



Setting up your **sangoma phone** Desktop App

Once your **ADMIN** has set up an extension for your Desktop Softphone and downloaded your app to your Desktop, open the application.

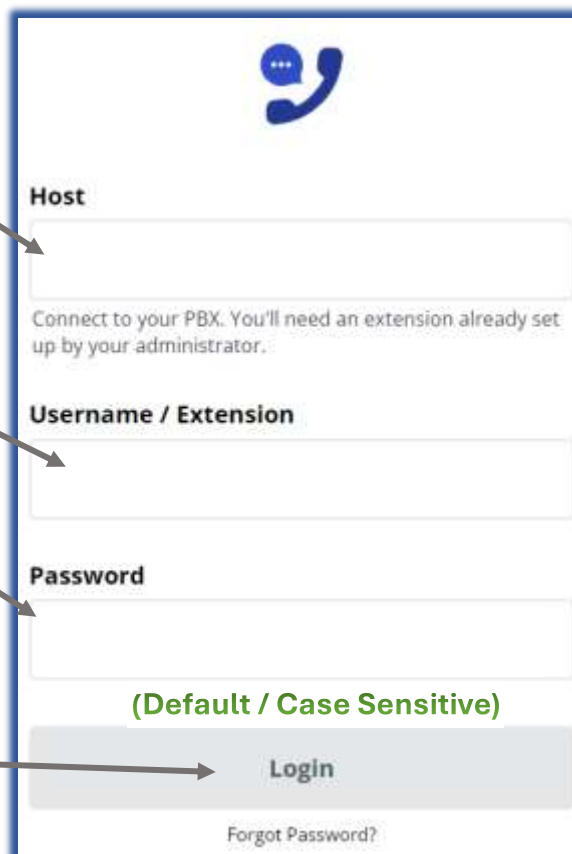
(It will have this logo.)



In the **Host** space, type in the *Hostname* of your **Switchvox User Portal**.

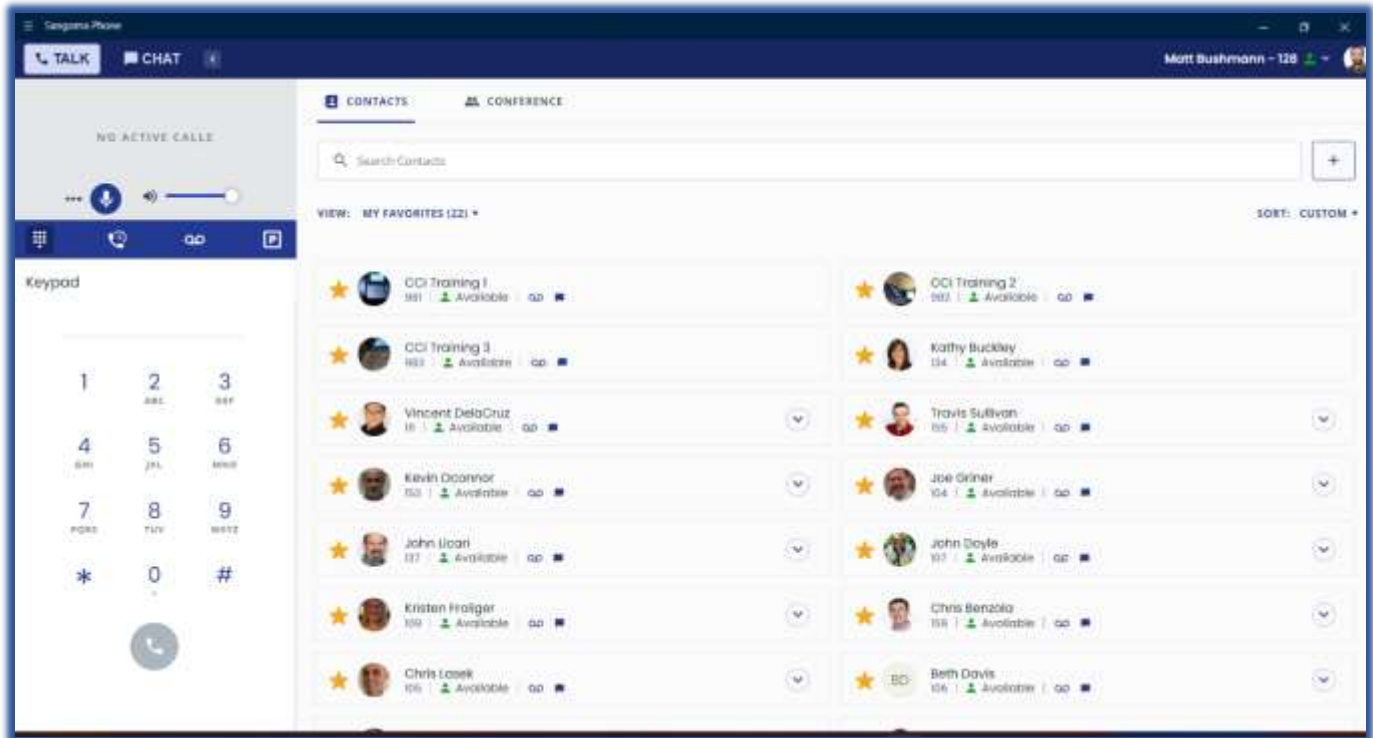
Login with your user:
EXTENSION NUMBER
and
SWITCHVOX PASSWORD
(Not your VM PIN)

