

CooCall Softphone App Admin User Guide

Version: 2.1.0

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Introduction

CooVox series v3.2.0 Software

The main updates and new features on v3.2.0 software include:

- Fixed known bugs on v3.1.0 software.
- Added various new features.
- Added v2.1.0 CooCall softphone APP support.

To use CooCall (v2.1.0) with CooVox series IP phone system requires upgrading your CooVox series to v3.2.0 software version.

CooCall Softphone APP v2.1.0

CooCall is the softphone APP dedicated for ZYCOO CooVox series IP phone system. It will bring you whole new office IP phone system user experiences. Highlight features including:

- Scan QR code to configure extension number
- New voicemail notice/download/playback
- New recording notice/download/playback
- Company phonebook
- Extension list and presence
- Push notification (Beta version for Android)
- CallKit support (iPhone only)
- One touch recording
- Bluetooth phone calls
- Call hold
- Call transfer
- Video Call
- Conference Manager

Prerequisites and Notices

- iPhone Software Version:
iOS 10 and later
- Android phone software version
Android 7 and later
- Network:
3G/4G/WLAN
- Coovox series:
 1. Coovox series must be upgraded to firmware version v3.2.0.
 2. Coovox series must be able to access the Internet.
 3. ZYCOO SIP Proxy must be enabled.
 4. "Remote Extension" should be enabled for the extensions used by Coocall.
 5. "NAT Support" should be disabled for the extensions used by Coocall.
 6. Coocall API needs to be enabled if you wish the extensions used by Coocall could be able to access the extension list, company phonebook, voicemails, recordings, etc.
 7. Admin user should provide extension users their extension QR code by the following means:
 - (1) From the "Telephony" -> "IP Extension" page, send QR code to extension users by email, and please ask the users to keep their QR codes confidential.
 - (2) Enable extension user web portal, for users being able to login and scan extension QR code from their extension web portal.

Notices

Please do remind the extension users to keep their extension QR code confidential, otherwise the IP phone system will be exploited by malicious users.

Upgrade v3.2.0 software

Notices

1. Please ensure your current firmware version is at least v3.1.0 so you can upgrade v3.2.0 firmware!

2. Firmware version v2.x CANNOT be upgraded to v3.x!

3. Backups from v3.1.0 and older versions cannot be applied on v3.2.0 system!

4. Due to major new feature updates in this version, certain settings will lose after upgrading. The following settings need to be re-configured:

- Time Conditions, all settings need to be re-configured!
- Department, all settings need to be re-configured!
- Inbound Routes, part of the settings need to be re-configured!
- Direct Routing, part of the settings need to be re-configured!

5. After upgrading to v3.2.0, the 2.0.2 version CooCall CANNOT be used, please inform the extension users to upgrade their CooCall softphone APP to the latest 2.1.0 version!

For more details please refer to the software upgrade instructions inside the firmware package you have downloaded.

Upgrade

Please download the new v3.2.0 firmware from [ZYCOO official website](#) according to your CooVox series IPPBX model. We take U100 as an example, after downloading, please extract the package and use the "u100.zycoo.v320.2019xxxx" file to upgrade your IPPBX system.

Please upload the new firmware from "Maintenance" -> "Upgrade" page, with the firmware file "u100.zycoo.v320.2019xxxx".

As the v3.2.0 firmware includes many updates and new features, so the firmware is with large file size, please use wired connection to upload the new firmware, and during the uploading and upgrading process please DO NOT turn off the power of the CooVox series IPPBX.

Activating ZYCOO SIP Proxy

After upgrading to v3.2.0 software, please activate ZYCOO proxy services from the “Addons”-> “ZYCOO Proxy” page. If you have activated ZYCOO Proxy services previously, then after upgrading it will still work, please skip this part of configurations.

Please apply ZYCOO SIP proxy service on the “ZYCOO Proxy” page.

