



# OFFICE EXTENSION PHONE APP

How to setup and use our office app on your smart phone

# DOWNLOADING THE PHONE APP

The screenshot shows a web browser window displaying the Vonage Business support page for downloading mobile apps. The URL <https://enterprise.vonage.com/support/downloads/> is highlighted in a red box. The page features the Vonage Business logo and navigation links for Solutions, Support, Partners, and Why Vonage. A phone number, 844-763-9198, is displayed in a blue box. The main heading is "Downloads". Below this, there is a breadcrumb trail: Home > Unified Communications > Support > Downloads. The page lists three mobile app categories: MOBILECONNECT, VIDEOCONNECT, and CRMCONNECT. MOBILECONNECT and VIDEOCONNECT offer downloads for Google Play and the App Store. CRMCONNECT offers a download for Microsoft Windows. The Windows logo is also present for MOBILECONNECT. The taskbar at the bottom shows the time as 10:07 AM on 2/24/2016.

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





**Vonage**  
Business




PERSONAL | SMALL BUSINESS | MID-MARKET & ENTERPRISE


Solutions | Support | Partners | Why Vonage | 844-763-9198

## Downloads

Home > Unified Communications > Support > Downloads

**MOBILECONNECT**    

**VIDEOCONNECT**   

**CRMCONNECT** 

10:07 AM  
2/24/2016

# DOWNLOADING THE PHONE APP

In Google Play, you will look for this app:



In Apple's App Store, you will look for this app:



Once you locate the correct app for your smart phone, install this app to your smart phone.



# SETTING UP THE PHONE APP

Once downloaded and installed on your smart phone, enter your user name and password. We suggest you remember your password and sign in automatically.

User name:  
(Your Office Phone Number)@voip.tnltld.net

Password:  
C21gold!

Once you touch “Sign In”, you will see your phone app.

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## MobileConnect

6108986203@voip.tnltld.net

●●●●●●

Sign in

Show password

Remember password

Sign in automatically

21.1.15

# USING YOUR PHONE APP

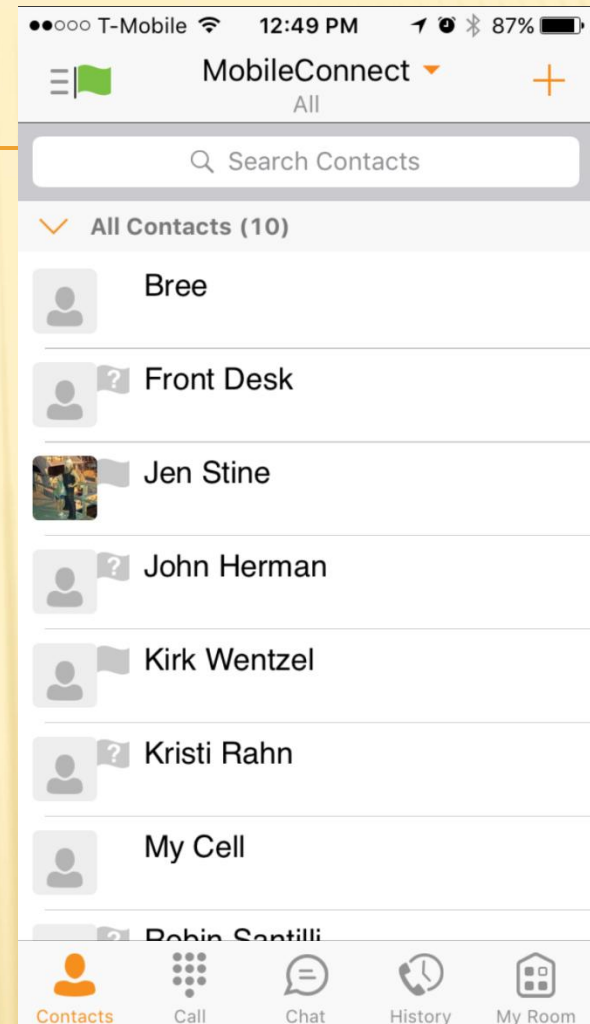
Once in your app you will be at your Contacts Screen. This syncs in real time with your phone and your computer app.

