

Android Softphone User Guide

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Dialer Screen

From the main screen you can dial local extensions or external phone numbers, and access any of the Softphone features.

NOTE: *It is NOT to be used to dial 9-1-1.*

You can dial by extension to anyone in your network, or dial external phone numbers.

The color of the **TeleVoIPs** symbol means:

- **Green** = Notifications are on
- **Red** = Disconnected
- **Gray** = Connected, but incoming calls are turned off

Do NOT DISTURB (DND)

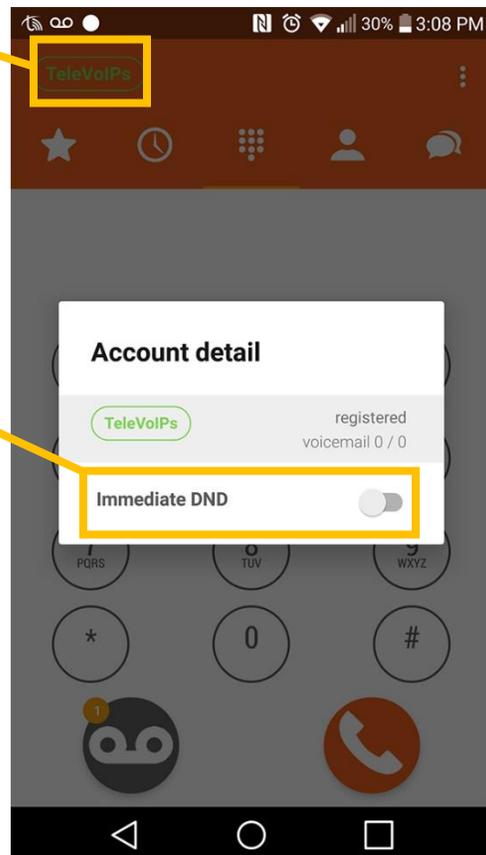
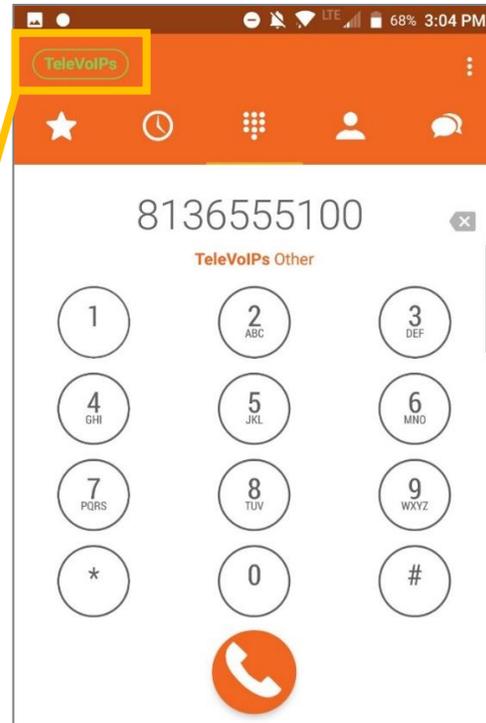
To turn off calls, alerts and notifications, press the **TeleVoIPs** icon.

The *Account Detail* screen displays. Note that only your device is affected.

Press the toggle button to the right of **Immediate DND**; your calls are turned off and the button grays out.

Take off **DND** by pressing the TeleVoIPs icon again, then pressing the toggle button to the left.

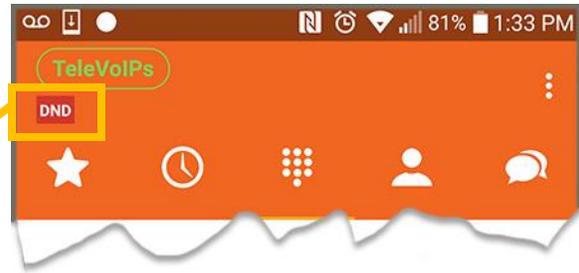
NOTE: *If your app is the only phone on that extension, then calls will go to Voicemail when DND is turned on.*



Dialer Screen (cont)

Do NOT DISTURB (CONT'D)

When DID has been turned on, the **DID** icon displays on the dialer screen.



Across the top main menu bar are the icons for:

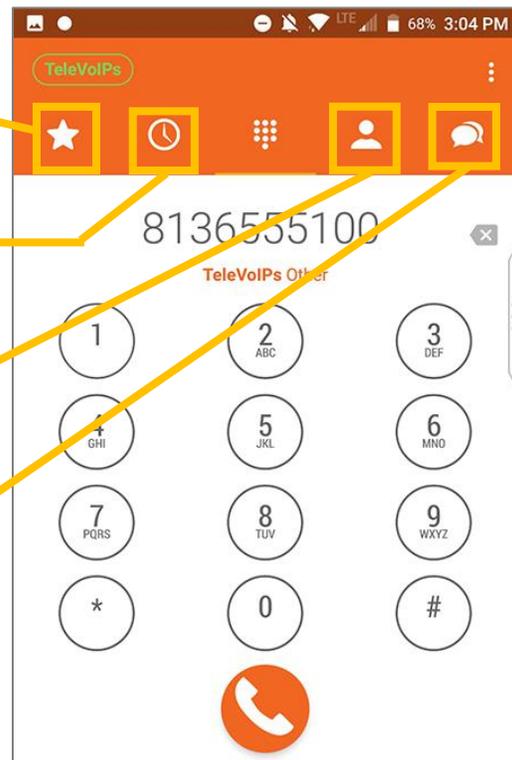
Favorites – The star icon is used to access your favorites and view presence.

Call History – Access your call history screen via the clock icon.

Contacts – Search for contacts using the contacts icon.

Messaging – Select this icon to send and read text messages using your business number.

NOTE: *The Texting feature is an additional monthly cost.*

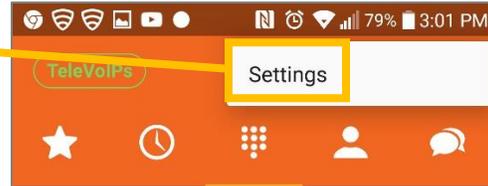


Settings

To access **Settings**, press the white 3-dot icon in the top menu bar.



