

# CooCall for iPhone User Manual

Software version v2.0.1

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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 (v3.0.2 software) with the free new softphone APP CooCall (v2.0.1).

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 (Wake up app from background upon incoming calls)
- CallKit support(Answering incoming call without unlock phone screen)
- One touch recording
- Bluetooth phone calls
- Video calls
- Call hold

## Prerequisites and Notices

- iPhone Software Version:  
iOS 10 and later
- 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
  3. Can be accessed from H83 IP phone screen from menu "Status" -> "More" -> "QR Code"

### 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 you extension will be exploited by malicious users.

# Installation and Setup

## CooCall Installation

Open APP Store on your iPhone and search “CooCall” to download it.

After downloading, there will be a CooCall icon created on your phone screen, tap to run it.



## Permission Settings

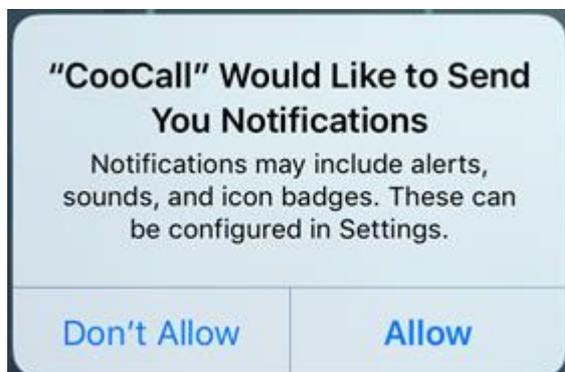
On the first time startup of CooCall, the following permissions need to be granted for CooCall to function normally.

- Permissions to access the Internet



Please tap "WLAN & Cellular" to allow CooCall access Internet from anywhere there's Internet connection. Otherwise phone call will not work without Internet connection.

- Permission to send notifications



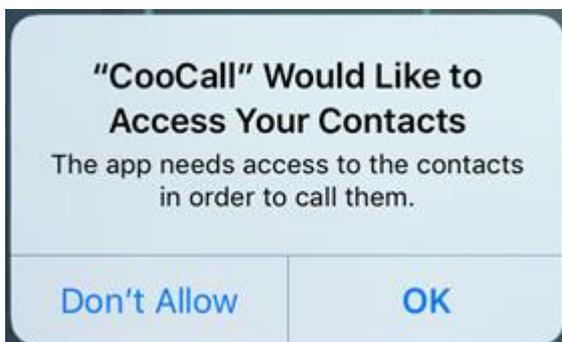
Please tap "Allow" to allow CooCall send you notifications. The CooVox series will try to send notification to your iPhone upon incoming call when your iPhone screen is locked or the CooCall APP is not running in foreground. Once notification received it will wake up CooCall for the incoming call. If you choose "Don't Allow", you'll not be able to receive any incoming calls when iPhone screen is locked or the APP is not running in foreground.

- Permission to use microphone



Please tap “OK” to allow CooCall use iPhone’s microphone, so the other side could hear your voice during a phone call using CooCall.

- Permission to access contacts



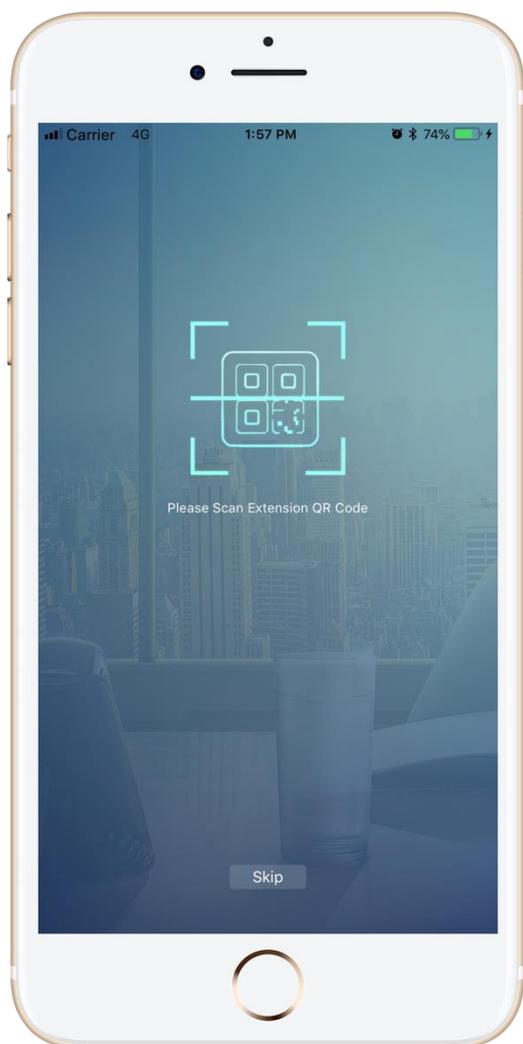
You could choose to allow or don’t allow CooCall access your contacts. If allowed, you could dial the contacts’ number from CooCall using your office IP phone system trunk lines. If don’t allow, the mobile phone contacts will not be accessed by CooCall and the “Contacts” -> “Mobile Phone” screen will be blank.

**Notice**

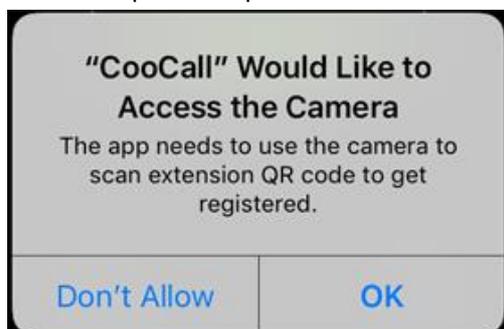
If you choose to allow CooCall accessing your mobile phone contacts, the contacts info will only be used locally on the APP, the IP phone system will not be able to access your contacts through CooCall. Only the contacts’ numbers you dialed will generate call history on the IP phone system, but only the numbers, nothing else.

## 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 would be done. The extension QR code is provided by the system admin or operator user, if you don't have it please contact the system admin or the operator. Before you can scan the QR code, CooCall requires the permission to access the camera of your iPhone.



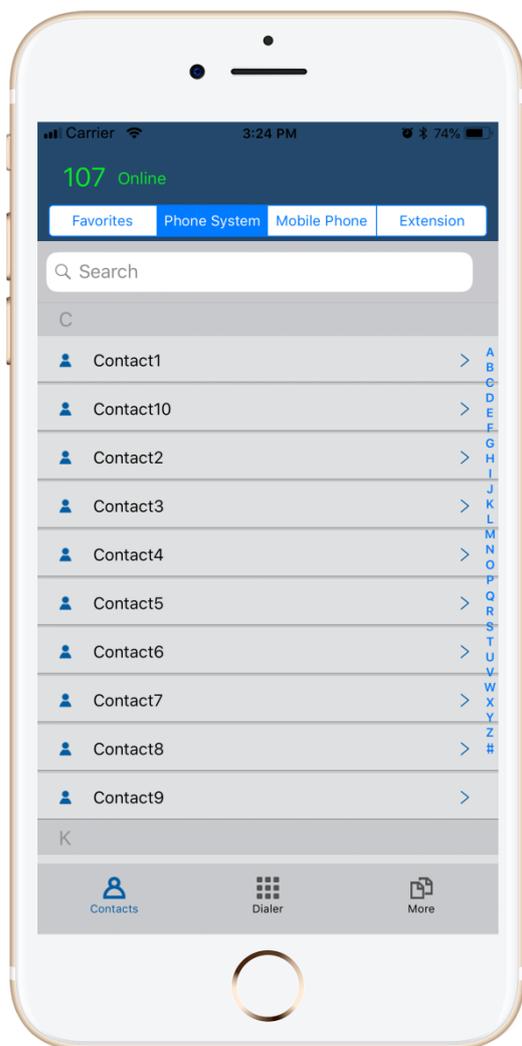
Please tap "OK" to allow CooCall use your iPhone's camera to scan the extension QR code for extension registration.

