## Desktop softphone app

## Brief overview

The purpose of this document is to offer guidance to users of the Spitfire FireSwitch Hosted PBX 2.2 desktop softphone app. This document is not intended as an exhaustive list of features and is subject to change. Some features will be based upon individual user permissions. All information is understood to be correct at the time of writing. For other telephony guides, please refer to https://www.spitfire.co.uk/about/knowledge-base/. For assistance, please contact Spitfire Support on 020 7501 3030 or via support@spitfire.co.uk.
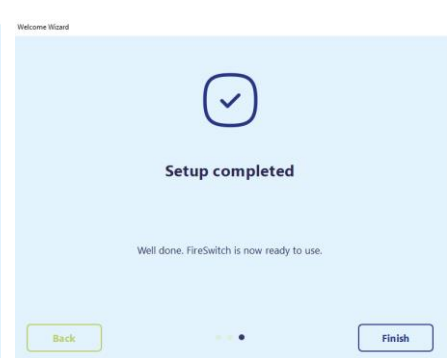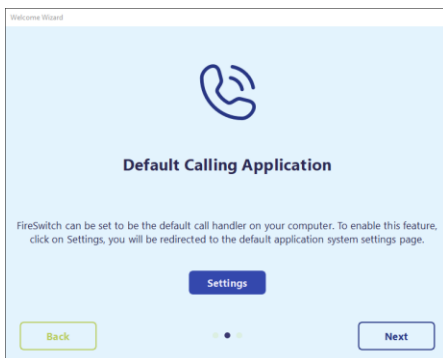
## Provisioning the FireSwitch desktop softphone app

To download your FireSwitch desktop softphone app please contact Spitfire.
- When installing the software make sure full access is granted (as requested by the app).
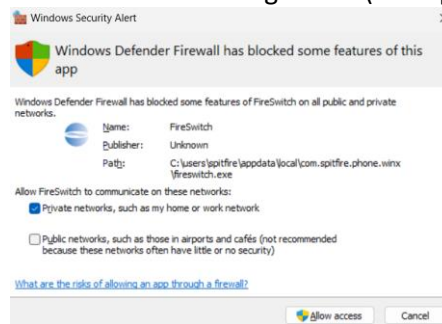


- Make sure Windows Firewall is set up as shown above and 'Allow access' is clicked.



- Click on Next
- Review the Terms of Service. You can proceed by tapping "Agree".
- Click to "Finish"
- When installation is complete the app should load on screen, if it does not click on the FireSwitch shortcut.
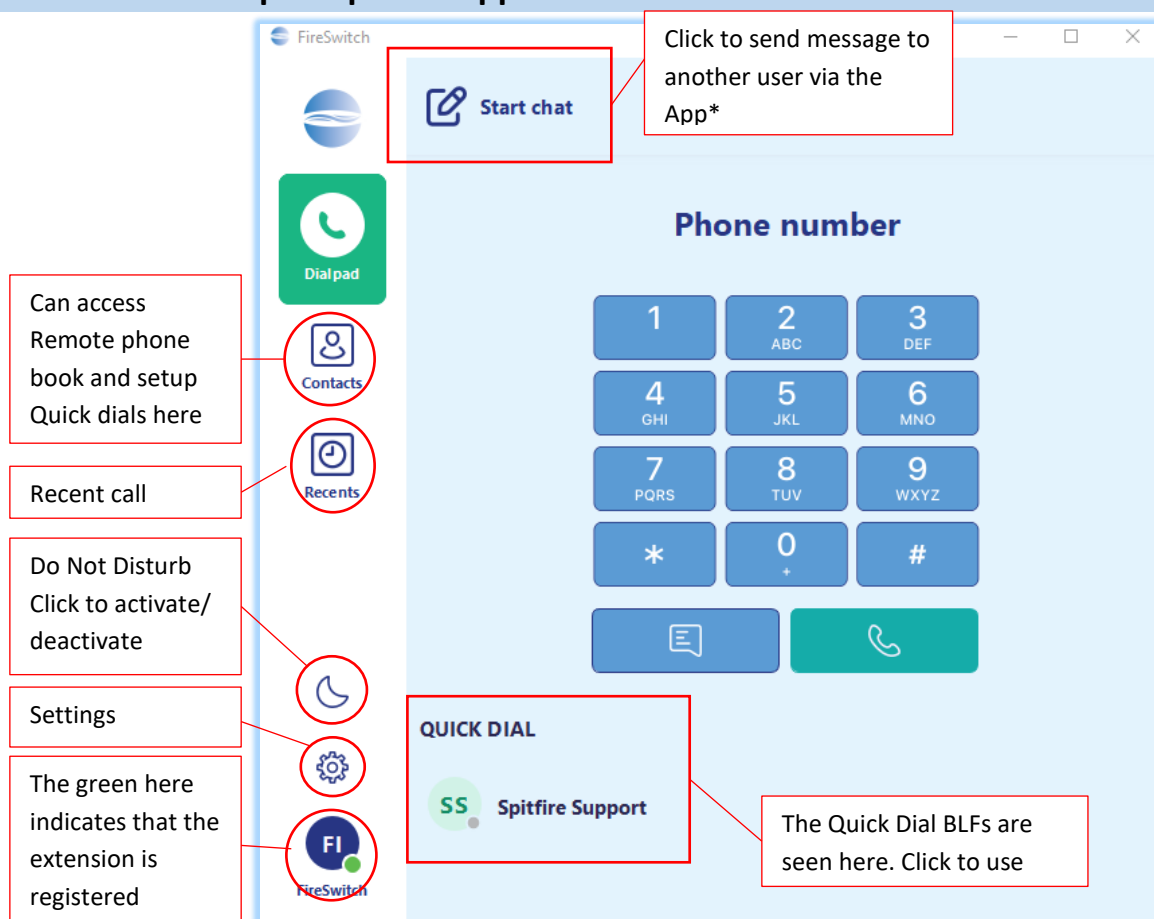


