



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
- Do not disturb (DND)

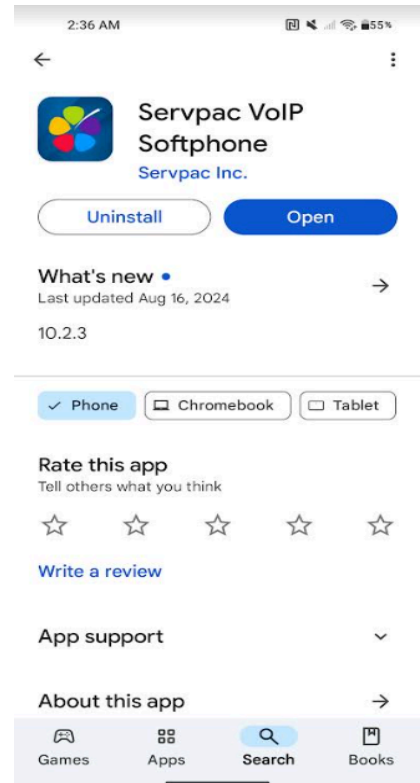
Setting Up the Softphone

1. Send a request for access to support@servpac.com. Requesters need to provide the following details for each user:
 - Name
 - Email
 - Associated Line (Extension Number)
2. Get your login details from Servpac via email. The email contains the following info:
 - Username
 - Password

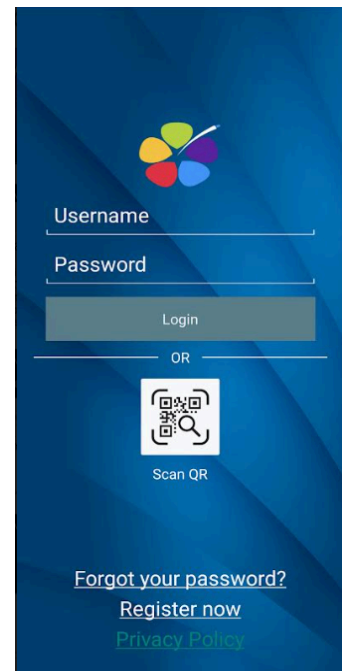
Please note: The login credentials provided in this email are for single-device use only.



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



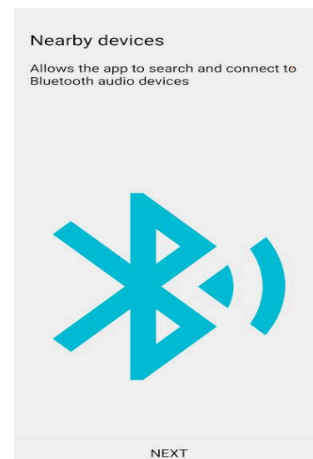
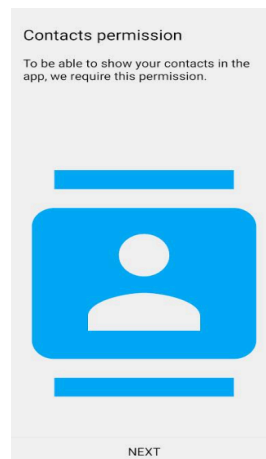
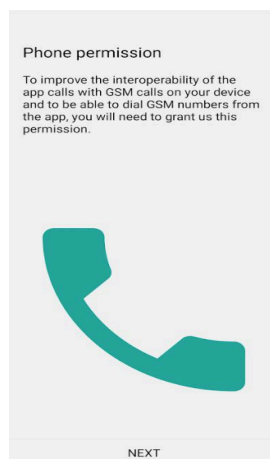
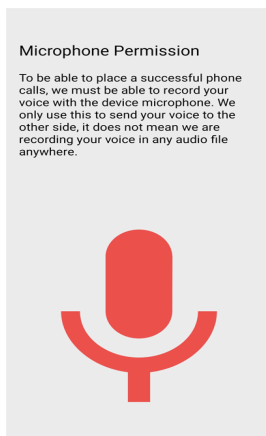
4. Launch the Servpac Softphone app. Enter the provided details into the login screen. Click “Log In” to proceed.



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

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





Application set up

Application set up

To enable incoming calls receiving / redirecting and notifications on your device :

·Please tap on **Settings->Apps->Manage apps->Servpac VoIP Softphone 2**

·tap on **Other permissions**

·make sure **Display pop-up windows while running in background** is enabled.

