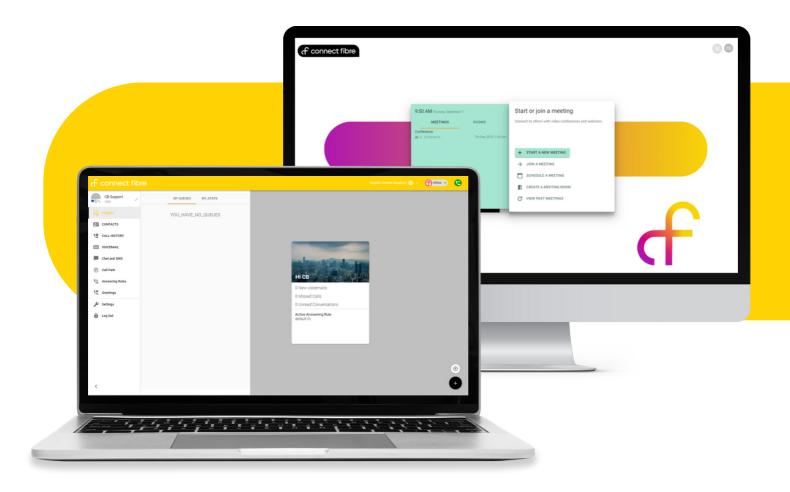
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Web Application User Guide





Accessing The App

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Login Name* yourlogin@example	
Password *	
LOG IN Forgot login name Forgot password OR	
LOG_IN_WITH_0365	

When accessing the desktop app, you would be provided with a link to our online portal, where you can input your personal login.

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The menu within the user portal allows for you to access the meetings, web app and wallboards.



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Once logged in, you can access all of your call features

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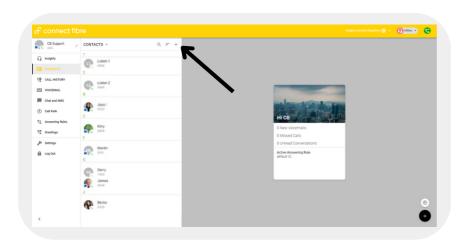
From here you can make calls, message and create new contacts.

View any call queues you are in from the insights tab.

You can also access call stats.

You can add any feature to your main grid to see them laid out and save you clicking through.





- Access work contacts and organise by name or extension
- Filter your contacts by 'Online' or 'Favourites'
- Message or call colleagues from the contacts tab

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Call History

Voicemails

To dial out, simply click the keypad icon.

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From here you're able to make outgoing calls to numbers not kept in your contact book.

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Access call history and filter by outbound, inbound and missed calls.

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Access and listen to voicemails. These can also be accessed through the mobile app or through your handset if you have one.

Listen and replay your voicemail. Call the person directly back or forward the voicemail to someone else.

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Instant Messaging

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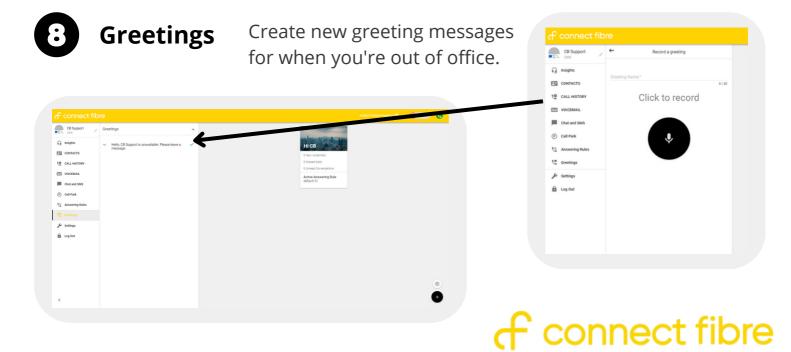
Create new chats with contacts. This can be used from your mobile app or desktop app.

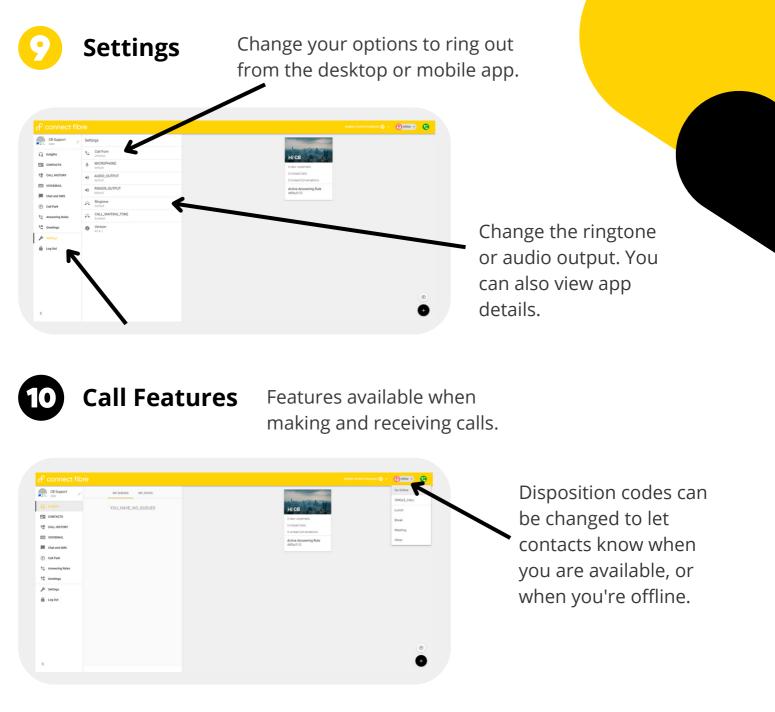
Call Park

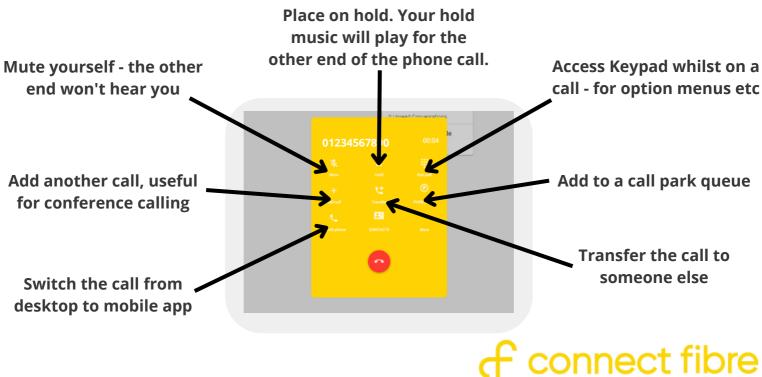
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Park calls in different queues.

Pull people out of a call park when the lines are free or park a call for someone else to pick up when they're available.







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01223 080 790

hello@connectfibre.co.uk

connectfibre.co.uk