WESTCOAST CLOUD VOICE
powered by **Blueface**

SOFTPHONE GUIDE

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The SIP-based Westcoast Cloud Voice Softphone application is the perfect complement to the UC Portal account. The Softphone app allows users to make and receive calls from their iOS or Android device using their UC account. The following features are included:

- Call recording
- Contacts
- Call history
- Call transfer
- Call holding
- Integrated voicemail
- Multiple call support
- Muting and speakerphone

When a user sets up their account with Westcoast Cloud Voice, they will be provided with the necessary SIP credentials to link the Softphone application to their Westcoast Cloud Voice account.

The onboarding team will add the apps to your account based on the quote proposal form. They will send you the link to download the app from the iOS and Android stores once the account is built.

OPERATING SYSTEM COMPATIBILITY

The Westcoast Cloud Voice Softphone is compatible with the majority of iOS and Android devices.

Platform	OS Version	Latest Version
iOS: iPhone, iPad and iPod Touch	iOS 10.0 or later	5.2.1001
Most Android Devices	Android 4.1 or later	3.8.2

Note: Ask your Westcoast Cloud Voice agent about Softphone compatibility if you are unsure.

ADDING THE SOFTPHONE TO THE WESTCOAST CLOUD VOICE PORTAL

The onboarding team will add all devices and softphone apps, based on the configuration sheet provided for the customer account during the account build phase.

Please note: Softphone credentials are not the same as your Westcoast Cloud Voice portal credentials.

Find your Softphone on the Westcoast Cloud Voice portal by clicking the **'Phone'** icon on the left navigation bar, followed by the **'Device'** button. This will show a list of devices on your Westcoast Cloud Voice account. Your added softphone will now be listed as an additional device.
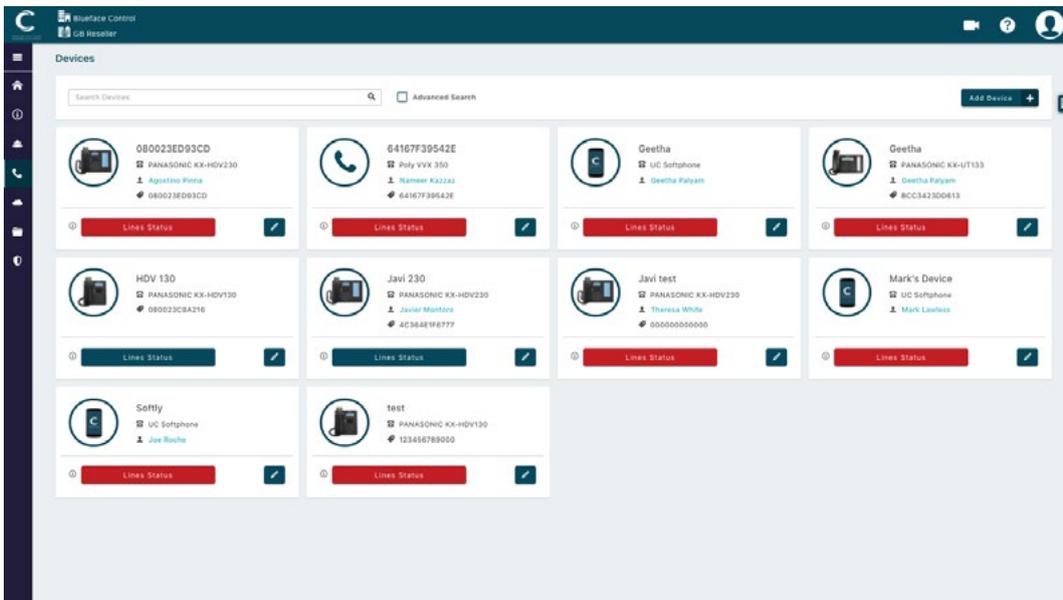
Click the 'Edit' button – denoted by a pencil icon – in the bottom right corner of a device tile, to reveal the 'Device Details' tab.
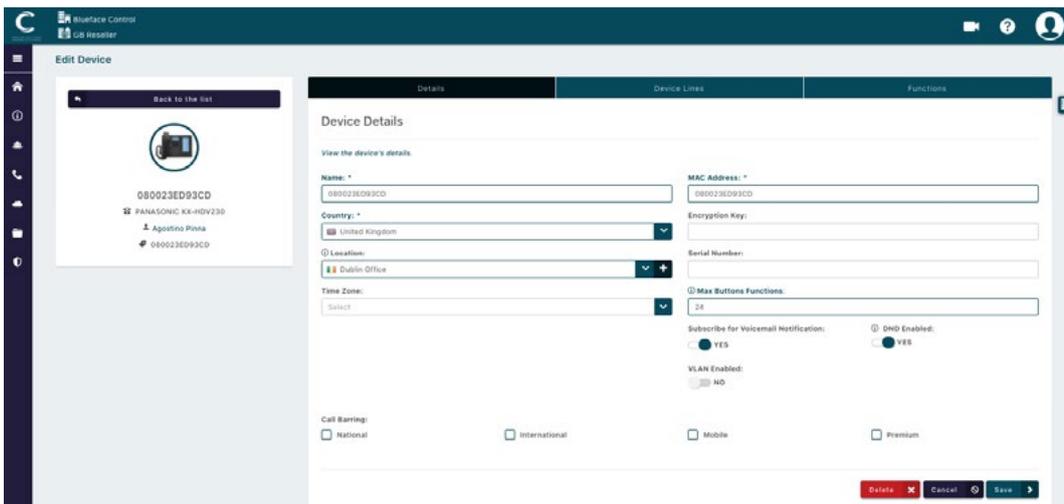
On the right side of this tab, you will find your Softphone username and password which can be used to log in to the Westcoast Cloud Voice portal.

