

MOT/Phone

For Android

User's Guide



User Guide(Ver9.2.0)

V.6.4

2020/01/22

OFFICE24 Co., Ltd.

Download and Installation

Please search and download MOT/Phone from Google Play Store
Check the internet access with smartphone.

① Search and Download App from Play Store

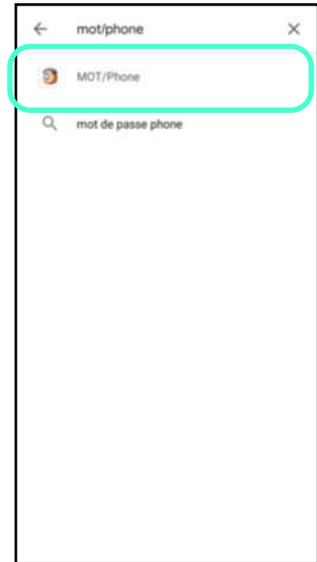
■ Click the Play Store



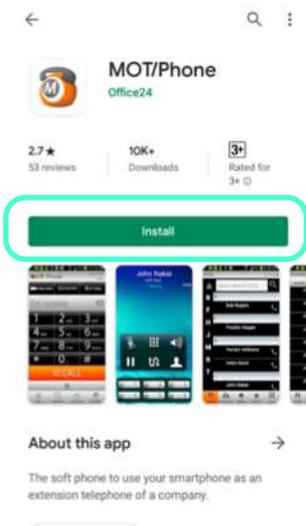
■ Serch 「motphone」



■ Select 「MOT/Phone」



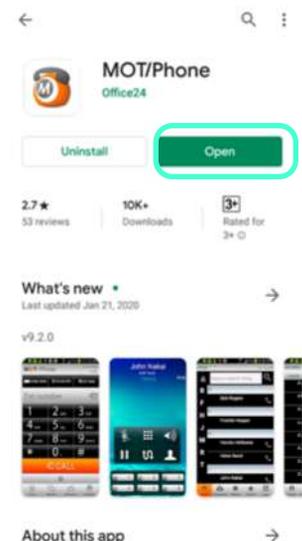
■ Click [Install]



■ Please click [Agree] and install



■ Click [Open] after installed



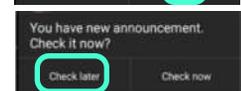
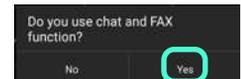
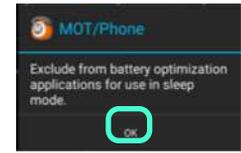
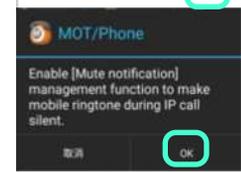
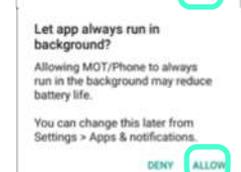
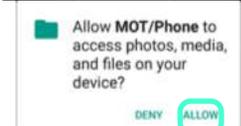
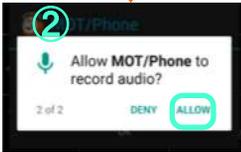
Notice

・ If you installed other VoIP Apps such as Skype, you may not be able to hear the other party's voice when using MOT / Phone calls. If you encounter this problem, please close or remove other VoIP Apps.

Authorization(OS6 or above)

For Android phones after OS6.0 (Marshmallow), device permissions must be enabled according to the functions.

Please select "Yes" or "Allow" for all dialogs displayed when you first launch the application



After the installation is complete, the main dialogs ① ~ ② will be displayed when the app is launched for the first time.

① Allow MOT/Phone to make and manage phone calls ?

This is required for phone functions .

② Allow MOT/Phone to record audio ?

This is required for phone functions.

※ This ①② must be authorized to call, if not allowed, you must reinstall this application to get permissions.

Other function licenses may display different dialog options (such as the left pics) depending on the model. Please select "Yes" or "Allow" to all .

Allow to access contacts

This is required for phone functions.

Allow to access photos, media and files

This is required for Chat function, import and export.

Mute notification (please check next page)

Allow to access location

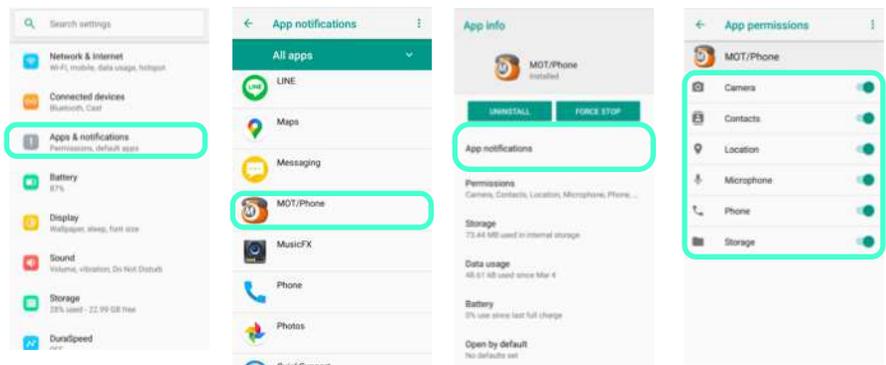
This is required for Chat function or Attendance .

