



Connect Me URL

<https://connectme.hosteduk.net>

Login: usually your email address

Pwd: Welcome!2025

To download the PC Application

1. Click on the Setting Cogwheel in the bottom left hand corner
2. Select Applications
3. Download the Desktop app, the login will be the same as the web login

1. Search

Search for Contacts

2. Dialler

Dial and enter DTMF digits

3. Presence

Set activity/availability

4. Caller ID

Change caller ID

5. My Profile

Access your profile and extension preferences

6. Recents

View dialled, received, and missed calls

7. Contacts

Find and view general, VIP, and Favorite contacts

8. Group Queues

View and log in/out of ACD and Attendant queues

9. Voicemail

See and listen to voicemails

10. Chat

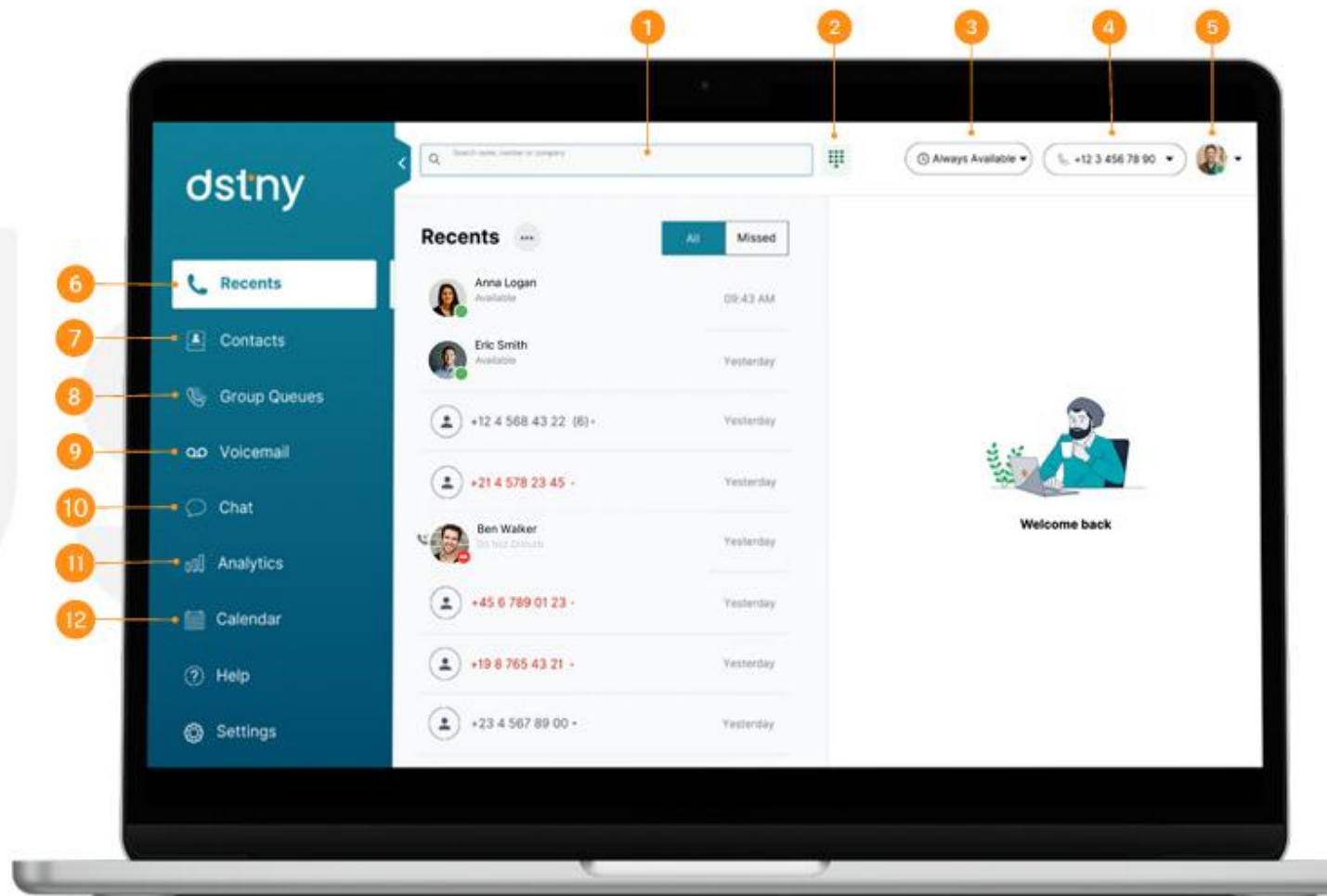
Peer-to-peer chat

11. Analytics

View communication statistics

12. Calendar

Set future presence and forwarding



Logging into ConnectMe

Logging into ConnectMe for Web or Desktop can be done in one of two ways:

- Open the application or visit the webpage URL
- Enter your phone system extension username and password
- Use Microsoft Single Sign On (SSO)

Make a Call

- Click on "☰" to open the **dialler**, and enter your desired number
- Search or select a contact. Hover over the contact
- press "☎" to initiate the call

Call Transfer

Blind Transfer allows the calling party to transfer the active call to another party **directly**

- During an active, click the "..." in the caller widget, select the **Transfer** button, search for the contact, or dial the number of the party you want to transfer the call to and click the **Transfer** button

Attended Transfer makes it possible to transfer a call while first getting the option to **talk to the party** where the call is being transferred

- During an active call, click the "..." in the caller widget, select the **Transfer** button, search for the contact, or dial the number of the party you want to transfer the call to and click the **Call** button. To complete the transfer after you have consulted the user, press the **Connect** button