## Contacts

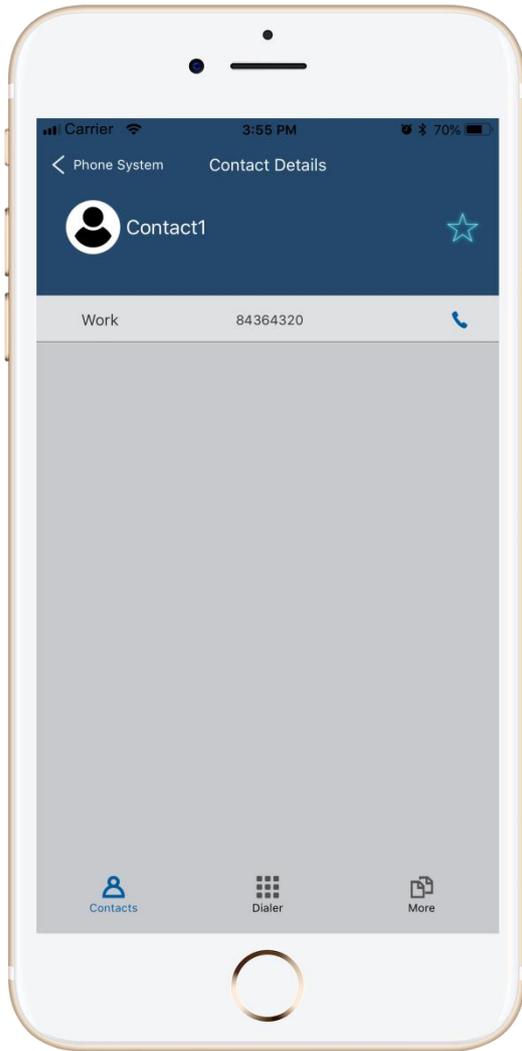
The contacts feature of CooCall can integrate contacts of your company phonebook stored in the IP phone system, the extension list and your mobile phone contacts for you to call these contacts from CooCall through the IP phone system. And the inbound calls of these contacts will also show their contact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

## Phone System

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

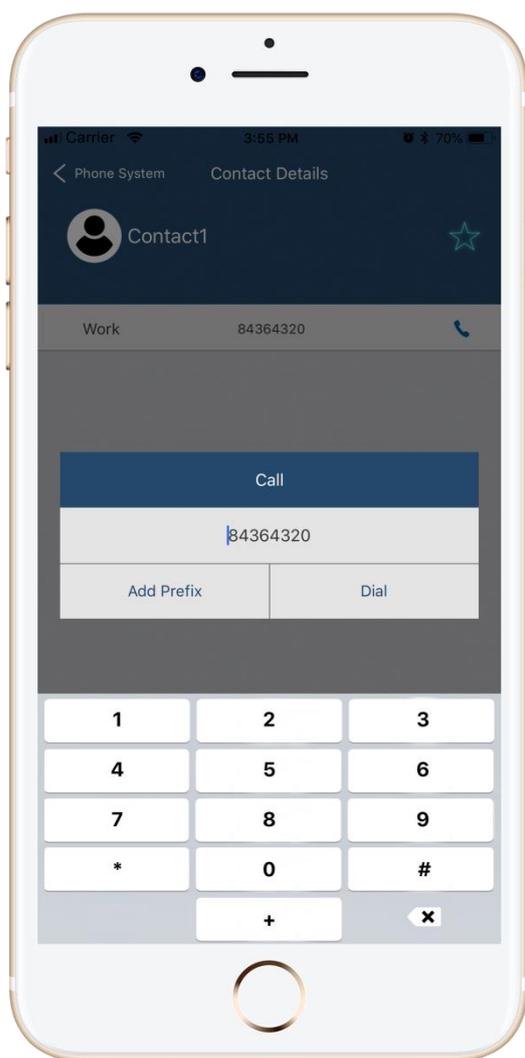


The Contacts list will be integrated with CooCall once you have the extension number registered. Users could slide down from the top of the list to refresh the whole list. Tap on a contact to view the contact details.



If this is a frequent contact, please tap the  button to add the contact to the “Favorites” menu.

If you wish to dial this number please tap the  button. Before dialing, you could choose to add prefix and then dial the number.



Tap “Add Prefix” and the number pad will show up, add prefix by using the number pad, after this tap “Dial” to dial this number.

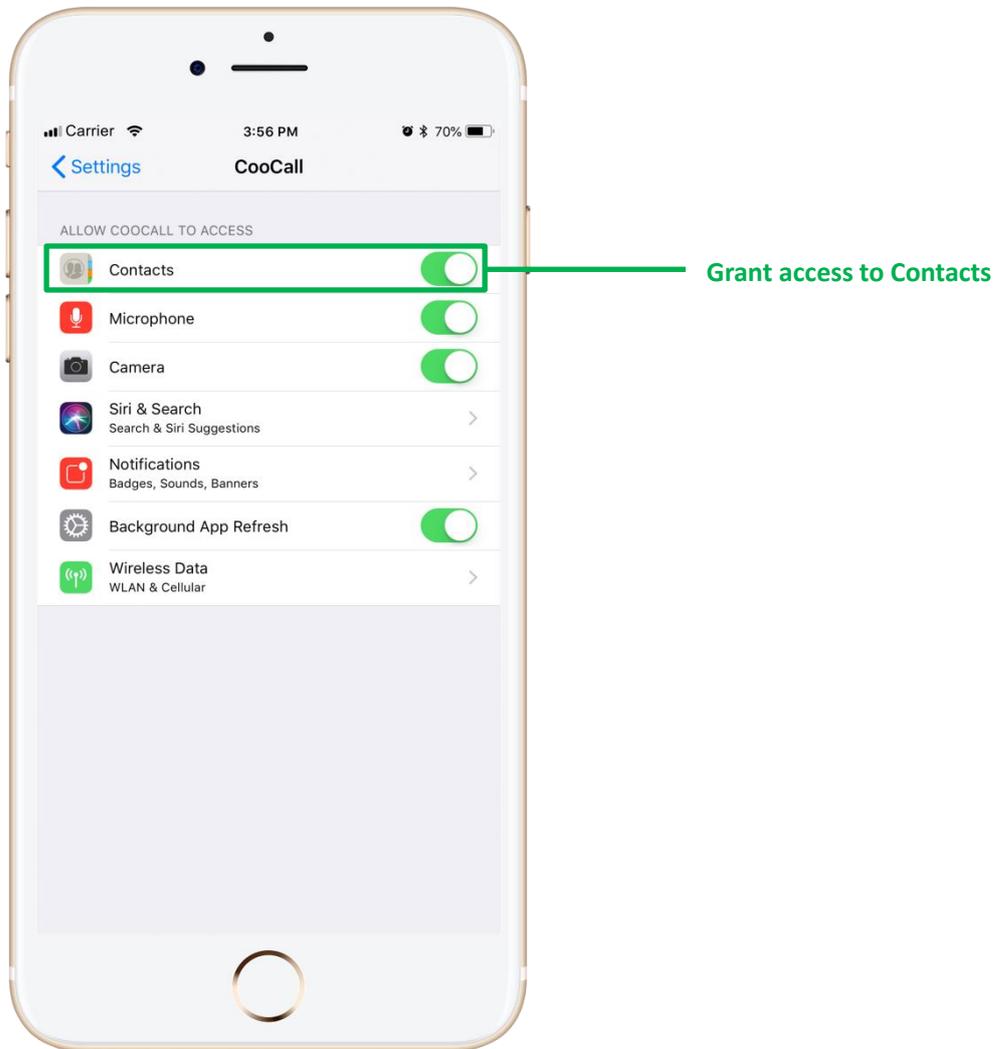
About which prefixes should be used, it depends on how you are going to call this number from the IP phone system, if you are not sure about this, please contact the system administrator.

