



Evonex Connect Installation and User Guide

for Web Browsers, Windows, macOS, iOS & Android



Document Version Control

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Evonex Connect and Universal License Overview

Evonex Connect is developed and supported by Evonex and our in-house teams, based in the UK. It is a WebRTC-based client incorporating a Softphone, meaning you can access your telephone from any modern Web Browser, anywhere! But it's not just limited to browsers – there are Windows, macOS, iOS and Android versions too. That means we're now able to support users of the most commonly used Operating Systems, including ChromeOS and some Linux installations, with a desktop and modern Web Browser.

Evonex Connect allows you to make and receive calls to and from external parties and call and chat with colleagues internally. It brings you all the call handling options you'd expect of a traditional telephone system – hold, park, transfer, conference, etc. You can also search directories, see your call history and keep track of your voicemail messages.

Evonex Connect is designed to work in conjunction with the Universal License subscription to allow up to five concurrent logins/registrations from your devices. Universal License also means you'll only have one telephone number for all your devices.

Evonex Connect is truly cross-platform in that it is supported on multiple Operating Systems. This guide covers all versions. The Web version allows you to access Evonex Connect from any desktop web browser, anywhere, without compromising any features or functions. Should you wish to access Evonex Connect via any modern Web Browser, without installing any software, please navigate to <https://phone.telephony-cloud.com/> and log in with your credentials.

There are also applications that you can install onto your Windows PC/laptop running Windows 10 and above, or Apple iMac, Mac Mini or MacBook running macOS 13 and above.

For Mobile, there are Evonex Connect iOS and Android applications. These are supported on Apple iOS 16 and above or Android 11 and above, respectively.

No matter which device you're using Evonex Connect via, the user experience is very similar, if not identical. From the conception of the product, we've strived to use the latest technology to create a familiar and intuitive experience, for all users, on any device. By taking a 'mobile first' approach, our development team have delivered an app that works brilliantly on mobile and desktop.

We've ensured that important system features and functions are synchronised across all your active devices. For example, if you enable DND on one device, it will synchronise with the server and automatically update all your other devices. The same is true of call divert and call park as well as a whole host of user settings. And, of course, if you receive a call to your telephone number, all your devices will ring simultaneously.

Evonex Connect integrates seamlessly with the existing Evonex cloud hosted telephony platform, meaning things like Portal and Insights remain unchanged and therefore familiar to all users.

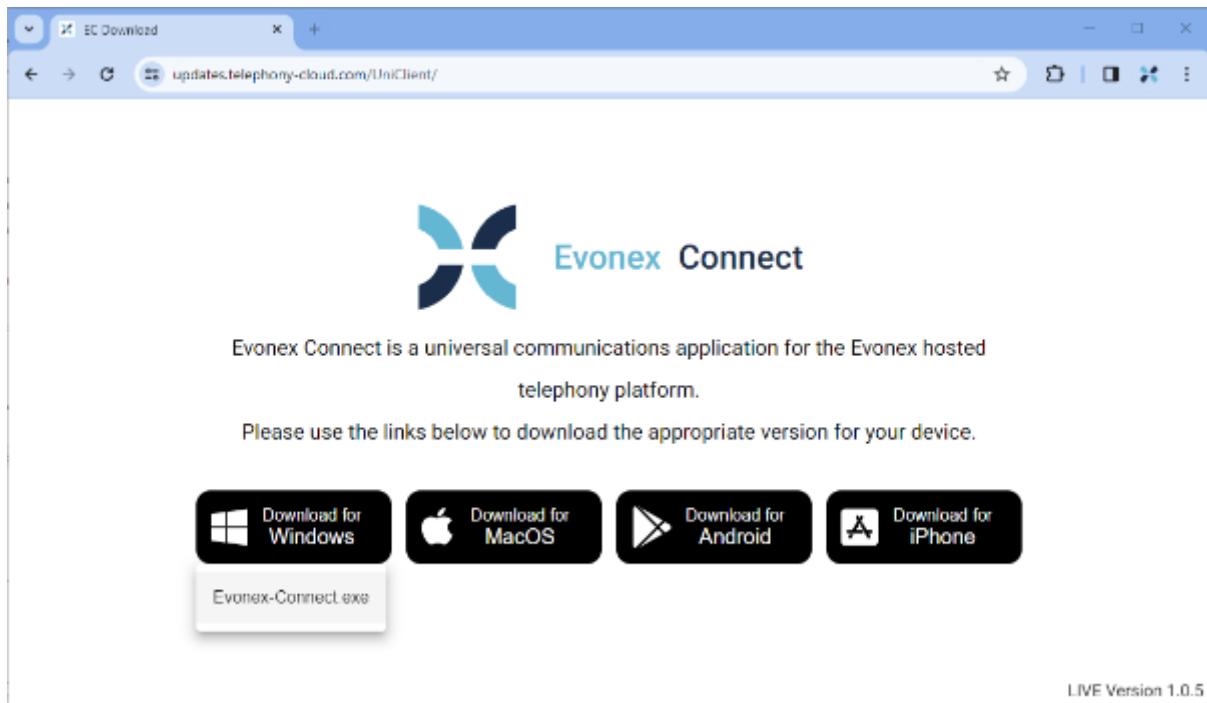
We hope you enjoy using Evonex Connect and we hope it increases yours and your colleague's productivity.

The Evonex Team.

Installation on Windows

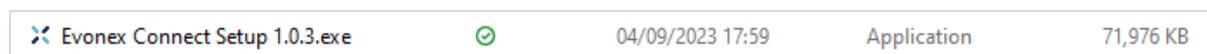
1. Open a Web Browser and Navigate to: <https://updates.telephony-cloud.com/UniClient/>

2. Click the 'Download for Windows' button then click the 'Evonex-Connect.exe' link.

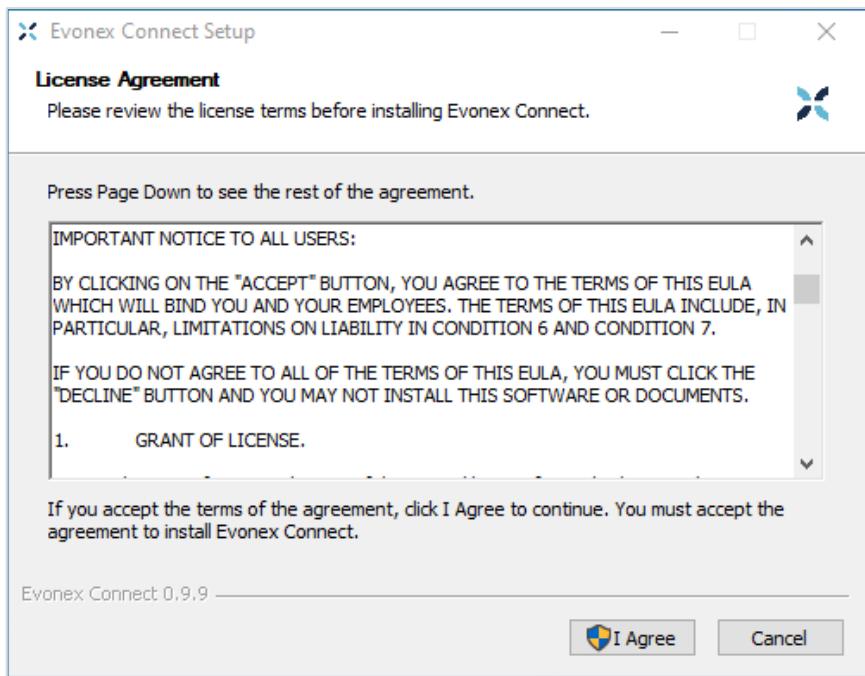


3. An Explorer window will appear prompting you save a file with the name 'Evonex Connect Setup 1.0.7.exe' or similar. Choose a destination in which to save the file, and it will download.

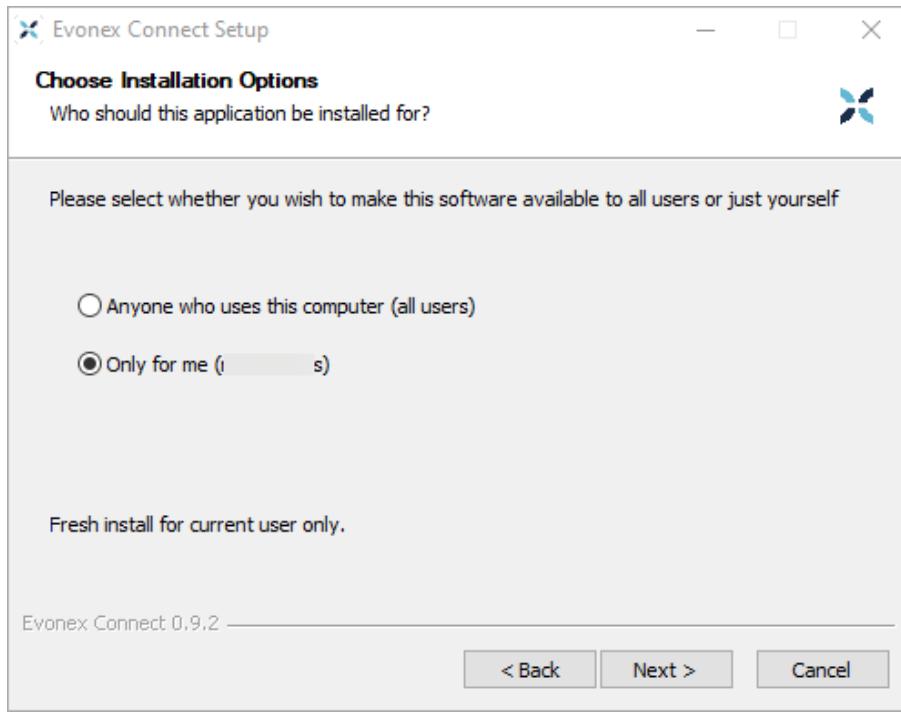
4. Navigate to the destination of the file and double click the Evonex Connect Setup.exe file.



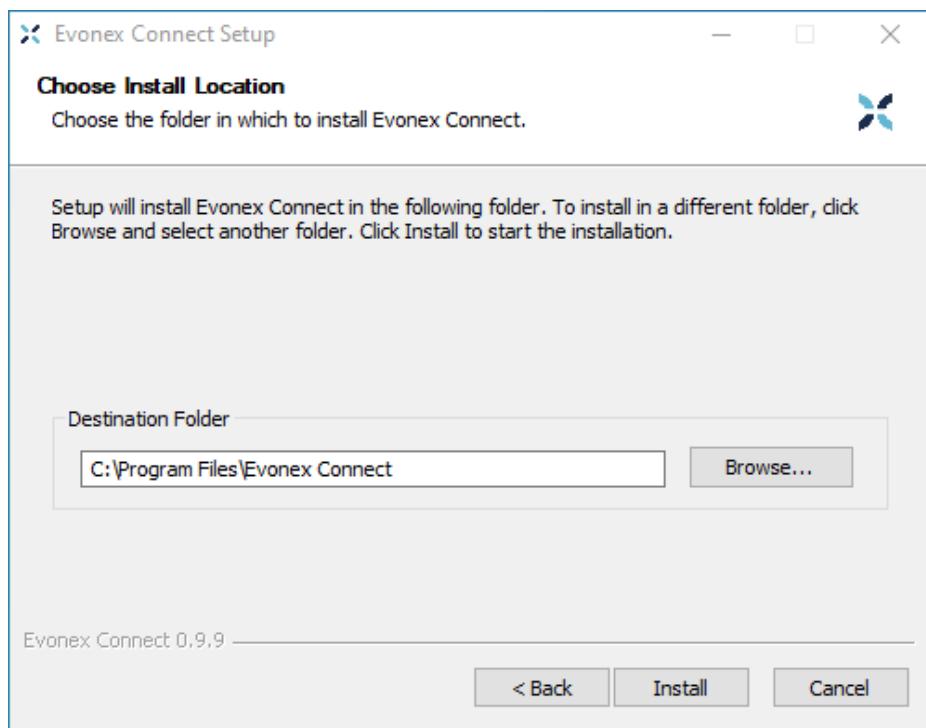
5. Please read and agree to the End User License Agreement. You may be prompted to enter administrator credentials, please contact your technical support team if you need assistance.



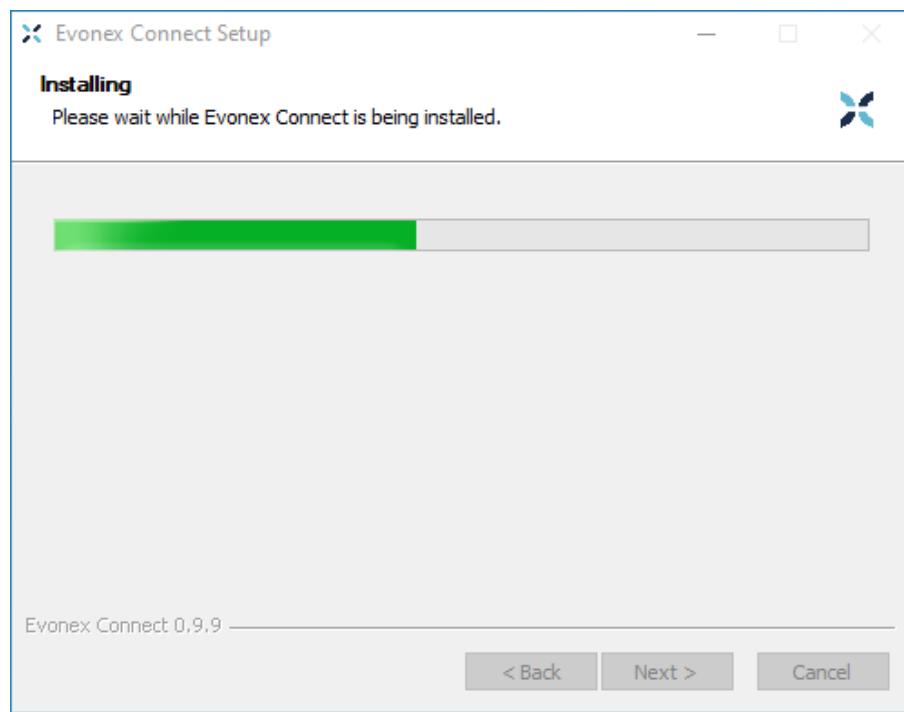
6. If you share this computer with other users, select 'Anyone who uses this computer (all users)'. However, we recommend selecting 'Only for me' (User.Name) otherwise you may be prompted to enter an administrator password. Click 'Next'.



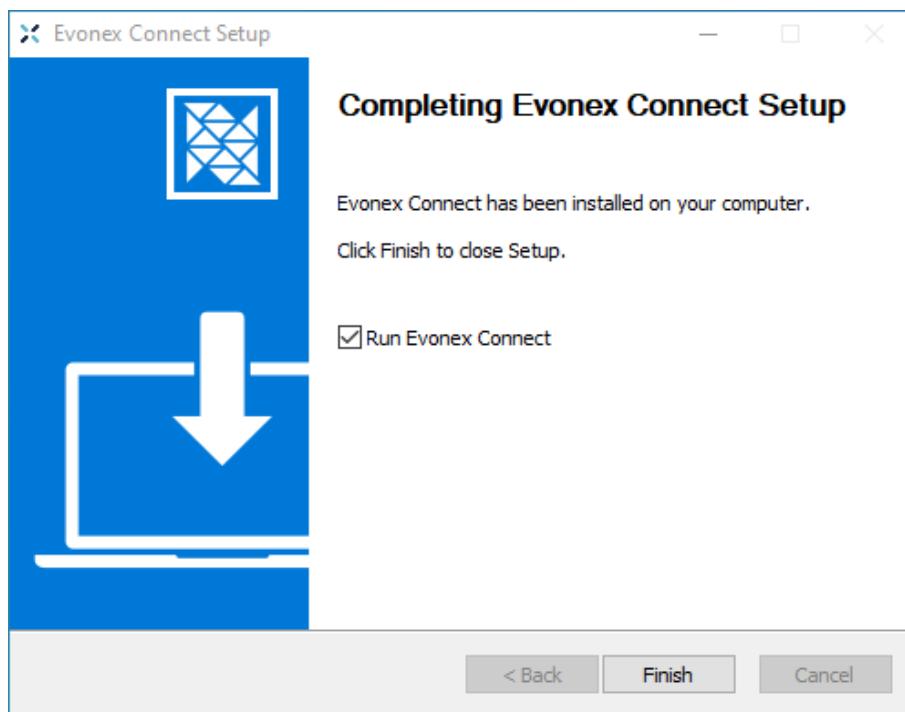
7. Select the installation path. If you're unsure, please leave this as the suggested default location and click 'Install'.



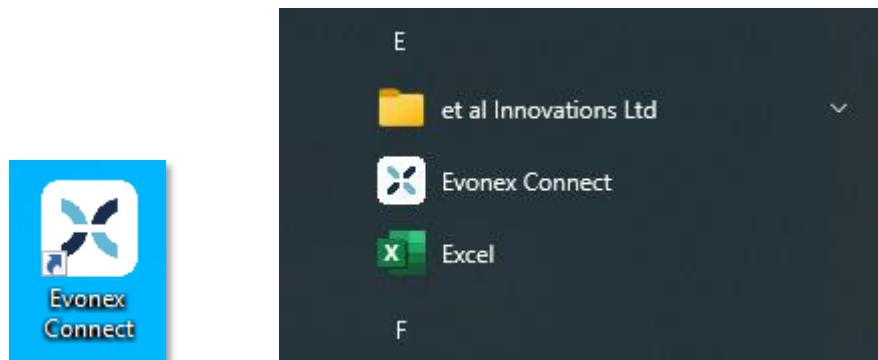
8. Evonex Connect will now be installed onto your computer.



9. When installation is complete, you will have the option of running Evonex Connect straight away. If you'd like to get started, just click Finish and Evonex Connect will run and the login window will appear on your screen.



10. For convenience, the installation process will create a desktop icon and Start Menu item, so you can easily run Evonex Connect next time.



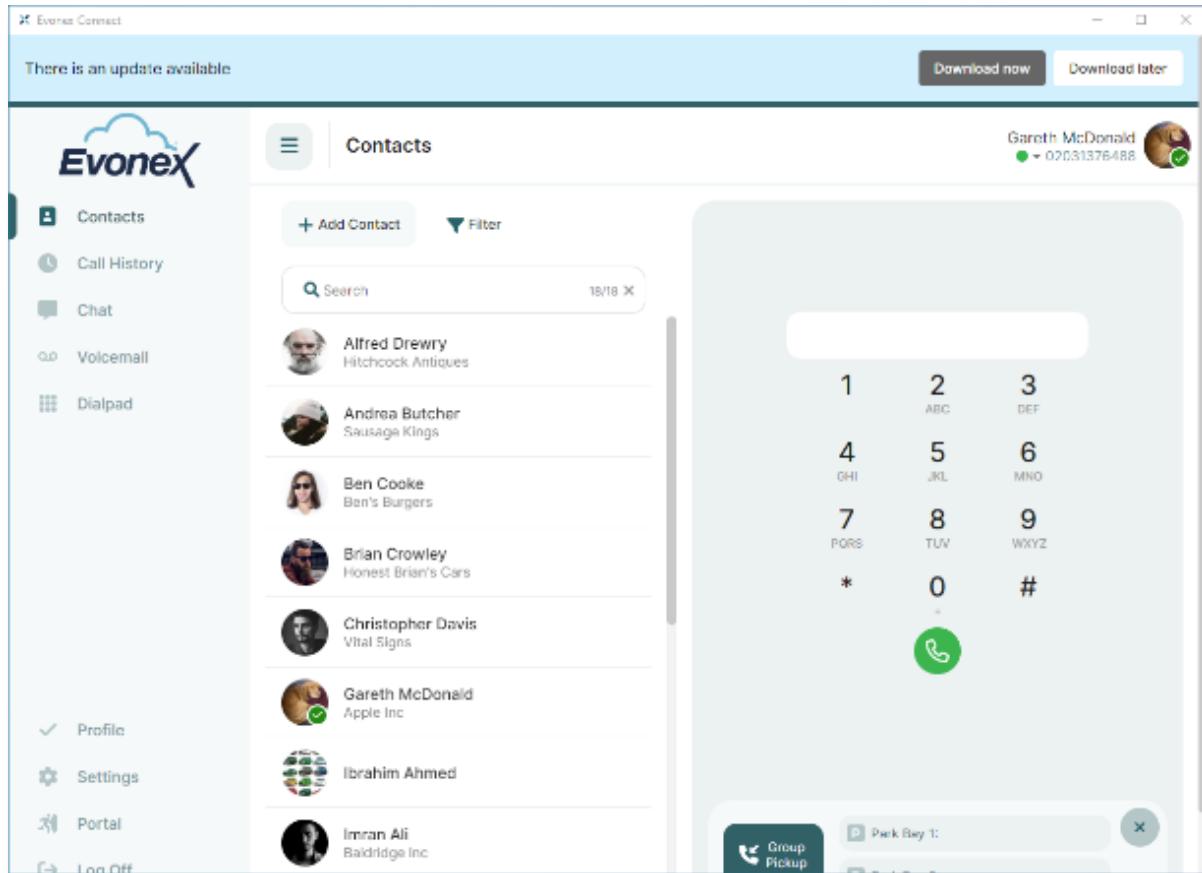
Auto-start Evonex Connect

If you would like Evonex Connect to automatically start when you login to your computer, go to 'Settings > Preferences > Auto-start application' and ensure it is set to 'Enabled'.

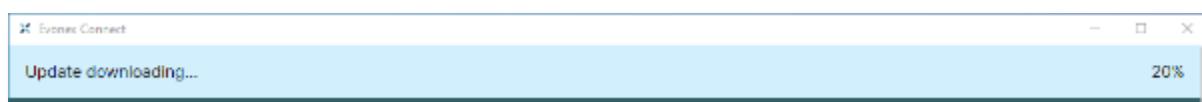


Updates

When a new update becomes available for Evonex Connect, you will be notified automatically. You will see a banner at the top of the app, similar to the one below. You'll have the option to download the update now or cancel and be reminded the next time the app starts. We recommend you click 'Download now'.



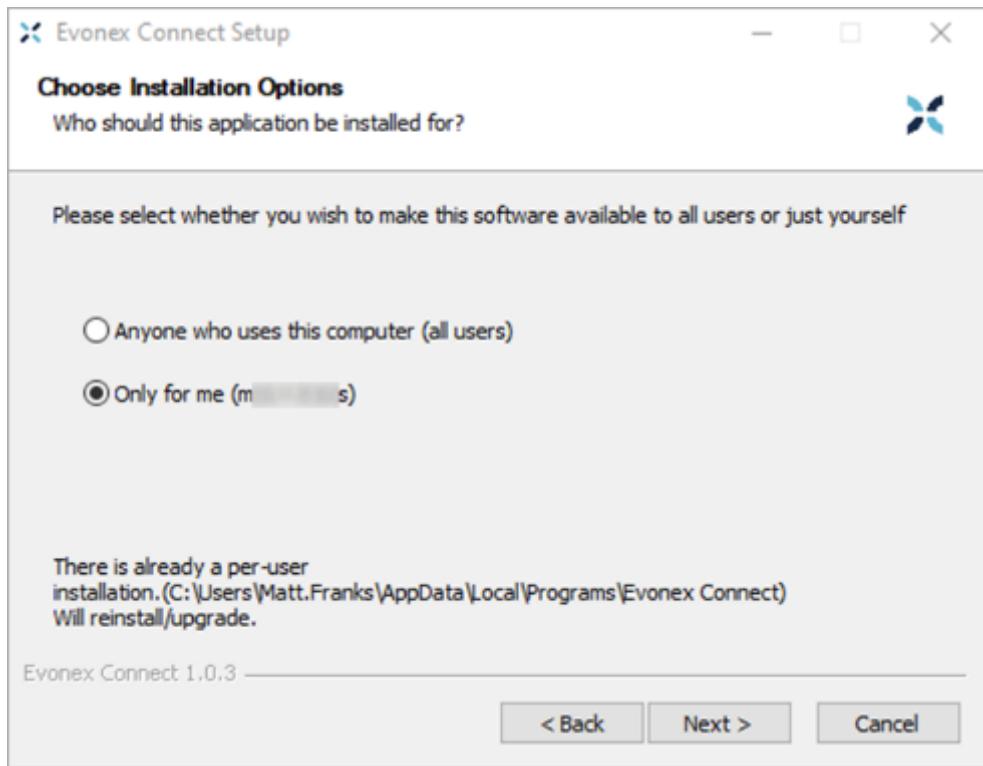
The update will be downloaded, and a progress indicator shown.



When the download is complete, you can decide to 'Restart now' or 'Install on close'. We recommend you select 'Restart now'



We recommend you leave this setting as default – it will remember the option that was selected when Evonex Connect was originally installed.



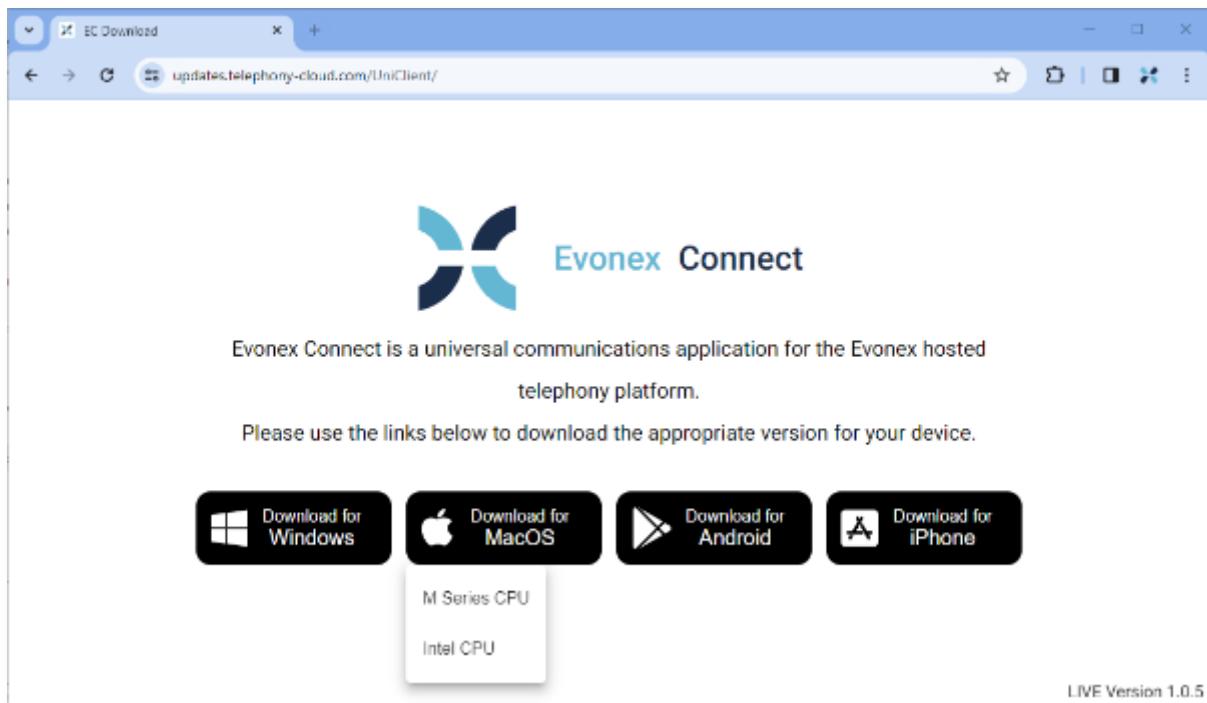
The update will be installed. You may or may not need to provide administrator credentials, based on your organisation's IT policy. Please contact your support team if you need assistance.

After installation, Evonex Connect will restart ready for use.

Installation on macOS

1. Open a Web Browser and Navigate to: <https://updates.telephony-cloud.com/UniClient/>
2. We have provided two files: one for each of the two types of Apple hardware in circulation.

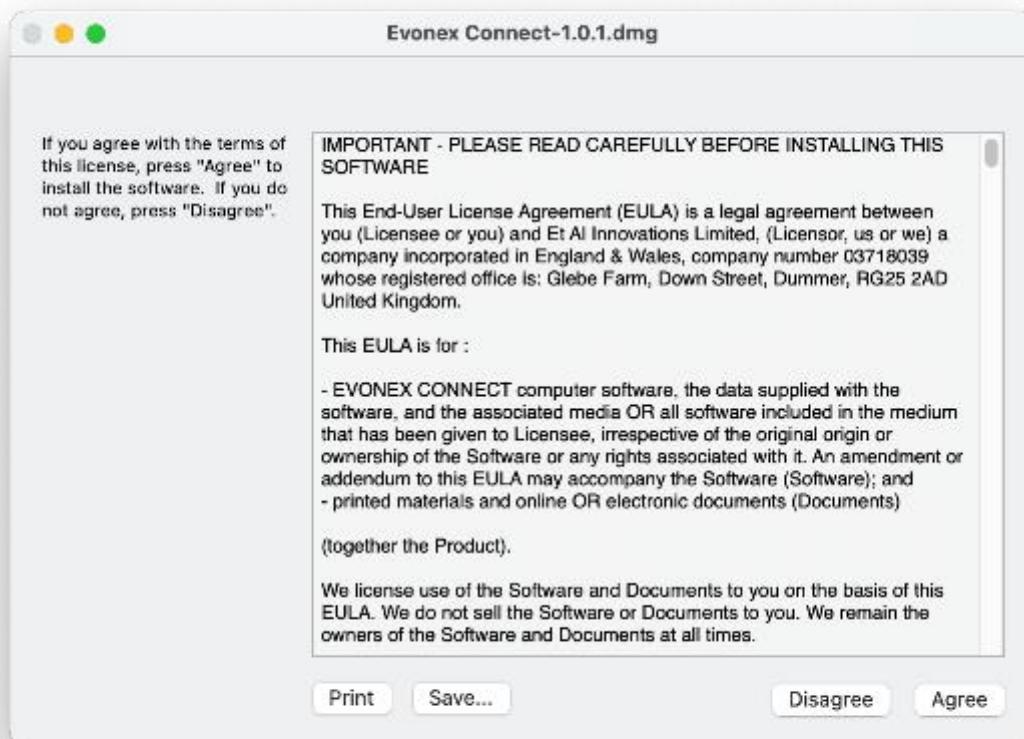
Click on the 'Download for MacOS' button. Then, select the 'Intel CPU' link if your Mac was made between 2005 and 2021 (Intel CPU). Or, if your Mac was made after 2021 (Apple Silicon CPU), select the 'M Series CPU' link. If you're unsure, please contact your support team.



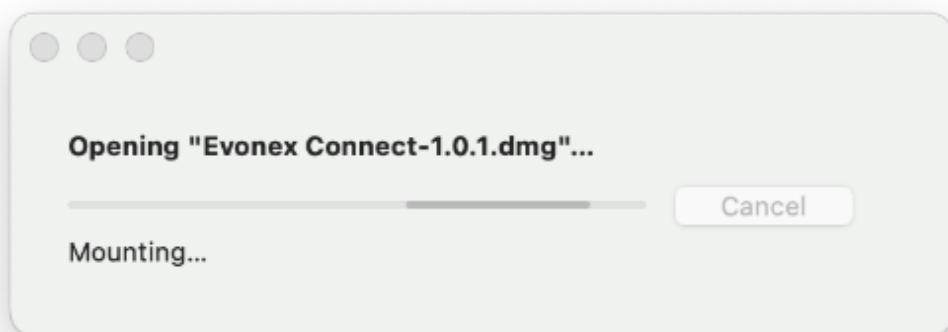
3. A Finder window will appear prompting you save a file with the name 'Evonex Connect-1.0.7.dmg' or similar. Choose a destination in which to save the file, and it will download.
4. Navigate to the destination of the file and double click the Evonex Connect-x.x.x.dmg file.

Name	Date Modified	Size	Kind
Evonex Connect-1.0.7.dmg	Today at 3:04 pm	97.5 MB	Disk Image

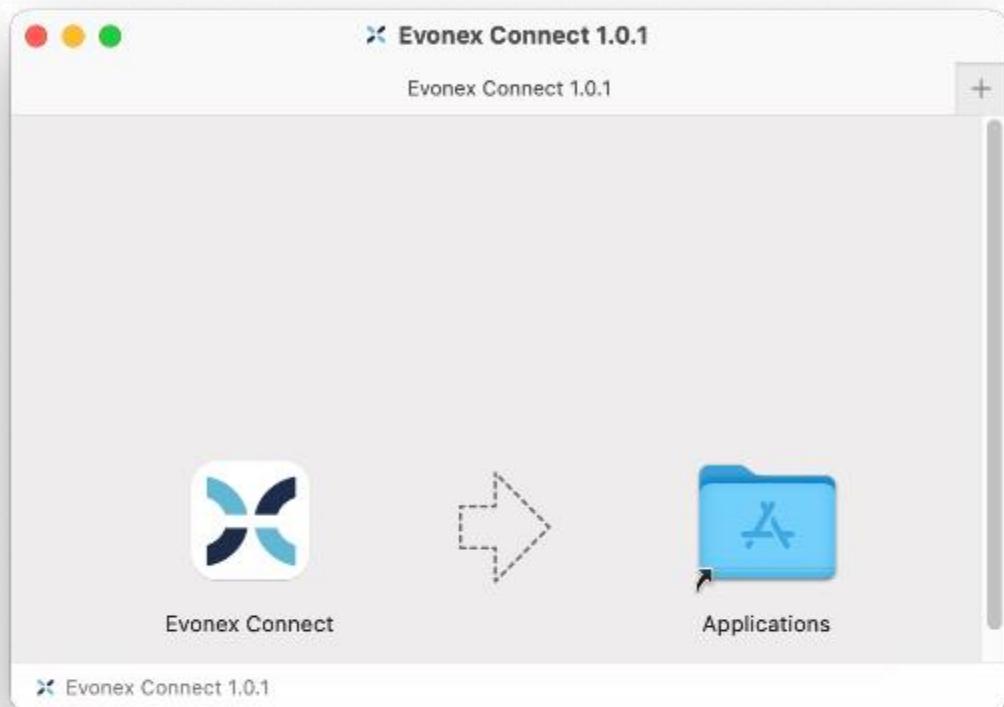
5. Please read and agree to the End User License Agreement. You may be prompted to enter administrator credentials, please contact your technical support team if you need assistance.



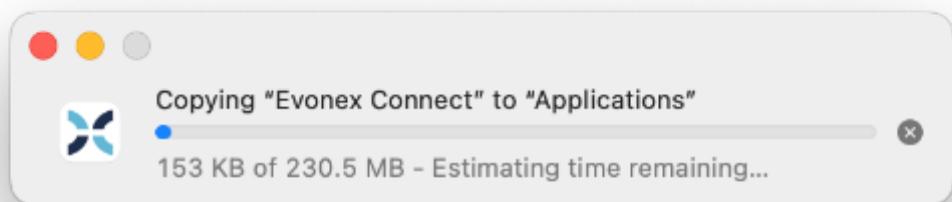
6. The file will be opened and unpackaged.



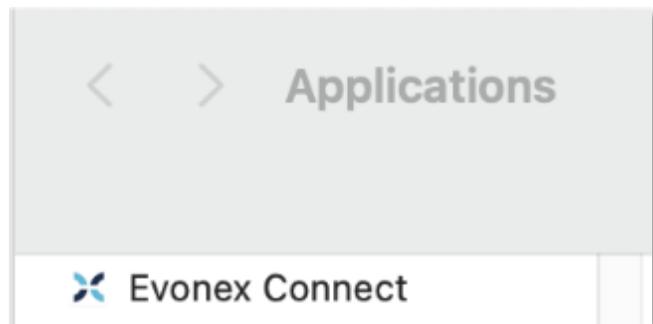
7. To install Evonex Connect, simply drag its icon to the Applications folder in the resulting window.



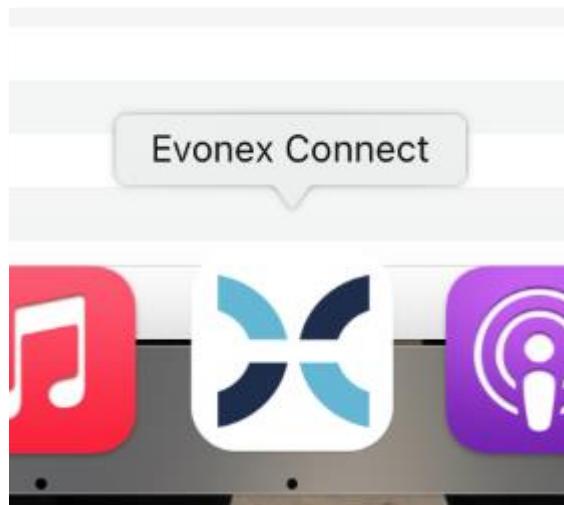
8. Evonex Connect will now be installed onto your computer.



9. When installation is complete, go to your applications folder and double click the Evonex Connect icon to open the application.

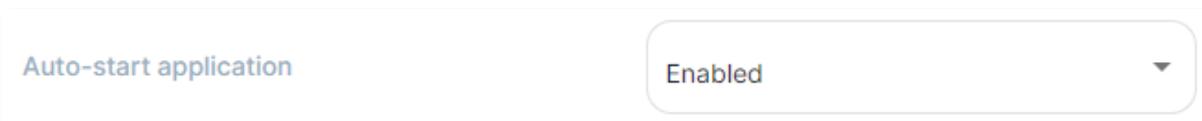


10. When running, the Evonex Connect icon appears on the Dock at the bottom of your screen. For convenience, you may pin Evonex Connect to the Dock, so you can easily run Evonex Connect next time.



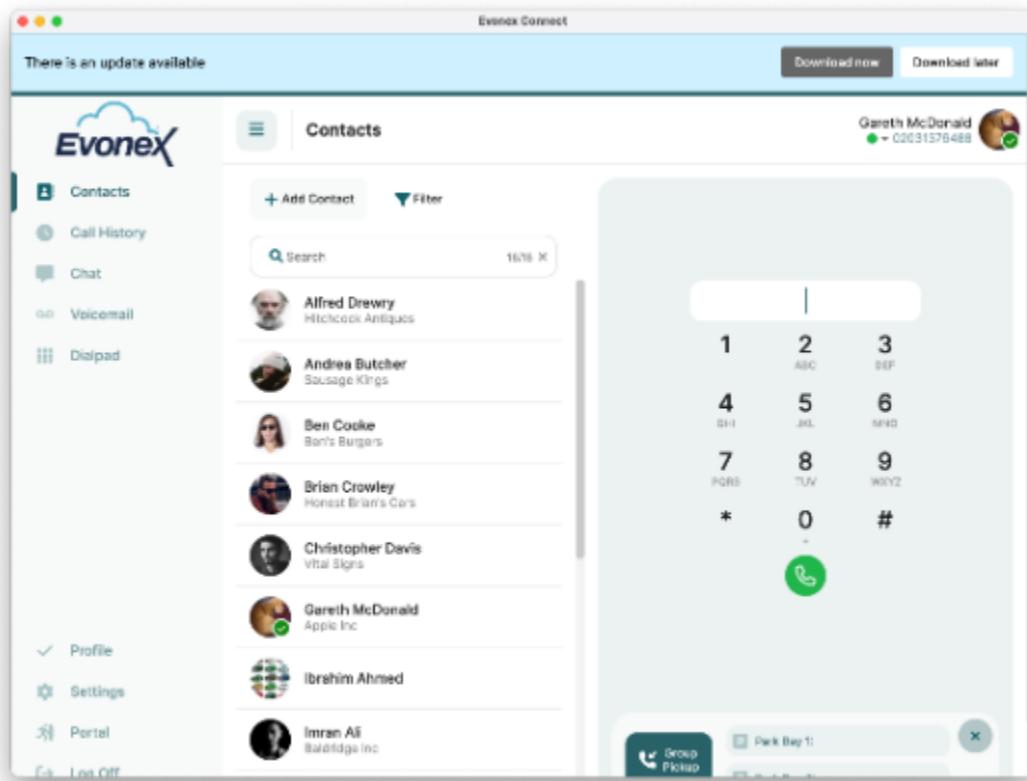
Auto-start Evonex Connect

If you would like Evonex Connect to automatically start when you login to your computer, go to 'Settings > Preferences > Auto-start application' and ensure it is set to 'Enabled'.



Updates

When a new update becomes available for Evonex Connect, you will be notified automatically. You will see a banner at the top of the app, similar to the one below. You'll have the option to download the update now or cancel and be reminded the next time the app starts.



The update will be downloaded, and a progress indicator shown.



When the download is complete, you can decide to 'Restart now' or 'Install on close'. We recommend you select 'Restart now'

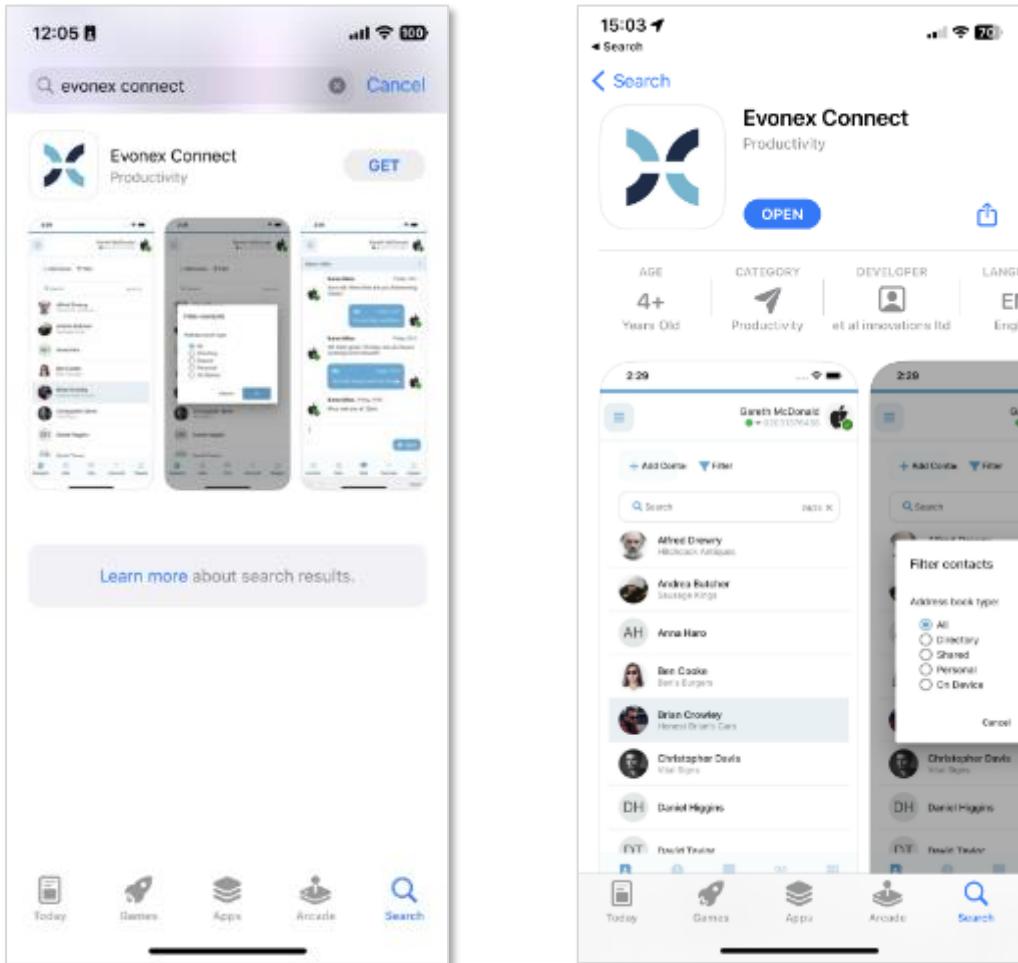


The update will be installed. You may or may not need to provide administrator credentials, based on your organisation's IT policy. Please contact your support team if you need assistance.

After installation, Evonex Connect will restart ready for use.

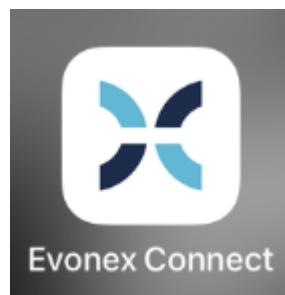
Installation on iOS

1. Open the App Store app on your iPhone or iPad and search for 'Evonex Connect'. Alternatively, browse to <https://updates.telephony-cloud.com/UniClient/> and click the 'Download for iPhone' button, or use [this direct link](#).

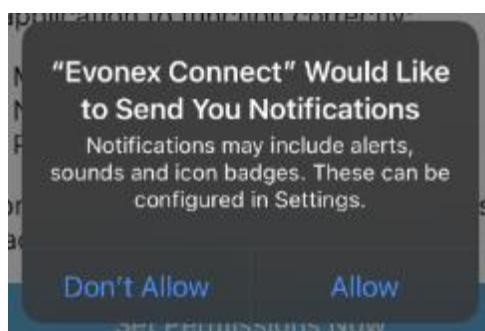
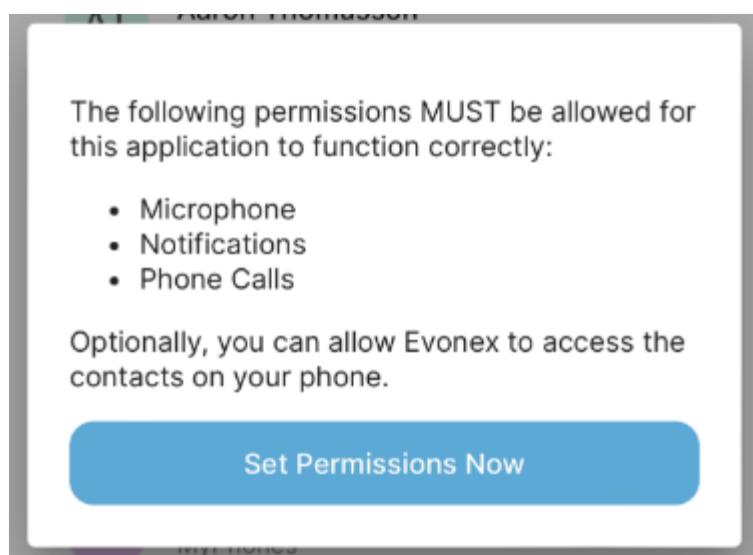


2. Tap the **GET** button and the app will download and install on your device.

3. Tap **OPEN** open once downloaded or locate the app on your Home screen and tap it to get started.



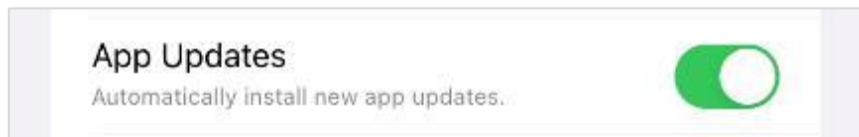
4. Allow Evonex Connect to access the microphone, send notifications, make and receive phone calls and your contacts by clicking on the 'Set Permissions Now' button then click 'Allow' on the pop-ups:



5. You may move the Evonex Connect app to the background or close it in the normal ways. In either of these states, the app will be woken up when a call arrives using push notifications. This means the app is not relying on excessive battery or data usage to keep it active.

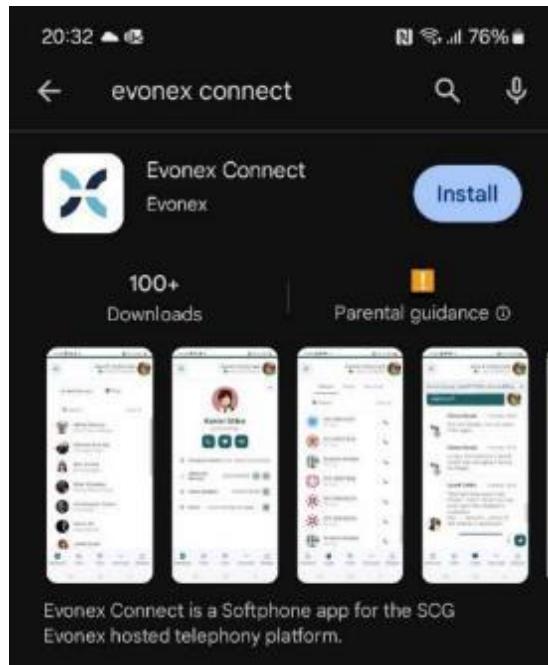
Updates

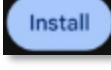
The Evonex Connect for iOS app will automatically update to the latest version when available if your device is configured correctly. To check this, please go to Settings > App Store and ensure 'App Updates' is enabled.

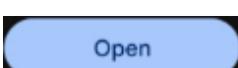


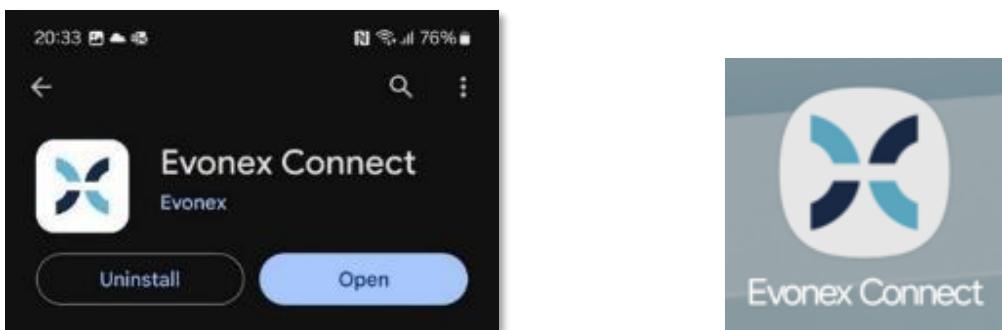
Installation on Android

1. Open the Play Store app on your Android mobile or tablet device and search for 'Evonex Connect'. Alternatively, browse to <https://updates.telephony-cloud.com/UniClient/> and click the 'Download for Android' button, or use [this direct link](#).

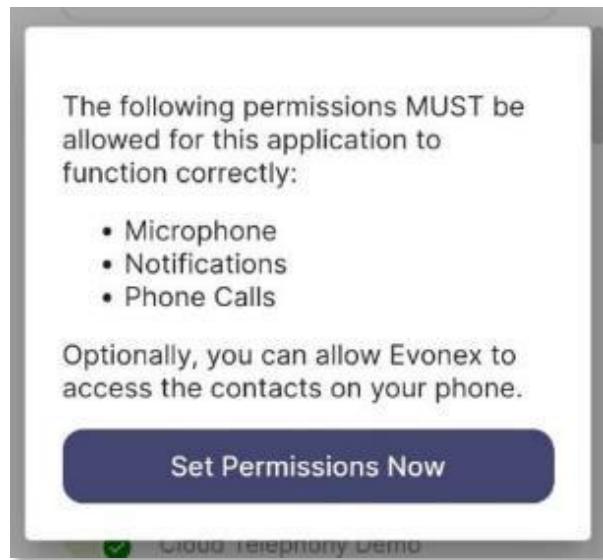


2. Tap the  button and the app will download and install on your device.

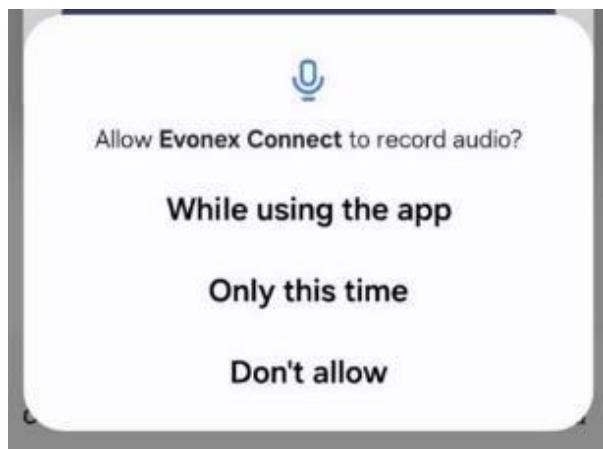
3. Tap the  button once installed or tap the app on your device's home screen.



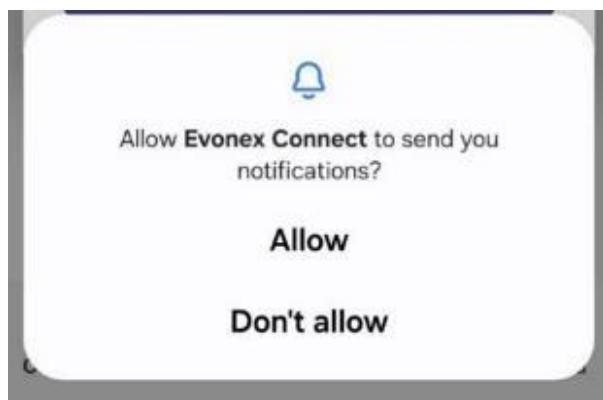
4. When you first run the app, you will be prompted to set permissions for the app by tapping the 'Set permissions now' button:



5. Then tap 'While using the app' for the first question to allow the recording of audio:



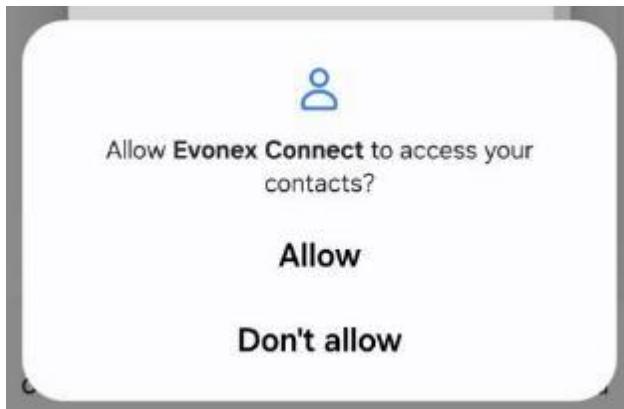
6. And tap 'Allow' for the following three questions, firstly to allow the sending of notifications:



7. Then the management of phone calls:



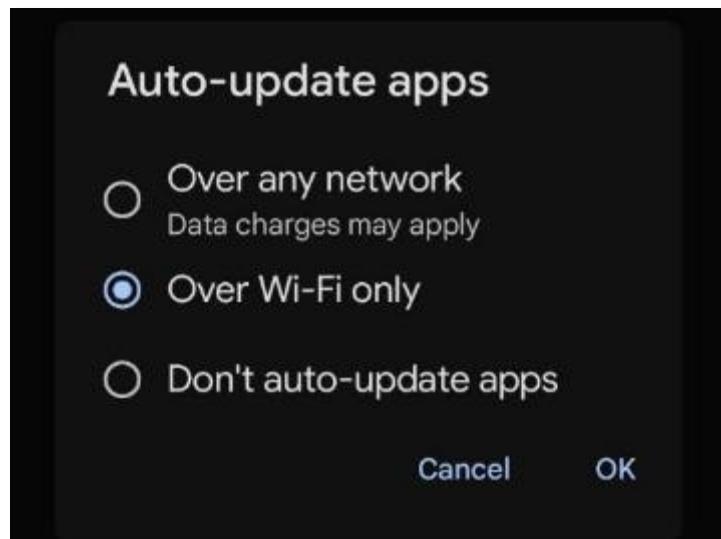
8. And finally access to your contacts (optional, not required for Push notifications):



9. You may move the Evonex Connect app to the background or close it in the normal way. In either of these states, the app will be woken up when a call arrives using push notifications. This means the app is not relying on excessive battery or data usage to keep it active. [For more information on Push notifications, please see the next section.](#)

Updates

The Evonex Connect for Android app will automatically update to the latest version when available if your device is configured correctly. We recommend your device is configured to automatically update apps. To check this, please open the Play Store app and tap your profile picture on the top right. Go to 'Settings', select 'Network preferences', and go to 'Auto-update apps'. Select 'Over Wi-Fi only' or 'Over any network' then tap OK. Data charges may apply.



