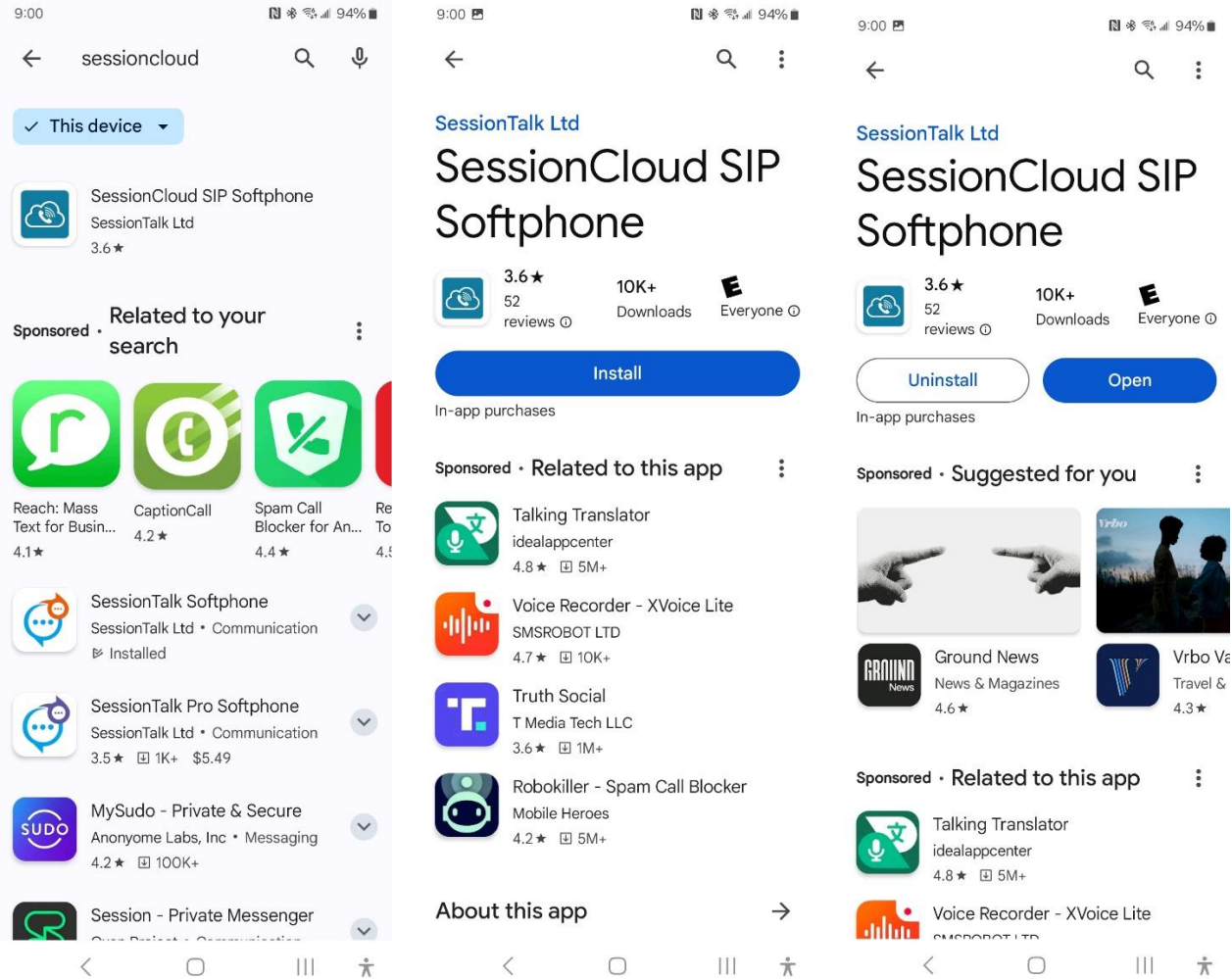


Installing, configuring, and using SessionCloud Softphone for Android

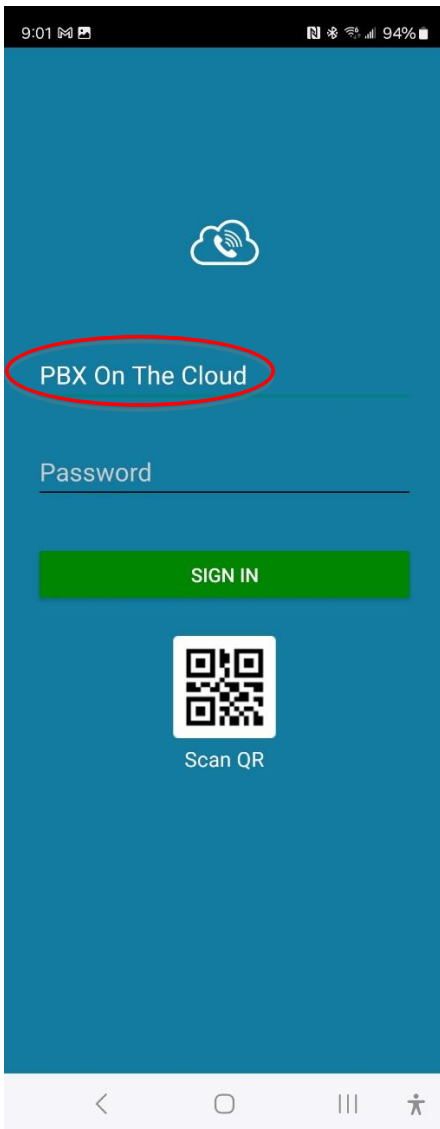
INSTALLATION AND CONFIGURATION

Search for “SessionCloud SIP Softphone” in Google Play Store, install and open the app:





Once the application starts, enter “PBX On The Cloud” on the Provider line and leave “Password” blank. Click on “SIGN IN”:



During the configuration process, your phone will request you to allow certain permissions, please accept all of them, like:

- Allow Softphone to record audio? Allow
- Allow Softphone to find, connect to, and determine the relative position of nearby devices? Allow
- Allow Softphone to send you notifications? Allow
- Allow Softphone to access your contacts? Allow



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

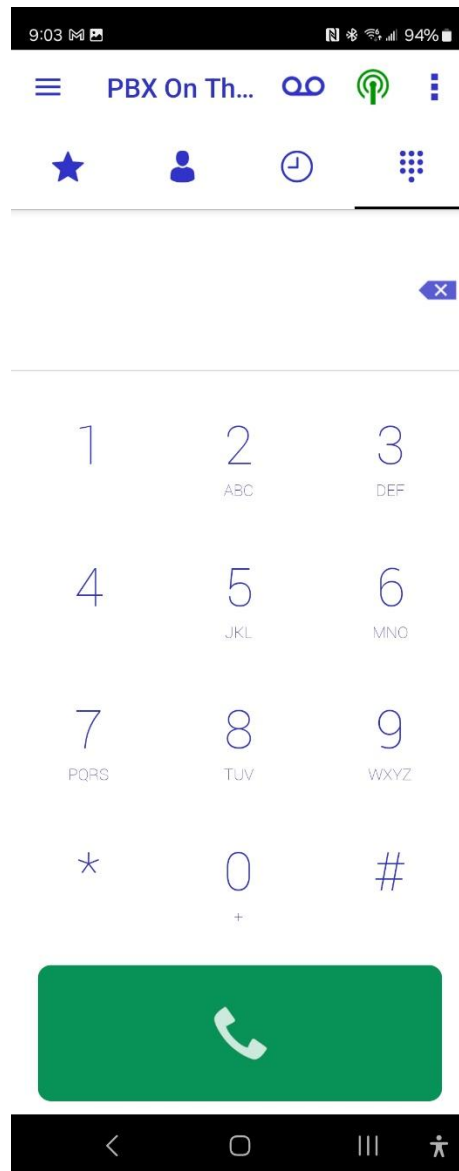
UserName: Your extension or direct phone number.

