

Installing, configuring, and using SessionCloud Softphone for Windows

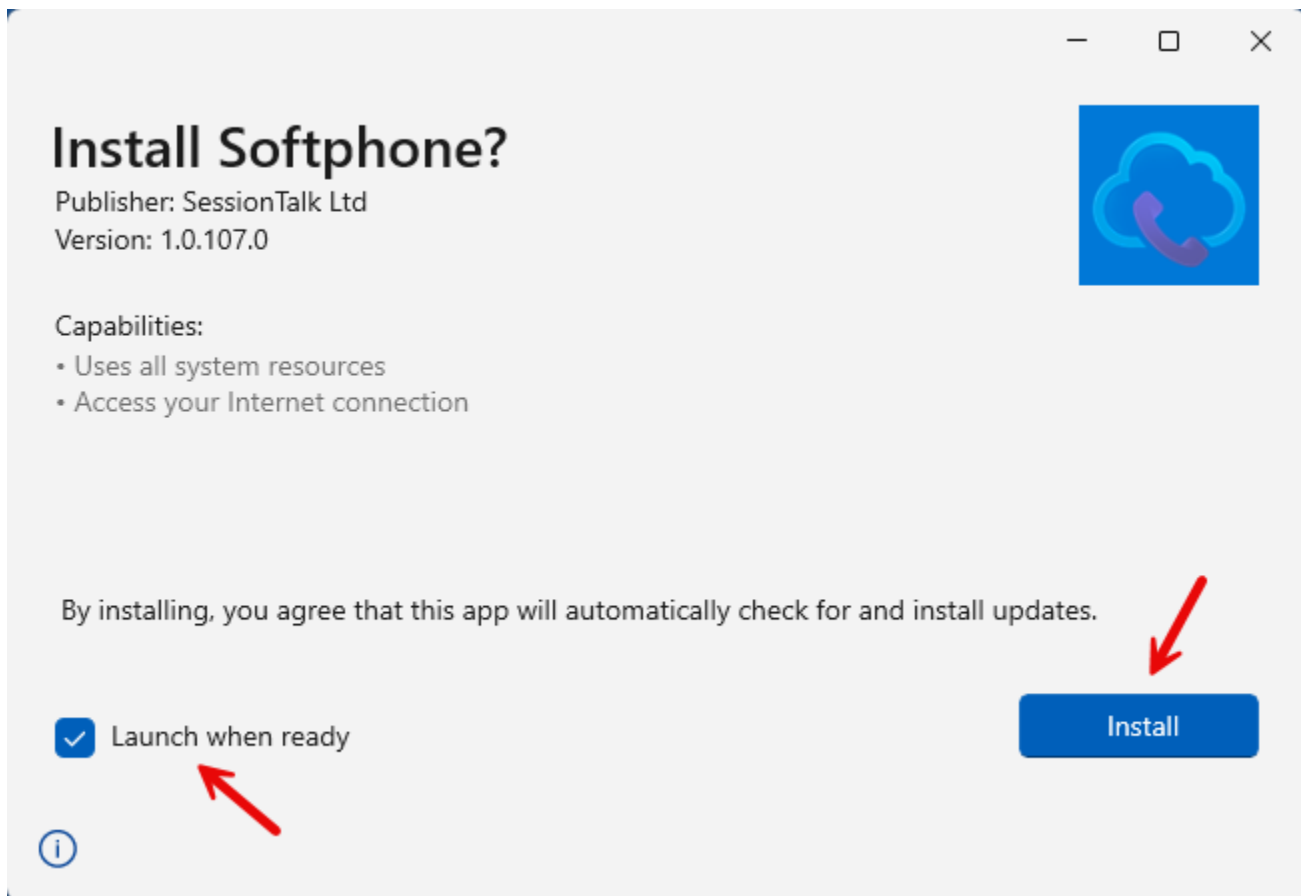
INSTALLATION AND CONFIGURATION

Download “SessionCloud SIP Softphone” for Windows from this link:

