

### 1. Search

Search for Contacts

### 2. Dialler

Dial and enter DTMF digits

### 3. Presence

Set activity/availability

### 4. Caller ID

Change caller ID

### 5. My Profile

Access your profile and extension preferences

### 6. Recents

View dialled, received, and missed calls

### 7. Contacts

Find and view general, VIP, and Favorite contacts

### 8. Group Queues

View and log in/out of ACD and Attendant queues

### 9. Voicemail

See and listen to voicemails

### 10. Chat

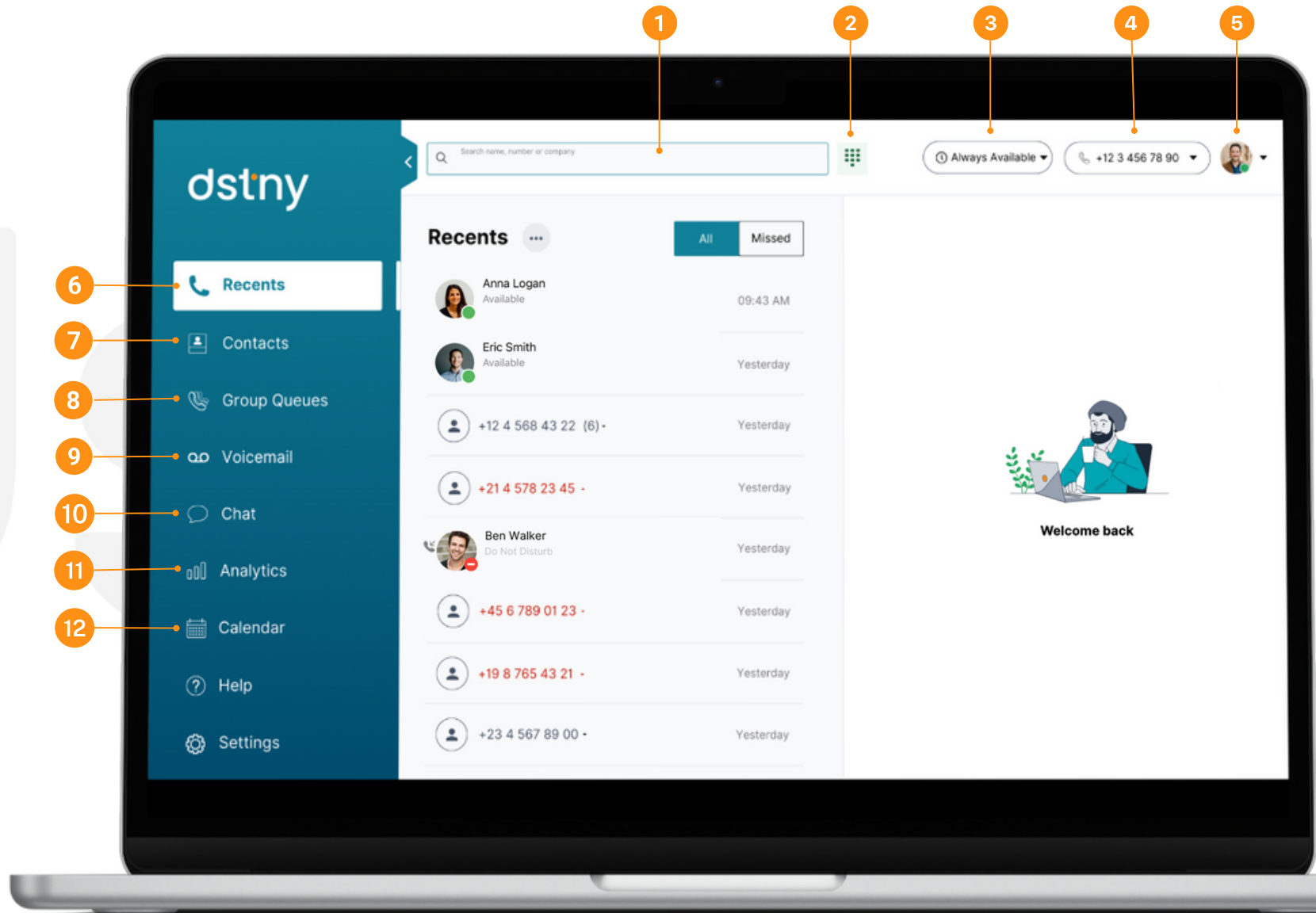
Peer-to-peer chat

### 11. Analytics

View communication statistics

### 12. Calendar

Set future presence and forwarding



## Logging into ConnectMe

Logging into ConnectMe for Web or Desktop can be done in one of two ways:

- Open the application or visit the webpage URL
- Enter your phone system extension username and password
- Use Microsoft Single Sign On (SSO)

## Make a Call

- Click on "☰" to open the **dialler**, and enter your desired number
- Search or select a contact. Hover over the contact
- press "☎" to initiate the call

## Call Transfer

**Blind Transfer** allows the calling party to transfer the active call to another party **directly**

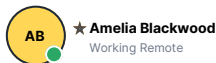
- During an active, click the "..." in the caller widget, select the **Transfer** button, search for the contact, or dial the number of the party you want to transfer the call to and click the **Transfer** button

**Attended Transfer** makes it possible to transfer a call while first getting the option to **talk to the party** where the call is being transferred

- During an active call, click the "..." in the caller widget, select the **Transfer** button, search for the contact, or dial the number of the party you want to transfer the call to and click the **Call** button. To complete the transfer after you have consulted the user, press the **Connect** button

## Add a Favourite/VIP Contact

- Clicking a contact opens its full details
