

# Phone System

- [Getting Started with your Vonage account](#)
- [Call Handling Options](#)
- [Yealink T44U Phone](#)

# Getting Started with your Vonage account

Welcome to the Vonage phone system. To set up your account, please open a web browser and navigate to [app.vonage.com](https://app.vonage.com). Click on **Log in with Single Sign-On**, type in your MDY email address, and click Next. Follow the prompts to login with your MDY Google account. These steps are how you would log in to the mobile app or desktop apps as well.

There are a few onboarding steps that should be followed once you're logged in.

- Setting up your voicemail greeting & changing your voicemail access pin
- Installing the Vonage app on your cell phone, and optionally, your computer. (BO users)

## Voicemail

To change your Voicemail settings, open <https://app.vonage.com/settings/voicemail> on a computer, or open the Vonage app on your phone, access **Settings**, then choose **Voicemail**. In this section you can set greetings, set your voicemail to email settings, and change your voicemail pin.

To set greetings, click the **Record** button next to the greeting type you're trying to set. If you're using a computer, it will prompt you to put in your phone number to record the greeting. Please create greetings for the following categories:

- Unavailable Greeting - Notify callers if you are occupied. This will play if you don't pick up the phone or have Do Not Disturb set.
- Busy Greeting - Notify callers that you are on an active call.
- Out of Office - Notify callers that you are out of office. This recording overrides your greetings for Unavailable or Busy.

By default, voicemails left for you will be sent to your email as attachments.

## Installing the Vonage App

iPhone app - <https://apps.apple.com/us/app/vonage-business-communications/id456697646>

Android app -

<https://play.google.com/store/apps/details?id=com.vocalocity.Administration&a=1000>

Windows app - <https://vbc-downloads.vonage.com/win/VonageBusinessSetup.exe>

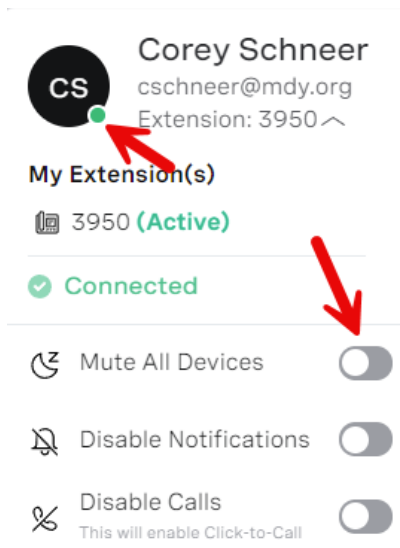
Mac app - <https://vbc-downloads.vonage.com/mac/VonageBusinessSetup.dmg>

# Call Handling Options

By default, if someone calls your extension, the call will ring your desk phone, as well as anywhere you're logged in to your Vonage account. This includes the Vonage app for your cell phone, Windows or Mac computer, as well as the Vonage [website](#). If you do not answer, the call will be transferred to voicemail.

Do not Disturb, Selective muting by device, and Out of Office call handling options are detailed below.

## Do Not Disturb - Calls muted on all devices and go directly to voicemail



The screenshot shows the Vonage user profile for Corey Schmeer. At the top, there is a profile card with a circular avatar containing the initials 'CS', a green status indicator, and the name 'Corey Schmeer'. Below the name is the email address 'cschmeer@mdy.org' and the extension number 'Extension: 3950' with a chevron icon. Underneath the profile card is a section titled 'My Extension(s)' which lists '3950 (Active)'. Below this is a 'Connected' status indicator with a green checkmark. At the bottom of the settings list are three toggle switches: 'Mute All Devices', 'Disable Notifications', and 'Disable Calls'. The 'Mute All Devices' toggle is currently turned on (to the right), and a red arrow points to it from the right. The other two toggles are turned off (to the left). A second red arrow points to the 'Connected' status indicator from the right.

Corey Schmeer  
cschmeer@mdy.org  
Extension: 3950 ^

My Extension(s)  
3950 (Active)

Connected

Mute All Devices

Disable Notifications

Disable Calls   
This will enable Click-to-Call

## Out of Office - Out of Office Voicemail Message is played for caller

Windows/Mac

Corey Schneer  
cschneer@mdy.org  
Extension: 3950

Connected

Mute All Devices

Disable Notifications

Disable Calls  
This will enable Click-to-Call

Settings

Profile Settings

Application

Audio

Extension

Call Forwarding

Devices

**Voicemail**

Web Launcher

### Unavailable Greeting

This plays when you do not pickup the phone.

