



# VIP VOIP

## TROUBLESHOOTING GUIDE FOR APPLE IPHONE



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.



Download on the  
 App Store

## Basic 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 **Menu** icon (1) >

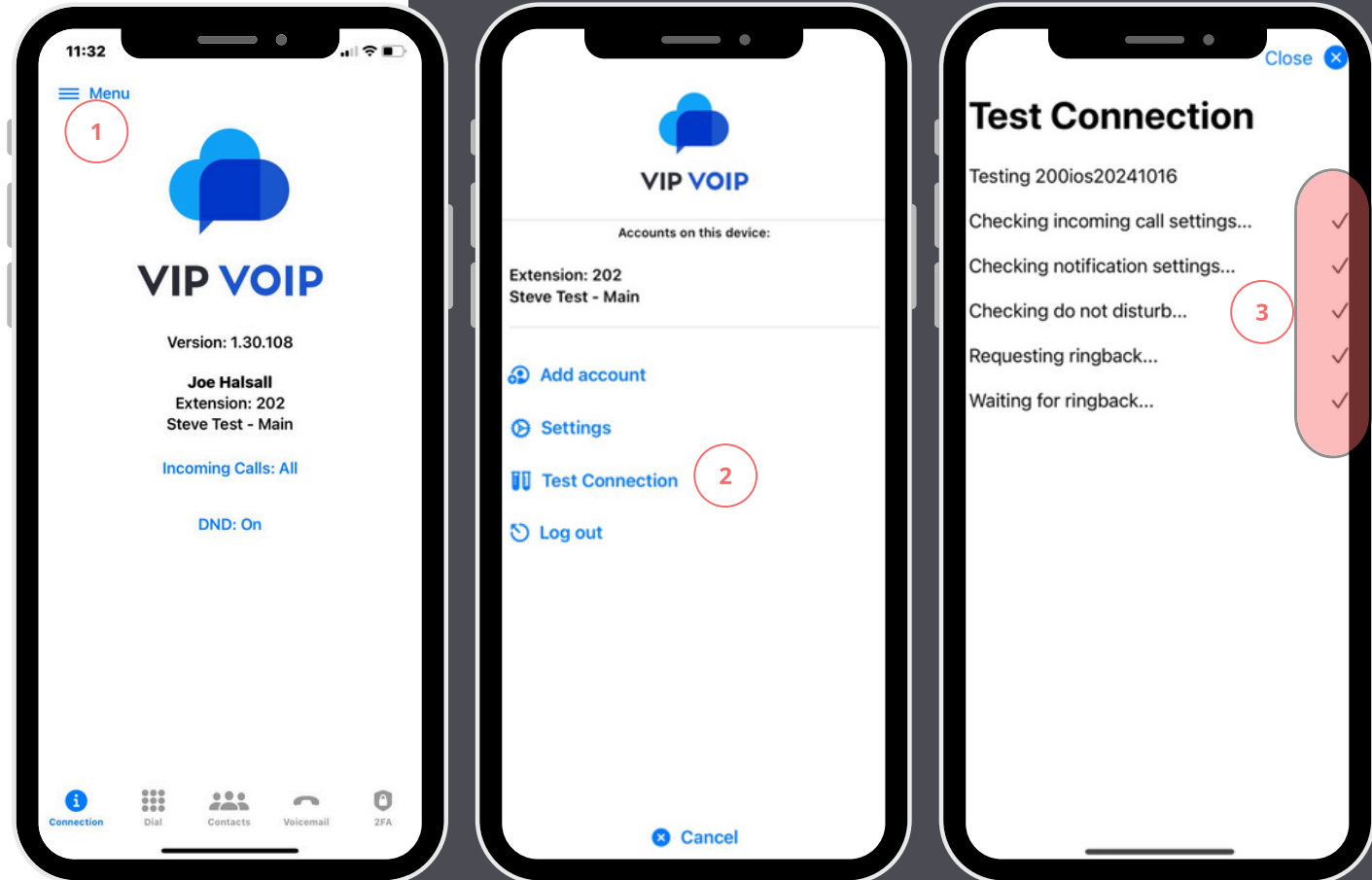
Click **Test Connection** (2) >

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 problems then we recommend checking your settings as per our guidelines below.

## Notifications

Find the **SETTINGS** section of your Apple 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 privileges** page (1). In this section we recommend that you toggle to allow access for all. As a minimum the app will need access to the **Microphone**, **Mobile Data**, and to have the **Background Refresh** turned on.

In the **Notifications** section (2) make sure you set the **Allow Notifications** (3) to 'on', and select how and where you want to present these notifications, i.e. on the lock screen, in the notification centre or in banners on the screen (4).

As is the case with most apps these days that require 'push' notifications, a best practice is to allow all.



# 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   	ios20241203
  	mobile
  	pc
  	phone
  	web

# Push Notifications

(continued)

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 Apple 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

2

Server Date	Caller	Status	Device Date
2024-12-03 16:08:24	07782286084	Received.	2024-12-03 16:08:25.326
2024-12-03 16:09:32	07782286084	Received.	2024-12-03 16:09:33.386

### User's Devices:

Action	Name
  	ios20241203
  	mobile
  	pc
  	phone
  	web

1

# 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 which can be found inside the extension settings.

This setting will forward calls to their mobile number in the event that the app cannot be contacted due to data issues. (2)



Outgoing Caller ID?

The outgoing phone number to present to the telco.  
Note: This is usually left blank to use the global CLID.

Offline Divert Number?

Number to dial when this user is offline (this number can be an internal number (e.g 200) or an external number (e.g their mobile number))

Dial Pattern Length:

Number of dialled digits to match before applying local dial code. Minimum 5, maximum 12.

