



Getting Started

This guide aims to provide you with the steps to follow in order to complete the setup of your VoxSun Mobile phone account. In this guide, you will learn:

- how to log in to your client area using the VoxSun portal,
- how to download and install the VoxSun Mobile,
- how to configure the VoxSun Mobile application.

Please follow these steps in order to ensure proper configuration of your VoxSun Mobile account.

Table of contents:

Step 1: Login to the customer area

Step 2: Download and install the VoxSun mobile application

Step 3: Configure the VoxSun mobile application

Additional Information

Step 1: Logging into the portal

Before you begin, make sure you have your login name and password on hand. They are in the confirmation email you have received 24 hours after completing your order. We recommend using the Firefox browser and we strongly recommend avoiding using the back, forward and reload buttons on your browser while you are using the VoxSun portal. Use the button "Up" or the left menu to navigate through the VoxSun portal.

The first step is to log in to your client account.

- Open your Internet browser and go to the VoxSun portal at the following address:
<https://portal.voxsun.com>
- Then enter your username and password to access your client area.

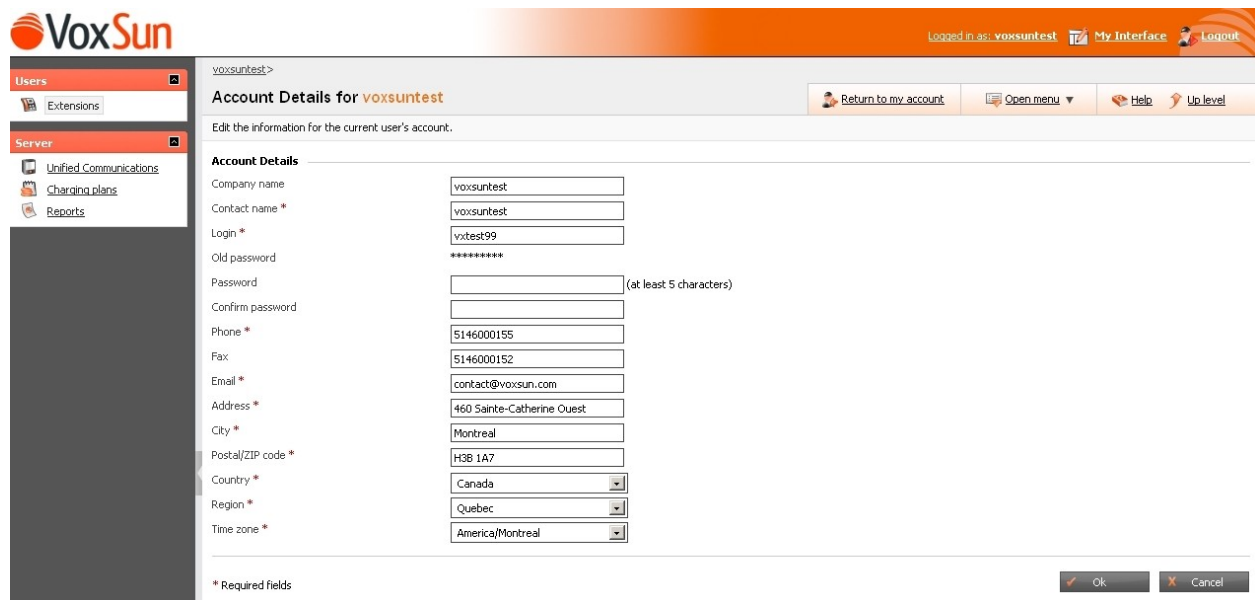
- Select your preferred language



The image shows the VoxSun Portal login interface. At the top is the VoxSun logo and the text 'VoxSun Portal'. Below this, a message says: 'Enter the login name in the **Login** field and the password in the **Password** field. Then click **Login**.' There are two input fields: 'Login' and 'Password'. Below the 'Login' field is a link that says 'Forgot your password?'. Below the 'Password' field is a dropdown menu for 'Interface language' with 'Default user' selected. At the bottom is a 'Login' button.

- You must provide your personal information. Fields marked with a red star are required.
If you change your username or password, please note that it will replace those that were sent to you by email and the new modified access will be necessary for your next connections.
- Once finished, click the OK button in the lower right corner.