Press **Settings** to display the *Settings* screen.

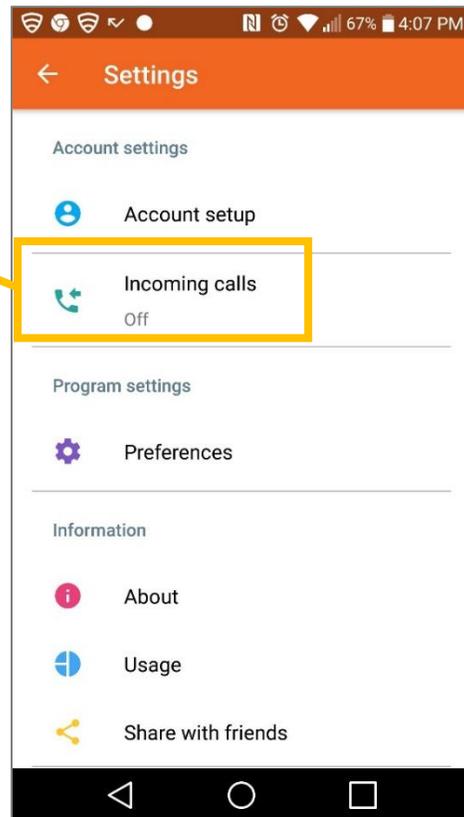


Settings > Push Notifications

You can turn your incoming calls ON or OFF with **Push Notifications**.

Press **Incoming Calls** to turn incoming calls (or push notifications) ON or OFF.

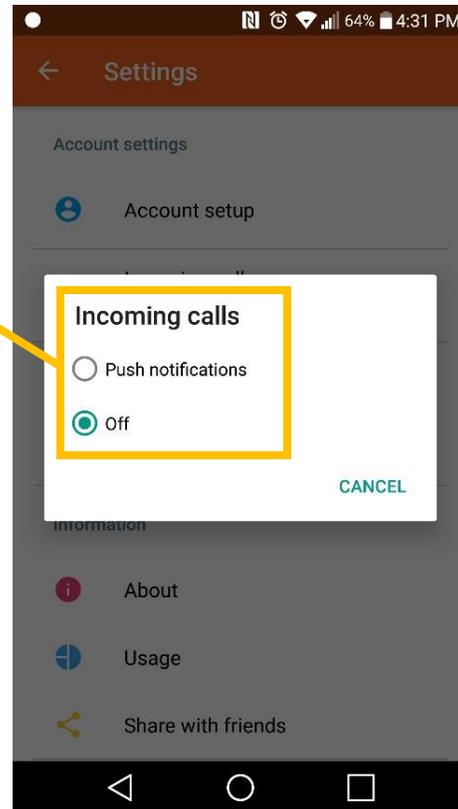
The *Incoming Calls* screen displays.



Settings > Push Notifications

Press the **Push Notifications** button to turn incoming calls ON; -or-

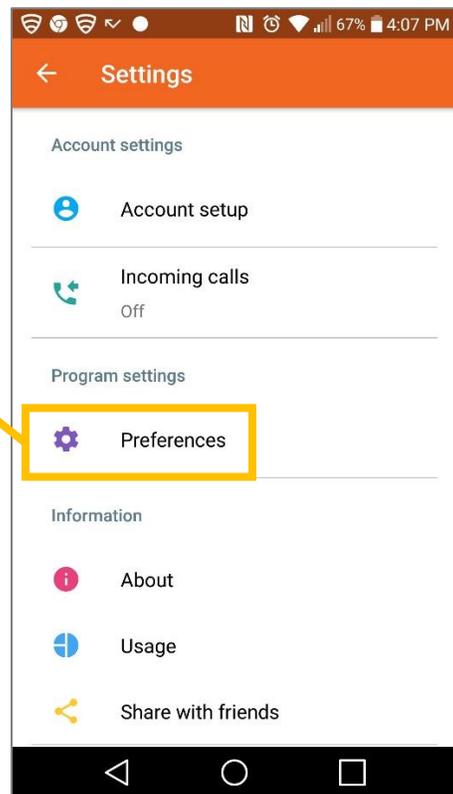
Press the **Off** button to turn your calls OFF.



Settings > Preferences

Within *Settings*, you can also control your **Preferences**, which includes ringtone, call recording, and sound preferences.

Select **Preferences** to display the *Preferences* screen.

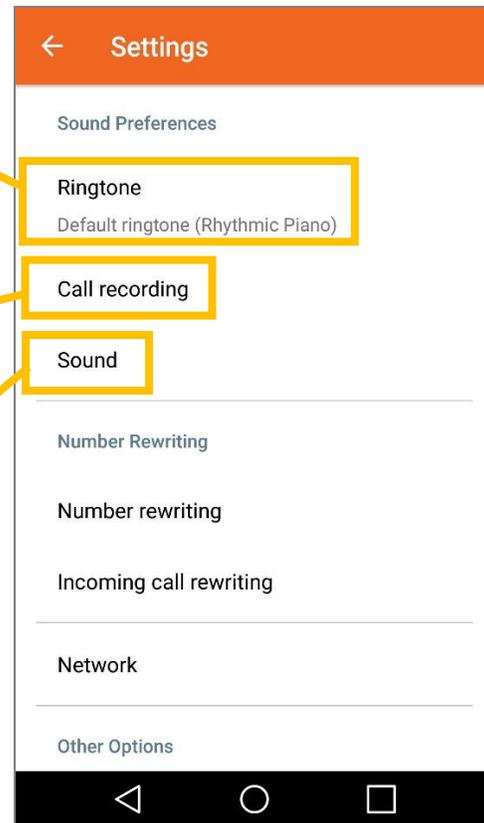


Settings > Preferences

To change your ringtone, select **Ringtone**. You have the option to select from several different ringtones; then press **OK**.

If enabled, **Call Recording** allows you to record all calls automatically.

