ZYCOO

We Focus · We Deliver

CooCall Softphone APP Admin User Guide

Contents

Introduction

CooVox series v3.0.2 Software

The main updates and new features on v3.0.2 software include:

- Bug fixes for v3.0.1 and added features available on v2.x software.
- Added ZYCOO SIP proxy services support.
- Added v2.0.1 CooCall softphone APP support.

To use CooCall with CooVox series requires the support of the new SIP proxy services, so you'll have to upgrade your CooVox series to v3.0.2 software version.

CooCall Softphone APP 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. Highlight features include:

- 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

- CooVox series:
1. CooVox series must be upgraded to firmware version v3.0.2.
2. CooVox series must be able to access the Internet.
3. ZYCOO SIP Proxy must be enabled.
4. "Remote Extension" should be enabled for the extensions used by CooCall.
5. "NAT Support" should be disabled for the extensions used by CooCall.
6. CooCall API needs to be enabled if you wish the extensions used by CooCall could be able to access the extension list, company phonebook, voicemails, recordings, etc.
7. Admin user should provide extension users their extension QR code by the following means:

   (1) From the "Telephony" -> "IP Extension" page, send QR code to extension users by email, and please ask the users to keep their QR codes confidential.

   (2) Enable extension user web portal, for users being able to login and scan extension QR code from their extension web portal.

   (3) If the user has desktop IP phone H83 and it's been configured by PNP or Quick Register Code, QR code can be found in "Status" -> "More" -> "QR Code" menu.

Notices

Please do remind the extension users to keep their extension QR code confidential, otherwise the IP phone system will be exploited by malicious users.

Upgrade v3.0.2 software

Notices

1. Please ensure your current firmware version is at least v3.0.1 so you can upgrade v3.0.2 firmware.
2. Firmware version v2.x CANNOT be upgraded to v3.x.
3. Upgrade to v3.0.2 doesn't require a factory default reset.
4. Backup from v3.0.1 and v3.0.0 cannot be applied on v3.0.2 firmware.

Upgrade

Please download the new v3.0.2 firmware from <u>ZYCOO official website</u> according to your CooVox series IPPBX model. After downloading, please extract the package and use the "uImage-xxx.v302" file to upgrade your IPPBX system.

We take U100 as an example, after extracting the firmware file is as shown below:

Name	Date modified	Type	Size
Changelogs-v3.0.2.pdf	9/6/2018 11:03 PM	Chrome HTML Do...	337 KB
uImage-u100v2.img.zycoo.v302	9/11/2018 7:07 PM	V302 File	79,124 KB

Please upload the new firmware from "Maintenance"->"Upgrade" page, with the firmware file "uImage-U100v2.img.zycoo.v302".
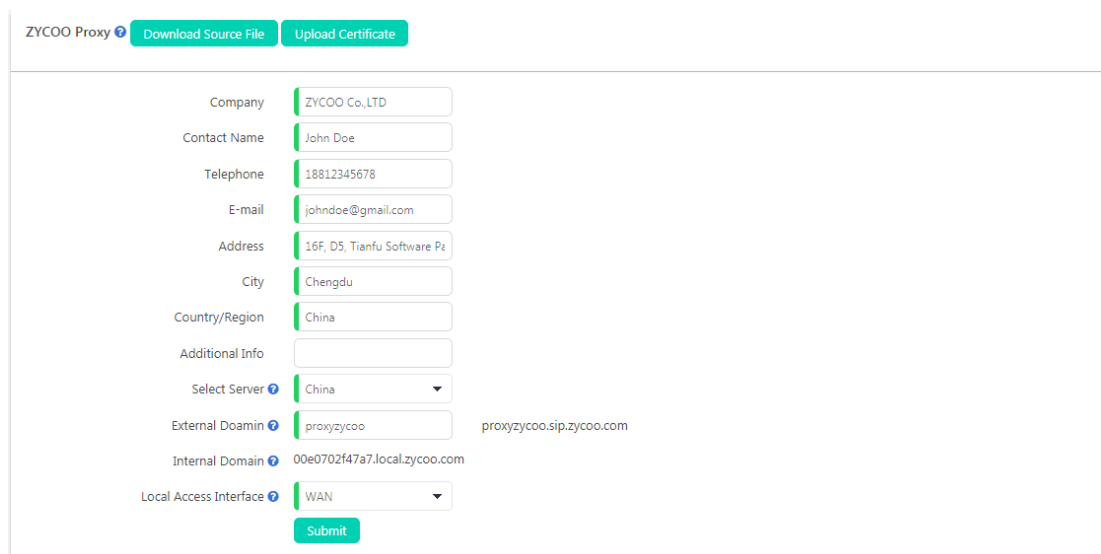
As the v3.0.2 firmware includes many updates and new features, so the firmware is with large file size, please use wired connection to upload the new firmware, and during the uploading and upgrading process please DO NOT turn off the power of the CooVox series IPPBX.

