

Connect Me on UEP Help Center

Introduction

Connect Me is a modern web-based application that provides a user-friendly unified communication experience on mobile devices as well as desktops.





With Connect Me you can access from everywhere all the tools needed to communicate the best way such as: softphone, corporate directory, favorite contacts, click-to-dial, instant messaging, dynamic presence information, call history, call flow parameters and more.

Connect Me was designed based on a robust architecture using industry standard concepts and protocols.

Interface

Interface


In the interface you can find three main elements: the top bar, the left side menu and the content section. The following elements are on the top bar :

- The **Search**  bar to search in the directory of contacts.
- The **Softphone**  button : clicking on it will open the call history. On mobile or small screen it will open the list of ongoing calls otherwise it shows the call history.
- The **Conversation**  button: clicking on it will list the *Conversations* where you can start a conversation with one or more contacts.
- The **Status**  button: clicking on it will open a drop-down list divided into 3 sub-sections:
 - The first section shows the *FMU status* (FMU stands for Fixed






Mobile Unification): when in *Corporate mode* the FMU device is registered and when in *Private mode* the FMU device is unregistered. You can change the status manually.



- The second section shows your *intentional status* : Out of Office, Holiday, Telework, Office and Busy. You to change the status manually.
- In the third section you can click on *Settings* to access the settings of the application and on *Logout* to log out of Connect Me safely.

The left side menu contains **several icons**. If you use a desktop, the menu with the icons is visible. Hover over the icons with your mouse during a few seconds to expand the menu and see the text associated with each icon.

If you use a smartphone, the left menu is hidden. To display it, click on the  icon on left part of the top bar.

The left side menu contains the following elements:

-  The **Home** button, that brings you to the Home page which is the page displayed when you log in. On this page you can find your favorite contacts, your groups and the contacts you recently called.
-  The **Personal Contacts** button, that displays the list of contacts that you created manually (not from the corporate directory) and the contacts from the corporate directory that you edited.
-  The **Settings** button where you can modify your password, download plugins, activate/deactivate your desktop/iOS/Android notifications and modify your PBX/Cloud phone preferences.
-  The **Feedback** button where you can send an error report if you encounter issues with Connect Me. Your error report will be sent to the Connect Me helpdesk.
-  The **Help** button, where you can access the user documentation of Connect Me.

-  The **About** button, where you can check the current version, build and terms of services of Connect Me.
-  The **Logout** button, that allows you to safely exit the application.

Authentication

Login

In order to access to the application, you must first authenticate on the login screen, with the credentials you received from Escaux, or from the administrator of your company.



If you have forgotten your password to login in, you can send a request to **reset** your password by clicking on the *Forgot your password?* link available on the login window

On the password reset page, enter your email address and click on **SEND** to send the password reset request. You will receive an email where you will find a secret link to set your new password.


You can check the **Stay logged-in** option in order to stay connected until you log out. If the **Stay logged-in** option is checked and you do not logout, you will be automatically connected the next time you use Connect Me.

You can login on a device while already logged in on another device. The maximum number of Connect Me concurrent opened sessions with the same user is defined by your administrator. Once you have reached the maximum number of allowed sessions, your oldest session will be disconnected.

Logout

To end your session click on the **Logout** button  on the left side menu or go on the **Status** button  on the top bar and click on the **Logout** button at the bottom of the list.

Password change

Once you have logged into the interface, you can change your password at anytime: click on **Settings** on the left side menu, select **Change password**, (you might be prompted to login again) then simply enter your new password twice and click on  to confirm.

If you have forgotten your password to login in, you can send a request to **reset** your password by clicking on the *Forgot your password?* link available on the login window

On the password reset page, enter your email address and click on **SEND** to send the password reset request. You will receive an email where you will find a secret link to set your new password.

Status

FMU status

With Connect Me users can change their FMU (Fixed mobile unification) mode which can be either **Corporate** (device registered to FMU) or **Private** (device unregistered from FMU).






You can modify the FMU mode you are using by clicking on the Status button on the top bar and selecting **Private** or **Corporate** in the drop-down list.

The **background colour** of the top bar will change its colour depending on the FMU mode you have chosen.

Intentional status

Users can inform colleagues of their availability by changing their status to Office, Busy, Telework, Holiday or Out of office. The communication flow will also be adapted according to each status and depending on the user's

personal configuration. The **Status** button on the top bar displays your current intentional status. You can change this status by clicking on the button and selecting another status from the drop-down list that will appear. These are examples of status that you can choose:

-  **Office** (when you are executing your regular tasks, typically in your usual office environment).
-  **Busy** (when you don't want to be disturbed).
-  **Telework** (when you are working, but on a different location than the office, typically at home).
-  **Holiday** (when you are on holiday, and not available to communicate).
-  **Out of office** (when you are out of the office, and typically not available to communicate).

