



Cloud Softphone Reset and Register

A simple customer guide for resetting and registering the FibreMAXfone Cloud Softphone app.

The reset steps are included first, followed by the registration steps.

Before you start

Open your FibreMAXfone device registration PDF on another phone, tablet, or computer.

You will need the unique QR code contained in that PDF.

Make sure the Cloud Softphone app is installed on the phone you are registering.

Reset the application

Follow Steps 1 to 4 to clear the stored account and settings.

Register again

Follow Steps 5 to 9 to scan the QR code and complete registration.

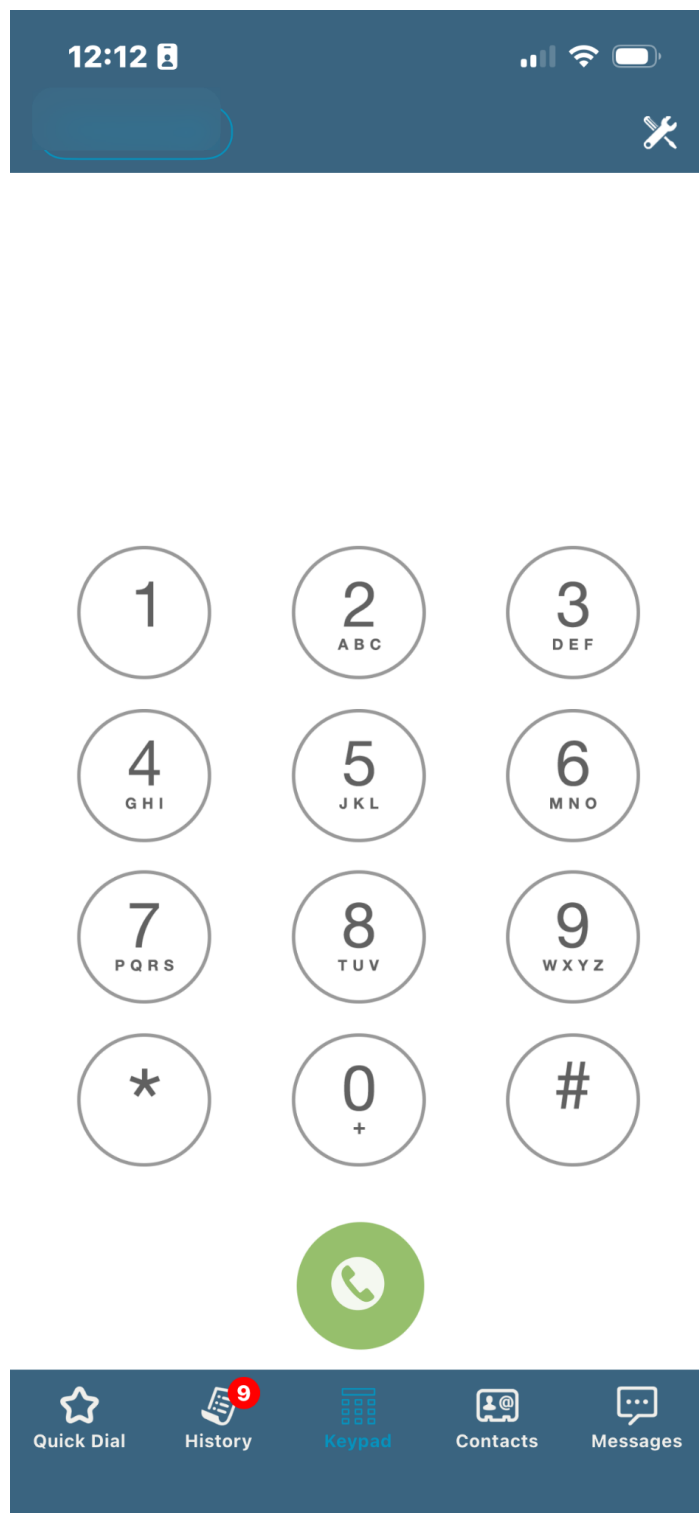
Important note

The registration QR code is unique to your extension. Do not share the PDF or QR code.

