

Alcatel-Lucent Enterprise SoftPhone for iPhone

User manual

R2.0

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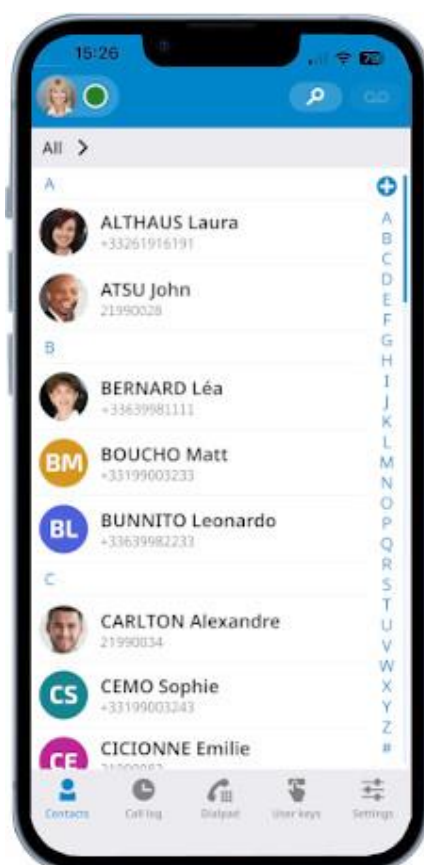
Introduction

Alcatel-Lucent Enterprise SoftPhone (ALE SoftPhone or ALES) is a pure software telephony application available for personal computer (laptop, touchscreen, desktop with Microsoft® Windows OS), Android, smartphone and Apple iPhone, offering high-quality audio and video for business communications. The ALE SoftPhone app provides advanced telephony features and call management for the 'Alcatel-Lucent OmniPCX® Enterprise Communication Server'.

Business communications are secured with encryption (based on SIP/TLS and SRTP) for remote workers working online. ALE SoftPhone can be easily provisioned and deployed using OmniPCX® Enterprise Device Management.

ALE SoftPhone is easy to use, on-site or remotely, with an intuitive and user-friendly interface.

This document describes the services offered by the Alcatel-Lucent Enterprise SoftPhone for iPhone, when connected to an Alcatel-Lucent Enterprise OmniPCX® Enterprise Communication server.



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1 Getting started

1.1 Prerequisites

- Minimum specifications:
Operating system: iOS16, iOS 17.
Supported devices: all devices with iOS16 or iOS 17 (iPhone 8, iPhone SE, iPhone X / XR / XS / XS Max, iPhone 11 / 11 Pro / 11 Pro Max, iPhone 12 / 12 mini / 12 Pro / 12 Pro Max, iPhone 13 / 13 mini / 13 Pro / 13 Pro Max, iPhone 14 / 14 Plus / 14 Pro / 14 Pro Max).
- Bluetooth® headset:
For audio (microphone and speakers): any devices supported by your iPhone are supported for volume +/- and mute.
- Server:
Alcatel-Lucent Enterprise OmniPCX® Enterprise Communication Server Purple R100.1 MD6 or above, connected to ALE Cloud Connect Infrastructure.

1.2 First installation

Visit the Apple Store to download and install the app on your smartphone: ALE SoftPhone.

Please refer to the app description in the Apple Store to view the latest minimum requirements.

1.2.1 Permissions and iPhone settings

In order to use all the features of the application, ALE SoftPhone for iPhone requires some permissions and iPhone settings.

Some permissions are mandatory for correct operation of the application, such as access to the microphone to allow an audio call. ALE SoftPhone application requires access to some of your phone's features such as your contacts, the microphone or the camera for QR Code processing. When you use the application for the first time, you are prompted to allow the application to have access to these features.

This setting can be changed in the privacy menu of the iPhone settings.

1.2.1.1 *Mandatory permissions/settings*

- Record audio (microphone access).
- Allow push notifications.
- Allow LAN connection.

1.2.1.2 *Other permissions necessary for improved feature integration*

- Allow to take pictures and record video.
- Allow access to contacts.

It is always possible to change these permissions in iPhone settings: Permission manager. Then each component concerned can be configured for ALE Softphone.

1.2.2 Certificates

Certificates are used to guarantee a secure data transfer when the app communicates with your company's Communication Server.

1.2.3 Guidelines

The following guidelines are intended to help you get the most out of your device:

- Local contacts should be enriched with useful details: photo, job title, company, phone numbers, email, address, etc.
- Remember: any actions that cause you to be distracted while driving are potentially dangerous and should be avoided. Some jurisdictions have made it illegal to use a phone while driving.

1.2.4 Requirements

Before starting the application, make sure that your administrator has provided you with the following:

- Local and remote communication server host names.
- Your login/password.

1.3 Start the application

Tap the ALE SoftPhone icon.

Tip: if necessary, move the ALE SoftPhone shortcut into the main view.



ALE SoftPhone

1.3.1 Login

When you connect for the first time a login window is displayed where you enter your credentials.



Enter your login.



Enter your password.



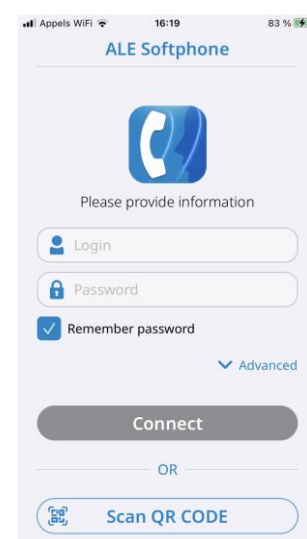
Remember password: validate the checkbox to store the password for future logins.

Open advanced settings if not already opened and enter the local access host name and optionally the remote access host name.

This information is given to you by your administrator.

Tap the button: *Connect*.

In the initial login screen you can see 'Scan QR Code' button (when necessary, hide the input keyboard). Press this button when you want to scan the QR Code image sent by your system administrator. The application then automatically configures the connection parameters (the number of parameters provided depends on your security policy).



1.3.2 Logout

Tap the tab: *Settings*,
and the following menu:

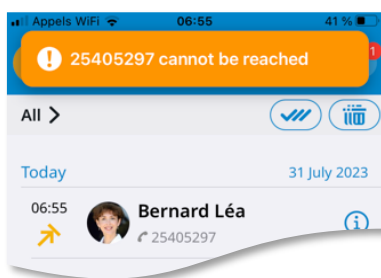


→ Sign out

A confirmation is requested.






When you are logged out, the application is still running. To stop the application, you must quit it.

1.3.3 Information area



An information area opens at the top of the screen when an error occurs.

The color of the information area changes according to the severity of the error message:

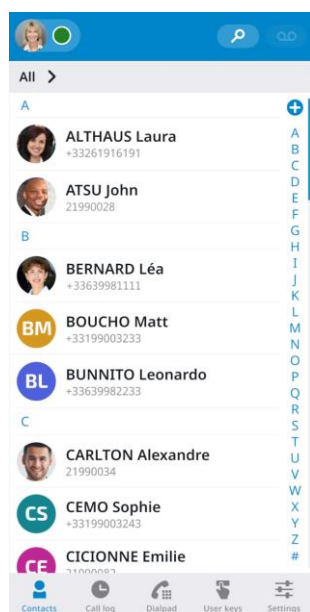
 High	 Medium	 Low
Available actions:		
	Tap on the message to acknowledge it. The current message closes and the previous message is displayed. If there is no other message, the information area closes.	
	If there is more than one message, you can scroll through them by tapping on the left or right arrow.	