·Please tap on **Settings->Apps ->Permissions->Background Autostart**

·enable **Autostart for Servpac VoIP Softphone 2.**

·Please tap on **Settings->Battery & performance->App battery saver->Servpac VoIP Softphone 2**

·make sure **No restrictions** is

SKIP **SETTINGS**

Enable the following permissions:

- Settings > Apps > Manage apps > Servpac VOIP softphone
- Other permissions > Display pop-up windows while running in background > Enabled (Always allow)
- Settings > Apps > Permissions > > Background autostart > Enable Autostart for Servpac VoIP Softphone
- Settings > Battery and Performance > App battery saver > Servpac Voip Softphone > Make sure there are no restrictions

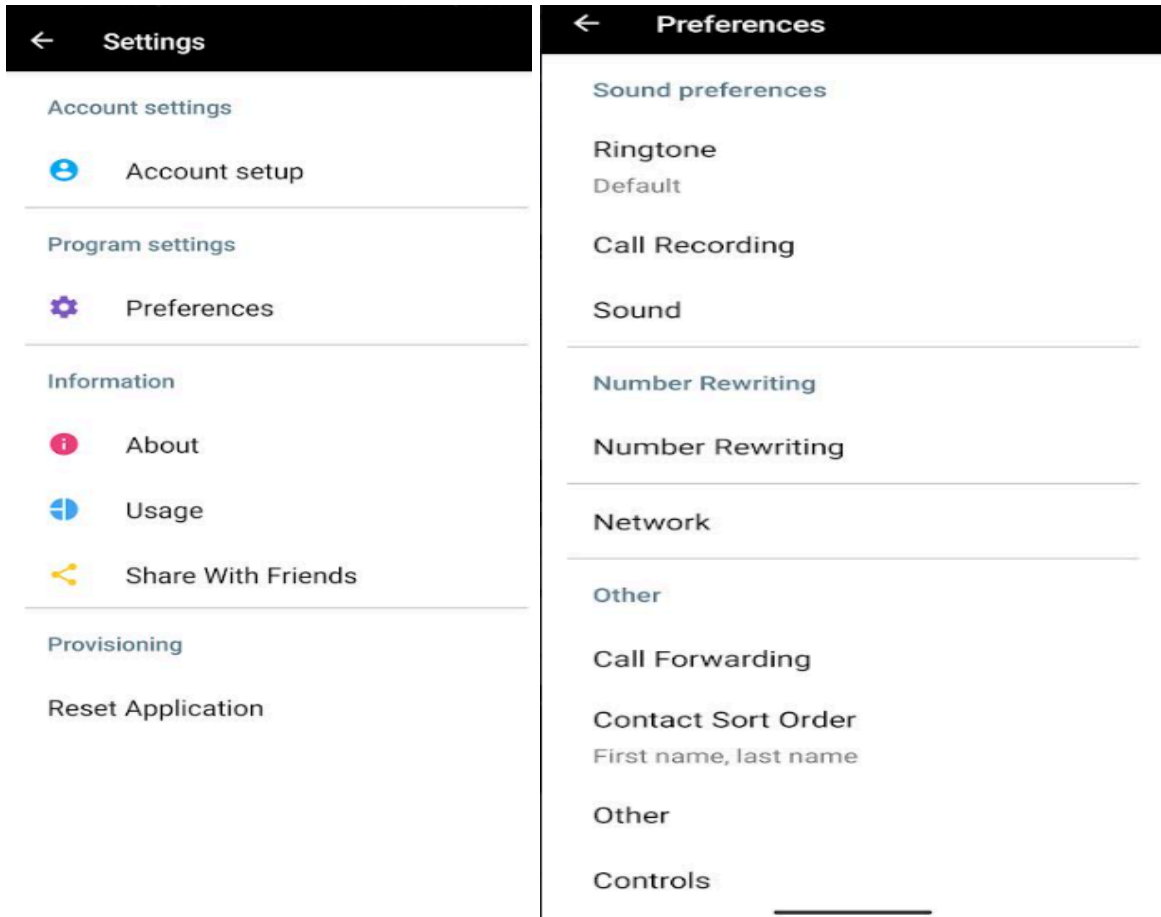


Settings

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

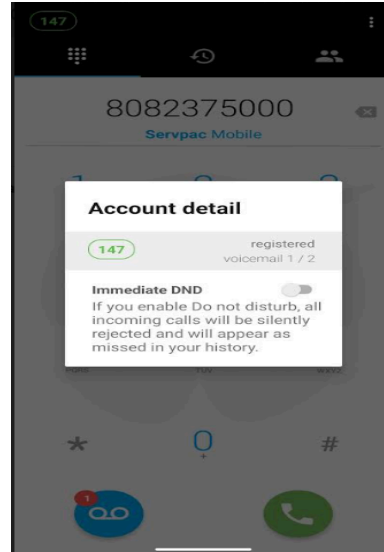
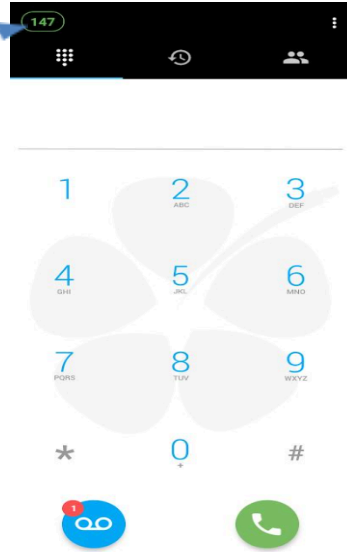




