

# Soft Phone for Mobile Client – Quick Reference Guide

## How to download the Mobile client

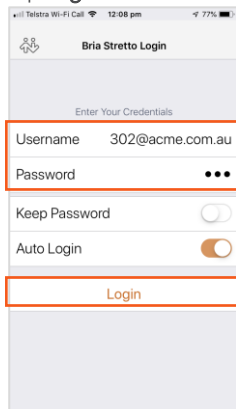
Go to the App Store

- Download **Bria Stretto Softphone for Mobile**



## Getting started



- Tap the Softphone icon on your phone to launch
- Enter your **Username** and **Password**
- Select **Keep Password** to avoid re-entering password each time you log in
- Select **Auto Login** to allow the softphone to log in automatically when you open the Softphone app
- Tap **Login**

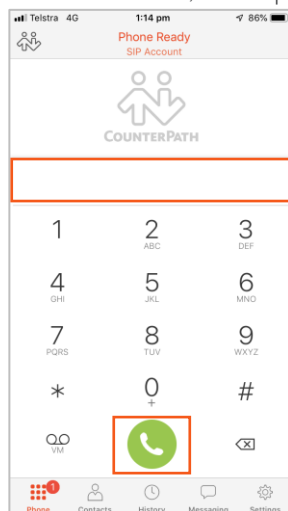


On your first-time login, when prompted allow the softphone access to your Contacts and Microphone.


## How to make a Call

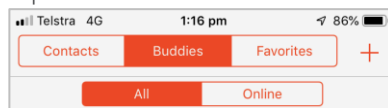
Make a call from the Phone, Contacts or History tab  
Phone:

- Tap the Phone icon 
- Enter the number, then tap 



## Contacts directory

- Tap the Contacts icon 
- Tap on the contact



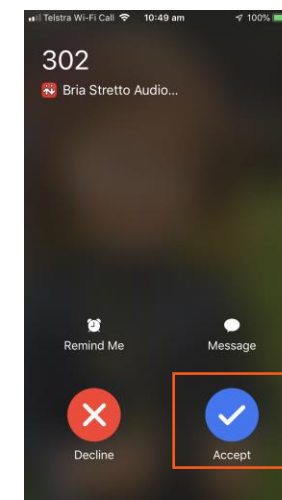
- Tap the contact
- Tap the desired number
- Tap Call to start dialing
- Tap Video to establish a video call

History:

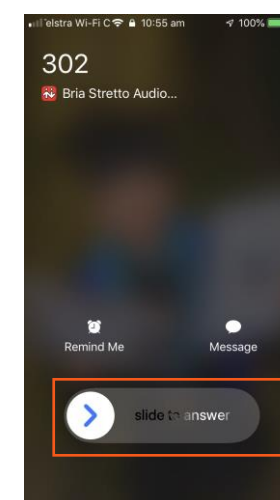
- Tap the **History** icon 
- Tap the number you want to call

## Answer an incoming Call

- Tap **Accept** to answer an incoming call.  
If your screen is locked the incoming call appears differently on your screen.
- Slide right to answer a call from a locked screen
- The **softphone** comes to the foreground and the call is answered



Incoming call from active screen

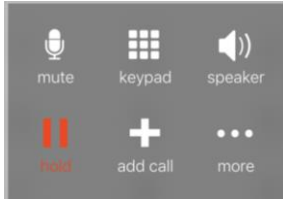


Incoming call from locked screen

# Soft Phone for Mobile Client

## Call Controls

From an active call you can Hold, Mute, Transfer, Add another call and more.



### Hold

- Tap the **hold** icon to place the call on hold
- Tap **hold** again to take the call off hold

### Mute

- Tap the **mute** icon to mute the call
- Tap **unmute** to take the call off mute

### Place a second call (Conference)

- While on a call, tap **add call**
- Dial the number of the second party or tap the **Contacts**

tab and search for a contact to call

When the call connects the first caller is put on hold

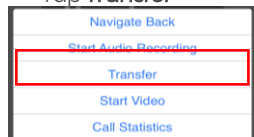
- Tap to toggle between the two calls
- Tap **Merge** to join the two calls into a conference call

### How to transfer a call

#### Blind transfer

Transfer a call without announcing to the second party

- While on a call, tap **more**
- Tap **Transfer**



- Enter the destination number, then tap

The call is transferred directly

If transferring to someone in the directory

- While on a call, tap more
- Tap **Transfer**
- Tap **Contacts** icon
- Search for and tap the contact
- Tap the phone number
- Tap **Transfer** to transfer the call

#### Attended transfer

Announce a call to the second party before completing a transfer

- While on a call, tap **add call**
- Dial the destination number
- When the party answers, announce the call
- Tap more, then tap Transfer to transfer the call

