



Servpac Softphone App for Android

About Servpac VoIP Softphone

With Servpac Softphone, users can use their Wi-Fi connection or mobile data to make and receive calls using their office number.

Servpac Softphone offers the following features for users:

- Call Display
- Voicemail indicator
- Contact List Integration
- Speakerphone, Mute, and Hold
- Call Transfer
- 3 Way Conference Calls

Setting Up the Softphone

1. Send request for access to support@servpac.com. Requesters need to provide the following details for each user:
 - Name
 - Email
 - Associated Lines

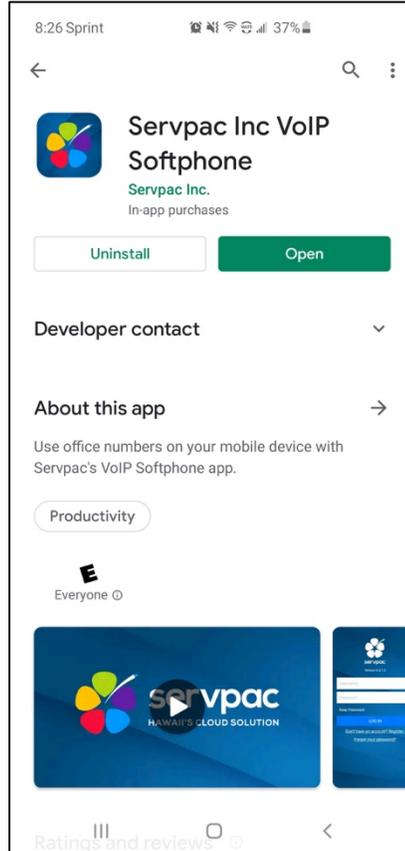
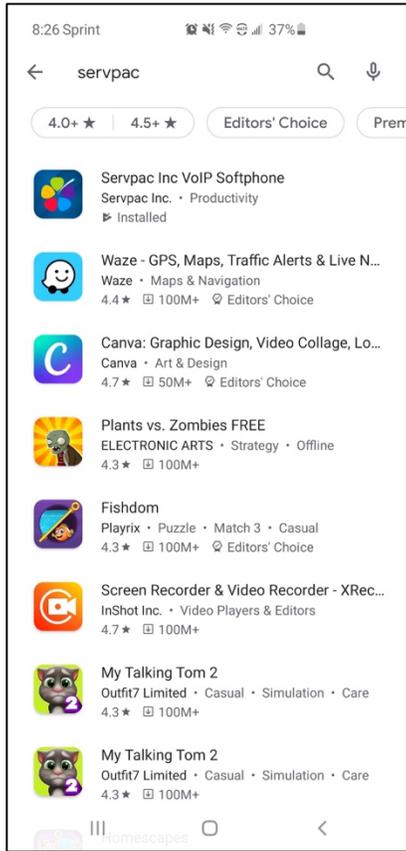
*****Each user account can have up to 10 associated lines*****

2. Get your login details from Servpac via email. The email contains the following info:
 - Username
 - Password
 - Voicemail Number

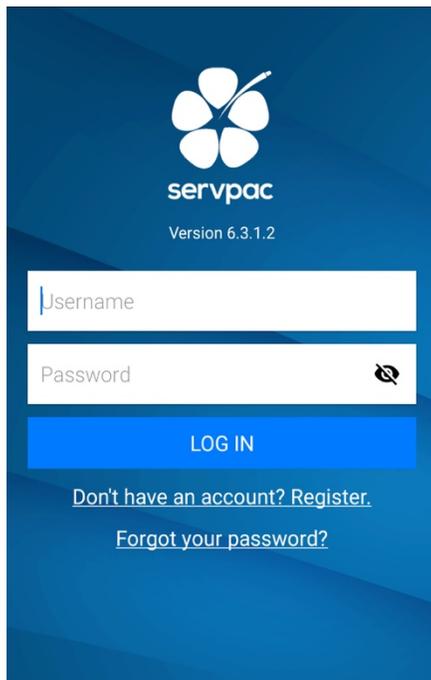
Please note: The login credentials provided in this email are for single-device use only.

3. Launch the Google Play Store, tap Search and enter “Servpac” into the search bar. Tap the first item labeled “Servpac Inc VoIP Softphone” and you will land on this item. Click “Install” and authorize to complete the download.