The screenshot shows the ZYCOO Proxy configuration interface. At the top left, it says "ZYCOO Proxy" with a help icon. The status is "Disabled" and there is a green "Upload Certificate" button. The form fields are as follows:

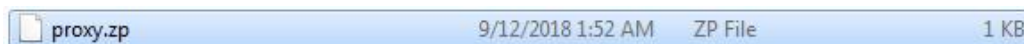
Status	Disabled	Upload Certificate
Company	ZYCOO Co.,LTD	
Contact Name	John Doe	
Telephone	18812345678	
E-mail	johndoe@gmail.com	
Address	D5, F16, Tianfu Software Pa	
City	Chengdu	
Country/Region	China	
Additional Info		
Select Server	Chengdu, China, CHN	
External Domain	proxydemo	proxydemo.sip.zycoo.com
Server Protocol	UDP	
Proxy Signaling Port	5160(UDP), 5160(TCP), 5162(TLS)	
Local Access Interface	WAN	

At the bottom of the form is a green "Submit" button.

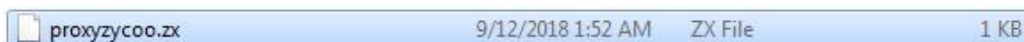
- You need to complete the form with your real contact info, we may have to contact you with the contact info you have provided, and the certificate will be sent to the email address given by you.
- In the **Select Server** field, please select a preferred country which we had deployed our proxy services. If the your country is not listed here please consult ZYCOO sales team or support team for advice.
- In the **External Domain** field, you may define a customized prefix for the domain name you wish to be assigned to your IPPBX. Once the SIP proxy service is activated, the domain name can be used to register remote SIP extensions directly without any other additional settings. The domain name will be used by CooCall for remote registration.
- **Server Protocol** defines the signaling protocol that the IP PBX communicates with the SIP proxy server, it can be different than the protocol the SIP endpoints communicate with the IP PBX system.
- **Proxy Signaling Ports** listed the port number of protocols the the SIP proxy server supports. ZYCOO SIP Proxy supports SIP over UDP, TCP and TLS transport protocols, so you may set the extensions on the IP PBX system to use one of these 3 protocols. As per the protocol chosen on the IP PBX system, the SIP endpoints need to use the same protocol and the corresponding given port number so remote register will work.
- In the **Local Access Interface** field, by default it uses WAN interface, modify it only when you use LAN to contact to your local network.

Once completed this form, please click on the “Submit” button to save these info and then click on the “Download Source File” button, please send the downloaded file to our distributor or our sales representative, we will issue the certificate for activating the proxy server within 3 work days.

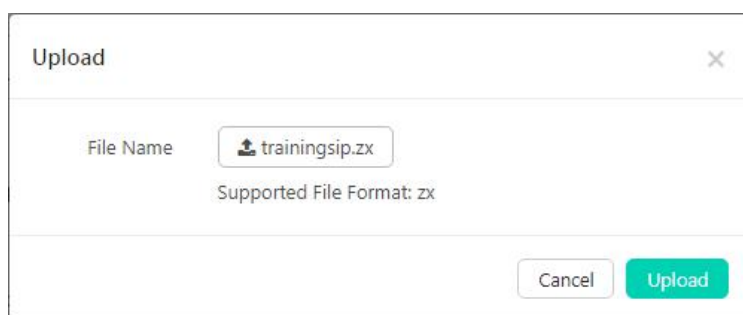
The downloaded source file is as shown below.



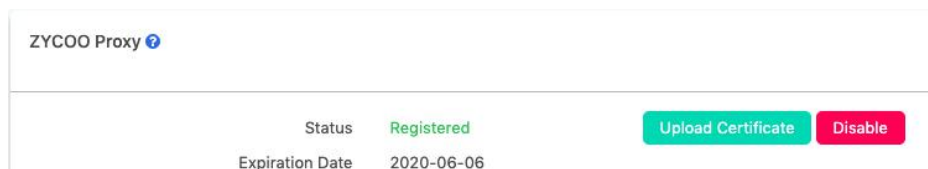
The certificate file issued by us is as shown below.



