

## Servpac Softphone App for Windows 10

### Setting Up the Softphone

1. Send account request to [support@servpac.com](mailto:support@servpac.com) and include the following details for each user:
  - Name
  - Email
  - Associated Lines

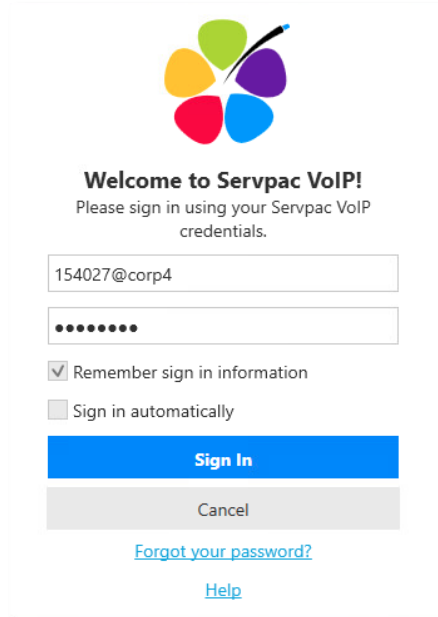
\*\*\*Each user account can have up to 10 associated lines\*\*\*

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. To download the application, visit <https://servpac.com/softphone-app-download/>. Select the download button to begin installation.

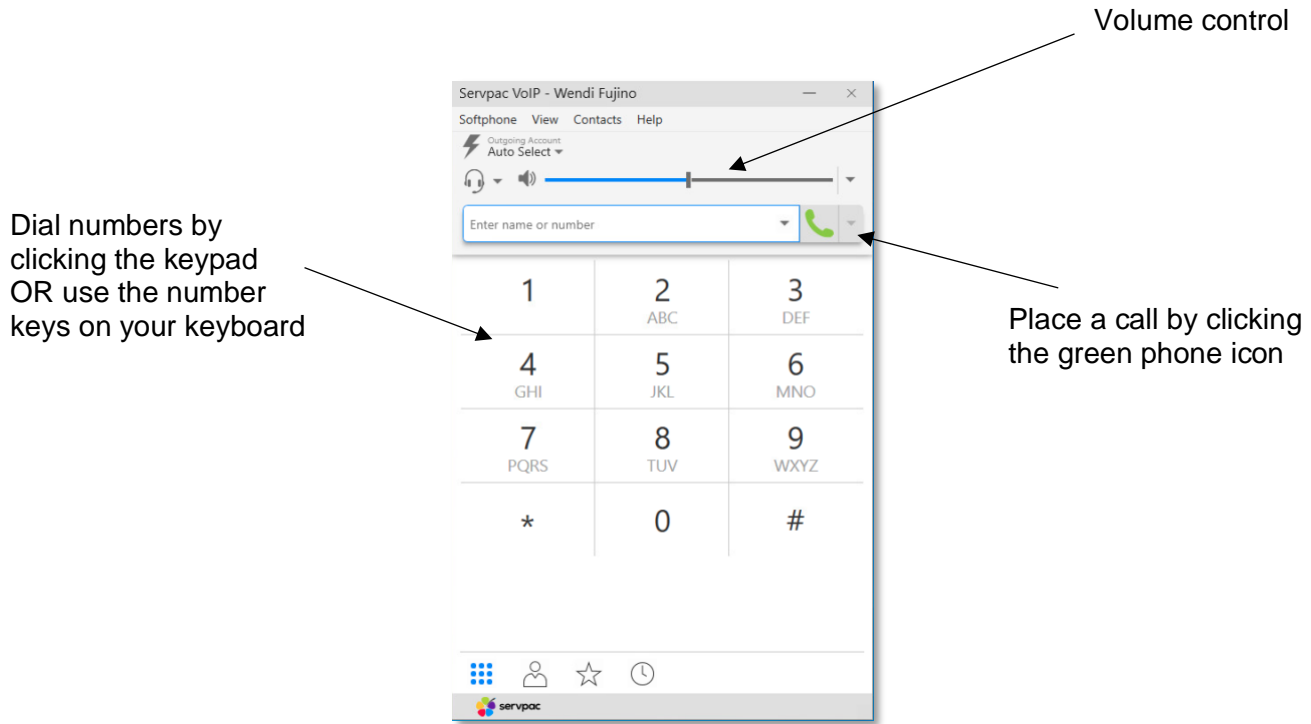
4. Open the application and input your login information.
  - “Remember sign in information” will store your username and password details automatically when you open the app
  - “Sign in automatically” will automatically login you in when you open the app



