



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
- Cell Phone Contact List Integration
- Speakerphone, Mute, and Hold
- Call Transfer
- 3 Way Conference Calls

Setting Up the Softphone

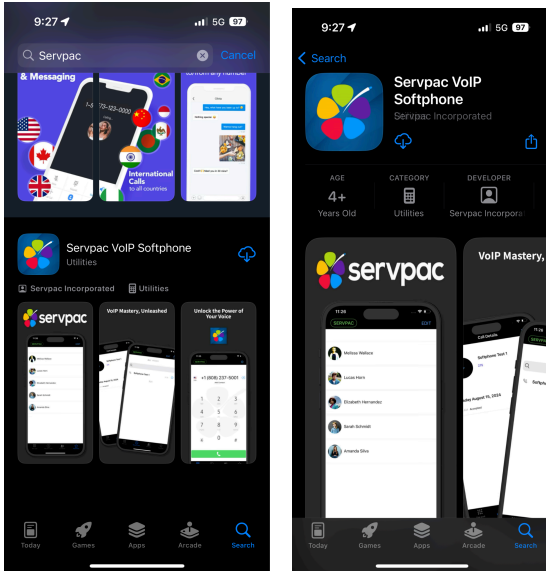
1. Send a request for access to support@servpac.com. Requesters need to provide the following details for each user:
 - Name
 - Email
 - Associated Line (Extension Number)
2. Get your login details from Servpac via email. The email contains the following info:
 - Username
 - Password

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

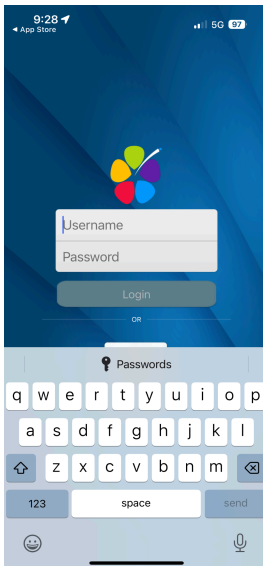
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808.237.5000
www.servpac.com
1931 N King St, Honolulu, HI 96819



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



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

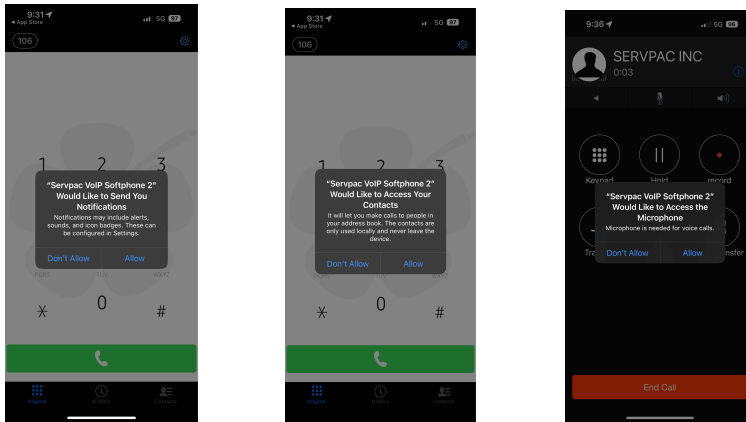


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5. After logging in, several permission requests will appear:
 - a. Access Your Contacts
 - b. Access to Microphone
 - c. Send Notifications

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



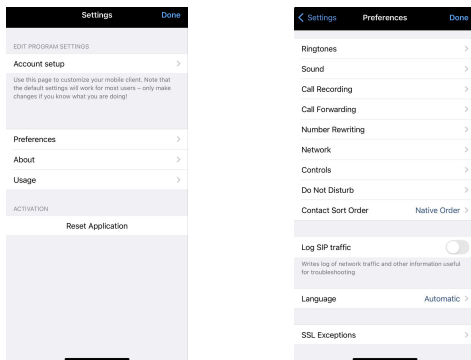
Tap **Allow** on the pop-up screen for all the prompts.

Settings

To access the features click the “Settings” icon in the top right corner.

