



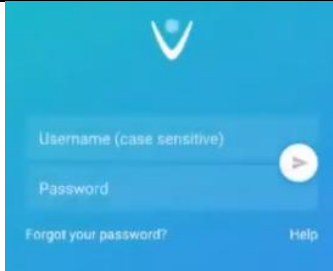
## Signing in

Open your Counts email and look for one with the subject line “New User Information”. If you cannot find it, email us requesting that we resend this email to you. IT@countsrealestate.com




Click on the large button in the email saying “Sign In”.	
Type out your password in both fields and be sure to record exactly what it is.	
The username is also in the same email from Vonage. The third line down it says “Your Username is: _____@countsrealestate.com – Write this down with your password.	<p>You've been added as a user to the Vonage® Business phone system.</p> <p>Your username is: <span style="background-color: red; color: red;">XXXXXXXXXX</span></p>

## Installing the mobile app on Phone & Tablets

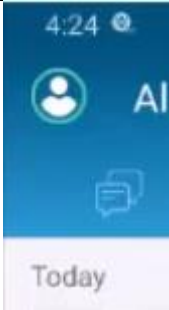

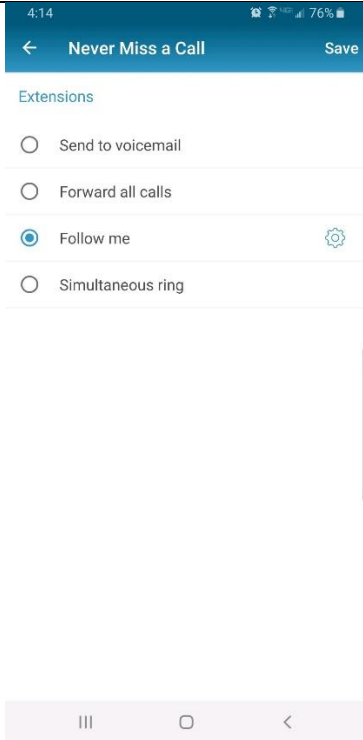
Direct links are available to download the app on <a href="#">mobile apple device</a> or <a href="#">android device</a> .	
Otherwise, open the “Google Play Store” app or “App Store”.	
Search for and install “Vonage Business Cloud”. Do not install any other Vonage apps.	

Sign in using your username and password you recorded above.	
Give all permissions if you want the app to be able to function correctly.	

## Voicemail




Click on the green circle at the top left corner of your screen.	
Click "settings"	
Click on EACH microphone to record your voice mail greetings one at a time.	

## Forwarding

Click on the green circle at the top left corner of your screen.	
Click "settings"	
Click "Call Settings"	
Click "Never Miss a Call"	
<p>Select your function and the gearbox to the right to set it up.</p> <p><b>Send to voicemail:</b> If you miss a call, they'll go to your voicemail.</p> <p><b>Forward all calls:</b> If you receive a call on your vonage number, it will be forwarded to whatever number you tell it to.</p> <p><b>Follow me:</b> You can set up rules for your phone to path. Such as to ring for X seconds, then if it hasn't picked up, to then transfer to Y number you chose such as a home line, spouse, team member, or assistant. Multiple rules can be set up. This makes sure the phone is <u>always picked up by the most well-suited person</u>.</p> <p><b>Simultaneous Ring:</b> Calls will ring on chosen phone numbers at the same time. This <u>reduces time to pick up</u> the phone.</p>	

## Connect Your Phone During Cutover

During the cutover, and only during the cutover, follow these steps to swap your physical phones over.

<p>Unplug your old phones network cable.</p>	
<p>Plug it into your new phone's "Internet" port.</p>	
<p>Wait for it to configure, DO NOT unplug it. This process will take a minute.</p>	

## Connect your Computer

How to connect your computer using a network cable for internet to the back of the phone

<p>Plug in a network/ethernet cable to your computer.</p>	
<p>Plug in the other end to the "PC" port of the phone.</p>	