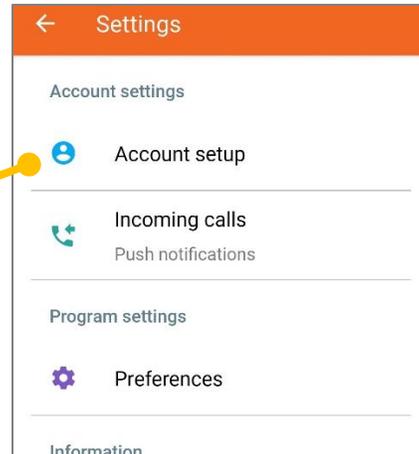
Sound is used to control echo cancellation, noise suppression, the level of your sound, speaker mode and advanced sound settings.



Settings > Updating Password

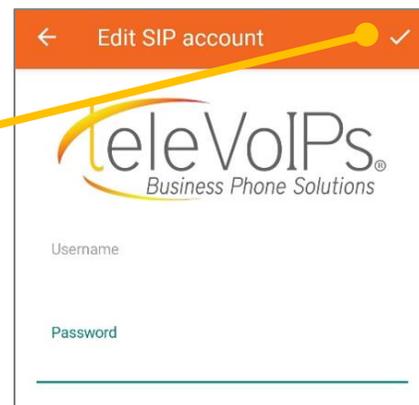
If your TeleVoIPs portal username or password is changed (<https://portal.televoips.com/>), you will need to update your mobile app account.

Click on account setup.



This will open the previous username and password.

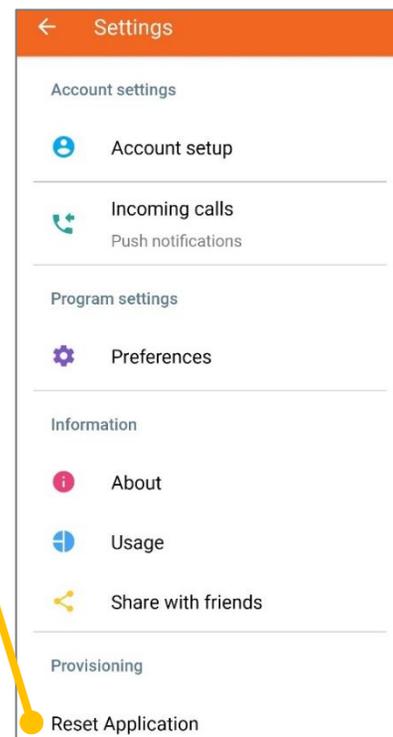
Enter the new credentials and press the check button to update.



Settings > Reset Application

Resetting the application will log out of the account completely. This erases any previously configured settings, call history, and favorites.

**To update account credentials without losing the data mentioned, please reference the "Update Password" section at the top of this page.

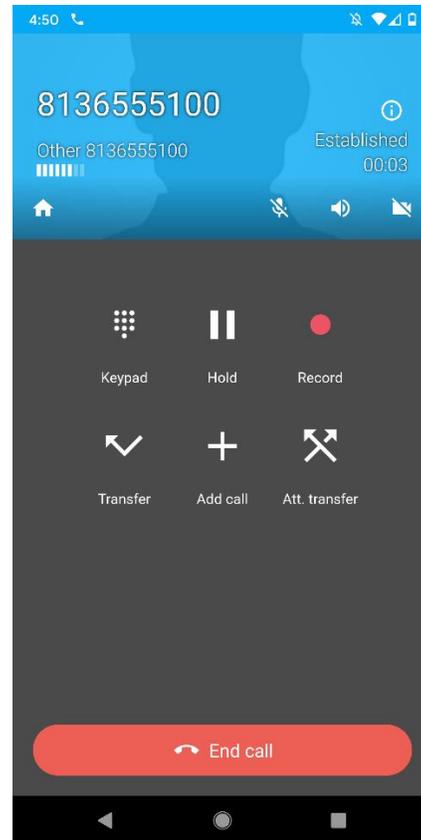


On a Call

During your call:

- To **use the keypad**, press the **keypad** icon.
- To **place your call on hold**, press the **hold** icon.
- To **record the call**, press the **record** icon.
- To **transfer the call**, press the **transfer** icon.
- To **add a call**, press the **add call** icon.
- To make an **attended transfer**, press the **att. transfer** icon.

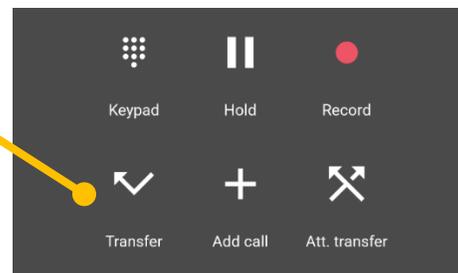
To **end the call**, press **End Call**.



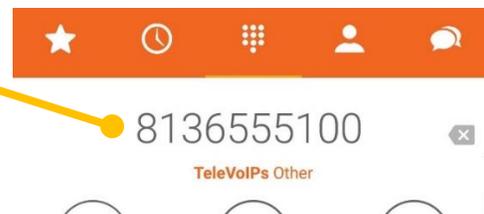
On A Call > Transfer

To transfer, while on an active call, press the **Transfer** button.

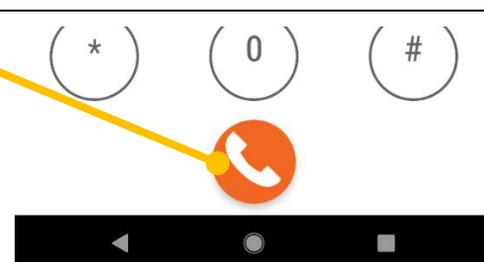
The call will be placed on hold.



Dial the extension or the external phone number you wish to transfer the call to.



Press the phone button at the bottom of the dialer screen.

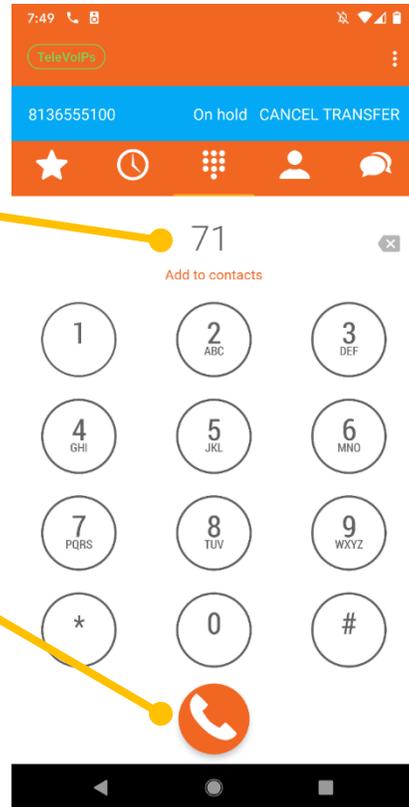


Alternatively, once you press the transfer button, you may use the Favorites screen to transfer a call to someone's extension.

