Vonex Softphone

iOS App

User's manual

2024

Contents

How to start working with your mobile App

To start using the mobile application on your iOS 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.
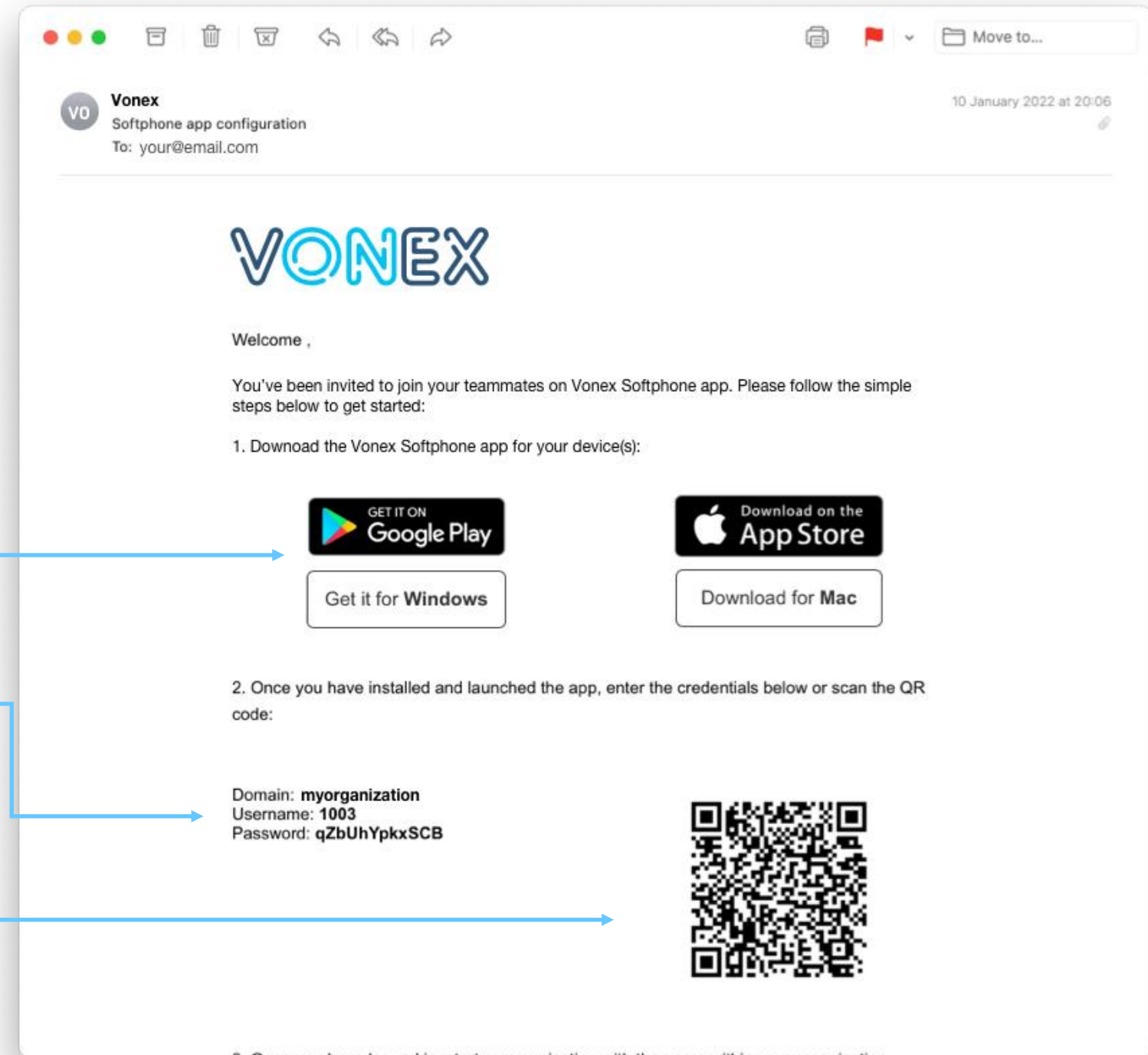
2. Click on [App Store] icon to download the mobile app, suitable for your iOS device.
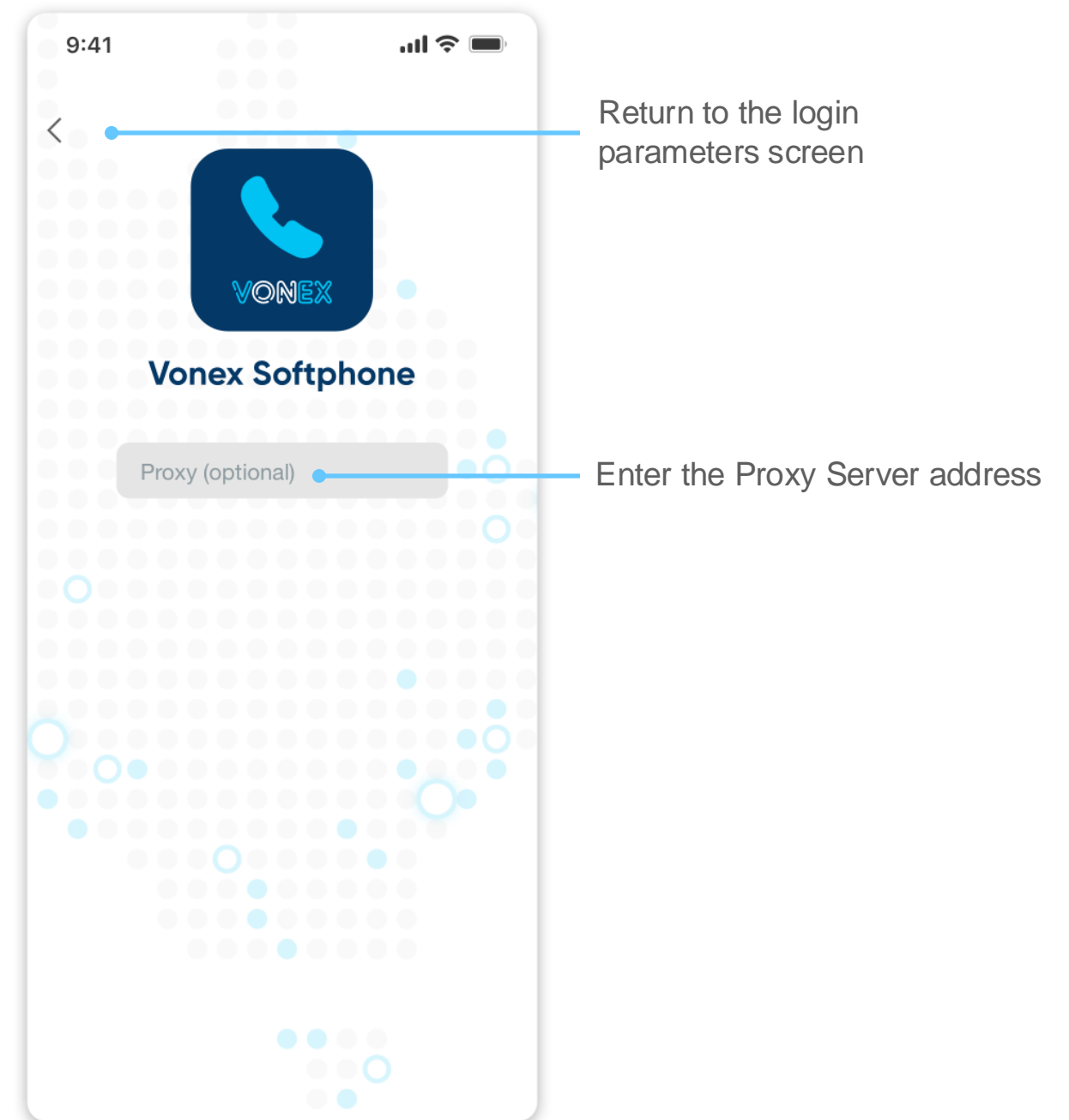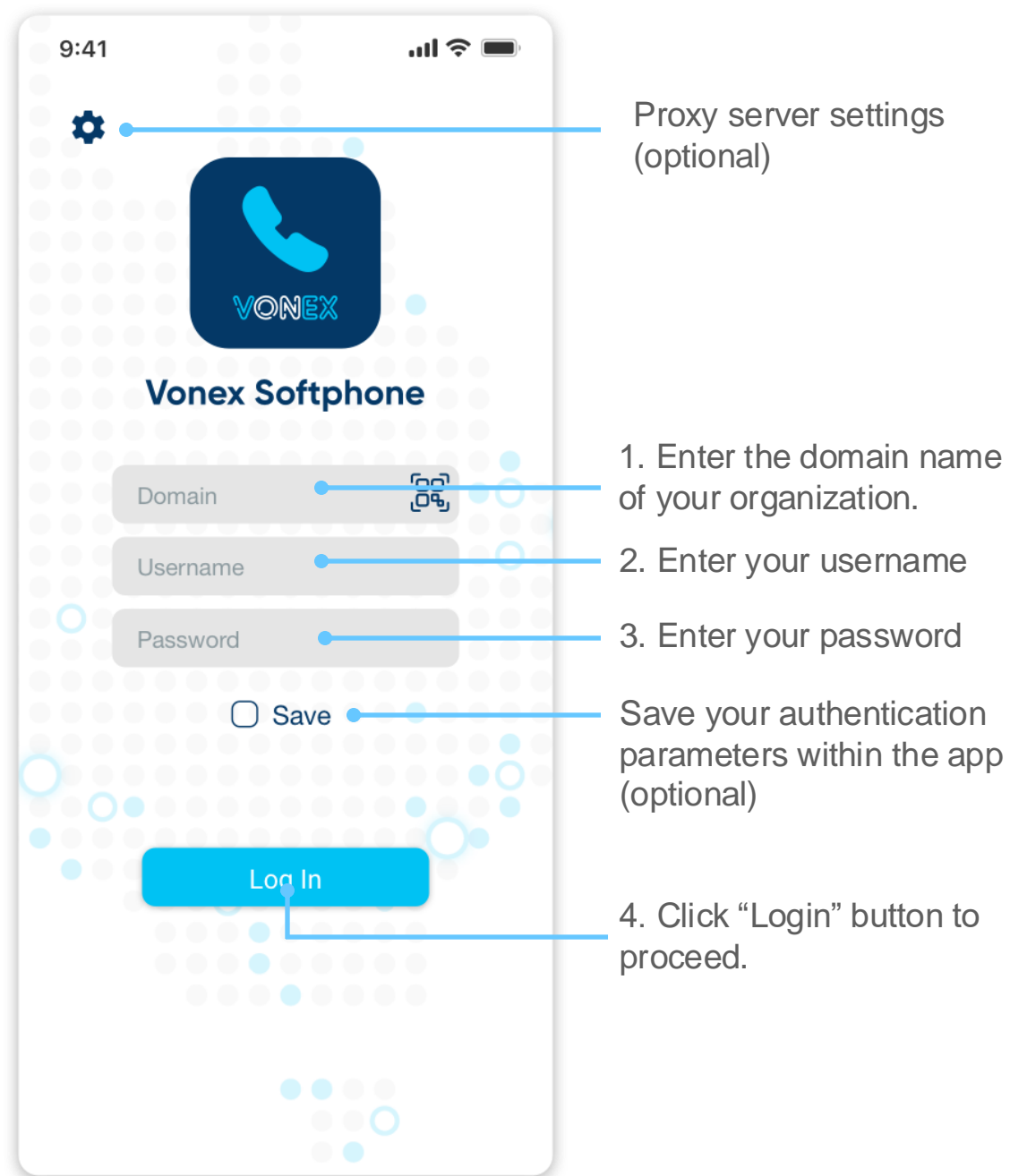
3. After installing the app on your phone, click on the app icon [Vonex] to launch the app.

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.

VO Vonex
Softphone app configuration
To: your@email.com
10 January 2022 at 20:06

VONEX

Welcome ,

You've been invited to join your teammates on Vonex Softphone app. Please follow the simple steps below to get started:

1. Download the Vonex Softphone app for your device(s):

GET IT ON Google Play   Download on the App Store
Get it for Windows   Download for Mac

2. Once you have installed and launched the app, enter the credentials below or scan the QR code:

Domain: **myorganization**
Username: **1003**
Password: **qZbUhYpkxSCB**

3. Once you have logged in, start communicating with the users within your organization

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:

Proxy server settings (optional)

Vonex Softphone

1. Enter the domain name of your organization.

2. Enter your username

3. Enter your password

Save your authentication parameters within the app (optional)

4. Click "Login" button to proceed.

Return to the login parameters screen
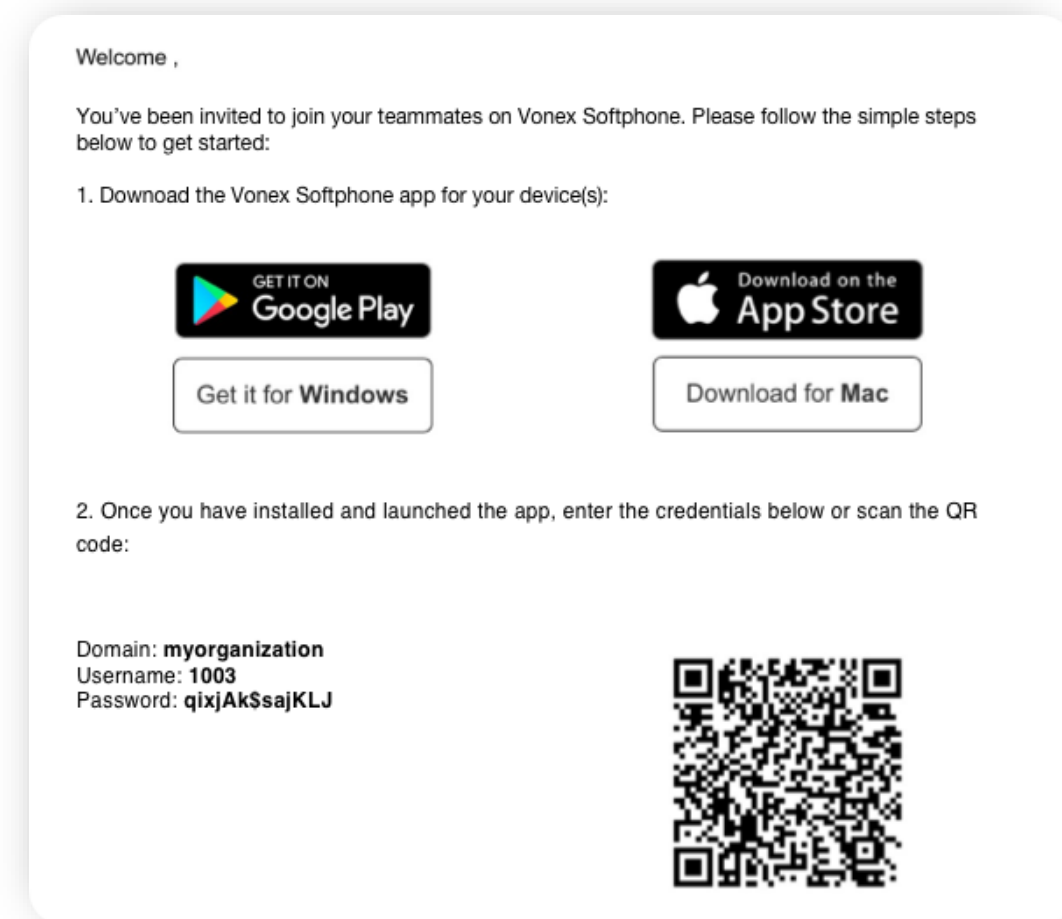
Vonex Softphone

