



Cloud Softphone DND Guide

A simple customer guide for turning Do Not Disturb on and off in the FibreMAXfone Cloud Softphone app.

The first steps show how to turn DND on, followed by the steps to turn DND off.

Before you start

These steps show how to switch Do Not Disturb on and off in the Cloud Softphone app.

When DND is enabled, incoming calls are silently rejected and appear as missed calls in your history.

Sound notifications for incoming messages are also suppressed while DND is turned on.

Turn DND on

Follow Steps 1 to 4 to open the DND screen, turn DND on, and confirm it is active.

Turn DND off

Follow Steps 5 to 8 to open the DND screen again, turn DND off, and confirm it is removed.

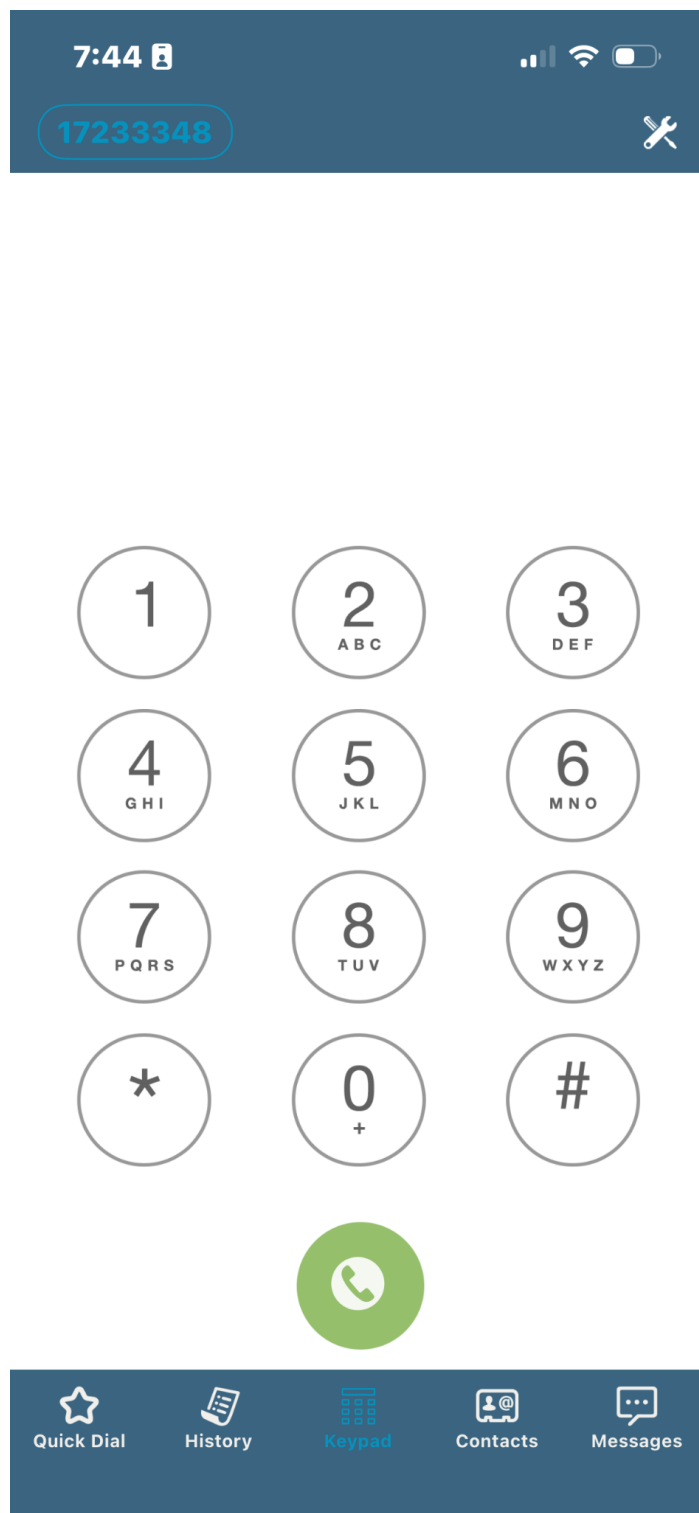
Important note

If you see the red DND ribbon beside your extension number, Do Not Disturb is currently active.

