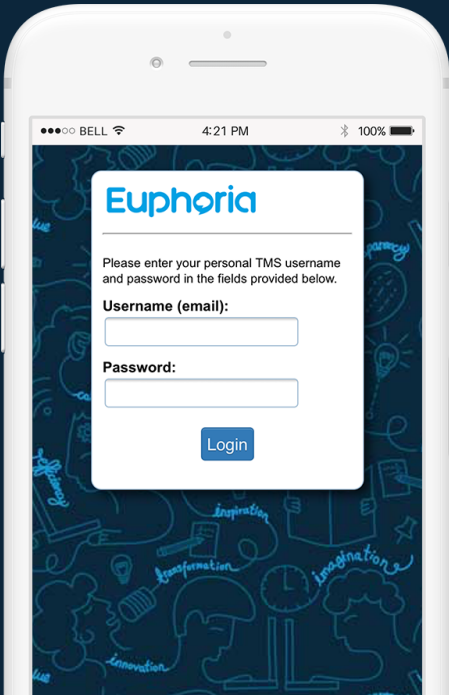**Euphoria** Business Phone Solutions

INTRODUCING

The Euphoria Softphone App

The softphone represents a significant step towards full mobility and communication. With the Euphoria Softphone, a staff member can be out on the road, or working from home, but have full access to the Euphoria communication platform. Agents are able to make and receive calls as if they were sitting at their desks.
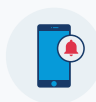
Euphoria

Please enter your personal TMS username and password in the fields provided below.

Username (email):

Password:

Login

GOOD **CALL QUALITY**

The Euphoria Softphone uses the g729 codec. Specifically designed to ensure you get the best quality audio at the lowest bandwidth.

CONTACT **INTEGRATION**

The Euphoria Softphone seamlessly integrates with your phones contacts, on iOS or Android, including displaying your call history.

GET NOTIFIED **WITH PUSH**

Push Notifications are a useful tool. The Euphoria Softphone integrates notifications with your phone call handling.

BUILT IN **BLF PANEL**

The BLF feature (called Busy Lamp Field) refers to the flashing light next to an extension to indicate its usage in real-time. The BLF panel also serves as a great "Favourites" or "Quickdial" panel.

## TMS Integration on the Euphoria Softphone is here.

Access to call detail records. This offers the same CDR details available to you on the TMS.

Access to company contacts, shared or private as well as access to your own company's extension on the go.

The call back feature allows the system to call you back, meaning you only use mobile data to setup the call.

Euphoria Business Phone Solutions
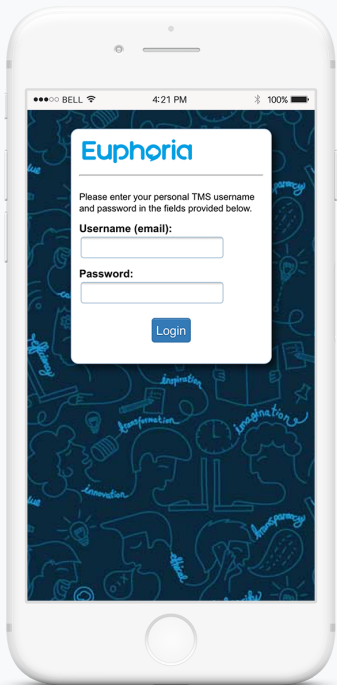
# Provisioning the Euphoria Softphone

Once you have downloaded the app from the App Store or Google Play Store, you can simply login to the app using your personal TMS login credentials. This will enable you to integrate with your personal TMS account to personalize your Euphoria Softphone experience including access to your CDR's, Address book, Company Extensions as well as the ability to utilize the Call Back feature.
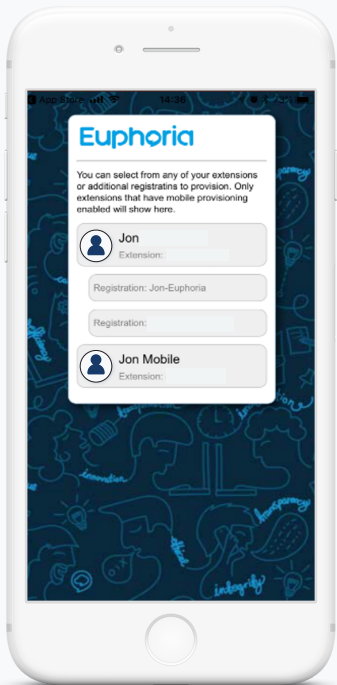
Once you have logged into the Euphoria Softphone, you will be presented with all of your extensions, as well as any additional registrations linked to your personal TMS account,

Simply tap one of these accounts or registrations and the system will provision that extension to the Euphoria Softphone App.