At the bottom of the screen your other options you can use are:

Contacts

Call

History



# USING YOUR PHONE APP (CONTACTS)

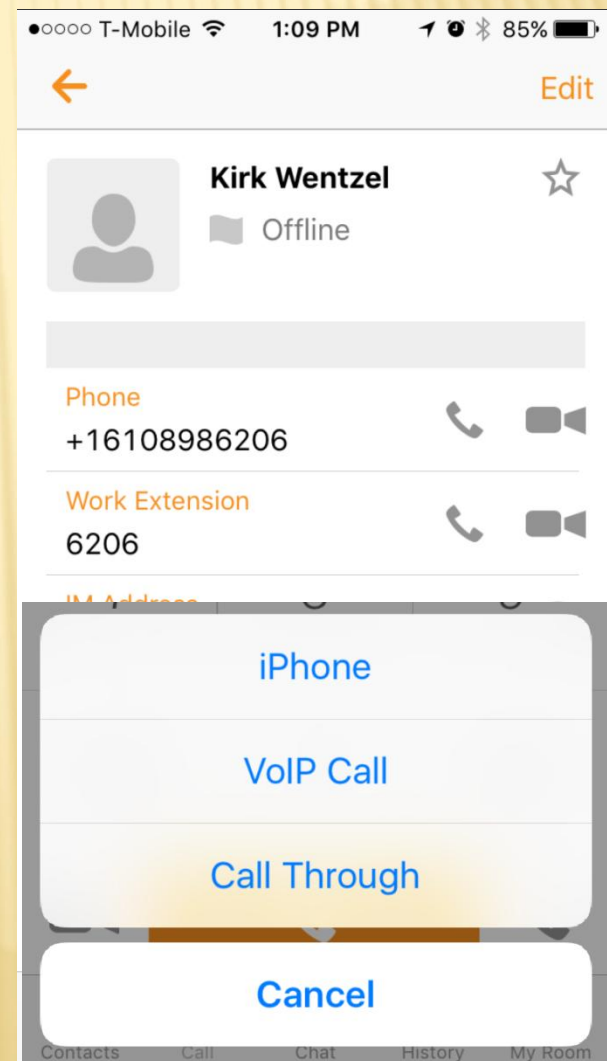
Here you see all the contacts you have in your account (if you set any up).

If you touch any contact, you will see their contact information.

To call your contact, touch the phone at their phone number or work extension and you will have the option to connect to your contact through your smart phone or from your work number.

If you touch iPhone it will call your contact from your cell number. If you touch VoIP Call it will call your contact from your work phone number.

We don't use Call Through.

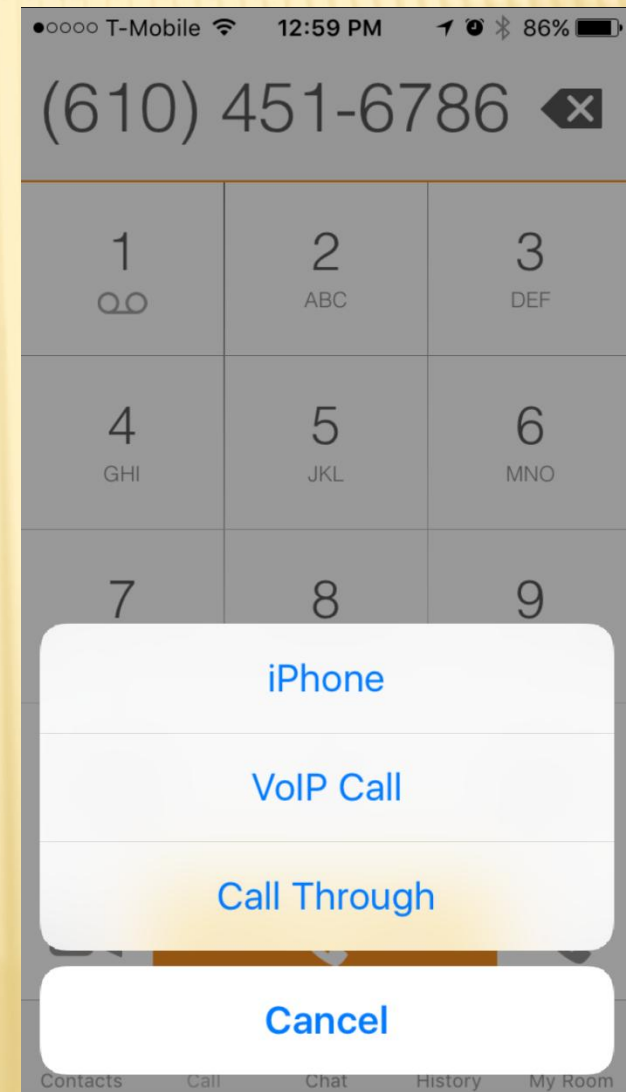




# USING YOUR PHONE APP (CALL)

The Call feature allows you dial any number.

