

SmartChoice Softphone

Mobile Application

User Guide

For iOS

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About this Guide

This user guide provides guidelines on installing, setting up, and using the SmartChoice Softphone application on iOS 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 iOS 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

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 the **Keypad**  tab.
2. Touch .
3. Touch **About**.

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.

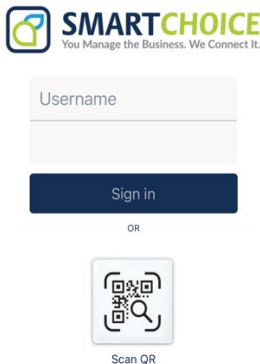
Application Installation

Ensure to install the iOS version of the application on mobile devices with iOS 14 or later versions. Get the SmartChoice Softphone application from the system administrator and install it onto the mobile phone.

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.



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 **Allow** on the “**Softphone**” **Would Like to Send You Notification** dialogue box.
2. Touch **Allow** on the “**Softphone**” **Would Like to Access Your Contacts** dialogue box.

To open these permission settings again after the initial configuration, go to the phone **Settings**, scroll to this application in the list, tap it, and change them below the **ALLOW SOFTPHONE TO ACCESS** settings.

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.

(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 the **Keypad**  tab >  > **Preferences**.
2. Touch the **Language** option.
A list of available languages displays.
3. Select the desired language.
4. Restart the mobile device for the change to take effect.

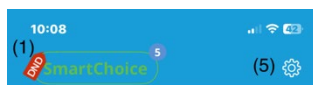
Using the Application

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.

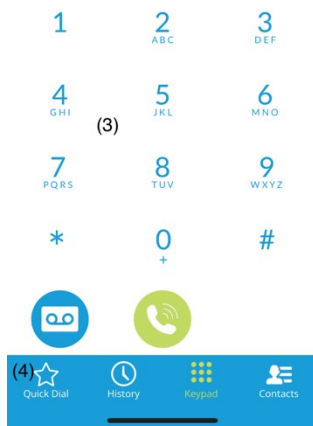
Note: Depending on how the system administrator configured the user interface of this application, the screen may appear differently than the graphics in this user guide.

Application Main Screen

Open the application to display the keypad (3) on the screen. This softphone application has a tab bar (4) and displays the voice service registration status (1) of the account using this application.







(2)



- Touch an icon in the tab bar (4) 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 (3) and the numbers are displayed in the phone number field (2).
Note: See the [Making Calls](#) section for more information.
- To configure the application settings, touch ⚙️ (5).

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.
	History - Displays the call history.
	Quickdial - 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. This softphone application supports adding the country code for callers. See the [Setting the Country Calling Selector](#) section for the information.
 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 **Quickdial**  tab.
 2. Touch the contact name to initiate the call.
- Messages
 1. Touch the **Messages**  tab.
 2. Touch the contact name or phone number 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.

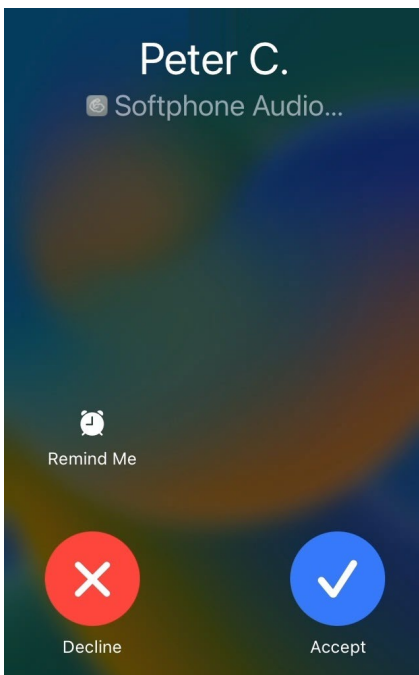
Making Video Calls



When the user makes video calls, the camera turns on and the face and the surrounding of the user are visible to all the call participants. To make video calls, the device should 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 next to the name.

Receiving Calls

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



- The incoming call screen displays the caller's name or phone number
- Tap **Remind Me**, then choose a reminder to return the call.
- Touch the **Accept**  button to answer the call.
- Touch the **Decline**  button to dismiss the call.

