



## Servpac Softphone App iOS

### 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](mailto:support@servpac.com). Requesters need to provide the following details for each user:
  - Name
  - Email
  - Associated Lines

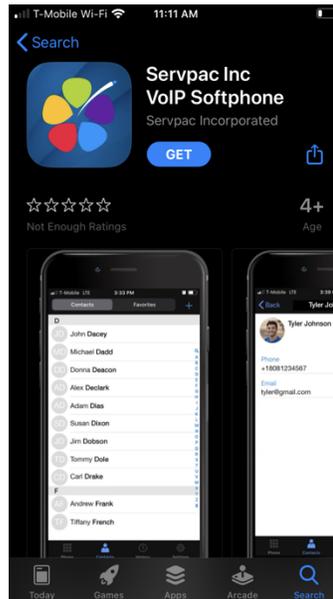
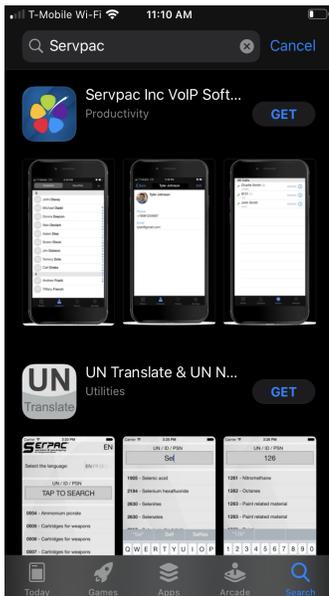
**\*\*\*Each user account can have up to 10 associated lines\*\*\***

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

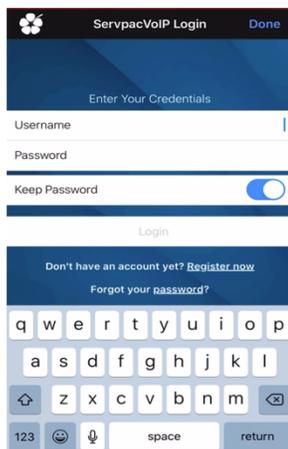
**Please note: The login credentials provided in this email are for single-device use only.**

3. Launch the App 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 App Store item. Click “Get” and authorize to complete the download.

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[www.servpac.com](http://www.servpac.com)  
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4. Launch the Servpac Softphone app. Enter the provided details into the login screen. Click “Login” to proceed.

