

avr. 26, 2022 18:47

Android Collaboration Mobile App Guide - English

i Wildix Collaboration Mobile application provides access to Wildix Unified Communications from an Android mobile device.

Android Collaboration Version: 5.04.05

To check the current version, go to Android changelog: <https://www.wildix.com/new-releases-and-updates/collaboration-android-app-changelog/>

Updated: April 2022

Permalink: <https://confluence.wildix.com/x/LYDt>

- [Before using the app](#)
 - [Requirements](#)
 - [Push notifications](#)
- [Login](#)
 - [Two-factor authentication \(2FA\)](#)
 - [Menu description](#)
- [User status](#)
- [Call](#)
 - [Find a contact](#)
 - [Place a call from Dialpad](#)
 - [From Function keys](#)
 - [From Enterprise Contacts](#)
 - [From History/ Voicemail](#)
 - [From Chat](#)
 - [From your device's contacts](#)
 - [Support of URI for call generation](#)
 - [Answer a call](#)
 - [Pick up a call of another user / a call group](#)
 - [Call management](#)
 - [Transfer](#)
 - [Switch between 2 active calls](#)
- [Control of active calls on other devices and Call continuity](#)
 - [Control of active calls on other devices](#)
 - [Call continuity](#)
- [Chat](#)
 - [Send a File / an Image / a Post-It](#)
 - [Send a voice recording](#)
 - [Delete chats](#)
 - [Participate in Wizyconf videoconference](#)

- [Multiuser group chat](#)
- [History](#)
 - [Archive / Delete calls](#)
 - [Voicemails](#)
- [Settings](#)
 - [Change user picture](#)
- [Log out](#)

- [Appendix 1: Sync of enterprise phonebooks with WildixDAV](#)
- [Appendix 2: Monitoring of colleagues and features with Function keys](#)
- [Appendix 3: Advanced Settings](#)
- [Appendix 4: Integration with intercoms](#)

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: [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:

- WMS version 4.0X or higher
- Android OS: 5.0 or higher starting from Android app version 5.00.26 (Android 4.0 is still compatible with version lower than 5.00.26)

Push notifications

Thanks to push notifications, the app no longer needs to run all the time as it automatically disconnects from SIP / Presence server in background which helps to improve battery usage. If you receive a call / a chat, the app sends you a notification, even in case it was closed.

To deactivate access to Presence and SIP server and stop receiving notifications, you can set your user status to Offline or log out from the app. Read the chapters [Status](#) and [Log out](#) for more info.


 **Note:** when the app disconnects from SIP / Presence server, the Android device disappears from the list of active devices in Wildix Collaboration interface. Once the application wakes up, it appears again in the list of registered devices.

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

Login

Use your Collaboration credentials to access the mobile application:

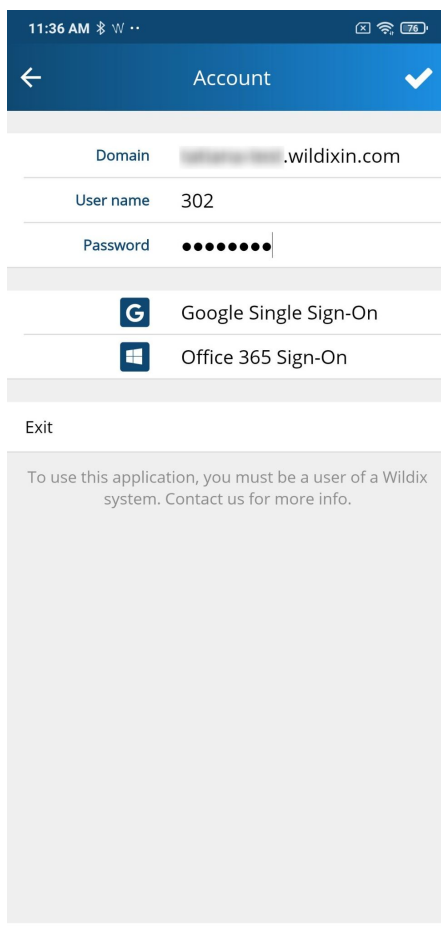
- *Domain*: enter PBX IP or domain name

 Note: you can enter only 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

Or

You can either use Google/ Office 365 credentials for Single Sign-On:



Two-factor authentication (2FA)

It is possible to use 2FA authentication for login. The option can be enabled in *Collaboration* -> *Settings* -> *Personal*.

Detailed information can be found in [Collaboration User Guide](#).

Menu description



1 - **Contacts**

2 - **Call history**

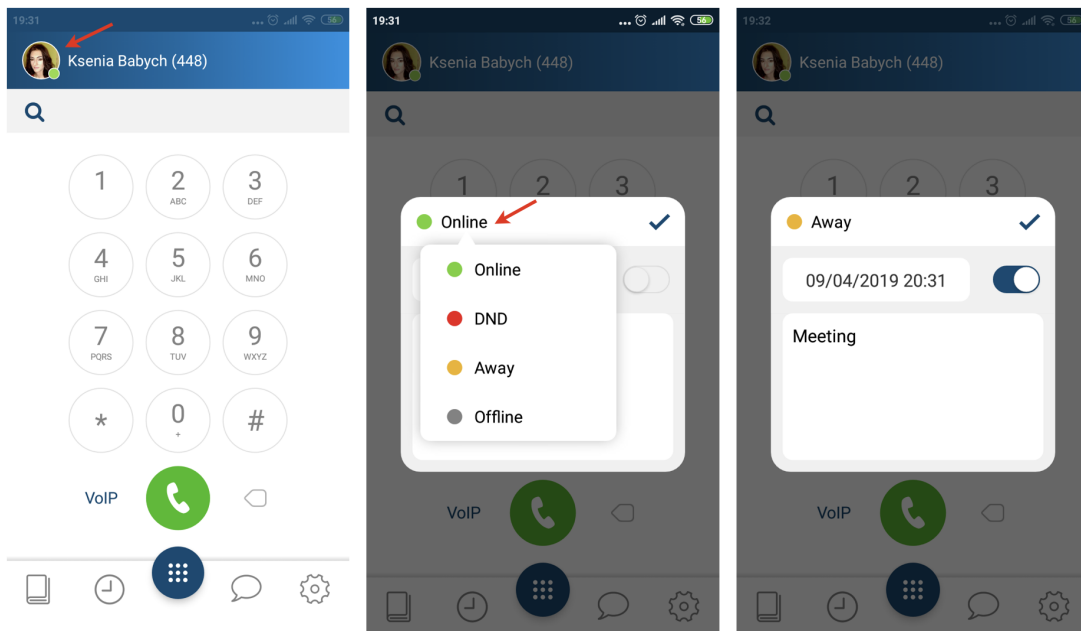
3 - **Dialpad / Function Keys/ Active call**

4 - **Chat**


5 - **Settings**

User status

- Tap **Dialpad**
- 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




⚠ 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; when in Offline status, you do not receive push notifications at all.