Enter the Proxy Server address

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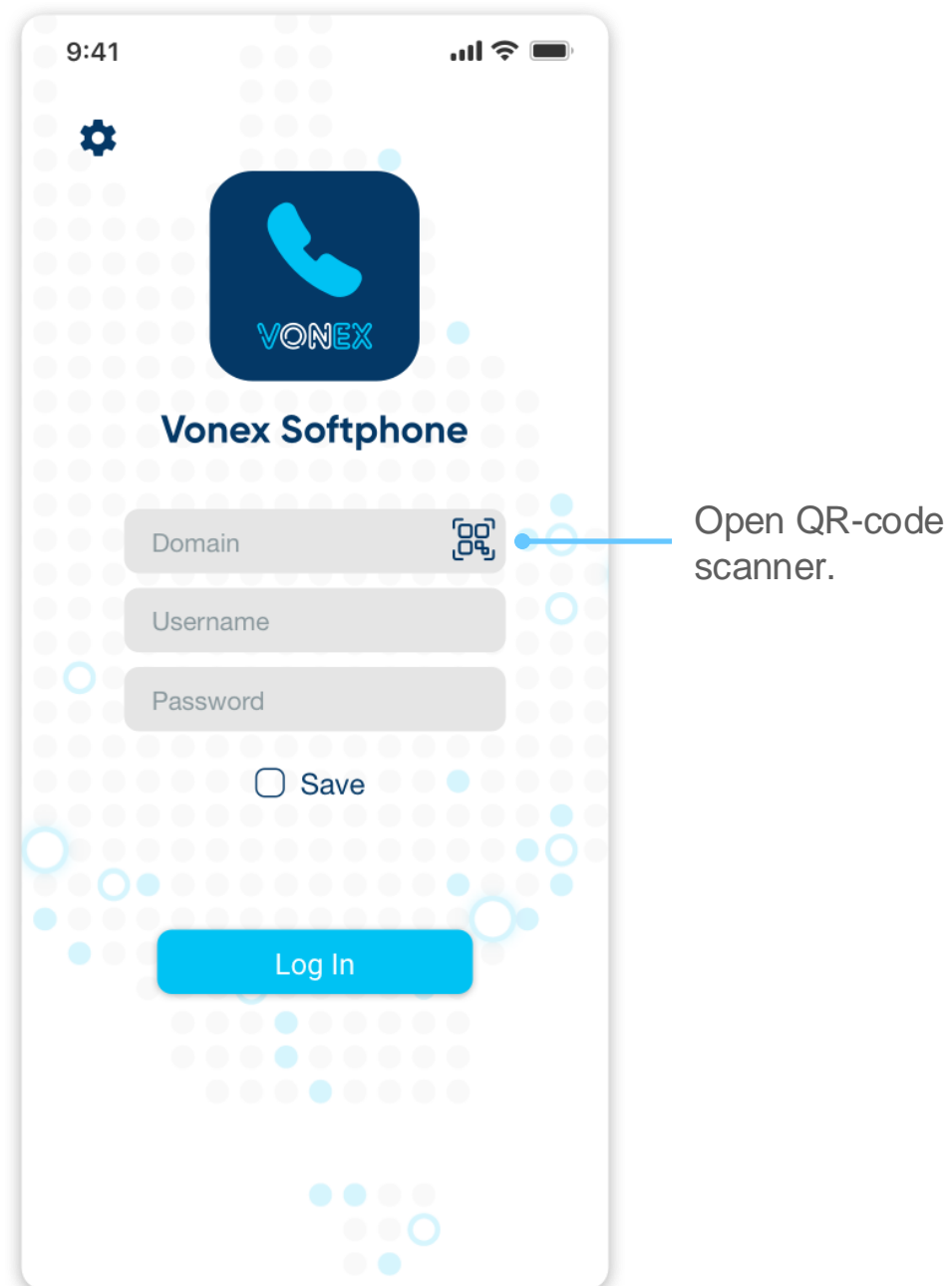
2. Point your mobile device camera at the QR-code in your email to scan the QR code.
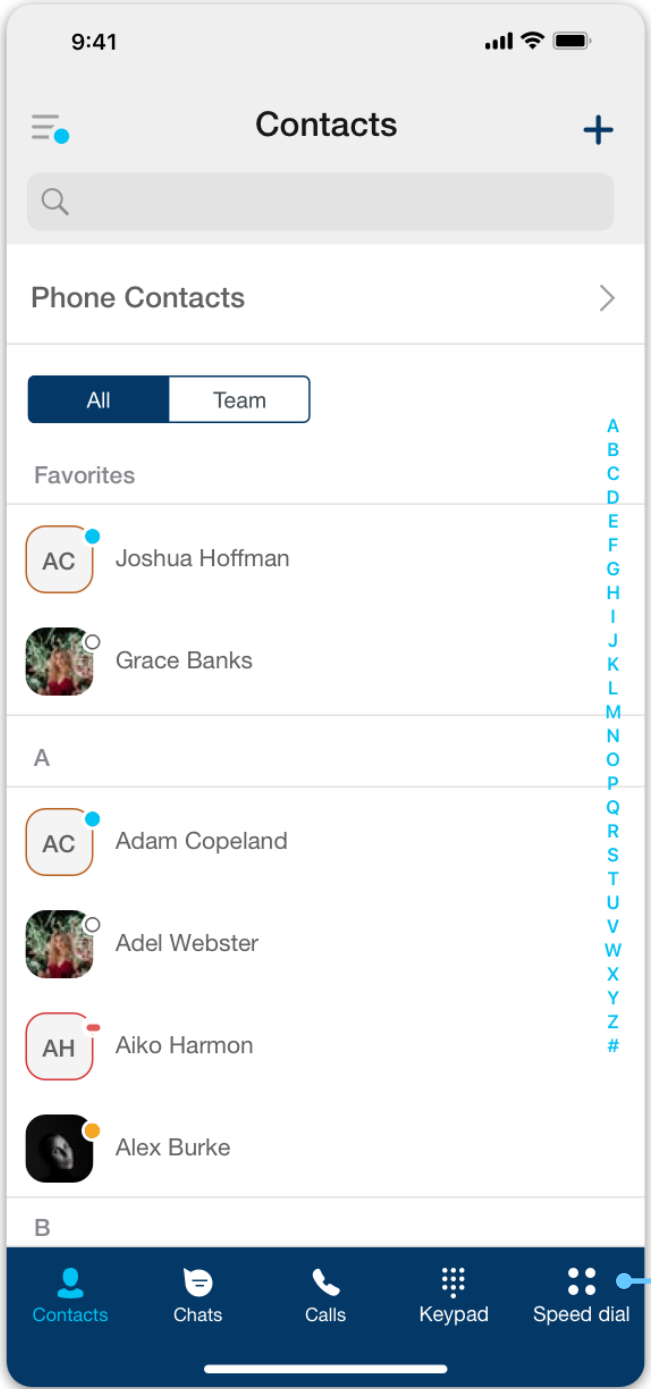

Please note

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.
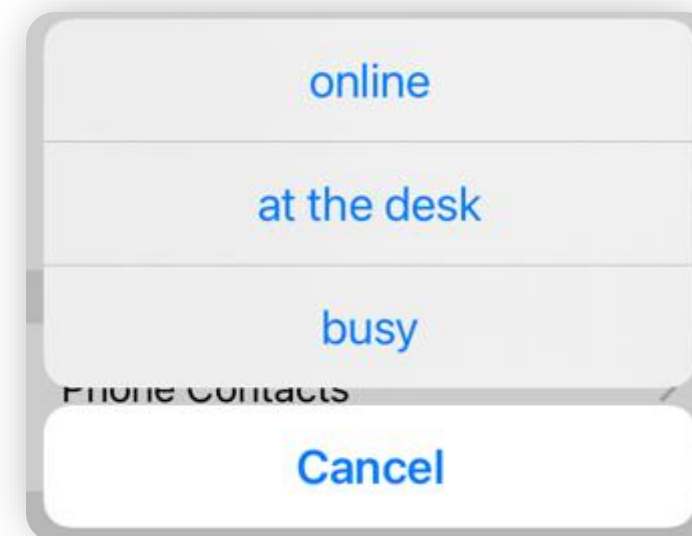
Changing your presence status

To change your status:

1. Switch to the Menu tab by tapping the ☰ icon.

2. Tap on the Status dropdown menu.
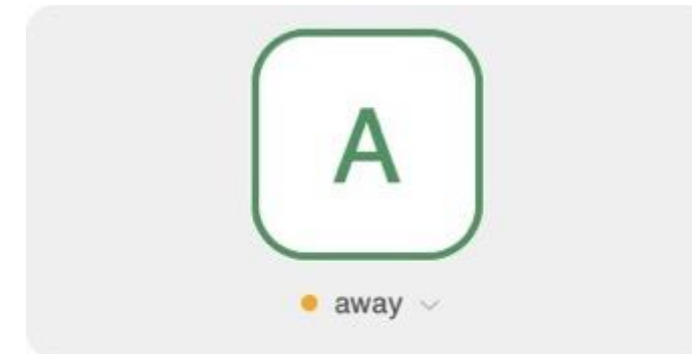
3. Choose one of the statuses available from the dropdown menu.

Working with contacts

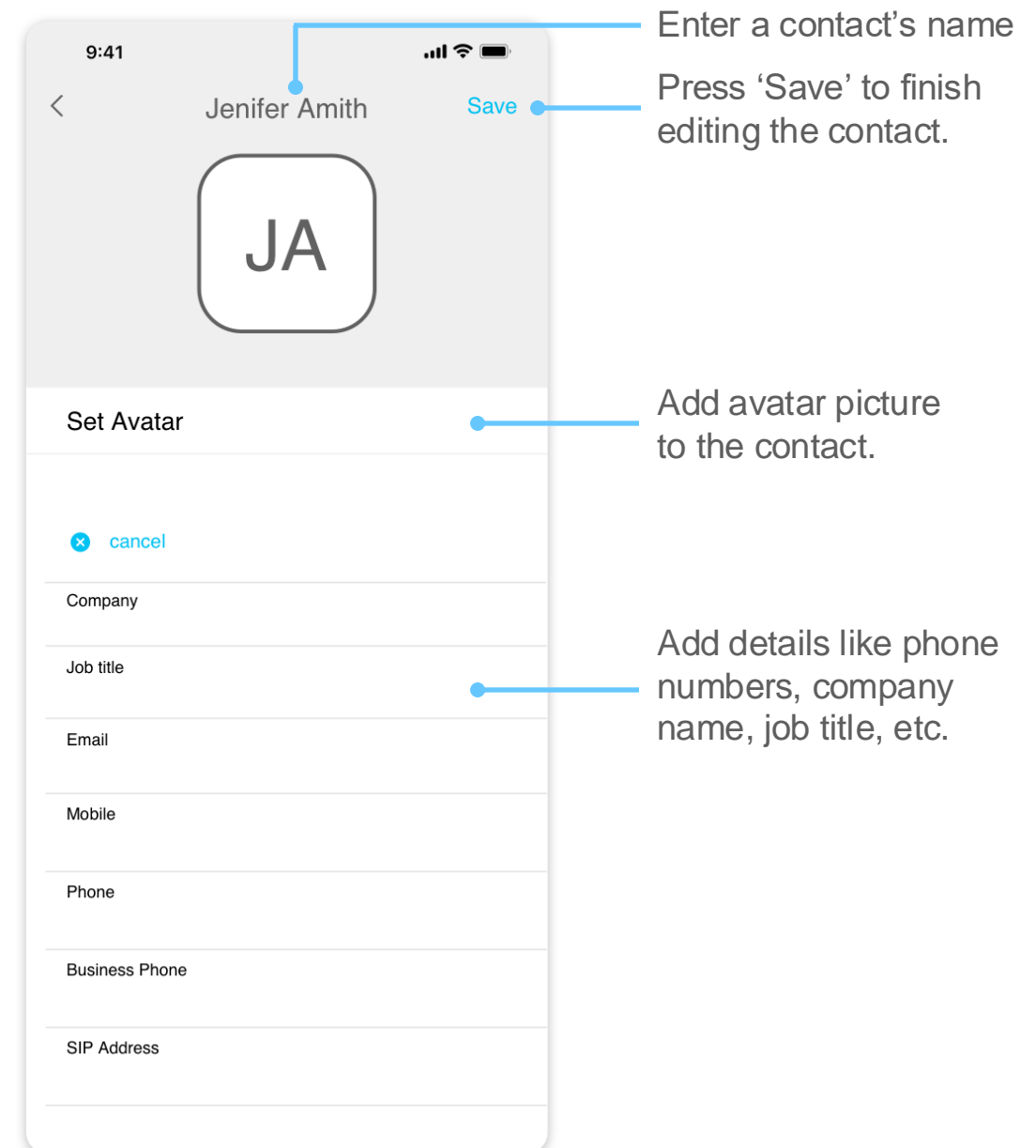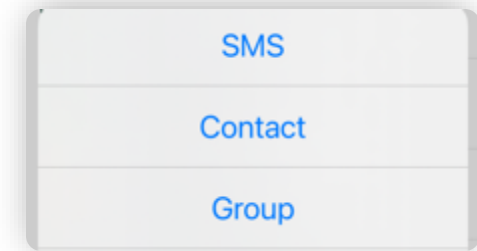The 'Contacts' Tab is where you can find contacts of all your colleagues and clients.

