

Anywhere Connect Desktop and Mobile

Installation instructions

Spectrum Training Resources Page: <https://learn.uc.spectrumenterprise.net/>

Click on Downloads and Links

Business Apps

Anywhere Connect

For MAC

Download

For Windows

Download

For Android

Search for Anywhere Connect in
the Google Play store

Google Play store

For iPhone

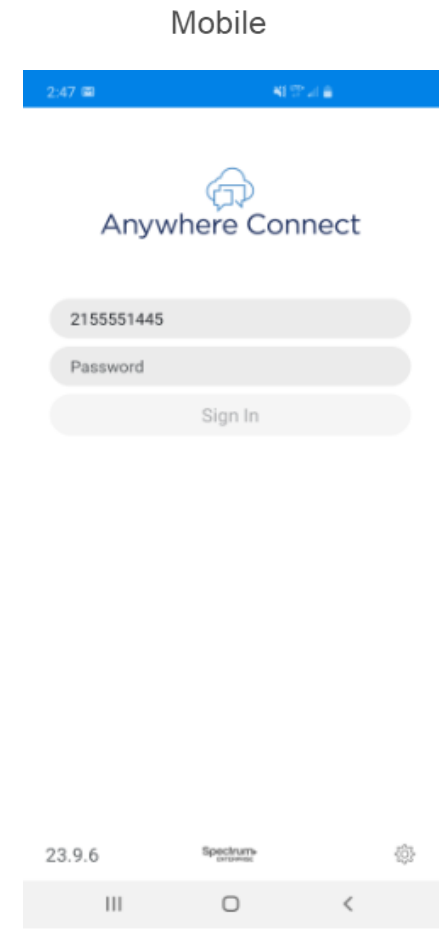
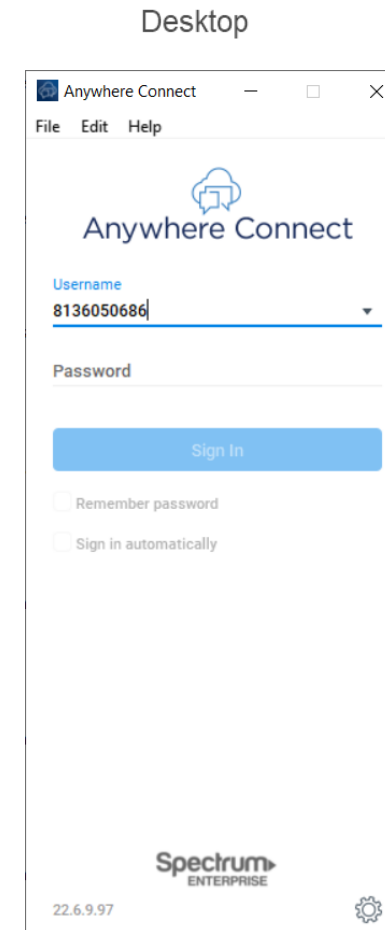
Search for Anywhere Connect in
the App Store

Apple App store

Logging into Anywhere Connect

Once the application launches

- Username = 10-digit phone number
- Password = 6-digit software password

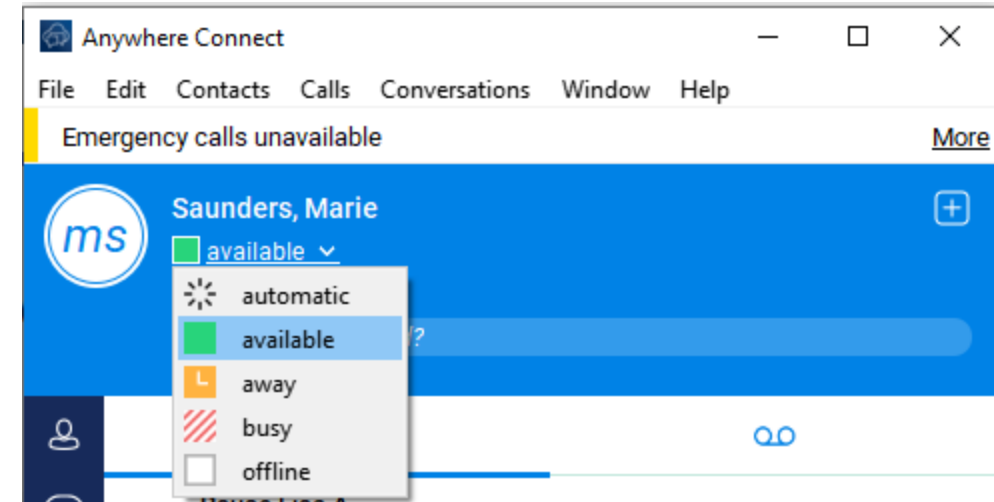


Managing your presence-Status

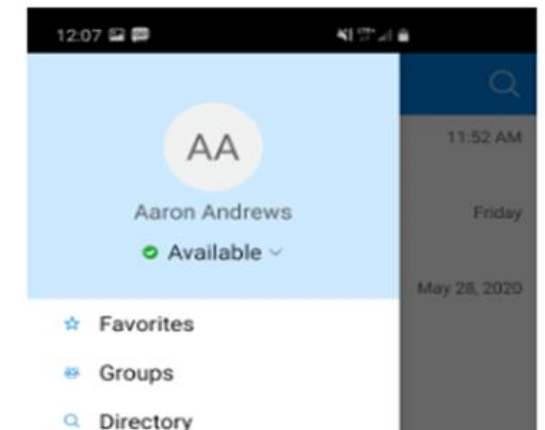
1. Your status will update automatically depending on the activity of your phone and Outlook
2. You can manually set your status by clicking the drop-down arrow

NOTE: Please do not your application to dial 911. It is not registered with your local emergency management services.

