IP Desktop Softphone (Android) for Alcatel-Lucent OmniPCX Enterprise and OmniPCX Office RCE Communication Servers

Release – 11.x

User Guide

Alcatel·Lucent
Enterprise

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2. Document History

Edition	Date	Changes / Comments / Details
01	2014-02-24	Creation
02	2014-03-19	Screenshot updates
03	2014-03-31	Screenshot updates
04	2014-04-01	Update after review
05	2014-04-07	Add Google Play store screenshots
06	2014-04-10	Updated after review
07	2016-03-03	Updated with OXO compatibility

3. Terminology

Acronym	Signification
AOM	Add On Module
OXE	Alcatel-Lucent OmniPCX Enterprise
OXO	Alcatel-Lucent OmniPCX Office RCE Communication Servers
TFTP	Trivial File Transfer Protocol

4. Scope

This guide covers the installation, configuration and use of the IP Desktop Softphone for Android. There are no separate installation, administration and user guides.

This manual provides information only for users of this application. It does not cover tasks involved in the installation of this application.

5. Overview

This guide displays screenshots of the Tablet or Smartphone, but the installation and use are identical for Tablet or Smartphone.

The user must be equipped with an Android device to use this application. To start using the IP Desktop Softphone for Android, the user has to visit the Google Play store, download the 'Alcatel-Lucent IP Desktop Softphone' App for free and install it on the device.
Thanks to that application, the user benefits from a fully-integrated telephony solution that completely replaces his physical phone with his Android device in the OmniPCX Enterprise Communication Server (OXE) or OmniPCX Office RCE Communication Servers (OXO) network.
This application makes it transparent for remote workers to phone or to be called as long as they are connected to their company network using a VPN over the Internet.

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6. Introduction

6.1 Purpose of this guide

The purpose of this guide is to provide the user with step by step visual guidance to make the IP Desktop Softphone application ready to use on his Android device. It also explains how to use the application and main telephony features.

This guide is targeted at the end users of the application.

6.2 Application scope

This guide applies to the use of the IP Desktop Softphone for Android Release 11.x only.

6.3 Summary of this guide

This guide covers the installation, configuration, registration, operational guidance, and uninstall of the IP Desktop Softphone application.

The operational part covers the description of the screens and buttons as well as the use of the following telephony features: making calls, receiving calls, messaging, and keys programming.

6.4 Technical Requirements:

6.4.1 Supported Hardware & Software

please refer to the Services Applications Compatibility Matrix available on the Alcatel-Lucent Enterprise Business Portal

6.4.2 Licensing

The use of the application requires for
- OXE: an IP license per user on the OmniPCX Enterprise Communication Server and an IP Desktop Softphone license per user (IP Desktop Softphone – Ref: 3BA09031JA – Category: GG42)
- OXO: an IP license per user on OmniPCX Office RCE Communication Server and an IP Desktop Softphone for Office license per user (IP Desktop Softphone for Office – Ref: 3EH03384AA – Category: CC30)

6.5 Customer Support

Please contact your system administrator or Alcatel-Lucent Business Partner for support

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7. Restrictions

7.1 Headset Functionality

It is currently unavailable to answer or hang up a call in IP Desktop Softphone directly from a headset connected on a mobile set (wired or wireless).

7.2 Non availability of NOE functionalities

To be noticed that some functionality are available on phone menus but are not relevant for the IP Desktop Softphone and are not functional.

The lists of functionalities available for configuration on phone menus via the
  Menu\settings\Phone

And which will have no impact on IP Desktop Softphone behaviors are, on OXE:

- o Menu\Settings\Phone\Jack plug
- o Menu\Settings\Phone\Bluetooth
- o Menu\Settings\Phone\Ringing\Level
- o Menu\Settings\Phone\Ringing\More options\Progressive ringing
- o Menu\Settings\Phone\Ringing\More options\One beep before ringing
- o Menu\Settings\Phone\Ringing\More options\Three beeps before ringing
- o Menu\Settings\Phone\Contrast\Contrast level

And on OXO:

- o Menu\Settings\Phone\Jack
- o Menu\Settings\Phone\Bluetooth
- o Menu\Settings\Phone\Ringing\Volume\Choose volume
- o Menu\Settings\Phone\Ringing\Progressive\Progress. ringing
- o Menu\Settings\Phone\Ringing\Beeps\3 beeps + ringing
- o Menu\Settings\Phone\Contrast

7.3 Entry selection in a list

In Messaging Portal, the selection of an entry in the lists (IM, Call Logs and Voice Mgs) is done as follows:
- o Select an entry is selected with
  - o Up/Down arrays from NOE display
  - o Sliding your finger over the screen, from bottom to top, or the other way. (see figure below)

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- o   when an entry is selected the entry is highlighted in blue color
- o   then to have more details you can click on OK key to select it

The behavior is the same for other lists:
- o   Redial list
- o   Language
- o   Home Page
- o   Melody

7.4   Background notifications

When IP Desktop Softphone is in background, the user can be notified of incoming events (New call/ IM, or VM) using android notifications, but in some cases, the notifications do not appear.

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This is reproduced when user is accessing menu options like Appointment, Pickup, Redial list, Lock or Forward and then put the application in background, in these cases, the application is not capable to get the information of a new event, and then shows no notification.

8. Installation

When the Android phone is on, the following screen displays:

Default display

On this screen, click the 'Play Store' icon. When on the Play Store homepage, click the 'search' tab in the bottom of the page to open the search box.

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On the search page, type the "ip desktop" keywords and look for the 'Alcatel-Lucent IP Desktop Softphone' application. Simply tap on 'IP Desktop Softphone' to open the application description page

Search results for Alcatel Lucent

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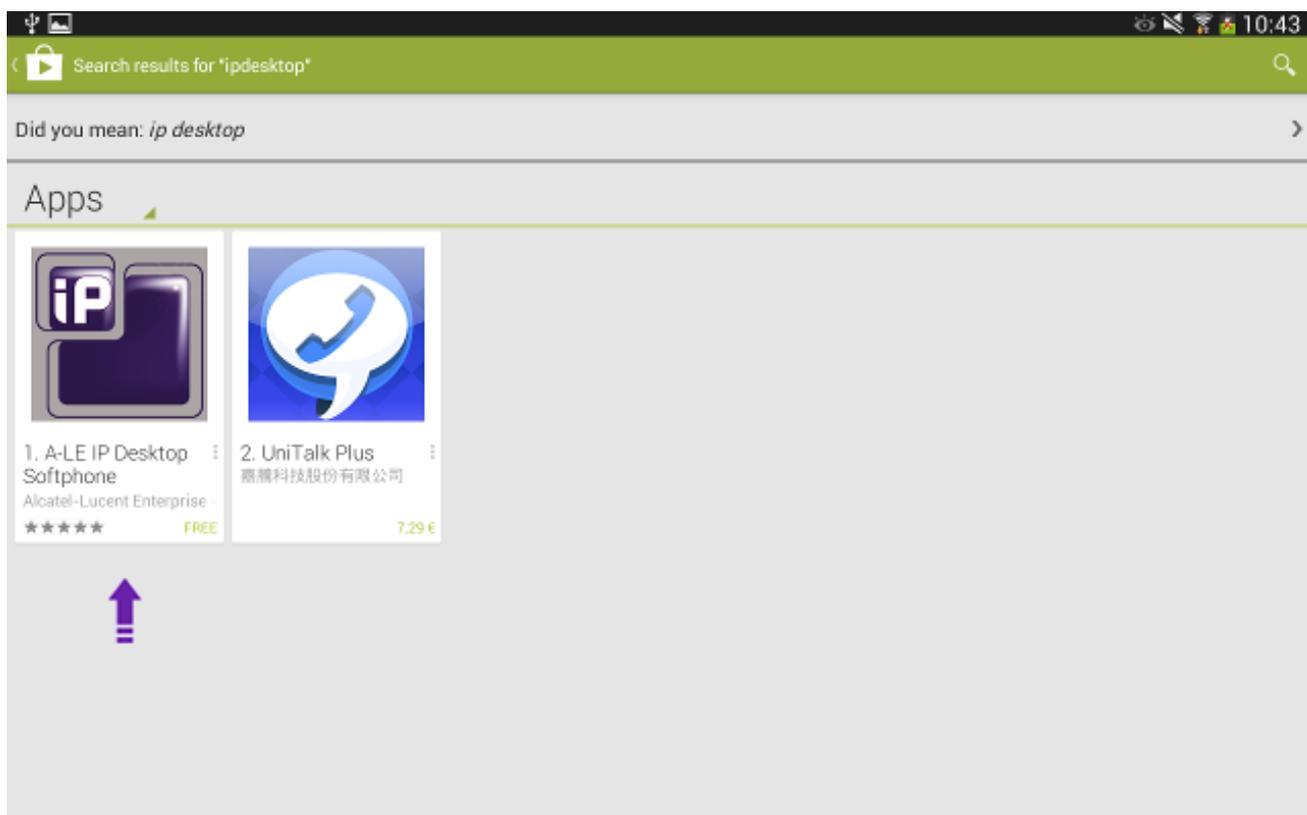
Click on install button of the application description page.

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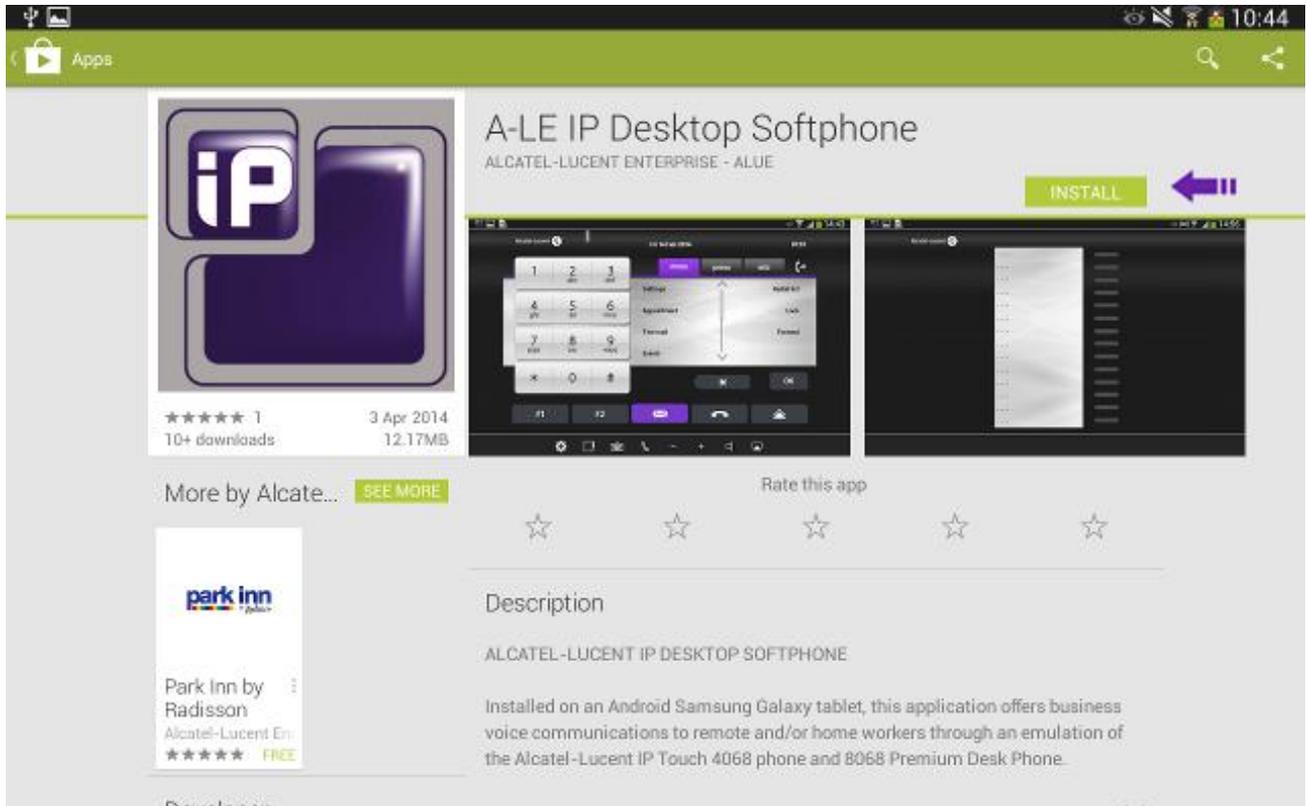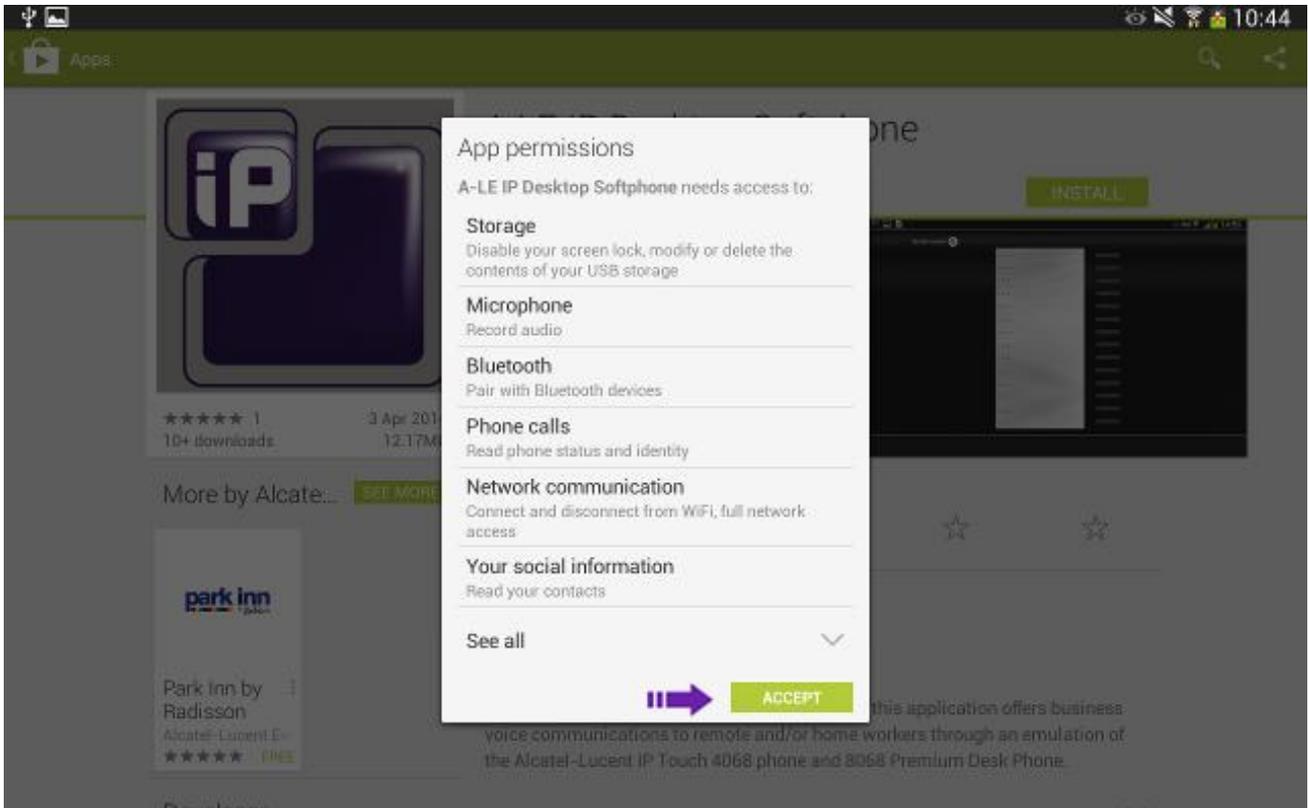
Now the installation is complete. But the IP Desktop Softphone cannot be used yet. To start using it, the following three steps will have to be completed:

1. Requesting permissions
2. Configuration
3. Registration

These steps are explained in the following pages.

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9. Requesting permissions

Starting from Android 6 Marshmallow, IP Desktop Softphone requests the following permissions from user to continue its execution: READ_CONTACTS, READ_EXTERNAL_STORAGE, WRITE_EXTERNAL_STORAGE, READ_PHONE_STATE and RECORD_AUDIO. These permissions are necessary for the right execution of the application. The user must grant all these permissions or IP Desktop Softphone stops its execution.

Read Contacts permission

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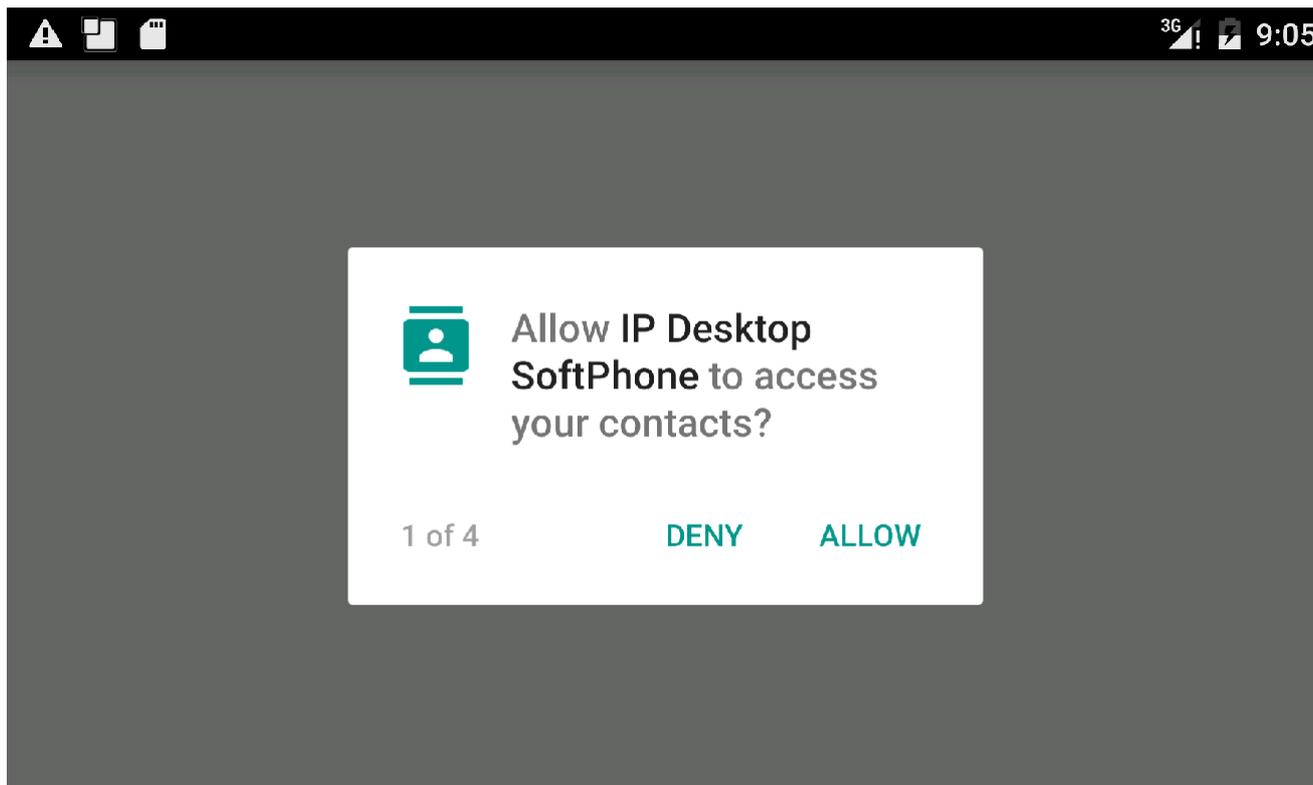
Read phone state permission
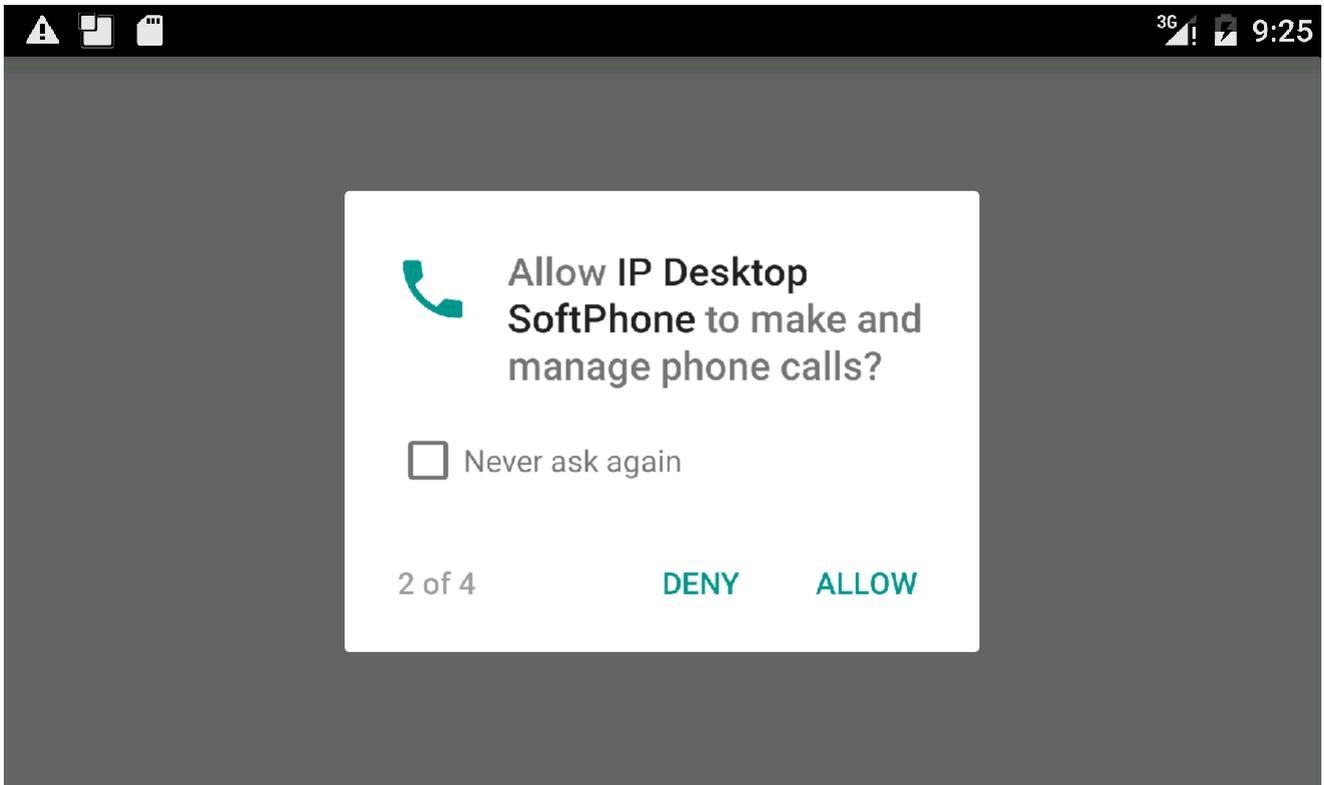
External storage permission