You now have access to your client interface that allows you to configure your VoxSun Mobile account. For more details on the VoxSun portal, see the Knowledge Base online: <https://voxsun.com/billing/knowledgebase.php>)



The image shows the VoxSun Account Details form. The top bar has the VoxSun logo and 'logged in as: voxsuntest'. The left sidebar has 'Users' and 'Server' sections. The main content area is titled 'Account Details for voxsuntest' and includes a 'Return to my account' link. The form fields are: Company name (voxsuntest), Contact name (voxsuntest), Login (vxtest99), Old password (*****), Password (at least 5 characters), Confirm password, Phone (5146000155), Fax (5146000152), Email (contact@voxsun.com), Address (460 Sainte-Catherine Ouest), City (Montreal), Postal/ZIP code (H3B 1A7), Country (Canada), Region (Quebec), and Time zone (America/Montreal). A legend at the bottom left indicates that fields with an asterisk are required. At the bottom right are 'Ok' and 'Cancel' buttons.

Step 2: Download and install the VoxSun Mobile application

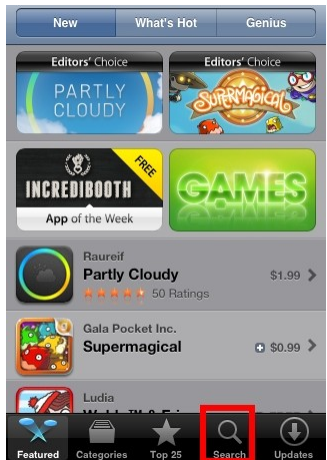
It is necessary to download and install the VoxSun Mobile application on your cell in order to be able to make and receive calls. The procedure varies depending on the operating system of your cell phone. Make sure you have your cell phone on hand before continuing. If you have an Android phone, skip to step 2.2

Step 2.1 Installing on iOS

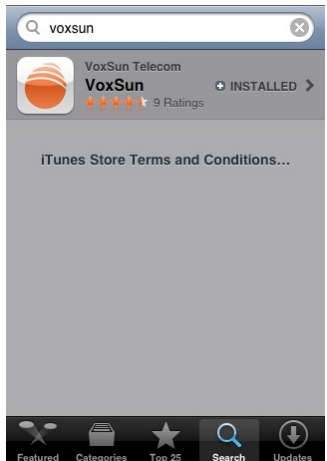
- From the Home Screen, click on "App Store"



- Click on the "Search" button



- In the search field, type VoxSun
- Select "VoxSun" in the search results
- Click on VoxSun



- Click on "Free" or "Install"



- Enter your iTunes password if necessary
- Wait while the VoxSun mobile application is being downloaded and installed

Congratulations! You have just downloaded and installed the VoxSun mobile application on your cell. Skip to step 3.

Step 2.2 Installing on Android

- From the Home Screen, click on "Android Market Place" or "Google Play"
- Search with "VoxSun" as the keyword
- Download and install the VoxSun mobile application

Congratulations! You just install the Mobile VoxSun for Android! The next step is to configure the Mobile VoxSun.

Step 3: Set up your phone

It is necessary to configure the application so that it is connected to your VoxSun Mobile account. **You will need the information found in the welcome email you have received after creating your account.** If you have an Android phone, skip to step 3.2

Step 3.1 Configuration on iOS

- From the Home screen, click the VoxSun application

- Click on "Log in"



VoxSun requires a valid account.

Please Log in or choose a plan at
voxsun.com.



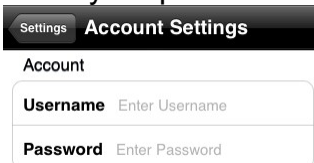
- Click on "Account Settings"



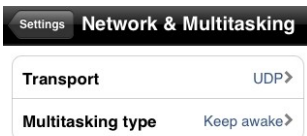
- Enter your account number in the "Nom" field

*Your account number is formatted as follows : 0001*001*

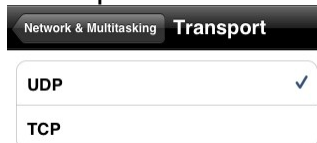
- Enter your password



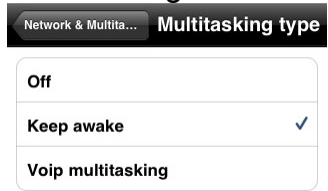
- Click on the "Settings" button which is located in the upper left corner
- Click on "Network & Multitasking"



