Wildix

lip 09, 2018 09:31

Android Collaboration Mobile App Guide - English

> Wildix Collaboration Mobile application provides access to Wildix Unified Communications from an Android mobile device.
>
> Android Collaboration Version: 3.3.20
>
> To check the current version, go to Android changelog:
> https://www.wildix.com/changelog-of-wildix-collaboration-mobile-for-android/
>
> WMS Version: 3.87
>
> Updated: April 2018
>
> Permalink: https://confluence.wildix.com/x/LYDt

Before using the app

Requirements

To use this application, you must be a user of a Wildix system and have fast internet connection that doesn't block VoIP traffic.

Ports to open: https://manuals.wildix.com/ports-used-by-wildix-services/

Use of App outside the office network: the first time you make a login from the local network, the PBX sends the settings of the public network to the application (the same for connection from the public IP). The app tries to connect using the first IP and if it fails, it moves to the second one, thus ensuring the connection both when you are in or outside the office network.

Requirements:

- WMS version 3.8x
- Android OS: 4.0 or higher

Push notifications

Thanks to push notifications, the app no longer needs to run all the time. Starting from WMS version 3.86, it automatically disconnects from SIP / Presence server in background which helps to improve battery usage. If you receive a call / a chat, the app sends you a notification, even in case it was closed.

To deactivate access to Presence and SIP server and stop receiving notifications, you can set your user status to Offline or log out from the app. Read the chapters Status and Log out for more info.

> Note: when the app disconnects from SIP / Presence server, the Android device disappears from the list of active devices in Wildix Collaboration interface. Once the application wakes up, it appears again in the list of registered devices.

Read about push notification: https://blog.wildix.com/en/what-is-push-notification-for-mobile-apps/

Login

Use your Collaboration credentials to acess the mobile application:

- *Domain*: enter PBX IP or domain name

> Note: you can enter the PBX name, wildixin.com domain is added automatically.

- *User name:* Extension / User name / Email address
- *Password*: WEB password of user for access to Collaboration

Or

You can either use Google/ Office 365 credentials for single sign-on:
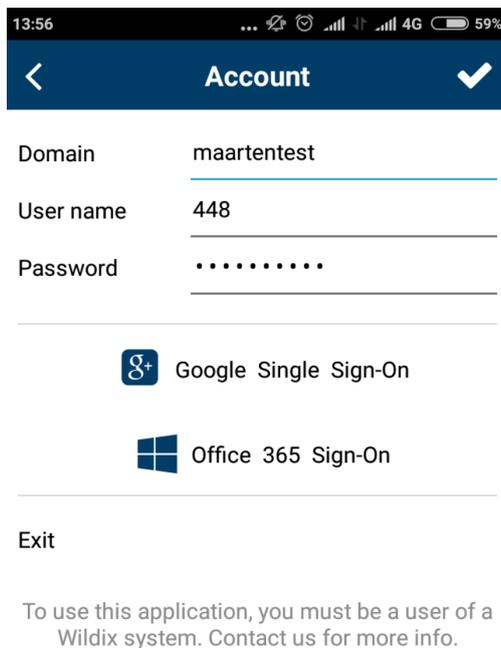
Two-factor authentication (2FA)

Starting from WMS Version 3.85 and Android app version 3.3.20 it it possible to use 2FA authentification for login. The option can be enabled in *Collaboration -> Settings -> Personal.*

Detailed information can be found in Collaboration User Guide.

