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 iPhone

SOFTPHONE CONFIGURATION

- 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.

Alternatively, open on your iPhone 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 (Phonebooks), Call Rules, and Status.

If you have another Switchvox extension you can converge it with this extension to share voicemail, call log, and status, using the caller ID of the main extension.

FAVORITES AND CONTACTS

- **Favorites** are the entries from your Switchvox Phonebook that you defined in the setting **Phonebook for Rapid Dial Keys**.

   Features > Phonebooks > Modify Phonebook Options

- **Contacts** are the entries from your Switchvox Phonebooks plus any contacts your Switchvox Administrator has included. Your iOS contacts can also be used to make calls. In the Contacts tab, tap iOS Contacts to find and dial a number via Switchvox.

STATUS

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

⚠️ **Incoming iPhone calls can affect your Switchvox Softphone calls**

- If you dialed and the call is ringing, that call ends.

- If you are on an active call, it is put on hold.

- If you have calls on hold, they aren't affected.

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

- **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.

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.

For more information visit digium.com/switchvox-mobility