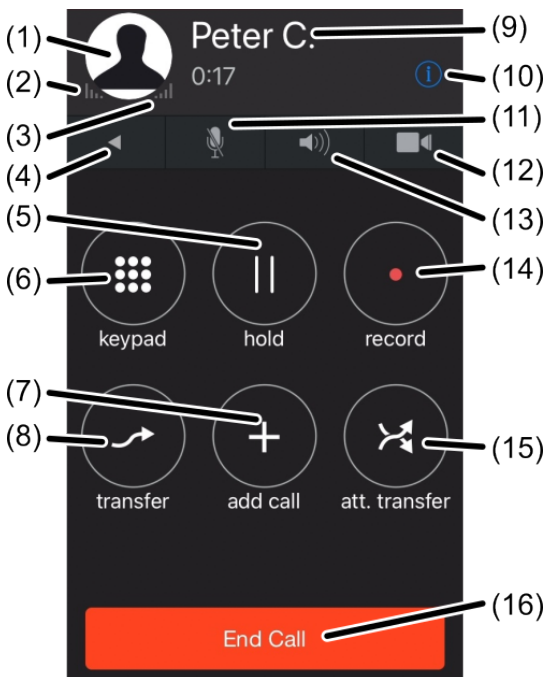
Forwarding Calls

When the call forwarding function is enabled in the application settings, all incoming calls can be automatically redirected to an alternate number specified by the user. 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 **Back** ◀ (3) icon to leave the active call screen and open the application screen.



Item	Description
(1)	Displays the call participant's photo, if available.
(2)	Displays the input level of the user's microphone.
(3)	Displays the input level of the call participant's microphone.
(4)	Touch 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.

Item	Description
(9)	Displays the call participant's name and the call duration.
(10)	Touch the Information ⓘ icon to open the metric displaying the call quality.
(11)	Turns off the microphone. The user can mute or unmute the microphone by toggling this icon.
(12)	Turns on the camera. The user can turn the camera on or off by toggling this icon.
(13)	Turns on the loudspeaker. The user can turn the loudspeaker on or off by toggling this icon.
(14)	Toggle to start and stop recording the call. Note: See the Call Recording Settings section for more information.
(15)	Initiates a warm or attended transfer.
(16)	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.

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** 📷 button on the call screen.
 2. Select **Front Camera** or **Back Camera**.
The screen displays the full video call screen, the user's smaller camera image is displayed in the bottom left corner, and the speakerphone turns on.
 3. (Optional) To switch to another camera, tap the **Camera** 📷 button, and then select **Front Camera** or **Back Camera**.
Note: If the **Camera** 📷 button is not visible, tap the screen once.
 4. (Optional) To turn off the user's smaller camera image, tap the **Camera** 📷 button, and then select **Preview Off**.
- To switch from video to audio call:
 1. On a full video call screen, tap the **Camera** 📷 button, and then select **Camera Off**.
Note: If the **Camera** 📷 button is not visible, tap the screen once.
 2. Tap the **Back** ◀ button to open the call screen.


3. (Optional) Touch the **Speaker**  button to turn the speakerphone off.

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 and the first call is placed on hold.
Note: To cancel the transfer, tap **Dial To Transfer** at the top of the screen.
2. To transfer the call to another person, follow the steps in the [Making Calls](#) section.
Once the transfer call is initiated, 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 and the first call is placed on hold.
Note: To cancel the transfer, tap **Dial To Transfer** at the top of the screen.
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** 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. Touch this icon again to stop the recording.

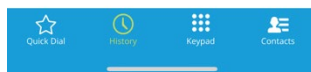
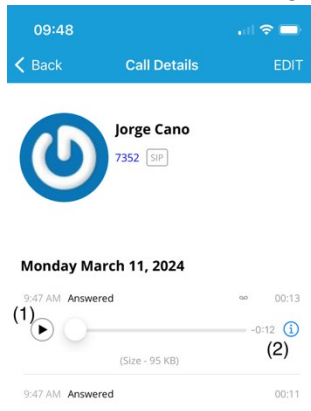
Note: Go to the [Call Recording Settings](#) section to learn more about call recording configurations.

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 ⏸️.



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 **Information** ⓘ (2) icon on that recording entry.

A list of recording settings displays:




- **Delete** - Deletes the recording
- **Send By Email** - Sends the recording to someone else using email
- **Share** - Sends the recording to someone else using other applications
- **Prevent Deletion** - 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.