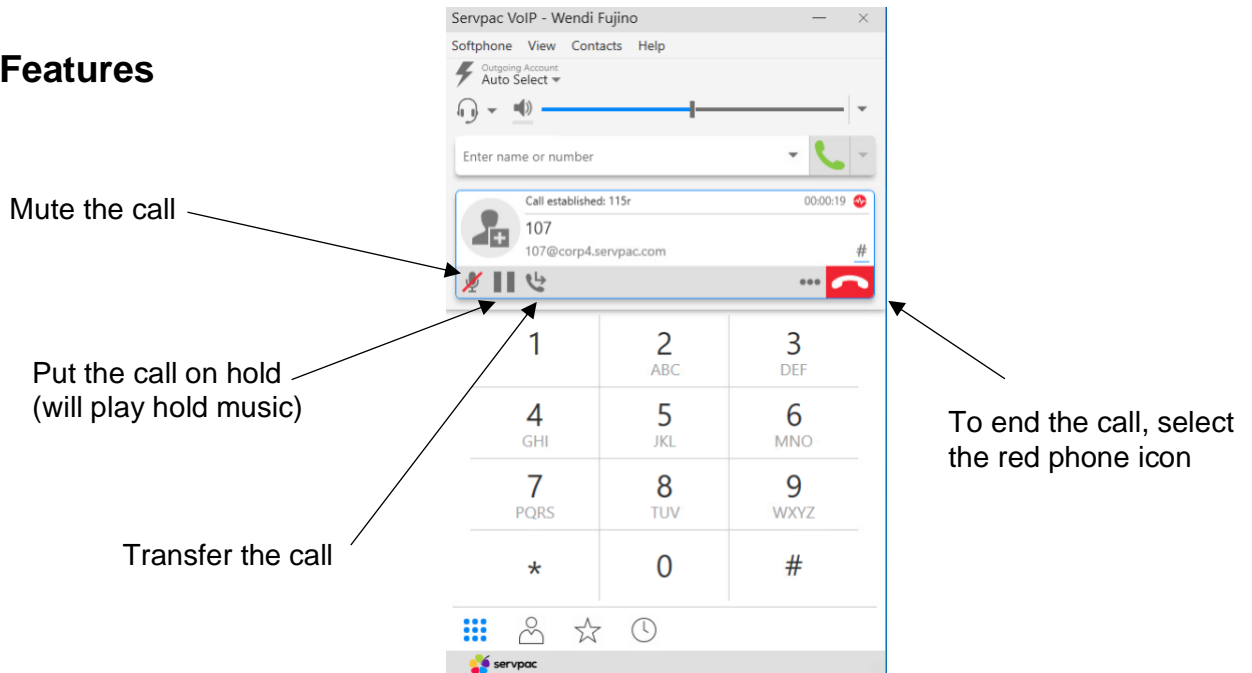
The screenshot shows a login window for Servpac VoIP. At the top is the Servpac logo. Below it, the text reads "Welcome to Servpac VoIP!" followed by "Please sign in using your Servpac VoIP credentials." There are two input fields: the first contains the email address "154027@corp4" and the second contains a masked password "••••••••". Below the password field are two checkboxes: "Remember sign in information" (checked) and "Sign in automatically" (unchecked). At the bottom are two buttons: a blue "Sign In" button and a grey "Cancel" button. Below the buttons are two links: "Forgot your password?" and "Help".

## Making Calls

Once launched, the app will display the Dialpad screen.