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 or Subdomain: 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 screenshot shows a mobile application interface for user registration. At the top, there is a status bar with the time 9:01, signal strength, Wi-Fi, and 94% battery. Below the status bar is the PBX On The Cloud logo. The main content area is titled "User details" and contains three input fields: "UserName" with the prompt "Enter your username", "Password" with the prompt "Enter your password", and "Subdomain" with the prompt "Enter your Subdomain Prefix". At the bottom of the form is a grey "SAVE" button. Below the form is a navigation bar with a back arrow, a home circle, a list icon, and a user profile icon.

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 your Internet Service provider can assign to your network. If the antenna doesn't turn **GREEN**, try deleting the account and create it again.

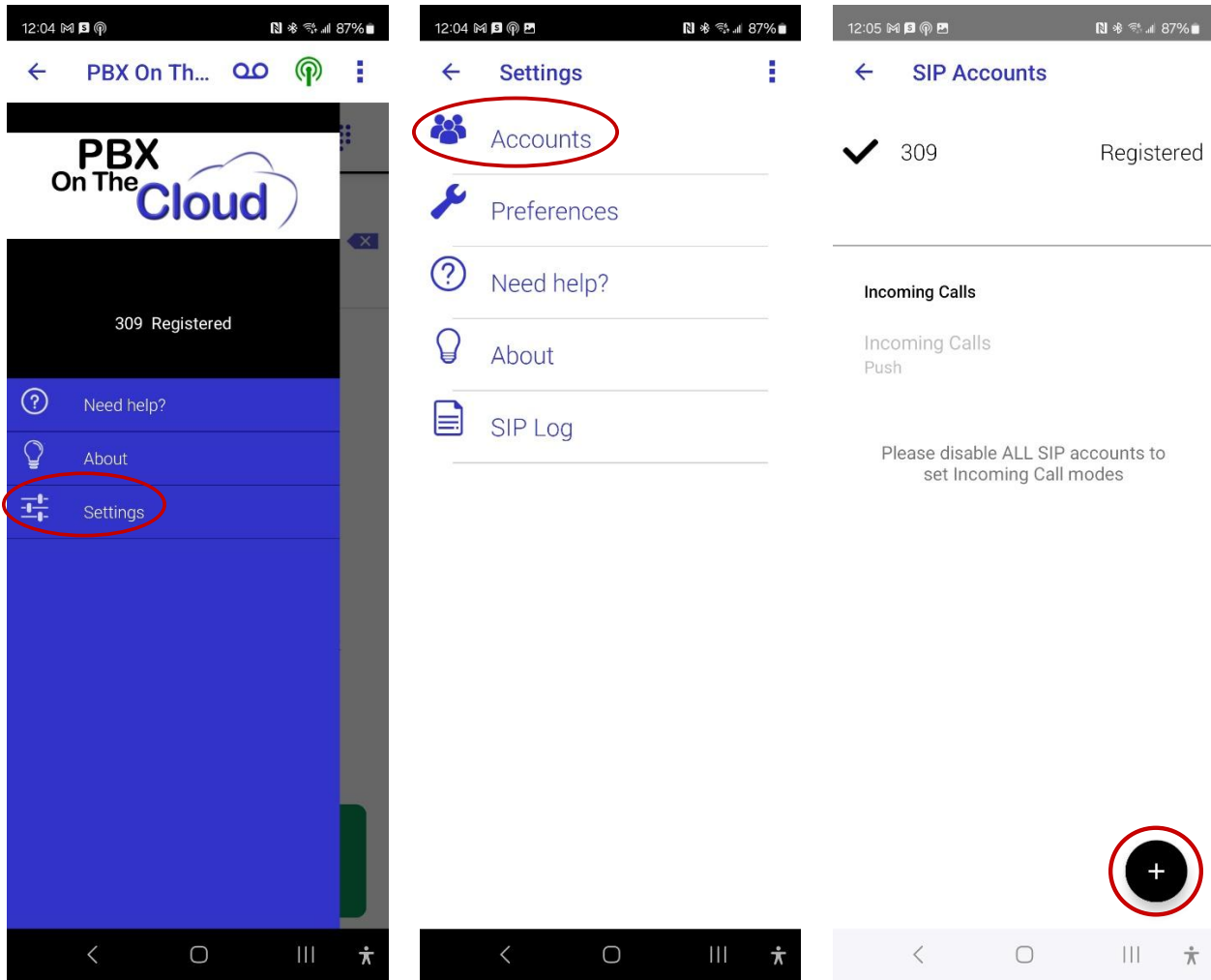


Dial *65 followed by the green button at the bottom to hear your own phone number or extension.
Dial *43 to make an echo test where everything you say will be repeated back to you.


