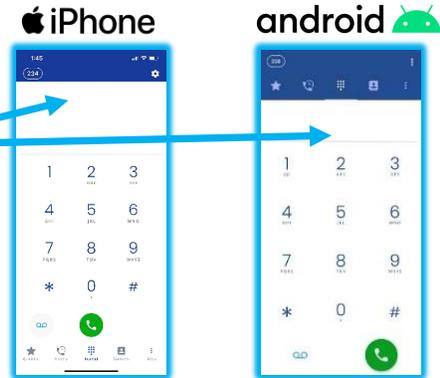


Using the Sangoma talk Mobile Softphone

Sangoma talk is the next generation mobile softphone app for **Switchvox**. **Sangoma talk** provides a great communications experience for calling and collaborating with coworkers!

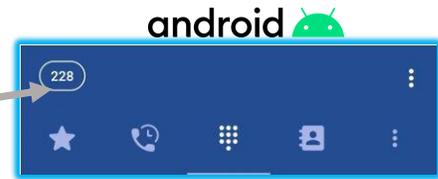
Once you have successfully registered the **Sangoma talk Mobile App**, this main keypad screen appears.



Tool Bar:



Your *Softphone* Extension #
 (On both **Android** & **iPhone** versions)



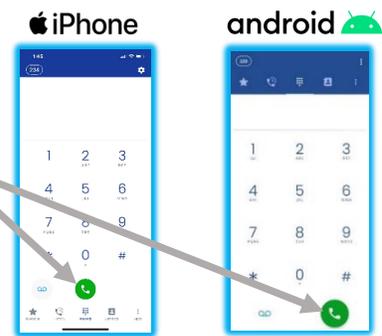
- Quick Dial:** Access Quick (Rapid) dial entries.
- History:** All calls / Missed Calls / Recorded Calls.
- Keypad:** Conventional 10 digit *# phone dial entry.
- Apps:** Launches **Sangoma Meet** App.
- Menu:** Shows up in all places. Menu options change depending on context. If you can't find a feature, check the menu button.
- Contacts:** Alphabetical list of contacts.
 You can search your **Business** and/or your **Personal** contacts.



Outgoing Calls:

Select the **Keypad** from the Navigation Bar

Enter the digits of the destination number and press the button at the bottom to initiate the call.



Incoming Calls:

An **Inbound call** presents the following screen:



- **Answer the call.**
- **Ignore the call.** Stops ringing but still gives you option to answer
- **Reject the call.** It goes to the failover destination. (Default is your **Voicemail**)

Call in Progress:

During a **live call**, the app will display this screen:



Keypad - Access the Keypad.



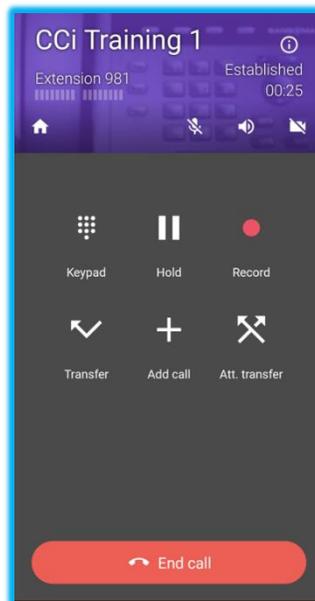
Hold - Place the call on hold.



Record - Record the conversation.



Add Call - Conference in a 3rd caller. (See *3-way Calling* on next page)



Video Call



Hands Free Audio



Mute

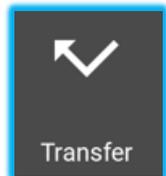


Return to Home (Keypad)

Press the "**Back to Call**" bar above keypad to return to call.

CCi Training 1 (00:05) BACK TO CALL

Call Transfers:



Blind (Cold) Transfer - If you wish to transfer a live call to another destination without first interacting with recipient of the transfer, you press the **Transfer** button. The caller will immediately be put on hold and hear hold music. You will be presented with the keypad where you enter the digits for the transfer destination. Press the **green dial button** at the bottom. The transfer is done, and the app is now idle.



