



Softphone User Guide

HOSTED VOICE SOFTPHONE APPLICATION



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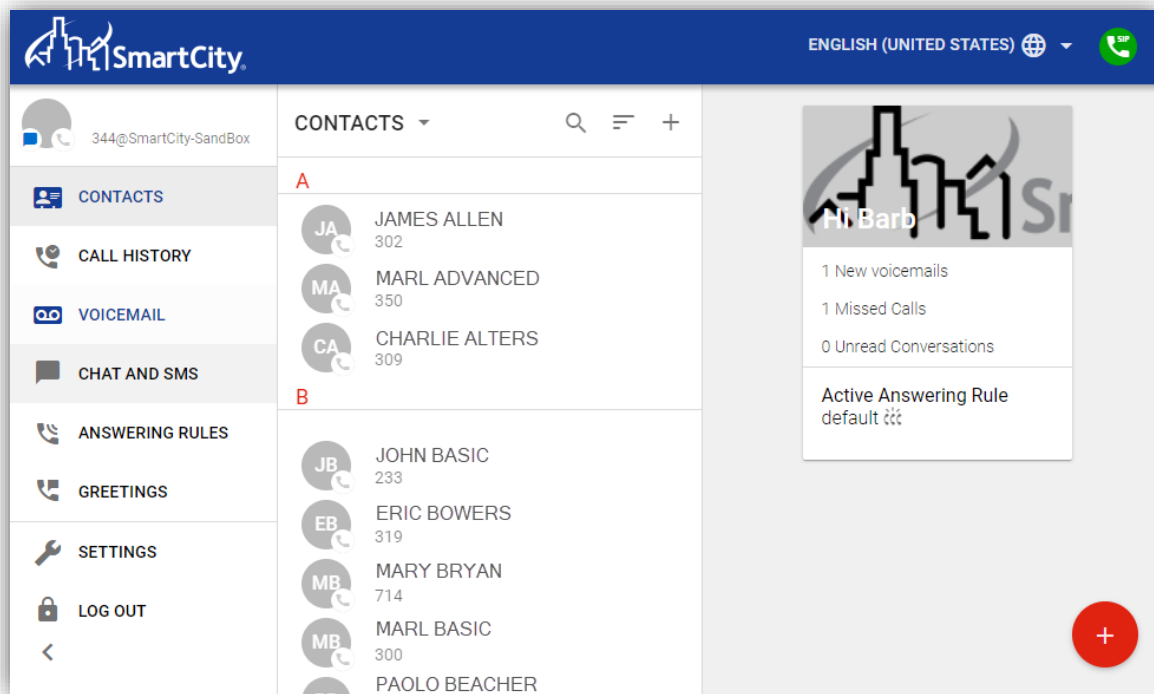
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Welcome to Hosted Voice Softphone!

Welcome to the Hosted Voice Softphone User Guide! Hosted Voice Softphone is a web-based VOIP phone application that allows you to stay connected when away from the office. With a host of softphone features, you get all the functionality of a business phone on a computer or mobile device. Whether working remote or simply on-the-go, as a Hosted Voice Softphone user you can stay connected to the office no matter where you are working.

No matter where you are, you can make and receive calls from any computer with an Internet connection. From a client's office, hotel room, airport, or even a coffee shop, you simply boot up your computer and have your phone ready to go. Instead of a desk phone, all you need is a headset for optimal call quality, just like you are in the office.



NOTE: This guide focuses on the features and options available for Hosted Voice Softphone application only. For detailed information about using the other Hosted Voice features and services, see the “Hosted Voice Administrator User Guide” and the “Hosted Voice User Guide.”

Hosted Voice Softphone Features

The Hosted Voice Softphone application includes the following features:

- ❖ View and make calls from Call History.
- ❖ View and set answering rules.
- ❖ Record and store multiple voicemail greetings.
- ❖ Simultaneously ring all your devices so that you can decide which phone to answer.
- ❖ Seamlessly switch between your desktop and mobile phone.
- ❖ Transfer calls from your softphone to another device.
- ❖ Presence monitoring to see if your colleague is available for a call.
- ❖ Contact management
- ❖ Visual voicemail
- ❖ Extension dialing
- ❖ Call recording

Please visit the Hosted Voice support page at <https://support.smartcityvoice.com/> if you have any further questions. The support page provides more information about the Hosted Voice solution, including both user guides and instructional videos.

Getting Started

The Getting Started section covers the following topics:

- ❖ Softphone Requirements
- ❖ Accessing Hosted Voice Softphone
- ❖ Granting Permission to the Microphone
- ❖ Enabling Inbound Calls
- ❖ Viewing the Main Softphone Screen
- ❖ Viewing and Changing Softphone Settings

Softphone Requirements

Hosted Voice Softphone is a web-based softphone that uses the WebRTC standard. This softphone application does not require any software installation. However, Hosted Voice Softphone does have the following browser and application requirements:

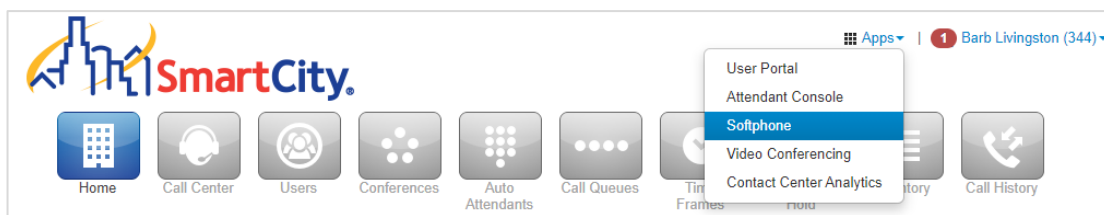
- ❖ We recommend you use the most current version of Google Chrome browser to access Hosted Voice Softphone. Chrome browser supports the WebRTC standard.
- ❖ Before you can use Hosted Voice Softphone, the application must be enabled by the Hosted Voice system administrator.

