



STRATUSPHERE SOFTPHONE MOBILE APPLICATION USER GUIDE FOR ANDROID

TECH SUPPORT

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About this Guide

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

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

Stratusphere Softphone Mobile Application

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

This application supports the following features:

- Inbound and outbound calls
- Voicemail
- Call transfer
- Call forwarding

Requirements

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

Initial Setup

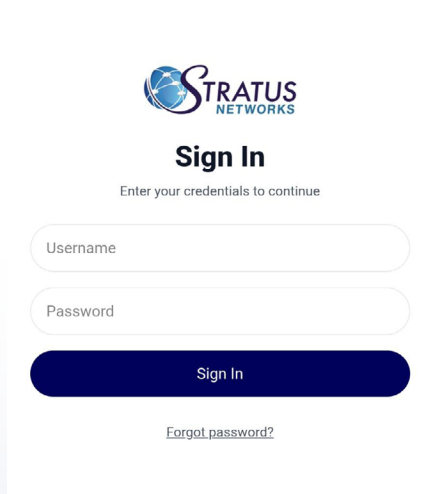
This chapter describes the instructions to start setting and running the application on a mobile phone. To begin, the user must have a username and password. Your Stratus HPBX project manager will provide account credentials. Download and install the application on the mobile phone, sign in with the credentials, and set up the work account to begin using this application.

Application Installation

Ensure to install the Android version of the application on mobile phones with Android 11 or later versions. Install the Stratusphere Softphone application onto the mobile phone by searching for Stratusphere Softphone on the Google Play store.

Signing in to the Application

To start using the application for the first time, sign in to the application with the account credentials provided. This will be the same login credentials you would use to log into the voice portal (<https://hpbx.stratusnet.com/>) and you are able to request a password reset at that page, or contact the Stratus NOC for assistance with retrieving your login information.



STRATUS
NETWORKS

Sign In
Enter your credentials to continue

Username

Password

Sign In

[Forgot password?](#)

1. Open the application.
The screen prompts the user to sign in.
2. Sign in using one of the following methods:
Fill in the Username and **Password** fields, and then touch the **Sign in** button.

Setting Up Application Permissions

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

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

Important:

- If the user chooses to disable the **Show full screen preview for incoming call** option, omit steps from 8 to 11.
 - The **Fullscreen incoming call** feature decides how the notifications occur when the application receives incoming calls. The user can change the setting later. See the Changing the Incoming Call Screen section for instructions.
8. Touch the **Settings** button on a dialogue box asking for permission to access the **Display over other apps** setting.
Note: Select the **Skip** button to set this up later.
 9. Scroll through the list to locate this softphone application, and then tap it.
 10. Enable the **Allow display over other apps** switch.
 11. Touch Back.

The application screen displays the Keypad tab.

Account Status Icons

Upon successfully signing into this application, the Stratus Networks icon at the top left corner should appear in green.

DOT COLOR	INDICATIONS
Green	The account is registered.
Red	The account is not registered yet. Check your internet connection or contact Stratus to get assistance.
Blue	Automatic call forwarding is enabled.


Voice Account Registration Status

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

(Optional) Changing Display Language

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

To change the display language:

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

Using the Application

Application Main Screen





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



- Touch an icon in the tab bar (2) to navigate to the corresponding screens.
- The icon (1) displays the Stratus Networks icon. The icon color indicates the voice account registration status.
- To begin using the application, make a call by tapping the number on the keypad (4) and the numbers are displayed in the phone number field (3).
- **Note:** See the Making Calls section for more information.
- To configure the application settings, touch (5) > **Settings**.
- The dot (6) on the tabs keeps track of unread messages or missed calls in the application.

Tab Bar Icons

Use the tab bar to navigate to the corresponding screens.

TAB	DESCRIPTION
	Keypad - Use the dialer to call new phone numbers.
	Contacts - Displays the contact directory.
	History - Displays the call history.
	Quick Dial - Saves quick dials for the contacts frequently calling.

