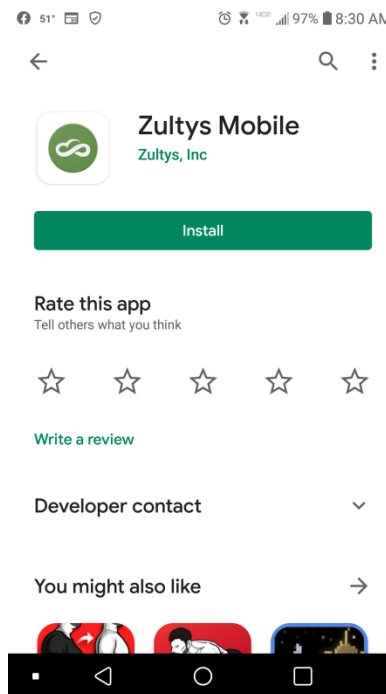


How to Install and configure Zultys Mobile Communicator

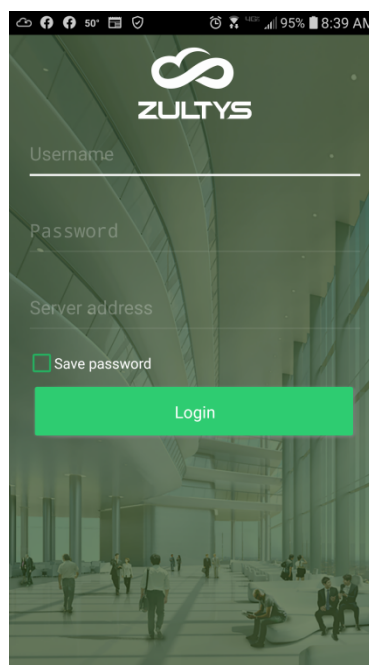


ANDROID

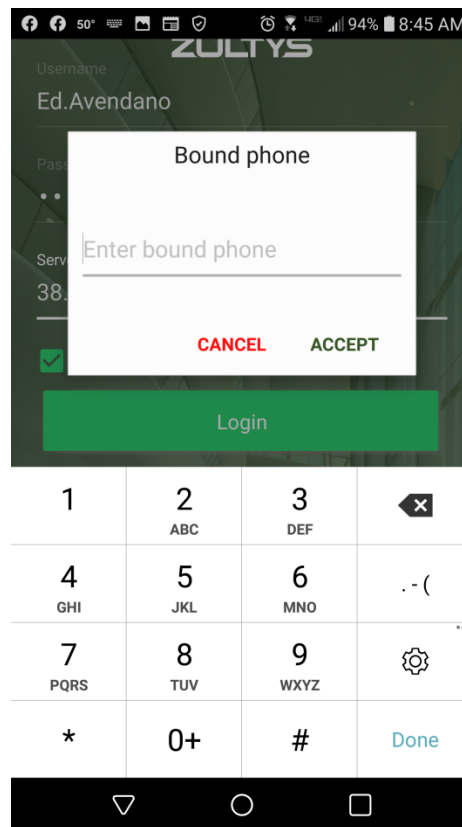
Step 1. Go to the Play Store on your Android Device and type “Zultys”. Download and install the App.



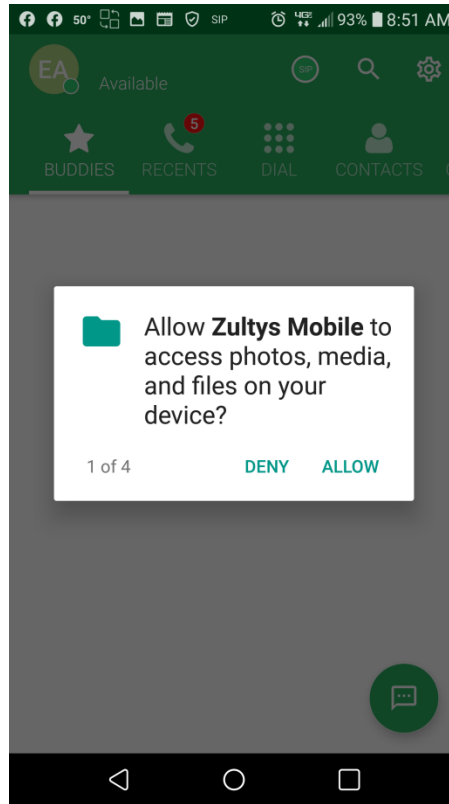
Step 2. Type in your credentials this will be provided to you by Ideacom or your office administrator.