Call

Find a contact

Thanks to support of live search from PBX, there is no need to sync your enterprise (PBX) phonebooks anymore. You can now use real-time search in phonebooks to place calls.

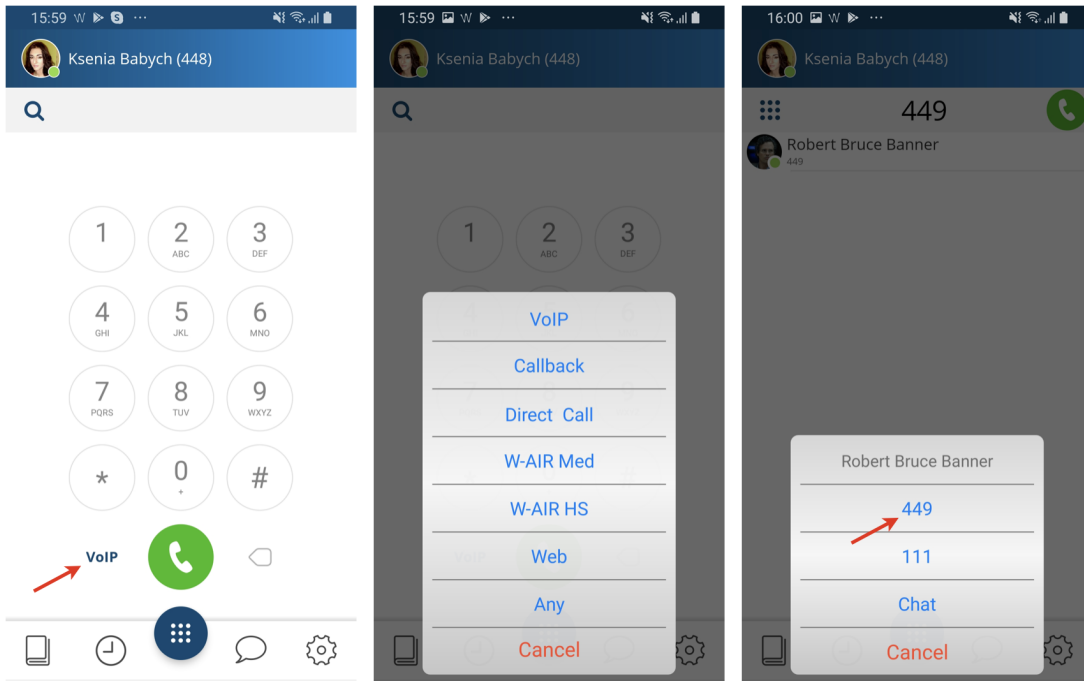
 Note: you can still sync your enterprise phonebooks if you want contacts to appear in Contacts menu of Wildix Mobile Collaboration App. For more information, read [Appendix 1: Sync of enterprise phonebooks with WildixDAV](#).

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
 - Wildix devices registered to your account: select a device from the list
- Start entering user's name or number / extension in the Search field to find a user / a contact
- Tap on a user / a contact you wish to call. Select number/ extension to place a call

Or

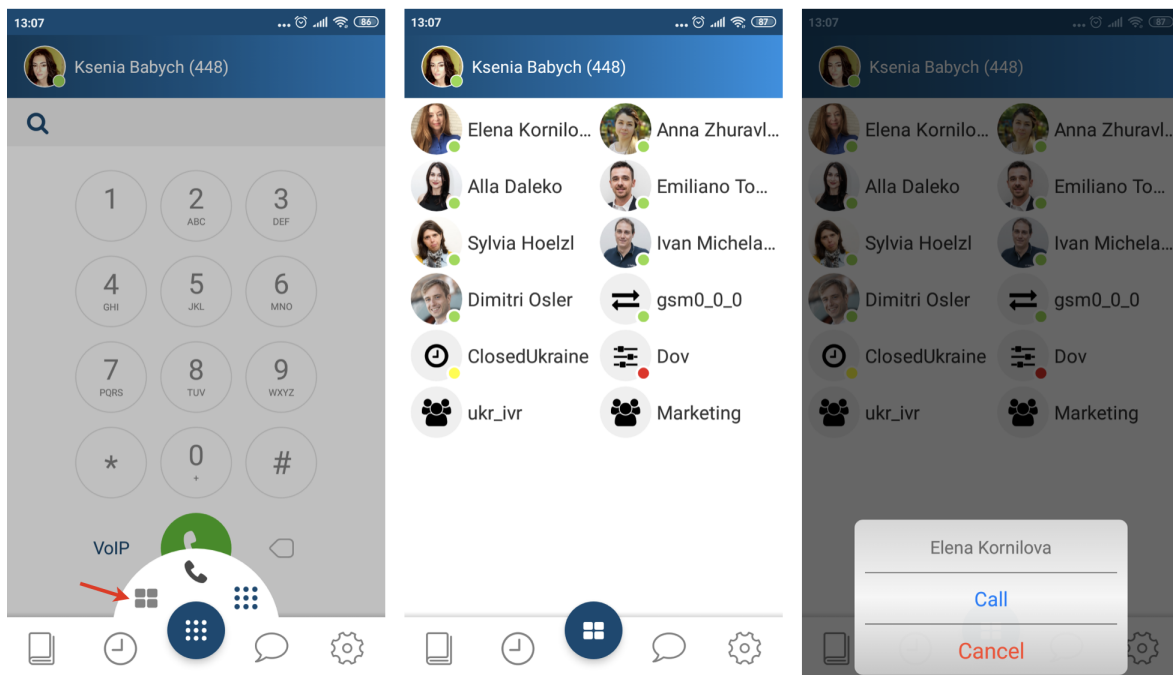
- Enter the number using Dialpad
- Tap the green **Handset** button



From Function keys

⚠ Note: 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** 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



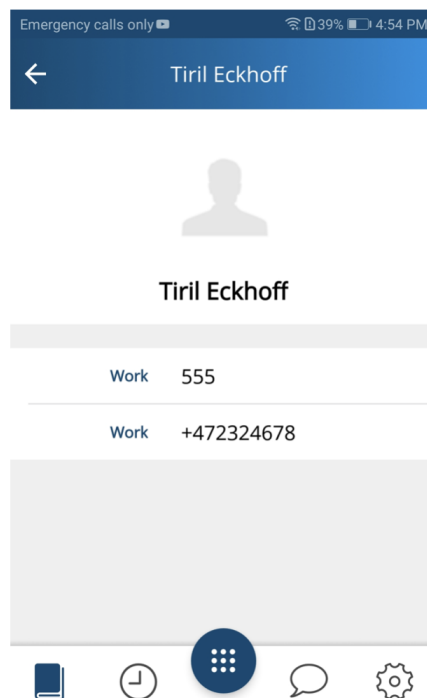
! Note: function keys also allow you to monitor statuses, pick up calls, change statuses of trunks, timetables and switches, send DTMF etc. Check [Appendix 2: Monitoring of colleagues and features with Function keys](#) for more information.