Please upload the certificate from the “Addons”->”Proxy Server” page by clicking on the “Upload Certificate” button.



Once uploaded, the SIP proxy server will be activated. The activated SIP proxy service status and the license expiration is as shown below.



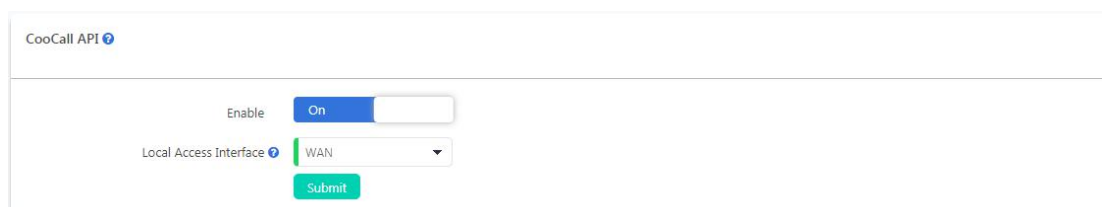
By now, SIP proxy services should be working, and the external domain name could be used to register remote SIP extensions.

As for CooCall users, you just have to send them their own extension QR code, by scanning the QR code with CooCall softphone App they can register their extensions from CooCall.

CooCall API

CooCall gets extension list, company phonebook, voicemails and recordings from the dedicated API on CooVox series IP PBX system. If you wish the CooCall users being able to get these data from the CooVox series IPPBX, please enable CooCall API for them.

From the “Addons”->”CooCall API” page, you may enable CooCall API.

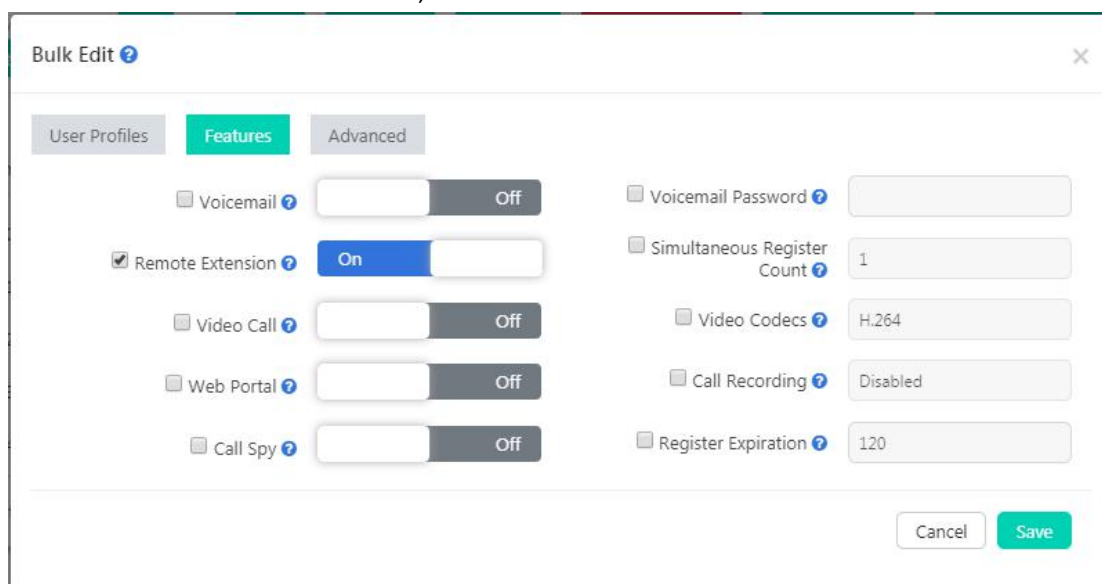


Extension Settings

Activate Remote Extension

If you have activated the ZYCOO SIP proxy services, CooCall will use the external domain name to register to your CooVox series IPPBX. So the extensions to be used by CooCall needs to be enabled with Remote Extension feature.

