lip 09, 2018 09:31

iOS Collaboration Mobile App Guide - English

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

iOS Version: 6.0.35150

To check the current version, go to iOS changelog:
https://www.wildix.com/changelog-of-wildix-collaboration-mobile-for-ios/

WMS Version: 3.88

Updated: June 2018

Permalink: https://confluence.wildix.com/x/ToDt

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 9.0 or higher
- Minimum iPhone 4S

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.

> Note: since iOS device disconnects from SIP, it disappears from the list of active devices in Wildix Collaboration interface, once you wake it up or receive a push, it appears again.

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.

> Note: you can also receive push notifications to your Apple watch. Go to iPhone Watch -> *Notifications -> Collaboration* and enable receiving notifications.

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

Sync of enterprise phonebooks

- Go to iPhone *Settings -> Accounts & Passwords*
- Select **Add Account**
- Select **Other**
- Select **Add CardDAV Account**
- Enter the *Server name* (PBX domain name or IP), *User name*, *Password* and *Description*
  Now all your PBX contacts appear in your iPhone phonebook
- Go to iPhone *Phone -> Contacts* and select the groups that you wish to be displayed in the phonebook of your iPhone
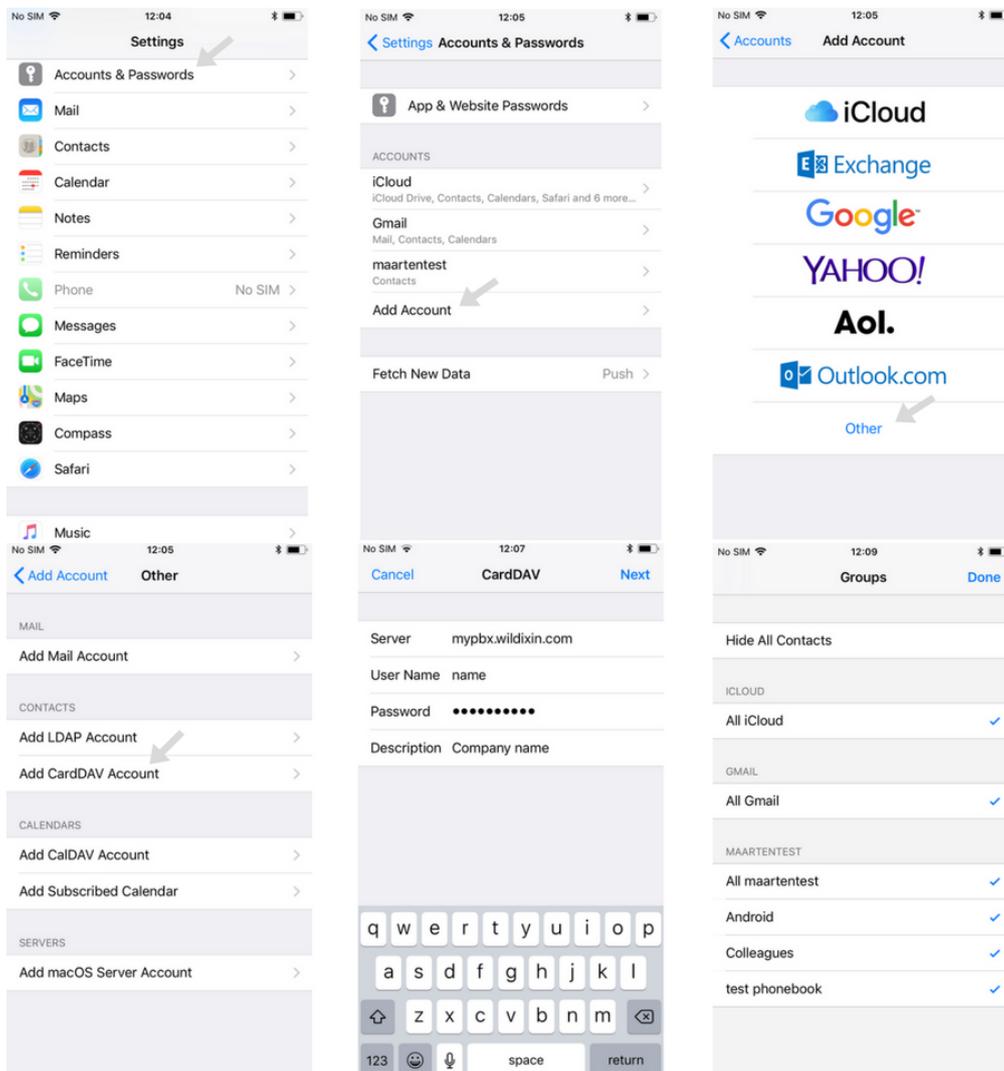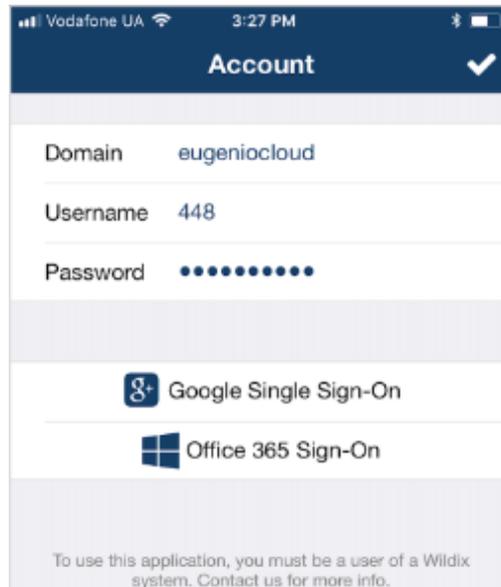
Login

