

# Intermedia Cloud Softphone

## User Guide



**INTERMEDIA**<sup>®</sup>

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# 1 Introduction

The Cloud Softphone app can be installed on iOS and Android devices to provide a mobile Hosted PBX phone extension.

The app can be used as a stand-alone Hosted PBX extension, similar to a desk phone. It can also be configured to work along a desk phone, using the FollowMe Forwarding option.

The Cloud Softphone app is available as a free download:

Apple App Store:

<https://itunes.apple.com/us/app/intermedia-softphone/id986761710?mt=8>

Google Play Store:

<https://play.google.com/store/apps/details?id=net.intermedia.softphone.android>

## 1.1 Cloud Softphone Features

The Cloud Softphone app supports the following features:

- Inbound and outbound calls
- Call hold
- Call transfer (blind and attended transfer)
- Initiate paging
- Call park and pickup
- Call conferencing with up to 4 other parties
- Busy or no answer forward to voice mail
- Forward to other number
- Call recording

# 2 Installation

## 2.1 Requirements

The Cloud Softphone app can be installed on iOS 5, 6 and 7, and on Android version 2.3 and up.

The app requires a Hosted PBX account. The following information will be provided with a Hosted PBX Cloud Softphone account:

- 10 digit phone number
- 3 digit extension

- Voice Mail Password (PIN)

**Note:** a Hosted PBX account can be used only on a single device. The same account can't be used on multiple iOS/Android devices.

### 2.2 Installation and Login

To install and configure the app follow these steps:

1. Download the Intermedia Softphone app on your iOS or Android device
2. Open the app and enter the following credentials:
  - a. Enter your phone number in the Username field
  - b. For the Password, enter your Voice Mail password
3. Press Sign In.
4. The app will load the configuration, it should take a few seconds.
5. If the app fails to load the configuration, verify the Cloud ID, reenter the password, and make sure the phone is connected to the Internet.

