

Technical Note

Sangoma Phone Desktop Softphone User Guide

Date	Doc No.	Rev. No.	Description	Initial
11/14/25	VP-017	0	New	MM

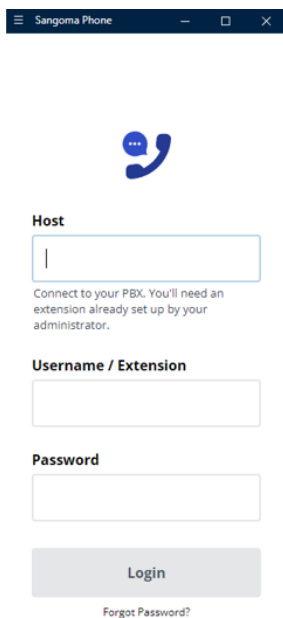
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Installation

1. Go to <https://iconcloud.com/software-downloads> and download the appropriate softphone desktop application for your computer operating system.
2. Once the download completes go to the file location and install the application.

- After installing the app the following screen is displayed:



The screenshot shows a web browser window titled "Sangoma Phone". Inside the window, there is a blue telephone handset icon with three dots above it. Below the icon, the word "Host" is followed by a text input field. A message below the field reads: "Connect to your PBX. You'll need an extension already set up by your administrator." Below this, the text "Username / Extension" is followed by another text input field. Then, the text "Password" is followed by a third text input field. At the bottom, there is a grey button labeled "Login" and a link that says "Forgot Password?"

Logging In

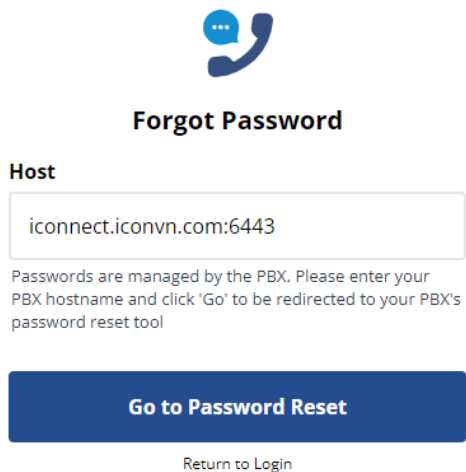
- Use the credentials provided by ICON for your user account:

HOST: _____

USERNAME: _____

PASSWORD: _____

2. Use the Forgot Password link to reset your password if you need to reset.





Forgot Password

Host

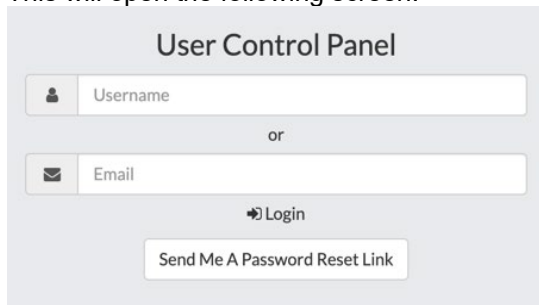
iconnect.iconvn.com:6443

Passwords are managed by the PBX. Please enter your PBX hostname and click 'Go' to be redirected to your PBX's password reset tool

Go to Password Reset

[Return to Login](#)

3. This will open the following screen:



User Control Panel



or

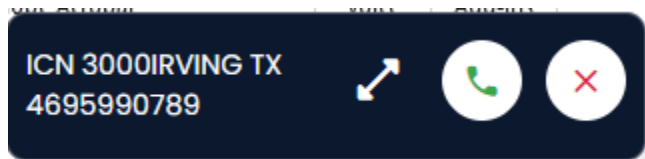


[Login](#)

[Send Me A Password Reset Link](#)

Answering a Call

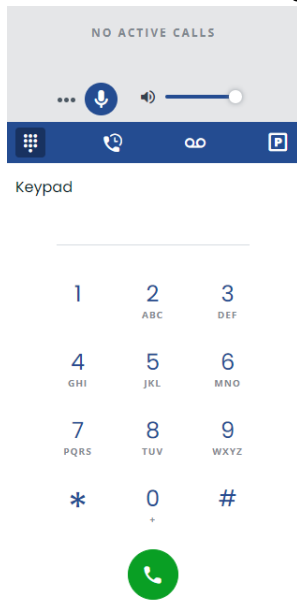
1. When someone calls your extension or number, the softphone will ring and show a popup notification within the softphone screen.



