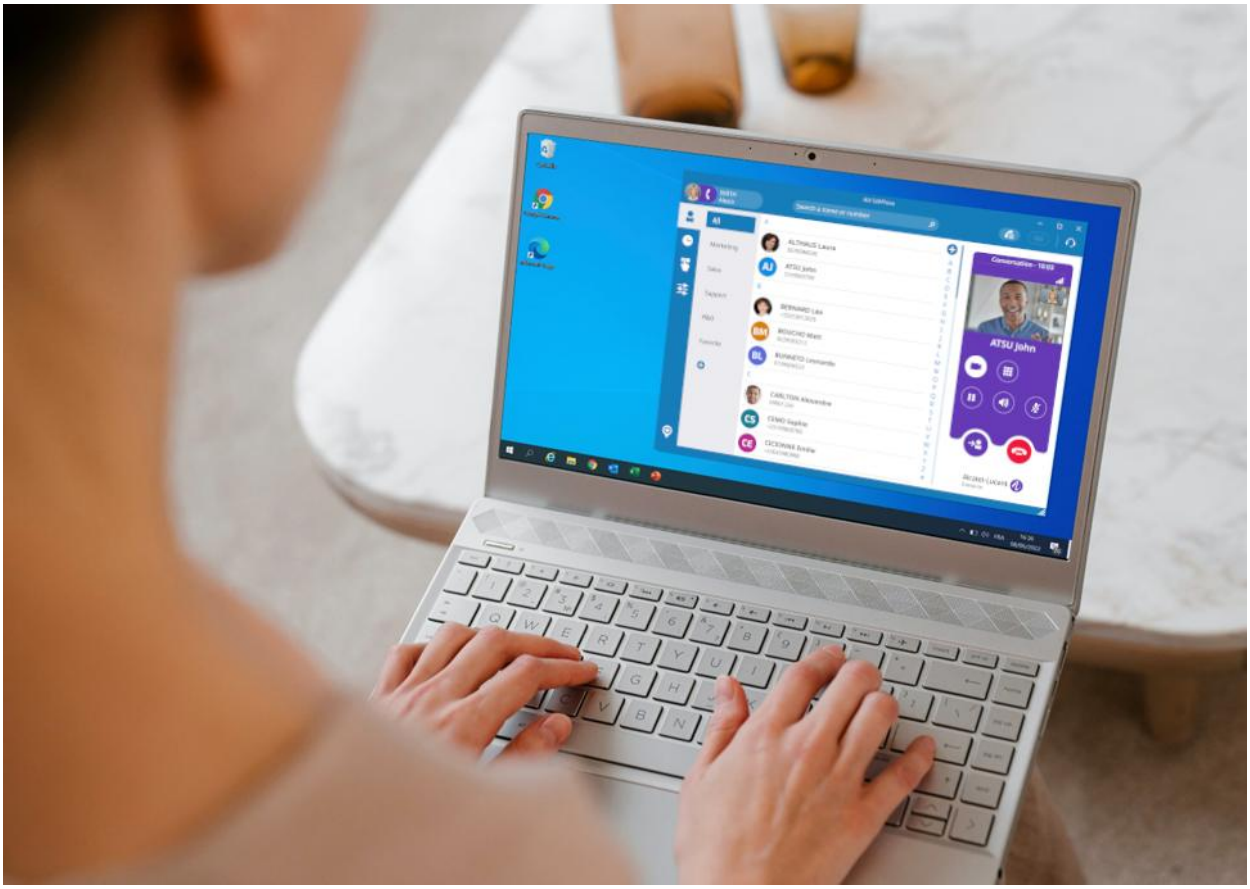


Alcatel-Lucent Enterprise SoftPhone for PC

User manual

R3.5

8AL90653ENAD ed01

Alcatel·Lucent Enterprise

Introduction

Alcatel-Lucent Enterprise SoftPhone (ALE SoftPhone or ALES) is a telephony application available on laptop, touchscreen or desktop (Microsoft® Windows OS), offering high-quality audio and video for business communications. 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 PC connected to an OmniPCX® Enterprise server.

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1 Getting started

1.1 Installation

1.1.1 Prerequisites

- Operating system:
  - Windows 11.
  - Windows 10 64-bits.
  - Windows 10 IoT 64 bits.
- Multimedia Windows PC:
  - Laptop, desktop and touchscreen.
  - RAM: 2 GB minimum.
  - 300 MB free disk space.
  - Full duplex sound card.
  - Network Interface card (LAN, Wi-Fi).
  - Processor: 2 GHz minimum.
- Compatible headset (contact your administrator for more information).
  - USB headset

    For audio (microphone and speakers): any Unified Communications (UC) certified devices supported by Windows are supported for volume +/- and mute.

    For advanced usage (call pickup, hang-up): Alcatel-Lucent Enterprise Aries, Jabra, Plantronics, Sennheiser/EPOS.
  - Bluetooth® headset

    For audio (volume +/-, mute, call pick-up and hang up): Alcatel-Lucent Enterprise Aries, Jabra, Plantronics, Sennheiser/EPOS.

  If requested by the system, install headset provider drivers (for example: Plantronics hub).

1.1.2 Requirements

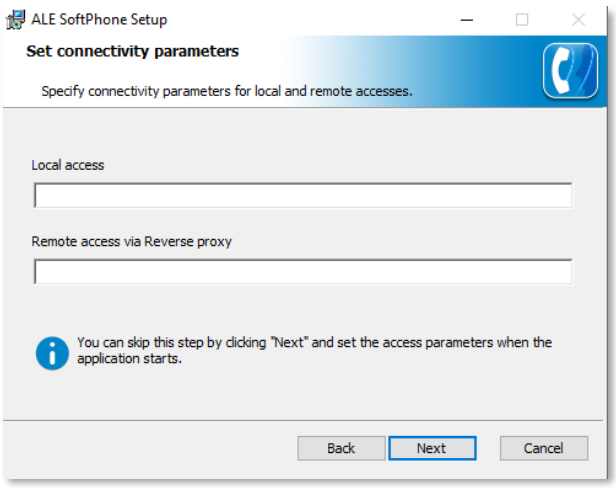
Before installing the application, make sure your administrator has provided you with the following:

- ALE SoftPhone installation file.
  In most cases, ALE SoftPhone is automatically deployed by your administrator. However, you will need administrator rights if you have to install the application yourself.
- Local and remote communication server host names (at least one of them is mandatory).
- Your login/password.
- Login information for US Emergency call compliance (VNA server, login and password) (optional).

1.1.3 Note about Windows installation

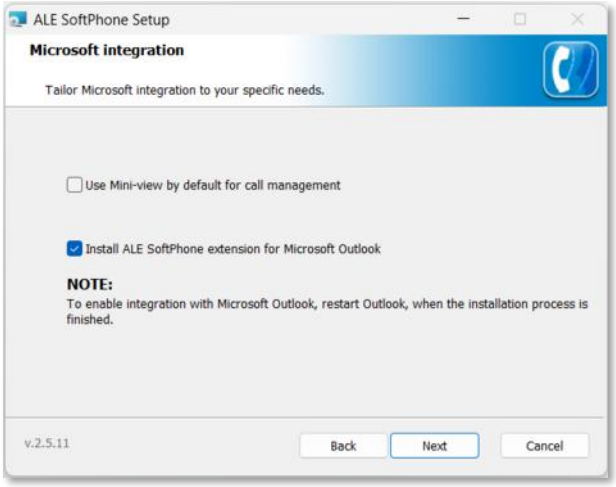
Start the installation by running the ALE SoftPhone installation file.

Enter local and remote communication server host names.
If you skip this step, these parameters will be requested the first time the application is started.
The communication host names are provided by your administrator.



Use Mini-view by default for call management
During installation, you have the option to set mini-view as the default call management option (For more details about mini-view, see chapter: Mini-view).

Install ALE SoftPhone extension for Microsoft Outlook
During installation, you have the option to install the ALE SoftPhone extension for Microsoft® Outlook. It facilitates calling contacts (phone numbers listed in contact cards or emails) directly from Outlook.



1.2 Start the application

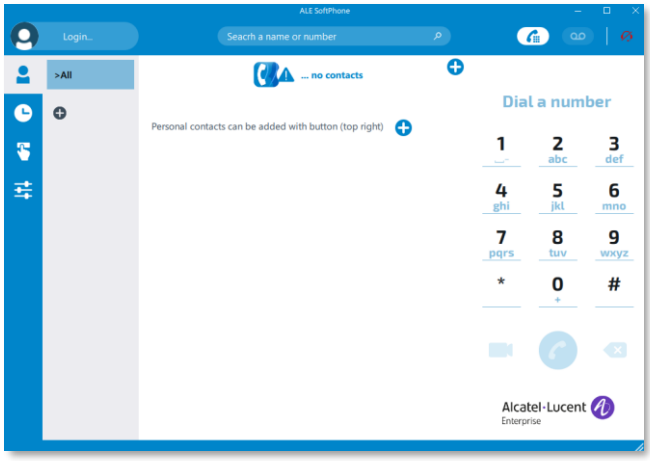
Run the ALE SoftPhone application from your desktop or from the Applications menu.	ALE SoftPhone

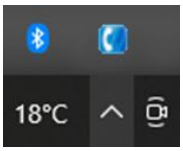
1.2.1 Certificate

The communication server certificate authority (CA) must be installed in your computer trust store to ensure data transfer security when the application communicates with your company's communication server. The certificate can be installed on your computer by your administrator. If this is not the case, you will be prompted to accept the certificate when you open the application for the first time.

1.2.2 Initial login

If you have never logged in before, the following window is displayed.

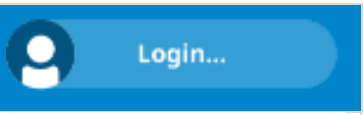
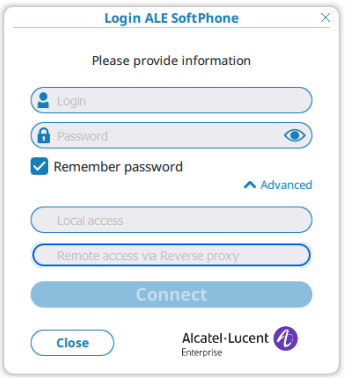




When the application is started, the ALE SoftPhone icon is displayed in the Windows notification area.

1.2.3 Preview mode

Preview mode is available if you are not connected. It provides access to some features of the ALE SoftPhone for people without an account.

Select the button: *Login*. The login window is displayed.	
Close the window without logging in by selecting the button: *Close*. The ALE SoftPhone is displayed in preview mode. This mode is used to show the interface, create local contacts, programmable keys and to change some settings.	

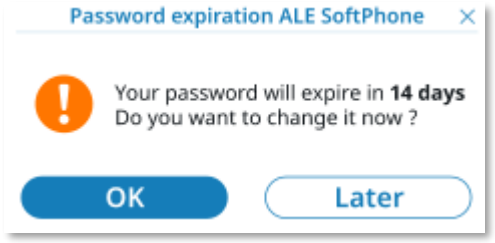
1.2.4 Password management

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:

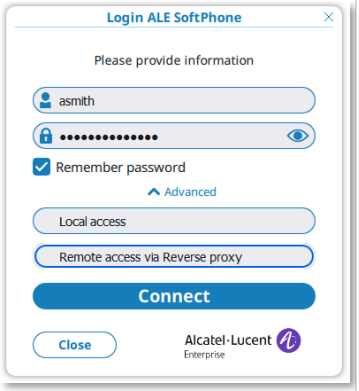
As the expiration date approaches, a pop-up is displayed once per day to inform you that your password is about to expire. • *OK*: change your password now. • *Later*: change your password later.	
If the password has expired, a red-framed warning is displayed on the screen. You must change your password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

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

1.2.5 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*).

Select the button: *Login*.	
: 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. Select the button: *Connect*.	

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

1.2.6 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 PC and ALE SoftPhone for Android, or to an ALE SoftPhone for PC and ALE SoftPhone for iPhone.

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 for PC on two different computers simultaneously.

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

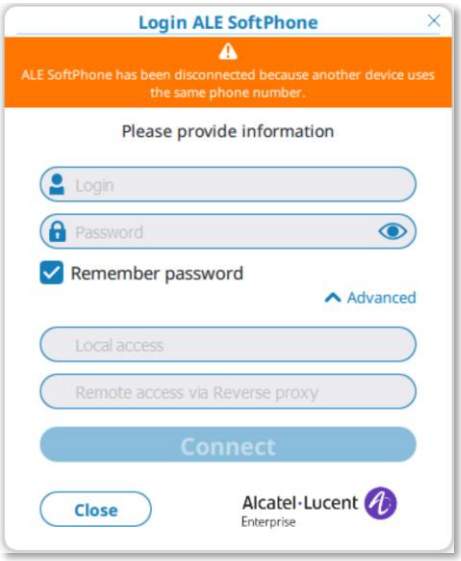
- A message is displayed to inform you that your phone number is already in use on another PC, where you are still connected.
  - *No*: stay connected to the first device.
  - *Yes*: you will be automatically disconnected from the first device, unless it has a conversation ongoing using your phone number.



- 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.



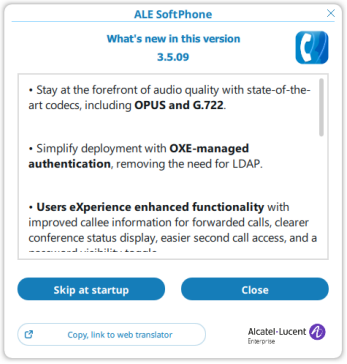
- When you are connected to the new device, a message is displayed on the disconnected device for information purposes.



1.2.7 What's new

If a new release of the ALE SoftPhone has been installed, a pop-up indicating new features will appear after you log in.

- *Skip at startup*: close the popup. The popup will not appear until a new version is installed.
- *Close*: close the popup. The popup will appear the next time you run the application.
- *Copy, link to web translator*: Copy the content onto the clipboard and launch the default web browser on a specific translator page. Paste the text and translate.

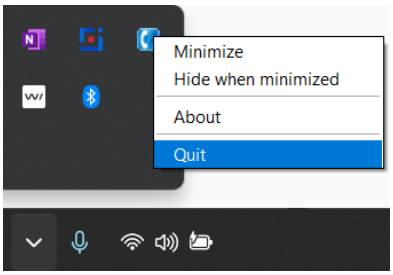
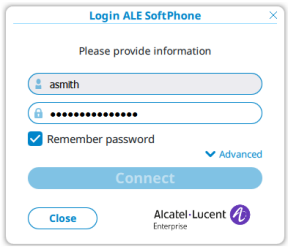


1.2.8 Logout

Use one of the following:		
Select your photo/avatar (or initials if no photo/avatar is available).		
Select the tab: *Settings*, And select the following menu:		➔ My profile
Select the button: *Logout*.		

