

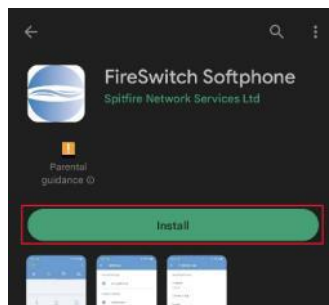
Mobile Softphone

Brief

The purpose of this document is to offer guidance to users of the Spitfire FireSwitch Hosted PBX 2.2 Mobile Softphone. 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 Mobile Softphone

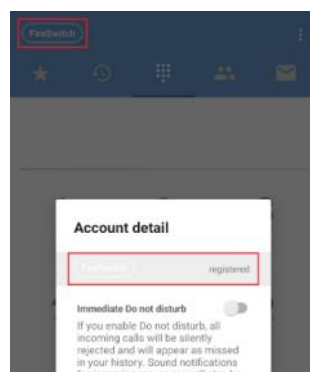
- Download the FireSwitch Softphone from the app store. You can usually find this by searching “Spitfire Softphone”:



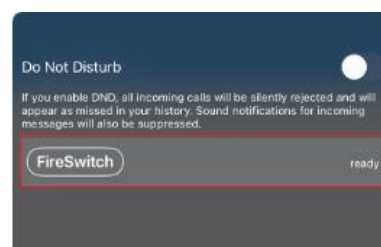
- Allow ALL permissions (as requested by the app).
- During the provisioning process you would have been supplied a QR code. Please do NOT distribute any credentials by keeping your QR code safe.
- Select “Scan QR” to scan the QR code.



- Review the Terms of Service. You can proceed by tapping “Agree”.
- Check your account is registered by tapping the “FireSwitch” button on the top left of the screen.



Android



iPhone

Basic Usage and Functionality

A softphone 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 mobile, tablet or computer. The next section will cover some of the more frequently used options.

Menu Options

Quick Dial

- This menu option is used for effectively adding speed dials so that users can conveniently, and quickly, call commonly used contacts. Simply navigate to the menu and press the “+” Add button.



Android



iPhone

History

- This menu represents the users call history. You can use this to redial any missed calls – Here you have the options to show “ALL”, “Missed” or “Recorded” only calls.



Android



iPhone

Contacts

- Alongside the traditional usage, you can use this to pair the softphone with your own mobile contacts – allowing you to make calls using your own local directory. There is a filter option which you can use to display either the remote phonebook loaded on your FireSwitch phone system or your local directory individually.



Android



iPhone

Messages

- This is an instant messaging service, which makes it possible for users to send messages to other extensions that are using the softphone app. You can simply click into the menu option, press “new message” or “+” and enter the extension that you would like to contact. You can use the address book within the menu to find the extension you’re looking for.



Android



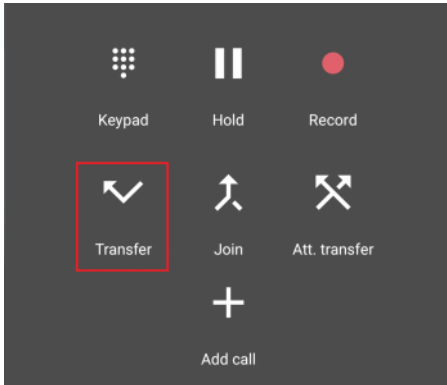
iPhone

Additional Features on Calls

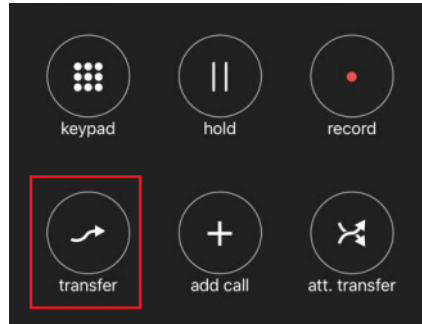
There are several options that are available when making calls. We will discuss a few of these options below.