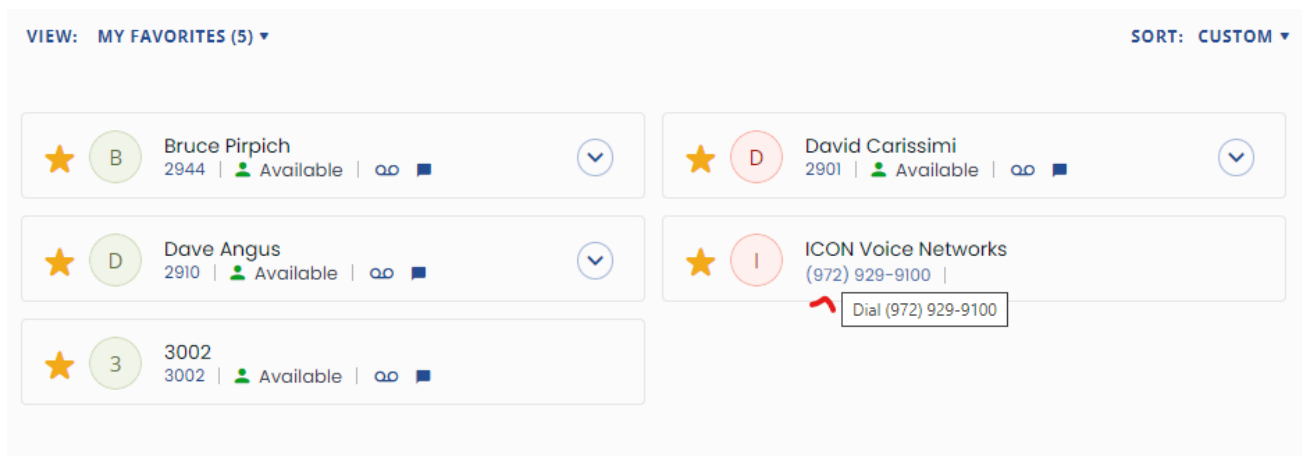
2. You'll see the caller's name/number if available.
3. Click the Green Phone ICON to answer the call.
4. Press the Red X ICON to reject the call.

Making a Call

You can make a call using the dial pad



or using Contacts / Favorites by clicking the phone number on the contact you wish to dial.