<https://windows-softphone.s3.eu-west-2.amazonaws.com/sessioncloud.appinstaller>

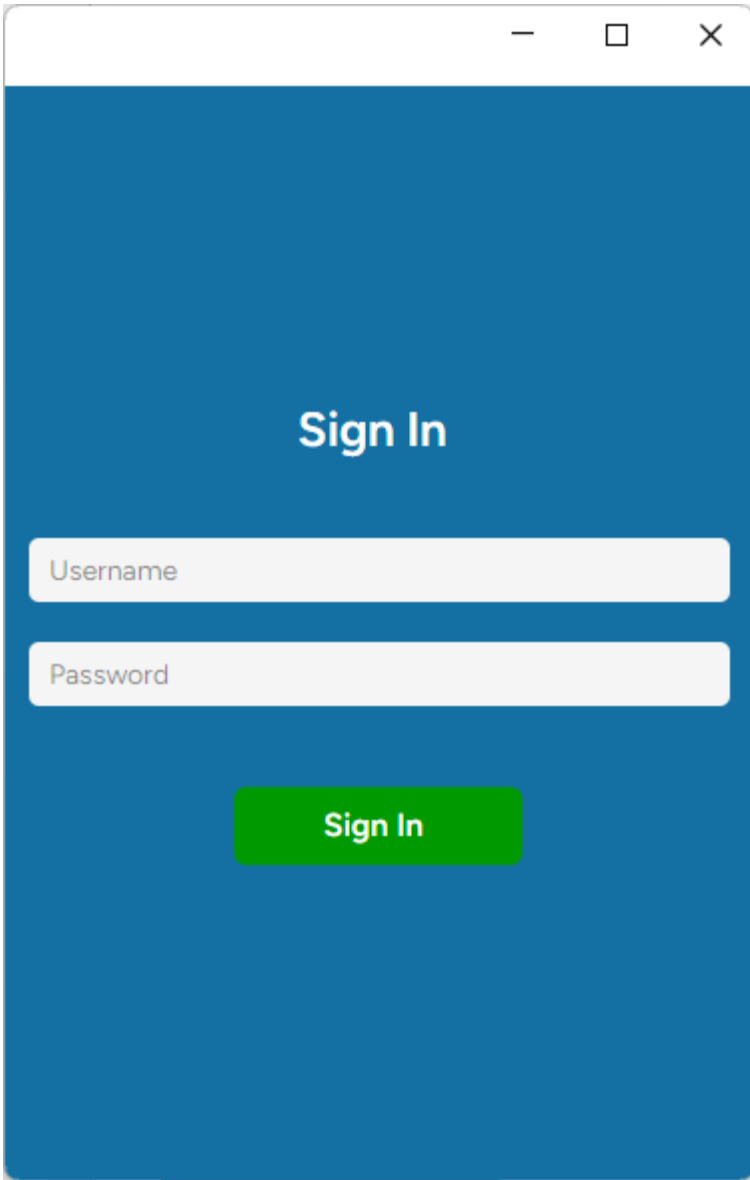
You will be downloading the file “sessioncloud.appinstaller”

Once the file is downloaded, run it (Double click on it) and you will see this screen:



Make sure “Launch when ready” is selected and click on “Install”

Once the application starts, enter “PBX On The Cloud” on the Username line and leave “Password” blank. Click on “Sign In”:



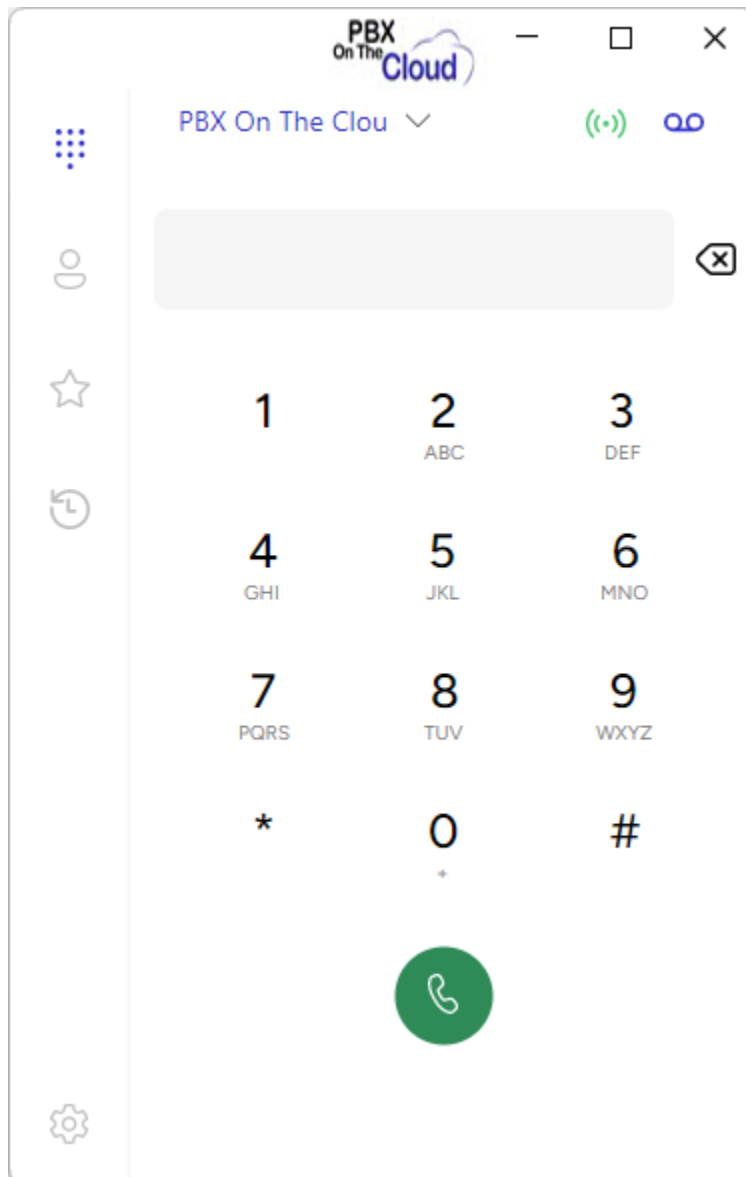
The image shows a screenshot of a web browser window displaying the 'Sign In' page for PBX On The Cloud. The page has a solid blue background. At the top center, the text 'Sign In' is displayed in white. Below this, there are two white input fields: the first is labeled 'Username' and the second is labeled 'Password'. At the bottom center, there is a green button with the text 'Sign In' in white. The browser window's title bar is visible at the top, showing standard minimize, maximize, and close buttons.

Fill the following fields based on the information provided by PBX On The Cloud User Guide document:

Username: Your extension or direct phone number.
Password: Your extension or direct phone number password. This is provided in the User Guide PBX On The Cloud sent you. Be very careful to type the password correctly to avoid blocking your Softphone. (You can contact your PBX On The Cloud representative for help if this happens).
Domain: It will be provided in your User Guide and it can be s1 or four letters corresponding to your Company Code followed by .pbxonthecloud.com, like s1.pbxonthecloud.com or xyyy.pbxonthecloud.com


The image shows a screenshot of a web browser window titled "PBX On The Cloud". The page content includes a "New Account" heading and three input fields: "Username", "Password", and "Domain". Red arrows and text provide instructions: "1. Extension or phone number" points to the Username field; "2. Password" points to the Password field; "3. Should be s1.pbxonthecloud.com or xyyy.pbxonthecloud.com where xyyy are 4 letters we assign to your service and will be in your User Guide" points to the Domain field; and "4. Click here to save" with a checkmark icon points to a button on the right side of the form.

