



iPhone Softphone User Guide



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Dialer Screen

Press the **Keypad** icon from any screen to get to the dialer screen.

From this screen you can dial local extensions to anyone in your network, or external phone numbers, and access any of the Softphone features.

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

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

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

DO NOT DISTURB (DND)

To silence calls, alerts and notifications, you can turn on **DND** by pressing the **TeleVoIPs** icon.

The *Do Not Disturb* screen displays.







Do Not Disture (DND) (cont'D) To the right of <i>Do Not Disturb</i> , press and slide the white toggle button to the right.	Image: Normal State Sta
The toggle area turns green and a red DND icon appears next to the TeleVoIPs icon showing DND is now enabled.	Image: Werizon (Constraint) 4:07 PM 4 11% Image: Constraint) Do Not Disturb Image: Constraint) Image: Constraint) If you enable DND, all incoming calls will be silently rejected and will appear as missed in your history. Sound notifications for incoming messages will also be suppressed notifications for incoming messages will also be suppressed to the suppressed of the super state of
Press Close and you are taken back to the dialer screen.	Close



Dialer Screen (cont'd) 🖬 Verizon 🗢 12:21 PM 7 70% 🔲 TeleVolPs 0 Across the bottom menu bar are the selections for: Messages – Send and read text messages using your business number. **NOTE:** *The Texting* 2 ABC 3 DEF 1 feature is an additional monthly cost. Contacts – Search for contacts using the 4 5 6 MNO GHI JKL contacts icon. 7 PQRS 8 TUV 9 WXYZ History – Access your call history via the history icon. * 0 # Quickdial – Access your favorites and view presence.



Settings

Settings allows you to turn incoming calls ON or OFF; change preferences, i.e., ringtones; sound level, call recording, call forwarding, etc.

To access **Settings**, press the **white gears** icon on the top right menu bar.

The *Settings* screen displays.

Settings > Push Notifications

Incoming calls can be turned ON or OFF with **Push Notifications**.

Press **Incoming Calls**. The *Incoming Calls* screen displays.

💵 Verizon 🗢	12:23 PM	1 70% 💻
	Settings	Done
EDIT PROGRAM SET	TINGS	
Account Setup		
Use this page to cust the default settings w changes if you know	comize your mobile o vill work for most us what you are doing!	client. Note that ers - only make
Incoming Calls	Push No	otifications >
Preferences		
About		
Usage		
ACTIVATION		
ACTIVATION	set Application	

Press **Push Notifications** to turn calls **ON** (a checkmark displays) –or-

Press **OFF** (a checkmark displays) to turn incoming calls off.

The screen wipes left and returns to the *Account Setup* screen.





	📲 Verizon 🗢 12:23 PM 🕫 70% 🖗
Press Done and the <i>Dialer</i> screen displays.	Settings Don
	EDIT PROGRAM SETTINGS
	Account Setup
	Use this page to customize your mobile client. Note the the default settings will work for most users - only mak changes if you know what you are doing!
	Incoming Calls Push Notifications
Settings > Preferences	ull Verizon 중 12:23 PM ♂ 70% 🗐
Within Settings, you can also control other	Settings Dom
Preferences, i.e., ringtones, sound, and call recording.	EDIT PROGRAM SETTINGS
NOTE: All other settings do not need to be used at this time.	Use this page to customize your mobile client. Note tha the default settings will work for most users - only make changes if you know what you are doing!
Press Preferences to access the <i>Preferences</i>	
Press Preferences to access the <i>Preferences</i>	Incoming Calls Push Notifications
Press Preferences to access the <i>Preferences</i> screen.	Incoming Calls Push Notifications Preferences
Press Preferences to access the <i>Preferences</i> screen.	Incoming Calls Push Notifications Preferences About
Press Preferences to access the <i>Preferences</i> screen.	Incoming Calls Push Notifications Preferences About Usage
Press Preferences to access the <i>Preferences</i> screen.	Incoming Calls Push Notifications Preferences About Usage ACTIVATION



