

Connect App - Quick Reference Guide

Installing on a mobile device

1. Go to Google Play or the Apple App Store.
2. Search for "Access4 Connect" app.
3. Select "Get" or "Install".
4. Start the Access4 Connect application.
5. Use your Access4 credentials to log in



Username

Password

Sign In

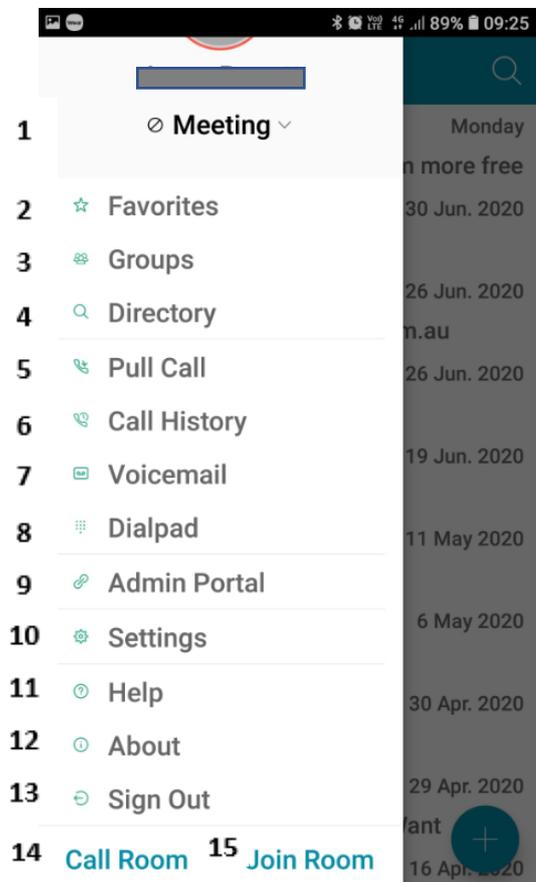
Start and Sign In

After installing the app from the app store, open the app to get to the sign-in page as displayed above. Use your credentials to login.

When you start the client for the first time, your contact list will be empty. You can use the directory to find people and then directly add them to favorites from the search results to populate your Favorites List.

User Interface Layout of the Connect app

1. Availability setting – *can be set to available, busy, or away, or, shows if agent is in a meeting*
2. Favorites– *You can add contacts from directory into this list*
3. Groups – *Organize contacts by groups.*
4. Directory – *Your directory contacts*
5. Pull call – *Feature to pull existing call from another device*
6. Call history
7. Voicemail
8. Dialpad
9. Admin Portal – *User service admin inc. queue management*
10. Settings
11. Help – *takes you to Access4 support page*
12. About – *Information about your current version*
13. Sign Out
14. Call Room – *Join 'My room' (Call)*
15. Join Room – *Join 'My room' (Chat)*



Dialpad

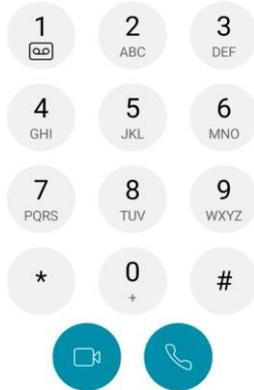
This is the interface for the Dialpad.

To initiate a call, enter the number and choose  or

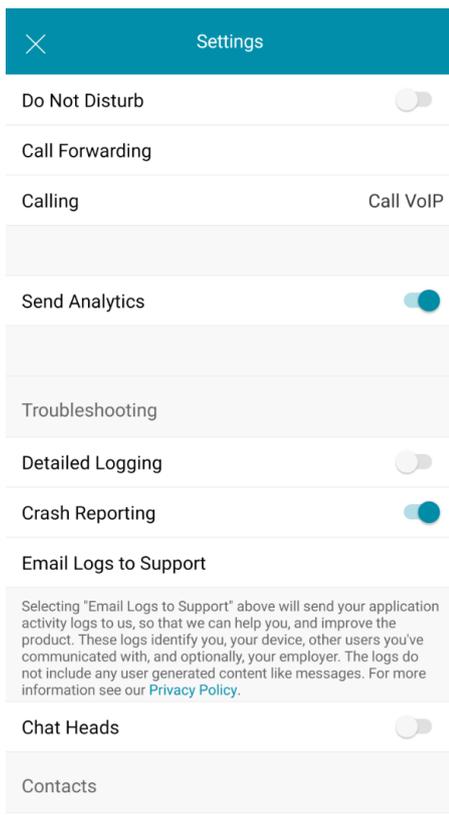
 for a video call.



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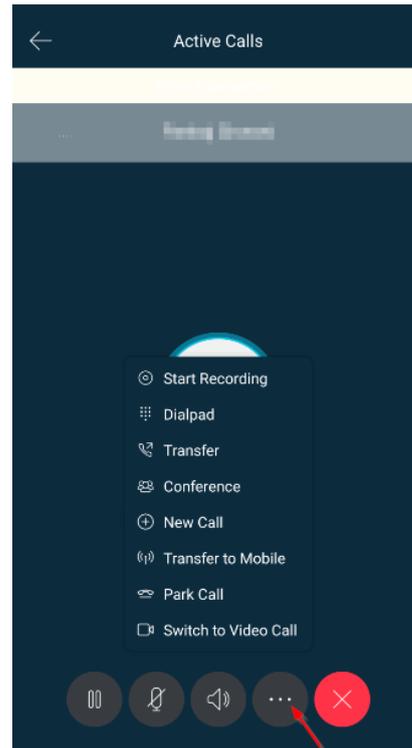


Connect settings:



You can manage DND, call forwarding, Broadworks Anywhere and chat heads from here. You can also enable detailed logging for troubleshooting purposes.

Active call menu



Above shown is the lay-out of the active call display. You can choose more option as displayed above.