Accessing Hosted Voice Softphone

You can access Hosted Voice Softphone in the following ways:

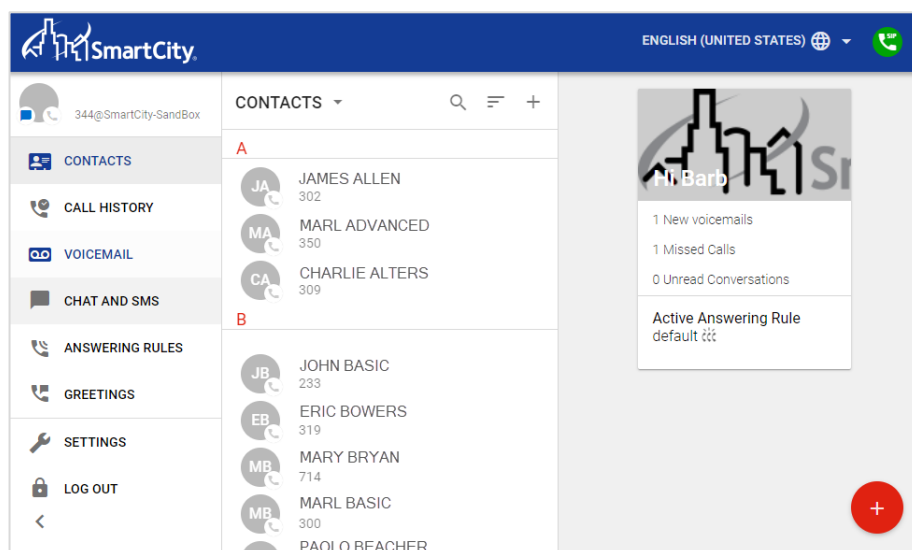
Access Hosted Voice Softphone from the Portal

1. Open the Hosted Voice Portal.



2. Select **Apps > Softphone**.

The Softphone main screen displays.



Access Hosted Voice Softphone from a URL

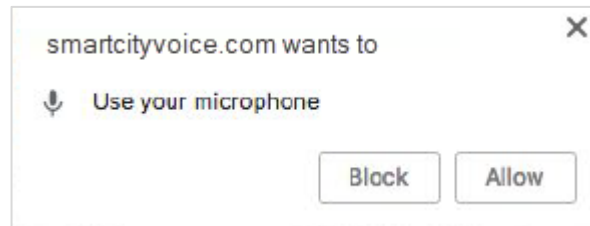
Navigate directly to the Hosted Voice Softphone application using the following URL:

`https://<hostedvoiceportal>.com/webphone`

NOTE: When first launching the Softphone application, your browser may prompt you to grant access to the microphone. This prompt will look different based on the browser being used, as the prompt is generated by the browser, not the Portal. (We recommend you use Google Chrome browser.)

Granting Permission to the Microphone

When you first launch Hosted Voice Softphone, the browser may prompt you to grant access to the microphone. This prompt will look different based on the browser being used as the prompt is generated by the browser, not the Portal.



Enabling Inbound Calls

If the current answering rule is configured to ring only the desk phone for your extensions; a message will display, asking if you want to enable the softphone application to receive inbound calls.

Would you like to enable Softphone
to receive inbound calls?

YES

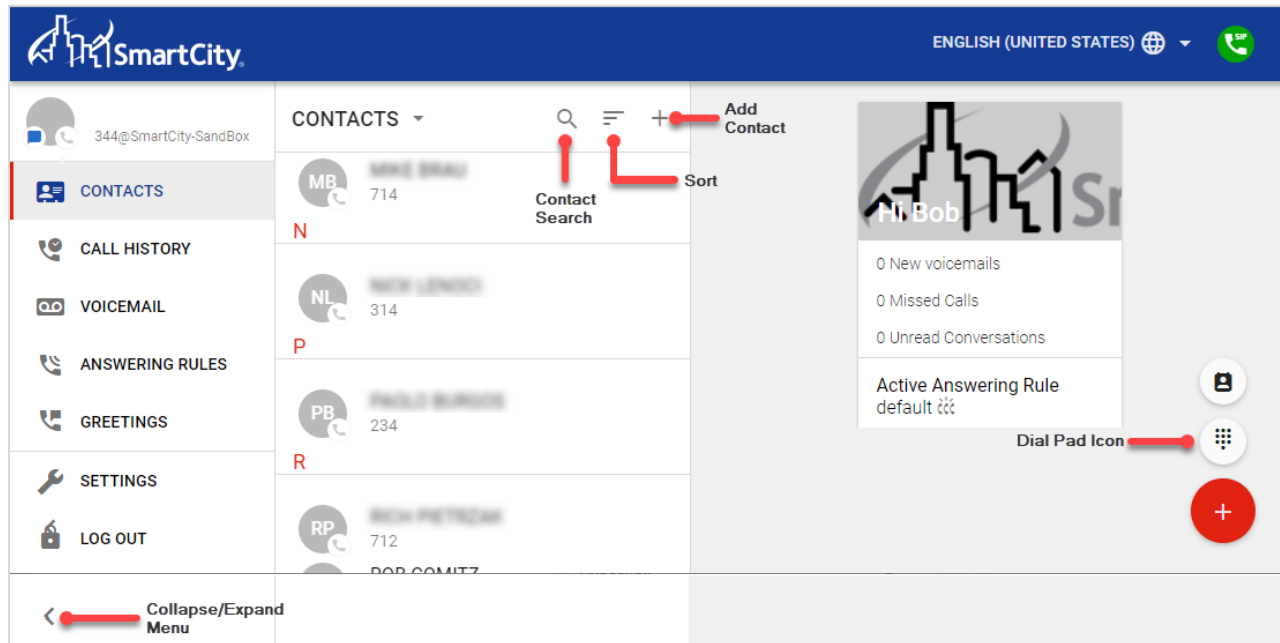
NO THANKS

If you have a custom answering rule that has a timeframe other than Default and is configured to ring only the desk phone for your extensions; the following message will display, letting you know that the phone may not be configured to receive all incoming calls.