On A Call > Park

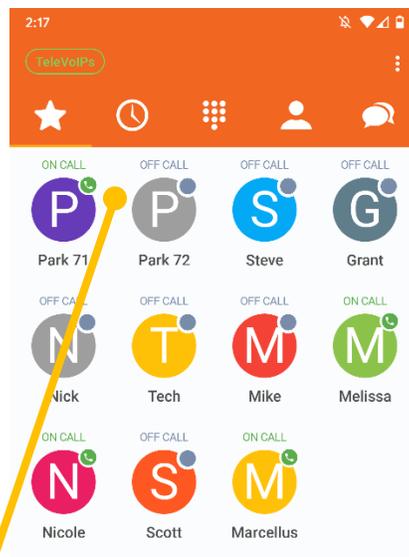
To park a call, you will follow the steps to transfer, but instead of dialing an extension, you will dial the parking lot you wish to send the call to (71, 72, 73, 74, 75, etc.)

Then hit the phone button to send the call to the parking spot.



To pick up a parked call, you can simply dial the lot they are in (71, 72, 73, 74, 75, etc.) and press the phone button at the bottom of the dialer screen.

You can also create shortcuts for these parking lots using the Favorite tab to see what lot someone is parked in and either park or pick up a call using these buttons instead (please reference the Favorite section of this guide for instructions on how to add).



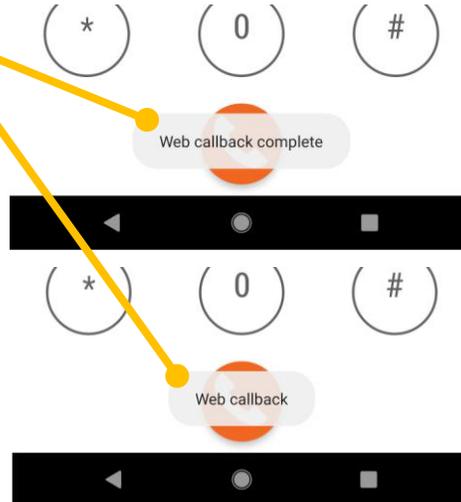
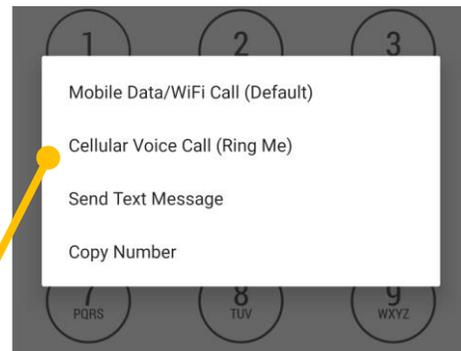
Presence indicator is green to show a current call is parked there.

On A Call > RingMe

The RingMe feature uses our mobile app to make a cellular voice call to your wireless number instead of a normal data call. This helps to avoid spotty data coverage when using the app but will still show your business phone number and Caller-ID.

To initiate a RingMe Call, enter the phone number you wish to dial (internal or external) and hold down the call button until the call menu opens. Then, select the RingMe option.

Once dialed, a popup will confirm the RingMe callback is working. You will receive a call inbound to your cell phone. Answer this call. You will be prompted to press any key on your dial pad to complete the RingMe call.



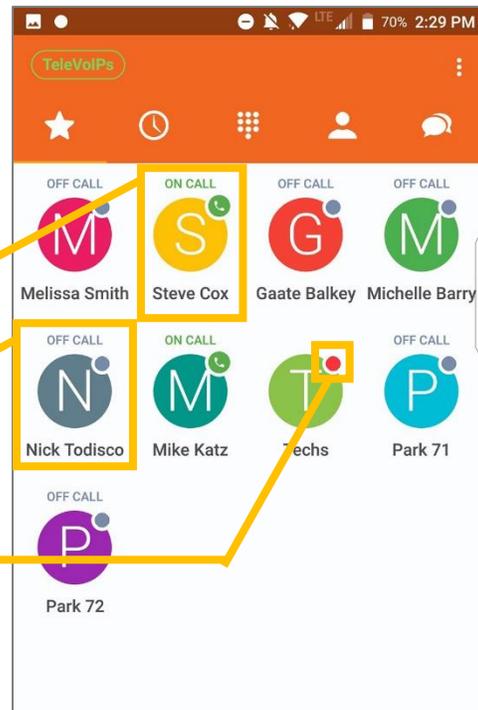
Favorites

A **Favorite** is an individual you call on a regular basis. Instead of searching through your Contacts, they are listed on this screen to make it easy to find them.

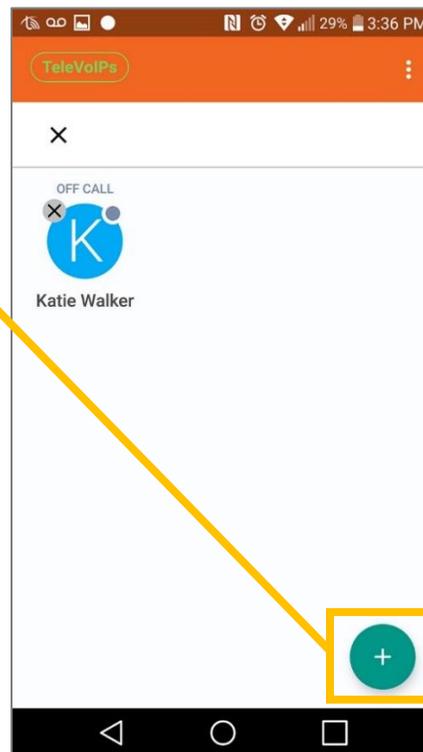
From the small colored circles on each icon you can tell if an individual is:

- On a call (**ON CALL** or **DND**); -or-
- Not on a call (**OFF CALL**)

A red dot indicates the BLF presence is not available.



