

CooCall for Android User Guide

Version: 2.1.0

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Introduction

BYOD (Bring Your Own Device), study shows that 82% of employees think that smartphones play a critical role in business. The study also shows benefits of BYOD include increased productivity, employee satisfaction, and cost savings for the company. You may check Emails, access online office systems without limitation of your whereabouts. BYOD is showing us a prevalent officing scene for present and the future.

As about the enterprises' phone systems, from the circuit switched legacy PBX with analog phones to IP PBX with IP phones, and then to the prevalence of BYOD, integrating the enterprises' phone system with the smartphones is just around the corner. Just the same as you check Emails and access online office systems, you may bring your office extension with you anywhere you want, and answer and make phone calls through your office IP phone system in a cafe, at airport and even abroad. This could be done by ZYCOO Coovox series (v3.2.0 software) with the free new softphone APP Coocall (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.

Features

- 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)
- One touch recording
- Bluetooth phone calls
- Call hold
- Call transfer
- Video Call
- Conference Manager

Prerequisites and Notices

- Android Version:
Android 7.0 and higher
- Network:
3G/4G/WLAN
- Extension QR Code
 1. Can be sent by the system administrator by Email
 2. Can be accessed from your extension user Web portal

Notices

- If you are not sure about how to get your extension QR code, please contact the system administrator.
- Please do keep the extension QR code confidential, otherwise your extension will be exploited by malicious users.

Installation and Setup

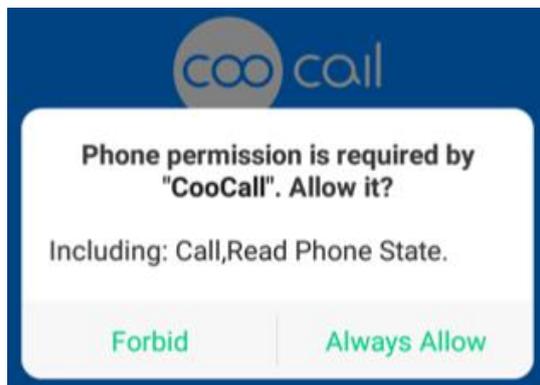
CooCall Installation

Search “CooCall” from the Google Play store to download it or please scan the below QR code to download.



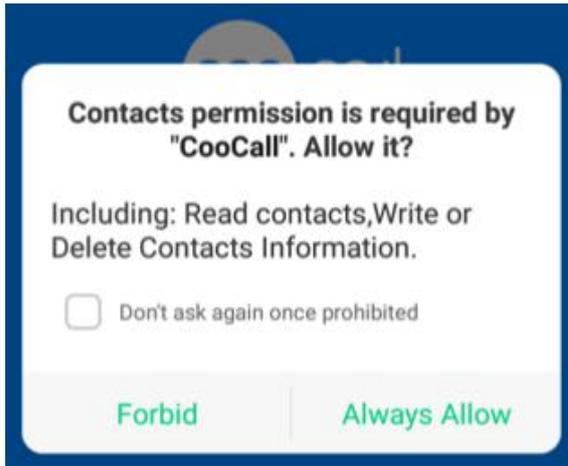
After downloading, the installation process will be automatically done. When you run the APP for the first time, some permissions need to be granted for CooCall to work normally.

- **Phone permission**



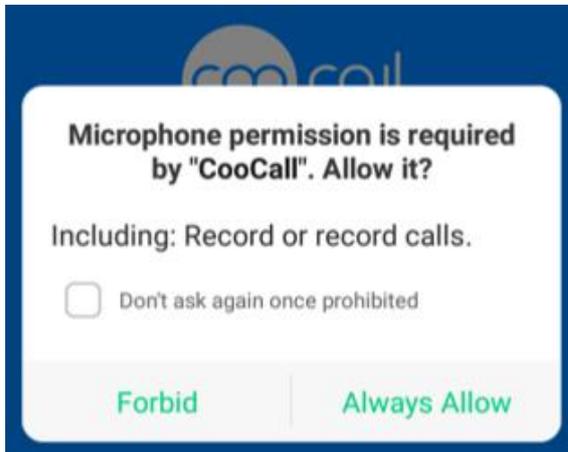
“Phone” permission will allow CooCall to use your phone for VoIP calls. Please tap on **Always Allow**.

- **Contacts permission**



“Contacts” permission will allow the integration of your mobile phone contacts with CooCall. Please tap on **Always Allow**.

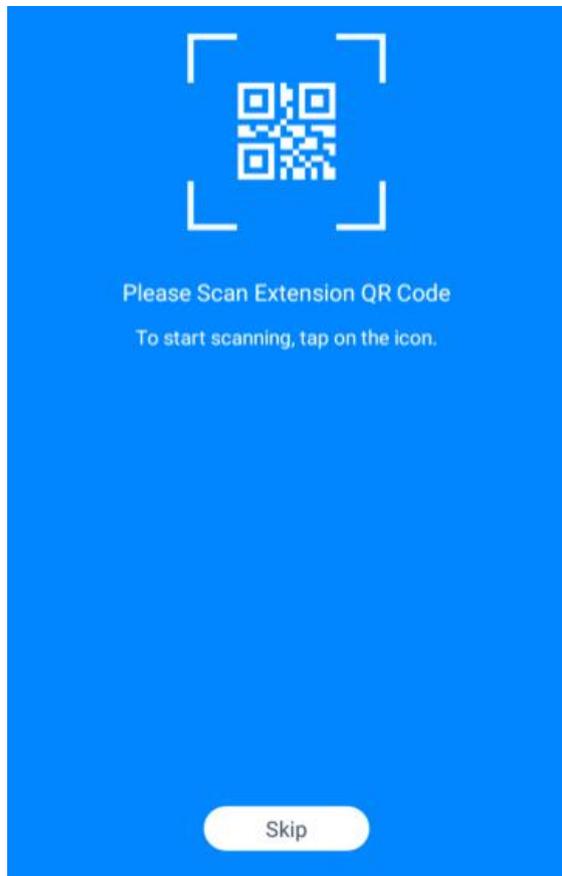
- **Microphone permission**



“Microphone” permission is required for the other side to be able to hear your voice during a phone call. Please tap on **Always Allow**.

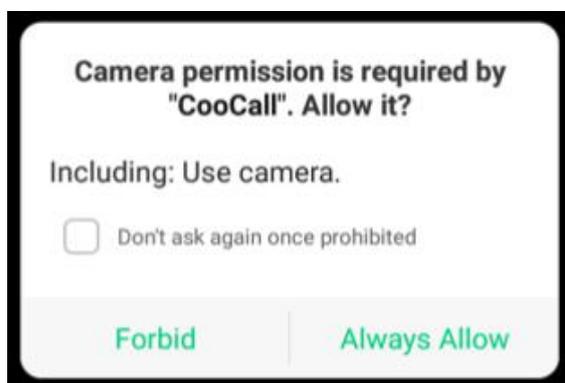
Account Settings

After the permission settings, you'll see the initial setup screen of CooCall.



You only have to tap the  button to scan your extension QR code then the account settings will be completed automatically.

Before you can use the phone camera to scan your extension QR code, please grant camera permission for CooCall.



Please tap **Always Allow** to start scanning.

If you have the QR code image in your photo album, you may tap the "Album" button on the top right to locate and scan the QR code image from within your photo album.

The extension QR code is provided by the system admin or operator user, if you don't have it or the QR code is from old version of CooVox series IP PBX system that the new CooCall cannot recognize it, please contact the system admin or the operator.

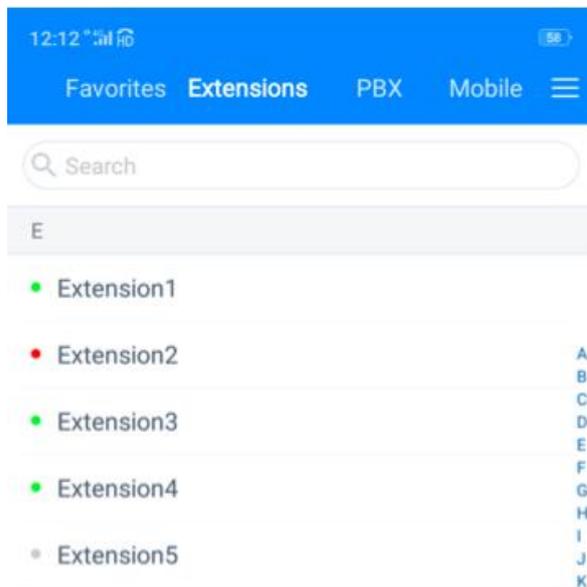
If you don't have your extension QR code but you know the credentials to register your extension, you may tap Skip to manually configure your extension number on CooCall account settings screen. For more details please refer to [Account settings](#).

Contacts

The contacts feature of CooCall can integrate contacts of your company phonebook stored in the IP phone system, the extension list and your mobile phone contacts for you to call these contacts from CooCall through the IP phone system. And the inbound calls of these contacts will also show their contact info on the CooCall incoming call screen.

Extensions

CooCall could download the extension list and monitor the extensions' real-time status.