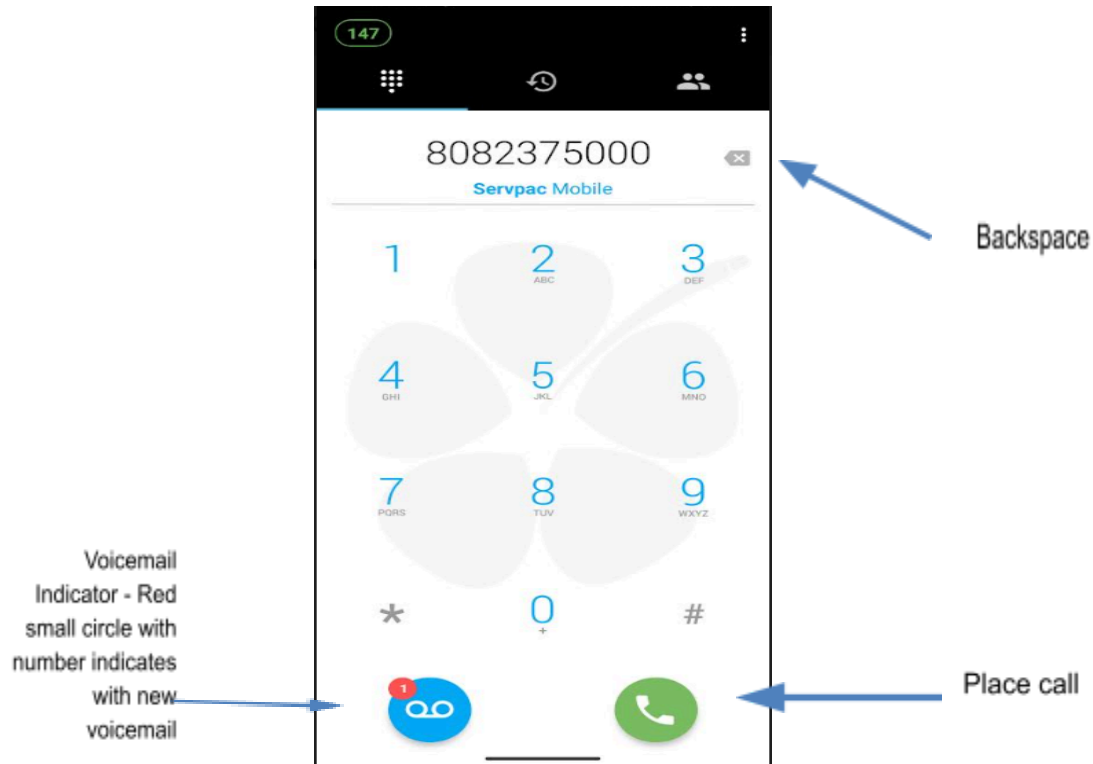
Making Calls

Launch the Servpac VoIP Softphone app on your device. After a few seconds, your extension number on the top left part is color green (Registered). This means your app is ready to use. If it says “Unregistered”, contact support at support@servpac.com.

This is the indicator that your softphone is registered

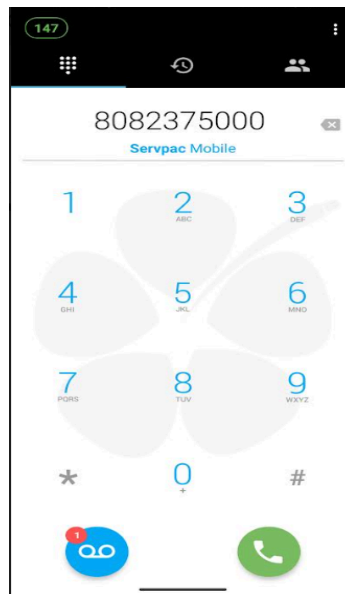


Using the Dialpad

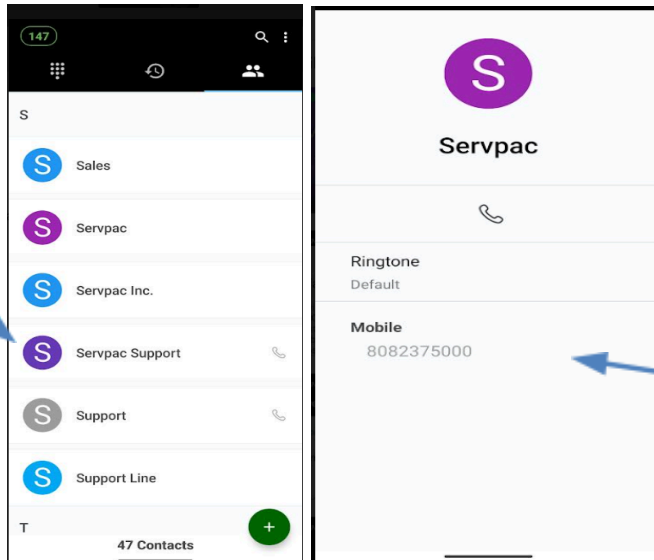


From the Contact List

Tap the Contact Icon.