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

- Custom Ringtone
- Language
- Contact Sort Order




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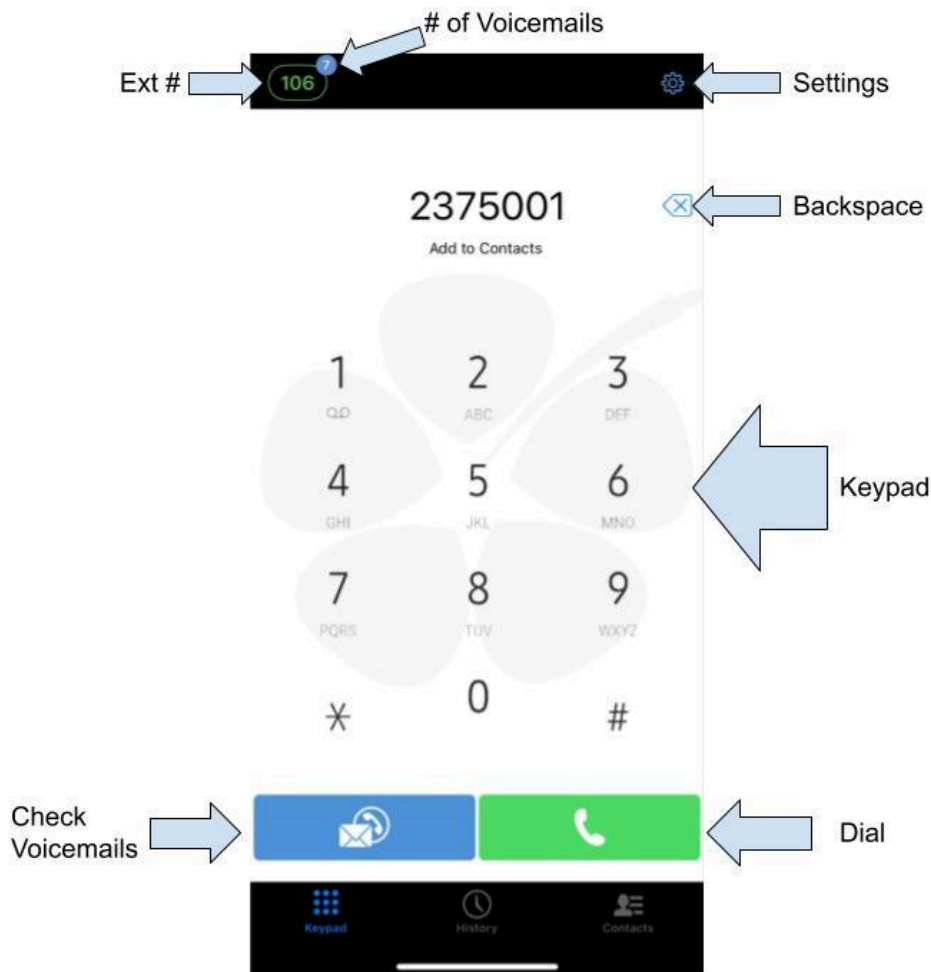


Making Calls


Launch the Servpac VoIP Softphone app on your device. After a few seconds, the extension number in the top left corner will turn green. This means your app is ready to use. If it turns red, contact support at support@servpac.com.

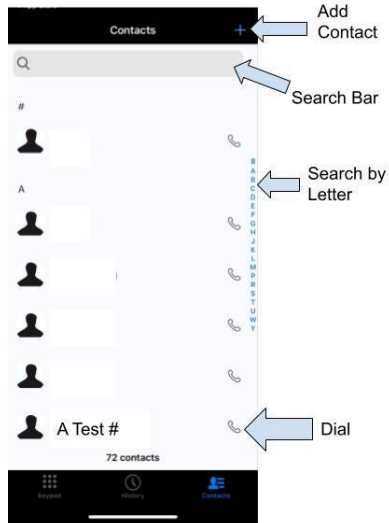
Using the Dialpad

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



From the Contact List

Tap the Contact Icon  at the bottom of the app.