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

1.2.9 Quit the application

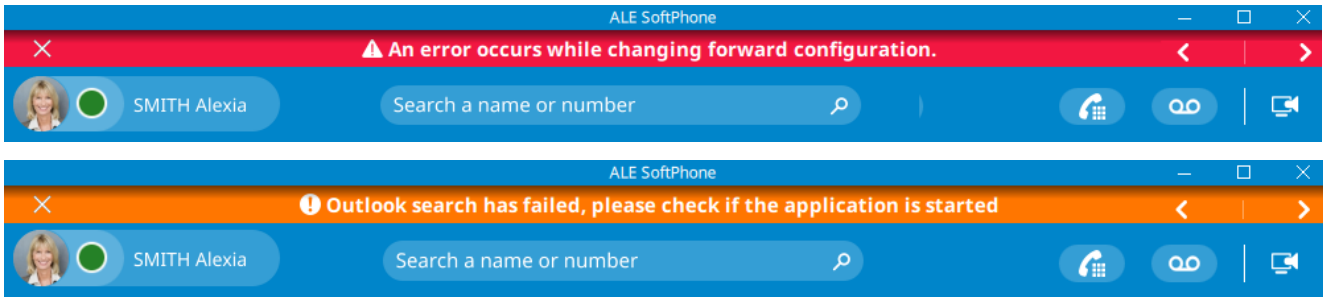
⚠ Logging out or closing the main window does not stop the application. Right-click the ALE SoftPhone icon from the Windows notification area and quit the application by selecting the corresponding menu item.	
You can quit the application without logging out of the ALE SoftPhone. In this case, when you restart the application, authentication will not be requested if you have previously checked the option to remember the password in the login window.	

1.2.10 Information area

An information area is displayed at the top of the screen for success, warning or error messages.
The color of the information area changes according to the severity of the error message.



For examples:



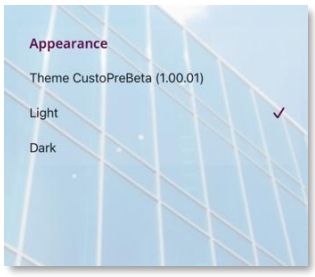
- The message is automatically closed after a few seconds, except for a red message which remains until a solution is provided.
- Select the displayed message to close it.
- If there is more than one message, use left or right arrow in the message to scroll through messages.

Contact your administrator if necessary.

1.3 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.

1.4 Accessibility mode

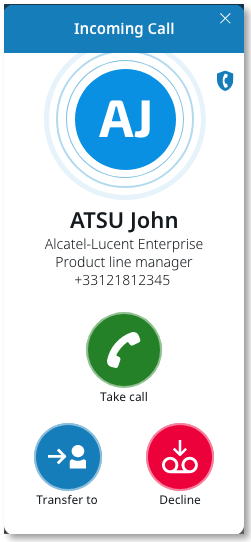
The accessibility mode lets you navigate and interact entirely using keyboard of your computer.

In accessibility mode, the selected object is outlined: >All.

Keyboard	Description
Tab	Tab key: enter in Accessibility mode.
▲ ◀ ▶ ▼	Navigation keys: navigate through the application.
Space bar	Space bar: validate (left-click on mouse).
Esc	Esc key: exit accessibility mode.
Ctrl ⇧ F10	Control, shift and F10 keys: open contextual menu (right-click on mouse).
F2	Rename a page of programmable keys.

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:

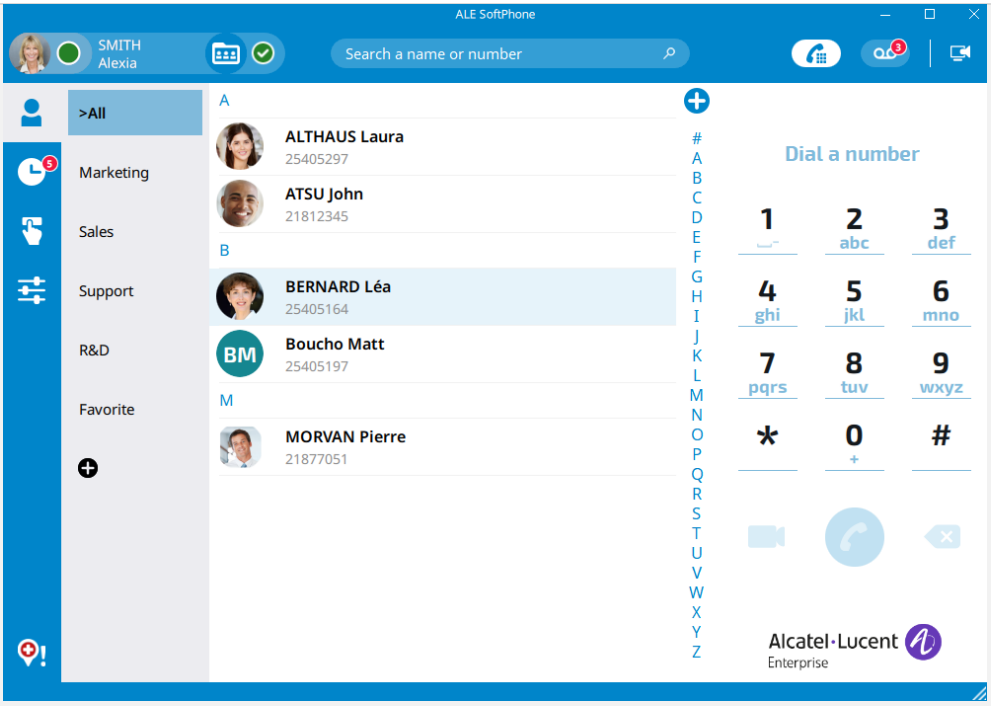




	When encryption is active, this icon is displayed if the signal is encrypted and the audio is secured end-to-end (RTP).

2 ALE SoftPhone

2.1 Description of the homepage





Profile

- Display all information about your profile and the communication servers (name, number, login, server host names, etc.).
- Logout.



Call Routing

- Forward your call to your voicemail.
- Forward your call to another number.
- 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 ( ).
- In conversation ( ).
- 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 all your saved contacts alphabetically. • Display saved contacts belonging to the same group alphabetically. • Open contact card. • Select a contact to call. • Create a new contact. • Create a new group.
	Call log • 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.
	Programmable keys and Supervision • 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, hotkeys, date and time format). • Define the appearance. • Define ringtone, toast options. • Define audio settings. • Define video settings. • Activate Microsoft® Office integration. • Import/export contacts. • View or modify my profile. • Activate logging and statistics for support. • Display information about the application. • Define US Emergency call compliance settings.
	Search by name and number A search bar is provided at the top of the window.
	Display/hide the dial pad.
	Voicemail • Display the number of unread voice messages. • Access your voicemail.
	Audio and video configuration when using PC microphone and speakers(1).

	Audio and video configuration when using external microphone and speakers[1].
	Audio and video configuration when using a headset[1].
	Audio and video configuration when no sound output device has been defined[1].
	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.
	US Emergency call compliance (optional).
	The homepage can be customized by adding a link or action at the bottom of the ALE SoftPhone tool bar (optional – this icon is shown as an example). See chapter: Customization and CRM integration.

[1]The icon is red when audio services are not available.

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.

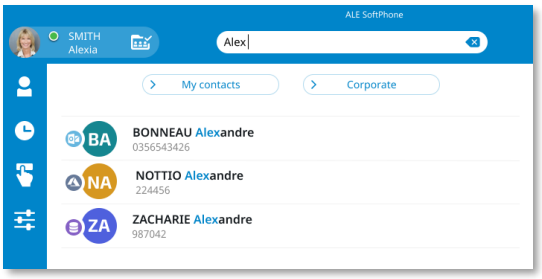
The local directory includes all contacts created in the ALE SoftPhone application and in the Microsoft® Outlook application installed on your computer. See the following chapter for more information about Microsoft® Outlook synchronization: Synchronize contacts with Microsoft® Outlook.

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

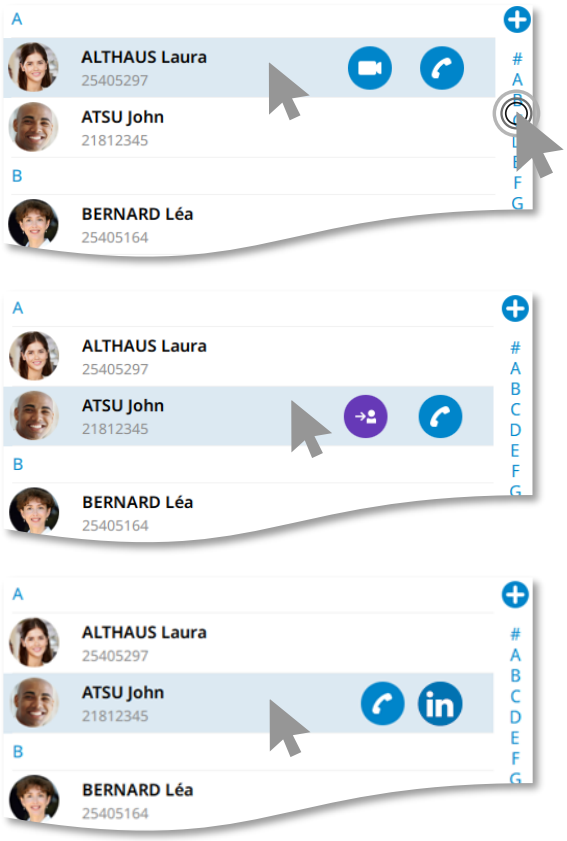
- No icon: local directory.
- : Microsoft® Outlook directory.
- : corporate directory (ldap).
- : Microsoft® Azure 365 directory.

Use filters to display:

- *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.

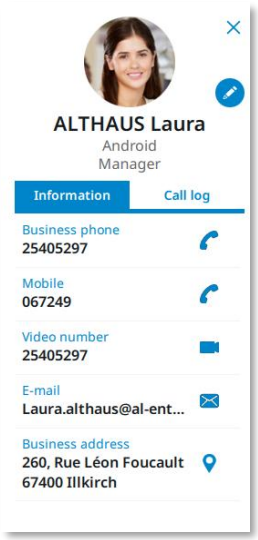
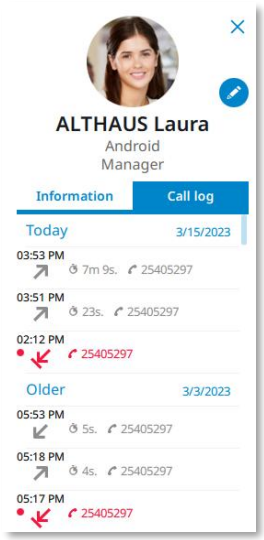


2.3 Contacts

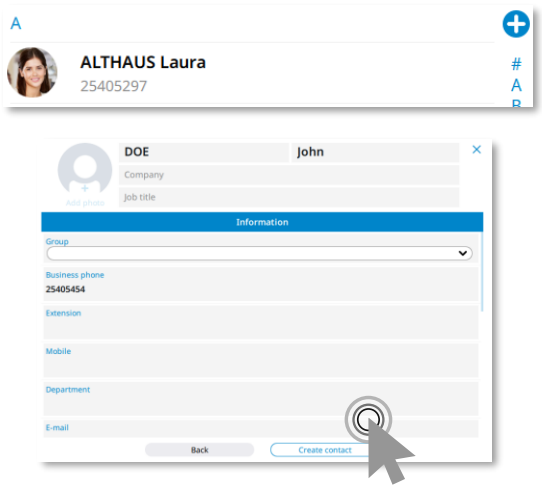
Display your personal directory: all saved contacts are displayed alphabetically. You can organize your contacts into groups. A contact can only belong to one group. The local directory can be synchronized with Microsoft® Outlook.	
Available actions:	
Place an audio call with a contact. This action is available when the mouse is placed over the contact.	
Place a video call with a contact. This icon is displayed if you have previously already had a video call with this contact. This action is available when the mouse is placed over the contact.	
Directly transfer the active call to the selected contact (blind transfer). This action is available when the mouse is placed over the contact.	
Customized action (optional – this icon is shown as an example). See chapter: Customization and CRM integration.	
Create a new local contact.	
D E	Select a letter to display contact alphabetically using this letter.

You can create a new contact from the Contacts tab or during a conversation.

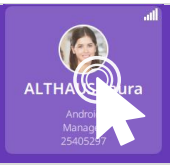
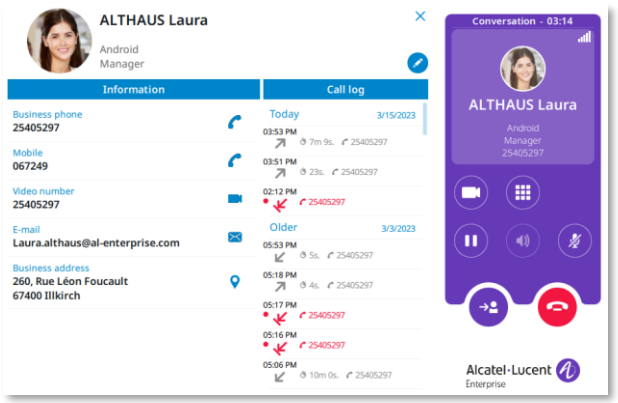
2.3.1 Contact card

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 log* (incoming calls, outgoing calls, missed calls, video calls, time, numbers, call duration).	 
Available actions:	
	Place an audio call.
	Place a video call with a contact. This icon is displayed if you have previously already had a video call with this contact. This action is available when the mouse is placed over the contact.
	Open default email tool to send email to the contact's address.
	Edit the contact card.

2.3.2 Create a new contact from Contacts tab

Select the tab: *Contacts*.	
• : select the add new contact icon. • Add information about your contact. • : add a photo to identify your contact. • : save the contact card in your local directory by selecting the button: *Create contact*. • : select the X icon or the Back button to cancel the creation. If you want to add this contact to an existing group, select it in the creation form.	

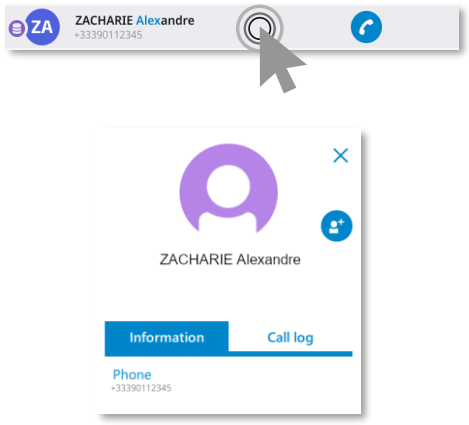
2.3.3 Display full contact information during a conversation

Select your contact's photo/avatar (or initials when no photo/avatar is available) in the conversation window.	
The contact card is opened. Information about your contact and call log with your contact are displayed.	
Available actions:	
✕	Select the X icon or the photo/avatar in the conversation window to close the contact card.
✎	You can directly modify the contact card during the conversation.

