



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.

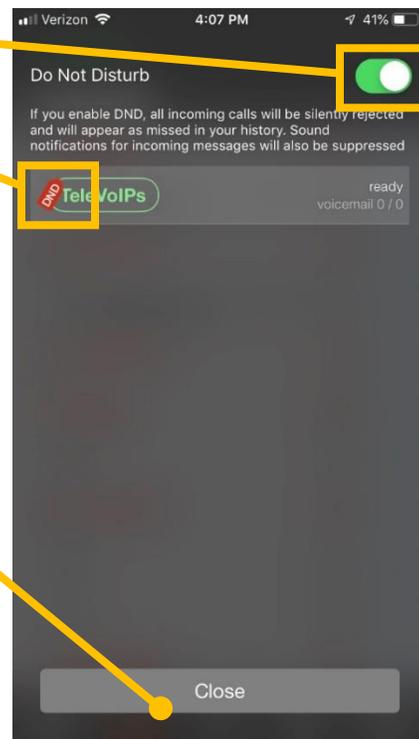


Do NOT DISTURB (DND) (CONT'D)

To the right of *Do Not Disturb*, press and slide the white toggle button to the right.



The toggle area turns green and a red DND icon appears next to the TeleVoIPs icon showing DND is now enabled.



Press **Close** and you are taken back to the dialer screen.

Dialer Screen (cont'd)

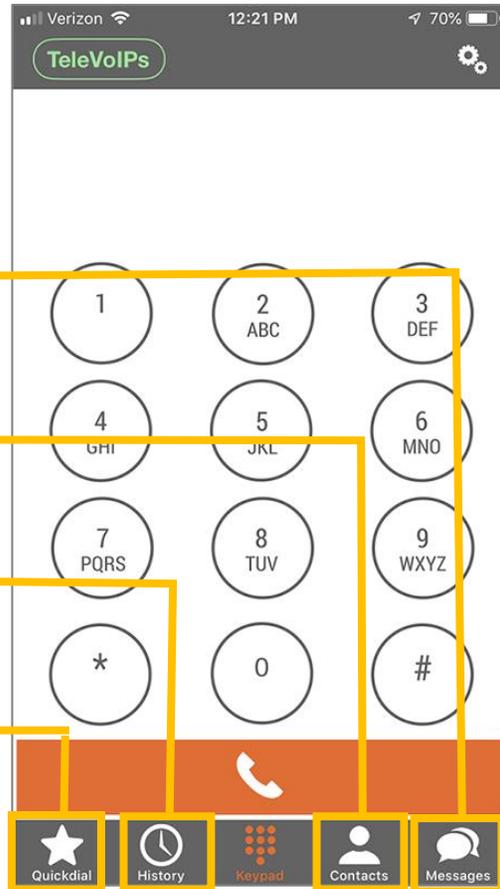
Across the bottom menu bar are the selections for:

Messages – Send and read text messages using your business number. **NOTE:** *The Texting feature is an additional monthly cost.*

Contacts – Search for contacts using the contacts icon.

History – Access your call history via the history icon.

Quickdial – Access your favorites and view presence.

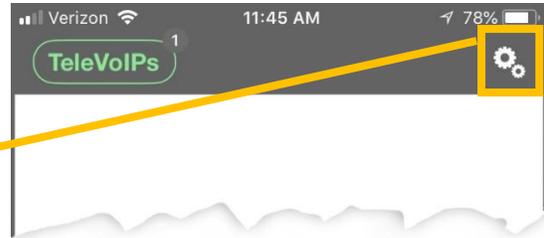


Settings

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.

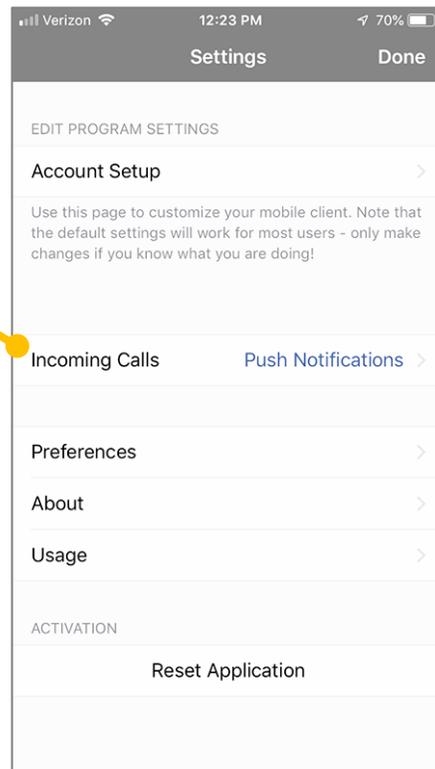
The *Settings* screen displays.



Settings > Push Notifications

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

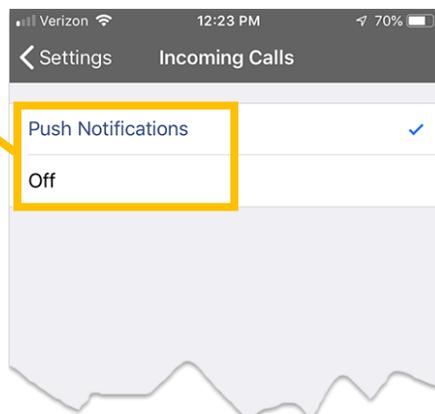
Press **Incoming Calls**. The *Incoming Calls* screen displays.



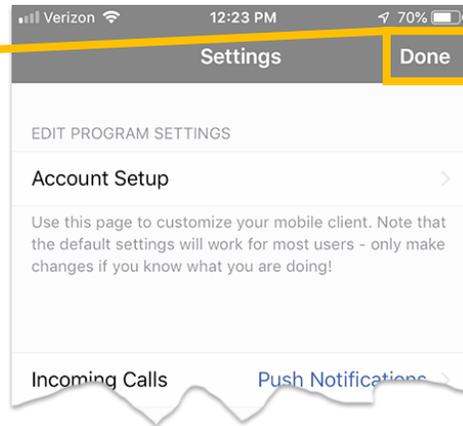
Press **Push Notifications** to turn calls **ON** (a checkmark displays) –or–

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

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



Press **Done** and the *Dialer* screen displays.