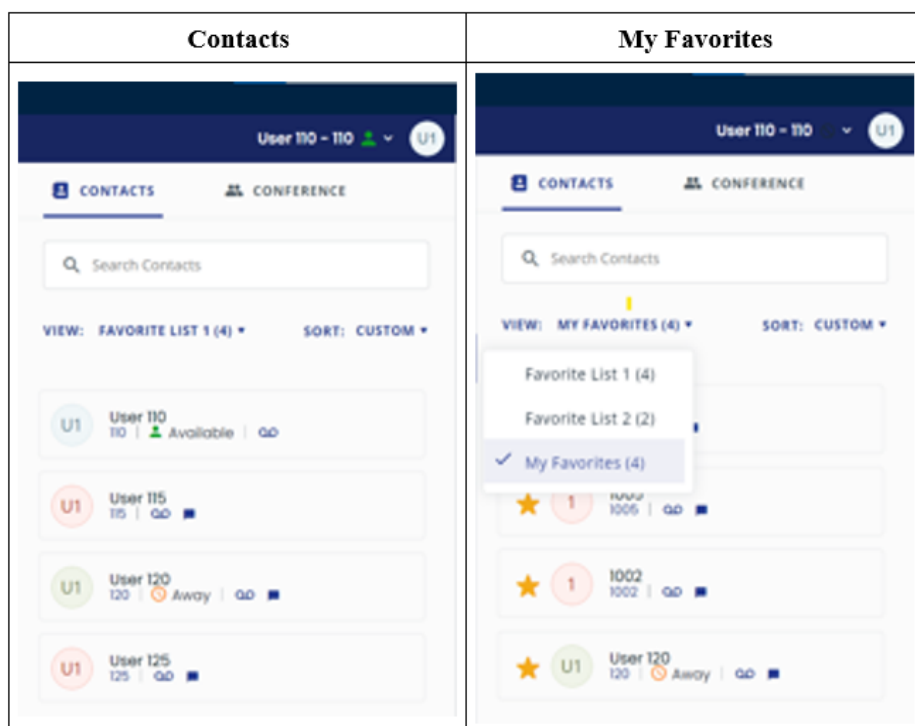
Accessing Features During a Call

1. While on a call you can:
 - Mute/Unmute your microphone,
 - Put the Call on Hold,
 - Transfer the call to another extension or external number,
 - Use the keypad for entering digits during the call for IVR systems.
2. To end the call press the Red Phone button or close the call window.

Favorites / Contacts

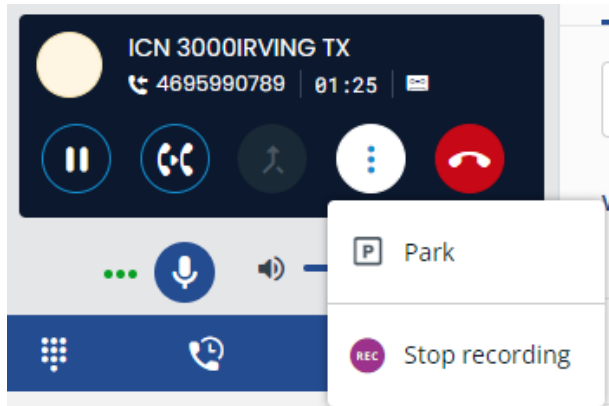
The Favorite lists are available in the Contacts panel. Favorite contacts can be configured by the admin or by users through the portal.

The panel will list all the favorite contact lists created by the admin, as well as the user's favorite list (labeled as "My Favorites"). The user can add/remove contacts from their favorite list by clicking the star icon shown on the side of the Contact's card. The favorite lists created by admin cannot be edited by the user.

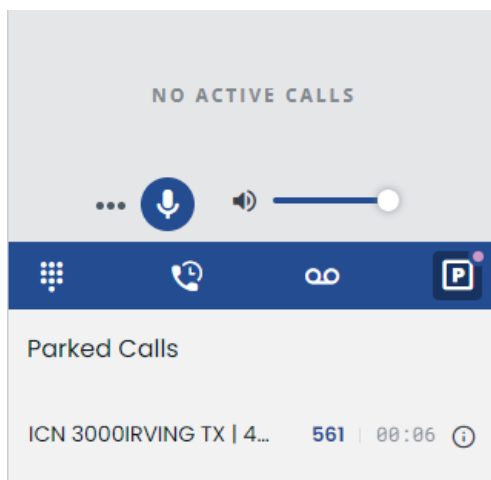


Call Park

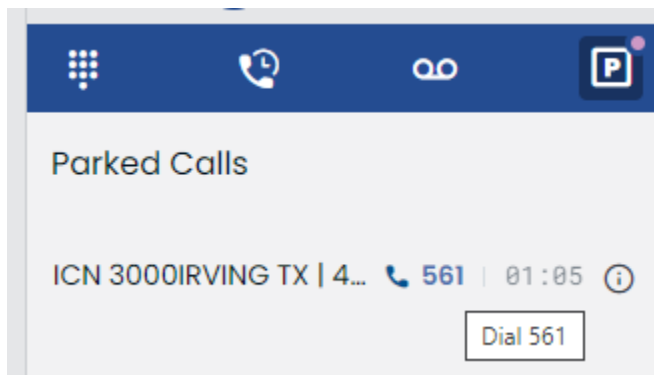
When a call is answered, use the Park button to place the call in the station park. To access the park feature, click the three dots while on a call, then select Park.



The parked call will then display below.



To retrieve the call, press the park orbit number (e.g., 561):



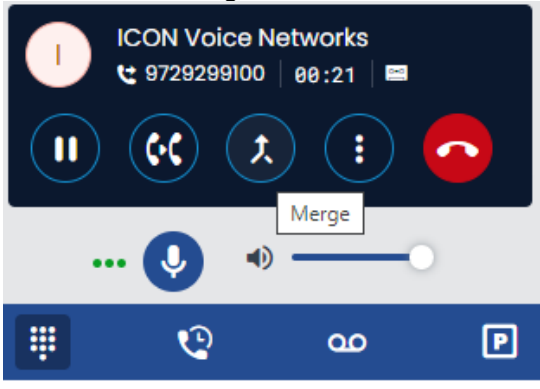
Conference

Use the Merge Button to create a conference with two other callers.

