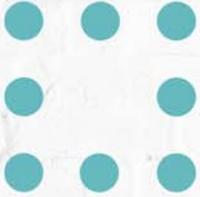


zang  office TM

Softphone User Guide



Zang Office: End-User Guide

Zang Office is a completely customizable cloud-based business phone service that's reliable, affordable and very simple to set up. Get every feature you need, including voicemail, call holding, transfer and forward, pickup, park, caller ID, fax, do not disturb, extension dialing and many more – all from any extension or any device.

This document covers the installation and use of the Zang Office softphone desktop application.

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ZANG OFFICE: SOFTPHONE USER GUIDE

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ZANG OFFICE: SOFTPHONE USER GUIDE

Introduction

Zang Office includes support for both desktop telephone sets, as well as softphones. A softphone is a program that is installed onto your 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.

Use of the softphone requires a connection to the Internet.

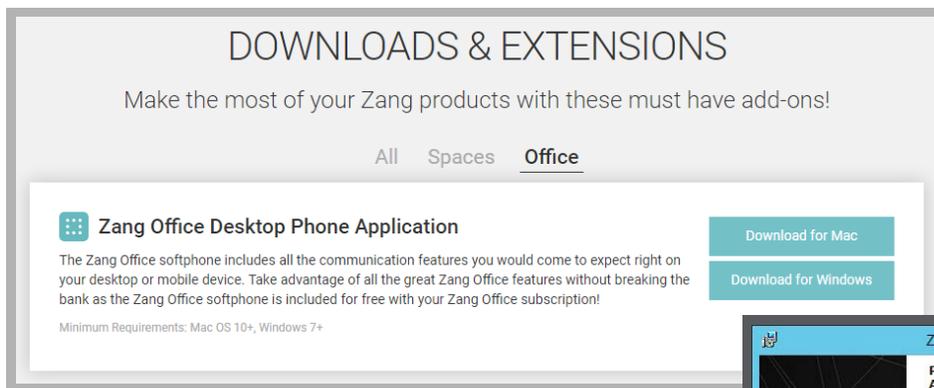
The administrator must **first setup each user** (email and password) on the system through the admin program.

Installation

1. Connect a headset or speakers and a microphone into the ports of your computer.

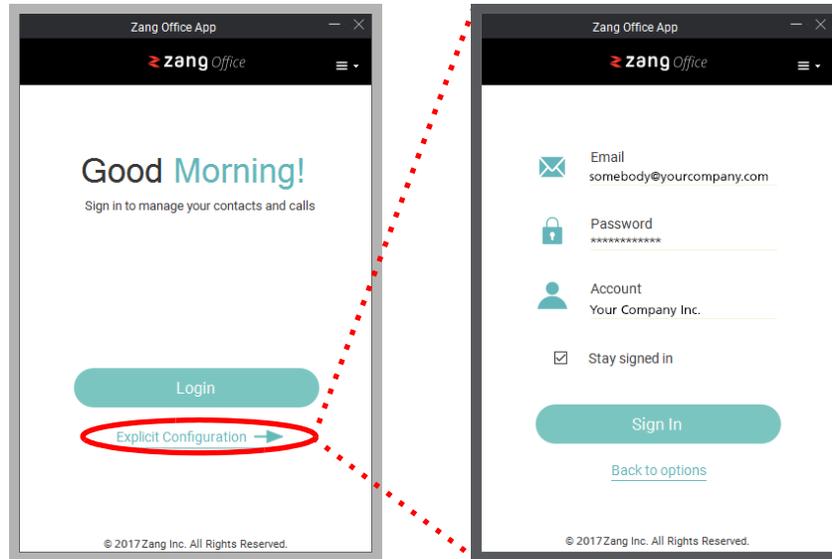


2. Download the softphone from the link on the Zang Office store (<https://store.zang.io>, scroll down to the **Devices** section), or from the Zang Office User panel (<https://office.zang.io>).
 - Choose either the **Windows** or the **Mac** version of the **Zang Office Phone Application**.
 - Run the program to install the application to your computer's desktop.
 - Accept the End-User License Agreement.