Add a Favourite/VIP Contact

- Clicking a contact opens its full details
 - Click the **star** to add to your **Favourites**
 - Click **VIP** to designate your contact as VIP



Call Handling

During an active call, you can:

- **Mute** your microphone
- Put your call on **Hold**
- Open the **Dialler**
- Send an SMS to the contact
- Initiate a **Call Transfer**
- Add a New Call for conferencing or call transfer
- Record a call (if configured for your system)

Log in/out of Queues

Open Group Queues to see a list of the groups that you are a member of, and how many users are logged in to each respective group

- Log in/out of a group by **toggling the switch**

Voicemail

View all system voicemails

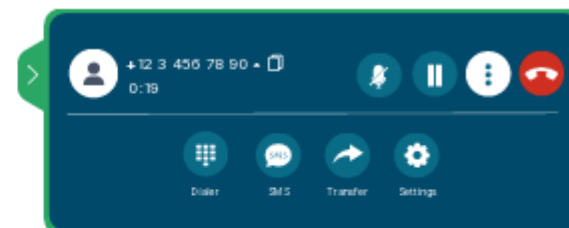
- Play your voicemail by clicking on the entry and then click "▶"
- You can also return the call by clicking "☎"

Set Your Presence/Availability

- Select your chosen **Activity** from the top dropdown menu, or
- Open your **Calendar** and add a planned activity with the desired call diversion

Change Caller ID

- Select your chosen **Caller ID** from the top dropdown menu to customize the caller ID displayed when you make an outgoing call



Change Calling Role

- Navigate to "**Settings**," then "**Profile**," and click the role arrow to modify your calling role

Set a Personal Note

- Click your **avatar** in the top right corner of your screen
- Enter **free text** into the personal note section to share your note with your colleagues

Your Preferences

Click on the **Settings** menu.

Here you can:

- Change your profile picture
- Set a **personal note** visible to other users
- Update your calling **Role**
- View your contact numbers
- Choose your **Language and Timezone**
- Adjust your **Audio settings**
- View **Keyboard shortcuts**
- **Download the Desktop app**



Please do not use ConnectMe for Emergency calls. Should you wish to dial emergency services, please do so from your mobile device or other fixed line phone.