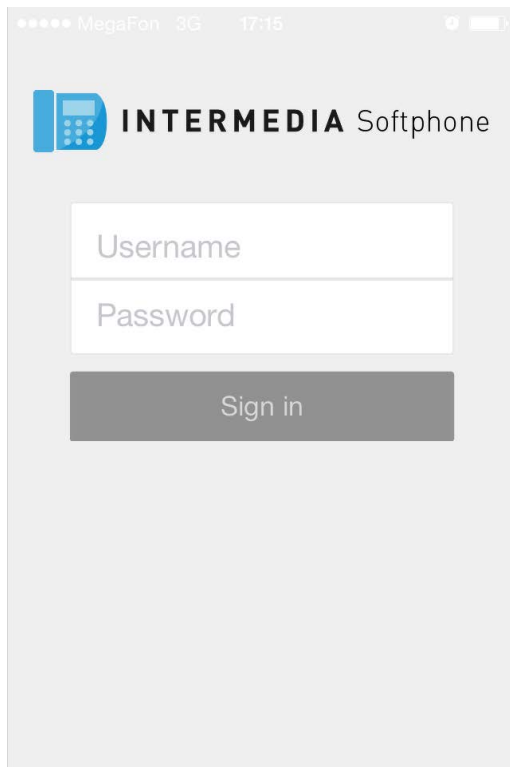


Figure 1 - Sign In

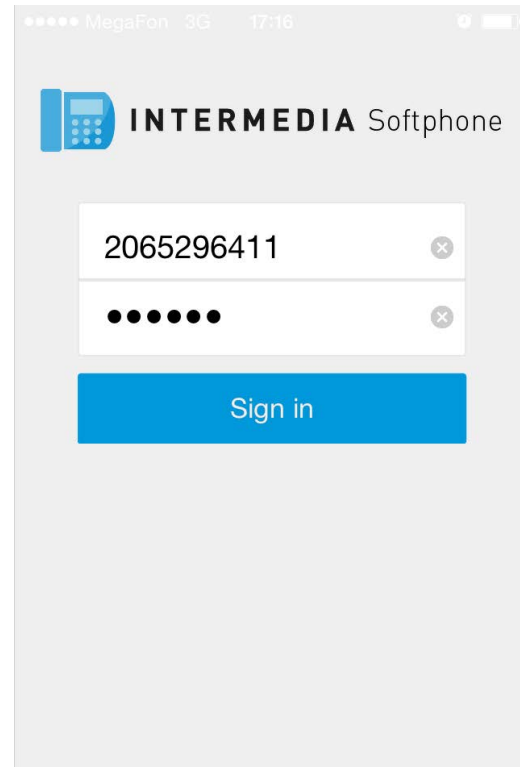


Figure 2 - Sign In

**Note:** iOS may ask to allow the app to send push notifications - it must be allowed to receive calls when the phone is sleeping. iOS 7 may also ask permission to use the microphone.

## 2.3 SIP Registration

After a successful login, the Cloud Softphone registers automatically with Intermedia in order to be able to receive and make calls.

**iOS:** A successful registration is indicated by a green phone icon on the top left corner (Figure 3). If the icon is red, or displays an error message, it means that the registration failed.

**Android:** A successful registration is indicated by the text “intermedia - registered” in the top section (Figure 4). If it displays unregistered or some other error message, it means that the registration failed.

Network issues could cause registration failures. See the section about troubleshooting registration failures (6 Troubleshooting).

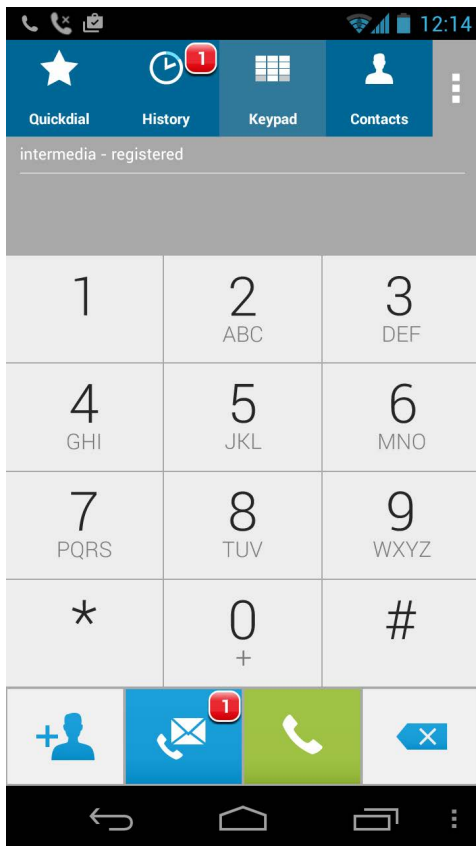


Figure 4 - Android registered

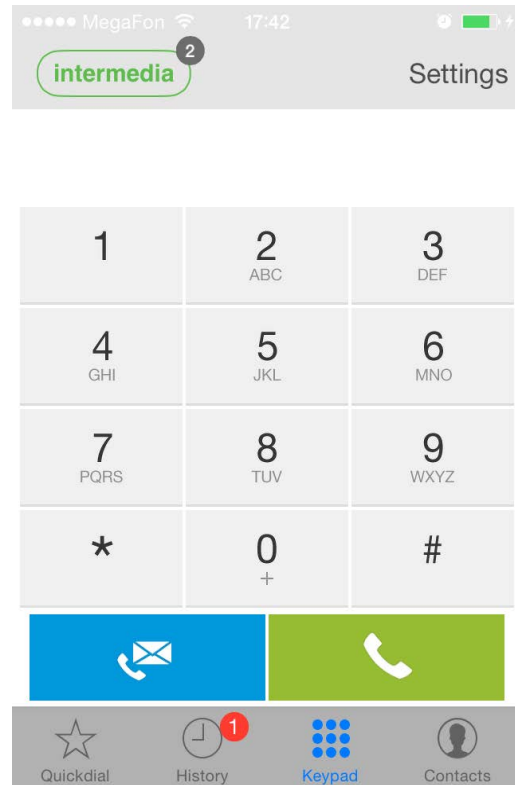


Figure 3 - iOS registered

## 3 Operation

### 3.1 Outbound calls

The following dialing options are available:

Call Type	Dial	Example
Extension	Dial 3 digit extension number	102
North America	Dial 10 digit number	2065551212
International	Dial 011-CC-Number Or dial +CC-Number Where CC is the Country Code	011442012345678 +442012345678

Other dialing options:

- **Quickdial** – configure up to 9 numbers for quick dial.
- **Contacts** – share the phones contacts.
- **History** – call back from a list of missed call, or all inbound and outbound calls.