IF YOU NEED TO EDIT, ADD OR DELETE OTHER NUMBERS, EXTENSIONS OR ACCOUNTS



Click on the three vertical dots 

Then click on “Settings” and then “Accounts”. To add click the “+” icon, to delete, click your account until you see “Delete” and select that. We don’t recommend editing accounts, so it’s easier to Delete and add again.



Add the additional number following the same steps as in page 3 and SAVE. You should see all the accounts.

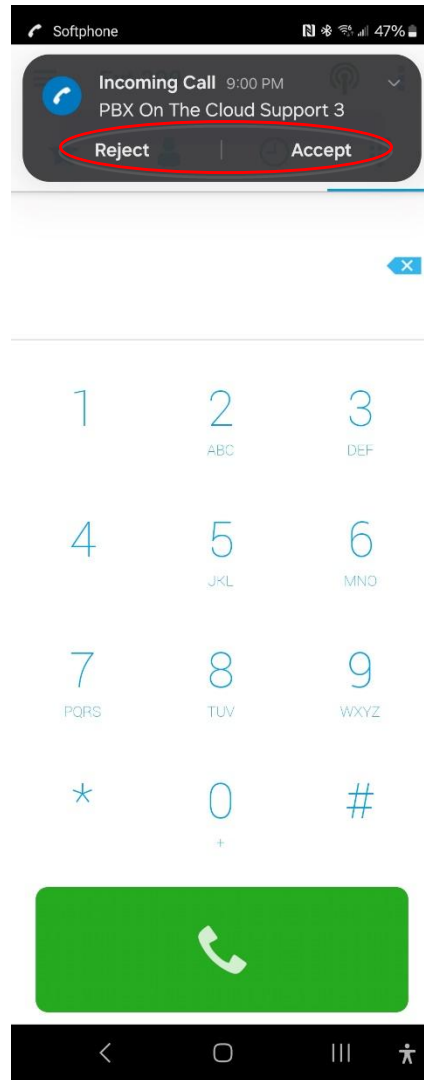
Go back to the main screen clicking on the “<- SIP Accounts” icon:  SIP Accounts

To switch between numbers, extensions or accounts, press the antenna icon:  and touch the account you want to dial from. Click on the three vertical dots  to the right of the “Edit Account” line and click on “Default Account”. All registered accounts will receive calls.

USING THE SOFTPHONE


ACCEPTING OR REJECTING A CALL


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




PLACING 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 end the call, press: 

TRANSFERRING A CALL

While in a call, press  to access your keypad and dial *2. You will hear a dialtone and the initial call will be placed on hold. Dial the extension number you want to transfer to followed by #. Once the other extension answers, announce the transfer to the

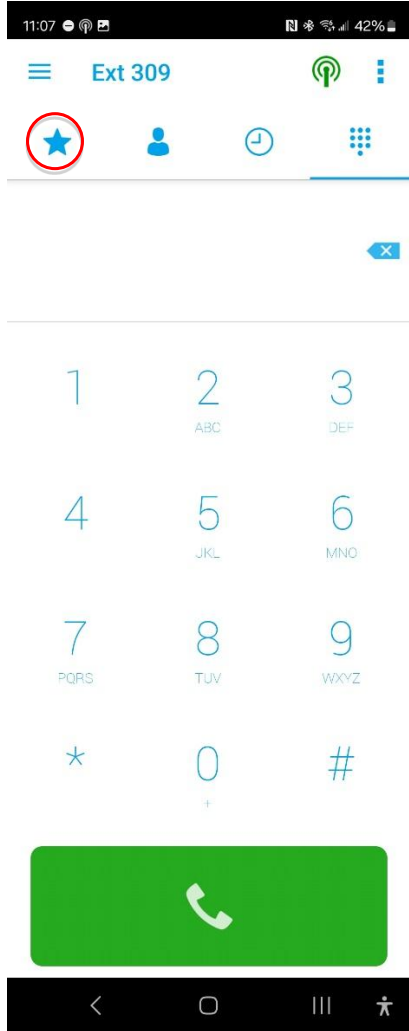
other party and press  to transfer the call. If the person doesn't want to accept the call, you will return to the original call once the person hang up. If the other extension doesn't answer, you will be automatically reconnected to the original call.