Medium (orange) and low (green) priority messages will be automatically closed after a set period of time.

Contact your administrator if necessary.

2 ALE SoftPhone

2.1 Description of the homepage



By default, your call logs are displayed. Access features and settings using the tabs at the bottom of the screen.












Call Routing

- Cancel current call routing: *None*.
- Forward your call to your voicemail or to another number and select forwarding conditions (immediately, when you are busy or/and when you don't reply).
- Activate the 'Do not disturb' feature.

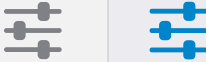


My telephony status (the status is displayed for your information and is only visible on your application):



- Reachable ().
- Call forwarded to voicemail (). For immediate call forwarding, this area will be highlighted in red ().
- Call forwarded to an identified contact (). For immediate call forwarding, this area will be highlighted in red ().
- Call forwarded to an unknown number (). For immediate call forwarding, this area will be highlighted in red ().
- Do not disturb ().
- Not connected ().

		<p>Contacts</p> <ul style="list-style-type: none"> • Display all your local contacts (defined in the local directory of your smartphone) and Microsoft® 365 contacts (depending on the application settings and the availability of an Microsoft® 365 account). • Open contact card. • Select a contact to call. • Create a new local contact. • Manage contacts.
		<p>Call logs</p> <ul style="list-style-type: none"> • Display your entire call history from all devices using the same account (mobile, desk phone, PC for example), sorted by date: <i>Today, Yesterday, This week, Last week, Older</i>. The call log icon displays the number of unacknowledged missed calls (if there are any missed calls). • Use filters to display all calls, missed calls, unanswered calls, incoming calls, outgoing calls or conference calls. • Call back a contact.
		<p>Dialpad</p> <ul style="list-style-type: none"> • Make a call by dialing a number.
 	 	<p>User keys</p> <ul style="list-style-type: none"> • List all programmable keys (5 pages/24 by page are available). • Call a programmed contact. • Activate advanced services available using prefix. • Create, modify, move or delete a programmed key. • Supervise a contact. The icon changes when a monitored contact is receiving an incoming call: .



	<p>Settings</p> <ul style="list-style-type: none">• Define call routing.• Define general settings (automatic start, starting tab and VoIP quality).• Define the appearance.• Define the ringtone.• Activate Microsoft® Office integration.• View my profile. Personal info (photo, phone number, email, etc.) and connection (SIP) information is displayed.• Activate logging for support.• Display information about the application.• Log out.
	<p>Search by name feature</p> <ul style="list-style-type: none">• A search bar is provided at the top of the window.
	<p>Voicemail</p> <ul style="list-style-type: none">• Display the number of unread voice messages.• Access your voicemail. Follow the instructions from the voicemail server (TUI).

2.2 Search by name and advanced search function


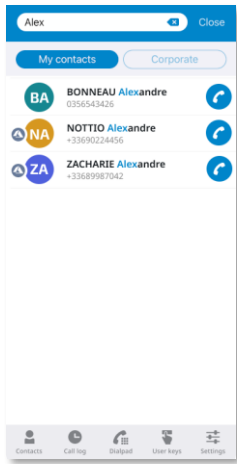

The application offers a simplified (search by name) or advanced search of your contacts through your local and corporate directories.

In advanced search mode, it is also possible to search for a number.



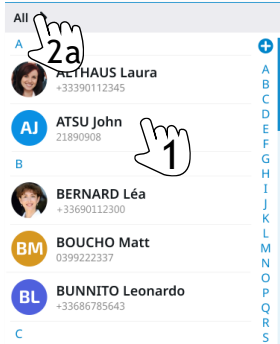


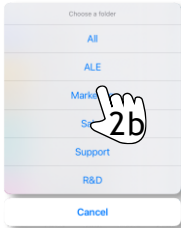

<p>Search by name (default mode)</p> <p>Enter letters to start your search. The result lists contacts whose attributes start with the string entered. The search is performed in the two contact information fields: first name and last name.</p>
<p>Advanced search</p> <p>The advanced search is used if the following option is enabled in contacts settings: <i>Advanced search</i> (see: Activate advanced search).</p> <p>Enter letters to start your search. The result lists contacts whose attributes contain all of the entered strings. The search is performed in a maximum of contact information fields (e.g. first name, last name, job title, address, etc.). The results displayed may not include all matching strings. Depending on the corporate directory used, the search may not be possible on some fields, but these fields will still be displayed.</p>

The local directory includes all contacts created in the ALE SoftPhone app and in the Microsoft® Outlook app installed on your device. See the following chapter for more information about Microsoft® Outlook synchronization: Microsoft® 365 contacts (Microsoft® integration).

Information about the origin of the contact is displayed near the avatar (depending on system configuration and user preferences):

<ul style="list-style-type: none">No icon: local and Microsoft® 365 directories.: Microsoft® Azure 365 directory. <p>By default, all contacts matching the search criteria are displayed. Use the radio buttons to filter the results:</p> <ul style="list-style-type: none"><i>My contacts</i>: only your local contacts (local and Microsoft® Outlook directories).<i>Corporate</i>: Enterprise contacts (Corporate and Azure 365 directories).click on the active filter to unselect it and display all contacts matching the search.	
<p>Available action:</p>	
	<p>Place an audio call with a contact.</p>

2.3 Contacts

Tap the tab: <i>Contacts</i> .			
Display available contacts alphabetically.			
Available actions:			
	Open a contact card by selecting a contact.		
	Create a new local contact (iPhone contact application).		
	Select a letter to display contact alphabetically using this letter.		
	➤ Select a group to display all contacts defined in this group. Groups are defined using the Contacts app by connecting to your Apple iCloud.		

2.3.1 Contacts management

ALE SoftPhone offers two ways to access contacts: the search feature previously described and the Contacts tab.

The Contacts tab groups all your personal contacts, i.e. your local and Microsoft® 365 contacts, and allows you to manage them. To access corporate contacts, use the search feature.

Your personal contacts are managed by the iPhone Contacts app and depend on the version of iOS being used, your phone configuration (account synchronized or otherwise) and the apps installed, such as Outlook (one or more Microsoft® 365 accounts, whether synchronized or otherwise). Thus, when you create a contact, you may have to choose which account to save the new contact to.

2.3.1.1 Local contacts

ALE SoftPhone displays all contacts saved on your smartphone alphabetically. Which contacts are saved depends on the configuration of your mobile and installed applications.

ALE SoftPhone displays all non-empty groups available in the Contacts app of your Apple iCloud.

Create a group of contacts, Add a contact to a group

Use the Contacts app of your Apple iCloud account to manage groups of contacts.

Connect to your Apple iCloud and open the Contacts app. Create a group and add contact to the group. Your local contacts must be synchronized with your Apple account. Consult Apple user guides if necessary.

2.3.1.2 Microsoft® 365 contacts (Microsoft® integration)

Activate Microsoft integration: if this option is enabled in the application settings, ALE SoftPhone displays your personal Microsoft® 365 contacts alphabetically, in addition to the local contacts.

