# OFFICE PHONE COMPUTER APP

How to setup and use our office app for your phone

DOWNLOADING THE COMPUTER APP

https://enterprise.vonage.com/support/downloads/

DOWNLOADING THE COMPUTER APP

In Chrome, click on the icon toward the bottom of the screen when it's done downloading.
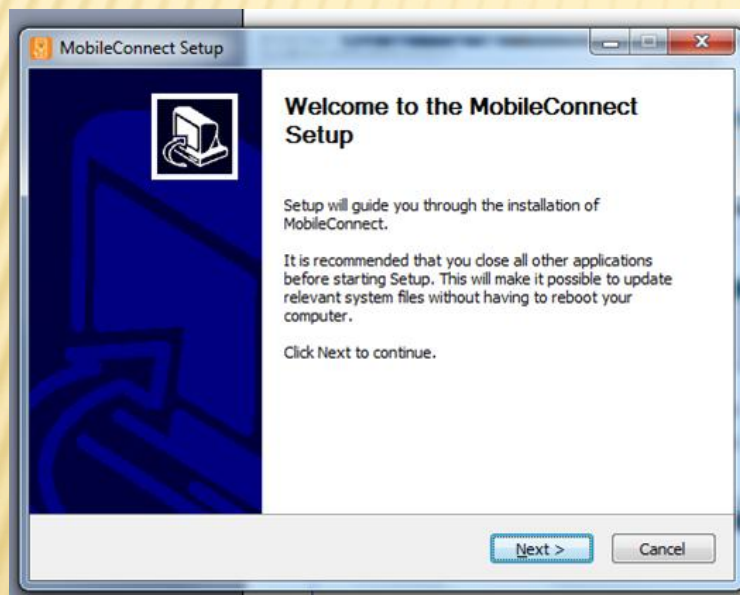

Click Next to begin setting up your app.