**Notice**

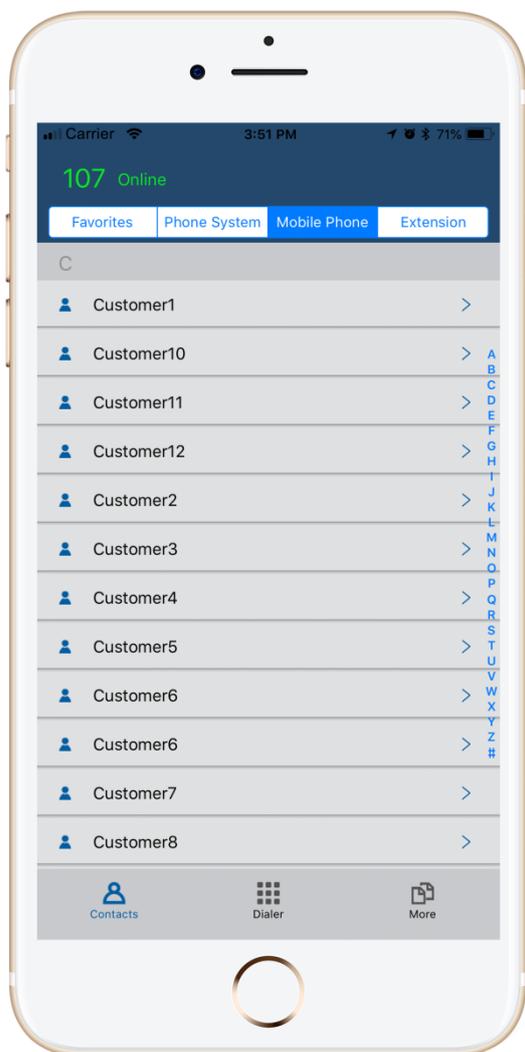
Add prefix before dialing a number will not change the contact’s number of IP phone system contacts. CooCall will not modify the contacts by any other menus either.

## Mobile Phone

To integrate the contacts of the mobile phone with CooCall, you should grant the access to your contacts on the initial startup of CooCall APP. Otherwise please run “Settings” and find CooCall and enable contacts access as shown below.



Contacts list integrated from your iPhone contacts on CooCall is shown as below.



If there's any update of your iPhone contacts, please slide down from the top of the list to refresh on CooCall.

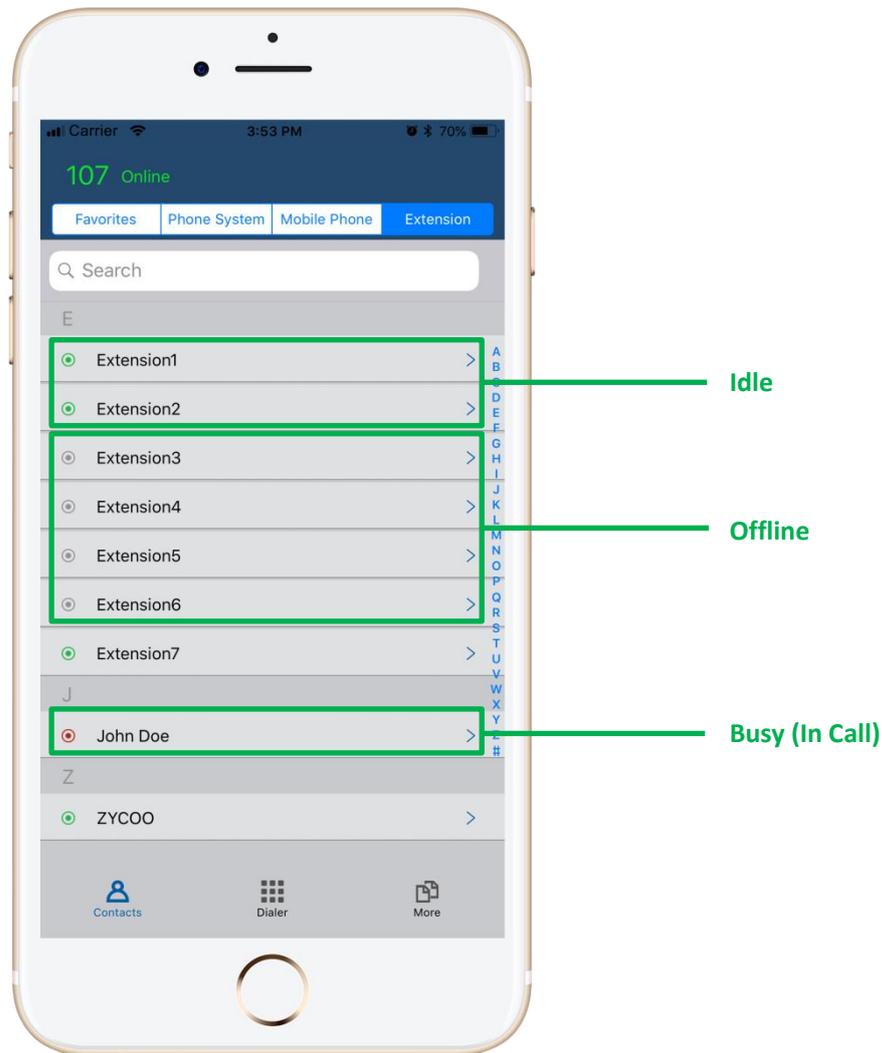
Add a contact to "Favorites" menu or dial a contact's number is the same as mentioned previously in the Phone System contacts.

**Notice**

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

## Extensions

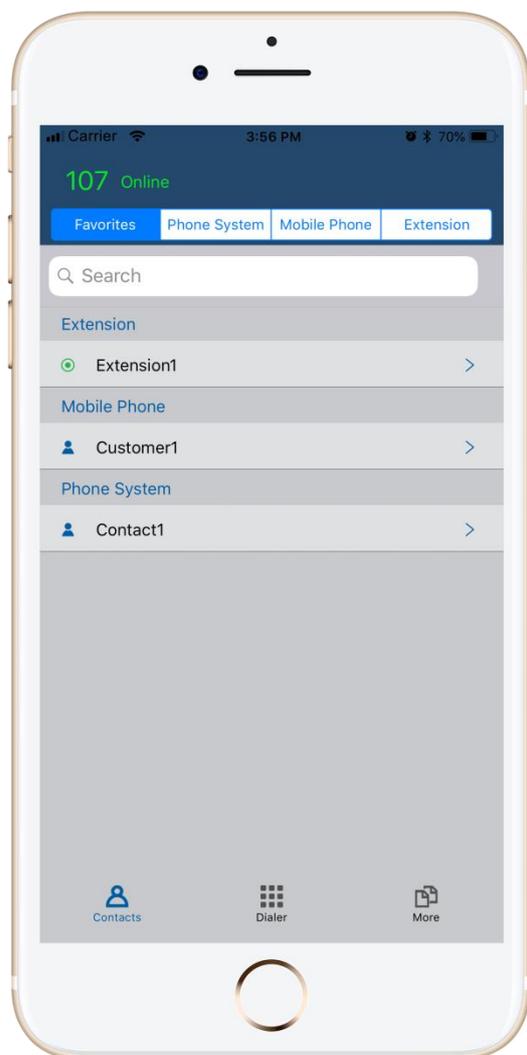
CooCall could download the extension list and monitor the extensions' real-time status.



Users could add the desired extension to “Favorites” menu, and could tap to dial an idle extension number to make an extension to extension call.

## Favorites

CooCall users could add contacts from “Phone System”, “Mobile Phone” and “Extension” menus to the “Favorites” menu for users being able to locate the frequent contacts easily and quickly. Contacts from 3 different menus will displayed separately, for the extensions, the real-time status will still be able to be monitored here in the “Favorites” menu.

