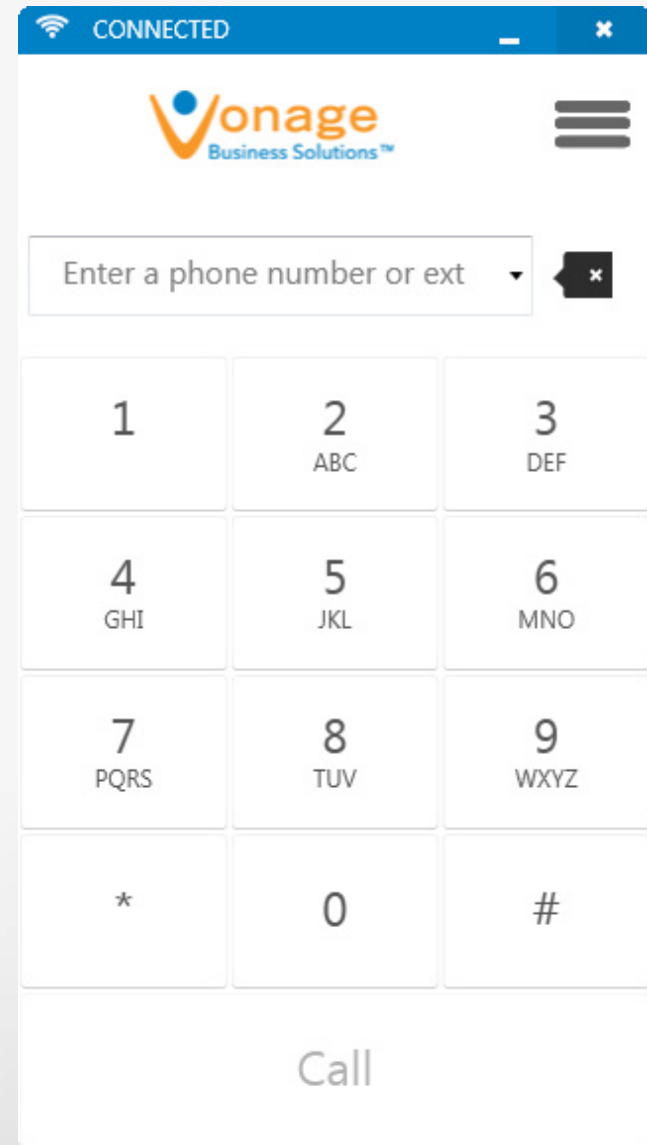




Vonage Business Solutions Softphone User Guide



Overview

Vonage Business Solutions Softphone is now available for download! [Download Softphone by clicking here.](#)

Softphone provides an extra level of flexibility for your business phone system. Make and receive business calls from your computer so you can stay connected without a desk phone.

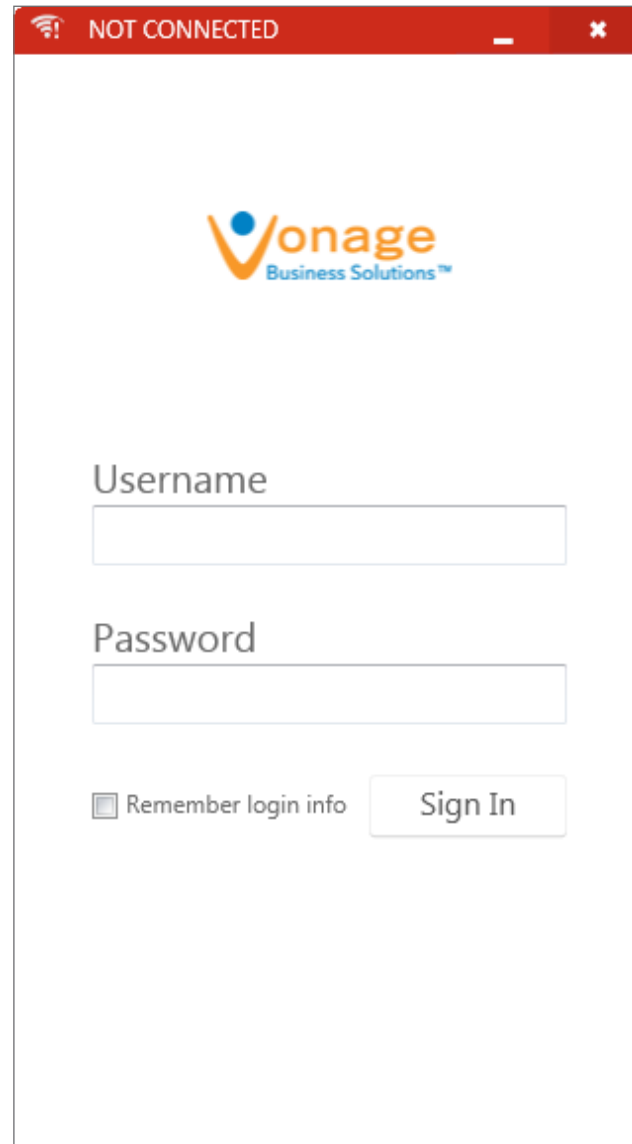
- Make and receive calls
- Transfer Calls
- Two lines – switch between two active calls
- Caller ID Pop-up
- Three-way calling
- Hold, mute, multiple ringtones
- Desktop integration – running Softphone next to Desktop offers additional features, such as recording, call monitoring, extension settings, and more.

