

Individual User Guide



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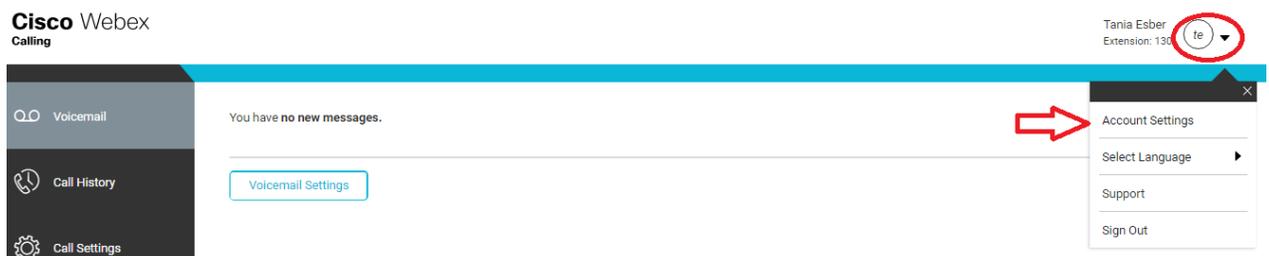
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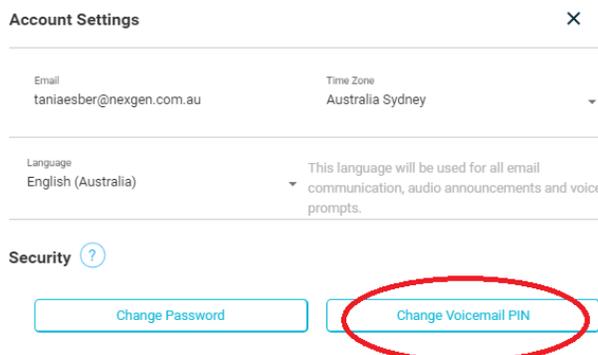
FORGOTTEN PASSWORDS

Voicemail Pin

1. Log into your User Portal - <https://cloud-connect.nexgen.com.au/myphonenext/>
2. Enter Username (Email) and Password - (This is the individual user log in that was sent to your email) then Log in.
3. Click on your **initials** in the top right-hand corner with a down facing arrow. Then click on **Account settings**.



4. The following screen will pop up. Click on **Change Voicemail Pin**



5. This screen will pop up and you can press **OK**.

Your voice portal passcode has been reset. You will receive an email with your temporary passcode shortly.



FORGOTTEN PASSWORDS

User Log in Password

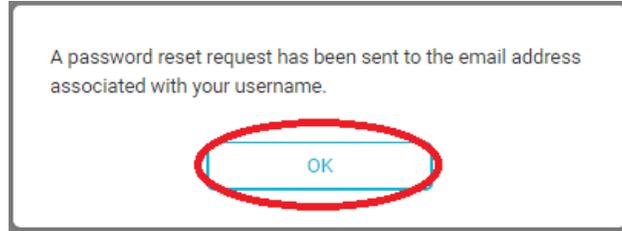
1. Log into your User Portal in an internet browser – <https://cloud-connect.nexgen.com.au/myphonenext/>
2. Click on **Forgot Password?**

The screenshot shows the Cisco Webex Calling login page. At the top is the logo "Cisco Webex Calling". Below it are two input fields: "Username" and "Password". Under the "Password" field is a dropdown menu currently set to "English (Australia)". A blue "Sign In" button is positioned below the dropdown. At the bottom of the form, there are two links: "Forgot Username?" and "Forgot Password?". The "Forgot Password?" link is circled in red.

3. Type in your username or Email address then click Reset Password.

The screenshot shows the "Forgot Password?" page in Cisco Webex Calling. The logo "Cisco Webex Calling" is at the top. Below it, the text "Forgot Password?" is displayed. There is an input field containing the text "tania@". Below the input field is a blue "Reset Password" button, which is circled in red. At the bottom of the page, there is a "Cancel" link.

4. The following screen will pop up, then click OK. Your new temporary password will be sent to your email address.

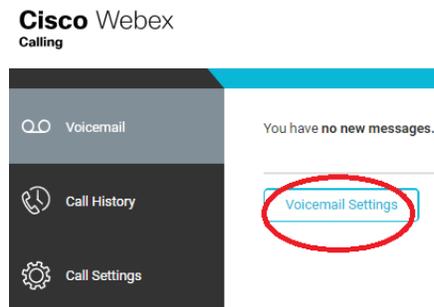


ACTIVATING AND DEACTIVATING VOICEMAIL

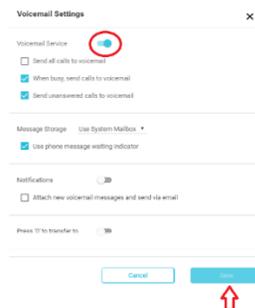
This allows callers to leave you a voicemail if you do not answer.

