



STRATUSPHERE SOFTPHONE MOBILE APPLICATION USER GUIDE FOR IOS

TECH SUPPORT

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Table of Contents

| | |
|--|-----------|
| About this Guide | 3 |
| Cloud Softphone Mobile Application | 3 |
| Requirements | 3 |
| Determining the Application Version | 3 |
| Initial Setup | 4 |
| Application Installation | 4 |
| Signing in to the Application | 4 |
| Setting Up Application Permissions | 5 |
| Service Provider Icon Indications | 5 |
| (Optional) Changing Display Language | 6 |
| Using the Application | 6 |
| Application Main Screen | 6 |
| Tab Bar Icons | 7 |
| Making Calls and Receiving Calls | 7-8 |
| Mid-Call Operation | 9 |
| Muting and Unmuting the Microphone | 9 |
| Turning the Speakerphone On or Off | 9 |
| Making an Unattended or Attended Transfer | 10 |
| Placing a Call on Hold | 10 |
| Conference Calls (Establishing a Conference Call and Splitting a Conference Call) | 10-11 |
| Entering DTMF Digits | 12 |
| Call Logs | 13-14 |
| Contacts (Saving New Phone Numbers from Call History to Contacts, Contacts Directory, Adding New Contacts, Editing Contacts) | 14-16 |
| Quick Dials (Creating New Quick Dials, Adding Existing Contacts as Quick Dials, Deleting Quick Dials) | 17-19 |
| Usage (Checking Call Usage and Usage Screen) | 19 |
| Settings | 20 |
| Notifications (Setting Application Notification Tones and Setting Custom Ringtone) | 20 |
| Call Settings | 21 |
| Settings Contact Display | 21 |
| Sound Settings and Configuring Headset Settings | 21-22 |
| Application Network | 22 |
| Network Settings | 22 |
| Application Troubleshooting Logs | 22 |
| User Account | 23 |
| Signing Out of the Application | 23 |
| Application Reset | 23 |
| Changing Account | 24 |

About this Guide

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

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

Cloud Softphone Mobile Application

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

This application supports the following features:



- Inbound and outbound calls
- Voicemail
- Call transfer
- Conference
- Call History
- Custom and imported Contacts, Quick Dials

Requirements

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

Determining the Application Version

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

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

Initial Setup

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

Application Installation

Ensure to install the iOS version of the application on mobile devices with iOS 14 or later versions.

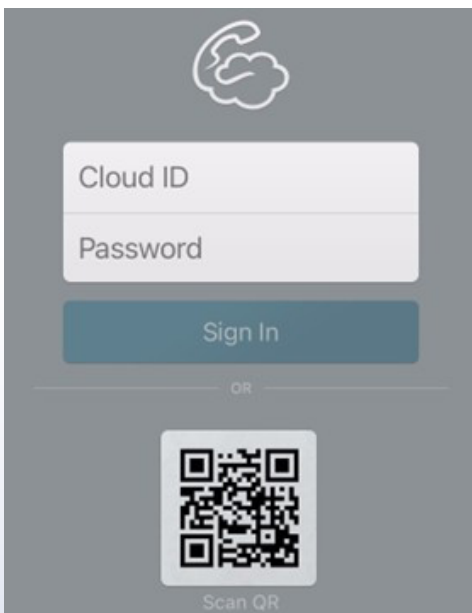
Get the Stratusphere Softphone application from the system administrator and install it onto the mobile phone.

Signing in to the Application

To start using the application for the first time, sign in to the application with the account credentials provided. 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 NOC for assistance with retrieving your login information.

