicking the '**Update**' button.

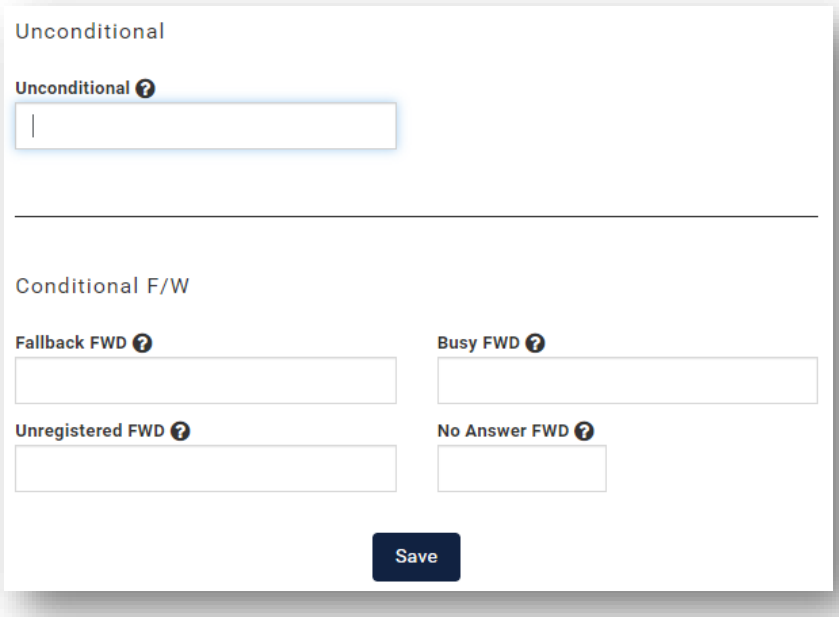
Unconditional – Forwards all calls to the destination entered in the field.

Fallback FWD – Forwards calls to the entered destination only if the initial call fails for any reason, such as the call being declined or the extension being unregistered.

Busy FWD – Forwards calls to the entered destination only if the initial call is rejected.

Unregistered FWD – Forwards calls to the entered destination only if the extension is not currently registered on any deskphone or softphone app (Connect Mobile).

No Answer FWD – Forwards calls to the entered destination only after ringing for a set amount of seconds. Once a destination is entered in the field a '**Time Out**' field will appear below that allows the user to set the length of time before the forward takes effect.



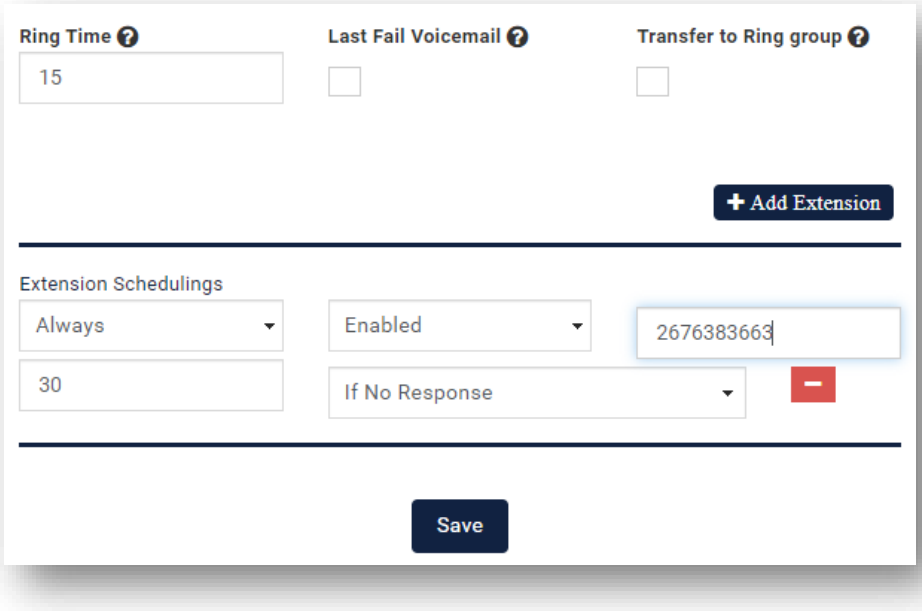
Find Me Follow Me Forwarding

A **Find Me Follow Me** forward allows forwarding to occur based on a schedule, or to multiple other destinations at the same time or in sequence. Schedules must be created in the extension's **nCloud User Portal** before they are available for use in this interface.

Ring Time – Determines how long the user extension will ring before the forward activates.

Last Fail Voicemail – When checked, calls that are not answered at the forwarding destination will be transferred to original user's voicemail. Not guaranteed if forward destination is an external number.

