Communication Solutions

Vobi Android User Guide

Contents

Introduction **2**
Configuring Vobi **2**
Application description **3**
Using the application **6**
Voicemail **10**
Frequently asked questions **10**

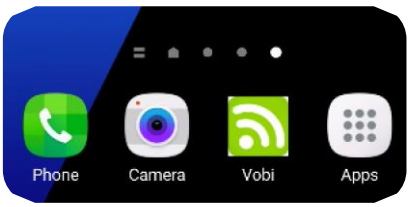
Introduction

Welcome to Vox!

In this document you will find all the necessary information you will need in order to setup and use the Vox Vobi application on your Android device. Minimum Android Version is 5 and up

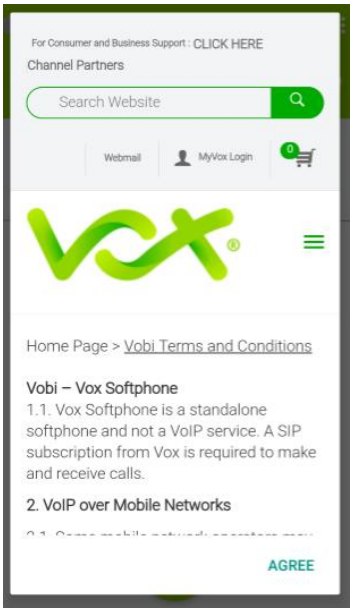
Configuring Vobi

1. Download and install Vobi from the Google Play store.
2. Once installed, select the Vobi icon.



3. Select ‘Scan QR’.

4. Using the phone's camera, scan the QR code that was emailed to you.



5. Accept the terms and conditions.

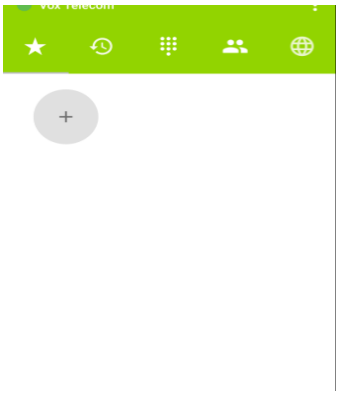
Application description

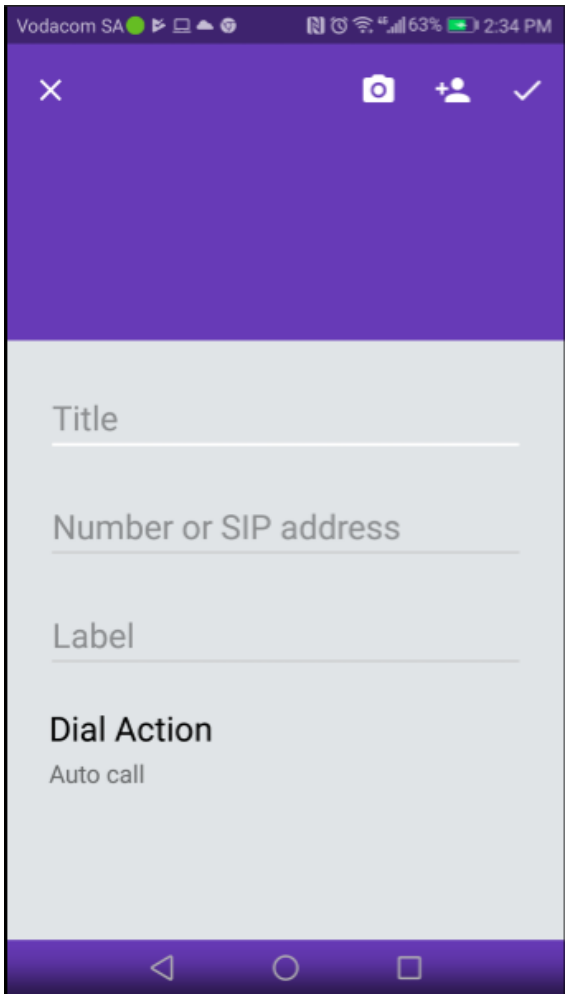
Quickdial tab

The quickdial tab is used to store frequently dialled numbers.

