Mobile softphone setup guide



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1. Before you start

The MOVOX mobile softphone application uses a WiFi connection or Mobile Data when making and receiving calls. We recommend that you connect to WiFi where possible and to verify there is sufficient Mobile Data allowance (if any) included in your mobile phone plan. Refer to your mobile phone guide for WiFi and Mobile Data settings.

Data usage

The amount of Mobile Data used by the MOVOX Mobile Application will vary depending on the duration of a call. A 1-minute call using the mobile application will use approximately 1.5MB of data. If you estimate your monthly usage of the mobile application will be 1-hour then you would use approximately 90MB of data.

Where to get the softphone application?

Download the MOVOX softphone application from the App Store or Google Play.





Compatibility

The softphone application requires the minimum operating specifications:

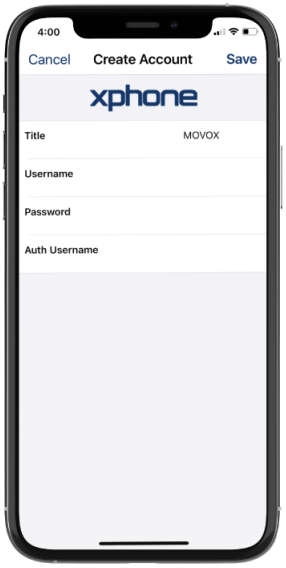
iPhone – iOS 14.0 or later.
iPod touch – iOS 14.0 or later.

2. Account Setup

When you open the mobile softphone for the first time you will be presented with the Create Account screen as shown below.

To activate your softphone application, you will need to enter your softphone registration details. These are emailed to you or your account administrator upon subscribing to a plan.

Enter the registration details described below and press 'Save' in the top right-hand corner.



Title

Enter a name to identify your mobile softphone. It can be set to anything you wish.

Username

This is your 4-digit extension number associated with your mobile softphone.

Password

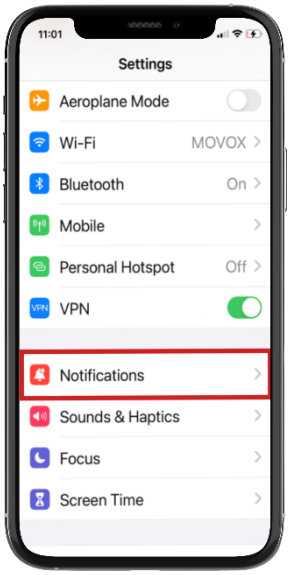
This is the password used to register your mobile softphone.

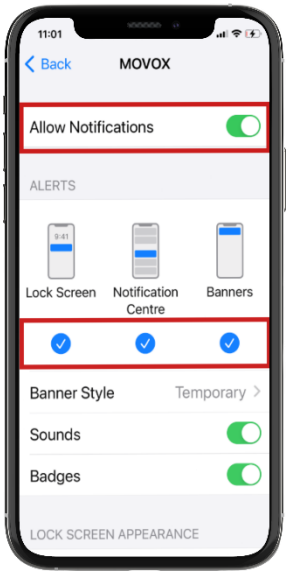
Auth Username

This is the authentication username used to connect to your mobile softphone with our servers.

3. Mobile phone settings

Check and adjust Notification and Permission settings in your mobile phone's settings.





Notifications

To ensure notifications are received for incoming calls go to your mobile phone Settings > Notifications > and below the 'Include' heading select MOVOX >.

Check that all settings are set to 'ON' and that 'Alert Style' is set to 'Alerts' or 'Banners'.

Microphone permission

The first time you make a call the application will display a pop-up message asking permission to use the microphone. Select 'Allow' to use of the mobile phone's microphone.