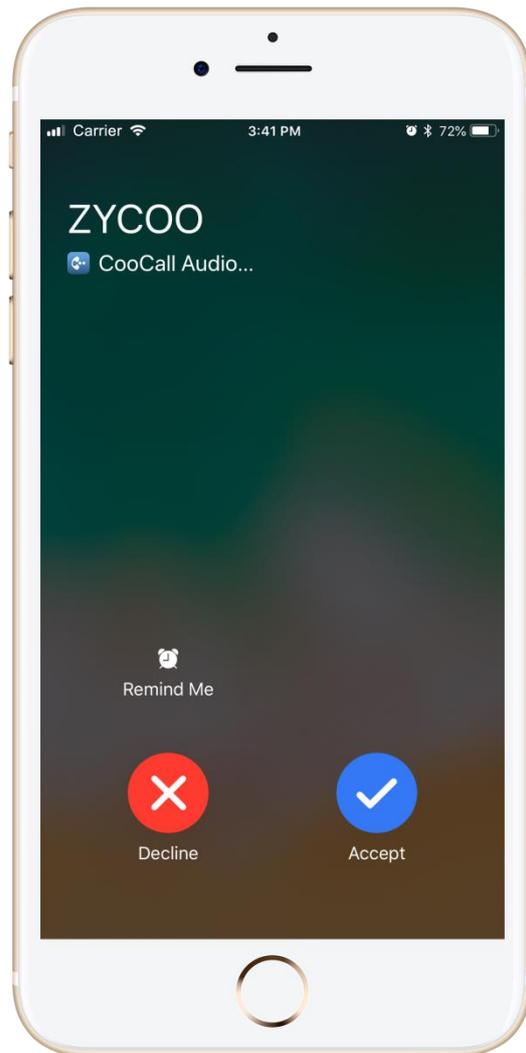


To remove a contact from the “Favorites” menu, please tap the  button on the contact’s details screen.

## Phone Calls

### Receive Calls

When CooCall is running in foreground, and if at this moment there's 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.

## Push Notification

Push Notification guarantees CooCall can receive incoming calls anywhere and anytime when there's Internet connection. By default push notification is not enabled on the CooVox series IP phone system. CooCall users have to enable it by using feature code. To enable push notification, simply dial "\*19", when you hear a "beep" sound then push notification is enable. When users want to disable it, just simply dial "\*019", when you hear a "beep" sound then push notification is disable. The feature codes could be changed by the system admin, you may check it out on your extension user web portal or you may consult the admin user.

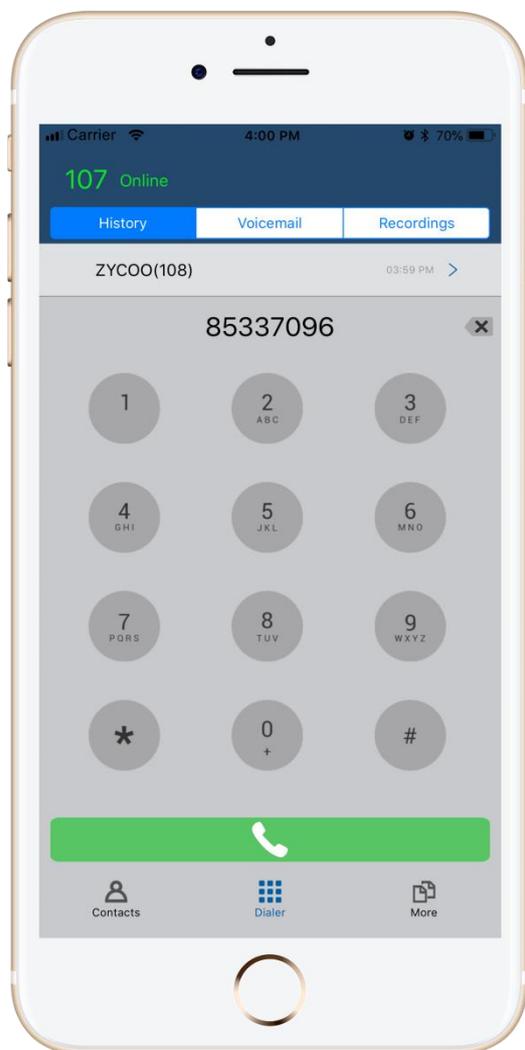
When there's incoming call and your iPhone screen is locked, the incoming call screen is as below.



Simply slide to answer the incoming call without unlocking the phone screen. When there's incoming call and the phone screen is unlocked, the incoming call screen is the same as mentioned previously in [Receive 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.

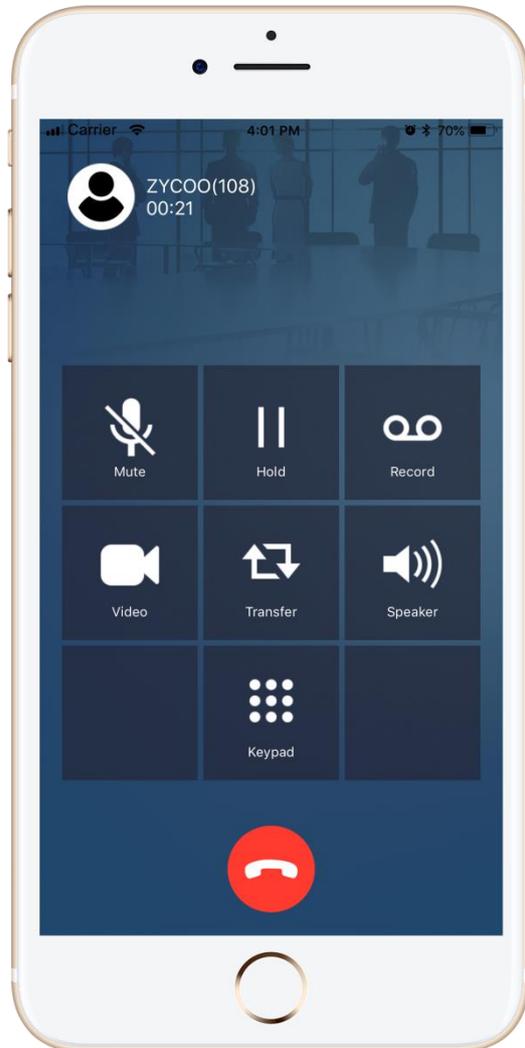


The dial pad is usually used to dial numbers which does not exist in the CooCall's contact list. If prefixes need to be added, please don't forget to use prefixes to dial the numbers. Except long press the "0" key can enter a "+", other keys can be only short pressed to enter digits and "\*" and "#".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

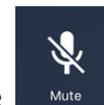
Once an outbound call had been answered by the other party or the incoming call had been answered by you, it will display the in call screen as shown below.



The other party's name and number will be displayed at the top of the in call screen. Beneath the caller name and 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.

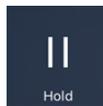
## Mute/Unmute Microphone

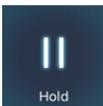
When in a live call, you could mute/unmute your microphone when necessary. Tap the



button you may mute your microphone, and the status of the button will change to , and at this moment the other party will not hear your voice. When you want to unmute yourself, just tap the “Unmute” button.

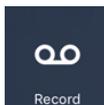
## Call Hold

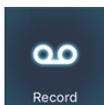
While in a live call, if you want to hold this call, just simply tap on the  button, the other party will be put on hold and will hear the hold music. You could now deal with some affairs and resume the call later.

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

## One Touch Recording

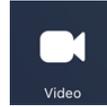
One touch recording is also known as record on demand. While in a live call if you want to record

it, please just tap on the  button.

