FAQs

Acefone Common Queries and Issues

How to download the Acefone Softphone Application?

Step 1: On your Acefone account, click on the Download button placed on the left navigation panel.
Step 2: Click on the Platform for which you require the application.
Note: You can also search for Acefone Webphone using Google Chrome in case you need the extension on your chrome browser.

How to log into Acefone Web Portal (Service Portal)?

Step 1: Click on the URL provided in the email.
Step 2: Enter the login ID and click Continue.
Step 3: Enter the password and click Login.

How to configure Acefone Extension on IP Phone?

Step 1: Click Services > Extensions tab on the side navigation.
Step 2: Click on the Regenerate link next to the extension. It regenerates the password for the selected extension and will provide the SIP details.
Step 3: Open the portal of the IP phone in the browser using IPv4 address of the IP phone. Make sure that your IP phone and the system are on the same network.
Step 4: Enter the SIP details in the portal of the IP phone.
Note: Click on Regenerate Password for all Extensions button present on the top-right corner to regenerate the password for all extensions.

How can I save contacts on the Acefone Web Portal?

Step 1: Click Services > Contacts tab on the side-navigation.
Step 2: Click on Add Contact button on the top-right corner.
Step 3: Enter the required details and click Submit.
Note: Contacts added in the portal will also be available in the softphone applications under contacts tab and vice-a-versa.

How can I set up the Call Queue?

Step 1: Click Services > Call Queue > Add Call Queue.
Step 2: Enter the Basic Details, Department & select the Department and License/Bundle.
Step 3: Enable the Assign Number toggle, if you wish to assign a number to the call queue.
Step 4: Add the users under "Select Users" and set the ring timeout.
Step 5: Change the Queue Timeout if required, set the Timeout destination and click on Save under "Advance Settings".

How can I set up the Missed Call alerts?

Step 1: Click Services > Alert Management > Add Alert > fill the details.
Step 2: In Alert settings, select Missed Calls as the alert type and frequency as "Missed Call" or as desired.
Step 3: Enter the details for type of alert and recipients of the alerts and click on Save.

How to set up a Call Menu with VR?

Step 1: Click Services > Click Call Menu > Add Call Menu.
Step 2: Enter the Name and Description. Select the recording to be played and click Next.
Step 3: Select the destination type as Single or Multiple.

1. To set a single destination call menu, choose Destination and click Next. Enter the details and click Finish.
2. To set multiple destination call menus, enter the Call Menu Entries and click Next. Enter the details and click Finish.

Step 4: Click Services > Click Virtual Receptionist > Add Virtual Receptionist
Step 5: Enter the required details including the license and set the destination as the Call Menu created earlier, click Finish.

How to Upload the Recording?

Step 1: Click Services > System Recordings > Upload Music.
Step 2: Enter the File Name and select Upload Recording.
Step 3: Browse & select the audio file from your local drive and click Save.

How to Create a Recording?

Step 1: Click Services > System Recordings > Upload Music > Create Recording.
Step 2: Enter the text and generate the recording.

Where to find the Call Details Records?

Step 1: Click Reports > Call Detail Records tab on the side navigation.
Step 2: To view the records older than 10 days, click on the Show Archived CDR button on the top-right of the page.

How can I set up Business Hours?

Step 1: Click on the Advance settings of VR, Ring group or Call queue (as per your setup)
Step 2: Click on Business Hours and select the desired time group from the drop-down menu or click on Add New
Step 3: Select the Business Hours Failover Destination for the calls coming in out of business hours and click on Finish.

How can I upload a Music on Hold and how can I get it working?

Step 1: Click Services > Music on Hold > Upload Music.
Step 2: Enter the File Name & select Upload Recording.
Step 3: Choose a file to upload an existing recording and click Save.
Step 4: Select the uploaded music file for a particular user under Users > Edit User > Add Phone.

How to set up a voicemail on my user?

Step 1: Click the Users tab on the side navigation.
Step 2: Click Edit under the Select an Action column.
Step 3: Enable the toggle in Add Voicemail section and enter the details.

How can I set up a voicemail on my number?

Step 1: Click Services > Voicemail tab placed on the side navigation.
Step 2: Click on Add Voicemail on the top right of the page.
Step 3: Enter the details and select the input for greetings recording and click Save.
Step 4: Select the created voicemail from the drop-down menu of Timeout Destination in the Advanced Settings of Ring group or where the number is assigned.

How to send an SMS from Acefone Web Portal?

Step 1: Click Services > SMS tab on the side navigation.
Step 2: Click the SMS button at the top-right corner.
Step 3: Select the SMS Enabled Number assigned to you.
Note: The admin will assign the SMS plan and SMS number to you.
Step 4: Enter the receiver's number and the message you want to send and click Send.
OR
Step 1: Click Services > SMS
Step 2: Click on the message icon to send a new message

How to select between multiple Caller IDs?

