Servpac Softphone App for Windows and MacOS

About Servpac VoIP Softphone

With Servpac Softphone, users can 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.

3. To download the application, visit https://servpac.com/softphone-app-download/.

4. Select the download button to begin the installation.
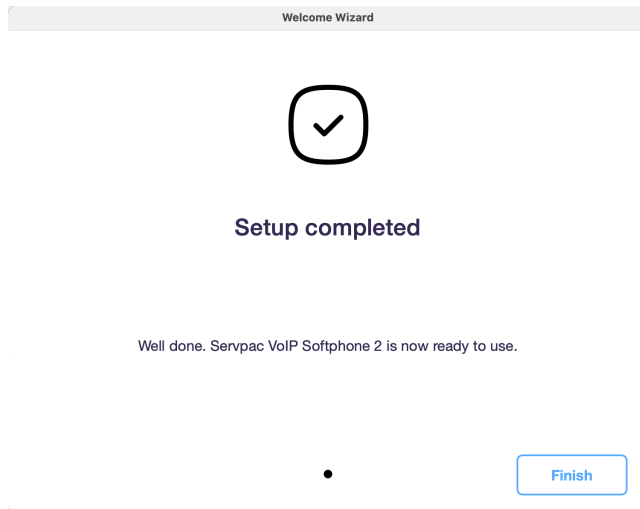
5. Open the application. Wait a few minutes as it loads.

6. When it appears, input the login information. Click "Login" to proceed.

| Username |
| Password |

Login

7. After logging in, a screen will appear. Click Finish to continue.

Welcome Wizard

✓

Setup completed

Well done. Servpac VoIP Softphone 2 is now ready to use.

•   **Finish**

Settings

To access the features click the gear icon near the bottom left corner.

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

- Change Ringtone
- Language
- Call Recording
- Audio Suppression

- Microphone and Speaker Devices
- Troubleshooting logs

Controls

Launch at login
When enabled, application will be launched automatically when user logs in.

Enable troubleshooting
When activated, the app will log network traffic and other relevant information, offering additional troubleshooting options.

Default calling app
When enabled, app will register itself as the default dialing app for popular call schemes like "sip" or "tel".

Incoming call alert mode
Here you can select if you want the app to come into foreground display a notification on incoming calls, or display a notification or you can disable visual call notifications completely.

Notification and app ir ⌄

Language
Auto - American Englis ⌄

Always on top

Settings sidebar:
- About
- Account setup
- Notifications
- Sound
- Call Recording
- Controls
- Troubleshooting
- Reset Application

Sound

Microphone
Default - (MacBook Air ⌄

Microphone gain

Speaker
Default - (MacBook Air ⌄

Playback gain

Ringtone audio output
Default - (MacBook Air ⌄

Settings sidebar:
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Making Calls

Once launched, the app will display the dialpad screen. The extension number in the bottom left corner will have a green circle. This means your app is ready to use. If it turns red, contact support at support@servpac.com.