- *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 a 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 iOS app version 6.0.35105, 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

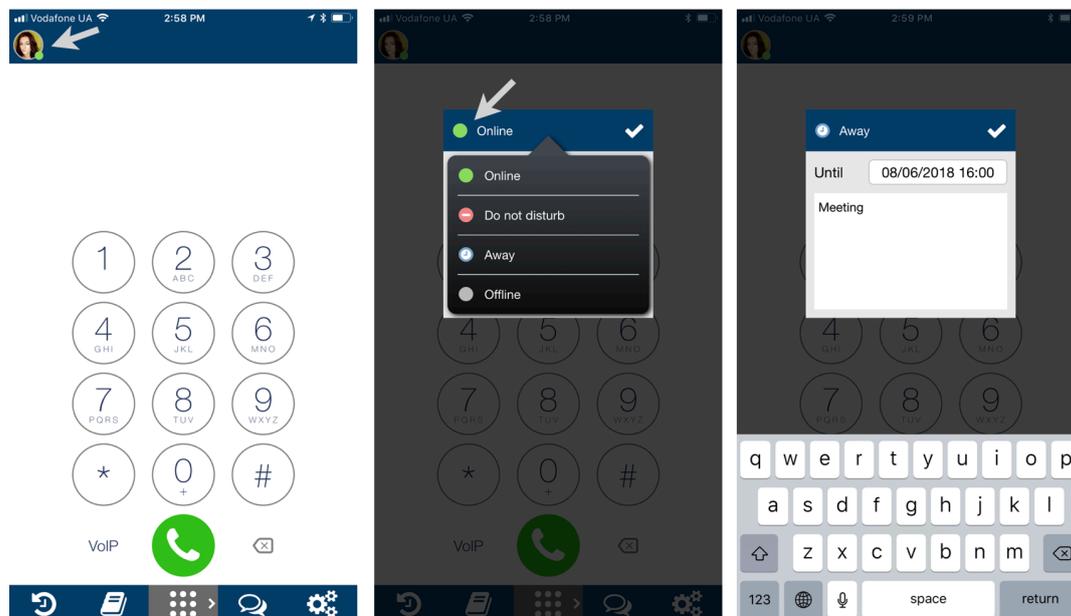1 - **Call history**

2 - **Contacts**

3 - **Dialpad/ Function Keys**

4 - **Chat**

5 - **Settings**

User status

- Tap **Dialpad**
- Tap status icon / user picture
- Tap on the current status and select the new one: **DND / Away / Offline / Online**
- Enter your status message (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; you will not receive push notifications at all.

