PRIMUS HOSTED PBX SOFTPHONE ACTIVATION GUIDE

This step-by-step guide is for Account Administrators of Primus Hosted PBX to download and activate the Primus Hosted PBX Softphone for desktop computer users for either PC or MAC.

IMPORTANT NOTICE
A $50.00 one-time charge will be automatically applied to your invoice for every unique computer that you activate the Softphone on. This can only be authorized by an Account Administrator.

Step 1: Authorize Users

From the Hosted PBX Portal at https://voice.primus.ca choose **Advanced View** from the top menu and the **Admin Settings** from the left side menu. Select **Misc. Features** and the following window will appear where you can select each user that you are authorizing to activate the Mobile or Desktop Softphone. Once you have checked off each user hit **Save**.
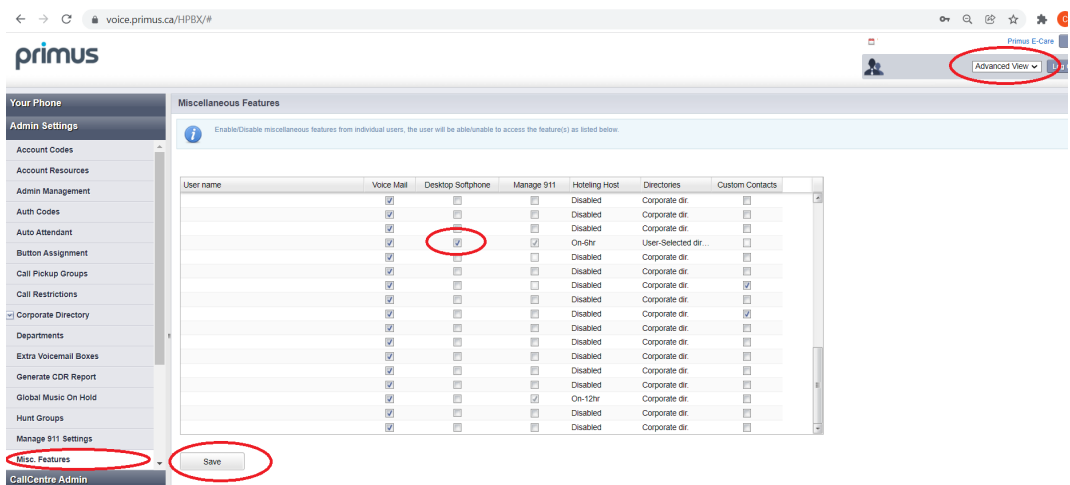

Figure 1: Misc. Features

You have now authorized these users to activate the Softphone which will automatically result in a $50.00 one-time charge on your next invoice for every time the software is activated on a unique computer. If a single user downloads and activates the software on two (2) different computers that will result in 2 x $50.00 charges.

Step 2: Download Software

Once you have completed Step 1, select **Software** within the **Admin Settings** section of the Portal. Carefully read and understand the Softphone Download and Activation Agreement. If you agree to these terms, select **I agree** and then download the appropriate version of software based on the type of operating system you have, PC or MAC.
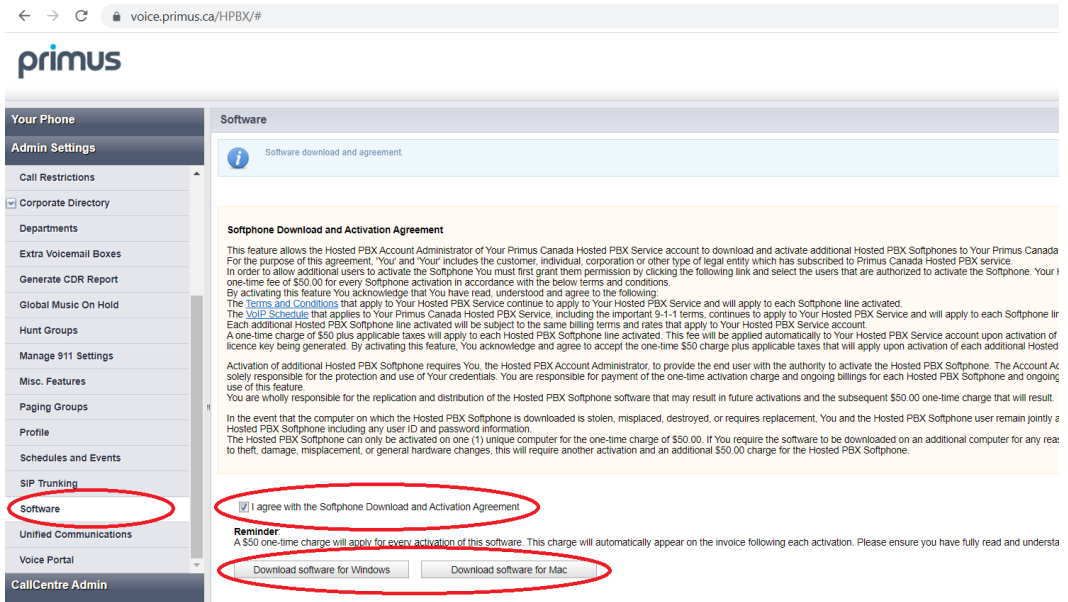