In this case, ALE SoftPhone retrieves contacts by logging into your Microsoft® 365 account.

ALE SoftPhone displays all non-empty groups available via your Microsoft® 365 account.


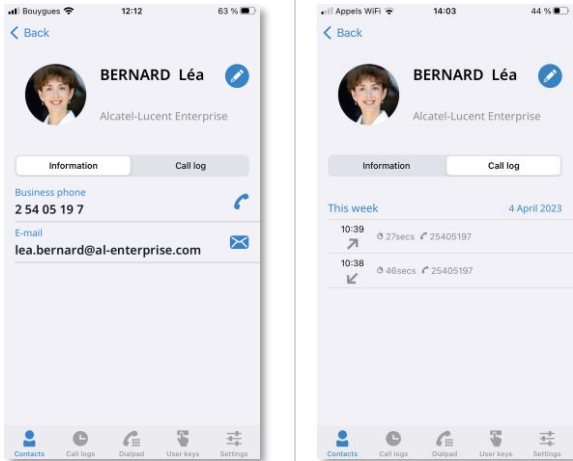





Create a group of contacts

Use the dedicated app or website to manage Microsoft® 365 groups.

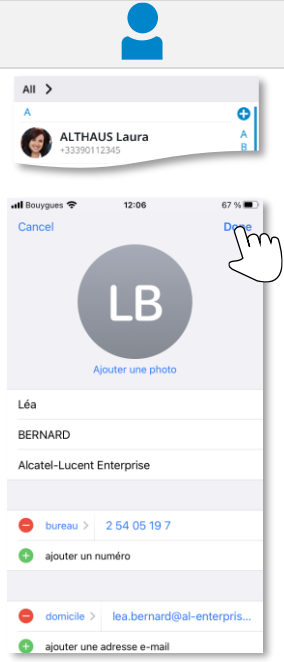
Add a contact to a group



Use the dedicated app or website to manage Microsoft® 365 groups.

2.3.2 Contact card

Select a contact to display the contact card.	 A contact card for BERNARD Léa with a profile picture, name, and phone number 2 54 05 19 7. A hand icon is pointing at the card.	
Information available about your contact is displayed in the following tab: <i>Information</i> (business phone, mobile, extension number, email, address, etc.). The specific call log with the contact is displayed in the following tab: <i>Call logs</i> (incoming calls, outgoing calls, missed calls, time, numbers, duration).	 Two screenshots of the contact card interface. The left screenshot shows the 'Information' tab with fields for Business phone (2 54 05 19 7), E-mail (lea.bernard@al-enterprise.com), and a 'Call log' button. The right screenshot shows the 'Call log' tab with a list of calls for 'This week' (4 April 2023), including two entries with times and durations.	
Available actions:		
	Place an audio call.	
	Open the default email app to send an email to the contact's address.	
	Open the address in the default map app.	
	Edit the contact card.	
	<i>Back:</i> go back to the previous page.	



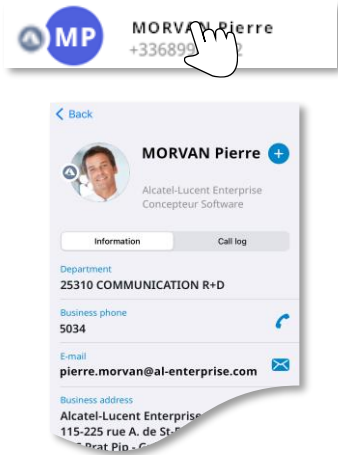
2.3.3 Create a new contact from Contacts tab

<p>Tap the tab: <i>Contacts</i>.</p>	
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- : select the add new contact icon. The native contacts app opens.
- Enter your contacts' details as you usually do with your mobile (name, first name, numbers, photos,...) (consult the user guide for your mobile if necessary).
- : save the contact card in your local directory by selecting the button: *Done*.










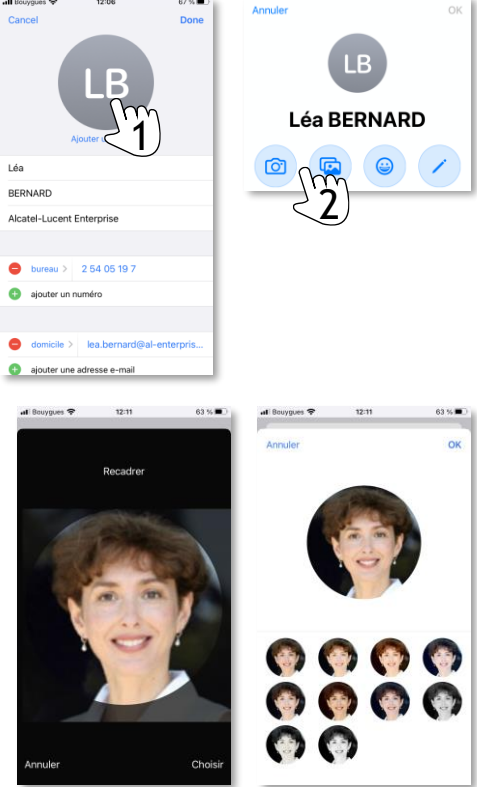




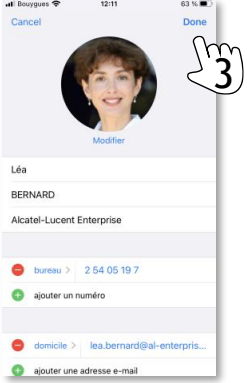
2.3.4 Import a contact from search to your local directory

During a search, contacts are listed. You can create a new local contact by importing information about the contact from the Enterprise directory.

<ul style="list-style-type: none"> • : from the search result, open the contact card (Enterprise directory). • : copy the contact card to your local directory. 	
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You can edit the new local contact to modify it, if necessary.

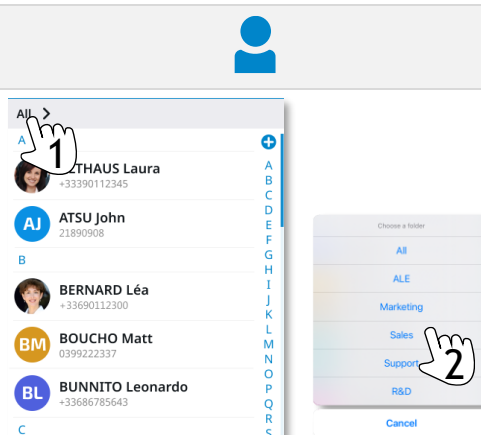
2.3.5 Add, change or remove the image of your contact

<p>Select the tab: <i>Contacts</i>.</p>	
<p>Select the contact to modify.</p>	
<ul style="list-style-type: none"> : edit the contact card. : select the photo/avatar (or initials when no photo/avatar is available). <p>Add a photo</p> <ul style="list-style-type: none"> : make or select a photo. : adjust the photo (zoom). : move the photo into the frame by selecting it. Choose this photo if you are satisfied. Adjust contrast, color, etc. Confirm until the contact card is displayed.  Done: save the contact card in your local directory (to cancel, tap: <i>Cancel</i>).  <i>Back</i>: close the contact card. 	
<p>Remove photo</p> <ul style="list-style-type: none"> : edit the contact card. : select photo. : remove photo by selecting the X icon on the photo and confirm. Done: save the contact card in your local directory (to cancel, tap: <i>Cancel</i>).  <i>Back</i>: close the contact card. 	

