



# **STRATUSPHERE SOFTPHONE DESKTOP APPLICATION USER GUIDE**

**TECH SUPPORT**

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# Initial Setup

To begin using this application, the user must have a username and password. Your Stratus Network project manager will provide you with credentials for each user.. Download and install the application on the host computer, sign in with the credentials, and set up the work account to begin using this application.

## Installing the Application

To begin, download and install the application that works with the operating system on the host computer.

1. Copy or download the Stratusphere Softphone installer on the host computer.  
**Important:** On a Mac, copy the application file to the **Applications** folder.
2. Open the installer.
3. Follow the instructions on the dialogue window to install the application.

## Signing in to the Application

To start using the application, sign in 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.

1. Open the application.  
A window prompts the user to sign in.
2. Fill in the Username and **Password** fields.
3. Select the **Sign In** button.




### Sign In

Enter your credentials to continue

Sign In

[Forgot password?](#)

# Permissions Settings

Upon signing in, the initial setup requires the users to allow some permissions, such as the default calling application, location, and media device settings before using this application. To reaccess these settings, select  > **Controls** > **Wizard**

## Setting the Default Calling Application

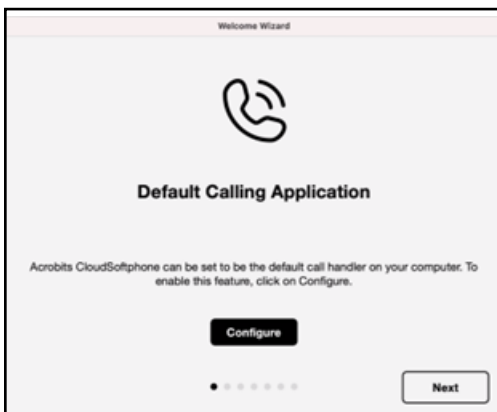
This application handles all the calls on the host computer once it is set as the default calling application.

To set this application as the default calling application:

### Mac OS:

1. Upon signing in, on the **Welcome Wizard** dialog box select the **Configure** button.

**Note:** Select the Next button to set the default calling application later.



A confirmation box displays.

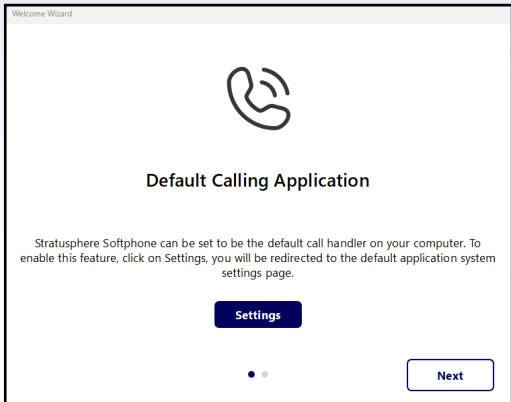
2. Select **Yes** on the confirmation box.
3. Select the **Next** button.
4. Select this application in the application list and then select the **Set default** button.
5. Close the Settings window.
6. Select the **Next** button.

Next, the **Welcome Wizard** dialog box displays the location and device permissions settings.

## Windows OS:

1. Upon signing in, on the **Welcome Wizard** dialog box select the **Settings** button.

**Note:** Select the **Next** button to configure the default calling application later



2. On the Settings window, select this application in the application list.
3. Scroll through the list and select **TEL**.
4. Select this application in the application list and then select the **Set default** button.
5. Close the Settings window.
6. Select the **Next** button.

Next, the **Welcome Wizard** dialog box displays the location and device permissions settings.

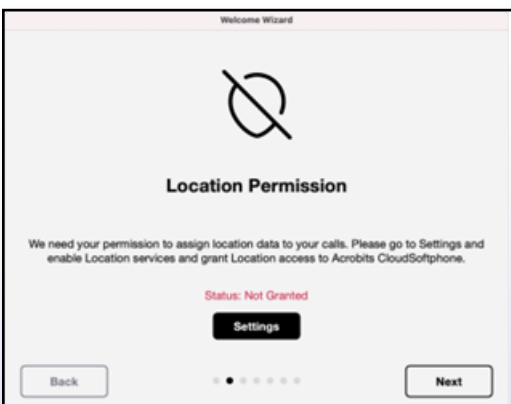
## (Optional) Setting the Location Permission

The location permission enables this softphone application to access location-based information.

**Note:** This setting is optional. Check with the Stratus if you have any questions about this setting

1. On the **Welcome Wizard** dialog box displaying **Location Permission**, select the **Settings** button.

**Note:** Select the **Next** button to configure this later.



The Security and Privacy window displays location access.

2. Follow the instructions on the window to make changes to the location and privacy settings:
  - On a Mac, click the Lock icon and enter the administrator password before making the permission changes. Next, select this application under **Enable Location Service**. Then, close the window.
  - On Windows, ensure **Let desktop apps access your location** includes this application and is turned on. Then, close the window.

The **Welcome Wizard** dialog box displays the location permission status as **Granted**.

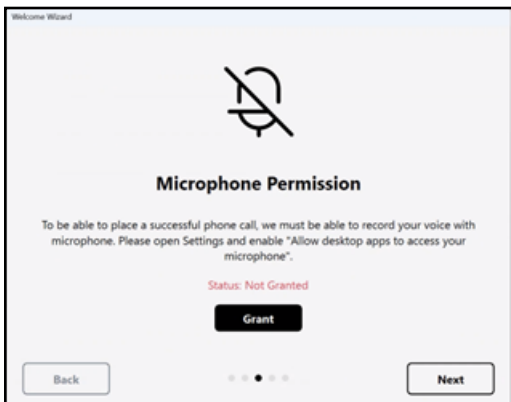
3. Select the **Next** button.