Desktop



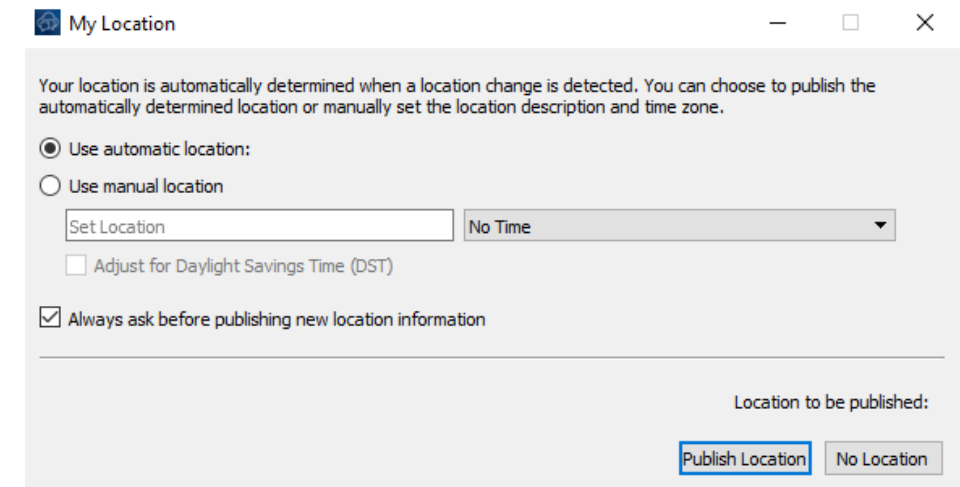
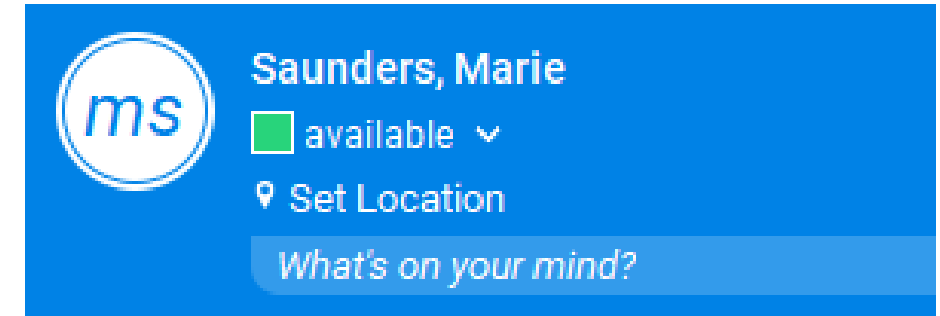
Mobile



Managing your presence-Location

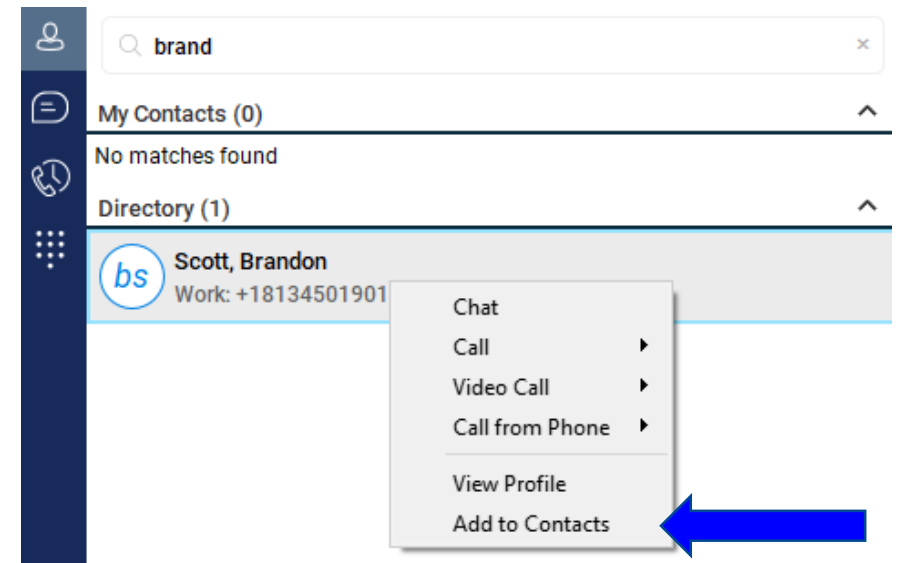
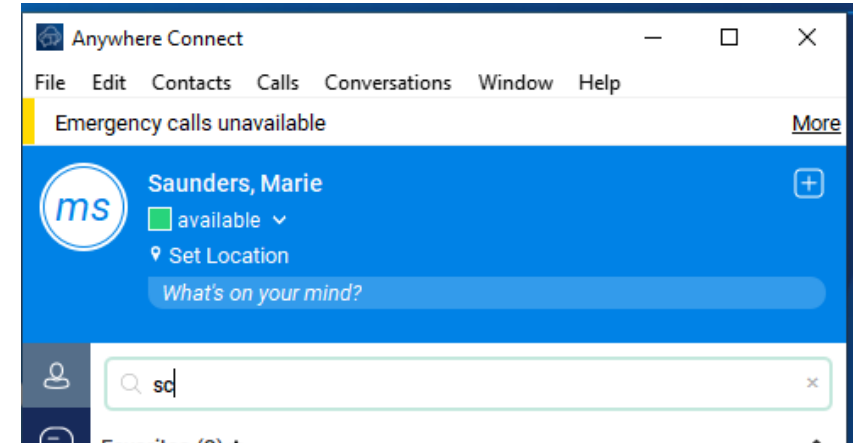
1. Your location is based on the IP address of the computer you are using.
2. To change your location manually, click on Set Location.
3. A pop-up window will appear, allowing you to choose either use a manual location or no location.
4. The note section in your presence allows for you to share information with others.
5. You can personalize your presence by uploading a profile picture.

NOTE: These features are for the Desktop version.



