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Setup

System Requirements

TetraVX’s Android app is accessible for download via the Play Store; the app requires Android platform Marshmallow (6.0) or later.

Downloading the Android App

To download the TetraVX nVX Android app:

- Access the Play Store from an Android device
- Enter “tetravx nvx” (without quotes) in the Google Play 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 Play Store, open the app and enter credentials; see Initial Configuration section, below.
Initial Configuration

After downloading the Android 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
Setup
Tap “ALLOW” on the initial prompts for phone calls, photos/media/files and contacts
- “Allow TetraVX nVX to make and manage phone calls?”
  - Tap “ALLOW”
• “Allow TetraVX nVX to access photos, media and files on your device?”
  o Tap “ALLOW”
• “Allow TetraVX nVX to access your contacts?”
  o Tap “ALLOW”
• “Allow TetraVX nVX to record audio?”
  o Tap “ALLOW”
Logging In

- Login with either extension or username; tap LOGIN WITH USERNAME or LOGIN WITH EXTENSION to proceed
Logging in with Username

- Tap “LOGIN WITH USERNAME” and provide the following:
  - USERNAME: username
  - PASSWORD: password associated with username
  - DOMAIN: domain.tetravx.com (where “domain” is unique to an organization)
  - Tap LOGIN
Logging in with Extension

- Tap “LOGIN WITH EXTENSION” with below information:
  - EXTENSION: extension
  - PASSWORD: password associated with extension
  - DOMAIN: domain.tetravx.com (where “domain” is unique to an organization)
  - 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
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” in the upper left corner to the right of the hamburger menu), 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
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
• Mute/Unmute
  o Mute: Microphone icon in grey color; prevents others from hearing the user
  o 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
  o On: Speaker icon in grey color; turns on the mobile speaker
  o Off: Speaker icon in blue color; turns off the mobile speaker
• **Hold/Resume**
  
  o **Hold**: Two parallel line icon; prevents others from hearing the user & allows the user to utilize other features
  o **Resume**: Two parallel line icon in blue bar; resumes a call
- Adding a call
  - While on a call, tap the dial pad (9 dots) icon and enter a number
• Call Transfer and Conference
  o Conference Call – Tap on grey phone icon with + to add participant and start conference by tapping on three persons with arrow icon
  o 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 green ringing phone (call) icon and declined by tapping the red phone (hang-up) 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 is sorted by calls connected (single phone icon) or missed calls (phone with up arrow icon) in the upper left corner.
• Tapping the ellipses (three dots) on a call listing will show further detail for a listing
Deleting Call History Listings

- Listings can be selectively deleted
  - Tap and hold the listing to delete for 1 second
  - Tap the “DELETE” option

- To delete two or more listings, the multi-select option can be used
  - Select the overlapping checkboxes
  - Select the checkboxes for the listings to be deleted
  - When prompted with “Do you want to delete and leave the selected conversations?”, tap “DELETE”
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 or messaged via the conversation bubble icon (if available).
Voicemail

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

- Played
  - Click on blue downwards arrow and tap on play icon to listen voicemail.
  - User can pause and start voicemail.
- Returned
  - Click on blue downwards arrow and tap on blue phone icon to call back on the same number the voicemail received from.
- Deleted
  - Click on blue downwards arrow, tap on red dustbin button and select “YES” in popup.

  ![Voicemail Icons](image)

- New/Unread voicemails will be highlighted with small green corner at left most of the message.

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

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:

- **Username** – Displays the user’s name
- **Password** – Not displayed but can be reentered here
  - Do not use if organization uses Single Sign On (SSO)
- **Domain** – Domain the user/extension is registered
  - Naming convention is domain.tetravx.com
- **Advanced**
  - **Transport** – TCP, UDP or TLS
    - Default value: TCP
  - **Proxy** – Displays the proxy information
    - Default value: domain.tetravx.com:9000
  - **Outbound proxy** – ON or OFF
    - Default value: ON
  - **Expire** – Displays the amount of time before expiration
    - Default value: 180
Settings: Preferences

Audio Settings

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

- PCMA
  - Default value: ON
- PCMU
  - Default value: ON
- opus
  - Default value: ON
Call Settings
Call Settings has the following options:

- Use device ringtone
  - ON: Device ring will be used on incoming call
  - OFF: Default ringtone will be used

- Vibrate while incoming call is ringing
  - ON: Device will vibrate on incoming call
  - OFF: Device will not vibrate
  - Default value: ON

- Send out-band DTMFs (SIP INFO)
  - Default value: OFF

- Send in-band DTMFs (RFC2833)
  - 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

- Auto answer incoming calls
  - Default value: Off

- Incoming call hangup (in seconds)
  - Default value: 30

- Voice mail URI
  - Feature access code to access voicemail
Network Settings

Network settings have the following options:

- **Use WiFi only**
  - ON: App will work only when connected with WiFi
  - OFF: App will not work when WiFi is not connected
  - Default value: OFF

- **Allow IPv6**
  - Allows the support of IPv6
  - Default value: OFF

- **Enable push notifications**
  - ON: Allow push notifications
  - OFF: Does not allow push notifications
  - Default value: ON

- **Use random Port**
  - ON: The app will select a random port for the communication
  - OFF: The app will use a fixed port
  - Default value: ON
Advanced Settings

Network settings have the following options:

- **Debug**
  - ON: App will start saving logs
  - OFF: App will not save logs
  - Default value: OFF

- **Background mode**
  - ON: Shows a notification to keep the app active ("alive")
  - OFF: Does not show a notification and allows the app to become inactive
  - Default value: OFF

- **Start at boot time**
  - ON: Opens the app at startup, when the device is turned on
  - OFF: Does not start the app when the device is turned on; requires the user to open the app
  - Default value: ON

- **Device name**: App will get the default device name from phone; user can change it and the changes will be replied on restarting the app.

- **Android app settings**: it will redirect user to App setting of device.
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

- “Take Phone” to use the device’s camera
- “Choose from library” to choose an existing photo residing on the device
• Tap “ALLOW” on the prompt “Allow TetraVX nVX to take pictures and record video?”
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).

- User can see the App name, version and sdk file name.
- SEND LOG – App will copy log to clipboard, user can paste and send.
- RESET LOG – App will reset the logs.

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.