

Getting Started With the Soar Free App From Birchills Telecom

What is Soar Free?

Soar Free is a mobile app built on a platform called Cloud Softphone which allows any user of the Birchills service to access their phone system from their mobile. The app allows calls to be made and received on the user's mobile using the business numbers and features. This will require either a WiFi or 3G/4G connection. Depending on your mobile package there may be additional charges from your mobile provider for any data used.

First steps

The Soar Free app is built on a platform called Cloud Softphone. The Cloud Softphone app will need to be downloaded and can be found on both Goggle Play for Android users and the App Store if running iOS. The app is free to download.

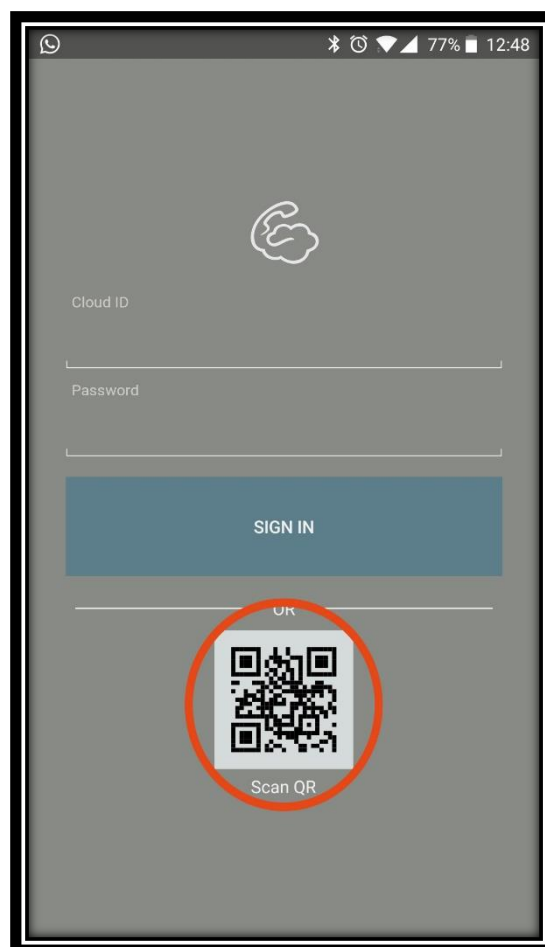


The app icon is below



Basic configuration

Once downloaded, open the app and click on scan QR code. Hold the phone up to the QR code supplied until the app beeps. You will need to allow the app permission to use the camera for this to work. This should then log you in to the Soar Free softphone. QR codes can be requested via email from us.



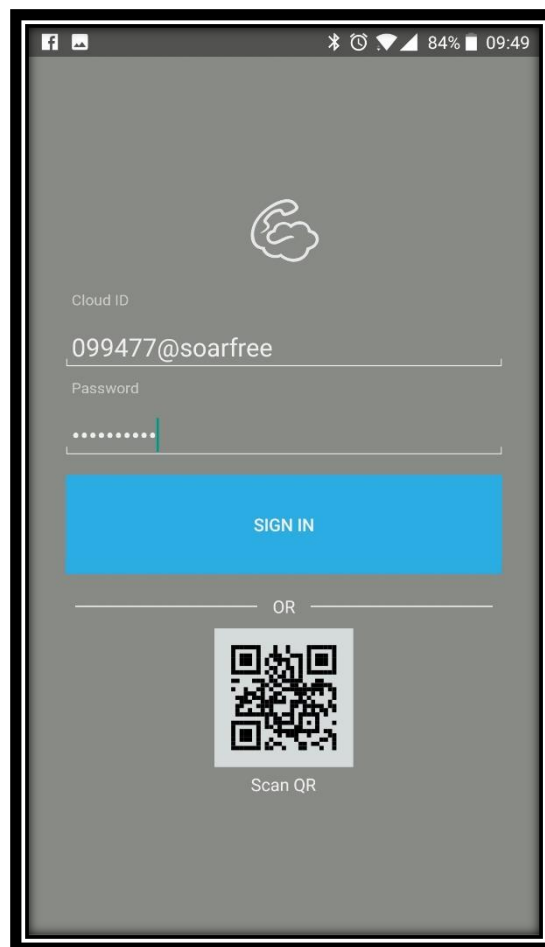
The Icon in the top left will go green if configuration has been successful.

Alternate Login

You're also able to login using the Cloud ID and password fields. To do so you will need to know the username and password for the extension you wish to connect. These can be found in the Birchills PBX manager if you have access.

The cloud ID will be the extension username followed by @soarfree (e.g.: 099477@soarfree)

The password is simply the extension password.