From Enterprise Contacts

! Note: by default the local contacts from your device's phonebook appear in this menu. Contacts from your enterprise phonebooks appear in *Contacts* menu only after contacts sync (See [Appendix 1: Sync of enterprise phonebooks with WildixDAV](#)).

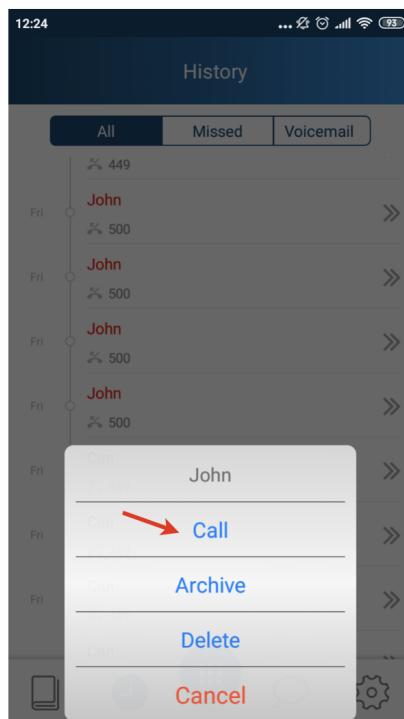
- Tap on contact you wish to call
- Choose the number you wish to call

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



From History/ Voicemail

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



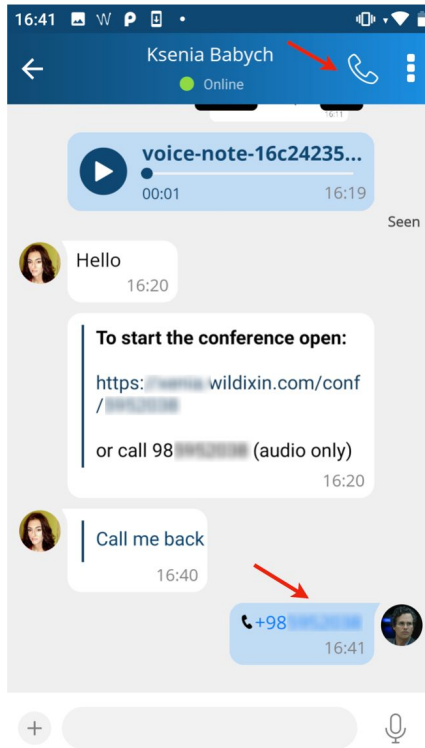
From Chat

- Open a chat session with a user
- Tap **Handset** button
- The call is placed automatically

It is also possible to call phone numbers from chat if they start with + and have a length between 7 and 18 digits.

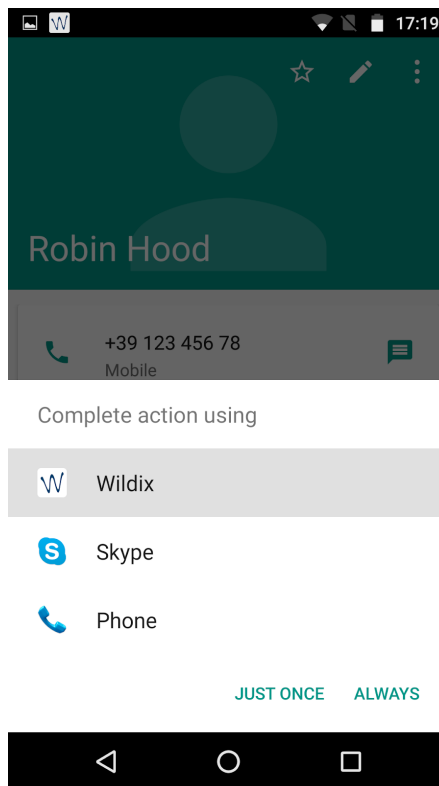
⚠ Note: Android Collaboration app supports receiving *Call me back* messages (currently, it is impossible to send them via the app).

To place a call, just tap **Call me back**.



From your device's contacts

- Tap a contact in your Android contacts
- Tap a phone number that you wish to call
- Select **Wildix**



Support of URI for call generation

Thanks to URI support it is possible to generate a call by clicking on a link containing a phone number. It allows you to start calls from a browser using Wildix application.

Supported links:

- ``
- ``
- ``
- ``

where [phone_number] parameter can also start with “+”;

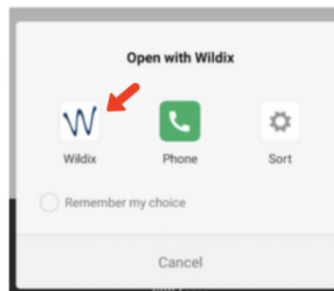
To generate a call from a browser:

- Tap on a phone number you wish to call
- Select **Wildix** from the drop-down list


[Call \(555\)123-4567](tel:(555)123-4567)

[Call \(555\)123-4567](tel:(555)123-4567)

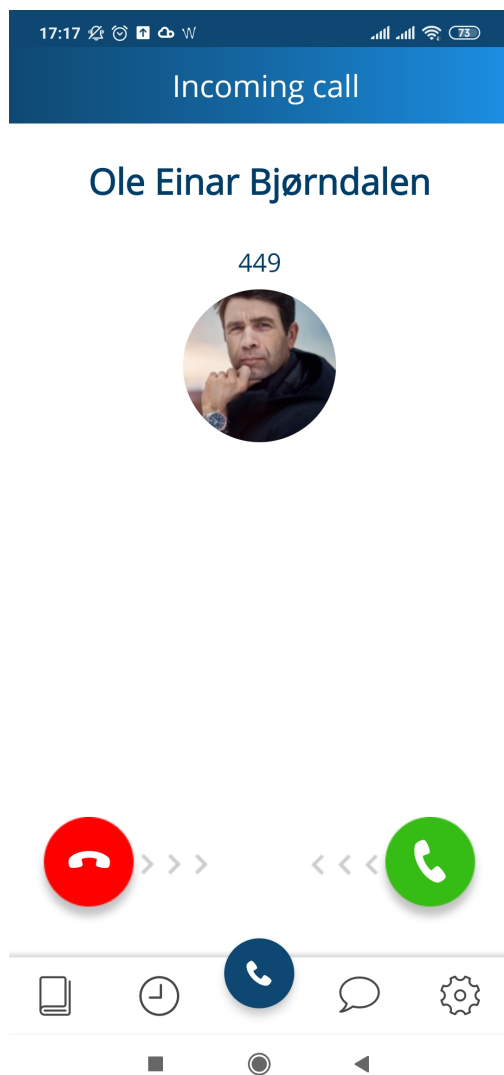
[Call \(555\)123-4567](tel:(555)123-4567)




Answer a call

 Starting from Android App version 4.14.30, VoIP calls have the same priority as Mobile calls: you can receive a VoIP call during an active Mobile call (before this version Mobile calls had priority over VoIP calls).

