

*net***2***phone*

New User Guide

LOGGING INTO NET2PHONE

- Go to app.net2phone.com and enter your email address and password.
- If you don't have your password or have forgotten it, click the Forgot Password link
 - In the following prompt, Enter your email
 - Click the "Send A Link" button
 - Once you receive the email, you'll be able to set a new password and log in.


Tip: if you don't see the email in your inbox, check your spam folders.

net2phone
BETA

Welcome.

Let's get you logged in so we can get to work!

Email
eg. tony.stark@gmail.com

Password 

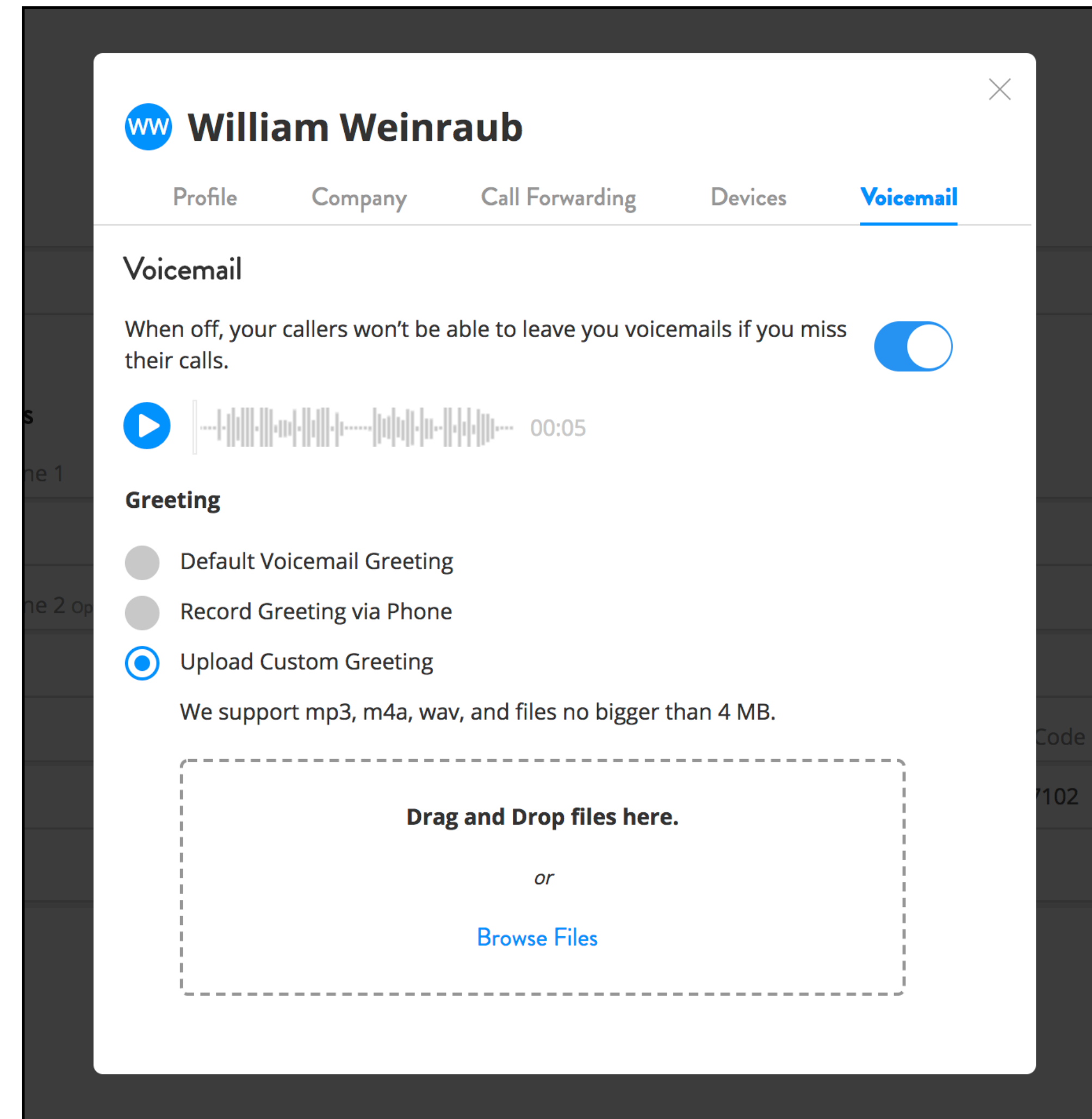
[LOGIN](#) [Forgot Password?](#)

HOW TO SET UP YOUR VOICEMAIL

Here's how to set up your voicemail with net2phone:

- From your online dashboard, click on your profile avatar on the top righthand corner of the screen. (if you haven't uploaded a photo yet, this will be your initials)
- Click Profile
- Click on the Voicemail tab on the right side of the window
- Listen to your current greeting at the top of the page by clicking the Play button.
- Below that, you'll find different options on recording your voicemail.
- Alternatively you can access voicemail from your phone. To do so dial *95, enter your password, (if you haven't set a new password the default password is "1000").
- Press option 4 for mailbox options and then 1 for greeting options.

