

Soluto® for Vonage FAQs

1. What is Soluto® for Vonage?

Soluto® for Vonage is personalized, US-based, advanced business tech support. Soluto® for Vonage keeps your business technology running and helps you get the most out of your technology investment.

The Soluto® for Vonage service includes a rich messaging mobile platform that connects you and instantly to a Tech Expert. Search the knowledge base, chat or talk to a live agent to get help with your business technology.

2. How do I contact a Tech Expert?

A Tech Expert is there for you and your business Monday – Sunday 7am-9pm CST. Simply open the Soluto® for Vonage app and either start typing in the “Type your question” bar or click on the phone icon. One tap can connect you in seconds. It’s that easy!

3. What types of devices can a Tech Expert help me and my business with?

Soluto® for Vonage supports a broad set of hardware and software that matters most to businesses. A Tech Expert can support the following:

- Employee non-personal devices (desktops, laptops, tablets)
 - Setup and customization
 - Troubleshooting and connectivity
- Network/Wireless
 - LAN configuration management
 - Connecting multiple employee devices
- Mobile Devices
 - Mobile device management installation
 - Device setup
- 3rd Party Software
 - Office 365, Quickbooks, Square, Dropbox
 - Cross device installation
- Business Devices including printers, scanners, and credit card readers
 - Setup and connection to employee devices
 - Installation and troubleshooting

4. How do I install the Soluto® for Vonage app?

You can download the app from the app store on your device

- Download for Android:
 - <https://play.google.com/store/apps/details?id=com.asurion.solutohome.solutoforvonage>
- Download for Apple:
 - <https://itunes.apple.com/us/app/soluto-for-vonage/id1414422154?ls=1&mt=8>