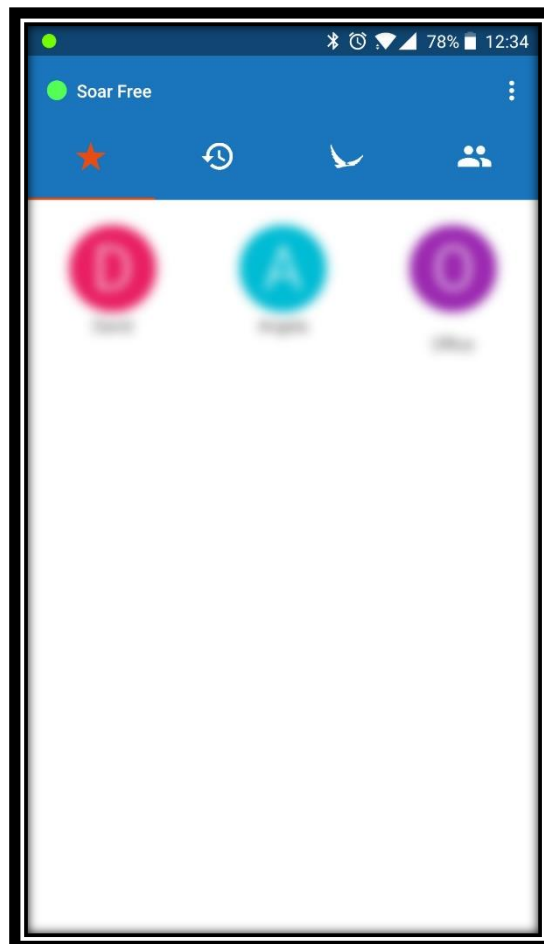


In App Tabs


Once logged in, your app will open up on the dialler screen. There are also 3 other screens within the app that can be selected using the tabs at the top of the screen.

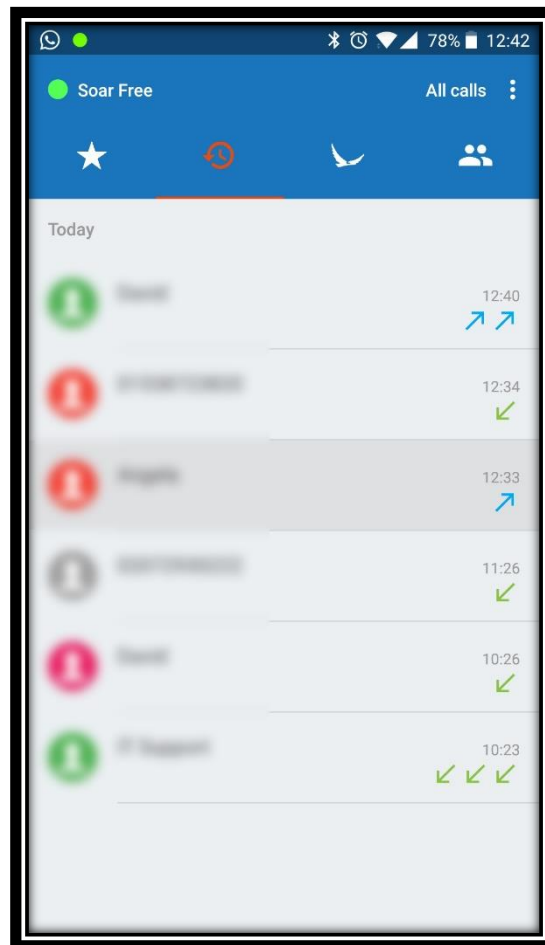
Quick Dial Tab

The far left tab is quick dial. In this screen you can set up favourite contacts and assign the app a function. So, for example you could assign voice call to a particular contact in order that when pressed, the app will action that command with just one touch. These quick dials can be imported from your existing contacts or added with just a name and number



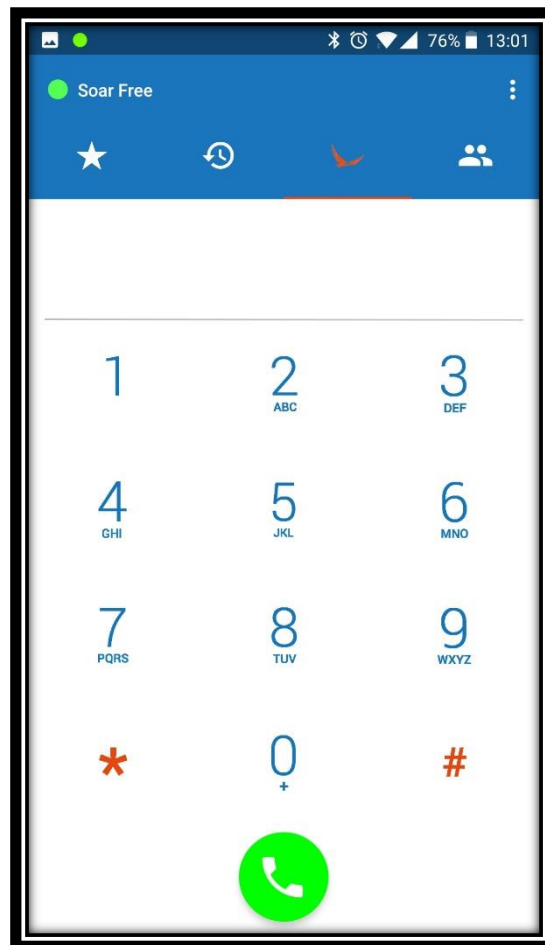
History Tab

This tab shows all incoming and outgoing calls made from the device including the time, date and duration of each call. A  icon will appear next to any calls that have been recorded. These can then be played back or shared simply by tapping on them. It is also possible to redial any numbers in this tab by just tapping on them.



