



New platform means a new server address

## Quick guide - change of platform

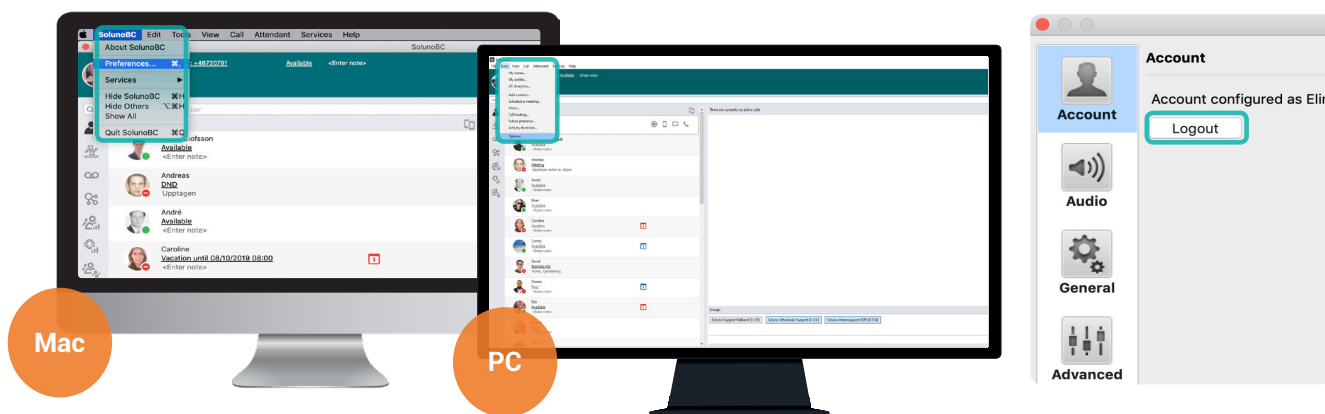
If your telephony system has been transferred to our new platform, as a user you need to update your applications. It only takes a minute to change and you do it by following these steps.

### Softphone

#### 1 Log out of your Softphone

If you have a **Mac**, click on **SolunoBC** at the top of the menu bar. Click **Preferences** and then **Log Out**.

If you have a **PC**, click on **Tools** and then **Settings**. After that, click **Log out**.



#### 2 Log in with the new server address

After that, you will have to log in to your Softphone again, enter the new server address:

**bc.soluno.se**

You keep the same username and password as before.

**Tip:** Have you forgot your password? Your admin can create a new one via MySoluno.

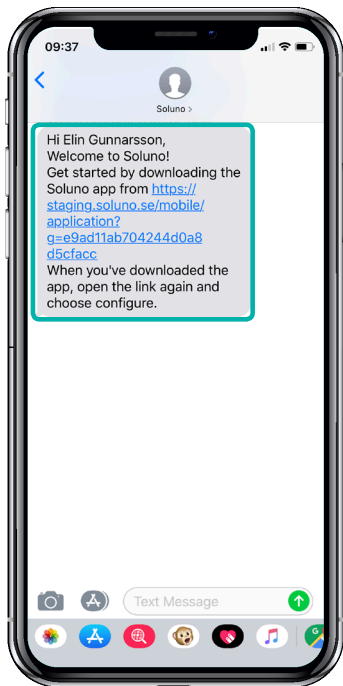


# Soluno app

## 1 SMS

If you have the Soluno mobile app you will need to reconfigure it when there has been a change of platform.

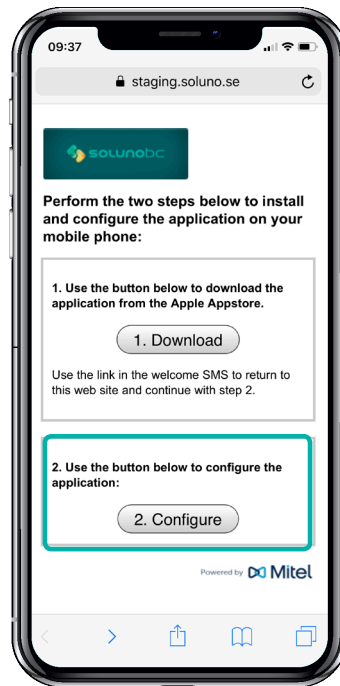
You will receive an SMS containing a link. **Click on the link.**



## 2 Reconfigure

Then you are taken to a web page. You who have already downloaded the app do not need to download it again.

Click **Configure**, your app is now configured against the new server address. Now the app is ready to use just as usual.



## Send configuration SMS from MySoluno

Have your SMS has not arrived? Your admin can always send a new one via MySoluno. Ask your admin to browse to [www.mysoluno.se](http://www.mysoluno.se) and then click on **Users**. Then click on the **SMS** icon. Then a new configuration SMS will now be sent to the user.