## Setting the Devices Permissions

After granting the permissions for devices such as the camera and microphone access, the application can use them in calls.

1. On the **Welcome Wizard** dialog box displaying **Microphone Permission**, select the **Grant** button.

**Note:** Select the Next button to configure this later.



2. The Security and Privacy window displays microphone access.
3. Follow the instructions on the window to manually grant the microphone access in this application:
  - On a Mac, click the Lock icon and enter the administrator password before making the permission changes. Next, select this application under **Allow the apps below to access your microphone**. Then, close the window.
  - On Windows, ensure **Let desktop apps access your microphone** includes this application and is turned on. Then, close the window.

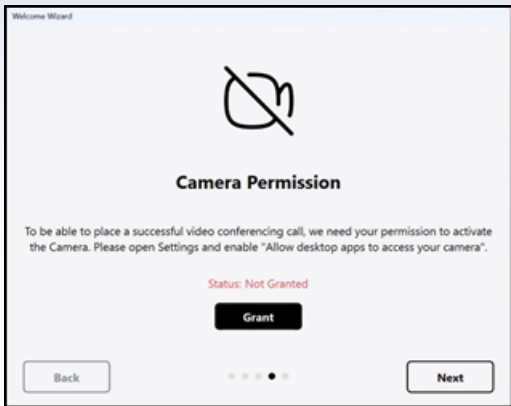
The **Welcome Wizard** dialog box displays the microphone permission status as **Granted**.

4. Select the **Next** button.

The **Welcome Wizard** dialog box displays **Camera Permission**.

5. Select the **Grant** button.

**Note:** Select the Next button to configure this later.



The Security and Privacy window displays camera access.

6. Follow the instructions on the window to manually grant the microphone access in this application:
  - On a Mac, click the Lock icon and enter the administrator password before making the permission changes. Next, select this application under **Allow the apps below to access your camera**. Then, close the window.
  - On Windows, ensure **Let desktop apps access your camera** includes this application and is turned on. Then, close the window.

The **Welcome Wizard** dialog box displays the camera permission status as **Granted**.

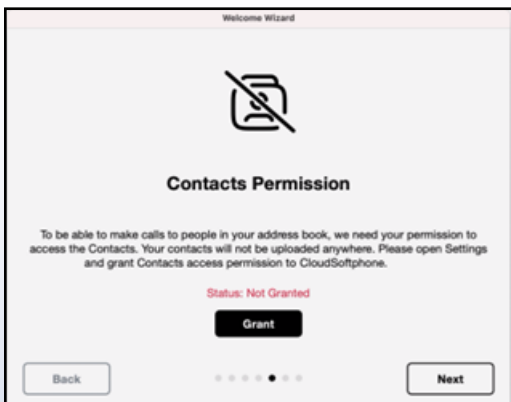
7. Select the **Next** button.

## Setting Contacts and Notification Permissions for Mac OS

After granting the contacts and notification permissions, this application can open the contact directory and the host computer can receive alerts from this application.

1. On the **Welcome Wizard** dialog box displaying **Contacts Permission**, select the **Grant** button.

**Note:** Select the **Next** button to configure this later.



The Security and Privacy window displays contact access.

2. Click the Lock icon and enter the administrator password before making the permission changes. Next, select this application under **Allow the apps below to access your contacts**. Then, close the window.

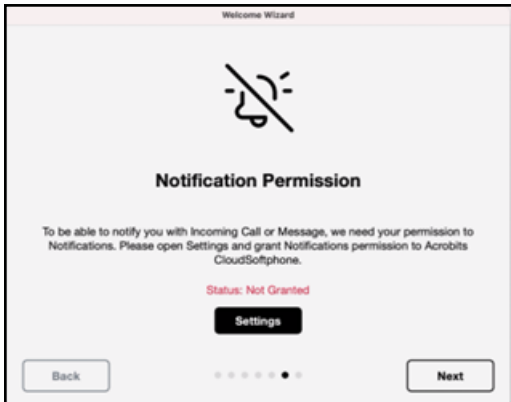
The **Welcome Wizard** dialog box displays the contacts permission status as **Granted**.

3. Select the **Next** button.

The **Welcome Wizard** dialog box displays **Notification Permission**.

4. Select the **Settings** button.

**Note:** Select the **Next** button to configure this later.



The Notifications window displays.

5. Select this desktop application in the application list.
6. Switch on **Allow Notifications**, and then close the Notifications window.

The **Welcome Wizard** dialog box displays the notification permission status as **Granted**.

7. Select the **Next** button.

The **Welcome Wizard** dialog box displays **Setup completed** and this desktop application is ready to use.

## Icon Dot Indications

Upon signing into this application, a green dot should appear on the application icon in the bottom left corner. Contact Stratus if the icon shows a red dot.

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.