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

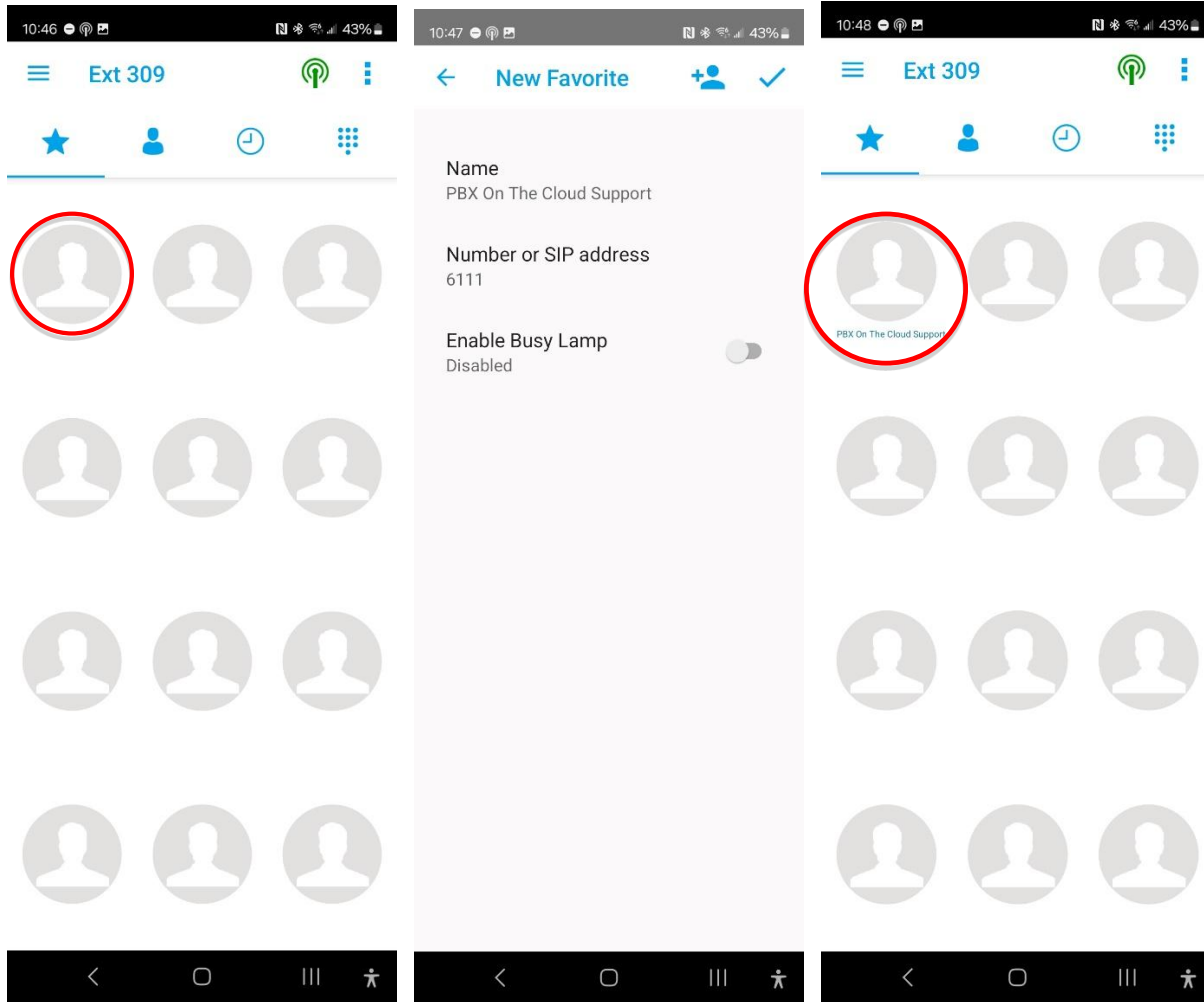
To access your voice messages you have to dial *97 as there is no Voicemail button designated just for this purpose. You will be asked for your extension voice mail password followed by the # sign (1234# by default). You should change this voice mail password the first time you use the system. Hear the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