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

Search for contacts

Access your device's phone book

List of your colleagues and external contacts
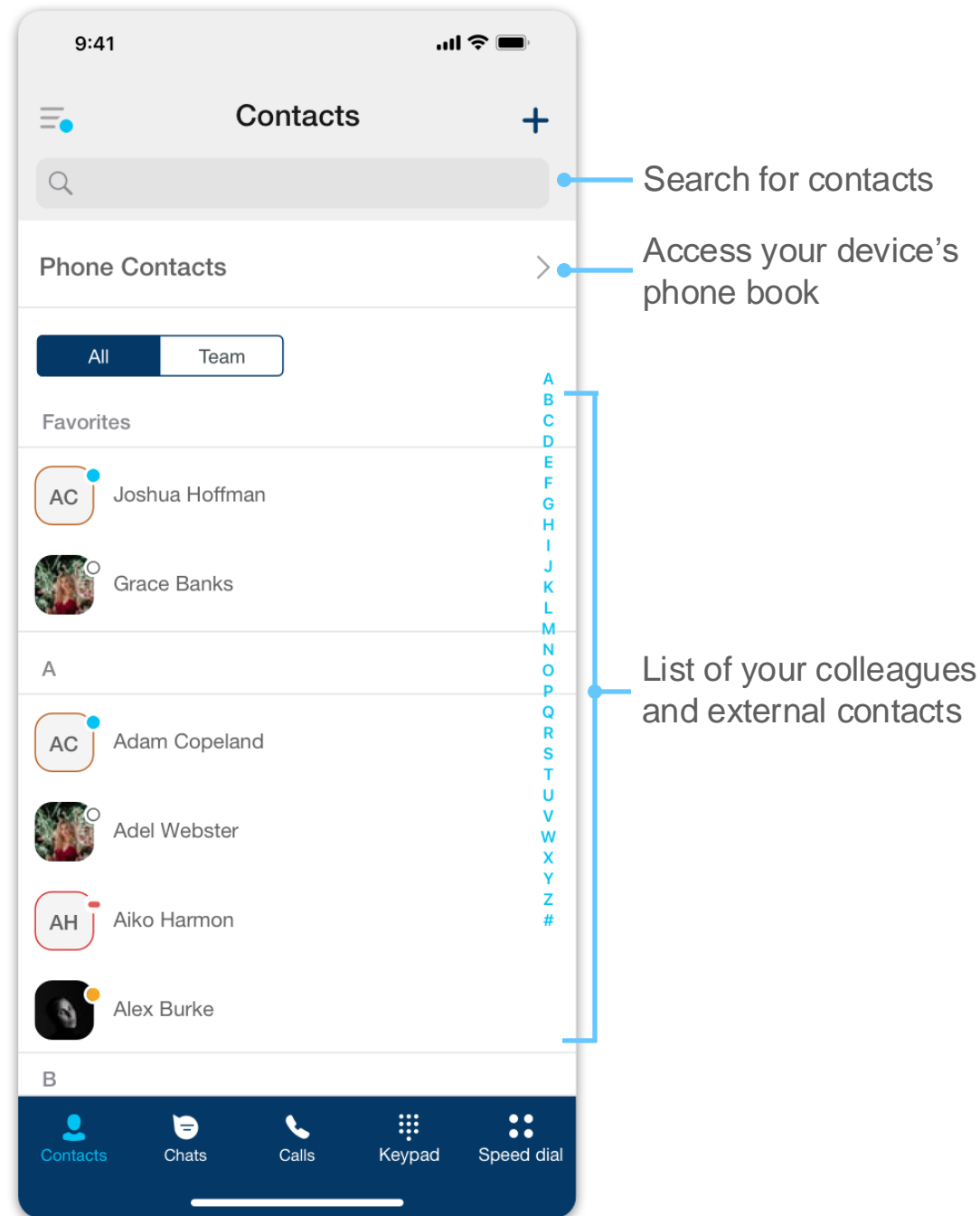
# Create a new contact

To create a new contact:

1. Tap on the ➕ icon at the top right corner of the screen.

2. Select '**Contact**' from a pop-up menu:

SMS

Contact

Group

3. Then fill the name of the contact and add additional details.

Enter a contact's name

Press 'Save' to finish editing the contact.

Add avatar picture to the contact.

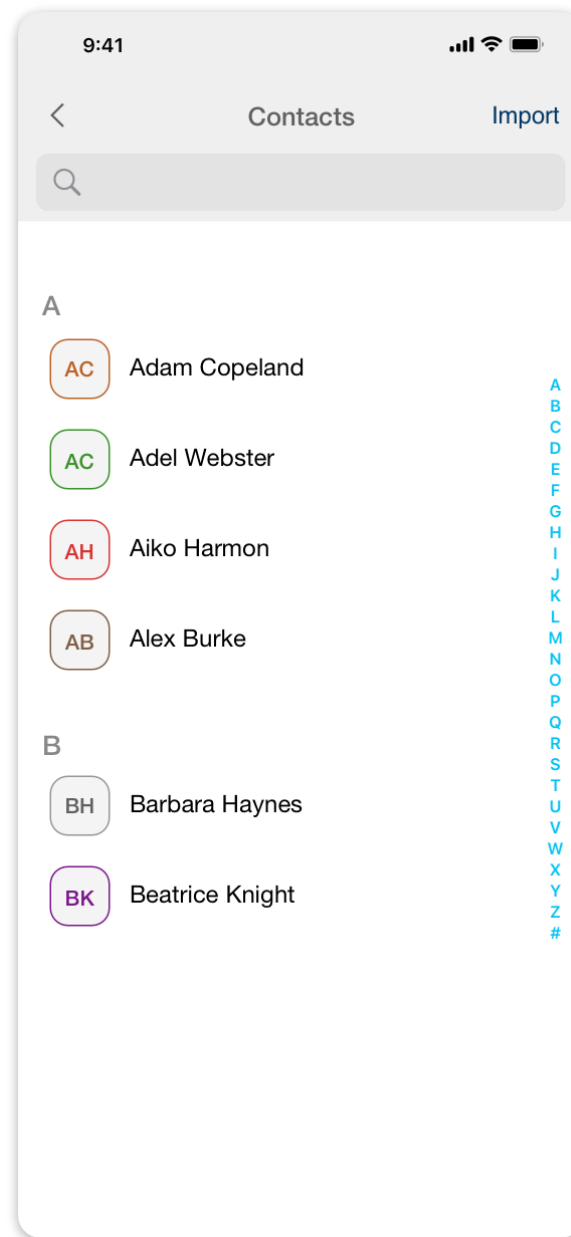Add details like phone numbers, company name, job title, etc.

Import contacts

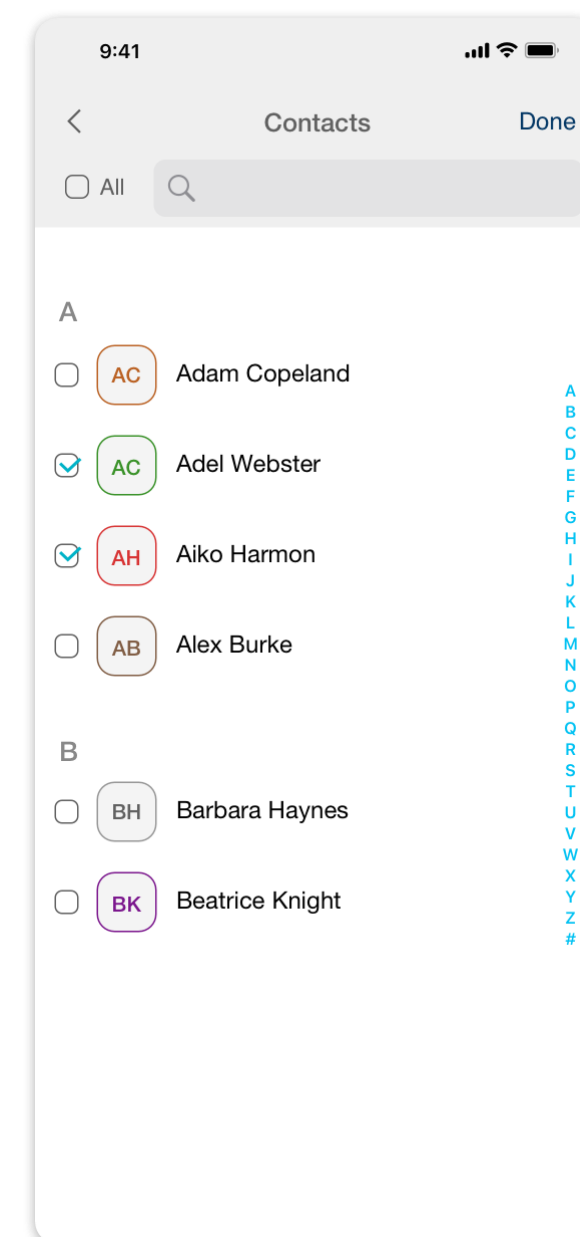To import a contact from your android device into the mobile app:

1. Tap on the '**Phone contacts**' in the '**Contacts**' tab.
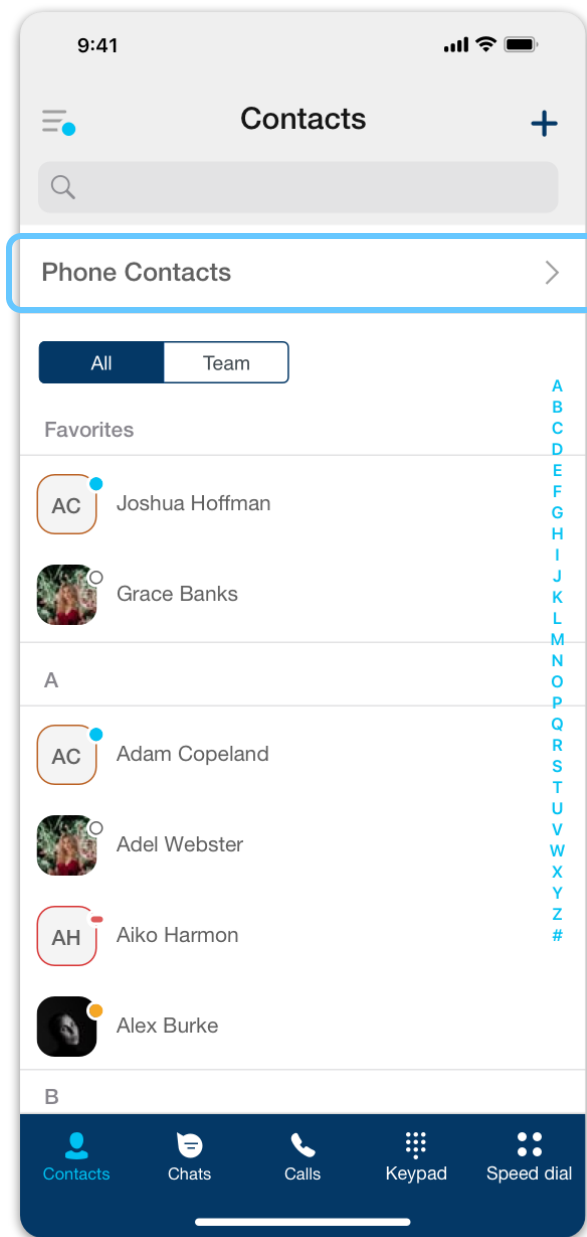
2. Tap on the '**Import**' button to select contacts you want to import.
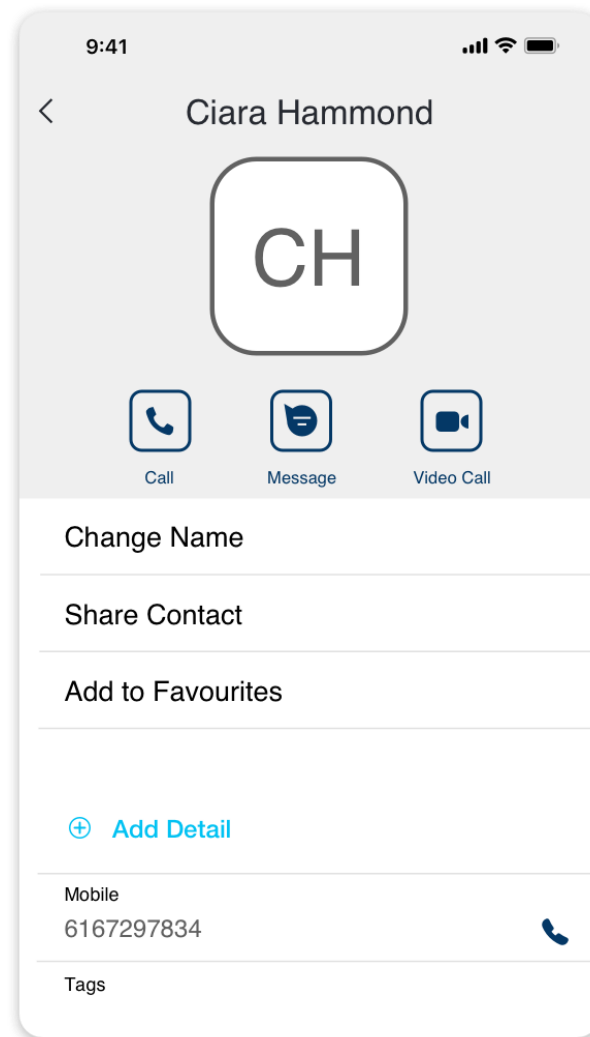
3. Select the contacts you would like to import and press '**Done**' button to finish importing.

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 on a contact's name in a chat screen.

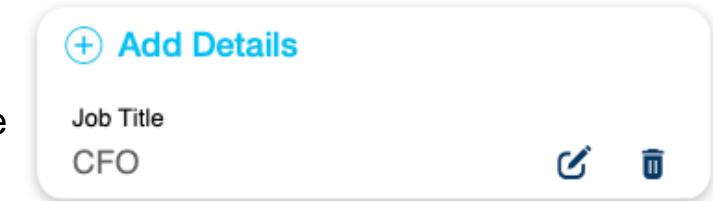## Add a contact to favorites

To add a contact to favorites, open the profile of a contact and tap on the '**Add to Favorites**' menu item.

Edit a contact

To add new details to a contact, press the '**Add Detail**' button.

To edit a contact details, tap on the information you would like change and press the 🖉 icon.