### 3.2 Inbound calls

When incoming call is received the softphone displays the following options:

- **Answer** - answer the call.
- **Ignore** – stops ringing, select later to **Answer** or **Reject** the call.
- **Reject** – the caller will be forwarded to voice mail.

Push Notifications allows incoming calls to be received even when the app is in the background or completely closed (remove from the list of background apps). Push Notifications is enabled by default in the app Settings.

### 3.3 Hold

The Hosted PBX Cloud Softphone account allows up to 4 simultaneous calls. Use the following steps to place calls on hold, and switch between calls:

1. Press the **hold** key to place a connected call on hold (Figure 5).
2. Press the **hold** key again to connect back to the call.
3. Press the top left parallelogram icon (iOS) or top left phone icon (Android) to open a dial pad and make an outbound call.
4. To switch between 2 or more calls, press the black key on the lower right (Figure 6), and select the call to switch to.
5. To open a list of all calls, press the top right arrows icon ( Figure 6). This opens a list of both active and on hold (Figure 7). Select a different call, and take it off hold to switch between calls.

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Figure 5 - Call on Hold



Figure 6 - 2 Calls

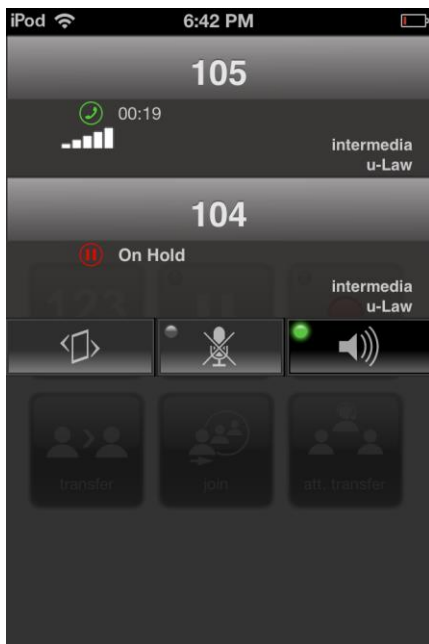


Figure 7 - View All Calls

### 3.4 Call transfer

The Cloud Softphone supports 2 types of call transfer:

- Blind transfer – transfers an existing call to a 3<sup>rd</sup> party without talking first with the 3<sup>rd</sup> party.
- Attended transfer – talk first with the 3<sup>rd</sup> party and then transfer the call to the 3<sup>rd</sup> party.

#### 3.4.1 Blind Transfer

Press the **transfer** key, and dial the 3<sup>rd</sup> party destination number. By completing the dial, the existing call is transferred to the destination. If the call to the 3<sup>rd</sup> party fails, the caller remains on hold.

#### 3.4.2 Attended Transfer

iOS:

1. Press the **att. transfer** key, and dial the 3<sup>rd</sup> party destination.
2. Wait for the call to answer.
3. After talking to the 3<sup>rd</sup> party, press the yellow **Transfer** key to complete the transfer (Figure 8).



