

SOFTPHONE USER GUIDE



A COMPLETE USERGUIDE FOR MOBILE

SOFTPHONE USER GUIDE

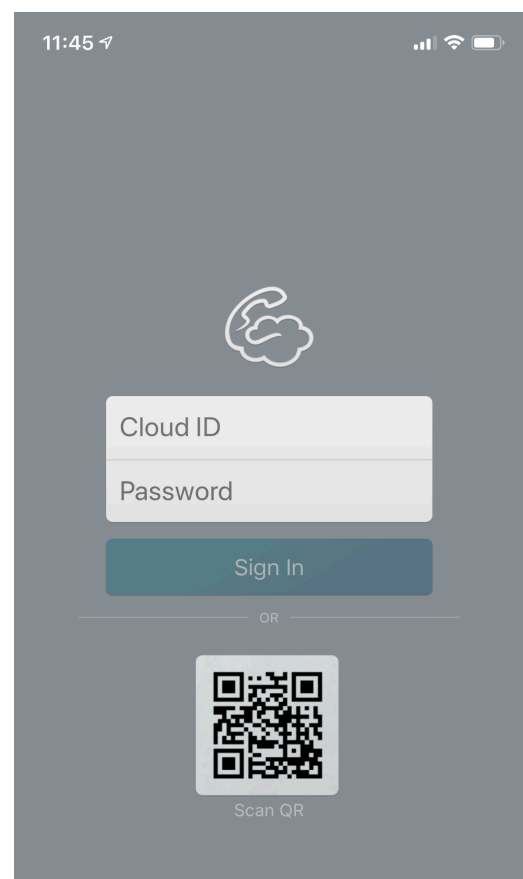
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Welcome to the Voyager Softphone for Mobile User Guide! This guide contains all you need to know to get started using your softphone application on a mobile device.

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INSTALLING & SETTING UP THE MOBILE APP

- 01** Download the Cloud Softphone app according to your device. The app can be downloaded at the following links:
- 02** Once the app is installed on your device, tap the icon to open.
- 03** Upon opening, you will need to scan your unique QR code, which you will have received via email. To do so, click the "Scan QR" option on the sign-in screen.
- 04** You may be prompted to allow the app to access the camera. You will need to allow this to use the QR scanner.
- 05** Scan your unique QR code provided via email. This will retrieve your login details. You may be prompted to allow the application to access further areas, such as contacts and push notifications.
- 06** The Terms and Conditions will load. To use the application, you must accept. Once accepted, you will be signed in and taken to the dial pad.

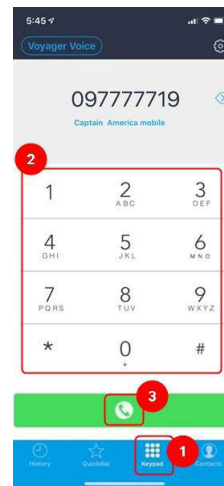


MAKING CALLS

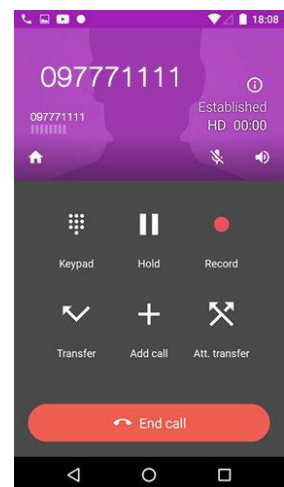
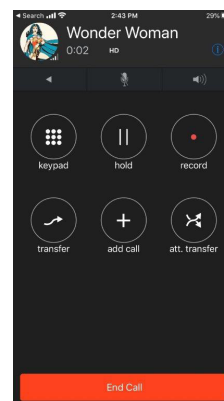
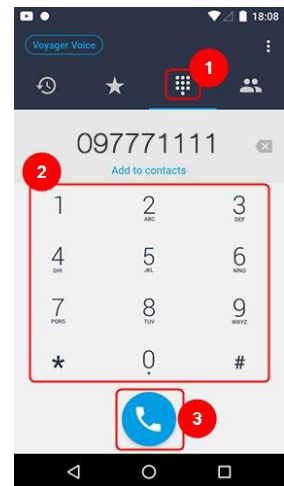
Via Keypad

- 01** Select the keypad option from the menu bar.
- 02** Dial the number or extension in the keypad.
- 03** Tap the call button.
- 04** The call will then ring the number or extension, and you will have the option to end the call, access the keypad, or record the call.
- 05** Once the call is established, the call timer will begin and you will have these additional options:
 - a.** Keypad - Access the keypad to enter your desired phone number
 - b.** Hold - Place the call on hold
 - c.** Record - Start recording the call
 - d.** Transfer - This will place the current call on hold and give further blind transfer options
 - e.** Add call - Add another person into the conversation
 - f.** Att.Transfer - This will place the current call on hold and give further attended transfer options
- 06** End the call by tapping the "End Call" button.

iOS



ANDROID



MAKING CALLS

Via Quickdial

01 Select the Quickdial option from the menu bar.

02 Tap the contact you want to call.

03 The call will then ring the number or extension, and you will have the option to end the call, access the keypad, or record the call.

