



ALTOS Mobile Softphone



User Guide

For iOS and Android
mobile devices



Contents

1. Introduction to ALTOS Mobile Softphone User Guide	3
1.1. Purpose of this document.....	3
1.2. Related applications and documents	3
1.3. Document Conventions	3
2. Overview	3
3. Supported versions	3
3.1. Android	3
3.2. iOS.....	3
4. Android	4
4.1. Initial Setup	4
4.2. Basic layout	6
4.3. The Settings Menu	6
4.4. Call Handling	9
4.5. Quick Dial (Favourites).....	11
4.6. Messaging	12
4.7. Call History	13
4.8. Preferences	14
5. iOS.....	15
5.1. Initial Setup	15
5.2. Basic layout	17
5.3. The Settings Menu	18
5.4. Call Handling	21
5.5. Quick Dial (Favourites).....	23
5.6. Messaging	24
5.7. Call History	25
5.8. Preferences	25



1. Introduction to ALTOS Mobile Softphone User Guide

1.1. Purpose of this document

This guide covers the operation of the ALTOS mobile softphone that is available as an add-on subscription for any qualifying Gold or Silver subscription.

1.2. Related applications and documents

The System Administrators Guide defines how to set up the phone system for a Company account and all its associated users. This can be downloaded from the portal website via the Support -> Downloads menu.

The Setup and User Guide provides guidance for the ordinary user on the facilities and features of the phone system. It should be used in conjunction with this manual. This can be downloaded from the same Support menu on the portal website.

1.3. Document Conventions

2. Overview

The ALTOS mobile softphone client application is available for download from the Apple App Store and Google Play Store. The app can be found by searching for “**ALTOS SOFTPHONE**”. The following link will also take you directly to relevant app download pages on Android:
<https://play.google.com/store/apps/details?id=co.uk.telephonycloud.altos.android>



The distinctive icon should allow you to easily identify the correct application

The download and installation processes are considered to be Android and iOS controlled and therefore outside the scope of this document.

Once the app has been downloaded and installed, launch the application to continue with setup configuration as documented in the section relevant to the device type.

3. Supported versions

3.1. Android

Version 4.4 KitKat and above

3.2. iOS

Version 9.0 and above

4. Android

4.1. Initial Setup

The first screen to appear is the authentication page which requires confirmation of your username and password credentials or QR Code which is provided when the product is ordered via the portal.



By far the easiest way to proceed is by using the QR code.

Simply click the 'Scan QR' button and point to the graphic provided on your settings sheet and the relevant credentials will be read.

You will be prompted to agree permissions to allow scanning of the QR code



Once the code has been read, the app will continue the setup process and request agreement to several other security permissions.



Microphone permission

Allows the app to use microphone when making calls.

Phone permission

Allows the app to see the numbers being dialed and also allows the app to access the phone features of the device.

Contacts permission

Allows the app to read data about your contacts stored on your phone.

 Allow **ALTOS** to record audio?
DENY **ALLOW**

 Allow **ALTOS** to make and manage phone calls?
DENY **ALLOW**

 Allow **ALTOS** to access your contacts?
DENY **ALLOW**

Your device will now register to the ALTOS platform and be available for use:



4.2. Basic layout

To use the application your device must be successfully registered with the ALTOS platform and this is indicated by the logo  displaying in green text. If the device is not correctly registered it would be displayed  in red text.

There are five navigation tabs located at the top of the screen which are described below:



Keypad

Allows entry of phone number digits and dialling



Quick Dial Favourites

Allows entry of quick dial numbers for colleagues within your business and the ability for basic status (On Call / Off Call) availability



Contacts

Display the list of contacts stored in your mobile phone and allows them to be dialled using the ALTOS SOFTPHONE application



Messaging

Displays conversation history and allows messages to be sent and received to other users of the mobile client within your company [Call History](#)



Displays details of made, received and missed calls

Depending on the selected personal preference settings you may also see the following:



Call button

To initiate a call once a phone number has been entered



Call using GSM

To initiate a call over the GSM cellular network rather than using the ALTOS app



Voicemail

Allows access to voicemail messages and greetings

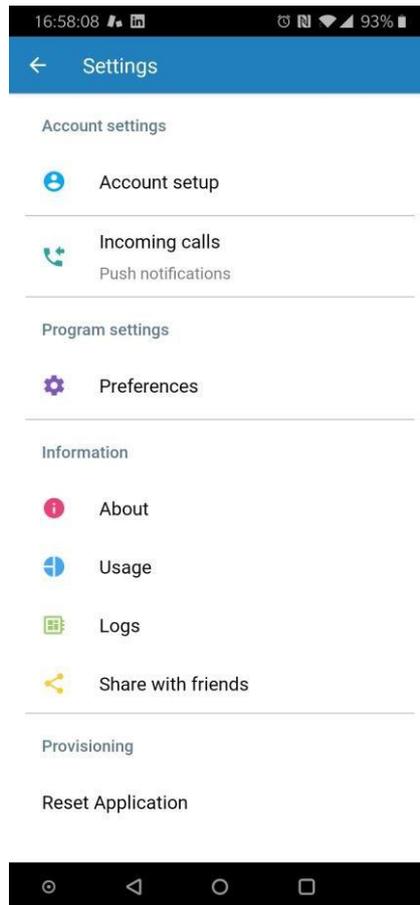
4.3. The Settings Menu

There are several options which can be set according to your personal preferences and these are accessed from the 3 vertical dots at the top right  of the app screen. On pressing the dots, a single



Settings

option is presented and should be selected. This will display the main settings page as shown in the image below.



Account Setup

Allows re-entry of Username and Password (*this should never be necessary*)

Options to set 'Do not disturb' and 'Call Forwarding' which are explained in more detail later in this document [Incoming calls](#)



The default is 'Push notifications' and it is recommended that this is not

changed



Preferences

Access to various settings which are covered in more detail later in this document [About](#)



Shows product information



Usage

Displays Talk times and Call counts with option to reset values



Logs

Displays SIP and Android log files which may be used for diagnostics



Share with friends

Write a review or send information about the app to friends and colleagues

Reset Application

Reset Application

Remove all user account information, settings and history

Account Setup

Under this section you can set you Do not disturb and Call forwarding status. You are initially presented with a screen showing Username and Password with the DND and Call forwarding configuration options immediately below these fields.

Username
[Redacted]

Password
.....

Do not disturb

Call forwarding

Account specific forwarding number

Do not disturb

To activate DND, simply tap the toggle control Do not disturb

And confirm by tapping the at the top right of the screen. When returning to the main Dialpad screen you will notice that there is a DND indicator beneath the ALTOS application name

Call forwarding

To setup a divert so that all calls are forwarded to another number, tap the relevant area on the Call forwarding

screen Account specific forwarding number and then toggle to Enabled control followed by entering the number you wish to forward to.

Enabled 
Enables call forwarding for this account.

Forward to

All incoming calls from this account will be forwarded to this number, despite the global call forwarding settings.

Confirm by tapping the  at the top right of the screen to return you to the Edit Account

screen and then tap the  once more to complete the process.

The app name will change colour from green to orange to indicate that calls are currently

forwarded



Status check

By tapping the app name, it is possible to check the status of any call forwarding and it also offers another method of setting the Do not disturb status which some users may find more convenient.

Account detail

 forwarding voicemail 0 / 1

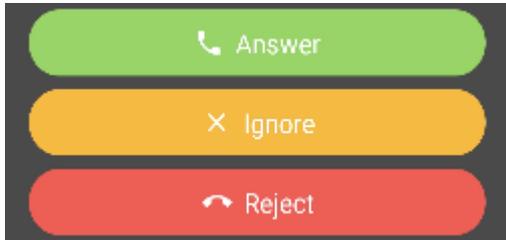
Immediate Do not disturb 

If you enable Do not disturb, all incoming calls will be silently rejected and will appear as missed in your history. Sound notifications for incoming messages will also be suppressed.

To exit this status message simply tap anywhere on the screen outside of the message box.