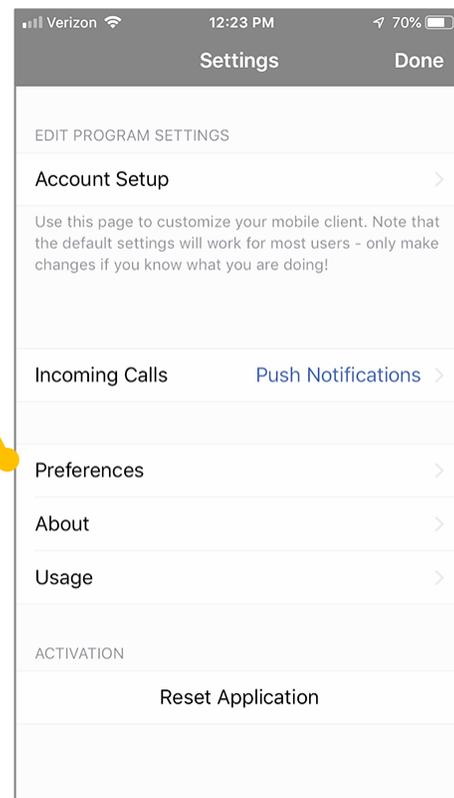


Settings > Preferences

Within *Settings*, you can also control other Preferences, i.e., ringtones, sound, and call recording.

NOTE: *All other settings do not need to be used at this time.*

Press **Preferences** to access the *Preferences* screen.



To change your ringtone, select **Ringtones**.

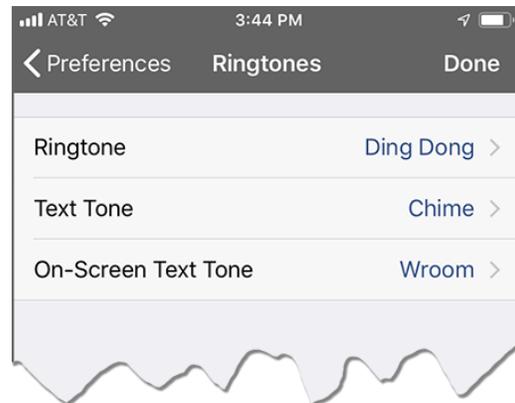
The *Ringtones* screen displays.



Settings > Preferences > Ringtones

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

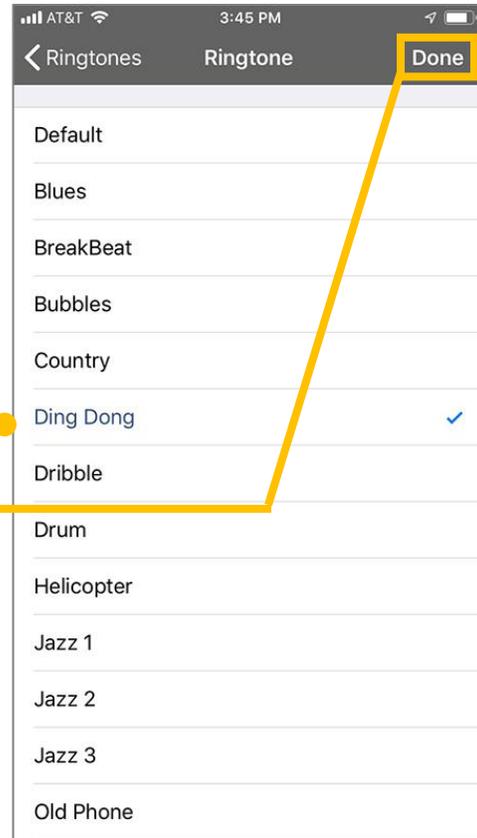
- **Ringtone** (sound for incoming phone calls)
- **Text Tone** (sound for incoming text messages)
- **On-Screen Text Tone** (sound for sending text messages)



The screen wipes left to display the ringtones for each category noted above.

Press the ringtone you wish; a checkmark will appear next to your selection.

Press **Done** and the *Dialer* screen displays.



Settings > Preferences > Ringtones

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

The *Sound* screen displays.

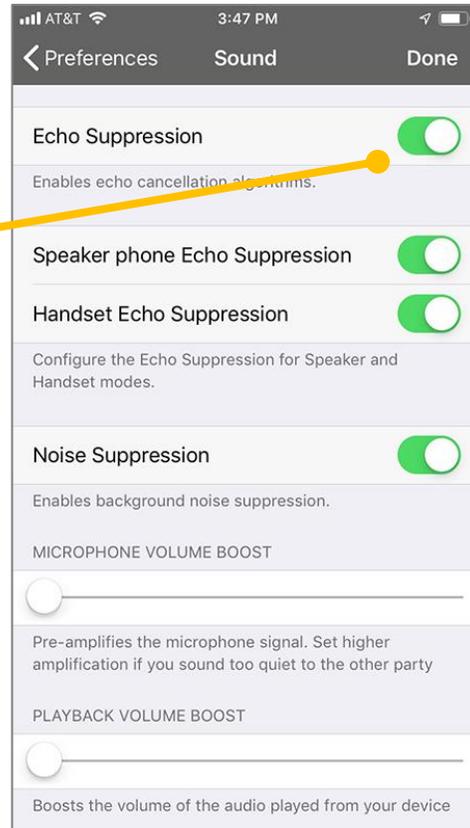


To turn **Echo Suppression ON**, press and slide the white toggle button to the right.

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.

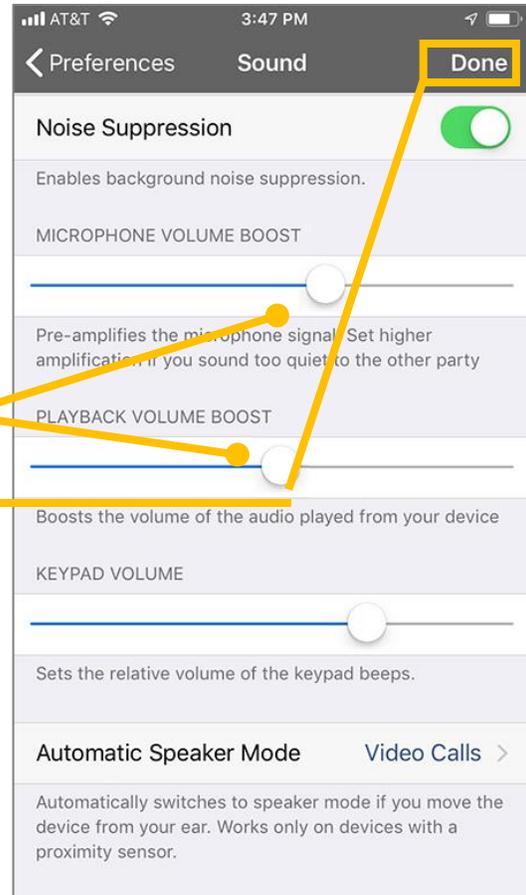


Settings > Preferences > Ringtones

You can also “boost” the sound for a microphone, your playback volume or keypad volume.

