



# Phoenix COMMUNICATIONS

## Softphone Applications Portfolio

Empowering our customers to work from anywhere!

### Softphone for Mobile

Take the power of your desktop softphone with you – at work, at home or anywhere in-between

The Phoenix Softphone for Mobile can be used to turn an iOS or Android device into a business VoIP telephone.

The app can be downloaded from the appropriate online store (Apple or Google Play)

It can be used to make and receive calls, place calls on hold, and to conduct call transfers and 3-way calls.

Phoenix recommends predominantly using the Softphone app over Wi-Fi, on a network where Internet connectivity is good. Although the Softphone app will theoretically work over your GSM mobile phone data service, this service may experience latency or signal loss which will negatively impact on your VoIP calls.



### Softphone for Desktop

Our softphone application enables you to manage your telephony from your desktop computer



The Phoenix Softphone for Desktop can be used to turn a computer into a VoIP telephone.

The software can be downloaded by any authorised user via the Phone Manager portal. To complete the setup the user will also need a headset (or separate microphone and speakers).

The Softphone application can be used to make and receive calls, place calls on hold, and to conduct call transfers and 3-way calls.

If you do not currently utilise our cloud phone service you can still take advantage of the above service. Furthermore we can setup your caller ID on the Softphone as your main business phone number. For help and advice on working remotely call us today on **0800 107 9444**



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# Soft Phone Features



## Voice & Video Calls

Make and receive high quality telephone calls to any telephone number, whether they are an internal user or outside your business.

Setup point-to-point video calls with other Softphone app users within your organisation

## Business Phone Functions

All standard business phone features are supported, including on-hold, call transfer, 3-way calling, CLI and SIP display name presentation, call history, call waiting enable/disable, DND (Do not Disturb) and call forward on no answer/on busy/always.

## Directory & Contacts

The Extensions and names of your users will be automatically populated within the app for searching and click to call.

On the desktop, you can also import personal contacts into the app from Outlook or from a pre-prepared CSV file.

On the mobile you mobile address book is automatically imported into your app Contacts

## Auto Answer

You can toggle the app to answer all of your calls automatically, either immediately or after a certain number of rings

## Local Call Recording

This feature is only available on request, as giving end users the ability to record calls without the organisations knowledge can lead to important PCI and GDPR compliance issues.

When unlocked the feature allows the user to click on demand and generate a recording of the current call, which is saved as a WAV file on the device.

## Instant Messaging (Business Bundle only)

Exchange instant messages with other Softphone Business Bundle users. Advertise and update your IM presence status for these users to see. Send files to each other within your IM conversations.

## Screen Sharing (Business Bundle, on Desktop only)

Share your desktop with any party on any device using a web link, even if they are external to your organisation and not a Softphone user.



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