



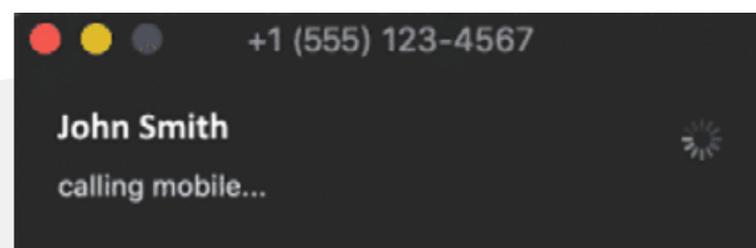
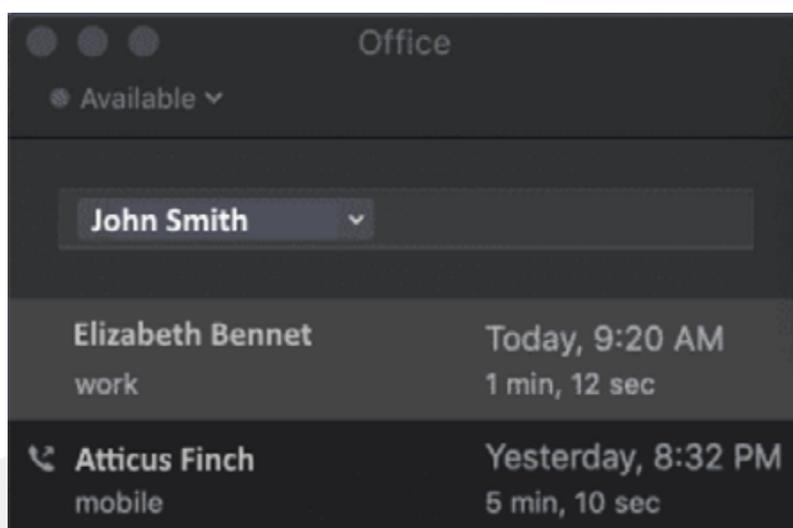
CONNEX CLOUD OFFICE

macOS Softphone Installation Guide

A softphone installed on your computer allows you to use a macOS based computer to act as your work telephone whether you're in the office or traveling.

This guide will show you how to configure a third-party softphone for macOS called **Telephone**, to connect with your **CONNEX Cloud Office Telephony service**.

A softphone function 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. Please refer to the application user guide to get familiar with how to use the softphone to make and answer calls.



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

Installation

From the the **App Store**, search for the application **Telephone** from **64 Characters UG**. You can find the application at <https://apps.apple.com/us/app/telephone/id406825478?mt=12>

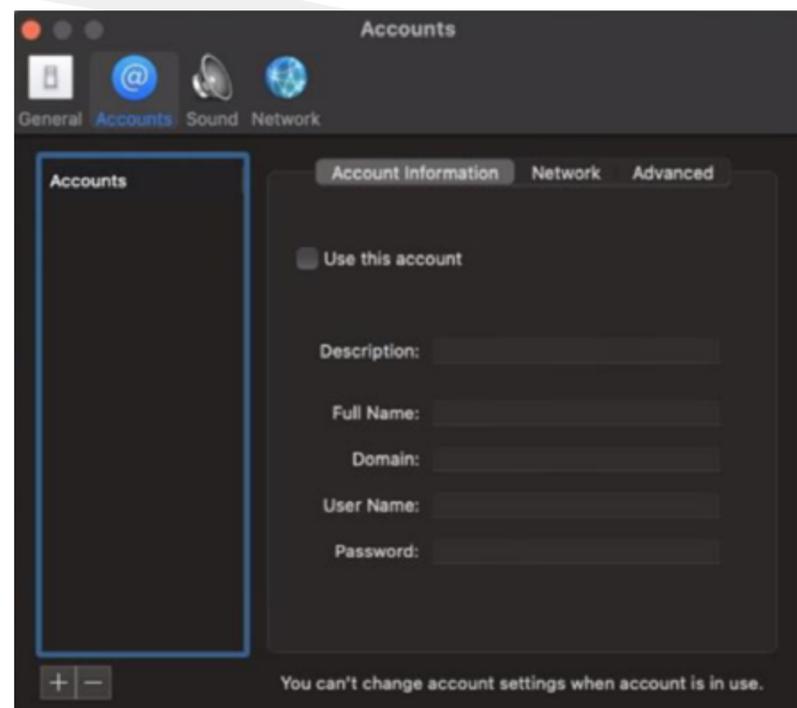
Configuration Steps

Step 1: Add a New Account

From the top menu, click on **Telephone** and choose the **Preferences**.