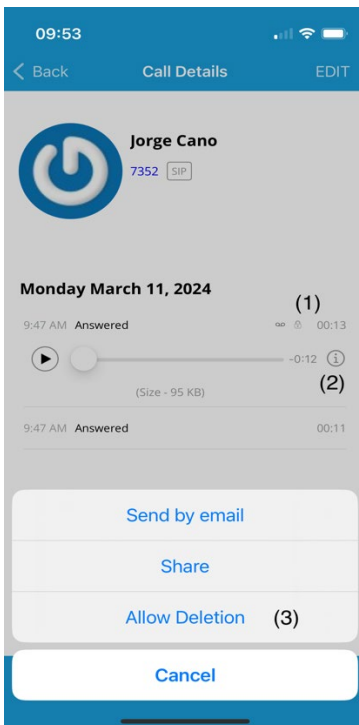
Locking Recordings

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 Deletion**, 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 **Information**  (2) > **Prevent Deletion**.
A lock (1) displays on the entry which indicates it is excluded from being deleted.

Note: To unlock the recording, tap **Information**  (2) > **Allow Deletion** (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 put 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:

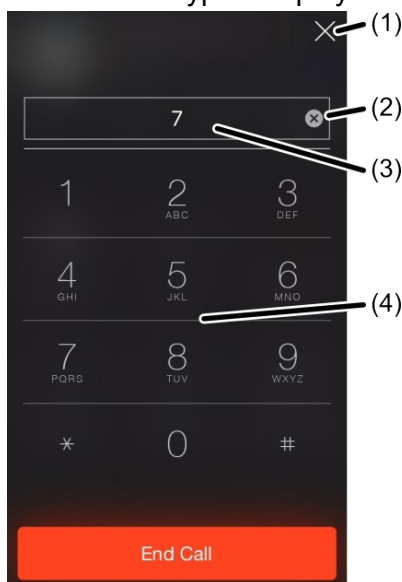
1. On an active conference call, select the **Split** **↔** button.
The conference call is put on hold.
2. Touch the **Switch** **↻** button and pick the participant to talk separator to remove from the conference.
Note: To form a conference call from the separate calls again, select the **Join** **➔**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

Entering DTMF Digits

Tap 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.

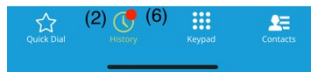
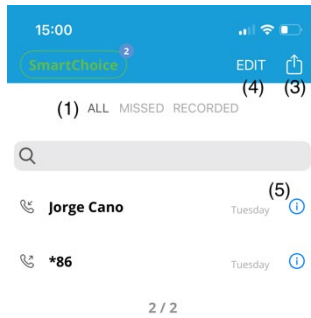


2. Dial on the keypad (4) as required.
The number is displayed in the digit field (3).

- (Optional) To clear the digit field, tap the **Clear** ⊗ (2) icon.
- To close this DTMF keypad, touch the **Close X** (1) button.

Call History



The **History** ⓘ (2) 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.








- The number in the red dot on the **History** ⓘ (6) tab represents the number of missed calls.
- Use the **ALL**, **MISSED**, or **RECORDED** filters (1) to show the desired call logs.
- Touch the **Information** ⓘ (5) icon to learn more details about the call.
- Touch the **Save** ↗ (3) icon to export the call logs to a CSV document. The user can then send it to other users or save it on the mobile device.
- Touch **EDIT** (4) to delete call logs.
- 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

Icons	Indication
	Missed or rejected call
	Forwarded call
	Call recording available
	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 or recorded calls only as needed.

- **ALL** - Restores displaying all the calls.
- **MISSED** - Displays missed calls only.
- **RECORDED** - Displays recorded calls only.

Deleting Call Logs

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




Deleting call log entries:

1. Touch **EDIT**.
2. Tap a call log entry or more, if needed.
A **Selected**  icon indicates it is selected.
3. Touch **DELETE**.
4. Touch **DONE**.

Deleting all call logs:

1. Touch **EDIT**.
2. Touch **DELETE CALL**.

Deleting message(s) in a conversation:

1. Touch the **Information**  icon on a call log entry.
2. Touch **EDIT**.
3. Tap  beside a call log entry.
4. Touch **Delete** .
5. Repeat steps 3 to 4 to delete another entry.