2.3.4 Import a contact from search to your local directory

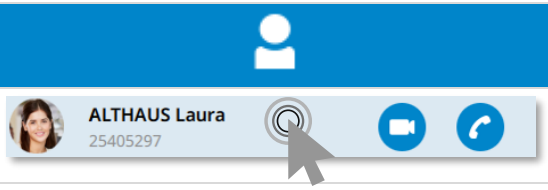
During a search, contacts are listed. You can create a new local contact by importing information about the contact from the Enterprise directory.

- 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*.
- : select the X icon to close edit mode without saving or close the contact card.



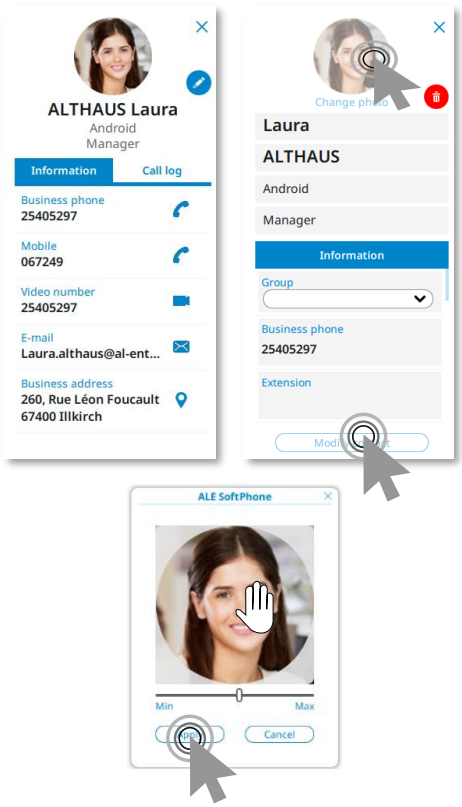
2.3.5 Add or change the photo of your contact

Select the tab: *Contacts*.



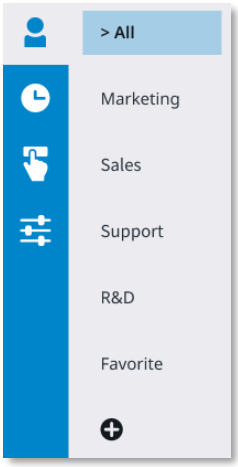
Select the contact to modify.

- : edit the contact card.
- : select the photo/avatar (or initials when no photo/avatar is available).
- Select a new photo.
- Adjust the zoom: min max .
- : move the photo into the frame by selecting it.
- The photo will be displayed in the application either in round or square. Use the zoom function and move the photo in the two proposed frames (the square is grayed, the round is inside the square).
- : save the photo by selecting the button: *Apply*.
- : save changes by selecting the button: *Modify contact*.
- : select the X icon or the cancel button to close edit mode without saving.

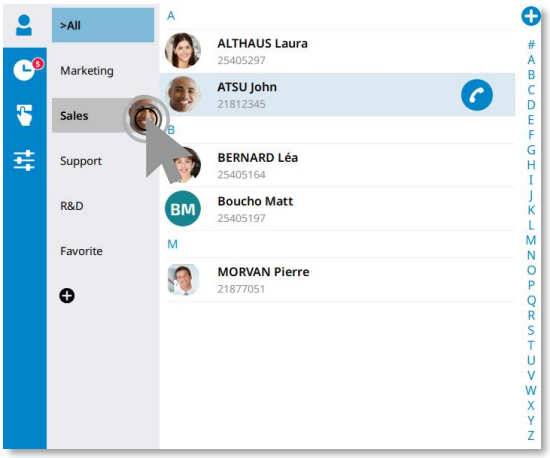


2.3.6 Create a group of contacts

You can sort your contacts by creating groups. A contact can only belong to one group.

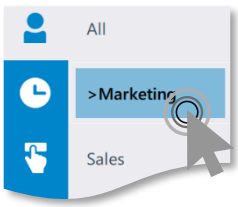
Select the tab: *Contacts*.	
: select this icon to create a new group.	

2.3.7 Add a contact to a group

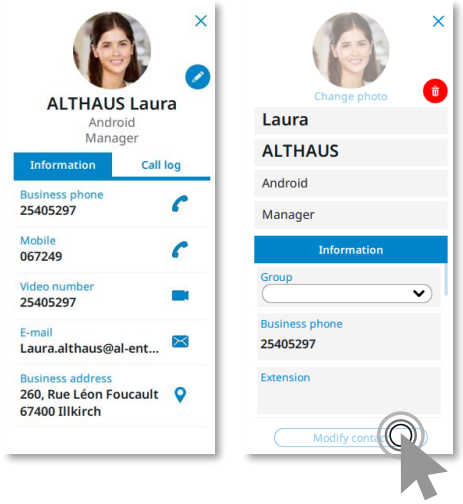
Drag and drop a contact to add them to a group. A contact can only belong to one group.	

You can also add a contact to a group when creating or modifying the contact card (in edition mode).

2.3.8 Display a group

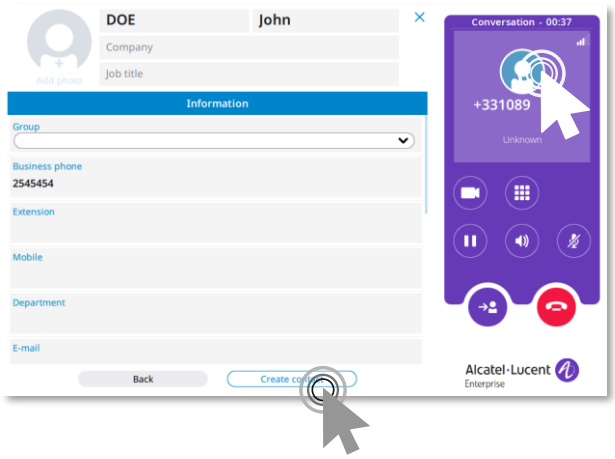
Select the tab: *Contacts*.	
Select a group to display all contacts defined in this group.	

2.3.9 Modify a contact

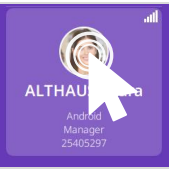
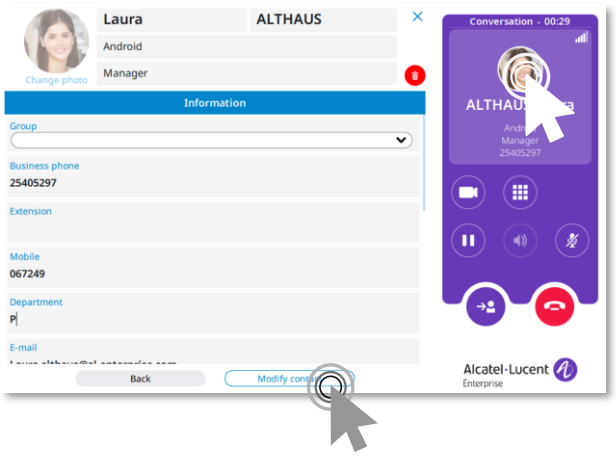
Select the tab: *Contacts*.	
Select the contact to modify.	
• : edit the contact card. • Modify the contact card. • : save changes by selecting the button: *Modify contact*. • : select the X icon to close edit mode without saving or close the contact card.	

2.3.10 Create a new contact during a conversation with an unidentified number

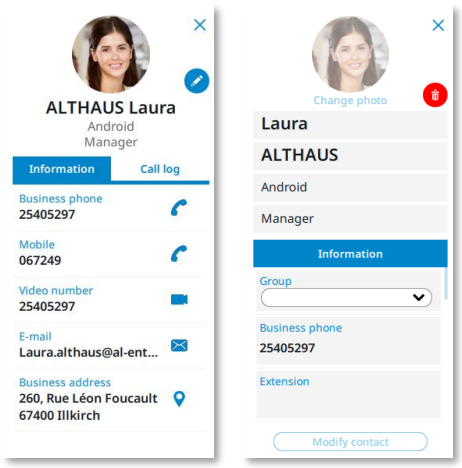
When you receive a call from an unidentified number, the number is displayed in the conversation window. You can create a new contact from this number.

Select the number displayed in the conversation window.	
A new contact card is displayed with the pre-filled number. • Enter information about your contact. • : you can add a photo to identify your contact. • : save changes by selecting the button: *Create contact*. • : select the X icon to close edit mode without saving or close the contact card. If you want to add this contact to an existing group, select it in the creation form.	

2.3.11 Modify a contact during a conversation

Select your contact's photo/avatar (or initials when no photo/avatar is available) in the conversation window.	
The contact card is opened. Information about your contact and call log with your contact are displayed. • : edit the contact card. • Modify the contact card. • : save changes by selecting the button: *Modify contact*. • : select the X icon to close edit mode without saving or close the contact card. • : you can delete the contact card during the conversation.	

2.3.12 Delete a contact

Select the tab: *Contacts*.	
Select the contact to delete.	
• : edit the contact card. • : select the trash icon. • Confirm the deletion. • : select the X icon to close edit mode without deleting the contact or close the contact card.	

2.3.13 Synchronize contacts with Microsoft® Outlook

Activating Microsoft® integration lets you search for people in Microsoft® Outlook 365 or Azure 365 contacts and synchronize your local contacts with Microsoft® Outlook 365.

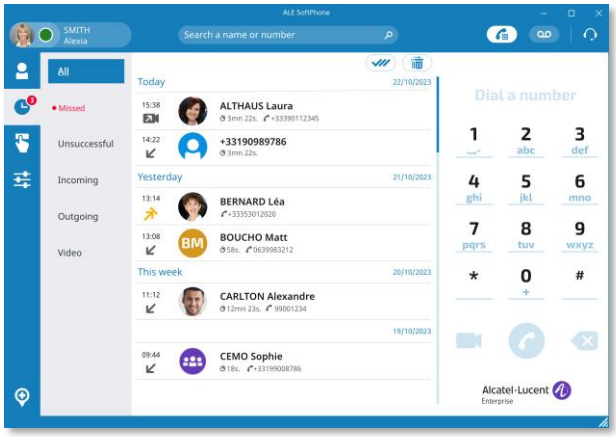
For more information, see chapter: Activate Microsoft® integration.

2.4 Call log

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*.



- : the call log icon displays the number of unacknowledged missed calls (if there are any missed calls)*.
- : missed calls.
- : unacknowledged missed calls.
- : 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, outgoing calls, conference calls, redirected calls or video calls by selecting the corresponding vertical tabs.

Available actions:

	Place an audio call. This action is available when the mouse is placed over the contact.
	Place a video call with a contact. This icon is displayed if you have previously already had a video call with this contact. This action is available when the mouse is placed over the contact.
	Remove the selected call.
	Select a missed call to acknowledge it.
	Acknowledge all missed calls.
	Remove all calls.

	Right click on a call to open a contextual menu: Remove the selected call. Acknowledge the selected missed call. Remove all calls. Acknowledge all missed calls.

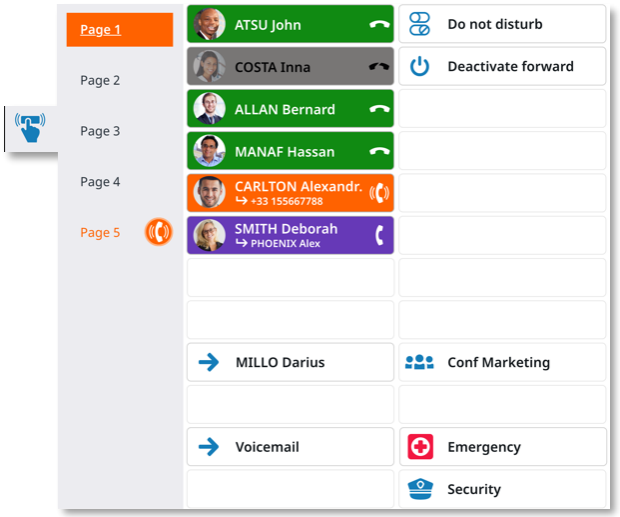
* The number of unacknowledged missed calls is also displayed in the Windows task bar:



If your phone number is part of a hunting group and you are logged in, group calls are also listed in your call logs. In this case, you can display the call logs that were originally intended for the group, or filter them based on your individual calls or group calls. For more information, see chapter: Hunting groups

2.5 Programmable keys

Your application provides a virtual add-on module with 5 pages and 24 programmable keys by page.
Depending on the size of the screen, the application will group the pages so that you have the most visible keys.
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).
A non-programed key is represented by an empty frame (white).

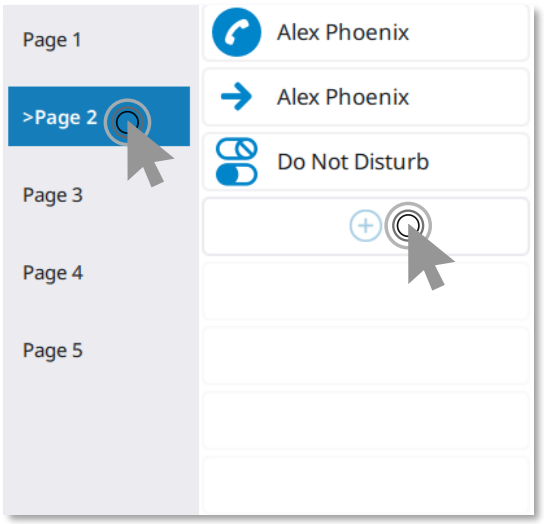


2.5.1 Create a programmable key

Select the tab: *Programmable keys and Supervision*.

- Select a page (the example shows a key to program in the second page).
- : select a free key. This icon is displayed when you move the mouse pointer over an empty key.

: you can also right-click on free key and select: *Configure*.



: 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.

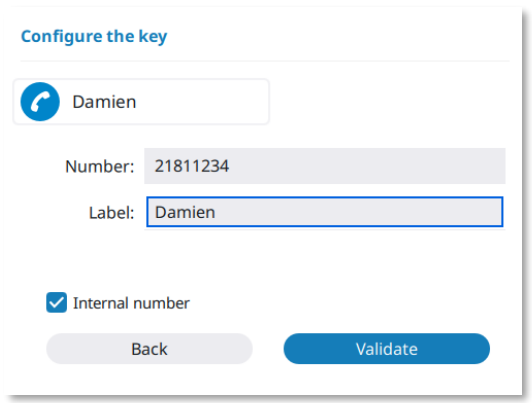
The application can propose the most commonly available services in order to facilitate programming (some features depend on system configuration). See examples below.