LOGGING INTO THE SOFTPHONE APPLICATION

Enter the username and password on your Softphone app using the information provided in the 'Device Details' tab on the Westcoast Cloud Voice portal.

Users will be asked to select their accessibility preferences at the login screen.

1. Toggle 'Keep Password' on to save your password and username

2. Toggle 'Auto-Login' on to log in automatically when the Softphone app is started

3. Toggle 'Touch ID' on to activate fingerprint access on supported devices

PHONE TAB, DIAL PAD
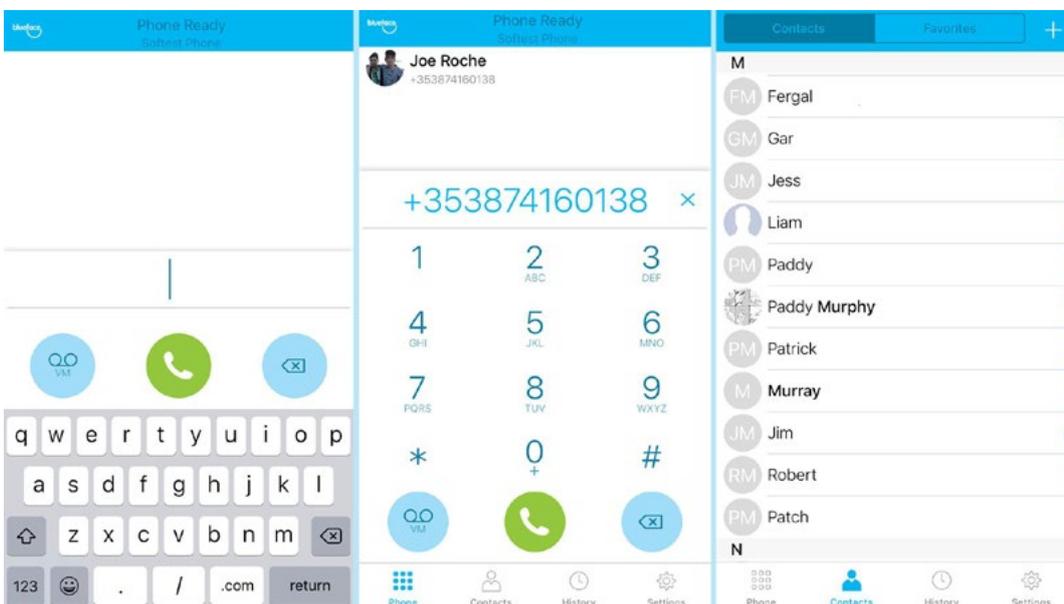
To dial to an internal or external number, access your Softphone app's dial pad by choosing **'Phone'** on the bottom left of your screen. Access voicemail by selecting **'VM'** or dialling 171.