  - Click the **star** to add to your **Favourites**
  - Click **VIP** to designate your contact as VIP



## Call Handling

During an active call, you can:

- **Mute** your microphone
- Put your call on **Hold**
- Open the **Dialler**
- Send an SMS to the contact
- Initiate a **Call Transfer**
- Add a New Call for conferencing or call transfer
- Record a call (if configured for your system)

## Log in/out of Queues

Open Group Queues to see a list of the groups that you are a member of, and how many users are logged in to each respective group

- Log in/out of a group by **toggleing the switch**

## Voicemail

View all system voicemails

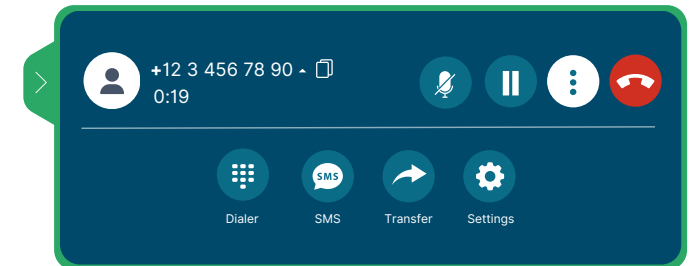
- Play your voicemail by clicking on the entry and then click "▶"
- You can also return the call by clicking "☎"

## Set Your Presence/Availability

- Select your chosen **Activity** from the top dropdown menu, or
- Open your **Calendar** and add a planned activity with the desired call diversion

## Change Caller ID

- Select your chosen **Caller ID** from the top dropdown menu to customize the caller ID displayed when you make an outgoing call



## Change Calling Role

- Navigate to "**Settings**," then "**Profile**," and click the role arrow to modify your calling role

## Set a Personal Note

- Click your **avatar** in the top right corner of your screen
- Enter **free text** into the personal note section to share your note with your colleagues

## Your Preferences

Click on the **Settings** menu.

Here you can:

- Change your profile picture
- Set a **personal note** visible to other users
- Update your calling **Role**
- View your contact numbers
- Choose your **Language and Timezone**
- Adjust your **Audio settings**
- View **Keyboard shortcuts**
- **Download the Desktop app**



**Please do not use ConnectMe for Emergency calls. Should you wish to dial emergency services, please do so from your mobile device or other fixed line phone.**