Users can add a forwarding destination by clicking the '**Add Extension**' button and filling out the fields that appear. Multiple forwarding routes can be added to forward the call to multiple destinations.



- **Schedule** – Select a schedule for this forward to follow
- **Enabled/Disabled** – Enables or disables this specific forwarding route
- **Extension** – Enter the forwarding destination in this field. Can be another extension or a 10-digit external number
- **Ring Time** – Enter the length of time in seconds that the forward should be offered to this specific forwarding route
- **At the Same Time/If No Response** – Allows the user to select whether this forwarding route should become active at the same time as the route before it, or in sequence after the timer for the preceding route has elapsed. If there is only one route in the forward, this determines whether the forward is offered while the original user extension is still ringing, or after the ring timer at the top of the Find Me Follow Me page has elapsed.

If the user is forwarding their extension to a Ring Group, check the **Transfer to Ring group** box, then select the extension of the desired Ring Group from the dropdown list on the left, and the desired schedule from the dropdown on the right. Additional Ring Groups can be added using the '**Add Ring Group**' button if the forwarding destination is going to change based on a schedule.

Note: If the user wishes to forward both direct calls and Ring Group calls, both settings must be programmed separately. They can be forwarded to different destinations if needed. Calls that reach the extension as part of a Call Queue cannot be forwarded.

Voicemail

There are three sections to the Voicemail configuration page which become visible in the menu on the left once the 'Voicemail' option is clicked.

Email

This section contains settings for the voicemail-to-email feature. When the **Enable** box is checked, the system will send a notification to up to two email addresses which will contain the number of the caller, the date/time the voicemail was received, the extension of the mailbox it arrived in, a transcription of the voicemail, and the message itself attached as an audio file to the notification.

By default, the emails are sent to the primary and secondary emails associated with the user extension. The '**Override**' checkbox underneath each field can be used to alter the destination. Once checked, the **Forward to Email** field will become editable and an alternate email address can be entered.

When checked, the **Forward to email and delete from server** feature will automatically delete voicemails from the user mailbox upon sending the email notification, allowing the user to manage voicemails entirely via email without the mailbox itself ever filling up. Please note that emails deleted using this feature are permanently deleted and will not appear in the trash folder.

General

This section contains various voicemail settings, including those related to the mailbox auto-cleaning feature.

Max Voicemail length – Controls the maximum voicemail length (in seconds) allowed

Move to Trash days – Unheard messages are automatically moved to the Trash folder after this many days

Empty Trash days – Messages in the Trash folder are automatically and permanently deleted after this many days.

File Encoding – Allows the user to select between file format types for voicemail recordings

Whitelist Caller – Allows the user to enter a number from which they can call and check voicemail remotely without being asked for a PIN

Greeting

This section contains settings related to the user voicemail greeting. Audio must be uploaded to the user's **nCloud User Portal** audio library or recorded via the prompts in the Settings section of the voicemail IVR before it is available for use on this page. **To record a greeting via the voicemail IVR**, dial '5' after calling into voicemail via the button on the dialer and entering the user PIN.

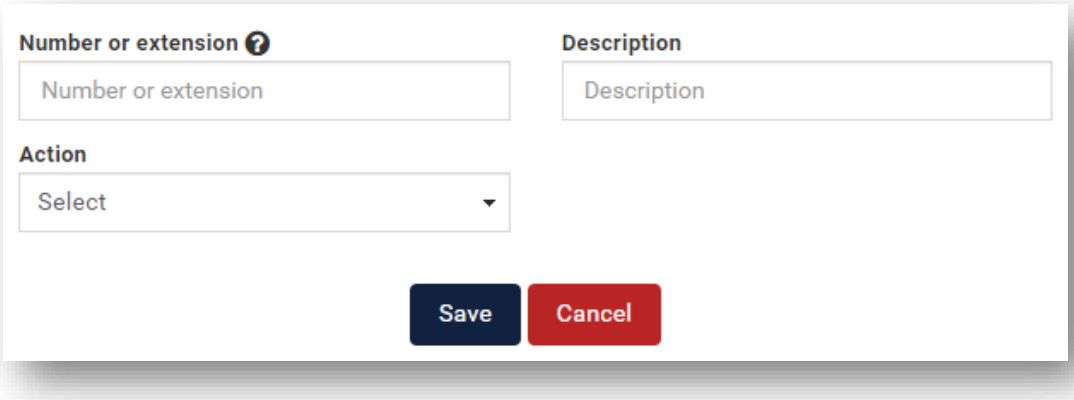
Once recorded, users can select audio for their **Standard**, **Out of Office**, and **Extended Absence** greetings using the provided dropdown menus, and listen to selected audio using the 'Play' button to the right each field.