Please wait while your phone provisions the selected extension
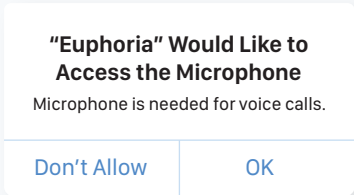
You will then be prompted to allow the app to send you notifications and allow access to your contacts.

It is advised that you make a test call, as you will then be asked to allow access to your microphone.

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The Euphoria Softphone App

Once the Euphoria Phone is provisioned, you can then navigate using the Primary navigation bar at the bottom of your screen (iOS users) or the top of your screen (Android users).

CONTACTS

This allows you to access your contacts on your mobile device, and make a call through the app.

SETTINGS

This allows you to access the app settings and change the preferences on the Euphoria Softphone.

TMS

This allows you to:
• integrate with the TMS
• do Call Backs
• access company extensions, address books and CDR details

QUICKDIAL

This allows you to add quickdials as well as utilize the BLF panel feature to view the status of other extensions on your PBX.

KEYPAD

This allows you enter a number that you wish to call as well as accessing the Settings Menu.

HISTORY

This allows you to view your call history, missed calls and recorded calls through the app.

The Euphoria Softphone Primary Navigation bar

Once you download the Euphoria Softphone App from the App store, you can select the Euphoria app from your app screen and navigate through the 5 main pages. These include The Quickdial screen, History Screen, Keypad screen Contacts screen and the TMS (Telephone Management System) screen (Which allows access to your TMS features)
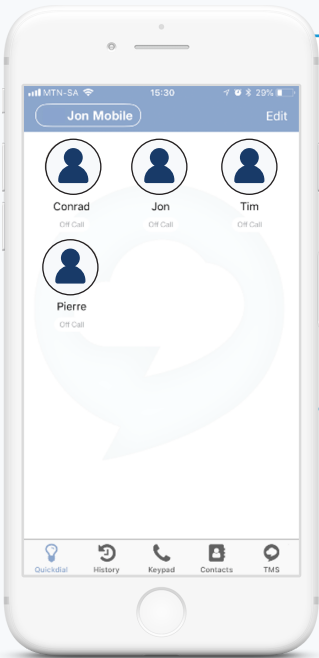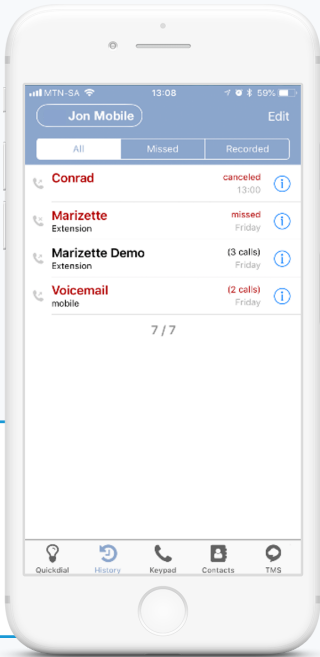
QUICKDIAL

This allows you to add quick dials as well as utilize the BLF panel feature to view the status of other extensions on your PBX.
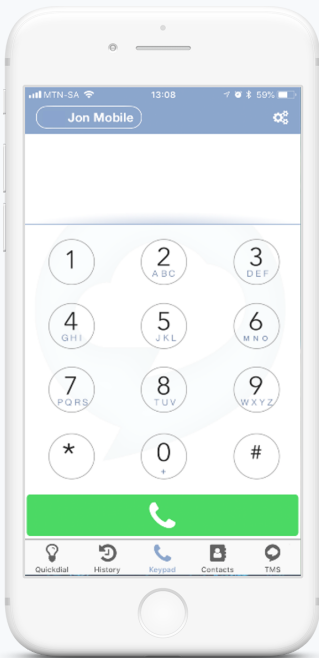
Step1. Make sure you are in edit mode, do this by pressing on the settings button.

