PROVISIONING GUIDE FOR VOIP COMPANION APPS

This guide explains how to set up access to our Android, IoS and Windows companion apps for users.

Basic principles

A user on our hosted VoIP platform can have multiple **Devices** associated with their **User Extension** number. A user could have one or more physical VoIP telephones, an app on their Windows PC and an app on their mobile phone.

You create different types of Devices on the User Extension record corresponding to the real-world devices which will be connected.

You must also assign an email address for each user who wants to use the companion apps.   You also need to set up a portal access account for each use, using their email address as their login name.

The user can then download and install the app on their device.   After installation, the user signs-in to the app using their portal access login name and password.   The app automatically provisions itself ready for use. Unlike third-party apps such as Bria and Zoiper, our companion apps do not require the user to do any configuration work on their device.

By default, the app will ring at the same time as other devices on the user's extension. The user can change settings on the app to control how it rings on their device.   They can choose to either:

1. Receive all calls on the device– both internal and external

2. Receive internal calls only on the device

3. Not receive any incoming calls on the device.

The mobile device apps have the option to access the user's existing contact list on their device.

Provisioning apps for <u>new</u> user extensions

Start by creating the User Extension in the normal way by selecting an extension number, assigning an extension name and by choosing the appropriate usage permissions etc.

You must also provide a valid email address for the user and set a password for the user. The system uses this information to create a login account on the customer portal for this user. The user will sign-in to their companion apps with their portal login credentials.   They will not be able to use the companion apps without a valid portal login account.

When you save the new User Extension, the system will automatically create three **Device** names for the user. For example: if the new user's extension number is 225, the new Devices will be called:

<p style="color:blue">Phone 225mobile   *for connecting an Android or IoS device*
Phone 225PC   *for connecting a Windows PC or tablet*
Phone 225phone   for connecting a physical VoIP phone</p>

These device names have special significance and you must not change them.

You then advise the user to download and install the apps they want.   The apps will start working when the user first signs-in to them.   There is no other configuration work to be done.

Provisioning apps for <u>existing</u> user extensions

Start by opening the User Extension for editing.   Then enter a valid email address for the user and set a password for the user. The system uses this information to create a login account on the customer portal for this user. The user will sign-in to their companion apps with their portal login credentials.   They will not be able to use the companion apps without a valid portal login account.

Navigate to the list of Devices at the bottom of the User Extension configuration page and click **Add Device**. This pops up a Window as in the example below.
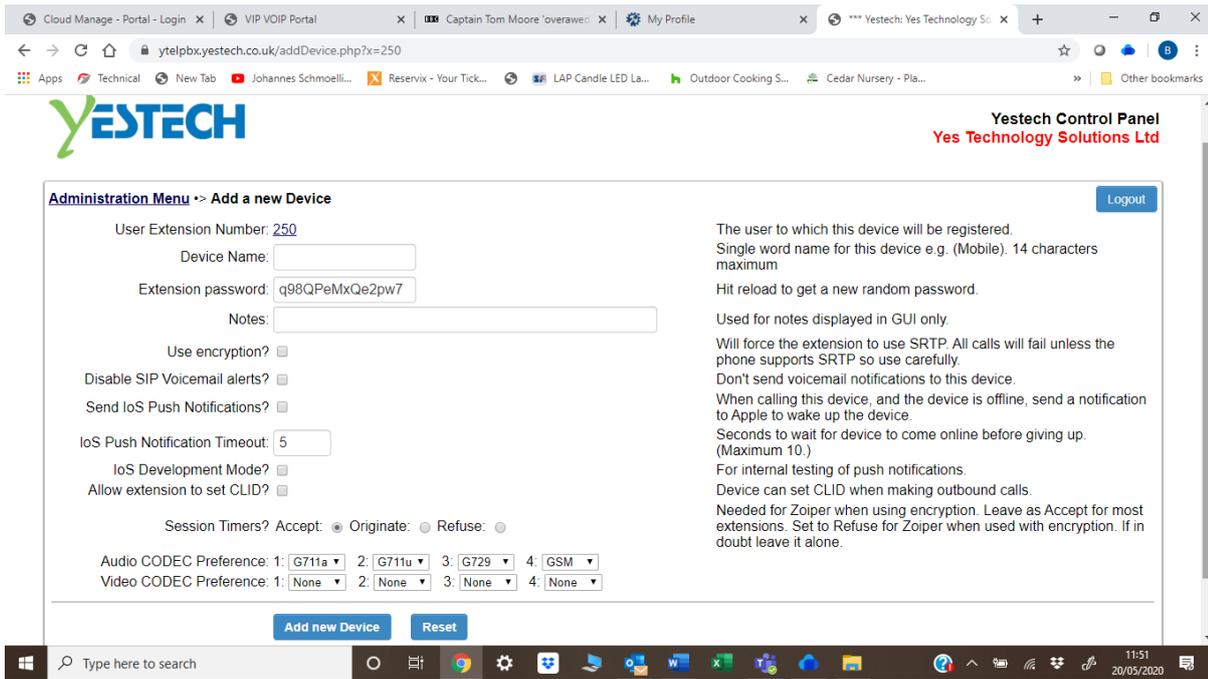
Give the new Device a name, which must be either:

PC	for the Windows companion app
Mobile	for one of the mobile companion apps

If this device is for use with a mobile companion app, then tick the box labelled **Send Push Notifications.**

click on **Add New Device** to save it

If the user wants to use both the Windows PC app and a mobile app, the you will need to add a Device for each one.

You then advise the user to download and install the apps they want.   The apps will start working when the user first signs-in to them.   There is no other configuration work to be done.

How to install the companion apps

Windows app: Download the newest version from https://www.vipvoip.co.uk/vipvoipCompanion-latest.msi

Android app: Go the Google Play Store and search for VIP VoIP Companion

Apple IoS app: Go the Apple Store and search for VIP VoIP Companion