

# My Granite Cloud APP User Guide

In the Apple APP Store/ Google Play Store search **REACHUC** as one word.



Download the APP, and login

**Your username:** email address **Password:** Welcome1 (W in Welcome needs to be capital)


Once logged in, your phone will ask specific questions depending on the brand of phone.


## **iPhone:**

1. Notifications – Allow Access
2. Contacts – iPhone contacts will show in the APP
3. Terms and Conditions – Press “I Agree”
4. Microphone – Allow Access

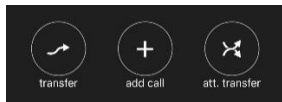
## **Android:**

1. Microphone Permission – Allow
2. Phone Permission – Allow
3. Contacts – Android contacts will show in the APP
4. Full Screen – Allow Access

**To dial an extension**, open the APP and dial the extension, press green send button 

**To check your voicemail from the app**, Press voice mail button , or dial 5001

**To transfer a call to another extension**, hit the transfer button, dial the extension number then press send button



**Transfer between your desk phone and the APP**, dial \*38

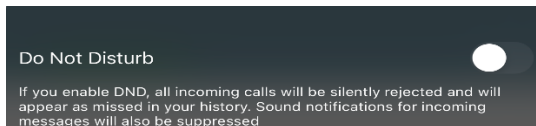
**To park a call**, hit transfer and then dial park extension: Park 1 – 720 Park 2 – 721 Park 3 – 722 Park 4- 723 Then click the send button. Example Park 1 would be Transfer 720, send

**To retrieve a parked call**, Dial Park extension, for Park 1 dial 720, Park 2 dial 721, Park 3 dial 722, Park 4 dial 723

**To put the APP ONLY in DND (Do Not Disturb)**



Click this icon in the upper Left-Hand Corner,



Then swipe the toggle to put in do not disturb.

**\*\* Dialing 911 from the ReachUC APP is NOT supported, please call from your cell phone and not the APP**

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