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

Making Calls

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

Make an outgoing call via the following options:

New phone numbers

1. Touch the **Keypad** tab.
2. Dial the phone number..
3. Touch the **Call** icon to initiate the call.

Contacts directory

1. Touch the **Contacts** tab.
2. Search for the contact name.
3. Touch the **Call** icon to initiate the call.

Quick dials

Note: See the Quick Dials section to learn how to add a quick dial.

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

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.

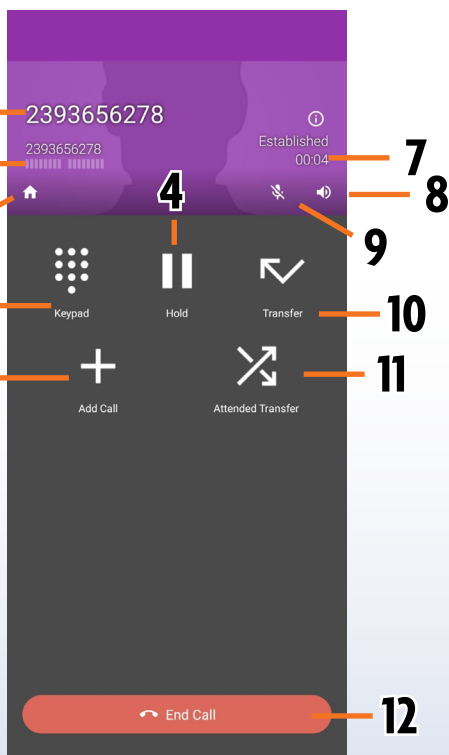
Receiving Calls

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

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


Mid-Call Operation

While in the middle of an active phone call, the user can put the call on hold, record calls, transfer calls (attend and unattended), merge calls, and open a dual-tone multi-frequency (DTMF) keypad. **Note:** To access other tabs on a call, tap the **Home** (4) icon to leave the active call screen and open the application screen.




- (1) Displays the name and phone number of the person on the call.
- (2) Displays the input level of the call participant's and users microphone.
- (3) Press to open the application screen.
- (4) Puts the call on hold or resumes the call.
- (5) Opens the dual-tone multi-frequency (DTMF) keypad.
- (6) Adds new call participant(s) to the present call.
- (7) Displays the call duration.
- (8) Turns on the loudspeaker. The user can turn the loudspeaker on or off by toggling this icon.
- (9) Turns off the microphone. The user can mute or unmute the microphone by toggling this icon.
- (10) Initiates a cold or unattended transfer.
- (11) Initiates a warm or attended transfer.
- (12) Dismisses the call.

Muting or Unmuting the Microphone


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

Turning the Speakerphone On or Off

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

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


Making an Unattended Transfer

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

To make an unattended transfer:

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

Making an Attended Transfer

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


To make an attended transfer:

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

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

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


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

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 a Call section to make a new call.
The first call goes 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** icon.
The conference call is put on hold.
2. Touch the **Switch**  button and pick the participant to talk separator to remove from the conference.
Note: To form a conference call from the separate calls again, select the **Join** button on the call screen.

