



Vonex Softphone

Android App
User's manual

2024

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How to start working with your mobile App

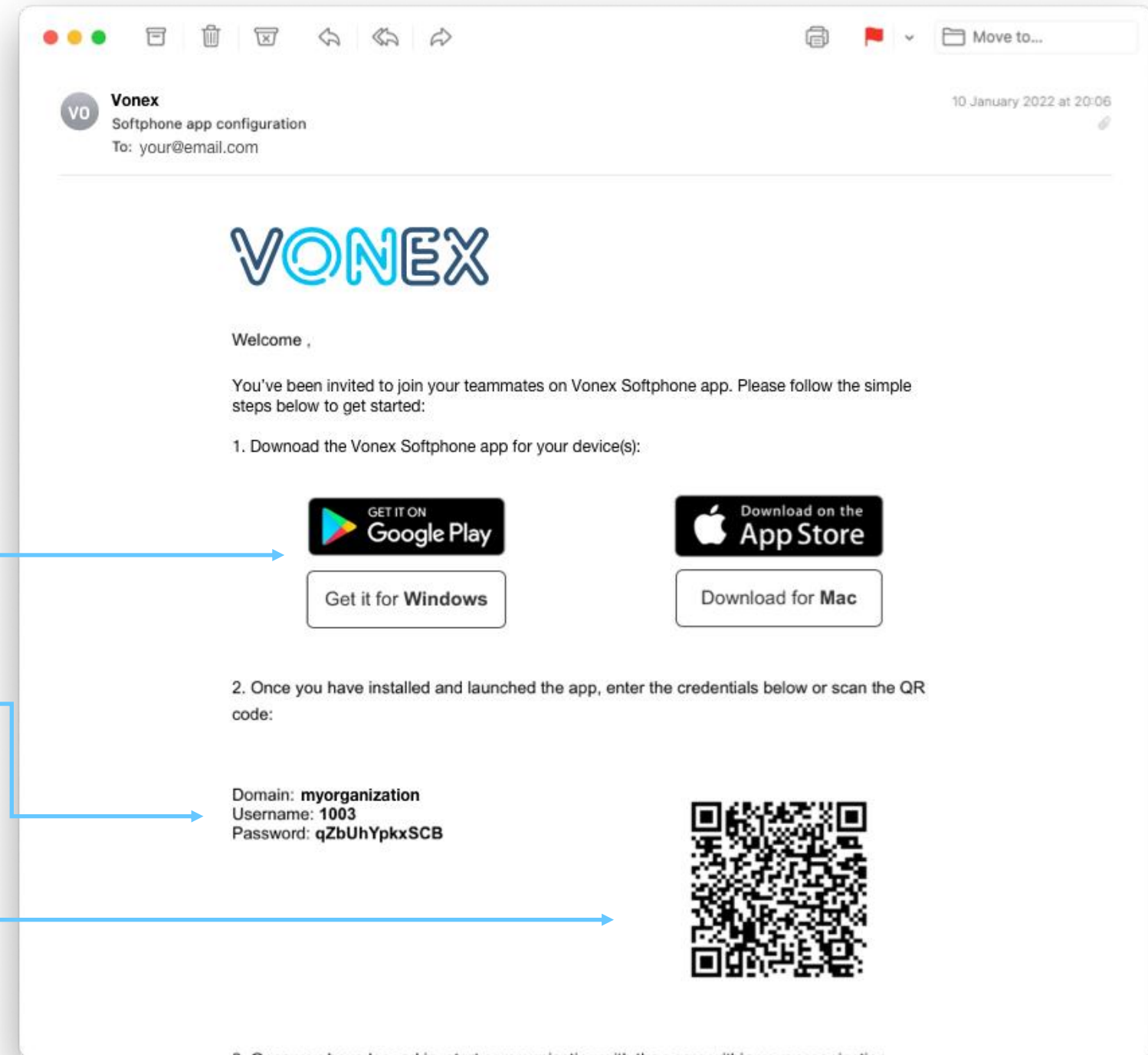
To start using the mobile application on your Android device, you need to:

1. Open an email from your PBX Administrator that contains links for downloading the apps, your authentication credentials and a QR-code for easy access to your account.


Links to the apps for different devices.

Credentials that you need to use to log into the app.

QR-code for quick access to the app.



2. Click on  icon to download the mobile app, suitable for your Android device.

3. After installing the app on your phone, click on the app icon  to launch the app.

4. To log into the app, you can enter your Authentication Credentials [manually](#) or [scan a QR-code](#) provided in the email you received from your PBX Administrator.

Manual entering of authentication credentials

When you open the app for the first time, to log in, you would need to enter the authentication credentials stated in the email which you received from the PBX Admin.

After the Domain and Proxy settings you need to enter the rest of your login credentials into the fields described below:

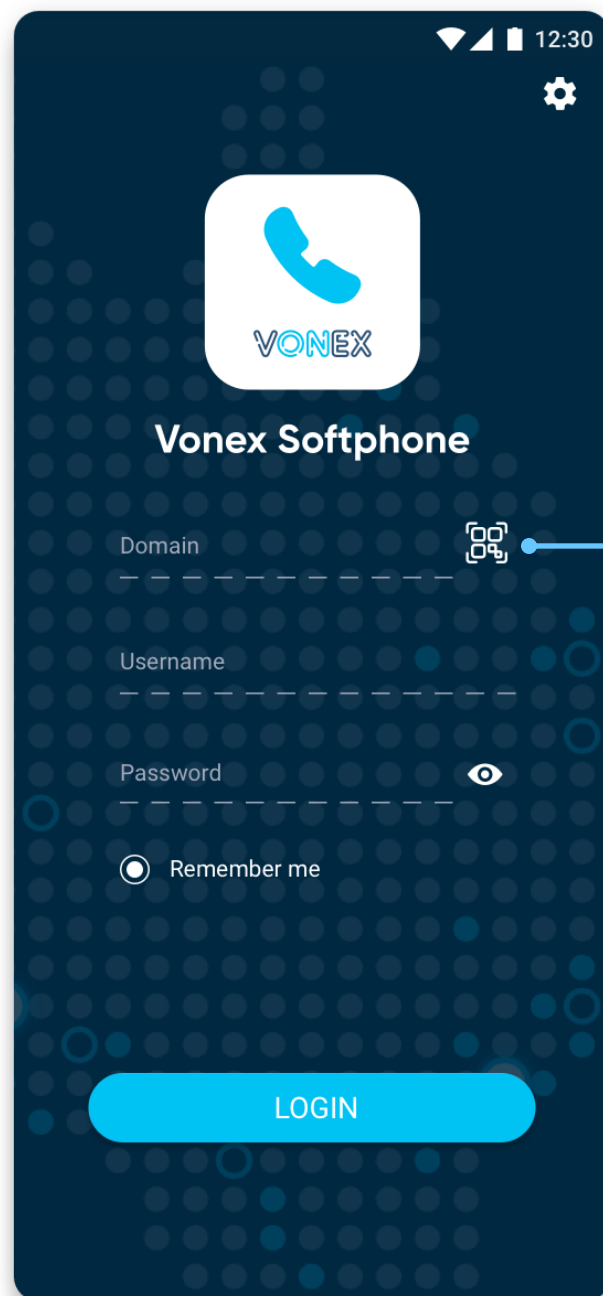
The screenshot shows the Vonex Softphone login screen. At the top right, there is a gear icon for settings. Below it is the Vonex logo and the text "Vonex Softphone". There are four input fields: "Domain", "Username", "Password", and "Remember me". A "LOGIN" button is at the bottom. Annotations with lines pointing to these elements include: "Proxy server settings (optional)" pointing to the gear icon; "1. Enter the domain name of your organization." pointing to the Domain field; "2. Enter your username" pointing to the Username field; "3. Enter your password" pointing to the Password field; "Save your authentication parameters within the app (optional)" pointing to the Remember me checkbox; and "4. Click 'Login' button to proceed." pointing to the LOGIN button.

The screenshot shows the Vonex Softphone proxy settings screen. At the top left, there is a back arrow. Below it is the Vonex logo and the text "Vonex Softphone". There is one input field labeled "Proxy (Optional)". A "NEXT" button is at the bottom. Annotations with lines pointing to these elements include: "Return to the login parameters screen without saving the changes" pointing to the back arrow; "Enter the Proxy Server address" pointing to the Proxy (Optional) field; and "Save changes and go back to the login screen" pointing to the NEXT button.

Log into the app by scanning a QR-code

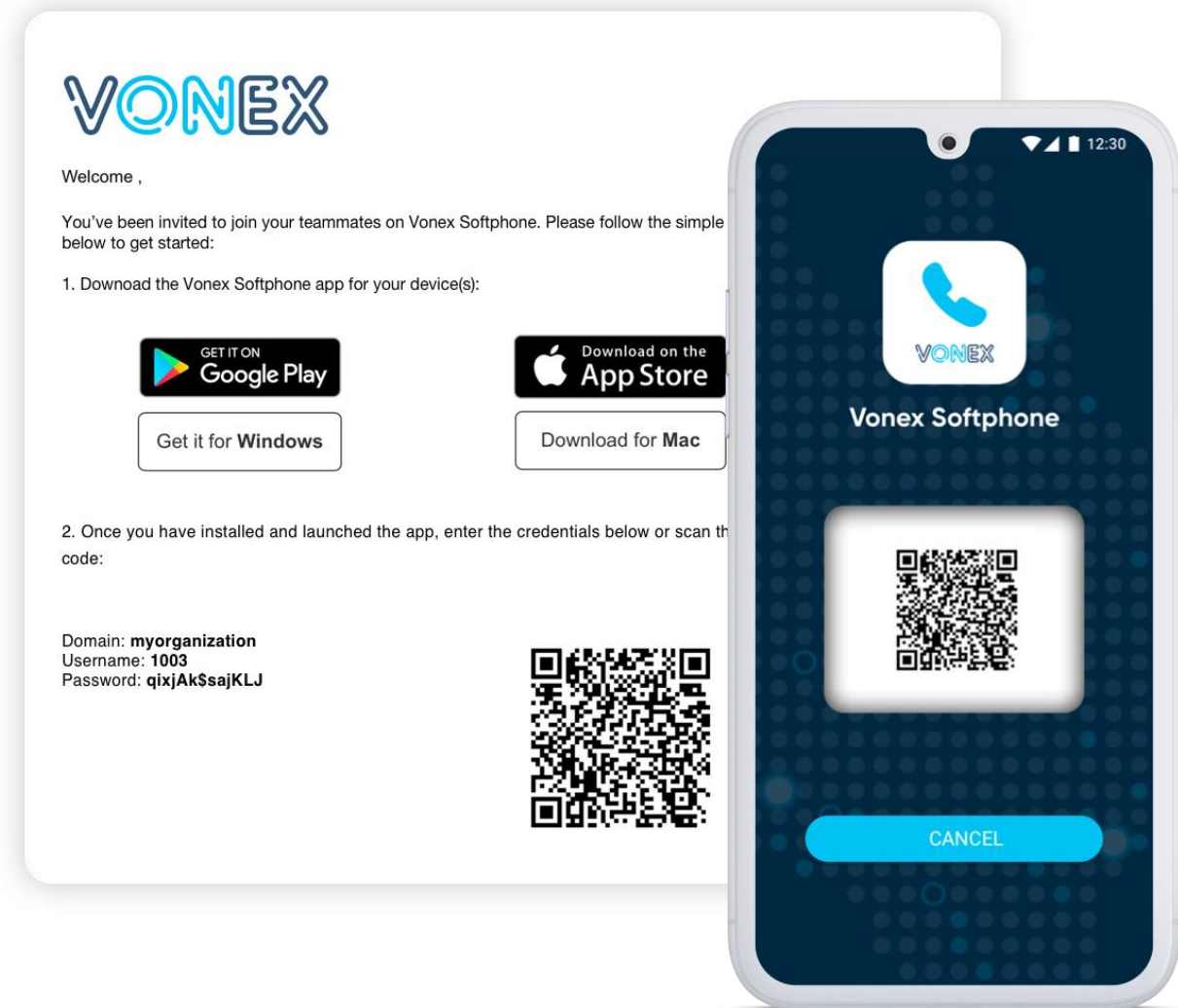
To use a QR code that you received in an email from your PBX Administrator:

1. Click on a QR-code icon at the login screen:



Open QR-code scanner.

