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2 Vonage Quick Reference Guide (Yealink T46S)

2.1 Device Overview



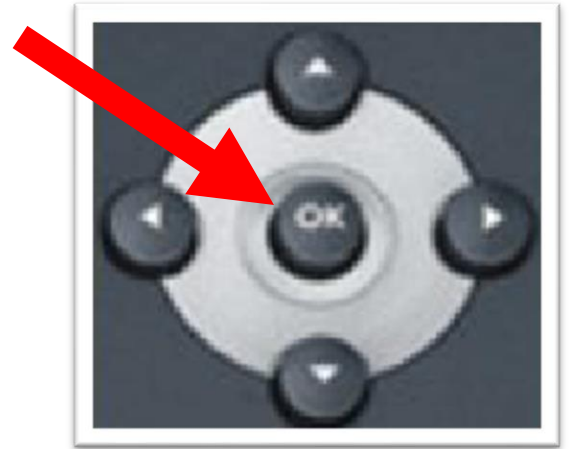
2.2 General Calling

2.2.1 Placing Calls

To place a call:

1. Pick up the **Handset**
2. Enter the 10-digit valid phone number, or 4-digit Extension number.
3. Press the **OK** softkey (Navigation Buttons). Your call will then be placed.

Note – you do **NOT** need to dial a 9 before calling outside numbers)



2.2.2 Receiving Calls

To answer a call:

- Pick up the **Handset**, or you can press the **Answer** softkey to activate the speakerphone.

To answer an incoming call when you're already on an active call:

- Press the **Answer** softkey. The incoming call is answered, and the original call is placed on hold.

2.3 Holds/Transfers

2.3.1 Putting a Call on Hold

To put a call on hold:

- Press one of the **SPOT (1-4)** softkeys.

To Resume a call placed on hold:

- Press the **SPOT (1-4)** softkey to resume that held call.

2.3.2 How to Perform a Blind Transfer

A **blind** (or unannounced) transfer takes place when you transfer a call to someone else **without** announcing the call first. To conduct a blind transfer while on an active call:

1. Press the **Transfer** softkey.
2. Enter the destination to which you wish to transfer the call.
3. Then, either **hang up**, or press the **Transfer** softkey again. This Completes the transfer.

Note: When performing a **blind** transfer, the caller ID of the transfer recipient will show the information of the contact who you are transferring.

2.3.3 How to Perform a Consulted Transfer

A consulted (or announced) transfer is performed when you announce the call to the recipient prior to transferring the call. This transfer is the default transfer method. However, if you wish to change the default at any time, simply contact your Vonage administrator.

To conduct a consulted transfer, while on an active call:

1. Press the **Transfer** softkey. The caller is automatically placed on hold.
2. Dial the receiving party.
3. Press **OK** to dial out.
4. Once the receiving party answers, announce the call.
5. To complete the transfer, press the **Transfer** softkey again.

Note: When performing a **consulted** transfer, the caller ID of the transfer recipient will show **your** contact information, as you will be announcing the call first. *If you prefer to transfer the caller ID as well, you should perform a blind transfer.*

2.3.4 How to Conduct a Voicemail Transfer

A direct-to-voicemail transfer is performed when you wish to transfer a call directly to another user's voicemail. To conduct a direct-to-voicemail transfer, while on an active call:

1. Press the **Transfer** softkey.
2. Enter **Star, Star**, followed by the user's extension, then **#**.
3. Press the **Transfer** softkey again. This will complete the transfer to voicemail.

2.4 Miscellaneous Features

2.4.1 How to Make a Three-Way Conference

To initiate a three-way conference call, while on an active call:

1. Press the **Conference** softkey. The first call is placed on hold.
2. Enter the second 10-digit valid phone number.
3. Press the **Send** softkey.
4. When the second party answers, press the **Conference** softkey again to connect the calls.

2.4.2 Enable and Disable Do Not Disturb (DND)

The **Do Not Disturb** feature is used to send all incoming calls to voicemail. To enable/disable Do Not Disturb, tap the **DND** softkey.

Note: When this feature is active, you will see a **DND** icon on the home screen. Callers will hear the busy greeting and be sent to your voicemail.

