



Mobile iPhone User Guide

Switchvox Mobile for iPhone

Switchvox Mobile brings your Switchvox PBX to your smartphone!



> Get Started

Tap **Settings** to enter the information for your Switchvox. Also, tap **More** to put your often-used icons in the Dock.

> Activate Call Rules

Tap **Rules** to activate, deactivate, or disable Call Rules.

> Manage Greetings

Tap **Greetings** to activate a greeting or record a new greeting.

> Check Voicemail

Tap **Voicemail** to view your voicemail messages, listen to a message, and call the person back.

> Make Calls

Tap **More** to use your Switchvox **Directory**, dial anyone from a **Dial** pad, or view your **Calls** and call back any of those entries. Also, in the **Voicemail** area, you can return calls right from a voicemail message.

Get Started

You can use Switchvox Mobile with your Switchvox PBX, or in Demo Mode. If you use Demo Mode, you can't make any changes or make any calls via Switchvox. But Demo Mode has sample data, which lets you see the features of Switchvox Mobile even if you do not yet have a Switchvox PBX.



- To set up Switchvox Mobile to use your Switchvox, tap **Settings**, turn **Demo Mode OFF**, and then enter the information about your Switchvox.

The **Server** is the IP address or domain that can be reached by the phone. Ask your Switchvox Administrator for this information.

The **Username** and **Password** are your extension number and your password that you use to access your Switchvox Voicemail and log into the Web Tool Suite.

The **Mobile Number** is used when you make a call via Switchvox. Switchvox dials this phone, then when you answer, Switchvox dials the call.

- To set up your Switchvox Mobile Dock with the tools that you use the most, tap **More**, then **Edit**. Tap and drag a tool into your Dock. (You cannot replace the **More** tool.)

You should be using Switchvox SMB version 4.5.2 or later. If you are unsure about this, ask your Switchvox Administrator.

Switchvox Mobile and Your Network

Most likely, your Switchvox is on a private network (a VPN). If that's the case, you will need to connect your smartphone to that network before you can use Switchvox Mobile. For more information about this, please see this [Knowledge base article](#).

Notifications

Switchvox Mobile's icon has a red notification that indicates the total number of your Switchvox unread voicemail messages and missed calls. If you listen to your unread voicemail messages, or go to your Calls list, then the notification is removed.

The Voicemail icon indicates the number of unread voicemail messages. A message is considered **read** if you have listened to it (selecting the message, or viewing the details, does not mark the message **read**).

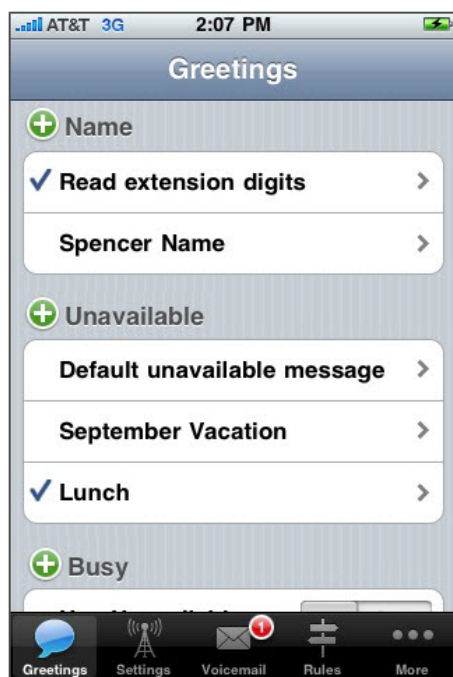


Manage Greetings

You can manage your Switchvox Greetings from Switchvox Mobile. Greetings are played when a Switchvox call is sent to your voicemail. Greetings include custom recordings, and your recorded name.

If you have not recorded a custom greeting or your name, Switchvox reads your extension to the caller.