2. Point your mobile device camera at the QR-code in your email to scan the QR code.

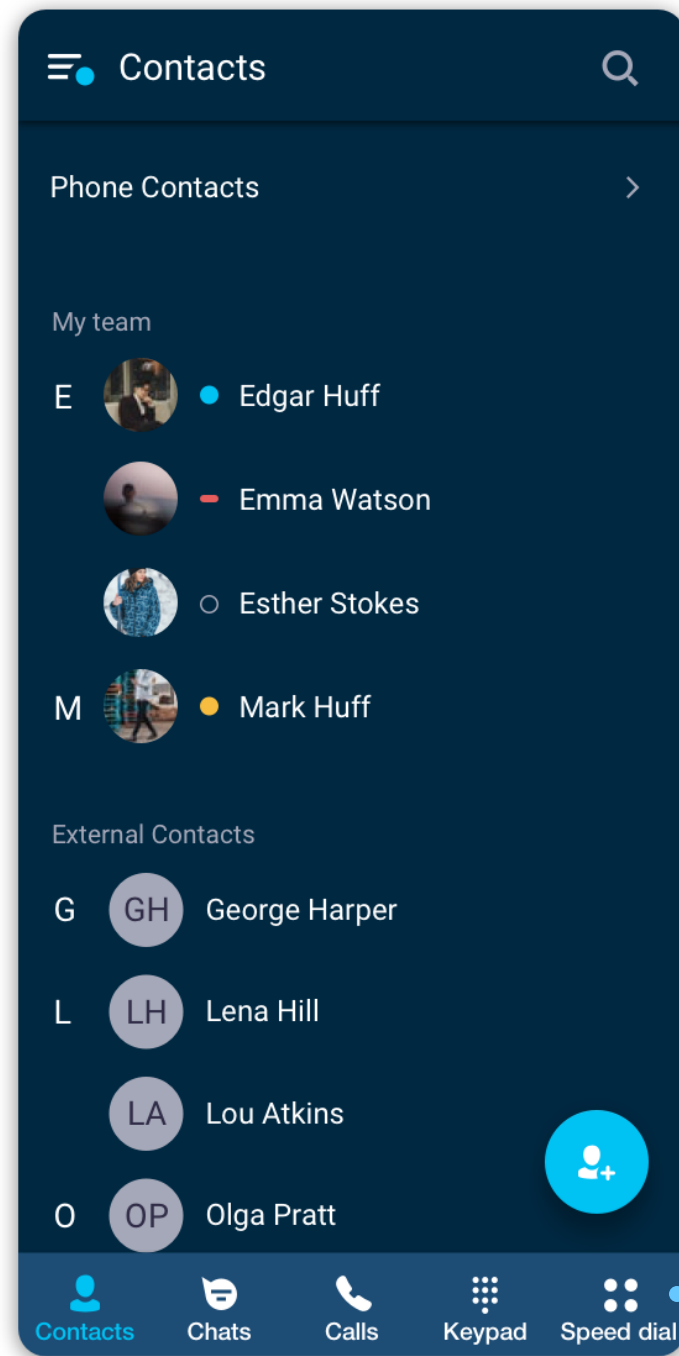


Please note

Without the access to your device's camera, the mobile app would not be able to read the QR-code. To scan a QR-code, the mobile app will ask for a permission to access your device's camera.







User Interface overview

After you've logged into the app, you'll see a user interface as shown on a screenshot below:








Navigation bar

The Navigation bar of the mobile app has following tabs:

-  **Menu.** Here you can find all the app settings, including your profile and presence status selection.
-  **Contacts.** This is where you can find your colleagues and all your business contacts.
-  **Chats.** Here you can chat with your team, share files, photos, etc., and send SMS to your external contacts (only if SMS feature is enabled for your account in the admin portal).
-  **Calls** tab is where you can dial a phone number to make a call and view the history of all the calls you've made.
-  **Keypad.** Use this tab to dial a phone number or to access your phone's Contacts List.
-  **Speed dial.** In this tab, you or your PBX administrator can add phone numbers, emergency contacts, and buttons for quick access to various PBX features.


User presence statuses

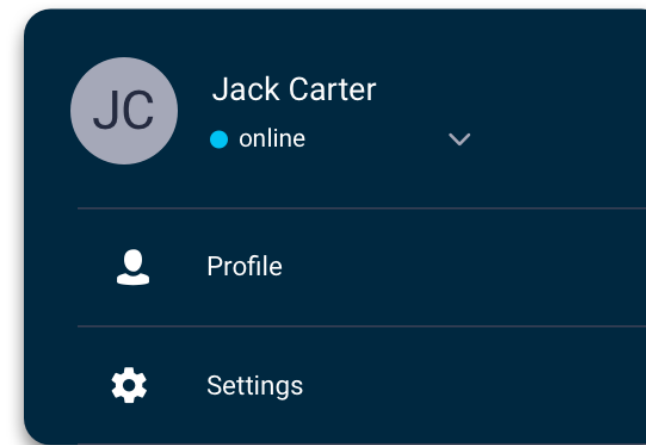
With the help of various user statuses your mobile app allows you to share your availability with the team and check the availability of your colleagues. There are 5 different states a user can have:

-  **Online.** This state shows that user is currently online and able to receive calls and messages.
-  **Away.** This state indicates that user is currently out of his work place. Does not affect the ability to receive calls and messages.
-  **Busy.** In this state all incoming calls will be blocked but user will still be able to receive messages.
-  **Offline.** Offline Users cannot receive neither calls nor messages.
-  **At the desk.** You can set this status manually if you have a desk phone connected to your Phone System and you would like for all incoming calls to be routed first to this desk phone. Meanwhile your mobile apps will receive incoming calls with a set delay.

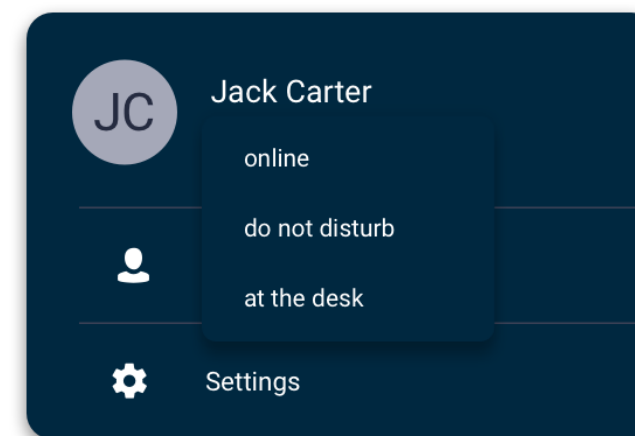
Changing your presence status

To change your status:

1. Switch to the Menu tab by tapping the  icon.
2. Tap on the Status dropdown menu.



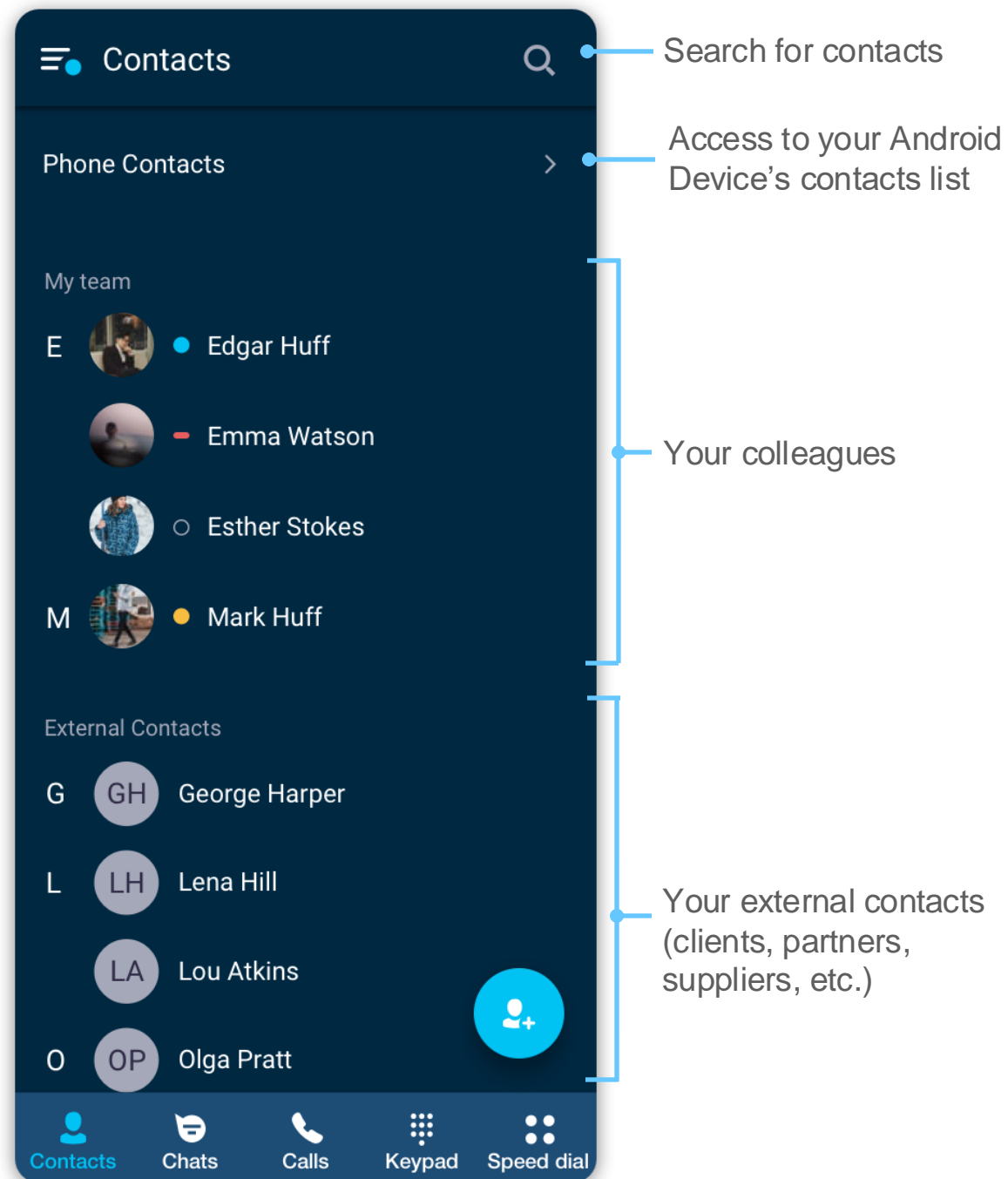
3. Choose one of the statuses available from the dropdown menu.




Working with contacts

The 'Contacts' Tab is where you can find contacts of all your colleagues and clients.

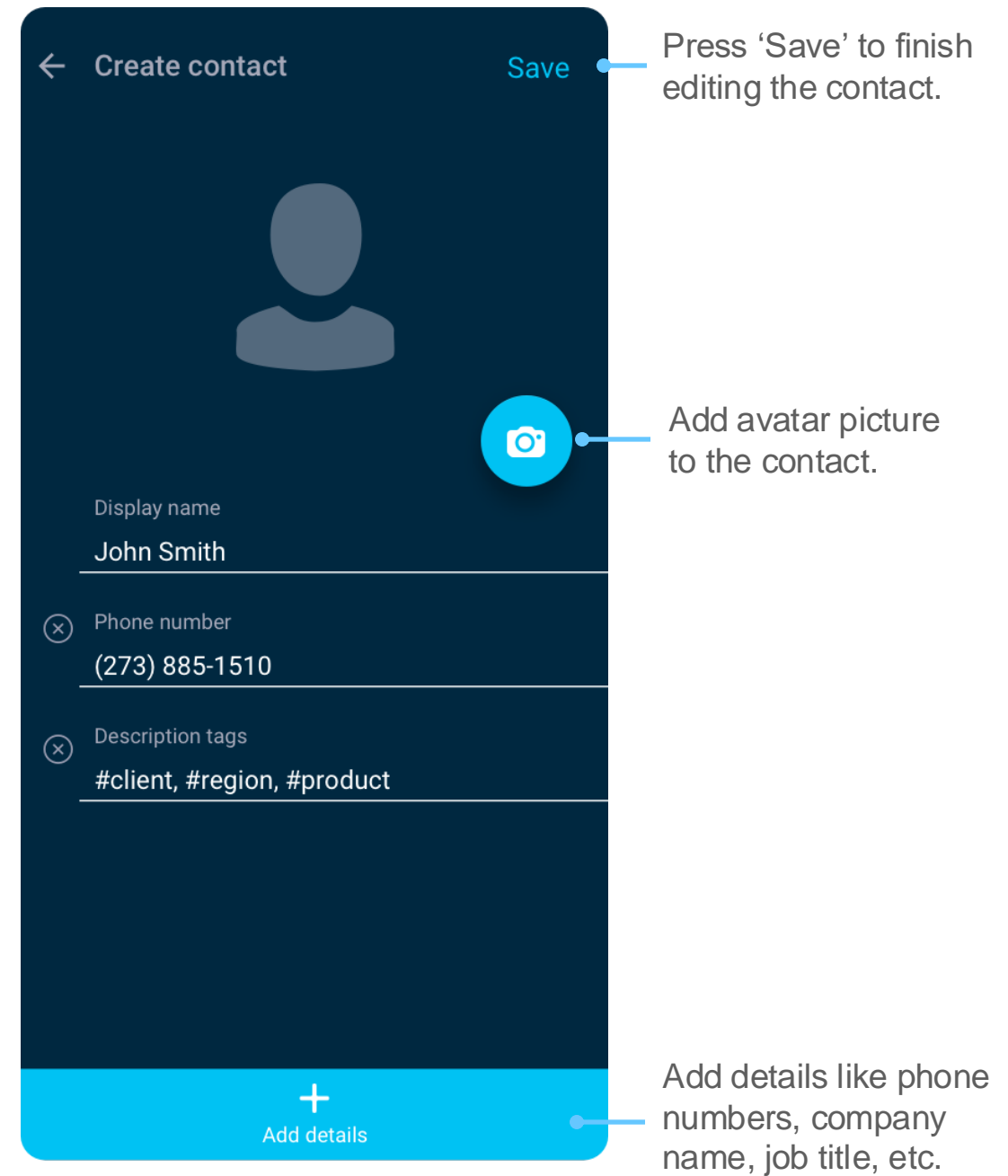
All your colleagues will be displayed in the 'My team' section together with their presence statuses.



Create a new contact

To create a new contact, tap on the  icon.