Figure 2: Download Software

Select **Run**:

Figure 3: Open File

Choose language and select **OK**:

Figure 4: Choose language

Follow the steps of the Wizard by selecting **Next**:

Figure 5: Run Wizard

Once completed, you can now begin using the Softphone by selecting the application for the destination you chose.

Step 3: Activate Softphone

Open the Softphone application from the location you downloaded it to and either **Open** or **Run**. You will be presented with a Login page requesting a Username and Password. Please use your Portal Username and Portal Password. If you do not know your Username and Password, please see your Account Administrator. Then select **Log in**.
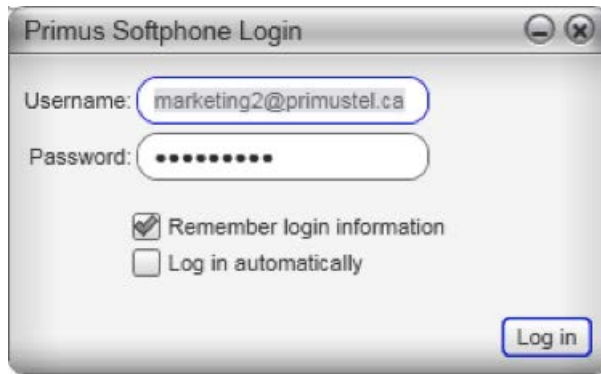
Figure 6: Log in

Step 4: Use Softphone

You can now begin to make and receive calls via your Softphone. This will require speakers and a microphone on your computer and access to an internet connection. Please note: some Internet access points may block the required ports to use the Softphone.
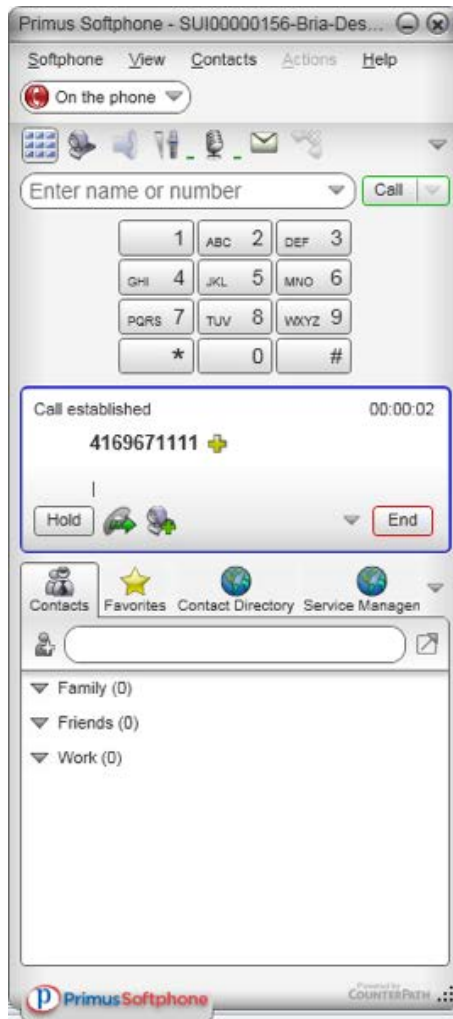

Figure 7: Softphone