Vonage
Business Solutions™

Google Contacts Plugin FAQs

1. What is the Google Contacts plugin?

The Google Contacts plugin for the Vonage Business Desktop allows you to integrate your extension's calls with your Google Contacts account.

When a call is made or received (depending on your preference), the Desktop will display the saved record associated with the caller ID so that you can recall information, take new notes, and view email history.

No saved record? No problem. Add new contacts or accounts, or search Google Contacts to find existing contacts or accounts.

2. How can I get the Google Contacts plugin?

To use the Google Contacts plugin, you must first have the Vonage Business Desktop installed. If you do not already have the program installed, visit http://www.vonagebusiness.com/desktop to download and install the application.

Please Note: You must have Microsoft Silverlight installed to run the Desktop, which can be downloaded from the same page referenced above.

After the Desktop is installed, navigate to the "Plugins" page of the Desktop (you will see a "Plugins" button in the upper, right-hand corner of the application screen). Find the Google Contacts plugin from the list, and then click "Install." The Desktop will then download and install the plugin.

3. Is the Google Contacts plugin compatible with Mac?

Yes! Google Contacts is compatible with the Mac. All you will need for this plugin to correctly work are your Gmail account login credentials.

4. How much does the Google Contacts plugin cost?

The Google Contacts plugin is FREE.

5. How do I configure Google Contacts plugin?

Once the plugin has installed, click the "Edit Settings" button to configure the plugin for your individual Google Contacts account (this is the same as your Gmail login).

Enter your Gmail username and password (only one Gmail account can be accessed at a time).

Choose whether you want the plugin to search Google Contacts for incoming calls, outgoing calls, or both.

Choose if you want to auto-update Google Contacts and save notes on call disconnect.

You are now ready to use the Google Contacts plugin, click "Apply."

6. The Google Contacts plugin is minimized on my Desktop "Call Details" page. How do I make it the default plugin?

To make the Google Contacts plugin the default Desktop plugin, click "Plugins."

Check the box labeled "Default Plugin" underneath the Google Contacts plugin.

Now the Google Contacts plugin will always display in the main section on your "Call Details" page.

7. How do I uninstall the Google Contacts plugin?

To remove the Google Contacts plugin, navigate to your "Plugins" page by clicking the button in the upper, right-hand corner of the Desktop application.

Find the plugin, and click the "Uninstall" button. The Desktop will remove the plugin.