

# Android App End User Installation Guide



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Facilities described may or may not be supported by your network.

This documentation refers to software version 1.0.14 for the Smartphone app and software version 13.111 or higher for the Cloud.

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# 1. OVERVIEW OF THE ANDROID SOFTPHONE APP

The Android Softphone App is the extension of the Cloud to your Android smartphone giving you Fixed Mobile Convergence with Hold and Transfer of calls and presence information for colleagues. Enjoy all the benefits of the Cloud PBX from your smartphone.

- Single number for both fixed and mobile devices.
- Incoming calls to your fixed desk phone are automatically routed to your smartphone.
- Dial from your smartphone contacts list or the PBX phone book.
- All outgoing calls from your smartphone App use your fixed Calling Line Identity number on the Cloud.
- See the status of colleagues in real-time.
- Busy on mobile device status is indicated to other users.
- Call history - missed calls, received calls, dialed calls.
- Manage your voicemails.
- The PBX may be programmed to send all your app calls over IP or to the 3G/4G/LTE network when you are off site and over Wifi on your LAN.
- Flip during a call from VoIP to 3G/4G/LTE service or the other way, depending on signal quality

For detailed user instructions on the system phone functionality of the App, please refer to the Executive User Guide at: <http://www.medtelservices.com/cloud-telephony/manuals-and-software>

For instructions on browser based function key programming, please refer to the Browser Based User Programming and Call Handling Guide at same address.

## 2. Installing the Softphone App on the Smartphone

Go to the Google Play Store by clicking the icon on your smartphone. Search for the App using the search words 'Opera Softphone'.

Follow the instructions on the Play Store to install the App.

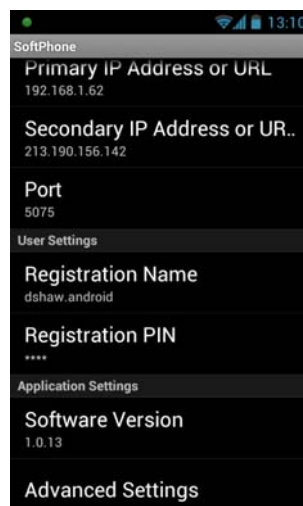
### 2.1. Enter System IP Registration Data in the App

The first time you run the app you must fill in your account settings in order to register with the server PBX.



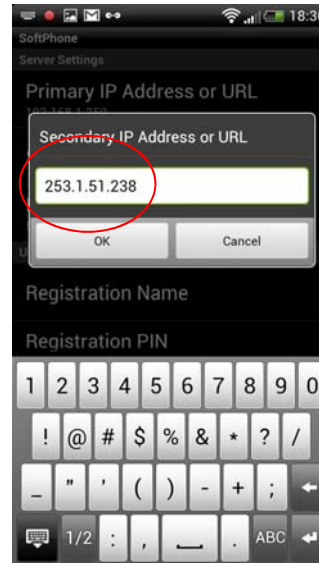
Press the **Android** device menu key to get to the following screen on the Phone app.

Then press the **Settings** key to get to the settings screen,



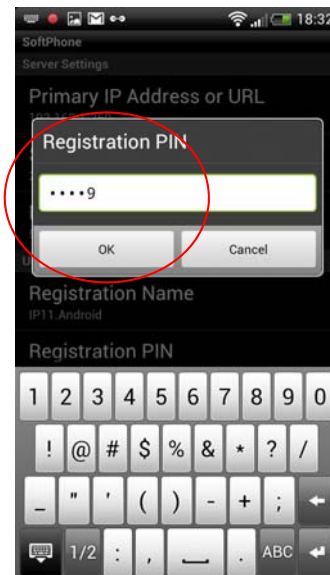
Press the associated drop down menus and enter the registration details as follows. You may need to get registration details from the system administrator. Press **OK** to save changes.

If you are registering to a Cloud based PBX, type in the address of the system in the 'Primary IP Address or URL' field. The address is usually in the form 'mycompany.mdspxb.com' and can be obtained from the system administrator. Do not insert www before the address. Press **OK**.



The public WAN IP address of the system is entered at the secondary IP address field. This will facilitate registration to the system from outside the local WiFi range. Please note that using the App while roaming, for example over 3G, may render you liable for considerable costs by your mobile operator, depending on your data plan and your contract with your operator.