System Requirements: Vonage Business Softphone is currently available for Windows 7, 8, and 8.1.


A user must be assigned to the extension to configure Softphone.

Signing In

After downloading Softphone, sign in with your Vonage username and password. If you do not have a username and password, contact your Super User or Account Administrator.



NOT CONNECTED



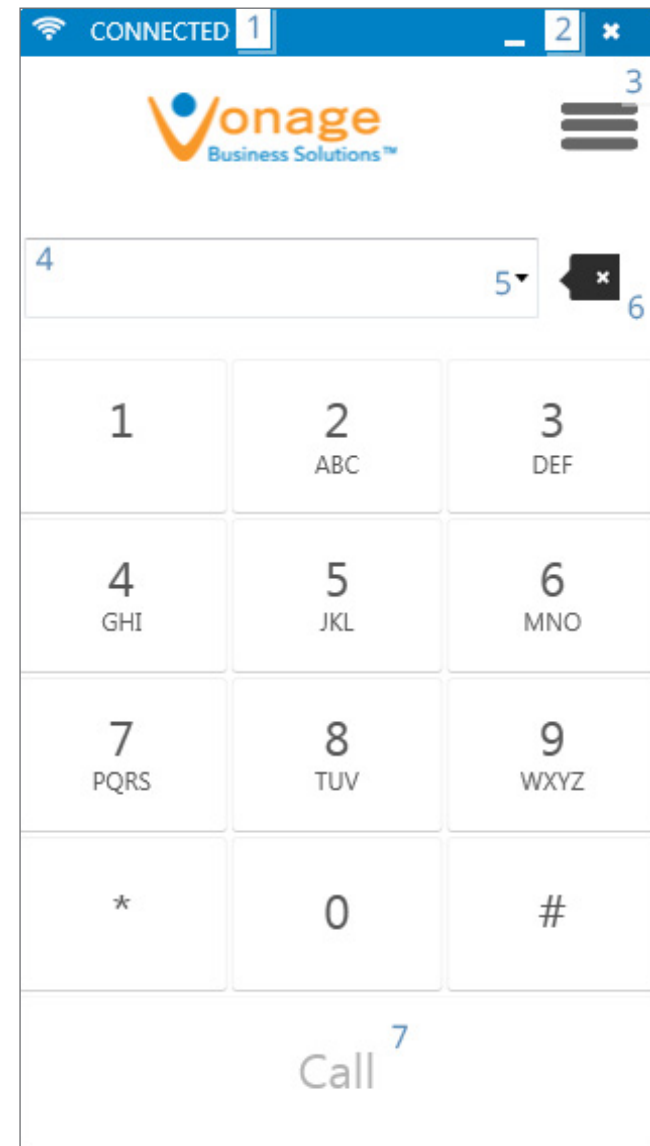
Username

Password

Remember login info

Dial Screen

1. **Connection Status** - on. If the softphone is not connected, this bar will be red and read "No Connection."
2. **Minimize Window & Close Window** - Clicking the "X" closes the window; however, Softphone will continue to run in the background. For more Logout and Quit instructions, see [page 10](#).
3. **Settings Menu** - Click this icon to change your ringtone, get help, download available updates, adjust application settings, change audio settings, and logout.