Other Call History Operations

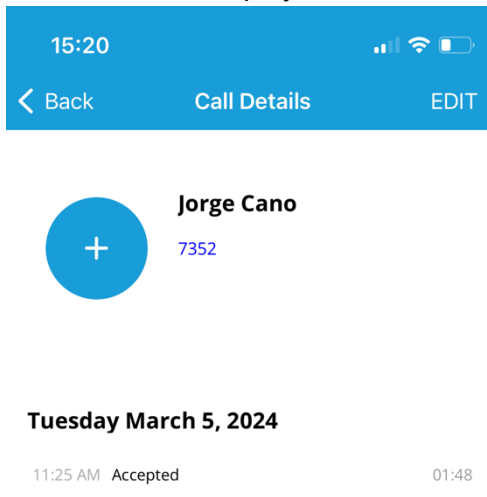
By pressing and holding a call log in the **History** ⓘ tab, the users can reach out to the previous call participants via call or messaging.

- **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.
- **Send a 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.

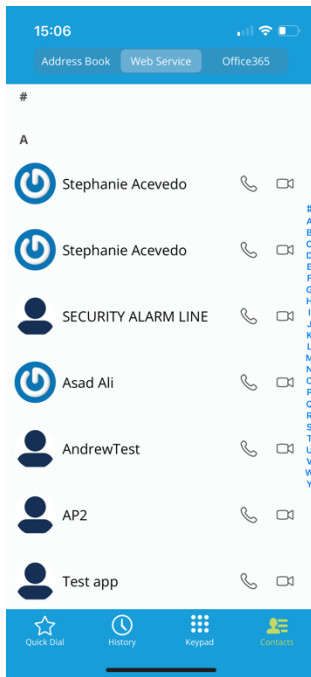
1. Touch the **History** ⓘ tab.
2. Touch the **Information** ⓘ icon beside the new phone number.
The call details display.





3. Tap the **Add** ⓘ icon.
4. Select **Create New Contact** or **Add to Existing Contact**.
5. Follow the instruction on the screen to save the contact on the phone book.


Contacts Directory



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




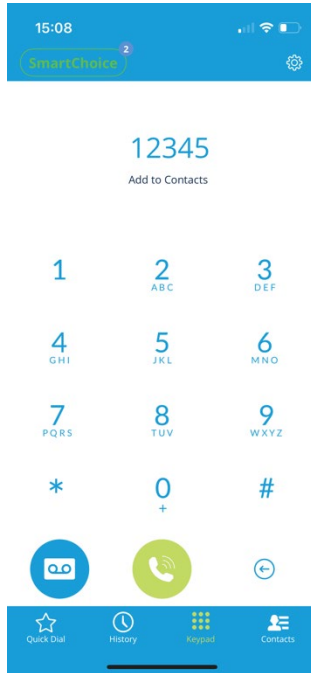
- Touch the **Add**  icon to add new contacts.
- Touch the following icons beside the name of the contact:
 - **Call**  - Makes an audio call

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**  icon to add new contacts, and follow the instruction on the screen to save the contact on the phone book.

- Open the **Keypad**  tab, use the dialer tab to dial phone numbers, tap **+ Add to Contacts**, and then select **Create New Contact** or **Add to Existing Contact**. Follow the instructions on the screen to save as a new contact or add to an existing contact.




- 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.

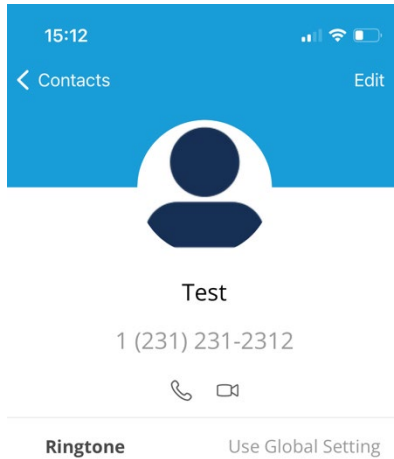
Editing Contacts

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

Note: To remove a contact no longer exists, delete it in the system's phone book.