04 Once the call is established, the call timer will begin and you will have these additional options:

a. Keypad - Access the keypad to enter your desired phone number

b. Hold - Place the call on hold

c. Record - Start recording the call

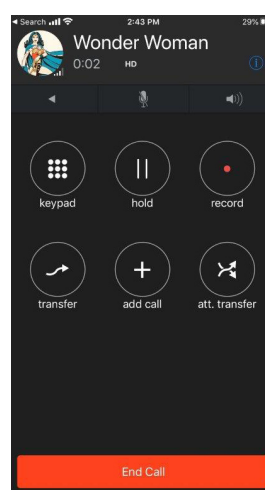
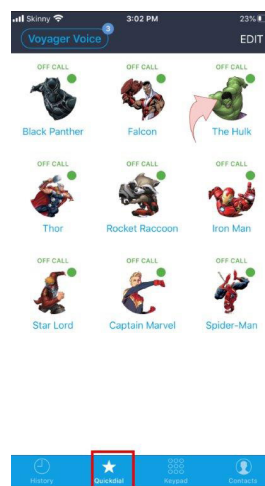
d. Transfer - This will place the current call on hold and give further blind transfer options

e. Add call - Add another person into the conversation

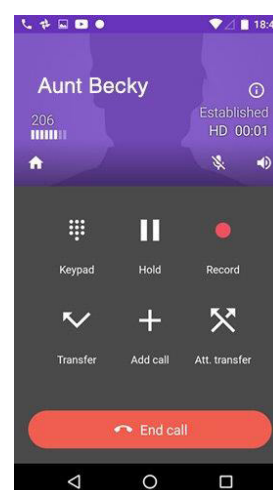
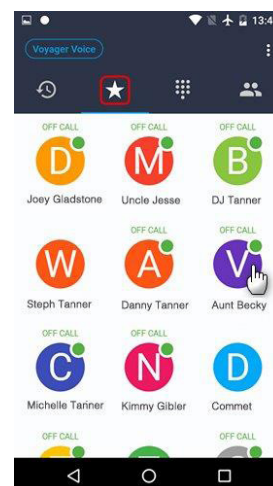
f. Att.Transfer - This will place the current call on hold and give further attended transfer options

05 End the call by tapping the "End Call" button.

iOS



ANDROID

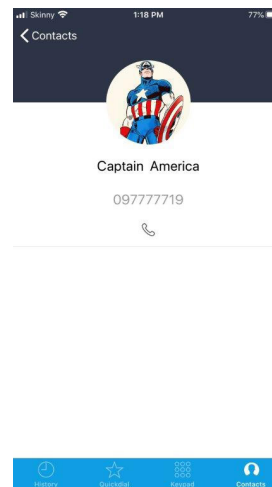
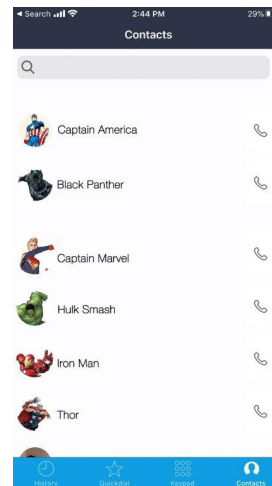


MAKING CALLS

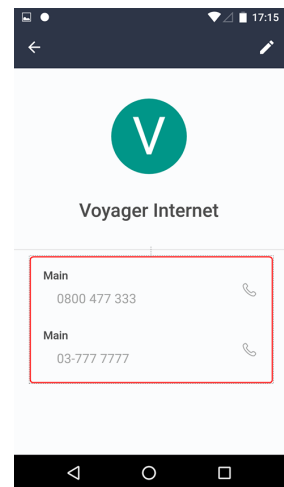
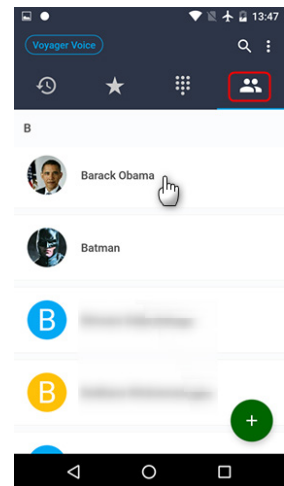
Via Contacts

- 01** Select the Contacts option from the menu bar.
- 02** Search or scroll for the contact you want to call. Tap the contact you want to call.
- 03** Once you are on the contact card, tap on the contact number you want to call.
- 04** The call will then ring the number or extension, and you will have the option to end the call, access the keypad, or record the call. Once the call is established, the call timer will begin and you will have these additional options:
 - a.** Keypad - Access the keypad to enter your desired phone number
 - b.** Hold - Place the call on hold
 - c.** Record - Start recording the call
 - d.** Transfer - This will place the current call on hold and give further blind transfer options
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- 05** End the call by tapping the "End Call" button.

IOS



ANDROID

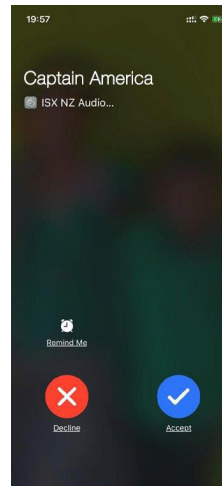


ANSWERING CALLS

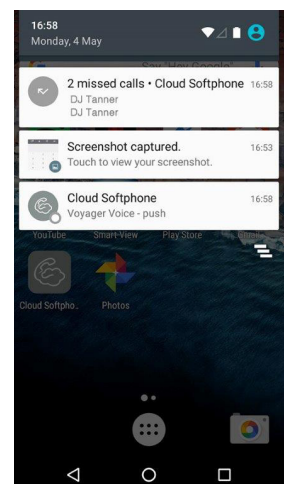
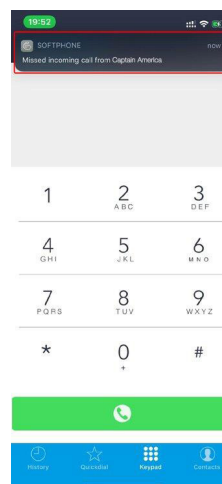
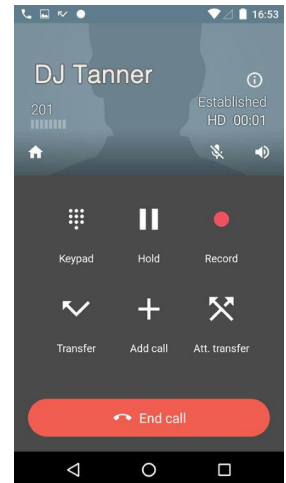
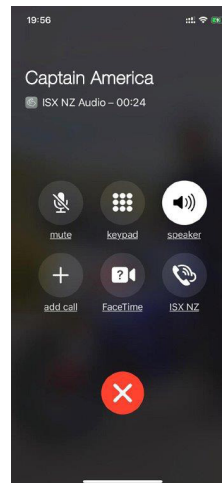
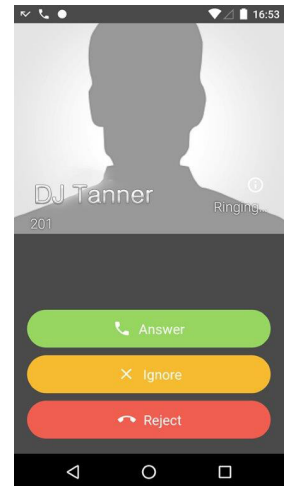
Incoming calls on the softphone app will use the same prompts on your operating system as a regular incoming Mobile call.