Step 2. Click the +. Add the person's name as well as their contact number e.g. 206~Euphoria and select the busy lamp field as on.
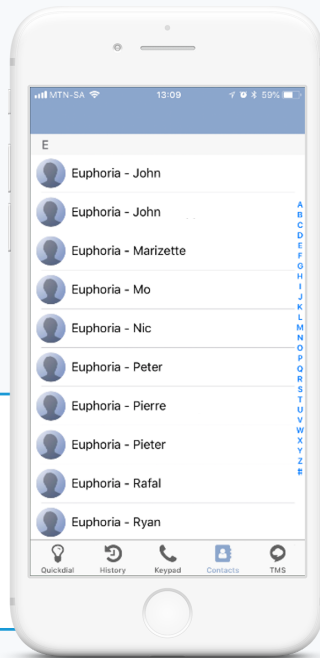
HISTORY

This allows you to view your call history, both incoming and outgoing as well as missed calls and recorded calls through the app.
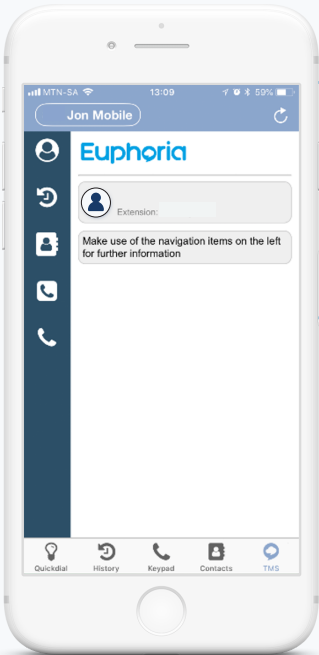
KEYPAD

This allows you to enter the number that you wish to dial as well as accessing the Settings menu on the top right.
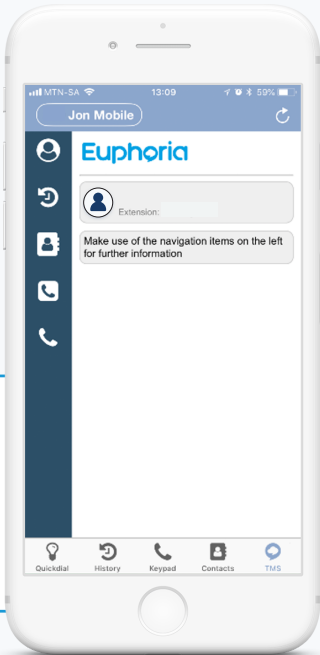
CONTACTS

This allows you to access your contacts saved on your mobile device, and with touch-to-dial functionality to make a call through the app.
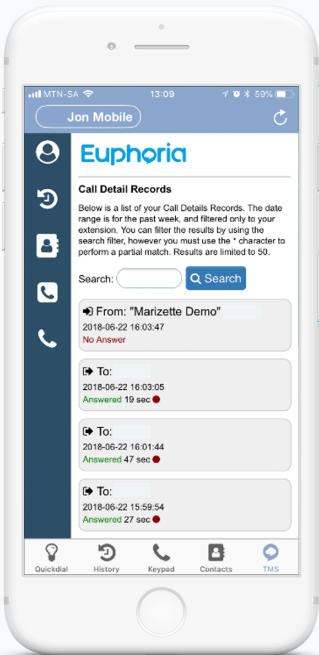
Euphoria
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TMS

This allows you to integrate with the TMS, to do call backs, access company extensions, address books and CDR details.
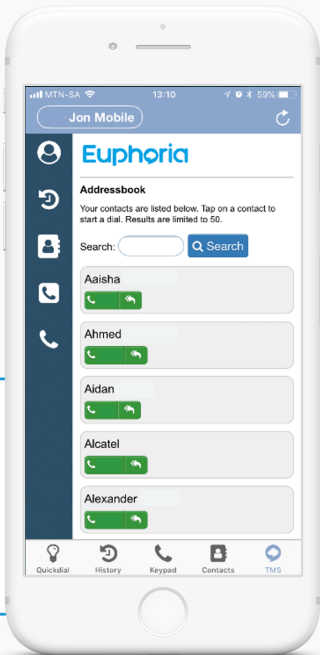
TMS HOME PAGE