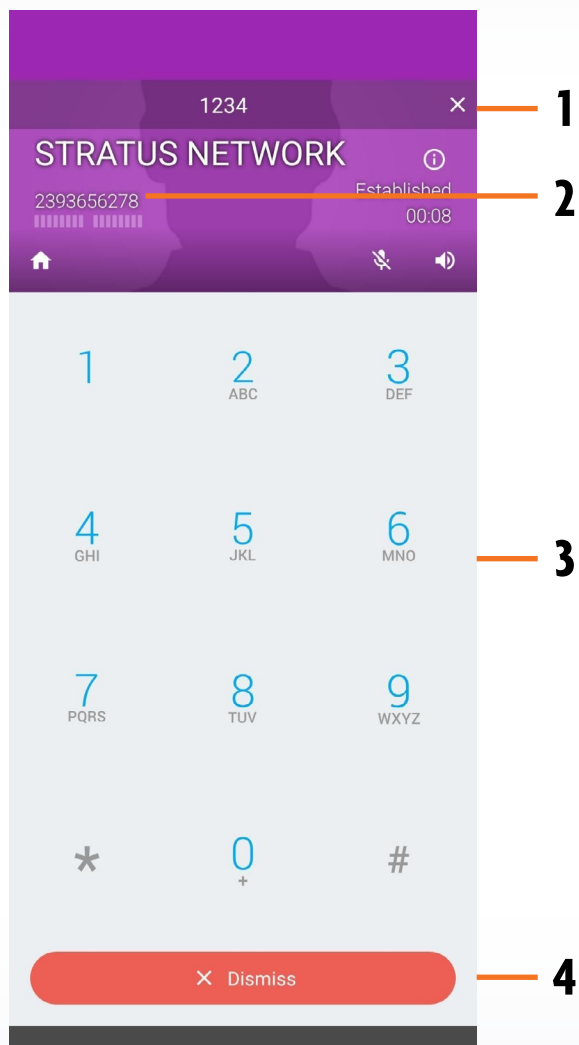
Entering DTMF Digits

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

To use the DTMF keypad:

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

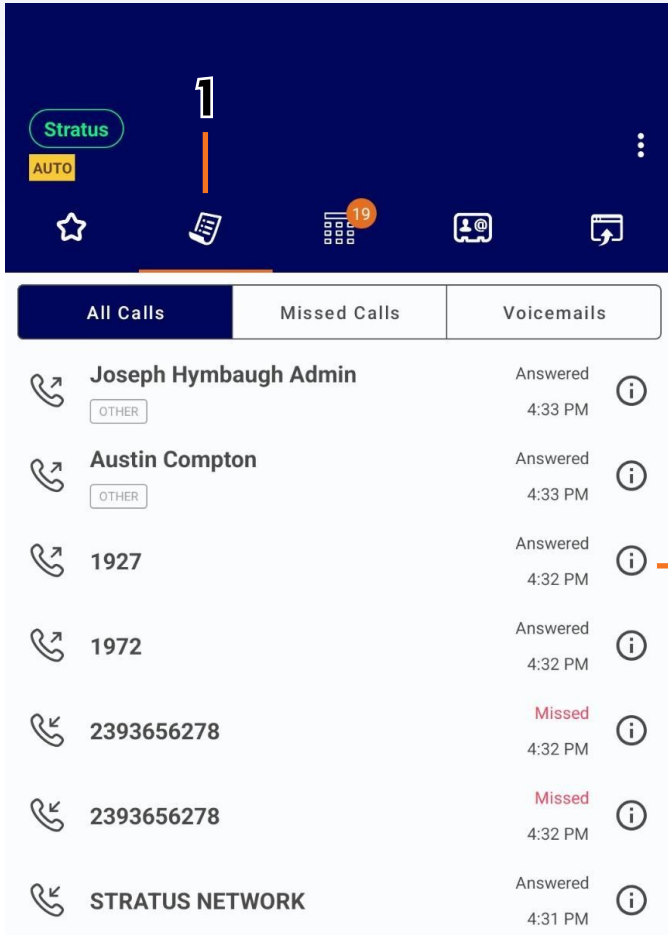
The DTMF keypad displays.



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

Call History



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



- If there is a number in the red dot on the **History** tab, that number represents the number of missed calls.
- Touch the **Information** ⓘ (2) icon to learn more about the call.
- Tap on the call logs to make calls. See the Making Calls section for the details.

