

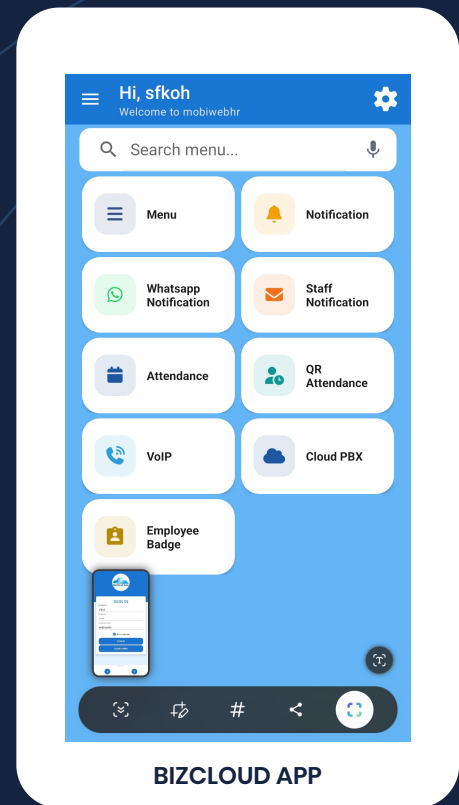
PRINTABLE SETUP + CALLING GUIDE

Your office phone, wherever you work.

Set up your AlienVoIP or AlienCloud PBX extension, then make your first call.

Comes with BizCloud App

Then choose the guide for your device.

**BIZCLOUD APP****FOUR WAYS TO CONNECT****01****BizCloud App**

Mobile | pages 2-4

02**Zoiper**

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03**MicroSIP**

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04**Sipnetic**

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Admin setup first; employees then sign in and test their assigned extension.

Connect BMO in the portal

Use the member portal to confirm or create the company BMO HRM account. Your AlienVoIP team may have done this already.

Get a BMO HRM account

Create your BMO (BizCloud) HRM company in one step. Your credential below is filled in automatically.

Company Code

BMO Username

Company Name *

Email *

The activation link is sent here.

Mobile No *

BMO Password *

Password

Confirm password

At least 8 characters with letters and numbers, not containing your username.

Register BMO HRM

You can register once. Setting up the company can take up to a minute.

BMO > BMO Credential: register a new company only when one is not already linked.

ADMIN CHECKLIST

1

Sign in

Open **member.alienvoip.com** with your administrator account.

2

Open BMO Credential

From the left menu, choose **BMO > BMO Credential**.

3

Register if needed

If no company is linked, fill Company Name, Email, Mobile No and BMO Password; click **Register BMO HRM**.

4

Continue to employees

If already linked, skip registration. Complete email activation if prompted, then open **Employee List**.

Assign staff and extensions

Give each employee an app login, then map that employee to the correct Cloud PBX extension.

System Account Go to login.bmo.my

LOGIN USERNAME

USER TYPE

NEW LOGIN PASSWORD

CONFIRM LOGIN PASSWORD

Leave blank to keep the current password.

GROUP PERMISSION

EMPLOYEE TYPE

System Account: set the employee's BizCloud login username and password.

AlienVoIP SIP Priority

ASSIGN PHONE LINE

Picking a line fills the SIP fields below with the line's credentials. Saved together on sip1.alienvoip.com.

ASSIGN PBX EXTENSION

Cloud PBX extensions on itpa.alienvoip.com. Picking one fills the SIP fields below. [Manage extensions](#)

SIP ACCOUNT

EXTENSION

PASSWORD

DOMAIN

Optional — can be left empty. If Domain is filled, it must end with .alienvoip.com

AlienVoIP SIP: select the PBX extension. The SIP fields fill from the chosen line.

PROVISION THE EMPLOYEE

1

Open employee

In **BMO > Employee List**, add the staff member or open an existing record.

2

Set app login

In **System Account**, set Login Username and New Login Password; confirm and save.

3

Assign extension

In **AlienVoIP SIP**, choose Assign PBX Extension and verify the extension shown.

4

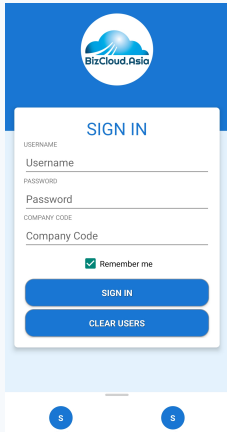
Save and hand off

Save the employee and share the app login securely. Check the current owner before reassigning a line.

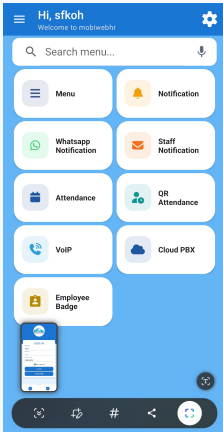
Sign in and start calling

Once your administrator assigns an extension, use your employee login in the approved BizCloud App.