Once the **Hostname URL**, **Extension #**, and **Password** have been entered, click "**Login**."



The screenshot shows the login interface of the Sangoma phone Desktop App. At the top is the Sangoma phone logo. Below it are three input fields: 'Host', 'Username / Extension', and 'Password'. The 'Host' field has a placeholder text: 'Connect to your PBX. You'll need an extension already set up by your administrator.' Below the 'Password' field is a green note: '(Default / Case Sensitive)'. At the bottom is a 'Login' button and a 'Forgot Password?' link.

After you login, you now have full access to your
Sangoma Phone for Desktop App!



Now let's check out some features!

The **Sangoma Desktop Phone** allows you to ***Make Calls*** and ***Chat!***
You can choose what action you would like to make by clicking these options:

Opens up ***Keypad*** and
Talk Toolbar



Opens up ***Chat*** window
(See ***Chats***. Pages 8-9)

Desk Phone **TALK** Toolbar



Keypad

Call Log

Voicemail

Parked Calls



Keypad

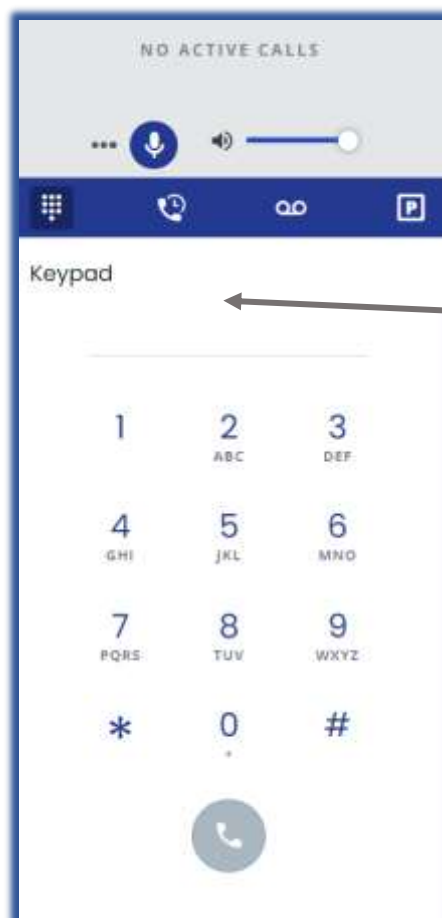
Enter an extension or number, then click on the  icon. Also use the Keypad while on a call, to navigate interactive voice responsive menus.

Once the phone number or extension has been entered, press the  icon or the “**ENTER**” button on your keyboard to make the call.

The  icon also acts as the **REDIAL** button.

If there are *no numbers* entered on keypad, click the  icon to recall the last number.

Confirm the number is correct then click the  icon again to redial.



You can copy a phone number from an e-mail or other program and paste it by right clicking the keypad's window here.