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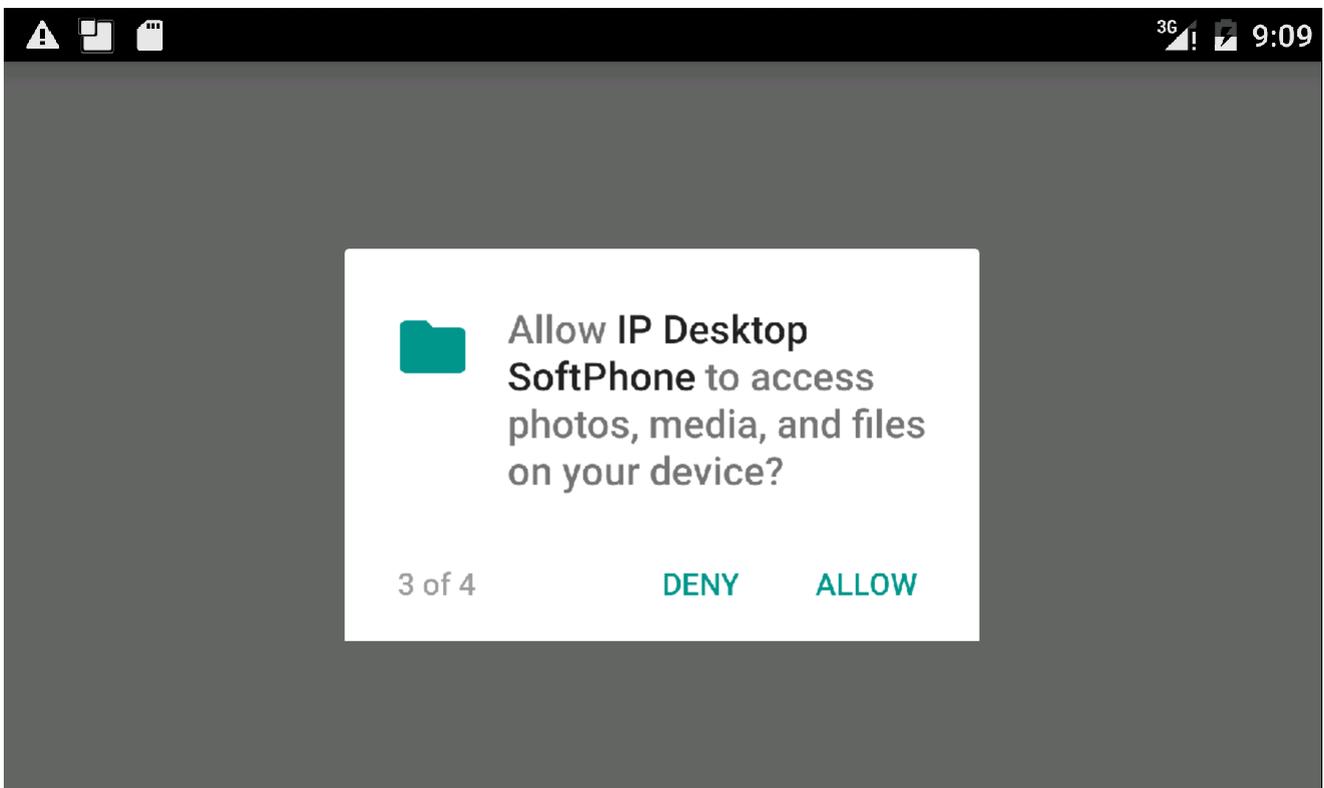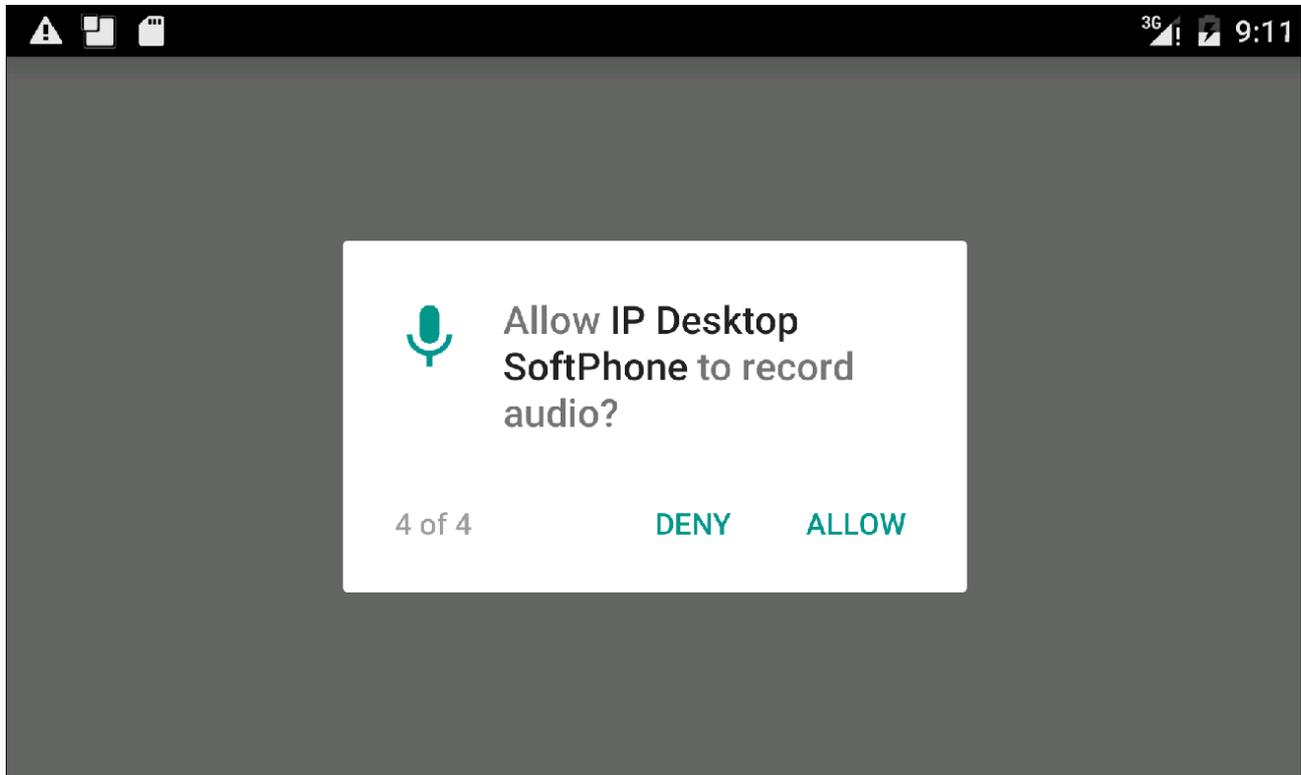
IP Desktop SoftPhone may also request to ignore battery optimization, introduced since Android 6 Marshmallow. It is a power-saving feature to extend battery life when a device is not connected to a power source. This feature, if not ignored may lead to a loss of connection between IP Desktop Softphone and its PBX (OXE or OXO). When requested, the user must answer to it positively or the application may lose connection when it is idle for a long period of time.

Ignore battery optimization

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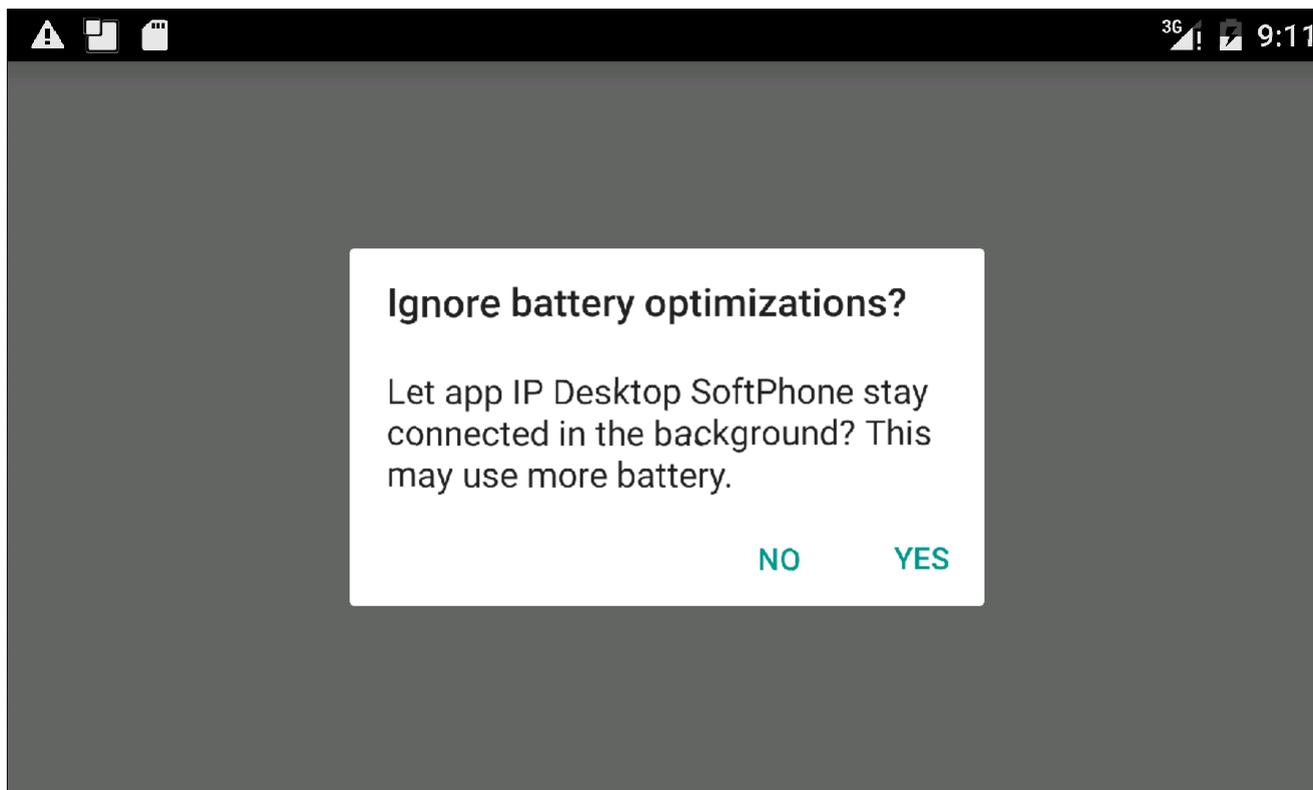
10. IP Desktop Softphone in OXE context

10.1 Configuration

To access the configuration screen, tap on the settings button. It is at the bottom left, and looks like: ⚙. This displays the inset shown in the below screenshot:

To view settings

Select 'View Settings.' This opens a new screen as below:

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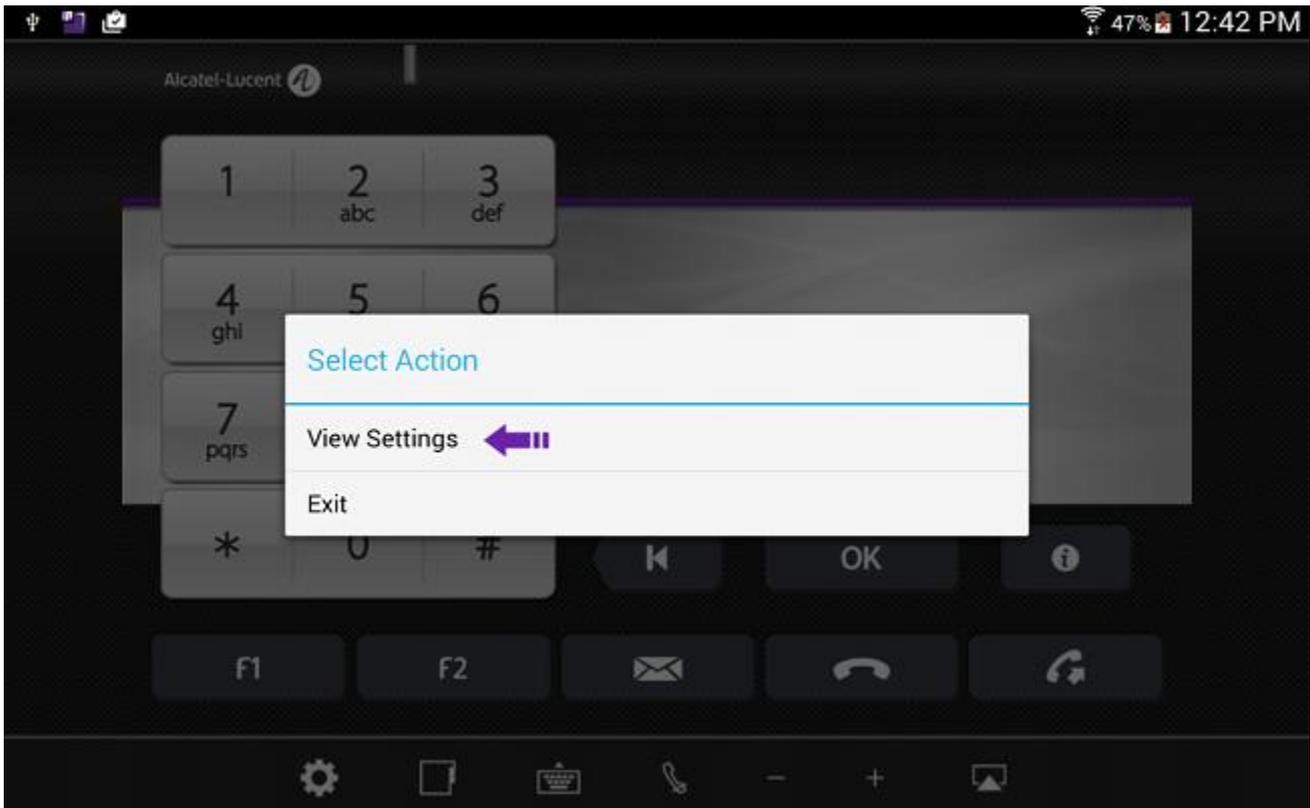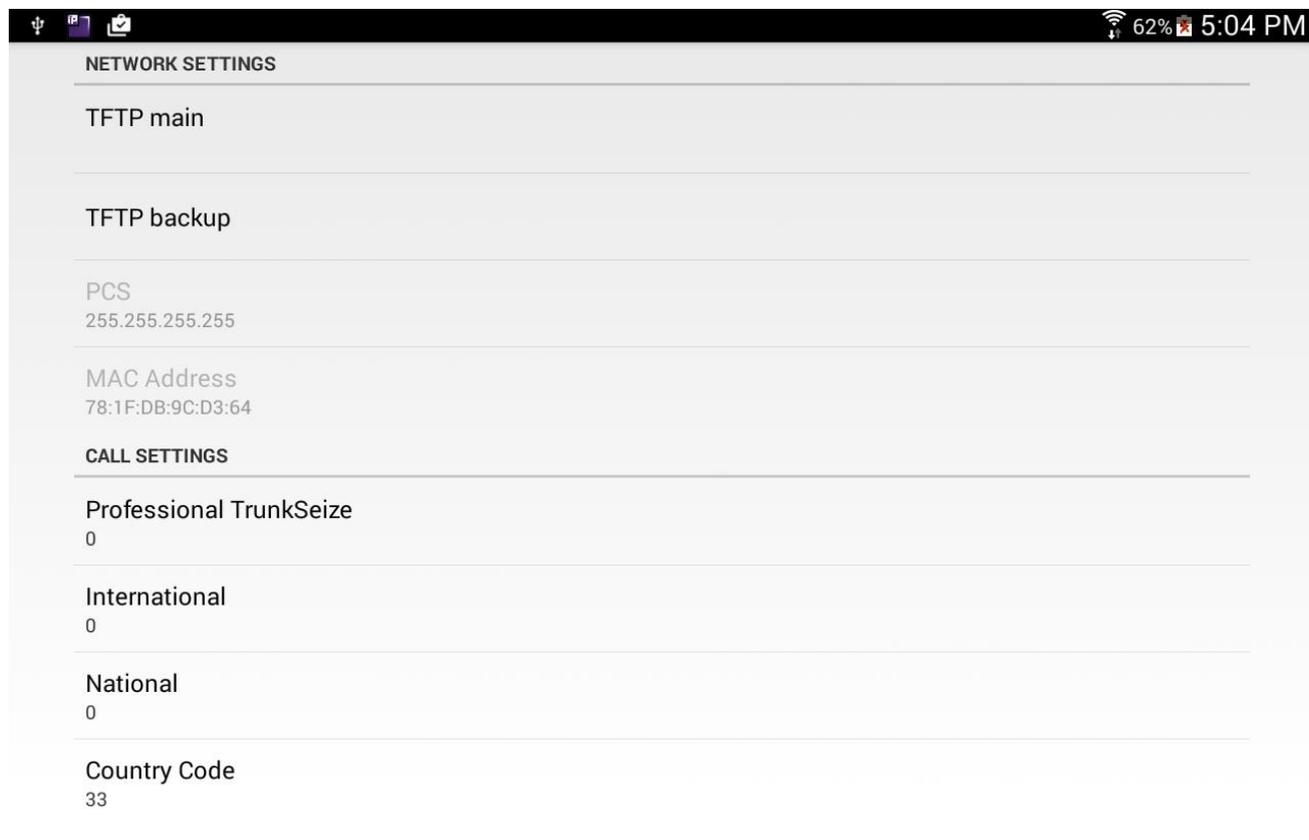
In the Network settings screen that displays, tap on 'TFTP main'. This opens a new screen as below:

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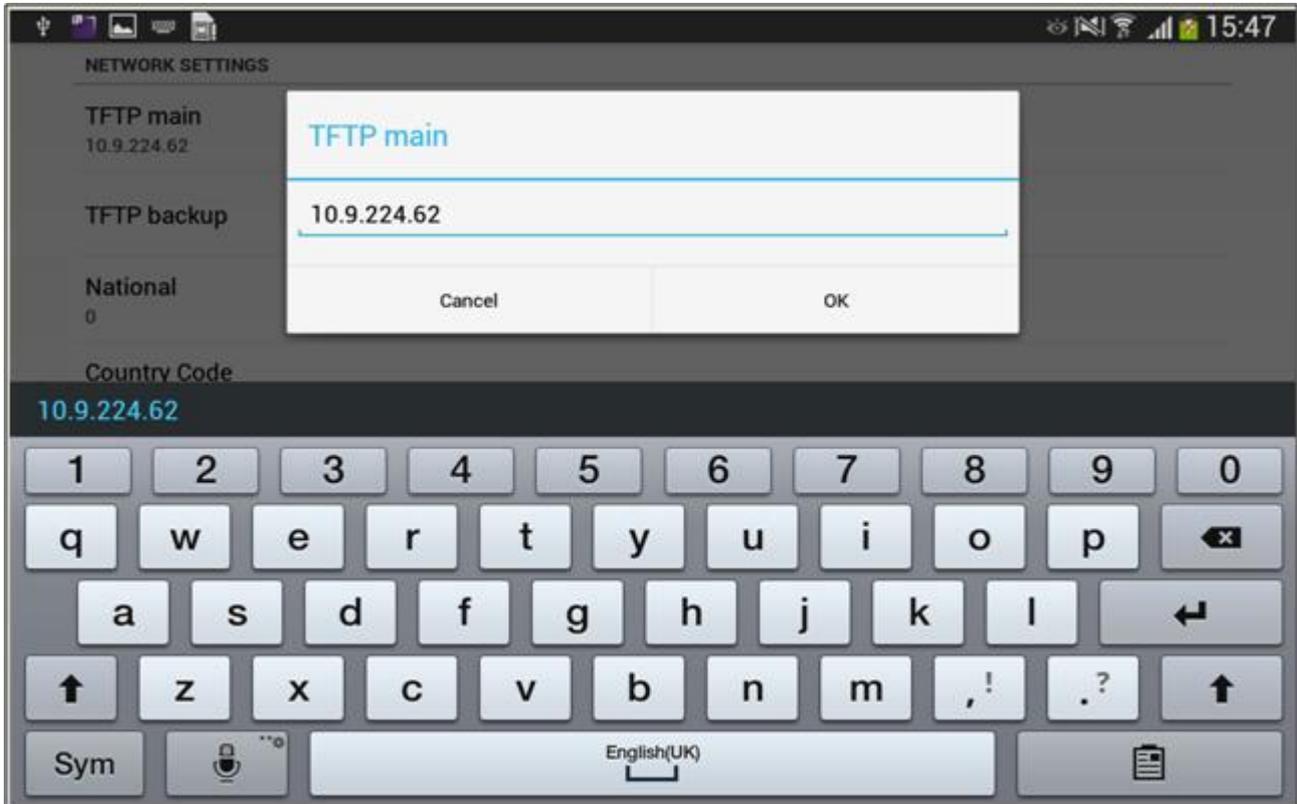
In the box that displays, key in the OXE's address (TFTP address). For that purpose, the keyboard automatically displays. After keying it in, tap on 'OK'. This closes the dialog box, and shows the network settings page as below.