- During the provisioning process you would have been supplied with a username and password. If you do not have these log in credentials please contact Spitfire.
- **Please do NOT distribute any credentials provided.**
- **Always safeguard all log in details.**
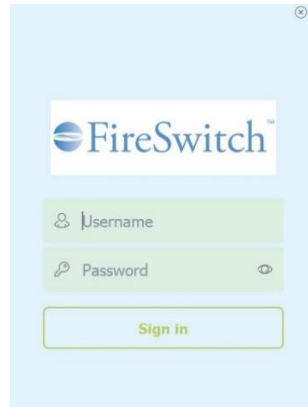
- Copy & paste the log in details to avoid typing errors.
- Once entered click on 'Sign in'.
- If you have any log in issues at this stage, please make sure the details you are using are correct.
- Once you have logged in, the extension you have been issued will register and you are ready to make and receive calls.

## Overview of the desktop softphone App



Click to send message to another user via the App*

Can access Remote phone book and setup Quick dials here

Recent call

Do Not Disturb Click to activate/ deactivate

Settings

The green here indicates that the extension is registered

The Quick Dial BLFs are seen here. Click to use

## Basic usage and functionality

A desktop softphone App is a software-based IP phone, which enables users to make telephone calls over the internet using various different hardware. This enables you to make use of much of the functionality available on a traditional physical IP phone on your computer. The next section will cover some of the more frequently used options.

## Menu options

**Quick Dial**

This menu option is used for adding speed dials (BLFs) so that users can conveniently, and quickly, call commonly used contacts.

- ➢ Click on 'Contacts'.
- ➢ Select 'Quick Dial' from drop down.
- ➢ Click on '+' Add.
- ➢ Type in the Display Name, Phone number, Enable BLF.
- ➢ Click Save.

**Recents**

This menu represents the users call history. You can use this to redial any missed calls and revisit any chats*

**Contacts**

Alongside setting up Quick dials, a user can access the Remote phonebook set up on the FireSwitch.

- ➢ Click on 'Contacts'.
- ➢ Select 'Remote Phone Book' from drop down.

**Start Chat***

This is an instant messaging service, which makes it possible for users to send messages to other extensions that are using the softphone app.  Simply click on "Start Chat", type in the FireSwitch user extension and click on "Start Chat".

**DND (Do Not Disturb)**

This setting if clicked will colour the crescent moon symbol blue indicating that DND has been set and no calls will ring through to the device. To disable click again and look for the crescent moon symbol to go white.  N.B.1. the crescent moon symbol DND setting is local to the device so will *not* set DND on desk phones (or vice versa).  *N.B.2. DND can also be applied via the FireSwitch web portal or star code - this would instead apply to the entire user extension.*

## Additional features while on a call

There are several options that are available when making calls / on a call. We will discuss a few of these options below.

**Blind Transfer** (pass the call directly to another user, without speaking to that user):
- • Press the **transfer** button.
- • This will place the original call on hold.
- • Enter the destination where you would like the call to be transferred to and press **transfer** again.
- • The call will be transferred.



**Attended transfer** (where you speak to the extension user prior to the transfer initiating):
- • Press the **att. transfer** button.
- • This will place the original call on hold.
- • Enter the destination where you would like the call to be transferred to and press **dial**.
- • Speak with the extension user and press **transfer** to transfer the call.

To initiate an **ad-hoc conference call** (add another caller to the call):

- Press the **add call** button.
- This will place the original call on hold.
- Enter the telephone number of the new caller and dial.
- Press the **join** button to merge the two calls. **IMPORTANT** this ad-hoc conferencing is only intended for 3 way communication.