4.4. Call Handling

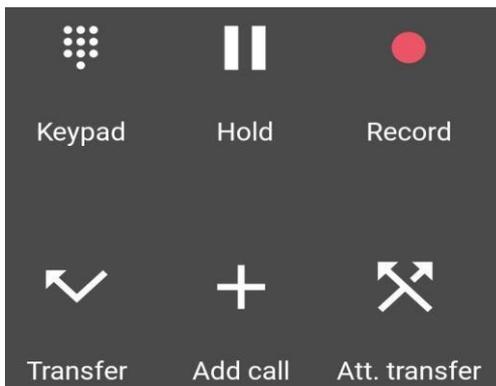
Incoming calls will display the caller details where known and offer the option of answering, ignoring or rejecting the call.



When a call is active, either incoming or outgoing, the call details are displayed at the top of the screen including number, duration and volume controls



Call control options are available for hold, transfer, conference and record



Finally, at the bottom of the screen is the option to finish the call



Recording Calls

There is an option to record calls which can be initiated once a call is in progress by pressing the record icon



The first time this action is started you will be prompted for permission authorisation

 Allow **ALTOS** to access photos, media and files on your device?

DENY **ALLOW**

Please note that this is local call recording to the mobile device only with no integration to the ALTOS platform.

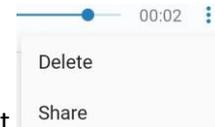
There is also an option to automatically record all calls which can be found under Preferences – Call Recording – Record all calls

Call Playback

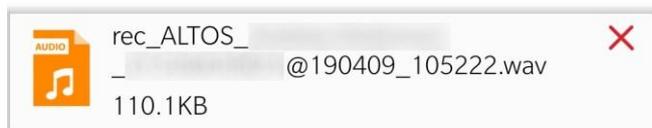
Any recorded calls can be played back from the Call History tab (filter by Recorded Calls). These will

be indicated by the following icon  

Playback can be paused



And by tapping the 3 dots, can also be deleted or shared as an attachment using an appropriate messaging or email application.



4.5. Quick Dial (Favourites)

This tab provides the ability to add quick dial buttons for regularly dialled colleagues with the option of displaying basic BLF information to identify if available (On Call / Off Call).

The screen layout can be changed from grid view to list view by selecting the  in the top right of the screen then

To add or change quick dial contacts, select the  and then select Edit mode.

When in this mode each favourite will have an x appended to the name icon to indicate it is editable.

List

Edit mode

Settings



You can now change the name, number, toggle the Busy Lamp Field indicator or remove the entry

completely using the trash bin icon at the top. 

Any changes should be confirmed by tapping the tick. 

If you delete an entry you are prompted for confirmation.

To dial a contact, perform a single tap on the relevant favourite and the call will be initiated.

If you perform a long press on a contact, several options are presented

Call

GSM call

Message

Copy number

4.6. Messaging

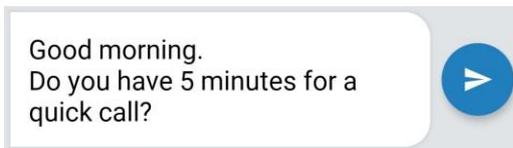
It is possible to send simple messages to colleagues in your company who also use the mobile softphone application.

Please note that this is only mobile to mobile and does not integrate or synchronise to Phone Buddy

The easiest way to message a colleague is to first create them as a Favourite then perform a long press on the relevant contact.

- Call
- GSM call
- Message
- Copy number

Select Message and the Message Chat tab will open. Type your message and tap the send arrow.



If the message is successfully delivered it will be indicated with a tick. If it has failed it will be indicated by an exclamation icon.

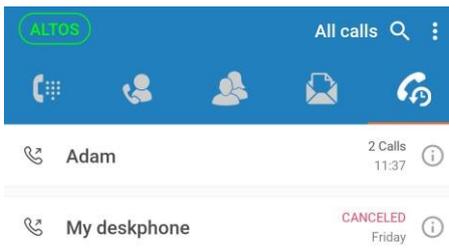
Providing that the ALTOS app is open or running in the background any new messages will be indicated by a notification icon from the Operating System and within the app itself the messages icon will indicate new messages by an incremental number appended to the tab icon.



From within an existing message you can also initiate a phone call or delete the message history

4.7. Call History

A call log of made, received and recorded calls is stored and is access via the Call History tab





Calls can be filtered by tapping the 'All Calls' label and this allows selection of your choice.

- All calls
- Missed calls
- Recorded calls

Selecting the 3 dots offers options to clear the history or remove individual entries via the 'Edit mode' which permits multiple selections prior to tapping the trash bin icon.