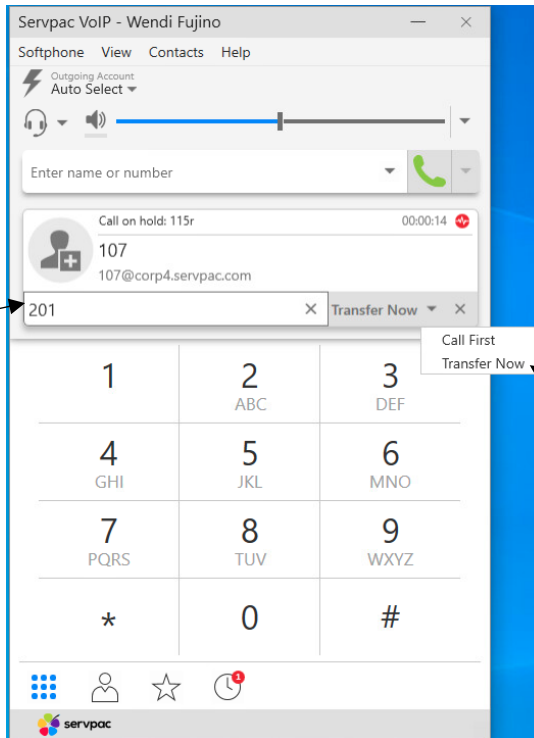
## Call Features



## Transferring Calls

- **Option 1: Blind Transfer**
  - Transfer the call immediately to the new recipient.

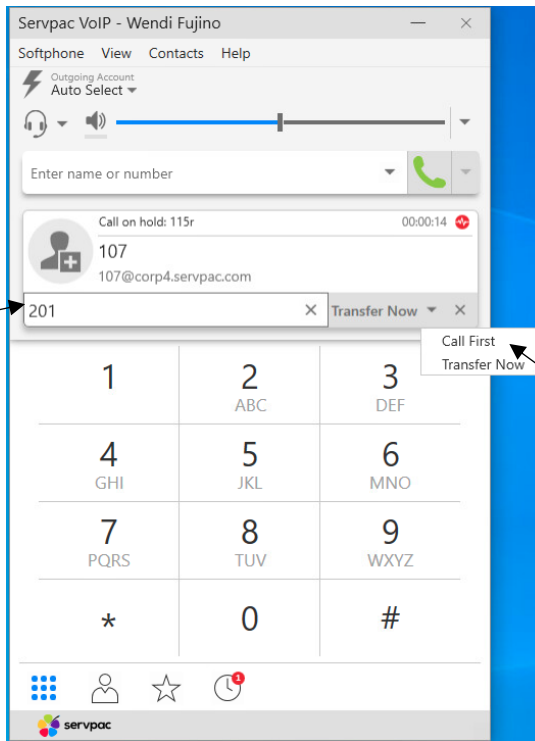
After you select "Transfer Call" (see under Call Features), type in the number or extension you would like to transfer the call to.



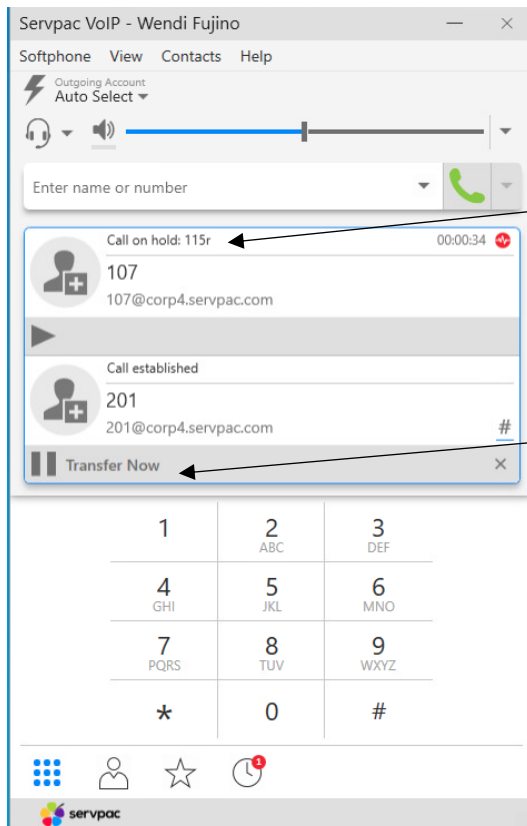
Select "Transfer Now" to complete the action.

- **Option 2: Supervised Transfer**
  - Speak to the recipient before the call transfer takes place.

After you select “Transfer Call” (see under Call Features), type in the number or extension you would like to transfer the call to.



