



How to Install and Register Cloud Softphone

A simple customer guide for Android and iPhone.



Before you start

Keep the FibreMAXfone registration PDF open on another phone, tablet, or computer.

Make sure your phone is connected to Wi Fi or mobile data.

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

Install the app

Follow Steps 1 and 2 for Android or iPhone installation.

Register the app

Follow Steps 3 to 7 to scan the QR code and complete registration.

Permissions

- Allow Camera access so the app can scan the registration QR code.
- Allow Microphone and Notifications so you can make and receive calls.
- Contacts access is optional. It can help display names for saved contacts.

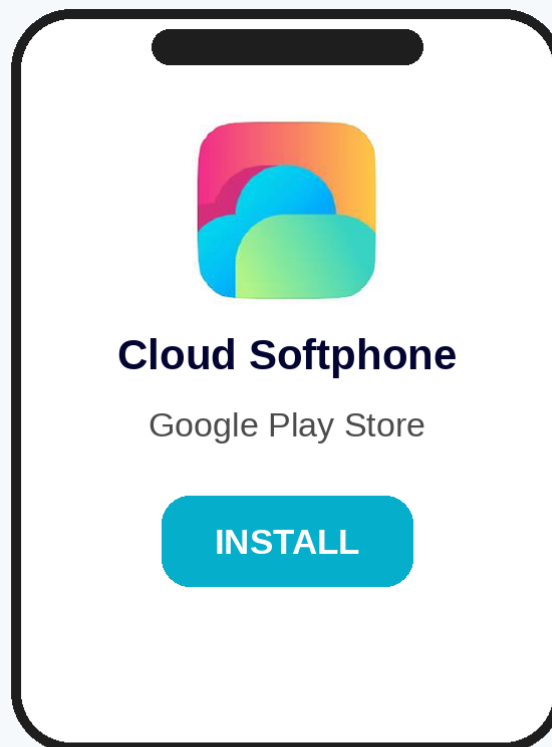
Important note

The exact prompts and screen layout can vary slightly between Android and iPhone models. Follow the wording shown on your phone.

Step 1, Install Cloud Softphone on Android

Open Google Play Store, search for Cloud Softphone, confirm the icon matches this guide, tap Install, then tap Open.

If more than one result appears, choose the app with the same multicolour cloud icon shown here.

Android installation

- 1 Open the app store on your phone.
- 2 Search for Cloud Softphone.
- 3 Confirm the icon matches this guide.
- 4 Tap Install, then tap Open.

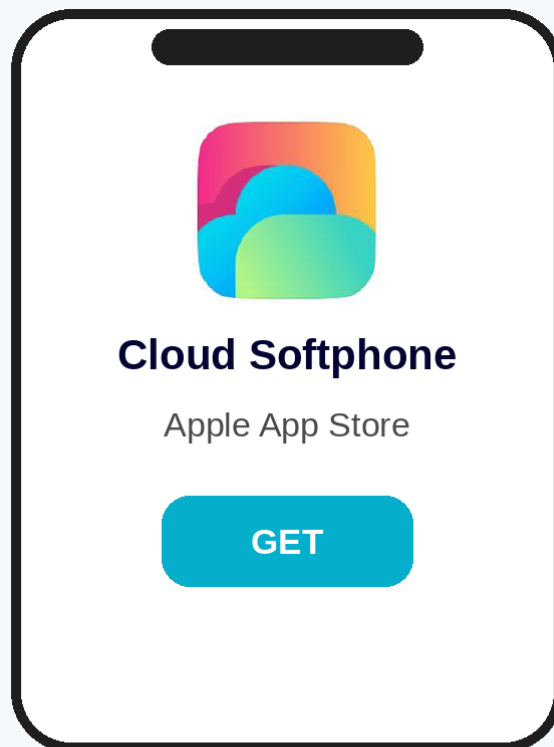
Store screens may look slightly different on your device.

Step 2, Install Cloud Softphone on iPhone

Open the App Store, search for Cloud Softphone, confirm the icon matches this guide, tap Get, authenticate if prompted, then tap Open.