This shows you which extension is currently provisioned, and directs you to the navigation on the left.
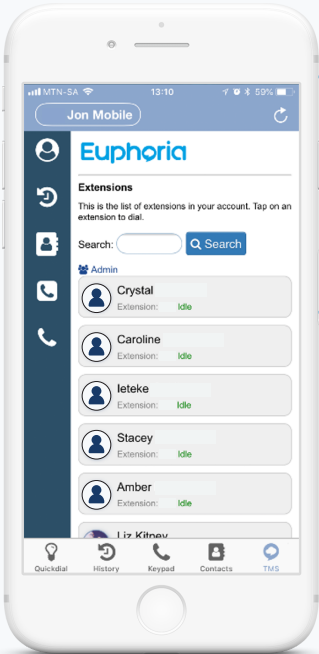
CALL DETAIL RECORDS

This shows you your CDRs for the past week, it also shows if the call was recorded, answered or not and the date and time of the call.
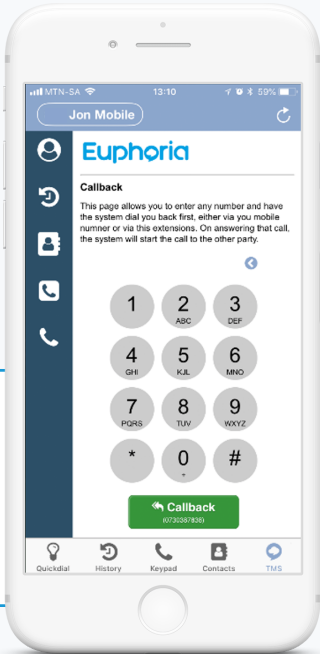
ADDRESS BOOK

This allows you to access all the contacts on your extension and PBX. You can also dial direct or request a call-back from this page.

EXTENSIONS

This shows all of the extensions on your companies PBX as well as the status of extension. (In Use, Idle, offline etc..)

CALL BACK

This page allows you to dial a number, and have the system call you back before connecting you to the number that you have dialled

Euphoria

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# Euphoria Softphone
Settings and Preferences

Navigating your settings allows you to change your Euphoria Softphone experience, from changing your ringtone, enabling the use of headsets and call forwarding to enabling push notifications.
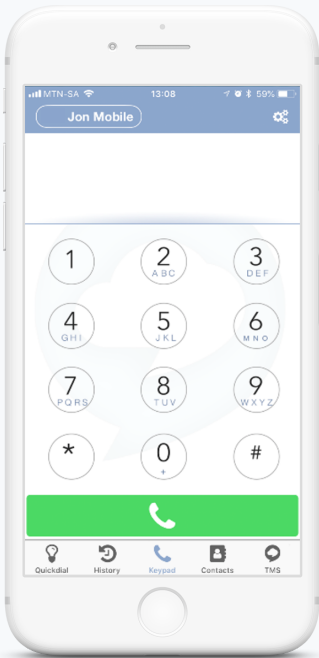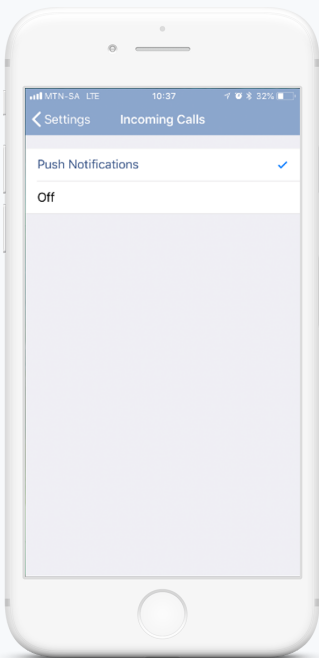
Tap the Setting button on the top right of the keypad screen to access the app settings and preferences.
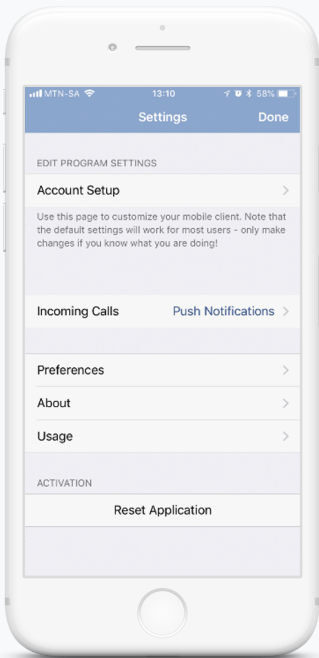
Once in the settings you are able to change the Euphoria Softphone Incoming call push notification, preferences and Reset the application.
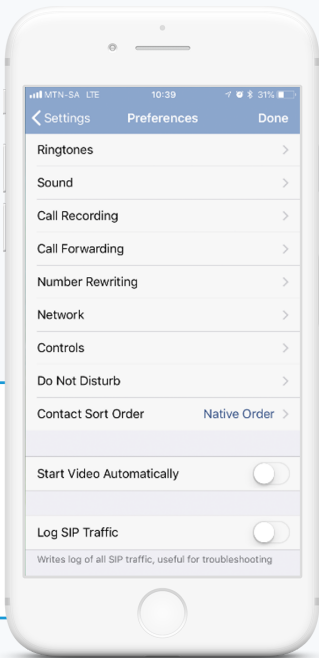
In preferences you can change your Ringtone, Sounds, setup Call forwarding and enable your hands free headset.