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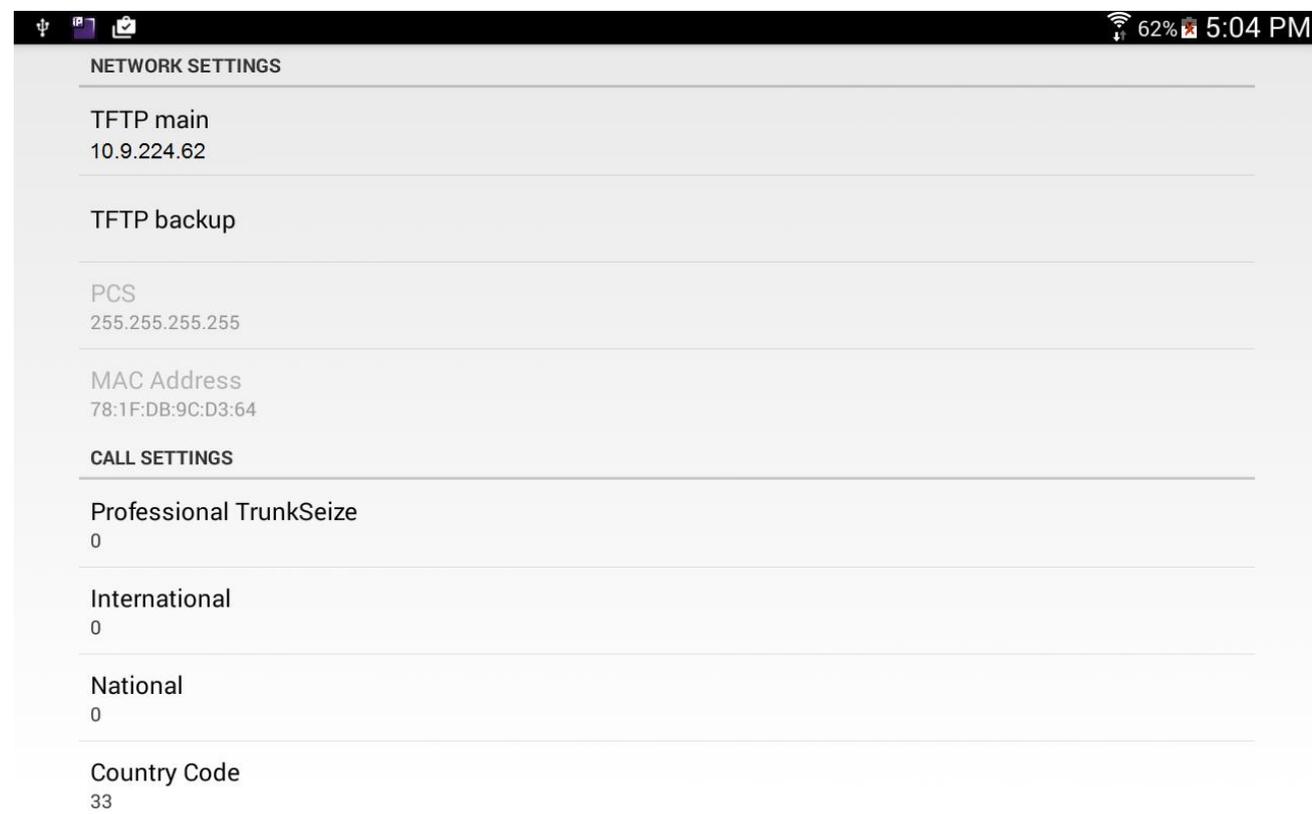
Here, the address of 'TFTP Main' is given already. If you have a backup OXE, then enter its IP address in the "TFTP backup" by tapping on it.

User may also configure the call settings parameters to adapt to his own OXE and country configuration. Below the description of each parameter:

o   Professional trunk seize: prefix to make external call. Default value is "0".

o   International: international call prefix. Default value is "00".

o   National: First digit used in the country for national calls (06 12 34 56 78). Default value is "0".

o   Country code: The international dialing code of the country. Default value: "France 33".

o   Minimum number of digits: default value: "9". Any phone number which number of digits exceeds the value of this parameter will be interpreted as external number (the professional trunk seize prefix will be added before numbering).

o   Excluded prefixes: Exceptions of the previous parameter separated by spaces.

Your configuration is now over; you can close the Settings page.

For this configuration to take effect, the Administrator should have already done some configuration to the OXE as below:

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```
┌─Create: Users─────────────────────────────────────────────────────┐
│                                                                    │
│       Node Number (reserved) : 1                                   │
│            Directory Number : 1095    ◄■■                          │
│                                                                    │
│              Directory name : John    ◄■■                          │
│         Directory First Name : Peter  ◄■■                          │
│          UTF-8 Directory Name : --------------------------------   │
│    UTF-8 Directory First Name : --------------------------------   │
│               Shelf Address : 255                                  │
│               Board Address : 255                                  │
│           Equipment Address : 255                                  │
│                   Set Type + IPTouch 4068/8082/8068  ◄■■           │
│              Entity Number : 1                                     │
│              Set Function + Default                                │
│               Profile Name : ---------------                       │
│               Key Profiles + None                                  │
│          Domain Identifier : 0                                     │
│               Language ID : 1                                      │
│                                                                    │
│                 Secret Code : ****                                 │
│                     Confirm : ****                                 │
│                                                                    │
└────────────────────────────────────────────────────────────────────┘
```

Step – 1: Creating User:

The Administrator will have to login to OXE using Telnet, and use the following path: mgr → users → create. This displays the above screen. There, he will have to enter:

        Directory Number – Number of the phone

        Directory Name – First name of the user

        Directory First Name – Surname of the user

        Set Type – Select: 'IPTouch 4068/8082/8068'

Then use Ctrl+F to move on to the following screen:

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```
┌─Create: Users─────────────────────────────────────────────────────

                    URL UserName : ----------------------------------------
                     URL Domain : ----------------------------------------

                     SIP Passwd : ----------
                        Confirm : ----------

              Add On Module 1 + Electronic 14 Keys  ◄━ ▋▋
              Add On Module 2 + None
              Add On Module 3 + None
      Internal Alphanum.Keyboard + None
      Called Associated DECT set : --------
      Dial by name and text msg. + NO
               Text msg number : 8

                        Multi-Line Properties

        Automatic Incoming Seizure + False
        Automatic Outgoing Seizure + False
               Selective Filtering + False
           Overflow on no answer + False

```

Step – 2: Providing AOM keys:
'AOM' refers to keys programming that is dealt with, later in the guide.

In the above screen, against 'Add On Module 1,' by default 'none' will display. This will have to be changed to 'Electronic 14 Keys.' Then key in Ctrl+v to save this information. You will get a message of successful programming.

Next you will have to activate these. For this, move on to: mgr → user → Go down hierarchy → TSC IP user. This displays the following screen:

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```
┌─Review/Modify: TSC IP User──────────────────────────────────┐
│                                                              │
│              Node Number (reserved) : 1                      │
│                   Directory Number : 1095                    │
│                   Directory Number : 1095                    │
│                                                              │
│                         Set Type + IPTouch 4068/8082/8068    │
│              Voice Coding Algorithm + Default                │
│         Terminal Ethernet Address : 5c:f8:a1:26:a9:88        │
│                        IP Address : 10.9.224.204             │
│                 IP Domain Number : 0                         │
│            Use of volume in system + YES                     │
│         Reset For Update Authorized + YES                    │
│            IP-Softphone Emulation + YES  ⬅██                 │
│                                                              │
└──────────────────────────────────────────────────────────────┘
```

Step – 3: Activation:

In the above screen, against the last line, change to 'YES'. Then key in Ctrl+v again. This completes configuration on the part of the Administrator.

Notes:

1. This application can be used, only if the Administrator had configured this phone in the OXE. The TFTP address is the IP address of that OXE.

2. In case of OXE with spatial redundancy, then the corresponding OXE IP addresses needs to be entered in those fields.

This concludes the configuration.

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10.2 Registration

This involves a few steps. To start registration, tap on the application's icon on the main page.

Note:
Only the inside image of the phone display is shown

Pre-registration display
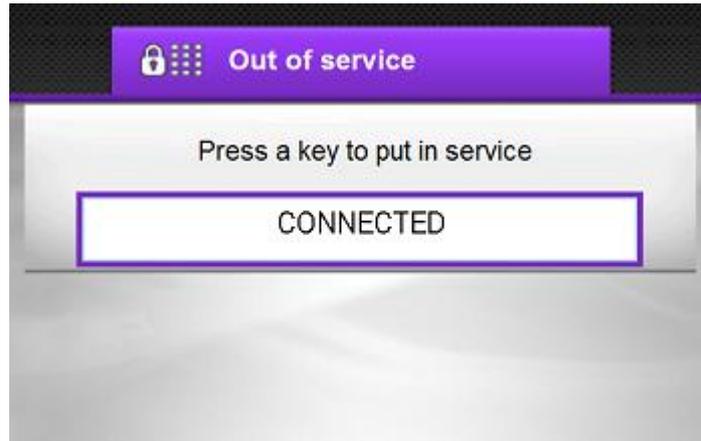
Before commencement of registration, you get this display. To initiate registration process, press any key.

Dial extension number - request
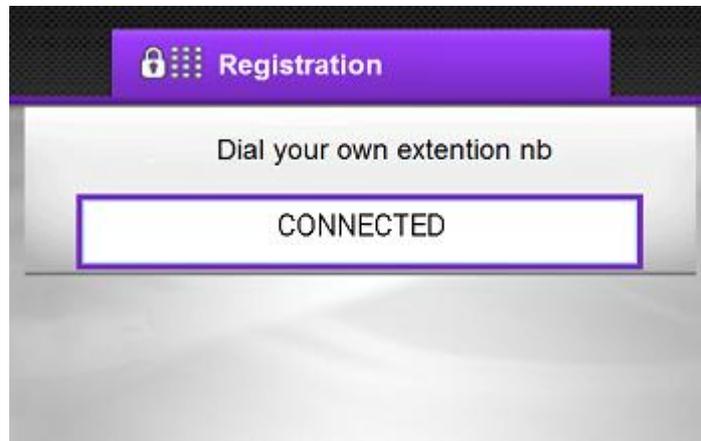
Step 1: As required, key in your OXE extension number. This number would have been provided to you by your Administrator. On keying this, the display would change to:

Step 2: Enter your password. The default password is: '0000'. Please check with your system administrator if you are not sure.

Password being keyed in

This completes the Registration process, and the screen would display the normal phone. Now it can be used.

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10.3 Screens and keys display

There are 3 tabs on the IP Desktop Softphone display panel: Menu, Perso and Info. On default display, the 'Perso' tab is opened. This default display of the 'Perso' tab can be customized by the user. Here you can store the numbers which you will be calling frequently.

The functions of the fixed keys are described on the screenshot below.

Perso tab

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The 'Perso' tab allows to configure speed dial keys, i.e. where direct phone numbers can be stored, labeled by their names or key programming for telephony features such as forwarding, Do Not Disturb, etc. Please see section "Programming Keys" later in this guide, for more details on how to program keys.

Info tab

The 'Info' tab displays the phone status (number of messages, number of non replied calls…), features programmed on the phone such as overflow, appointment etc, as well as information from the OXE: phone number and user name.

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The 'Menu' tab allows configuring the phone set settings (language, password, ringing…) and activating telephony features such as forwarding or locking. This screen also provides access to the list of the last incoming calls (events), text messages and the redial list.

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10.4 Receiving Calls

When a call is received, the IP Desktop Softphone application will display the following notification:

Incoming Call Alert

Below is the process:

1. Incoming call alert

When you receive a call, you are alerted in the 5 following ways:
   a)   Ringing is heard from the Android device loudspeaker
   b)   The indicator light on the top left blinks
   c)   The display panel shows the number and name (if present in the company directory) of the person who is calling. This can be seen in the screenshot above.
   d)   The 'OK' button turns green
   e)   The purple icon (TelephonicTab) on the top right corner notifies the call

2. Call pick up

You can pick up using any of the 3 following methods:
   a)   Tap on 'OK' button
   b)   Tap on 'Take Call' dynamic key in the screen (see screenshot above).
   c)   Tap on the purple icon (TelephonicTab)

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Note 1: if you tap on the 'Silent' dynamic key on the screen, the call will stop ringing but the call remains waiting for you to pick it up.