4. **Enter a Phone Number or Extension** - Click the field and type a phone or extension number, or click each number on the dial pad.
5. **Recently Dialed Dropdown** - Displays the last five numbers dialed.
6. **Backspace** - Delete numbers in the "Enter a phone number or ext" field.
7. **Call Button** - Click to initiate the call.



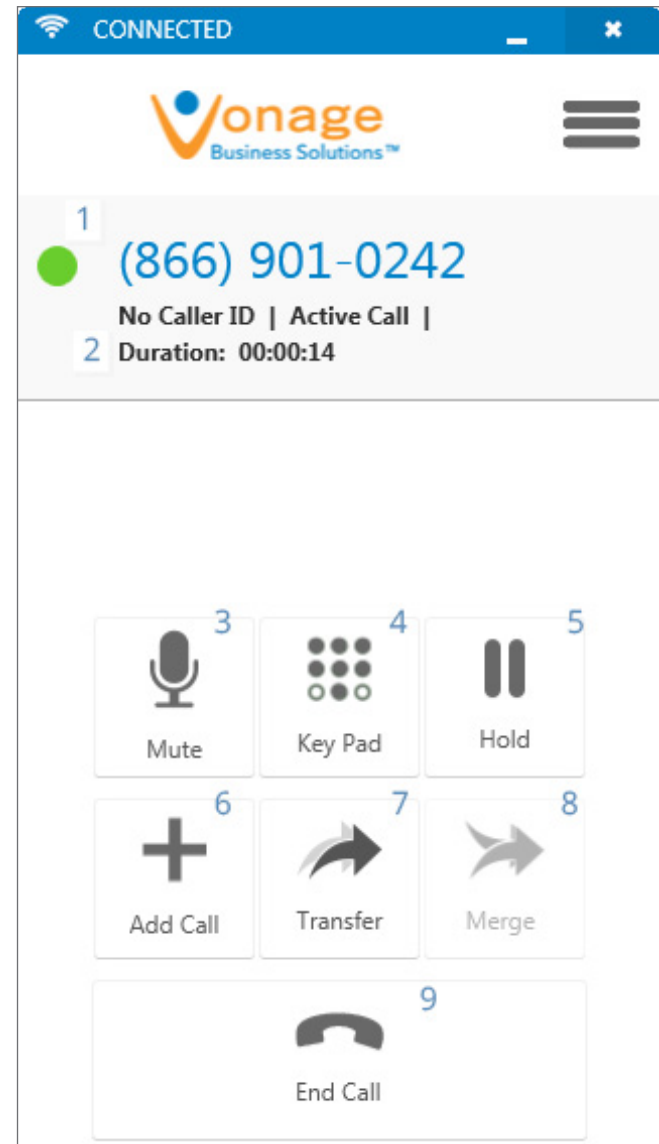
Live Call Screen

Single Call

1. **Call Status** - A green dot indicates a call is currently active.
2. **Duration** - Length of call.
3. **Mute** - Mute your voice so the caller can not hear you.
4. **Key Pad** - Click to view the key pad to dial another number.
5. **Hold** - Places the caller on hold.
6. **Add Call** - Click this button when you are on one call to initiate a second or three-way call. When you click "Add Call," the first caller will be put on hold.
7. **Transfer** - Click this button to blind transfer a caller to another phone number or extension.

