

## Android Collaboration Mobile App - User Guide

**i** Wildix Collaboration Mobile application provides access to Wildix Unified Communications from an Android mobile device.  
Android Collaboration Version: 5.06.07  
To check the current version, go to Android changelog: <https://www.wildix.com/new-releases-and-updates/collaboration-android-app-changelog/>  
Updated: June 2022  
Permalink: <https://wildix.atlassian.net/wiki/x/KCHOAQ>

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## 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

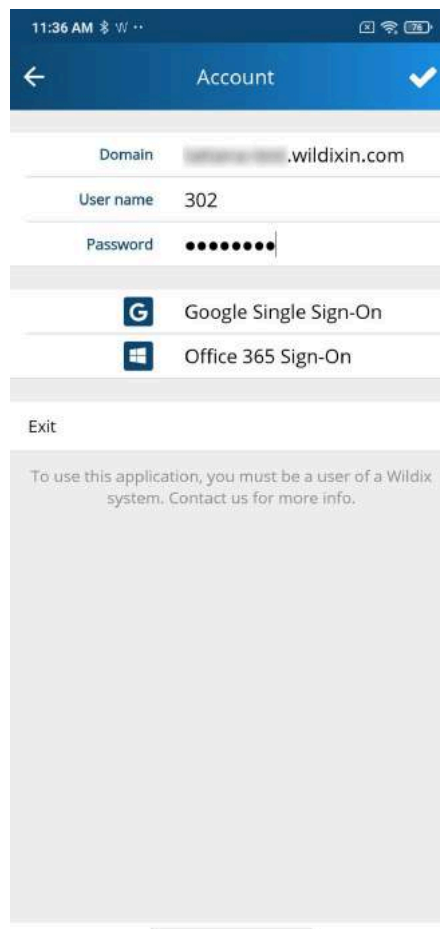


Note: you can enter only the PBX name, wildixin.com domain is added automatically.

- *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**

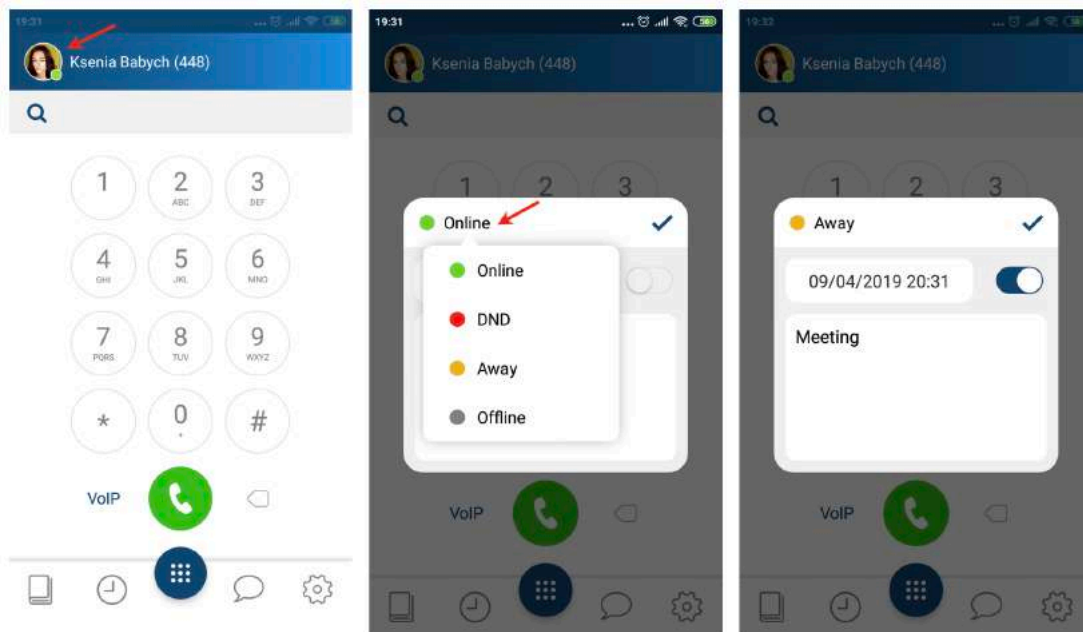
3 - **Dialpad / Function Keys / Active call**

#### 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 use real-time search in phonebooks to place calls. Your local contacts from the device's phonebook also appear in live search results.

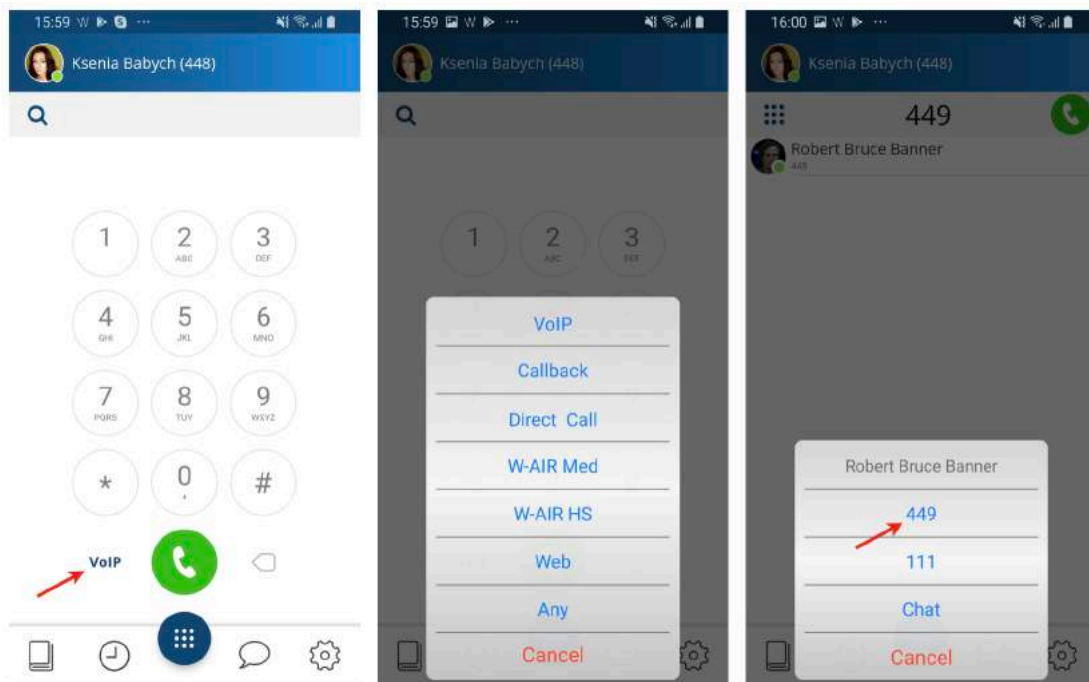
**Note:** you can still sync your enterprise phonebooks if you want contacts to appear in Contacts menu of Wildix Mobile Collaboration App. For more information, read [Appendix 1: Sync of enterprise phonebooks with WildixDAV](#).