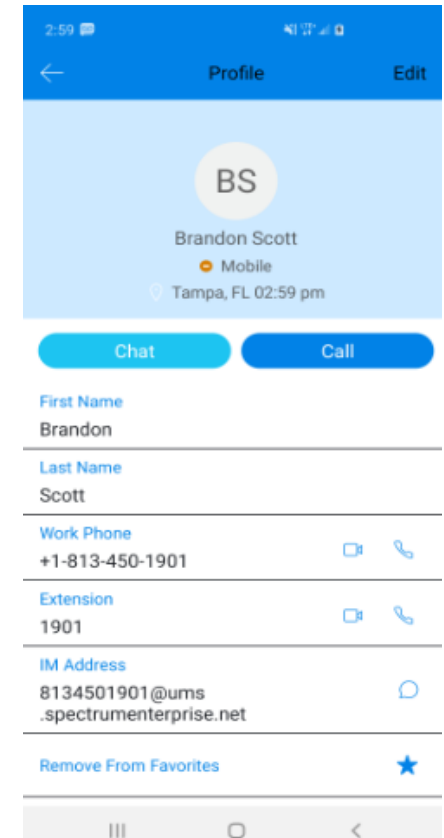
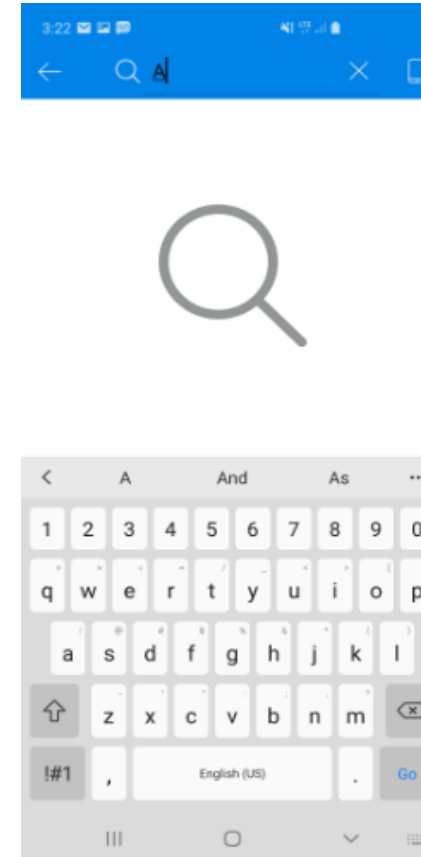
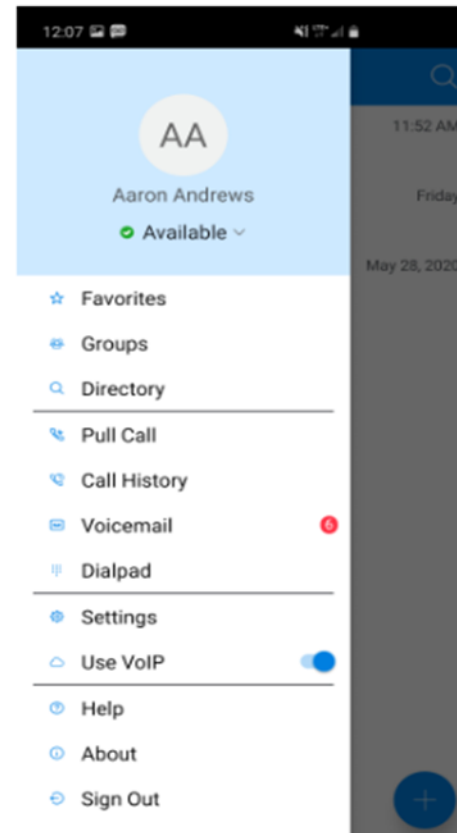
Adding Contacts-Internal

1. To search for your internal contacts-Spectrum and Outlook begin typing the first or last name in the search and dial box.
2. Once you the name appears right click and select to Add to Contacts.



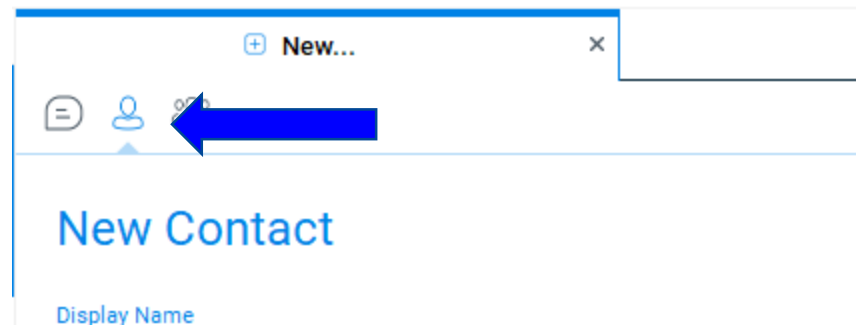
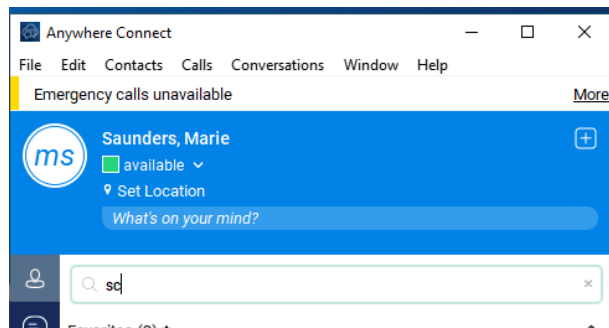
Adding Contacts-Internal (mobile)

1. To search for your internal contacts-Spectrum and Outlook tap the directory option in the profile screen.
2. Type in the name of the contact in the search field.
3. Once the name appears, tap the star icon to add them to favorites.



Adding Contacts-External (desktop)

1. Click the plus sign on the right of the presence screen.
2. Click on the icon for New Contact.
3. Enter the name and phone number of the new contact and click Save at the bottom of the page.



