

Installing the Softphone

BRIEFING

Zang Office includes support for both desktop telephone sets, as well as softphones. A softphone is a program that is installed onto a computer. The application provides a directory for you to lookup your contacts, and a dialer for manually placing calls. The headphones / speakers and microphone on the computer are used in place of the telephone handset.

The softphone does require a connection to the Internet.

The administrator must **first setup each user** (email and password) on the system through the admin program.

LAUNCH

- Plug a headset or speakers and a microphone into your computer.
- Download the softphone from the link on the Zang Office store (<https://store.zang.io>). Choose either the Windows or the Mac version of the **Zang Office Phone Application**. Run the program to install the app. Accept the End-User License Agreement.
- When finished, you will be asked to login. Enter your email address for the user. The password and the account name are given to you by your administrator.
- The system will ask you, through the computer's headset or speakers, to set your voicemail password. This is used when you access your mailbox to retrieve messages, or to record new greetings. Follow the instructions given by the system. Use the softphone keypad to enter the new password. A password must be between 1 and 5 digits long.
- You will then be asked to record your greeting using your computer microphone. This will be played when a caller is redirected to your mailbox to leave a voice message.

The softphone has been installed and is ready to use.

The **Contacts** tab lists all of your Favorite (user defined, click the star), Corporate (members of Zang Office), and All contacts (includes your Outlook directory). Choose a contact to place a call.

Call history displays your most recent telephone conversations, and allows you to call them back.

Use the **Dialpad** to manually place a call. Dial the number, then choose **Call**.

From **Account settings**, you can logout, or change your credentials.

NEXT MISSION

- Take a look at how to retrieve voice messages left in your mailbox. Maybe record a new greeting while you are there.