- Clear call history
- Edit mode
- Settings

Confirmation is required before individual calls are removed, or the list cleared entirely.

Delete selected items?

CANCEL OK

Delete call history?

CANCEL OK

4.8. Preferences

Some of the options under Preferences are not applicable or recommended to be kept at their default values and therefore will not be covered in the documentation.

Ringtone

Allows the setting of an individual ringtone or inherit the global settings of the mobile handset.

Call recording

Allows the user to set the option to Record all calls. Any recordings are stored as individual files on the mobile device and retention is limited by device storage availability. There is an option to delete recordings after a selectable time period (between 1 week and 6 months).

Sound

Allows the settings of various parameters related to sound and volume.

Contact sort order

Toggles order between 'First name, last name' or 'last name, first name'.



Other

Allows the user to configure whether the app starts automatically in the background after a device boot.

Controls

On GSM Call – configure settings for action in the event of an incoming GSM call when in the middle of an ALTOS call (Do nothing / Put call on hold / Play message)

Show GSM button – determines whether to always display the GSM button on the dialler keypad tab

Always show voicemail button - determines whether to always display the Voicemail button on the dialler keypad tab

Contacts Show contacts without number

determines whether to display contacts only if they have a valid phone number assigned

Write to native history determines whether call history should be written to the native device call history

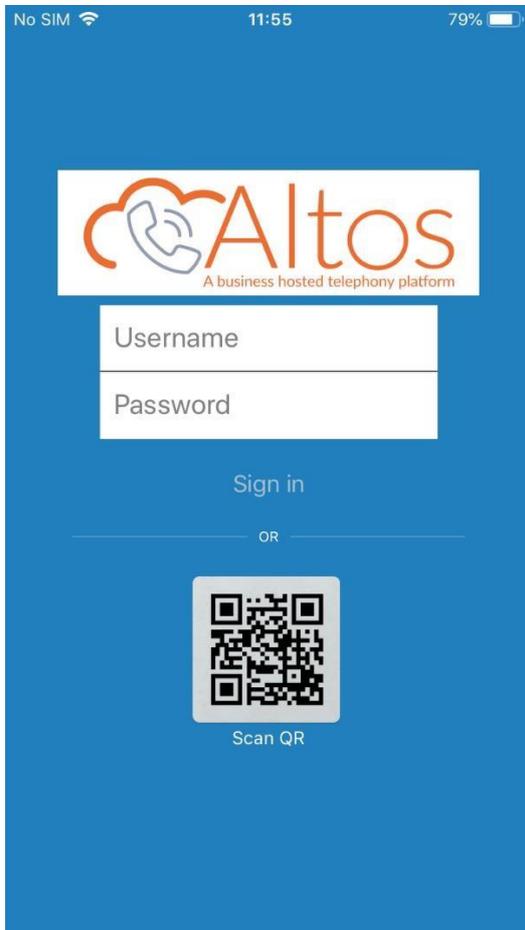
Troubleshooting Log

Toggles the saving of log data on or off

5. iOS

5.1. Initial Setup

The first screen to appear is the authentication page which requires confirmation of your username and password credentials or QR Code which is provided when the product is ordered via the portal.



By far the easiest way to proceed is by using the QR code.

Simply click the 'Scan QR' button and point to the graphic provided on your settings sheet and the relevant credentials will be read.

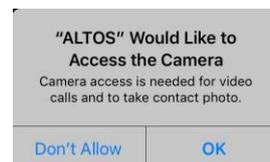
You will be prompted to agree permissions to allow scanning of the QR code



Once the code has been read, the app will continue the setup process and request agreement to several other security permissions.