2.3.6 Display a group

Tap the tab: *Contacts*.

- : display all existing groups (local and Microsoft® 365 groups*).
- 2: select a group to display all contacts defined in this group.

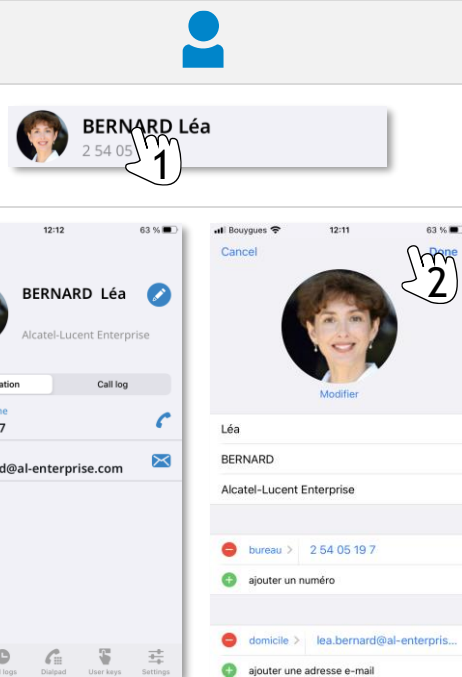


*See the following chapter for more information: Activate Microsoft® integration.

2.3.7 Modify a contact

Tap the tab: *Contacts*.

- 1: select the contact to modify.
- ✎: edit the contact card.
- Enter your contacts' details as you usually do with your mobile (name, first name, numbers, photos,...) (consult the user guide for your mobile if necessary).
- 2 Done: save the contact card in your local directory (to cancel, tap: *Cancel*).
- < Back: close the contact card.






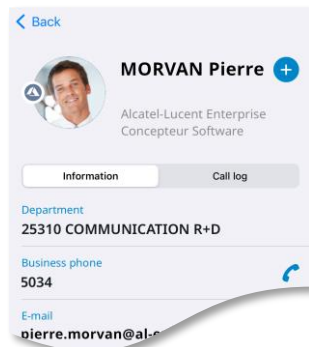




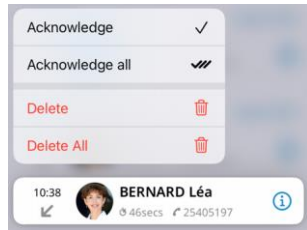






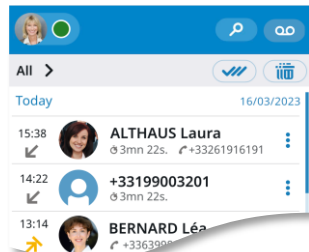

How you modify a contact depends on where it is stored. Use the dedicated app or website (iPhone Contacts app, iCloud Contacts app, Microsoft® 365 website).

2.3.8 Delete a contact

Delete the contact from the iPhone Contacts app. Consult the user guide for your mobile if necessary.

The call log displays a history of all your calls made from any device using the same account (mobile, desk phone, PC for example), sorted by date (today, yesterday, this week): *Today, Yesterday, This week, Last week, Older.*

<div data-bbox="754 380 829 448" data-label="Image"> </div> <p>Display your entire call history sorted by timestamp: <i>Today, Yesterday, This week, Last week, Older.</i></p> <ul style="list-style-type: none"> <div data-bbox="247 555 300 595" data-label="Image"> </div> : the call log icon displays the number of unacknowledged missed calls (if there are any missed calls). <div data-bbox="247 703 300 743" data-label="Image"> </div> : missed calls. <div data-bbox="247 766 300 806" data-label="Image"> </div> : unacknowledged missed calls. <div data-bbox="247 819 300 860" data-label="Image"> </div> : unanswered outgoing calls. <div data-bbox="247 873 300 913" data-label="Image"> </div> : answered incoming calls. <div data-bbox="247 927 300 967" data-label="Image"> </div> : answered outgoing calls. 	
<div data-bbox="161 1034 207 1081" data-label="Image"> </div> <p>Three-party conference. In this case the avatar is represented by the conference icon.</p> <p>The icons indicating an incoming or outgoing call remain applicable:  / .</p>	
<div data-bbox="148 1270 207 1330" data-label="Image"> </div> <p>➤ Use filters to display all calls, or to display missed calls, unanswered calls, incoming calls, or outgoing calls only by selecting the corresponding vertical tabs.</p>	
<p>Available actions:</p>	
<div data-bbox="154 1585 213 1646" data-label="Image"> </div>	<p>Call back the contact by short-pressing on the name/number or the photo/avatar. In the case of a known contact, the number used is the one displayed under the name. You can also open the contact card and choose another number to call back. In the event of an unacknowledged missed call, it is now acknowledged.</p>

	Contact details Open the log details: contact card of a contact or list of participants in a conference call.		
		If the contact is not in your local directory, you can add it.	
		Swipe down to close the contact card.	
	Press and hold on the contact to acknowledge or delete contact.		
	Acknowledge	Acknowledge the selected missed call.	
	Acknowledge all	Acknowledge all missed calls	
	Delete	Remove the selected call.	
	Delete all	Remove all calls.	
	Swipe left to delete a call log entry.		
	Acknowledge all missed calls.		
	Remove all calls.		

2.5 Programmable keys

Your application provides a virtual add-on module with 5 pages and 24 programmable keys by page. You can program a key by entering a number or a service prefix. If some of your contacts are monitored, you will see your contact's telephony status directly (see chapter: Supervision).

Available actions:

	Select the page to display.
	Open next page.
	Open previous page.
	Create a programmable key by selecting a free key.
	Select a key to use it: call a direct number, activate/deactivate a service or answer an incoming call from a supervised contact.

2.5.1 Create a programmable key















Tap the tab: *Programmable keys and Supervision*.

- Select a page.
- : select a free key.


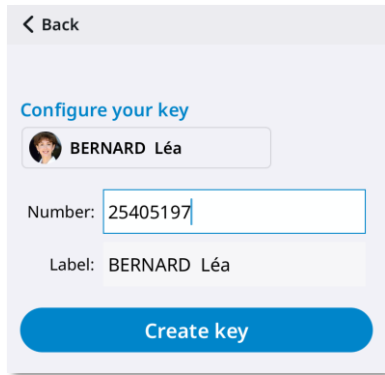
: select direct call number:

- To create a direct call key: enter the number of your contact.
- To define a service associated with the key: enter the service prefix followed by the number. If a service is defined for a key without a number, the number will be requested when you click on the key. For more information about the prefix, please contact your administrator.

The application can propose the most commonly available services in order to facilitate programming (some features depend on system configuration). See examples below.

	Immediate forward to a number.		Call pick-up feature.
	Deactivate forward.		Redial a recent number.
	DND (Do not disturb).		Redial the last caller.
	Access to voicemail.		'Meet me' conference.
	Get your active call started on another device.		Call emergency.
	Welcome desk.		Call guard.
	Call the operator.		Call associate.


