UNIVERGE BLUE™ CONNECT

UNIVERGE BLUE® CONNECT

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MOBILE APP

The UNIVERGE BLUE Mobile App transforms a mobile phone into an essential collaboration tool, making teamwork on-the-go easier than ever.
Users can see who is available, send and receive team chats and messages, place calls, and see voicemails all from one application—anytime, anywhere.
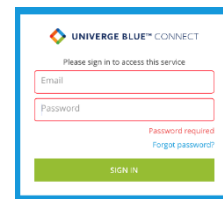
INSTALLATION

UNIVERGE BLUE Connect, Meet, and Share apps are available for Android and IOS devices. Visit the **app store**, search, and download the following 2 apps:
1. Univerge Blue Connect
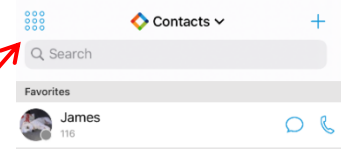2. Univerge Blue Meet

LOGIN

1. Open mobile app
2. Enter Email Address for Login
3. Enter Password [as previously provided by NATG]
   If you are not sure what your password it, follow the link for 'Forgot Password'

PLACING A CALL

1. Navigate to your Contacts tab, History tab, or Voicemail tab
2. In the top left corner of your display, you will see the Dialpad

TRANSFER

Blind transfer: Automatically transfer the call to another party without talking to that party.
1. To blind transfer in **iOS**: From the active call press More > Transfer Call then enter the phone number or choose a contact from the list.
2. To blind transfer in **Android**: From the active call press "+" then enter the phone number or choose a contact from the list.

Warm transfer: Consult with the party to which you are transferring the call before completing the transfer.
1. To warm transfer in **iOS**: From the active call press More > Add Call then enter the phone number or choose a Contact from the list > the second call will be established > More > Transfer to Caller.
2. To warm transfer in **Android**: From the active call press "+" then enter the phone number or choose a Contact from the list > Call (your original call will be placed on hold) > the second call will be established > More > Transfer to Caller.
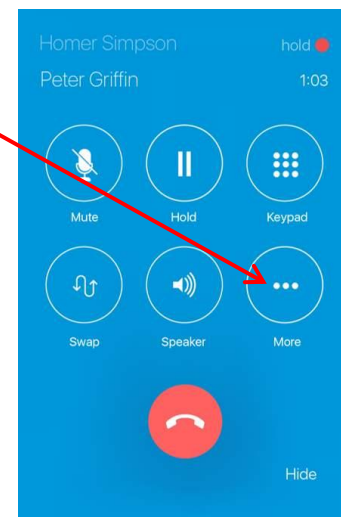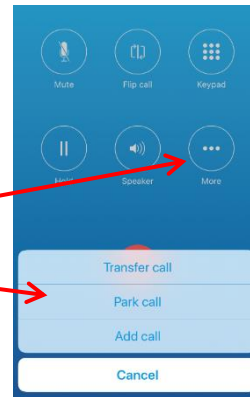
CALL PARKING

Call Park is a feature that allows CONNECT users to put a call on a public call park and have a different user pick it up on another phone by dialing the park location.

1. With an active call, press the More icon ⋯
2. Select Park
3. The system will tell you which extension the call is parked on (ex. Parked on 901)
4. Contact co-worker and advise them to "Pick up Park "901"

To pick up the call: Using the Dial pad, enter the park number, then click Send **or** Lift desk phone handset (or press Speaker), dial park number
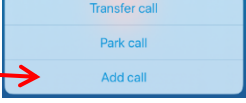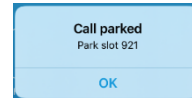
CALL FLIP

Call Flip allows you to continue your active call using a different device. For example, you can flip a call from your mobile to your desktop phone and vice versa.

1. While on an active call, press the Flip icon
2. The call will be placed on hold and all other assigned devices will start ringing
3. Pick up the call and continue the conversation on the new device

CONFERENCE CALLING

1. With an active call, press the More icon ⋯
2. Select Add Call
3. Select Contact to add or use the Dial pad to enter a new number
4. Your first caller will be put on hold while your phone calls the second contact. Once the contact answers press the More icon again, then select 'Make conference'
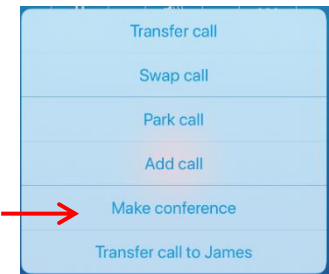
CALL HISTORY

The Call History tab shows a list of all your past calls, making it easy to return missed calls and see logs of previously made calls.