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

3. Tap **Edit**.

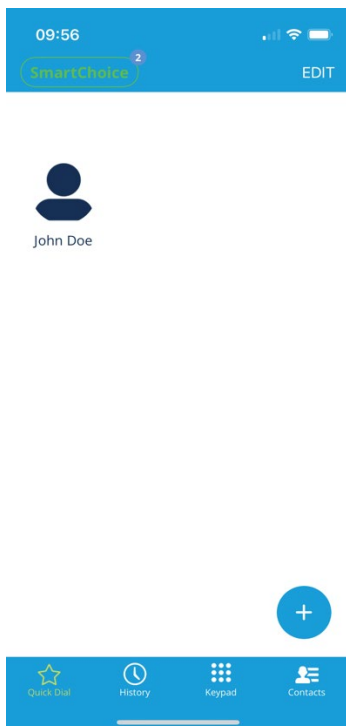


4. Tap **EDIT**.

5. Make changes and then tap **DONE**.

Quick Dials

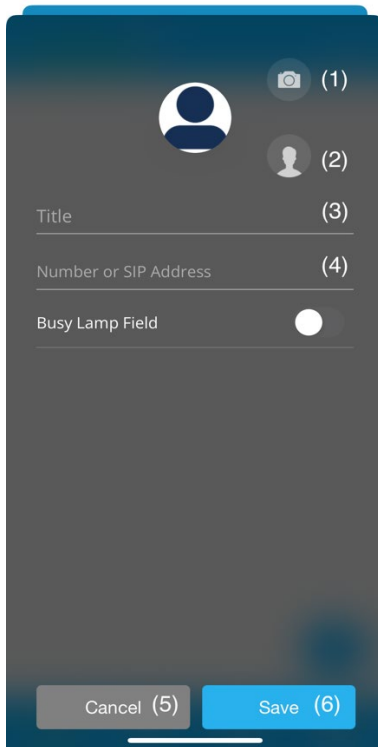
Add or create a call shortcut in the **Quickdial** ☆ tab for the contacts that the users call frequently. A tap on a quick dial places the call instantly.



Creating New Quick Dials

Create new phone numbers as quick dials in the **Quickdial** ☆ tab.

1. Open the **Quickdial** ☆ tab.
2. Tap **EDIT**.
3. Tap the **Add** ⊕ icon.
A blank quick dial form displays.




4. Fill in the name (3) and phone number (4) fields.
5. (Optional) Touch **Camera** 📷 (3) to take or assign an image to a quick dial contact.
6. Tap the **Save** (6) button.
The new quick dial displays in the **Quickdial** ☆ tab.
7. Tap **DONE**.

Adding Existing Contacts as Quick Dials

Users can add existing contacts as quick dials in the **Quickdial** ☆ tab.

1. Open the **Quickdial** ☆ tab.
2. Tap **EDIT**.
3. Tap the **Add** ⊕ icon.
A blank quick dial form displays.
4. Touch the **Contacts** 👤 (2) icon.
The contact directory displays.
5. Select a contact.
The information of the contact displays.

6. Tap the **Mobile** number.
The quick dial form is filled with the selected contact's information.
7. (Optional) Touch **Camera**  (3) to take or add a photo to this quick dial.
8. Tap the **Save** (6) button.
The new quick dial displays in the **Quickdial** ☆ tab.
9. Tap **DONE**.



Deleting Quick Dials

Users can clear some old shortcuts in the **Quickdial** ☆ tab when the list is too long.

1. Open the **Quickdial** ☆ tab.
2. Tap **EDIT**.
3. Tap the **Delete X** icon on the quick dial.
4. Tap the **Delete** button.
5. Tap **DONE** once complete deleting.

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 the **Keypad**  tab >  > **Preferences**.
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 iOS mobile devices.



To access the settings of this application, touch the **Keypad**  tab >  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.


Setting Application Notification Tones

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

1. Touch the **Keypad**  tab >  > **Preferences**.
2. Touch **Ringtones**.
3. Select a notification tone:
 - **Ringtone** - A sound to play when the softphone rings.
 - **Text Tone** - A sound to play when receiving messages.
 - **On-Screen Text Tone** - A sound to play when receiving messages while texting.
4. Touch **Done**.

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 **Back**.

Call Settings

This section introduces the settings to set up call forwarding, video calling, GSM call, and the country code enabler for calls.

Call Forwarding Settings

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

1. Touch **☰** > **Settings** > **Preferences** > **Call forwarding**.
2. Set **Enabled** to automatically forward all incoming calls to a phone number (default - disabled).
3. Set to direct all incoming calls to this phone number in the **Forward To** field.
Important: The field is only visible when **Enabled** is turned on and must be filled.

