WILDIX-POWERED COMMUNICATIONS

Collaboration 7

Mobile User Guide

Prepared for Cleod9 Voice customers

Based on the October 2026 Wildix documentation

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Original technical content: Wildix

Collaboration 7 Mobile User Guide

This User Guide explains how to access and use Collaboration 7 Mobile app and describes the basic operations: how to manage calls, create conversations etc.
Other Collaboration 7 documentation: https://wildix.atlassian.net/wiki/x/DwAFRg
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Permalink: https://wildix.atlassian.net/wiki/x/CABTRQ

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Introduction

Collaboration 7 Mobile app and the Web version share the same codebase and the same set of features.

Download Collaboration 7 app by Wildix from Apple store or Google Play Market.

Mobile apps requirements

- **Android** 9 or higher
- **iOS** 15.1 or higher

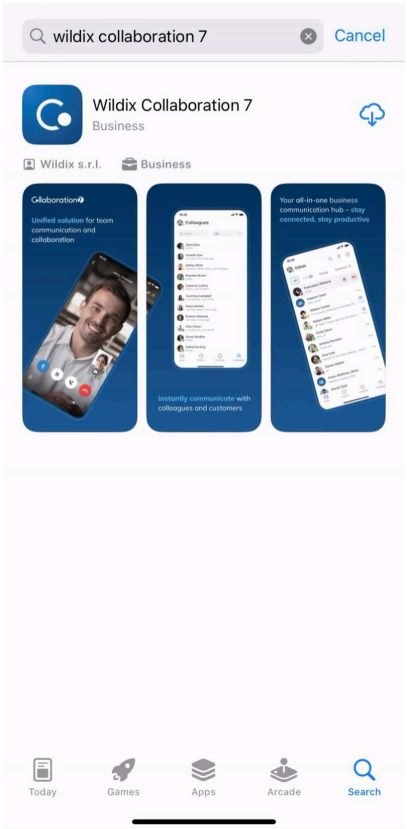
Notes:

- Access to the web version and mobile apps of Collaboration 7 is available starting from the UC-Essential license

⚠ Note: You will receive a notification when a new app version is available:
- If the version difference is 5 or more but less than 10, you can choose to update or continue using the app
- If the version difference is 10 or more, you will need to update the app to continue using it

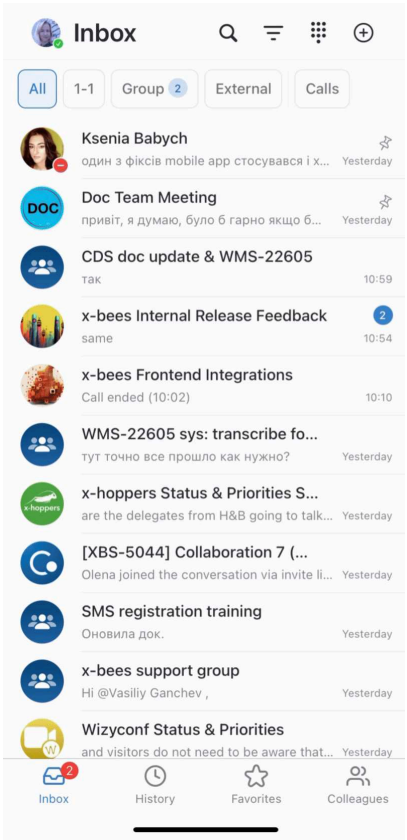
Login

- Log in using Google or Microsoft SSO, or via email



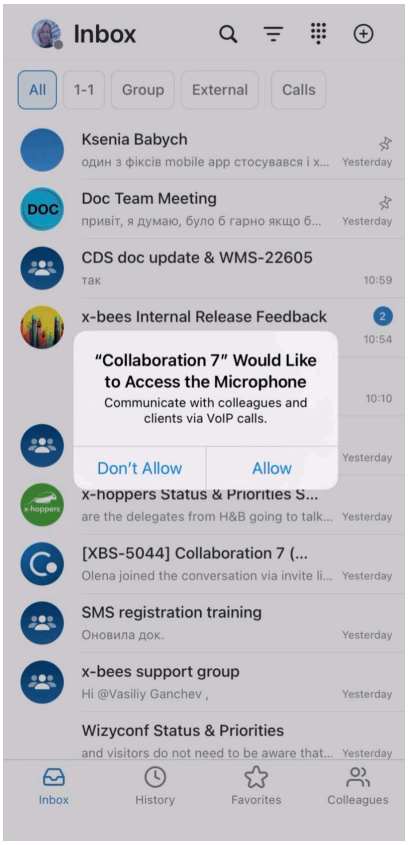
Make sure you are connected to the Wildix PBX:

1. Tap your user picture in the upper left-hand part of the screen
2. Under *Settings*, tap **Connect to Wildix PBX**
3. Make sure that the PBX domain name is entered into the field



Note: If you are not sure, what your Wildix PBX domain is, please check with your system administrator.

Upon first login, you are requested to provide necessary permissions, e.g. access to microphone, camera and allow notifications:

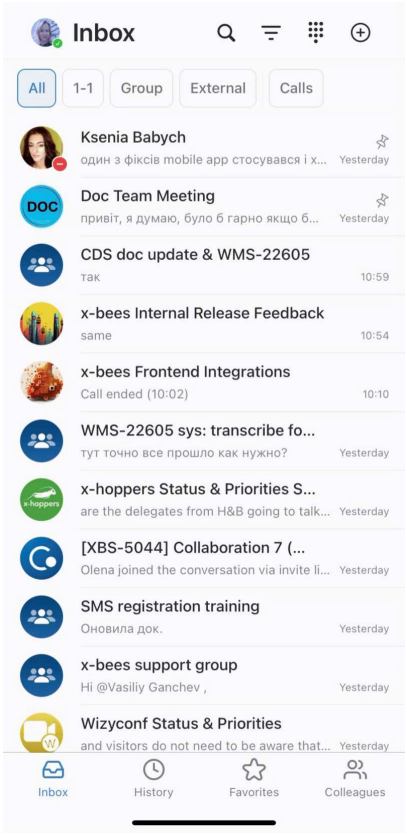


In case notifications are not allowed, after 2 days users are prompted to enable notification settings. If notifications remain disabled, there are subsequent reminders after 7 days and then every 14 days.

Settings

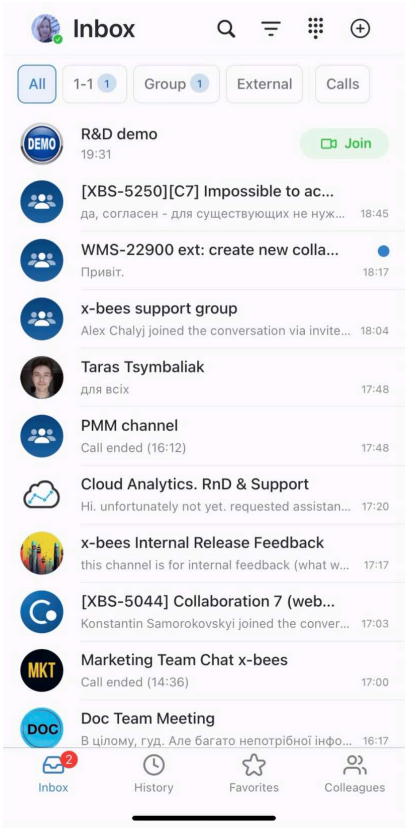
The Settings described below are available for the PBX users (for users connected to a Wildix PBX).

- Tap your user picture to access *Settings*



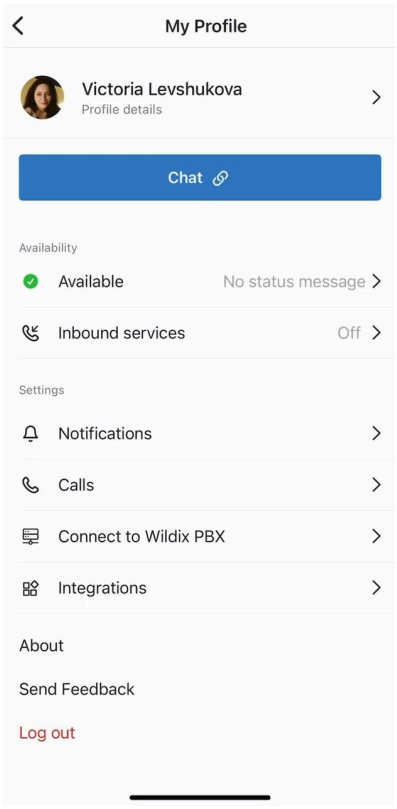
User Picture

- Tap your user picture to upload a new picture or use your camera to make a new one

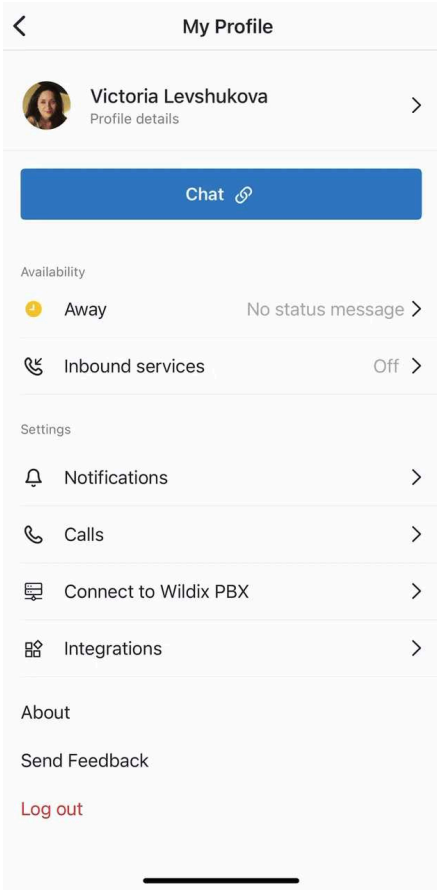


User Status and Status message

- To change the status, click *Status* under *Availability*. Then click on your current user status (e.g. Available) and select a new one



- To set a status, click **Set a status** under *Manage Statuses.* Here you can indicate the message, select date and time to clear (optional), Save the status for future use and click **Save** to apply the changes



You can update a colleague's presence status in the following ways:

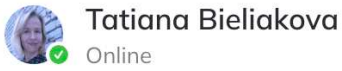
- Inbox tab: right-click or hover over the conversation with a colleague, click the More icon, and select Set presence status
- Favorites / Contacts tab: hover over a contact, click the Presence status icon, and set the presence status

Notes:

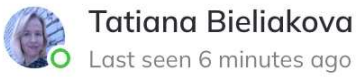
- The status message should be no longer than 100 characters
- When busy in a conference, user status automatically changes to the default one (e.g. "in conference | until 14:00")
- To be able to change colleagues' presence statuses, user should have the ACL permission Can Modify presence