1. To review your call History, navigate to your History tab located at the bottom of your screen
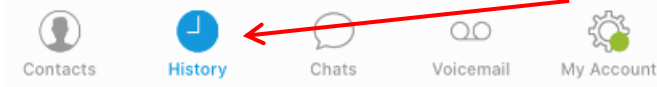
TEAM CHAT

1. To create a Chat with one of your Coworkers, navigate to your Chat tab

2. Continue an already previous started chat or to begin a new chat, click the ＋ icon in the top right of your screen and select your contact
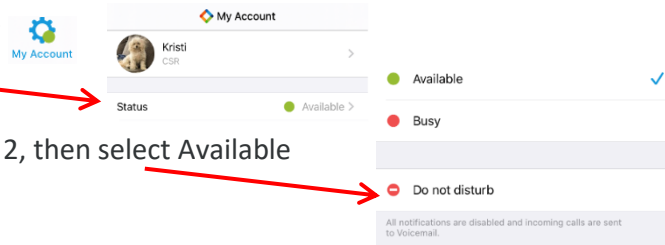3. You can attach an item to your chat message as well

DO NOT DISTURB

Putting your phone on Do Not Disturb will send calls directly to voicemail during this time so you are not interrupted in a meeting

1. Navigate to 'My Account'
2. Select Status
3. Select Do Not Disturb

**To Remove**: Follow steps 1 – 2, then select Available
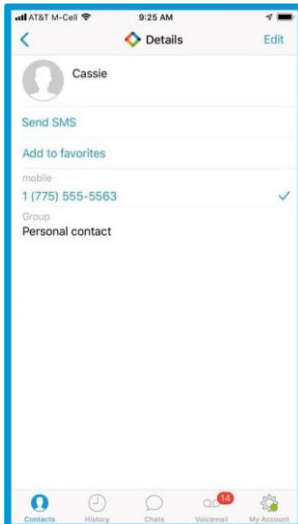
CONTACTS

Contact Sync

People store contacts in lots of places, such as on their phone and in email.

With the UNIVERGE BLUE CONNECT app, you can sync your contacts from popular 3rd-party platforms, such as Office365, Google, Outlook, and more, to all of your CONNECT apps from your mobile device (Android, iOS). This means whether you are in the Desktop app or Mobile app, you can reach the people you need to.

1. Enable Contact Sync - In the Mobile app, tap My Account, then Sync Contacts to CONNECT and follow the steps.
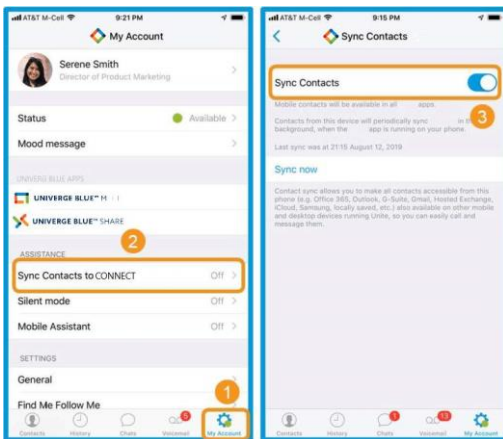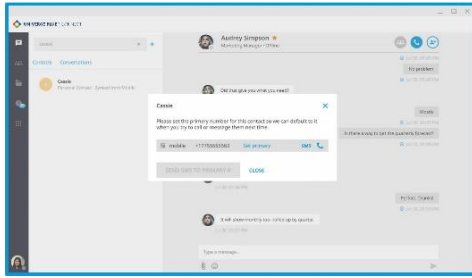
2. See the newly added contacts in the Mobile app Synced contacts are indicated by "Personal contact" underneath the contact's info.

3. Find the same contact in the Desktop app. The synced contact also appears in your Desktop app. Just click the blue phone icon to call.

Summary: With Contact Sync, the contact you need is always at your fingertips. And since this is contact sync, not an import, you don't have to worry about changes. New contacts and edits you make continue to sync so the contacts in your apps are up to date.