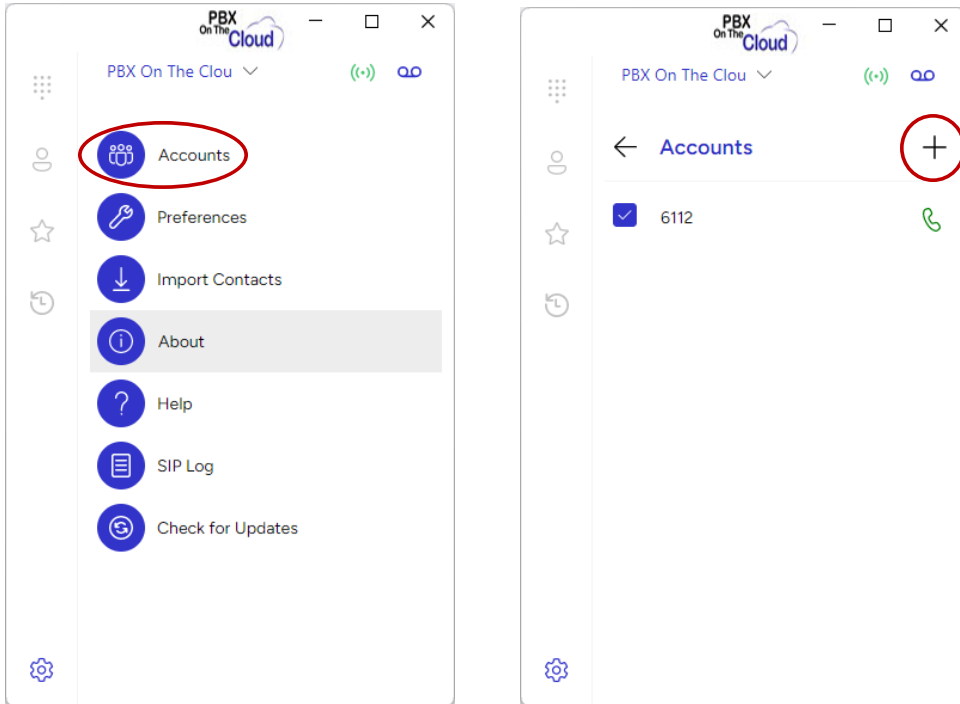
You should be seeing the following screen showing an antenna in **GREEN**, indicated that your service is active. If this icon is **RED**, you will need to edit/review your settings by selecting your account as indicated on page 5. Check the Username, Password and Domain. Please keep in mind that we need to have your Internet IPv4 address previously approved, so visit <https://whatismyipaddress.com> and get that address and let us know so we can approve the entire range of IP address that you Internet Service provider can assign to your network. If the antenna doesn't turn **GREEN**, try deleting the account and create it again.




Dial *65 followed by the green button at the bottom to hear your own phone number or extension.
Dial *43 to make an echo test where everything you say will be repeated back to you.

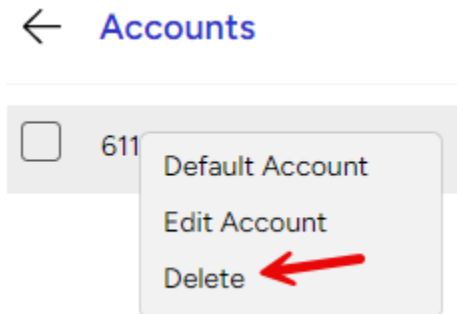
IF YOU NEED TO EDIT, ADD OR DELETE OTHER ACCOUNTS

Click on gear: 
Then click on "Accounts". To Add an account click the "+" icon




Fill Username, Password and Domain following the same steps as in page 3 and click on the  icon to save it. You should see all the accounts.

To delete an existing account, click on the checkmark  to turn the account off and then right-click with your mouse on the account and select "Delete" and select that.




Go back to the main screen clicking on the “<- SIP Accounts” icon:
go back to the keypad.


← **Accounts** and click on the  icon to

To switch between numbers, extensions or accounts, in the “Accounts” page, right-click with your mouse on the account you want to dial from and select “Default Account”. All registered accounts will receive calls.

Go back to the main screen clicking on the “<- SIP Accounts” icon:
go back to the keypad.

