

SmartChoice Softphone

Mobile Application

User Guide

for Android TM

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About this Guide

This user guide provides guidelines on installing, setting up, and using the SmartChoice Softphone application on Android mobile devices.

Note: Screens pictured in this guide are samples and may differ from actual screens.

SmartChoice Softphone Mobile Application

This mobile application is a SmartChoice Softphone that can be installed on Android mobile devices and used to place and answer phone calls, and send messages via the Internet.

This application supports the following SIP call features:

- Inbound and outbound calls
- Call forwarding
- Call recording
- Voicemail
- Call transfer
- Messaging.

Requirements

To use this mobile application, ensure the mobile devices are connected to the Internet and equipped with voice call services. A headset may be needed.

Determining the Application Version

Determine the application version on the mobile device to check if the latest software is being used.

1. Touch **☰** > **Settings**.
2. Touch **About**.

Viewing the Legal Information

The legal information contains the copyright of software programs granted for use in this application by other software entities.

1. Touch **☰** > **Settings**.
2. Touch **About**.
3. Touch **☰** > **Legal information**.

Touch **DISMISS** after reviewing the **Legal information** screen.

Initial Setup

This chapter describes the instructions to start setting and running the application on a mobile phone. To begin, the user must have a username and password. Check with the Session Initiation Protocol (SIP) or Voice over internet protocol (VoIP) service provider to get the account credentials. Download and install the application on the mobile phone, sign in with the credentials, and set up the work account to begin using this application.

Application Installation

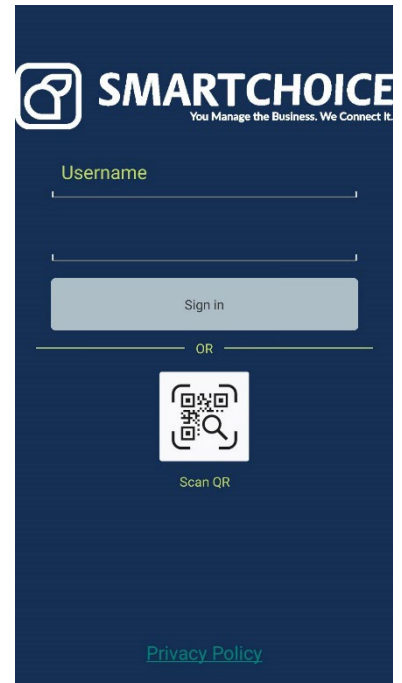
Ensure to install the Android version of the application on mobile phones with Android 11 or later versions. Install the SmartChoice Softphone application onto the mobile phone using one of the supported methods:

- USB connection
- Android debug bridge
- Wireless Android debug bridge
- microSD Card.

Signing in to the Application

To start using the application for the first time, sign in to the application with the account credentials provided by the voice call service provider.

1. Open the application.
The screen prompts the user to sign in.
(height: 2.7 in.)
2. Sign in using one of the following methods:
 - Fill in the **ID** and **Password** fields, and then touch the **Sign in** button.
 - Press **Scan QR**, and then point the camera window at a QR code containing the credentials.
Important: If you do not have these credentials, check with your service provider.



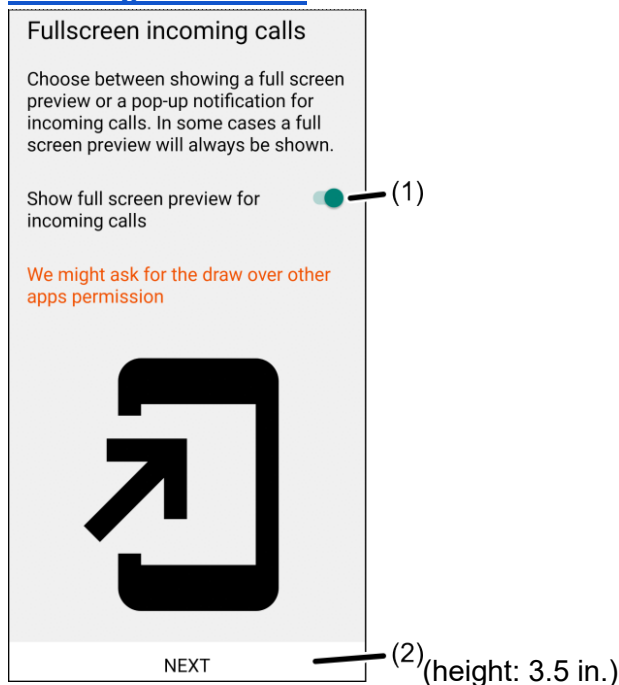
Setting Up Application Permissions

Upon signing in, the application requires the user to perform some initial setup, such as media devices, media files, and incoming call notification permissions. The user can always make changes to these settings on the phone later.

1. Touch **Next** on the **Microphone permission** screen.
2. Select allow this softphone application to record audio using the microphone.
3. Touch **Next** on the **Phone permission** screen.
4. Select allow this application to make and manage GSM phone calls.
5. Touch **Next** on the **Contacts permission** screen.
6. Select allow this application to access the contacts on the phone.
7. On the **Fullscreen incoming call** screen, enable or disable the **Show full screen preview for incoming call (1)** switch, and then touch **Next**.

Important:

- If the user chooses to disable the **Show full screen preview for incoming call (1)** option, omit steps from 8 to 11.
- The **Fullscreen incoming call** feature decides how the notifications occur when the application receives incoming calls. The user can change the setting later. See the [Changing the Incoming Call Screen](#) section for instructions.



8. Touch the **Settings** button on a dialogue box asking for permission to access the **Display over other apps** setting.
Note: Select the **Skip** button to set this up later.
9. Scroll through the list to locate this softphone application, and then tap it.
10. Enable the **Allow display over other apps** switch.
11. Touch **Back**.
 The application screen displays the **Keypad** tab.

Service Provider Icon Indications

Upon successfully signing into this application, the icon of the service provider at the top left corner should appear in green.

Note: The color of this icon is assigned by the system administrator.

Icon color	Indications
Green	The account is registered.
Red	The account is not registered yet. Check your internet connection or contact your service provider to get assistance.
Blue	Automatic call forwarding is enabled.

Voice Account Registration Status

The account registration status of the voice service is also visible in the Notification panel. Swipe down from the top of the screen to open the Notification panel and view the status.

(Optional) Changing Display Language

The display language of this application follows the default operating system language of the phone, but users can choose to change it.

To change the display language:

1. Touch **☰** > **Settings** > **Preferences**.
2. Touch the **Language** option.
A list of available languages displays.
3. Select the desired language.

Using the Application

This chapter describes the features of this softphone application and user instructions. Use this application to communicate with other users via calls and instant messaging.

Note: Depending on how the system administrator configured the user interface of this application, the screen may appear differently than the graphics in this user guide.