## (Optional) Changing Display Language

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

To change the display language:

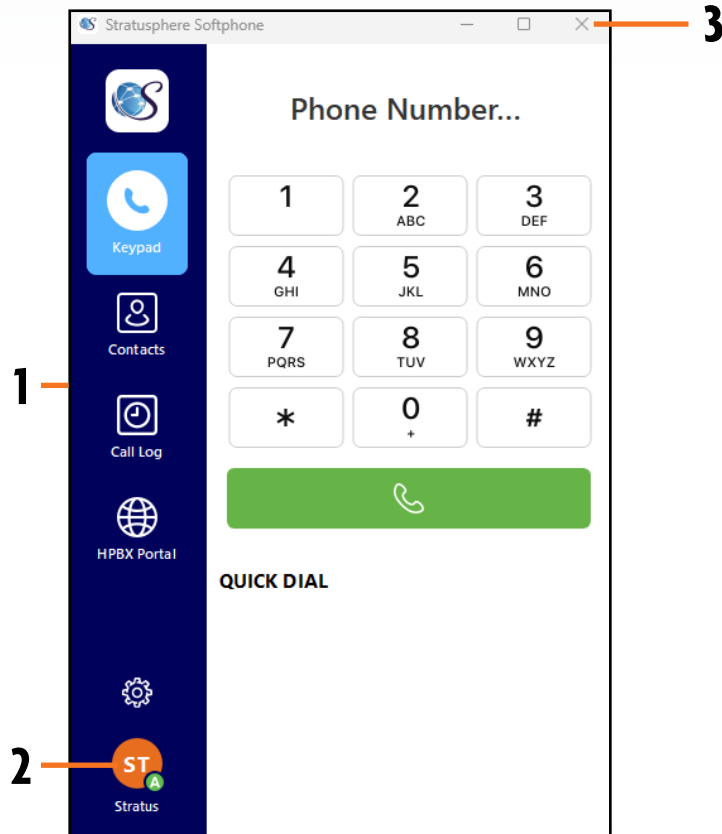
1. Select **Settings > Controls**.
2. Scroll to the **Language** option.
3. Select the drop-down arrows.  
A list of available languages displays.
4. Select the desired language.

# Using the Application

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

## Main Window

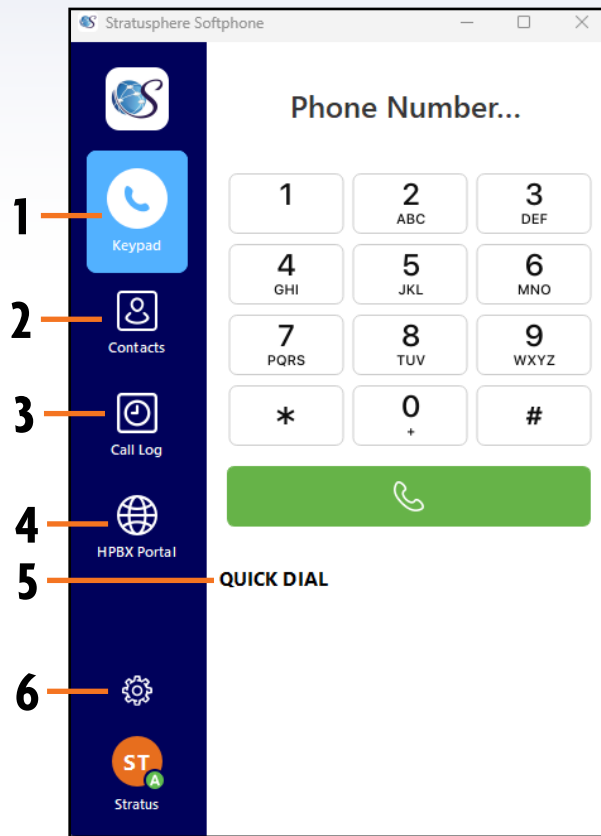
Upon successful signing into this application, the **Main** window with a dialer is displayed by default.



The **Main** window has a left navigation menu (1) and an icon (2) displaying the account's registration status using this application. When one of the buttons from the left navigation menu is selected, the function pane opens and the details or status of this function displays on the right pane. Select the **X** (3) icon to close this window.

# Navigation Menu

This application provides quick access, such as a dialer, phone contacts lists, and recent calls or messages on the left navigation menu. Use this quick access on this application to make and answer calls, and change the settings.





ITEM	DESCRIPTION
1	Use the dialer to make calls or send messages to new phone numbers.
2	Opens your contact directory.
3	Lists the call history.
4	Opens your HPBX Portal.
5	Lists the quick dials.
6	Opens the Settings window to configure more settings on this application.

# Making a Call

Use this application to place a call by dialing a phone number, or call a number from the existing contact lists or call logs. The users can also create a list of quick dials for frequently-call contacts.


Make an outgoing call via the following options:


- New phone numbers
  1. Select **Keypad** from the left navigation menu.
  2. Dial the phone number.
  3. Select the **Call**  button below the dialer to initiate the call.
- Existing contacts directory
  1. Select **Keypad** from the left navigation menu.
  2. Dial the phone number.
  3. Select the **Call**  button below the dialer to initiate the call.

