

Vonage Mobile App

University of Pennsylvania

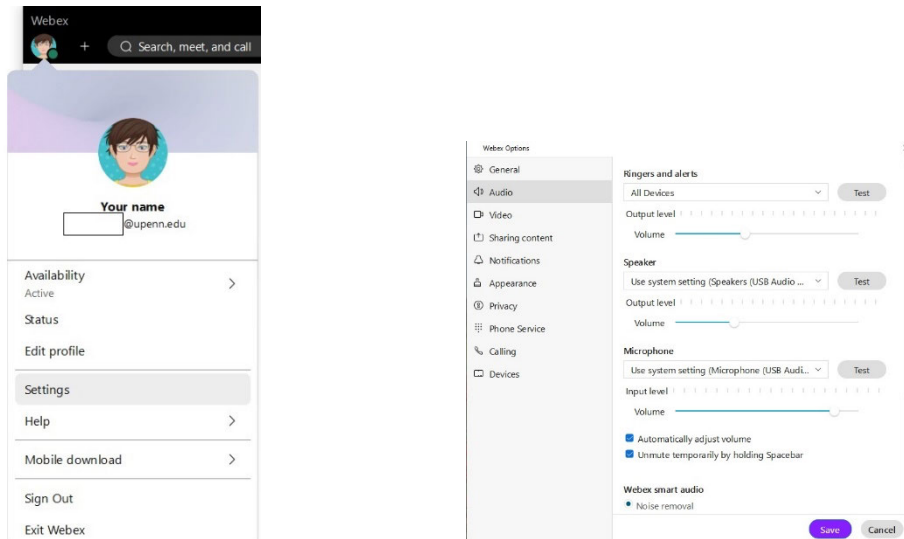
Softphone

User Guide

August 15, 2022

Customize your audio preferences

When you make or receive a call, the app automatically detects the audio devices you have connected to your computer, such as a headset.

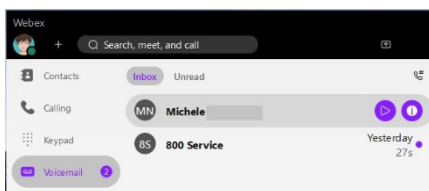


You can personalize your audio settings:

- Choose a headset, speaker, or microphone.
- Reduce disruptions with background noise removal and speech enhancement.

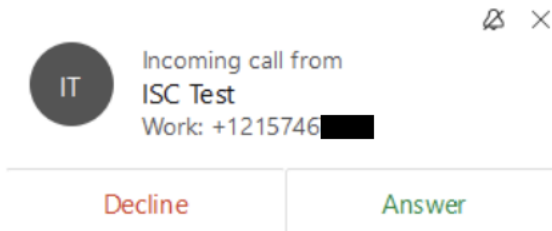
Voicemail

You'll see a purple badge counter letting you know how many messages you have. You can then listen to your voice message right from the app by selecting the play icon.




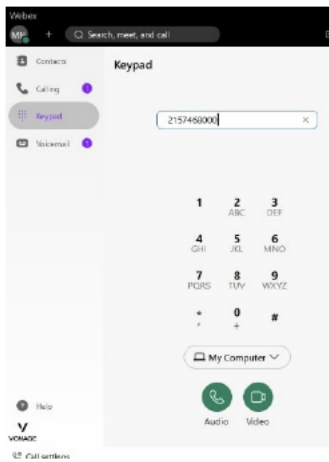
Answer a call


When you get a call, you get a notification that you can use to accept or decline it.

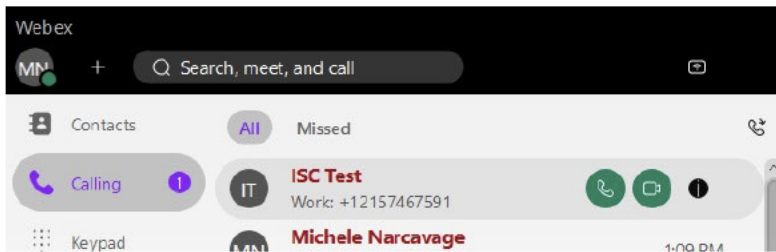


Make a call


Go to the keypad enter a phone number and then select the Audio  icon.

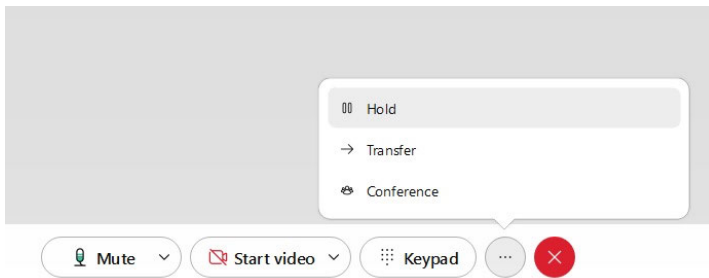


Or select the handset icon, highlight the desired number then select the Audio  icon.



