



# CONNEX CLOUD OFFICE

## Mobile Softphone Configuration Guide

This guide will assist you in configuring your **Extension** information (account settings) on your **Mobile Softphone** application. This guide applies for first time configuration, and to update your existing **Extension** configuration. For security reasons, you may be asked to update your Extension information (either via a system generated email or by your system administrator).

Once the **Extension** properly configured, you will be able to use your **Mobile Softphone** to make, answer and transfer calls as you would with a desk phone in your office. For more information about how to use the **Mobile Softphone**, please consult the **CONNEX Mobile Softphone Quick User Guide.pdf**.

### Pre-requisite:

To follow the steps outlined in this guide, you will need a **QR-Code** specific to your **Extension**.

To access your **Extension QR-Code**, log in the **User Portal** at <https://myphone.cloudsvcs.net/>. For ease of configurations, we recommended that you use a computer to access the **User Portal** to display the **QR-Code**. Log in your **User Portal** on a computer using the **username** and **password** provided by your system administrator. Once you have the **QR-Code** displayed on your computer screen, you are ready to proceed with the configuration steps below.

### First-time configuration:

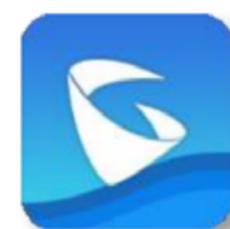
For first-time configuration, make sure you have the **Mobile Softphone** installed on your mobile device. For more information on how to install the **Mobile Softphone** device, please refer to the appropriate guide based on your mobile device type (**Android** or **iOS**).

### Configuring your Extension:

To use your **Mobile Softphone** as you would a desk phone, you first need to add/configure with your **Extension** information. To do so, you need to access the Settings of the **Mobile Softphone** application.

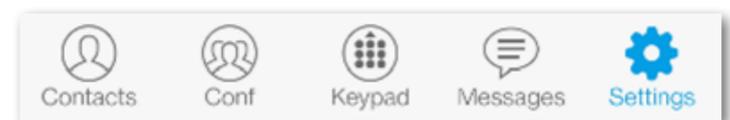
#### Step 1 – Launch the Mobile Softphone App

Click on the **GS Wave** icon (see the picture on the right) on your mobile device to launch the **Mobile Softphone** application.



#### Step 2 – Launch the Mobile Softphone App

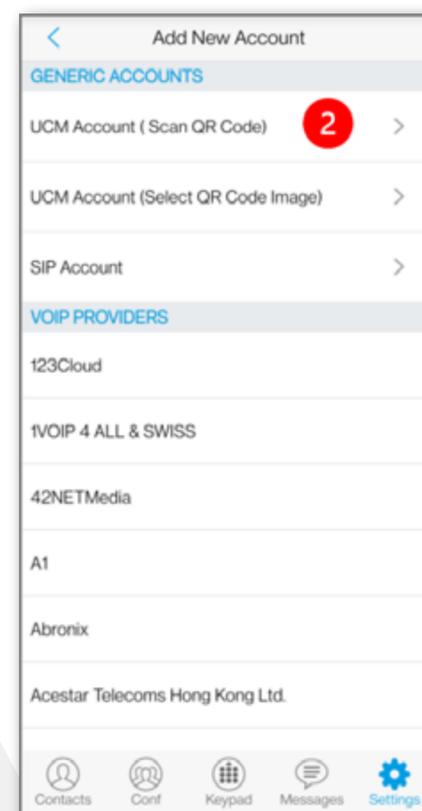
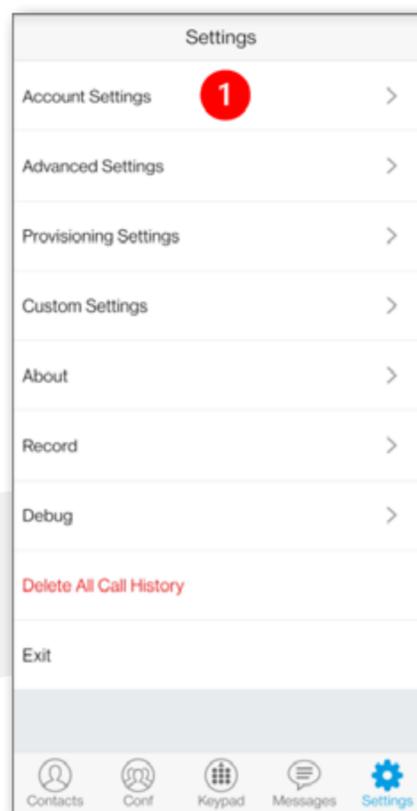
Click on the gear (⚙️) icon at the bottom of the screen (see the picture on the right) to access the application **Settings**.



To add your **Extension** (first-time use) or to update your **Extension** information, the process is similar up to the last step. You need to access the **Add New Account** screen.