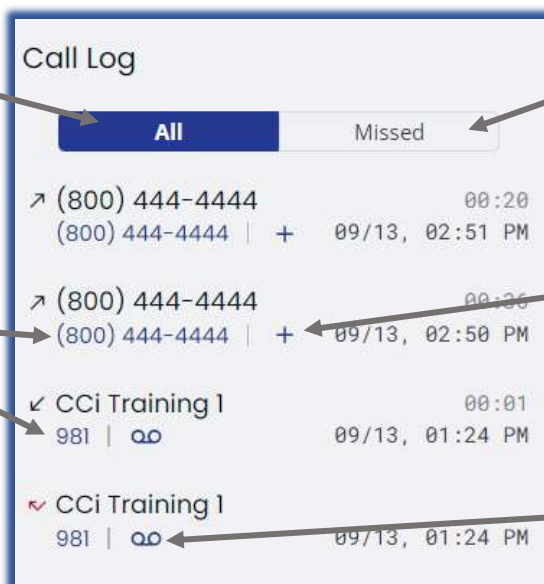


Call Log

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

Displays all recent **Incoming**, **Outgoing**, and **Missed Calls**.

Click the **BLUE phone #** or **extension #** to call.



Displays your **Missed Calls** only.

Click to add **EXTERNAL** number to your **CONTACTS**

Click to call co-worker's **voicemail**.



Voicemail

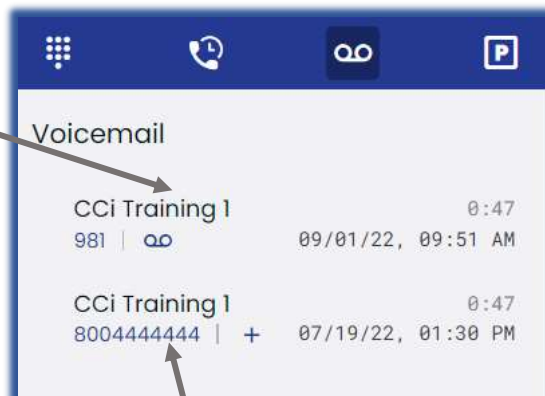
Displays your Voicemail INBOX.

Click anywhere on Voicemail Tab (other than phone number) to open Voicemail.

You can then play the voicemail message.

(Listen to it via computer audio)

Incoming calls will not override the message being played, but app's phone will continue to ring



Click the **BLUE phone** or **extension #** to call contact back.

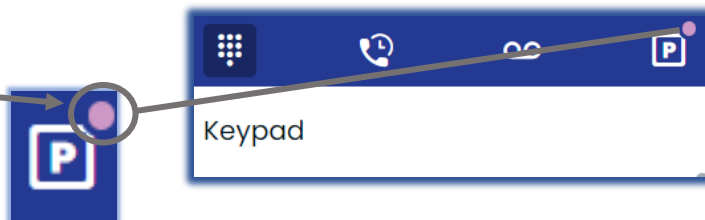
You can also **DELETE** the voicemail.



Parked Calls

Answer calls “parked” from other extensions.

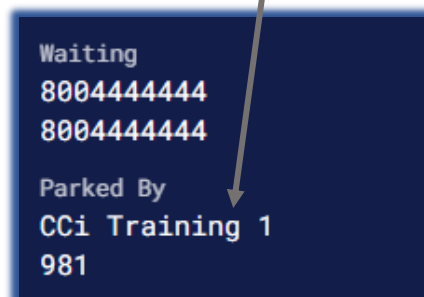
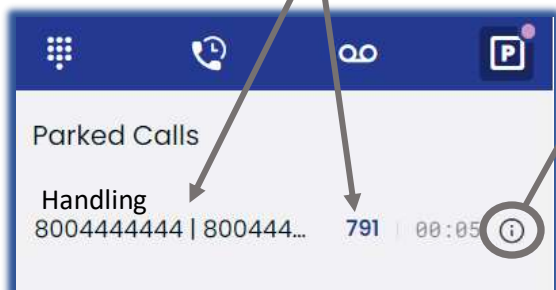
When a call is placed in a *Parking Lot Extension* a **●** appears next to the **Park** symbol.



Click **P** to see the Caller ID of who is parked.

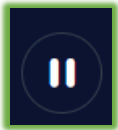
Click the **Extension #** they are parked in to retrieve that **PARKED CALL**.

Click for information about the parked call, including the **co-worker's extension** that parked the call.



