



Switchvox Softphone for iPhone 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 iPhone to display the configuration screen with the camera activated.
- Point the iPhone 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

 **Accept.** Answer the Switchvox call.


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


 **End and Accept.** End the current call and Answer the new call.


 **Hold and Accept.** Hold the current call and Answer the new call.

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.