## 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 (WP phone, Vision/ SuperVision, W-AIR handset/ headset etc): 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

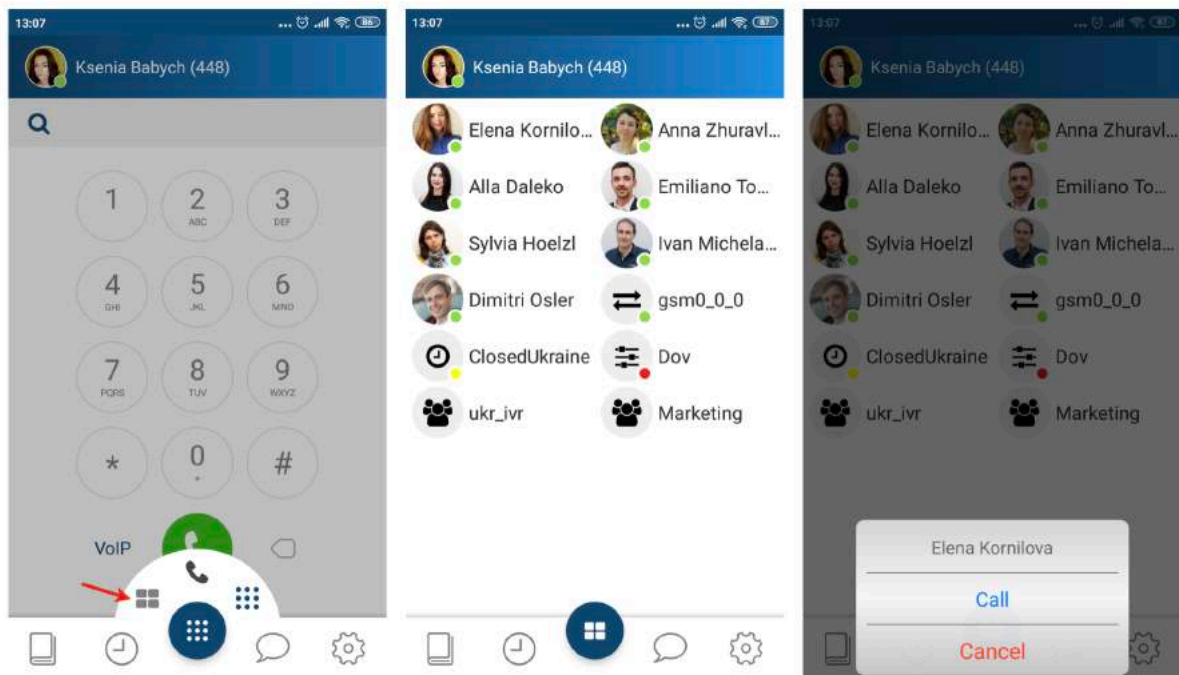
- Enter the number using Dialpad
- Tap the green **Handset** button



## 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



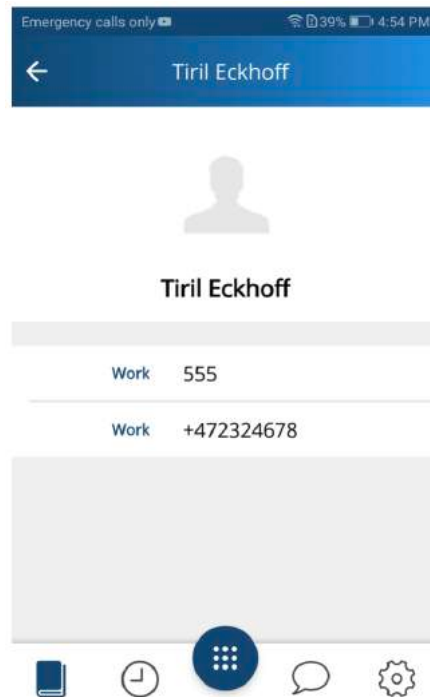
**Note:** function keys also allow you to monitor statuses, pick up calls, change statuses of trunks, timetables and switches, send DTMF etc. Check [Appendix 2: Monitoring of colleagues and features with Function keys](#) for more information.

## 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/ Call group

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



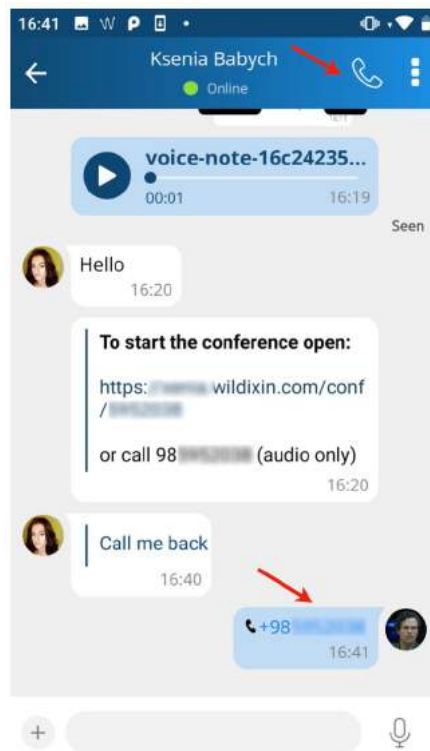
### From Chat

- 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.

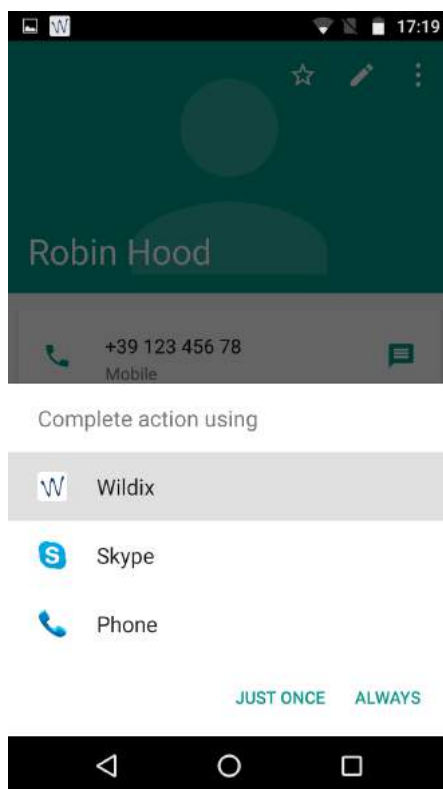
 Note: Android Collaboration app supports receiving *Call me back* messages (currently, it is impossible to send them via the app).  
To place a call, just tap **Call me back**.