- Swipe the **green Handset** button left to answer
- Swipe the **red Handset** button right to decline

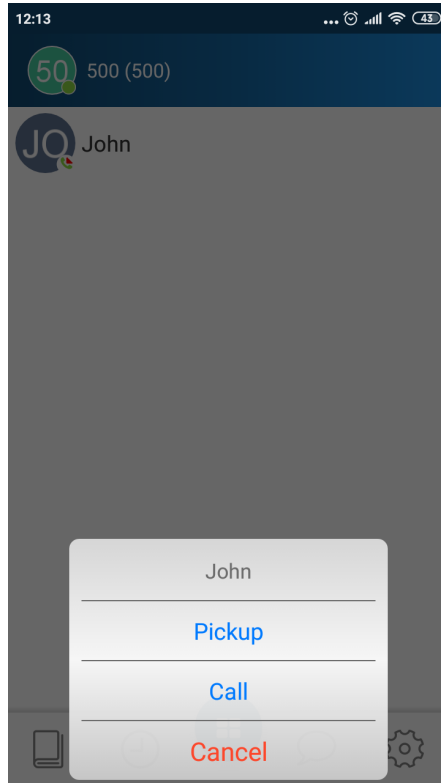



Pick up a call of another user / a call group

 Note: only users with certain permissions can pick up calls; to enable the option, the PBX admin must add ACL ability "Can" - "Call Pickup". Detailed information: [ACL rules and Call classes management - Admin Guide](#).

You can pick up a call of another user / a call group in case it cannot be answered

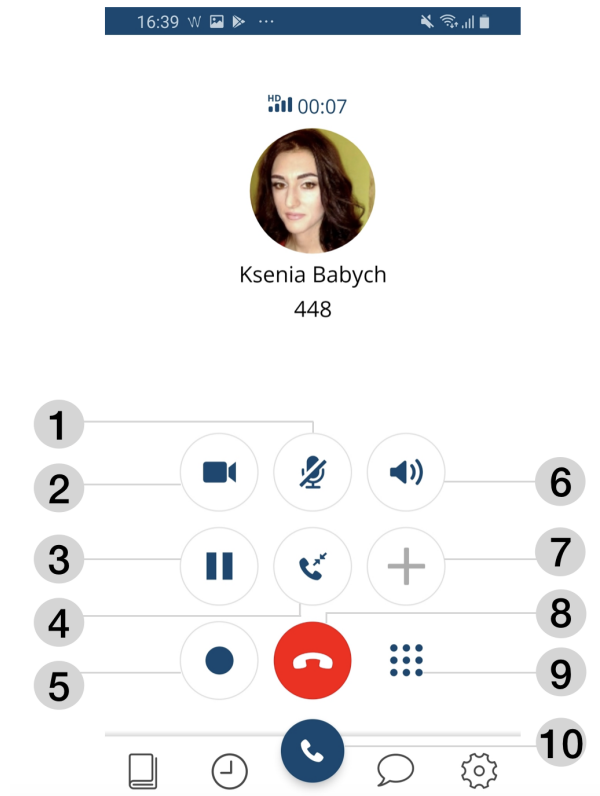
- Go to **Function keys** menu
- Tap on a user / a call group who are receiving an incoming call
- Choose **Pickup** from the drop-down list



 Note: to use this option, configure Function keys in Collaboration -> Settings -> Function keys. To get more information go to Collaboration Guide, [Function key section](#).

Call management

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



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** (in case there is more than one active call)

8 - **Hang up**

9 - **DTMF**

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

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

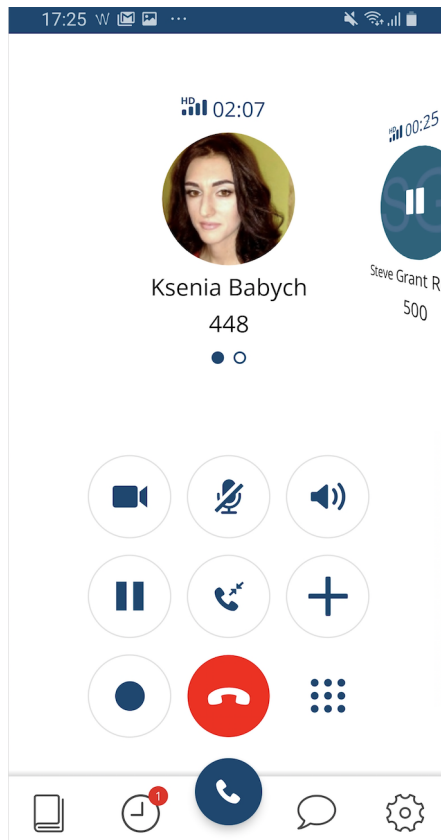
Video tutorial:

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

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, hang up a call as well as send DTMF.

Call continuity

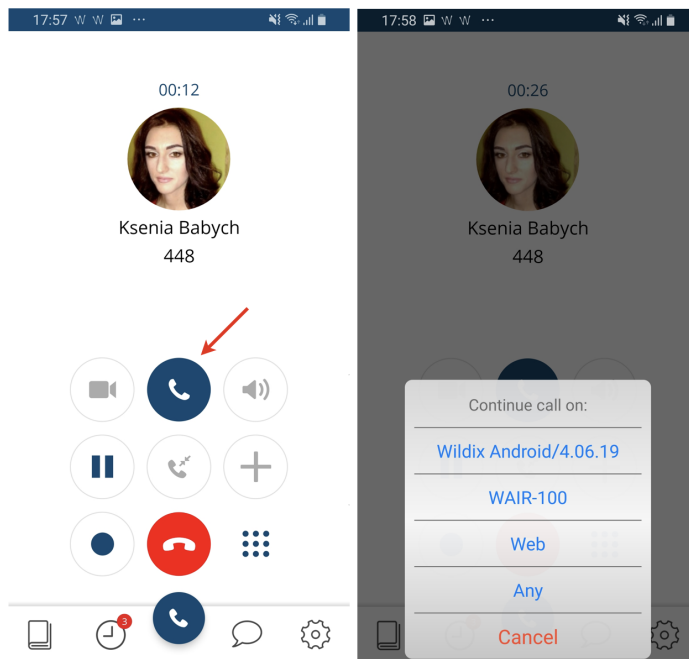
With the help of Call continuity it is possible to pass your active calls on other devices to Android or another specific device:

To pass an active call to Android 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



⚠ Note: to use mobile continuity, make sure that Dialplan rule "pbxfeatures (Features codes dialplan)" is added to "Included procedures" of the Dialplan used for managing calls.