CooCall Softphone APP Admin Guide

Activating ZYCOO SIP Proxy

After upgrading to v3.0.2 software, there will be a new menu on the Web interface as shown below.
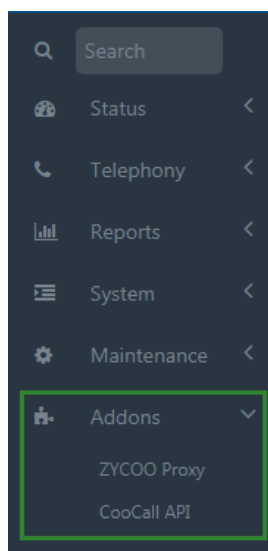
Please apply ZYCOO SIP proxy service on the "ZYCOO Proxy" page.

- You need to complete the form with your real contact info, we may have to contact you with the contact info you have provided, and the certificate will be sent to the email address given by you.
- In the "Select Server" field, please select a preferred country which we had deployed our proxy server.
- In the "External Domain" field, you may define a customized prefix for the domain name you wish to be assigned to your IPPBX. Once the SIP proxy service is activated, the domain name can be used to register remote SIP extensions directly without any other additional settings. The domain name will be used by CooCall for remote registration.
- The "Internal Domain" can be used to access the IPPBX from your local network. It will be

CooCall Softphone APP Admin Guide

used by the CooCall as well.

● In the "Local Access Interface" field, by default it uses WAN interface, modify it only when you use LAN to contact to your local network.

Once completed this form, please click on the "Submit" button to save these info and then click on the "Download Source File" button, please send the downloaded file to our distributor or our sales representative, we will issue the certificate for activating the proxy server within 3 work days.
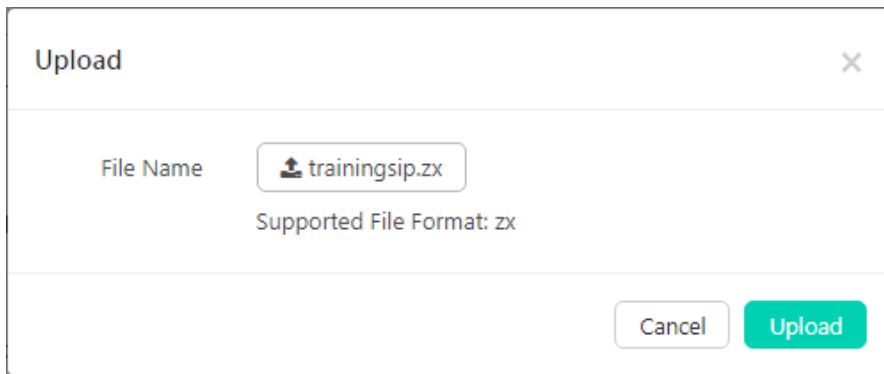
The downloaded source file is as shown below.

| proxy.zp | 9/12/2018 1:52 AM | ZP File | 1 KB |
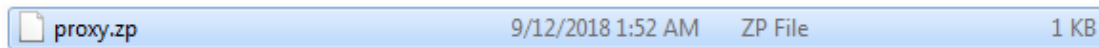
The certificate file issued by us is as shown below.

| proxyzycoo.zx | 9/12/2018 1:52 AM | ZX File | 1 KB |

Please upload the certificate from the "Addons"->"Proxy Server" page by clicking on the "Upload Certificate" button.