Presence status behavior

- **Online** (green circle) - displayed when the user has an open Collaboration tab (or enabled push notification subscription) and the last activity was within the last 30 minutes



- **Last seen <time> ago** (green outlined circle) - displayed when the user has an open Collaboration tab (or enabled push notification subscription) and the last activity was within the last 30 minutes

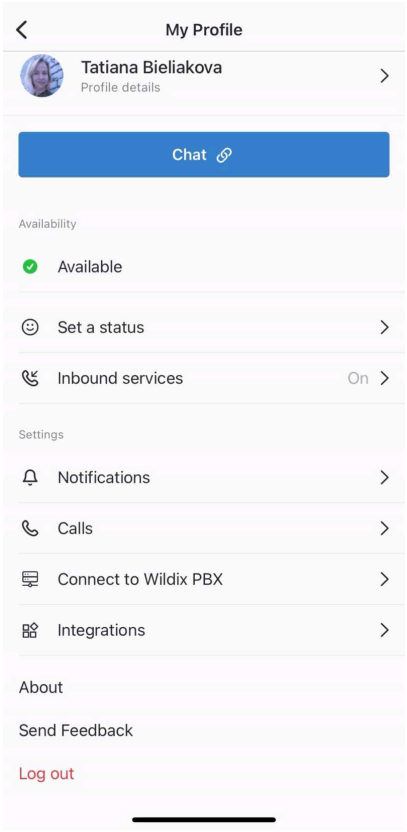


- **Offline** (grey circle) - displayed when the user does not have an open Collaboration tab and push notification subscription is disabled

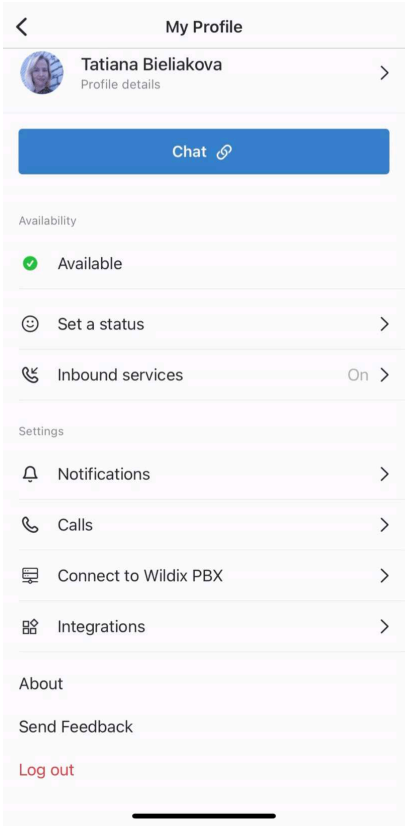


Notifications

- Under *Settings*, tap **Notifications** and enable notifications for personal and group conversations.
    - Note, that Web and Mobile notifications are managed separately and there is no sync between them; to enable notifications on Web, consult Collaboration 7 Web User Guide



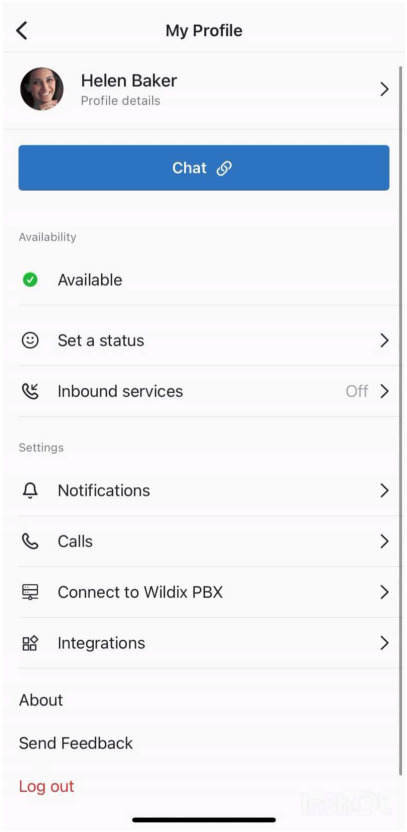
Also, here you can manage notifications played when a conference starts. By default, it is enabled.



Note: Make sure you have enabled Notifications for Collaboration 7 in your phone settings.

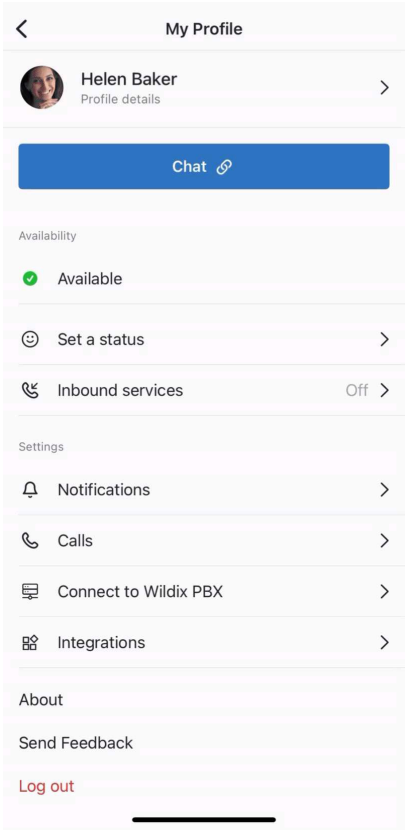
Call forwarding settings

- Under *Settings*, tap **Calls** and set up call forwarding rules for every Call class. You can set call forwarding rules for all statuses on the *Default* tab or customize call forwarding rules for Away or Busy statuses on the corresponding tabs:



Call timeout

On the Call class tab you can also set **Call timeout.** In case this option is enabled, the incoming call is terminated if there is no answer within a specified timeout.



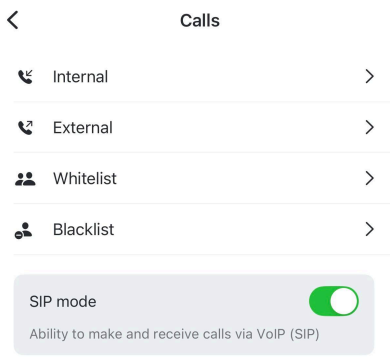
SIP mode

When SIP mode is disabled, the app does not receive push notifications (e.g. for incoming calls), and outgoing calls are routed via the native GSM dialer instead of VoIP.

To enable/disable SIP mode:

1. Tap your profile picture in the upper left-hand corner of the screen
2. Go to *Settings* → *Calls*
3. Use the **SIP mode** toggle to turn the option on/off

> ⚠ Note: SIP mode is enabled by default.

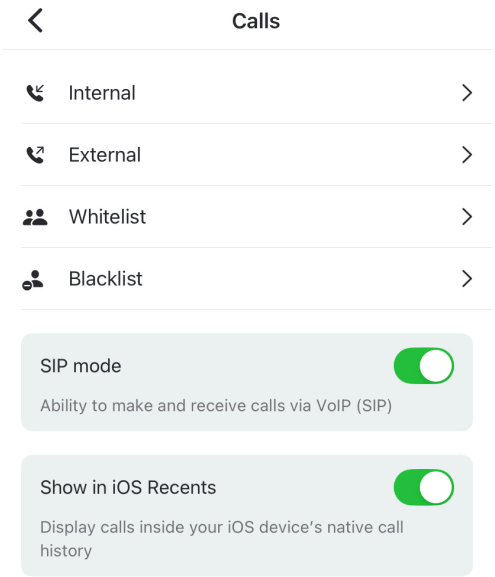


Show in iOS Recents

You can enable the option to have Wildix calls displayed in the native iPhone call history.

To enable:

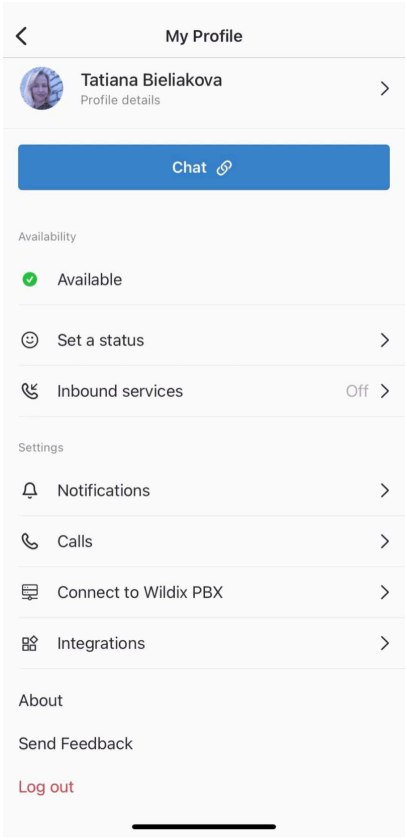
1. Tap your profile picture in the upper left-hand corner of the screen
2. Go to *Settings* → *Calls*
3. Use the **Show in iOS Recents** toggle to turn the option on/off



Inbound services ("Contact center")

The contact center feature allows you to view the available services (call groups) and dynamically log in/ log out from them:

1. Under *Status*, enable **Inbound services**
2. Enable the switch next to *Inbound service requests*: the switch allows you to dynamically join the inbound services (call groups)
3. Under *Inbound services*: enable those services (call groups from your PBX) that you would like to join as a call agent (in this menu you cannot change the status in services, to which you were added statically via WMS)



Integrations

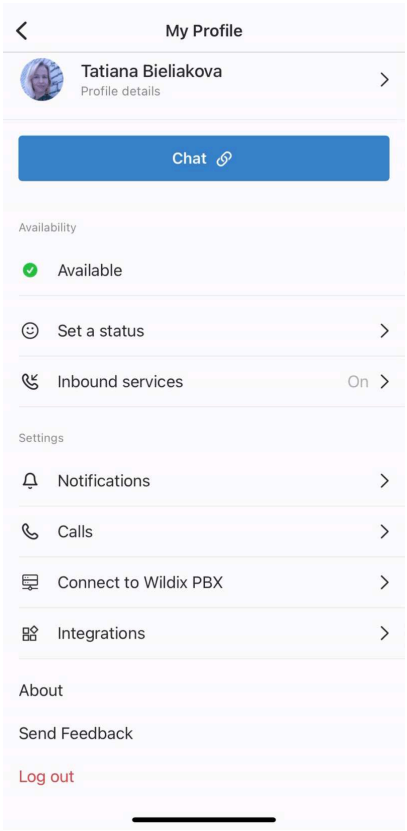
On the Integrations screen, you can see the list of connected integrations and their status. Some integrations many need authorization. In this case, there is the button **Activate** in front of the relevant integrations. Integrations that are connected and do not require authorization are displayed as Active.

In case there is an integration that is not active for a user and requires authorisation, a notification pops up that leads to Settings -> Integrations tab, where the user can activate the integration. The notification is displayed when opening Info frame with inactive integrations or when using the search.