#### Video call

*Note: Video calls are supported between users on the same PBX*

- From the Contacts tab, tap a soft phone number
- Tap Video



- The softphone starts sending your video once the other party accepts the call

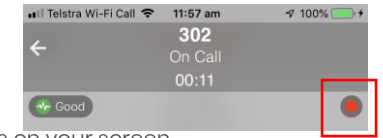
#### Add video during an audio call

- During the call, swipe left on the screen or
- Tap more, then Add Video
- The softphone starts initializing video. You will see the other party's video after they add video on their end

## Record a call

### To record a call

- While on a call, tap **more**
- Tap **Start Audio Recording**
- A flashing red light appears on your screen
- A call recording beep is sent to the other party

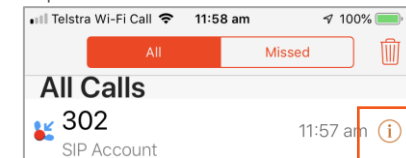


### To stop recording

- Tap **more**
- Tap **Stop Recording**

To listen to the recording

- Tap the **History** icon
- Tap the **information** on the recorded call

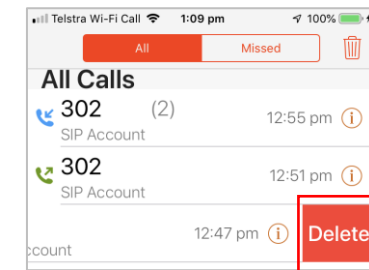


- Tap **Listen to Call Recording**
- Tap

## Call History

Tap the **History** icon

- Tap to filter **All** or **Missed**
- To delete an entry, swipe left, then tap **Delete**
- To all entries, tap **All** or **Missed**, then tap the Trash
- Tap **Clear All Entries** to confirm



- Tap to add an attachment
- Select from **Photo or Video** or **File**

# Soft Phone for Mobile Client

## Access Voicemail

If you have a voicemail service, incoming calls will go to voicemail if

- the softphone isn't running
- You already have 2 calls established

A voicemail indicator will appear on your iPhone home screen



To access messages

- Tap the **VM** icon from your dial pad
- Follow the prompts to listen to your messages



## Presence and Instant Messaging

IM allows you to send Instant Messages and to share your presence with other soft phone users.

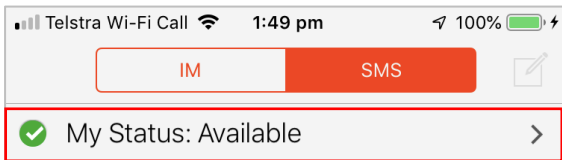
### Presence

When you first log into the softphone mobile client your status is **"Available"**. Your status will change to **"On the Phone"** when you are on a call. You can change your status to **Busy** or **Away** and specify a custom note.

To manage your presence:

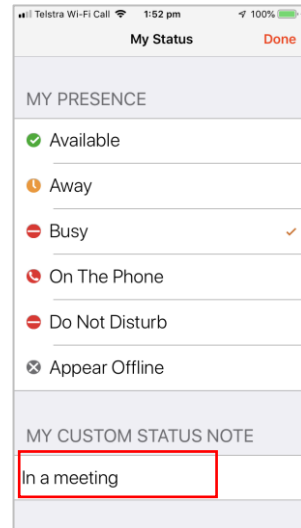
- Tap 

Your current status will appear at the top of your screen






### Set your status

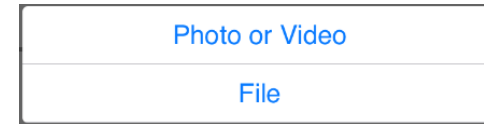
- Tap **current status** to view options
- Tap the **required status**
- Tap **Done**
- Type a message in the "MY CUSTOM STATUS NOTE" field for other users to see



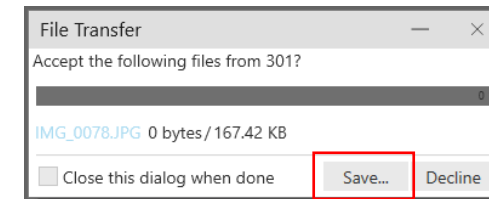
### Instant Message (IM)

You can send an IM to a buddy who is online

- Tap 
- Tap an existing conversation to continue **or**
- Go to contacts and select a buddy
- Tap in the text field to activate the keyboard
- Type your message, then tap  to send
- Tap  to view a list of quick responses to send



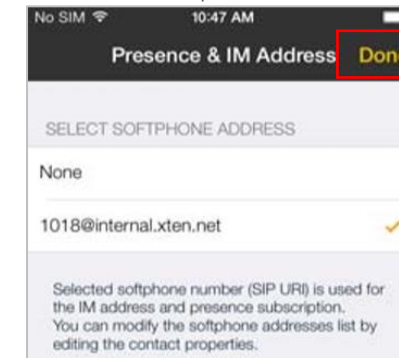
The party you are sending a file to will need to select **Save** to accept the file before it will be sent



## Add a Buddy

To view someone's online status, you first need to add this person as a **Buddy**

- Go to **Contacts**
- Search for a contact and tap it
- Tap **Edit**
- Enter the softphone number, then tap **Done**



## Logout

- Go to **Settings**
- Select **Logout**