- 01** Answer or reject the calls as you would any other call.
- 02** Once the call is answered, the standard options will be displayed.
- 03** If notifications are enabled, you will be notified of missed calls. These calls will also be logged in the history.

iOS



ANDROID

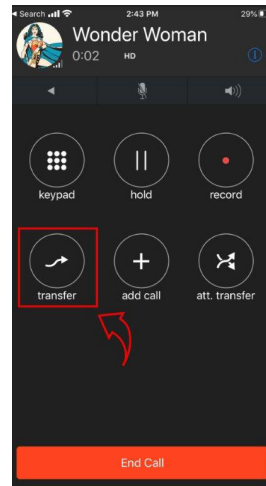


TRANSFERRING CALLS

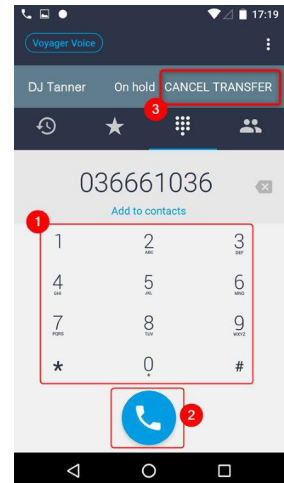
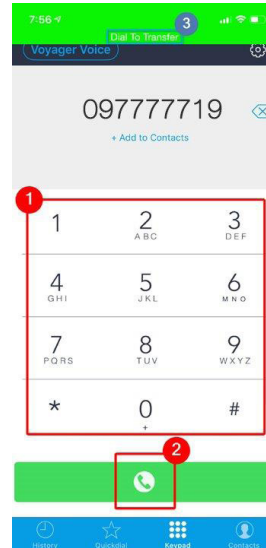
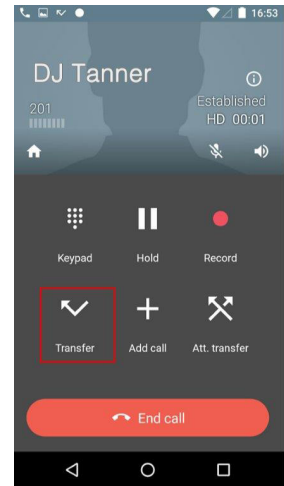
Blind Transfer

- 01** Click the “Transfer” button. This will place the current call on hold and take you to the keypad.
- 02** Dial the number or extension you wish to transfer the call to.
 - a.** Click the call button to complete the transfer.
 - b.** To cancel the transfer and return to the on-hold call instead, click on the “Dial to Transfer” or “Cancel Transfer” button on top.
 - c.** You can also use Quickdial, Contacts, or Call History to transfer calls to.

iOS



ANDROID



TRANSFERRING CALLS

Attended Transfer

01 Click the “Att. Transfer” button. This will place the current call on hold and take you to the keypad.

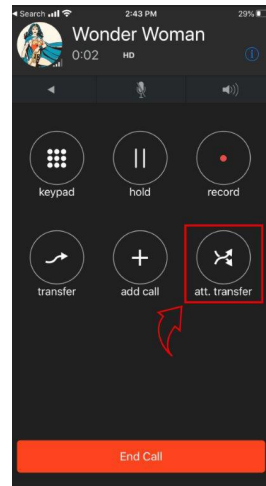
02 Dial the number or extension you wish to transfer the call to.

- Click the call button to start the attended transfer.
- To cancel the transfer and return to the on-hold call instead, click on the “Dial to Transfer” or “Cancel Transfer” button on top.
- You can also use Quickdial, Contacts, or Call History to transfer calls to.

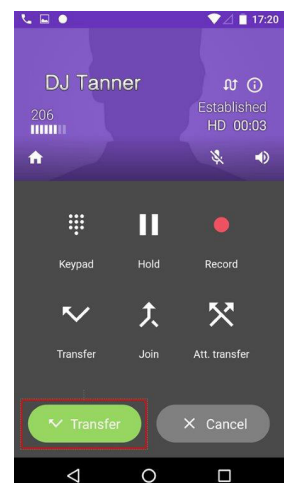
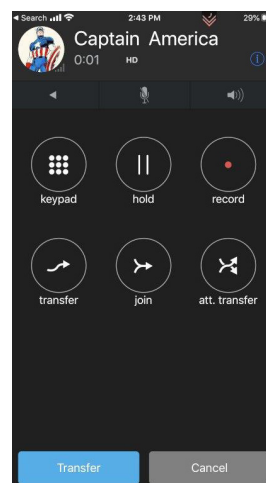
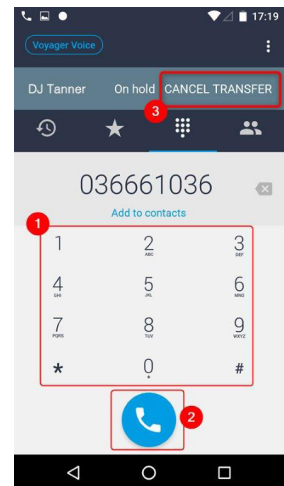
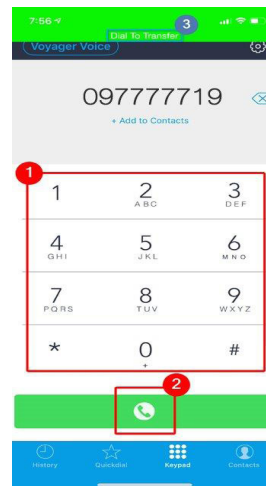
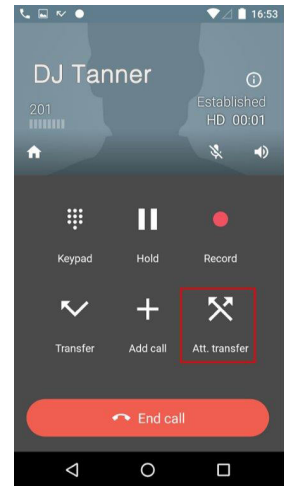
03 The call will ring, and once established you will have the option to transfer.

