



Evonex Connect Quick Start Guide

for Web Browsers, Windows, macOS, iOS &
Android



Document Version Control

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App Compatibility

Evonex Connect works on:

- **Web Browsers**
- **Windows 10+**
- **macOS 13+**
- **iOS 16+**
- **Android 11+**

You can use a web browser to access Evonex Connect: <https://phone.telephony-cloud.com>

Or download our native Desktop apps from: <https://updates.telephony-cloud.com/UniClient/>

Or simply scan the QR code for your device...

Apple iOS:



Google Android OS:



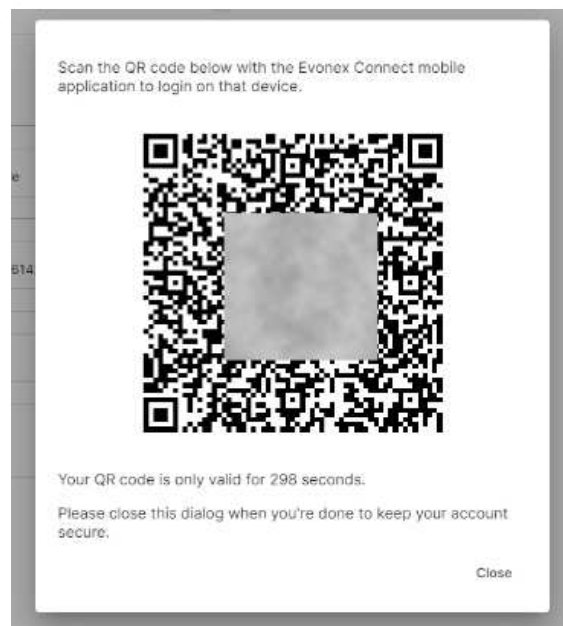
Getting Started

1. Sign In

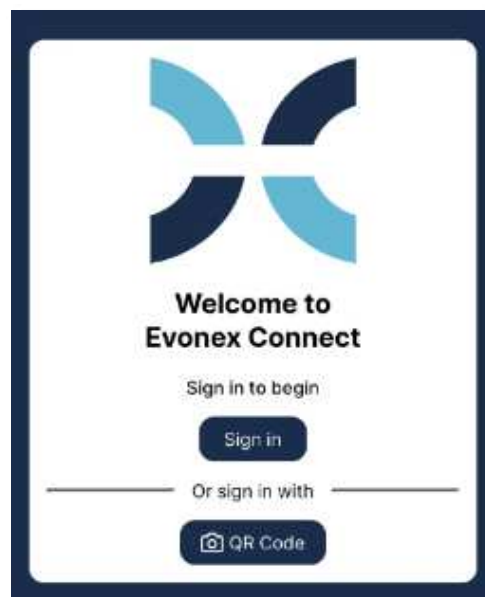
- Use your Evonex credentials.
- On first login, set a new password and **configure 2FA using an authenticator app**.
- Optional: Set a “friendly name” for the device for easy recognition.

2. QR Code Login (Mobile)

- On desktop: Go to **Profile > Sign in on mobile with QR Code**



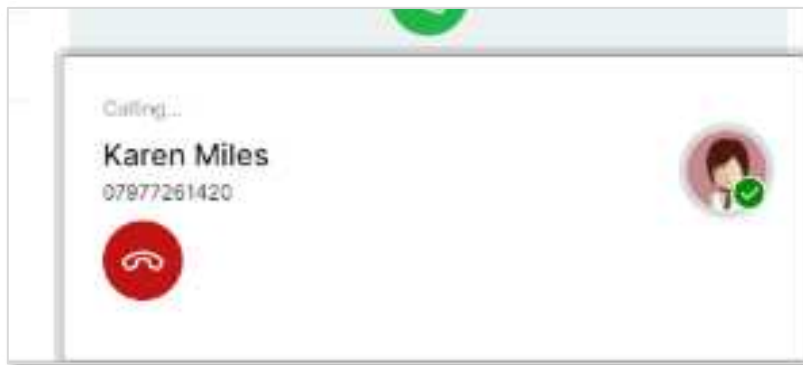
- On mobile: Tap the QR button at login and scan the desktop code.



Making a Call

You can initiate a call in several ways:

- Search contacts by name or number in the contacts directory.
- Dial manually via the Dialpad.
- Click-to-dial numbers on websites or CRM systems (Windows/macOS only, also requires our browser extension for Chrome and Edge, [available here](#)).