If the authorization dialog does not appear

Please go to the phone settings to enable the authorizations.

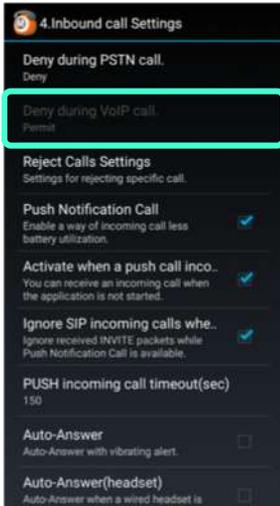
Authorization (From Phone Setting)

Phone Settings > Applications > MOT/Phone > App authorizations



Mute Notification

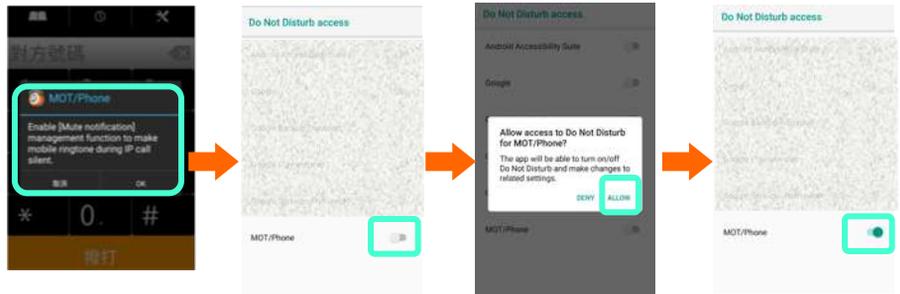
This setting can mute the phone ringtone (only during IP call), so that the phone ringtone is interrupted during IP call, so that the phone ringtone does not affect IP call.



Before Android OS8

During an IP call, you can choose to "Deny" or "Permit" incoming mobile calls. The default setting is "Deny". To enable this option, please follow the steps as below.

After installing the app, select OK in "Mute notification" to mute "Phone ringtones during IP calls". Follow the steps below to enable management functions.



Android OS8 or above

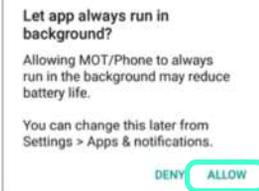
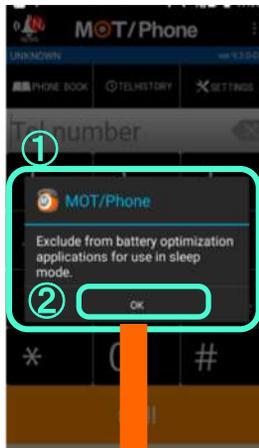
Because the mobile phone call during the IP call cannot be automatically rejected, it will be automatically "Permit". When the application is started for the first time, the above dialog box will be displayed. Follow the same steps to enable the management function.

Notice

On some phones, "Unsupported" is displayed when you go to the phone's original system management screen, and [Mute Notification] cannot be enabled.

In this case, after returning to MOT / Phone, select [Cancel] in the redisplayed dialog box.

For phones with OS 6.0 (Marshmallow) or above, do not optimize the battery usage for network communication even during sleep.



① Notification dialog is displayed

If MOT / Phone battery optimization has not been disabled on phones with OS 6.0 or later, a notification dialog will be displayed when launch the dial screen.

② Dialog options

After pressing the "OK" button in the notification dialog, a dialog will be displayed to disable MOT / Phone battery usage optimization. (Content varies by device)

③ Optimization or power saving function is invalid

When battery optimization is disabled, it will be registered in the "Unoptimized Application" in the "Battery" item on the phone system setting screen, and the notification dialog will no longer be displayed on the dial screen of MOT / Phone.

MOT/Phone screen description

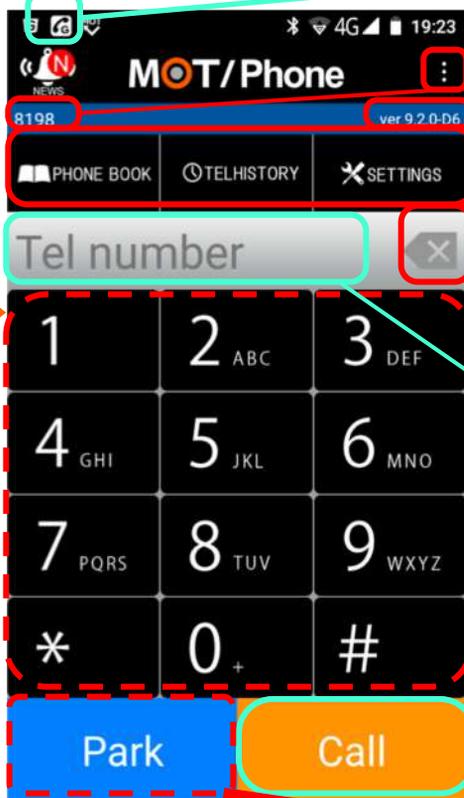
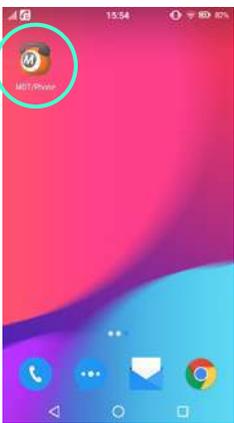
How to active and exit the MOT/Phone App.

