BT One Phone
SIP Softphone Application
Quick User Guide IOS
<table>
<thead>
<tr>
<th>Contents</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Introduction</td>
<td>3</td>
</tr>
<tr>
<td>2 Installation</td>
<td>3</td>
</tr>
<tr>
<td>3 Standard telephone features</td>
<td>4</td>
</tr>
<tr>
<td>4 Using the Mobile’s interface</td>
<td>5</td>
</tr>
<tr>
<td>5 Navigating</td>
<td>6</td>
</tr>
<tr>
<td>6 Getting Started</td>
<td>7</td>
</tr>
<tr>
<td>7 Permissions</td>
<td>8</td>
</tr>
<tr>
<td>8 Contacts</td>
<td>8</td>
</tr>
<tr>
<td>9 Call Handling</td>
<td>8</td>
</tr>
</tbody>
</table>
BT One Phone SIP Softphone Application: User guide IOS

1 Introduction

This Information will assist you as you install and login to your BT One Phone SIP Softphone application, it will also show you basic call handling features so that you can quickly start to make, receive and transfer your BT One Phone calls.

If you need any help, please get in touch with us and we’ll gladly assist you. You can do this by calling 8844 (Option 1) from your BT One Phone. You can also reach us on care.btonephone@bt.com

2 Installation

You can use the BT One Phone SIP Softphone app if you have a SIP subscription, e.g. you have either:-

- Office Worker SIP, or
- SIP Extra.

If you are not sure of the type of subscription that you have you should contact your local Company Administrator to ensure that you have the permission to use the Softphone feature.

To request access to the SIP Softphone app, simply email care.btonephone@bt.com clearly stating details of any new SIP Softphone Users. The email request must include:

- Email address of the SIP Softphone user
- User’s Phone number
- Devices/desktops to be used with the SIP Softphone, e.g. either Apple, Android, PC or Mac

To download the software please search BT One Phone Soft Phone from the App Store.
After you first open the application you will see the Account Login screen. Input your Username, which is your BT One Phone Mobile Number using the format 447***** rather than 07***** and your BT One Phone Portal password to login to the application.

Once you have logged in to the application you will see the main interface.

3 Standard telephone features

The BT One Phone SIP Softphone has all the standard enterprise telephone features, including:
- Contact List
- Favourites List
- Call display
- Speakerphone, mute, and hold
- Call history integrated with the native call history
- Ringtones
- Multiple call support
- Swap between active calls
- Three-way audio conference: Merge and split calls
- Blind and Announced Transfers
- Redial
- Do not disturb
4 Using the Mobile's interface

Online help

To access online help:

Tap the Settings icon in the resource panel and tap Help.

This will launch the on-line Help Page.

Where can I find user guides and self-service tools for BT One Phone?

We want to make sure you have the support you need to get the most out of BT One Phone. The user guides and self-service tools below will help you get started and introduce you to the many features and functions that BT One Phone has to offer - features designed around the way you work, with the aim of making your life easier.
5  Navigating

To navigate, use the tabs on the resource panel.

iPhone interface
6 Getting Started

The Account Status should display Phone Ready.

If you have any notifications you will have an icon next to the relevant button in the Resources area at the bottom of the Softphone display. Any account or signing in issues will be indicated next to the Settings icon.

The BT One Phone SIP Softphone Application works on both Wi-Fi and Mobile data Networks.

You have control over allowing or disallowing the app to use your mobile data. This is beneficial if you have a limited data plan. To change the Network settings:

- In the SIP Softphone Application go to Settings
- Select Preferences and turn ON/OFF the ‘Use When Available’ and ‘Allow VoIP Calls’.

Remember, if you turn them OFF, you will not be able to receive or make calls when your data connection is connected via the mobile network. For instance when you are not using your usual Wi-Fi connection or connected to a BT Wi-Fi Hotspot.
7 Permissions

The BTOP SIP Softphone will ask for your permission for:

- Notifications
- Contacts for displaying your contact list
- Access to your Microphone for calls
- Camera for video calls

Pop-up’s will appear the first time you use these resources.

You can also change the permissions with the Setting of your device to amend any of these settings. For assistance refer to your device information guides.

8 Contacts

The Softphone uses contacts saved on your device. The contacts are continually synchronized with your native contacts. Adding, modifying or deleting a contact from one list updates the other list.

9 Call Handling

Making a call

Using the dial pad

Go to the Phone tab on the resource panel.

Tap the Dial pad icon on the toolbar.