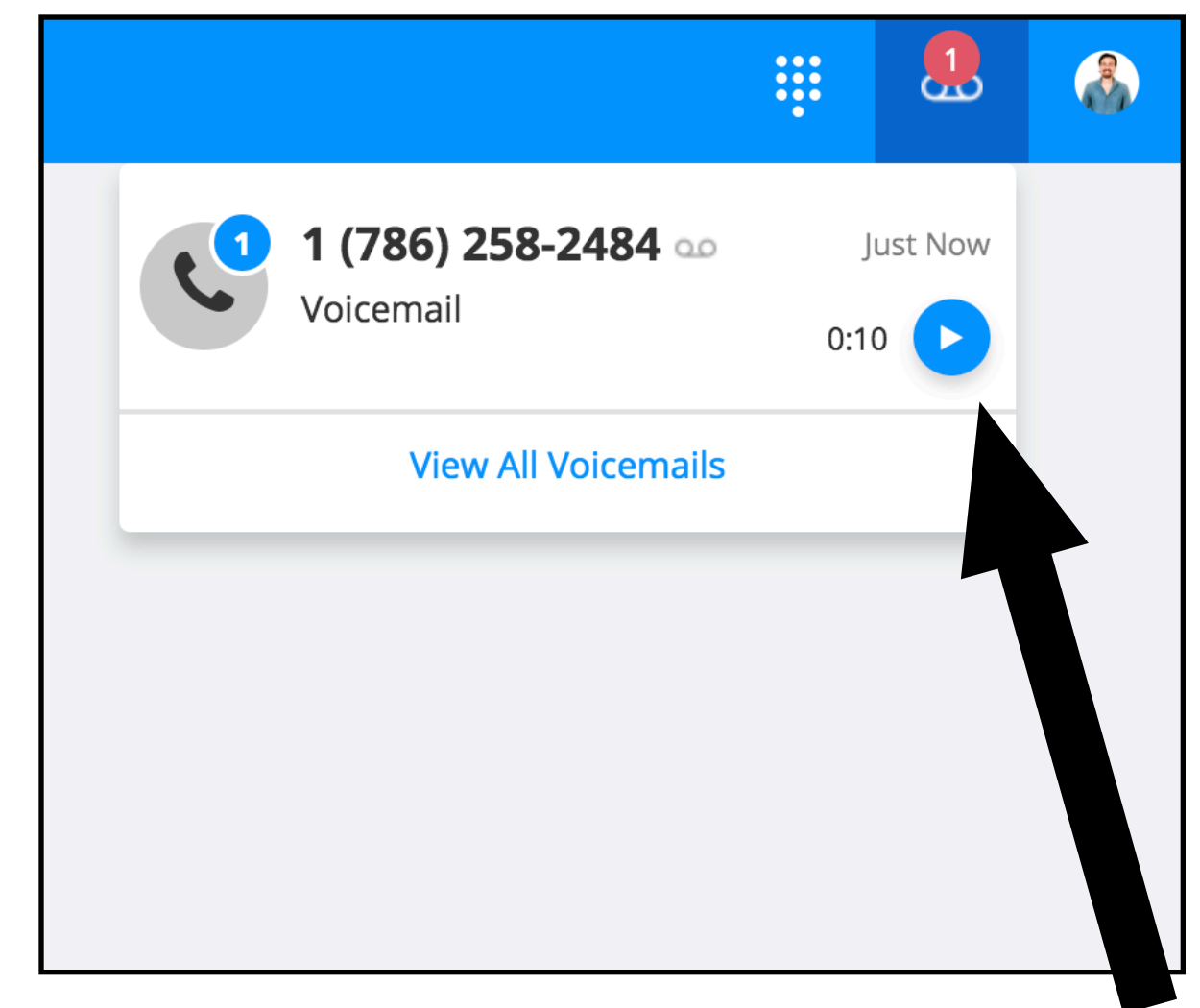
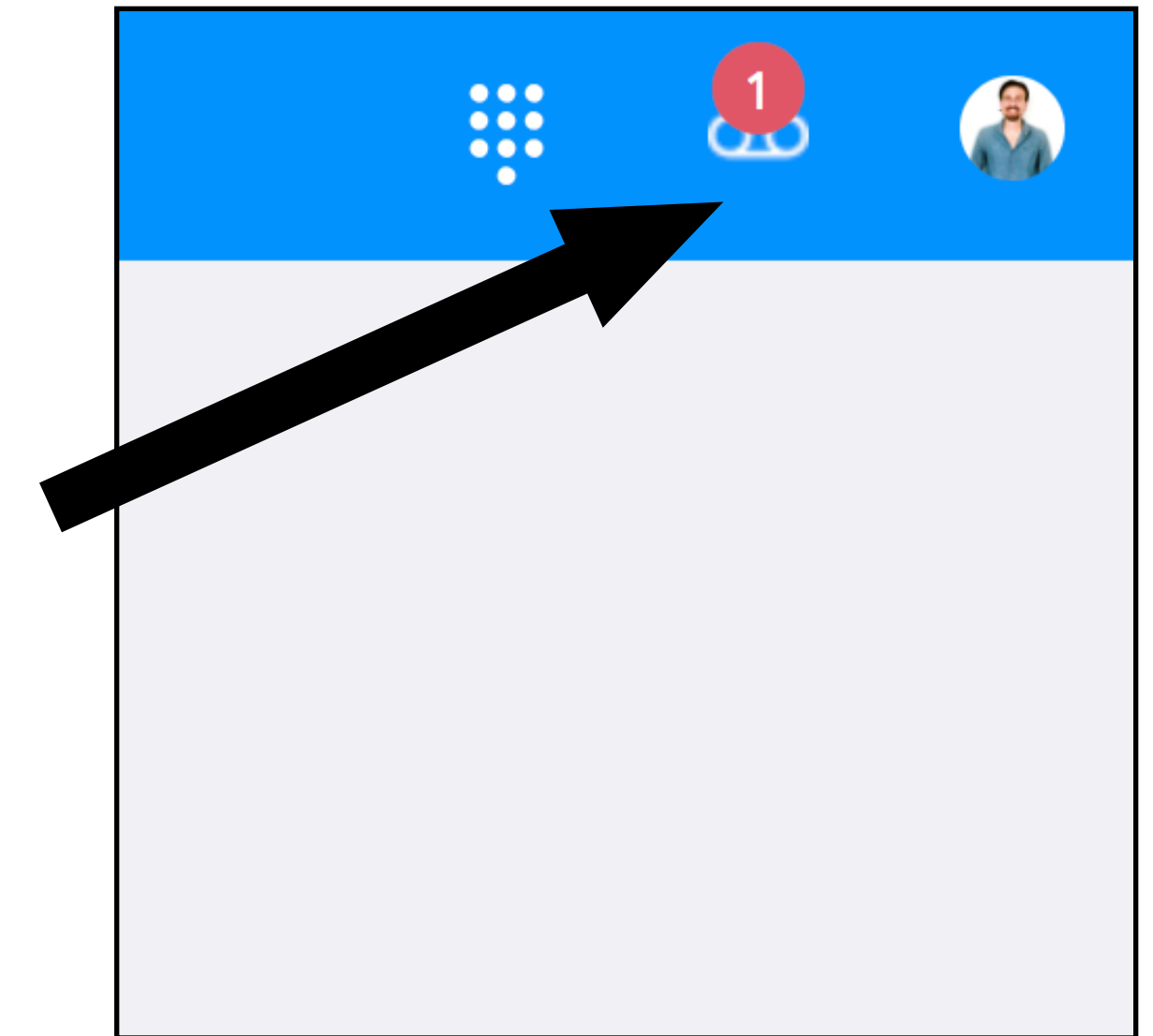
Pro Tip: You can upload a saved audio file as your voicemail! We support mp3, m4a, and wav file types.