Users can select an active greeting using the '**Choose Greeting**' dropdown menu at the bottom of the page.

Number Screener

This page allows the user to set up automatic rules for their extension to utilize when it receives calls from a specific number. This feature's most common application is to block calls from specific numbers but it can also be used to transfer calls to a specific destination or voicemail box.

Existing entries are displayed after the 'Number Screener' option in the menu on the left is clicked. Entries can be edited or deleted using the buttons at the bottom of each entry. To create a new entry, click the '**Add New**' button and fill out the provided fields:



Number or extension – Enter the number that is being screened

Description – Enter a short description or label for the entry

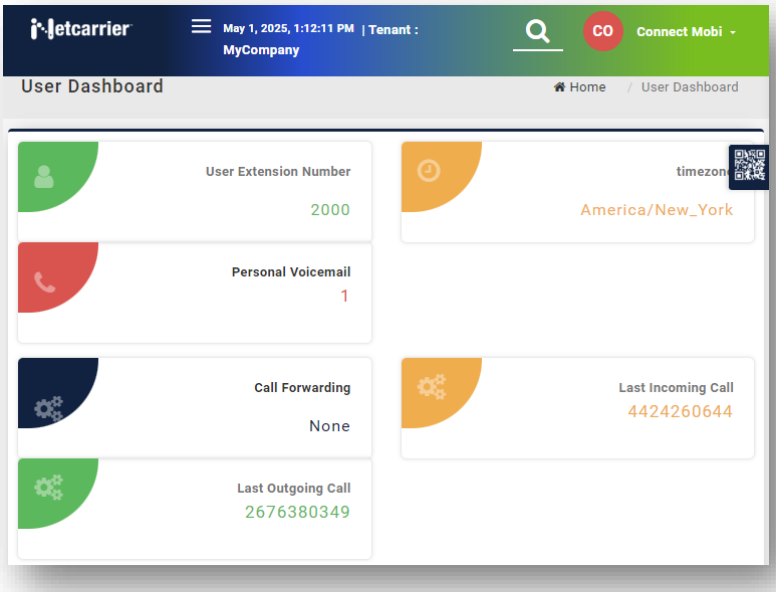
Action – Select the desired option from the dropdown menu. Calls can be disconnected, transferred to a specific extension or external number, or transferred to a specific voicemail box. Upon selecting an action, the '**Action Details**' field will appear.

Action Details – If the user has selected 'Disconnect call' as the action, this field allows them to select an audio file to play before disconnecting the call if desired. If the user has selected either of the transfer options, this field allows them to enter a destination for the automatic transfer.

Connect Portal

This option provides quick access to the users' **nCloud user portal** without the need to enter login credentials via an in-app browser window. This window will close automatically after 5 minutes of inactivity.

By default, the left side menu for navigating the user portal is hidden. It can be viewed by clicking the 'triple bar' icon in the top left corner or by re-sizing the window to a larger view.



Settings

This page contains a number of additional app settings and diagnostic tools across several pages, which the user can navigate using the menu that appears on the left side of the app.

Application Settings – contains settings that control app behavior and appearance:

- **Theme** –allows the user to choose between light and dark themes
- **Account** – allows the user enable or disable the app without logging the user out
- **Auto Startup** – allows the user to select whether the Connect Mobile app is launched automatically when the PC begins a session
- **Ringtone** – allows the user to enable or disable the sound that plays for an incoming call
- **Alert** – allows the user to enable or disable whether a sound is played for a desktop notification
- **Dial Pad Tone** –allows the user to enable or disable whether or not a sound is played when they enter numbers using the dialer
- **Time Format** – allows user to select either 12 or 24 hour time format

Devices – contains settings that control how the app uses connected devices:

- **Audio** – allows user to select input (mic) and output (speakers) devices and set output volume
- **Notifications** – allows the user to select an audio output device for notifications and set volume of alerts
- **Headset Integration** – allows the user to select a headset device and choose from a list of standard configurations

Language – Allows the user to choose from available language localizations

About & Privacy Policy – Links to different pages of the Netcarrier website via in-app browser window

Contact Support – Opens a pop-up window for reporting problems with the app

Update Configurations - Updates the app to reflect current settings in the nCloud admin and user portals

Test Connection – Diagnostic tool that runs and displays data related to the app's connection to Internet, the nCloud servers, and connected devices.

Debugging Logs – This section contains various diagnostic tools that will assist our Support team in gathering detailed information during the troubleshooting process of any potential issues or malfunction. Should a user encounter any issue in the proper function of the app, please contact support@corp.netcarrier.com.

Exit – Completely closes out and exits the app.