- When you are ready, click “Transfer” to complete the transfer.

iOS



ANDROID



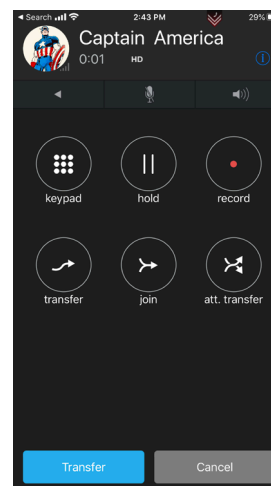
3-WAY CALLING

When a call is in progress

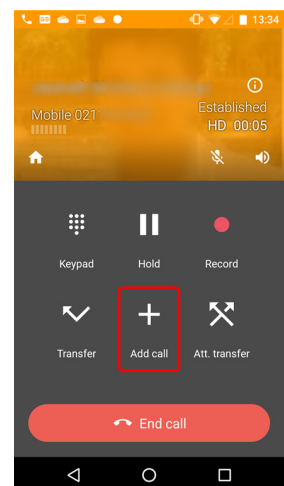
- 01** Tap the "+ Add Call" button.
- 02** Dial the third party as you would to make any other call. Please note that the current call is not on hold and the other party can still hear you.
- 03** Once the second call is established and you are ready to start the 3-way call, tap the "Join" button.
- 04** The 3-way call will then be in progress. To separate the callers, tap the "Split" button.

Please note that ending the call on the phone that initiated the 3-way call will end the conversation for all parties.

IOS



ANDROID



CHECKING VOICEMAIL

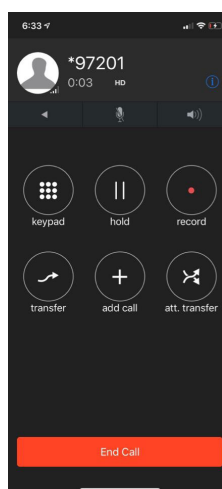
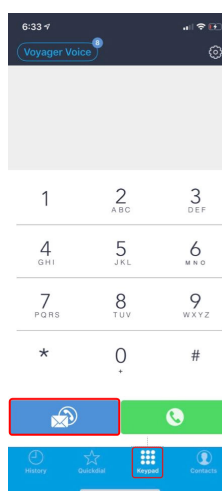
Your unchecked voicemail inbox count will be displayed on the softphone app.

iOS, the count will be shown on the Voyager Voice logo.

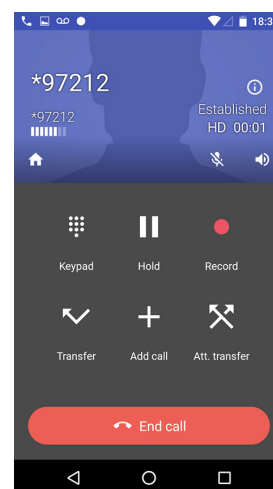
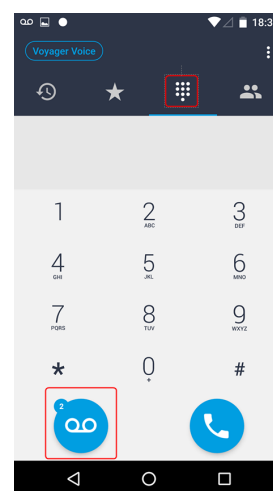
Android, the count will be shown on the voicemail button on the keypad.

- 01** To access your voicemail, go to the keypad and tap the voicemail button.
- 02** This will auto-dial *97, followed by your voicemail number.
- 03** From here, follow the standard Voyager Voice voicemail prompts.

IOS



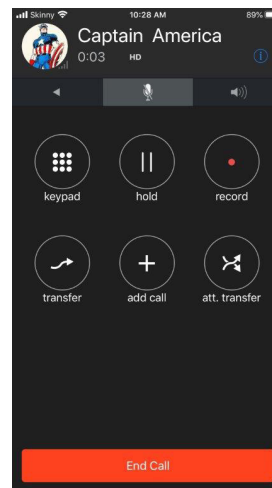
ANDROID



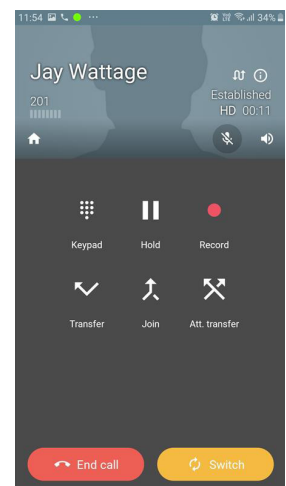
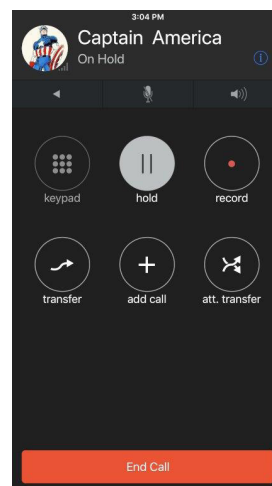
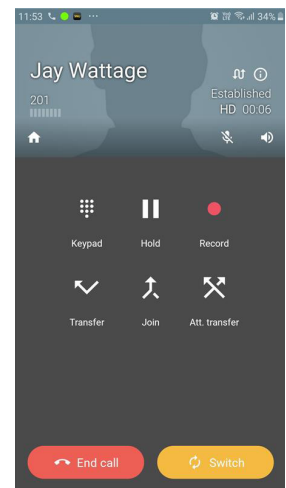
MUTE & HOLD

- 01** To mute your microphone while in a call, press the “Mute” button. To unmute, press the button again.
- 02** To place a call on hold, press the “Hold” button. To resume the call, press the button again.