Under incoming calls, you can activate push notifications or turn this off. Push notification enables the app to send through or notify you that a call is coming through
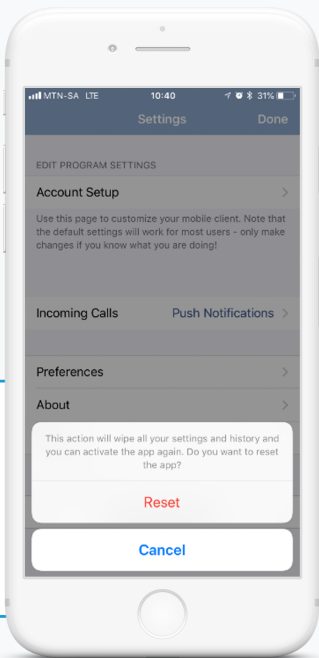
Reset application is commonly used when you, the user, want to select a different extension to provision, should your personal TMS account have multiple extensions

The Euphoria Softphone App

CALL BACK FEATURE

To enable the call back feature, you must first access the TMS and ensure that your Contact Number is set to your Cell phone's number. This pop-up can be found on the top right of your TMS page, simply click on "Edit Profile".
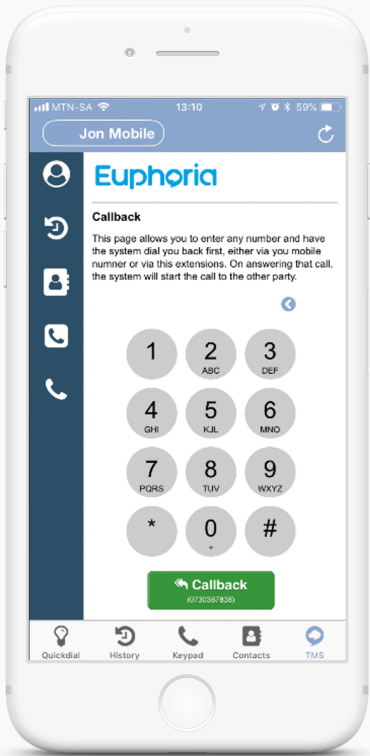
You will then see that the number added will be visible in the Call back block at the bottom of the Call back Screen in the TMS section of the Euphoria Softphone.

If you set or change you mobile number in the TMS, you must then reset and re-provision the Euphoria Softphone for these change to download to the phone.

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The Euphoria Softphone App

SETTING UP CALL FORWARDING

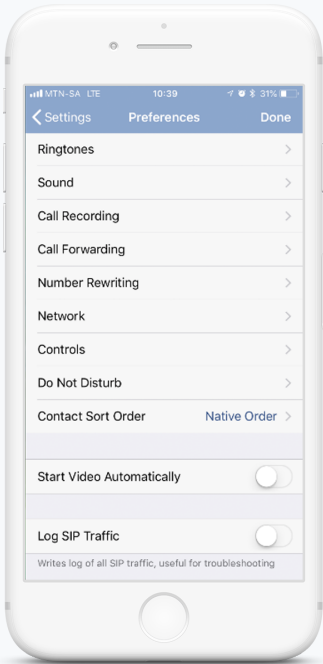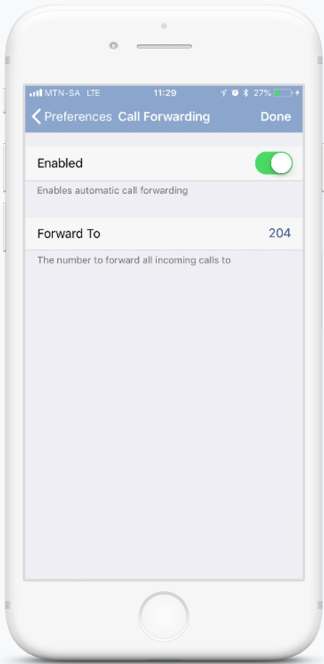### Euphoria
Callback