In the **Preferences** window, click on **Accounts**. Then click [+] on the lower left corner of the **Accounts** window.

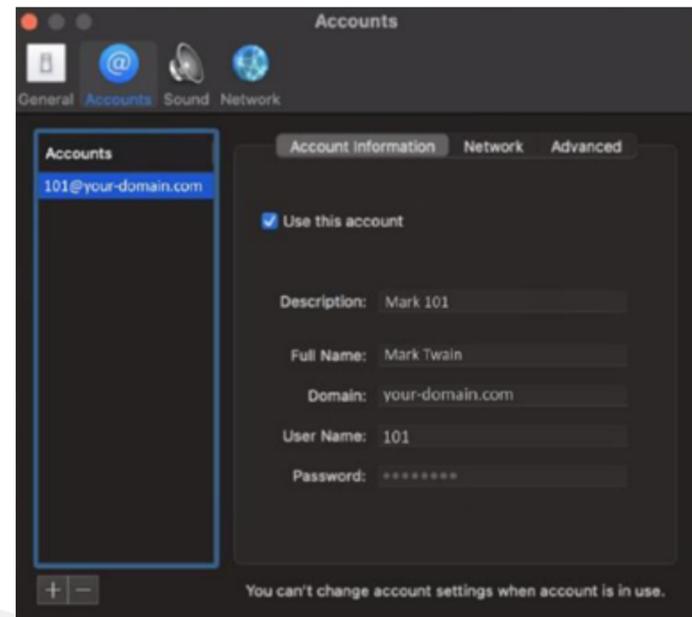
Note: if you need to modify any of the information after the account is created, it is important to remember to uncheck the **Use this account** checkbox on this screen, **Account Information**.



Step 2: Enter Your Account information

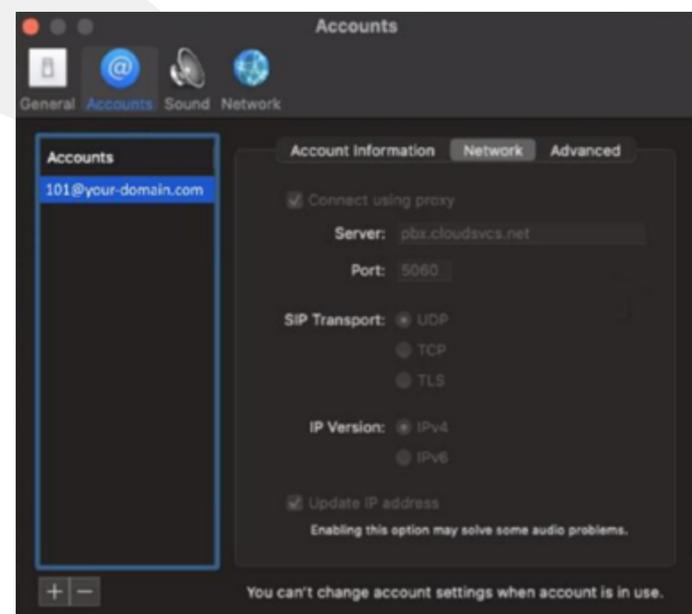
1. Select **Account Information** tab.
2. Enter the requested information:
 - **Description, Full Name** (*informational*)
 - **Domain, User Name, and Password** are important and will be provided by your system administrator.
 - Be mindful for typos when entering this information.

Once entered, click on the **Use this account** checkbox.



Step 3: Enter the Network information

1. Select **Network** tab.
2. For **Server**: enter the value provided by your system administrator. In the example on the left, **pbx.cloudsvcs.net** represents the server address.
3. The other values should be like the ones on the screen on the left, leave them as-is.