Placing calls to contacts

There are two ways to place a call to a contact:

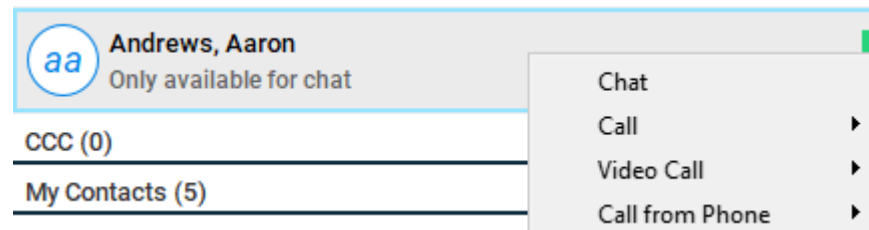
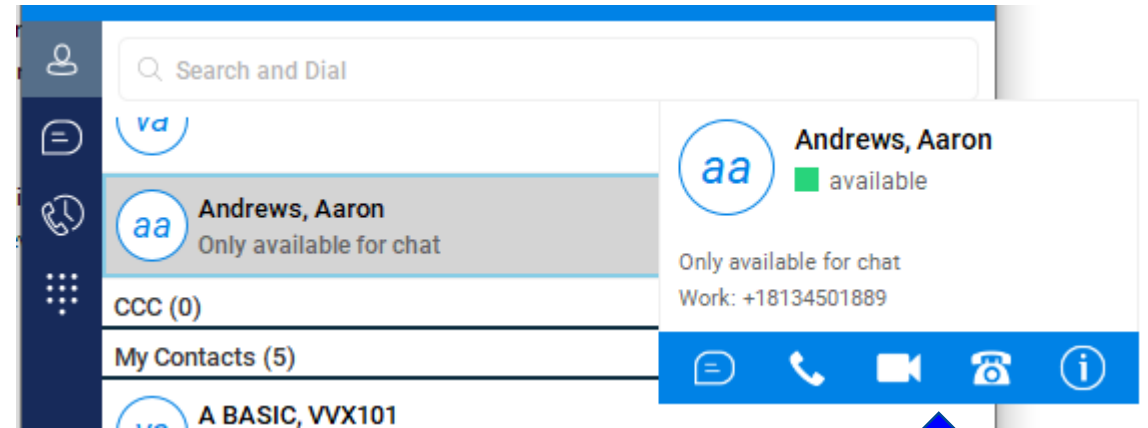
1. Hover over the contact's name and select the icon version of the call function you wish to use.
2. Right click on the contact's name and select the call function you wish to use.

Icon definitions:

Call: Softphone call from application

Video: Video call from application

Telephone: Call from phone. This will ring your physical desk phone first. Once you pick up the handset it will begin ringing the person you are trying to call.



Placing calls to contacts (mobile)

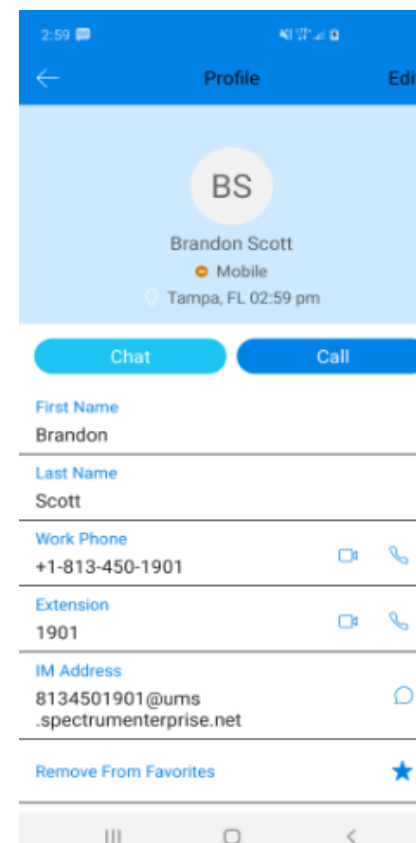
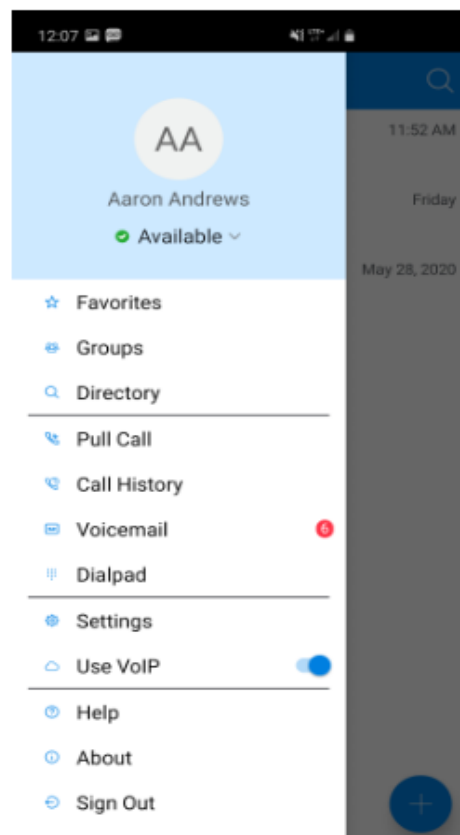
To call a saved contact:

1. Tap the directory option in your profile screen.
2. Tap the name of the contact you wish to call.
3. Tap the call icon.

To call a number not in your contact list

1. Tap the Dialpad option in your profile screen.
2. Enter the number of the person you wish to call.
3. Tap the handset icon.

To end the call for either type of call tap the hang-up icon.



