



Voice_INT_GDE_OmniOne
WebCall & OmniOne Mobile

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Introduction

This document serves as a guide for accessing OmniOne WebCall and OmniOne Mobile.

OmniOne WebCall is a browser-based feature that allows users to access their OmniOne extension via a web URL.

OmniOne Mobile is a mobile application that enables users to install and use their OmniOne extension directly from a mobile device.

Accessing OmniOne WebCall

OmniOne WebCall has the following login options available:

There 3 ways of signing in:

- account ID + OTP
- account ID + sip password
- account web login + web password.

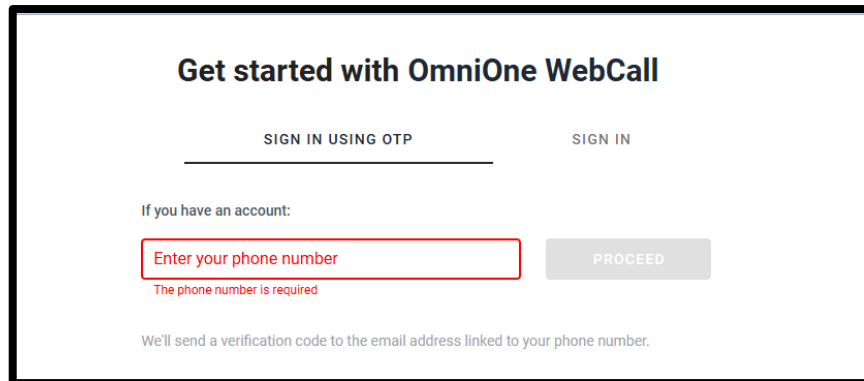
NB: OTP is only available when using the account ID, the other options will make use of the sign in option

OmniOne WebCall functionality allows one to log into the Web Interface to make and receive calls and having call functionality using a web browser.

Steps to login:

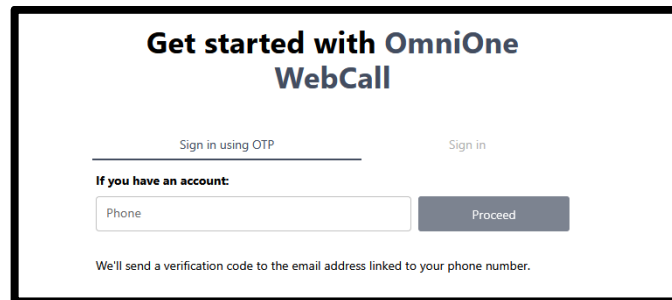
1. Open your web browser and navigate to <https://webcall.vox.co.za/>
2. On the sign in page you will have the option to either sign in using OTP (which is sent to the email address configured for your number) or sign in (using username and password set for your number)

Sign In Using OTP

A screenshot of the 'Get started with OmniOne WebCall' sign-in page. The page has a white background with a black border. At the top, it says 'Get started with OmniOne WebCall'. Below this, there are two tabs: 'SIGN IN USING OTP' (which is selected and underlined) and 'SIGN IN'. Under the 'SIGN IN USING OTP' tab, it says 'If you have an account:'. Below this, there is a red-outlined input field with the placeholder text 'Enter your phone number'. Below the input field, there is a red error message that says 'The phone number is required'. To the right of the input field is a grey button with the text 'PROCEED'. At the bottom of the page, there is a line of text that says 'We'll send a verification code to the email address linked to your phone number.'

- Enter your SIP number eg 27878051234 and click "Proceed" and your verification code will be sent via email
- Enter the code retrieved via email
- Once Verification has been completed you will be successfully logged in