	• Verizon 🗢 12:23 PM 👽 70% 🗖
To change your ringtone, select Ringtones.	Settings Preferences Done
The <i>Ringtones</i> screen displays.	Ringtones
	Sound
	Call Recording
	Call Forwarding
	Number Rewriting
	Network
	Controls
	Do Not Disturb
	Contact Sort Order Native Order >
	Start Video Automatically
	Log SIP Traffic
	Writes log of all SIP traffic, useful for troubleshooting
Settings > Preferences > Ringtones	내 AT&T 🗢 3:44 PM 서

Settings > Preferences > Ringtones

You have the option to change each of the following by pressing:

- **Ringtone** (sound for incoming phone calls)
- **Text Tone** (sound for incoming text messages)
- **On-Screen Text Tone** (sound for sending text messages)





	III AT&T 3:45 PM ✓ ■
The screen wipes left to display the ringtones for each category noted above.	Default
	BreakBeat
Press the ringtone you wish; a checkmark will	Bubbles
	Country
	Ding Dong 🗸
	Dribble
Press Done and the <i>Dialer</i> screen displays.	Drum
	Helicopter
	Jazz 1
	Jazz 2
	Jazz 3
	Old Phone
Settings > Preferences > Ringtones	Ill Verizon 12:23 PM 170% ■ Settings Preferences Done
	Ringtones >
Press Sound to control echo cancellation,	Sound
noise suppression, the level of your sound,	Call Recording
The Consideration of the last sound settings.	Call Forwarding
The Sound screen displays.	Number Rewriting >
	Network
	Controls
	Do Not Disturb
	Contact Sort Order Native Order >

Start Video Automatically

Writes log of all SIP traffic. useful for troubleshooting

Log SIP Traffic



To turn **Echo Suppression** ON, press and slide the white toggle button to the right.

The toggle area turns green and suppression is enabled.

To turn **OFF** Echo, Speaker phone Echo, and Handset Echo Suppression, press and slide the white toggle button to the left.

The toggle area turns white and suppression is now disabled.

ull AT&T 🗢	3:47 PM	1	
〈 Preferences	Sound	Done	
Echo Suppression	1		
Enables echo cancella	tion algunants.	-	
Speaker phone Ec	cho Suppression		
Handset Echo Suppression			
Configure the Echo Su Handset modes.	ppression for Speaker	and	
Noise Suppressio	n		
Enables background noise suppression.			
MICROPHONE VOLUME BOOST			
0			
Pre-amplifies the microphone signal. Set higher amplification if you sound too quiet to the other party			
PLAYBACK VOLUME B	OOST		
0			
Boosts the volume of t	he audio played from	your device	







70% 🔲 Done

1 Done

	_		
Settings > Preferences > Call Recording		Il Verizon	√ 70% — S Dono
Call Recording allows you to record all calls		Coettings Freierence	s Done
automatically, if enabled.		Ringtones	>
		Sound	>
Press Call Recording, the Call Recording screen		Call Recording	>
displays.		Call Forwarding	>
		Number Rewriting	>
		Network	>
		Controls	>
		Do Not Disturb	>
		Contact Sort Order	Native Order >
	-	Start Video Automatically	\bigcirc
		Log SIP Traffic	\bigcirc
		Writes log of all SIP traffic, useful fo	or troubleshooting
Record All Calls allows you to turn ON or OFF recording all phone calls.		দা। বায়া কা হা	rg Done
Slide the white toggle button to the right and all call recording is turned ON. The toggle area		When enabled, all phonecalls will b automatically	e recorded
turns green.		Multichannel	\bigcirc
		When checked, every participant w in the wav file. Uncheck to save spa	vill have his own track ace.
Delete After allows you to delete each call		Delete After	keep forever >
after a specific time period.		Time to keep recorded conversation	ns
Press Delete After and the <i>Delete After</i> screen displays.		Warning Beep	
		Makes a beep every 15 seconds to party that the conversation is being	notify the remote grecorded