From the Application Settings screen, follow the steps below:

- 1 Click on Account Settings.
- 2 Click on UCM Account (Scan QR Code).

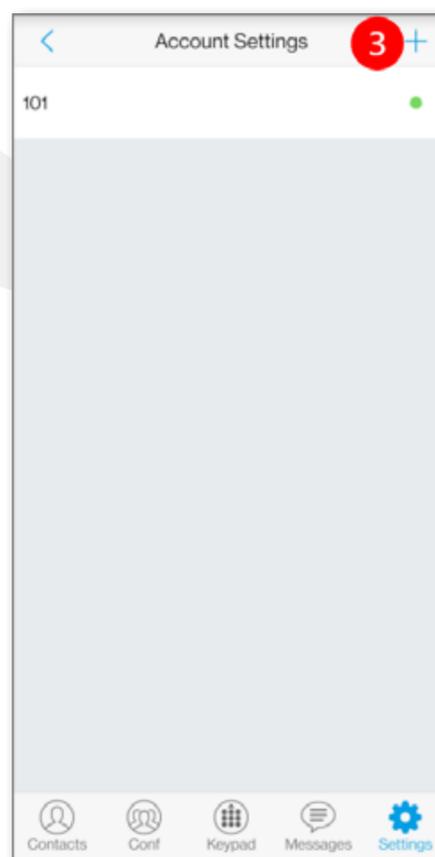


From the Account Settings Screen

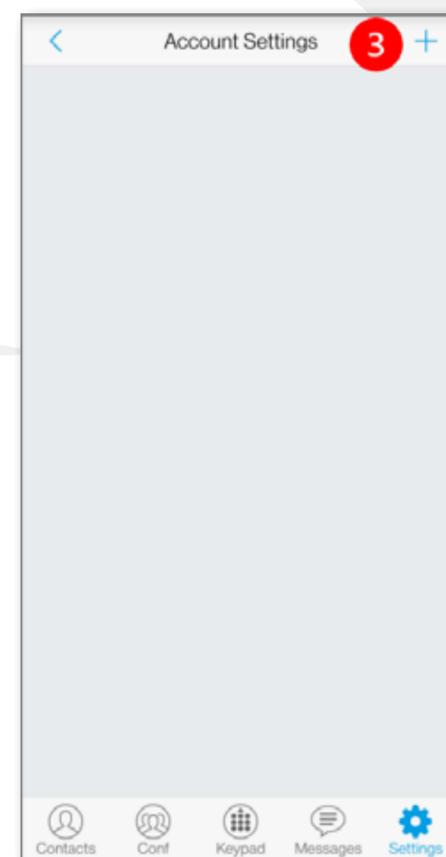
- 3 Click the (+) sign to add an account:
  - If you are adding your Extension information for the first time, no-account information will be displayed (as shown in the **First Time** column).
  - If you are updating your **Extension** information, you will see your extension number (as shown in the **Update** column, in this example, the extension number is **101**).

Regardless of your situation, this step is the same, you need to click on the (+) sign.

First Time (add)



Update (overwrite)



### Scan Your QR Code.

- Align the camera (green guide) of your mobile device with the image of the **QR Code** on your computer screen.

Once the **QR Code** is recognized, you will see a confirmation pop-up prompt. Refer to the next section before proceeding.

When the **QR Code** is recognized, the application will ask you to confirm that you want to add a new account. Your extension number will be displayed. Click **Done** to add your Extension.

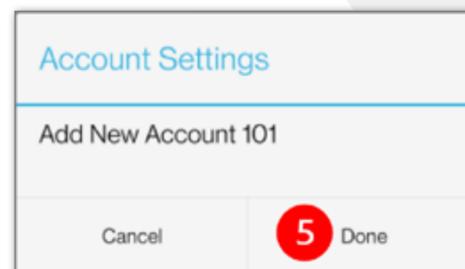


### Confirm Account Settings

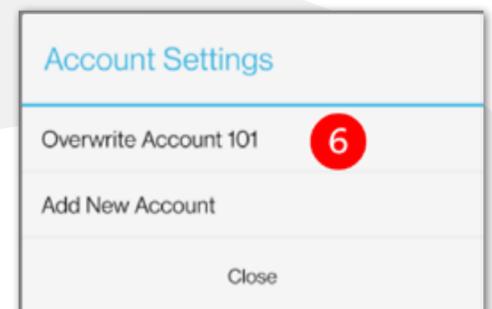
Once the **QR Code** is recognized, the application will ask you to confirm the **Account Settings**:

- If you are adding your **Extension** information for the first time, click **Done** to accept (as shown in the **First Time** column).
- If you are updating your **Extension** information, you need to click **Overwrite** to update your existing **Extension** information.