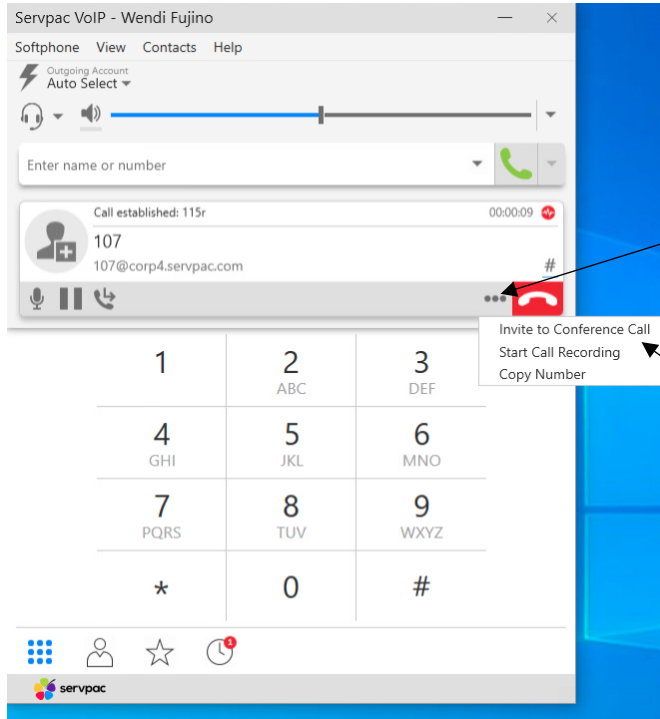
Select “Call First” to speak with the recipient before transferring the call



Once the recipient picks up the call, the other caller will automatically be placed on hold

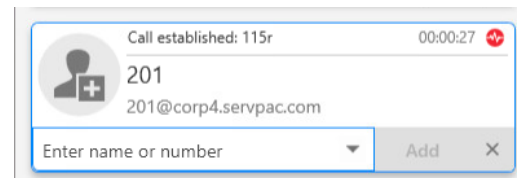
When ready, select the “Transfer Now” option to transfer the call.

## Conference Call



Once on a call, click the 3 horizontal dots for additional options.

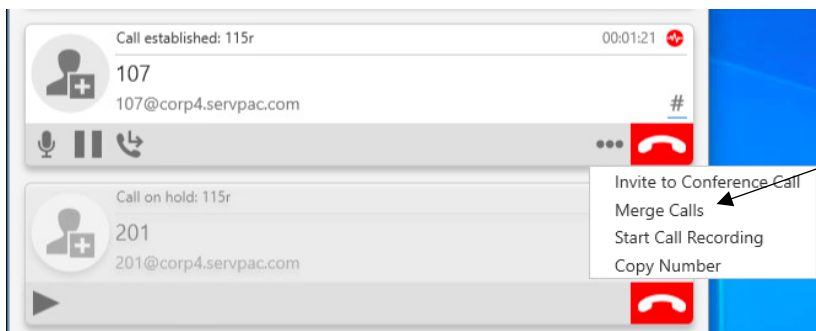
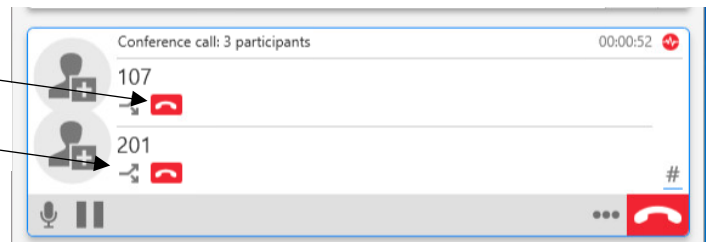
Select "Invite to Conference Call" and enter the number you wish to conference in.



Once answered, the call will automatically be added in.