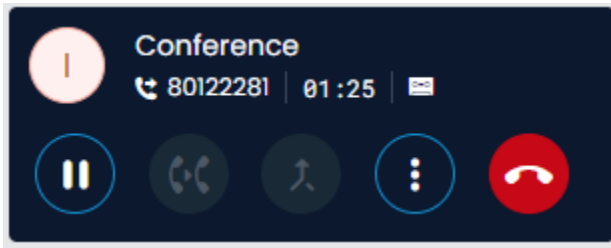
4. While on a call, place it on hold



5. Dial the second number. Once the call has been answered, the merge button will become active. Click on it and merge the calls.



6. The conference is now established.



Emergency Location

1. The Emergency Location feature enables a Sangoma Phone Desktop App user to hide the real CID number shown at the receiving end and instead use a custom DID number based on the chosen Location when an emergency number is dialed from the Desktop App.
2. If the Admin has configured the Emergency Location option, it will be available under Settings in the Desktop App. Users can select the Emergency Location to be used while making an emergency call from the Desktop App. If the None option is selected, then the Emergency Location feature will be disabled.
3. The Emergency Location feature will be hidden when the Making Calls With feature is enabled and the selected option is NOT Desktop App. This is because for all other options, the call will be made from a different device, not the Desktop App.

Important Notice Regarding E911: The FCC in Section 506 of "Ray Baum's Act" requires that users of hosted VoIP services (a telephone number, physical telephone or computer software client) can update the physical address from where they are accessing a VoIP service when their physical address changes and is not automatically updated. The purpose of this act is to ensure that an accurate location (referred to as a "dispatchable location") is provided in the event 911 is dialed. This

location address which also includes the floor, suite or building number where applicable, is used to route emergency calls to the nearest public safety answering point and provide first responders with a dispatchable address.

The ability to define the location of the user is dependent on the use of a Direct Inward Dial (DID) number. The location address of each DID number used with ICON Cloud Solution services is registered as part of subscribing to the service. This address, provided by the customer, is required and indicates the initial location where the ICON Cloud Solution service offering is used. ICON Cloud Solutions strongly encourages customers using the ICONnect VP softphone to have a unique DID number to ensure compliance with Ray Buams Act.

It is incumbent upon the user to update the user's physical address whenever the location from which the ICON Cloud Solutions service is used changes for any reason.

If the user dials 911 but has failed to provide an accurate physical address or has not updated their address following a change of location, these calls will be sent to the emergency center nearest the previous address. ICON Cloud Solutions reserves the right to charge the customer up to \$150.00 per call in the event an inaccurate physical address or no physical address is provided.

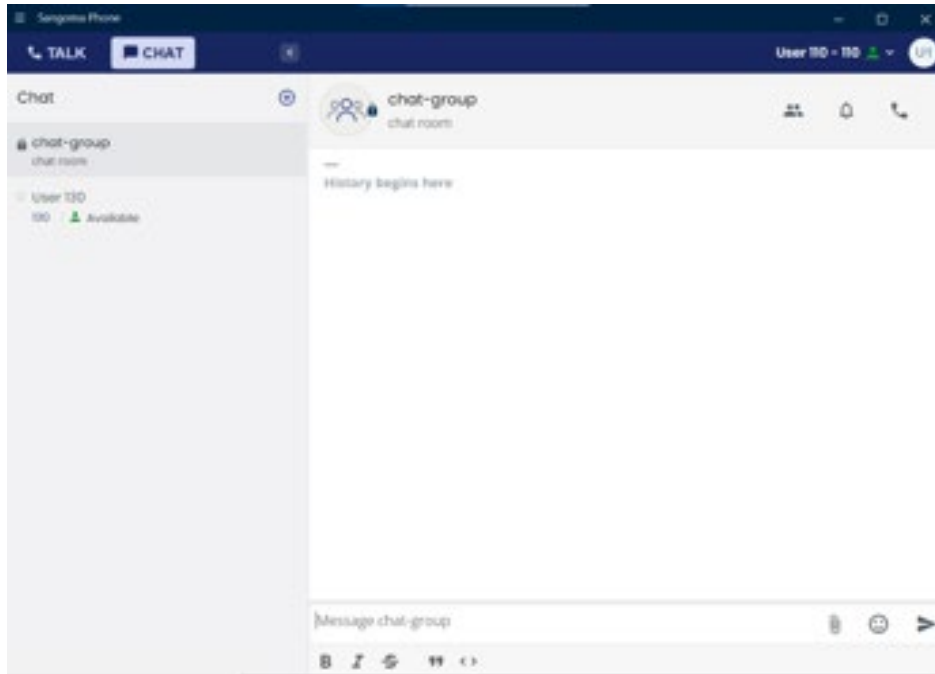
ICON Cloud customers can use the form located at 911icon.com to check or change the location address associated with a DID number. To do so, an ICON Cloud DID number and passcode are required. This information is provided as part of subscribing to the ICON Cloud Solutions service.