	Immediate forward to a number.		Call pick-up feature.
	Deactivate forward.		Redial a recent number.
	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:

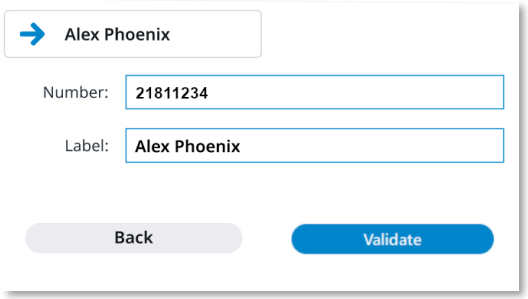
- Internal numbers: these include short numbers for internal contacts and system prefixes for services, with no digit-length limitations. All system prefixes are accepted. For example, you can use it to program a personal call instead of business call by using the PIN (Personal Identification Number) 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 (copy-pasting is supported) • Add a name or a label (by default, the label is pre-filled with the number). You can see how the key will be displayed at the top of the configuration window. • 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. • Validate to 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

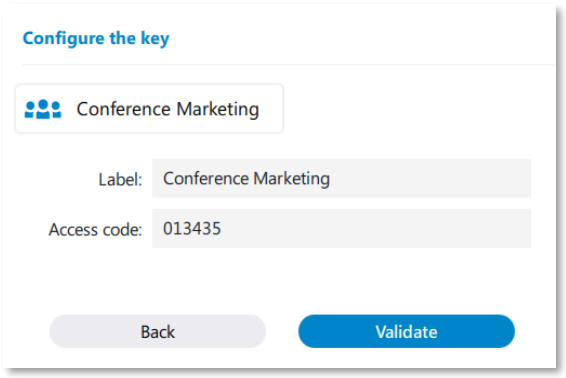
Select the forward service.	
• Enter the destination number. • Add a label. You can see how the key will be displayed at the top of the configuration window. • Validate to create the key. In this example, all your incoming calls will be forwarded to Alex Phoenix if the key is activated.	

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. • Validate to create the key.	

2.5.1.4 Create a 'Do Not Disturb' key

You can make your terminal temporarily unavailable for all calls.

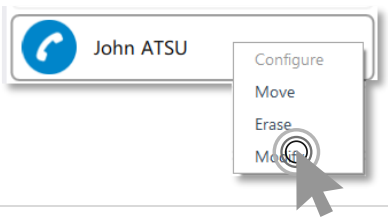
Select the 'Do Not Disturb' service.	

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.

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

2.5.2 Modify a programmable key

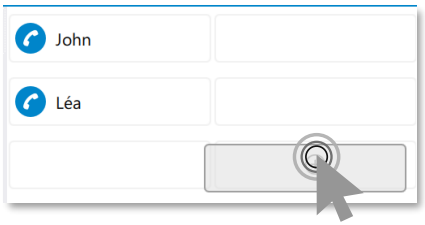
You can edit the programmable keys after their creation to modify their label or number.

•  : right-click on the programmed key to modify and select: *Modify*.	

The programmable keys defined by the administrator cannot be modified.

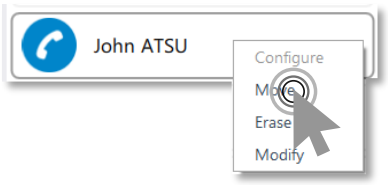
2.5.3 Move a programmable key

- Drag and drop the key on a free key.
- If you move the key to another page, drag and drop the key on the page tab first and click on a free programmable key (empty frame). The programmed key is moved to that location.



Other method:

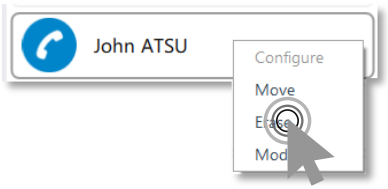
- : right click on the programmed key to move and select: *Move*.
- : select a new free programmable key.



The programmable keys defined by the administrator cannot be moved.

2.5.4 Delete a programmed key

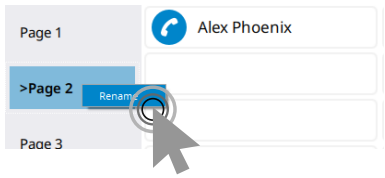
- : right-click on the programmed key to delete and select: *Erase*.



The programmable keys defined by the administrator cannot be deleted.

2.5.5 Change the name of the page

- : right-click on the page to rename and select: *Rename*.
- Enter new page name.
- ↵: press the return key to confirm (or select an another page).



3 Use the ALE SoftPhone – use cases

3.1 Make an audio or video call

3.1.1 Using the keyboard

Enter or copy/paste a number directly into the search area then press Enter on the keyboard.	

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).
- Canonical number: +Country/RegionCode Number (for example: +33353012345 or +33 (0)3 53012345).

3.1.2 Using dial pad

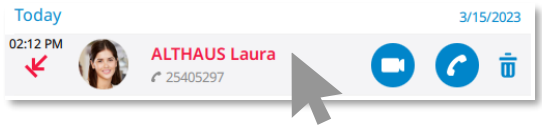
Display the dial pad if necessary.	
Dial directly the number on the dial pad.	
Available actions:	
	Place an audio call.
	Place a video call[1].
	Delete the last digit entered.

[1] Video call availability will depend on the contact you wish to call and your system configuration. By default, the video call button will come up as a suggestion when you dial a number. However, video calls can only be made if your contact is able to receive them. If they are unable to receive a video call, an audio call will be made.

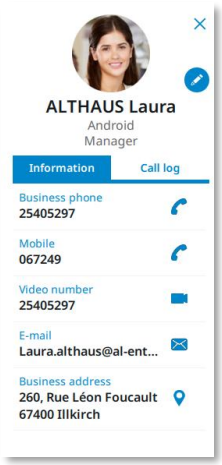
3.1.3 Using Contacts

Select the tab: *Contacts*.	
Hover mouse over a contact (highlight) or open the contact card by selecting a contact.	
Available action:	
Place an audio call. This action is available when the mouse is placed over the contact.	
Place a video call. This icon is displayed if you have previously already had a video call with this contact. This action is available when the mouse is placed over the contact.	In this example, a video icon will appear because you have previously had a video call with Léa. No video icon is shown when contacting Pierre, either because you have never previously tried to have a video call with him, or he is unable to receive a video call.

3.1.4 Using Call log

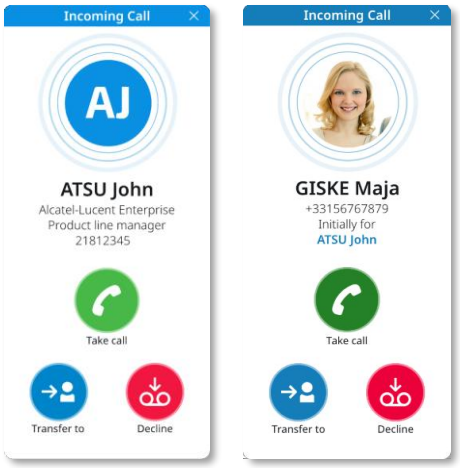
Select the tab: *Call logs*.	
Hover mouse over a contact (highlight) or open the contact card by selecting a contact.	
Available action:	
Place an audio call. This action is available when the mouse is placed over the contact.	
Place a video call. This icon is displayed if you have previously already had a video call with this contact. This action is available when the mouse is placed over the contact.	

3.1.5 Using a contact card from the contacts tab or call log

Select the tab: *Contacts* or *Call logs*.	
Open the contact card by selecting a contact.	
Available action:	
	Place an audio call.
	Place a video call. This icon is displayed if you have previously already had a video call with this contact.
	Open default email tool to send email to the contact's address.

3.2 Receive an incoming call

3.2.1 Incoming call screen

When you receive an incoming call, a pop-up displays information about the caller. If the incoming call is a redirected call, the information of the initially called party is displayed.	
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.	
Close the incoming call window. The PC no longer rings, but all other devices, such as a desk phone in case of multiple devices, continue to ring.	
This icon is displayed when you receive a group call (your phone number is part of a hunting group). In this case, the group name is shown in the pop-up. You can answer the group incoming call. For more information, see chapter: Hunting groups.	

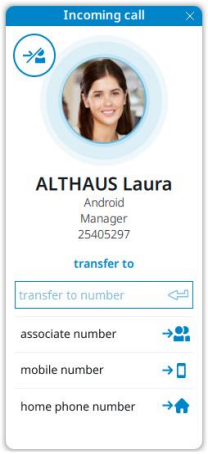
3.2.2 Answer incoming call

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 in the pop-up displayed.	
A new pop-up is displayed.	
Available actions:	
	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 your mobile phone (if 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

Depending on the application settings, the call will be displayed in either standard view or mini-view.

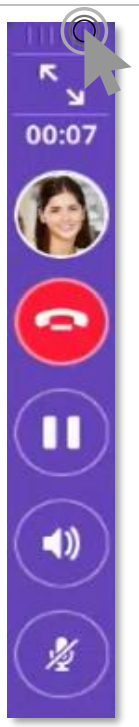
3.3.1 Mini-view

If the option is enabled, the call will be displayed in reduced view (See chapter: Mini-view). Mini-view is a condensed display of the ALE SoftPhone, presenting only the actions available during the call.

Mini-view only handles single calls. Communications with two contacts or conference calls are displayed in standard view.

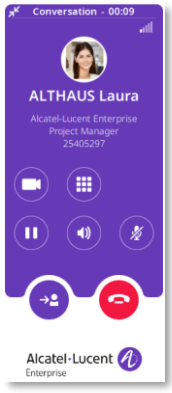
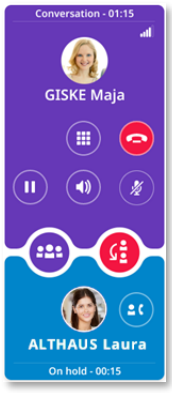
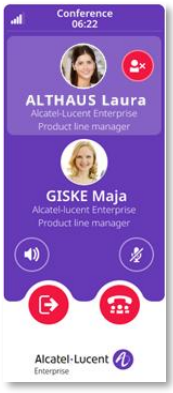
When you make or receive a call, the conversation is initiated from standard view. As soon as the call is established, you will switch to mini-view.

Available action:	
	Move the mini-view.
	Switch to standard view.
	End the active call.
	Put the call on hold.
	Retrieve the call on hold.
	Activate loudspeaker.
	Deactivate loudspeaker.
	Mute the audio. The icon is red when the audio is muted.
	Unmute the audio.



3.3.2 Standard view

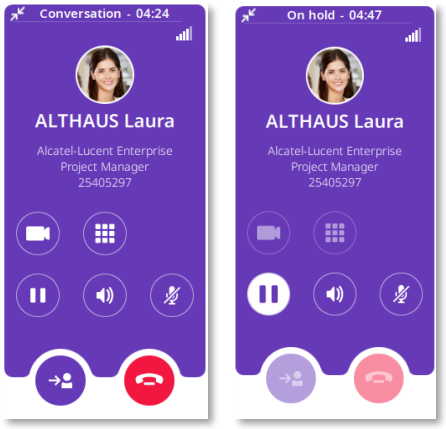
Information about your contact, such as number, name, company and job title, is displayed in the conversation area. The elapsed time is displayed above the same area.

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.
		

	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.*
	Switch to mini-view.
	Put the call on hold.
	Retrieve the call on hold.
	Activate loudspeaker.
	Deactivate loudspeaker.
	Active video conversation (depends on system configuration).
	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.
	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.
	Open or close the contact card. Select the photo, the name or the avatar of the contact to open the complete contact card in the left area. You can edit the contact card or create a new one during the conversation. If your contact's name is truncated, place the mouse pointer over it to display it in its entirety.

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.	

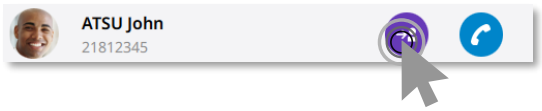
3.5 Transfer a call

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 call to your mobile phone (if 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.



From local contacts, call log, or search result (blind transfer):

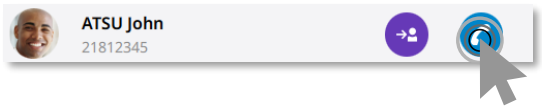
Select the tab: *Contacts, Call logs* or use the search by name result.	
 Hover mouse over the destination contact of the transfer (highlight) to display the transfer icon. Select the transfer icon. The call is directly transferred (blind transfer).	

3.6 Make a second call

By dialing a number:

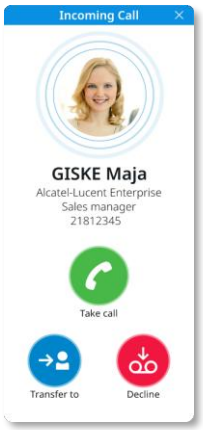
Enter or copy/paste a number directly into the search area then press Enter on the keyboard.	

From local contacts, call log, or search by name:

Select the tab: *Contacts, Call logs* or use the search by name result.	
 Hover mouse over the second contact (highlight) to display the call icon. Select the call icon. The first call is placed on hold.	

3.7 Receive a second call

When you receive an incoming call, a pop-up displays information about the caller and you hear a small beep.

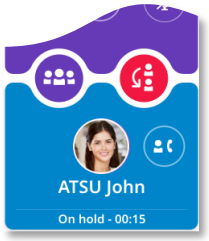


Available actions:

	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.
	Close the incoming call window. The PC no longer rings, but all other devices, such as a desk phone in case of multiple devices, continue to ring.

3.8 Switch between two calls

	Select the switching icon.



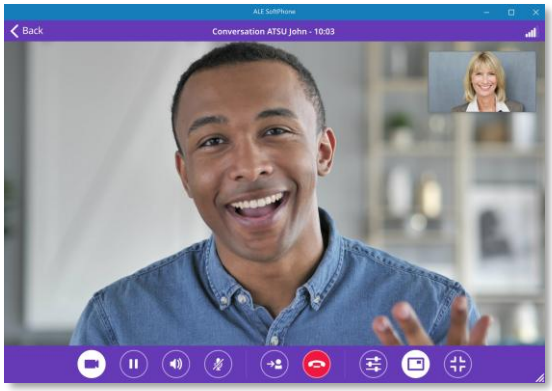
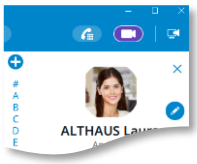
3.9 Conference



	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 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 During a video call

Full screen video	Thumbnail video	
		

	Your video is active. Click on this icon to pause your video so the image remains static for your contact.
	Your video is paused. Click on this icon to activate your video so it becomes visible to your contact.
	Put the call on hold.
	Retrieve the call on hold.
	Activate loudspeaker.
	Deactivate loudspeaker.
	Mute the audio. The icon is red when the audio is muted.
	Unmute the audio.
	Transfer the call to another person.
	End the active call.
	Open video settings.
	Display your own video on the screen (picture in picture).
	Hide your own video on the screen (picture in picture).
	Switch to thumbnail video.
	Open numeric keyboard to enter digits.
	Click on the thumbnail video to go back to full screen mode.
	When you browse the app during a conversation, for example to display the contact card, click on this slowly flashing icon to go back to the video conversation screen.