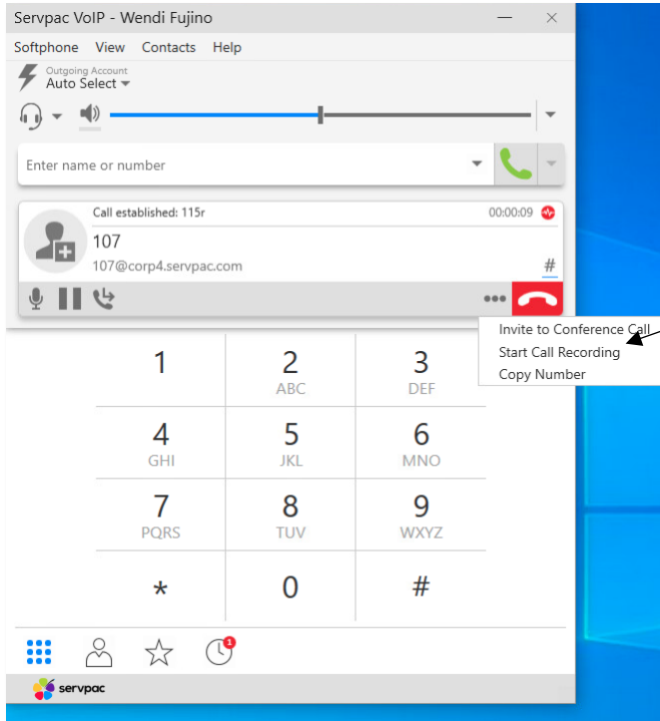
End call with individual callers

Split the calls



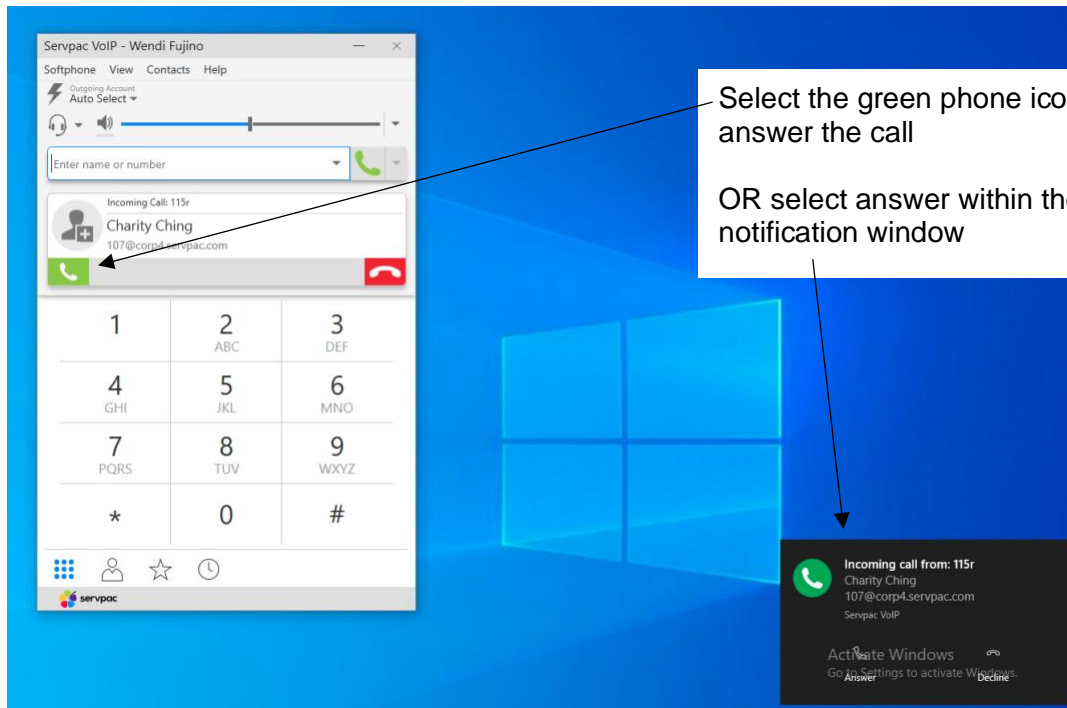
To rejoin the calls, select the 3 horizontal dots for additional options then select "Merge Calls"

## Call Recording



During a call, select the 3 horizontal dots for additional options then select "Start Call Recording"