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

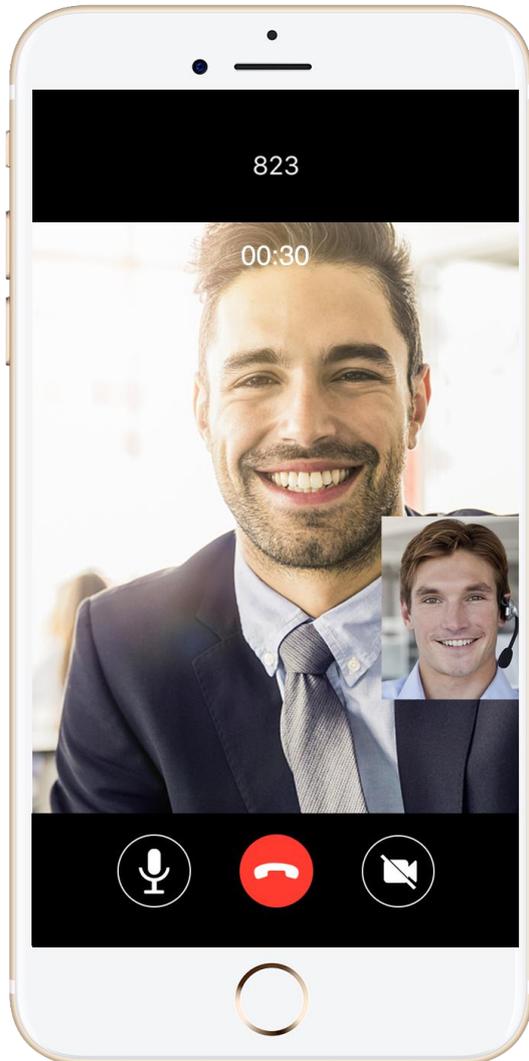
## Video Call

CooCall supports point-to-point video call, video conference is not supported by now. You could make video calls between 2 CooCall extensions, or between CooCall and a desktop SIP video phone. Both sides need to support video so you can establish a video call.



Once voice call is successfully established, please tap on the  button to initiate a video call. Please make sure the other party's phone supports video.

When video call had successfully established, the calling screen is as below.



The menu buttons at the bottom from left to right are mute, hangup and stop video.

Mute button is the same function as in a vice phone call.

The hangup button will terminate this video call.

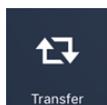
The stop video button will turn this call into a normal voice call, the other party will not be able to see your video, but voice call will continue.

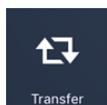
**Notice**

By default, CooCall uses H.264 video codec. In a video call it will consume 3MB data per minute. So if you are using 3G/4G data, please consider the probable fees may be charged by the service provide before making video calls.

## Call Transfer

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

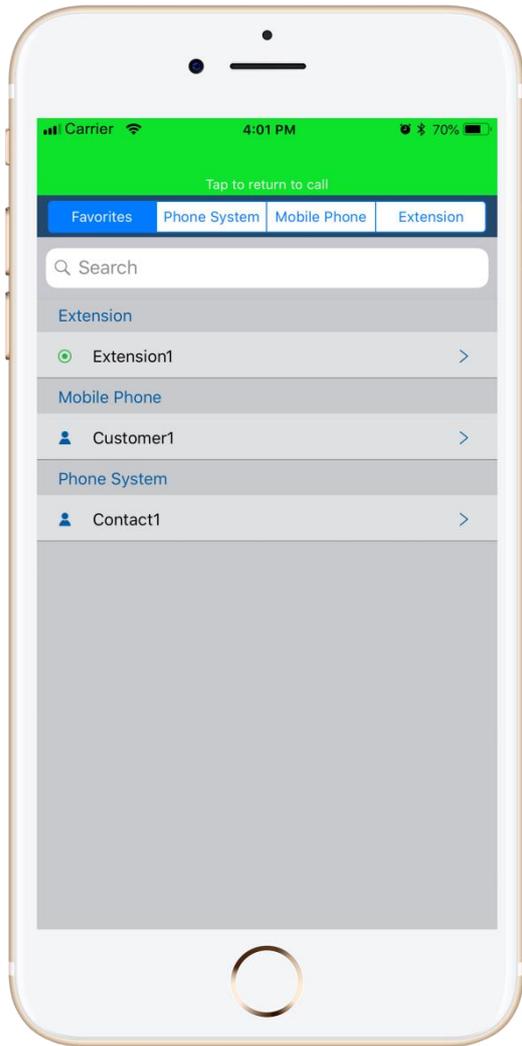


could tap the  button, and the key pad will show up with an option to search contacts from the contact list. You could either manually dial the number to transfer the call or you could dial the number from the contact list then to transfer.



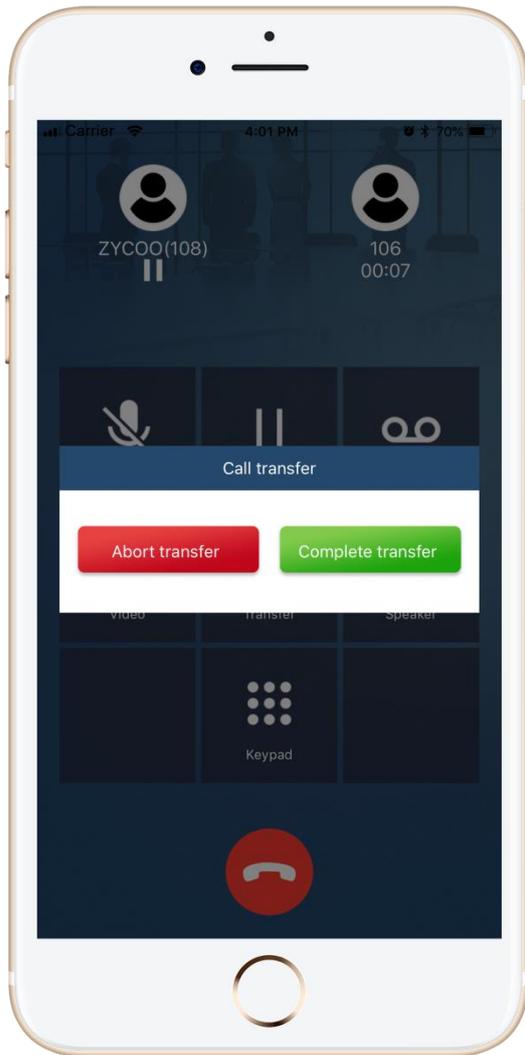
If you wish to dial the number directly, please use the key pad to dial it, and the hangup button will then become a dial button for you to dial the third party's number.

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



When you select a number from the contact list, the number of this contact will display on the key pad screen, then you dial it the same way as you entered the number from the key pad. Once CooCall started to dial the third party's number, the other party will be put on hold with on hold music.

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 successfully 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.

## Speaker

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

## Bluetooth

If your iPhone has been connected with Bluetooth headphones, the phone call conversations could be had with the wireless headphones instead of holding an iPhone in your hand.

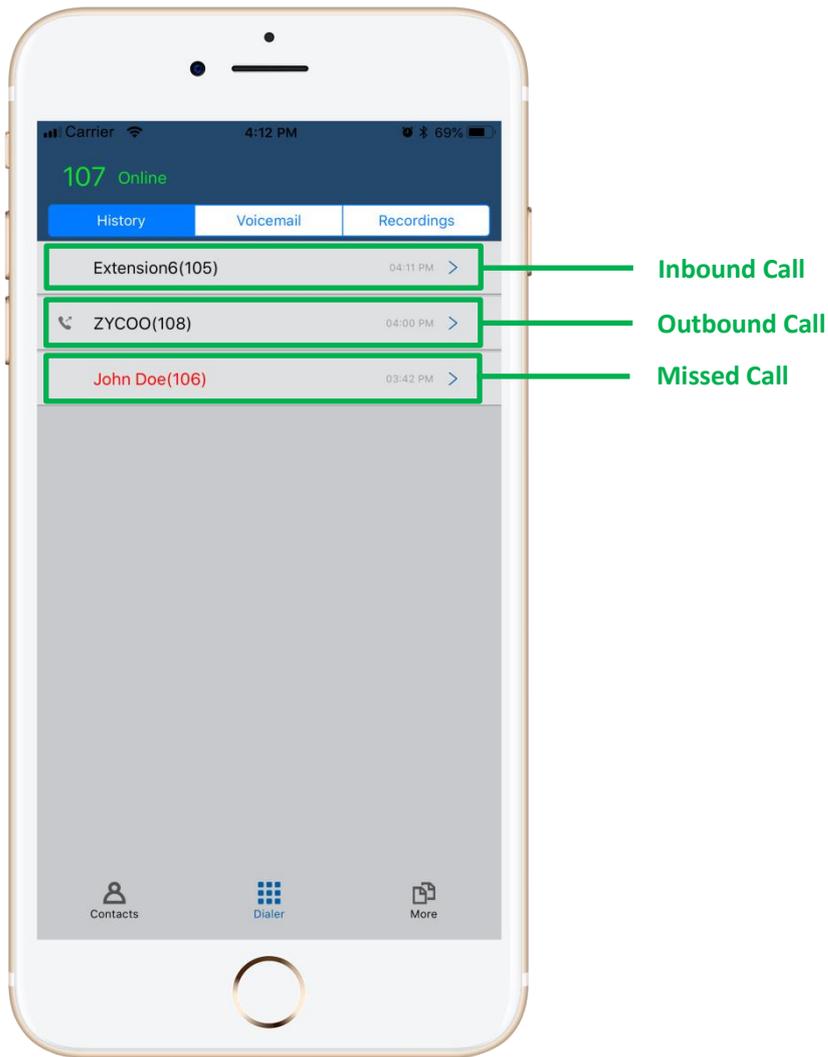
### Notice

We recommend you use Apple AirPods, other Bluetooth headphones may have compatibility issues with iPhone.

