VANTACT

Unified Communications

Softphone User Manual

Contents

Introduction

The Vantact Cloud Softphone app can be installed on iOS and Android devices to provide a mobile Hosted PBX phone extension for the Vantact Unified Communication Platform.

The app can be used as a stand-alone Hosted PBX extension, like a desk phone. It can also be configured to work along a desk phone, using the Follow Me Forwarding option.

The **Vantact Cloud Softphone** app is available as a free download:

[→] [Apple App Store](#)

[→] [Google Play Store](#)

1.1 Cloud Softphone Features

The Cloud Softphone app supports the following features:

- Inbound and outbound calls
- Call hold
- Call transfer (blind and attended transfer)
- Initiate paging
- Call park and pickup
- Call conferencing with up to 4 other parties
- Busy or no answer forward to voice mail
- Forward to other number
- Retrieve voicemail
- Call recording

2   Installation

2.1   Requirements

The Cloud Softphone app can be installed on iOS 9 or greater, and on Android version 7 or greater.

The app requires a Vantact Unified Communications account. The following information will be provided with a Hosted PBX Cloud Softphone account:
- 10-digit phone number
- 3-digit extension
- Voice Mail Password (PIN)

Note: an extension account can be used only on a single softphone device. The same account cannot be used on multiple iOS/Android devices.

2.2   Installation and Login

Only the account administrator and billing contact can deploy the mobile application for users. You will need your credentials for the billing portal.

Please follow this tutorial on setting up your mobile application on your softphone:

https://help.vantact.com/index.php?/Knowledgebase/Article/View/21/0/connect-the-vantact-softphone-application-to-your-extension-iosandroid-only

Note: The application may ask to allow the app to permissions for push notifications, access to your contacts, microphone, and speaker. These permissions are required for the mobile application to run effectively.

2.3 **Registration**

After a successful login, the Cloud Softphone registers automatically with Vantact's Unified Communication Platform to be able to receive and make calls.

iOS: A successful registration is indicated by a green phone icon on the top left corner. If the icon is red, or displays an error message, it means that the registration failed.

Android: A successful registration is indicated by the text "Vantact – registered" in the top section. If it displays unregistered or some other error message, it means that the registration failed.

Network issues could cause registration failures. See the section about troubleshooting registration failures (6 Troubleshooting).

3   Operation

3.1 **Outbound calls**

The following dialing options are available:

Call Type	Dial	Example
Extension	Dial 3-4 digit extension number	102, 1002
North America	Dial 10 digit number	2065551212
International	Dial 011-CC-Number	011442012345678

Other dialing options:
- **Contacts** – share the phones contacts.
- **History** – call back from a list of missed call, or all inbound and outbound calls.

3.2 **Inbound calls**

When incoming call is received the softphone displays the following options:
- **Answer -** answer the call.
- **Ignore** – stops ringing, select later to **Answer** or **Reject** the call.
- **Reject** – the caller will be forwarded to voice mail.
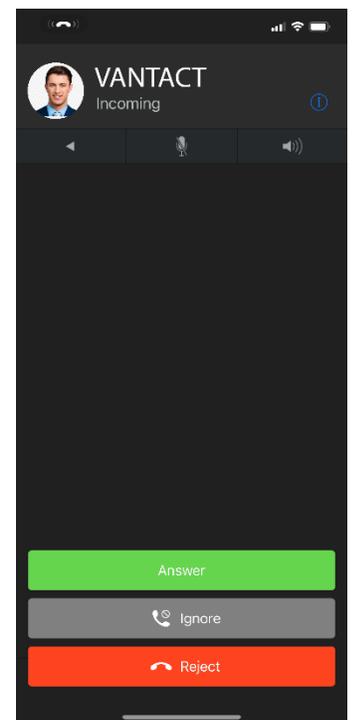
Push Notifications allows incoming calls to be received even when the app is in the background or completely closed (remove from the list of background apps). Push Notifications is enabled by default in the app Settings.

