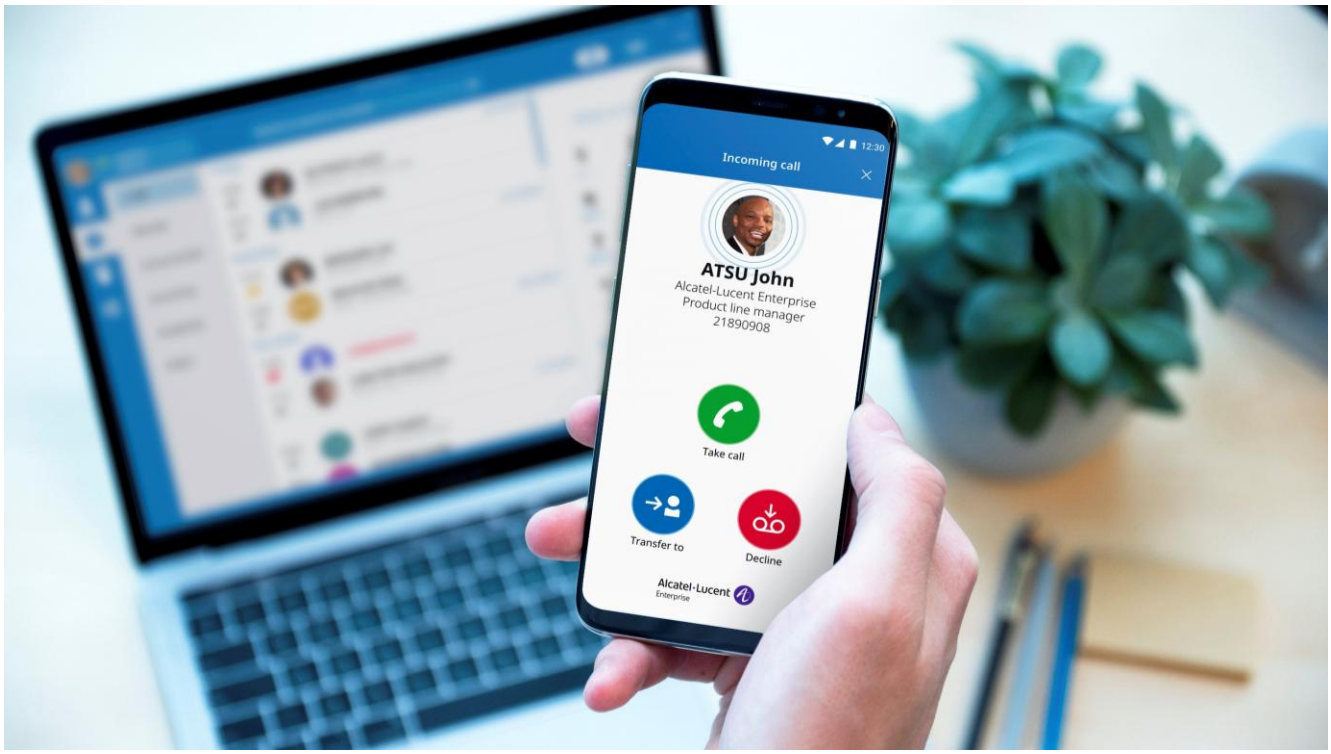


Alcatel-Lucent Enterprise SoftPhone for Android

User manual

R3.5

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Alcatel·Lucent
Enterprise

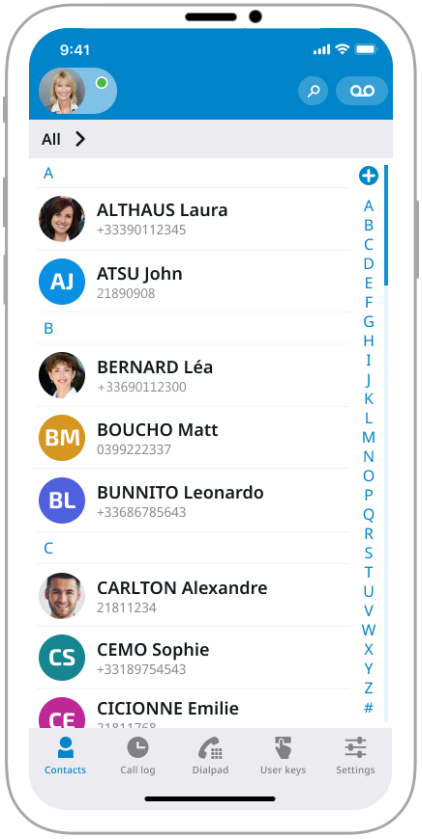
Introduction

Alcatel-Lucent Enterprise SoftPhone is a pure software telephony application available for personal computer (laptop, touchscreen, desktop with Microsoft® Windows OS) and Android™ smartphone offering high-quality audio for business conversations. The ALE SoftPhone app provides advanced telephony features and call management for the 'Alcatel-Lucent Enterprise OmniPCX® Enterprise Communication Server'.

Business communications are secured with encryption (based on SIP/TLS and SRTP) for remote workers working online. ALE SoftPhone can be easily provisioned and deployed using OmniPCX® Enterprise Device Management.

ALE SoftPhone is easy to use, on-site or remotely, with an intuitive and user-friendly interface.

This document describes the services offered by the Alcatel-Lucent Enterprise SoftPhone for Android™ (ALE SoftPhone or ALES), connected to an Alcatel-Lucent Enterprise OmniPCX® Enterprise Communication server.



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1 Getting started

1.1 Prerequisites

- Minimum specifications:
  Operating system: Android 9 and above (please contact your administrator, who will have access to the latest release notes).
  Screen size: 5”.
  Resolution: For a better UX, we recommend Full HD (1920x1080 pixels) or higher resolution. HD (1280x720 pixels) is also supported.
  Processor: Octa-core 2 GHz, 64-bit.
  Ram: 4GB.
- Bluetooth® headset:
  For audio (microphone and speakers): any devices supported by Android are supported for volume +/- and mute.
- Server:
  Alcatel-Lucent Enterprise OmniPCX® Enterprise Communication Server Purple R100 MD4 or above.

1.2 First installation

Visit the Play Store to download and install the app on your mobile phone:
https://play.google.com/store/apps/details?id=com.ale.softphone

For the latest requirements, please refer to the application description in the Play Store.

1.2.1 Permissions and Android settings

In order to use all the features of the application, ALE SoftPhone for Android requires some permissions and Android settings.

Some permissions are mandatory for correct operation of the application, such as access to the microphone to allow an audio call.

If a function is not possible because a permission has been denied when the application is first launched, a popup will warn you and explain the steps to authorize the function.

1.2.1.1 Permissions

- Allow to record audio (access to microphone) – Mandatory.
- Allow to make and manage phone calls - Mandatory for emergency calls.
- Allow to take pictures and record video.
- Allow access to contacts.
- Allow access to photos and media on your device.

It is always possible to change these permissions in Android settings: Permission manager. Then each component concerned can be configured for ALE Softphone.

1.2.1.2 Settings

- Display over other apps (overlay)
  Select 'Allow display over other apps' option (mandatory to receive calls in the background).
- Battery optimization when push notifications are deactivated.
  Unselect this option if you have deactivated push notifications (required for receiving calls in the background).

1.2.2 Certificates

At the first connection, you could be prompted to accept certificates, to ensure security of the data transfer when the application communicates with the Communication Server of your company.

If the certificate has changed due to, for example, expiration or domain modification, you will be informed immediately and you will have to accept the new certificate.

1.2.3 Guidelines

The following guidelines are intended to help you get the most out of your device:

- Local contacts should be enriched with useful details: photo, job title, company, phone numbers, email, address, etc.
- Remember: any actions that cause you to be distracted while driving are potentially dangerous and should be avoided. Some jurisdictions have made it illegal to use a phone while driving.

1.2.4 Using a Bluetooth® audio device connected to your phone

We recommend controlling the ALE SoftPhone application directly from your smartphone.

1.2.5 Requirements

Before starting the application, make sure that your administrator has provided you with the following:

- Local and remote communication server host names.
- Your login/password.

1.3 Start the application

Tap the ALE SoftPhone icon. Tip: if necessary, move the ALE SoftPhone shortcut into the main view.	

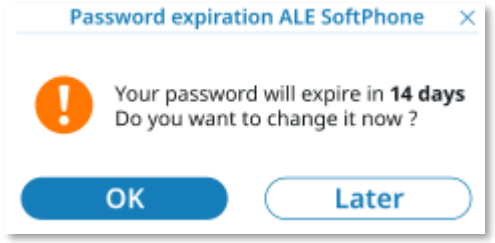
1.3.1 Password management

Depending on the system configuration, authentication can be managed either through an LDAP server or directly by the communication server.

If authentication is managed by the communication server, you can change your password at any time. A password expiration date should also be configured.

For more information about the authentication mode and the minimum required release of the communication server, please contact your administrator.

If an expiration date is configured:

As the expiration date approaches, a pop-up is displayed once per day to inform you that your password is about to expire. • *OK*: change your password now. • *Later*: change your password later.	
If the password has expired, a red-framed warning is displayed on the screen. You must change your password by selecting the red area.	

Consult the following chapter to change your password: Change your login password.

1.3.2 Login

When you connect for the first time or after a logout or when your password has expired, a login window is displayed where you enter your credentials.

If you have not configured the connection parameters during the installation, enter local and remote server host names in advanced settings (*Advanced*).

Enter your login.

Enter your password.

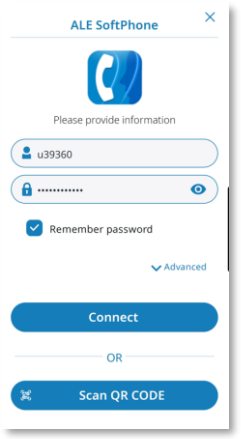
or : select this icon to show or hide the password.

Remember password: validate the checkbox to store the password for future logins.

Open advanced settings if not already opened and enter the local access host name and optionally the remote access host name. The remote access host name must not be configured when you are connected inside the company's local network (LAN).
This information is given to you by your administrator.

Tap the button: *Connect*.

In the initial login screen you can see 'Scan QR Code' button (when necessary, hide the input keyboard). Press this button when you want to scan the QR Code image sent by your system administrator. The application then automatically configures the connection parameters (the number of parameters provided depends on your security policy).



To ensure security standards are maintained, the authentication of your connection to the ALE SoftPhone should be rechecked regularly (see chapter: password management).

1.3.3 Simultaneous login

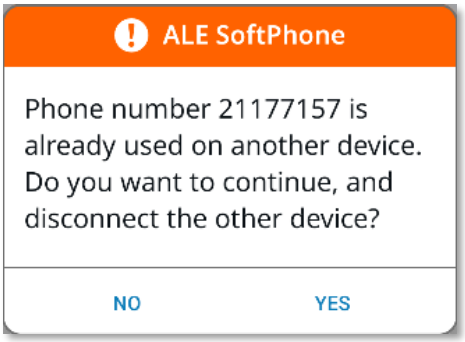
Your phone number is associated with the ALE SoftPhone application that you are connected to.