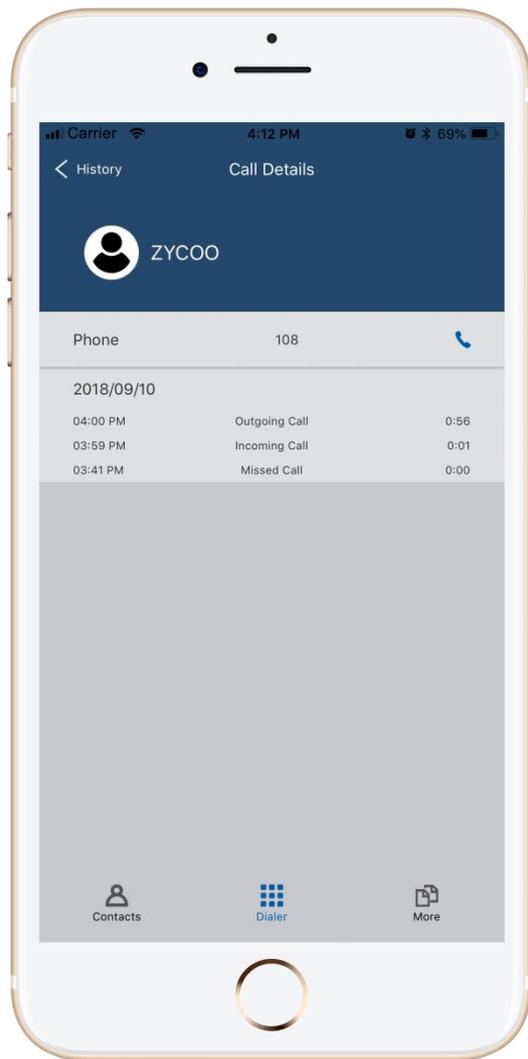
## Call History

In Call History there are 3 kinds of phone call records, outbound calls, inbound calls and missed calls. User may slide down the list to see more records or could tap  to hide the dial pad to view more records.

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.



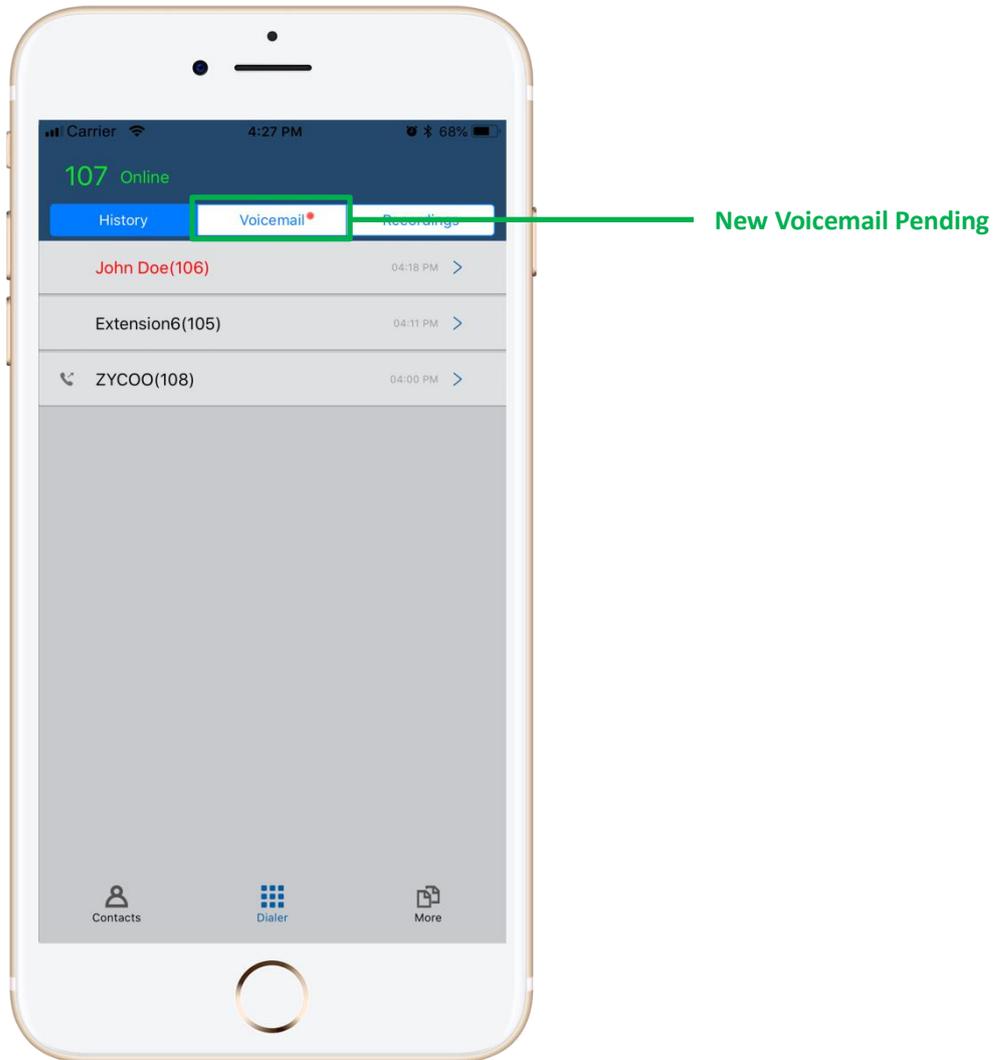
The calls of the same number on the same day will be merged into one record. On the calls history screen will show the latest call info. When you view the details you'll be able to see all calls with this number/contact.

**Notice**

You may slide to the left to delete a record, but the record on the IP phone system will not be deleted.

