

Accessing the Mobile Softphone Feature via Hosted Services

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The **Hosted Services** Mobile Softphone is an additional feature within the **Hosted Services** Mobile App. To use this feature, you must have the following:

1. A **Hosted Services** account with an assigned Mobile Softphone license.
2. The **Hosted Services** Mobile App.

Installing the Hosted Services Mobile App

1. Go to the Google Play Store and search for **Broadview Networks**
2. Select and download the app titled **Hosted Services 2.0**.
3. Open the **Hosted Services** Mobile App.

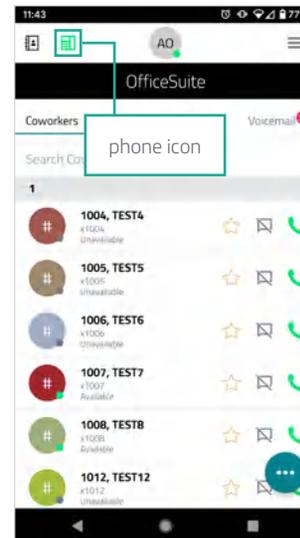
Logging into the Hosted Services Mobile App

Use your **Hosted Services** username and password to log in to the **Hosted Services** Mobile App. If your account has Single Sign On enabled, you can sign in using the **Sign on with Another Provider** link, which will redirect you to your company's login screen.



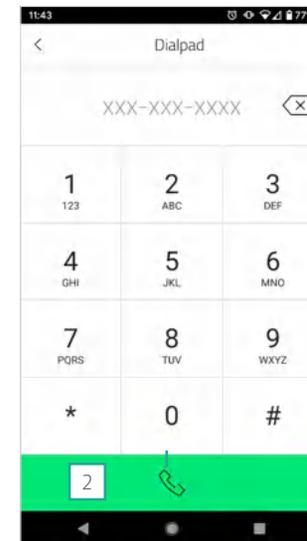
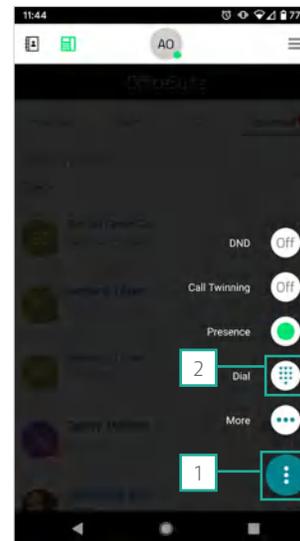
Using the Hosted Services Mobile Softphone App

Once logged in, select the **softphone icon** in the top left corner. Using the **Hosted Services Mobile Softphone**, you can make an OfficeSuite UC® call from the dial pad and contact, as well as return a call from the call history.



Dial Pad

1. Open the dial pad by selecting **More Options** (blue ellipses icon), then **Dial**.
2. Enter the number you wish to dial, then select the **green phone** button at the bottom of the screen.

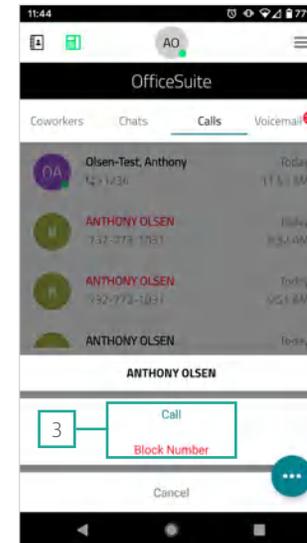
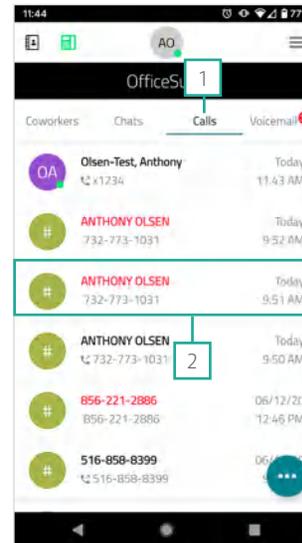


A Contact

1. From the **Hosted Services** Home screen, select the **Contacts** icon in the top left corner.
2. Select the type of contact you wish to call (e.g., Favorite, Coworkers, Device or Groups).
3. Select the phone icon next to the contact to begin the call. If you select the **Device** tab, you will need to select the contact first to see the phone icon.