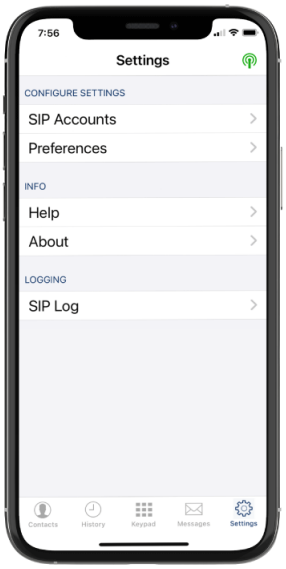
Access to contacts

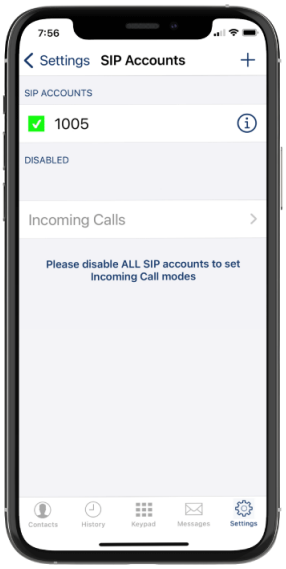
The first time you tap on the 'Contacts' icon the softphone application will display a message asking permission to access your contacts. Select 'Allow' to view your saved contacts list on the softphone application Contacts screen.

4. Settings

SIP Accounts

SIP (Session Initiation Protocol) account is a set of credentials that allows users to make voice and video calls over the Internet.





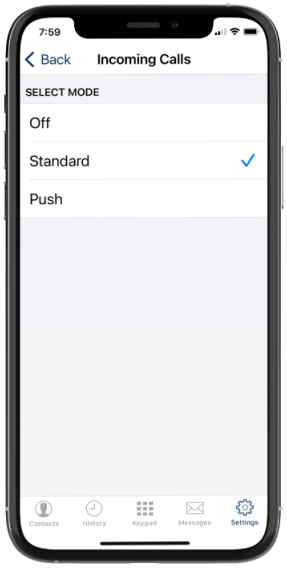
Each softphone account is allocated a 4-digit extension number and a unique SIP address, this is usually, something like your-account-number@univox.net.au. The SIP address acts just like a phone number.

Once you have registered the softphone application using your softphone registration details the SIP account will be listed under the SIP Accounts section.

Incoming Calls

Off - the Softphone will sleep when the screen is locked.

This option saves battery life but should only be used if you are only using the softphone to make outgoing calls. All SIP accounts will be unregistered when the app moves to the background.



Standard – the Softphone will run in the background and receive calls when the softphone app is backgrounded and visible in the task switcher.

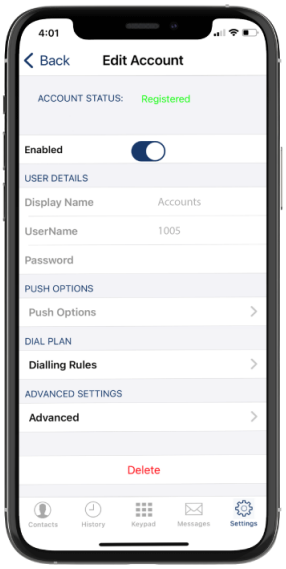
In this mode the softphone is always running and will continue to perform SIP registration with MOVOX's servers. This setting will drain the battery over time as the softphone is running in the background.

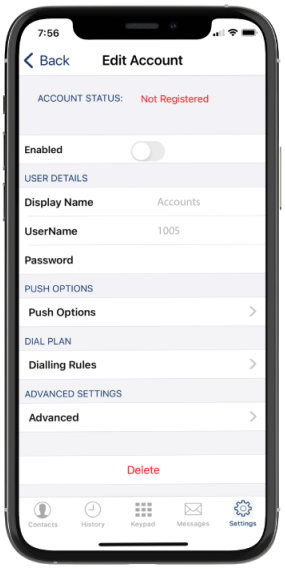
Push – (Recommended). Choose this for zero effect on battery life. Your SIP account credentials will be transferred to our Push servers over a secure https connection.

Our push servers will perform the SIP registration. This allows you to completely close the app and still receive calls on your iOS device. Incoming calls are received by our Push servers and a Push notification sent to the iOS device which wakes and receives the call.

5. Advanced settings

To access your SIP account and manage Advanced Settings tap the ⓘ icon. This will then navigate to the “Edit Account” screen.





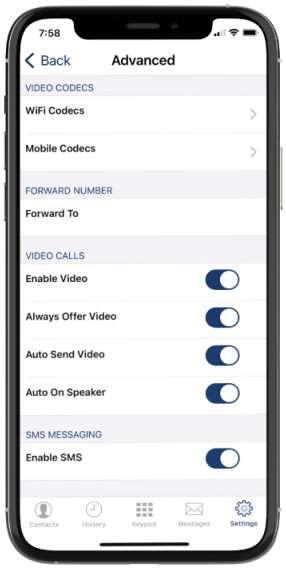
To edit Advanced Settings, you need to unregister your application.

