# Wildix Android Collaboration Mobile App

## Android Collaboration Mobile APP

## Login

Launch the app:

- ○ ○ ○ *Domain*: PBX IP or Domain name

Note: you can enter the PBX name, wildix.com is added automatically

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

Or

You can use Google / Office 365 credentials for single sign-on.

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## Two - factor authentication (2FA)

To use 2FA authentification for login, enable the option in *Collaboration -> Settings ->Personal*

### Menu description

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1. 1. 1. - Contacts
   2. - Call history
   3. - Dialpad / Function Keys / Active call
   4. - Chat
   5. - Settings

## User status

1. 1. 1. • Tap Dialpad (3)

- Tap status icon / user picture
- Select user status: DND / Away / Offline / Online
- Enter your status message and select until date and time (optional)
- Tap the Tick icon to apply changes

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Note: for DND / Away an expiry time may be set via *Until* option (optional) after which your status goes to online

Note: *offline* status is available only for mobile apps and it allows you to disconnect from Presence and VoIP servers; you will not receive push notification.

# Call

Live search

you can use real time search in PBX phonebooks to place calls.

Note: You can also sync your enterprise phonebooks if you want them to appear in Contacts menu of the Wildix Mobile Collaboration App.

## Place a call from Dialpad

1. 1. 1.
   - Tap Dialpad
   - Select the mode to place a call

Note: It is possible to generate a call via another device registered to your account (WP phone, Vision / SuperVision, W-AIR handset / etc)

- ○ ○ ○ VoIP: place a call via the PBX (recommended where you have fast and reliable internet connection)
  - Callback: you receive a callback from the PBX via the Mobile network (make sure your mobile number is indicated in *Settings -> Personal)*
  - Direct Call: place a call via Mobile network
  - Wildix devices registered to your account: select a device from the list - a call will be generated using the selected device
  - Start entering user's name or number / extension in the search field to find a user / a contact
  - Tap on a user / contact you wish to call. Select number / extension to place a call

Or

1. 1. 1. • Enter the number using Dialplan
   • Tap the green Handset button

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## From Function keys

Note: Before using the feature, configure function keys (FK) in Collaboration -> *Settings* -> *Function keys. Max. 20 function keys.*

1. 1. 1. • Tap Dialpad and select Function keys to switch to *Function keys* menu
   • Tap on a function key you wish to call
   • Select Call from the drop-down list

## From Enterprise contacts

Note: by default the local contacts from your device's phonebook appear in this menu

1. 1. 1. • Tap the contact number you wish to call
   • Tap the number you wish to call

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

## From History / Voicemail

1. 1. 1. • Go to History (*All* or *Missed* tab) / Voicemail
   • Tap on user / a voicemail message
   • Select Call from the drop-down list

## From Voicemail

1. 1. 1. • Go to Voicemail
   • Tap on a voicemail message from a user you want to call
   • Select Call from the drop-down list

## From Chat

1. 1. 1. • Open a chat session with a user
   • Tap the Handset button
   • The call is placed automatically

Note: Android Collaboration app supports receiving *Call me back* messages (it is not possible to send a *Call me back) message currently) To place a call tap* ***Call me back****.*

## From your device's contacts

1. 1. 1. • Tap a contact in your Android contacts

- Tap a phone number that you wish to call
- Select Wildix

### From a Browser (supporting URI for call generation)

Due to URI support a call can be initiated from a browser by clicking on a link containing a phone number. It allows calls to be placed from web pages.

## Answer a call

- ○ ○ ○ Swipe the green Handset button left to answer
  ○ Swipe the red Handset button right to answer

Pick up a call of another user / call group

Note: only users with certain permissions can pick up calls.

To pick up a call ringing another user / call group

- ○ ○ ○ Go to Function keys menu
  ○ Tap on the user / call group receiving the incoming call
  ○ Choose Pickup from the drop-down list

## Call management

During a call you can navigate your device, open the App and tap Active call to come back to the active call.

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1. 1. 1. - Mute
   2. - Video
   3. Hold
   4. - Transfer. Select the needed option from the list: Contact (choose a contact from Contacts / Number (dial a number you wish to call from Dialpad / Function key (select FK to transfer the call.
   5. - Record a call
   6. - Speakerphone.
   7. - Conference
   8. - Hang up
   9. - DTMF
   10. - Switch back to Dialpad / Function keys tabs to make a call

# Transfer

Blind transfer

*(transfer without notification)*

1. 1.
   - Tap Transfer button during a call
   - Tap Contact to select a number from the phonebook or manually enter a number
   - Select a contact and tap the number /  enter the number and tap the green Handset button

Attended transfer

*(transfer with notification)*

1. 1.
   - Tap New call button during a call
   - Make a new call (select a contact from *Contacts* or dial the number manually)
   - Wait till the called party answers (the incoming call is placed on hold)
   - Tap Transfer button and select the call on hold to complete the transfer

## Switch between 2 active calls

To switch between 2 active calls, swipe left / right

The second call is put on hold

# Control of active calls on other devices and call continuity

Control of active calls on other devices

The feature allows you to view and control your own active calls on other devices registered to your account. You can hold / resume, record, hangup a call as well as send DTMF.

Call continuity

A call can be passed from other devices to iOS or other specific devices.

