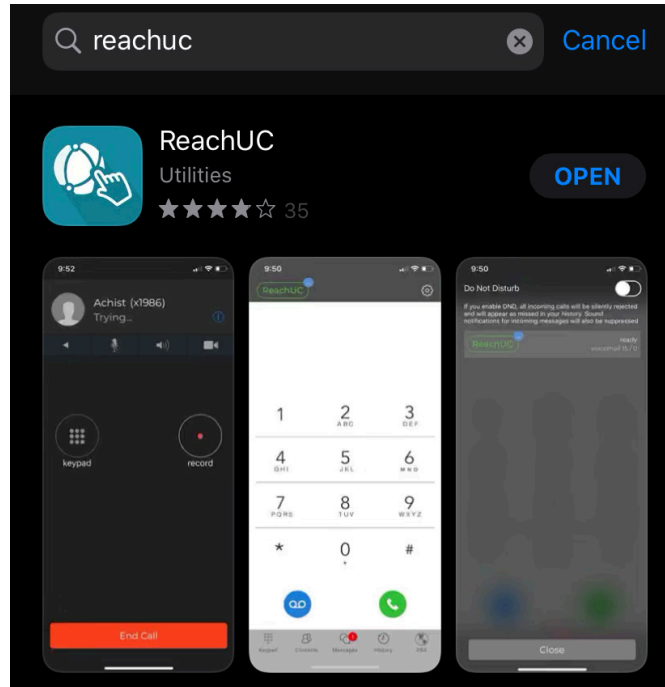


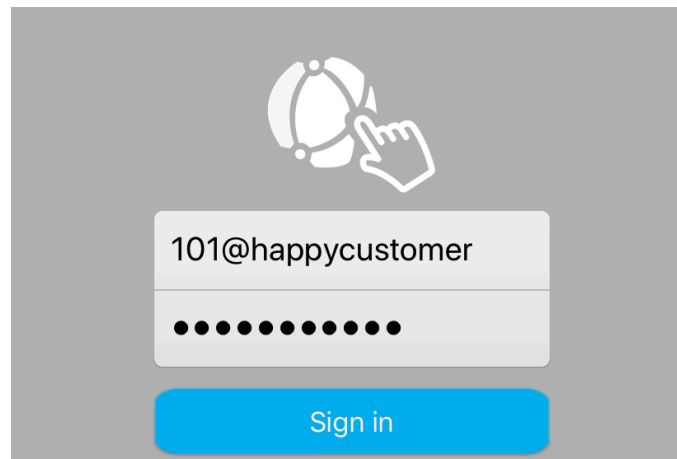


Sonictel Smartphone ReachUC App Instructions

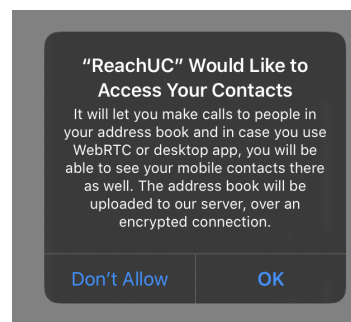
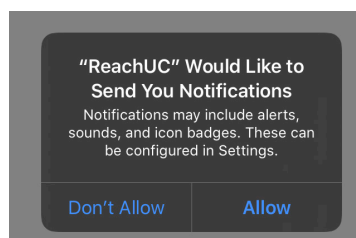
STEP 1 : Download the app by searching for **“ReachUC”** in the Google play store or Apple app store.