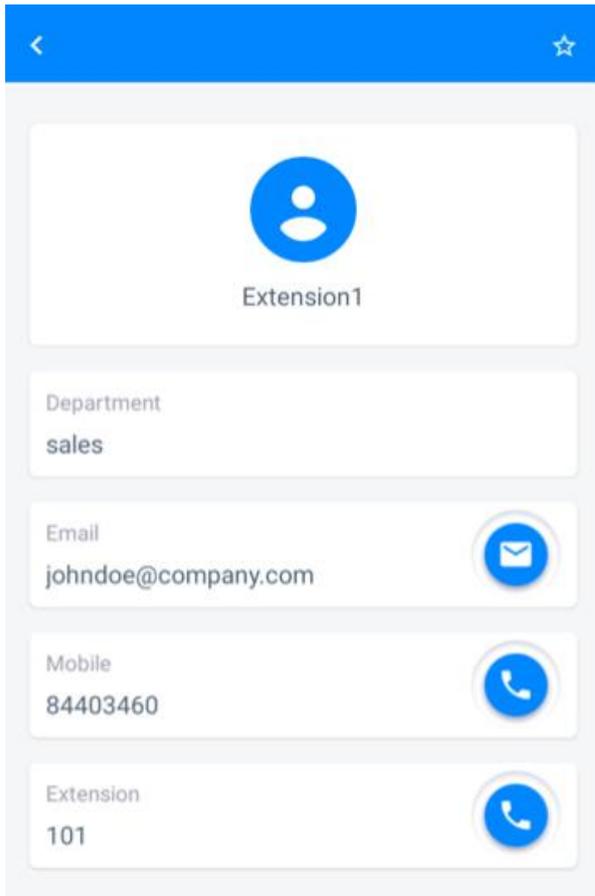


The idle extensions are indicated with a green mark.

The busy(ringing/in call) extensions are indicated with a red mark.

The offline extensions are indicated with a gray mark.

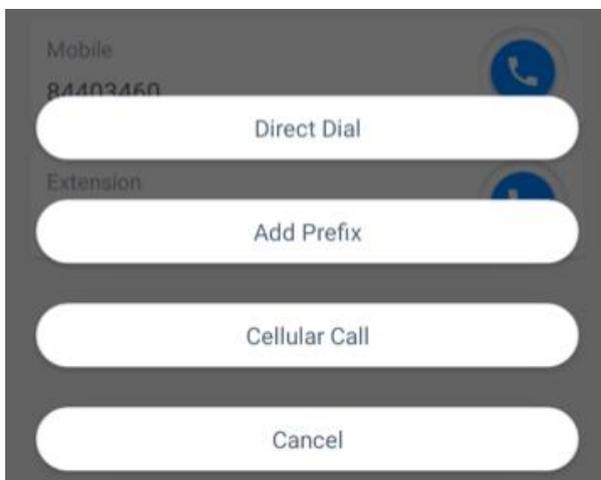
To call an extension number or to check the extension details please tap on that extension.



In the extension details screen, the department of this extension user, the email address, mobile number and extension number will be displayed. And on the top right, by tapping on the  button you can add this extension to the Favorites screen.

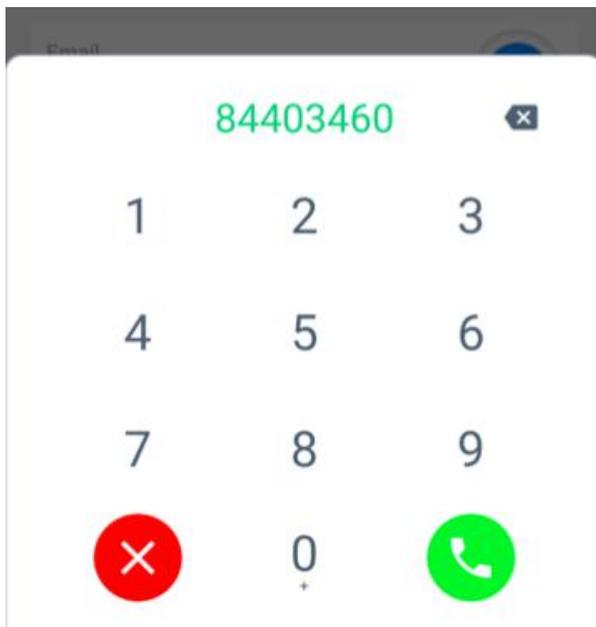
By tapping on the  button, it will run the email App on your phone so you can send an email to this contact.

By tapping on the  button in the Mobile number field, you can call the mobile number of this extension user.



The following options can be used to dial this number:

- Direct Dial: Dial the number directly using your IP PBX system.
- Add Prefix: Add dial prefix for the number and then dial through your IP PBX system.



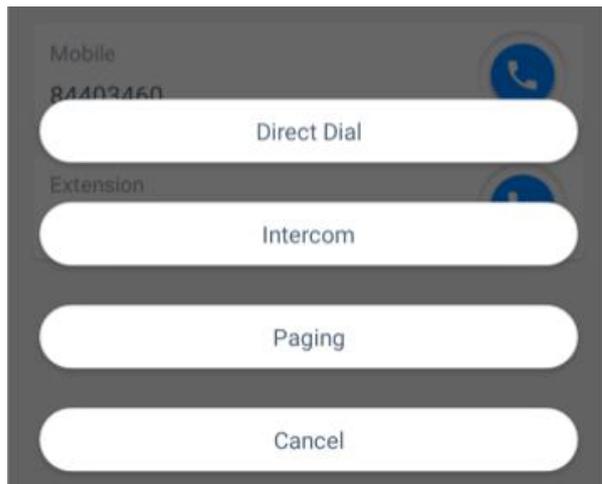
Once you tap Add prefix, the number keypad will show up, please use the number pad to add prefix and tap  to make the call. About which prefixes should be used, it depends on how you are going to call this number from the IP phone system, if you are not sure about this, please contact the system administrator.

- Cellular Call: Dial this number using your mobile phone instead of using the IP PBX system..

Notice

Add prefix before dialing a number will not change the contact's number of IP phone system contacts. CooCall will not modify the contacts by any other menus either.

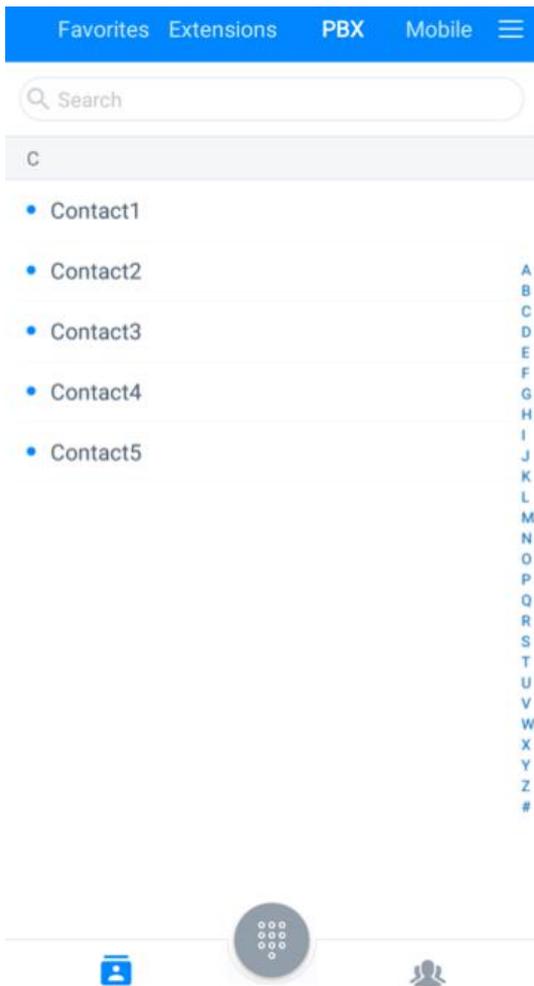
If you tap on the  button in the extension number field, you can call the extension number in the following ways.



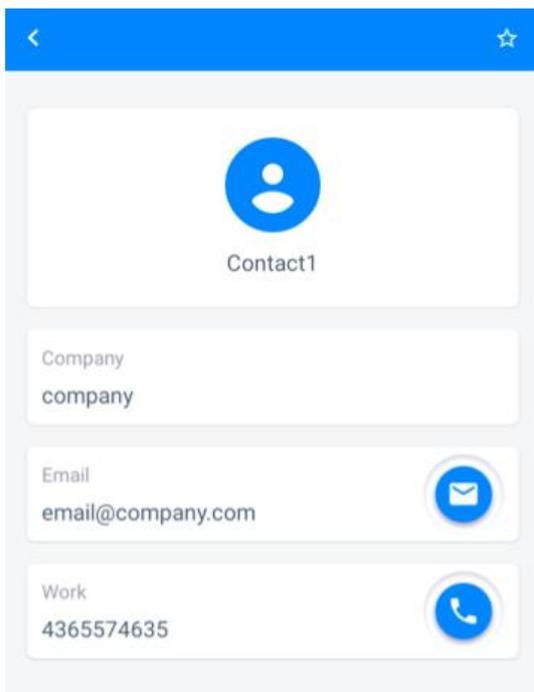
- Direct Dial: Call the extension number directly.
- Intercom: If this extension is registered with an IP phone or SIP Intercom, you can tap on “Intercom” to make an intercom call to the extension number. The IP phone or SIP Intercom will answer in hands-free mode.
- Paging: If this extension is registered with an IP phone or SIP speaker, you can page the extension number by tapping on “Paging” button. The IP phone or SIP speaker will answer in hands-free mode.