## 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:

- `<a href="tel:[phone number]">`
- `<a href="sip:[phone_number]">`
- `<a href="wildix:[phone_number]">`
- `<a href="callto:[phone number]">`

where [phone\_number] parameter can also start with “+”;

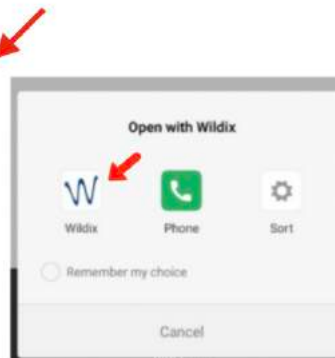
To generate a call from a browser:

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

Call (555)123-4567

Call (555)123-4567

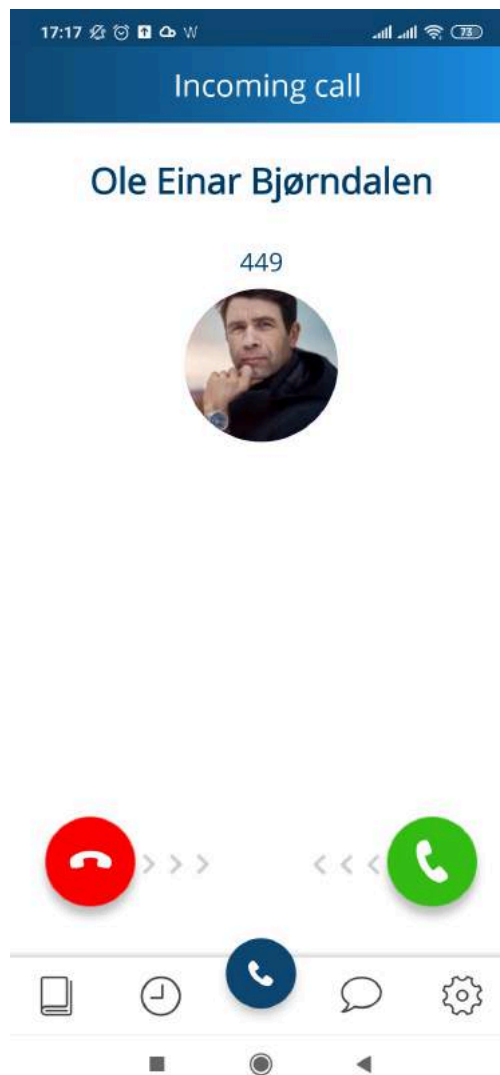
Call (555)123-4567



## 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

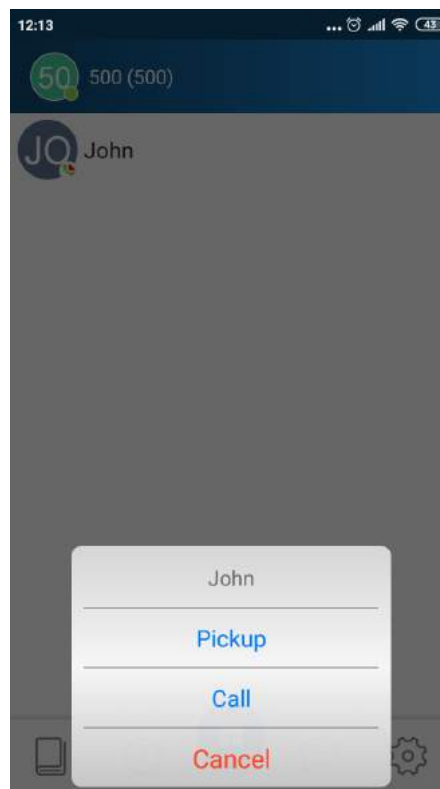


## Pick up a call of another user / a call group

**!** 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

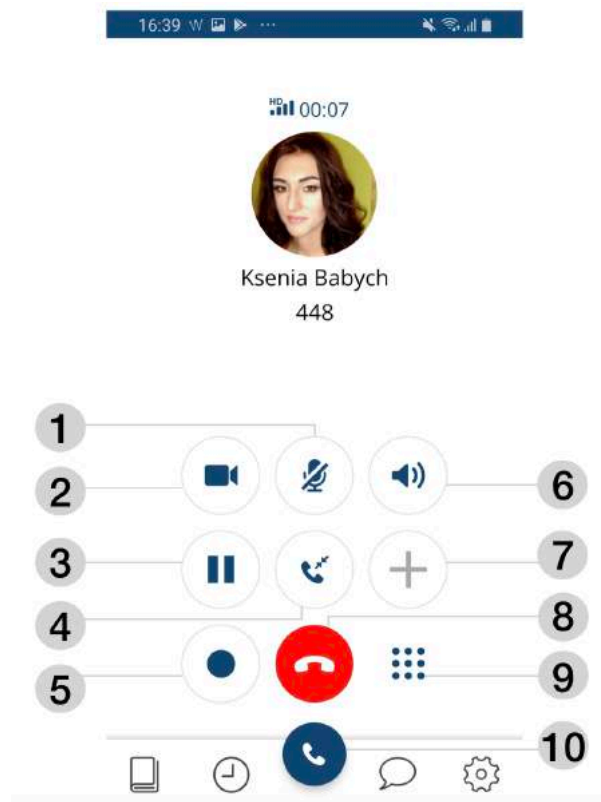
- Go to **Function keys** menu
- Tap on a user / a call group who are receiving an incoming call
- Choose **Pickup** from the drop-down list



 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:

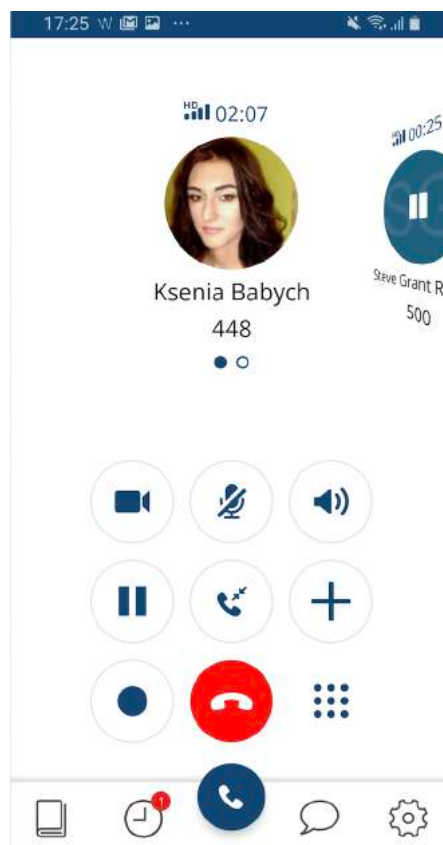
(transfer with notification)

- 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

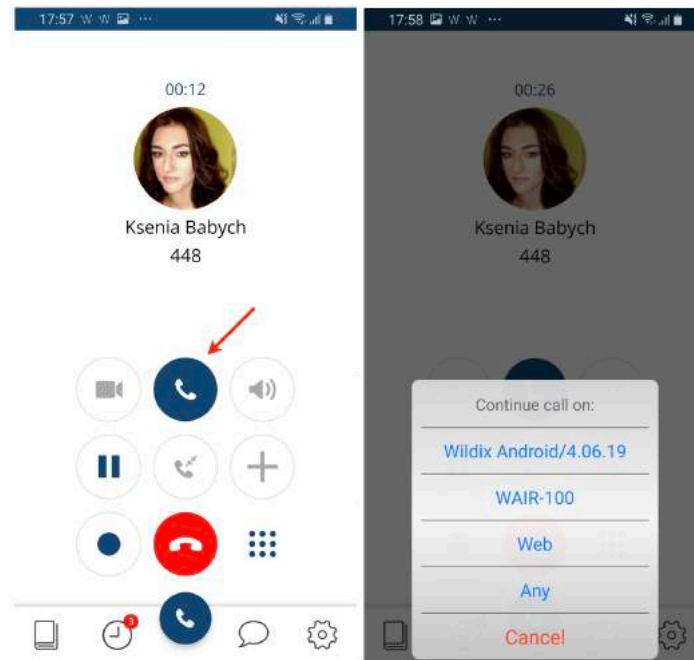
With the help of Call continuity it is possible to pass your active calls on other devices to Android or another specific device:

### 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.

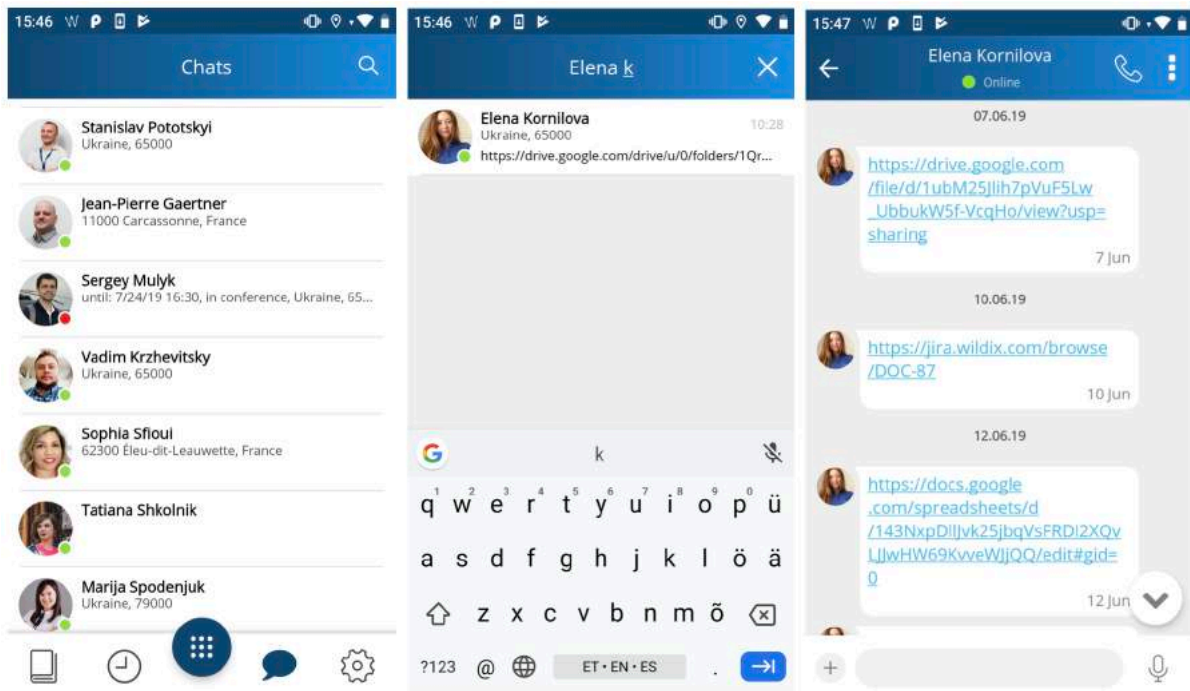
## Chat

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



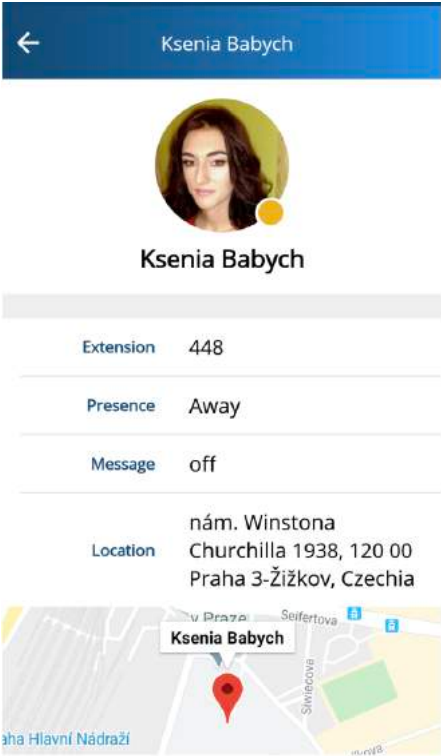
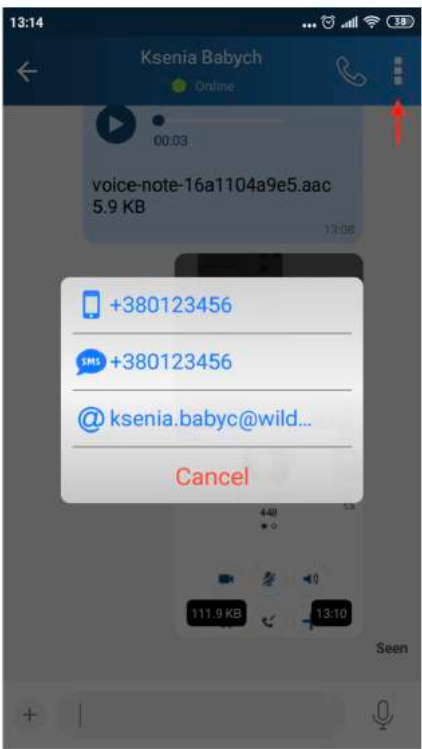
You can also open a chat from live search results and *History*.