Adding a telephone number to quickdial is done as follows:
1. Select the 'Quickdial' tab.
2. Select the location for the quickdial.

3. Enter the details, select the icon in the lower right hand corner and 'Save'.

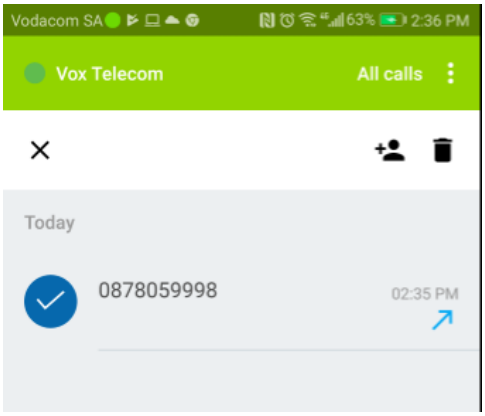



Vodacom SA
63%
2:34 PM
Title
Number or SIP address
Label
Dial Action
Auto call

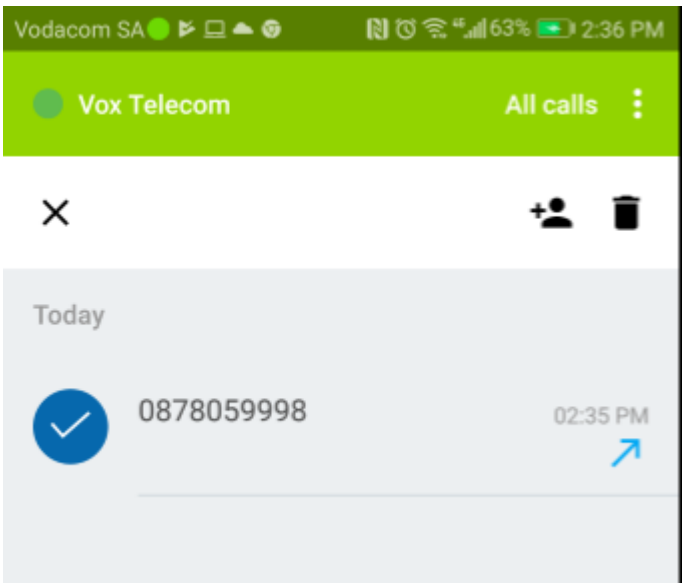
History tab

The history tab displays your call history.

1. To make a call from the history log select the entry to dial.



2 The history log can be cleared by selecting in the top right hand corner.



Contacts tab

The contacts tab shows all the contacts on your device.

Settings

To reach the settings page, select the in the top right hand corner of the keypad tab and then select 'Settings'.

Account Setup:
Account setup allows you to view and edit your account settings. Please note that modifying these settings without the guidance of Vox support staff may stop the application from working.

Incoming Calls:
Incoming calls should be left on 'Use Push Notifications'. Changing this setting to 'Only in Foreground' will result in the app only ringing when it is open and will cause faster degradation of the battery life.

Preferences:
Preferences allows you to set the application preferences.

Reset Application:
Reset Application will remove your account details from the application.