The communication flows associated with each status can be configured in the **Settings** section that is available on the left side menu or on the top bar in the **Status** drop-down list.



Directory

Personal Directory

Once you are authenticated, you can access the contact directory on the Home page of the application. If you have defined **favorite** contacts and/or **groups of contacts** they will appear on the Home page as well.

The directory contains the contacts from **Escaux Fusion**, from the **CRM** (if it was integrated) and your **personal contacts**.

The directory can be queried using an incremental search that changes automatically the results each time you type a key. All the contacts are listed with their intentional status (Office, Holiday, etc.). You can search a contact based on information such as extension, mobile phone, email, names, company, address, etc.

You can dial the number of a contact in the search results by clicking on  and start a chat by clicking on .

Dial and chat buttons **background colour** is updated depending on the contact's presence status:

- **Phone:**

1. **green**: contact available by phone (phone registered and idle).
2. **red**: user not available (already in phone conversation).
3. **grey**: there is no presence information concerning the contact (contact's phone not registered) but the user can call the contact's extension and follow the callflow.
4. **greyed out and disabled**: the contact has no extension.

- **Chat:**


1. **green**: contact available for chat.
2. **light green**: there is no presence information for the contact but the user can send a message that the contact will receive once he logs in.
3. **greyed out and disabled**: chat has not been configured for that contact.


Contacts


Connect Me directory includes the contacts from **Escaux Fusion** and from the **CRM**, but each user can also have his/her personal contacts.


Users can **create**, **edit** and **delete** their personal contacts without affecting the whole directory for other users.

Contacts Edition


In order to **edit** a contact, select the desired contact and click on the button  located on the upper right part of the contact, next to the Favorite

button  .



To add or remove the contact from your **favorites** click on the Favorite button  .

If your contact is not in the favorites yet, the Favorite button will be greyed out:  . If the contact is already in the favorites, the favorite button is not greyed out and clicking on the button will remove the contact from your favorites.



The information in the contact edition section is ordered by **groups of fields**. You can edit each field as you want, adding for each of the fields one or more values: for instance a telephone for Home, another for Work, a third one for the mobile number.

In the contact edition section you can add your contact to one or more groups in the **Groups** field. Groups are created on the Home page under *Create a group*  .

You can also associate the contact with one or more keywords, making it easier to find through the search bar. Any contact having this search field filled in and that does not have “call”/“chat” features will be displayed as a predefined search shortcut, triggered by the associated “magnifying glass” icon.

Once you have finished to edit your contact, click on the confirmation button  located in the title bar in the upper right section of the contact edition window to save your changes. To discard the modifications you made, click on  .


Delete a contact

In order to **delete** a contact, select the desired contact and click on the button  located on the upper right part of the contact, next to the Favorite  button. Select *Remove contact* in the drop-down list.

Note that you can only delete personal contacts.

Calls

Device Selection

You can call a contact by clicking on the  icon. You can also call any number that is not in your directory by typing the number in the search bar and pressing the enter key.


After clicking the dial button, a dialog box will appear asking you which phone you would like to use: Internet, primary phone, secondary phone, mobile phone, etc. If the contact has multiple numbers it will first ask you which one you want to dial.

If you choose a *physical device* (such as your primary phone), before initiating the call your phone will start to ring. Once you pick up your phone, the call to the destination will be started. If you choose *Internet call*, a **softphone** will appear.



Softphone

Connect Me includes a **softphone**. This softphone allows you to make and answer calls *within your browser*, without installing plugins in your computer.

Following buttons are available:

1.  Use this button to disable and enable your **microphone**. ***When the microphone is disabled, there is no more sound on the other end of the line. When you click on this button you are also able to select another audio source or microphone. Connect Me will remember the last source that you chose as your preferred source and will use it by default in future calls. If no audio source is selected, the system default source will***

be used. If your preferred audio source is plugged-in during a call, it will automatically and directly be used instead of the default source. Note that the ability to select the audio source is only available in Google Chrome*. The coloured bar** below the button shows you the current audio volume of your microphone. If the volume of your microphone remains low for a long time, a warning message will appear to notify you.

2.  Click on this button to **toggle between the dial pad and the call status**. The dial pad allows you to dial numbers using graphical alphanumeric keys. You can use the dial pad to compose DTMFs, this feature is necessary when using services asking you to dial numbers such as the voice mail.
3.  Click on this button to put the call **on hold** or to take back a call that was on hold.