This page allows you to enter any number and have the system dial you back first, either via you mobile numner or via this extensions. On answering that call, the system will start the call to the other party.

Jon Mobile

| 1 | 2 ABC | 3 DEF |
| 4 GHI | 5 KJL | 6 MNO |

Tap on Preferences

Settings | Done

EDIT PROGRAM SETTINGS

Account Setup

Use this page to customize your mobile client. Note that the default settings will work for most users - only make changes if you know what you are doing!

Incoming Calls — Push Notifications

Preferences
About
Usage

ACTIVATION

Reset Application

Tap Call Forwarding from the menu, to adjust the settings

Settings | Preferences | Done

Ringtones
Sound
Call Recording
Call Forwarding
Number Rewriting
Network
Controls
Do Not Disturb
Contact Sort Order — Native Order

Start Video Automatically

Log SIP Traffic

Writes log of all SIP traffic, useful for troubleshooting

Preferences | Call Forwarding | Done

Enabled

Enables automatic call forwarding

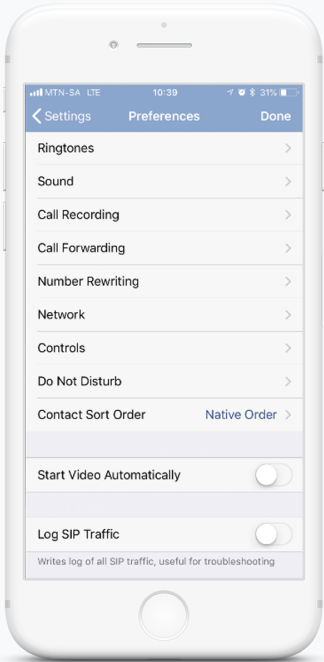Forward To — 204

The number to forward all incoming calls to

Enable Call forwarding by tapping the button, and enter the number you wish to forward calls too.

Then tap done, on the top right.

Euphoria
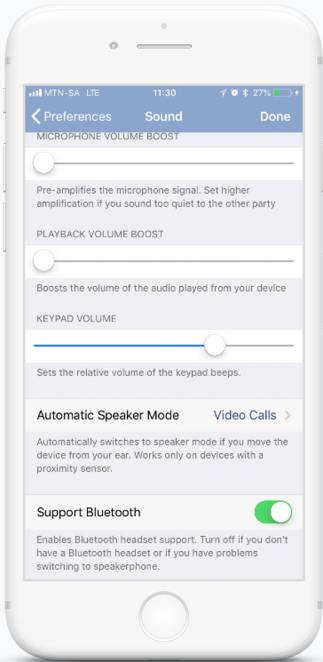**Business Phone Solutions**

The Euphoria Softphone App

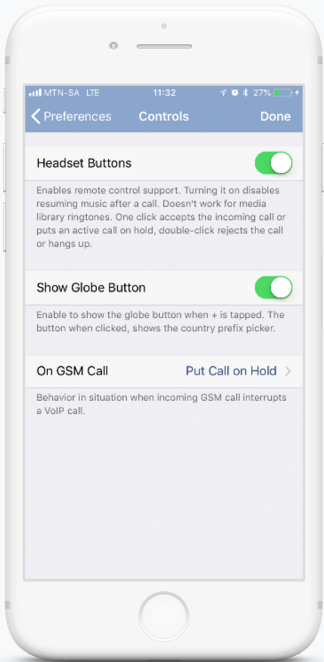## ENABLING YOUR BLUETOOTH HEADSET

Tap Sounds under the preference menu.

Tap support Bluetooth from the bottom of the page to enable.

Tap Done.

After tapping Controls from the preference screen, tap Controls.

Under Controls, enable the Headset Button.