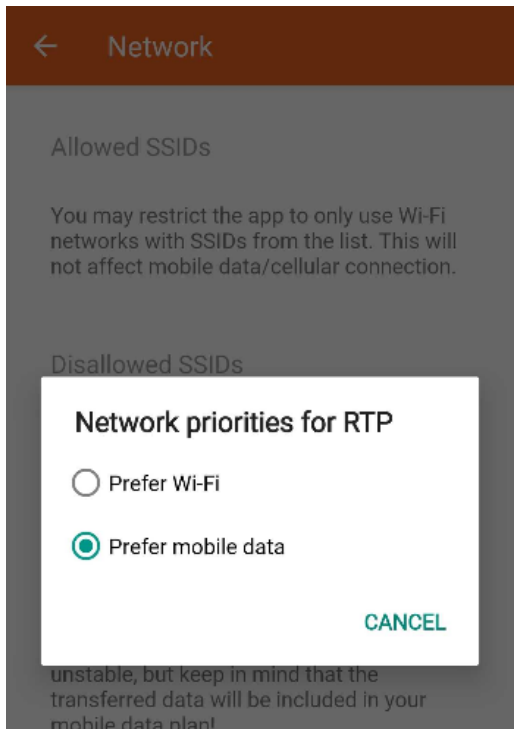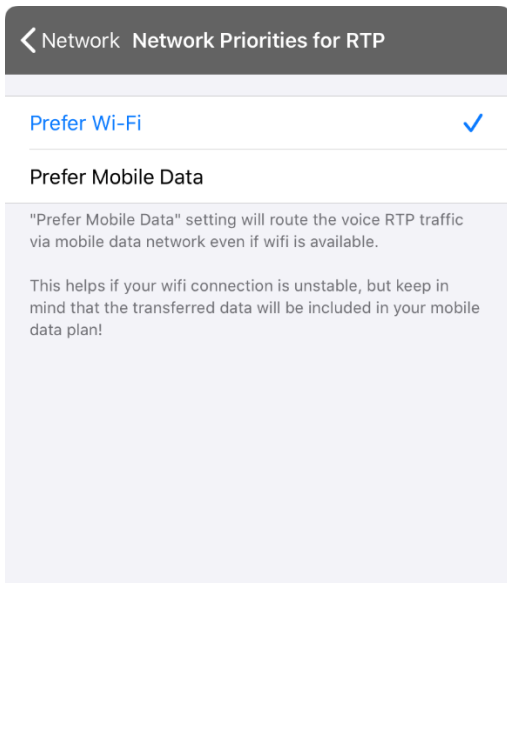# General Troubleshooting for the TeleVoIPs Softphone

The TeleVoIPs Softphone is an app that can be downloaded from the Google Play and Apple App stores. It provides the ability to use your TeleVoIPs Extension on your mobile phone. For details and features [Read More Here](#).

Quick Tips for the Best User Experience:

1. On android devices, check to make sure the TeleVoIPs Softphone app is not enabled for battery optimization (not optimized). This can be controlled in the android app settings.
2. When possible, use a WiFi connection that you know provides a high-quality connection to the internet to make and receive calls.
3. Be aware of your WiFi connection's range and limitations as quality loss will occur when moving away from or between different networks.
4. We recommend avoiding Public WiFi connections, as they can sometimes be unstable or over saturated. The quality of your call depends on the quality of your network connection.
5. While on an active call, do not transition between different WiFi networks, access points, or between WiFi and 4G Networks.
6. If you intend to move between these networks while on an active call, use the below settings to always prefer 4G Networks or ignore certain WiFi connections.

Android	Apple
Settings → Preferences → Network → Network Priorities for RTP	Settings → Preferences → Network → Priorities for RTP

Echo:

If you or the person you are speaking with is hearing an Echo:
1. It is recommended to enable the echo cancellation in settings if you are experiencing an echo.
2. If using speaker mode, turn back to normal handset mode or consider a Bluetooth headset.
3. Adjust the playback and microphone boosts to lowest volumes.

FAQs:

How do I know if I installed the correct TeleVoIPs Mobile App?

Below are a few identifying characteristics of our two mobile apps:

- When logged in our **Original Mobile App** has Square Buttons, while the **TeleVoIPs Softphone** has round buttons.
- When logged out, the **Original Mobile App** has a Version Number, while the **TeleVoIPs Softphone** has a QR Code.