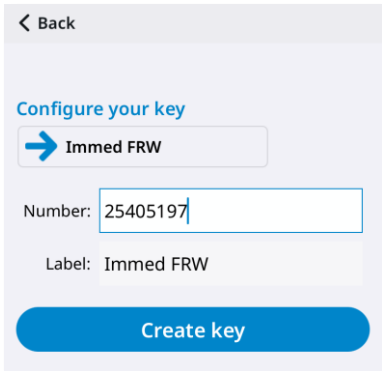
2.5.1.1 Create a direct call key

Select the direct call service.	
<ul style="list-style-type: none"> • Enter number. • If the number entered is recognized (local or Microsoft® 365 contact), the label will be completed automatically using the name of the contact. The available photo or avatar of the contact is displayed. If not, enter a label manually. If you leave the label blank, the number will be displayed on the key. • You can see how the key will be displayed at the top of the configuration window. • Create the key. 	

Phone number format supported:

- Short number for an internal contact.
- Contact number without country code for a contact in the same country.
- International number (digits only): 00 Country RegionCode Number (for example: 0033390123456).

2.5.1.2 Create an immediate forward key


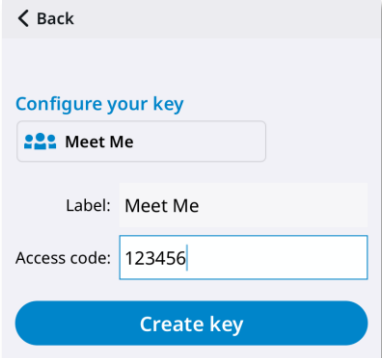
<p>Select the forward service.</p>	
<ul style="list-style-type: none"> • Enter the destination number. • Add a label. You can see how the key will be displayed at the top of the configuration window. • Create the key. <p>In this example, all your incoming calls will be forwarded to Alex Phoenix if the key is activated.</p>	

Phone number format supported:


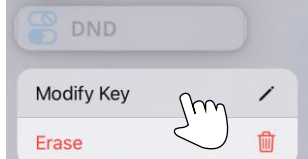
- Short number for an internal contact.
- Contact number without country code for a contact in the same country.
- International number (digits only): 00 Country RegionCode Number (for example: 0033390123456).

2.5.1.3 Create a 'Meet me' Conference key

The 'Meet me' function is used to set up a conference with a maximum of 29 persons (maximum value depends on the system configuration). In order for participants to join the conference, the organizer must send the time and access code of the conference.

<p>Select the 'Meet me' conference service.</p>	
<ul style="list-style-type: none"> • Enter a label. • Enter the access code of the conference. You can see how the key will be displayed at the top of the configuration window. The access code is defined by the owner of the conference and has to be communicated to the participants. • Create the key. 	

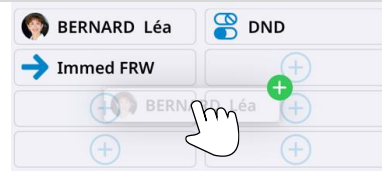
2.5.2 Modify a programmable key

<ul style="list-style-type: none"> •  : to modify the programmed key, long-press on it and select: <i>Modify key</i>. 	
---	--


2.5.3 Move a programmable key

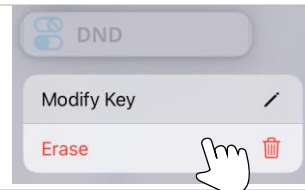
You can move a key to a free space on the same page.

- Long-press on the key to move, drag and drop it in a free space on the same page.



2.5.4 Delete a programmed key

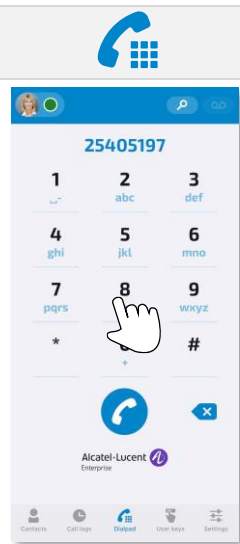


-  : to modify the programmed key, long-press on it and select: *Erase*.



3 Use the ALE SoftPhone – use cases

3.1 Make an audio call



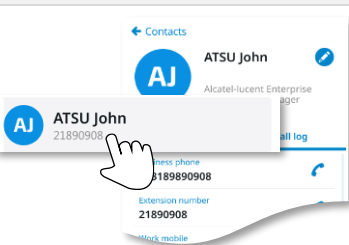
3.1.1 Using Dialpad

Tap the tab: <i>Dialpad</i> .		
Dial directly the number on the Dialpad.		
Available actions:		
	Place an audio call.	
	Delete the last digit entered.	



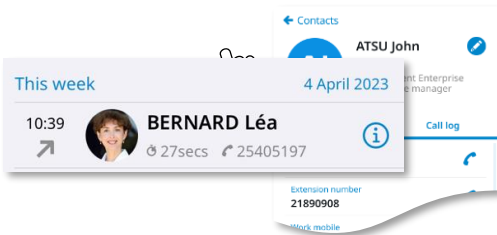


Phone number format supported:

- Short number for an internal contact.
- International number (digits only): 00 Country RegionCode Number (for example: 0033390123456).
- Canonical number: +Country/RegionCode Number (for example: +33390123456).
- Contact number without country code for a contact in the same country.

3.1.2 Using Contacts

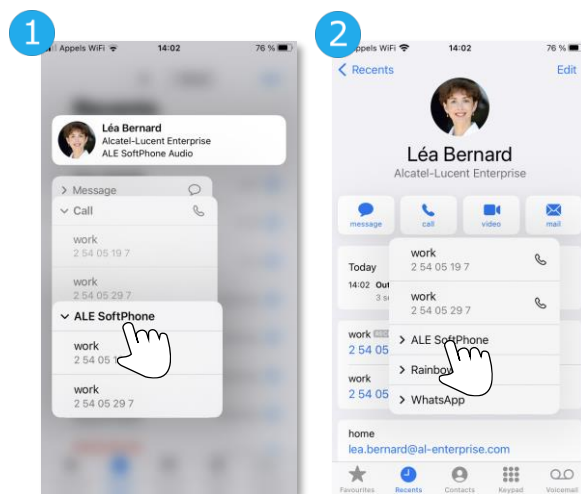
Tap the tab: <i>Contacts</i> .		
Open the contact card by selecting a contact.		
Available action:		
	Place an audio call.	

3.1.3 Using Call log

Tap the tab: <i>Call logs</i> .		
Available action:		
	<p>Call back the contact by short-pressing on the name/number or the photo/avatar. In the case of a known contact, the number used is the one displayed under the name.</p> <p>You can also open the contact card and choose another number to call back.</p>	
	<p>Open the contact card of the contact you want to call.</p>	
	Place an audio call.	

3.1.4 Call from native call log or contacts (native call integration)


You can make a call with ALE SoftPhone from the iPhone call log or contacts.



1- From the call log (from iPhone 7 and higher):

- Long press on your contact to display all applications available for the communication.
- To make the call, select ALE SoftPhone on the displayed pop-up.
- Select the number to call with ALE SoftPhone. The selected number will be associated to an ALE SoftPhone.

2- From the contact card:

-  Long press on the call icon to display all applications available for the call.
- Select ALE SoftPhone on the displayed pop-up.
- Select the number to call with ALE SoftPhone. The selected number will be associated to an ALE SoftPhone.