INSTALLING THE COMPUTER APP
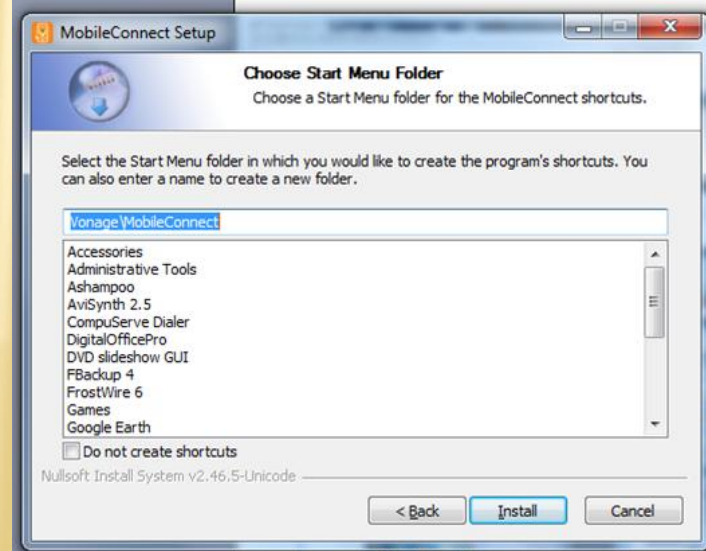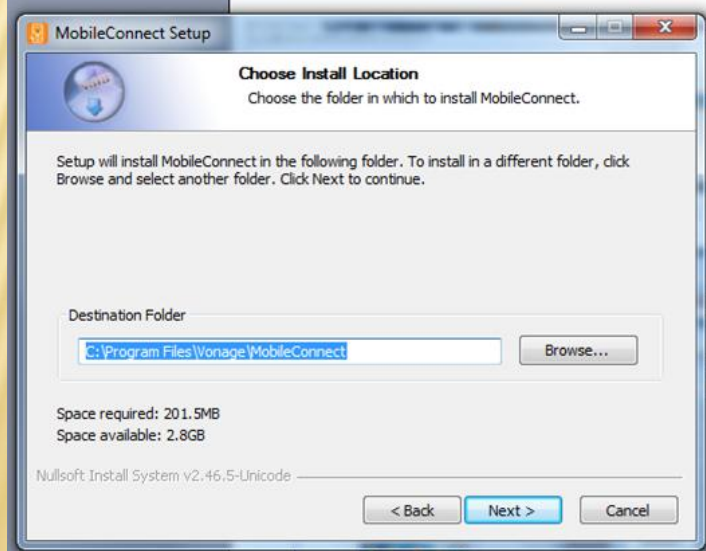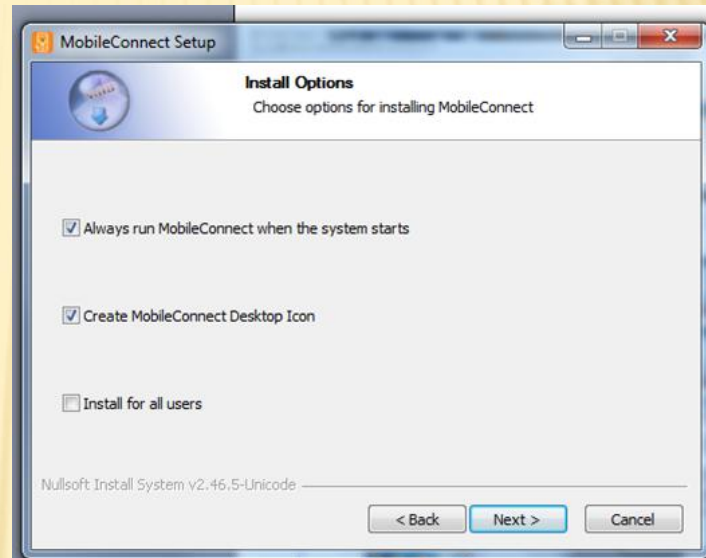