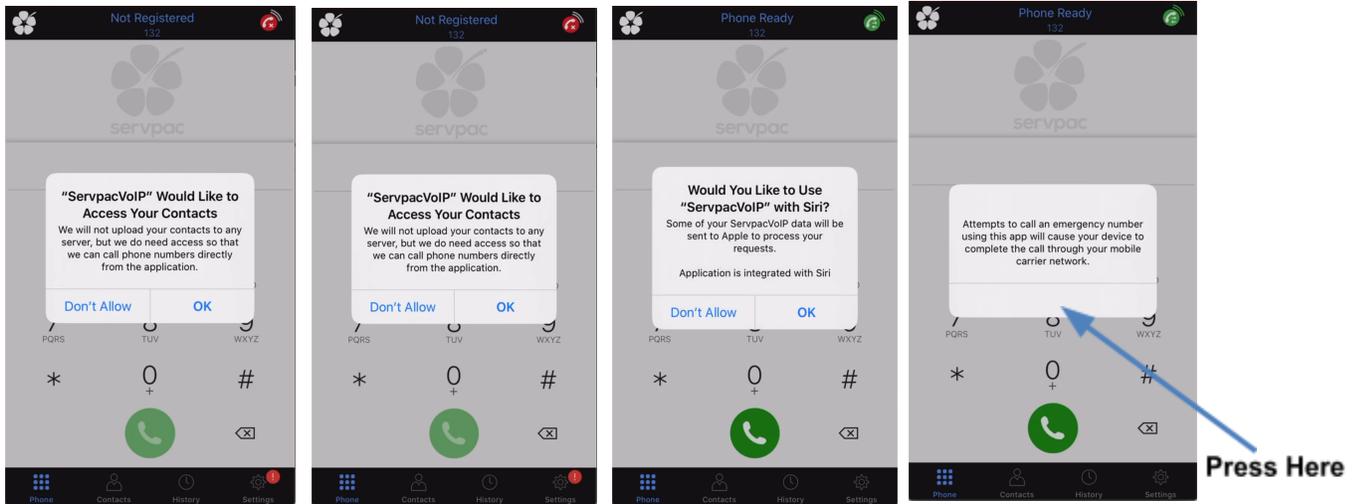


5. After logging in, several permission requests will appear:
  - a. Access Your Contacts
  - b. Access to Microphone
  - c. Integration with Siri
  - d. Send Notifications
  - e. Emergency Call Notification

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Please ensure you enable all access permissions in order for the app to properly function.



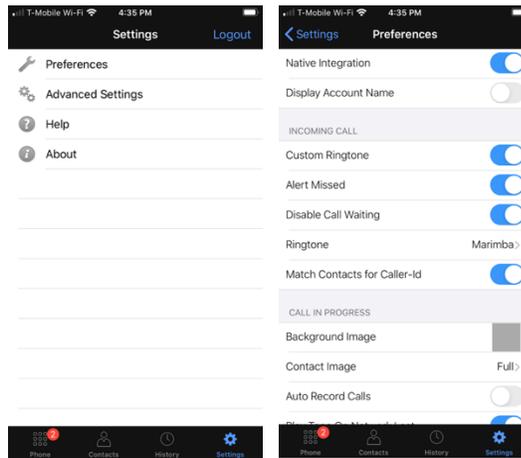
Make sure to tap **OK** or click the pop up screen for all the prompts.

## 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
- Face ID



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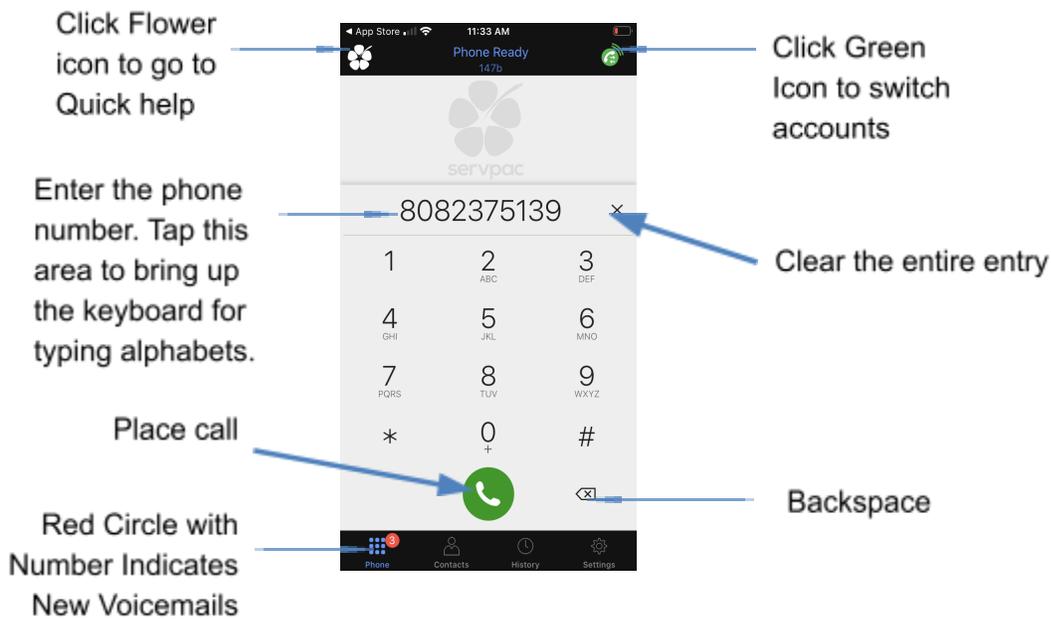


## Making Calls

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](mailto:support@servpac.com).