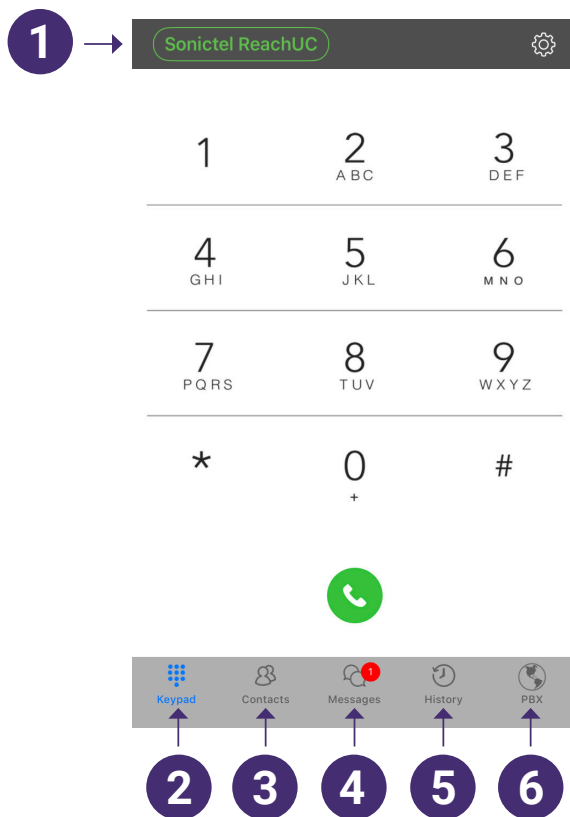
STEP 2 : Using the credentials provided to you by your administrator, log into the application.



STEP 3 : Agree to the terms and conditions & for best use, allow access to your contacts. Most importantly, allow **“Push Notifications”** & also allow **“Microphone Access”**. Without these permissions, the application will not work.



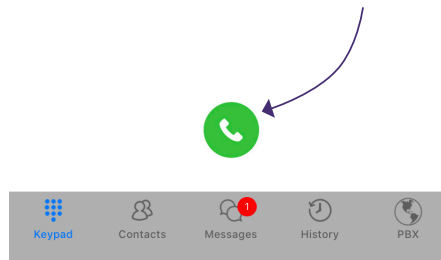
FUNCTIONS



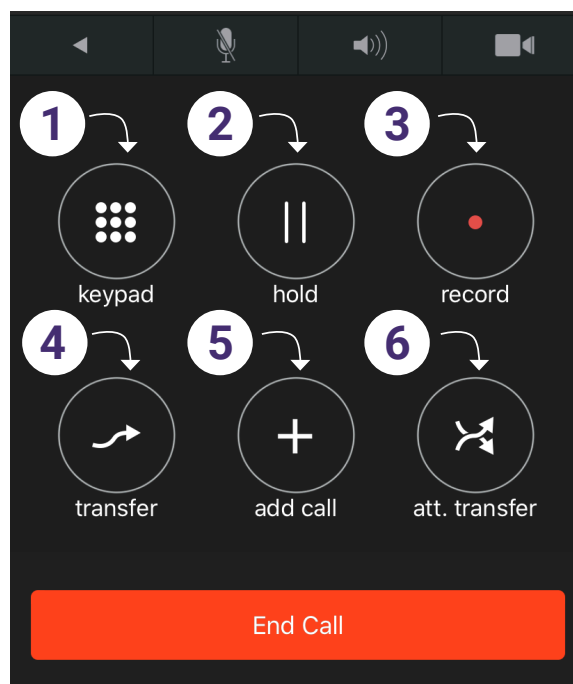
- 1 STATUS INDICATOR:** Click on the icon to bring yourself to the 'Do Not Disturb' page. Click the toggle switch to put your application into DND.
NOTE: Placing your Sonictel ReachUC App into DND only affects the inbound ringing to the app. Your desk phone will NOT be placed into DND by this function & calls to the desk phone will continue to ring in as normal.
- 2 KEYPAD:** The 'Keypad' tab will allow you to place calls to internal extensions & external numbers.
- 3 CONTACTS:** If you allowed access to your contacts in STEP 2 above, your contacts from your smartphone will appear here.
- 4 MESSAGES:** The 'Messages' tab will allow you to view and send SMS messages from your business DID.
NOTE: This feature must be enabled by your administrator and may be subject to additional fees.
- 5 HISTORY:** The 'History' tab will show you a listing of inbound, outbound & missed calls on your application.
- 6 PBX:** The 'PBX' tab will allow you to make certain changes to your system as well as to view your company's internal contacts & their status.
NOTE: Certain functions of the PBX tab must be enabled by your administrator and may be subject to additional fees.

