

Sangoma Connect Mobile Setup

Sangoma Connect mobile is a softphone application that runs on your mobile phone to allow you to make and receive calls anywhere as if you were at your desk phone.

Prerequisites

To use Sangoma Connect with Switchvox, you will need:

- The Sangoma Connect Mobile application downloaded to your iPhone or Android phone.
- Access to the email box associated with your Sangoma/Digium extension.
- A Sangoma Connect Mobile invitation e-mail from your Switchvox administrator.

Configuring the App

If you have already received an invitation email

1. On the mobile phone, open the invitation email and tap **Login link**
 - a. The app opens and is automatically logged into your extension
2. Setup is completed!

Welcome to SangomaConnect

sangoma connect

Hello esellanes,
Welcome to your SangomaConnect system!

1. Install the SangomaConnect mobile app

Available on the App Store | GET IT ON Google Play

2. Login to SangomaConnect by clicking the login link, after you install the app

Login link

Note: Do not click on the login link from your desktop as this will invalidate the link. If the login link does not work, you can always get another login link from the mobile app by requesting the magic link, then open the new email on your mobile phone and click the login link.

Thanks,
Your SangomaConnect Administration Team

SANGOMA

If you have **not** received an invitation e-mail

Request an invitation email:

1. Download the Sangoma Connect app from the store.
2. Open the Sangoma Connect app.
3. Enter your email address.
4. Tap the Send button (the arrow).



Email address



Advanced Login

SANGOMA

5. On the mobile phone, open the invitation email and tap **Login link**
 - a. The app opens and is automatically logged into your extension
6. Setup is Completed!

Basic App Navigation

Quickdial - Use a favorite to create speed dial entries and BLF buttons

History - see your inbound and outbound call history

Keypad - conventional 10 digit *# phone dial entry

Contacts - Alphabetical list of contacts

Outgoing Calls

Select the Keypad and enter the digits to the destination number and press the green call button at the bottom. You can also use Quick Dial, History, or Contacts to place a call.

Incoming Calls

For an inbound call, you can:

- Answer the call
- Ignore the call which stops the ringing stops but still gives you a chance to answer
- Reject the call so it goes directly to voicemail

Call in Progress

During an active call, you can mute the mic and toggle hands free audio. At the center is a Keypad button to enter DTMF, a Hold button, and transfer buttons.

Call Transfers

Blind Transfer - To transfer a live call to another destination without first interacting with recipient of the transfer, tap the Transfer button. The caller will immediately be put on hold and hear hold music. You will be presented with the keypad where you enter the digits for the transfer destination. Press the green dial button at the bottom to complete the transfer.

Attended Transfer - To transfer a live call to another destination and first speak privately with the recipient of the transfer, tap the Att Transfer button. You will be presented with the Keypad where you can dial the destination of the transfer. Press the green dial button and the app will initiate a call to the transfer recipient while the original call remains on hold. When finished talking with the recipient, press the green Transfer button to complete the transfer, or press cancel to abort the transfer.

3-way Calling

To add an additional party to an existing live call, tap the 'Add' button. The existing call will be placed on hold and you will be presented with the Keypad where you can place a new call. Once the second caller answers you can press the 'Join' button so that all three parties can speak together. 3-way calling and video cannot be used together; video calls are for local call between 2 parties.

Local Video 1:1 Calling

To add video to an existing live call with another Connect user, tap the video camera icon. Video calling is just for one-to-one calling, it cannot be used with 3-way calling. You can also start a video call by tapping the video camera icon for a contact (or, in Quickdial, tap and hold the item to bring up a tools menu). Your PBX must be set up correctly to use video calling; please see your PBX administrator if video is not working in Connect.

DND Mode

To manually silence all incoming events on Sangoma Connect, you can access the DND mode from the extension number button at the upper left:



This will open up a dialog that provides a toggle for DND. Outbound calls work as normal but inbound calls will not ring thru to the App. DND will be displayed in red near the extension number at the top of the screen. The same method is used to toggle off. If you have other devices registered to your PBX user account, they will not be affected by this Connect DND setting.

History

To view Inbound and outbound activity, tap the History button while the App is idle.

Quickdial

To create a speed dial button or a BLF button, tap the Quickdial (star) in the navbar. In Edit mode, tap the + icon. You can enter a button title and the dialed digits, or tap the Contacts icon to find and use a contact for this item. To add a "Busy Lamp Field" (i.e. indicate if the local extension number is in use or not, use the BLF toggle. Tap Save, to complete the item, or Cancel to go back to the list without creating a new item. To edit or delete items, tap Edit. To show only avatars (with no names), pull down on the list screen.