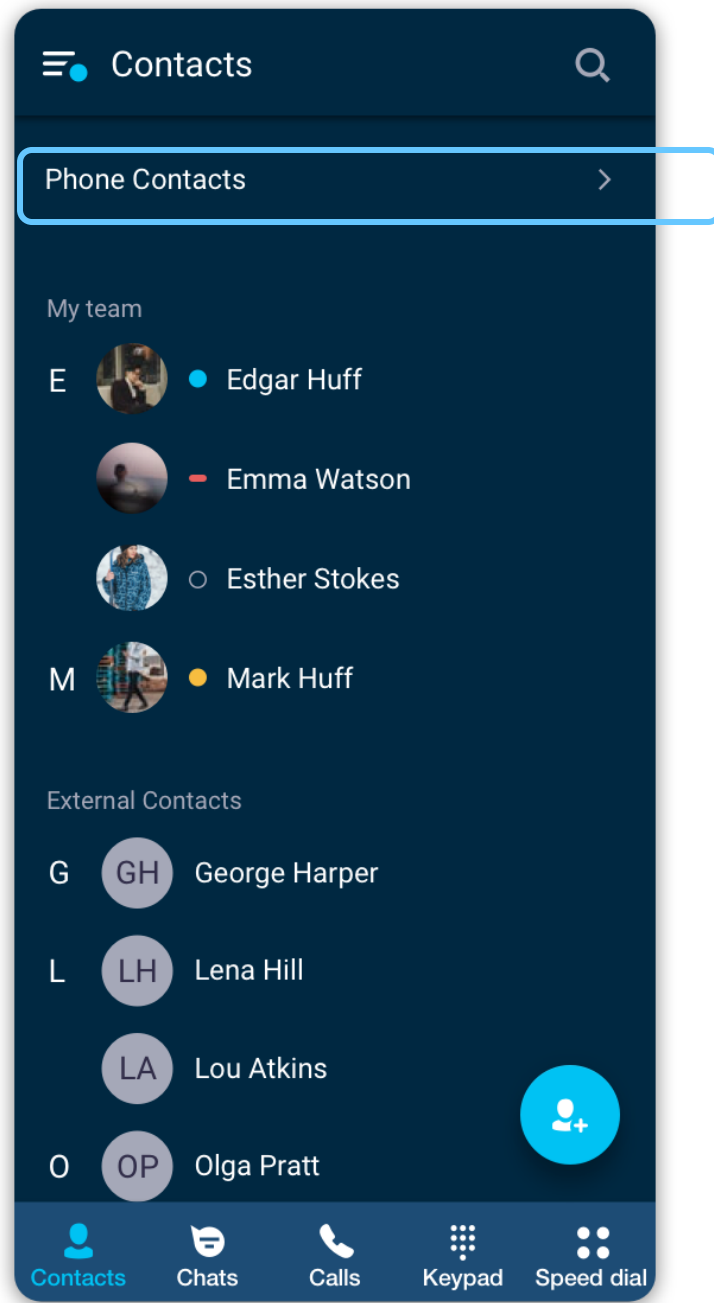
Then fill the name of the contact and add additional details by tapping on the 'Add details' button.




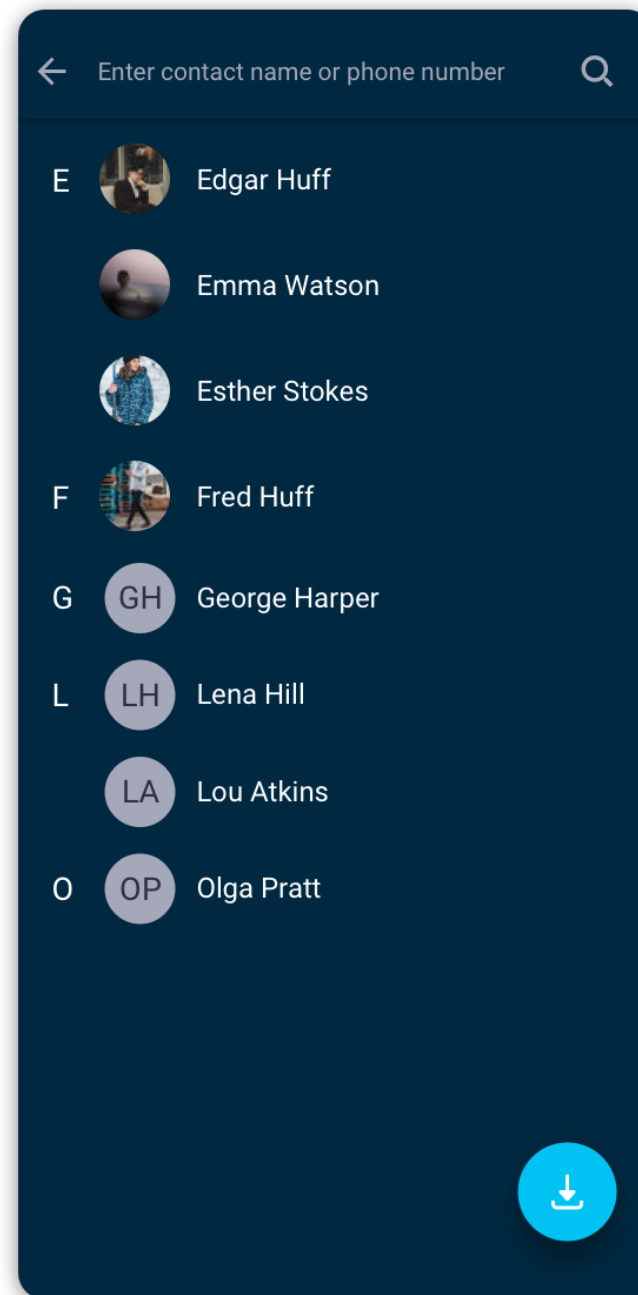
Import contacts

To import a contact from your android device into the mobile app:

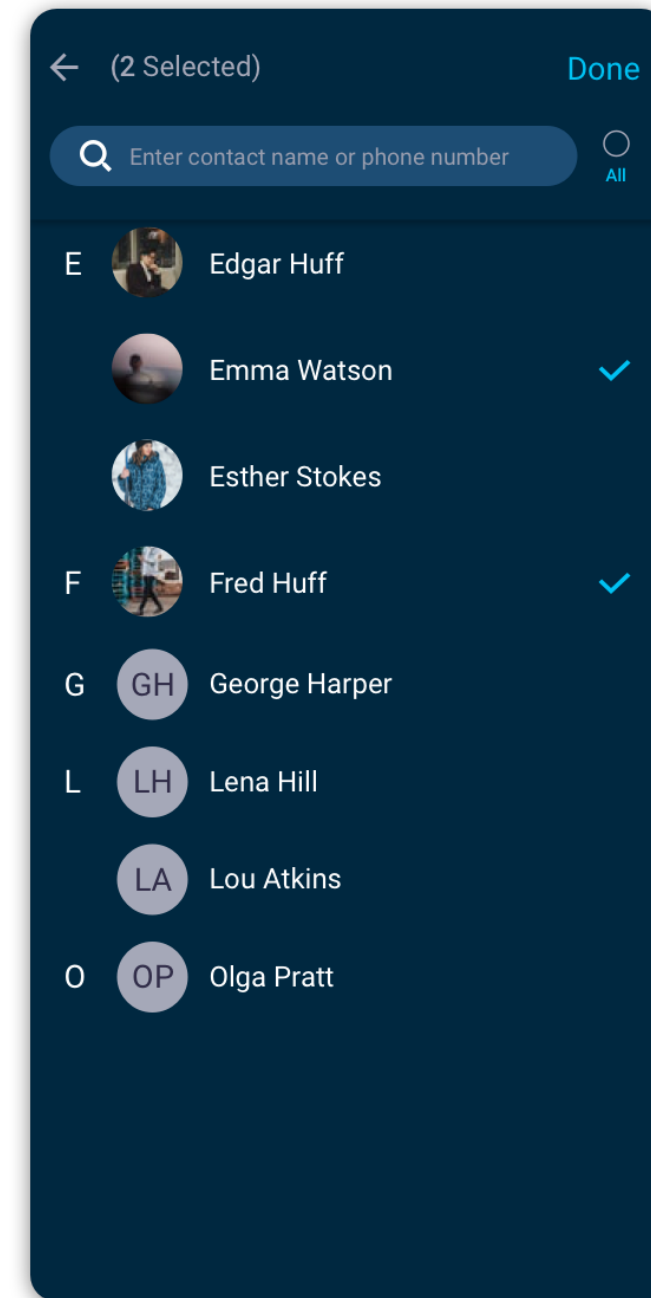
1. Tap on the **'Phone contacts'** in the **'Contacts'** tab.



2. Tap on  icon to select contacts you want to import.



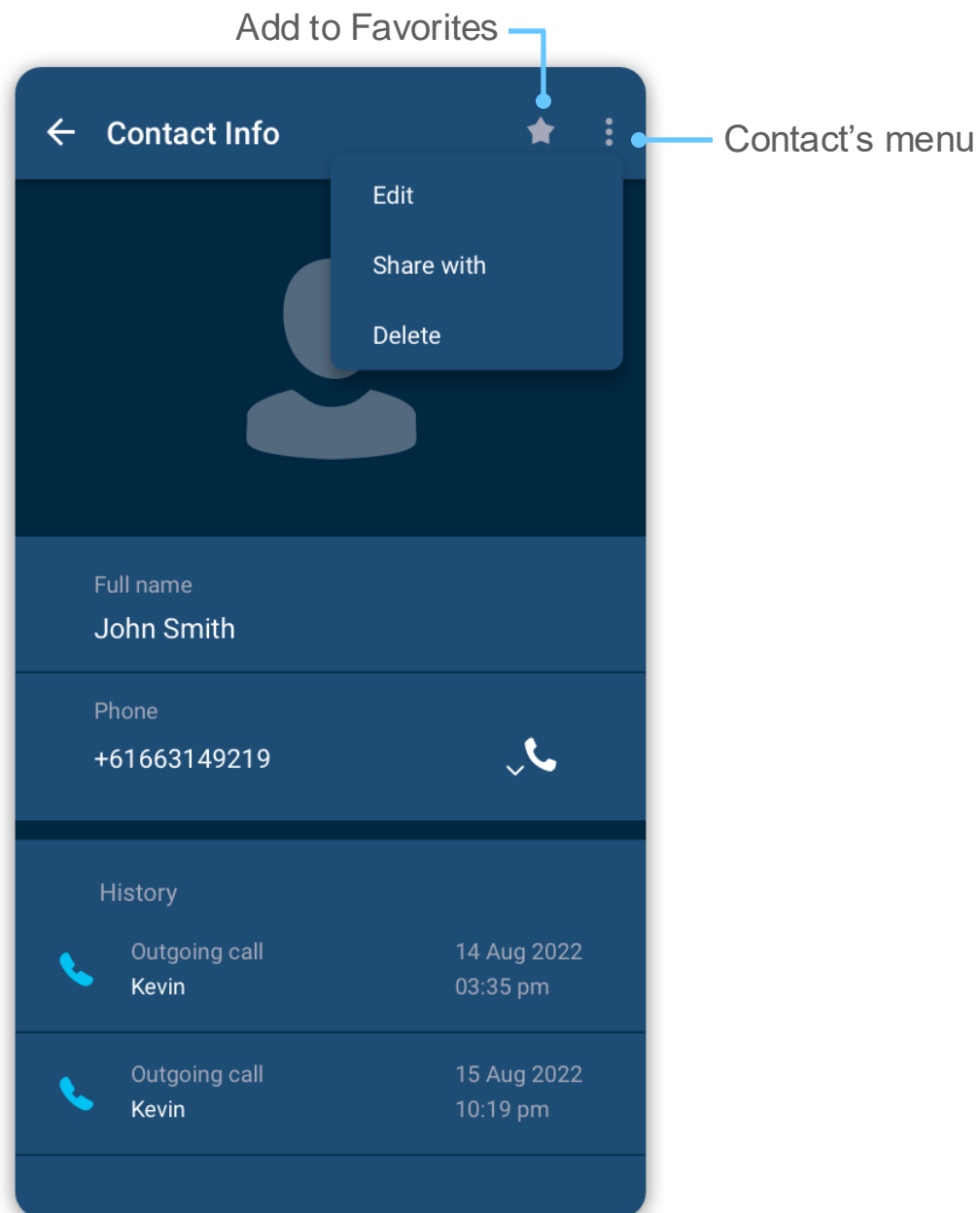
3. Select the contacts you would like to import and press **'Done'** button to finish importing.



Contact's Profile

A Contact's Profile contains all the details regarding a person or an organization, including the history of communication with your company.

To open a contact's profile, simply tap on a contact from your contacts list, or select a **'Contact Info'** option from a dropdown menu on a [chat screen](#).



Edit a contact


To edit a contact tap on the  menu icon in the contact's profile and choose **'Edit'** from a dropdown menu.

Delete a contact


To delete a contact:

- Long-tap on a contact in the contacts list.

OR



- Tap on the  menu icon in the contact's profile and choose **'Delete'** from a dropdown menu.

Add a contact to favorites

To add a contact to favorites, open the profile of a contact and tap on the  icon.

Share a contact

To share a contact with your colleagues:


1. Open the profile of a contact you want to share, tap on the  menu icon and select **'Share'** from the dropdown menu.
2. Select colleagues or chat groups you would like to share this contact with.
3. Tap on the  icon to confirm and share the contact.

