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Setup

System Requirements

TetraVX’s iOS app is accessible for download via the Apple App Store; the app requires iOS 12.0 or later and is compatible with iPhone and iPad in portrait mode.

Downloading the iOS App

To download the TetraVX nVX iOS app:

- Access the Apple App Store from an iOS device
- Enter “tetravx nvx” (without quotes) in the App Store search box and tap the search button
- Tap the download icon next to the TetraVX nVX app

Once the app has downloaded from the App Store, open the app and enter credentials; see Initial Configuration section, below.
Initial Configuration

After downloading the iOS app, complete the initial setup as follows:

Emergency Services Notification
Emergency Services are not supported from the mobile app. Users will not be able to dial 911 from the mobile app; users can use an IP phone to dial 911.

- Tap "Accept" to accept the disclaimer
- Tap “OK”/”Allow” on the initial prompts for Contacts, Camera and Notifications
  - “TetraVX” Would Like to Access Your Contacts; tap “OK”
  - “TetraVX” Would Like to Access the Camera; tap “OK”
- "TetraVX" Would Like to Send You Notifications; tap "Allow"

- Login with either extension or username
• Tap “LOGIN WITH USERNAME” and provide the following:
  o USERNAME: username
  o PASSWORD: password associated with username
  o DOMAIN: domain.tetravx.com (where “domain” is unique to an organization)
  o Tap LOGIN

• Tap “LOGIN WITH EXTENSION” with below information:
  o EXTENSION: extension
  o PASSWORD: password associated with extension
  o DOMAIN: domain.tetravx.com (where “domain” is unique to an organization)
  o Tap LOGIN

**Troubleshooting Initial Configuration & Access Issues**

After downloading and initial configuration, if registration issues/errors exist try the following:

• Reenter the password
• Ensure the domain and other information is correct
• Ensure the phone is connected to Wi-Fi or has a cellular signal
Navigation

Overview

- The hamburger menu (four horizontal lines in the upper left corner) can be used to:
  - Update the user's profile picture
  - Access Settings
  - Access About information
  - Logout

![Hamburger Menu](image)
- **Bottom navigation**
  - Clock icon – Call History
  - Person icon – Contacts
  - Keypad (9 circles) icon – Dial pad
  - Voicemail (tape) icon – Voicemail
Dial Pad

Overview

Upon registering the application (indicated by a green dot and “Registered”), users arrive at the dial pad.

Placing a Call

Calls can be placed from the dial pad by:

- Tapping in the “Enter a number or an address” box, typing the number or an address & tapping the green ringing phone (call) icon
- Tapping the numbers and tapping the green ringing phone (call) icon
- Tap “OK” on the prompt
  - “TetraVX” Would Like to Access the Microphone
Call Features

- Terminating an Outgoing Call or In Progress Call
  - To terminate a call that is outgoing (has not yet connected) or is in progress, tap the red phone (hang-up) icon

![Image of a call in progress with a red phone icon indicating hang-up]

7082972614
sip:7082972614@dev3.tetravx.com
- **Mute/Unmute**
  - **Mute:** Microphone icon in grey color; prevents others from hearing the user
  - **Unmute:** Microphone icon in blue color with a slash through the microphone; resumes the ability for others to hear the user
- Turn on/off speaker
  - On: Speaker icon in grey color; turns on the mobile speaker
  - Off: Speaker icon in blue color; turns off the mobile speaker
- **Hold/Resume**
  - Hold: Two parallel line icon in grey color; prevents others from hearing the user & allows the user to utilize other features
  - Resume: Two parallel line icon in blue color; resumes a call
• Adding a call
  o While on a call, tap the dial pad (9 dots) icon and enter a number
- **Call Transfer and Conference**
  - **Conference Call** – Tap on grey phone icon with + to add participant and start conference
  - **Blind transfer** – Tap on grey phone icon with arrow and dial the number to transfer the call
Answering a Call

Incoming calls can be answered by tapping the blue check “Accept” icon and declined by tapping the red “X” / “Decline” icon
Call History

Call history is accessed via the clock icon in the bottom navigation and shows calls sorted by the most recent.