- "Transport" must be set to "UDP"



- "Multitasking" must be set to "Keep Awake"



- Click again on the "Settings" button which is located in the upper left corner
- Click on "Media Settings"
- "Video Call" must be disabled (0)

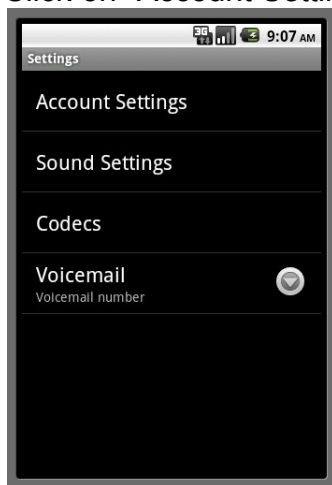


- Click again on the "Settings" button which is located in the upper left corner
- Finally, click the "OK" button in the upper left corner

Congratulations! Your VoxSun Mobile application is now ready to be used. You can make an echo test by dialing *52 from the VoxSun Mobile application.

Step 3.2 Configuration on Android

- From the Home screen, click on the VoxSun Mobile application
- Click on "Account Settings"

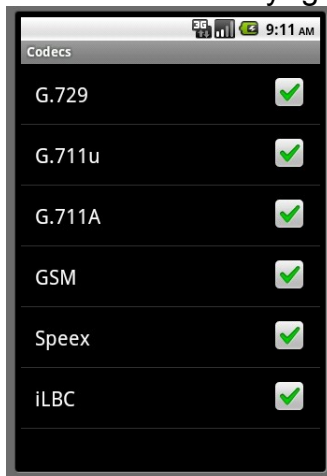


- Enter your account information

Your account information can be found in the confirmation email you have received after creating your account



- Then go back to "Account Settings"
- Click on "Codecs"
- Make sure that only "g729" is checked



- Now return to the main screen of the VoxSun Mobile application
- To test the configuration, dial *52 to perform an echo test.

Congratulations! Your VoxSun Mobile application is now configured.

Additional Information

Procedures to take your voicemails

Follow the steps below to take your voice messages.

- From your VoxSun Mobile application
 - Dial *95

- From the VoxSun portal
 - Access the VoxSun portal by going to the following address:
<https://portal.voxsun.com/>
 - Enter your account information
 - Click on "Mailbox"
 - Locate the message you want to listen
 - Click "Play" to listen

The screenshot shows the VoxSun portal interface. The top bar includes the VoxSun logo and user information: "Logged in as: VoxSun Office", "My Interface", and "Logout". The sidebar on the left has two main sections: "Users" with links for "Clients" and "Extensions", and "Server" with links for "Unified Communications", "Charging plans", and "Reports". The main content area is titled "Mail Messages of Extension David (0062*103)". Below the title is a description: "This page lists the messages in the extension's mailbox. You can search or remove existing messages. You can also activate/deactivate the voicemail feature and manage your mailbox greetings. To listen a message, click its name." There are buttons for "Open menu", "Help", "Refresh", and "Up level". Below this is a "Tools" section with icons for "Deactivate voicemail" and "Manage greetings". The "Voicemails" section has a search bar with "Personal" selected and a "Search" button. Below the search bar is a table of messages.

Listen	From	Mailbox	Folder	Size	Created
00:13	VoxSun <0062*113>	0062*103 (David)	INBOX	21.26 KB	Aug 13, 2012 14:20:19

