



Mobile Softphone User Guide

For Android and iOS
mobile devices

Contents

1. Introduction to Eco Mobile Softphone User Guide	3
1.1. Purpose of this document	3
1.2. Related applications and documents	3
2. Overview	3
3. Supported Versions	3
3.1. Android	3
3.2. iOS	3
4. Android	4
4.1. Initial Setup	4
4.2. Basic layout	5
4.3. Home Screen	5
4.4. Contacts	11
4.5. Calls	13
4.6. Chat	14
4.7. Dial Pad	15
5. iOS	16
5.1. Initial Setup	16
5.2. Basic layout	17
5.3. Home Screen	18
5.4. Contacts	25
5.5. Calls	26
5.6. Chat	27
5.7. Dial Pad	28

1. Introduction to Eco Mobile Softphone User Guide

1.1. Purpose of this document

This guide covers the operation of the Eco mobile softphone that is available as standard for all Users.

1.2. Related applications and documents

The System Administrators Guide defines how to set up the phone system for a Company account and all its associated users. This can be downloaded from the portal website via the Support -> Downloads menu.

The Setup and User Guide provides guidance for the ordinary user on the facilities and features of the phone system. It should be used in conjunction with this manual. This can be downloaded from the same Support menu on the portal website.

2. Overview

The Eco mobile softphone client application is available for download from the Apple App Store and Google Play Store. The app can be found by searching for “**My-Eco**”.

The distinctive icon should allow you to easily identify the correct application.



The download and installation processes are considered to be Android and iOS controlled and therefore outside the scope of this document.

Once the app has been downloaded and installed, launch the application to continue with setup configuration as documented in the section relevant to the device type.

3. Supported Versions

3.1. Android

Version 4.4 KitKat and above

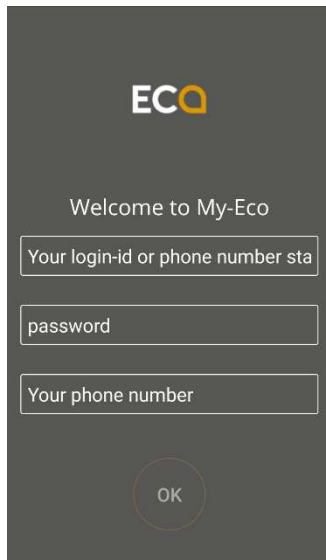
3.2. iOS

Version 11.0 and above

4. Android

4.1. Initial Setup

The first screen to appear is the authentication page which requires confirmation of your username, password and mobile number credentials which is provided by the Administrator.

The image shows the initial authentication screen of the My-Eco app. It has a dark grey background with the ECO logo at the top. Below the logo, it says "Welcome to My-Eco". There are three input fields: "Your login-id or phone number sta", "password", and "Your phone number". At the bottom, there is a circular "OK" button.

Simply enter the details as provided

Please note, the mobile number must be entered in the international format +447

Phone permission

Allows the app to see the numbers being dialed and also allows the app to access the phone features of the device.

Record permission

Allows the app to record calls that are made and received via the app.

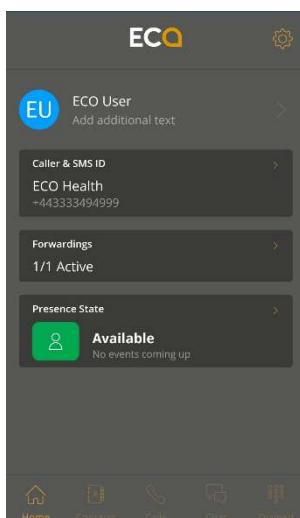
Allow **My-Eco** to make and manage phone calls?

1 of 2 [DENY](#) [ALLOW](#)

Allow **My-Eco** to record audio?

2 of 2 [DENY](#) [ALLOW](#)

If your device supports a biometric authorisation you will be asked to confirm or skip this option.



Your device will now register to the Eco platform and be available for use:

4.2. Basic layout

There are five navigation tabs located at the bottom of the screen which are described below:



Home

Displays the Users caller ID, forwarding and presence status



Contacts

Display the list of contacts stored within Eco & your mobile phone and allows them to be dialled using the Eco softphone application



Call History

Displays details of made, received and missed calls



Chat

Displays conversation history and allows messages to be sent and received to other users within your company



Keypad

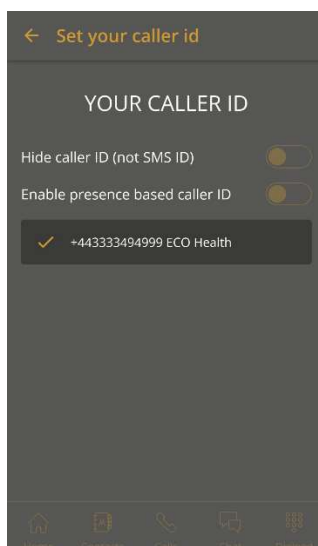
Allows entry of phone number digits and dialling

4.3. Home Screen

From the Home screen you can set your out bound CLI Presentation, your call forwarding options (by default calls will be redirected to voicemail when busy, unavailable or a presence status has been selected) and your Presence status (as seen by other mobile users).