Menu description
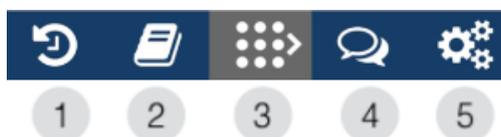
1 - **Call history**

2 - **Contacts**

3 - **Dialpad / Function Keys**

4 - **Chat**

5 - **Settings**

User status

- Tap **Dialpad**
- Tap status icon / user picture
- Select user status: **DND / Away / Offline / Online**
- Enter your status message and select until date and time (optional)
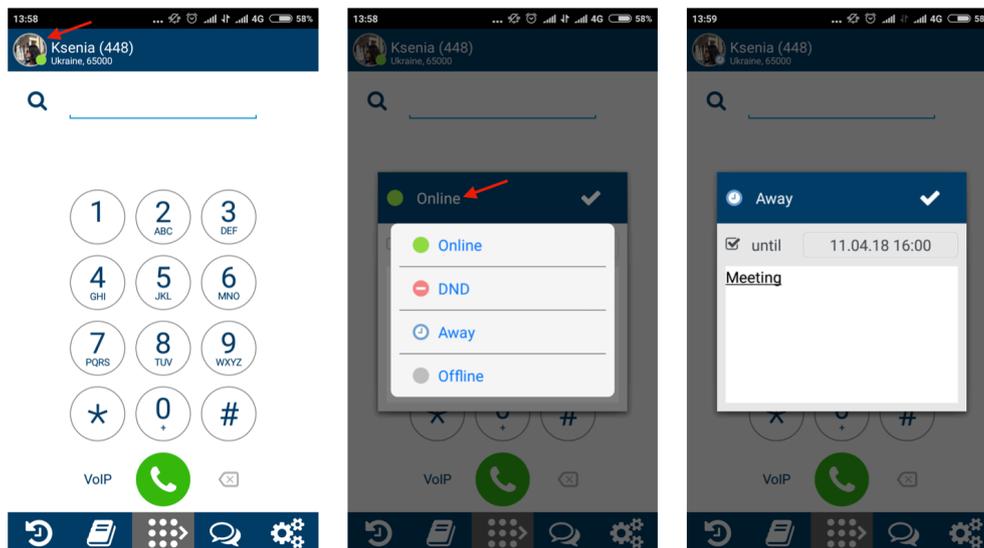
Note: for *DND / Away* it is possible to set up expiry time, after which your status passes to online.

Note: *offline* status is available only for mobile apps and it allows you to disconnect from Presence and VoIP servers; when in Offline status, you do not receive push notifications at all.

Call

Support of live search from PBX

Thanks to support of live search from PBX, there is no need to sync your enterprise (PBX) phonebooks anymore. You can now use real-time search in phonebooks to place calls.

Note: you can still sync your enterprise phonebooks if you want contacts to appear in Contacts menu of Wildix Mobile Collaboration App. For more information, read Appendix 1: Sync of enterprise phonebooks with WildixDAV

Place a call from Dialpad

- Tap **Dialpad**
- Select the mode to place a call:

    - **VoIP**: place a call via the PBX (recommended in case you have fast and reliable Internet connection)
    - **Callback:** you receive a callback from the PBX via Mobile network (make sure your mobile number is indicated in *Settings -> Personal*)
    - **Direct Call**: place a call via Mobile network

- Start entering user's name or number / extenstion in the Search field to find a user / a contact
- Tap on a user / a contact you wish to call. The call is placed automatically