Handling a Call in Progress..

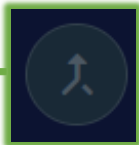
While on a **call** using your **Sangoma Desktop Softphone**, an *information bar* will appear above the keypad.



HOLD - Put call on hold. Click again to resume the call.



TRANSFER - The call is placed on hold. Dial an extension or external number. The  symbol turns into . Click to instantly transfer to number. You can also click a **CONTACT** to transfer the call immediately.



MERGE CALLS (3-WAY CALLING)



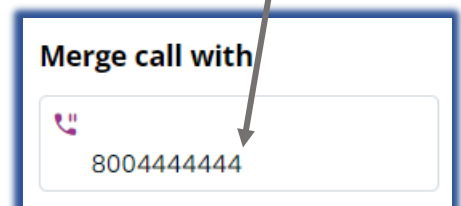
To start a 3-way call, place the first caller on **HOLD** then dial the other contact you want to join the call.



Once connected to second caller, you will then see the  button “light up”. Click the  button to merge both calls.



You will then be prompted to confirm the phone number you want merged with call. To confirm, click the number.





During a 3-way conference call, click this to open your **Sangoma Phone Conference Center**

See Members in Conference call.

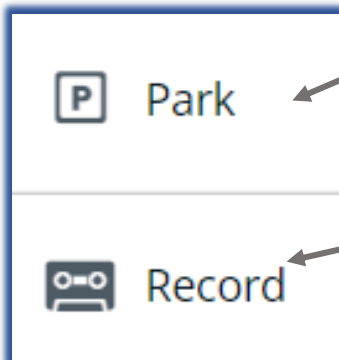
Mute Individual(s) or everyone.

Remove individual(s) from conference or end whole conference.



MORE

Click to open the **RECORD** and **PARK CALL** options.



Park the call you are currently on. Can be retrieved in **PARKED CALLS** tab or by dialing the “parking extension” directly.

Start and stop **RECORDING** a call. Recordings are found using the **Switchvox User Portal** Voicemail Mailbox in the Recordings folder.
(If permitted by your system administrator)



END CALL

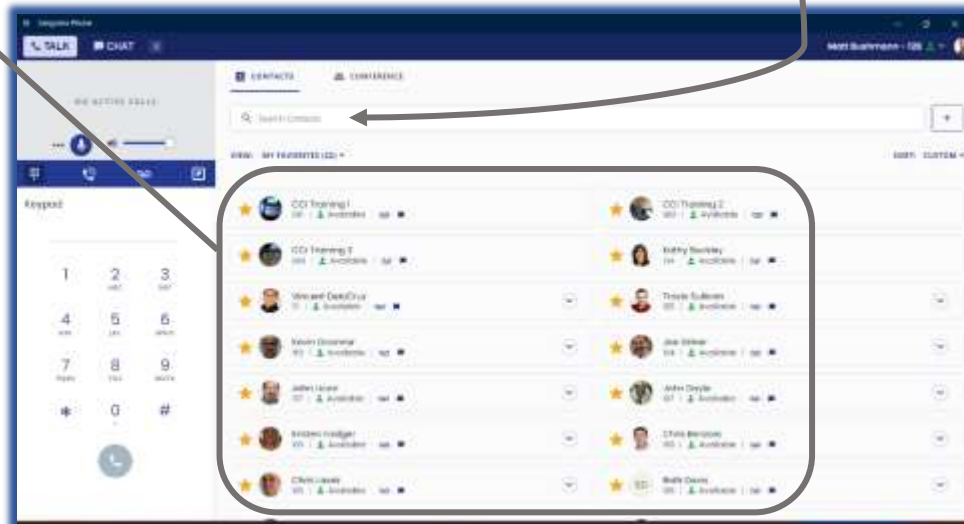
Hangs up with caller.

Contacts / Favorites

Favorites display your *Rapid Dial* list.
You can create and edit lists in the
Switchvox User Portal.
(See *Contacts/Rapid Dials Guide*)

Favorites appear here in order you put in your
Switchvox User Portal setting:
Features > Phone Features > Rapid Dial Favorites

You can search *Contacts*
by entering the **name**,
number, or **extension**.