Caller ID

You can set which number is presented when an outbound call is made.



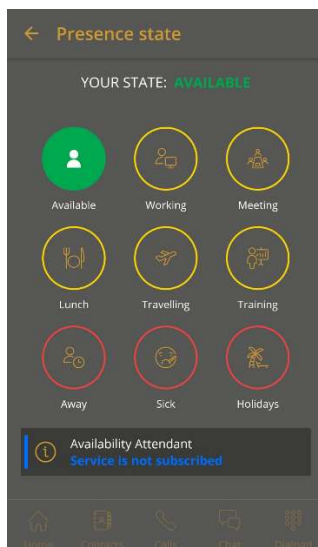
Forwarding

You can set which number is presented when an outbound call is made.

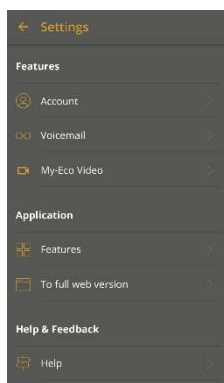


Presence status

You can set which number is presented when an outbound call is made.



Additional information can be found via the cog symbol on the top right hand corner on the Home screen.



Call Handling

Incoming calls will display the caller details where known and offer the option to Answer or Hang up (the call will be redirected to voicemail) the call. Alternatively you can select the “Call option” for further options.



When a call is active, either incoming or outgoing, the call details are displayed including number, duration, volume controls and call options.



Call options are available for Drop, hold, redirect, start recording, new call and add party

a. Drop

The call is dropped and will not be sent to voicemail.

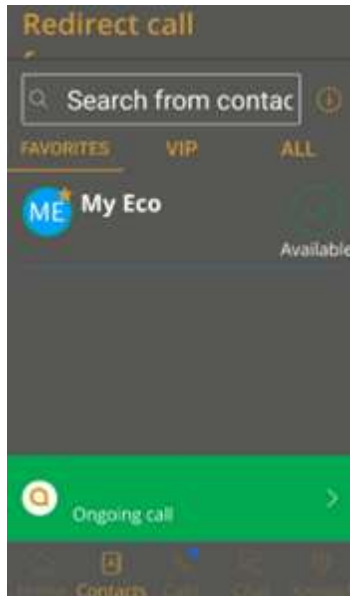
b. Hold

The calls will hear the system music on hold. To retrieve the call back from hold select the Call Options again and select Unhold.

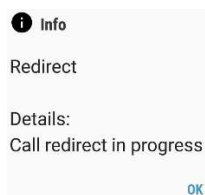
c. Redirect

Select or enter the number you want the call to be passed directly to (the call is not announced).

eg, press the tick to select the User to transfer to



Once selected you will see a confirmation of the transfer request.



d. Start Recording

A call announcement will be played to confirm to all parties on the call that the call is being recorded, the call will be recorded from this point onward and stored locally on your phone. You can stop the call recording by selecting Call Options and selecting Stop Call Recording.

e. New Call

This allows you to initiate a new call, for example if you wish to announce a call transfer or conference (merge) a call with a 3rd party.

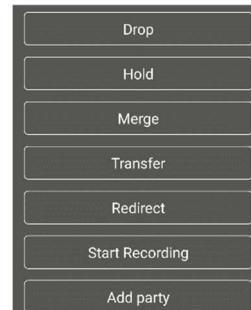
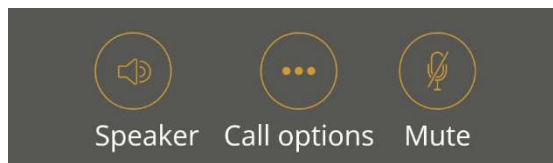
f. Add Party

This functions works similar to the Redirect option, however instead of passing the call straight through to the 3rd party, when the 3rd party answers the call is conferenced between all three parties immediately.

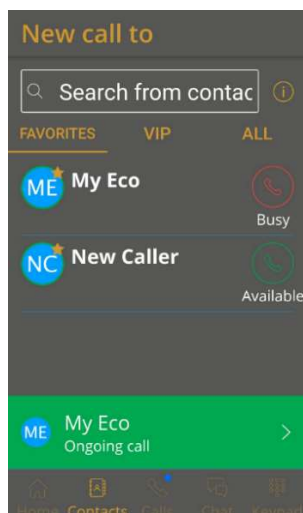
Call Transfer & Conferencing

To transfer a call with an announcement or to add a 3rd party into a conference call (merged call) the following steps need to be applied.