PBX Contacts

The contacts list on “PBX” screen is from your IP PBX system, CooCall can download the contacts of your IP phone system phonebook to your mobile. You may click to dial these contacts’ numbers from CooCall and when these contacts dialed in to your IP phone system and the calls reach your extension on CooCall, it will also display the contact info.



The Contacts list will be integrated with CooCall once you have the extension number registered. Users could slide down from the top of the list to refresh the whole list. Tap on a contact to view the contact details.



The company name, contact email address and phone number will be displayed on this screen. You can send email and call the contact number same as the extension contacts.

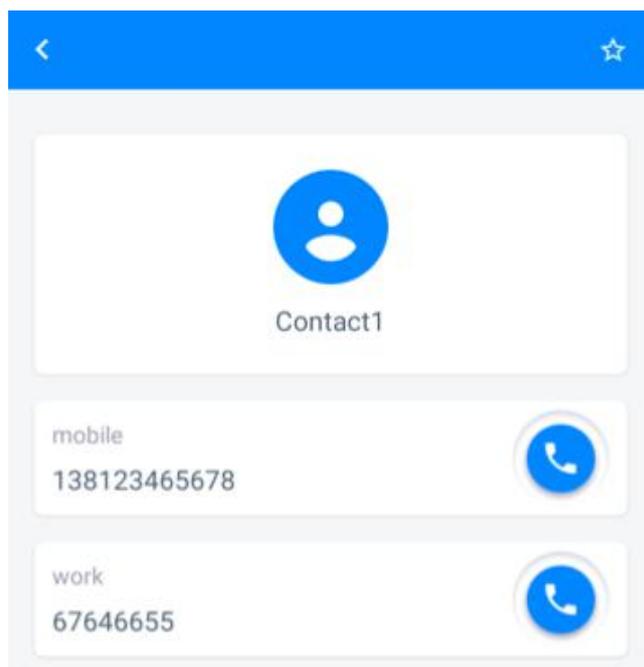
If this is a frequent contact, you can tap the  button to add the contact to the “Favorites” screen.

Notice

Add prefix before dialing a number will not change the contact’s number of IP phone system contacts. CooCall will not modify the contacts by any other menus either.

Mobile Contacts

Mobile contact list is coming from your mobile phone contacts. By integrating your mobile phone contacts to CooCall, you can dial the contact numbers using the your office IP phone system. A mobile phone contacts may have multiple numbers, it depends on which numbers you have stored in your mobile phone contact list.



To dial the number of a mobile contact, you may also need to use dial prefixes as per the dial rules on your IP phone system.

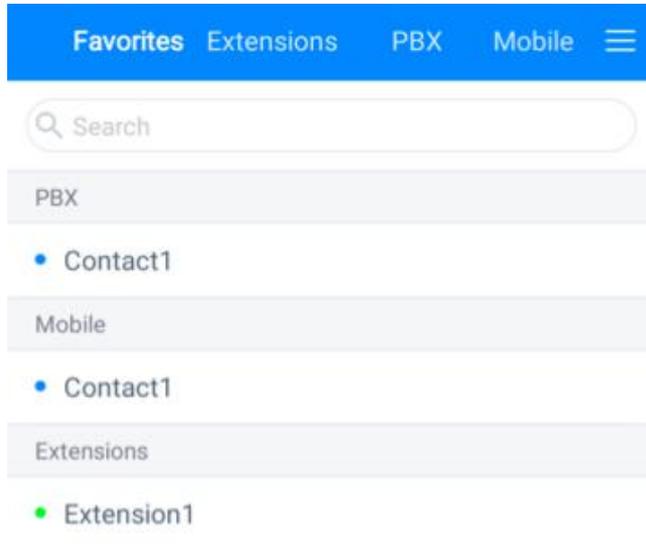
Notice

Add prefix before dialing a number will not change the contact’s number of your mobile phone contacts. CooCall will not modify your mobile phone contacts by any other means either.

Favorites

CooCall users could add contacts from “Extensions”, “PBX” and “Mobile” menus to the “Favorites” menu for users being able to locate the frequent contacts easily and quickly.

Contacts from 3 different menus will be displayed separately, for the extensions, the real-time status will still be able to be monitored here in the “Favorites” menu.

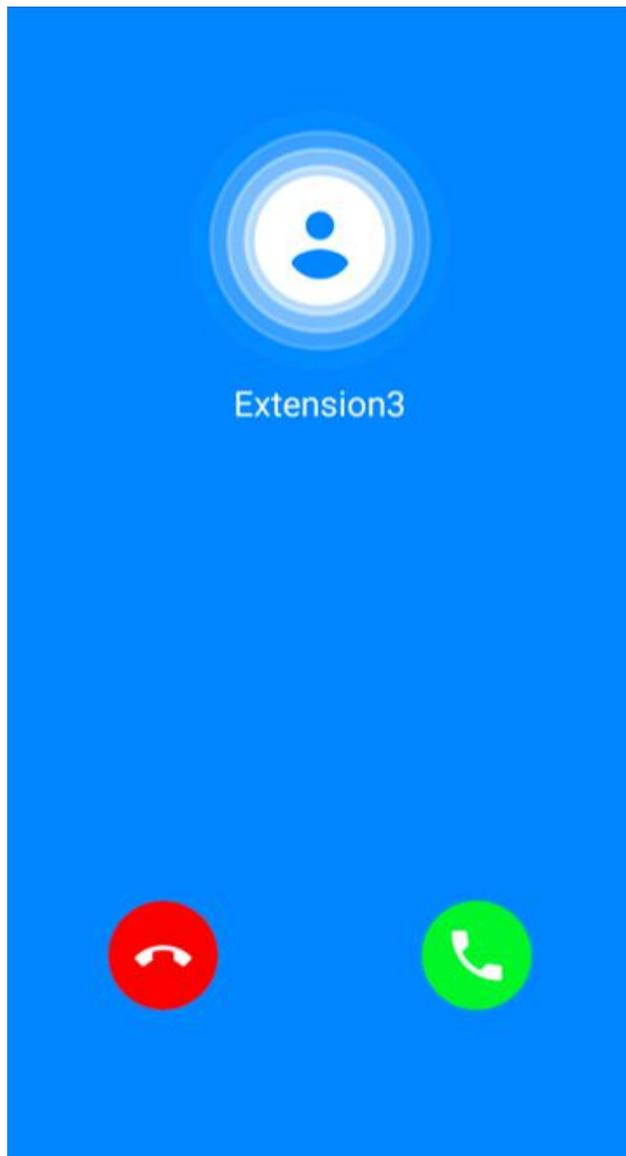


To remove a contact from the “Favorites” menu, please tap the  button on the top right of the contact’s details screen.

Phone Calls

Receive Calls

When CooCall gets an incoming call, users will hear ringtone and see the incoming call screen as below.



CooCall will match the caller ID with the contacts had been integrated with it. If the caller ID matched the contact, the contact name will be displayed as the caller. If no contact matched, then it will display the caller ID only.

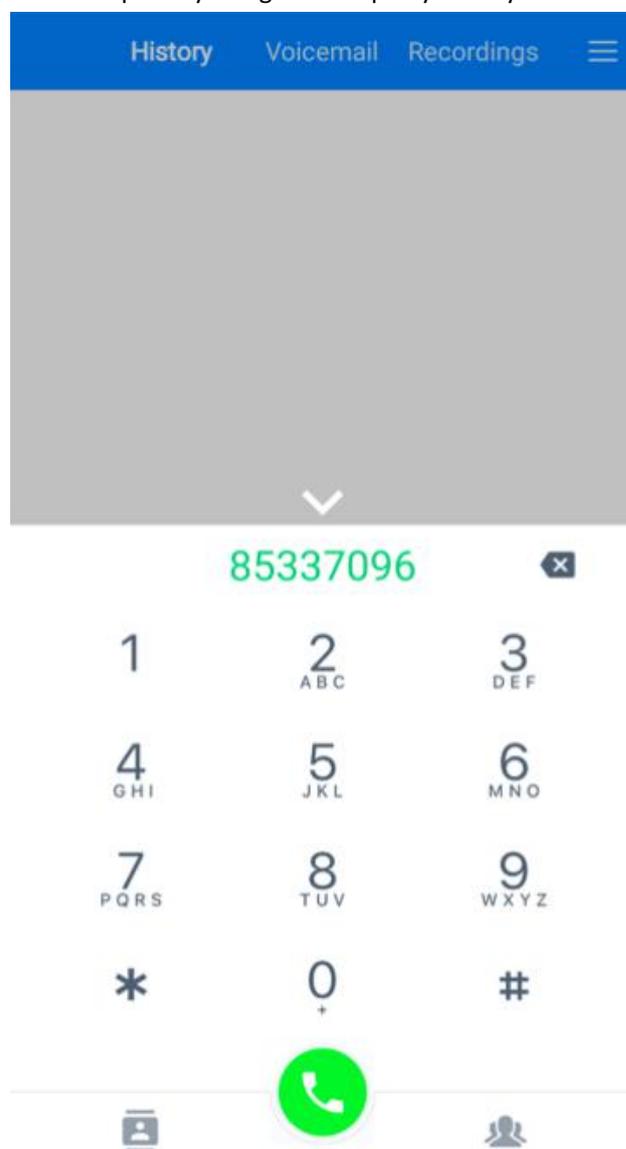
User could either take this call by tapping the “Accept” button or reject the call by tapping the “Decline” button.

Notice

In 3G/4G network, it will consume around 1MB data for each minute of the VoIP calls.