3.11 Call Routing

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

You can only select one option at a time:

- 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).

3.11.1 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.

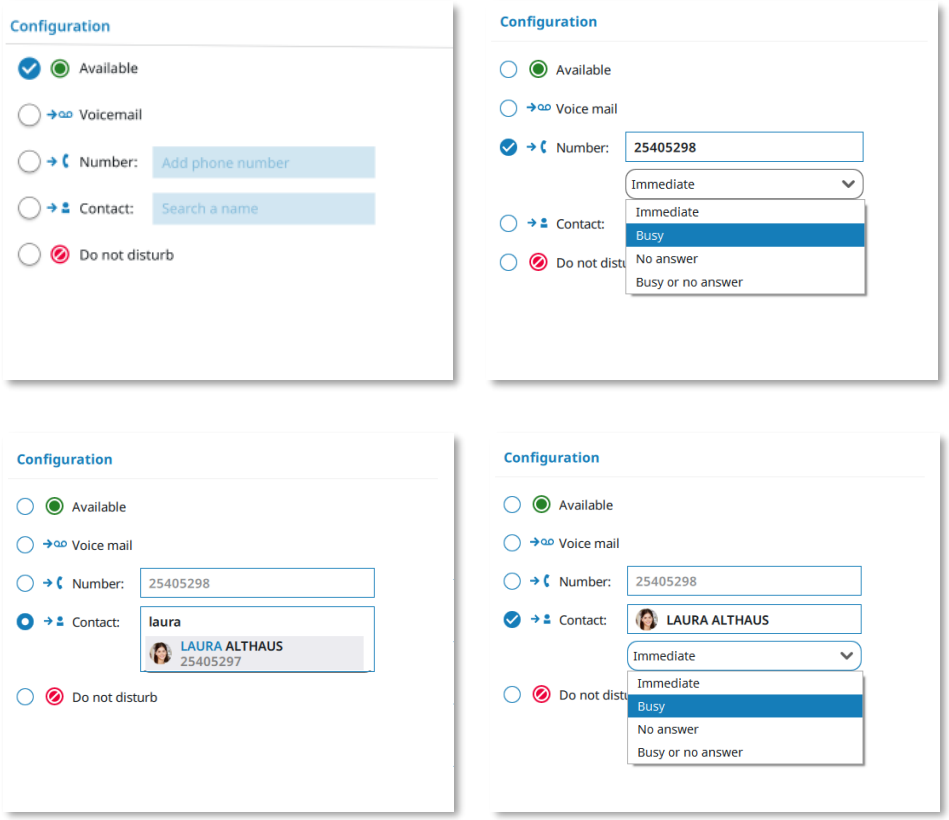
Depending on the selected forwarding settings, when activated an icon will be displayed against a red background to indicate immediate routing.

Call Routing		Telephony status	Telephony status
Available			Available
To voicemail	*Immediate*.		Forward to: Voice mail
	No answer, Busy, Busy or no answer.		Forward to: Voice mail
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

3.11.2 Open call routing management

Select your name beside 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 carrying out a 'search by name' or 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.

3.11.3 Forward all incoming calls to your voicemail immediately

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

3.11.4 Forward all incoming calls to another number immediately

• *Number:* Enter the destination number. • *Condition: Immediate*.	Status: 

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

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

3.11.6 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: 

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

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

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

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

3.11.9 Do not disturb

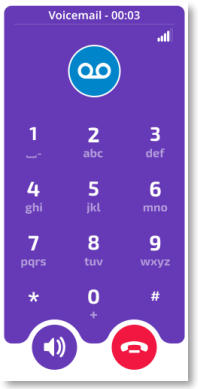
• *Do not disturb*	Status: 

3.11.10 To be available

• *Available*. No forwarding activated.	Status: 

3.12 Check your voicemail

The number of unread voicemails is displayed.

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

3.13 Supervision (optional)

This feature depends on the system configuration.

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: *Programmable keys and Supervision*).

Click on the key to call the monitored contact.

3.13.1 Supervised contact telephony status

Telephony status of monitored contact is displayed.

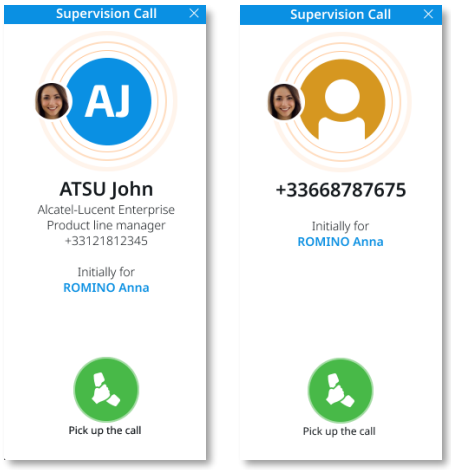
- Out of service (gray): the monitored contact is out of service.
- Free (green): the monitored contact is on idle or out of service. Click on the key calls the monitored contact.
- Ringing (orange): the monitored contact receives an incoming call. You can pick up the call by clicking the key. The caller is displayed under the monitored contact's name.
- 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).



3.13.2 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:

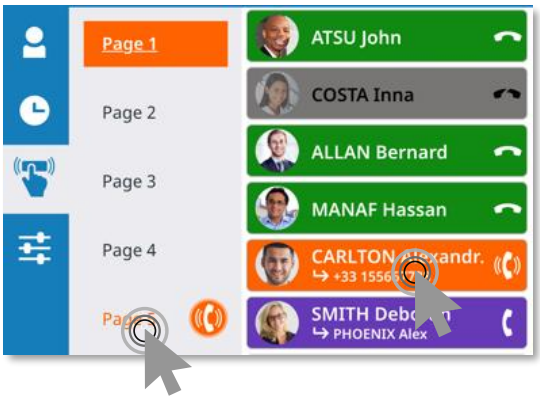
- Caller name or number.
- Supervisee name receiving the call.



Available actions:

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

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

Select the tab: *Programmable keys and Supervision*.	
: This icon indicates that a supervised contact is receiving an incoming call. : 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.	

3.14 Hunting groups (optional)

This feature depends on the system configuration.

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:

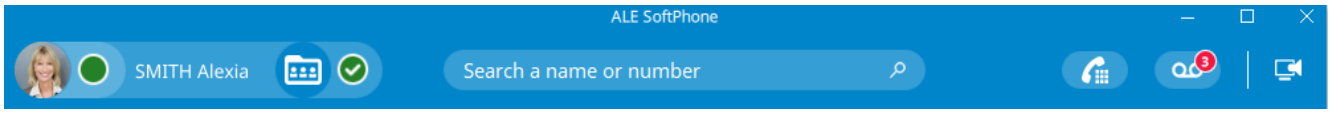
- Parallel hunt group: all free numbers in the group are called at the same time.
- Sequential hunt group: searches will show the group lead extension and the first free number found will ring.
- Cyclic hunt group: each extension is called in the order indicated in the list and the system rings the first 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.

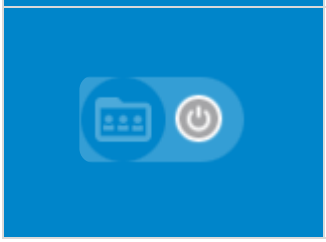
Contact your administrator for more information.

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.

3.14.1 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.

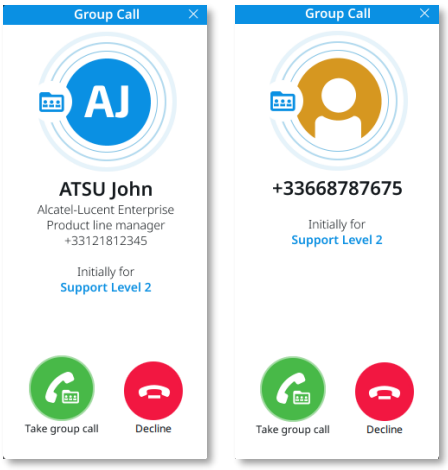
	This icon is displayed for each action related to the group.

3.14.2 Receive an incoming group call

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

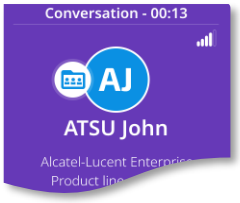
- Caller name or number.
- Group name receiving the call.

Available actions:	
	Answer the group call.
	Decline the incoming call.
	Close the incoming call window. The PC no longer rings.



3.14.3 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.

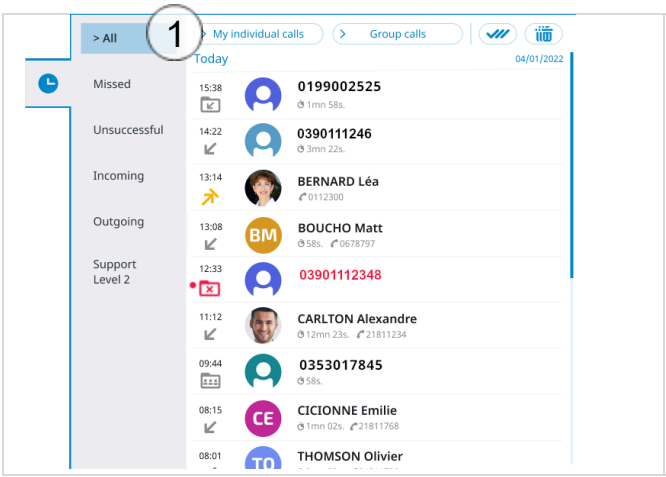


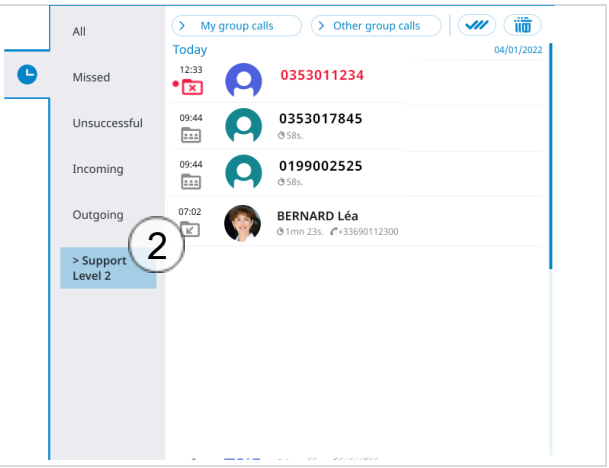
3.14.4 Call log when you belong to a hunting group

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.

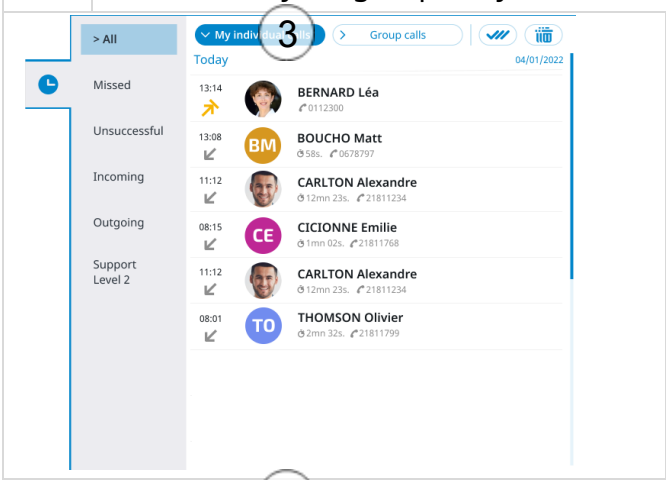
When you are member of a hunting group, the call log also includes group calls.

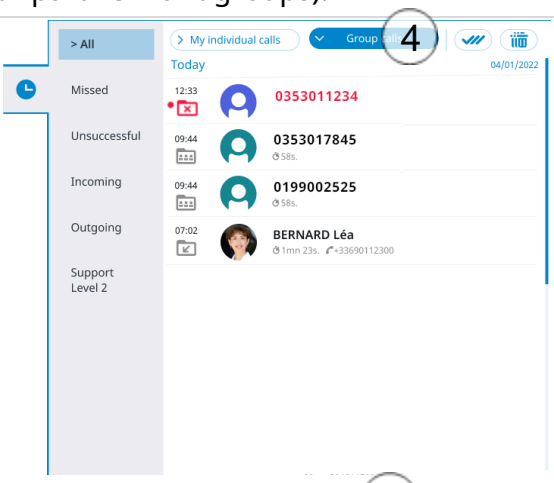
- : group calls answered by you.
- : group calls answered by other members of your group (only available with parallel hunt groups).
- : group calls missed.

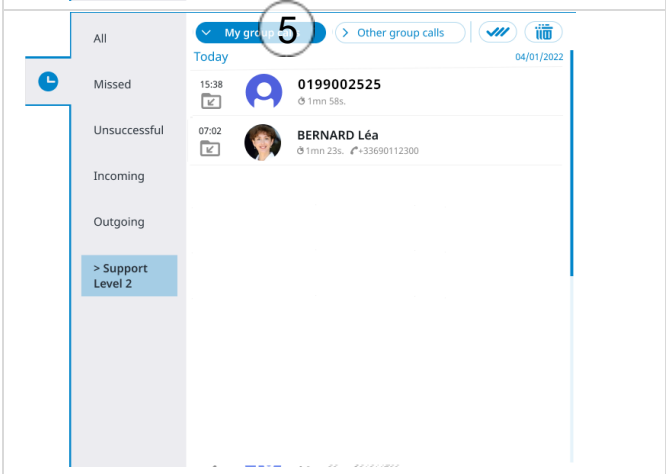


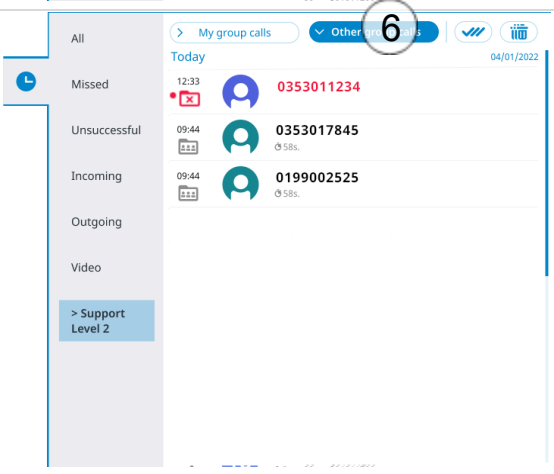


1	Display individual and group calls by selecting the filter (folder): *All.*
Refine the list using the contextual radio buttons at the top of the call log window:	
3	*My individual calls*: only display individual calls.
4	*Group calls*: only display group calls (only available with parallel hunt groups).
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).