## Voicemail

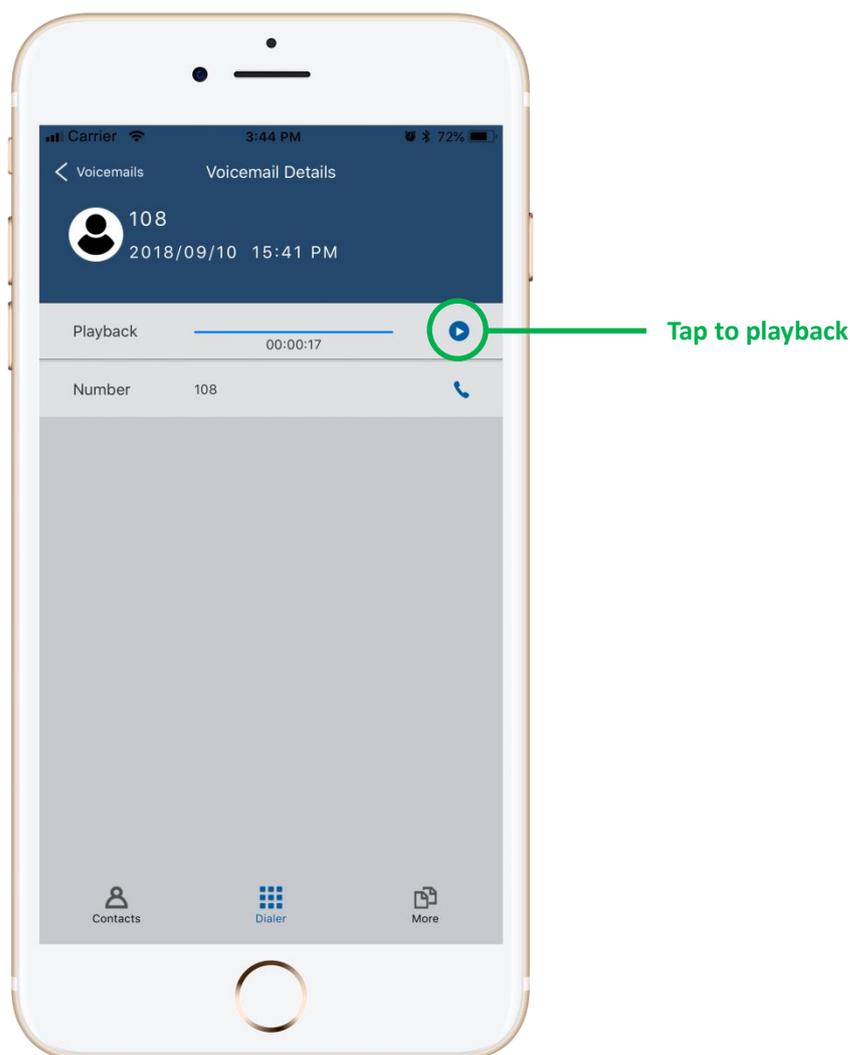
When you have new voicemail, there will be a red mark on the “Voicemail” menu like the below example.



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 iPhone, 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.

## Recording

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're any new recordings 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.

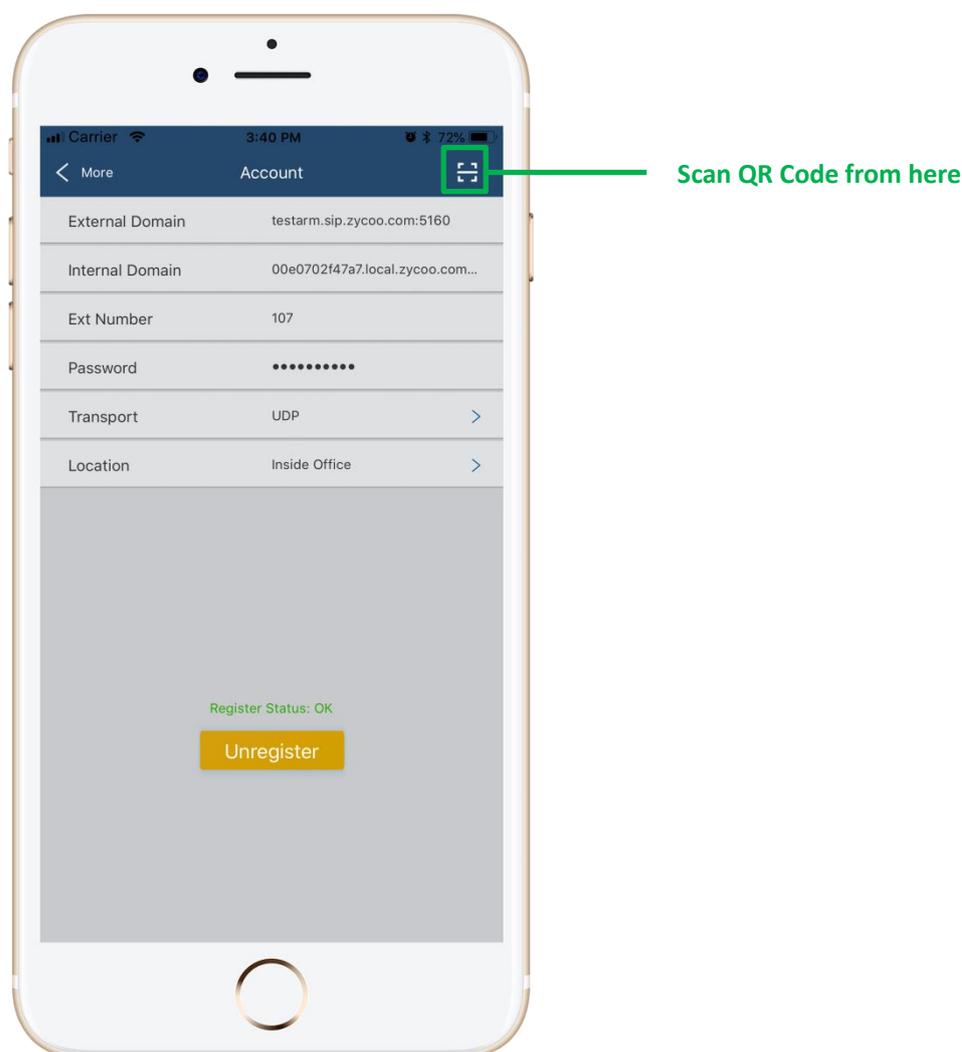
**Notice**

Recordings can only be checked and played but cannot be deleted from CooCall.

## More Settings

### Account

Your extension number should be configured on the first time when you startup CooCall. When you want to change an account or modify the account info, you may do it on the “More” -> “Account” screen.



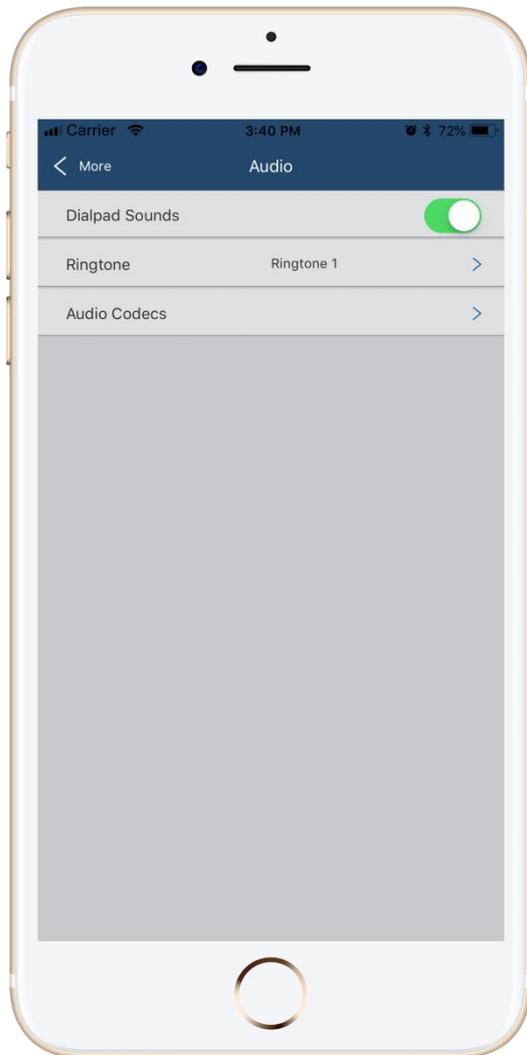
The account credentials are all obtained from the extension QR code so you don't have to do any manually settings. Only the “Location” could be chosen from “Inside Office” and “Outside Office”. To guarantee it always works, CooCall uses “Outside Office” by default, it will work no matter if you are using 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.