IOS



ANDROID



CALL RECORDING

IOS

ANDROID

Record a single call

01 While the call is in progress, press the “Record” button.

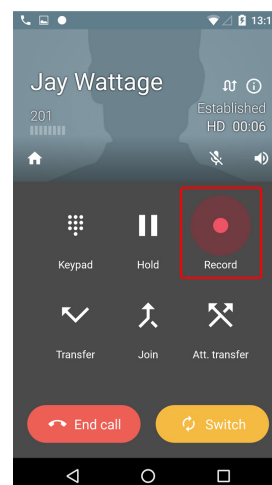
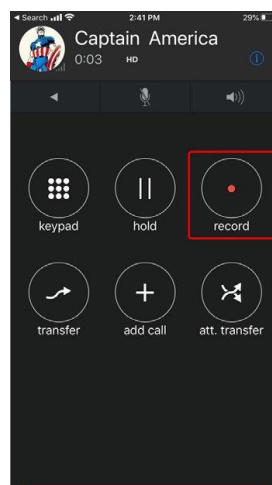
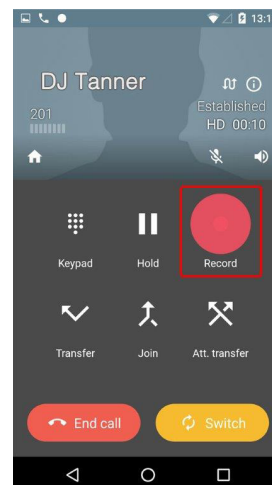
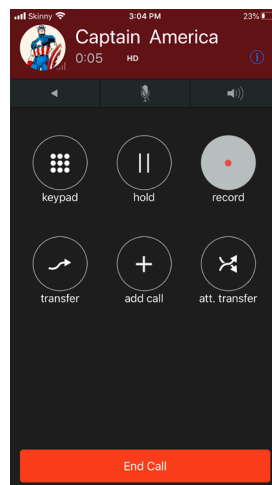
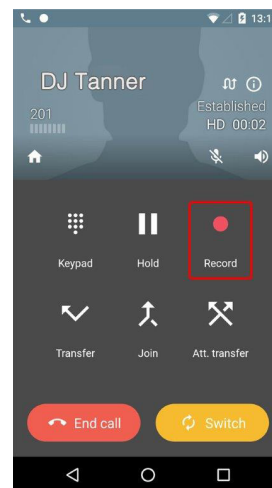
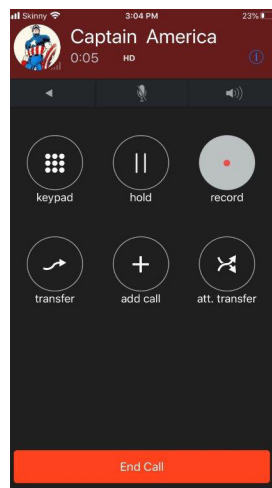
02 To verify that the recording has started:

a. On iOS, the top bar will blink red.

b. On Android, the “Record” button will blink red.

03 The recording will stop when the call ends. To end the recording during the call, press “Record”.

Please note: the other party will hear a beep every 15 seconds to notify them that the call is being recorded. You can disable this by toggling the switch on the warning beep setting. Please take note that there may be legal implications to this, which you will receive a disclaimer for.



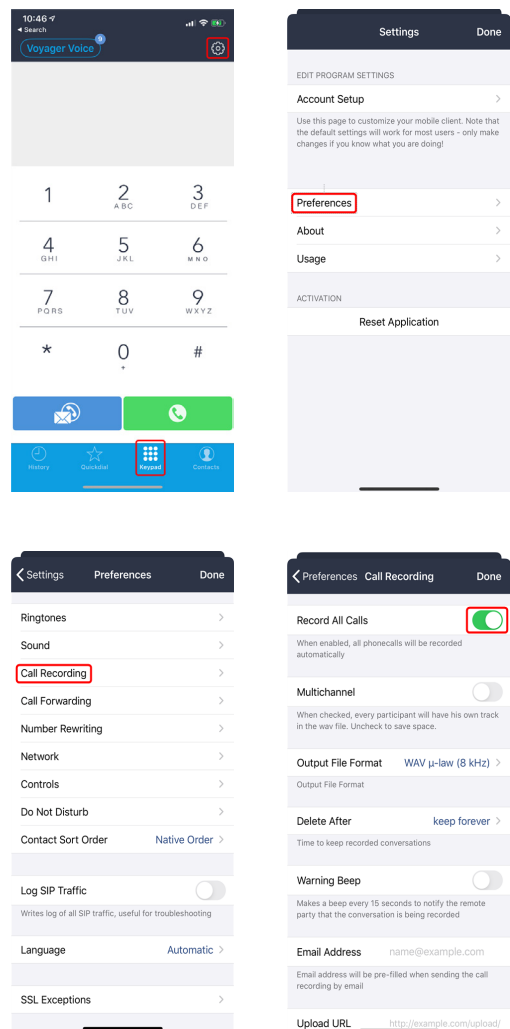
CALL RECORDING

Automatically record all calls

- 01 Go to the keypad, and then to settings.
- 02 Go to preferences.
- 03 Select "Call recording".
- 04 Here, you can enable or disable all calls to be recorded.

