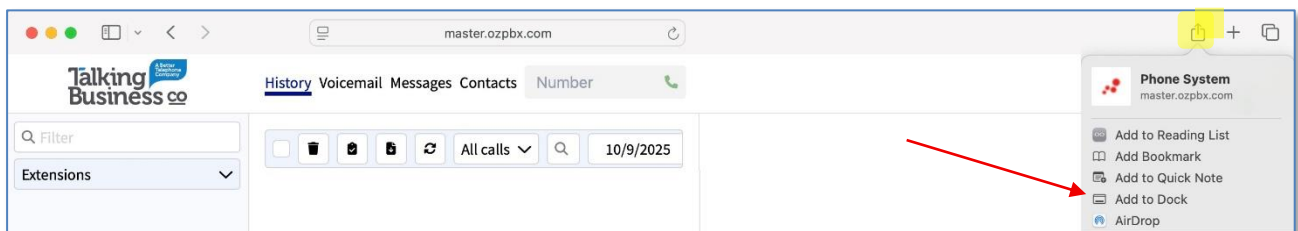


Windows Browser Configuration

The Vodia Progressive Web Apps (PWAs) are powerful tools for managing all your telephony needs through your preferred web browser –available for Chrome, Microsoft Edge, and Safari. Firefox is not currently available. The PWA will operate as if it is a separate application to the browser. It can even reside on the Windows taskbar and pop up a notification when you get an incoming call.

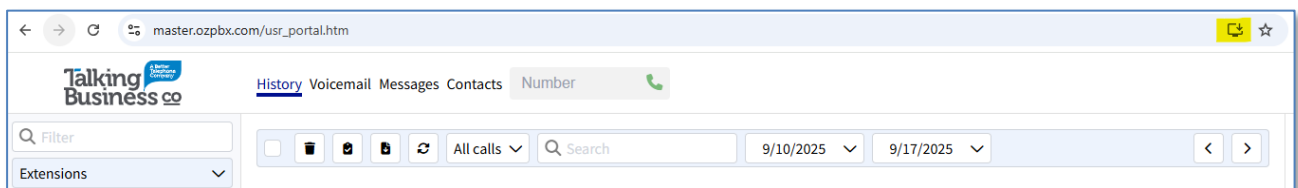
The installation process is simple and consistent across all supported browsers:

1. Open the Vodia web user page using the credentials supplied on your welcome email.
You will need your domain name first and then your extension number and password.
You can continue using this page if you choose to, just remember to say yes to all the system access questions.
2. Now install the actual PWA.
 - **Safari:** Click the "Share" button (highlighted here in yellow). In the menu that appears, scroll down and select "Add to Dock". This will create an icon on your home screen and tapping it will open the portal in a standalone app window.

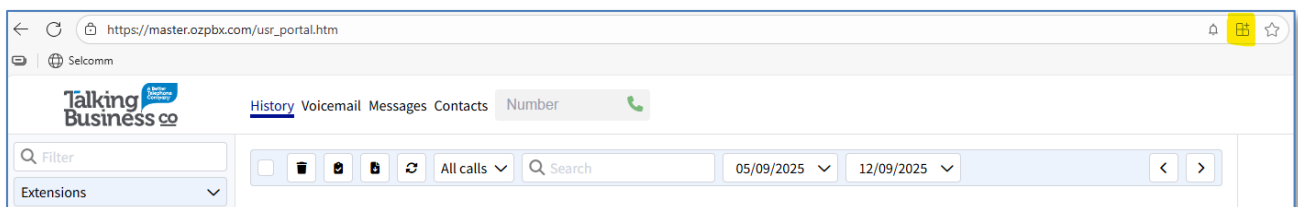


Safari

- **Chrome or Microsoft Edge:** Look for an "Install" button in the address bar (highlighted here in yellow). Click it, and a pop-up window will appear asking you to confirm the installation. Click "Install" to complete the process. This will create a shortcut for the PWA which will open in its own window.



Chrome



Microsoft Edge

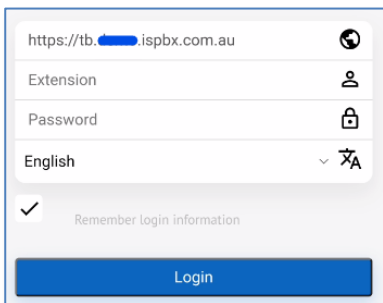
Windows App Configuration

Please be aware that this application is being phased out in preference to the PWA options noted on the previous page.