The following **keyboard shortcuts** are available:



- Press **Enter** to call.
- Press **Enter two times** if the field is empty to redial the last number.
- Press **Escape** to clear the field.
- When a call is in progress, press **Enter/Escape** to hangup.




Call history

The **call history** section displays the placed calls, received calls and missed calls in a one list for the user's extension (primary or secondary device).

You can call back or redial a number that is displayed in the call history. For internal calls you can choose to call back the extension, the home number or the mobile number.

Each entry in the call history list is represented by an icon indicating the **call type**:

-  Placed call.
-  Missed call.

-  Answered call.
-  Call sent to voice mail.
-  Call picked up by somebody else (extension in description).

Dialer

In some specific versions, Connect Me includes the softphone feature but not the directory. In that case the user can use the **search bar** that is available on the top bar to dial the numbers.

You can Clear the input by clicking on .


When the input is empty you can redial the last number by pressing the call button or the *Enter* key twice.


Incoming calls

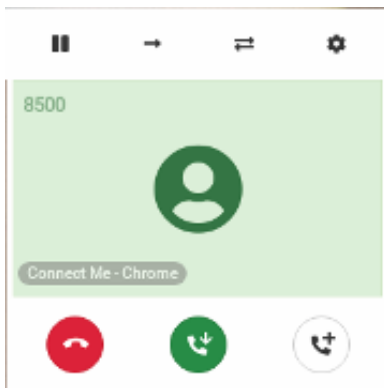
When you receive a call, Connect Me will display a dialog box with a **ring tone** and a **desktop/iOS/Android notification**. Via the dialog box you can answer or ignore incoming calls.

If Connect Me is not the active window on your computer when you receive a call, you can **click on the desktop/iOS/Android notification** to open Connect Me and answer the call.

For more information about desktop/iOS/Android notifications, see section **Notifications**.

When you switch from one device to another, you are able to **take back the ongoing call(s)** on the other devices by clicking on **Take call** button  of the call you want to take.

With Connect Me you can **receive or place multiple calls** they will appear in a list below the *softphone* that might be hidden, you can open it using the softphone button 



If you want to put a call **on hold**, **transfer**, **transfer with consultation** or **hangup** just select the concerned call by clicking on it in the list.

Chat

Conversation

You can **chat** in real-time with other contacts that use Connect Me. You can also send text messages to off-line contacts. Those messages will be delivered once the contact comes back online.

The “enter” key is used as a shortcut to send a message. However, if you want to add a new line, you must hold down one of the “ctrl”/“alt”/“shift” keys while pressing the “enter” key.


A visual indicator shows you whether your messages was delivered to the system (one 📩), whether the contact received the message (double 📩📩) or whether the contact saw the message (three 📩📩📩). You can send links in a chat. The system recognizes them and the Internet addresses can be opened in the web browser.

You also have the ability to share local files in your conversation, such as images. These will be previewed on a smaller scale and can be displayed in real size with a simple click.

It is possible to switch between multiple conversations without losing any information: in the top menu, click on the **Conversations** button, the *active conversations* as well as the *history of conversations* are displayed.

When you receive a chat message and Connect Me is not your active window, the system will send a desktop/iOS/Android notification. You can click on the notification to open Connect Me. For more information on desktop/iOS/Android notifications (see section **Notifications**).

