3. Using Reach UC

How To Log-In

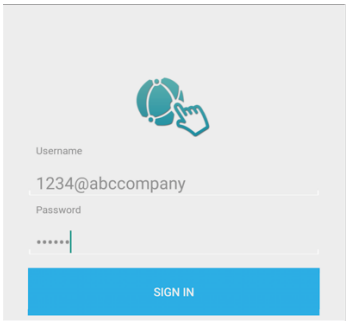
➢ **To use Reach UC**

2. From the Phones page, click **REACHUC.**

   The splash screen in Figure 2-15 appears.

Log In

There is no need to configure another device in your portal. Just log in using your PBX portal credentials.

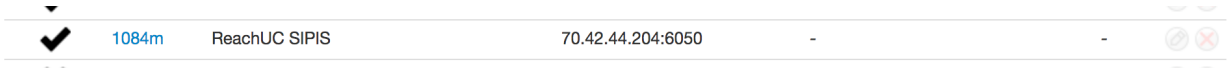


Your PBX Credentials were send when you received the welcome email with VOICEMAIL information.

You can contact us and we will resend the Welcome email and you are able to create a new password

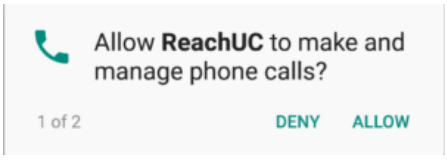
Device Added In User Portal

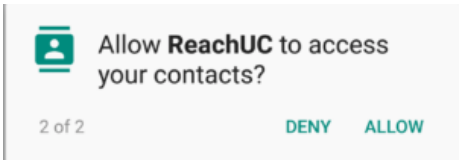
Once logged using mobile app, an extension with an “m” suffix will be automatically created in the User, Phones tab, in your PBX portal.

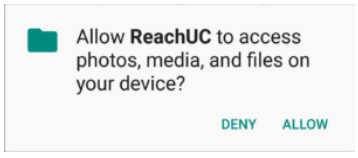


Allow Prompts

When you log in for the first time, ReachUC will prompt with permissions to allow the application to Manage phone calls, Access your contacts, Access your photos, media and files from your device.

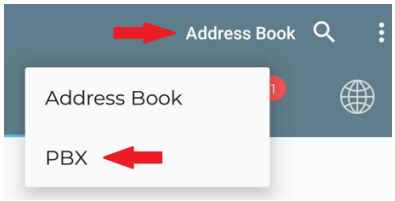






View Device or PBX Contacts

- You can browse not just your contacts on the device but also your PBX contacts by clicking on Address Book and then choosing PBX from the menu.

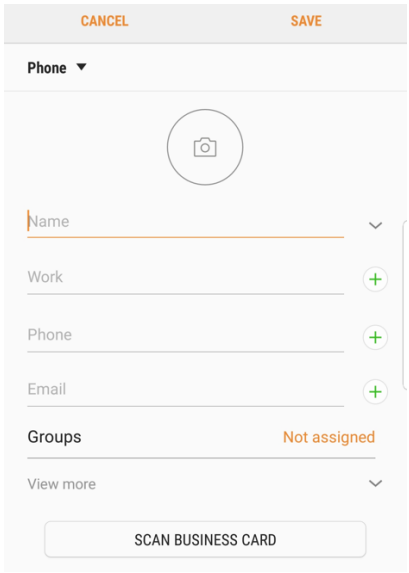


Search Contacts

- By pressing on the Search icon you can narrow down the displayed contacts by typing in the search box or you may also click on the microphone icon for voice to text translation.