After installation, it will start automatically when the phone is restarted.

■Active MOT/Phone

Click the MOT / Phone application icon on the phone page to active app.

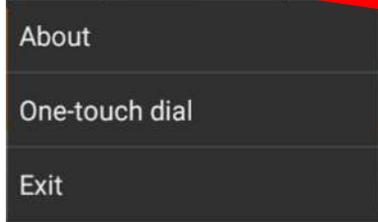
■MOT/Phone screen



- ① Status Icon
- ② Submenu button
- ③ Extension number in operation
- ④ App Versin
- ⑤ Shortcut Bar
 - Phone book (Contacts)
 - Tel History (Call histories)
 - Settings (Setting page)
- ⑥ Number delete key
- ⑦ Tel number input
 - ※ use dial pad or keyboard numeric input
- ⑧ Dial pad
 - Long press a single number to enter One touch settings
- ⑨ Call out key
 - Long press for redial

Icon Display

If the icon is not displayed on the home screen, please find the MOT / Phone app from your phone's "App Icon" and move it to the home screen.
 ※ Please refer to the operation method of each mobile phone model



- ② Submenu button options
 - About (usage guidelines)
 - One-touch dial
 - Exit (App is completely closed)
- ⑩ Park Hold
 - ※ Display when active Park hold.
 - ※ 通話時也會顯示保留/轉接按鈕。

Exit App

Exit MOT/Phone app for completely closed.

The settings will not be applied until you exit and restart MOT/PHONE again.

If you press the exit key in the submenu to exit the program, the program will not restart automatically unless you restart the phone.

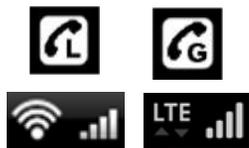
① First launch



Click the App icon to activate



② Activate



Status Icons



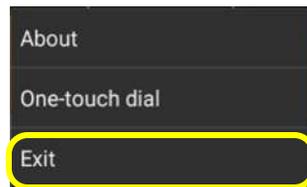
Check the operation status



③ Close from status bar

③ Exit from App

③ Restart phone



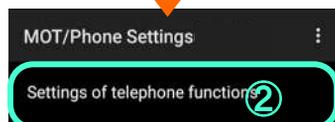
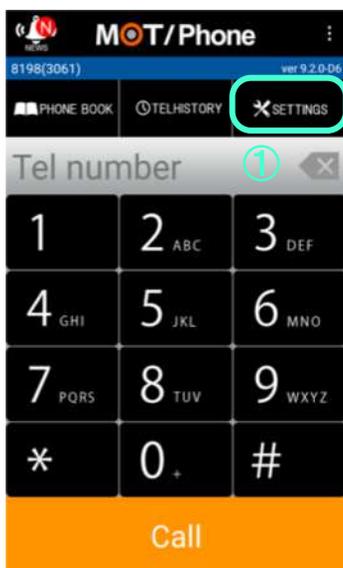
④ Relaunch automatically

No longer running

MOT/Phone operates automatically when the smartphone is restarted while the application is running.

Restart after click Icon

使用MOT/Phone前必須依照指示設定。
可直接點選撥號盤畫面中的右上「設定」圖示進入設定項目畫面。



① Click "Settings"

Launch MOT/Phone, then click the "Settings" button in the shortcut bar at the top of the displayed dial screen. °

② Click "Setting of telephone function"

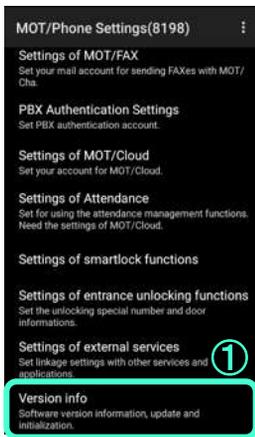
Please click the 「Setting of telephone function」 °

③ Setting options

The Setting options as below:

- 1 · **Account Settings**
Required settings.
Setup the Ext. No./Password/Server IP.
- 2 · **Secondary Account Settings**
Setting when connect the second MOT/PBX or MOT/TEL.
Can be switched with the primary account.
- 3 · **Outbound Call Settings**
Setting the outbound calls preferences.
Setting Prefix 、 Mobile call select...etc.
- 4 · **Inbound call Settings**
Setting the preferences when receiving calls.
Deny ringing during call 、 Show Caller ID 、 Auto answer...etc.
※Cannot setting the Deny during VoIP Call when the OS is 8.0 or 8.1 .
The default setting is "Permit"
- 5 · **Volume/Ringtone Settings**
Adjust the voice volume and ringtones settings.
- 6 · **Audio Codec Settings**
Setting Audio Codecs for voice calls.
- 7 · **Line-Key Settings**
Setting for Park Hold °
- 8 · **One-touch dial functions**
Setting the One-touch key.
- 9 · **Advanced settings**
Setting Smartmenu 、 sound quality...etc.

For Android OS8 or above, you can set detailed settings for notification related functions of MOT/Phone.



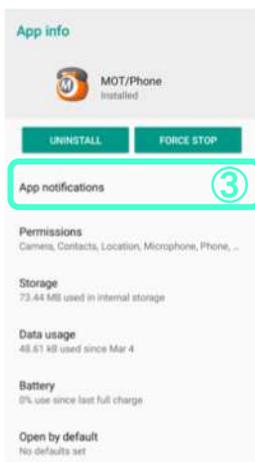
① [Version info](#)

Click 「Version info」 in 「Settings」 page ◦



② [Application information](#)

Click 「Application information」 ◦

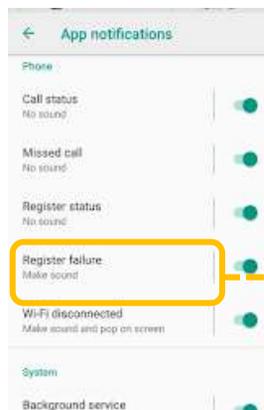


③ [App notifications](#)

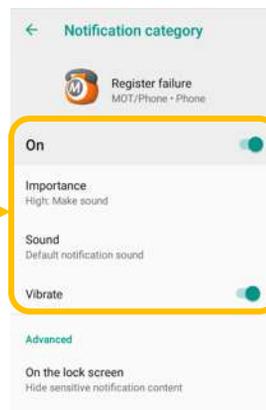
Auto access the mobile phone system notification related setting screen of the MOT/Phone App.

[Detail settings in App notifications](#)

Notification switch for each function: settings and changes of sound, vibration, LED flash, etc.



Notification settings



Detailed settings for notifications



Importance setting 4 levels to choose from.

Notice

- Vibration behavior when registration fails
- Since the settings at the time of installation have "Sound", "Vibration" and "LED" enabled, please set the importance of "Registration Failure" to "Medium" when stopping sound or vibration.
- ※ When the importance is set to "Medium" or less, the LED flash function is OFF.

Notification Settings (after OS10)

Android OS10以後版本、MOT/Phoneの着信時に通知を使用します。



① [通知]類別設定

請開啟通知設定畫面中的[通知]類別的「顯示通知」設定。

② [來電通知]設定

點選後將顯示「來電通知」的詳細設定。

③ 開啟通知

請開啟「來電通知」內的顯示通知。

④ 通知重要性設定

請將「來電通知」的重要性設定為最高等級(發出音效並彈出通知)。

各設定項名稱可能因手機機型不同而有差異。

注意事項

若使用靜音模式並設定來電不顯示的話，通知顯示畫面可能無法正常顯示。

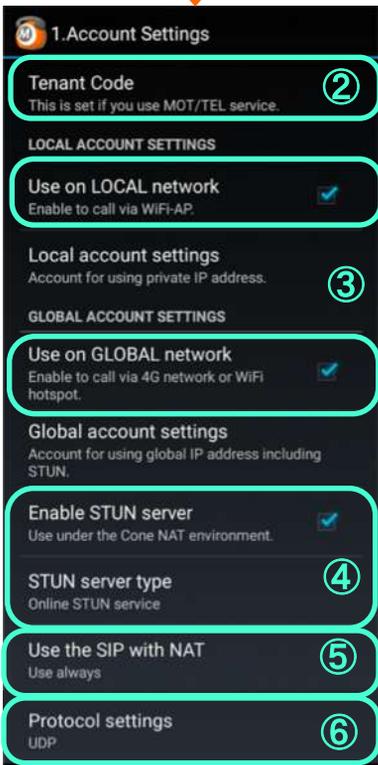
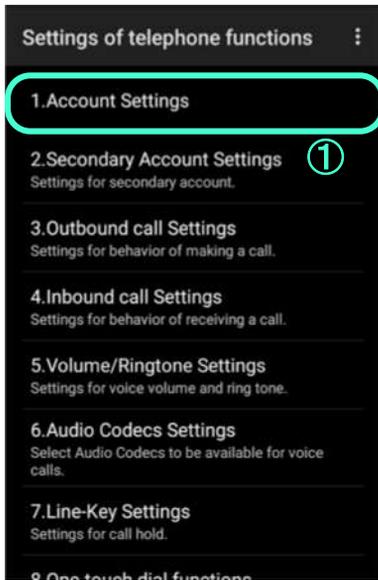
使用OS10以後版本的手機，請務必確認[來電通知]選項為開啟。

Account Settings

請依MOT/Phone連接網路方式選擇適合的帳號。

(1)Local Account intranet access

(2)Global Account 4G/LTE/PublicWifi/WiMAX



① Account Settings

Settings > Settings of telephone functions > 1.Account Settings

② Tenant Code (For MOT/TEL)

Please input when using MOT/TEL services.
Leave blank when using MOT / PBX connection.