TO SETUP FAVORITES:

Click on the "Star" indicated below:



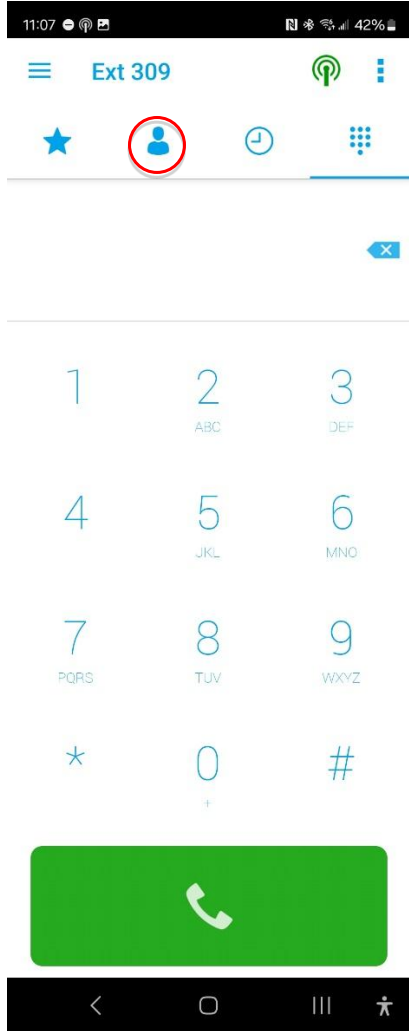
Then click on the Favorite location. Enter the name of the fFavorite in the “Name” field and the number to dial in the “Number or SIP address” field and click on the checkmark to save. Then just press that favorite when needed.



To Edit or Delete a Favorite, just keep the Favorite icon pressed for 2 seconds and select “Edit Favorite” or “Remove Favorite”

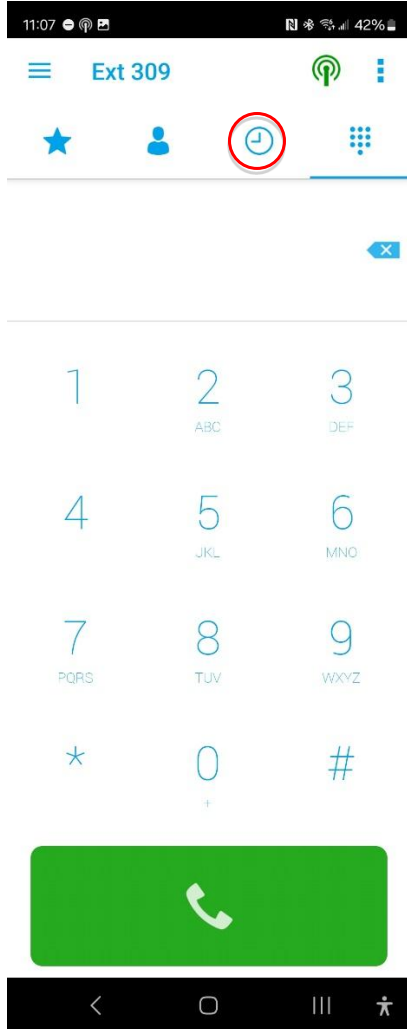
TO SEE AND DIAL YOUR CONTACTS:

Click on the “Person” icon indicated below:



TO SEE A CALLS HISTORY:

Click on the “Clock” icon indicated below:



If you touch any of the lines, that number will be called. If you click on the circled “i” icon, you can see that particular call details.