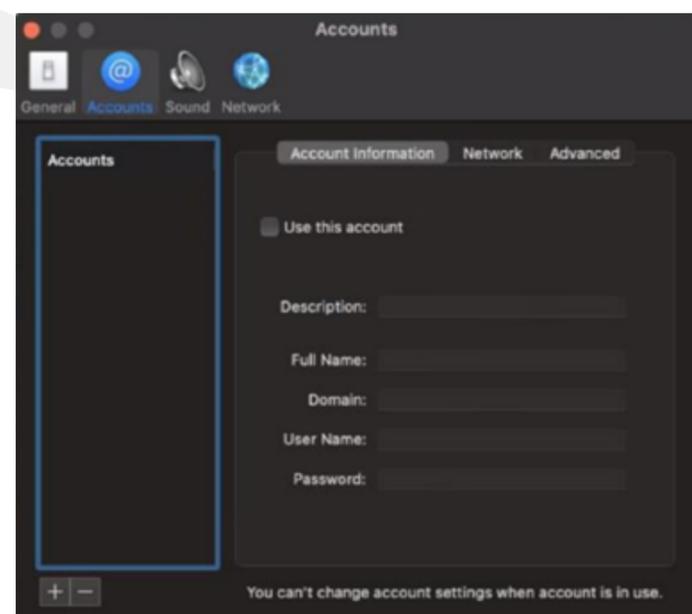


Step 4: Advanced information

1. On the **Advanced** tab, set **Reregister every:** to **120**

Based on your firewall configuration, your system administrator may ask you to enter a different value for this field.

All the other values on this screen should be left unchanged, unless specified by your system administrator.





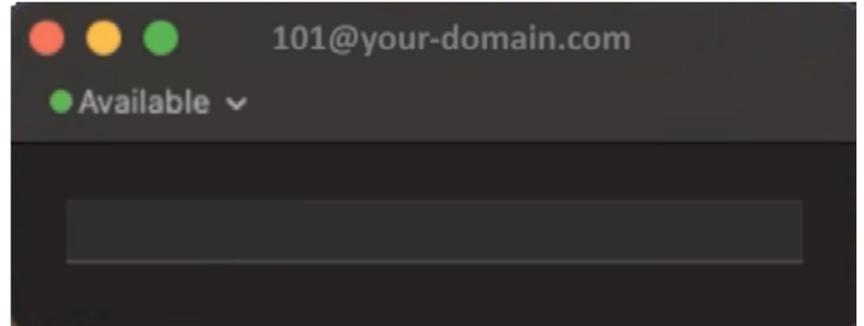
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Step 5: Successful Connection

If the information was entered correctly, you should see a green dot (●) and **Available** status on the call window.

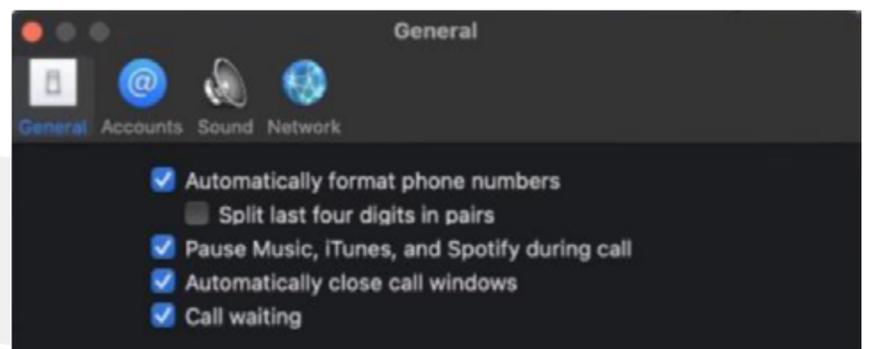
The steps above are necessary to connect your softphone with your **CONNEX Cloud Office Telephony** service.



Optional: General Options

You can control the softphone app behavior.

On the **Preferences** window, click on the **General** icon to change the general configuration of the softphone application.



Optional: Sound Options

The softphone app offers other configuration options related to the specific audio devices you want to use with your softphone.

On the **Preferences** windows, click on **Sound** icon to change the sound configuration of the softphone application.



The **Network** section in the **Preferences** should be left with the default values, any modification in this section will prohibit the softphone from connecting to your **CONNEX Cloud Office Telephony** service.