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





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





Connect settings:

×	Settings
Do Not Disturb	
Call Forwarding	
Calling	Call VoIP
Send Analytics	•
Troubleshooting	
Detailed Logging	
Crash Reporting	•
Email Logs to Support	
Selecting "Email Logs to Support" above will send your application activity logs to us, so that we can help you, and improve the product. These logs identify you, your device, other users you've communicated with, and optionally, your employer. The logs do not include any user generated content like messages. For more information see our Privacy Policy.	
Chat Heads	
Contacts	

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.