Multi participants

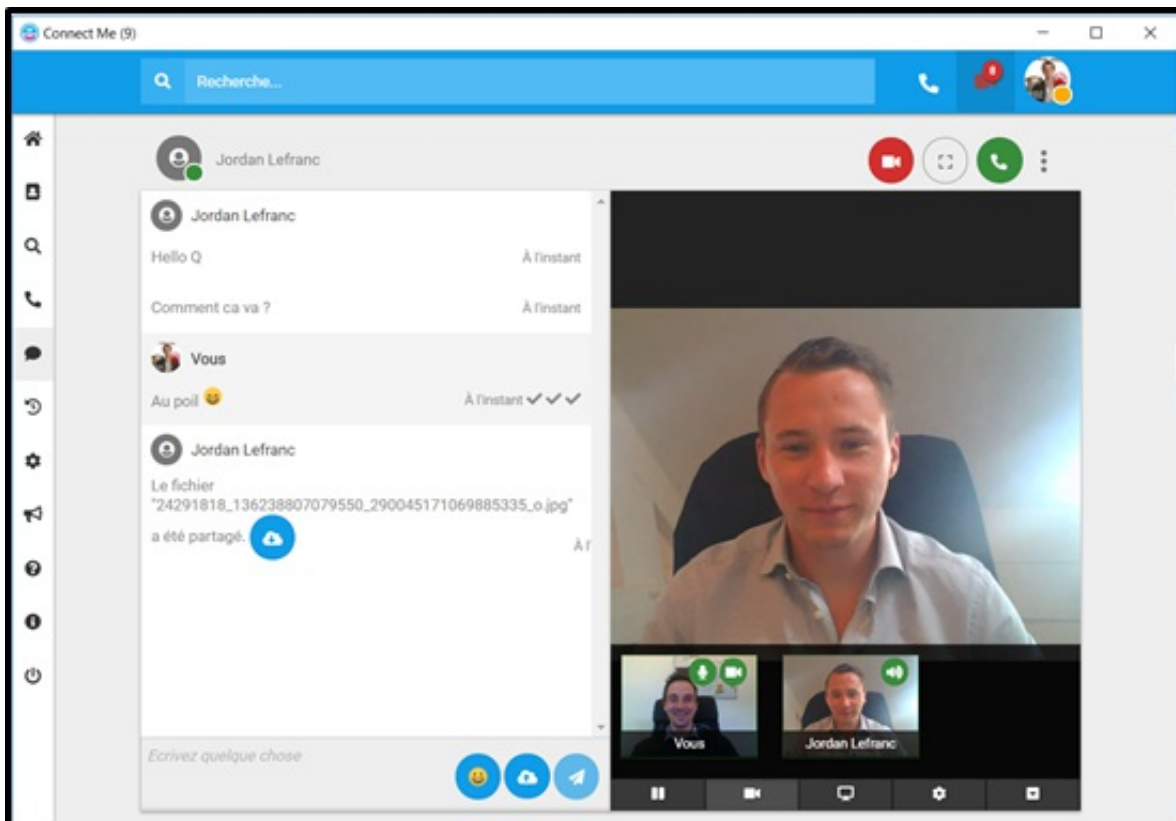
It is possible to have a **discussion with multiple participants**. First you need to create a **chat group**. On the top bar open the conversations then click on *create a chat group*  button to open the room creation wizard. In the first field, you can select a name for the conversation. Then use the second field to search for the contacts that you want to add to the conversation.

The **list of chat groups** can be accessed via the *Conversations* pane on the top bar.

Collaboration

Connect Me includes a **video conference collaboration** feature that allows you to video chat and share your screen with multiple contacts.

The collaboration window is divided into **two panels** : one on the left side and one on the right side:



The **left side panel** is the chat panel and the **right side panel** is where you manage the collaboration features (video, sound, etc.).

The **above part** of the right side panel displays the video stream of your device. The following **icons** are available:



Activate/ De-activate notifications for the current collaboration.



Edit the list of participants in the collaboration room (available when you are in a conversation group).



Activate full-screen mode.




Hover over this button to see the number of participants in the collaboration room. Click on this button to leave the collaboration.





Call a contact in the collaboration room.


The **below part** of the right side panel contains several **icons** and below those icons are one or more windows that display the video stream of the

participant(s) that activated video stream in the collaboration. The following **icons** are available:

 If you take part in several collaborations at the same time you can stop/resume the video stream for a particular collaboration.

 Mute/Unmute your microphone and camera respectively.

 Stop sharing the video stream with the other participants.

 Share your screen with the other collaboration participants.

 Hide/Show windows with video stream of participants.

Important remark: if you use Google Chrome and you want to use *screen sharing*, you will be asked to install the Google Chrome extension. You will be automatically redirected to the page where you can download and install the Chrome extension.

Settings

Settings Section

To access the **Settings**, click on the settings button in the left side menu. The Settings are also available by clicking on the Status button on the top bar: a drop-down list appears with different buttons including the Settings button.

In the settings section you can:

- Access and edit your profile information under **My Profile**.
- Select which **Media device** will ring when you receive a call.
- Change your password under **Change password**.
- Download plugins under **Downloads**.
- Change the application theme (application background colour and image) under **Themes**.

- Activate/deactivate your desktop/iOS/Android notifications under **Notifications**.
- Modify/manage the communication flow parameters and your profile parameters under **PBX**.
- Define a **call back number** under **Cloud Phone**.

Media devices selection

- Under **Phone calls** you can define the device you want the system to use for audio output and input during your calls. The list will be automatically updated as new pieces of equipment (headset, earpiece, USB phone, etc.) are plugged or un-plugged.
- Under **Device to ring** you can select which media device you want the application to ring first when you receive a call. The list will be automatically updated as new pieces of equipment are plugged or un-plugged.

You can **drag the pieces of equipment up and down** to define your **preferred order**. If a piece of equipment becomes unavailable while in use (i.e. because it was unplugged), the application will automatically start using the next available one according to the order defined in this section. Likewise, if a higher priority piece of equipment becomes available again, the application will automatically start using it again.