Play Record Upload Download

### Busy Greeting

This plays when you are on the phone.

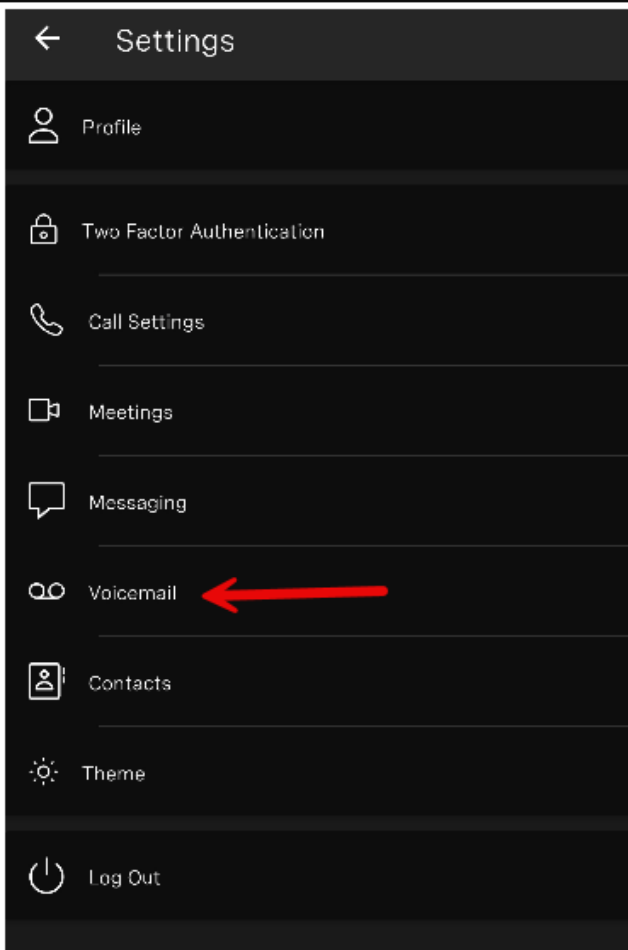
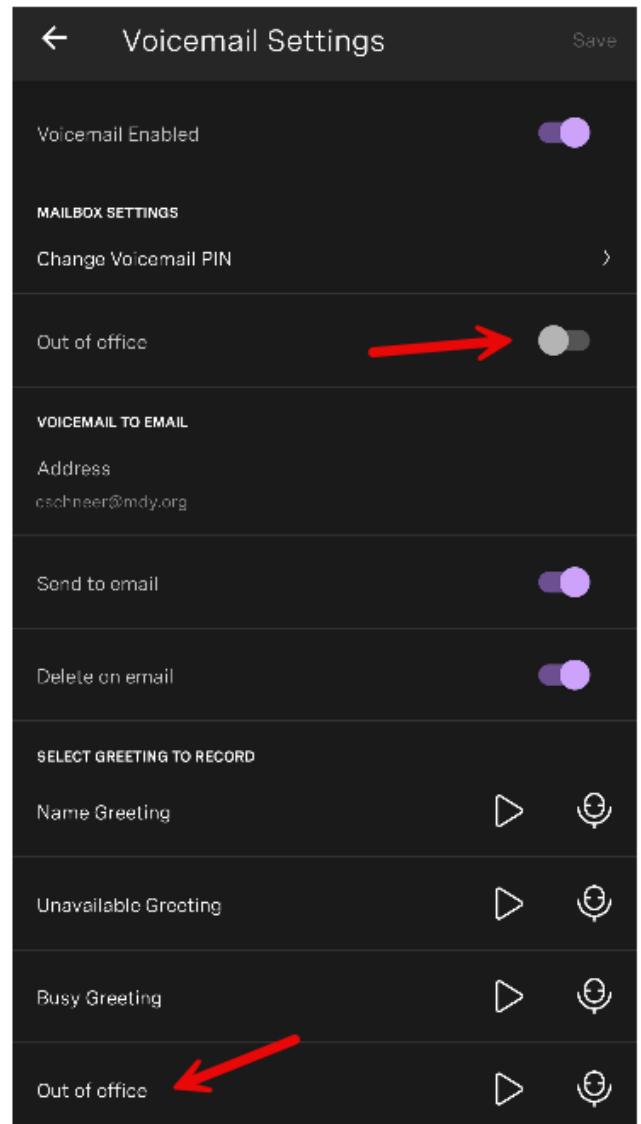
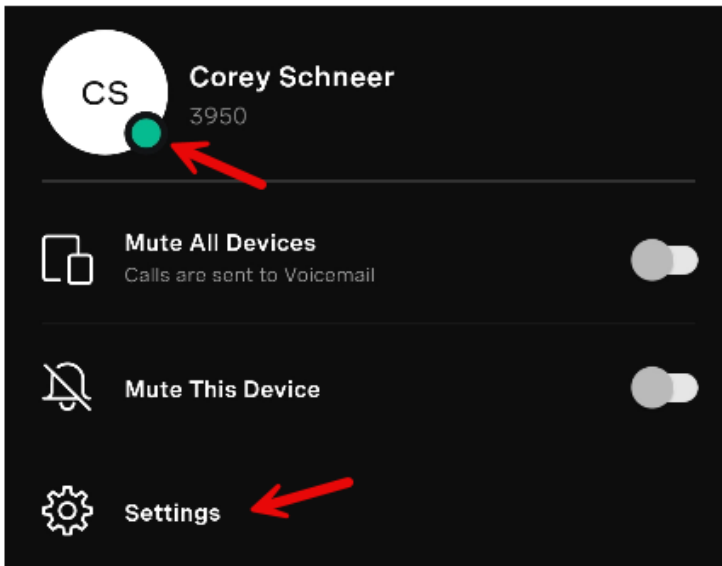
Play Record Upload Download