Once you type in the phone number you want to call, hit the phone icon at the bottom middle of the screen and you will once again be asked if you want to make a call from your smart phone or a VoIP Call.



# USING YOUR PHONE APP (HISTORY)

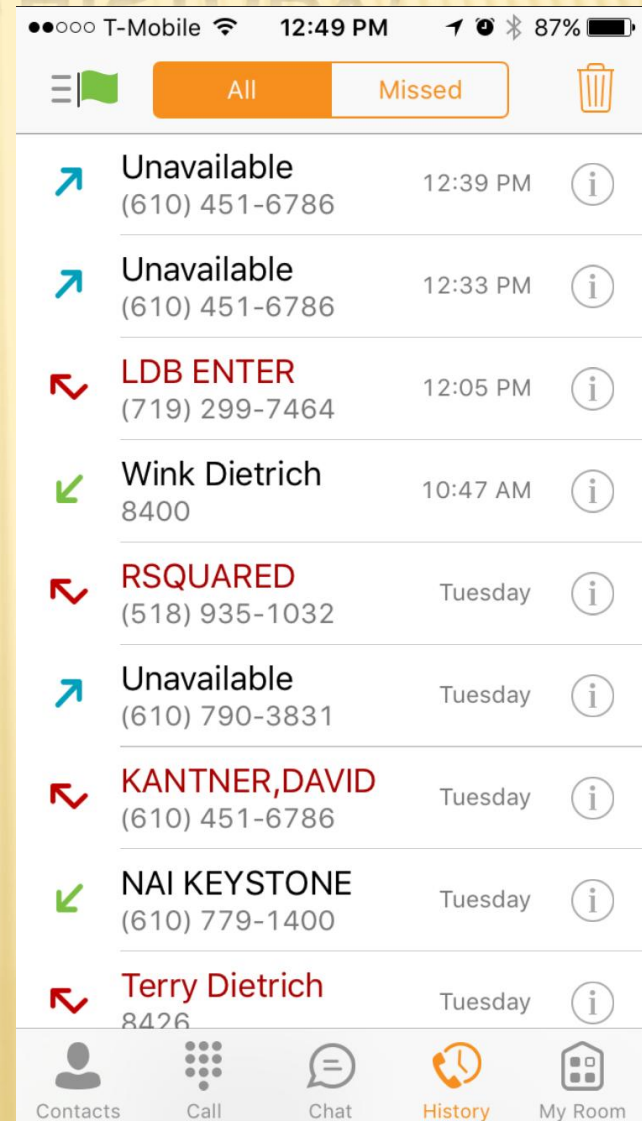
The History feature shows all calls made, received, and missed.

The blue arrow pointing up shows calls made

The Red bent arrow shows calls missed

The green arrow pointing down shows calls received

If you touch any of these calls you are prompted on how you want to call them back. Either through your smart phone or the VoIP option.