Call

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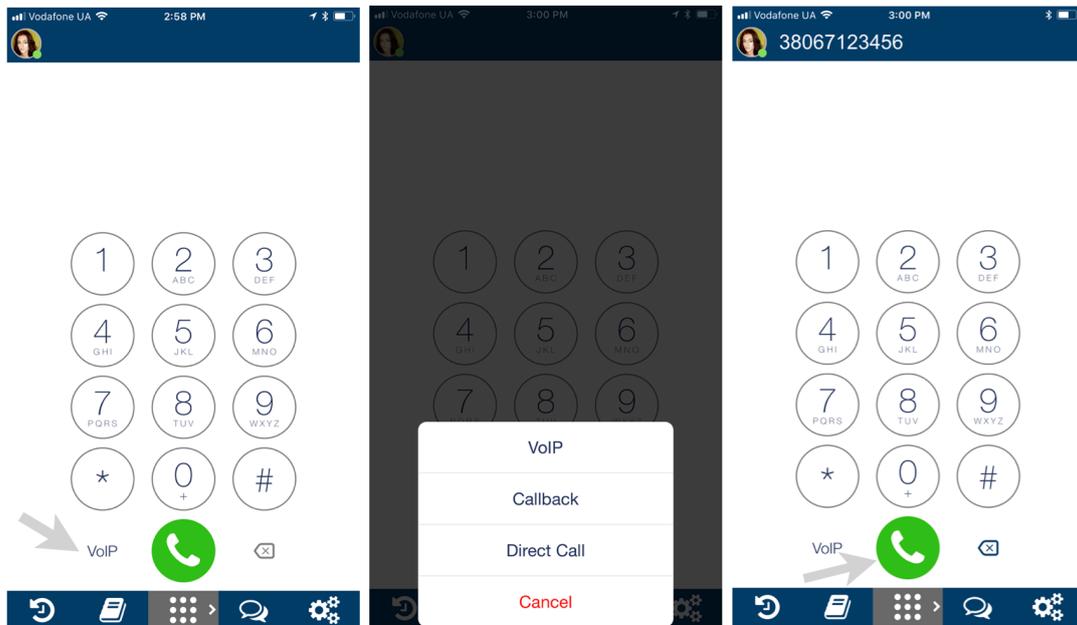
From Function keys

> Note: Function keys are available starting from iOS Collaboration Version 6.0.35150. 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
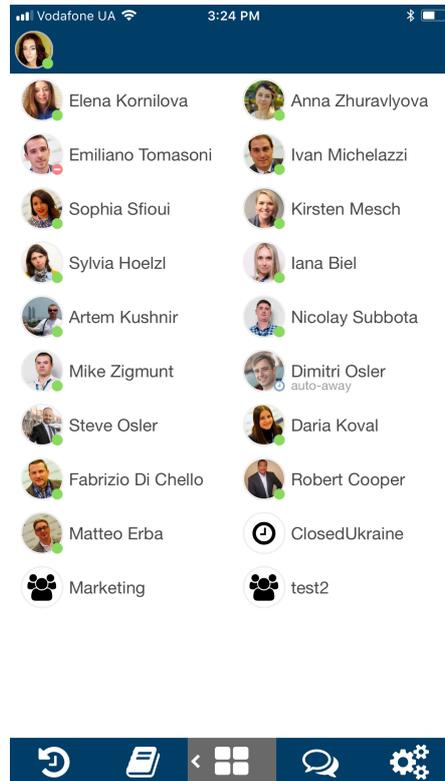
From Enterprise Contacts

> 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, as described in the chapter Sync of enterprise phonebooks.

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

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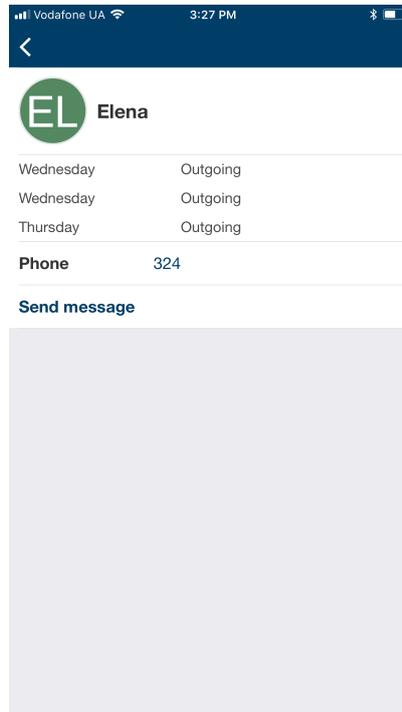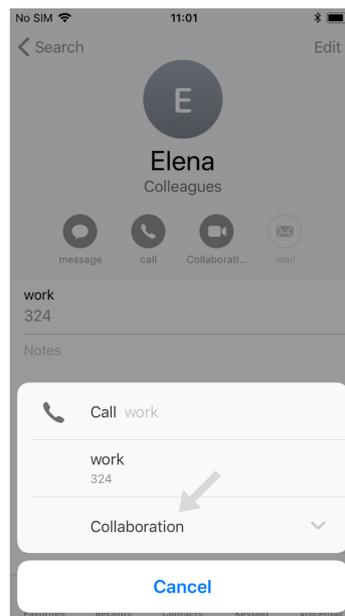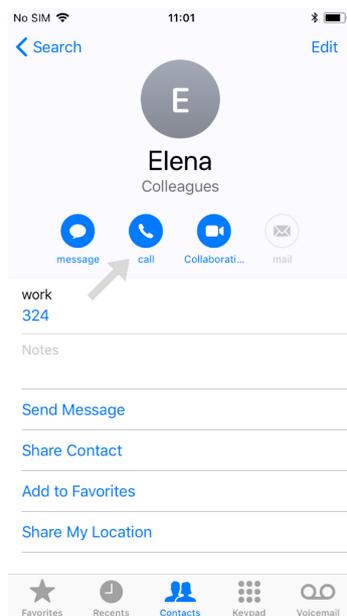
From History

