DREW UNIVERSITY

Crexendo VIP Phone System

Frequently Asked Questions

Drew University is transitioning from Mitel MiVoice Connect to the Crexendo VIP phone system. Crexendo VIP keeps the familiar calling features you use today while adding new ways to access your Drew phone service from your desk phone, computer, or mobile device.

General Questions

What is changing?

Drew's existing Mitel MiVoice Connect phone system is being replaced by Crexendo VIP.

- New Crexendo-compatible desk phones for users who have physical phones
- A new voicemail system
- The Crexendo VIP Web Phone
- The Crexendo VIP Mobile application
- An online portal for managing phone settings
- Call history, contacts, answering rules, call forwarding, and other communication features

Will I still have a physical desk phone?

If a desk phone has been assigned to you, you will continue to have a physical phone at your desk. The new Crexendo-compatible phone replaces your existing Mitel phone. The Web Phone and VIP Mobile app are additional options.

Can I use my phone without being at my desk?

Yes. One of the major benefits of Crexendo VIP is that your phone service is no longer limited to the physical phone on your desk. This is also a very helpful feature for our completely remote and hybrid employees.

- Use your Crexendo desk phone
- Use the Crexendo VIP Web Phone on a computer

There is also a Crexendo VIP Mobile app that can be used on a supported smartphone, but we are advising against using it for the time being.

Crexendo VIP Web Phone

What is the Crexendo VIP Web Phone?

The VIP Web Phone turns your computer into a phone. Using a web browser, you can make and receive calls using your Crexendo extension without needing to use your physical desk phone.

- Make and receive calls
- Search contacts and the Drew phone directory
- View call history
- Access voicemail
- Use internal chat and supported messaging features

- Manage answering rules and voicemail greetings
- Use call hold, transfer, conference, and other call controls

How do I access the Web Phone?

Sign in to the Crexendo VIP Portal using your Crexendo account, open the Apps menu, and select Crexendo Web Phone.

You can access the webphone directly using the link below once you have logged in with your Crexendo username, which should be your “Extension” @DrewU and the password you created.

https://portal.crexendovip.com/webphone

What do I need to use the Web Phone?

For the best experience, you should have:

- A computer with an internet connection
- A current, updated web browser
- A microphone and speakers, or preferably a headset
- Your Crexendo VIP username and password

A USB or Bluetooth headset is recommended if you plan to make calls from your computer regularly.

How do I make a call from the Web Phone?

You can make a call in several ways:

- Search for someone under Contacts and select the phone icon
- Call someone from Call History
- Return a call from a voicemail
- Open the dialer and enter an extension or telephone number

Can I receive calls through the Web Phone?

Yes. When the Web Phone is active and configured to receive calls, incoming calls to your extension can appear on your computer. Depending on your answering rules, your desk phone, Web Phone, and other Crexendo devices can all ring when someone calls you.

Can I transfer calls using the Web Phone?

Yes. The Web Phone provides normal business calling functions including hold, transfer, multiple-call handling, and conferencing.

Can I use the Web Phone like a desktop application?

Yes. On supported browsers, the Web Phone can be installed as a web application. This can make it easier to keep Crexendo available during the workday and receive call notifications.

Note: If you would like to know more about the Web phone, this video provides a complete walkthrough as well.

How to Use the Crexendo Web Phone

Voicemail

What happens to voicemail with the new system?

Voicemail will be managed through Crexendo VIP rather than the Mitel system. Please retrieve any old voicemails from the old Mitel system before September 15th.

Your initial welcome email to the Crexendo VIP system should have a section where you can set your new voicemail pin. If you are having trouble setting this up, please let the helpdesk know.

With the new system your voicemail will be accessible through these methods.

- Your desk phone
- The VIP Web Phone
- VIP Mobile
- The Crexendo VIP Portal

Note: **We have, also, enabled Voicemail to email so any voicemails should go to your Drew email as well, where you will receive a transcription of the voicemail and a link to listen to the actual audio.**

Can I listen to voicemail from my computer?

Yes. The Web Phone includes a Voicemail area where you can view and play new and saved messages.

Can I change my voicemail greeting online?

Yes. Crexendo provides options for managing your voicemail greetings, including choosing which greeting is currently active.

Calls and Phone Features

How do I put someone on hold?

On your Crexendo desk phone, press the Hold button or the appropriate on-screen soft key while you are on a call. The Web Phone and VIP Mobile application also provide a Hold option during active calls.

How do I transfer a call?

Crexendo supports two common transfer methods:

- Blind Transfer - sends the caller directly to another extension without speaking to the recipient first
- Attended Transfer - lets you speak with the recipient before completing the transfer

Can I still call people by extension?

Yes. Drew users can continue calling one another by extension. The Crexendo directory also makes it easier to search for another user instead of remembering every extension.

Where can I see calls that I missed?

Call history is available from your Crexendo desk phone, VIP Web Phone, and VIP Mobile application. You can review incoming, outgoing, and missed calls.