3.3 Hold

The Vantact Cloud Softphone account allows up to **4** simultaneous calls. Use the following steps to place calls on hold, and switch between calls:

1. Press the **hold** key to place a connected call on hold.
2. Press the **Green Bar or Hold Key** again to connect back to the call.
3. Press the top left parallelogram icon (iOS) or top left phone icon (Android) to open a dial pad and make an outbound call.
4. To switch between 2 or more calls, press the black key on the lower right (Figure 6), and select the call to switch to.
5. To open a list of all calls, press the top right arrows icon). This opens a list of both active and on hold (Figure 7). Select a different call, and take it off hold to switch between calls.
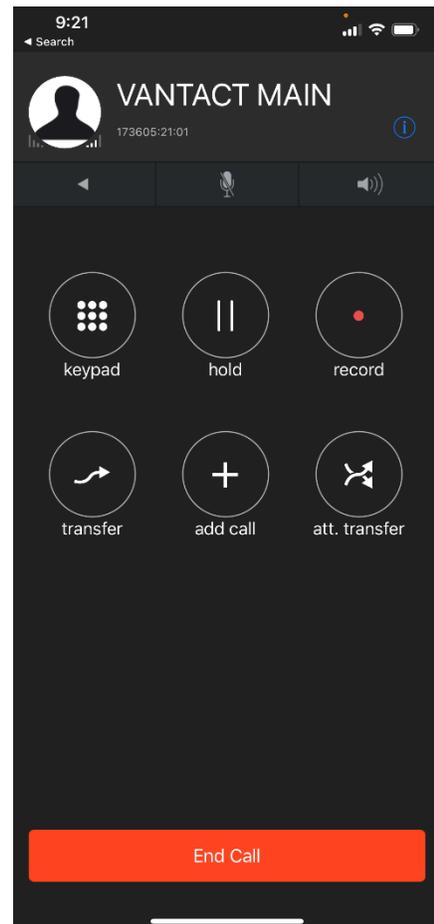
3.4 Call transfer

The Cloud Softphone supports 2 types of call transfer:
• **Blind transfer** – transfers an existing call to a 3rd party without talking first with the 3rd party.
• **Attended transfer** – talk first with the 3rd party and then transfer the call to the 3rd party.

3.4.1 Blind Transfer

Press the **transfer** key and dial the 3rd party destination number. By completing the dial, the existing call is transferred to the destination. If the call to the 3rd party fails, the caller remains on hold.

3.4.2 Attended Transfer

iOS:

109 Railside Rd, Toronto, ON, M3A 1B2, Canada
+1 - 800 – 805 – 3590 / +1 - 416 – 342 - 1690

1. Press the **att. transfer** key, and dial the 3rd party destination.
2. Wait for the call to answer.
3. After talking to the 3rd party, press the yellow **Transfer** key to complete the transfer (Figure 8).

Android:
1. Place the current call on hold.
2. Press the top left phone icon and dial the 3rd party destination.
3. Wait for the call to answer.
4. After talking with the 3rd party, press the **att. transfer** key.
5. Select the call to transfer to (Figure 9), and the transfer should complete.

3.5 Paging

The Cloud Softphone cannot receive paging calls, but it can initiate a paging call. Dial the paging group number (for example, 350) to page all phones in the group.

3.6 Call Park and Pickup

3.6.1 Call Park

A call can be parked in one of the park locations, and retrieved later by the same phone, or other phones. The call is parked by calling the main park location, which locates a free park location, and plays an announcement with the actual parked location.

To park a call:

iOS:
1. Press the **transfer** key and dial the main park location (for example 101).
2. Listen to the announcement to know where the call was parked (for example "parked on 101"). Do not complete the transfer (Do not press the yellow **Transfer** key or **Cancel** key). This call will complete by itself after the end of the announcement.
3. The call is parked and is also on hold. Press the **End Call** key to remove the call from holding, but the call will remain parked.

Android:
1. Place the current call on hold and make a new call to the main park location (for example 101).
2. Listen to the announcement (for example "parked on 101") to know where the call was parked. Do not terminate this call. It will be cleared automatically at the end of the announcement.
3. The call is parked and is also on hold. Press the **End Call** key to remove the call from holding, but the call will remain parked.