- Go to **History**
- Tap on a user
- A call is placed automatically

From your device's contacts

- Tap a contact in your iOS contacts
- Tap and hold the **Call** button
- Select **Collaboration**

From Browser (Support of URI for call generation)

Thanks to URI support, it is possible to generate a call from the browser by clicking on a link containing a phone number. It allows you to start calls from various web pages.

Supported link:

- <a href="sip:[phone_number]">
- <a href="wildix:[phone_number]">

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

To generate a call from the browser:

- Tap on a telephone number containing the supported link
- Select **Collaboration** from the drop-down list
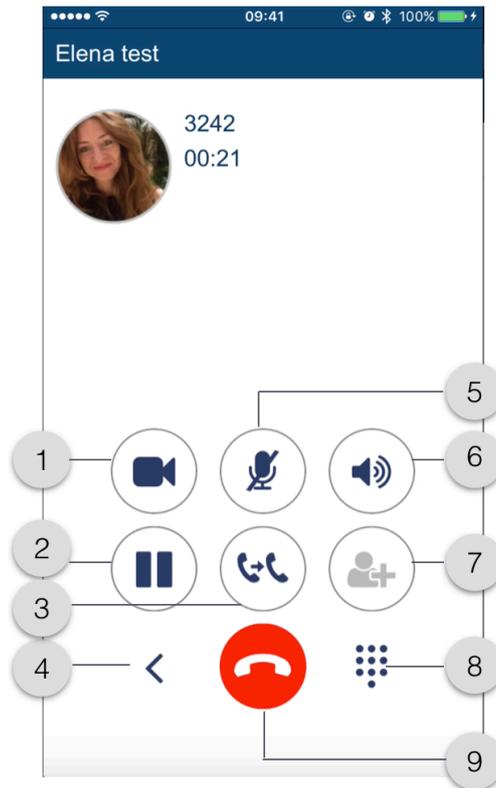
Answer a call

> Note: on iOS mobile calls and VoIP calls have the same priority, you VoIP call is not interrupted in case you receive an incoming mobile call.

- Tap the **blue Tick** button to answer
- Tap the **red Crossmark** button to decline
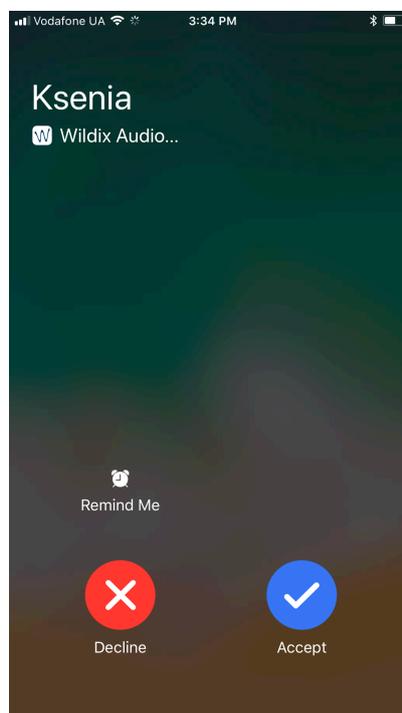
Call management

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*)

