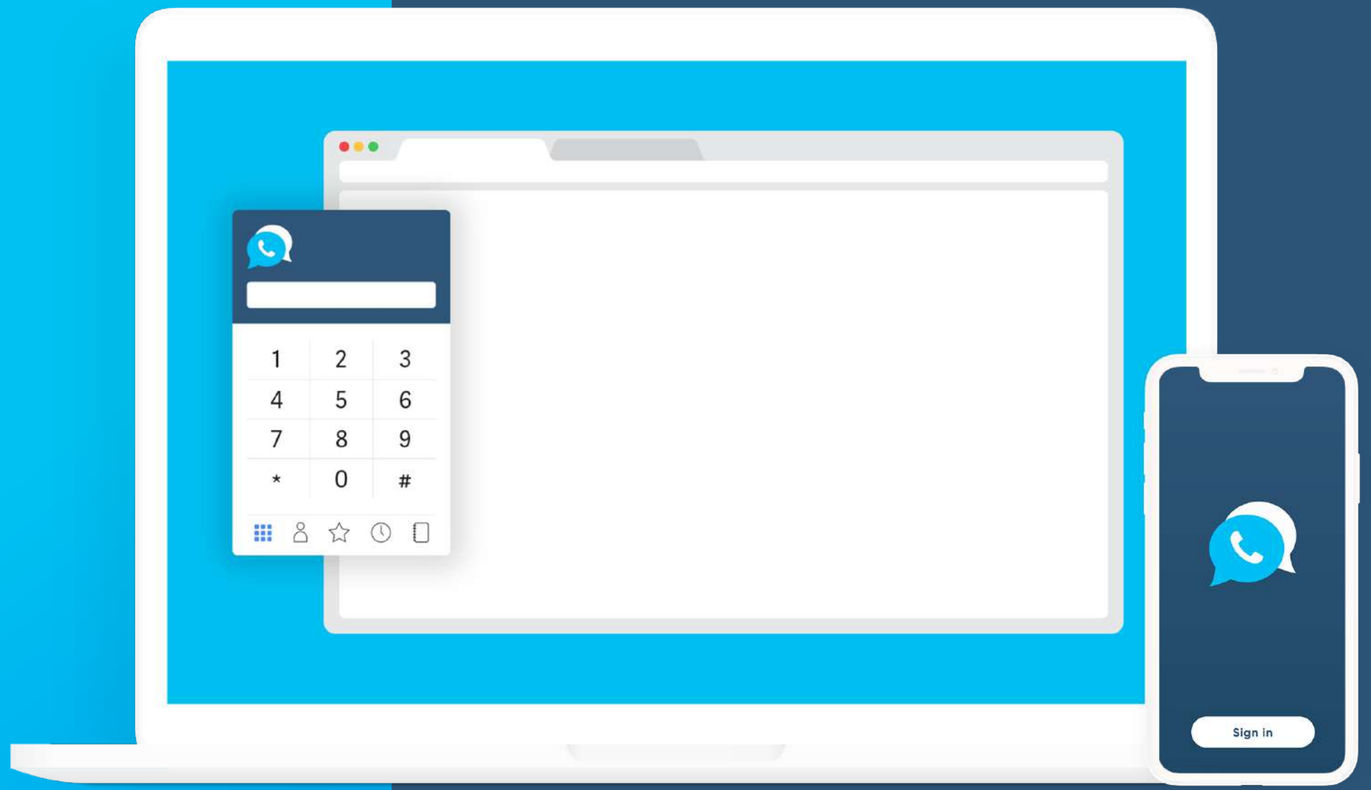

Vonex Phone App

User Guide

VONEX
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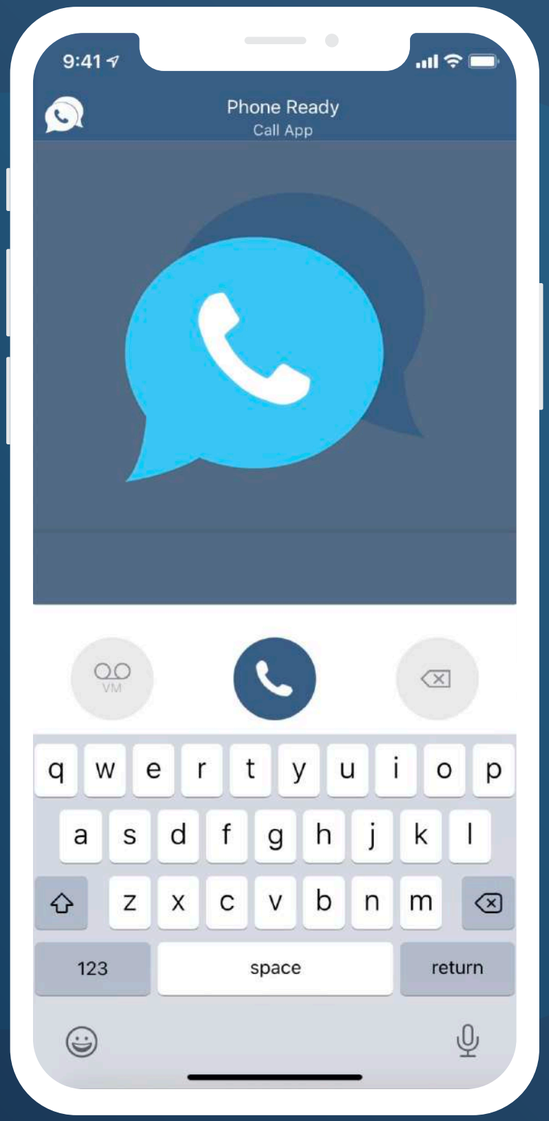
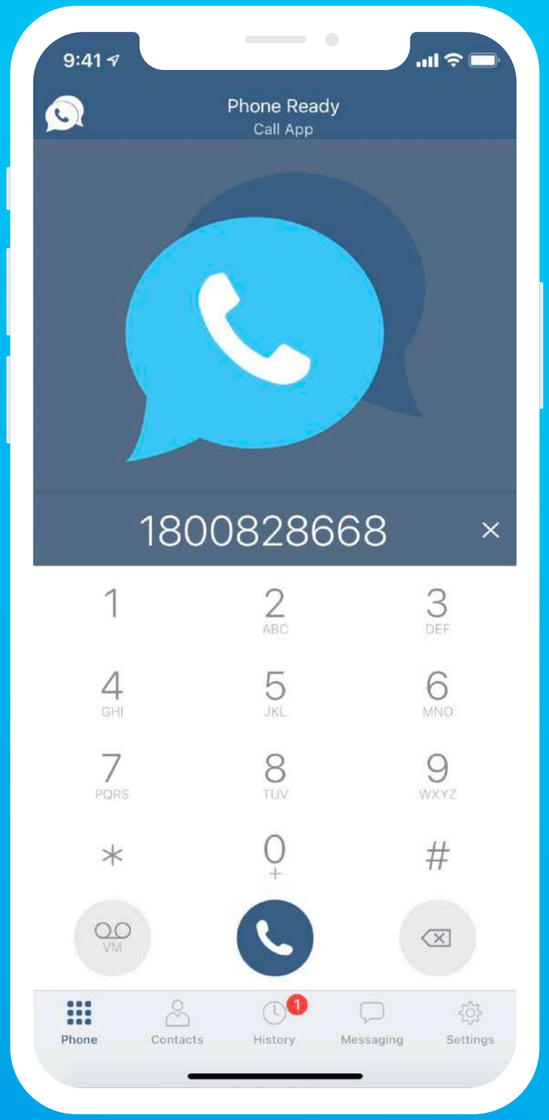


Connect in the cloud

The Vonex Phone application allows your desk phone number and PBX extension to be setup directly on a computer or any android or iOS device.

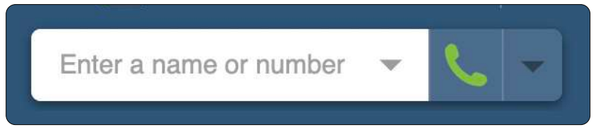
Calls to and from your desk phone number can be made from your desktop or mobile app including dialling the extension number of another colleague. The app also offers instant messages between all users.