NOTE: If this happens, contact your Hosted Voice administrator.

Navigating the Main Softphone Screen

Once you log in to Hosted Voice Softphone, there are several main options available on the left panel that you can manage, including Contacts, Call History, Voicemail, Answering Rules, Greetings, and Settings.



You can click the **left arrow button**  to show or hide the left-panel labels. When you resize the screen, the left-panel labels hide automatically. On the lower-right side of the screen use the **dial pad icon**  to dial phone numbers you want to call. The other options on the Softphone screen are described in the remainder of this guide.

Viewing and Changing Softphone Settings

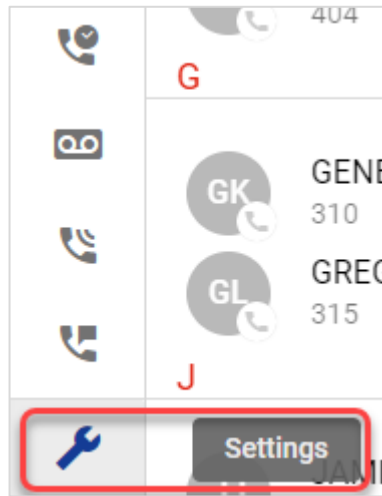
The settings section allows you to select your preferred options when using the Hosted Voice Softphone application:

To view or change application settings:

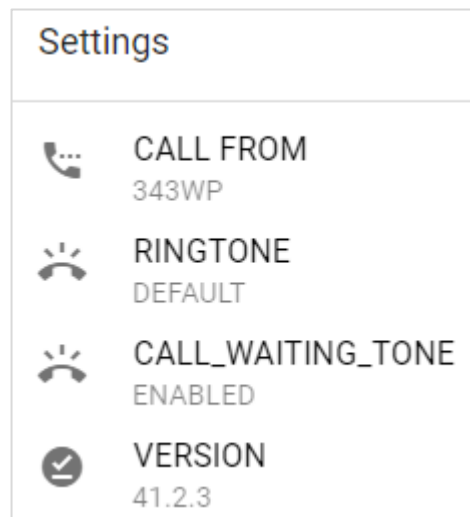
1. Open the **Hosted Voice Softphone** application.

A Navigation panel displays on the left side of the screen.

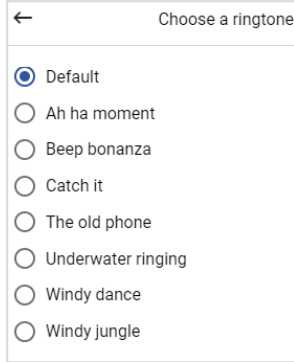
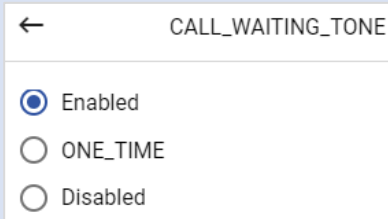
2. Click **Settings**.



The Settings panel displays.



The following table describes each option on the Settings screen:

Settings Options	Description
CALL FROM	Allows you to specify from which phone you want to make calls, if you have multiple phone types or phone extensions.
RINGTONE	Enables you to select a specific ringtone to play when you receive an inbound call. The ringtone options may vary depending on available tones. 
CALL_WAITING_TONE	Allows you to customize how you want to be notified of an incoming call while you are already on a call. You can enable a call-waiting tone to play a tone multiple times or play the tone only one time while you are on a call. You can also disable the call waiting tone entirely. 
VERSION	Displays the current version of the Softphone application.

Using Hosted Voice Softphone

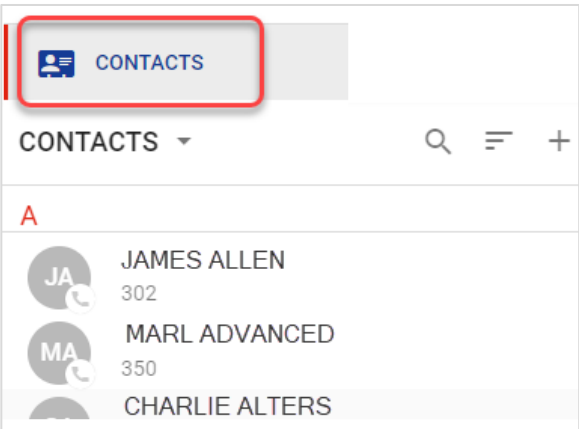
This section provides instructions for how to perform call-related tasks in the Hosted Voice Softphone application. The Using Hosted Voice Softphone section covers the following topics:

- ❖ Managing Contacts
- ❖ Making a Call
- ❖ Receiving a Call
- ❖ Active Call Options (Mute, Transfer, Switch Phone, and more)
- ❖ Using Chat Messaging
- ❖ Managing Voicemail
- ❖ Viewing Call History
- ❖ Viewing My Profile
- ❖ Managing Answering Rules
- ❖ Managing Greetings

Managing Contacts

The Contacts view shows the list of existing contacts from the Softphone application. The contacts are synched from those found in the Hosted Voice User Portal. In Contacts view, you can view, add, or edit contacts as needed.