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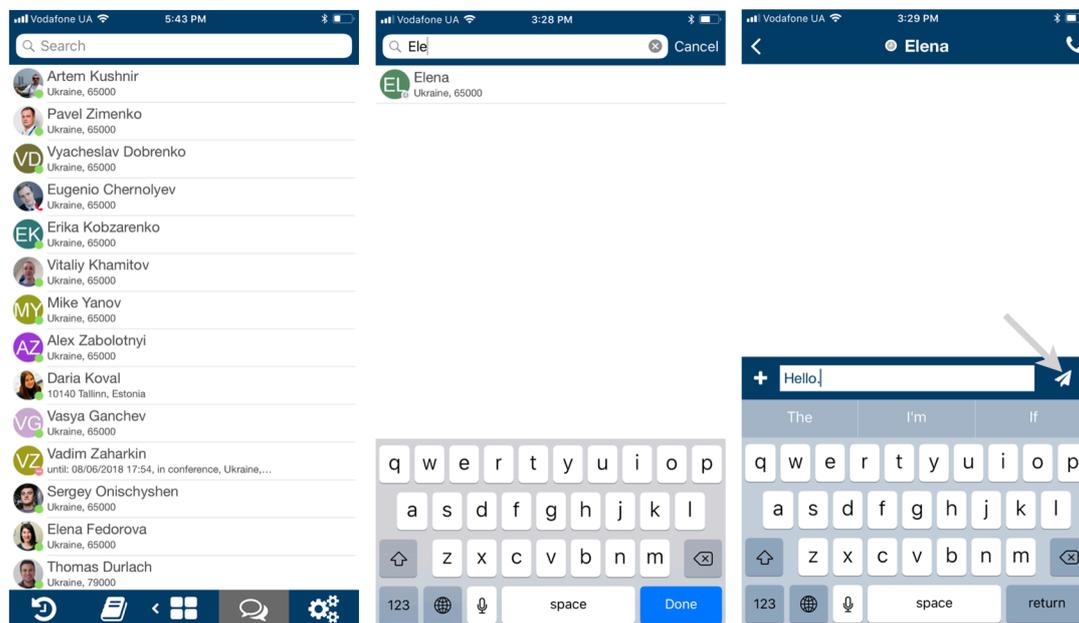
https://www.youtube.com/watch?v=HfxIDPLKu2U

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

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

Start a chat session from History

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

- Go to **History**
- Select a user you would like to chat with and tap the double **Arrowhead** icon to view user contact details
- Tap **Send message**
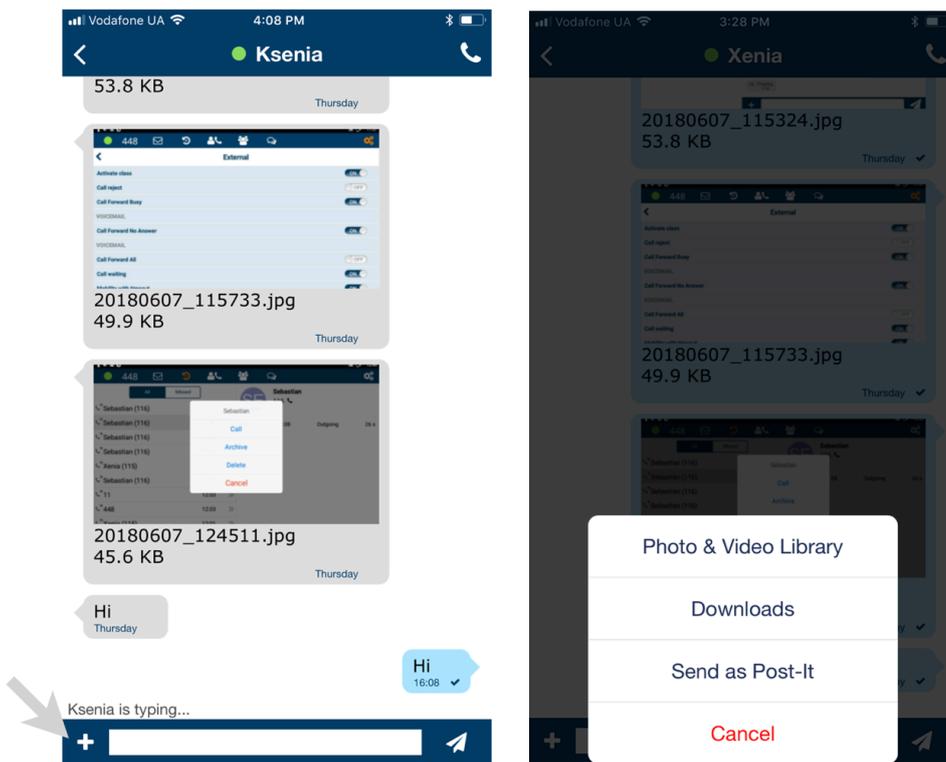
Send a File / an Image / a Post-It

Send a file / an image:

> Note: Starting form iOS Collaboration Version 6.0.35150, file sharing confirmation with photo&video preview is available.