1 message(s) Number of entries per page: 10 25 100

Procedures for international calls

- Dial 011 + Country Code + Phone Number

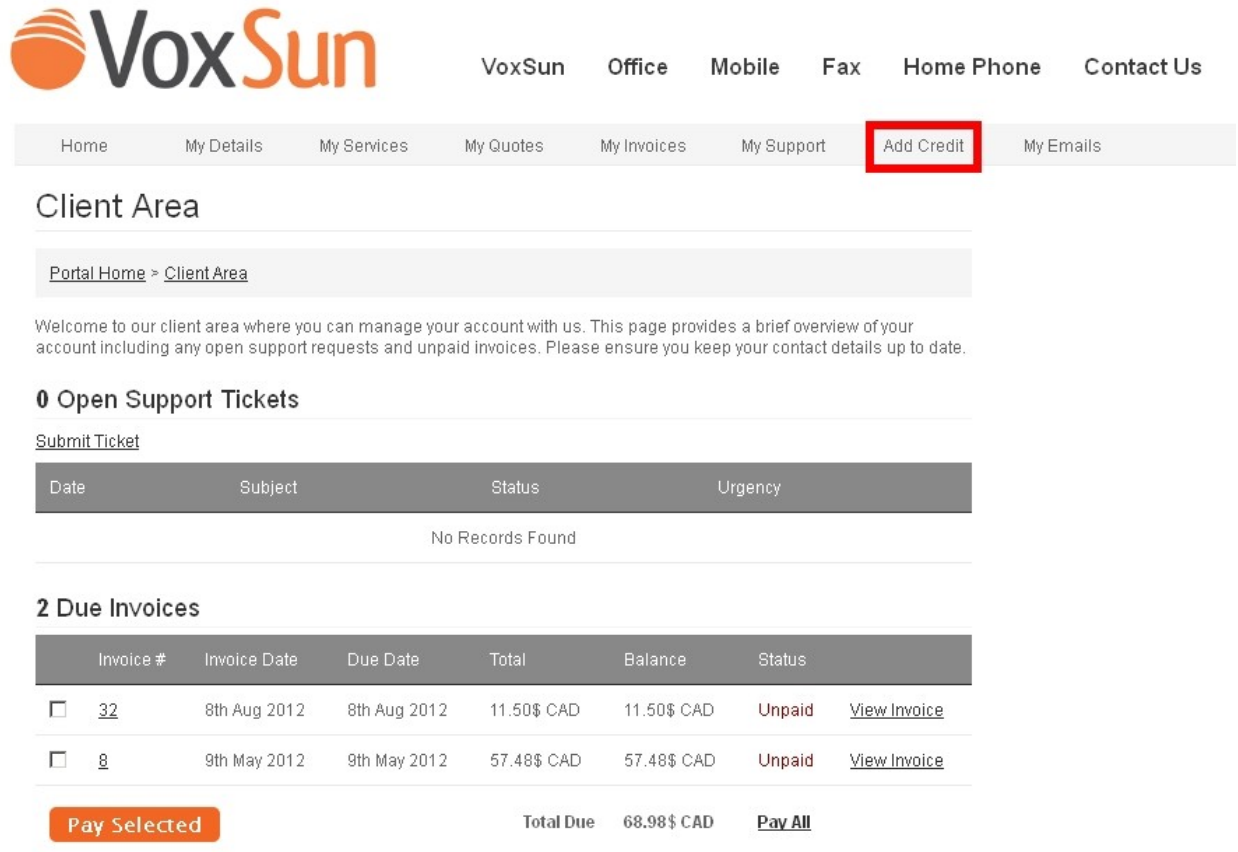
For example, to make a call to France, dial 011 33 1 47 07 19 04

Add credits to your account for international calls

Credits can be used for making international phone calls to destinations that aren't included with your VoxSun calling plan. International calls made with credits will be charged by the minute and you can review the rates on the following page:
<http://voxsun.com/images/downloads/en/VoxSun%20rates%20list%20-Eng.pdf>

- Login to your client area at the following address :
<https://voxsun.com/billing/clientarea.php>

- Click on "Add Credit"



VoxSun VoxSun Office Mobile Fax Home Phone Contact Us

Home My Details My Services My Quotes My Invoices My Support **Add Credit** My Emails

Client Area

[Portal Home](#) > [Client Area](#)

Welcome to our client area where you can manage your account with us. This page provides a brief overview of your account including any open support requests and unpaid invoices. Please ensure you keep your contact details up to date.