 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



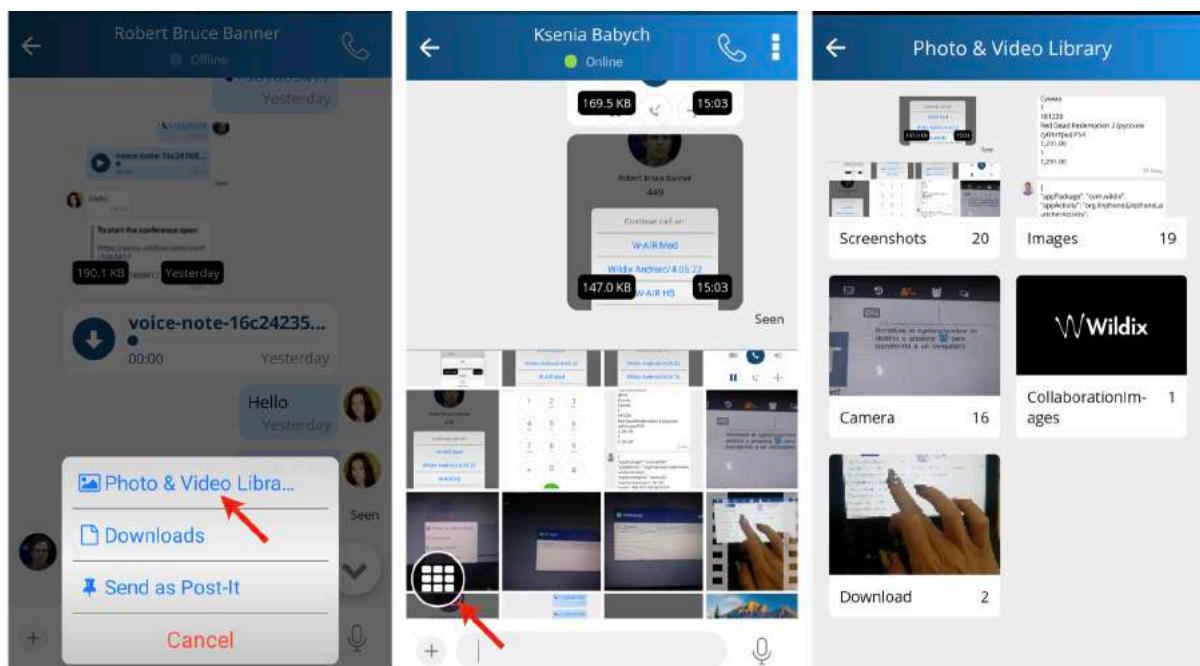
 Note: contact information is also available in *History*.

## 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*

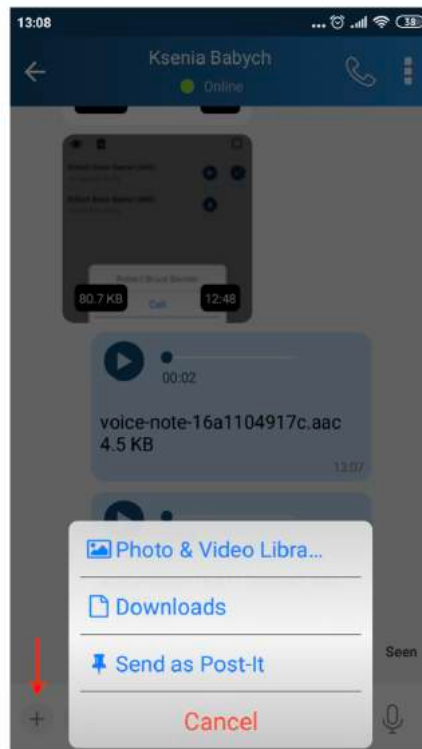
You can select a specific album from *Photo & Video Library* on your phone and select files to be sent:



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

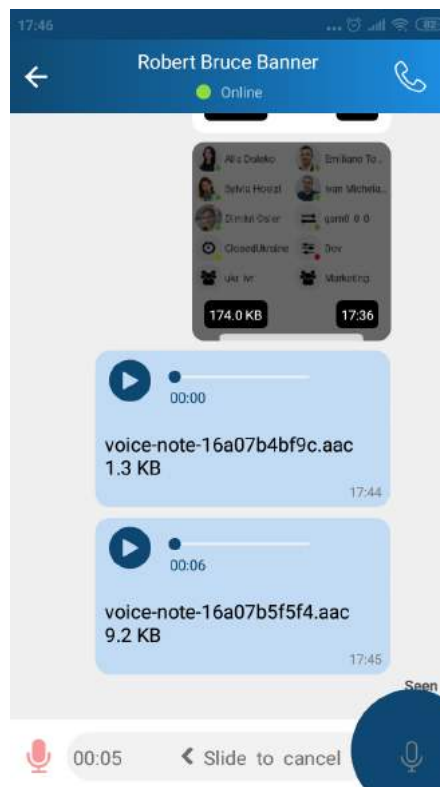
### Send a Post-It

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



## Send a voice recording

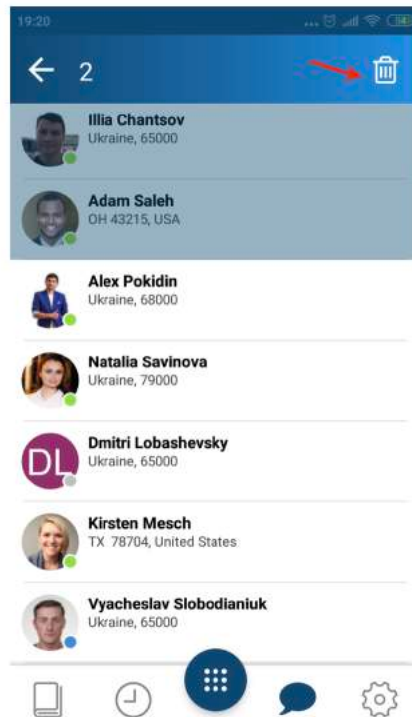
- Start a chat with a user
- Press and hold **Microphone** icon to record a message
- After you finish, release to send



