



# CONNEX CLOUD OFFICE

## Desktop Softphone Installation Guide

The **CONNEX Cloud Office Desktop Softphone** (referred as **Desktop Softphone**) is a feature-rich software-based telephone that integrates with the **Connex Cloud Office Telephony** service. The softphone allows a user's computer to act as their work telephone whether they're in the office or working remotely.

Our softphone functions like a desk phone and extends the ability to use our service from anywhere at any time and on the device of your choice. It can be used as a complement to a desk phone or as your primary device to make and/or receive calls.

The softphone requires both speakers and a microphone to make and receive calls—either built-in speakers and microphones or external USB/Bluetooth devices fully recognized by the operating system.

For information on how to use the softphone, please consult the **CONNEX Desktop Softphone Quick User Guide**.

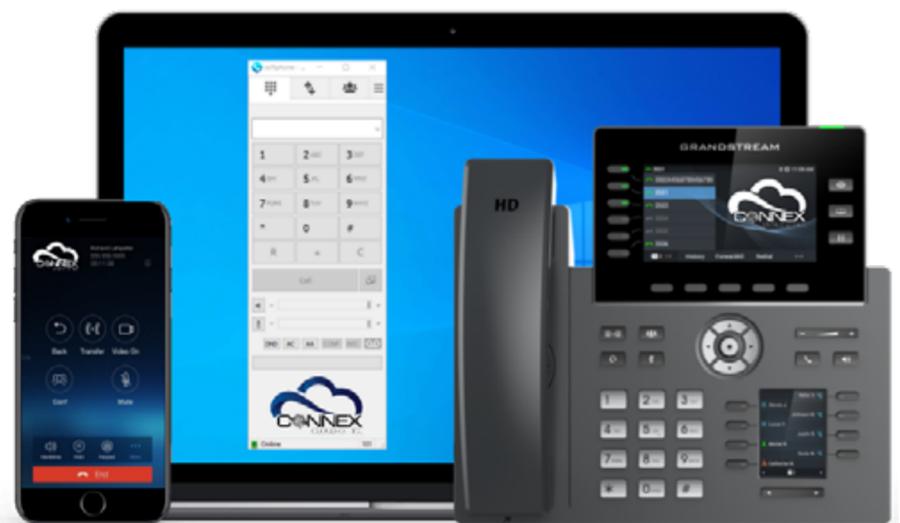
### Installation

Download the latest version of our softphone from the user portal at <https://myphone.cloudsvcs.net/>.

The name of the file is **softphone-cloudsvcs.exe**, save it in your download folder and execute it once the download is completed.

#### Step 1: Welcome to Softphone Setup

Click **Next >** to continue.



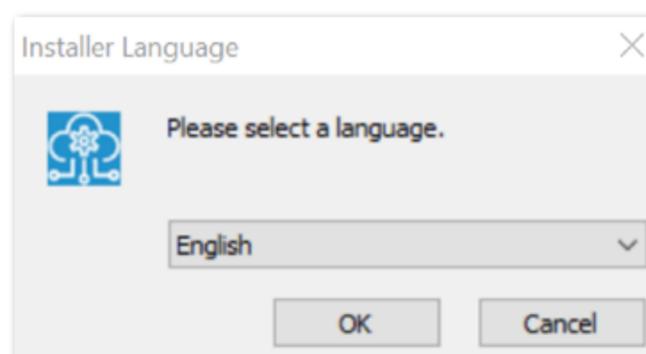
#### Step 2: Select Installation Language

Select the desired language you wish to install the softphone.

The options are:

- English
- French

Click **OK** to continue.