You can be connected to multiple ALE SoftPhone instances simultaneously, as long as they are different application types (PC or mobile). In other words, you can be connected at the same time to ALE SoftPhone for Android and ALE SoftPhone for PC.

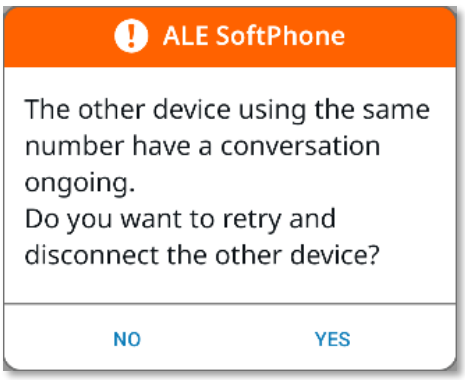
However, simultaneous connections to the same ALE SoftPhone application type (PC or mobile) are not supported. For example, you cannot be logged into ALE SoftPhone on two different mobiles simultaneously (Android or iPhone).

In such cases, if you try to log in to ALE SoftPhone for Android on a new Android or iPhone device:

- A message is displayed to notify you that you are already connected to another mobile.
  - *No*: stay connected to the first device.
  - *Yes*: you will be automatically disconnected from the first device, unless it has a conversation ongoing using your phone number.



- If the first device using your phone number has a conversation ongoing, a second message is displayed to request a confirmation.
  - *No*: stay connected to the first device.
  - *Yes*: retry to disconnect the first device. The message will be displayed until the call on the first device ends.



- When you are connected to the new device, a message is displayed on the disconnected device for information purposes. If the first mobile is an iPhone, and in background, then the message will be displayed only at wake-up.



1.3.4 Logout

Tap the tab: *Settings*, and the following menu:		➔ My profile
Tap the button: *Logout*.		

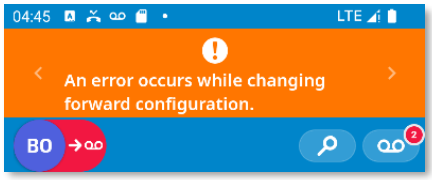
When you are logged out, the application is still running. To stop the application, you must quit it.

1.3.5 Quit the application

Tap the tab: *Settings*, and the following menu:		➔ Quit
A confirmation is requested (optional).		

1.3.6 Information area

An information area opens at the top of the screen when an error occurs.



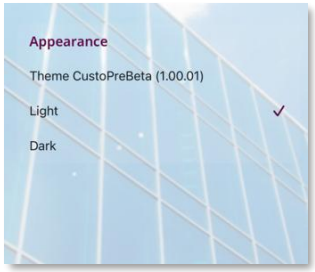
The color of the information area changes according to the severity of the error message:

 High	 Medium	 Low
Available actions:		
	Tap on the message to acknowledge it. The current message closes and the previous message is displayed. If there is no other message, the information area closes.	
<>	If there is more than one message, you can scroll through them by tapping on the left or right arrow.	

Contact your administrator if necessary.

1.4 Appearance

By default, several themes are available, allowing you to choose the one that best suits your preference. Refer to the following chapter for more details: Change appearance (theme, font size, language).

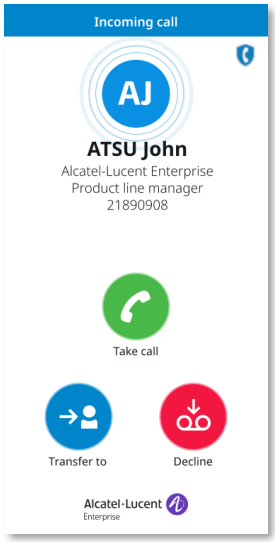


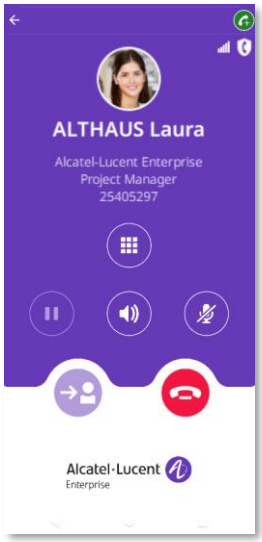
Your administrator can also define a custom theme specific to your company using the Alcatel-Lucent Skinify application. In this case, only the custom theme will be available in light or dark mode. A custom theme can be applied to a group or individual profile. Contact your administrator for more information.

In this document, we use the Blue Light Mode theme.

1.5 Signal and audio encryption

ALE SoftPhone supports telephony encryption (AES 256). Depending on the situation, securing the line is useful, such as when working remotely. Depending on the system, the signal and the audio can be encrypted to secure the communication. In this case, the encryption icon is displayed in the incoming call screen and in the communication screen to indicate the status of the encryption:





	When encryption is active, this icon is displayed if the signal is encrypted and the audio is secured end-to-end (RTP).

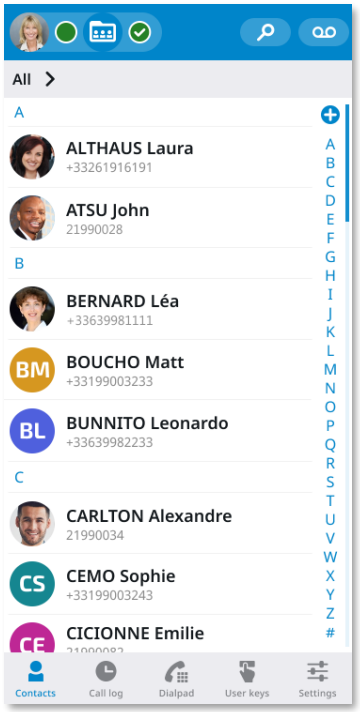
2 ALE SoftPhone

2.1 Description of the homepage

You can choose which tab to display when the app is launched (see: Define the default homepage).

By default, your call logs are displayed.

Access features and settings using the tabs at the bottom of the screen.





Call Routing

- Cancel current call routing: *Available*.
- Forward your call to your voicemail or to another number and select forwarding conditions (immediately, when you are busy or/and when you don't reply).
- Activate the 'Do not disturb' feature.

My telephony status (the status is displayed for your information and is only visible on your application):

- Reachable ( ).
- Call forwarded to voicemail ( ). For immediate call forwarding, this area will be highlighted in red ( ).
- Call forwarded to an identified contact ( ). For immediate call forwarding, this area will be highlighted in red ( ).
- Call forwarded to an unknown number ( ). For immediate call forwarding, this area will be highlighted in red ( ).
- Do not disturb ( ).
- Not connected ( ).

		**Contacts** • Display available contacts alphabetically. • Open contact card. • Select a contact to call. • Create a new local contact. • Manage contacts.
		**Call logs** • Display your entire call history from all devices using the same account (mobile, desk phone, PC for example), sorted by date: *Today*, *Yesterday*, *This week*, *Last week*, *Older*. The call log icon displays the number of unacknowledged missed calls (if there are any missed calls). • Use filters to display all calls, missed calls, unanswered calls, incoming calls, or outgoing calls. • Call back a contact.
		**Dialpad** • Make a call by dialing a number.
		**User keys** • List all programmable keys (5 pages/24 by page are available). • Call a programmed contact. • Activate advanced services available using prefix. • Create, modify, move or delete a programmed key. • Supervise a contact. The icon changes when a monitored contact is receiving an incoming call: .
		**Settings** • Define call routing. • Define general settings (automatic start, VoIP quality). • Define the appearance. • Define the language. • Define the ringtone. • Define the supervision ringtone and display. • Activate Microsoft® Office integration. • View my profile (login, extension number, local and remote access host names). Your profile can be enriched with personal information from Microsoft 365 if this option is activated. • Activate logging application technical support. • Display information about the application. • Log out or quit the application.

	**Search by name feature** • A search bar is provided at the top of the window.
	**Voice mail** • Display the number of unread voice messages. • Access your voicemail. Follow the instructions from the voicemail server (TUI).
	Logged in to the hunting group (optional) – See chapter: Hunting groups You can receive group calls and consult group call logs.
	Logged out from the hunting group (optional) – See chapter: Hunting groups. You no longer receive group calls.

2.2 Search by name and advanced search function

The application offers a simplified (search by name) or advanced search of your contacts through your local and corporate directories.

In advanced search mode, it is also possible to search for a number.

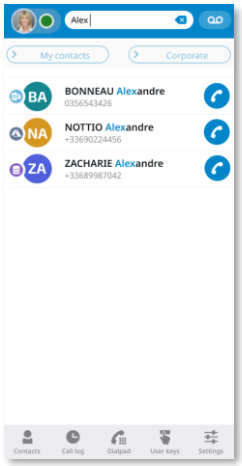
Search by name (default mode) Enter letters to start your search. The result lists contacts whose attributes start with the string entered. The search is performed in the two contact information fields: first name and last name.
Advanced search The advanced search is used if the following option is enabled in contacts settings: *Advanced search* (see: Activate advanced search). Enter letters to start your search. The result lists contacts whose attributes contain all of the entered strings. The search is performed in a maximum of contact information fields (e.g. first name, last name, job title, address, etc.). The results displayed may not include all matching strings. Depending on the corporate directory used, the search may not be possible on some fields, but these fields will still be displayed.

Information about the origin of the contact is displayed near the avatar (depending on system configuration and user preferences):

- No icon: local and Microsoft® 365 directories*.
- : corporate directory (ldap).
- : Microsoft® Office 365 directory.

By default, all contacts matching the search criteria are displayed. Use the radio buttons to filter the results:

- *My contacts*: only your local contacts (local and Microsoft® Outlook directories).
- *Corporate*: Enterprise contacts (Corporate and Azure 365 directories).
- click on the active filter to unselect it and display all contacts matching the search.



Available action:	
	Place an audio call with a contact.

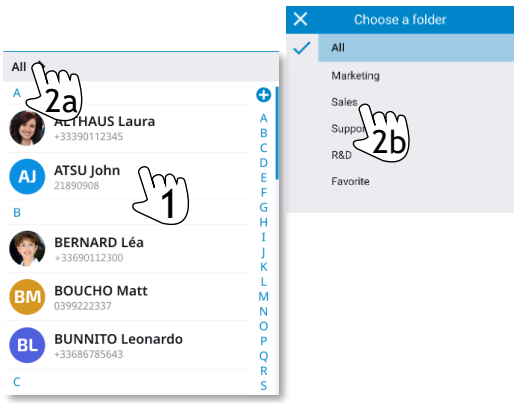
*See the following chapter for more information about Microsoft® 365 integration: Contacts management.

