

Switchvox Mobile for BlackBerry

Switchvox Mobile brings your Switchvox PBX to your smartphone!



➤ **Get Started**

Click **more...** and then **Settings** to enter the information for your Switchvox.

➤ **Activate Call Rules**

Click **call rules** to activate, deactivate, or disable Call Rules.

➤ **Manage Greetings**

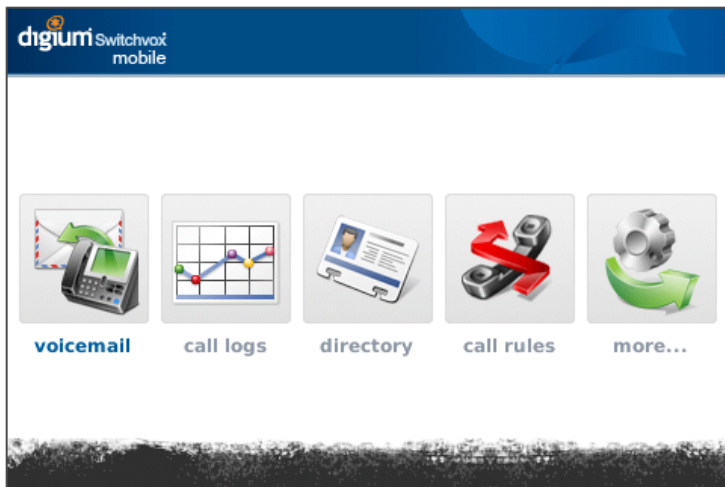
Click **more...** and then **Greetings** to activate a greeting.

➤ **Check Voicemail**

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

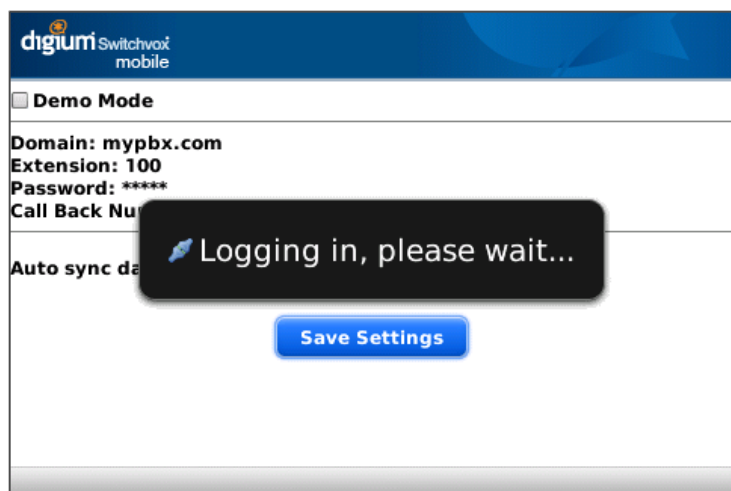
➤ **Make Calls**

Click **directory** to use your Switchvox Directory. Click **more...** and then **Place a Call** to call anyone. Click **call logs** to 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, click **more...** and then **Settings**, then enter the information about your Switchvox (**Domain**, **Extension**, and **Password**), and your **Call Back Number** (the number for this phone). Be sure that Demo Mode is not checked. Click **Save Settings**.

The **Domain** is the IP address or domain that can be reached by the phone. Ask your Switchvox Administrator for this information. The **Extension** and **Password** are your extension number and your password that you use to access your Switchvox Voicemail and log into Switchvox's Web Tool Suite.

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

Once you set up your Switchvox information, you may see a message that the server's **certificate is not trusted**. If you see that message, then you need to open the browser on your device, and go to <https://domain> (where *domain* is the same Switchvox Domain that you entered in the Settings). Follow the prompts to trust the certificate, until you reach the login screen on your Switchvox. (If you have trouble reaching Switchvox, make sure that you entered the URL correctly, with **https**.) Return to Switchvox Mobile, and you should be connected.

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

Auto sync

Once Switchvox Mobile is open on your smartphone, it can periodically check for new voicemail messages and calls on your Switchvox extension. The **voicemail** and **call logs** icons will indicate when you have unread messages, or missed calls.

- To set Auto sync, scroll to it and click to open the selections. Click the option you want. You can turn this off, or set it to check every 10 minutes, 30 minutes, 1 hour, or 2 hours.

Close Switchvox Mobile

Switchvox Mobile remains open on your smartphone until you close it.

- To close Switchvox Mobile, go back to the main page, click menu, and click again to close.

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](#).