③ Account Type

Check the applicable accounts according to the connection method.

1) Local Account

Please check “Use on LOCAL network” when connect to private network.
MOT / TEL users cannot check this option.

2) Global Account

When MOT/PBX user may go out and use 4G or public wifi connection, please check “Use Global network”
MOT/TEL users check this option °

④ Enable STUN server

當Please check when use 4G or public wifi connection.
STUN server type please check 「**Online STUN Service**」 °
※ This option must be checked when using GLOBAL account to connect to the company's PBX server.
You do not need to select this option if you only use the LOCAL account. °

⑤ Use the SIP with NAT

This setting is required when connecting via a mobile network that can use an IP phone . Please select “Use always”.

⑥ Protocol settings

Set the audio protocol. Usually setting UDP °
UDP: Use UDP packet transmission during call .
TCP: Use TCP packet transmission during call.
TLS: SIP TLS encrypts call packets.

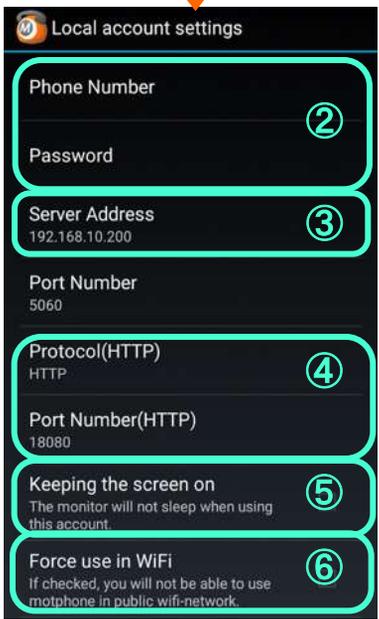
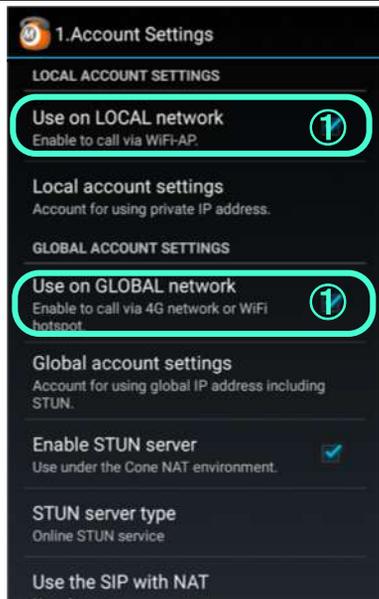
TLS can be applied to MOT / PBX M-V2 (+ B), MOT / PBX M-V1 (+ B), MOT / PRO, MOT / Mini.

MOT / TEL users can use TLS. Please select this protocol when using SoftBank line °

※下一頁繼續

Extension and Connection

Set the extension number and server address using the account.



① Choose Account type

Please refer to the content on the previous page and select the account type, then click "Local account settings" or "Global Account Settings".

② Phone Number(Ext. No.) and Password

Please enter information in the corresponding fields.

※Have to setting the above information in MOT/PBX in advance.

Default setting : Local account 3 1 1 ~ (Ext. for intranet access)
 : Global account 8 1 1 ~ (Ext. for internet access)

③ Server Address

Please input the MOT/PBX IP address.

For Local account, please enter the server's Fixed LAN IP address.

For Global account, please enter the server's Global IP address.

MOTTEL user: Please enter the MOTTEL server IP address.

 "L" icon will be displayed during Local account operation
 "G" icon will be displayed during Local account operation
 The above icons will be displayed in the Status bar above the phone.

④ Protocol(HTTP)

Setting items when the PBX phonebook is obtained via HTTP or HTTPs connection. When the protocol is selected, the terminal number will be changed automatically.

※If you use HTTPS communication after March 1, 2019, you must update the MOT/PBX in use to the firmware version compatible with HTTPS communication.

⑤ Keeping the screen on

When using local account, when launch MOT / Phone and stay on the dial screen, you will not enter the phone's automatic sleep mode. (Battery consumption is large)

⑥ Force use in WiFi

If you only set the local account, you can choose to force the use of Wi-Fi connection °

※When STUN is turned on and the WAN address of the MOT / PBX is connected via a router, the global account will take precedence. So please set this option only when using in the company intranet environment.