Press and slide the white toggle button to the right or left to get just the right volume needed.

When finished, press **Done** and the *Dialer* screen displays.



You can also enable Bluetooth headset support by turning this feature **ON**.



Settings > Preferences > Call Recording

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

Press **Call Recording**, the *Call Recording* screen displays.

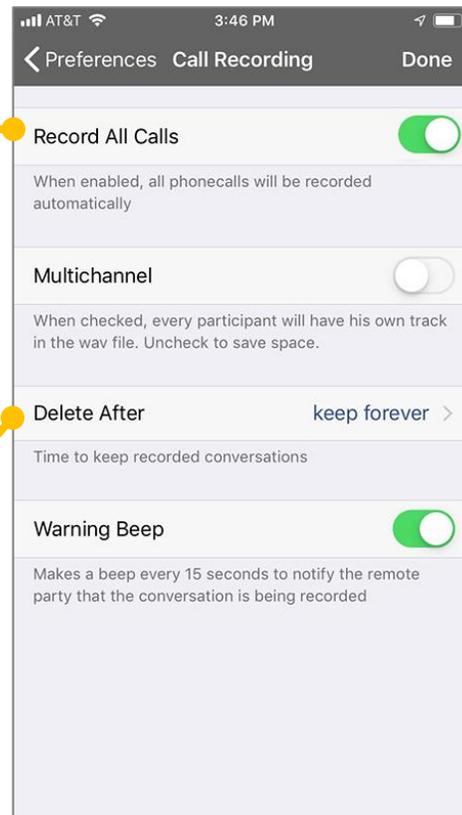


Record All Calls allows you to turn ON or OFF recording all phone calls.

Slide the white toggle button to the right and all call recording is turned **ON**. The toggle area turns green.

Delete After allows you to delete each call after a specific time period.

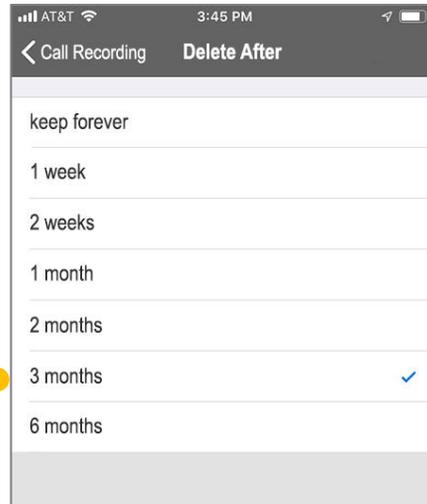
Press **Delete After** and the *Delete After* screen displays.



Settings > Preferences > Call Recording

Press the timeframe for how long you want to keep your call recordings.

The screen wipes left and displays the *Call Recording* screen displaying your selection.



Settings > Preferences > Contact Sort Order

Contact Sort Order can list your contacts by either their first name or last name.

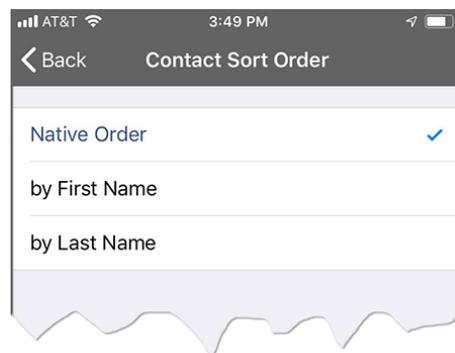
Press **Contact Sort Order** and the *Contact Sort Order* screen displays.



Settings > Preferences > Contact Sort Order (cont.)

- **Native Order** = Your phone's default order
- **By First Name** = puts contacts in order by First Name
- **By Last Name** = puts contacts in order by Last Name

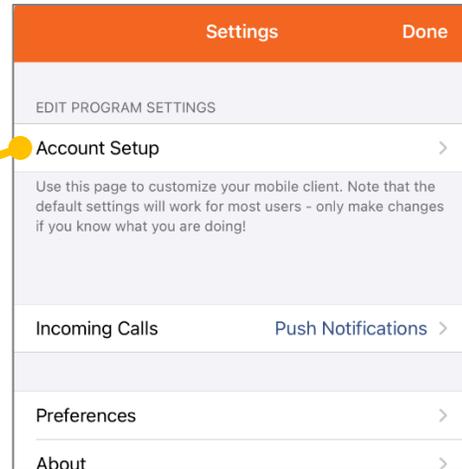
Press the selection you wish, and the screen wipes left to display the *Preferences* screen. The sort order selected now displays.



Settings > Updating Password

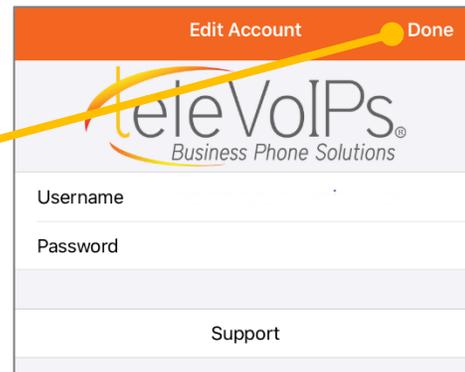
If your TeleVoIPs portal username or password is changed (<https://portal.televoips.com/>), you will need to update your mobile app account.

Click on account setup.



This will open the previous username and password.

Enter the new credentials and press **Done** 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.

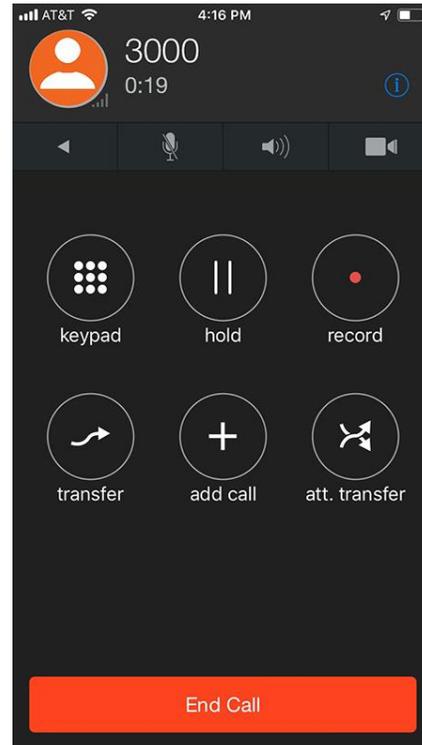


On A Call

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.