HOW TO LISTEN TO YOUR VOICEMAIL

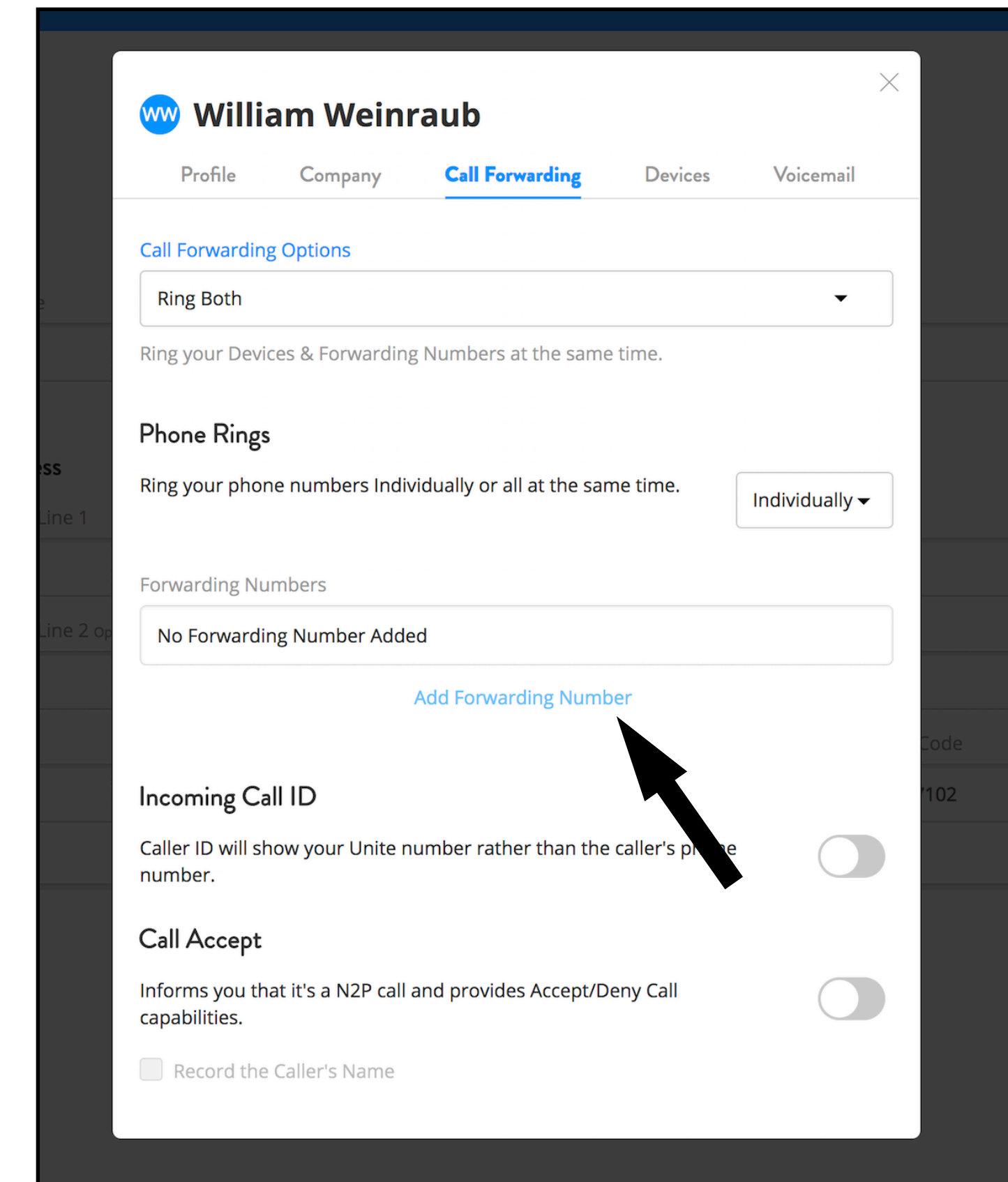
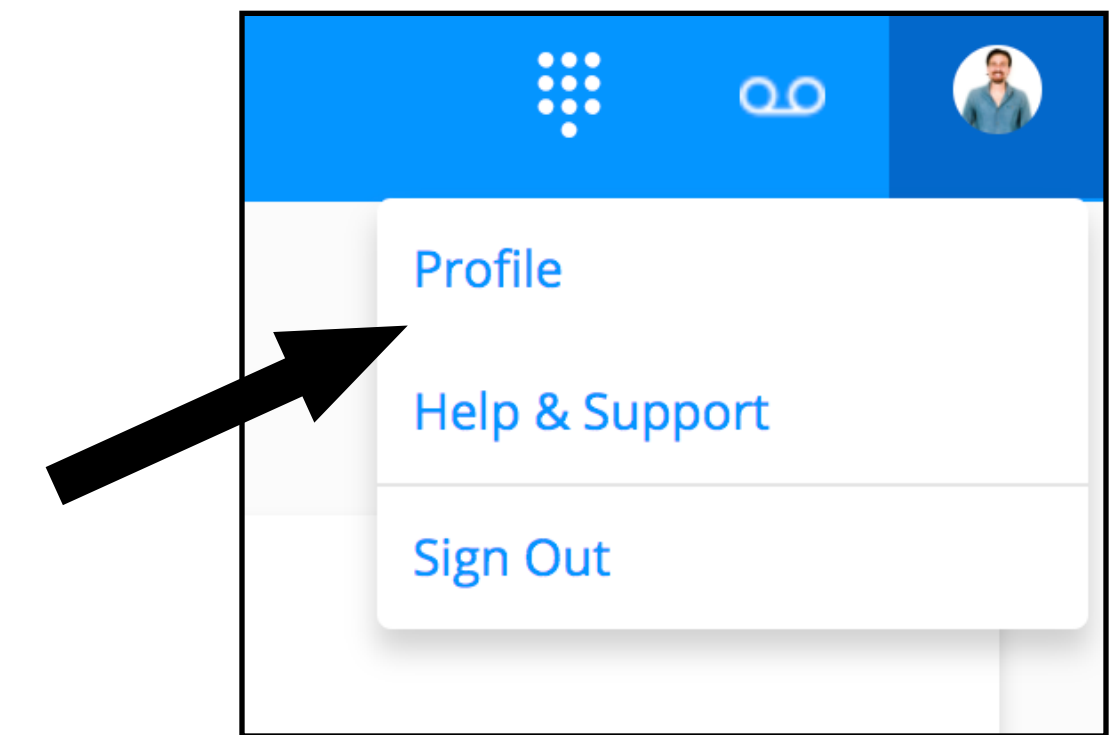
Checking your voicemail with net2phone is easy.