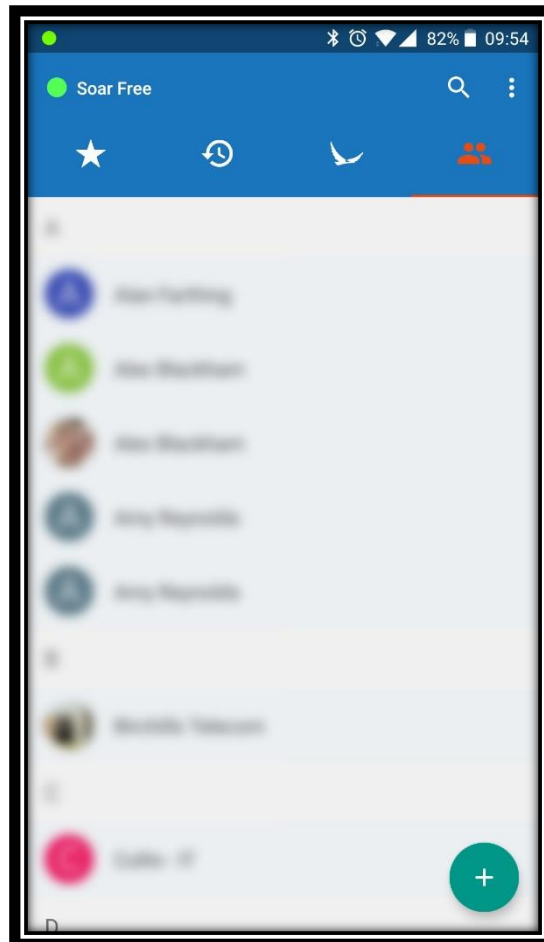
Keypad Tab

The dialler tab is the default tab and allows the entering of phone numbers. This tab will also display if there are any voicemails to pick up and allow the adding of contacts.



Contacts Tab

Upon setup the app will ask for permission to access your phone contacts. If granted these contacts will appear here. From this screen you're able to add, edit and call contacts.



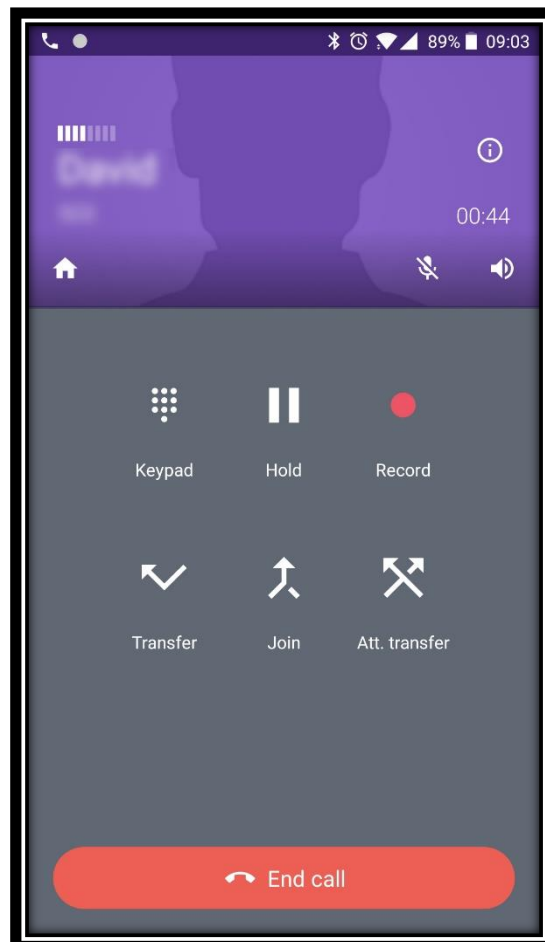
Making a Call

From the dialer screen type in the number you wish to call and press the call icon. This can be another users 3 digit extension number or any external landline or mobile number (if available on your plan).

Calls can also be placed from the contacts screen or the quick dial screen if this has been set up.

The Call Screen

Once a call has been answered the below screen will be displayed offering various in call options and displaying call information.



Call Options

Keypad – This option will take you back to the dialler screen, without interrupting the current call.

Hold – Will place the caller on hold and play hold music.

Record – Will toggle call recording on/off. Recorded calls are saved locally to the device and can be played back from the call history screen. The app may require extra permissions to record calls.

Transfer – Will place the current call on hold and open up the keypad allowing a blind transfer to be completed.

Join – Conference all ongoing calls together using the join button.

Att. Transfer – Similar to the transfer however instead of transferring the caller to the 3rd party immediately, you can talk to the 3rd party before confirming the transfer.

End Call – Hangs up the current call.

Mic – Mute/unmute the microphone so the caller can't hear you.

Speaker – Place on loudspeaker to allow handsfree operation.

Information – Will display call statistics including signal strength and packet loss.



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