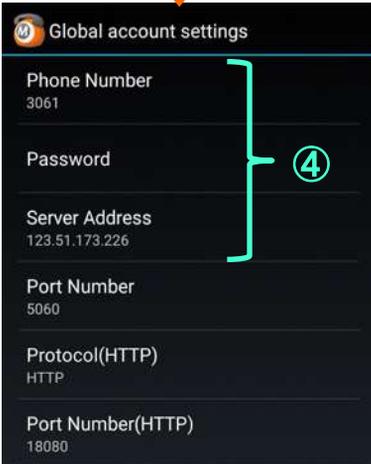
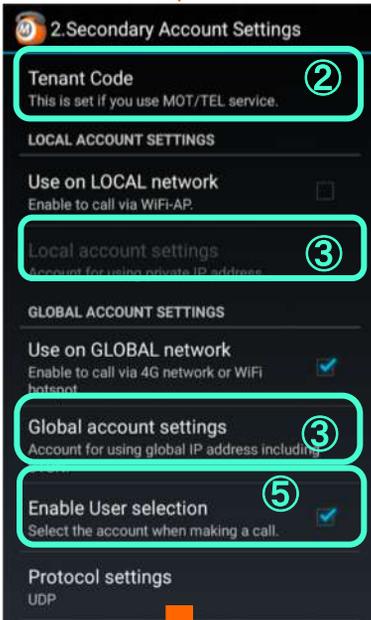
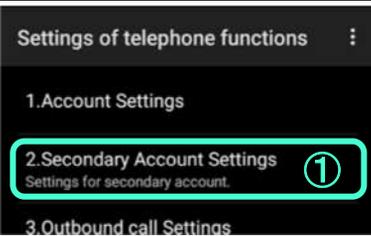
If you use this setting, you can only connect to the company's internal wireless network, not to the public wireless network.

※Do not change the Port No.

Notice

Before using the 4G network, please confirm the terms of use of the telecommunications company in detail. In addition, if use 4G connections, traffic costs will be incurred, so please choose a suitable mobile traffic plan carefully.

MOT/PHONE can set up multiple usage accounts to connect to different servers. It can be used when there is a "redundant system" or "group companies". After setting, you can select the dialing account to be used when making a call.



① Secondary Account Settings

Click 「2.Secondary Account Setting」 in the Setting of telephone functions page.

② Tenant Code(MOT/TEL Only)

Please input when using more than one MOT/TEL services. Leave blank when using MOT / PBX connection.

③ Choose Account Type

Check the applicable accounts according to the connection method. MOT/TEL users, please check 「Global Account settings」。

④ Account Settings

Input Phone number(Ext. No.)、Password and Server IP Address. (Please refer to "Setting Phone Number(Ext.No.) and Password" on the previous page)

⑤ Enable User selection

If setting 2 accounts, please check this option, it will pop-up the "Select call route" dialog when make phone calls.



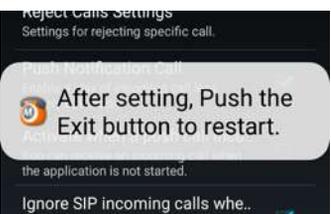
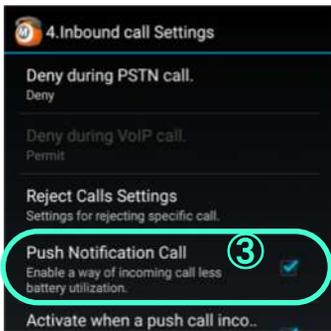
Notice

- If you do not check the option when making a call, a valid account will be automatically selected and dialed out.
- Priority will be dialed out with a valid primary account.
- Park Hold lights will only be displayed when communicating with the main account.
- Incoming call records will not show incoming account numbers.

Push Notification

Enable Push notifications as call notifications to avoid draining your phone's battery.

※ When using this function, the date and time of the mobile phone system needs to be set to automatic setting.



① Pre-Setting

To use the PUSH Notification call function, the following pre-settings are required ◦

- (1) In MOT/PBX system settings, the extension type in the Ext. No. setting must be selected as 「**MOT/Android(PUSH)**」 ◦
- (2) Select "Automatic date & time" in the phone system settings. ◦
 ※If the phone itself time is different with server, you can not receive PUSH calls, and the date and time of end of the phone must be set to automatic settings.

② Inbound call Settings

Please click 「**4. Inbound call Settings**」 in the Settings of telephone functions page.

③ Push Notification Call

Please check 「**Push Notification Call**」 ◦

④ Restart App

After checking, the warning of restarting the application will be displayed. Please return to the Home screen and tap the menu button in the upper right corner, select "Exit" to close the application, and then click the App icon to restart and apply the settings.

Notice

- If you set to enable Push notification, it will greatly reduce the power consumption, but because it must be transmitted through Google's Push server, the ringing time will be slower than the Push notification is turned off.
- Please note that if your phone has insufficient memory capacity, you may not be able to answer calls.
- When using the Push notification function, please upgrade the MOT/PBX firmware version to 5.3.1 or higher.
- Must use a phone with Google Play Services installed.