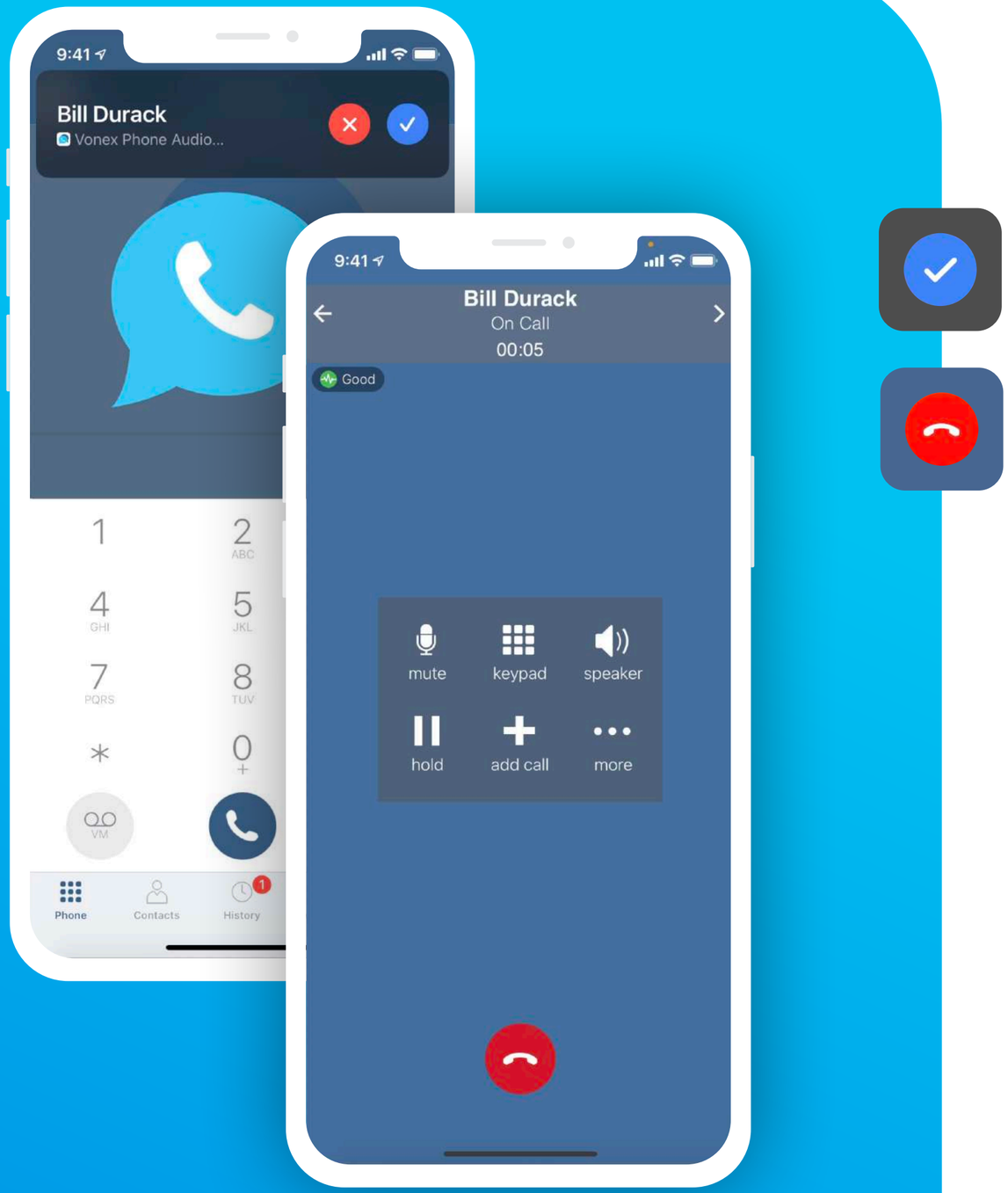


Making a call

To make a call on the app simply dial the numbers on the dial pad and then press the Navy Handset Icon.

DESKTOP VIEW





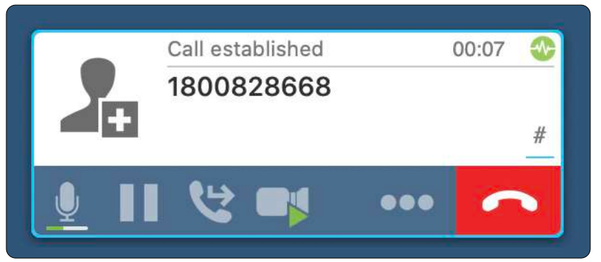
Answering a call

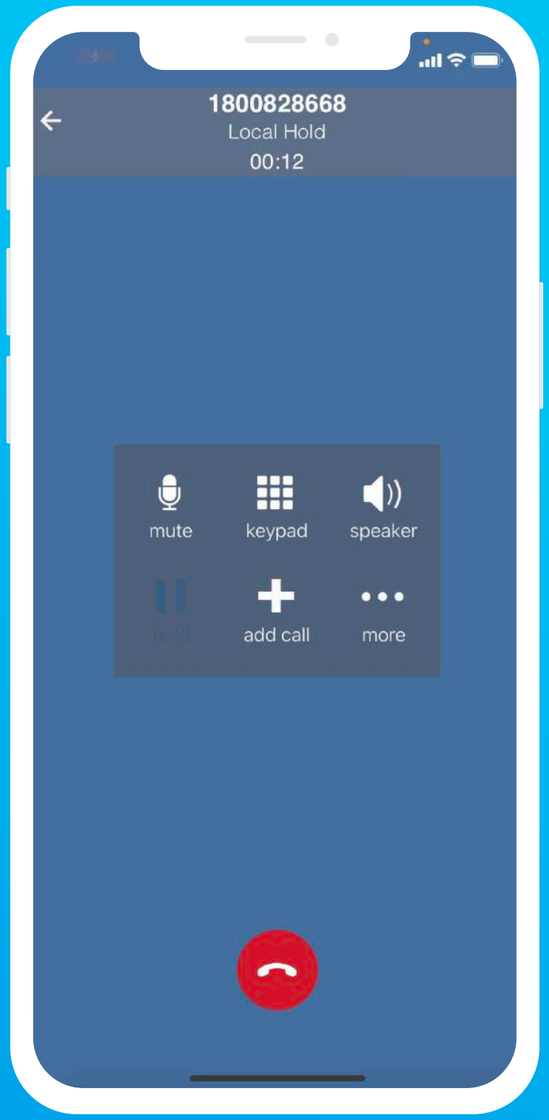
To answer a call, click on the Blue Icon.

Once answered, you will have different options for the caller, depending on your device;

- Mute the call
- Open the keypad
- Turn on Speakerphone
- Hold the call
- Add in another caller
- See more options
- Transfer the call
- Hang up the call