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

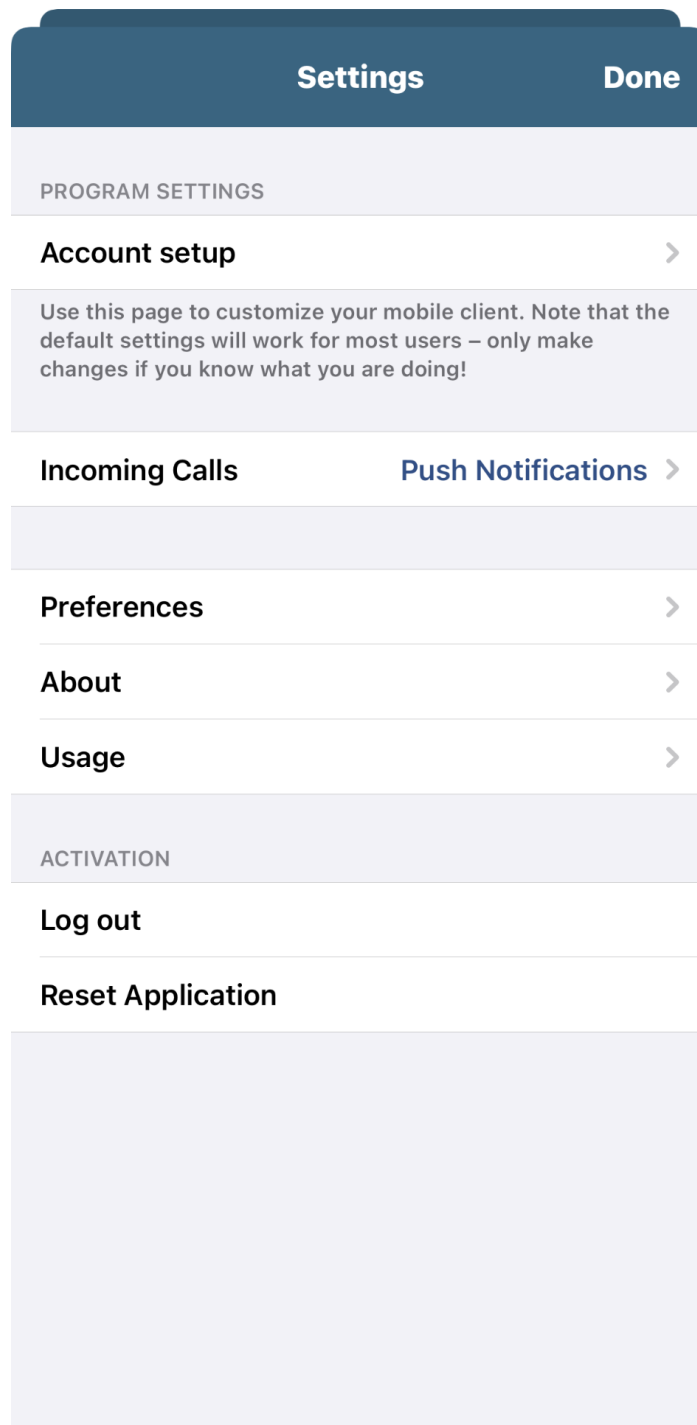
Step 1, Select Settings at the top right

From the keypad screen, tap the tools icon in the top right corner.