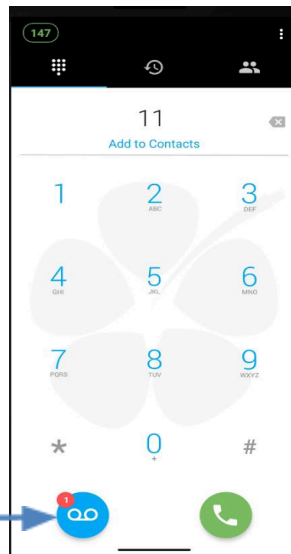
Search for the contact and tap it



Tap the desired phone number to start the call

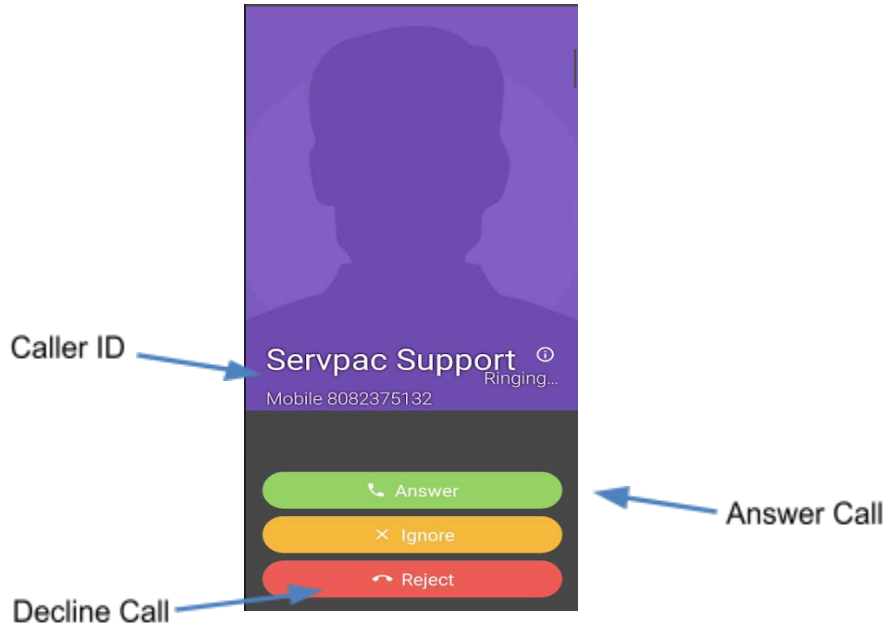
How to Check Voicemail

Tap the blue icon (Voicemail indicator)