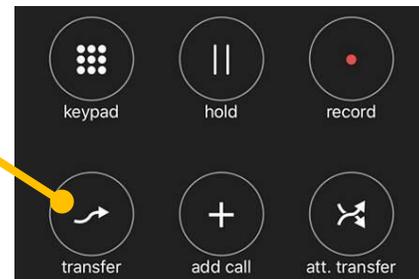
To **end the call**, press **End Call**.



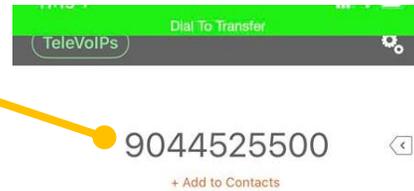
On A Call > Transfer

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

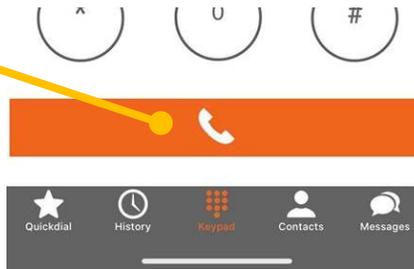
The call will be placed on hold.



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



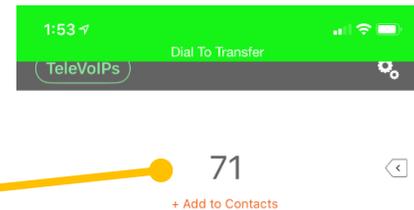
Press the phone button at the bottom of the dialer screen.



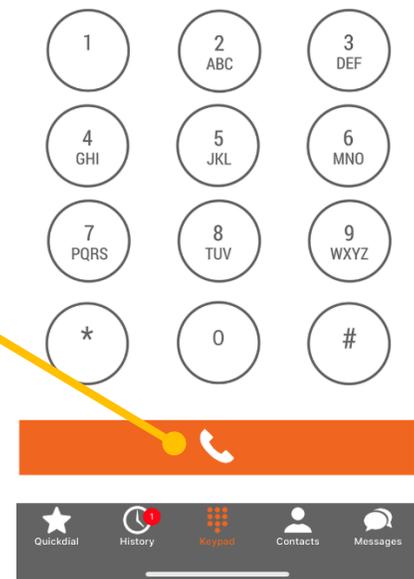
Alternatively, once you press the transfer button, you may use the Quickdial screen to transfer a call to someone's extension.

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.)



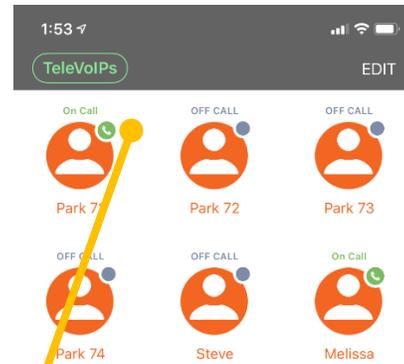
Then hit the phone button to send the call to the parking spot.



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 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).

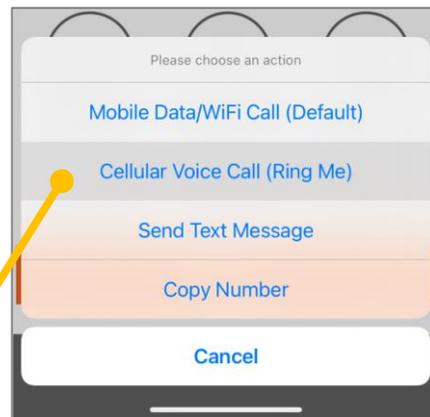
Presence indicator is green to show a current call is parked there.



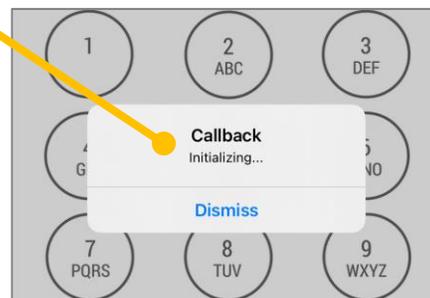
On A Call > RingMe

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.

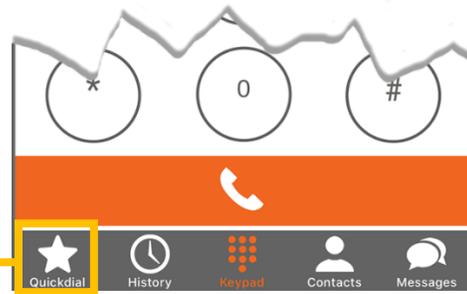


Quickdial

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

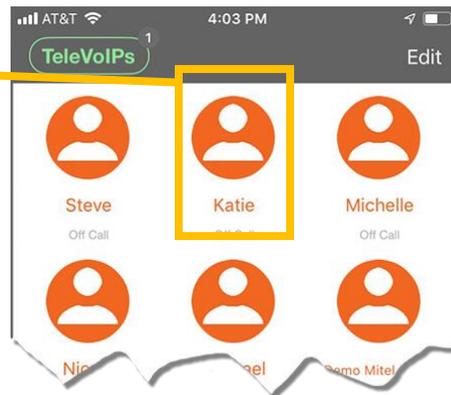
This makes it easy to find them, instead of searching through Contacts.

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



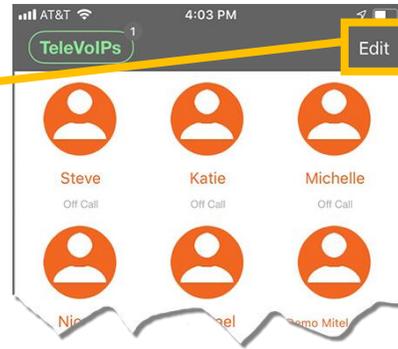
To call the Favorite, press their icon.

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



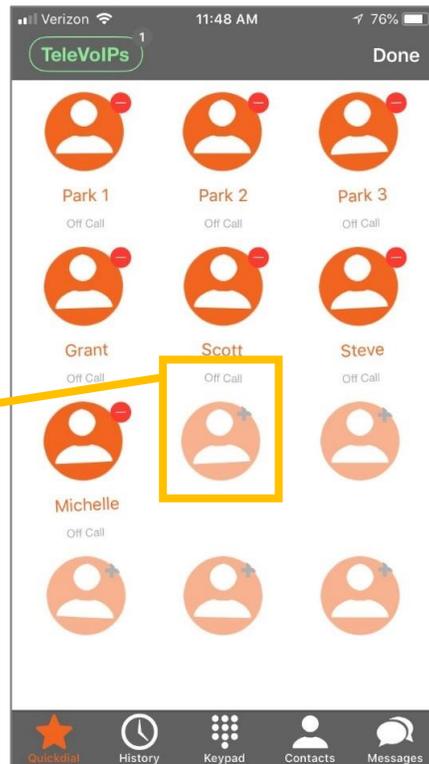
Quickdial (cont.)