Change password

To change your password, click on **Change Password** in the Settings menu, you might need to login, type a new password twice and click on **SEND** to confirm.

The password must be at least 10 characters long and contain at least one lower or uppercase character, one digit and one special character.

Downloads

The Download Center is available under **Settings** in the left side menu. Under **Downloads** you can download several plugins such as the Connect Me for Windows application.

Connect Me for Windows Application

The **Connect Me for Windows application (32-bit or 64-bit)** is an integration feature for Windows. It allows you to use Connect Me without the need of a regular browser and to integrate Connect Me with Windows features such as a system tray icon in the task bar or Connect Me in the Start menu.

The following features are part of the Connect Me for Windows application:

- Invoke Connect Me from your Windows system tray tool.
- Have Connect Me in your **Start menu** so that Connect Me starts automatically when you start Windows.

To download the **Connect Me for Windows application** go to the **Settings** section in the left side bar and click on **Downloads**.

Google Chrome Extension

To be able to use the screen-sharing feature of Connect Me with Google Chrome browser you must first **Google Chrome Extension**. You will be automatically prompted to install it if you use screen-sharing with Google Chrome. The extension can be downloaded at the following address: <https://chrome.google.com/webstore/detail/escaux-connect/kobdidkmegmecahkcdbniopodfholmma> .

Notifications

You can activate or deactivate desktop/iOS/Android notifications by clicking on **Notifications** in the **Settings** section in the left side bar.

You can choose to activate or disable notifications for chat (select or de-select **Chat notifications**) and/or for calls (select or de-select **Call notifications**).

Desktop notifications are supported on Windows when Connect Me is installed. If you use iOS or Android you must first install **Connect Me iOS application** or **Connect Me Android application** to receive notifications on Connect Me activity such as call received, call missed, conversation started, etc.

Cloud phone call back number

You can define a **call back number** for the cloud phone. This can be your home number, your mobile phone number, etc. When calling a contact via the cloud phone, the cloud phone will first call you on your call back number and once you have answered the cloud phone will call the destination number.

By using this feature you make your calls via the cloud phone which is less expensive than calling on your home number via the private telephone network.

To define a call back number go to **Settings** and click on **Cloud phone**: enter there your call back number.

In this section you can configure additional settings:

- **Receive corporate calls :**

- *Corporate Only* : when in private mode you will **not** receive the corporate calls: this is the standard behavior when in private mode.
- *Corporate And Private* : when in private mode you will receive **both** corporate **and** private calls.

In both cases your private number will be shown when you call, which is the standard behavior when you are in private mode.

- **External calls to mobile number :**

- *Always private* : when someone calls you on your mobile number and you are in corporate mode, only your mobile phone will ring.
- *Keep current mode* : when someone calls you on your mobile number and you are in corporate mode, both your desk phone and your mobile phone will ring. If you are in private mode, only your mobile phone will ring.

- **Ringtime :**

- *Classic (recommended)* (default option) : when you receive a call, your mobile phone and Connect Me will ring. If you don't answer on time, the call will be directed to your mobile phone voicemail.
- *Extended* : when you receive a call, your mobile phone and Connect Me will ring. If you don't answer on time, the call will not be directed to your mobile phone voicemail and Connect Me will keep ringing. You will have more time to answer the incoming call.

PBX parameters

General settings

Privacy Settings

For administrators only.

Caller ID policy: when you make an external call your external number will be shown (*Show my number*) or not (*Hide my number*). Note that for internal calls your number will be always shown.

Block anonymous calls: Block incoming calls with hidden extension.

Important numbers

- *My reception:* You can select your reception from a list of group extensions
- *My assistant:* You can select your assistant from a list of extensions
- *My team:* You can select your team from a list of group extensions
- *My alternative number:* You can enter your alternative number, which can be your home number, a telephone number in a hotel, or any other telephone number. In case you enter an external number, it should be preceded by the usual prefix to request an external line

Personal menu settings

The **My Personal Menu** feature gives you the possibility to present a number of options to the caller, in case you don't answer the phone (second action).

If you wish to use the **My Personal Menu** , you should select one or more actions from the available options. The selected options will be presented in a dynamic way.

Example:

- If you select any 5 options: the options will be presented with the numbers 1 to 5.
- If you select any 3 options: the options will be presented with the numbers 1 to 3

The available options in "My Personal Menu" are listed below, you can choose between *Yes* or *No*:

- *Send to my voicemail:* The calls will be sent to your voice mail
- *Send to my mobile phone:* your mobile phone number as configured by your System Administrator
- *Send to my alternative number:* the number as defined in "My important numbers"
- *Callback:* An automatic callback will be set up once your phone becomes available again. This option will only be presented to internal callers. Callback requests will be stored for a limited time, in order to

avoid having an important number of automatic calls when you leave your desk and return after a long period of time.