To blind transfer:

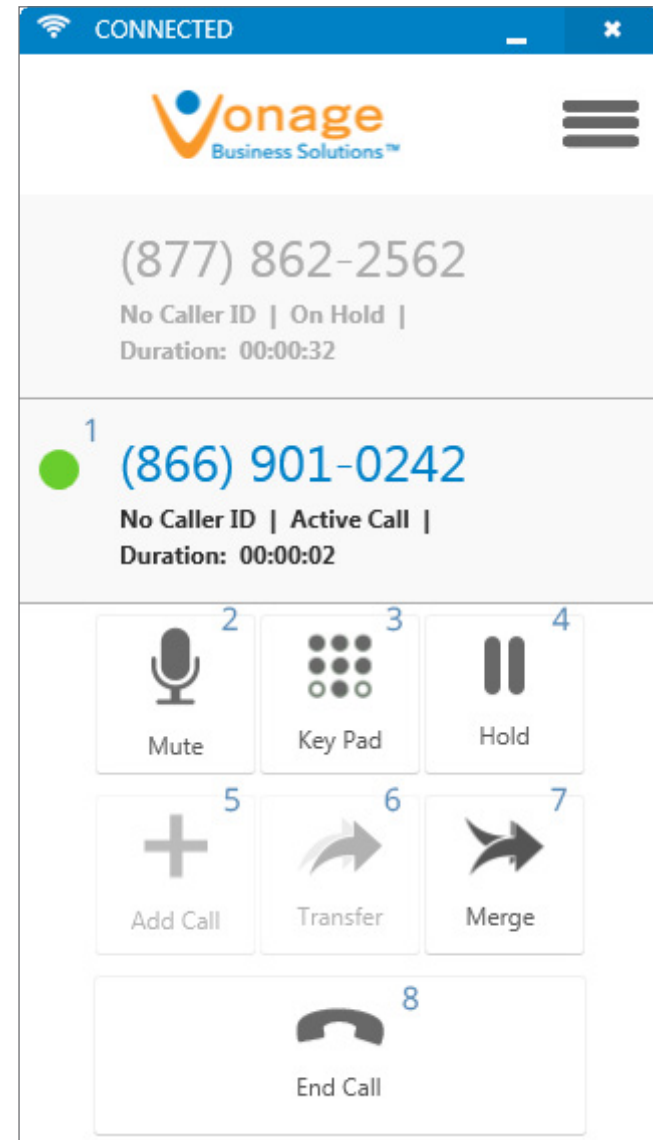
1. Click "Transfer" and the first caller will be put on hold.
 2. Enter the phone number or extension and click "Transfer."
 3. The caller will hear ringing while the call connects.
8. **Merge** - This button is disabled since there is only one active call.
 9. **End Call**