- Quick dials

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

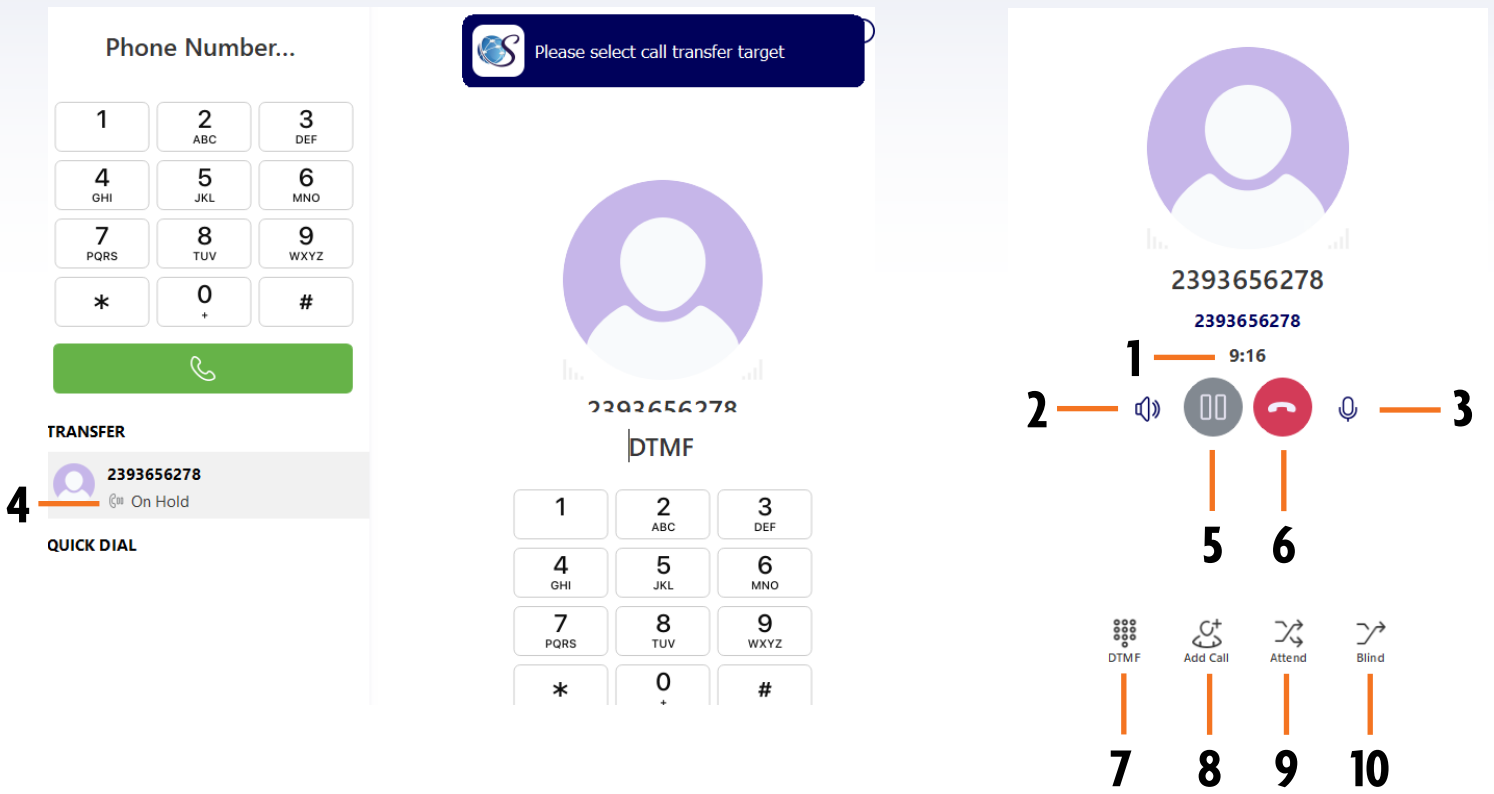
1. Select **Keypad** from the left navigation menu.  
The **Quick Dial** section displays underneath the dialer.
2. Search and select the contact name.  
The call is initiated.

- Call Log
  1. Select **Call Log** from the left navigation menu.
  2. Under the CALLS pane, search and select the contact name.  
The right pane displays the call details.
  3. Select the **Call**  button below the dialer to initiate the call.

Select the **End Call**  button to dismiss a call.



# Mid-Call Operation

While in the middle of an active phone call, the user can put the call on hold, transfer calls (attend and unattended), merge calls, and use the DTMF keypad (for dialing tones when accessing menus).




ITEM	DESCRIPTION
1	Displays the call duration.
2	Turns off the microphone. By toggling this button, the user can turn on or off the microphone.
3	Allows you to change your Audio Input/Output if multiple are available.
4	Displays active, on hold, and incoming calls underneath the dialer.
5	Puts the call on hold. By toggling this button, the user can hold or resume the call.
6	Ends a call.
7	Opens the DTMF keypad.
8	Adds new call participant(s) to the present call.
9	Initiates a warm or attended transfer.
10	Initiates a cold or unattended transfer.

## Muting and Unmuting the Microphone


Select the **Mute**  icon to mute the microphone. The icon then changes to **Unmute** . Select this icon again to unmute.

## Configuring the Audio Settings


Select the **Audio**  icon to change the speaker, microphone, and sound settings.

- If the host computer has more than one audio device, more device options are displayed in the list. A check mark is displayed on the default or selected devices. Change to another device, if necessary.
- Select **Sound Settings** to open the **Sound** pane in the **Settings** window. See the Audio Settings section for more information.


## Making an Unattended Transfer

Use **Blind**  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 call is put on hold until transferred successfully.


To make an unattended transfer:

1. On an active call, select the **Blind**  icon on the right pane.  
The call is placed on hold and the phone number field in the **Keypad** pane displays **Transfer call**.
2. To transfer the call to another person, follow the steps in the Making a Call section.  
Once the new recipient answers the call, the user is disconnected from that call.