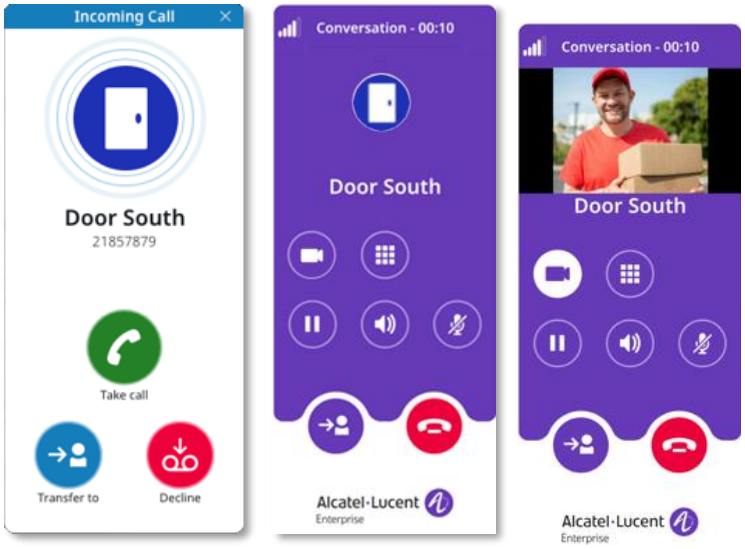




3.15 Doorphone

When an incoming call is received from the doorphone, we will first establish audio communication, followed by video escalation in order to see the person in front of the door.

This feature depends on the system configuration.



	Answer the incoming call.
	Active video conversation (depends on system configuration).

Various actions, such as opening the gates, can be performed using DTMF:

	Open numeric keyboard to enter digits (DTMF feature).

4 US Emergency call compliance (RAY BAUM'S Act)

RAY BAUM'S Act emphasizes the importance of making dispatchable location information from all emergency calls available, regardless of the technological platform used.

This feature is available for the US market and can be used in any country that uses this emergency infrastructure (please refer to the VNA feature list).

Depending on your country, as a user of the ALE SoftPhone (softphone), you must at all times give your location for your security.

4.1 Requirements

This feature requires connection to a Visual Notification Assistant (VNA) which is responsible for communicating the user location to emergency services. The VNA server will be defined by your administrator (see chapter: US Emergency call compliance settings).

4.2 Homepage screen

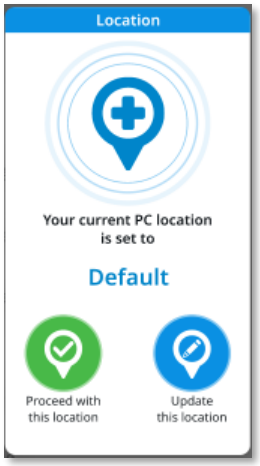
If the VNA server is defined, the feature is visible on the main page through a dedicated icon.	
	The feature is enabled and VNA server/login/password fields are all defined. Select this icon to select, define or modify a location.
	The feature is enabled but VNA server/login/password fields are not fully defined (information allowing connection to the VNA server is missing). Please select this icon to open advanced settings and complete the server/login/password fields of the VNA (different from ALE SoftPhone). Contact your administrator if necessary.

4.3 Locations

- "*Default*": it is the default location, defined by your administrator in the VNA server.
- "*Home*", "*Other*": these are two locations you can define via the ALE SoftPhone application.

4.4 Set your location

Depending on the options enabled in the settings, a pop-up is displayed when you start the application and/or your network changes, requesting your current PC location: *Default, Home, Other*.

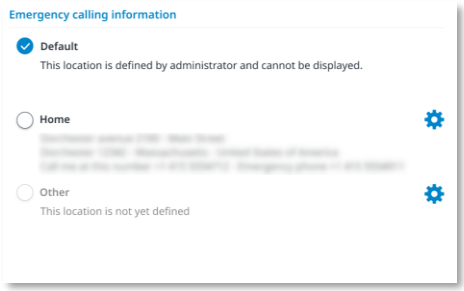
Your current location is displayed.	
Available actions:	
	*Proceed with this location* Send the current location to the VNA server and close the pop-up.
	*Update this location* Open the location pop-up to select, create or modify the new location.

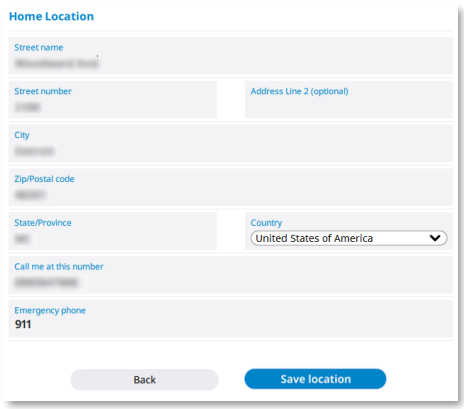
4.5 Select, create or modify your location

There are two ways to define your location:

- *Update this location*: select this button at the start-up of the application or when your network changes (if the option is enabled in the advanced settings).
- : Select this icon on the homepage of the application.

A window is opened to select, define or modify your location. Except for the default location defined by your administrator, the other addresses are displayed. Your current position is marked. Only locations that have been completed are displayed and can be selected.





Available actions:

Select your current location:

- *Default*: this address is defined by your administrator and you cannot modify it from the application.
- *Home*: home address you defined previously.
- *Other*: other address you defined previously.

Define a new address for a location:

- Select this icon to edit the location you wish to create or modify: *Home, Other.*
- Complete all fields of the location:
  street number, street name, additional address, city, zipcode, state (short form, e.g. NY for New York), country, current contactable number and emergency number (911 for example) (the telephone number for the USA must not contain the international code '+1', e.g. 5550190, not +15550190).

- *Save*: save the new location if the system acknowledges it. An information message is displayed at the top of the window (success or error). If successful, the address identified by the system will be displayed. Please confirm that this is your address.
- If your current location is this new address, select it ( ).

If the default address is changed by your administrator, a pop-up window will appear to inform you.

5 Settings

5.1 Automatically start the application when logging on to Windows

You can automatically start the ALE SoftPhone when you open a Windows session. Authentication will not be requested if you have previously checked the option to remember the password in the login window of the ALE SoftPhone.

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

5.2 Display the VoIP call quality indicator

Display network quality for voice over IP calls during conversation.

Select the tab: *Settings*, and the following menu:		➔ General ➔ VoIP Quality
Activate the option: *VoIP call quality indicator display.* : VoIP quality is displayed at the top-right of the conversation window.		

5.3 Mini-view

Manage incoming and outgoing calls with standard or reduced view.

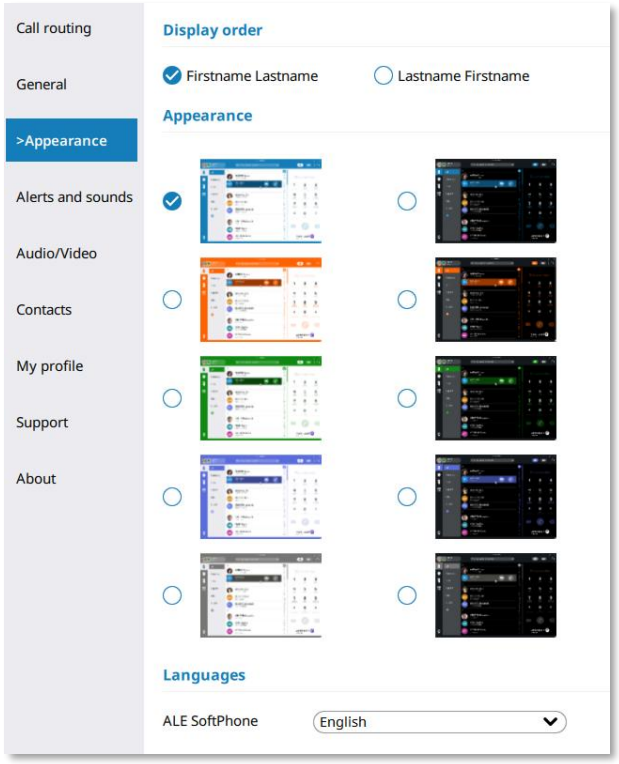
Select the tab: *Settings*, and the following menu:		➔ General ➔ Mini-view
Activate or deactivate mini-view: *Mini-view mode for calls management*.		

5.4 Select and call

Define a keyboard shortcut (hotkey) for starting a call on highlighted number. Define combination keys using function keys, Ctrl key or Alt key.

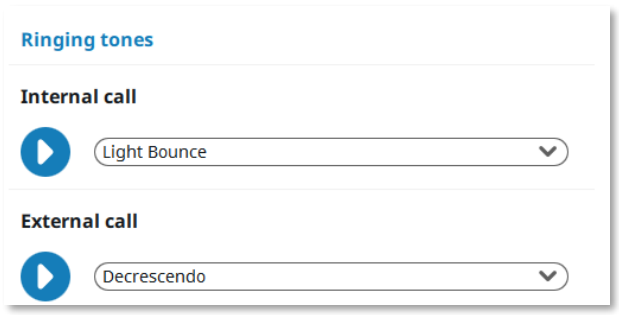
Select the tab: *Settings*, and the following menu:		➔ General ➔ Hotkeys
Define the combination keys.		

5.5 Change appearance (theme, font size, language)

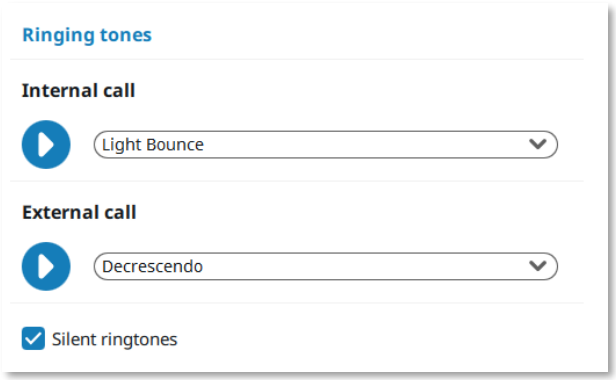
Select the tab: *Settings*, and the following menu:		➔ Appearance
Define how the name of your contact is displayed. Define the theme (Light mode or dark mode). Define the language.		

If your administrator has defined a customized theme for your company in your profile, it will be the only theme available in light or dark mode.

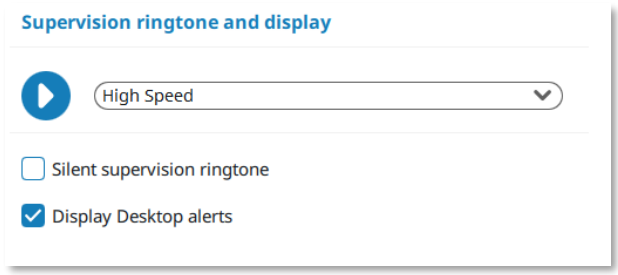
5.6 Define the ringtone

Select the tab: *Settings*, and the following menu:		➔ Alerts and sounds ➔ Ringing tones
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.		

5.7 Activate/deactivate silent mode

Select the tab: *Settings*, and the following menu:	→ Alerts and sounds → Ringing tones
Activate or deactivate silent mode by selecting/unselecting the option: *Silent ringtones*.	

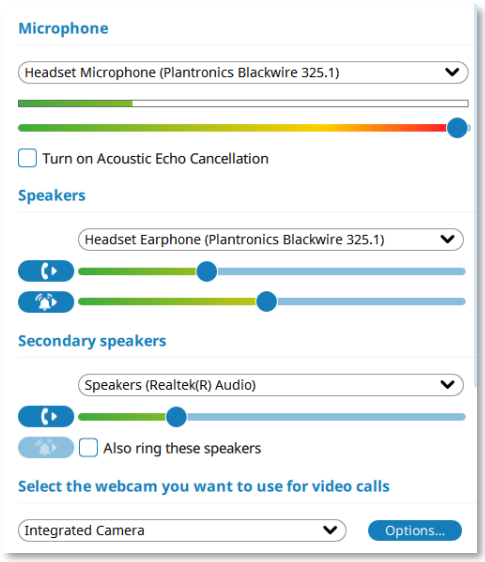
5.8 Define the supervision ringtone and display

Select the tab: *Settings*, and the following menu:	→ Alerts and sounds → Supervision tone 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 Desktop alerts.*	

5.9 Test and select microphone, speakers and webcam

Select the microphone, speakers and webcam you want to use for audio and video calls.

Adjust the voice volume and the ringing volume separately.

Select the tab: *Settings*, and the following menu:	→ Audio/Video
Select the hardware available on your computer to use for audiovisual input and output: microphone, speakers, secondary speakers and webcam. Turn on acoustic cancellation by selecting the option. By default, the primary speakers ring when you receive a call but you can activate ringing on secondary speakers. Please note: • Device configuration is plug-and-play. • Manual configuration is required for specific configurations (such as ringing on both the headset and PC speakers).	
 Adjust the dedicated voice volume level - press the button to test.  Adjust the dedicated ringing volume level - press the button to test. Icons are displayed according to your choices:  Computer microphone and speakers. External microphone and speakers. Headset. No speaker.	
Webcam options are available (brightness, contrast, saturation, etc.): *Options...*.	

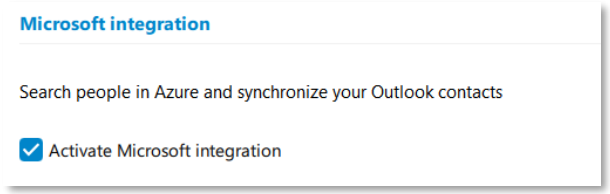
5.10 Activate Microsoft® integration

You need a Microsoft® 365 or Azure 365 account.

Activating Microsoft® integration lets you search for people in Microsoft® Outlook 365 or Azure 365 contacts and synchronize your local contacts with Microsoft® Outlook 365. All local contacts or groups created, modified or deleted either in ALE SoftPhone or in Microsoft® Outlook applications will be created, modified or deleted in both applications at the same time. For example, if you create a local contact in ALE SoftPhone it will also be created in Microsoft® Outlook. If you modify a Microsoft® Outlook contact it will also be modified in ALE SoftPhone.