- Type the number or name of the person you want to call. (Use 2 for A, B, C; use 3 for D, E, F; etc.) To clear the entry, tap the X. The Softphone brings up a list of matches and refines the list as you enter numbers and characters. Or tap on the call field to display the keyboard and swap between letters and figures. When you see the correct contact or the desired number select it to complete the call.

Select the Call Field
To display the keypad
Using the Contacts

Select the Contacts button and search for the contact you require. Tap on the contact to place the call.

Using the History

Select the History button and then select the required call and tap to initiate the call.
To redial the last dialed number tap the Dial key to display the number and then tap to call the last number.

**Emergency Calling**

**112, 911 and 999** calls are treated as an emergency number and when these numbers are dialed the softphone does not make the call but passes the number to the native dialer and then the device makes the emergency call.

**Answer an incoming call**

The incoming call is displayed on the device. When the Softphone is in the background and you receive a call, the Softphone is automatically brought to the foreground. When it is locked, the call answer screen appears.
On another call

A second incoming call on the Softphone will display in front of the existing call.

During a Call
The Network Quality Indicator call panel displays network conditions as:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔄</td>
<td>Good</td>
</tr>
<tr>
<td>🔄</td>
<td>Fair</td>
</tr>
<tr>
<td>🔄</td>
<td>Poor</td>
</tr>
<tr>
<td>🔄</td>
<td>Unknown</td>
</tr>
</tbody>
</table>
If you need to move away from the call screen to access other features during calls such as contacts, tap the Dial Pad icon.

Placing a second call
When you have one call established, you can place that call on hold and make a second call.

- Tap **Hold** to put the first call on hold.
- Tap **Add Call**.
- Tap the **Phone** tab on the resource panel to display the dial pad, if necessary.
- Dial the number of the second party you want to call and tap.

Using the Contacts

- Tap **Hold** to put the first call on hold.
- Tap **Add Call**.
• Tap the contact or tap Search, enter a name, and tap the contact you want to call.
• Tap the number you want to dial.

Using History details
• Tap Hold to put the first call on hold.
• Tap Add Call
• Tap the History tab on the resource panel.
• Tap the history entry containing the contact you want to call.

The softphone starts the call. If you are placing a video call, the softphone starts sending your video as soon as the other party accepts the incoming call. If you end one of the calls, you automatically switch to the other call.

Swapping between calls
Once you have established a second call, you can swap between calls.

The active call is displayed. Tap Swap Calls

Conference calls
When you have two calls established, you can merge the two calls into a three-way conference call and you can split them back to two separate calls.
Merging calls

Tap Merge to conference the two established calls.

This merges the calls into a conference call and displays Conference. If you end the call, both remote parties are disconnected. The remote parties cannot continue the call without you.

Splitting calls

Tap Split to split the two calls.
Transferring a call

Calls can be transferred to a 3rd party in two ways. In a consultation transfer, the first party speaks to the 3rd party before transferring the call. In an unattended (blind) transfer, the first party sends the call to the 3rd party without talking to the 3rd party in advance.

Attended transfer

In a consultation transfer, you speak to the 3rd party before transferring the call.

- Use any method to establish a second call to the target.
- When you have finished speaking to the target, tap **More**

Tap **Transfer** to....

- The Softphone displays Transferring to. **Do not hang up.** Once the call connects the second party to the remote party, you will see Call Ended.
Unattended (blind) transfers

In an unattended transfer, you do not speak to the target before transferring the call.

**Using the dial pad**

- Tap More
- Tap Transfer to....
- Type the number you want to transfer the call to
- Tap the Transfer

This puts the first party on hold while dialling the second party. If the second party accepts the call, you are disconnected from both calls. If the second party does not answer or declines the call, the call continues between you and the first party.

**Using Mobile’s Contacts**

- Tap the **Hold** to put the first call on hold.

- Tap the **Add Call** button and go to the **Contacts** tab on the resource panel.
- Tap the contact or tap **Search** type a name, and tap the contact you want to call.
- Tap the number you want to transfer the call to.
- Tap **Transfer**.
- If the second party answers the call, the Softphone connects the second party to the first party and you are disconnected from both calls. If the second party does not answer or declines the call, the call continues between you and the first party.

**Contact Information**

If you need any further information, our BT One Phone Helpdesk is open Monday to Friday 8am to 6pm excluding Bank Holidays. Simply call us on 0845 154 8844 or just 8844 from your BT One Phone.