Servpac Inc.
808.237.5000
www.servpac.com
1931 N King St, Honolulu, HI 96819



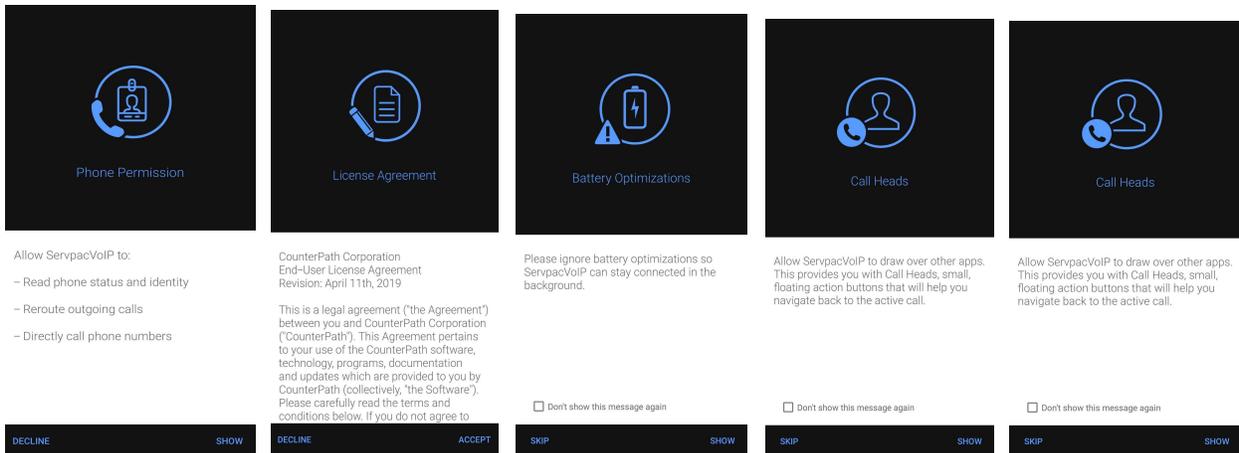
4. Launch the Servpac Softphone app. Enter the provided details into the login screen. Click “Log In” to proceed.



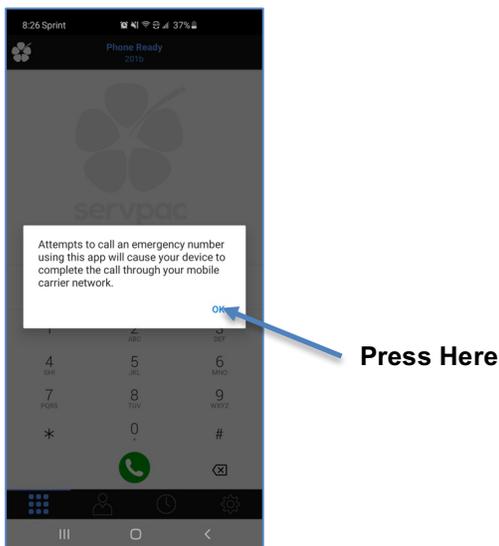
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5. After logging in, several permission requests will appear:
 - a. Phone Permission
 - b. License Agreement
 - c. Battery Optimizations
 - d. Call Heads
 - e. Microphone Permission

Tap **Agree** or **Show** for all permissions in order for the app to properly function.



6. After the permissions, an emergency call notification will appear. Make sure to tap **OK** to proceed with the app.

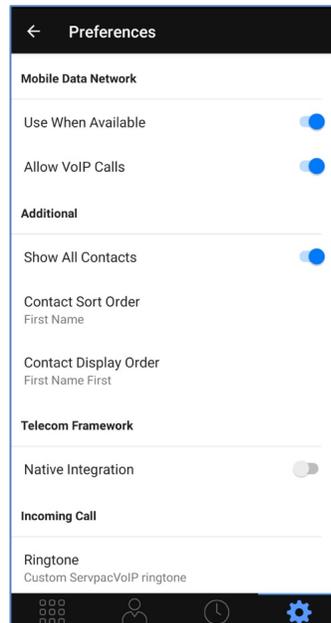
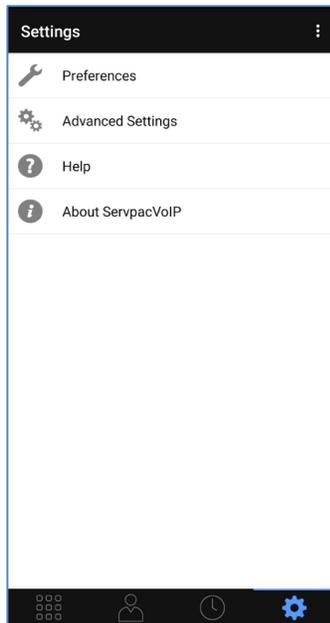