If this option is not activated, the search displays Microsoft® Outlook contacts only if you are using the Microsoft® Outlook application on your computer but contacts are not synchronized.

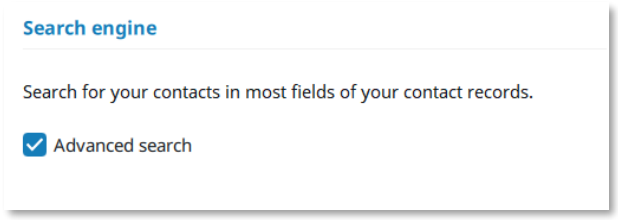
If the Outlook application is not installed on your computer, for example because you are using the web browser to check your Microsoft® Outlook 365 mailbox, you can search a Microsoft® Outlook contact in ALE SoftPhone by activating this option.

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

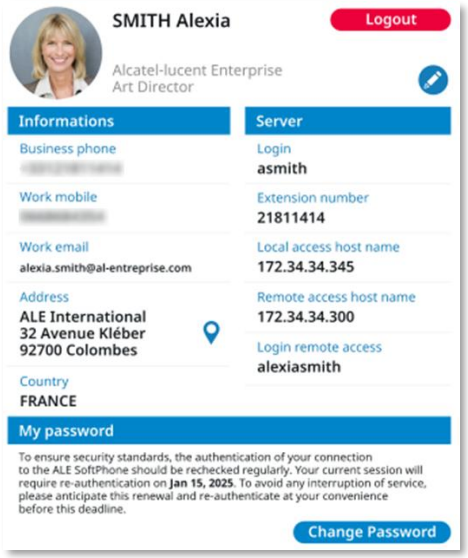
5.11 Import/export my contact

Select the tab: *Settings*, and the following menu:		→ Contacts → Personal contacts import/export
You can import contacts into the application by selecting the import button. You are invited to choose a csv file containing your contacts. You can download a sample to identify the format of the imported file (.csv). You can export all your contacts defined in the application by selecting the export button.		

5.12 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.	

5.13 Display your profile

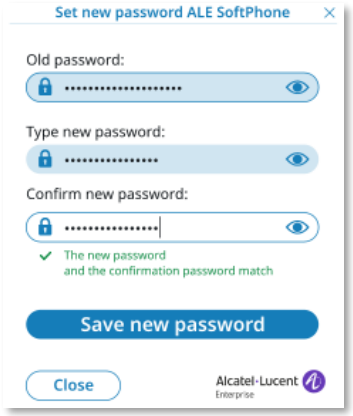
Use one of the following:	
Select your photo/avatar (or initials if no photo/avatar is available).	
Select the tab: *Settings*, and the following menu:	→ My profile
In your Profile, find the following: • Personal information (avatar, business phone, mobile, email, address). • Server information (login, 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).	

5.14 Change your login password (optional)

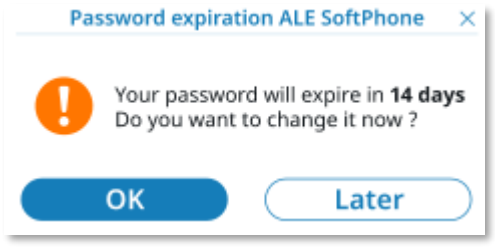
This feature is available if authentication is managed by the communication server (contact your administrator for more information about the authentication mode).

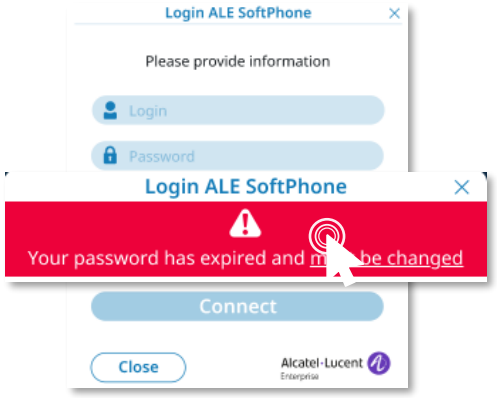
To ensure security standards, your connection to ALE SoftPhone should be regularly re-authenticated. You can change your password at any time. If a password expiration date is configured, you will be prompted (or even required) to change your password once it expires.

5.14.1 Change your password

Use one of the following:	
Select your photo/avatar (or initials if no photo/avatar is available).	
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.	 

5.14.2 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.	

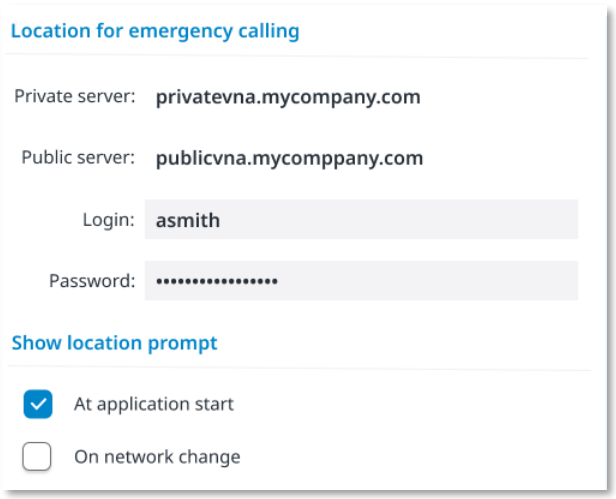
5.15 US Emergency call compliance settings (optional)

This setting depends on the system configuration and is only displayed if it has been configured by your administrator. Contact your administrator for more information.

Select the tab: *Settings*, and the following menu:		➔ Location

Emergency calling location:

- Private and public VNA server addresses, defined by your administrator, are displayed.
- Enter the login and the password of a VNA user. The VNA login/password are provided by your administrator (ID and PIN declared in the VNA directory).



Show location prompt: define when you are asked for your location. Note: uncheck these options only if you don't want to be prompted for your location every time you start the application or change network, for example if you never change your location.

- *At application start*: when enabled, this option will ask for your current location each time the application starts. If you no longer wish to see this message, you should disable the option, but remember to report your location when necessary. This option is activated by default.
- *On network change*: when enabled, this option will ask for your current location each time the network changes (typically when you change location). If you no longer wish to see this message, you should disable the option, but remember to report your location when necessary.

5.16 About

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

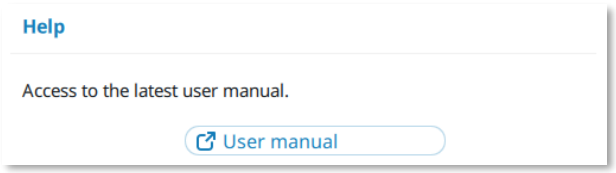
This page displays all the information related to your application:

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

5.17 User documentation

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

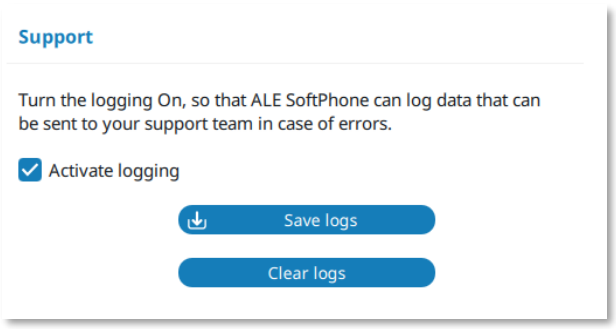
To open the latest user manual on Alcatel-Lucent Enterprise web site, select the button: *User manual*.



5.18 Support

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

Activate logging: Select this option to activate logging.
Save 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 and stop/restart the application to deactivate logging.

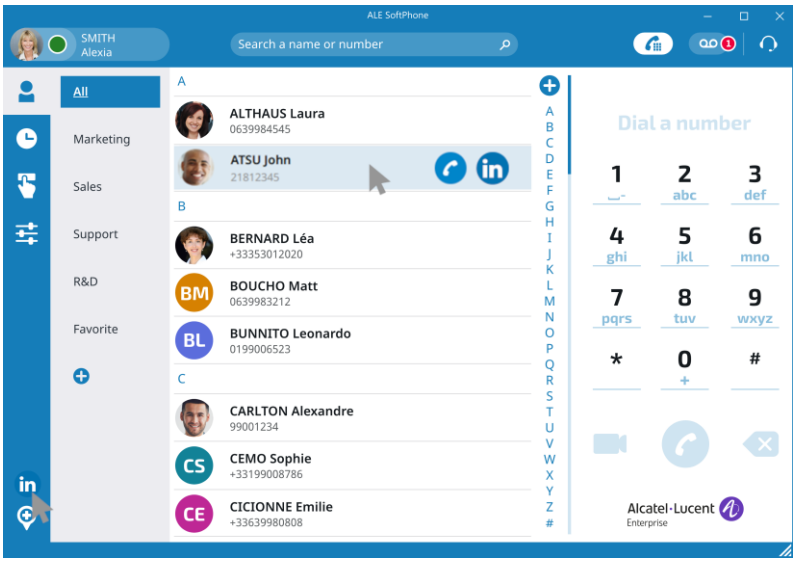


6 Customization and CRM integration (optional)

ALE SoftPhone for PC can be customized to extend its capabilities and to provide the option for integration with third party apps.
The ALE SoftPhone extension tool enables users to call a URL or to launch a local process, either through the user interface or telephony events.

6.1 User interface

You can customize the user interface by adding an icon (.jpeg,.png,.gif or.svg format) to either the bottom of the homepage toolbar and/or the list of available actions in the Contact app when you hover over a contact.



A specific action is launched when you click on the icon.

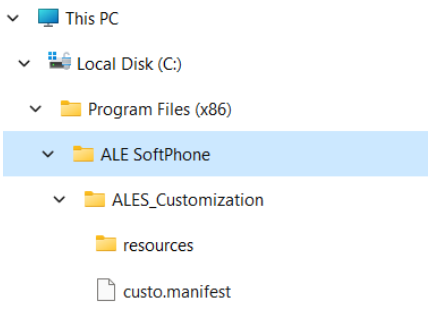
6.2 Telephony event customization

The custom action is triggered on a specific telephony event:

- When you receive an incoming audio or video call.
- When an audio or video call is initiated, except in silent mode or if the call is forwarded to voicemail.
- When you answer an audio or video call (incoming call or outgoing call).
- When you release the audio or video call.

You can differentiate between internal and external calls.

6.3 Installation



This chapter explains how to customize the app, but it is highly recommended to contact your installation professional or administrator for further information.
The app can be customized by installing a JSON file provided by your installation professional.
The file is copied into the 'ALE_Customization' directory of the ALE SoftPhone installation.

The JSON file contains:

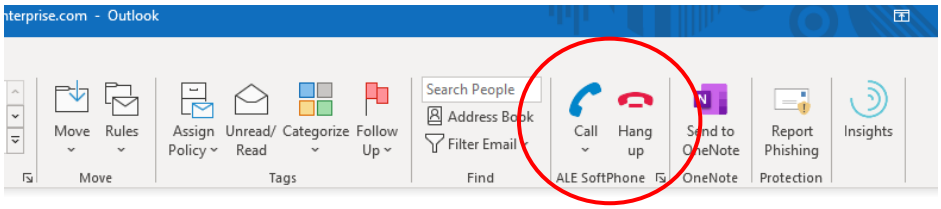
- *version*: the file version details (saved for future use).
- *main-window-action*: the user interface customization details.
- *on-call-ringing-action*: the telephony events customization details.
  - *on-call-ringing-event*: when you receive an incoming audio or video call.
  - *on-call-initiating-event*: when an audio or video call is initiated, except in silent mode or if the call is forwarded to voicemail.
  - *on-call-answered-event*: when you answer an audio or video call (incoming call or outgoing call).
  - *on-call-released-event*: when you release the audio or video call.
- *Command: url:* local command to launch.
- *Command:* params: the command parameters.
  The following variables (macros) can be used: ${localUser.phoneNumber}, ${localUser.firstName}, ${localUser.lastName}, ${localUser.canonicalNumber}, ${contact.phoneNumber}, ${contact.firstName}, ${contact.lastName}, ${contact.canonicalNumber}, ${caller.phoneNumber}, ${caller.firstName}, ${caller.lastName}, ${caller.canonicalNumber}.

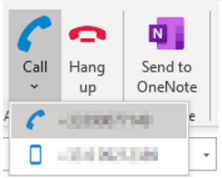
Example of customization file:

```
{
	"version": "1",
	"main-window-action": {
		"icon": "linkedin-svgrepo-com.svg",
		"tooltip": "Linkedin 1",
		"command": {
			"url": "https://www.linkedin.com/search/results/all/",
			"params": "keywords=${localUser.lastName}+${localUser.firstName}"
		}
	},
	"on-call-ringing-action": {
		"filter": "external",
		"command": {
			"url": "C:/Developpement/C++/MicroCRM/Debug/MicroCRM.exe",
			"params": "-last ${caller.lastName} -first ${caller.firstName} -number
${caller.phoneNumber} -email ${caller.canonicalNumber}"
		}
	}
}
```

7 ALE SoftPhone extension for Microsoft® Outlook

During installation, you have the option to install the ALE SoftPhone extension for Microsoft® Outlook. This option allows you to call a contact using a phone number in the contact card or in an email, directly from Microsoft® Outlook. The call is established using ALE SoftPhone.



	Call the originator of the message or contact of the contact card opened using the default phone number. : the icon is blue if at least one number is available in the message or contact card opened. : the icon is grayed out if no phone number is available.
	Selecting the arrow under the icon allows you to list all the numbers in the message or contact card opened. Select a number in the list to call the contact.
	Terminate the current ALE SoftPhone call.