Live Call Screen

Multiple Calls

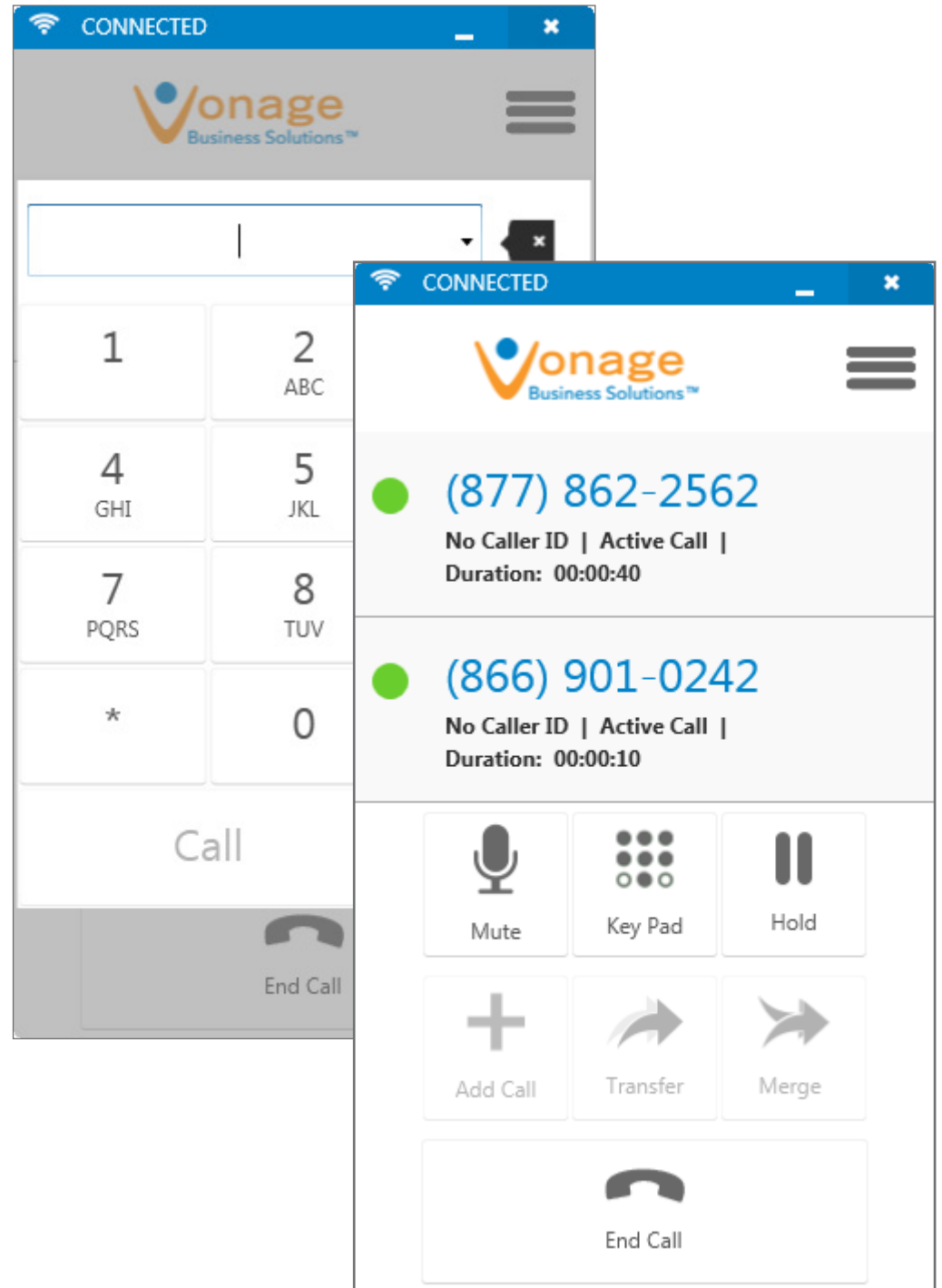
1. **Call Status** - A green dot indicates the active call. The call on hold is grayed out. Click each call switch back and forth. Duration displays length of call.
2. **Mute** - Mute your voice so the caller can not hear you.
3. **Key Pad** - Click to view the key pad. Since both lines are in-use, you will not be able to add another call.
4. **Hold** - Places the caller on hold.
5. **Add Call** - Since both lines are already in-use, this button is disabled.
6. **Transfer** - Since both lines are already in-use, this button is disabled.
7. **Merge** - Click this button to join both callers together on a three-way call.
8. **End Call**



Live Call Screen

Three-way Call

1. While on one active call, click **Add Call** to pull up the keypad. The first caller is placed on hold.
2. Enter the second phone number or extension number and click **Call**.
3. You may speak to the second caller while the first caller is still on hold.
4. Click **Merge** to join the calls together.



Settings

Click the **Settings** icon.



Ringtones - Choose from one of six ringtones.

Get Help - Choose from Softphone Support or General Support.