Using the application

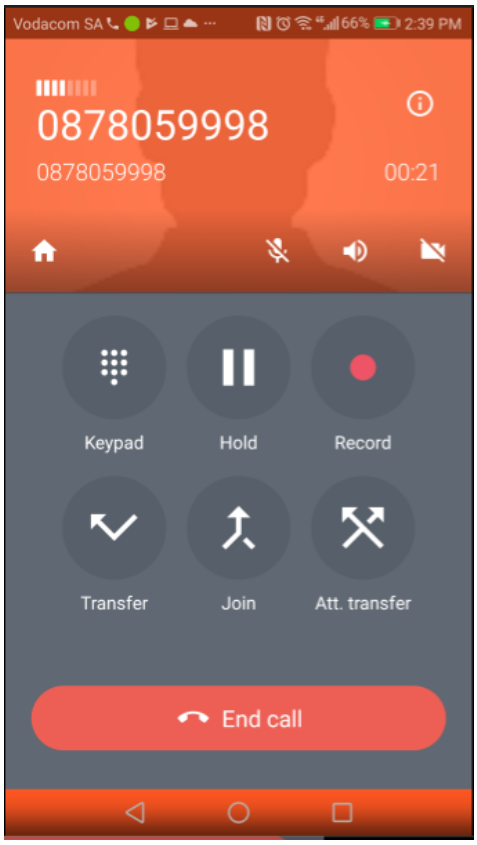
Making a call

You can make a call via the Vobi application by completing the following steps:

1. Select the **'**Keypad' tab. Enter the number to dial and press .
2. Select the 'Quickdial' tab. Select the contact and press the dial button.
3. Select the 'History' tab. Select the contact and press the dial button.
4. Select the 'Contacts' tab. Search for the contact, select the contact, then press the dial button of the contact number to dial.

Incoming calls

1. To answer an incoming call, press the 'Answer' button.
2. To forward an incoming call to another destination, press the 'Forward' button. Please note the forward button must first be enabled under *Settings / Preferences / Call Forwarding*.
3. Selecting 'Ignore' will stop the application from ringing the device, however the call can still be answered. If the call is not answered, the application will follow the default answering mode set on the account. Any other devices paired with the same account will continue to ring.
4. Selecting 'Reject' will terminate the call on the application and the call will be routed to the default un-answered destination set on the account. If there are other devices paired with the same account, the call will proceed to the default answering mode set on the account
5. The button can be used to start a video call if the connected party supports video.



Calls on hold

To place a call on hold via the Vobi application, complete the following steps:

1. During an active call, press the 'Hold' button
2. To return to the call, press the 'Hold' button again.

Blind transfer*

A blind transfer is when you transfer a call to a third party without announcing the call to that party. To perform a blind transfer via the Vobi application, complete the following steps:

1. During an active call, press the 'Transfer' button
2. Enter the destination number on the keypad and press

Attended transfer*

Attended transfer is when you announce the call to the third party before transferring the call. To perform a transfer to a waiting recipient, complete the following steps:

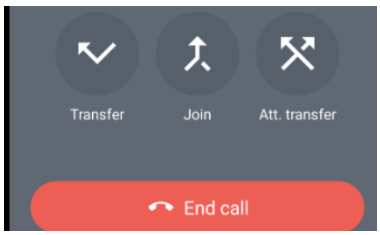
1. During an active call, press the 'Add Call' button
2. Enter the destination number on the keypad and press
3. Wait for the 3rd party to answer and announce the call.
4. Press the 'Att Transfer' button
5. Then select the call on hold that you want to transfer.

Please note: If your device is locked, you may need to unlock it first after pressing transfer in order to gain access to the keypad.

Conference calls*

To conference call via the Vobi application, complete the following steps:

1. During an active call, press the 'Home button
2. Enter the destination number on the keypad and press .
3. Wait for the 3rd party to answer and press the 'Join' button
4. Press the 'Join' button on the contacts you wish to join the conference call.



5. To split the conference again, press home button again
6. Then press the 'Join' button which will place both callers on hold then you can return to either party or set the conference up again.