Make Calls

On the CooCall's "Dialer" screen, by tapping the  menu button you may display or hide the main dial pad. By using the dial pad you may dial a number directly.

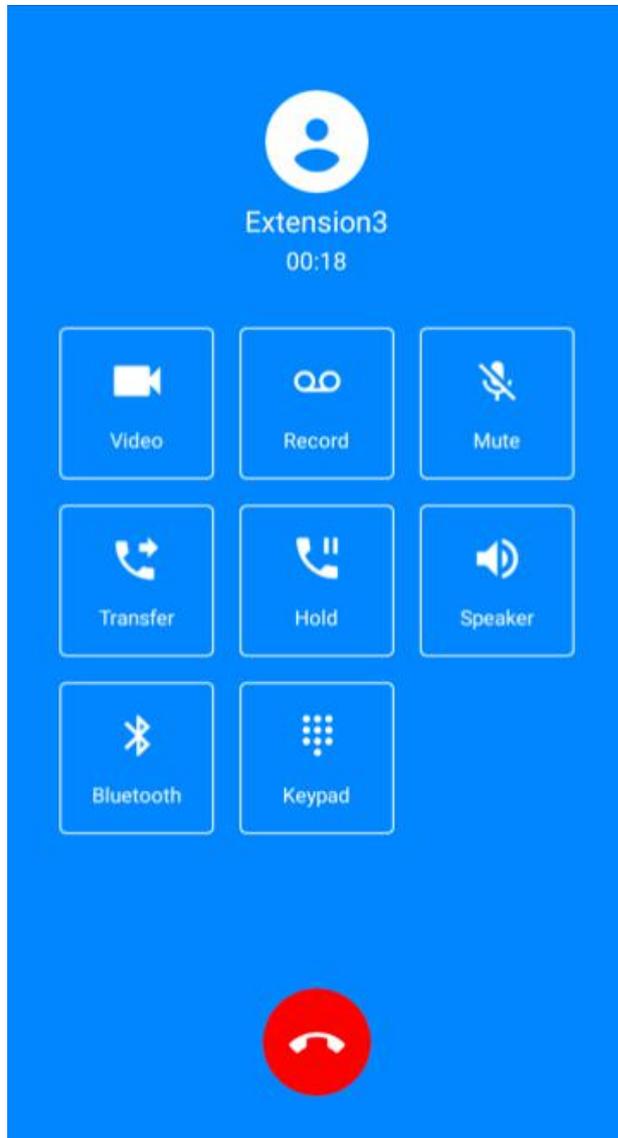


The dial pad is usually used to dial numbers which does not exist in the CooCall's contact list. If prefixes need to be added, please don't forget to use prefixes to dial the numbers. Except long press the "0" key can enter a "+", other keys can be only short pressed to enter digits, "*" and "#". When you have entered the complete number, tap the dial button to make a call.

If the number entered needs to be modified, please use the  button to delete the error digits and re-enter the number.

Call Features

Once an outbound call had been answered by the other party or the incoming call had been answered by you, it will display the in call screen as shown below.



The other party's name/number will be displayed at the top of the in call screen. Beneath the caller name/caller number, a timer of this call conversation is displayed. In the middle of the in call screen, there are some call features like, mute/unmute, one touch recording, call transfer, etc. At the bottom of this screen a hangup button could be used to terminate the call.

Video Call

Note:

Before you can make video calls, please ensure video is enabled from Settings -> Video screen. And video call needs to be enabled for both sides of CooCall users from the office IP PBX system as well, and the both sides need to use the same video codecs. If video is not working please contact the system administrator.

During a voice phone call with another CooCall user or a SIP video phone, you can initiate a video

call by tapping on the  button.

Once a video call established, you may tap on  button to turn off video and turn this call to a normal voice call. And by tapping on the  button to switch between front and rear camera.

One Touch Recording

One touch recording is also known as record on demand. While in a live call if you want to record it, please just tap on the  button.

Once record is on, the button status will change in to  state to indicate you that the call is being recorded. And the recording cannot be stopped until the call is terminated.

Mute/Unmute Microphone

During a live call, you could mute/unmute your microphone when necessary. Tap the  button you may mute your microphone, and the status of the button will change to  state, and at this moment the other party will not hear your voice. When you want to unmute yourself, just tap the button once again.

Call Transfer

Note:

Call transfer feature provided by CooCall is attended transfer.

Call transfer feature could be used to transfer a live call to another number. While in a call, user



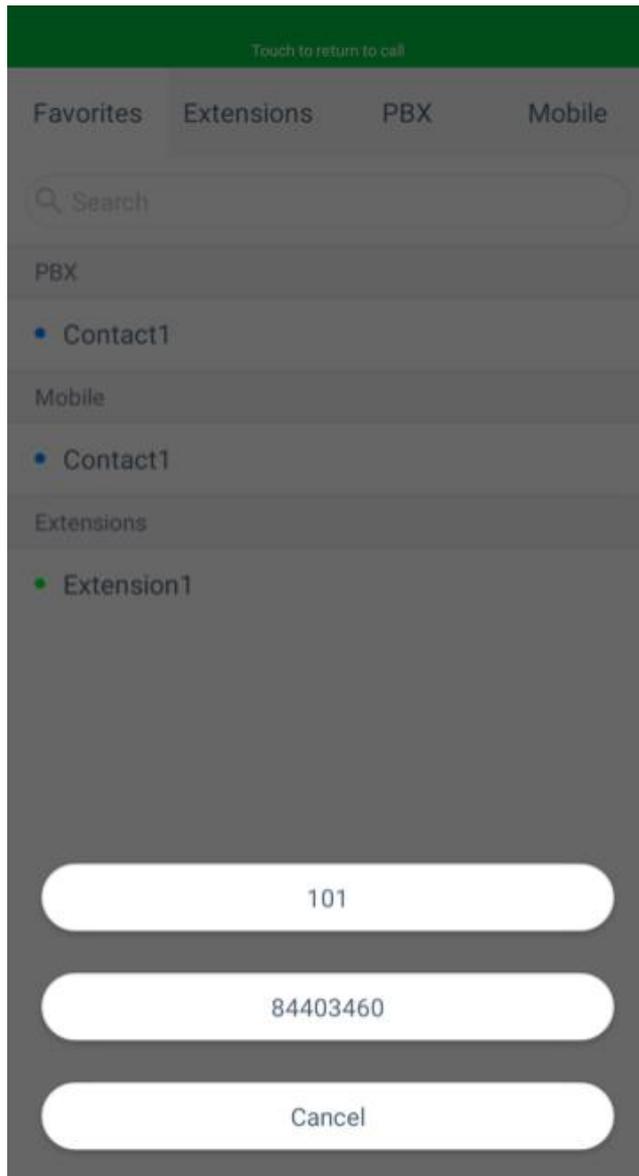
could tap the button, and the key pad will show up with an option to search contacts from the contact list. You could either manually dial the number to transfer the call or you could dial the number from the contact list then to transfer.



If you wish to dial the number directly, please use the key pad to dial it, and the hangup button will then become a dial button for you to dial the third party's number.

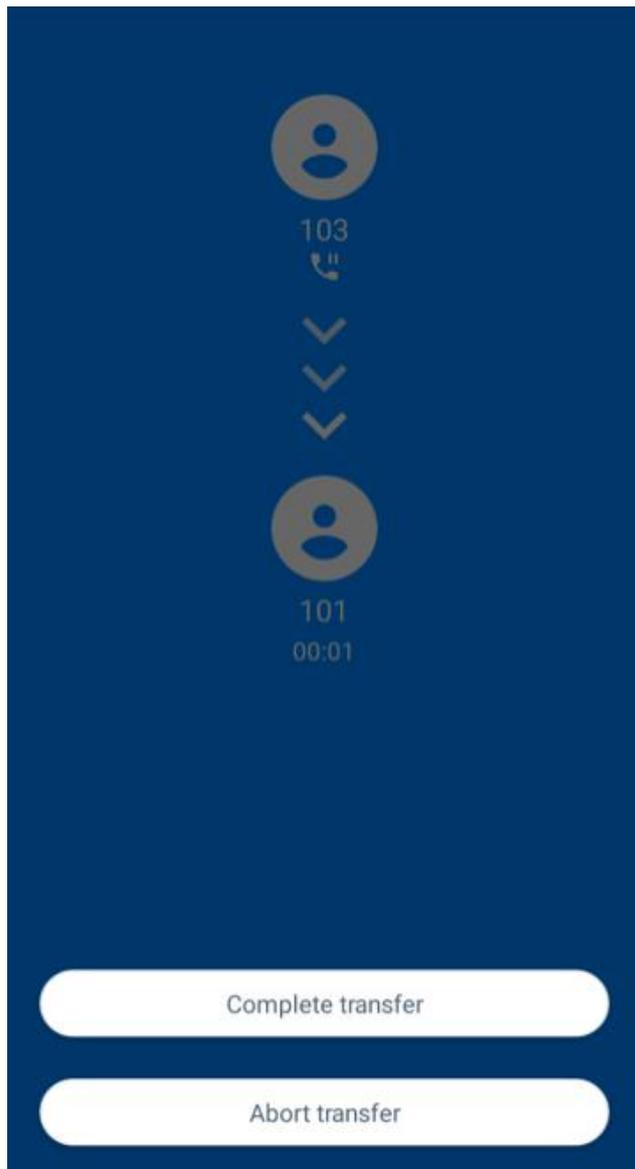
If you wish to search the contact from the contact list, please click on the "Contacts" option.