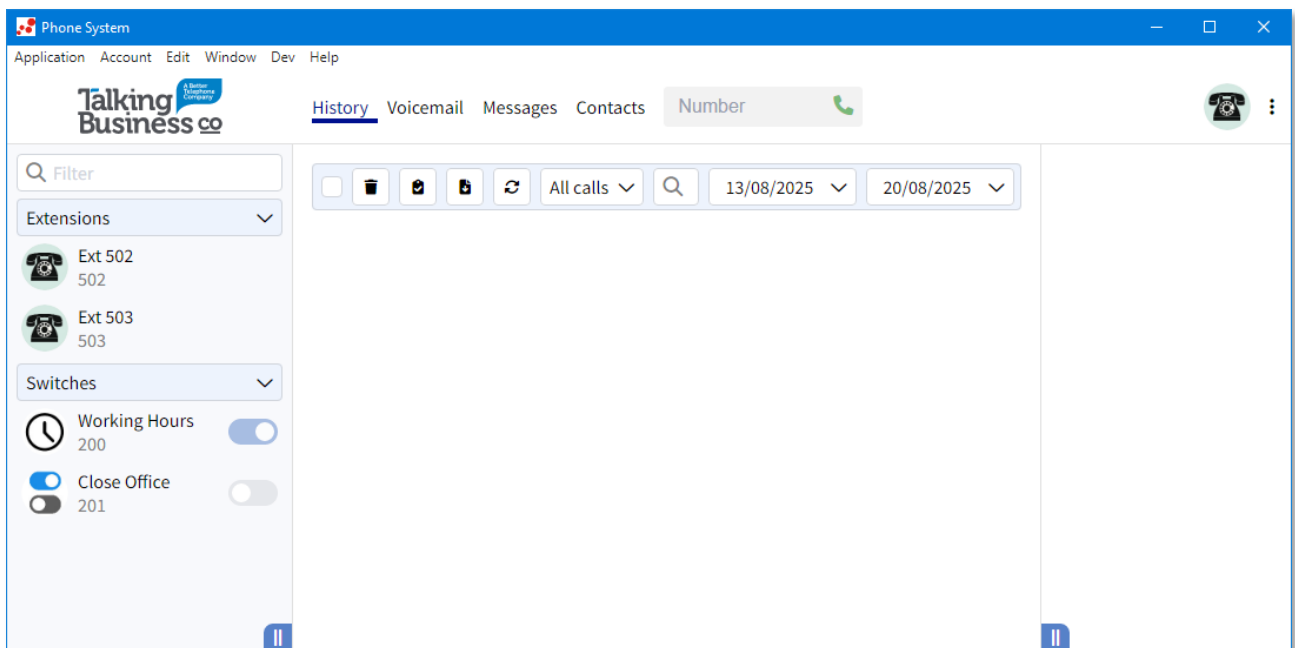
1. Search for Vodia Phone in the Windows Store and install it or
2. Click on this link [Vodia App in the Microsoft Store](#).
3. Enter your Domain Name (refer to your Company Welcome Email) and then click **Connect**.

A small dialog box with a white background and a blue border. It has a text input field labeled 'URL' with a globe icon to its right. Below the input field is a blue button labeled 'Connect'.

4. Enter your Extension Number and Password (refer to your Company Welcome Email) and then click **Login**.

A login dialog box with a white background and a blue border. It contains several fields: a URL field with 'https://tb. [redacted].ispbx.com.au', an 'Extension' field with a person icon, a 'Password' field with a lock icon, and a language dropdown set to 'English' with a flag icon. Below these is a checkbox labeled 'Remember login information' which is checked. At the bottom is a blue button labeled 'Login'.

You should now see something like this.



For more details and help on this app then please link to <https://doc.vodia.com/docs/vodia-windows-app>. It covers lots of subject so explore at your leisure.

Here is a video overview of the Windows App – it's quite detailed <https://youtu.be/8YKCTJezlWM>.

Vodia Softphone Configuration (Android)



Search for **Vodia Phone 2** in the Android Play Store and install it or Click on this link [Vodia App in the Android Store](#) if reading this on your Android phone.
Note: Although the previous version of the app is still available, it should not be used any more.

Install the app and accept the calling account name it creates, and also allow all permissions that are requested. These will be...