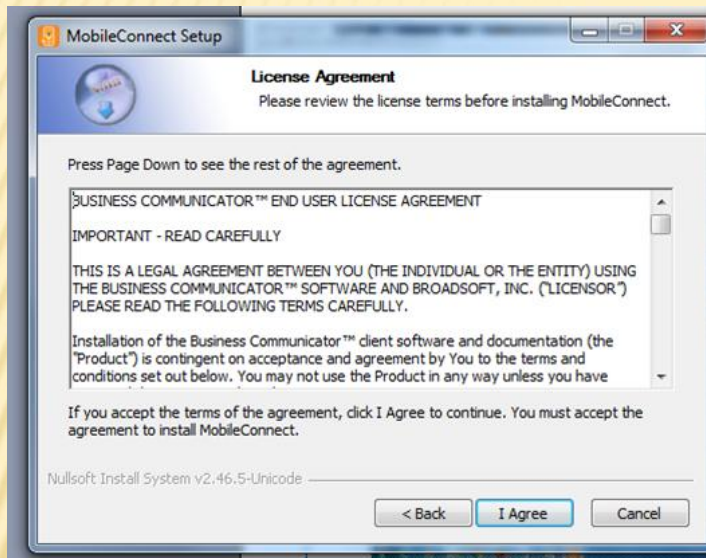
INSTALLING THE COMPUTER APP
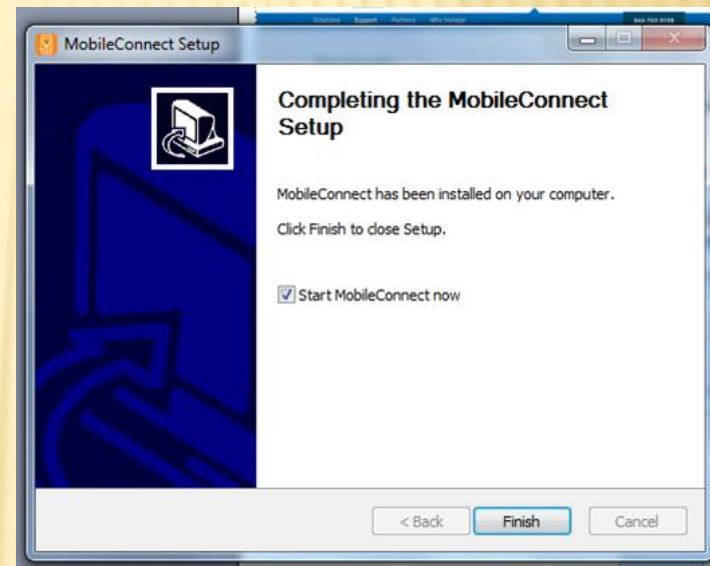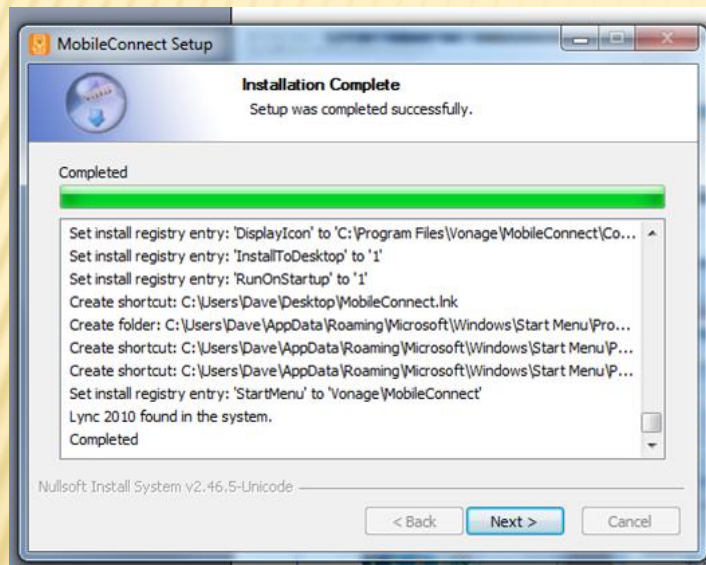
SETTING UP THE COMPUTER APP