- From your online dashboard, look for the Voicemail icon on the top right of your screen.
- When you have a new voicemail, you'll see a notification badge count on top of the icon.
- After clicking, you'll see all new voicemails within the dropdown.
- To see all your voicemails, and not just the new ones, click on the View All Voicemails link.
- Click the play button to listen to your voicemail.
- Alternatively you can access voicemail from your phone. To do so dial *95, enter your password, (if you haven't set a new password the default password is "1000").
- Then press 1 to listen to your voicemails.



HOW TO SETUP YOUR CALL FORWARDING

- From your online dashboard, click on your profile avatar on the top righthand corner of the screen. (if you haven't uploaded a photo yet, this will be your initials)
- Click "Profile"
- Go to the "Call Forwarding" tab
- Select your Call Forwarding Option preference from the first dropdown menu and then select your Phone Rings option
- Hit the "Add Forwarding Numbers" link, and then add the numbers you wish the calls to forward to.
- Select any additional options and then close out to save your preferences.

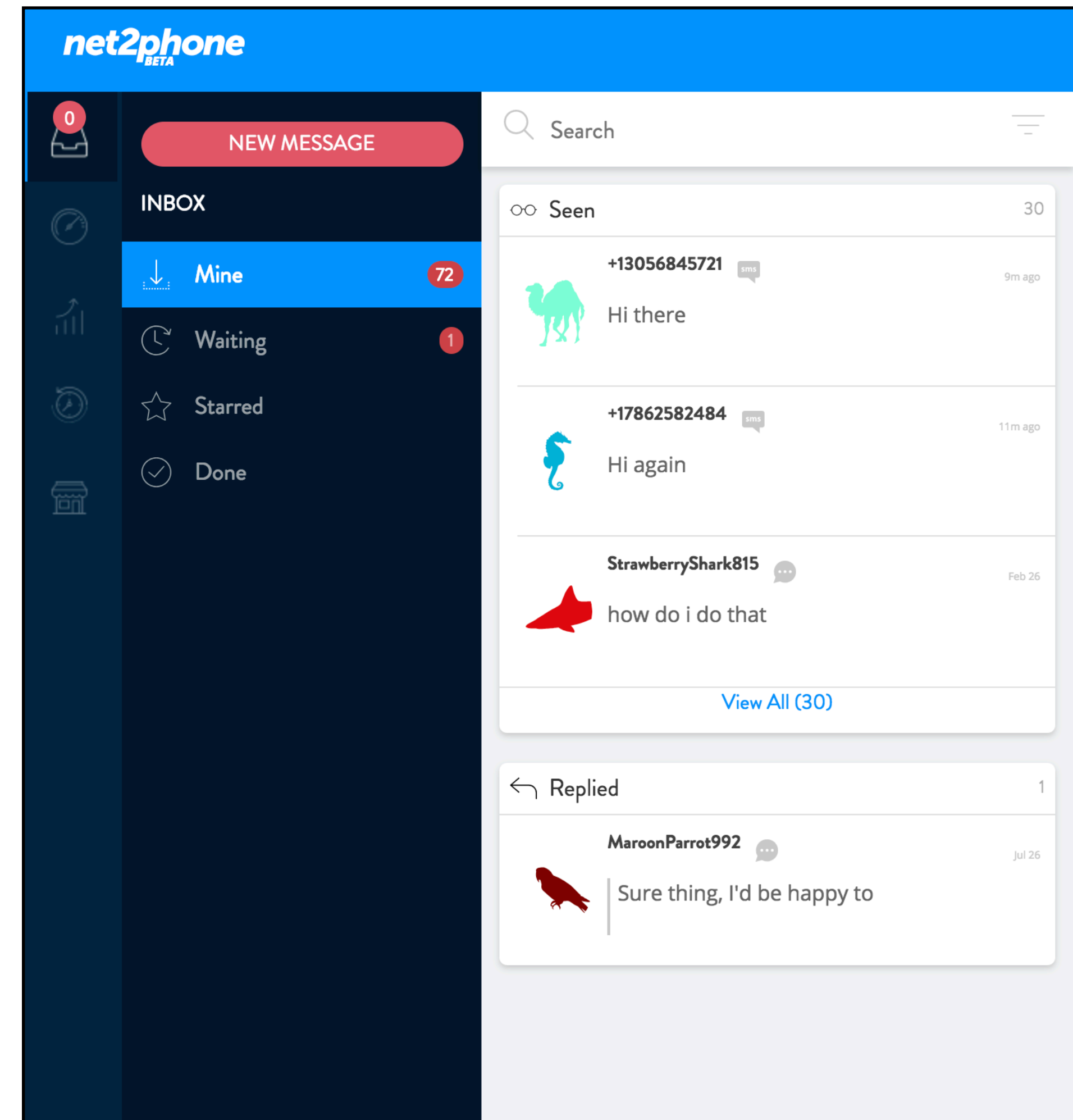


MANAGING YOUR MESSAGES

Here's a simple guide on how to manage your messages with net2phone:

- New messages will be found in either one of two places: your Mine inbox and your Waiting inbox.
 - Your Mine inbox represents messages that were sent directly to your number, or conversations in which you've already claimed before.
 - Your Waiting inbox represents messages that were sent to a Department, or ones that come in via another messaging channel such as your website widget or Facebook Messenger.
- New messages will be showcased with red notification badges that correspond to the amount of messages that need your attention.

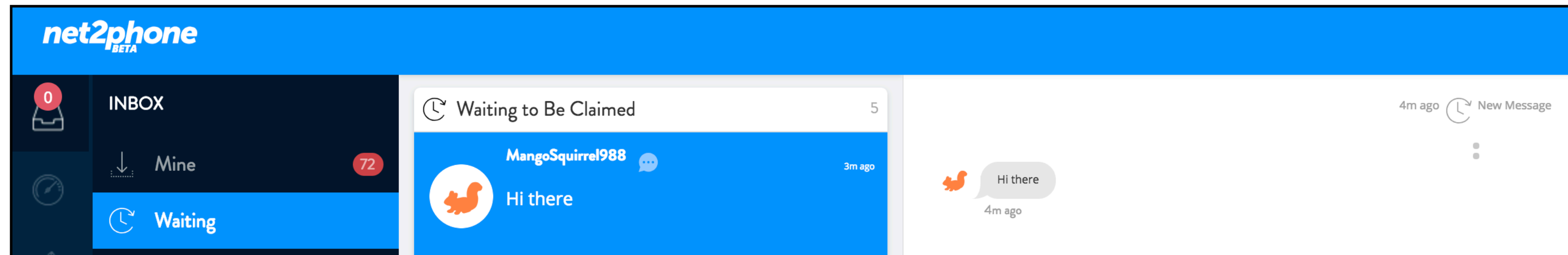
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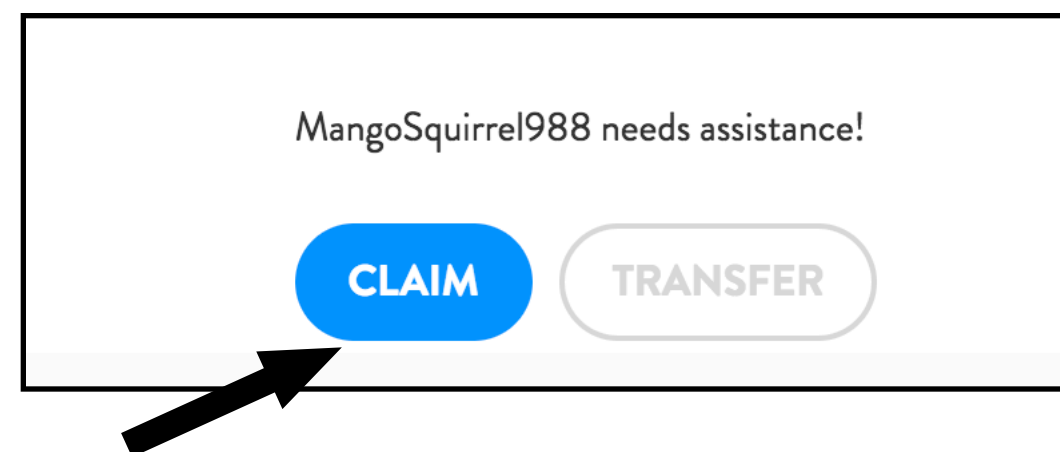
MANAGING YOUR MESSAGES (cont.)

Claiming a new message from the Waiting section is easy.

- To do so, simply go to your Waiting tab and click on the corresponding message in which you'd like to claim.



