Collaboration Mobile: App for iOS and Android – User Guide

Wildix Collaboration Mobile application provides access to Wildix Unified Communications from your iPhone, iPod touch, iPad and Android.

Note: In this guide iOS screenshots were used by default, unless indicated differently.

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 iOS

- WMS version 3.84.35087 or higher
- iOS version 8 or higher
- Minimum iPhone 4S

Requirements Android

- WMS version 3.84.35087 or higher
- Android OS: 4.0 or higher

Push notifications

Thanks to push notification, the app no longer needs to run all the time. Once you receive a call / a text, the app "wakes up" in the background, even in case the app was closed.

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

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

## Sync of enterprise phonebooks

iOS – sync of contacts

1. Go to iPhone Settings > Mail, Contacts, Calendars
2. Select Add Account
3. Select Other
4. Select Add CardDAV Account
5. Enter the Server name (PBX domain name or IP) – User name – Password – DescriptionNow all your PBX contacts appear in your iPhone phonebook.
6. Go to iPhone Phone > Contacts and select the groups that you wish to be displayed in the phonebook of your iPhone
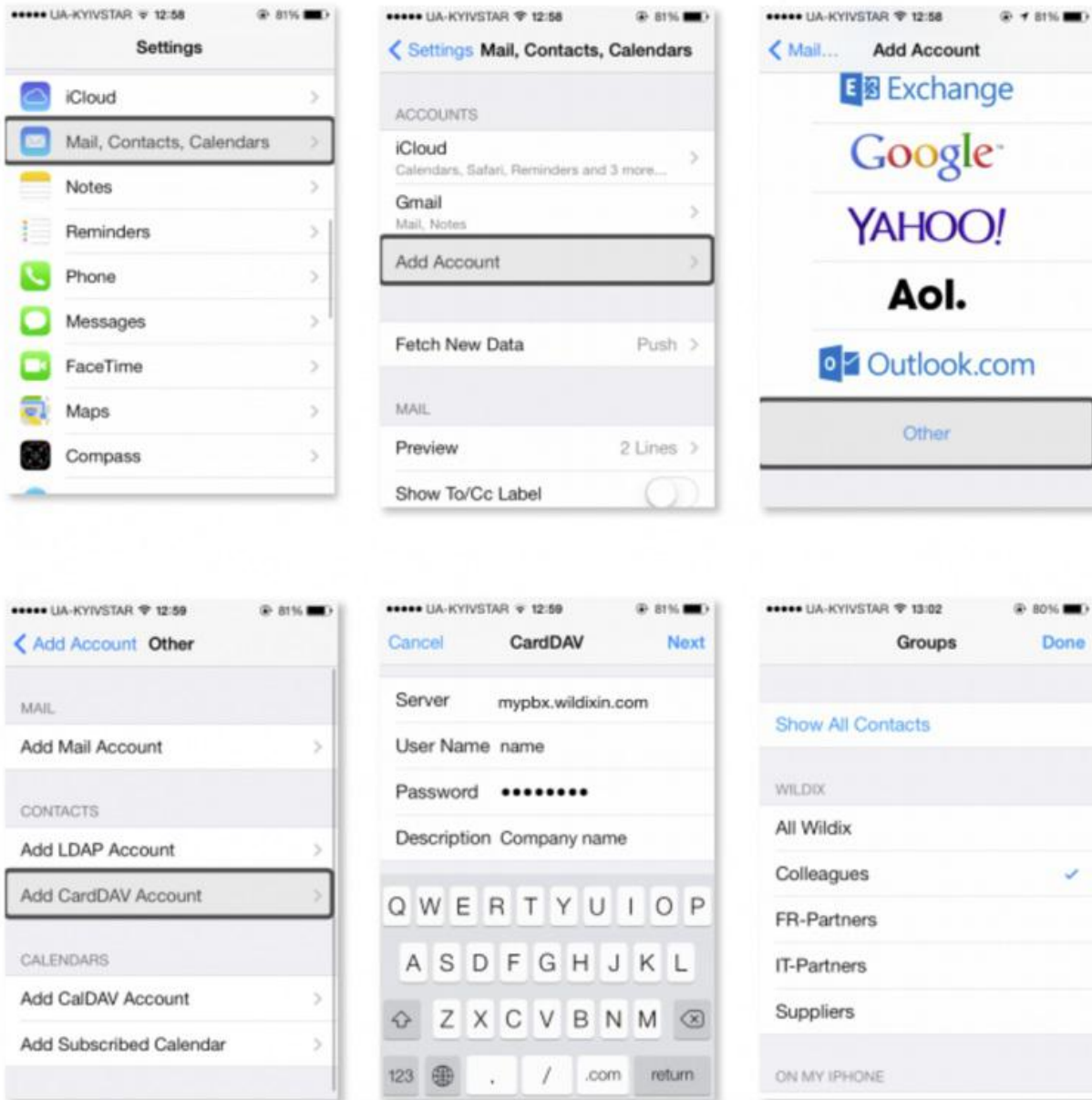
Android – sync of contacts

