Sangoma Connect Mobile Quick Start Guide for Android

Prerequisites on your Mobile Phone

Sangoma Connect app downloaded

Access to the email associated with your Switchvox phone extension

Setup

1. In the Connect app, enter the email address you use in Switchvox.

2. In your mobile phone, open your email app.

3. In your email app, open the message from Sangoma Connect.

4. In the message, click the Login link.

Making Calls

Quickdial – Lets you define the contacts you use frequently. You can see if they are on the phone or not using the Busy Lamp Field. Tap a contact from Quickdial.

History – Tap a contact name, or tap its Info Icon to see the call details and dail from there.

Keypad – Enter an extension or number, then tap the CALL icon. Also use the Keypad while on a call, to enter numbers.

Contacts – are your entries from **Features > My External Contacts**, plus all of the contacts that your Switchvox Administrator has included. Find the contact, then tap either Dial or Dial VM.

Receiving Calls

Accept – Answer the incoming call.

Decline – Stop ringing and use next call rule.

End and Accept – End the current call and Answer the new call.

Hold and Accept – Hold the current call and Answer the new call.

Call Toolbar

Back – Return to the homescreen during a call.

Mute – Mute the microphone. Tap Unmute to take the caller off mute.

Audio – Change your audio settings to speaker, or headphones or bluetooth device if you have a device connected.

Video – One-to-one video calls.
(Use Sangoma Meet for video conferencing)

Handling Calls

Hold – Put call on hold. Tap Resume to resume the call.

Conference – To begin a three-way conference tap add call. Then dial or select a contact, then join. You can also split the conference to put the callers into two different calls again.

Transfer – Tap to put existing call on hold. Dial or select a contact to send your caller to ring that person.

Att. Transfer – Tap to put existing call on hold. Dial or select a contact and speak to that person. Tap att. transfer again to connect your two callers.

Record – Begin an audio recording of a call. Retrieve recording in History.

End – Terminate a call.

Voicemail

In the keypad, tap the voicemail icon to dial the voicemail access extension and listen to your messages.

Sangoma Meet

Tap Meet to open Sangoma Meet for video conferencing and screensharing.