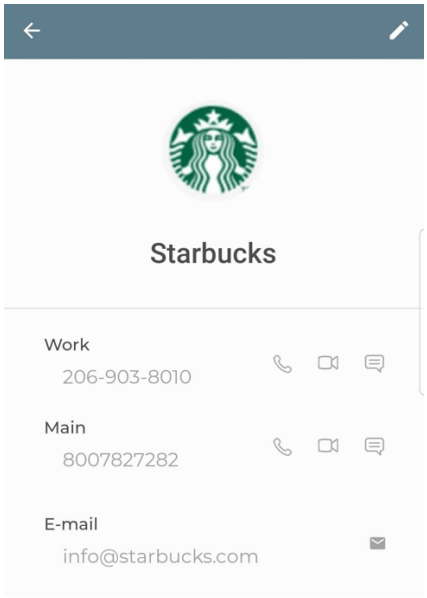
Add Contact

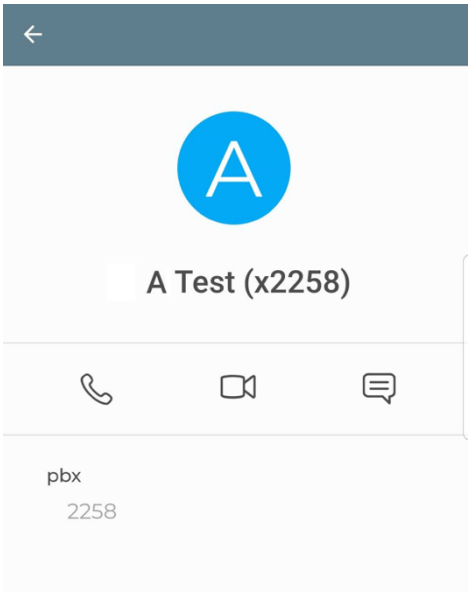
- You may add a contact by pressing on the floating Add Contact icon found on the lower right portion of the screen. This will open the add contact page where you can fill in the contact's details. (Note: Saving as PBX contact is not an available option.)



View Contact Details

- By clicking on the contact name you can view the details for the contact. You may also edit the contacts details (only for device contacts) from here by clicking on the pencil icon .





Contact Actions

- From the contacts page you can initiate the following actions via the corresponding icons beside the contact name, extension, or phone number:
- Note: For contacts with multiple numbers you may have to open the contact's details to see the icons.