1. Go to Mobile Collaboration App Settings > Install WildixDAV

2. Enter the server name (PBX domain name or IP) – User name – Password

3. Tick off the phonebook that you wish to sync (it's necessary to add phonebooks one by one, so repeat the steps again to add more phonebooks for sync)

4. Enter the local name for the phonebook

5. Check in device's Settings > Personal > Accounts & sync that the sync is ON

6. Now Contacts from the phonebook soon appear in "Contacts" menu of Wildix Mobile Collaboration App
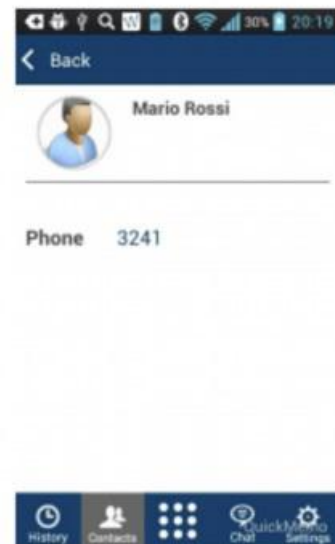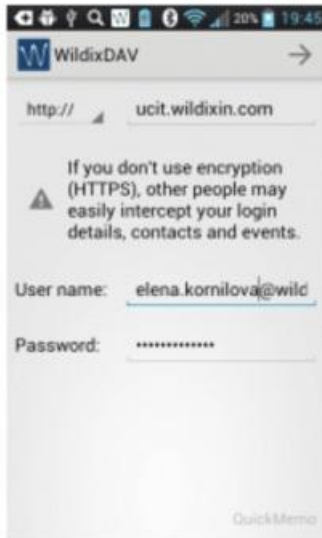
Login

- Domain: 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

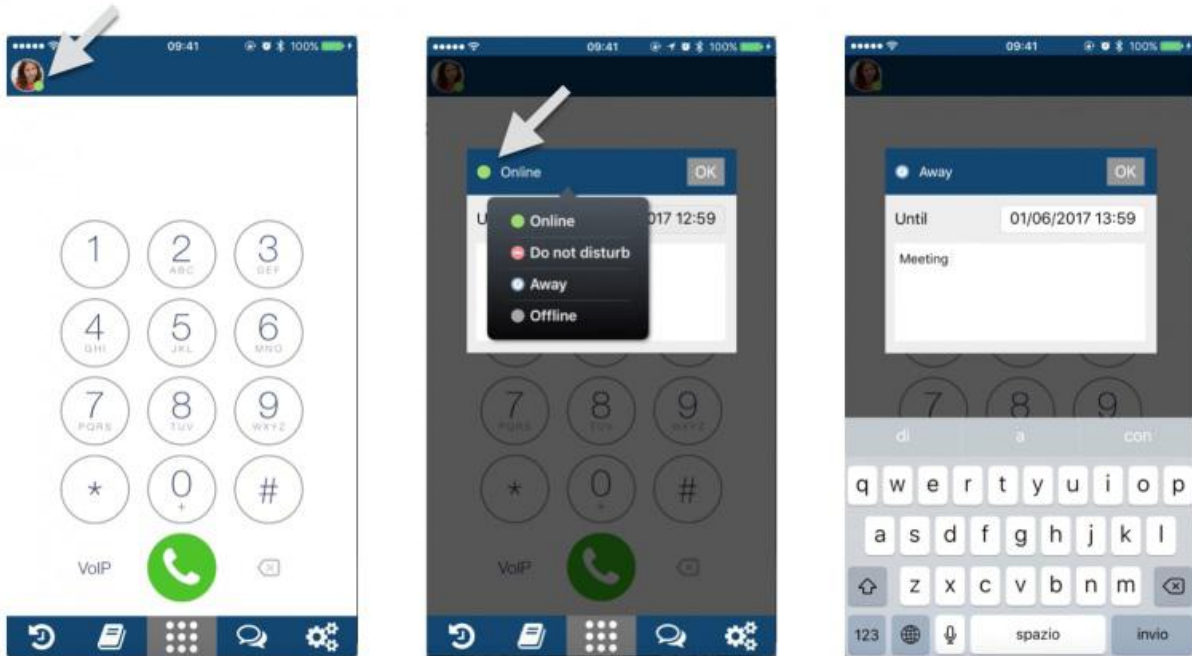- Password: WEB password of user for access to Collaboration