Remote, Home Office or Nomadic Users that do not have a DID number may not use the ICON Cloud 911 Emergency Address Change Service.

For assistance with E911 and changing a physical address please contact ICON Cloud Solutions at customerservice@iconcloud.com or 972-786-9000.

Using the Chat Feature

Once the admin enables the chat, the chat feature can be accessed by clicking the CHAT button at the top of the Desktop App. The left side panel will provide a button to start a new chat and list all the ongoing chats involving other users, groups, and rooms. When a user, group, or room is clicked, a chat window will appear on the right side panel. This chat window will also load the chat history of that user/group.

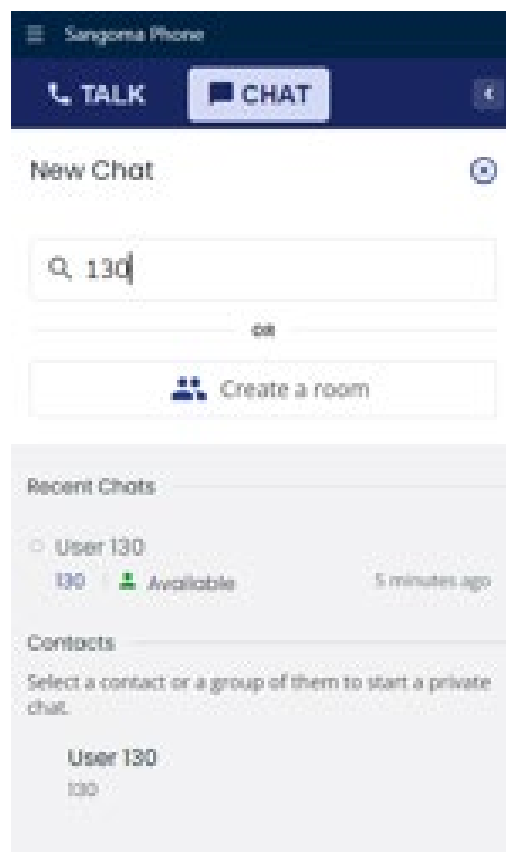


One can use the chat feature in the following ways:

- Direct Messaging to one or more users
- Private, or Public Chat Rooms

Direct Messaging

One can start a new chat by clicking the Plus button on the left panel. A search panel will appear, allowing you to search for all internal contacts from here. One or more users can be selected when starting a Direct Messaging chat.