Voice only call

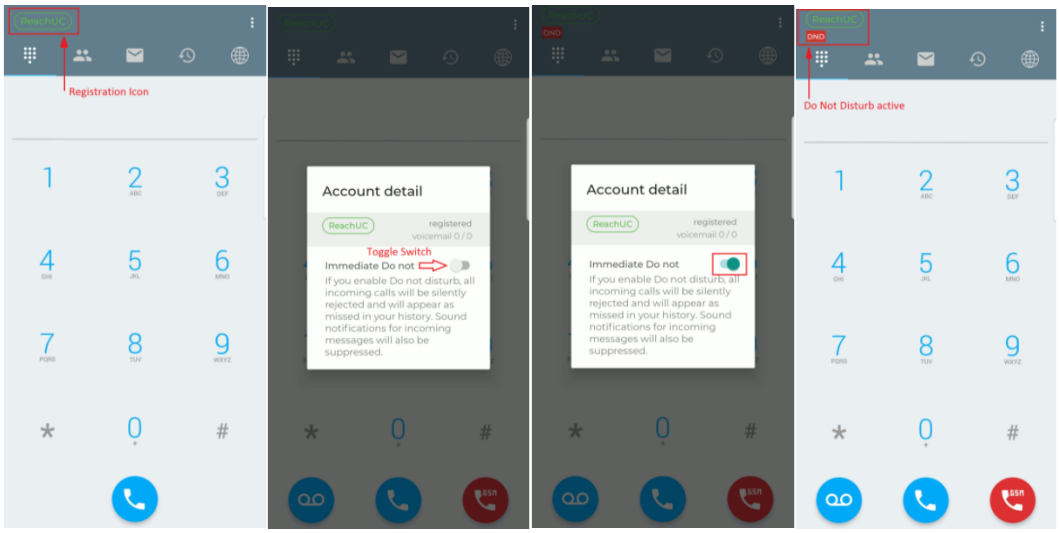
Video call

SMS / Chat message

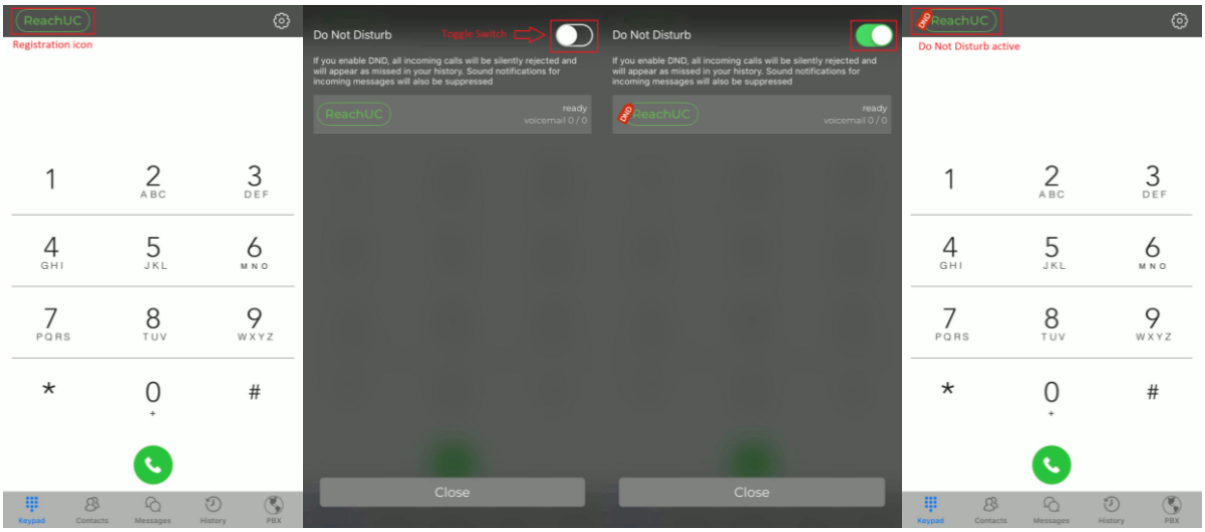
How to Disable the ReachUC App

- When you wish to stop the Android ReachUC app from ringing when you receive an inbound call to your PBX extension, there are two options:
- The first option is to enable the DND (do not disturb) function in the in the ReachUC app. This is done by the Clicking on the Registration icon in the ReachUC app and then turning on DND via the toggle switch. See the process below for both Android and iOS.

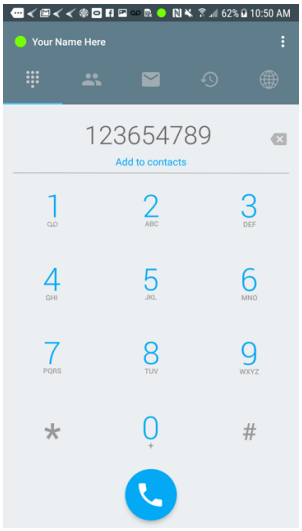
ANDROID DEVICE



IOS DEVICE

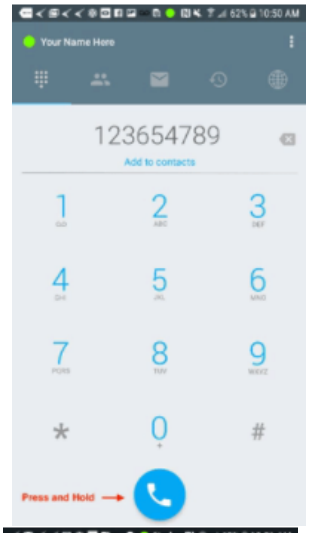


ANDROID - Key Pad View



Make Calls

You can start making calls by dialing a number and press the call button.



Extra Call Feature

For additional functions, you can press and hold the call button and choose how you want to proceed.

Voice calls – Standard calls from RUC app to dialed number.

Video Call – You can make video calls to RUC users as well as some video phones.

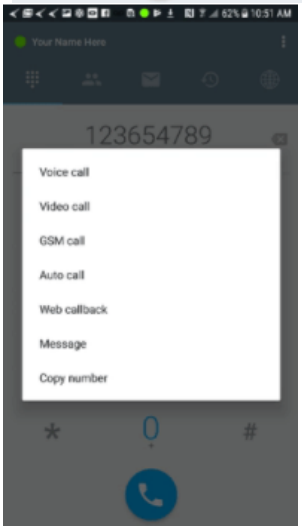
GSM Call – RUC will initiate a call from your mobile device to the dialed number.

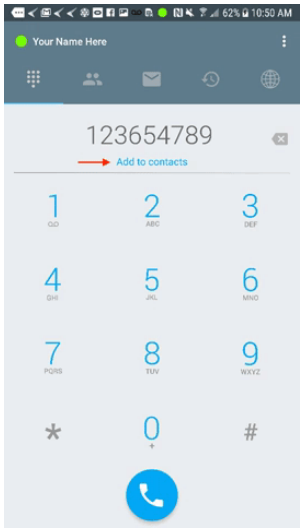
Auto Call – This will start a VoIP call. The video will be enabled based on the value in autoSendVideo preference key.