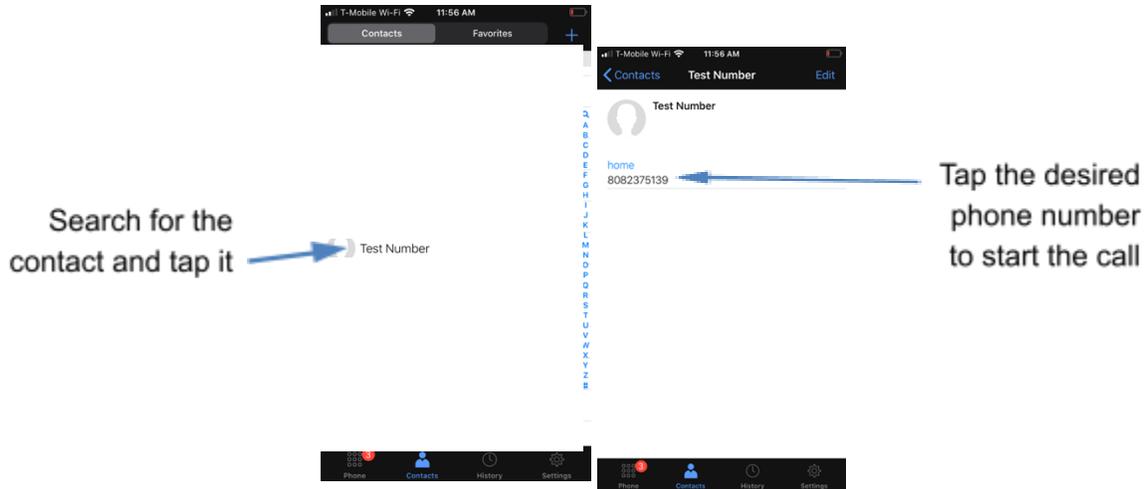
## Using the Dialpad

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



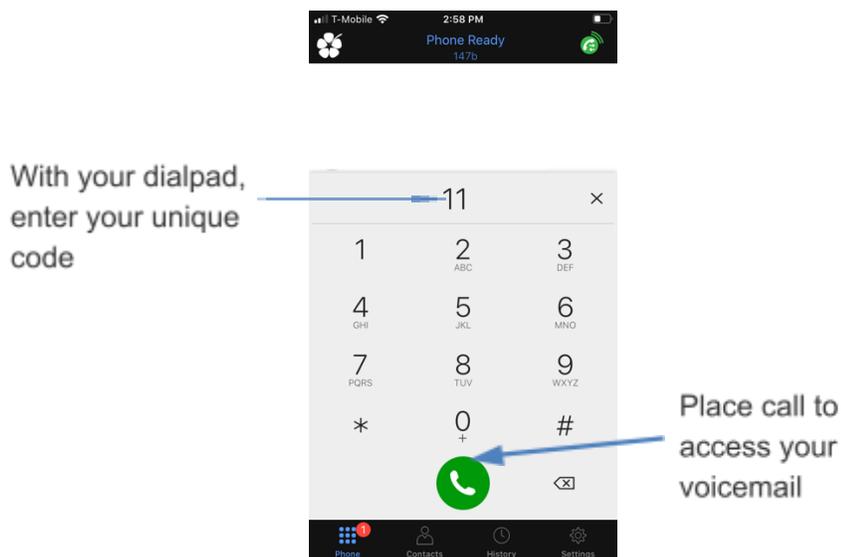
## From the Contact List

Tap the Contact Icon  at the bottom of the app.