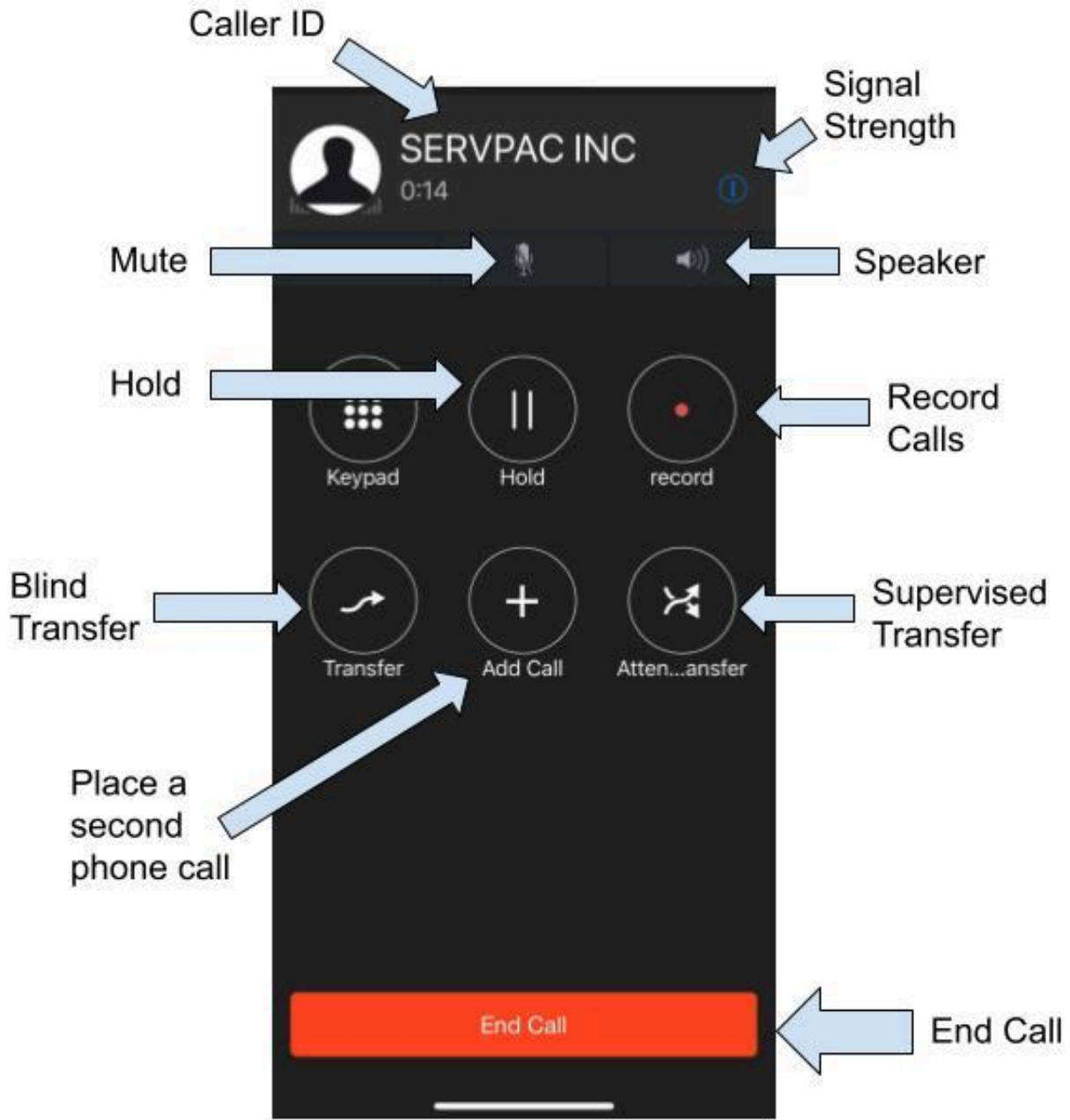


Receiving Incoming Calls

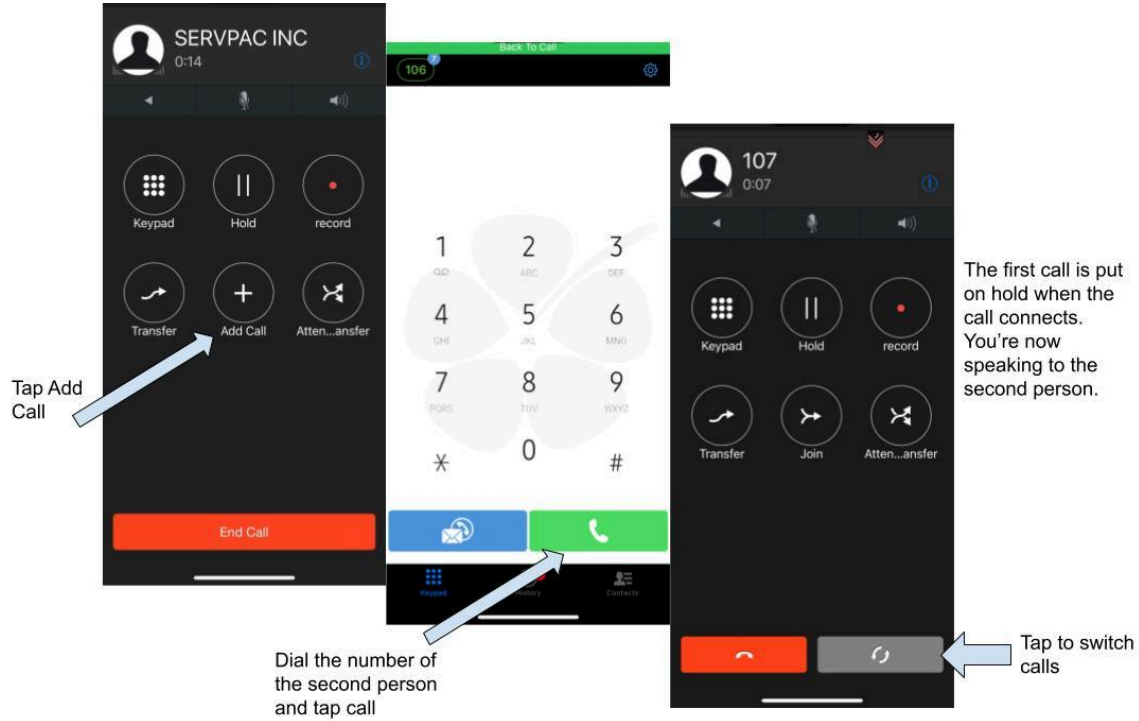
Users will receive a notification when an incoming call goes to their office number.