Web Callback – If the data signal is weak you can trigger the system to call you, and the called party sees your PBX caller id.

Message – This will open the SMS view to send an SMS to the dialed number.

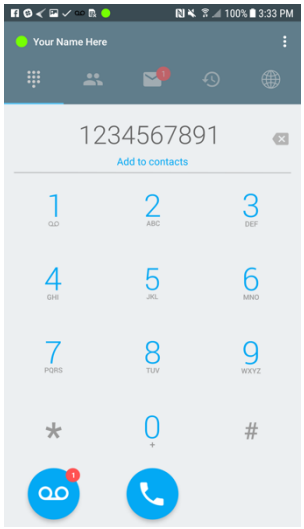
Copy Number – This will copy the dialed number.





Add Contacts

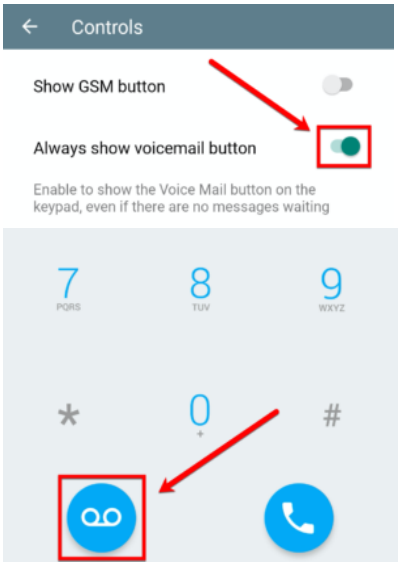
You will be able to add contacts from the “Keypad View” and will have the option to either create a new contact or add to existing contacts.



Voicemail Button

The Voicemail Button appears whenever a user receives a new message.

You may choose to always show the voicemail button even if there are no new messages by going to the Settings page. Click on Controls and enable the toggle for Always show voicemail button.



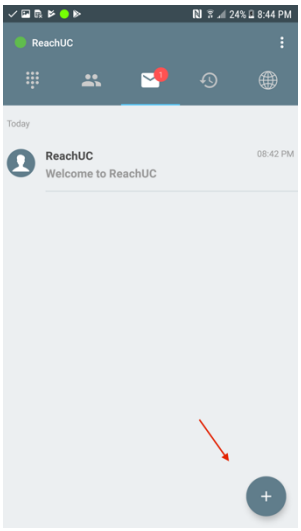
Sending SMS

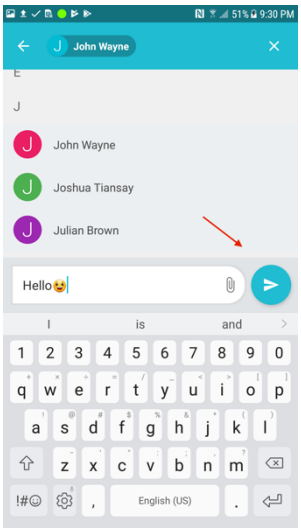
This is an optional service and must be enabled by Communications Unlimited.

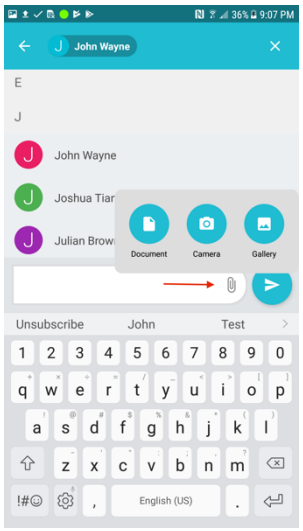
Additional surcharge may be imposed.

To send SMS – press the plus button in the SMS view – Type the number or choose contacts and write your message and hit send.

To send MMS – press the Paperclip button and choose your option.