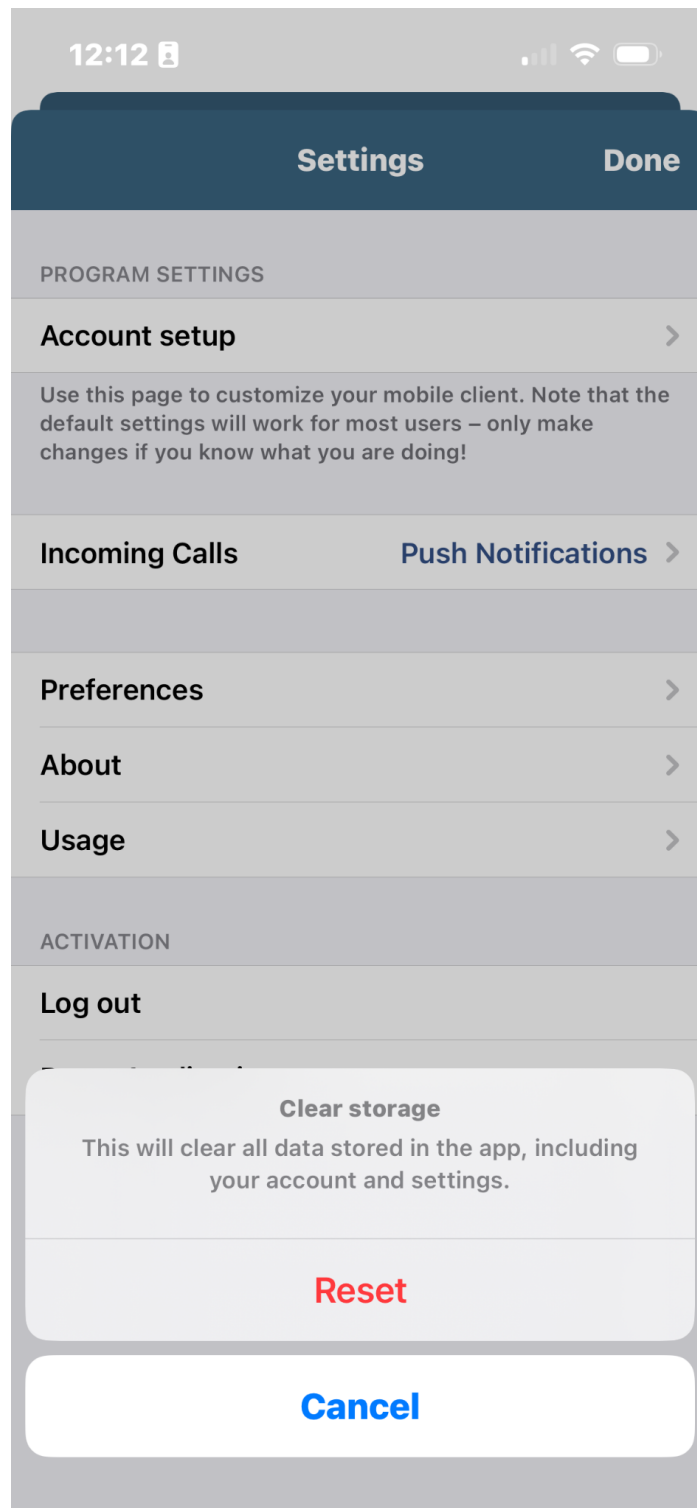
Step 2, Tap Reset Application at the bottom

Scroll to the Activation section, then tap Reset Application.