Call recording

Call recording can be enabled for all calls under the preferences tab. To record a call via the Vobi application, complete the following steps:

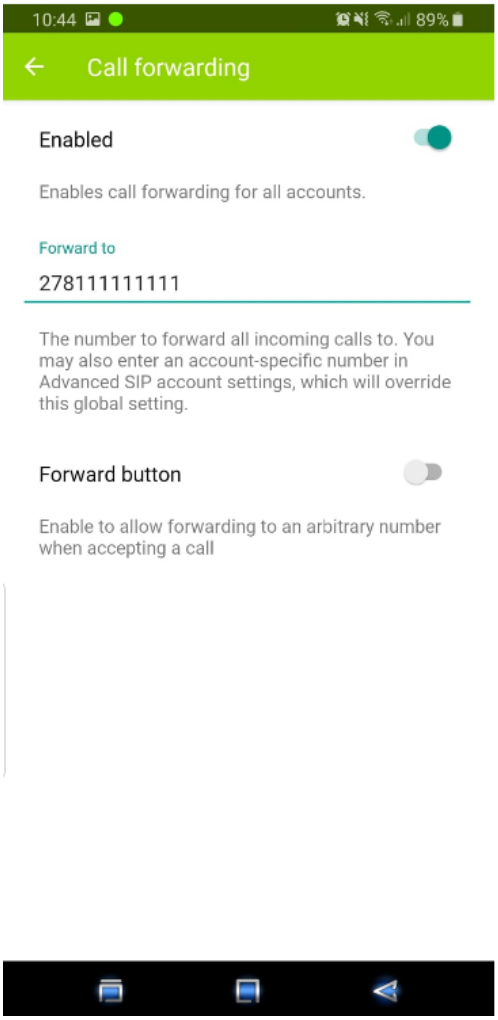
1. To do ad-hoc call recording, press the 'Record' button while on an active call.
2. Recorded calls will be saved to 'History' under the Recorded tab.

Please Note: Storing recorded calls will use up the available memory on your device.

*If you have Vobi bundled with your Uncapped Fibre to the Home package, please note that you can only make 1 call at a time. So features like call transfer and conference calling may not function as stipulated above.

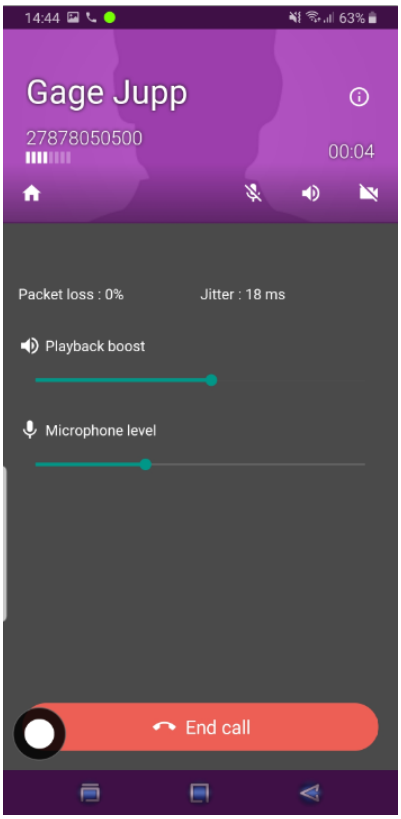
Forwarding on Vobi

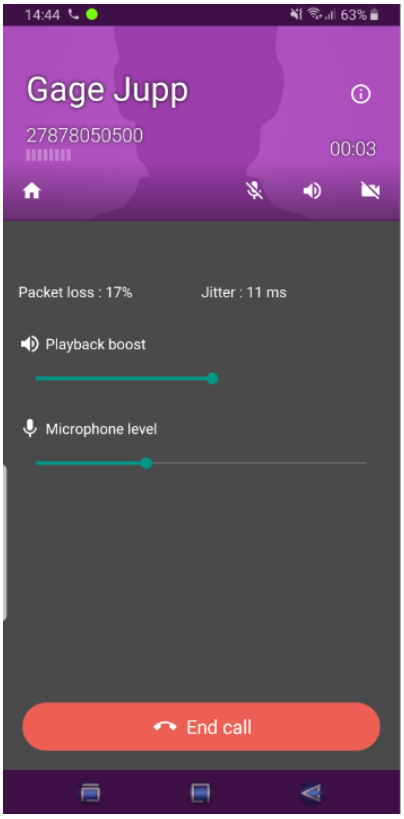
Calls can be forwarded on the Vobi app itself, but there should not be any App restrictions such as stated in the above troubleshooting (data and power related), then the call forwards do work without any issues
Under Settings -> Preferences -> Call Forwarding
Please make use of the number marked in a 27 format as stated below