Attended (Warm) Transfer - If you wish to transfer a live call to another destination, but you want to first speak privately with the recipient of the transfer, press the **Att. Transfer** button. You will be presented with the Keypad where you can dial the destination of the transfer. Press the **green dial button** and the app will initiate a call to the transfer recipient while the original call remains on hold.

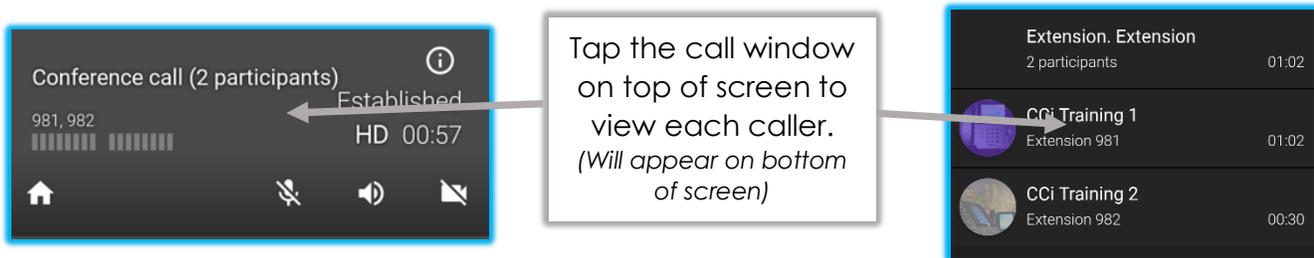
When finished talking with the recipient, press the green **Transfer** button to complete the transfer, or press **Cancel** to abort the transfer and return to the caller.



3-Way Calling (Conference Calls):

- 1) Press the  button to place the original caller on Hold.
- 2) Press the  button to add another caller.
- 3) You will be presented with the **Keypad** where you can place a new call.
(You can also access Contacts/Quick Dials)
- 4) After the additional caller answers, press the  button to “merge” both callers.

Pressing the  button will place both callers on hold.



You can now resume with each caller individually.

You can end an individual call or switch back and forth between individual calls.

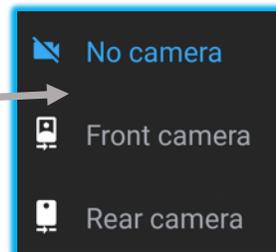


Local Video 1:1 Calling:

This feature needs “Camera” permission from your mobile device

If you wish to add video to an existing live call with another **Sangoma talk user**, tap the  icon
(On top-right of screen during call)

You can toggle between the **Front** and **Rear** facing cameras.



Video calling is just for one-to-one calling; it cannot be used with 3-way calling.

You can also start a video call by tapping the video camera icon for a contact.
(Or, in Quick dial, tap and hold the item to bring up a tools menu).

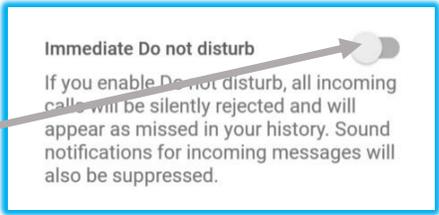
Your **PBX** must be set up correctly to use video calling; please see your PBX administrator if video is not working in your **Sangoma talk** Mobile app.

DND Mode:

If you wish to silence all incoming events on your **Sangoma talk** Mobile App, you can access the **DND (Do Not Disturb)** by tapping the **Softphone** extension number on the *top left of screen*.



This will open up a dialog that provides a toggle for **DND**.