Note 2: When the 'Interphony' [icon] button has been activated on the user's phone (in idle state only), an incoming call is automatically picked up without any manual action as listed above. In this case when interphony has been activated, the interphony notification displays on the screen and the corresponding button turns blue. Tap on 'Interphony' button to deactivate this feature in idle state. The use of the interphony feature has to be authorized in the OXE administration.

Call in progress
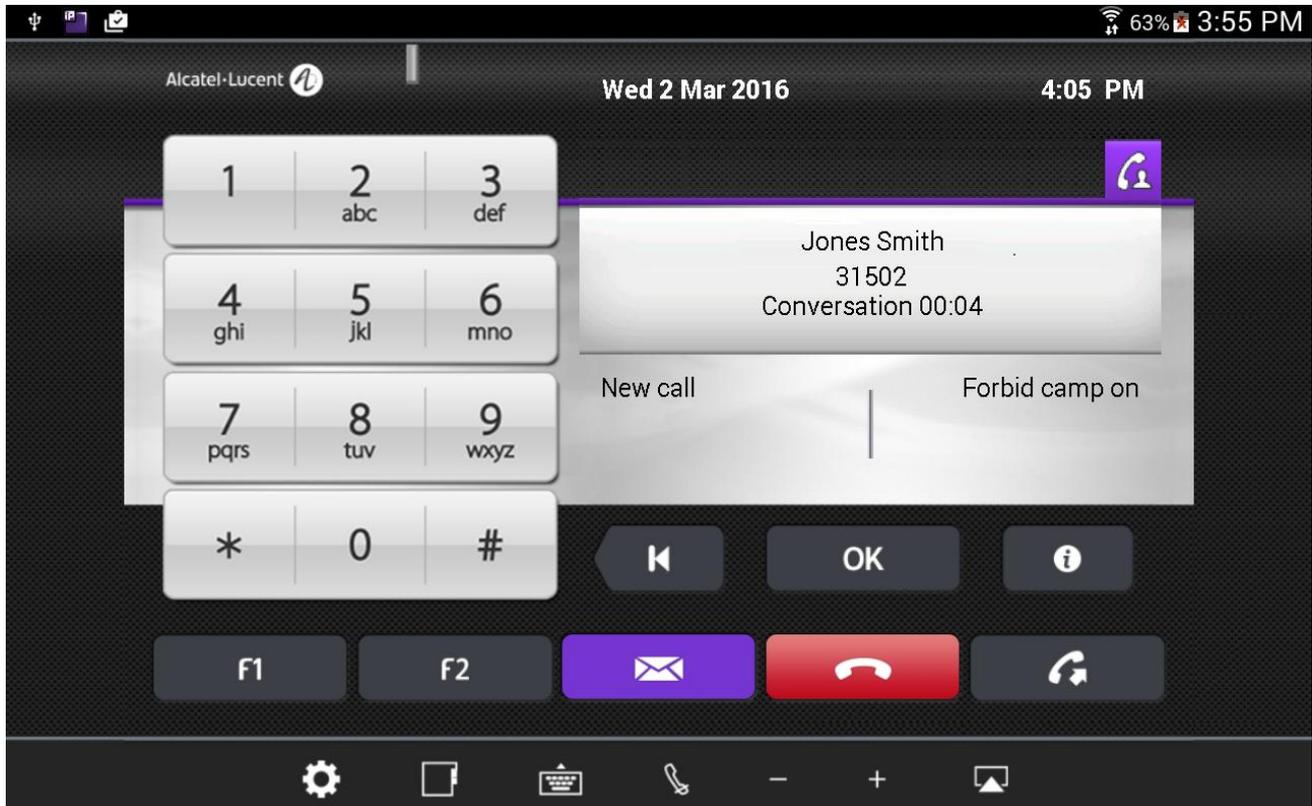
When the incoming call is picked up, the screen notifies the set is in conversation.

- To increase or decrease the volume of the conversation, tap on [icon] or [icon] icons respectively
- To end the call, click the 'On Hook' [icon] key
- To switch the conversation sound to another device (headphones for instance), click the [icon] icon
- To mute the conversation on the user's side (the conversation cannot be heard by the called party), click the icon [icon]
- Use the dynamic keys on the display panel screen to put on hold, set up a new call, tag the call as malicious or forbid camp on.

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10.5 Making Calls

To set up a call, you can use one of the following ways:
- Dial the required number using the numeric keypad
- Press a pre-programmed speed dial key in the 'Perso' tab or the Add-On Module
- Type the name of the required contact if present in the company directory

- Redial last number dialed using the ![icon] icon

The following outgoing call alert notification displays on the IP Desktop Softphone screen:

Outgoing call - alerted

1. Called Party is busy

If the called party is busy, you can see that status in the display panel, in addition to the busy tone in the device loudspeakers. You can then request a call back by tapping the corresponding dynamic key on the screen, or force the called party loudspeaker ('LS announce' key), if authorized in the OXE administration.

2. Called Party is free

a) You can hear the ringing tone through the loudspeakers of the Android device
b) When the called party picks up the call, the outgoing call status changes from "Alerted" to "Conversation" on the display panel as shown below:

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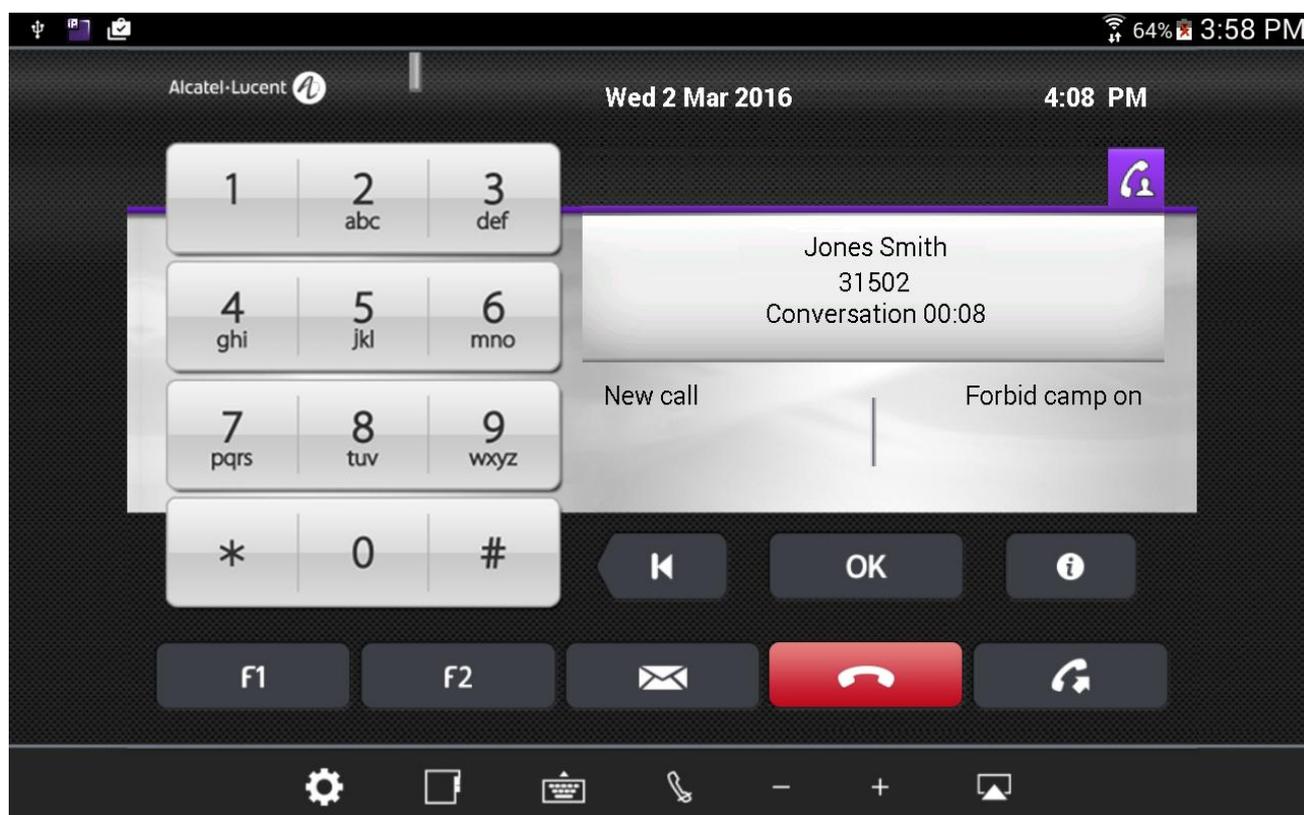
c) The above display remains all through the call.

d) To end the call, tap on the [icon] icon.

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10.6 Voice and text messaging

The messaging menu gives access to:
- The user voice mailbox, allowing to listen to voice messages left in your mailbox, send voice messages or configure your voice mail settings
- Text messages, allowing to read text messages received or send text messages
- Call back notification
- The list of non-replied calls

The messaging menu can be accessed using the ✉ button.

Messaging screen
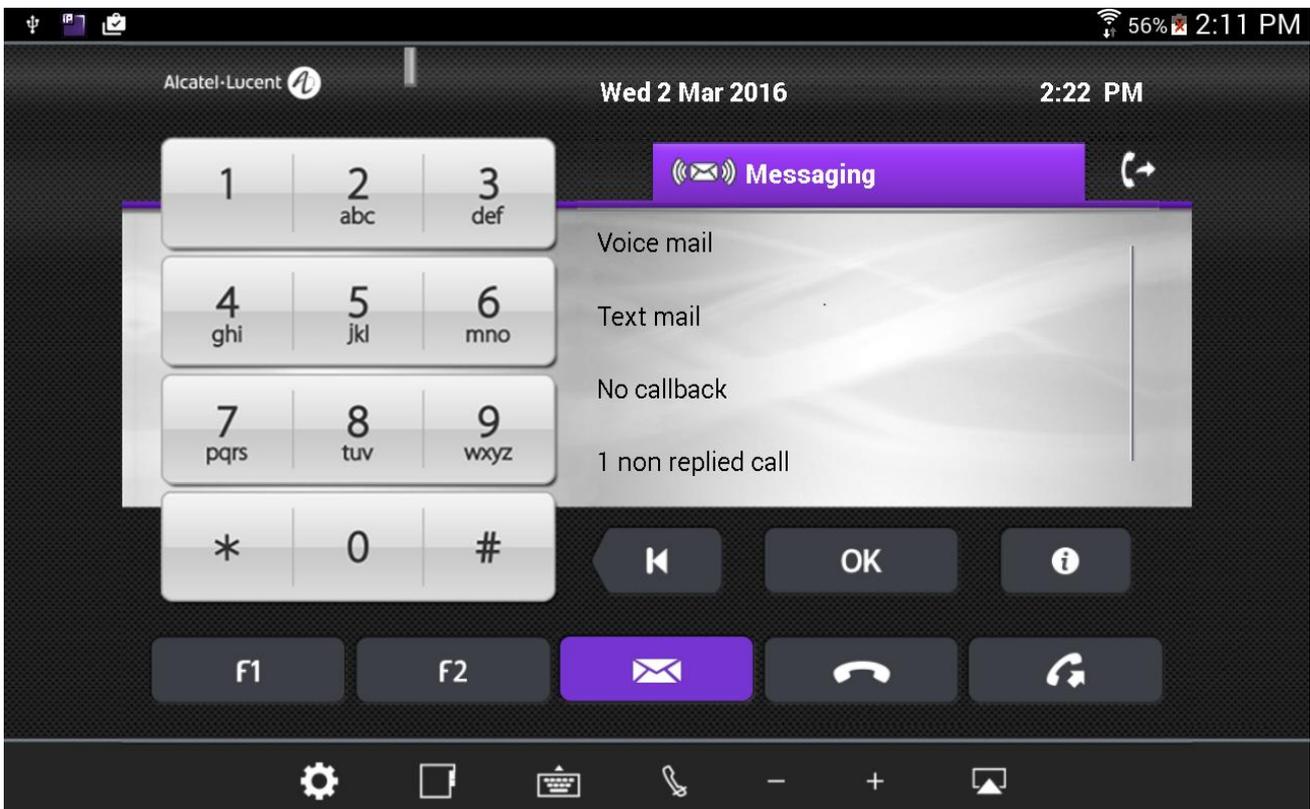
1. **Send a text message**

   a) To send text messages, tap on the ✉ button or "Text mail" option in the screen. You can also access the text mail feature from the 'Menu' tab.

   b) Tap on 'Send' key

   c) Select the contact to send the text message to by dialing the number, typing the contact name or tapping a speed dial key

   d) Choose if you want to use a predefined message, create one or complete one

   e) Tap on the ⌨ icon to display the alphabetical keypad. It displays as shown below:

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f) Use this keyboard to key in the text.

g) Tap on 'Apply' button

2. **Listen to a voice message or send a voice message**

   a) Tap on the ⊠ button

   b) Tap on the 'Voice mail' button

   c) Enter your mailbox password

   d) Listen to your voice messages or tap on 'Send' button to send a voice message. Then record the message and key in the destination mailbox number.

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10.7 Programming keys
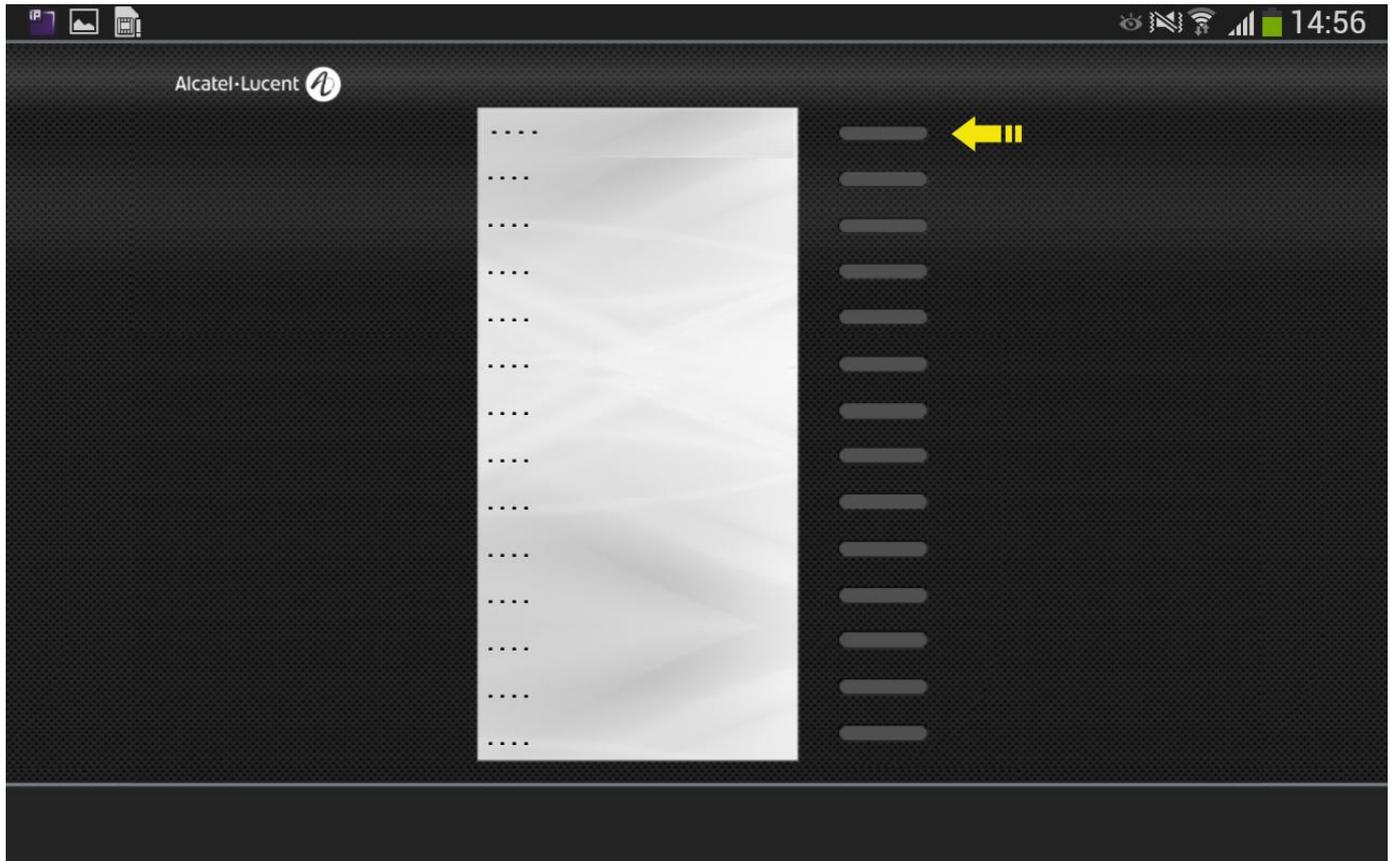
In order to save clicks and thus time, keys can be customized by the user to directly access speed dial numbers or telephony features. Such keys can be programmed on the 'Perso' tab, on the keys AOM (Add On Module) when available (programmed by the OXE administrator), or by using the F1 and F2 fixed buttons. To access the AOM, slide the display panel on the screen to the left.

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To program a key, follow this process:

Step 1: Tap on the key to be programmed on the 'Perso' tab or the AOM. The screen displays the following information:

AOM Keys Programming – selection – step 1
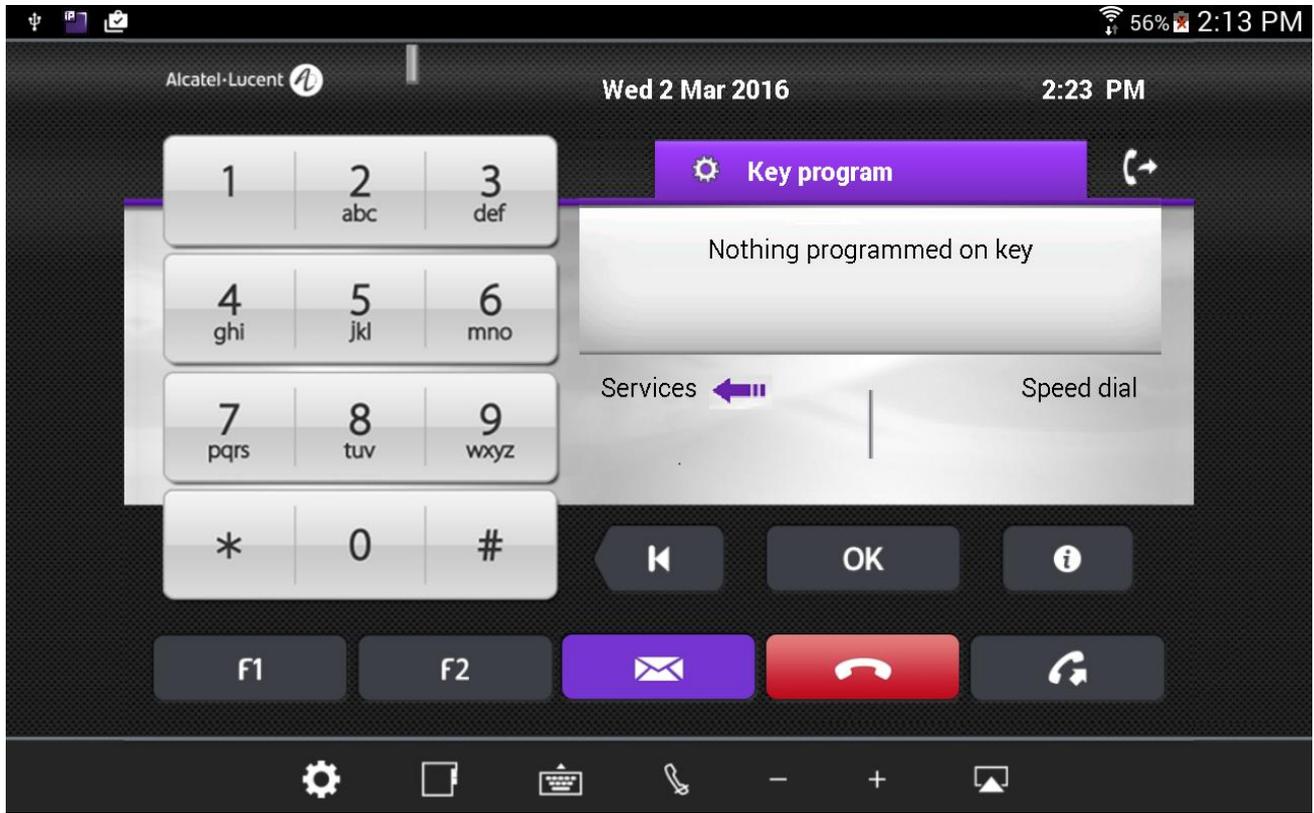
Step 2: Tap on 'Services' to program a telephony feature.

Key programming – selection – step 2

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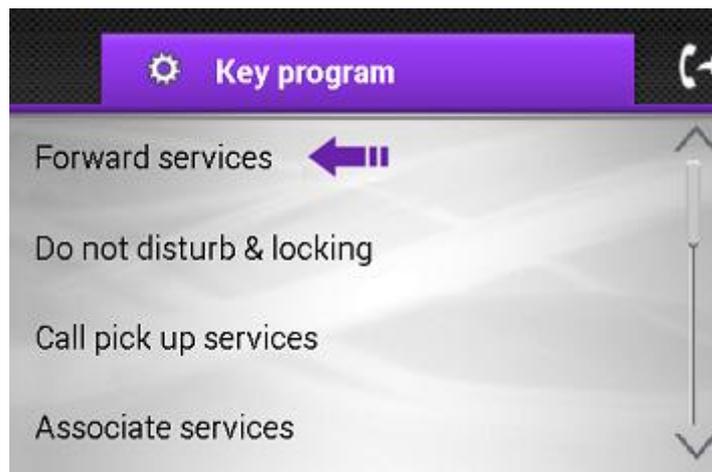