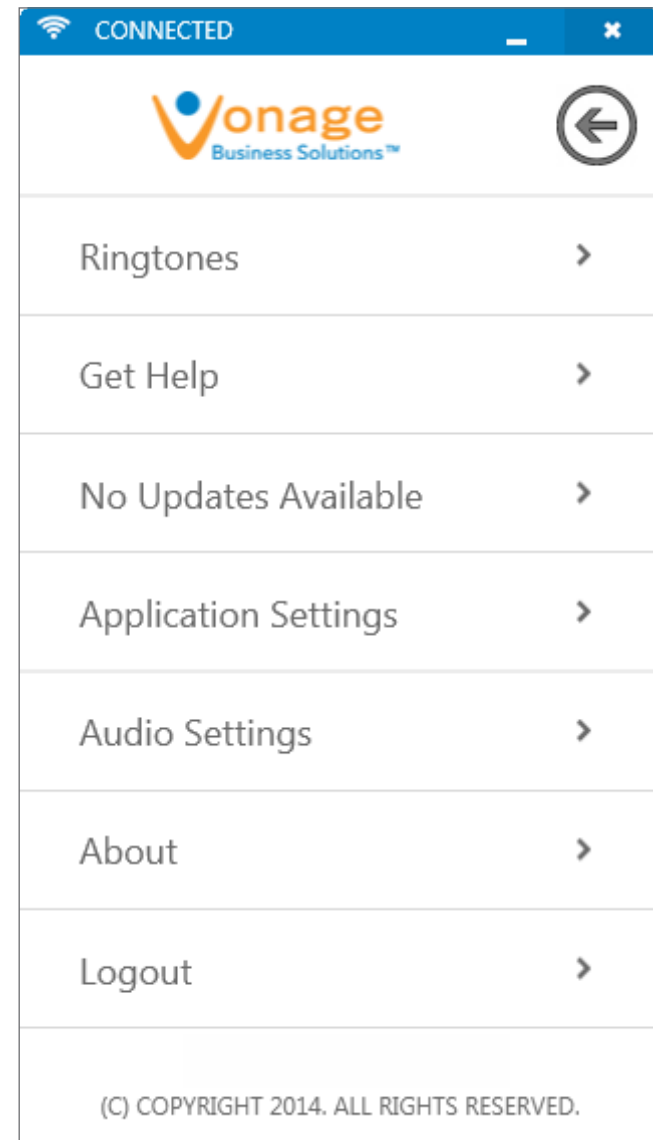
No Updates Available - If updates are available, you will be prompted to update when you log in. If you do not choose to update at that time, you can manually update at a later date. The **No Updates Available** message will change to **1 Update Available** with a red exclamation point (!).

Application Settings - See the next page of this guide.

Audio Settings - See [page 10](#) for more information.

About

Logout - See [page 11](#) for further instructions.



Settings

Application Settings

Launch on Startup - Toggle on to launch the softphone when your computer is powered on. You are still required to log in to make and receive calls.

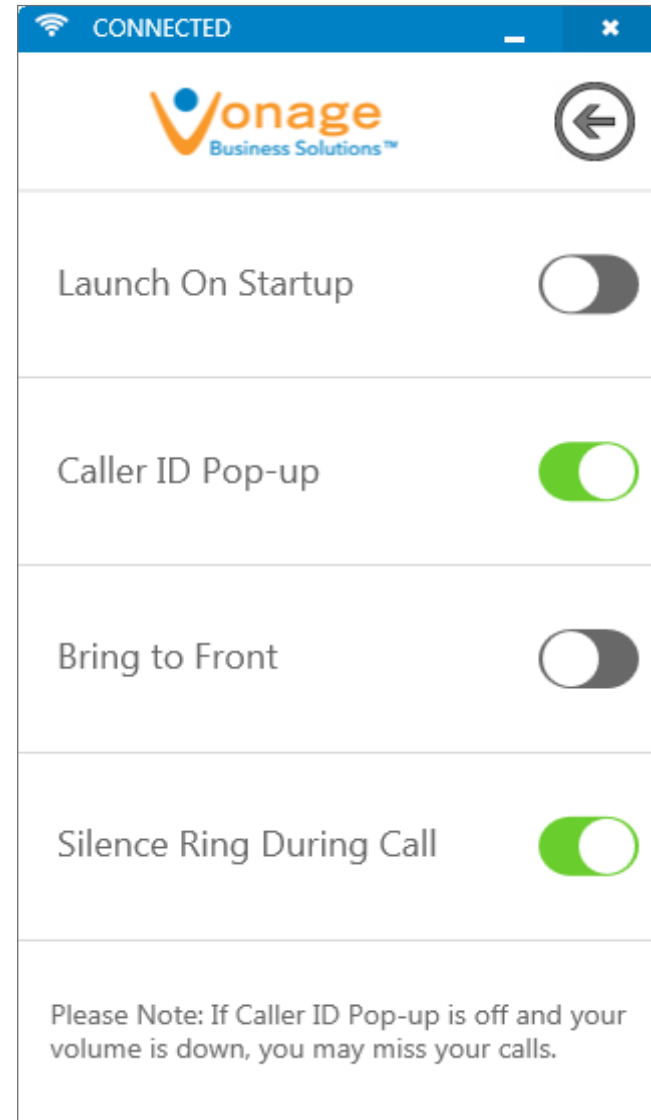
Caller ID Pop-up - When the softphone is on and not in focus, Caller ID will appear in the bottom right corner of your computer screen with the option to “Answer” or “Ignore” the call.