Application Main Screen

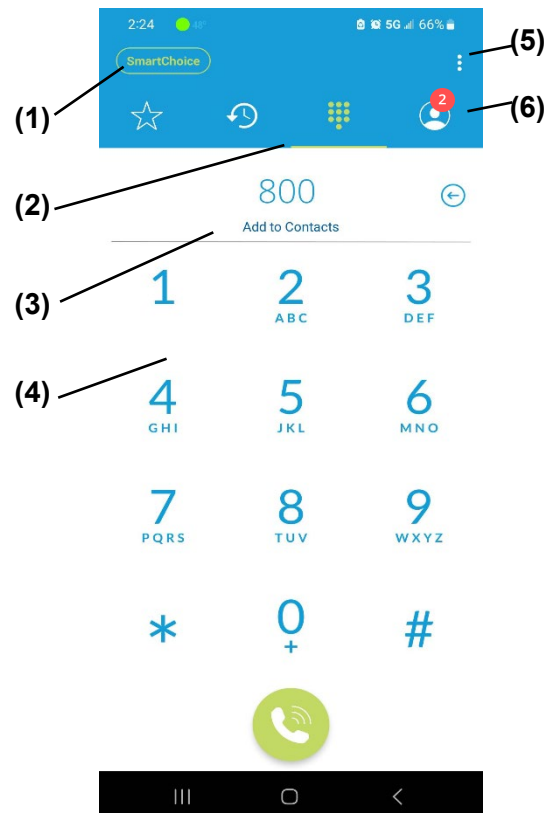
Open the application to display the keypad (4) on the screen. This softphone application has a tab bar (2) and displays the voice service registration status (1) of the account using this application.

(height: 3.5 in.)

- Touch an icon in the tab bar (2) to navigate to the corresponding screens.
- The icon (1) displays the voice service provider. The icon color indicates the voice account registration status.
- To begin using the application, make a call by tapping the number on the keypad (4) and the numbers are displayed in the phone number field (3).






Note: See the [Making Calls](#) section for more information.

- To configure the application settings, touch ⋮ (5) > **Settings**.
- The dot (6) on the tabs keeps track of unread messages or missed calls in the application.



Tab Bar Icons

Use the tab bar to navigate to the corresponding screens.





Tab	Description
	Keypad - Use the dialer to call new phone numbers.
	Contacts - Displays the contact directory.
	Messages - Send messages to the contacts.
	History - Displays the call history.
	Quick dial - Saves quick dials for the contacts frequently calling.

Note: This application supports adding more tabs to the tab bar. Check with your system administrator for more information.



Making Calls

Use this application to place a call by dialing a phone number, or calling a number from the address book, messages, or call logs. You can also create a list of quick dials for the people you often call.


Make an outgoing call via the following options:

- New phone numbers
 1. Touch the **Keypad**  tab.
 2. Dial the phone number.
Important: Include the country codes when dialing the numbers. For example, use **+1** when calling someone from North America.
 3. Touch the **Call**  icon to initiate the call.
- Contacts directory
 1. Touch the **Contacts**  tab.
 2. Search for the contact name.
 3. Touch the **Call**  icon to initiate the call.
- Quick dials

Note: See the [Quick Dials](#) section to learn how to add a quick dial.

 1. Touch the **Quick Dial**  tab.
 2. Touch the contact name to initiate the call.
- Messages
 1. Touch the **Messages**  tab.



2. Touch the contact name to open the conversation.
3. Touch **>** **Call**.
The call is initiated.

- Call history
 1. Touch the **History**  tab.
 2. Locate the contact name or phone number.
 3. Touch the call log to initiate the call.

After the conversation, touch the **End call**  button to dismiss a call.

Making Video Calls

When the user makes video calls, the camera turns on and the user's face and the surrounding become visible to all the call participants. To use video calls, the device must at least have a front- or rear-facing camera.

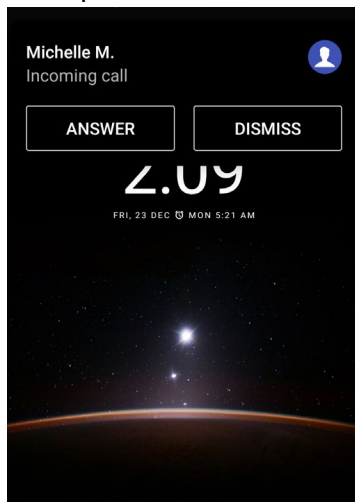
- To turn on the camera in the mid of a call, see the [Switching Between Video and Audio Calls](#) section for more information.
- To turn on the camera every time making calls, enable the **Start video automatically** setting. See the [Setting Video Call Mode](#) section for more information.
- To selectively make a video call to some contacts, open the **Contacts**  tab. Search for the contact and then touch the **Video**  icon beside the name.

Receiving Calls

This softphone application rings when someone calls the user. The user can answer, silence, or dismiss the call.

Note: The application can display the incoming call as a notification or in a full screen, depending on the **Allow display over other apps** configuration done during the initial setup. See step 7 in the [Setting Up Application Permissions](#) section for more information.

- When the **Allow display over other apps** option is disabled, incoming calls display as a notification at the top of the screen.



(height: 2.7 in.)

- Touch the **ANSWER** button to answer the call.
 - Touch the **DISMISS** button to dismiss the call.
- When the **Allow display over other apps** option is enabled, incoming calls display in full screen:



(height: 3.5 in.)

- The screen displays the caller's name and phone number (1).
 - Touch the **Answer** (2) button to answer the call.
 - Touch the **Ignore** (3) button to silence the ringer.
 - Touch the **Reject** (4) button to dismiss the call.
 - Touch the **Information** ⓘ (5) icon to open the metric displaying the call quality.

Forwarding Calls

When the call forwarding function is enabled in the application settings and the **Forward** button is activated, the application can redirect an incoming call to an alternate phone number.

Important: To make the **Forward** button visible on the incoming call screen, the user must enable the **Forward button** switch in the settings.

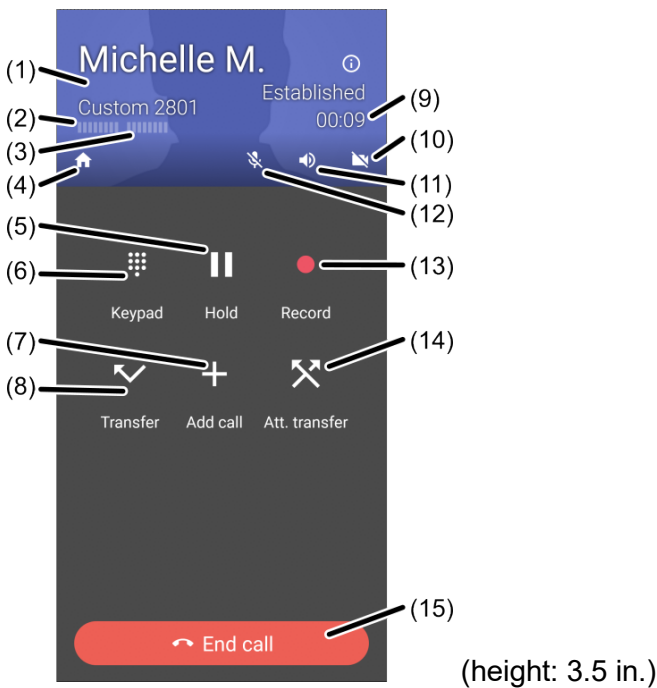
1. Select the **Forward** button on the incoming call screen.
The application screen displays.
Note: Tap **CANCEL FORWARD** to dismiss the call forward.
2. To forward the call to another number, follow the steps in the [Making Calls](#) section.
This call is forwarded to another number.

Note: The user can also set all incoming calls automatically be redirected to an alternate number. This is useful if the user intends to answer all calls on another device. See the [Call Forwarding Settings](#) section for more information.

Mid-Call Operation

While in the middle of an active phone call, the user can put the call on hold, record calls, transfer calls (attend and unattended), merge calls, and open a dual-tone multi-frequency (DTMF) keypad.

Note: To access other tabs on a call, tap the **Home**  icon to leave the active call screen and open the application screen.




Item	Description
(1)	Displays the name and phone number of the person on the call.
(2)	Displays the input level of the call participant's microphone.