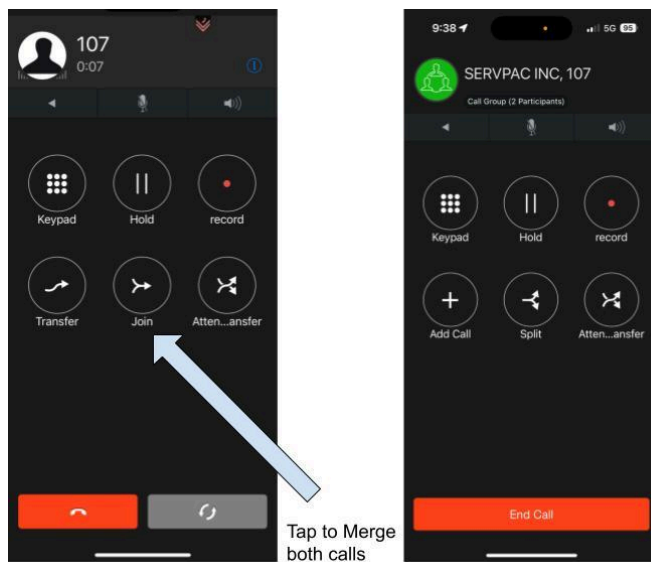
Handle One Established Call



Placing a Second Softphone Call

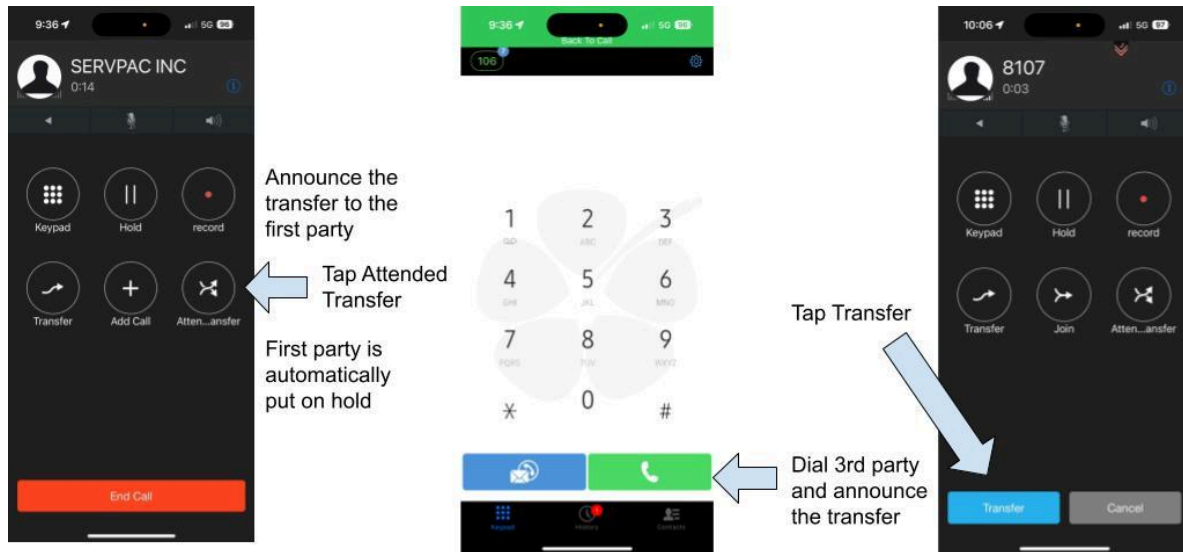


When you have two calls established, you can merge the calls into a three-way conference call.



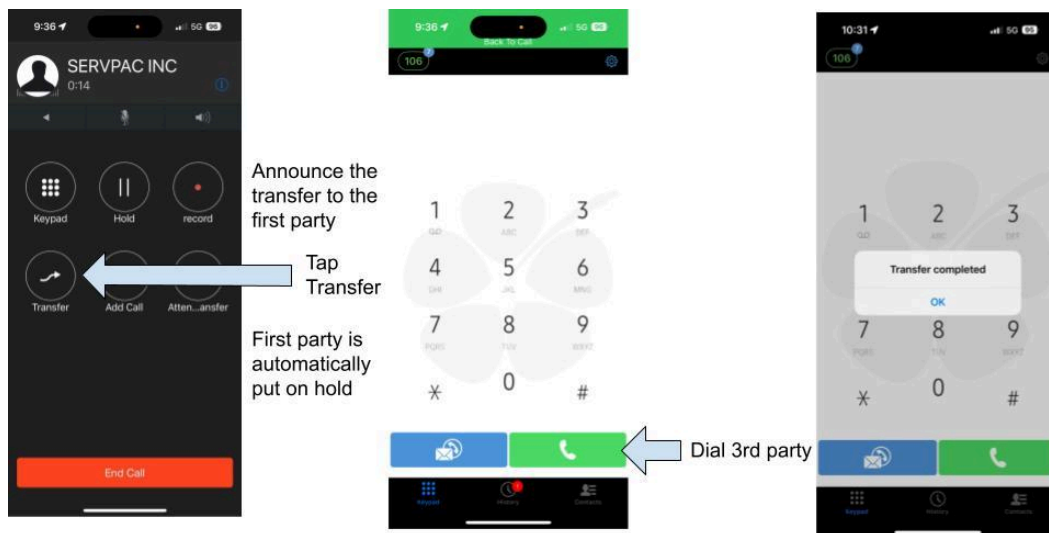
Supervised Transfer

Supervised transfer allows you to announce the caller before sending the call. You need to establish two softphone calls to complete the transfer.