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



You will see that faded icons were added to the screen; and all icons are vibrating back and forth.

- Press any one of the faded icons; the *New Favorite* screen displays.



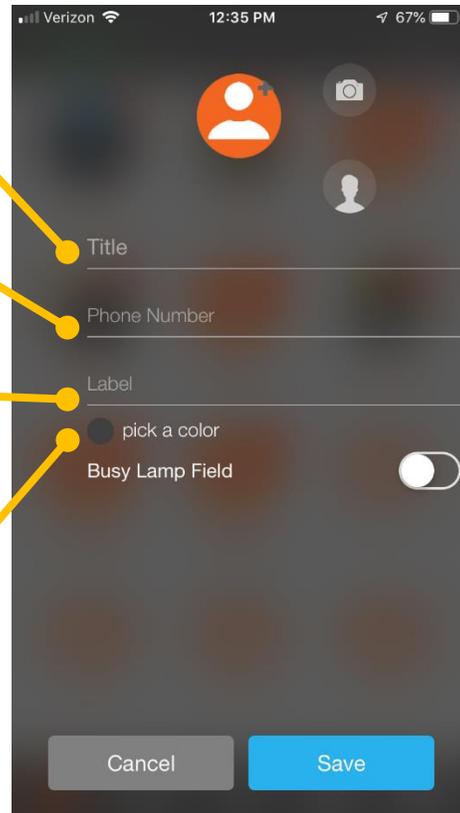
Quickdial (cont.)

Press the **Title** field and type the contact's name when the keyboard displays.

Press the **Phone Number** field and type in the phone number.

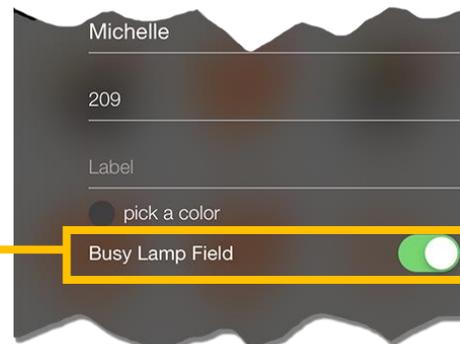
Press the **Label** field (optional) and type the individual's company or title. Note that a colored banner displays at the bottom of the contact icon on the **Quickdial** main screen if you enter any info in this field.

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 **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 right; the toggle area turns green when enabled.



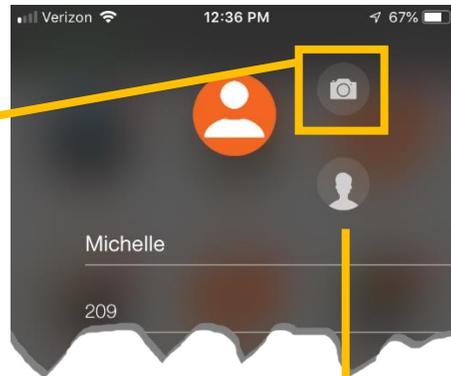
Quickdial (cont.)

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

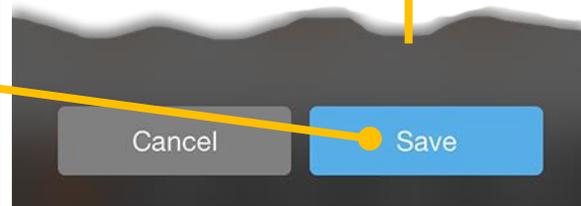
Then either press:

- **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**.

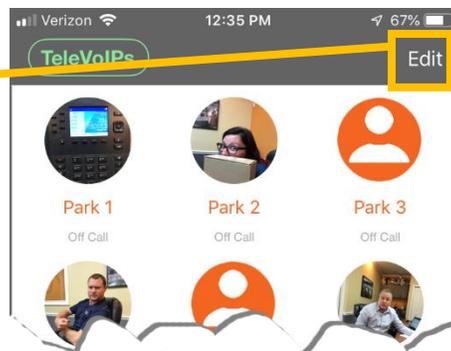
Select the **head icon** to create a quick dial from your personal cell phone's contacts.



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



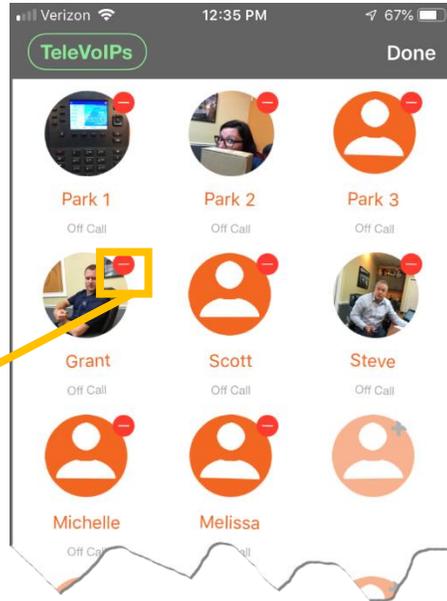
To **EDIT** a favorite, from the *Quickdial* screen, press **Edit**.



Quickdial (cont.)

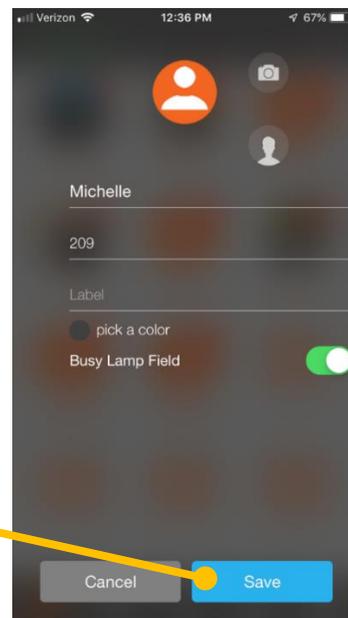
The icons will vibrate, and a red minus sign (-) icon displays.

Press the icon of the contact you want to edit.

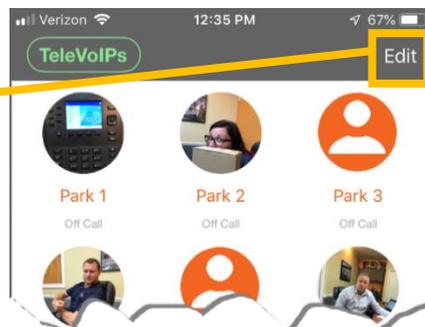


The *Edit* screen displays to make your updates (see *Add a Favorite*, page 15).