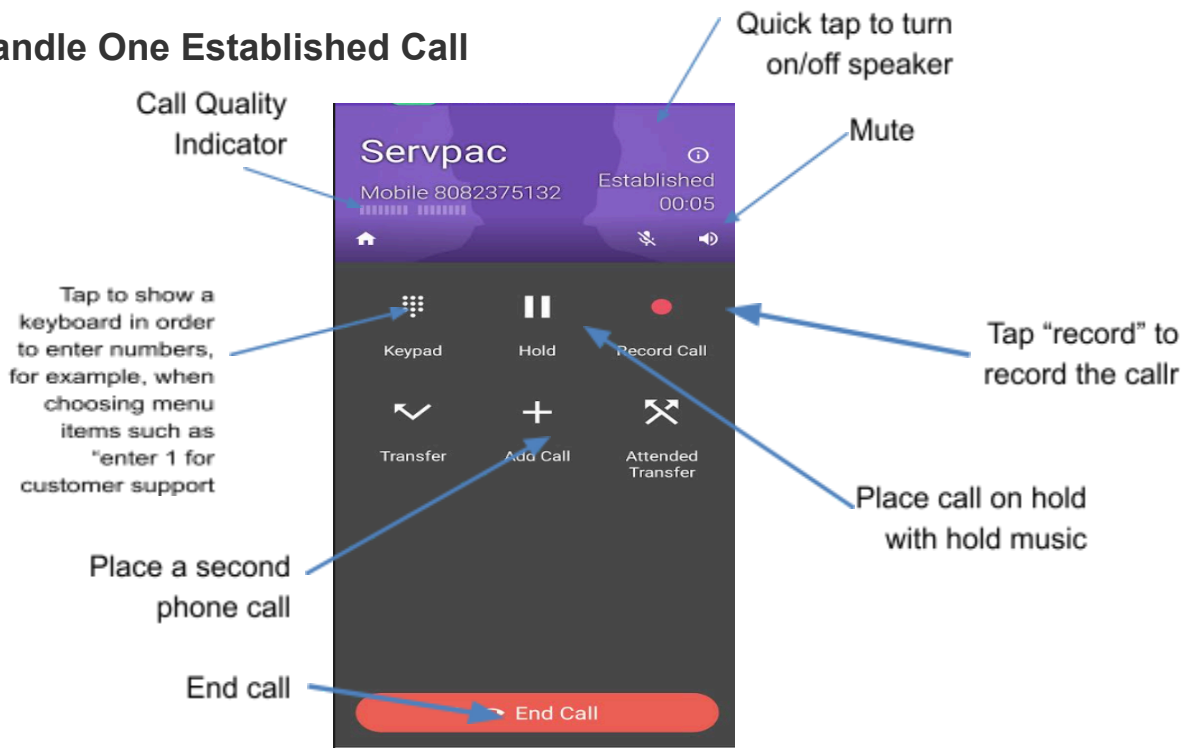


Receiving Incoming Calls

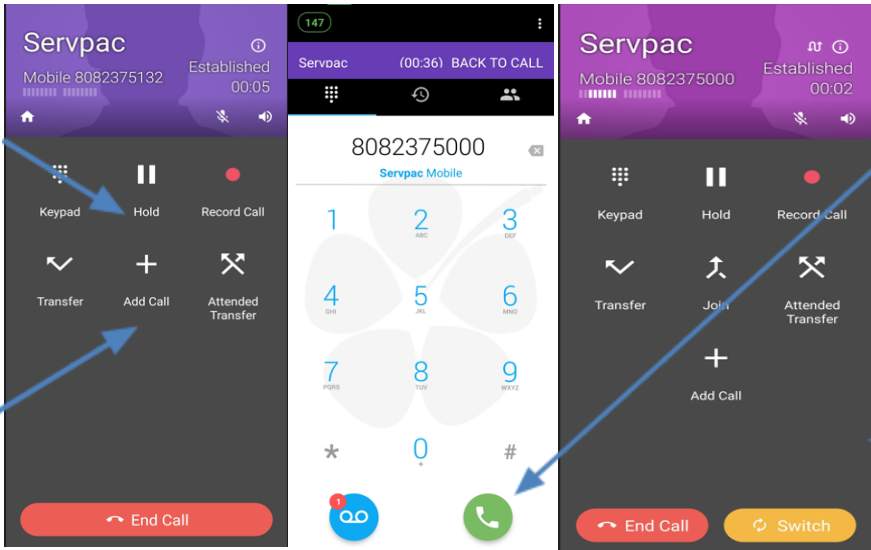
Users will receive a notification when receiving an incoming call to their office number.



Handle One Established Call



Placing a Second Softphone Call



Place the call on hold, if desired

Tap Add Call

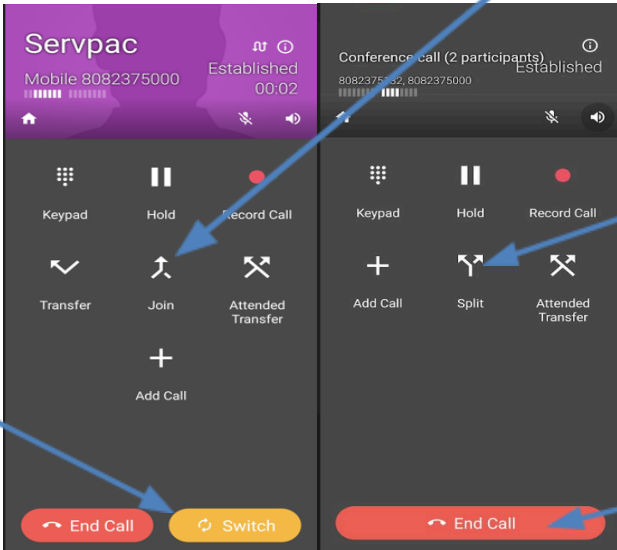
Dial the number of the second person and tap call

The first call is put on hold when the call connects. You're now speaking to the second person.

Tap Swap Calls to switch to the other person.