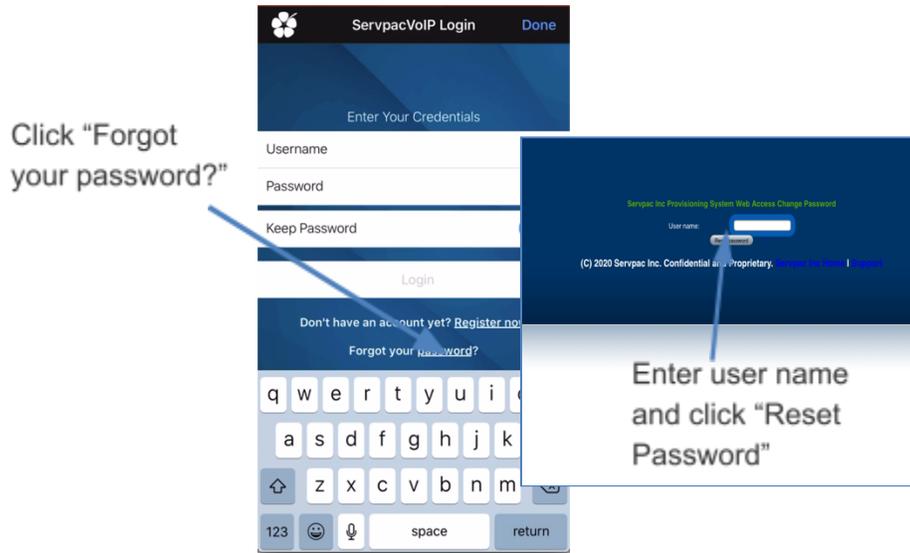
## How to Check Voicemail

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



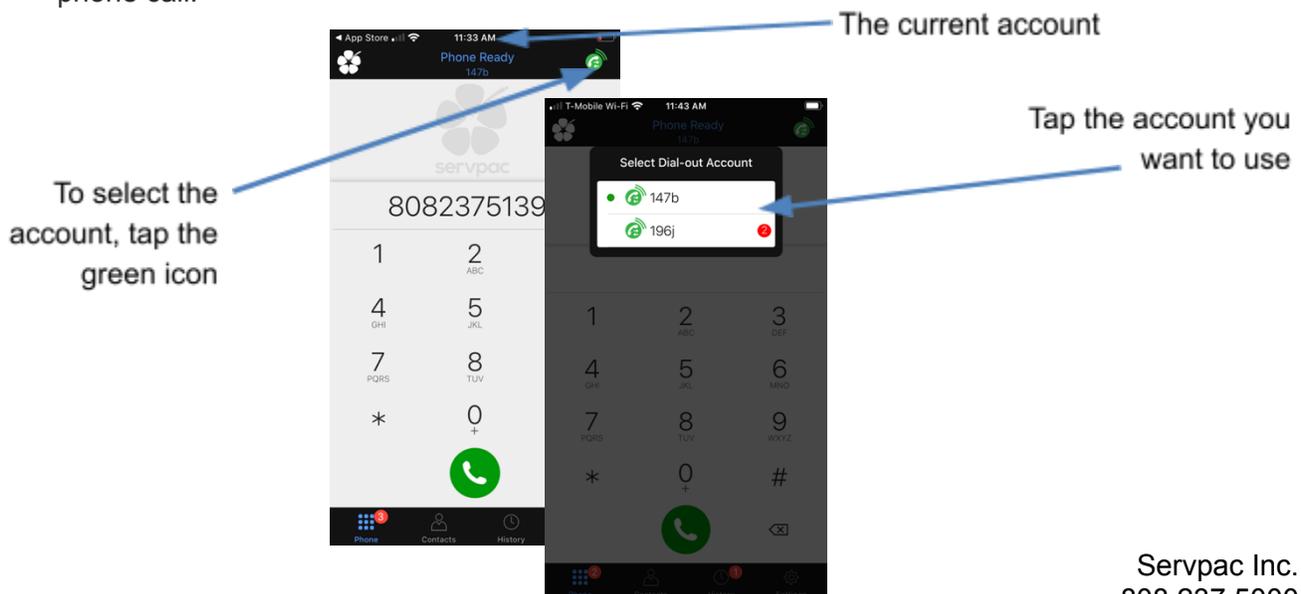