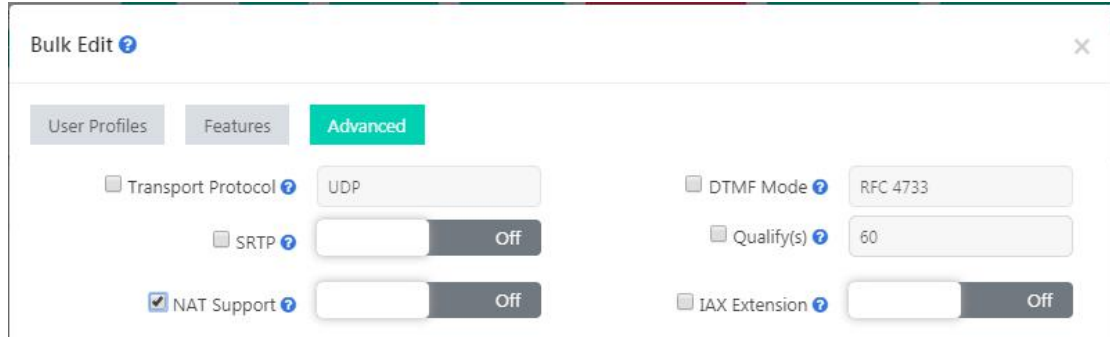
On the “Telephony”->”Extensions”->”IP Extensions” page, select the extensions which you want to enable Remote Extension feature, and click on “Bulk Edit” button.



Under the “Features” menu, please tick the “Remote Extension” checkbox and enable it, then click on “Save” button to save the changes you made.

Disable NAT Support

On the “IP Extension” page bulk edit the extensions again the same way as how you enabled Remote Extension for them.

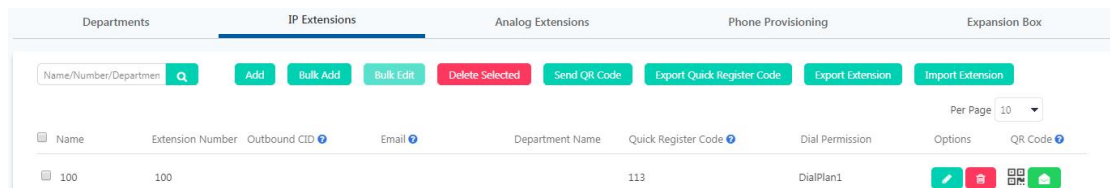




Under the “Advanced” menu, tick the “NAT Support” option and leave it disabled, then please click on “Save” button to save the changes you made.

Extension QR Code

Send by Email or send as snapshot

On the “IP Extension” page, each extension has its own QR code. The QR code contains all necessary information for CooCall to get registered by simply scanning it. Admin and Operator user can check QR code of all extensions and can send the QR code to extension users to get their extensions registered on CooCall.