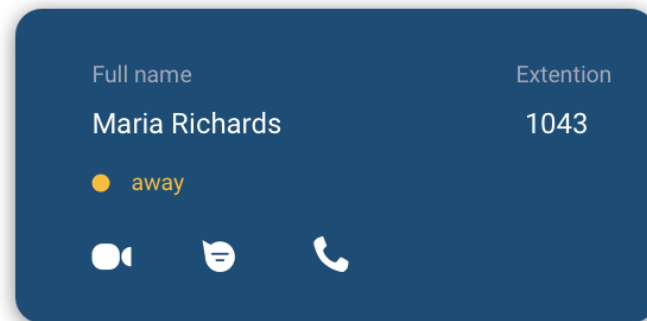
Calls

Making outgoing calls

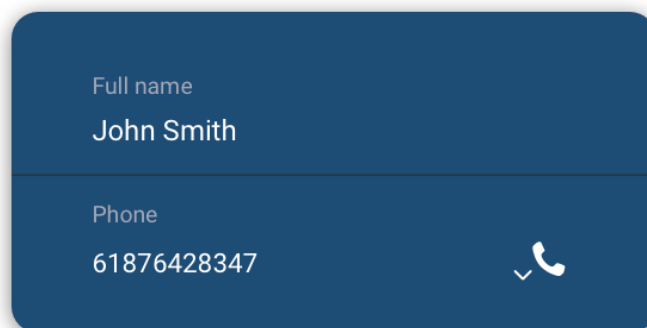
There are several ways to initiate an outgoing call from the mobile app:

Making a call from a contact profile

1. Open the [profile](#) of a contact that you would like to call.
2. Tap on the  icon to make a call.



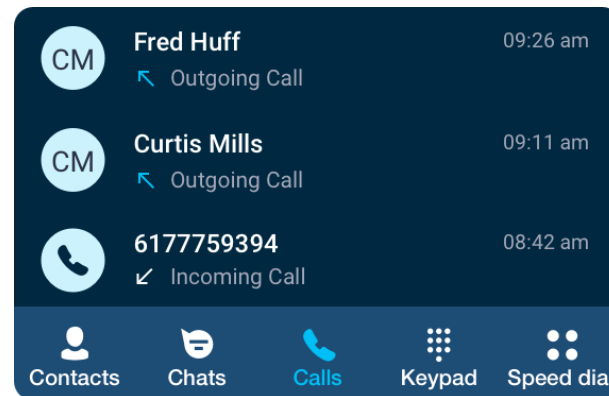
User's profile example




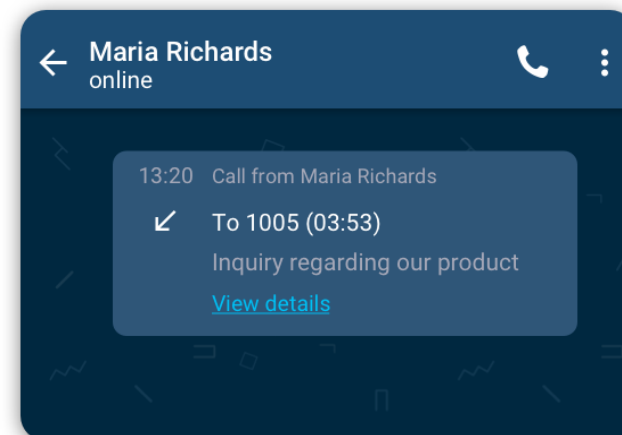
External contact's profile example

Making a call from a Calls tab


1. Open the **'Calls'** tab

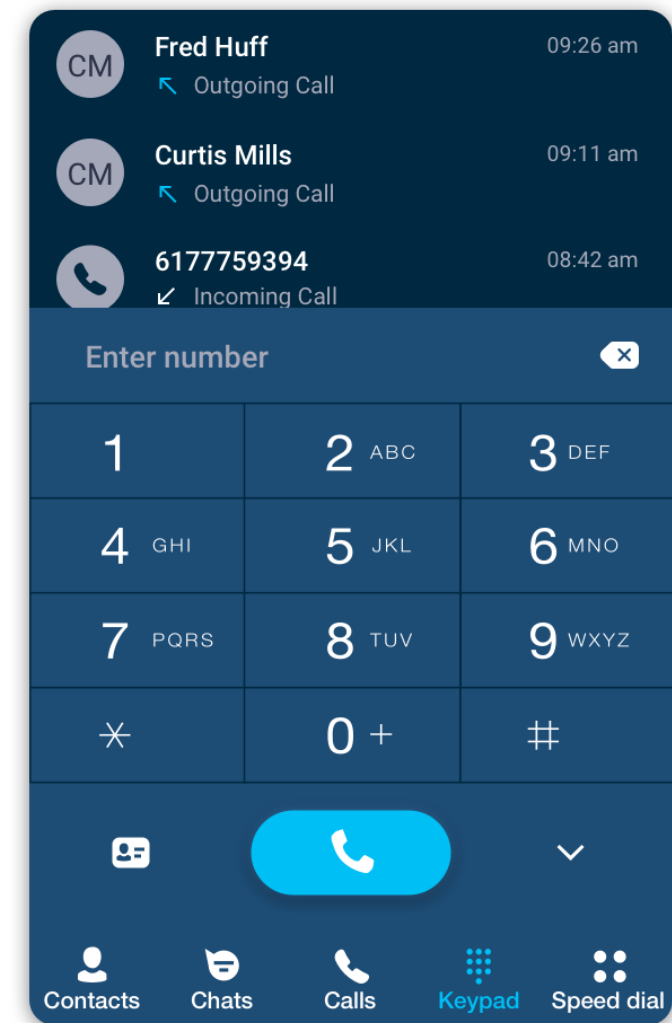


2. Select a contact from your call history.
3. Press on a  icon to make a call.



Making a call from the Keypad

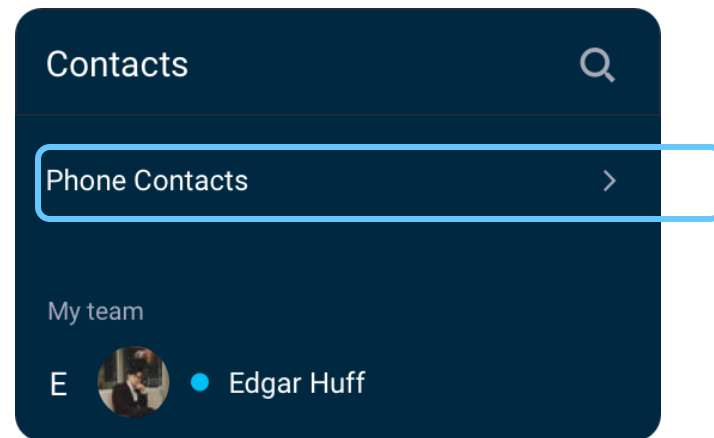
1. Open the Keypad tab.
2. Enter the phone number you'd like to call.
3. Press on a  button to make a call.




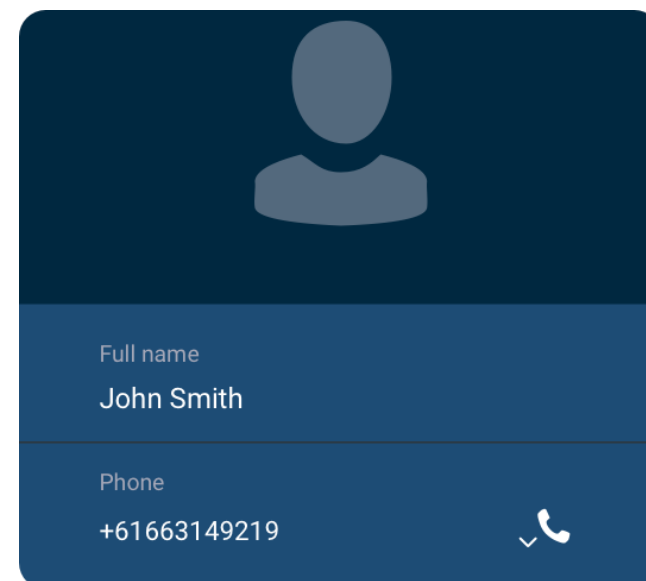
Dial a contact from your device's phone book

To call a phone number that is in your device's contacts list and is not imported into the mobile app:


1. Switch to the **'Contacts'** tab and select the **'Phone Contacts'** at the top of the list.

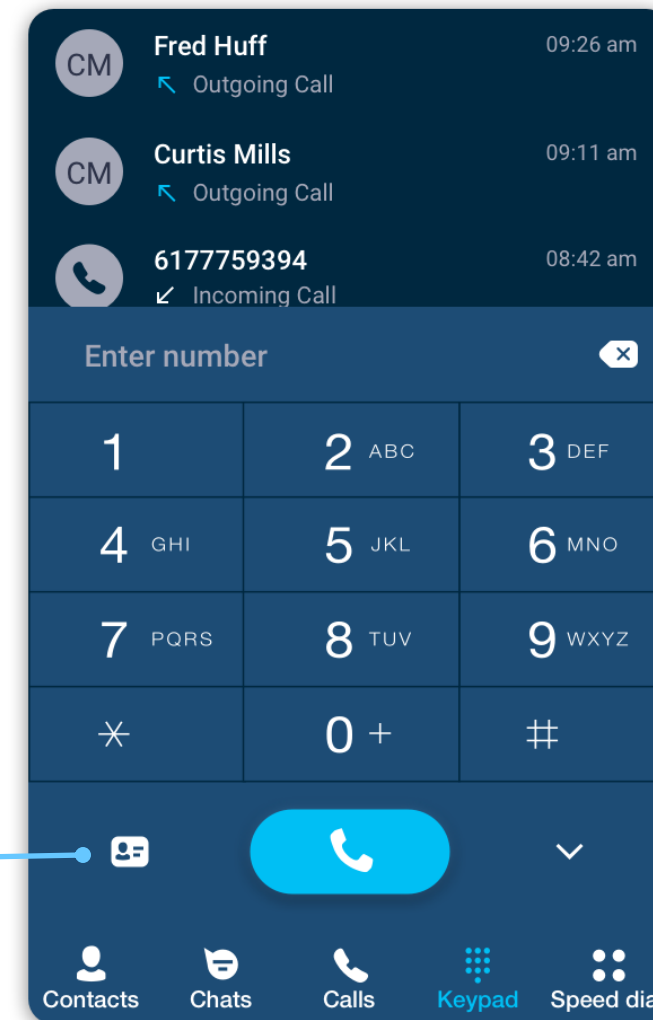


2. On the screen with the list of your contacts, tap on a contact you want to call.
3. Press the  icon to make a call.



Alternatively

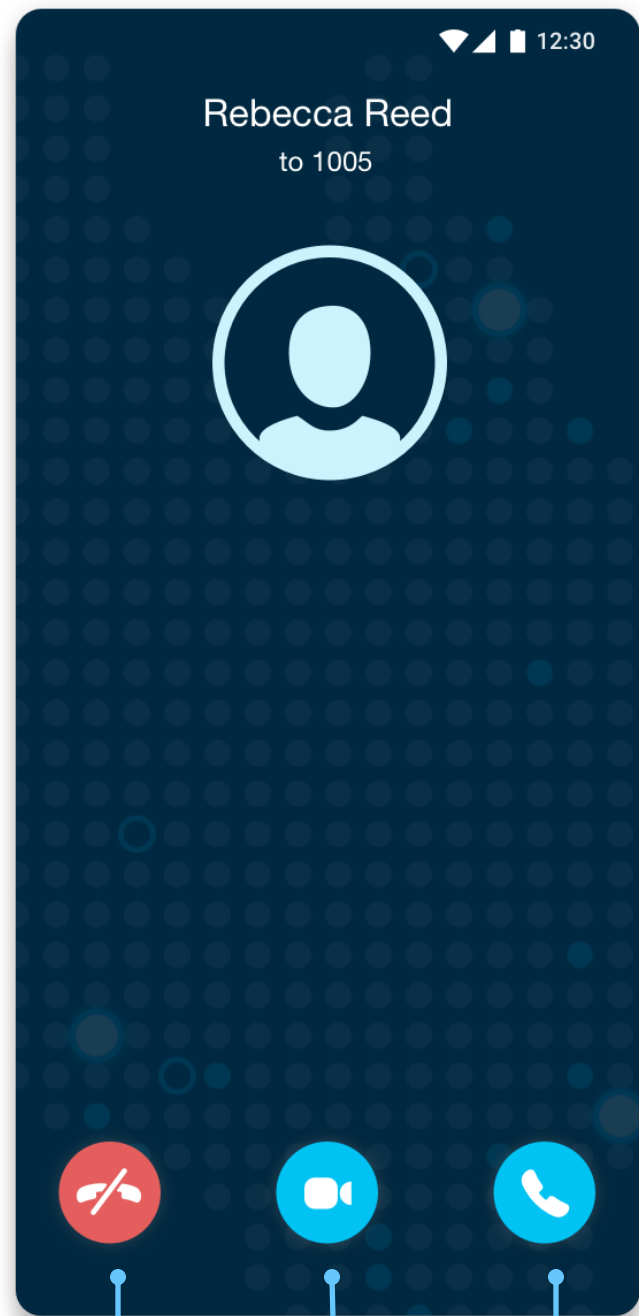
1. Open the 'Keypad' tab
2. Press the  icon on the bottom left corner of the numpad.