Contacts permission

Allows the app to read data about your contacts stored on your mobile phone



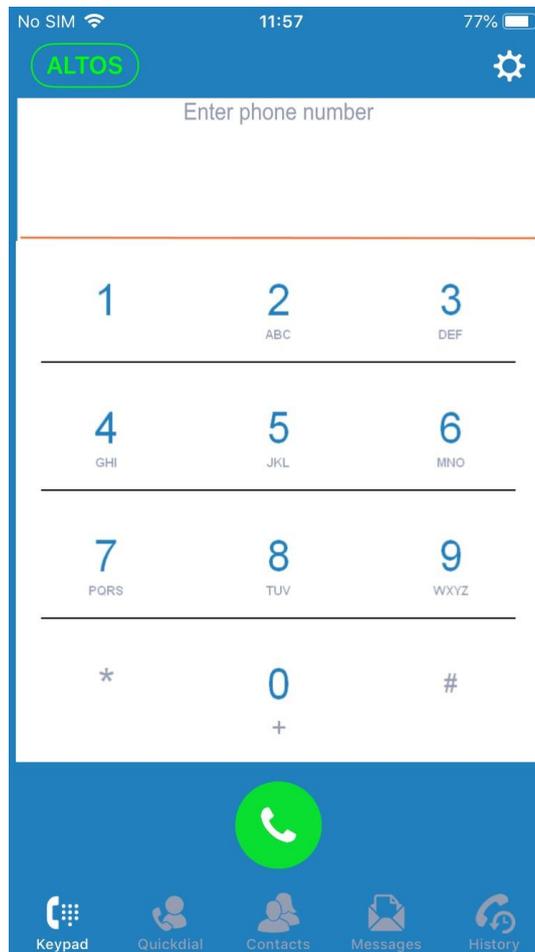
Camera permission

Allows the app to use the camera on your mobile phone

Notifications permission

Allows the app to send notifications including sounds and icons

Your device will now register to the ALTOS platform and be available for use:



5.2. Basic layout

To use the application your device must be successfully registered with the ALTOS platform and this is indicated by the logo  displaying in green text. If the device is not correctly registered in red text.

There are five navigation tabs located at the top of the screen which are described below:



Keypad

Allows entry of phone number digits and dialling



Quick Dial Favourites

Allows entry of quick dial numbers for colleagues within your business and the ability for basic status (On Call / Off Call) availability



Contacts

Display the list of contacts stored in your mobile phone and allows them to be dialled using the ALTOS SOFTPHONE application



Messaging

Displays conversation history and allows messages to be sent and received to other users of the mobile client within your company [Call History](#)



Displays details of made, received and missed calls

Depending on the selected personal preference settings you may also see the following:



Call button

To initiate a call once a phone number has been entered



Call using GSM

To initiate a call over the GSM cellular network rather than using the ALTOS app



Voicemail

Allows access to voicemail messages and greetings

5.3. The Settings Menu

There are several options which can be set according to your personal preferences and these are accessed from the settings cog  at the top right of the app screen. On pressing the cog, the main settings page as shown in the image below.



Account Setup

Allows re-entry of Username and Password (*this should never be necessary*)
Options to set 'Do not disturb' and 'Call Forwarding' which are explained in more detail later in this document

Incoming calls

The default is 'Push notifications' and it is recommended that this is not changed



Preferences

Access to various settings which are covered in more detail later in this document

About

Shows product information

Usage

Displays Talk times and Call counts with option to reset values

Reset Application

Remove all user account information, settings and history

Account Setup

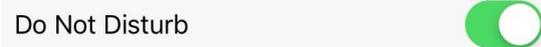
Under this section you can set you Do not disturb and Call forwarding status. You are initially presented with a screen showing Username and Password with the DND and Call forwarding configuration options immediately below these fields.

The screenshot shows a form with the following fields and controls:

- Username: [text input field]
- Password: [password input field with 10 dots]
- Do Not Disturb: [toggle switch, currently off]
- Call Forwarding: [dropdown menu with a right arrow]

Do not disturb

To activate DND, simply tap the toggle control

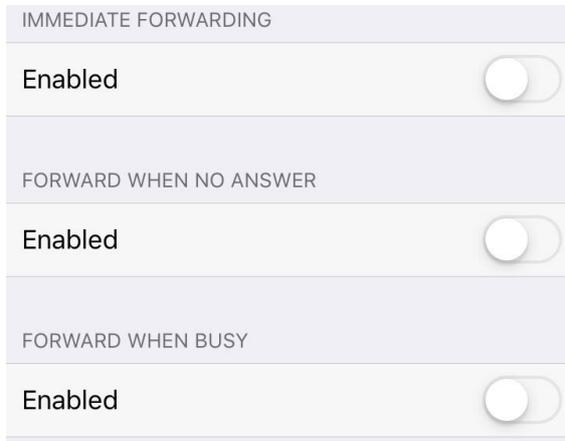


And confirm by tapping the **Save** at the top right of the screen. When returning to the main Dialpad screen you will notice that there is a DND indicator across the ALTOS application name logo



Call forwarding

To setup a divert so that all calls are forwarded to another number, tap the relevant area on the screen **Call Forwarding** > and then select which type of call Forward is required and toggle to Enabled followed by entering the number you wish to forward to.