Or

- Enter the number using Dialpad
- Tap the green **Handset** button
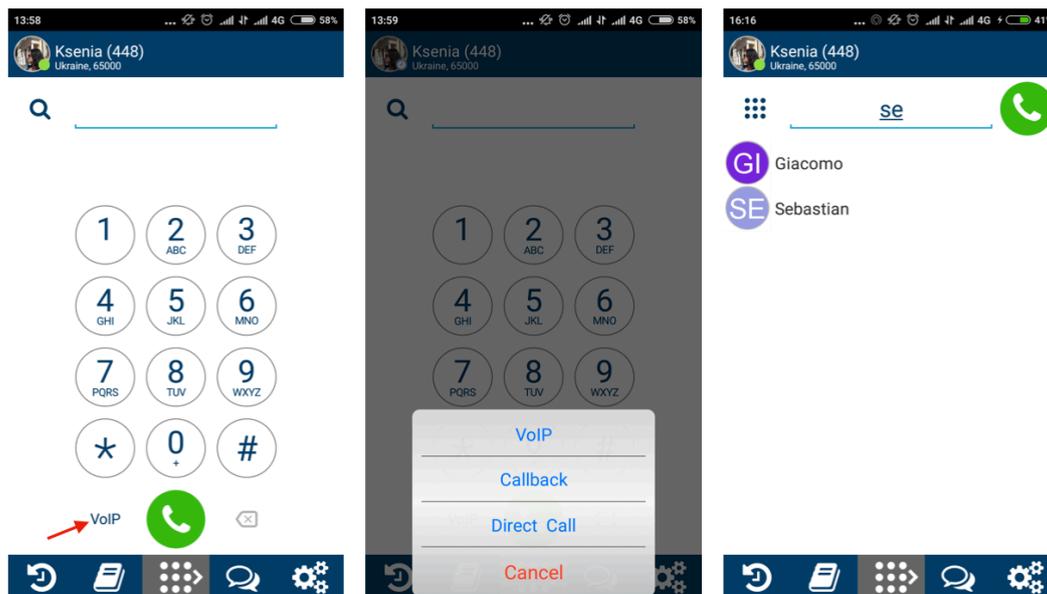
From Function keys

> Note: before using the feature, configure function keys (FK) in Collaboration -> *Settings -> Function keys*. You can configure up to 20 FK. For more information, read Collaboration Guide, Function key section.

- Tap **Dialpad / Function keys** to switch to *Function keys* menu
- Tap on a function key you wish to call
- Select **Call** from the drop-down list
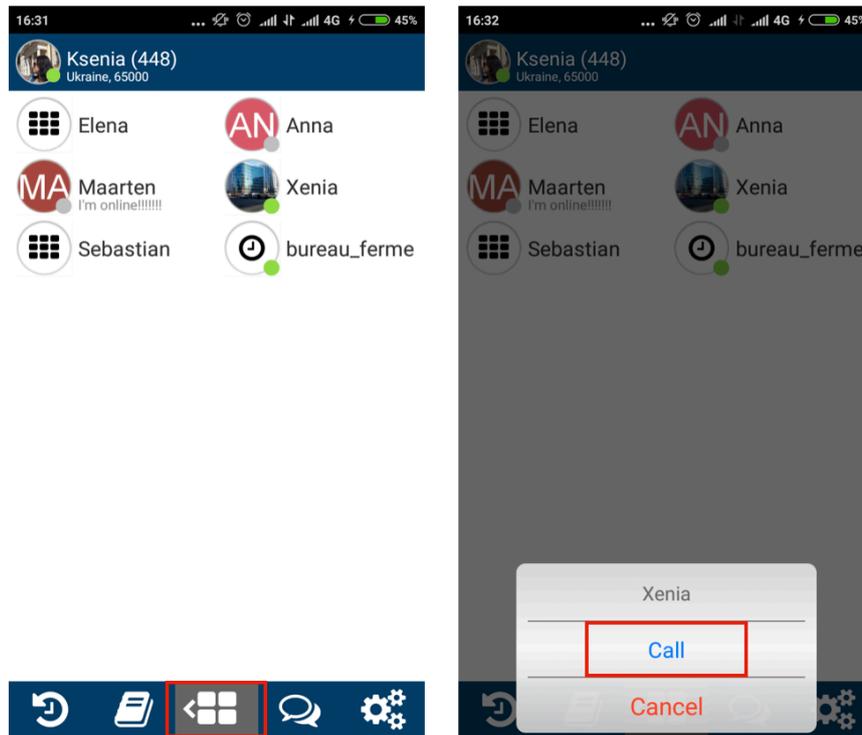
Note: function keys also allow you to monitor statuses, pick up calls, change statuses of trunks, timetables and switches, send DTMF etc. Check Appendix 2: Monitoring of colleagues and features with Function keys for more information.