0 Open Support Tickets

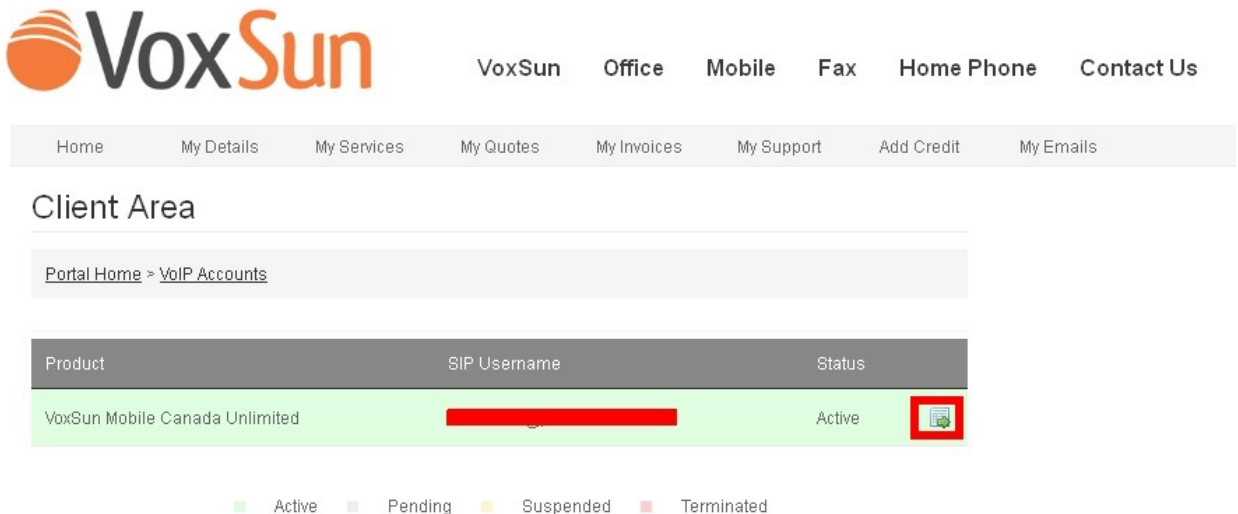
[Submit Ticket](#)

Date	Subject	Status	Urgency
No Records Found			

2 Due Invoices

Invoice #	Invoice Date	Due Date	Total	Balance	Status	
<input type="checkbox"/> 32	8th Aug 2012	8th Aug 2012	11.50\$ CAD	11.50\$ CAD	Unpaid	View Invoice
<input type="checkbox"/> 8	9th May 2012	9th May 2012	57.48\$ CAD	57.48\$ CAD	Unpaid	View Invoice
Pay Selected			Total Due	68.98\$ CAD	Pay All	

- Click on the "Details" button




VoxSun VoxSun Office Mobile Fax Home Phone Contact Us

Home My Details My Services My Quotes My Invoices My Support Add Credit My Emails