Settings > Preferences > Call Recording	না। বা বা হা
Press the timeframe for how long you want to keep your call recordings. The screen wipes left and displays the <i>Call</i> <i>Recording</i> screen displaying your selection.	keep forever 1 week 2 weeks 1 month 2 months 3 months 6 months
Settings > Preferences > Contact Sort Order	Cettings Preferences Done
	Ringtones
	Sound
Contact Sort Order can list your contacts by	Call Recording >
Press Contact Sort Order and the Contact Sort	Call Forwarding
Order screen displays.	Number Rewriting
	Network
	Controls
	Do Not Disturb
	Contact Sort Order Native Order >
Settings > Preferences > Contact Sort Order (cont.)	III AT&T 중 3:49 PM √ ■ K Back Contact Sort Order
• Native Order = Your phone's default	Native Order
order	by First Name
 By First Name = puts contacts in order by First Name 	by Last Name
 By Last Name = puts contacts in order by Last Name 	
Press the selection you wish, and the screen wipes left to display the <i>Preferences</i> screen.	4

The sort order selected now displays.



Settings > Updating Password	Settings Done
If your TeleVoIPs portal username or password	EDIT PROGRAM SETTINGS
is changed (<u>https://portal.televoips.com/</u>), you	Account Setup
will need to update your mobile app account.	Use this page to customize your mobile client. Note that the default settings will work for most users - only make changes if you know what you are doing!
	Incoming Calls Push Notifications >
	Preferences
	About
This will open the previous username and	Edit Account Done
password.	Rusiness Phone Solutions
Enter the new credentials and press Done	Username .
to update.	Password
	Support
Cotting of the second sec	
Settings > Reset Application	Settings Done
Resetting the application will log out of the	EDIT PROGRAM SETTINGS
account completely. This erases any previously	Account Setup >
computed settings, can history, and favorites.	Use this page to customize your mobile client. Note that the default settings will work for most users - only make changes if you know what you are doing!
**To update account credentials without	Incoming Calls Push Notifications >
losing the data mentioned, please reference	Preferences
the "Update Password" section at the top of	About
uns page.	Usage >
	CTIVATION

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Reset Application



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.









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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 Quickdial tab to see what lot someone is parked in and either park or pick up a call using these buttons instead (please reference the Quickdial 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.







Quickdial

Quickdial is where your *favorites* are located—those individuals you call on a regular basis.

This makes it easy to find them, instead of searching through Contacts.

Press the **Quickdial** icon. The *Quickdial* screen displays.



To call the Favorite, press their icon.

The *Call* screen displays and the number is automatically dialed.









Verizon 12:35 PM 🗗 67% 🔲 Quickdial (cont.) Press the Title field and type the contact's 0 name when the keyboard displays. Press the **Phone Number** field and type in the phone number. Press the Label field (optional) and type the individual's company or title. Note that a colored banner displays at the bottom of the Busy Lamp Field contact icon on the Quickdial main screen if you enter any info in this field. Press pick a color and a screen displays to select a color for the label. After your selection is made, you are redirected back to the Add Favorite screen. When adding a new favorite, you can turn the Michelle **Presence** (on-call/off-call) or extensions within your own phone network with Busy Lamp Field. Press and slide the white toggle button to the **Busy Lamp Field** right; the toggle area turns green when enabled.



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Quickdial (cont.)

If you want to add a photo of the contact, press the **camera** icon.

Then either press:

- **Camera** to take a photo immediately with your camera. Press the white photo button.
- Press Use Photo which inserts the photo in the favorite icon circle; or Retake to retake the photo –OR-
- Image Library Allows you to select a photo from any photos that are in your camera. Press the photo you wish, then press Choose.

Select the **head icon** to create a quick dial from your personal cell phone's contacts.

Press **Save** at the bottom of the screen to save the information for the favorite.

To **EDIT** a favorite, from the *Quickdial* screen, press **Edit**.