From Enterprise Contacts

Note: by default the local contacts from your device's phonebook appear in this menu. Contacts from your enterprise phonebooks appear in *Contacts* menu only after contacts sync (See Appendix 1: Sync of enterprise phonebooks with WildixDAV).

- Tap on contact you wish to call
- Choose the number you wish to call

Note: call is made using the mode selected in Dialpad menu *(VoIP / Callback / Direct Call).*

From History/ Voicemail

- Go to **History** (*All* or *Missed* tab)**/ Voicemail**
- Tap on a user/ a voicemail message
- Select **Call** from the drop-down list:
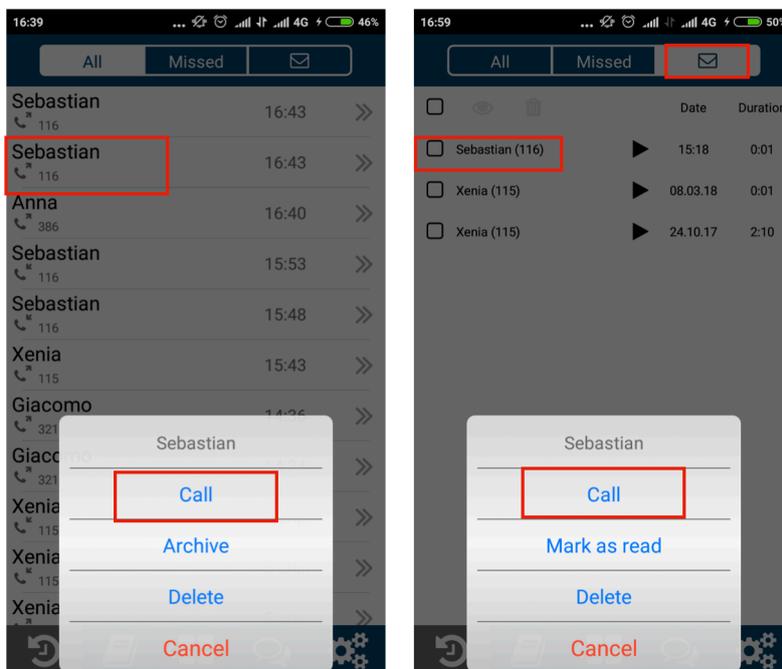
From your device's contacts

- Tap a contact in your Android contacts
- Tap a phone number that you wish to call
- Select **Wildix**
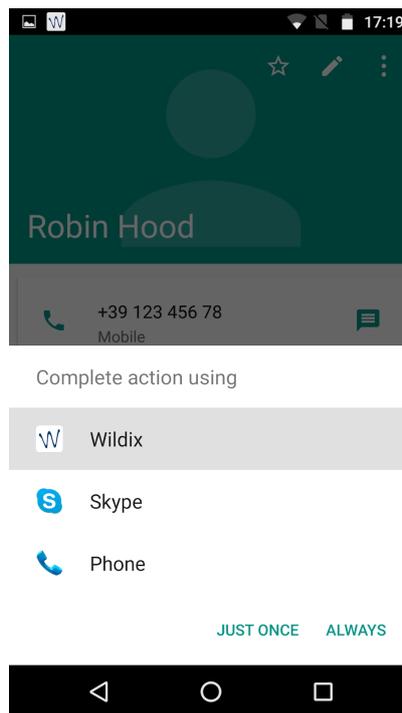
Support of URI for call generation

Thanks to URI support it is possible to generate a call by clicking on a link containing a phone number. It allows you to start calls from a browser using Wildix application.

Supported links:

- <a href="tel:[phone number]">
- <a href="sip:[phone_number]">
- <a href="wildix:[phone_number]">
- <a href="callto:[phone number]">

where [phone_number] parameter can also start with "+";

To generate a call from a browser:

- Tap on a phone number you wish to call
- Select **Wildix** from the drop-down list

Call (555)123-4567

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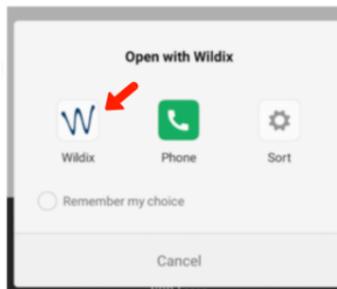
Answer a call

Note: on Android Mobile calls have priority over VoIP calls.