Checking Network status of the Call

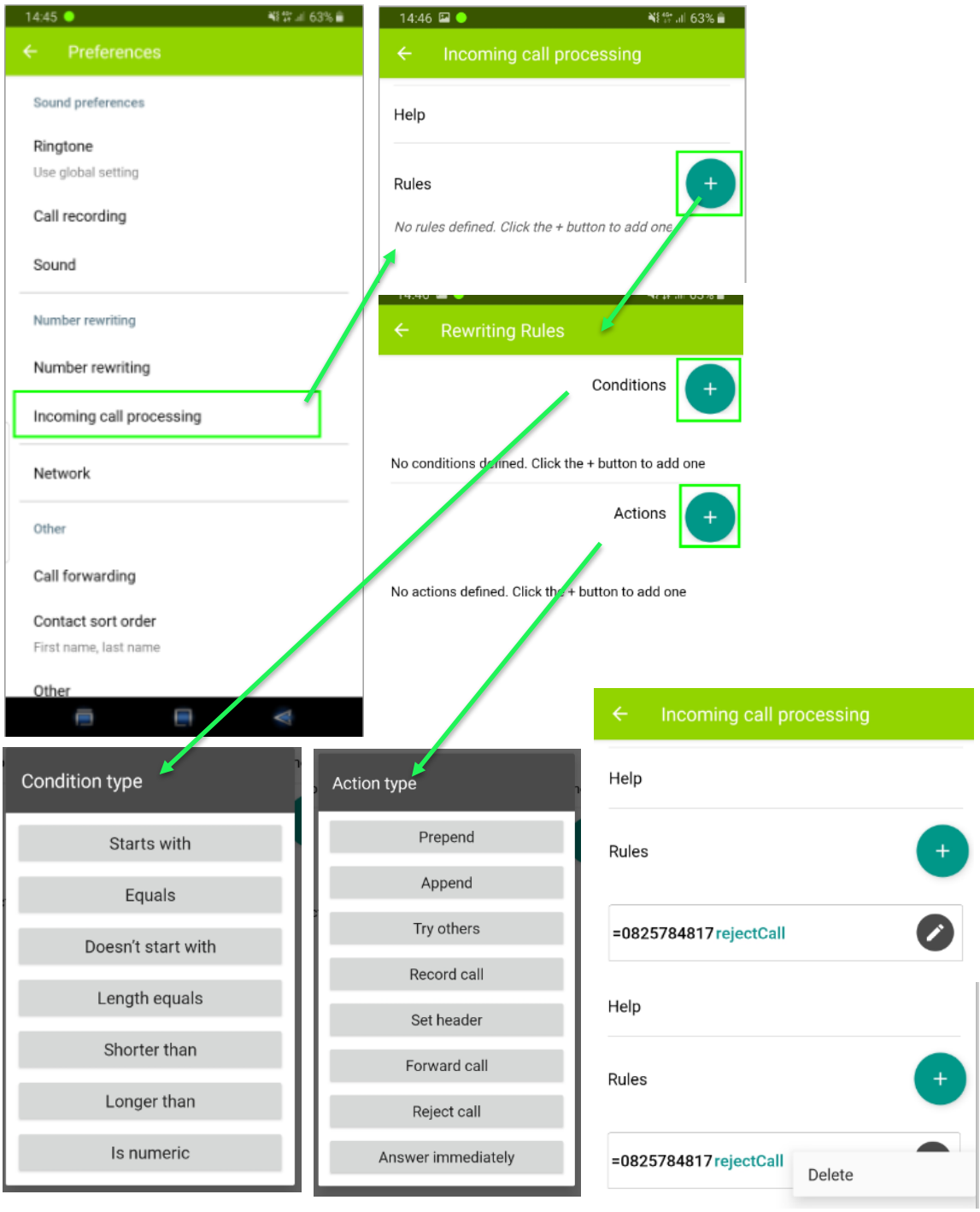
Once a call has been made or received, the network settings of the call be checked by swiping to the left on the call screen, you should see the below appear
The audio playback volume can be increased / decreased. The same goes for the Microphone level