UC SOFTPHONE CONTACTS
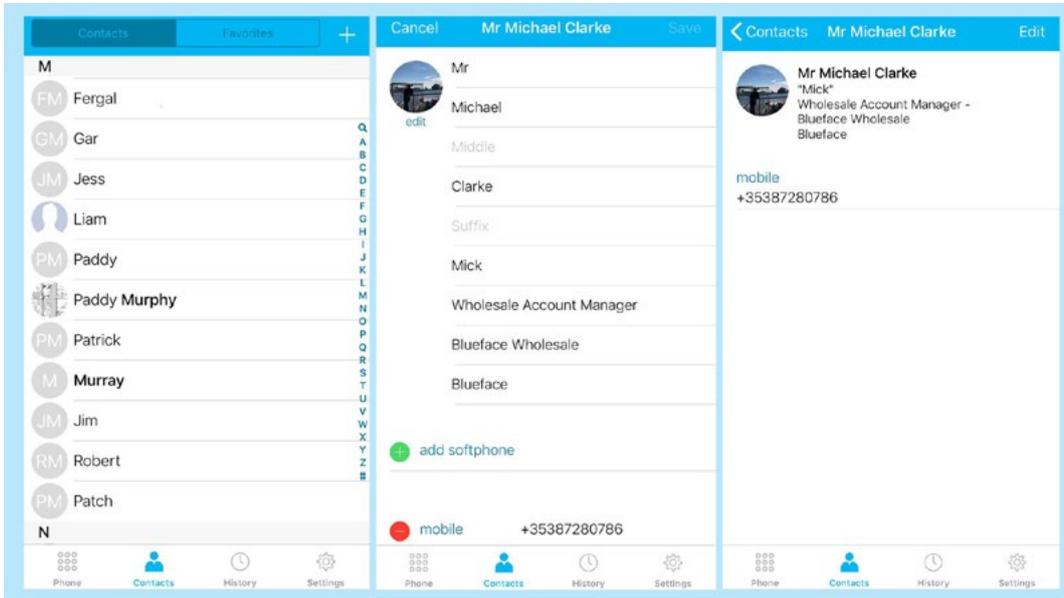
The Westcoast Cloud Voice Softphone app will automatically sync contacts with your iOS or Android phone book. Callers linked to your Westcoast Cloud Voice account will display as Softphone contacts. Here, you can access any of the contacts within your iOS or Android device.

Add new contacts by clicking the **'+'** button in the top right corner and a user will be prompted to enter in contact details on the **'New Contact'** page. You can also add new contacts through the **'Call History'** tab.

Select the **'Favourites'** tab, followed by the **'+'** to make a contact a quick access favourite.

