



## Installing Desktop Connect

Vonage DesktopConnect for Business is our cloud-based application that is easy to install and extends the power and control of your phone system to your computer desktop. Vonage DesktopConnect has a built-in softphone to make and receive calls. The softphone can be used with the existing microphone and speakers built into your computer or with a headset.

**NOTE:** DesktopConnect softphone is compatible with 64-bit version of Windows. Customers using 32-bit version will be unable to use the softphone.

This application is included in the cost of your service and available for all users on your account. To access DesktopConnect, users will need to be assigned to an [extension](#) on the account and have their [username and password](#).

### Included Features

- Make and receive calls from your extension.
- Cloud-based contacts sync with mobile device automatically.
- Text messaging (SMS) to anywhere in the continental U.S. for unlimited and metered extensions.
- Text message from main business number on account.
- Group text messaging for MobileConnect and DesktopConnect users in your company. Unlimited and metered extensions on your account can be included in the group.
- Intra-PBX Messaging.
- Extension Presence - Let colleagues know if you are available, on a call, busy or set to Do Not Disturb. Unlimited and metered extensions on your account will show presence with a visible color indicator. Virtual extensions are excluded.
- View all your communications in one place.
- Set call routing for your extension.
- Access and play voicemail.
- Import contacts from anywhere..
- Web Launcher - Opens favorite websites when a call is made or received.



- Basic calling features included in the app (hold, call transfer, add/merge calls).
- Make a call on other devices if you choose not to use the softphone. To initiate click-to-call use the key pad or start a call from a contact or call log item. You will receive a call on another device connected to your Vonage Business extension. When you pick up the other device, you will hear "Please wait" followed by ringing while your party is being called.
- [Call Flip](#) - Seamlessly pick up an active call from another device.
- Admin Dashboard - For Administrators only (currently under development).
- **NOTE:** SMS is not available for MMS (multi-media messaging) or Toll Free Numbers.

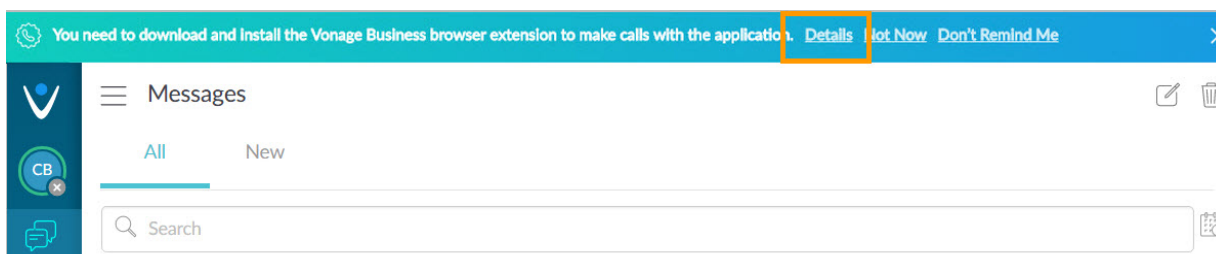
## Installation for Chrome, Internet Explorer, Edge & Safari

DesktopConnect works on the latest versions of Google Chrome, Internet Explorer, Edge and Safari.

**NOTE:** For Firefox users, refer to [Installation for Firefox](#).

For Google Chrome, Internet Explorer, Edge and Safari users, the installation is complete. Proceed to **Sign In After Installation**.

1. Go to [DesktopConnect](#).
2. Sign in with your **Username** and **Password** for your account.
3. Click **Details** to install the softphone accessory for DesktopConnect. The softphone enables you to make and receive calls through the application.





4. Open the executable (.exe) file and click **Run**. Follow prompts to install. For Google Chrome, Internet Explorer and Safari users, the installation is complete. Proceed to **Sign In After Installation**.

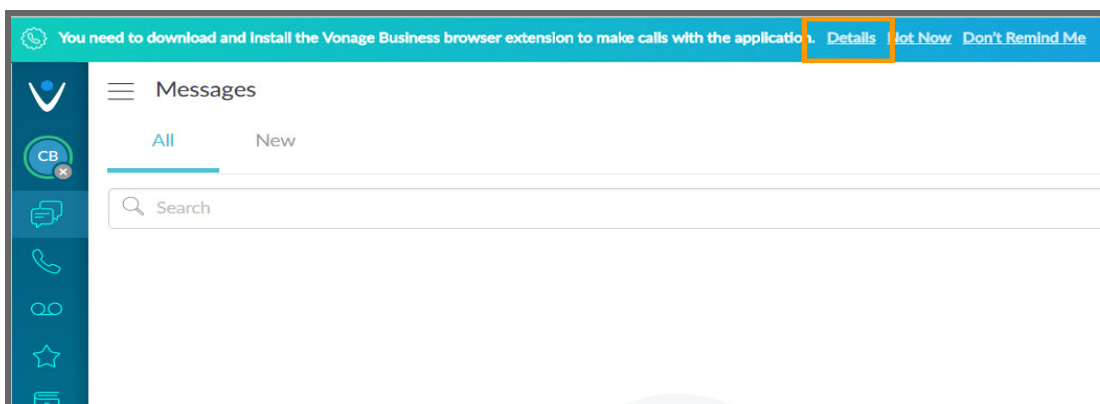
## Installation for Firefox

DesktopConnect works on the latest version of Firefox.

1. Go to [DesktopConnect](#).
2. Sign in with your **Username** and **Password** for your account.

A screenshot of the "Sign in to Vonage Essentials" login page. The page has a white background with a grey border. At the top, it says "Sign in to Vonage Essentials" in a large, dark font. Below that, it says "Enter your username & password." in a smaller font. There are two input fields: "Username" and "Password". Below the input fields is a large orange button labeled "Sign In".

3. Click **Download** to install the softphone accessory for DesktopConnect. The softphone enables you to make and receive calls through the application.



4. Open the executable (.exe) file and click **Run**. Follow prompts to install.



5. Follow the **Firefox Users Only** instructions on the bottom of SoftPhone Download page.

- Manually accept security certificates.
- Click **Advanced** button.
- Click **Add Exception** button.

The screenshot shows the Vonage Business SoftPhone Download page. At the top, it says "Softphone Download". Below that, it states "The DesktopConnect softphone allows you to make or receive calls from your computer using your Vonage Business extension. The DesktopConnect softphone is compatible with 64-bit versions of Windows." There are two main sections: "Installation Instructions - Windows" and "Firefox Users Only". In the "Installation Instructions - Windows" section, there is a "Download Softphone" button highlighted with a red box. In the "Firefox Users Only" section, there are two screenshots of a "Your connection is not secure" warning. The first screenshot shows the "Advanced" button highlighted with a red box. The second screenshot shows the "Add Exception" button highlighted with a red box. There are also red arrows pointing to the "Advanced" button in the first screenshot and the "Add Exception" button in the second screenshot.

The Firefox installation is complete. Proceed to **Sign In After Installation**.