Settings

To access these features click the “Settings” icon in the bottom bar.

Servpac offers settings for users to customize their accounts including the following:

- Custom Ringtone
- Background

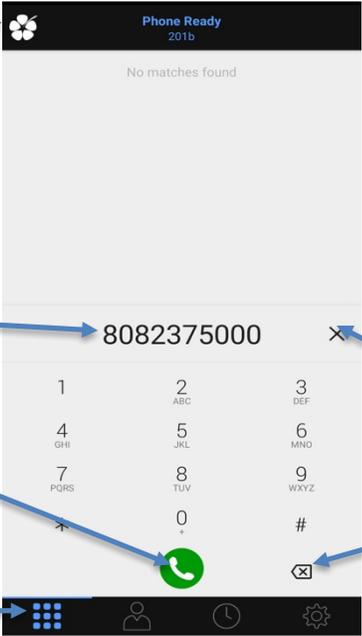


Making Calls

Launch the Servpac VoIP Softphone app on your device. After a few seconds, the message “Phone Ready” appears. This means your app is ready to use. If it says “Unregistered”, contact support at support@servpac.com.

Using the Dialpad

Tap the Phone Icon  on the bottom left corner of the app.



Click Flower icon to go to Quick help

Click Green Icon to switch accounts

Enter the phone number. Tap this area to bring up the keyboard for typing alphabets

8082375000

Clear the entire entry

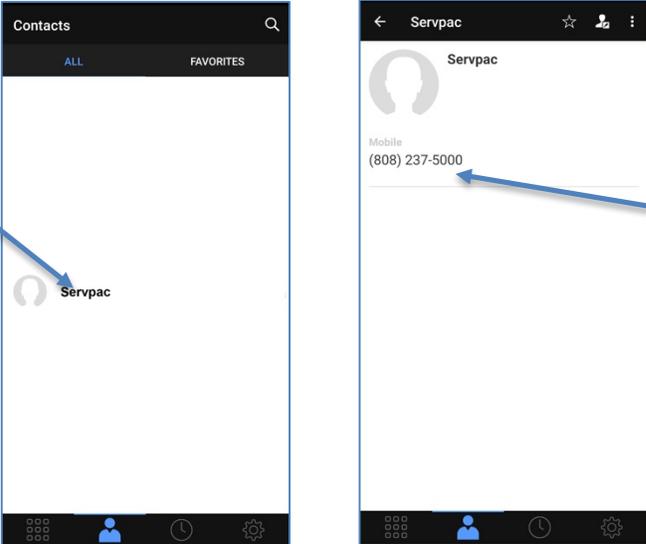
Place call

Backspace

Red Circle with Number Indicates New Voicemails

From the Contact List

Tap the Contact Icon  at the bottom of the app.