Step 3: Select the required feature by scrolling down or up. This example targets at programming 'Immediate Forward' to the key. So select 'Forward services' in this screen.

Key programming – selection – step 3
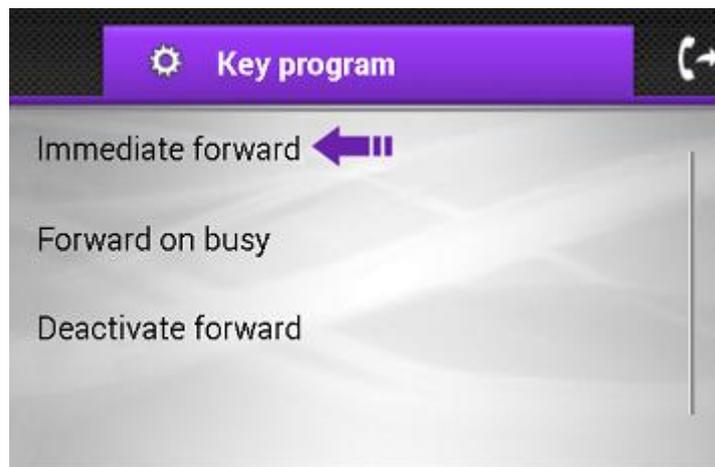
Tap on 'Immediate forward' to configure the key with this feature. When this is successfully programmed, the following screen displays:

Key programming – programming successful

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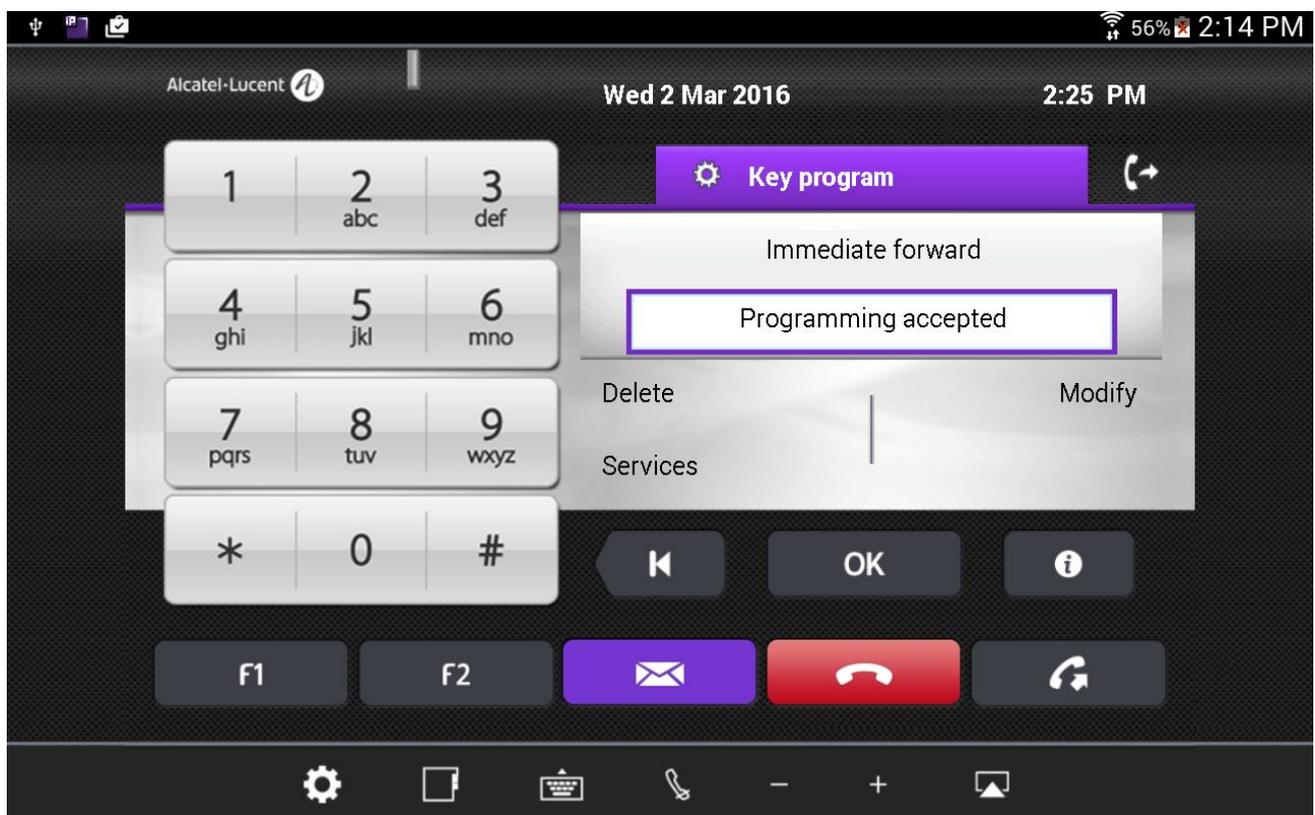
The programming is now accepted and the key is labeled with its programmed function 'forward' as shown below:

Key programming – Display after key programming
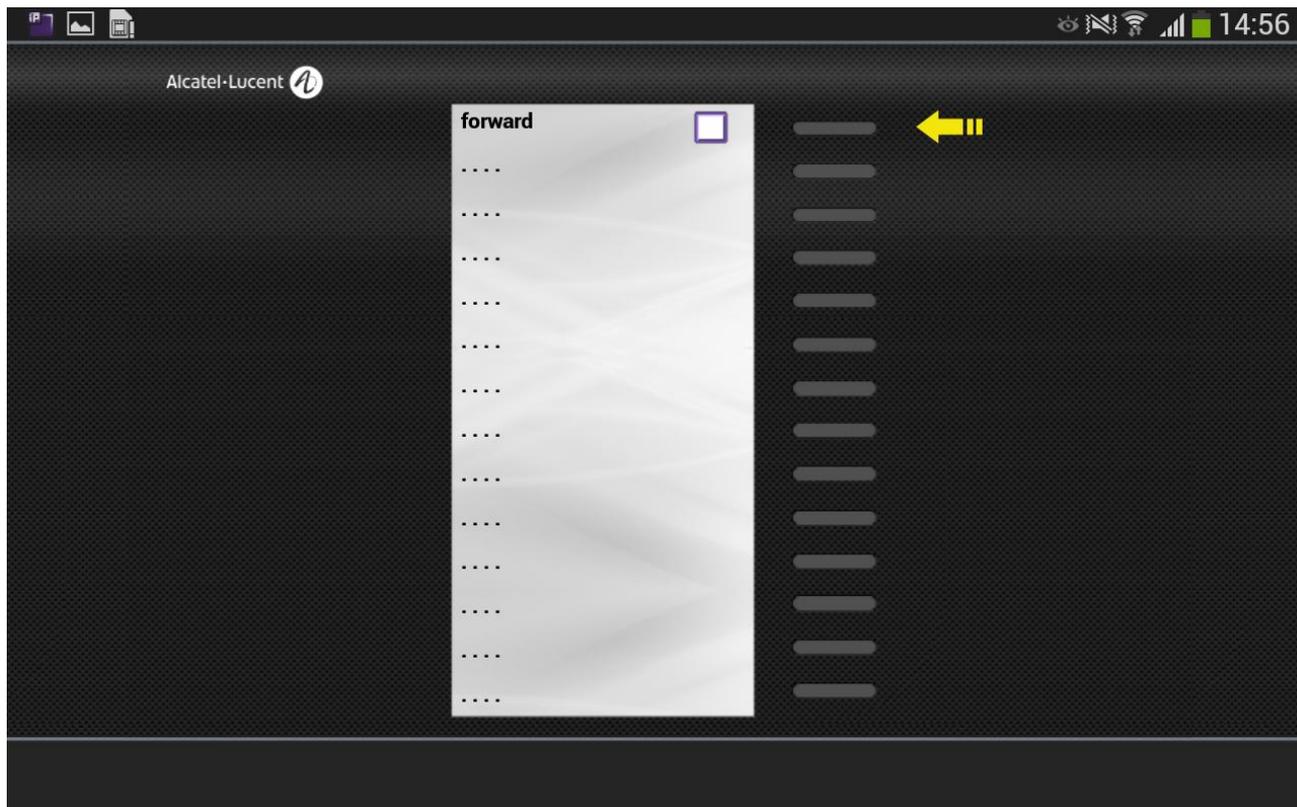
From now on, instead of passing through many menu choices, you can tap on this one button to forward calls.

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11. IP Desktop Softphone in OXO context

11.1 Configuration

To access the configuration screen, tap on the settings button. It is at the bottom left, and looks like: ⚙. This displays the inset shown in the below screenshot:

To view settings

Select 'View Settings.' This opens a new screen as below:

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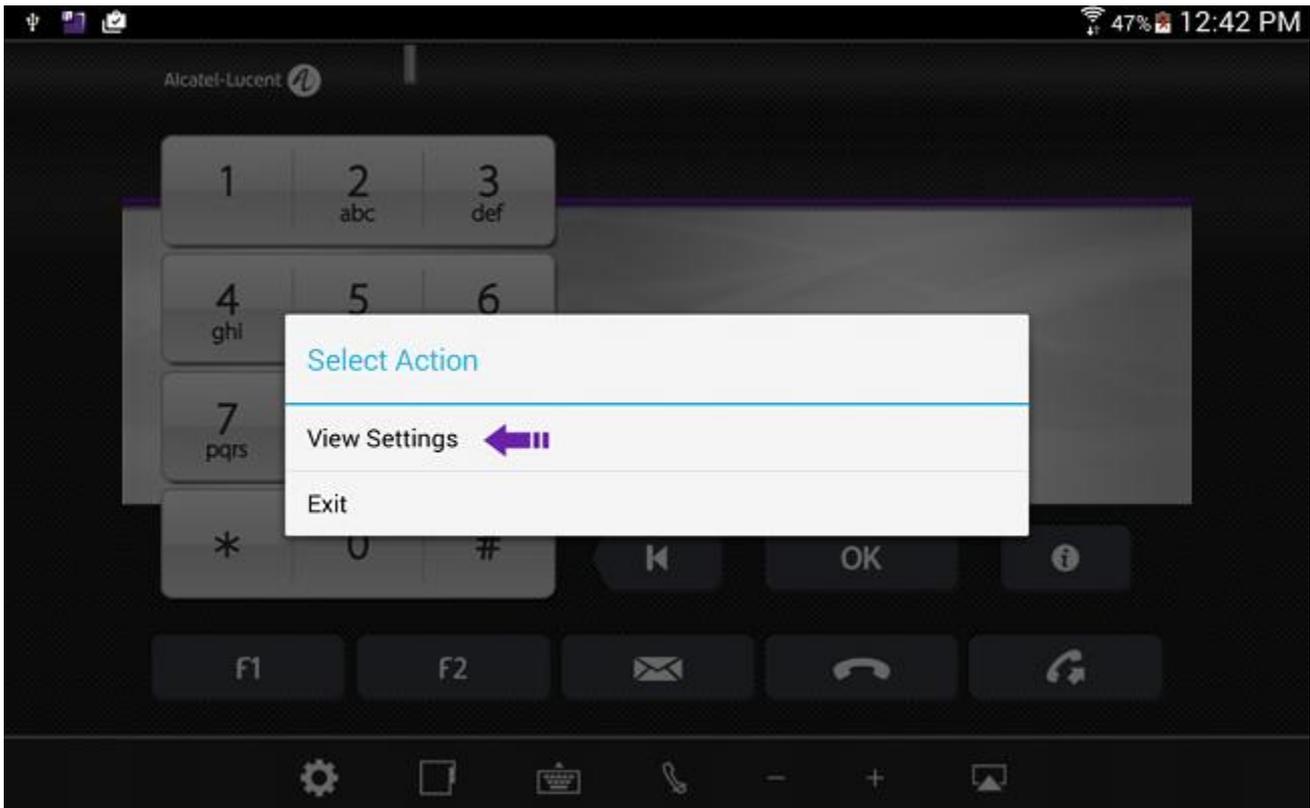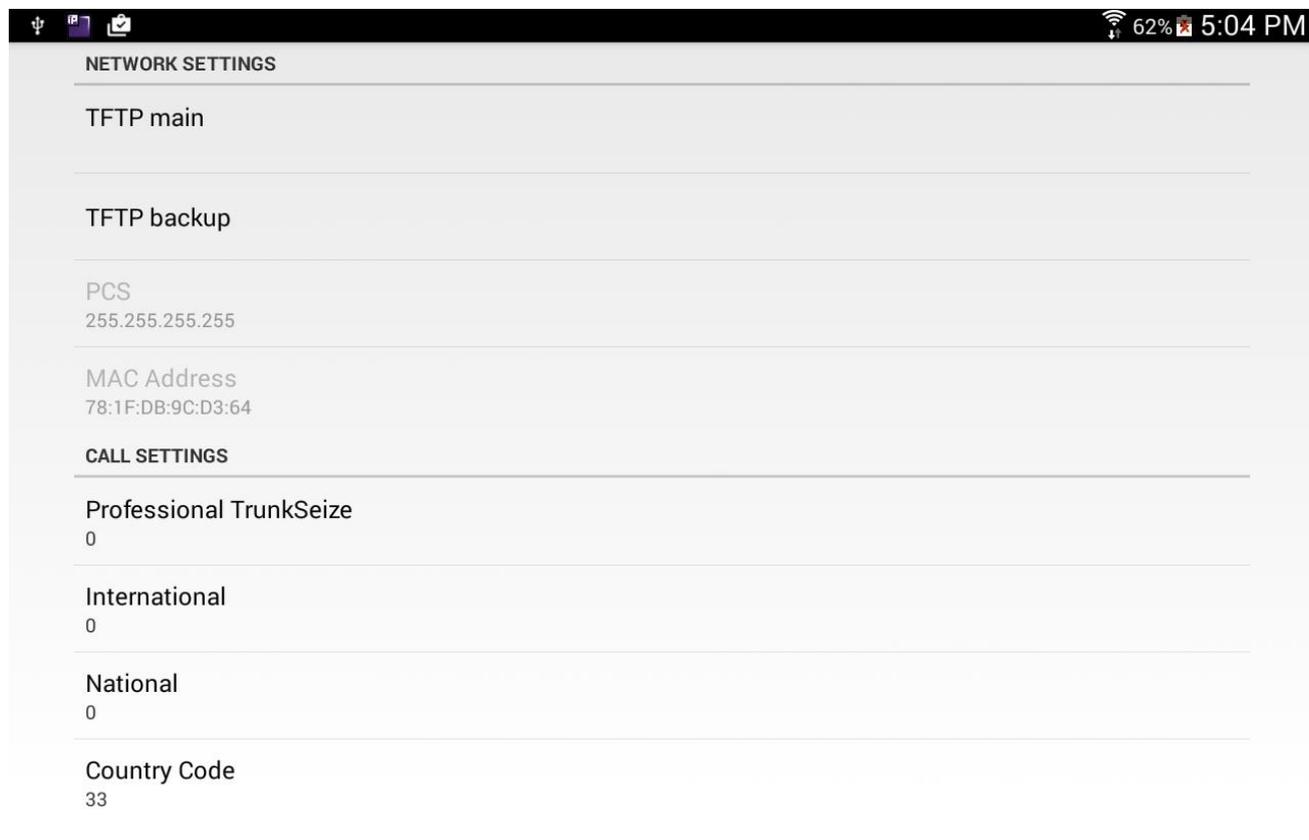
In the Network settings tap on 'TFTP main'. This opens a new screen as below:

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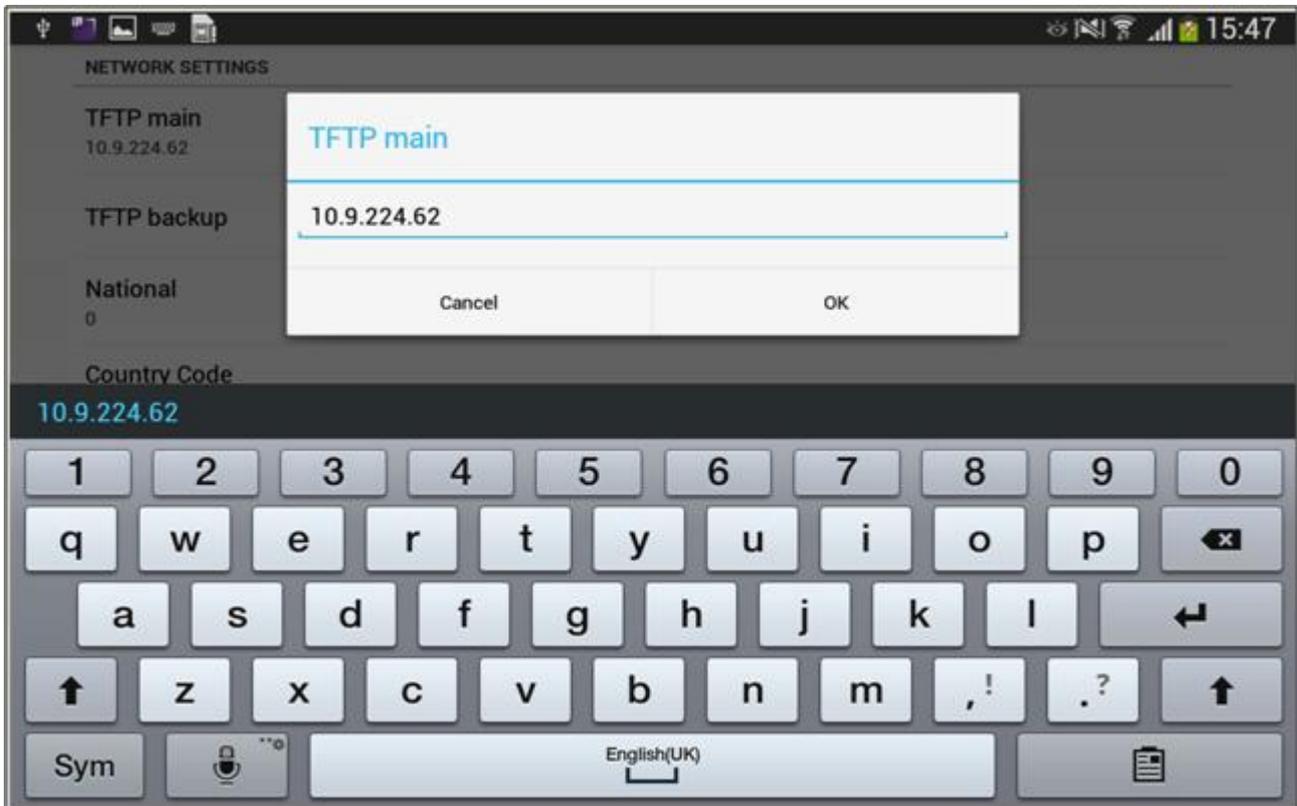
In the box that displays, key in the OXO's address (TFTP address). For that purpose, the keyboard automatically displays. After keying it in, tap on 'OK'. This closes the dialog box, and shows the network settings page as below.

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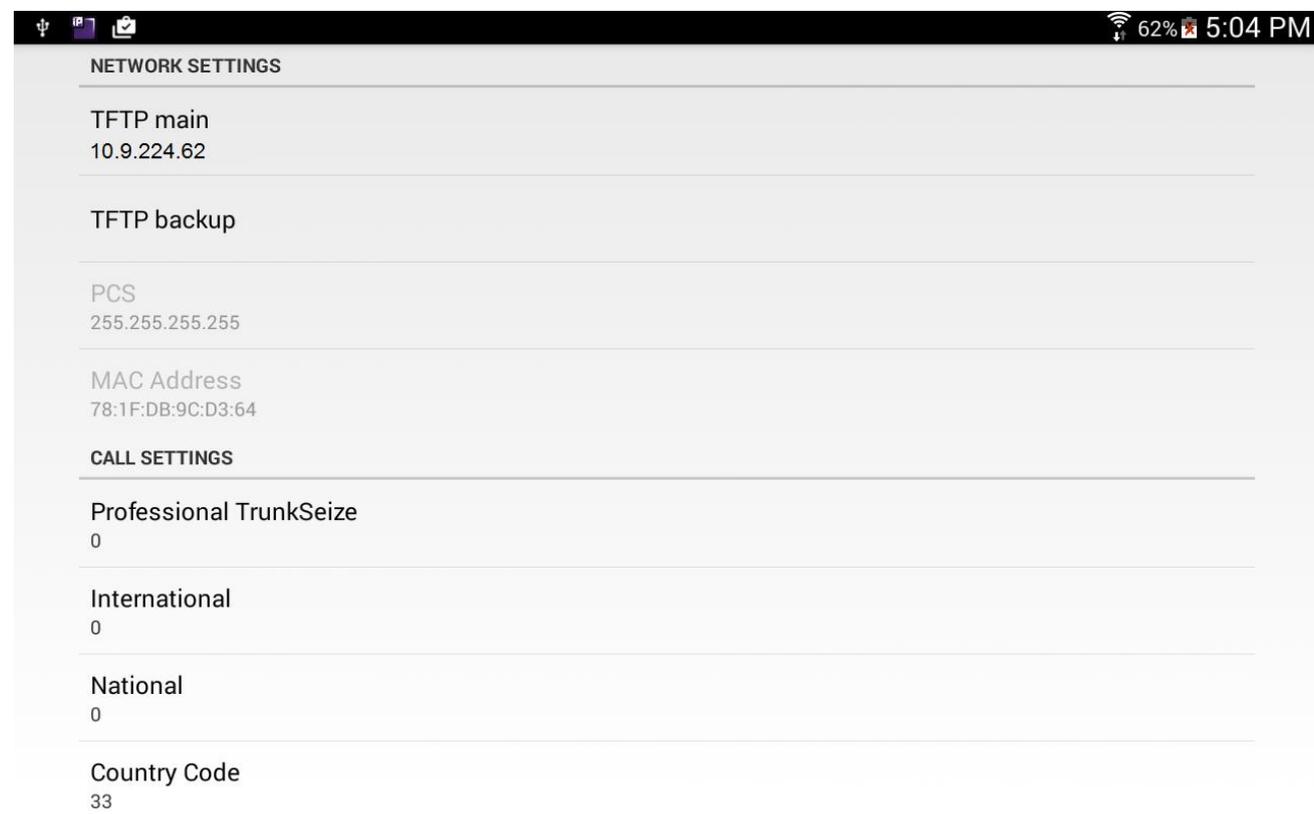
Here, the address of 'TFTP Main' is given already. If you have a backup OXO, then enter its IP address in the "TFTP backup" by tapping on it.

User may also configure the call settings parameters to adapt to his own OXO and country configuration. Below the description of each parameter:

- o Professional trunk seize: prefix to make external call. Default value is "0".
- o International: international call prefix. Default value is "00".
- o National: First digit used in the country for national calls (06 12 34 56 78). Default value is "0".
- o Country code: The international dialing code of the country. Default value: "France 33".
- o Minimum number of digits: default value: "9". Any phone number which number of digits exceeds the value of this parameter will be interpreted as external number (the professional trunk seize prefix will be added before numbering).
- o Excluded prefixes: Exceptions of the previous parameter separated by spaces.

Your configuration is now over; you can close the Settings page.

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Configuration on OMC:

1. In the call server, the user is created automatically with the "IP Desktop Softphone" device type.

User creation in OXO
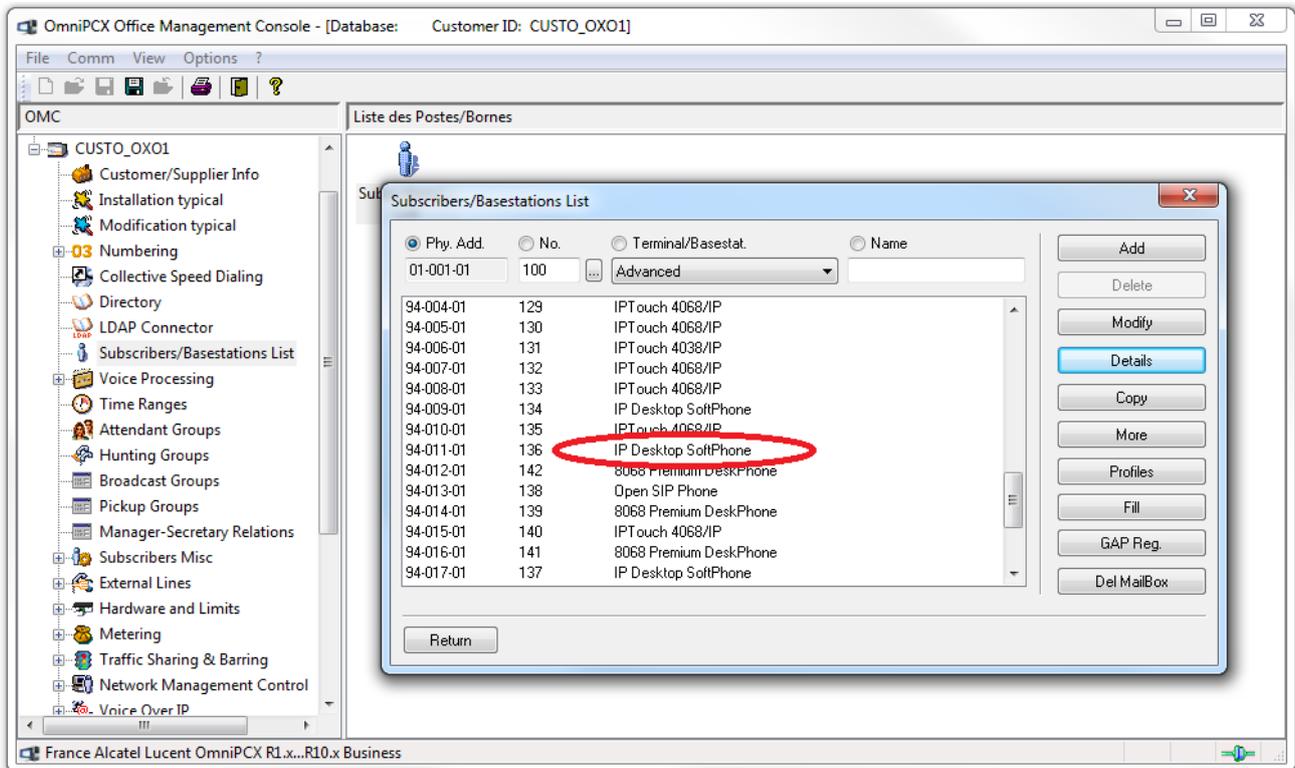
2. To consult or modify the user configuration, you can click on "Details" button as shown in the following illustration:

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3. The IP Desktop Softphone version is displayed in Software Version field.
4. The OS version of the installation environment is displayed in Serial Number field.

5. Add-on configuration: The 14-key extending pad is automatically created; you can see "Smart Display" when you click on "Select Add-On" button. You can modify parameters of

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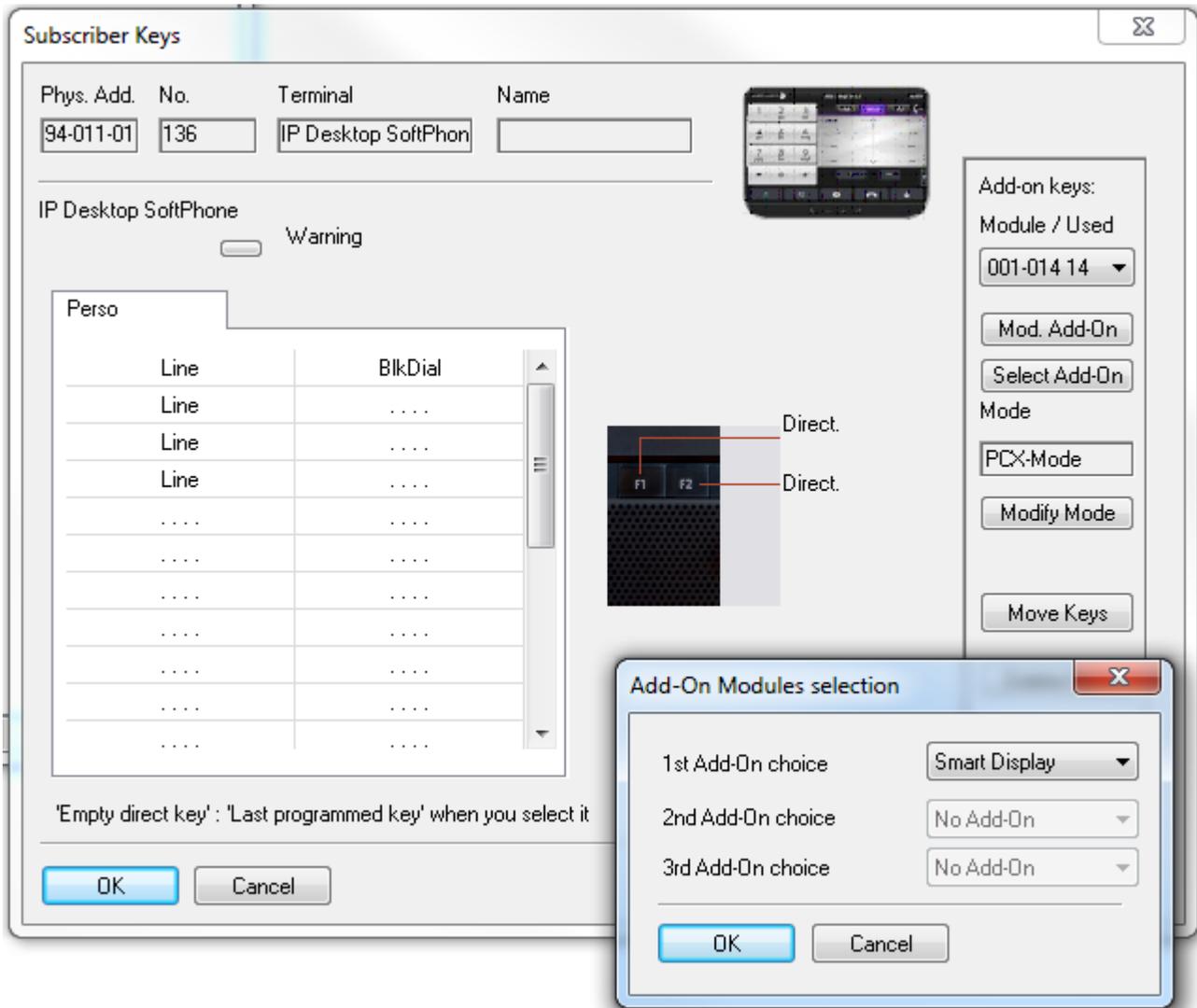
11.2 Registration

The minimum requirement of OXO version is Release 10.1 or above. In OXO context, the configuration of the phone is automatically done.
After the network configuration on the device described on paragraph , the connection to the OXO server is done, The IP Desktop Softphone starts and a phone number is automatically assigned.
See "Configuration" paragraph to configure the network parameters.

1.   Once this process is over, you can see the following display:

Connected and ready for use
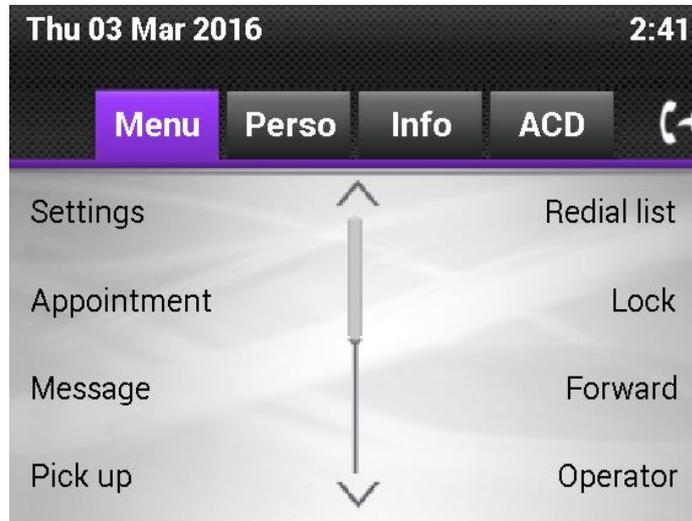
2.   Now the application is ready to be used.

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11.3 Screens and keys display

There are 3 tabs on the IP Desktop Softphone display panel: Menu, Perso and Info. On default display, the 'Perso' tab is opened. This default display of the 'Perso' tab can be customized by the user. Here you can store the numbers which you will be calling frequently.

The functions of the fixed keys are described on the screenshot below.

Perso tab

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The 'Perso' tab allows to configure speed dial keys, i.e. where direct phone numbers can be stored, labeled by their names or key programming for telephony features such as forwarding, Do Not Disturb, etc. Please see section "Programming Keys" later in this guide, for more details on how to program keys.