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

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

Service Provider Icon Indications

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



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

| DOT COLOR | INDICATIONS |
|-----------|---|
| Green | The account is registered. |
| Red | The account is not registered yet. Check your internet connection or contact your service provider to get assistance. |

(Optional) Changing Display Language

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

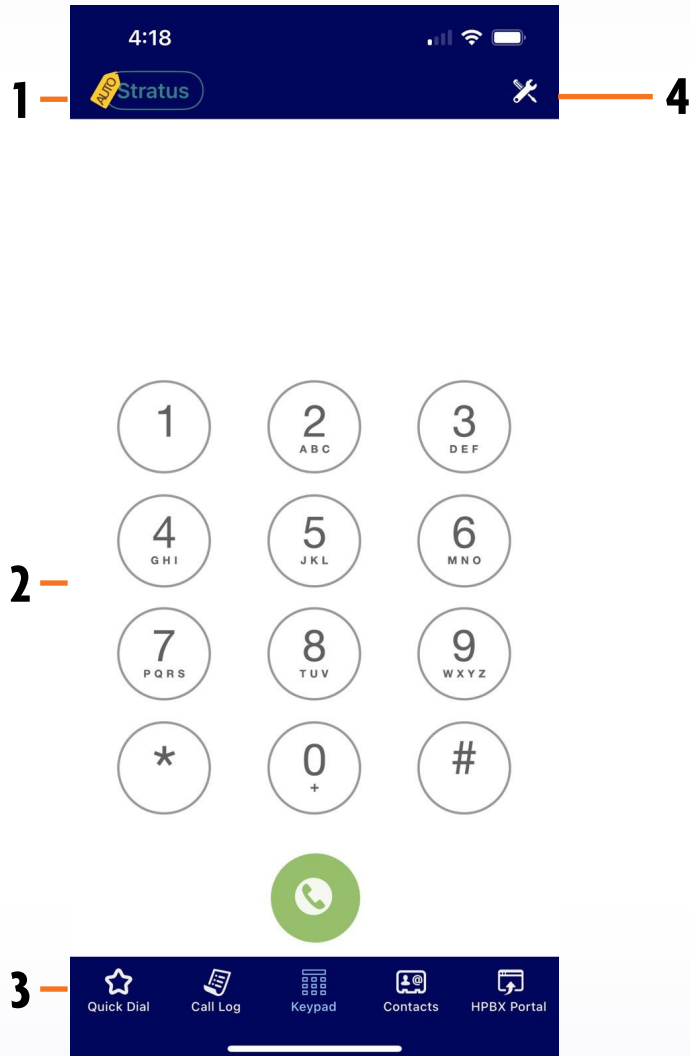
To change the display language:


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

Using the Application

Application Main Screen





Open the application to display the keypad (2) on the screen. This softphone application has a tab bar (3) and displays the voice service registration status (1) of the account using this application.



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

Tab Bar Icons





Use the tab bar to navigate to the corresponding screens.

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


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.

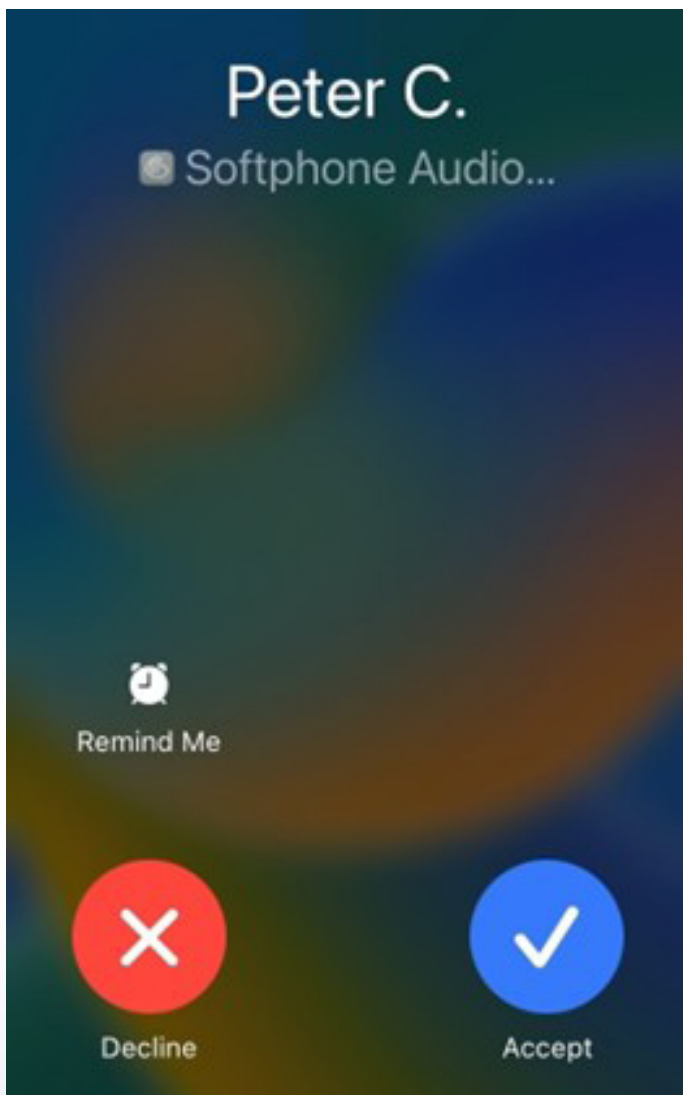
 1. Touch the **Quickdial**  tab.
 2. Touch the contact name to initiate the call.