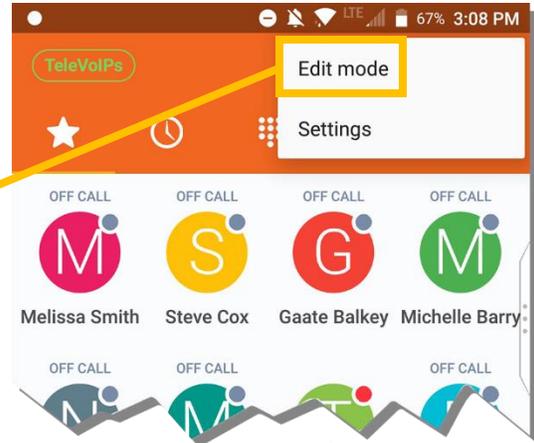
If you are adding favorites for the first time, you will see the **plus sign icon** in the lower right corner. Press that icon to add a favorite.



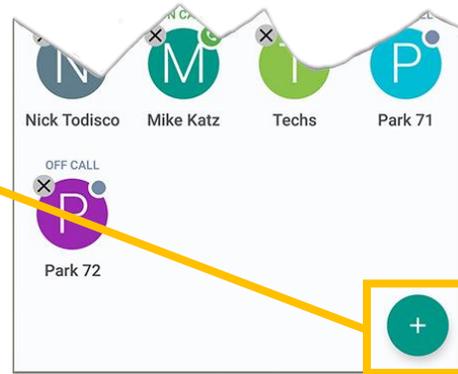
Favorites (cont.)

If Favorites have already been added, to create a new favorite press the 3-dot white icon in the top menu bar, and select **Edit Mode**.

The plus sign icon displays in the bottom right-hand corner of the screen.



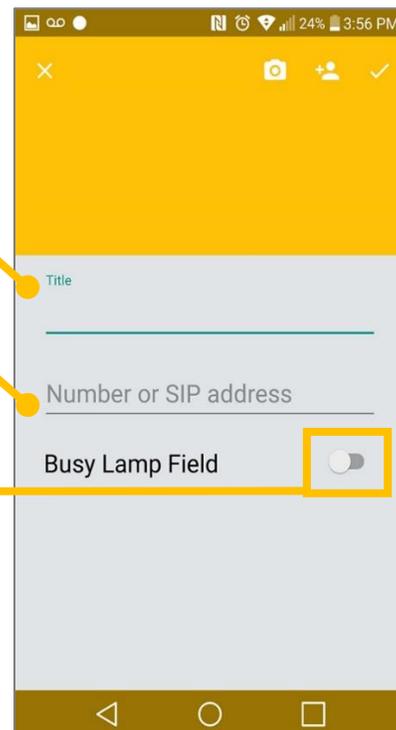
Press the plus-sign icon. The *Edit Favorites* screen displays.



Type the Contact's name in the **Title** field.

Type the contact's number or extension in the **Number or SIP address** text field.

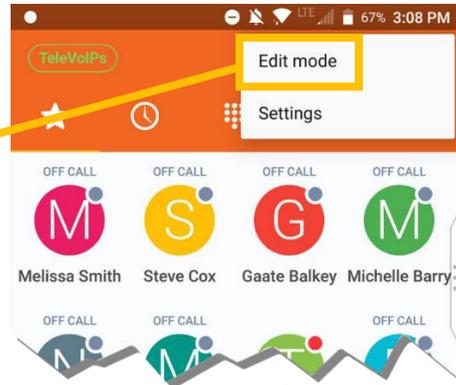
When you add a new favorite, you can turn on the **Presence** (on-call/off-call) for extensions within your own phone network by pressing the button to the right of the **Busy Lamp Field**.



Favorites (cont.)

To **DELETE** a favorite, press the 3-dot white icon, and select **Edit Mode**.

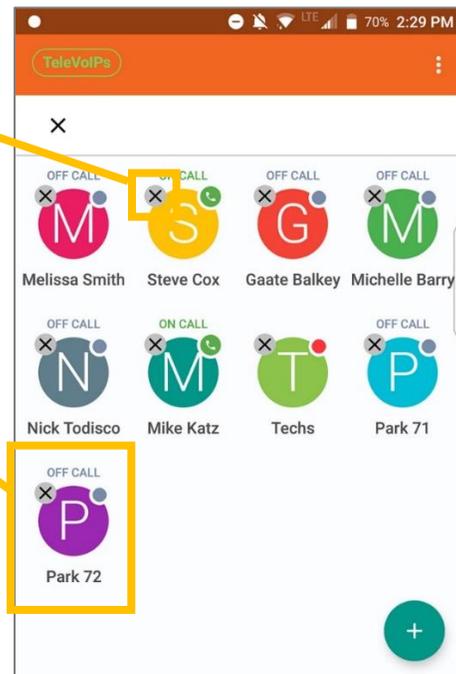
The *Favorites* screen displays.



Press the “x” in the circle icon for that favorite, to delete it.

To **EDIT** a favorite, press the 3-white dot icon and select **Edit mode**, then press the favorite’s icon you wish to edit.

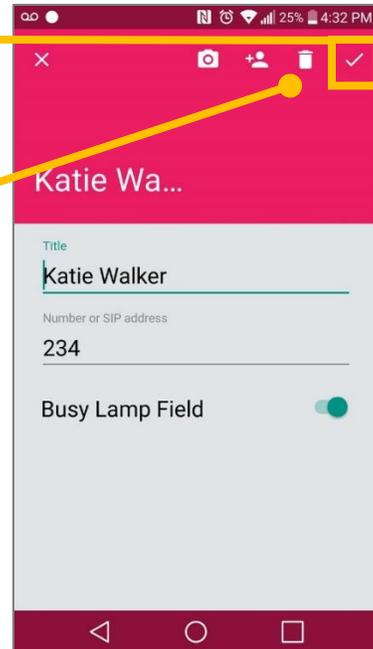
The *Edit* screen displays.



Favorites (cont.)