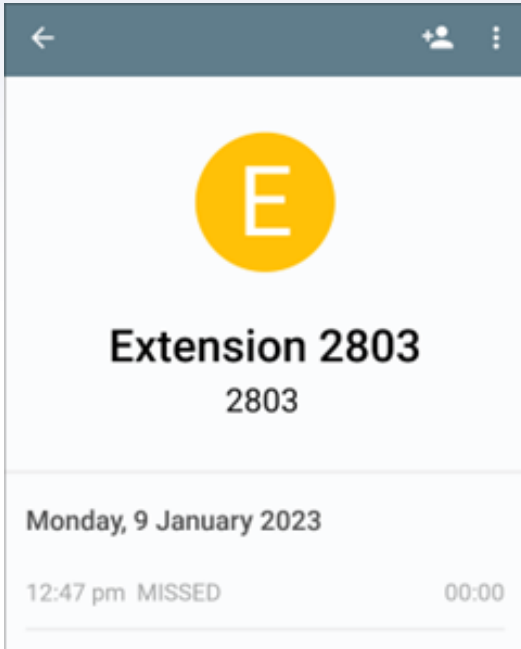
Call Log Icons


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

ICONS	INDICATION
	Received incoming call
	Outgoing call


Saving New Phone Numbers from Call History to Contacts

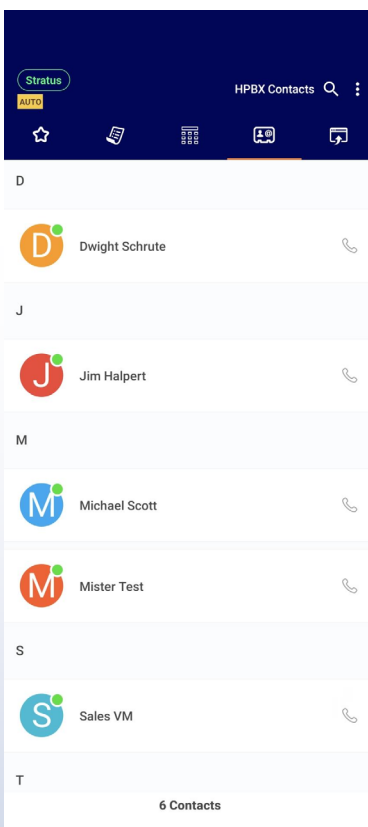
After receiving a call from a new phone number, the user can save that number to the address book.



1. Touch the **History** tab.
2. Touch the **Information** icon beside the new phone number.
3. The call information displays.
4. Tap the **Add Contact**  icon at the top of the screen.
5. Follow the instructions on the screen to save as a new contact or add to an existing contact.

Contacts Directory

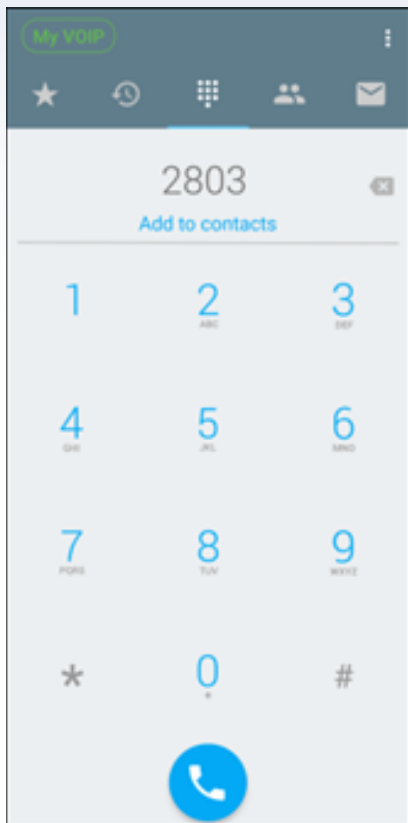
To access all the contacts, open the **Contacts**  tab.



Touch the call icon beside the contact name to make an audio call.

Adding New Contacts

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

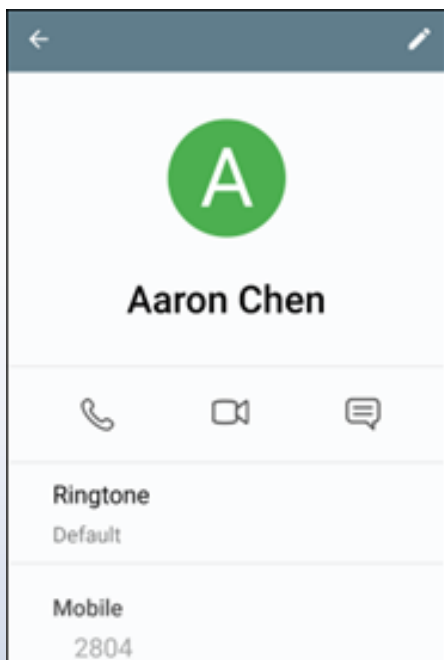


To manually enter the phone number and create the contact:

- Open the **Contacts** tab, touch the **Add New +** button, enter the name and phone numbers in the contact fields, and then save it.
- Open the **Keypad** tab, use the dialer tab to dial phone numbers, tap **Add to contacts**, enter a name in the name field, and then save it.
- To save new phone numbers from recent calls, see the Saving New Phone Numbers from Call History to Contacts section.
- To save new phone numbers from recent messages, see the Saving New Phone Numbers from Messages to Contacts section.

Editing Contacts


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



1. Open the **Contacts** tab.
2. Tap a contact that needs updates.
3. Tap the **Edit** icon in the top right.
4. Make changes and then save it.

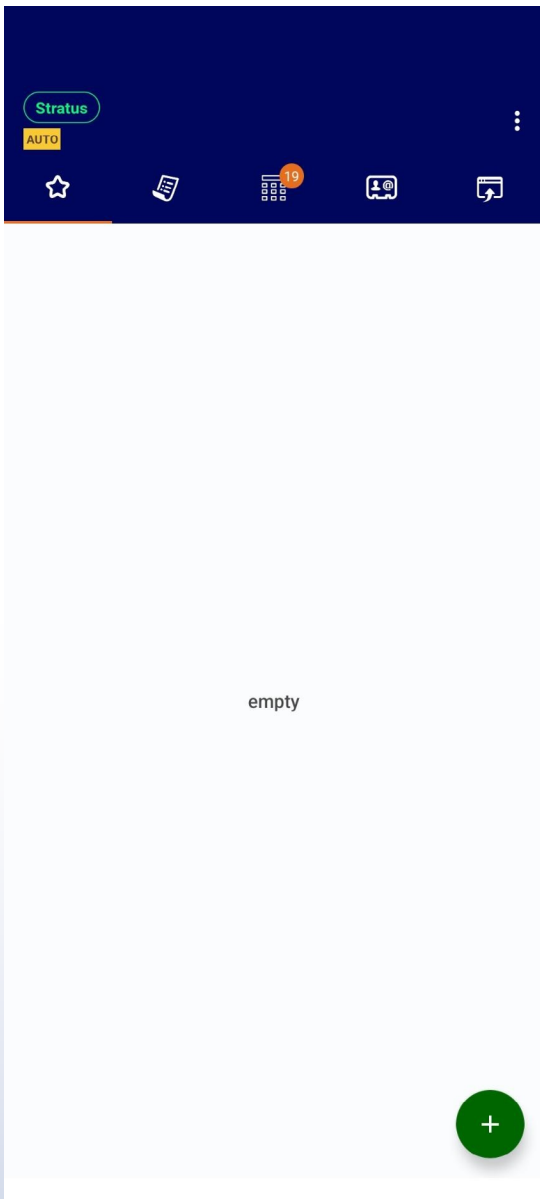
Deleting Contacts

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

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

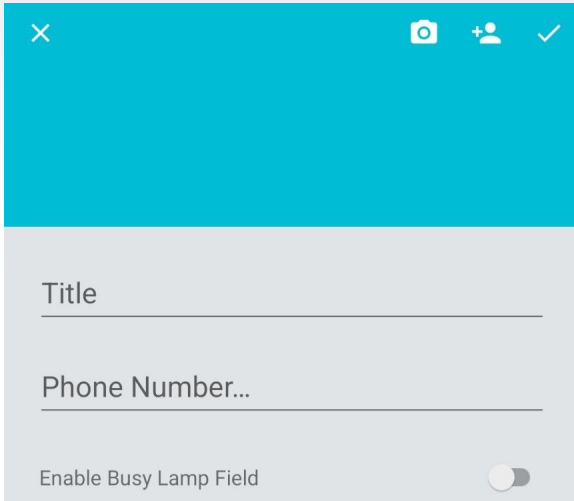
Quick Dials

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



Creating New Quick Dials

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



1. Open the **Quick Dials** tab.
2. Touch the **Add New +** button.
A blank quick dial form displays.
3. Fill in the name and phone number fields.
4. (Optional) Touch **Camera** to take or assign an image to a quick dial contact.
5. Tap the **Complete** checkmark icon.
The new quick dial displays in the **Quick Dials** tab.