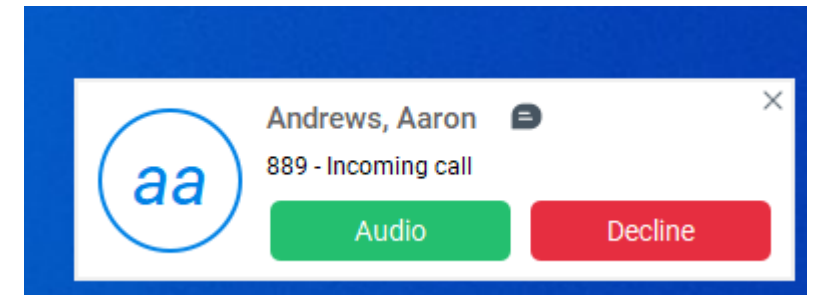
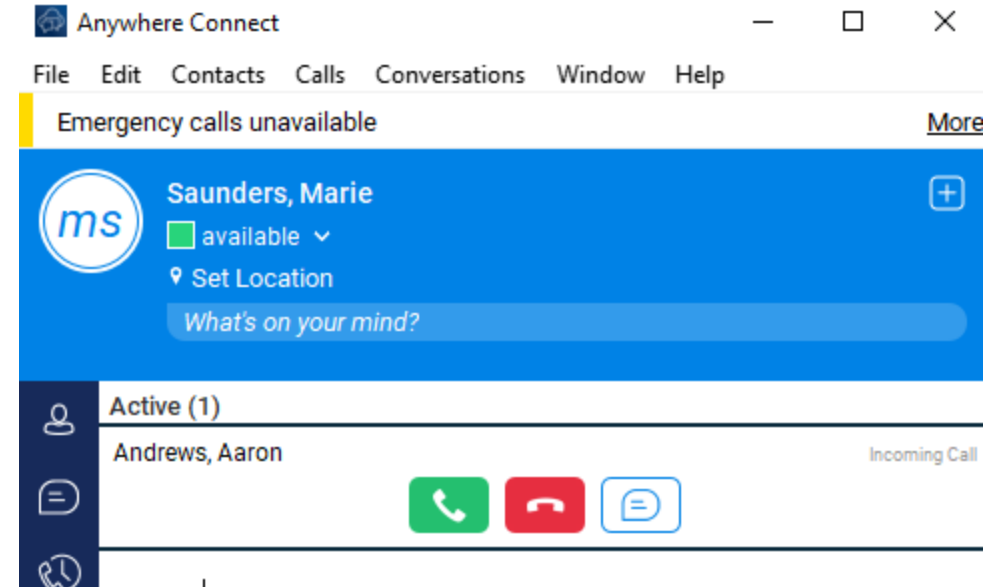
Receiving Calls

There are two ways you can answer or decline an incoming call from your desktop:

1. Click on the pop-up in the bottom corner of your screen.
2. Click on the icons at the top of your contact screen.

From your mobile device, tap the green icon to accept or the red icon to decline.

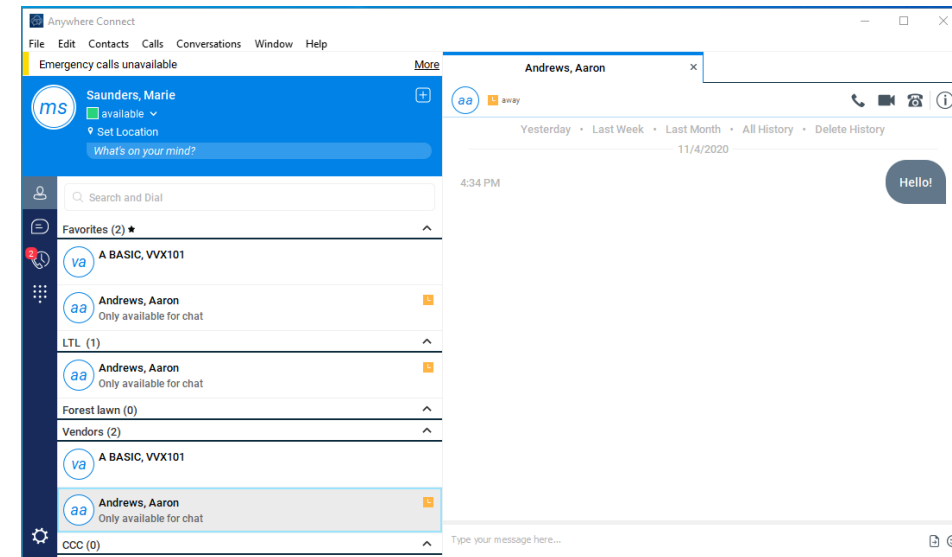
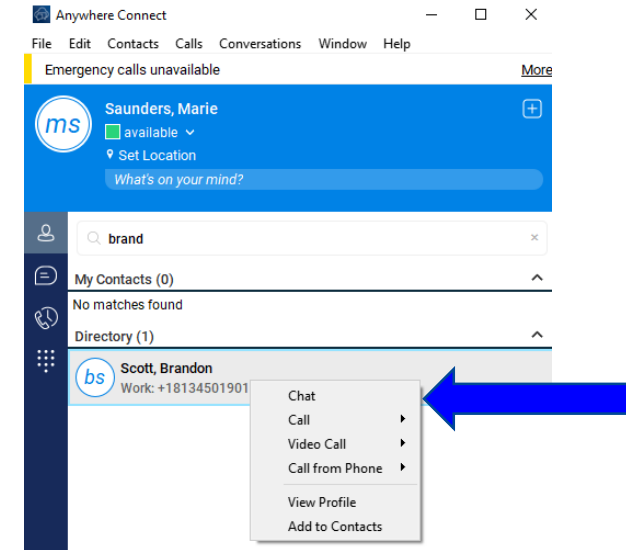
NOTE: If you decline a call from your call flow-hunt group or call center-you could potentially hang up on your caller.



Chat Features

1. Right click on the name of the contact and select Chat
2. Click the plus (+) sign to the right of your name and select who you wish to chat with by typing in their name.

NOTE: Chat functionality is only available between internal Spectrum contacts.