Make your updates, then press the **checkmark** to save your changes.

Note that you can also **delete** a favorite from this screen by pressing the **trashcan** icon.



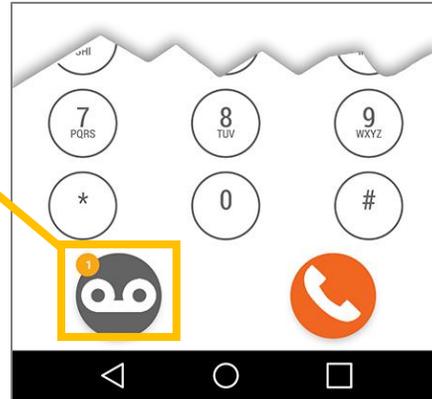
Voicemail

When you have been left a voice message, a gray voicemail icon appears at the bottom of the dialer pad screen.

A gold circle with a number will also display showing the number of VM messages you have.

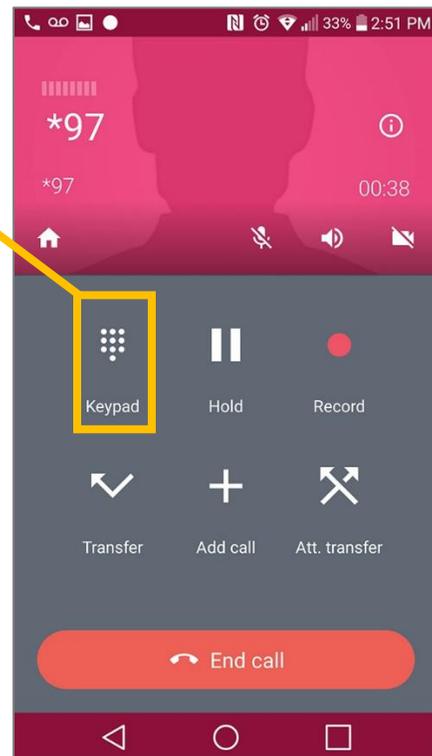
Press the icon to listen to your voicemail message(s).

The *Voicemail Message* screen displays.



Press the **Keypad icon** and enter your password. (It's the same password as your desk phone at work, followed by the # key.)

The *Keypad* screen for Voicemail displays.

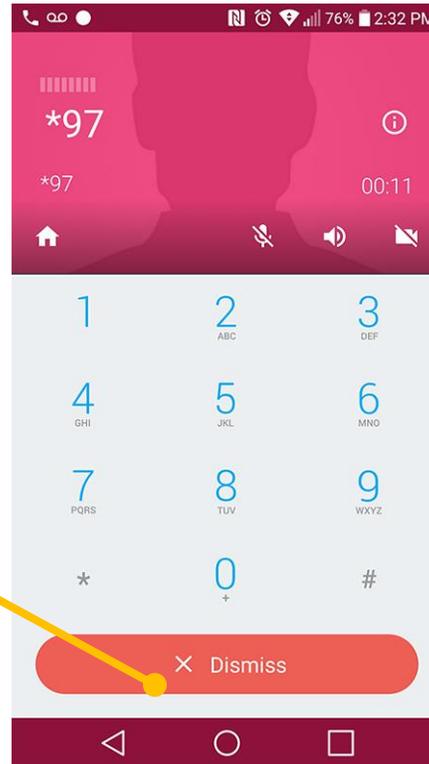


Voicemail (cont.)

Follow the audio prompts to listen, save, or delete any message(s):

- **Press 1** > Listen to new messages
- **Press 2** > Change folders
- **Press 3** > Advanced options
- **Press 0** > Mailbox options
- **Press *** > Help
- **Press #** > Exit; takes you back to the dialer screen.

NOTE: Pressing **Dismiss** takes you back to the Voicemail screen. From that screen, press **End Call** to get back to the Dialer screen.



Call History

Call History displays information on your inbound and outbound calls.

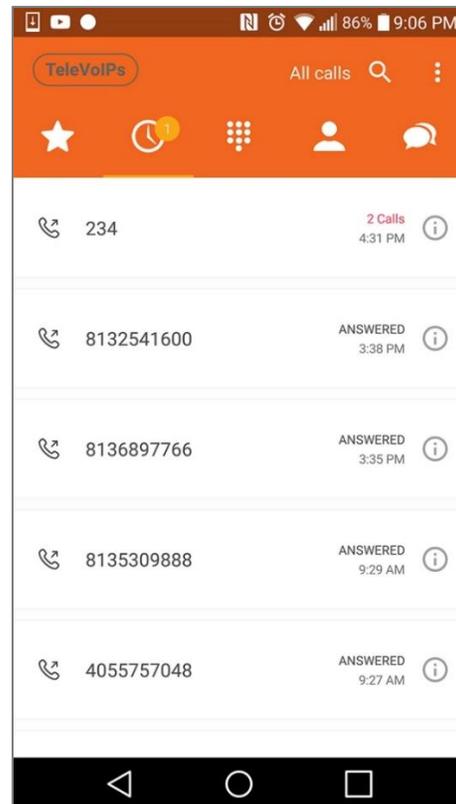
Press the **clock icon** in the main menu bar to review your call history.

The *Call History* screen displays.



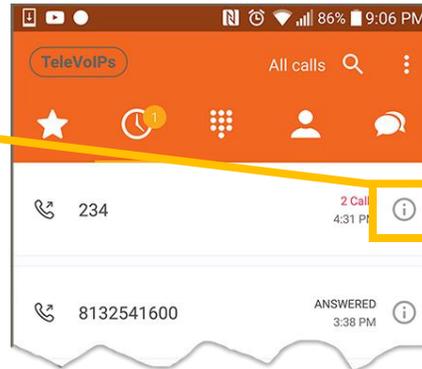
Call history shows:

- Outgoing/Answered calls
- Incoming/Answered calls
- Missed calls
- Canceled calls
- Rejected calls
- Calls answered elsewhere

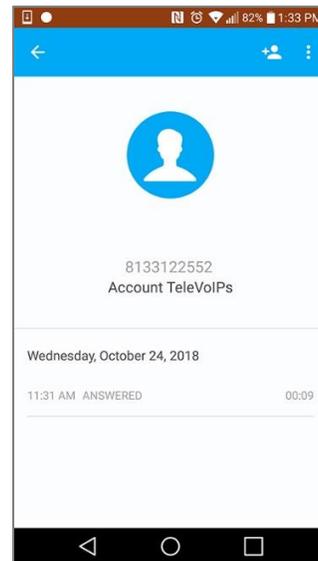


Call History (cont.)