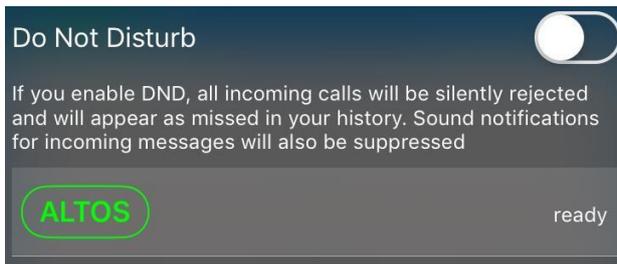
Confirm by tapping **Done** at the top right of the screen to return you to the Edit Account screen and then tap **Save** once more to complete the process.

The app name will change colour from green to orange to indicate that calls are currently

forwarded 

Status check

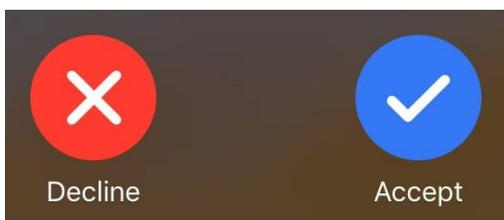
By tapping the app name, it is possible to check the status of DND and also offers another method of setting the Do not disturb status which some users may find more convenient.



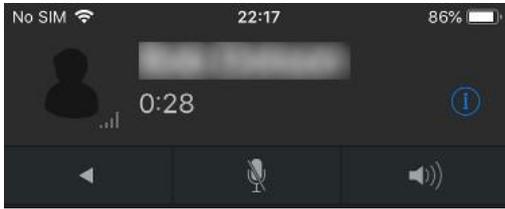
To exit this status message simply tap **Close** at the bottom of the screen

5.4. Call Handling

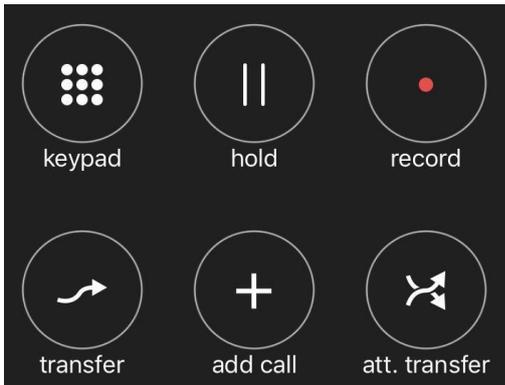
Incoming calls will display the caller details where known and offer the option of answering, ignoring or rejecting the call.



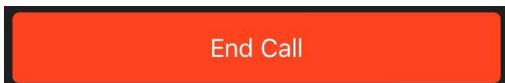
When a call is active, either incoming or outgoing, the call details are displayed at the top of the screen including number, duration and volume controls



Call control options are available for hold, transfer, conference and record

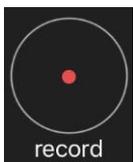


Finally, at the bottom of the screen is the option to finish the call



Recording Calls

There is an option to record calls which can be initiated once a call is in progress by pressing the record icon



Please note that this is local call recording to the mobile device only with no integration to the ALTOS platform.

There is also an option to automatically record all calls which can be found under Settings - Preferences – Call Recording – Record all calls

Call Playback

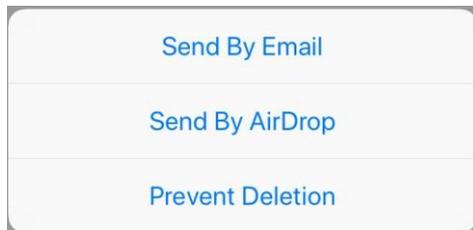
Any recorded calls can be played back from the Call History tab (filter by Recorded Calls). These will

be indicated by the following icon . To see more details about the call and to initiate playback tap the  icon.