Open your device's phone book

Incoming calls

Upon receiving an incoming call, on your mobile device you will see a following screen:

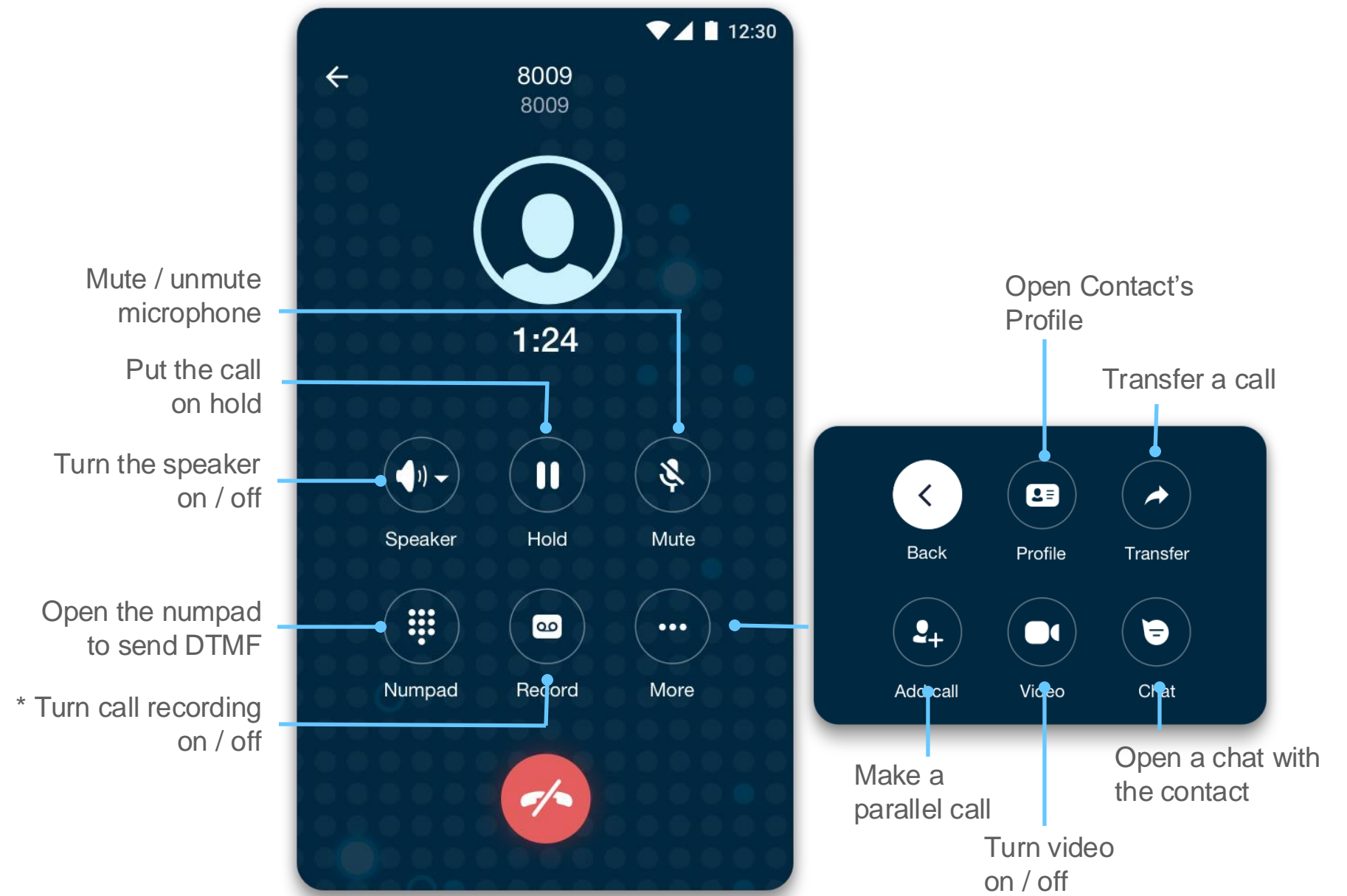


Drop a call

Pick up with video on

Pick up with audio only

During a call you have access to the following features:



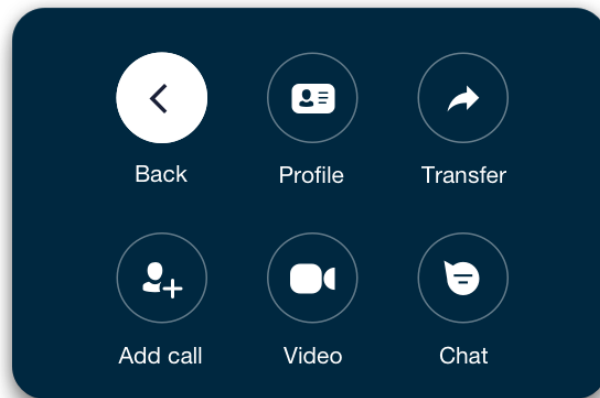
Transfer a call

To transfer a call:

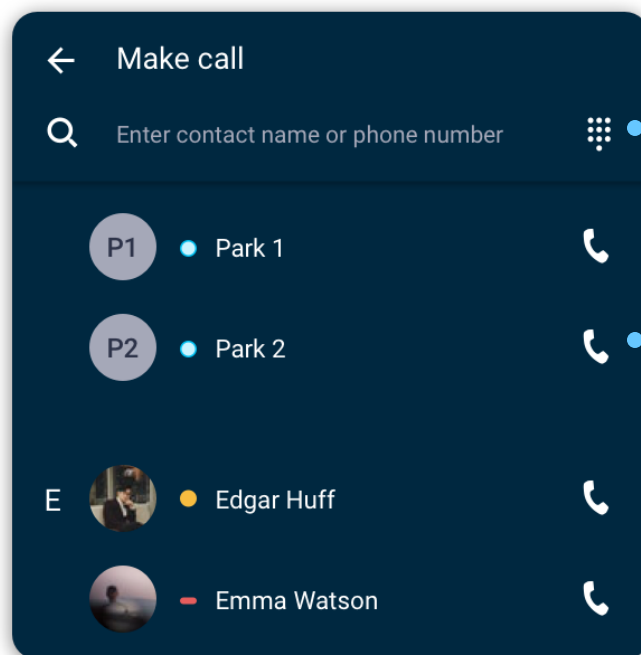
1. During an ongoing call, tap on the **'More'** icon to switch to the additional features set.



2. Press the **'Transfer'** icon



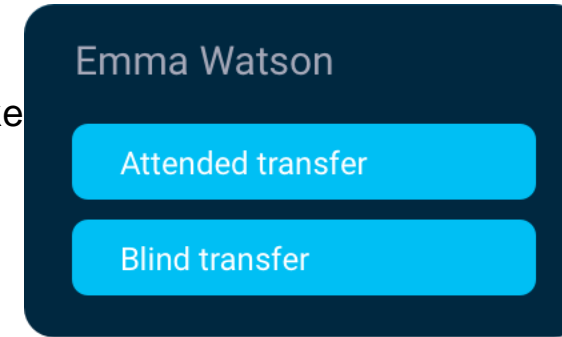
3. Enter a phone number or choose a contact from the list, where you want to transfer a call.



Tap on the **'Numpad'** icon to dial a phone number.

Tap on a Parking slot, to park a call *

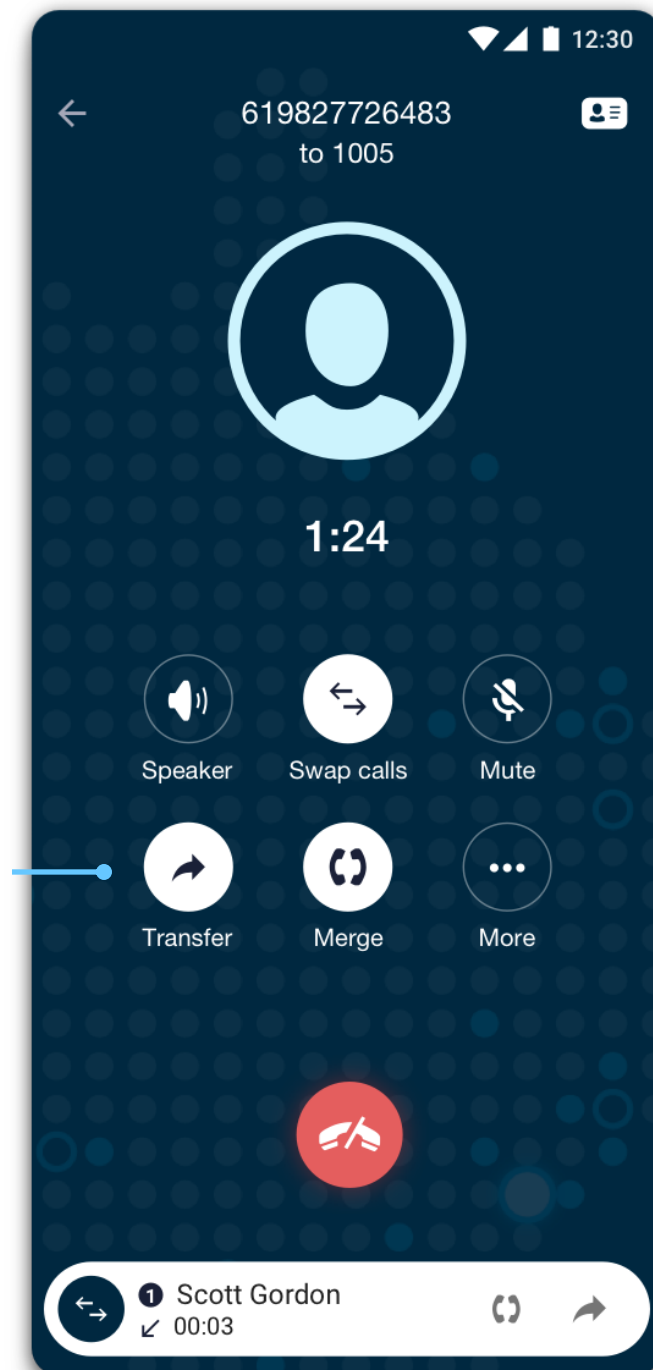
4. Choose if you would like to do a Blind or Attended transfer.



If you choose a **'Blind transfer'**, you will be disconnected from this call while the caller will be transferred to the number you selected.

In case of **'Attended transfer'**, the caller will be put on hold, while the app will make an outgoing call to the number/contact you chose to transfer a call to.


Press **'Transfer'** button to confirm the call transfer.



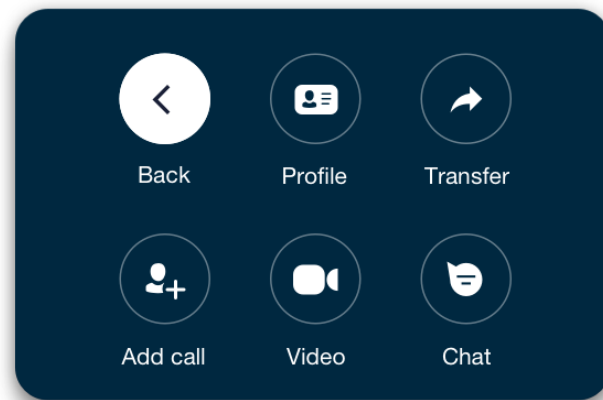
* Please check the availability of this feature with your PBX Administrator.

Add a participant to a conference

To add a participant to a call:

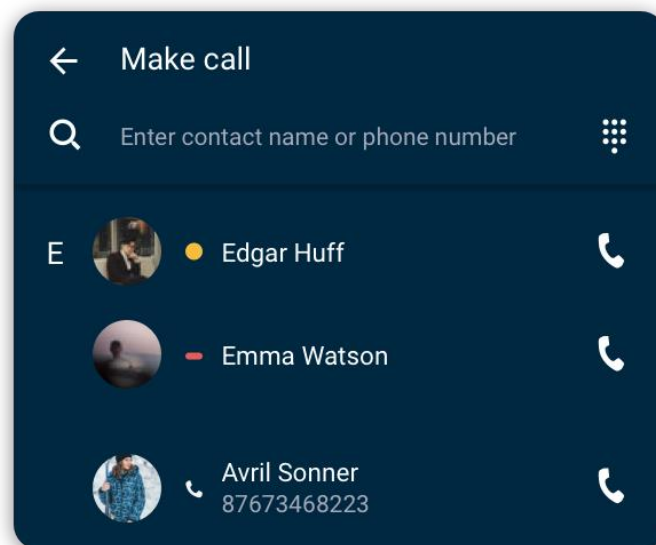
1. During an ongoing call, tap on the **'More'** icon  to switch to the additional features set.

2. Press the **'Add call'** icon 

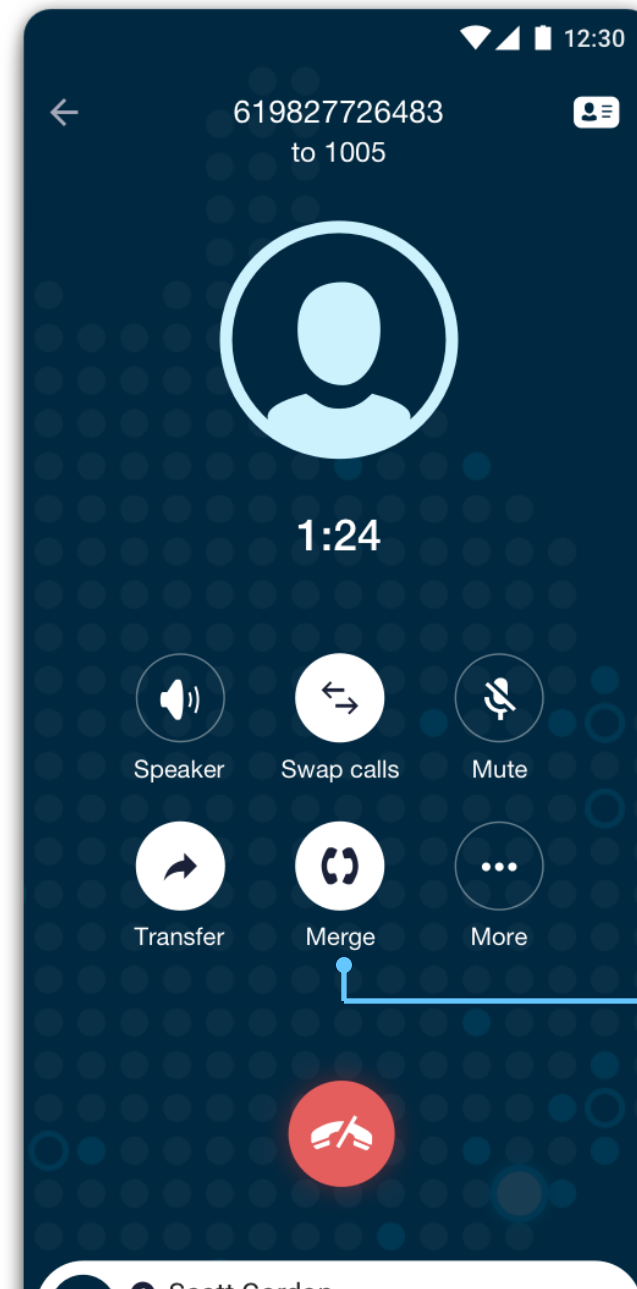


3. Choose a contact that you'd like to add to a call from the list.

OR press the numpad icon  to dial a phone number.



