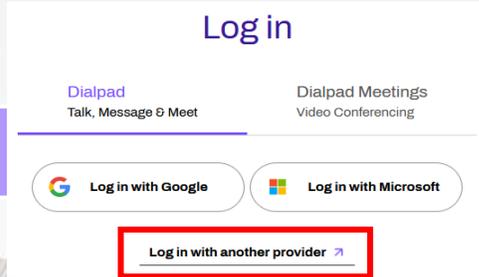




Dialpad Cheatsheet

User Account Basics



 Visit dialpad.com/login

- Click “login with different provider”
- Type in jrenet.com for Domain
- Use Windows Credentials to Login at Okta Prompt

 Visit dialpad.com/download

- Download Dialpad to your computer and mobile device. You will login to the app as mentioned above.

 Visit dialpad.com/settings

- Check/Modify Voicemail Pin
- Find your Dialpad Direct Number
- Set Caller ID (Outbound Caller ID should be set to the Office Number)
- Set Timezone
- Edit your “Name” (IE if your Legal name is William, but you want the name to show Bill)

Deskphone

 Visit dialpad.com/settings/devices

- To configure your deskphone
- One Touch Speed Dial Buttons
- Advanced Settings (bottom right of “Your devices” screen)
 - Set “calls to your department/office main line” to Display the caller’s #

 Dialpad App

- Send and Receive Text Messages to Customers
- Listen to Voicemail
- Find Transcripts of your calls
- Send customers a link to join a video call. Use this to see what customers are working on or with to help diagnose Parts/Service calls