2.4.3 Check Voicemail

A message waiting indicator notifies you when you have a new voicemail message. To check your voicemail:

1. Press the **Message** button.
2. When prompted, enter your voicemail PIN followed by the **#** key.
3. Follow the audio prompts to retrieve your voicemail messages.



Note: You will set your PIN via the New User Email you received. If you didn't receive a New User Email, or if you forget your voicemail PIN, please contact helpdesk@mwcd.org.

2.4.4 Call Flip (Switch call to/from Desk Phone and Mobile App)

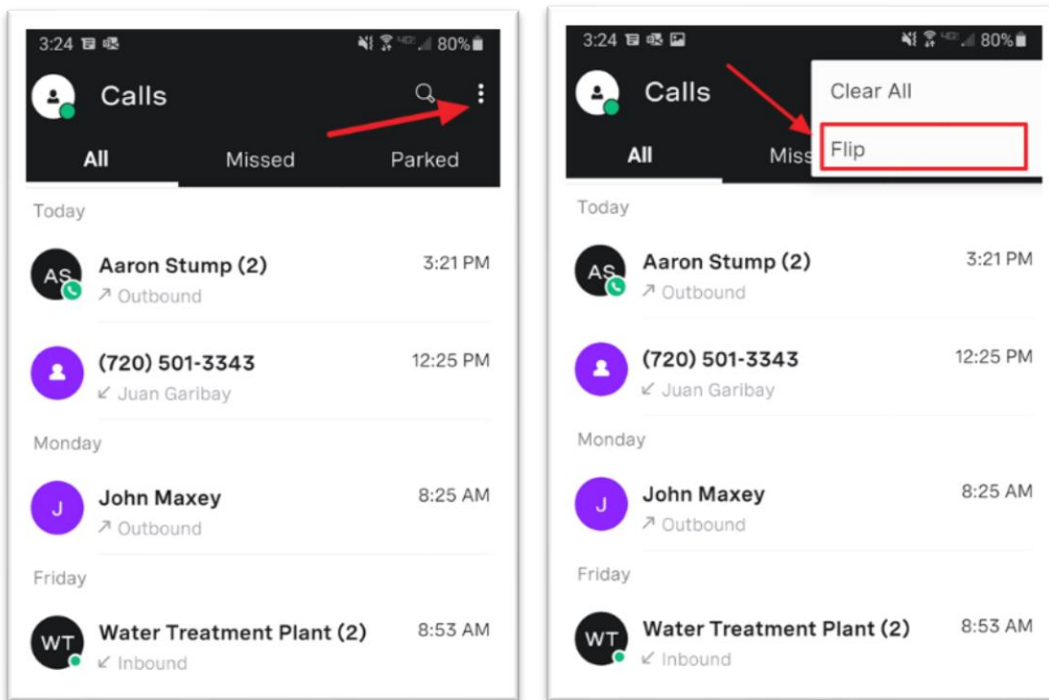
You can switch calls from your Mobile App to your Desk Phone, and vice versa.

While on a call using **Vonage Mobile App**:

1. Dial ***44** on your desk phone and then press **OK**.
2. After a few seconds, the call will be picked up on your desk phone and disconnect from your mobile app.

While on a call using your **Desk Phone** or **Vonage Mobile App**:

1. Locate the three dots in the upper right corner of the Mobile App and select **FLIP**.



Note: If you are on a call using the mobile app and attempting to use the **FLIP** button, you may need to tap the back arrow to 'back out' of the call screen first.

