



VIP VOIP

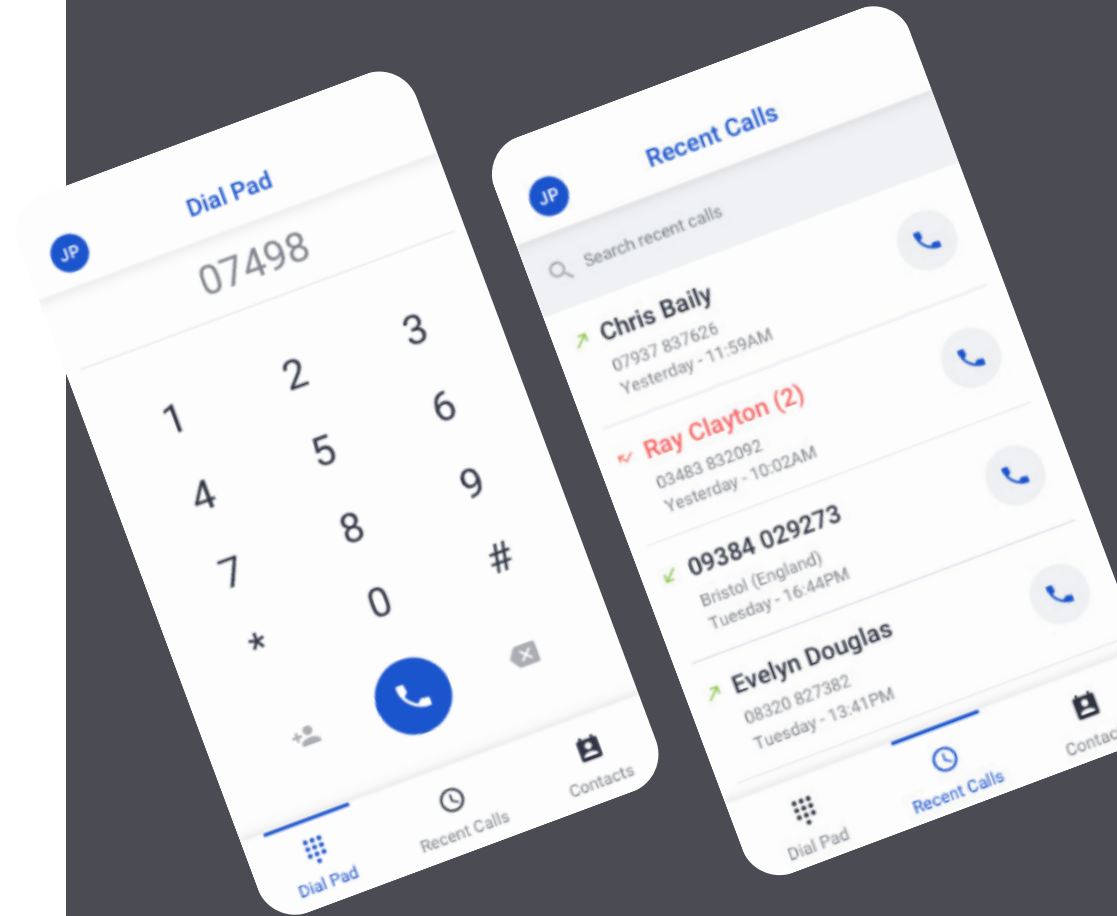
TROUBLESHOOTING GUIDE FOR ANDROID



COMPANION APP

ABOUT THE APP

VIP VoIP Companion App mobile application allows users to use their mobile device as an extension of their work phone. It offers a flexible alternative to using a physical desk phone, enabling users to make and receive calls, view call history and add contacts from any location, whether on the go, in an office or working remotely. This guide will help you navigate some of the common issues users experience and how to resolve them.



Troubleshooting

The VIP VoIP Companion application has an in-built troubleshooting tool that can run tests against the application to ensure it is running correctly.

To access this tool in the application, you will need to follow the instructions below:

Click the 3 dots (1) >

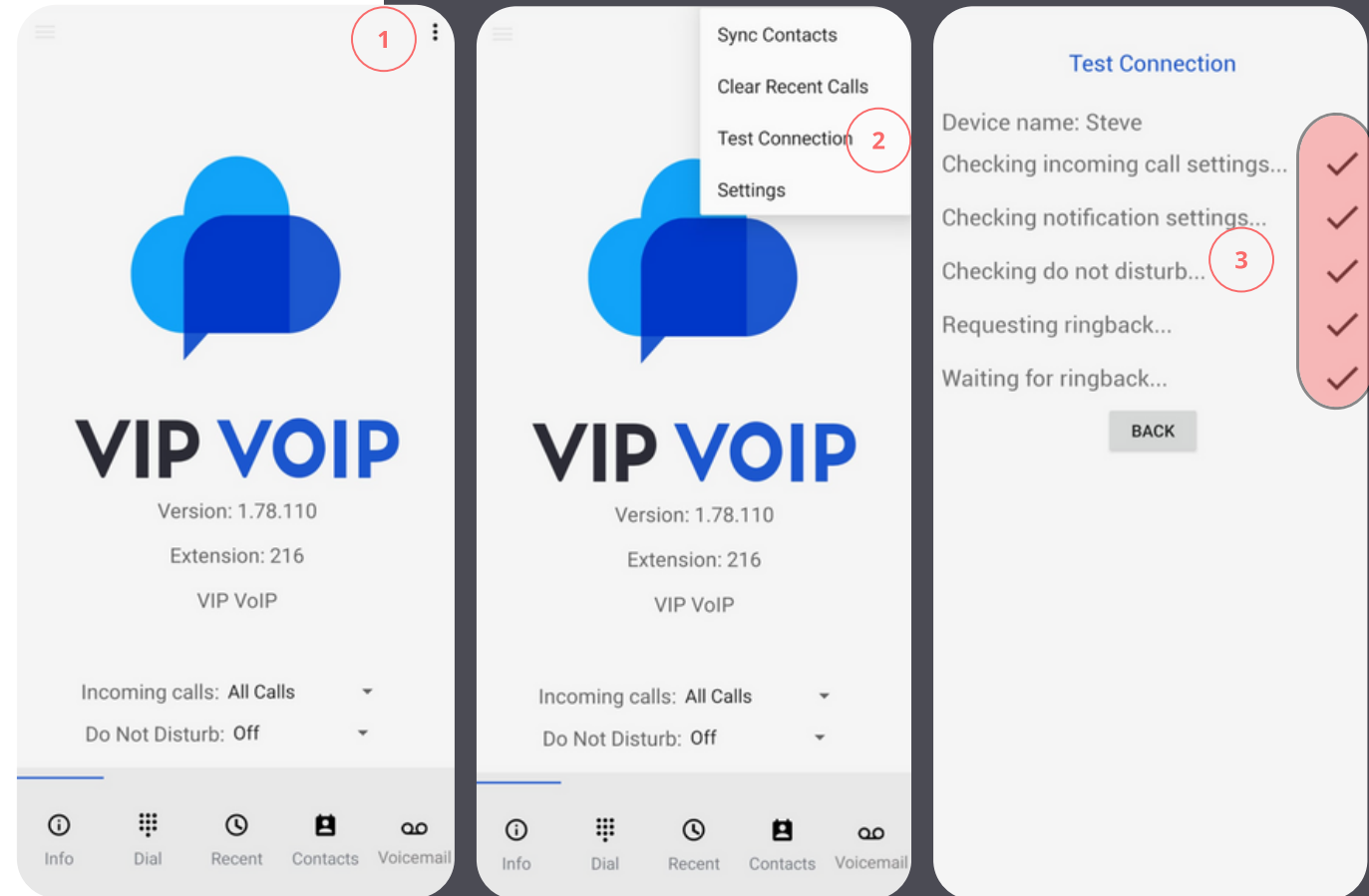
Click Test Connection (2) >

Check ALL tests have passed. ✓

This will be visible by each line check returning back a tick to confirm they are working correctly.

Any features that fail will return an 'X'.

If any tests do fail, please re-check your mobile phone settings and ensure the app has been authorised to allow access to the relevant settings within your mobile device.