1. Select the Call option menu and select New Call



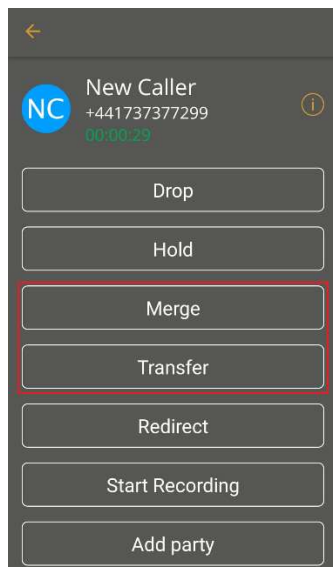
2. You will now be presented with your Contact page, select the User you wish to transfer/conference the call to by pressing the **Phone** icon.



You will then see the 1st caller on hold at the top of the screen and the new active caller in the middle of the screen.



3. To transfer the caller or to conference (merge) the call, select the Call option menu and select the relevant option.



If you do not want to transfer the call simply hang up the active call and retrieve the held call (Call option menu and select Unhold).

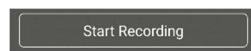
4. If you want to switch between calls before you transfer or conference (merge) the calls together you can by pressing the Switch option in the top right-hand corner.



This will then switch between the active and held call, placing the active call on hold.

Recording Calls

There is an option to record calls which can be initiated once a call is in progress by pressing the Start recording option.



The first time this action is started you will be prompted for permission authorisation

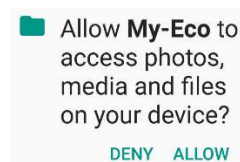
Please note that this is local call recording to the mobile device only with no integration to the Eco platform.

There is also an option to automatically record all calls which is set by the Administrator, additional charges apply for the service and network call storage.

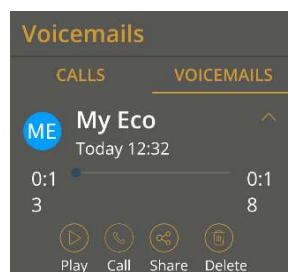
Record Playback

Any manually recorded calls can be played back from the Calls tab under the Voicemail folder.

The first time this action is started you will be prompted for permission authorisation



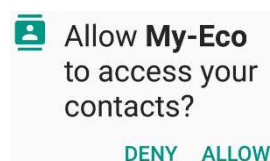
From the Voicemail folder, you are able to play the recording, call back the caller, share or delete the recording.



4.4. Contacts

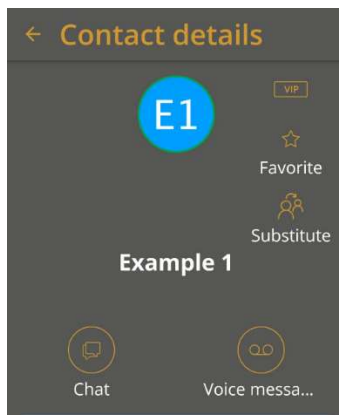
The contact tab give you access to your Favourites, VIP and All.

Note the first time you access contact
You will be asked to give access to the
Phone contacts.



Favourites

You can select which Eco users, groups and services are seen in your favourites by going in to the All folder, selecting the required service and then selecting the Favourite options.



VIP

You can select which Eco users, groups and services are seen as a VIP by going in to All folder, selecting the required service and then selecting the VIP options.

Note: a VIP contact can always reach you. Their calls will not be forwarded by any rules or services.

All

The All folder will show you all Eco users, groups and services configured on your enterprise. Not this will not show you contacts that are stored on your mobile phone.

Search option: when searching for a name or number, if you have given access to your mobile contracts these will be presented as options to call.

Presence Status

When looking at a User you will see their Presence status and availability.