Info tab

The 'Info' tab displays the phone status (number of messages, number of non replied calls…), features programmed on the phone such as overflow, appointment etc, as well as information from the OXO: phone number and user name.

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The 'Menu' tab allows configuring the phone set settings (language, password, ringing…) and activating telephony features such as forwarding or locking. This screen also provides access to the list of the last incoming calls, missed calls… , text messages, voice messages or the redial list....

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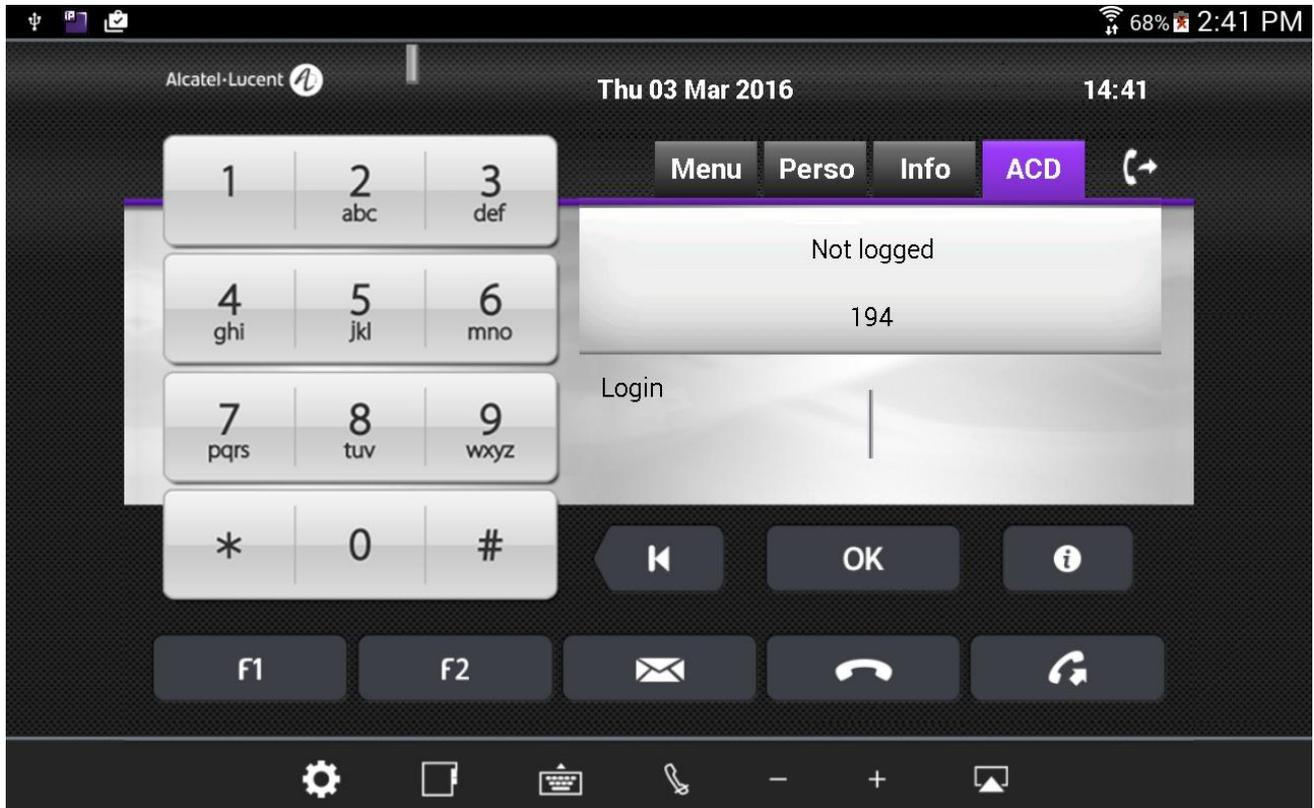
The 'ACD' tab allows logging as agent.

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11.4 Receiving Calls

When a call is received, the IP Desktop Softphone application will display the following notification:

Incoming Call Alert

Below is the process:

1. **Incoming call alert**
   When you receive a call, you are alerted in the 5 following ways:

   a) Ringing is heard from the Android device loudspeaker
   b) The indicator light on the top left blinks
   c) The display panel shows the number and name (if present in the company directory) of the person who is calling. This can be seen in the screenshot above.
   d) The 'OK' button turns green
   e) The purple icon (TelephonicTab) on the top right corner notifies the call

2. **Call pick up**
   You can hang up pressing 'OK' green button or pressing the purple icon (TelephonicTab).

Note: When the 'Interphony' [icon] button has been activated on the user's phone (in idle state only), an incoming call is automatically picked up without any manual action as listed above. In this case when interphony has been activated, the interphony notification displays on the screen and the corresponding button turns blue. Tap on 'Interphony' button to deactivate this feature in idle state.

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When the incoming call is picked up, the screen notifies the set is in conversation.

- To increase or decrease the volume of the conversation, tap on ⊞ or ⊟ icons respectively
- To end the call, click the 'On Hook' [key icon] key

- To switch the conversation sound to another device (headphones for instance), click the [icon] icon
- To mute the conversation on the user's side (the conversation cannot be heard by the called party),

  click the icon [icon]
- Use the dynamic keys on the display panel screen to put on hold, set up a new call, ...

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11.5 Making Calls

To set up a call, you can use one of the following ways:
- Dial the required number using the numeric keypad
- Press a pre-programmed speed dial key in the 'Perso' tab or the Add-On Module
- Type the name of the required contact if present in the company directory
- Redial last number dialed using the ![icon] icon

The following outgoing call alert notification displays on the IP Desktop Softphone screen:

Outgoing call - alerted

1. **Called Party is busy**

If the called party is busy, you can see that status in the display panel, in addition to the busy tone in the device loudspeakers. You can then request a call back by tapping the corresponding dynamic key on the screen.

2. **Called Party is free**

   a) You can hear the ringing tone through the loudspeakers of the Android device
   b) When the called party picks up the call, the outgoing call status changes from "Alerted" to "Conversation" on the display panel as shown below:

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c) The above display remains all through the call.

d) To mute the call, tap the icon

e) To end the call, tap on the icon.

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11.6 Voice and text messaging

The messaging menu gives access to:
- The user voice mailbox, allowing to listen to voice messages left in your mailbox, send voice messages or configure your voice mail settings
- Instant Messages (IM), allowing to read text messages received or send text
- The list off calls: missed calls, incoming and outgoing calls

The messaging menu can be accessed using the ✉ button.

Messaging screen
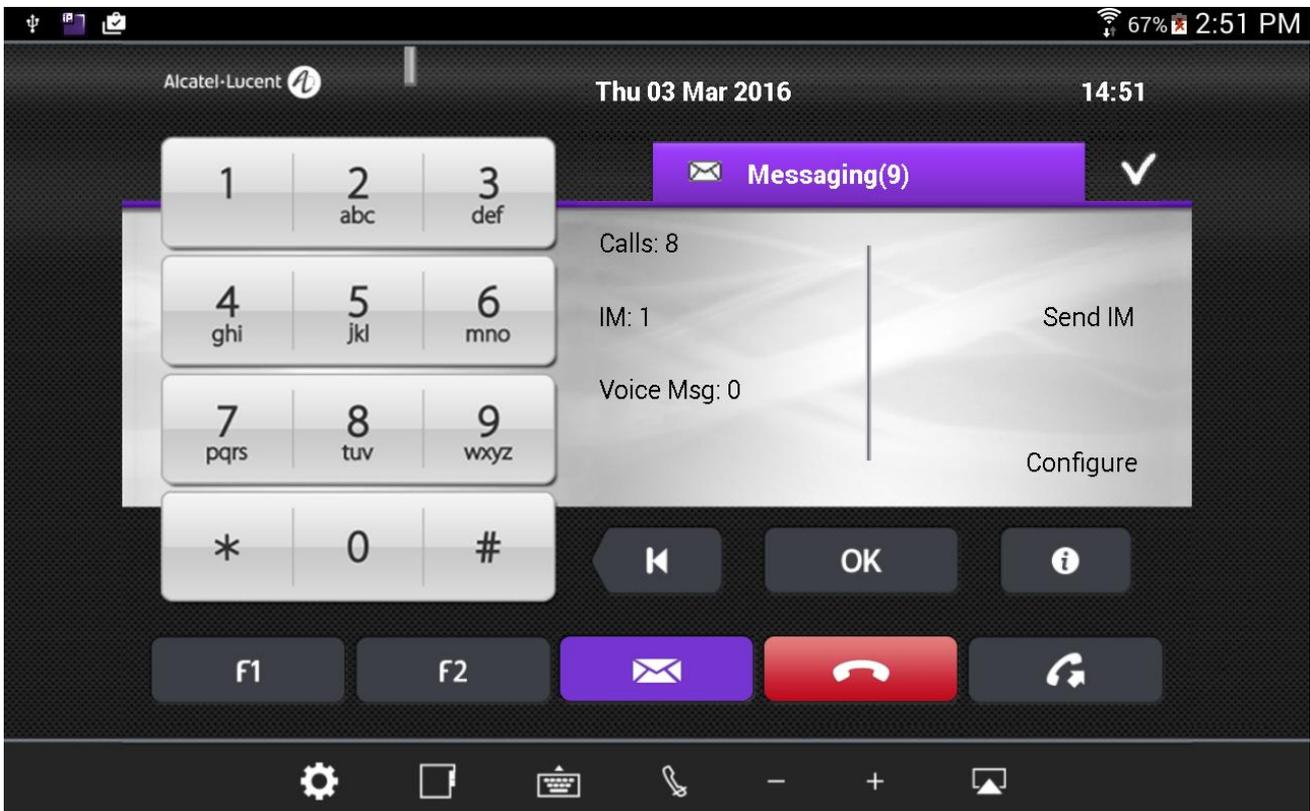
1. **Send a text message**

    a) To send Instant Messages, touch the button ✉ in the screen

    b) Touch `Send IM` key

    c) Select the contact to send the IM to by dialing the number, typing the contact name (touch the Keypad button 🖮) or touching a speed dial key.

    d) Touch the 🖮 icon to display the alphabetical keypad. It displays as shown below:

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e) Use this keyboard to key in the text.

f) Tap on 'Apply' button

2. **Listen to a voice message or send a voice message**