2.3 Contacts

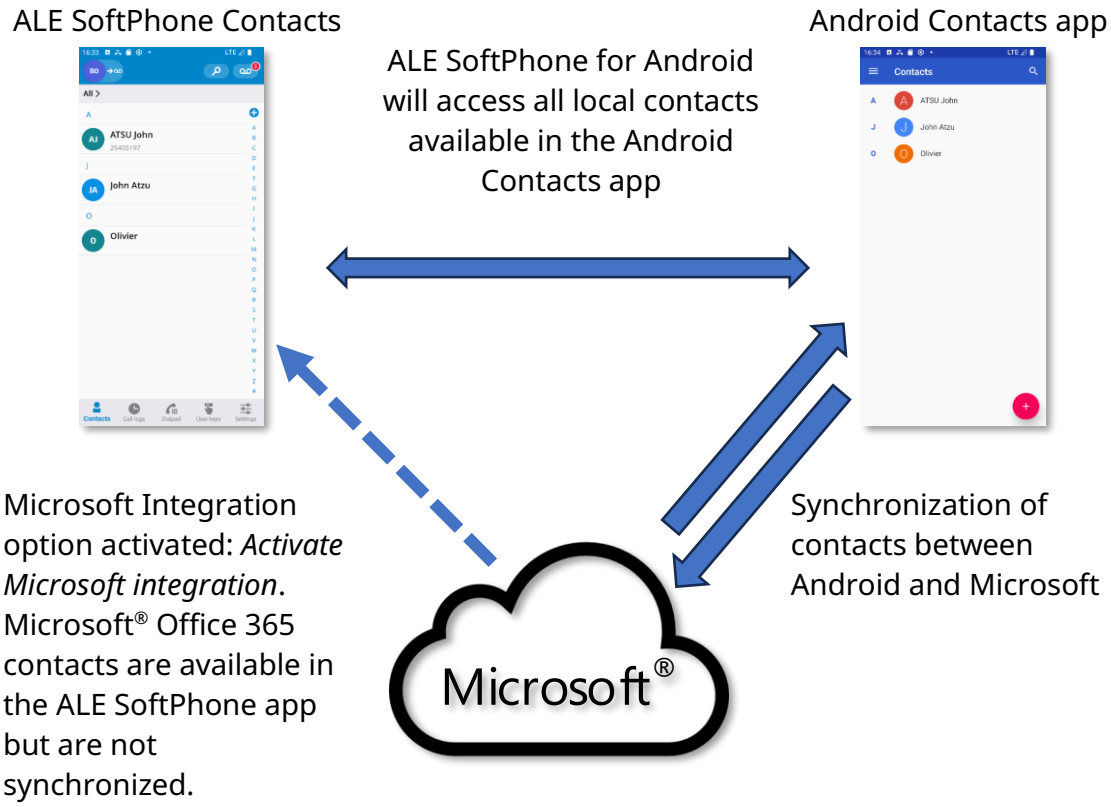
ALE SoftPhone offers two ways to access contacts: the search feature previously described and the Contacts tab.
The Contacts tab lists all your personal contacts:

- your local contacts (native Android contact app),
- your personal Microsoft® Office 365 contacts if the Microsoft integration option is enabled in the app settings: *Activate Microsoft integration*.

Tap the tab: *Contacts*.	
Display available contacts alphabetically.	
Available actions:	
1	Open a contact card by selecting a contact.
⊕	Create a new local contact (Android contact application).
D E	Select a letter to display contact alphabetically using this letter.
2	Select a group to display all contacts defined in this group (Android Contacts app groups).



2.3.1 Contacts management



Your personal contacts are managed by the Android Contacts app. This means that you can create, modify or delete a contact both in the native Android app and in the ALE SoftPhone app. Your contacts will be automatically available in both applications.

Depending on your preferences, you can also create, modify or delete your contacts using the Microsoft® app or web app. In this case, if you want your Microsoft® Office 365 contacts to be available in the ALE SoftPhone application, you need to activate the Microsoft Integration option in the app settings: *Activate Microsoft integration*. However, if you want contacts created locally with the native Android app or the ALE SoftPhone app to be available in your Microsoft® account, we recommend syncing your local contacts with your Microsoft® account. Please refer to the user guide for your mobile or the Microsoft® help center to learn how to sync your contacts.

Multi-devices Contacts synchronization

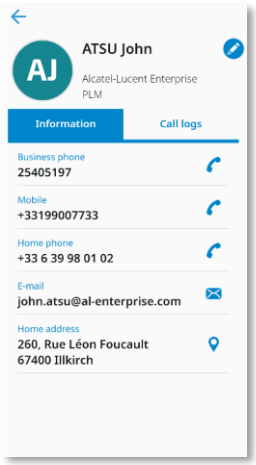
If you use the ALE SoftPhone application on different devices (PC, Android smartphone, iPhone), we recommend syncing your local contacts with your Microsoft® account on all your devices (via Microsoft Sync, Outlook or ALE SoftPhone for PC, for example). This ensures that all your contacts will be available in the ALE SoftPhone app across all your devices. Otherwise, if you fail to do this, your contacts will not be synchronized across your devices. Each contact will be managed locally for each device.

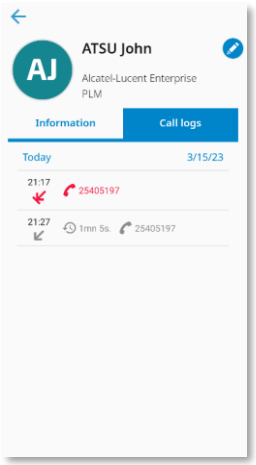
2.3.2 Contact card

Select a contact to display the contact card.



Information available about your contact is displayed in the following tab: *Information* (business phone, mobile, extension number, email, address, etc.).
The specific call log with the contact is displayed in the following tab: *Call logs* (incoming calls, outgoing calls, missed calls, time, numbers, duration).

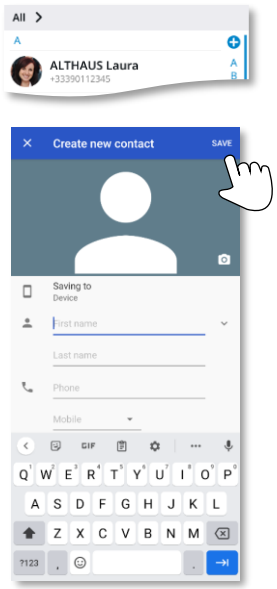




Available actions:

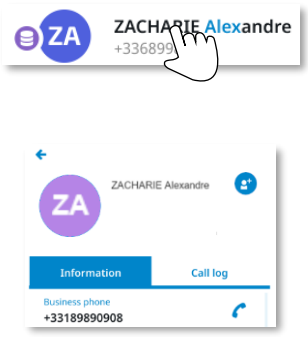
	Place an audio call.
	Open the default email app to send an email to the contact's address.
	Open the address in the default map app.
	Edit the contact card.
	Go back to the previous page.

2.3.3 Create a new contact from Contacts tab

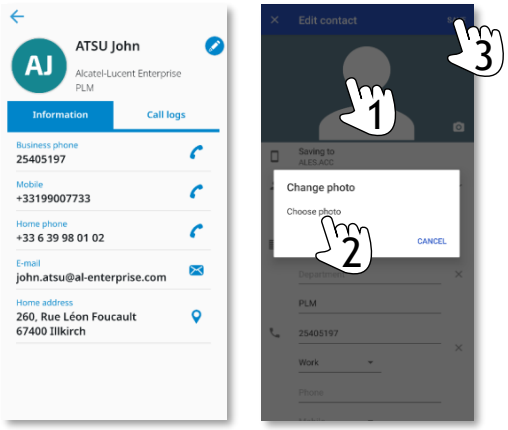
Tap the tab: *Contacts*.	
• : select the add new contact icon. The native contacts app opens. • Enter your contacts' details as you usually do with your mobile (name, first name, numbers, photos,...) (consult the user guide for your mobile if necessary). • : save the contact card in your local directory by selecting the button. Depending on your Android version, you can add the contact to a group by selecting it in the creation form (labels). Depending on the Android configuration, you can choose the account in which to store the new contact (Google).	

2.3.4 Import a contact from search to your local directory

During a search, contacts are listed. You can create a new local contact by importing information about the contact from the Enterprise directory.

• : from the search result, open the contact card (Enterprise directory). • : copy the contact card to your local directory. • Modify the contact card if necessary. • Save changes by selecting the button: *Modify contact*. • : close edit mode without saving or closing the contact card.	

2.3.5 Add, change or remove the image of your contact

Select the tab: *Contacts*.	
Select the contact to modify.	
• : edit the contact card. • : select the photo/avatar (or initials when no photo/avatar is available). **Add a photo** • Make or select a photo. • Adjust the photo (zoom, rotation). • : move the photo into the frame by selecting it. • save the contact card in your local directory. • : click on the X icon to close edit mode without saving. **Remove photo** • *Remove photo* • save the contact card in your local directory. • : click on the X icon to close edit mode without saving.	

2.3.6 Create a group of contacts

Creating and managing groups of contacts can be done through the native contacts app on your mobile or through your Microsoft® account.

2.3.6.1 Local Contacts app

Depending on your Android version, you may be able to group contacts into a contact group. This feature is available in the contacts app of your mobile device. Open the Android Contacts app on your mobile to create a new group (label) if supported by your system version and add contacts to the group. You can also add a contact to an existing group when creating or editing the contact card (in edit mode). Refer to the user guide for your mobile if necessary. The groups created will then be available in the ALE SoftPhone app.

You can also use the Contacts app of your Google account via web browser to manage groups of contacts.

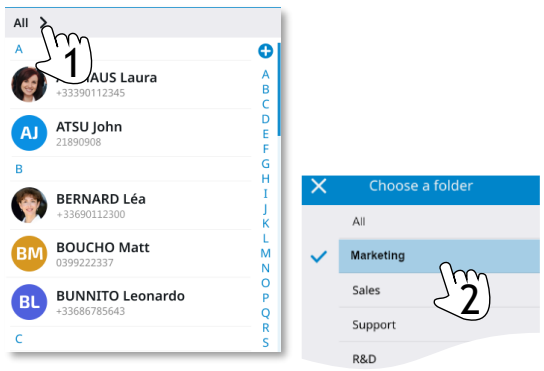
If you have enabled contact synchronization between your Android contacts and your Microsoft® account, the groups created will also be available in your Microsoft® account.

2.3.6.2 Microsoft® Office 365

Use the dedicated app or website to create a Microsoft® Office 365 group (Folder/Category) or add a Microsoft® Office 365 contact to an existing Microsoft® group. Refer to Microsoft® Office 365 help center for more details.