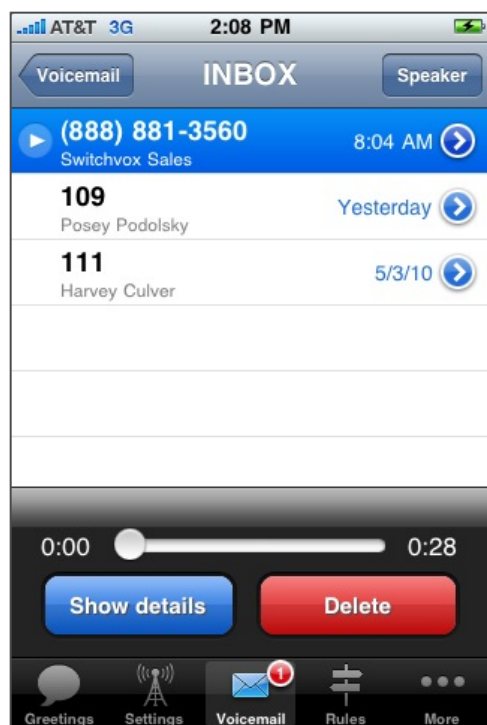
- To activate a greeting, tap **Greetings**, then tap the **Name** of the greeting, then tap **Activate**.
- To record a new greeting, tap one of the **Add** Icons next to **Name**, **Unavailable**, or **Busy**. On the next page, enter a **Name**, and tap **return**. Tap **Record**, and record your greeting. Tap **Stop** when you are finished. Tap **Upload** to send your greeting to Switchvox. When the greeting is done uploading, you can tap **Activate**.
- To make your **Busy** greeting the same as your **Unavailable** greeting, tap **On** for **Use Unavailable**.
- To use a different **Busy** greeting your **Unavailable** greeting, tap it **OFF**, then you can activate or record a **Busy** greeting. The **Busy** greeting plays when you are on the phone and the call is sent to your voicemail. The **Unavailable** greeting plays when you are not on the phone, but the call goes to voicemail.
- To listen to a greeting, tap the name of the greeting, then tap **Play**.
- To turn the speaker on and off, use the **Handset/Speaker** toggle.



Check Voicemail

You can check your Switchvox Voicemail from Switchvox Mobile, and easily call someone back. Your 20 most recent voicemail messages are listed.

- To play a voicemail message, tap **Voicemail**, then double-tap the message.
- To see all of the details about a message, tap the message's blue arrow (or select the message then tap **Show details**).
- To call back the phone number on the message, tap the message's blue arrow, then tap **Place Call**.
- To delete a voicemail message, tap the message, then tap **Delete**.
- To turn the speaker on and off, use the **Handset/Speaker** toggle.



Activate Call Rules

You can activate, deactivate, or disable your Switchvox **Unanswered Call Rule Sets** from Switchvox Mobile. If you want to change or delete a Rule Set, or re-order your Rule Sets, you must log into your Switchvox Web Tool Suite.

When you receive a call, your Rule Sets are evaluated and followed from top to bottom. However, an Active Rule Set is always evaluated first, and a Disabled Rule Set is always ignored.

➤ To activate or deactivate a Rule Set, tap its **Name**.

If you want the rule set to be Active, select the date and time that the activation should end, and then tap **Activate**.

If you want an Active Rule Set to no longer be Active, tap **Deactivate**.

➤ To disable an Active Rule Set, tap its **Name**, then tap **Disable**.



Make Calls

You can make calls from Switchvox Mobile in several different ways:

- **Voicemail**
Call back the person who left you a message. Tap **Voicemail**, then tap the **blue arrow** on a message, then tap **Place Call**. Or, you can tap to select the message, then tap **Show details**. If the caller is an internal Switchvox extension, you must place the call via Switchvox. Otherwise, you can choose to use Switchvox or your smartphone.
- **Call Log (More > Calls)**
Place a call to any number in your log. Tap **More**, then **Calls**, then an **entry**. The call details are displayed, then to dial tap **Place Call**. If the caller is an internal Switchvox extension, you must place the call via Switchvox. Otherwise, you can choose to use Switchvox or your smartphone.
- **Directory (More > Directory)**
Call an extension in the Switchvox Directory. Tap **More**, then **Directory**, then the extension that you want. The extension details are displayed, then to dial, tap the **extension number**. You can send an email, if you have setup an email account for this smartphone, and the extension contains an email address. Placing a call from the Directory requires that you call via Switchvox.
- **Dial pad (More > Dial)**
Call any number from the dial pad. Tap **More**, then **Dial**, then **enter a phone number**, then tap **Call**. If the caller is an internal Switchvox extension, you must place the call via Switchvox. Otherwise, you can choose to use Switchvox or your smartphone.

Note: When you make a call via Switchvox, you are making the call using your own extension. Switchvox first places a call from your extension to your smartphone, then if you Accept the call, Switchvox dials the requested phone number. If you do not Accept the first call, the second call won't be placed.

Call Log (Calls)

Your Call Log on Switchvox Mobile contains calls for your Switchvox extension, not just calls that have been made from Switchvox Mobile. Missed calls are shown in red. Incoming and outgoing calls are indicated with different icons.

Call Logs are collected for the past 14 days, with up to 30 calls listed.

Receive Calls

Switchvox Mobile does not receive calls coming into your Switchvox extension.

- To send your incoming Switchvox calls to your smartphone number, go to your Switchvox Web Suite's **Settings > Call Rules**