Mobile Call Select

When using the MOT/Phone dial screen to make a call, you can also choose dial out via mobile phone.



① Outbound call Settings

Click 「 3.Outbound call Settings 」 in the Setting of telephone functions page.



② Mobile Call Select

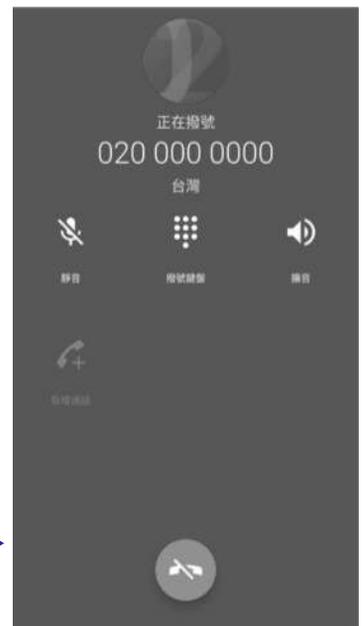
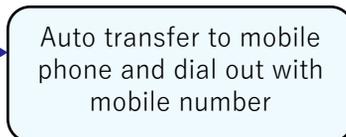
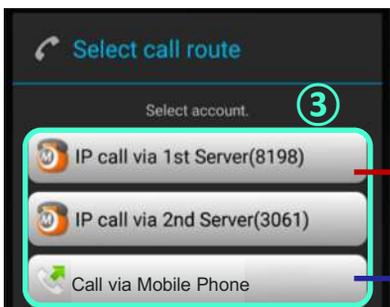
Check the 「 Mobile Call Select 」 .

③ Select call route

When using MOT/Phone to make a phone call, will show the selection dialog.



Show selection dialog after dialing



Prefix Settings

You can add the specified prefix to the beginning of the dialed number to dial MOT/Phone outbound calls and mobile phones.

① Outbound call Settings

Click 「 3.Outbound call Settings 」 in the Setting of telephone functions page.

② Prefix Settings

Click 「 Prefix Settings 」 ◦

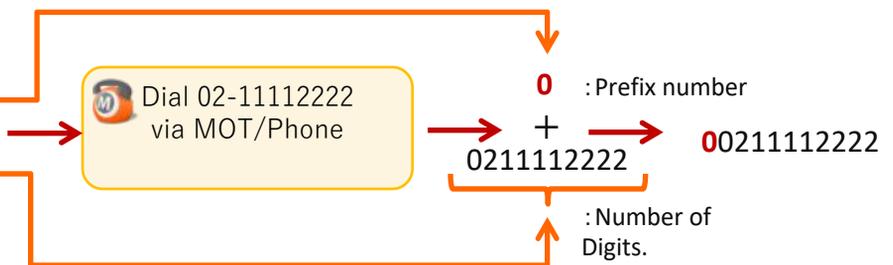
③ Prefix number

Input 「 Prefix number 」

Input 「 Prefix of Digits 」 (Default setting:5) ◦

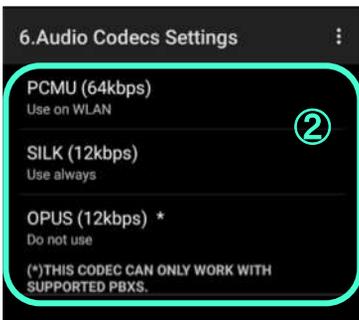
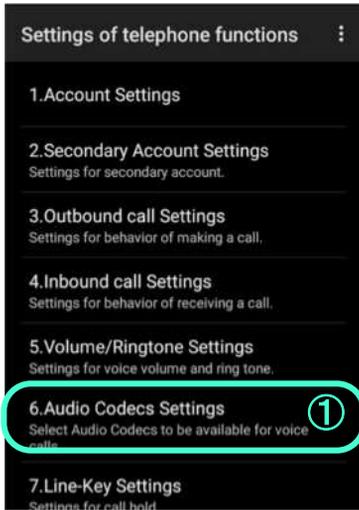
The Prefix number will be add to all outbound calls that meet the setting conditions automatically.

The dial out number will keep in call history without the prefix number.



Audio Codecs Settings

Set the codec for voice calls.



① Audio Codecs Settings

Click 「 6.Audio Codecs Settings 」 in the Setting of telephone functions page.

② Select adaptive codec

Codec settings in a connected network environment.

※ The description of the network environment corresponding to each codec is as following page °

Conditions of Use

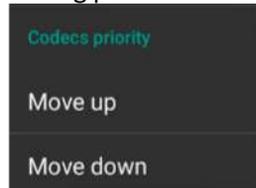
■ Click the codec according to the network environment



- 1 · Use on WLAN
- 2 · Use on WLAN/4G
- 3 · Use always
- 4 · Do not use

Codec Priority

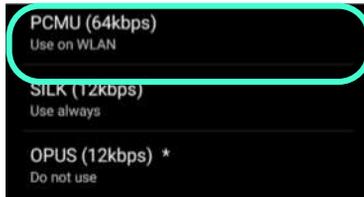
■ Long press the codec option to show the priority setting option.