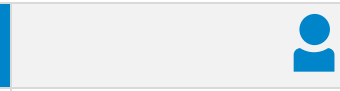
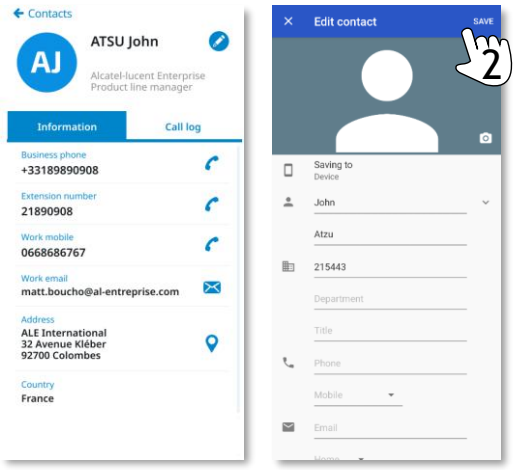
2.3.7 Display a group

- ALE SoftPhone displays all non-empty groups available in the Contacts app of your mobile.
- ALE SoftPhone displays all non-empty groups available in your Microsoft® Office 365 account if the Microsoft® integration option is enabled in the application settings: *Microsoft integration.*

Tap the tab: *Contacts*.	
• >: display all existing groups (local and Microsoft® 365 groups*). • 2: select a group to display all contacts defined in this group.	

*See the following chapter for more information: Activate Microsoft® integration.

2.3.8 Modify a contact

Tap the tab: *Contacts*.	
• 1: select the contact to modify.	
• : edit the contact card. • Enter your contacts' details as you usually do with your mobile (name, first name, numbers, photos,...) (consult the user guide for your mobile if necessary). • 2: save the contact card in your local directory.	

Depending on your Android version, you can add the contact to a group by selecting it in the creation form (labels).

How you modify a contact depends on where it is stored. Follow the instructions in the Android Contacts app or use the dedicated app or website (Google, Microsoft® 365).

2.3.9 Delete a contact

Use one of the following:

- Delete the contact from the Android Contacts app. Consult the user guide for your mobile if necessary.
- Delete a contact from the Microsoft® app or web app that manages Microsoft® Office 365 contacts if you are using your Microsoft® account to manage your contacts.

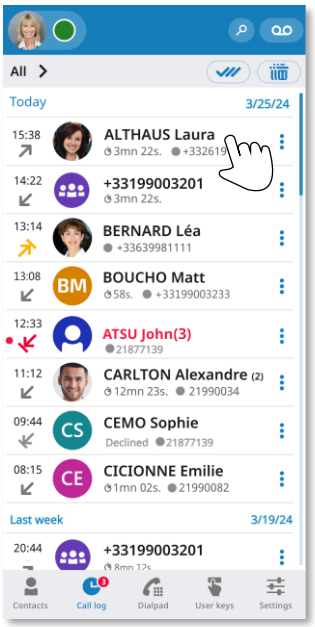
2.4 Call logs

The call log displays a history of all your calls made from any device using the same account (mobile, desk phone, PC for example), sorted by date (today, yesterday, this week): *Today*, *Yesterday*, *This week*, *Last week*, *Older*.



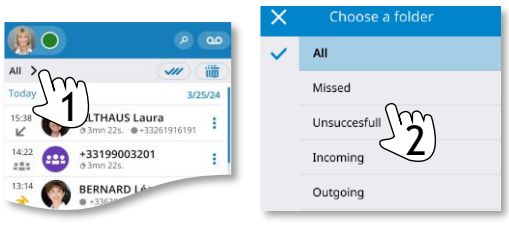
Display your entire call history sorted by timestamp: *Today*, *Yesterday*, *This week*, *Last week*, *Older*.

- : the call log icon displays the number of unacknowledged missed calls (if there are any missed calls).
- : missed calls.
- : unacknowledged missed calls.
- : declined call.
- : unanswered outgoing calls.
- : answered incoming calls.
- : answered outgoing calls.
- : an incoming call redirected to you is marked by this icon.



Three-party conference.
In this case the avatar is represented by the conference icon. The icons indicating an incoming or outgoing call remain applicable.
: you have initiated the conference.
: you have joined the conference.

Use filters to display all calls, or to display missed calls, unanswered calls, incoming calls, or outgoing calls only by selecting the corresponding vertical tabs.



Available actions:

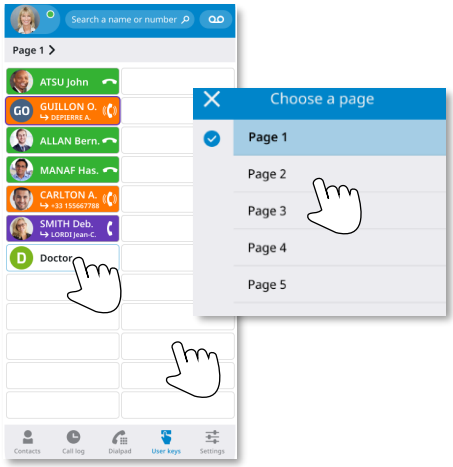
Call back the contact by short-pressing on the name/number or the photo/avatar. In the case of a known contact, the number used is the one displayed under the name. You can also open the contact card and choose another number to call back.
In the event of an unacknowledged missed call, it is now acknowledged.

Contact Details
Open the call log details: Contact card of a contact or list of participants in a conference call.

Acknowledge
Acknowledge the selected missed call.

	If the contact is not in your local directory, you can add it.
	Remove the selected call: swipe left to delete a call log entry.
	Acknowledge all missed calls.
	Remove all calls.

2.5 Programmable keys

Your application provides a virtual add-on module with 5 pages and 24 programmable keys by page. You can program a key by entering a number or a service prefix. If some of your contacts are monitored, you will see your contact's telephony status directly (see chapter: Supervision).	

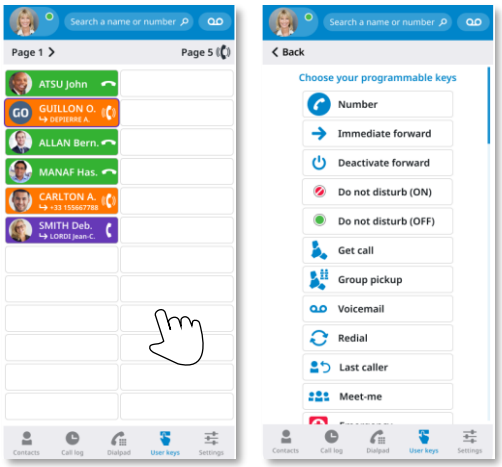
Available actions:

	Select the page to display.
	Create a programmable key by selecting a free key.
	Select a key to use it: call a direct number, activate/deactivate a service or answer an incoming call from a supervised contact.
	Close the list of pages.
	Go back to the previous page.

2.5.1 Create a programmable key

Tap the tab: *Programmable keys and Supervision*.

- Select a page.
- : select a free key.



: select direct call number:

- To create a direct call key: enter the number of your contact.
- To define a service associated with the key: enter the service prefix followed by the number. If a service is defined for a key without a number, the number will be requested when you click on the key. For more information about the prefix, please contact your administrator.

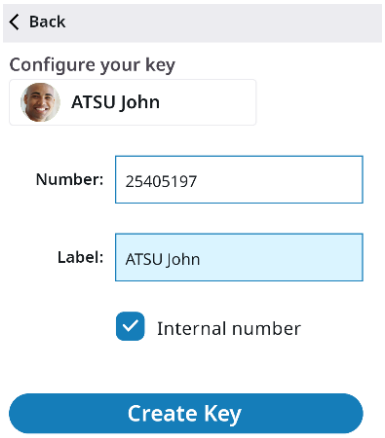
The application can propose the most commonly available services in order to facilitate programming (some features depend on system configuration). See examples below.

	Immediate forward to a number.		Call pick-up feature.
	Deactivate forward.		Redial a recent number.
	DND (Do not disturb).		Redial the last caller.
	Access to voicemail.		'Meet me' conference.
	Get your active call started on another device.		Call emergency.
	Welcome desk.		Call guard.
	Call the operator.		Call associate.

2.5.1.1 Create a direct call key

The Direct Call key allows you to configure two types of numbers:

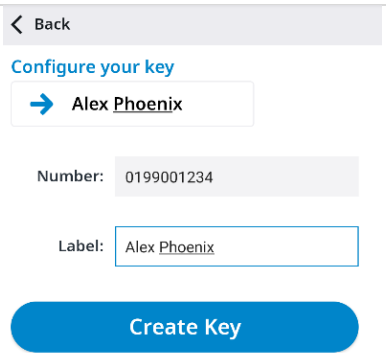
- Internal numbers: these include short numbers for internal contacts and system prefixes for services, with no digit-length limitations. All system prefixes are accepted. For example, you can use it to program a personal call instead of business call by using the PIN (Personal Identification Number) service. Contact your administrator for more information about system prefixes.
- External numbers: these can be entered in either international or canonical format (for example: +33353012345 or 0033353012345). You can also use the national format without the country code when calling someone in the same country (for example, in France: 0353012345).

Select the direct call service.	
• Enter number. • If the entered number is recognized (local, LDAP or Microsoft® 365 contact), the label is automatically completed with the name of the contact. The available photo or avatar of the contact is displayed. If not, enter a label manually. If you leave the label blank, the number will be displayed on the key. • For an internal number, check the option Internal number. • You can see how the key will be displayed at the top of the configuration window. • Create the key.	

Examples of supported phone number formats:

- Short number for an internal contact, without digit-length limitations.
- A system prefix, without digit-length limitations, followed by a number if requested, used to activate services (PIN, automatic callback, for example). Prefixes may vary depending on the system configuration. Contact your administrator for more information.
- Contact number without country code for a contact in the same country (for example: 0353012345).
- International number (digits only): 00 Country RegionCode Number (for example: 0033353012345).
- Canonical number: +Country/RegionCode Number (for example: +33353012345).

2.5.1.2 Create an immediate forward key

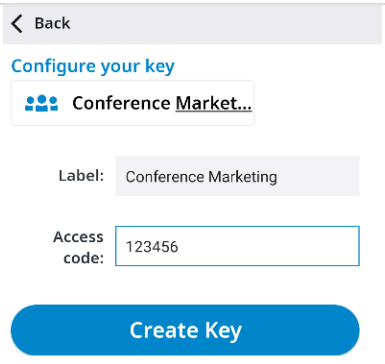
Select the forward service.	
• Enter the destination number. • Add a label. You can see how the key will be displayed at the top of the configuration window. • Create the key. In this example, all your incoming calls will be forwarded to Alex Phoenix if the key is activated.	

Phone number format supported:

- Short number for an internal contact.
- Contact number without country code for a contact in the same country.
- International number (digits only): 00 Country RegionCode Number (for example: 0033353012345).