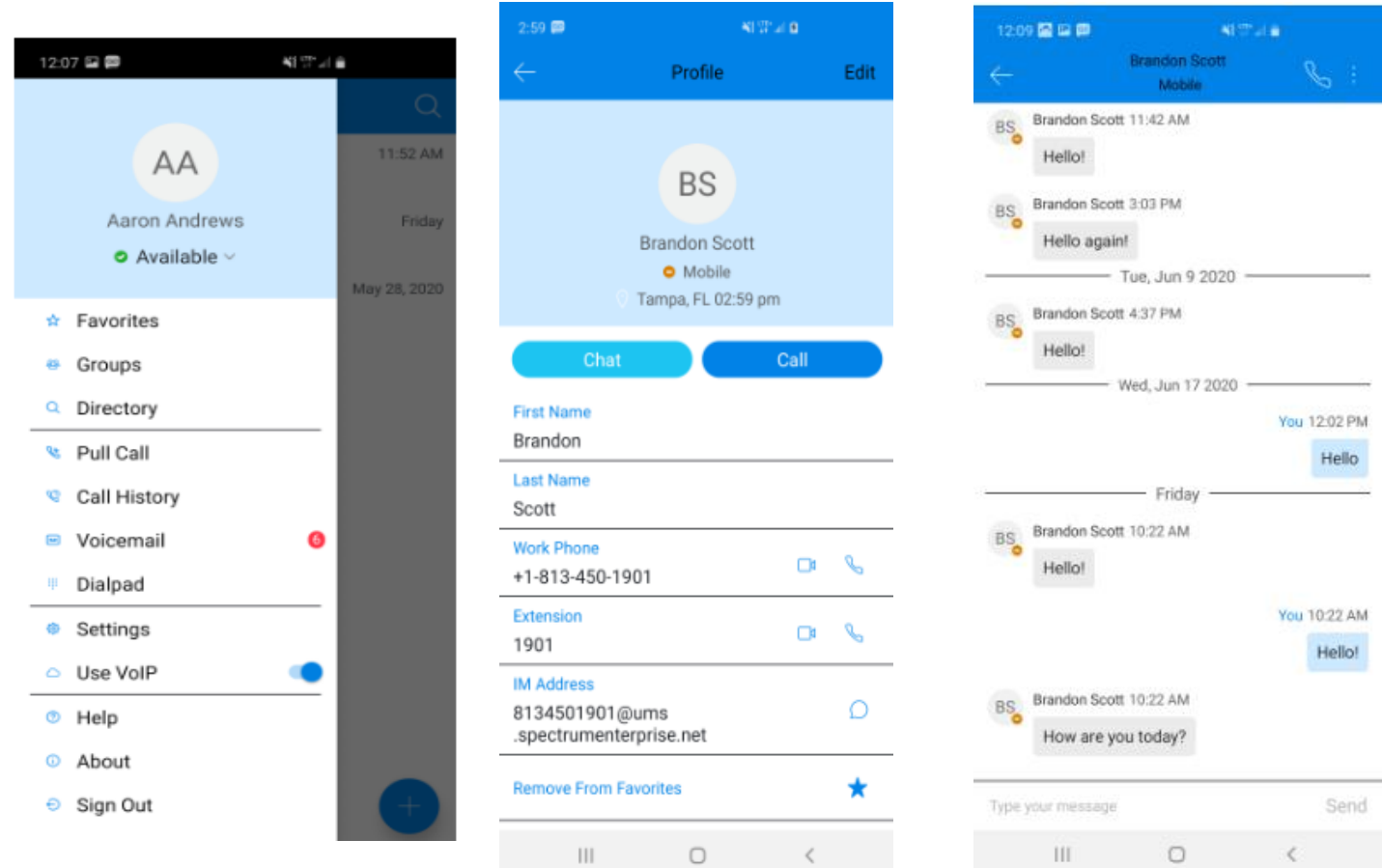


Chat Features (mobile)

Chat functionality is available on your smartphone application but is named messages.