Press **Save** to save your changes; or **Cancel** to cancel out of that screen.



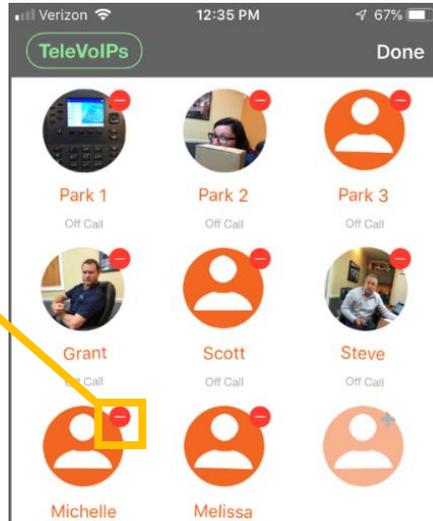
To **DELETE** a favorite, press the **Edit** button on the *Quickdial* screen.



Quickdial (cont.)

Note a red **minus sign** icon displays on your contacts' icons.

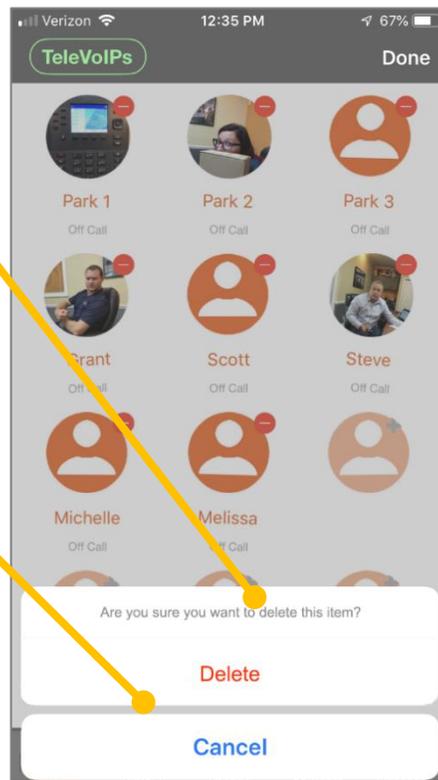
Press the favorite's icon.



A message displays at the bottom of the screen asking "Are you sure you want to delete this item?"

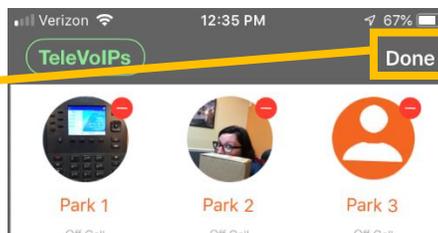
Press **Delete** to remove the favorite; or **Cancel** to cancel out of deleting.

The icon fades and the contact information displayed on the icon is removed.



Quickdial (cont.)

Press **Done** to get out of editing mode, and the *Favorites* screen displays.



Voicemail (VM)

When you have been left a voice message, the **Voicemail icon** displays on the dialer screen.

To access your voicemails, press the **VoiceMail icon**.

The *Voicemail* screen displays. ***97** is automatically dialed to access your voicemail.

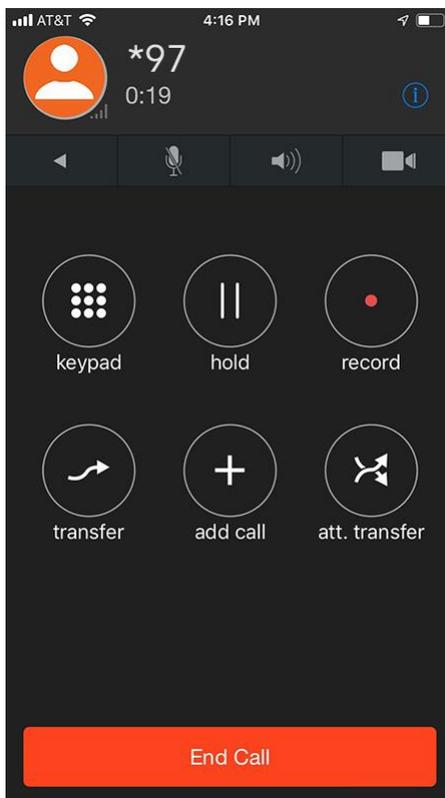


You will be instructed to enter your password. Press the **Keypad icon** and enter your password. (*It's the same password as your desk phone at work.*)

When the voicemail has finished, follow the audio prompts to save, delete, or forward the message:

- **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.



History

History displays all the information on your inbound and outbound calls.

Press the **History icon** to review your call history. The *Call History* screen displays.



At the top of the screen, you can select three choices for Call History:

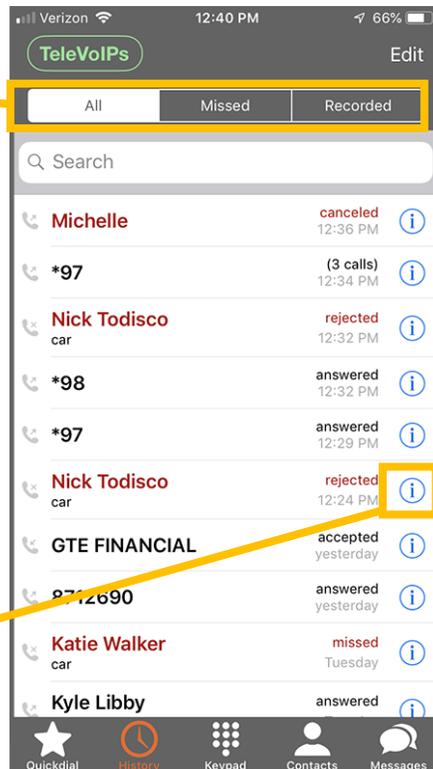
- **All** > all calls that
- **Missed** > calls you have missed
- **Recorded** > calls that were recorded

Calls are shown as:

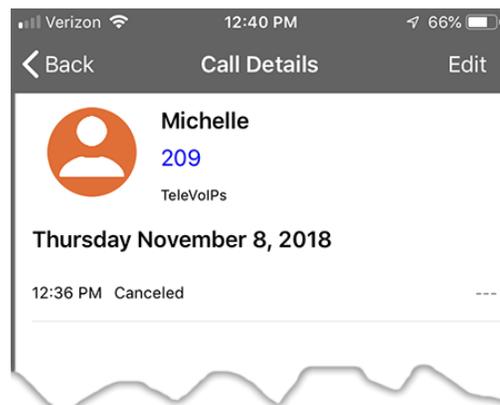
- Canceled
- Answered
- Rejected
- Accepted
- Missed

Press the **Information "i"** icon to access the *Call Details* screen.