## Request a New Password

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



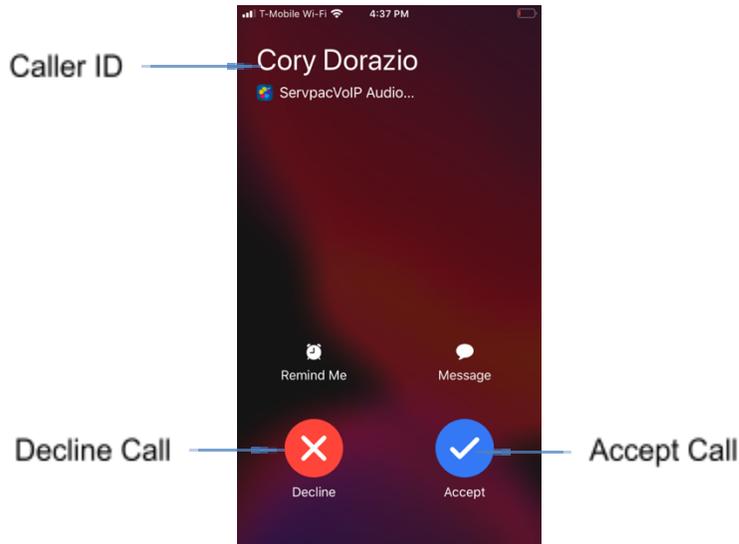
## Changing Accounts

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