4. After you've connected with a new participant, press **'Merge'** button to add this participant to a conference.





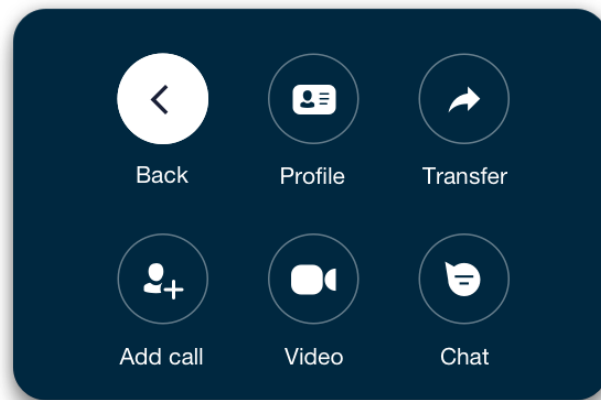
Press **'Merge'** button to merge both lines into a conference.


You can repeat all the above steps to add more people to a conference call.

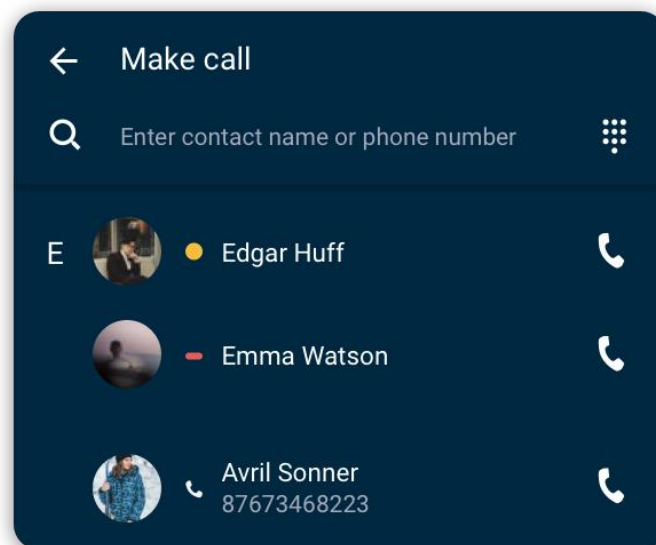
Switching between two lines during a call

During a call, if you need to make an outgoing call while putting the current call on hold:

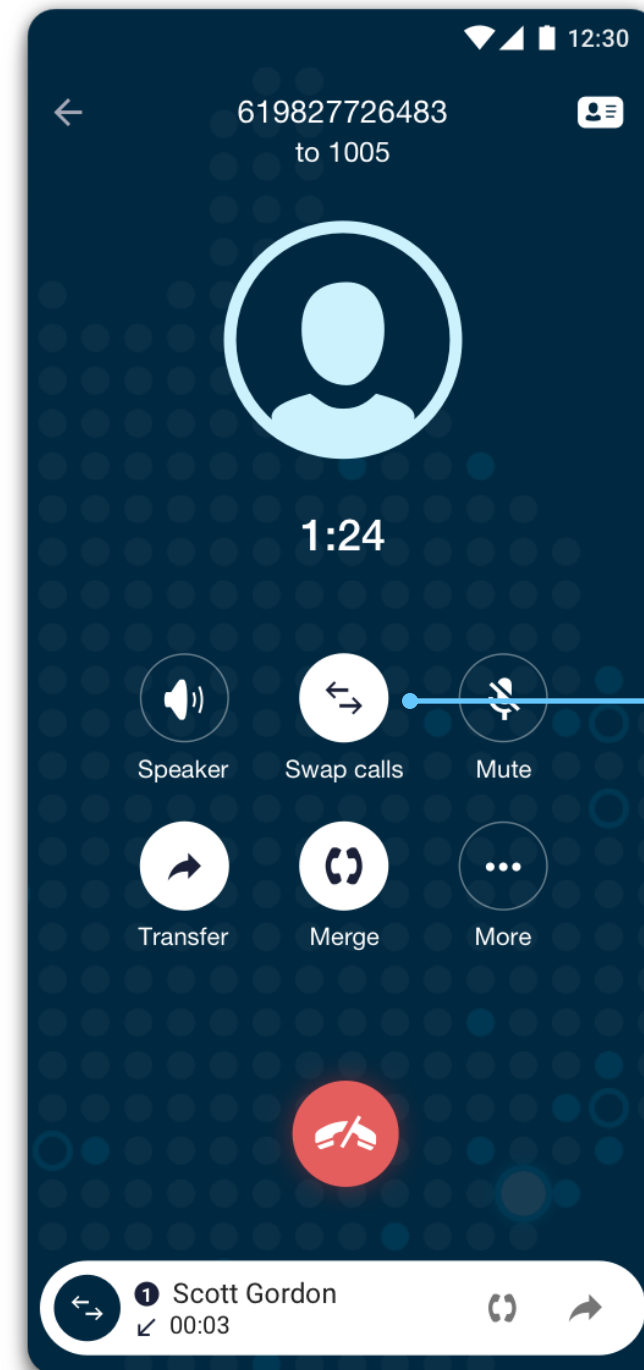
1. Tap on the **'More'** icon  to switch to the additional features set and press the **'Add call'** icon 




2. Choose a contact that you'd like to call from the list.
OR Press the numpad icon  to dial a phone number.



3. After the connection has been established, you can switch between the two calls by tapping on a **'Swap calls'** icon.



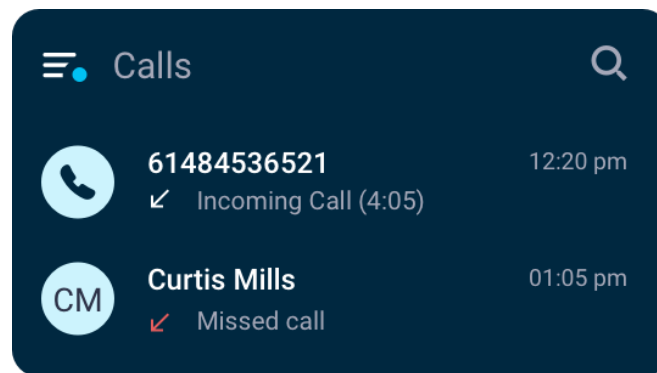
Switch between the lines by tapping the  icon.

Working with call details

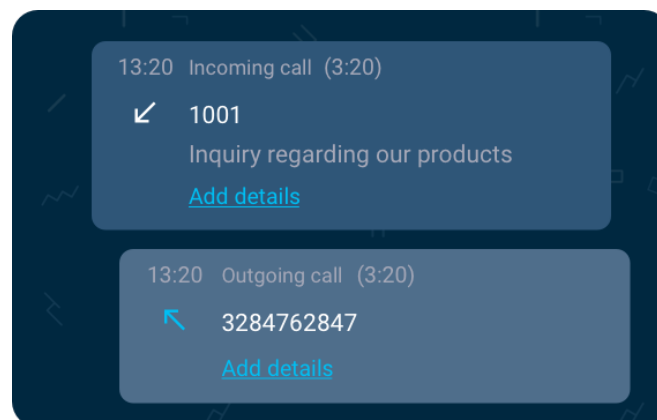
When you make dozens of calls every day, it is very hard to remember the details of every single call. By filling a call subject and adding some comments, you can highlight the most important parts of your conversation and easily find it later, when you'll need it.

To view / add information about a call:

1. Open your conversation history with a contact. You can do that by switching to the **'Calls'** tab and selecting a contact from the list of your calls.





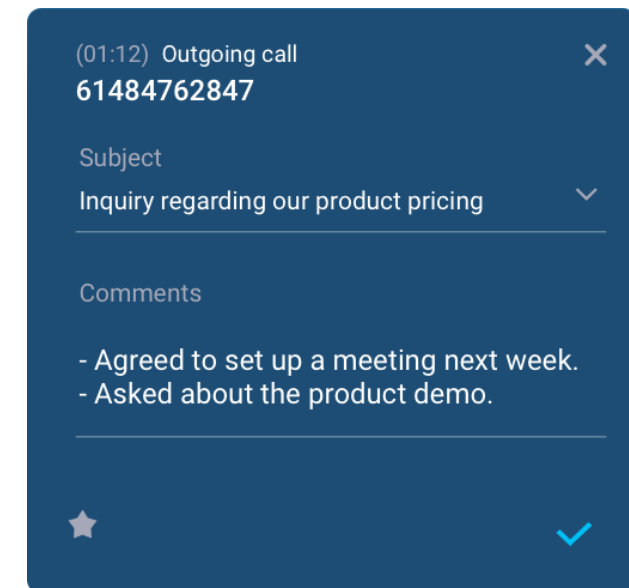
2. After selecting a contact, you'll see a history of all communication with that contact. Tap on a **'View details'** link of a call you'd like to add details to.



Adding Call Subject and comments

When you open the **'Call details'** panel, you can view and edit a subject of a call and write out some important parts of a conversation in the **'Comments'** section.

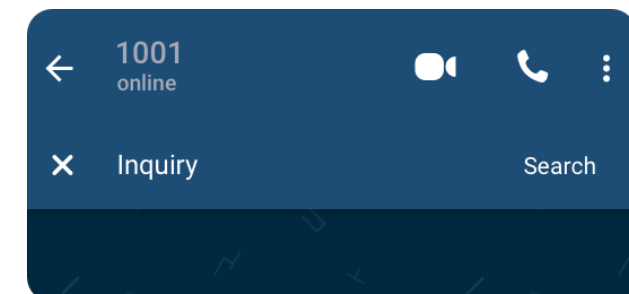
After you finished editing the Call Details, tap on the  icon to confirm, or on the  icon to discard the changes.




Finding a call by its subject

Specifying a subject of a call can help you easily find that call any time later.

To find a call by its subject, simply type a subject you want to find in the [Chat Search field](#) and press the **'Search'** button.




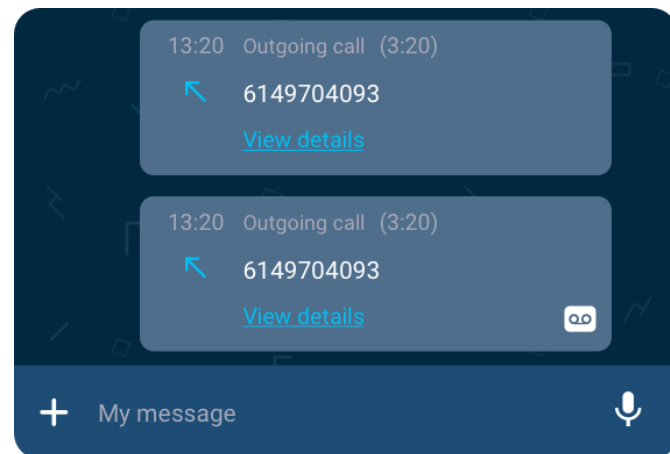
You can also tap on a  icon to mark a call as a **'Favorite'** which will make it easier to find.


Listening and sharing a call recording *

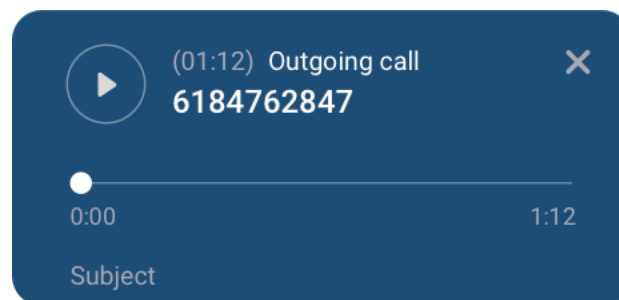
When you record a call using your mobile or desktop app, this call recording get synchronized between all your devices. It means that you can listen to the recording of a call on your mobile device, even if it was recorded from your desktop application.

To access a call recording from your mobile app:


1. Open your [conversation history](#) with a contact.
2. Calls that have a voice recording will have a  icon.

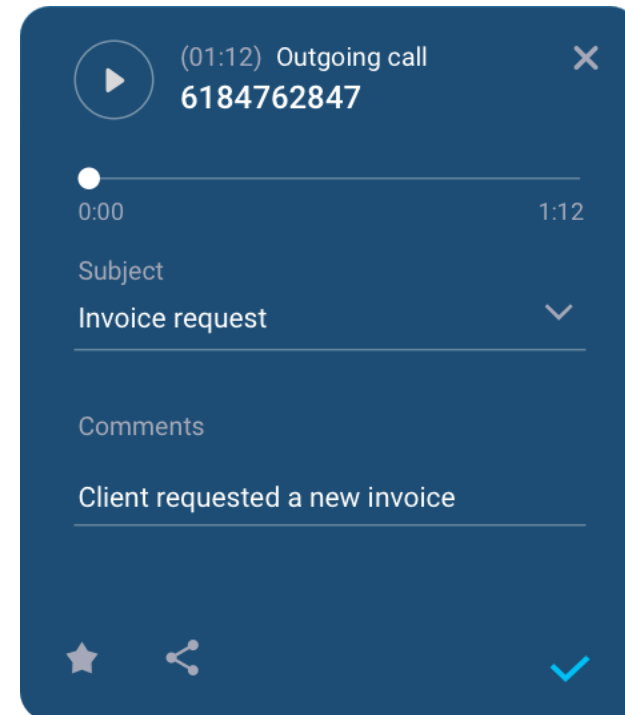


3. Tap on a **'View details'** link of a call which recording you'd like to listen to.
4. On the **Call Details** panel, press  icon to playback a call recording.