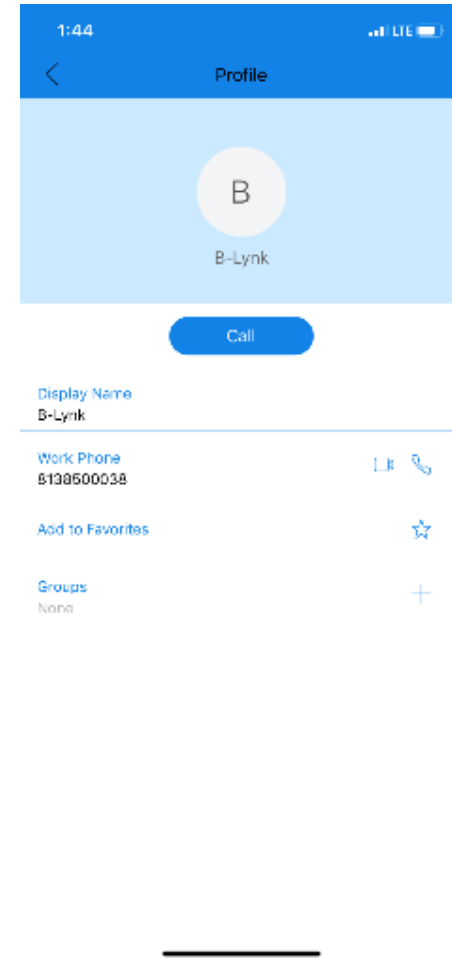
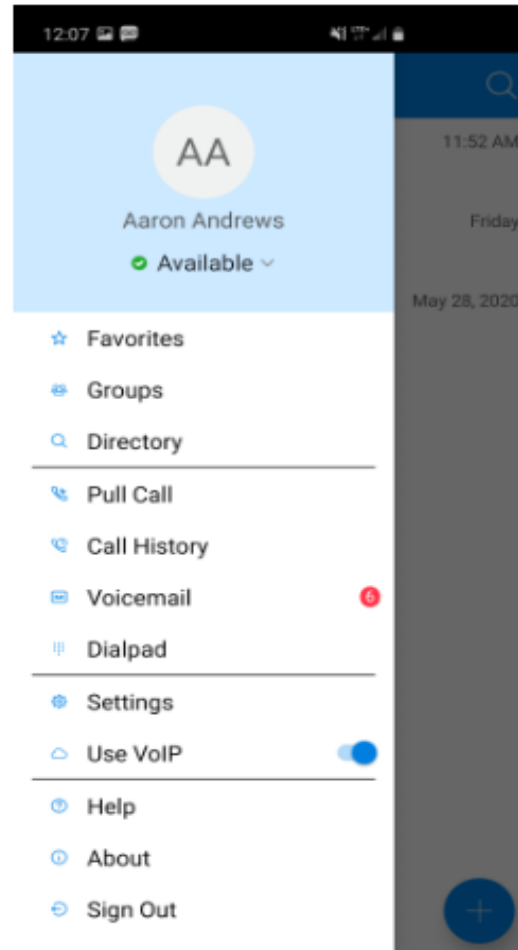
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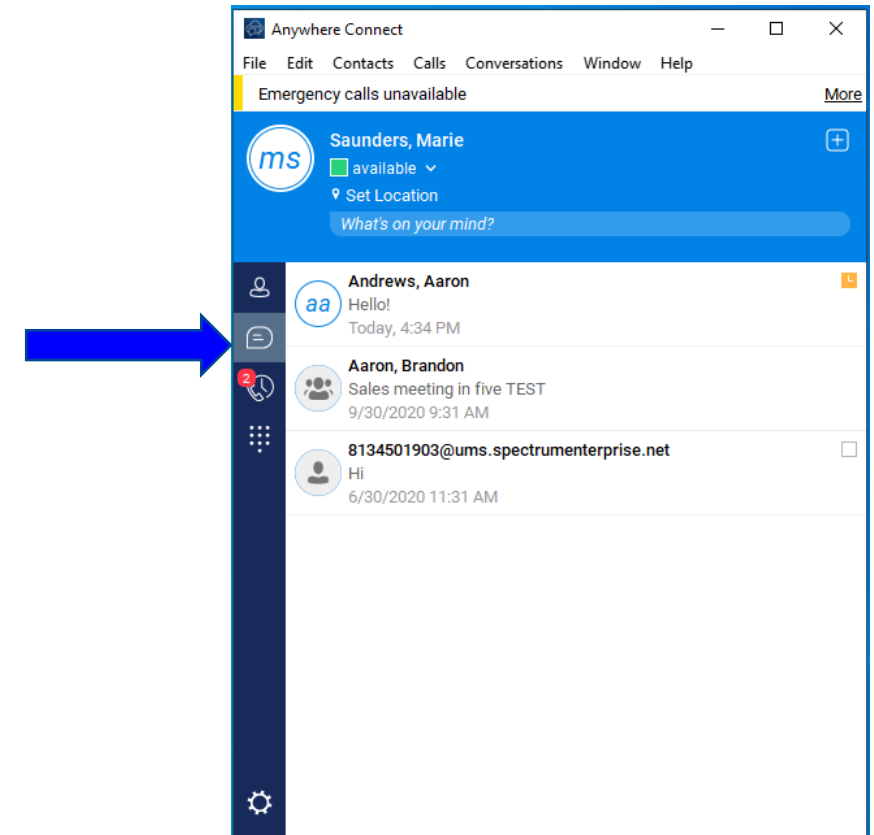
Communication history (mobile)

1. Tap on the call history option from your profile screen.
2. Tap the call you wish to review
3. Tap the call button to return the call



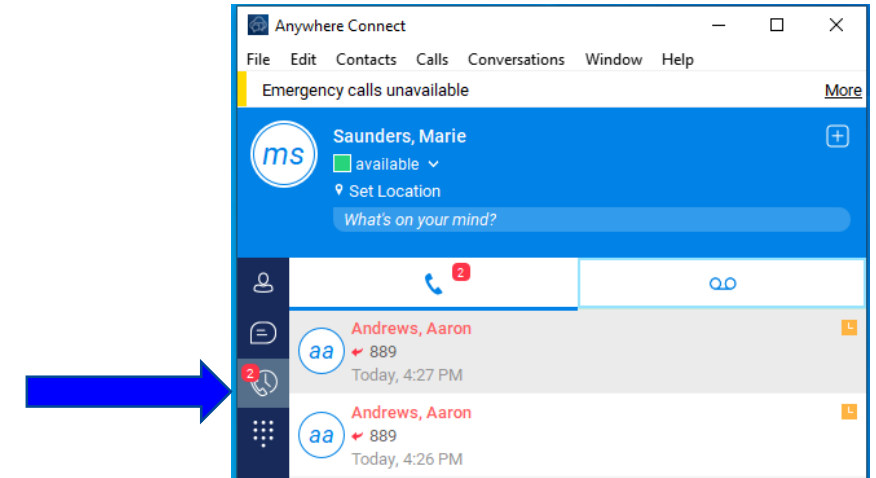
Communication history-Chat (desktop)

1. Click on the chat icon in the navigational panel.
2. Double click on the chat history you wish to review.
3. Select the filters at the top of the chat screen to find the information you are looking for.



Communication history-Call History (desktop)