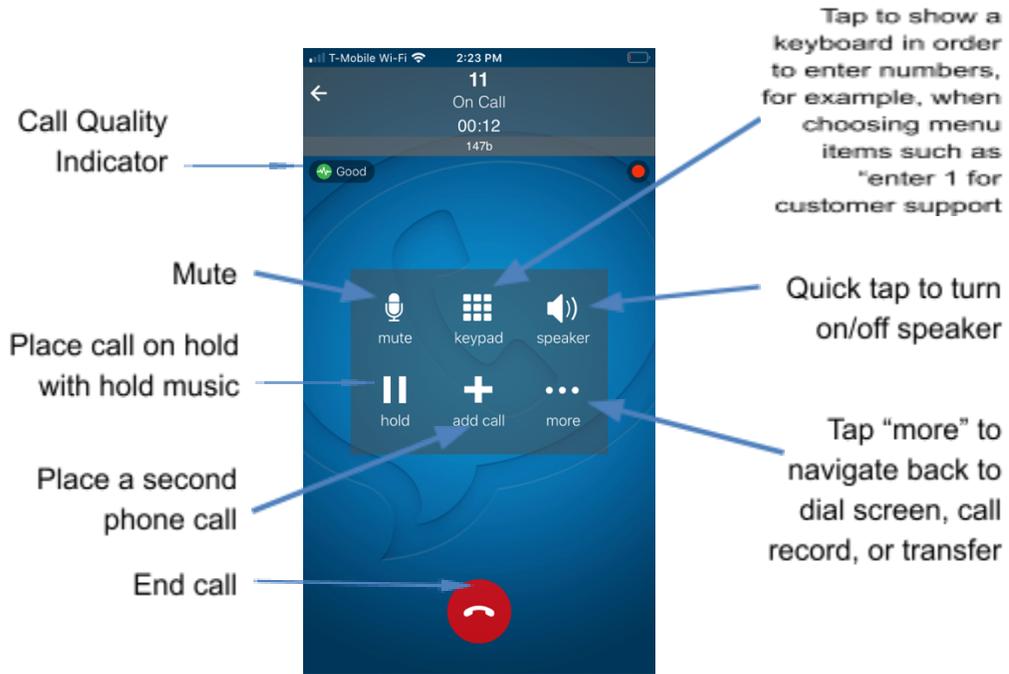


## Receiving Incoming Calls

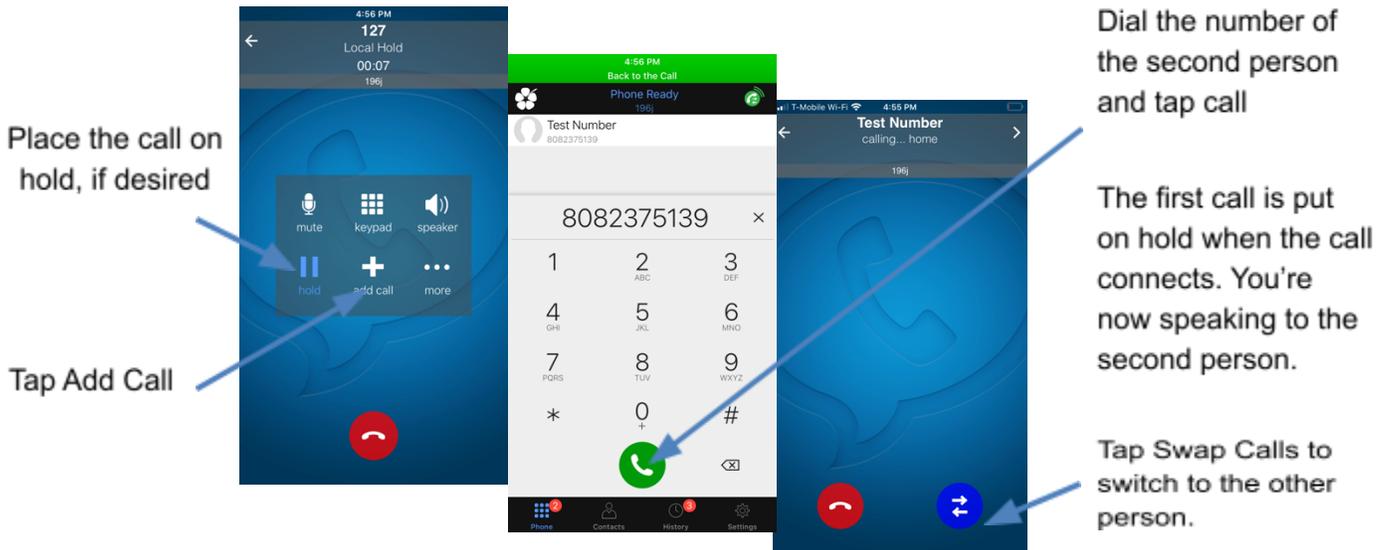
Users will receive a notification when receiving an incoming call to their office number.