2.5 Managing Voicemail Settings

Voicemail settings can generally be managed in one of three places:

1. The desk phone
2. The web app
3. The mobile app (see **Vonage Mobile App** section below)

2.5.1 Managing Voicemail Settings via the Desk Phone

1. Press the **Message** button.
2. When prompted, enter your voicemail PIN followed by the **#** key.
 - Follow the audio prompts to manage your settings:
 - (1) New Messages
 - (2) Saved Messages
 - (4) Mailbox Options
 - (1) Record Unavailable Greeting
 - (2) Record Busy Greeting
 - (3) Record Name Greeting
 - (4) Record Out of Office
 - (5) Change PIN
 - (#) Return to Main Menu
 - (5) Repeat Message From the Beginning
 - (6) Next Message
 - (7) Delete Message
 - (8) Forward to Extension
 - (9) Save Voicemail
 - (*) Skip Call Information
 - (#) Return to Main Menu
 - (#) Exit

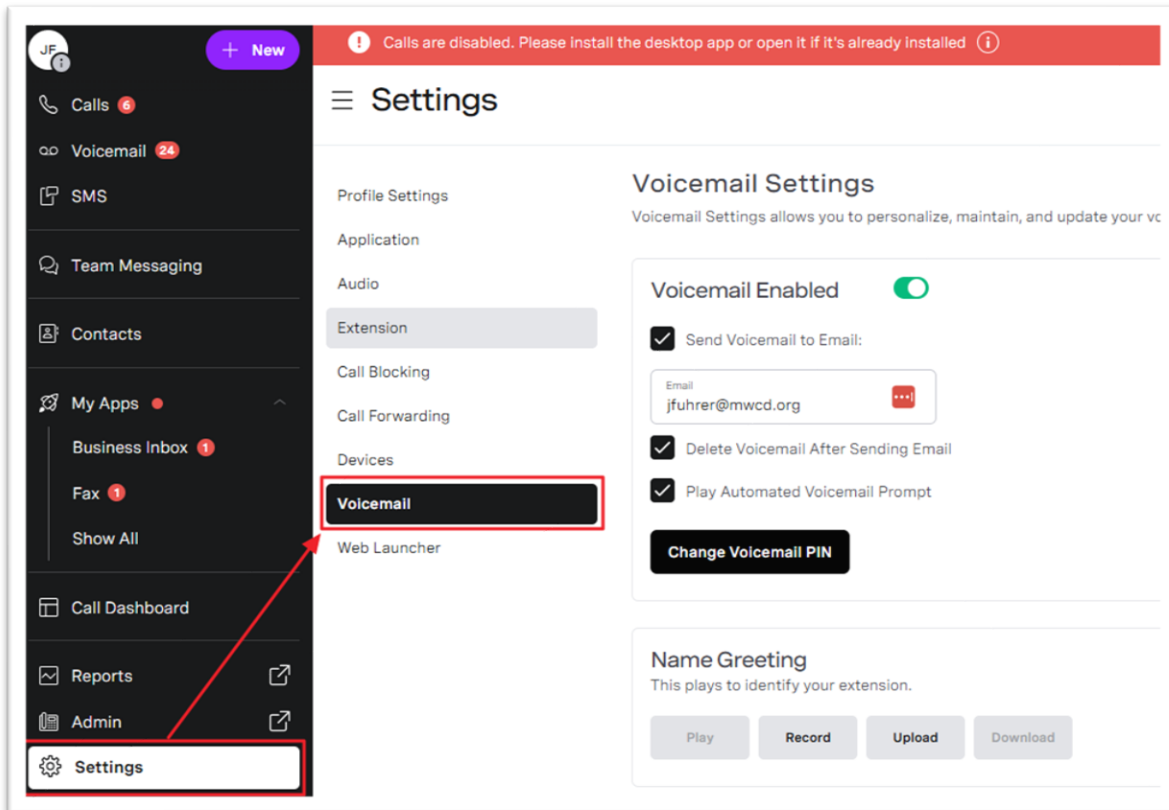


Note: Recording an **Out of Office** greeting through this menu will automatically turn on **Out of Office** mode. To return to normal operation, delete the **Out of Office** recording using prompts **(4), (4), (2)**.

2.5.2 Managing Voicemail Settings via the Vonage Web App

The web app allows you to manage many settings, including voicemail. Follow these steps to get started:

1. Navigate to <https://app.vonage.com>
2. Sign in with your Vonage account. You should have received a **New User Email** to help you setup this account. Contact Helpdesk if you did not receive this.
3. Navigate to **Settings** on the left, then **Voicemail**.