Online Web Portal

1. Log into your User Portal - <https://cloud-connect.nexgen.com.au/myphonenext/>
2. Enter Username (Email) and Password - (This is the individual user log in that was sent to your email) then Log in.
3. Click on **Voicemail Settings**.



4. Click this **button** to turn voicemail on or off then press **Save**.



Mobile Application

1. Log into your Mobile App
2. Enter Username (Email) and Password.
3. Click on the 3 lines in the top left-hand corner then click on **settings**.
4. Click on the **Call settings** then on **Voicemail**.
5. There is an option called **Voicemail Service** which can be turned on or off by touching the following switch.



ACTIVATING AND DEACTIVATING CALL WAITING

This allows multiple phone calls to come through even if you are already on the phone.

Mobile Application

6. Log into your Mobile App
7. Enter Username (Email) and Password.
8. Click on the 3 lines in the top left-hand corner then click on **settings**.
9. Click on the **Call settings** then **Incoming calls**.
10. There is an option called **Call waiting** which can be turned on or off by touching the following switch.



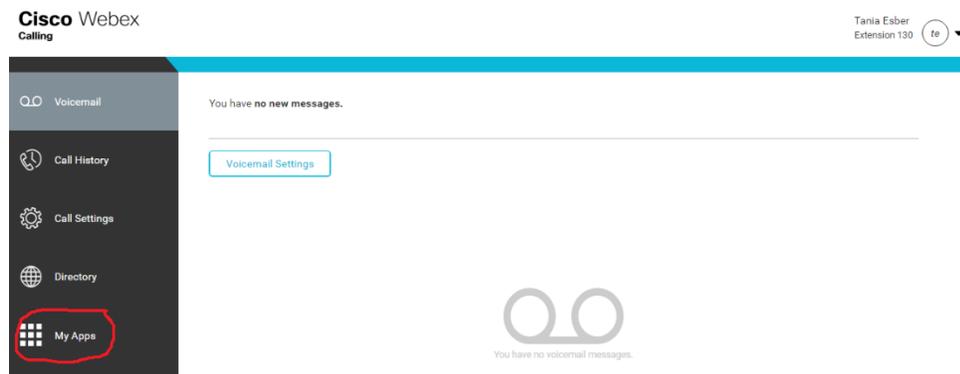
Handset

1. Press on the **settings** symbol 
2. Press down on circular dial pad to **3.User Preferences** and press **Select**.
3. Press **Select** on **1.Call Preferences** .
4. Press down on circular dial pad to **Call Waiting**.
5. Press the middle of the circular dial pad to change it from on and off.

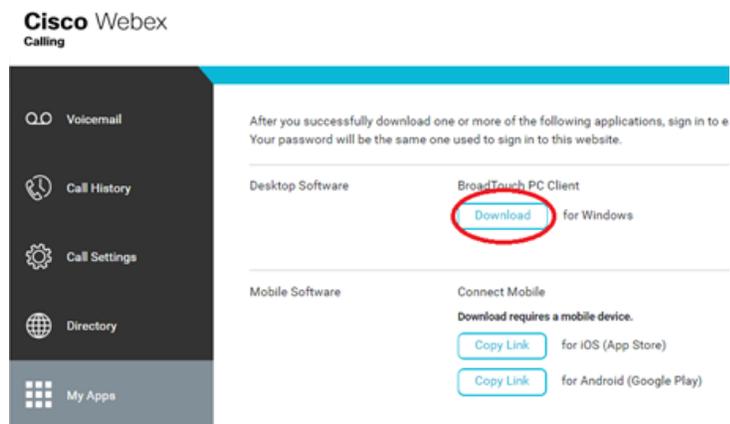
6. Then press **Set**.