Viewing a Contact



From the left panel, click **Contacts**. You can use the following functions in the Contacts view:

- **Switching Contacts View** - By default, the screen shows all your contacts in the list. Click the **Contacts drop-down arrow** at the top of the screen to select which set of contacts to view.
- **Searching Contacts** – To filter/search contacts, click the **magnifying glass**  in the upper-right corner, then type a **name**, **number**, or **extension** to filter or search.
- **Contact View (Edit/Dial)** –Click on an **individual contact** to view details. The contact’s extension/phone number(s) and email addresses (if available) will be displayed.
 - Click the **star**  icon to toggle the favorites status, when the star is filled white, the contact is selected as a favorite.
 - Click the **extension/phone number** to call the number directly. Click the **email address** to launch your email application.
 - Click **Edit Contact** to make changes to a contact.

Adding a Contact

CONTACTS ▾





A

JA

302

MA

350

←
Create new contact



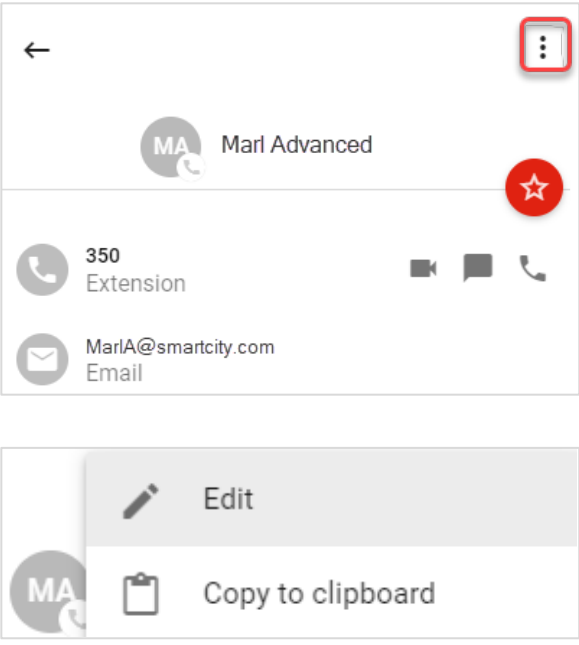




CANCEL
SAVE

1. From the left panel, click **Contacts**.
2. Click the **plus (+) icon** in the upper-right corner to open the Add Contact dialog box.
3. Complete the contact information to add a contact and then click **Save** to save the contact.

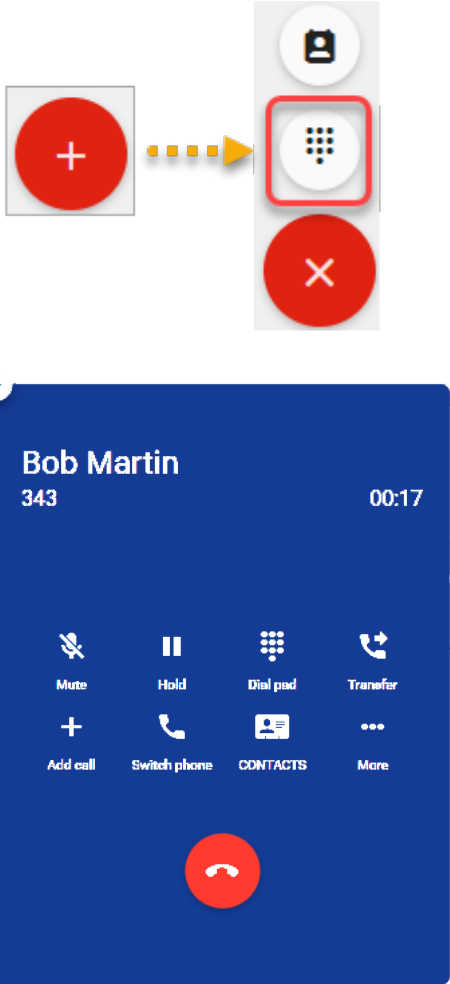
Editing a Contact



While viewing an individual contact, you can edit the contact's information if needed. Click the **ellipsis button**  to display edit options for a contact.

-  - Click the **Edit** button to edit the contact's details.
-  - Click the **Copy** button to copy the contact's details to the clipboard if you need to paste the information in a different application such as an email or a document.

Making a Call

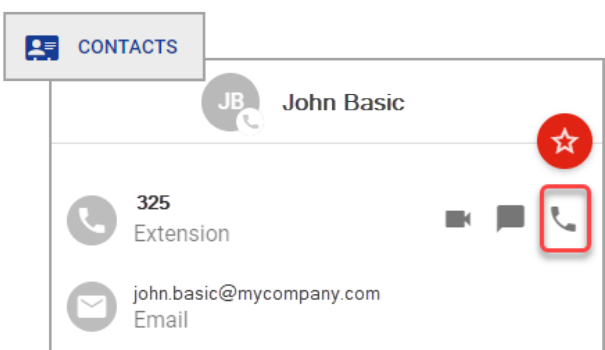


1. On the main screen, click the **red plus sign icon** to display the **white dial pad icon**.
2. Click the **dial pad icon** to open the phone dialer view, where you can make a new call.
3. From the Phone Dialer window, dial the **internal extension** or **external phone number** of the person you want to contact.

When dialing, the top of the dial window shows autocomplete suggestions of other contacts with numbers that match the current dialing pattern.
4. When dialing is complete, press the **green dial icon** to begin the call.

Once the call is connected, a blue dialog box shows with added options you can perform while on an active call.

Tip: The SIP acronym that shows on the green dial icon stands for Session Initiation Protocol, which is used to initiate the voice call session.

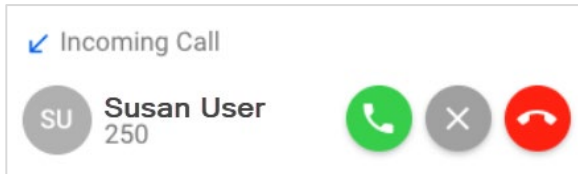


You can also make a call directly from an individual contact profile.

1. From the left panel, click **Contacts**.
2. Find and click on the **contact** you want to call.

The contact's profile displays.
3. Press the **phone**  icon to the right of the contact to start the call.