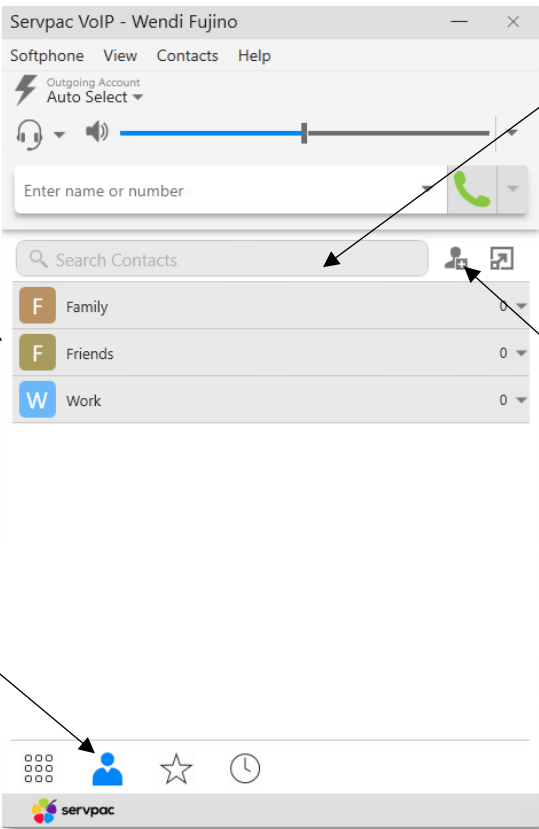
## Answer Calls



Select the green phone icon to answer the call

OR select answer within the notification window

## Accessing Your Contacts



Use the search bar to search contacts

You can group your contacts under the default categories

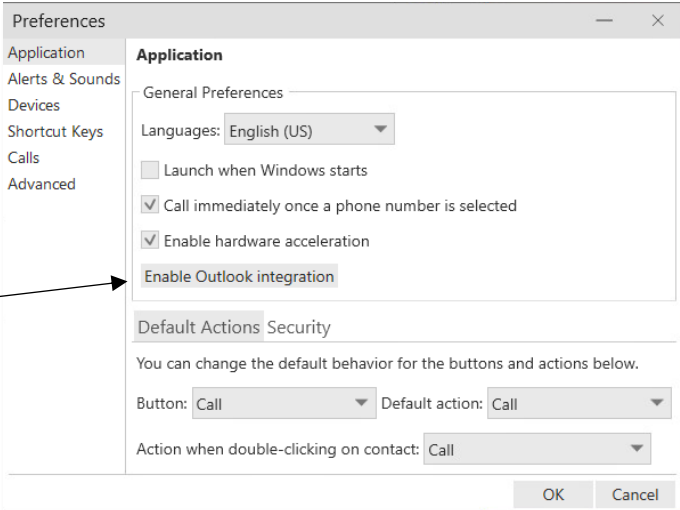
Add a new group by clicking grey person icon

To access your contacts, select the person icon at the bottom of the app

## Sync Your Outlook Contacts

In the top menu go to Softphone > Preferences > Application

Click the Enable Outlook integration button and follow the setup steps.



Preferences

Application

Alerts & Sounds

Devices

Shortcut Keys

Calls

Advanced

**Application**

General Preferences

Languages: English (US)

Launch when Windows starts

Call immediately once a phone number is selected

Enable hardware acceleration

**Enable Outlook integration**

Default Actions Security

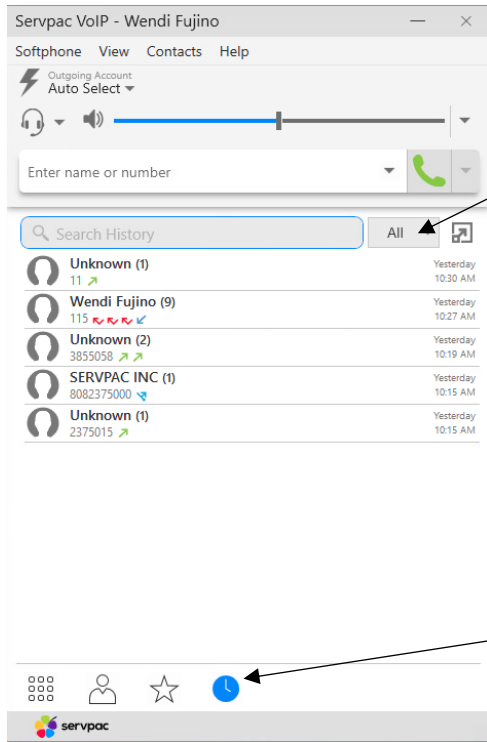
You can change the default behavior for the buttons and actions below.

Button: Call Default action: Call

Action when double-clicking on contact: Call

OK Cancel

## Call History



Sort by call type or date

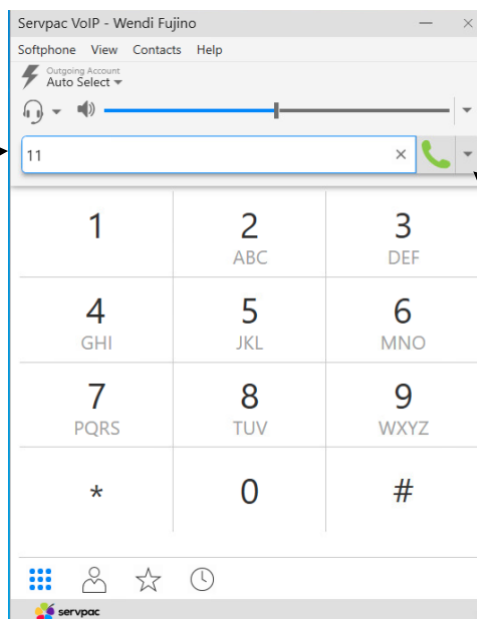
Call history will display Missed Calls, Outgoing Calls, Incoming Calls