Item	Description
(3)	Displays the input level of the user's microphone.
(4)	Presses to open the application screen.
(5)	Puts the call on hold. By toggling this button, the user can hold or resume the call.
(6)	Opens the dual-tone multi-frequency (DTMF) keypad.
(7)	Adds new call participant(s) to the present call.
(8)	Initiates a cold or unattended transfer.
(9)	Displays the call duration.
(10)	Turns on the camera. The user can turn the camera on or off by toggling this icon.
(11)	Turns on the loudspeaker. The user can turn the loudspeaker on or off by toggling this icon.
(12)	Turns off the microphone. The user can mute or unmute the microphone by toggling this icon.
(13)	Toggle to start and stop recording the call. Note: See the Call Recording Settings section for more information.
(14)	Initiates a warm or attended transfer.
(15)	Dismisses the call.

Muting or Unmuting the Microphone

Touch the **Mute**  icon to mute the microphone. Touch this icon again to unmute.









Turning the Speakerphone On or Off

Touch the **Speaker**  icon to turn on the speakerphone. Touch this icon again to turn the speakerphone off.

Note: Users can set the devices to turn on the speakerphone automatically for calls. See the [Speakerphone Mode](#) section for more information.


Switching Between Video and Audio Calls

Switch to video between audio and video in calls by turning the camera on and off manually.


- To switch from audio to video call:
 1. Touch the **Camera** icon on a call screen.
 2. Select the camera:
 -  - Cancels video call
 -  - Uses front camera
 -  - Uses rear camera.
 3. (Optional) To switch to another camera, tap the rear camera  or the front camera  icon.
- To switch from video to audio call:
 1. Touch the **Back** icon beside the call participant's name to exit from the video call screen.
 2. Tap the rear camera  or the front camera  icon.
 3. Select **No camera** .

Note: Users can set the application to make video calls every time. See the [Setting Video Call Mode](#) section for more information.


Making an Unattended Transfer

On the call screen, touch the **Transfer**  button to initiate an unattended transfer. Unattended transfer, also known as cold or blind transfer, is when you transfer a call to another destination without establishing a conversation with this new call recipient. The first call is put on hold until the call is transferred successfully.


To make an unattended transfer:

1. On an active call, touch the **Transfer**  button.
The application screen displays that the first call is placed on hold.
Note: Tap **CANCEL TRANSFER** to dismiss the transfer.
2. To transfer the call to another person, follow the steps in the [Making Calls](#) section.
Once the new recipient answers the call, the first call is ended.

Making an Attended Transfer

On the call screen, touch the **Att. Transfer**  button to initiate an attended transfer. Attended transfer, also known as warm transfer, is when you transfer a call to another destination but want to speak with this new call recipient before the transfer. The first call is put on hold until the call is transferred successfully.

To make an unattended transfer:

1. On an active call, touch the **Att. Transfer**  button.
The application screen displays that the first call is placed on hold.
Note: Tap **CANCEL TRANSFER** to dismiss the transfer.
2. To transfer the call to another person, follow the steps in the [Making Calls](#) section.
3. Speak with the new call recipient when the new call is answered.

4. Touch the **Transfer**  button to transfer the call.

Note: To cancel the unattended call operation, select the **Cancel X** button.

Recording Calls

This application can record voice calls. Use this feature when reviewing the call content is required.

Important: Some countries impose laws and regulations on recording calls. We recommend that the users get consent from the call participants before recording the call. Consult with the regulatory experts in your company before using this feature.






To start recording an active call, select the **Record**  button on the call screen. The button then blinks. Touch this icon again to stop the recording.

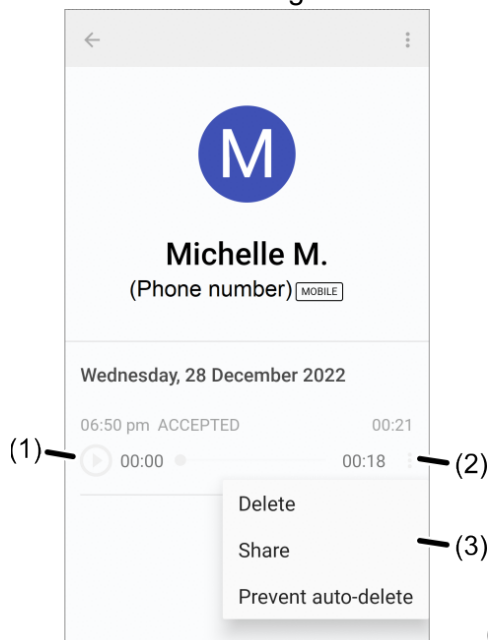
Note: Go to the [Call Recording Settings](#) section to learn more about call recording configurations.

Managing Call Recordings



Once the calls are recorded, the users can retrieve them in the **History**  tab.

To access a call recording:

1. Touch the **History**  tab.
2. Touch the **Information**  icon beside the name or phone number you want to retrieve the recording.
Note: The **Recording**  icon denotes the call log has recording(s). See the [Call Log Icons](#) section for more information.
3. Touch the **Play Record**  (1) button to listen to the recording.
The button then changes to .



(height: 3.3 in.)

4. (Optional) Touch the **Pause**  button to pause the recording.
The button then changes to . Touch this button again to resume playing.

5. (Optional) Touch the **Settings** ⋮ (2) icon on that recording entry.

A list of recording settings (3) displays:

- **Delete** - Deletes the recording
- **Share** - Sends the recording to someone else
- **Prevent auto-delete** - Keeps the recording from being deleted by the auto-delete duration setting.

Note: See the [Setting Automatically Delete Recordings](#) section to learn about recording scheduled deletion.

Locking Recordings

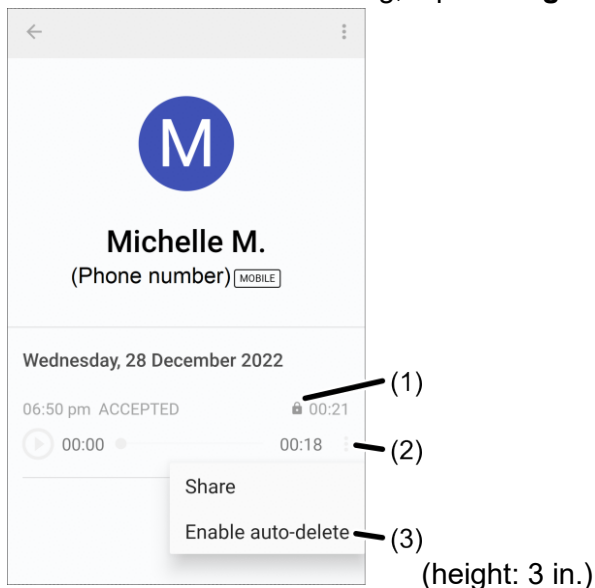
When an auto-delete recording duration is set, the recordings are deleted once expired (see the [Setting Automatically Delete Recordings](#) section to learn about recordings scheduled deletion). However, by enabling **Prevent auto-delete**, the user can lock some important ones to exclude them from the scheduled deletion.

To lock the recording from being deleted:

1. Touch the **History** ⌚ tab.
2. Touch the **Information** ⓘ icon beside the name or phone number you want to retrieve the recording.
3. On that recording entry, touch **Settings** ⋮ (2) > **Prevent auto-delete**.

A lock (1) displays on the entry which indicates it is excluded from being deleted.

Note: To unlock the recording, tap **Settings** ⋮ (2) > **Enable auto-delete** (3).




Placing a Call on Hold

Users can put a call on hold to pause the conversation so that none of the user and call participant(s) can hear each other. To put a call on hold, touch the **Hold** || button on the call screen. Touch this button again to resume the call.




Conference Calls

The users can add more people to an active call to form a conference call.