User icon surround,



Green
Available



Orange
One of the following states has been selected,
Busy, Meeting, Lunch, Traveling, Training



Red
One of the following states has been selected,
Away, Sick, Holiday

Availability,



Green
Available



Red
Busy



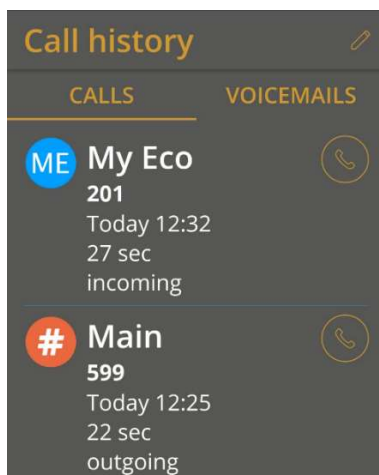
Purple
Forwarding Calls

4.5. Calls

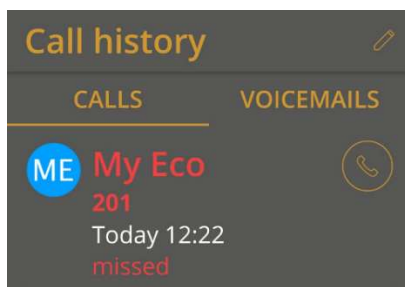
Calls

This tab provides the ability to quickly see all calls made, received and missed.

Outgoing calls and answered Incoming calls will be shown in white.



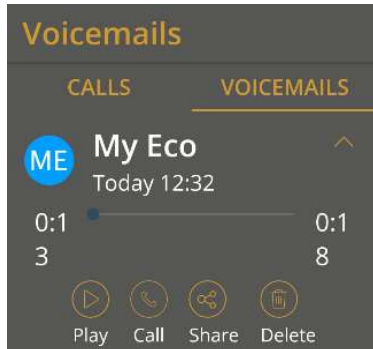
Missed calls will be shown in Red.



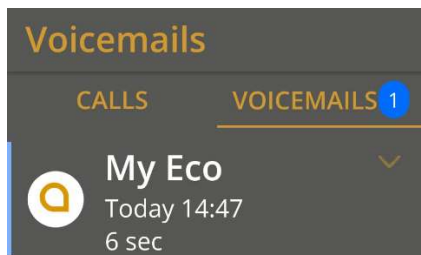
Voicemails

This tab allows you to see any personal or group voicemails and manual call recordings made.

From the Voicemail folder, you are able to play the recording, call back the caller, share or delete the recording.



New messages or Group messages that have not been listened to will be indicated with a blue bar on the left-hand side of the message.



Note: when a group message is listened to, the message will show as read. If another User deletes a group message, the message & notification will also be removed from the voicemail list.

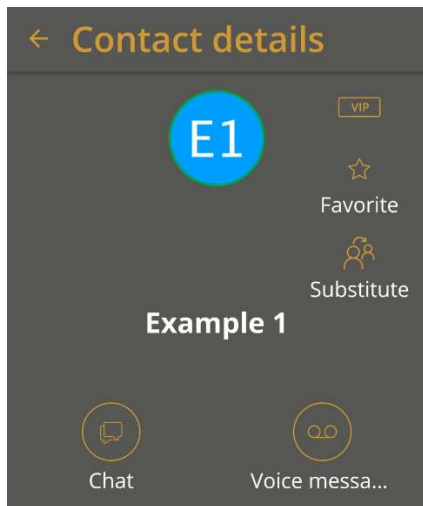
4.6. Chat

It is possible to send simple messages to colleagues in your company who also use the mobile softphone application.

Please note that this is only available to Eco Users but messages are seen in both the mobile app and PhoneManager.

Note: only active messages will show in the Chat tab.

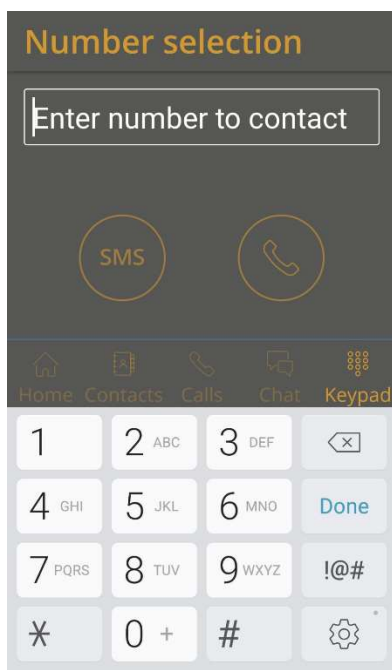
To start a new Chat session with a User, simply go into Contacts, select the user and select Chat



To continue with an existing chat, simply select the relevant party from the list available.

4.7. Dial Pad

From here you can manually enter a number to call



If you have an Eco SIM you can also access and send SMS messages from this screen.