To pass an active call to iOS Collaboration app:

- ○ ○ Tap Call continuity button

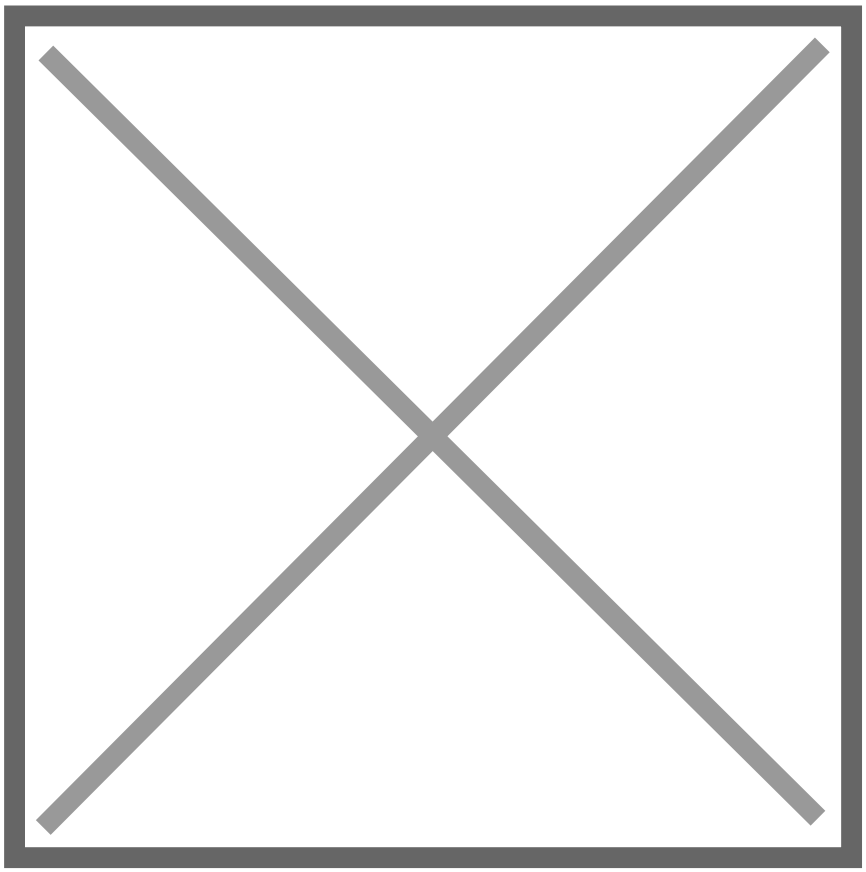
- A call is automatically picked up on Android

To pass an active call to a specific device:

- - Tap and hold Call continuity button
  - Select a device from the list
  - A call is automatically picked on the selected device

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# Chat (4)



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

1. 1.
   - Tap Chat
   - Use the search field to find a user
   - Tap a user and enter your message
   - Tap the Paper plane icon to send the message

Note: To delete a chat session with a user, swipe it left.

Start a chat session from live search results

1. 1.
   - Start entering user's name or number / extension in the search field to find a user
   - Tap on a user you wish to chat. Select Chat from the list

Start a chat session from History

You can also start a chat session with a user from the *History* tab.

1. 1.
   - Go to History (2)
   - Select a user you would like to chat with and tap the double Arrowhead icon to view user contact details
   - Tap Chat

Note: If you delete a chat session with a user, you can restore it from History via Chat option.

Send a File / an Image / a Post-it /  Call me back

Send a file / image

1. 1.
   - Start a chat with a user
   - Tap +
   - Select the source : Camera / Photo & Video Library /  Downloads
   - Select files / images or take a photo using the camera to be sent (you can send up to 10 files / images)
   - Tap Send button
   - Confirm by tapping Send

Note: The maximum file size to be sent is 100Mb.

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Send a Post-it

1. 1.
   - Start a chat with a user
   - Write your message
   - Tap +
   - Select the option Send as Post-it

Send a voice recording

1. 1.
   - Start a chat with a user
   - Press and hold the Microphone icon to record a message
   - Release the button to send

Note: To cancel voice recording without sending, slide left.

Delete Chats

- ○ ○ Select chats you would like to delete by holding them
  ○ Tap the Trash icon to delete

# Participate in Wizyconf videoconference

- ○ ○ Open a chat session with a user who sent an invitation
  ○ Tap on the invitation
  ○ Select Join to enter the conference room or Call to access the conference in audio-only mode.
  ○ to leave the conference room tap Exit the conference (X)

Current limitations:

- ○ ○ It is not possible to create a conference from the Android app; it is possible to participate in the conference if you were invited (you receive an invitation via chat)
  ○ Camera (rear / front) and microphone names are not displayed
  ○ It is not possible to switch between front and rear cameras after entering a conference.

# Multiuser group chat

Multiuser cloud-stored group chats enable up to 500 participants and send images / files

Limitations

- ○ ○ not available with PBXs with LifeTime licenses
  ○ no more than 100 group chats can be received from the server
  ○ if user opens a push notification from a group chat after being removed by the owner , one-to-one chat with the user who sent the message is opened

Create a group chat

1. 1.
   - Tap +
   - Edit the group title (optional)
   - Add participants
   - Tap Done to finish

Leave the group chat:

Note: it is only possible to leave a group chat via the app. To close it completely a group chat manager needs to remove it in Collaboration.

All the participants including the owner can leave a group chat:

- ○ ○ Select a group chat you would like to delete by holding it
  ○ Tap the Trash icon to leave

# History (2)

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

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

To view voicemail messages tap the Voicemail tab.

Tap the double Arrowhead icon to view user contact details and a call log

Voicemails

- ○ ○ Tap Voicemail tab
  ○ To download a voicemail message tap the message
  ○ To play it back tap the 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

Multi-edit of Voicemails:

1. 1. • Select one or multiple Voicemails
   • Click Mark as read or Delete icon

# Log Out

1. 1. • Tap Settings
   • Tap the Log out icon

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