2.5.1.3 Create a 'Meet me' Conference key

The 'Meet me' function is used to set up a conference with a maximum of 29 persons (maximum value depends on the system configuration). In order for participants to join the conference, the organizer must send the time and access code of the conference.

Select the 'Meet me' conference service.	
• Enter a label. • Enter the access code of the conference. You can see how the key will be displayed at the top of the configuration window. The access code is defined by the owner of the conference and has to be communicated to the participants. • Create the key.	

2.5.1.4 *Create a 'Do Not Disturb' key*

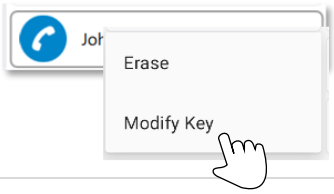
You can make your terminal temporarily unavailable for all calls.

Select a 'DND' service (Do Not Disturb).	

When pressing the 'Do Not Disturb' programmable key to activate/deactivate the feature, a DND call is triggered to the server. An unsuccessful call event is therefore displayed in the call log. A call event is therefore displayed in the call log.

You can change the label by modifying the programmable key, if necessary.

2.5.2 Modify a programmable key

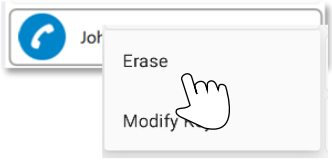
• : to modify the programmed key, long-press on it and select: *Modify Key*.	

2.5.3 Move a programmable key

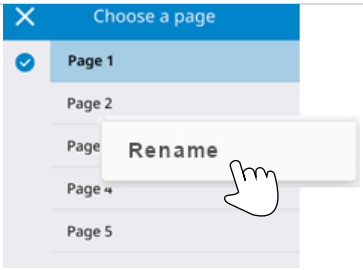
You can move a key to a free space on the same page.

• Long-press on the key to move, drag and drop it in a free space on the same page.	

2.5.4 Delete a programmed key

• : to modify the programmed key, long-press on it and select: *Erase*.	

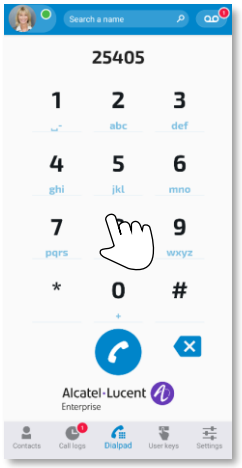
2.5.5 Change the name of the page

• To rename a page, long-press on it in the list of pages and select: *Rename*. • Enter new page name. • Validate.	

3 Use the ALE SoftPhone – use cases

3.1 Make an audio call

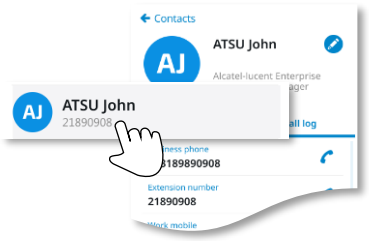
3.1.1 Using dial pad

Tap the tab: *Dialpad*.	
Dial directly the number on the dial pad.	
Available actions:	
Place an audio call.	
Delete the last digit entered.	

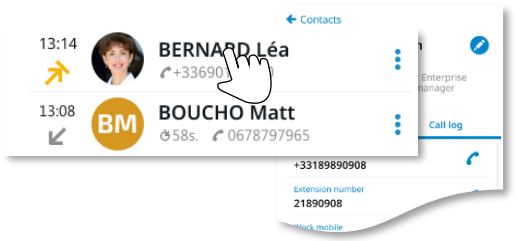
Phone number format supported:

- Short number for an internal contact.
- International number (digits only): 00 Country RegionCode Number (for example: 0033353012345).
- Canonical number: +Country/RegionCode Number (for example: +33353012345).
- Contact number without country code for a contact in the same country.

3.1.2 Using Contacts

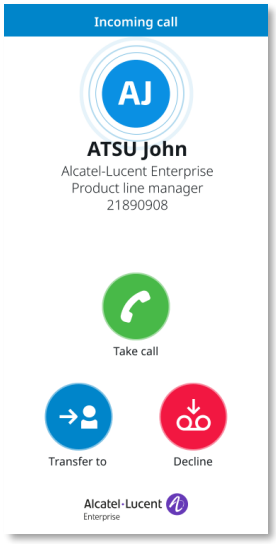
Tap the tab: *Contacts*.	
Open the contact card by selecting a contact.	
Available action:	
Place an audio call.	

3.1.3 Using Call log

Tap the tab: *Call logs*.	
Available action:	
Call back the contact by short-pressing on the name/number or the photo/avatar. In the case of a known contact, the number used is the one displayed under the name. You can also open the contact card and choose another number to call back.	
Open the contact card of the contact you want to call.	
Place an audio call.	

3.2 Receive an incoming call

3.2.1 Incoming call screen

When you receive an incoming call, information about the caller is displayed on the screen.	
Available actions:	
Answer the incoming call.	
Decline the incoming call and forward it to your voicemail (if voicemail is available).	
Decline the incoming call. This icon is proposed if no voicemail is defined.	
Transfer the incoming call to another number.	

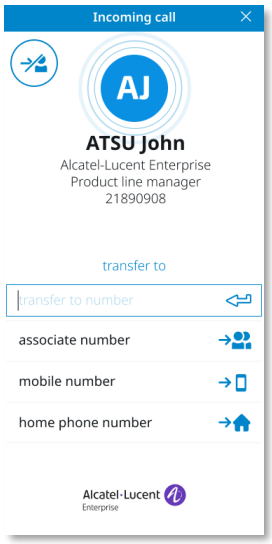
3.2.2 Answer incoming call

Answer the incoming call.	

3.2.3 Divert the incoming call to your voicemail

When you receive an incoming call, you can decline it and transfer it to your voicemail (if voicemail is available).	

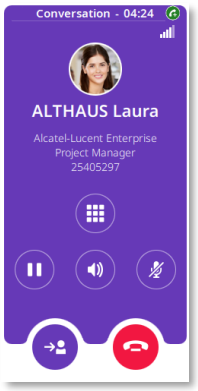
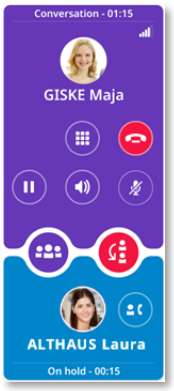
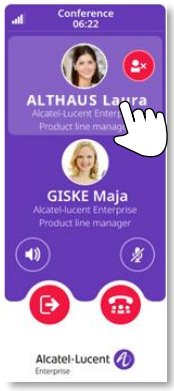
3.2.4 Forward the incoming call to another person

When you receive an incoming call, select the transfer button.	
A new page is displayed.	
Available actions (the available transfer options depend on your profile as defined by your administrator):	
	Transfer the incoming call to the destination number entered.
	Transfer the incoming call to a defined associate (defined by administrator).
	Transfer the incoming call to the mobile phone defined in your profile.
	Transfer the incoming call to your home phone number (if defined in your profile).
	Select this icon to go back.

3.3 During audio call

3.3.1 Description

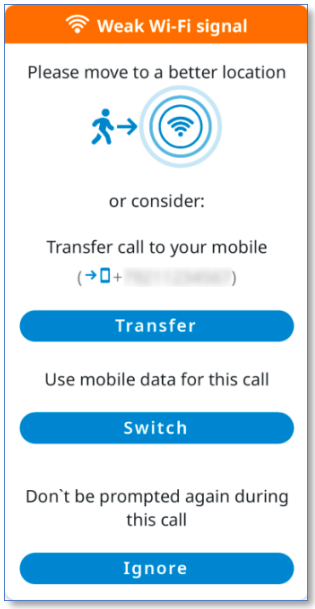
Information about your contact, such as number, name, company and job title, is displayed in the conversation screen. The elapsed time is displayed above the same area.

You are in conversation with one contact.	You are in conversation with one contact and the second is on hold.	You are in conference with two contacts.
		

	Go back to the homepage.
	Go back to the conversation screen.
	Display network quality for voice over IP calls during conversation (5 levels, the number of levels being proportional to the quality of the network). This icon is displayed when the following option is activated: *VoIP call quality indicator display.*
	Put the call on hold.
	Retrieve the call on hold.
	Activate loudspeaker.
	Deactivate loudspeaker.
	Open numeric keyboard to enter digits (DTMF feature).
	Hide numeric keyboard.
	Transfer the call to another person.
	Mute the audio. The icon is red when the audio is muted.
	Unmute the audio.
	Make a second call. The first call is put on hold.
	Connect your two contacts and end the call.

	Switching between two calls. The active call is purple. The call on hold is blue.
	End the active call.
	Activate a three-way conference.
	End the call with one participant (this icon appears when you hover over the contact card/name). You will then remain in communication with the other participant.
	Transfer the call from one participant to the other and leave the call.
	End the conference with all participants.

3.3.2 VoIP quality



When connected to Wi-Fi, to ensure good audio quality, you will be notified if the signal quality deteriorates. For example, when you are in motion or when you leave the company premises.

An audio signal will be heard and a window will prompt you to consider moving to regain a strong Wi-Fi signal or will present various options (options depend on your mobile model):

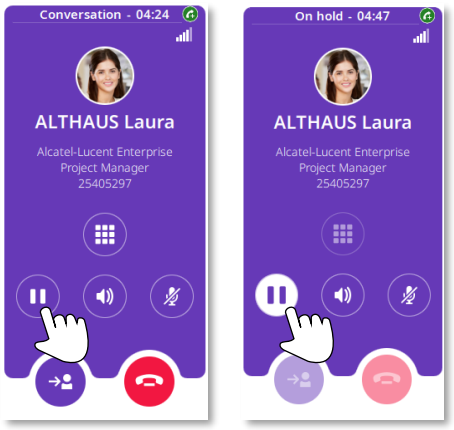
- *Transfer call to your mobile\n*
  → The call is transferred to the number displayed on the screen (fallback number if defined in the app settings or your mobile number).
- *Use mobile data for this call*
  The call switch from Wi-Fi to mobile data (note that this may incur costs associated with your mobile plan).
- *Don't be prompted again during this call*
  In the case of a Wi-Fi network with frequently varying signal quality, select this option to stop receiving these notifications. You remain connected to the Wi-Fi network.

The window is automatically closed when the signal is good again.

You also have the option to set your Network preference for all your calls in the app settings (see chapter: Set the preferred network).

3.4 Put a call on hold/retrieve a call on hold

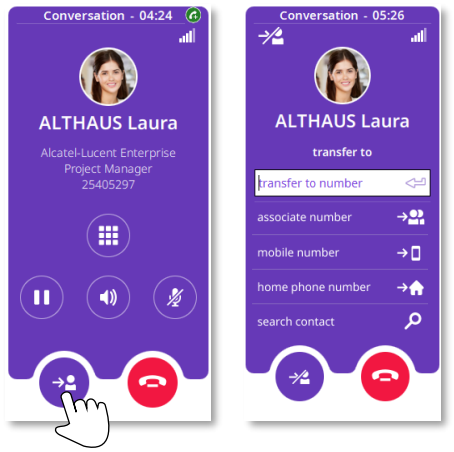
	Select the put on hold icon in the conversation screen.
	Retrieve the call on hold.