- 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**

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. Incoming, outgoing and missed calls (highlighted in red) are displayed in *All* tab. To view only missed calls, tap **Missed** tab.

Tap the double **Arrowhead** icon to view user contact details and a call log.
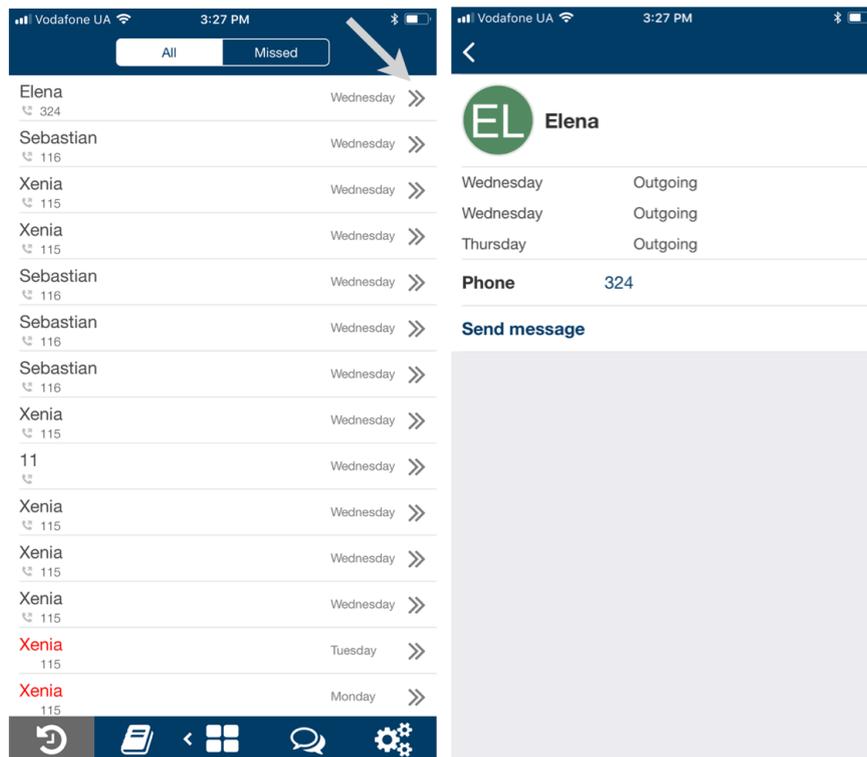
Note: in case the call log is empty, make sure that:

- backend for CDR is enabled in WMS *Settings -> PBX -> CDR*
- ACL group of your user does not have restriction *"Cannot use" -> "History"*

Note: calls via Collaboration application are also displayed in the device's call history *(Phone -> Recents).*

Settings

- **Account**: login window
- **Personal:** contact details
  - E-mail
  - mobile number
- **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
  - *Busy call forward*: check the box and enter the number or VOICEMAIL, to enable call forwarding when busy on the phone
  - *Unavailable call forward*: check the box and enter the number or VOICEMAIL, to enable call forwarding in case of no answer
  - *Force call forward:* 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*
- **Advanced:**
  - *Debug:* if enabled, you can collect logs in case of crashes/ issues with the application. Detailed information can be found in Collecting logs from iOS apps chapter of Debugging of Mobile Apps Guide
  - *Send (*appears only after enabling *Debug* option): allows to send an email report with the collected logs to WIildix support
  - *Use PBX LAN Address* (enabled by default): the application connects to one of IP candidates: IP/domain and port 443 if a user did not specify a port on login page or IP/domain:port if user specifies a port on login page
- **About:** Info about App version and developer

Log out

- Tap **Settings**
- Tap the **Log out** icon:

> Note: after you log out, you will no longer receive calls and messages.