- *Send to my reception:* the number as defined in “My important numbers”
- *Send to my team:* the number as defined in “My important numbers”
- *Send to my assistant:* the number as defined in “My important numbers”

Phone settings

In this area you can configure the **speeddial buttons** available on your phone. For more information on how to access the list of speeddial numbers on your phone refer to your phone’s manual. You can choose between:

- *Busy Lamp Field:* allows you to monitor internal extensions: it will show a red light on your phone when the contact is on the line. Attention: this will only work with user extensions, not with queues for instance.
- *Speeddial:* allows you to link a phone number or an extension number to a speeddial button on your phone.

For each row (F1, F2, F3, etc.) you must define the extension/phone number (mandatory field) and you can give a label (optional) that will be shown on your phone for that number. Click on **Apply** to save your changes and push the configuration to your phone.

Security settings

For administrators only.

Pin code: the pincode can be used to call service numbers (example: consult voicemail). The pincode must be 4 digits long and can not match any of the following patterns:

- 4 consecutive digits (example: 1234, 4321, 5678, 3210, ...)
- 4 identical digits (example: 1111, 5555, ...)

Communication flow

In this menu, you will be able to customize your **communication flow**. Your communication flow is the scenario an incoming call will follow. It will depend on your availability to communicate and whether the call is an internal or external line.

Call Forward

Enabled: When activating this feature, all incoming calls (internal and external) will be forwarded to the number or extension of your choice. If you wish to define an external number to forward to, it should be preceded by the usual prefix to request an external line.

Forward to: The destination of the call forward can be restricted by the administrator to only allow, for example, call forwards to national and mobile numbers. If you have the transfer option activated, these restrictions will not be used. If you are uncertain about your settings, please contact your integrator.

When I am on the phone

You have the choice between following actions:

- *Call waiting:* This option will give you a discrete beep when another call is coming in, while you are already on the phone. This option is available for up to 3 additional incoming calls. This option is selected by default.
- *Go to the second action:* The communication flow will execute the selected second action.
- *Call forward:* This option allows you to forward incoming calls to the extension or external number of your choice when you are on the phone. Select the extension of your choice or enter a number. In case you enter an external number, it should be preceded by the usual

prefix to request an external line. The destination of the call forward can be restricted by the administrator to only allow, for example, call forwards to national and mobile numbers.

When my assistant calls

You can choose a *first action* and a *second action* just like for the other status detailed below apart from the *Ring assistant* option that is logically not available.

- *Ring primary phone:* The primary phone as defined by your System Administrator. This phone can be a fixed phone, a portable phone or a softphone.
- *Ring secondary phone:* The secondary phone as defined by your System Administrator. This phone can be a fixed phone, a portable phone or a softphone.
- *Ring primary and secondary phone:* Your primary and secondary phones will ring concurrently. Both primary and secondary phones are defined by your System Administrator and can be a fixed phone, a portable phone or a softphone.
- *Go to the second action:* If you select this option, no “first action” will be performed. Your communication flow will immediately execute the selected second action.

The **second action** will be launched when the first action is completed. This can be due to several reasons:

- There is no response during the first action.
- Your phone(s) are disconnected.

You have the choice between following second actions:

- *Send to my voicemail:* The calls will be sent to your voice mail.
- *Send to my reception:* The call will be sent to the reception.
- *Send to my team:* In this case the calls will be sent to a group of colleagues. You should select your team in the “General Settings”.
- *Send to my personal menu:* is a customizable menu which presents

one or more options to the caller. This menu is configured in the “General Settings”.

- *Send call to my mobile phone:* The call will be sent to your cell phone (configured by your administrator).
- *Send call to my alternative number:* The call will be sent to your alternative number.

Ringling settings

You can define for how long your phone should ring. You can choose between a series of pre-configured values (from 5 seconds to 5 minutes).

Status configuration

Intentional status

You can change your **availability to communicate**. The intentional status will trigger a communication flow when someone calls you.

The following intentional statuses are available:

- *Office:* when you are executing your regular tasks, typically in your usual office environment.
- *Telework:* when you are working, but on a different location (e.g. home).
- *Busy:* when you don't want to be disturbed.
- *Holiday:* when you are on holiday, and typically not available to communicate.
- *Out of office:* when you are out of the office, and typically not available to communicate.