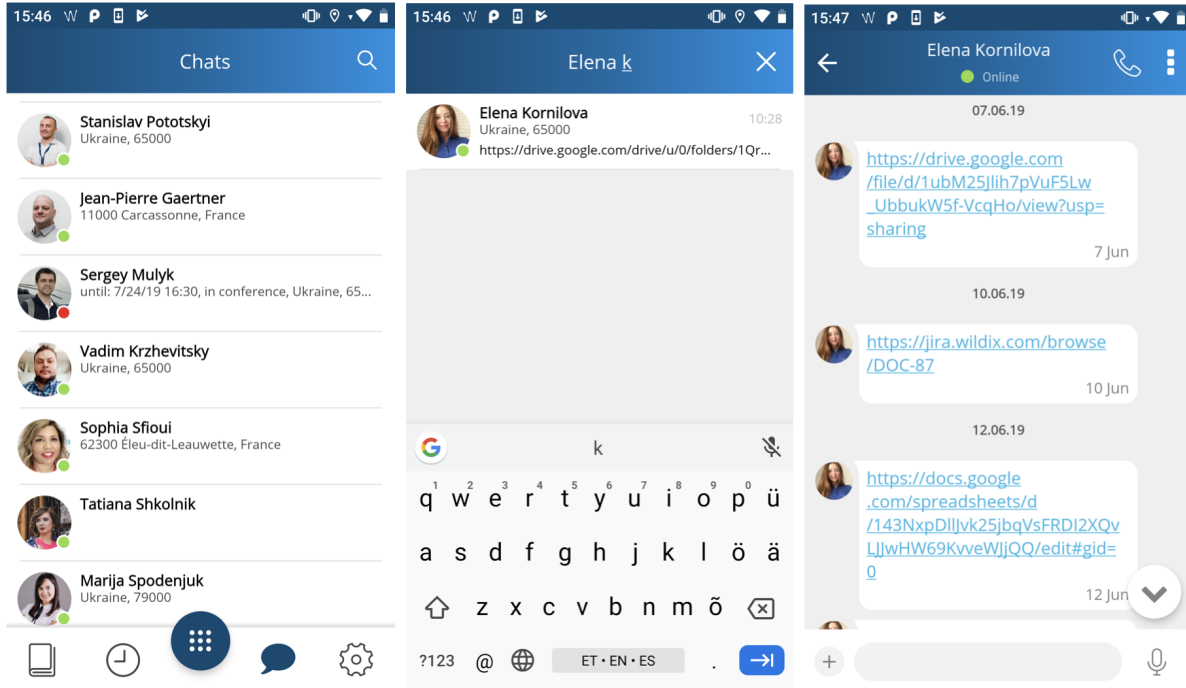
⚠ Note: in case there is no need to monitor active calls or use Call continuity, you can switch back to *Dialpad/ Function keys* tabs.

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 **Paper plane** icon to send the message

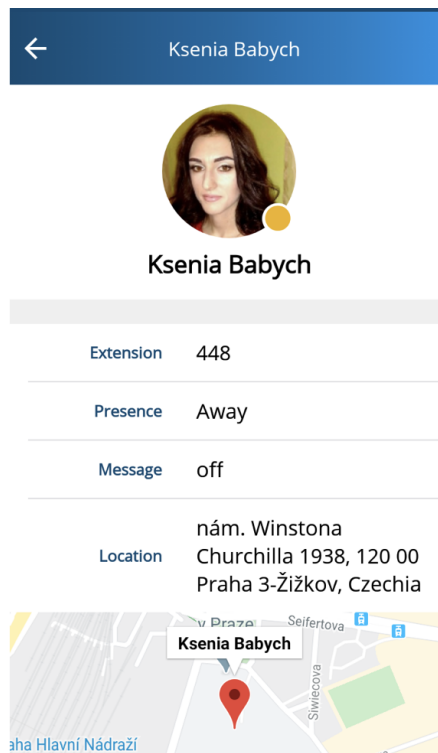
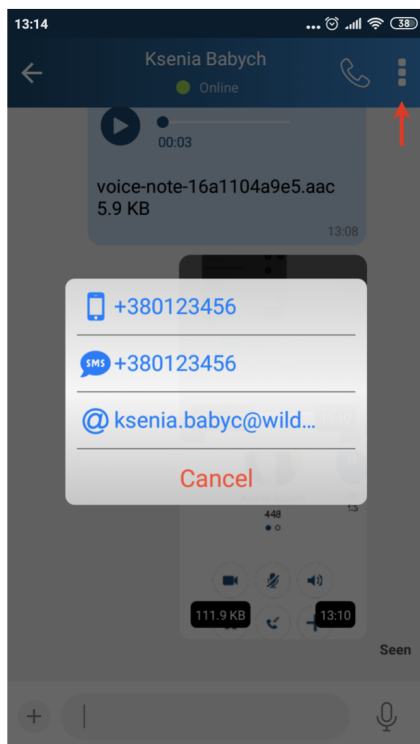
You can also open a chat from live search results and *History*.



⚠ Note: unread messages are indicated with a message separator (a blue undulated line).

View contact information and additional user details

- Tap **Details** button (three dots) to view user's mobile number, email address (available only if it was added via Collaboration or WMS). In case this information is specified, you can place a call, send SMS or write email via external applications installed on your device
- Tap on user name to view full user status, active call info, location on map



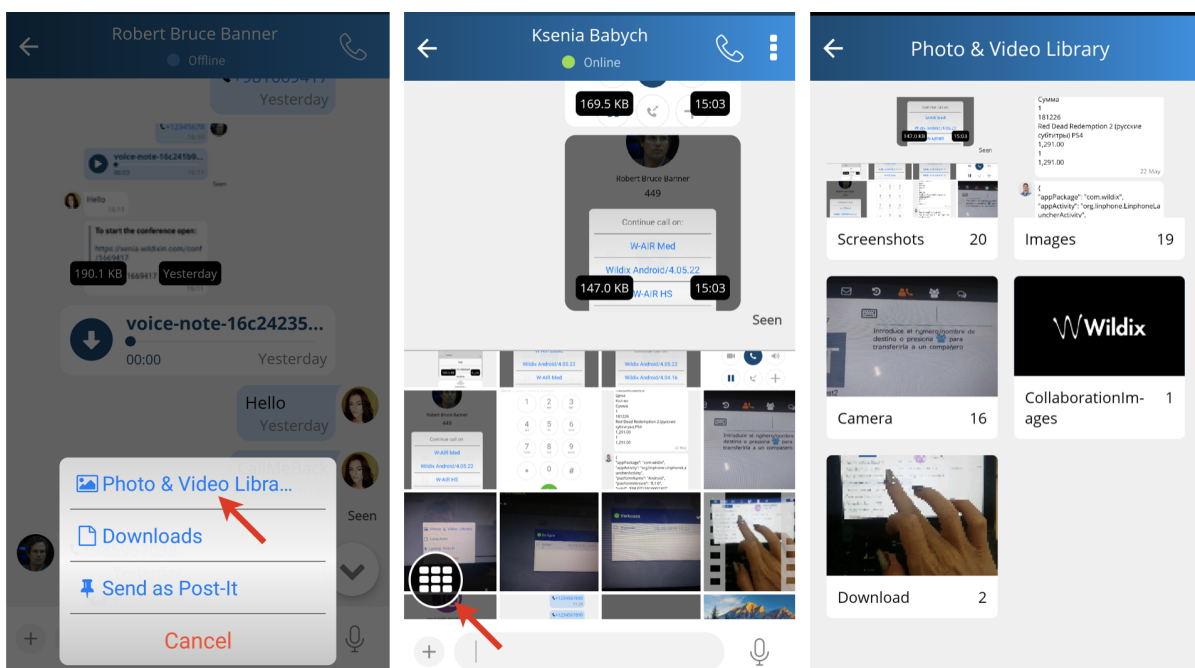
Note: contact information is also available in *History*.