To share a call recording to other applications on your device:

1. Open the details of a call which recording you would like to share.
2. Tap on the  icon.
3. Choose an application on your device where you'd like to send a recording.



You can choose this same application from the list to share a recording with your colleagues who use this app.

** Please check the availability of this feature with your PBX Administrator.*



Chats and messages

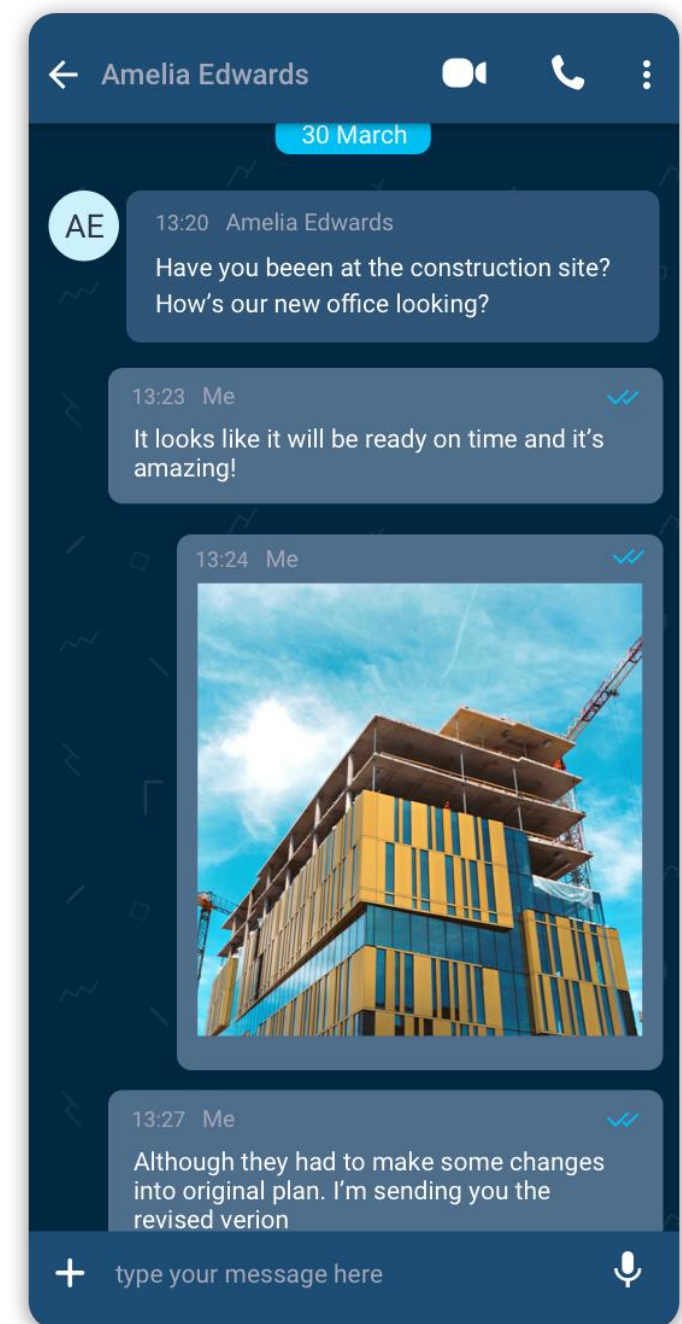
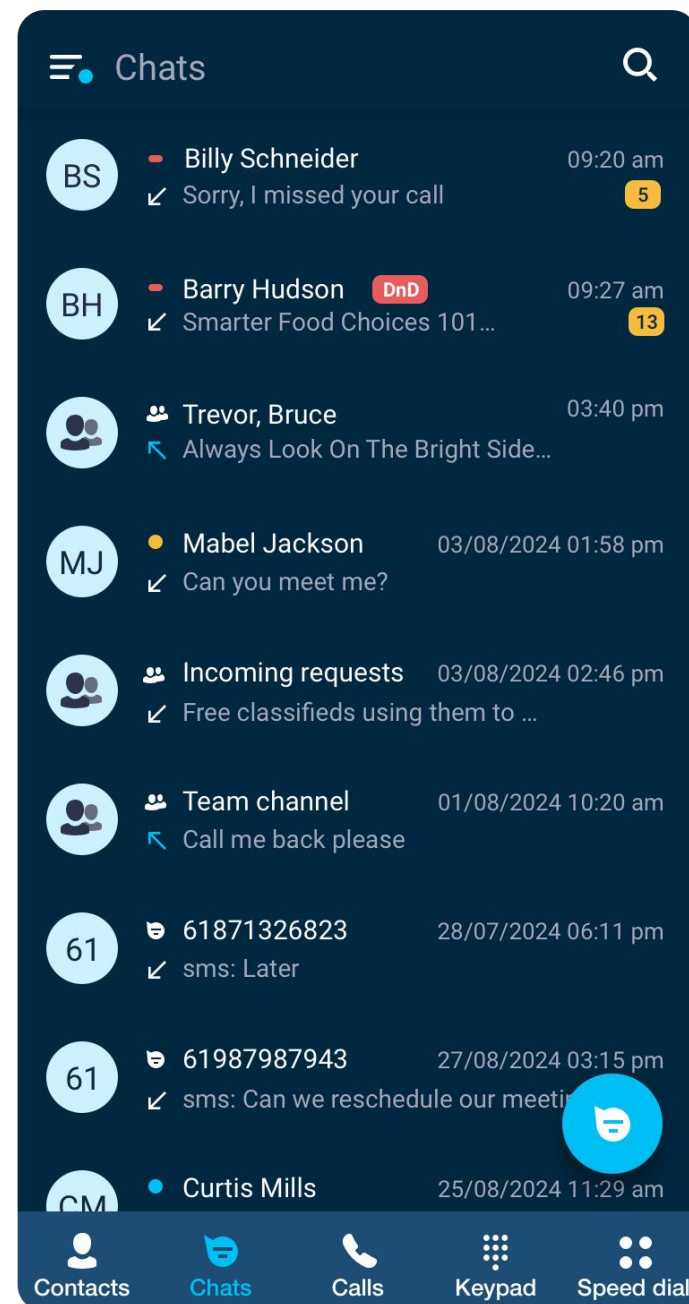
Using the mobile app, you can send a text message to a colleague directly via **'Personal'** chat or to a group of colleagues using a **'Group'** chat.

The **'Chats'** tab is where all of your chat conversations, all the messages you've sent and received, are displayed.

It is also where you can create a new **'Personal'**, **'Group'** or **'SMS'** chat.


You can initiate a chat with a colleague using one of the following options:

- Open your colleague's [Profile](#). And pressing the **chat icon**.
- Select an existing chat in the **'Chats'** tab.
- Creating a new chat in the **'Chats'** tab by pressing on the  icon at the bottom of the screen and  selecting the type of chat you would like to create.




Sending a text message

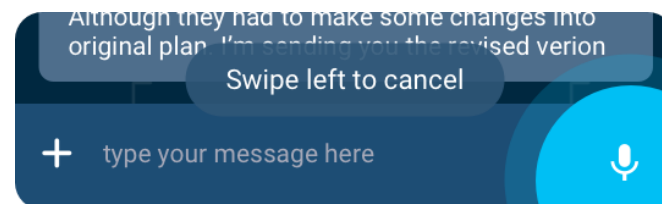
To send a text message to another app user:

1. Open a chat with a colleague(s) you would like to send a message to.
2. Tap on the text area at the bottom of the screen.
3. After you've finished typing your message, press the  icon to send it.

Sending voice messages

To send a voice message to your colleagues who are using the app:

1. Open a chat with a colleague(s) you would like to send a file to.
2. Tap on the  icon at the bottom of the screen.
3. The recording will start, and the appearance of the microphone icon will change.





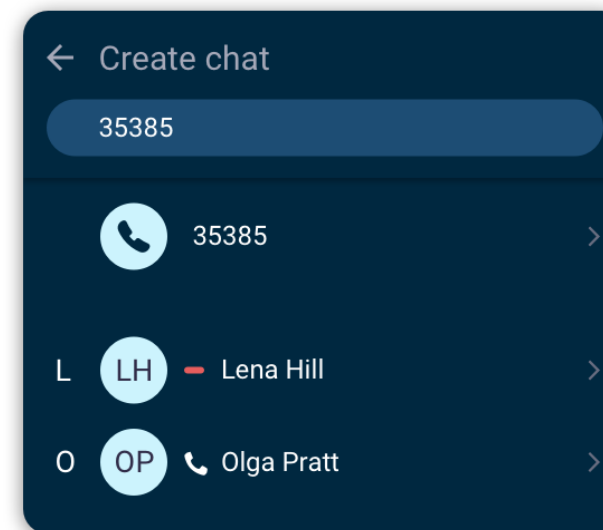
4. After you've finished recording your message, tap again on the microphone icon to send you message.

To cancel the recording press and hold the microphone icon and slide it to the left.

Sending a SMS message *

To send a SMS message to a contact or a phone number:

1. In the ['Chats' tab](#) press on the  icon at the bottom of the screen and then tap on the  icon to create a new chat.
2. Select a contact you'd like to send a SMS message, or type in a phone number at the top of the screen.



3. Tap on the text area at the bottom of the screen and type in your message.



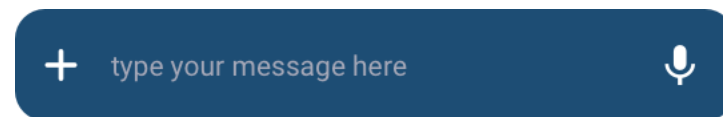
4. After you've finished typing your message, press the  icon to send it.

** Please check the availability of this feature with your PBX Administrator.*

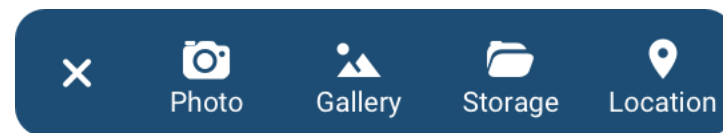
Sending files, photos and locations

To send a file, photo or your current location:

1. Open a chat with a colleague(s) you would like to send a file to.
2. Tap on the **+** icon at the bottom of the screen.



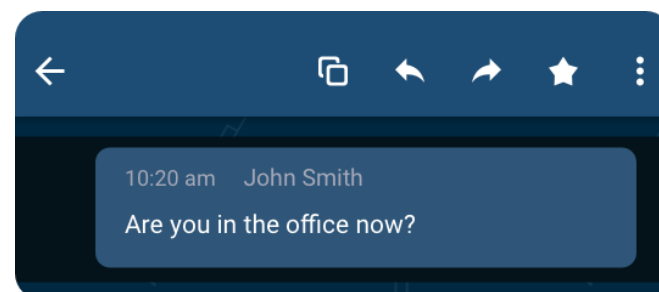
3. Select the type of the message that you would like to send.



Copying a text message

To copy to a specific message in a chat:

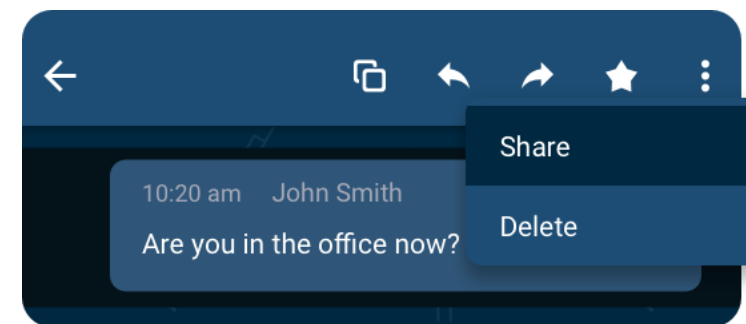
1. Long-tap on a message that you'd like to copy.
2. In the top icon bar, press the **📄** icon.



Share messages with other applications on your device

To share a message with other applications:

1. Long-tap on a message that you'd like to share.
2. Tap on the **⋮** menu icon at the top right corner of the screen and choose **'Share'** from the dropdown menu.




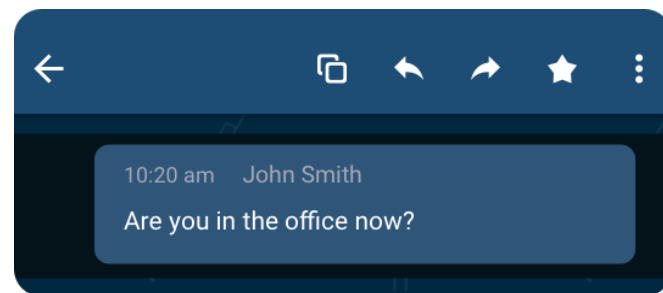
3. Select an application on your device you'd like to share a message with.

You can choose this same application from the list to share a message with your colleagues who use this app.

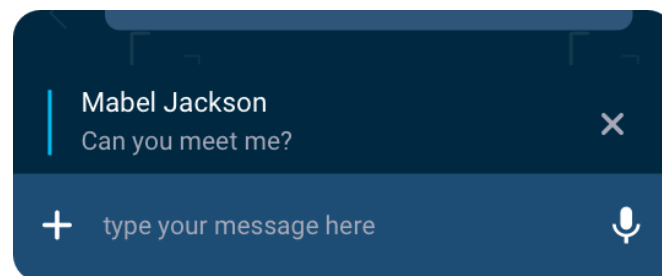
Replying to a message


To reply to a specific message in a chat:

1. Long-tap on a message that you'd like to reply to.
2. In the top icon bar, press the  icon.




3. At the bottom of the screen, right above the Text Area where you type your messages, you'll see the message that you're replying to.