If more than one result appears, choose the app with the same multicolour cloud icon shown here.

iPhone installation



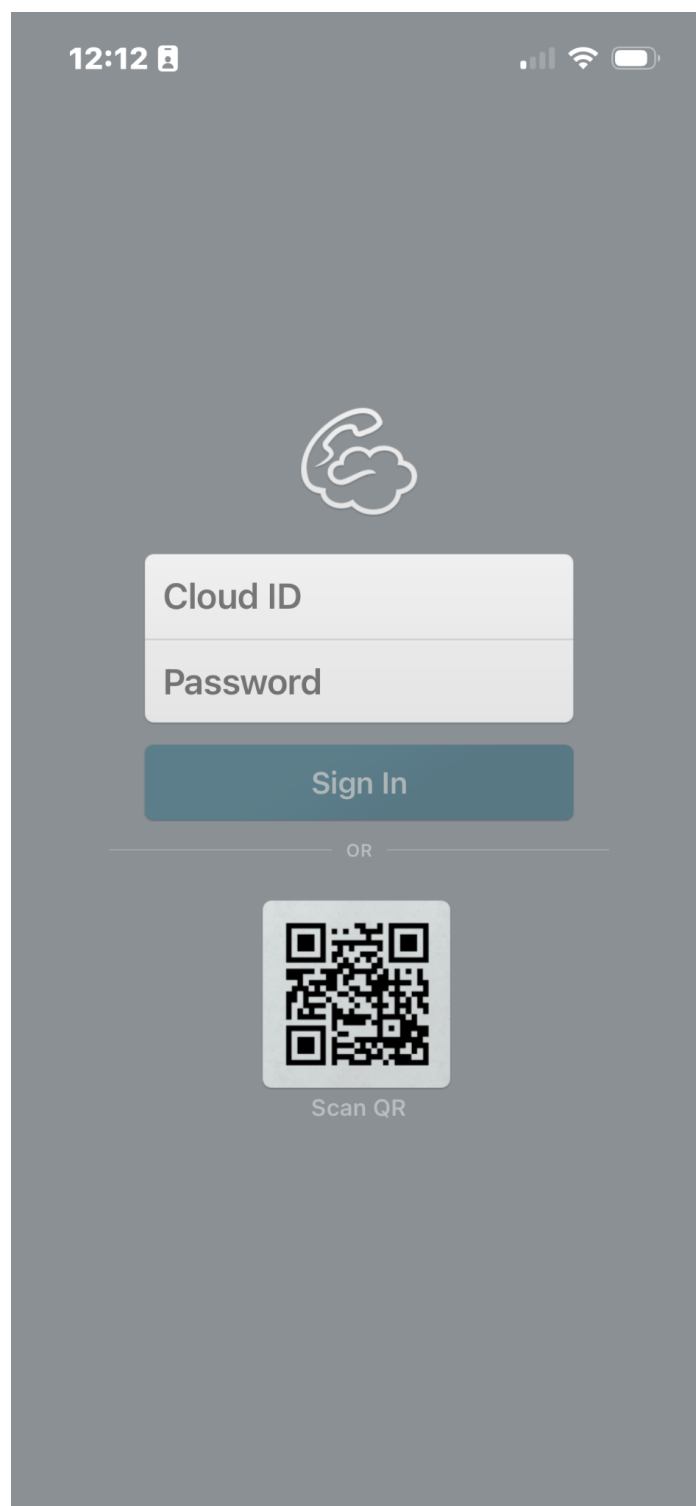
- 1 Open the app store on your phone.
- 2 Search for Cloud Softphone.
- 3 Confirm the icon matches this guide.
- 4 Tap Get, authenticate, then tap Open.

Store screens may look slightly different on your device.

Step 3, Tap the QR code tile

Open Cloud Softphone, then tap the QR code tile below the Sign In button. Allow Camera access when prompted.

The Cloud ID and Password fields are not required when you register with the FibreMAXfone QR code.



Step 4, Scan the registration QR code

Open the FibreMAXfone registration PDF on another screen, point the phone camera at the QR code, and hold the phone steady until it scans.

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

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
talled open the App and Tap on the QR code to scan



Step 5, Allow permissions and tap Agree

Allow the requested Camera, Microphone, Notification, and Phone permissions. Contacts are optional. Read the terms, then tap Agree at the top right.

Permission prompts can appear before or after the terms screen, depending on your phone.



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 6, Choose the default app or tap Done

Choose Open Default Apps if you want Cloud Softphone to be your default calling app. Otherwise, tap Done at the top right to continue.

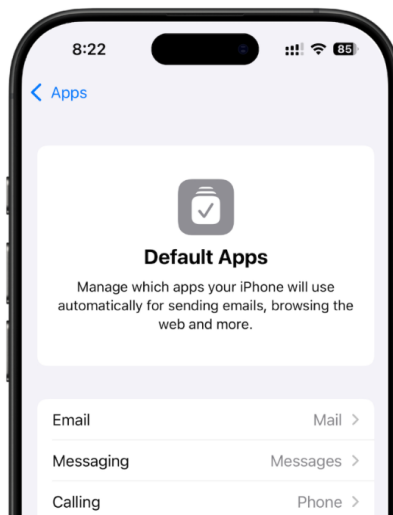
[This optional screen may not appear on every device.](#)



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.