Using the Dialpad

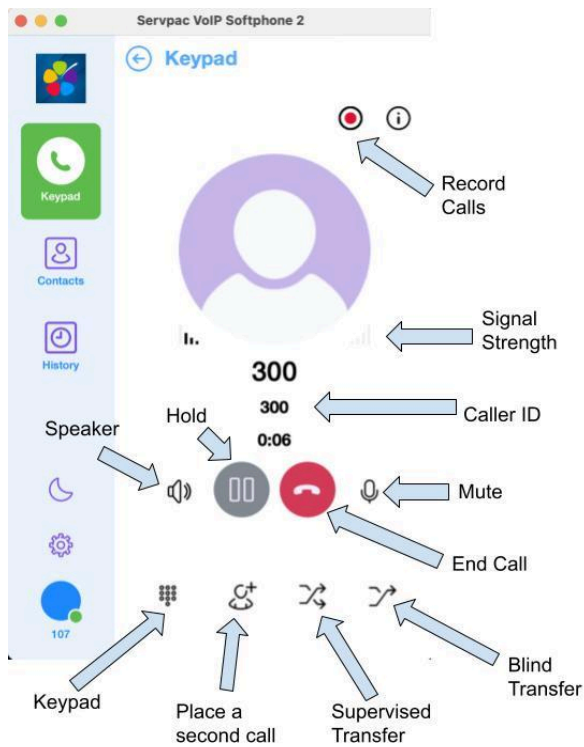Tap the Keypad Icon [Keypad] near the top left corner of the app.
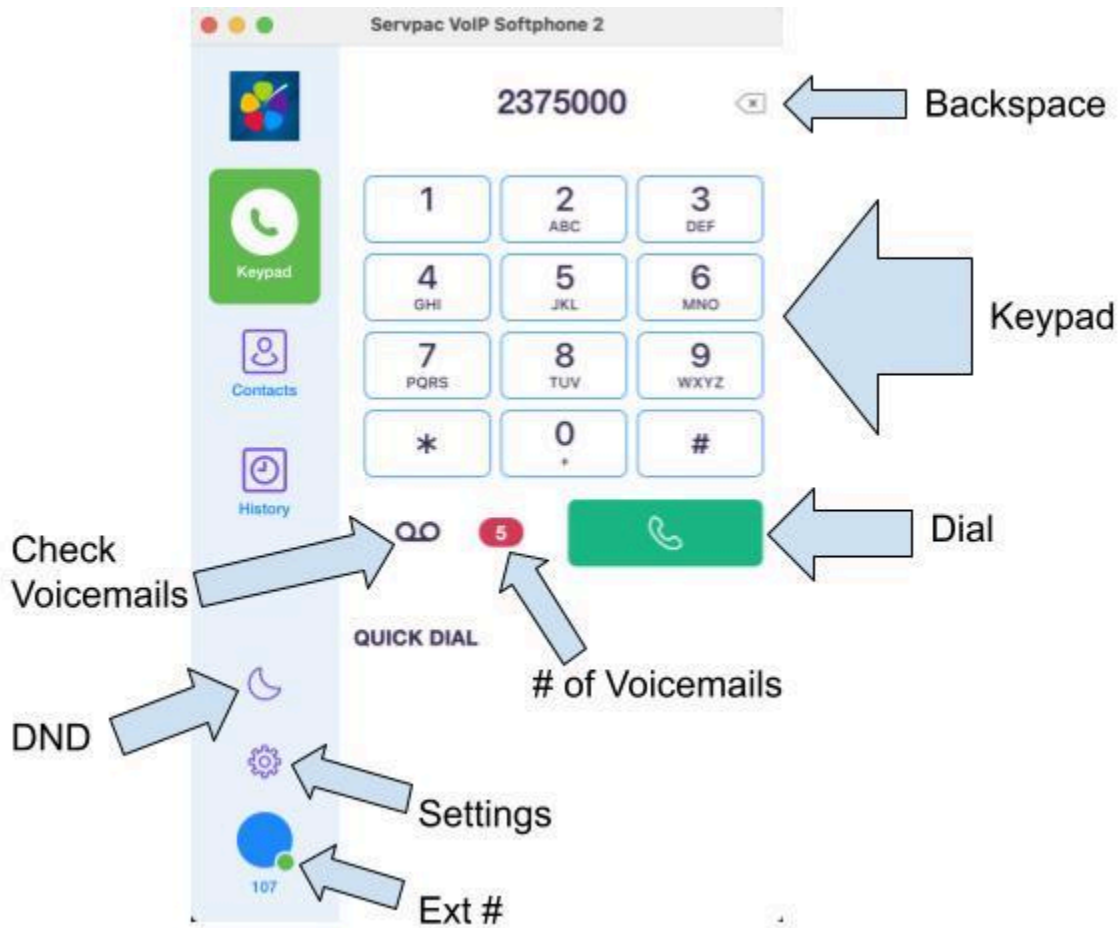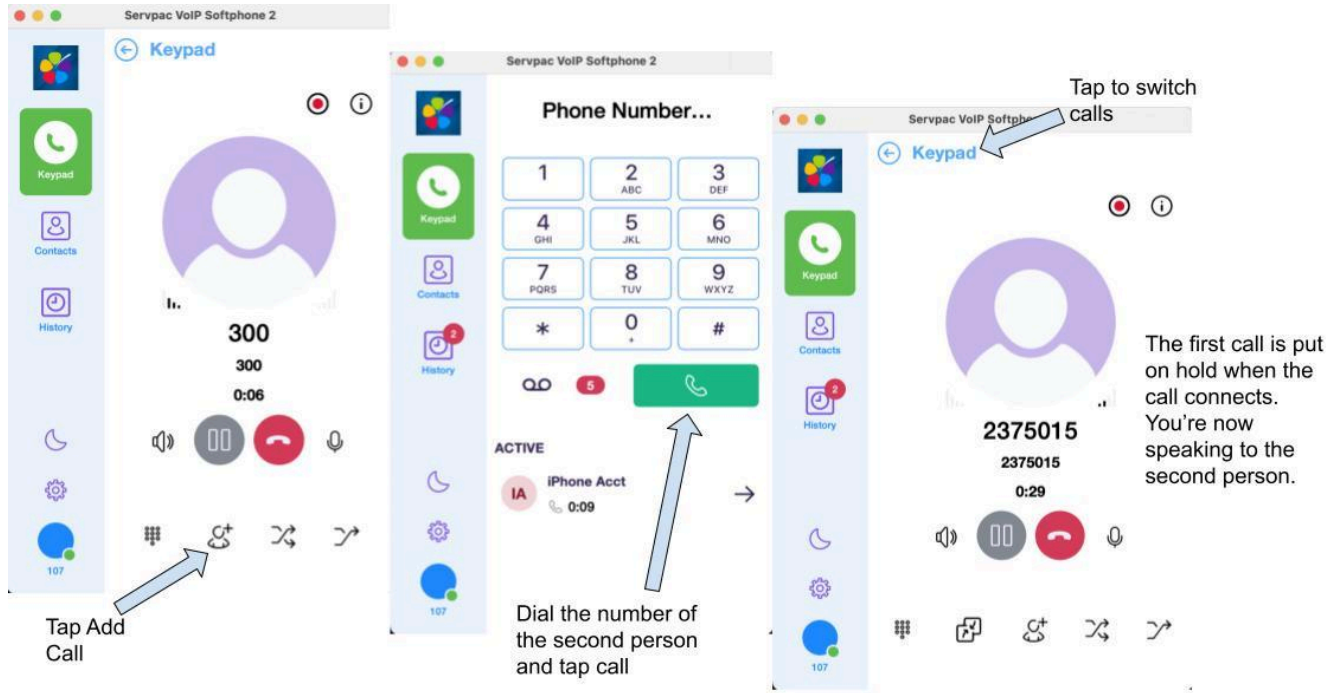
Receiving Incoming Calls