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 the **Keypad** ☰ tab > ⚙️ > **Preferences**.
2. If disabled, toggle the **Start Video Automatically** switch to enable.
3. To enable using the speakerphone in all video calls, touch the **Keypad** ☰ tab > ⚙️ > **Preferences** > **Sound**.
4. If disabled, toggle the **Video Speaker Mode** 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, 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.

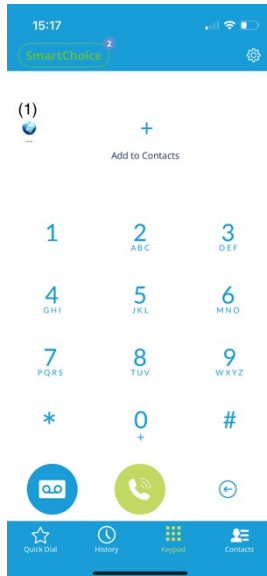
To configure how to handle a GSM call during a SIP call:

1. Touch the **Keypad** ☰ tab > ⚙️ > **Preferences** > **Controls** > **On GSM Call**.
2. Select an option: **Do Nothing**, **Put Call on Hold** (default), or **Play Message**.
 - **Play Current 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.

Setting the Country Calling Selector

When making an international call, the country calling code must be entered before dialing the telephone number. The country code selector function, when enabled, automatically adds the required prefix codes to the call once the user determines the destination country.

1. Touch the **Keypad**  tab >  > **Preferences** > **Controls**.
2. Enable the **Show Globe Button** switch.
3. Go to the **Keypad**  tab, touch and hold the **0** key. A **Globe (1)** icon is displayed.



4. Touch the **Globe (1)** icon and then select a country.

Call Recording Settings

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



Touch the **Keypad**  tab >  > **Preferences** > **Call Recording**. Select an option:

- **Record all calls** - Enable or disable (default).
- **Multichannel** - Enable or disable (default).
- **Output File Format** - Set the format to **WAV μ -law (8 kHz)** (default), **WAV PCM16 (16 kHz)**, or **Ogg Opus (48 kHz)**.
- **Delete After** - See the [Setting Automatically Delete Recordings](#) section.
- **Warning beep** - Enable (default) or disable.
- **Email 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.


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 the **Keypad**  tab >  > **Preferences** > **Call Recording**.
2. Touch **Delete After**.
 - **Keep forever** (default)
 - **1 week**
 - **2 weeks**
 - **1 month**
 - **2 months**
 - **3 months**
 - **6 months**.

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 the **Keypad**  tab >  > **Preferences**.
2. Tap **Contact Sort Order**.
3. Select one of the desired sorting options:
 - **by First name** (default)
 - **by Last name**.

Sound Settings

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

- **Echo Suppression** - Enable (default) or disable to suppress echo noise.
- **Speaker phone Echo Suppression** - Enable (default) or disable to suppress echo noise in the speakerphone mode.
- **Handset Echo Suppression** - Enable (default) or disable to suppress echo noise when using the handset.
- **Incoming Noise Suppression** - Enable (default) or disable to suppress background noise from all incoming audio.
- **Outgoing Noise Suppression** - Enable or disable (default) to suppress background noise in all outgoing audio.
- **Microphone Volume Boost** - Controls the microphone volume enhancement.
- **Playback Volume Boost** - Controls the playback audio enhancement.
- **Keypad Volume** - Controls the volume when keys on the dialer are pressed.
- **Video Speaker Mode** - Enable (default) or disable. See the [Setting Video Call Mode](#) section for more information.
- **Support Bluetooth** - Enable or disable (default) the Bluetooth headset support.

Configuring Headset Settings

Change some settings when using wireless or wired headsets with this softphone application.

1. To enable using a Bluetooth headset, touch the **Keypad** ☰ tab > ⚙️ > **Preferences** > **Sound**, and then enable the **Support Bluetooth** switch.
2. Touch the **Keypad** ☰ tab > ⚙️ > **Preferences** > **Control**, then enable the **Headset Buttons** switch.

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 **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 **Do not disturb** switch on.

Note: To deactivate DND mode, turn this **Do not disturb** switch off.

