

Unlimited Journeys Travel VOIP Softphone Setup Guide

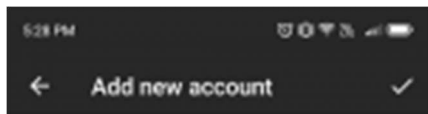
To download the Softphone App for your mobile phone, go to the Apple App Store or Google App Store on your device.



Search for **Voip.ms Softphone** with this icon:

Download and install the app.

After downloading the softphone to your mobile device, open the app to begin. Once the initial verification and setup are complete, you'll be prompted to enter your username, password, and domain on the login screen.



Username

Password

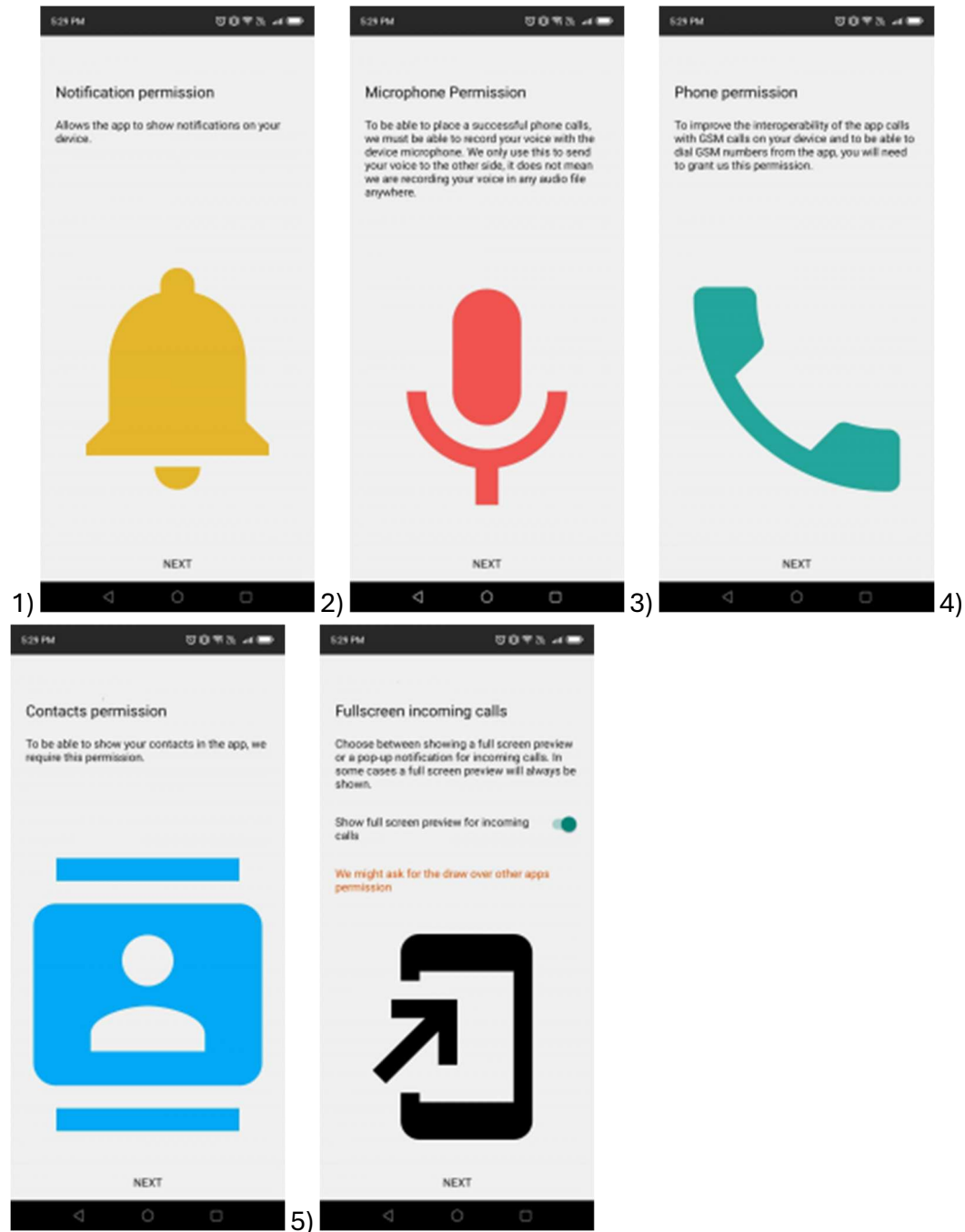
Domain



- Username: This can be found by logging into your voipinterface.net portal and look for the SIP/IAX SIP username (6-digit number or the 6 digit followed by **_sub-account-name**), or in your VoIP account setup email.
- Password: If you haven't changed it, this is the same password you use to access your voipinterface.net portal.
- Domain: **sanjose2.voip.ms**

Once you've entered the required information, **tap the check mark icon** in the top-right corner of your screen to proceed.

