Quick Start Phone Guide

Note: These codes should be used prior to dialing a number or extension. When calling, enter all ten digits of the phone number.

*67 - Block Caller ID (for single call)
*82 - Unblock Caller ID (for single call)
*90 - Extension Login (Call Queue)
*91 - Extension Logout (Call Queue)
*99/*100 - Access Extension Voicemail Box (must be dialed from extension user is trying to access)
** + Extension Number | Blind transfer a call straight into an extension's voicemail
*101 - Access Virtual Mailbox (dial this code when listening to any message on your Vonage Business Solutions system to access any extension’s voicemail box)
*102 - Internal Dial by Last Name Directory
*103 – Park a call
*104 – Pick up a parked call
*411 – Directory Assistance ($1.50 per-call)
*44 – Transfer a softphone call to a desk phone using Call Flip
911 - Emergency services based on location, see page 2

Dialing Notices
1. 5-digit dialing is currently not supported with Vonage. When placing calls, enter all ten digits of the phone number.
2. Dialing 9 is no longer necessary for placing calls off campus through Vonage.
3. International calling is available upon request.

Listening to Messages
1. Dial *99 or *100 or use the "Message button.
2. Enter your pin (your pin must be set in the Vonage Desktop Application) followed by the pound (#) key.

Options while listening to voicemail:

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<table>
<thead>
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<tbody>
<tr>
<td>5</td>
<td>Repeats voicemail from the beginning</td>
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<tr>
<td>6</td>
<td>Go to next message</td>
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<td>7</td>
<td>Deletes voicemail</td>
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<td>8</td>
<td>Forward voicemail to another extension</td>
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<tr>
<td>9</td>
<td>Saves voicemail</td>
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<tr>
<td>*</td>
<td>Skips call information</td>
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<tr>
<td>#</td>
<td>Back to voicemail menu</td>
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</table>

Voicemail Greetings

After entering your mailbox options (call *99 or *100 from your phone and choose option 4):

Unavailable Greeting (greeting that plays if you are on a call, away from your desk, or unable to answer the call)
1. Press 1 to record your unavailable greeting.
2. After the tone record your desired unavailable greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to rerecord the greeting.

Busy Greeting (greeting callers hear if your phone is on Do Not Disturb, not connected to the internet, or when all line appearances are busy)
1. Press 2 to record your busy message.
2. After the tone record your desired busy greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to rerecord the greeting.

Name Greeting (used for company directory)
1. Press 3 to record your name.
2. After the tone record your desired name greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to rerecord the greeting.

Record Temporary Greeting (Vacation) (overrides all greetings)
1. Press 4 to record your temporary greeting.
2. After the tone record your desired temporary greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to rerecord the greeting.

To Remove Temporary Greeting
1. Press 4 to access the temporary greeting.
2. If you have a temporary greeting set, press 2 to delete the recording.

To Change Your Voicemail Pin
1. Open the Vonage Desktop Application.
2. Click your profile picture, then settings, then voicemail.
3. Select "Change Voicemail Pin."
**Basic Functions (Continued)**

**Switching between the Handset/Headset/Speakerphone During a Call**

<table>
<thead>
<tr>
<th>Note: only one function at a time can be used.</th>
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<tbody>
<tr>
<td>1. From Handset to Speakerphone, press the Speakerphone button (lower right corner) and hang up the handset.</td>
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<tr>
<td>2. From Handset to Headset, press the Headset button (right side of phone) and hang up the handset.</td>
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<tr>
<td>3. From Speakerphone to Handset, pick up the handset.</td>
</tr>
<tr>
<td>4. From Speakerphone to Headset, press the Headset button.</td>
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<tr>
<td>5. From Headset to Handset, pick up the handset.</td>
</tr>
<tr>
<td>6. From Headset to Speakerphone, press the Speakerphone button.</td>
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</table>

**Placing a Call on Hold**

1. While on a call, press the "Hold" button on the right side of the phone. Or the hold soft key located directly below the bottom of the screen.
   - To retrieve the call, either press the resume soft key located below the bottom of the screen, or press the line appearance button the call is on (light should be red and blinking).