<u>To retrieve the call:</u>
1. If the call is still on hold, press the **hold** key to reconnect to the call.
2. If the call was removed from hold, dial the park location (for example 9001) to reconnect to the parked call.

3.6.2 Call Pickup

Dial the park location (for example 101) to pick up the call.

3.7 Conference

The Vantact Mobile Softphone can join up to 4 calls in one conference. To create a conference, make sure you have 2 or more calls, and press the **join** key to add all calls to the conference (Figure 6).
While in conference use the following keys:
• **hold** – dial additional outbound calls, and press **join** to add them to the conference. While on hold the existing conference, participants remain in conference.
• **join** – add additional incoming or outbound calls to the conference. **join** will appear again when there are more calls to add to the conference.
• **End Call** – end the conference and disconnect all calls.
• **split** - break up the conference. All calls will be placed on hold.

> **Note:** A local conference requires more bandwidth than a single call. Each call requires about 100kbps. A conference of 4 calls requires about 400kbps. This can affect data cost, and the call voice quality could be limited if the Internet service provider bandwidth is limited.

3.8 Busy / No Answer – forward to Voice Mail

An incoming call will be forwarded automatically to voice mail in the following cases:
• The call is rejected (after pressing the Reject key).
• The call is not answered after 20 seconds.
• There are already 4 calls connected to this phone.

To change the 20 seconds default timeout, please call customer service. The timeout can be disabled or configured in the range of 12 to 36 seconds.

> **Note:** When the Cloud Softphone is configured to work along with a desk phone, the voice mail will be controlled by the settings in the Follow Me Forwarding option in your user portal.

3.9 **Check Voice Mail**

When there is a voicemail pending, a blue envelope key will appear at the bottom of the screen. When there are **no new messages, this key will not be visible**.

iOS: the number of messages will be displayed in the top left corner.
Android: the number of messages will be displayed in the blue envelope key.

To check the voice mail message, press the blue envelope key to connect to the voice mail server. When asked, enter the voice mail password (PIN).

Other options to get to your voice mail:
• Call your Cloud Softphone 3-digit extension.
• Call your Cloud Softphone 10-digit phone number.

To connect to a different voice mail box (for example, connect to your desk phone voice mail):
• Call *97ext, where ext. is 3-digit extension number.
• Call *97number, where number is the 10-digit phone number.

3.10 **Call Recording**

The Cloud Softphone can record the voice calls. To enable call recording go to: Settings / Preferences / Call Recording

To start recording during a call press the **record** key.

After the call is completed, go to the history and locate the call. Select the call to see the call details and to listen to the recording or send it via email.

3.11 **Emergency calls**

Emergency (911) calls are not supported on the cloud softphone app. If you have an emergency, please dial 911 from normal mobile phone or a landline.

4   Settings

This section provides information about the app settings.

4.1 Account Setup

The account setup has the following options:
- The username (the 3- or 4-digit extension number) and the voice mail password.
- The Advanced Settings has an option to enable Call Forwarding, to forward all calls to a different phone.
- **Delete** key - If your 10-digit phone number changes, you will need to delete the account, and login with a different phone number.

4.2 Incoming Calls

Incoming Calls has 2 options:
- **Push Notifications** – incoming calls will be received always – when the app is active, in the background, and when the phone is sleeping.
- **Foreground Only** – incoming calls will be received only when the app is displayed on screen, and the phone is not sleeping. This mode disables incoming calls when the app is in the background, or when the phone is sleeping.

4.3 Preference

4.3.1 iOS

- Ringtones – change the ringtones.
- Sound
  - Echo and noise suppression (both should be enabled).
  - Microphone and playback volume.
  - Speaker mode.
  - Remember audio route – remembers the last call audio route.
- Call Recording
  - Record All Calls – enable call recording.
  - Multichannel – each participant will have his/her own track in the wave file.
  - Delete After – time to keep recorded conversations.
- Number Rewriting – change the called numbers.
- Controls o Headset Buttons – answer or hangs up a call with the headset buttons.
  - Show Globe Button – used for a country prefix picker.
- 3G / Wi-Fi Selection
  - Prefer Wi-Fi.
  - Wi-Fi only – disable calls with mobile data networks.
  - Prefer 3G For Voice.
- Log SIP Traffic – enable VoIP logging when troubleshooting with Customer Service.

