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## CloudNow! Features

- Volume:** **Phone:** Press to control ringing volume while phone is idle, speaker volume while using the speaker, and handset volume while using the handset.
- Placing a call:** **Phone:** Dial the phone number (no "9" required) and press the "Send" softkey or the "#" key to place the call.  
**MaxUC:** Enter the phone number and press the green "handset" icon to place the call.
- Redial/History:** **Phone :** You can call back the last 100 calls to or from your phone. Press the "History" softkey or the "redial" key (circular arrows). Use the navigation pad to scroll to the call you want then press "Send". You can press the "OK" key in the center of the navigation pad to see more details about the call.  
**MaxUC:** Click on the "Recent" tab in the software. Highlight the caller and click the "handset" icon to place a call.
- Speakerphone Call:** **Phone:** Press speaker key (megaphone) and hang up the handset.
- Answer** **Phone:** Pick up the handset or press the speakerphone key  
**MaxUC:** Click "Accept" on the pop up on the screen
- Hold:** **Phone:** While you are on an outside call, press the "Hold" softkey. To retrieve the call, press the "Resume" softkey  
**MaxUC:** Click the "Hold" icon (2 vertical lines, like "Pause") in the call window. The icon will turn red when the call is on hold. Click the red "Hold" icon to retrieve the call.
- Transfer:** **Phone:** While you are on a call, press the "Transfer" softkey and dial the extension or phone number of the person you want to transfer the call to (remember to press "Send"). You can announce the call if you wish by waiting for them to answer. Press the "Transfer" softkey again to complete the transfer.  
**MaxUC:** Click the blue "arrow" icon next to the head in the call window. Double click the contact and select the number to transfer to OR enter a phone number and click "Transfer Call".
- Transfer to VM:** **Phone:** While you are on an outside call press the "Transfer" softkey dial 8, enter the Mailbox number or the person. Press the "Transfer" again to complete the transfer.  
**MaxUC:** Click the blue "arrow" icon next to the head in the call window. Double click the contact and select the number to transfer to OR enter a phone number and click "Transfer Call".
- Conference:** **Phone:** While on a call, press "Conference", dial the number you wish to conference with. To join the callers press "Conference".  
**MaxUC:** Click the "add call" icon (+) icon next to the head in the call window. Double click the contact and select the number to add to OR enter a phone number and click "Addl".
- Pick Up:** **Phone:** To pick up a call from a different extension, press "Pick Up" and dial the extension number of the ringing phone.
- Park:** **Phone:** To park a call: While the caller is on the line, press "Park1" or "Park2" key. The button will light up red in all the phones. Press the lit "Park" button to retrieve the call.
- Page:** **Phone:** Press the "Page" key to make an announcement page through all the phones and external speakers if configured.
- Call Recording:** **Phone:** USB recording available depending on phone type.  
**MaxUC:** Press the "record" icon. The recording will then be saved in a folder on your desktop.

Download software: <https://cloudnow.uccommportal.com>

Questions: [customerservice@tritel.com](mailto:customerservice@tritel.com)

Phone Number: \_\_\_\_\_

Password: \_\_\_\_\_