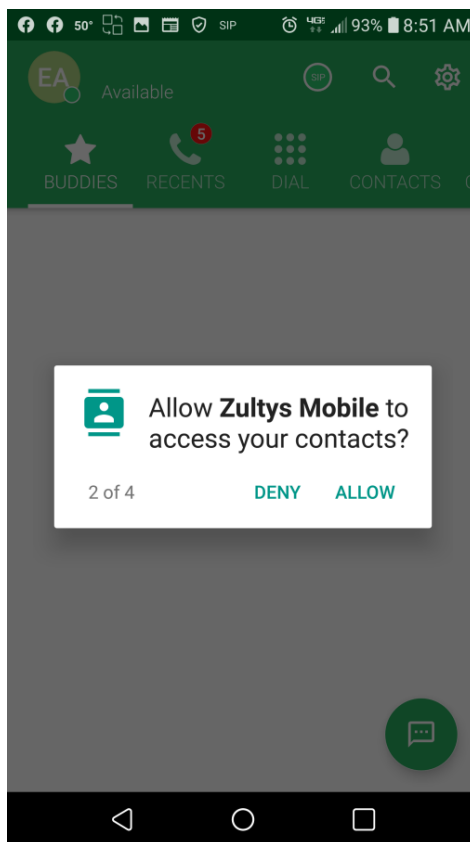
Step 3. Once you type in your credentials you should see a pop up asking to “Enter bound phone” type your cell phone number you are on and click Accept. (Do not bind the cell phone to both the mobile app and the ZAC application simultaneously as it will not work properly).



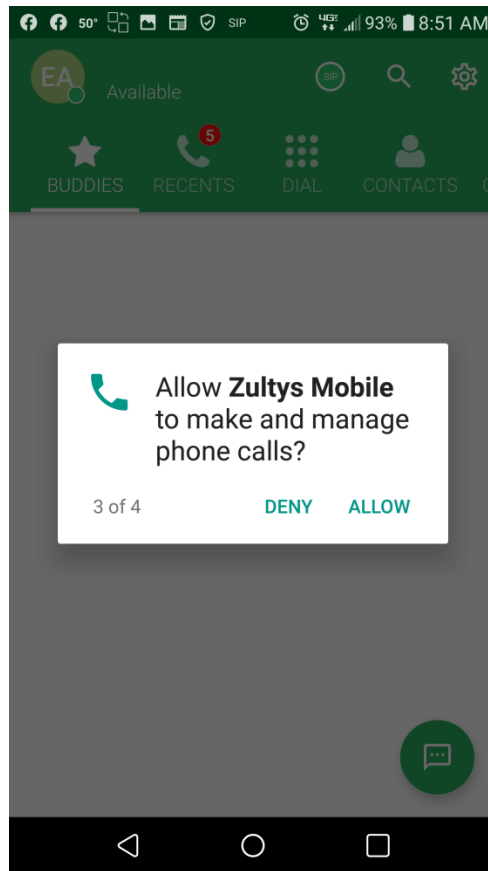
Step 4. Once you login you should see a pop up asking for permission to allow Zultys Mobile to access photos, media, and files on your device. Press Allow. (You must select allow for the APP to function correctly)



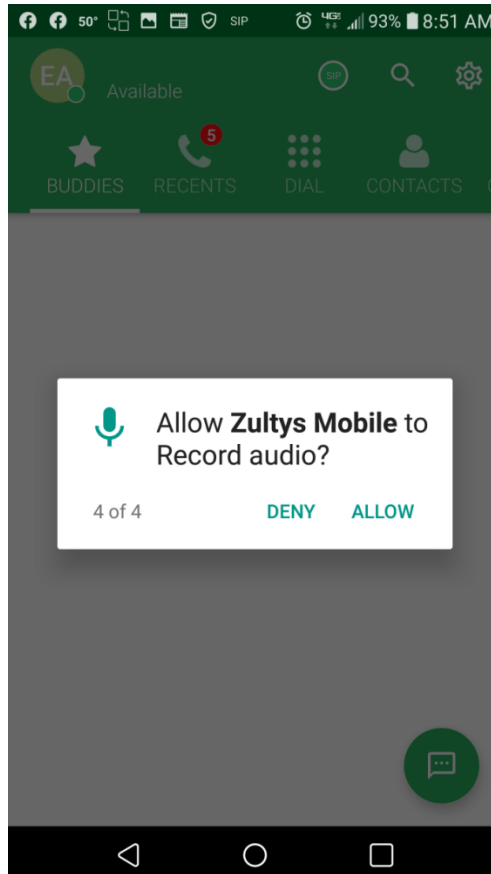
Step 5. You should then see a pop up asking for permission to access your contacts. Press Allow (This will allow you to see when other users are online).



