










STEP 1: You must access Dialpad.com to set up your account.

Basic settings accessed via Dialpad.com include setting your time zone, recording your Voicemail Greeting and Changing Your Voicemail PIN
1. From your browser, visit www.dialpad.com . Click on "Login" in the upper right section.
2. Choose "Log in with Google." Then sign in with your MyDaemen credentials. You may have to enter your MyDaemen credentials more than once on various pages.
3. When prompted, click on "Allow" to the request for offline access.
4. In the "Your Profile" section, change the timezone to Eastern. You can also Change your Voicemail PIN from this page.
5. In the "Your Voicemail Greeting" section, you can record or upload a greeting. To do so on a computer, you will need a microphone (a headset will work).

Deskphone	
Make a call	Dial the phone number (You no longer need to dial 9 first)
Extension dialing	Dial the extension
Place a call on hold	Press button under 'Hold' which appears on phone screen.
Transfer a call - warm	Press button under "warm transfer" which appears on phone screen. Then dial the number of the person to which you want to transfer the call and press the button under "Dial". After talking to that person or getting their voicemail, press the button under "Transfer Now."
Transfer a call - cold	Press button under "transfer" which appears on phone screen. Then dial the number of the person to which you want to transfer the call and press the button under "Dial".
Voicemail Notification	Light atop deskphone will be glowing red
Record Voicemail Greeting	Dial your own phone number and listen to prompts for PIN
Listen to Voicemail	More > Voicemail > Select(✓) > Enter your PIN in your account settings at dialpad.com
Call-in to check Voicemail	From a phone that is listed as a forwarding number in your dialpad.com settings, call your own number and listen to prompts
Find a contact's phone number	On main screen "Contacts" > Select (✓) > Search > Type in name with number pad > Search
Enabling Do Not Disturb	More > Do Not Disturb > Select (✓) > DND On

Softphone Computer App	
Download the computer app	Access www.dialpad.com (see instructions to the left) and click on "Download Dialpad Apps" in the lower left corner. This will download the installation file needed to set up the app. After Dialpad installs, it should open automatically. If prompted, log in with Google (MyDaemen credentials) and choose "Allow" for offline access.
Make a call (excluding extension dialing)	In upper-left hand corner, select "Make a Call" > Type name or number > Click the correct user (You no longer need to dial 9 first)
Extension dialing	In the "Make a Call" screen, type extension number and then press  Enter or click on the Call Icon. 
Receive a call	 Choose "Answer" when the call message box appears on your screen.
Place a call on hold	During a phone call, click on the  icon. To take person off of hold, click the icon again.
Transfer a call - warm	During an active call, select:  > "enter contact" > ask first
Transfer a call - cold	During an active call, select:  > "enter contact" > transfer now
Voicemail Notification	If enabled, users will receive an email with the transcription of any VM (enabled by default).
Listen to Voicemail	Within the Dialpad app, access your Inbox and select the Voicemail Tab, found across the top. You will find a transcription of any messages there, from which you can select  to play audio.
Find a contact's phone number	In upper-left hand corner, select "Make a Call" > Type name or number
Text a contact	In the upper-left hand corner, click the arrow in  to open a dropdown option > Select  > Type name or number > Click the correct user > Type message in the box at bottom of screen
Enabling Do Not Disturb	In upper-right hand corner, select the down-arrow next to your profile circle > Click on the Do Not Disturb slider