Menu description

1 – Call history
2 – Contacts
3 – Dialpad
4 – Chat
5 – Settings

User status

1. Tap Dialpad

2. Tap status icon / user picture

3. Select user status: DND / away / offline / available

4. Enter your status message (optional)

Note: offline status is available only in iOS / Android app and it allows you to disconnect from Presence and VoIP servers; you will not receive push notifications at all.

Note: for DND / Away it is possible to set up expiry time, after which your status passes to "online"

Call

Place a call from Dialpad

1. Tap Dialpad
2. 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

3. Enter the number
4. Tap the green button

From Enterprise Contacts

Note: By default the local contacts from your device's phonebook appear in this menu; to access the enterprise phonebooks, set up the sync of contacts.

1. Tap on contact you wish to call
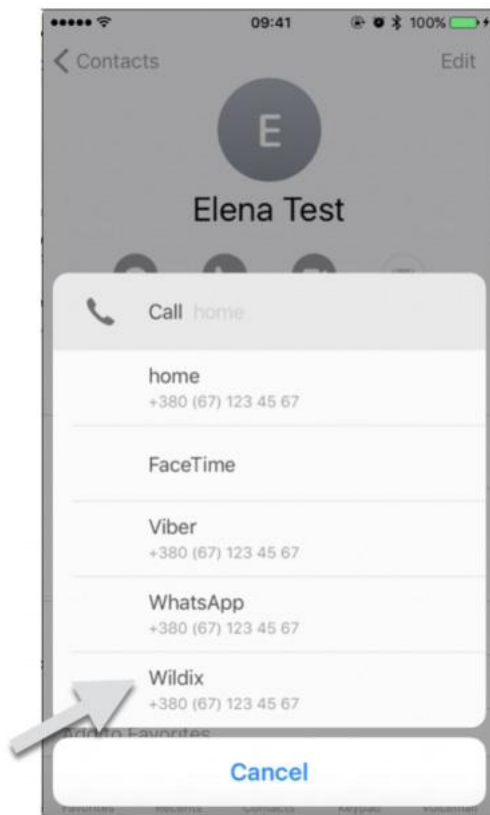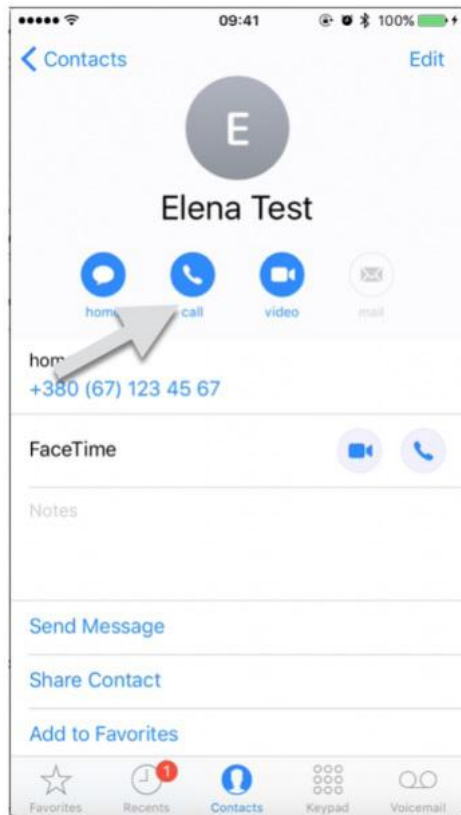2. Tap the number you wish to call