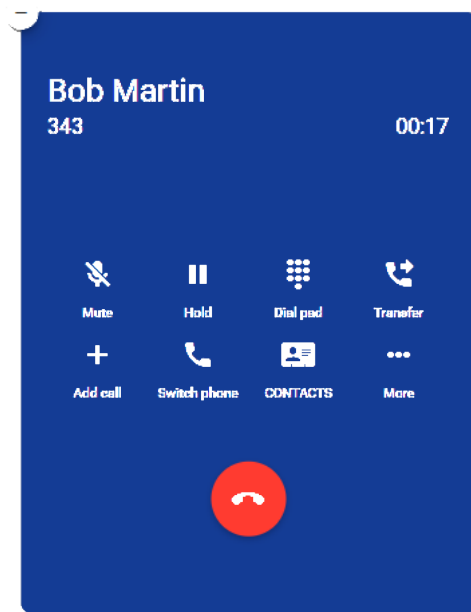
Receiving a Call



When receiving a call, the computer will play a ringtone and the Softphone application displays the following call options:

- **Reject** – Rejects the call from all ringing devices that are a part of a simultaneous ring (if applicable). A 480 SIP Response is sent to cease the ringing.
- **Ignore**– Ignores the incoming call received in the Softphone application but continues to ring other devices that are a part of a simultaneous ring (if applicable).
- **Answer** – Answers the incoming call.

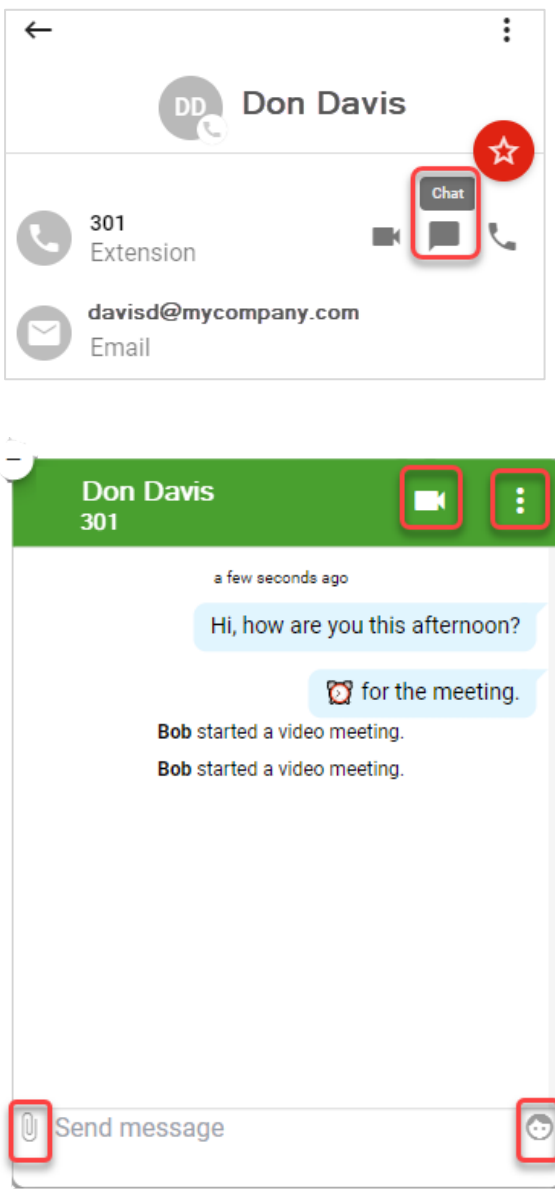
Active Call Options (Mute, Transfer, Switch Phone, and more)



When a call is in progress, the status, dialed number, and call timer will be displayed at the top of the screen along with the following call functions:

- **Mute** – Disables the microphone.
- **Hold** – Places the other party on hold.
- **Dial Pad** – Enables you to use digits when dialing into an auto attendant/IVR.
- **Transfer** – Transfers the call with a choice to transfer blindly, without a call announcement, or with assisted transfer where the call is announced to the destination party.
- **Add Call** – Enables the user to create a second call that is separate from the first call. Once the second call is connected, you can merge the call in a three-way conference or keep the calls separate with the ability to swap between calls.
- **Switch Phone** – Moves the call to other devices you own that support Hosted Voice calls.
- **Contacts** – Opens the Contacts screen, which enables you to make a second call, and then optionally merge (conference) or transfer the call.
- **More** – Launches a new window with options to hide call, return to the main view of contacts/history/voicemail, or to start recording for on-demand call recording, if enabled on your account.

Using Chat Messaging



Hosted Voice Softphone enables you to use chat messaging to communicate with existing contacts.

1. From the left panel, click **Contacts**.
2. Find and click on a **contact** with whom you want to chat.
3. Click the **chat icon**  to display the Chat dialog box and start a chat session.
4. While the chat dialog box is open, you can perform the following actions:
 -  - Enables you to start a video meeting, start a screenshare session, or schedule a meeting with the current contact using the Smart City Video Conferencing tool.
 -  - Displays options to call the contact, view the contact's profile information, or delete and close the current chat box.
 -  - Enables you to browse and select a file to send to the current contact.
 -  - Displays a list of emojis that you can use during the current chat session.

Managing Voicemail

VOICEMAIL ▾

Bob CCSupervisor a day ago

Transcription not available 00:18

▶

1. From the left panel, click **Voicemail** to listen to voice messages.
2. Click the **Voicemail drop-down arrow** at the top of the screen to listen to New or Saved messages.
3. Click **play ▶** to begin or pause playback. When a message is playing, this becomes a pause **II** button. The following options are available:
 - **Message progress bar** – Shows the current place in the message. You can drag and drop the circle or press on the bar to jump to another part of the message.
 - **Call** ☎ – Calls back the number if caller ID is known.
 - **Save** 💾 – Moves the message to saved messages.
 - **Forward** ➔ – Allows the current message to be forwarded another user.
 - **Delete** 🗑 – Moves the message to trash.