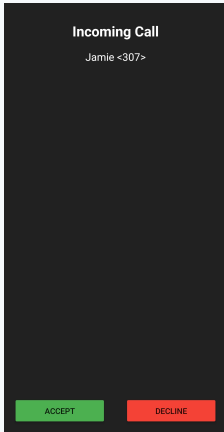
FOLLOW THE SCREENS



Sign in to the app



Open the VoIP tile



Answer a call

SET UP AND USE

1 Install the app

Use the BizCloud App link or store listing approved by your administrator.

2 Sign in

Enter your employee username and password. Add Company Code if the app requests it.

3 Open VoIP

Tap VoIP. Your assigned account should load; refresh the VoIP screen if it is blank.

4 Check extension

Confirm your extension appears and the line is connected before making calls.

5 Make a call

Dial an extension or use the common address book. Test an outside call if enabled.

6 Receive a call

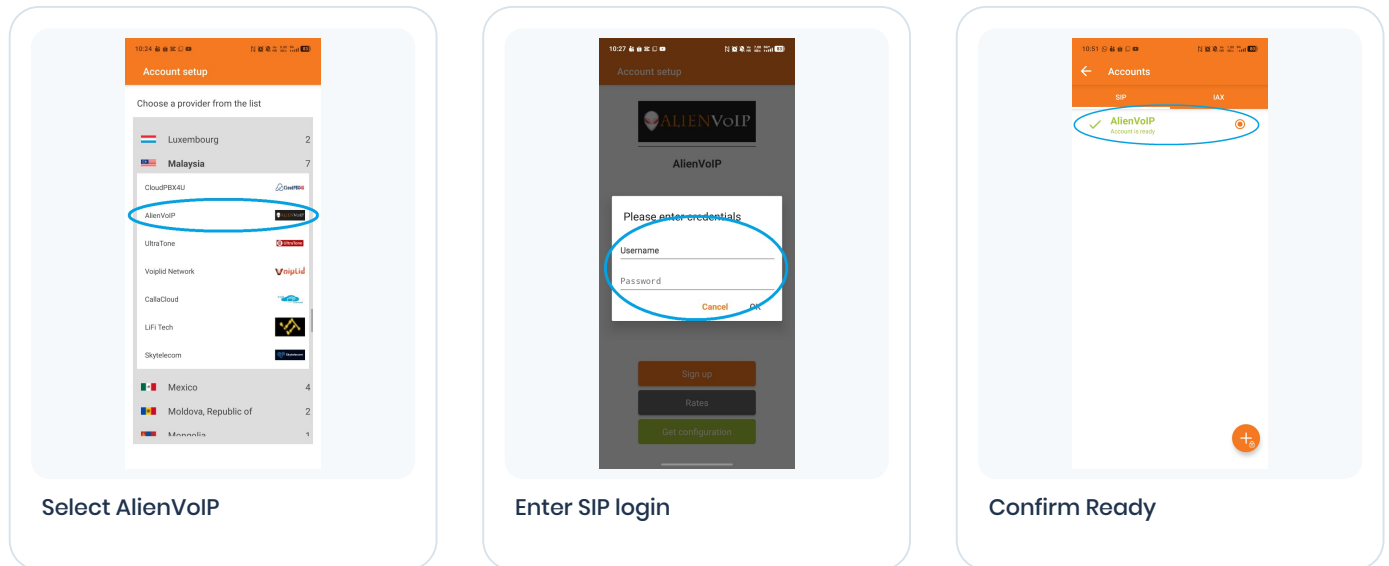
Allow microphone and alerts. Test an incoming call, including when the app is inactive.

Contacts: The common address book can list company extensions. Personal contacts may appear when configured.

Connect with Zoiper

Use the AlienVoIP provider profile and the SIP credentials for your assigned extension.

FOLLOW THE SCREENS



Select AlienVoIP

Enter SIP login

Confirm Ready

SET UP AND USE

1 Install Zoiper

Open the approved Zoiper app and start its account setup.

2 Choose provider

Tap Provider list, continue, then choose Malaysia > AlienVoIP.

3 Get configuration

Tap Get configuration to load the AlienVoIP account profile.

4 Enter SIP details

Use the extension username and SIP password from your administrator.

5 Check Ready

If registration fails, change Host to your assigned PBX server and check again.

6 Use the keypad

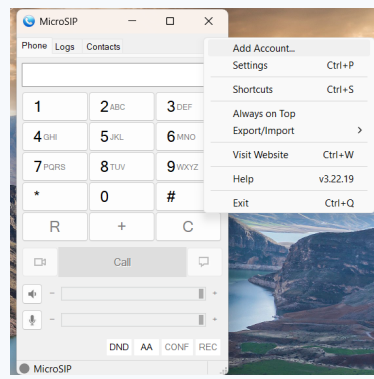
Dial an extension or number. During a call, use More > Transfer Call if needed.

Host check: The preset host may be sip1.alienvoip.com. Use your assigned server if your PBX is elsewhere.

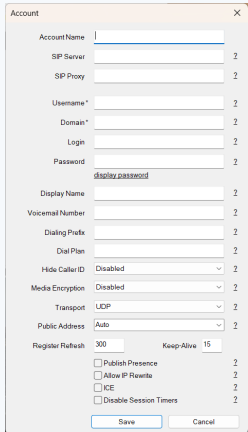
Set up MicroSIP

Add a SIP account on Windows, check Online, then test inbound and outbound calls.

