redgap

Mobile Softphone Quick Start Guide

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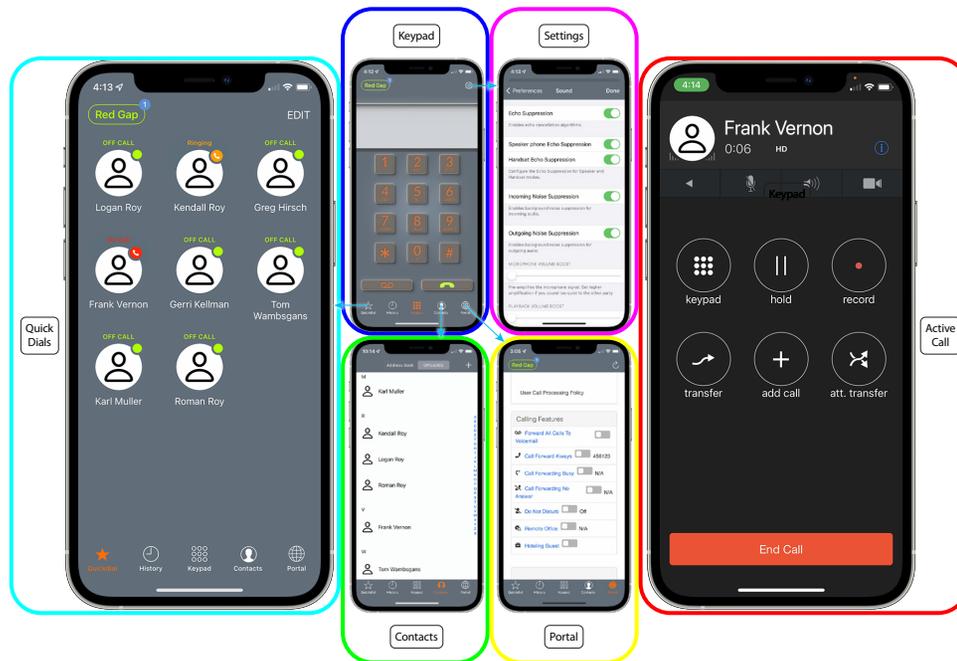Active Call

Jump to the end for mobile login instructions

How the mobile soft phone works

If you have a desk phone, your mobile softphone is a shared line appearance of your main line. You are able to make and receive calls from your work number, and see the same busy lamp fields you see on your desk phone. When your mobile application is closed, notifications let you know a call is coming in. On iPhone, some aspects of the experience are integrated into the familiar calling interface.

Status and Do Not Disturb

When the application is registered, the **Red Gap** in the upper left corner shows green. The small badge is also one way to know how many voice mail messages you have. Tapping on the **Red Gap** provides access to enable **Do Not Disturb**.

Place a call

Use the **Quickdial** screen, **Contacts** screen, or **History** screen, or dial manually from the **Keypad** screen and press the green dial button. A blue backspace key appears during dialing if you make a mistake.

Adding Quickdials

The **Quickdial** screen will be filled in with any busy lamp contacts you have on your desk phone. Pull down on the screen to change to a list view. To add more quickdials:

1. Tap **EDIT** in the upper right. You can reorder or delete from this screen.

2. Tap the + in the lower right to add someone's name, phone number, and optionally a picture. Although there is a busy lamp field switch, both this and a system setting for that extension must be turned enabled for it to function. Call Redgap Support for assistance.

3. Tap **DONE** in the upper right when you have finished.

Answer a call

In some cases the call will answer automatically upon unlock, but if you see a softphone notification, tap the checkmark to bring the application forward and answer the call.

Put a call on hold

Tap the **Softphone** button in the lower right if you cannot see the **hold** button.

View your recent calls

Tap the History button at the bottom of the application. On iPhone, calls are included into the native phone Recents and labeled as "Softphone Audio" and will be returned through the softphone.

About missed calls

Calls that rang on your mobile softphone but were answered on a different device with show up as a missed call. If you want to see calls that were missed on all of your devices:

1. Tap the **Portal** button in the lower right.

2. If it is asking you to log in, tap the **refresh** in the upper right.

3. Tap **Basic Call Logs**.

4. Scroll down and tap the **Missed** tab.

Transfer a call to another person immediately

1. Tap the **Softphone** button in the lower right if you cannot see the **transfer** button.

2. Tap the **transfer** button on the active call sheet. The original call is automatically put on hold.

3. Use any method in the **Place a call** section of this guide to complete the transfer.

4. If this call fails, the original call can be taken off of hold.

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Transfer a call to another person announced

At this time, this feature triggers an error for calls answered while the application was closed; immediate transfer can be used in its place.

1. Tap the **Softphone** button in the lower right if you cannot see the **att. transfer** button.

2. Tap the **att. transfer** button on the active call sheet. The original call is automatically put on hold.

3. Use any method in the **Place a call** section of this guide.

4. Speak with the third party.

5. Tap the bottom blue **Transfer** button to complete the transfer, or the bottom **Cancel** button to be able to toggle back and forth between the two parties.

Transfer a call directly to voicemail

1. Tap the **Softphone** button in the lower right if you cannot see the **transfer** button.

2. Tap the **transfer** button on the active call sheet. The original call is automatically put on hold.

3. Dial ***55** and then the desired extension to send the call to voicemail.

4. If this call fails, the original call can be taken off of hold.

Add another person to a call

At this time, this feature triggers an error for calls answered while the application was closed.

1. Tap the **Softphone** button in the lower right if you cannot see the **add call** button.

2. Tap the **add call** button on the active call sheet. The original call is automatically put on hold.

3. Use any method in the **Place a call** section of this guide.

4. Tap **join** when you are ready to combine the calls.

5. You can **split** the calls and toggle between them.

Mute your audio

Tap the microphone icon.

Listen to voice messages

If you have new voice messages there will be a button with an orange tape icon below the digits on the **Keypad** screen. Tap this button to enter the voicemail system.

Forward all calls

Note that this forwarding affects all of your devices, not just this soft phone.

1. Tap the **Portal** button in the lower right.

2. If it is asking you to log in, tap the **refresh** in the upper right.

3. Scroll down to Calling Features / Call Forwarding Always

4. Tap the text to set the forwarding number, or use the switch if that is already set.

Moving a call from your desk phone to the softphone

"Pull" the call over to the softphone by placing a call on the softphone to ***11** to steal the active call from the desk phone.

Moving a call from your soft phone to your desk phone

Place the call on **hold** in the softphone and take it off of **hold** on the desk phone.

Change the ringtone

1. From the **Keypad** screen, tap the gear in the upper right to get to **Settings**.

2. **Preferences** / **Ringtones** / **Ringtone** to select a tone.

3. Tap **Done** in the upper right corner to exit **Settings**.

Change the ringer volume

On iPhone: Settings, Sound & Haptics, RINGER AND ALERTS

Log into the Redgap system

1. Launch the application. It will request permission to access microphone and speaker, notifications, contacts if you want to use your mobile contacts, and perhaps other things.

2. If you have a QR Code from Red Gap, aim your phone's camera toward that code and tap the QR symbol.

3. Alternately, type in your provided credentials.