Figure 8 - iOS Attended Transfer

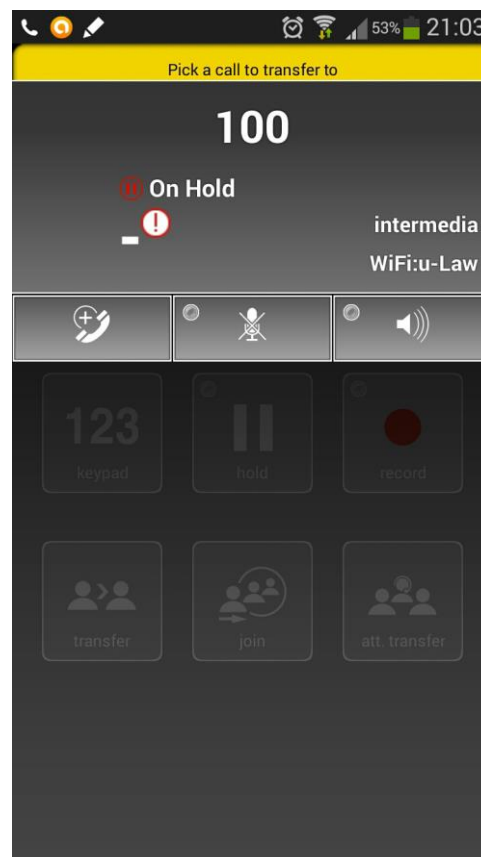


Figure 9 - Android Attended Transfer



### Android:

1. Place the current call on hold.
2. Press the top left phone icon, and dial the 3<sup>rd</sup> party destination.
3. Wait for the call to answer.
4. After talking with the 3<sup>rd</sup> party, press the **att. transfer** key.
5. Select the call to transfer to (Figure 9), and the transfer should complete.

## 3.5 Paging

The Cloud Softphone doesn't receive paging calls, but it can initiate a paging call. Dial the paging group number (for example, 9100) to page all phones in the group.

## 3.6 Call Park and Pickup

### 3.6.1 Call Park

A call can be parked in one of the park locations, and retrieved later by the same phone, or other phones. The call is parked by calling the main park location, which locates a free park location, and plays an announcement with the actual parked location.

#### To park a call:

##### iOS:

1. Press the **att. transfer** key, and dial the main park location (for example 9000).
2. Listen to the announcement to know where the call was parked (for example "parked on 9001"). Don't complete the transfer (Don't press the yellow **Transfer** key or **Cancel** key). This call will complete by itself after the end of the announcement.
3. The call is parked, and is also on hold. Press the **End Call** key to remove the call from holding, but the call will remain parked.

##### Android:

1. Place the current call on hold, and make a new call to the main park location (for example 9000).
2. Listen to the announcement (for example "parked on 9001") to know where the call was parked. Don't terminate this call. It will be cleared automatically at the end of the announcement.
3. The call is parked, and is also on hold. Press the **End Call** key to remove the call from holding, but the call will remain parked.

#### To retrieve the call:

1. If the call is still on hold, press the **hold** key to reconnect to the call.

2. If the call was removed from hold, dial the park location (for example 9001) to reconnect to the parked call.

### 3.6.2 Call Pickup

Dial the park location (for example 9001) to pick up the call.

## 3.7 Conference

The Cloud Softphone can join up to 4 calls in one conference. To create a conference make sure you have 2 or more calls, and press the **join** key to add all calls to the conference (Figure 6).



Figure 10 - iOS in conference

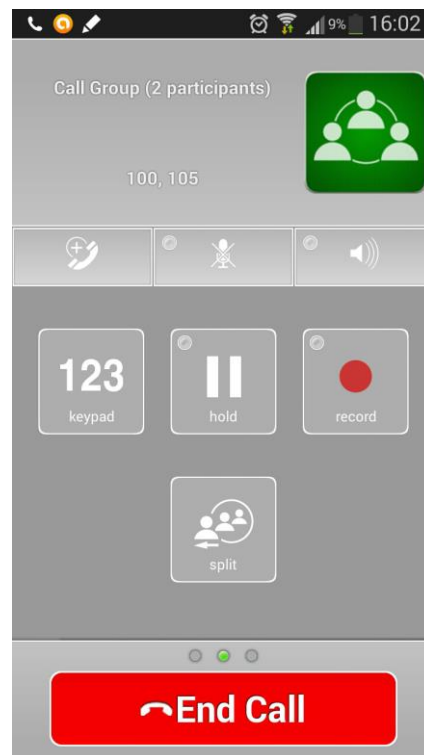


Figure 11 - Android in conference

While in conference use the following keys:

- **hold** – dial additional outbound calls, and press **join** to add them to the conference. While on hold the existing conference participants remain in conference.
- **join** – add additional incoming or outbound calls to the conference. **join** will appear again when there are more calls to add to the conference.
- **End Call** – end the conference, and disconnect all calls.
- **split** - break up the conference. All calls will be placed on hold.