If you do not want the notifications to be displayed, in *Settings -> Integrations*, disable the option **Allow notifications.**

Check the current version

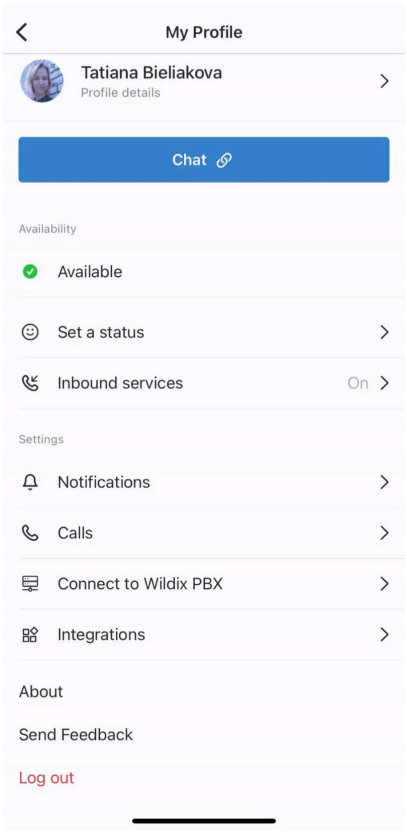
- Under *Support*, tap **About**



Feedback

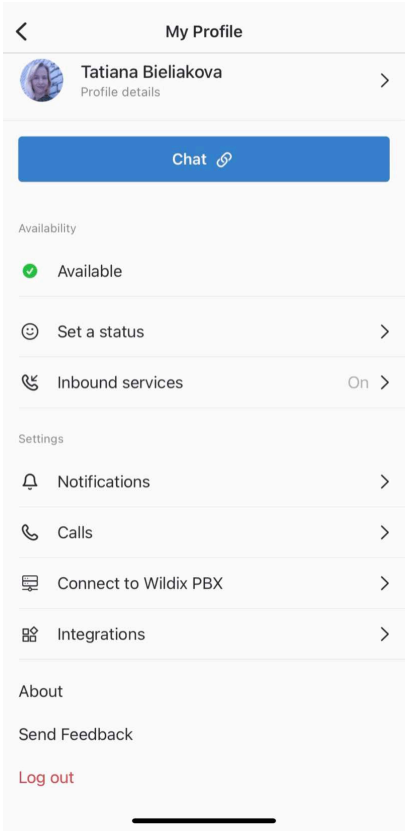
You are invited to send us feedback, provide suggestions and report problems!

- Under *Support*, tap **Send Feedback**



Logout

- From the *Inbox*, tap on your user picture in the upper left-hand part of the screen, then tap **Log out**



Color theme

To change the color theme on your mobile device, go to your phone's system settings and select the preferred theme.

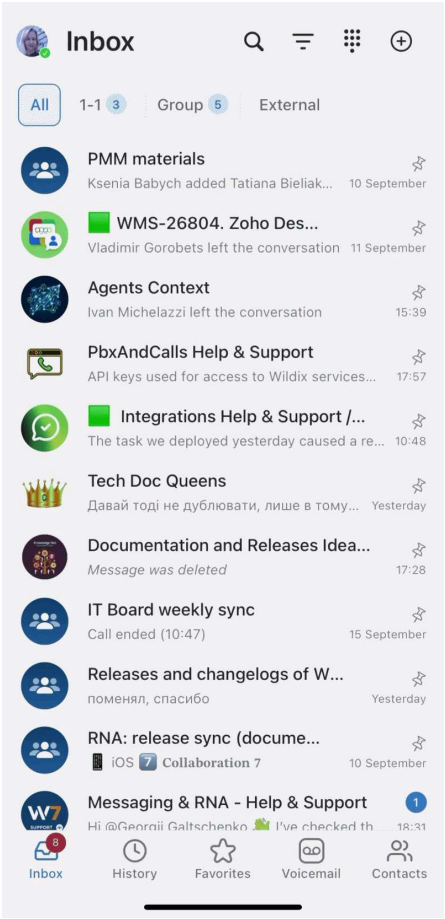
Conversations

Same as with the web version, you can participate in one-on-one chats and in group conversations with your colleagues and external people.

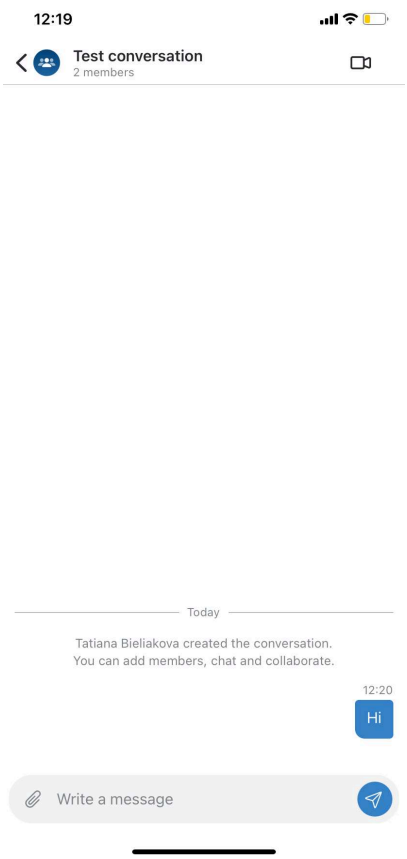
Group conversations

Create a new conversation

1. From the *Inbox* top panel, tap **+**. The *Create conversation* screen opens
2. Enter conversation name and description (optional)
3. If you want to make the conversation available by link, enable the toggle in front of **Available by link** option. If you want external users in the conversation to have read-only access, turn on the **Read only conversation** toggle. External members in a read-only conversation can view messages, add reactions, and add new members, but they cannot send messages. You can also choose whether to automatically record and transcribe conferences in this conversation, and select the transcription language.
4. Tap **Next**
5. Add participants and tap **Create**
    - You can add PBX users, Phonebook or phone contacts, email addresses



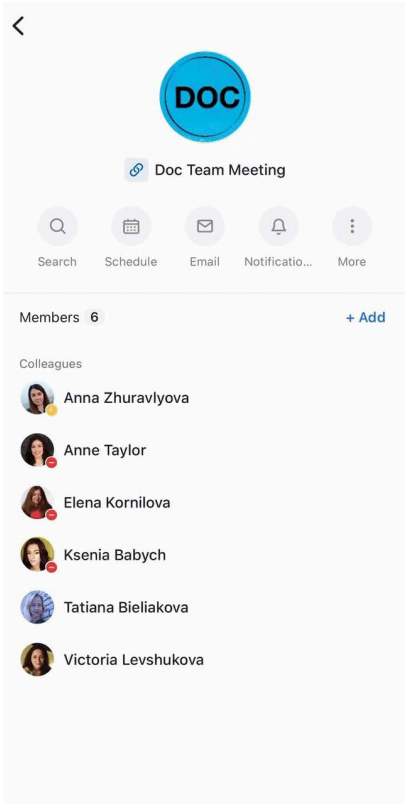
When conversation is created, the system message displays who created the conversation:



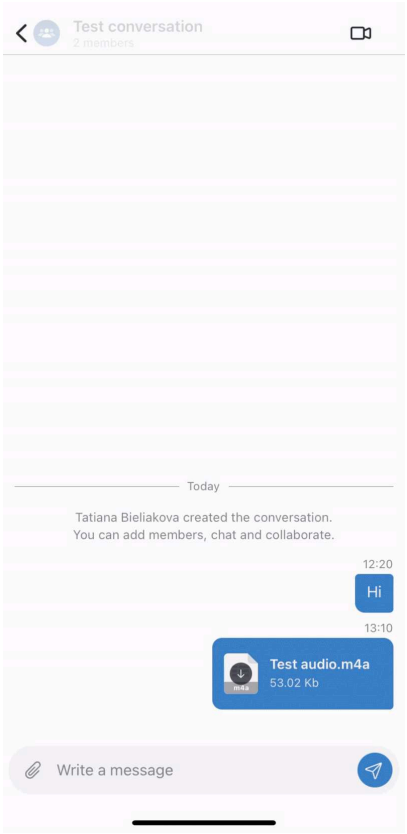
Manage a conversation

Inside a conversation, tap on the picture next to its title. The *Info* screen opens, allowing you to:

- **Schedule:** calendar opens enabling you to schedule a conference in the participants' calendars
- **Email**: your email client opens enabling you to send a customized email invitation to all the members
- **Search:** search field opens letting you search through the conversation
- **Notifications**: here you can mute notifications for 1 hour, 2 hours, 4 hours or forever
- **More**: here you get such options:
    - Pin/Unpin
    - Edit
    - Archive
    - Export conversation: the conversation will be exported in **.**txt format
    - Leave conversation



- To add more participants, tap **Add** and enter the necessary member in the *Add member* field and tap Add. If you don't want the member to see conversation history, enable the toggle in front of the **Hide history** option. By default, conversation history is visible.

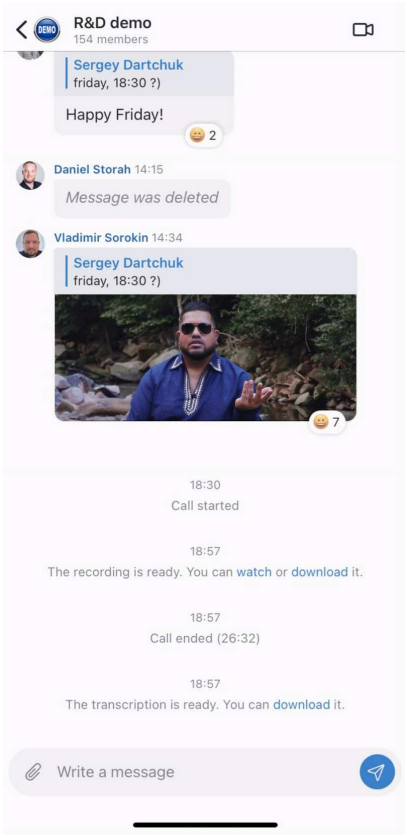


Tap on a participant to:

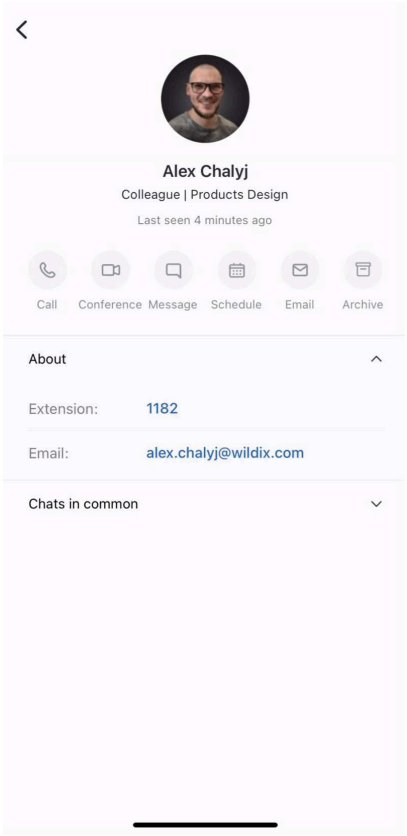
- **View profile**
- **Send message**
- **Delete member**