If auto-update is not enabled, you may manually update the app if available. Please open the Play Store app and tap your profile picture at the top right. Tap 'Manage apps and device' then 'Updates available'. Tap the 'Update' button next to the Evonex Connect app, if listed.

Android: Push Notification Checklist

The Evonex platform uses Push notifications to wake the Evonex Connect mobile app when necessary. For Android, the Evonex platform delivers these notifications to Google which in turn relays them on to user's mobile devices.

There are not usually any delays in the delivery of these notifications, but there are some instances where delays can occur. Some notifications, like new chat messages for example, can tolerate a small delay, but other time-critical notifications, like an incoming call, must be delivered instantaneously to ensure a user is not missing phone calls.

This note will provide some tips on how to ensure your device, and the Evonex Connect app, will receive Push notifications from the Evonex platform as quickly as possible. Please follow each step in-turn as there may be multiple reasons why your device is not receiving Push notifications.

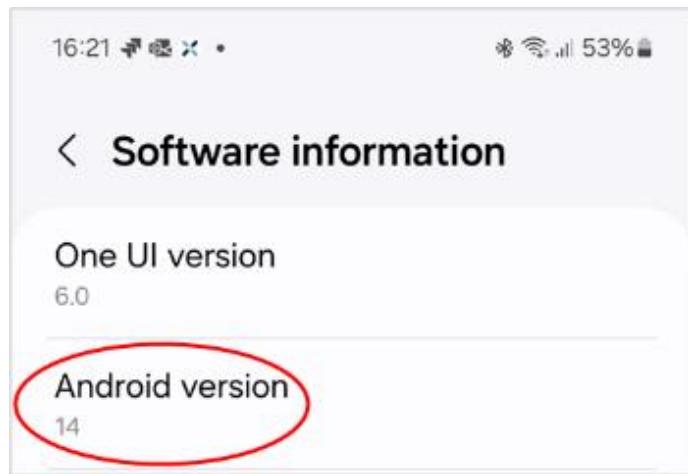
1 – Check phone hardware and operating system

Most importantly, please ensure your phone is made by a reputable manufacturer. We've seen instances where low-cost and low-quality phones can cause issues with the Evonex Connect app including slow performance, poor audio quality and slow receipt of Push notifications. It is even possible that Push notifications do not work at all if the manufacturer is not in an agreement with Google to use its Push notification service.

Examples of phone manufacturers that we consider make good quality hardware include, but are not limited to, Samsung, Google, Motorola, Huawei, OnePlus and Oppo.

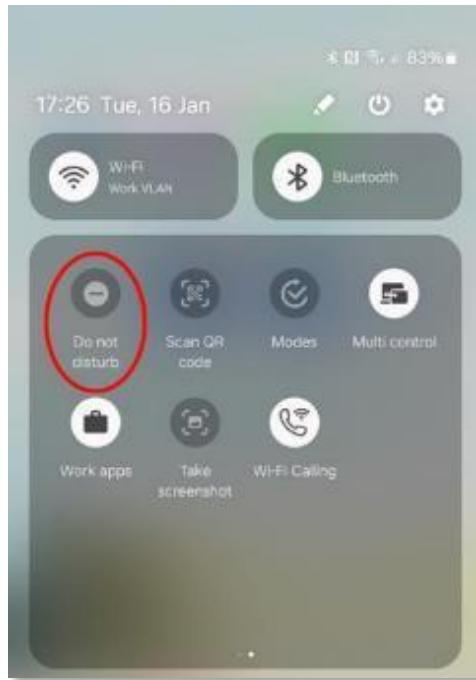
Also, ideally, your phone will have been manufactured in the last three to four years to benefit from recent advancements in chipset technology. It will also need to be running Android 11 as a minimum – **we do not support Evonex Connect running on Android 10 or lower or any versions of Android Go-edition.**

To check your phone's version of Android, go to 'Settings > About > Software' and find the 'Android version' field:



2 – Disable Do Not Disturb

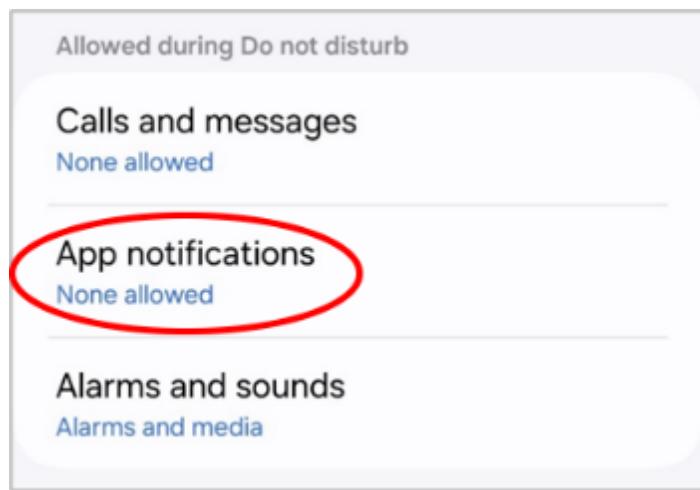
Firstly, check that DND is not enabled on your device. This could have been enabled accidentally and it will prevent your phone from alerting you of any new calls via Evonex Connect. To check and disable DND, reveal the notifications panel by swiping down from the top of your screen and locate the ‘Do not disturb’ button. Tap to disable:



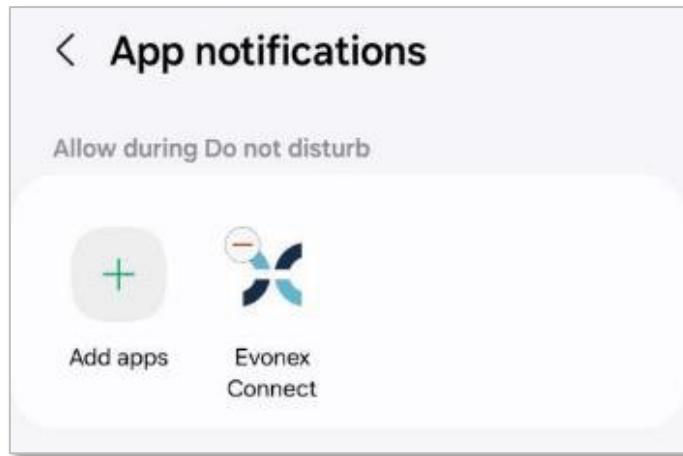
If you wish to use your phone’s DND feature while still receiving calls via Evonex Connect, you may add it as an exception to the DND rule. Rather than tapping the DND button above, long-press it which will bring up a menu similar to the image below. Tap ‘Details’:



Tap 'App notifications':



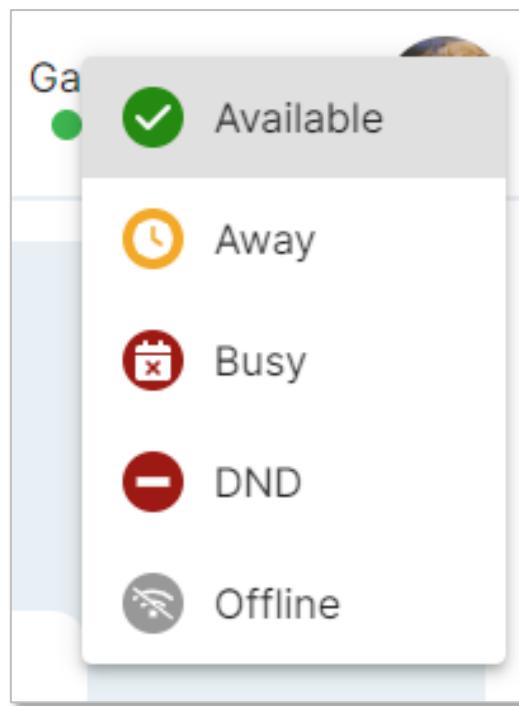
Tap 'Add apps', scroll and select 'Evonex Connect' then tap Done. The result will be similar to the image below:



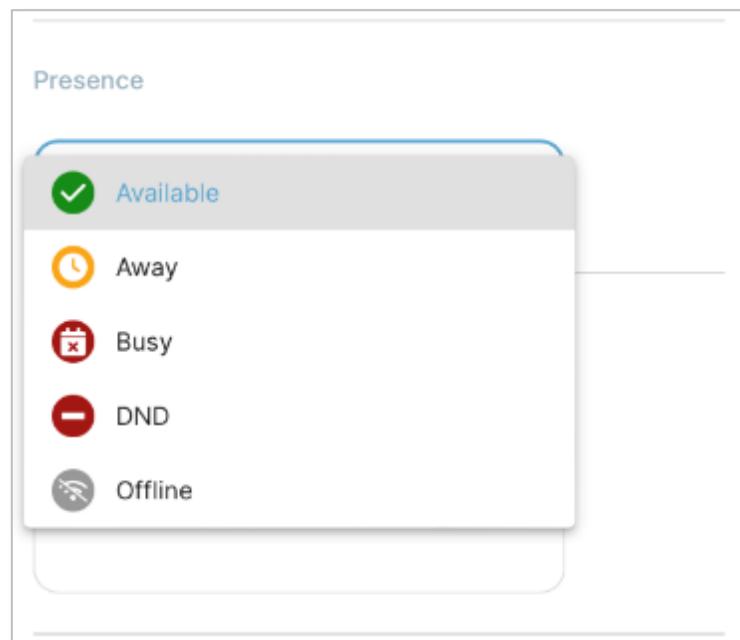
Next, check that the Evonex Connect app itself is not in DND. If your profile picture at the top-right of the Evonex Connect app shows a no entry badge and the words 'Diverting calls to Voicemail' below your username, DND is on:



To disable DND either tap your profile picture and select 'Available' from the drop-down menu...



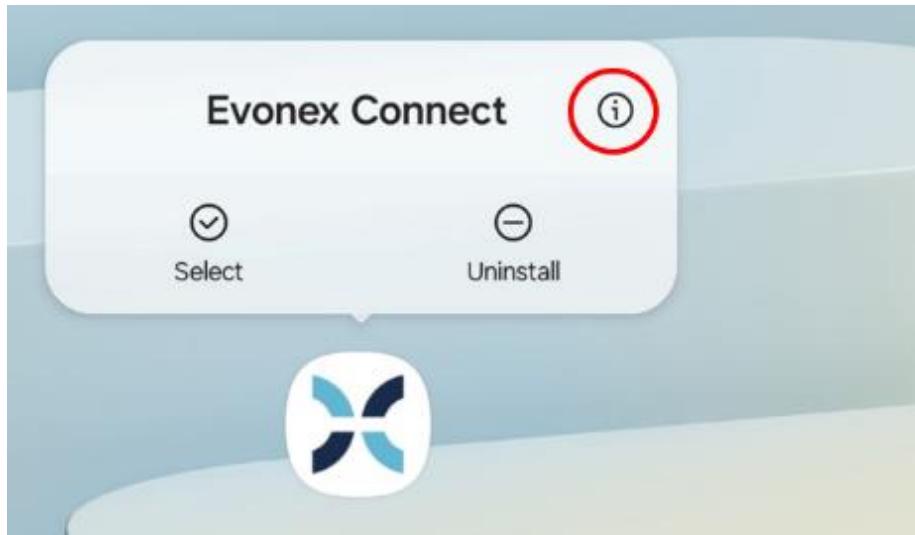
...or tap the 'Menu' button at the top-left of the app, select 'Profile' then tap 'DND' in the 'Presence' drop-down menu and select 'Available'.



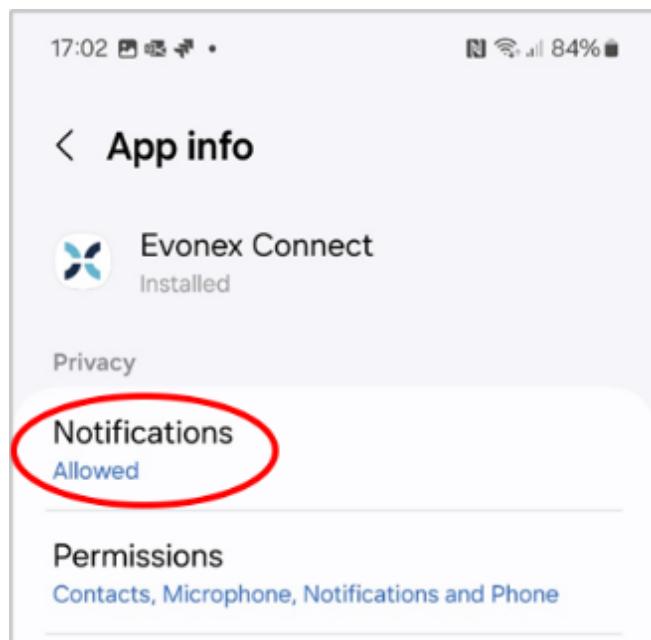
3 – Grant notification permissions

Check that you have granted permissions to the Evonex Connect app, including notifications. When you first install and run the app, you will be prompted to set permissions for the app - [see the previous section for more detail](#).

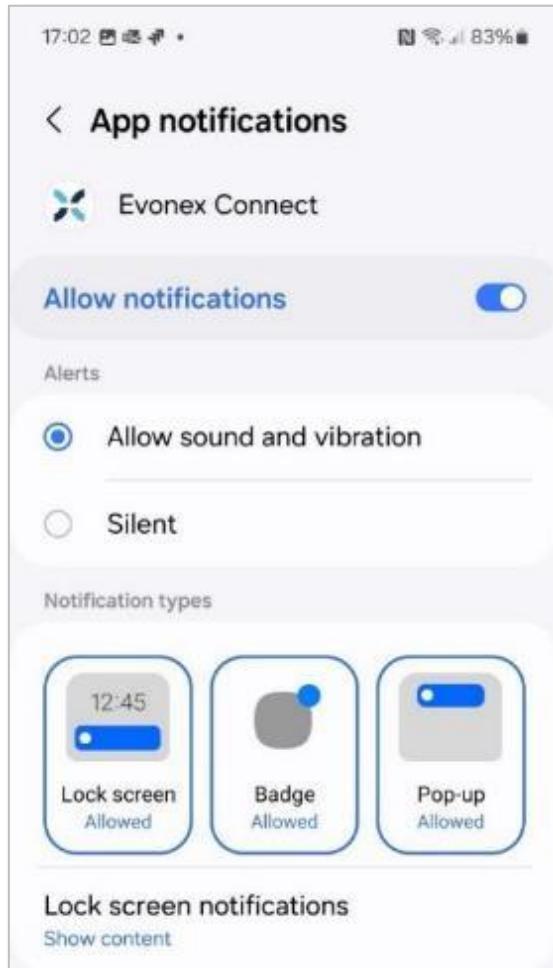
If you're not sure if you set the permissions correctly during installation and setup, you can retrospectively check app permissions. Long press on the Evonex Connect app icon on the home screen and tap the ⓘ button.



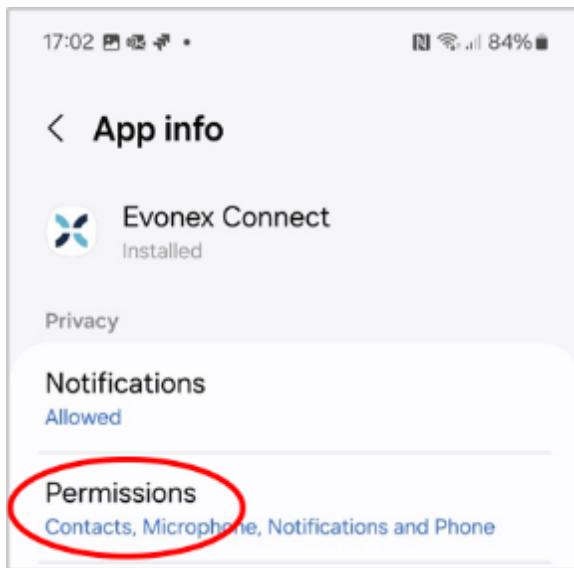
Tap 'Notifications':



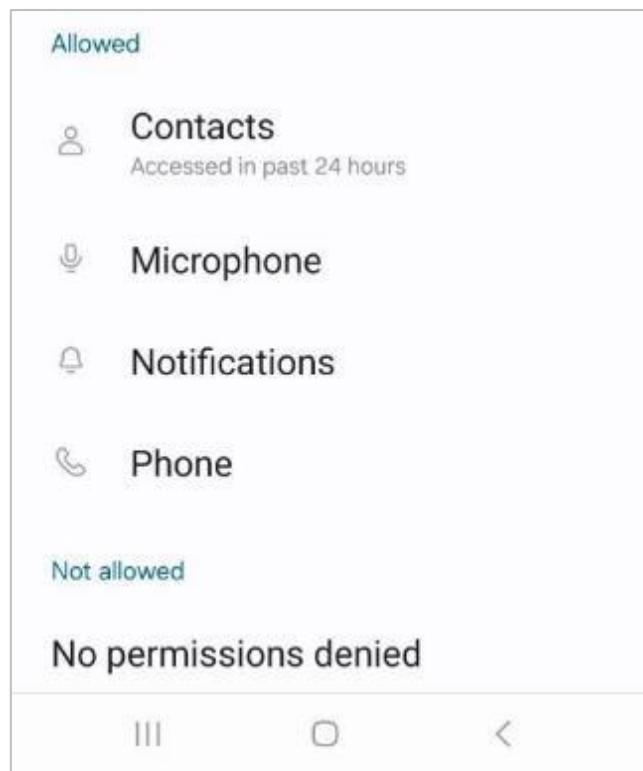
Check that 'Allow notifications' is on, alerts is set to 'Allow sound and vibration' and that 'Lock screen', 'Badge' and 'Pop-up' notifications are all allowed:



Go back to the App Info screen and tap 'Permissions':



Check that all permissions have been allowed and that no permissions have been denied:



4 – Check connectivity and enable background data

Your phone must be continuously connected to the internet to receive Push notifications, including while your phone is locked. Therefore, you should check that your phone has good 4G/5G cellular connectivity or WiFi connectivity and that background data usage is allowed.

Firstly, at the top-right of your phone screen you will likely see an icon similar to the ones below (circled in red for clarity) showing the connectivity type your phone is currently using and the strength of the signal.

The below example indicates that the phone is connected to a 4G cellular network and the strength is 3 out of 4 bars, which is good:



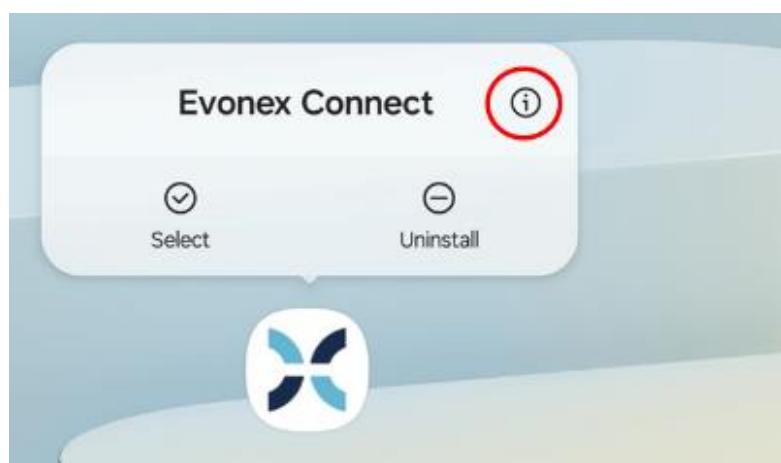
You may alternatively see a '5G' indicator which is usually an even better connection than 4G. 5G connections have greater bandwidth and lower latency than 4G connections. 3G or lesser connections cannot be relied upon for reliable Push notifications or voice calls.

The below example indicates that the phone is connected to a WiFi network and the signal strength is 4 out of 4 bars, which is a strong signal:

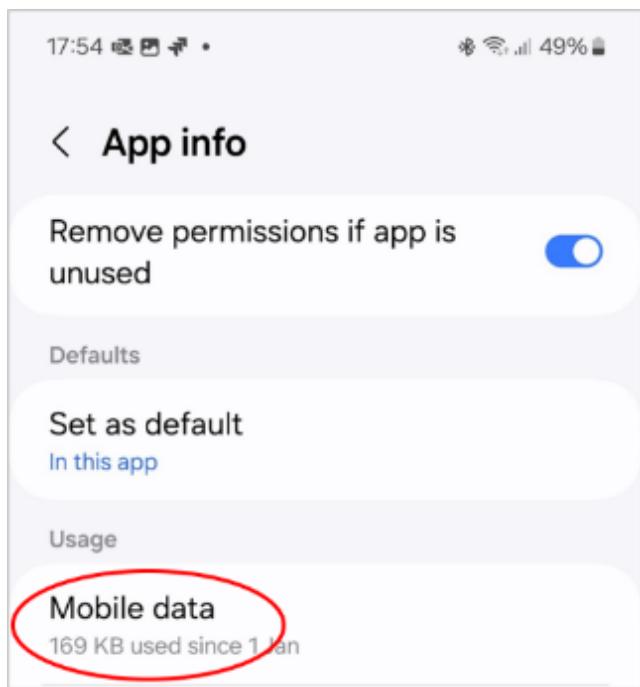


Please note that all connection types will struggle to provide reliable connectivity in busy areas where there are lots of other devices competing for connectivity, or if you are in a moving vehicle.

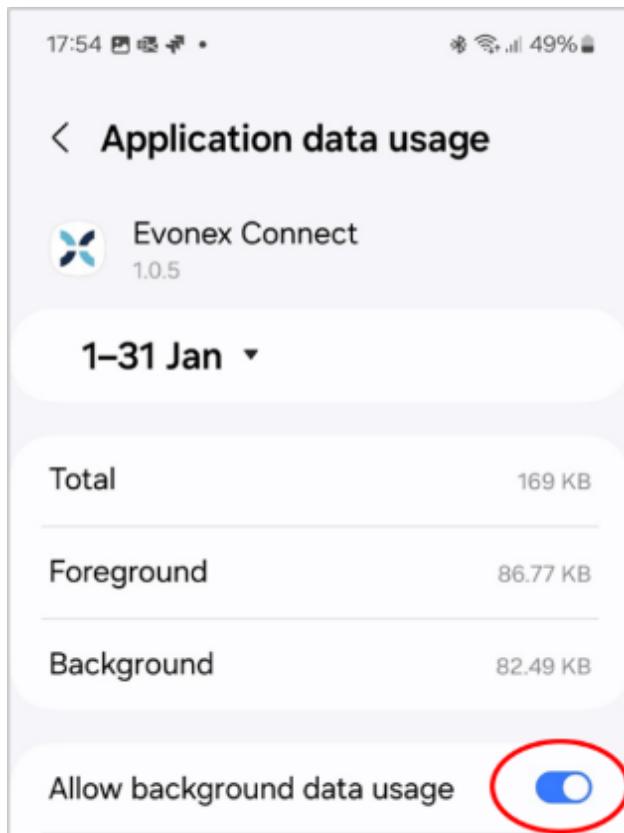
Next, check that background data usage is enabled for the Evonex Connect app. Long press on the Evonex Connect app icon on the home screen and tap the  button.



Tap 'Mobile data':



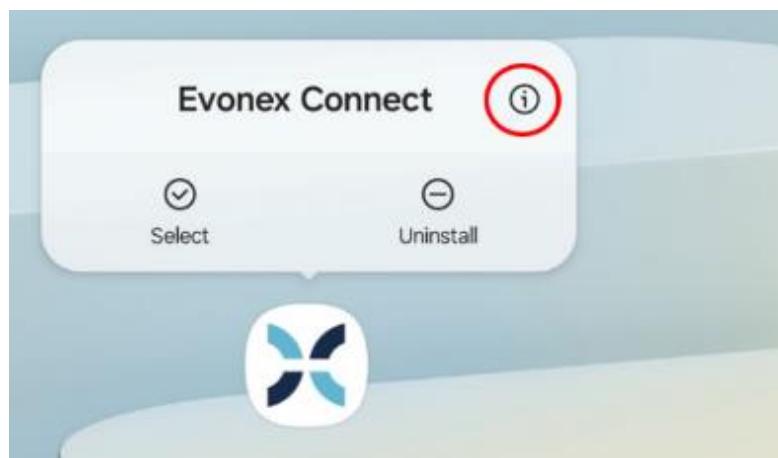
Ensure that 'Allow background data usage' is switched on:



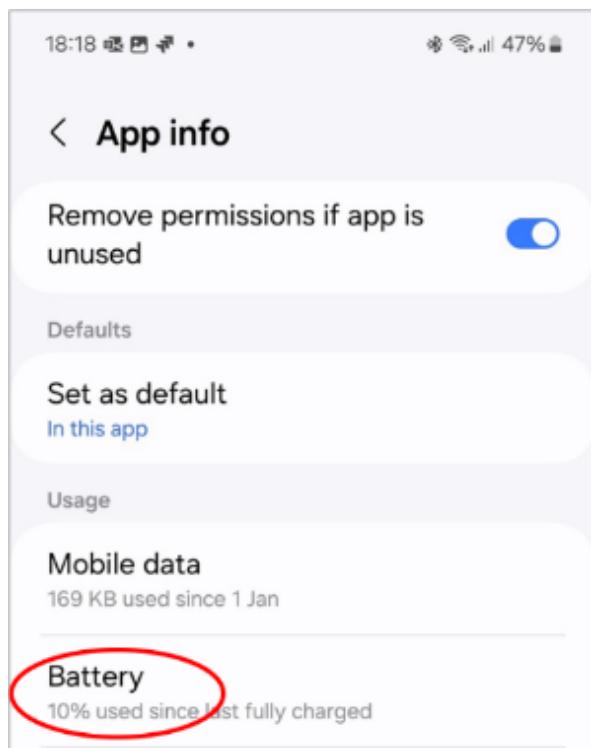
5 – Turn off battery optimisation

The most recent versions of Android will automatically enable battery optimisation for all apps when they are installed. ‘Battery optimisation’ is Android’s method of reducing the amount of power consumed by an app and therefore increasing battery life. The downside of this is that the performance of an app can be reduced too. It’s possible, therefore, that Push notifications could be delayed or missed if an app’s battery setting is ‘Optimised’.

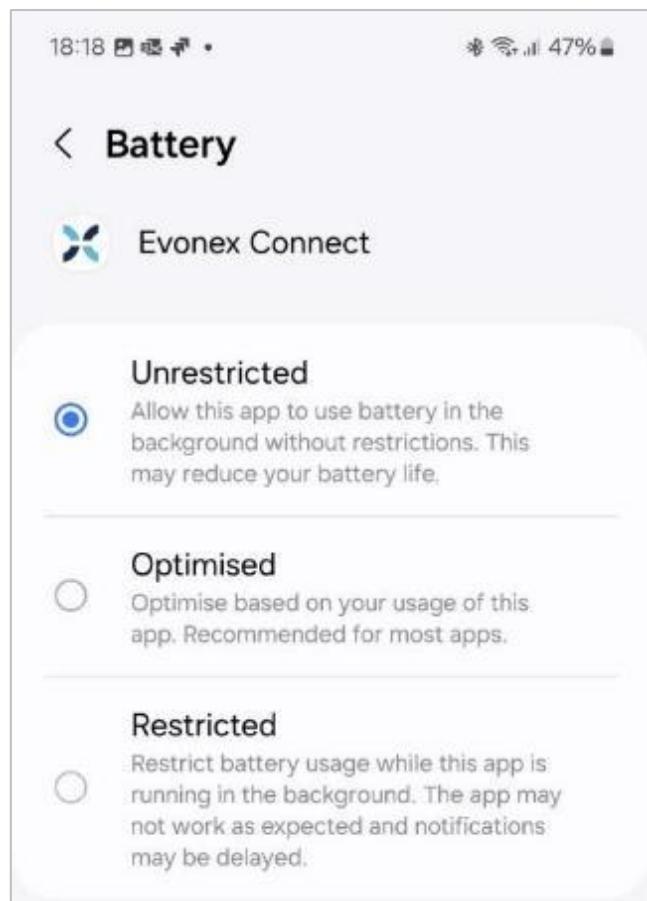
Therefore, it is important that you check that battery optimisation is disabled (or rather set to ‘Unrestricted’) to ensure the best performance of Evonex Connect. Long press on the Evonex Connect app icon on the home screen and tap the  button.



Tap ‘Battery’:



Ensure that the radio button next to 'Unrestricted' is selected:



6 – Disable VPN and Antivirus software

What does VPN software do? In basic terms, it will hide your public IP address to keep you safer when browsing the internet. It does this by encrypting all data that enters and exits your phone via the Internet and routing it via a remote server, which makes it harder for websites to track your usage online. The VPN server could be anywhere, even in a different country.

Although using VPN software could be seen as general good practice, it can cause VoIP applications, such as Evonex Connect, to perform poorly. As mentioned previously, Evonex Connect (and all VoIP apps) rely on Push notifications to receive calls. VoIP also requires a good quality connection to the Internet to establish a call with good voice quality and no missed parts of the conversation. VPNs can slow down your connection and introduce latency (round-trip delay). Latency then causes packet loss or 'jitter' which results in the issues above, and a generally poor experience with VoIP.

What does Antivirus software do? AV software aims to protect your device from websites, emails and apps that contain a virus. There are many different types of virus, but most rely on a user being unaware of the risk or being tricked by a genuine-looking website, email attachment or app. Good AV software will incorporate a database of known vulnerabilities and automatically block any spurious data while allowing any data that is deemed safe.

Again, theoretically AV apps are a good idea, however some behave in a way that can have an adverse effect on the performance of VoIP or the Android device in general. Whilst we do not recommend you stop using an AV app completely, we do ask that you consider the implications of using an AV app that might be doing more harm than good. If it's possible to add 'exceptions' to a list in the AV app, we would recommend adding Evonex Connect to that list which should then avoid it being checked and allow its data.

What could you do? To help you identify if you have one, examples of applications that have VPN and/or Antivirus capabilities for Android include, but are not limited to: Avast, Aura, Avira, AVG, Bitdefender, CyberGhost, Kaspersky, Malwarebytes, McAfee, NordVPN, Norton, Sophos, Surfshark, TotalAV, Trend Micro, etc.

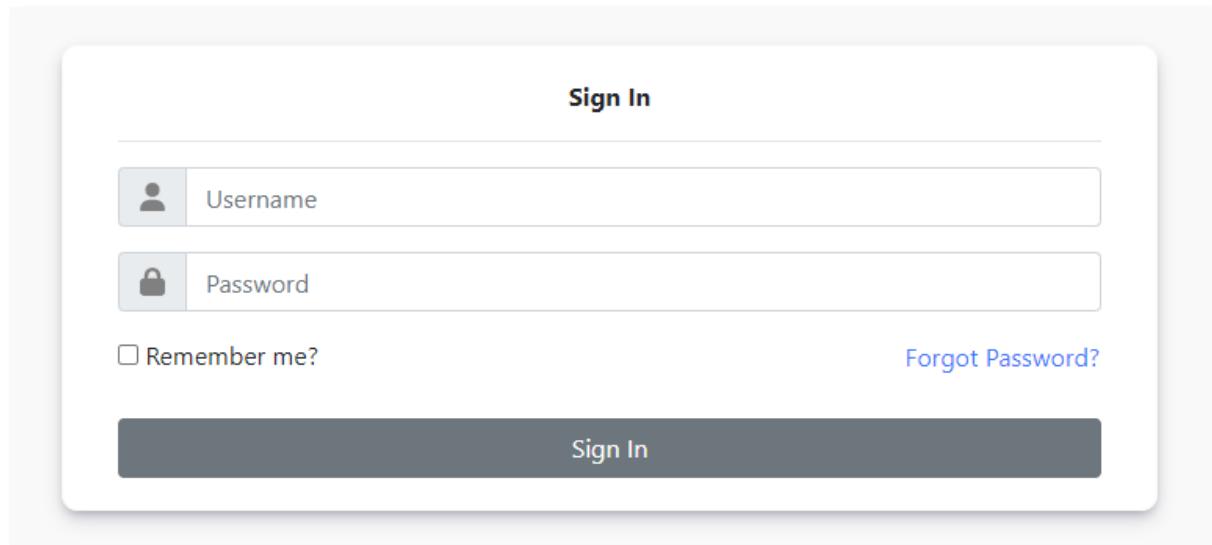
The above list is not intended to be a list of recommended apps - we do not recommend any VPN or Antivirus apps for the reasons mentioned above.

If you're having problems with Evonex Connect, please try disabling your VPN and/or Antivirus app temporarily, or add an exception for Evonex Connect to your VPN/AV app.

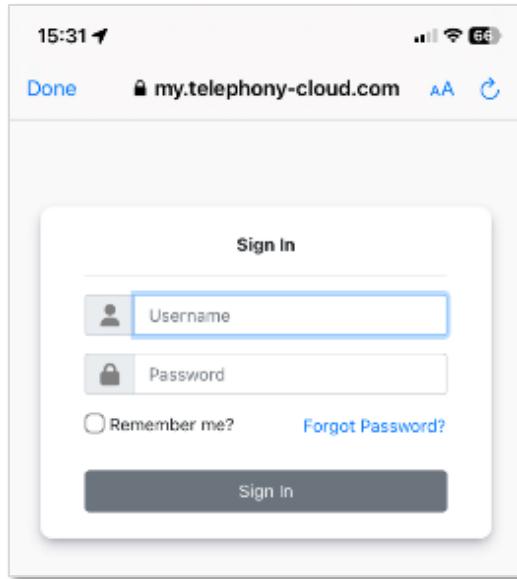
Signing in to Evonex Connect for the first time

When your account is first created, your Evonex Connect credentials will be sent to you via email. These credentials are used to access Evonex Connect and the Evonex Portal. If you have not received the email, or do not know your credentials, please contact your support team. If you know your Username but have forgotten your password, please use the 'Forgot Password' link at the logon prompt.

Open your Evonex Connect app or open a Web Browser and navigate to <https://phone.telephony-cloud.com>. Enter your credentials at the sign in prompt.

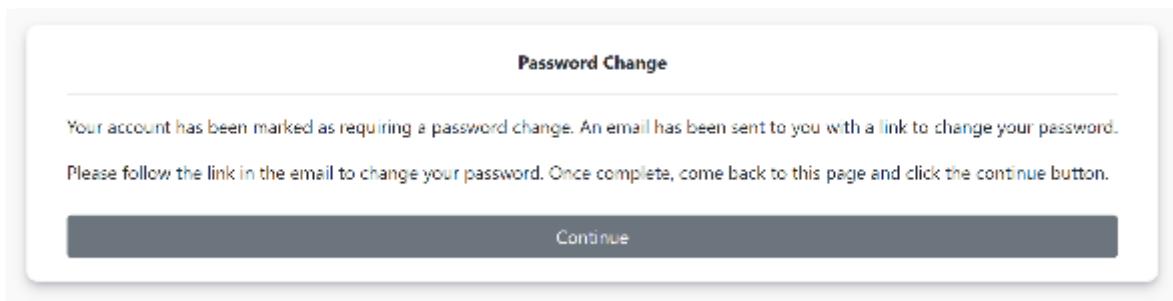


Desktop Browser/Windows App/MacOS App

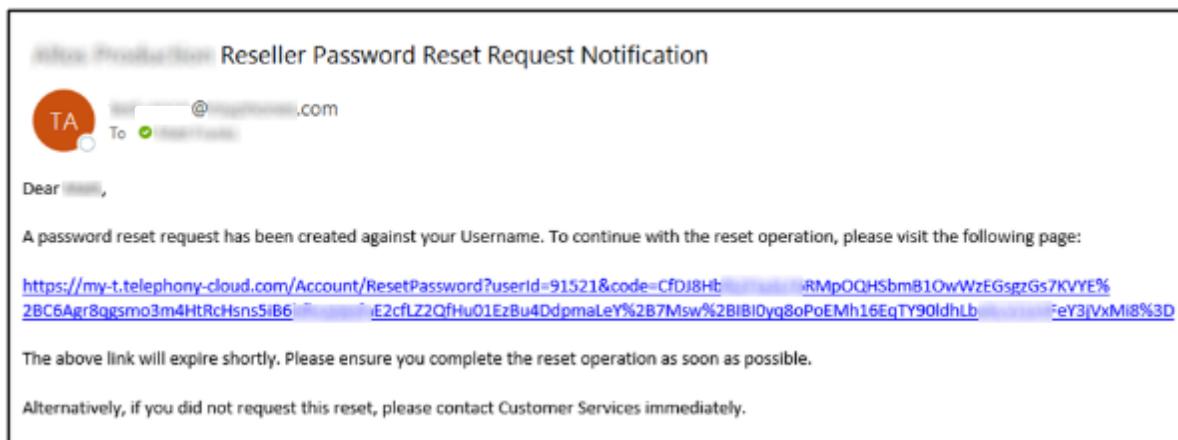


Mobile App

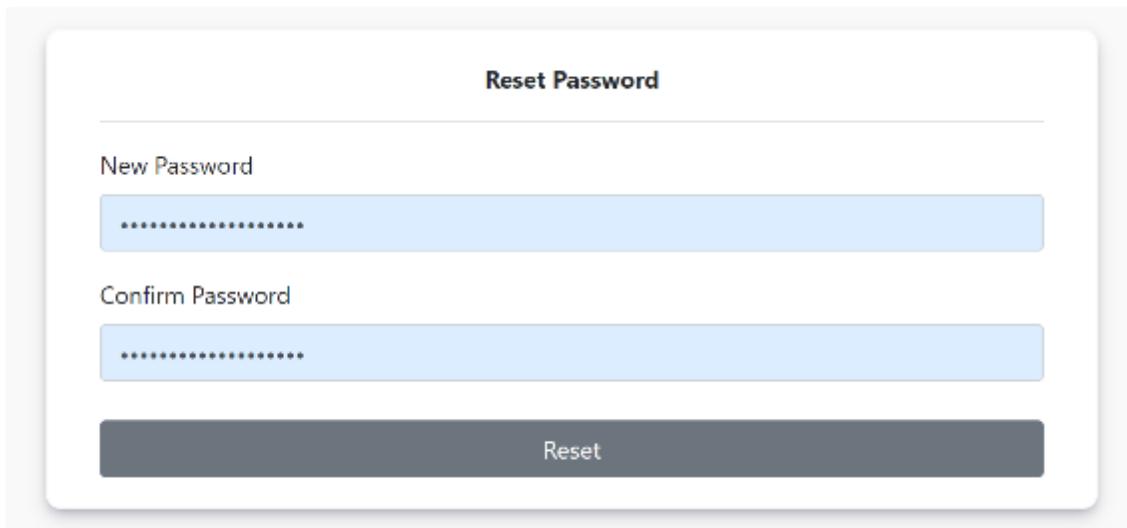
For security, you will be prompted to change your password at the first sign in.



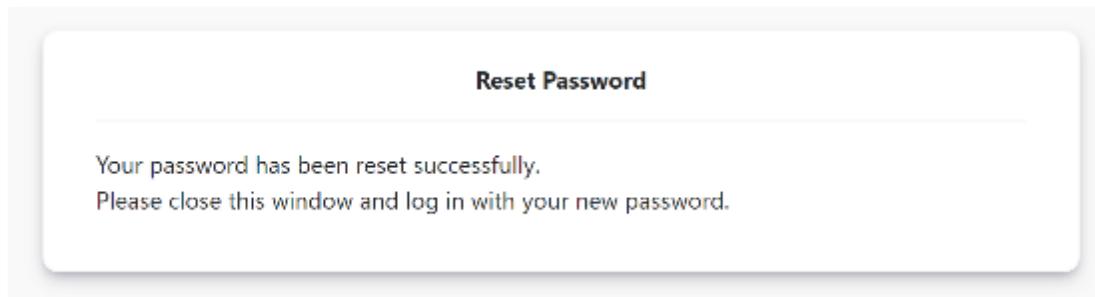
You will receive a further email with instructions. Click on the reset link in the email:



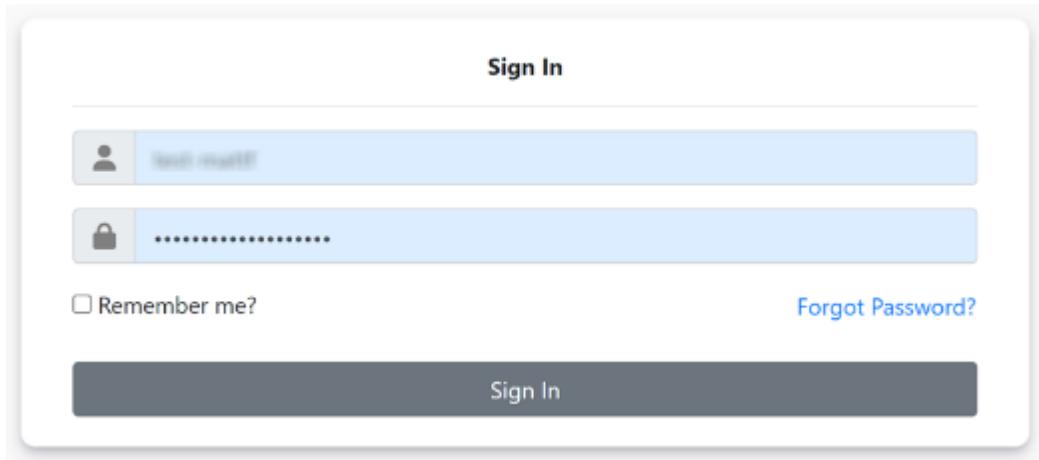
Which will open a new browser tab. Enter your desired new password twice and click 'Reset':



If the password meets the required criteria, it will be accepted, and the password reset will be confirmed:



Click the 'Continue' button in the Evonex Connect browser tab or app. Alternatively, open a new browser tab and navigate to: <https://phone.telephony-cloud.com>. Enter your username and your new password.



2FA Setup & Configuration

The next step is to set up Two-Factor Authentication (2FA) which requires an Authenticator App to be installed on your mobile device or computer.

There are several authenticator apps available which can be downloaded and installed from the App Store for your Operating System.

Two popular apps are shown below but others are available.

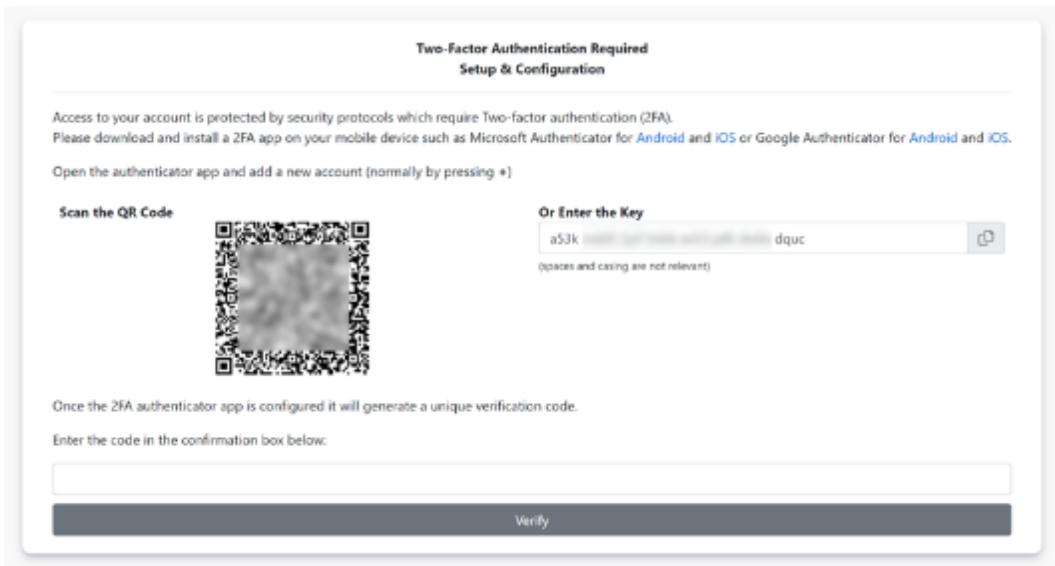


Google Authenticator

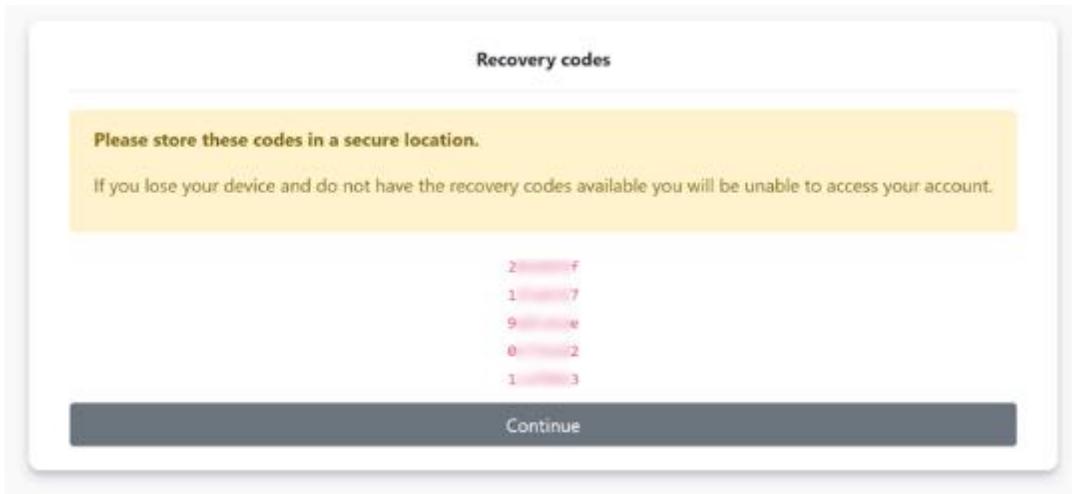


Microsoft Authenticator

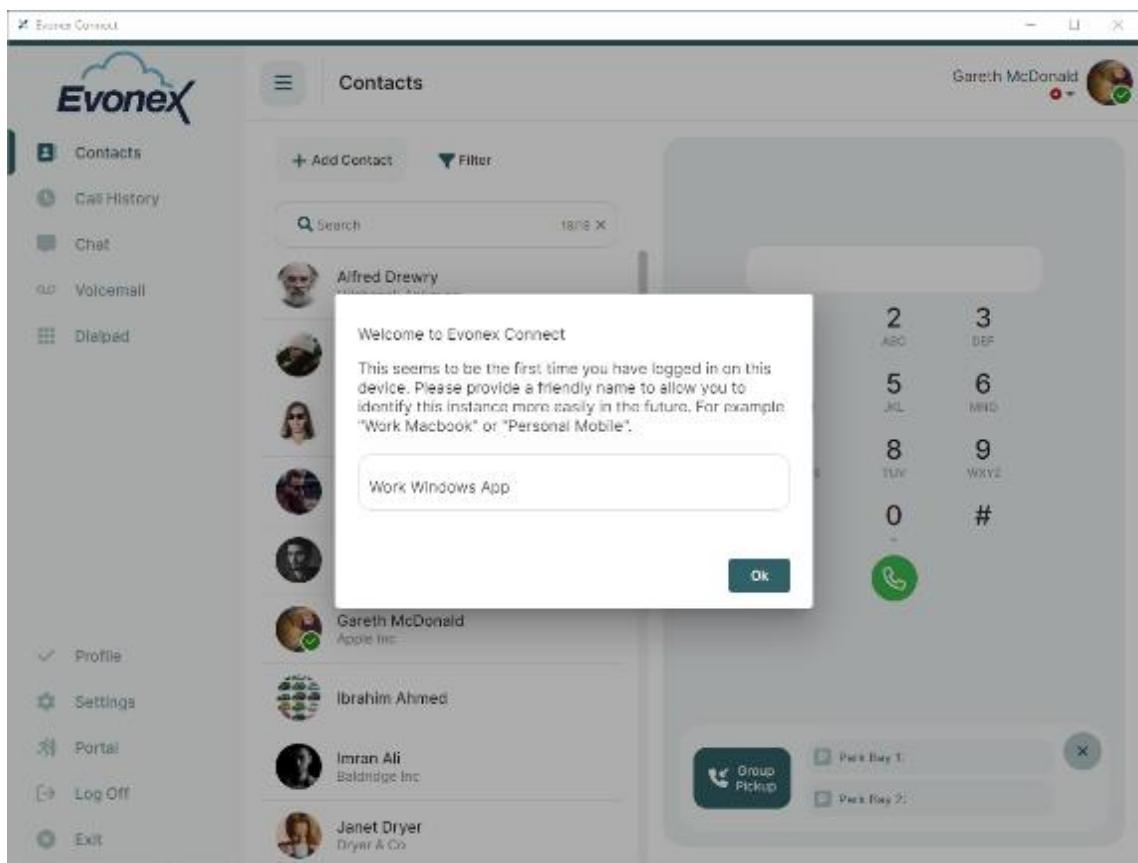
Follow the instructions on-screen:



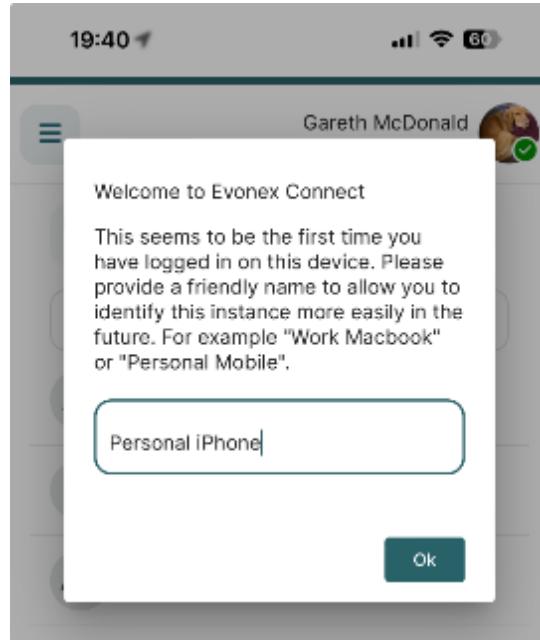
Enter the authentication code and click 'Verify'. You will now be asked to save and securely store the displayed recovery codes which can be used to sign in to your account if you lose access to your mobile device or authenticator app.



Following a successful 2FA setup, you'll be presented with a screen that looks similar to the one below. The message is prompting you to create a 'friendly name' for this device. This will allow you to identify the devices you have logged into previously. You may manage the devices you have logged into via 'Settings' which will be covered later in this manual.



Desktop Browser/Windows App/MacOS App

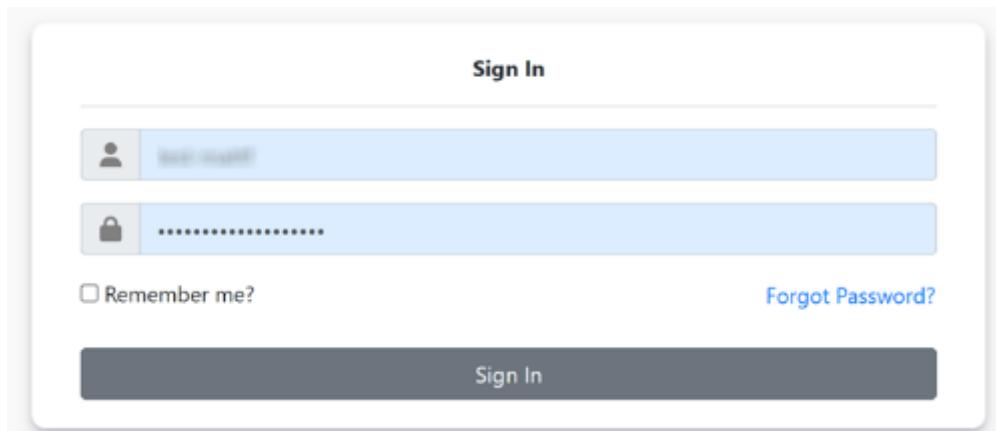


Mobile App

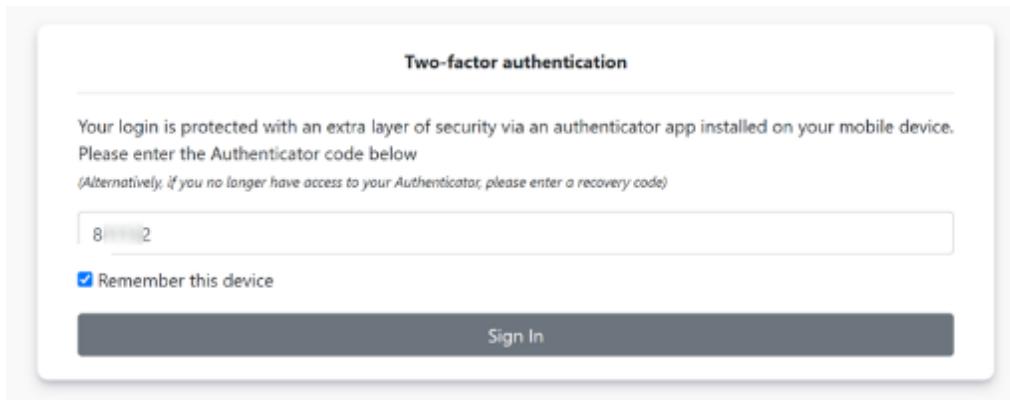
After entering a friendly name, you're ready to start using Evonex Connect.

Signing in subsequently

Open your Evonex Connect app or open a Web Browser and navigate to <https://phone.telephony-cloud.com>. Enter your credentials at the sign in prompt. If you're signing in to the same device within 14 days of your last logon, and you ticked 'Remember this device', your 2FA token will still be valid and you will not have to enter a 2FA code. You may also tick the 'Remember me' box to allow your credentials to be remembered across sign ins.