**Note:** A local conference requires more bandwidth than a single call. Each call requires about 100kbps. A conference of 4 calls requires about 400kbps. This can affect data cost, and the call voice quality could be limited if the Internet service provider bandwidth is limited.

### 3.8 Busy / No Answer - forward to Voice Mail

An incoming call will be forwarded automatically to voice mail in the following cases:

- The call is rejected (after pressing the Reject key).
- The call is not answered after 20 seconds.
- There are already 4 calls connected to this phone.

To change the 20 seconds default timeout, please call customer service. The timeout can be disabled or configured in the range of 12 to 36 seconds.

**Note:** When the Cloud Softphone is configured to work along with a desk phone, the voice mail will be controlled by the settings in the Follow Me Forwarding option in TeleWeb.

### 3.9 Forward Always

The Cloud Softphone can be configured to forward all calls to a different phone or extension. To configure it open the Settings, and select Account Setup, Advanced Settings and Call Forwarding.

To setup the forward, enter the destination number in the **Forward To** field. To disable the forwarding, remove the number from the **Forward To** field.

**Note:** When the Cloud Softphone is configured to work along with a desk phone, the forwarding will be controlled by the settings in the Follow Me Forwarding option in TeleWeb.

### 3.10 Check Voice Mail

When a voice mail is receive, a blue envelope key will appear at the bottom of the screen. When there are no new messages, this key will not be visible.

**iOS:** the number of messages will be displayed in the top left corner (Figure 3).

**Android:** the number of messages will be displayed in the blue envelope key (Figure 4).

To check the voice mail message, press the blue envelope key to connect to the voice mail server. When asked, enter the voice mail password (PIN).

Other options to get to your voice mail:

- Call your Cloud Softphone 3 digit extension.
- Call your Cloud Softphone 10 digit phone number.

To connect to a different voice mail box (for example, connect to your desk phone voice mail):

- Call \*98ext, where ext is 3 digit extension number.
- Call \*98number, where number is the 10 digit phone number.

### 3.11 Call Recording

The Cloud Softphone can record the voice calls. To enable call recording go to: Settings / Preferences / Call Recording

To start recording during a call press the **record** key.

After the call is completed, go to the history and locate the call. Select the call to see the call details and to listen to the recording or send it via email.

### 3.12 Emergency calls

Emergency (911) calls are not supported on the cloud softphone app. If you have an emergency please dial 911 from normal mobile phone or a landline.

## 4 Settings

This section provides information about the app settings.

### 4.1 Account Setup

The account setup has the following options:

- The username (the 10 digit phone number) and the voice mail password.
- The Advanced Settings has an option to enable Call Forwarding, to forward all calls to a different phone.
- **Delete** key - If your 10 digit phone number changes, you will need to delete the account, and login with a different phone number.

### 4.2 Incoming Calls

Incoming Calls has 2 options:

- Push Notifications – incoming calls will be received always – when the app is active, in the background, and when the phone is sleeping.
- Foreground Only – incoming calls will be received only when the app is displayed on screen, and the phone is not sleeping. This mode disables incoming calls when the app is in the background, or when the phone is sleeping.

### 4.3 Preference

#### 4.3.1 iOS

- Ringtones – change the ringtones.
- Sound
  - Echo and noise suppression (both should be enabled).
  - Microphone and playback volume.
  - Speaker mode.
  - Remember audio route – remembers the last call audio route.
- Call Recording
  - Record All Calls – enable call recording.
  - Multichannel – each participant will have his/her own track in the wave file.
  - Delete After – time to keep recorded conversations.
- Number Rewriting – change the called numbers.
- Controls
  - Headset Buttons – answer or hangs up a call with the headset buttons.
  - Show Globe Button – used for a country prefix picker.
- 3G / Wi-Fi Selection
  - Prefer Wi-Fi.
  - Wi-Fi only – disable calls with mobile data networks.
  - Prefer 3G For Voice.
- Log SIP Traffic – enable VoIP logging when troubleshooting with Customer Service.

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- Language
- SSL Exceptions – not used.
- RTP TOS Byte (184) – give preference to VoIP audio data (don't change).
- RTCP TOS Byte (104) – give preference to VoIP control data (don't change).

