# Connect Mobile: Support Guide

## TROUBLESHOOT

### Unable to Log In

- Update the app first – Go to your app store and install any updates
- Make sure your username is correct: YourNumber@YourCompany.ncloudconnect.com
- Reset your password using the "Click Here" link
- Still stuck? Contact support

### App Keeps Crashing or Freezing

- Update the app – Most crashes are fixed in newer versions
- Force-close the app and reopen it
- Uninstall and reinstall (you won't lose your settings)

### No Sound on Calls (Mobile)

- Make sure Connect Mobile has microphone permission in your phone settings
- Try the speakerphone button
- Turn off Bluetooth (it might be trying to connect to a device that's not there)
- Switch from Wi-Fi to cellular data (or vice versa)

### Calls Not Ringing

- Make sure Do Not Disturb is OFF in the app (toggle at top of screen)
- Check your phone's notification settings for Connect Mobile
- On Android: Go to Settings → Apps → Connect Mobile → Battery → Set to Unrestricted
- Make sure the Account toggle in the side menu is turned ON

### Someone Can't Hear You

- Check microphone permissions in your phone settings
- Make sure nothing is covering the microphone
- Try using speakerphone instead

## COMMON TASKS

### Make a Call

- Tap Keypad at the bottom
- Dial the number or type a contact name
- Tap the green Call button

### Answer a Call

- Mobile: Answer like a normal call (says "Connect Mobile Audio")
- Desktop: Click the green answer button in the popup

### Transfer a Call

- Blind Transfer – Sends call immediately (can't talk first)
- Consultative Transfer – Talk to the person first, then transfer
  - Dial the number or extension
  - Tap Transfer again to complete

### Check Voicemail

- Tap the menu icon at top left
- Tap Voicemail
- Tap the Play button to listen
  - Tip: Voicemails can also be sent to your email. Ask your administrator to set this up.

### Reset Password

- On the login screen, tap "Click Here" under the Next button
- Enter your username and tap Send Code
- Enter the 6-digit code from your email
- Create a new password

## SUPPORT

### Sending Logs on Mobile

- Go to Settings > Advanced Settings and turn Verbose Logging ON.
- Reproduce the issue.
- Return to Settings > Advanced Settings and tap Send Log.
- Tap Yes, add a description, and tap Continue.
- Tap Copy or Share to save the log reference number.
- Provide the reference number to NetCarrier.

### Sending Logs on Desktop

- Go to Help > Troubleshooting.
- On the Support tab, move the slider to Verbose.
- Close the window and reproduce the issue.
- Return to Help > Troubleshooting > Support and click Send log.
- Enter a brief description and click Send.
- Save the log reference number and provide it to NetCarrier.

### Before Contacting Support

- Make sure app is updated to the latest version
  - Locate https://netcarrier.com/connect-mobile/
- Note the exact time the problem occurred
- If the problem involves a call, note the phone number

**Support Number:**
888-575-4754

**Support Email:**
support@corp.netcarrier.com