Step 1: Click on the Users tab placed on the side navigation.
Step 2: Click Edit > Add Phones and enable the toggle for Caller ID.
Step 3: Select the Caller IDs from the drop-down list and click Finish.
Step 4: You would be able to toggle between the caller IDs on the Acefone Softphone application

How to resolve the voice breakage issue on inbound and outbound calls?

Step 1: Select CODECs > GSM/A-LAW/U-LAW.
Step 2: Change Transport Signal from TCP to UDP and vice versa.
Step 3: Go to Softphone's configuration settings > change transport medium.
Step 4: Enable the toggle for Adaptive Rate Control and check the calls.

How to troubleshoot the issue when the extension goes offline frequently?

When the extension goes offline, troubleshoot the issue by trying these solutions: Check your system's network settings and try switching to a different network.
If you are using a mobile device, please ensure you have enabled all the permissions in the Settings to work in the background.

How to change the Caller ID?

You can select your preferred Caller ID from the Acefone apps if you have added multiple Caller IDs to the user. For Android and iOS-based Softphones, follow these steps:
Step 1: Log in to the Acefone app > Settings.
Step 2: Click on Caller ID from the drop-down list and change the Caller ID.
For Chrome, Windows, and macOS based Softphones, follow these steps: Step 1: Log in to the Acefone app.
Step 2: Click on Caller ID from the drop-down list and change the Caller ID.
To set a Fixed Caller ID, follow these steps:
Step 1: Click Services > Extensions > Edit the desired Extensions. Step 2: Select the Caller ID to change.

How to change the User's Login ID and Password for Acefone Softphone?

Step 1: Log in to the Acefone Portal.
Step 2: Click Users > Select An Action > Edit > Web Login and change the Login ID.
Step 3: Select Yes in Change Password and select Set New Password. Enter the new password and click Finish.

How to retrieve the SIP extension details to configure the Third-party softphone or IP Phone?

Step 1: Log in to the Acefone Portal.
Step 2: Click Services > Extensions > Regenerate.

How to integrate the user with Zoho CRM to activate the click to call feature?

Step 1: Click Services > Integrations tab placed on the side navigation.
Step 2: Activate the Zoho integration with Acefone by enabling the toggle > Click Enable.
Step 3: Select the Extension from the drop-down list. Click Integrate Zoho Phonebridge.
Step 4: Click on Accept button to authenticate Acefone with Zoho.
Step 5: Enable the Acefone for all users in Telephony of Zoho CRM settings from the Zoho Marketplace.
Step 6: Log in with the user credentials.
Step 7: Select the user/extension from the drop-down list and click on Integrate Zoho Phonebridge.
Step 8: Enter your Zoho credentials to log in to your Zoho CRM account.
Step 9: Click on Accept and authenticate the Acefone access on Zoho CRM Account.
Note: Make Sure that Acefone application is installed in your account from Zoho Marketplace and Telephony is enabled in your CRM.

What is a session call when using the click to call feature?

Session call is an inbound call that lands on the Softphone app when one tries to dial a number using the Click to call feature. The call allows the CRM system to establish a session between the client and the softphone app. If a customer answers the session call, an outbound call is initiated to that customer's number.

Which Acefone Softphone apps support SMS Features?

Acefone Softphone apps support SMS Features on both Android and iOS mobile apps.

Why am I unable to make International Calls?

Go to My Billing under Billing Overview and check if World Outbound Plan is enabled for the account.
If the issue still persists, check if the dialed number has the correct country code.

How to set up a VR?

Step 1: Click Services > Virtual Receptionist > Add Virtual Receptionist.
Step 2: Enter the Basic Details and enable the Assign Number toggle to assign a number to the VR.
Step 3: Enter Intercom Number & select Destination (Call Menu), Business Hour & Failover Destination.
Step 4: Enter the text and click Finish.

How can I set up call forwarding for my User?

Step 1: Click the Users tab on the side navigation.
Step 2: Click on the Select an Action button against the particular user.
Step 3: Click Edit > Add Phone and enter the number in Follow Me Number with the country code to which you want to forward the call.

How can I set up call forwarding for my number?

Step 1: Click Services > Ring Group tab on the side navigation.
Step 2: Click Edit under the Select an Action column.
Step 3: Go to Select Users section > Destination > Add Number.
Step 4: Enter the number with country code and click Finish.

What is the intercom of my users?

Click the Users tab on the side navigation. Here. you can view the intercom of all the users under the Intercom# column. It is used to place internal calls between the users or transfer the calls to the other users.