Delete a contact

To delete a contact, scroll down to the bottom of a contact details and tap on the '**Delete**' menu item.

Share a contact

To share a contact with your colleagues, open the profile of a contact you want to share, tap on the '**Share Contact**' menu item, then select an application you would like to share a contact with.
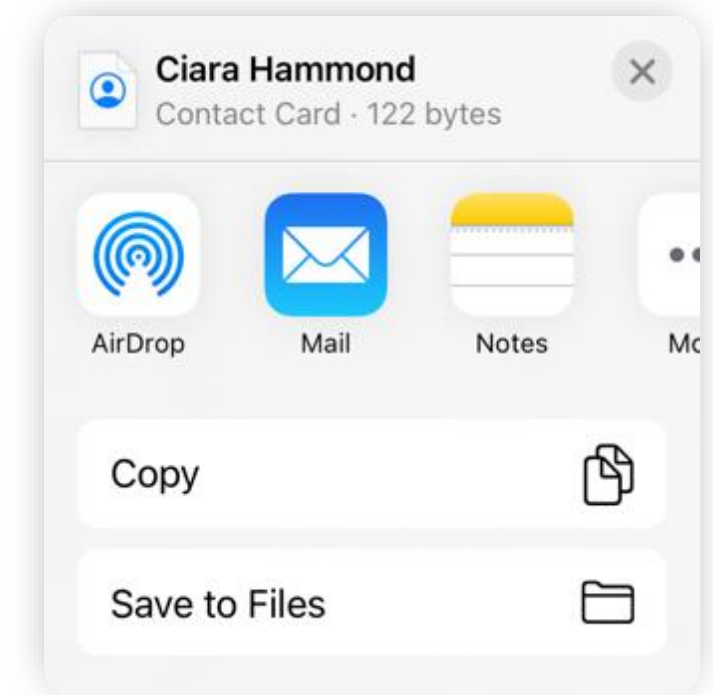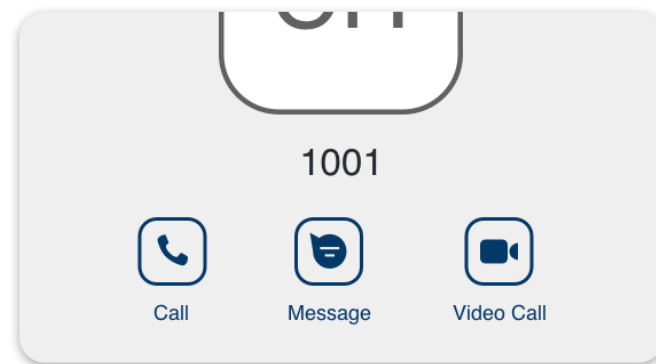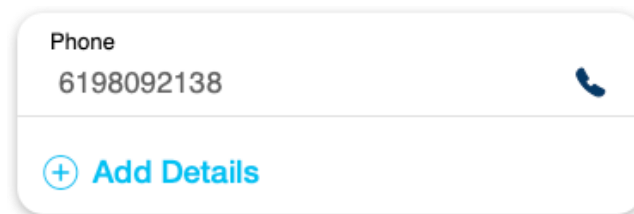
Calls

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
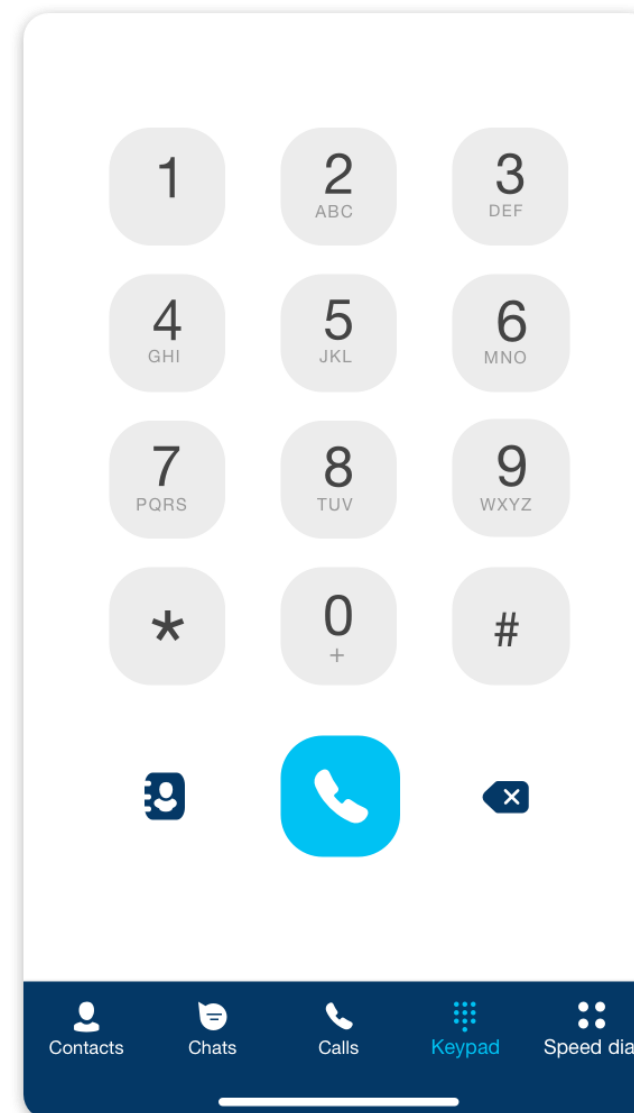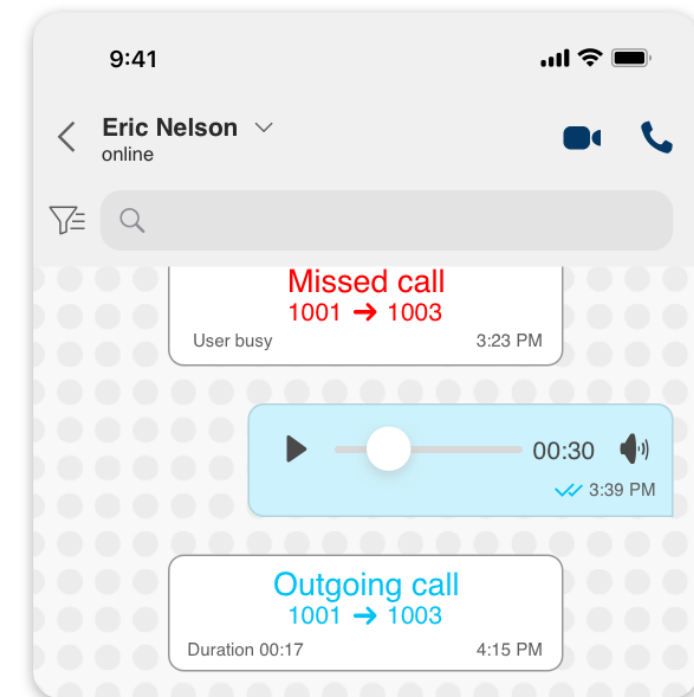

External contact's profile example

Making a call from a Keypad tab

1. Open the 'Keypad' tab by pressing the ⠿ icon.

2. Dial a phone number manually or tap on the 👤 icon to access your mobile device's contacts list.

Making a call from a chat

1. Open the 'Calls' or 'Chats' tab.

2. Open a chat with a contact that you would like to call.

3. Press on a 📞 icon 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. Open the '**Contacts**' tab and select the '**Phone Contacts**' menu item.
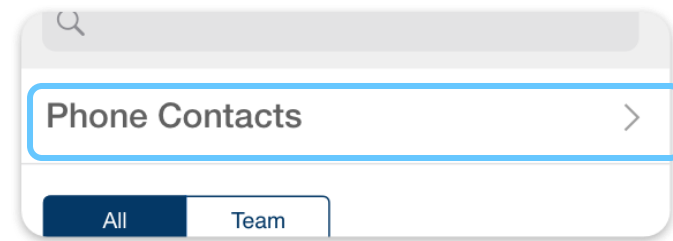
2. On the screen with the list of your contacts, tap on a contact you want to call.

3. Press the 📞 icon to make a call.
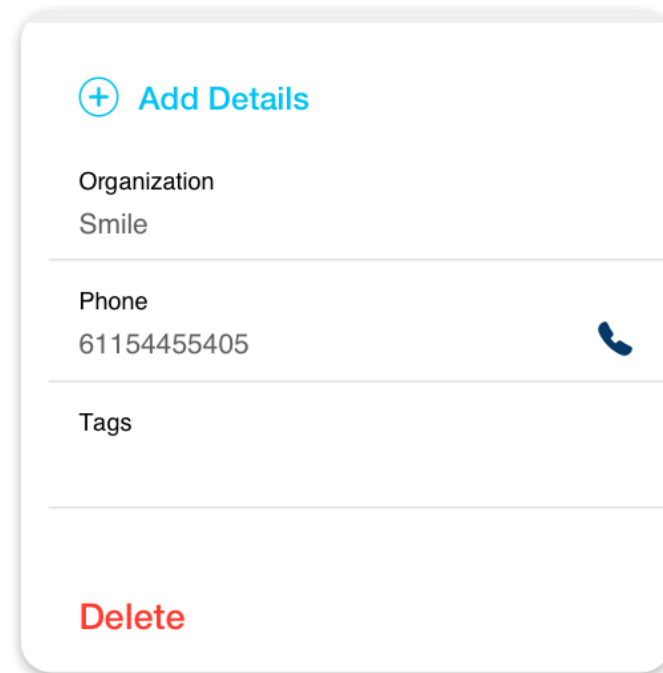
Alternatively

1. Open the '**Keypad**' tab

2. Press the icon on the bottom left corner of the numpad.

Open your device's phone book
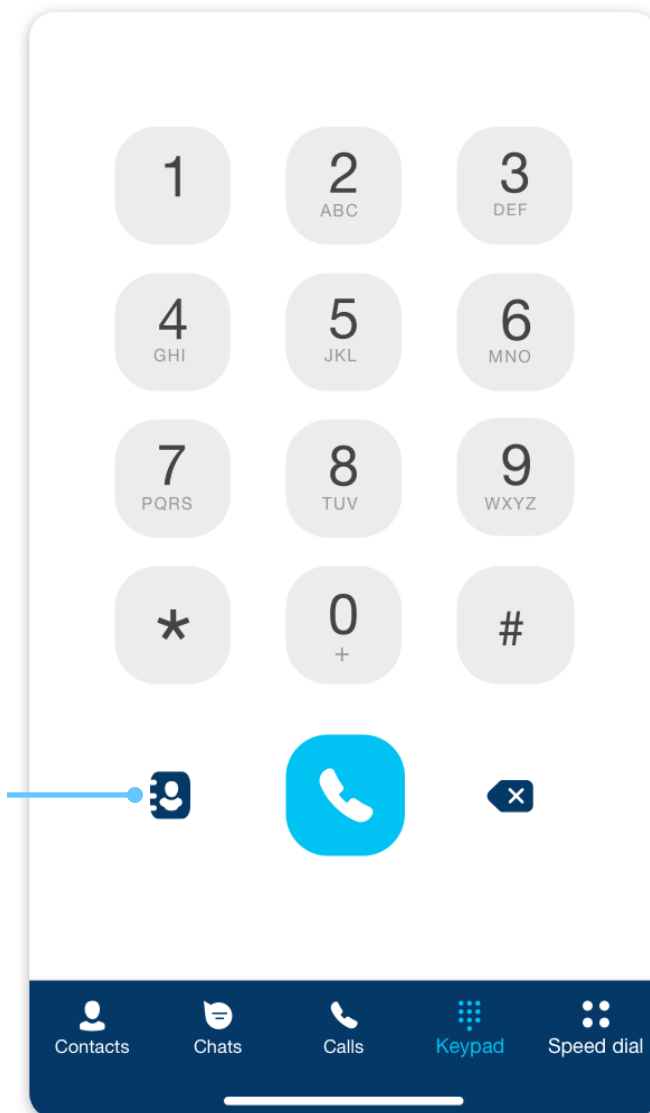
Incoming calls

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

During a call you have access to the following features:

Drop a call

Answer an incoming call
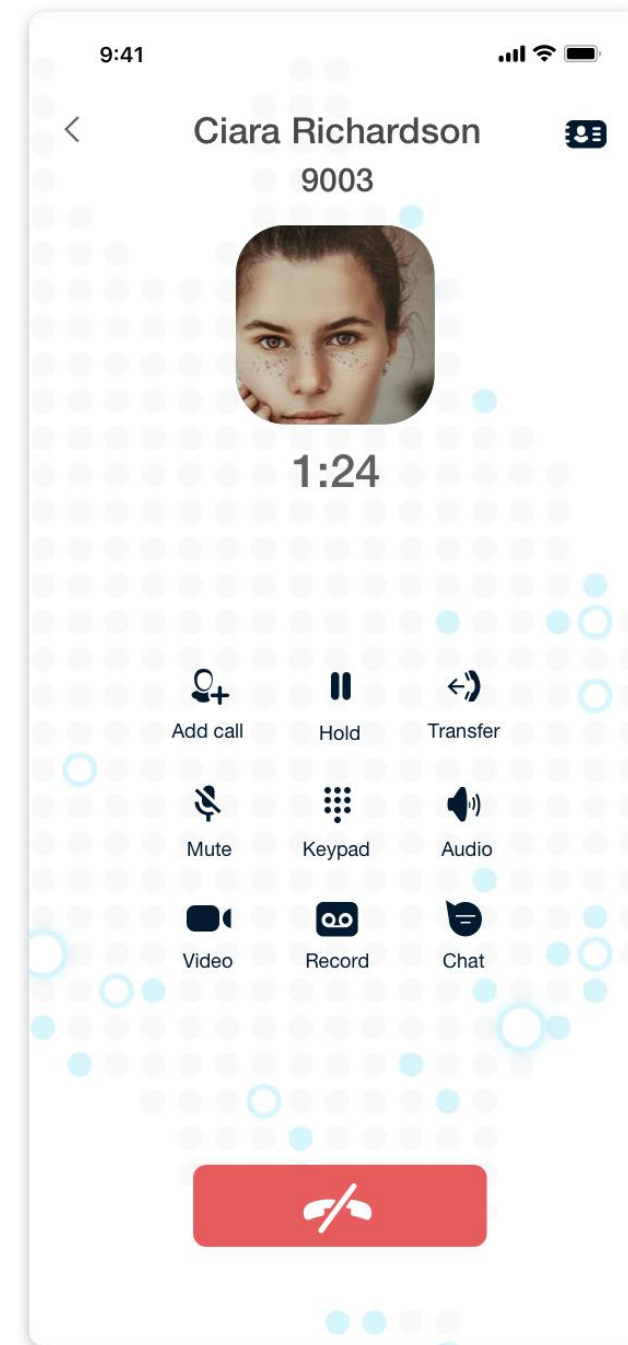
Transfer a call

To transfer a call:

1. During an ongoing call, press the 'Transfer' icon ↩)

2. Enter a phone number or tap on a contact from the list, to whom you'd like to transfer a call.
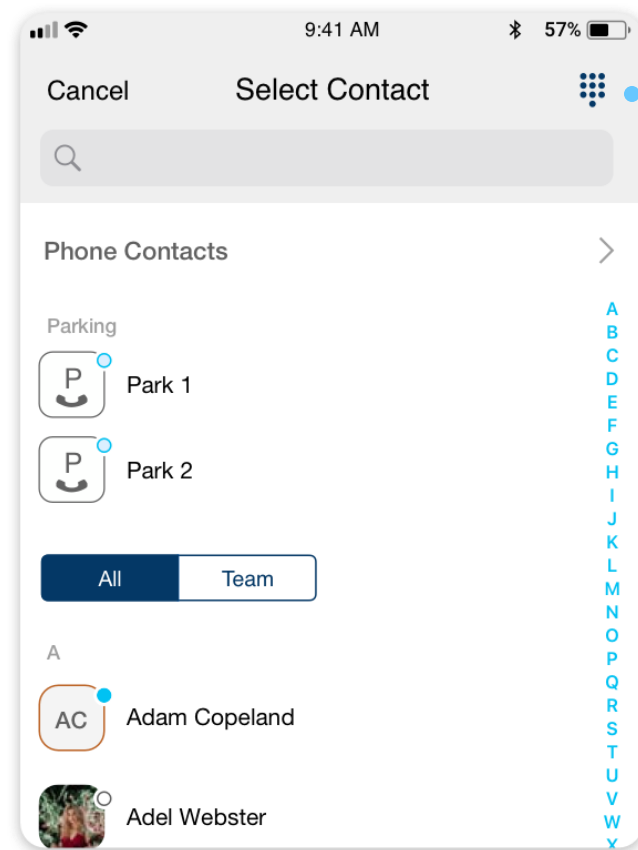
Tap on the 'Numpad' icon to dial a phone number.

3. Choose if you would like to do a Blind or Attended transfer.
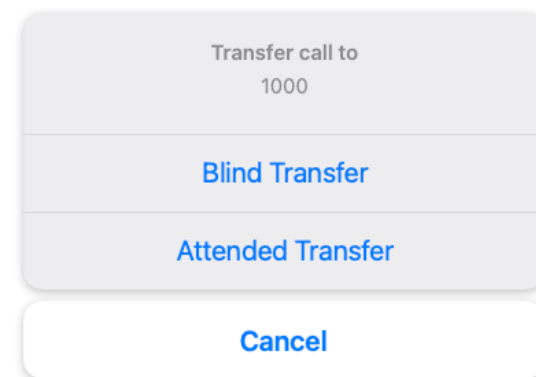
If you choose a 'Blind transfer', you will be disconnected from this call while the caller will be transferred to the number you selected.
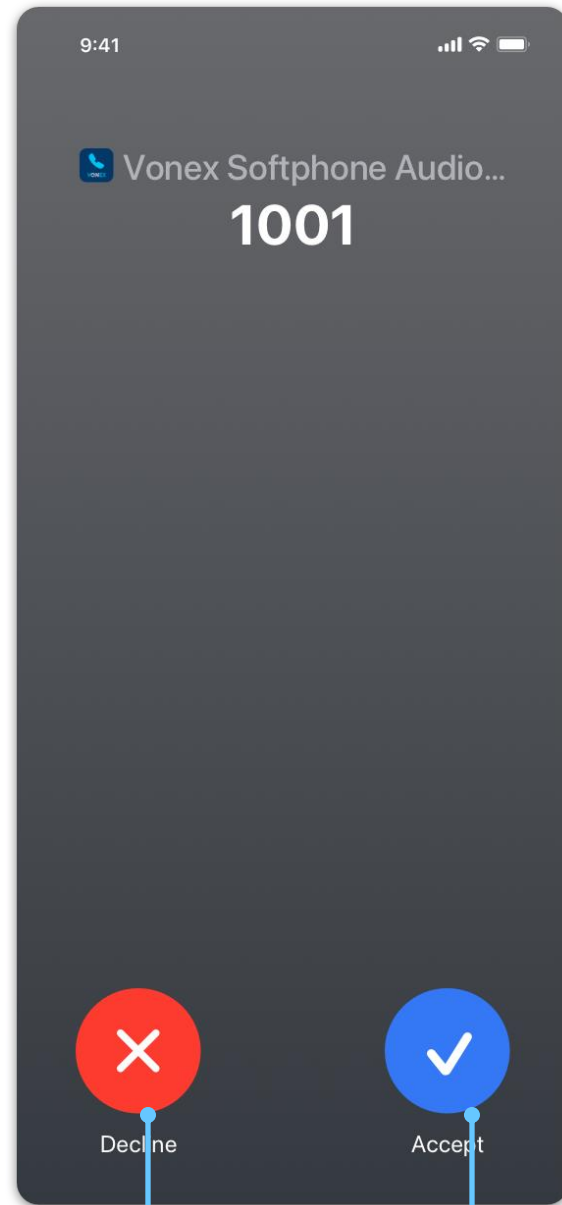
In case of 'Attended transfer', the caller will be put on hold, while the app will make an outgoing call to the number/contact you chose to transfer a call to.
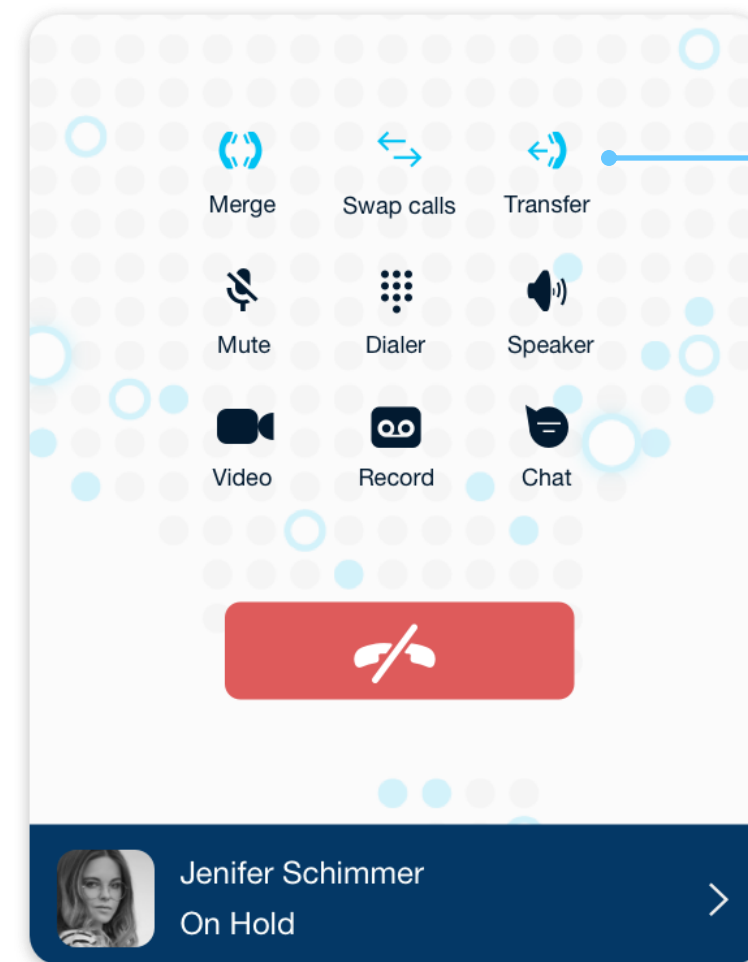
Press 'Transfer' button to confirm the call transfer.

Add a participant to a conference

To add a participant to a call:

1. During an ongoing call, tap on the 'Add call' icon

Add call	Hold	Transfer
Mute	Keypad	Audio
Video	Record	Chat
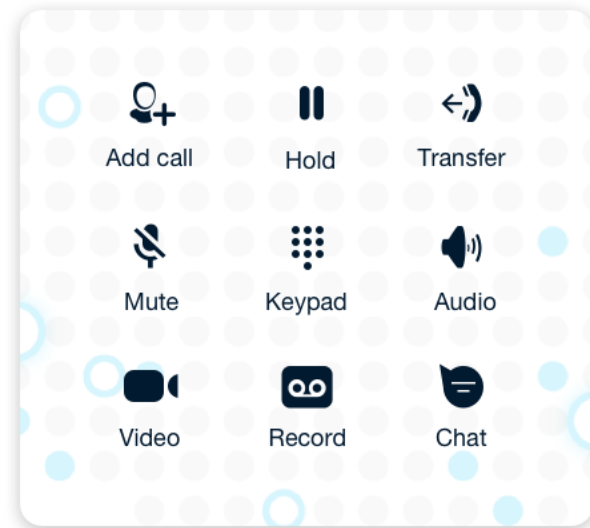
2. Choose a contact that you'd like to add to a call from the list.

OR press the numpad icon to dial a phone number.

9:41 AM   57%

Cancel   Select Contact

Phone Contacts

All | Team

A

AC   Adam Copeland

Adel Webster

A B C D E F G H I J K L M N O
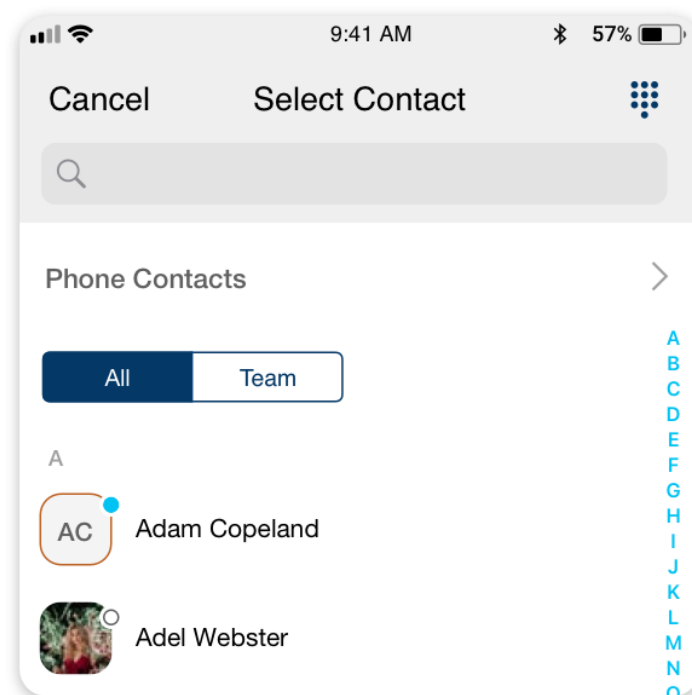
3. After you've connected with a new participant, press 'Merge' button to this participant to a conference.

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

Merge	Swap calls	Transfer
Mute	Dialer	Speaker
Video	Record	Chat

Jenifer Schimmer
On Hold

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

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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 '**Add call**' icon
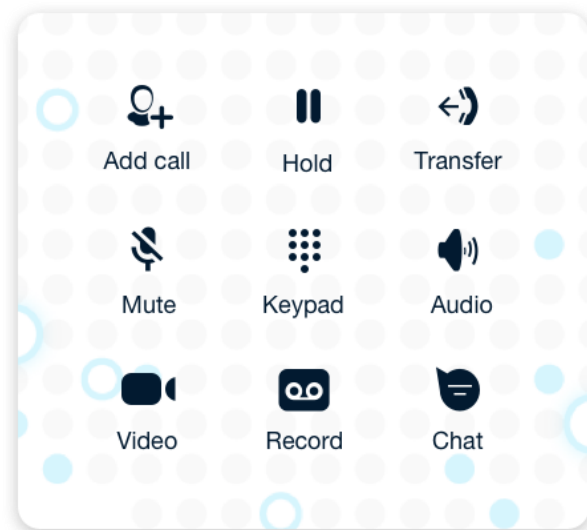
2. Choose a contact that you'd like to call from the list.

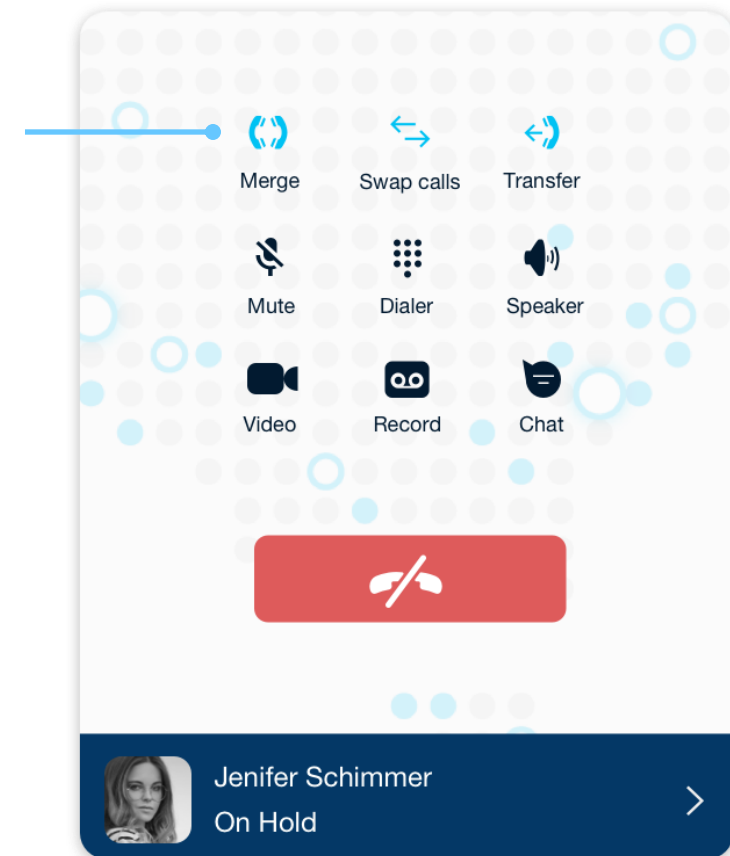**OR** Press the numpad icon to dial a phone number.