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.



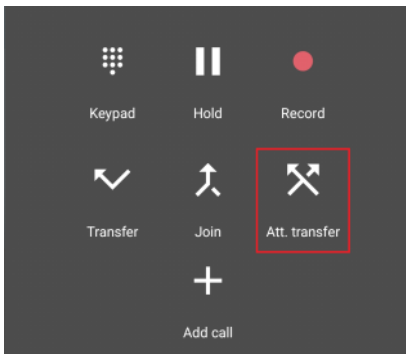
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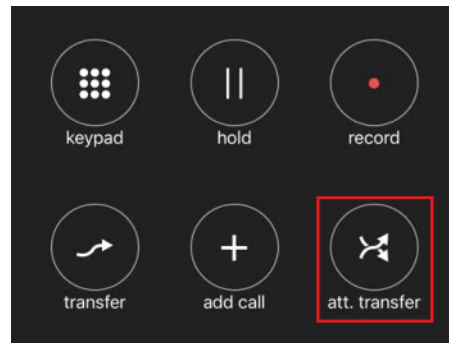
iPhone

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.



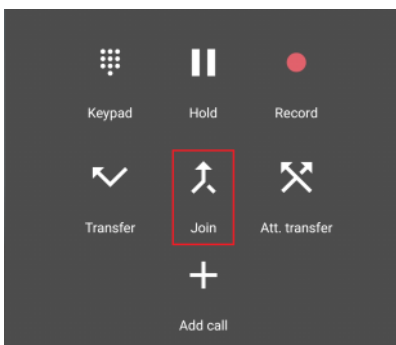
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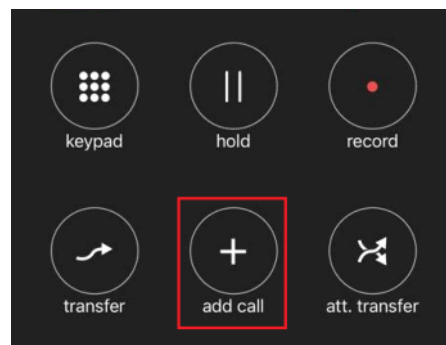
iPhone

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.



Android



iPhone

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 dialing 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	Enables “Do Not Disturb” (DND) on associated extension. When enabled calls will go directly to your voicemail.
*79	Disable DND	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/app otherwise you will be asked to enter destination number followed by #.
*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 (please note: call charges apply to calls forwarded externally).
- Dial *74 again to disable any forwarding on that extension.

Important Consideration

When installing the app you MUST:

- Allow the app ALL permissions
- Allow push notifications
- Allow "Appear on top"
- Spitfire recommends that any Android users also enable the persistent notification via:
 - Preferences > Controls > Show persistent notification.
- Disable the power saving feature from closing the app*
- Disable the "Remove permissions if app is unused"

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 mobile is on the latest available version of the Operating System (OS) and that all applications are up to date within the respective app store. At the time of writing it is typical for hardware vendors to provide up to 3 years of OS upgrades, as such if your mobile device is an old one you may not be able to update to the latest OS version which may in turn mean that you could encounter problems outside of Spitfire's control.

It is key to note that Spitfire cannot always anticipate the impact of new OS updates on 3rd party devices.

Spitfire Support may be limited in the assistance they can provide with issues on softphone extensions given that they are using wireless technology and on a 3rd party mobile devices.

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

*Please note that if any Android app users still find their application becomes automatically closed after some time despite Spitfire's recommended settings, then this will almost certainly be down to the OS aggressive battery saving optimizations. Employing the use of the popular Tasker app may well help to ensure the FireSwitch app is restarted on a regular interval (i.e. daily). Similarly if you are an iPhone user and you are experiencing the issue described you may wish to try and see whether you can find an equivalent iOS app similar to Tasker for Android (if one exists).

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