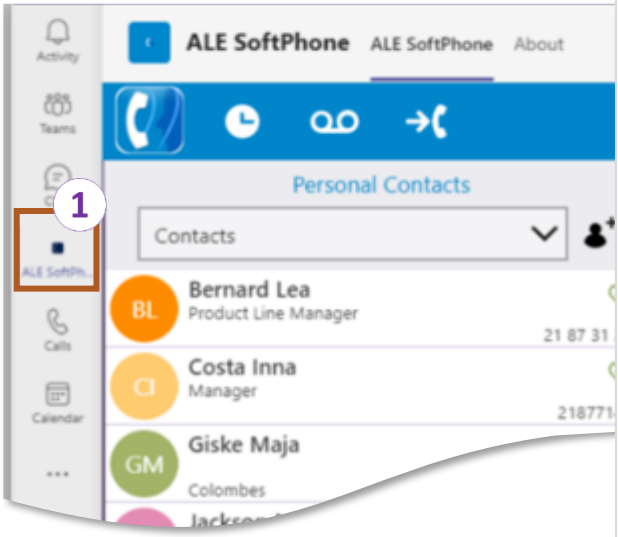
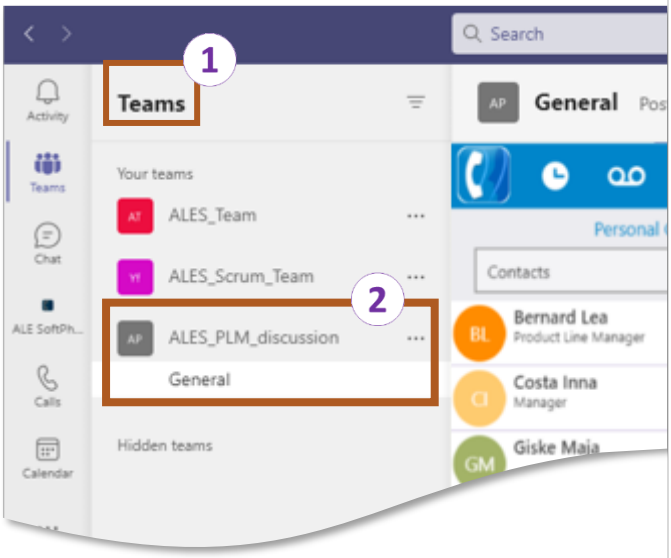
The color of these buttons does not correspond to the status of the ALE SoftPhone call (incoming call, outgoing call, in conversation). The call icon is blue only if a number is available, otherwise it is gray. The hang-up icon remains red regardless of the call status.

8 Microsoft© Teams integration

The ALE SoftPhone provides an advanced level of services when associated with Teams.

This feature depends on the system configuration. ALE SoftPhone is integrated as a Microsoft PowerApp. The administrator should install ALE SoftPhone PowerApps and manage the ALE SoftPhone team.

Access to the ALE SoftPhone depends on how it is installed in the Teams environment. The application can be installed as a Teams app or a Teams PowerApp.

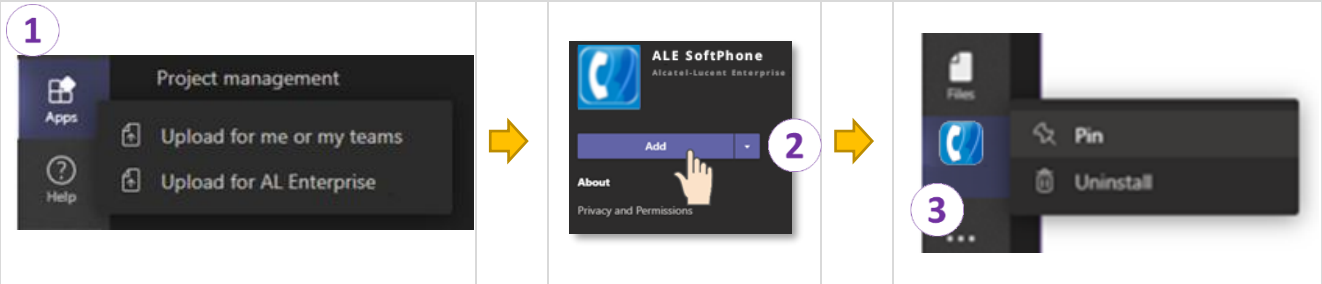
Teams app	Teams PowerApp
Once connected, the ALE SoftPhone app is displayed in the Teams app area. 1. Select the ALE SoftPhone app to open it.	Once connected, open the team containing the ALE SoftPhone PowerApp. 1. Open the Teams tab. 2. Select the team containing the ALE SoftPhone PowerApp.
	

8.1 Installation procedure

This section describes how to set up the ALE SoftPhone integration into Teams.
Firstly, it is recommended that only administrators should carry out this installation.
ALE SoftPhone can be installed in two different ways.

8.1.1 Installation as a Teams app

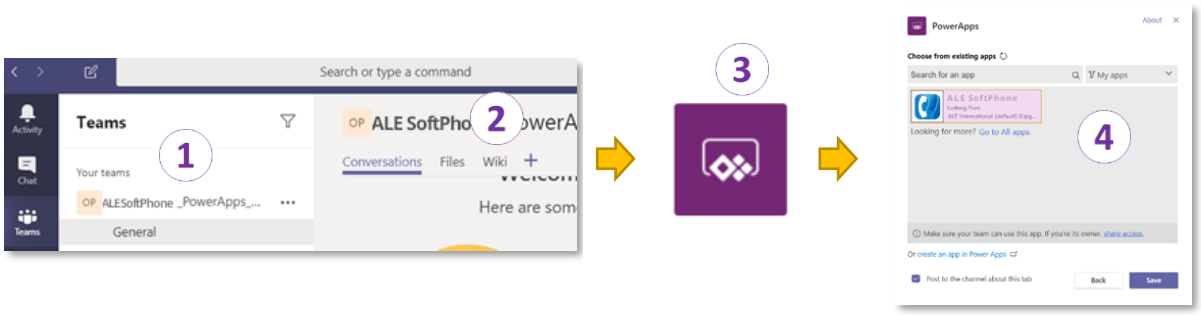
ALE SoftPhone integration will be added into the Teams app area.
Prerequisites: the ALE SoftPhone PowerApp should be provided to all company employees by the administrator.



1. Open the app manager in Microsoft Teams to upload a custom app.
   You can choose to upload ALE SoftPhone for either just you and your teams or for the entire company.
2. Select the ALE SoftPhone app to upload. click the 'Add' button.
3. ALE SoftPhone is installed as a Teams app. Don't forget to pin it.

8.1.2 Installation as a Teams PowerApp

A PowerApp is an application that enables the way Teams behaves to be customized.
Installation requires certain rights and permissions. ALE SoftPhone integration can be added to any number of teams.
Prerequisites: the ALE SoftPhone PowerApp has to be imported by your administrator into the Teams environment using the PowerApps development tool.



1. Open the team you want to add the ALE SoftPhone PowerApp to.
2. Add a new tab by selecting this icon: +.
3. Open the PowerApps application: .

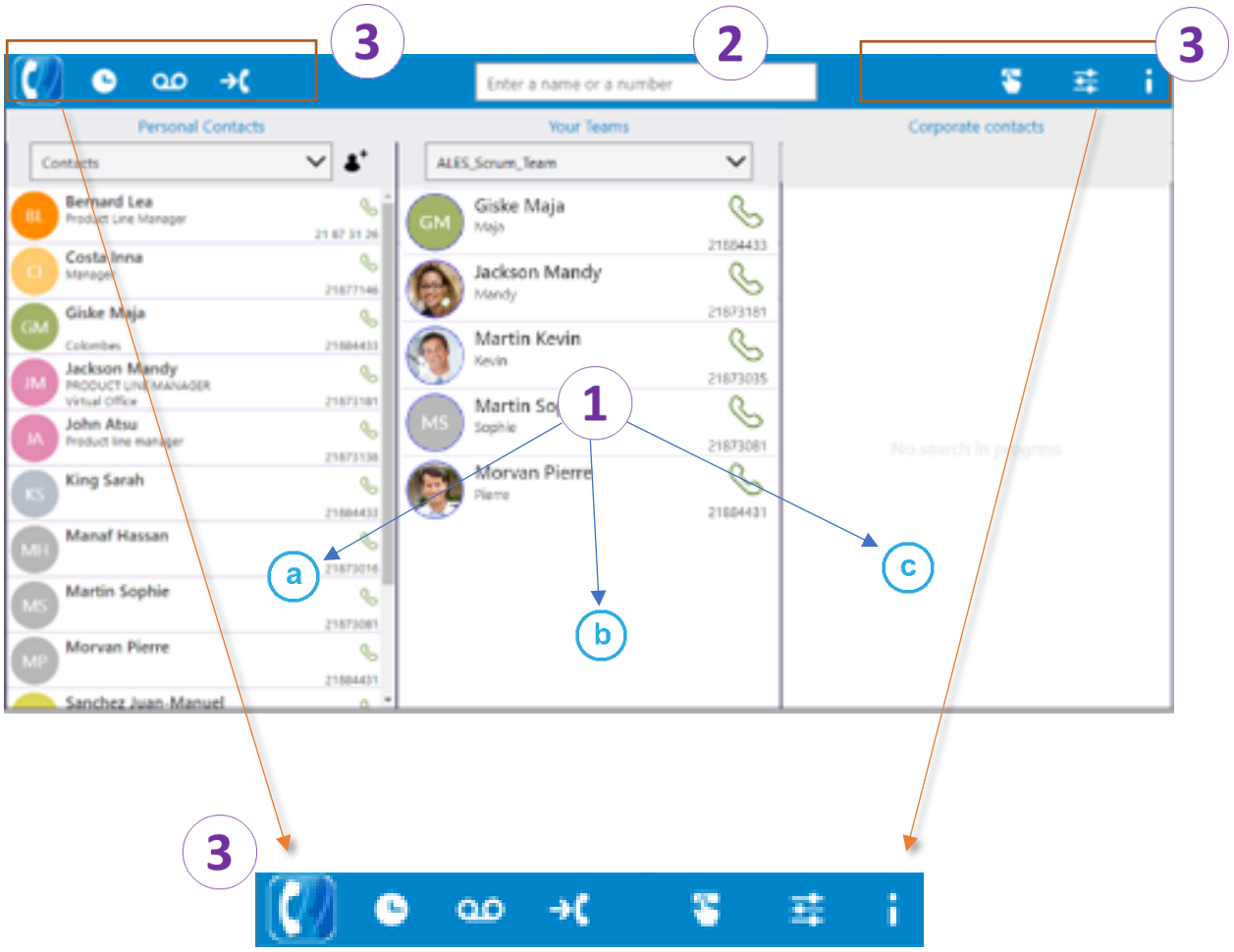
4. Add the ALE SoftPhone PowerApp:
    - Click the 'Add' button.
    - Search the ALE SoftPhone PowerApp.
    - Select and save the PowerApp.

ALE SoftPhone integration is added to your team (new tab and ribbon).

8.2 ALE SoftPhone integration

ALE SoftPhone communication services integration is performed through the native Teams user interface.

The app is activated each time Teams is launched. Parameters/status cannot be saved.



1

The ALE SoftPhone integration is made up of three contact views:

- Your personal contacts (Outlook).
- Your team.
- Company contacts.

2

Searched are performed on all your contacts and are displayed on all views simultaneously.

The search area can also be used to dial a number directly.

3



Open the ALE SoftPhone pane to access more features by selecting the ALE SoftPhone icon.



Call log

- 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.

For more details, please refer to: Call log.



Voicemail

- Display the number of unread voice messages.
- Access your voicemail.



Call Routing

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

For more details, please refer to: Call Routing.



Programmable keys and Supervision

- 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.

For more details, please refer to: Programmable keys.

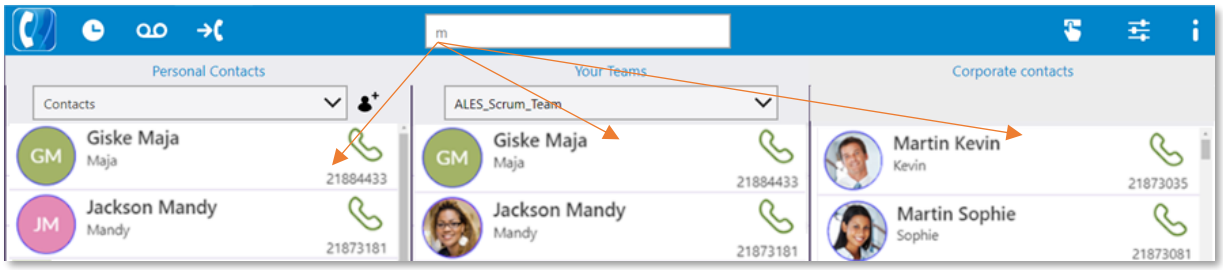
Settings

- Define call routing.
- Define general settings (automatic start, VoIP quality, hotkeys, date and time format).
- Define the appearance.
- Define ringtone, toast options.
- Define audio settings.
- Define video settings.
- Activate Microsoft® Office integration.
- Import/export contacts.
- View or modify my profile.
- Activate logging and statistics for support.
- Display information about the application.
- Define US Emergency call compliance settings.

For more details, please refer to: Settings.

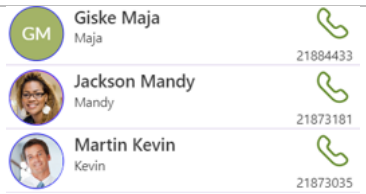
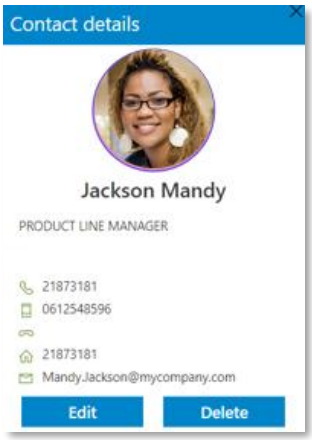
Information.

8.3 Search a contact



Enter the string in the search field. Searched are performed on all your contacts and are displayed on all views simultaneously. All contacts containing the string as a last name and/or first name are displayed.

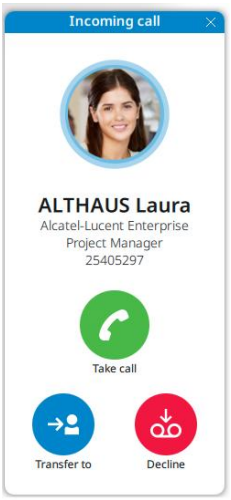
8.4 Make a Conversation

	Enter a number directly into the search field. Select the call icon.	
	Select the call icon from the team views or the search results.	
	Select the call icons from the contact card by selecting an available number ().	

When you start a conversation, the ALE SoftPhone windows are displayed to manage the call as detailed in the ALE SoftPhone for PC user manual. Only available actions are displayed. Access all ALE SoftPhone features by opening the pane (depending on your system configuration): programmable softkeys, Manager/Assistant, group supervision, hunting groups,...

To make a video call, first make an audio call with your contact. In the ALE SoftPhone windows, escalate to a video call (depending on your system configuration).

8.5 Receiving an incoming call



When you receive an incoming call, a desktop alert (pop-up) is displayed from ALE SoftPhone with the option to answer, divert (to voicemail or to a predefined number), or reply using chat.

When you answer the incoming call, the ALE SoftPhone windows are displayed to manage the call as detailed in the ALE SoftPhone for PC section. Only available actions are displayed.

8.6 During conversation

Please refer to chapter: During audio call.

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