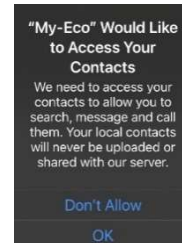
5. iOS

5.1. Initial Setup

The first time you open the Eco application you will be asked to authorise the following,

Contacts permission

Allows the app to read data about your contacts stored on your mobile phone



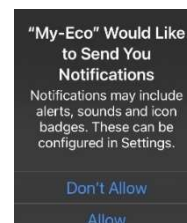
Microphone permission

Allows the app to use the microphone on your mobile phone



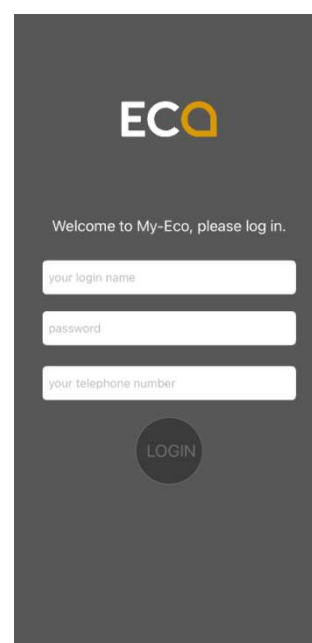
Notifications permission

Allows the app to send notifications including sounds and icons



Login Screen

The first screen to appear is the authentication page which requires confirmation of your username, password and mobile credentials.



Your device will now register to the Eco platform and be available for use:



5.2. Basic layout

There are five navigation tabs located at the bottom of the screen which are described below:



Home

Displays the Users caller ID, forwarding and presence status



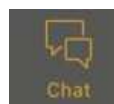
Contacts

Display the list of contacts stored within Eco & your mobile phone and allows them to be dialled using the Eco softphone application



Call History

Displays details of made, received and missed calls



Chat

Displays conversation history and allows messages to be sent and received to other users within your company



Dialpad

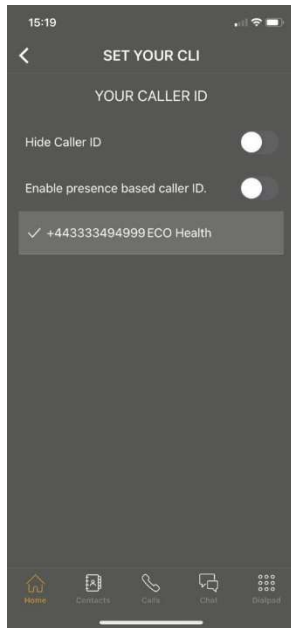
Allows entry of phone number digits and dialling

5.3. Home Screen

From the Home screen you can set your out bound CLI Presentation, your call forwarding options (by default calls will be redirected to voicemail when busy, unavailable or a presence status has been selected) and your Presence status (as seen by other mobile users).

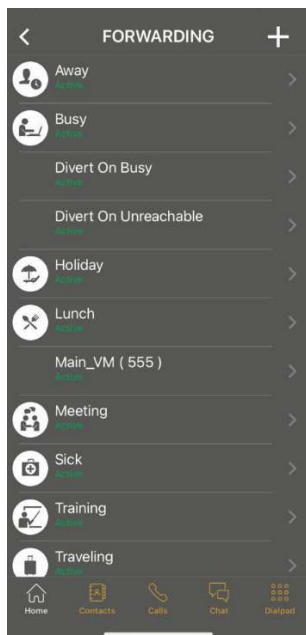
Caller ID

You can set which number is presented when an outbound call is made.



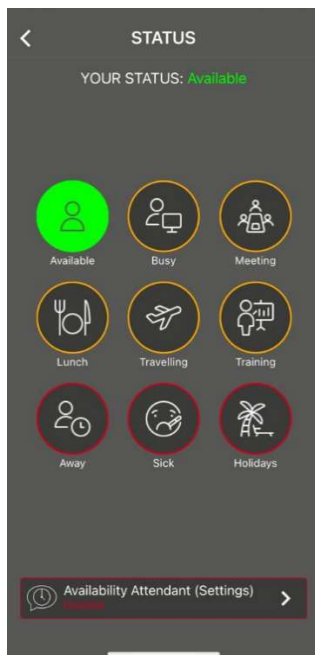
Forwarding

You can set which number is presented when an outbound call is made.

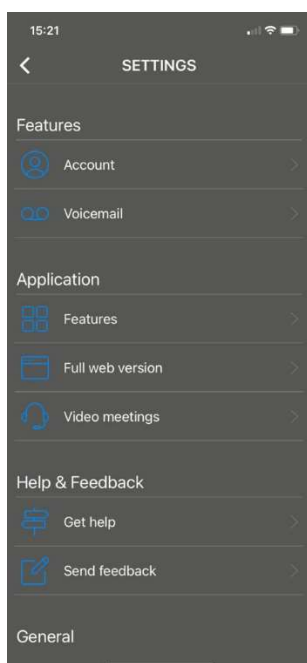


Presence status

You can set which number is presented when an outbound call is made.