- 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.



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

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 open a dual-tone multi-frequency (DTMF) keypad.

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



- (1) Displays the call participant's photo, if available.
- (2) Displays the input level of the user's microphone.
- (3) Displays the input level of the call participant's microphone.
- (4) Touch to open the application screen.
- (5) Puts the call on hold. By toggling this button, the user can hold or resume the call.
- (6) Opens the dual-tone multi-frequency (DTMF) keypad.
- (7) Adds new call participant(s) to the present call.
- (8) Initiates a cold or unattended transfer.
- (9) Displays the call participant's name and the call duration.
- (10) Touch the Information icon to open the metric displaying the call quality.
- (11) Turns off the microphone. The user can mute or unmute the microphone by toggling this icon.
- (12) Turns on the loudspeaker. The user can turn the loudspeaker on or off by toggling this icon.
- (13) Initiates a warm or attended transfer.
- (14) Dismisses the call.


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.


Turning the Speakerphone On or Off

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


Making an Unattended Transfer

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


To make an unattended transfer:

1. On an active call, touch the **transfer**  button.
The application screen displays and the first call is placed on hold.
Note: To cancel the transfer, tap **Dial To Transfer** at the top of the screen
2. To transfer the call to another person, follow the steps in the Making a Call section.
Once the transfer call is initiated, the first call is ended.


Making an Attended Transfer

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

To make an unattended transfer:

1. On an active call, touch the **att. transfer**  button.
The application screen displays and the first call is placed on hold.
Note: To cancel the transfer, tap **Dial To Transfer** at the top of the screen
2. To transfer the call to another person, follow the steps in the Making a Call section.
3. Speak with the new call recipient when the new call is answered.
4. Touch the **Transfer** button to transfer the call.
Note: To cancel the unattended call operation, select the Cancel button.

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

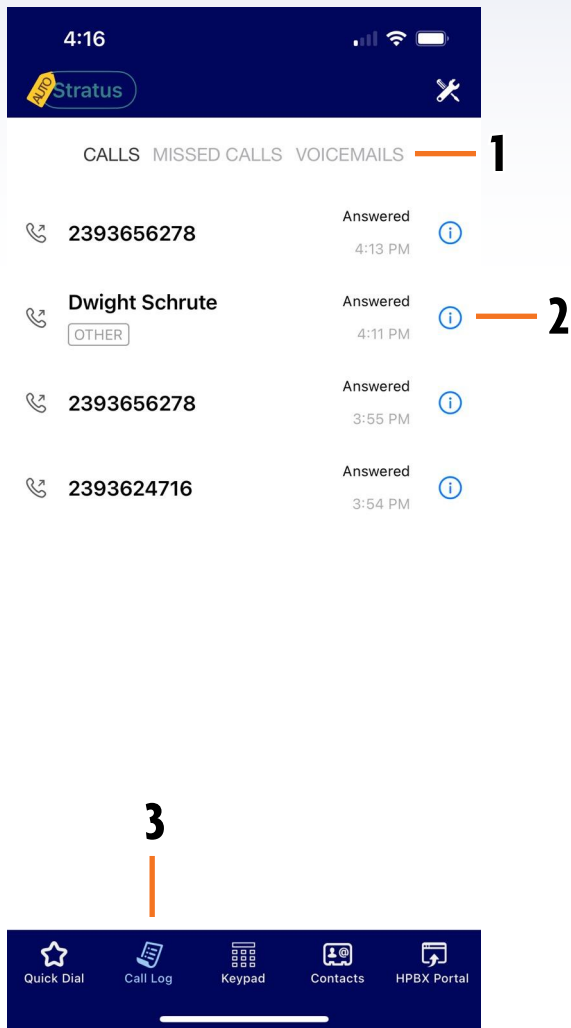
The DTMF keypad displays.