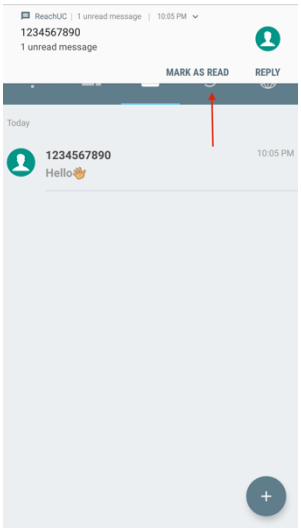


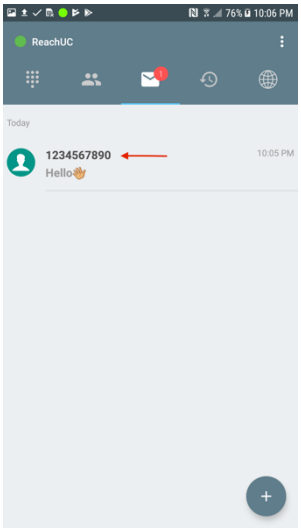
Receiving New Message

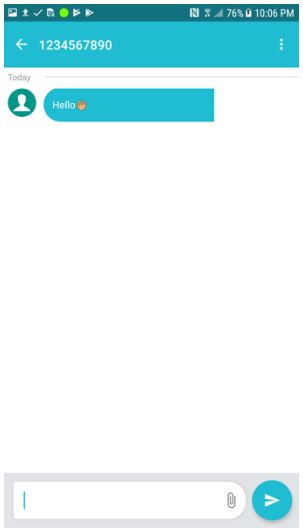
A popup notification will appear whenever you receive a new message.

The sender information will be in a bold format for the unread message.

To reply, Open the message, type in your message and hit the send button.



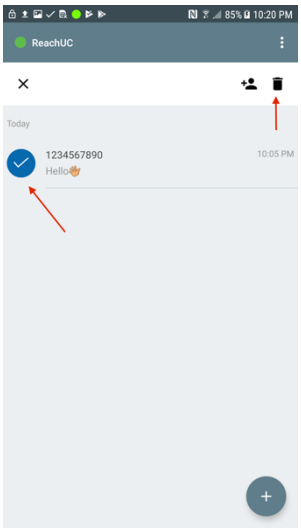


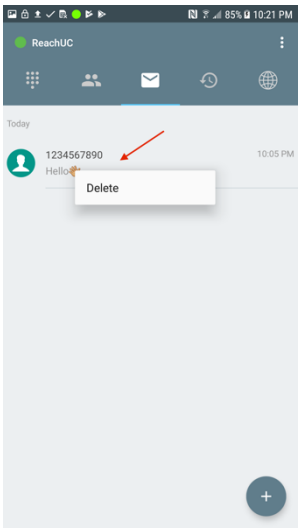


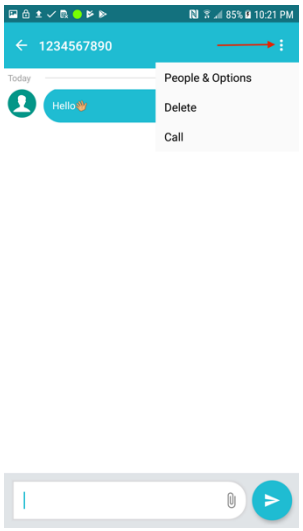
Deleting messages

Delete messages from the SMS main view – Press and hold the sender's icon or the message container – then choose delete.

Delete messages in the SMS message view – Press the settings on the top left corner – then choose delete.