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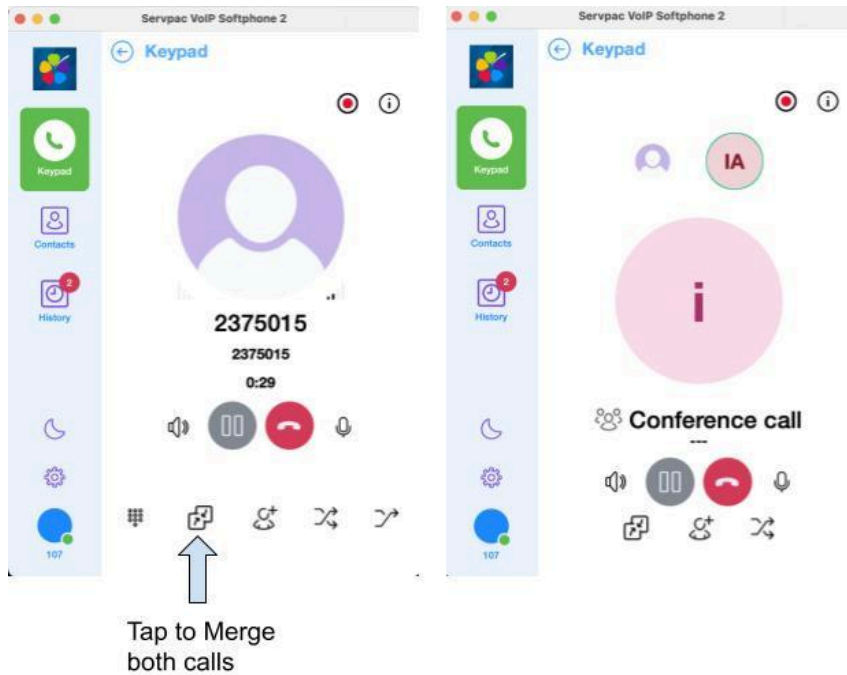