Please note: the other party will hear a beep every 15 seconds to notify them that the call is being recorded. You can disable this by toggling the switch on the warning beep setting. Please take note that there may be legal implications to this, which you will receive a disclaimer for.

(iOS only)



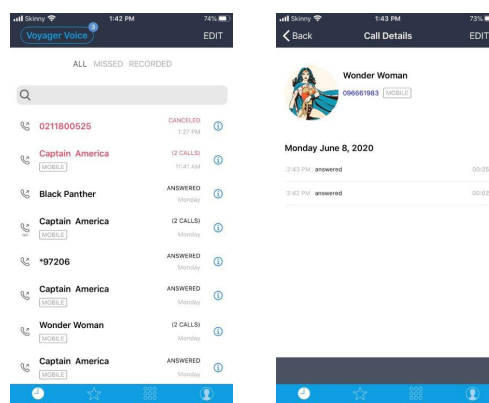
CALL HISTORY

The “History” section displays your call history and recordings.

Tapping on the log entry will show more call information. You can also call the logged contact from here.

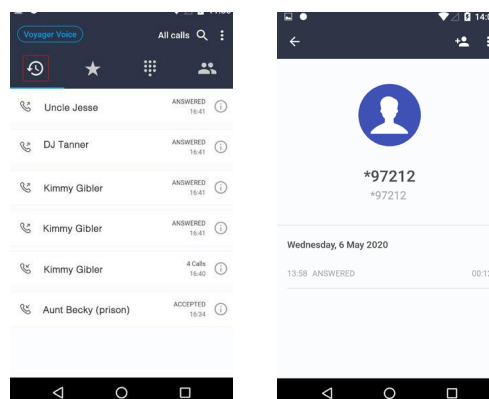
Delete History on iOS

- 01** Tap the “Edit” button on the top right.
- 02** To only delete specific logs, select the ones you wish to delete and tap “Delete”.
- 03** To delete the entire log, tap “Delete All”.



Delete History on Android

- 01** Tap on the hamburger menu.
- 02** Tap “Edit mode”.
- 03** To only delete specific logs, select the ones you wish to delete and tap the rubbish bin icon.
- 04** To delete the entire log, tap the rubbish bin icon.

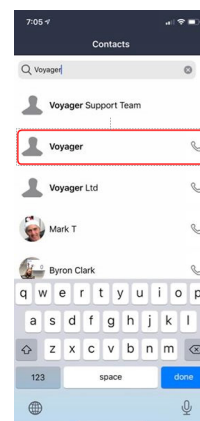
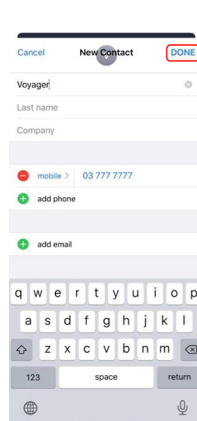
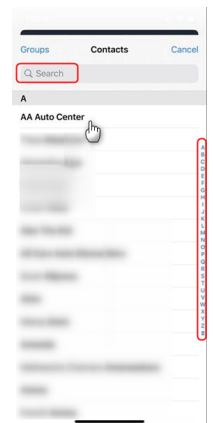
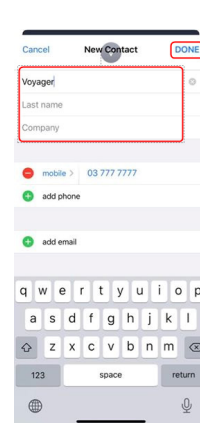
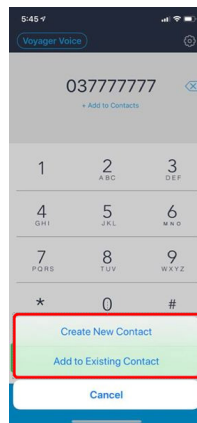
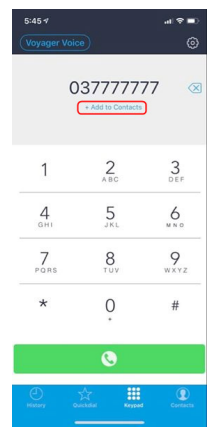
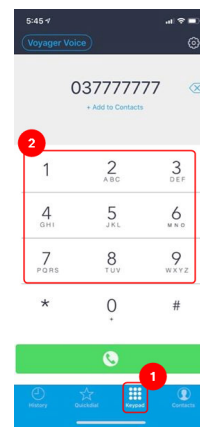
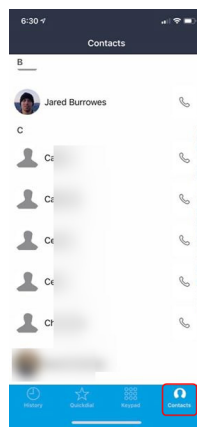


CONTACT LIST

The contacts displayed within the softphone app are the same contacts you have stored on your phone's operating system. By allowing the app access to the contacts, any changes to contacts made within the softphone app or the operating system will be synced.

Add / Edit contact on iOS

- 01** Select the keypad and enter the contact number you wish to add.
- 02** Tap "+ Add to Contacts".
- 03** To "Create a New Contact," add the contact name and number along with any other details.
 - a.** Tap "Done" to save or "Cancel" to discard.
- 04** To "Add to Existing Contact," you will be shown a list of your existing contacts.
 - a.** Search for or scroll to locate the contact, then tap on the contact to select.
 - b.** You will be shown the current contact card with the new number noted.
 - c.** Tap "Done" to save or "Cancel" to discard.
 - d.** The contact update will be saved to your phone's Contact List.



