sipSoft

Powered by Bria

<mark>**Soft Phone for Android & iPhone**</mark>

Questions? Just call 7-HELP or dial 816-802-8000

Set-up

- If you have selected the sipSoft phone for your mobile device as one of your phone options, go to your app store, search for Bria Enterprise, and download the app.
- sipVine support will send you an email with instructions and the log in information. If you need assistance with the set-up, contact sipVine support.

Voicemail

Accessing Voicemail:

Dial 7999 from your sipSoft keypad or press on the Voicemail icon [📼] to access the voicemail system. **Enter your password when prompted**. (The default is 12345).

Listening to Voicemails:

If your sipVine account is set up to receive voicemails to the phone (and not email only), the voicemails will appear under the voicemail icon [📼].

You will hear the following: "You have __ new messages" or "You have ___ old messages"

Following the voice prompts for further instructions:
- Press 1 for new (or old) messages and messages will begin playing after the introduction of the time stamp, caller ID, and length. To skip the computer introduction, press one and the message will begin playing.
- Press 2 to change folders - if you want to change between new messages and old saved messages.
- Press 3 for advanced options – rarely used. Follow prompts.

One you have listened to your voicemail, follow prompts for additional action, such as **press 7 to delete.**

Setting up Your Voicemail Box:

Once you are logged in to voicemail, "Press 0 for mailbox options" - **You will want to record option 1 (unavailable message) and option 3 (name) as soon as possible**
- 1 to record your unavailable message
- 2 to record your busy message (not an active option)
- 3 to record your name
- 4 to record your temporary greeting, e.g. on vacation
- 5 to change your password
- * for help
- # to exit

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Opening and Closing the Application

- Press the Bria icon to open the app. Once you are logged in, you can take and make calls as if you were at your office.

- For calls to no longer come into the app, you must log out of the application. Simply closing the app will not work. The top bar of the app includes a menu button. Press the button and select "Log Out".

Calling Features

1. **Placing a call –** Enter the number or internal extension and press the green handset button. Press the handset button again to end the call. If you have contacts loaded, you can type the name above the keypad and it will call up the contact number options. Press on the number you wish to call.

2. **Transfer a call** – while on an active call, press the more option, select the "transfer to.." drop down, and enter the number or extension you wish to transfer the call (or type contact name). The call is transferred immediately, and the caller ID is pushed through as well.

3. **Conference** – You can host a conference call with up to four additional parties. Select the add icon. Dial the extension or number you wish to add and hit the green call button. Repeat for additional participants. Your original party will be on hold, and you can announce the conference to the party added. Then, press the connect icon and all parties will be on the call.

4. **Mute** – When on an active call, a mute option will appear. Press on the icon, which will illuminate, and your voice will be muted. Press the icon again to un-mute the call.

5. **Hold** – When on an active call, a hold option will appear. Press on the hold icon to place your call on hold. Click on the same icon to retrieve the call.

6. **Call Recording –** While on an active call, select the more option icon and the "Start Call Recording" option from the dropdown menu. Both parties will hear a beep. When your call is complete, you can access the recording in your call history and listen to, share, or delete it.

Phone Features – when not on a call

1. **Call History** – At the bottom of the sipSoft phone, press the call history icon. You will see a list of recent calls. Redial from your call history by pressing on the phone icon next to the name of the person you are calling again. Add contacts from your call history by pressing on the face icon and follow the steps.

2. **Contacts** - Pressing the contact icon at the bottom of the sipSoft phone to view your contacts and make calls. Add new contacts by pressing the add contact icon. You can add contacts to your favorites by pressing the star icon in at the top of the contact field.