When you have selected a contact from the contact list, the number of this contact will display, if the contact gets two or more numbers, you could choose a number to transfer to.



In the above example, the contact is an extension user, and you can transfer the call to the user's extension number or mobile number. When you choose the extension number, the transfer process will begin immediately. If you choose the mobile number you may have to add dial prefix before transferring.

The transfer in progress screen is as below.



Once the third party answers the call, you may introduce the call first.

If the third party agreed to answer it then you tap “Complete Transfer” button. The call will then be transferred to the third party and you will be disconnected from the call.

If the third party rejected to take this call, then you can tap “Abort Transfer” button to abort transferring this call, the third party will be disconnected and the original call will be resumed.

If you want to stop the transfer process before the third party answering the call, you may tap “Abort Transfer” to resume the call, the third party will stop ringing at the same time. If you tap the “Complete Transfer” button before the third party answers the call, the call will be transferred immediately.

Call Hold



While in a live call, if you want to hold this call, just simply tap on the  button, the other party will be put on hold and will hear the hold music. You could now deal with some affairs and resume the call later.



To resume this call please tap the  button once again, the call will then be resumed.

Bluetooth

If your Android phone has been connected with Bluetooth headsets, the phone call conversations could be had with the wireless headsets. Please switch the call conversation



between your mobile handsets and the Bluetooth headsets by using the  button.

Speaker

You could use speaker mode to make and receive phone calls the same way as you use your Android phone to make and receive phone calls.

Keypad

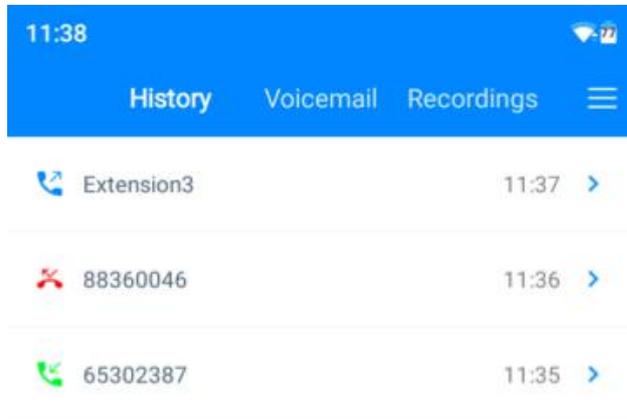
Keypad in the call menu could be used to dial some feature codes which are available during a phone call. For more information, please check the CooVox series Extension User Manual or you can refer to the feature codes help info on the extension user Web portal.

And it could be used when you calling into some other IVR systems which require key presses, you may use the keypad to enter the desired key presses.

Call History

In Call History there are 3 kinds of phone call records, outbound calls, inbound calls and missed calls.

Call history screen is shown as below.



Tap on one of the records you may check the detailed info of this call. Please check the diagram below.

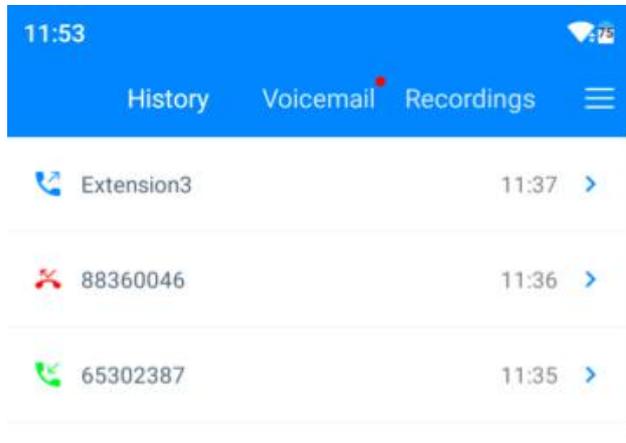


The calls of the same number on the same day will be merged into one record. On the call history screen will show the latest call info. When you view the details you'll be able to see all calls with this number/contact.

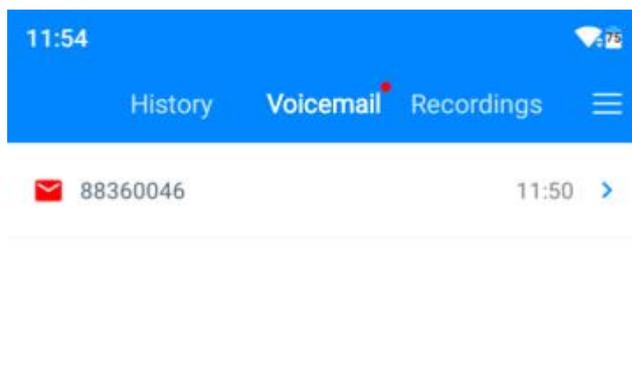
You may tap on the  menu on the top right to delete this call record, but the record on the IP phone system will not be deleted.

Voicemails

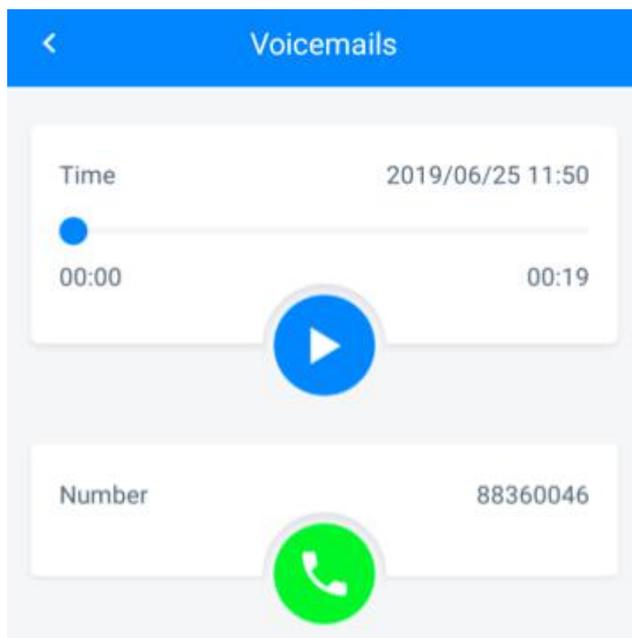
When you have new voicemail, there will be a red mark on the “Voicemail” menu like the below example.



Tap on the “Voicemail” menu to check the new message/messages.



The messages with red envelope mark are new messages. The ones with green envelope mark are old messages. And you may slide down the whole list to refresh the message list. Tap on the new message and you’ll be able to playback this message directly from CooCall.



By default, the voicemails will not be downloaded to your mobile phone, it will only generate a list of voice messages, when you tap on one of the messages to check the voice message details, it will then start to download this message.

Once downloaded the play button will show up and you just have to tap on the play button to playback the message. If you wish to make a call back to the caller, please tap on the dial button.

Notice

Voicemails are only to be viewed but not to be deleted. You may delete the voicemails from your extension user web portal.

Recordings

If your extension had been enabled with call recording or if you used one touch recording feature during a phone call, you'll be able to check those recordings directly from the "Recordings" screen. After each call, CooCall will try to refresh the recording list, if there's any new recording you'll see a red mark on the "Recordings" menu the same as you got new voicemails. And it's the same way for you to check and playback the recordings as the voicemails.

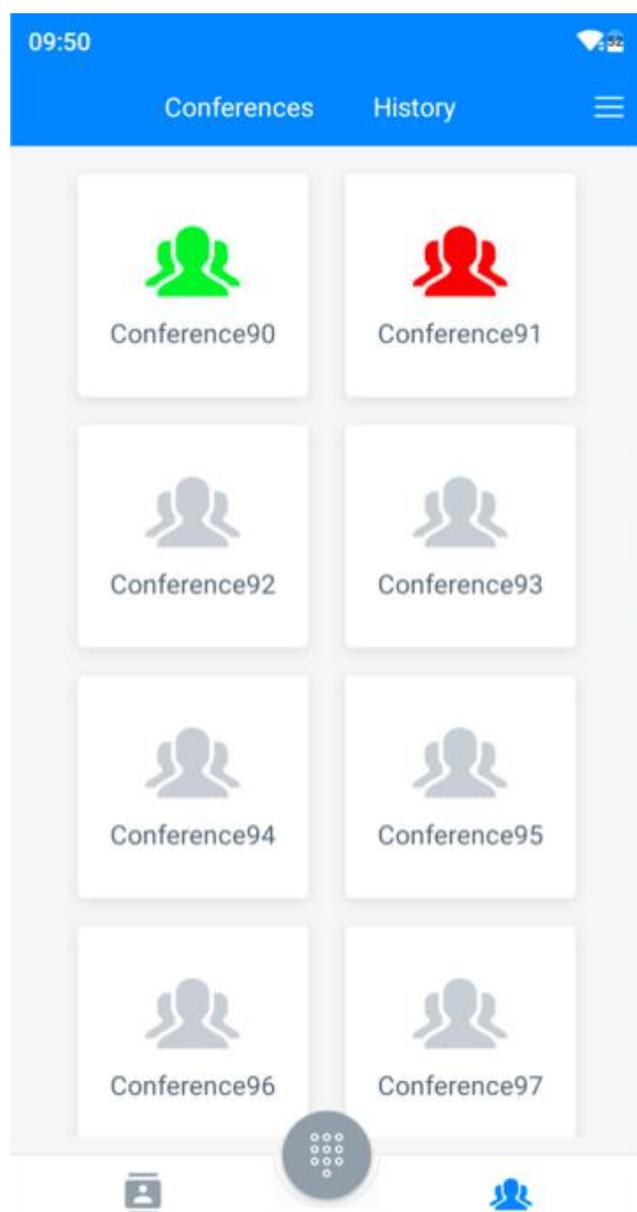
Notice

Recordings can only be downloaded and reviewed but cannot be deleted from CooCall.