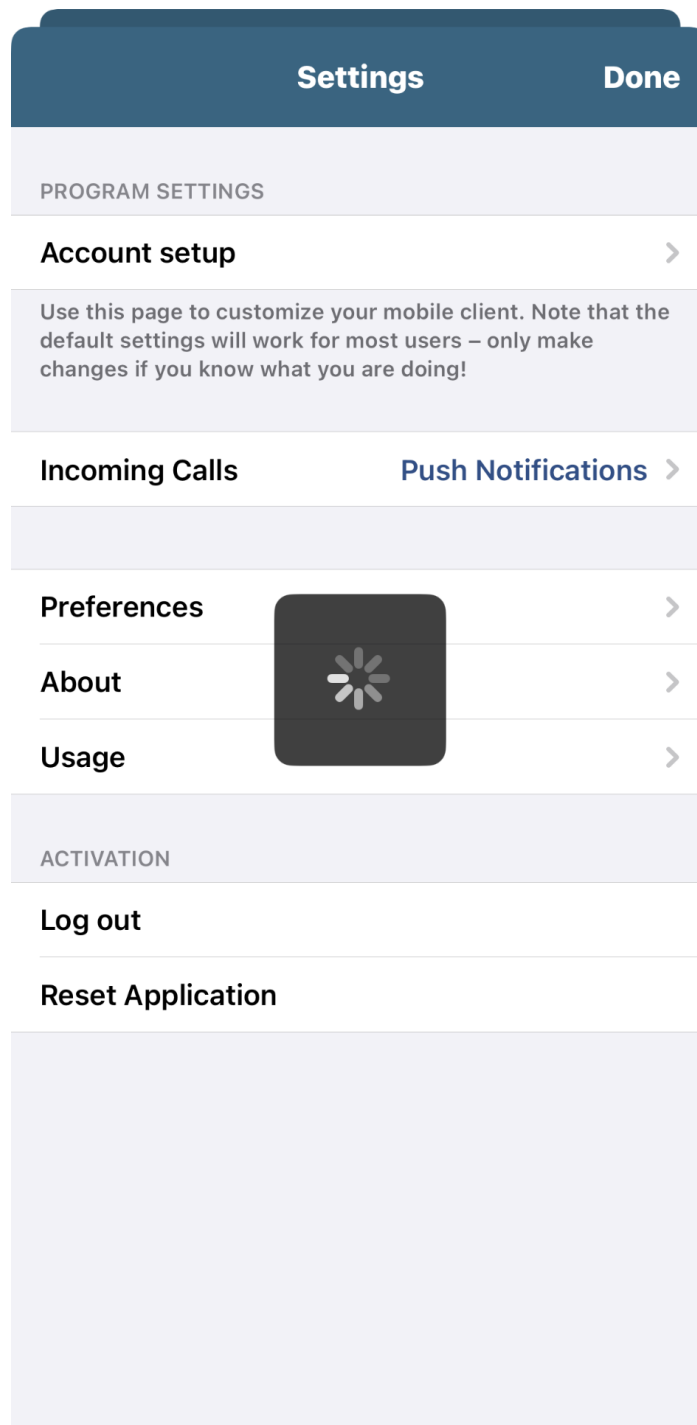
Step 3, To confirm, tap Reset

The app warns that your account and settings will be cleared. Tap Reset to continue.