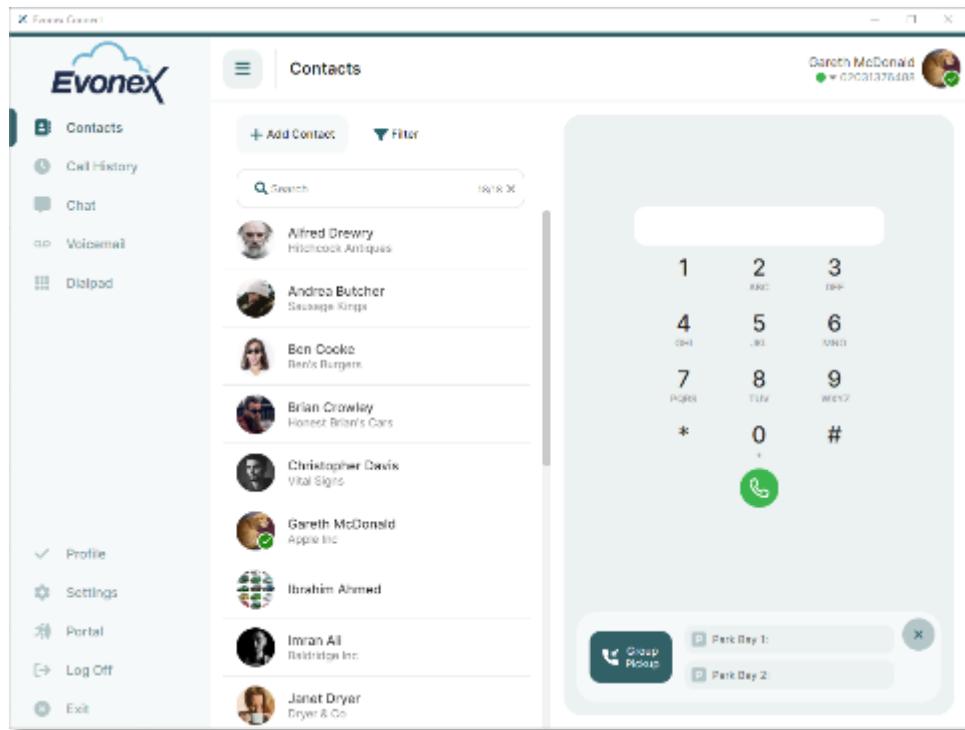


If it has been longer than 14 days since your last sign in, or you did not tick 'Remember this device', your 2FA token will have expired and you'll need to enter a valid one-time code via your chosen authenticator app.

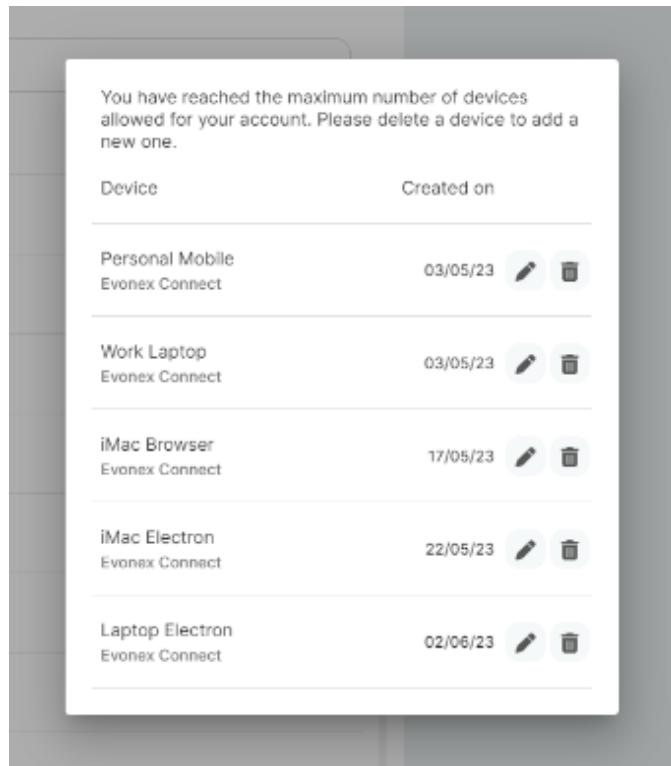


If you've used a valid authentication code, your sign in will be allowed. Tick 'Remember this device' for the 2FA token to be remembered.

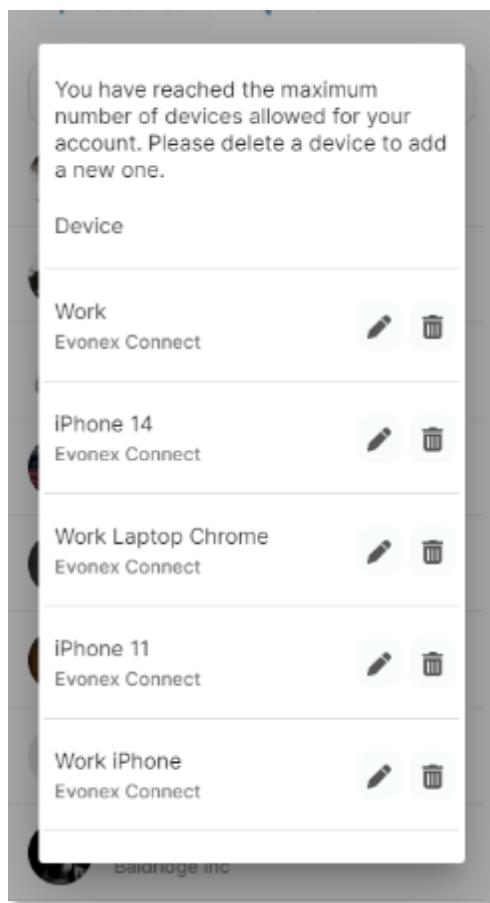
If you've signed in to this device before, you will be presented with a screen that looks similar to the image below – you're ready to get started.



The 'Manage Devices' page will be shown if you already have five other devices registered with your Universal License subscription. From here you can rename or delete an existing device. You will need to delete an existing device to continue logging on to this device.



Desktop Browser/Windows App/MacOS App



Mobile App

Please note, you may not delete a physical desk telephone. If you require this action, please contact your technical support team.

For the avoidance of doubt, a 'Device' is simply a method of signing in to, or registering with, your Universal License subscription. For example, one of the following:

- *A Physical Desk Telephone*
- *Evonex Connect via a Web Browser*
- *Evonex Connect for Windows*
- *Evonex Connect for MacOS*
- *Evonex Connect for iOS*
- *Evonex Connect for Android*

Or any combination of the above, up to a concurrent maximum of five. Therefore, it is possible to sign in to Evonex Connect from the same physical computer using multiple different methods; Chrome Web Browser, Edge Web Browser and Windows app, for example. Each one of these different methods is considered a 'Device'.

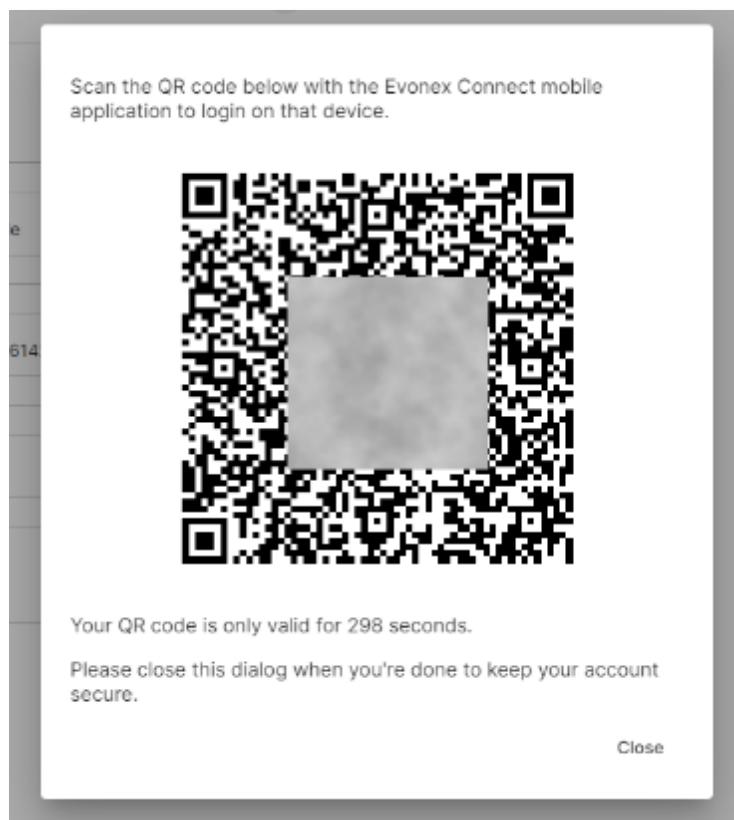
Signing in with a QR code

Your Evonex credentials are used to sign in on all device types. However, to facilitate signing in on mobile, without having to re-type your username and password, it is possible to generate a QR code in Evonex Connect for Web Browser, Windows or MacOS. You can then scan the QR code with the iOS or Android mobile app to sign in.

When you have logged in on your desktop Evonex Connect device, click on 'Profile' from the menu and locate the 'Sign in on mobile with QR Code' field.

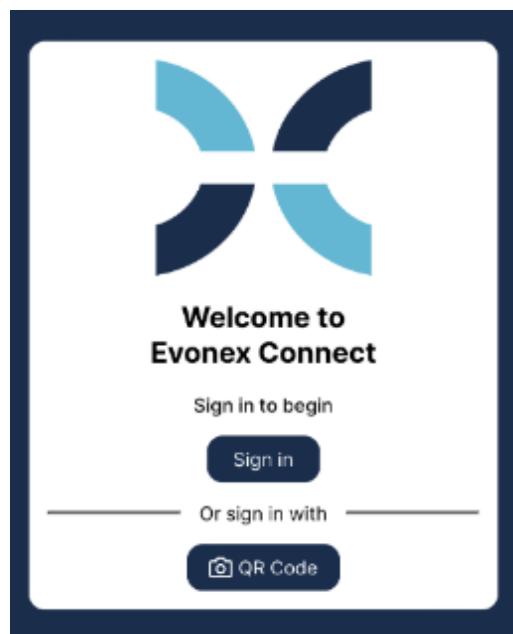


Click the 'Generate QR Code' button and a screen similar to the one below will be displayed:



Open the Evonex Connect app on your mobile device. If you have not yet installed the mobile app, please see the previous section for details on [how to download the app for iOS](#) or [how to download the app for Android](#).

At the 'Sign in' screen, tap the 'QR Code' button.

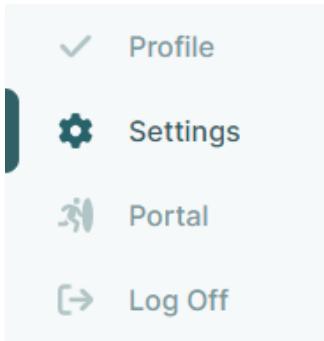


Align the QR on your desktop screen within the square shown on your mobile screen. Your sign in will be authenticated.

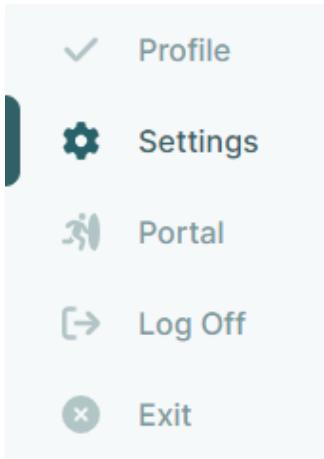


Exiting and Logging out

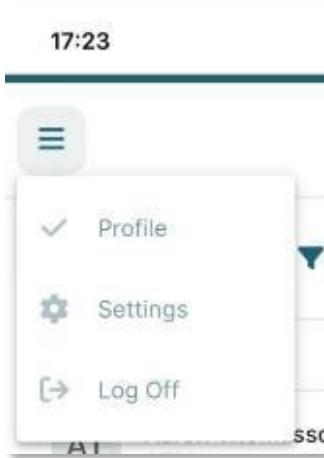
To log out of Evonex Connect, tap the 'Log Off' button in the bottom left corner of the web browser, Windows, or MacOS app. For the iOS or Android mobile apps, tap the 'Menu Options' button then tap 'Log Off'.



Web Browser



Windows/MacOS App

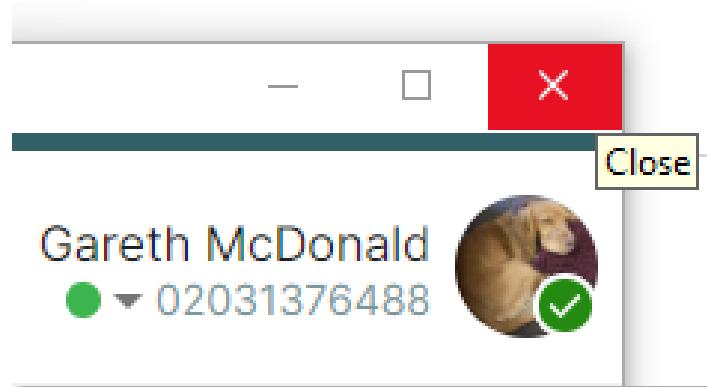


Mobile App

To exit Evonex Connect for Web Browser, simply close the web browser window or tab. If you ticked the 'Remember me' box when logging on, your credentials will be remembered the next time you log on.

For Evonex Connect for Windows or MacOS, click the 'Exit' button in the bottom left corner of the app.

Clicking the 'Close' X in the top right-hand corner of Evonex Connect for Windows will close it to the taskbar. Simply right click on the Evonex Connect icon in the taskbar to show or exit the app.

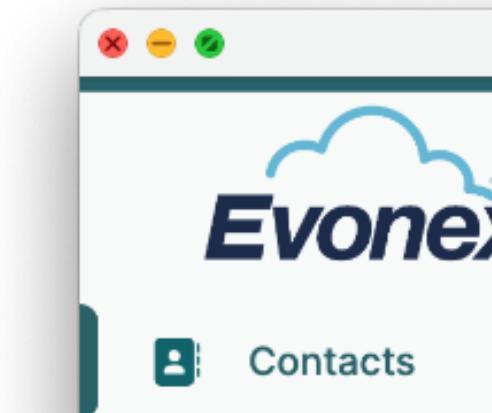


Windows App – Close minimises to the Task Bar

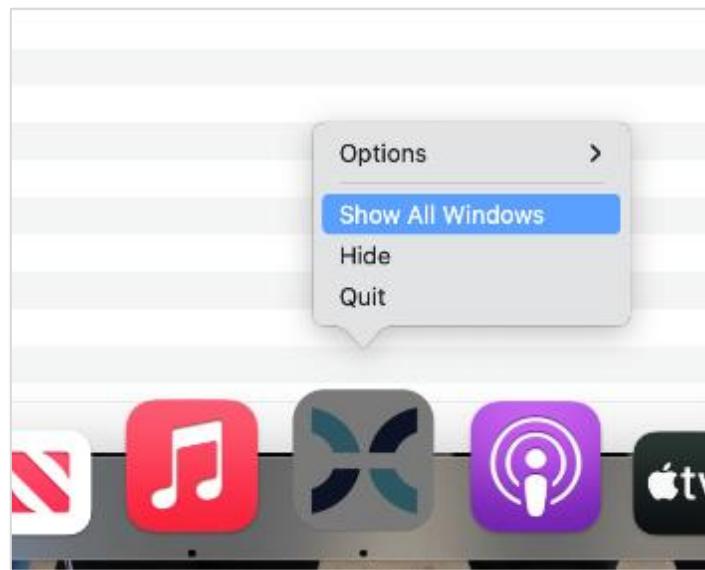


Task Bar options are Show or Exit

Clicking the orange minus button in the top-left corner of Evonex Connect for MacOS will minimise it to the Dock. Either click the Dock icon or right-click it and select 'Show All Windows' to maximise Evonex Connect.



MacOS – orange minus minimises to the Dock.



MacOS – click the Dock icon or 'Show All Windows' to maximise.

Please note that you will not receive any phone calls to the device if you have logged out of Evonex Connect. Similarly, you will not receive any calls if you close the browser window or tab, or the Windows or MacOS app.

If you log out of the iOS or Android mobile apps, you will not receive any calls to that device. If you wish to continue to receive calls while the app is closed, please don't log out before closing. Any new calls that arrive will wake/open the app via a push notification.

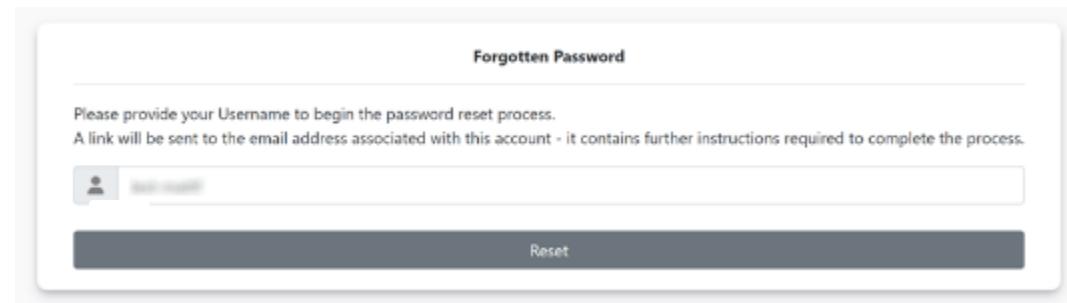
Resetting your password

If at any point you need to reset your password, at the sign in prompt click the 'Forgot Password?' link:



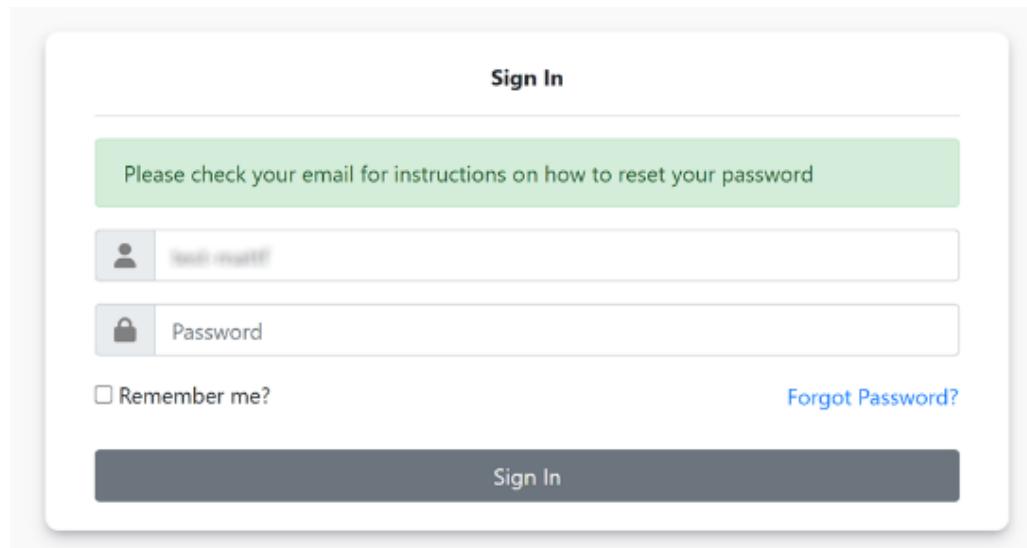
The image shows a 'Sign In' form with a light gray background. At the top center is the text 'Sign In'. Below it are two input fields: 'Username' with a user icon and 'Password' with a lock icon. To the left of the 'Username' field is a checkbox labeled 'Remember me?'. To the right of the 'Username' field is a blue link labeled 'Forgot Password?'. At the bottom is a large dark gray 'Sign In' button.

Enter your username and click 'Reset'.



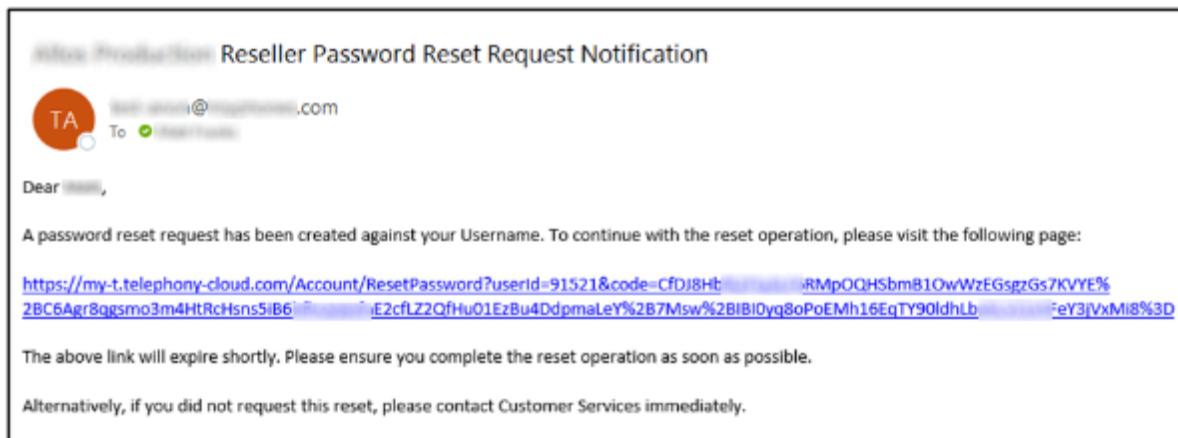
The image shows a 'Forgotten Password' form with a light gray background. At the top center is the text 'Forgotten Password'. Below it is a message: 'Please provide your Username to begin the password reset process. A link will be sent to the email address associated with this account - it contains further instructions required to complete the process.' Below the message is an input field with a user icon and the placeholder 'Username'. At the bottom is a large dark gray 'Reset' button.

The system will send you a password reset email.

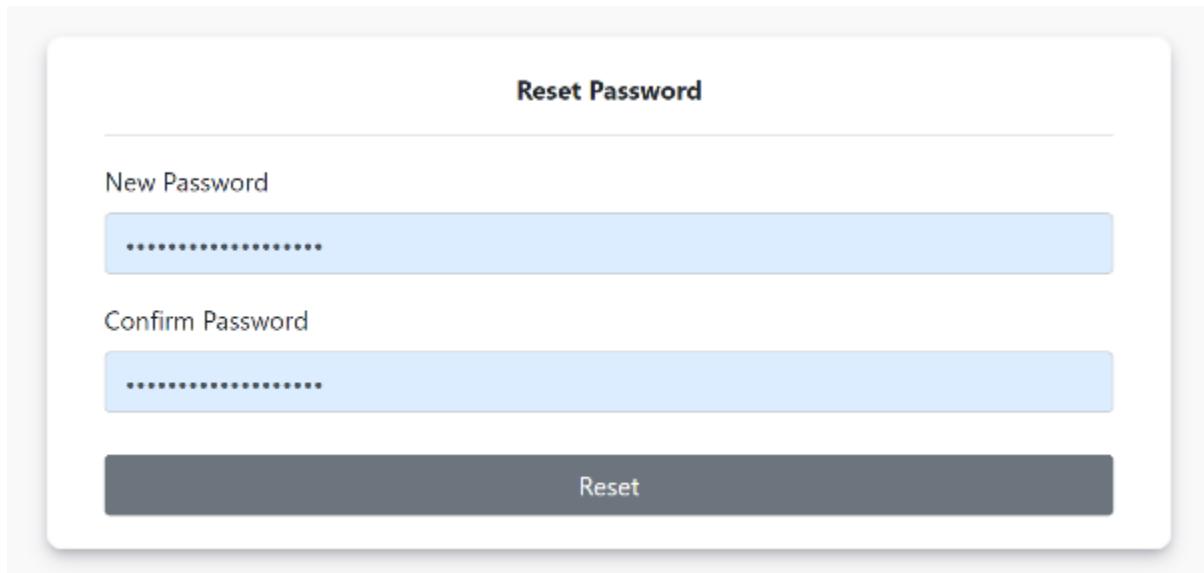


The image shows a 'Sign In' form with a light gray background. At the top center is the text 'Sign In'. Below it is a green message bar containing the text 'Please check your email for instructions on how to reset your password'. Below the message bar are two input fields: 'Username' with a user icon and 'Password' with a lock icon. To the left of the 'Username' field is a checkbox labeled 'Remember me?'. To the right of the 'Username' field is a blue link labeled 'Forgot Password?'. At the bottom is a large dark gray 'Sign In' button.

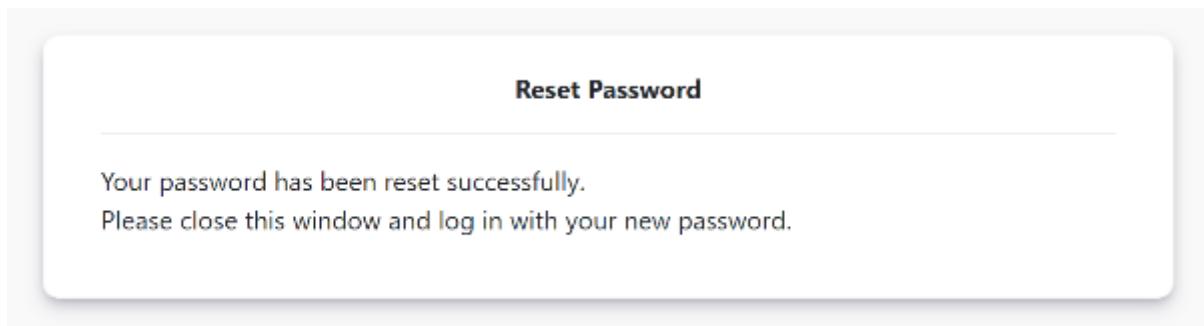
Click on the link in the email:



Which will open a new browser tab. Enter a new password twice and click 'Reset':

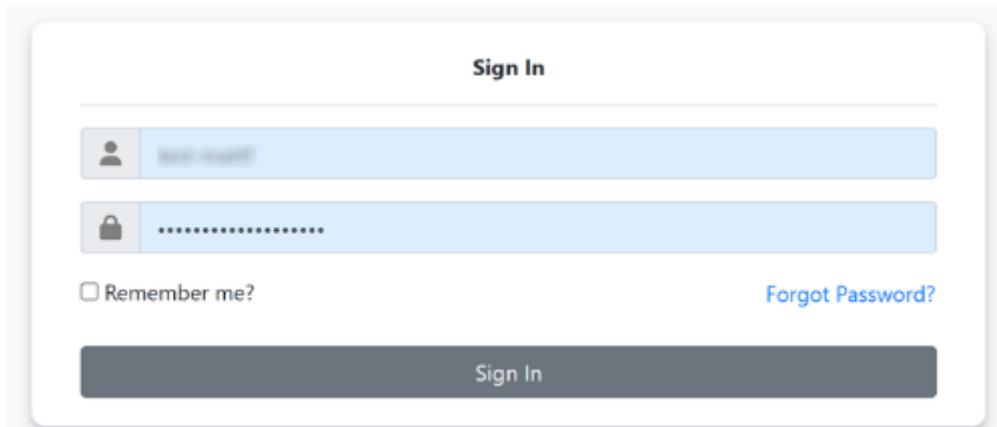


If the password meets the required criteria, it will be accepted, and the password reset will be confirmed:



Open a new browser tab and navigate to: <https://phone.telephony-cloud.com>.

Enter your username and your new password to log in.



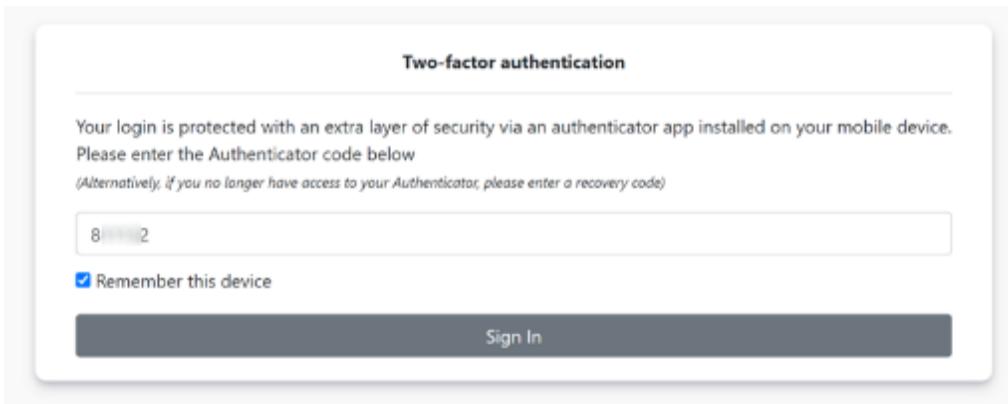
The image shows a 'Sign In' form with the following fields and options:

- Username field (labeled 'User name') with placeholder text 'User name'.
- Password field (labeled 'Password') with placeholder text '*****'.
- A 'Remember me?' checkbox.
- A 'Forgot Password?' link.
- A large 'Sign In' button at the bottom.

As you're resetting your password, you will also be asked to revalidate your 2FA token.

Enter a valid authenticator code from your chosen authenticator app.

If you tick 'Remember this device', the 2FA token will be valid for up to 14 days, so you won't be asked to authenticate in this way again until the token has expired.



The image shows a 'Two-factor authentication' form with the following fields and options:

- A message: 'Your login is protected with an extra layer of security via an authenticator app installed on your mobile device. Please enter the Authenticator code below'.
- A note: '(Alternatively, if you no longer have access to your Authenticator, please enter a recovery code)'.
- A text input field containing '8 2'.
- A 'Remember this device' checkbox.
- A large 'Sign In' button at the bottom.

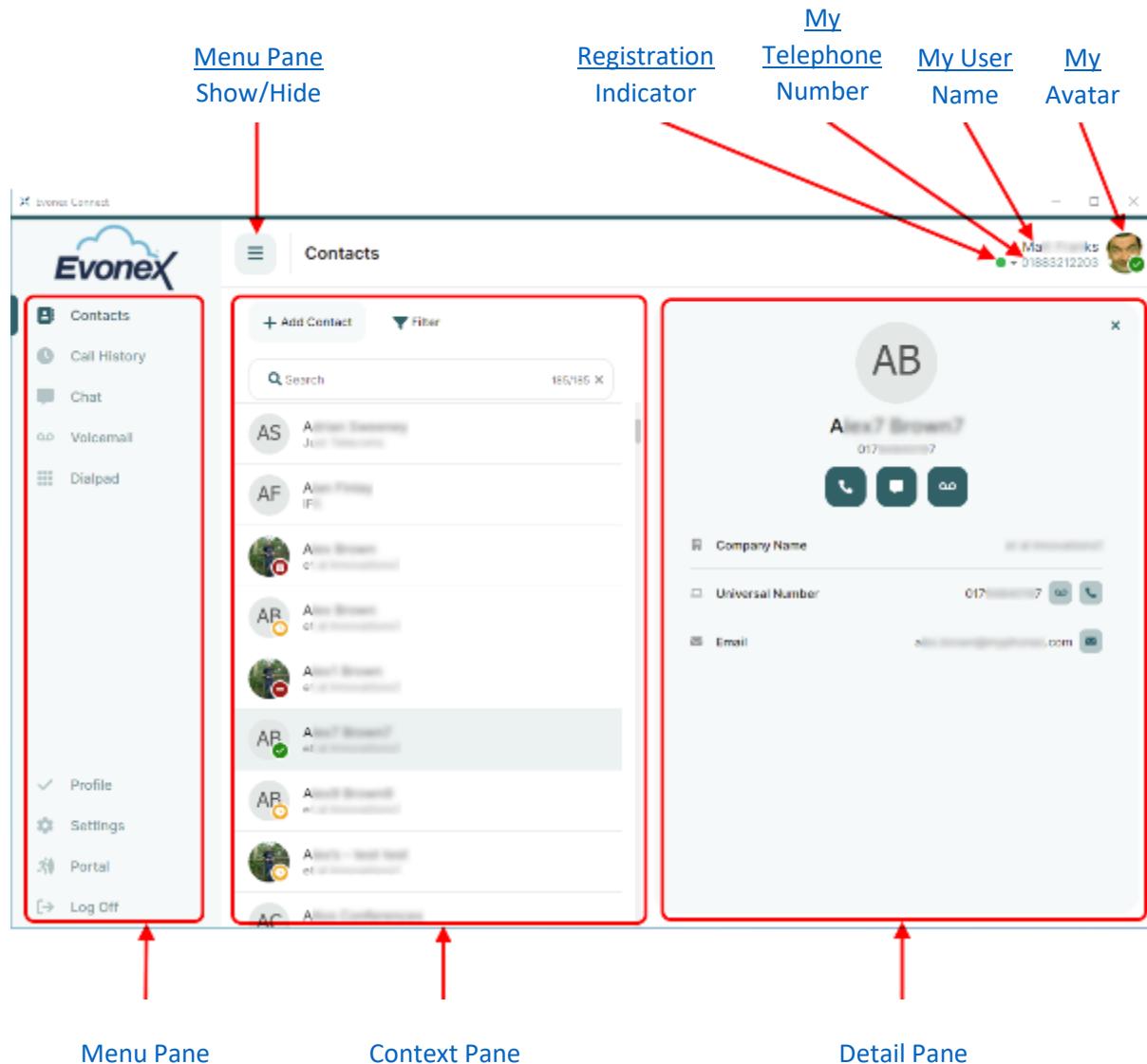
If you've used a valid authentication code, your login will be allowed, and you will be redirected to Evonex Connect.

Using Evonex Connect for Web Browser, Windows or MacOS

Layout

To assist you in familiarising yourself with the layout of Evonex Connect, we've provided an annotated diagram of the key points, as viewed in full screen or desktop mode. Please use the links in the annotations to jump to a description of each point.

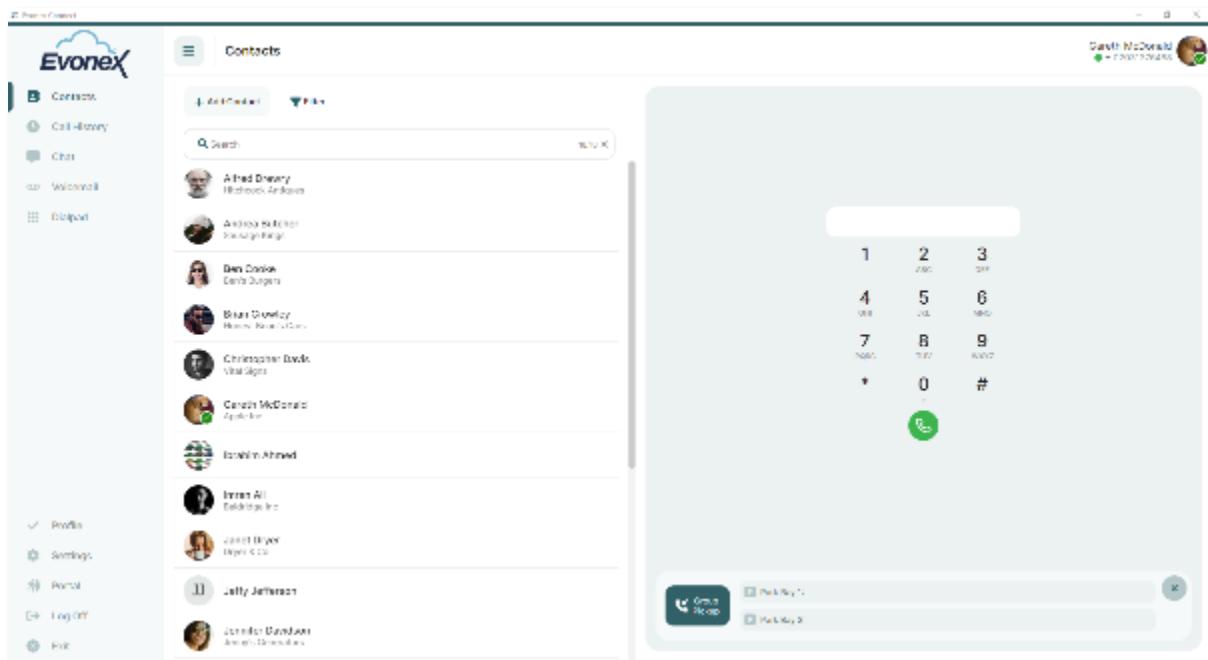
The images shown in this section are taken from Evonex Connect for Windows but are applicable to all desktop versions. Any differences between versions are highlighted where required.



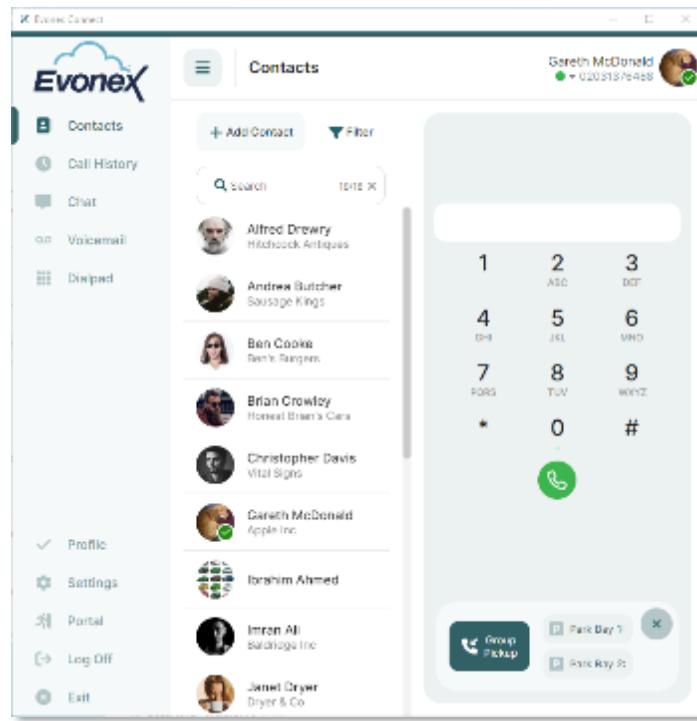
Design Responsiveness

As mentioned at the beginning of this document, Evonex Connect functions across many different environments and platforms. We've achieved this by writing a single, common codebase and using different frameworks to house that code in each environment. Therefore, we needed to ensure Evonex Connect could 'fit' in any potential screen size and ensure the 'Panes' resize appropriately as the application is resized on screen.

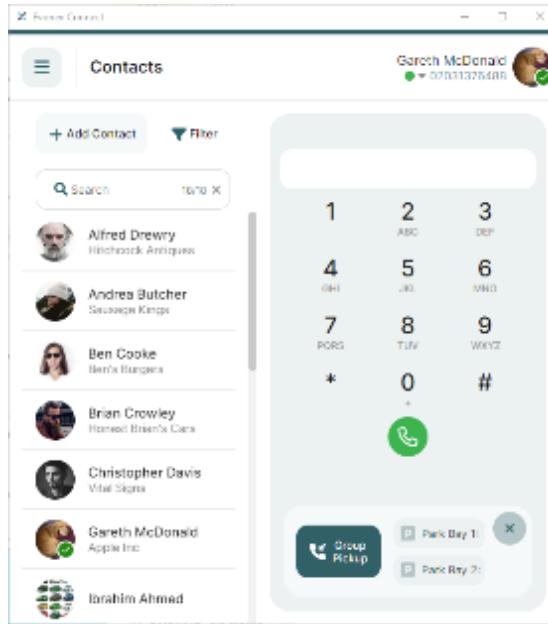
Below are examples of how the layout of Evonex Connect changes as the app is dynamically resized on-screen by dragging the top and sides.



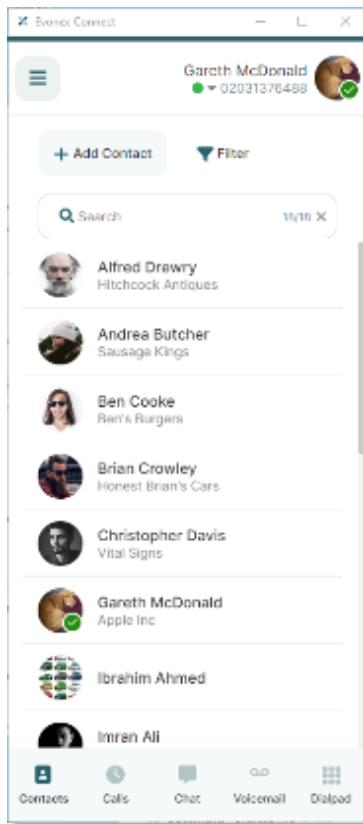
Full screen – maximised to consume as much space as possible. All 'Panes' have plenty of room to display as much information as they contain.



Half screen – shows the Evonex Connect window reduced to consume approx. half of the screen space of the full screen image above. Still, plenty of room for everything to be displayed, just takes up less of your desktop. 'Panes' are narrower consequently.



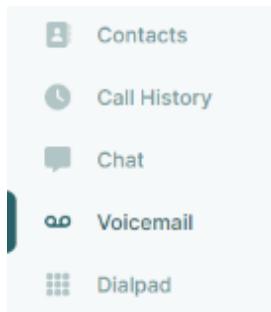
Third of screen – width and height further reduced to minimise screen space. The Menu Pane has now shifted behind the Context Pane - use the Menu show/hide button to reveal. Still enough room to be useable.



Mobile view – resized sufficiently such that the mobile view has automatically been adopted. The Menu Pane has now dropped to the bottom of the app. All features and functions still available, just in a different form factor – exactly as viewed in the mobile apps.

Menu Pane

The Menu Pane is the area on the left-hand side of the screen that presents menu options which, when clicked, are displayed within the Context Pane in the middle of the screen.

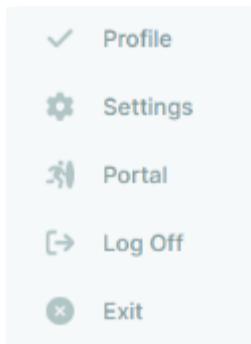


Menu options consist of [Contacts](#), [Call History](#), [Chat](#), [Voicemail](#), [Dialpad](#), [Profile](#), and [Settings](#) which are all covered in their own respective parts of this guide – please use the links to jump to each section.

The Desktop versions of Evonex Connect also contain a 'Portal' button in the Menu which opens a new window and logs you in to the portal to allow you to make user configuration changes not available within Evonex Connect.

The 'Log Off' button can be used to ensure this device is not used when you are away from it or to stop a device from ringing.

Lastly, the 'Exit' button closes Evonex Connect.



Context Pane

The Context Pane is sensitive to the option selected in the Menu Pane. In other words, it displays information relevant to the item that has been selected in the Menu Pane.

For example, selecting the Contacts option from the Menu Pane displays a list of Contacts in the Context Pane. Or, selecting the Call History option from the Menu Pane displays a list of Call History items in the Context Pane, etc.

The Context Pane also includes additional control options like the ability to perform an alphanumeric search in Contacts and Call History, filter different directories in Contacts and create new messages in Chat. You can also perform functions specific to each item in the list, for example call back a Call History item or delete or play a Voicemail message.

Detail Pane

The Detail Pane is sensitive to the item selected in the Context Pane. In other words, it displays information relevant to the item that has been selected in the Context Pane.

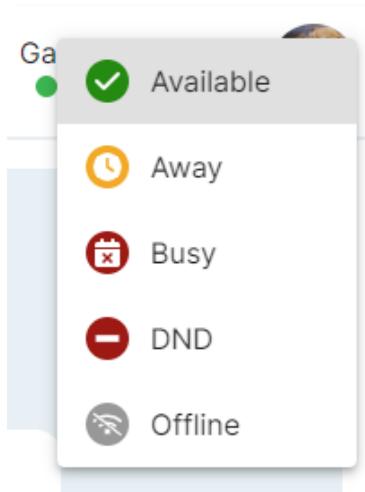
For example, selecting a specific contact entry in the Context Pane displays the detail of that contact in the Detail Pane, including the contact's name, telephone number, company name, additional numbers, email address, etc. Or, selecting a voicemail entry from the list in the Context Pane displays the detail of that entry in the Detail Pane, including the caller's telephone number, date, time, etc.

The Detail Pane also includes additional control options like the ability to type and send messages in Chat or play, download or read a transcription of a Voicemail message.

When no item is selected in the Context Pane, the Dialpad is displayed in the Detail Pane.

My Avatar

You may upload an image to your [Profile](#) to allow your colleagues to identify you more easily. The image can be in any commonly used image format such as .jpg, .png, .bmp, etc. The image is synchronised to all your Evonex Connect logins on any platform or operating system. Your presence is also displayed in the bottom right-hand corner of your Avatar. Click the Avatar image to change your presence.



My User Name

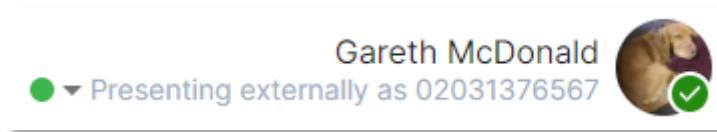
The name of the user that is logged in to Evonex Connect.

My Telephone Number

The telephone number of the Universal License associated with your user. Callers can dial this number to reach you on any of your five registered and logged in devices. By default, this is the number that is presented as the outbound CLI when you make a call externally.



To change the outbound CLI dynamically, click on the number itself and select another number from the drop-down list of presentation CLIs. 'Presenting externally as' will be displayed instead of your telephone number until you click here again and select 'Default' which disables dynamic CLI presentation. You may also select 'Withheld' to ensure calls are made not presenting any CLI.



Registration Indicator

Usually this is a green circle which indicates your device is registered with the system and ready to take calls.

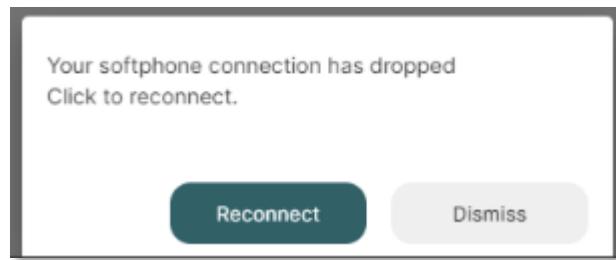


Sometimes, this changes to a red circle which indicates registration has failed. This is normally because your network cable has become disconnected, or WiFi is off.



When the network connection returns, Evonex Connect will attempt to reconnect and the indicator will turn green again.

If Evonex Connect is unable to automatically restore its registration, a message will popup asking you if you wish to manually attempt to restore the connection. Click **Reconnect** to retry or **Dismiss** to ignore.



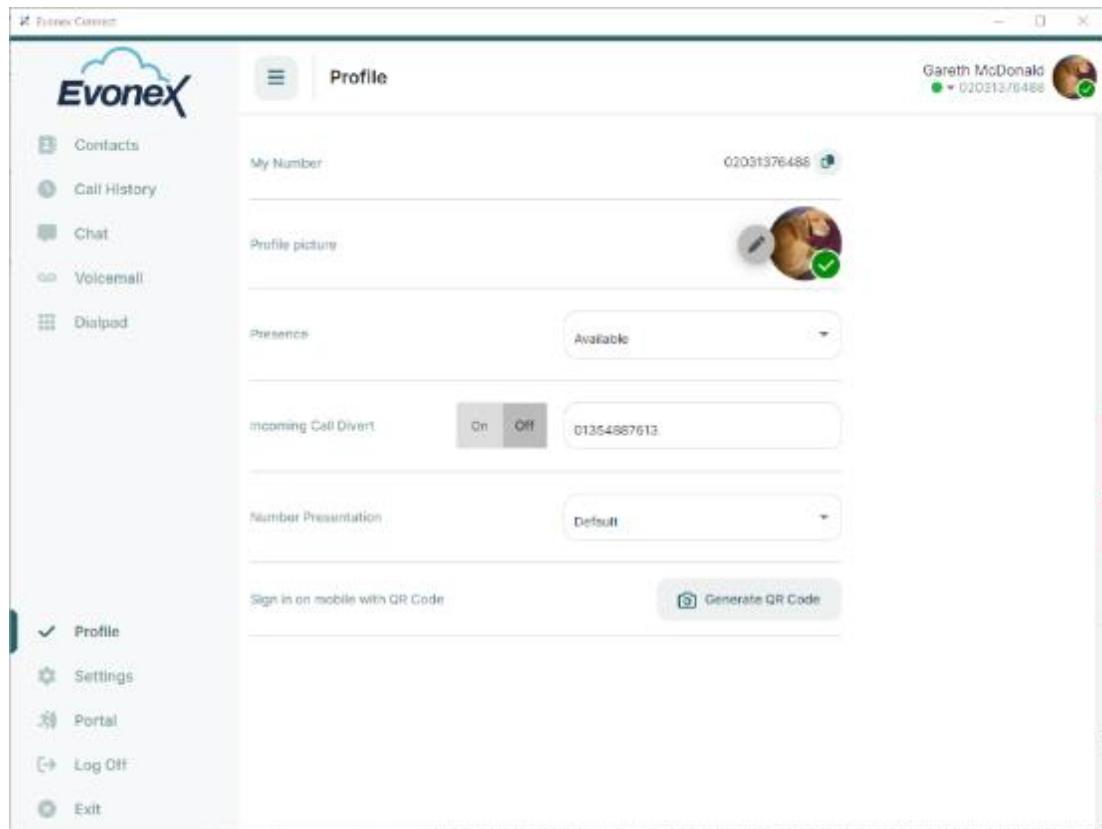
If you wish to force re-registration at any time, click the circle.

Menu Pane Show/Hide

Toggles display of the menu pane on the left-hand side of the screen.

Profile

Selecting the Profile option from the Menu Pane will take you to the Profile screen. From here you can perform such tasks as change your Profile Avatar picture, modify your Presence and toggle a call divert on/off, etc.



My Number

This simply allows you to view your telephone number and copy it to your clipboard. Click the copy button to do so.

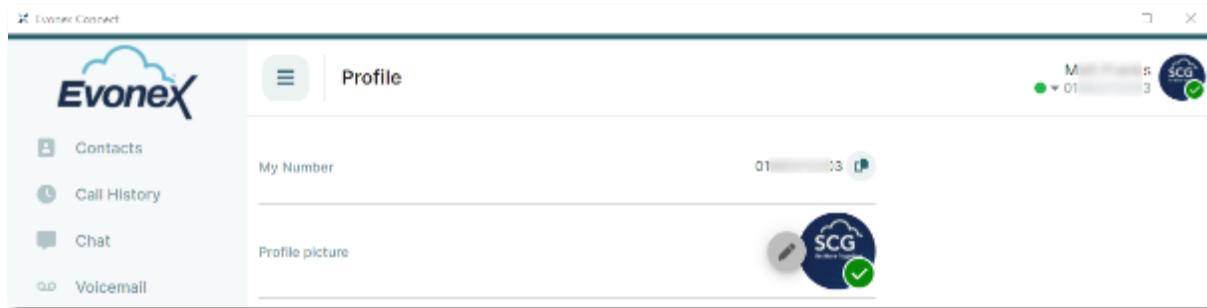
Profile Picture

To change your Profile Avatar picture, click the 'Edit' button to the left of the Avatar. An Explorer window will appear prompting you select an image from your computer. Select one and click 'Open'.

Next, you can select a portion of the image by moving the selection square and resizing it appropriately.

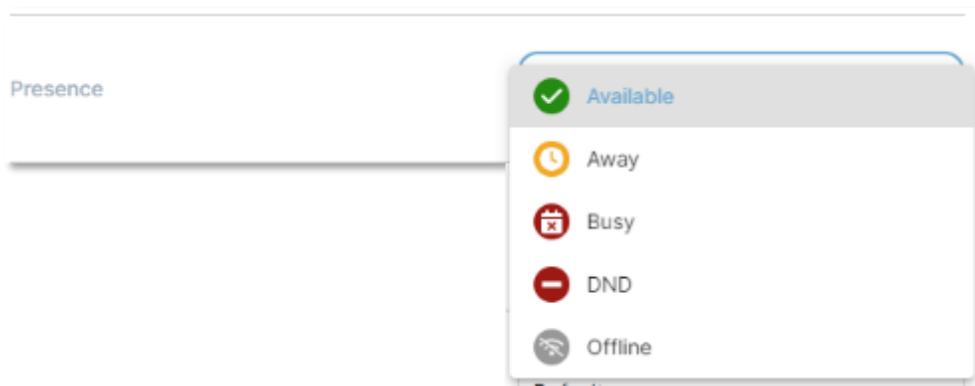


Click 'Ok' and the portion of the image you have selected will be uploaded as the new Profile Avatar picture. This will also be reflected in the top right-hand corner of Evonex Connect.



Presence

There are six Presence states available, five of which can be manually selected by clicking the drop-down menu: 'Offline', 'Available', 'Away', 'Busy' and 'DND'. The 'Ringing' Presence state is updated dynamically. The 'Busy' Presence state can be updated dynamically or manually.



When a Presence state is selected, the Avatar is updated with the following badges in the bottom-right-hand corner.



The Presence states are designed to aid your colleagues when, for example, they have a call they wish to transfer to you – knowing you are ‘Away’ or ‘Busy’ saves time as it’s unlikely you’ll be able to take the call.

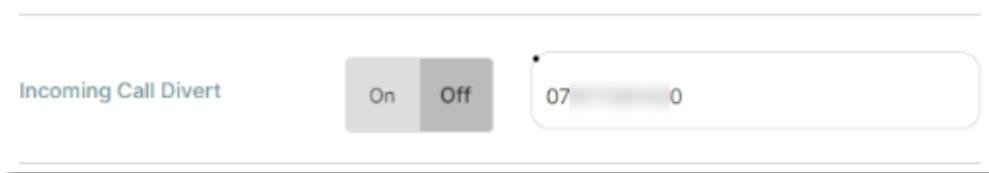
Your Presence is reflected on all Evonex Connect instances you are currently logged into so, no matter which device you’re using, your colleagues will always see your Presence accurately.

Setting your Presence to ‘DND’ is also synchronised to and reflected on any desk phones you have on your Universal License. Therefore, DND can be enabled or disabled on any of your devices, and it will update all your other devices automatically. Enabling or disabling DND also updates the ‘Forward all Calls to Voicemail’ setting within the portal.

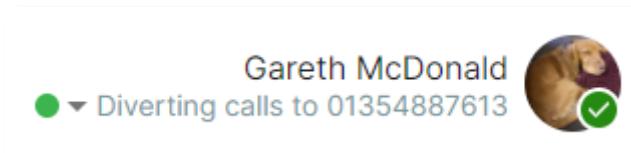
The ‘Ringing’ Presence status also assists your colleagues in answering a call when it may be ringing at a phone that is unlikely to be answered. They can use the ‘Group Pickup’ button on the Dialpad screen to do this, which will be covered later in this manual.