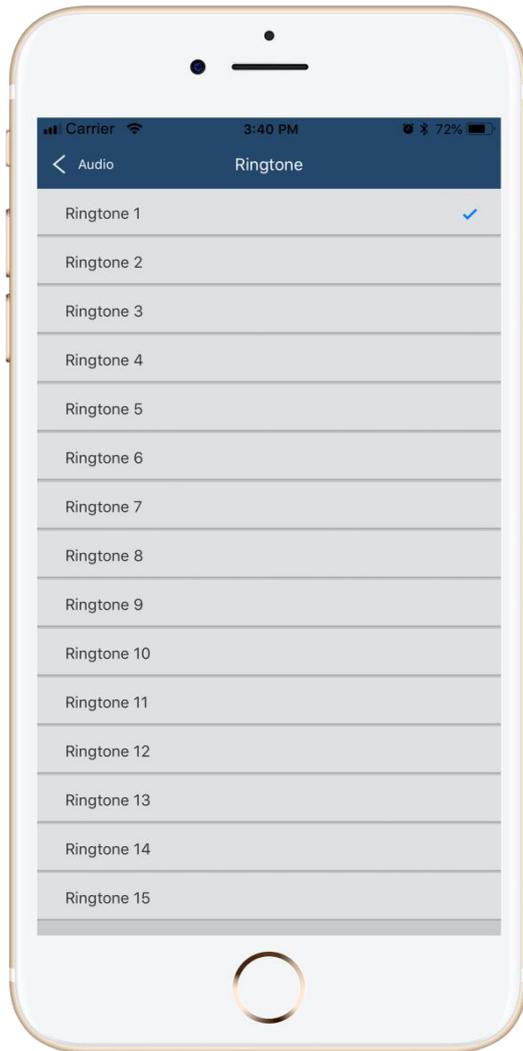
If you are going to change an extension number, please tap the scan button on the top right corner. After scanning the extension QR code, the extension register status will change to “Unregistered” please tap the “Register” button to make the new account effective.

## 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.



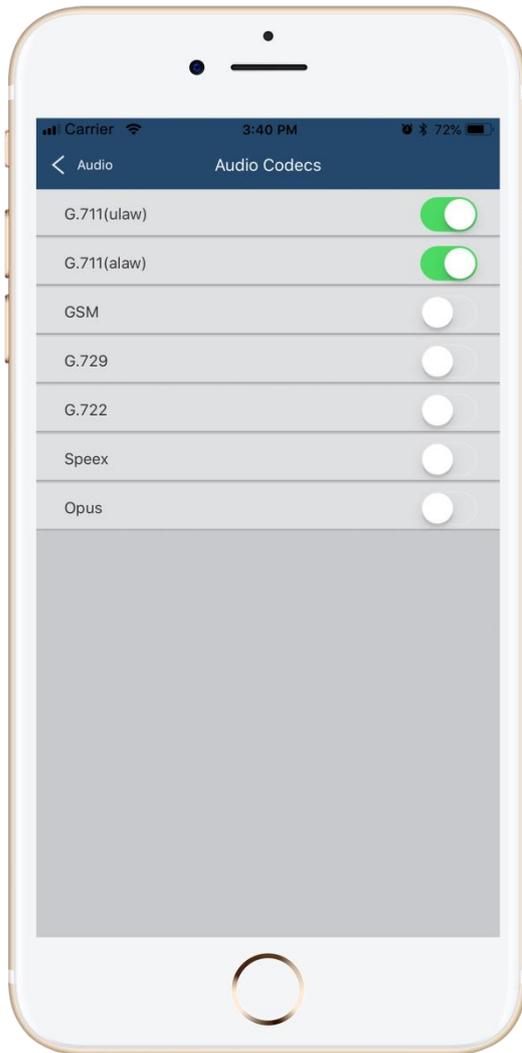
There are 15 built-in ringtones for you to choose a desired one as your incoming call ringtone. Please just tap on the “Ringtone” menu and then you’ll be able to change the ringtone.



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.

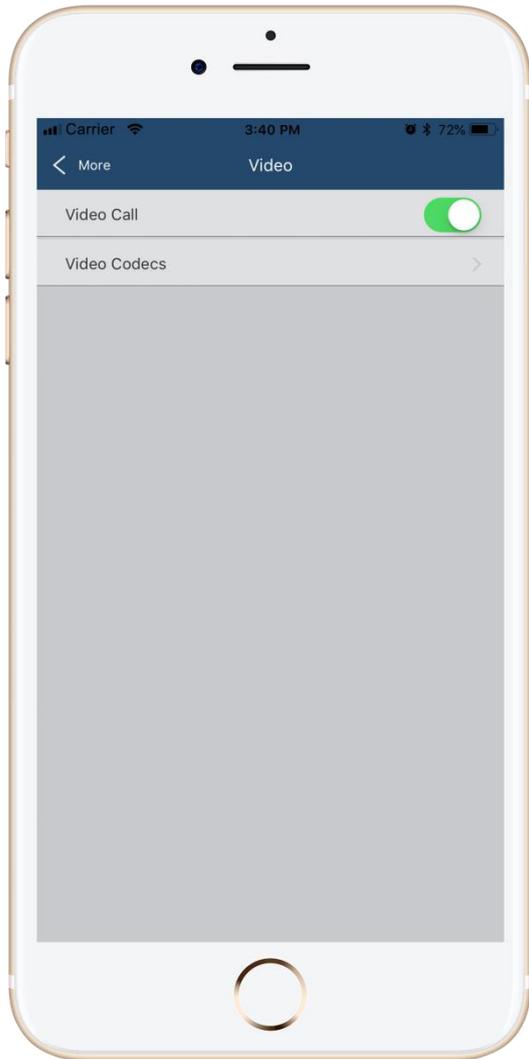


Please do not turn on/off the codecs without the guidance of the system administrator otherwise your phone calls may have audio problems.

## Video

By default, CooCall had enabled video call functionalities, if the other party also has CooCall or desktop video phone with video support enabled, then you may make video calls. Before video calls can work, also please make sure the system administrator enabled video on the IP phone system.

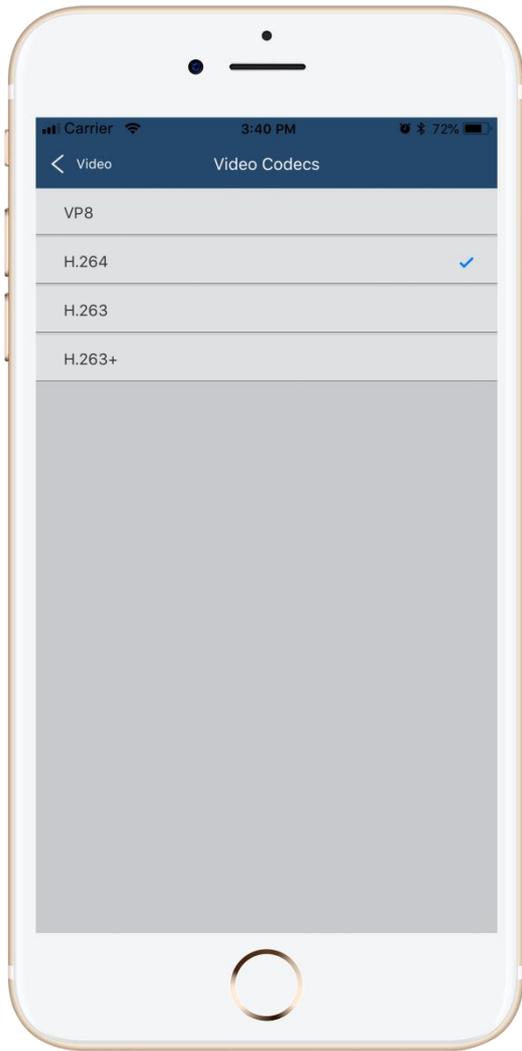
If you want to enable/disable video call feature or change video codecs, you may do it on the "More" -> "Video" screen.



But by default video call for the extensions is not enabled on the IP phone system, so if you wish to make video calls, please contact the system administrator to enable video call for your extension from the IP phone system.

Since CooCall and the IP phone system default video codec is H.264, so without any other settings video should work.

If you wish to change the video codecs, please contact the system administrator, as the codec on the IP phone system needs to be changed accordingly. To change video codecs on CooCall please tap on the “Video Codecs” menu.



CooCall supports H.263, H.263+, H.264 and VP8 video codecs, by default H.264 has been used. Changing video codecs here also requires changing the same codecs on the IP phone system. And the other party also needs to use the same codecs so a video call can successfully be established.

## About

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