Conference Manager

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

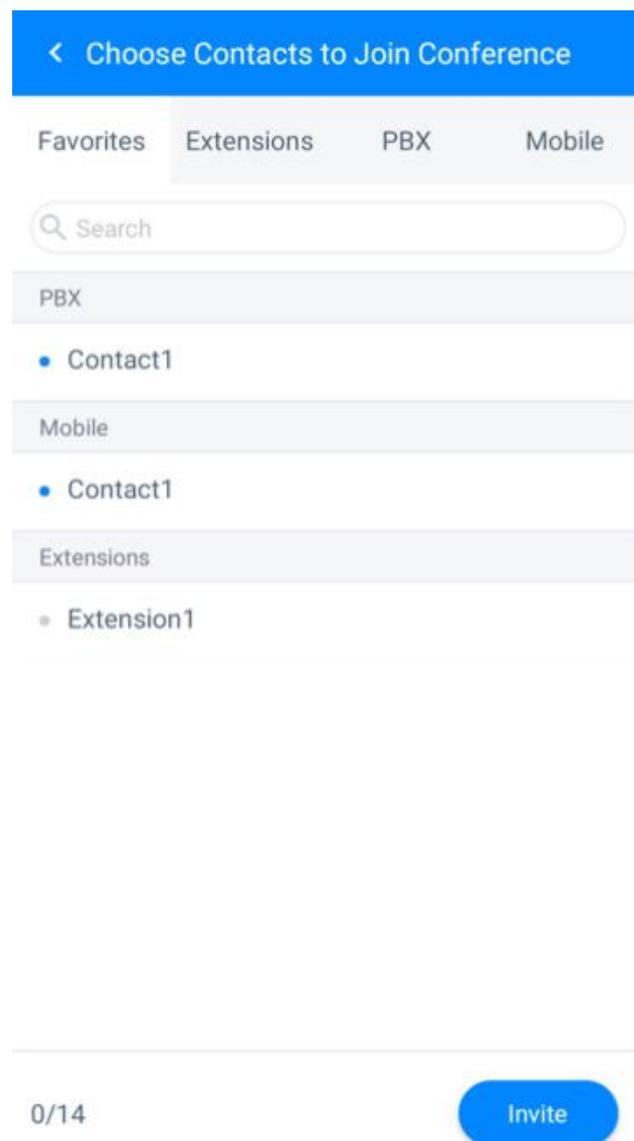
On the conference list screen, there are 10 conferences. Each conference number can hold a 15-way (15 participants) conferencing. The conference icon indicated in green means the conference is in progress, and you can join in if you are an authorized conference user. The red ones means the conference is locked, no one can join in a locked conference.



To join in an on going conference, please tap on the conference icon, and then tap on Join button. After joining in an on going conference, you don't have permission to manage it, only the conference user who organized this conference have the permission to manage it.

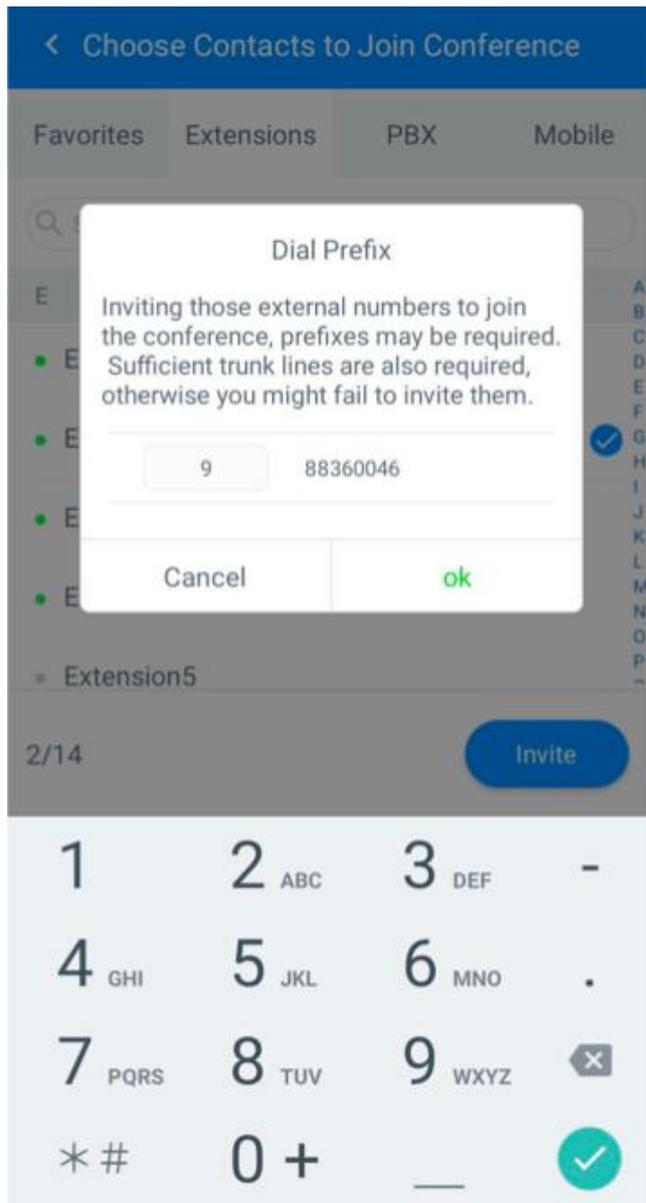
To organize a conference please tap on one of the gray conference icons. And tap on invite to

invite participants to join this conference.

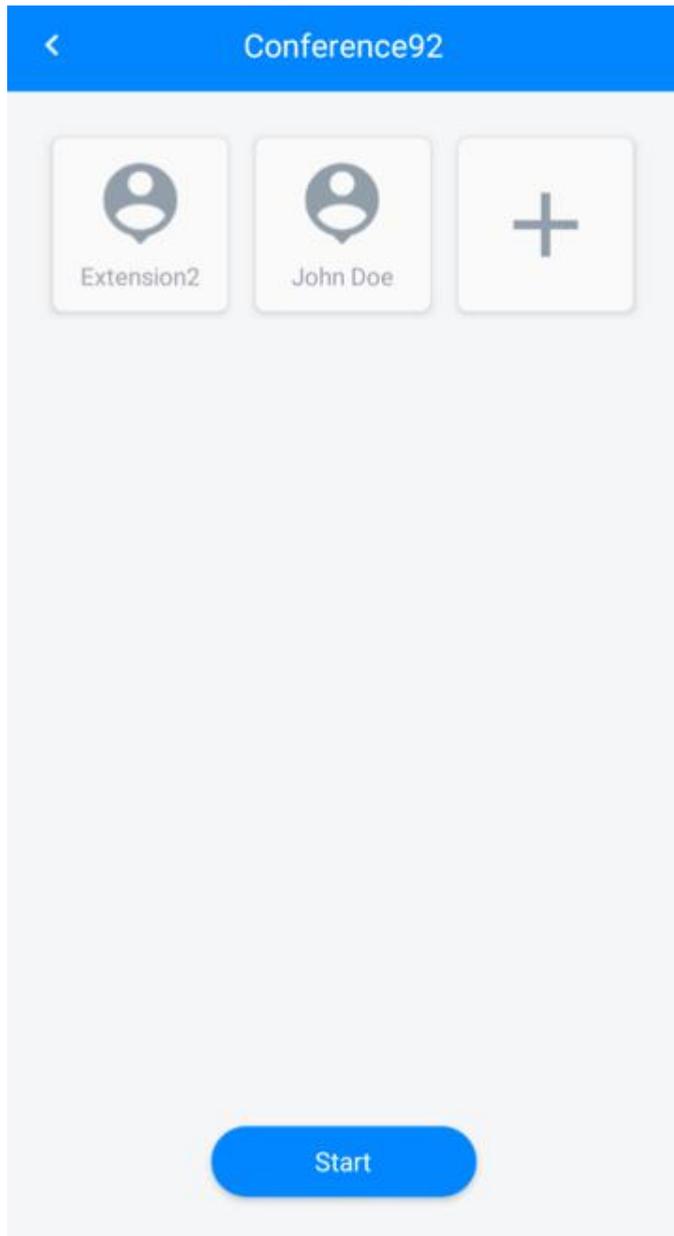


You may choose 14 (your own extension will join in the conference automatically, so you can organize a 15-way conference) participants from the contact list. If the contact has more than one numbers, you'll have to choose one of the numbers of this contact. After choosing all contacts please tap on the Invite button.