When you tap **View profile**, you get the following options:

- **Call the participant**
- **Start a conference**
- **Send a private message**
- **Schedule event**
- **Send email invitation**
- **Archive**

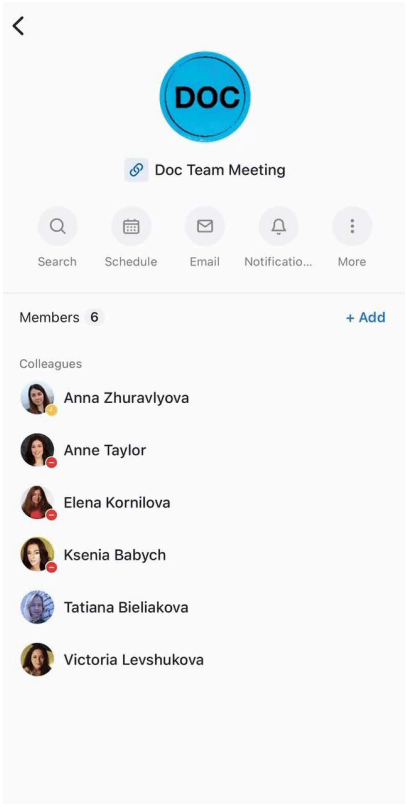


Also, there is an option to view **Chats in common** – conversations in which you are both present with the user.



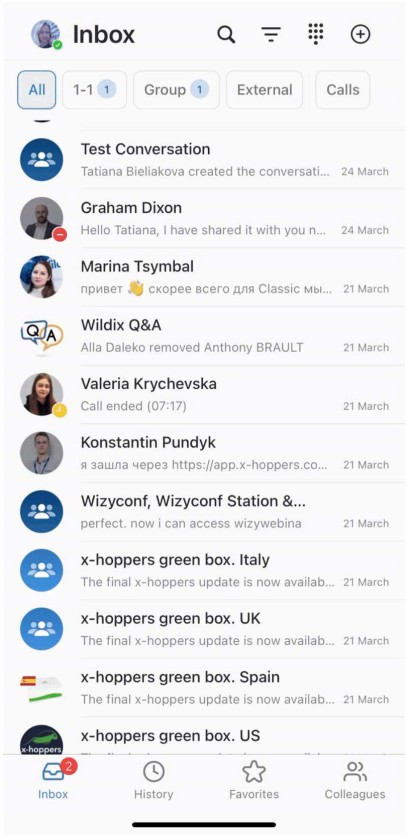
Tap **More** (three dots) to:

- **Mute:** lets you mute conversation for a period of time
- **Edit** the title and description of the conversation
- **Archive:** lets you archive the conversation
- **Leave conversation**



Pin conversations

Tap the necessary conversation and click **Pin**. To unpin a conversation, tap on it and press **Unpin**.

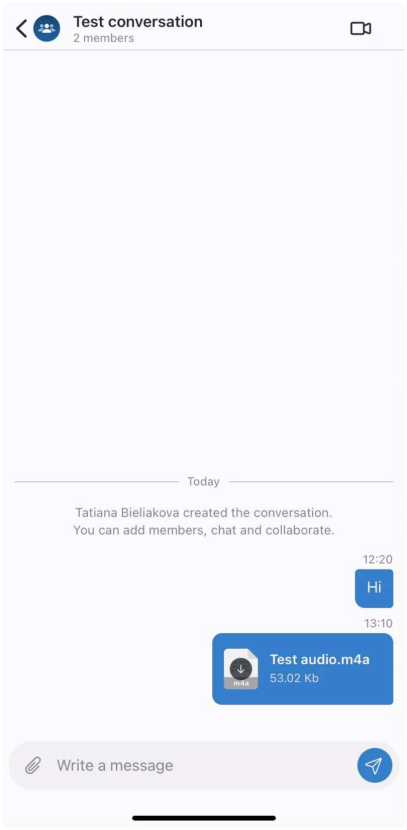


Note:

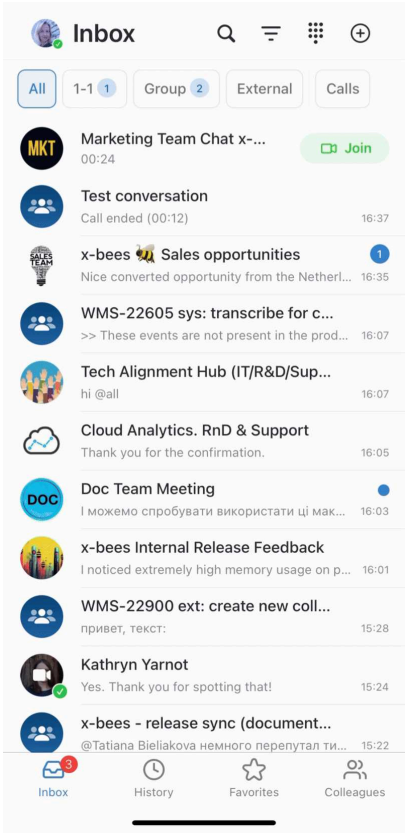
- Pinned conversations are displayed in the order of pinning and are synced between devices.
- The maximum number of pinned conversations is 10.
- Conversations with draft and new messages are displayed under pinned conversations. Conversations with an active conference is displayed at the top, above pinned conversations.
- The feature is available for all users and guests.

Start a conference or schedule an event

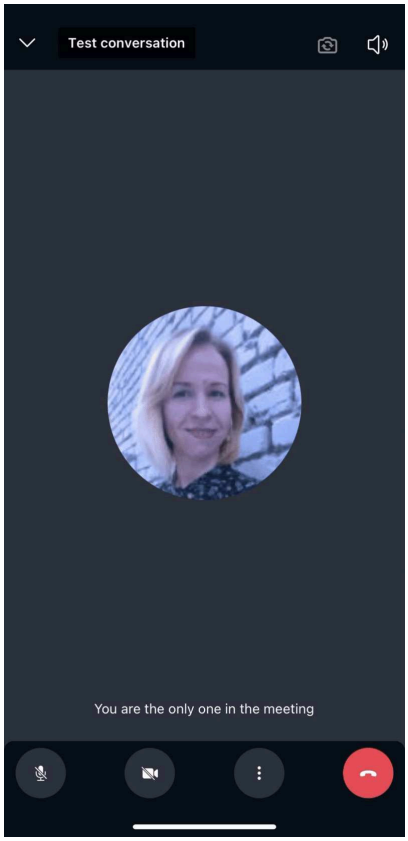
Start a conference with all the participants: inside a conversation, click on the **Video** icon from the upper right-hand part of the screen



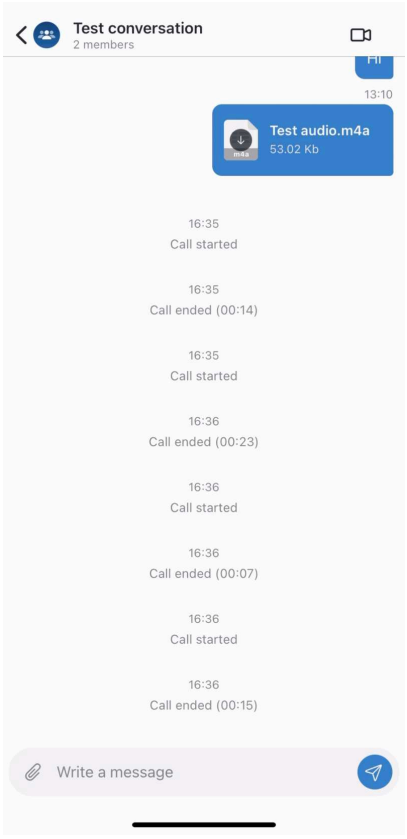
To join an active conference: press **Join**



If you wish to enable video preview when joining the conference, go to conference *Settings* -> tap **Enable video preview:**

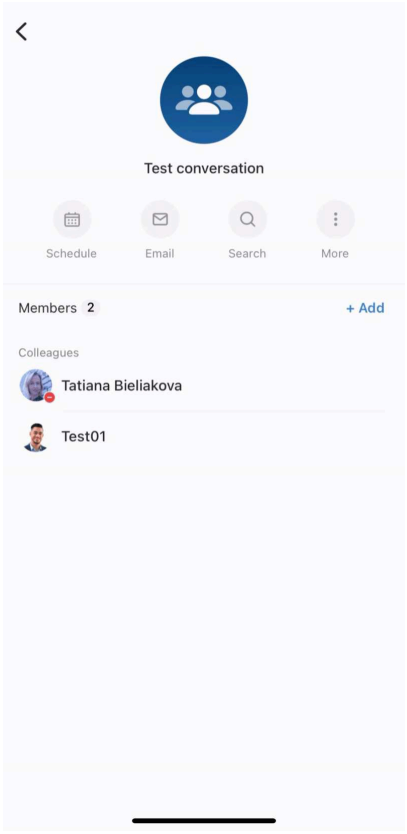


Next time, when joining a conference, you first get to the screen where you can configure microphone and video settings:



Schedule event in the calendar:

1. Inside a conversation tap on the picture next to its title
2. Tap **Schedule**
    - Make sure you select the correct calendar when scheduling an event from the mobile app

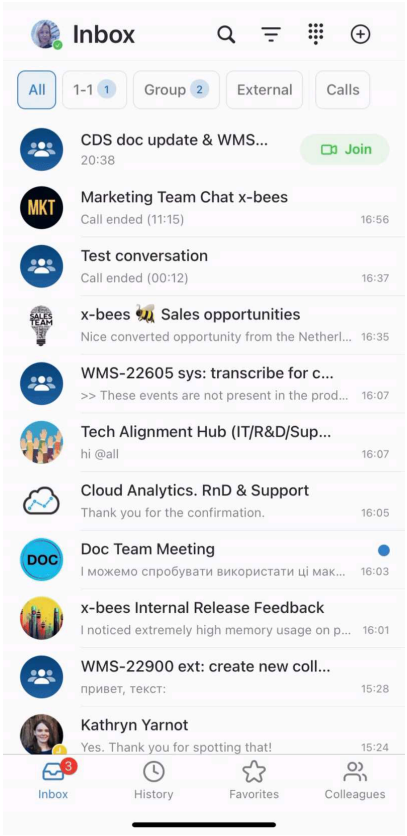


One-on-one conversations

You can start a one-on-one conversation (chat) with any match found in the Search field. It can be a colleague, a phonebook contact, or any external person present in your conversations.