For help, please contact FibreMax Support on 1800 880 881.

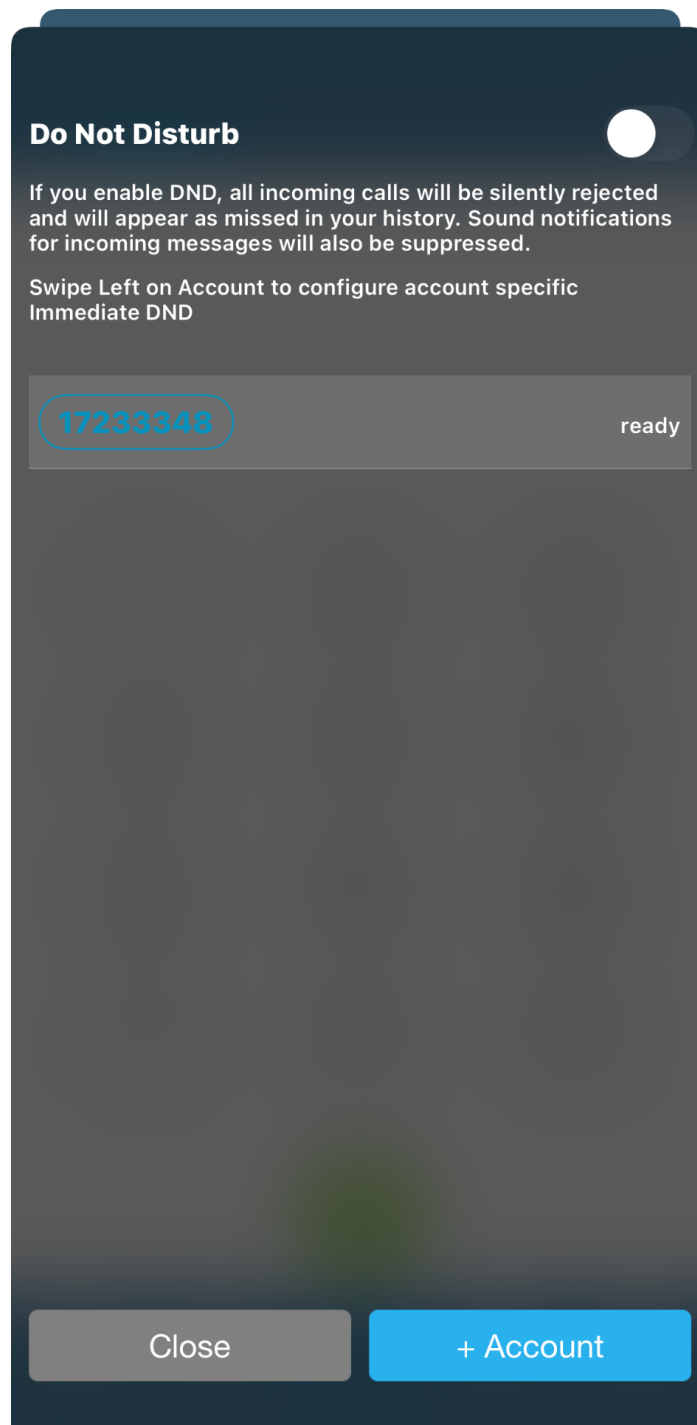
Step 1, Open the keypad screen

Start on the Cloud Softphone keypad screen and check that your extension number is shown at the top left.