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

Call Logs





The **Call Log** (2) tab records all the call logs from most recent to earliest. The call logs display the contact name or phone number, the call type, and the time of the call.



- If there is a number in a red dot on the **Call Log** (3) tab, it represents the number of missed calls.
- Use the **CALLS**, **MISSED CALLS**, or **VOICEMAILS** filters (1) to show the desired call logs.
- Touch the **Information** (i) (2) icon to learn more details about the call.
- Tap on the call logs to make calls. See the Making Calls section for the details.


Call Log Icons

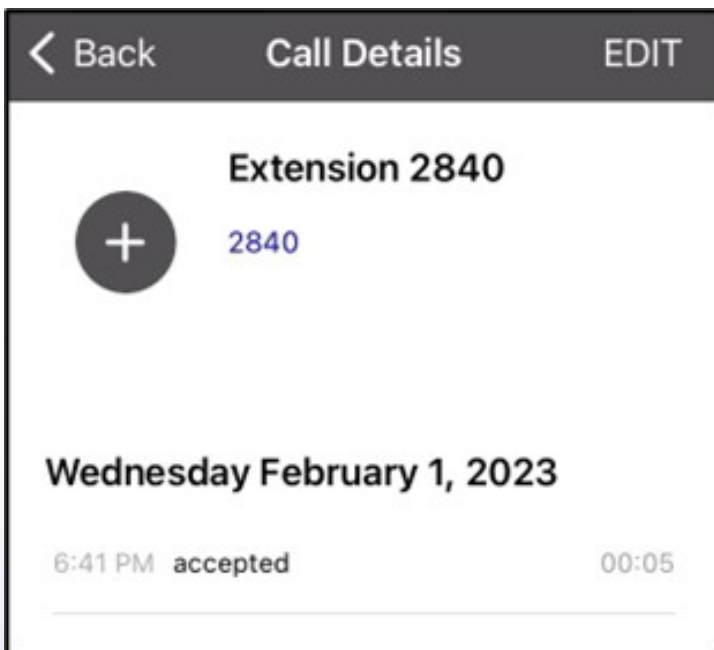
The call log icons indicate the types of calls and the availability of call recording.

| ICONS | INDICATION |
|---|-------------------------|
|  | Received incoming call |
|  | Outgoing call |
|  | Missed or rejected call |
|  | Forwarded 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.

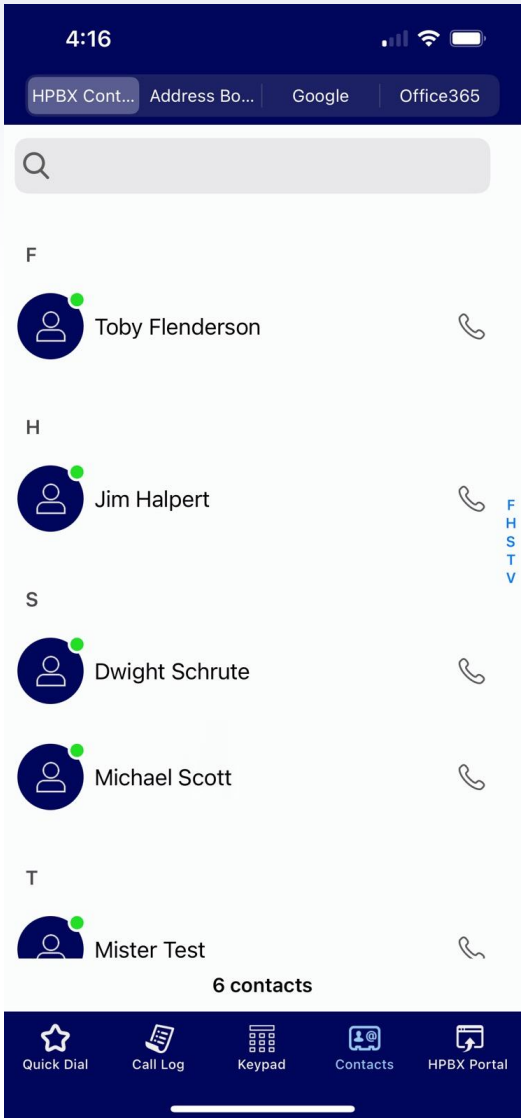
1. Touch the **Call Log** tab.
2. Touch the **Information**  icon beside the new phone number.
The call details display.