<Phone Number>@voip.tnltd.net

365351

SETTING UP THE COMPUTER APP
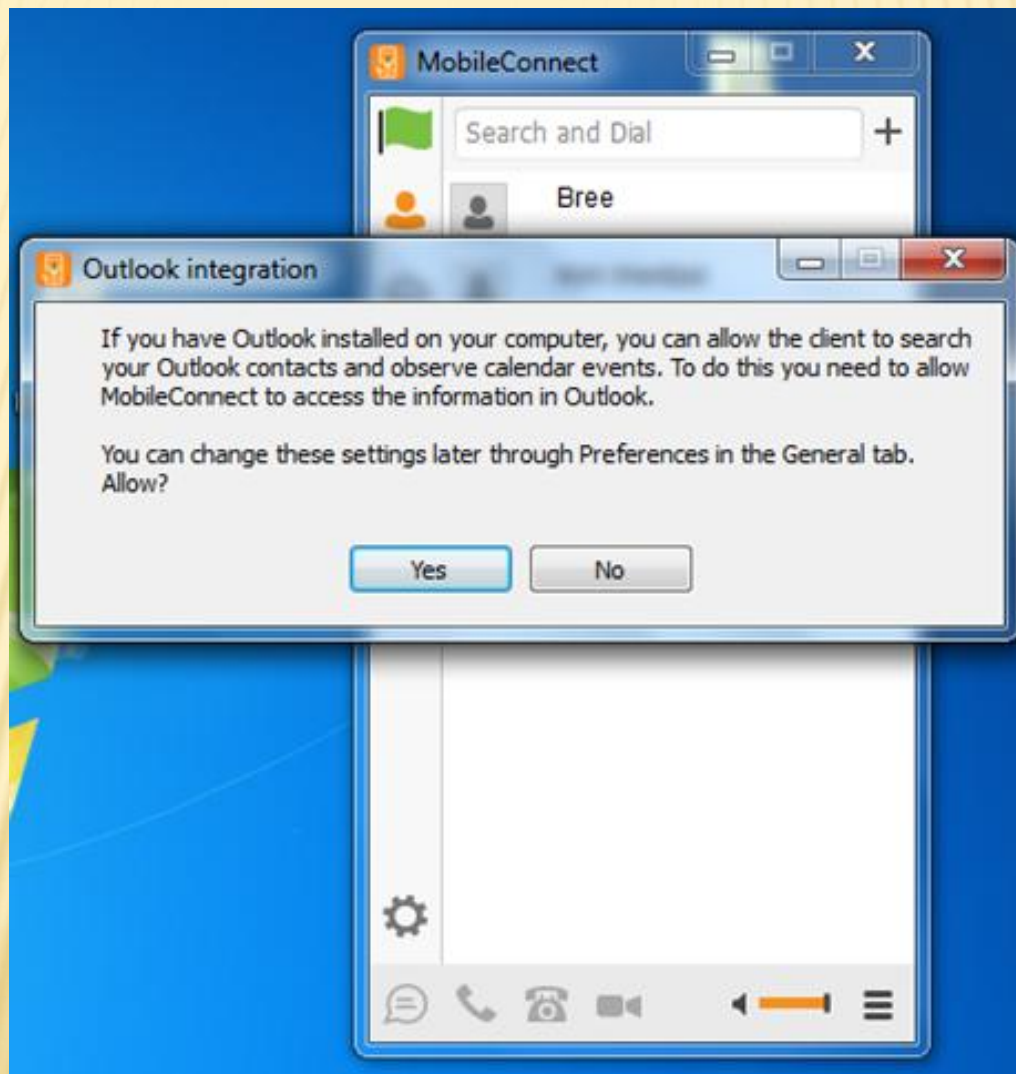
USING THE COMPUTER APP

My Status (Doesn't apply currently)

My Contacts

My Room (Doesn't apply currently)