Check line type (internal / external line)

A check will be done to see if an incoming call has an **internal (company) number** or an **external number**. This will allow you to differentiate your communication flow for internal and external calls.

When my status is...

Depending on your intentional status (office, telework, busy, holiday) and whether the calling party is an internal extension or external number, you can select a number of **first actions**.

- *Ring primary phone:* The primary phone as defined by your System Administrator. This phone can be a fixed phone, a portable phone or a softphone.
- *Ring secondary phone:* The secondary phone as defined by your System Administrator. This phone can be a fixed phone, a portable phone or a softphone.
- *Ring primary and secondary phone:* Your primary and secondary phones will ring concurrently. Both primary and secondary phones are defined by your System Administrator and can be a fixed phone, a portable phone or a softphone.
- *Play message:* You have the possibility to play a pre-recorded message when you are Busy or on Holiday. The message is adapted to your intentional status (respectively busy or holiday).
- *Ring assistant:* Forward the incoming call to the assistant extension.
- *Go to the second action:* If you select this option, no “first action” will be performed. Your communication flow will immediately execute the selected second action.

The **second action** will be launched when the first action is completed. This can be due to several reasons:

- There is no response during the first action.
- The chosen message has played until the end.
- Your phone(s) are disconnected.

You have the choice between following **second actions**:

- *Send to my voicemail:* The calls will be sent to your voice mail.
- *Send to my assistant:* The call will be sent to the assistant.
- *Send to my reception:* The call will be sent to the reception.
- *Send to my team:* In this case the calls will be sent to a group of colleagues. You should select your team in the “General Settings”.
- *Send to my personal menu:* is a customizable menu which presents one or more options to the caller. This menu is configured in the “General Settings”.
- *Send call to my mobile phone:* The call will be sent to your cell phone (configured by your administrator).
- *Send call to my alternative number:* The call will be sent to your alternative number.

My queues

For administrators only.

In this section you can subscribe to **queues** (maximum 3) and manage the load of calls you will receive on your device by assigning a **penalty** to the queues. Penalties go from 0 to 10: the lowest penalty (penalty 0) means your phone will ring for every incoming group call (unless you are not logged). The highest penalty means that you will receive calls only when your colleagues with a lower penalty are not available to take the calls.

- **First queue:** click on First queue and enter the queue name you want to subscribe to. You can assign a penalty from 0 to 10 to it.
- **Second queue:** click on Second queue and enter the queue name you want to subscribe to. You can assign a penalty from 0 to 10 to it.
- **Third queue:** click on Third queue and enter the queue name you want to subscribe to. You can assign a penalty from 0 to 10 to it.
- **Manage status change:** When set to **Yes**, your phone will be logged in or logged out from your queues when your status is changed.

For each status you can define that:

- Your primary phone should be *logged in* (your primary phone will be logged in in all your queues) or *logged out* (your primary phone will be logged out from all your queues).
- Your secondary phone should be *logged in* (your primary phone will be logged in in all your queues) or *logged out* (your primary phone will be logged out from all your queues).

Advanced settings

For administrators only.

Template User Context: in this field you can put a restriction for outgoing calls:


- No restrictions.
- Only to internal numbers.
- Only to national numbers.
- Only to national and mobile numbers.
- Only to national, mobile and international numbers.
- Only to national, mobile and premium numbers.

Callgroup: The call group or route group will define which trunk is used for outgoing calls.


Caller ID number: The caller ID number to show when making an external call.

Feedback

Feedback

The Feedback button  on the left bar allows you to send an **error report to Connect Me helpdesk**.


In the Feedback window you can enter text. Click then on the **Send** button

: the console information and the logs of your application will automatically be sent to allow the helpdesk to analyse the issue and find the root cause.

Troubleshooting

Assistant

If you have problems with your media devices (as your microphone or your webcam), the login or the soft-phone, you can use the **troubleshoot assistant**. This assistant will help you to find out where the problem is by following a few easy steps.

Note that you can also send an error report by using the **Feedback** functionality. Click on the **Feedback** button  on the left bar to access the page.

OS Support

Supported OS

Connect Me is supported in the three main operating systems: **Windows**, **OS X** and **Linux**, but also in mobile operating systems (**Android** and **iOS**).

As new versions of browsers are developed by the manufacturers, Fuzer has decided the following:

- pro-active testing of new browser releases for Firefox & Chrome
- re-active corrections of software based on customers' feedback.