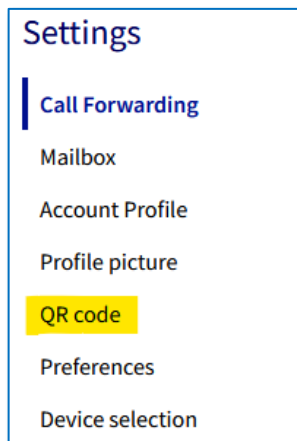
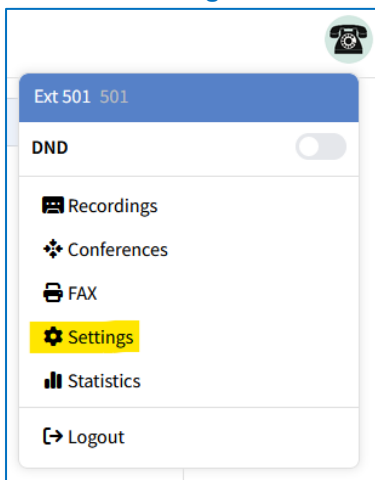
Permissions
Camera, Microphone, Nearby devices, Notifications and Phone

Option 1 – Auto Configuration (best choice)

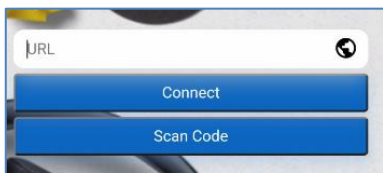
Click your user icon in the top right corner of the PWA or the Windows Vodia App.

First select **Settings**.

Now select **QR code**.



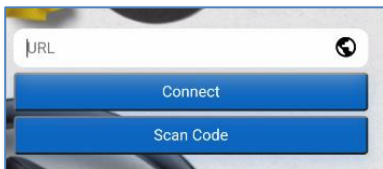
On the Android mobile App, select **Scan Code**



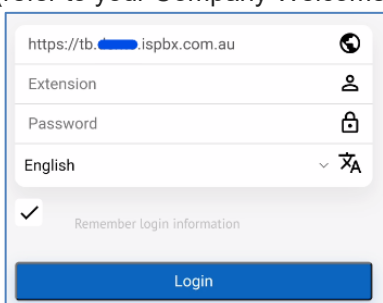
Now scan the QR code showing on your computer.
(jump to next page)

Option 2 – Manual Configuration

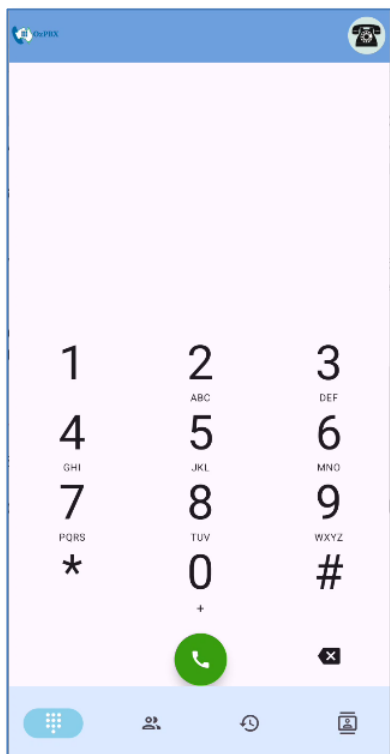
Enter your Domain Name (refer to your Company Welcome Email) and then click **Connect**.



Now enter your Extension Number and Password
(refer to your Company Welcome Email) and then click **Login**.



With either option, you should now see this...



For more details and help on this app, please refer to <https://doc.vodia.com/docs/vodia-app>. It covers lots of information so explore at your leisure.

Note for Android Users

This App needs some additional system setting changed to allow it to run correctly in the background.

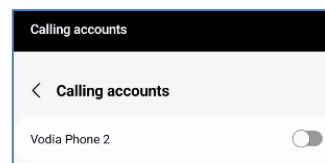
1. Open your Android phone **System Settings**
2. select **Apps | Vodia Phone 2 | Battery**
3. Now choose **Unrestricted**.
4. Turn off **Remove permissions if app is unused**.

Without this setting, if you're in a call via Bluetooth, the audio is lost once the screen shuts off during the call.