Playback can be paused



And by tapping the  icon again, can also be shared as an attachment using an appropriate messaging or email application.



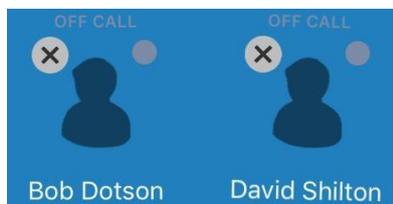
call recordi...2:16:26.wav

5.5. Quick Dial (Favourites)

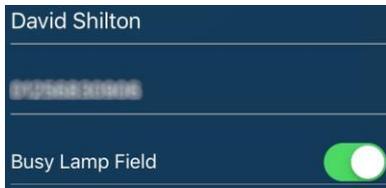
This tab provides the ability to add quick dial buttons for regularly dialled colleagues with the option of displaying basic BLF information to identify if available (On Call / Off Call).

To add or change quick dial contacts, tap the **EDIT** button in the top right corner.

When this mode is selected each favourite will have an 'X' appended to the name icon to indicate it is editable.



You can now tap the entry to change the name, number and toggle the Busy Lamp Field indicator

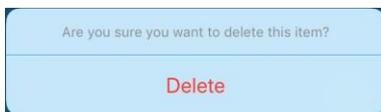


With the option to Cancel or Save



To remove the entry completely press the  icon next to the entry.

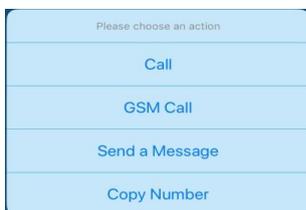
If you delete an entry you are prompted for confirmation.



When you have finished making changes, tap the **Done** icon

To dial a contact, perform a single tap on the relevant favourite and the call will be initiated.

If you perform a long press on a contact, several options are presented

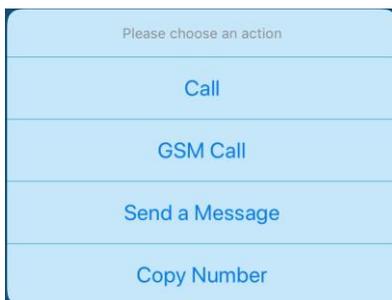


5.6. Messaging

It is possible to send simple messages to colleagues in your company who also use the mobile softphone application.

Please note that this is only mobile to mobile and does not integrate or synchronise to Phone Buddy

The easiest way to message a colleague is to first create them as a Favourite then perform a long press on the relevant contact.



Select 'Send a Message' and the Message Chat tab will open. Type your message and tap the send arrow.



If the message is successfully delivered it will be indicated with a tick. If it has failed it will be indicated by an  exclamation icon. Pressing this gives an option to retry.

Providing that the ALTOS app is open or running in the background any new messages will be indicated by a notification icon from the Operating System and within the app itself the messages icon will indicate new messages by an incremental number appended to the tab icon.



From within an existing message you can also initiate a phone call or delete the message history

5.7. Call History

A call log of made, received and recorded calls is stored and is access via the Call History tab



Calls can be filtered by tapping the

ALL MISSED RECORDED label of your choice.

Selecting the **EDIT** button offers options 'Delete Selected' or 'Delete All' entries

Confirmation is required before individual calls are removed, or the list cleared entirely.

5.8. Preferences

Some of the options under Preferences are not applicable or recommended to be kept at their default values and therefore will not be covered in the documentation.

Ringtones

Allows the setting of the 'Ringtone' or 'Text tone' or 'On-screen text tone'



Call recording

Allows the user to set the option to Record all calls. Any recordings are stored as individual files on the mobile device and retention is limited by device storage availability.

Controls

On GSM Call – configure settings for action in the event of an incoming GSM call when in the middle of an ALTOS call (Do nothing / Put call on hold / Play message)

Sound

Allows the settings of various parameters related to sound and volume.

Contact sort order

Toggles order between 'Native', 'by First name', 'by Last name'

Other

Allows the user to configure whether the app starts automatically in the background after a device boot.

Log SIP traffic

Toggles the saving of log data on or off