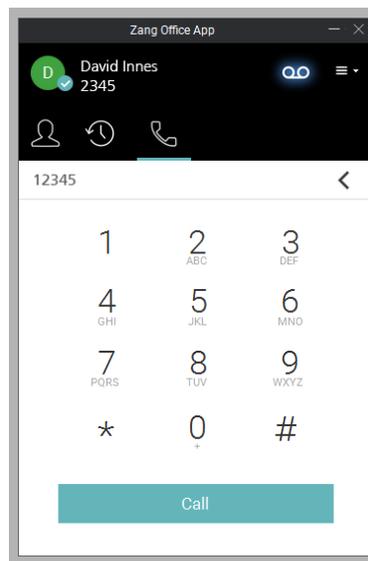


3. When finished, you will be asked to login. Click **Login** and enter your preferred credentials (Google, Salesforce, Office 365, or OnEsna).

Alternately, choose **Explicit Configuration** and enter your credentials manually. The password and the account name are given to you by your administrator.



- The first time you connect, 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 **1-5 digits** long.



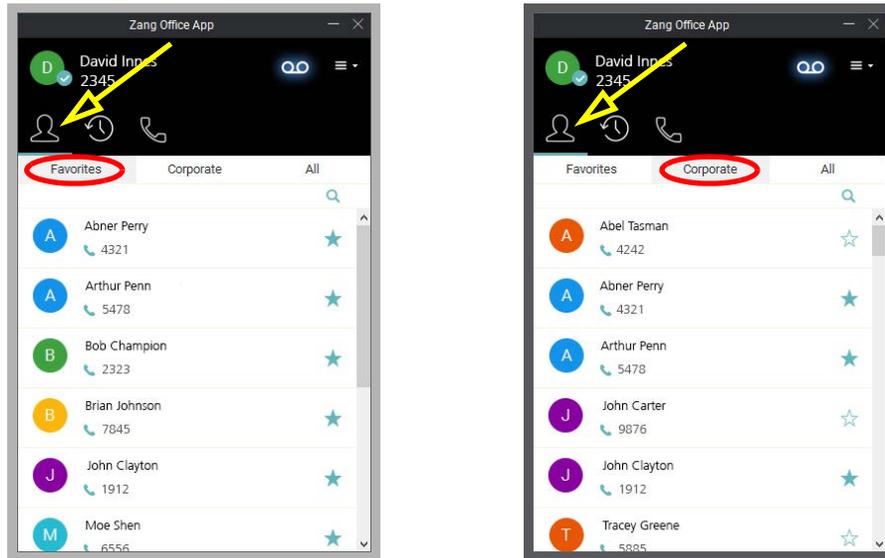
- Finally, you will be asked to record your greeting using your computer microphone. This will be played when a caller is redirected to your mailbox to leave a voice message.

The softphone has been installed and is ready to use.

Using the Softphone

Contacts

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

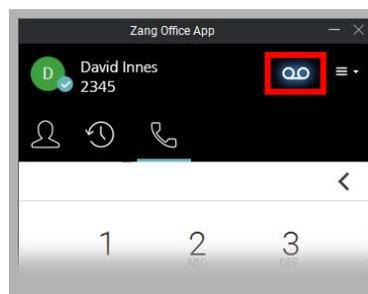


Toggle the star   to add or remove a contact from the favorites list.

Enter a contact's name or extension number in the search field  to locate a contact.

Voicemail

To access your voice mailbox and listen to new and saved messages, enter ***98** on the keypad, or click the  icon in the upper right corner of the display.



Note: An audio playback device (e.g. speakers, headphones) must be connected and operating before you can listen to voicemail.