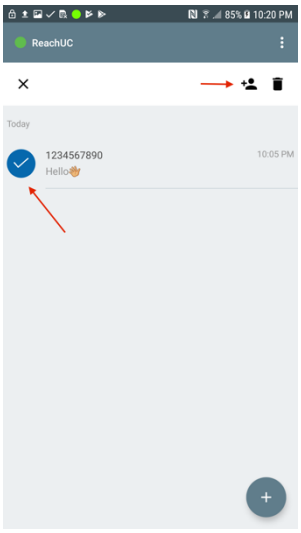


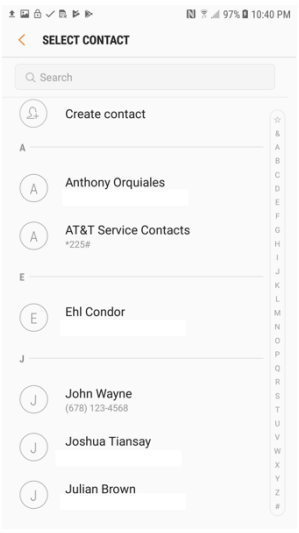




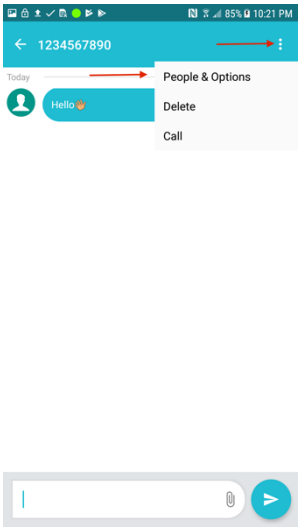
Adding to Contacts

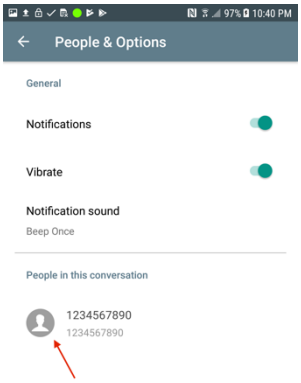
Adding contacts from the SMS main view – Press and hold the sender's icon button – press the icon with the plus sign – Create or add to existing contacts.

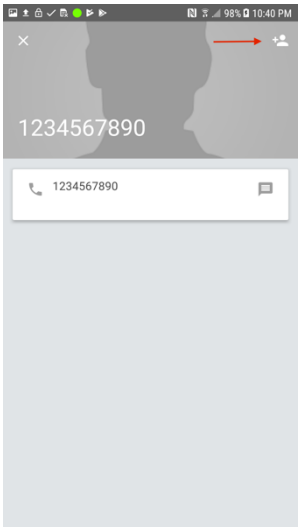




Adding contacts in the SMS message view – Press the settings on the top left corner – choose "People and options" press the sender's icon – press the icon with the plus sign on the top left corner – Create or add to existing contacts.

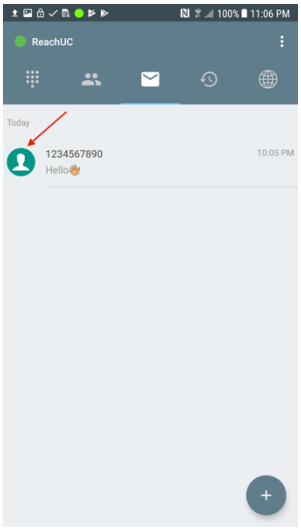


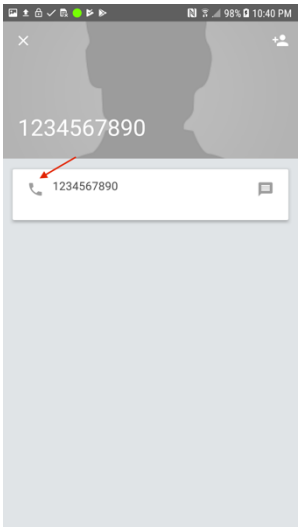




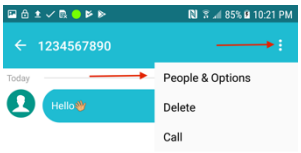
Make Calls

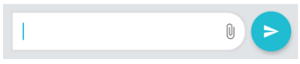
Make calls in the SMS main view – Press the sender's icon – Press the phone icon to initiate the call.

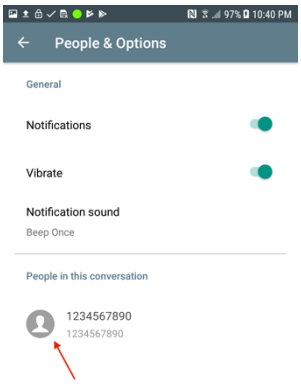




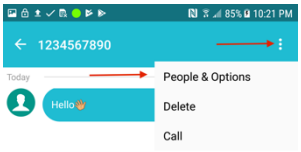
Make calls in the sms message view – Press the settings button in the top left corner – Press the sender's icon – Press the phone icon to initiate the call.

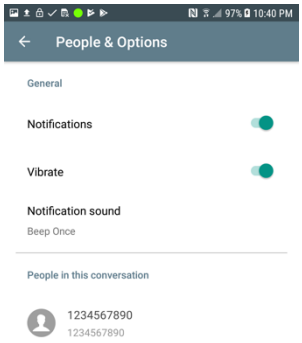


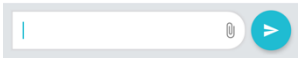




Setup Sender's notification – In the SMS message view, press the settings on top left corner – press "People & Options" – Choose your desired option.







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Cloud PBX User Guide

Sept 15, 2021