- **Greetings** – you can manage and record greetings here. The **Record** button will ring your desk phone; answer the call to record the greeting.
- **Out of Office Greeting** – Can be toggled on/off here via the slider.
- **Send Voicemail to Email** – If enabled, this setting will automatically send voicemails you receive to the email address entered here.

3 Vonage Mobile App

The Vonage Business Communications mobile app allows you to use many of the same features as your desk phone from the convenience of your mobile phone. You can make and receive calls, check voicemails, view the employee directory, and more, just as if you were sitting at your desk. Below is a brief overview of the mobile app.

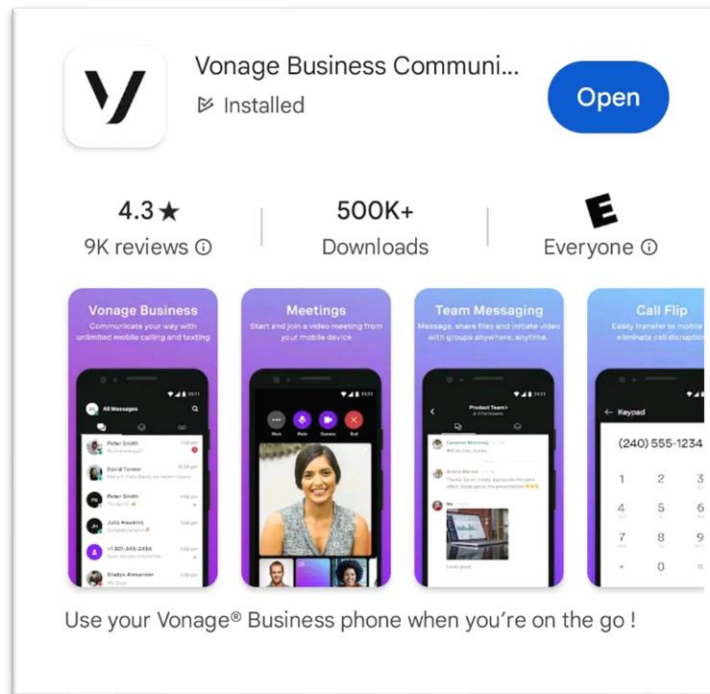
3.1 Installing the App

3.1.1 MWCD MDM-managed Phones

If you have an MWCD-managed smartphone, you may already have the Vonage Business Communications app installed. If you don't see it, contact helpdesk@mwcd.org for assistance.