Outgoing call progress - Desktop



Outgoing call progress - Mobile

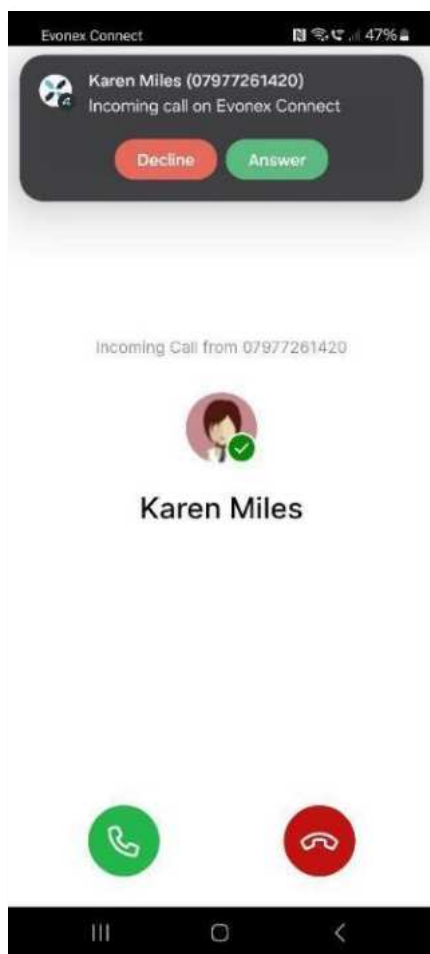
Answering a Call

When an incoming call arrives:

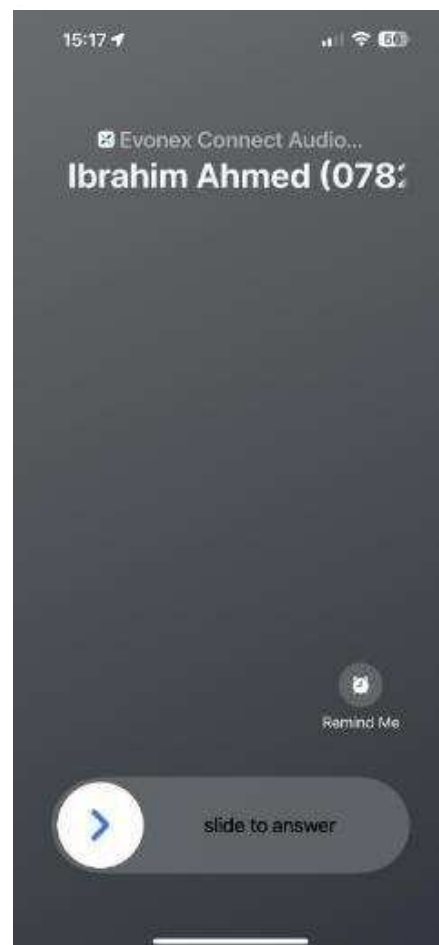
- You'll see a popup notification or app alert.
- Choose Answer or Reject.



Incoming call notification - Desktop



Incoming call notification – Android



Incoming call notification - iOS

- When connected, a call control pane is shown for interaction.



Call Control - Desktop



Call Control - Mobile

Call Control

Mute

During a call, use the **Mute** button to silence and un-silence your microphone.



Hold

During a call, you may hold and un-hold the caller with the **Hold** button.



While on-hold, the caller will hear music.

Transferring Calls

Blind Transfer



immediately redirects the call to another number.

Attended Transfer



lets you speak with the recipient first before transferring.

In either case, you can search for the recipient by name or number, or enter a telephone number, then click the **Transfer** button to complete the process.



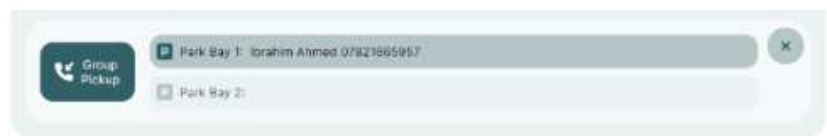
Parking Calls

To temporarily hold a call system-wide:

1. Click or tap **Park Call**



2. The call enters an available **Park Bay**



3. Click the Park Bay to **Unpark** it from any device.

Ideal for passing calls between colleagues or moving calls between your devices.

3-Way Conference

Available on desktop and Android, not iOS:

1. Start a call

2. Tap **Conference**



3. Search for a third participant by name or number and tap or click to call them

4. Tap **Join (+)**



to merge calls

When you're away from your desk

Do Not Disturb (DND)

Send all incoming calls straight to voicemail.

1. Go to **Profile**
2. Set **Presence** to **DND**
3. You'll see a red "no entry" badge on your profile picture
4. Your calls will be diverted to your voicemail



Incoming Call Divert

Forward your calls to a colleague or mobile:

1. Go to **Profile > Incoming Call Divert**
2. Enter the destination number
3. Toggle **On**



You're Ready!

You've got the core tools to start using Evonex Connect. If you require information about other Evonex Connect features not covered in this guide, such as Ring Profiles, CRM integration or Companion Mode, please download the Evonex Connect Installation and User Guide.

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