- Language
- SSL Exceptions – not used.
- RTP TOS Byte (184) – give preference to VoIP audio data (do not change).
- RTCP TOS Byte (104) – give preference to VoIP control data (do not change).

4.3.2 Android

- Ringtones – change the ringtones.
- Call Recording
  - o Record All Calls – enable call recording.
  - o Multichannel – each participant will have his/her own track in the wave file.
  - o Delete After – time to keep recorded conversations.
  - o Warning Beep – beep every 15 seconds.
  - o Email Address – pre-fill when sending the call recording by email.
- Number Rewriting – change the called numbers.
- Address Book Matching – alter incoming call numbers to match with contacts.
- Sound
  - o Echo and noise suppression (both should be enabled).
  - o Microphone and playback volume.
  - o Speaker mode.
  - o Remember audio route – remembers the last call audio route.
- Wi-Fi Settings o Prefer Wi-Fi.
  - o Wi-Fi only – disable calls with mobile data networks.
- Other
  - o Start application after boot. o Show connection status (in top bar).
  - o Lock in call screen (lock the screen when the call is connected).
  - o Hardware lock.
  - o Use Proximity sensor.
- Controls
  - o On GSM Call – behavior is situation when incoming GSM call interrupts a VoIP call.
  - o Show Country Flag – show the country when starting to dial with +
  - o Show contacts without number.
- Log network traffic – enable VoIP logging when troubleshooting with Customer Service.

4.4 About

Displays the app version.

4.5 Usage (iOS only)

Displays the talk time for this month, the previous month, and the total talk time.

4.6 Reset Application

Reset application removes the current Hosted PBX account and clears all the settings. After resetting the application, The Cloud Softphone can be configured from scratch using the same or a different Hosted PBX account. All user settings are changed back to default, and the quick dial settings are deleted.

5 Troubleshooting

Issue	Troubleshooting
Login Failure (Section 0)	Verify the following: Make sure the Cloud ID QR code is correct. Reenter the voice mail password. Make sure the phone is connected to the Internet
Registration Failure (Section 2.3)	Make sure only one device is configured with this account. Try both Wi-Fi and Mobile data network. If it works using data network and fails with Wi-Fi: It could indicate a problem with the Wi-Fi router, a firewall or Internet Service Provider (ISP). Make sure the Wi-Fi router and firewall does not block VoIP/SIP and SIP-ALG is disabled Make sure only one device is configured with this account. Try both Wi-Fi and Mobile data network. If it works using data network and fails with Wi-Fi: It could indicate a problem with the Wi-Fi router, a firewall or Internet Service Provider (ISP). Make sure the Wi-Fi router and firewall does not block VoIP/SIP and SIP-ALG is disabled.
iOS: Incoming calls not received when the app is in the background, or the phone is sleeping	Verify that the app can receive push notifications: 1. Go to the iOS Settings / Notifications and verify that the **softphone** app is listed under "In Notification Center", and NOT under "Not in Notification Center". 2. In the Notifications list, click on the **softphone** app and make sure all the settings are enabled, and the Alert Style is set to Banners or Alerts. Verify that the app is configured with push notifications: 1. Go to the Cloud Softphone Settings / Incoming Calls, and make sure it is set to "Push Notifications and NOT "Foreground Only". **Note**: iPod Touch and iPad may not always get incoming calls when the device is sleeping due to delayed push notifications.

Android: Incoming calls not received when the app is in the background	Verify that the app is configured with push notifications: 1. Go to the Cloud Softphone Settings / Incoming Calls, and make sure it is set to "Push Notifications and
The audio does not sound good when using Wi-Fi	The audio quality may be affected by the Wi-Fi signal strength and Wi-Fi interference, and can also be affected by the Internet bandwidth. Try the following: 1. Move closer to the wireless router. If possible, compare the audio when using other Wi-Fi networks, or mobile data network