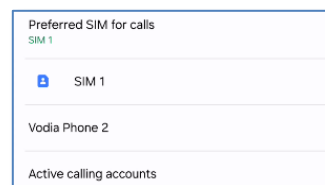
Finish Integration with the native phone app

Now open your native phone app. Goto the Keypad screen and tap the three vertical dots in the top right corner.

1. select **Settings**.
 2. Tap **Other call settings**.
 3. Tap **Calling accounts**.
 4. Tap **Active calling accounts**.
- You will see this.



Activate the toggle and tap back a couple of times. Now if you click on **Calling accounts** you will see this.



This means both the Mobile phone app and the Vodia app are synchronised and will work in harmony.

Android LTE issue with Telstra as the provider

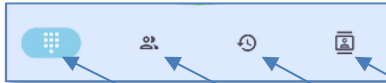
On some of the latest Android devices with Telstra as the provider, the default APN is set to IPV6 only. This causes the Vodia app not to ring and also loss of audio on a call. Here is the solution...

1. Open your Android phone **System Settings**. then select **Connections | Mobile Network | Access Point Names**. Now add a new **APN**.
2. Name it **Telstra2**
3. Set the APN to **telstra.internet**
4. Set the APN Protocol to **IPv4**
5. Save this profile and then activate it as the default.

When setting the above, audio works immediately and app functions will return to normal.

Vodia Softphone Usage Tips (Android)

Screen Buttons



- Contacts – both Vodia and Phone
- Call History / Voicemail / Messages
- Other extensions
- Dial Pad

Dialling a number

When you make a call from the Vodia app, the number presented will be your corporate land line. The Vodia call history, however, will show in both the mobile phone app history and the Vodia app. If you view it in the Mobile phone app and redial the number, you will present your actual mobile number so take care when viewing and/or dialling this way.

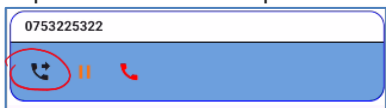
Call control is highly integrated between the Vodia app and the mobile phone app. When you make a call from the Vodia app, you are immediately presented with your mobile phone interface to continue the call as you normally would. To use any features of the Vodia phone app, you must switch back to its interface.

Transferring a Vodia call to another number

While on a Vodia call, switch back to the Vodia interface and you will see a green icon at the top of the screen. This gives you access to call control.

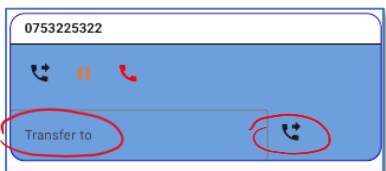


Tap it to see the call options



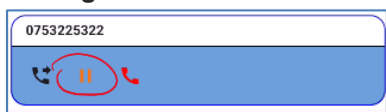
The first option is **Transfer**

Tap it to see this



Enter the number here and then tap the second transfer icon. Your call has now been transferred to whatever number you dialled. Note: this can be to another extension or to an external phone number.

Placing a call on Hold

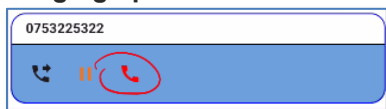


The second option is **Hold**.

Tap it to place the call on hold (your PBX hold music plays to the caller).

Tap it again to take the caller back.

Hanging up



The last option is to hang up the call.

Yealink W56H Quick Start User guide

A detailed guide is also available at [here](#) (Link is way too long to print)



Soft Keys

- The two buttons immediately below the LCD display are called “soft keys”.
- Each soft key will perform the action that is described immediately above it on the display.
- The behaviour of soft keys is context sensitive so the action associated with each soft key will change depending on the phone's current state.

To Place A Call

- Dial the number, then press the green off-hook key.
- For last number redial, press the green off-hook key twice.
- To view previously dialled numbers, press the green off-hook key once and then use the up and down arrow keys to scroll through the list. Press the green off-hook key to dial the highlighted phone number.

Voicemail Access

- To access voicemail messages, dial your own extension number and press the  Message key.
- Depending on your system configuration, you may be prompted for a voicemail PIN number.

Call Hold

- To place an existing call on hold, press the Options soft key then press the **Hold** soft key.
- To retrieve a call on hold, press the **Resume** soft key.
- If two calls are on hold, press the **Resume** soft key to resume the current call. Use the up/down arrows or the **Swap** soft key to swap between the calls.