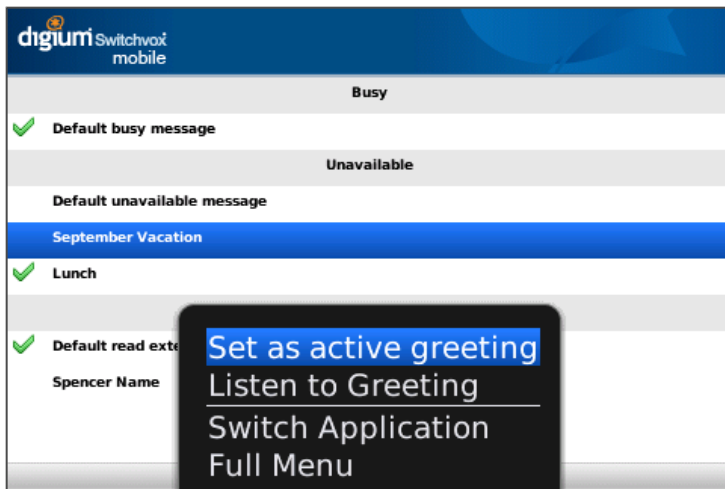
Manage Greetings

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, click **more...** and then **Greetings**, then scroll to the **Name** of the greeting. Click, and then select **Set as active greeting**.
- To listen to a greeting, scroll to the name of the greeting, click on it, then select **Listen to 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.

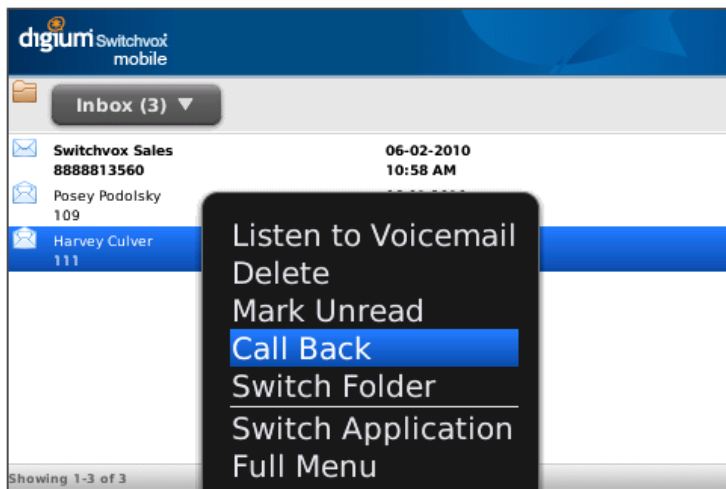


Check Voicemail

You can check your Switchvox Voicemail from Switchvox Mobile, and easily call someone back.

- To play a voicemail message, click **voicemail**, click the message then select **Listen to Voicemail**.
- To delete a message, click the message then select **Delete**.
- To mark a message as read or unread, click then message then select **Mark Read/Unread**.
- To call back the phone number on the message, click the message then select **Call Back**.
- To see the voicemail messages in a different folder, click and select **Switch Folder**, click again on the folder name, then select the folder that you want to see.

Voicemail messages are listed 50 per page. To show the next 50 messages (or the previous 50), click, and make your selection.



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.

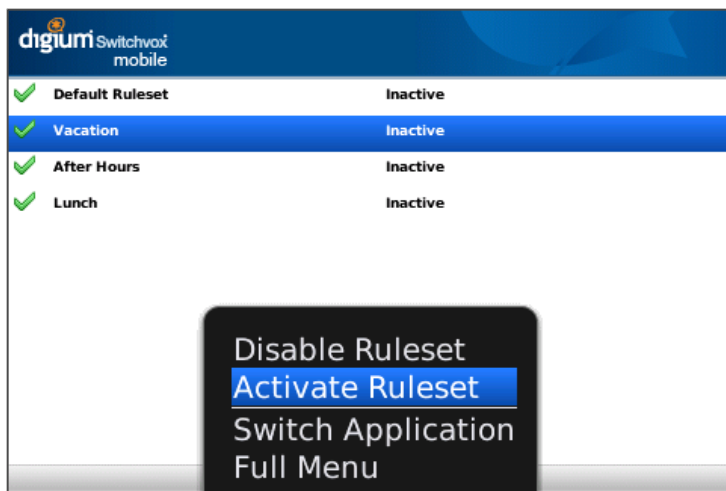
When you receive a call, your Rule Sets are evaluated and followed from top to bottom. However, an Active Rule Set is always evaluated first, and a Disabled Rule Set is always ignored.

➤ To activate or deactivate a Rule Set, scroll to it and click.

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





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

➤ To disable an Active Rule Set, select **Disable Ruleset**.



Make Calls




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

-  **Voicemail**
Call back the person who left you a message: click on a message then select **Call Back**. 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 Logs**
Place a call to any number in your log: click on an entry then select **Call Back**. 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 Logs are collected for the past 20 days.
-  **Directory**
Call an extension in the Switchvox Directory: click on an entry then select **Call Back**. You can send an email, if you have setup an email account for this mobile phone, and the extension contains an email address. Placing a call from the Directory requires that you call via Switchvox.
-  **Place a Call (more...)**
Call any number: click **more...**, then **Place a Call**, then **enter a phone number** and select **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.

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 mobile phone, 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 Logs

Your Call Log on Switchvox Mobile contains all of the calls for your Switchvox extension, not just calls that have been made from Switchvox Mobile. Calls are indicated as incoming, outgoing, or missed.

-  Incoming call
-  Outgoing call
-  Missed call

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**