DESKTOP VIEW



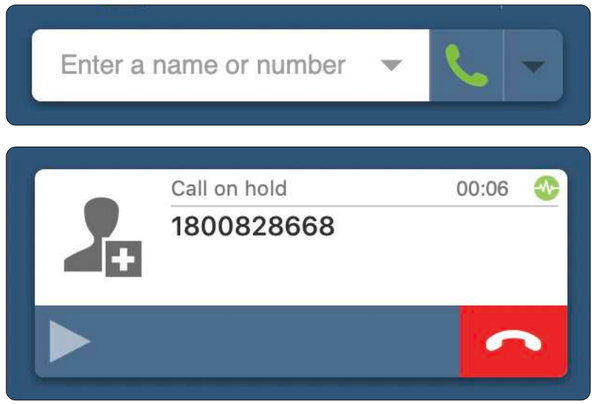


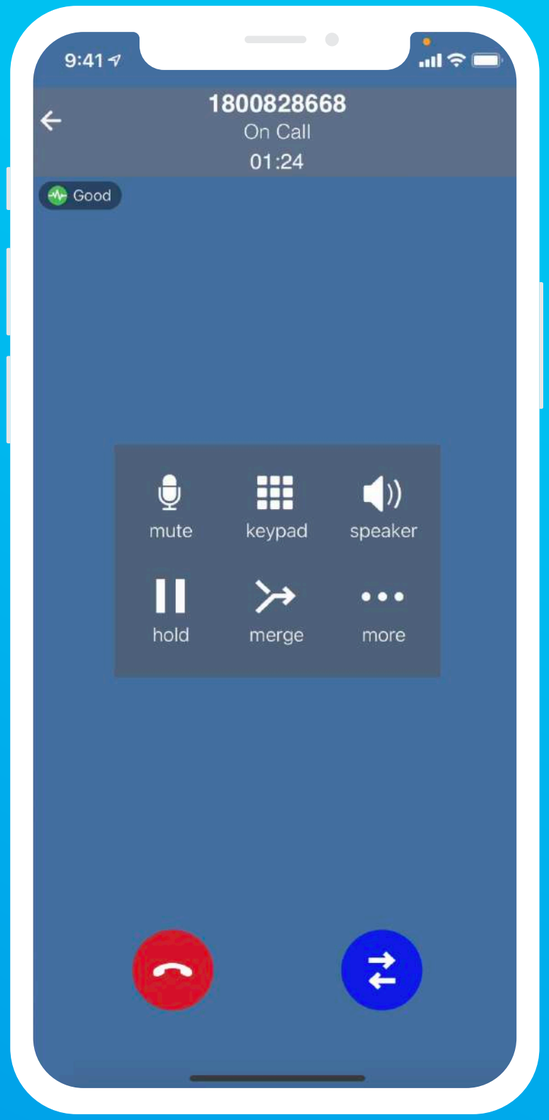
Holding a call

To hold a call on the app simply press the hold key on the options panel. This will place the caller on Hold and have them listen to on hold music.

More parties can be introduced into the call to create a conference call, by dialling them in with the keypad, selecting them from your contacts or pressing the add call button.

DESKTOP VIEW



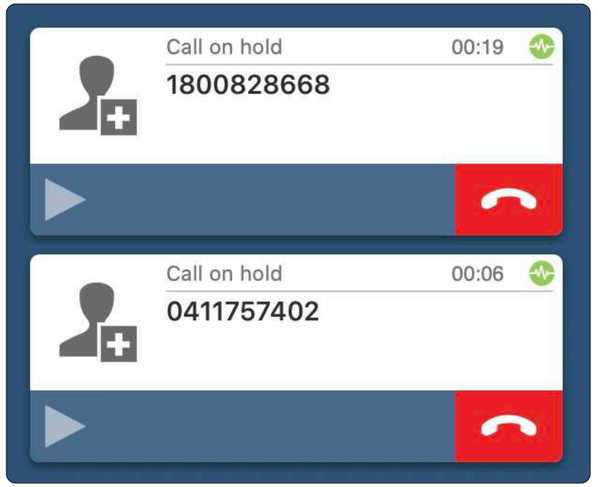


Multiple calls

To hold multiple calls on the app, continue to press the hold key on the options panel after you have dialled the new number. This will place multiple callers on Hold and have them listen to on hold music.

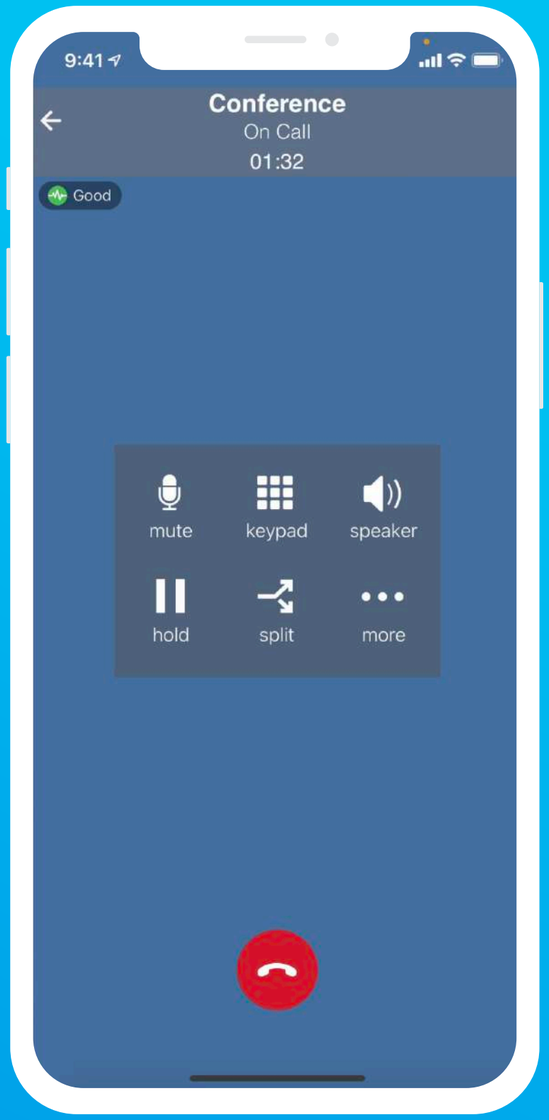
Press the blue icon to switch between calls, or press merge in the options panel to start a conference call.

DESKTOP VIEW



Invite to Conference Call
Start Call Recording

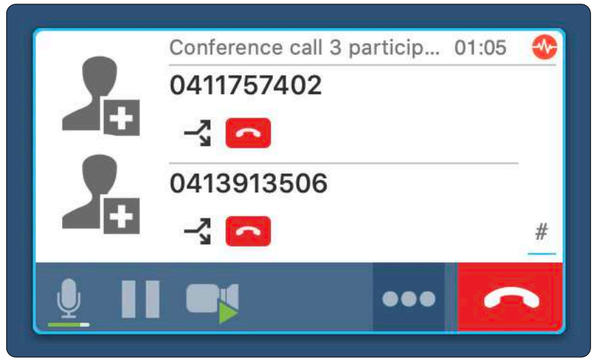
On desktop, show more options to invite contacts and start a conference call.