Please note: If you are using Desktop with the toaster function enabled, and Caller ID Pop-up is turned on for Softphone, only the Softphone pop-up will appear. Once the softphone is closed, Desktop toaster will resume.

Bring to Front - Toggle on to bring Softphone into focus when receiving a call.

IMPORTANT: If Caller ID Pop-Up is off and your volume is down, you may miss calls.

Silence Ring During Call - Toggle on to disable ringing when you are on a call and a second call comes in. You will still see a notification for the second call, and can choose to “Answer” or “Ignore.”



Settings

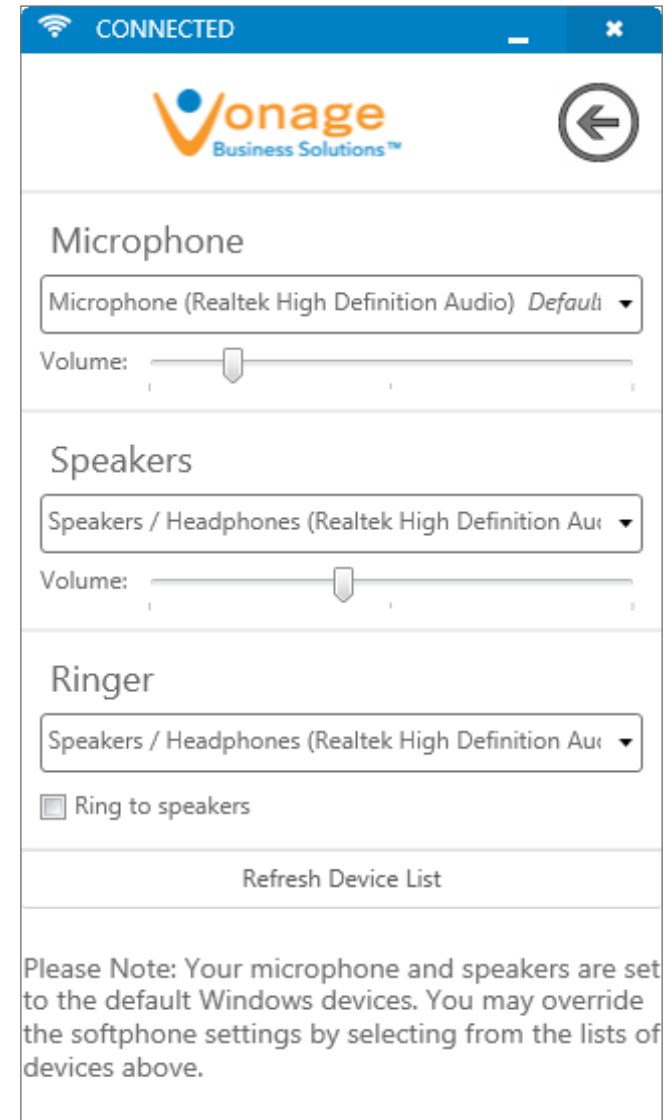
Audio Settings

Audio Settings allow you to change your input and output devices.

The Microphone, Speakers, and Ringer are automatically set to Windows default settings.

Check the “Ring to Speakers” box to hear the ringer through your speakers when you’re using headphones.

If you connect a new device to your computer after Softphone is open, click “Refresh Device List” to scan again.



