

Dialpad User Training

LaGrange SD 102



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T-Mobile Certified Cloud | Professional Services

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Getting Started

- What is Dialpad?
- Accessing Dialpad
- Your Dialpad Profile

What is Dialpad?

What you can do: Dialpad is a pure-cloud business communication platform that's in tune with the way your team works today—whether it's from the back of an Uber, in line for a coffee, or flying over the Atlantic.

Details on how to:

<https://help.dialpad.com/hc/en-us/articles/115003095226-What-is-Dialpad->

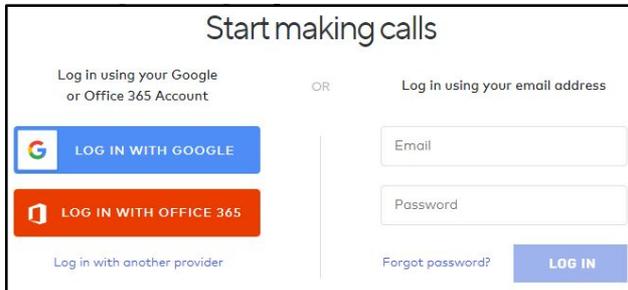
Accessing the Dialpad Portal

Steps:

1. Go to Dialpad.com
2. Hit **Login** at the top



3. Log in with your



Your Dialpad Profile

What you can do: As an individual user (and not a Dialpad Admin), chances are you won't spend too much time in the web portal. There are, however, some important features here that every user should know.

Details on how to:

<https://help.dialpad.com/hc/en-us/articles/210482063-Your-Dialpad-Profile->

Calls and Messages

- Calling
- Messaging
- Check Your Inbox

Calling

What you can do: Learn how to place and receive calls. How to handle current calls from muting to transferring to placing someone on hold. Also see how you can conference people in and utilize video calling.

Details on how to:

<https://help.dialpad.com/hc/en-us/sections/360003956072-Calling>

Messaging

What you can do: Learn how to utilize the features of the Dialpad messaging feature. Send, receive, utilize group messaging and discover your other Messaging options.

Details on how to:

<https://help.dialpad.com/hc/en-us/sections/360003962851-Messaging>

Check Your Inbox

What you can do: Your Inbox displays a history of all your Dialpad calls and messages and is the easiest place for you to check your voicemail or listen back to a recording.

Details on how to:

<https://help.dialpad.com/hc/en-us/articles/115003316946-Check-Your-Inbox>

Devices

- Desktop App
- iOS App
- Android App

Using the Desktop App

What you can do: The Dialpad desktop app works on both Windows and MacOS devices. The application allows you to utilize the full range of Dialpad service right from your computer with no need for a desk phone.

Details on how to:

<https://help.dialpad.com/hc/en-us/articles/115003414126-Tour-the-Dialpad-App->

Using the iOS App

What you can do: Dialpad Talk helps you stay connected with a cloud phone system that works in real-time, across all your existing devices, to deliver voice, video, and messages. This article gives you an insight into the inner workings of our iOS app.

Details on how to:

<https://help.dialpad.com/hc/en-us/articles/208823966-Use-the-iOS-App>

Using the Android App

What you can do: Dialpad Talk helps you stay connected with a cloud phone system that works in real-time, across all your existing devices, to deliver voice, video, and messages. This article gives you an insight into the inner workings of our Android app.

Details on how to:

<https://help.dialpad.com/hc/en-us/articles/208823986-Use-the-Android-App->

Additional Resources

Should you need additional assistance with your services, your company admin can assist you with any issues.

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