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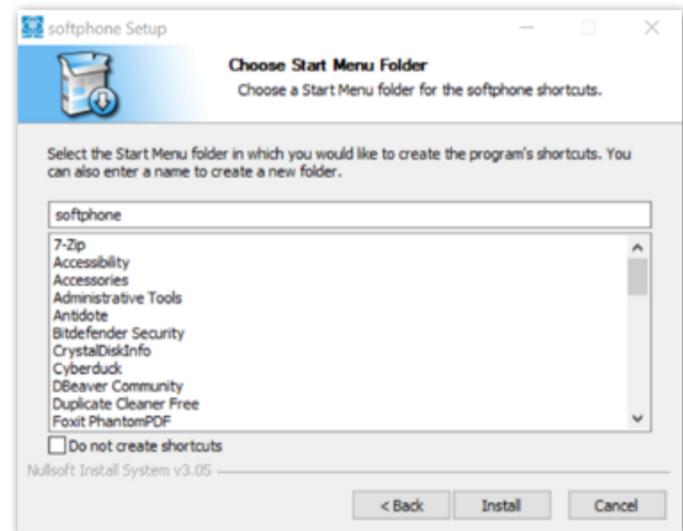
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### Step 3: Choose Start Menu Folder

You can change the name of the **Start Menu Folder** or select an existing folder.

It is recommended to use the default folder name.

Click **Install** to continue.

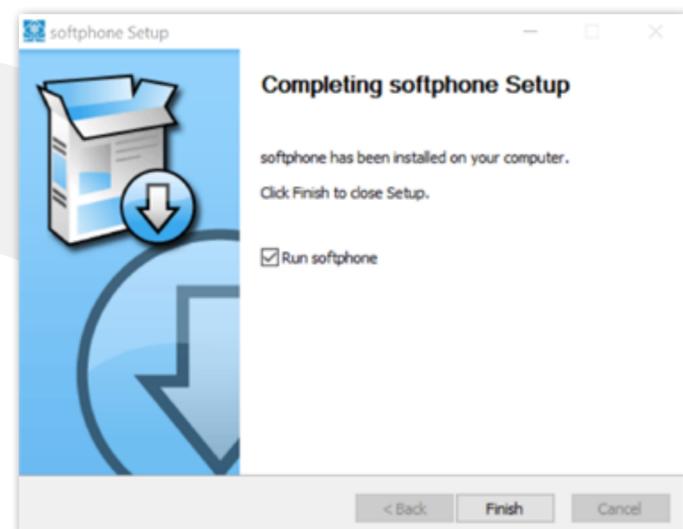


### Step 4: Completing Softphone Setup

The softphone has been installed on your computer.

Make sure the box **Run softphone** is checked.

Click **Finish** to close the Setup windows and launch the softphone application.

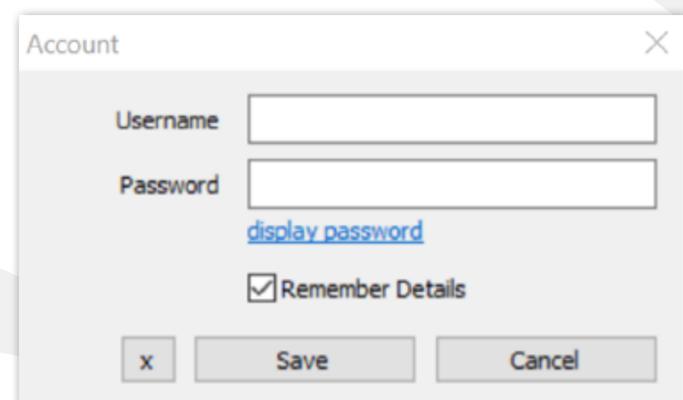


### Step 5: Login to Your Softphone Account

Enter your **username** and **password** that was provided to you. It is the same as the ones used to log in into our portal.

Make sure the box **Remember Details** is checked.

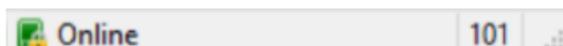
Click **Save** to have the softphone remember your credentials the next time you launch the softphone or at the next system startup.



### Step 6: Completing Softphone Setup

Congratulations! Your softphone is now installed on your computer.

There is a status bar at the bottom of the softphone window.



The green square shows the softphone is now connected and is ready to make or receive calls.