 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

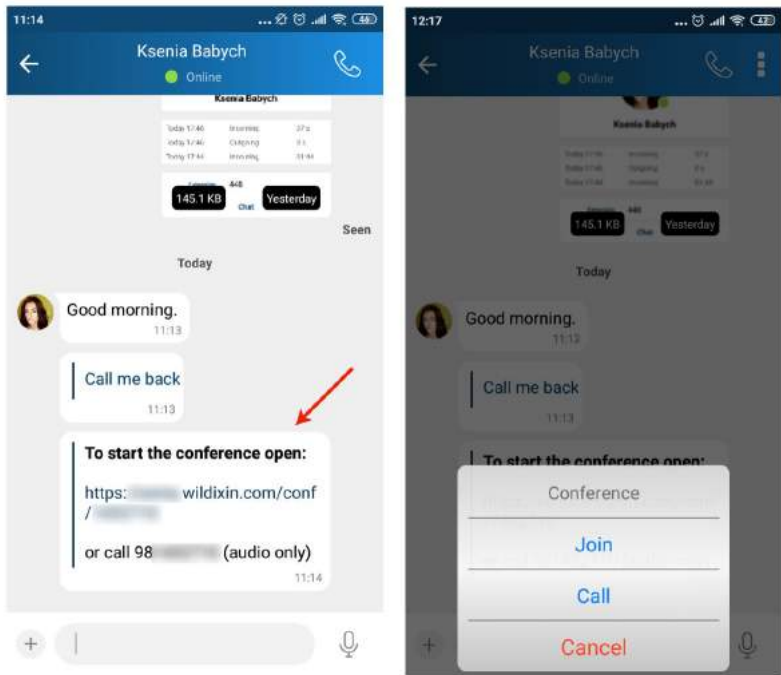


## Participate in Wizeconf videoconference

⚠ Important: for access to video conferencing service on Android devices, use Google Chrome browser or install [Wizeconf Android App](#).

To participate in Wizeconf 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 [Wizeconf Videoconference User Guide](#) for details



- To enter the room via the App, tap **Join this meeting using the App** (if you don't have the app installed, select **Download the App**). You can still access via a web browser by selecting **Launch in web**:

You need the Wildix mobile app to join this meeting on your phone.

If you already have the app:

JOIN THIS MEETING USING THE APP

If you don't have the app yet:

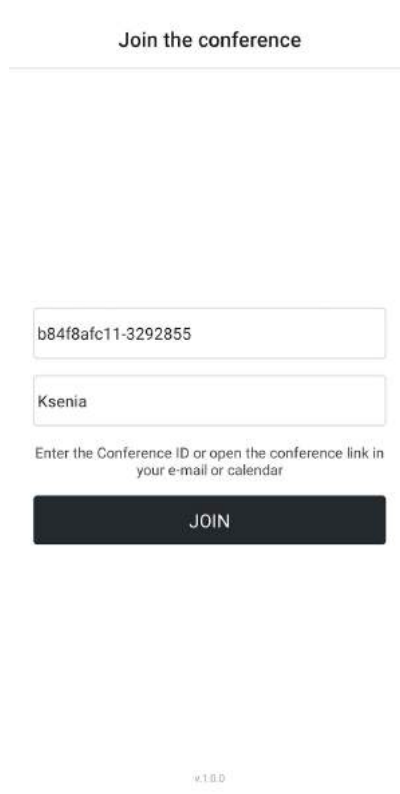
DOWNLOAD THE APP

LAUNCH IN WEB

To join your meeting, dial one of these numbers and then enter the pin.  
PIN: 329 285 5

| Country   | Dial-in Numbers |
|-----------|-----------------|
| Argentina | +541152380025   |
| Australia | +61251043312    |
| Austria   | +43720828291    |
| Belgium   | +3278079205     |
| Canada    | +18337125016    |
| Colombia  | +5715141380     |
| Denmark   | +4578150506     |
| Estonia   | +3726682768     |
| Finland   | +358753252721   |
| France    | +33971074804    |
| Germany   | +498920194075   |

- Upon the first access via the App, you need to enter your name, the conference ID is already present, then tap **Join**:



Join the conference

b84f8afc11-3292855

Ksenia

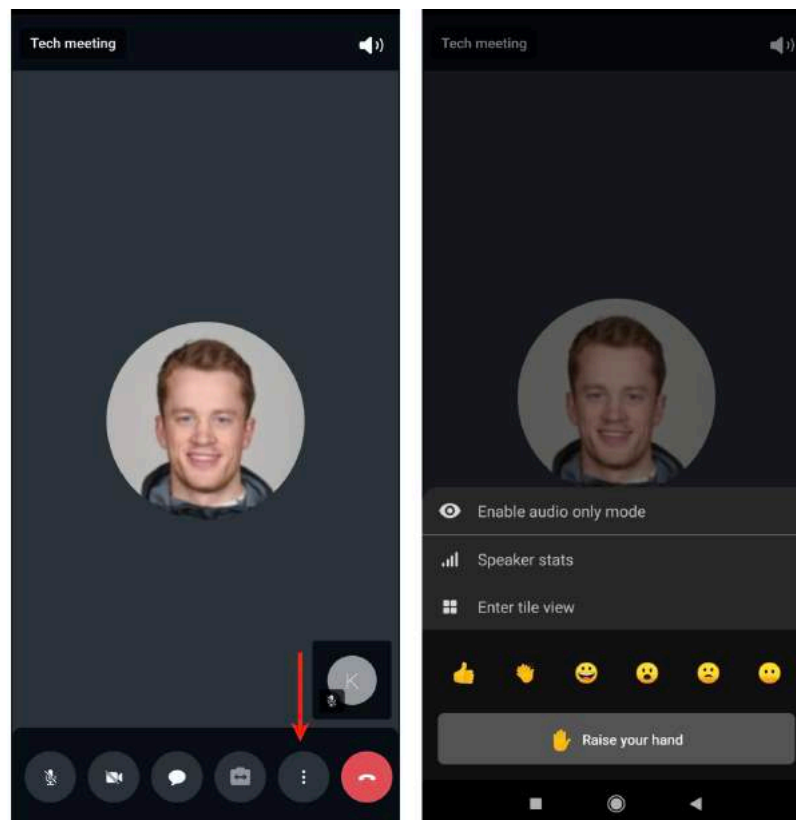
Enter the Conference ID or open the conference link in  
your e-mail or calendar