3. After the connection has been established, you can switch between the two calls by tapping on a pause 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:

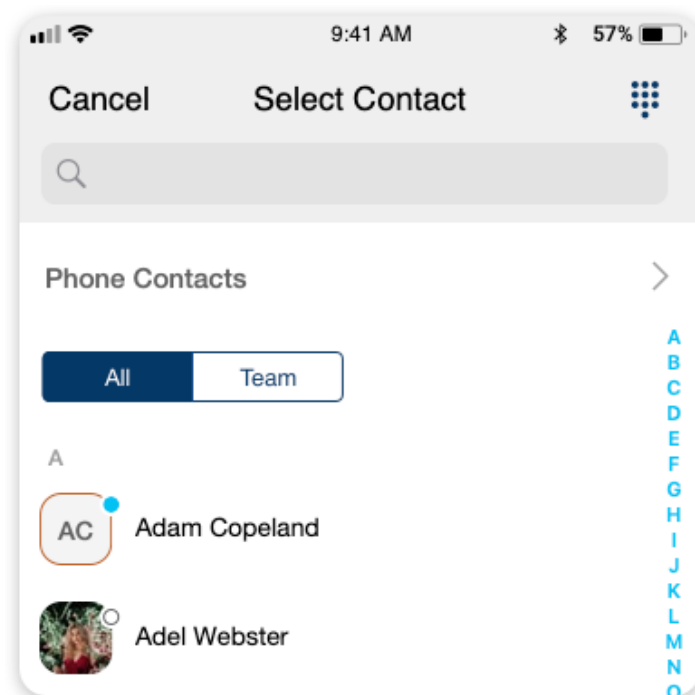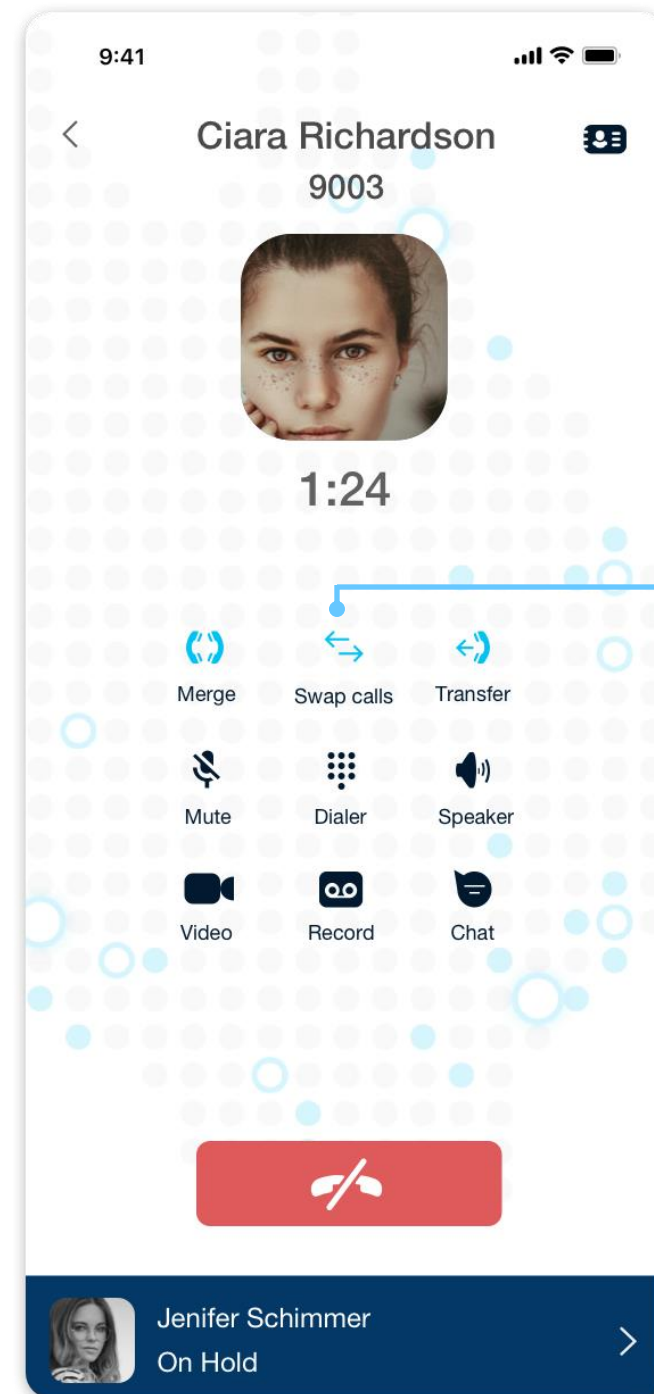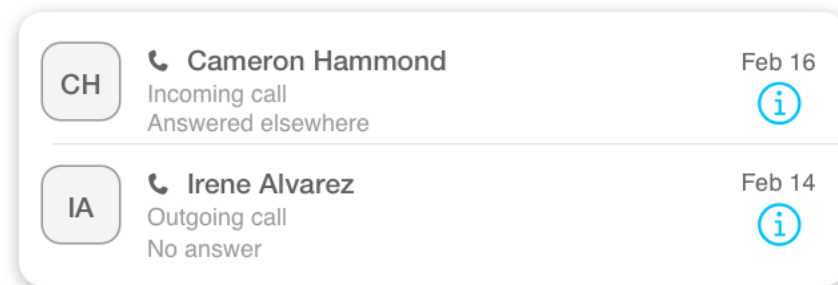1. Open your conversation history with a contact. You can do that by switching to the '**Calls**' tab and selecting a contact from the list of your calls.

CH   📞 Cameron Hammond   Feb 16
      Incoming call
      Answered elsewhere   ⓘ

IA   📞 Irene Alvarez   Feb 14
      Outgoing call
      No answer   ⓘ

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

Incoming call
1001 ➜ 1003
Duration 01:00   3:25 PM

Hi there
4:02 PM
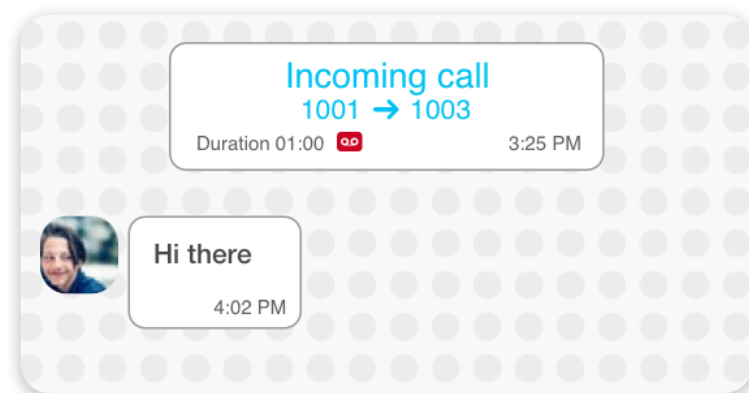
Adding Call Subject and comments

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.
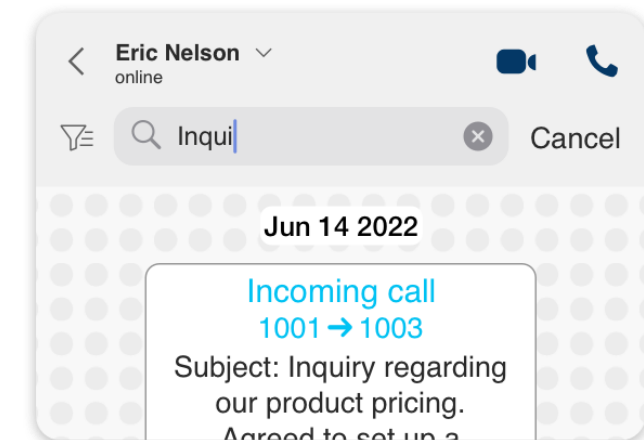
After you finished editing the Call Details, tap on the '**Save**' button to confirm, or on the ‹ icon to discard the changes.

‹   Ciara Richardson   Save

Jul 15 10:42 PM

Incoming call

00:11

Call subject

Call comment
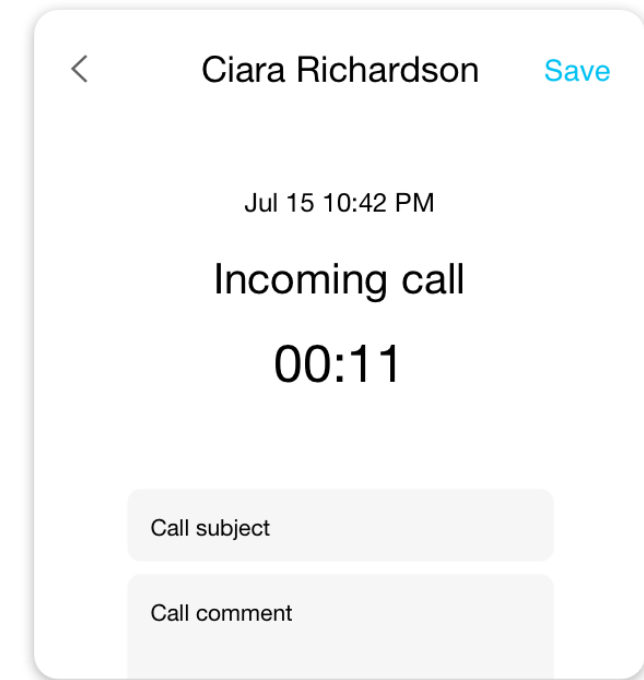
Finding a call by its subject

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.

‹   Eric Nelson ⌄   📹 📞
   online

🔽   🔍 Inqui| ⊗   Cancel

Jun 14 2022

Incoming call
1001 ➜ 1003
Subject: Inquiry regarding our product pricing.
Agreed to set up a

You can also mark a call as a '**Favorite**' by using the long tap on a message or a call. This will make it easier to find it using chat filters.

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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.
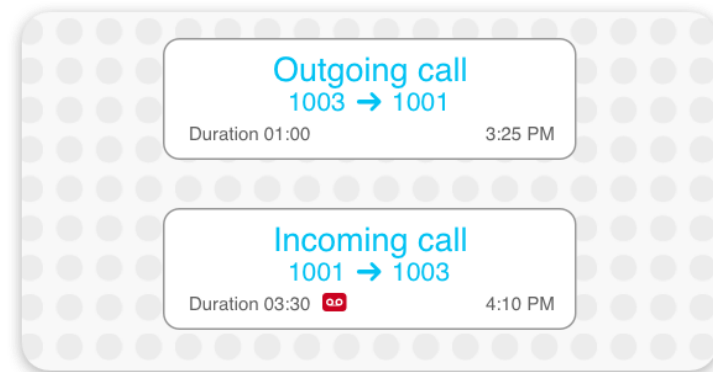
3. Tap on a call which recording you'd like to listen to.

4. On the **Call Details** panel, press ▶ icon to playback a call recording.
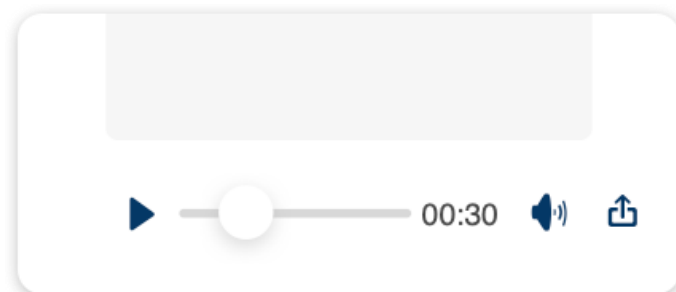
To share a call recording to other applications on your device:

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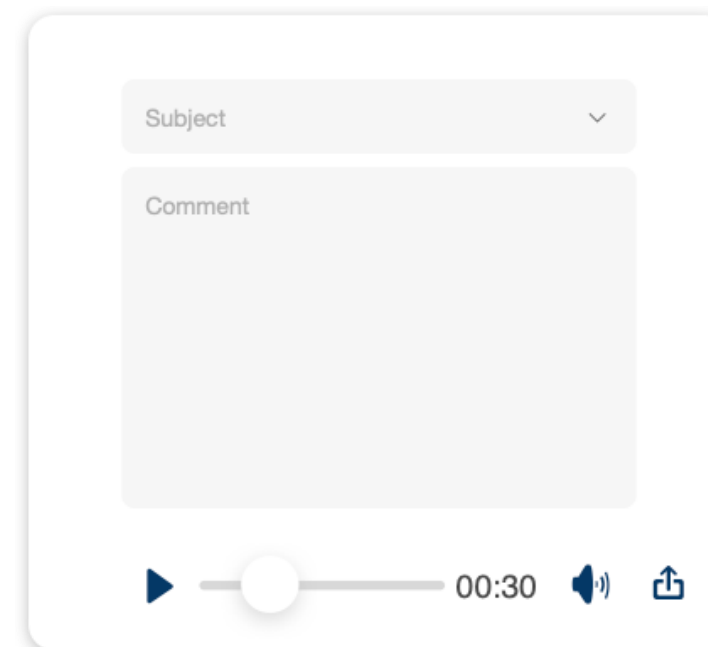
You can choose this same application from the list to share a recording with your colleagues who use this app.