Call Transfer

- During a call, press the either  or the **Options** soft key and select **Transfer**.
- Dial the number and then press **OK**.
- For a blind transfer, the operation is complete.
- For an attended transfer, wait for answer and then announce the caller.
- Press the **Transfer** soft key to complete the transfer.

3 Way Calling

- When a call is in progress press the **Options** soft key and select **Conference**.
- Dial the destination number, then press **OK**.
- After the party answers, press the **Conf.** soft key to bring the parties together.
- Press the red hang up button to end the conference call.

Call Forwarding

- When your phone is idle, press  then  (**Call Features**) then **Call Forward**. The display will show the lines assigned to the handset.
- Press the up/down arrows to select the desired line, then press **OK**.
- Press the up/down arrows to choose the call forward type, then press **OK**.
- Select **Enabled**, then enter the destination number in the **Target** field.
- Press the **Save** soft key to accept the changes.
- To cancel call forwarding, follow the same steps and select **Disabled** in the **Status** field.

Volume Control

- When your phone is idle, press the left/right arrow keys to decrease or increase volume, then press the **Save** soft key.
- During an active call, left/right arrow keys will change the volume of the handset, speakerphone or headset, whichever is active.

Yealink T54W Quick Start User guide



Soft Keys

- The four buttons immediately below the LCD display are called “soft keys”.
- Each soft key will perform the action that is described immediately above it on the display.
- The behaviour of soft keys is context sensitive so the action associated with each soft key will change depending on the phone’s current state.

To Place A Call

- Dial the number, then either press the **Send** soft key or press the **OK** button.
- For last number redial, press  twice
- To view previously dialed numbers, press  once and then use the up and down arrow keys to scroll through the list. Press  again to dial the highlighted phone number.

Voicemail Access

- To access voicemail messages, dial your own extension number and then either press the **Send** soft key or press the **OK** button.
- Depending on your system configuration, you may be prompted for a voicemail PIN number.

Call Hold

- To place an existing call on hold, press the **Hold** soft key.
- To retrieve a call on hold, press the **Resume** soft key.
- If two calls are on hold, use the up/down arrows or select the desired call and then press the **Resume** soft key.

Blind Call Transfer

- During a call, press the **Transfer** soft key and the call is placed on hold.
- Dial the number you want to transfer to and then press **Transfer** again.

Attended Call Transfer

- During a call, press the **Transfer** soft key and the call is placed on hold.
- Dial the number you want to transfer to and then wait for the call to be answered.
- Announce the call when the second party answers and then press **Transfer** again.

3 Way Calling

- When a call is in progress press the **Conference** soft key and the call is placed on hold.
- Dial the number for the second party and then press **#SEND**.
- After the second party answers, press the **Conference** soft key to bring the parties together.
- Press the **End Call** soft key to disconnect all parties.

Call Forwarding

- Press the **Menu** soft key when the phone is idle, and then select **Features->Call Forward**.
- Select the desired forward type:
 - **Always Forward** - Incoming calls are forwarded unconditionally.
 - **Busy Forward** - Incoming calls are forwarded when the phone is busy.
 - **No Answer Forward** - Incoming calls are forwarded if not answered after a period of time.
- Enter the number you want to forward to. For **No Answer Forward**, press the left or right arrow keys to select the desired ring time to wait before forwarding from the **After Ring Time** field.
- Press the **Save** soft key to accept the change.

Volume Control



- When your phone is idle press left or right to decrease or increase ringer volume.
- During an active call press left or right to decrease or increase handset volume.

Troubleshooting



Phone handsets and hardware issues:

Before calling support, please ensure you have:

- Determined if the fault is limited one or several phone handsets.
- Checked all Ethernet/power cables between your phone handsets, switches, routers and modem.
- Power cycled all devices in the following order: Phones, switches, routers and modem.

Internet service provider (ISP):

Before calling support, please ensure:

- That no one in your office is undertaking any high bandwidth activities.
- That your ISP has not shaped your Internet connection for exceeding your upload or download quotas.
- That you can visit <http://speedtest.syd.optusnet.com.au> and successfully run the speed test (Note your download and upload speed results).
- That you have power cycled your modem and router.
- That you have contacted your ISP to ensure their service is operating correctly.

Call Carriers

Before calling support, please ensure you have checked that your Call Carrier is online.

Escalating support requests

After self-troubleshooting the issues listed above please escalate to our support team via phone on 1300 666 765 or email support@talkingbusiness.com.au.