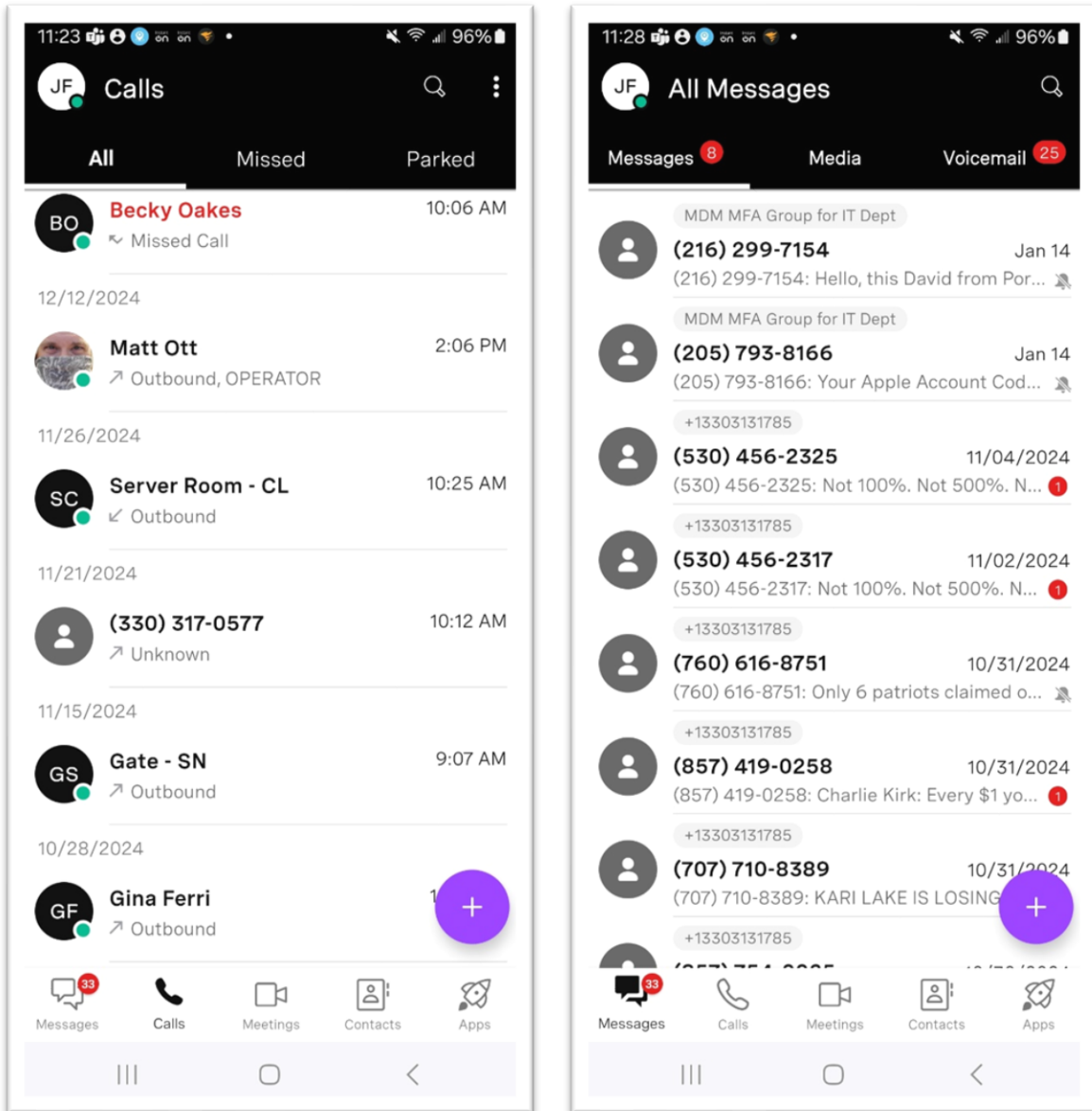
3.1.2 Personal or unmanaged phones

If you have a personal or unmanaged device, you can search the Google Play Store or Apple App Store for 'Vonage Business Communications' and download the app from there.



Once installed, sign in with your Vonage username and password.