Search for the contact and tap it

Tap the desired phone number to start the call

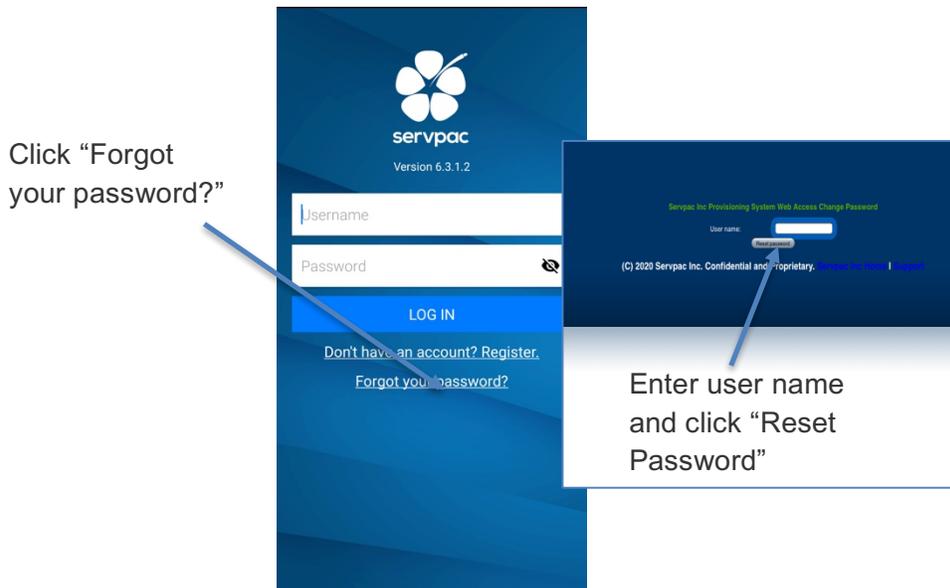
How to Check Voicemail

All users receive a unique code to access their voicemail on the app. This code is received in the initial login email



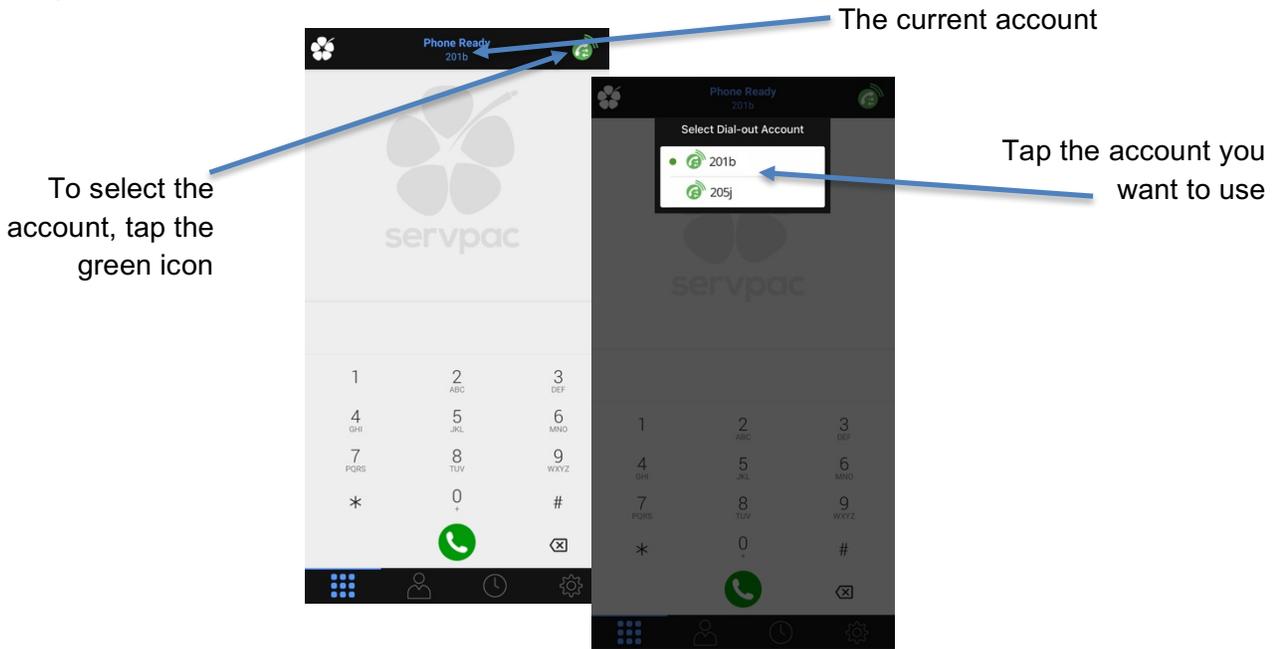
Request a New Password

Users can request a new password from their login screen on the app.