Incoming Call Divert

Use the ‘Incoming Call Divert’ feature to send calls destined for your number to an alternative number. This could be the number of one of your colleagues, or your mobile number, for example. Simply type the desired destination number (full or extension number) into the text field and use the ‘On’ and ‘Off’ toggle as desired. The destination number is saved until you wish to change it.



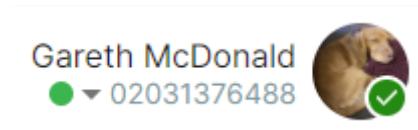
Your ‘Incoming Call Divert’ state is reflected on all Evonex Connect instances you are currently logged into so, no matter which device you’re using, you will always be reminded of your call divert state accurately.



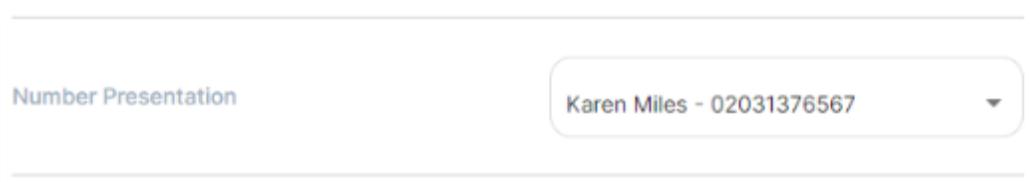
It is also synchronised to and reflected on any desk phones you have on your Universal License. Therefore, a divert can be enabled or disabled on any of your devices, and it will update all your other devices automatically. Enabling or disabling a divert also updates the 'Divert all calls unconditionally to another number' setting within the portal.

Number Presentation

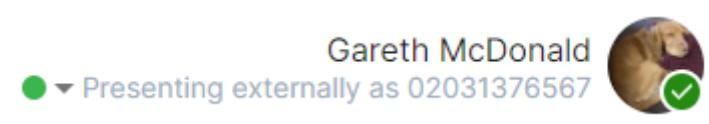
By default, the number that is presented as the outbound CLI when you make a call externally is 'Your Telephone Number' displayed in the top-right-hand corner of the screen.



To change the outbound CLI dynamically, you may either click on the number itself and select another number from the drop-down list of presentation CLIs (as previously described) or use the corresponding 'Number Presentation' drop-down list under 'Profile'.



'Presenting externally as' will be displayed instead of your telephone number until you click here again and select 'Default' which disables dynamic CLI presentation.



Sign in on mobile with QR Code

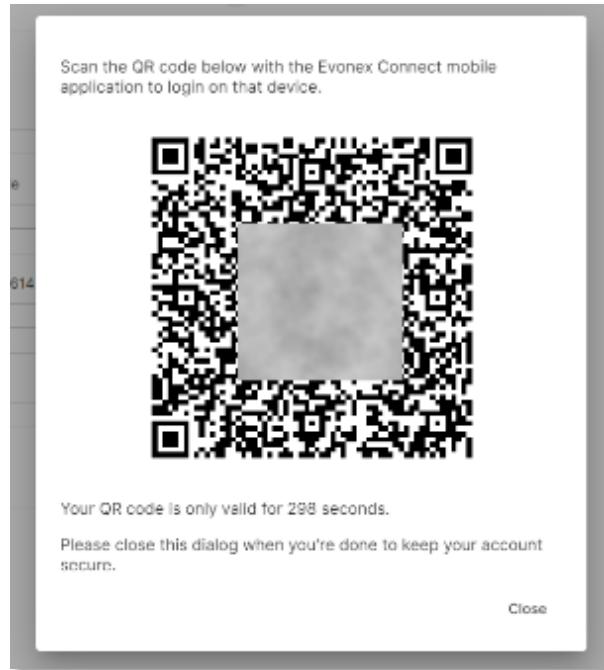
Your Evonex credentials are used to sign in on all device types. However, to facilitate signing in on mobile, without having to re-type your username and password, it is possible to generate a QR code in Evonex Connect for Web Browser, Windows or MacOS. You can then scan the QR code with the iOS or Android mobile app to sign in.

When you have logged in on your desktop Evonex Connect device, click on 'Profile' from the menu and locate the 'Sign in on mobile with QR Code' field.

Sign in on mobile with QR Code

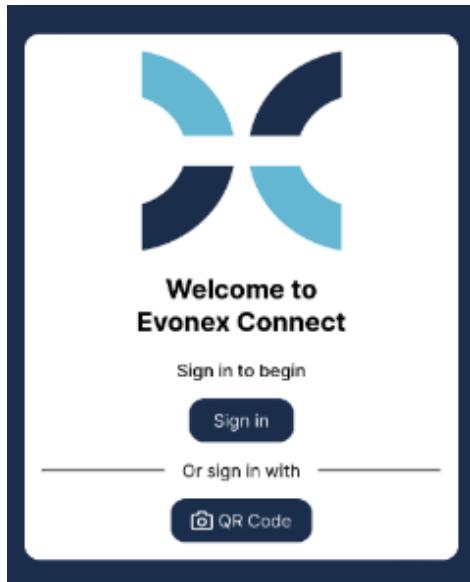
 Generate QR Code

Click the 'Generate QR Code' button and a screen similar to the one below will be displayed:



Open the Evonex Connect app on your mobile device. If you have not yet installed the mobile app, please see the previous section for details on [how to download the app for iOS](#) or [how to download the app for Android](#).

At the 'Sign in' screen, tap the 'QR Code' button.

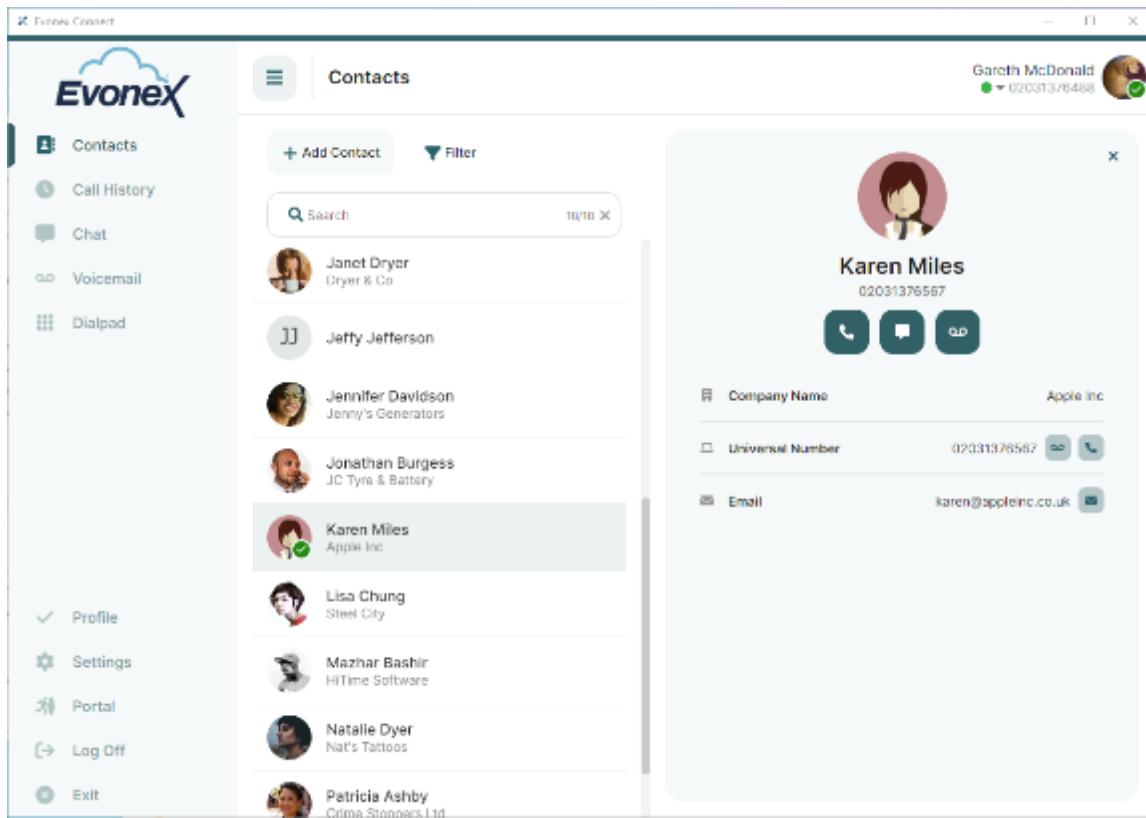


Align the QR on your desktop screen within the square shown on your mobile screen. Your sign in will be authenticated.

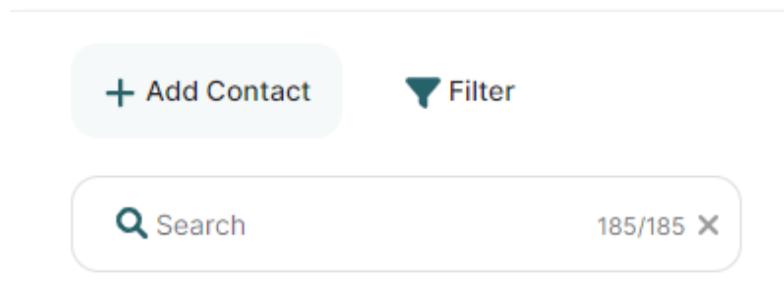


Contacts

The Contacts section allows you to find people you wish to call. It includes entries from the internal 'Directory' plus your 'Personal' address book and the 'Shared' address book. Entries in the internal 'Directory' will also include a presence badge.



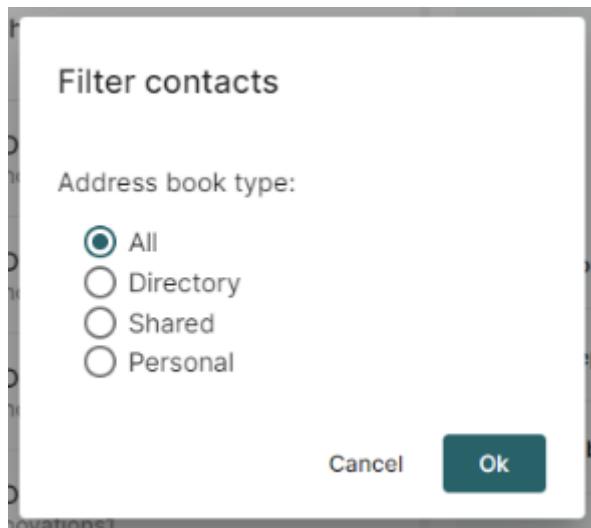
You may use the Search function to find the contact you wish to dial. The Search field supports alphanumeric characters, and you can therefore search for names, numbers, departments, companies, email addresses, etc. You can use the filter option to include or exclude the Address books your search is performed within, to return fewer or greater results.



You can use the filter option to include or exclude the Address Books your search is performed within, to return fewer or greater results. The available Address Books are:

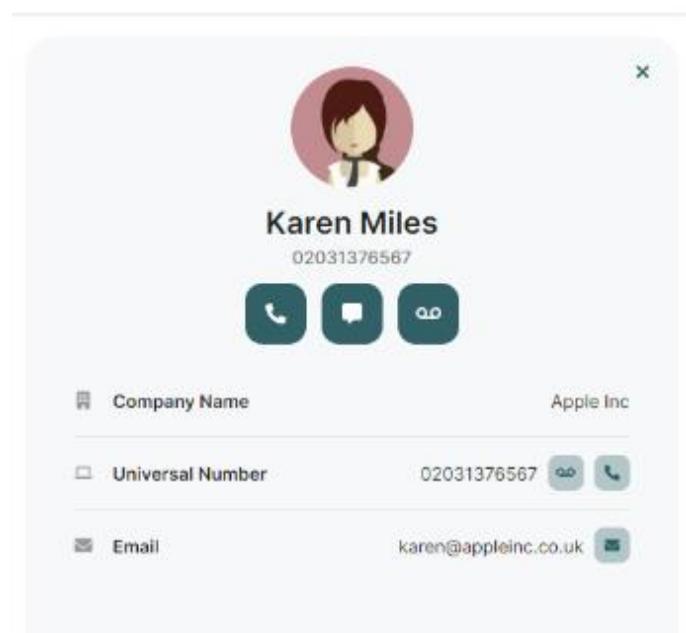
- ‘Directory’ which is the internal list of all users on the same account as you, including a presence badge.
- ‘Shared’ which is the global address book managed by your administrator.
- ‘Personal’ which is contacts added by you and only available to you.

Selecting ‘All’ will show contacts from all directories.



Once you've found the contact you wish to dial, select it and the detail of the contact will be displayed in the Detail pane. If the contact you have selected is from the internal Directory, you'll have the option of clicking the ‘Dial’, ‘Chat’ and ‘Voicemail’ buttons just below the Username and number.

If the contact you have selected is from the Personal or Shared Address books, you'll only have the option to ‘Dial’ the contact. If there is more than one telephone number associated with the contact, there will be individual ‘Call’ and ‘Voicemail’ buttons against each number.





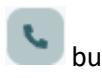
Click the button to call the contact's primary number.



Click the button to start a chat with this user.



Click the button to leave a voicemail message for this user's primary number without ringing their phone first.



Click the button to call one of this user's secondary numbers.



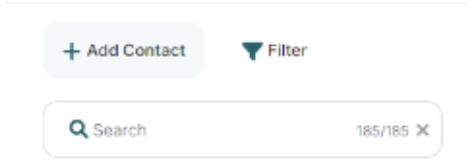
Click the button to leave a voicemail message for one this user's secondary numbers without ringing their phone first.



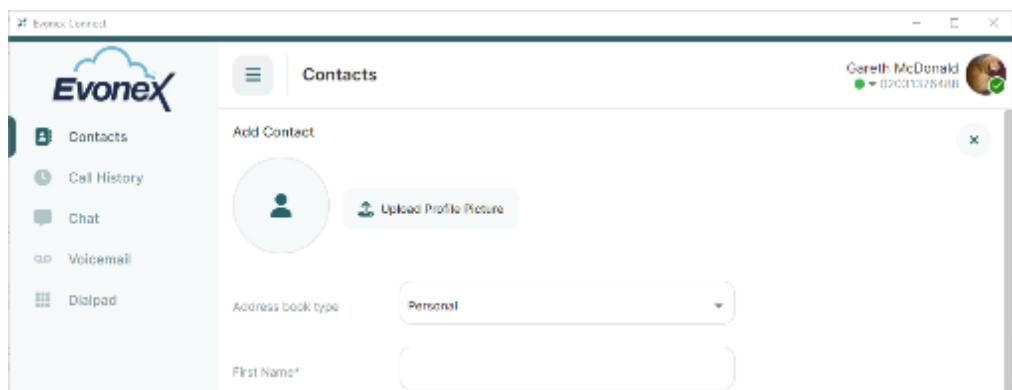
Click the button to send an email to this user's email address via your default email app.

Add a Personal contact

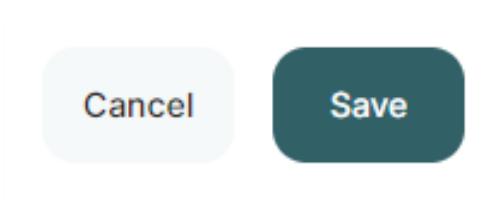
To add a new Personal contact, click the 'Add Contact' button at the top of the Contacts pane.



You must enter the contact's first and last names and a telephone number as a minimum. You may also add other details such as company name, job title, department and email. You may also upload a profile Avatar picture for each contact.

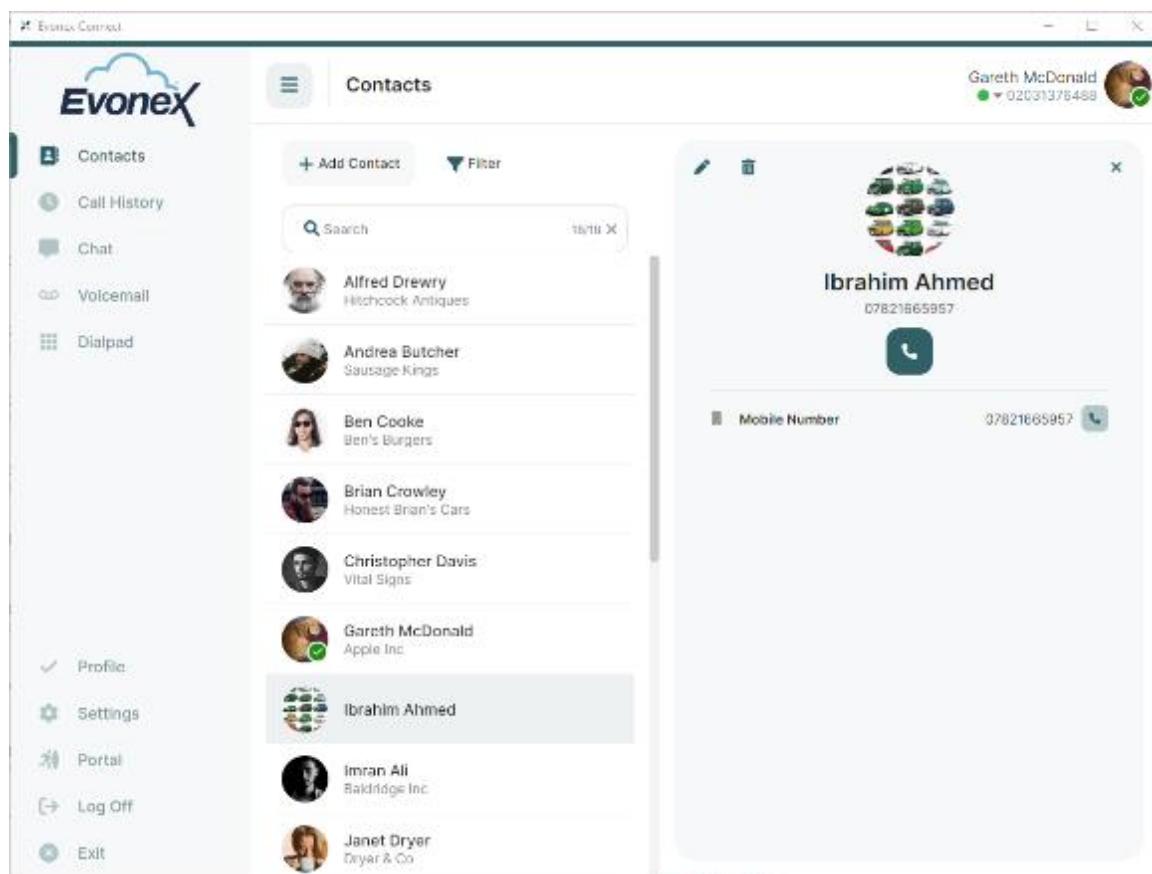


When you have populated the form with all the required details, click the 'Save' button at the bottom of the screen.

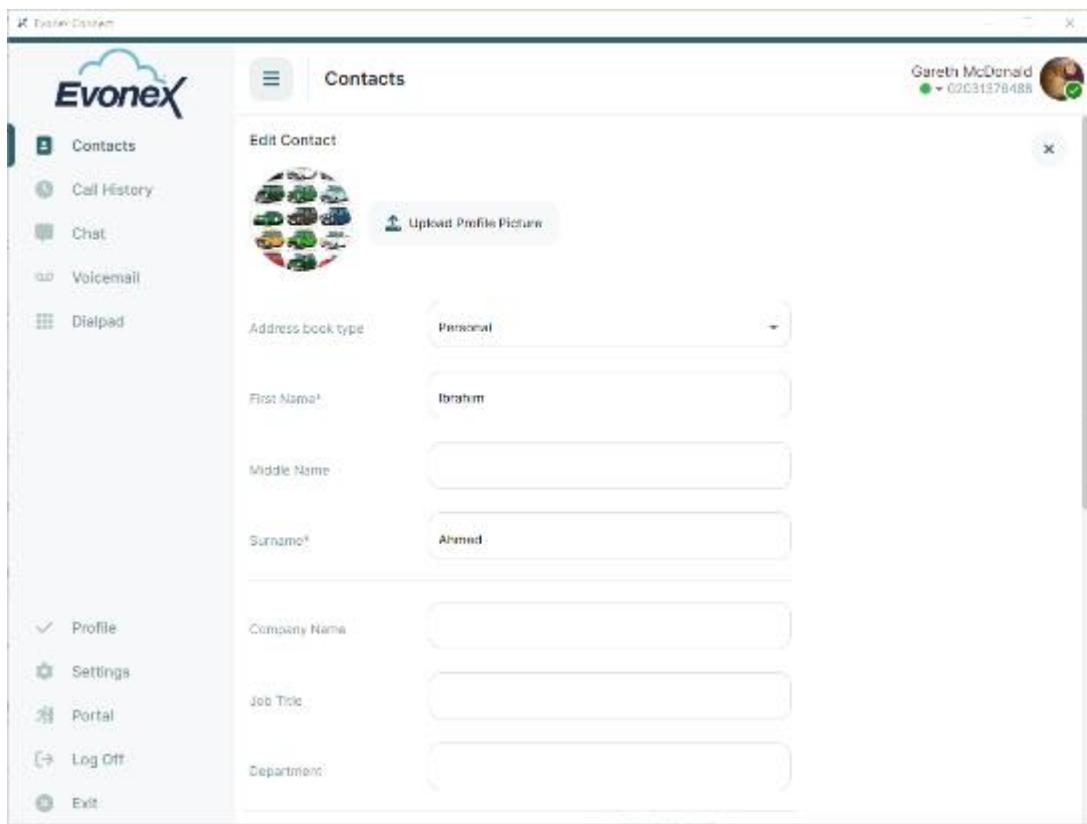


Edit a Personal contact

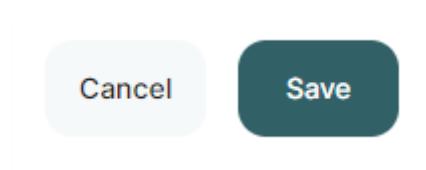
To Edit or Delete a contact, click the  Edit or  Delete buttons, at the top of the Contact detail pane, accordingly. If these buttons aren't available, you are trying to edit or delete a Shared contact - please contact your support team.



Make the required changes to the form.



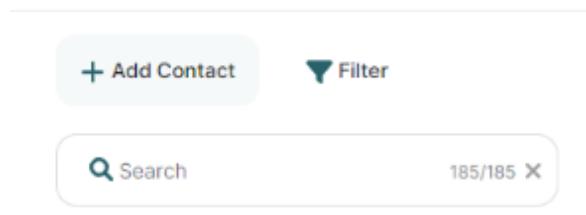
When you have made the required changes, click the 'Save' button at the bottom of the screen.



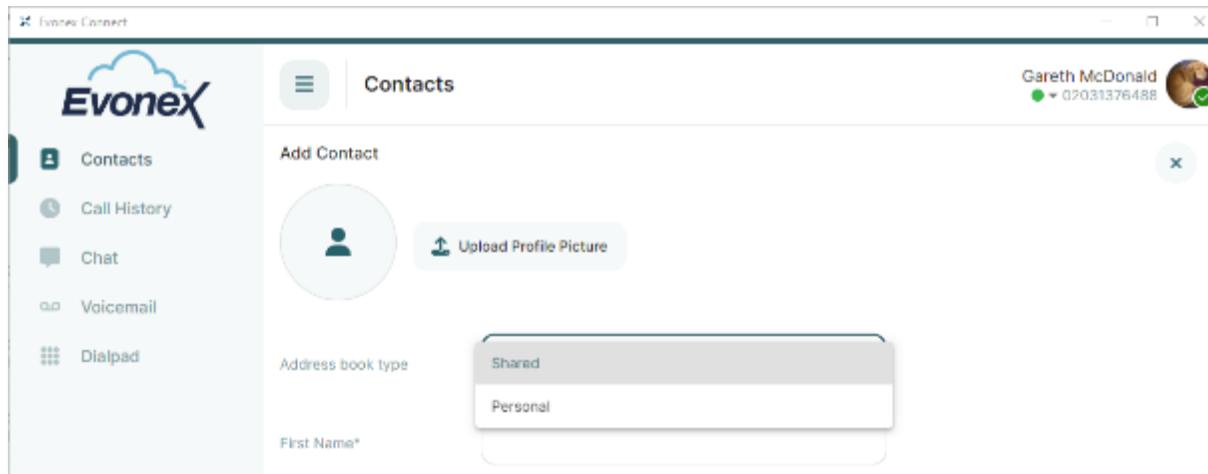
Add a Shared contact

Only an administrator can add Shared Address Book entries, through Evonex Connect or via the Portal. If you do not have administrator privileges, please contact your support team.

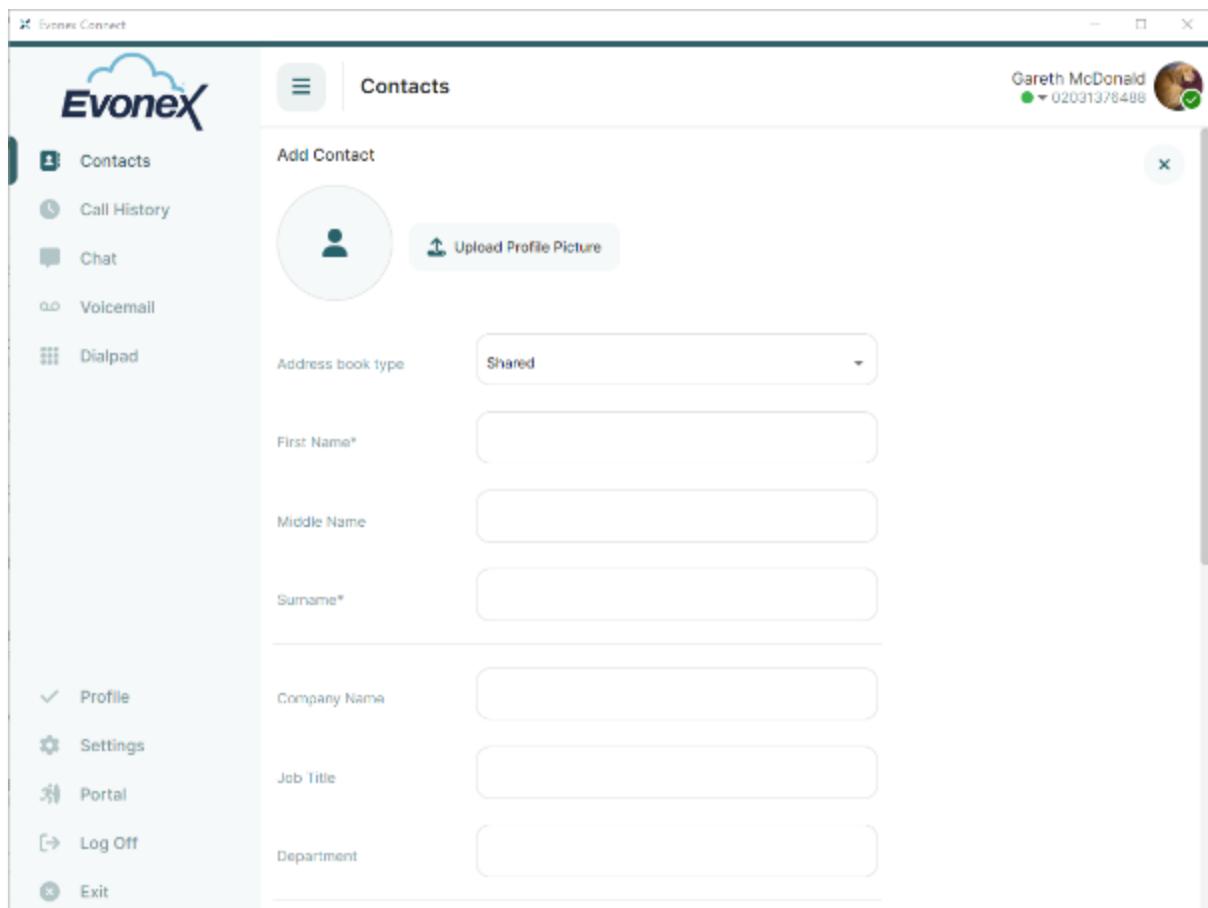
To add a new Shared contact, click the 'Add Contact' button at the top of the Contacts pane.



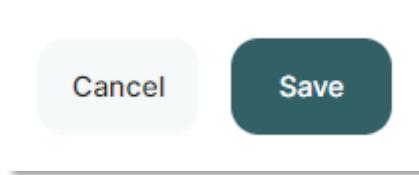
Select 'Shared' from the 'Address book type' drop down list.



You must enter the contact's first and last names and a telephone number as a minimum. You may also add other details such as company name, job title, department and email. You may also upload a profile Avatar picture for each contact.

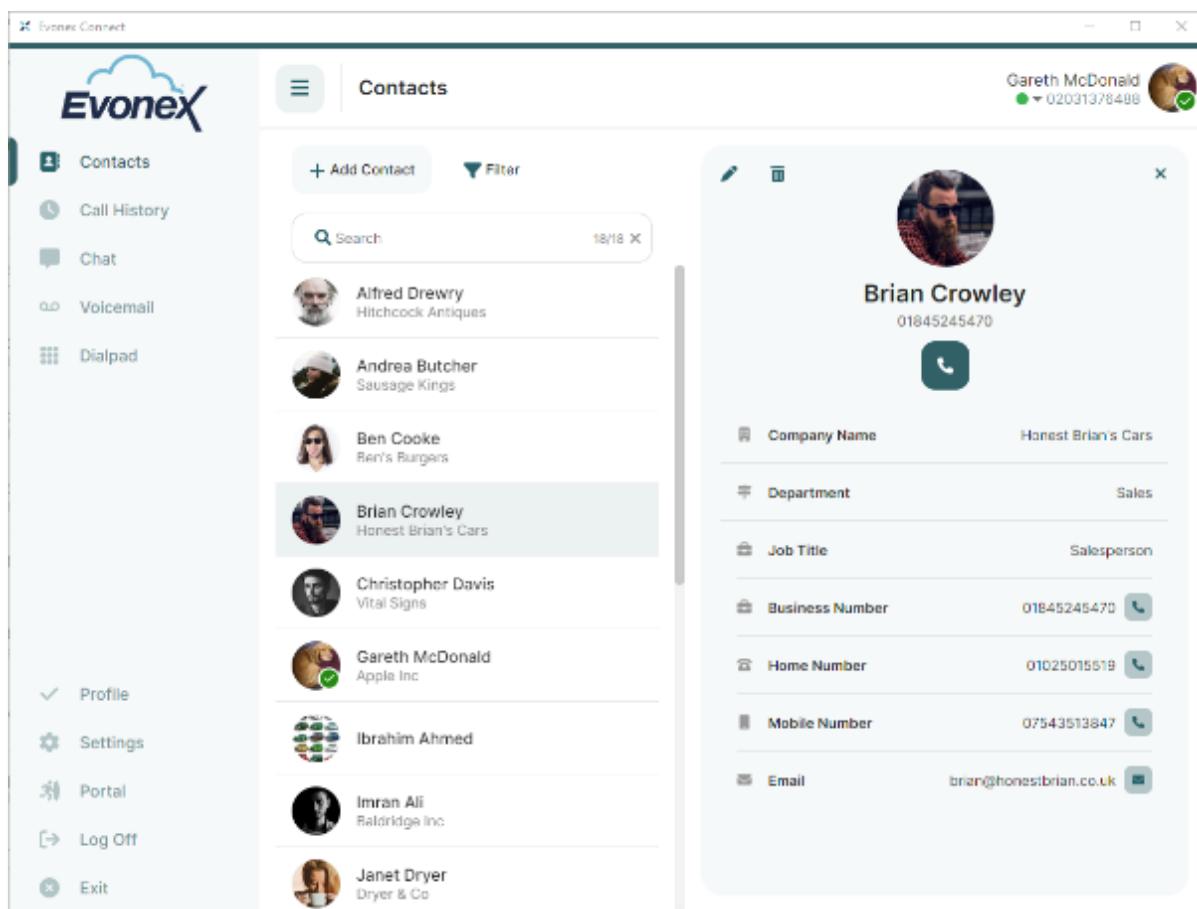


When you have populated the form with all the required details, click the 'Save' button at the bottom of the screen.



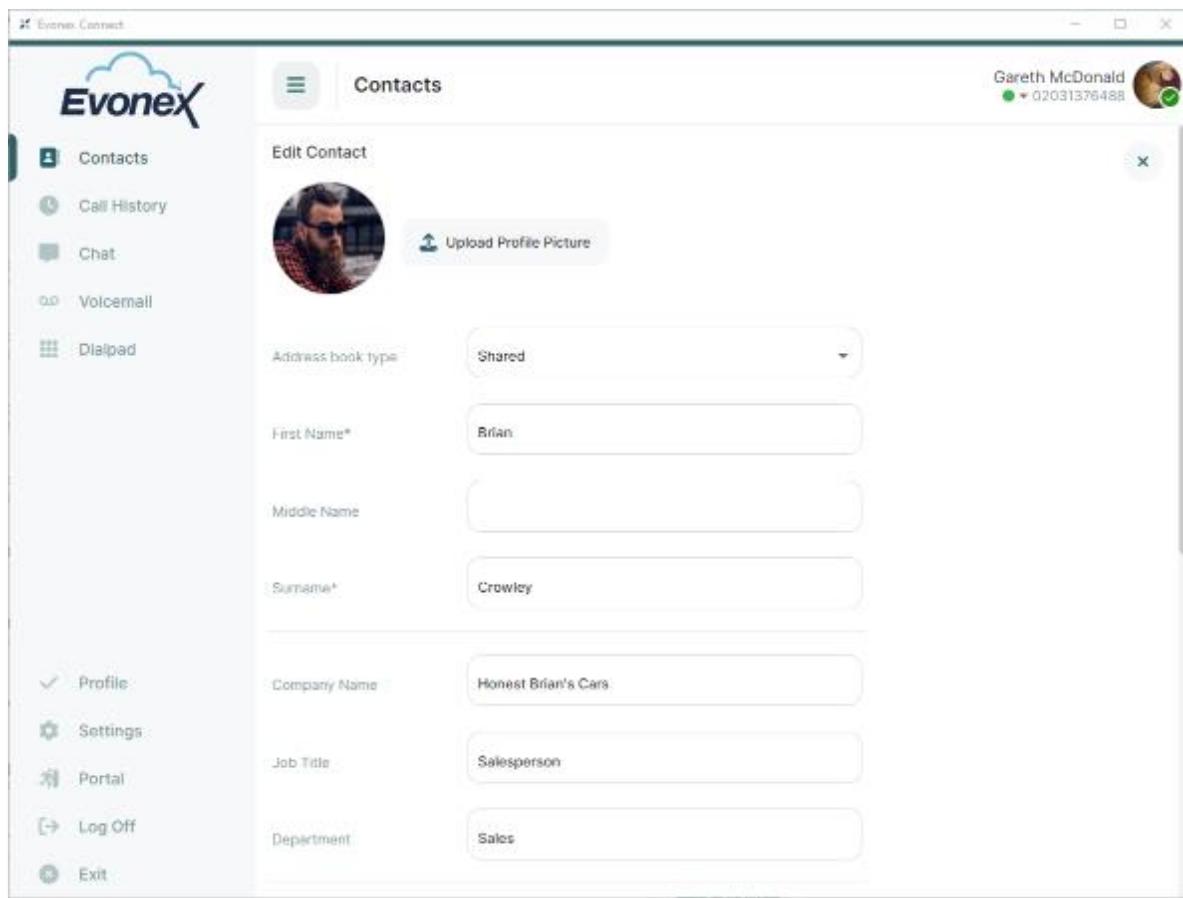
Edit a Shared contact

To Edit or Delete a contact, click the  Edit or  Delete buttons, at the top of the Contact detail pane, accordingly. If these buttons aren't available, you do not have permission to edit or delete a Shared contact - please contact your support team.

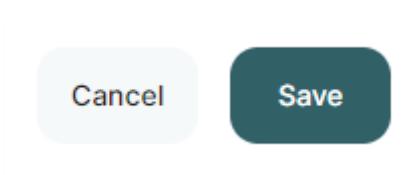


Company Name	Honest Brian's Cars
Department	Sales
Job Title	Salesperson
Business Number	01845245470
Home Number	01025015519
Mobile Number	07543513847
Email	brian@honestbrian.co.uk

Make the required changes to the form.

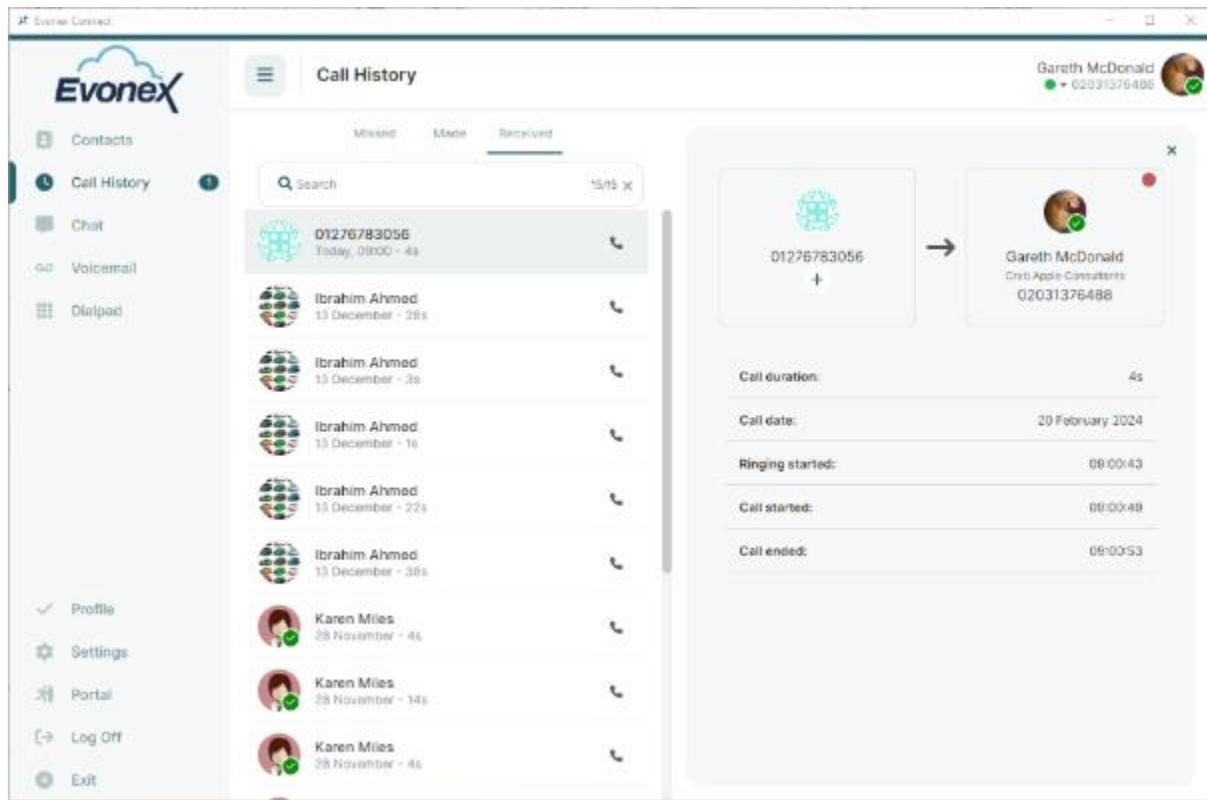


When you have made the required changes, tap the 'Save' button at the bottom of the screen.



Call History

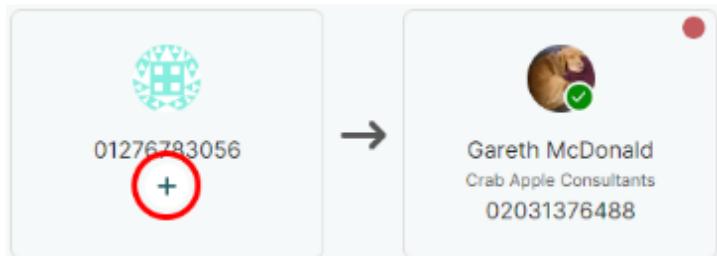
Call History is separated into three tabs – ‘Missed’, ‘Made’ and ‘Received’. Evonex Connect will store up to 100 historic call entries in each tab, then it will overwrite the oldest. There is also a Search function which allows you to search each tab alphabetically.



Selecting a History entry in the Context Pane will display further details of the entry in the Details Pane. You'll see the duration, time, date, etc. To call the number, click the telephone handset button located next to each entry in the Context Pane.

If you receive a missed call, a notification badge will be located next to the Call history option in the Menu Pane. Click it to be taken to the Missed Calls tab in the Context Pane. Your new missed call(s) will be at the top of the list. Once you have viewed the new missed calls the notification badge will disappear.

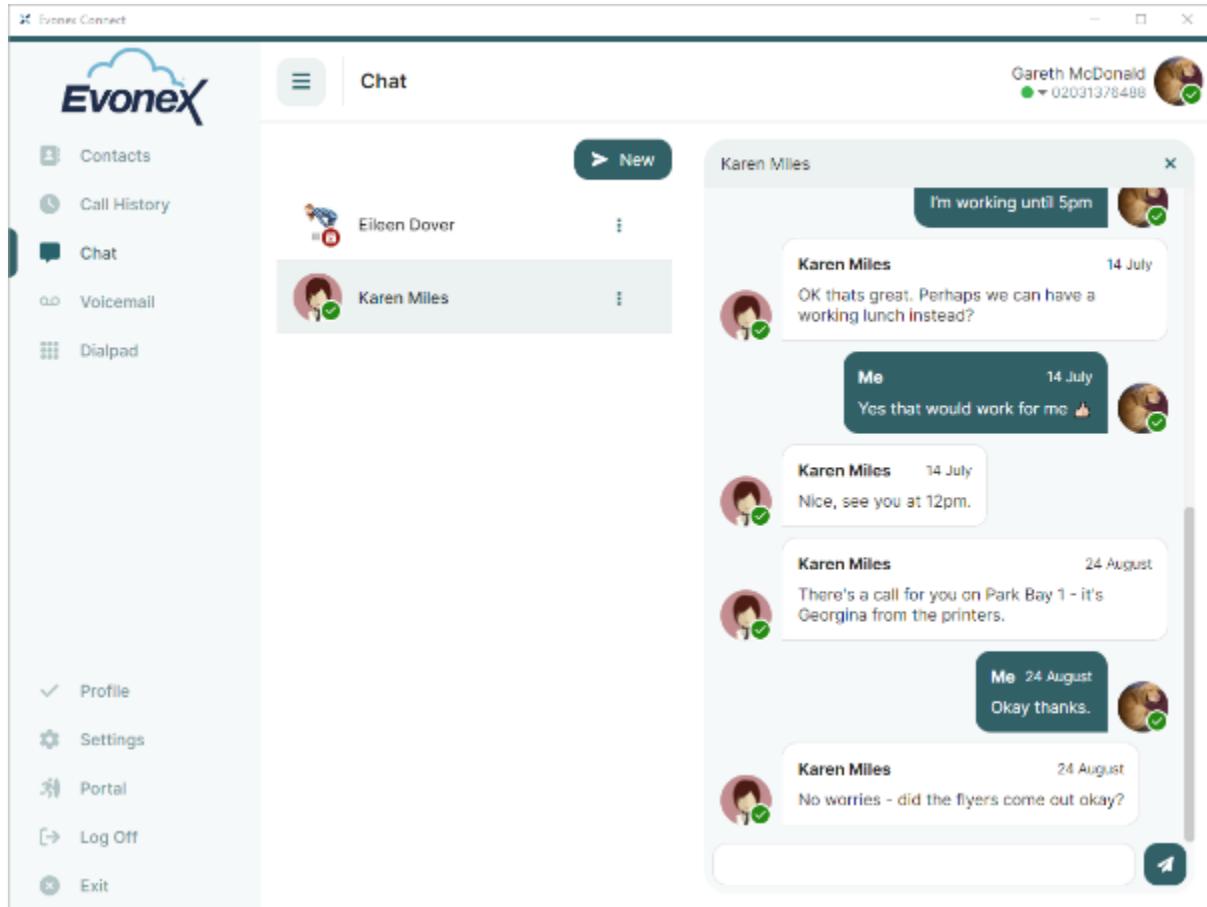
If a Call History entry is not matched to an address book entry, a ‘+’ button will be shown below the number (circled). Click the plus button to [add a new address book entry](#).



Chat

Chat allows you to exchange short messages between your colleagues. You can use chat to send text, emoji (Windows key + full stop) and Web Links.

Chat can be useful if you are working in a different location to your colleagues. For example, they could quickly and easily tell you there is a call parked for you. Or you can keep up to date with multiple colleagues all working on a common project via a group chat.



> New

To start a new chat, click the **> New** button at the top of the Context Pane then search or scroll for the Directory contact(s) you wish to add to the chat. Select one, or as many as required,

> Start Chat

and click **> Start Chat**. Your new Chat window will appear in the Detail Pane. Type



your Chat message and press Enter or click **Send**.

3 selected **Start Chat**

Search 4/4

-  **Eileen Dover**
Crab Apple Consultants
-  **Gareth McDonald**
Crab Apple Consultants
-  **Geoff Triffle**
Crab Apple Consultants
-  **Karen Miles**
Crab Apple Consultants

Start a new Chat

Eileen Dover, Geoff Triffle, Karen Miles

Me Today, 18:28
Hi all, does anyone have the key for the cleaners cupboard?

 **Eileen Dover** Today, 18:28
Not me Gareth, I've not seen it for ages!

 **Eileen Dover** Today, 18:28
In fact, the last time I saw it, Geoff was swinging it round his finger.

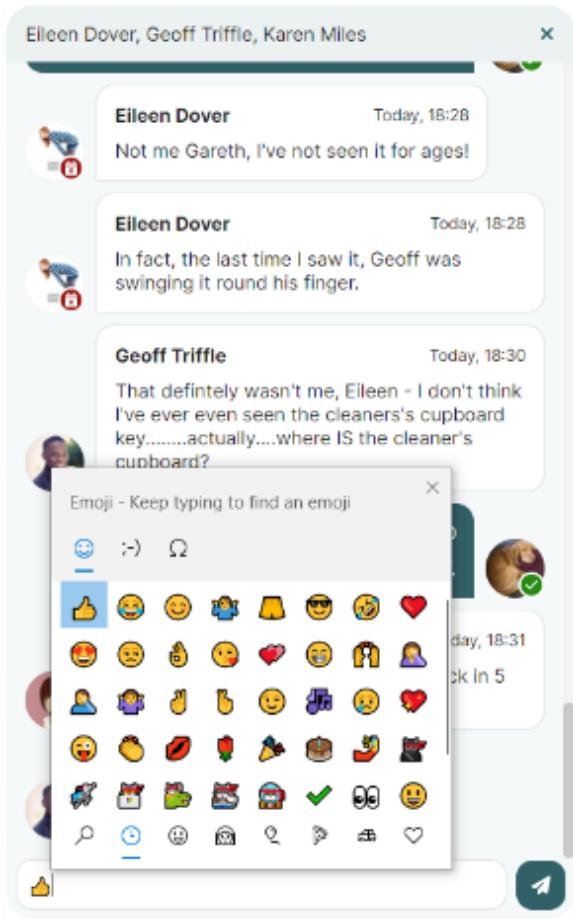
 **Geoff Triffle** Today, 18:30
That definitely wasn't me, Eileen - I don't think I've ever even seen the cleaner's cupboard key.....actually....where IS the cleaner's cupboard?

Me Today, 18:30
4th floor, Geoff.

 **Karen Miles** Today, 18:31
Sorry everyone - it's in my pocket, back in 5 mins. I'll bring to the 4th floor.

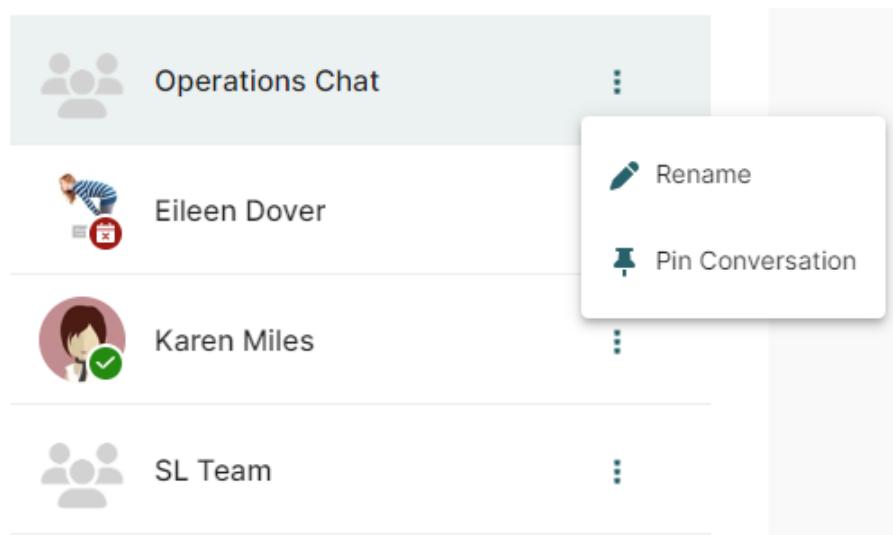
Chat thread in progress

You may press the Windows and full stop keys together to open the Emoji keyboard and select one to send. You may also paste web links.

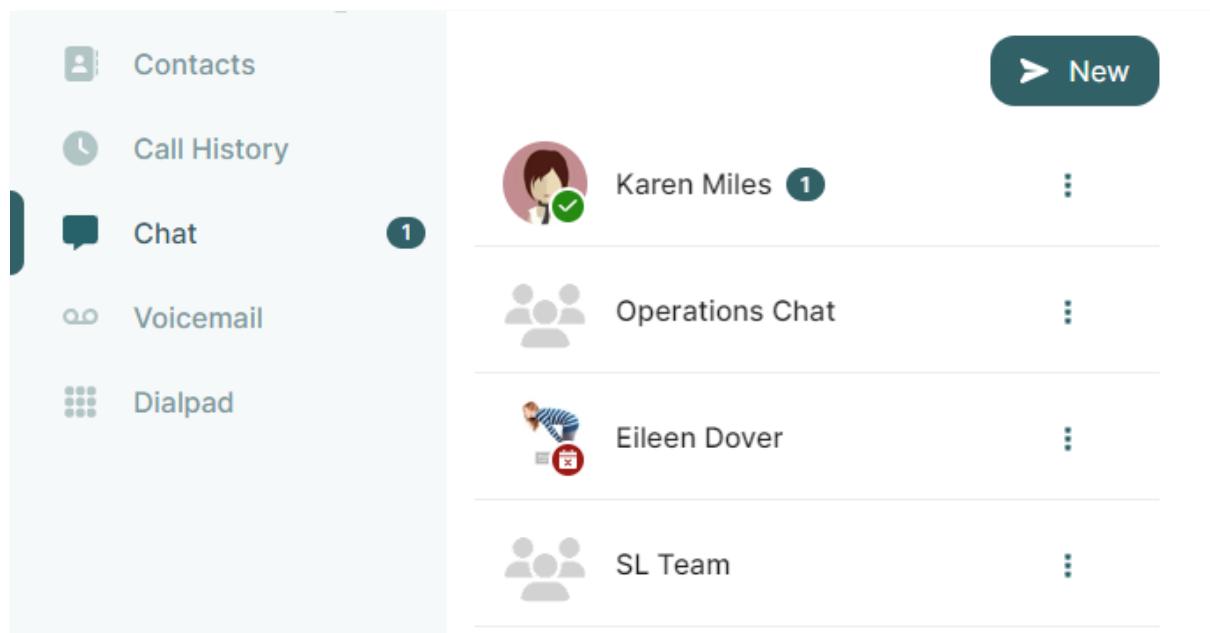
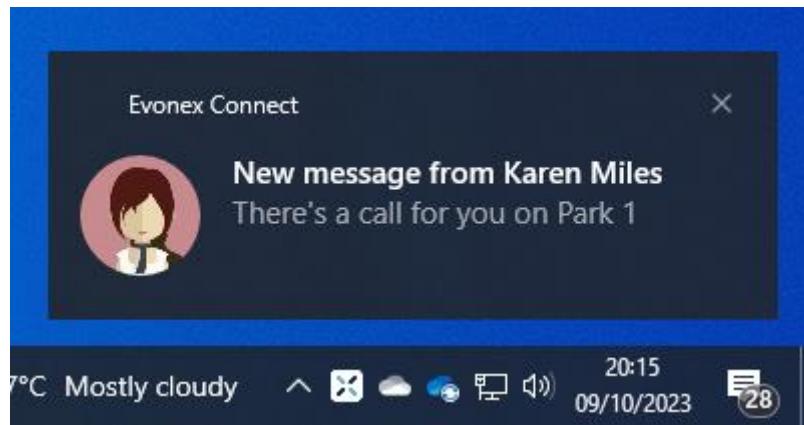


Reply with Emoji

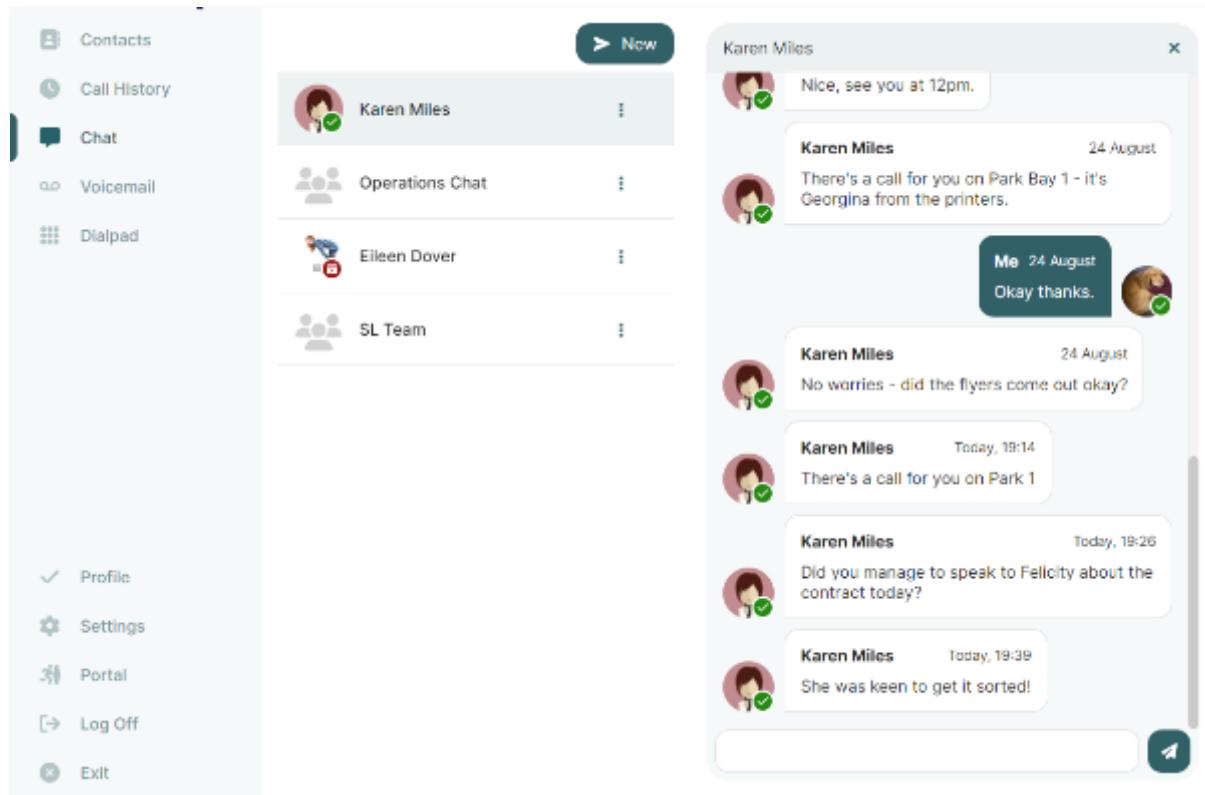
You may Rename a chat you created or Pin at chat by clicking on the three lines next to each chat and selecting the required action.