## Making an Attended Transfer

Use **Attend**  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:

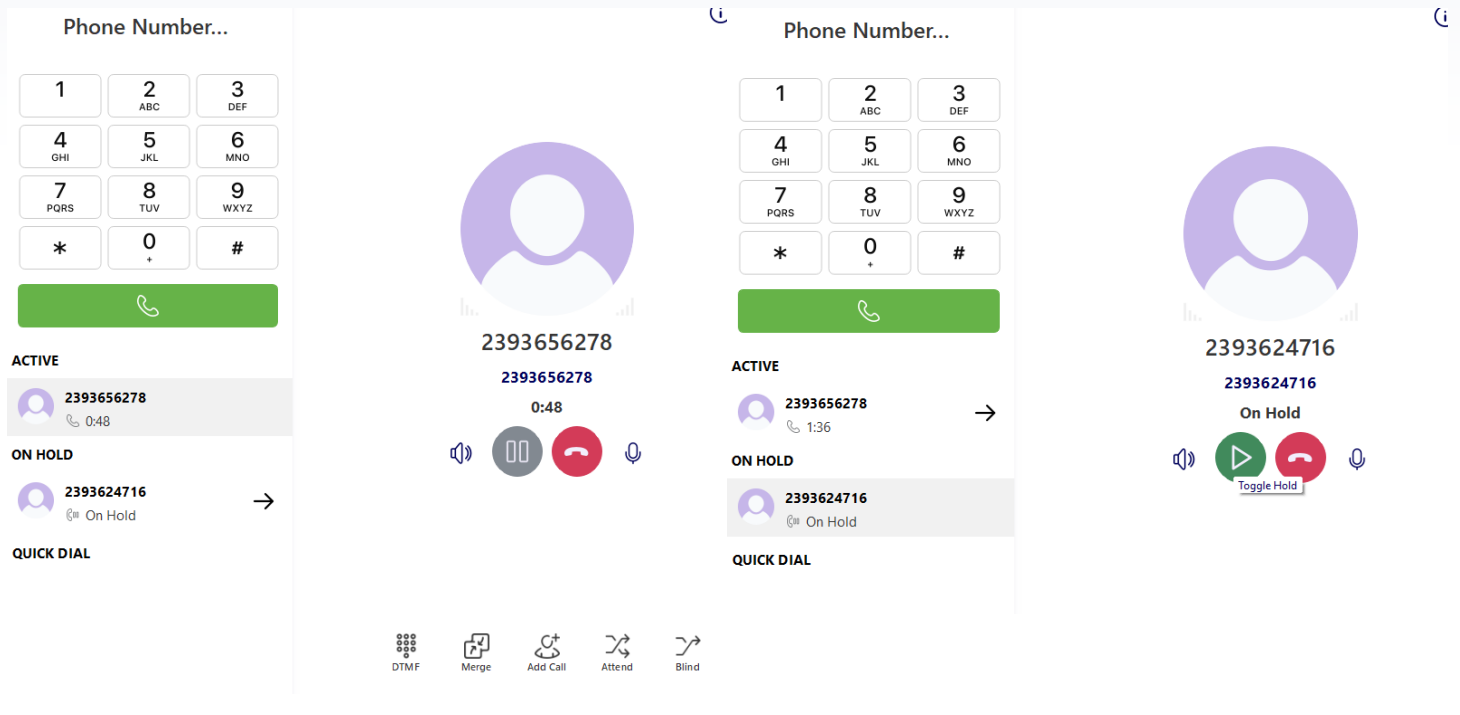
1. On an active call, select the **Attend**  icon on the right pane.  
The call is placed on hold and the phone number field in the **Keypad** pane displays **Transfer call**.
2. To transfer the call to another person, follow the steps in the Making a Call section.
3. Speak with the new call recipient when the new call is answered.

**Note:** If the new recipient does not answer the call, the right pane displays that the first call is still on hold.



- To attempt another transfer, repeat step 2.
  - To cancel the unattended call operation, select the **Cancel X** icon.
4. Select the **Complete Transfer**  icon to transfer the call.

## Switching Calls



View concurrent calls and switch between them underneath the dialer in the **Dialer** tab.



All concurrent calls are visible underneath the dialer. The title displays the statuses of the calls.

- To switch to another call, select the desired call.  
The right pane displays the call.
- To pause or resume a call, see the Placing a Call on Hold section.
- To answer a new incoming call, select the **Answer**  icon.
- To dismiss a new incoming call, select the **End Call**  icon.


## 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. The button then changes to . Touch this button again to resume the call.




# Conference Calls

You can add more people to an active call to form a conference call and talk to them in a single call.


## Establishing a Conference Call

Use **Add call**  to add more people to an ongoing call and make it a conference call. This way, you can talk to a group of people in a single call.



To form a conference call:

1. On an active call, select the **Add call**  icon.
2. Follow the steps in the Making a Call section to make a new call.  
The first call goes on hold.
3. Select the **Merge**  icon when the second recipient answers the call.  
The right pane 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

Use **Split**  to split a conference call into separate calls when some call recipients want to leave the conference to have a private conversation with you.


To split a conference call:

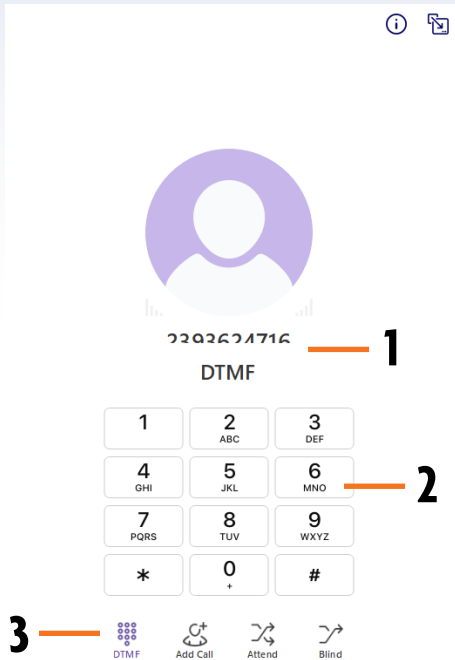
1. On an active conference call, select the **Split**  icon.  
Below the **Split**  icon displays a list of conference members.
2. Select the name of the person you wish to remove from the conference.

