

# 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.

image not found or type unknown

### Two - factor authentication (2FA)

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

### Menu description

image not found or type unknown

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

image not found or type unknown

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

image not found or type unknown

## 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.

image not found or type unknown

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. • 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. • 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:

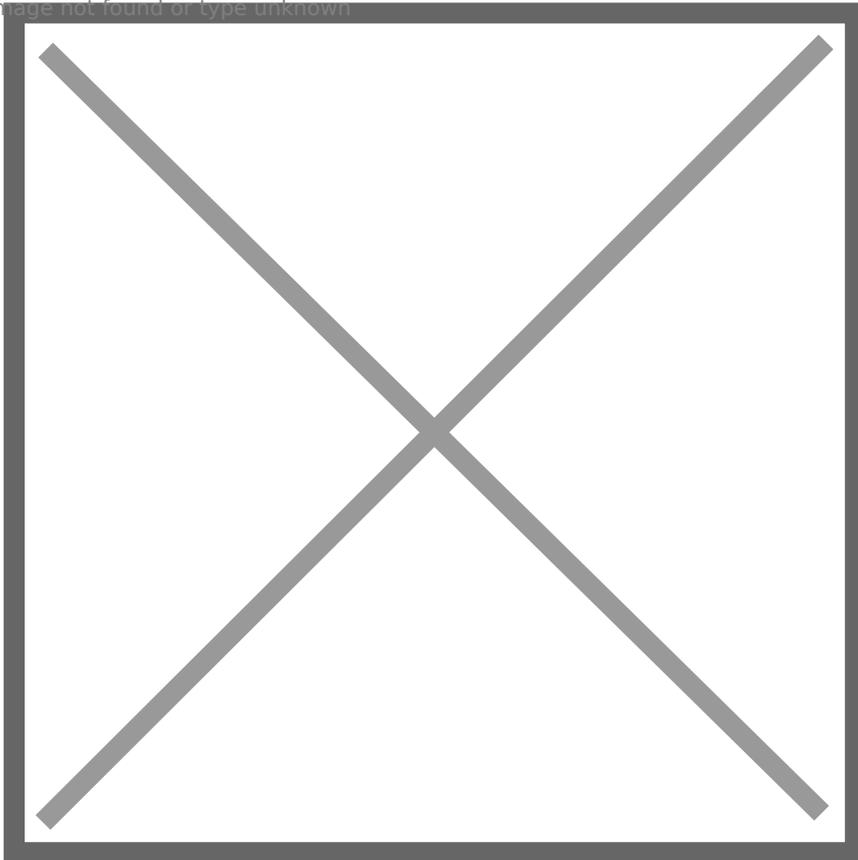
- ◦ ◦ Tap and hold Call continuity button
- Select a device from the list
- A call is automatically picked up on the selected device

image

Image not found or type unknown

## Chat (4)

Image not found or type unknown



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

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.

image not found or type unknown

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

## Log Out

1. • Tap Settings
  - Tap the Log out icon

image not found or type unknown

---

Revision #3

Created 18 October 2022 11:37:13 by Neil Tancock

Updated 21 February 2025 08:15:26 by Neil Tancock