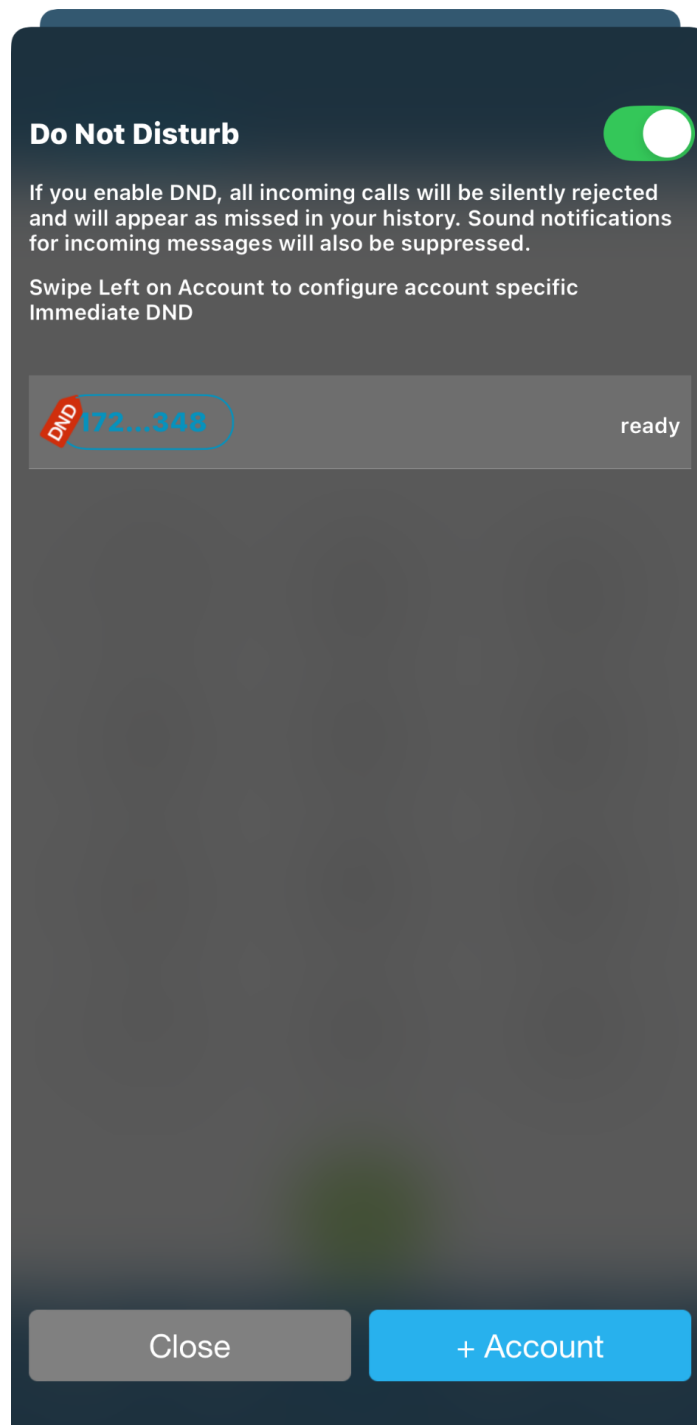
Step 2, Tap your extension number

Tap the extension number at the top left to open the account options and Do Not Disturb screen.