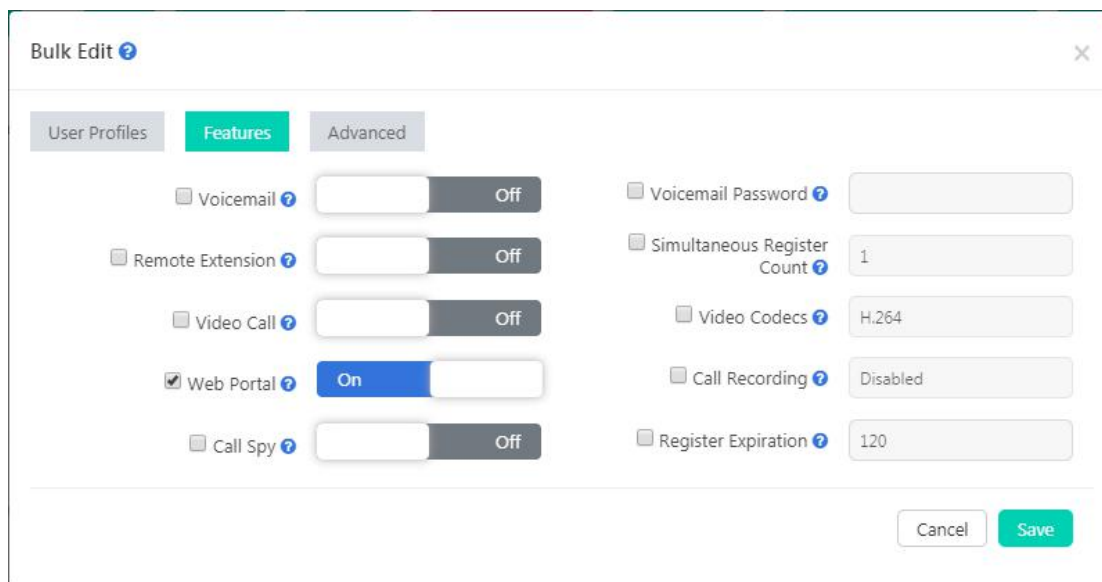
Click on the  icon to show the extension QR code directly, Admin and Operator user could use the extension user’s phone and use CooCall to scan the QR code directly. Or capture the QR code and send to the CooCall user as snapshot. Or please click on the  button to send the QR code to the CooCall user via Email (Ensure you have successfully configured mail services on the CooVox series IPPBX).

Once you have sent the extension QR code to the CooCall users, please remind them to keep the QR code confidential, otherwise the IP phone system will be exploited by malicious users.

Enable extension user Web portal

Extension QR code can be found on the extension web portal as well. Admin and operator user can enable “Web Portal” feature for the CooCall users being able to check and scan the extension QR code from their own extension web portal.

On the “Telephony”->“Extensions”->“IP Extensions” page, select and bulk edit the extensions of the CooCall users.



The screenshot shows a 'Bulk Edit' dialog box with three tabs: 'User Profiles', 'Features', and 'Advanced'. The 'Features' tab is active. It contains several settings, each with a checkbox and a toggle switch. The 'Web Portal' feature is checked and its toggle is set to 'On'. Other features like 'Voicemail', 'Remote Extension', 'Video Call', 'Call Spy', 'Voicemail Password', 'Simultaneous Register Count', 'Video Codecs', 'Call Recording', and 'Register Expiration' are all disabled or set to their default values. At the bottom right, there are 'Cancel' and 'Save' buttons.

Feature	Status
Voicemail	Off
Remote Extension	Off
Video Call	Off
Web Portal	On
Call Spy	Off
Voicemail Password	Off
Simultaneous Register Count	1
Video Codecs	H.264
Call Recording	Disabled
Register Expiration	120

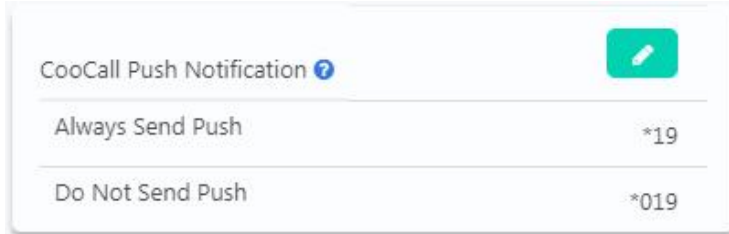
Under the “Features” menu, tick the “Web Portal” checkbox and enable it, then click on “Save” button to save the changes you made.

Now you may give the CooCall users their extension password, and from the same login page where you login Admin and Operator user, they may login with the extension number and password. Once logged in, they can find a QR code icon on the Web portal, just simply click on it to show the extension QR code.

Push Notification

After CooCall softphone had been configured with extension number, CooCall users can switch push notification on/off from the “Settings”->”Push Notification” screen.

Or users could dial feature codes to turn on/off Push Notification feature from the CooVox series IPPBX system.



Dial *19 to activate Push Notification feature, and the CooVox series IPPBX will send notifications to the extension user’s mobile phones to wakeup CooCall upon incoming calls.

Dial *019 to deactivate Push Notification feature, and when the CooCall APP is not running in foreground, no incoming call will reach the extension user from CooCall.