Establishing a Conference Call

Touch the **Add call**  button to add more people to an active call to make a conference call and have discussion with that group of people.




To form a conference call:

1. On the call screen, select the **Add call**  button.
Note: Tap **BACK TO CALL** to cancel adding a new participant.
2. Follow the steps in the [Making Calls](#) section to make a new call.
The first call is still on hold.
3. Touch the **Join**  button when the second recipient answers the call.
The call screen indicates a conference call is formed.
4. To add more people, repeat steps 1 to 3.
5. To dismiss a conference call, select the **End call**  button.


Splitting a Conference Call

In a conference call, the user can split the conference to separate calls by tapping the **Split**  button. Consider using this feature when some call recipients want to leave the conference or have a private conversation with the caller.

To split a conference call:

1. On an active conference call, select the **Split**  button.
The conference call is put on hold.
2. Touch the **Switch**  button and pick the participant to talk separator to remove from the conference.
Note: To form a conference call from the separate calls again, select the **Join**  button on the call screen.

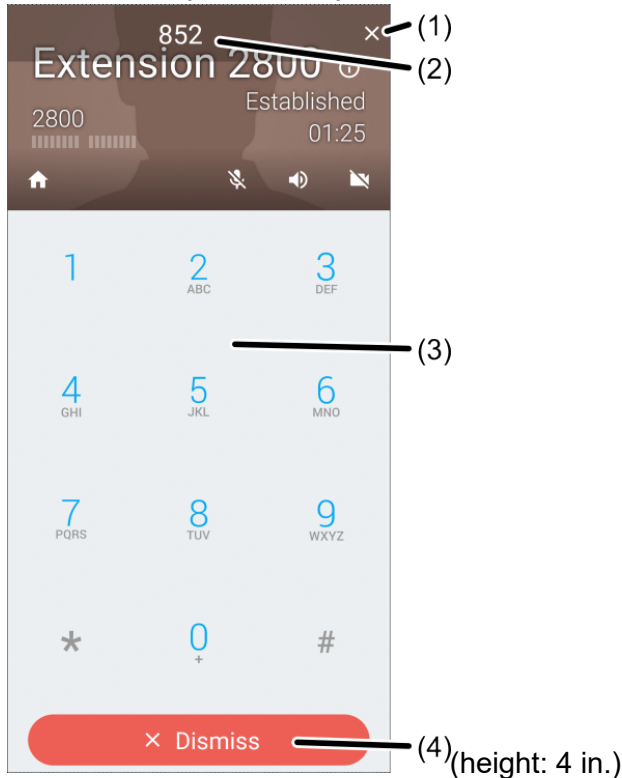
Entering DTMF Digits

Toggle the **Keypad**  button on the call screen to open the DTMF keypad. Dial the keypad to enter any inputs in a call.

To use the DTMF keypad:

1. On the call screen, touch the **Keypad**  button.

The DTMF keypad displays.



2. Dial on the keypad (3) as required.
The number is displayed in the digit field (2) at the top of the screen.
3. (Optional) To clear the digit field, tap the **Close X** (1) icon.
4. To close this DTMF keypad, touch the **Dismiss** (4) button.

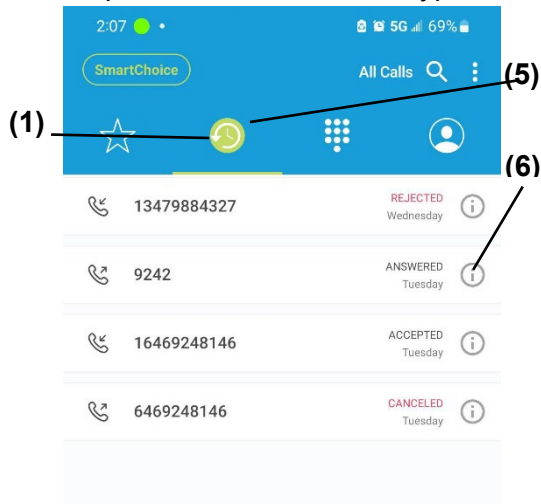
Saving New Phone Numbers from Messages to Contacts

After receiving a message from a new phone number, the user can save that number to the address book.

1. Touch **☰** > **People and Options**.
2. Tap the number under **People in this conversation**.
3. Tap the **Add Contact** **+** **👤** icon at the top of the screen.
4. Follow the instructions on the screen to save as a new contact or add to an existing contact.

Call History

The **History** **📞** (1) tab records all the call logs from most recent to earliest. The call logs display the contact name or phone number, the call type, and the time of the call.








(height: 3 in.)

- The number in the red dot (2) on the **History** **📞** tab represents the number of missed calls.
- Touch the **Information** **ⓘ** (3) icon to learn more details about the call.
- Tap on the call logs to make calls. See the [Making Calls](#) section for the details.


Call Log Icons



The call log icons indicate the types of calls and the availability of call recording.

Icons	Indication
	Received incoming call
	Outgoing call
	Call recording available

Icons	Indication
	Call recording in an incoming call
	Call recording in an outgoing call

Filtering Call Logs



Filter the call logs in the **History**  tab to show missed calls, recorded calls, or a specific contact only as needed.

- Touch **All calls**:
 - **All calls** - Restores displaying all the calls.
 - **Missed calls** - Displays missed calls only.
 - **Recording calls** - Displays recorded calls only.
- Touch the **Search**  icon:
 - To filter a call from a contact, type the name in the **Search input** field.
 - To use voice to search for a contact, tap the  icon and then say the name.


Deleting Call Logs

The users can choose to delete specific calls or all in the **History**  tab.




Deleting call log entries:

1. Touch  > **Edit mode**.
2. Tap a call log entry.
3. Tap more entries, if needed.
Selected entries are displayed in gray.
4. Touch **Delete** .

Deleting all call logs:

1. Touch  > **Clear call history**.
2. Touch **OK**.

Deleting message(s) in a conversation:

1. Touch the **Information**  icon on a call log entry.
2. Touch  > **Edit**.
3. Tap a call log entry.
4. Tap more entries, if needed.
Selected entries are displayed in gray.
5. Touch **Delete** .



Other Call History Operations

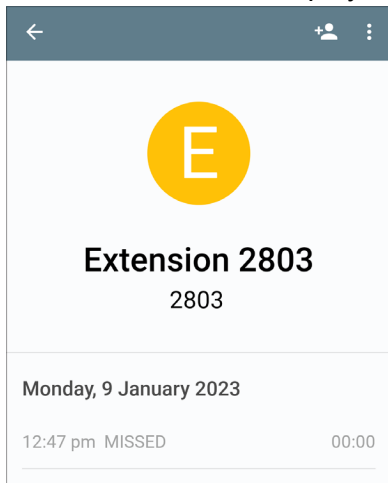
By pressing and holding the call logs in the **History**  tab, the users can reach out to the previous call participants via call or messaging.

- **Auto call** - Makes a video call if the **Start video automatically** setting is enabled. Or else, tapping this option initiates an audio call.
- **Call** - Makes an audio call.
- **Video call** - Makes a video call.
- **GSM call** - Makes Global System for Mobile communications (GSM) call, which is a call using the cellular network.
- **Message** - Sends messages.
- **Copy number** - Copies the phone number.


Saving New Phone Numbers from Call History to Contacts

After receiving a call from a new phone number, the user can save that number to the address book.


1. Touch the **History**  tab.
2. Touch the **Information**  icon beside the new phone number.
The call information displays.