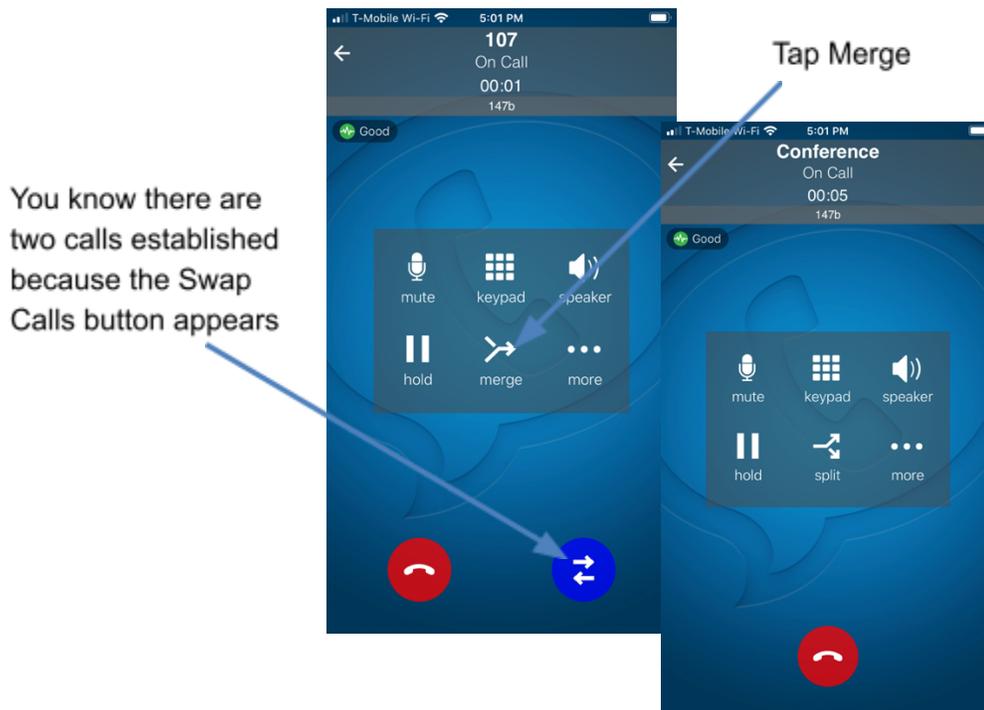
## Handle One Established Call



## Placing a Second Softphone Call

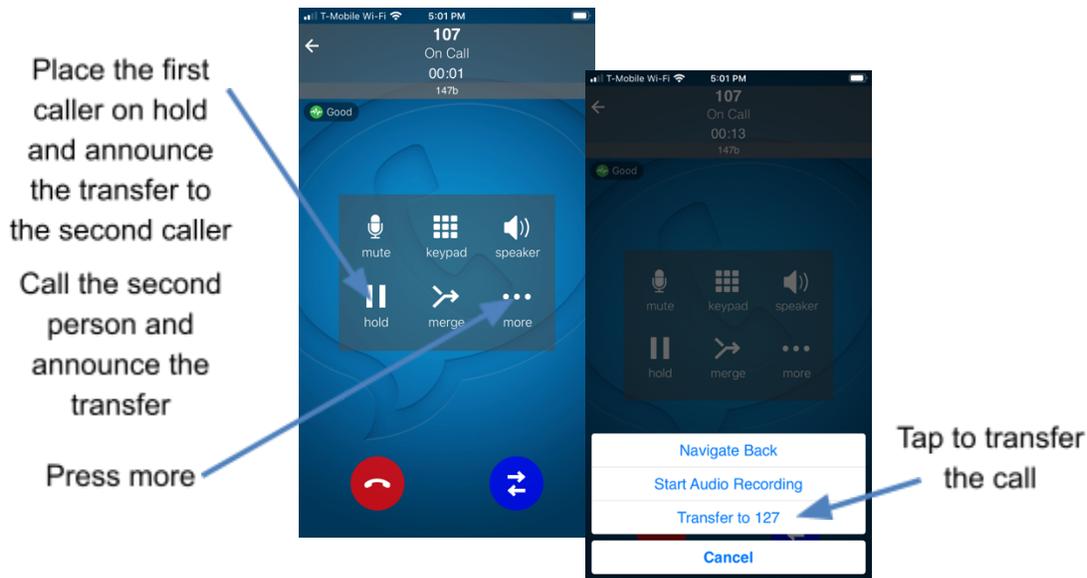


When you have two calls established, you can merge the calls into a three-way conference call.



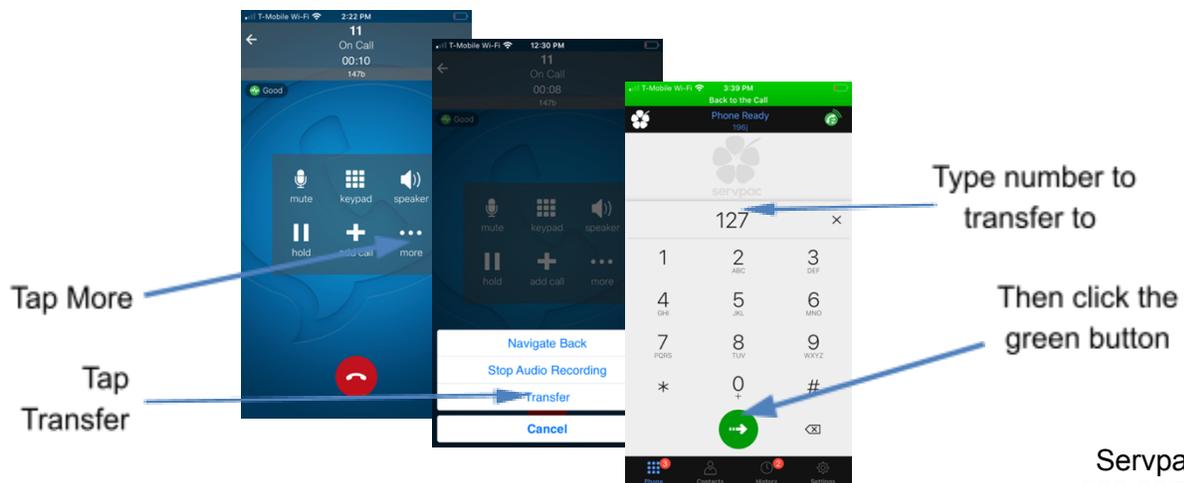
## Supervised Transfer

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.