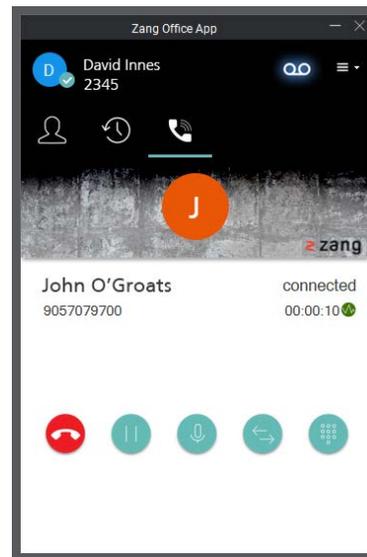
Call Controls

Call Controls are available whenever a call is made or received.

The keypad allows you to mute your microphone, or transfer the call to another number or extension.



While ringing



Call answered

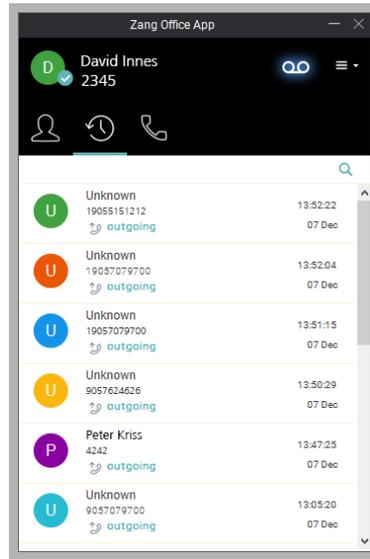
-  - **Put on Hold** will pause the call, muting the microphone and allowing another call to be placed. Press the Hold button again to continue the call.
-  - **Mute audio** will stop the outgoing audio stream until this item is pressed again. This prevents local conversations from being broadcast to all listeners.
-  - When **Transfer** is selected, the current call is put on hold. Enter the number or extension of another contact, then click **Transfer** to release the call.
-  - Click **Dialpad** to bring up a number pad which will allow you to enter additional keystrokes for the call. If you need to enter a security code, or a mailbox number, use the Keypad.
-  - Click **Hangup** to end the call.

You can navigate away from the **Call** window without interrupting the call.

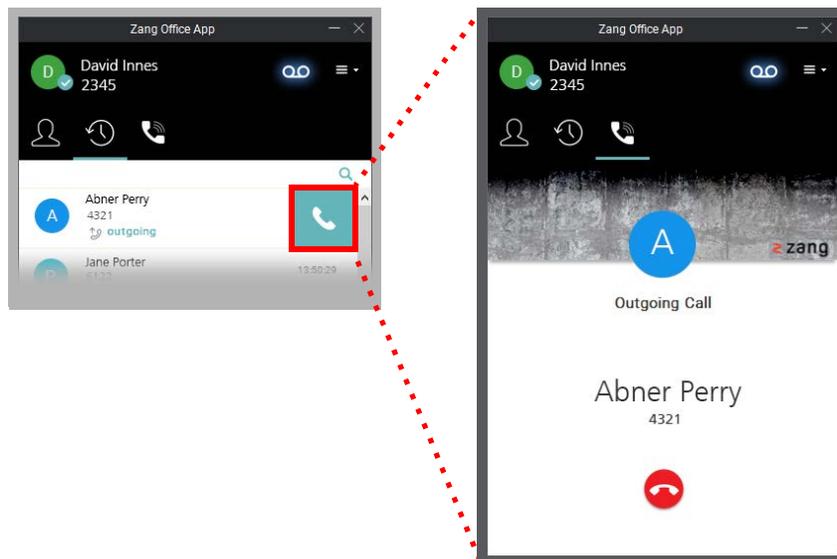
Hint: While on a call, enter ***4** on the keypad to **Park** the call. The system will assign the call a **Parking Number**. A call that has been parked is put on-hold, and anyone else in the company can recover the call (press ***4** and enter the parking number at the prompt) and continue the conversation. A call on regular hold is still connected to your phone and can only be recovered by you.