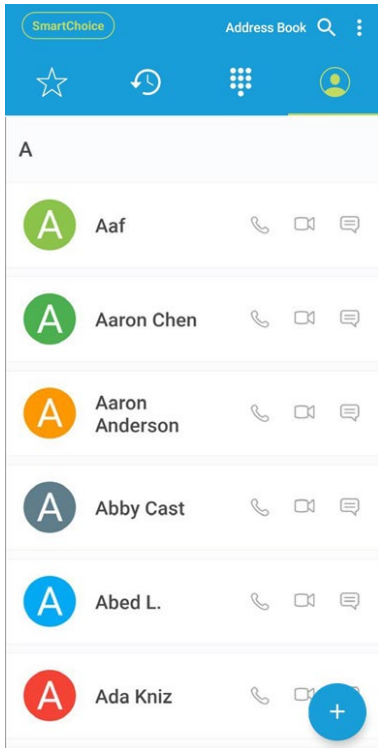


(height: 2.5 in.)

3. Tap the **Add Contact**  icon at the top of the screen.
4. Follow the instructions on the screen to save as a new contact or add to an existing contact.




Contacts Directory

To access all the contacts, open the **Contacts**  tab.







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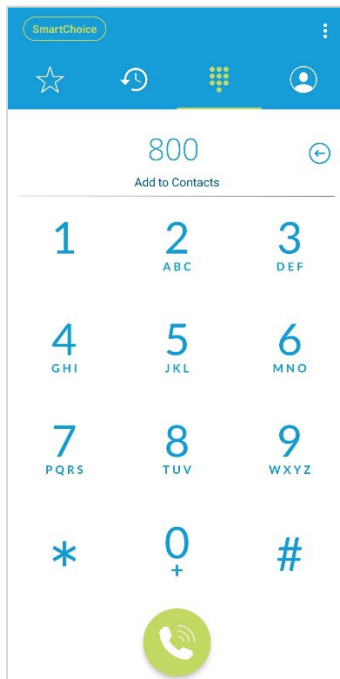
Touch the following icons beside the name of the contact:

- **Call**  - Makes an audio call
- **Video**  - Makes a video call
- **Messages**  - Sends messages.

Adding New Contacts

Add new contacts to the address book and the users can look for them in the **Contacts**  tab.

- To manually enter the phone number and create the contact:
 - Open the **Contacts**  tab, touch the **Add New**  button, enter the name and phone numbers in the contact fields, and then save it.
 - Open the **Keypad**  tab, use the dialer tab to dial phone numbers, tap **Add to contacts**, enter a name in the name field, and then save it.





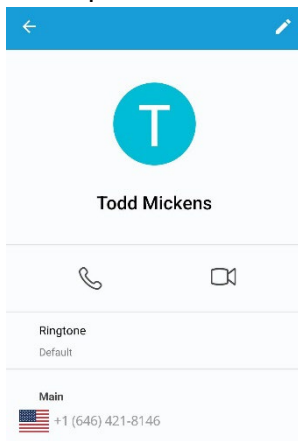
(height: 3.5 in.)

- To save new phone numbers from recent calls, see the [Saving New Phone Numbers from Call History to Contacts](#) section.
- To save new phone numbers from recent messages, see the [Saving New Phone Numbers from Messages to Contacts](#) section.

Editing Contacts

Users can update information such as names or add new numbers to existing contacts in the address book.

1. Open the **Contacts**  tab.
2. Tap a contact that needs updates.
3. Tap the **Edit**  icon.





(height: 2.3 in.)


4. Make changes and then save it.

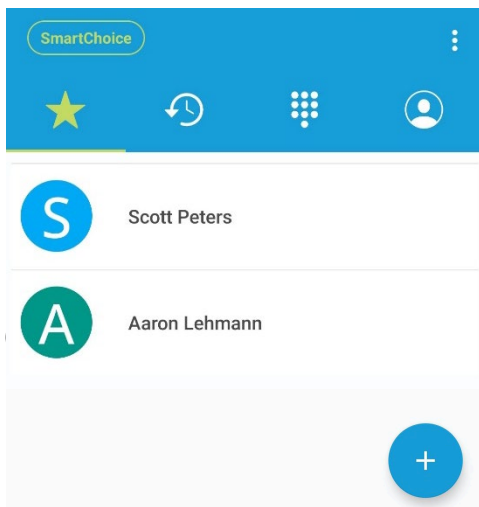
Deleting Contacts

Remove contacts from the directory when those contacts no longer exist.


1. Open the **Contacts**  tab.
2. Tap a contact.
3. Tap the **Edit**  icon.
4. Touch **:** > **Delete**.



Quick Dials

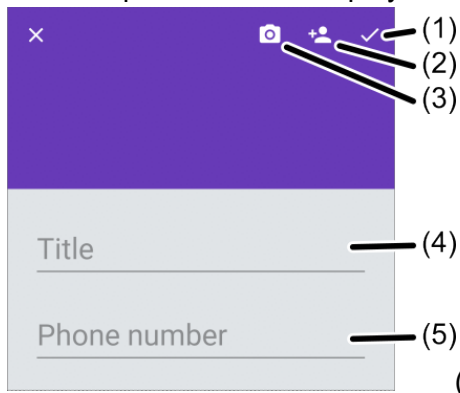
Add or create a call shortcut in the **Quick Dials**  tab for the contacts that the users call frequently. A tap on a quick dial places the call instantly.



Creating New Quick Dials


Users can create new phone numbers as quick dials in the **Quick Dials**  tab.

1. Open the **Quick Dials**  tab.
2. Touch the **Add New**  button.
A blank quick dial form displays.



(height: 2 in.)




3. Fill in the name (4) and phone number (5) fields.

4. (Optional) Touch **Camera**  (3) to take or assign an image to a quick dial contact.
5. Tap the **Complete** ✓ (1) icon.

The new quick dial displays in the **Quick Dials** ★ tab.

Adding Existing Contacts as Quick Dials


Users can add existing contacts as quick dials in the **Quick Dials** ★ tab.

1. Open the **Quick Dials** ★ tab.
2. Touch the **Add New**  button.
A blank quick dial screen displays.
3. Tap the **Add Contact**  (2) icon.
4. (Optional) Touch **Camera**  (3) to take or assign an image to a quick dial contact.
5. Tap the **Complete** ✓ (1) icon.


The new quick dial displays in the **Quick Dials** ★ tab.

Deleting Quick Dials

Users can clear some old shortcuts in the **Quick Dials** ★ tab when the list is too long.


1. Open the **Quick Dials** ★ tab.
2. Touch  > **Edit mode**.
3. Tap **Delete X** on the quick dial icon.
The screen bottom displays a **Quick dial entry deleted** message and an **UNDO** option that lasts for four seconds.
Note: Tap the **UNDO** option to cancel deleting the quick dial.

Grid or List Layout

In the **Quick Dials** ★ tab, touch  and then select **List** or **Grid** depending on the layout preference to display the quick dials.


- List - The quick dials list vertically.
- Grid - The quick dials are displayed in rows and columns.

Importing Favorite Contacts from the Phone

Copy some favorite contacts on their phones previously to this application. In the **Quick Dials** ★ tab, by tapping  > **Import favorite**, a copy of these contacts can be easily duplicated into this application.

Checking Call Usage

The usage report of this application allows the users to monitor calling activities used in this application which include the call duration and frequency.

1. Touch  > **Settings**.

2. Touch **Usage**.
The **Usage** screen displays.

Usage Screen

Use the **Usage** report to view the user's calling activity. Touch the **Reset** button to return the counters to zero.

- **Talk times** - Displays the call duration in current month, previous month, and accumulated call duration since the call time counter is reset.
- **Call counts** - Displays the number of calls made in current month, previous month, and accumulated number since the call counter is reset.