3.5 Transfer a call

From the conversation screen:

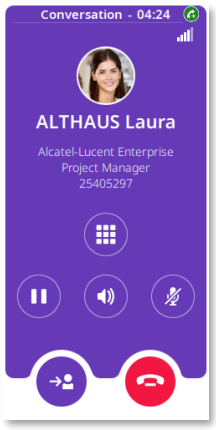
	Select the transfer icon in the conversation screen.
	Transfer the call to an entered destination number.
	Transfer the call to a defined associate*.
	Transfer the incoming call to the mobile phone defined in your profile*.
	Transfer the call to your home phone number (if defined in your profile)*.
	Transfer the call to a contact using the search feature.
	Cancel the transfer.



* The available transfer options depend on your profile as defined by your administrator.

3.6 Make a second call

You are in conversation with one contact.	
	Select the 'make a second call' icon displayed at the top right of the screen. The first call is put on hold.



Use one of the following to make the second call:

- Dial the number of the second contact:

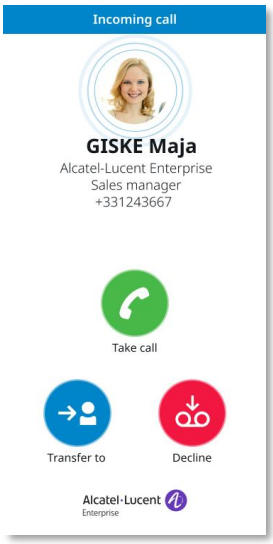
Tap the tab: *Dialpad*.	
	Dial directly the number on the dial pad. Place an audio call.

- Select a contract from the local directory, call log or search by name feature:

Tap the tab: *Contacts, Call logs* or use the search by name result.	
	Open the contact card. You can also call a contact back directly from the call log.
	Place an audio call.

3.7 Receive a second call

When you receive an incoming call, information about the caller is displayed on the screen and you hear a small beep.	
Available actions:	
	Answer the incoming call.
	Decline the incoming call and forward it to your voicemail (if voicemail is available).
	Decline the incoming call. This icon is proposed if no voicemail is defined.
	Transfer the incoming call to another number.



3.8 Switch between two calls

	Select the switching icon.	

3.9 Conference



	You are in conversation with two contacts. Select the conference icon.
	Activate loudspeaker.
	Deactivate loudspeaker.
	Mute the audio. The icon is red when the audio is muted.
	Unmute the audio.
	End the conference with all participants.
	End the call with one participant (this icon appears when you hover over the contact card/name). You will then remain in communication with the other participant.
	Transfer the call from one participant to the other and leave the call.
	End the conference with all participants.

	Your contact does not see the identity of the other participants in the conference, only the identity of the person who initiated it. In addition to the information displayed in the header, the 'conference' avatar clearly indicates that they are in a conference call.

3.10 Call Routing

Call routing allows you to define what your phone does when you receive an incoming call.

- Available.
- Forward your call to your voicemail.
- Forward your call to an identified contact.
- Forward your call to another number.
- Activate the 'Do not disturb' feature.

After selecting a forward, select forwarding conditions (immediately, when you are busy or/and when you don't reply).

3.10.1 Telephony status

Depending on the call routing, your telephony status is displayed right beside your photo/avatar (the status is displayed for your information and will only be visible on your own desk phone):

Blue	Reachable.
Red	Not reachable.

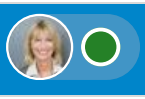
The following icons are displayed during call forwarding:

	To voicemail.
	To an identified contact.
	To an unknown number.

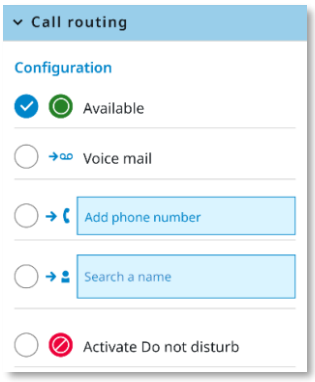
Depending on the selected forwarding settings, when activated an icon will be displayed against a red background to indicate immediate routing. In this case, a red banner will be displayed on the dashboard.

Call Routing		**Telephony status**	**Telephony status**
Available (no forwarding activated)			Available
To voicemail	*Immediate*.		Forward to: Voicemail
	No answer, Busy, Busy or no answer.		Forward to: Voicemail
To an identified contact.	*Immediate*.		Forward to: [Contacts]
	No answer, Busy, Busy or no answer.		Forward to: [Contacts]
To an unknown number.	*Immediate*.		Forward to: [Number]
	No answer, Busy, Busy or no answer.		Forward to: [Number]
Do Not Disturb			Do Not Disturb

3.10.2 Open call routing management

Tap your photo/avatar to open the call routing settings.	

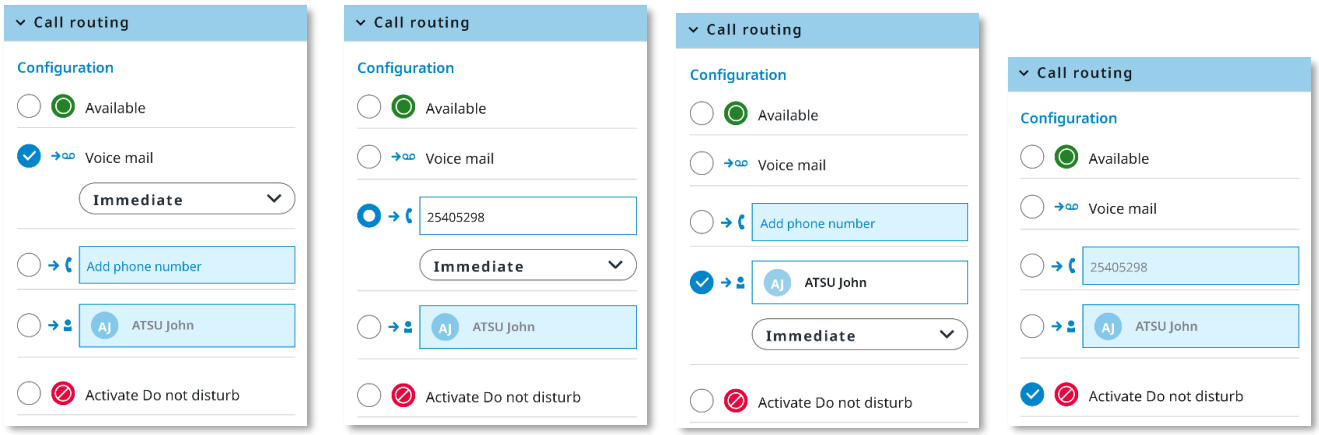
You can also access call routing by selecting the corresponding tab in the application settings.



This icon is displayed when entering a number.

This animated icon is displayed when the ALE SoftPhone sends new routing information to the communication server.

The icon is displayed once the information has been successfully saved by the server. You can then modify the routing conditions.



3.10.3 Forward all incoming calls to your voicemail immediately

	Status:
• *Voice mail.* • *Condition: Immediate*	

3.10.4 Forward all incoming calls to another number immediately

• *Number* Enter the destination number. • Select this icon to confirm the number. • *Condition: Immediate*	Status: 

3.10.5 Use the 'search by name' feature to forward all incoming calls to a contact immediately

• *Contacts* Enter the contact name. • Select a contact. • Select a contact. • *Condition: Immediate*	Status: 

3.10.6 Forward all incoming calls to your voicemail when you are busy and/or if you don't reply

• *Voice mail* • Select one of the following conditions: *No answer,* Busy, Busy or no answer.	Status: 

3.10.7 Forward all incoming calls to another number when you are busy and/or if you don't reply

• *Number* Enter the destination number. • Select this icon to confirm the number. • Select one of the following conditions: *No answer,* Busy, Busy or no answer.	Status: 

3.10.8 Forward all incoming calls to another number when you are busy and/or if you don't reply

• *Contacts* Enter the contact name. • Select a contact. • Select one of the following conditions: *No answer,* Busy, Busy or no answer.	Status: 

3.10.9 Do not disturb

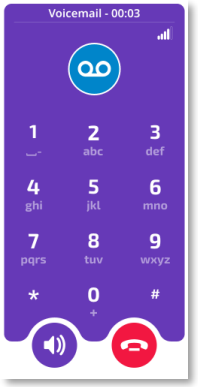
• 'Do not disturb' option. The phone status will be updated depending on your desk phone call forwarding status.	Status: 

3.10.10 Cancelling all forwards

• *Available* No forwarding activated.	Status: 

3.11 Check your voicemail

The number of unread voicemails is displayed.

Tap the voicemail icon.	
Follow the instructions from the voicemail server.	
Available actions:	
 Activate loudspeaker.	
 End voicemail check.	

3.12 Supervision (optional)

This feature depends on the system configuration.

If push notifications are activated, this feature is not available when the ALE SoftPhone application is running in background.

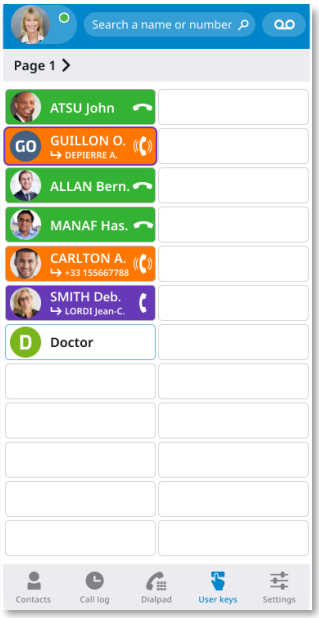
You can monitor business call numbers. This means that you can pick up an incoming call from a monitored contact when their phone is ringing. The administrator must configure contacts you monitor. All supervised contacts are displayed as programmed keys (tab: *User keys*).

Click on the key to call the monitored contact.

3.12.1 Supervised contact telephony status

The telephony status of the supervised contact is represented by the icon being displayed and the background color of the key.