Next, you will be prompted to allow several permissions to ensure the VoIP.ms softphone works as intended:



- **Notifications Permission:** Allows the app to notify you of missed calls, voicemail messages, and other important alerts.
- **Microphone Permission:** Enables the app to transmit your voice clearly during calls.

- **Phone Permission:** Enhances interoperability between the app and your mobile device's native calling features.
- **Contacts Permission:** Integrates your phone's contact list, making it easier to place calls directly through the app.
- **Full-Screen on Incoming Calls:** Ensures that incoming calls are displayed in full-screen mode rather than as a small popup.

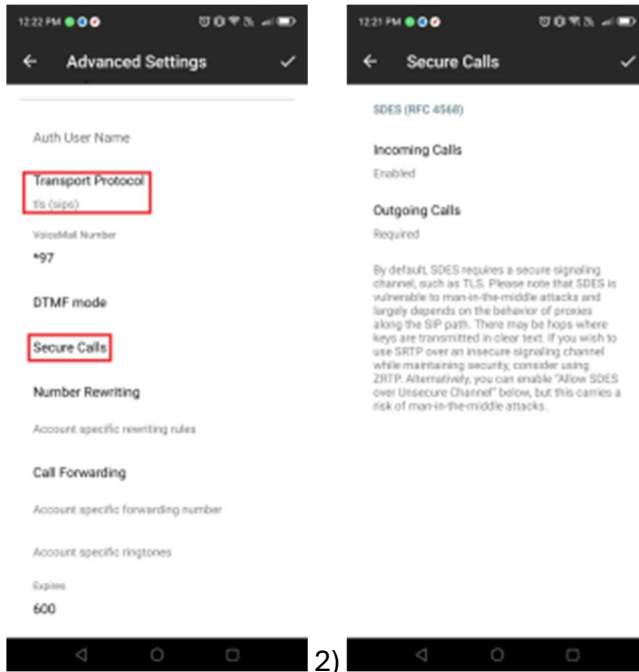
Setting Up Voicemail Access:

In the softphone app, press the menu button on the top right (3 dots), Settings, Account Setup, Advanced Settings and set the option **Voicemail Number** to ***97** . This will allow you to access your voicemail box from the softphone app.

Setting SIP TLS (Encrypted Calls)

This is a **mandatory** setting step in order to allow you to make/receive calls.

- Open the VoIP.ms softphone and click on the 3 dots on the top right of the application, Settings, Account Setup and then Advanced Settings.
- Look for **Transport Protocol** option and change it to TLS (SIP). NOTE: **DO NOT CHOOSE THE OPTION THAT SAYS SIPS!!!**
- Next, look for the option **Secure Calls**, make sure that the option **Incoming Calls** is **Required** and that the option **Outgoing Calls** is set to **Required**, and then press on the check button on the top right of your screen.



Ready to Make Phone Calls!

Once you've granted all the necessary permissions, you're ready to start making calls!

To test your setup, you can dial 4443, which will initiate a call quality test. After the message plays, you'll have the opportunity to speak and hear your voice played back to you.

Record your Voicemail Greeting:

Dial *97 from the softphone app. Once inside your voicemail box, follow the prompts to record your personal greeting in your own voice.

A sample greeting could sound something like "Thanks for calling Unlimited Journeys Travel, you've reached the desk of Jane Doe. I'm presently away from my desk or assisting another client at this time, please leave your name, telephone number, and how I can help you, and I will return your call. My normal working hours are 8:00am to 5:00pm Monday thru Friday. (use whatever hours you choose to be available). If you are experiencing a travel emergency, or urgent situation, please visit the Travel Emergency FAQ section of our website, or call our corporate office at 925 832 2900 for assistance."

Need More Help? Contact IC Support at icsupport@unlimitedjourneystravel.com for assistance.