

# 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>