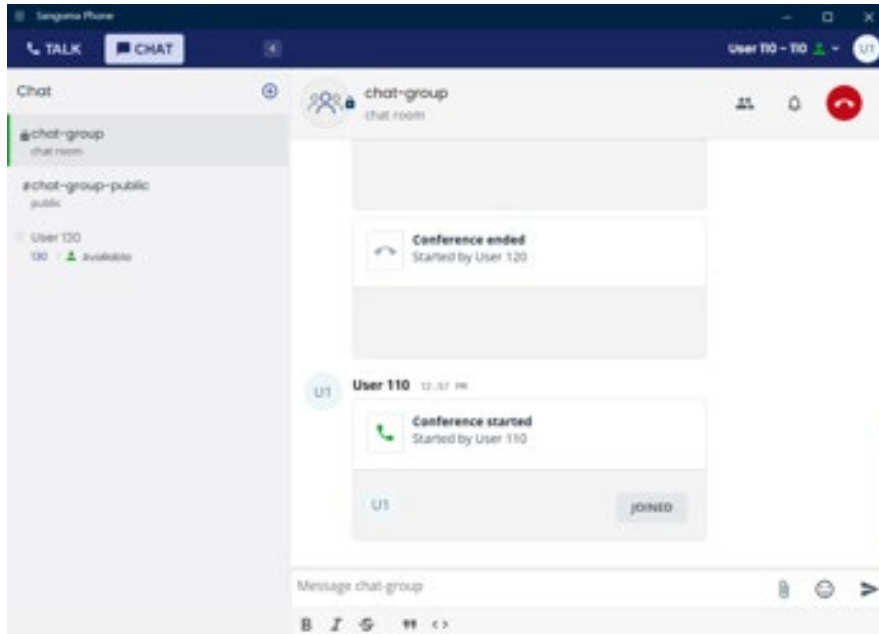


Chat Rooms

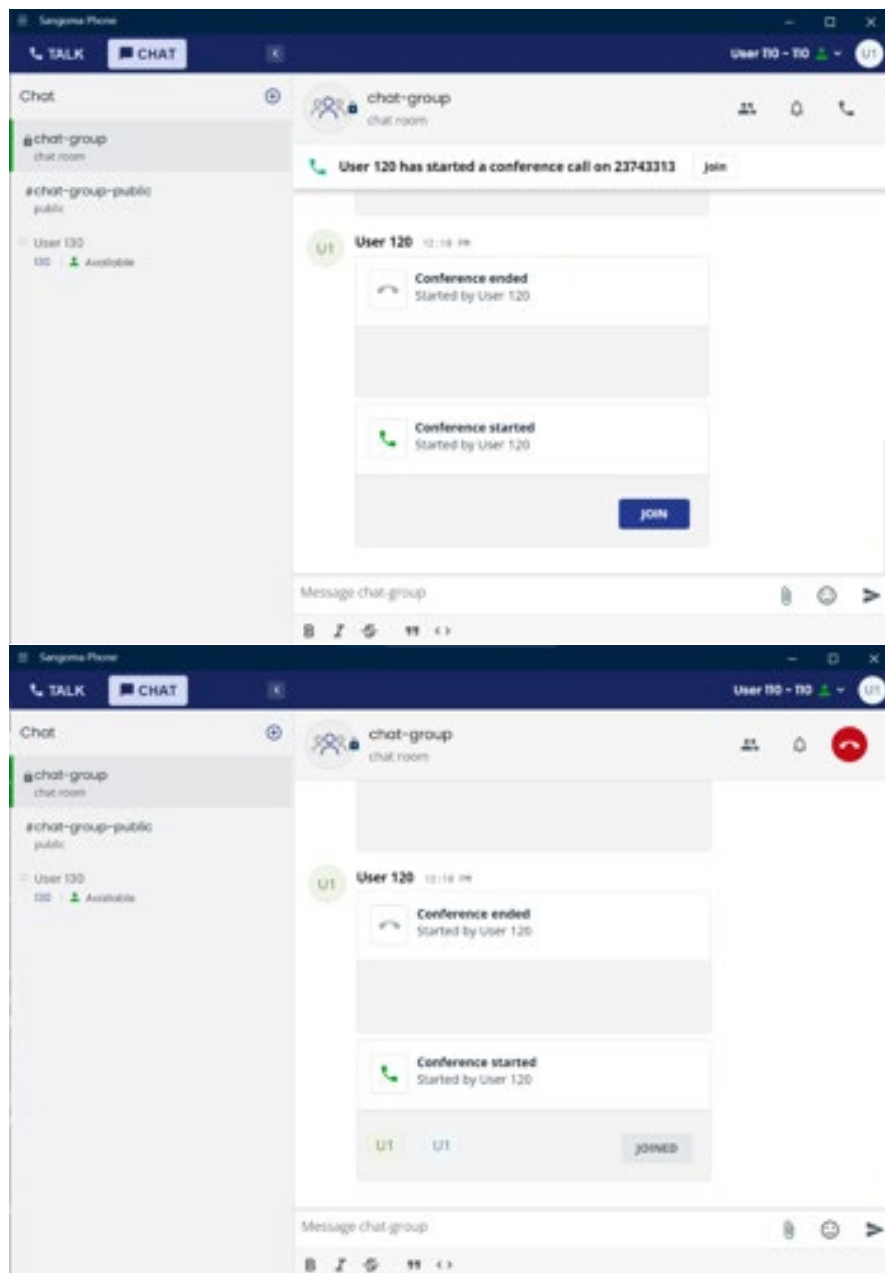
To create a chat room, click the Plus button on the left panel, then click Create a room. A new form will appear on the right-side panel. Fill in the group name and description. Then choose the Room Type, add some contacts, and then click the CREATE ROOM button. While selecting the room type, there are two options: Private and Public. The Public group can be searched and joined by other users. The Private group will not appear in searches. Other users need to be manually added to the group.