Each call made must be individually associated to ALE SoftPhone.



The application associated to the number used to make the call is stored. The name of the default application is displayed under the name/number of the contact in the native call log, and under the call icon in the native contact card (for example, ALE SoftPhone).

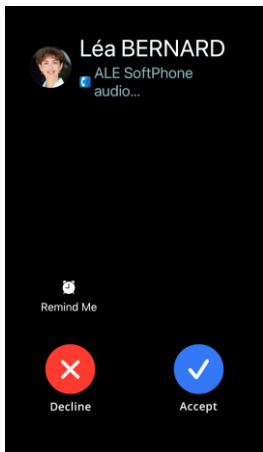
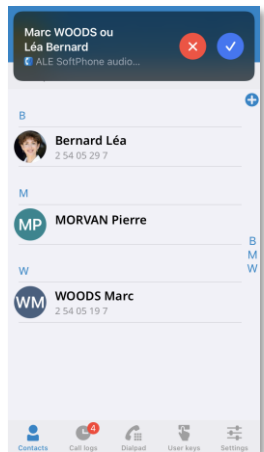
If you want to call back your contact in the same way, just select your contact in the iPhone call log or press the call icon in the iPhone contact card.

Follow the same procedure to change the current application, by selecting another application in the pop-up.



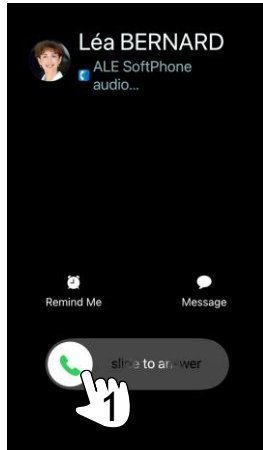
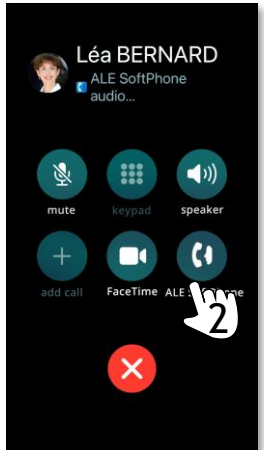
3.2 Receive an incoming call

3.2.1 Answer incoming call

When you receive an incoming call, information about the caller is displayed on the screen.	
Available actions:	
	Answer the incoming call.
	Decline the incoming call and forward it to your voicemail (if voicemail is available).

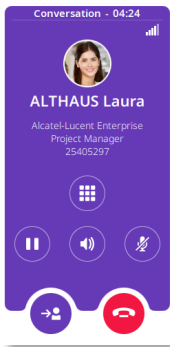
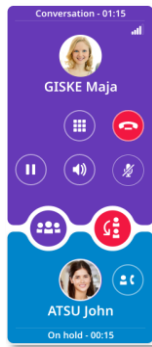
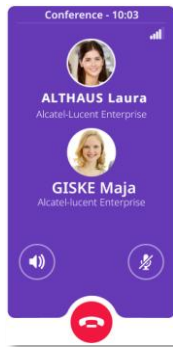


















3.2.2 Answer incoming call when the iPhone is locked or on standby


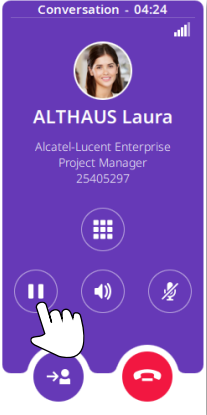
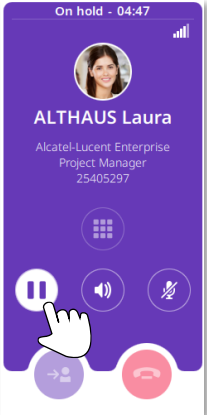

<p>You receive an incoming call when your phone is locked or on standby, information about the caller is displayed on the screen.</p> <ul style="list-style-type: none"> •  1 Swipe to take the call. •  Tap the ALE SoftPhone icon to switch to the ALE SoftPhone app. 	<div style="display: flex; justify-content: space-around;">   </div>
---	---

3.3 During audio call

Information about your contact, such as number, name, company and job title, is displayed in the conversation screen. The elapsed time is displayed above the same area.


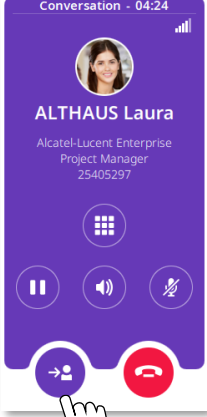
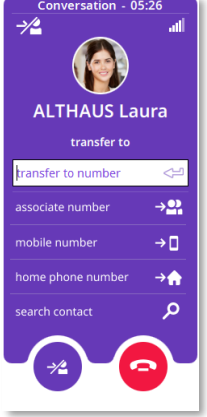






You are in conversation with one contact.		You are in conversation with one contact and the second is on hold.		You are in conference with two contacts.	
					
	Go back to the homepage.				
Back					
	Go back to the conversation screen.				
	Display network quality for voice over IP calls during conversation (5 levels, the number of levels being proportional to the quality of the network). This icon is displayed when the following option is activated: <i>VoIP call quality indicator display</i> .				
	Put the call on hold.				
	Retrieve the call on hold.				
	Activate loudspeaker.				
	Deactivate loudspeaker.				
	Open numeric keyboard to enter digits (DTMF feature).				
	Hide numeric keyboard.				
	Transfer the call to another person.				
	Mute the audio. The icon is red when the audio is muted.				
	Unmute the audio.				
	Connect your two contacts and end the call.				
	Activate a three-way conference.				
	Switching between two calls. The active call is purple. The call on hold is blue.				
	End the active call / End the conference with all participants.				

3.4 Put a call on hold/retrieve a call on hold

	Select the put on hold icon in the conversation screen.		
	Retrieve the call on hold.		

3.5 Transfer a call

From the conversation screen:



	Select the transfer icon in the conversation screen.		
	Transfer the call to an entered destination number.		
	Transfer the call to a defined associate*.		
	Transfer the incoming call to the mobile phone defined in your profile*.		
	Transfer the call to your home phone number (if defined in your profile)*.		
	Transfer the call to a contact using the search feature.		
	Cancel the transfer.		

* The available transfer options depend on your profile as defined by your administrator.






3.6 Make a second call

 Back	Go back to the homepage.
--	--------------------------



By dialing a number:

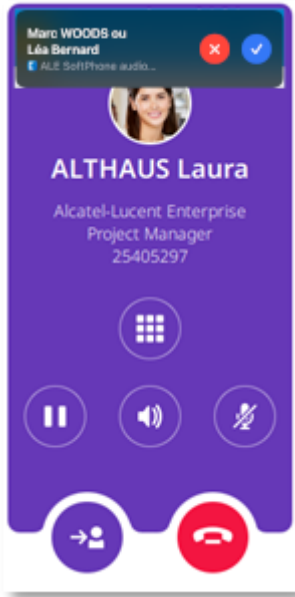
Tap the tab: <i>Dialpad</i> .		
	Dial directly the number on the Dialpad. Place an audio call.	

From local contacts, call log, or search by name:

Tap the tab: <i>Contacts, Call logs</i> or use the search by name result.		 or  or 
	Open the contact card. You can also call a contact back directly from the call log.	
	Place an audio call.	