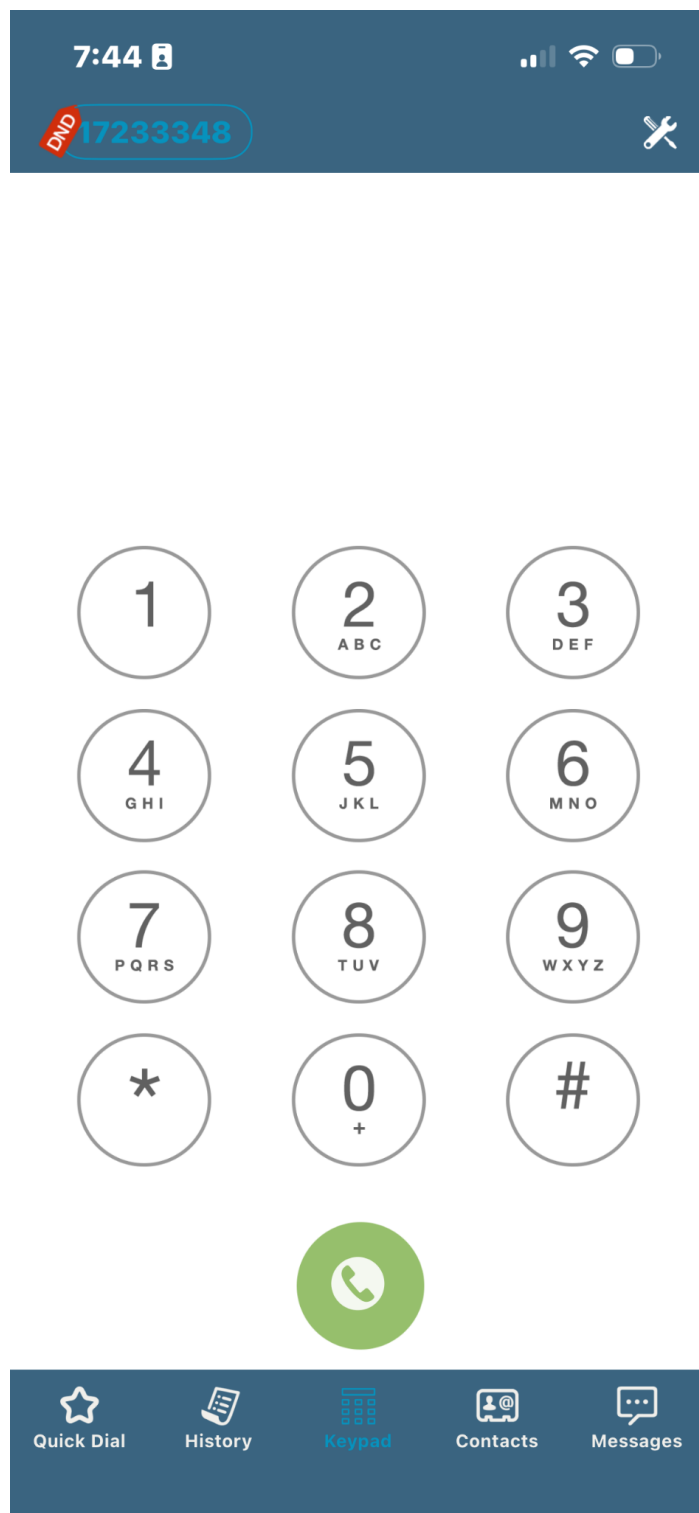
Step 3, Turn DND on

On the Do Not Disturb screen, tap the switch at the top right so that it turns green. Tap Close at the bottom left to confirm.