Send a File / an Image / a Post-It

Send a file / an image:

- Start a chat with a user
- Tap **+**
- Select the source:
 - *Photo & Video Library*
 - *Downloads*

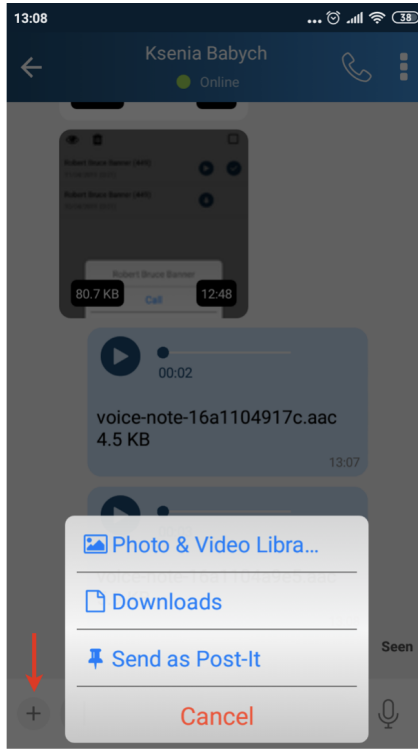
You can select a specific album from *Photo & Video Library* on your phone and select files to be sent:



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

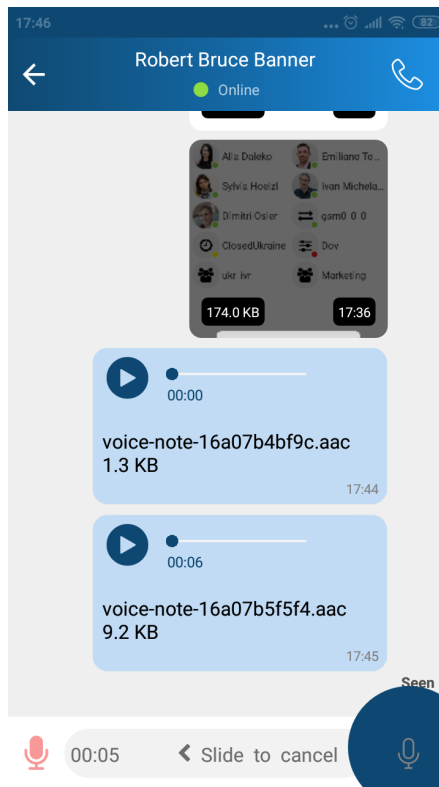
Send a Post-It

- Start a chat with a user
- Write your message
- Tap **+**
- Select the option **Send as Post-It**



Send a voice recording

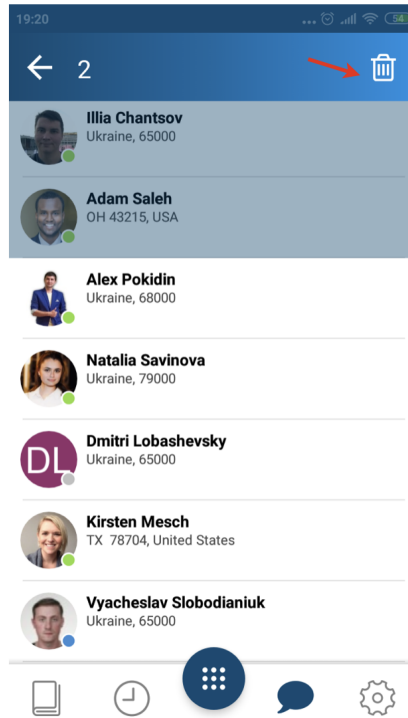
- Start a chat with a user
- Press and hold **Microphone** icon to record a message
- After you finish, release to send



To cancel voice recording without sending, slide left.

Delete chats

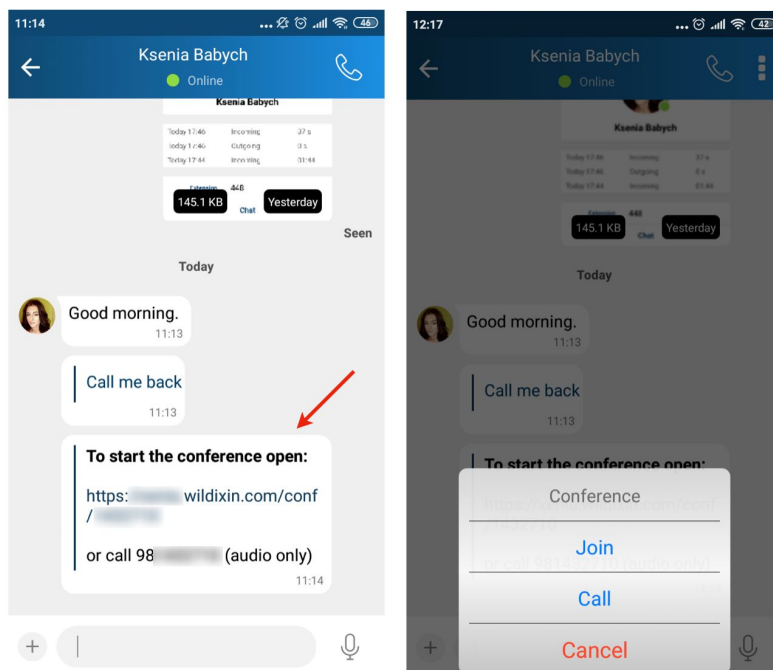
- Select chats you would like to delete by holding them
- Tap **Trash** icon to delete



Participate in Wizyconf videoconference

To participate in Wizyconf videoconference:

- Open a chat session with a user that sent you an invitation
- Tap on the invitation
- Select **Join** to enter the conference room or **Call** to access the conference in audio-only mode. Follow [Wizyconf Videoconference User Guide](#) for details
- To leave the conference room, tap **Exit the conference (X)**



! Current limitations:

- It is not possible to create a new conference room from Android app, it is only possible to enter a conference if you were invited
- Camera (rear / front) and microphone names are not displayed
- Impossible to switch between front and rear camera after entering a conference

Multiuser group chat

! Available starting from Android App version 4.10.19 and WMS version 4.03.44817.02.