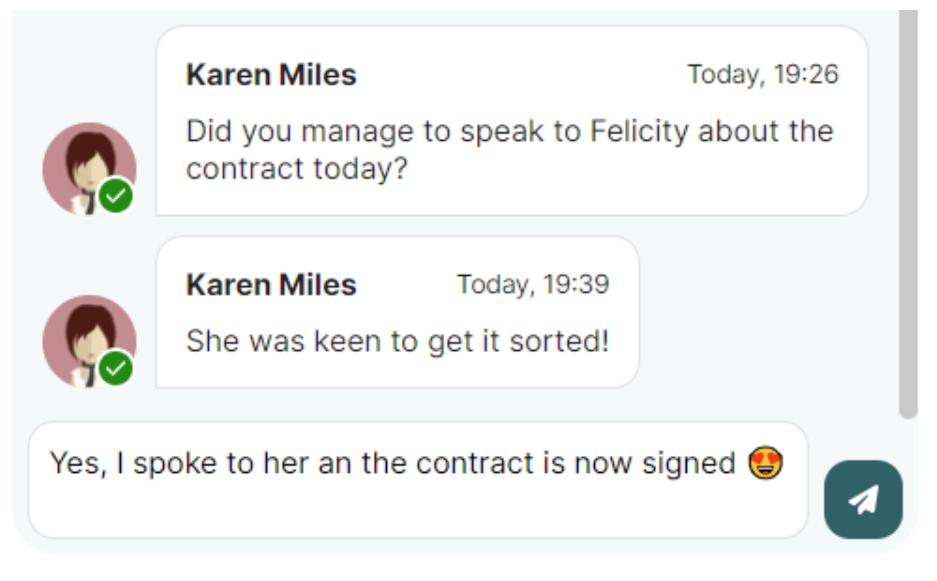
When you receive a new Chat message, you will hear a notification sound and see a notification popup. You will also notice a notification badge next to 'Chat' in the Menu Pane.



When you select the new Chat message in the Context Pane, the notification badge will disappear, and the body of the message will be shown in the Detail Pane.

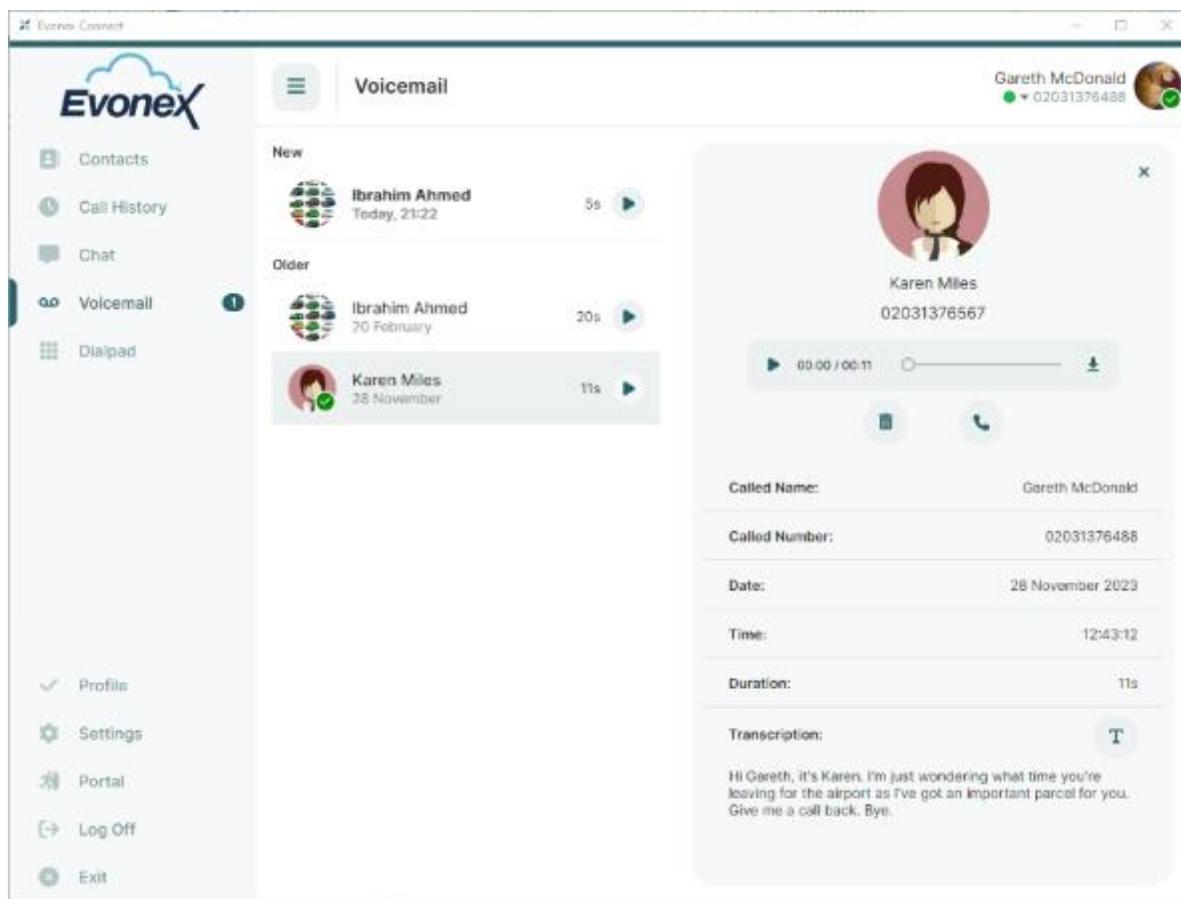


Type your reply and click  Send or press Enter.



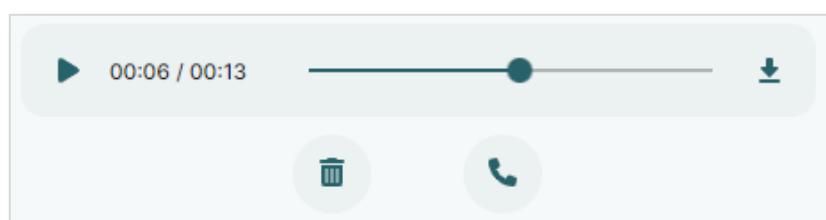
Voicemail

The Voicemail Menu option provides you with a list of your Voicemail messages in the Context Pane sorted into descending chronological order. There is a play button available on each message – simply click the button to ‘quick-play’ the message.



When you receive a new Voicemail message, you will receive a notification badge next to ‘Voicemail’ in the Menu Pane. The telephone number or Contact name will be emboldened until you have listened to the message. New messages are always shown at the top of the list.

Selecting a Voicemail message in the Context Pane shows more detail of the message in the Detail Pane. You can view who the caller was – matched to an address book entry if applicable – and you’ll also see the number they called, the date, time and duration of the message. From here, you may also play back or download the message by selecting the buttons either side of the scrub bar. You may also delete the message or call back the sender of the message by clicking the respective buttons below the scrub bar.



When a message has been listened to it becomes marked as old and it moves to one of five headings depending on when the message was recorded: 'Today', 'Yesterday', 'This Week', 'Last Week' and 'Older'. It will be sorted into your other old messages in descending chronological order.

The screenshot shows a list of messages. At the top, a 'New' message from 'Ibrahim Ahmed' is listed, recorded 'Today, 21:22' ago, lasting 5s. Below it, an 'Older' message from 'Ibrahim Ahmed' is listed, recorded '20 February' ago, lasting 20s. At the bottom, a message from 'Karen Miles' is listed, recorded '28 November' ago, lasting 11s. Each message item includes a play button icon.

You're also able to read a transcription of the message by clicking the  button. When you click this button, the system analyses the speech in the message, converts it to text, and displays it on screen.

The screenshot shows a detailed view of a message. It includes fields for 'Called Name' (Gareth McDonald), 'Called Number' (02031376488), 'Date' (24 August 2023), 'Time' (20:09:16), 'Duration' (12s), and a 'Transcription' field. The transcription text is: 'Hello, this is a message for Gareth. It's Ibrahim calling from the printers. Please can you give me a call back on 01256221112? Thank you. Bye bye.'

Dialpad

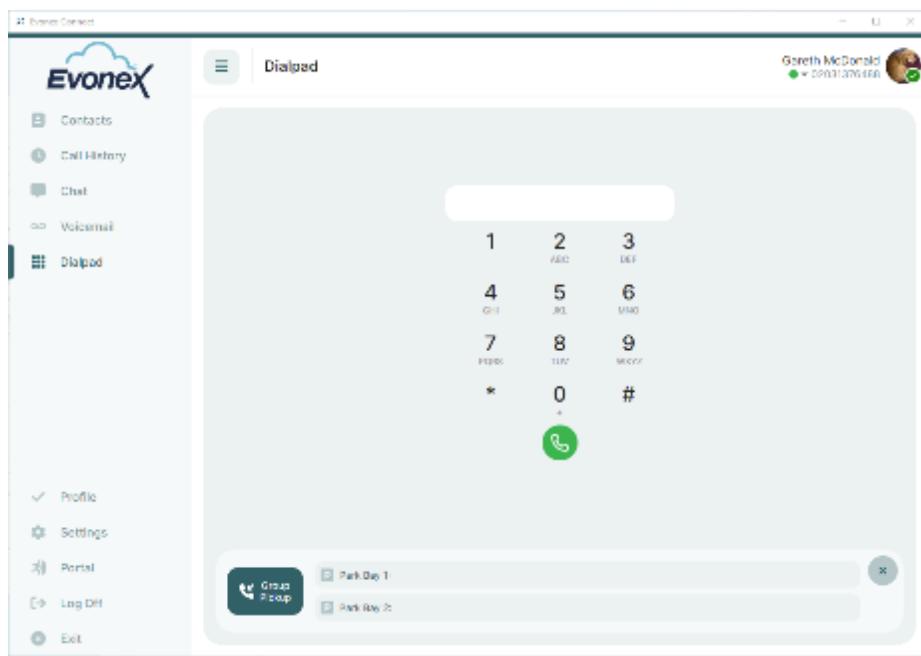
The Dialpad screen allows you to manually enter a telephone number to dial. You may either click the digit buttons on the Dialpad, use the numerical keys on your keyboard, or paste a telephone number copied from another application. When entering digits, you will hear a tone as each digit is clicked.



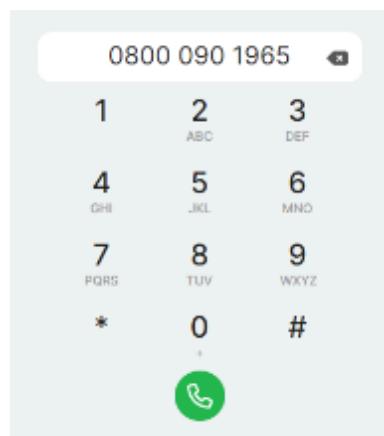
To dial the digits entered, press the Enter key or click the green Dial button.

If you enter characters that are not numerical, they will be ignored when dialling.

You may long-click the '0' button or use the keyboard to enter a + sign for international destinations.



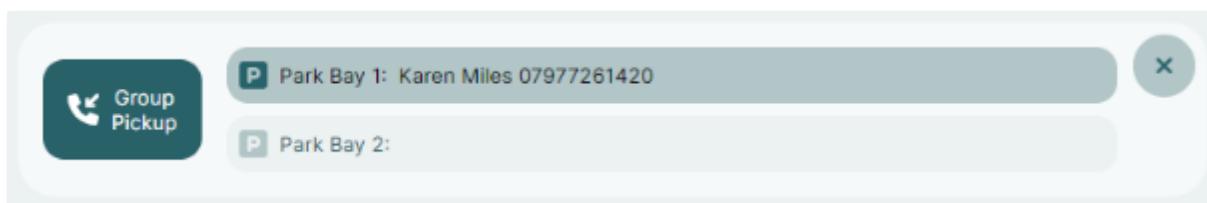
If you make mistake when entering digits and wish to delete some already entered, click the back button or press the delete or backspace keys on your keyboard.



The Dialpad also provides access to the Park Bays and Group Pickup button.



Parking is a way to place a caller on hold so that they may be UnParked by any other user on your account. The Park Bays are used to provide visual indication that a call has been Parked, either by you or one of your colleagues. When a call is Parked in a Bay, simply click the relevant Park Bay to UnPark the call. For further information, see the [Parking](#) section.



Use the Group Pickup button to answer a call you can hear ringing on another telephone or if you notice one or more of your colleagues' Presence statuses shows as 'Ringing'.

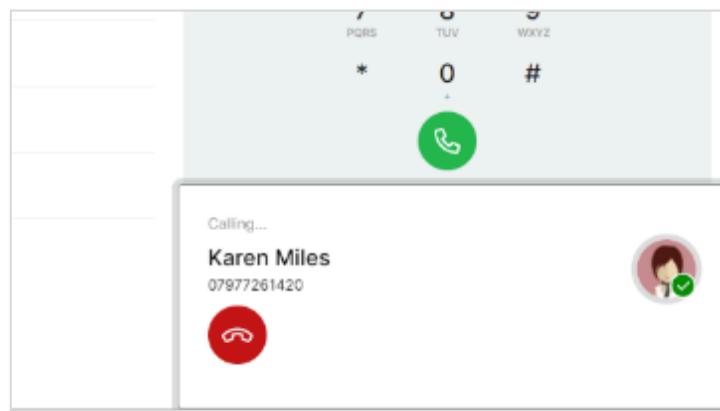
Simply click the Group Pickup button to connect to the ringing caller. Please note, you must be part of the same Pickup Group as the phone you're trying to pick up – please speak to your Support Desk for further details.

Call Handling

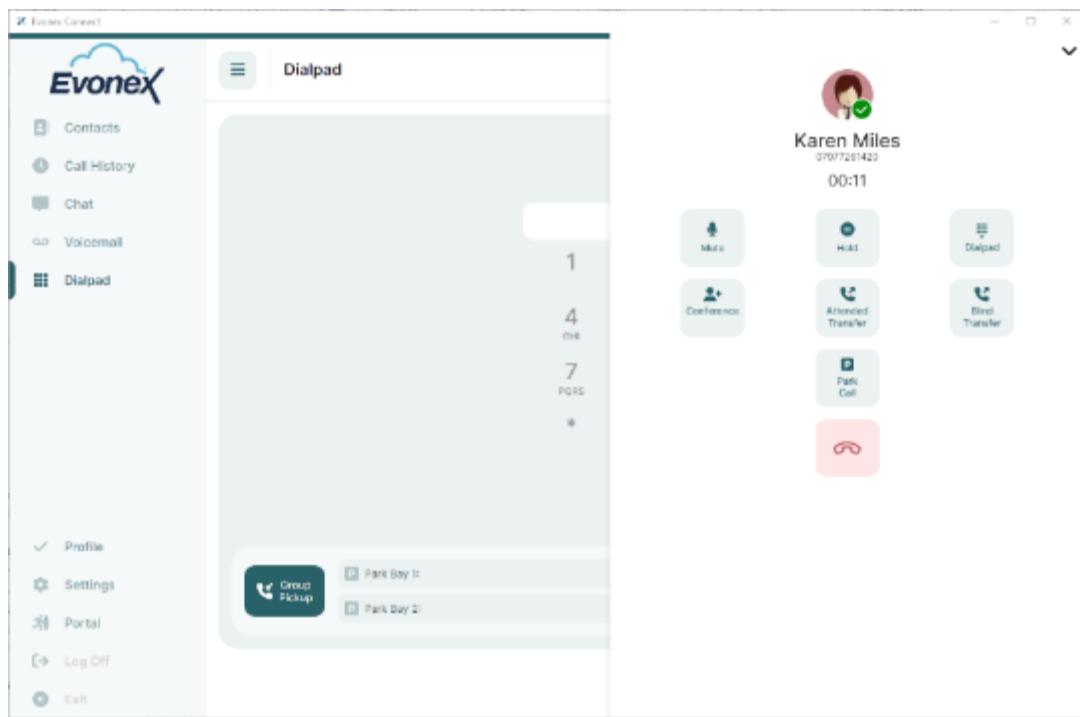
Make a call

As shown elsewhere in this guide, there are several ways to make a call with Evonex Connect. You may dial a Contact by clicking the call button, you may redial or return a call via Call History, you may enter a number to dial via the Dialpad, or you may Click-to-dial telephone numbers on websites and emails.

In all cases, when the call is in progress, you will notice a popup in the bottom right-hand corner of Evonex Connect. To end the call before it is connected, click the Hang Up button.



When the call is connected, the Call Control Pane appears. The Call Control Pane allows you to perform such tasks as hold, transfer and park the call which will be covered later in this guide.



You may minimise this Pane at any time by clicking the down arrow in the top-right-hand corner of the screen.



The minimised view contains quick access to the Hold, Mute and End buttons. Click the Up arrow or anywhere on the Call Control Pane to maximise.

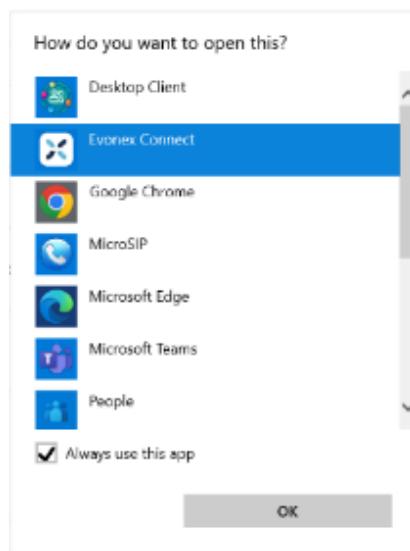
Click-to-dial

Using the Windows or macOS apps, you can make calls simply by clicking on a telephone number. We do this by registering Evonex Connect as the default application for the TEL: protocol. This means that any number your computer recognises as formatted as a TEL: link is dialable through Evonex Connect. Typically, telephone numbers on websites and email footers, among others, are formatted as TEL: links.

To set Evonex Connect as the default app for making telephone calls when you click on hyperlinked numbers, go to 'Settings > Miscellaneous > Call with Evonex when clicking hyperlinked numbers' and click the 'Set As Default' button.



You'll be presented with a dialogue window similar to the one below. Select 'Evonex Connect' from the list, tick the 'Always use this app' check box, then click 'OK'.

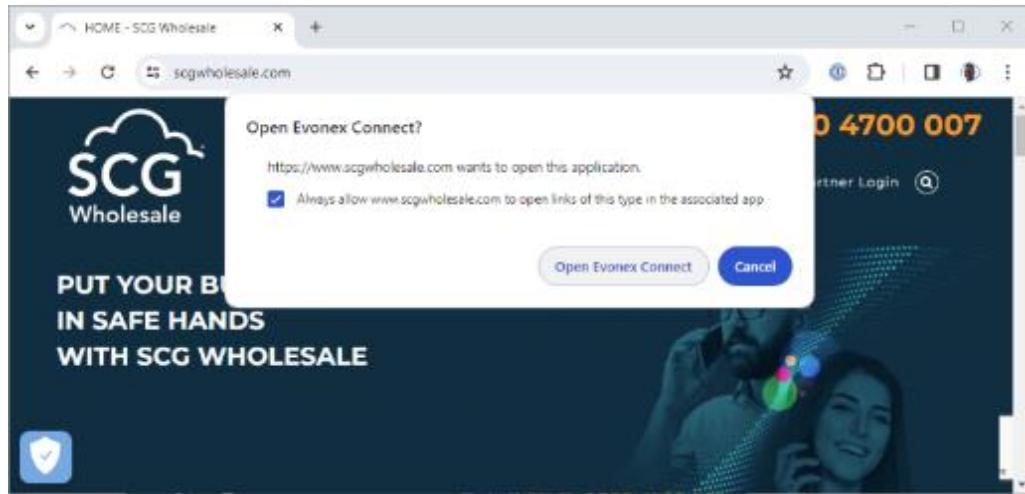


The Call with Evonex when clicking hyperlinks button will change to 'Registered' and become greyed out.

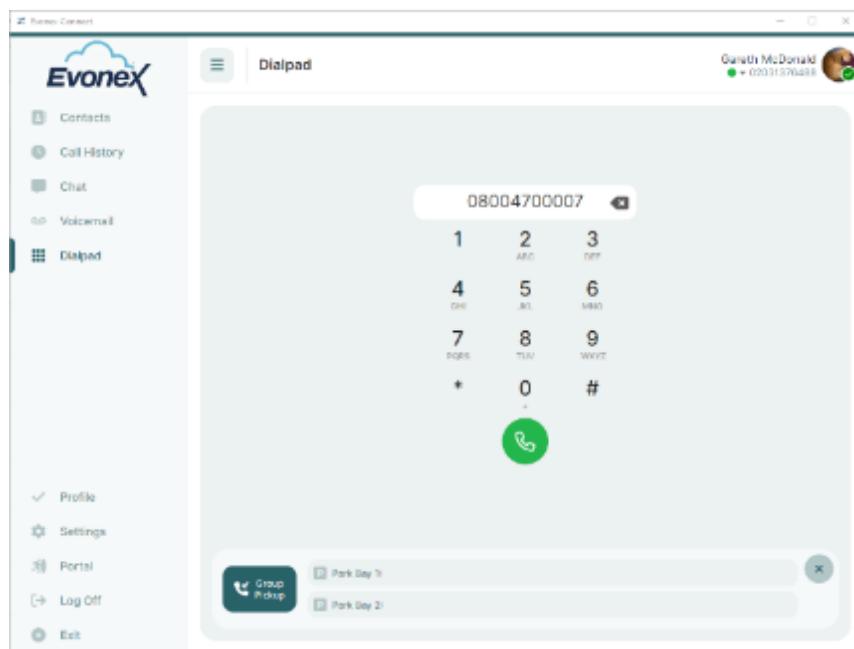
Call with Evonex when clicking hyperlinks

Registered

Now, when you click a telephone number that has been formatted as a TEL: link, for example on a website as below, a popup will ask you to allow Evonex Connect to be opened. Tick the 'Always allow...' checkbox to avoid repeatedly being asked for this website. Click 'Open Evonex Connect'.

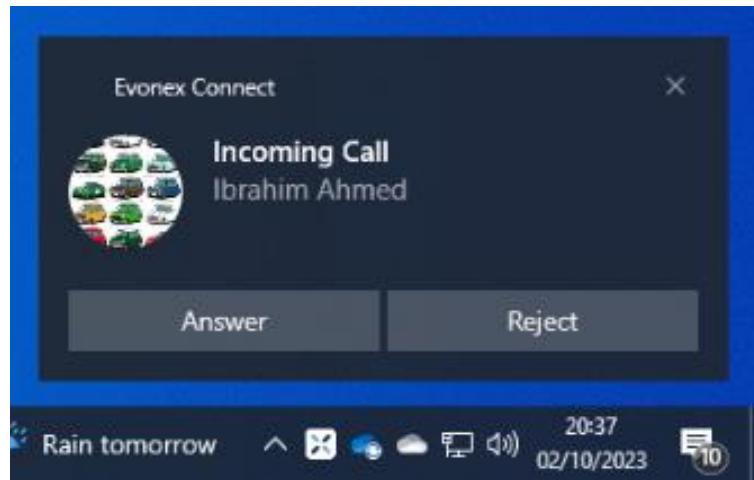


Evonex Connect will jump to the foreground and the telephone number you clicked will be added to the Dialpad. Click the green 'dial' button to make the call.

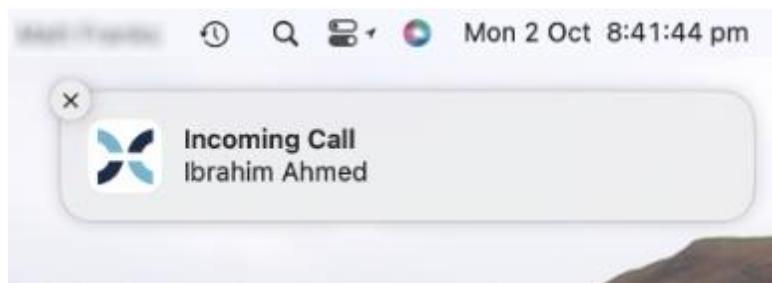


Receive a call

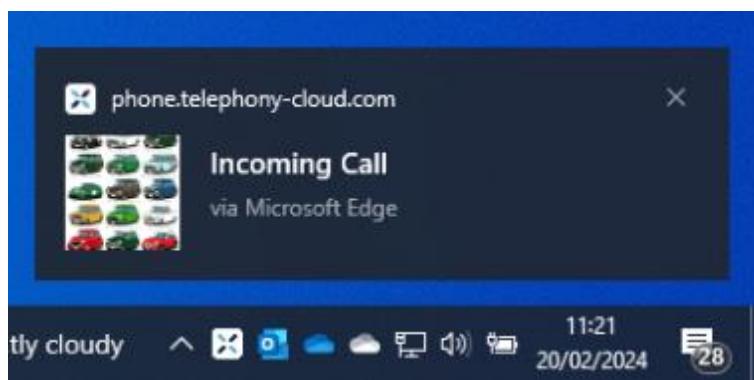
If you receive an inbound call to your telephone number, while Evonex Connect is minimised or in the background, you will see a notification on-screen. The notifications vary between operating systems, examples are below. In all cases you may click on the notification to bring Evonex Connect to the foreground. For Windows, you may also Answer or Reject the call direct from the notification. Answering the call will maximise or ‘pop’ the Evonex Connect app with the Call Control Pane in view. Rejecting the call will send the caller to your Voicemail, by default.



Evonex Connect for Windows – notification popup

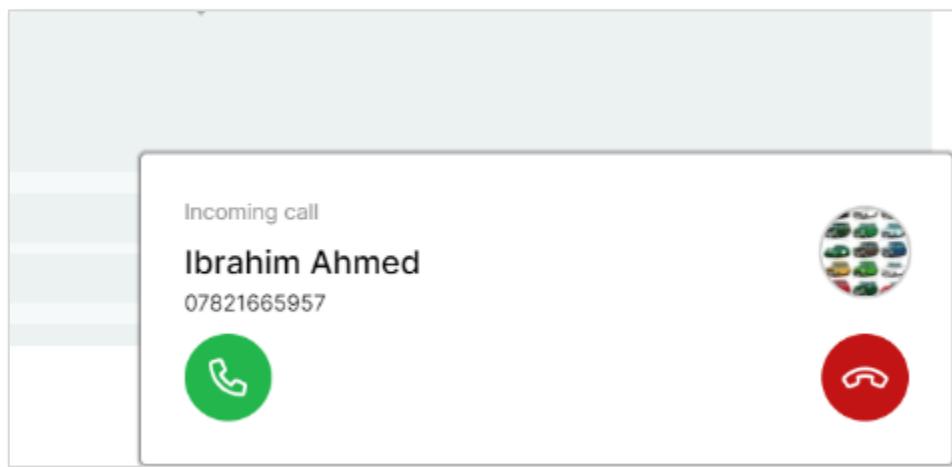


Evonex Connect for MacOS – notification



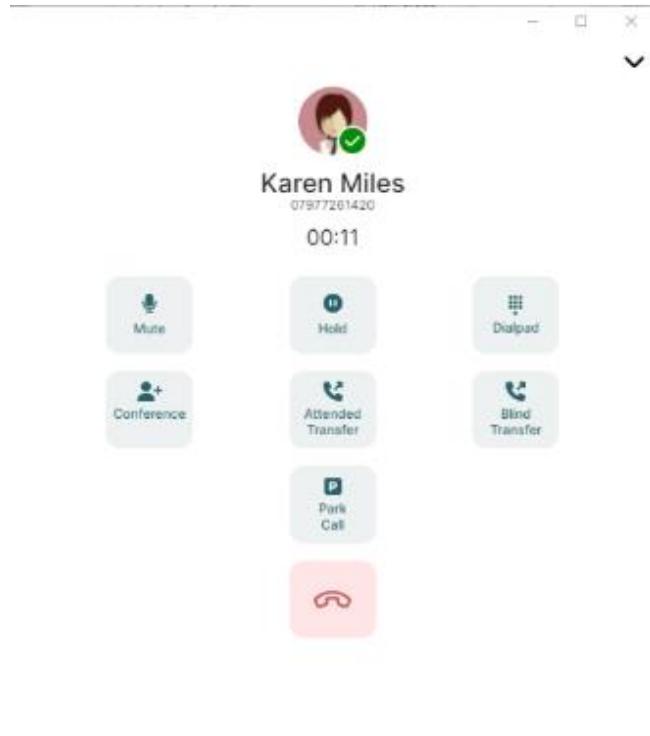
Evonex Connect for Browser – notification popup

If Evonex Connect is maximised and on-screen when you receive a call, the Answer and Reject buttons are displayed as in the image below. Answering the call shows the call as active and brings the Call Control Pane into view. Rejecting the call will send the caller to your Voicemail, by default.

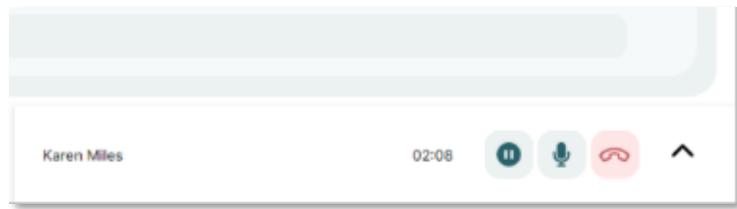


Call Control Pane

When a call is active, the Call Control Pane appears. The Call Control Pane allows you to perform such tasks as hold, transfer and park the call.



You may minimise this Pane at any time by clicking the down arrow in the top-right-hand corner of the screen.



The minimised view contains quick access to the Hold, Mute and End buttons. Click the Up arrow or anywhere on the Call Control Pane to maximise.

Mute

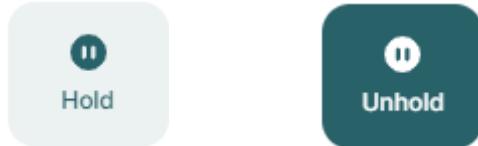
Clicking the 'Mute' button will mute your microphone so the caller cannot hear you. The button will change to 'Unmute'.



Click to unmute your microphone.

Hold

Clicking the Hold button will put the caller on hold. They will hear hold music while on hold. The button will change to 'Unhold'.



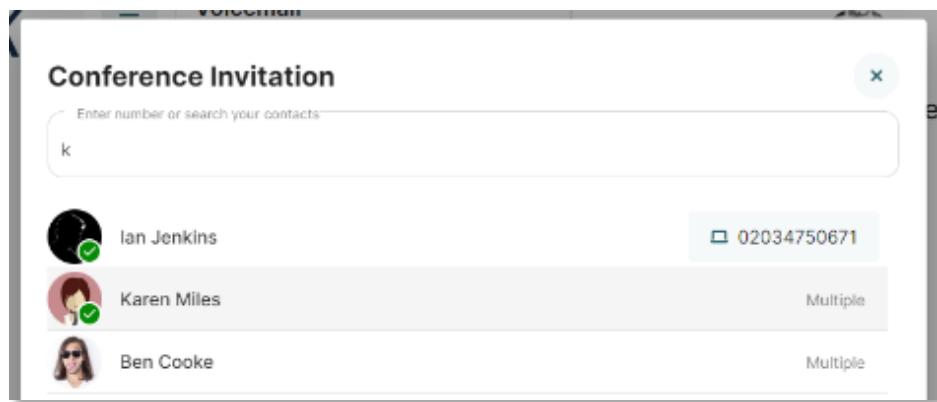
Click to return to the caller.

Three-way Conference

To make a three-way Conference call, firstly you must have an active two-way call. This call could be one you make or receive.

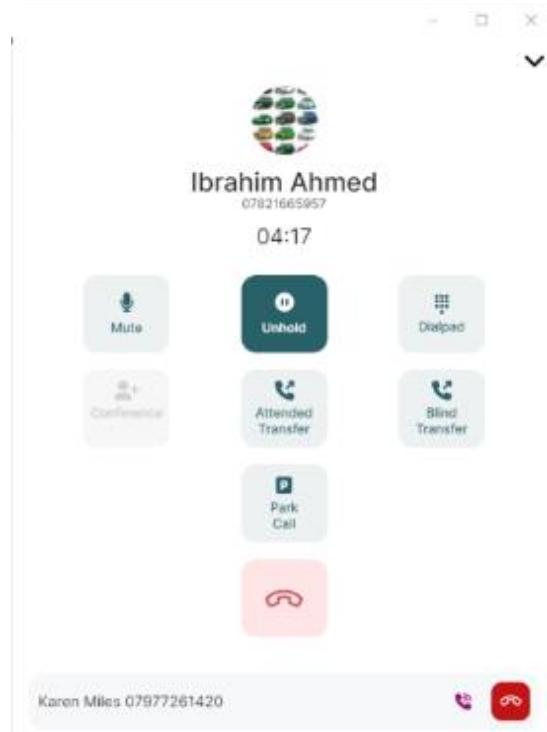


Next, click the Conference button and select or search for the Contact you wish to add to the call from the resulting window. During this process you may still talk to and hear the original caller.



Click the telephone number of the contact and the Evonex Connect will attempt to call the number. The original caller will be placed on hold. You will see the call to the third party appear as a new call

below the original one, with a  purple pulsating handset to indicate the call is ringing. The original call is still on hold.



When connected, the new call becomes active and therefore the calls swap round on the call control pane. You are now able to talk to the new caller without the original caller hearing the conversation.



Press the toggle  button to toggle between this caller and the caller on hold.

When you are ready to join all calls together, click the  green + button. At this point, all three parties can talk to each other.





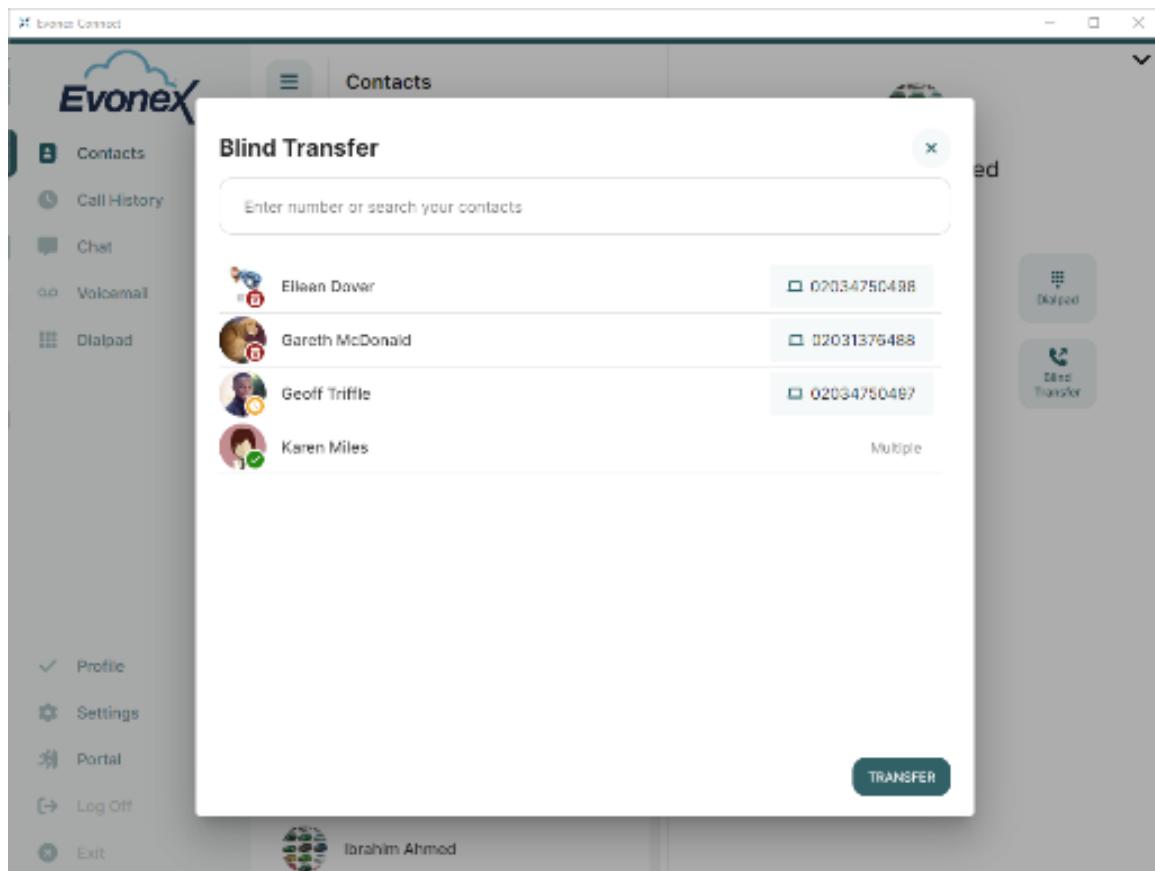
You may end either call by clicking the corresponding  or  red 'End' buttons.

Blind Transfer

To Blind Transfer the call, that is to transfer it to another number straight away, press the 'Blind Transfer' button.



Then, select or search for the Contact you wish to Transfer the call to from the resulting Search Pane. You may enter alphanumeric characters. Click the telephone number next to the desired contact and Evonex Connect will transfer the call to the selected number immediately.

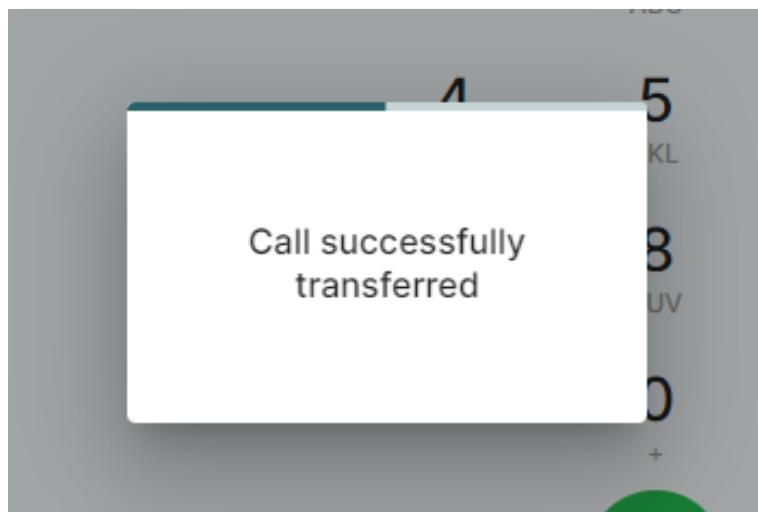


If more than one telephone number exists for the contact, 'Multiple' will be displayed – click the row to display all telephone numbers for the contact and select which one to transfer to. The call is transferred immediately.



When searching by telephone number, if no match is made, you may still transfer a call to the entered number by clicking the **TRANSFER** button.

When the transfer is complete, you will receive a confirmation message:



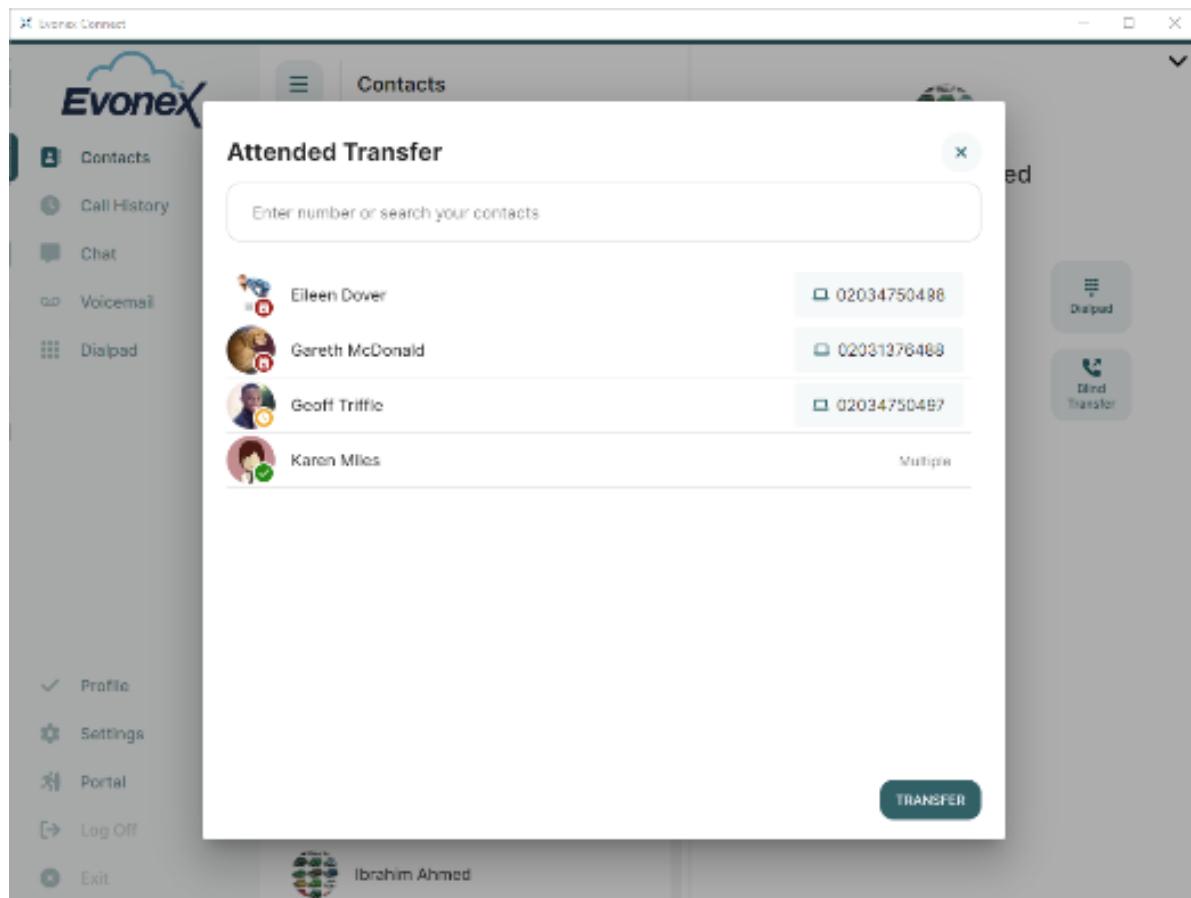
Attended Transfer

To Attended Transfer the call, that is to transfer it to another number so you can notify the destination before completing the transfer, press the 'Attended Transfer' button.



Then, select or search for the Contact you wish to Transfer the call to from the resulting Search Pane. You may enter alphanumeric characters. Click the telephone number next to the desired contact.

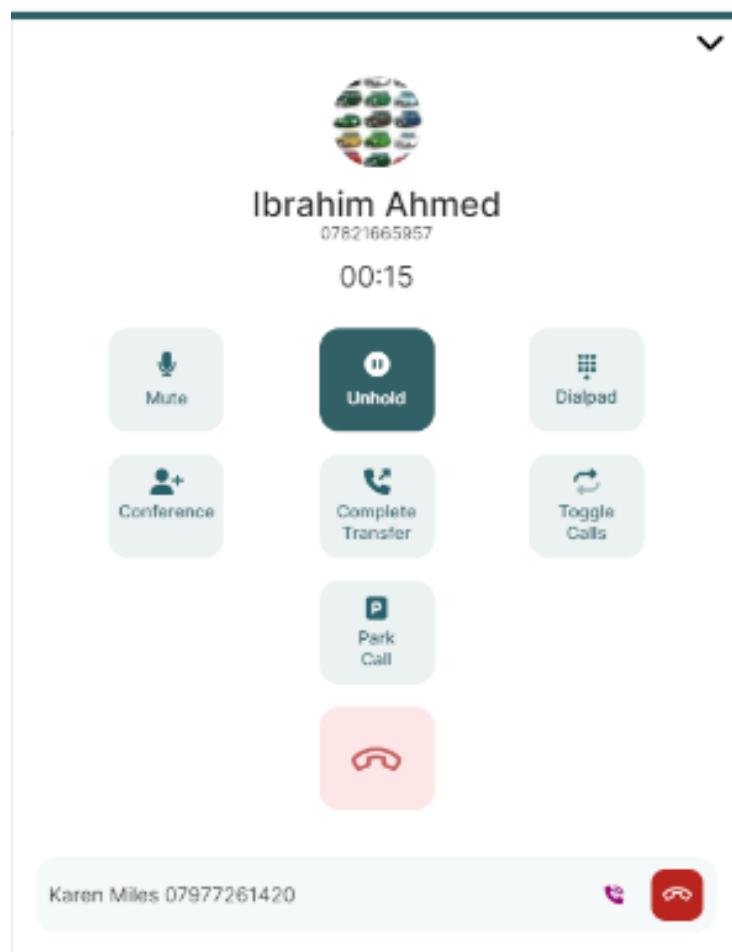
When searching by telephone number, if no match is made, you may still transfer a call to the entered number by clicking the **TRANSFER** button.



If more than one telephone number exists for the contact, 'Multiple' will be displayed – click the row to display all telephone numbers for the contact and select which one to transfer to.



Evonex Connect will then place the original caller on hold and start a new call to the destination number you have selected. The original caller will hear hold music until the process is complete.



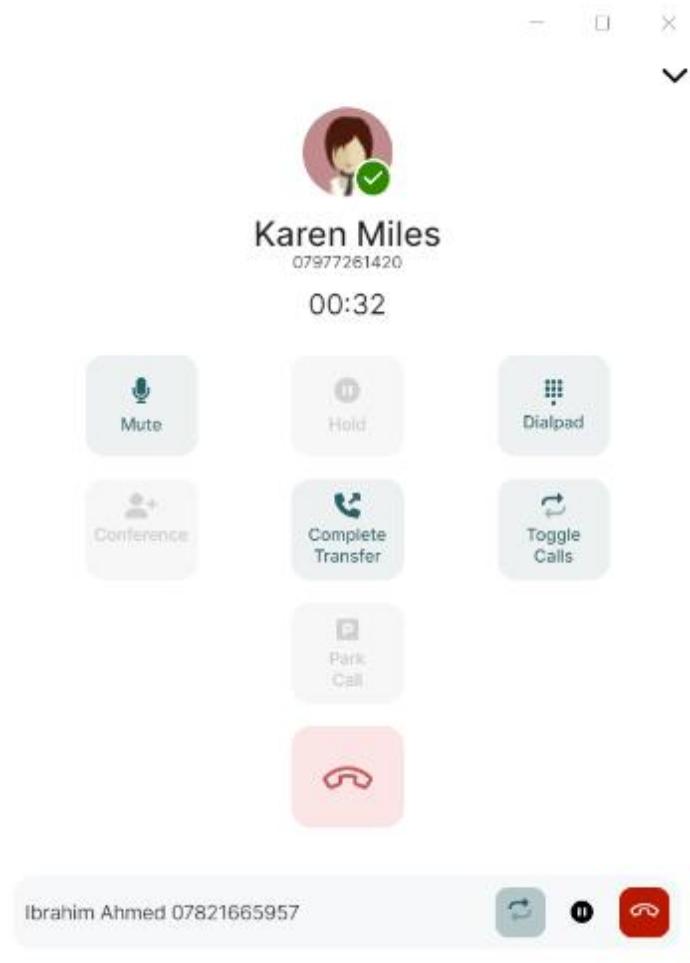
At this point, the call to the transfer destination is shown in a single row below the original caller on

hold. The  purple pulsating handset icon indicates the new call is still ringing. You may click the

 red handset button to end the call to the transfer destination then click the  'Unhold'

button to go back to the original caller. To end the original call, click the  end button on the main Call Control Pane.

When the transfer destination answers that call becomes active and in focus on the call control pane. As such, the original caller is now shown in a single row below.

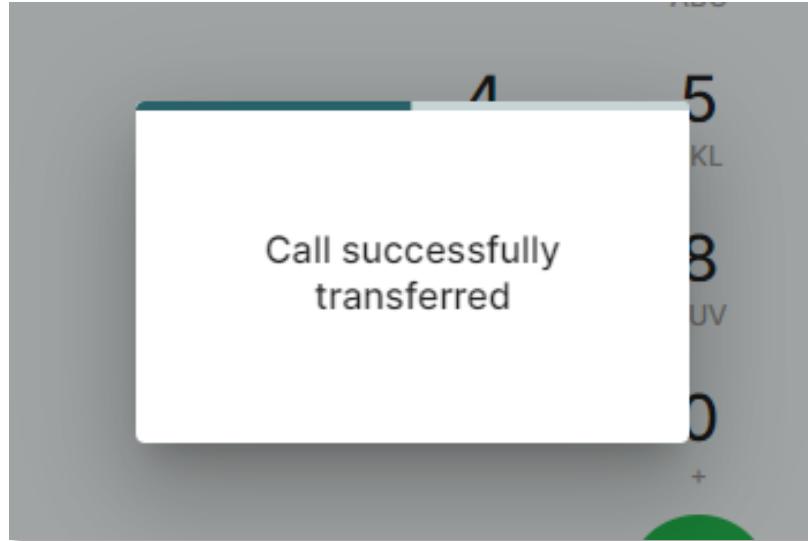


You may use the  toggle buttons to swap the active/held calls to allow you to speak to each call independently. The call that active is the only one that you can speak to and hear at that time. The held call cannot hear you, they will hear hold music instead, and you cannot hear them.



When the transfer destination is happy to take the call, click the **Complete Transfer** button. Both calls are now connected together and you no longer have a view or control of the call.

When the transfer is complete, you will receive a confirmation message:



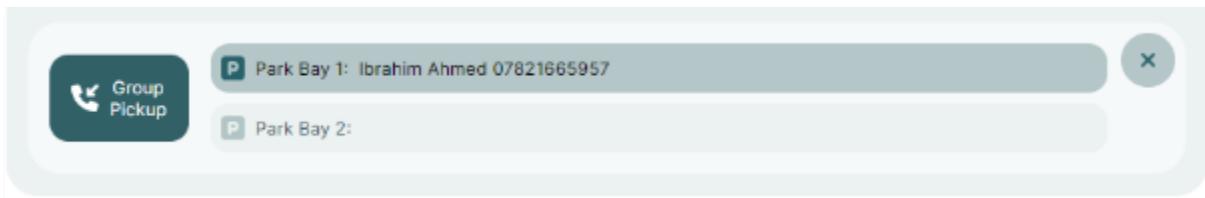
Park

Call Park is a similar feature to Hold except it places the call in a system hold location called a 'Park Bay'. These allow visual indication of Parked calls in Evonex Connect and on managed desk telephones. Your colleagues will be able to see and UnPark calls you have parked, and vice versa.

Park is therefore a useful way to move calls between you and your colleagues without transferring. For example, a colleague could use their Evonex Connect device to Park a call for you, send you a Chat message letting you know, then you could UnPark the call from your Evonex Connect device. You can also use Park to move calls between your own devices.

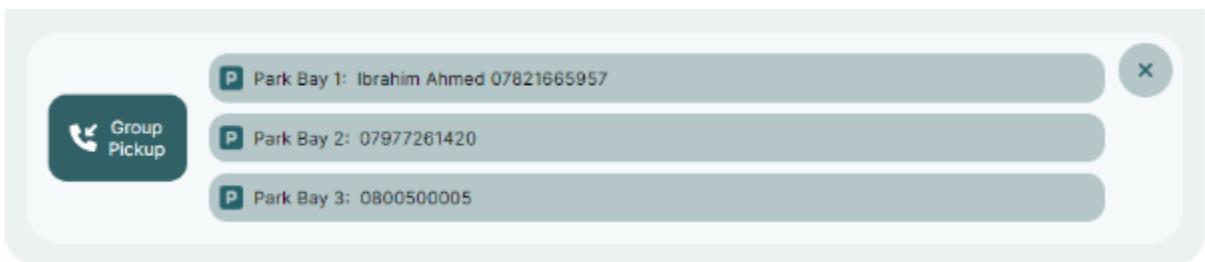


To place an active call into a Park Bay, click the Park Call button on the Call Control Pane. The system will place the call into the lowest available Park Bay and confirm with an audible prompt. The caller will hear hold music while Parked. You will also see the call in the Park Bay on the Dialpad or on an UnPark key on a managed desk telephone.



Click the Park Bay to UnPark the call and carry on conversation with the caller.

Two Park Bays are provided in Evonex Connect by default. If all Park Bays are in use when you Park a new call, another Park Bay will appear.



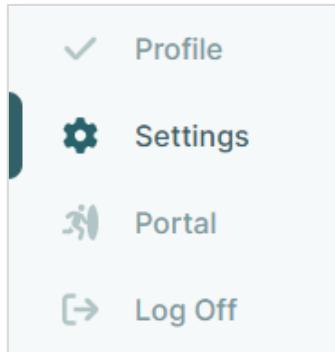
On desktop, if a call has been Parked for too long, it will automatically be presented back to the device that originally parked it. PLEASE NOTE, this is not the case on mobile devices, and the call will drop when the timer expires. Therefore, if a call is parked on a mobile device, please ensure you manually UnPark the call, or keep the mobile app awake until the timer expires.

The park expire timer that controls this is an account-wide administrator setting. An expired Parked call will either ring your Evonex Connect device until you answer, or it will automatically connect you without ringing. This is also an account-wide administrator setting.

If you would like either of these settings adjusted, please contact your support team.

Settings

The Settings option from the bottom left of the Menu Pane allows you to change how Evonex Connect behaves.



Some settings are synchronised to your other Evonex Connect devices, while others are unique to each Evonex Connect device. There also some settings and diagnostic information that could be useful to your technical support team if you report a problem to them.

When a setting is changed, it is updated straight away, and a green tick  will appear to confirm the setting is saved.