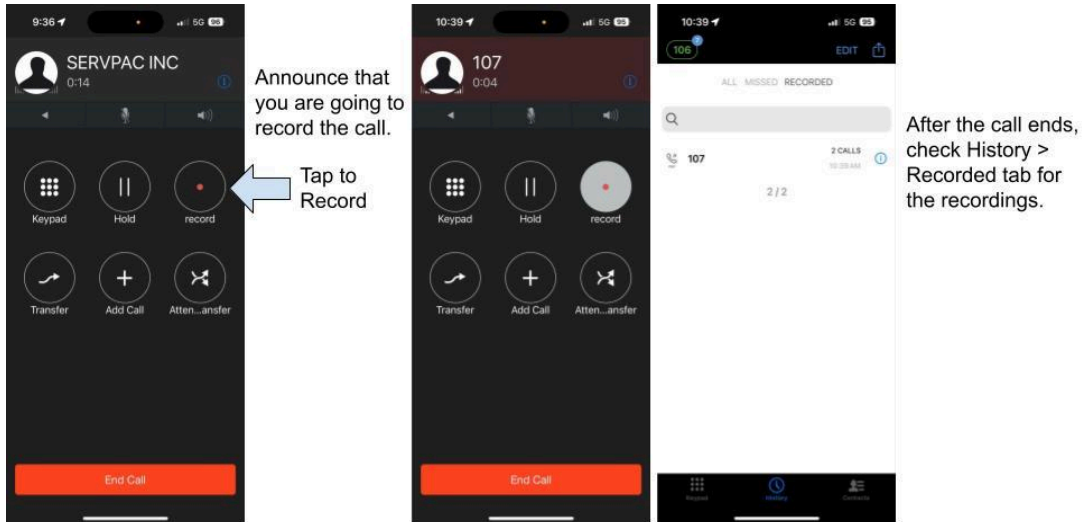


Blind Transfer

Transfer the current call to a 3rd party without talking to them.



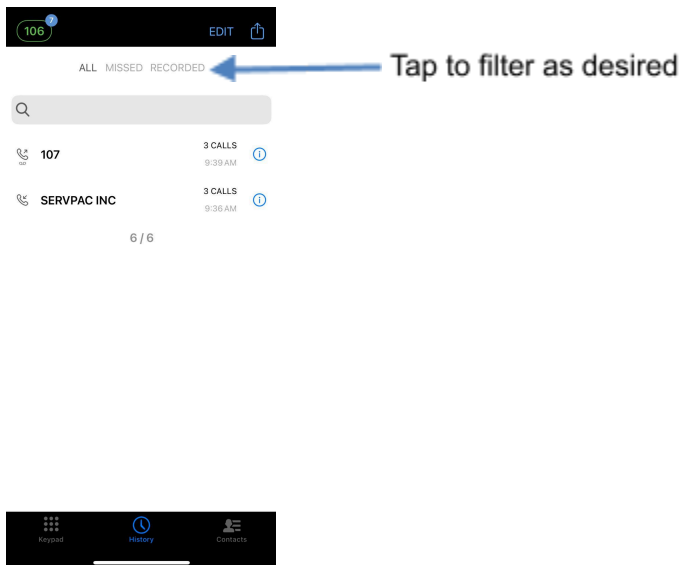
Call Recording



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

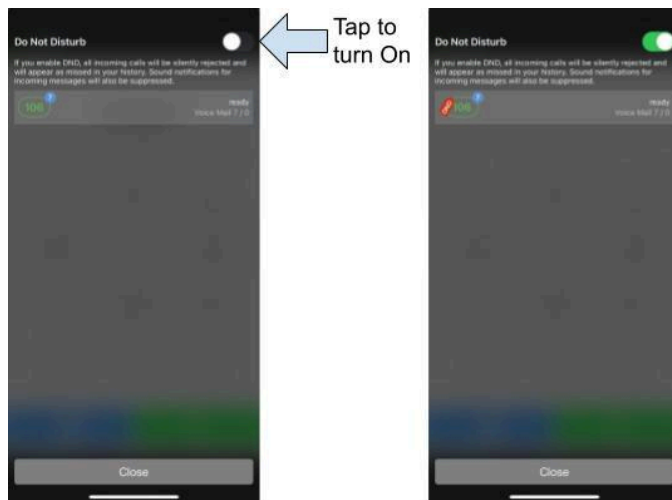
Call History

Tap the History icon  at the bottom of the screen



DND (Do Not Disturb)

Tap the Ext number at the top left corner. When enabled, all calls for the softphone will go straight to the extension's voicemail box.



Questions?

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