Note:



- To rejoin a call back to the conference, select the **Merge**  icon on the pane of that active call pane.
- To speak with any call recipients, select the call below the dialer, and then select the **Resume**  button.

## Entering DTMF Digits

Toggle the **DTMF**  icon to turn on and off the DTMF keypad (2). Dial the keypad to enter any inputs in a call.



To use the DTMF keypad:

1. On an active call, select the **DTMF**  icon (3).  
The DTMF keypad (2) displays.
2. Dial on the keypad as required.  
The DTMF field (1) displays the dialed digit.  
**Note:** Select the **Delete**  icon to clear the field when needed.

To close this DTMF keypad, select the **DTMF**  icon (3) again.

## Copying Contact Numbers

The users can copy the phone number of a contact from the **Contacts** tab or the conversation history.

### Copying from the Contacts Directory






The **Contacts** tab has the contact number of a saved in the directory. The users can copy a phone number from this application and paste it into a text field.

1. Select the **Contacts** tab from the left navigation menu.

2. Search and select the contact.  
The right pane displays contact information.
3. Right-click the contact information.
4. Paste the number of contacts to another location as required.

## Call Log Icons

The icon in the conversation logs indicates the types of calls.



ICONS	INDICATION
	<b>Received incoming call</b>
	<b>Outgoing call</b>
	<b>Missed incoming call</b>
	<b>Ongoing call</b>
	<b>Call on hold</b>

## Contacts Directory

The contact directory has the phone number of a contact you save in the application, such as the quick dials, or imported contacts from the phone platform, Google, or Office 365.

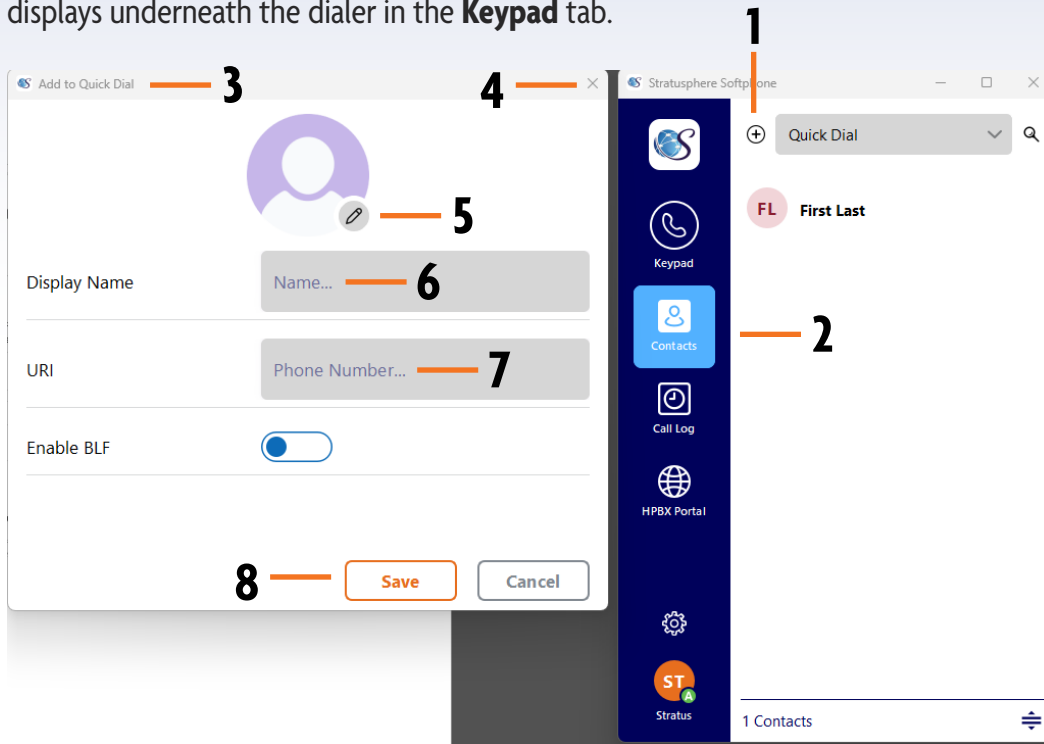
## Searching a Contact


When you have many contact directories in the application, use the search function in **Contacts** to look for a contact.

1. Select the **Contacts** tab from the left navigation menu.
2. (Optional) Select the desired contact directory from the drop-down menu.
3. Select the **Search**  icon.
4. Enter a contact name in the search text field.
5. Select the desired contact.  
The right pane displays the contact information.
6. Select the **Search**  icon to leave the contact searching mode.

# Adding Quick Dials

Create quick dials as a shortcut in the **Contacts** tab for frequently called contacts. The quick dial contact also displays underneath the dialer in the **Keypad** tab.



1. Select the **Contacts** (2) tab from the left navigation menu.
2. Select the **Add +** (1) icon beside **Quick Dial**.  
An **Add a quick dial** window (3) displays.
3. Enter a contact name (6) and phone number (7) in the fields.
4. Select the **Edit**  (5) icon to assign an avatar to a quick dial contact.  
Select **Cancel** X (4) to remove the added avatar.
5. Select the **Save** button (8).