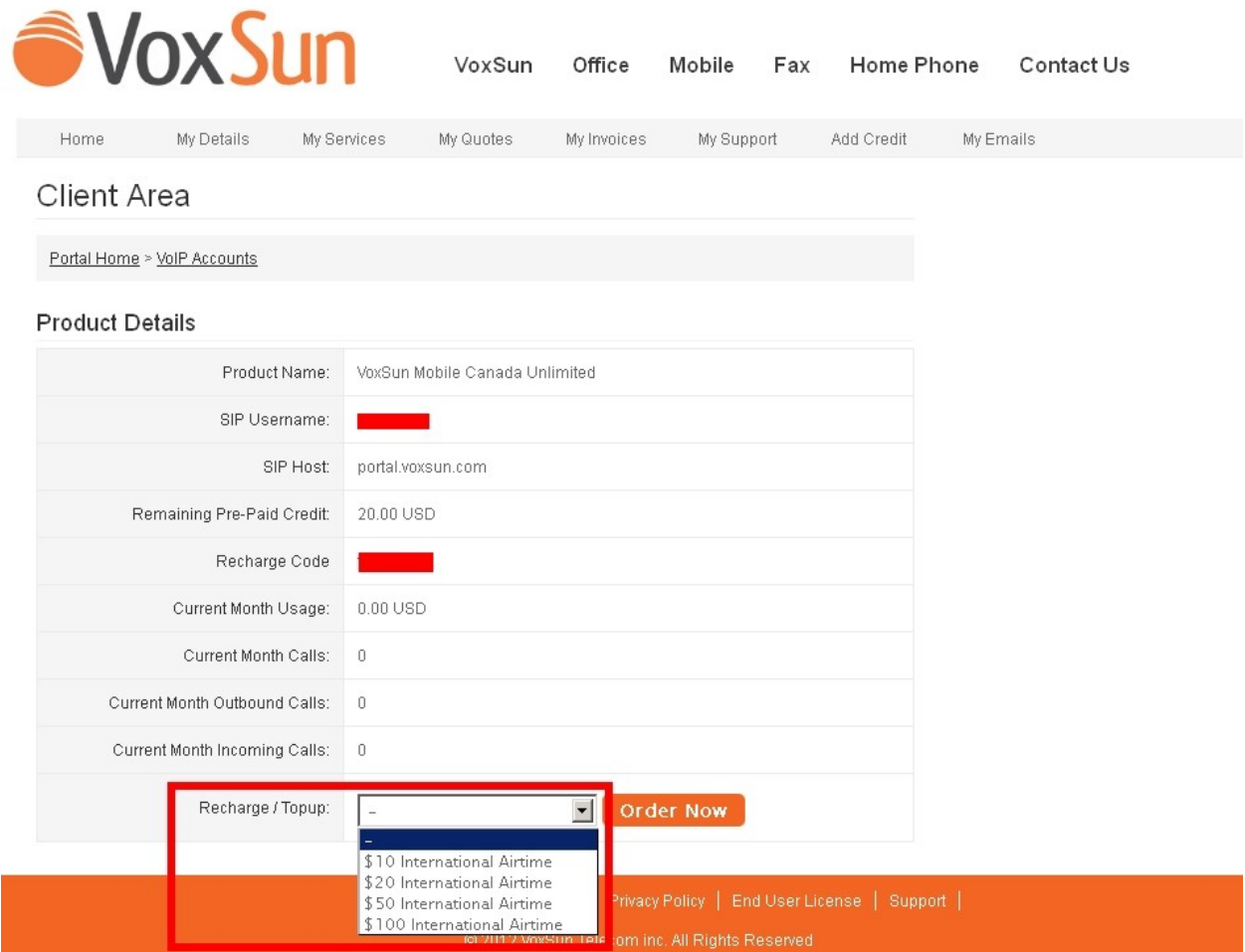
Client Area

[Portal Home](#) > [VoIP Accounts](#)

Product	SIP Username	Status
VoxSun Mobile Canada Unlimited	[REDACTED]	Active 

■ Active
 ■ Pending
 ■ Suspended
 ■ Terminated

- Select the amount you want to add in the "Recharge / Topup" dropdown list



The screenshot shows the VoxSun client area. At the top is the VoxSun logo and a navigation bar with links: VoxSun, Office, Mobile, Fax, Home Phone, and Contact Us. Below this is a secondary navigation bar with links: Home, My Details, My Services, My Quotes, My Invoices, My Support, Add Credit, and My Emails. The main heading is "Client Area". Below it is a breadcrumb trail: Portal Home > VoIP Accounts. The section is titled "Product Details" and contains a table with the following information:

Product Name:	VoxSun Mobile Canada Unlimited
SIP Username:	[REDACTED]
SIP Host:	portal.voxsun.com
Remaining Pre-Paid Credit:	20.00 USD
Recharge Code	[REDACTED]
Current Month Usage:	0.00 USD
Current Month Calls:	0
Current Month Outbound Calls:	0
Current Month Incoming Calls:	0

Below the table is a "Recharge / Topup:" dropdown menu, which is highlighted with a red box. The dropdown menu is open, showing the following options:

-
- \$10 International Airtime
- \$20 International Airtime
- \$50 International Airtime
- \$100 International Airtime

To the right of the dropdown menu is an "Order Now" button. At the bottom of the page, there is a footer with links: Privacy Policy | End User License | Support | and a copyright notice: © 2017 VoxSun Inc. All Rights Reserved.

- Click on "Order Now"

If you have questions, do not hesitate to consult the knowledge base (see online knowledge base: <https://voxsun.com/billing/knowledgebase.php>). Finally, you can open a ticket by accessing your account at the following link:

<https://voxsun.com/billing/submitticket.php>

Thank you.