Wildix App for iOS user guide

iOS 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. 1. Tap Dialpad (3)
      2. Tap status icon / user picture

3. Tap on the current status and select the new one: DND / Away / Offline / Online
4. Enter your status message (optional)
5. 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. 1. Tap Dialpad
   2. 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

3. Start entering user's name or number / extension in the search field to find a user / a contact

4. Tap on a user / contact you wish to call. Select number / extension to place a call

Or

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

From Function keys

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

1. 1. 1. 1. Tap Dialpad and select Function keys to switch to *Function keys* menu
   2. Tap on a function key you wish to call
   3. 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. 1. Tap the contact number you wish to call
   2. 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

1. 1. 1. 1. Go to History
   2. Tap on user
   3. A call is placed automatically

From Voicemail

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

From Chat

1. 1. 1. 1. Open a chat session with a user
   2. Tap the Handset button

3. The call is placed automatically

From your device's contacts

1. 1. 1. 1. Tap a contact in your iOS contacts
   2. Tap and hold the Call button
   3. Select Collaboration

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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

Note: iOS mobile calls and VoIP calls have the same priority, VoIP calls will not be interrupted if you receive an incoming call.

- ○ ○ ○ Tap the blue Tick button to answer
  ○ Tap the red x button to decline

Call management

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

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1. 1. 1. - Video
   2. - Hold
   3. Transfer select the required option from the list: Contact (choose a contact from Contacts / Number (dial a number you wish to call) / Device (select a device you wish to transfer the call to / Function key (select FK to transfer the call)
   4. - Record a call
   5. - Mute
   6. - Speakerphone. Tap to switch between audio sources: Speaker / Handset (iPhone) / Headphone
   7. - Conference
   8. - Hang up
   9. - DTMF

10. - Switch back to Dialpad / Function keys tabs to make a call

Switch between audio sources

Note: If you paired Bluetooth headphones to your iPhone, they are automatically selected as an audio source during incoming / outgoing calls

If you have headphones connected to your iPhone you can switch to them during an active call

- ○ ○ Hold Speakerphone button for 2 seconds to display the list of available audio modes
  - ○ Select the needed mode from the list:
    - ○ iPhone (Handset)
    - ○ Speaker
    - ○ Headphones

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Transfer

Blind transfer

(transfer without notification)

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

Attended transfer

(transfer with notification)

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

Transfer via Function keys

Transfer option via Function keys "Colleague", "Park Orbit" and "Speed dial" is available:

1. 1. 1. Tap Dialpad and select Function keys to switch to *Function keys* menu

2. Select the function key to transfer a call
3. Tap Transfer for blind transfer, otherwise tap Call to start a call first (attended transfer)

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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.

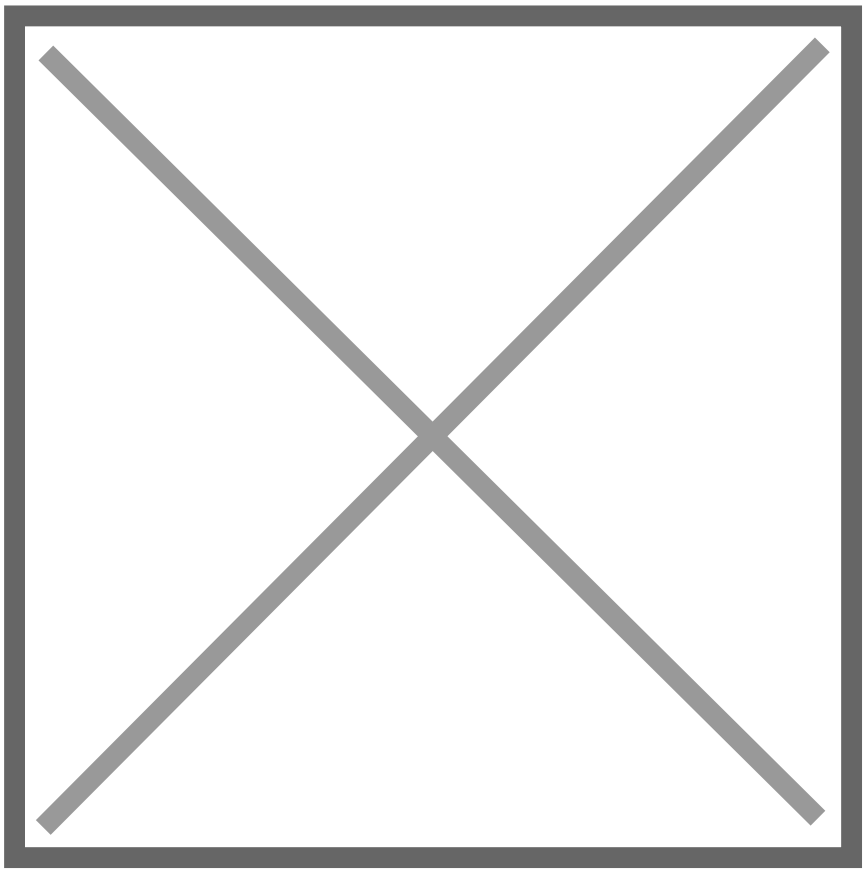
To pass an active call to iOS Collaboration app:

- ○ ○ Tap Call continuity button
  ○ A call is automatically picked up on iOS

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

imageChat (4)



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

1. 1. 1. Tap Chat
   2. Use the search field to find a user
   3. Tap a user and enter your message
   4. 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. 1. Start entering user's name or number / extension in the search field to find a user
   2. 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. 1. Go to History (2)
   2. Select a user you would like to chat with and tap the double Arrowhead icon to view user contact details
   3. 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. 1. Start a chat with a user
   2. Tap +
   3. Select the source : Camera / Photo & Video Library / Downloads
   4. Select files / images or take a photo using the camera to be sent (you can send up to 10 files / images)
   5. Tap Send button
   6. Confirm by tapping Send

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

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Send a Post-it

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

Send call me back

1. 1. 1. Start a chat with a user
   2. Tap +
   3. Select the option Call me back

Send a voice recording

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

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

Participate in Wizyconf videoconference

Important: for access to video conferencing service on iOS devices, ose Safari / Google Chrome browser or install Wizyconf iOS App

- ○ ○ Open a chat session with a user who sent an invitation
  - ○ Tap on the invitation
  - ○ Select Join to access the conference via Wizyconf iOS App or Call to access the conference in audio-mode.
  - ○ Tap Join to enter the conference:
  - ○ Upon the first access via the App, enter your name / conference ID.
  - ○ Once in the conference you are able to adjust settings by tapping the 3 dots icon: change camera / microphone source, enable low bandwidth mode, enter tile view

Current limitations:

- ○ ○ DND status "in conference" is removed after the conference is finished, but is not removed automatically after closing the tab with conference
  - ○ It is not possible to create a conference from the iOS app; it is possible to participate in the conference if you were invited (you receive an invitation via chat)
  - ○ It is not possible to join a conference with a different user using iOS Safari browserafter re-login in the app (user will join the conferenceas the previous user)

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

Add / remove participants

Note: you cannot remove yourself and a group chat manager.

Open the group chat management section by tapping on its title

- ◦ ◦ To add a participant start typing a participant's name / number in the search field , tick to add
    - ◦ to remove a participant untick a participant or tap on a participant with indicated x icon
    - ◦ Tap Done to save changes

Leave / close the group chat

Only the group chat manager can close the chat. Other participants can leave it but can re-join only after the manager re-adds them

- ◦ ◦ Swipe the group chat left and tap Delete

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)

1. 1. 1. Tap History to access the call logs. Incoming / outgoing / missed calls (highlighted in red) are displayed in *All* tab. To view only missed calls tap the Missed tab.
    2. Tab and hold a call to delete / archive or copy a number to the clipboard
    3. Tap the double Arrowhead icon to view user contact details and call log

Voicemails

Tap the Voicemail tab to access you voicemails.

- ◦ ◦ To download a voicemail message tap Arrow icon
    - ◦ To play it back tap the Play button
    - ◦ To pause a playback tap the Pause button
    - ◦ Other options: 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. 1. Select one or multiple Voicemails
    2. Click Mark as read or Delete icon

Call recordings

Call recordings are displayed and can be played back from *History*.

- ○ ○ To download a call recording tap the Arrow icon
  ○ To play back a downloaded recording tap the Play button
  ○ To pause a playback tap the Pause button

When there are multiple recordings of one call they are displayed in a list.

Change user picture

- ○ ○ Tap user picture to change the current profile photo
  ○ Take a new photo or upload from existing photos

Log Out

1. 1. 1. Tap Settings -> Account
   2. Tap the Log out icon

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