← **Accounts** and click on the  icon to

If you need to **automatically start your SessionCloud Softphone every time you turn on your PC**, click on the 

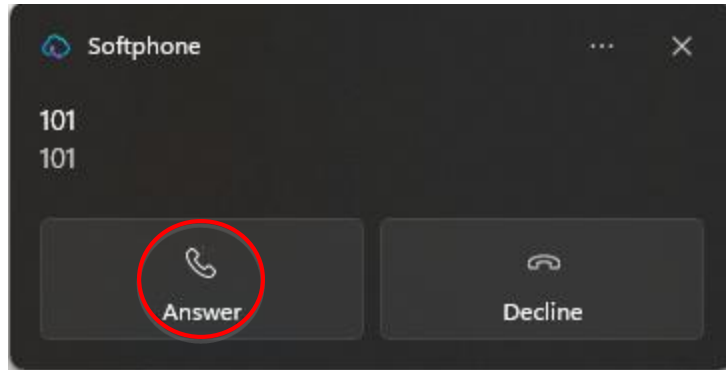
icon, select “Preferences” and put a checkmark on the “Launch On Start” field. Then save clicking on the  icon,

then click on the  icon to return to the dialer.

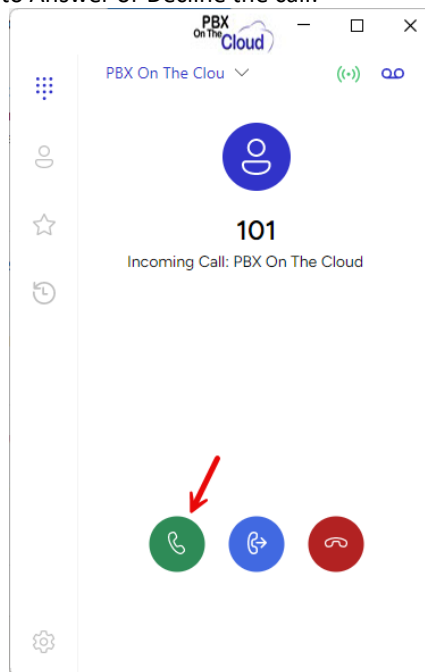
USING THE SOFTPHONE

ACCEPTING OR REJECTING A CALL

You can Answer or Decline incoming calls just by clicking on the desired option when the call comes through. Rejecting a call will forward it to your voicemail.



You can also click on the GREEN or RED icons to Answer or Decline the call:



MANAGING A CALL



Use the keypad to enter the number you wish to dial and then press , when the call is established, you will see the following options:



To mute/unmute your microphone, press:



To toggle between Speaker or Headset mode:




To access your keypad click:



To place the call on hold, press:

To resume the call press the same button.



To transfer a call, press , then type the number or extension you want to transfer to on this field:

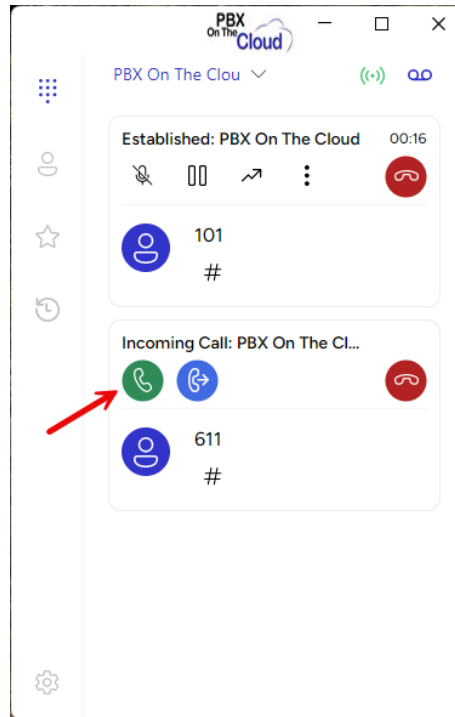


and then press the

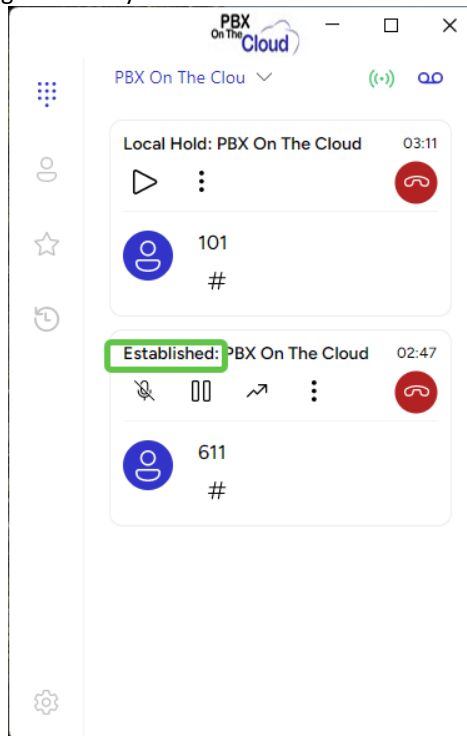



icon to transfer.

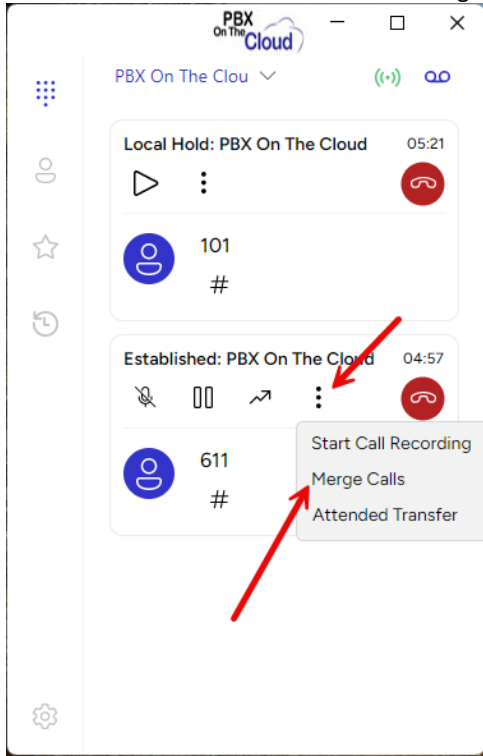
If you are on a call and someone calls you and you want to Merge the calls, press the GREEN answer button on the Incoming Call section:



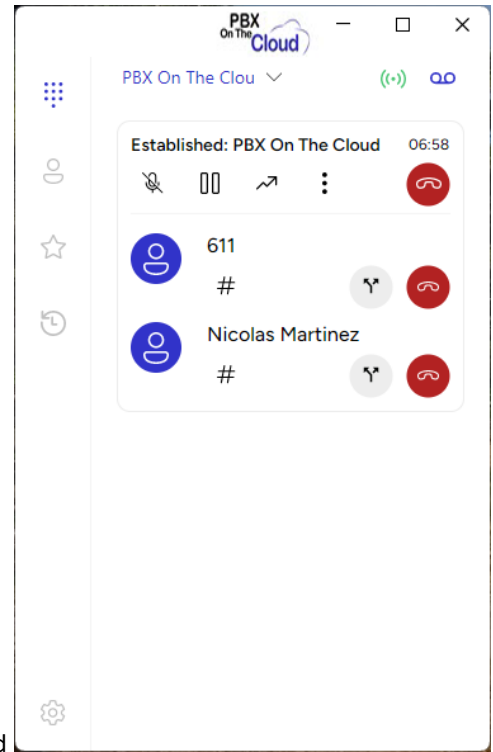
You should be talking to the second incoming call. And you should see this screen:



Then click on the  icon and select "Merge Calls"



and you should have the 2 calls merged



You can finish the merged call by pressing the first



icon. Or you can end any of the two callers clicking on the second or

third



icon.

To change your Microphone or Speakers, click on the



icon and select the desired ones.