Pin Contacts to Favourites

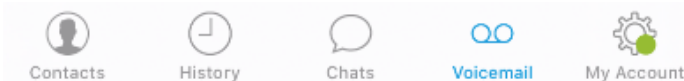1. Navigate to your Contacts tab
2. Select contact you want to pin
3. Select Add to Favourites
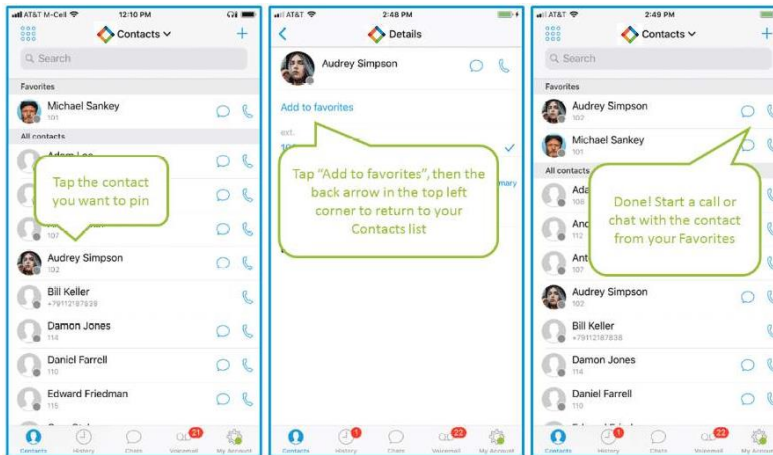
VOICEMAIL

Listen to voicemail messages, read voicemail transcriptions, share messages with other contacts, return calls, or delete voicemails all from the Mobile App.
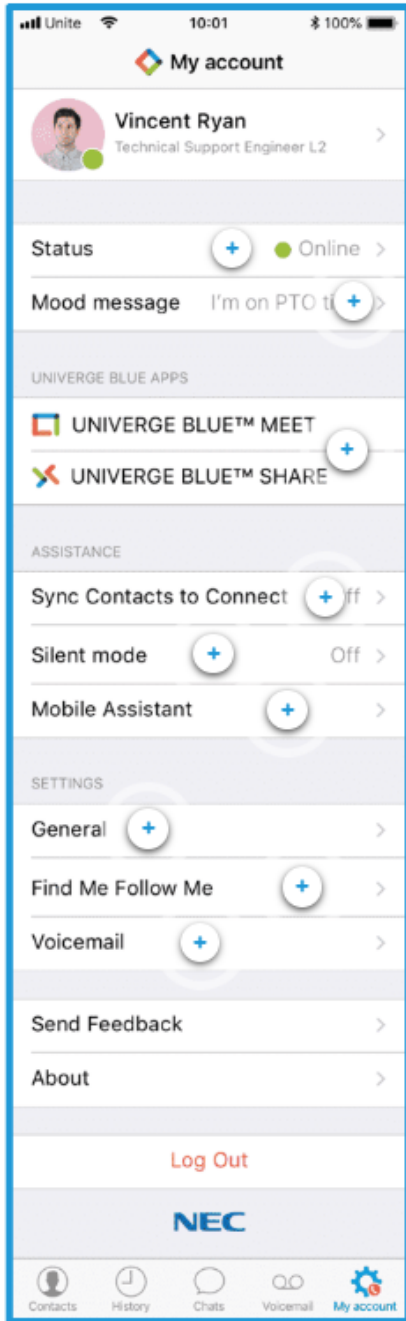
1. To access your Voicemail, navigate to the Voicemail tab

2. You will see your voicemails listed, select the voicemail to listen to it

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PERSONALIZED SETTINGS

The UNIVERGE BLUE CONNECT Mobile App works the way you want it to. Personalize it through the settings so you get most of the features that matter to you.

Status: Set your status so teammates know if you're available or busy. This will show offline if you're not logged into CONNECT or if you're not getting WiFi or cellular data signal

Mood message: Let co-workers know what you're p to, share location information, a quote for the day, or whatever else you what to.

Univerge Blue apps: Launch MEET or SHARE from here. See the Collaborate section of this course for details on using these apps.

Sync Contacts to CONNECT: Sync Contacts from 3rd party platforms, such as Office 365, G-suite, iCloud, and more to all your CONNECT Apps (Android, IOS)

Mobile Assistance: Get recommendations for being more productive with your phone system. Mobile assistant learns your calling patterns and preferences over time, then recommend custom calling rules for you. Some examples of recommendations are:

- Send specific colours straight to voicemail at certain times of day
- send specific colours straight to your mobile phone when you're at certain locations
- send voicemail transcriptions directly two-out repository

General: Set your app to save and synchronize favourites and conference bridge Contacts to the server. Save logs to a file for troubleshooting or other purposes.

Find me Follow Me: Create rules around how you like to receive your business calls:

- how long your devices will ring until routed elsewhere
- where to for calls to if unanswered, like a personal phone or possibly to another contact, how long those numbers will ring an in what order
- finally, moving on answer calls to voicemail

Voicemail: Configure general voicemail preferences and notifications, choose a default greeting, or record your own and reset your pin

NATG