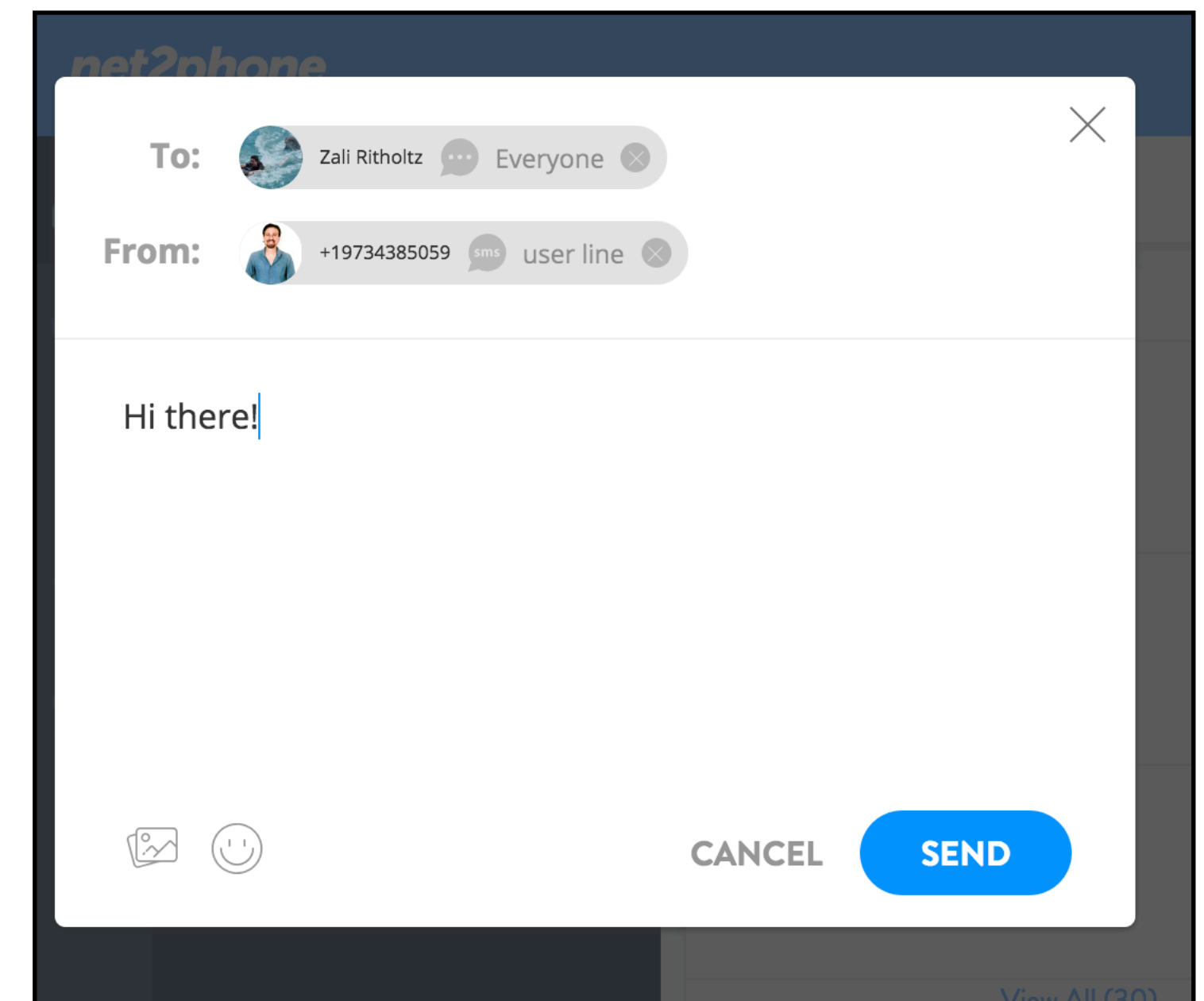
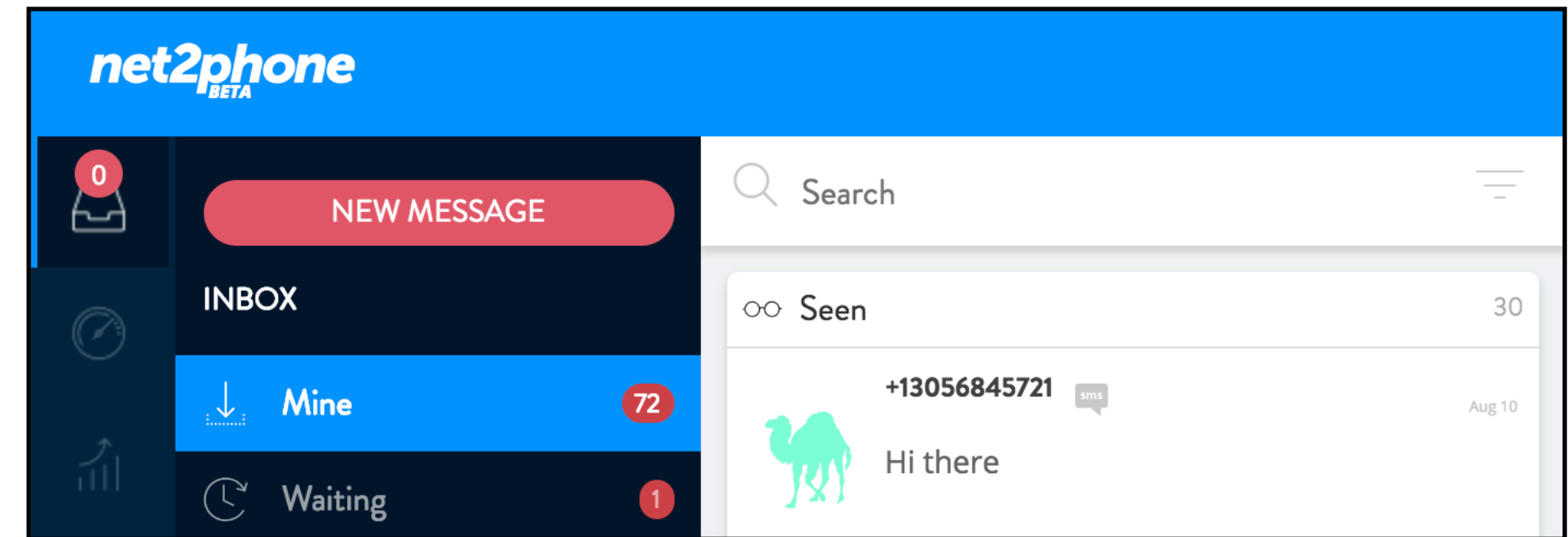
- Then, click the “Claim” button at the bottom of the thread.



- Now, the corresponding conversation will be moved to your “Mine” inbox where you can fully manage the chat.