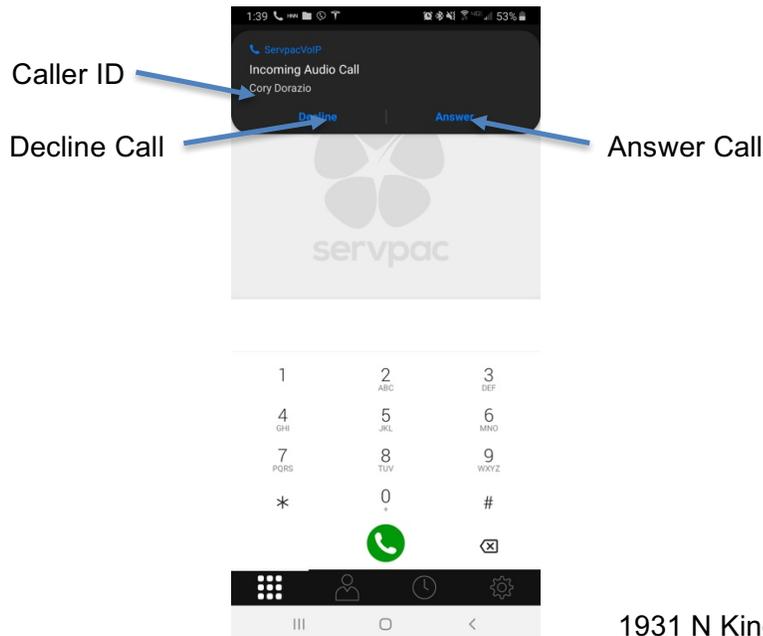
Changing Accounts

If you have more than one account enabled, you can change the account to use on a given phone call.