JOIN

©1880

- When you are inside the conference, you can adjust different settings by tapping on **Three dots** icon: enter tile view, raise your hand and send a reaction etc:





- To leave the conference room, tap the **red handset** icon

- ⚠ 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
  - DND status "in conference" is removed after the conference is finished, but is not removed automatically after closing tab with conference
  - Camera (rear / front) and microphone names are not displayed if joining via web
  - Impossible to switch between front and rear camera after entering a conference if joining via web

## Multiuser group chat

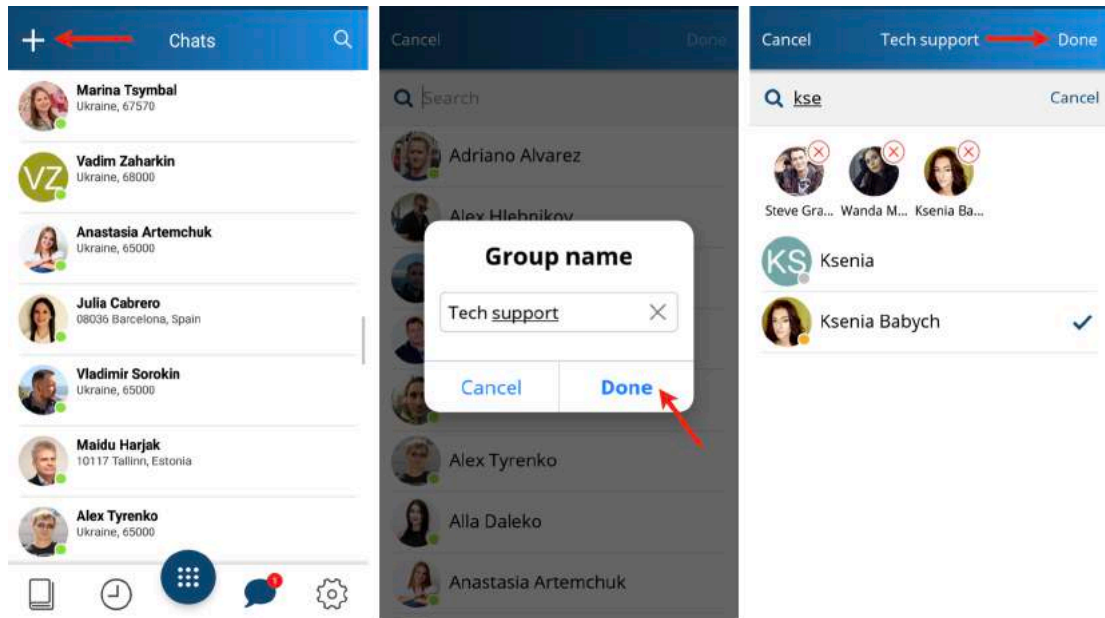
⚠ Available starting from Android App version 4.10.19 and WMS version 4.03.44817.02.

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

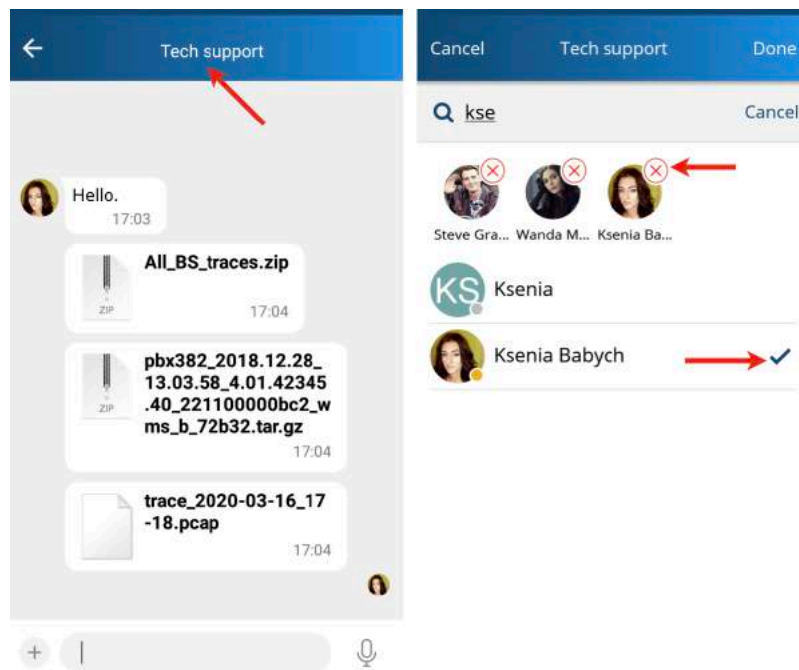


### Add / remove participants

 Note: you cannot remove yourself.

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

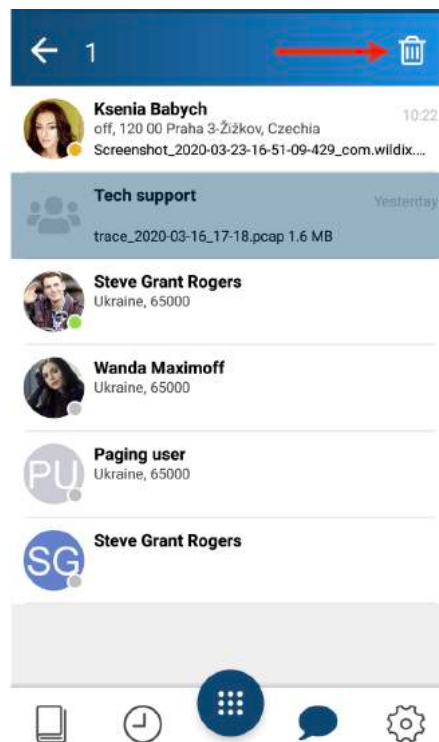
- To add a participant: start typing a participant's name/ extension number in the search field, tick to add
- To remove a participant: untick a participant or tap on a participant with indicated **x** icon
- Tap **Done** to save changes