3.7 Receive a second call







When you receive an incoming call, information about the caller is displayed on the screen.	
Available actions:	
	Answer the incoming call. The first call is put on hold.
	Decline the incoming call and forward it to your voicemail (if voicemail is available).

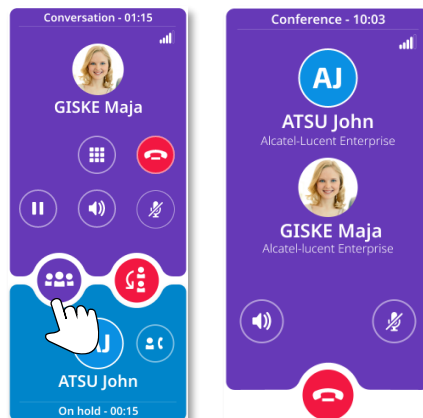


3.8 Switch between two calls

	Select the switching icon.	

3.9 Conference

	You are in conversation with two contacts. Select the conference icon.
	Activate loudspeaker.
	Deactivate loudspeaker.
	Mute the audio. The icon is red when the audio is muted.
	Unmute the audio.
	End the conference with all participants.



3.10 Call Routing

Call routing allows you to define what your phone does when you receive an incoming call:

- Forward your call to your voicemail.
- Forward your call to another number.
- Select forwarding conditions (immediately, when you are busy or/and when you don't reply).
- Activate the 'Do not disturb' feature.

3.10.1 Telephony status









Depending on the call routing, your telephony status is displayed right beside your photo/avatar (the status is displayed for your information and will only be visible on your own desk phone):

<i>Blue</i>	Reachable.
<i>Red</i>	Not reachable.

The following icons are displayed during call forwarding:

	To voicemail.
	To an identified contact.
	To an unknown number.

Depending on the selected forwarding settings, when activated an icon will be displayed against a red background to indicate immediate routing. In this case, a red banner will be displayed on the dashboard.

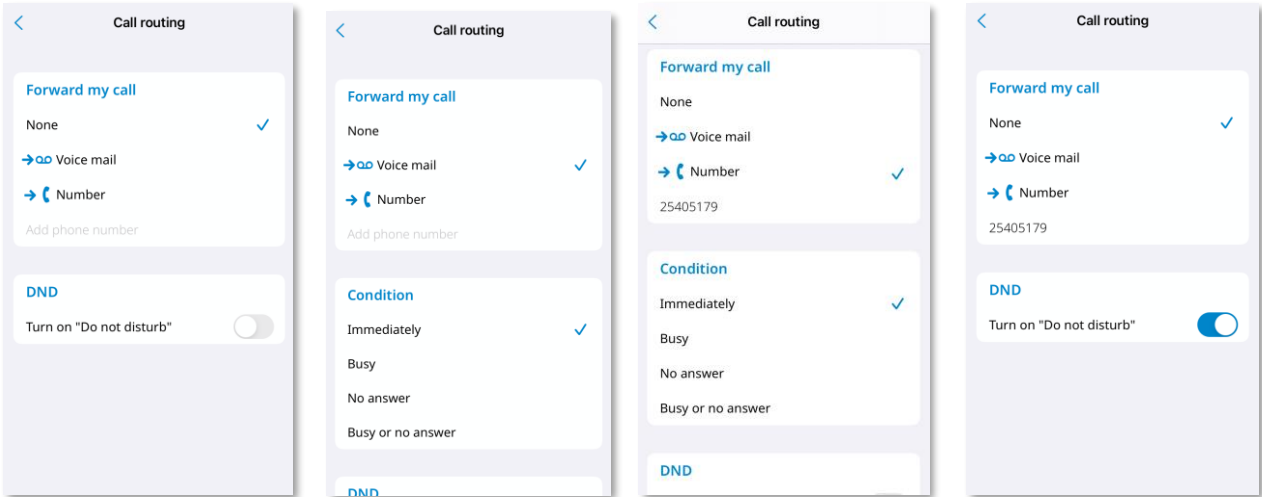
Call Routing		Telephony status	
None (no forwarding activated)			No active forward
To voicemail	<i>Immediate forward.</i>		Forward to: Voicemail
	<i>Forward on no answer, Forward on busy/ Forward on busy or no answer.</i>		Forward to: Voicemail
To an identified contact.	<i>Immediate forward.</i>		Forward to: [Contacts]
	<i>Forward on no answer, Forward on busy/ Forward on busy or no answer.</i>		Forward to: [Contacts]
To an unknown number.	<i>Immediate forward.</i>		Forward to: [Number]
	<i>Forward on no answer, Forward on busy/ Forward on busy or no answer.</i>		Forward to: [Number]
Do not disturb			Do Not Disturb

3.10.2 Open call routing management

Tap your photo/avatar to open the call routing settings.





You can also access call routing by selecting the corresponding tab in the application settings.



3.10.3 Forward all incoming calls to your voicemail immediately

- ➡ Voice mail.
- Condition: Immediate forward.

Status:





Red



3.10.4 Forward all incoming calls to another number immediately

- ➡ Number
Enter the destination number.
 - ➡ : the number is identified as a known contact.
 - ➡ : the number is an unknown number.
- Condition: Immediate forward.

Status:



Red





Red

3.10.5 Forward all incoming calls to your voicemail when you are busy and/or if you don't reply

- ➡ Voice mail
- Select one of the following conditions: Forward on no answer, Forward on busy/ Forward on busy or no answer.

Status:



3.10.6 Forward all incoming calls to another number when you are busy and/or if you don't reply

<ul style="list-style-type: none"> → <i>Number</i> Enter the destination number. <ul style="list-style-type: none"> → : the number is identified as a known contact. → : the number is an unknown number. Select one of the following conditions: Forward on no answer, Forward on busy/ Forward on busy or no answer. 	Status:
	→
	→

3.10.7 Do not disturb

<ul style="list-style-type: none"> 'Do not disturb' option. The phone status will be updated depending on your desk phone call forwarding status. 	 Red
--	----------------

3.10.8 Cancelling all forwards

<ul style="list-style-type: none"> <i>None.</i> No forwarding activated. You will be contactable unless the 'Do not disturb' option is activated (in which case a 'Do not disturb' status is displayed). 	Status:

3.10.9 Canceling the 'Do not Disturb' feature

<ul style="list-style-type: none"> 'Do not disturb' option. The phone status will be updated depending on your desk phone call forwarding status.
--

3.11 Check your voicemail

The number of unread voicemails is displayed.





Tap the voicemail icon.	
Follow the instructions from the voicemail server.	
Available actions:	
Activate loudspeaker.	
End voicemail check.	

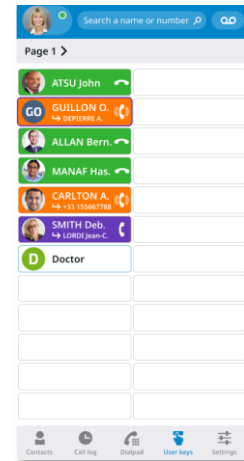
3.12 Supervision (optional)

This feature depends on the system configuration.