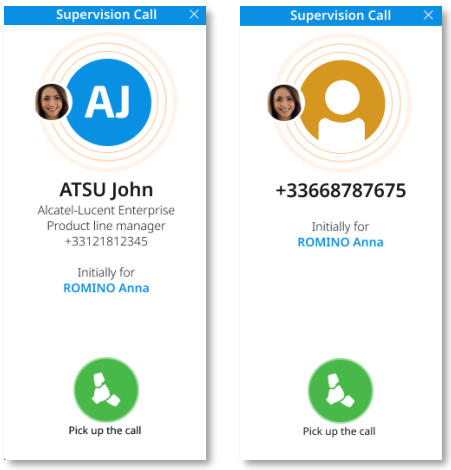
- Out of service (gray): the monitored contact is out of service.
- Free (green): the monitored contact is on idle or out of service. Click on the key calls the monitored contact.
- Ringing (orange): the monitored contact receives an incoming call. You can pick up the call by clicking the key. The caller is displayed under the monitored contact's name. The voicemail key will flash when a monitored contact is receiving an incoming call. Press this key to open the page where the monitored contact is located.
- In conversation (purple): the caller is displayed under the monitored contact's name.
- In conversation and receiving a second call (purple + orange): the monitored contact receives a second call during a conversation. You can pick up the second call by clicking the key.
- Offline (gray).



3.12.2 Pick up an incoming call for a monitored contact

If the option is enabled in the application settings, a pop-up alerts you and displays the following information when a monitored contact is receiving an incoming call:

- Caller name or number.
- Supervisee name receiving the call.



Available actions:

	Pick up the call.
⊠	Close the incoming call window. Your mobile phone no longer rings, but all other devices, such as a desk phone in the case of multiple devices, continue to ring.

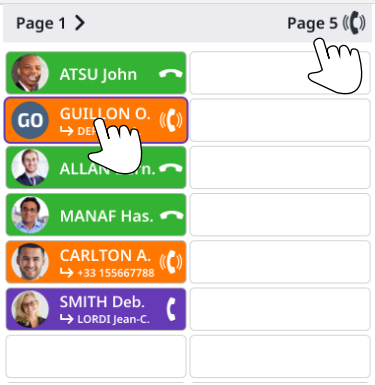
You can also pick up the call from your Programmable keys and Supervision tab.

Tap the tab: *Programmable keys and Supervision*.



: this icon indicates the page where the contact receiving the call is programmed.

- Select this page.
- Select the key (orange = ringing). The caller is displayed under the monitored contact's name.
- You are in communication with the caller.



3.13 Hunting groups (optional)

This feature depends on the system configuration.

If push notifications are activated, this feature is not available when the ALE SoftPhone application is running in background.

The hunting group enables calls to be distributed from a single number to a group of several phone numbers. If your phone number is part of a hunting group, it can be reached via the hunting group number. Calls are distributed to the members of the hunt group, depending on the type of hunt group:

- Parallel hunt group: all free numbers in the group are called at the same time.
- Sequential hunt group: searches will show the group lead extension and the first free number found will ring.
- Cyclic hunt group: each extension is called in the order indicated in the list and the system rings the first free extension following the previously called extension. This means that if a call is delivered to one extension within the group, the next call will go to the next free extension in the list, even if one of the previous extensions becomes free. When the end of the hunt group is reached, the list process starts again at the first extension.

Contact your administrator for more information.

Belonging to a group does not affect the management of direct calls. A specific telephone within a group can always be called by using its own number.

3.13.1 Description of the homepage

A dedicated icon is displayed on your personal information area when your phone number is part of a hunting group.



	Logged in to the hunting group. You can receive group calls and consult group call logs. Select this icon to log out from the hunting group.
	Logged out from the hunting group. You no longer receive group calls. The group calls are only recorded in the call logs if you are logged in to the group. The group call history during your last sessions is retained. Select this icon to log in to the hunting group.

When you are logged in to the hunting group:

- You can answer group calls.
- You can see the hunting group call log.

	This icon is displayed for each action related to the group.

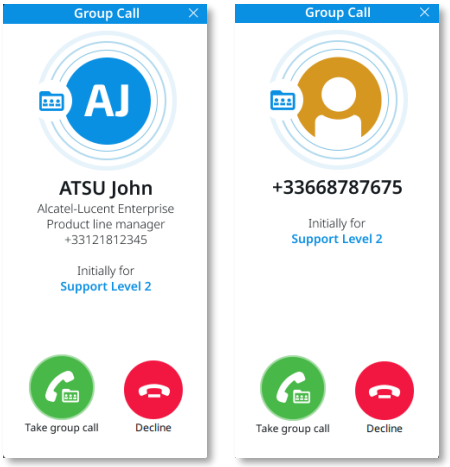
3.13.2 Receive an incoming group call

When you receive an incoming group call, a popup displays the following information:

- Caller name or number.
- Group name receiving the call.

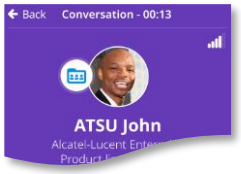
Available actions:

	Answer the group call.
	Decline the incoming call.



3.13.3 During the group call

All actions available during an audio call are also available with a group call (see chapter: During audio call). The hunting group icon, displayed on the call screen, informs you that the call is initially intended for the group.

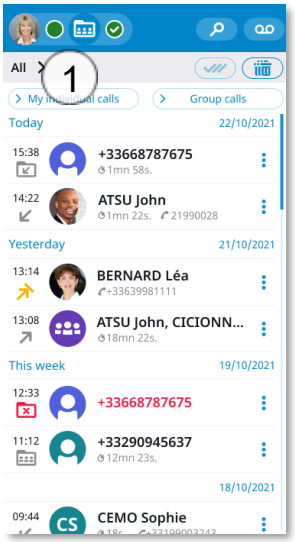


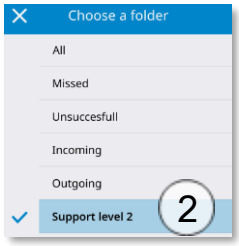
3.13.4 Call log when you belong to a hunting group

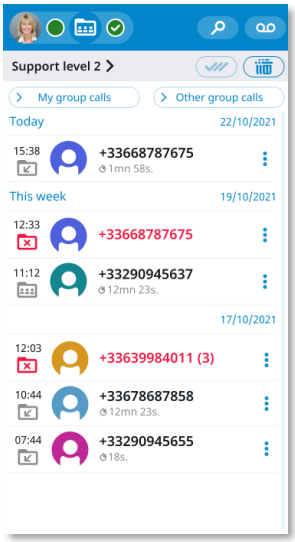
Call log displays the history of all your calls sorted by date (today, yesterday, this week).
To manage call logs for your individual calls, refer to the following section: Call log.

When you are member of a hunting group, the call log also includes group calls.

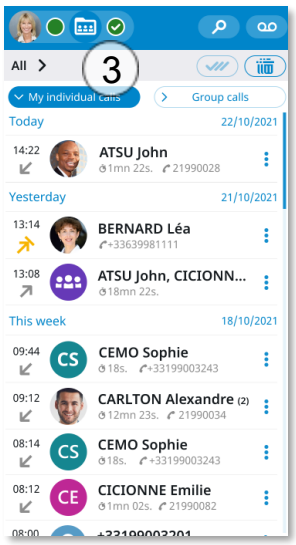
- : group calls answered by you.
- : group calls answered by other members of your group (only available with parallel hunt groups).
- : group calls missed.

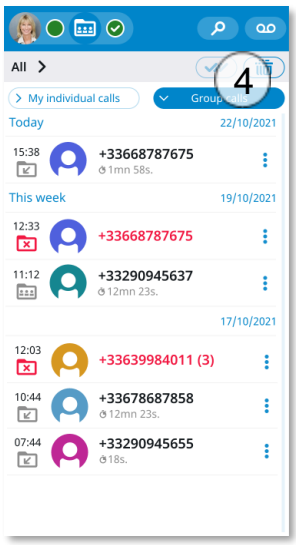


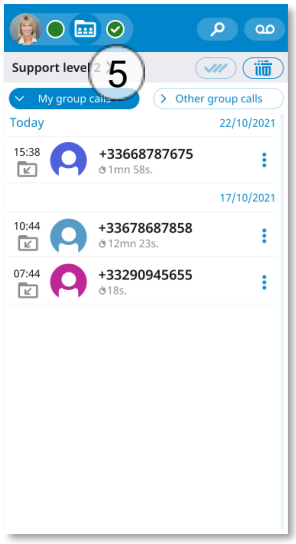


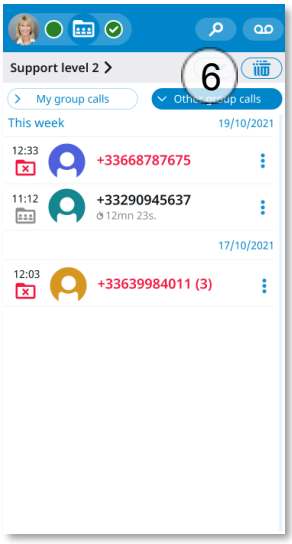


1	Display individual and group calls by selecting the filter (folder): *All.*
Refine the list using the contextual radio buttons at the top of the call log window:	
3	*My individual calls*: only display individual calls.
4	*Group calls*: only display group calls (only available with parallel hunt groups).
2	Only display calls originally intended for a hunt group by selecting the name of the group in the filters (folders) list (all groups will be listed, current and previous).
Refine the list using the contextual radio buttons at the top of the call logs window:	
5	*My group calls*: only display groups calls answered by you.
6	*Other group calls*: display all incoming group calls answered or missed by other members of your group (only available with parallel hunt groups).


3
All
My individual calls
Group calls
Today
22/10/2021
14:22
ATSU John
1mn 22s.
21990028
Yesterday
21/10/2021
13:14
BERNARD Léa
+33639981111
13:08
ATSU John, CICIONN...
18mn 22s.
This week
18/10/2021
09:44
CEMO Sophie
18s.
+33199003243
09:12
CARLTON Alexandre (2)
12mn 23s.
21990034
08:14
CEMO Sophie
18s.
+33199003243
08:12
CICIONNE Emilie
1mn 02s.
21990082


4
All
My individual calls
Today
22/10/2021
15:38
+33668787675
1mn 58s.
This week
19/10/2021
12:33
+33668787675
11:12
+33290945637
12mn 23s.
17/10/2021
12:03
+33639984011 (3)
10:44
+33678687858
12mn 23s.
07:44
+33290945655
18s.


5
My group calls
Other group calls
Today
22/10/2021
15:38
+33668787675
1mn 58s.
17/10/2021
10:44
+33678687858
12mn 23s.
07:44
+33290945655
18s.


6
Support level 2
My group calls
This week
19/10/2021
12:33
+33668787675
11:12
+33290945637
12mn 23s.
17/10/2021
12:03
+33639984011 (3)

4 Settings

4.1 Automatically start the application when you start the mobile phone

You can automatically start the ALE SoftPhone when you start your mobile phone. Authentication will not be requested if you have previously checked the option to remember the password in the login window of the ALE SoftPhone.

Tap the tab: *Settings,* and the following menu:		➔ General ➔ Start
Activate the option: *Automatic application start when device is powered up*.		

4.2 Define the default homepage

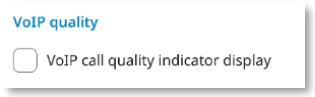
You can choose which tab to display when the app is launched.