Start a chat with a colleague or a phonebook contact:

1. From the *Inbox*, tap on the **Search** icon from the upper right-hand part of the screen to open the *Search field*
2. Type a name or a phone number to view matches, tap on the match to start a chat



Start a chat with an external person present in your conversations:

1. From the conversation, tap on the picture next to its title to open the *Info* screen
2. Tap on the person and tap **Send message**

Conversations features: reactions, quote, forward, pin, edit, delete, tagging, file sharing

The features described below are available both in one-on-one and in group conversations.

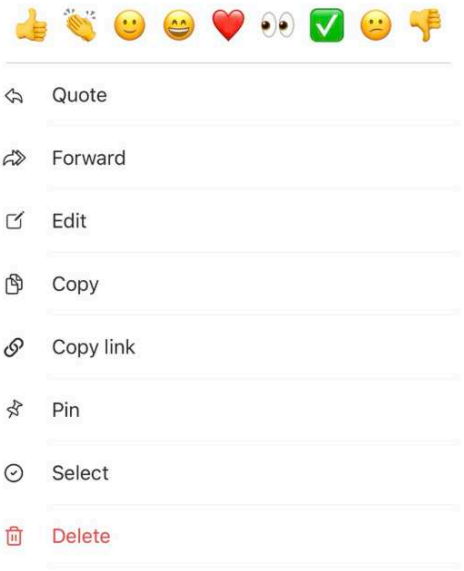
Inside a conversation, tap and hold on a message to view the available options:

- Leave a **reaction**
- **Quote**: respond to a particular message
- **Forward**: forward a message to another conversation (when forwarding a message, 10 most recent conversations are displayed as initial search results). You can also select multiple messages to forward at once. To do so, long-tap a message, select the desired messages, then tap **Forward**, select a recipient or group, and click **Send**.
- **Edit**: edit your message (available only for your messages)
- **Copy**: copy a message
- **Copy link**: copy link to the message (available only for PBX users, guests cannot copy message links)
- **Pin**: pin the message (available only for PBX users, guests cannot pin messages)

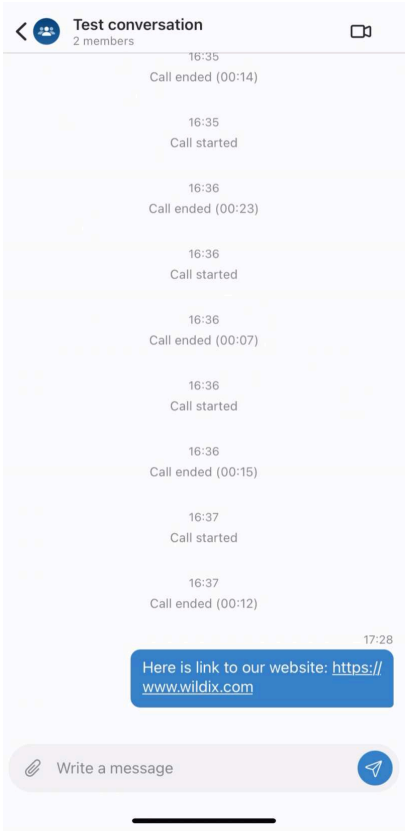
⚠ Note:

- The pinned messages feature is not available for conversations started via Chat/ Calendar link or website widget.
- To jump to a pinned message, click the *Arrow* button in the Pinned messages section. To unpin a message, hover the mouse over it and click *Unpin*.

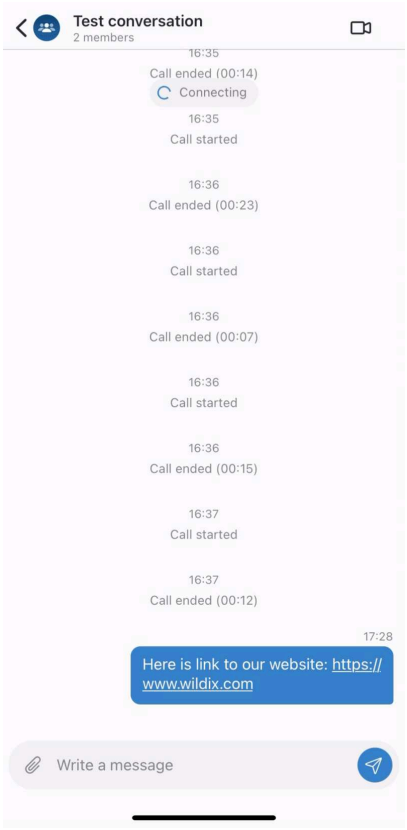
- **Select:** select a message (multiple messages can be selected at once)
- **Delete**: delete your message (available only for your messages)



Tag a particular participant in a conversation: type "@" and then select the participant to tag

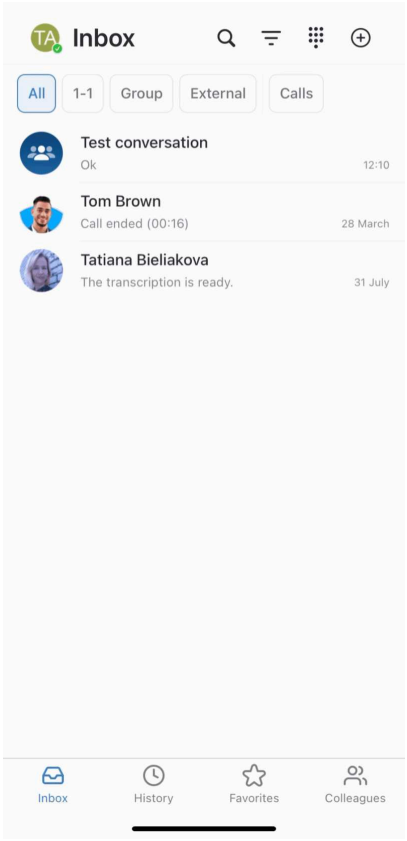


Send one more multiple files: tap on the paper clip icon from the input field to add your files

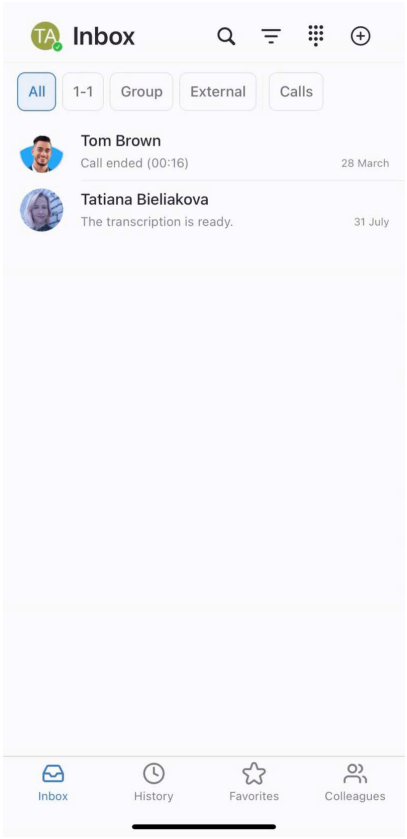


Archive or leave a conversation

- From the *Inbox*: tap and hold a particular conversation, then tap **Archive** or tap **Leave conversation**



To access archived conversations, tap the filter button and choose the option **Show archived.** To unarchive a conversation, press it and tap **Unarchive**:



Export conversation

From the *Inbox*: tap and hold a particular conversation, then tap **Export conversation.** The conversation will be exported in .txt format.

Edit conversation

You can edit conversation only from the Info frame:

1. Inside a conversation, tap on the picture next to its title, the Info frame will open.
2. Click the **More** icon and select **Edit**.

The Edit conversation settings window will open, where you can change the name of the conversation, add a description and enable/disable options such as:

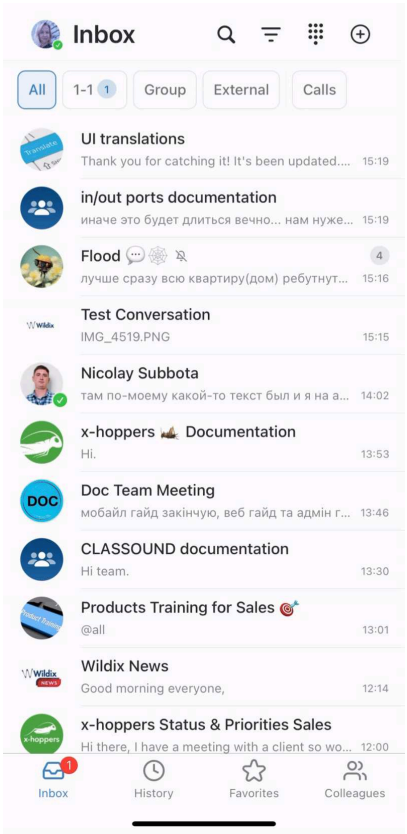
- *Read only conversation*
- *Available by link*
- *Auto record & transcribe conference*: when enabled, you can select the transcription language.

Conversation tabs

Conversations on the Inbox page in Collaboration 7 are split by the following tabs:

- *All*: displays all available conversations

- *1-1:* displays one-on-one conversations with internal users
- *Group*: displays group conversations with internal users
- *External:* includes both one-on-one and group conversations with external users
- *Calls*: includes call conversations



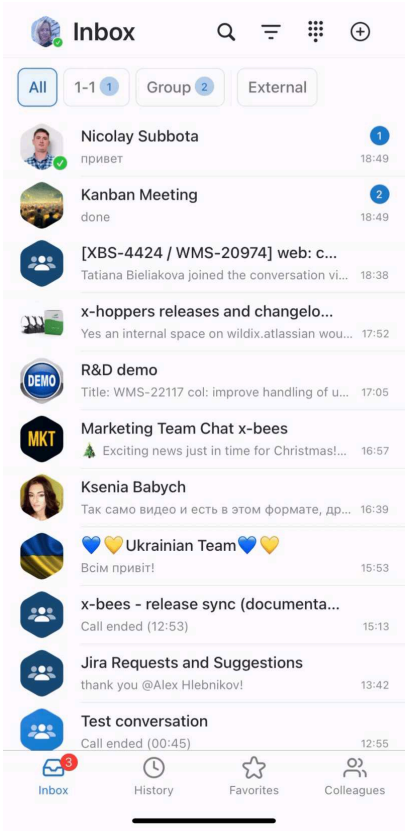
The number next to the tab name (for the tabs 1-1, Group, External) corresponds to the number of unread messages in conversations of the relevant tab.

On the All tab, there is no unread message counter - the total number of unread messages is displayed on the Inbox as before. When the new message is received, the counter gets active (blue). In case the tab was opened, but all new messages were not read, the counter becomes grey.

Filter conversations by unread messages

To have a quick access to conversations with unread messages, click on the **Filter** button next to Search -> choose the option **Filter by unread.**

To disable the filter, click on the Filter button again.