Call History

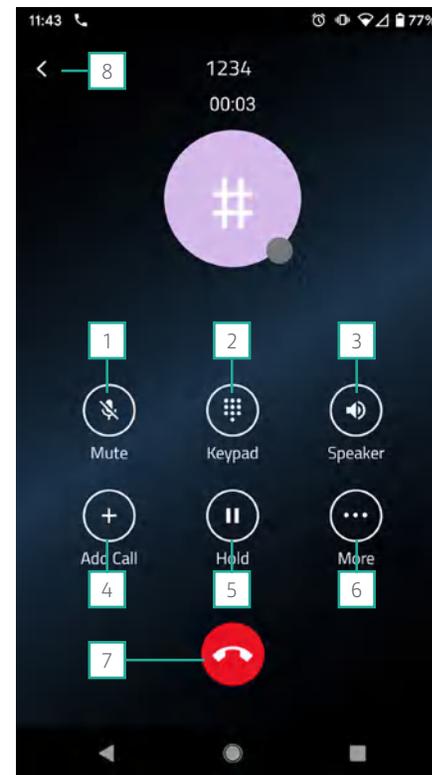
1. From the **Hosted Services** Home screen, select the **Calls** tab.
2. Select the number you wish to call.
3. Choose the **Call** button to place a call. You can select **Block Number** to no longer receive calls from this number.



Managing a Call

Once a call begins, you will have the following options:

1. **Mute** – Places the call on mute. If enabled, the other party will not hear you.
2. **Keypad** – Brings up the numerical keypad. Used for entering DTMF commands such as a PIN code or conference bridge number.
3. **Speaker** – Places the call on speakerphone mode.
4. **Add Call** – Creates a conference call or manages a second call while maintaining the first. (Additional information on managing multiple calls below.)
5. **Hold** – Places the call on hold.
6. **More** – Opens a new menu for additional call options, including launching an HD Meeting, Transfer Now and Call First.
7. **End Call** – Disconnects the call with the other party.
8. **Return to Hosted Services App** – Lets you navigate the rest of the Hosted Services Mobile App without disconnecting the call.

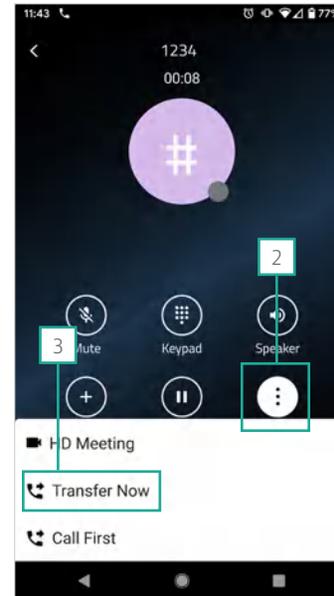


Transferring a Call

There are two types of call transfers: Blind Transfer (transfer now) and Warm Transfer (call first). A blind transfer is a transfer that is completed without talking to the third party. A warm transfer is when you connect with the party you are transferring the call to prior to completing the transfer.

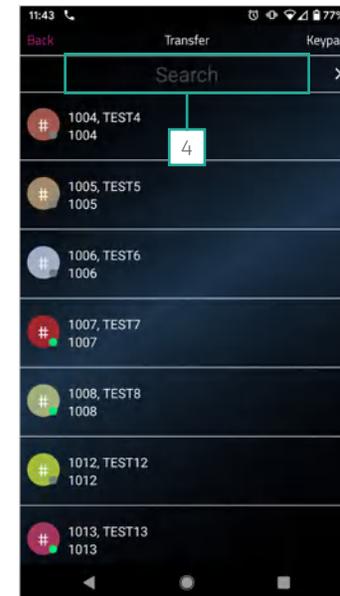
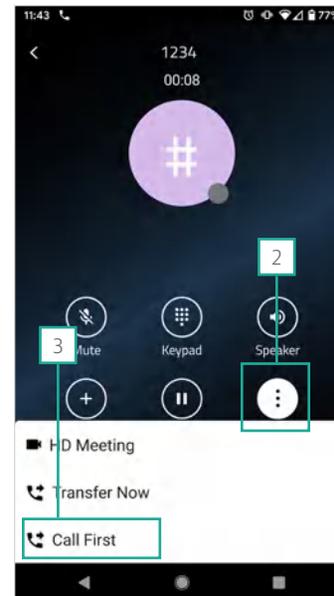
Blind Transfer

1. Start your call with the first party.
2. While on the call, select the **More** icon.
3. From the More menu, select **Transfer Now**.
4. Search for and select the contact you wish to transfer, automatically connecting the call.



Warm Transfer

1. Start your call with the first party.
2. While on the call, select the **More** icon.
3. From the More menu, select **Call First**.
4. Search for and select the contact you want to transfer the call to. The call will automatically connect.



Checking Your Voicemail

1. On the **Hosted Services** Home screen, select the **Voicemail** tab.
2. You will have the following options for your Voicemail selection:
 1. Play
 2. Turn speakerphone on/off
 3. Call back
 4. Share the voicemail via email
 5. Delete