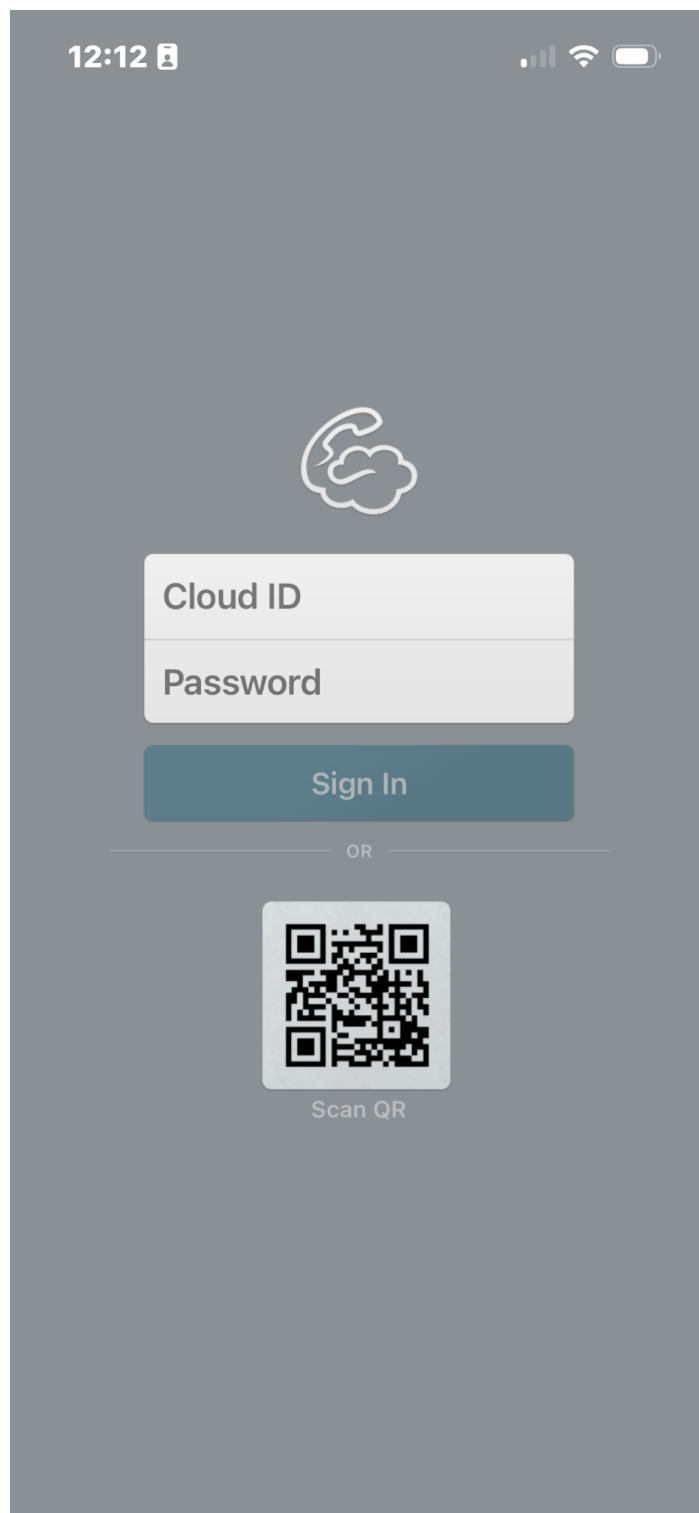
Step 4, Wait for the app to reset

A loading indicator appears while the stored account information is removed.



Step 5, Open the app again, then tap the QR code

After the app closes, open Cloud Softphone again. Tap the QR code image below the sign in fields.



Step 6, Point the camera at the QR code PDF

Allow camera access when prompted. Hold the phone over the QR code shown in your registration PDF.

Your Devices

Mobile Device	FibreMAX [®] fon
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What do I do next?

the FibreMAX[®]fone mobile app powered by Cloud
d Softphone' on the [Appstore](#) or [Google Play](#) and s
talled open the App and Tap on the QR code to sc



Step 7, Tap Agree to continue at the top right

Review the FibreMax terms and conditions, then tap Agree in the top right corner.



FibreMax[®] Terms and Conditions

Terms and Conditions of Use

1. Introduction

1.1. Operator

These Terms and Conditions of Use ("Terms") govern the use of the website located at www.fibremax.au (the "Website") and the telecommunications and internet services (the "Services") provided by MaxoTech Pty Ltd (ABN 20159147430) trading as FibreMax[®] ("FibreMax[®]," "we," "us," or "our"). Our

Step 8, Set the default app, or tap Done

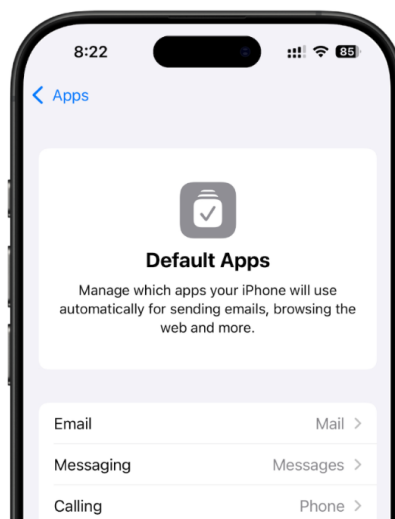
Choose Open Default Apps to make Cloud Softphone your default calling app. You can also tap Done in the top right corner to continue without changing the default.



Set CloudSoftphone as Default App

1. Tap Open Default Apps.
2. Select Calling or Messaging in iPhone settings.
3. Choose CloudSoftphone as your default app.

 **Tip:** This works even better if you set up Number Rewriting rules in CloudSoftphone Settings to make sure calls dial as desired.

[Open Default Apps](#)

Step 9, Done and ready to go

Confirm that your extension number appears at the top of the keypad. Make a test outgoing call, then ask someone to call your business number and confirm that audio works in both directions.