* 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 by pressing on the icon at the top right corner of the screen ＋ and then selecting the type of chat you would like to create.
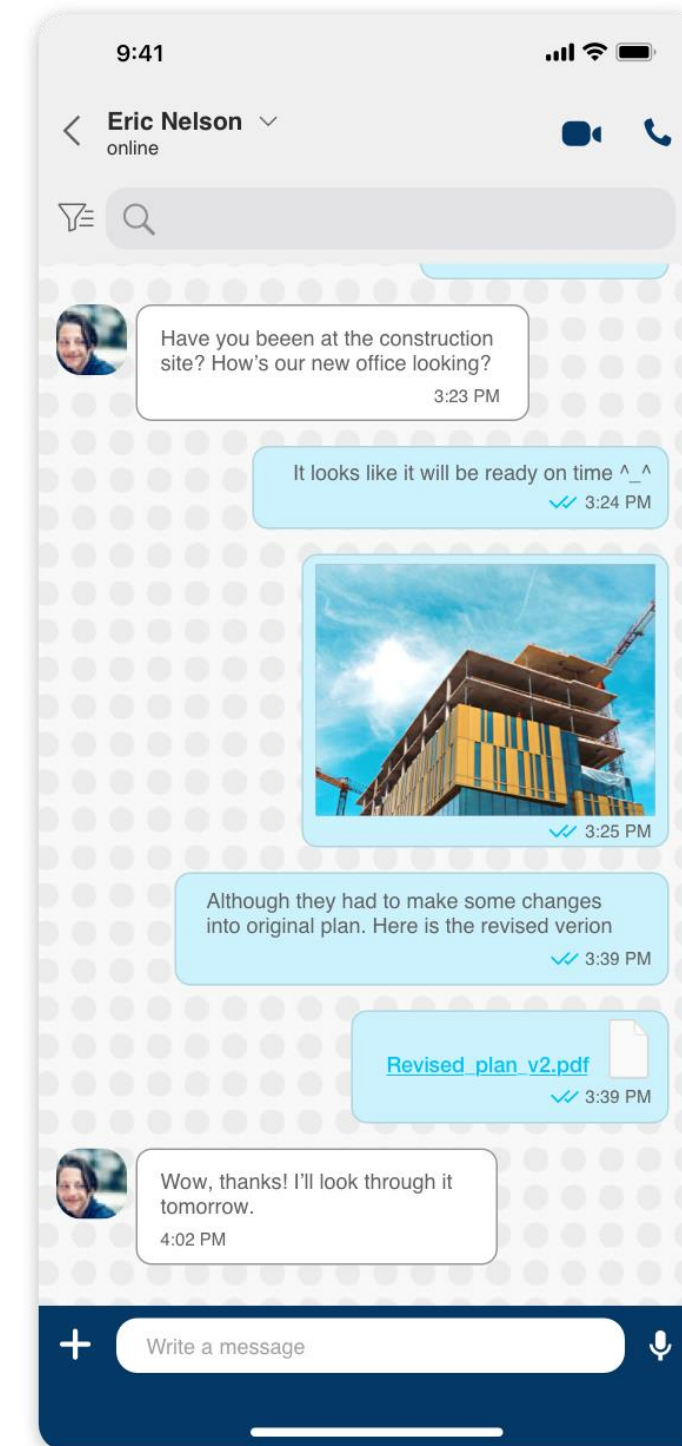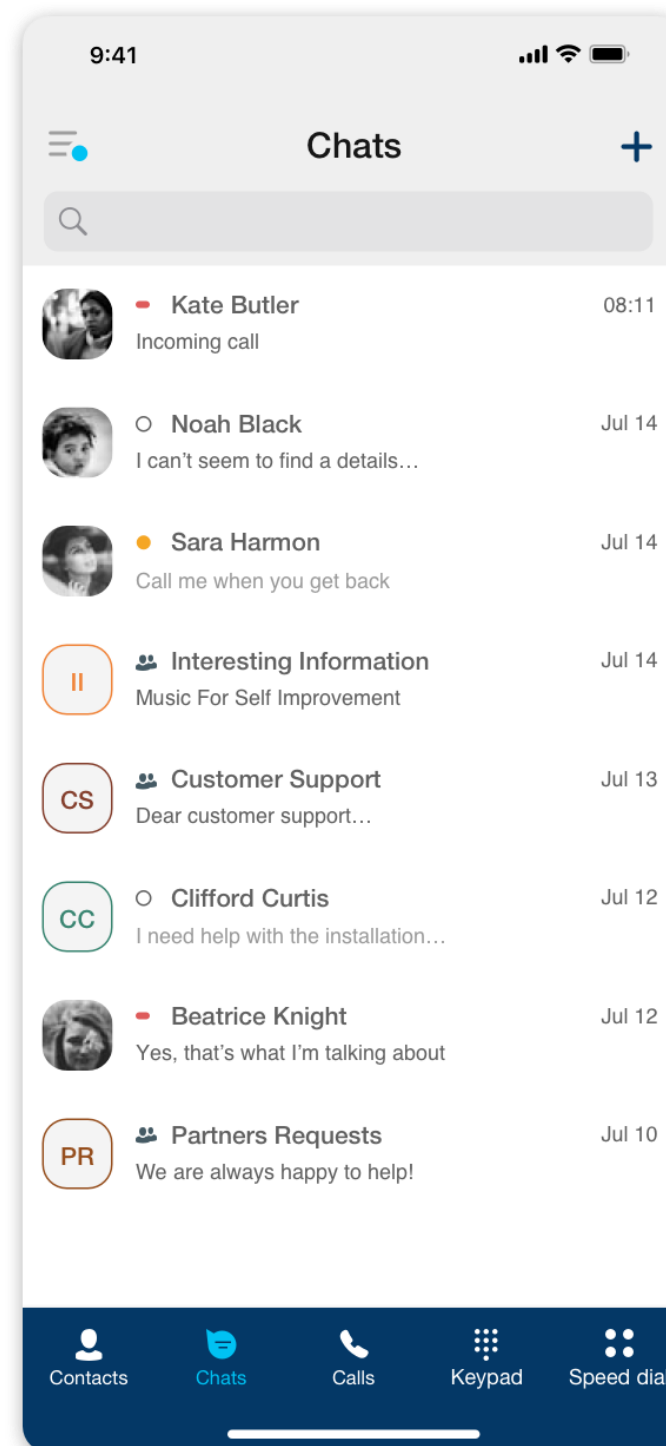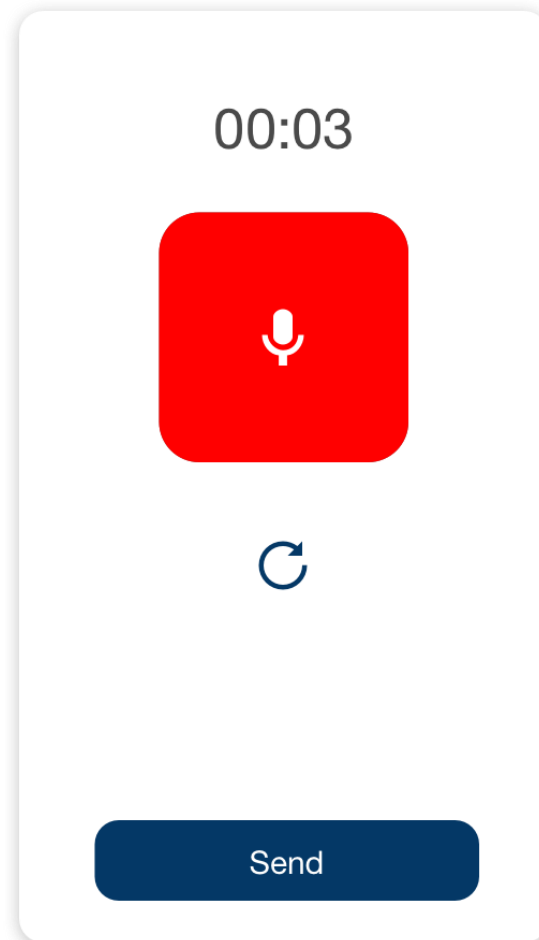
Sending a text message

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

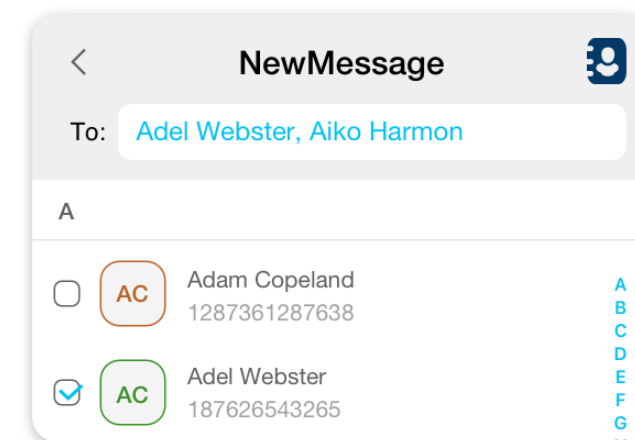To send a voice message to your colleagues who are using the app:

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 screen will pop up where you'd be able to pause/resume and reset your voice recording.

4. After you've finished recording, tap on the '**Send**' button to send your message.
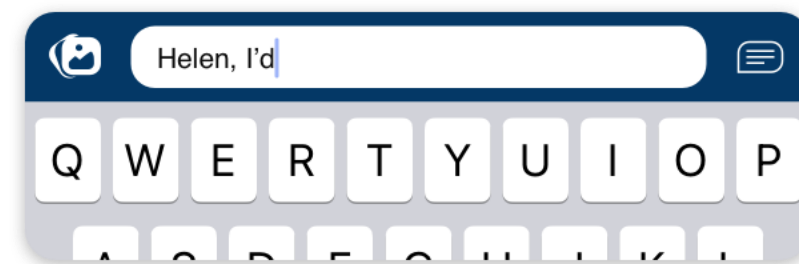
00:03

Send

Sending a SMS message *

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

1. Press on the ╋ icon at the top right corner of the screen and then tap on the SMS menu item 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.

NewMessage

To: Adel Webster, Aiko Harmon

A

◯ AC   Adam Copeland
         1287361287638

☑ AC   Adel Webster
         187626543265

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

Helen, I'd

Q W E R T Y U I O P

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.
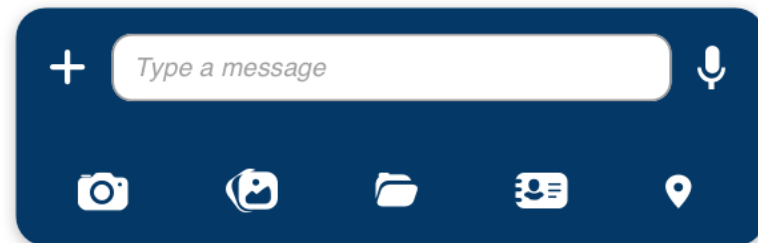
Sending files, photos and locations

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.
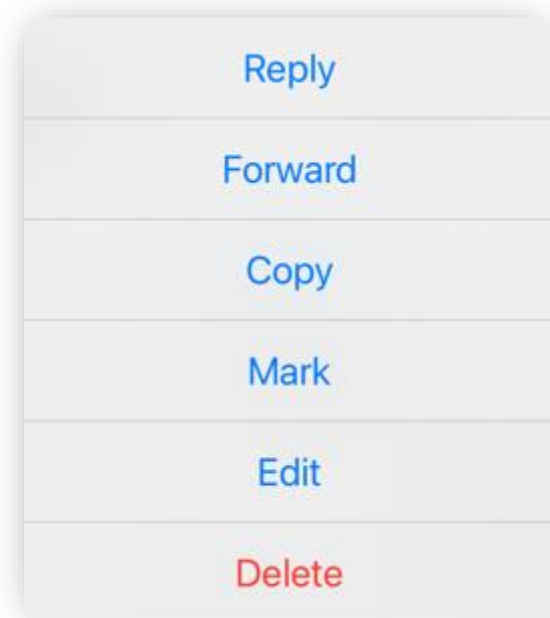
2. Tap on the ➕ icon at the bottom of the screen.

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 pop-up menu, select the 'Copy' menu item.

Share messages with other applications on your device

To share a message with other applications:

1. Long-tap on any message in a chat.

2. In the pop-up menu, select the 'More' menu item.

3. Select messages /photos /files /calls you would like to share.

4. Tap on a ⤴ icon.

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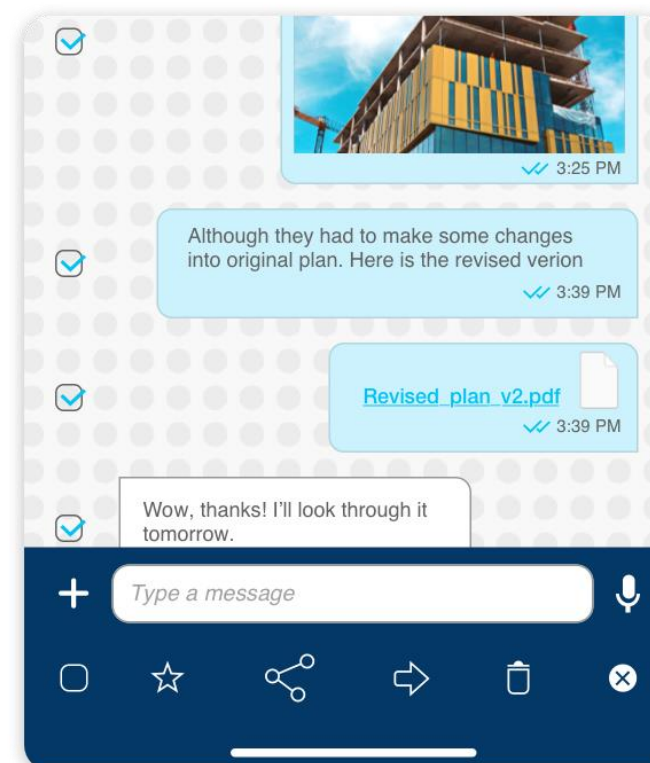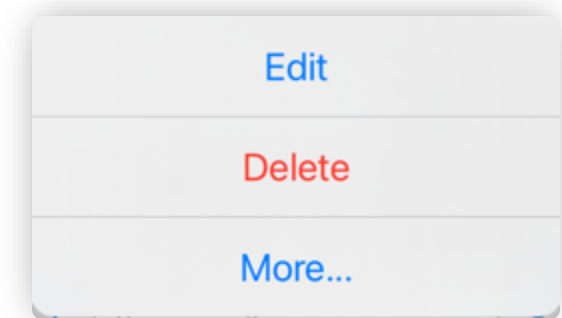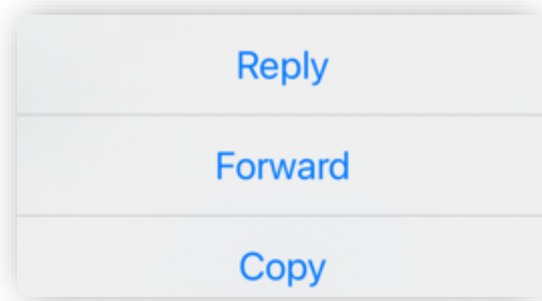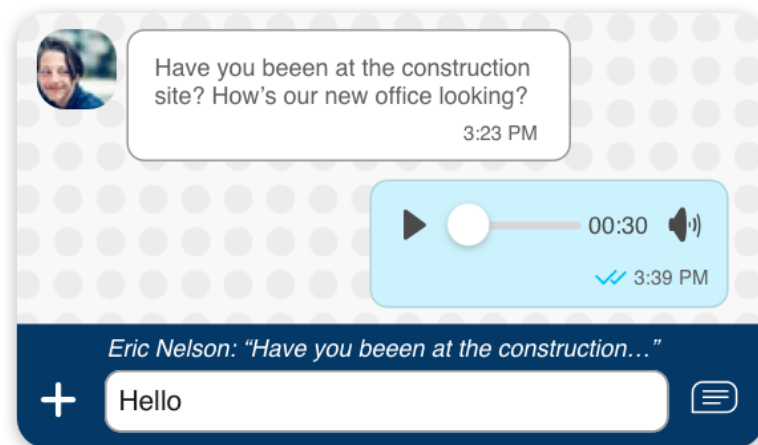
Replying to a message

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 pop-up menu, select the '**Reply**' menu item.