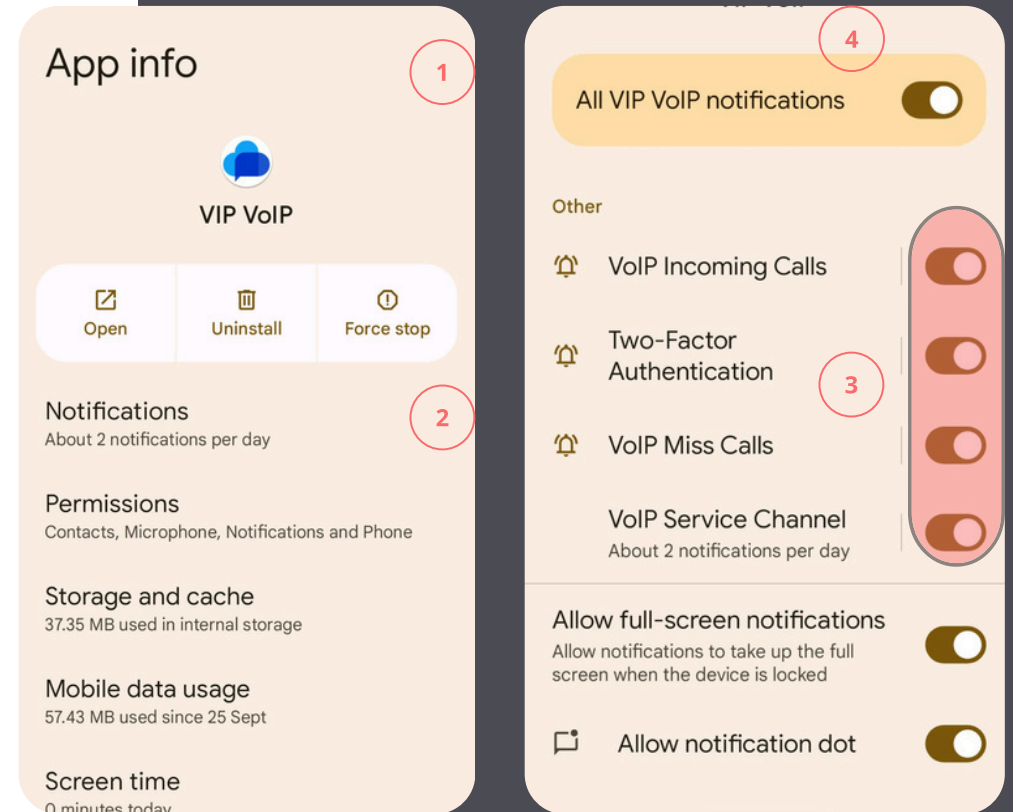
App privileges and Settings

Once installed the 'VIP VoIP Companion' app requests a number of privileges from your device to ensure optimum app use. If you are experiencing issues we recommend checking your settings as per the guide below.

Notifications

Find the **SETTINGS** section of your Android device. In this menu, select **APPS**. Find the **VIP VoIP Companion app** in the list of applications and click into it, to reach the **App info** page (1)

Click **Notifications** (2) and on the next screen there are multiple privilege options (3) and you can set the notification options on a per setting basis, however If you are having issues with Push Notifications for the app, then we recommend that on this screen for optimum use you select 'allow' **All VIP VoIP notifications**. (4)

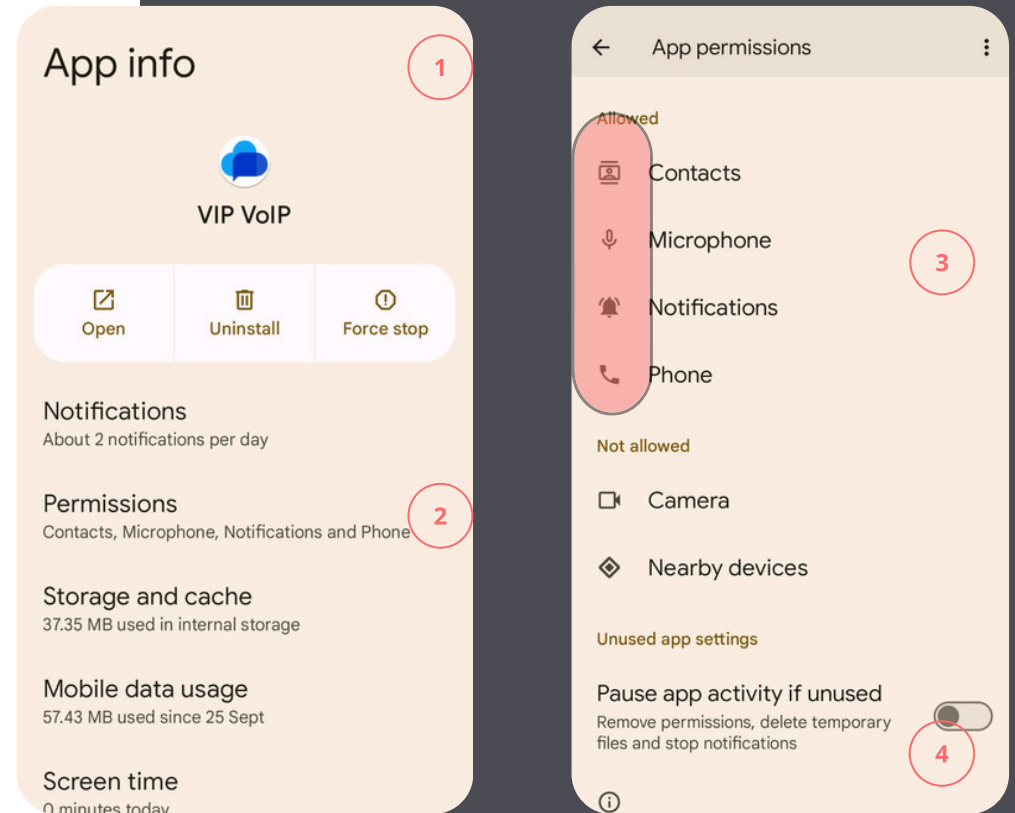


Permissions

Find the **SETTINGS** section of your Android device. In this menu, select **APPS**. Find the VIP VoIP Companion app in the list of applications and click into it, to reach the App info page (1)