Chat Room Conference

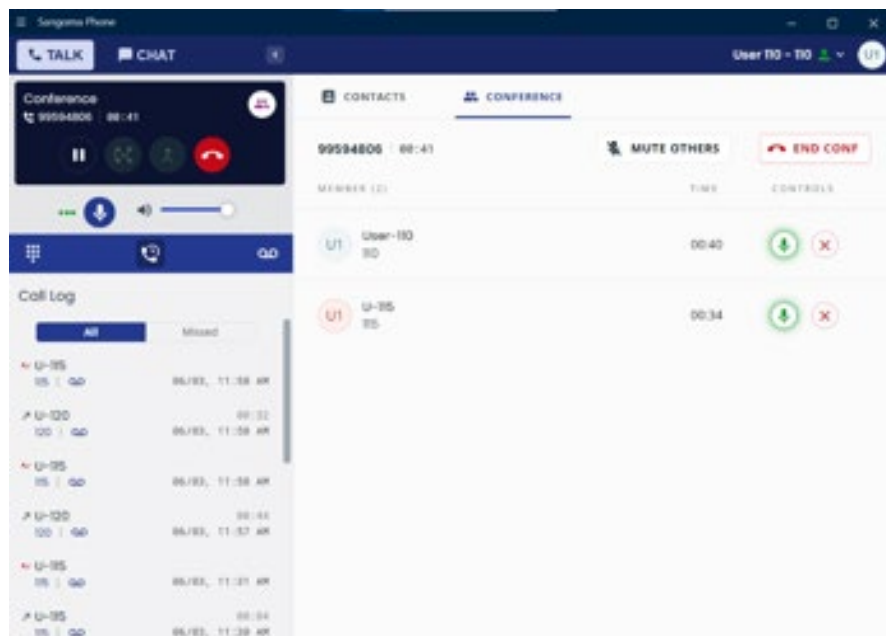
A conference call can be initiated from a chat group by any member in the group.



Once the conference begins, the other group members will receive an invitation to join. They can join the conference by clicking the JOIN button.

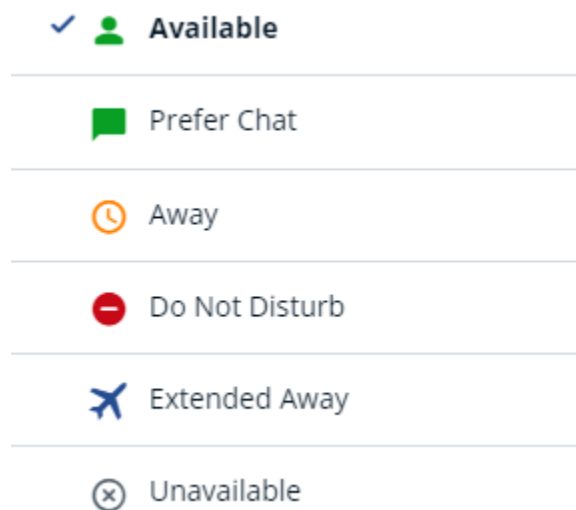


The Conference tab on the Talk page lists all active users in the conference. The user who initiated the conference will have administrative controls over the conference.



Presence

Use the presence settings in the upper right of the screen to set your user status that can be seen by other softphone users from the Contact / Favorites screen.



---END---