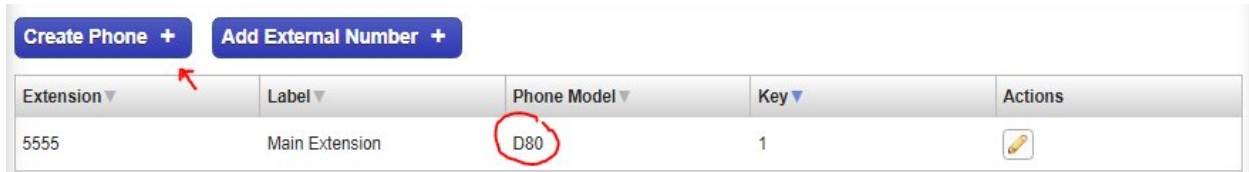## Digium Switchvox Softphone App Setup & User Guide

- Log into the **admin** web portal
- Click **Setup** > **Extensions** > **Manage** and click the **Manage Phone button** to the right.

- Make sure the **Phone Model** shows the correct desk phone
- Click **Create Phone +**

- Create the **Extension** for the **Softphone** (This must be a number that is **not** being used for an extension already.)
- In the pull-down menu, select **Switchvox Softphone**
- The '**Send email to:**' field will populate on its own if the user has an email address already entered into their account information. (This email is **not necessary** to complete the setup.) Leave the email toggled to **No**.
- Leave the '**Acknowledge Rapid Transfer**' set to **No**.
- Enter the name you want to call the managed phone in the **Label** field
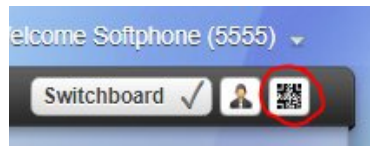

- Click **Save**

- It will return to the previous screen, and your **Softphone** extension will appear

- Now that the extension is created, the user will need to log into their **End-User Portal**, or an **Admin** can log into their portal for them.
- Click the '**Log in As This User**' button. (You'll also notice the phone icon next to the extension number...that ensures that it was configured correctly)

5555	📞 ←	Main Phone	Softphone Demo	🔲 ✏️ 🗒️ ❌

- When you log into the user's **portal**, in the upper right-hand corner a **QR Code** button will appear.

- Click the **QR Code** icon and the code will **expand**.

Softphone Assignment Token For Softphone Demo (5556)

Scan this code with the Switchvox Softphone app to automatically fetch your configuration.

- Now, if you haven't already, download the **Switchvox Softphone** app from either the **Apple App Store**, or **Google Play**, depending on your type of phone.

- Once it is downloaded, open the app, and allow access the **prompts** that pop-up. (The softphone will not work unless access is granted)
- The app will then ask you to scan the **QR Code**. Point the camera on your smartphone at the **QR Code** on the screen, and the **Softphone** will automatically **configure** itself.
- Once configured, the screen will change to your **Softphone Keypad**.

User Guide

- The **Switchvox Softphone** is designed after the **Digium D80 Touch-screen** phone.
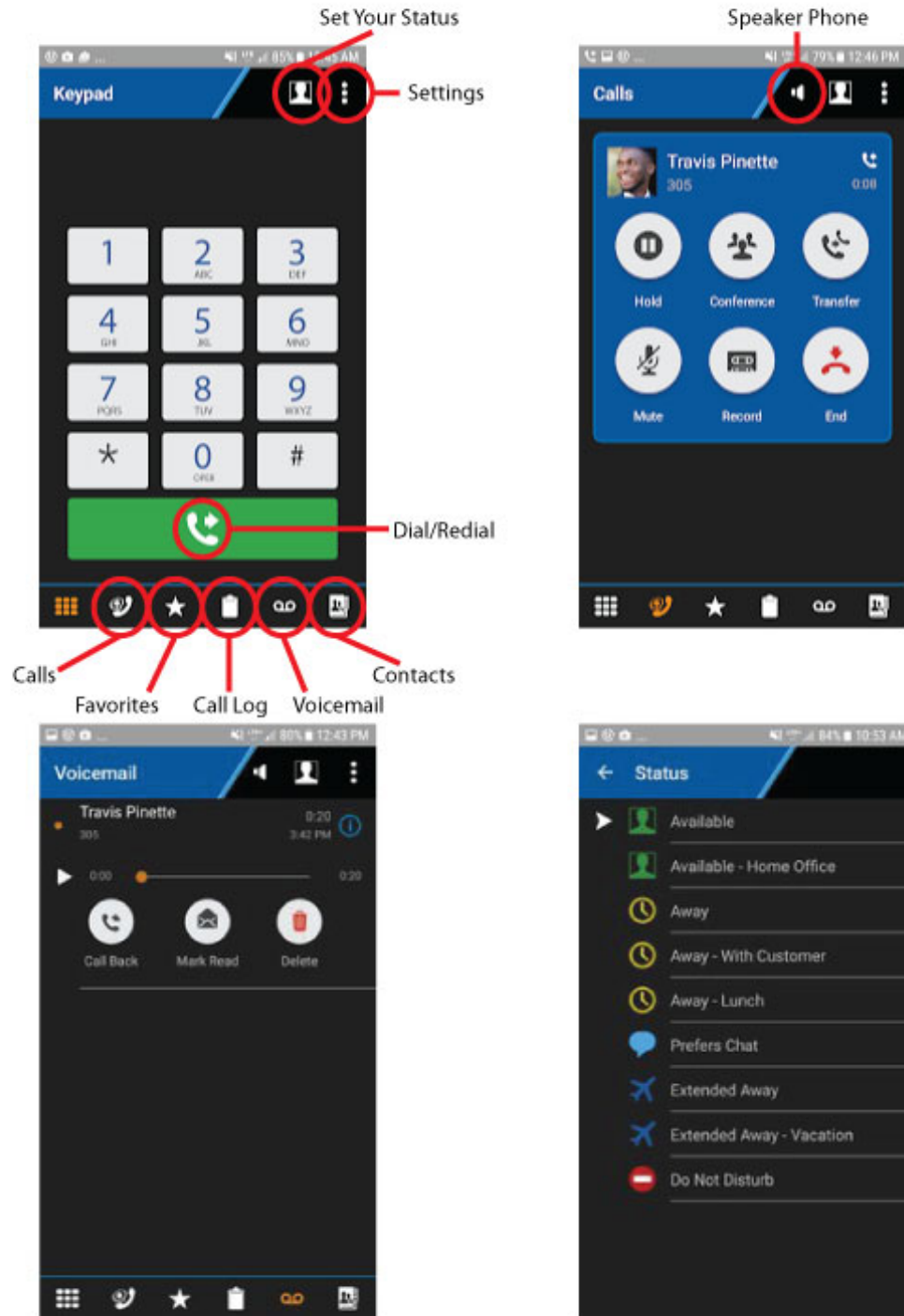
- All **contacts**, **favorites**, and **voicemails** are synced with your desk phone. Any changes on your desk phone will be reflected on your **Switchvox Softphone**.

Transfer Dialing:

- When you are on a call, you are able to "**move**" the call between your **desk phone** and your **softphone**, and the person on the other end will have no idea.

  - While on a call on your **desk phone**:
    - Make sure your **Softphone** app is **open**
    - Open your keypad on your **D80** and dial ****2 (D60**s – Just dial ****2)**
    - Your **Softphone** will ring, click **Answer**
  - While on a call on your **softphone**:
    - Open your keypad while on the call and dial ****1**
    - On your desk phone, push **Answer** or pick up your **handset**.