Answering Rules and Call Forwarding

What are Answering Rules?

Answering Rules tell Crexendo what should happen when someone calls your Drew extension.

- Ring your normal devices
- Ring multiple devices
- Forward calls somewhere else
- Send calls directly to voicemail
- Use different rules during specific times or dates

Available options may vary depending on your account permissions.

Can I have different call behavior depending on the time of day?

Yes. Crexendo can use Time Frames together with Answering Rules. For example, you could use one rule during normal business hours and another rule outside of those hours.

Contacts, Chat, and Messaging

Is there a company directory?

Yes. Both the Web Phone and VIP Mobile application provide access to Drew's internal directory, allowing you to search for another user and call them without manually entering their extension.

Can I message another Crexendo user?

Yes. Crexendo provides internal chat between users. Conversations may also appear across Crexendo applications when supported by your account.

Can I send regular text messages from Crexendo?

Crexendo supports SMS/MMS when those features are enabled for your organization and account. If external texting is not enabled, internal chat may still be available.

Using Multiple Crexendo Devices

Can I use my desk phone, Web Phone, and mobile app?

Yes. Crexendo is designed to allow users to access their phone service from multiple devices. Depending on your Answering Rules and device configuration, your desk phone, Web Phone, and VIP Mobile app may all be connected to the same Crexendo account.

Do I have to keep the Web Phone open all day?

Not necessarily. If you primarily use your physical desk phone, you can open the Web Phone only when you need it. Users who plan to use the Web Phone regularly may prefer to install it as a web application and allow notifications.

What happens if my computer is turned off?

Your physical Crexendo desk phone can continue to operate independently of your computer as long as the phone and network are operating normally.

Does my computer need to be turned on for my desk phone to work?

No. Your Crexendo desk phone connects to the network independently of your computer.

Working Remotely

What is the easiest way to use my work phone while away from my desk?

You have two convenient options:

- On a computer: use the Crexendo VIP Web Phone, preferably with a headset
- On a smartphone: use the Crexendo VIP Mobile application

Which should I use - the Web Phone or VIP Mobile?

We recommend using the Web Phone.

Crexendo VIP Mobile App

Please note: For the time being, we advise against using the Mobile App.

What is the Crexendo VIP Mobile app?

Crexendo VIP Mobile allows your smartphone to function as an extension of your Drew phone. It is available for supported iPhone and Android devices.

- Make and receive business calls
- Call internal extensions
- Transfer calls
- Access the Drew directory
- View call history
- Listen to voicemail
- Use internal messaging and other enabled features

Where do I get the Crexendo VIP Mobile app?

Search your device's app store for Crexendo VIP Mobile. Install the official Crexendo application, then sign in using your Crexendo VIP credentials. Below will be QR links to app as well:

Does using VIP Mobile change my personal cell phone number?

No. When you place a business call through VIP Mobile, the call uses the Crexendo phone system rather than requiring you to give callers your personal cell phone number.

Can someone calling my Drew work number reach me through the mobile app?

Yes, depending on your Crexendo configuration and Answering Rules. The mobile application can receive calls associated with your Crexendo account.

Can I call another Drew employee by extension from the mobile app?

Yes. You can use the company directory or dial the person's extension directly from the application.

Can I transfer a call from the mobile app?

Yes. VIP Mobile supports transferring calls to internal extensions and, when permitted, external telephone numbers.

Can I see my work voicemail from my phone?

Yes. VIP Mobile includes visual voicemail, allowing you to view and listen to Crexendo voicemail messages directly in the application.

18. Does installing the app on my personal phone give Drew access to my personal data?

No. Installing the app does not give Drew access to your personal data on your device.

19. How does calling 911 work with the app?

Do not call 911 with the mobile app!

Use your personal cell phone number to call 911 if you need emergency help so that they have an easier time locating you.

Note: If you would like to know more about the mobile app, this video provides a complete walkthrough as well.

How to use the Crexendo VIP Mobile App

Getting Help

Where can I learn more about Crexendo?

The Drew University Helpdesk may provide training materials, illustrated guides, and links to Crexendo user documentation during the rollout. Crexendo also provides user guides for the Web Phone, VIP Mobile, voicemail, and other features which can be accessed at the link below:

Crexendo VIP User Training

What should I do if something is not working?

Before contacting the Help Desk, try these basic steps:

1. Verify that your desk phone or computer has a network connection.
2. If using the Web Phone, make sure your browser has permission to use your microphone and speakers.
3. Verify that the correct microphone, speakers, or headset are selected.
4. If using VIP Mobile, verify that the application has permission to use your microphone and send notifications.
5. Sign out and sign back in if necessary.
6. Restart the affected application or device.

Need Help?

Drew University Helpdesk

973-408-4357 | helpdesk@drew.edu | 9:00 AM - 5:00 PM

Your Drew phone is no longer just the phone on your desk.

Desk Phone | Computer | Smartphone