

# 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](https://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](mailto:support@gmu.edu)

## Dialing Codes

- \***99** Access your extension's voicemail or  
\***100** box. This must be dialed from the extension the user is accessing.
- \***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

## 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](https://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

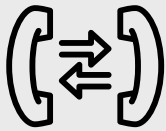
Use the "**Message**" button to access your voicemail and enter your Voicemail PIN followed by the **# key** when prompted. Then choose from the following menu options:

1 - New Messages

2 - Saved Messages

4 - Message Options

# Quick Start Phone Guide



## Desk Phone: Transfer a Call

**Reminder:** When transferring calls, enter all ten digits of the phone number until all Mason users are transferred to Vonage.

### Attended Transfer

*Speak with the person who will be receiving the call before transferring to them.*

1. Press the “**Transfer**” soft key located directly below the screen
2. Dial the extension or telephone number
3. Speak with the person receiving the call before transferring to them
4. When ready to complete the transfer, press the “**Transfer**” soft key again

### Blind Transfer

*Immediately transfer the call to someone without speaking to them.*

1. Press “**Transfer**” soft key located directly below the screen
2. Dial the desired extension or telephone number
3. Press the “**B Transfer**” soft key to complete your transfer

## 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](https://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**”



Log in with Single Sign-On



## 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.