Admin user could modify the feature code, but please do inform the CooCall users after modification.

Push Notification for Android

Push notification for Android CooCall (version 2.1.0) is now beta version. The working results varies on different Android phones. To make push notification works better on different Android phones, the following settings on the phones are needed.

Notice:

The following settings can vary by phone. For your phone details please contact the phone manufacturer.

- Allow Push Notifications.

1. Open your phone’s Settings App.
2. Tap Apps & notifications
3. Find and tap CooCall softphone App
4. Tap Notifications
5. Tap on Allow Notifications to allow send notifications upon incoming calls
6. Enable On lock Screen to allow show incoming call notifications on lock screen

- Allow Automatic Launch

1. Open your phone’s Settings App.
2. Tap Apps & notifications
3. Find and tap CooCall softphone App

4. Find and enable automatic launch

- Turn off Power Saver for CooCall

1. Open your phone's Settings App.
2. Tap Battery -> Battery saver -> Turn off Battery saver.

- Turn off App Freeze for CooCall

Turn it off if there's this option.

- Allow Background Running

Turn it on if there's this option.

With the above settings push notification should work if you don't remove CooCall from the background of your Android phone.

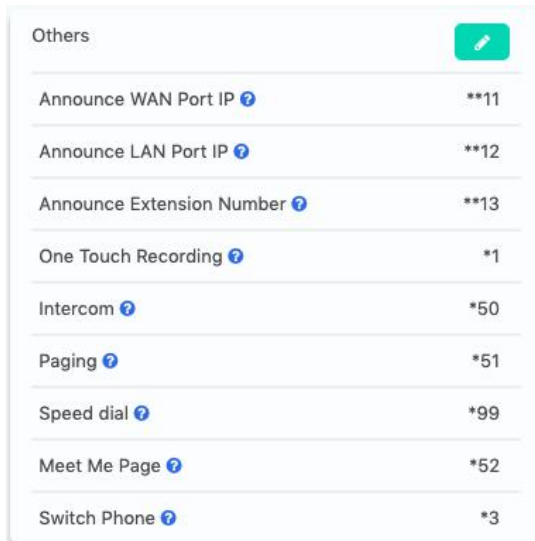
If push notification is not working stably on your phone, you can try lock CooCall softphone App to your phone background and turn off push notification from CooCall (the above phone settings are still required).

To lock CooCall to the background of your phone, you need to do it from the task manager. In the task manager swipe left or right to find CooCall, and swipe down CooCall to show more options. You should see a lock symbol displayed. Tap on the lock symbol to lock CooCall from being killed by task manager. After that you should see a lock symbol displayed on the minimized App icon of CooCall. Now CooCall will keep running in the background of your phone, and the extension will always stay online inbound call will work as well.

Switch Calls

If the CooCall user also gets a desktop IP phone and it's sharing the same extension number with CooCall. Then phone calls could be switched between CooCall and the desktop IP phone seamlessly by using feature code *3.

For example, the CooCall user is talking on the mobile phone using CooCall. When the user had returned to his/her desk, and wants to switch the call to the desktop IP phone instead of keep holding the mobile phone. The user could simply pick up the desktop IP phone and dial *3, then the call will be switched to the desktop IP phone directly.



Others	
Announce WAN Port IP	**11
Announce LAN Port IP	**12
Announce Extension Number	**13
One Touch Recording	*1
Intercom	*50
Paging	*51
Speed dial	*99
Meet Me Page	*52
Switch Phone	*3

Admin user could change the switch call feature code, but please do inform the extension users about this modification.

Conference Manager Extensions

Conference manager is a new feature available on CooCall version 2.1.0. Only the authorized conference users can organize and manage a conference call within CooCall softphone.

To manage the conference manager user extensions, please go to **Telephony** -> **Advanced Features** -> **Conference** page of the CooVox series Web interface. In the **CooCall Conference Manager** section, select those user extensions which you wanted them to be conference manager.