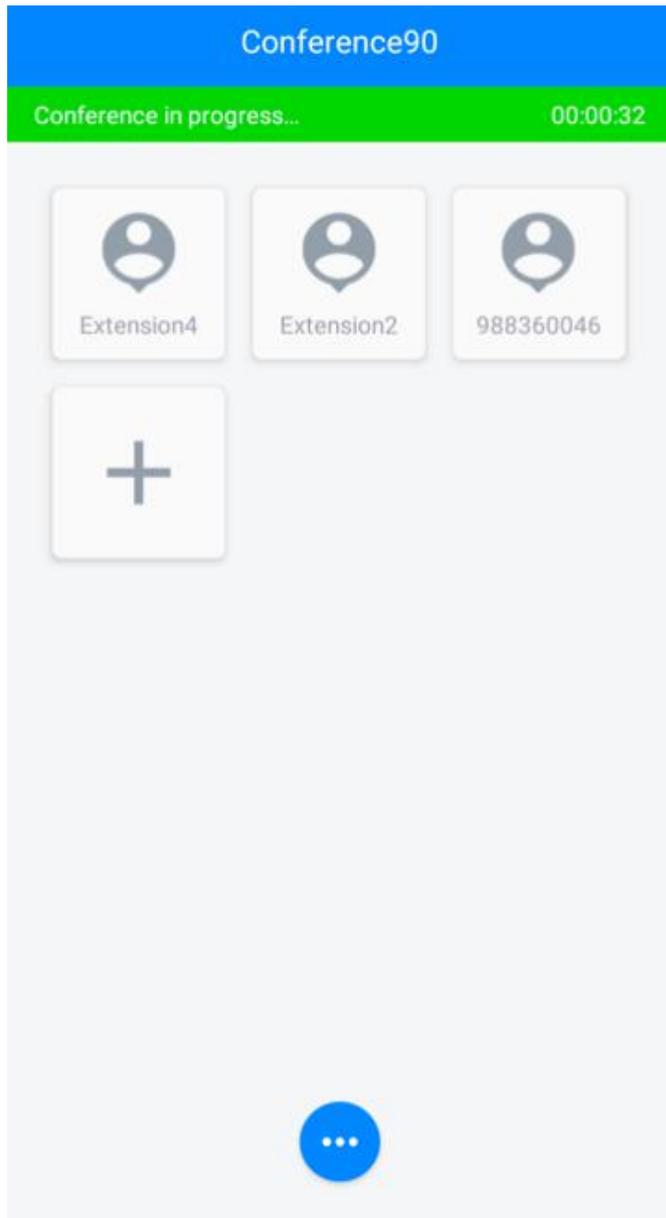
If the numbers you have chosen contains external numbers, you'll have to add dial prefixes for those numbers for the IP PBX system being able to call those external numbers.



After adding a valid dial prefix to the selected external numbers, please tap on OK. Then you'll see the pre-start screen with the contacts you have selected. Please tap on Start button to start the conference.

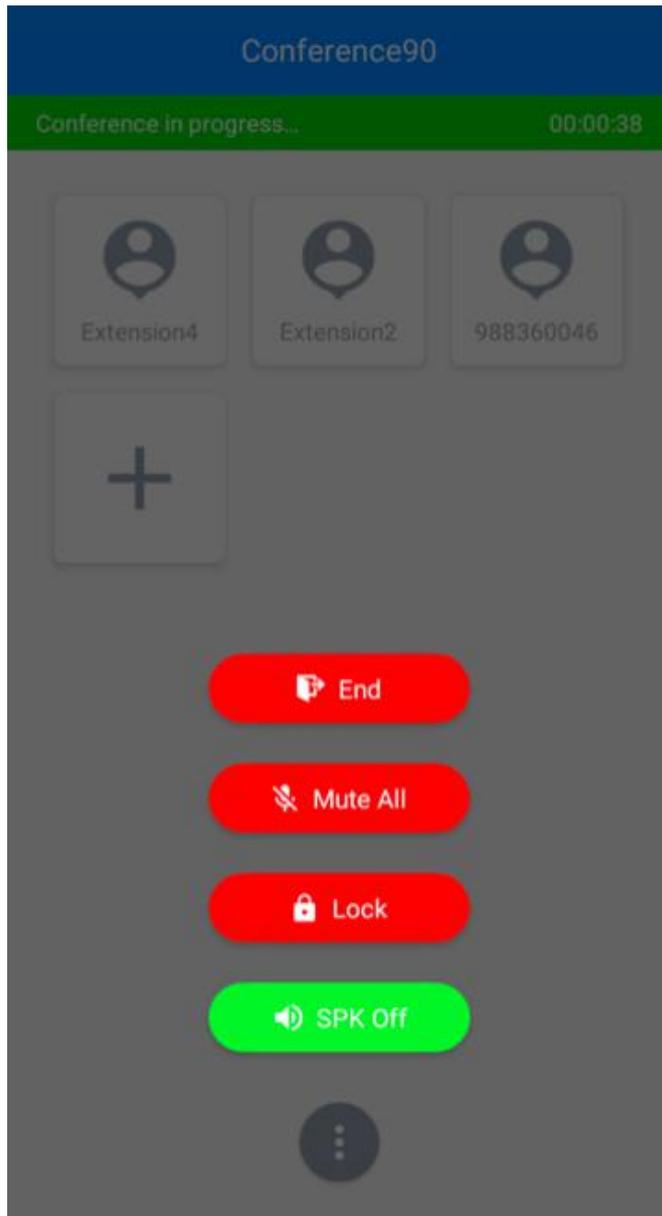


Once you have tapped Start button, the IP PBX system will start to call those numbers. They participants will be listed on the conference in progress screen when they have answered the call.



To invite more participants please tap on the  button. You can add more participants only if the current participants number is less than 15.

To manage the conference and participants, please tap on the  button.



The management menu including options to end the conference, mute/unmute all participants, lock/unlock the conference room and turn on/off your own phone speaker.

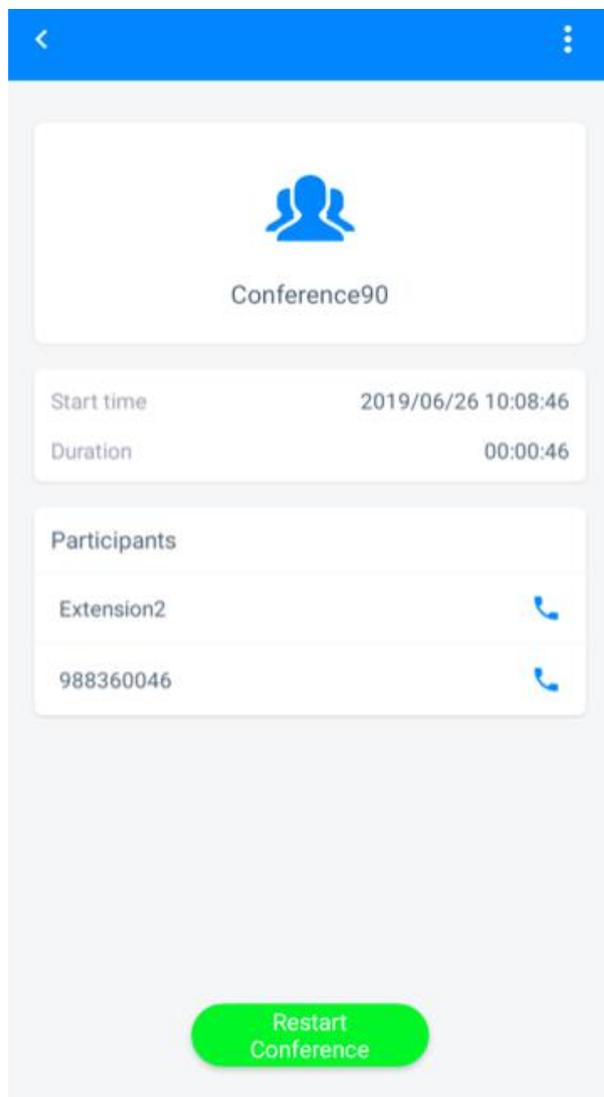
To manage a single participant or some of the participants, please tap on the participant(s) icon, there will be options to kick out and mute participants.

Conference History

Once a conference is ended it will be added to the conference history.



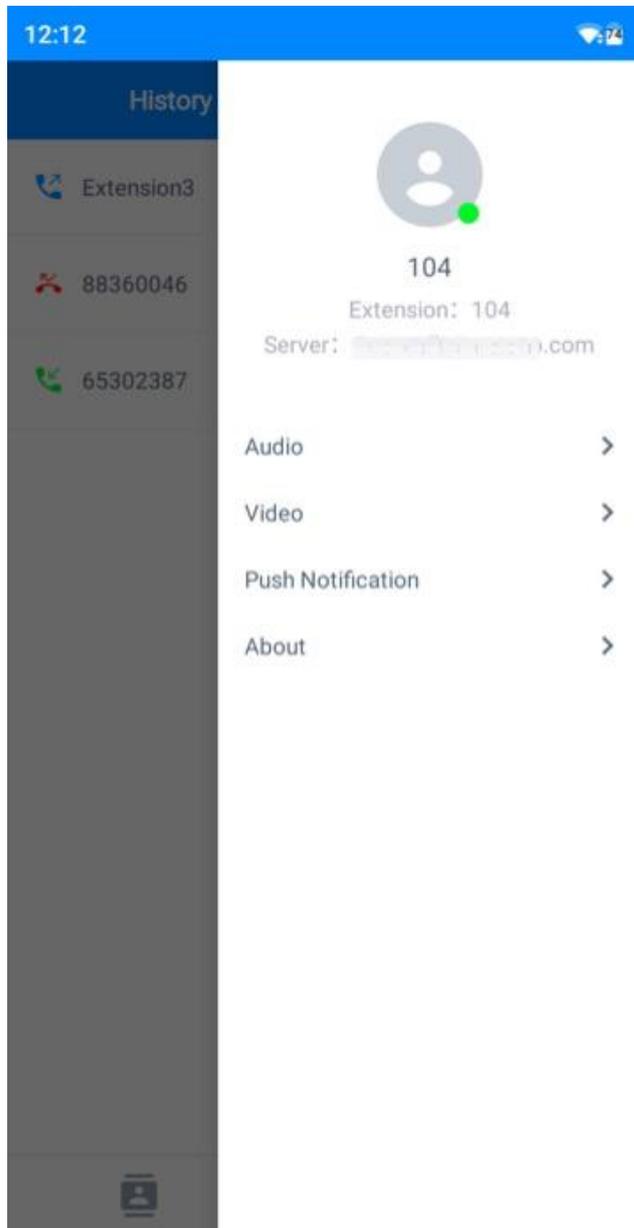
Tap on one of the conference history you can check the conference details.