## Editing Quick Dials

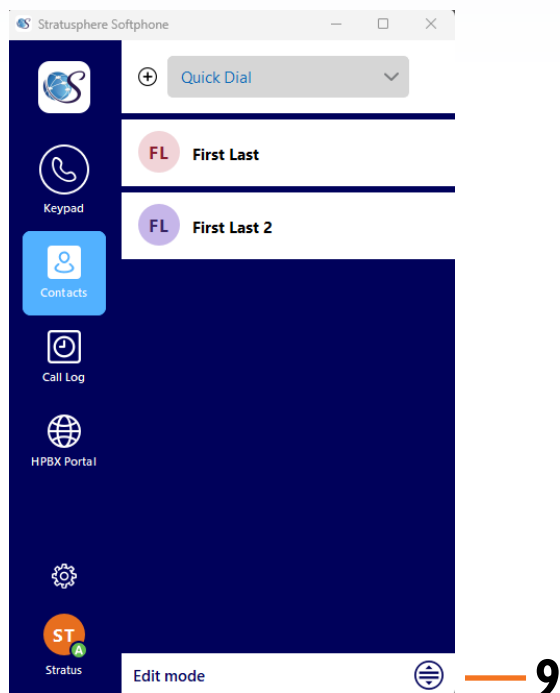
When the names or phone numbers in Quick Dials need changes, update them in the Contacts tab.

1. Select the **Contacts** (2) tab from the left navigation menu.
2. Right-click the contact.  
An option menu displays.
3. Select **Edit**.  
An **Edit Quick Dial Entry** window display.
4. Make changes as required in the text fields.
5. Select the **Save** button.

## Changing the Quick Dials Order

When a new quick dial is created, it is added to the bottom of the Quick Dial list. Rearrange their orders based on priority.

1. Select the Contacts (2) tab from the left navigation menu.
2. Select the **Reorder**  (9) icon.
3. Select and hold the contact's name, then drag it to the desired position.




4. Select the **Reorder**  icon again to exit the Edit mode.

## Deleting Quick Dials

When contact(s) in Quick Dials no longer exists, remove them in the Contacts tab.

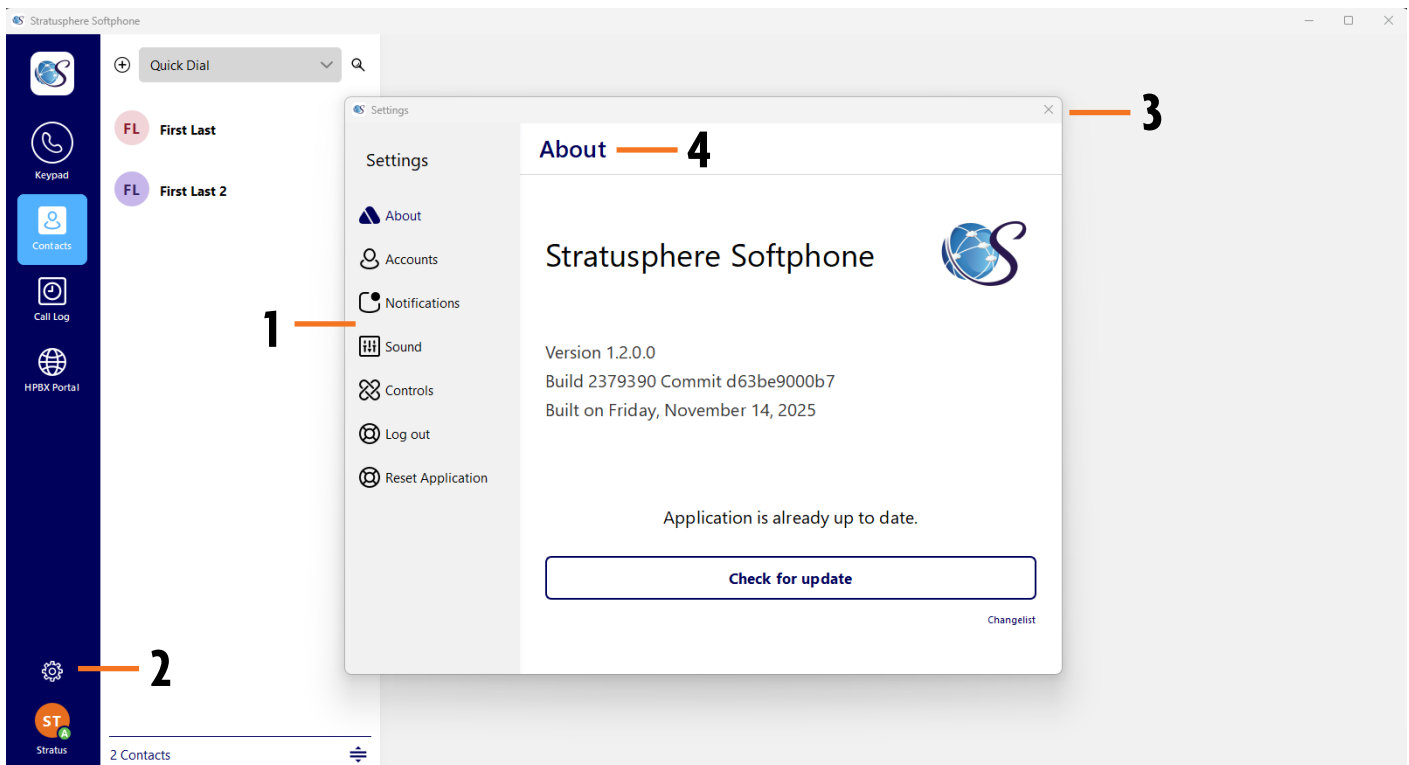
1. Select the **Contacts** (2) tab from the left navigation menu.
2. Right-click the contact.  
An option menu displays.
3. Select **Delete**.
4. Select **Yes** on the confirmation window.