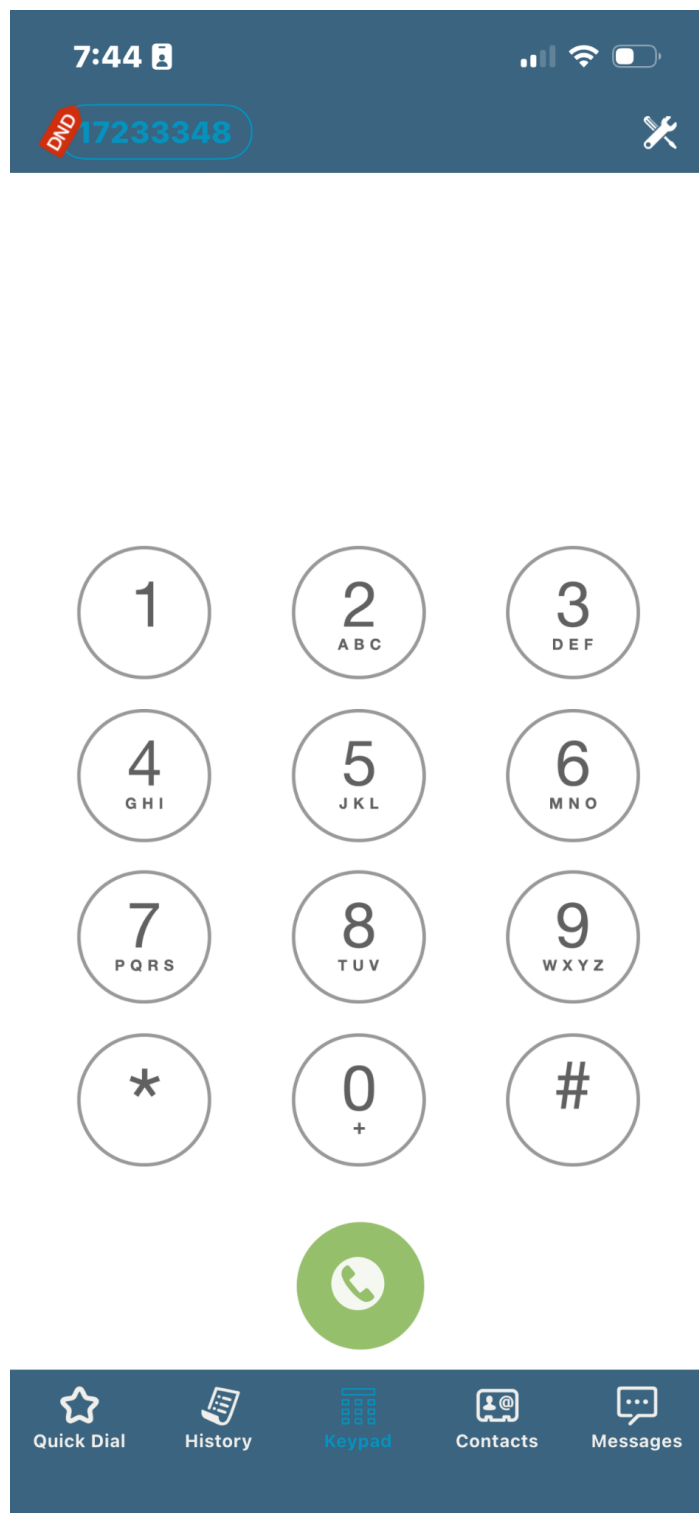
Step 4, Confirm DND is active

Return to the keypad screen and confirm the red DND ribbon is displayed beside your extension number.



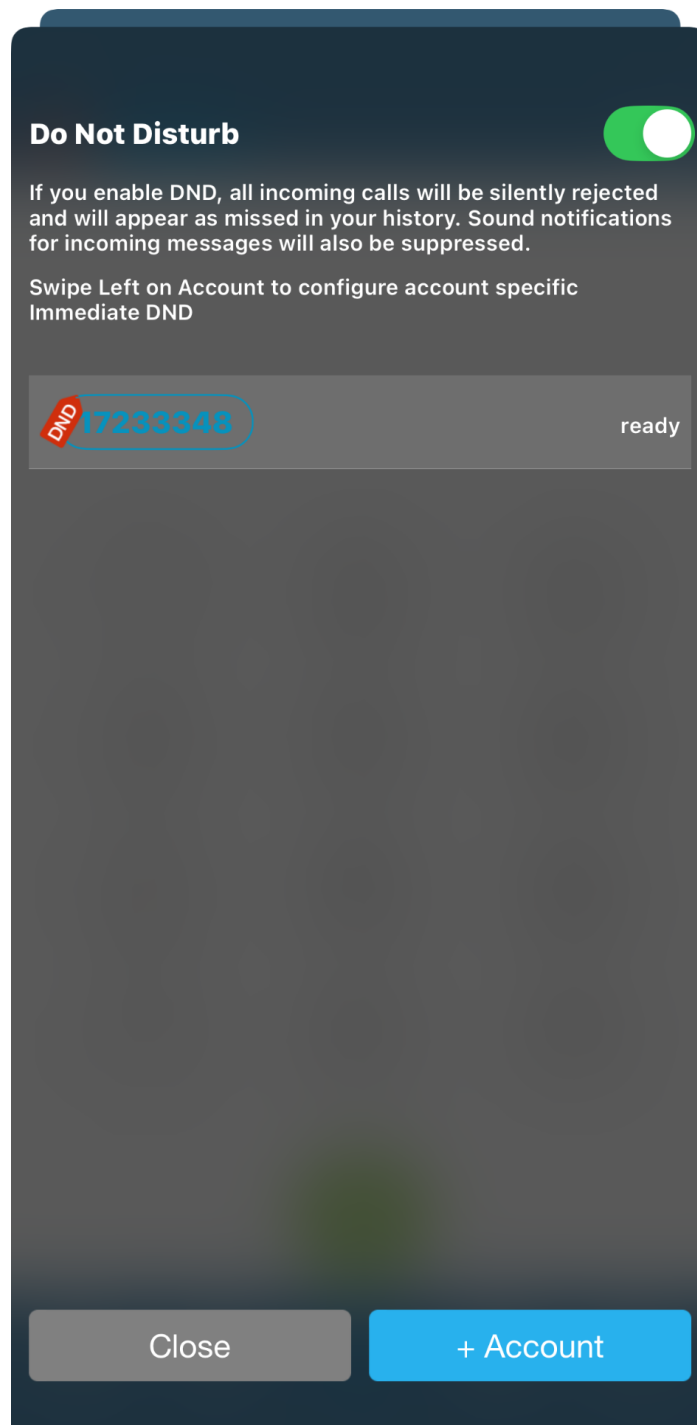
Step 5, Open the DND screen again

While DND is active, tap the extension number at the top left again to reopen the Do Not Disturb screen.