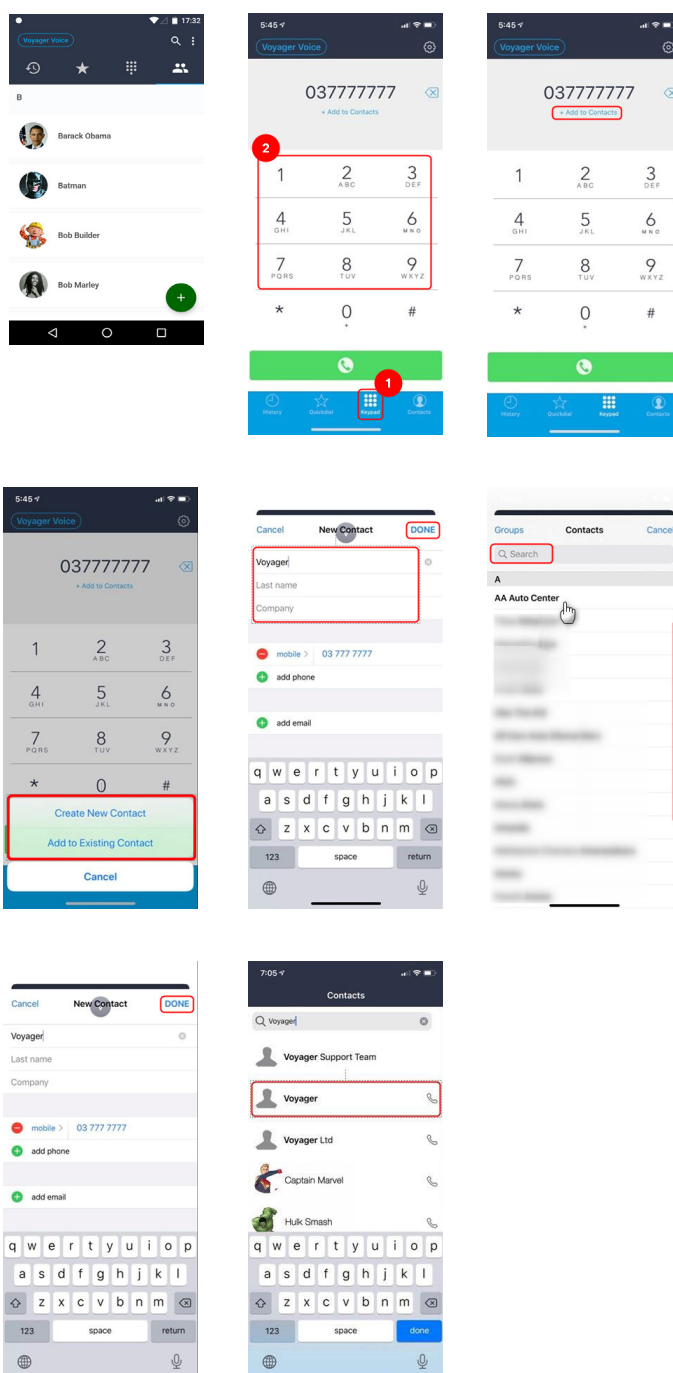
CONTACT LIST

Android: add from contacts

- 01 Tap the "+" icon.
- 02 Enter the contact information and tap "Save".

Android: add from keypad

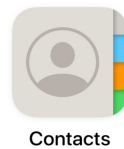
- 01 Select the keypad and enter the contact number you wish to add.
- 02 Tap on "+ Add to contacts".
- 03 You will be prompted to enter the contact name.
 - a. The number should already be populated.
 - b. To add more contact information, tap "More details".
- 04 To add to an Existing Contact:
 - a. Tap "Add to existing".
 - b. Locate the existing contact and tap on it.
 - c. Tap "Save".
- 05 The contact will be saved to your phone's Contact List.



REMOVING CONTACTS

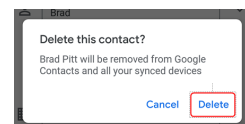
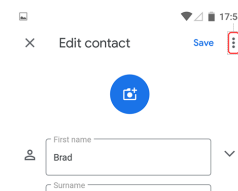
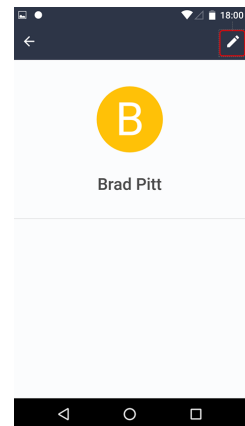
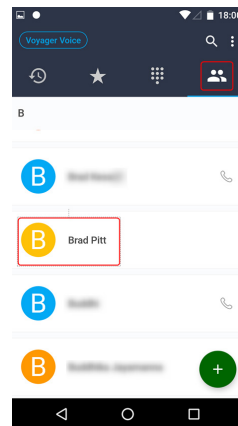
On iOS

- 01** To remove a contact, you will need to do this from the Contact list on your phone's operating system.




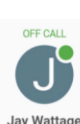
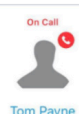
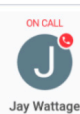
On Android

- 01** Go to the "Contacts" on the softphone app and locate the contact you want to delete.
- 02** Select the contact and tap on the "Edit" icon on the top right.
- 03** Tap the hamburger menu on the top right and tap "Delete" to remove the contact.



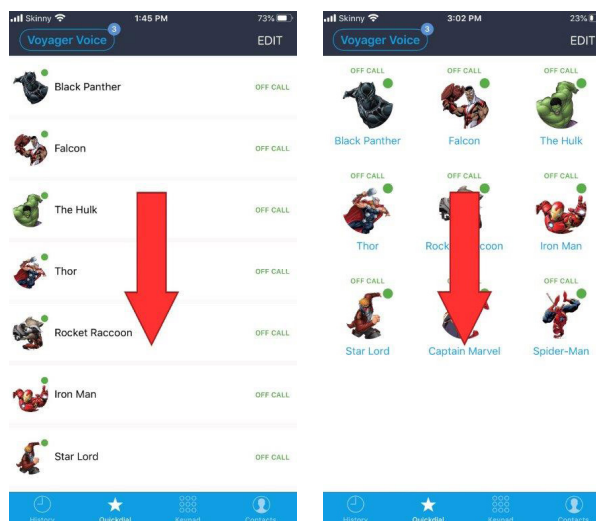
QUICKDIAL & BUSY LAMP

By default, the Quickdial tab contains all the internal users within your Voyager account. These also have BLF enabled. You can add your own custom quick dials or remove current ones.