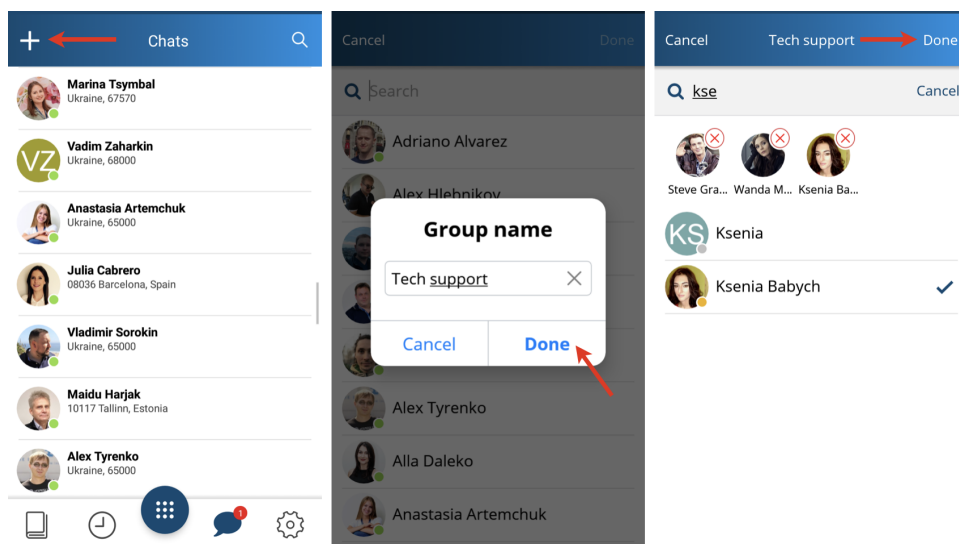
Multiuser cloud-stored group chats with possibility to add up to 500 participants and send pictures/ files.

! Limitations:

- not available for PBXs with LifeTime/ Per Service licenses
- no more than 100 group chats can be received from the server

Create a group chat

1. Tap +
2. Specify the group name and tap **Done**
3. Add participants
4. Tap **Done** to finish

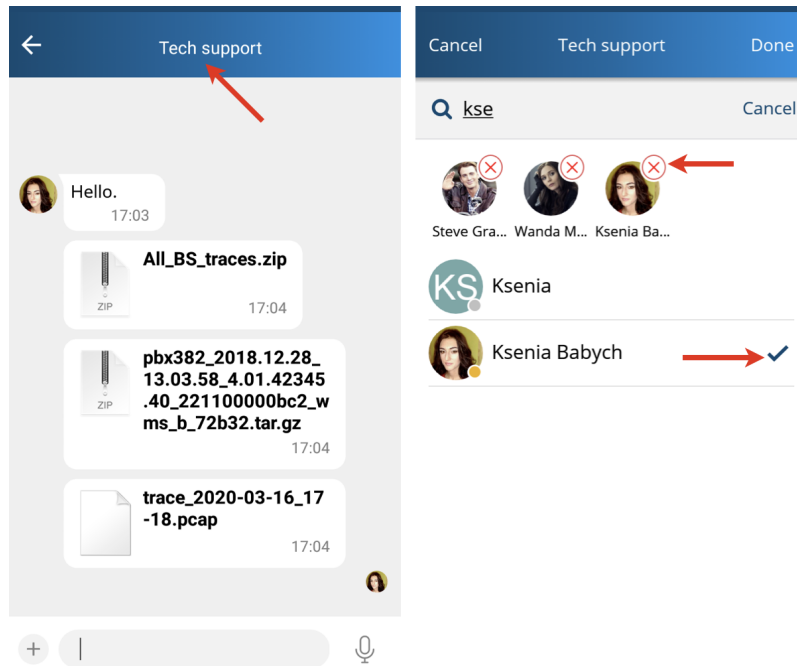


Add / remove participants


! Note: you cannot remove yourself.

Open the group chat management section by tapping on its name.

- To add a participant: start typing a participant's name/ extension 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

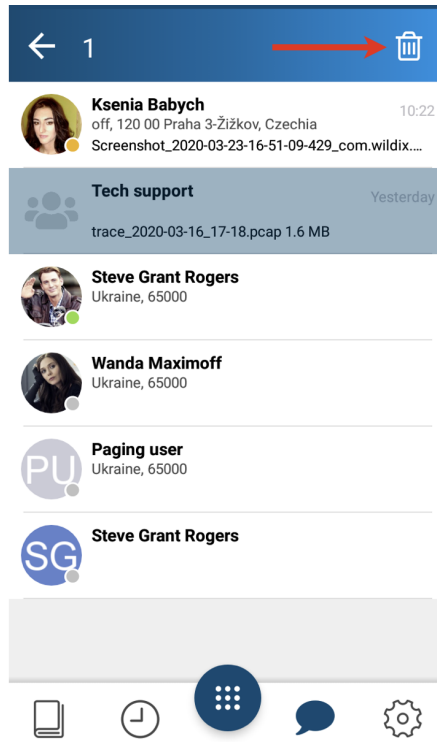


Leave the group chat:

 Note: it is only possible to leave a group chat via the app. To close it completely, a group chat manager needs to remove 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 **Trash** icon to leave



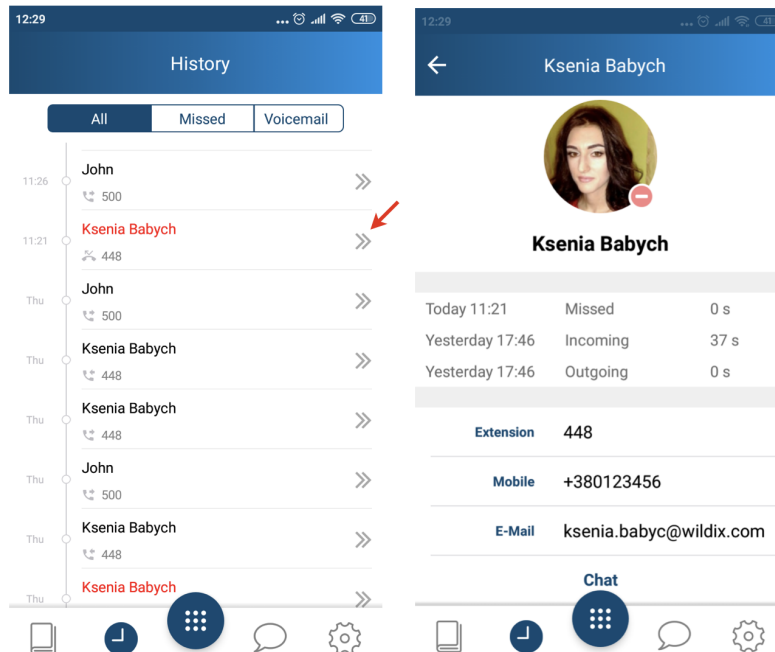
History

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

To view voicemail messages, tab **Voicemail** tab.