Below is a list of all Settings in the order laid out in the Settings menu. Images included for clarity. For a further explanation of each setting please use the links below:

- [Manage Devices](#)
- [Send logs to server](#)
- [Clear cache](#)
- [App Version](#)
- [Call with Evonex When clicking hyperlinks](#)
- [Release Notes](#)
- [Recent Call IDs](#)
- [Microphone selection](#)
- [Headphone/Speaker selection](#)
- [Secondary ringer selection](#)
- [Ring tone](#)
- [Ring/Chat Notification volume](#)
- [Second ringer volume](#)
- [In-Call volume](#)
- [Call waiting](#)
- [Short code presentation](#)
- [Auto-start application](#)
- [Dialpad additional features initial state](#)
- [Default directory feature](#)
- [Contact list order](#)
- [Show blocked contacts](#)
- [Clock display preference](#)
- [Theme](#)
- [Dark/Light Mode](#)
- [Chat notification popup](#)
- [Chat notification sound](#)

Miscellaneous Settings

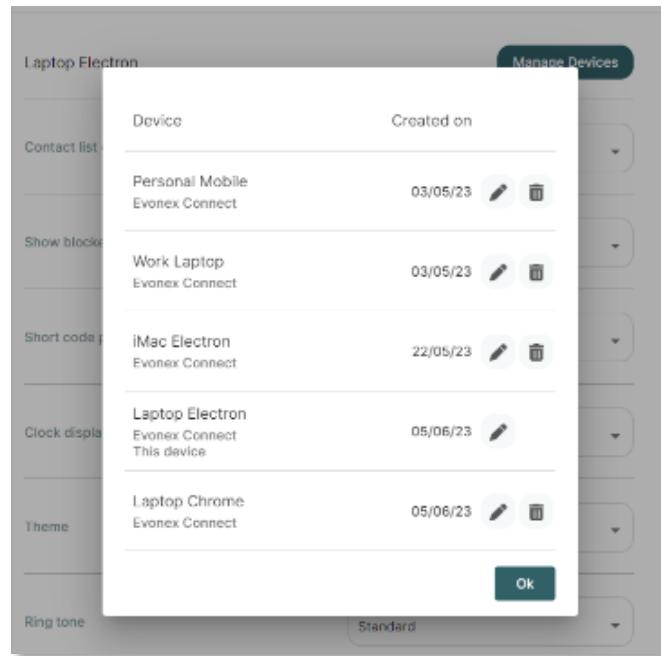
Manage Devices

Windows app

Manage Devices

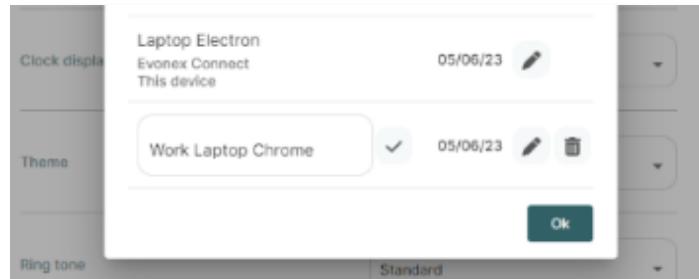
Use this to quickly and easily view the devices that you have previously given access to Evonex Connect. Each one can be identified by the friendly name you gave to it the first time you logged in on that device. The name of this device is shown to the left of the button – ‘Windows app’ in this

example. If you don’t recognise a device, you may delete it from here by clicking the  trash button next to the device. You may also wish to delete a device to allow a log in from another device if you already have five concurrent logins.



Note that you cannot delete the device you are currently logged in on. You may also not delete any desk phones that have been assigned to you. If you wish to perform this function, please contact your Support Team.

You may also rename any device to update its friendly name. Press the  Edit button, type a new friendly name and press the Tick button. Click Ok to save.



Send logs to server

[Send logs to server](#)

[Start Logging](#)

Occasionally, if you're having difficulty with Evonex Connect, your Support Team may ask you to send them some log files. This is simply done by clicking the 'Start Logging' button, perform the task you're having difficulty with and then clicking the 'Send Logs' button.

[Send logs to server](#)

Compiling logs..

[Send Logs](#)

Clear cache

[Clear cache](#)

[Clear](#)

Occasionally, your Support Team may ask you to Clear the cache within Evonex Connect. Click this button to do so.

App Version

[App Version](#)

1.0.7

The current version of Evonex Connect running on your machine.

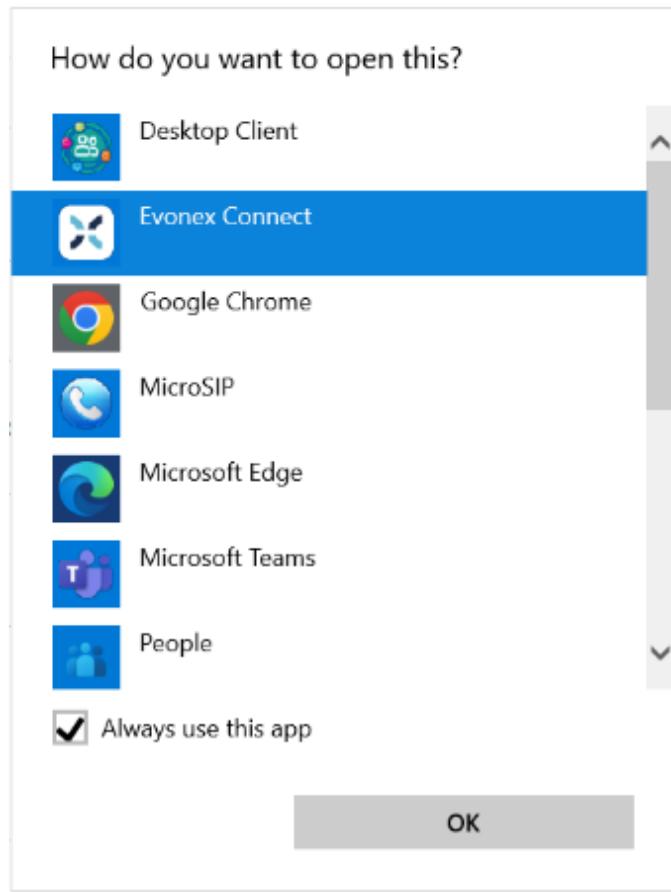
Call with Evonex when clicking hyperlinks (Windows and macOS apps only)

[Call with Evonex when clicking hyperlinks](#)

[Set As Default](#)

To set Evonex Connect as the default app for making telephone calls when you click on hyperlinked numbers, click the 'Set As Default' button.

You'll be presented with a dialogue window similar to the one below. Select 'Evonex Connect' from the list, tick the 'Always use this app' check-box, then click 'OK'.



The Call with Evonex when clicking hyperlinks button will change to 'Registered' and become greyed out.

Call with Evonex when clicking hyperlinks

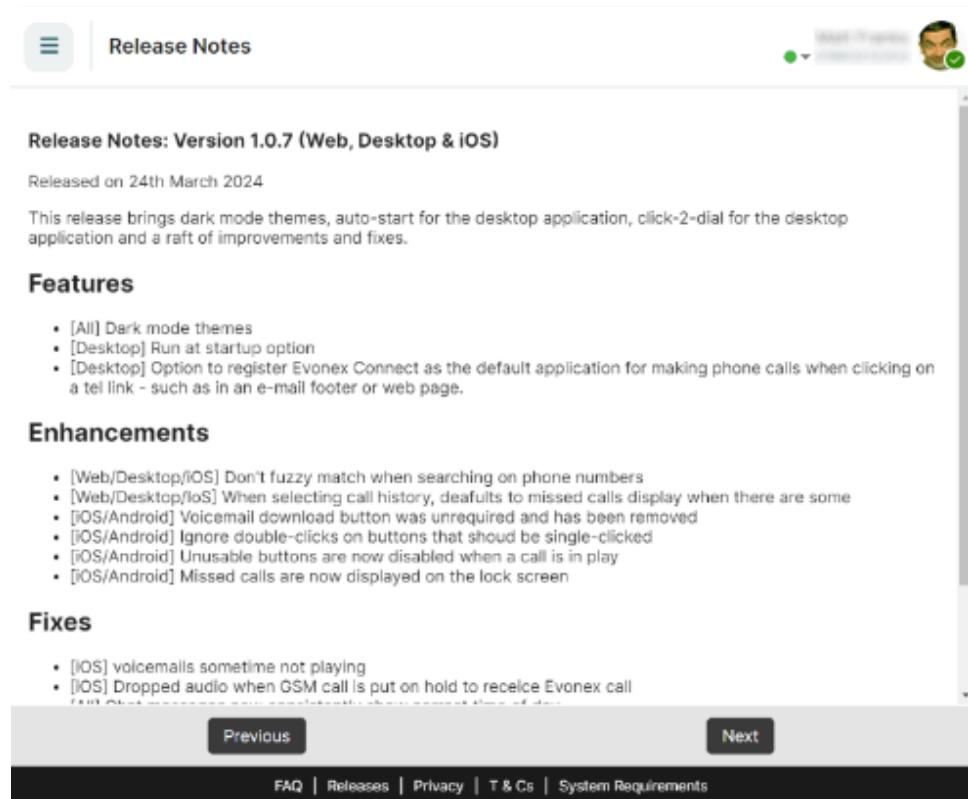
Registered

Release Notes

Release Notes

Show

Click the 'Show' button to read the release notes for the latest version of Evonex Connect. You can also navigate to the release notes for previous versions. Also included are links to our FAQs, Privacy Policy, Terms & Conditions and System requirements.



Release Notes: Version 1.0.7 (Web, Desktop & iOS)

Released on 24th March 2024

This release brings dark mode themes, auto-start for the desktop application, click-2-dial for the desktop application and a raft of improvements and fixes.

Features

- [All] Dark mode themes
- [Desktop] Run at startup option
- [Desktop] Option to register Evonex Connect as the default application for making phone calls when clicking on a tel link - such as in an e-mail footer or web page.

Enhancements

- [Web/Desktop/iOS] Don't fuzzy match when searching on phone numbers
- [Web/Desktop/iOS] When selecting call history, defaults to missed calls display when there are some
- [iOS/Android] Voicemail download button was unrequired and has been removed
- [iOS/Android] Ignore double-clicks on buttons that should be single-clicked
- [iOS/Android] Unusable buttons are now disabled when a call is in play
- [iOS/Android] Missed calls are now displayed on the lock screen

Fixes

- [iOS] voicemails sometimes not playing
- [iOS] Dropped audio when GSM call is put on hold to receive Evonex call

Previous Next

FAQ | Releases | Privacy | T & Cs | System Requirements

Recent Call IDs

Recent Call IDs	<table> <tbody> <tr> <td></td><td>32F6CB8-3C811EE-97CAB5D0-32BD61CA@46.231.71.231</td><td>@6:40:17 PM</td></tr> <tr> <td></td><td>FA63CC92-3C711EE-97C8B5D0-32BD61CA@46.231.71.231</td><td>@6:40:14 PM</td></tr> <tr> <td></td><td>32F6CB8-3C811EE-97CAB5D0-32BD61CA@46.231.71.231</td><td>@6:40:14 PM</td></tr> </tbody> </table>		32F6CB8-3C811EE-97CAB5D0-32BD61CA@46.231.71.231	@6:40:17 PM		FA63CC92-3C711EE-97C8B5D0-32BD61CA@46.231.71.231	@6:40:14 PM		32F6CB8-3C811EE-97CAB5D0-32BD61CA@46.231.71.231	@6:40:14 PM
	32F6CB8-3C811EE-97CAB5D0-32BD61CA@46.231.71.231	@6:40:17 PM								
	FA63CC92-3C711EE-97C8B5D0-32BD61CA@46.231.71.231	@6:40:14 PM								
	32F6CB8-3C811EE-97CAB5D0-32BD61CA@46.231.71.231	@6:40:14 PM								

The last three call IDs are listed here. Your support team may occasionally ask you to copy and send them one or more call IDs to help them diagnose any issues with Evonex Connect.

Audio Settings

Microphone selection

Microphone selection Default - Microphone (Realtek(R) Aud...

Select the microphone you wish Evonex Connect to use for phone calls. This will typically be the same device as used for the Headphone/Speaker. This is a per-device setting.

Headphone/Speaker selection

Headphone/Speaker selection

Default - Speakers/Headphones (Real...

Select the Headphone or Speaker you wish Evonex Connect to use for phone calls. Typically, this will be the same device as the Microphone. This is a per-device setting.

Secondary ringer selection

Secondary ringer selection

Speakers/Headphones (Realtek(R) Au...

Select an additional audio device to play the ring tone. By default, the ringtone will only be played through the selected Headphone/Speaker device. If you select a device here, the ringtone will be played through this device as well as the selected Headphone/Speaker device. This is a per-device setting.

Ring tone

Ring tone

Trim phone 1

Choose from 12 Ring tones. The ring tone is played through your default audio device when your phone is ringing. This setting is synchronised to your other Evonex Connect devices.

Ring/Chat Notification volume

Ring/Chat Notification volume



Adjust the slider to increase or decrease the volume of the ringtone or chat notifications. This is a per-device setting.

Second ringer volume

Second ringer volume



Adjust the slider to increase or decrease the volume of the ringtone through the secondary ringer audio device. This is a per-device setting.

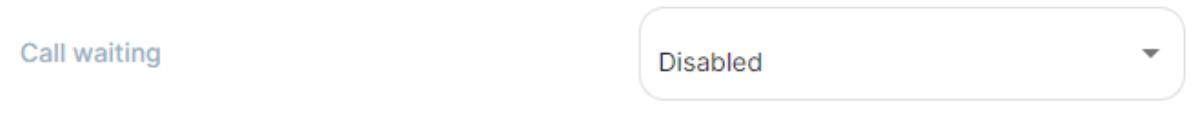
In-Call volume



Adjust the slider to increase or decrease the volume of the call through your Headset/Speaker device. This is a per-device setting.

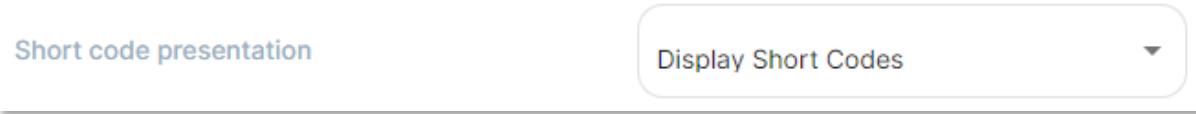
Call Settings

Call waiting



Enable or disable the tone and visual indication of a call waiting to be answered while you are already on a call. When enabled, you have 20 seconds (default) to answer the waiting call. When disabled, the call will follow your call divert setting or route to your voicemail. This is a per-device setting.

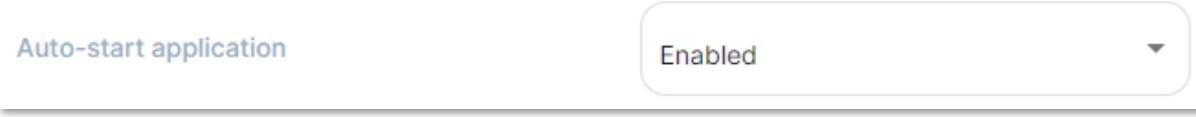
Short code presentation



Choose whether to show the full telephone number or the short code when someone else on your account calls you or when searching the Directory. This setting is synchronised to your other Evonex Connect devices.

Preferences

Auto-start application (Windows and macOS apps only)



Choose whether you would like Evonex Connect to start automatically when you log in to your computer or if you would rather start it manually. This is a per-device setting.

Dialpad additional features initial state

Dialpad additional features initial state

Open

Choose whether the Park Bays and Group Pick button are displayed on the Dialpad by default or if they are hidden. This is a per-device setting.

Default directory filter

Default directory filter

All

Choose which directory you want to search within by default – Directory (internal), Shared (global, set by the admin), Personal (added by you), or All (a combination of all three, default). This setting is synchronised to your other Evonex Connect devices.

Contact list order

Contact list order

Alphabetical - First Name

Change between sorting Contacts alphabetically by first or last name. This setting is synchronised to your other Evonex Connect devices.

Show blocked contacts

Show blocked contacts

Hide

Choose whether to show or hide contacts that have been blocked. This setting is synchronised to your other Evonex Connect devices.

Clock display preference

Clock display preference

24 Hour

Choose whether you'd like to see time stamps in 12-hour or 24-hour time format. This setting is synchronised to your other Evonex Connect devices.

Theme

Theme

Light Blue

Choose from 13 colour schemes. This setting is synchronised to your other Evonex Connect devices.

Dark/Light Mode

Dark/Light Mode

Light

Dark/Light Mode

Dark

Choose whether the app runs in Light mode (default) or Dark mode. This setting is synchronised to your other Evonex Connect devices.

Notification Settings

Chat notification popup

Chat notification popup

Enabled

Select whether to Enable or Disable the notification popup when you receive a new Chat message. This is a per-device setting.

Chat notification sound

Chat notification sound

Glass

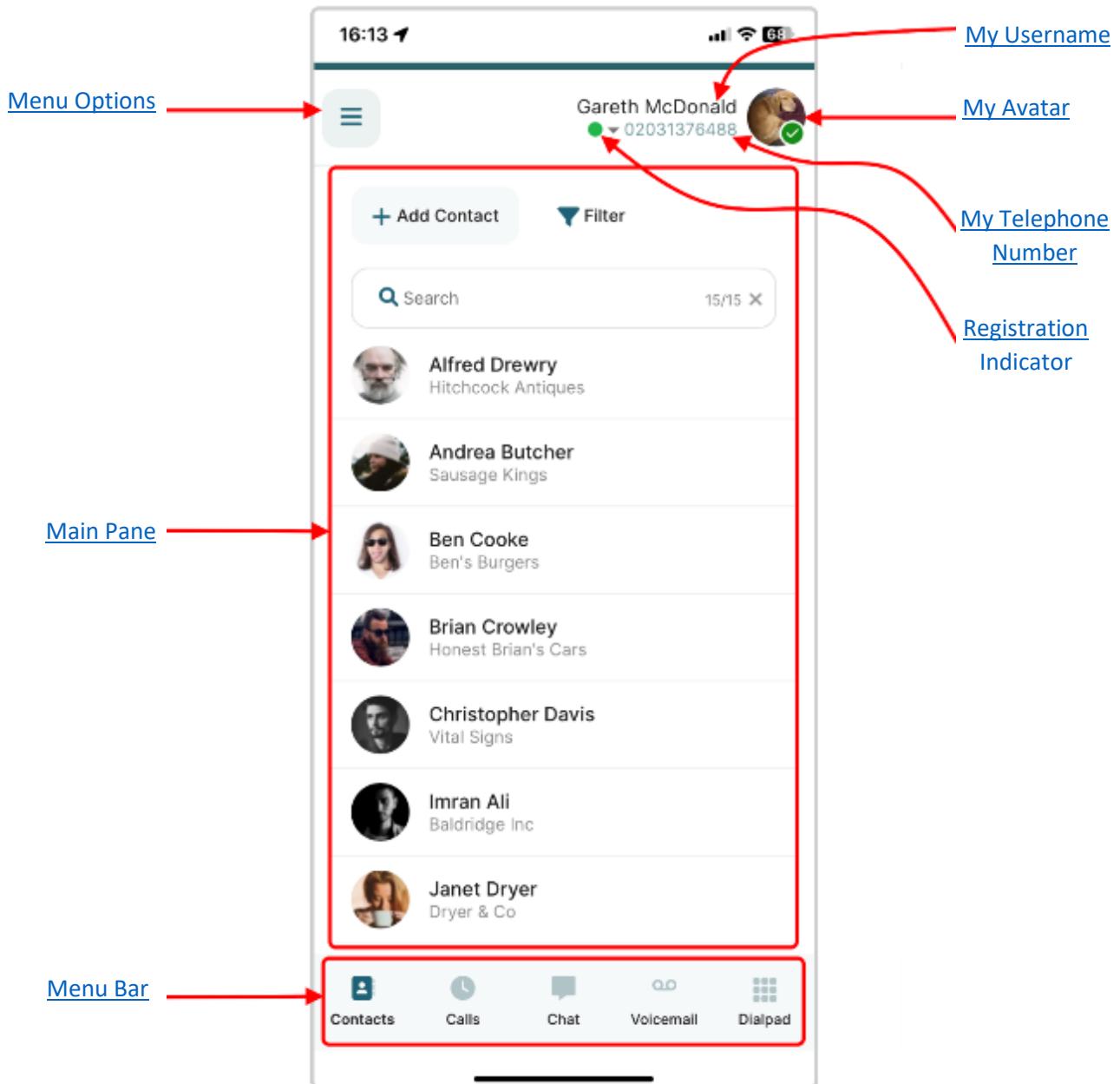
Select from five notification sounds to play when you receive a new Chat message or turn off chat notification sounds (default). This setting is synchronised to your other Evonex Connect devices.

Using Evonex Connect for iOS & Android.

Layout

To assist you in familiarising yourself with the layout of Evonex Connect for iOS and Android, we've provided an annotated diagram of the key points as viewed on your mobile device. Please use the links in the annotations to jump to a detailed description of each point.

The images in this section are generally applicable to both iOS and Android. Therefore, the images shown in this section are taken from both. Any differences between versions are highlighted where required.

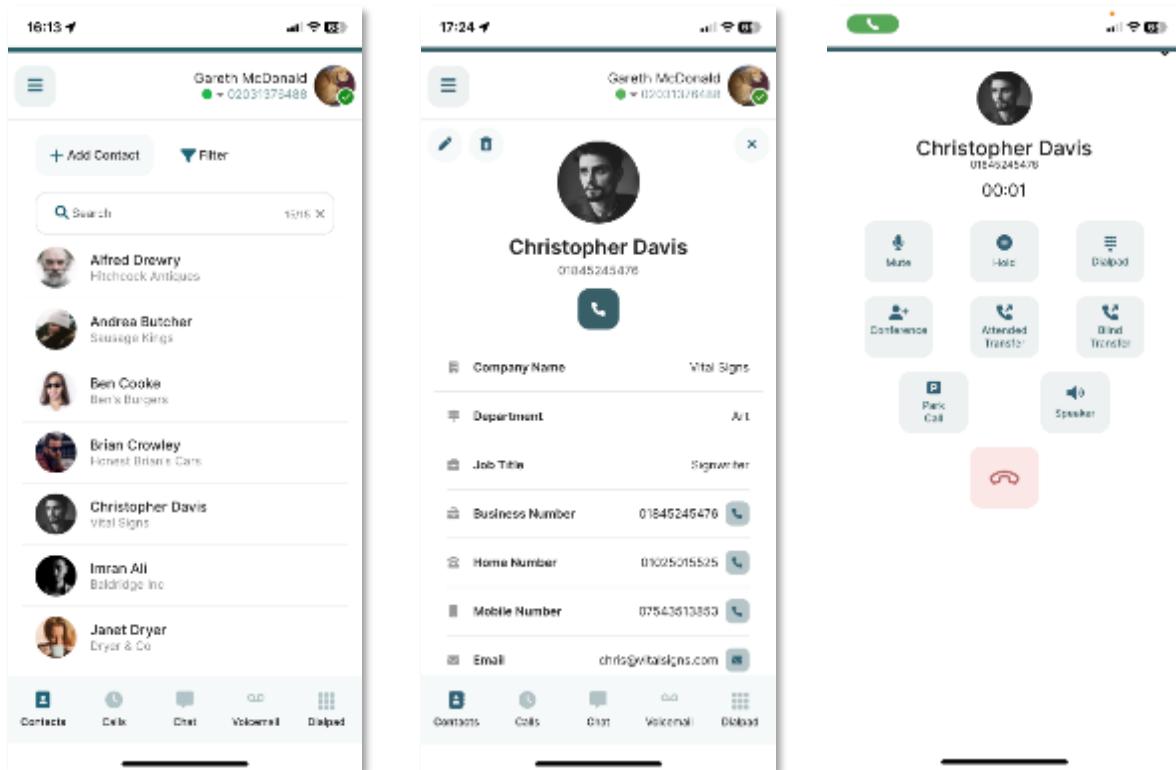


Design Responsiveness

As mentioned at the beginning of this document, Evonex Connect functions across many different environments and platforms. We've achieved this by writing a single, common codebase and using different frameworks to house that code in each environment. Therefore, we needed to ensure Evonex Connect could 'fit' in any potential screen size and ensure the 'Panes' resize appropriately as the application is resized on screen.

However, with a mobile device, due to the smaller screen size, it's impractical to show all information on one screen. Therefore, it is often better to have panes that consume as much screen space as possible, then transition between them as required.

Below are examples of how the layout of Evonex Connect changes as panes transition during the dialing of a contact.



The Contact menu item is selected as shown by the highlighted menu item. Scroll or use the Search field to find the contact you wish to call.

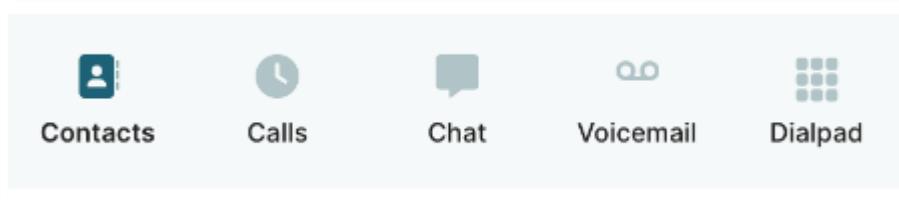
When a contact is selected, Christopher Davis in this case, the detail of the contact is shown in a transitioned pane.

When one of Christopher's telephone numbers is tapped, a call to the contact is made. Again, the app has transitioned panes, this time to the call control pane.

The only other real differences in layout between a desktop version and a mobile version is the 'Menu Bar' which is now across the bottom of the app, and the 'Menu Options' button which provides access to 'Profile', 'Settings' and 'Log Off'.

Menu Bar

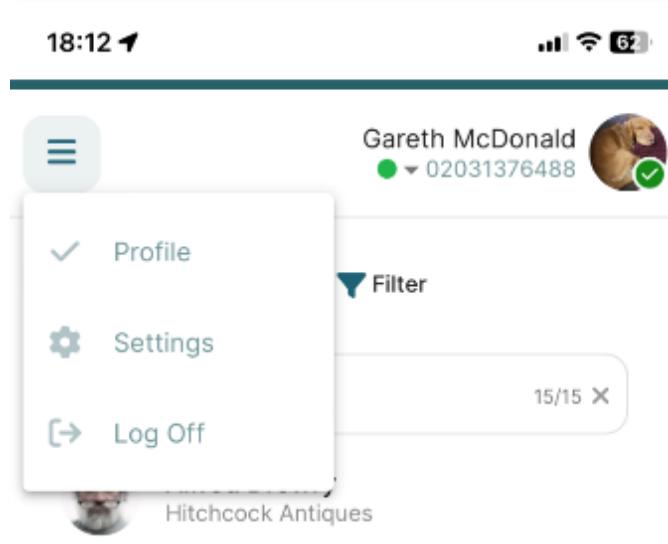
The Menu Bar is the area at the bottom of the screen that presents menu options which, when tapped, are displayed within the Main Pane in the middle of the screen.



Menu options consist of [Contacts](#), [Calls](#), [Chat](#), [Voicemail](#) and [Dialpad](#).

Menu Options

The [Profile](#), and [Settings](#) menu items are shown after tapping the 'Menu Options' button at the top left of the screen.



Details of these are covered in their own respective parts of this guide – please use the links to jump to each section.

The 'Log Off' button, also found in the 'Menu Options' section, can be used to ensure this device is not used when you are away from it or to stop a device from ringing.

Main Pane

The Main Pane is sensitive to the option selected in the Menu Bar. In other words, it displays information relevant to the item that has been selected. Consequently, due to the way the panes transition, it is also sensitive to the item selected within each Menu item and therefore displays the detail of each item selected in the previous pane.

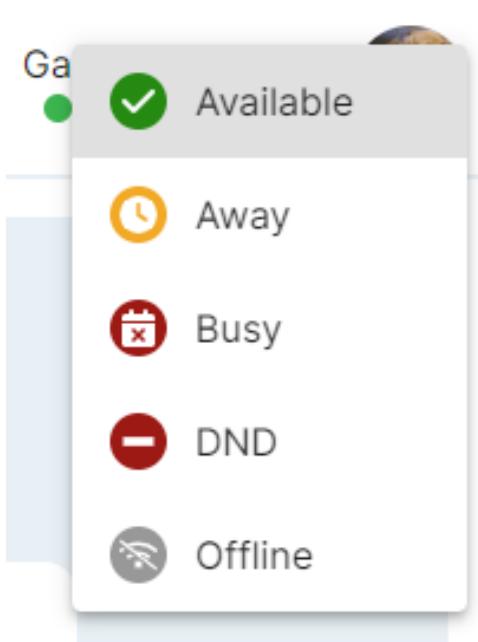
For example, selecting the Contacts option from the Menu Bar displays a list of Contacts in the Main Pane. Or, selecting the Call History option from the Menu Bar displays a list of Call History items in the Main Pane, etc.

The Main Pane also includes additional control options like the ability to perform an alphanumeric search in Contacts and Call History, filter different directories in Contacts and create new messages in Chat. You can also perform functions specific to each item in the list, for example call back a Call History entry or delete or play a Voicemail message.

In each instance, when selecting an item, the Main Pane transitions to the next or previous pane accordingly.

My Avatar

You may upload an image to your [Profile](#) to allow your colleagues to identify you more easily. The image can be in any commonly used image format such as .jpg, .png, .bmp, etc. The image is synchronised to all your Evonex Connect logins on any platform or operating system. Your presence is also displayed in the bottom right-hand corner of your Avatar. Tap the Avatar image to change your presence.



My User Name

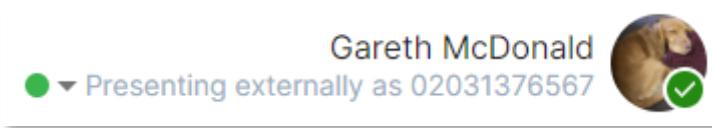
The name of the user that is logged in to Evonex Connect.

My Telephone Number

The telephone number of the Universal License associated with this user. Callers can dial this number to reach you on any of your five registered and logged in devices. By default, this is the number that is presented as the outbound CLI when you make a call externally.

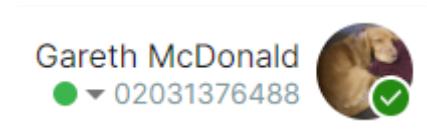


To change the outbound CLI dynamically, tap on the number itself and select another number from the drop-down list of presentation CLIs. 'Presenting externally as' will be displayed instead of your telephone number until you tap here again and select 'Default' which disables dynamic CLI presentation. You may also select 'Withheld' to ensure calls are made not presenting any CLI.

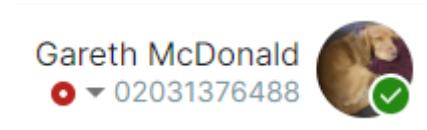


Registration Indicator

Usually this is a green circle which indicates your device is registered with the system and ready to take calls.

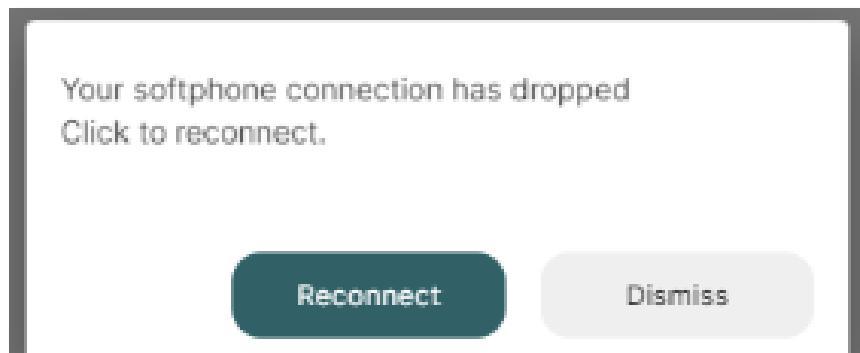


Sometimes, this changes to a red circle which indicates registration has failed. This is normally because your cellular or WiFi connection is poor.



When the network connection returns, Evonex Connect will attempt to reconnect to the system and the indicator will turn green again.

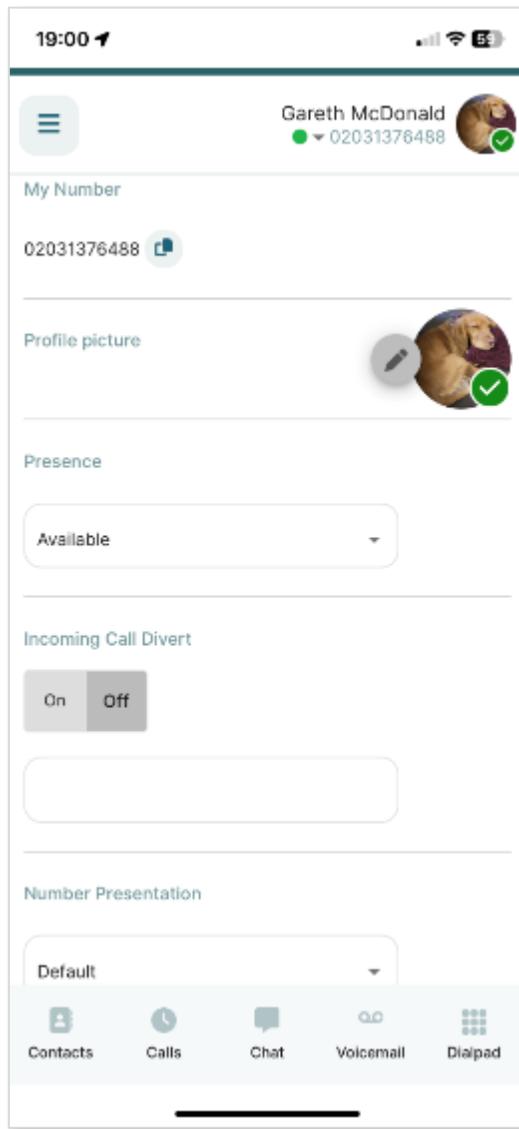
If Evonex Connect is unable to automatically restore its registration, a message will popup asking you if you wish to manually attempt to restore the connection. Click 'Reconnect' to retry or 'Dismiss' to ignore.



If you wish to force re-registration at any time, click the circle.

Profile

Selecting the Profile option from the 'Menu Options' button will take you to the Profile screen. From here you can perform such tasks as change your Profile Avatar picture, modify your Presence and toggle a call divert on/off, etc.



My Number

This simply allows you to view your telephone number and copy it to your clipboard. Click the copy button to do so.

Profile Picture

To change your Profile Avatar picture, tap the 'Edit' button to the left of the Avatar. You'll be presented with options allowing you to select an image from your Photo Library, Take a new photo or Choose an image from file. Select an option then select an image or take a new photo.

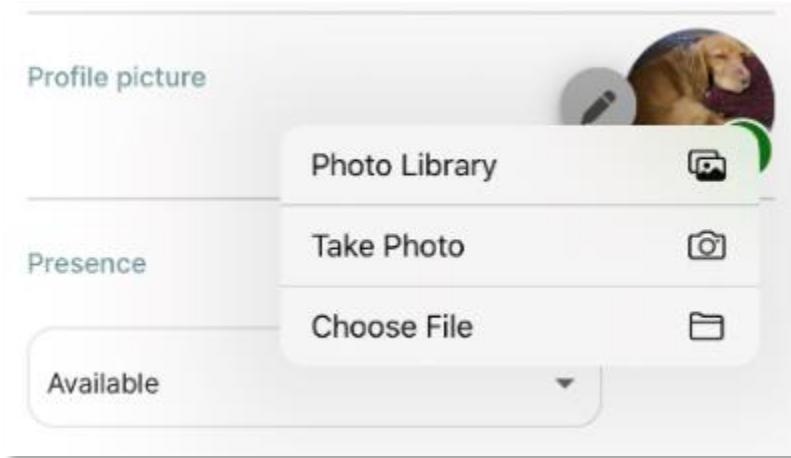


Image selection on iOS

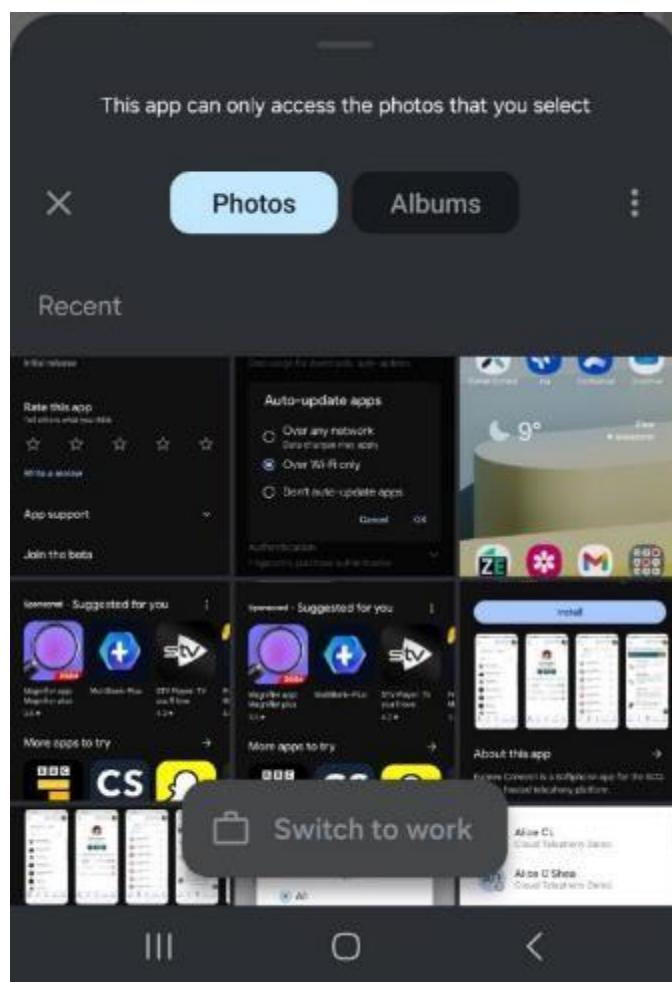
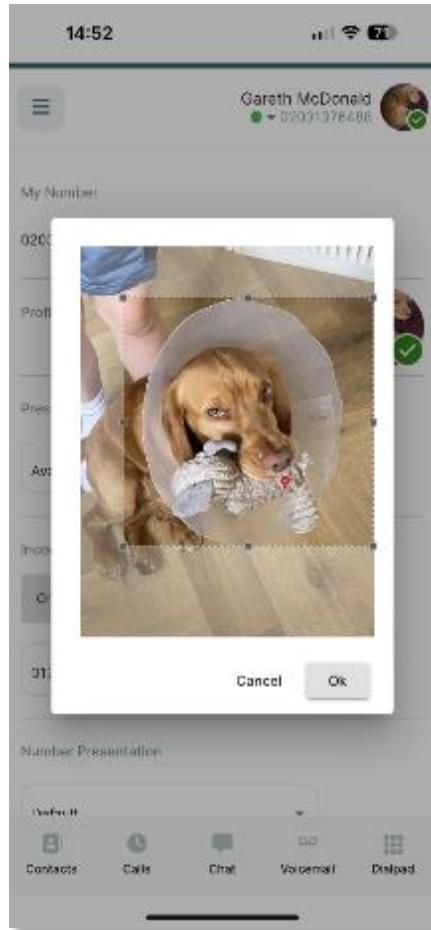
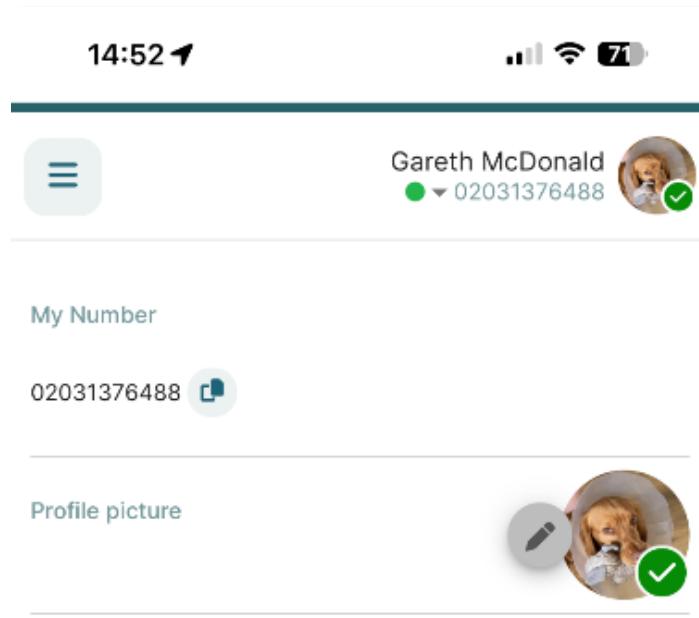


Image selection on Android

Next, you can select a portion of the image by moving the selection square and resizing it appropriately.

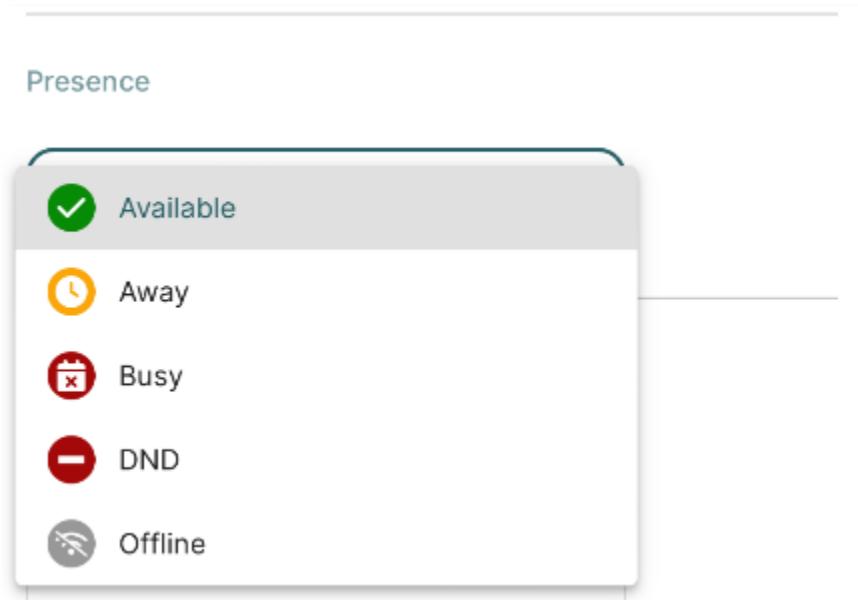


Tap **Ok** and the portion of the image you have selected will be uploaded as the new Profile Avatar picture. This will also be reflected in the top right-hand corner of Evonex Connect.

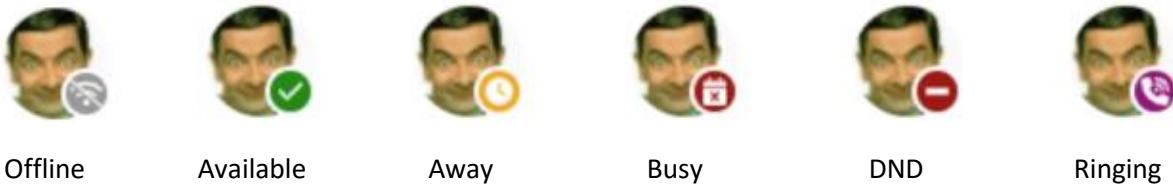


Presence

There are six Presence states available, five of which can be manually selected by tapping the drop-down menu: 'Offline', 'Available', 'Away', 'Busy' and 'DND'. The 'Ringing' Presence state is updated dynamically. The 'Busy' Presence state can be updated dynamically or manually.



When a Presence state is selected, the Avatar is updated with the following badges in the bottom-right-hand corner.



The Presence states are designed to aid your colleagues when, for example, they have a call they wish to transfer to you – knowing you are 'Away' or 'Busy' saves time as it's unlikely you'll be able to take the call.

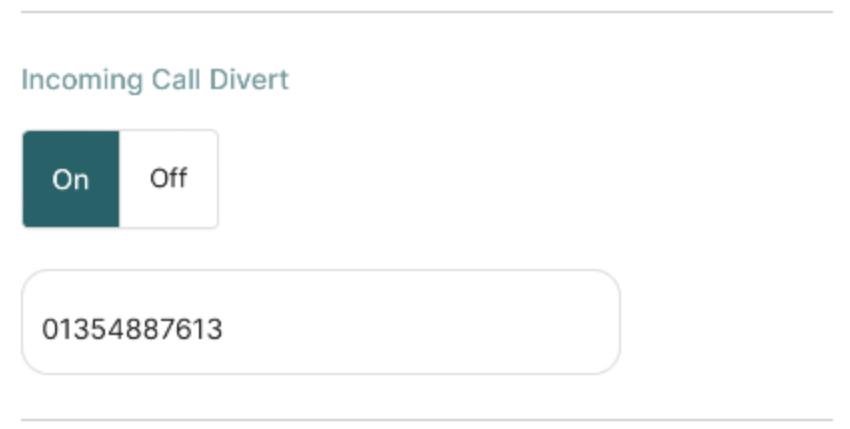
Your Presence is reflected on all Evonex Connect instances you are currently logged into so, no matter which device you're using, your colleagues will always see your Presence accurately.

Setting your Presence to 'DND' is also synchronised to and reflected on any desk phones you have on your Universal License. Therefore, DND can be enabled or disabled on any of your devices, and it will update all your other devices automatically. Enabling or disabling DND also updates the 'Forward all Calls to Voicemail' setting within the portal.

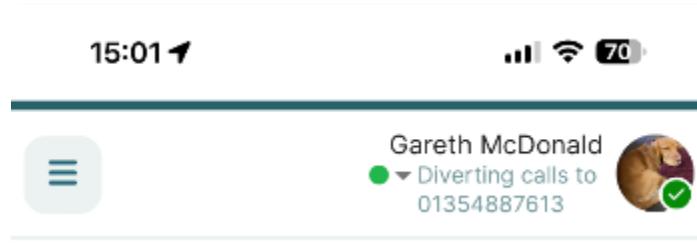
The 'Ringing' Presence status also assists your colleagues in answering a call when it may be ringing at a phone that is unlikely to be answered. They can use the 'Group Pickup' button on the Dialpad screen to do this, which will be covered later in this manual.

Incoming Call Divert

Use the 'Incoming Call Divert' feature to send calls destined for your number to an alternative number. This could be the number of one of your colleagues, or your mobile number, for example. Simply type the desired destination number (full or extension number) into the text field and use the 'On' and 'Off' toggle as desired. The destination number is saved until you wish to change it.



Your 'Incoming Call Divert' state is reflected on all Evonex Connect instances you are currently logged into so, no matter which device you're using, you will always be reminded of your call divert state accurately.



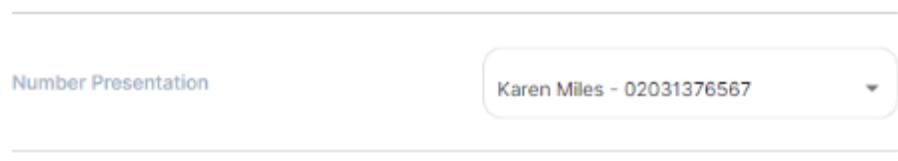
It is also synchronised to and reflected on any desk phones you have on your Universal License. Therefore, a divert can be enabled or disabled on any of your devices, and it will update all your other devices automatically. Enabling or disabling a divert also updates the 'Divert all calls unconditionally to another number' setting within the portal.

Number Presentation

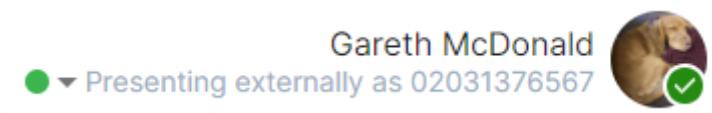
By default, the number that is presented as the outbound CLI when you make a call externally is 'Your Telephone Number' displayed in the top-right-hand corner of the screen.



To change the outbound CLI dynamically, you may either tap on the number itself and select another number from the drop-down list of presentation CLIs (as previously described) or use the corresponding 'Number Presentation' drop-down list under 'Profile'.

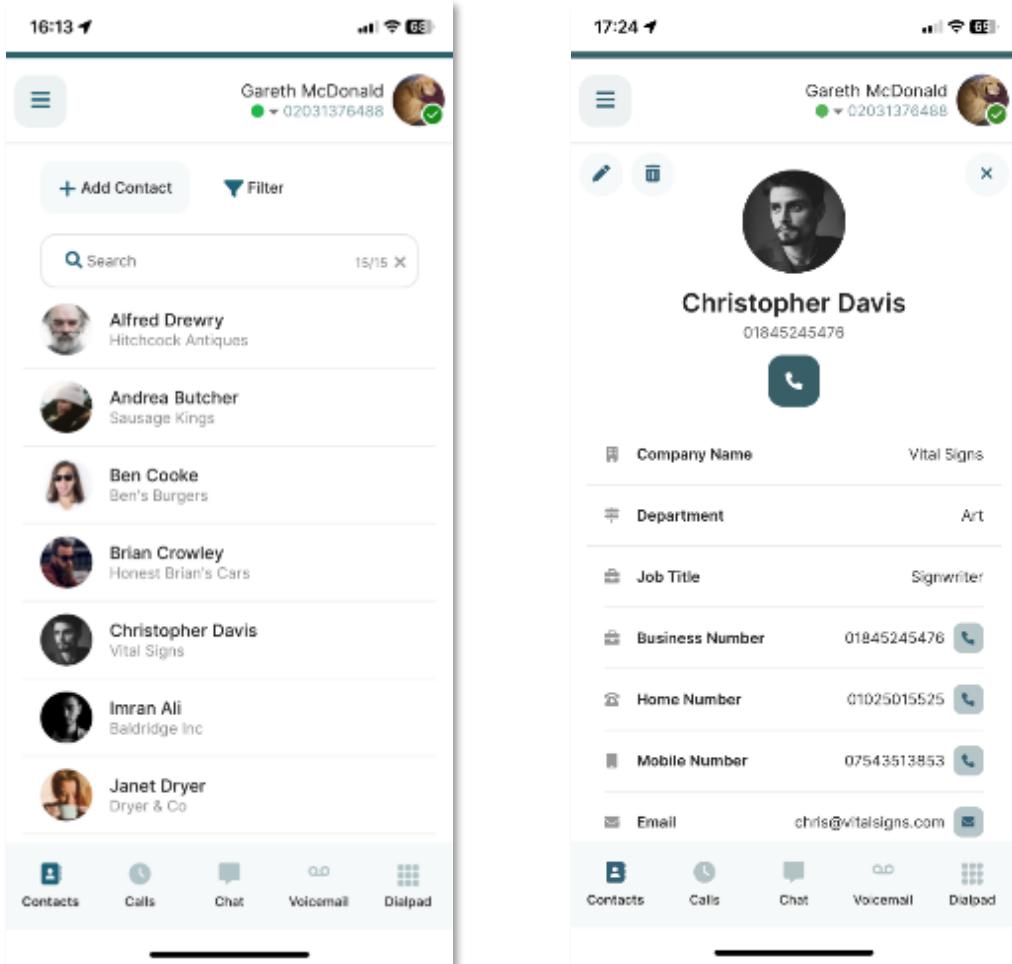


'Presenting externally as' will be displayed instead of your telephone number until you tap here again and select 'Default' which disables dynamic CLI presentation.

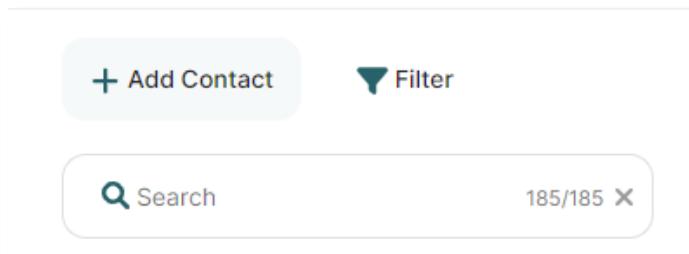


Contacts

The Contacts section allows you to find people you wish to call. It includes entries from the internal 'Directory', plus your 'Personal' address book and the 'Shared' Address book. Entries in the internal Directory will also include a Presence badge. Contacts saved on your mobile device are also searchable and can be dialled through the app.



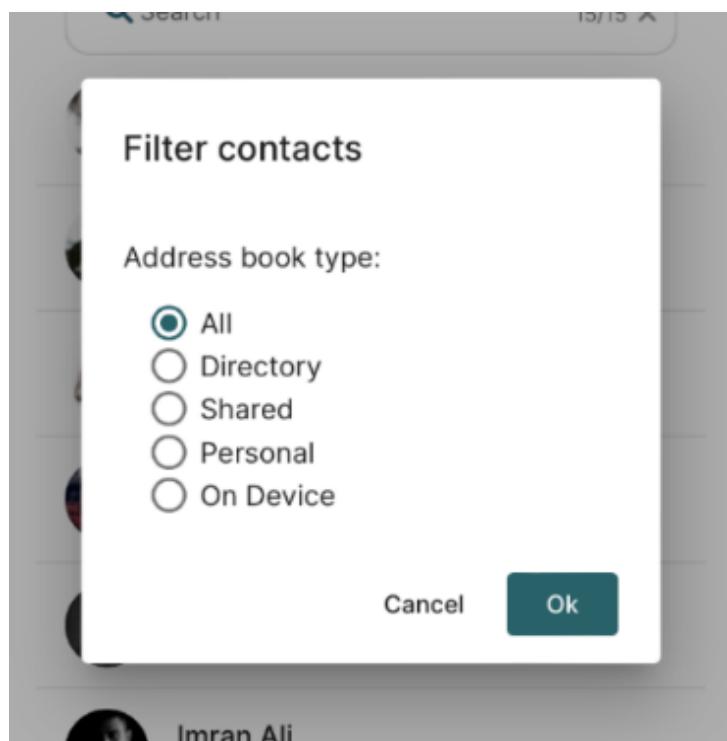
You may use the Search function to find the contact you wish to dial. The Search field supports alphanumeric characters, and you can therefore search for names, numbers, departments, companies, email addresses, etc.