**Transferring a Call (Attended Transfer)**

**Talk to the person before transferring the call to them**

1. While on a call, press the "Transfer" button (on the right side of the phone) or the Transfer soft key located directly below the bottom of the screen.
2. Press the # (pound) button (or wait a few seconds) and when the other person picks up, announce the call.
3. When you are ready to complete the transfer, press the transfer soft key again and the call will be transferred.

**Transferring a Call (Blind)**

**Transfer the call to someone without speaking to them**

1. During a call, press the transfer button on the right or the transfer soft key located directly below the bottom of the screen.
2. Dial the desired extension or telephone number.
3. Press the transfer button or soft key again to complete your transfer.

**Conference Calling**

1. While on a call, press the Conference soft key located directly below the bottom of the screen.
2. Dial the third party’s number or extension and press the # (pound) button (or wait a few seconds).
3. When the third party answers, press the conference soft key again and the first caller will be connected. All parties should be connected at this point.

**Call Park**

1. While on a call, press the Transfer button on your phone and then dial *103
2. Jot down the parking spot number when it is announced and then press Transfer to complete the park

**Retrieve a Parked Call**

1. Dial *104 when prompted, enter the parking spot the call is parked on

**Call History**

1. Press the up arrow key:
   - Continuing to press up will scroll through all calls, beginning with the most recent.
   - Arrow to the right or left and it will take you through the icons for Inbound Calls (arrow pointing down), Outbound Calls (arrow pointing up), Missed Calls (arrow comes down and bounces to right) and Forwarded Calls (arrow goes left and then up and then directly right).
   - Arrow down to go through the calls once making a selection from above.

**Hoteling**

**Sign In**

1. Dial *40#
2. Enter your Extension Number
3. Enter your Voicemail Pin
   - Once signed in, the phone downloads the profile and re-registers within 30-60 seconds.

**Sign Out**

1. Dial *41#

**Advanced Functions**

**Cell Phone Integration**

When calls are being forwarded from your extension to your cell phone, you can reroute the call back to an office extension or another outside number. On your cell phone, press #, enter the extension (or outside) number you want to transfer to, and # again to complete the transfer.

**Desktop and Mobile Softphone**

**Installing the Vonage Desktop Application on Windows**

2. Search "Vonage Business."
3. Click "Install."

**Installing the Vonage Desktop Application on Mac**

1. Enroll in Mason Self Service at mac.gmu.edu.
2. Open the Mason Self Service application.
3. Search "Vonage Business" and click "Install."

**Installing the Mobile App**

1. Search for "Vonage Business Communications" in the App Store or Google Play Store.
2. Tap "Get" or "Install."

**Logging in**

1. Click or tap "Log in with Single Sign-On."
2. Log in using your NetID and password.
3. If prompted, allow your web browser to open Vonage Business.

**Note:** A Vonage softphone can be used in place of or combined with a physical desk phone. Both services use your assigned extension.

**Calling 911/Emergency Services**

- **Physical Desk and Wall Phones:** The street address recorded in the Vonage system will automatically be provided to the dispatcher.
- **Mobile Application:** Your location will default to your individual cellphone carrier’s 911 service.
- **Desktop Softphone:** It is recommended to use a physical desk phone, wall phone, or cellphone instead. If you dial 911 from a desktop softphone, the call will be routed to the National Emergency Call Response Center, and you will need to provide the dispatcher with your current location.
- **Location:** Always know your work location (building, floor, room, and street address) in case of an emergency. Addresses can be found on Evacuation Plan maps located throughout campus buildings.
- **Moving Your Desk Phone:** Only ITS staff are authorized to relocate a desk phone. Enter a Pinnacle ticket if you need to have your phone moved.