### Out of Office Greeting

Please note that selecting Out of Office Greeting overrides your current greetings.

Play Record Upload Download


## iPhone/Android





## Mute calls on single device


If you want to mute calls on your cell phone but allow calls on your desk phone or computer app, follow these steps to mute/unmute on each device.


## Windows/Mac

 **Corey Schmeer**  
cschmeer@mdy.org  
Extension: 3950 ✓


 **Connected**


 Mute All Devices


 Disable Notifications


 Disable Calls   
This will enable Click-to-Call


## iPhone/Android

 **Corey Schmeer**  
3950

 **Mute All Devices**  
Calls are sent to Voicemail

 **Mute This Device**

 Admin

 Settings

# Yealink T44U Phone



# Yealink T44U - T44W User Guide

## Overview



### Place a call

- Using the handset:
  - Pick up the handset.
  - Enter the number and press Send.
- Using the speakerphone:
  - With the handset on-hook, press the speaker key
  - Enter the number and press Send.
- Using the headset:
  - With the headset connected, press the headset key.
  - Enter the number and press Send.

### Answer a call

- Pick up the handset, press the speaker or headset key

### End a call

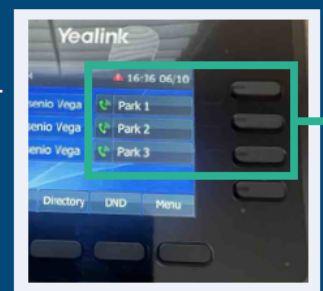
- Press EndCall or Hang up the handset, press the speaker or headset key

### Call Hold and Resume

- To Hold: press Hold during an active call
- To Resume:
  - If there is only one call on hold, press Resume
  - If more, use the navigation keys to select the desired entry and press Resume.

### Call Park

- This is what you should use all the time. This is the same as hold, but another person can pick up the parked call on another phone.



While on the call, press any of the three park keys located on the left hand side of your display (Refer to picture)

### Redialing a number

- Press the Redial key to enter Placed Calls list
- Press the up and down arrows to select the desired entry.
- Press the Redial key once again or the send soft key

### Unpark a call

- To unpark a call, press whichever park key is lit up for the line you want to answer (Park 1, Park 2, Park 3)

### Checking voicemail