ON CALL FEATURES
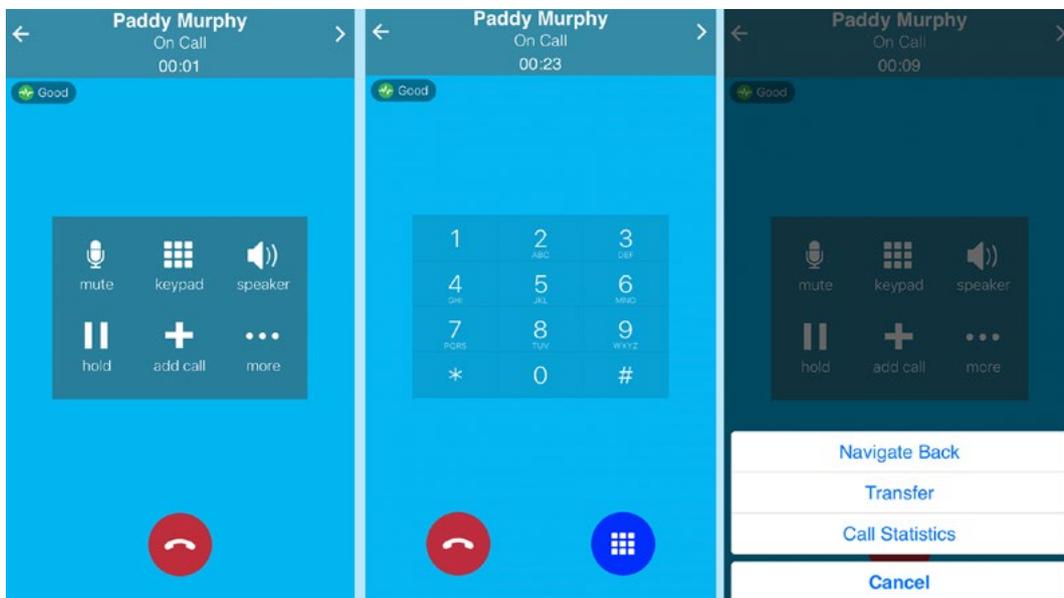
Once users are on a call, Westcoast Cloud Voice Softphone users have the option to:

Icon	Description
Mute	Mute your voice during a call
Keypad	Access your number keypad
Audio	Choose between loudspeaker, bluetooth headsets, native audio etc
Hold	Put the call on hold
Add call	Add another call to this existing call
More	1) Navigate back: to return back to your Softphone app's main screen 2) Transfer: transfer the call to another number 3) Call statistics: access current call details such as duration

There is also a **'Call Quality'** indicator in the top left corner of your screen while on a call.

CALL HISTORY
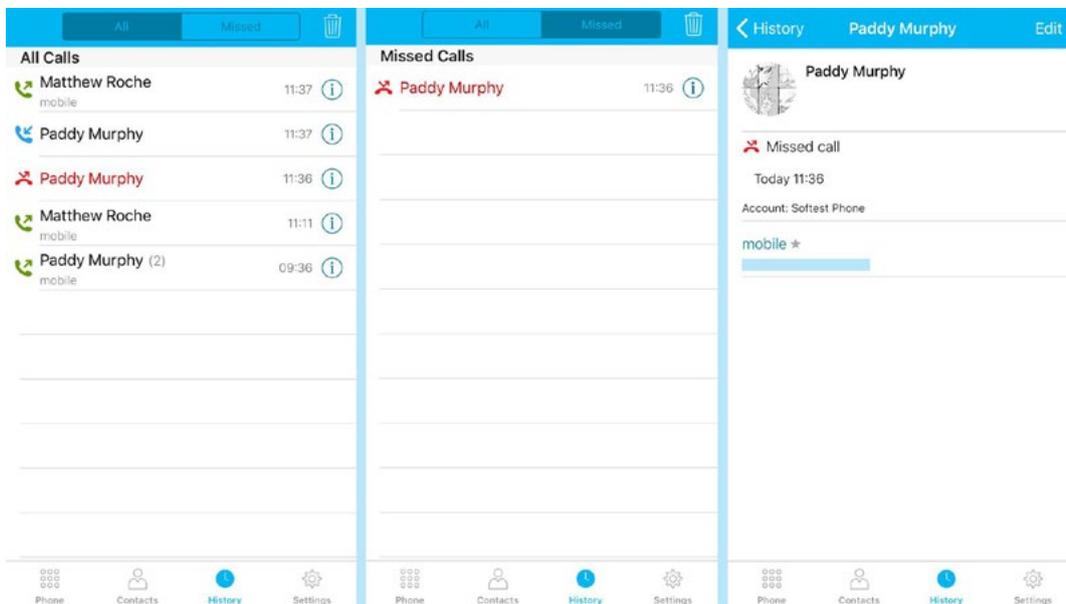
The call history allows you to review all calls on the Softphone app account and can be filtered by all call activity (inbound, outbound, missed) or just missed calls. Selecting the number on the call list will allow users to return a call to that contact number instantly.

