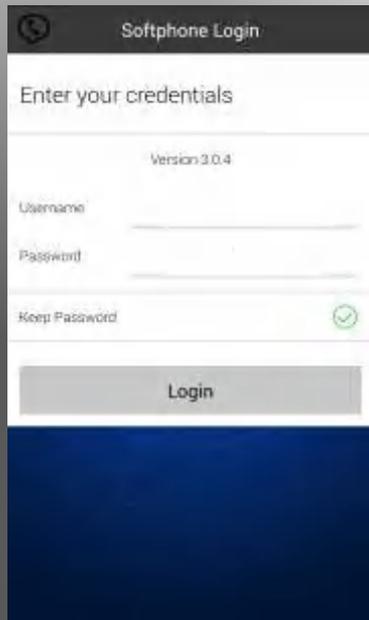


Mobile Softphone Guide PLS

The Mobile Softphone is a companion app for existing customers. If you need to establish mobile softphone service call your service provider.

How to Get The App

Once the Mobile Softphone service is established on your account, download and install the  app from the iTunes Store using the following link: [Mobile Softphone Download Link](#).



Launching The Softphone

Username

Use your regular phone extension

sent administrator.

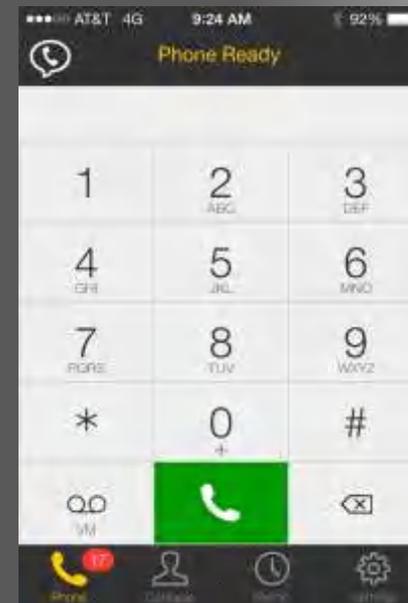
Username Example

1234 @ 5551234567

10 digit PIN
Regular phone extension

Password

Use your online password.



Making A Call

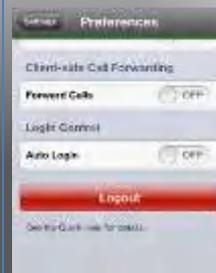
To place a call, touch the  phone icon and

dialect either the 3 or 4-digit extension for an internal call or the 10-digit telephone number for an external call.



Calls on Mobile Data

To let the softphone use your 3G or 4G mobile data service for calls, turn **both** toggles to the left to. If left off, the softphone will only operate over Wi-Fi when available.



Getting Calls Back to Your Desk Phone

To use your desk phone after using your softphone, simply click logout in preferences under settings. Now login to your desk phone. If left running, the softphone remains active.



Help is Available

Get your question answered 24X7 by clicking

bring you to the Office Suite Mobile Softphone FAQ page.

To maximize battery life, turn apps off when not in use.

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