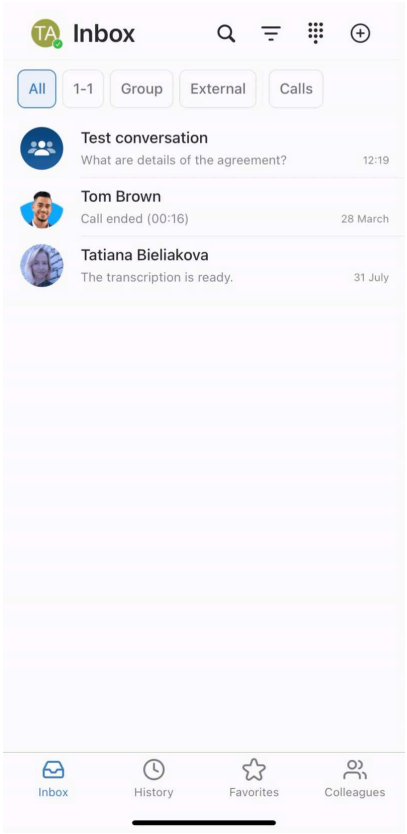


Note:

- The filter works for all tabs (All, 1-1, Group, External)
- Muted conversations are also displayed

Recent Searches

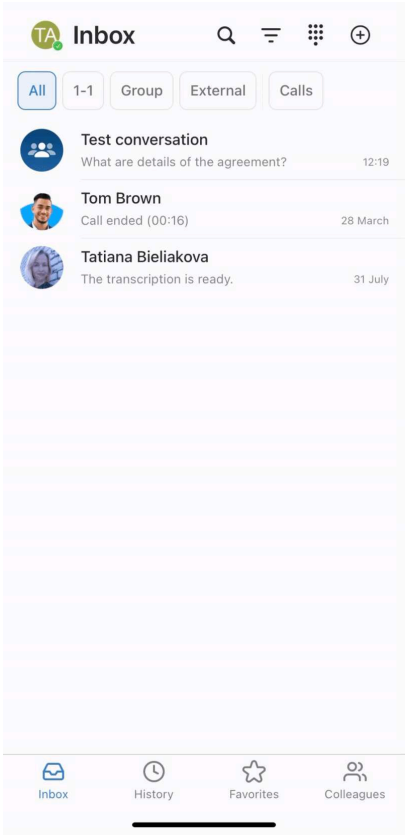
Before performing a search, you can see the last 3 searches of each category (conversations, messages, colleagues, contacts):



Note:

- Only items which a user interacted with (e.g. clicked on the search result) are saved to recent searches.

On other search tabs (Conversations, Messages, etc.) up to 10 recent search results are displayed. To clear recent searches, click **Clear**:



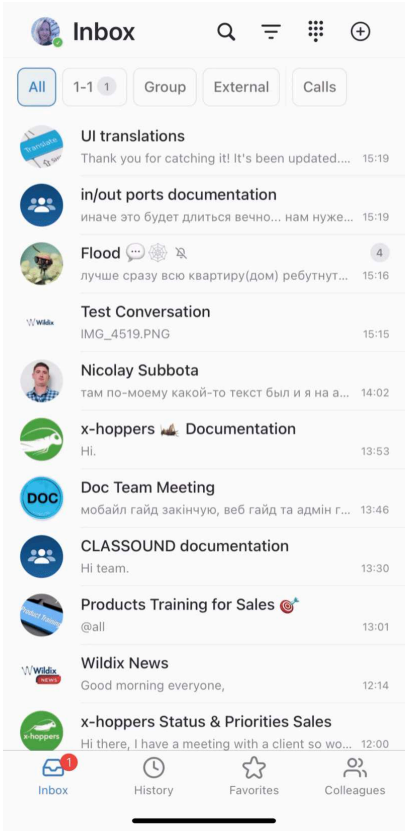
SMS Conversations

In some countries, it is possible to send two-way SMS/ MMS via Collaboration 7.

Requirements:

- CLASSOUND Pro
- CLASSOUND DID configured by admin as SMS number in WMS. Otherwise, the option “Create SMS conversation“ in Collaboration 7 is not available.

To create an SMS conversation, from the *Inbox* top panel, tap **+**, then choose the option **SMS conversation**, search for a contact or enter SMS Recipient number, choose Service and tap **Create conversation**:



Note:

- For more details and instructions on how to send and receive SMS, which countries are supported, etc. check out the guide How to send and receive SMS/ MMS via CLASSOUND.
- In case there was call with and later an SMS conversation is created with the same external contact, the call conversation and SMS conversation are linked and the conversation history is preserved.
- If another agent uses the "Create conversation" option to start an SMS chat with the same number and service, they will automatically join the existing conversation and have access to the full conversation history.

Generative AI Bot response rules

The AI Chat Agent response behavior depends on the type of conversation and its participants.

Simple group chats:

- In a group chat where only the user and the Generative AI bot are participants, the bot responds to user messages without requiring @mention or Quote
- After adding additional participants, the bot continues responding until another participant sends a message in the chat. After that, the bot responds only when explicitly mentioned via @mention or when replying to the bot's message using Quote
- In group chats created with three or more participants, where one of the participants is a Generative AI bot (or when a Generative AI bot is added to an existing chat with other participants), the bot responds only when explicitly mentioned via @mention or when replying to the bot's message using Quote

Kite chats:

- If a Kite chat has only two participants and one of them is the bot, the bot always responds, regardless of whether the other participant is an internal or external user
- If another internal user from the same organization as the bot is added to the chat, the bot responds to same organization users only when explicitly mentioned via @mention
- If an external user is added to the chat, the bot continues responding to that external user normally without requiring @mention or Quote

Calls

You can dial any internal or external number. You can search your Colleagues directory, your shared Phonebooks contacts and your phone Contacts.

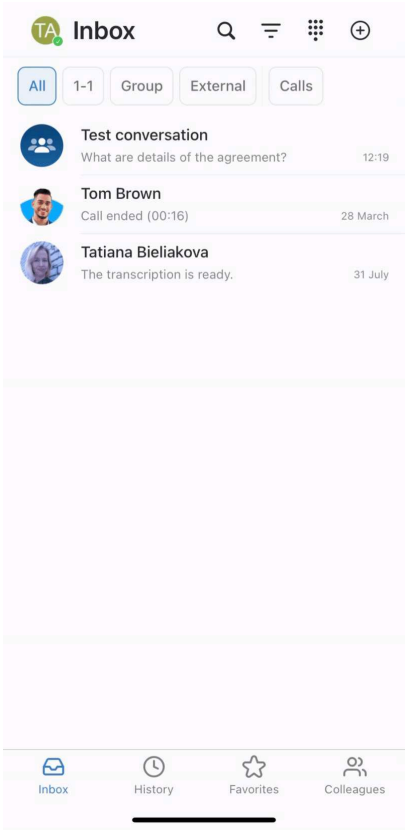
⚠ Note: To search in phone contacts, make sure to allow Contacts permissions on mobile.

Start a call from Dialpad

1. From the *Inbox,* tap on the **Dialpad** icon from the upper right-hand part of the screen
2. Type a name or a phone number to see the matches from the Colleagues directory or Phonebook contacts; otherwise, type an external number into the field

Make sure you use the preferred mode to generate a call:

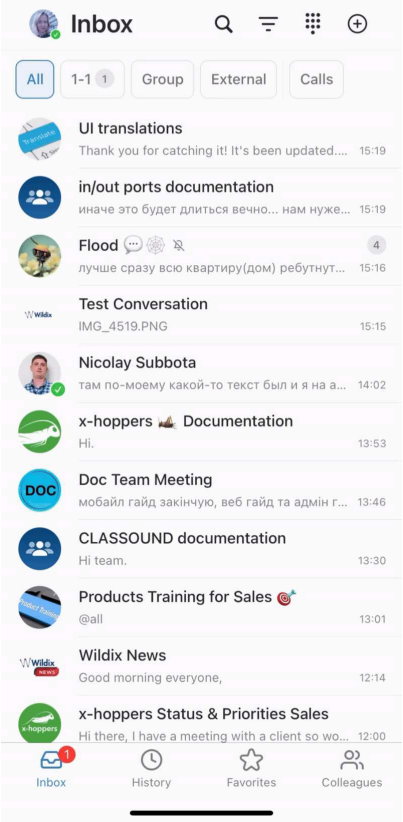
- *This device*: generates a call via the Wildix PBX on the current device.
    - Note: You can also choose another device registered to your account, including Web Collaboration 7, hardware phones (WP, W-AIR), W-AIR Headsets. Outgoing and incoming calls are received on the selected device, until another device is chosen.
- *Callback*: you instantly receive a callback to your mobile number from the Wildix PBX and then the outbound call to the destination is generated
- *Mobile*: generates a call via your mobile phone using your SIM card operator



Selecting Caller ID for outbound calls

If you need to make an external call, but don't want to show your office phone number, you can select the phone number of the relevant service (e.g. tech support, sales, accounting, etc.) before placing a call:

1. Open the Dialpad and click on the drop-down list at the top
2. Select the service (Call group) and make a call



The call is performed using CID for outbound calls of the selected Call group.

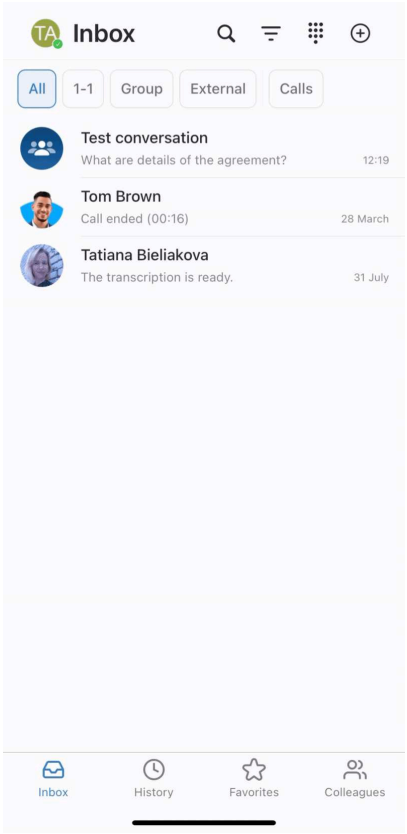
By default, the option “Personal” is displayed.

> ⚠ Note: The service (Call group) you select in the Dialpad will be applied globally, including WP 5 phones.