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

Tap Join to create a conference call



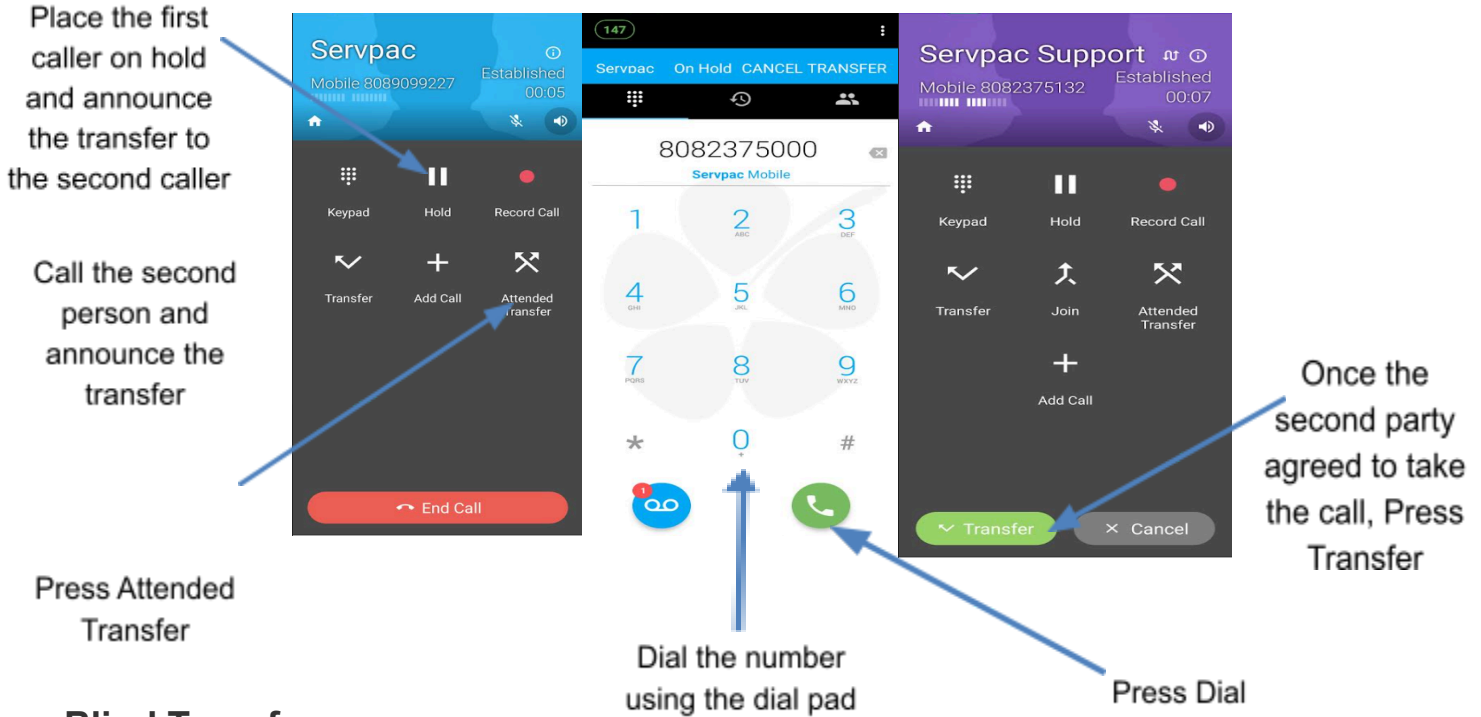
You know there are two calls established because the Switch Calls button appears

Tap to Split the Call

Tap to End the Call

Supervised Transfer

The supervised transfer allows you to announce a caller before transferring a call. You need to establish two softphone calls to complete the transfer.