The time of when this conference is started, the conference duration and participants will be shown. You can tap on Restart Conference button to restart this conference with the same participants. And you can tap on  button on the top right to delete this conference history.

Settings

Please tap on the  icon on the top right to enter CooCall settings menu.



Account

Your extension number should have been configured on the first startup of CooCall. When you want to change an account or modify the account, you may do it on the Account Settings screen.

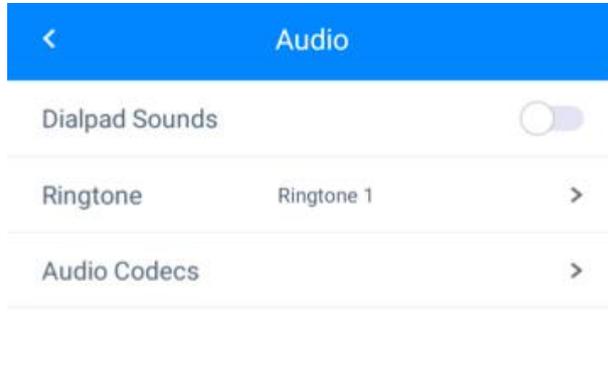
The screenshot shows the 'Account Settings' screen. At the top, there is a blue header with a back arrow on the left, the text 'Account Settings' in the center, and a scan QR code icon on the right. Below the header, the settings are organized into sections. The 'Extension number' section has a text input field containing '104'. The 'Password' section has a text input field with masked characters. The 'External Domain:Port' section has a text input field for the domain (partially masked) followed by '.com' and a port input field containing '5160'. The 'Internal Domain:Port' section has a text input field for the domain (partially masked) and a port input field containing '5060'. The 'Transport' section has three buttons: 'UDP' (which is selected and highlighted in blue), 'TCP', and 'TLS'. The 'Location' section has two buttons: 'Outside Office' (which is selected and highlighted in blue) and 'Inside Office'. At the bottom of the screen, there is a white box containing the text 'Register Status: OK' in green. Below this box is a large red button with the text 'Unregister' in white.

The account credentials are all obtained from the extension QR code so you don't have to do any manually settings. Only the "Location" could be chosen from "Inside Office" and "Outside Office". To guarantee it always works, CooCall uses "Outside Office" by default, it will work no matter if you are using local office WLAN or 3G/4G. But if you choose "Inside Office" it will only work in your local office WLAN. Don't forget to switch back to "Outside Office" before you leave the office.

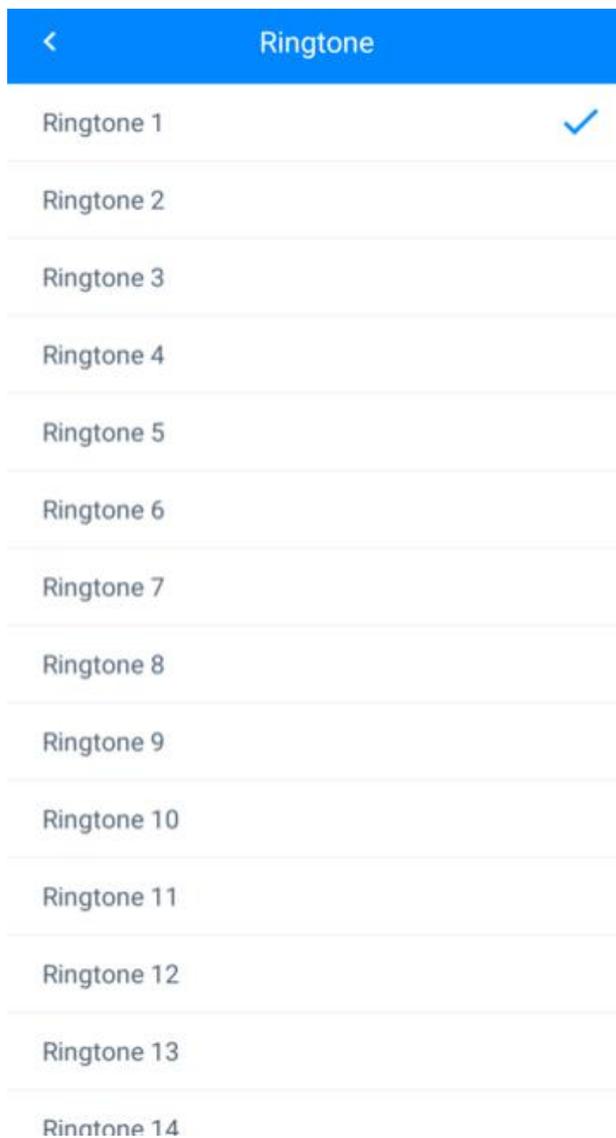
If you are going to change an extension number, please tap the scan button on the top right corner. After scanning the extension QR code, the extension register status will change to "Unregistered" please tap the "Register" button to make the new account effective.

Audio

All settings related to audio/sounds can be found on the “More” -> “Audio” screen, you may turn on or off dialpad sounds, change ringtone, and audio codecs here.



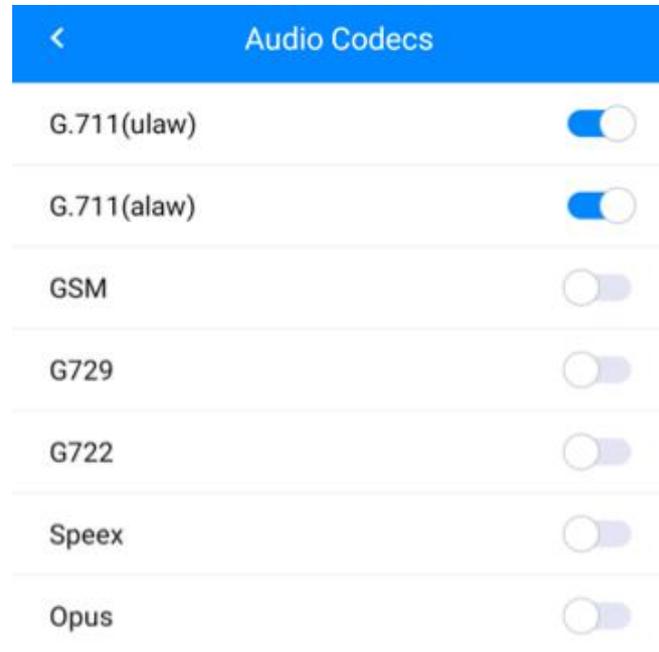
There are 15 built-in ringtones for you to choose a desired one as your incoming call ringtone. Please just tap on the “Ringtone” menu and then you’ll be able to change the ringtone.



Tap on any of the ringtones you may listen to it first, if the chosen one is what you want then just return to the previous menu and the new ringtone will take effect.

About the audio codecs, normally you don't have to change the settings. Only change it according to the system administrator's guidance.

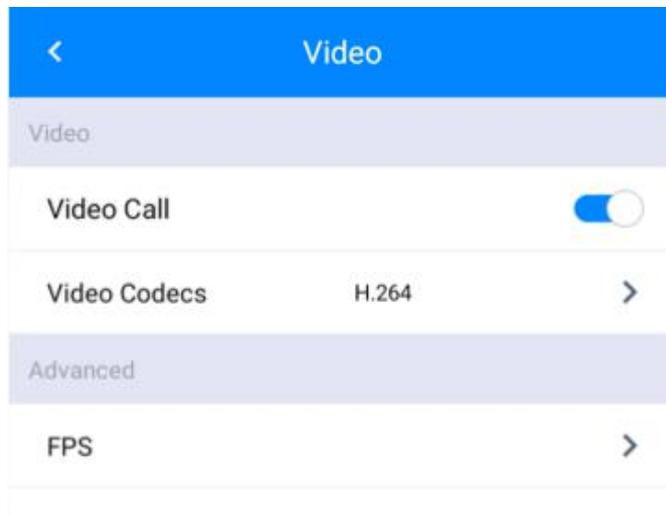
CooCall supports up to 7 different audio codecs, by default G.711 (ulaw and alaw) has been used.



Please do not turn on/off the codecs without the guidance of the system administrator otherwise your phone calls may have audio problems.

Video

By default, video call is enabled on CooCall softphone, and the default video codec is H.264. Please do not modify the codecs unless the system administrator tells you to.



About FPS settings, you can configure it according to your network conditions. If the network is not so good please use lower FPS, if the network is good enough please use higher FPS.



FPS is also a result of video quality, the higher FPS is, the better the video quality will be.

Push Notification

Push notification is now beta version on CooCall. 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.

About

More info of CooCall could be found on “Settings” -> “About” screen as shown below.