- Tap the **green Handset** button to answer
- Tap the **red Handset** button to decline

Pick up a call of another user / a call group

You can also pick up a call of another user / a call group in case users can't answer a call.

- Go to *Function keys* menu
- Tap on a user / a call group who are receiving an incoming call

- Choose **Pickup** from the drop-down list
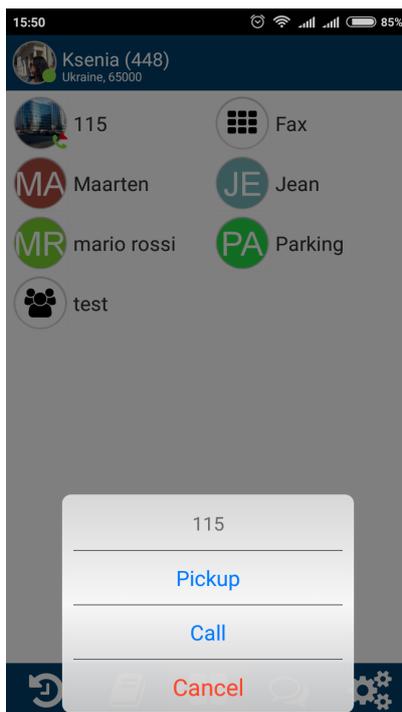
Note: to use this option, configure Function keys in Collaboration *-> Settings -> Function keys.* To get more information go to Collaboration Guide, Function key section.

Call management

During a call you can navigate your device, open the App and tap **Dialpad** to come back to the active call.
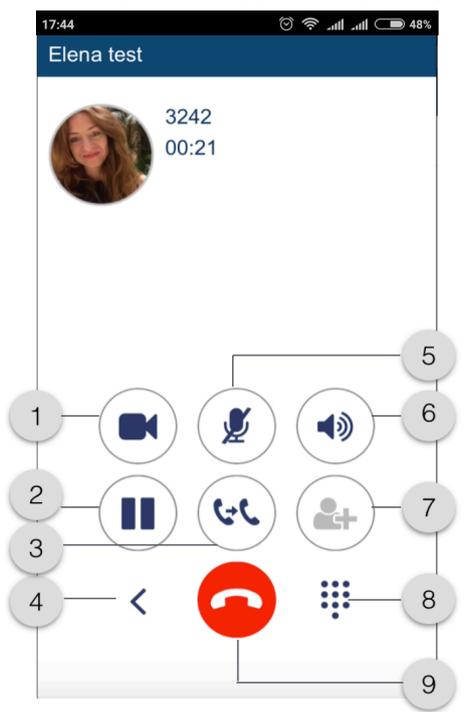
1 - **Video**

2 - **Hold**

3 - **Transfer**

4 - **New call**

5 - **Mute**

6 - **Speakerphone**

7 - **Conference** (in case there is more than one active call)

8 - **DTMF**

9 - **Hang up**

Transfer

Blind transfer:

(transfer without notification)

- Tap **Transfer** button during a call
- Tap **Contact** to select a number from the phonebook or **Number** to manually enter the number
- Select a contact and tap the number / enter the number and tap the green **Handset** button

Attended transfer:

(transfer with notification)

- Tap **New call** button during a call
- Make a new call (select a contact from Contacts or dial the number manually)
- Wait till the other party answers (the previous call is now on hold)
- Tap **Transfer** button and select the call on hold to complete the transfer

Video tutorial:
https://www.youtube.com/watch?v=HfxIDPLKu2U

Switch between 2 active calls

To switch between 2 active calls, tap on a user's name.

