

Vonage MobileConnect Quick Reference Guide

Release 22.5 | Document Version 4

MobileConnect



Installation on a Phone

Go to Google Play or the Apple App Store.

1. Search for Vonage and Select Enterprise
2. Select “Download and installation”.
3. Start the MobileConnect application.
4. The app also asks for a user name and password. For this, use your Vonage Business MyVoice login credentials. Your user name will be your phone number.

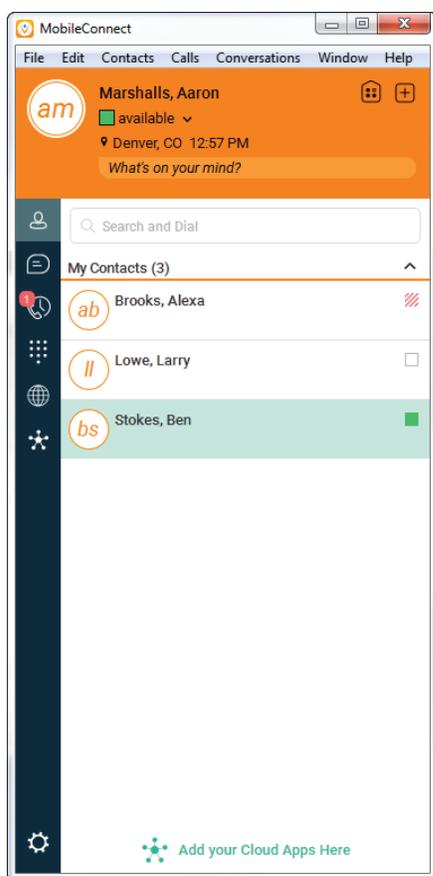
Start and Sign In

If you have enabled automatic login (Sign-in automatically), then after the client starts, you automatically go to your Contact List. If you have not enabled automatic login, then click OK in the Sign-in window. The previously-used user name is automatically remembered. The password can be automatically remembered as well.

Installation on a Desktop

1. The Desktop client is available at:
https://enterprise.vonage.com/support/downloads/?ICMP=EMM_Support_DownloadsDouble-click on the MobileConnect application that will be an .exe (Windows) or .dmg (Mac OSX) and then follow the installation instructions.
2. Start the MobileConnect application.
3. The desktop client also asks for a user name and password. For this, use your Vonage Business MyVoice login credentials. Your user name will be your phone number.

User Interface Layout of the Desktop Client



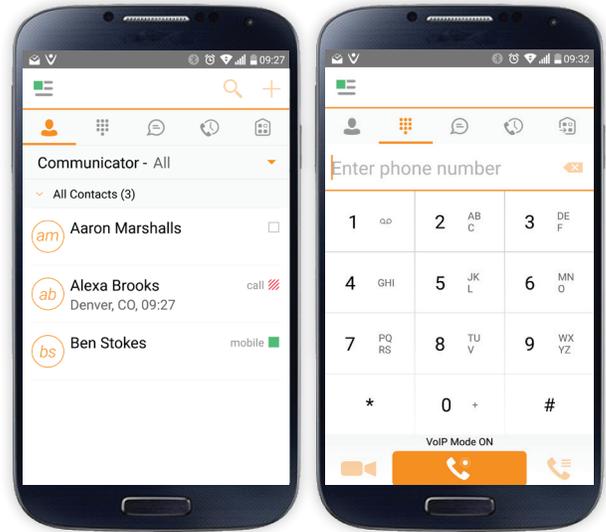
Important Icons

Icon	Usage
	My Information – View and update your information, for example, your presence, avatar, and location.
	Contacts – View your contacts.
	My Room – This is your permanent communication room. Participants can dial in to your audio bridge.
	Call History – View previous calls.
	Chat History – View previous chats.
	Full Enterprise Directory – Show all contacts of the directory.
Icon	Usage
	Dial Pad – Make calls (it is integrated with the <i>Main</i> window).
	Web Button – Provides web content inside the <i>Main</i> window or browser.
	Vonage Hub – Provides micro-apps and contextual intelligence to chat tabs.
	Preferences – Use for quick access to preferences and call settings such as Call Forwarding.
	Chat – Start an instant message conversation with a selected contact.
	Call – Make an IP audio call to a selected contact.
	Call from Phone – Make a Click To Dial call from your desk phone (or secondary device).
	Video Call – Make a video call to a selected client (VoIP).
	Share – Share either the whole screen or an individual application.
	Menu – Open communications options.
	Add – Add a contact, group, or conference.

When you start the client for the first time, your contact list is empty. You can use the search field to find people and then directly add them from the search results to populate your Contact List. You can also manually add contacts using the Add Contact button.

User Interface Layout of the Android Client

	Contacts – View your contacts from a Buddies list or from a local or company directory.
	Dial Pad – Make calls.
	Chat – View chat history.
	History – View incoming, outgoing, and missed calls.
	My Room – Join your personal room.

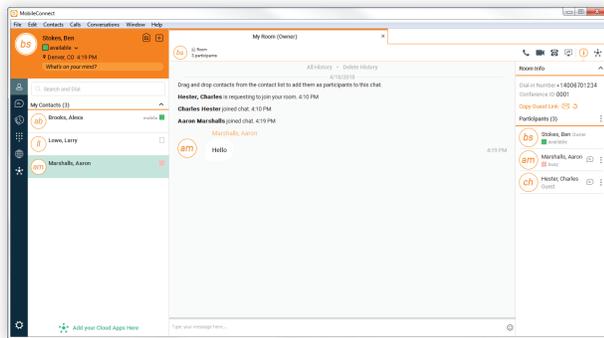


Making Audio & Video Calls

Android



Desktop



You can make audio & video calls from the:

- Contact list
- Contact card
- Call history
- Dialer

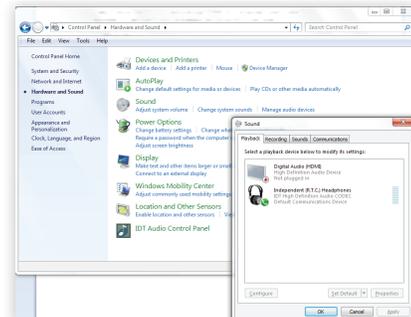
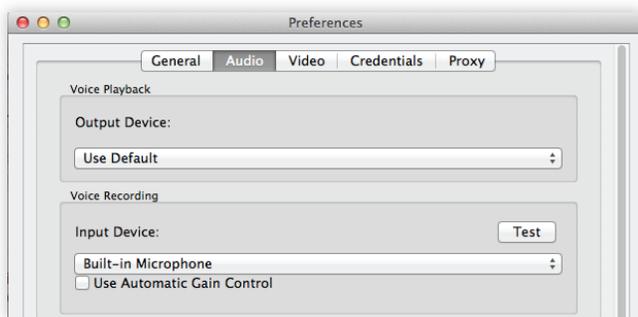
During a call you can:

- Adjust the volume.
- Provide (DTMF) tones.
- Mute the microphone.
- Put a call on hold.

Adjust Desktop Client Microphone & Loudspeaker Settings

In the desktop client, to choose an audio device, you choose Preferences in the main menu (under BroadSoft logo in Windows and on the Main menu on a Mac).

You can also select a different default audio device in Windows using the Control Panel. On Mac, it is in the System preferences for “Sound”.



More information about the client is available at: <https://enterprise.vonage.com/support/downloads>