

UC & Mobile

Calling, Chat, Meetings, & Voicemail All in One Place



***UC & Mobile
combines
calling, chat,
meetings,
voicemail, video,
screen sharing,
and enterprise
contacts.***

FAQ: ICLOUDCONNECT UC & MOBILE

iCloudConnect UC & Mobile is a Unified Communications solution that combines calling, chat, meetings, voicemail, video, screen sharing and enterprise contacts into A single, easy-to-use interface, so businesses can streamline and elevate their everyday communications and collaboration.

With more and more businesses moving to remote workforces and “Bring-Your-Own-Device” (BYOD) environments, the need for more effective communication and collaboration is more important than ever. iCloudConnect UC addresses the rising need for remote flexibility, enabling workers to remain productive, connected, and engaged, whether they’re in the office or at home.



What are the iCloudConnect UC system requirements?

Infrastructure: Asterisk 1.8

Browser: Chrome (Version 63.X or higher)

Bandwidth: 8 Mbps required, 10 Mbps

Recommended Hardware: A microphone is required (internal or external). An external microphone or headset is recommended for better sound quality. A basic webcam (internal or external) is required, a high definition webcam is recommended. A wired network connection is recommended for the best UC experience, but a strong wireless connection will work as well.

Is there anything I need to set up iCloudConnect UC & Mobile?

The only thing we'll need to do is make sure that all of your company's users have a primary extension associated with a iCloudConnect Account Manager user. There is nothing for you to do and your users also have nothing to do in order to get ready.

How do I log in to use iCloudConnect UC & Mobile?

1. Go to your iCloudConnect portal
2. Login with your username and password
If you or any of your employees have forgotten their password:
3. Click on the "Forgot your password?" link.
4. Enter your username and email address.
5. Click the "Send me the instructions" button.
You will receive an email with the subject "New Customer Portal Password".
6. Click the link in the email to reset your password.
7. After resetting your password, click the "Back to login" link.

How should I be using iCloudConnect UC & Mobile?

You should use iCloudConnect UC & Mobile in the exact same way as you would any other communications/ collaboration program. You can conduct calls, chat with team members, host meetings, share your screen, and search your Enterprise contacts from within the platform

How do I schedule a meeting?

You can schedule meetings within iCloudConnect UC & Mobile by using the "My Meeting URL" with a PIN and sharing it via email or calendar invite.

How many people can I have in a meeting using iCloudConnect UC & Mobile?

At the moment, you can have four people in a meeting (yourself, and 3 guests).

Does iCloudConnect UC & Mobile integrate with my conference bridges?

If you would like to use a conference bridge for your meeting while sharing your screen with your guests, you can send the conference bridge details along with your personalized URL and guest pin so that you can all see the screen share, but join audio on the bridge.

How do I download the iCloudConnect Mobile App?

You can download the mobile app by selecting "Mobile Download" in the sidebar. iCloudConnect UC makes it easy to download the mobile application from either the Apple App Store or Google Play Store by providing a QR code. Just launch your camera, point it at the QR code, confirm that you want to go to the app store/play store, and you're ready to go. When you want to log in to the app, you can just select "Sign in via QR Code" and then point your camera at the QR code under "Log into iCloudConnect Mobile."