To end the call, press:

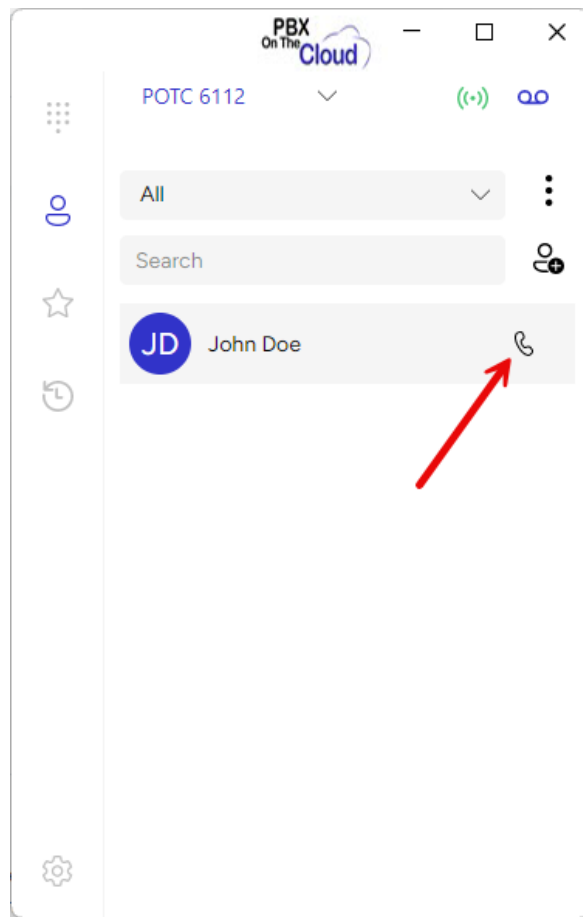
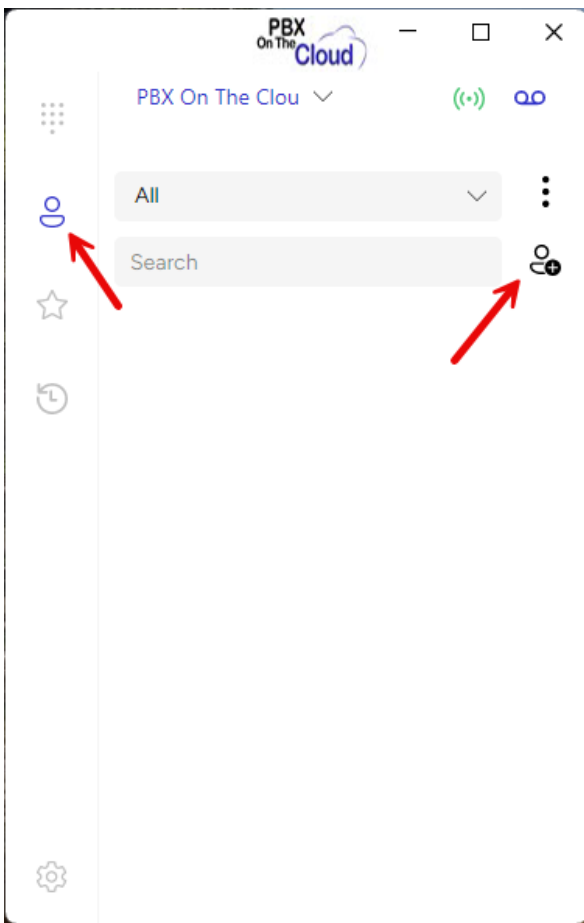


TO CHECK VOICE MAIL (And change you initial voice mail password):

To access your voice messages you have to dial *97 as there is no Voicemail button designated just for this purpose. You will be asked for your extension voice mail password followed by the # sign (1234# by default). You should change this voice mail password the first time you use the system. Hear the instructions to do it.

TO ADD CONTACTS:

Click on the “Person” icon on the left and then on the “Person+” icon on the right as indicated below. If you want to mark that contact as a Favorite, select the  icon. To dial a contact, just click on the  icon to the right of it.




To delete a contact, just right-click on it and select “Delete Contact”.



TO SEE A CALLS HISTORY:

Click on the  icon:

A list of your calls will appear.

Clicking on any of the lines will provide additional information on date and time of the calls and the  icon will allow you to dial that number.