

## *Vonage Click-2-Call FAQ's Guide*

**Q:** The 'Vonage Click-2-Call' toolbar/menu item is not visible when Microsoft Outlook is launched.

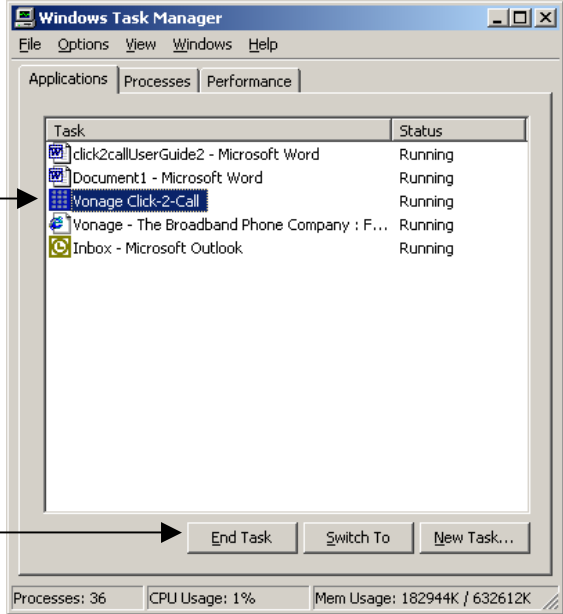
**A:** In Microsoft Outlook, click on 'Tools > Options > Other > Advanced Options > COM Add-ins'. Select the 'Vonage Outlook Add-in' item from the list and click 'OK'. This should load the COM Add-in and the toolbar/menu items should become available. The toolbar/menu item is only visible when viewing Contacts. Restart Outlook if you don't see the toolbar.

**NOTE:** To disable the Vonage Outlook Add-in, uncheck the box and click 'OK'.

**Q:** Nothing happens when I click the icon in my toolbar.

**A:** If the Click-2-Call application does not launch, do the following:

Step	Action
1	Press Ctrl+Alt+Delete on your keyboard
2	Click on Task Manager
3	Click Vonage Click-2-Call to highlight
4	Click End Task

The screenshot shows the Windows Task Manager window with the 'Applications' tab selected. The task list includes: 'click2callUserGuide2 - Microsoft Word', 'Document1 - Microsoft Word', 'Vonage Click-2-Call', 'Vonage - The Broadband Phone Company : F...', and 'Inbox - Microsoft Outlook'. The 'Vonage Click-2-Call' task is highlighted. The 'End Task' button is visible at the bottom of the window.

**Q.** How do I cancel a call if I change my mind or click the wrong number?

**A.** With Click-2-Call, you have two choices to cancel the number you are dialing;

- 1) Pick up your phone receiver and promptly hang it back up.
- 2) Wait until it rings through the ring sequence.

**Q.** How do I make a phone call?

**A.** With Click-2-Call, simply highlight the number you wish to dial and either press the Hotkey or click the “place call” button. When your Vonage phone rings, pick up the receiver and the call will automatically dial the party you are calling.

**Q.** Does Click-2-Call work with my ATA?

**A.** Yes.

**Q.** Does Click-2-Call work with my MTA?

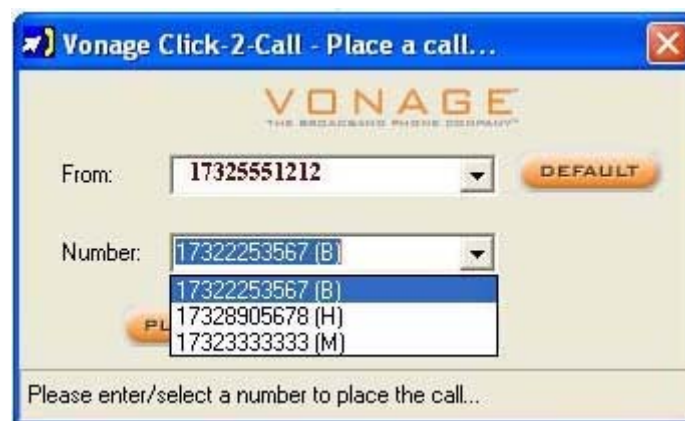
**A.** Yes.

**Q.** Does Click-2-Call work with my SoftPhone?

**A.** Yes.

**Q.** Does Click-2-Call work with multiple lines on the same account?

**A.** Yes, in the pull down menu, select which phone number you wish to place the call from.



**Q.** Does Click-2-Call work with Fax Lines and Faxes?

**A.** Yes. You can use Click-2-Call to send a fax.

**Q.** Does Click-2-Call work with Vanity Number?

**A.** No, Click-2-Call will not dial vanity numbers only numeric numbers.

**Q.** Does Click-2-Call work with Collect Calls?

**A.** No. As with any Vonage service, collect calls cannot be placed or received.

**Q.** Does Click-2-Call work with Toll-Free numbers?

**A.** Yes. If you can dial the number with your current Vonage service, you will be able to call it with the Click-2-Call feature.

**Q.** Does Click-2-Call work with 411 information?

**A.** Yes. You can call 411 information numbers.

**Q.** Does Click-2-Call work with 911 emergency services?

**A.** Yes. You will be able to reach 911 through the Click-2-Call feature.

**Q.** Does Click-2-Call work with my \*123 voicemail service?

**A.** No, \*123 will not work with the Click-2-Call feature.

**Q.** How does Click-2-Call work when I am traveling?

**A.** The Click-2-Call feature is initiated when the telephone received is picked up. Therefore, as long as you have a physical phone or SoftPhone connected, the feature will work.

**Q.** Does Click-2-Call work with my network availability number?

**A.** No. As with call forwarding, you cannot make two PSTN calls with your Vonage service.

**Q.** What happens if I am not at home to pick up the telephone receiver?

**A.** In order to Click-2-Call to initiate dialing, the receiver of your Vonage phone must be picked up in order for dialing of the other party to begin.

**Q.** In addition to phone support, is email support available?

**A.** Yes, email [click2call@vonage.com](mailto:click2call@vonage.com) for support.