To view information on an inbound or outbound call, press the **Information icon** to the right of the phone number.

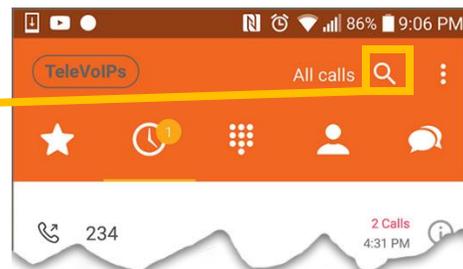


The screen re-displays with the date, time, the length of the call, and whether the call was answered.



You can also search to find whether a specific number was called or received by pressing the **magnifying glass icon**.

The *Search* screen displays.

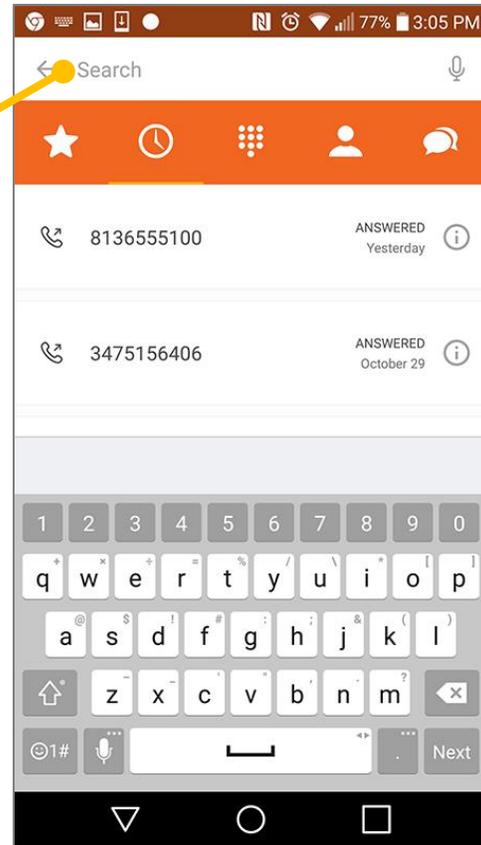


Call History > Search (cont.)

Type the phone number you are searching for in the **Search** text field.

If there is no match to the phone number, you will get the message **“No history to display.”**

If there is a match, a list of matched call numbers will display.



Contacts

To access your contacts, press the **Contacts** icon in the top menu bar.

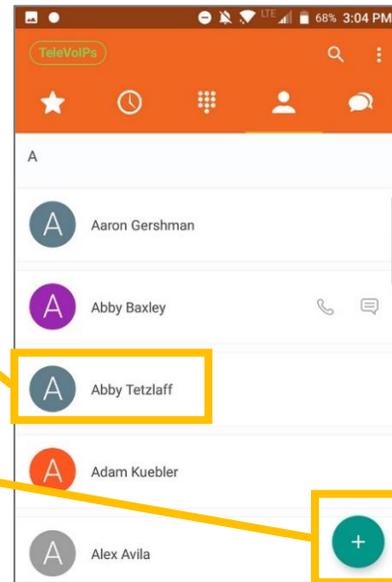
The *Contacts* screen displays.



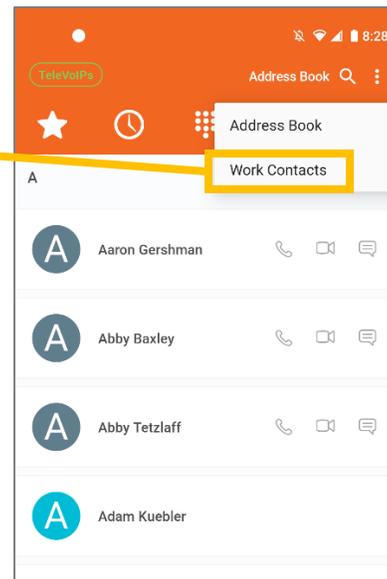
NOTE: *These contacts are synced with your cell phone contacts.*

To call one of your contacts, press the button/name for that individual and that contact is auto-dialed.

To add a new contact, press the **plus sign** icon in the lower right corner.



Under the contacts icon, select "Address Book" in the upper righthand corner to swap to **Work Contacts**, which contains all extensions in your company directory.



Messaging

NOTE: *The Text Messaging feature is an additional monthly cost.*

To send a text message, press the **message icon** in the top menu bar.

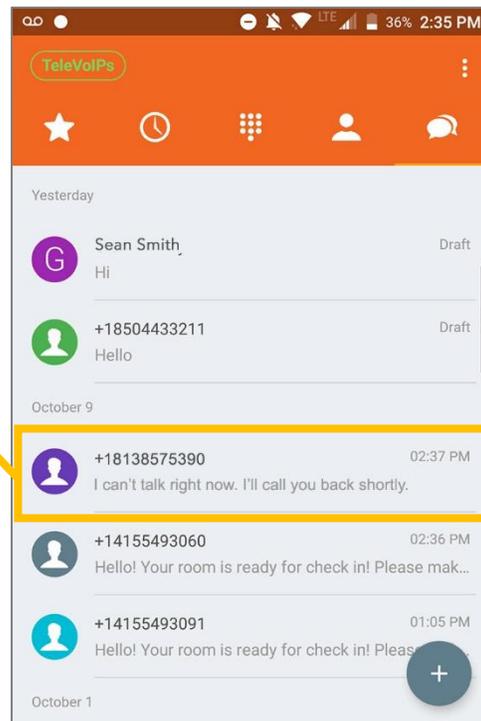
The *Message* screen displays.



On this screen you will see any text messages that have been sent to you.

To **reply** to a text, press the area with the phone number and text.