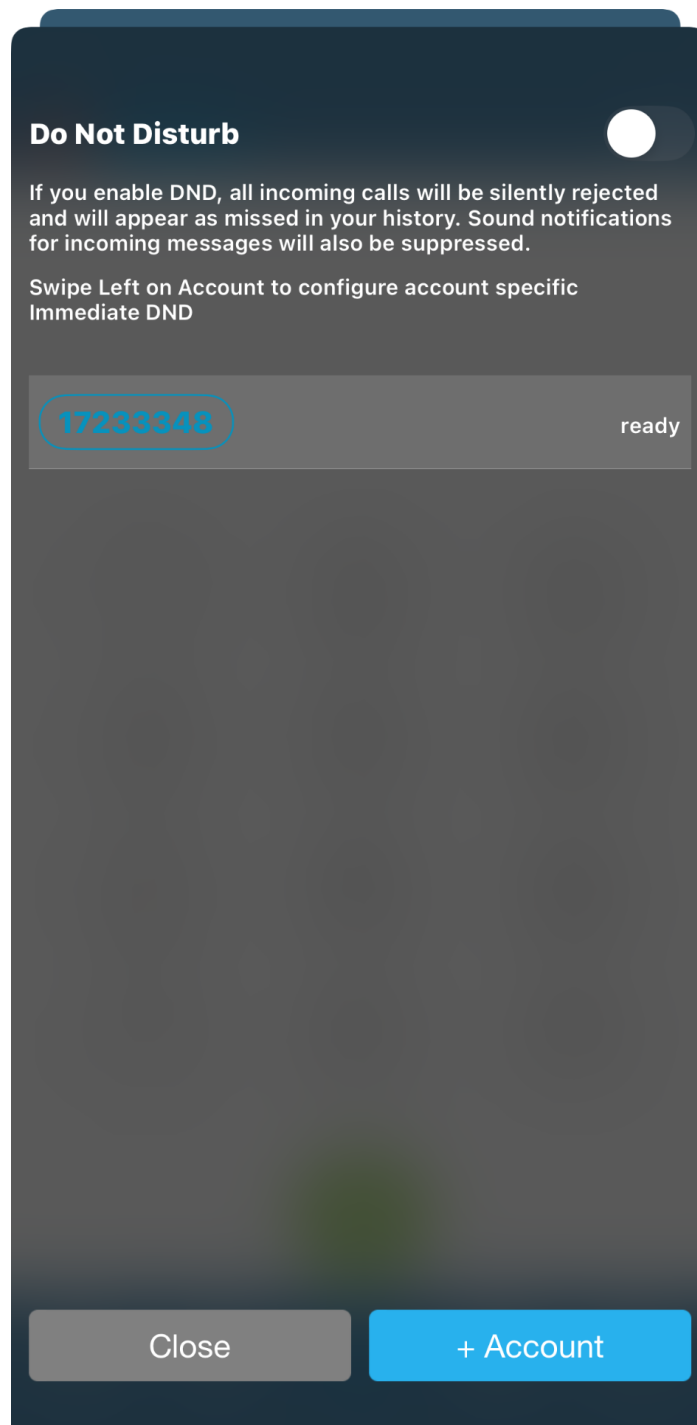
Step 6, DND is currently on

Confirm the switch at the top right is green and that DND is currently enabled.



Step 7, Turn DND off

Tap the switch at the top right so that it turns off and is no longer green. Tap Close at the bottom left to confirm.



Step 8, Confirm DND is removed

Return to the keypad screen and confirm the red DND ribbon is no longer displayed.