Enter the User IP registration name and User IP Registration PIN, as they appear on the system IP Phone Registration browser programming page, under 'User Settings'.



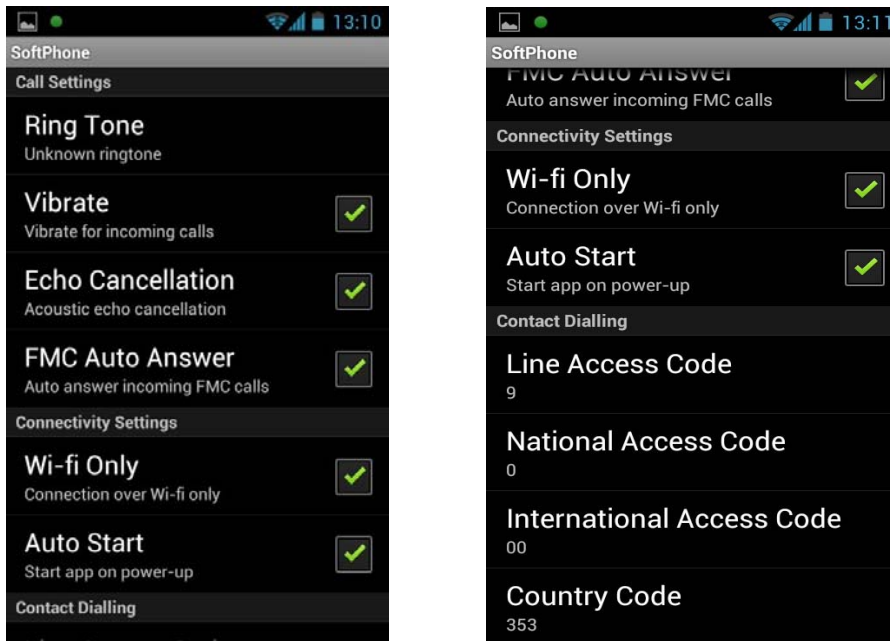
## **Android App Installation**

In the field Registration Name, enter your IP Registration Name followed by the suffix. Android as shown. The suffix allows the Cloud to associate this registration with your Android device. (Note: you should also add the suffix '. desk' to the registration name in your desk phone. This can be done by pressing and holding the menu key for 5 seconds and entering the suffix after the registration name in 'Registration Info'.

The Port number refers to the signaling port used for registering with the Cloud and is set to 5075 by default.

## 2.2. Advanced Settings

Pressing Advanced Settings displays the following options:



Click on Ring Tone, to select a tone for the App from your smartphone Ring Tone folder.

Tick the Auto Start option to run the App when the smartphone is powered up.

The Line Access Code, National Access Code, International Access Code, and Country Code are normally set by default but may be changed on this page if necessary.



**TIP:** Once the App is installed into your phone, you should drag the icon out to the phone desktop for easy starting.



### 3. Using the Android Softphone

The Android smartphone brings all the features of the Executive phone to your mobile and you can use it in the same way. There are additional features on the softphone, such as dialing from the smartphone contacts list and flipping between VoIP and 3G/4G/LTE.

#### 3.1 Dialing From Your Smartphone Contacts List

Press and hold the green off-hook key on an Android smartphone.



This allows you to select a contact from your smartphone list and to dial this contact directly.

#### 3.1 Program a Flip Key to Toggle Between VoIP and 3G/4G/LTE

The Cloud may be programmed to send all your App calls over the 3G/4G/LTE network when you are off site and over Wifi on your LAN.

If the system is programmed to allow you use both VoIP and 3G/4G/LTE voice paths, you can flip during a call from VoIP to 3G/4G/LTE or vice versa, depending on signal quality. In order to use this feature you need to program a function key on your softphone from your PC, at the browser based programming, or manually as follows:

Press the Menu key,  
Scroll down to Phone Settings  
Press Select  
Scroll down to Define Function key  
Press Select  
Press Redefine keys  
Scroll Down to select which key you wish to program with this function, Press Select  
Scroll down to FMS (Flip to 3G/4G/LTE) and press Select  
Press the red on-hook key to exit.



When you are on a call you now will have the option to flip between VoIP and 3G/4G/LTE by pressing the function key which you have defined here.



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