You can monitor business call numbers. This means that you can pick up an incoming call from a monitored contact when their phone is ringing. The administrator must configure contacts you monitor. All supervised contacts are displayed as programmed keys (tab: *Programmable keys and Supervision*).

Telephony status of monitored contact is displayed.


-  Free (green): the monitored contact is idle or out of service. Click on the key calls the monitored contact.
-  Ringing (orange): the monitored contact receives an incoming call. You can pick up the call by clicking the key. The caller is displayed under the monitored contact's name.
-  In conversation (purple): the caller is displayed under the monitored contact's name.
-  In conversation and receiving a second call (purple + orange): the monitored contact receives a second call during a conversation. You can pick up the second call by clicking the key.



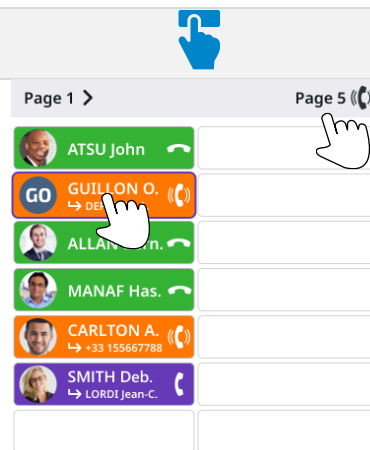
Click on the key to call the monitored contact.

Pick up an incoming call for a monitored contact:

Tap the tab: *Programmable keys and Supervision*.

: this icon indicates the page where the contact receiving the call is programmed.

- Select this page.
- Select the key (orange = ringing). The caller is displayed under the monitored contact's name.
- You are in communication with the caller.


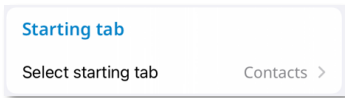


The tab icon is changed when a monitored contact receives an incoming call. Select the corresponding tab if you are not already on the page and manage your supervised contacts.

4 Settings



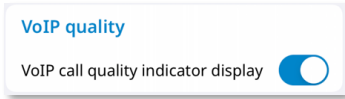
4.1 Set the page displayed at startup

Set the default page to display when you launch the app.


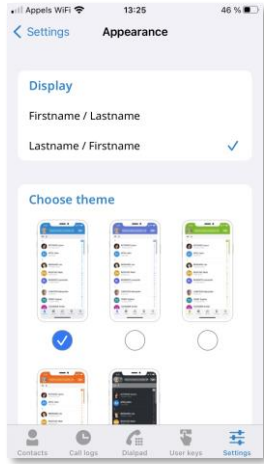
Tap the tab: <i>Settings</i> , and the following menu:		→ General → Starting Tab
Select the tab: Contacts, Call logs, Dialpad, User keys, Settings.		

4.2 Display the VoIP call quality indicator


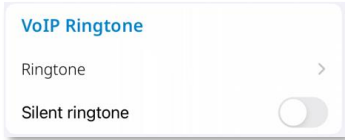
Display network quality for voice over IP calls during conversation.

Tap the tab: <i>Settings</i> , and the following menu:		→ General → VoIP quality
Activate the option: <i>VoIP call quality indicator display</i> .  : VoIP quality is displayed at the top-right of the conversation window.		


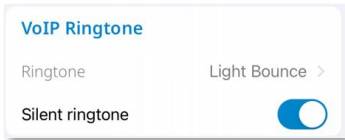
4.3 Change appearance (name display, theme and language)

Tap the tab: <i>Settings</i> , and the following menu:		→ Appearance
<p><i>Display</i>: define how the name of your contact is displayed.</p> <p><i>Appearance</i>: define the theme.</p> <p>The language is automatically set based on the iOS language.</p>		

4.4 Define the ringtone

Tap the tab: <i>Settings</i> , and the following menu:		→ Alerts and sounds
Test and select ringtone for incoming calls. Select the ringtone for receiving an incoming call from the pick list. The ringtone plays for a few seconds.		


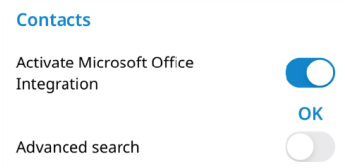
4.5 Enable or disable silent mode

Tap the tab: <i>Settings</i> , and the following menu:		→ Alerts and sounds
Activate or deactivate silent mode by selecting/unselecting the option: <i>Silent ringtone</i>		

4.6 Activate Microsoft® integration

You need a Microsoft® 365 or Azure 365 account.

Activating Microsoft® integration enables you to access your Microsoft® 365 contacts (the contacts defined in your Microsoft® 365 account). Thus, ALE SoftPhone will display and search for local and Microsoft® 365 directories. Think about creating your contacts in Microsoft® 365 if you have an account, in order to find them easily in Outlook 365 on mobile, tablet, laptop, desktop or via a web browser.

Tap the tab: <i>Settings</i> , and the following menu:		→ Contacts → Activate Microsoft integration
Activate/deactivate Microsoft® integration. If you activate Microsoft® integration, your Microsoft® Outlook/Azure 365 credentials will be requested. The following status is displayed when you activate the option: <ul style="list-style-type: none"> • <i>In progress</i>: connection to Microsoft® Outlook/Azure 365 is in progress. • <i>OK</i>: connection is successful. 		

4.7 Activate advanced search

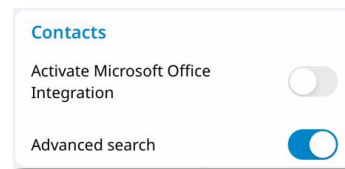
Select the tab: *Settings*,
and the following menu:



→ **Contacts**
→ **Advanced search**

Advanced search: Activate this option to use the advanced search feature.

The search is performed in a maximum of contact information fields (e.g. first name, last name, job title, address, etc.). Depending on the corporate directory used, the search may not be possible on some fields, but these fields will still be displayed.



4.8 Display your profile

Personal info (photo, phone number, email, etc.) and connection (SIP) information is displayed.

Tap the tab: *Settings*,
and the following menu:



→ **My profile**

4.9 Support

Tap the tab: *Settings*,
and the following menu:

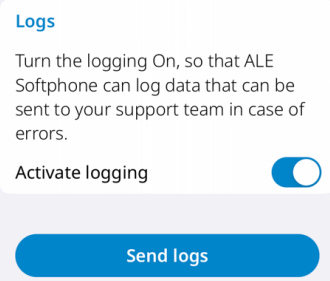


→ **Support**

Activate logging: select this option to activate logging for the current session. Turn logging on to enable ALE SoftPhone to log data that can be sent to your support team in case of errors.

Uncheck the option or stop the application to deactivate logging.

Send log: send the log to your support.



4.10 About

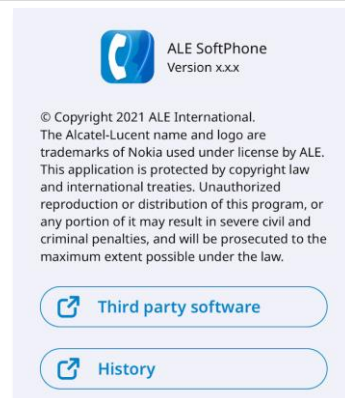
Tap the tab: *Settings*,
and the following menu:



→ **About**

This page displays all the information related to your application:

- Software name and version.
- *Third party software:* list of third-party software.
- *History:* open an html file with history.



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