#### First Time (add)



#### Update (overwrite)



**!** It is important that you do not click **Add New Account** as this will cause problems with your **Mobile Softphone** operation.

### Account Settings Screen

Once the previous step is completed, you will be returned to the **Account Settings** overview screen, and your **Extension** number (**101** in the example on the right) and a green dot ( ● ) should be displayed, indicating that your **Mobile Softphone** has successfully connected to your **Cloud Telephony** service.

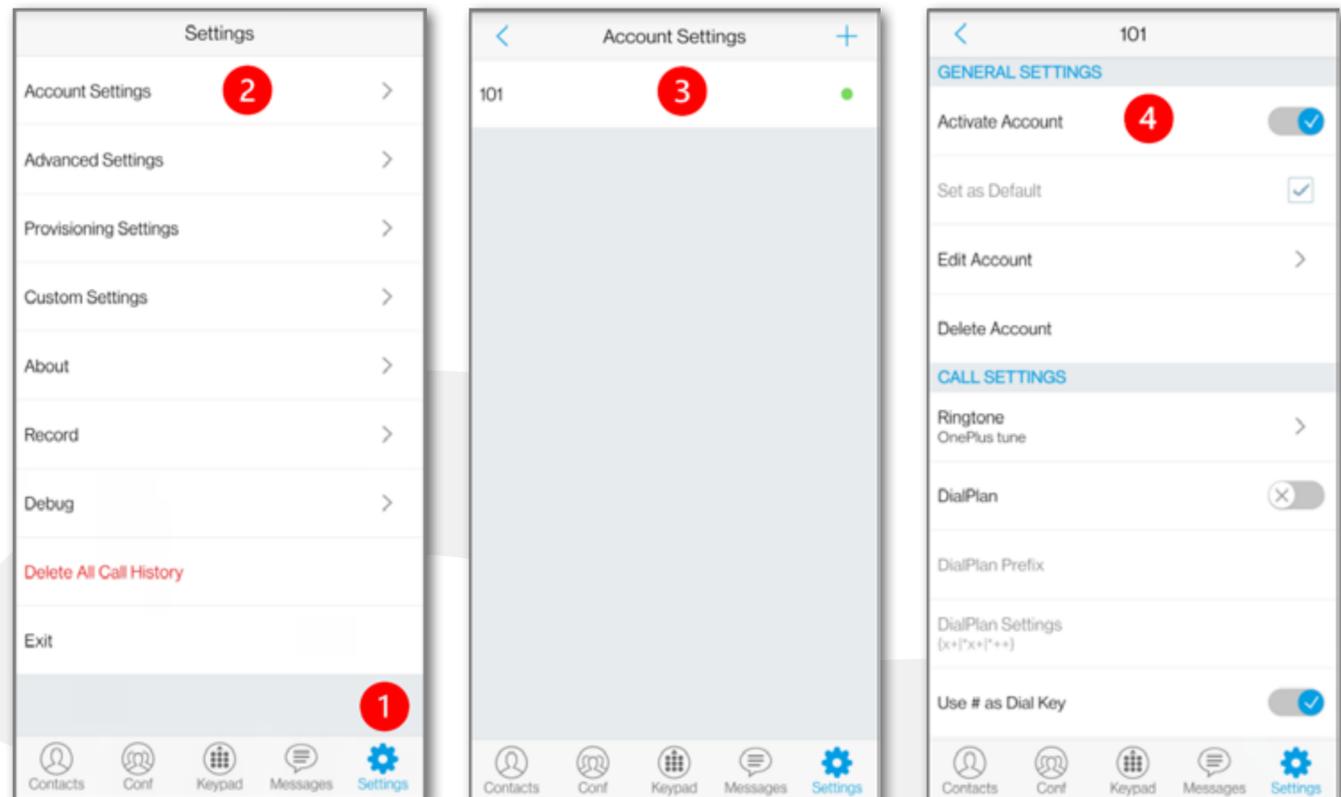


Follow the steps on the next page for optimum configuration.

For optimum operation and to prevent issues with different firewall configurations when roaming, you need to change the default **SIP Register Expiration** timer value from **60** to **2 minutes**.

### Change the SIP Register Expiration – Access your Account / Extension Settings

- 1 In (⚙️) Settings
- 2 Click **Account Settings**
- 3 Click on your **Extension**
- 4 You will see your account (**Extension**) settings.



### Change the SIP Register Expiration – Change the default value

- 5 On the **General Settings** screen, scroll to the **SIP Settings** section.
- 6 Click **Register Expiration**, to change the value.
- 7 Enter the value **2** and click **OK** to accept the change.
- 8 Verify that the **Register Expiration** value has been updated to **2**.
- 9 You **Mobile Softphone** is now fully configured to make or receive calls. You can switch to another app or click on the **Keypad** icon (☎️) to make a call.

