

Telzio



Telzio is used at Grace for Phone desk calls, messaging, and faxing. You can get ahold of other people directly by calling them at their extension number (a four digit number), referenced in the Telzio Company Directory. The Office number for each campus is a Telzio registered Number and can be monitored from the Telzio Dashboard. You can either use Telzio in the browser at [Dashboard - Telzio](#), using a desk phone assigned to you, or you can download the app onto your phone from:

- [Telzio on the App Store \(apple.com\)](#)
- [Telzio - Apps on Google Play](#)

If you are a New Hire, one of the first emails you should have received is this welcome email from Telzio. The link provided in this email will let you initialize your Telzio account and let you create your Telzio password. An extension is assigned already for you. The email will be sent from no-reply@telzio.com. If you can't find it, Grace IT can resend the Welcome email to you. This is what the welcome email will generally look like below:

Sample Telzio Welcome Email

From:

 Telzio <no-reply@telzio.com>

Tuesday, February 21, 2023 3:11 PM

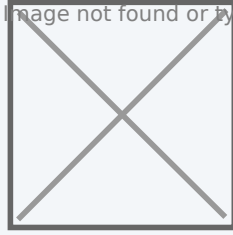
John Doe

 [EXT] Telzio User Registration

You don't often get email from noreply@telzio.com. [Learn why this is important](#)

External Sender

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Your New Telzio User

Hi John,

Grace Church has added you as a user for Telzio.

Username: jdoe

Choose Your Password

How to Manage Your Account

Log in at telzio.com/login to get started. You can edit your preferences such as hold music, avatar, email, and password, and manage your call history, voicemail, text messages, and call recordings through the website.

How to Make Calls

You can [make and receive calls](#) and texts with Telzio's mobile app, directly from your online dashboard or with an IP phone.

Download the Mobile App

Log into Telzio's mobile app to make and receive calls and text messages. Dial *98 from the app to record a voicemail greeting and listen to messages. [Get the mobile app.](#)

Get an IP Phone

Log into an IP phone to make and receive calls. Most IP phones also support text messaging. Browse [our shop](#) for desk, cordless, and conference phones.

How to Find Help

Search our [support pages](#) for answers and setup guides, or [contact us](#).

Sincerely, Telzio



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For information regarding Office operations with Telzio, please refer to documentation under your Campus's SharePoint site, typically under a "Front Desk" or "Phone Toolbox" folder.

Troubleshooting Smartphone App

If you suddenly have issues with sending or receiving calls through the Telzio app, you may need to reinstall the app. Sometimes this may be due to the app not being automatically updated per your phone app settings. Usually, uninstalling and reinstalling the app will fix the issue for you, and then it would be worth double checking that automatic updates for the Telzio app is enabled.

Do a clean reinstall of the Telzio app from App Library and Home Screen:

- Touch and hold the app in App Library,
- tap Delete App,
- then tap Delete (choose the option to remove all Telzio Data, if there is one, to completely remove all Telzio App files from your phone)
- Now reinstall and sign back into the Telzio app with your account. Try making calls again!

Revision #4

Created 21 February 2023 20:17:17 by John Fahringer

Updated 22 April 2024 21:06:15 by John Fahringer