12:36 PM

Verizon ᅙ



Quickdial (cont.)	Il Verizon TeleVoIPs Done
The icons will vibrate, and a red minus sign (–) icon displays. Press the icon of the contact you want to edit.	Park 1 Off Call Off Call Off Call Off Call
The <i>Edit</i> screen displays to make your updates (see <i>Add a Favorite</i> , page 15).	• II Verizon ♥ 12:36 PM ✓ 67% ● ● ●
Press Save to save your changes; or Cancel to cancel out of that screen.	Cancel Save
To DELETE a favorite, press the Edit button on the <i>Quickdial</i> screen.	Il Verizon 🗢 12:35 PM 🛷 67% ■) TeleVoIPs Edit

Park 1

Off Call

Park 2

Off Call

Park 3

Off Call





Off Call

Off Call

Off Call





Press # > Exit; takes you back to the dialer screen.

End Call



History	
History displays all the information on your inbound and outbound calls.	
Press the History icon to review your call history. The <i>Call History</i> screen displays.	Quickdial History
At the top of the screen, you can select three choices for Call History:	Il Verizon 12:40 PM ✓ 66% ■) TeleVoIPs Edit
 All > all calls that Missed > calls you have missed Recorded > calls that were recorded 	All Missed Recorded
Calls are shown as: • Canceled • Answered • Rejected • Accepted • Missed	Nick Todisco rejected car 12:32 PM *98 answered 12:32 PM 1 *97 answered 12:29 PM 1 *97 12:29 PM Nick Todisco rejected car 12:29 PM Nick Todisco rejected car 12:24 PM GTE FINANCIAL gecepted yesterday 1 Yesterday 1
Press the Information " i " icon to access the <i>Call Details</i> screen.	Katie Walker missed Tuesday car Tuesday Kyle Libby answered Quickdial Elstery Keypad Contacts Messages
You can view information for that specific call, i.e., date and time of call, how long the call was, etc.	Il Verizon 12:40 PM ✓ 66% ■ Back Call Details Edit Michelle 209 TeleVoIPs Thursday November 8, 2018 12:36 PM Canceled



If you **press and hold** on the call information area, a menu displays with actions you can select.

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(TeleVoIPs			Edit
C	All	Missed	Recordec	I
٩	Search			
S.	Michelle		canceled 12:36 PM	í
Ċ	*97		(3 calls) 12:34 PM	í
Č	Nick Todisco car	0	rejected 12:32 PM	i
47	*98		answered 12:32 PM	í
2	*97		answered 12:29 PM	í
Š	Nick Todisco car	0	rejected 12:24 PM	(j)
Ľ	GTE FINANC	CIAL	accepted yesterday	í
Ŀ	8712690		answered yesterday	í
Š	Katie Walke car	r	<mark>missed</mark> Tuesday	i
e	Kyle Libby		answered	(j)
Qu	ickdial History	Keypad	Contacts Me	Ssages

Select an action to:

- Auto Call > Automatically dials that number.
- Call > Automatically dials that number.
- Video Call >
- GSM Call >
- Send a Message > Displays the New Message screen to send a text message.

Copy Number > Copies that number so it can be pasted in a text message.





Contacts				
To access your contacts, press the Contacts icon from any screen.				
The <i>Contacts</i> screen displays.	Quickdial History Keypadi Contacts Messages			
	•1] Verizon 🗢 11:49 AM → 76% 💷)			
To call a contact, type their name in the Search field.	Q Search			
Press the icon for that person after it displays.	A A Verizon Wireless Accessories			
The <i>Call</i> screen displays as your contact is automatically dialed.	Brian Ahern			
Contacts can be added or delated through	Slomins Alarm			
your iPhone contacts list or through the	Kelly Andrews			
	Shawn Andrews U			
•				

At the top of the *Address Book*, pressing – **Work Contacts** will swap to display all extensions in your company directory.

