![Telesystem SOFTPHONE logo]

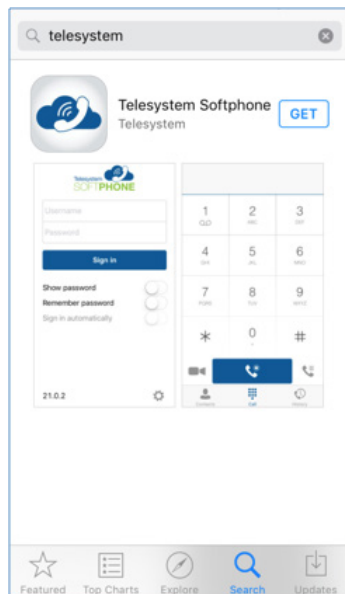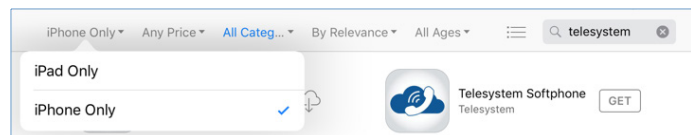# Telesystem Softphone - Apple / iOS

This guide is intended to assist with the initial download and install of the Telesystem Softphone App on an iOS device.
Please note that the device must be running an Apple Supported iOS version in order for the app to work.
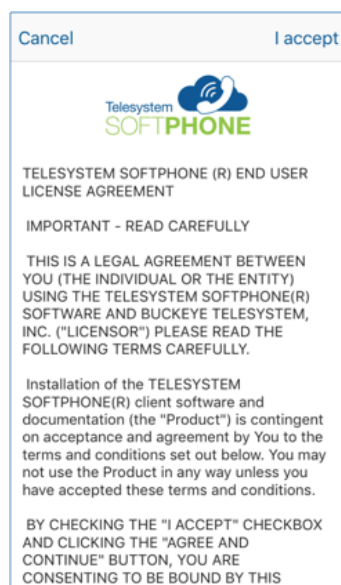
Downloading the Softphone App

1. From the App Store, search for "Telesystem". Locate the Telesystem Softphone app and "**Get**" it.

NOTE: Because there is not a native tablet version of the app available, iPad users will need to set the App Store to search for iPhone Apps in order to display the desired application.
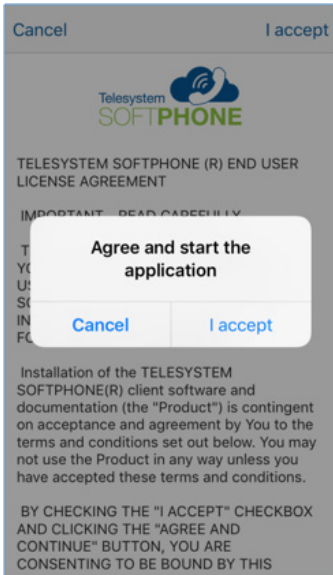

Setup

1. Accept the End User License Agreement by tapping **I accept** in the upper, right-hand corner.

**2.** Agree and start the application by tapping **I accept** on the pop-up box.

3. A prompt will display notifying you that "Telesystem Softphone" Would Like to Send You Notifications. The notifications may include alerts, sounds, icons, and badges. You must select **OK** for the app to work properly. Clicking **Don't Allow** will prevent the app from playing a ring tone when calls are coming in, or notifying you when voicemail messages and missed calls occur.
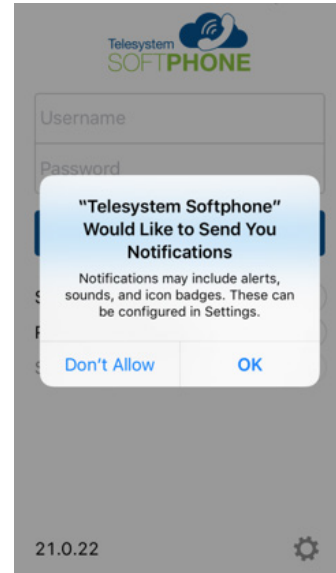
4. Enter your username and password.
- Your **username** will be your 10-digit Hosted VoIP Phone Number.
- Your **password** will be the same password for your Hosted VoIP Phone Portal.

If you are not familiar with what this password is, please contact your company's system administrator for assistance. Authorized contacts should call the helpdesk at 419-724-9898 for additional help.
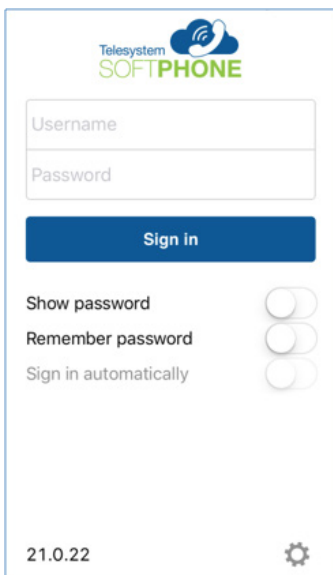
5. Once you are logged in, you may search for contacts in the Enterprise Directory from the **Contacts page**, use the dial pad to make calls from the **Calls page**, view your call history from the **History page**, or adjust your call settings and settings for the app on the **Settings page**.