

# Granite Cloud APP User Guide

In the Apple APP Store/ Google Play Store search **CONNECTUC** as one word.



**Your username:** email address **Password:** Welcome1 (W in Welcome needs to be capital)

Once logged in, your phone will ask specific questions depending on the brand of phone.

## **iPhone:**

1. Notifications – Allow Access
2. Contacts – **iPhone** contacts will show in the APP
3. Microphone – Allow Access

## **Android:**

1. Microphone Permission – Allow
2. Phone Permission – Allow
3. Contacts – **Android** contacts will show in the APP
4. Full Screen – Allow Access

**Dial an extension**, in the APP click keypad  , then dial the extension, press 

**Check Voicemail**, at the bottom of the app  Click the Voicemail tab, and this will list voicemails.

**To transfer a call to another extension**, hit the  dial the extension number then select



Transfer – Instantly transfer the call to the other party

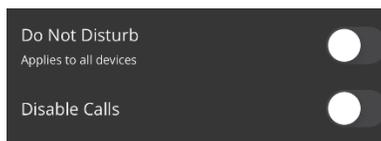
Attended Transfer – Allows you to speak to the answering party before sending the call.

**Transfer between your desk phone and the APP**, dial \*38

**To park a call**, hit transfer and then dial park extension: Park 1 – 720 Park 2 – 721 Park 3 – 722 Park 4- 723 Then click the blue start call button. Example Park 1 would be Transfer 720

**To retrieve a parked call**, Dial Park extension, for Park 1 dial 720, Park 2 dial 721, Park 3 dial 722, Park 4 dial 723

**DND (Do not disturb)** – Click in the top left corner where your initials are the following menu opens:



The top option will put ALL devices in Do Not Disturb (desk phone and app)

The second one will only disable calls to the Mobile App

**\*\* Dialing 911 from the ReachUC APP is NOT supported, please call from your cell phone and not the APP**