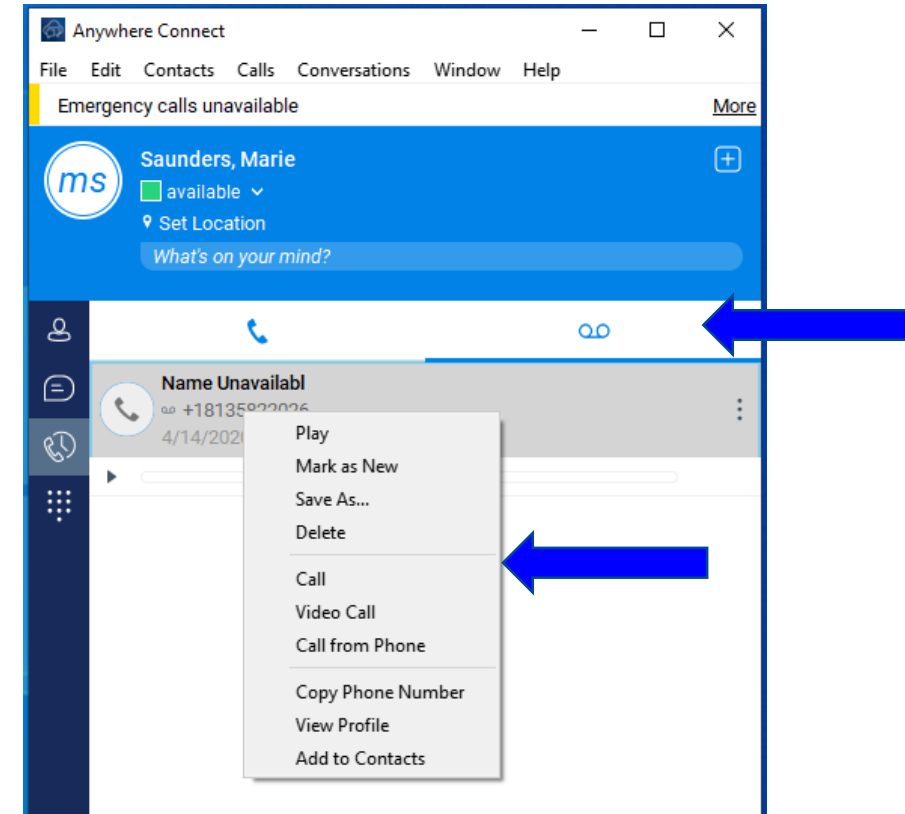
1. Click on the call history icon in the navigational panel.
2. Right click on the call history instance you wish to review.
3. Select if you want to call the person back or add to contacts.



Communication history-Voicemail (desktop)

1. Click on the call history icon in the navigational panel.
2. Right click on the voicemail message you wish to play.
3. Select if you want to play, save, delete, call back or add to contacts.

NOTE: If your voicemail messages are delivered directly to your email you will not see them listed here.



Options (desktop)

1. Click on the options icon in the navigational panel.
2. Select which category of options you wish to manage.
3. Select if you want to call the person back or add to contacts.

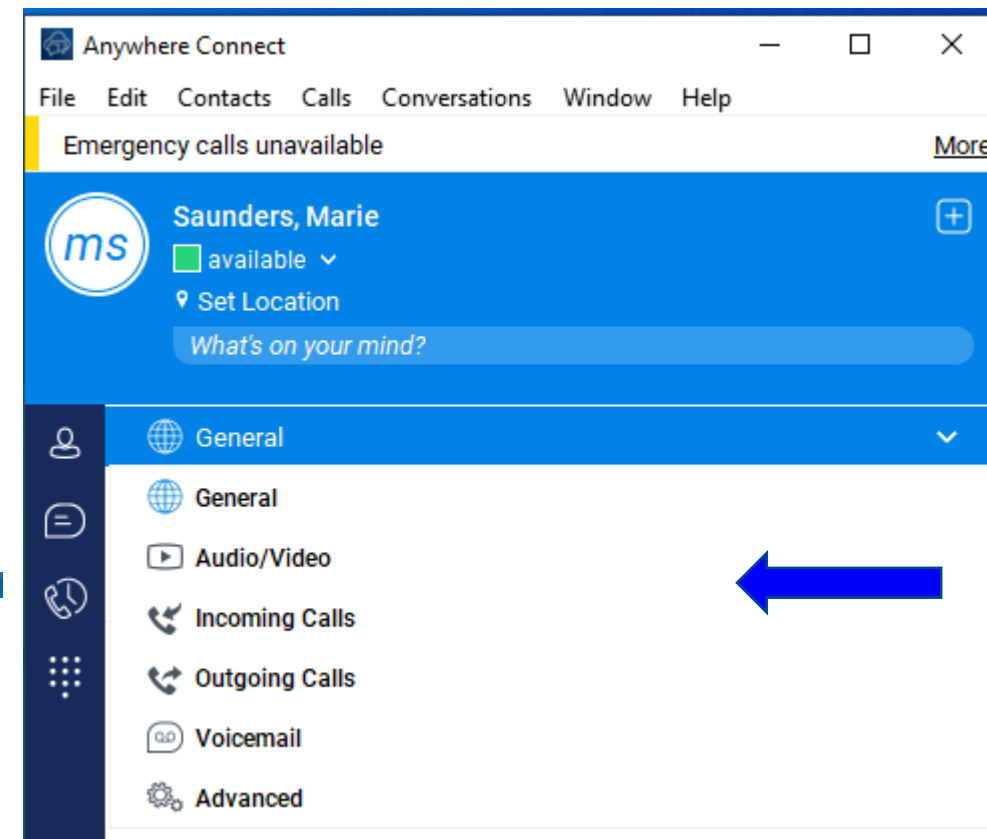
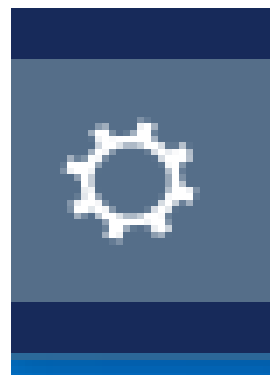
General: Updating your password, remembering your password, notifications and spell checker.

Audio/Video: Adjust settings depending upon your computer settings for soft phone calling.

Incoming calls: Manage call forwarding or Do Not Disturb options.

Outgoing calls: Block Calling ID, Highlight to Call.

Voicemail: Manage delivery of voicemail messaging.



Customer Care

CUSTOMERS:

Should you have a service affecting issue please contact our **24/7 Support desk at (877) 470-2023 or 611** from your operational Hosted Voice phone.

You can also email them at ETS@charter.com

Should you have a request to either MOVE, ADD, CHANGE or Disconnect your service please contact our **Client Services dept. at (888) 812-2591 Opt 4.**

Additional resources

https://learn.uc.spectrumenterprise.net/downloads_and_links/

- Software Downloads
- User Portal Access
- Class Schedule
- Video Library
- Technical Data Sheets
- Quick Reference Guides
- Customer Care Number