g) Tap on the ✉ button

h) Tap on the 'Voice mail' button

i) Enter your mailbox password

j) Listen to your voice messages or tap on 'Send' button to send a voice message. Then record the message and key in the destination mailbox number.

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11.7 Programming keys

Example of key programming Perso tab

In order to save clicks and thus time, keys can be customized by the user to directly access speed dial numbers or telephony features. Such keys can be programmed on the 'Perso' tab, on the keys AOM (Add On Module), or by using the F1 and F2 fixed buttons. To access the AOM, move the display panel on the screen to the left.

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To program a key, follow this process:

Step 1: Touch the key to be programmed on the 'Perso' tab or the AOM. The screen displays the following information:

AOM Keys Programming – Display on key selection

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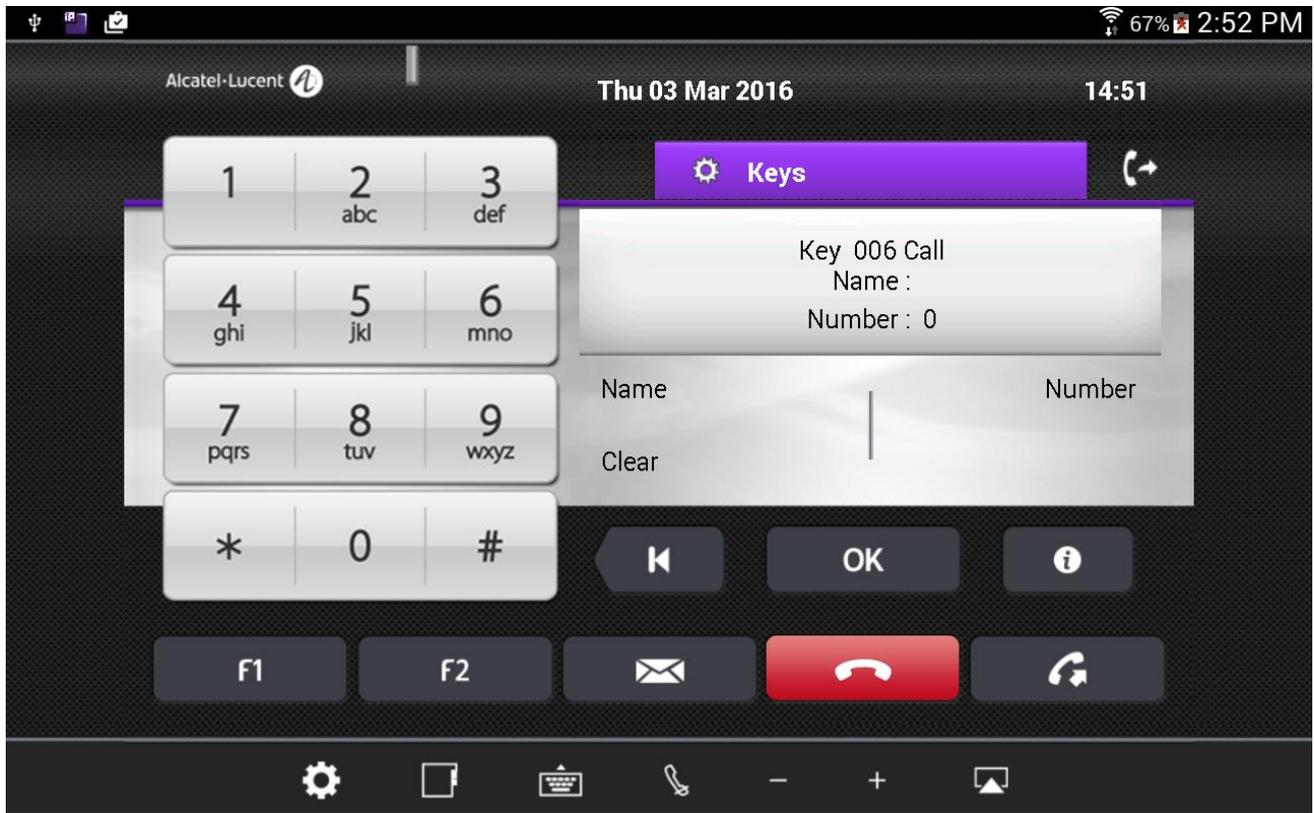
Step 2: Touch 'Name' to give a name to the key, and 'Number' to set a number as content of the key.

Key programming
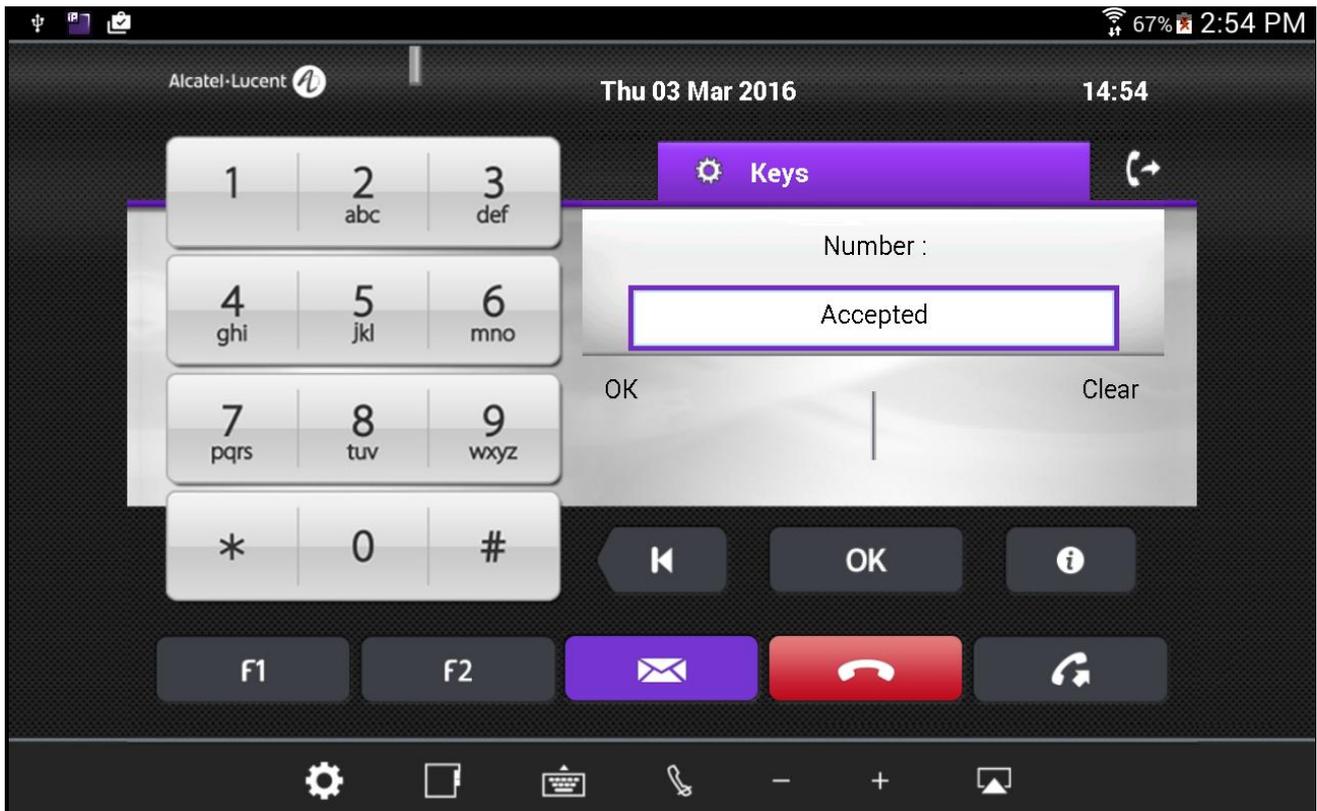
The programming is now accepted and the key is labeled with its programmed name:

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Press the key named 'Jones' and you will call the programmed number, 123 in this case:

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12. Activating traces

In the case of problems or malfunctions of Desktop IP SoftPhone, traces can be activated to learn more about their reasons.
Two parameters are concerned:

"Activate traces" parameter

Tap on the settings button. It is at the bottom left, and looks like: ⚙. This displays the inset shown in the below screenshot:

To view settings

Select 'View Settings.' This opens a new screen as below:

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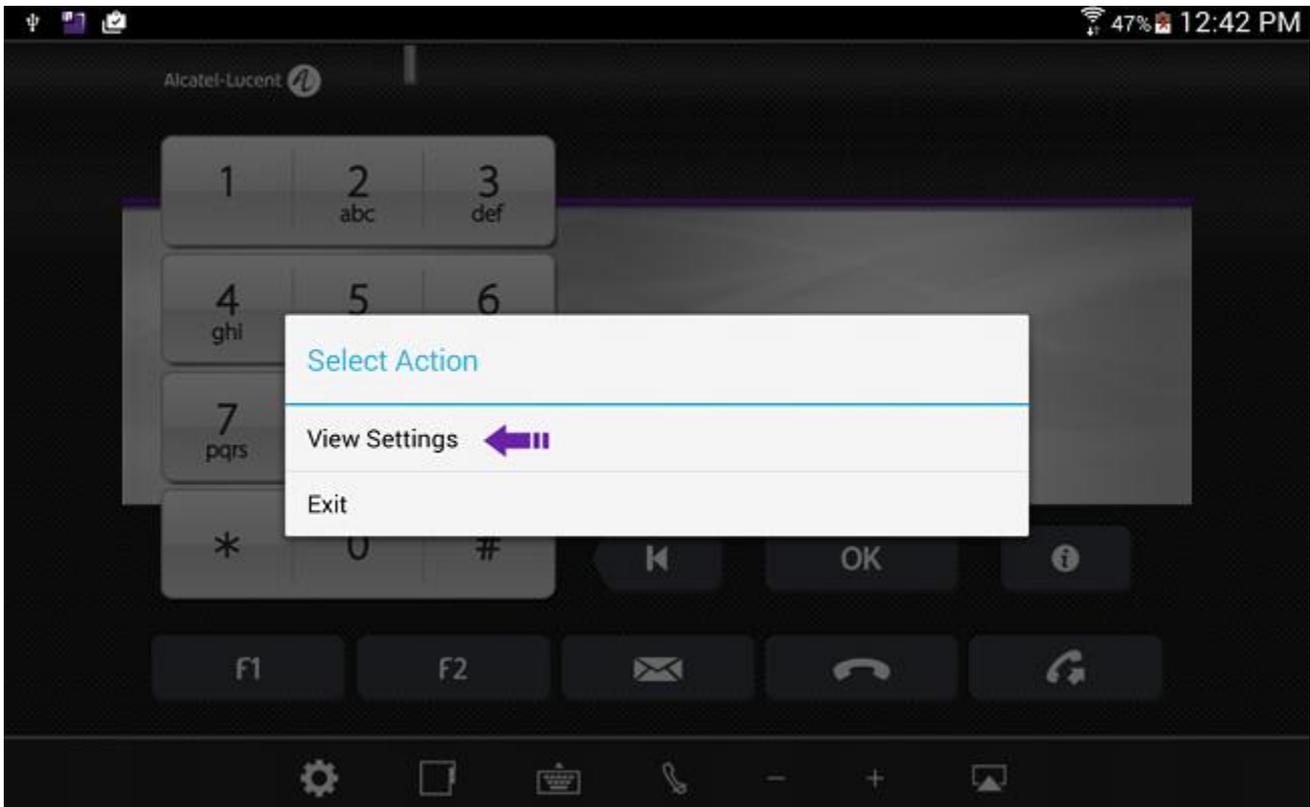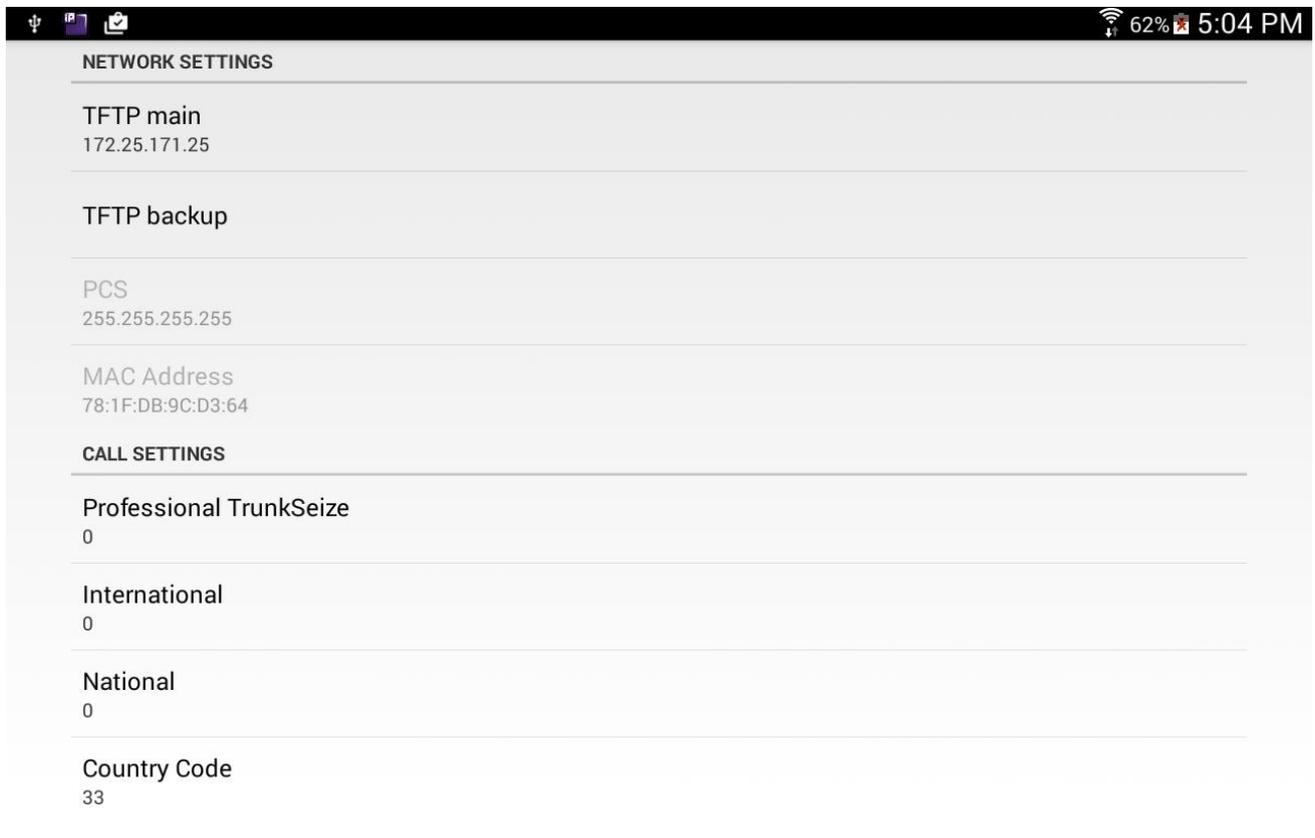
Scroll down, and check the "Activate Traces" box as shown in the below screenshot:

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Activate traces setting
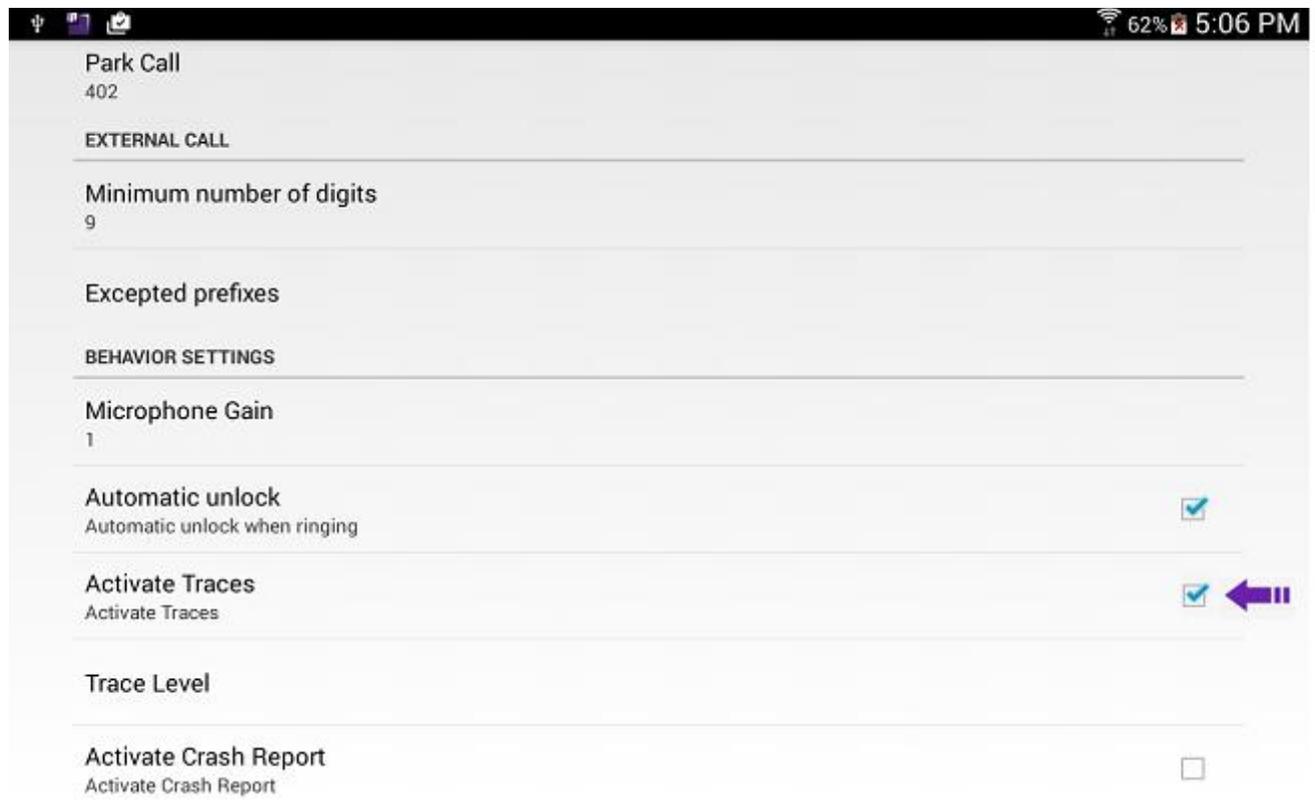
"Trace level" parameter

In the same screen, tap on the "Trace Level" button, this displays the inset shown in the below screenshot:

Trace level setting
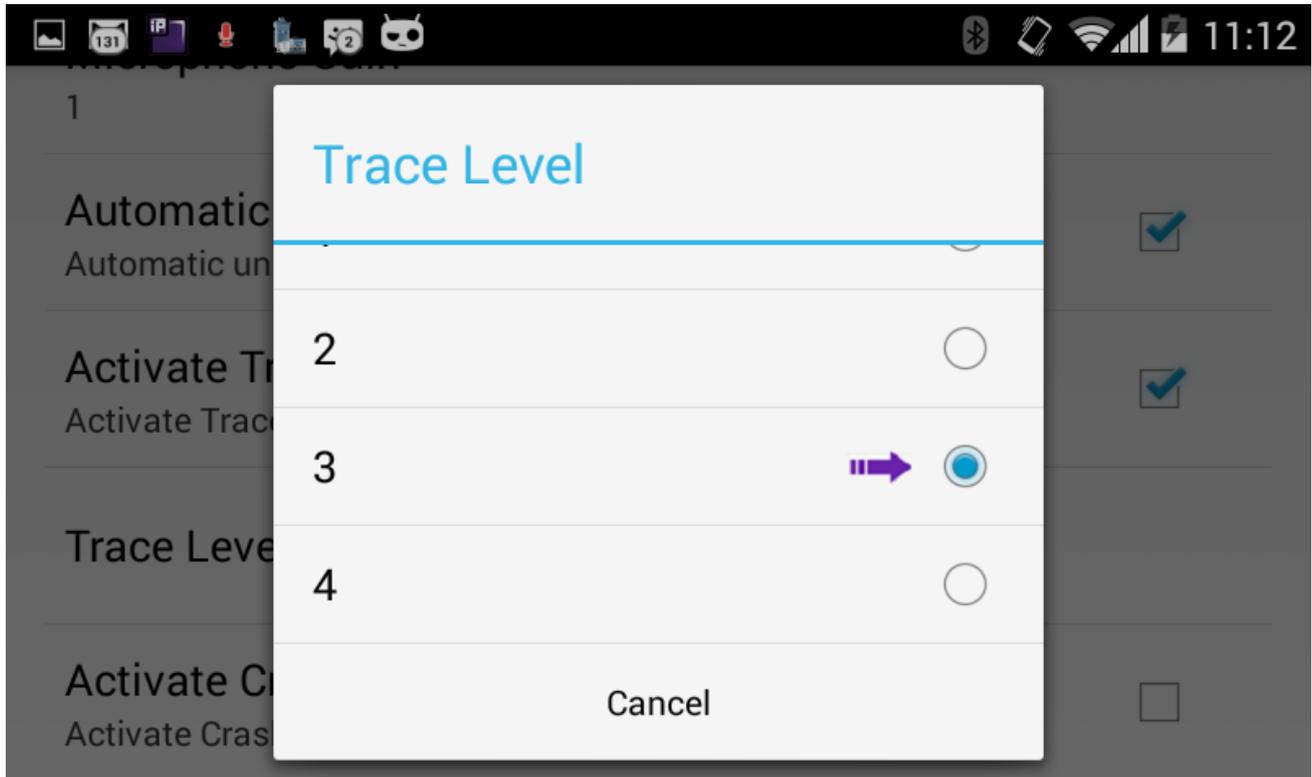
Select the trace level (value from 1 to 4). The higher the value is, the more traces we get.

Getting log file

Once traces activated and their level is set, logs are saved under IpDesktopSoftPhone directory, located directly under the root of the internal storage as shown in the below screenshot:

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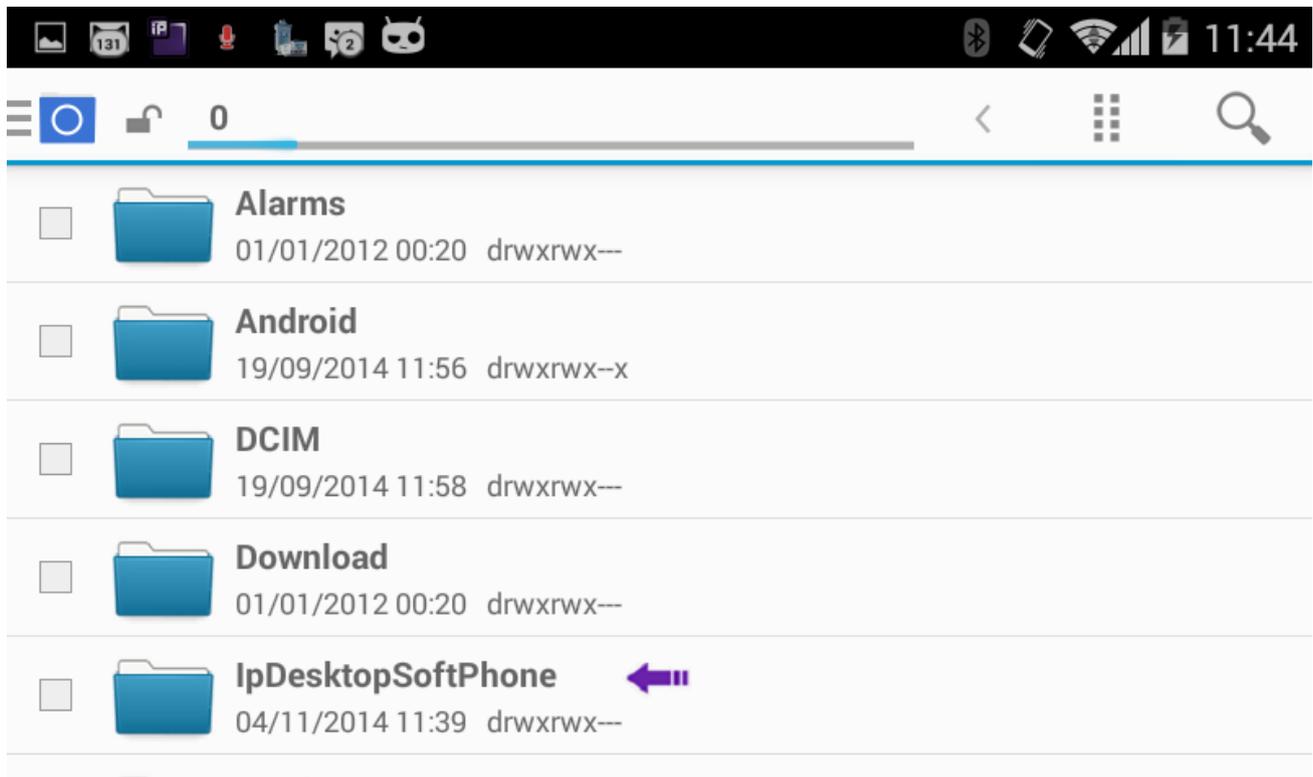
Tab on IpDesktopSoftPhone directory, log file name is pcmm.log as shown in the below screenshot:
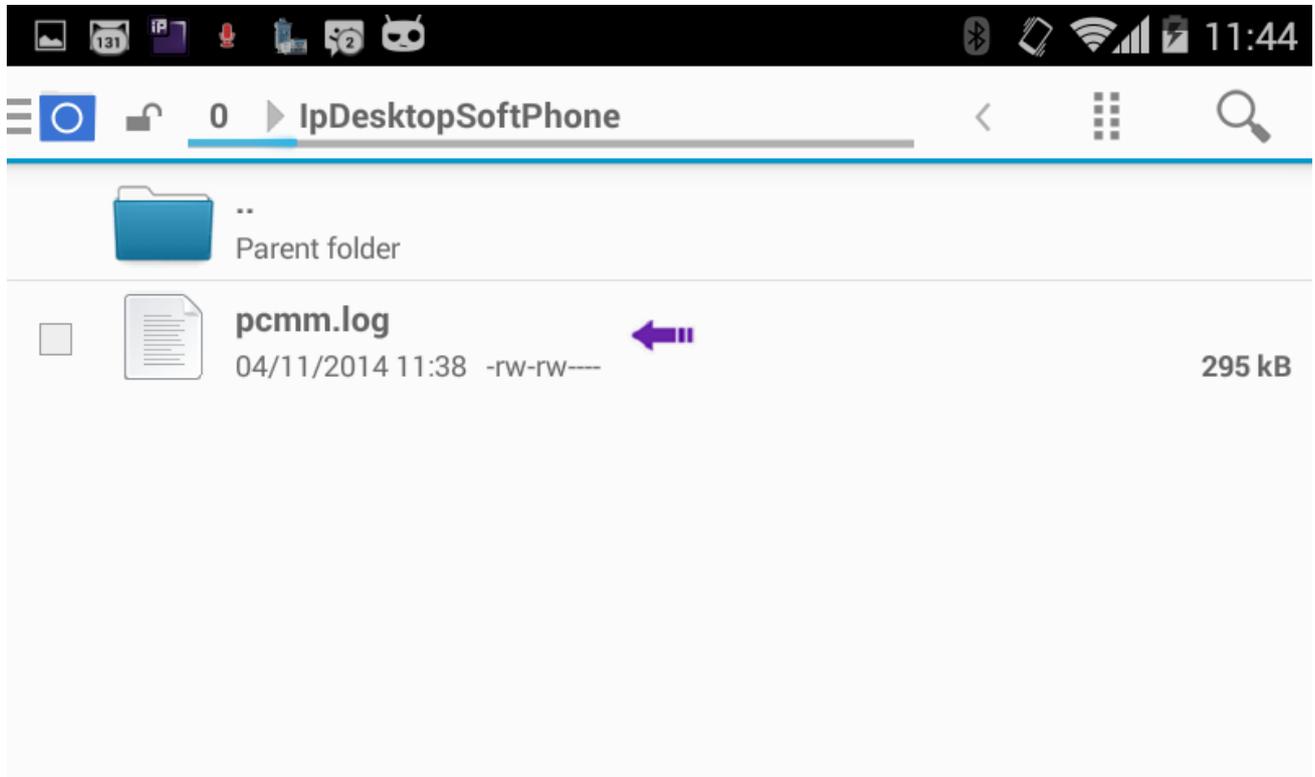
13. Shutting down the application

There are two methods to properly shutdown the application. They are explained below:

Shutting Down – Method - I

Tap on the settings button. It is at bottom left, and looks like: ⚙. This displays the inset shown in the below screenshot:

Options display
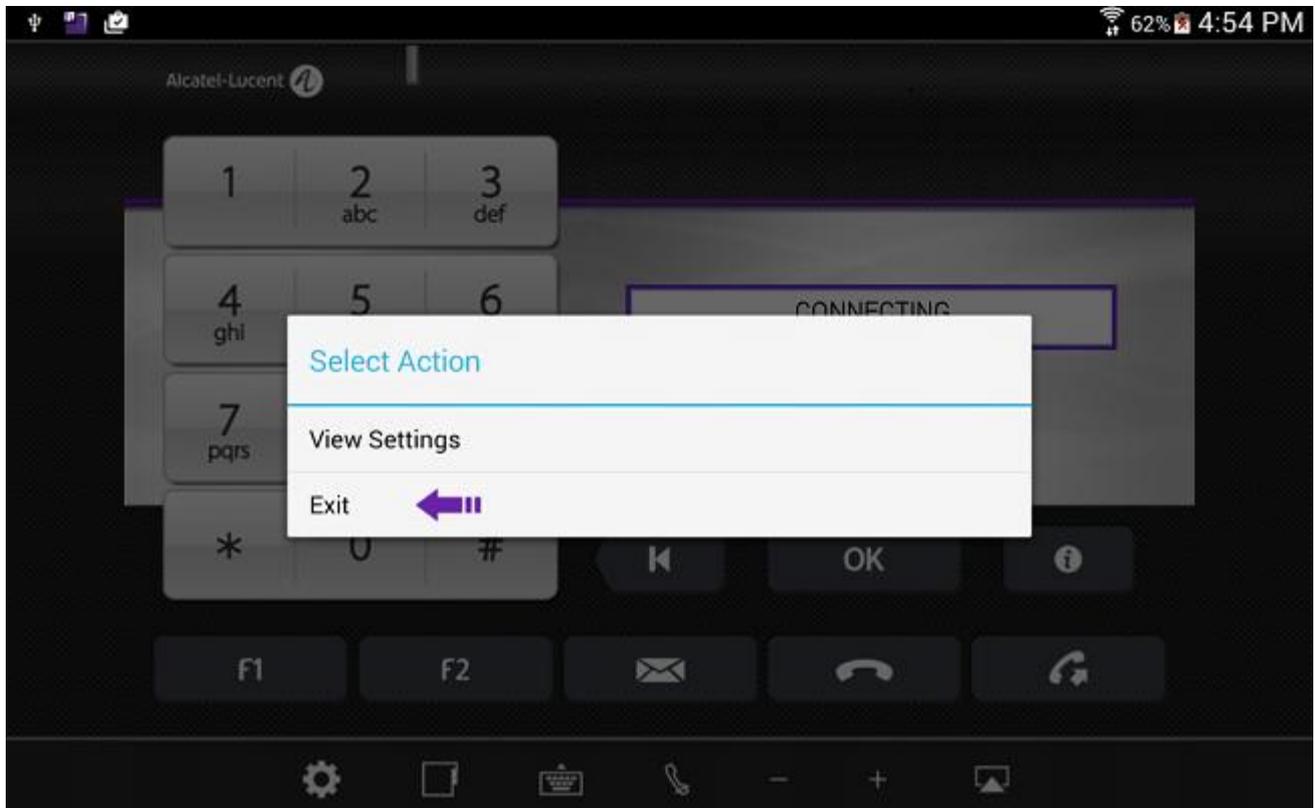
Select the "Exit" option pointed to, by the arrow. This shuts down the application.

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Shutting Down – Method - II

1. Go to the main screen:

Main screen
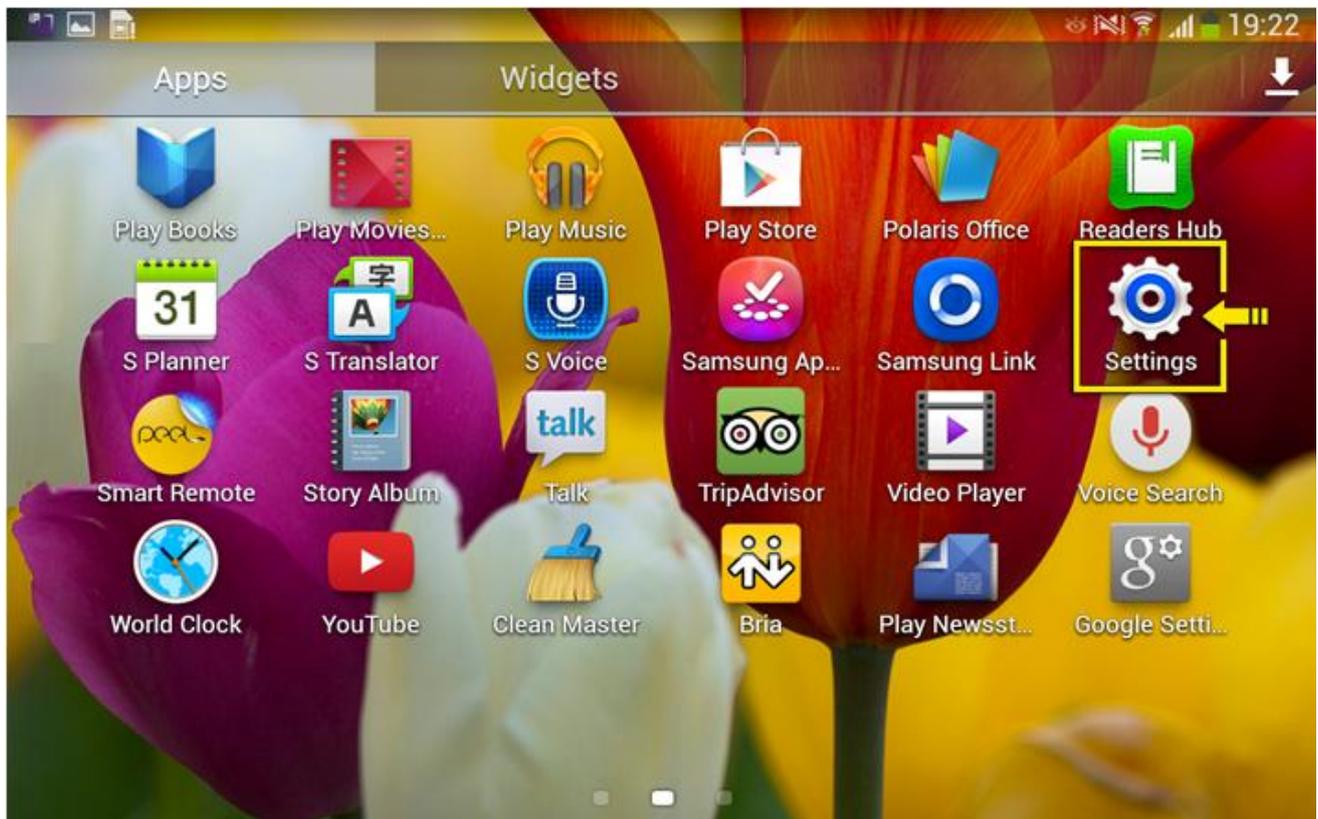
2. Select 'Settings.' The following screen displays:

Settings screen
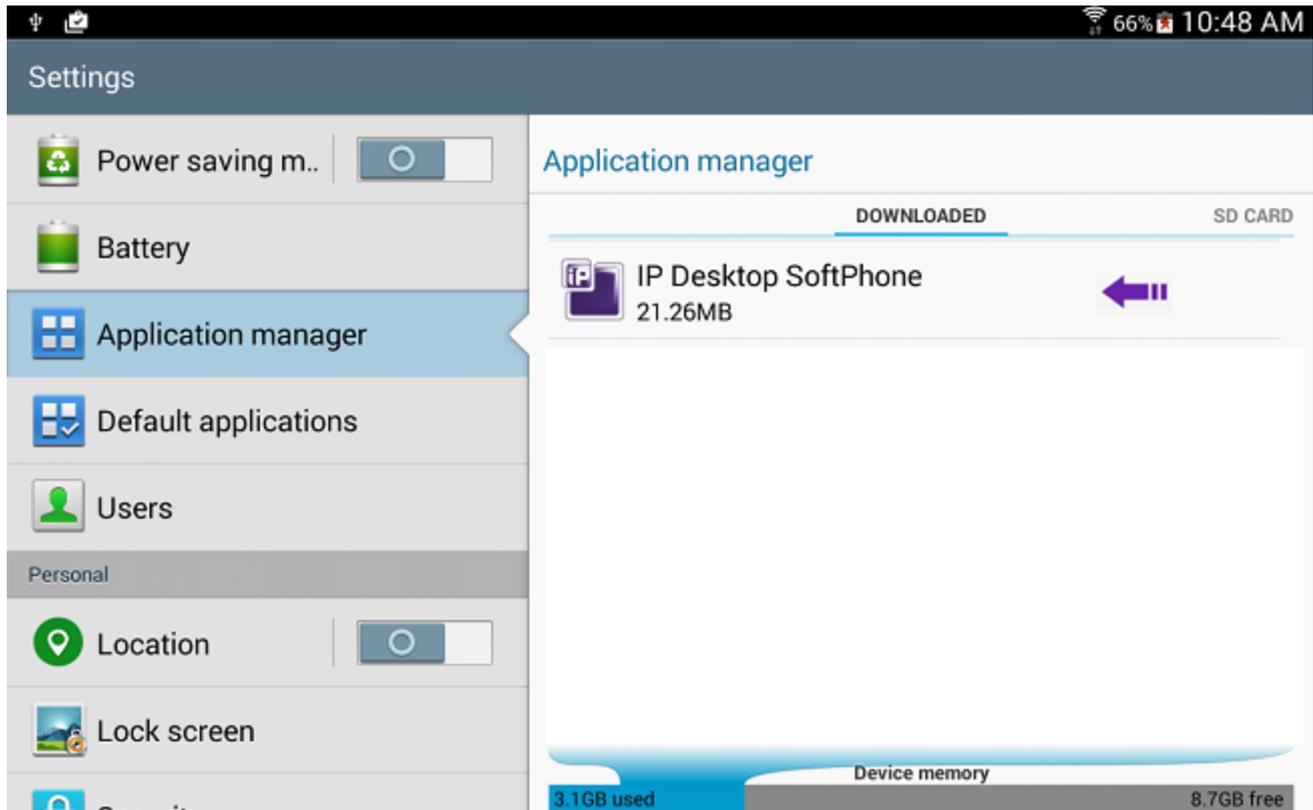
3. At left, select 'Application manager.' At right, you can see the list of downloaded applications.
4. If needed, scroll down until 'IP Desktop Softphone' shows up. Then tap on it. You get the following screen:

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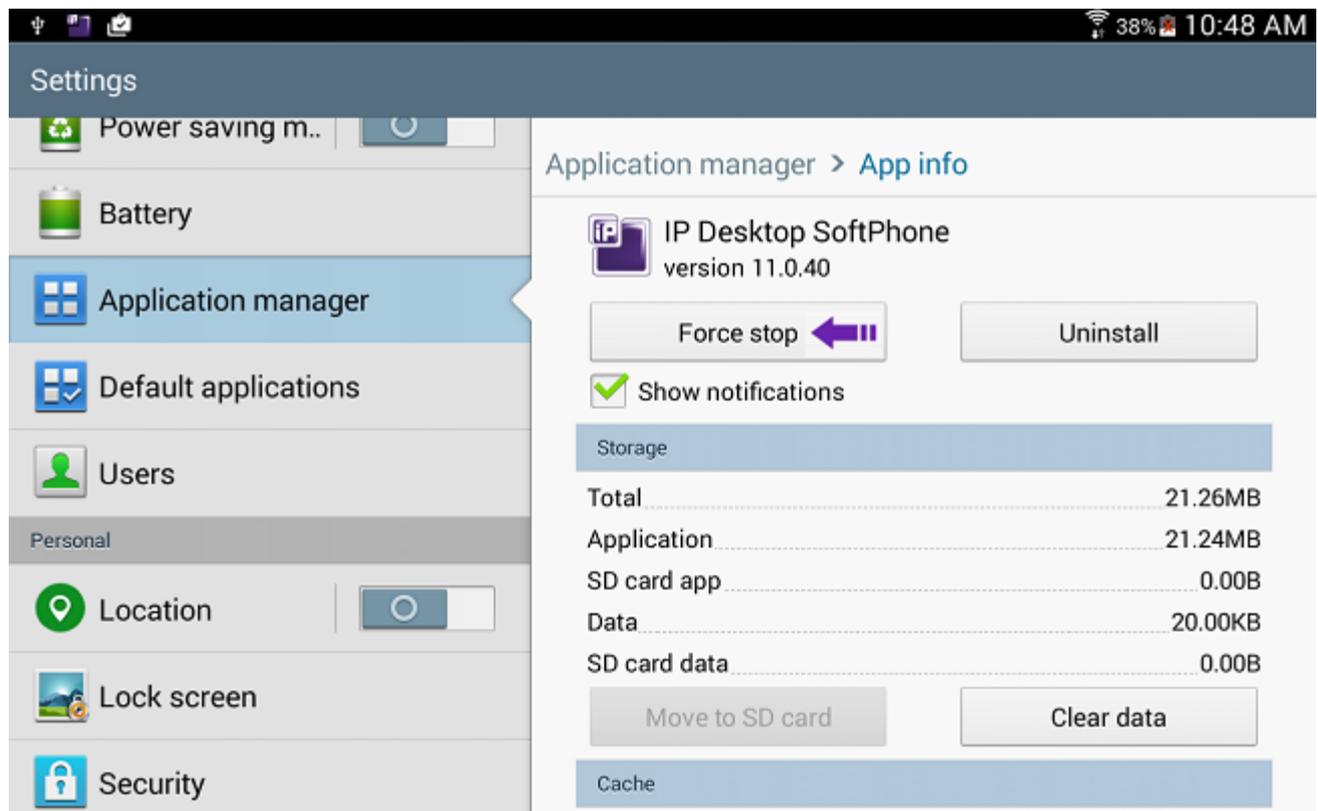
5. At the right section, tap on: "Force Stop". This shuts down the application

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14. Uninstalling

At any point of time, to uninstall this application, move to the main screen as below:

Main screen

In this main screen, select 'Settings.' The following screen displays:
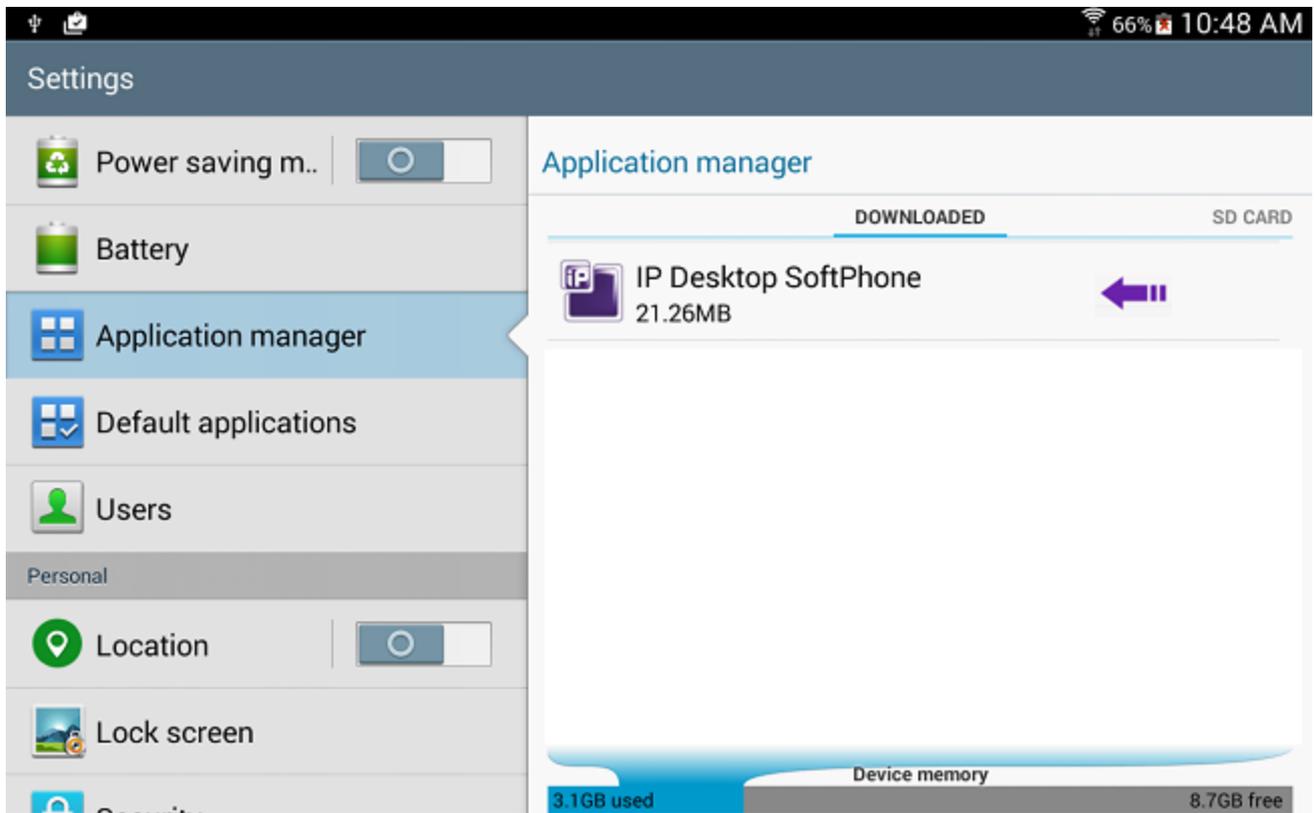
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At left, select 'Application manager.' At right, you can see the list of downloaded applications. If needed, scroll down until 'IP Desktop Softphone' shows up. Then tap on it. You get the following screen:

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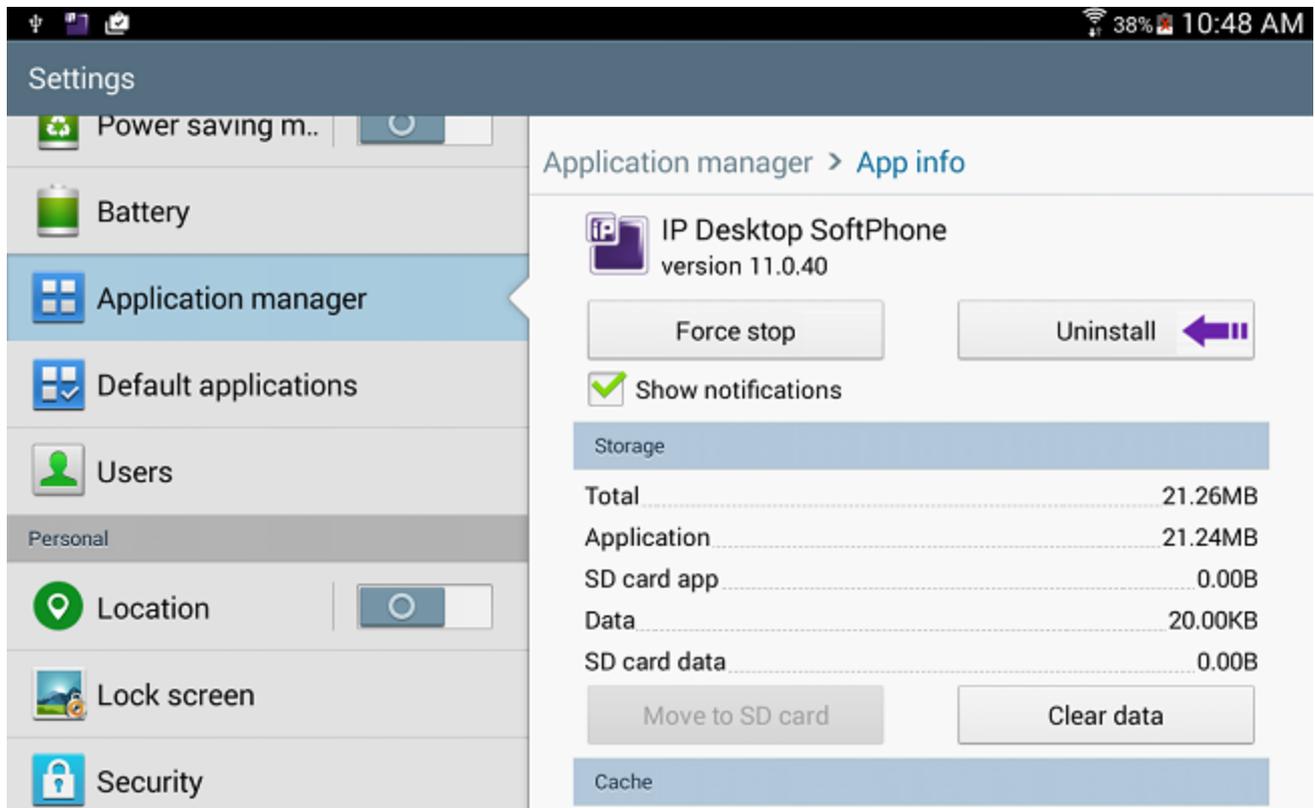
At right, you can see the button: 'Uninstall'. Tap on it.

Uninstall confirmation
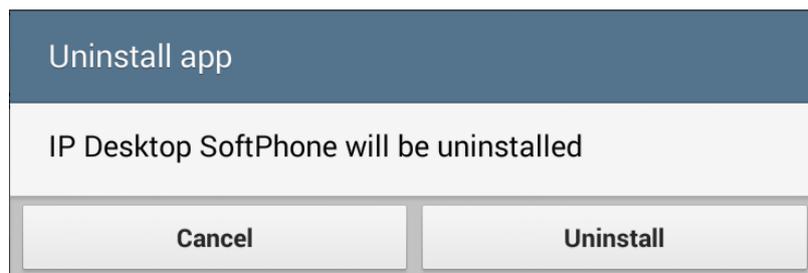
This is a confirmation dialog box. Tap on 'Uninstall'. The application will be uninstalled.

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