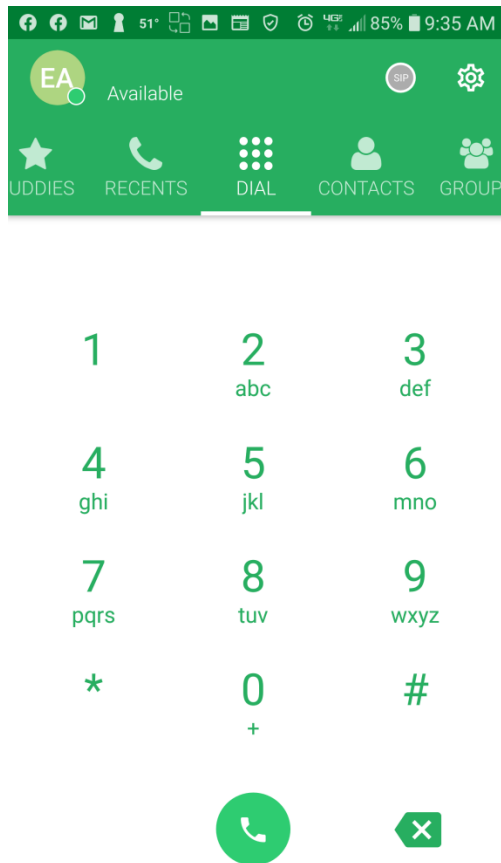
Step 6. Select Allow on Zultys Mobile to make an manage phone calls.



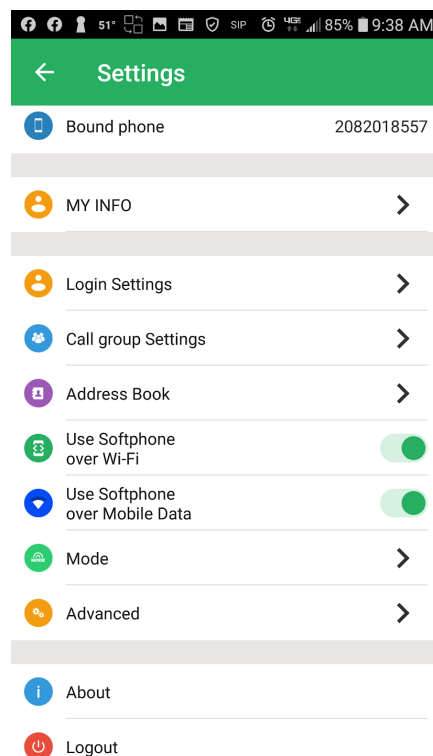
Step 7. Select Allow on Zultys Mobile to make an manage phone calls.



Step 8. Click on the top right corner on the sprocket this will take you the settings menu.



Step 9. Once in Settings verify the Bound Phone is set to your cell phone #. Then verify Use Softphone over Wi-Fi and Use Softphone Over Mobile Data are highlighted green. On Mode make sure it says Local.



Step 10. Once in Settings click on Advanced Change NAT awareness to highlight green. Change SIP Transport from Auto to UDP. The last step is to ensure Local SIP Port is set to 5062, MX SIP port is set to 5060 & RTP port from is set to 3000. Once this step is complete your device is now ready.

INCORRECT

Advanced

NAT awareness

☐

Local SIP port

5062

MX SIP port

5060

RTP ports from

3000

SIP transport

Auto

VM Gain (dB)

7

Use AEC

☐

AEC tail

200

Clear IM history

Clear

Application logging level

High

CORRECT

Advanced

NAT awareness

☒

Local SIP port

5062

MX SIP port

5060

RTP ports from

3000

SIP transport

UDP

VM Gain (dB)

10

Use AEC

☒

AEC tail

200

Clear IM history

Clear

Application logging level

High