Place the first caller on hold and announce the transfer to the second caller

Call the second person and announce the transfer

Press Attended Transfer

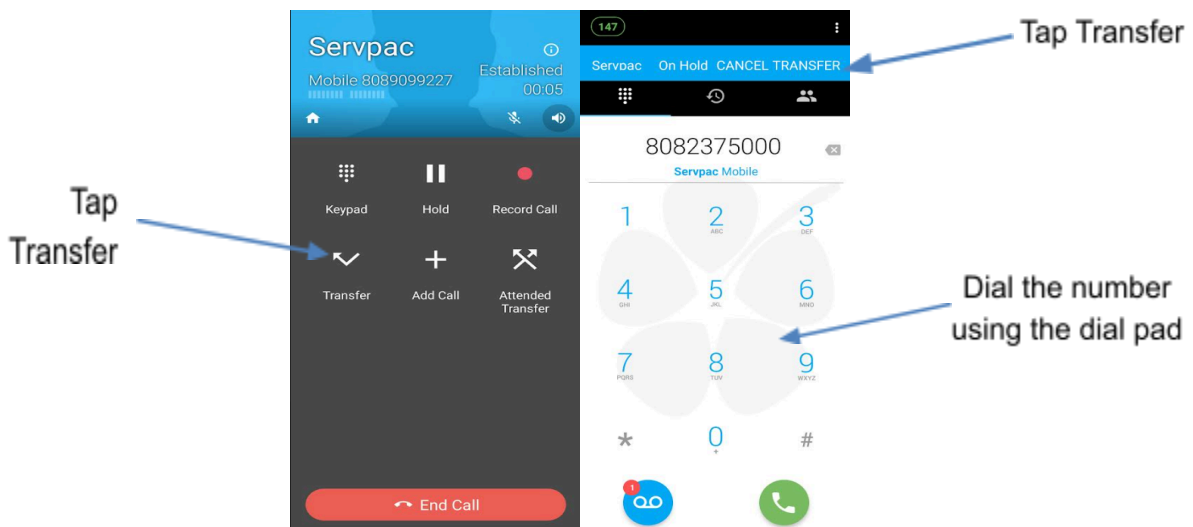
Dial the number using the dial pad

Press Dial

Once the second party agreed to take the call, Press Transfer

Blind Transfer

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



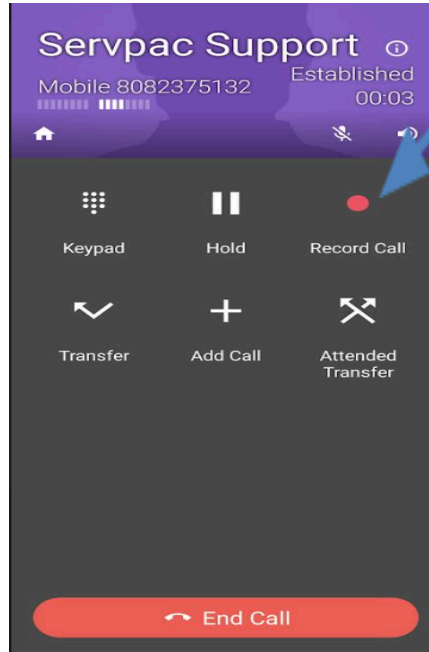
Tap Transfer

Tap Transfer

Dial the number using the dial pad



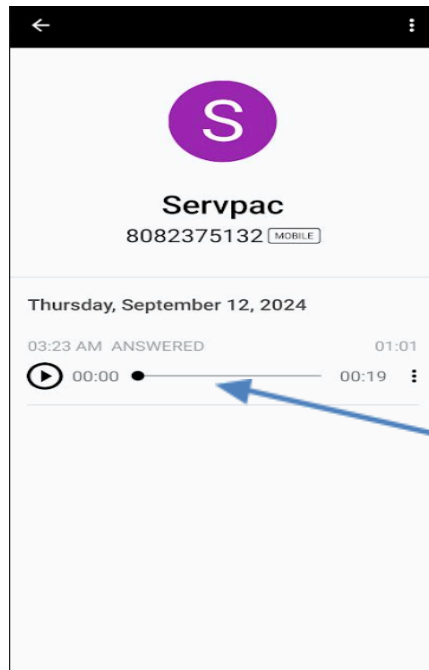
Call Recording



Tap Record call to start recording

Record call icon will start beeping once you click record call

Tap Record Call icon one more time to stop recording

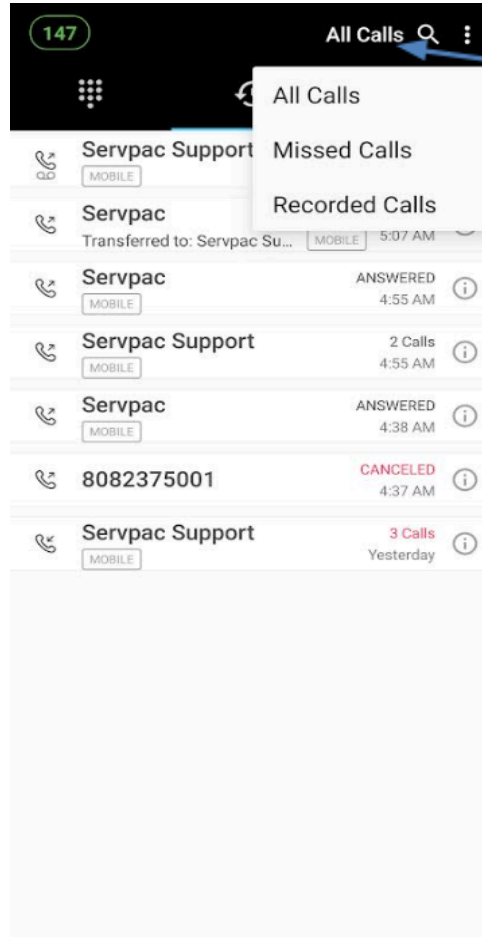
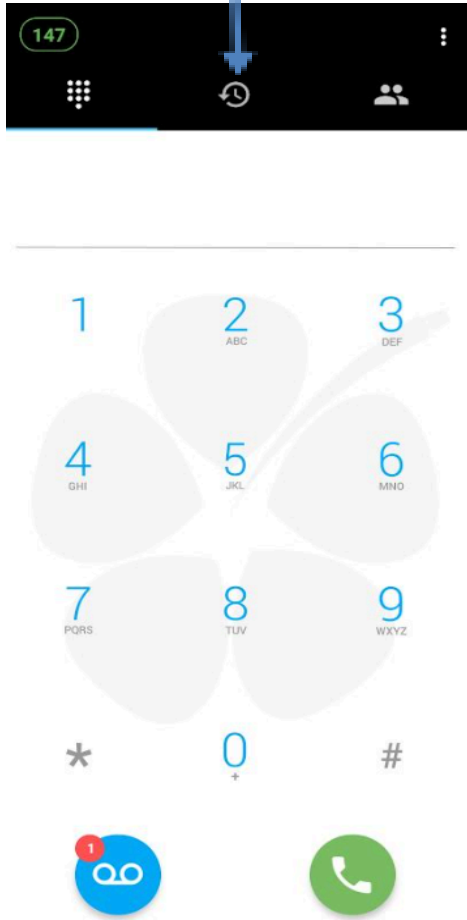