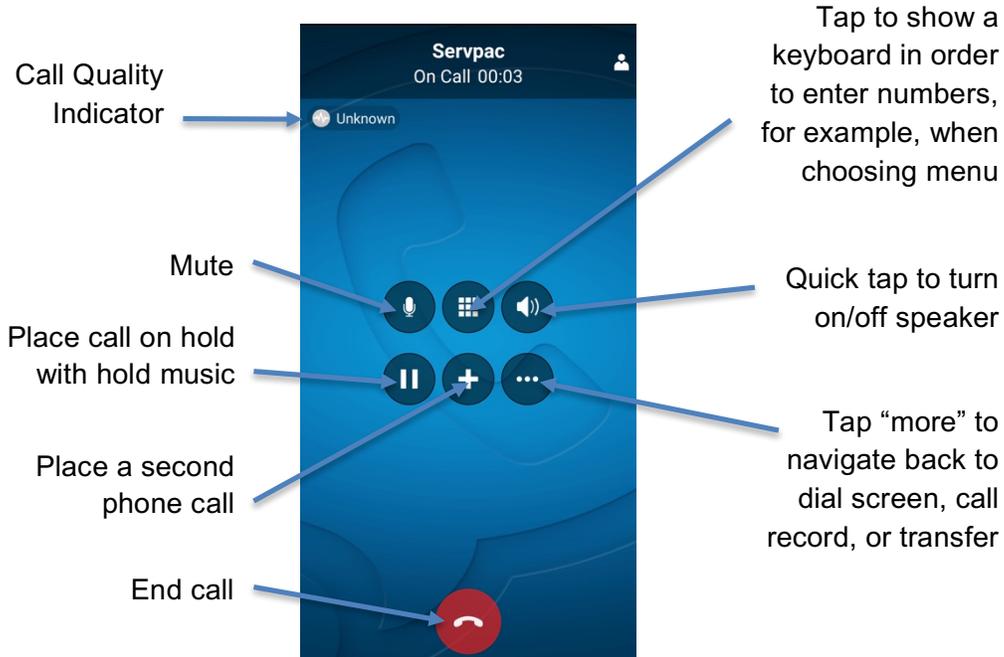


Receiving Incoming Calls

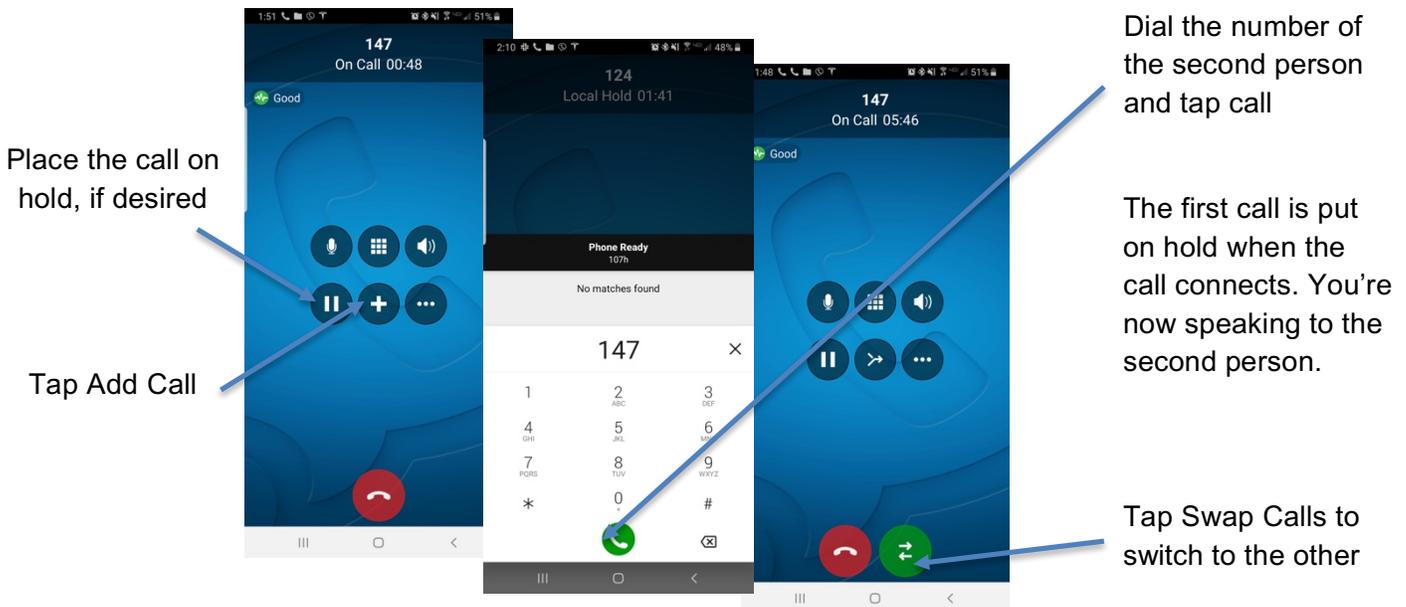
Users will receive a notification when receiving an incoming call to their office number.