SENDING A NEW MESSAGE

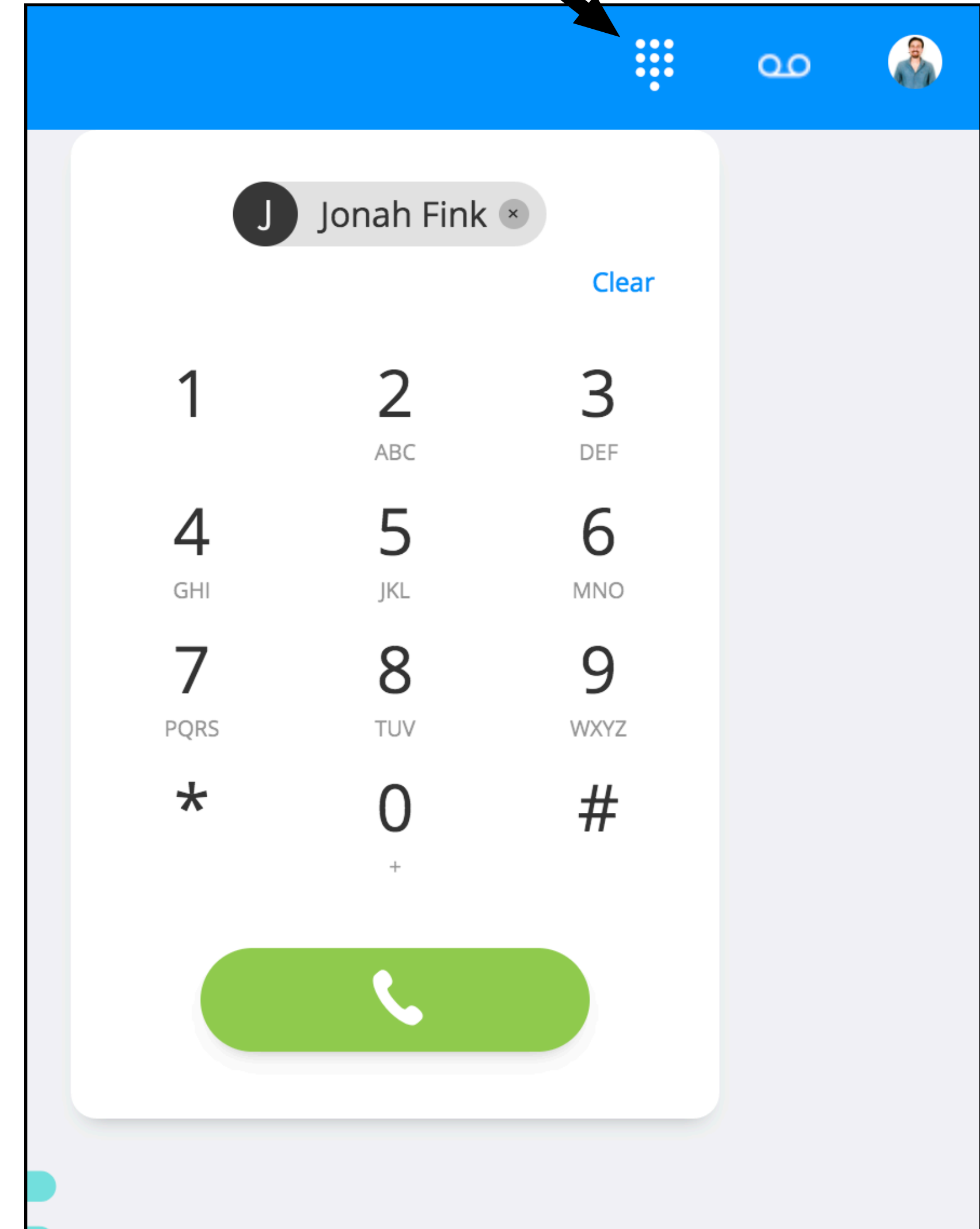
- While on the Messaging tab, simply click on the red “New Message” button at the top left of your screen.
- This will pull up the New Message prompt (see image).
 - Here, you choose who you want to send the message to and from which number you want the message to come from.
 - You can also add photos and emojis as needed via the icons at the bottom left.
 - When you’ve finished composing your message, simply click the “SEND” button.



MAKING CALLS

To make a call:

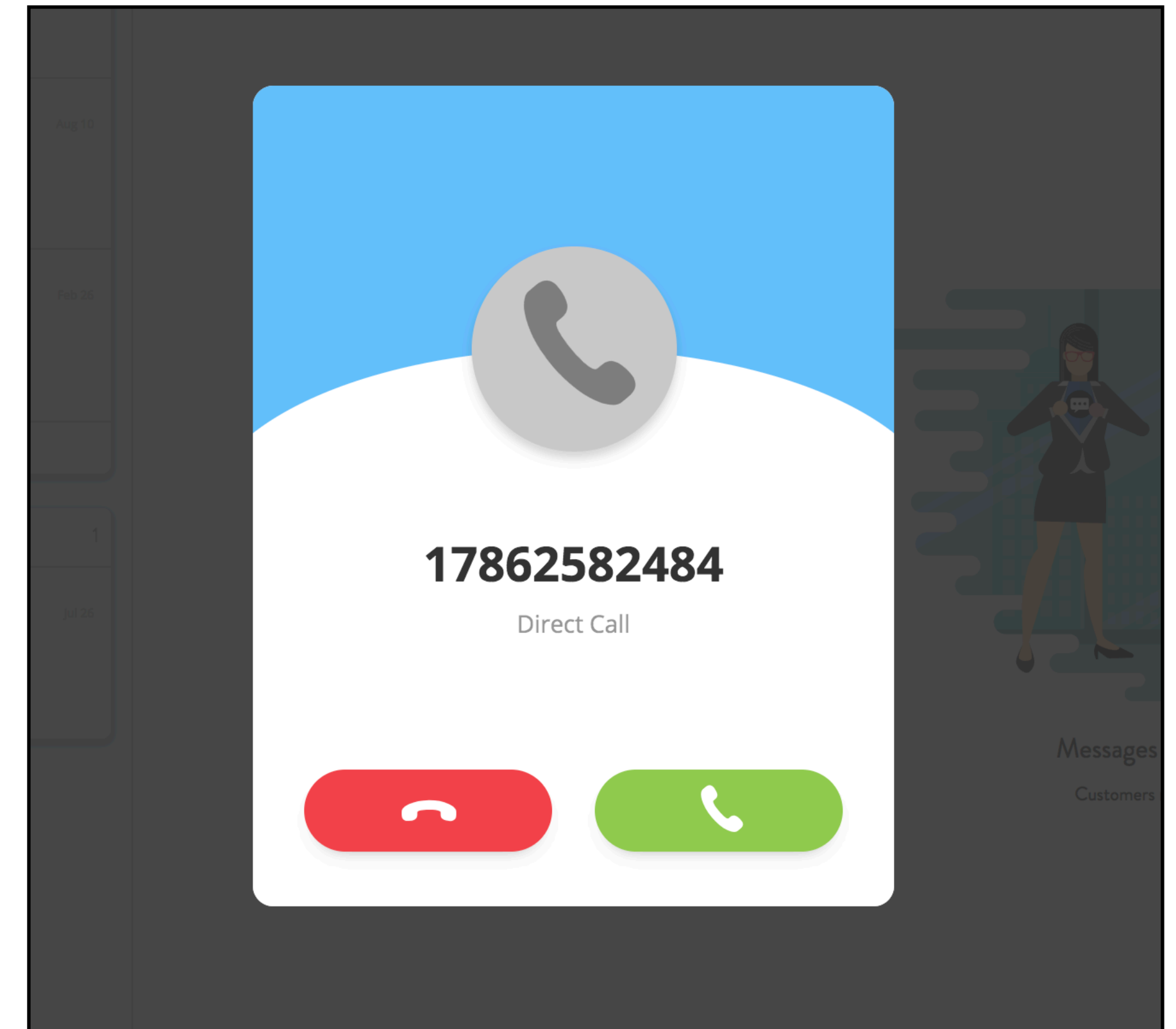
- Click on the Keypad icon located at the top of your screen.
- From here, you can either:
 - Enter a phone number directly with your keyboard
 - Enter a phone number by clicking on the keys
 - Entering the name of a previous contact
- Once you have a name or number in the top field, click the **green call button** to initiate the call.