Settings

This chapter describes the settings of this softphone application on Android mobile devices.

To access the settings of this application, touch **☰** > **Settings** to open the **Settings** screen.

Notifications

The notifications settings allow the user to configure how audio and visual notifications occur when calls and new messages come through.

Changing the Incoming Call Screen

Users are prompted to set the **Fullscreen incoming call** feature during the initial setup. This feature decides how the notifications occur when the application receives incoming calls - whether to display incoming calls as pop-up notifications or in full screen.

Note: To view the notification screens, go to the [Receiving Calls](#) section for the examples.

To change this setting:

1. Go to the phone settings.
2. Touch **Apps and notifications** > **Advanced** > **Special app access**.
3. Select **Display over other apps**.
4. Scroll through the list to locate this softphone application and tap it.
5. Enable or disable the **Allow display over other apps** switch.
 - Enabled - The application displays incoming calls in full screen.
 - Disabled - This application displays a pop-up notification when receiving incoming calls.


Setting Application Ringtone

By default, the application uses the same ringtone as the phone for incoming calls. Users can change the ringtone to a different one for this application.

1. Touch **☰** > **Settings** > **Preferences**.
2. Touch **Ringtone**.
3. Choose a ringtone.
4. Touch **OK**.

Setting Custom Ringtone



The user can assign a different ringtone for certain contacts.

1. Open the **Contacts**  tab.
2. Tap the contact that needs a custom ringtone.
3. Touch **Ringtone**.

4. Choose a ringtone.
5. Touch **OK**.

Setting Custom Notifications Tone


By default, the application uses the same notification sounds as the phone when receiving messages. The user can set a custom tone for some contacts.

1. Touch the **Contact**  tab.
2. Search for the contact that needs a custom notification tone.
3. Tap the **Messages**  icon next to the contact name.
4. Touch **>** **People and Options**.
5. Touch **Text tone**.
6. Choose a tone.
7. Touch **OK**.

Call Settings

This section introduces the settings to set up call forwarding, video calling, GSM call, and loudspeaker mode for calls.

Call Forwarding Modes

When the call forwarding function is activated, the application redirects incoming calls to a different phone number. These calls are captured as **FORWARDED** in the **History**  tab.

Users can set this application to forward calls automatically or manually:

- Automatically forward - Forward all incoming calls to an alternate phone number.
- Selectively forward - Tap the **Forward** button and then forward the call to a desired number. See the [Forwarding Calls](#) section to use this feature.

Call Forwarding Settings

Configure this application to forward calls automatically or selectively in settings.

Touch **>** **Settings** > **Preferences** > **Call forwarding**.

Important: The users should enable one option in **Call forwarding** only. Select and set **Enabled** or **Forward button** only:

- **Enabled** - Enable to automatically forward all incoming calls to a phone number (default - disabled).
 - **Forward to** field - Set to direct all incoming calls to this phone number.
Important: The field is only visible when **Enabled** is turned on and must be filled.
- **Forward button** - Enable to make the **Forward** button visible when receiving incoming calls, and the users can selectively forward the call to a desired number.

Setting Video Call Mode

Users can set the application to initiate video calls every time. The **Start video automatically** feature allows users to turn on the camera every time a call is initiated.

Note: This **Start video automatically** setting applies to outgoing calls only.

1. Touch **☰** > **Settings** > **Preferences**.
2. If disabled, toggle the **Start video automatically** switch to enable.


GSM Call Settings

Note: Global System for Mobile communications (GSM) calls use the phone's cellular network to make calls. These calls use the original call screens and features provided by the phone's operating system, which are also called the native dialer interface.

Mobile phones installed with this softphone application can handle both GSM and SIP calls. Sometimes, both types of calls happen simultaneously. For example, receiving a SIP call while one is on an active GSM call, or vice versa. Users can configure how the mobile device handles concurrent GSM calls and SIP calls.

Touch **☰** > **Settings** > **Preferences** > **Controls** to access GSM call settings.

Select an available option:

- **Call integration** - Allows users to configure how to handle concurrent GSM and softphone calls on mobile devices.
 - **Default** - Allows both GSM and SIP calls to stay active simultaneously, and the users can switch to either call. When both calls are active, GSM calls use the original system's call screen, while SIP calls use the softphone's call screen.
Use the following instructions for this option:
 1. Enable **Default**.
 2. Tap **Outgoing calls redirection**.
 3. On the **Outgoing calls redirection screen**, tap the **Grant** button next to **Grant call redirection role**.
 4. Select the radio button of this application.
 5. Tap **SET AS DEFAULT**.
 - **Use system dialer integration** - Allows both GSM and SIP calls to stay active simultaneously, and the users can switch to either call. Both types of calls use the original system's call screen.
Use the following instructions for this option:
 6. Enable **Use system dialer integration**.
 7. Tap the **Settings**  icon next to this option.
 8. Tap the **Manage** button next to **System calling account**.
The **Calling accounts screen** displays.
 9. Slide the switch of this application to the **ON** position.
 10. Tap **Back**.
 11. (Optional) Tap **System dialer configuration**.
 12. (Optional) Tap **Makes calls with**, and then select the application to make calls.

- **Disabled** - Only GSM or SIP calls can stay active at a time. See the [Integration Disabled Settings](#) section for additional settings.
- **Outgoing calls redirection** - (This option is not available when **Disabled** is selected.) Tap the **Grant** button next to **Grant call redirection role**, and then give permission to this softphone application.
- Select **Default (the device may ring)**, **Vibrate**, or **Silent**. This determines how notification occurs when GSM calls come through.
- **Play music on hold** - Enables or disables (default) audio music playing when calls are being paused and switched to another call.
- Select **Default (the device may ring)**, **Vibrate**, or **Silent**. This determines how notification occurs when GSM calls come through.
- **Show GSM button** - Enables or disables (default) the **GSM Call** button to be visible in the **Keypad** ☰ tab.

Integration Disabled Settings

When GSM call integration is disabled, the users can set the action to handle SIP and GSM call respectively.

- **On GSM call** - When receiving a GSM call during a SIP call, select an option: **Do nothing**, **Put call on hold** (default), **Play message**, **Play music**, or **Hold with music**.
 - **Customize message** - (visible only when the user selects **Play message** in **On GSM call**)
Select the default audio message or record an audio message to play to an incoming GSM call.
- **On SIP call** - When receiving a SIP call during a GSM call, select an option: **Do nothing** (default), or **Reject call**.
- **Handle GSM call when** - When an active SIP call is ongoing, choose to handle an incoming GSM call when the GSM call is **Ringing** or **Answered**.

Speakerphone Mode

Set the device to turn the loudspeaker on automatically in audio calls and for video calls.

Setting Speakerphone Enabled Automatically in Audio Calls

The **Speaker on display down** setting turns the loudspeaker on automatically when the user places the device screen facing down in calls.

Important: This mode works only when no wired or wireless headset is connected to a device equipped with an accelerometer.

1. Touch ☰ > **Settings** > **Preferences** > **Sound**.
2. If disabled, toggle the **Speaker on display down** switch to enable.

Setting Start Video Calls with Speakerphone

The **Automatic enabling speaker in video call** setting turns the loudspeaker on every time when the user initiates video calls.

Important: This mode applies only when no wired or wireless headset is connected to the device.

1. Touch **☰** > **Settings** > **Preferences** > **Sound**.
2. If disabled, toggle the **Automatic enabling speaker in video call** switch to enable.

Setting Screen Dimming in Active Calls

Enable the **Use proximity sensor** setting to turn off the display when using the device earpiece in calls. This locks the screen from being pressed and preserves battery power.