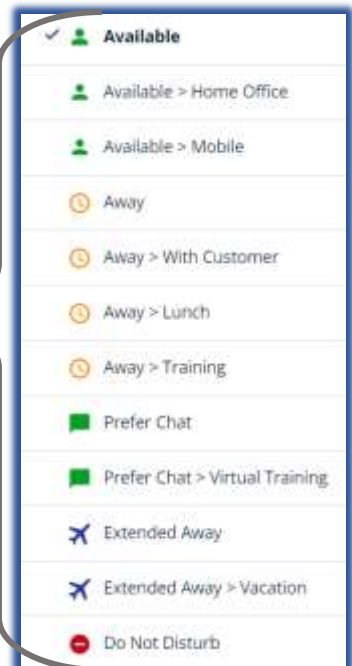


Status

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

Click the  icon on the top
right of the **Sangoma Phone**
screen to access your
STATUS options

Click the **STATUS**
you would like to
place yourself into:



Audio

During a call, you can
mute a caller and
raise/lower volume of
the call.

MUTE

ADJUST
VOLUME



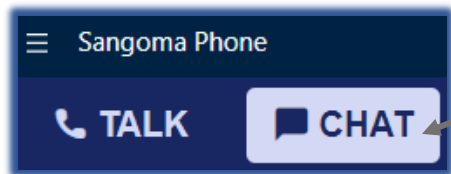
Chat

Text message co-workers from your extension or **SMS chat with outside clients using your DID (Direct Inward Dial).**

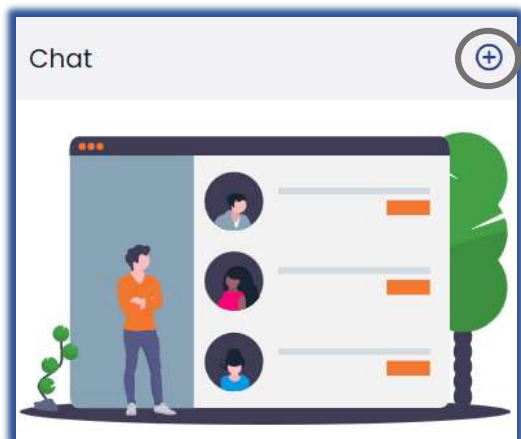
[needs to be approved by your local administrator]

***Also has ability to sync with text messages via the SWITCHVOX CHAT APP!**

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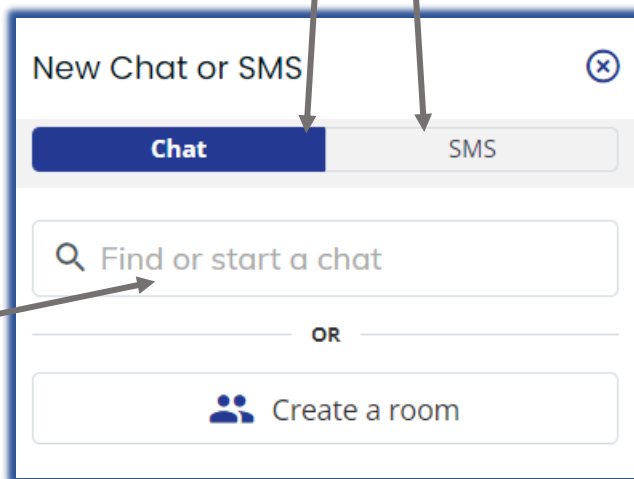
To start a chat, click the **CHAT** icon on top left of **Sangoma Phone** app screen.



Press the  icon to start a new chat

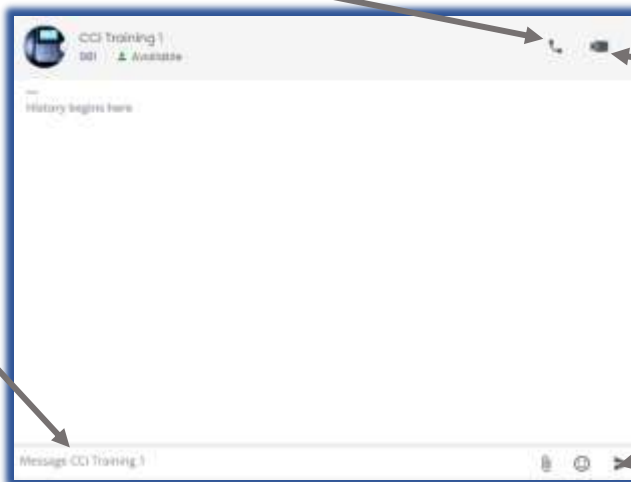
Select **CHAT** for co-workers.