Select the priority of chosen codec

Follow the recommendations for using a network connection environment.

- When connect to the WLAN of company intranet.



If it is mainly used in the wireless network of the company's intranet, it is recommended to set it to "Use on WLAN" in [PCMU] °

- When connect to 4G or Public Wifi



When connected to a 4G / public wireless network, the setting is set to "Always use" in [SILK] °

- When it is possible to connect the company intranet and 4G network



When it is possible to connect in the company's intranet and 4G network environment, it is recommended to increase the priority of [PCMU] and set it to "Use on WLAN". And the priority of [SILK] is ranked second and Set to "Always use" °

※Note that PCMU will be used if connected to a public wireless network when the settings as the picture on the left.

PCMU:

Recommended when access the wifi in company's intranet, this codec is also suitable for SIP phones °

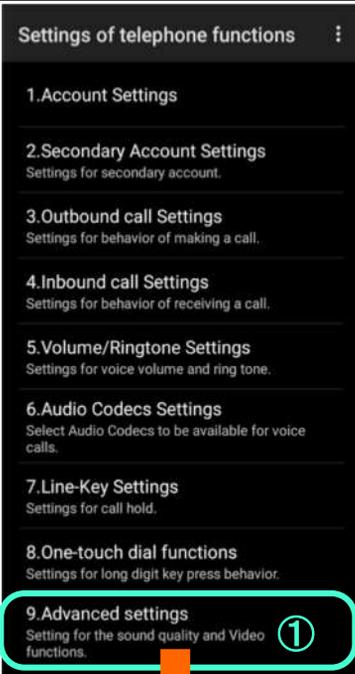
SILK:

Recommended to use when access the 4G networks. The sound quality is better than AMRNB and compatible with PBX, so it can compensate for packet loss on the line side.

Setting display after end call

After making a phone call, return to the MOT/PHONE main screen.

✘ When the incoming call is ended, the display returns to the state before the call.



① Advanced Setting

Click 「 9.Advanced Setting 」 in the Setting of telephone functions page.

② Back to home screen

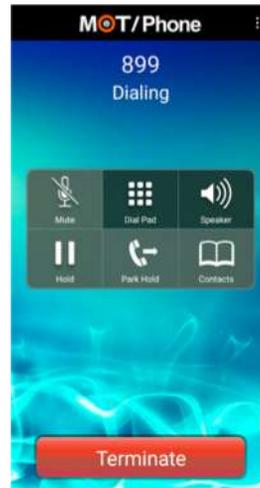
Check to setting back to home page after end calls.

✘Default setting 「Checked」 ✘The use scenario shown as below.

Checked (Default)



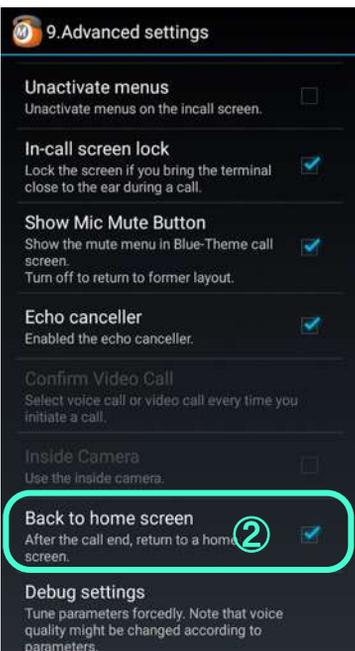
Back to the phone's main page



uncheck



Back to MOT/Phone main screen



After Incoming Call

When end the incoming calls, will return to the screen before the call.

New Announcement setting

Display notification settings when there is latest news related to MOT/Phone 。

① Screen settings

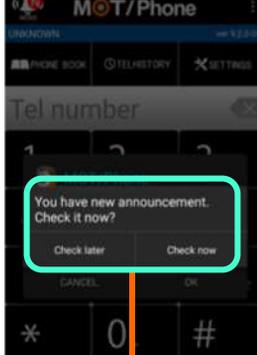
Click 「Screen Settings」 in main setting page 。

② New Announce Notice

Check 「New Announce Notice」 to display the notice every time when active MOT/Phone.

Check the new Announcement

【Pop-Up Screen】



Select “Right now” when launch App and automatically pop-up the dialog.

【New announcement Icon】



Click the “Bell” Icon on the top left of main screen and like to new announcement web page.

If there is a new message notification, the icon will show an "N" 。

Link to “News” webpage



Notice

For the Android OS4 version, the latest news cannot be obtained because SSL cannot be connected, and the status of the icon will always show "new message (with N mark)"