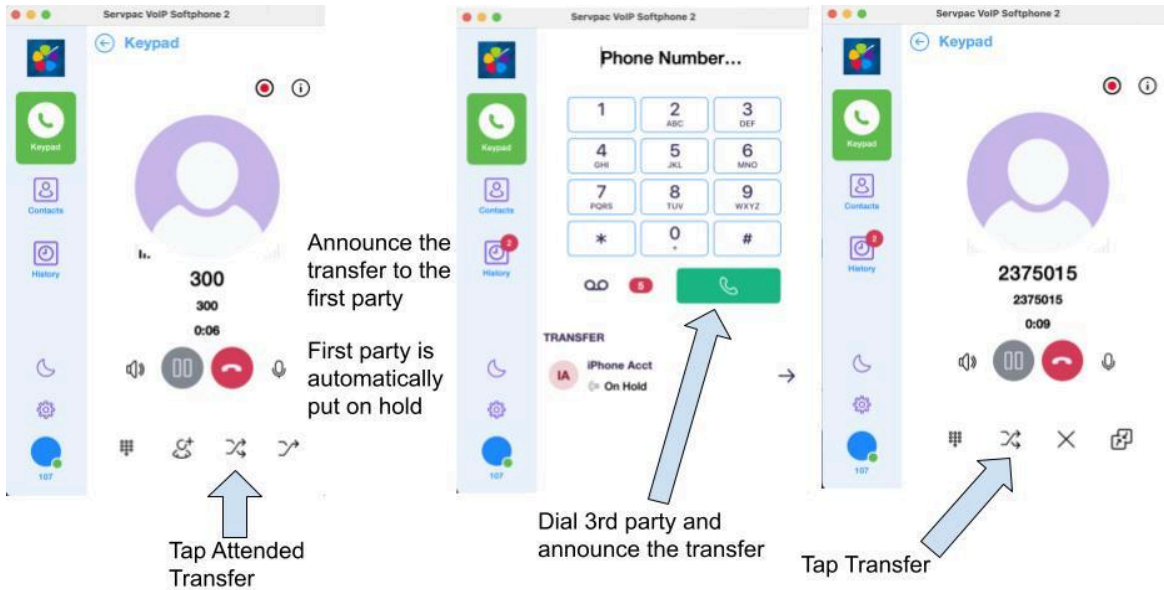## Handle One Established Call

Placing a Second Softphone Call

Tap to switch calls

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

Tap Add Call

Dial the number of the second person and tap call

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

Tap to Merge both calls

Conference call

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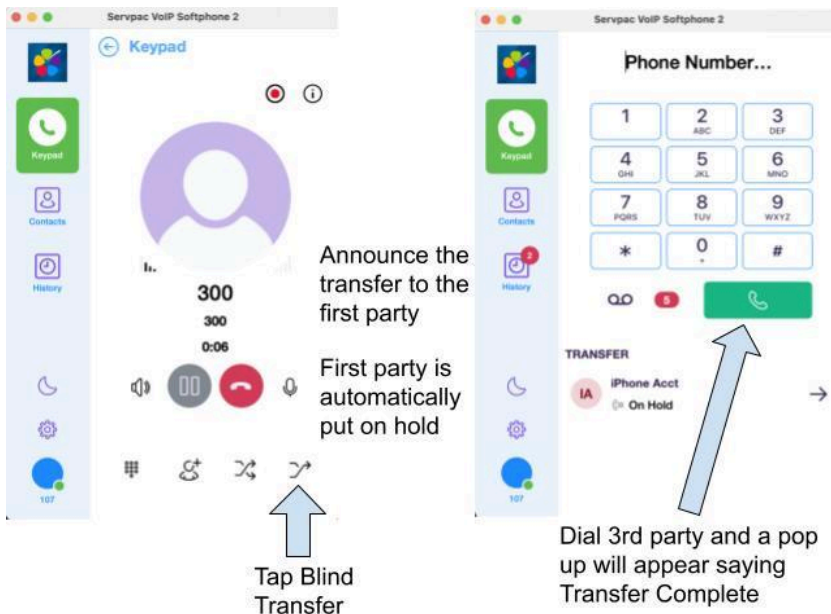1931 N King St, Honolulu, HI 96819