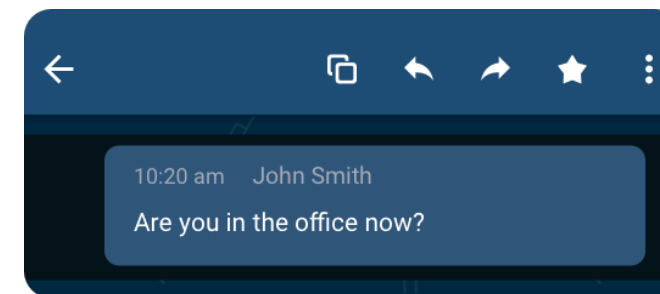


4. Type your reply in the text area at the bottom of the screen.
5. Press the  icon to send your reply.

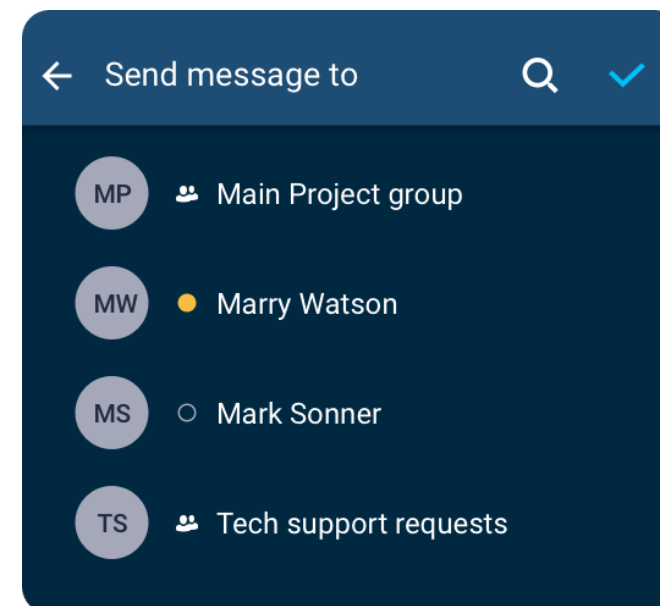
Transferring a message

To transfer a message to another colleague(s):

1. Long-tap on a message that you'd like to transfer.
2. In the top icon bar, press the  icon.





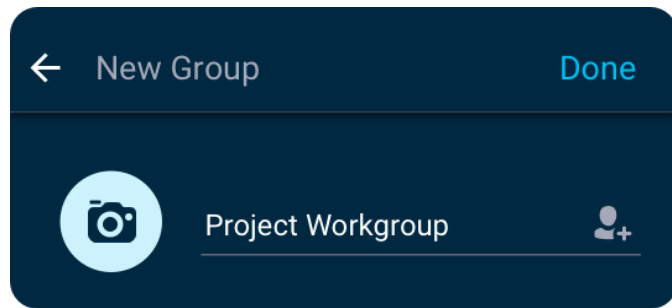
3. Select contacts or group chats where you would like to transfer a message to.




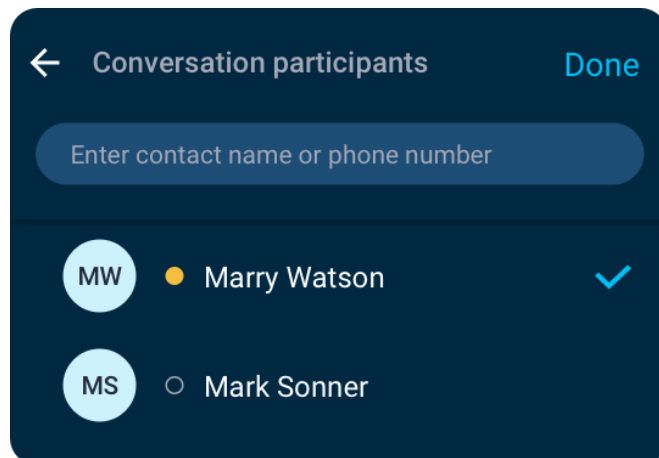
Create a Group chat

To create a new chat:

1. Switch to the [‘Chats’ tab](#) and press on the  icon at the bottom of the screen.
2. Press on  icon to create a new **‘Group’** chat.
3. Enter the name of the group chat you would like to create.



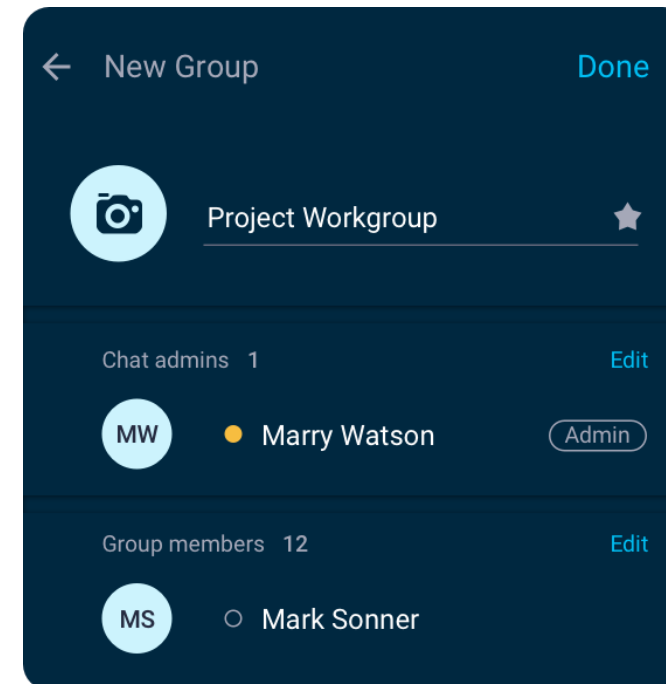
4. Tap on the  icon to add colleagues to the group.
5. Select participants for this group chat from the list and press **‘Done’**.



6. Now you can select who, aside from you, will be this group’s Admin and will have the right to add or remove participants to this group.

Press the **‘Edit’** buttons to edit the list of admins or the list of participants.

To set the avatar icon for this group, press the **camera icon** to the left of the group name.



7. After you’ve finished editing the lists of participants and admins, press **‘Done’** to create a group chat.

App Settings

In the App Settings you can set Call Forwarding, Voicemail and some other features according to your needs.

To open the App Settings, you need to switch to the [Menu tab](#) and select the **Settings** menu item.

Here you can set the following options:

Autoload photos/images. This feature allows the app to preload all the images in your personal and group chats.

Make or receive calls with Android Auto. Grants the app permission to make/receive calls using Android Auto, when it is connected.

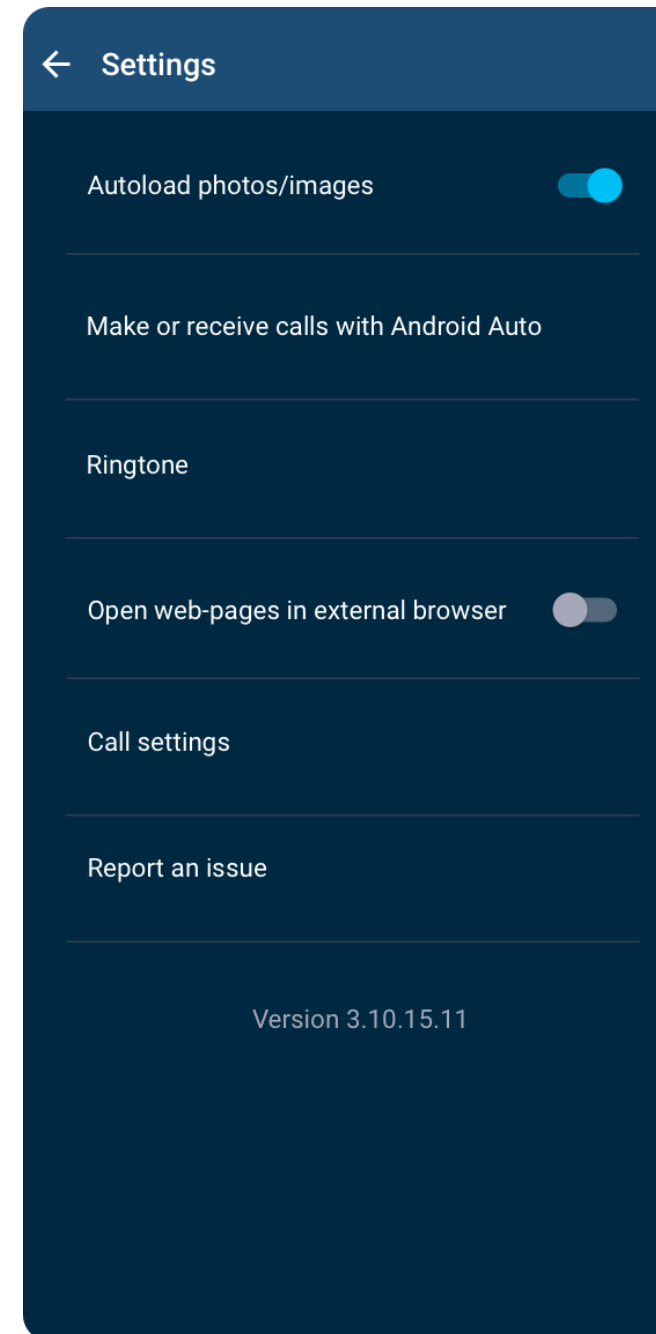
Ringtone. Allows you to select a custom ringtone for incoming calls.

Open web-pages in external browser. When enabled, all custom menus in the app will be opened in an external browser.

Call settings is where you can setup Call forwarding and your personal Voicemail.

Report an issue. While we are trying our best to make the perfect app, there may be times when you will encounter an issue or a 'bug'. For those time, please use this feature and send us an information about the issue you've experienced. Our support team will do our absolute best to find the resolution as soon as possible.

Version. Here is where you can find the version of the app you are using right now.



Call Settings

For various cases when you can't pick up the call in the app, you can set the following Call Forwarding rules. Those rules will help automatically forward calls to the external phone numbers you specify.

Forward all calls. This feature will forward all your incoming calls to a phone number specified in a 'forward to' field below.

Forward when offline will forward your calls to a specified phone number only in case the app will lose a connection with your server.

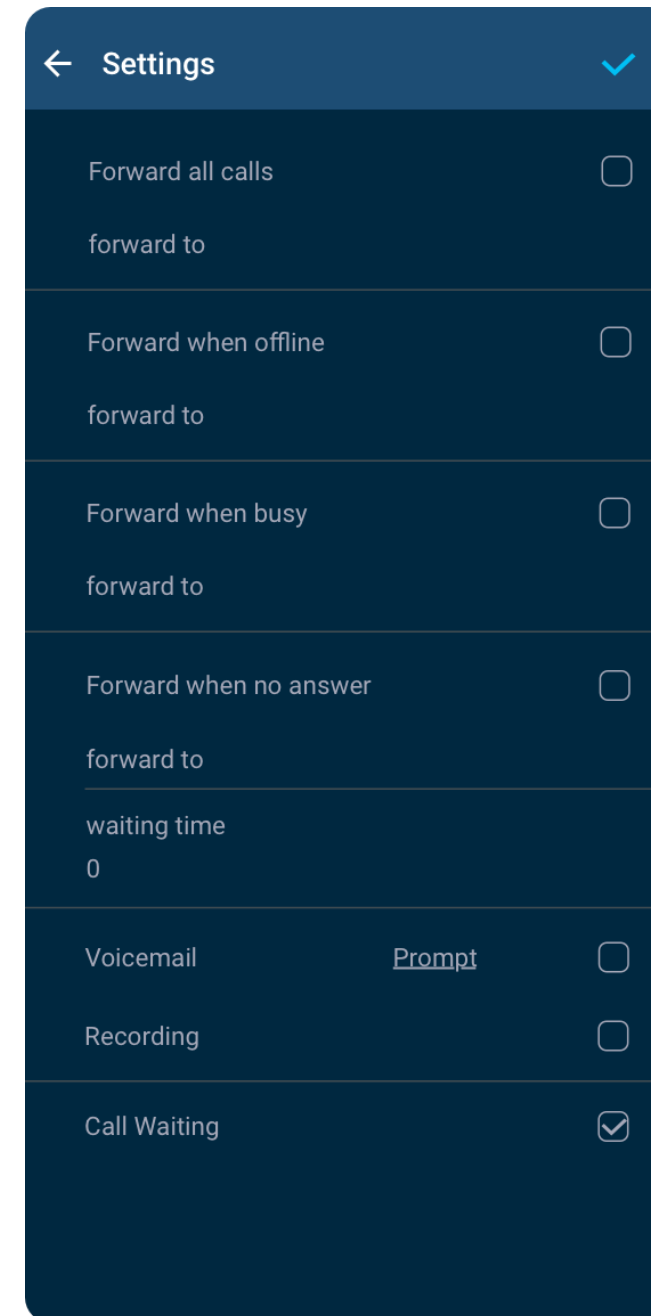
Forward when busy. This rule will only apply during the time when you have an active call.

Forward when no answer. You can turn this feature on if you want to forward calls you do not answer during the time set in the 'Waiting time' parameter below.

A **Voice mail** checkbox turns your voicemail feature on/off. To record or change your voicemail greeting, tap on the 'Prompt' link.

Check the 'Recording' feature to enable total call recording for all your calls. *

Call waiting feature allows to suspend an existing phone call to answer a second call. This feature is required for putting a call on hold, transferring a call, and creating a conference call.



* Please check the availability of this feature with your PBX Administrator.