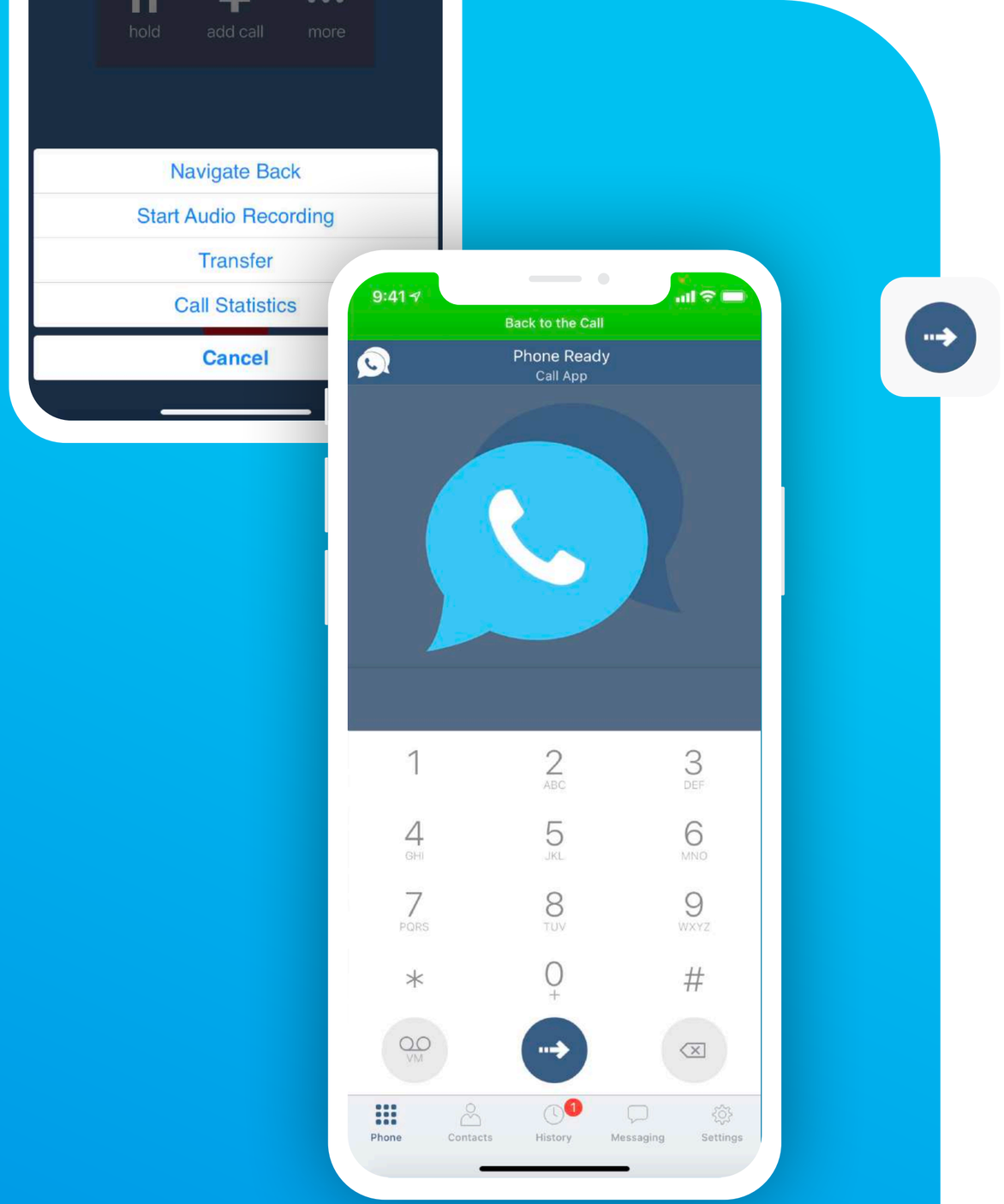


Conference call

Once calls have been merged, use the split icon to re-establish separate lines.

DESKTOP VIEW

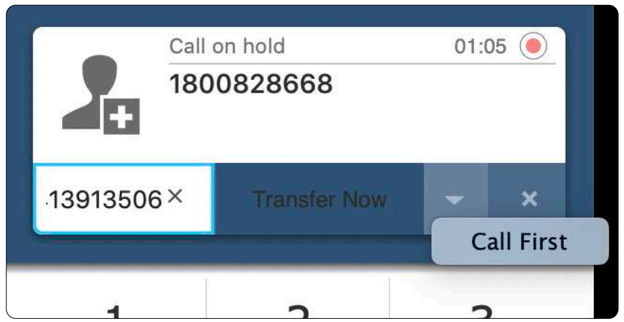




Transferring calls

Whilst on a call you also have the option to transfer the caller to another party. Simply press the more options key and select transfer. From here, dial the number of the other party you wish to transfer the call to and tap the arrow button to transfer the call.