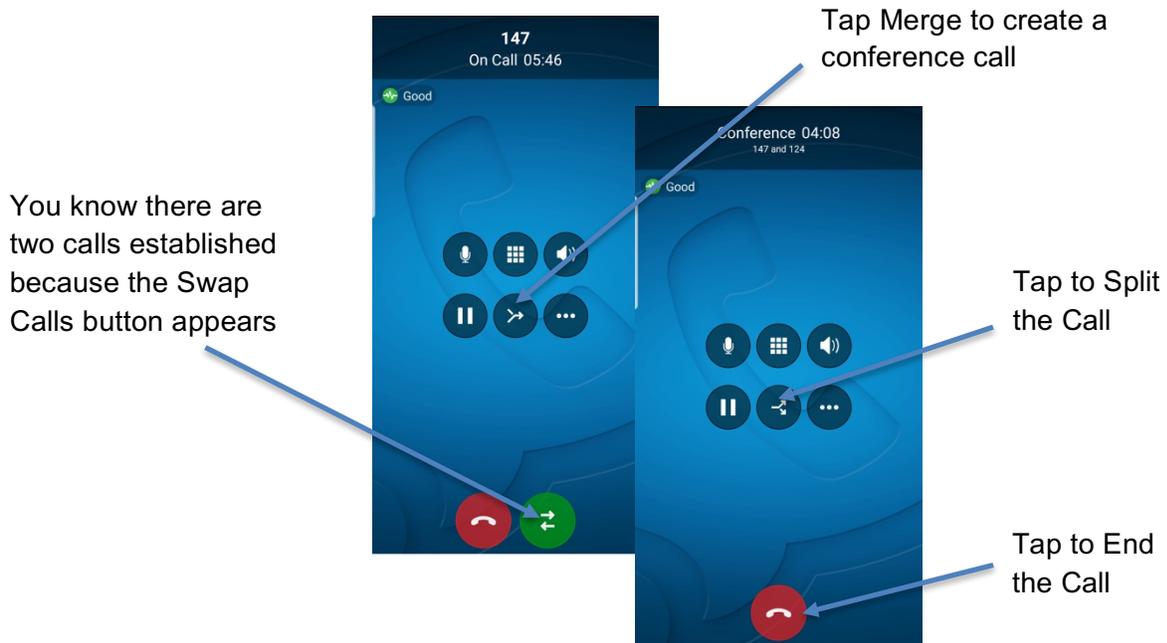
Handle One Established Call



Placing a Second Softphone Call

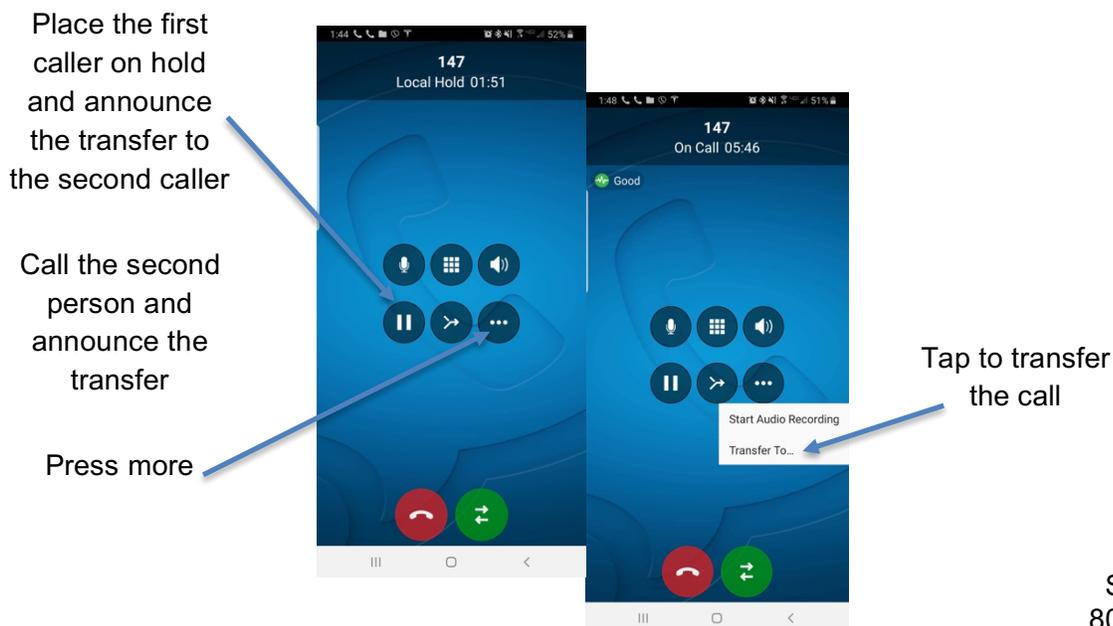


When you have two calls established, you can merge the calls into a three-way conference call.



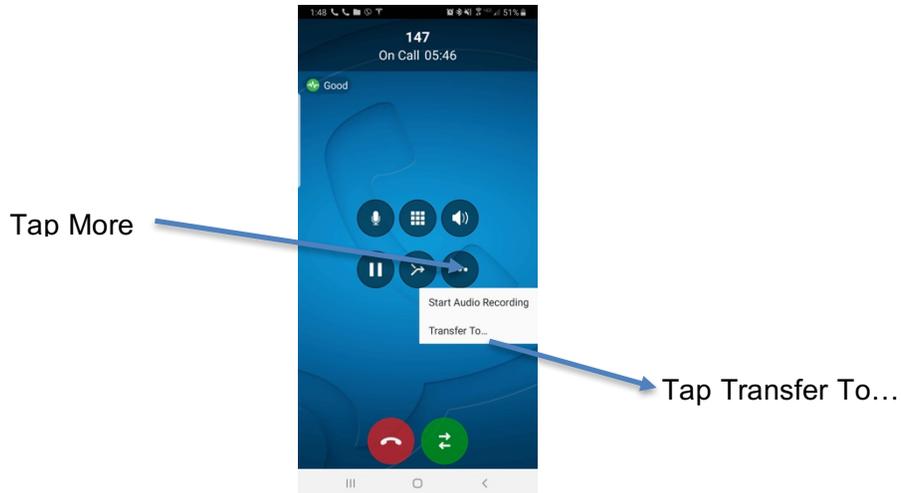
Supervised Transfer

Supervised transfer allows you to announce a caller before transferring a call. You need to establish two softphone calls in order to complete the transfer.