### 4.3.2 Android

- Ringtones – change the ringtones.
- Call Recording
  - Record All Calls – enable call recording.
  - Multichannel – each participant will have his/her own track in the wave file.
  - Delete After – time to keep recorded conversations.
  - Warning Beep – beep every 15 seconds.
  - Email Address – pre-fill when sending the call recording by email.
- Number Rewriting – change the called numbers.
- Address Book Matching – alter incoming call numbers to match with contacts.
- Sound
  - Echo and noise suppression (both should be enabled).
  - Microphone and playback volume.
  - Speaker mode.
  - Remember audio route – remembers the last call audio route.
- WiFi Settings
  - Prefer WiFi.
  - WiFi only – disable calls with mobile data networks.
- Other
  - Start application after boot.
  - Show connection status (in top bar).
  - Lock in call screen (lock the screen when the call is connected).
  - Hardware lock.
  - Use Proximity sensor.
- Controls
  - On GSM Call – behavior is situation when incoming GSM call interrupts a VoIP call.
  - Show Country Flag – show the country when starting to dial with +
  - Show contacts without number.
- Log network traffic – enable VoIP logging when troubleshooting with Customer Service.

### 4.4 About

Displays the app version.

### 4.5 Usage (iOS only)

Displays the talk time for this month, the previous month and the total talk time.

### 4.6 Reset Application

Reset application removes the current Hosted PBX account, and clears all the settings. After resetting the application, The Cloud Softphone can be configured from scratch using the same or a different Hosted PBX account. All user settings are changed back to default, and the quick dial settings are deleted.

## 5 Using the Cloud Softphone with a Desk Phone

When a user has both Hosted PBX desk phone extension and a Cloud Softphone, the phones can be configured with one of the following setups:

Primary Phone	Setup
None	<ul style="list-style-type: none"><li>• Each phone has it's own phone number, extension and voice mail.</li></ul>
Desk Phone	<ul style="list-style-type: none"><li>• Calling the desk phone rings both the desk phone and the Cloud Softphone.</li><li>• Each phone has it own extension.</li><li>• The desk phone's phone number and voice mail are used for all calls.</li></ul>
Cloud Softphone	<ul style="list-style-type: none"><li>• Calling the Cloud Softphone rings both the desk phone and the Cloud Softphone.</li><li>• Each phone has it own extension.</li><li>• The Cloud Softphone's phone number and voice mail are used for all calls.</li></ul>

### 5.1 Configuring the desk phone as the primary phone

First, login to your voice services Administrator Portal, and change the caller ID of the Cloud Softphone to the phone number of the desk phone.

Next, login to the User Portal for your desk phone account, and setup the FollowMe Forwarding (Figure 12):

- Select "Forward Calls to" to enable the FollowMe Forwarding.
- Select "Multiple phone number at the same time (then VoiceMail)" to ring both the desk phone and the Cloud Softphone.
- Add the "Office" option for the deskphone
- Add another phone for the Cloud Softphone. In this example "Cellular" is configured in the Personal Info tab with the phone number of the Cloud Softphone. The Cloud Softphone extension or phone number can be also configure directly in this section.
- Set the number of rings to send the caller to the desk phone voice mail.

With this setup, calls to the desk phone's 10 digit phone number, or 3 digit extension, will ring both the desk phone and Cloud Softphone. If the call is not answered after 5 rings, it will be forwarded to the desk phone voice mail.

**Note:** 1) Voice mail message indication will appear on the desk phone, but will not appear on the Cloud Softphone. Use email notifications and/or text notifications to receive an indication of a new voice mail on the iOS/Android phone.  
2) To connect to the desk phone voice mail from the Cloud Softphone dial \*98ext (where ext is replaced with the desk phone extension).

## Hosted PBX Phone

Voicemails(2) Call Manager Queue Availability(In) Personal Info Tools Help

Help

FollowMe Forwarding allows you to forward calls directly to another phone number, or forward calls to several phone numbers simultaneously and then to voicemail if there is no answer. To enable FollowMe Forwarding, select "Forward Calls to:", and then select the desired forwarding option. Click "Save Changes" to activate and save your changes. To disable FollowMe Forwarding, choose "Calls will ring at your Office", and then click "Save Changes".