DESKTOP VIEW



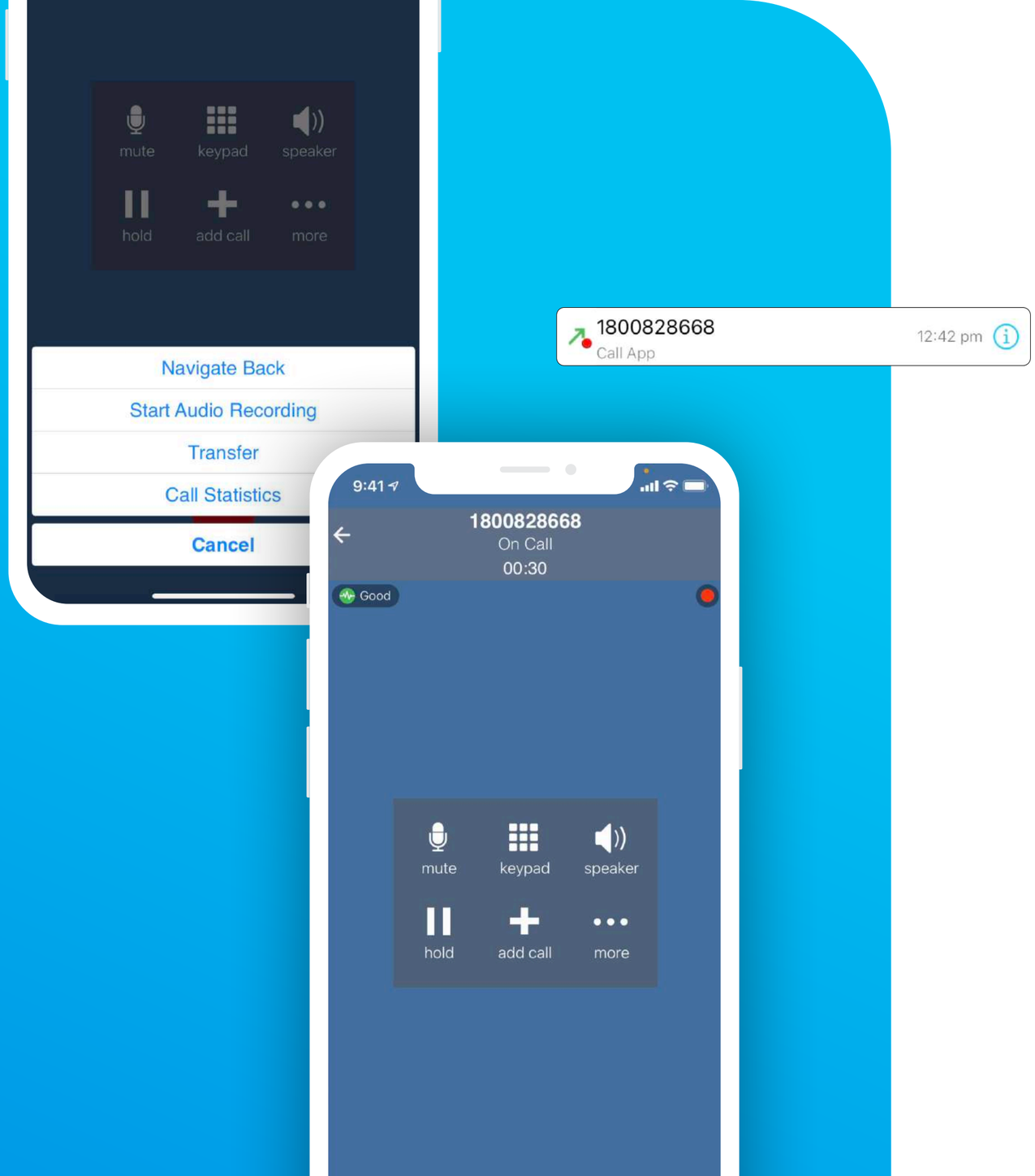
On desktop, use the transfer button and enter the number you wish to transfer the caller to.

- Transfer Now (Blind)
- Call First (Announced)