The second call will be put on hold.
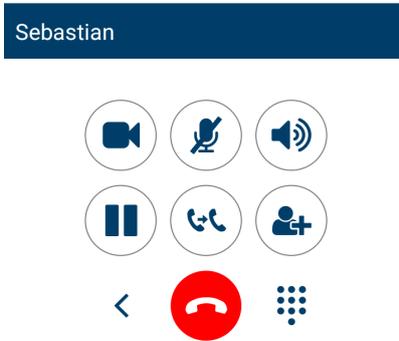
Chat

All the colleagues added to your roster appear in *Chat* menu.

- Tap **Chat**
- Use the search field to find a user
- Tap a user and enter your message
- Tap **Paperclip** icon to send the message
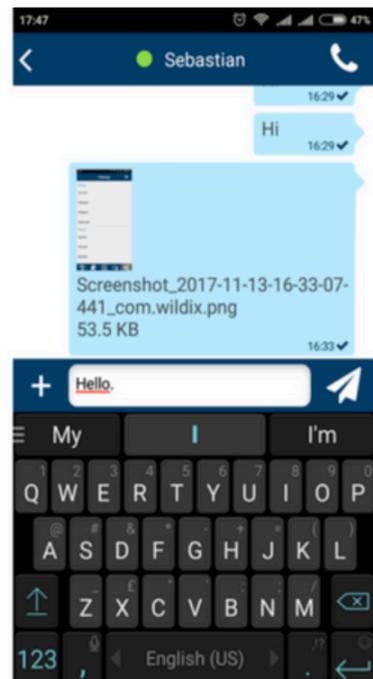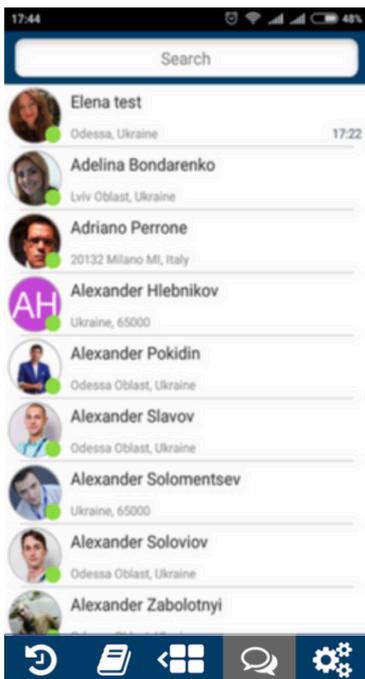
Send a File / an Image / a Post-It

Send a file / an image:

- Start a chat with a user
- Tap **+**
- Select the source:

    - *Photo & Video Library*
    - *Downloads*

Send a Post-It

- Start a chat with a user
- Write your message
- Tap **+**
- Select the option **Send as Post-It**
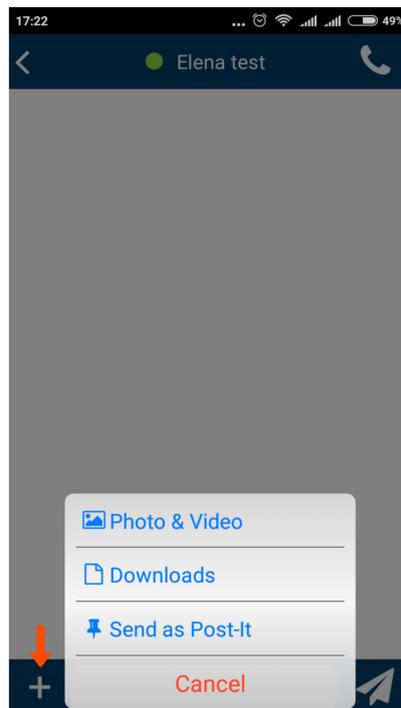
View contact information