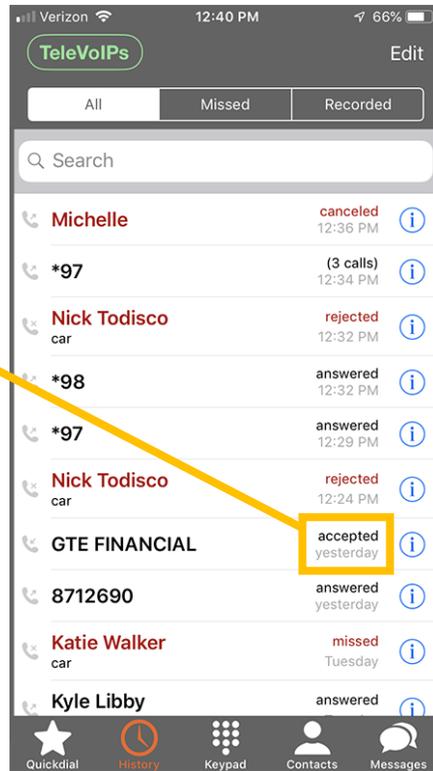
-



You can view information for that specific call, i.e., date and time of call, how long the call was, etc.



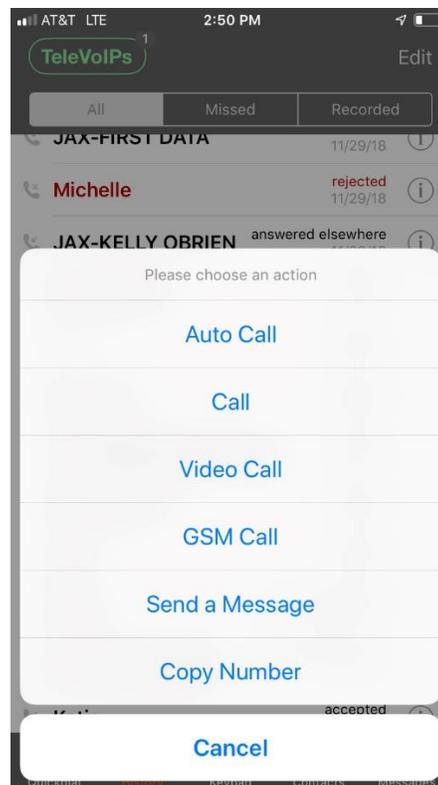
If you **press and hold** on the call information area, a menu displays with actions you can select.



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 *Contacts* screen displays.

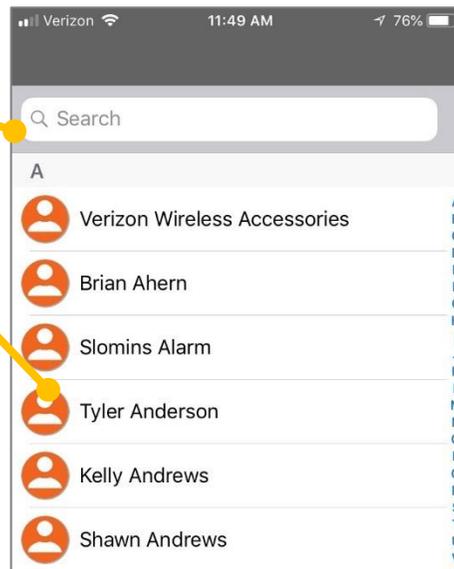


To call a contact, type their name in the **Search** field.

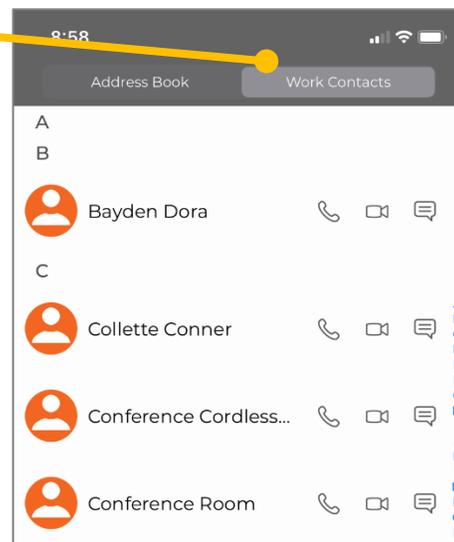
Press the icon for that person after it displays.

The *Call* screen displays as your contact is automatically dialed.

Contacts can be **added** or **deleted** through your **iPhone contacts** list or through the **Quickdial** feature.



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

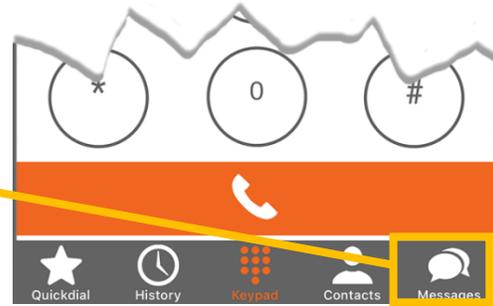


Messages

NOTE: The Texting feature is an additional monthly cost.

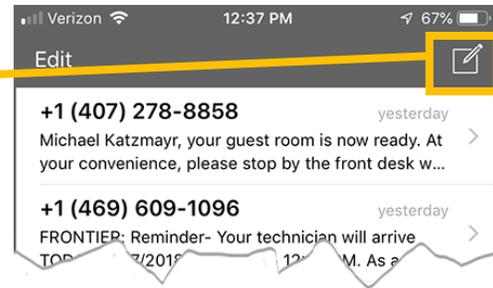
To access your text messages, press the **Messages** icon from any screen.

The messages *Edit* screen displays.



To create a new **Text Message**, press the **pencil** icon in the top menu bar.

The *New Message* screen displays.