3.2 Mobile App Overview



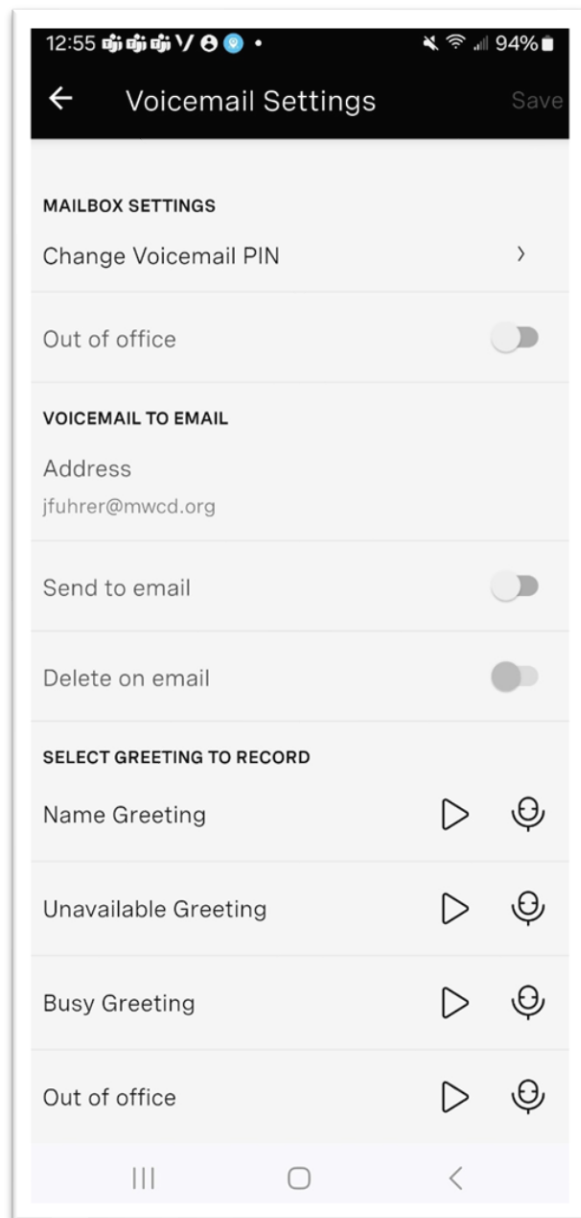
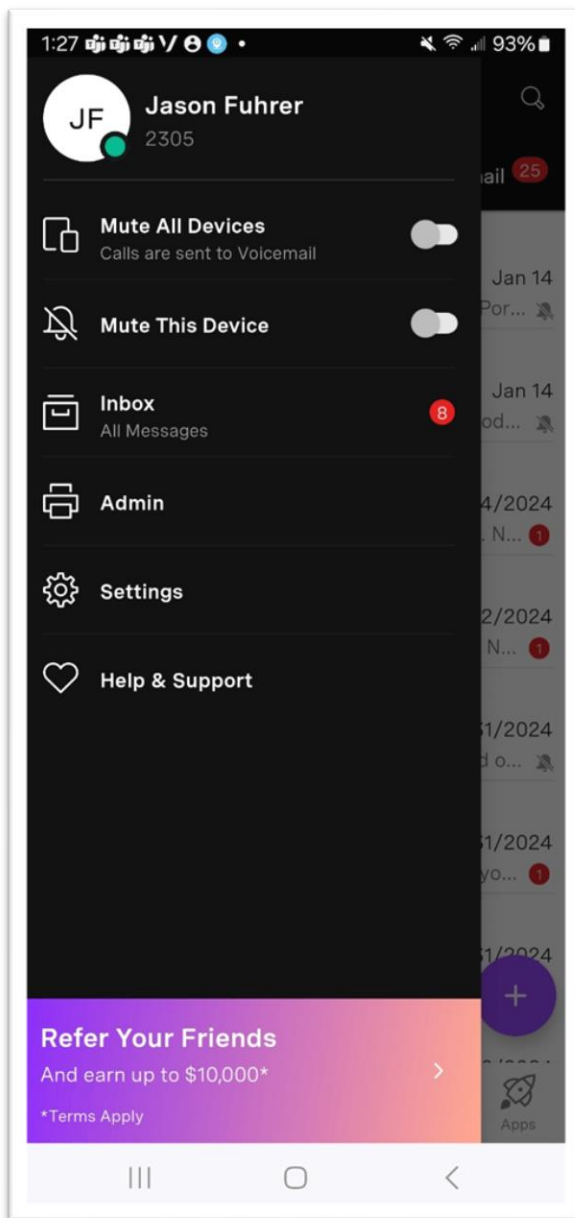
- In the **Messages** tab, you can view text messages and voicemail messages by navigating at the top.
- You can switch to the **Calls** tab or **Contacts** tab to place calls. The recipient of your call will see the same caller ID as if you were calling from your desk phone.
- You can also transfer the call from your mobile phone back to your desk phone: see section **2.4.4 – Call Flip** above.

3.2.1 Mute Device; Access Settings Menu

Click your portrait/initials button in the top left corner of the screen to bring up the quick settings pane. From here you can toggle **Mute all Devices** or **Mute This Device**. This is useful when you want to run the app but not hear incoming call or message notifications.

3.2.2 Managing Voicemail Settings via the App

From the quick menu pane described above, if you navigate to **Settings**, you can then find the **Voicemail** settings menu. You can manage your voicemail PIN, Out of Office status, Send to Email function, and voice recordings directly from this page.



4 Employee Directory

One of the new features you will find with your Vonage phone system is an integrated employee directory. This directory is automatically synced with employee extensions and allows you to easily find and call anyone in the District. You can access the directory by pressing the **Directory** softkey on your Yealink desk phone, or in the **Contacts** tab of the mobile app. The directory menu is broken down by location so you can quickly make calls to all our facilities.