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

Contacts Directory

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




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

Adding New Contacts

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

To manually enter the phone number and create the contact:

- Open the **Contacts** tab, touch the **Add +** icon to add new contacts, and follow the instruction on the screen to save the contact on the phone book.

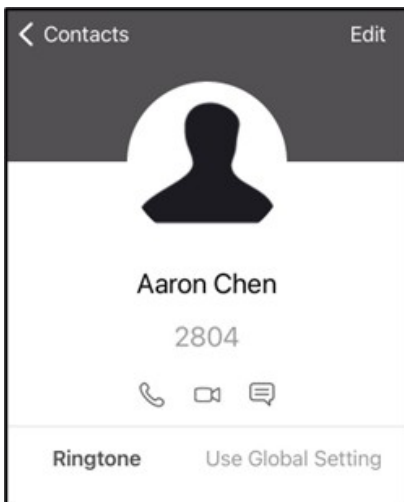
- Open the **Keypad**  tab, use the dialer tab to dial phone numbers, tap + Add to Contacts, and then select Create New Contact or Add to Existing Contact. Follow the instructions on the screen to save as a new contact or add to an existing contact.
- To save new phone numbers from recent calls, see the Saving New Phone Numbers from Call History to Contacts section.
- To save new phone numbers from recent messages, see the Saving New Phone Numbers from Messages to Contacts section.

Editing Contacts

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

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

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



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

Quick Dials

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

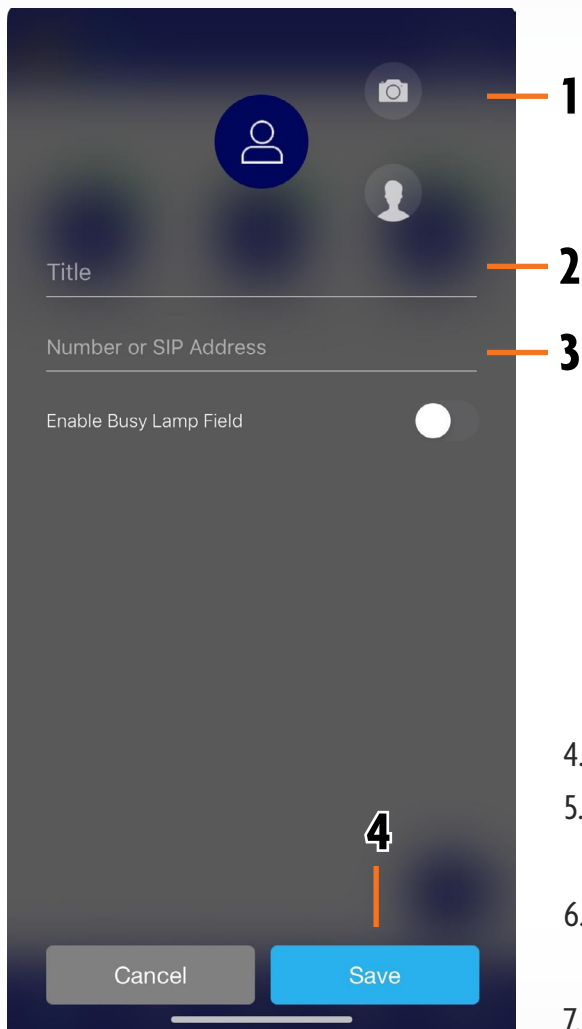


Creating New Quick Dials

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

1. Open the **Quickdial** tab.
2. Tap **EDIT**.
3. Tap the **Add +** icon.

A blank quick dial form displays.