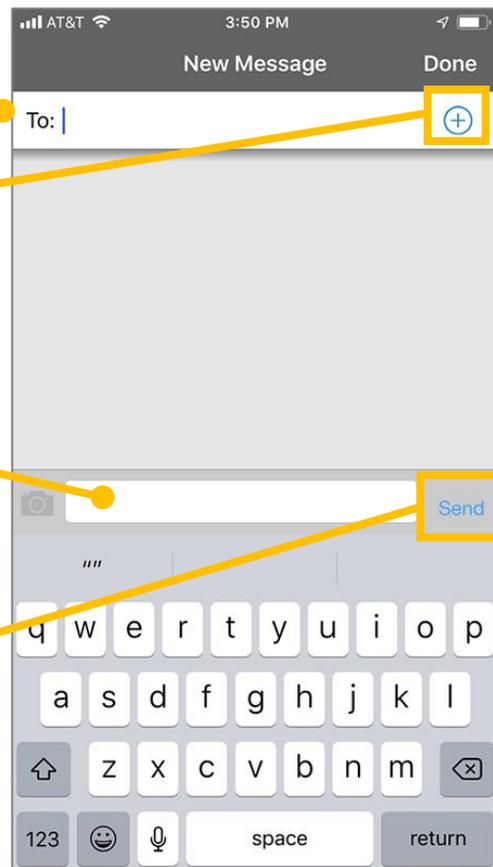


In the **To:** text field, type the phone number;
-or-

Press the **plus sign** icon to select an individual from your contact list.

Type your message in the white text field.

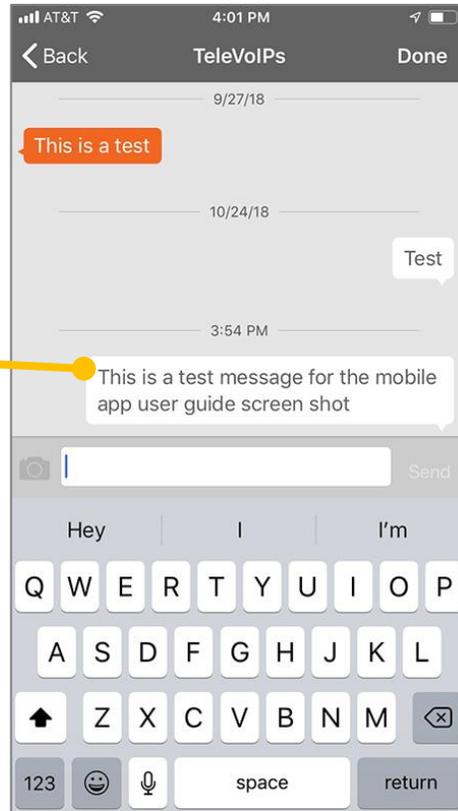
Press **Send** when done.



Messages (cont.)

The screen re-displays with your sent text message.

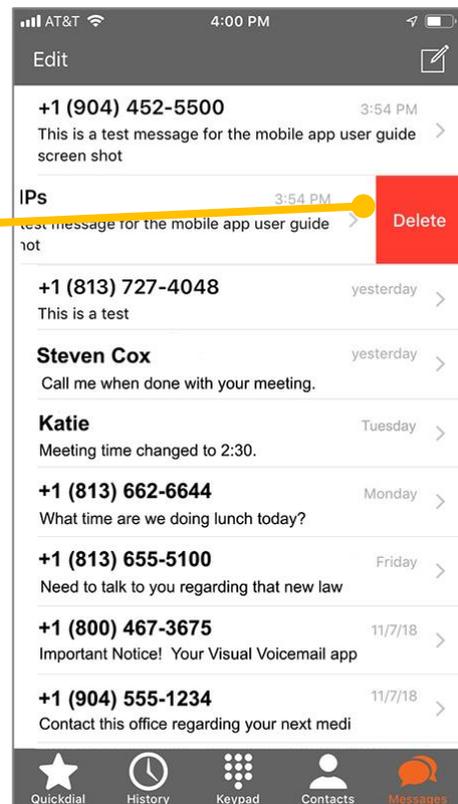
Press **<Back** to return to the *Messages* screen.



To **delete** a text message, press on that text message and swipe left.

A red **Delete** square displays.

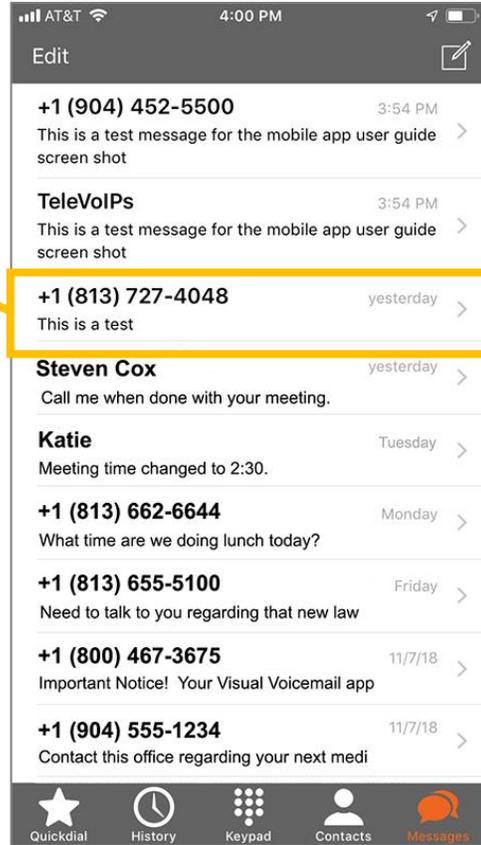
Press the red **Delete** square, and the message is deleted.



Messages (cont.)

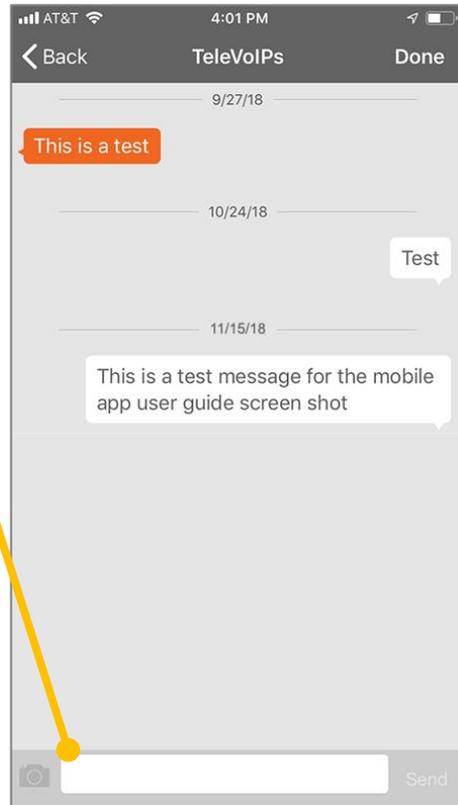
To **reply** to a text message, press the number/message.

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.



Messages (cont.)

Type your message in the white text field.

Then press the blue **Send** link.

Press **<Back** to return to the *Messages* screen.