Supported features per browser:

- *Mozilla Firefox >= 36*: main features, presence and instant messaging.
Attention: to be able to use the *screen sharing* feature on Firefox, the application domain should be “white listed” by your browser. To do so,

follow below steps :

- Type “about:config” in Firefox navigation bar and click *Enter*
 - Click on the “I’ll be careful, I promise” button
 - Look for *media.getusermedia.screensharing.allowed_domains* and double-click on it
 - Add the domain of the application to the list. *Example:* if the url is connectme.example.com/#/directory, add *.example.com to the list of domains.
- *Google Chrome >= 46:* main features, presence and instant messaging & softphone features.
 - *Other browsers:* some features can work but they are not tested or supported by Escaux.

Smartphones Support

Connect Me for iOS and Android

All features of Connect Me are supported on **Android** and on **Apple iOS Safari**.

To enjoy **full integration of Connect Me for iOS and Android** users can download the Connect Me iOS or Android applications on the **App Store** and the **Google App Store**. For more information see chapter entitled **Connect Me Applications**.

Connect Me applications

Connect Me for Android application

The **Connect Me for Android application** allows you to integrate Connect Me on your Android device. You will not need a regular browser to use Connect Me and at the same time you’ll enjoy all the Connect Me

functionalities on your Android device.

Attention: the application is only available as from version 5.0/Lollipop of Android devices.

The following features are part of the Connect Me for Android application:

- Connect Me **starts automatically** when you switch on your device
- Receive Connect Me **notifications** directly on your Android device
- FMU light (optional) To install the **Connect Me for Android application** on your Android device:
- Go to the *Google Play Store* and download & install the Connect Me application. To find it in the Google Play store, enter the keywords *Connect Me*.
- When the application opens, enter the UEP domain name of the application (ask your administrator if you don't know it).
- On the login page enter your usual Connect Me credentials.

Connect Me for Gmail application

The **Connect Me for Gmail** extension will allow you to have Connect Me integrated in the same window as your Gmail. Once the extension is installed, clicking on telephony numbers in your Gmail contacts will allow you to place a call with your favorite device and offer all other available Connect Me functionalities.

To download and install the application, you need to go to the [Chrome Web Store](#). Hereafter the installation steps (they are also available in the extension description on the Chrome store):

1. Click on *Add to Chrome* to install the Chrome extension.
2. Once done, click on the Connect Me icon near the Chrome menu and

select *Options*:




3. In the next window:
 - fill in your Connect Me URL. (ex: <https://escaux.connect.fuzer.net>)
 - indicate which short numbers must be considered as short

extensions (example: 90X,43X,54X,55X,56X) so that the plugin knows which strings of numbers should be identified as phone numbers

- Indicate your country
- Click on *Save*

4. Restart Chrome and login to Gmail or reload Gmail using F5.

After the actions described above, the Connect Me Icon  should appear in the bottom left corner of your Gmail screen. Clicking on it will show or hide the Connect Me plugin on the right side of the Gmail window.

Note that Chrome will **automatically update your Connect Me for Gmail installation**.

Connect Me for iOS application

The **Connect Me for iOS application** allows you to integrate Connect Me on your iOS device. You will not need a regular browser to use Connect Me and at the same time you'll enjoy all the Connect Me functionalities on your Apple device.

Attention: the application is only available as from version 8 of Apple devices.

The following features are part of the Connect Me for iOS application:

- Connect Me starting automatically when you switch on your device
- Receive Connect Me notifications directly on your Apple device
- FMU light (optional)

To install the **Connect Me for iOS application** on your Apple device:

- Go to the Apple Store and download & install the Connect Me application. To find it on the Apple Store enter the keywords *Connect Me*.
- When the application opens, enter the UEP domain name of the application (ask your administrator if you don't know it).
- On the login page enter your usual Connect Me credentials.

Connect Me for Windows application

The [Connect Me for Windows application \(32-bit or 64-bit\)](#) is an integration feature for Windows. It allows you to use Connect Me without the need of a regular browser and to integrate Connect Me with Windows features such as a system tray icon in the task bar or Connect Me in the Start menu.

The following features are part of the Connect Me for Windows application:

- Invoke Connect Me from your **Windows system tray tool**.
- Have Connect Me in your **Start menu** so that **Connect Me starts automatically when you start Windows**.
- **Click-To-Dial for Skype for Business**.
- **Universal Click-to-Dial for Windows** : select a phone number in any application on your computer, right-click and select *Copy* or press on *CTRL + C*, a notification will appear on in your task bar to call the number via Connect Me.
- **Automatic focus** on Connect Me upon incoming calls.

To download the **Connect Me for Windows application** go to the **Settings** section in the left side bar of Connect Me and click on **Downloads**.

Note: you need the administrator rights on your machine to install Connect Me for Windows application.

Application upgrade: to install new versions of the application you first need to de-install the older application version.