More information – including a summary of the call history of specific contact/number – can be found by selecting the **'i'** button to the right of the contact number.

Softphone app call history can be cleared by selecting the trash can icon in the top right corner of your Softphone app screen followed by **'Clear All Entries'**.

SETTINGS

Selecting the **'Settings'** tab will reveal the following options:

- **Preferences:** customise your Softphone application – see below for more information
- **Advanced Settings:** choose to show SIP miscellaneous, application logging, and call stats. Users can also reset the Softphone app to its default settings
- **Verbose Logging:** this is turned off by default. We recommend leaving verbose logging turned off, unless our support team instructs you to turn it on
- **Call Statistics:** show details of the last call made (if you are not currently on a call), or of the current call (if you are on a call at the same time you are viewing this area)
- **Reset to Defaults:** this allows you to reset the application to its default state (as if you had just downloaded it from the app store for the first time)
- **Apply Changes:** this option will be available if pending changes are waiting confirmation, but have not yet been applied to the app. If no pending changes are waiting confirmation, this option will not be clickable
- **About:** information on the version, copyright credits and build date

Note: In order to apply certain changes, an application restart is required.

PREFERENCES

Preferences can be accessed under **'Settings'** within your Softphone app.

Section	Description
Mobile Data Network	Enabling this feature will allow you to use the Westcoast Cloud Voice Softphone to using mobile data instead of Wi-Fi. Please note that call quality may vary when using the Westcoast Cloud Voice Softphone over mobile data and users may incur additional charges. • **Use When Available:** only appears on devices with mobile connectivity. Once active, the Softphone App will connect to the service using your mobile data network • **Allow VoIP Calls:** allows users to utilise their mobile data to make and receive voice calls using their mobile data
Background Refresh	Customise your Softphone device's reachability strategy. This is whether or not you want your device to commit more resources to running the Softphone app in the background. Normally, the Softphone app can be reached without activating this setting, but activating **'Improved Reachability'** will improve your ability to receive calls even while the Softphone app is minimised.
Incoming Call	Decide how the Softphone app behaves when there is an incoming call. • **Play Ringtone** will allow your phone to play a custom ringtone for incoming calls once activated. Users can assign custom ringtones for their Softphone app or for each contact • **Vibrate** will allow your vibrate-compatible device to vibrate when you receive a call once activated. Deactivate to disable vibration • **Alert Answer** allows users to immediately answer calls by tapping the push notification or 'alert' during an incoming call. If **Alert Answer** is inactive, you have the option to answer or hang up • **Alert Missed** will show a missed call push notification when the Softphone app is running in the background • **Allow Answer on Lockscreen (iPhone or iPad)** will allow you to answer from the lockscreen so you do not need to unlock your phone to answer. If this function is inactive, you will need to swipe and enter your passcode to answer • **Default Ringtone** plays when no custom ringtone has been selected

Call in Progress	Decide how the Softphone app behaves when there is a call in progress. Background Image allows you to change the image that appears when you are on a call. Swipe the thumbnail image to the left to delete the current selection, or tap on the image to select a different picture. Contact Image changes the way the app displays the image of a contact during a call. Your contact's avatar image can be displayed as a small avatar, as a full screen image, or can be hidden during a call. You can add an image to one or more of your contacts through the contacts section of your device. • **Don't Show Avatar** (hide avatar) • **Full Screen Avatar** (see the bigger picture) • **Small Avatar** (images load faster, use less data)
Phone Number	**Single Touch to Call** allows users to call from the contacts or history section with a single touch. This option is active by default but this feature will add a prompt prior to making the call. **Show URL Domain** includes the domain name for displayed phone numbers on incoming, outgoing or established calls.
Access Control	Toggle Auto-Login on or off and choose whether or not you want to use Touch ID. Note: Touch ID is only applicable on certain phone models.

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USEFUL CONTACTS

To set up partner or customer accounts on
Westcoast Cloud Voice portal please email:
admin@westcoastcloud.co.uk

For sales info: **voice@westcoastcloud.co.uk**,
or support: **support@westcoastcloud.co.uk**