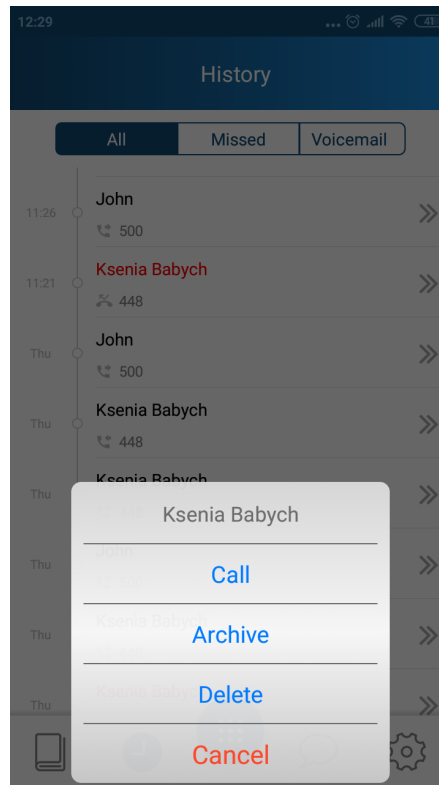
Tap the double **Arrowhead** icon to view user contact details and a call log:



Archive / Delete calls

- Tap on a user to display the drop-down list
- Tap **Archive** if you want to archive a call
- Tap **Delete** if you want to delete a call

! Note: if you want to recover an archived call, go to Collaboration -> *History* -> *Archived*. After you right-click on a call, select **Remove** from the drop-down menu.



! Note: in case the call log is empty, make sure that:

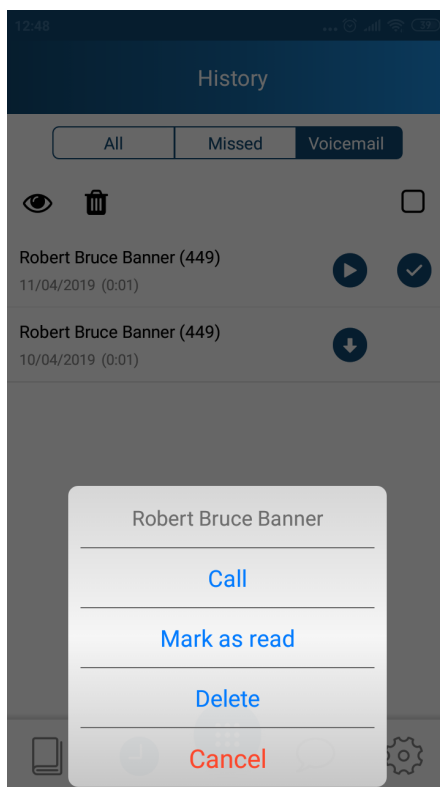
- backend for CDR is enabled in WMS Settings -> *PBX* -> *CDR*
- ACL group of your user does not have restriction “Cannot use” > “History”

Voicemails

- Tap **Voicemail** tab
- To download a voicemail message, tap
- To playback a voicemail message, tap **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

Or

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



Settings

- **Account:** login window
- **Personal:** contact details
 - E-mail
 - mobile number
- **Contact center:** dynamically log into Call groups

 Note: This option is available for WMS v 5.04.20211108.3 or higher.

- *Sign-On:* enable this option and select Call groups in the *Groups* section below, to dynamically log into them.
- *Unavailable on away / dnd:* This option auto-pauses you in all Call groups when your status changes to Away/ DND.
- *Groups:* here you can see the list of all Call groups, both the CGs you've been statically added to (the toggle is greyed, the status cannot be changed on this page, only via WMS), and CGs you can choose to answer for.

For more information, refer to the [Contact center](#) chapter of [Call distribution in Call groups](#) guide.

- **Ringtone:** change the default Wildix ringtone to one of your device's ringtones
- **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:* tap the **Toggle** button and enter the number or VOICEMAIL, to enable call forwarding when busy on the phone

- *Call Forward No Answer*: tap the **Toggle** button and enter the number or VOICEMAIL, to enable call forwarding in case of no answer
 - *Call Forward All*: tap the **Toggle** button 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*
- **Install WildixDAV** (optional): sync your enterprise phonebooks



Note: The option is disabled for Android 10 phones. You can use a 3rd party CardDAV sync tool (Open Sync, DAVx and DAVdroid) instead.

The apps are available by the following links:

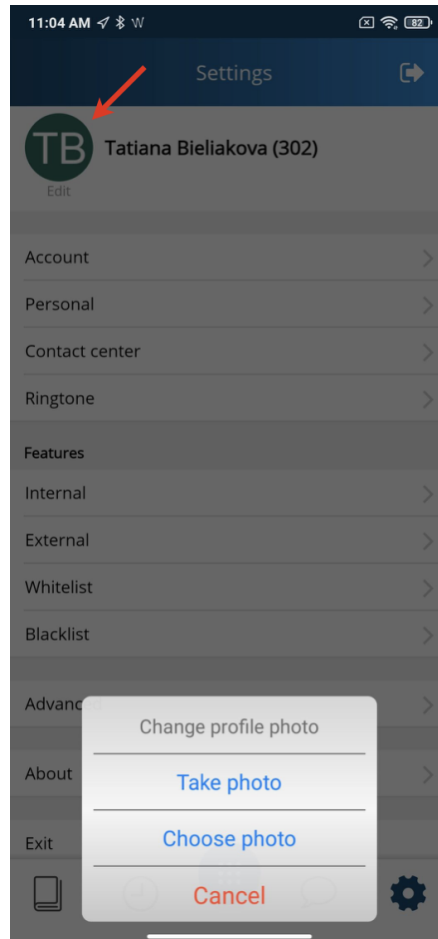
- Open Sync: <https://play.google.com/store/apps/details?id=com.deependhulla.opensync>
- DAVx: <https://play.google.com/store/apps/details?id=com.davdroid.managed>
- DAVx free version via apk: <https://f-droid.org/packages/at.bitfire.davdroid/>

Read [Appendix 1: Sync of enterprise phonebooks with WildixDAV](#) for more information.

- **Advanced**: access and change these settings only if needed. More information on Advanced Settings in [Appendix 3: Advanced Settings](#)
- **About**: info about App version and developer
- **Exit**: quit the app

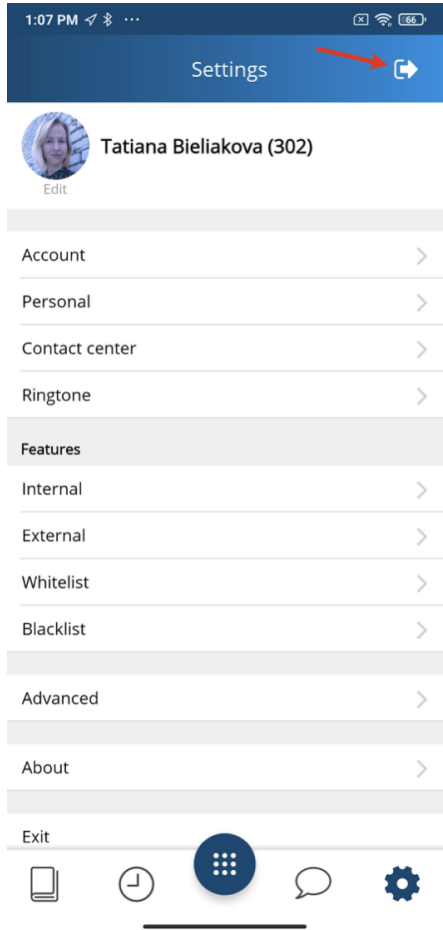
Change user picture


- Tap user picture to change the current profile photo
- Take a new one or choose the already existing photo



Log out

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



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