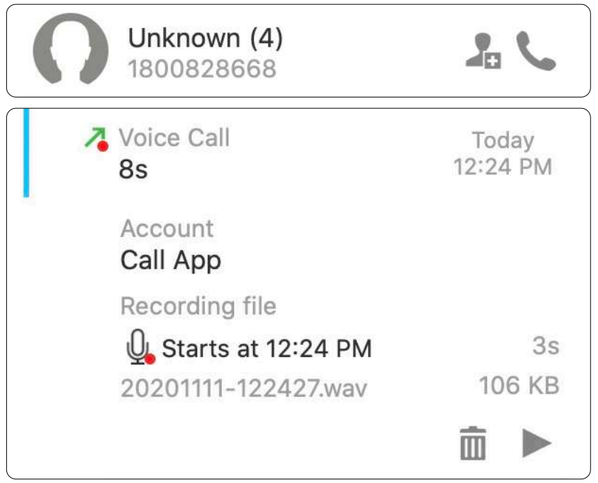
Call recording

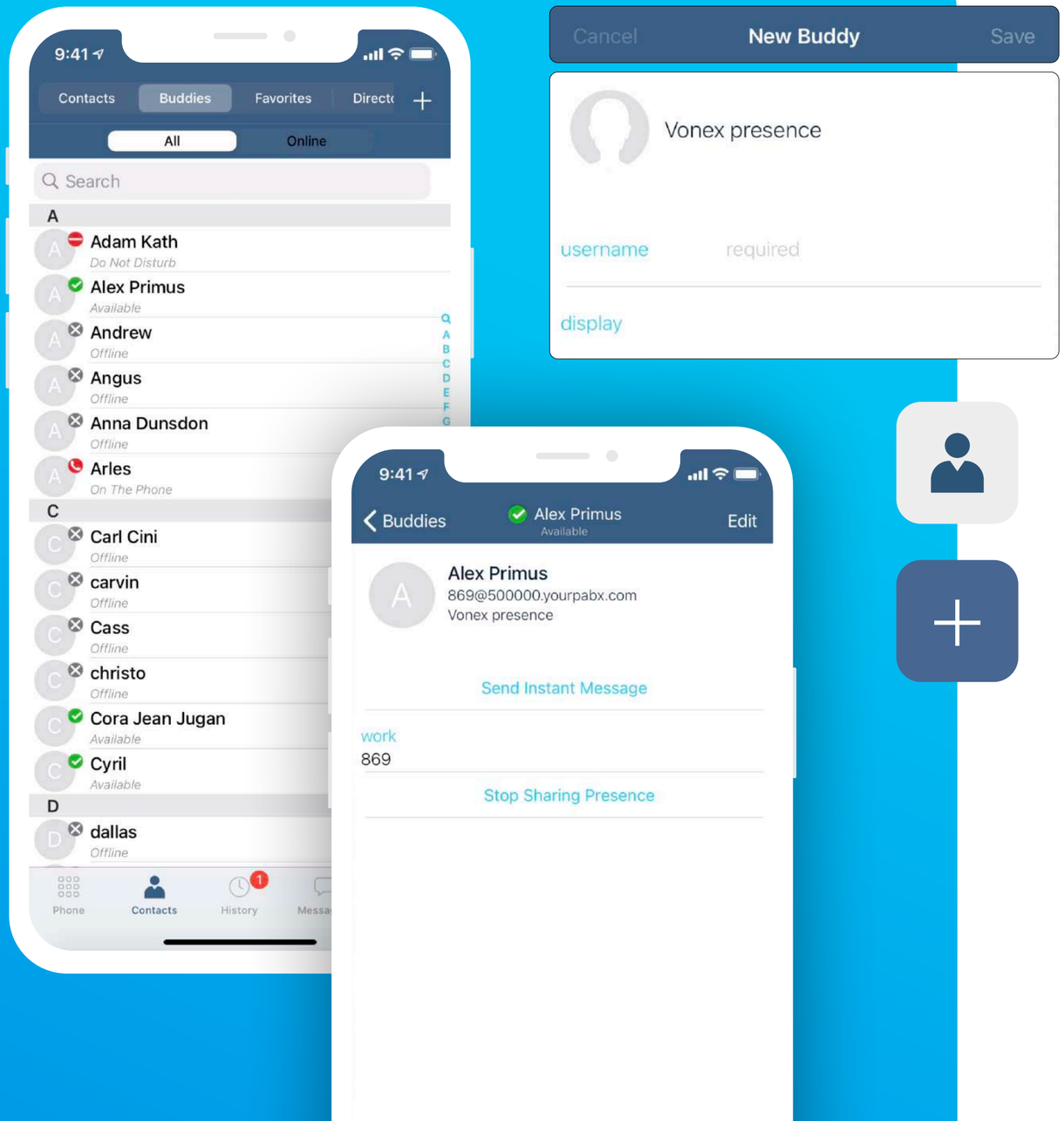
To record your call press the more options button and select Start Audio recording. You will see a red flashing dot in the top right hand corner. When you are finished press Stop Audio Recording in the more options panel.

You can listen to your recordings in your History tab in the bottom menu bar. Tap the information icon on the right, then select listen to recording.