A screenshot of a mobile application's 'Quickdial' form. The form is dark-themed and contains several elements: a camera icon (1), a profile picture icon (2), a 'Title' text input field (2), a 'Number or SIP Address' text input field (3), an 'Enable Busy Lamp Field' toggle switch, and a 'Save' button (4) at the bottom right. A 'Cancel' button is also visible at the bottom left. Orange lines with numbers 1, 2, 3, and 4 point to these specific elements.

4. Fill in the name (2) and phone number (3) fields.
5. (Optional) Touch the **Camera** icon (1) to take or assign an image to a quick dial contact.
6. Tap the **Save** (4) button.
The new quick dial displays in the **Quickdial** tab.
7. Tap **DONE**.

Adding Existing Contacts as Quick Dials

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

1. Open the **Quickdial** tab.
2. Tap **EDIT**.
3. Tap the **Add +** icon.

A blank quick dial form displays.

4. Touch the **Contacts** (2) icon.
The contact directory displays.
5. Select a contact.
The information of the contact displays.
6. Tap the **Mobile** number.
The quick dial form is filled with the selected contact's information.
7. (Optional) Touch the **Camera** icon (3) to take or assign an image to a quick dial contact.
8. Tap the **Save** (6) button.
The new quick dial displays in the **Quickdial** tab.
9. Tap **DONE**.



Deleting Quick Dials

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

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

Checking Call Usage

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

1. Touch the **Keypad**  tab >  > Preferences.
2. Touch Usage.
The Usage screen displays.

Usage Screen

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

- **Talk times** - Displays the call duration in current month, previous month, and accumulated call duration since the call time counter is reset.

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

Settings

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



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

Notifications

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

Setting Application Notification Tones

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

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

Setting Custom Ringtone

The user can assign a different ringtone for certain contacts.



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

Call Settings



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

Settings Contact Display

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

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





Sound Settings

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

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

Configuring Headset Settings

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

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

Application Network

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

Network Settings

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

Select an available option:

- **Allowed SSIDs:** List the Wi-Fi network names that this softphone application can connect to and make or receive calls when the device is using these networks.
Note: Service Set Identifiers (SSIDs) are the Wi-Fi network name.
- **Disallowed SSIDs:** Set the softphone application not to make or receive calls via these Wi-Fi networks.
- **Network priorities for RTP** - Set Prefer Wi-Fi (default) or Prefer Mobile Data in calls using the real-time transport (RTP) protocol. Recommended to use Wi-Fi when the wireless signal is strong and stable and, to conserve limited mobile data.
- **Network change strategy** - Select to enable switching network option to **If Needed** (default), **If Different**, or **Always**.

Application Troubleshooting Logs

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

To enable the log to be recorded, touch the **Keypad**  tab >  > **Preferences**, and then enable the **Log SIP Traffic** option. The default is disabled.

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

1. Touch **Settings** to go to the **Settings** screen.
2. Under **Troubleshooting**, touch **SIP Log**.
3. On the **SIP Log** screen, select an option:
 - **Share** - Sends the log text file to the support team
 - **Copy All** - Copies the logs
 - **Clear** - Deletes all the records on the **SIP Log** screen.
4. Touch **Settings** to go back to the **Settings** screen.


User Account

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

To view the username, touch the **Keypad**  tab >  > **Account Setup**. The password is not visible but editable.

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 and messages that are stored on the application and device. The user is required to sign in again when opening the application, and the previous customizations and settings no longer exist.



Touch the **Keypad**  tab >  > **Reset Application** to reset the application.

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

Changing 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 service provider icon displays the account status as failed and the user is unable to place calls using this application. See the Service Provider Icon Indications section for more information.

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

The application main screen displays.