

Smartphone App User Manual

Complete guide to the SmartEcho mobile app: calling, contacts, settings and reference.

Smartphone app

The SmartEcho app turns your phone into a full softphone connected to your company PBX. Make and receive business calls over the internet (VoIP/SIP), manage contacts and call history, and control your availability, call routing, and PBX settings — all from one app.

Calling

Dial, receive, hold, transfer, and conference calls with HD audio over WiFi or mobile data.

People

Personal and company contacts, favorites, and full call history.

Control

Presence, Do Not Disturb, Follow Me, call flows, queues, and caller ID.

Logging in

- 1 Open the app. The **splash screen** appears while your account registers.
- 2 Enter your **username** and **password**, or sign in with   .
- 3 If 2-factor is enabled, enter the **PIN / activation code** sent to you.
- 4 If your login has multiple SIP accounts, pick a default in the **Account Picker**.

Tap the eye icon to toggle password visibility. Forgot your password? Use the reset link to recover it on the web.

Navigation

The app has five tabs along the bottom:

TAB	PURPOSE
Favorites	Quick-dial pinned numbers
Recents	Call history (incoming, outgoing, missed)
Keypad	Dialer — the default home screen
Contacts	Personal & company contacts
Settings	Account, availability & PBX settings

Keypad / Dialer

Dial any number using the numeric pad (0–9, *, #), then press the call button.

- The number you type shows at the top; if it matches a contact, their **name** appears.
- Tap **backspace** to delete a digit; long-press to clear all.
- Save an unknown number with **Add to contacts** or **Add to existing contact**.

Account & presence

- The top bar shows your **active SIP account** and its registration status.
- Your **presence** indicator shows Available / Unavailable / Offline.
- Tap the account area to switch accounts.

During a call

The in-call screen shows the caller's name/number, avatar, call duration, and state.

Mute

Turn your microphone on/off.

Speaker

Switch audio route (see Audio routing).

Hold

Pause the call; tap again to resume.

Keypad

Send DTMF touch-tones (e.g. IVR menus).

Add call

Start a second call while keeping the first.

Transfer

Blind or attended transfer.

AI Assistant

Start the AI Call Assistant (if enabled).

End

Hang up the call.

Incoming calls

- **Accept** to answer.
- **Reject** to decline.

You can't use the keypad while a call is on hold — resume first. A banner tells you when the other party puts you on hold.

Transfer a call

TYPE	HOW IT WORKS
Blind	Send the call straight to another contact — no consultation.
Attended	Call the destination first, talk, then complete the transfer. Original call goes on hold; cancel to return to it.

Conference calls

- With two active calls, **merge** them into a conference.
- **Add call** to bring in more participants (up to the max limit).
- **Split** to separate a participant from the conference.
- The screen shows the current **participant count**.

If the max call count is reached, drop a call before adding another. Some calls can't be merged into an existing conference.

Audio routing

Tap the speaker button to cycle between:

Earpiece Speaker Headset Bluetooth

Call monitoring (Info)

Tap the **Info** button mid-call to see live quality stats:

- Signal strength meter & call state
- Network type & audio codec
- Jitter, packet loss, and latency (ms)

Contacts

- Toggle between **Personal** (device) and **Company** (PBX teammates) contacts.
- Search by name or number; pull to refresh.
- Company contacts show a **presence** indicator.

Contact detail

- See avatar, name, all numbers (with labels), and groups.
- Tap a number to dial; star it to add to Favorites.
- For teammates, you can do a **call pickup** to their extension.
- Long-press a number to copy it.

The app needs permission to access your device contacts. Contact data stays local on your phone and is not shared.

Favorites

- Pin frequently-called numbers for one-tap dialing.
- Add: pick a contact and number. Remove: un-star it.
- Search and refresh; an empty-state message shows when none are set.

Recents / Call history

- View all calls grouped by date (Today, Yesterday, weekday).
- Incoming, outgoing, and **missed** calls each have an indicator.
- Missed-call badge shows on the tab and app icon; clears when viewed.
- Search, refresh, or clear the entire history.

History detail

- See date, time, call type, and duration.
- Call back, or add the number to contacts.

Account

- View your registered SIP account(s) and their status (Registered / Registering / Unregistered / Error).
- See whether you're logged in remotely on other devices, and force a remote logout if needed.
- Pull to refresh the latest status.
- **Log out** (confirmation required) clears your session and returns to the login screen.

You may be logged out automatically on an unauthorised request, or when you log in elsewhere.

Calling mode

MODE	DESCRIPTION
Softphone	Full VoIP experience over the internet. Requires an active SIP account.
Callback / Legacy	Failover through the GSM network when data isn't available.

When WiFi / 4G / 5G isn't available, the app offers to switch to Legacy mode. You can dismiss the prompt permanently.

Do Not Disturb

- **Available** — receive all calls.
- **Busy** — callers may get a busy signal.
- **Activated** — stop ringing on the app (all devices, or this device only). You stay visible as available in contacts.

Pull to refresh to sync the latest state across devices.

Follow Me

- **Activated** — forward incoming calls to a phone number you set.
- **Deactivated** — no forwarding.
- Edit the forward number and save; pull to refresh to sync.

Outbound number (Caller ID)

- Choose which of your PBX numbers shows as caller ID on outgoing calls.
- Select and save; a toast confirms the change. Pull to refresh for the latest list.

Call flows

Control how inbound calls to each of your numbers are routed.

- Select / activate a call flow per number; edit the forward-to number inline.
- Choose when a change takes effect:
 - Activate when no active calls
 - Force after waiting 1 hour
 - Activate immediately
- Search and pull to refresh.

PBX status & location

- View your PBX standby **locations** and select your active one.
- Set the **inbound** / **standby** number per location.
- Configure **call forwarding** ("Forward calls to [number]").
- Change PBX status; pull to refresh to sync.

Call queues

- See the queues you belong to and your login status in each.
- **Log in** to start taking queue calls; **log out** to stop.
- Pull to refresh; a confirmation shows when status changes.

Language

Choose your interface language — changes apply immediately:

English

Français

Nederlands

Sound

- Pick a custom incoming-call **ringtone**, or use the system default.
- Preview a ringtone before saving.
- Enable / disable the incoming-call sound.

About & support

- View the app **version** (and build number in debug builds).
- Open the social links: Twitter/X, Instagram, Facebook, LinkedIn.

Troubleshooting & support

- **SIP logs** — generate and share call logs with the support team.
- **Helpdesk data** — send diagnostic data to support.

Required permissions: Contacts, Microphone, Notifications, and Local Network (for push detection). If denied, the app links you to Settings to grant them.

Reference — Call states

STATE	MEANING
Trying	Call attempt starting
Ringing	Ringing on the other end
Connected	Call in progress
On hold	Call paused (by you or the other party)
Busy	Remote party busy
Terminated / Missed	Call ended or missed

Reference — Common messages

MESSAGE	WHAT IT MEANS
Internet appears to be offline...	Check your connection and retry.
The transfer has failed.	Transfer could not complete; you keep the original call.
Max call count has been reached...	Drop a call before adding another.
Unable to include this call within the existing conference.	That call can't be merged.
The account has not been registered yet...	Wait for registration, then retry.
Please enter a number to dial.	The dial field is empty.