nCLOUD CONNECT
CONNECT MOBILE QUICK USER GUIDE

- **Make a Call:** Dial a number using the keypad dialer or by typing in the field above the dialer, then press the green phone button below dialer.
- **Answer a Call:** Press the green phone button on the pop-up inbound call notification that appears to answer a call. Calls may be rejected with the adjacent red button.
- **Place a Call on Hold:** Press the ‘Pause’ button in the active call listing above the keypad dialer to place the call on hold, playing hold music for the caller. Press the same button again to resume.
- **Mute a Call:** Press the microphone button in the active call listing to mute your microphone. Press the same button again to unmute.
- **Hang up a Call:** Press the red phone button in the active call listing above the dialer or in the dynamic call display to disconnect a call.
- **DTMF:** To interact with an IVR that uses DTMF touch tones such as an Auto Attendant or Voicemail Box, click the ‘DTMF’ dialer button in the dynamic call display to open the dialer window (right side of screen) which can then be used to select options.
- **Multiple calls:**
- If a second call is made or answered while already on a call, the initial call will be automatically placed on hold.
- The Active Call Listing on the right side will display entries for both calls and controls for merging or transferring the calls will appear below the listing.
- The currently active call is displayed in the dynamic call display on the right. A user may switch between active calls by clicking on their entries in the active call listing.
- **Merge two active Calls:** Press the ‘Merge’ button that appears under the active call listing when multiple calls are active in order to join the calls and connect all parties.
- **Transfers – Consultative:** While on active call, dial the extension or DID you want to transfer call to. It will place caller on hold once 2nd call picks up, announce the call then Press the ‘Transfer’ button that appears under the active call listing in order to connect the calls but to disconnect yourself, completing the transfer.
- **Transfers – Blind:** Press the ‘Blind Transfer’ button in the dynamic call display on the right, automatically placing the call on hold. Then, enter the transfer destination in the field above the keypad dialer on the left and press the green phone button to send the transfer.
- **Do Not Disturb (DND):** Enable the ‘DND’ toggle in the top bar to prevent calls from ringing the app. If there are no other registered phones for that extension, calls will go right to voicemail.
- **Voicemail:** Press the Voicemail button at the bottom of the keypad dialer to access voicemail. The DTMF dialer can then be used to enter PIN, navigate messages and settings.