![Call History Screen]

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Interacting with Call History

- Call history is sorted by calls connected (double phone icon) or missed calls (phone with an x icon) in the upper left corner
• Listings can be selectively deleted (swipe left) and tap the red "Delete" option
• Tapping the ellipses (three dots) on a call listing will show further detail for the call
Contacts

Contacts can be accessed via the person icon in the bottom navigation and can also be searched by typing a name or number in the search bar in contacts.
- Contacts are segmented by TetraVX contacts, double person with VX logo icon on the left, and personal contacts, double person icon on the right (if allowed)
Interacting with Contacts

Contacts can be viewed by selecting (tapping) the contact. Once selected, the contact can be called via the phone icon.
**Voicemail**

Contacts can be accessed via the voicemail (tape) icon in the bottom navigation. Voicemails can be:

- Played
- Returned – call back on the same number the voicemail received from
- Deleted
Playing Voicemail

To Play a voicemail, tap the play (right arrow) icon to listen to a specific voicemail.

- To stop playing a voicemail, tap the Stop button.
- To pause playing a voicemail, tap the Pause button.
Deleting Voicemail

To delete a voicemail, tap the trashcan icon beside the voicemail to be deleted

- Tap “Yes” for the alert
• Users will receive a “Voicemail deleted successfully” notification; tap “Ok”

**Administration**

Administration items can be accessed via the hamburger menu (four horizontal lines in the upper left corner) to:

- Update the user’s profile picture
- Settings
- About information
- Logout
Settings

After selecting the hamburger icon, the app Settings can be reviewed or edited; to exit the Settings section, tap the arrow in the upper left corner.
Settings: SIP Accounts / Extension Settings

Settings for the user's extension can be reviewed or edited as follows:
• More options
  o ON: it will show all available extension settings
  o OFF: It will show Username, Password, Domain
  o Default value: ON
• Push Notification
  o ON: Allow push notifications
  o OFF: Does not allow push notifications
  o Default value: ON
• Username – Displays the user’s name
• Display name – Displays a display name (if entered)
• User ID – Typically the user’s extension
• Password – not displayed but can be reentered here
  o Do not use if organization uses Single Sign On (SSO)
• Domain – Domain the user/extension is registered
  o Naming convention is domain.tetravx.com
• Proxy – Displays the proxy information
  o Default value: domain.tetravx.com:9000
• Transport – TCP, UDP or TLS
  o Default value: TCP
• Outbound proxy – ON or OFF
  o Default value: ON
• Expire – Displays the amount of time before expiration
  o Default value: 180

Settings

Enable Settings is off by default.
Settings: Audio Settings

The Audio Settings lists supported CODECS; these should not be changed unless instructed otherwise.

- Opus 48kHz
  - Default value: OFF
- PCMU
  - Default value: ON
- PCMA
  - Default value: ON
Call Settings

Call Settings is having following options with different usages:

- **Send inband DTMFs**
  - **ON**: Allows the user to dial DTMF while on a call
  - **OFF**: The user will not be able to dial DTMF while on a call
  - Default value: **ON**

- **Sent SIP INFO DTMFs**
  - Default value: **OFF**

- **Voicemail URI**
  - Feature access code to access voicemail
  - Default value: ***97**

- **Repeat call notification** –
  - Default value: **ON**
Network Settings

Network Setting is having following options with different usages:

- **Random Port**
  - ON: System will select random port for the communication
  - OFF: Fixed port to be used
  - Default value: ON

- **Audio Port(s)**
  - The range of port for audio communication
  - Default value: 7200-7299

- **Video Port(s)**
  - The range of port for video communication
  - Default value: 9200-9299

- **Allow IPv6**
  - Allows the support of IPv6
  - Default value: ON
Advanced Settings

Advanced setting is designed for future use; the current setting is None.
Profile Picture

After selecting the hamburger icon, the user’s profile picture is seen in the circle to the left of the user’s name or extension/phone number. It can be changed by tapping it, selecting a source (“Camera” or “Photo library”) and taking or choosing a picture.
- Tap “OK” on the prompt “TetraVX” Would Like to Access Your Photos
About

The About section provides links to the TetraVX website (https://tetravx.com) and a link to the Privacy Policy (https://www.tetravx.com/privacy). To exit the About section, tap the back arrow in the upper left corner.
Logout

To logout of the TetraVX nVX application, tap the hamburger menu (four horizontal lines in the upper left corner) and choose Logout. An alert will appear asking “Do you want to logout?”, tap “Yes” to logout.