Call from Conversation

The **Call** option is only available in one-on-one conversations with other PBX users:

- Tap the **Handset** icon from the upper right-hand part of the conversation

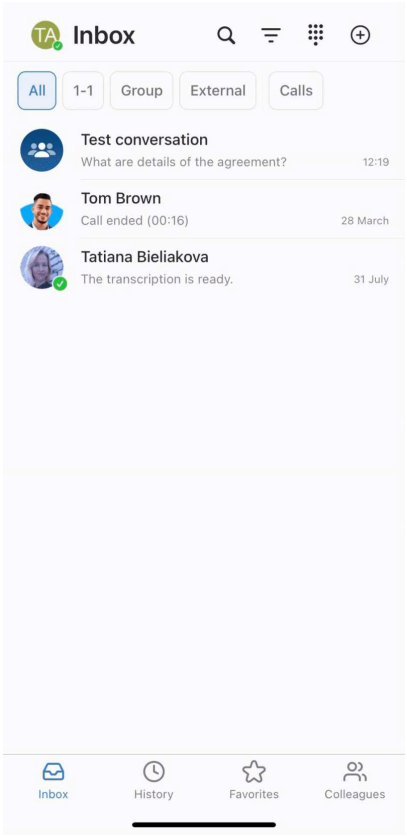


Call from Favorites tab

Note:

- Before using the feature, configure function keys (FK) in Coll -> *Favorites* tab. For more information, read Collaboration 7 Web User Guide, *Favorites tab* section.

1. Click on the **Favorites** tab
2. Tap the function key you want to call
3. Select the **Call** option from the drop-down list:



Note: function keys also allow you to monitor statuses, pick up calls, change statuses of trunks, timetables and switches, send DTMF etc. Check "Appendix 1: Monitoring of colleagues and features with Function keys" at the end of this guide for more information.

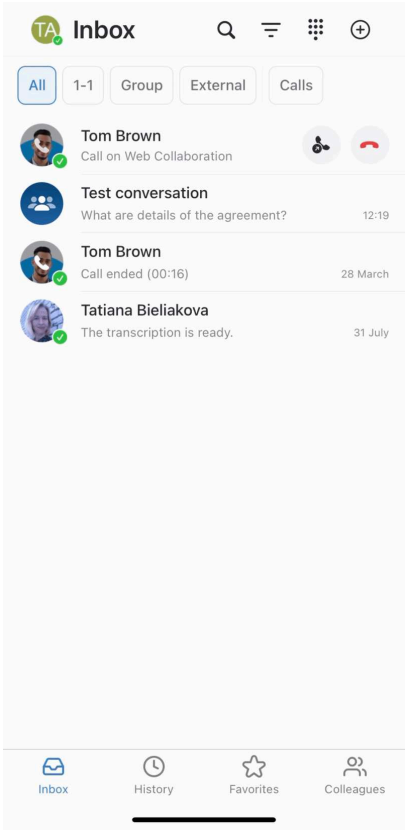
Manage calls

Note: Call recording is currently available only via the Feature code (*1 by default).

Note: You can now accept or decline incoming calls via Bluetooth devices on Android Auto.

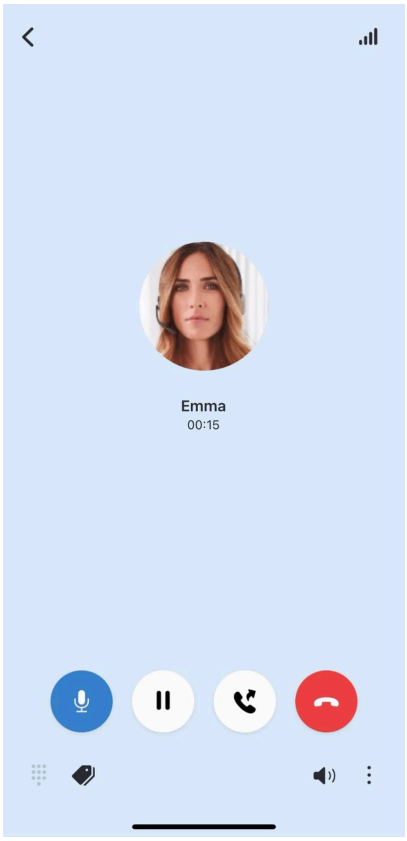
You can see all your active calls from the *Inbox* and manage them. The handset icon means that currently call is being managed on the web version of Collaboration 7.

Switch active device: tap the **handset** icon from the *Inbox* or from the *Active call* screen to continue it on the mobile app:



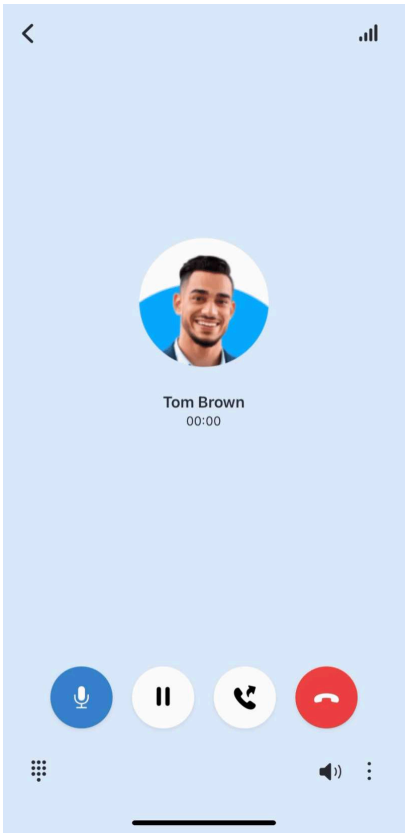
From the *Active call* screen, the following options are available:

- **Send DTMF**
- **Manage Tags** (available starting from WMS 7.01.20250409.1)
- **Mute/ unmute**
- **Hold/ resume**
- **Transfer a call**
- **End a call**



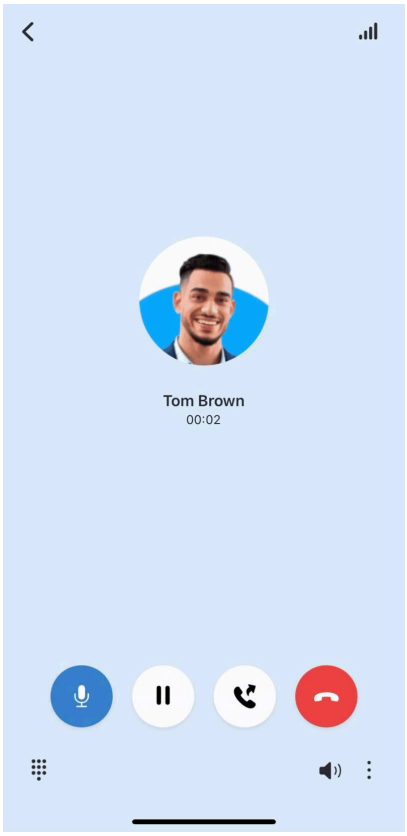
Clicking on the three dots icon in the bottom right corner of the screen, you also get the following options:

- **Start/ stop video**
- **Start/ stop recording**
- **Add participants to the call**



The option **Add participants to the call** allows to convert the call into a conference, inviting other members:

1. Press the button **Add participants to the call**
2. Enter the participants on the *Add Members* screen and press **Add**
3. A separate conversation with all the participants is created and a conference call is started automatically (active call is transferred to the conference call)



Transfer an active call via Favorites

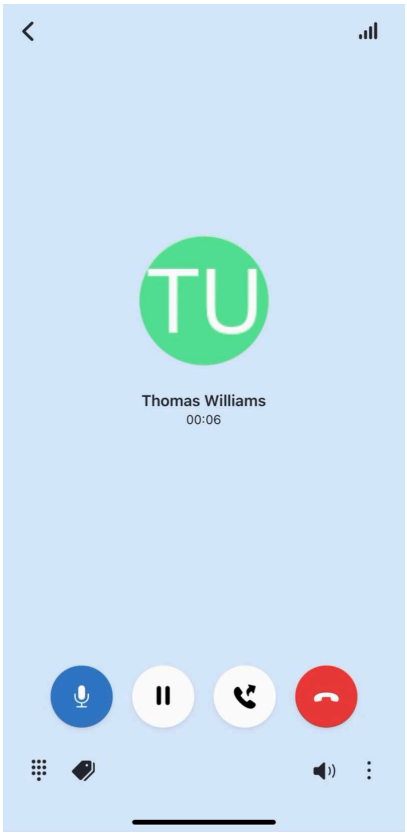
You can transfer an active call to a Park Orbit, Colleague, or Speed Dial extension directly from your Favorites:

1. During an active call, put the call on hold
2. Navigate to the *Favorites* tab
3. Tap the necessary function key (e.g., Park Orbit, Colleague, or Speed Dial) to complete the transfer.

How to perform attended transfer

To perform an attended transfer on mobile, you need to:

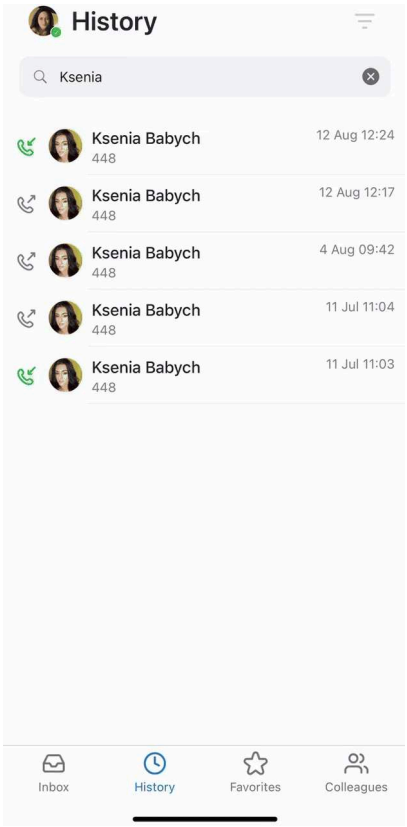
1. Put the active call on **Hold**
2. Return to the *Inbox* tab
3. Dial the user you wish to transfer the call to
4. During the call with this user press the **Transfer** button
5. Press the option **Transfer call to** <user>



History

You can filter history by:

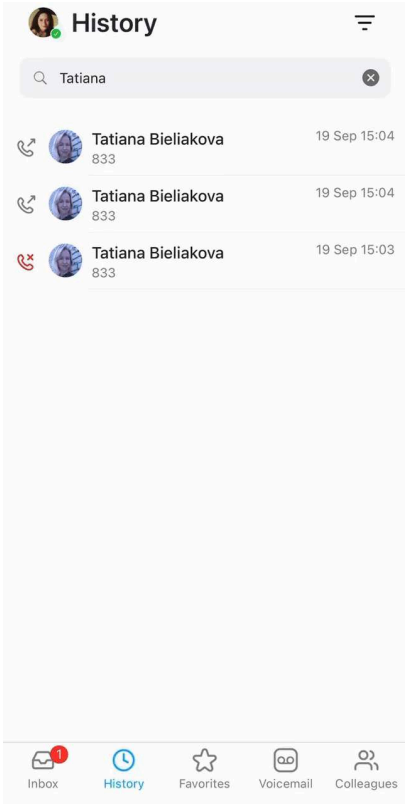
- Type
  - All history
  - Incoming call/Outgoing call
  - Incoming fax/Outgoing fax
  - Missed call
  - Voicemails
- Date
  - Today
  - Yesterday
  - This month
  - This quarter
  - Previous month
  - Last 7 days/Last 30 days
  - Custom date rage



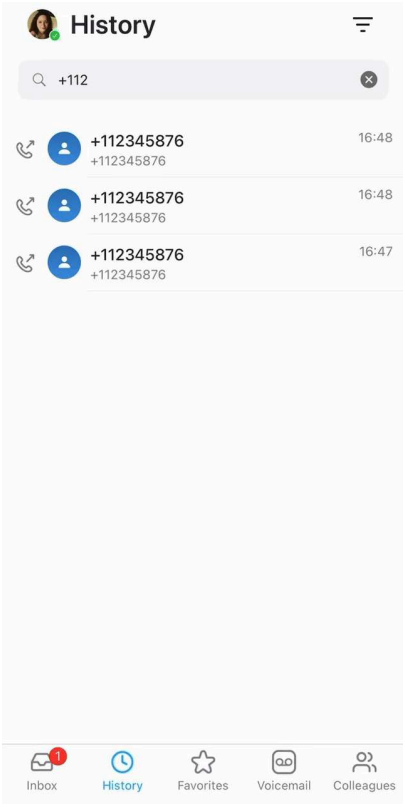
Also, you can easily search call history by typing a name or phone number in the Search field.