RECEIVING CALLS

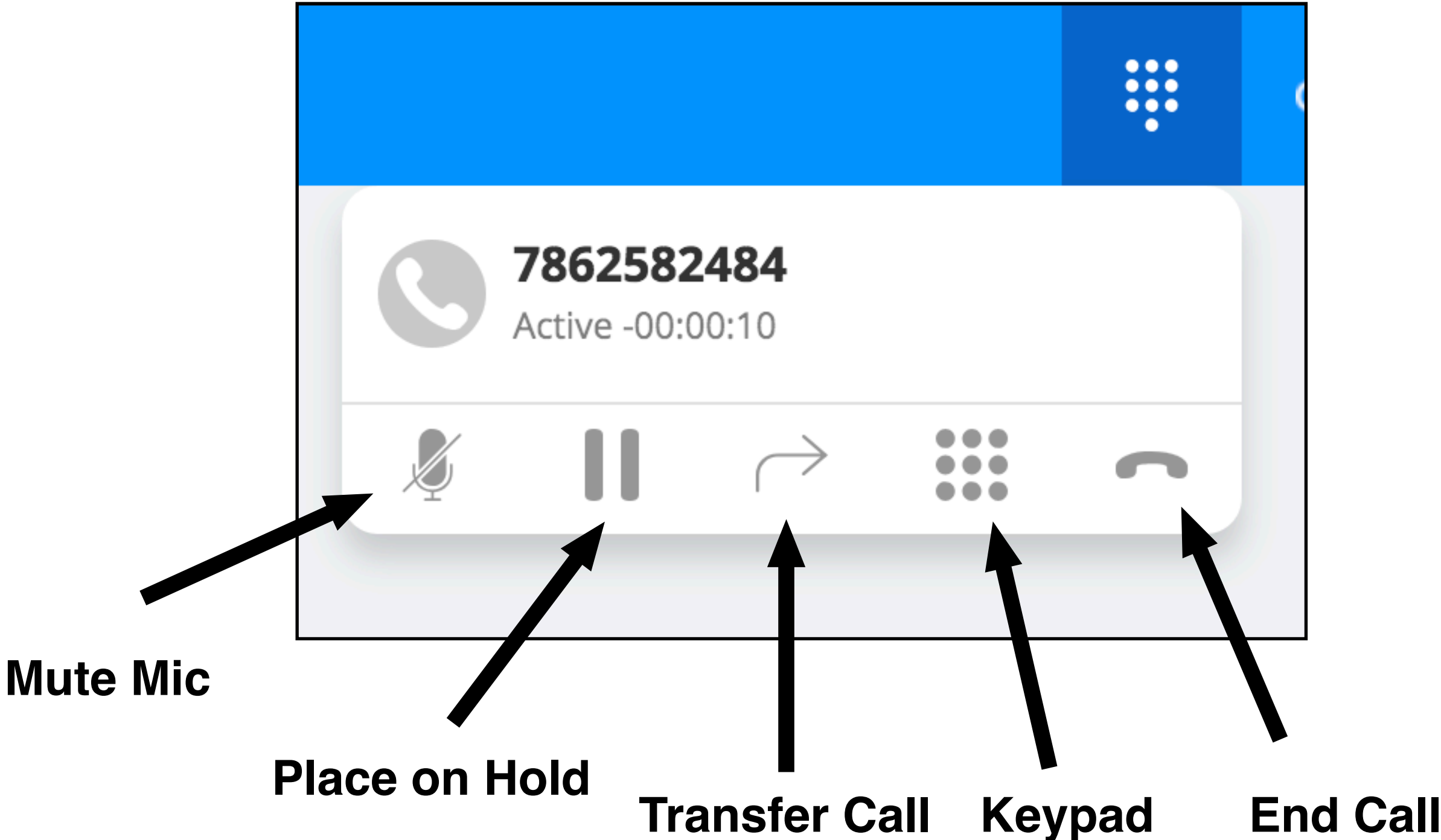
To receive a call:

- When a call comes in, you'll be notified by a large incoming call prompt in the center of your screen (see the image to the right).
- To Answer, simply click the **green answer button**.
- To Decline, simply click the **red decline button**.



IN-CALL OPTIONS

While in a call, you can easily perform the following functions:



TRANSFERRING A CALL

To Transfer a call:

- While in a call, click on the Transfer icon (pictured right)
- From here, you can search who can transfer the call to via a dropdown menu of your Team Members and Departments.
- You can also enter in a phone number, Team Member name or a Department name directly into the text field.

