Windows & macOS® Switchvox Softphone Quick Start Guide

SANGOMA

PREREQUISITES

❏ Switchvox PBX IP address or domain name

❏ Extension and password with Softphone Assignment

❏ Switchvox Desktop Softphone installed

Minimum requirements macOS 10.13 and Windows 7

SOFTPHONE CONFIGURATION

1. Open the Switchvox Softphone app.
2. On the PBX Setup screen enter your Switchvox host.
3. Log into Switchvox using extension number and password.

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.

AUDIO

Mute. Mute your microphone. Click **Unmute** to turn on your microphone.

Volume. Change your playback volume on calls and voicemails.

The phone uses your system sound settings for input and output.

MAKING CALLS & TOOLBAR

Keypad. Enter an extension or number, then click on the CALL icon. Also use the Keypad while on a call, to navigate interactive voice responsive menus.

Favorites. Displays your Rapid Dial list. Create and edit lists in the web suite. Find the contact, then click the number to dial.

Call Log. See your recent incoming, outgoing, and missed calls. Click the phone number to dial it.

Voicemail. Display your Voicemail INBOX. Unread messages are marked with a closed envelope.

Contacts. Find the contact, then click the number to dial, or use Contacts from within **Transfer.**

REDIAL

In the **Keypad** screen click the **Green Dial** button to recall the last number, confirm the number is correct then click the **Green Dial** button to redial.

RECEIVING CALLS

Heather Morales
555-555-0130

Answer. Accept the Switchvox call.

Ignore. Stop ringing and use next call rule.

HANDLING CALLS

Sean Jackson
555-555-0188
0:03

HOLD   TRANSFER   RECORD   END
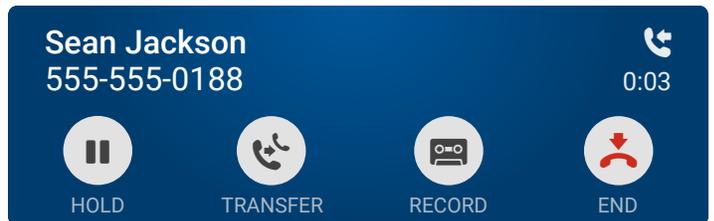
Hold. Put call on hold. Click to resume the call.

Transfer. The call is placed on hold. Dial or click a number to transfer the call immediately.

Record. Start and stop recording a call. Recordings are found using the Switchvox web suite Voicemail Mailbox in the Recordings folder.

End. Hang up.