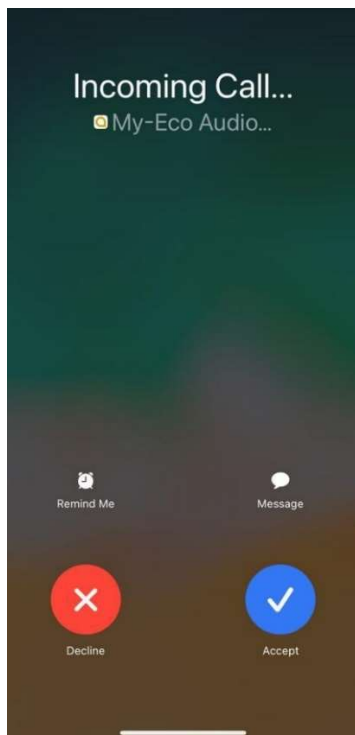


Additional information can be found via the cog symbol on the top right hand corner on the Home screen.

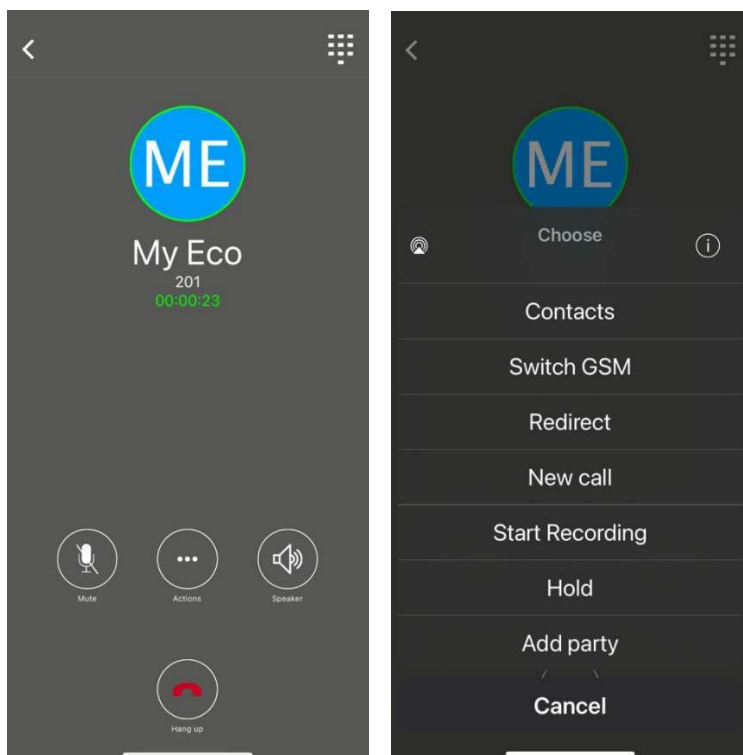


Call Handling

Incoming calls will display the caller details where known and offer the option to Answer or Decline (the call will be redirected to voicemail) the call.



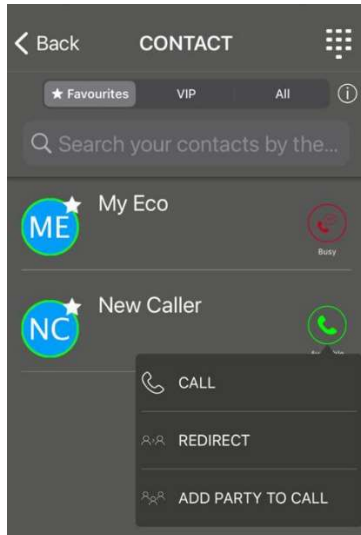
When a call is active, either incoming or outgoing, the call details are displayed including number, duration, volume controls and call options via the Action menu.



The call options that are available under the Actions menu – Contact, Switch GSM, Redirect, New Call, Start Recording, Hold, and Add Party

a. **Contacts**

This open the Contact tab for quick call handling options



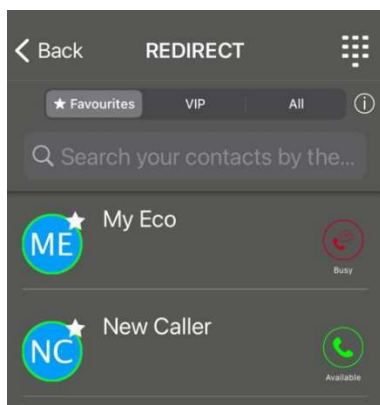
b. **Switch GSM**

This is only applicable with an Eco SIM and swaps the call from an IP to a GSM call.

c. **Redirect**

Allows you to select or enter the number you want the call to be passed directly to (the call is not announced).

eg, press the phone icon to select the User to transfer to.



d. **New Call**

This allows you to initiate a new call, for example if you wish to announce a call transfer or conference (merge) a call with a 3rd party.

e. Start Recording

A call announcement will be played to confirm to all parties on the call that the call is being recorded, the call will be recorded from this point onward and stored locally on your phone. You can stop the call recording by selecting Actions and selecting Stop Call Recording.

f. Hold

The calls will hear the system music on hold. To retrieve the call back from Hold select the Actions menu again and select Unhold.