To access your call history, select the clock icon at the bottom of the app

## Access Your Voicemail

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

Enter your unique voicemail code



Press the green phone icon to place the call

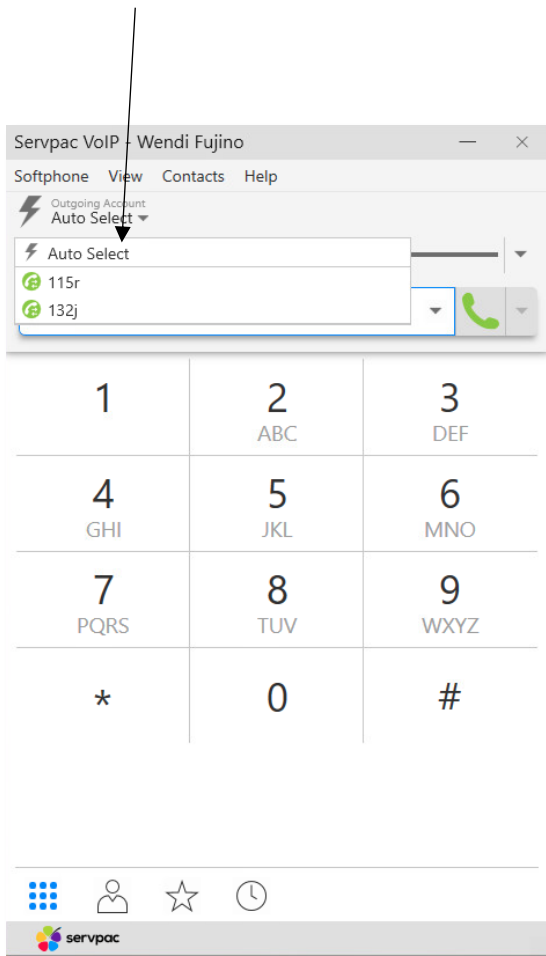


## Additional Features

### Switching Between Extensions

If you have multiple extensions, you can switch between them using the dropdown arrow.

If you select “Auto Select” the app will automatically receive calls on all extensions and will default to the first extension for outgoing calls.

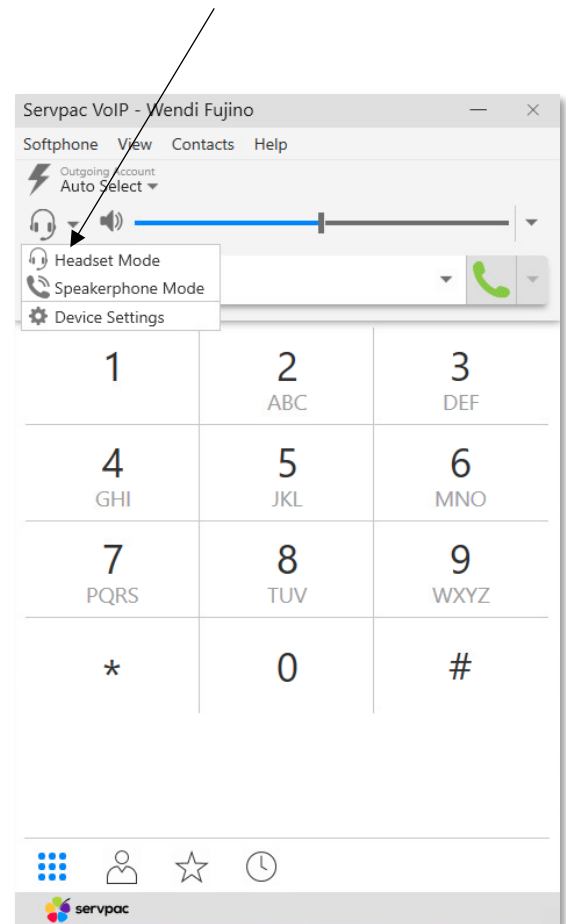


### Changing Audio Devices

You can change and add new audio modes using the dropdown arrow.

**Speakerphone Mode:** Audio will be played through your computer speakers and will utilize your computer microphone.

**Headset Mode:** Use this mode if you are using a compatible headset.



## Questions?

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