Tap on a call to:

- see the details (duration)
- call
- send message
- copy number



In case of an external call that has no contact match, you have an option to Create contact:



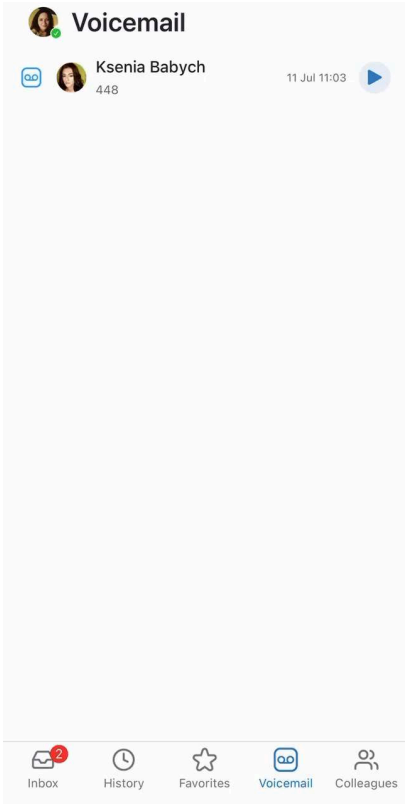
Notes:

- Currently there's no ability to listen to your Voicemails. You receive a copy of your Voicemails to email and you can use the feature code to listen to them (81 by default)

Voicemail

The Voicemail tab shows your personal and shared voicemails. You can listen to messages, mark them as read or unread, copy the number, delete or download any available recordings.

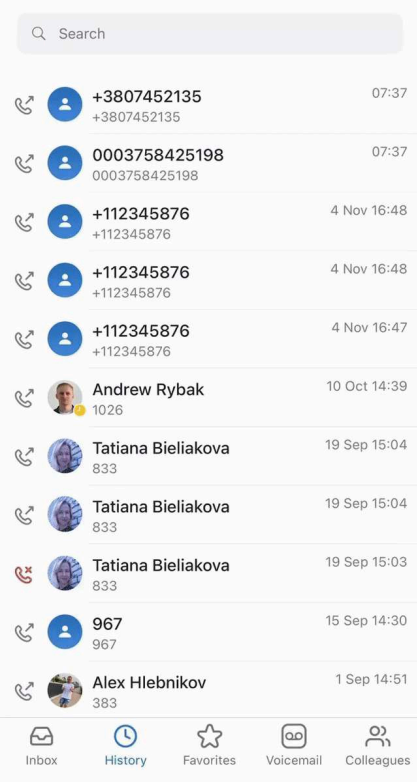
> Note: For each Call Group, the Call Group Manager receives missed call notifications in the Voicemail tab.



Contacts

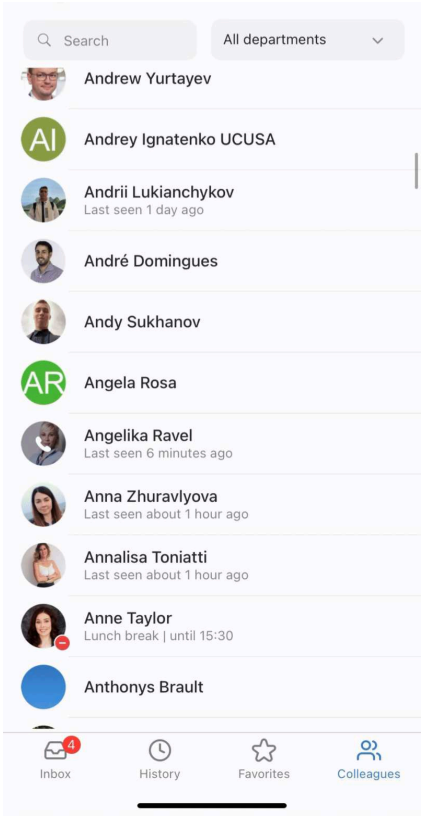
The tab displays the list of your colleagues split by departments and lets you monitor colleagues presence and status, see who's in a call or a conference, start a call, conversation, send email, etc.

When you open the Contacts tab, you can see colleagues of All departments by default. Tap *All departments* if you want to choose another department. Also, you can use the Search field to look for the necessary colleague:

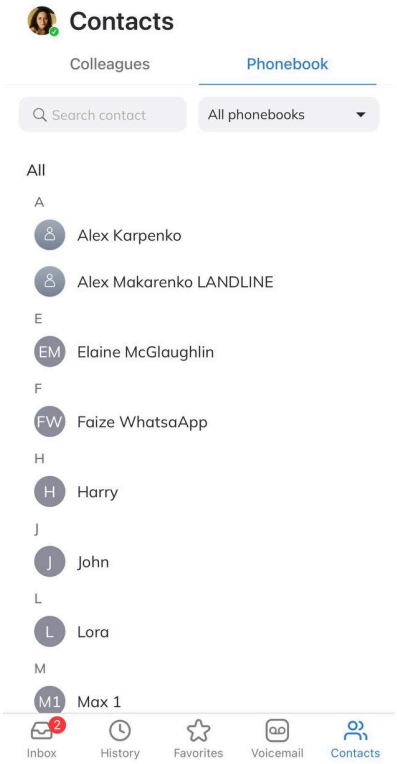


When a colleague is having a call, you can see the following options besides chat, email and call options:

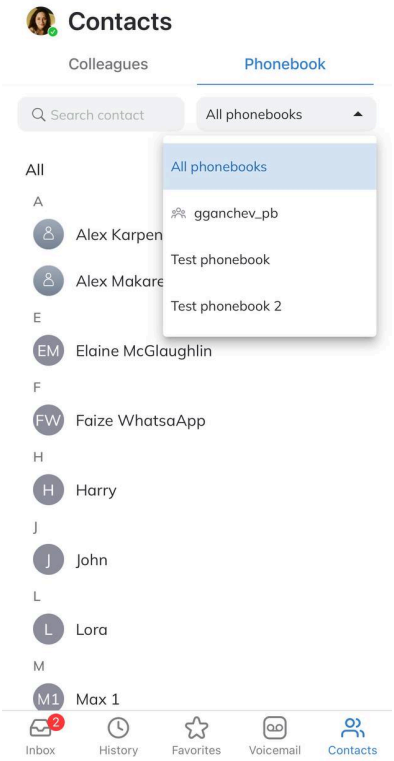
- *Listen:* implies silent intrusion
- *Barge:* call intrusion
- *Whisper:* partial intrusion



Also, you can manage phonebook contacts using the Phonebook tab. To find a colleague, use the *Search* field.

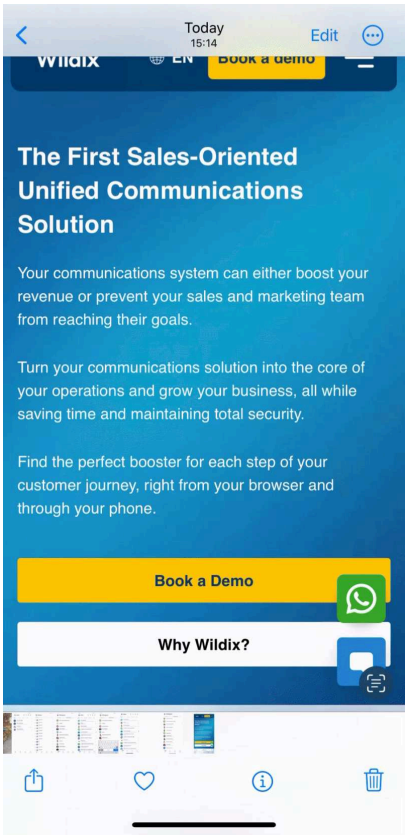


You can see colleagues from All phonebooks or choose the phonebook you are interested in. To select another phonebook, click **All phonebooks** and select the necessary phonebook:



Share items to Collaboration 7

It is possible to share items (e.g. images, files) to Collaboration 7:



⚠ Note: The maximum number of files that can be shared to Collaboration 7 at a time is 10.

Appendix 1: Monitoring of colleagues and features with Function keys

There is Favorites tab with Function keys (configured via Collaboration 7 web version), that allow to monitor colleagues and other features. See the list of function keys below:

1. **Colleague**

- Monitor status (ringing/in call; dnd/away)
- Call (tap the function key and select **Call**)
- Chat (tap the function key to open conversation)

⚠ Current limitation: Redirect to the conversation from "Colleagues" screen is performed only after an additional tap on a screen

- Email (tap the function key to open email client)
- Call pickup (tap the function key while the status is “ringing” and select **Pickup**)
  When Colleague is having an active call, you can see the following options:
  - *Listen:* implies silent intrusion
  - *Barge:* call intrusion
  - *Whisper:* partial intrusion

2. **Park Location**

- Pickup to resume a call

3. **Speed Dial**

- Call number configured as speed dial

4. **Timetable / Switch / 3 state switch**

- Monitor status (green/yellow/red)
    - Change status (tap the function key and select **Call**)

5. **Group Pick up**

- Pickup a ringing call of user belonging to your ACL group on the same PBX

6. **Call group**

- Monitor status (red=incoming call; green=idle)
    - Call a call group (tap the element and select **Call**)
    - Pickup a ringing call (tap the function key and select **Pickup** if red)

7. **Send DTMF**