DOWNLOADING THE SOFTPHONE / PC APPLICATION

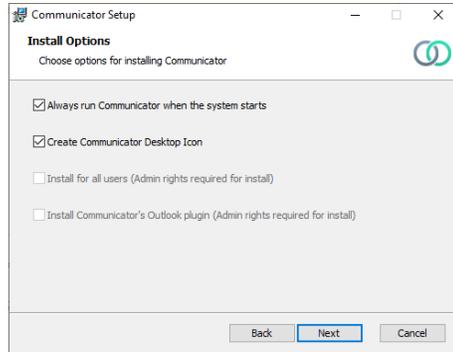
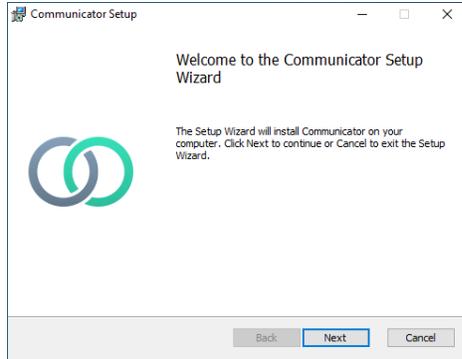
1. Log into your User Portal - <https://cloud-connect.nexgen.com.au/myphonenext/>
2. Enter Username and Password - (This is the individual user log in that was sent to your email)
3. Click on **My Apps**



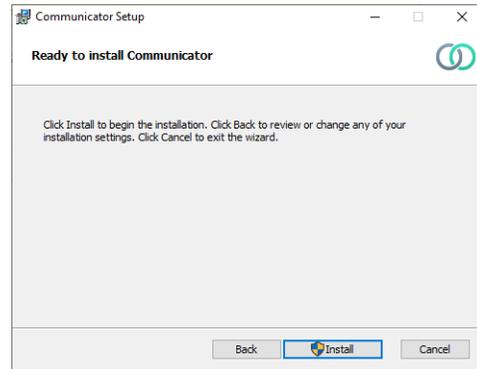
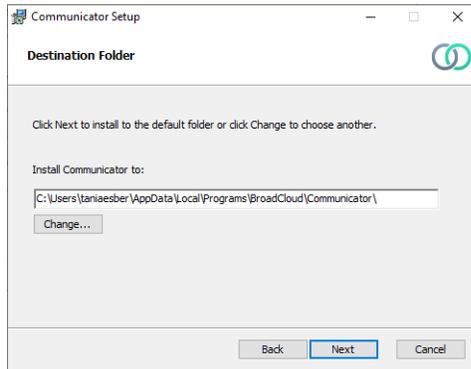
4. Click on the **Download** next to the Desktop software



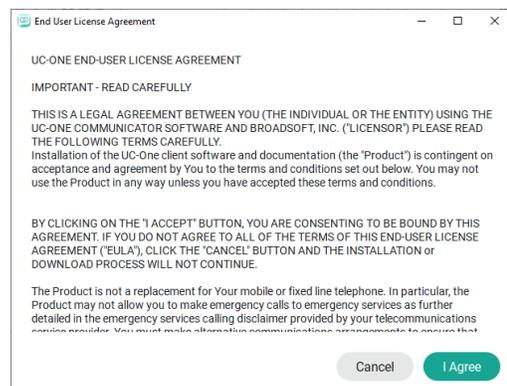
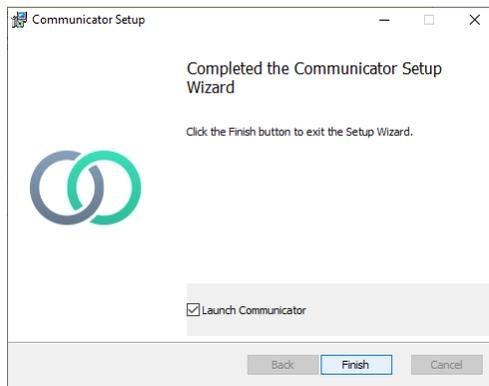
5. Once downloaded the following will pop up, Press **Next** then **Next** again.



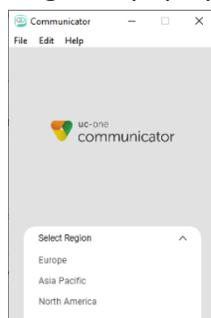
6. Press **Next** again then **Install**.



7. Press **Finish** then **I Agree**.



8. The following with pop up then Select **Asia-Pacific**



9. Now you can enter your Personal Username/Email and Password to begin.

DOWNLOADING THE MOBILE APPLICATION

ANDROID USERS

1. Go to your Play store.
2. In your search bar, type in UC- One carrier connect.
It should be the following symbol



3. Install this App on your phone.
4. Once downloaded. Open the App and password.
5. Fill in your mobile number and accept and contacts.



Log In with your personal username and the settings to access your audio, video

I-PHONE USERS

1. Go to your Apple store.
2. In your search bar, type in UC- One carrier connect.
It should be the following symbol

3. Install this App on your phone.
4. Once the App is downloaded and opened; Click on the Settings symbol  on the bottom right hand corner
5. Click on the **Edit Login Info**
6. Select the **Asia- Pacific** option then click **Save**.
7. Log In with your personal username and password.
8. Fill in your mobile number and accept the settings to access your audio, video and contacts.