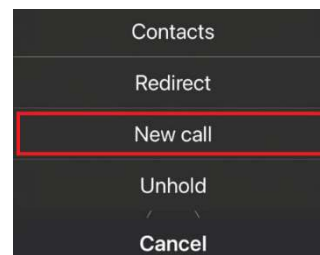
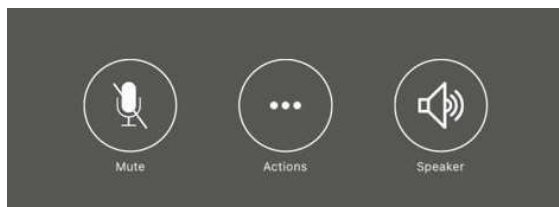
g. Add Party

This function works similar to the Redirect option, however instead of passing the call straight through to the 3rd party, when the 3rd party answers the call is conferenced between all three parties immediately.

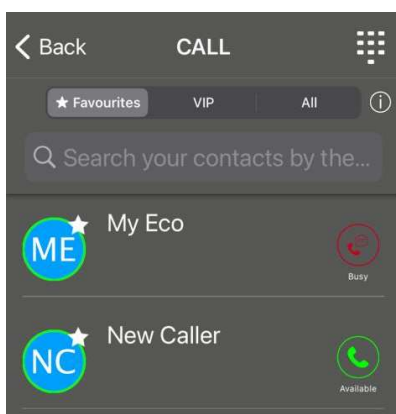
Call Transfer & Conferencing

To transfer a call with an announcement or to add a 3rd party into a conference call (merged call) the following steps need to be applied.

5. Select the Action menu and select New Call



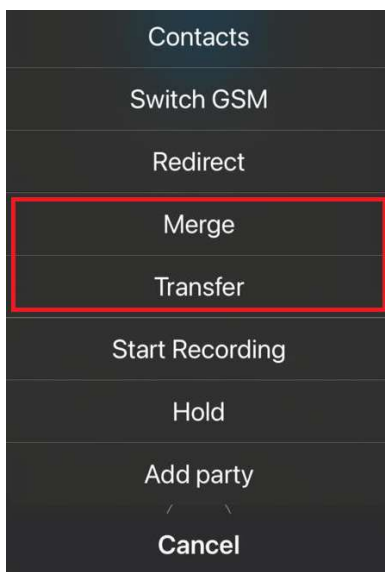
6. You will now be presented with your Contact page, select the User you wish to transfer/conference the call to by pressing the **Phone** icon.



You will then see the 1st caller on hold at the top of the screen and the new active caller in the middle of the screen.

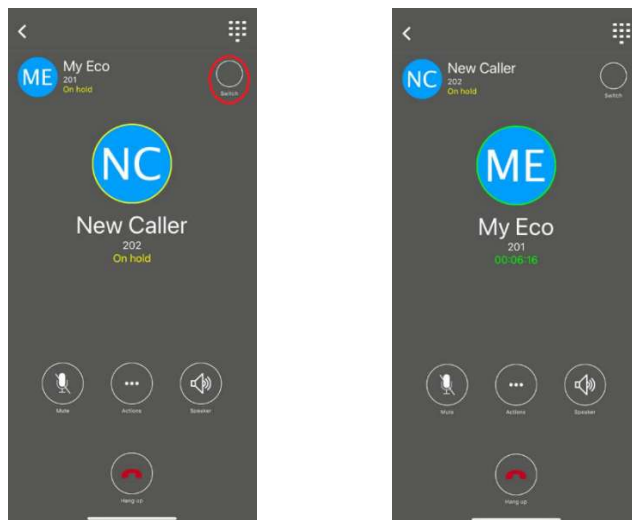


7. To transfer the caller or to conference (merge) the call, select the Action menu and select the relevant option.



If you do not want to transfer the call simply hang up the active call and retrieve the held call (Action menu and select Unhold).

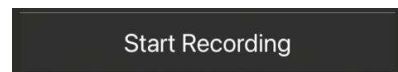
8. If you want to switch between calls before you transfer or conference (merge) the calls together you can by pressing the Switch option in the top right-hand corner.



This will then switch between the active and held call, placing the active call on hold.

Recording Calls

There is an option to record calls which can be initiated once a call is in progress by pressing the Start recording option.