Important: This mode applies to devices equipped with proximity sensors only.

1. Touch **☰** > **Settings** > **Preferences** > **Other**.
2. If disabled, toggle the **Use proximity sensor** switch to enable.

Call Recording Settings

Use the call recordings settings to enable recording all calls, set the format, set the time limit to keep recordings, enable the background beep, and change the storage location.

Touch **☰** > **Settings** > **Preferences** > **Call recording** to configure call recordings settings:

- **Record all calls** - Enable or disable (default).
- **Split participants channels** - Enable or disable (default).
- **Recording format** - Set the format to **WAV μ -law (8 kHz)** (default), **WAV PCM16 (16 kHz)**, or **Ogg Opus (48 kHz)**.
- **Automatically delete recordings** - See the [Setting Automatically Delete Recordings](#) section.
- **Warning beep** - Enable (default) or disable.
- **E-mail address** field - Set an email address to share the recording.
- **Upload url** field - Set an upload URL that includes the required parameters of the POST request to upload the recording.
- **Recording storage** - See the [Setting Recording Storage](#) section.

Setting Automatically Delete Recordings

Set a duration to keep the recordings in the application, so that old ones are deleted according to the schedule and do not take up space in the mobile device.

To set a duration:


1. Touch **☰** > **Settings** > **Preferences** > **Call recording**.
2. Touch **Automatically delete recordings**.
 - **Never** (default)
 - **After a week**
 - **After two weeks**
 - **After a month**
 - **After two months**
 - **After three months**
 - **After six months**.

Setting Recording Storage

Users can choose to save the recording files in this softphone application or the mobile device's storage.

1. Touch **☰** > **Settings** > **Preferences** > **Call recording**.
2. Touch **Recording storage**.
 - **External** - Saves the recordings on the device storage (default). Open the SD card or the internal storage folder in the device to access the recording files. Users can open the recording using other audio applications.
 - **Internal** - Saves the recordings on the application. Follow the instructions in the [Managing Call Recordings](#) section to listen to the recordings.

Settings Contact Display

Sort the contacts according to their first name or last name or set their appearance in the **Contacts**  tab. Some devices use the term surname as an alternate to last name.

1. Touch **☰** > **Settings** > **Preferences**.
2. Under **Other**, tap **Contact sort order**.
3. Select one of the desired sorting options:
 - **First name, last name** - sorts by first name (default)
 - **Last name, first name** - sorts by last name.
4. Touch **Controls**.
5. Under **Other**, enable or disable **Show contacts without number** (default - enabled).
6. Enable or disable **Photo on contact list** (default - enabled).

Sound Settings

Go to **☰** > **Settings** > **Preferences** > **Sound** to set the echo and background noise processing configuration, media devices volume level, and speakerphone mode.

- **Audio processing configuration** - Set to **System audio processing** (default) or **In-app audio processing** control of canceling echo and suppressing background noise.
- **Incoming noise suppression** - Enable (default) or disable to suppress background noise from all incoming audio.
- **Playback boost** - Controls the playback audio enhancement.
- **Microphone level** - Controls the microphone input volume.
- **Keypad volume** - Controls the volume when keys on the dialer are pressed.
- **Speaker on display down** - Enable (default) or disable. See the [Setting Speakerphone Enabled Automatically in Audio Calls](#) section for more information.
- **Automatic enabling speaker in video call** - Enable (default) or disable. See the [Setting Start Video Calls with Speakerphone](#) section for more information.
- **Advanced sound settings** - Consists of more specific audio settings.
Important: Be cautious that changes to the following settings might impact the audio. Refer to the recommendations stated on the **Advanced sound settings** screen before making any changes. If the audio is not working, tap **Restore defaults**. If the issue persists, contact the system administrator for help.
 - **Sampling rate** - Set the frequency (in Hz) of audio signal sampling to **Default**, **8000 Hz**, **16000 Hz** (default), **32000 Hz**, or **48000 Hz**.
 - **Playback block size** - Select the block size (in milliseconds) of the playback audio to 4 ms, **8 ms**, **20 ms** (default), **30 ms**, or **50 ms**.
 - **Enable playback buffering** - Select the audio playback buffering mode to achieve smoother audio playback to **Auto** (default), **Always**, or **Never**.
 - **Playback buffer size** - Select the buffer size (in milliseconds) of the playback audio to **20 ms**, **40 ms**, **60 ms**, **80 ms**, **100 ms** (default), **160 ms**, or **320 ms**.
 - **Low-water mark** - Set the low buffer percentage level to **30 %**, **60 %** (default), **80 %**, or **90 %**.
 - **Automatic microphone gain control** - Enable (default) or disable the microphone signal controls adjustment to keep the signal stable.
 - **Restore defaults** - Select to restore all sound settings to the default values.

Do Not Disturb Mode

Use Do Not Disturb (DND) mode to block incoming calls and new messages. The users can manually activate DND mode or customize special conditions to activate the mode.

When the DND mode is activated:

- Users do not receive calls, but the call logs are captured in the **History** ↻ tab.
- This application does not notify the users when new messages arrive.

Activating DND Mode

Once DND mode is activated manually, it can only be turned off by toggling the **Immediate Do not disturb** switch.


To manually activate DND mode:

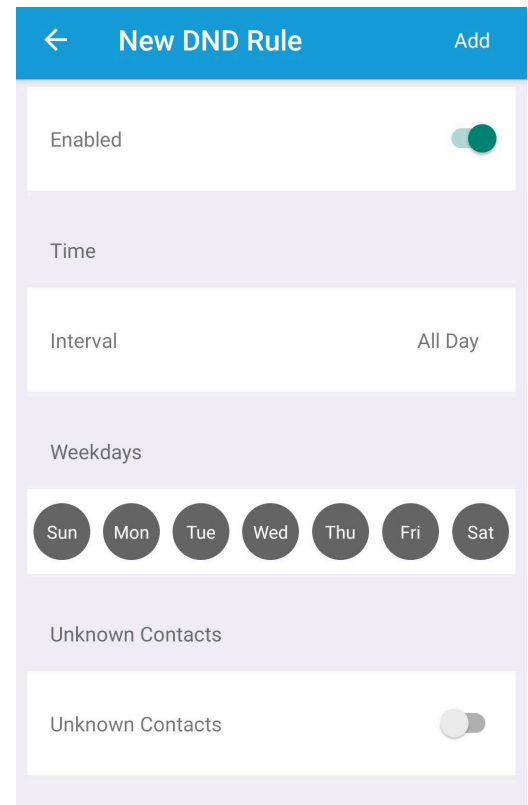
1. Tap the service provider icon at the top left corner of the screen.
2. Turn the **Immediate Do not disturb** switch on.

To deactivate DND mode, turn the **Immediate Do not disturb** switch off.

Setting Custom Do Not Disturb Mode

Users can customize the rules for the DND mode, such as the days and times options to be active and limiting certain contacts to reach the users.

1. Touch **Settings > Preferences**.
2. Under **Other**, tap **Do not disturb**.
3. Tap the **Add New**  button.
The **New rule** screen displays.
4. (height: 4 in.)
5. Select an available option:
 - **Enabled** - Select to activate this custom rule.
 - **Time** - Select to turn on at a custom time interval or all day.
 - **Weekdays** - Select the custom day to turn this on.
 - **Unknown contacts** - Enable or disable calls and messages from unknown phone numbers.
 - **Contacts** - Tap **Add new** to disable calls and messages from certain contacts.
 - **Comment** - Add a description in the **Add comment for this rule** field.
6. Tap **Add**.
The custom rule displays on the **Do not disturb** screen.