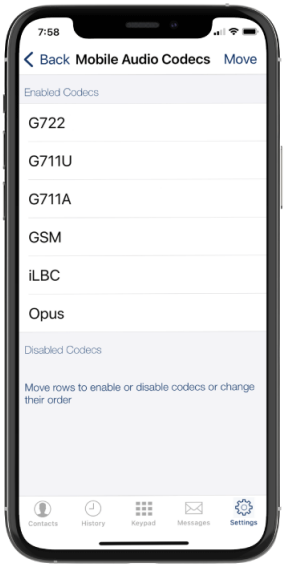
To unregister your application, tap the ‘Enabled’ toggle, the Account Status will then change from Registered to Unregistered.

To re-register the application, simply tap the ‘Enabled’ toggle. If successfully re-registered the Account Status will change to Registered.

Codecs

Audio codec is a program implementing an algorithm that compresses and decompresses digital audio or video data. The following codecs are available in the Softphone Application G711, GSM, iLBC, G722 and G729.





A common codec needs to be negotiated when making a call between the softphone and the remote party or the call will fail with a 488 error.

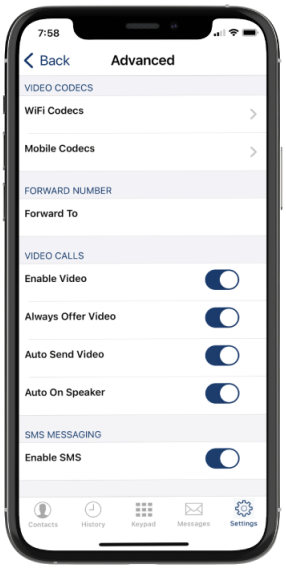
Most of the time it is best to have as many codecs available as possible. However, in certain cases you may wish to enable or disable certain codecs or prioritise some over others.

For example, the G711 and G722 codec are wideband codecs. GSM, iLBC and G729 are Narrowband codecs. Wideband codecs have a higher data usage and better audio quality.

Narrowband codecs generally have much lower data usage but audio quality is usually affected as a result. If you have a Wi-Fi connection configure the softphone to use wideband codecs only.

However, if calling over a 4G cellular connection where the data rate is slower it is better to use a low bit rate codec such as G729 to achieve acceptable audio quality.

In this situation, wideband codec use could result in such poor audio quality so as not to be able to have a meaningful conversation with the other party. Drag the rows in the table to the Enabled or Disabled sections to enable or disable certain codecs.



Forward Number

Call forwarding needs to be enabled in the global preferences.

Overrides the number in the preferences settings so incoming calls to this SIP account will be forwarded to this number.

Video calls

Allows video calls to be placed or received for associated SIP account.

This setting is disabled if video is disabled in Global preferences

Enable Video

If set to ‘ON’ you can make and receive video calls.

Always offer video

If enabled, video is always offered when a number is dialled.

Auto Send Video

If enabled, video is automatically sent when a video call is placed or received. If disabled, video will only be sent if the ‘Send’ button is tapped in video view.

Auto On Speaker

If enabled, the speaker is turned on automatically for a video call.

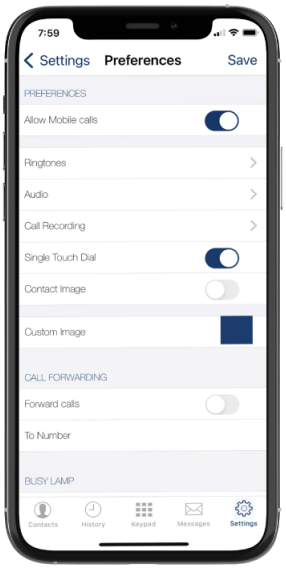
SMS Messaging

Enable SMS

Enable SMS. If disabled SMS messages cannot be sent or received for any SIP account. If enabled SMS messages can be sent or received depending on individual SIP account settings.