You can use the filter option to include or exclude the Address Books your search is performed within, to return fewer or greater results. In 'Settings' you may choose the default directory filter option. The available Address Books are:

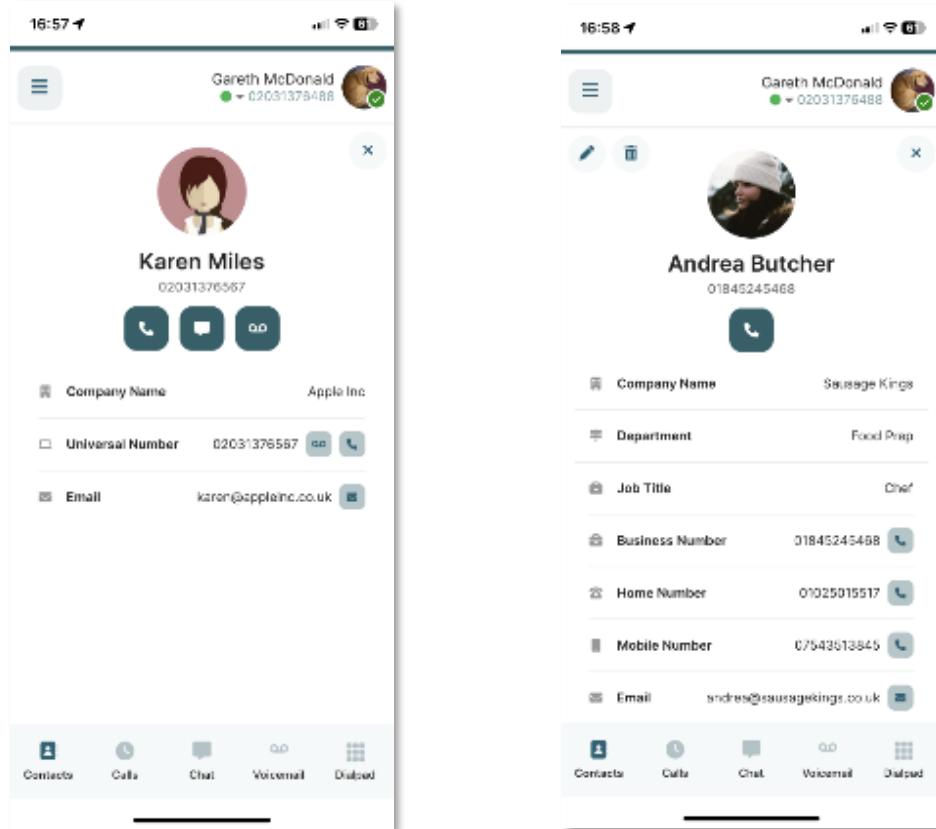
- 'Directory' which is the internal list of all users on the same account as you, including a presence badge.
- 'Shared' which is the global address book managed by your administrator.
- 'Personal' which is contacts added and only available to you.
- 'On Device' which are the contacts stored on your mobile device.

Selecting 'All' will show contacts from all directories.



Once you've found the contact you wish to dial, tap it and the detail of the contact will be displayed. If the contact you have selected is from the internal Directory, you'll have the option of clicking the 'Dial', 'Chat' and 'Voicemail' buttons just below the Username and number.

If the contact you have selected is from the Personal, Shared or Device address books, you'll only have the option to 'Dial' the contact. If there is more than one telephone number associated with the contact, there will be individual 'Call' and 'Voicemail' buttons against each number.



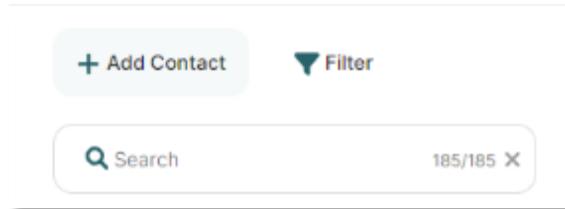
Example of an internal directory contact

Example of an external shared contact

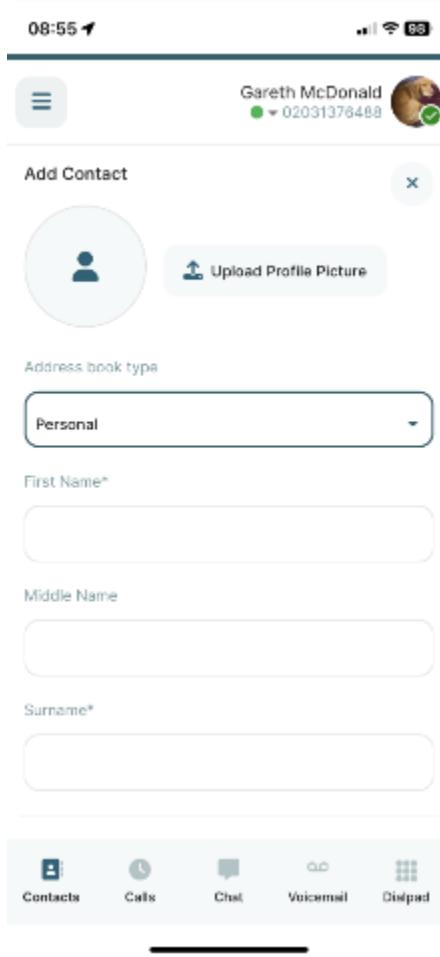
- Click the  button to call the contact's primary number.
- Click the  button to start a chat with this user.
- Click the  button to leave a voicemail message for this user's primary number without ringing their phone first.
- Click the  button to call one of this user's secondary numbers.
- Click the  button to leave a voicemail message for one this user's secondary numbers without ringing their phone first.
- Click the  button to send an email to this user's email address via your default email app.

Add a Personal contact

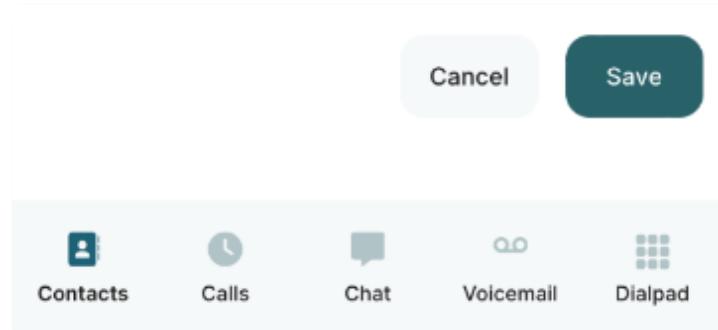
To add a new Personal contact, tap the 'Add Contact' button at the top of the Contacts pane.



You must enter the contact's first and last names and a telephone number as a minimum. You may also add other details such as company name, job title, department and email. You may also upload a profile Avatar picture for each contact.

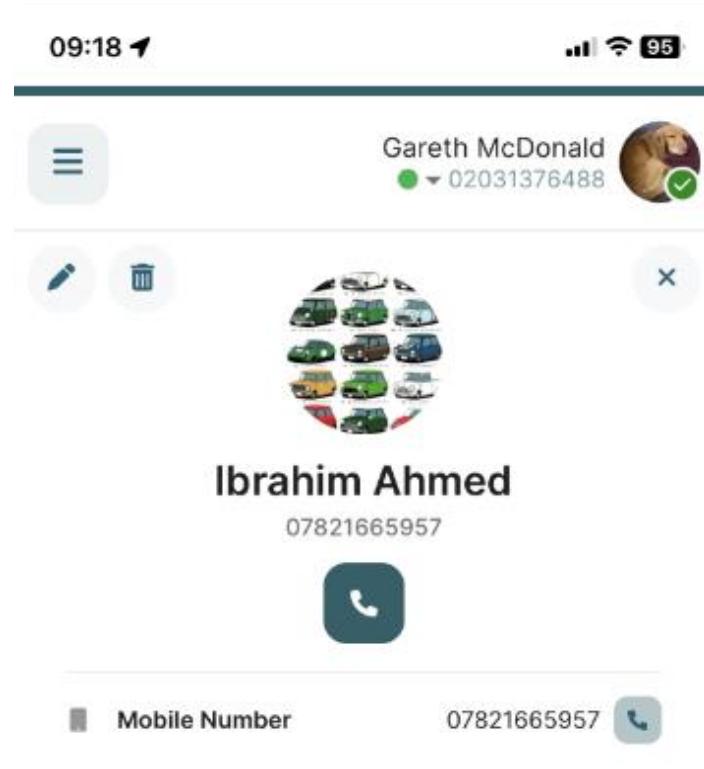


When you have populated the form with all the required details, tap the 'Save' button at the bottom of the screen.

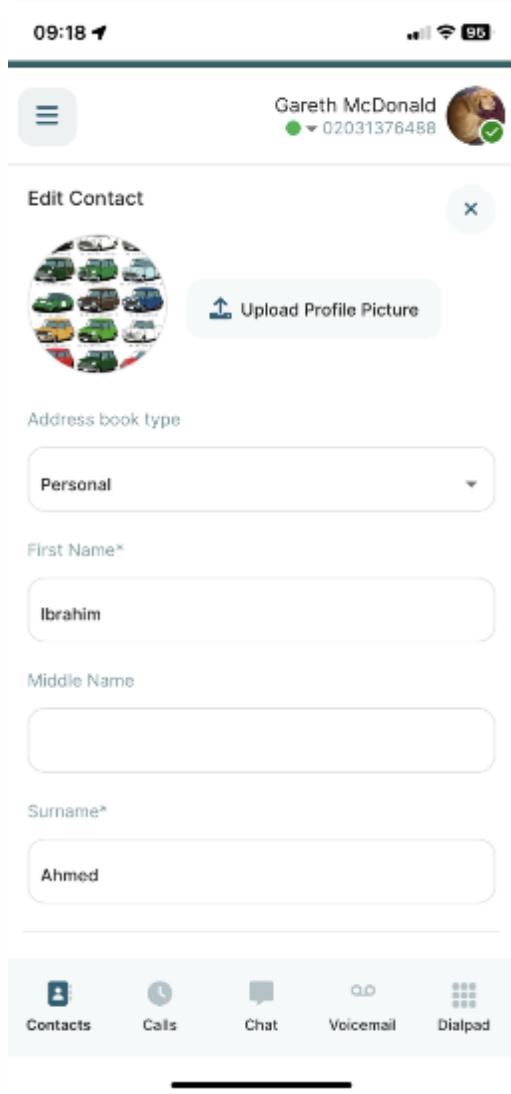


Edit a Personal contact

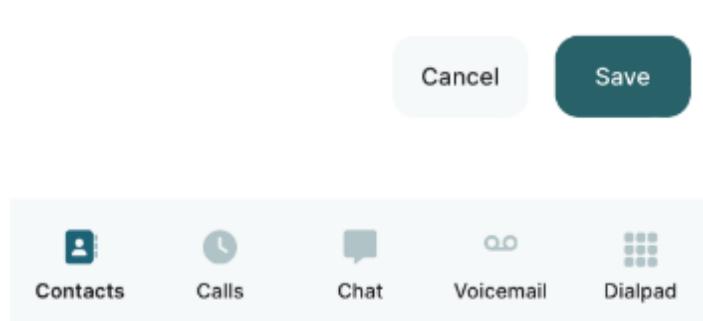
To Edit or Delete a contact, tap the  Edit or  Delete buttons, at the top of the Contact detail pane, accordingly. If these buttons aren't available, you are trying to edit or delete a Shared contact - please contact your support team.



Make the required changes to the form.



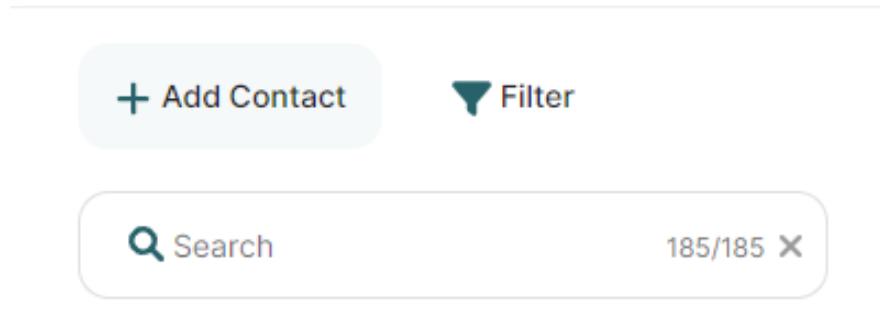
When you have made the required changes, tap the 'Save' button at the bottom of the screen.



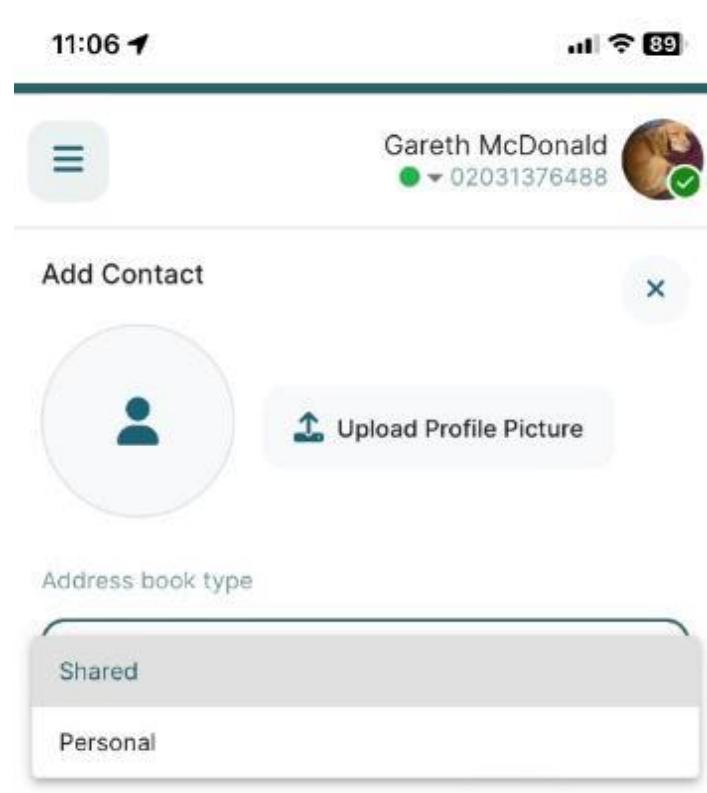
Add a Shared contact

Only an administrator can add Shared Address Book entries, through the app or via the Portal. If you do not have administrator privileges, please contact your support team.

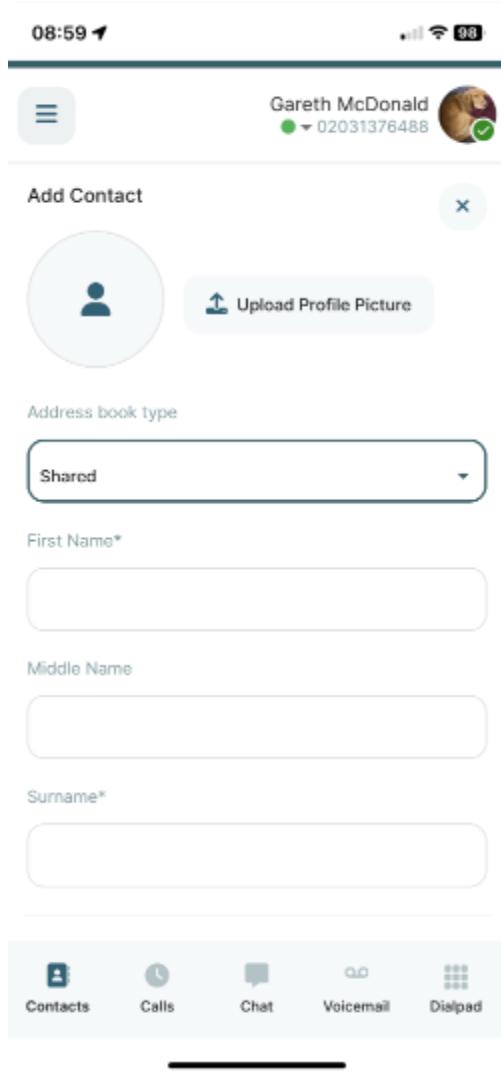
To add a new Shared contact, tap the 'Add Contact' button at the top of the Contacts pane.



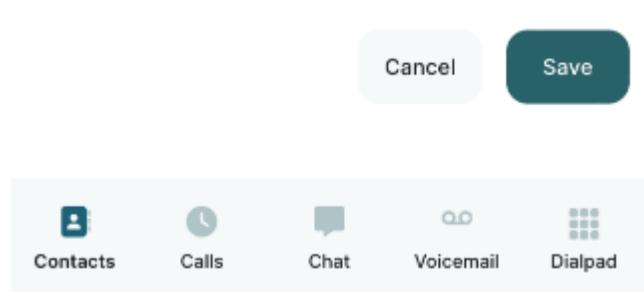
Select 'Shared' from the 'Address book type' drop down list.



You must enter the contact's first and last names and a telephone number as a minimum. You may also add other details such as company name, job title, department and email. You may also upload a profile Avatar picture for each contact.

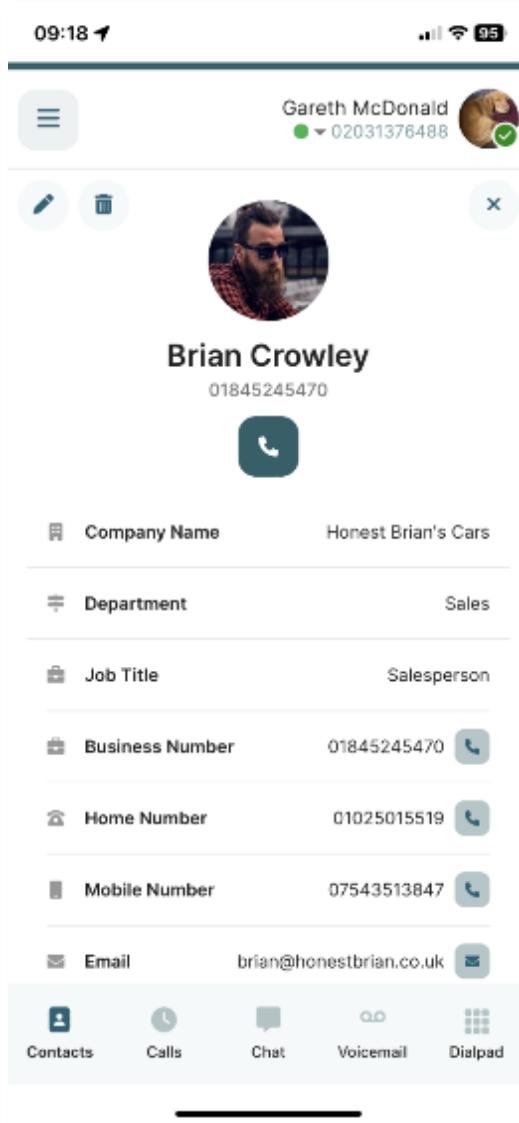


When you have populated the form with all the required details, tap the 'Save' button at the bottom of the screen.

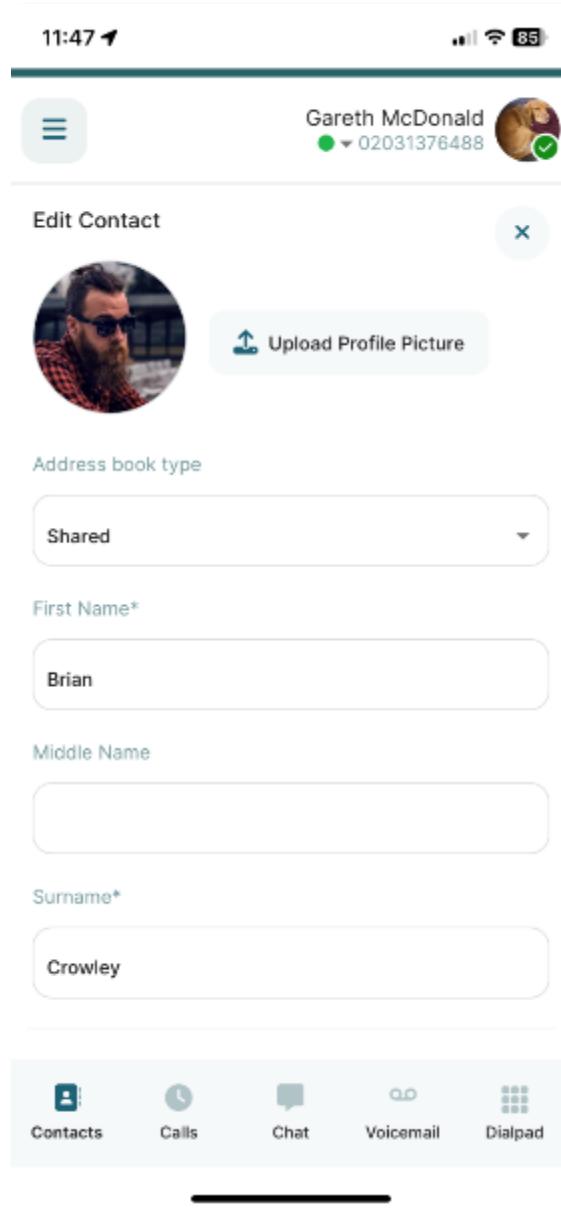


Edit a Shared contact

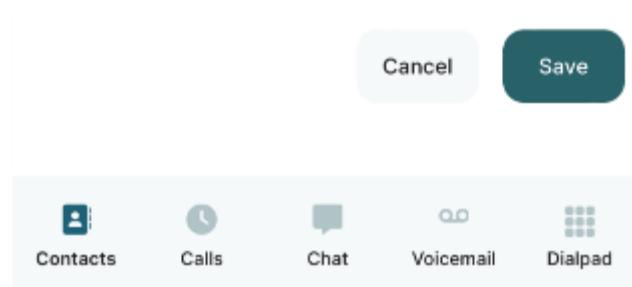
To Edit or Delete a contact, tap the  Edit or  Delete buttons, at the top of the Contact detail pane, accordingly. If these buttons aren't available, you don't have permission to edit or delete a Shared contact - please contact your support team.



Make the required changes to the form.

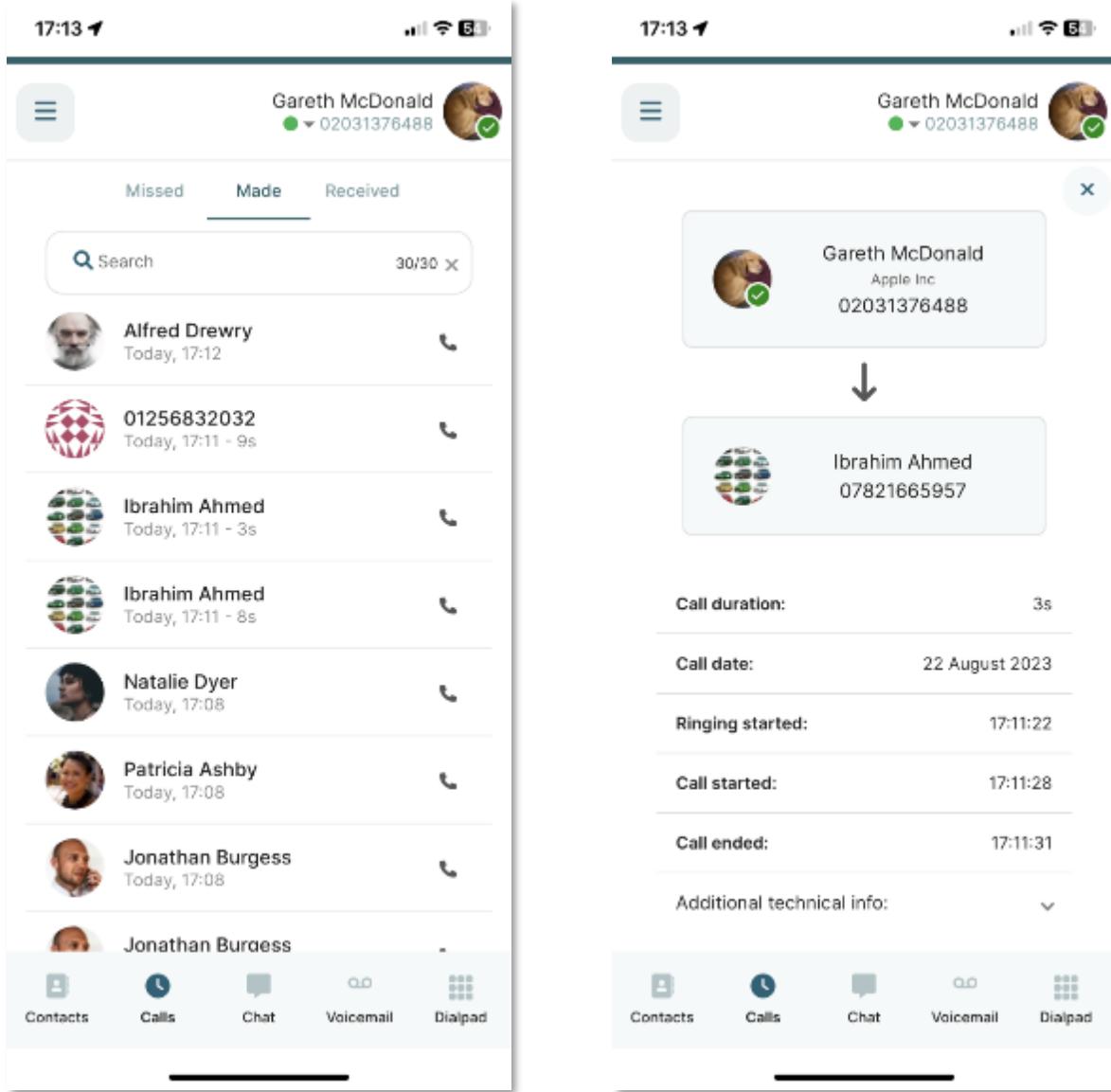


When you have made the required changes, tap the 'Save' button at the bottom of the screen.



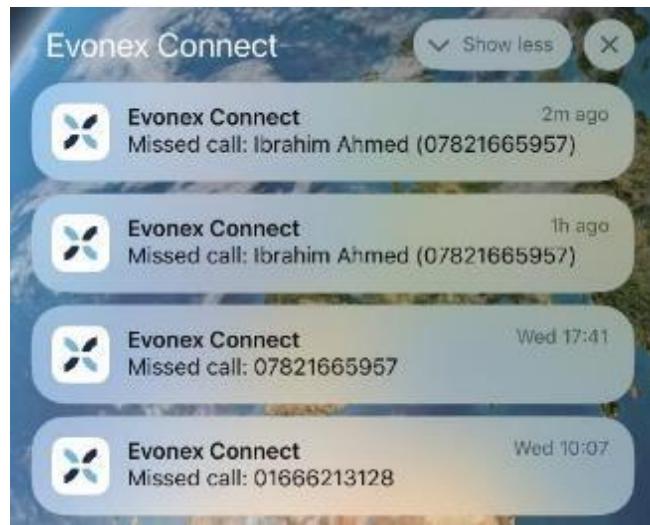
Call History

Call History is separated into three tabs – ‘Missed’, ‘Made’ and ‘Received’. Evonex Connect will store up to 100 historic call entries in each tab, then it will overwrite the oldest. There is also a Search function which allows you to search each tab alphanumerically.

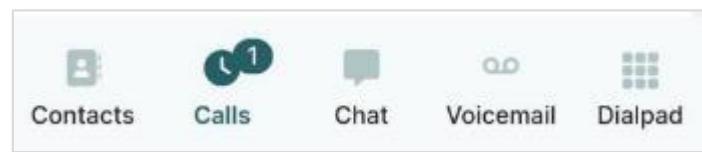


Selecting a History entry in the Context Pane will display further details of the entry. You'll see the duration, time, date, etc. To call the number, click the telephone handset button located next to each entry in the list.

If you miss any calls while your device is locked, details of the calls will be displayed on the lockscreen of your device, similar to the image below. This feature is enabled and disabled in Settings.

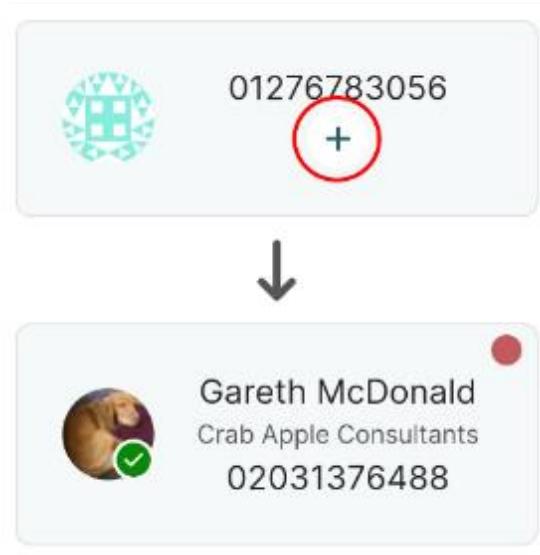


If you miss any calls while the app is open, a notification badge will be located next to the Call History option in the Menu Bar.



Tapping the lockscreen notification or the badge on the menu bar will take you to the Missed Calls tab in the Main Pane. Your new missed call(s) will be at the top of the list. Once you have viewed the new missed calls they will no longer be displayed in bold, and the notification badge will disappear.

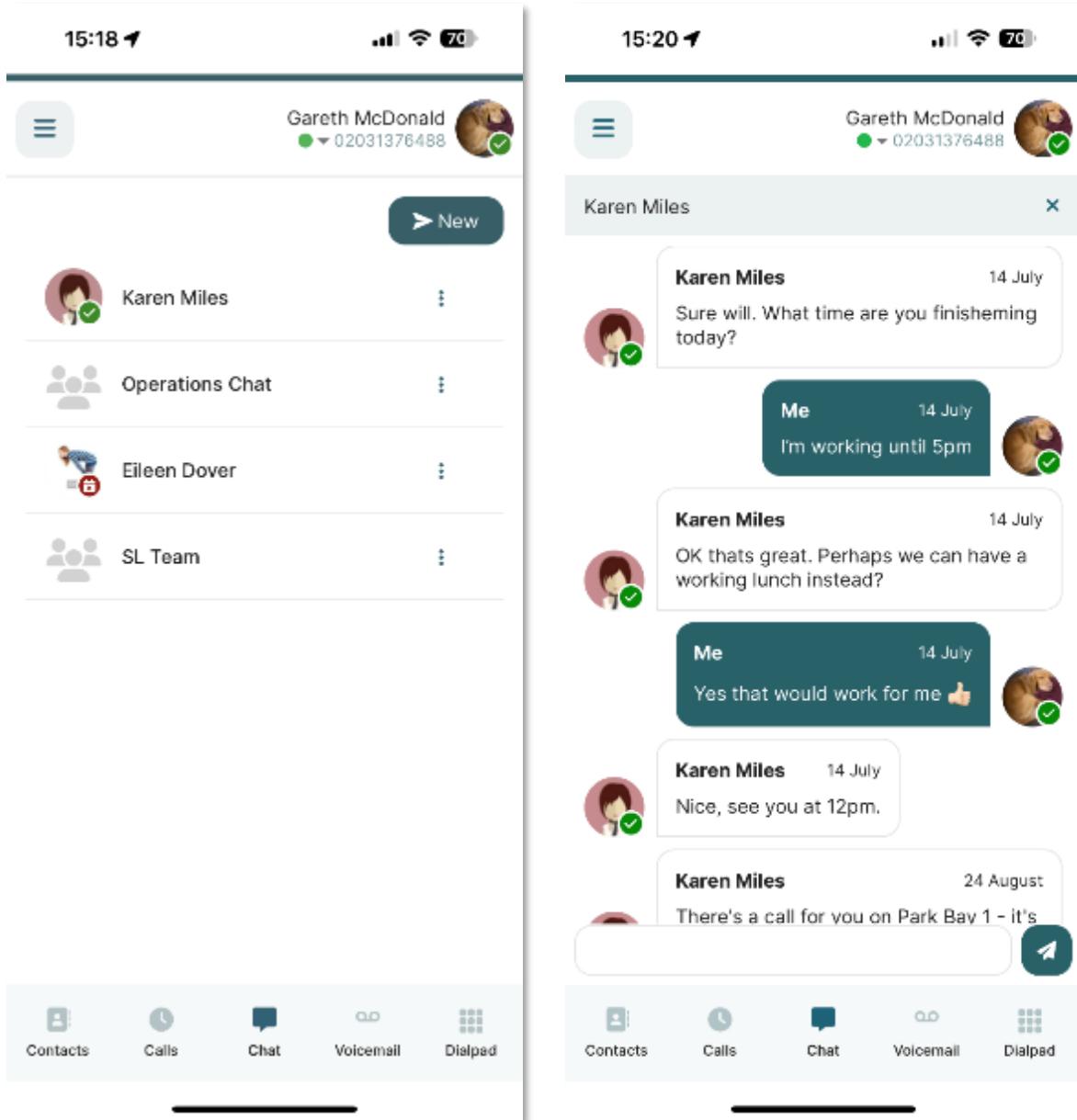
If a Call History entry is not matched to an address book entry, a '+' button will be shown below the number (circled). Click the plus button to add a new address book entry.



Chat

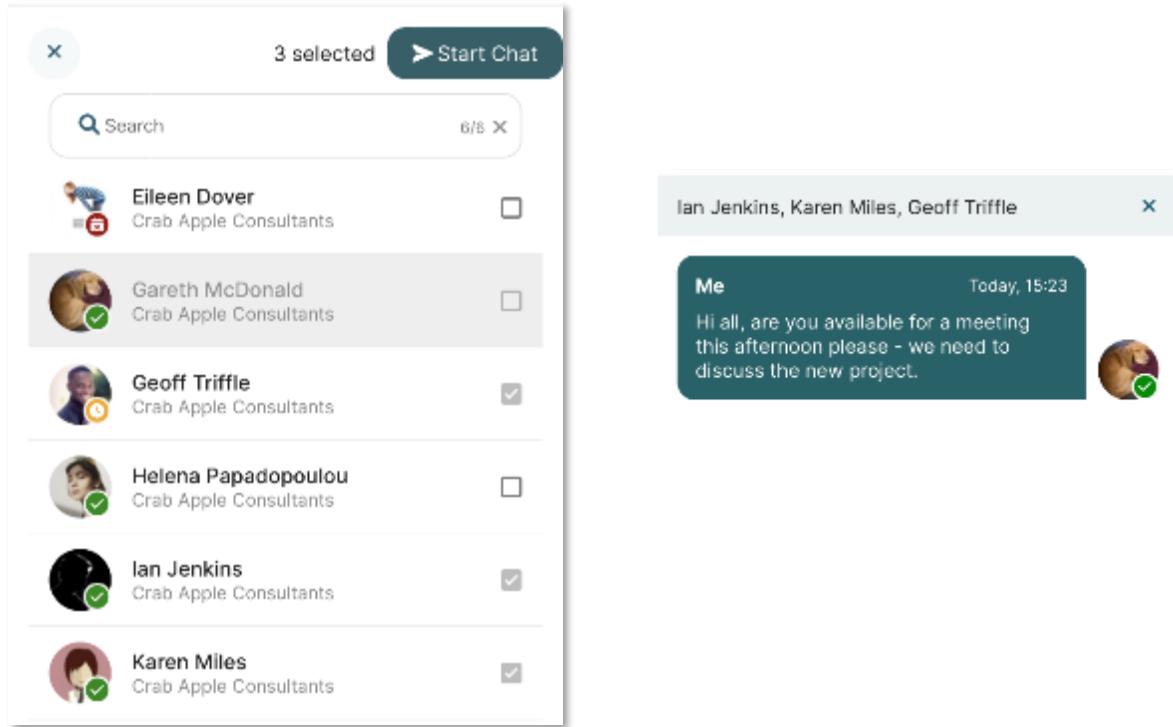
Chat allows you to exchange short messages between your colleagues. You can use chat to send text, emoji and Web Links.

Chat can be useful if you are working in a different location to your colleagues. For example, they could quickly and easily tell you there is a call parked for you. Or you can keep up to date with multiple colleagues all working on a common project via a group chat.

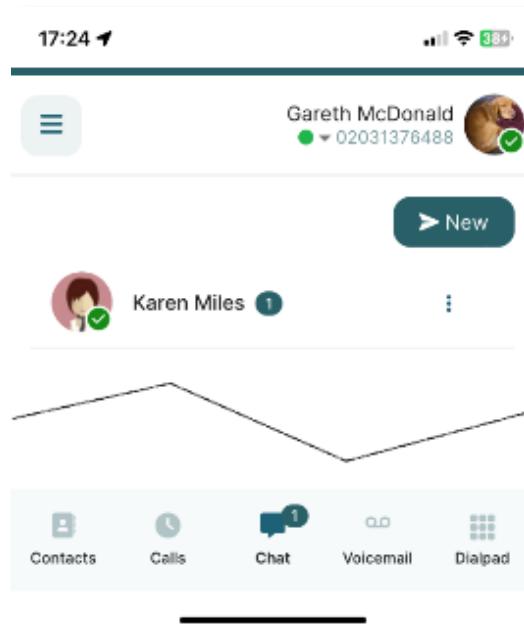


To start a new chat, tap the  New button at the top then search or scroll for the Directory contact(s) you wish to add to the chat. Select one, or as many as required, and click  Start Chat.

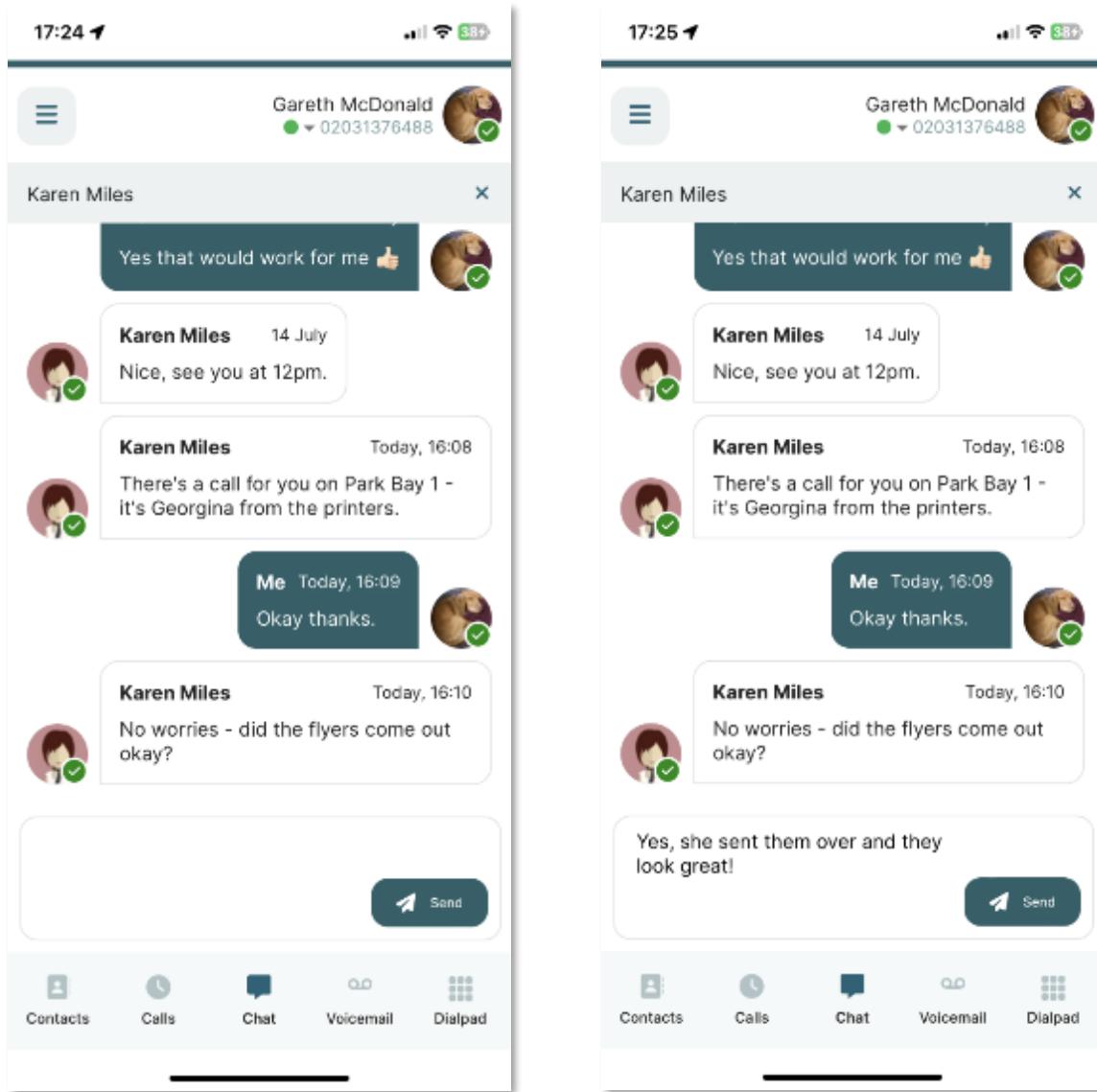
Start Chat. Your new Chat window will appear. Type your Chat message and press Enter or click  Send.



When you receive a new Chat message, you will hear a notification sound and see a notification popup. You will also notice a notification badge next to 'Chat' in the Menu Pane.



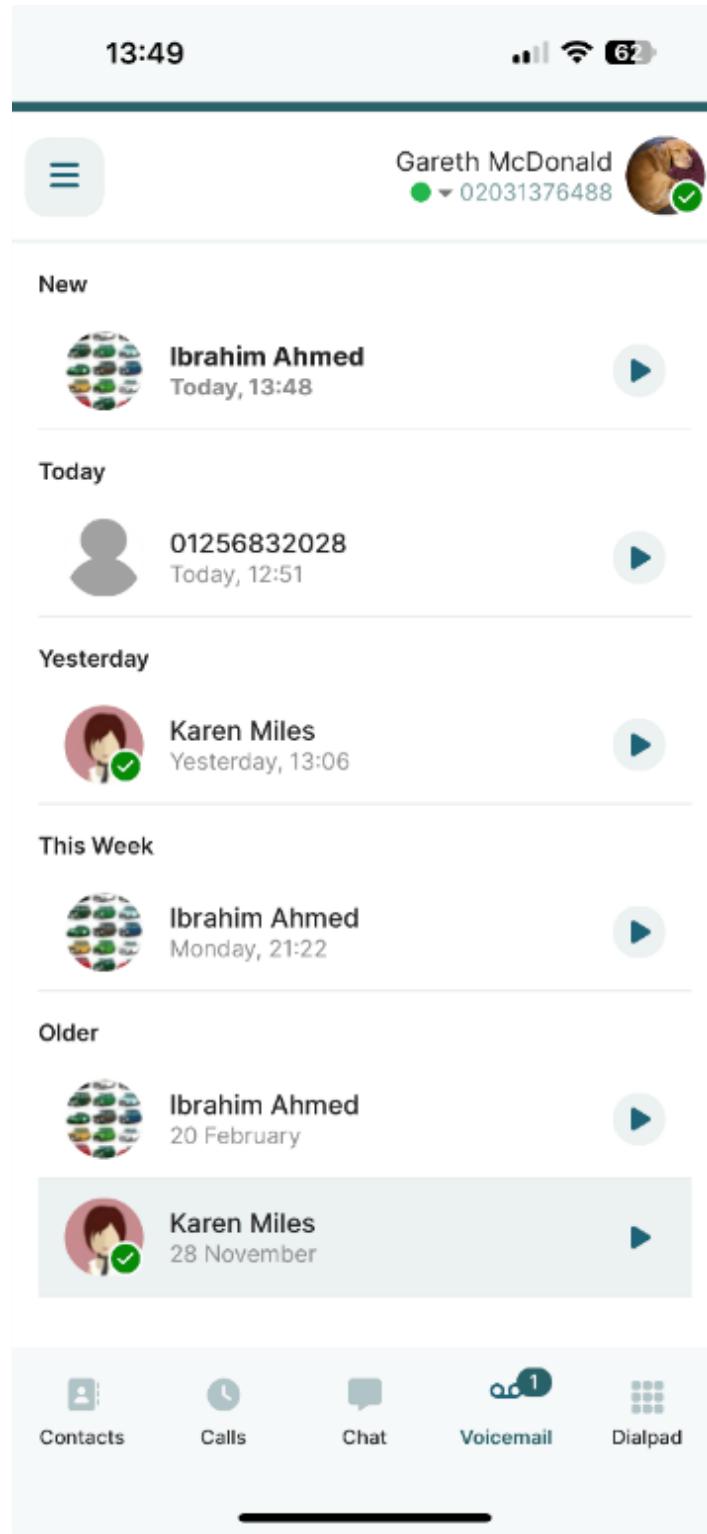
When you tap the new Chat message, the notification badge will disappear, and the body of the message will be shown.



Type your reply and tap 'Send'.

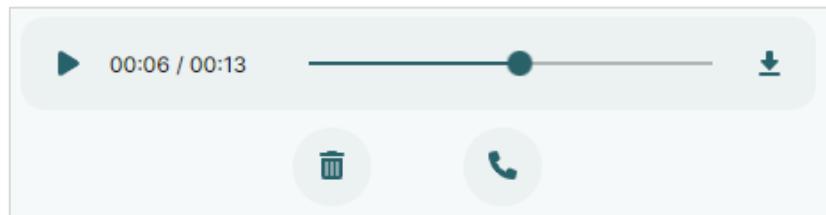
Voicemail

The Voicemail Menu option provides you with a list of your Voicemail messages in the Context Pane sorted into descending chronological order. There is a play button available on each message – simply tap the button to ‘quick-play’ the message.



When you receive a new Voicemail message, you will receive a notification badge next to 'Voicemail' in the Menu Bar. The telephone number or Contact name will be emboldened until you have listened to the message. New messages are always shown at the top of the list.

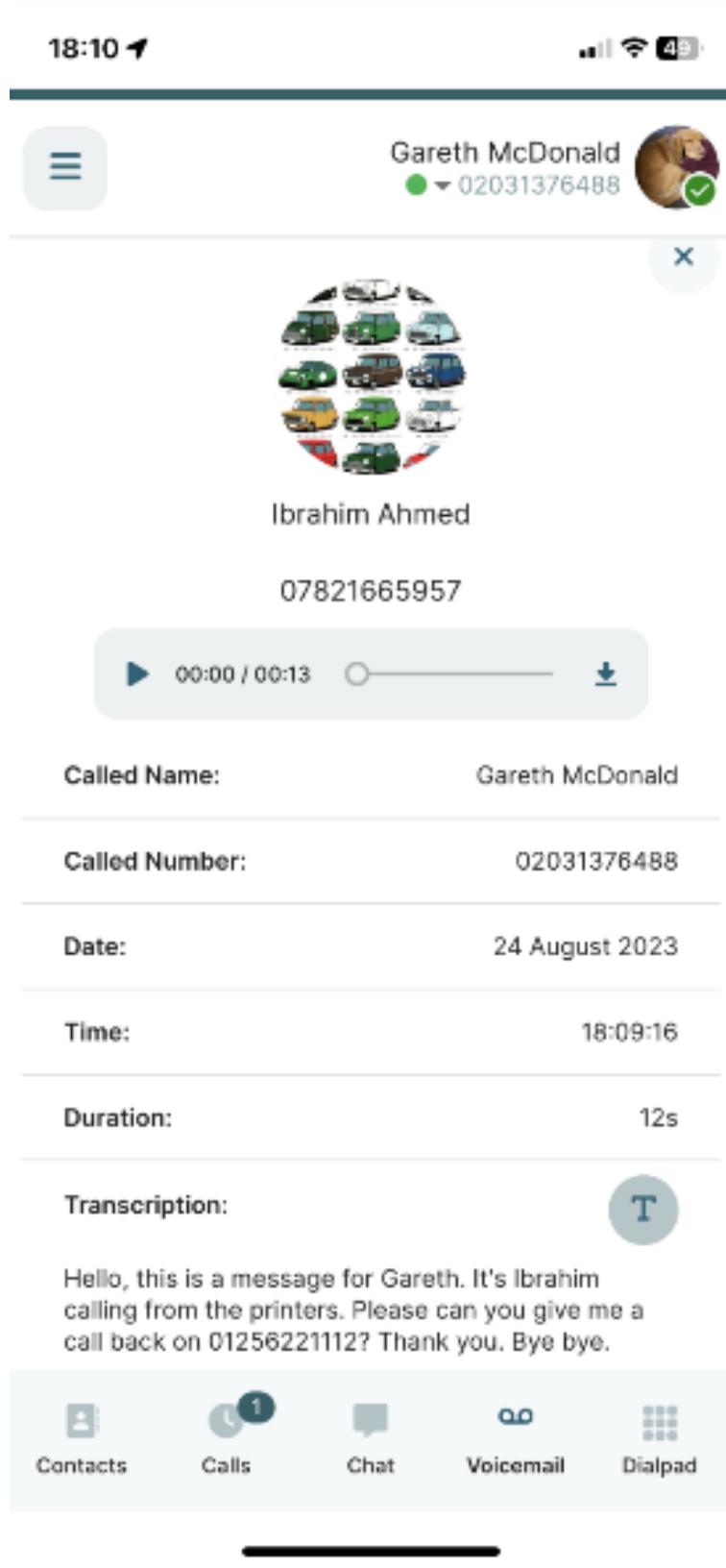
Selecting a Voicemail message in the Context Pane shows more detail of the message in the Detail Pane. You can view who the caller was – matched to an address book entry if applicable – and you'll also see the number they called, the date, time and duration of the message. From here, you may also play back or download the message by selecting the buttons either side of the scrub bar. You may also delete the message or call back the sender of the message by clicking the respective buttons below the scrub bar.



When a message has been listened to it becomes marked as old and it moves to one of five headings depending on when the message was recorded: 'Today', 'Yesterday', 'This Week', 'Last Week' and 'Older'. It will be sorted into your other old messages in descending chronological order.

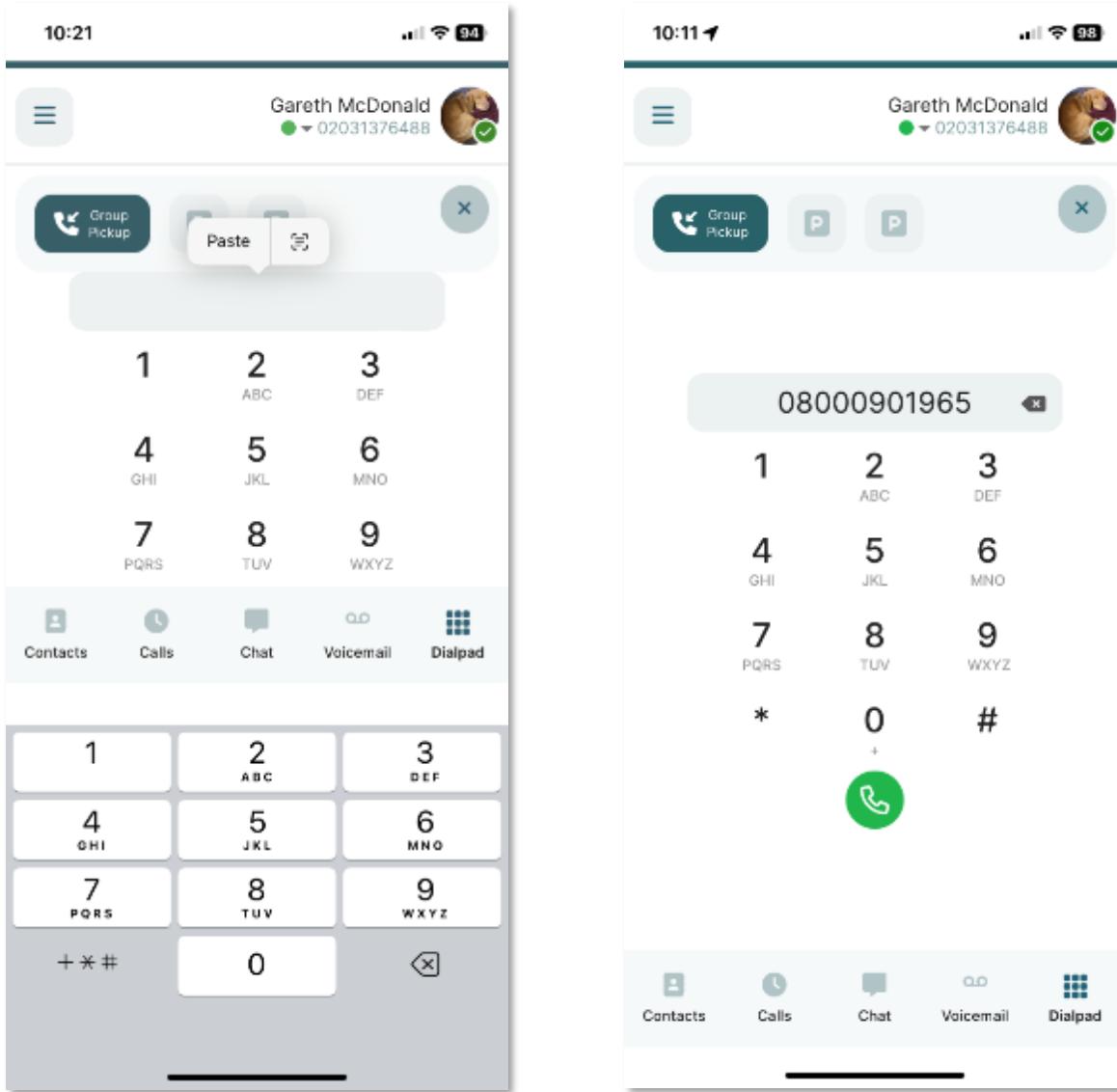
Category	Message Details	Action
New		
Today	Ibrahim Ahmed (Thumbnail: Cars, Date: Today, 13:48)	Play
	01256832028 (Thumbnail: Person, Date: Today, 12:51)	Play
Yesterday	Karen Miles (Thumbnail: Person with checkmark, Date: Yesterday, 13:06)	Play
This Week	Ibrahim Ahmed (Thumbnail: Cars, Date: Monday, 21:22)	Play
Older	Ibrahim Ahmed (Thumbnail: Cars, Date: 20 February)	Play

You're also able to read a transcription of the message by tapping the  button. When you tap this button, the system analyses the speech in the message, converts it to text, and displays it on screen.



Dialpad

The Dialpad screen allows you to manually enter a telephone number to dial. You may either tap the digit buttons on the Dialpad, use the numerical keys on the iOS or Android keyboard, or paste a telephone number copied from another application. When entering digits, you will hear a tone as each digit is tapped.



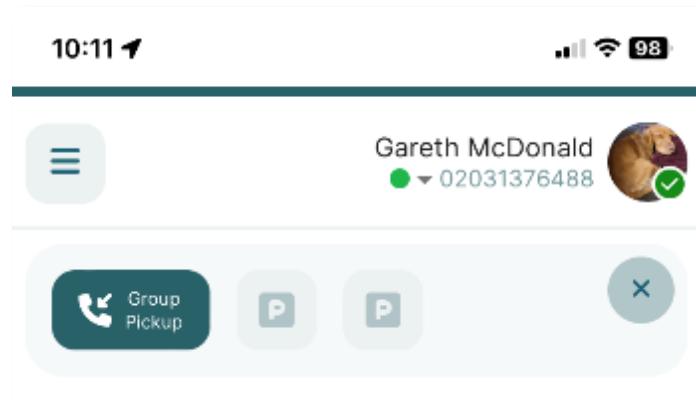
To dial the digits entered, tap the  green Dial button.