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	Address Book				
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С					Α
8	Collette Conner	I		Ę	BCDE
8	Conference Cordless.	&	[]	Ę	F G H I J K
8	Conference Room	S		Ę	LMNOPO



Messages	
NOTE: The Texting feature is an additional monthly cost.	
To access your text messages, press the Messages icon from any screen.	6
The messages <i>Edit</i> screen displays.	Quickdial History Kayped Contacts Messages
To create a new Text Message , press the pencil icon in the top menu bar. The <i>New Message</i> screen displays.	 Verizon < 12:37 PM 67% Edit +1 (407) 278-8858 yesterday Michael Katzmayr, your guest room is now ready. At your convenience, please stop by the front desk w +1 (469) 609-1096 yesterday FRONTIEP: Reminder- Your technician will arrive TOP 2/2015 12 M. As a
In the To: text field, type the phone number;	III AT&T 3:50 PM Image: Constraint of the second
from your contact list. Type your message in the white text field.	
	send ""
Press Send when done.	asdfghjkl ☆ z x c v b n m ⊗
	123 🕒 y space return



Messages (cont.)	nil AT&T 중 4:01 PM ◀ ■
	Back Televolps Done 9/27/18
	This is a test
	10/24/18
	Test
	3:54 PM
The screen re-displays with your sent text — message.	This is a test message for the mobile app user guide screen shot
	Send Send
Press <back< b=""> to return to the <i>Messages</i> screen.</back<>	Hey I I'm
2	QWERTYUIOP
	ASDFGHJKL
	◆ Z X C V B N M ⊗
	123 😀 🖳 space return
To delete a text message, press on that text message and swipe left.	III AT&T 4:00 PM ✓ ■ Edit ✓ +1 (904) 452-5500 3:54 PM This is a test message for the mobile app user guide > screen shot
A red Delete square displays.	TPS 3:54 PM Delete
Dross the red Delete square, and the message	+1 (813) 727-4048 yesterday > This is a test
is deleted.	Steven Cox yesterday > Call me when done with your meeting.
	Katie Tuesday > Meeting time changed to 2:30.
	+1 (813) 662-6644 Monday > What time are we doing lunch today?
	+1 (813) 655-5100 Friday > Need to talk to you regarding that new law
	+1 (800) 467-3675 11/7/18 > Important Notice! Your Visual Voicemail app
	+1 (904) 555-1234 11/7/18
	Contact this blice regarding your next mean



Messages (cont.)

To **reply** to a text message, press the number/message.

The screen wipes left to display the *Text Message* screen.

Press the white text field at the bottom of the screen.

The keyboard displays and the text field moves up.

ani AT&T 🗢 4:00 PM 🛛	
Edit	
+1 (904) 452-5500 3:54 PM This is a test message for the mobile app user guide screen shot	>
TeleVoIPs 3:54 PM This is a test message for the mobile app user guide screen shot	>
+1 (813) 727-4048 yesterday This is a test	>
Steven Cox yesterday Call me when done with your meeting.	>
Katie Tuesday Meeting time changed to 2:30.	>
+1 (813) 662-6644 Monday What time are we doing lunch today?	>
+1 (813) 655-5100 Friday Need to talk to you regarding that new law	>
+1 (800) 467-3675 11/7/18 Important Notice! Your Visual Voicemail app	>
+1 (904) 555-1234 11/7/18 Contact this office regarding your next medi	>
Quickdial History Keypad Contacts Moss) Iges

ull AT&T		4 💽
く Back	TeleVoIPs	Done
	9/27/18	
This is	a test	
	10/24/18	
		Test
	11/15/18	
	This is a test message for the app user guide screen shot	mobile
		Send



Messages (cont.)	all AT&T 🗢	4:01 PM	9 💽
	く Back	TeleVoIPs	Done
	This is a test	9/27/18	
	· · · · · · · · · · · · · · · · · · ·	10/24/18	
			Test
		11/15/18	
Type your message in the white text field.	This is app us	a test message for t ser guide screen shot	he mobile
	10		Send
Then press the blue Send link.	Неу	I I I	l'm
	Q W E	R T Y U	I O P
Press <back< b=""> to return to the <i>Messages</i> screen.</back<>	ASD	FGHJ	KL
5	★ Z X	CVBN	M
	123 😅 🖉	space	return