VOICEMAIL ▾

Bob CCSupervisor a day ago

Transcription not available

▶ 00:00

▶

00:18

☎
💾
➔
🗑

Viewing Call History

CALL HISTORY ▾

	BOB MARTIN 343 WORK	A FEW SECONDS AGO 00:18
	BOB MARTIN 343 WORK	4 MINUTES AGO 00:17
	(407) 123-9999	40 MINUTES AGO 00:00
	(904) 513-0099	41 MINUTES AGO 00:00
	BOB MARTIN 343 WORK	A DAY AGO 00:27



Outbound

Friday 18 June 2021 20:32

27 seconds


CALL BOB MARTIN


SEND A CHAT MESSAGE


VIEW CONTACT INFORMATION

From the left panel, click **Call History** to display your most recent call history list, including inbound, outbound, and missed calls.

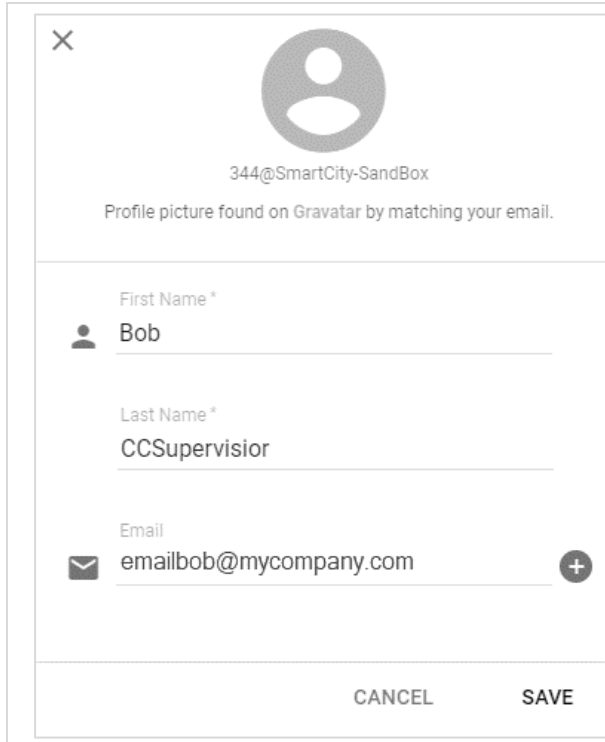
The records displayed show caller ID if available, call direction (inbound, outbound, or missed), call time, and call duration.

Click on the **Call History drop-down arrow** at the top of the screen to select a view of All, Missed, Inbound, or Outbound Call History.

Click on a **call** in the Call History list to display more options for the call:

- **Call**  – Calls back the selected contact or number.
- **Chat**  – Starts a chat session with the selected contact.
- **Contact**  – Enables you to view contact detail for the selected contact.

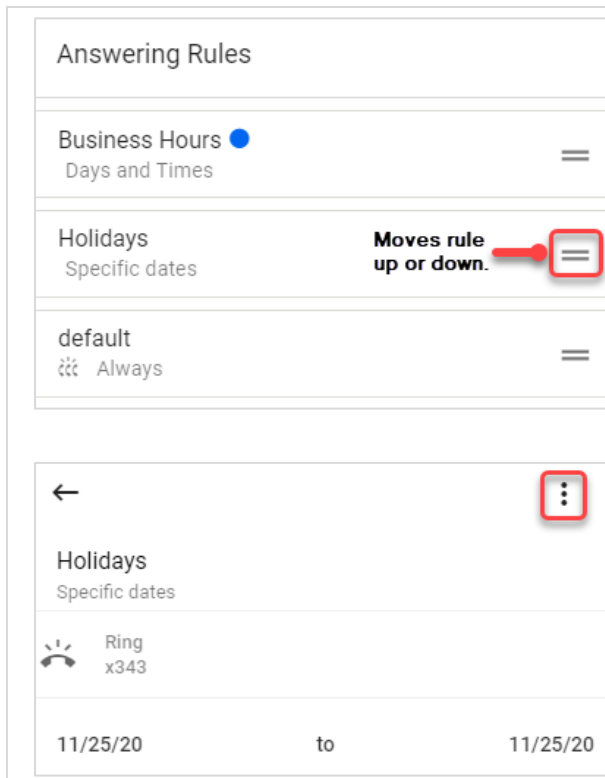
Viewing My Profile



From the left panel, click your **name** on the top of the left panel to open the profile view. From here you can view/edit the following content. If you make changes, click **Save** to store the changes.

- **First and Last Name** – Change your first or last name as needed.
- **Email** – Click the **plus sign**  to add more than one email address to your profile.

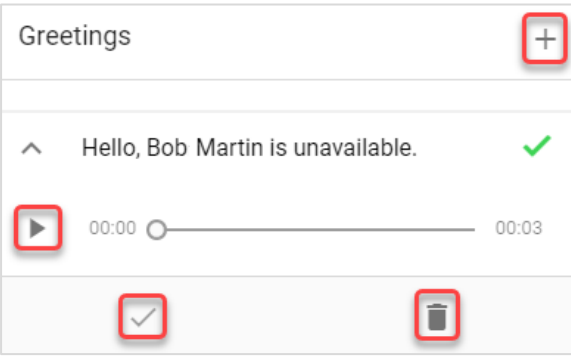
Managing Answering Rules



From the left panel, click **Answering Rules** to display a list of your phone extension's answering rules. To re-prioritize the rules, grab the grip lines at the right to reorder the answering rules, the change is saved automatically.

Click on a specific **answering rule** to display more detail about the rule. While viewing a rule, you can click the **ellipsis button**  at the top right to delete or disable the rule.