History

Dialing Pad

Office Directory

Call Settings

Click here to have your office phone call this number (must be in the office to make this work)
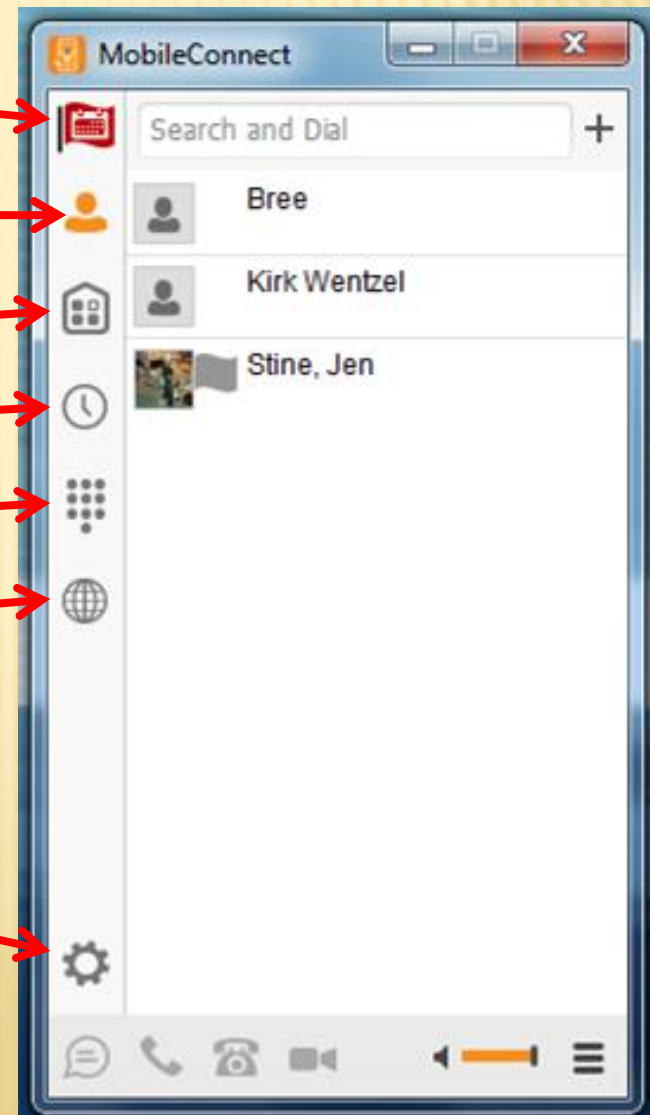
Click Here to call from your computer (microphone and speakers required)
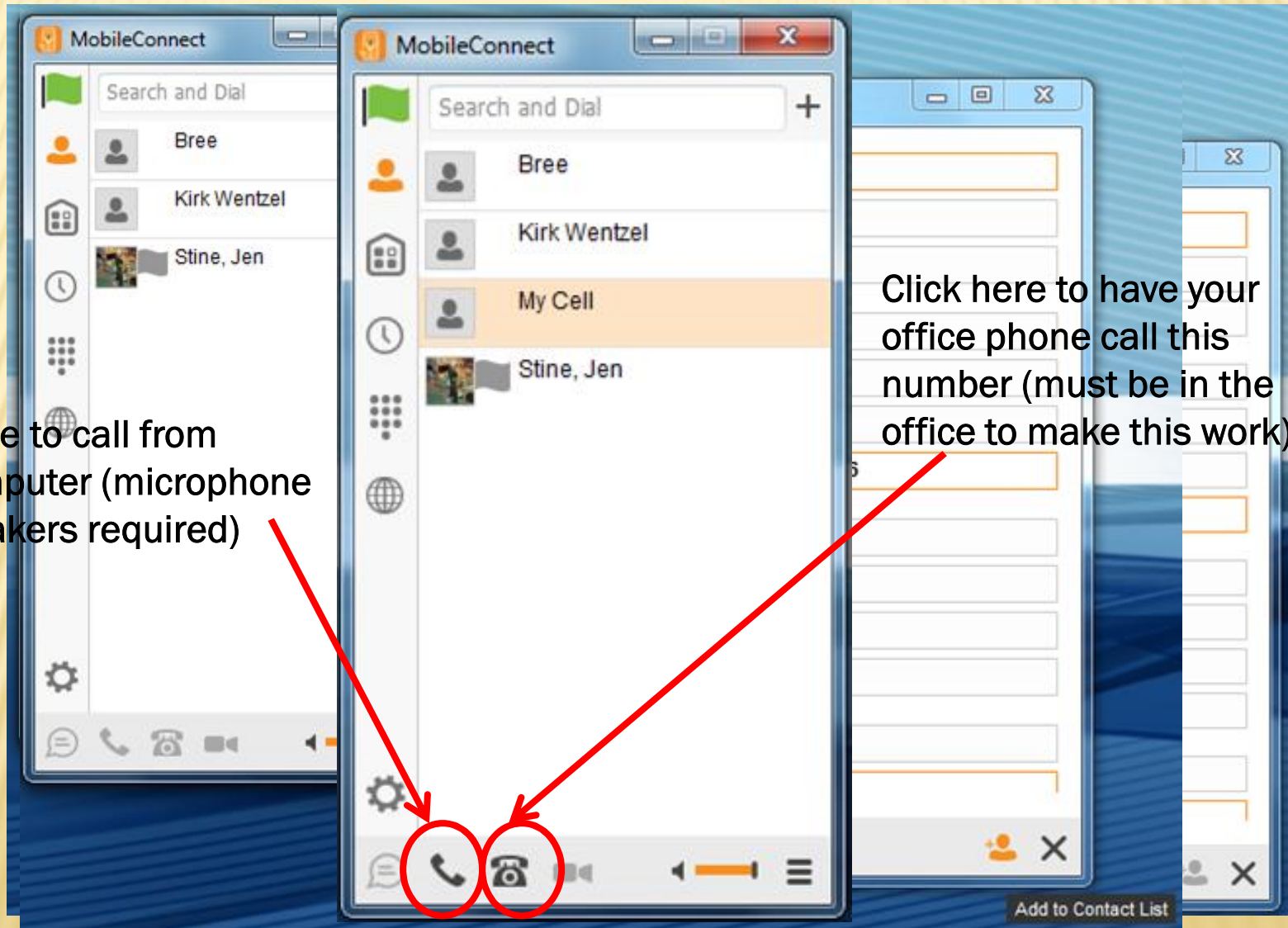
USING THE COMPUTER APP (HISTORY)

If you have voicemails in the system you will see how many. If your computer has a microphone and speakers, if you click this space it will connect you to your voicemail

The rest of the screen shows any Received, Made, or Missed calls.

If you want to call any of these back, simply click on the one you want to call, then at the bottom of the screen click on the phone receiver to call from your computer, or on the phone to call from your office phone.