Call History

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



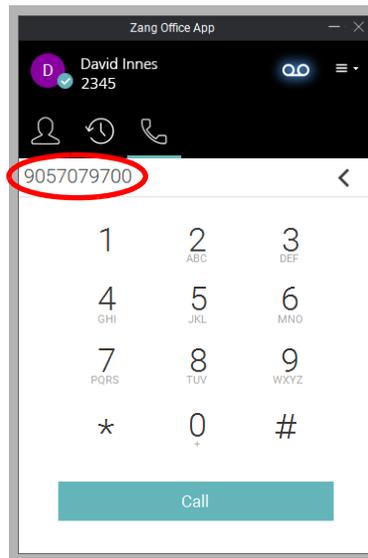
Click on an entry to place a call to that number using the softphone.



Click  to end the call.

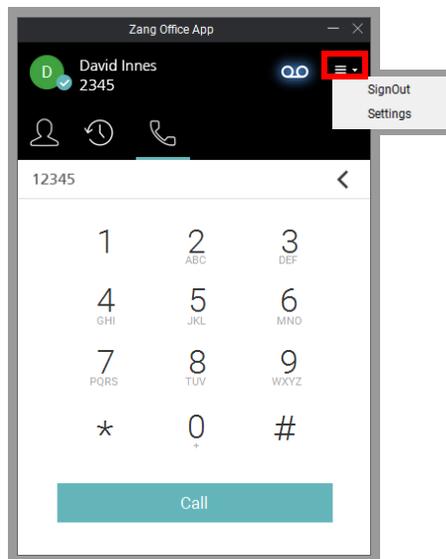
Dialpad

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



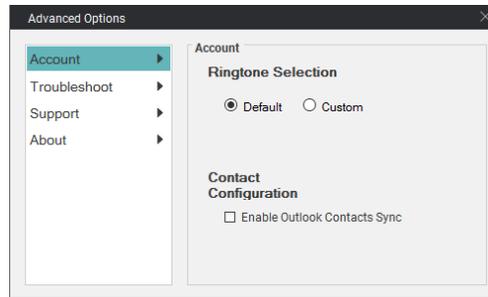
Menu

From the **Menu**, you can logout and change the program settings.

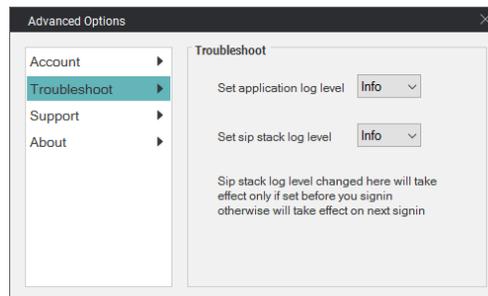


- **SignOut:** Shut down the softphone. Once you have logged out of the program, you can change your credentials to login as a different user.
- **Settings:** This menu item allows you to update the program, set your ringtone, select the level of detail contained in the program logs, and download the logs to send to technical support.

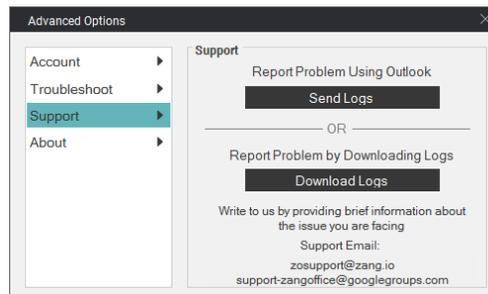
- **Account:** Select the standard ringtone for incoming calls, or choose your own audio file (MP3 or WAV) to use instead.



- **Troubleshoot:** This menu allows you to choose the depth of detail contained within the program log files. Selecting to record more detail will lead to larger files which may severely reduce the available space on your hard drive.



- **Support:** From here, you can send the program logs to technical support, or save them to your hard drive to view directly or to send later.



- **About:** Check the installed version of the program. Click **Check for update** to have the program look for a new release and to install it automatically.