If you enter characters that are not numerical, they will be ignored when dialling.

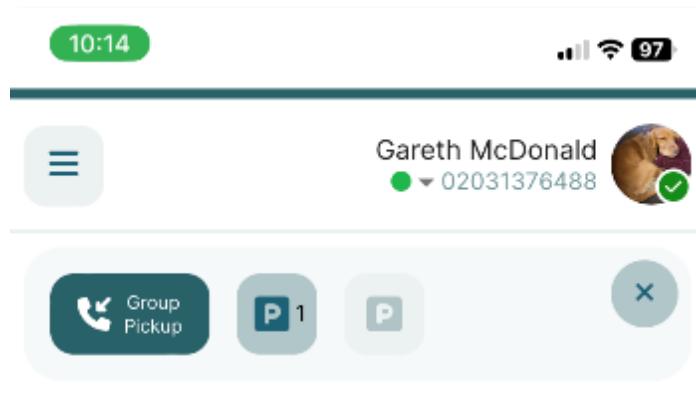
You may long-click the '0' button or use the keyboard to enter a + sign for international destinations.

If you make mistake when entering digits and wish to delete some already entered, tap the  back button.

The Dialpad also provides access to the Park Bays and Group Pickup button.



Parking is a way to place a caller on hold so that they may be UnParked by any other user on your account. The Park Bays are used to provide visual indication that a call has been Parked, either by you or one of your colleagues. When a call is Parked in a Bay, simply tap the relevant Park Bay to UnPark the call. For further information, see the [Parking](#) section.



Use the Group Pickup button to answer a call you can hear ringing on another telephone or if you notice one or more of your colleagues' Presence statuses shows as 'Ringing'.

Simply click the Group Pickup button to connect to the ringing caller. Please note, you must be part of the same Pickup Group as the phone you're trying to pick up – please speak to your Support Desk for further details.

Call Handling

Make a call

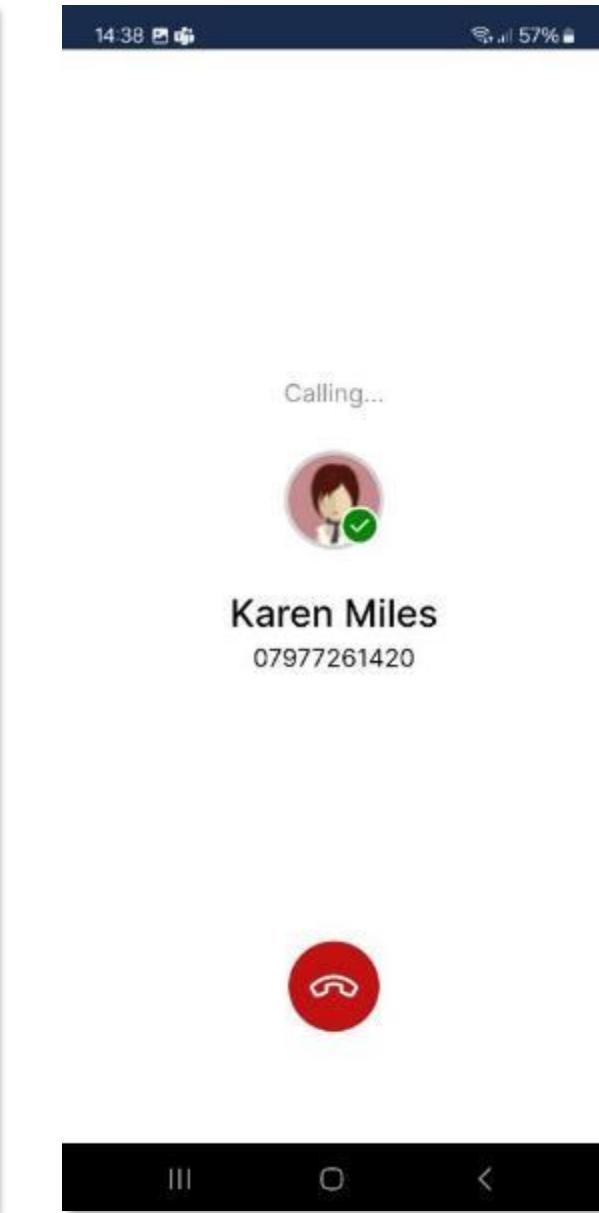
As shown elsewhere in this guide, there are several ways to make a call with Evonex Connect. You may dial a Contact by tapping the call button, you may redial or return a call via Call History, or you may enter a number to dial via the Dialpad.

In all cases, when the call is in progress, you will see a screen similar to the image on the left below.

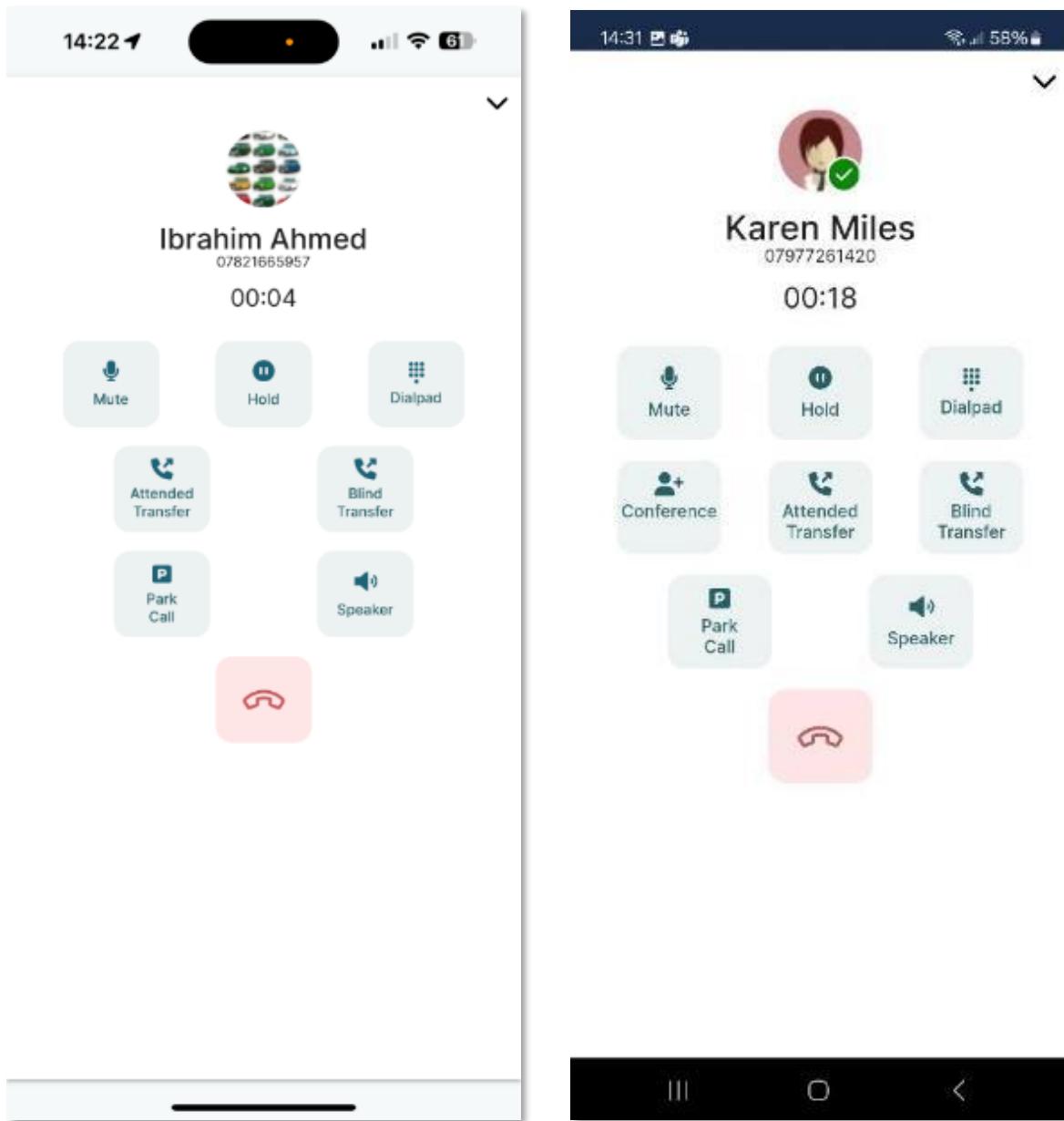
To end the call before it is connected, click the  Hang Up button.



Outbound call on iOS



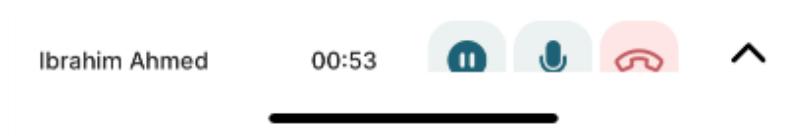
Outbound call on Android



Active call on iOS

Active call on Android

When the call is connected, the Call Control Pane appears, as shown on the right above. The Call Control Pane allows you to perform such tasks as hold, transfer and park the call which will be covered later in this guide. You may minimise this Pane at any time by tapping the down arrow in the top-right-hand corner of the screen.



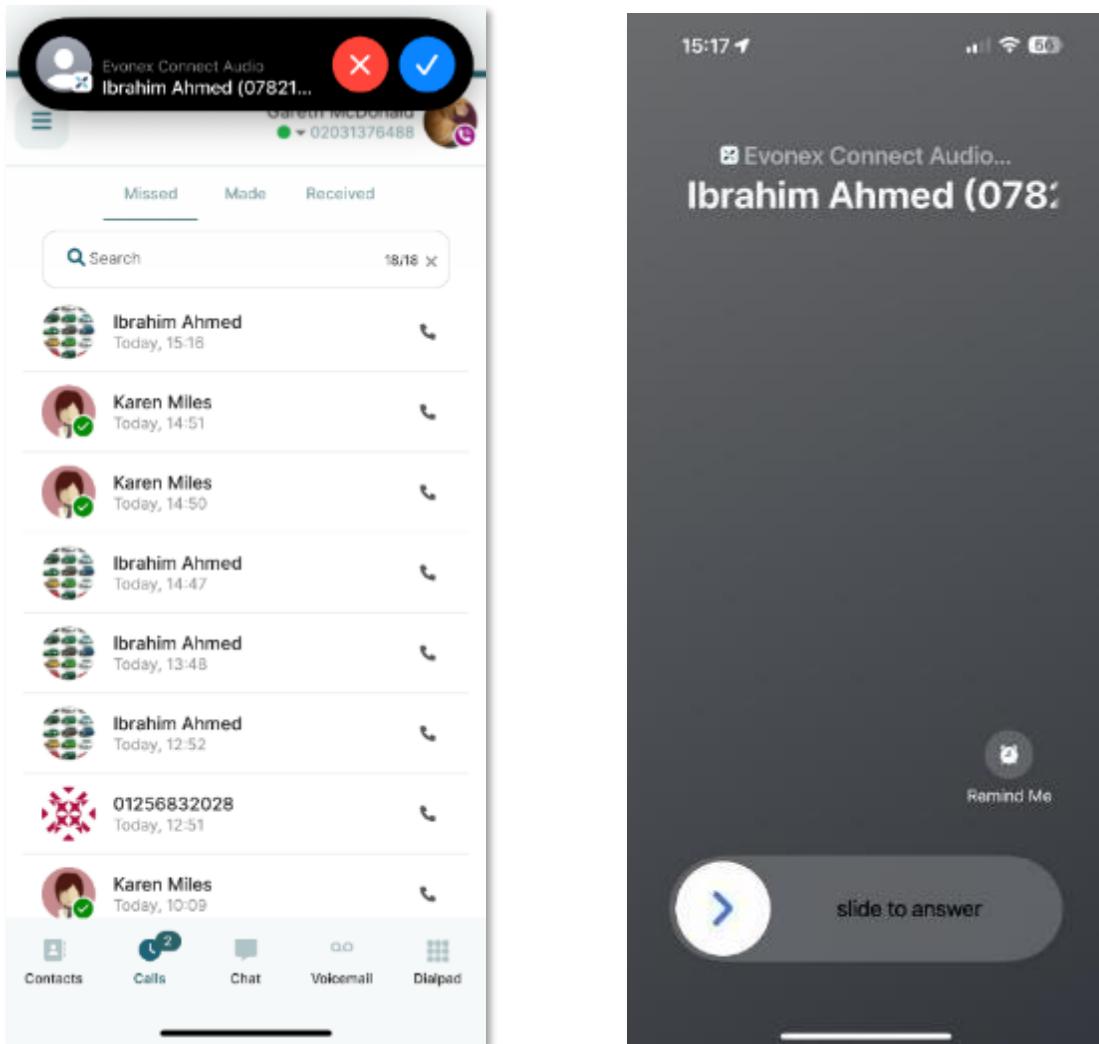
The minimised view contains quick access to the Hold, Mute and End buttons. Tap the Up arrow or anywhere on the Call Control Pane to maximise.

Receive a call

We are utilising the developer tools available in iOS and Android to provide integration to the native Phone apps. Therefore, you will benefit from push notifications to wake the app when a call rings, to save battery and data usage. Where possible, the native iOS and Android Phone app screens are utilised to allow you to interact with the call.

iOS

When you receive an inbound call to your telephone number, if Evonex Connect is on screen, you will see a popup at the top of the screen allowing you to Answer  or Reject  the call, similar to the image on the left below. Answering the call will show the Call Control Pane maximised, similar to the image above. Rejecting the call will send the caller to your Voicemail, by default.

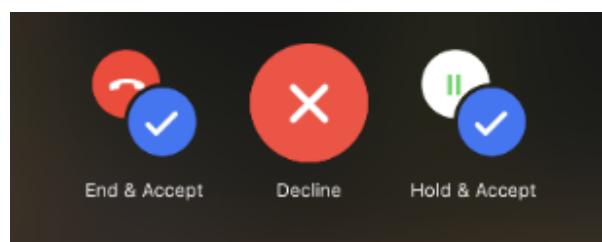


If your phone is locked when a call arrives, you will see a screen similar to the one on the right above. Slide to answer the call and the screen will change to one similar to the image to the left below.



You will have access to buttons to mute the call, put it on speaker and end the call. If you tap the Evonex Connect button, you'll be taken to the Call Control pane in the app, shown on the right above. This provides you with further options, as described below.

If you receive an Evonex Connect call whilst on another call on your mobile device, you'll be presented with the following three buttons:



End & Accept – end your current call and answer the ringing Evonex Connect call.

Decline – reject the ringing Evonex Connect call (will send it to voicemail).

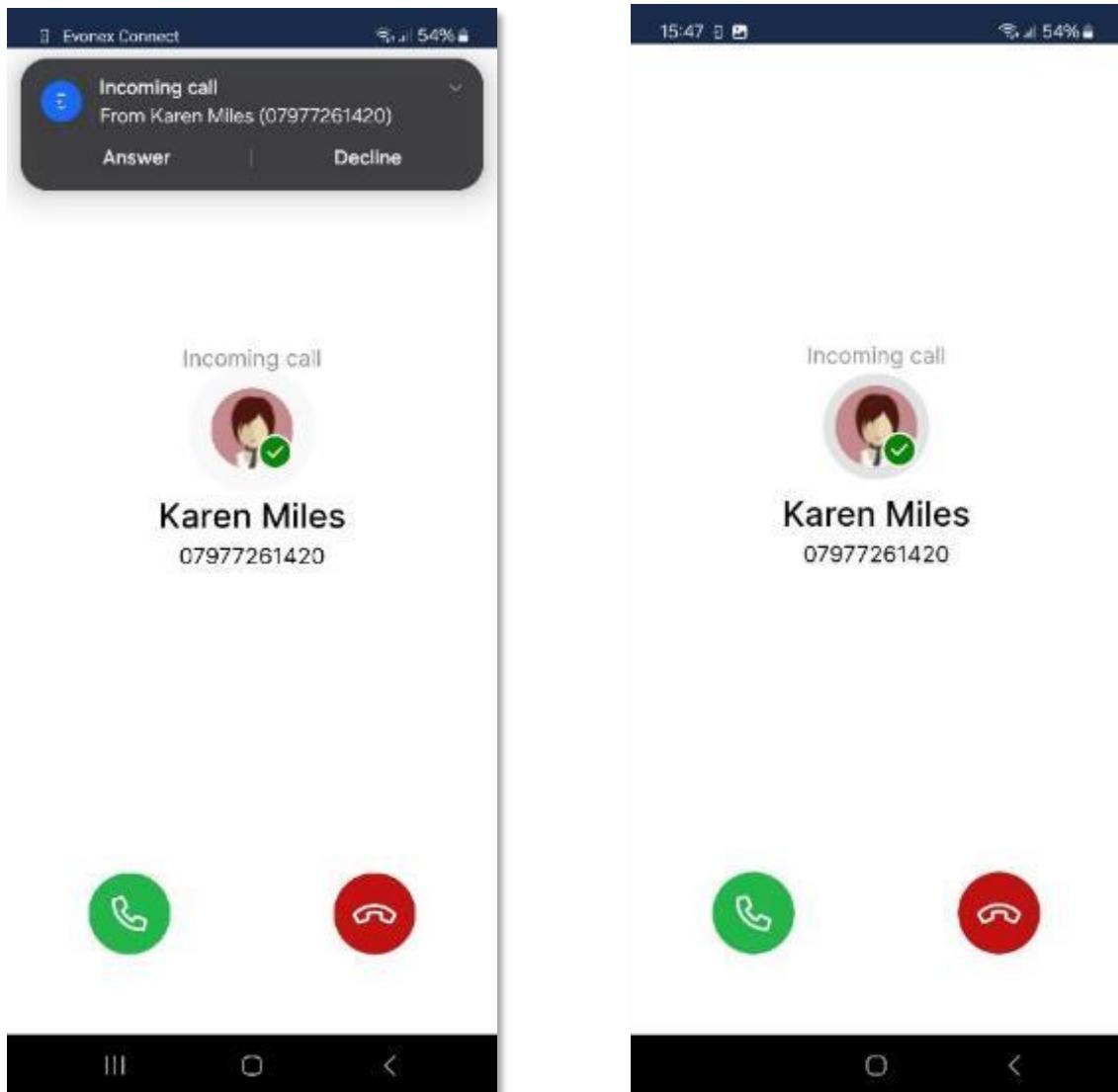
Hold & Accept – hold your current call and answer the ringing Evonex Connect call.

Android

When you receive an inbound call to your telephone number, if Evonex Connect is on screen, you

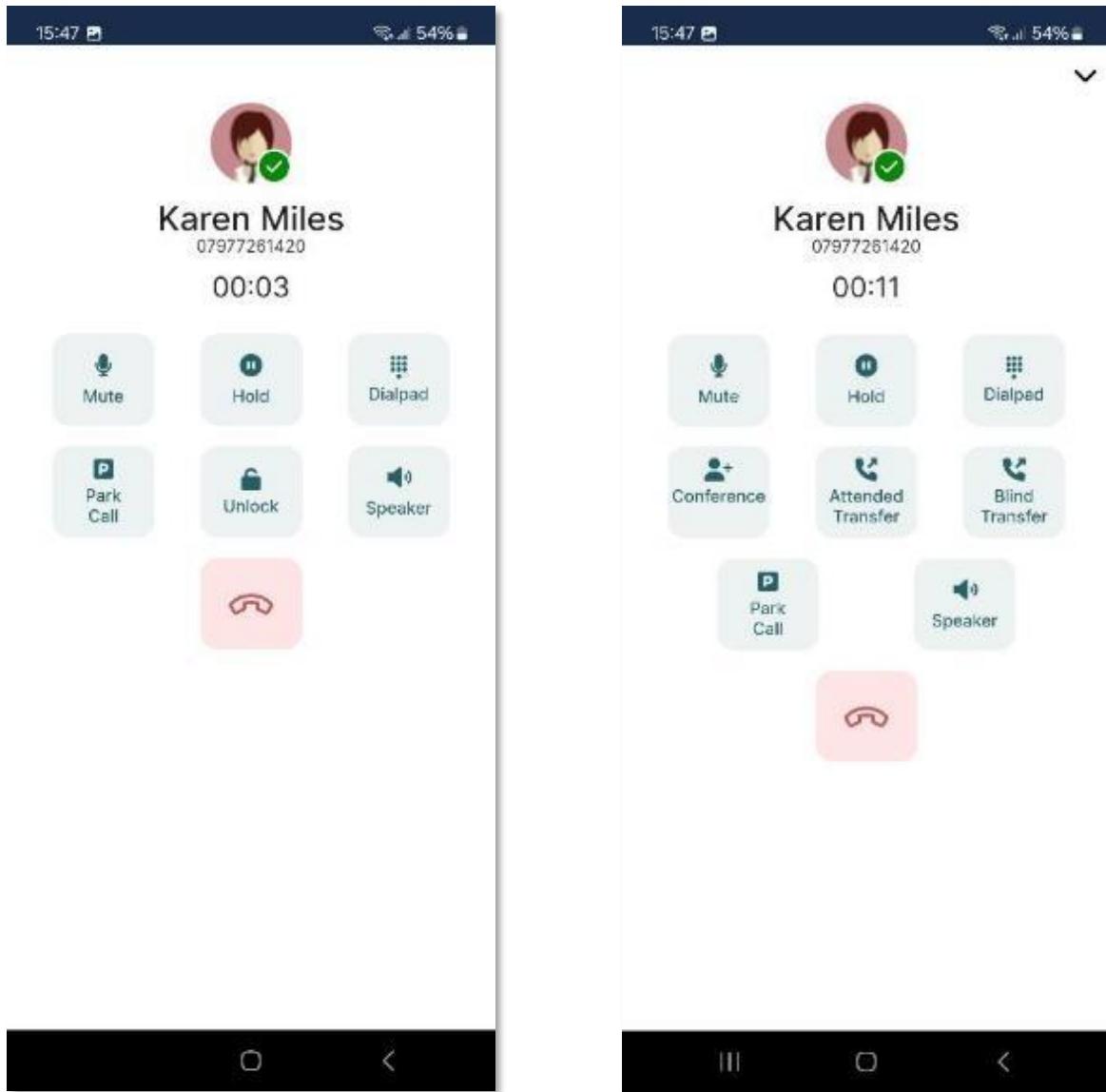
will see a popup at the top of the screen, and an incoming call overlay, allowing you to Answer

or Decline the call, similar to the image on the left below. If Evonex Connect is not on screen, you will only see the popup at the top of the screen with the Answer and Decline options. Answering the call will show the Call Control Pane maximised, similar to the image above. Rejecting the call will send the caller to your Voicemail, by default.



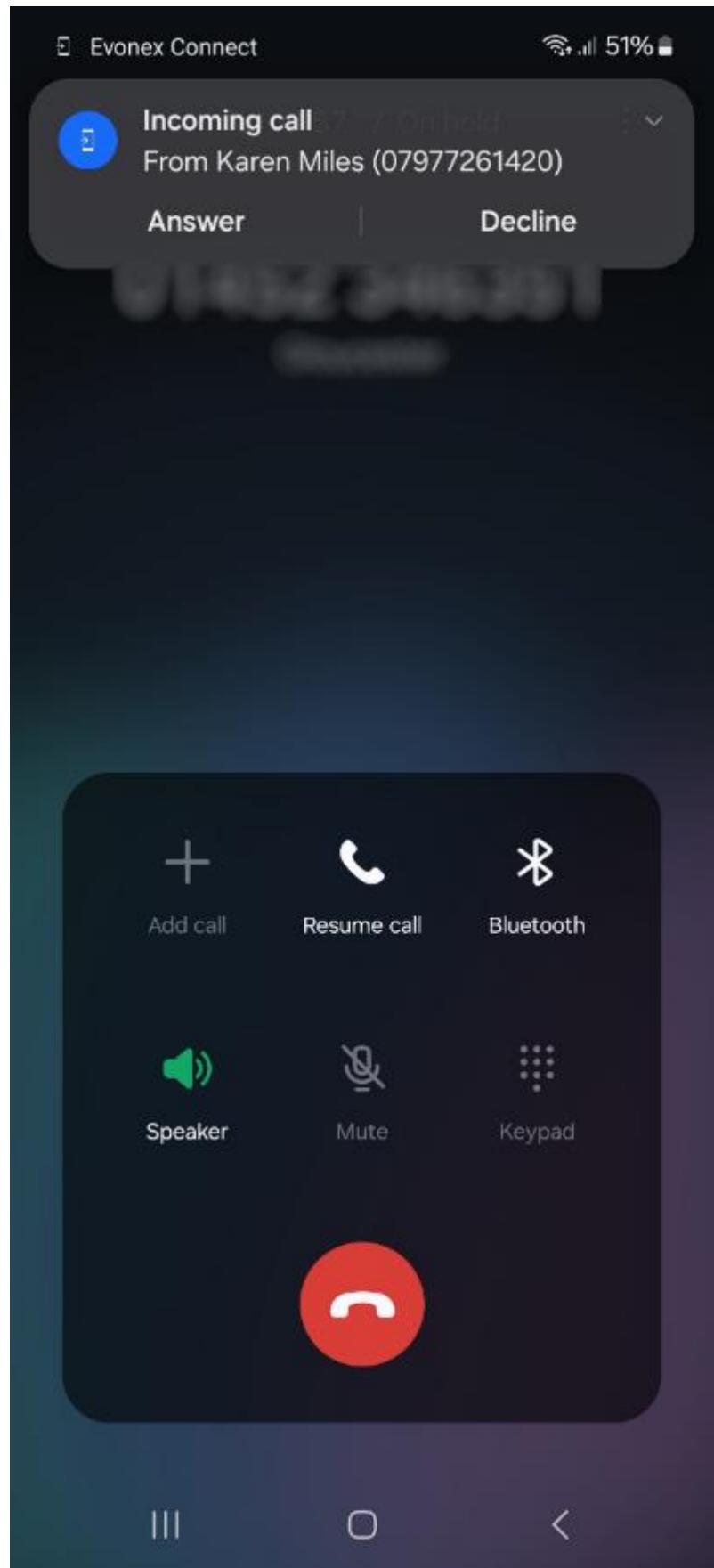
If your phone is locked when a call arrives, you will see a screen similar to the one on the right

above. Tap Answer  to answer the call and the screen will change to one similar to the image on the left below.



You will have access to the Call Control pane and buttons to Mute, Hold and Park the call, access the Dialpad, put it on Speaker and End the call. If you tap the 'Unlock' button, you'll be provided with further handling options similar to the image on the right above (Conference, Attended Transfer and Blind Transfer) as described below.

If you receive an Evonex Connect call whilst on another call on your mobile device, you'll be presented with a popup and the option to either 'Answer' or 'Decline' the Evonex Connect call. Answering will put the first call on hold. Declining will send the second call to your Evonex Voicemail, by default.



Call Control Pane

When a call is active, the Call Control Pane appears. The Call Control Pane allows you to perform such tasks as hold, transfer and park the call.

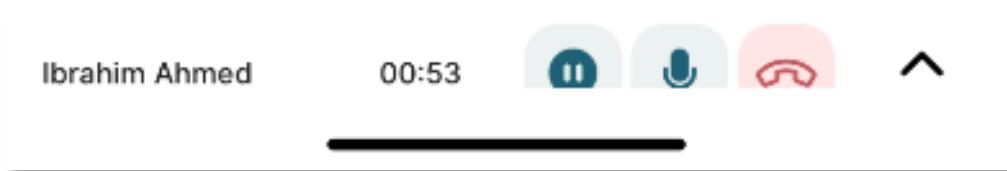


Call Control Pane on iOS



Call Control Pane on Android

You may minimise this Pane at any time by tapping the down arrow in the top-right-hand corner of the screen.



The minimised view contains quick access to the Hold, Mute and End buttons. Tap the Up arrow or anywhere on the Call Control Pane to maximise.

Mute

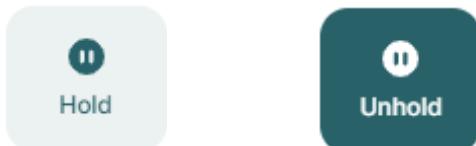
Tapping the 'Mute' button will mute your microphone so the caller cannot hear you. The button will change to 'Unmute'.



Tap to unmute your microphone.

Hold

Tapping the Hold button will put the caller on hold. They will hear hold music while on hold. The button will change to 'Unhold'.



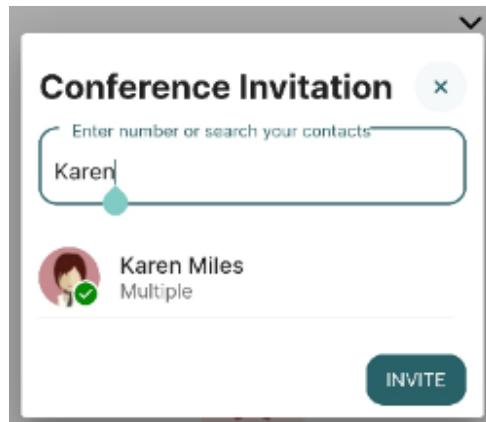
Tap to return to the caller.

3-way Conference (Android only)

To make a three-way Conference call, firstly you must have an active two-way call. This call could be one you make or receive.

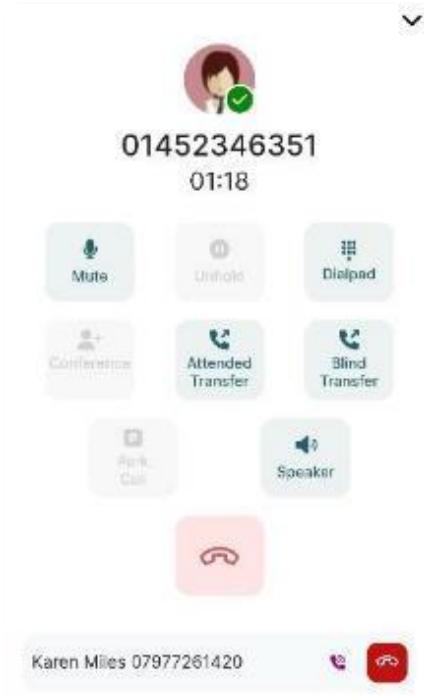


Next, tap the Conference button and select or search for the Contact you wish to add to the call from the resulting window. During this process you may still talk to and hear the original caller.



Click the telephone number of the contact and the Evonex Connect will attempt to call the number. The original caller will be placed on hold. You will see the call to the third party appear as a new call

below the original one, with a  purple pulsating handset to indicate the call is ringing. The original call is still on hold.



When connected, the new call becomes active and therefore the calls swap round on the call control pane. You are now able to talk to the new caller without the original caller hearing the conversation.



Press the toggle  button to toggle between this caller and the caller on hold.

When you are ready to join all calls together, click the  green + button. At this point, all three parties can talk to each other.



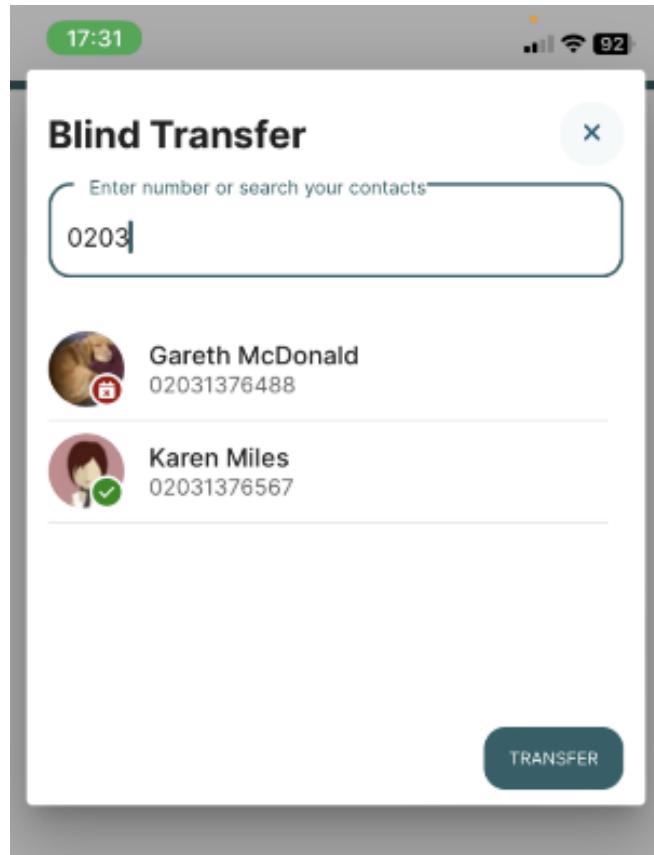
You may end either call by clicking the corresponding  or  red 'End' buttons.

Blind Transfer

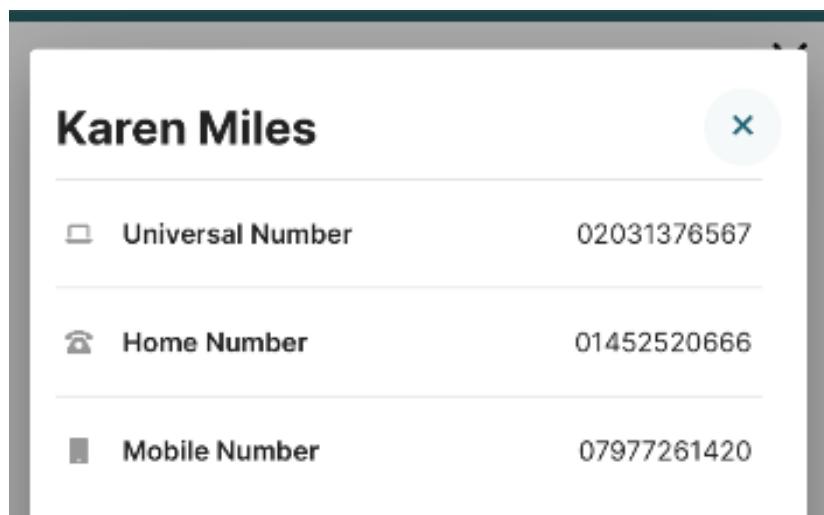
To Blind Transfer the call, that is to transfer it to another number straight away, tap the 'Blind Transfer' button.



Then, select or search for the Contact you wish to Transfer the call to, from the resulting Search Pane. You may enter alphanumeric characters. Tap the telephone number below the desired contact and Evonex Connect will transfer the call to the selected number immediately.



If more than one telephone number exists for the contact, 'Multiple' will be displayed – click the row to display all telephone numbers for the contact and select which one to transfer to. The call is transferred immediately.



When searching by telephone number, if no match is made, you may still transfer a call to the

TRANSFER

entered number by tapping the  TRANSFER button.

Attended Transfer

To Attended Transfer the call, that is to transfer it to another number so you can notify the destination before completing the transfer, tap the 'Attended Transfer' button.

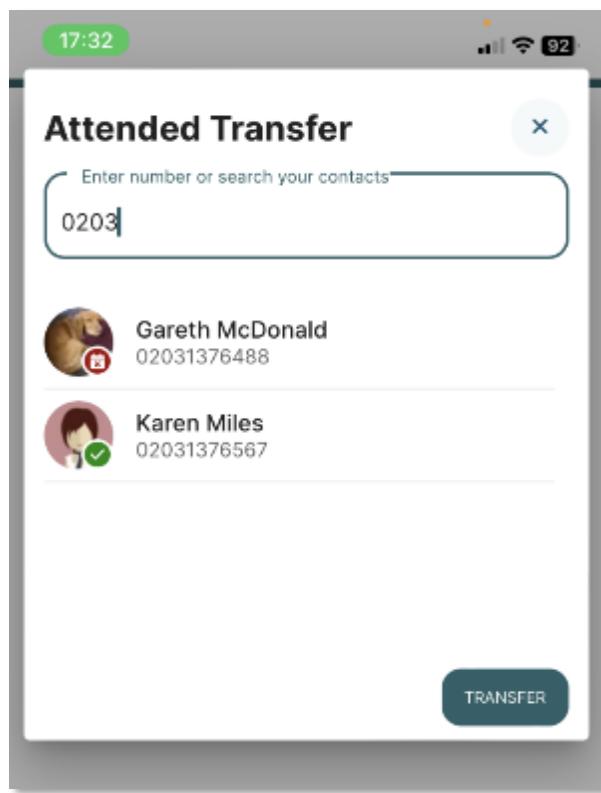


Then, select or search for the Contact you wish to Transfer the call to, from the resulting Search Pane. You may enter alphanumeric characters. Tap the telephone number below the desired contact.

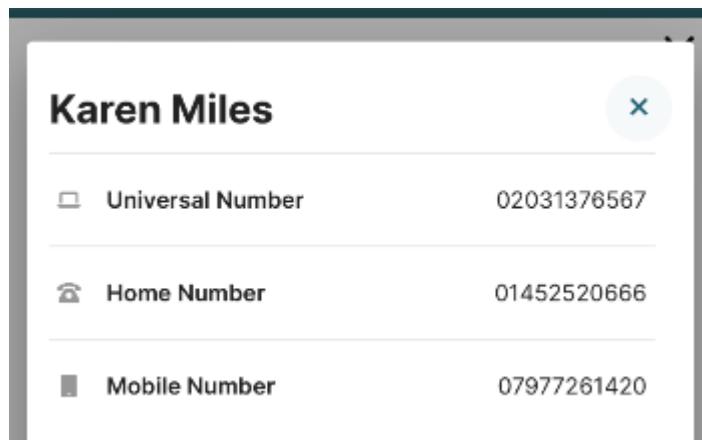
When searching by telephone number, if no match is made, you may still transfer a call to the

TRANSFER

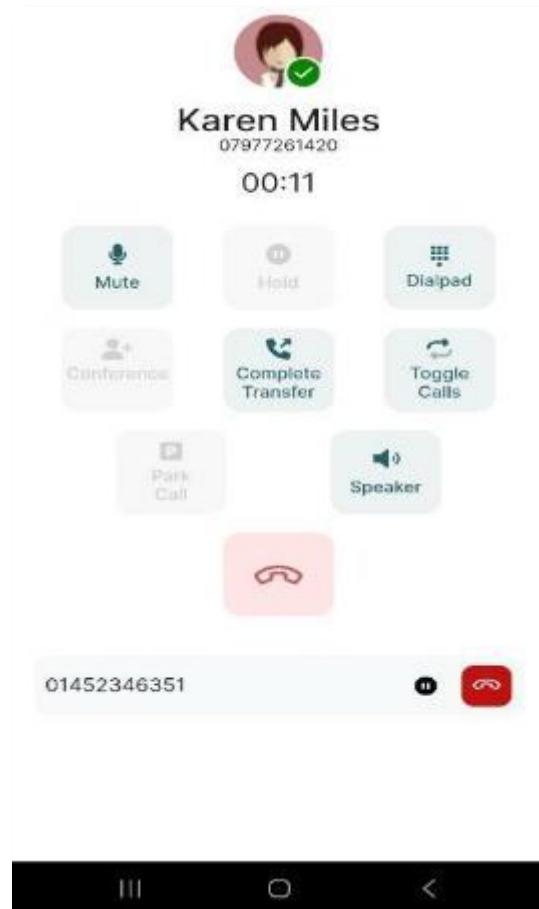
entered number by tapping the  TRANSFER button.



If more than one telephone number exists for the contact, 'Multiple' will be displayed – tap the row to display all telephone numbers for the contact and select which one to transfer to.



Evonex Connect will then place the original caller on hold and start a new call to the number you have selected. The original caller will hear hold music until the process is complete.



At this point, the original caller is shown as a single row at the bottom of the Call Control Pane. From here, you may Transfer, Hold or End the call with the buttons shown on that row. The corresponding buttons on the main Call Control Pane will now respond to the transfer destination caller, for example putting them on Hold or Ending their part of the call.



To complete the transfer, click the **Complete Transfer** button.



To return to the original caller, click the **Toggle Calls** button, which will toggle hold between the original caller and the transfer destination.



To end the call to the original caller, click the **End** button on the original call row.

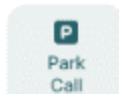


To end the call to the transfer destination, click the **End** button on the main Call Control Pane.

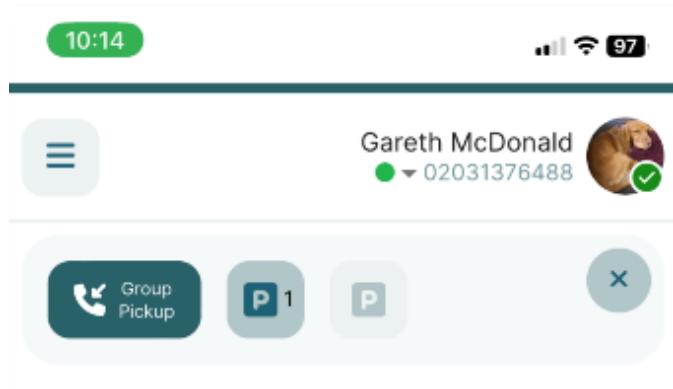
Park

Call Park is a similar feature to Hold except it places the call in a system hold location called a 'Park Bay'. These allow visual indication of Parked calls in Evonex Connect and on managed desk telephones. Your colleagues will be able to see and UnPark calls you have parked, and vice versa.

Park is therefore a useful way to move calls around the system without transferring. For example, a colleague could use their Evonex Connect to Park a call for you, send you a Chat message letting you know, then you could UnPark the call from your Evonex Connect device. You can also use Park to move calls between your own devices.

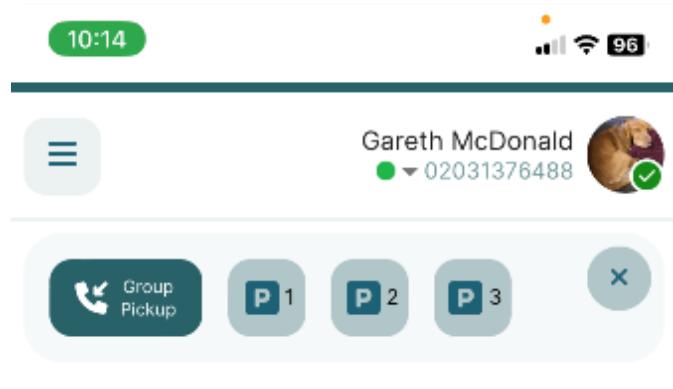


To place an active call into a Park Bay, tap the Park Call button on the Call Control Pane. The system will place the call into the lowest available Park Bay and confirm with an audible prompt. The caller will hear hold music while Parked. You will also see the call in the Park Bay on the Dialpad or on an UnPark key on a managed desk telephone.



Click the Park Bay to UnPark the call and carry on conversation with the caller.

Two Park Bays are provided in Evonex Connect by default. If all Park Bays are in use when you Park a new call, another Park Bay will appear.



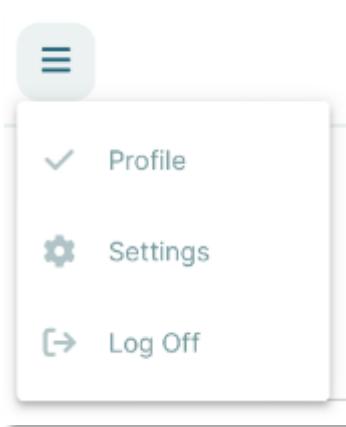
On desktop, if a call has been Parked for too long, it will automatically be presented back to the device that originally parked it. PLEASE NOTE, this is not the case on mobile devices, and the call will drop when the timer expires. Therefore, if a call is parked on a mobile device, please ensure you manually UnPark the call, or keep the mobile app awake until the timer expires.

The park expire timer that controls this is an account-wide administrator setting. An expired Parked call will either ring your Evonex Connect device until you answer, or it will automatically connect you without ringing. This is also an account-wide administrator setting.

If you would like either of these settings adjusted, please contact your support team.

Settings

The Settings option from the Menu Options button in the top left of the app, allows you to change how Evonex Connect behaves.



Some settings are synchronised to your other Evonex Connect devices, while others are unique to each Evonex Connect device. There also some settings and diagnostic information that could be useful to your technical support team if you report a problem to them.

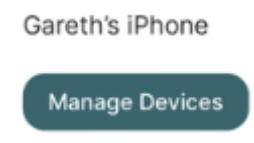
When a setting is changed, it is updated straight away, and a green tick  will appear to confirm the setting is saved.

Below is a list of all Settings in the order laid out in the Settings menu. Images included for clarity. For a further explanation of each setting please use the links below:

- [Manage Devices](#)
- [Send logs to server](#)
- [Clear cache](#)
- [App Version](#)
- [Release Notes](#)
- [Recent Call IDs](#)
- [Ring/Chat Notification volume](#)
- [In-call volume](#)
- [Call waiting](#)
- [Short code presentation](#)
- [Dialpad additional features initial state](#)
- [Default directory feature](#)
- [Contact list order](#)
- [Show blocked contacts](#)
- [Clock display preference](#)
- [Theme](#)
- [Dark/Light Mode](#)
- [Missed call notifications](#)
- [Chat notification popup](#)

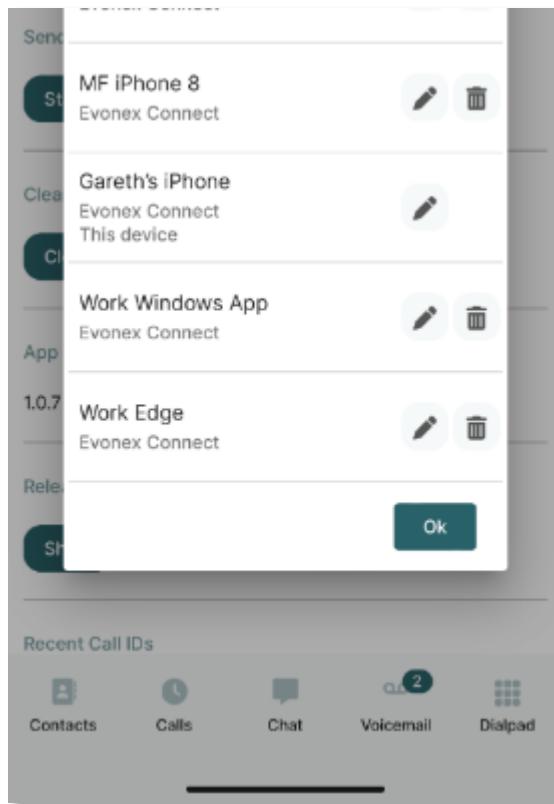
Miscellaneous Settings

Manage Devices



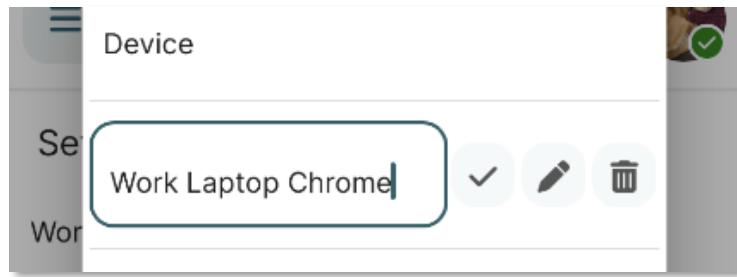
Use this to quickly and easily view the devices that you have previously given access to Evonex Connect. Each one can be identified by the friendly name you gave to it the first time you logged in on that device. The name of this device is shown to the left of the button – 'Gareth's iPhone' in this

example. If you don't recognise a device, you may delete it from here by clicking the  trash button next to the device. You may also wish to delete a device to allow a log in from another device if you already have five concurrent logins.



Note that you cannot delete the device you are currently logged in on. You may also not delete any desk phones that have been assigned to you. If you wish to perform this function, please contact your Support Team.

You may also rename any device to update its friendly name. Press the  Edit button, type a new friendly name and press the Tick button. Click Ok to save.



Send logs to server

Send logs to server

Start Logging

Occasionally, if you're having difficulty with Evonex Connect, your Support Team may ask you to send them some log files. This is simply done by clicking the 'Start Logging' button, perform the task you're having difficulty with and then clicking the 'Send Logs' button.

Send logs to server

Send Logs Compiling logs..

Clear cache

Clear cache

Clear

Occasionally, your Support Team may ask you to Clear the cache within Evonex Connect. Click this button to do so.

App Version

App Version

1.0.7

The current version of Evonex Connect running on your machine.

Release Notes

Release Notes

Show

Click the 'Show' button to read the release notes for the latest version of Evonex Connect. You can also navigate to the release notes for previous versions. Also included are links to our FAQs, Privacy Policy, Terms & Conditions and System requirements.

Release Notes: Version 1.0.7 (Web, Desktop & iOS)

Released on 24th March 2024

This release brings dark mode themes, auto-start for the desktop application, click-2-dial for the desktop application and a raft of improvements and fixes.

Features

- [All] Dark mode themes
- [Desktop] Run at startup option
- [Desktop] Option to register Evonex Connect as the default application for making phone calls when clicking on a tel link - such as in an e-mail footer or web page.

Enhancements

- [Web/Desktop/iOS] Don't fuzzy match when searching on phone numbers
- [Web/Desktop/iOS] When selecting call history, defaults to missed calls display when

Previous Next

FAQ | Releases | Privacy | T & | System

Recent Call IDs

Recent Call IDs

- 5nd00tf51pf6cd9d6kfm @5:53:10 PM
- 84v0e1brjmea9s4kr7fb @5:53:09 PM
- 84v0e2fbjindeo004kcs @5:34:09 PM

The last three call IDs are listed here. Your support team may occasionally ask you to copy and send them one or more call IDs to help them diagnose any issues with Evonex Connect.

Audio Settings

Ring/Chat Notification volume



Adjust the slider to increase or decrease the volume of the ringtone or chat notifications. This is a per-device setting.

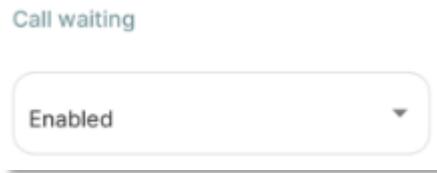
In-Call volume



Adjust the slider to increase or decrease the volume of the call through your Headset/Speaker device. This is a per-device setting.

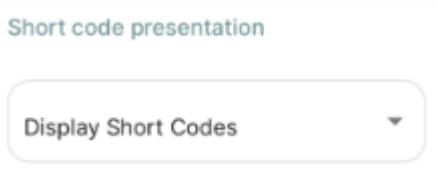
Call Settings

Call waiting



Enable or disable the tone and visual indication of a call waiting to be answered while you are already on a call. When enabled, you have 20 seconds (default) to answer the waiting call. When disabled, the call will follow your call divert setting or route to your voicemail. This is a per-device setting.

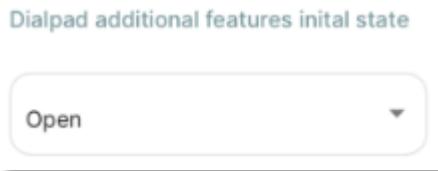
Short code presentation



Choose whether to show the full telephone number or the short code when someone else on your account calls you or when searching the Directory. This setting is synchronised to your other Evonex Connect devices.

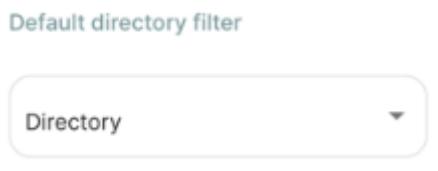
Preferences

Dialpad additional features initial state



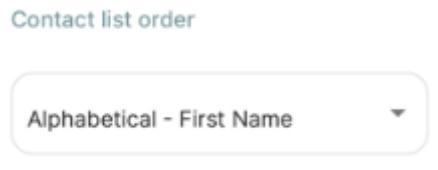
Choose whether the Park Bays and Group Pick button are displayed on the Dialpad by default or if they are hidden. This is a per-device setting.

Default directory filter



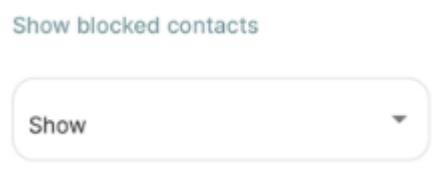
Choose which directory you want to search within by default – Directory (internal), Shared (global, set by the admin), Personal (added by you), or All (a combination of all three, default). This setting is synchronised to your other Evonex Connect devices.

Contact list order



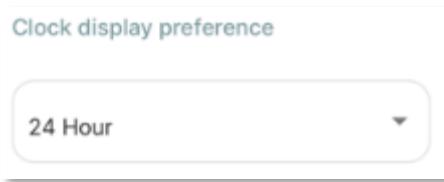
Change between sorting Contacts alphabetically by first or last name. This setting is synchronised to your other Evonex Connect devices.

Show blocked contacts



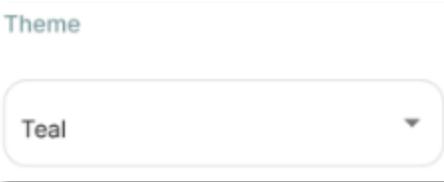
Choose whether to show or hide contacts that have been blocked. This setting is synchronised to your other Evonex Connect devices.

Clock display preference



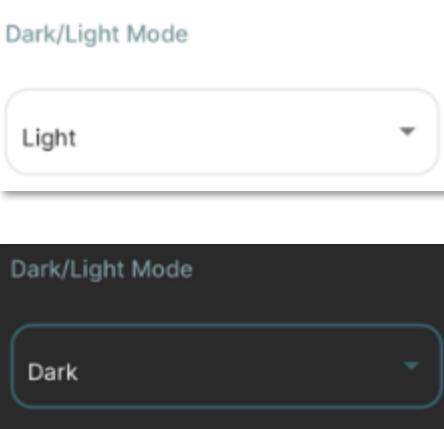
Choose whether you'd like to see time stamps in 12-hour or 24-hour time format. This setting is synchronised to your other Evonex Connect devices.

Theme



Choose from 13 colour schemes. This setting is synchronised to your other Evonex Connect devices.

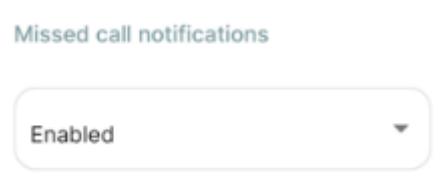
Dark/Light Mode



Choose whether the app runs in Light mode (default) or Dark mode. This setting is synchronised to your other Evonex Connect devices.

Notification Settings

Missed call notifications



Select whether to Enable or Disable the notification popup when you receive a new Chat message. This is a per-device setting.

Chat notification popup



Select from five notification sounds to play when you receive a new Chat message or turn off chat notification sounds (default). This setting is synchronised to your other Evonex Connect devices.

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