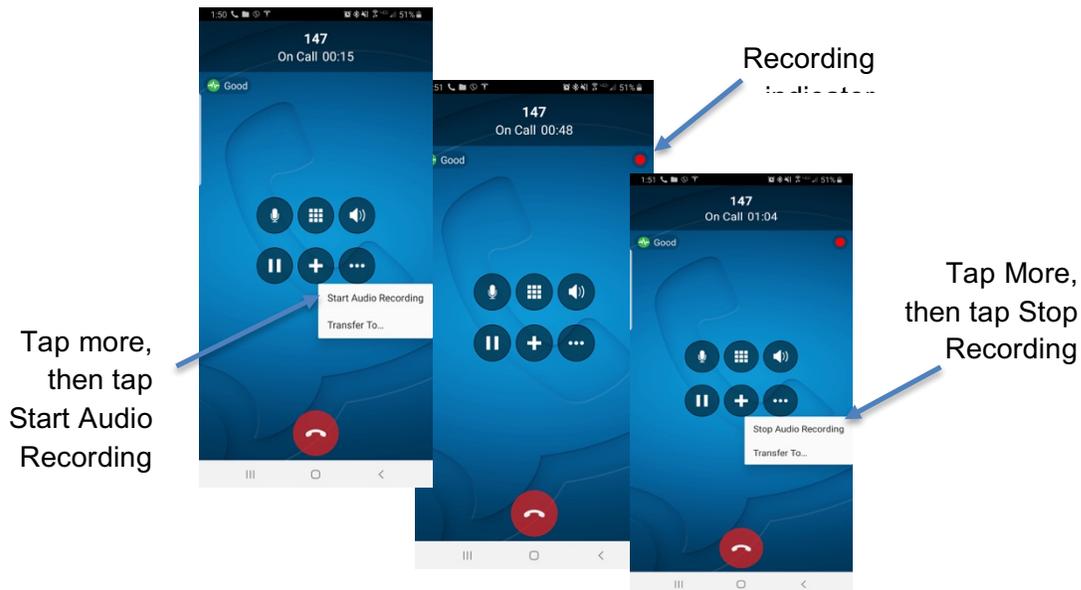


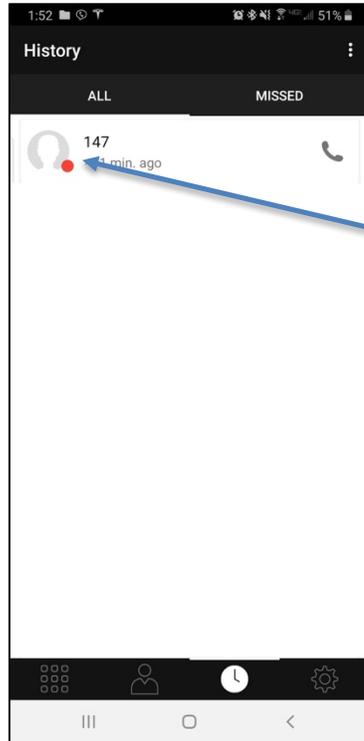
Blind Transfer

You can transfer the current call to a second person without first talking to that second person.



Call Recording

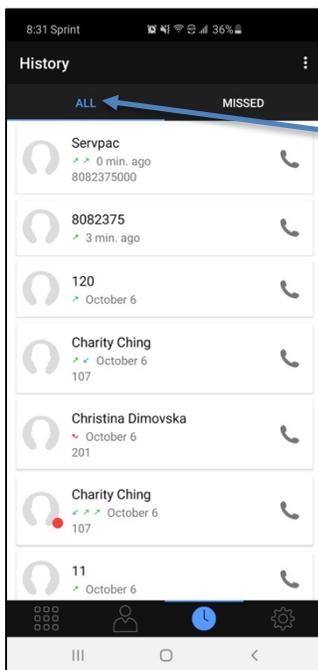




***All call recordings are saved on the Softphone app and use storage on . . .

Call History

Tap the History icon at the bottom of the screen



Tap to filter as desired



Questions?

If you need further assistance, be sure to submit your inquiry to Servpac support at support@servpac.com or (808) 237-5001.

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