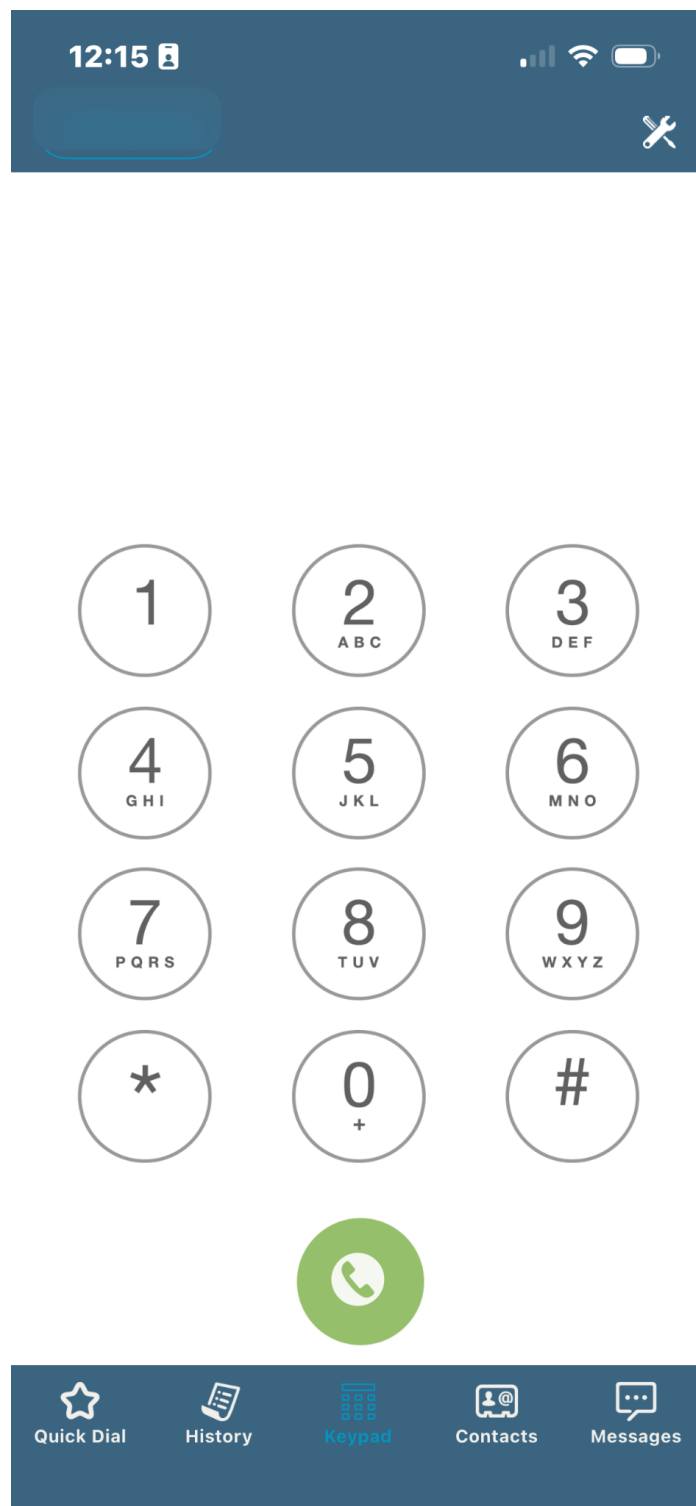


[Open Default Apps](#)

Step 7, Confirm the app is ready

The keypad and your extension number confirm that Cloud Softphone is registered and ready. Make a test outgoing call and ask someone to call your business number.

[Keep Notifications enabled so incoming business calls can alert you when the app is not open.](#)



Troubleshooting and support

The QR code will not scan

- Open the registration PDF on another device.
- Increase the screen brightness and enlarge the QR code.
- Clean the camera lens and hold the phone steady.

The app is not receiving calls

- Confirm Notifications and Microphone permissions are allowed.
- Confirm Wi Fi or mobile data is working.
- On Android, remove battery restrictions for Cloud Softphone if calls arrive late.

The app does not show the keypad

- Close and reopen Cloud Softphone.
- Scan the registration QR code again.
- Contact FibreMax Support if the app still does not register.