- Tap **Details** button (three dots) to view user's mobile number, email address (available only it was added via Collaboration or WMS)
- In case this information is specified, you can place a call, send SMS or write e-mail via external applications installed on your device
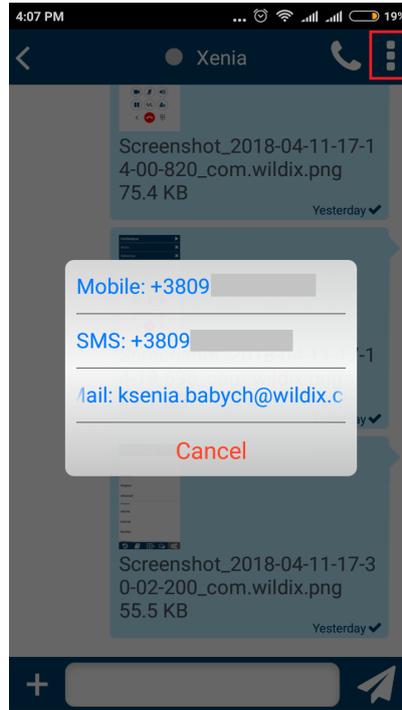
History

> Note: Call history and missed calls notifications are synced over the PBX among all the devices registered to your account (except for W-AIR handsets).

Tap **History** to access the log of calls and voicemails. Incoming, outgoing and missed calls (highlighted in red) are displayed in *All* tab. In order to view only missed calls, tap **Missed** tab.

To view voicemail messages, tab **Voicemail** tab.

Tap the double **Arrowhead** icon to view user contact details and a call log:
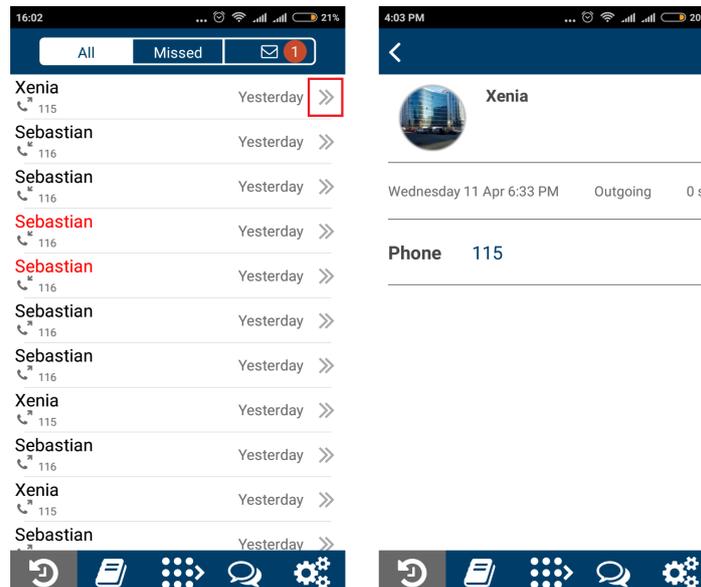
Archive / Delete calls

- Tap on a user to display the drop-down list
- Tap **Archive** if you want to archive a call
- Tap **Delete** if you want to delete a call

> Note: if you want to recover an archived call, go to Collaboration -> *History -> Archived*. After you right-click on a call, select **Remove** from the drop-down menu.
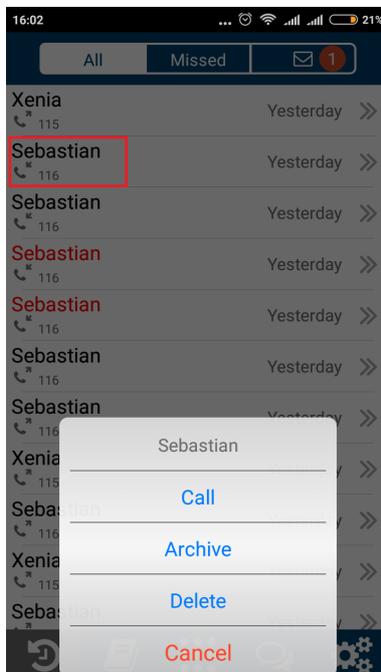
> Note: in case the call log is empty, make sure that:
>
> - backend for CDR is enabled in WMS Settings *-> PBX -> CDR*
> - ACL group of your user does not have restriction *"Cannot use" > "History"*