Click **Permissions** (2) and on the next screen there are multiple privilege options (3) and you can set the permission options on a per setting basis, however we recommend that as a bare minimum you have enabled app access for microphone, notifications and phone.

We would also recommend turning the setting 'off' for **Pause app activity if unused** (5).



Push Notifications

(Check Registration)

From time to time users may experience problems with push notifications from the PBX for calls and alerts. These notifications can be affected by settings changes in your handset and also recent firmware updates to the device.

To help troubleshoot these problems, please follow our guide below.

Find the user extension and click into it to edit. Scroll down to the bottom of the page and click the 'device report' tab (1) for the android device in the list.













In this section you will find logs related to both the device registration and the push notifications. **Green** banner notifications are positive and suggest there are no current errors, whilst **pink** banner notifications suggest the opposite and that there are potential errors to investigate.

Check that you see recent **positive registrations** under the registrations section (2), if not please restart the app.

Registrations 2

Server Date	Log
Nov 4 09:07:12	Registered SIP '203android20231205-voipserver3247' at 31.94.28.29:46859
Nov 4 09:07:12	Peer '203android20231205-voipserver3247' is now Reachable. (29ms / 2000ms)
Nov 4 09:07:12	Peer '203android20231205-voipserver3247' is now UNREACHABLE! Last qualify: 29

User's Devices:

Action	Name
1   	android2024110
  	pc
  	phone
  	web

[Add a new device](#)

Push Notifications

Push notifications logs are also in the 'device report' tab within the extension settings on the PBX (1) by clicking the icon alongside the listed android device.

For the push notifications (2) you should see logs for call alerts and these should show a green or pink banner for each alert. Pink banners suggest that there may be errors sending the push alerts. The table report should show the last 24 hours notifications we sent to the device and whether or not the device received them.

If the notification was sent, was your device able to receive it?

If not, do you see that we are sending the device notifications?













If we have sent them but the device did not receive them, has it got a working Internet connection to receive the notifications?

If you are still having problems with push notifications for calls and alerts, please re-check your device notification and permission settings above.

Push Notifications

Server Date	Caller	Status	Device Date
2024-10-31 16:12:39	204	Not received.	N/A
2024-10-31 16:31:52	204	Received.	2024-10-31 16:31:52

User's Devices:

Action	Name
  	android2024110
  	pc
  	phone
  	web

[Add a new device](#)

Final considerations

If you have followed all the checks above and are still having some problems there are a few additional things to consider.

Connectivity Issues

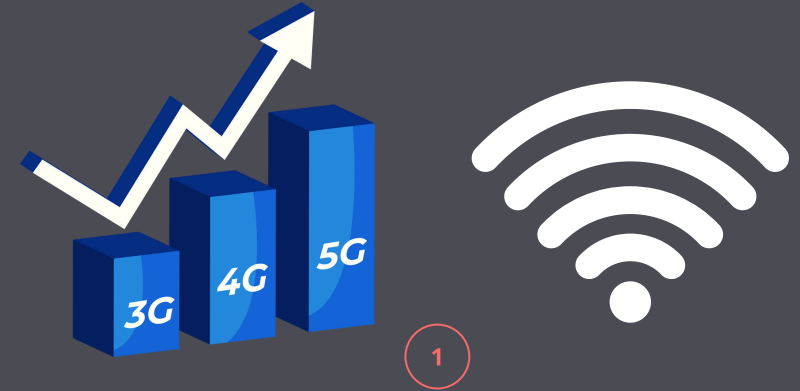
For connectivity issues we would recommend the following network testing requirements.

Test the application on both⁽¹⁾:

- Mobile data (4G/5G)
- WiFi networks

For thorough WiFi testing, verify performance across multiple WiFi networks, as security settings can affect connectivity and compare the app behaviour and performance across these different network conditions.

If a user is experiencing issues receiving incoming calls due to poor data connectivity then try our "offline divert number" setting. This setting will forward calls to their mobile number in the event that the app cannot be contacted due to data issues. ⁽²⁾



Offline Divert Number? Number to dial when this user is offline