Once uploaded, the SIP proxy server will be activated. The activated SIP proxy service status is as shown below.
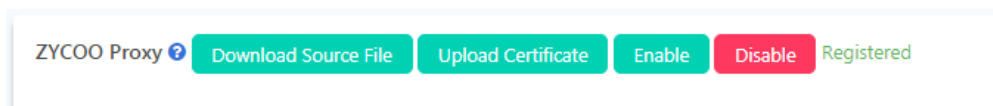
By now, SIP proxy services should be working, and the external domain name could be used to register remote SIP extensions.
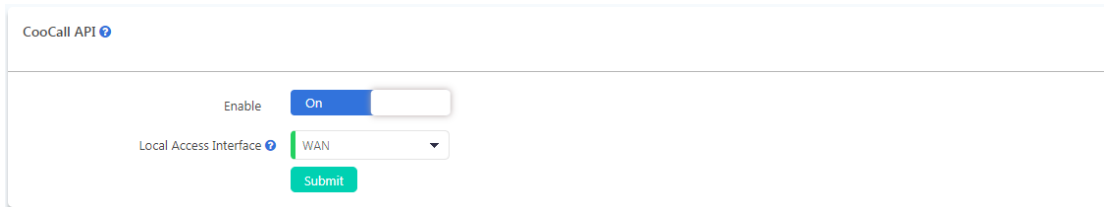
Note

External domain and internal domain will be included in the extension QR code, CooCall can scan and resolve these domain names automatically.

CooCall API

CooCall gets extension list, company phonebook, voicemails and recordings from the dedicated API on v3.0.2 firmware. If you wish the CooCall users being able to get these data from the CooVox series IPPBX, please enable CooCall API for them.

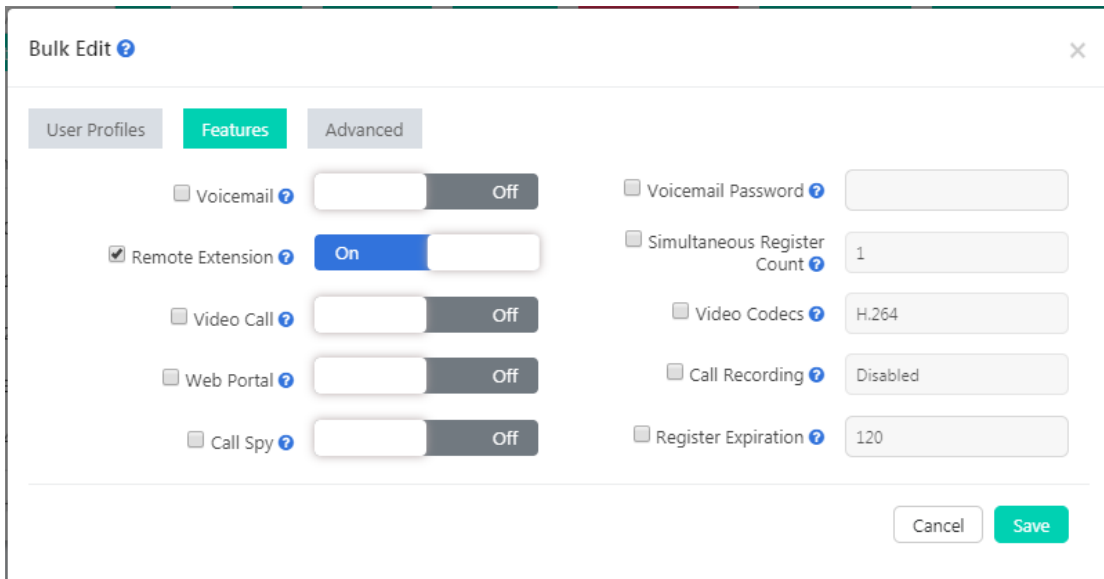From the "Addons"->"CooCall API" page, you may enable CooCall API.