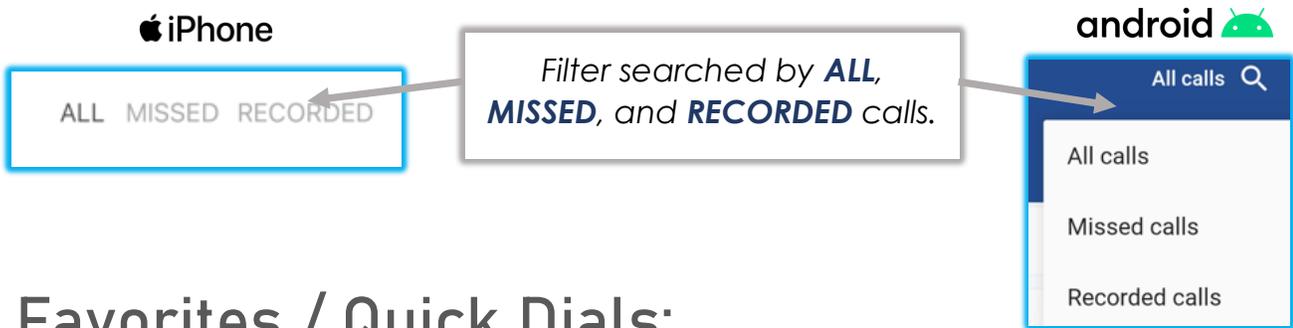
DND will be displayed in **red** near the extension number at the top of the screen. *(The same method is used to toggle off).*



In your Mobile **DND** mode, **outbound** calls work as normal but **inbound** calls will not ring thru to the app, but go directly to Voicemail. If you have other devices registered to your PBX user account, they will not be affected by this **Sangoma talk DND** setting.

Call History:

Inbound and **outbound** activity is viewable by pressing the  button while the App is idle.

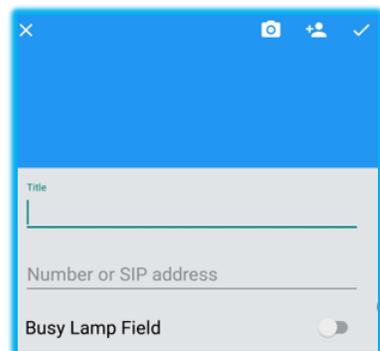


Favorites / Quick Dials:



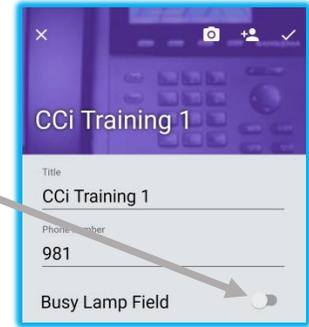
- 1) Press the  button to access your Quick Dials.
- 2) Press the  button to add a Quick Dial Entry.
- 3) You can manually enter the name and number of contact or press the  icon to access your Contacts.

If contact has more than one number attached to them (*i.e personal cell phone #*) tap the Extension or other number you want as Quick Dial.



3) Once the window is populated with the contacts information, mark the "Busy Lamp Field" as **ON**.

4) Click  to save Quick Dial Entry.



iPhone

1) Press "Edit" on top right of screen.



2) Press the  button add a Quick Dial entry.

3) You can manually enter the name and number of contact or press the  icon to access your Contacts.

If contact has more than one number attached to them (i.e personal cell phone #) tap the Extension or other number you want as Quick Dial.

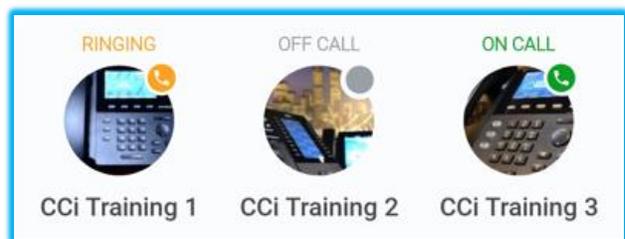


4) Once the window is populated with the contacts information, mark the "Busy Lamp Field" as **ON**.

5) Click  on bottom of screen to save Quick Dial Entry.

Busy Lamp Fields:

You can now tell if your coworker is busy on the phone or not by simply looking at their **Quick Dial!**



Voicemail:

To access your Voicemail from the **Sangoma talk** App, press the  icon on bottom of keypad screen.

You will be prompted for your *Voicemail Password*. Follow the prompts to listen to voicemail messages as well as record your **Voicemail Greetings!**