Select **SMS** for external contacts.



Find a contact to start a chat with by entering their name or number in this field.

Click to call contact.



To start a chat, enter your message **here.**

Click to start a **Sangoma Meet** virtual meeting.
Video conferencing
Screen sharing
ETC

Click to send message.

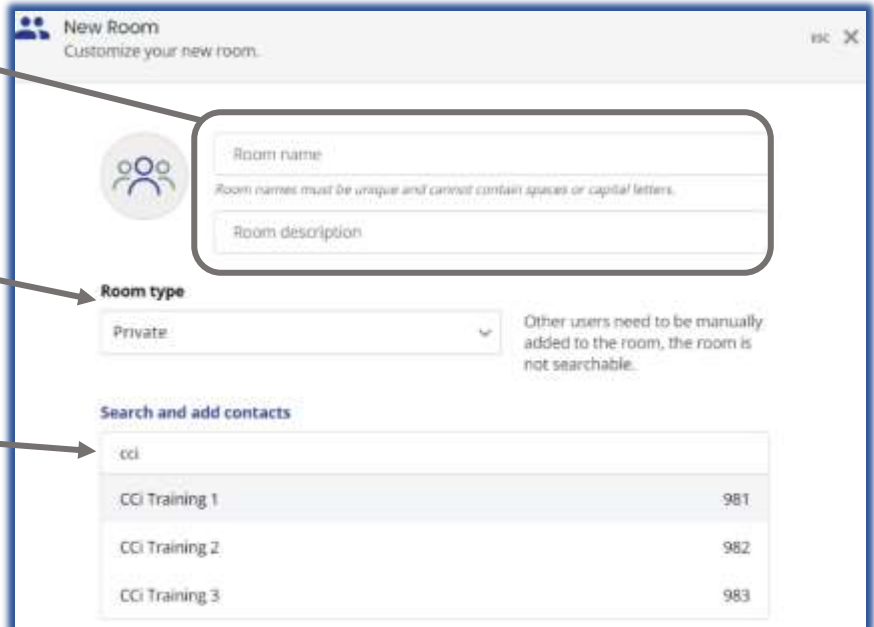
To start a **GROUP CHAT** with co-workers, click the “*Create a room*”.

 Create a room

Name the room with option of describing room.
(i.e., “Sales Team”)

Choose if room is **PUBLIC** or **PRIVATE**.

Add co-workers’ extensions of who you want in group chat.
(Can have up to **10** members)



New Room
Customize your new room.

Room name
Room names must be unique and cannot contain spaces or capital letters.

Room description

Room type
Private
Other users need to be manually added to the room, the room is not searchable.

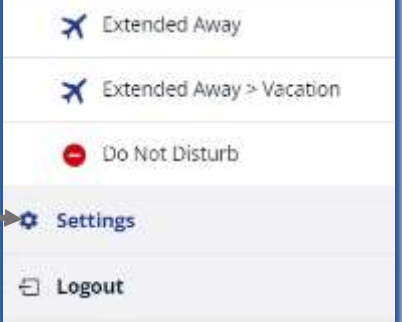
Search and add contacts

cc	
CCI Training 1	981
CCI Training 2	982
CCI Training 3	983

Settings

Personalize your audio, chat, and interface of the Sangoma Phone Desktop App!

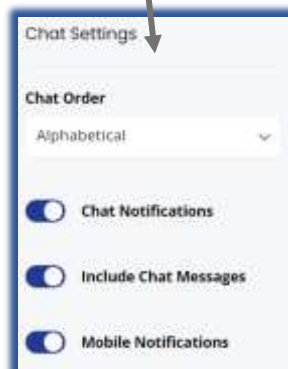
Settings tab is located on bottom of **STATUS** window.



Customize audio settings



Customize chat settings



You can also customize your **GENERAL, IDLE, CALL POP UP** settings and more!