Note: To delete a DND rule on the **Do not disturb** screen, touch and hold the rule, and then touch **Delete** .

Application Network

To access network-related settings, touch **Settings > Preferences** to configure **Network** and **DNS lookup** settings.

Network Settings

Set the location permission access for SSIDs and the network usage priority to ensure the call quality is optimal and that the data usage is managed properly.

Select an available option:

- **SSIDs** - Tap the **Grant** button to allow the location permission.
Note: Service Set Identifiers (SSIDs) are the Wi-Fi network name and are specific to locations. When the application is trying to detect the available network SSIDs nearby the device, an access to the users location is required.
- **Network priorities for RTP** - Set **Prefer Wi-Fi** (default) or **Prefer mobile data** in calls using the real-time transport (RTP) protocol. Recommended to use Wi-Fi when the wireless signal is strong and stable and, to conserve limited mobile data.
- **Network change strategy** - Select to enable switching network option to **If Needed** (default), **If different**, or **Always**.
- **Keep cellular network active** - Enable or disable (default). This is useful when the network provided by mobile data is stable and unlimited.
- **Prevent Wi-Fi from sleeping** - Enable (default) or disable. This keeps the device connected to the strongest Wi-Fi access point.
- **DNS lookup** - Touch **⋮** > **Settings** > **Preferences**, enable or disable **Don't cache** during the Domain Name System (DNS) lookup process. The default is disabled.

Application Troubleshooting Logs

This application supports collecting logs of the activity, such as the network connection, during operation.

To enable the log to be recorded, touch **⋮** > **Settings** > **Preferences**, go under **Other**, and then enable the **Troubleshooting log** option. The default is disabled.

When the **Troubleshooting log** option is enabled:

1. Go to the **Settings** screen.
2. Under **Information**, touch **Logs**.
3. On the **Logs** screen, touch **⋮** > **Share** to send the log text file to the support team.
4. (Optional) Touch **⋮** > **Clear SIP log** to delete all the records on the **Logs** screen.

Number Rewriting

The number rewriting function allows this softphone application to take certain actions according to a set of predefined rules made by users, before placing the calls.

A number rewriting rule consists of a set of condition(s) and action(s):

- **Condition** - A state or a circumstance that requires additional modification, such as the format of phone numbers or network used.
- **Action** - The corresponding operation to be applied by this application when the defined condition(s) meets before placing the call.

Number Rewriting Rules

A number rewriting rule consists of a set of conditions and actions. To use this function, the user specifies the conditions and actions, and then the softphone application applies the desired action(s) when the condition(s) meets.

For example, when current voice services are unable to dial phone numbers in the user's original phone book due to the format reason, users can use this function to rewrite numbers of this specific format before dialing.

Note:

- Go to faq.acrobits.net/number-rewriting to read more examples of how to use this function.
- Go to doc.acrobits.net/cloudsoftphone/account.html#number-rewriting for detailed descriptions of the condition and action rules.

Conditions rules:

- **Starts with** - State a specific prefix that phone numbers start with.
- **Doesn't start with** - State a specific prefix that phone numbers do not start with.
- **Equals** - State a specific phone number.
- **Length equals** - State the number of digits of phone numbers.
- **Shorter than** - State the number that the length of phone numbers is lesser than.
- **Longer than** - State the number that the length of phone numbers is longer than.
- **Network type** - State the network as **Wi-Fi**, **Cellular**, **Any**, or **None**.
- **SSID** - State the Service Set Identifiers (SSIDs) which is also the Wi-Fi network name.
- **Contains** - State the specific number that phone numbers have.
- **Is numeric** - State when phone numbers are numeric.

Actions rules:

- **Replace with** - Changes to the stated value.
Note: Works with conditions rules **Starts with** and **Equals** only.
- **Prepend** - Adds a prefix to the beginning of phone numbers.
- **Append** - Adds a suffix to the end of phone numbers.
- **Try others** - Checks and apply the next rules listed on the **Number rewriting** screen.
- **Record call** - Records calls.
- **Override dial action** - Uses **Auto call**, **Call**, **Video call**, **GSM call**, **Web callback**, **Call through**, **Message**, **Show available options**, or **No action**. See the description of these options at doc.acrobits.net/cloudsoftphone/dialactions.html#dialactions.
- **Set header** - When setting a SIP header for outgoing SIP calls, include the header **name** and its **value** in the parameter. For example, to achieve `<action type="setHeader" param="X-Condition-Matched: true"/>`, set `X-Condition-Matched:true`.
- **Override location policy** - Set the location data sharing as **None**, **Optional**, **Optional with wait**, or **Required**.
- **Show alert** - Display an alert message on the screen when placing the calls.

Setting Number Rewriting

State specific condition(s) and the corresponding action(s) to be performed by the application when the condition(s) is met. A number rewriting rule consists of a set of conditions and actions and each rule can have multiple conditions and actions respectively.

To set a number rewriting rule:

1. Touch **☰** > **Settings** > **Preferences** > **Number rewriting**.
2. On the **Number Rewriting** screen, tap the **Add Rule** **+** button.
The **Rewriting Rules** screen displays.
Note: Tap **Help** to read the explanation about the number rewriting function.
3. Tap the **Add** **+** button beside **Conditions**, and then select a **Condition type**.
Note: See the [Number Rewriting Rules](#) section for the condition types definition.
4. In the new entry displays below **Conditions**, specify a value, if required.
5. (Optional) To add new **Conditions**, tap the **Add** **+** button, and then select a **Condition type**.
6. Tap the **Add** **+** button beside **Actions**, and then select an **Actions type**.
Note: See the [Number Rewriting Rules](#) section for the action types definition.
7. In the new entry displays below **Actions**, specify a value, if required.
8. (Optional) To add new **Actions**, tap the **Add** **+** button, and then select an **Actions type**.
9. (Optional) To delete a **Conditions** or **Actions**, tap and hold the entry until **Delete** is visible, and then tap it.
10. Touch **Back**.
The **Number Rewriting** screen displays.
11. Touch **Test**.
The **Rewriting test** screen displays.
12. Test the rewriting rule and validate the outcome.

Note: To remove a number rewriting rule, touch and slide the rule to the left or right on the **Number Rewriting** screen.

Arranging Number Rewriting Rules

When multiple rules are created, arrange the order and the application applies the rules according to the sequence from top to bottom.

1. Touch **☰** > **Settings** > **Preferences** > **Number rewriting**.
2. Touch and hold one of the rules, and then drag it up or down as required.

Voice User Account

Users sign in to the application with the account credentials provided by the voice call service provider.

To view the username, touch **☰** > **Settings** > **Account setup**. The password is not visible but editable.

Application Reset

Resetting the softphone application clears all the data and settings specific to the current user. This includes login information, preferences, and other data such as call history, messages, and recordings that are stored on the application and device. The user is required to sign in again when opening the application, and the previous customizations and settings no longer exist.

Touch **☰** > **Settings** > **Reset Application** to reset the application.

After the reset, follow the steps in the [Initial Setup](#) chapter to set up the application.

Changing Voice Account

The users can modify the username or password of their voice network account in **Account setup**. After changing the account settings, reset the **Usage** counter to monitor the call activities of the new account if necessary. See the [Checking Call Usage](#) section for more information.

Important: Ensure a valid credential is added. Or else, the service provider icon displays the account status as failed and the user is unable to place calls using this application. See the [Service Provider Icon Indications](#) section for more information.

1. Touch **☰** > **Settings** > **Account setup**.
2. Make the changes.
3. Tap the **Complete** ✓ icon.