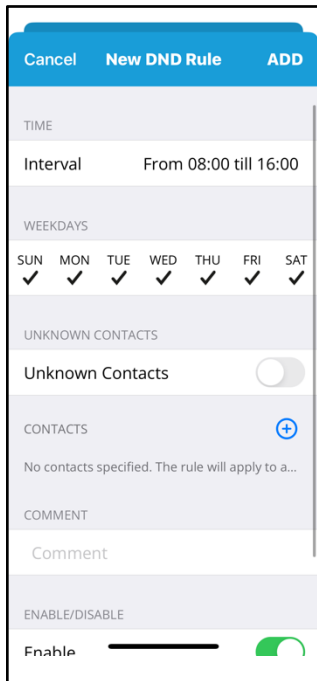
Setting Custom Do Not Disturb Mode

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


1. Touch the **Keypad** ☰ tab > ⚙️ > **Preferences**.
2. Tap **Do not disturb**.

3. Touch the **Add**  icon.

The **New DND rule** screen displays.



4. Select an available option:

- **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 the **Add**  icon to disable calls and messages from certain contacts.
- **Comment** - Add a description in the **Comment** field.
- **Enable** - Select to activate this custom rule.

5. Tap **ADD**.

The custom rule displays on the **DND Rules** screen.

Note: To delete a DND rule on the **DND Rules** screen, touch and slide the rule to the left.

Application Network

To access network-related settings, touch the **Keypad**  tab >  > **Preferences** > **Network** to configure the network settings.

Network Settings

Configure the **Network** settings to restrict the use of this softphone application to specific Wi-Fi networks and network usage priority to ensure the call quality is optimal and that the data usage is managed properly.

Select an available option:

- **Allowed SSIDs:** List the Wi-Fi network names that this softphone application can connect to and make or receive calls when the device is using these networks.
Note: Service Set Identifiers (SSIDs) are the Wi-Fi network name.
- **Disallowed SSIDs:** Set the softphone application not to make or receive calls via these Wi-Fi networks.

- **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**.

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 the **Keypad** ☰ tab > ⚙️ > **Preferences**, and then enable the **Log SIP Traffic** option. The default is disabled.

After the **Log SIP Traffic** option is enabled in the **Preferences** screen:

1. Touch **Settings** to go to the **Settings** screen.
2. Under **Troubleshooting**, touch **SIP Log**.
3. On the **SIP Log** screen, select an option:
 - **Share** - Sends the log text file to the support team
 - **Copy All** - Copies the logs
 - **Clear** - Deletes all the records on the **SIP Log** screen.
4. Touch **Settings** to go back to the **Settings** 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.
- **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**, **Voice Call**, **Video Call**, **GSM Call**, **Callback**, **Call-Through**, **Send a Message**, **Show Options**, or **Do Nothing**. 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** - Sets the location data sharing as **None**, **Optional**, **Optional With Wait**, or **Required**.
- **Show Alert** - Displays 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 the **Keypad**  tab >  > **Preferences** > **Number Rewriting**.
Note: Tap **Help** to read the explanation about the number rewriting function.
2. On the **Number Rewriting** screen, tap the **Add Rule**  icon.
The **Edit Rule** screen displays.
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. Touch **Done**.
6. (Optional) To add new **Conditions**, tap the **Add** (+) button, and then select a **Condition Type**.
7. Tap the **Add** (+) button beside **Actions**, and then select an **Actions Type**.
Note: See the [Number Rewriting Rules](#) section for the action types definition.
8. In the new entry displays below **Actions**, specify a value, if required.
9. Touch **Done**.
10. (Optional) To add new **Actions**, tap the **Add** (+) button, and then select an **Actions Type**.
11. (Optional) To delete a **Conditions** or **Actions**, touch and slide the entry to the left.
12. Touch **Back**.
The **Number Rewriting** screen displays.
13. Touch **Test**.
The **Rewriting test** screen displays.
14. Test the rewriting rule and validate the outcome.

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

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 the **Keypad** ☰ tab > ⚙️ > **Preferences** > **Number Rewriting**.
2. Touch **Edit**.
3. Touch and hold the **Menu** ≡ icon beside one of the rules, and then drag it up or down as required.
4. Touch **Done** when completed.

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 the **Keypad** ☰ tab > ⚙️ > **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 the **Keypad** ☰ tab > ⚙️ > **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 the **Keypad**  tab >  > **Account Setup**.
2. Make the changes.
3. Tap **Done**.
4. Touch **Save**.

The application main screen displays.