> Reply
>
> Forward
>
> Copy

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.

> Have you beeen at the construction site? How's our new office looking?
> 3:23 PM
>
> ▶ ──●────── 00:30 🔊
> 3:39 PM
>
> *Eric Nelson: "Have you beeen at the construction…"*
>
> ＋ | Hello | 📄

4.   Type your reply in the text area at the bottom of the screen.

5.   Press the ☰ icon to send your reply.

Forwarding messages

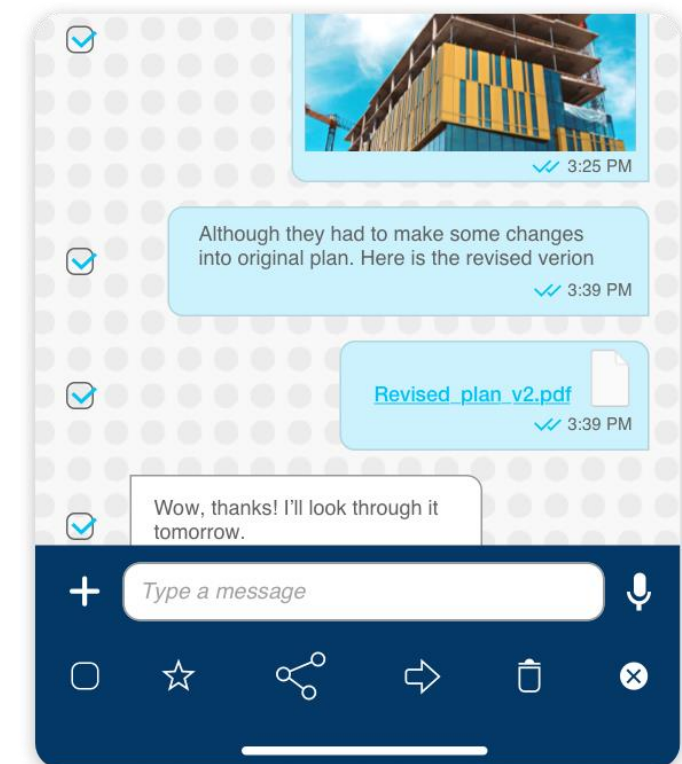To forward **a single message** to another user(s):

1.   Long-tap on a message that you'd like to transfer.

2.   In the pop-up menu, select '**Forward**' menu item.

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

> Forward
>
> Copy

> Cancel   **Select Chat**   Done
>
> 🔍
>
> A
>
> ☐ AC Adam Copeland
>
> ☑ AC Adel Webster
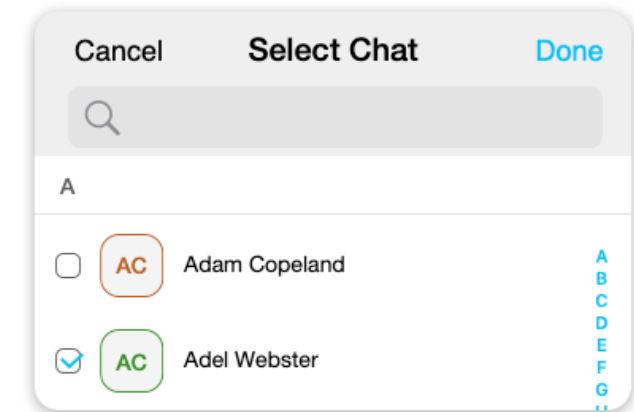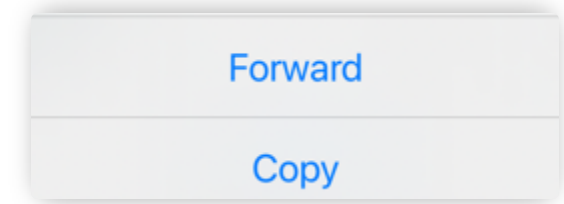
To forward **multiple messages** to another user(s):

1.   Long-tap on a message that you'd like to transfer.

2.   In the pop-up menu, select '**More**' menu item.

3.   Tap on the ⇨ icon.

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

> 3:25 PM
>
> Although they had to make some changes into original plan. Here is the revised verion
> 3:39 PM
>
> Revised_plan_v2.pdf
> 3:39 PM
>
> Wow, thanks! I'll look through it tomorrow.
>
> ＋ | Type a message | 🎤
>
> ☐ ☆ ⌁ ⇨ 🗑 ✕

Create a Group chat

To create a new chat:

1. Press on the ➕ icon at the top right corner of the screen.

2. Select '**Group**' menu item from the pop-up menu to create a new group chat.

3. Enter the name of the group chat you would like to create.

4. Select participants for this group chat from the list and press '**Done**'.
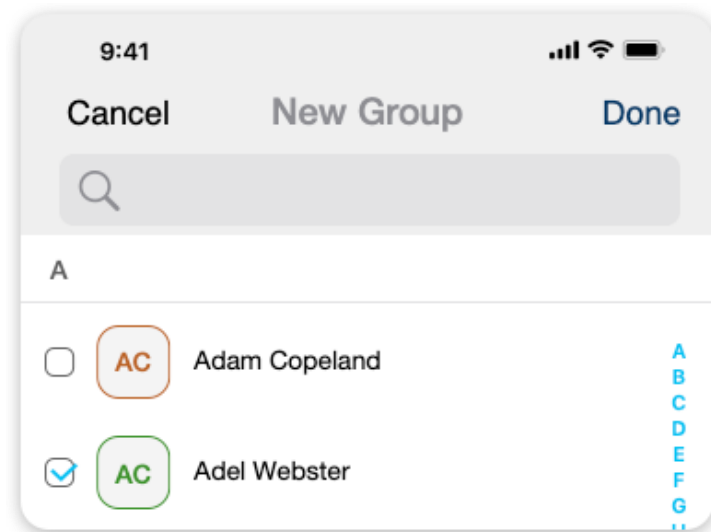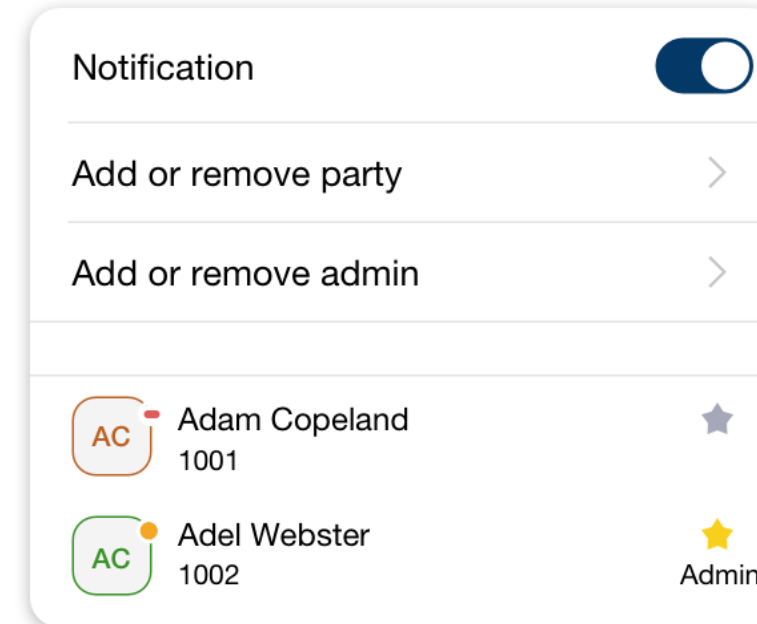

After you've created a group chat you can select who, aside from you, will be this group's Admin and will have the right to add or remove participants to this group.

To edit the list of a group administrators:

1. On the small arrow icon ⌄ at the right side of the group name to open the group settings screen.
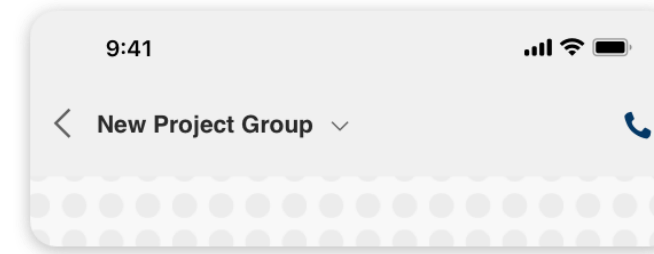
2. Tap on a ⭐ icon to add/remove admin rights to a participant.

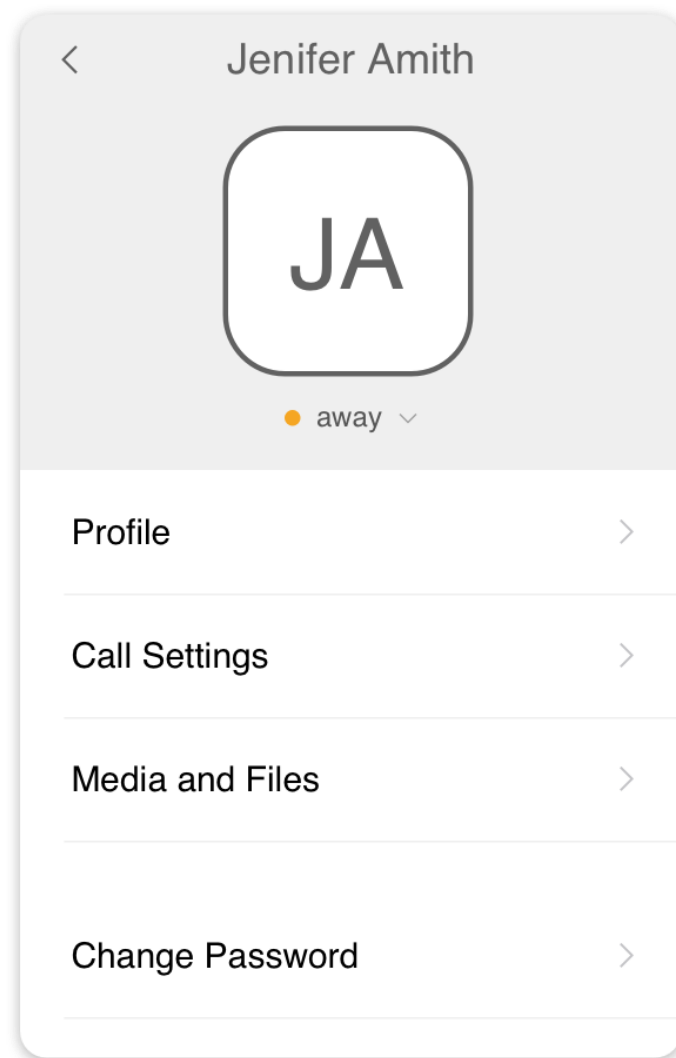# App Settings

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 tap on the icon.
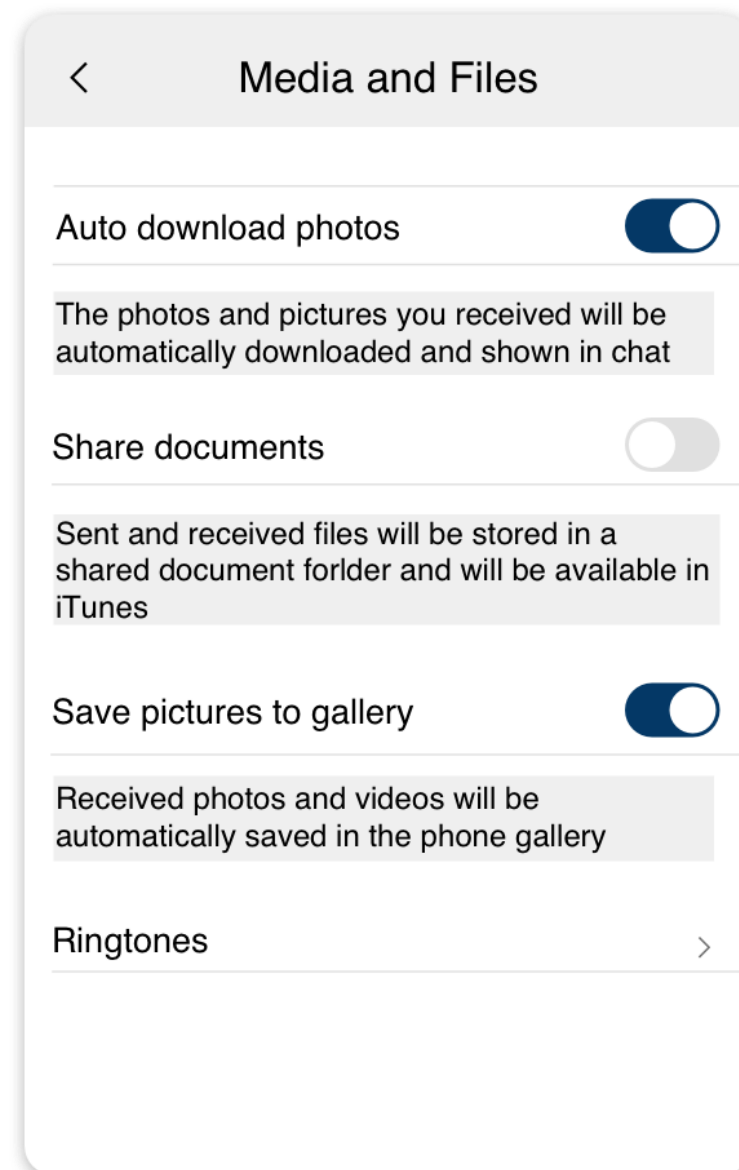
The app settings are divided into two groups:

- Call Settings,
- Media and Files.

Media and Files

Here you can set how to store files and pictures you share within the app, as well as the Ringtone for incoming calls.

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

Forward when unreachable 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 unanswered. You can turn this feature on if you want to forward calls you do not answer during the time set in the '**Timeout**' parameter below.

A **Voice mail** checkbox turns your voicemail feature on/off. To record or change your voicemail greeting, tap on the '**Set Greeting**' menu item.

Check the '**Voice 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.