To enter your voicemail password as well as control your voicemail box, click on the Dial Pad here

Your screen will change to a phone dial pad and you can operate your voicemail through this app!
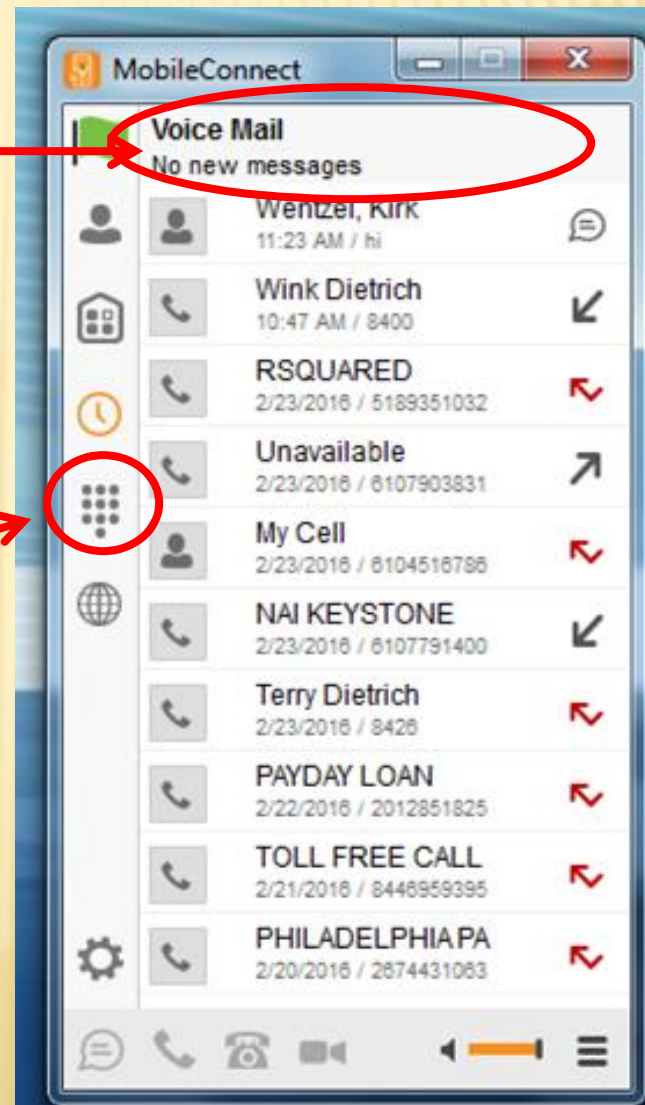
USING THE COMPUTER APP (DIAL PAD)

This function is very simple. This will make a phone call for you. Click the phone number you want to dial. When you have the number entered, click on the phone receiver to make the call from your computer, or click on the phone to call from your desk phone.

Same rules apply, you must have a microphone and speakers to call from your computer and you must be at your office phone to call from your desk phone.
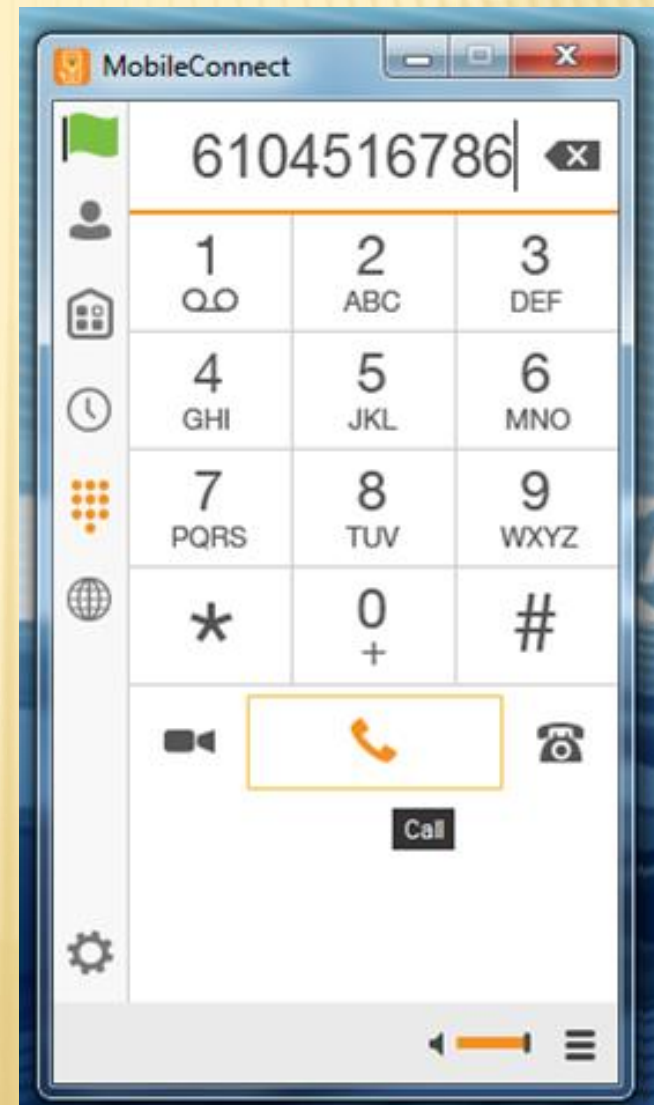
USING THE COMPUTER APP (DIRECTORY)

You will see everyone one of our agents and staff here at Century 21 Gold under this section.

