

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



#### 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**.





## 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.

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## 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** and then click on **Users**. Then click on the **SMS** icon. Then a new configuration SMS will now be sent to the user.