CooCall API ❓

Enable	On	
Local Access Interface ❓	WAN ▼	
	Submit	

Extension Settings

Activate Remote Extension

If you have activated the ZYCOO SIP proxy services, CooCall will use the external domain name to register to your CooVox series IPPBX. So the extensions to be used by CooCall needs to be enabled with Remote Extension feature.

On the "Telephony"->"Extensions"->"IP Extensions" page, select the extensions which you want to enable Remote Extension feature, and click on "Bulk Edit" button.

Bulk Edit ❓   ✕

User Profiles	Features	Advanced
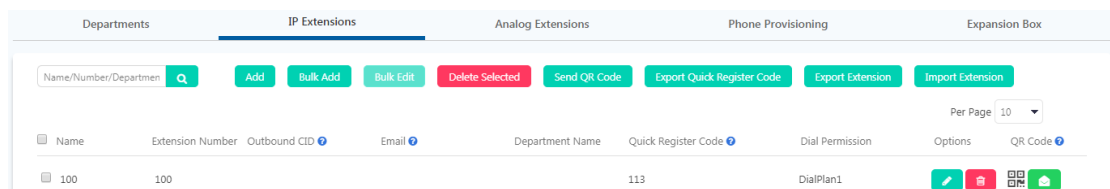
☐ Voicemail ❓ | Off   ☐ Voicemail Password ❓ |

☑ Remote Extension ❓ | On   ☐ Simultaneous Register Count ❓ | 1

☐ Video Call ❓ | Off   ☐ Video Codecs ❓ | H.264

☐ Web Portal ❓ | Off   ☐ Call Recording ❓ | Disabled

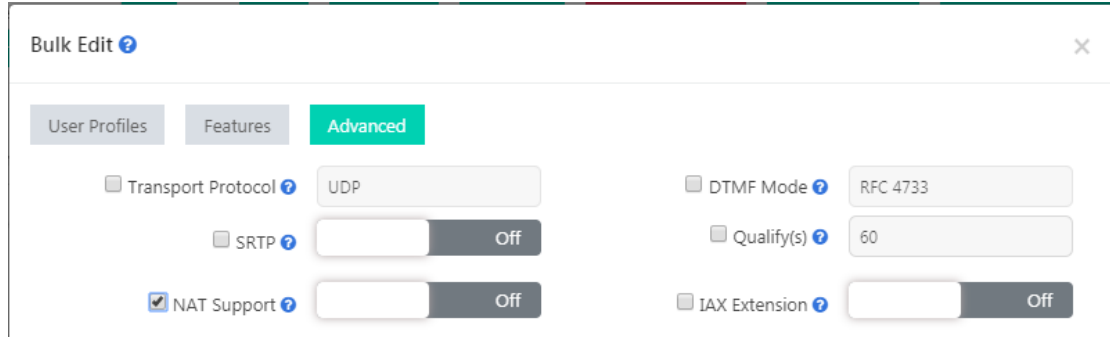☐ Call Spy ❓ | Off   ☐ Register Expiration ❓ | 120

Cancel   Save

Under the "Features" menu, please tick the "Remote Extension" checkbox and enable it, then click on "Save" button to save the changes you made.

Disable NAT Support

On the "IP Extension" page bulk edit the extensions again the same way as how you enabled Remote Extension for them.

Under the "Advanced" menu, tick the "NAT Support" option and leave it disabled, then please click on "Save" button to save the changes you made.