HOW TO PLACE A CALL

Dial the number that you would like to call & press the **green telephone icon**



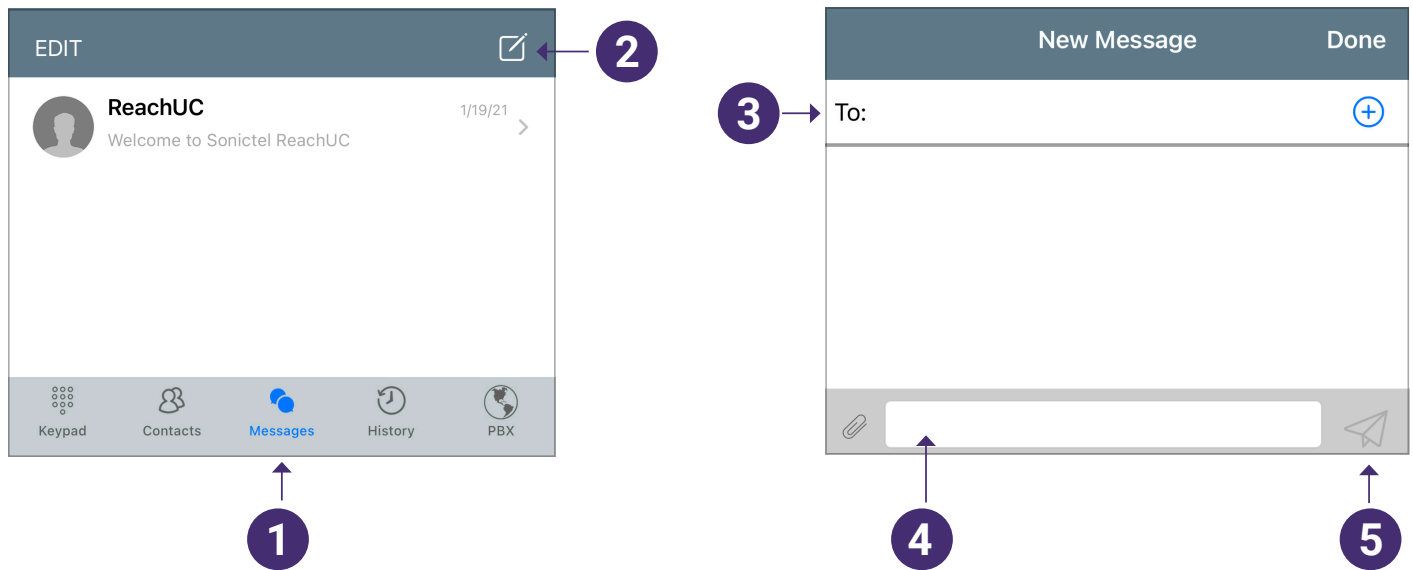
ADMINISTER AN ACTIVE CALL



- 1 KEYPAD:** Press the Keypad option to return to the keypad screen. This is useful for when numerical inputs are needed on a phone call.
- 2 HOLD:** Use this feature to place the caller on 'Hold'.
- 3 RECORD:** Used to record calls. Please contact your administrator for additional information.
- 4 TRANSFER:** Used to send calls from your Sonictel Application to another Extension, Outside Telephone number, Ring Group or Call Queue.
- 5 ADD CALL:** Used to create a three-way conference call.
- 6 ATT. TRANSFER:** Use the Att Transfer key to perform an attendant transfer (warm transfer).

HOW TO SEND A SMS MESSAGE

Note: The ability to send and receive SMS messages from your ReachUC app may need to be enabled by your Administrator.



- 1 Click on the **'Messages'** Tab [4]
- 2 Click on the **'Compose'** icon (pictured below)
- 3 Enter the contacts telephone number in the **'To'** field
- 4 Using the keyboard, enter your message
- 5 Click the **'Send'** Icon