

Sangoma Desktop Soft Phone Installation and Usage Guide

Installation Instructions

For Windows Users:

1. Download the application from this link, [Download](#).
2. Install the application by double-clicking the downloaded file or selecting 'Run' in Edge.

For macOS Users:

1. Download the application from this link, [Download](#).
2. Install the application by double-clicking the downloaded file.

Note: The location of the downloaded file depends on your browser:

- Mozilla Firefox: Check your 'Downloads' folder.
- Chrome: Downloads appear at the bottom of your browser.
- Edge: Downloads are listed in the top-right menu.
- macOS: Downloads are typically in your 'Downloads' folder.

Setting Up the Application

1. Run the app after installation.
2. Enter the host name: **switchvoxbpx.tamut.edu**.
(Ensure you are connected to the TAMUT network to complete this step.)
3. Log in using your EagleID credentials:
 - Username: Your EagleID (e.g., JSmith for John Smith if required).
 - Password: The same credentials used for logging into campus computers or email.
 - Click Login.

Additional Configuration for Incoming Calls

To set up your Work from Home Rule, submit a TeamDynamix request for configuration assistance via this link, [Request Form - Request Softphone Access](#).

Using the Soft Phone

1. Once the setup is complete, you will need to visit <https://switchvoxbpx.tamut.edu/main> and login with your EagleID and password.
2. You will then hover over the "Features" tab and click on "Call Rules".
3. You should see your "Work from Home" call rule that says it is currently disabled. Click on the green checkmark to enable it.
4. Once you enable this rule, you will then need to set your status to Available – Home Office.
5. You should now receive calls to your desktop softphone.