Extension QR Code

Send by Email or send as snapshot

On the "IP Extension" page, each extension has its own QR code. The QR code contains all necessary information for CooCall to get registered by simply scanning it. Admin and Operator user can check QR code of all extensions and can send the QR code to extension users to get their extensions registered on CooCall.
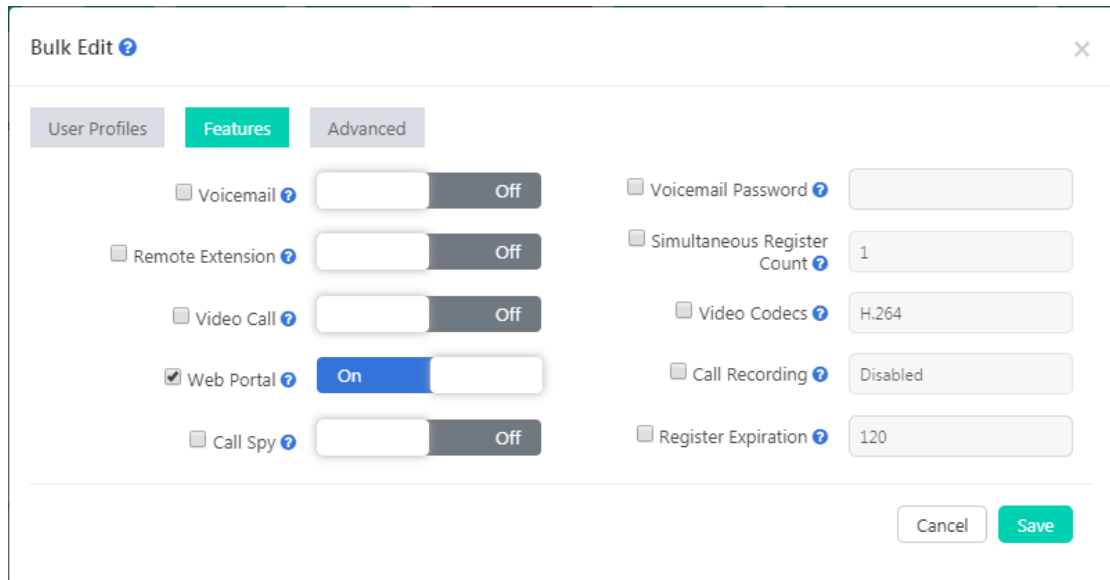

Click on the icon to show the extension QR code directly, Admin and Operator user could use the extension user's phone and use CooCall to scan the QR code directly. Or capture the QR code and send to the CooCall user as snapshot. Or please click on the button to send the QR code to the CooCall user via Email (Ensure you have successfully configured mail services on the CooVox series IPPBX).

Once you have sent the extension QR code to the CooCall users, please remind them to keep the QR code confidential, otherwise the IP phone system will be exploited by malicious users.

CooCall Softphone APP Admin Guide

Enable extension user Web portal

Extension QR code can be found on the extension web portal as well. Admin and operator user can enable "Web Portal" feature for the CooCall users being able to check and scan the extension QR code from their own extension web portal.

On the "Telephony"->"Extensions"->"IP Extensions" page, select and bulk edit the extensions of the CooCall users.

Under the "Features" menu, tick the "Web Portal" checkbox and enable it, then click on "Save" button to save the changes you made.

Now you may give the CooCall users their extension password, and from the same login page where you login Admin and Operator user, they may login with the extension number and password. Once logged in, they can find a QR code icon on the Web portal, just simply click on it to show the extension QR code.

Check from H83 IP phone screen

If the H83 IP phones are auto configured by CooVox series IPPBX with v3.0.2 software, you may find the extension QR code from the "Status"->"More"->"QR Code" menu. No matter the phones are auto configured by using PNP or Quick Register Code, the CooCall users can find their extension QR code and scan to register the same extension on the mobile phone.

If the H83 phones are auto configured by PNP with v3.0.1 or v3.0.0 software, then you have to refresh the phone configurations after upgraded v3.0.2 software and activated with SIP proxy server. Please go to the "Telephony"->"Extensions"->"Phone Provisioning" page and select the H83 phones, then click "Activate" button to refresh the QR code on the phones. The phones will reboot, after rebooting the QR code will be ready for you to auto configure the CooCall softphone.