6. Preferences

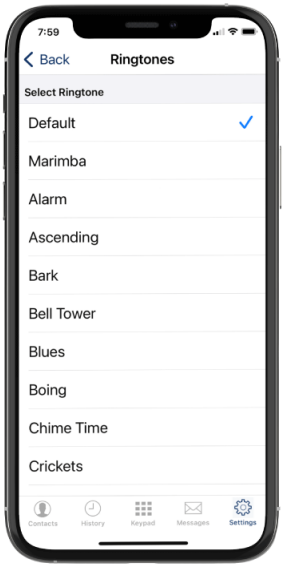
To access 'Preferences' tap the 'Settings' icon (in the main menu footer). From the Settings screen tap Preferences > which is located below the Configure Settings heading.

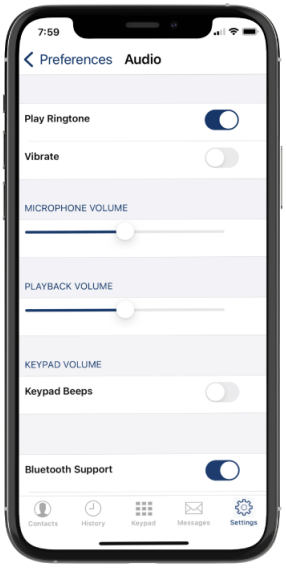


Allow Mobile calls

This setting allows the Softphone Application to make and receive calls over the mobile phone cellular connection.

If this setting is ‘OFF’ the application will not register over 4G/5G.





Ringtones

Tap this row to bring up a selection 25 ringtones.

Play Ringtone

Set ‘ON’ to play your selected ringtone when an incoming call is received.

Vibrate

Set ‘ON’ and your mobile phone will vibrate when an incoming call received. This setting is for iPhone only.

Microphone Volume

Move the slider to adjust the volume of the microphone independent of the volume switch on the mobile phone.

Playback Volume

Move the slider to adjust the speaker output volume independent of the volume setting on the mobile phone.

Keypad Beeps

Set to ‘ON’ to hear tones when digits are pressed on the keypad screen.

Bluetooth Support

If set to ‘ON’ and there is an active call the application displays the in-call screen, tap the ‘Audio Sources’ button on the in-call screen to choose earpiece, speaker or Bluetooth headset as your audio output.

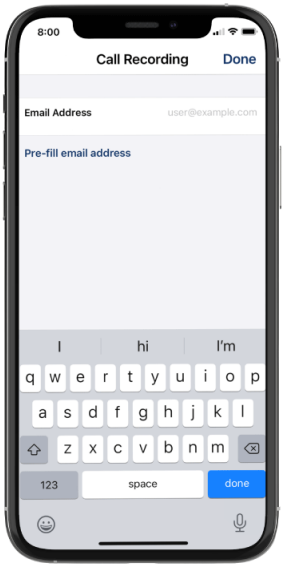
If set to ‘OFF’ the in-call screen will display a speaker button which allows the mobile phones speaker to be turned on and off. This option is only supported on the iPhone and the Bluetooth headset needs to be paired in the iPhone’s general settings.

Preserve Audio Route

If set to ‘ON’, calls will use the audio source used in the previous call, if set to ‘OFF’ calls will use the earpiece as the default audio source.

Echo suppression

When set to ‘ON’ the iPhone’s in-built echo suppression algorithms will be used. This prevents the called party from hearing an echo. This is especially important in speaker mode.



Call Recording

The call recording option selected from the preferences menu allows an email address to be entered. When accessing call recordings from the call log there is an option to send the recording as an email attachment. The email address entered here is used to pre-fill the draft email message.

Single Touch Dial

If set to ‘ON’, the default confirmation dialog which is usually shown when tapping a contact, call log or favourite entry is NOT displayed and the call is made immediately.

Contact Image

If set to ‘ON’, the contact photo is shown in the in-call view. Try to keep contact images as small size as possible so they load faster.

Custom Image

Select a photo from your mobile phone camera roll to display in the background when on an active call.