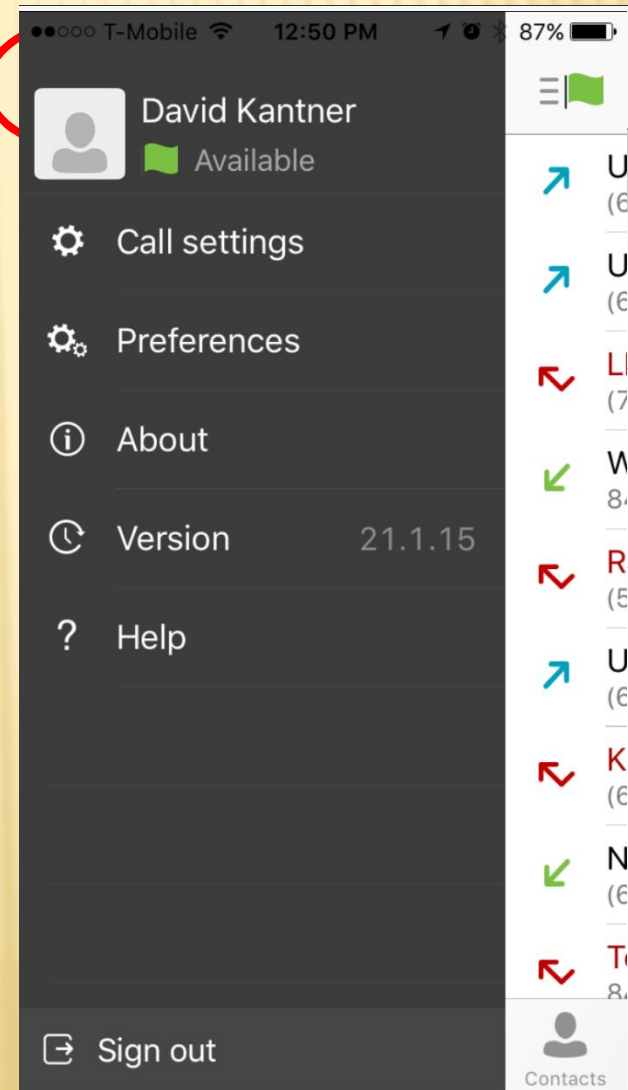




# USING YOUR PHONE (OPTIONS)

While in your app, if you click the icon in the top left hand corner (looks like three lines and a flag), you will be taken into the options and settings menus.

Since we went over call settings and preferences in our first section in the computer app, we will just briefly show you the screens and what options you can change.



# USING YOUR PHONE APP (CALL SETTINGS)

Under call settings you can:

Block caller ID

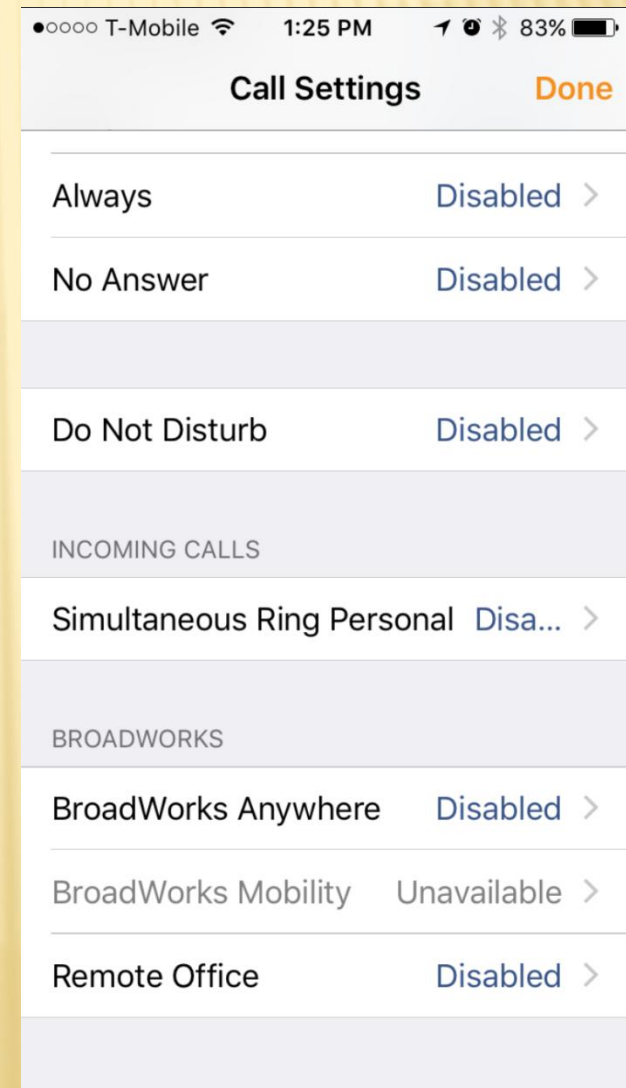
Change how you want to call out (whether through your smart phone, VoIP, or always ask you what you want for each call

Change your Call Forwarding Settings

Change your Do Not Disturb

Setup a simultaneous ring

Once again, we won't be using the Broadworks options.



# USING YOUR PHONE APP (PREFERENCES)

Under Preferences you can

Setup your default language

Troubleshoot your app

Change if you want to sign in automatically

Remember your password

Disable the caller ID lookup (displays the callers name instead of number where available)