Why isn't my TeleVoIPs Softphone App ringing?

1. Check if DND is on, by viewing the TeleVoIPs icon in the top left corner of the screen (it will show a DND marker). Click the TeleVoIPs icon to toggle off DND. See screenshots below.
2. Verify that push notifications are on in the softphone by using the 3 dots in the upper righthand corner of the dialer screen to enter Settings.
3. Click "Incoming Calls" and ensure "Push notifications" is selected.
4. If you have a desk phone, make sure it is not set to Do Not Disturb.
5. If you use the Virtual Switchboard, make sure you are set to available.
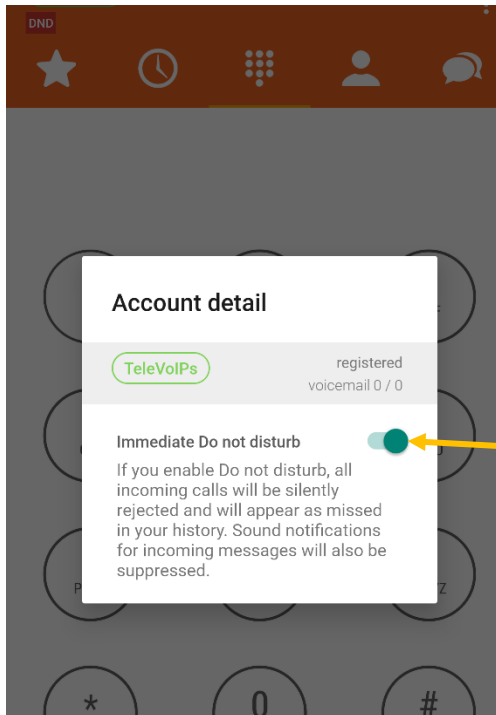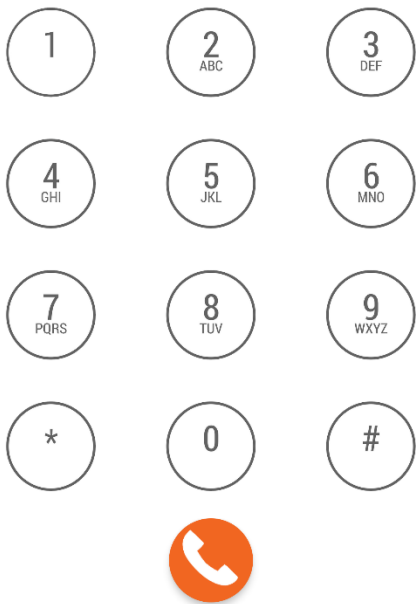6. Perform a test call to ensure softphone begins ringing.

Note the DND icon next to the TeleVoIPs button. This indicates DND is ON.

The color of the TeleVoIPs button indicates whether push notifications have been enabled.

Green=notifications on

Red=disconnected

Clicking the TeleVoIPs icon in the top left will allow you to turn DND off using the toggle button here.

Account detail

TeleVoIPs registered
voicemail 0 / 0

Immediate Do not disturb

If you enable Do not disturb, all incoming calls will be silently rejected and will appear as missed in your history. Sound notifications for incoming messages will also be suppressed.

Why can't people hear me when using the TeleVoIPs Softphone?

The TeleVoIPs Softphone requires permissions to your microphone. Please make sure that all permissions are allowed in your Devices settings. Below are instructions on how to check your permission settings:

Android:

1. On your phone, open the Settings app.
2. Tap Apps & notifications.
3. Tap the TeleVoIPs app. If you can't find it, first tap See all apps or App info.
4. Tap Permissions.
5. If you allowed or denied any permissions for the app, you'll find them here. To change a permission setting, tap it, then choose Allow or Deny.

iPhone:

1. On your phone, open the Settings app.
2. Scroll down to where your phone's apps are listed.
3. Tap the TeleVoIPs app.
4. If you allowed or denied any permissions for the app, you'll find them here. To change a permission setting, simply toggle the button. Green to allow, grey to disable.

Known Issues:

On the iOS version of the TeleVoIPs Softphone App, incoming calls still ring once when on Do-Not-Disturb is activated. This is caused by a change to how Apple processes Push notifications in their latest release. To resolve this, we recommend setting your incoming calls to OFF under settings. We are hoping to fix this in our next release.