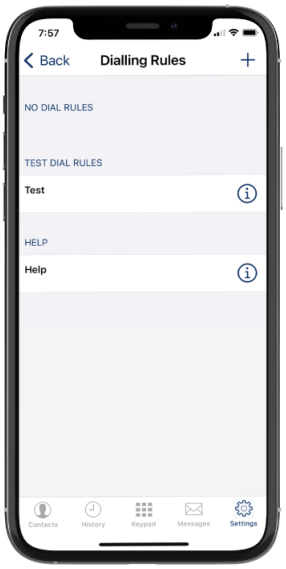
Forward Calls

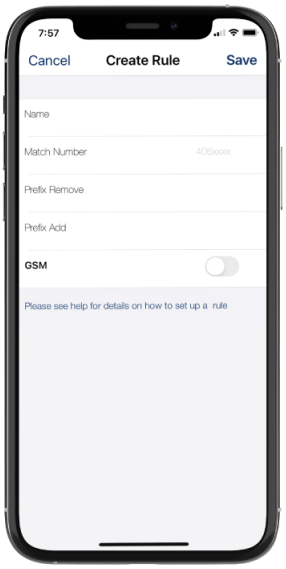
If enabled, incoming calls are forwarded to the specified number. This is a global setting that applies to all SIP accounts. The number specified here can be overridden in SIP settings for a particular account.

To Number. The number to forward calls to.

7. Dialling Rules

To set up dialling rules for your account tap the Dialling Rules row from the Advanced SIP settings menu. In the Dialling Rules screen tap the '+' add rule button in the top left corner. Rules will be applied in order from top to bottom.





Name enter a name for your rule here, this can be anything you like.

Match Number define the pattern used to match dialled numbers. Your rule will be applied to any matched numbers.

Prefix Remove When a dialled number is matched with the rule the prefix listed here will be removed from the number assuming the number has this prefix.

Prefix Add When a dialled number is matched with the rule, any prefix to be removed listed above will be removed first then the prefix to be added will appended to the dialled number.

Tap the 'Save' button to save a rule.

To set up a rule a pattern that the dialled number must match needs to be defined followed by an action to be taken on the dialled number once a match is detected. An action can be removing a prefix, removing a prefix or removing a prefix followed by adding a prefix.

The following characters can be used to generate a match pattern.

- 0,1,2,3,4,5,6,7,8,9 any digit
- # + any of these three symbols
- [-] matches a range of symbols e.g. [45-9] matches any of these digits 4,5,6,7,8,9
- x matches any of the above digits or symbols
- ? specifies that the previous character can be repeated 0 or more times

Example 1

Match Number +61x?

Remove Prefix +61

Add Prefix 9

Any number starting with +61 will have the +61 replaced with 9

So, the number +61773764181 will be dialled as 9773764181

Example 2

Match Number xxxxxx780[1-9]

Add Prefix 7

Any 10-digit number with the last 4 digits being 7801 – 7809 will have a prefix of 7.

So, the number 5003007804 will be dialled as 75003007804

Example 3

Match Number 0xxxxxxxxxx

Remove Prefix 0

Add Prefix +61

Any eleven-digit number starting with 0 will have the zero removed and replaced with +61

8. Error codes and troubleshooting

Registration errors

Errors 408, 503

Check you have an internet connection available either WiFi or Cellular (3G). If this is OK check you have specified the domain or proxy (if required) correctly.

Errors 401, 403

Check you have entered your username and password correctly. Also, if your provider requires that you need to specify an Authorization username, check this is entered correctly.

Dialling errors

Error 404 when calling

Check you have dialled a valid number as the number being dialled may not be what you intended.

Error 488 when calling

If a common set of codecs cannot be negotiated with the calling party the call will fail. Contact our Help-Desk on 1800 100 800 for further information.

Troubleshooting

Incoming calls

Not receiving incoming calls when the mobile in is sleep mode

- Check that ‘Run in Background’ is enabled in Preferences >
- Check that you have 3G/4G and or a WiFi connection. Try and open a web page on your mobile phone.

Not receiving incoming calls in when the mobile is awake or sleep mode

- Check that you have 3G/4G and or a WiFi connection. Try and open a web page on your mobile phone.

Poor audio quality

If calling over cellular (3G) networks, check the codec negotiated in the in-call screen. If the codec is G711a or G711u this is probably the cause of the problem as these codecs use too high a bandwidth to allow good audio on 3G.

Try disabling both these codecs in the 3G codecs setting in the Advanced SIP menu. Try using GSM or iLBC codecs when calling over 3G.

The same problem can be experienced on WiFi if the connection is poor. Again, changing to using G722, GSM or iLBC can resolve this.

SIP Log

If set to ‘ON’, technical information can be logged and sent to our technical support team to identify problems.