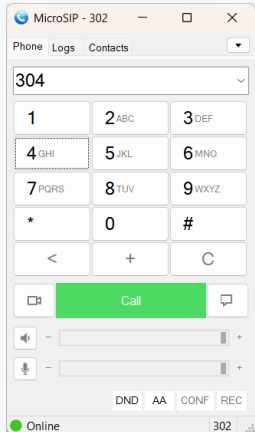
FOLLOW THE SCREENS



Choose Add Account



Fill the SIP fields



Check Online and dial

SET UP AND USE

1 Install

Download MicroSIP from microsip.org/downloads and open it from the system tray.

2 Add account

Open the menu at the top right and choose Add Account.

3 Set server

Fill SIP Server and Domain with the values assigned to your PBX.

4 Set identity

Username is your extension; Password is its SIP password. Use Login/Proxy only if given.

5 Save and call

Save, look for Online, then dial another extension and test an incoming call.

6 Transfer

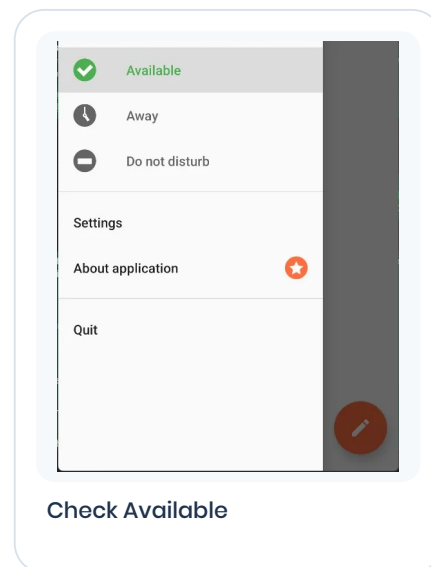
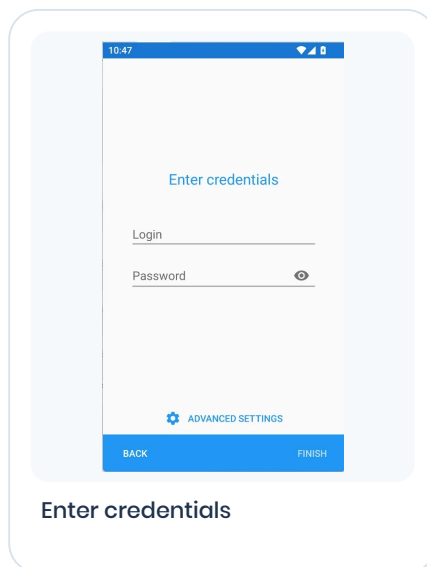
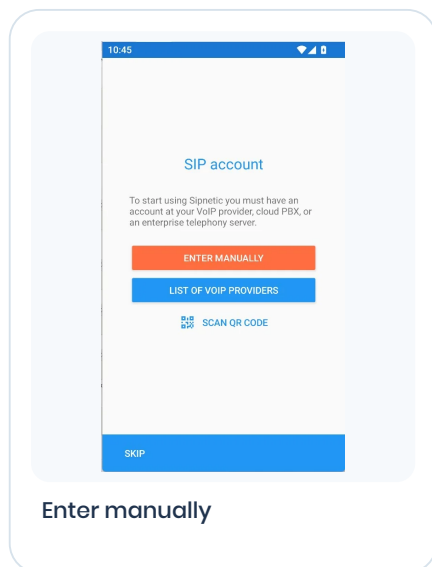
During a call, choose Transfer, enter the target extension and confirm.

Keep separate: MicroSIP uses SIP credentials. A BizCloud employee app password is a different login.

Set up Sipnetic

Enter the assigned SIP server and extension, then confirm that the account is Available.

FOLLOW THE SCREENS



SET UP AND USE

1 Open Sipnetic

Launch the app, tap Next, then choose Enter manually.

2 Add server

Type your SIP server or domain exactly as supplied; tap Next.

3 Add login

Use your extension number as Login and enter its SIP password; tap Finish.

4 Allow alerts

If Android prompts you, allow display over other apps for incoming call alerts.

5 Check status

Look for the green check and Available; make an internal and inbound test call.

6 Manage line

Use Do not disturb to silence calls or Manage accounts to toggle the line.

One-way audio: Ask support before changing Menu > Settings > Audio and video codecs.

Keep calls flowing.

Check account setup, registration and permissions before contacting support.

01

Account missing?

For BizCloud, confirm the employee has a System Account and an AlienVoIP SIP extension in the portal.

02

Not registered?

Check the assigned server, extension and SIP password. BizCloud may use a separate app login.

03

Calls not ringing?

Allow microphone and notifications, check data connection, and turn off Do not disturb.

04

One-way audio?

Try a stable network. Ask support before changing Sipnetic codec priority or SIP settings.

05

Run three tests

Call another extension, make an outgoing call, then call the business number from another phone.

Need a hand?

Send your app name, extension, server, error text and the test that failed.
Never send your password.

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alienvoip.com/softphone.php