Logout & Quit Softphone

Application Settings

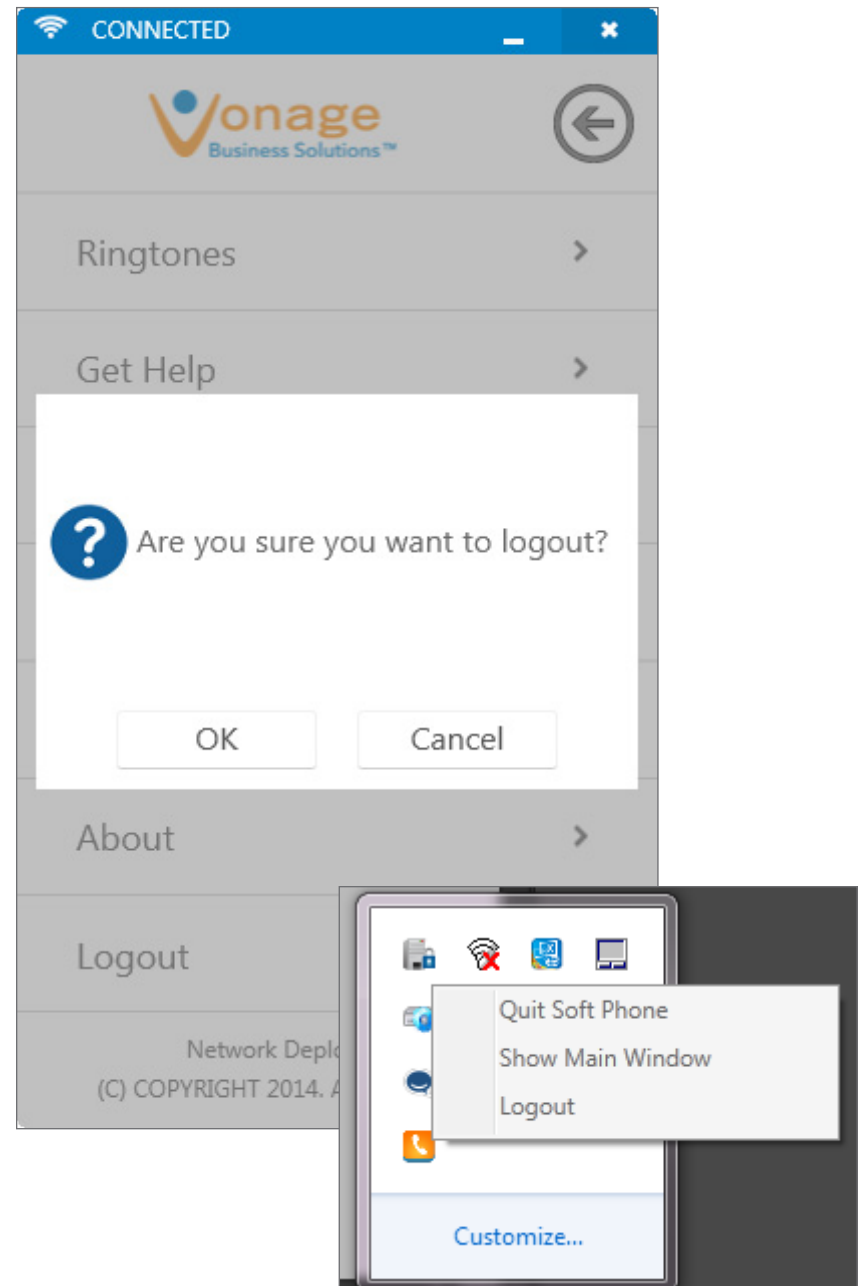
Click the X to close the softphone window. It will continue to run in the background. You can still make and receive calls. To view Softphone again, right-click the softphone icon in your task bar, and click “Show Main Window.”

Logout - Click “Logout” under the Settings menu, and “OK” to confirm. You cannot make or receive calls until you log back in.

Quit - Logout and exit the program at the same time. You cannot make or receive calls until you open Softphone and log in.

To quit Softphone:

1. Click “Show Hidden Icons” in your Task Bar
2. Right-click the Softphone icon
3. Click “Quit Softphone.”



Resources

For more information about Vonage Business Softphone, visit our support portal | support.vonagebusiness.com

If you need additional assistance:

Phone | 1-866-901-0242