Incoming call App Adjustments

Settings > Preferences > Incoming call processing
Once in, you need to Add a rule
Once you are in the rule tab, Conditions and Actions needs to be set, as per customer needs
The rules can be deleted by holding the Edit or Pencil Icon



Voicemail

Setting up your voicemail

To setup your voicemail, dial ***98**. You will be directed to the main menu of your mailbox where you will need to complete the following steps:

1. Select Option 1 to listen to your messages.
2. Select Option 3 for personal options.
3. To exit press ***
4. Press 2 for admin options
   - Press 1 to change your password (default is 777).
   - Press 3 to change the prompt level.
   - Press 4 to toggle date and time announcement on or off.
   - Press 6 to toggle auto play on or off.
5. Press 3 for personal greetings.
   - For an extended absence greeting press 1.
   - For a personal greeting press 2.
   - To record your name press 3.

Listening to your voicemail messages

The voicemail notification will indicate if you have voicemail. To listen to your voicemail, complete the following steps:

1. Press the 'Voicemail' button

.
2. For further options press the keypad button

.
3. Press 1.
4. Press any digit to skip to the end of the message.
5. Press 4 to replay the message.
6. Press 7 to delete the message.
7. Press 9 to save the message.

Frequently asked questions

1. What is a quick response (QR) code?
   A QR code consists of an array of black and white squares containing information that is easy to access using a smartphone camera.

2. What does a QR code look like?

3. Why do I need the QR code?
   The QR code contains important information to setup your Vox SIP account.

4. When using Vobi, how much data is used per minute?
   0.5Mb per minute if using G.729 codec.

5. Can I use Vobi while travelling overseas?
   Yes. Vobi can be used wherever you have internet access. Please take note that roaming data charges may be applicable, depending on your mobile call plan.

6. How do I check my call usage, charges and settings?
   For single SIP accounts, login to our customer portal (https://portal.vox.co.za) to view your account details and configuration settings. You will be able to view your QR code here as well.

7. Can I have multiple SIP accounts configured on Vobi?
   No, Vobi supports a single SIP account. You can change from one SIP account to another by resetting the application and scanning in the required QR code.

8. Can I have multiple devices linked to the same SIP account, for example, Vobi and my Vox Supafone?
   Yes, multiple devices may be linked to the same SIP account. However, certain restrictions apply with regards to maximum concurrent calls allowed per SIP. This is dependent on the SIP account purchased.

9. What are the call rates over Vobi?
   Call rates are dependent on the SIP account purchased and vary between home and business users. Visit www.voxtelecom.co.za for more information or call our support centre on 087 805 0500.

10. Why does the app ask for permission to access my camera and photos?
    By enabling access to your camera and photos, you can add pictures to your contacts and quick dials.

11. How do I ensure I get a notification when someone calls and my Vobi app is not open?
    Using your mobile device go to 'Applications', find the Vobi app and enable or allow the app to send notifications.

12. Who do I contact if I need technical assistance?
    If you're a home user, you can call us on 087 805 0530 or alternatively email us at help@voxtelecom.co.za. For business users you can contact us via 087 805 0500 or alternatively support@voxtelecom.co.za