Quick Start
Phone Guide

The following guide will assist in configuring your Vonage softphone and desk phone. Visit the Phone Guides page using the QR code or go to its.gmu.edu/phoneguides.

Important Information

- Five-digit dialing will not be supported until all Mason users are transferred to Vonage

- When placing or transferring calls, enter all ten digits of the phone number (i.e., dial 703-993-8870 instead of 3-8870)

- Dialing 9 is no longer necessary for external calls

- International calling is available upon request

- If your MS Teams account is linked to your Vonage number, you will be able to make and receive calls in MS Teams in addition to the Vonage Apps and your desk phone

- For questions or assistance, contact the ITS Support Center at 703-993-8870 or support@gmu.edu

Set Up Your Voicemail PIN

The following steps are required prior to managing greetings or listening to messages on your desk phone.

1. Open the Vonage softphone using the web or desktop app
   a. Web - Go to app.vonage.com
   b. Desktop - Download using the instructions on page 2
2. Click “Log in with Single Sign-On” at the bottom right of the page
3. Enter your full email address (NetID@gmu.edu)
4. Complete the SSO sign-in process
5. If prompted, allow your browser to open Vonage
6. Click your profile icon in the upper left corner
7. Select “Settings” from the newly opened menu
8. Select “Voicemail”
9. Change/Set your PIN
   Note: The change may take several minutes to take effect

Manage Voicemail from Your Desk Phone

Record a Greeting

1. Use the “Message” button to access your voicemail
2. Enter your PIN and select option 4 when prompted
3. Press the number that corresponds with the greeting you wish to record:
   1 - Unavailable Greeting   2 - Busy Greeting   3 - Name Greeting
4. Record your greeting after the tone and press the # key when finished
5. After playback, press 1 to save or 2 to rerecord the greeting

Listen to Voicemail Messages

Use the “Message” button to access your voicemail and enter your Voicemail PIN followed by the # key when prompted. Then choose from the following menu options:

1 - New Messages   2 - Saved Messages   4 - Message Options

Dialing Codes

*99 Access your extension’s voicemail box. This must be dialed from the extension the user is accessing.
*100
*101 Access an extension’s voicemail box. This can be dialed from any extension or an external number, such as a cellphone, once the voicemail greeting plays.
*103 Park a call
*104 Pick up a parked call

Note: Dialing Codes cannot be utilized in MS Teams

Emergency Services Location
Aquia Building
4461 Aquia Creek Lane
Fairfax VA, 22030
Phone Guide

Quick Start

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 cell phone carrier's 911 service.
- **Desktop Softphone:** It is recommended to use a physical desk phone, wall phone, or cell phone 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. Contact your Telecom Coordinator to submit a Pinnacle ticket if your phone needs to be moved.

Softphone Installation Instructions

For more detailed instructions, including the steps for non-Mason-managed devices, scan the QR code or visit its.gmu.edu/phoneguides to access the Vonage Desktop App (Softphone) Guide.

**Vonage Desktop App for Windows**

- Open "Company Portal" from the Windows Start Menu
- Search "Vonage Business"
- Click "Install"

**Vonage Desktop App for Mac**

- Open the Mason Self-Service application
- Search "Vonage Business"
- Click "Install"

**Vonage Mobile App**

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

Don't Forget!
Log in with Single Sign-On