Note: call is made using the mode selected in Dialpad menu (VoIP / Callback / Direct Call)
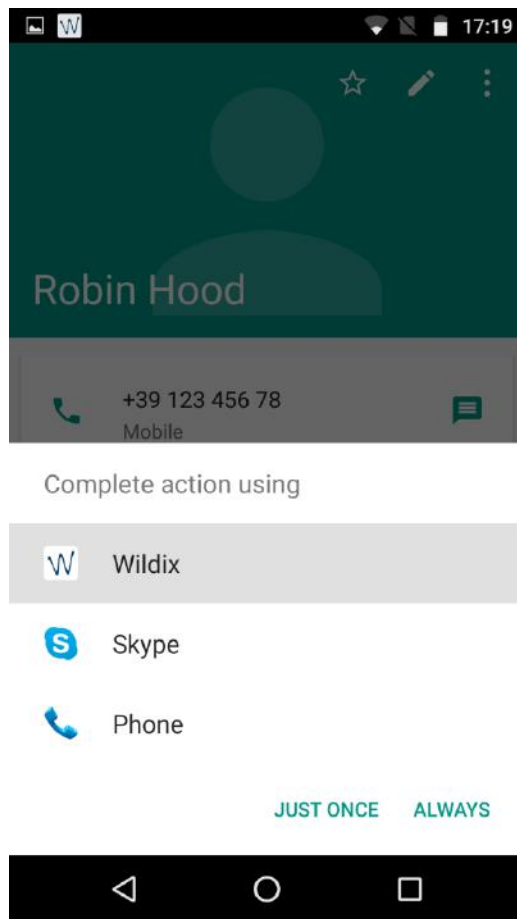
From your device's contacts

iOS:

1. Tap a contact in your iOS contacts

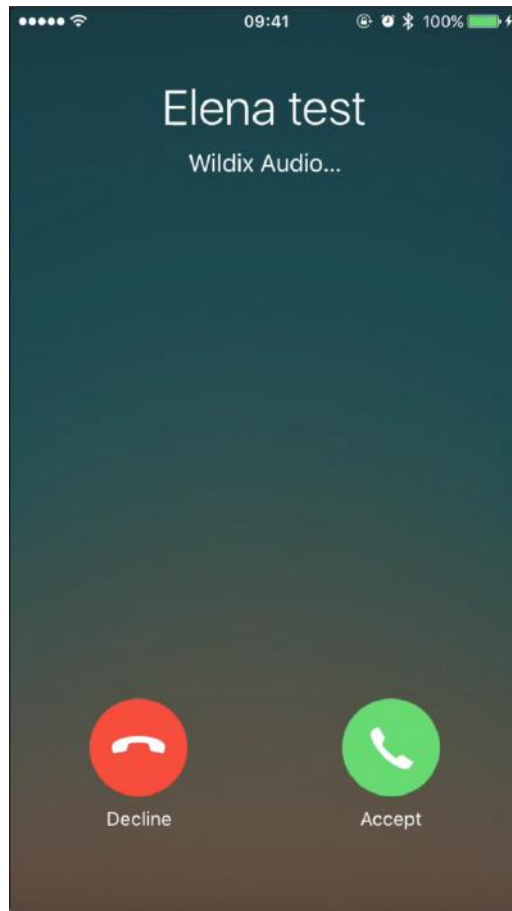2. Tap and hold the "call" button

3. Select "Wildix"

Android:

1. Tap a contact in your Android contacts

2. Tap a phone number that you wish to call
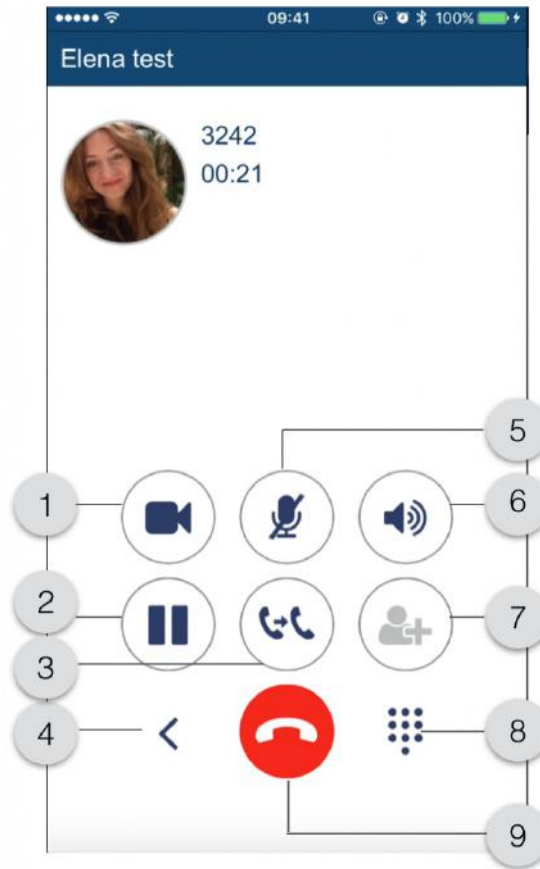
3. Select "Wildix"

Answer a call

Note: on iOS Mobile calls and VoIP calls have the same priority; on Android Mobile calls have priority over VoIP calls.

- Tap the green button to answer
- Tap the red 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.

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)

1. Tap "Transfer" button during a call

2. Tap "contact" to select a number from the phonebook or "number" to manually enter the number

3. Select a contact and tap the number / enter the number and tap the green button

Attended transfer:
(transfer with notification)

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 other party answers (the previous call is now on hold)

4. Tap "Transfer" button and select the call on hold to complete the transfer

Video tutorial: https://youtu.be/HfxIDPLKu2U

Chat

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

1. Tap "Chat"

2. Tap a user (use the search field to find a user)

3. Enter your message

4. Tap a paperclip icon to send the message
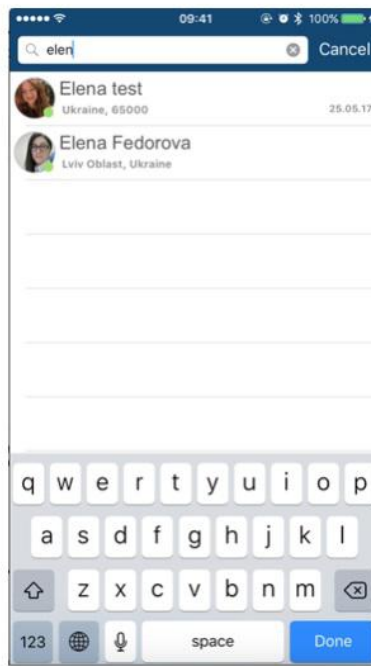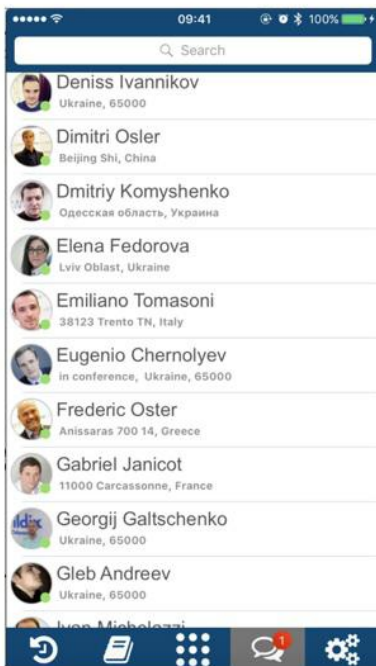
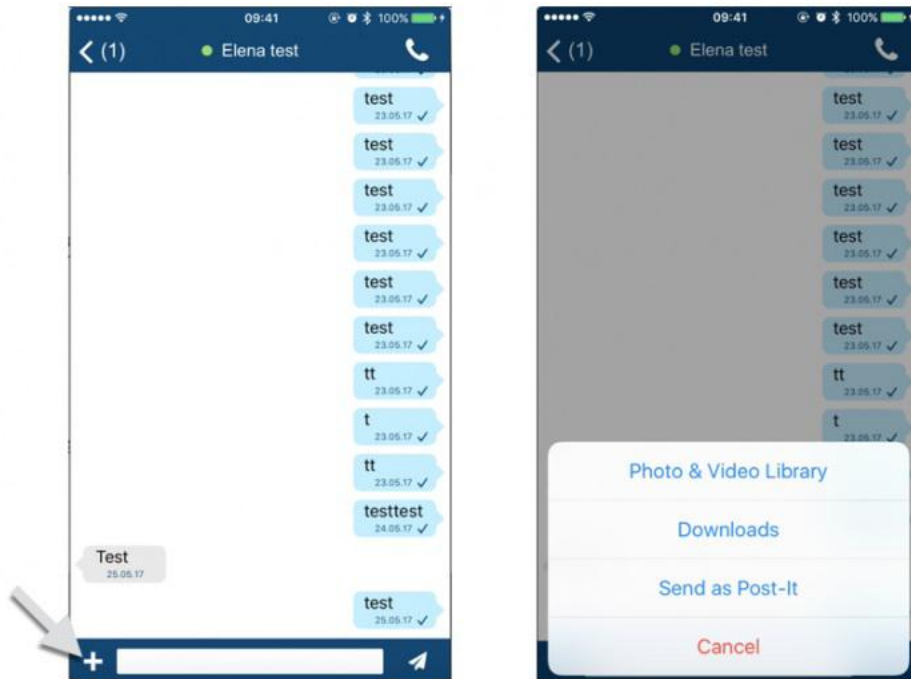## Send a File / an Image / a Post-It