Forward Calls to:

- Specific phone number
- Multiple phone numbers at the same time (then Voicemail):
  - + Add Additional Number
  - Office  or
  - Cellular  or
- Calls will ring at your Office or use forwarding setup through your phone

If none of the numbers are answered after  rings, then send caller to Voicemail.

Figure 12 – Phone User Portal - FollowMe Forwarding Configuration

## 5.2 Configuring the Cloud Softphone as the primary phone

In a similar setup (see 5.1 Configuring the desk phone as the primary phone), the primary phone can be set to the Cloud Softphone.

First, login to Admin Portal and change the caller ID of the desk phone to the phone number of the Cloud Softphone.

Next, connect to your User Portal with your Cloud Softphone account, and setup the FollowMe Forwarding (Figure 12):

- Select “Forward Calls to” to enable the FollowMe Forwarding.
- Select “Multiple phone number at the same time (then VoiceMail)” to ring both the desk phone and the Cloud Softphone.
- Add the “Office” option for the Cloud Softphone
- Add another phone for the desk phone.



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- Set the number of rings to send the caller to the Cloud Softphone voice mail.

With this setup, calls to the Cloud Softphone's 10 digit phone number, or 3 digit extension, will ring both the desk phone and Cloud Softphone. If the call is not answered after 5 rings, it will be forwarded to the Cloud Softphone voice mail.

**Note:** 1) Voice mail message indication will appear on the Cloud Softphone, but will not appear on the desk phone. Use email notifications to receive an indication of a new voice mail.

2) To connect to the Cloud Softphone voice mail from the desk phone dial \*98ext (where ext is replaced with the Cloud Softphone extension).

## 6 Troubleshooting

Issue	Troubleshooting
Login Failure (Section 0)	Verify the following: <ol style="list-style-type: none"><li>1. Make sure the Cloud ID (phone_number@intermedia) is correct.</li><li>2. Reenter the voice mail password.</li><li>3. Make sure the phone is connected to the Internet.</li></ol>
Registration Failure (Section 2.3)	<ol style="list-style-type: none"><li>1. Make sure only one device is configured with this account.</li><li>2. Try both Wi-Fi and Mobile data network. If it works using data network and fails with Wi-Fi:<ul style="list-style-type: none"><li>• It could indicate a problem with the Wi-Fi router, a firewall or Internet Service Provider (ISP).</li><li>• Make sure the Wi-Fi router and firewall doesn't block VoIP/SIP and SIP-ALG is disabled.</li></ul></li></ol>
<u>iOS:</u> Incoming calls not received when the app is in the background, or the phone is sleeping	Verify that the app is allowed to receive push notifications: <ol style="list-style-type: none"><li>1. Go to the iOS Settings / Notifications, and verify that the <b>softphone</b> app is listed under "In Notification Center", and NOT under "Not In Notification Center".</li><li>2. In the Notifications list, click on the <b>softphone</b> app and make sure all the settings are enabled, and the Alert Style is set to Banners or Alerts.</li></ol> Verify that the app is configured with push notifications: <ol style="list-style-type: none"><li>1. Go to the Cloud Softphone Settings / Incoming Calls, and make sure it is set to "Push Notifications and NOT "Foreground Only".</li></ol> <b>Note:</b> iPod Touch and iPad may not always get incoming calls when the device is sleeping due to delayed push notifications.
<u>Android:</u> Incoming calls not received when the app is in the background, or the phone is sleeping	Verify that the app is configured with push notifications: <ol style="list-style-type: none"><li>1. Go to the Cloud Softphone Settings / Incoming Calls, and make sure it is set to "Push Notifications and NOT "Foreground Only".</li></ol>
<u>iOS 7:</u> The remote party can't hear me	Verify that the app is allowed to use the microphone: Go to Settings / Privacy / Microphone and make sure

The audio doesn't sound good when using Wi-Fi

that the **softphone** app is enabled.

The audio quality may be affected by the Wi-Fi signal strength and Wi-Fi interference, and can also be affected by the Internet bandwidth.

Try the following:

1. Move closer to the wireless router.
2. If possible, compare the audio when using other WiFi networks, or mobile data network.