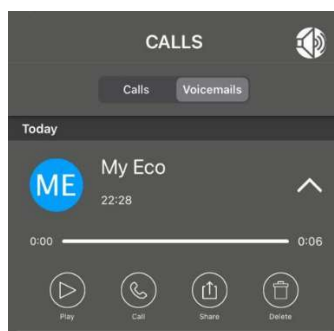
Please note that this is local call recording to the mobile device only with no integration to the Eco platform.

There is also an option to automatically record all calls which is set by the Administrator, additional charges apply for the service and network call storage.

Recording Playback

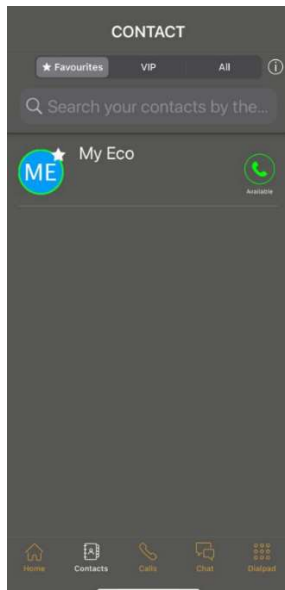
Any manually recorded calls can be played back from the Calls tab under the Voicemail folder.

From the Voicemail folder, you are able to play the recording, call back the caller, share or delete the recording.



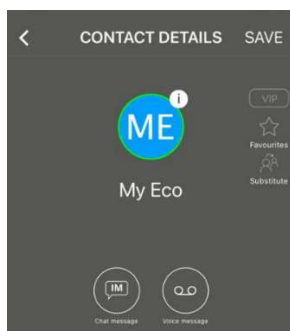
5.4. Contacts

The contact tab give you access to your Favourites, VIP and All.



Favourites

You can select which Eco users, groups and services are seen in your favourites by going in to the All folder, selecting the required service and then selecting the Favourite options.



VIP

You can select which Eco users, groups and services are seen as a VIP by going in to the All folder, selecting the required service and then selecting the VIP options.

Note: a VIP contact can always reach you. Their calls will not be forwarded by any rules or services.

All

The All folder will show you all Eco users, groups and services configured on your enterprise. Not this will not show you contacts that are stored on your mobile phone.

Search option

When searching for a name or number, if you have given access to your mobile contracts these will be presented as options to call.

Presence Status

When looking at a User you will see their Presence status and availability.

User icon surround,



Green
Available



Orange
One of the following states has been selected,
Busy, Meeting, Lunch, Traveling, Training



Red
One of the following states has been selected,
Away, Sick, Holiday

Availability,



Green
Available



Red
Busy



Purple
Forwarding Calls

5.5. Calls

Calls

This tab provides the ability to add quick see all calls made, received and missed.

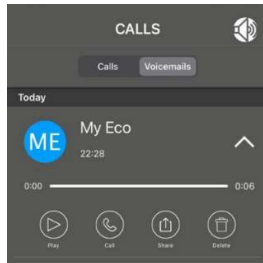
Incoming calls show in **Blue**, Outgoing calls show in **Green** and Missed calls show in **Red**.



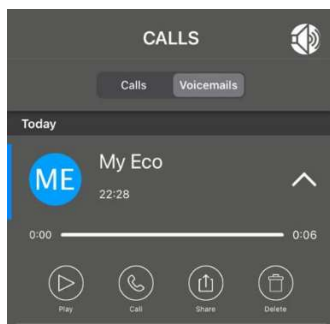
Voicemails

This tab allows you to see any personal or group voicemails and manual call recordings made.

From the Voicemail folder, you are able to play the recording, call back the caller, share or delete the recording.



New messages or Group messages that have not been listened to will be indicated with a blue bar on the left-hand side of the message.



Note: when a group message is listened to the message will show as read. If another User deletes the message, the message & notification will also be removed from the voicemail list.

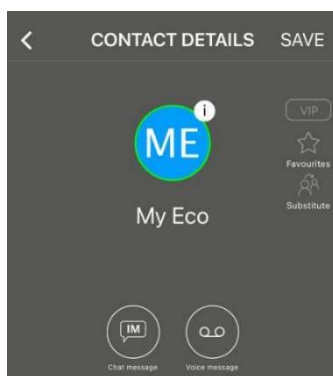
5.6. Chat

It is possible to send simple messages to colleagues in your company who also use the mobile softphone application.

Please note that this is only available to Eco Users but messages are seen in both the mobile app and PhoneManager.

Note: only active messages will show in the Chat tab.

To start a new Chat session with a User, simply go into Contacts, select the user and select Chat Message.



To continue with an existing chat, simply select the relevant party from the list available.

5.7. Dial Pad

From here you can manually enter a number to call