Tap the tab: *Settings,* and the following menu:		➔ General ➔ Starting Tab
Select the desired tab as soon as the app starts up: *Call logs, Dialpad, User keys, Contacts, Settings.*		

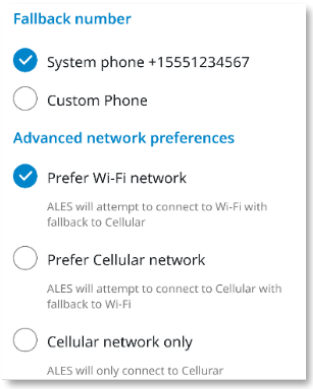
4.3 VoIP call quality

4.3.1 Display the VoIP call quality indicator

Display network quality for voice over IP calls during conversation.

Tap the tab: *Settings,* and the following menu:		➔ Mobile Data Network ➔ VoIP quality
Activate the option: *VoIP call quality indicator display.* : VoIP quality is displayed at the top-right of the conversation window.		

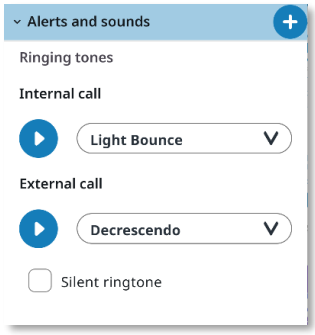
4.3.2 Set the preferred network

Tap the tab: *Settings*, and the following menu:		➔ Mobile Data Network
Fallback number: set the fallback number (if the fallback number is not set, the mobile number will be used). • Select the pre-defined system number. • Define a custom phone number. *Advanced network preferences* (optional, only available on Google Pixel): select your preferred network. • *Prefer Wi-Fi network* ALE SoftPhone will attempt to connect to Wi-Fi with fallback to Cellular. • *Prefer Cellular network* ALE SoftPhone will attempt to connect to Cellular with fallback to Wi-Fi. • *Cellular network only* ALE SoftPhone will only connect the cellular network.		

4.4 Change appearance (name display, theme and language)

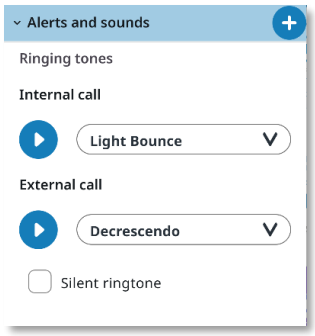
Tap the tab: *Settings*, and the following menu:		➔ Appearance
Display: define how the name of your contact is displayed. *Appearance*: define the theme. *Languages*: define the language.		

4.5 Define the ringtone

Tap the tab: *Settings*, and the following menu:		➔ Alerts and sounds
Test and select ringtones for internal or external incoming call. • Select the ringtone for receiving an incoming call from the pick list. • check the ringtone. • Activate or deactivate silent mode by selecting/unselecting the option: *Silent ringtone.*		

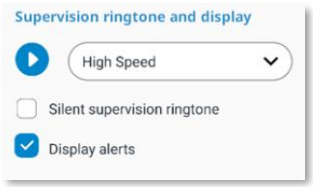
4.6 Import ringtone

You can use a personal ringtone by importing an audio file.

Select the tab: *Settings*, and the following menu:		➔ Alerts and sounds ➔ Ringing tones
• Import your own ringtone. First allow the application to access media on your device. • Upload a ringtone by selecting the audio file. • Check the ringtone.		

Supported audio format is: MP3.

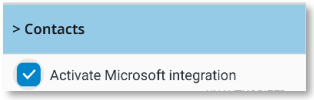
4.7 Define the supervision ringtone and display

Tap the tab: *Settings*, and the following menu:		➔ Alerts and sounds ➔ Supervision ringtone and display
When a monitored contact is receiving an incoming call select the ringtone. • Select the ringtone for receiving an incoming call from the pick list. • check the ringtone. • Activate or deactivate silent mode by selecting/unselecting the option: *Silent supervision ringtone.* • When a monitored contact is receiving an incoming call display a pop-up by selecting the option: *Display alerts.*		

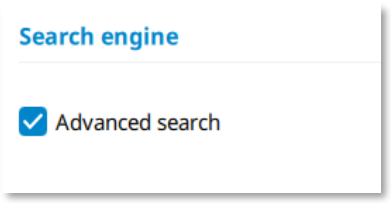
4.8 Activate Microsoft® integration

You need a Microsoft® 365 or Azure 365 account.

Activating Microsoft® integration enables you to access your Microsoft® 365 contacts (the contacts defined in your Microsoft® 365 account). Thus, ALE SoftPhone will display and search for local and Microsoft® 365 directories. Think about creating your contacts in Microsoft® 365 if you have an account, in order to find them easily in Outlook 365 on mobile, tablet, laptop, desktop or via a web browser.

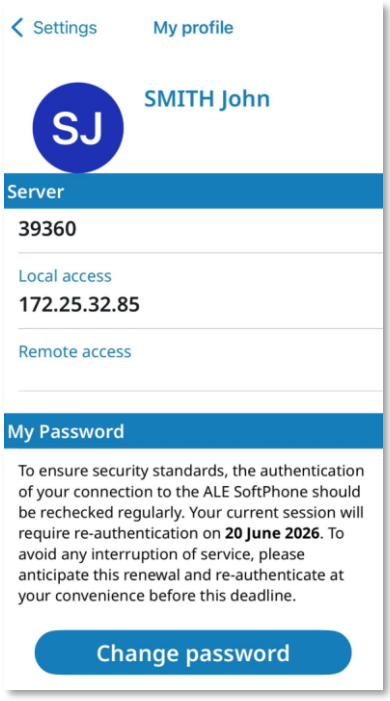
Tap the tab: *Settings*, and the following menu:		➔ Contacts ➔ Activate Microsoft integration
Activate/deactivate Microsoft® integration. If you activate Microsoft® integration, your Microsoft® Outlook/Azure 365 credentials will be requested.		

4.9 Activate advanced search

Select the tab: *Settings*, and the following menu:		➔ Contacts ➔ Search engine
Advanced search: Activate this option to use the advanced search feature. The search is performed in a maximum of contact information fields (e.g. first name, last name, job title, address, etc.). Depending on the corporate directory used, the search may not be possible on some fields, but these fields will still be displayed.		

4.10 Display your profile

Server: login, extension number, local and remote access host names. Your profile can be enriched with personal information from Microsoft 365 if this option is activated.

Tap the tab: *Settings*, and the following menu:		➔ My profile
In your Profile, find the following: • Personal information (avatar, business phone, mobile, email, address). • Server information (login, extension number, etc.). • *My Password* (optional) Depending on the system configuration (authentication managed by the communication server), you can change your password and the expiration date of your password is displayed, if configured (see: Change your login password).		

4.11 Change your login password (optional)

This feature is available if authentication is managed by the communication server (contact your administrator for more information about the authentication mode).

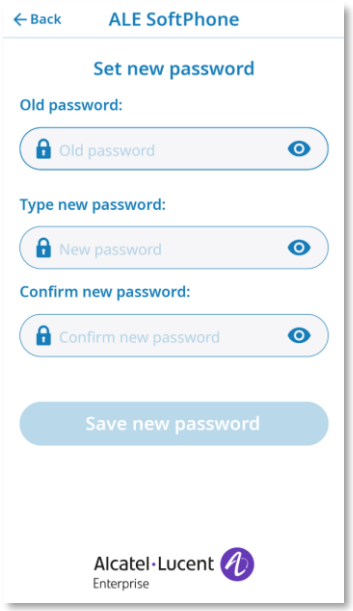
To ensure security standards, your connection to ALE SoftPhone should be regularly re-authenticated. You can change your password at any time. If a password expiration date is configured, you will be prompted (or even required) to change your password once it expires.

4.11.1 Change your password

Select the tab: *Settings*, and the following menu:		➔ My profile

- Select the button: *Change Password*.
- Enter old password.
- Enter new password and confirm the new password. The new password must follow the security rules.
  : select this icon to show or hide the password.
- Select the button: *Save new password*.
- A confirmation is displayed.

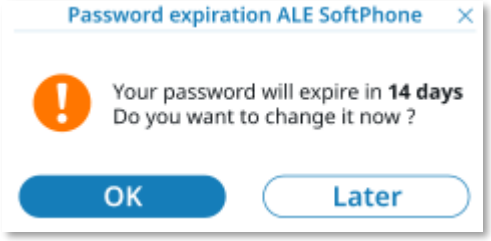


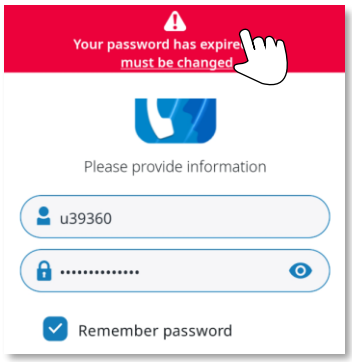


4.11.2 Expiration date

When the expiration date approaches, a pop-up is displayed once per day to inform you that your password is about to expire.

- *OK*: change your password now.
- *Later*: change your password later.



If the password has expired, a red-framed warning is displayed on the screen. You must change your password by selecting the red area.	

4.12 About

Tap the tab: *Settings*, and the following menu:		➔ About

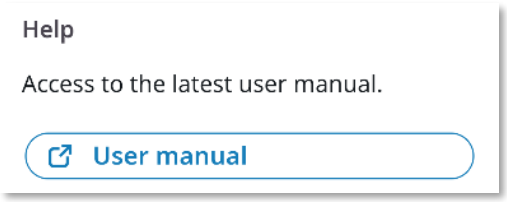
This page displays all the information related to your application:

- Software name and version.
- *Third party software*: list of third-party software.
- *History*: open an html file with history.

4.13 User documentation

Tap the tab: *Settings*, and the following menu:		➔ Help and support ➔ Help

To open the latest user manual on Alcatel-Lucent Enterprise web site, select the button: *User manual.*

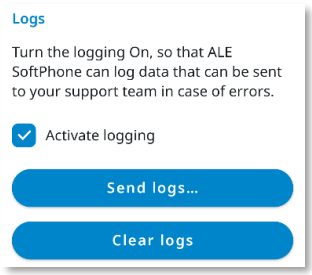


4.14 Support

Activate logging in the app settings to enable it to log data that you can send to your support team in the event of an error: *Send logs*.

Tap the tab: *Settings*, and the following menu:		➔ Help and support ➔ Logs

Activate logging: Select this option to activate logging.
Send logs...: Put the collected data into a zip archive that can be sent to the support team.
Clear logs: clear all support logs.
Uncheck the option to deactivate logging.



This feature is also accessible from Android settings by managing space in the storage section of the ALE-SoftPhone app.

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