Managing Greetings

	From the left panel, click Greetings to manage voicemail greetings that callers will hear when you do not answer the call. The following functions are available: • + - Press the plus icon in the upper right to record a new greeting. • ▶ - Press play ▶ to listen to a recorded greeting. • ✓ - Saves the current greeting. • 🗑️ - Deletes the current greeting.
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Progressive Web App

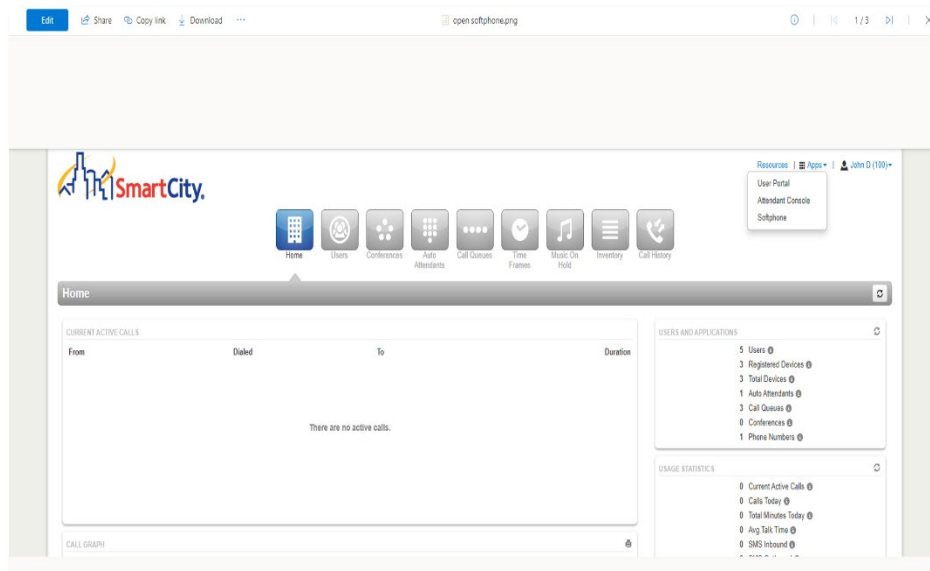
Progressive Web App (PWA) is a web-based app that shares many of the same features as a mobile native app. Even when the PWA tab or window is closed, users can still receive calls and instant messages as push notifications. When the notification is clicked, the PWA opens.

The PWA allows improved functionality for users in the browser and allows user to view push notifications, message peg count and more without utilizing a dedicated native application.

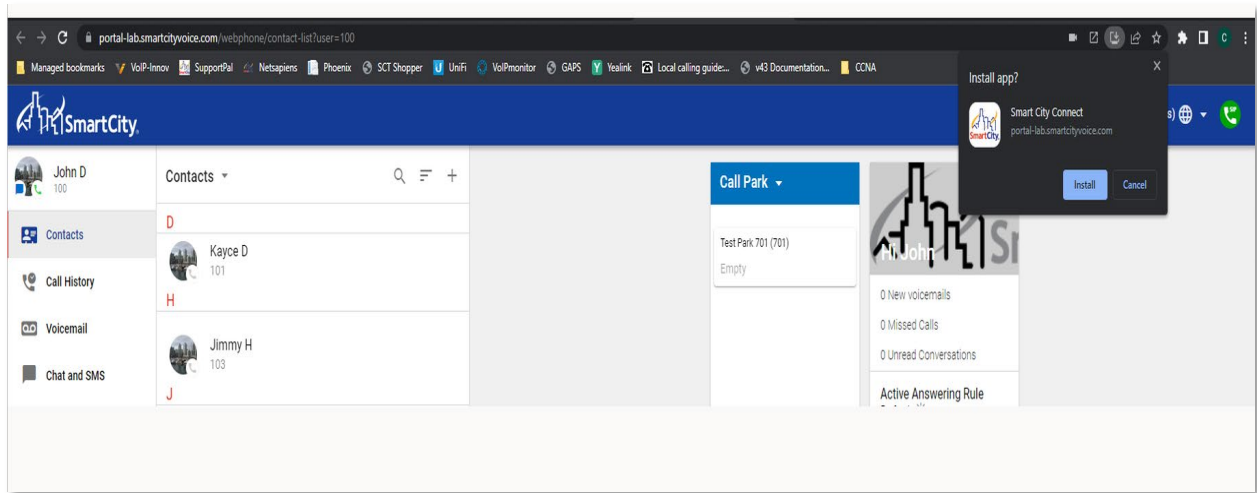
Installation

Note: Ensure that your browser (Edge or Chrome) is the most up-to-date version.

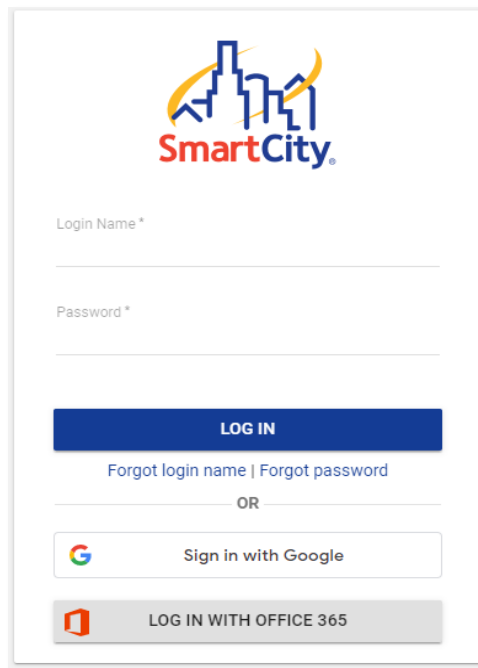
1. Open the Smart City Softphone in your browser.