Put a phone call on hold

- While on a phone call, select **More**  and then select **Hold**. After you put the call on hold, your spaces list shows that it's on hold.
- To go back to your held call, select it from the spaces list and then select **Resume**.

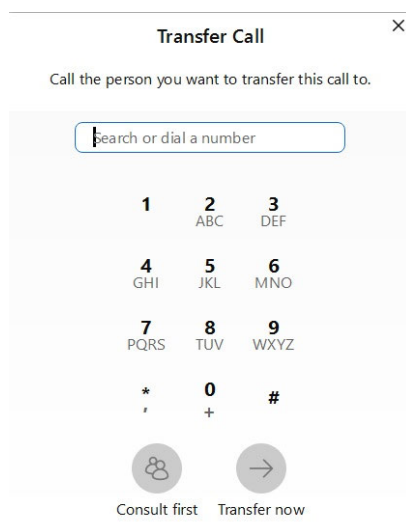



To continue conversation with held call, press Resume.



Transfer a Phone Call

When you're on a phone call, you can transfer that call to someone else and if you'd like, let that person know why you're transferring the call to them.

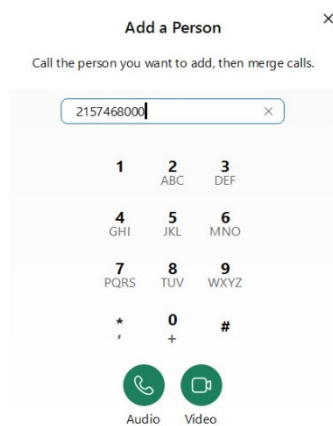


- While you're on a phone call, select **More**  and then select **Transfer**.
- Enter the name or number of the person you want to transfer the call to and then choose one of the following options:
 - **Consult first**—chat with the person on the receiving end of the transfer first before completing the transfer. If you searched for someone by name, choose their mobile or work number and then choose whether you want to make it an audio or video call.
 - Then, click **Resume** to go back to the first call or just click **Complete transfer**.
 - If you choose an audio call, you can adjust your audio preferences. Click Audio Preferences before transferring your call.
 - Transfer now (also known as blind transfer)—transfer the call right away with audio only. If you searched for someone by name, choose their mobile or work number to **complete the transfer**.

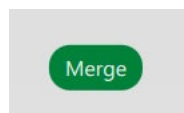
Create a conference Call

While speaking with someone, add another person to the call.

Conference Call

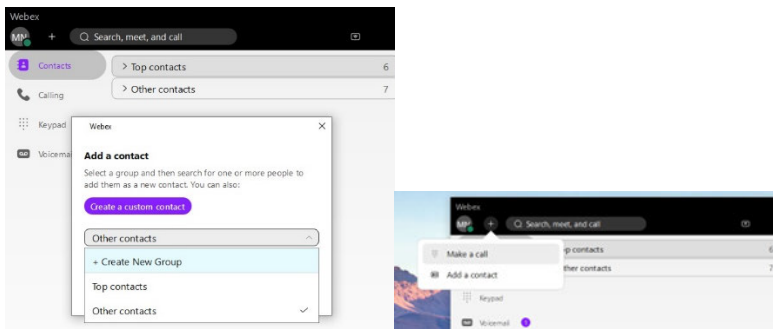





After the other party answers press merge to create a conference



Add someone to your Contacts list

Make it easy to connect with the people that you contact the most. You can create a Contacts list, add up to 500 contacts of your choosing (including contacts that are local to your device), and then group them and customize the contact information.



- Go to  and select **Add a contact** or click  in the app header, then select **Add a contact**.
 - You can also right-click at the bottom of your Contacts list and select Add a contact from the drop-down list. In Mobile App for Windows, you can also right-click a person's name in Search results and add them as a contact.
- Choose one of the following options:
 - Enter the person's name in the **Search** field, click the drop-down list to either assign the person to a default group (Top contacts or Other contacts) or **Create New Group**, and click **Add**.
 - If you're creating a new group, give the group a name and then click **Create**.
 - Click **Create a custom contact**, enter the person's information, and then click Save.
 - The person now appears in your **Contacts** list under the appropriate group. If you want to add extra phone numbers to one of your saved contacts, you can open the contact, click **Edit contact** , and then click **Add another phone number**. You can add multiple entries, and they will appear as options the next time you place an audio or video call to your contact.