If the H83 phones are auto configured by Quick Register Code with v3.0.1 or v3.0.0 software, the extension QR code on the phones cannot be refreshed. You'll have to re-configure those phones

CooCall Softphone APP Admin Guide

for the QR code to be effective. But we don't recommend you to do this, we recommend you use the above mentioned methods to provide the CooCall users their extension QR code.

Notice

It doesn't matter which firmware version is the H83 IP phone, extension QR code can be synchronized from the CooVox series IPPBX to the phone. But the phones must be auto configured by the CooVox series IPPBX, otherwise if the phones are manually configured with extension number, QR code will not be synchronized.

Push Notification

As we all know that, no matter iPhone or Android phones, when the softphone APP is switched to the background both iOS and Android system will kill the process. And as a result the extension registered by the softphone APP will become offline and incoming calls will no long work. To resolve this problem, Push Notifications must be applied with the CooCall softphone APP for being able to wake up the APP from background for incoming calls.

After the CooCall had been configured with extension number, CooCall user has to dial feature codes to turn on/off Push Notification feature from the CooVox series IPPBX system.
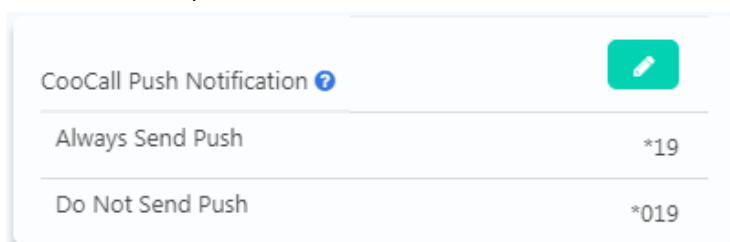
Dial *19 to activate Push Notification feature, and the CooVox series IPPBX will send notifications to the extension user's mobile phone to wakeup CooCall upon incoming calls. No matter if it's iPhone or Android.
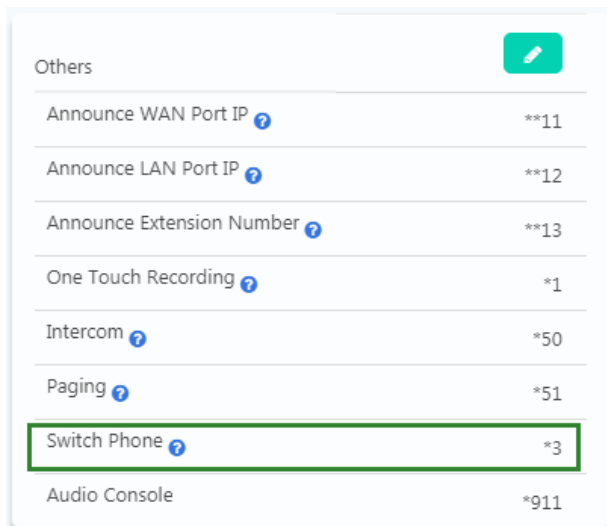
Dial *019 to deactivate Push Notification feature, and when the CooCall APP is not running in foreground, no incoming call will reach the extension user from CooCall.

Admin user could modify the feature code, but please do inform the CooCall users after doing it.

Switch Calls

If the CooCall user also gets a desktop IP phone and it's sharing the same extension number with CooCall. Then phone calls could be switched between CooCall and the desktop IP phone seamlessly by using feature code *3.

For example, the CooCall user is talking on the mobile phone using CooCall. When the user had returned to his/her desk, and wants to switch the call to the desktop IP phone instead of keep hold the mobile phone. The user could simply pick up the desktop IP phone and dial *3, then the call will be switched directly.

Others	
Announce WAN Port IP	**11
Announce LAN Port IP	**12
Announce Extension Number	**13
One Touch Recording	*1
Intercom	*50
Paging	*51
Switch Phone	*3
Audio Console	*911

Admin user could change the switch call feature code, but please do inform the extension users about this modification.

CooCall Softphone APP Admin Guide