Adding Existing Contacts as Quick Dials

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


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

Deleting Quick Dials

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


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

Grid or List Layout

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


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

Importing Favorite Contacts from the Phone

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

Checking Call Usage

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

1. Touch  > **Settings**.
2. Touch **Usage**.

The **Usage** screen displays.


Usage Screen

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

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

Settings

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

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

Notifications

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

Changing the Incoming Call Screen

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


Note: To view the notification screens, go to the **Receiving Calls** section for the examples.

To change this setting:

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


Setting Application Ringtone

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

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

Setting Custom Ringtone

The user can assign a different ringtone for certain contacts.

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

Call Settings

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


Speakerphone Mode

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

Setting Speakerphone Enabled Automatically in Audio Calls

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


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

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


Setting Screen Dimming in Active Calls


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

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


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

Setting Contact Display

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

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

Sound Settings

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

- **Audio processing configuration** - **Set to System audio processing** (default) or **In-app audio processing control** of canceling echo and suppressing background noise.
- **Incoming noise suppression** - Enable (default) or disable to suppress background noise from all incoming audio.
- **Playback boost** - Controls the playback audio enhancement.
- **Microphone level** - Controls the microphone input volume.
- **Keypad volume** - Controls the volume when keys on the dialer are pressed.
- **Speaker on display down** - Enable (default) or disable. See the **Setting Speakerphone Enabled Automatically** in Audio Calls section for more information.
- **Advanced sound settings** - Consists of more specific audio settings.

Important: Be cautious that changes to the following settings might impact the audio. Refer to the recommendations stated on the **Advanced sound settings** screen before making any changes. If the audio is not working, tap **Restore defaults**. If the issue persists, contact the system administrator for help.

- **Sampling rate** - Set the frequency (in Hz) of audio signal sampling to **Default, 8000 Hz, 16000 Hz** (default), **32000 Hz**, or **48000 Hz**.
- **Playback block size** - Select the block size (in milliseconds) of the playback audio to **4 ms, 8 ms, 20 ms** (default), **30 ms**, or **50 ms**.

- **Enable playback buffering** - Select the audio playback buffering mode to achieve smoother audio playback to **Auto** (default), **Always**, or **Never**.
- **Playback buffer size** - Select the buffer size (in milliseconds) of the playback audio to **20 ms**, **40 ms**, **60 ms**, **80 ms**, **100 ms** (default), **160 ms**, or **320 ms**.
- **Low-water mark** - Set the low buffer percentage level to **30 %**, **60 %** (default), **80 %**, or **90 %**.
- **Automatic microphone gain control** - Enable (default) or disable the microphone signal controls adjustment to keep the signal stable.
- **Restore defaults** - Select to restore all sound settings to the default values.


User Account

Users sign in to the application with the account credentials provided by Stratus Networks.

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

Signing Out of the Application

Your call logs, messages, quick dials, settings, and additional contact sources, such as Office 365 and Google accounts (if applicable), remain in the app after signing out and signing back in.

Touch  > **Settings** > **Log out** to sign out from the application.

To log back in, follow the steps in the **Signing in to the Application** section.

Application Reset

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


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

After the reset, follow the steps in the **Initial Setup** chapter to set up the application.

Changing Account


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 Stratus icon displays the account status as failed and the user is unable to place calls using this application. See the **Account Status Icons Indications** section for more information.

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



Determining the Application Version

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

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

Viewing the Legal Information

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

2. Touch  > **Settings**.
3. Touch **About**.
2. Touch  > **Legal Information**.

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