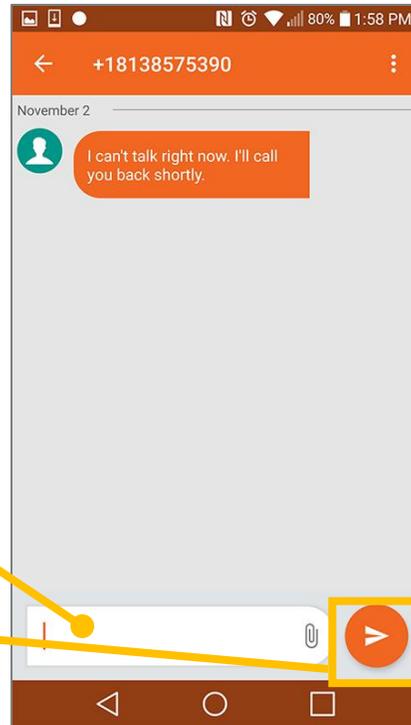
The *Reply Text* screen displays.



Messaging (cont.)

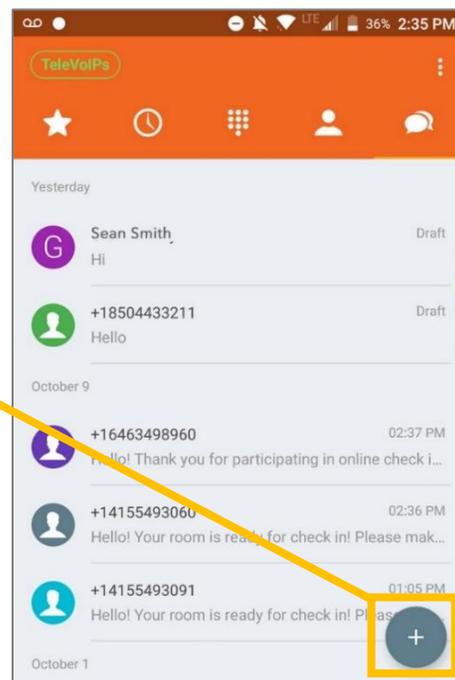
Type your reply in the white text field.

Press the **SEND** icon when finished.



To create a **new text message**, select the plus sign icon.

The *Contacts Info* screen displays.



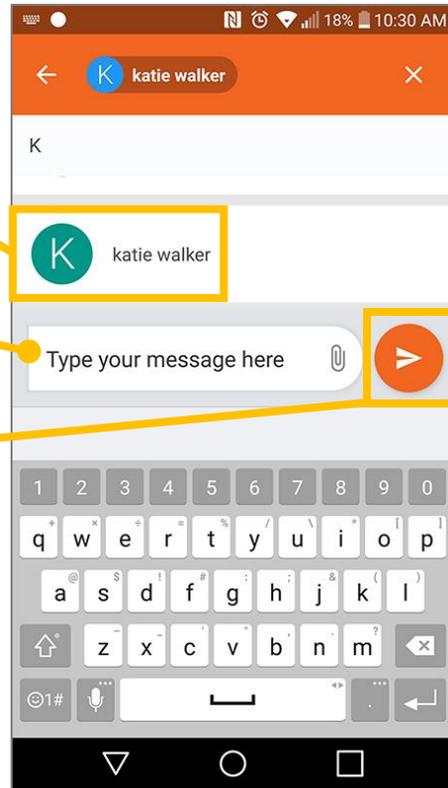
Messaging (cont.)

Scroll through your contacts and select the individual you are looking for by pressing their **name icon**.

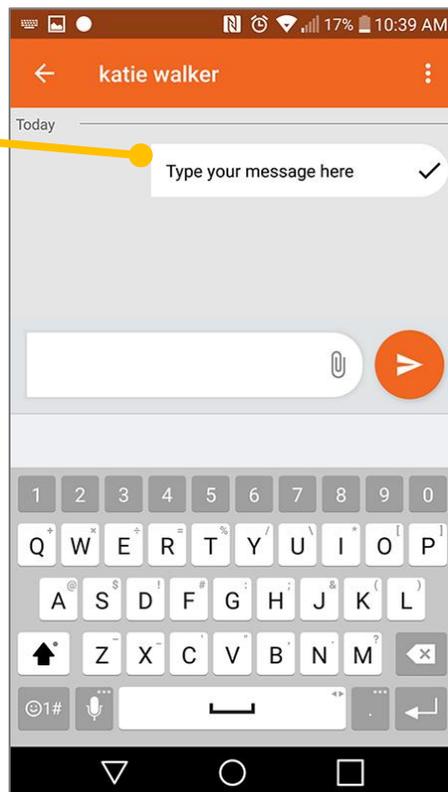
This adds their name to the top text area.

Type your message in the **message field**.

When complete, press the **Send** icon.



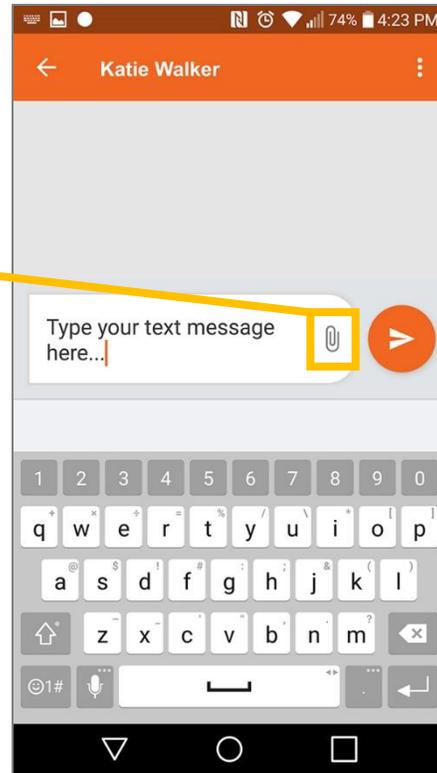
The screen redisplay, showing your text message has been sent.



Messaging (cont.)

NOTE: *The following feature is not currently supported, but will be in the future.*

If you want to attach a graphic, video, or document with your text message, press the **paper clip** icon.



Three icons display to attach either a:

- **Document**
- Real-time picture/video from your **Camera**
- Picture from your photo **Gallery**

Then press the **Send** icon.