# Settings

This chapter describes the settings on this softphone desktop application. Select the  icon from the left navigation menu to open the **Settings** window.


## Settings Window

The **Settings** window has a left navigation menu (1). When one of the settings from the left navigation menu is selected, more details or the current settings are displayed on the right pane (4). Select the **X** (3) icon to close this window.



## Setting Accounts Options

Users sign in to the application with the system administrator-provided account credentials. Select **Account** from the **Settings** navigation menu to configure the application account.

1. Select  > **SIP Accounts**.  
The **Edit Account** pane displays.
2. Make necessary changes.

3. Select the **Save** button.

**Note:** Only change the account setting if necessary. Your system administrator provides these credentials. See Signing in to the Application for more information.

4. Close the window.

## Notifications Settings

Select **Notification** from the **Settings** navigation menu to select the sound to play for an incoming call or message.

- **Ringtone** - Select a sound to play for all incoming calls.
- **Text tone** - Select a sound to play when a message is received.

## Audio Settings

Select **Sound** from the **Settings** navigation menu to configure audio devices and media settings.

- **Microphone** - Select a microphone input device.
- **Microphone volume** - Controls the microphone input volume during a call.
- **Microphone gain** - Controls the amplification applied to your audio input for the sound signals.
- **Speaker** - Select an audio output device.
- **Playback volume** - Controls the audio output volume.
- **Playback gain** - Controls the amplification applied to your audio output for the incoming sound signals.
- **Ringtone audio output** - Select the audio device to play the incoming call ringtone.
- **Ringtone volume** - Controls the call ringtone volume.
- **Keypad volume** - Controls the volume when keys on the dial pad are pressed.
- **Mute other apps during call** - When enabled, notifications from other applications are muted during calls.
- **Incoming audio noise suppression** - Select the background noise elimination level when you speak.
- **Outgoing audio noise suppression** - Select the background noise elimination level when others speak.
- **Echo cancellation mode** - Select the microphone and speaker conditions to minimize echo.
- **Enable headsets integration** - Enable or disable to integrate headsets in calls.
- **EPOS port** - Set the port used for communication with EPOS (Sennheiser) headsets. The default is 8001.
- **Advanced sound setting** - Select the **Advanced** button.
  - **Remember device-specific sound preferences** - Enable or disable (default) the application to save sound preferences specific to each audio device.
  - **Audio capture buffer timeout** - Select a period to buffer the audio data after being captured from the microphone.
  - **Playback audio buffer timeout** - Select a period to buffer the audio sound before playing through the

output device.

- **AEC sound card latency** - Select a delay to the Acoustic Echo Cancellation (AEC) to minimize echoes in audio calls (default - 100 ms).
- **Audio fragmentation** - Select the audio packet size in milliseconds and bytes. The default setting is **server default** which uses the predefined server setting. Only consider changing this setting when your network has low bandwidth.  
**Note:** Close and open this application again if you change this feature.
- **Use system sample rate** - Enable this setting to use the audio device sample rate for audio, or disable it to use a 16 kHz sample rate (default - enabled).
- **Use audio categories for microphone input** - Enable or disable this setting for the system to prioritize microphone input during calls over other audio types (default - enabled).
- **Allow microphone enhancements** - Turn this on to allow the operating system to improve the sound quality of your audio input devices.
- **Allow speaker enhancements** - Turn this on to allow the operating system to improve the sound quality of your audio output devices.
- **Microphone audio buffer capacity as a time value** - Set the duration, in milliseconds, for which the microphone audio data is buffered (default -100 ms).

## Control Settings

Select **Controls** from the **Settings** navigation menu to configure call settings for this application.


- **Launch at login** - When enabled, this application opens once the users log in to the computer (default - disabled).
- **Log SIP traffic** - When enabled, all the SIP traffic logs are recorded. See the Accessing SIP Logs section to open the (default – disabled).
- **Incoming call alert mode** - Select to control the display notification for all incoming calls from this application.  
**Note:** The incoming call ringtone plays.
  - **Notification and app into foreground** - Allow both the Incoming Call window and a notification prompt to display on the screen.
  - **Notification only** - Allow a notification prompt to display on the screen.
  - **Disabled** - Do not allow any display notification.
- **Set as a default calling app** - Opens the Settings window in the host computer to set this application as the default to answer all calls.
- **Language** - Select the application language. The default follows your computer's operating system settings. Other options are available (Arabic, Danish, Swiss German, German, English, Spanish, Belgian French, Canadian

French, French, Hebrew, Indonesian, Italian, Japanese, Korean, Malay, Norwegian, Dutch, Polish, Brazilian Portuguese, Portuguese, Russian, Swedish, Thai, Turkish, Vietnamese, Simplified Chinese, Traditional Chinese).

- **Always on top** - When enabled, this application displays above other applications on the screen (default - disabled).
- **Launch setup wizard** - Opens the **Welcome Wizard** window to allow this application to use the camera, speakers, and microphone.

## Accessing SIP Logs

The application generates and records the SIP traffic log when the **Log SIP traffic** option in **Controls** is enabled. The log is used for troubleshooting purposes.

1. Select .
2. On the **Settings** window, select **Troubleshooting** to access troubleshooting logs.  
**Note:** Troubleshooting is visible after enabling the **Log SIP traffic** option in **Controls**.
3. To retrieve a copy of the log, under **SIP LOG**, select the **Export** button next to the Export SIP log option. A **Pick save location** window displays.
4. Save the log and send it for troubleshooting if needed.

## 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.