## Feature codes

Some features are not accessible via the buttons on the app. However, these can be accessed by using what are called **feature codes** – effectively dialling codes that you use to access certain features. The below table details commonly used codes and example use cases.

| Feature Code | Name | Detail |
|---|---|---|
| *8 | Group Pickup | Group pickup. Pick up a call from another extension within your group. |
| **<extension> | Extension Pickup | Pick a call up from another specified extension. |
| *78 | Enable DND (entire extension) | Enables "Do Not Disturb" (DND) on associated extension. When enabled calls will go directly to your voicemail. |
| *79 | Disable DND (entire extension) | Disables "Do Not Disturb" (DND) on associated extension. Calls will route again as normal. |
| *74 | Call Forward | Call Forward enable/disable (can be set on portal) otherwise you will be asked to enter destination number followed by #. Please do test the call is routing to forwarded destination once set. |
| *97 | Access Voice Mailbox | The system detects the extension (user ID), and will prompt for your PIN. |
| *98 | Access another users voice mailbox | The system will prompt for both the user ID (extension number) and PIN. |

**Examples**

*To access a Group Mailbox (via feature codes):*
- *Dial *98. You will be prompted for an ID, this is the extension number associated with the mailbox you are trying to access.*
- *You will be prompted for a mailbox PIN.*
- *You will then be played the unread voicemail messages.*

*To access your Personal Voicemails (via feature codes):*
- *Dial *97.*
- *You will be prompted for a mailbox PIN.*
- *You will then be played the unread voicemail messages.*

*To enable/disable a Call Forward (via feature codes):*
- *Dial *74*
- *The system will ask what number you would like calls to be forwarded to (<u>please note</u>: call charges apply to calls forwarded externally).*
- *Dial *74 again to disable any forwarding on that extension.*

The app 'Settings' can be accessed via the cog wheel on the app. Once clicked a settings menu opens up with a series of tabs, where each offers further information and options. An extensive explanation of these settings is beyond the scope of this document and changes done here will not be supported by Spitfire.
The settings tabs are:

- About: Here the user can check the version and Build of the app with the associated date stamp.

- Account: Here the user can choose to 'Edit' the account (Username) and Password used.

- Notifications: Here the user can chose to change the Ringtone / text tone for incoming calls or chat messages to another in the drop down list.

- Sound: Here the user can manipulate the audio volume and gain for the microphone and speakers on the device they are using, select the microphone and speakers the app would use and also access further advanced settings (beyond the scope of this guide).

- Recording: Here the user can choose to set/change the call recoding settings of the app. This is also where the user can set a warning beep to let remote party know they are being recorded.

- Controls: Here the users can set how and when the app loads up, activate SIP Logs, launch Setup Wizard, Select and change application language and set incoming call alert mode to name a few.
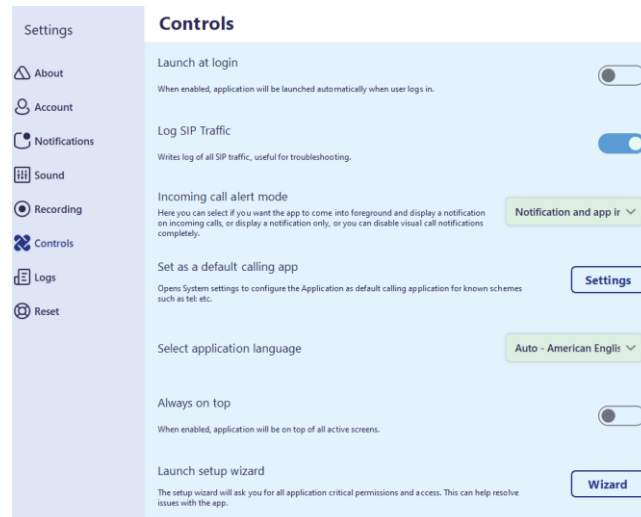
- Logs: Here the user can access the SIP Traffic logs captured (available if activated from 'Controls' >' Log SIP Traffic') which can be used for troubleshooting if required.

- Reset: Here the user can choose to reset all app settings and reconfigure.

## Important considerations

When installing the app you MUST:
- Allow the desktop softphone app ALL permissions

Failure to set up the app correctly will result in various issues including and not limited to:
- Calls not ringing on the app
- Calls cutting out
- One way or no audio on calls
- The app not registering

Spitfire cannot assure call quality or reliability over 3G/4G/5G, Wi-Fi and/or Third party IP circuits.

It is strongly recommended that your computer system is up to date and if you are using and antivirus or firewalls on your machine you have made allowances for the desktop app to operate.

Spitfire support may be limited in the assistance they can provide with issues on softphone extensions given that they may be using wireless technology, 3rd party connections and on 3rd party devices.

In the instance where the microphone or speakers do not seem to be working with the app it is worth testing to make sure they are working. As such please use the troubleshooting steps outlined by Microsoft for Windows (or other compatible operating system if different) to test the microphone and speakers.

If you are experiencing poor call quality using softphones it is advised to check your computer device, your Wi-Fi network or wired network and consider diverting calls or using handsets over voice approved connections. Please speak to your account manager for details of voice approved connections.

*NOTE: the inbuilt chat facility is not supported by Spitfire and should not be used for mission-critical messaging.

**If you have any queries, you can contact Spitfire Support on:**
**020 7501 3030 or support@spitfire.co.uk**