



# Switchvox Softphone for Android Quick Start Guide



## PREREQUISITES

- ❑ Switchvox Web Suite IP address or domain name
- ❑ Extension and password with Softphone Assignment
- ❑ Switchvox Softphone App downloaded to your phone

## SOFTPHONE CONFIGURATION

### Using a QR Code

- Open a web browser on your computer, and navigate to Switchvox.
- Log into Switchvox using extension number and password.
- Click the softphone QR code icon in the upper right.
- Tap the Softphone App on your phone to display the configuration screen with the camera activated.
- Point the phone camera at the QR code to configure your app.

### From an Email

Open on your phone the email sent you by your Switchvox Administrator and follow the instructions.

## SWITCHVOX WEB SUITE


Use the Web Suite to set up voicemail and customize a greeting, to define Contacts and Favorites, Call Rules, and Status.

## FAVORITES AND CONTACTS


**Favorites** are the entries that you defined in the setting **Features > Phone Features > Rapid Dial Favorites**

**Contacts** are your entries from **Features > My External Contacts**, plus all of the contacts that your Switchvox Administrator has included.


## STATUS

 **Status.** Allows you to change your status at any time from within the app. Your status is visible to your Switchvox coworkers.


## SETTINGS


 **Reset.** Delete softphone configuration and remove content.


## AUDIO


 **Audio.** Change your audio settings to speaker, or headphones or bluetooth device if you have a device connected.


## MAKING CALLS

 **Keypad.** Enter an extension or number, then tap the CALL icon. Also use the Keypad while on a call, to enter numbers.

 **Contacts.** Find the contact, then tap either Dial or Dial VM.


 **Favorites.** Tap a contact from Favorites, or tap its Info Icon to view the favorite's contact detail page, then tap either Dial or Dial VM.

 **Call Log.** Either tap a contact name from the Call Log, or tap its Info Icon then tap either Dial or Dial VM.

 **Voicemail.** Tap a contact name from Voicemail, then tap Call Back.

## RECEIVING CALLS

 **Answer.** Accept the Switchvox call.


 **Transfer.** Make unassisted (blind) transfer to another extension or contact.


 **Ignore.** Stop ringing and use next call rule.


 **Send VM.** Send call directly to your Voicemail.

## HANDLING CALLS


 **Hold.** Put call on hold. Tap **Resume** to resume the call.

 **Conference.** Begin a three-way conference call by tapping Conference, selecting or dialing another number, then tapping Conference again.

 **Split.** Drop a call from a conference. To cancel the conference call, tap your first caller's name, then tap Cancel.

 **Transfer.** Make an assisted transfer. Put existing call on hold. Dial or select a number to transfer the call to.

 **Mute.** Mute a call. Tap **Unmute** to take the caller off mute.

 **Record.** Begin an audio recording of a call. Retrieve recording in Voicemail.

 **End.** Terminate a call.