**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



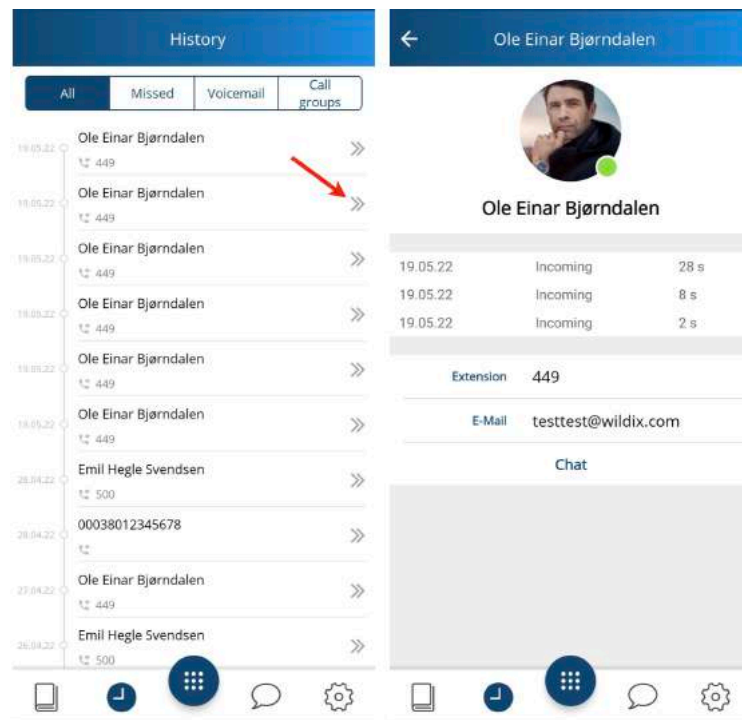
## History

 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, tap **Voicemail** tab
- To view missed calls notifications for specific Call groups (Call Group notifications manager feature, tap **Call groups** tab

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

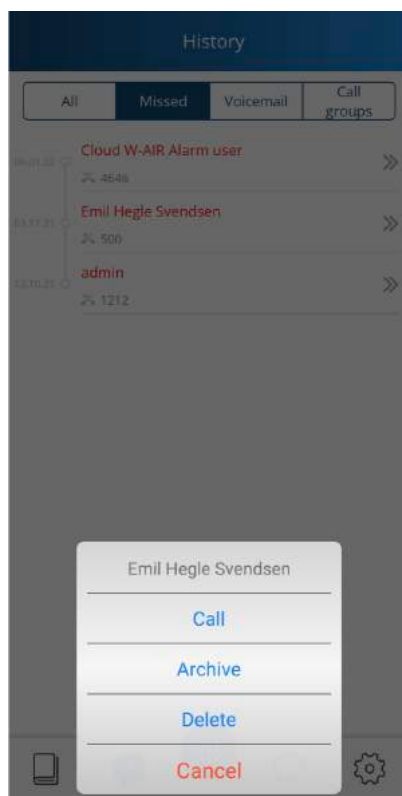


## Archive / Delete calls

- 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



## Call Group notification manager

Starting from the App version 5.05.07, it is possible to view missed calls notifications for specific Call groups by using Call Group notification manager feature.

Check the documentation [How to set up the Call Group notifications manager feature](#) for details.

## 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
- To save any new changes in Contact center menu, press **Back** button (exit Contact Center menu)  
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<sup>5</sup> 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<sup>5</sup>: <https://play.google.com/store/apps/details?id=com.davdroid.managed>
- DAVx<sup>5</sup> free version via apk: <https://f-droid.org/packages/at.bitfire.davdroid/>

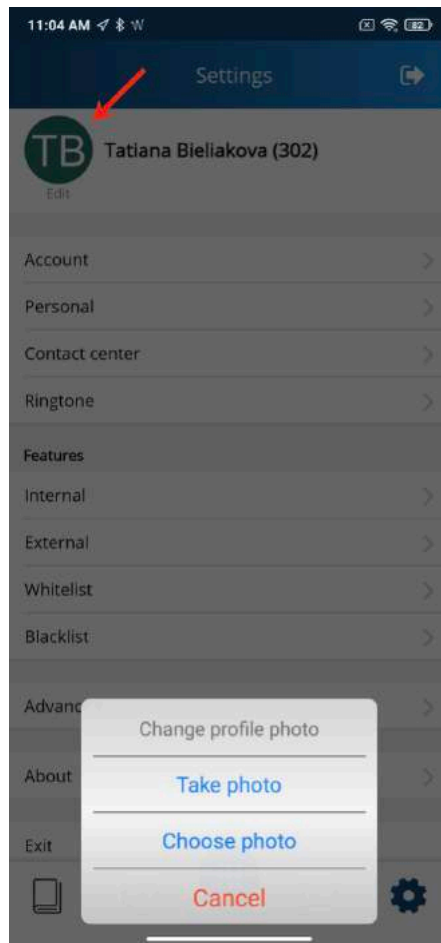
Read [Appendix 1: Sync of enterprise phonebooks with WildixDAV](#) for more information.

- **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

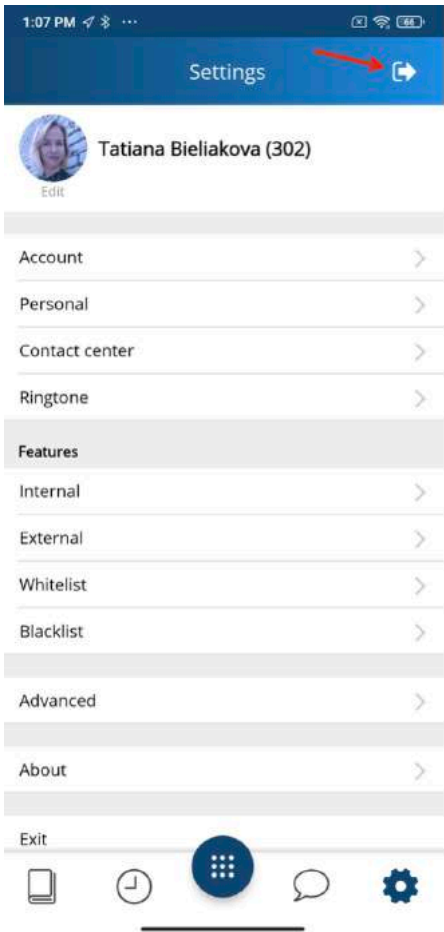
- Tap user picture to change the current profile photo
- Take a new one or choose the already existing photo





## Log out

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



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