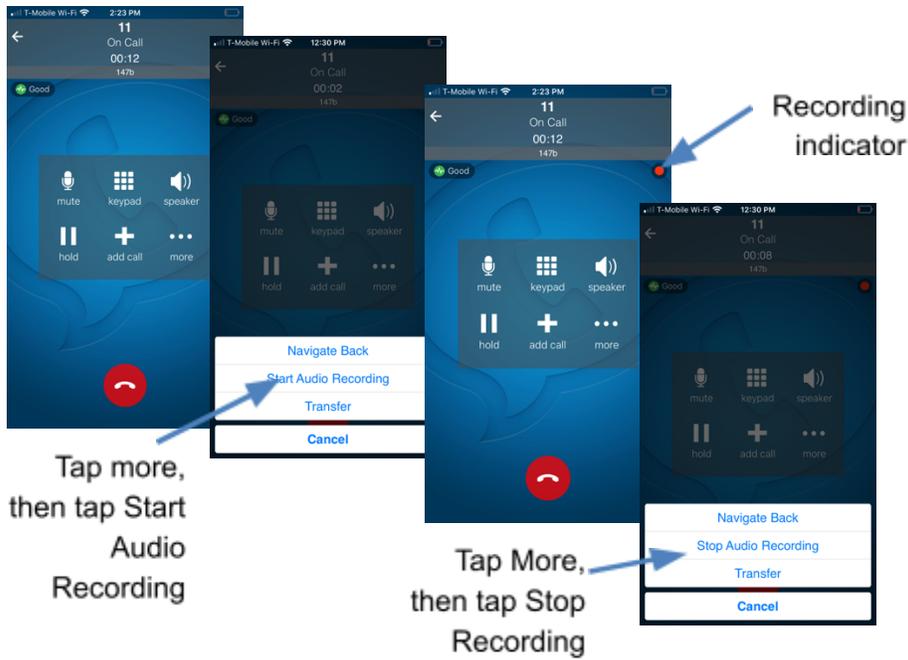


## Blind Transfer

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



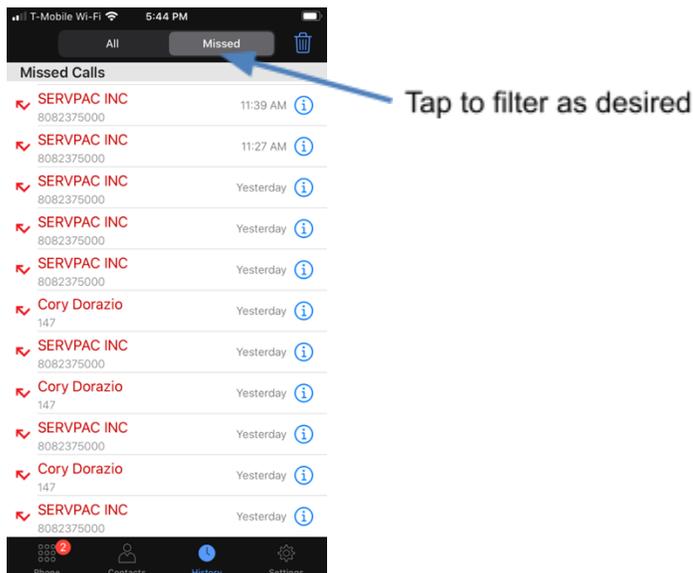
## Call Recording



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

## Call History

Tap the History icon at the bottom of the screen



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## Questions?

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

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