2. Click the **Download** button that appears at the right of the address bar.

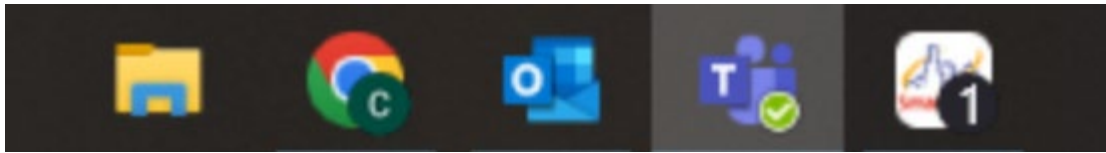


3. Click **Install**
4. Log in to the Progressive Web Application which will be available in the Start menu (Windows) or Applications folder (Mac).



The login form features the SmartCity logo at the top. Below it are two input fields: 'Login Name *' and 'Password *'. A blue 'LOG IN' button is positioned below the password field. Underneath the button are links for 'Forgot login name' and 'Forgot password'. A horizontal line separates these from the 'OR' text. Below 'OR' are two additional login options: 'Sign in with Google' (with the Google logo) and 'LOG IN WITH OFFICE 365' (with the Office 365 logo).

The Progressive Web App has a customizable icon image which allows for brand visibility. The unread message count will appear as a count on the dock icon.

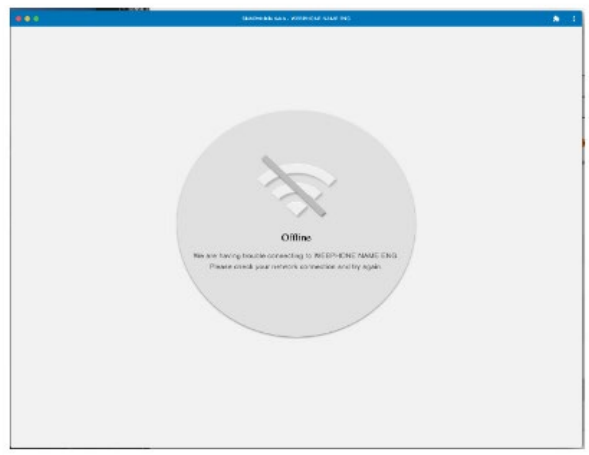


Push Notifications

Whether the PWA tab is left open or if the window is closed, users can still receive calls and messages as push notifications. When the notification is clicked, the PWA opens.

Offline Status

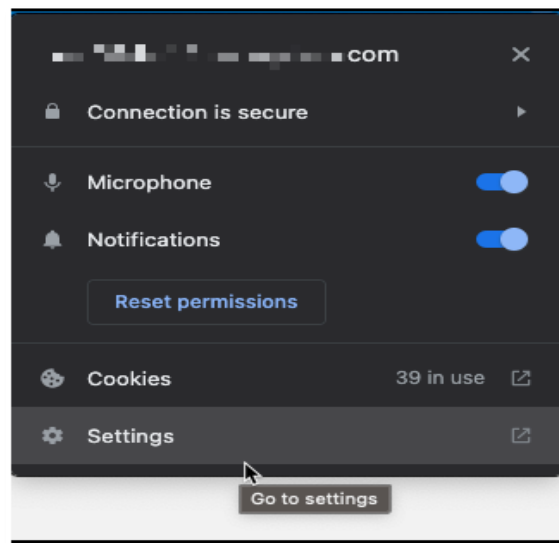
The PWA can tell when the user is offline. In this state, it displays an offline page notifying the user that a connection error occurred, recommending the user to check their network status.



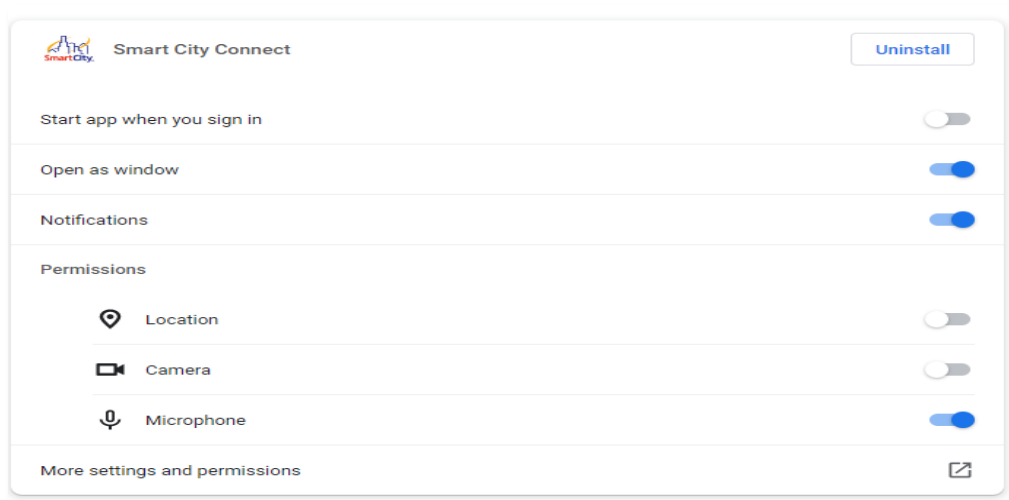
App Settings

Click the three vertical dot (kebab) menu button in the top right corner of the PWA window and click on **App info**.

This presents the following dialog with quick app settings; for the full list of settings, click on **Settings**.



This will open a new page with additional settings, including the ability to have the PWA start "when you sign into the device.



Run on Login

This is an optional feature and is not required to start using the PWA. **Run on login** means the app is opened when the user logs into their computer. Many apps have this functionality. When used, it saves the user time from locating and starting an app they use every day.

1. Open Chrome and navigate here in the address bar: **about://apps**
2. Right-click on the configured Progressive Web App and select "Start App When You Sign In".