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.
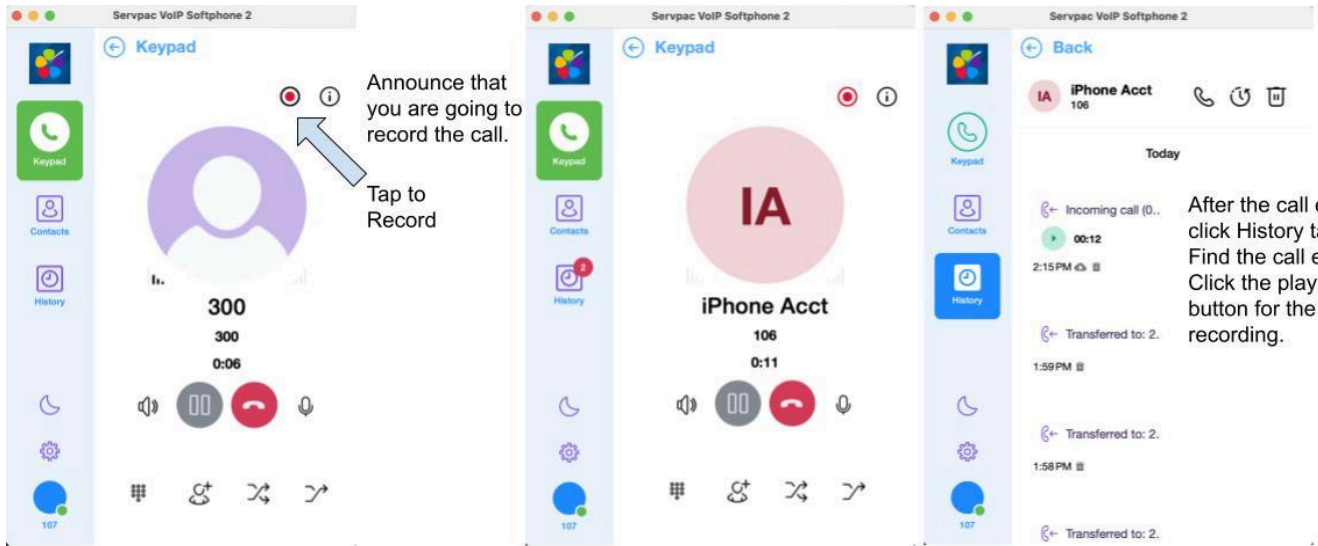

Announce the transfer to the first party

First party is automatically put on hold

Tap Attended Transfer

Dial 3rd party and announce the transfer

Tap Transfer

Blind Transfer

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

Announce the transfer to the first party

First party is automatically put on hold

Tap Blind Transfer

Dial 3rd party and a pop up will appear saying Transfer Complete

Call Recording

Announce that you are going to record the call.

Tap to Record

After the call ends, click History tab > Find the call entry > Click the play button for the recording.
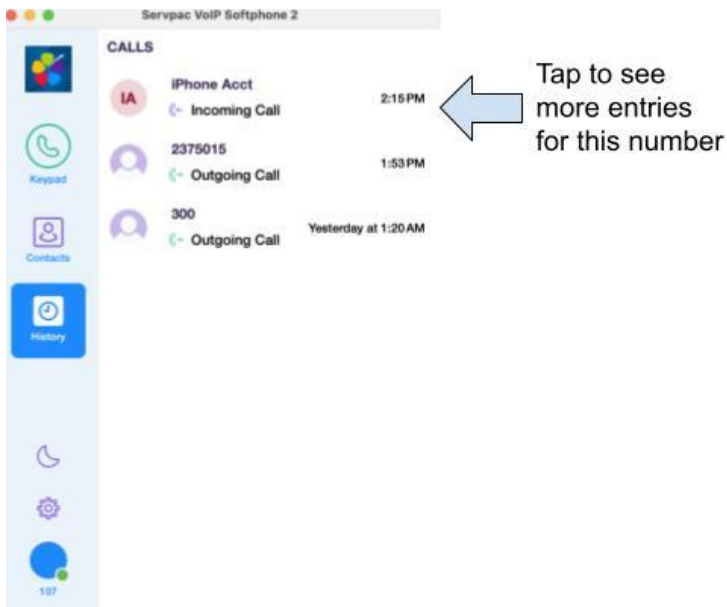
***All call recordings are saved on the Softphone app and use storage on your device.**

Call History

Tap the History icon at the bottom of the screen

Tap to see more entries for this number

DND (Do Not Disturb)

Tap the Moon icon at the bottom left side. When enabled, all calls for the softphone will go straight to the extension's voicemail box.

Questions?

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