***All call recordings are saved on the Softphone app and use storage on your device.

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Call History

Tap the History icon at the bottom of the screen

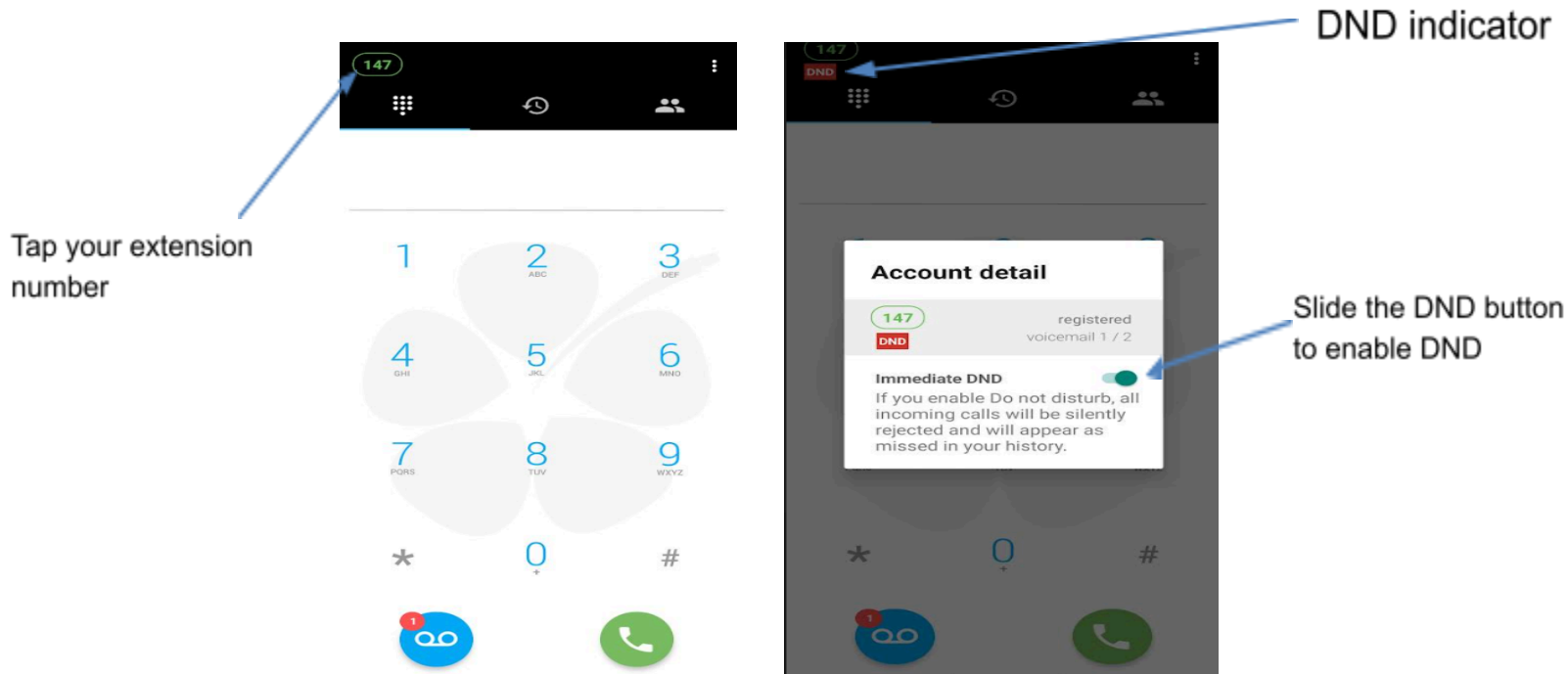


Tap to All calls to filter the history

Pick the desired filter

Do not Disturb (DND)

You can set your softphone on DND if you are not using the softphone. All calls that come on the phone will go directly to voicemail. Please be mindful of using this feature



Questions?

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