Send a file / an image:

1. Start a chat with a user

2. Tap "+"

3. Select the source:

    - Photo & Video Library

    - Downloads

Send a Post-It

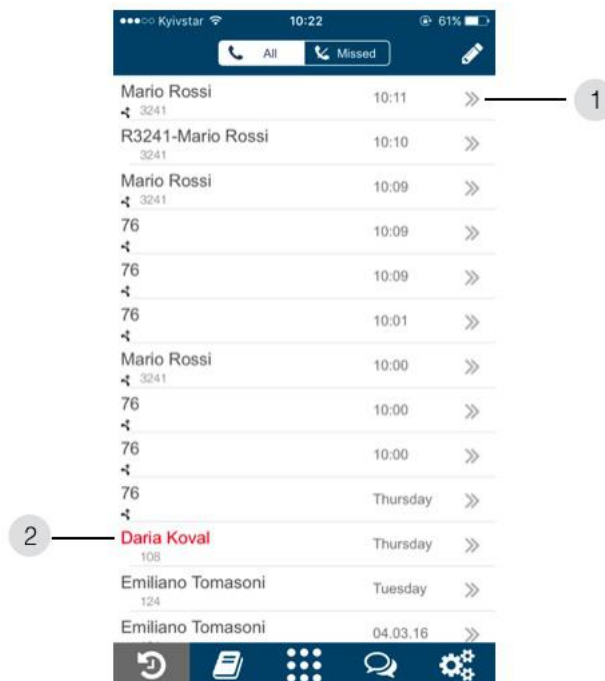1. Start a chat with a user

2. Write your message

3. Tap "+"
4. Select the option "Send as Post-It"

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

1 – Tap to view the contact

2 – Missed calls are displayed in red

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"*

Note: on iOS calls via Wildix application are also displayed in the device's call history (Phone -> Recents)

Settings

- Account: login window
- Personal: contact details

  - E-mail
  - mobile number

- Ringtone (Android only): access to device's ringtones (on iOS ringtone selected in Wildix Collaboration is applied)
- 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 extension 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
  - Timeout: if enabled, the call is terminated in case there is no answer within a specified timeout

- Install WildixDAV (Android only): Android – sync of contacts
- About: Info about App version and developer
- Exit (Android only): quit the app

Log out

1. Tap "Settings"
2. Click the "Log out" icon
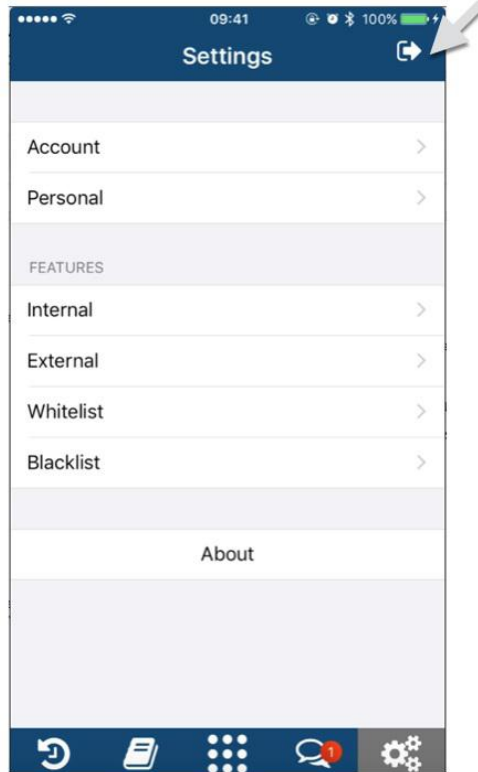
Note: after you log out, you will no longer receive calls and texts.