Just like under the contacts section, if you click on any contact, you can call from your computer or desk phone.
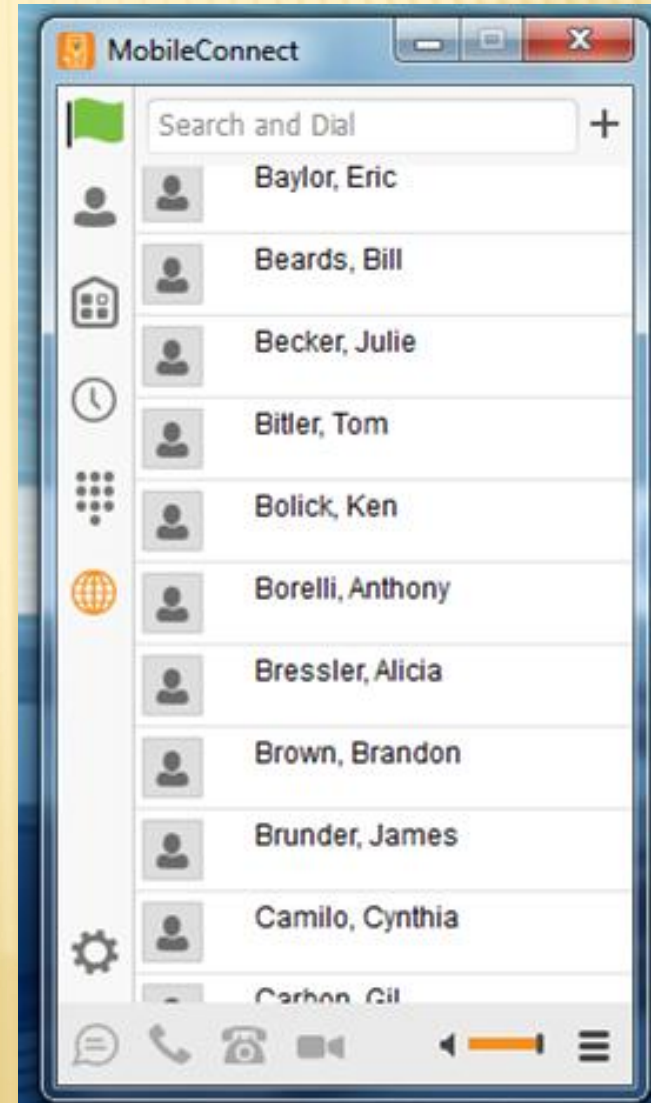
USING THE COMPUTER APP (CALL SETTINGS)

If you click the gear button, you can configure your call settings for your desk phone. Here you can click on Do Not Disturb and then your desk phone will not receive calls, they will all go to voicemail.

If you click on Call Settings, you will see many other settings you can change.

We won't be using the first two options (Broadworks options), but we can use the last four.

The first (already highlighed) is Forward Calls. Here you can turn off or turn on your call forwarding of your office extension.

If you click on the pencil where it says Disabled, you can edit where your phone extension is forwarded.

The Do Not Disturb option we just went over but here is another location you can turn this on and off.

The Hide Number option (this is where you can enable it) simply means it blocks your caller ID when you make a phone call from your office extension. The caller will see "Blocked" on their caller ID. This is where you can Enable the option by checking on the box, and to turn it off make sure the check box is unchecked.

The last option on your settings is "Simultaneous Ring Personal". This allows you to setup your office extension to ring your desk phone and additional numbers all at the same time. You can have your cell phone and desk phone ring at the same time if you enable this option.

If you are expecting a call and are in a conference room with a client, you can have your extension ring in the conference room for you so you don't miss your call (just don't forget to turn it off)