DESKTOP VIEW



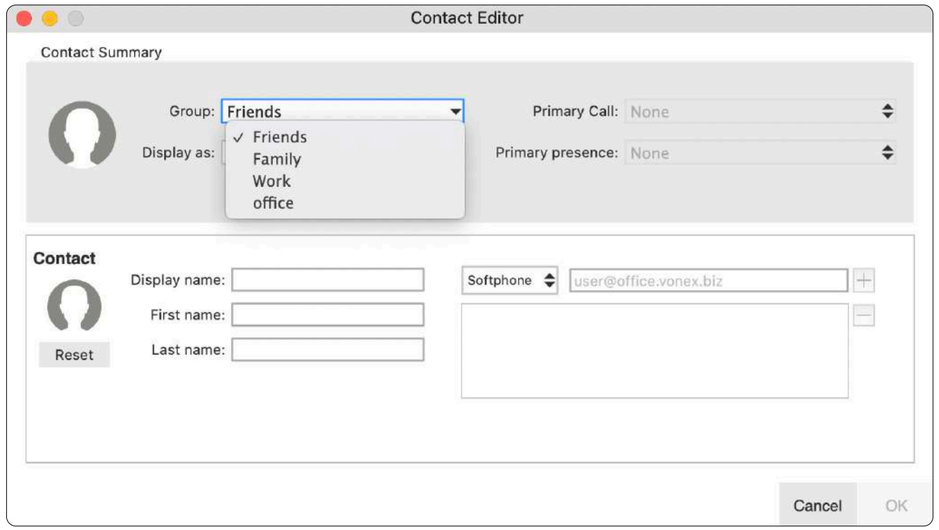


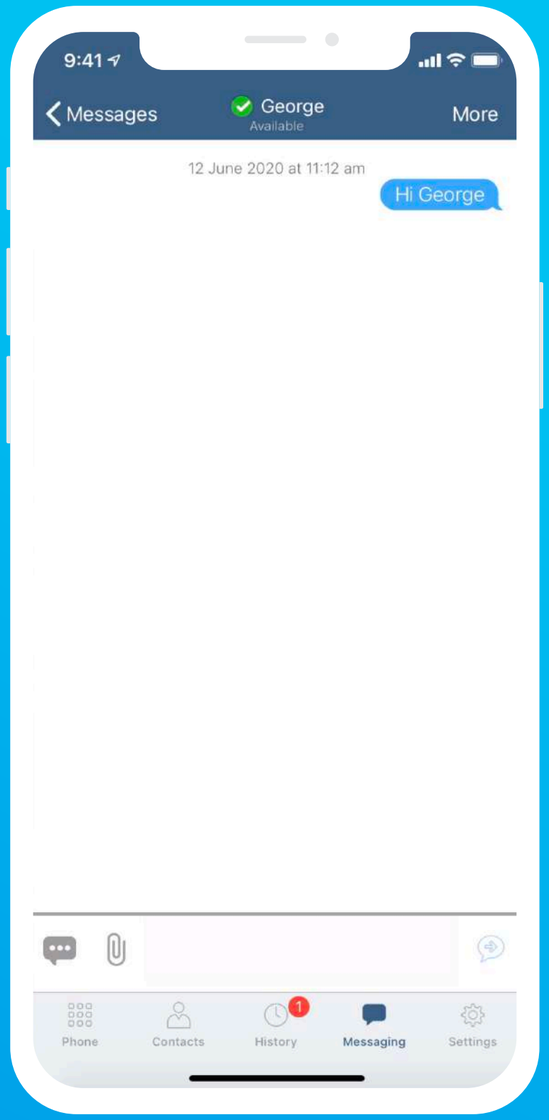
Contact list

Call has a built in Contact List that can be accessed by clicking on the Contacts icon. The contacts can be accessed and dialled directly through this list. It also shows you their availability if they are part of your PBX. The status will turn green if they are free

New Contacts can be added or imported from another device.

DESKTOP VIEW



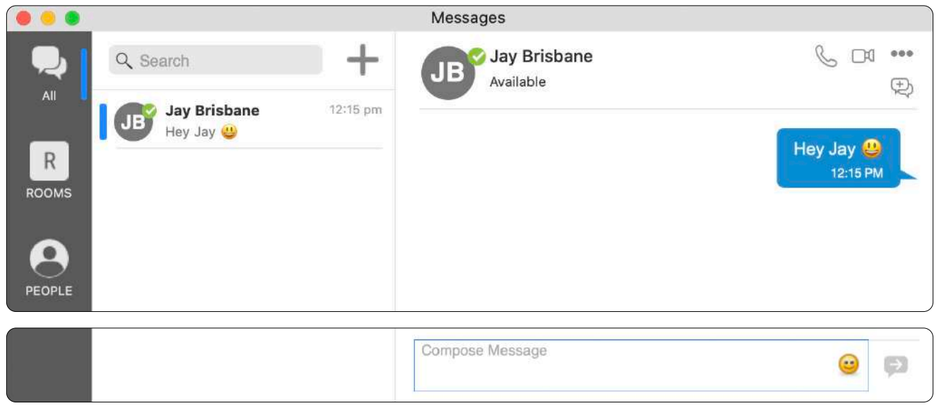


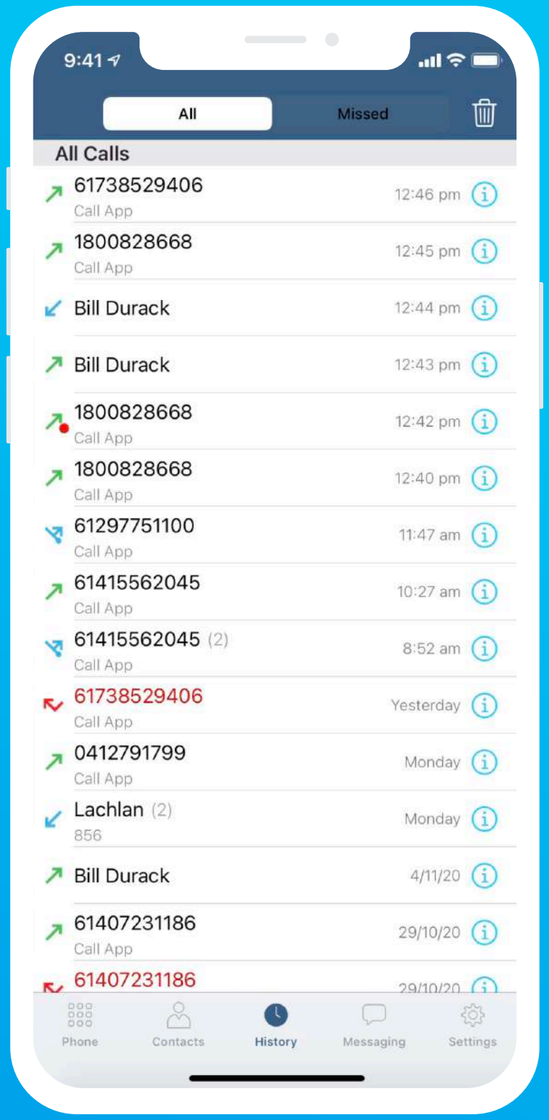
Instant messages

To send an instant message to anyone in your PBX, click Send Instant Message from their contact page, or compose a new message from the messaging tab in your bottom menu.

Compose your message then click on the Send button and you're done.

DESKTOP VIEW



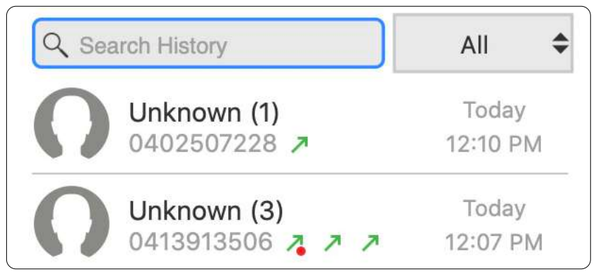


Call history

To access the Call History of the Softphone click on the Call History button. It also shows Missed Calls, Recordings and allows you to choose the Date of the calls when searching for particular calls.

A further click on the Call log and it will provide a detail on time date and duration of the entire call.

DESKTOP VIEW



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