BLF Status	iOS	Android
Available 'OFF CALL'	 Tom Payne	 Jay Wattage
Busy 'ON CALL'	 Tom Payne	 Jay Wattage

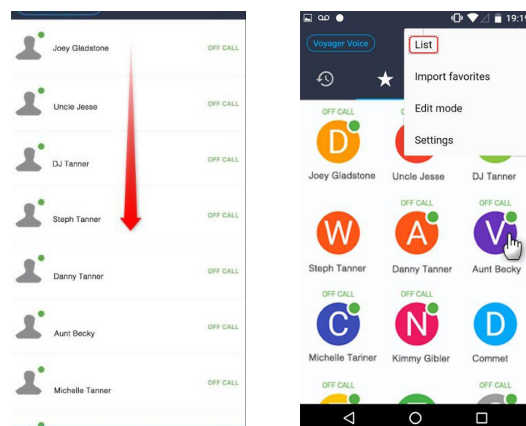
Switch View for iOS

- 01 You can switch between the list view and the grid view by pulling down on the page.
- 02 Perform the same action to switch back.



Switch View for Android

- 01 Tap the hamburger menu on the top right.
- 02 Select "List" to switch to list view, or "Grid" to switch back. You can also select "Edit mode" and tap on the list or the grid icon.

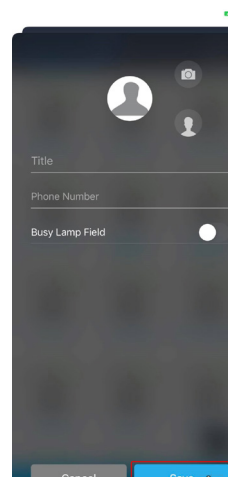
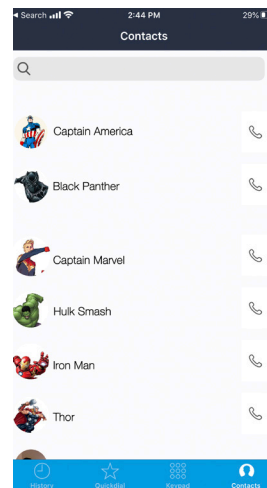
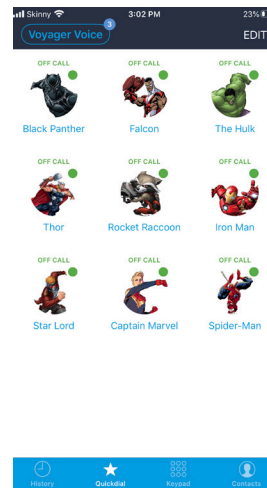


QUICKDIAL & BUSY LAMP

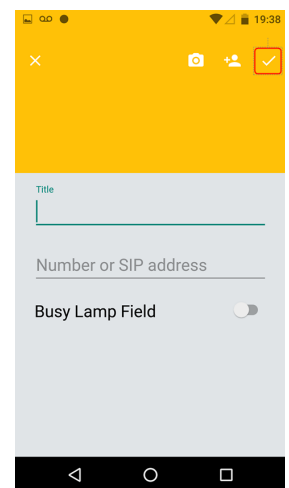
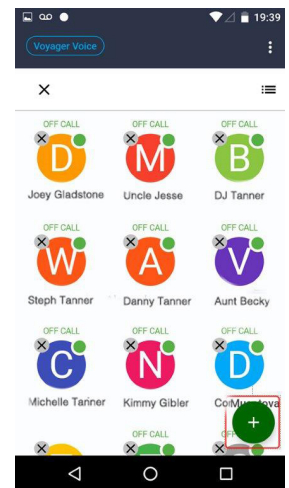
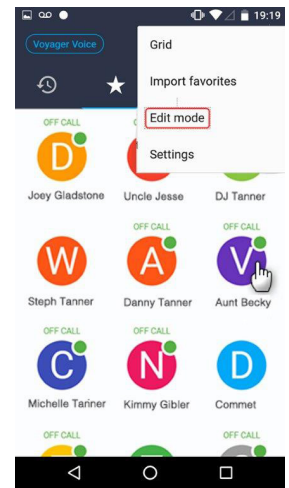
Add a Quickdial

- 01** For iOS: tap "Edit" on the top right.
For Android: tap the hamburger menu on the top right and select "Edit mode".
- 02** Tap the "+" button on the bottom right.
- 03** Enter the Quickdial title and phone number.
 - a. If it's an internal SIP contact, choose if you want to enable BLF.
 - b. Tap "Save"

IOS



ANDROID

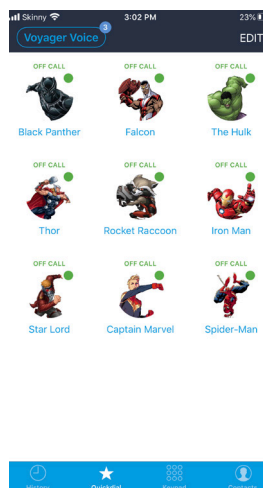


QUICKDIAL & BUSY LAMP

Remove a Quickdial

- 01** For iOS: tap "Edit" on the top right.
For Android: tap the hamburger menu on the top right and select "Edit mode".
- 02** For grid view: tap the "x" icon on the quick dial you wish to remove.
- 03** For list view:
 - a.** For iOS: tap the red delete icon
 - b.** For Android: tap on the "X" icon

IOS



ANDROID