Voicemails

- Tap **Voicemai**l tab
- To playback a voicemail message, tap **Play** button
- Tap on a voicemail message to display the drop-down list: **Call** a user who left a message, **Mark as read** or **Delete** it

Or

- Select one or multiple Voicemails
- Click **Mark as read** or **Delete** icon
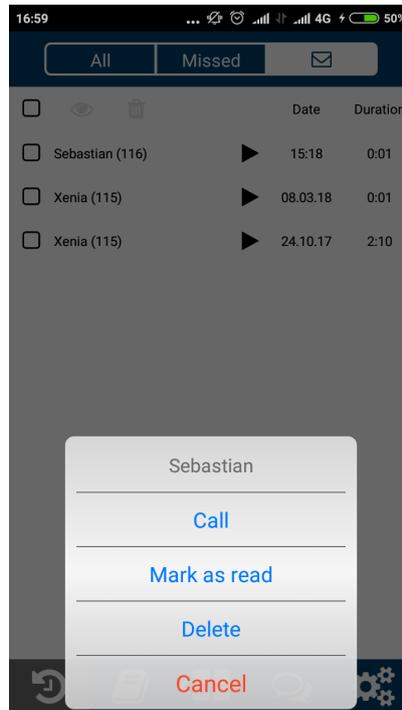
Settings

- **Account**: login window
- **Personal:** contact details
  - E-mail
  - mobile number

- **Ringtone**: Change the default Wildix ringtone to one of your device's ringtones
- **Advanced**: access and change these settings only if needed. More information on Advanced Settings in Appendix 3: Advanced Settings

- **Features** by call class (**Internal, External, Blacklist, Whitelist**):

  - *Activate class:* available for External / Blacklist / Whitelist (activates the class)
  - *Call reject:* if enabled, you do not receive incoming calls
  - *Call Forward Busy:* check the box and enter the number or VOICEMAIL, to enable call forwarding when busy on the phone
  - *Call Forward No Answer:* check the box and enter the number or VOICEMAIL, to enable call forwarding in case of no answer
  - *Call Forward All:* check the box and enter the number or VOICEMAIL, to enable the forwarding of all the incoming calls
  - *Call waiting:* enable to be able to receive more than one call at a time
  - *Mobility with timeout:* if enabled, you receive incoming calls to your mobile number after the specified timeout; mobile number must be configured in Collaboration Mobile app *Settings -> Personal*

- **Install WildixDAV** (optional): Sync your enterprise phonebooks. Read Appendix 1: Sync of enterprise phonebooks with WildixDAV for more information

- **About:** Info about App version and developer
- **Geolocation log** (appears only after enabling the Debug feature)

- **Exit**: quit the app

Log out

- Tap **Settings**
- Tap the **Log out** icon
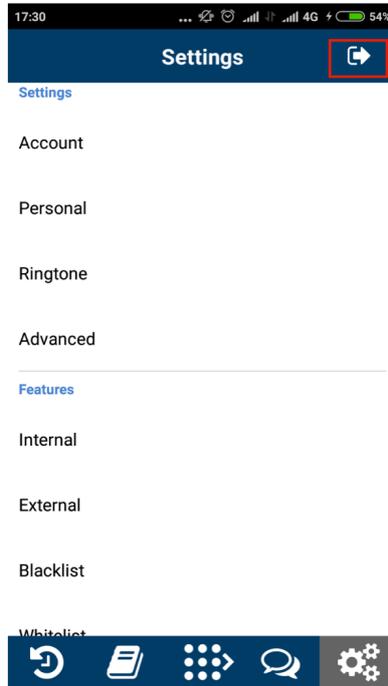
Note: after you log out, you will no longer receive calls and texts.