Sign in using Username and Password



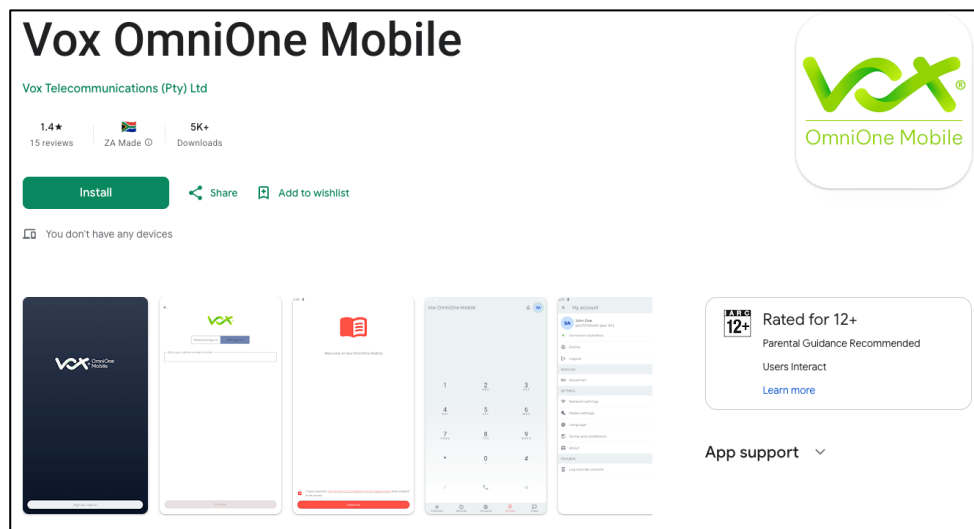
- Enter SIP Number under Enter user login
- Enter the SIP Password (Found on Extension Details on OmniOne PBX) & click Apply
- Once done you will be logged into the OmniOne WebCall Interface.
- Now you can make and receive calls

Accessing OmniOne Mobile

OmniOne Mobile app allows one to log into the mobile app using your OmniOne PBX details to make and receive calls.

Steps to Access OmniOne Mobile:

- Download and OmniOne Mobile app from the respective Play Store

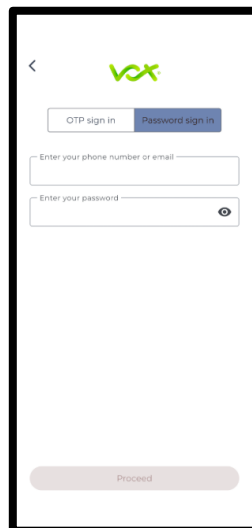


- Once Downloaded open the App and click on Sign in



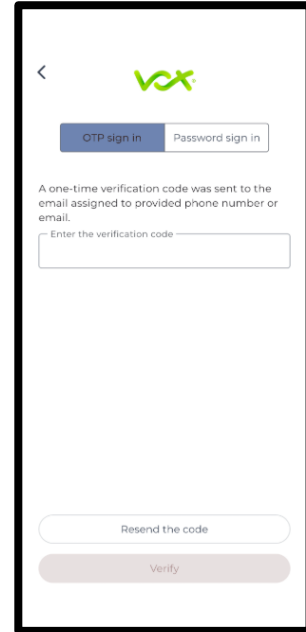
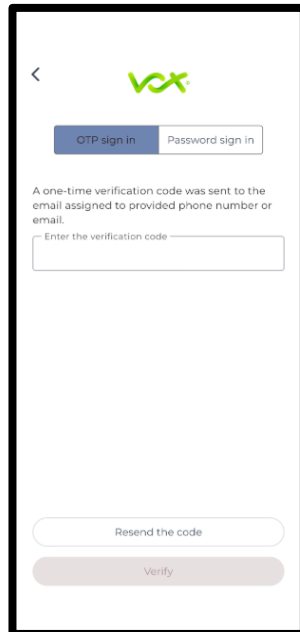
- Once you click on “Sign In” you will be prompted to either enter your SIP Username and Password or OTP Sign In

Sign In using Password

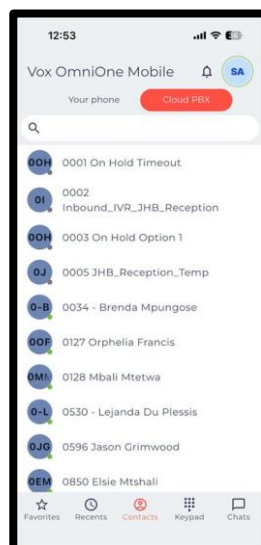


- Enter your SIP Number by “Enter your phone number or email field”
- Enter your password (Found on Extension Details on OmniOne PBX)
- Click “Proceed”
- Once done you will have successfully logged in using your OmniOne PBX Extension to make and receive calls

Accessing OmniOne Mobile Using OTP



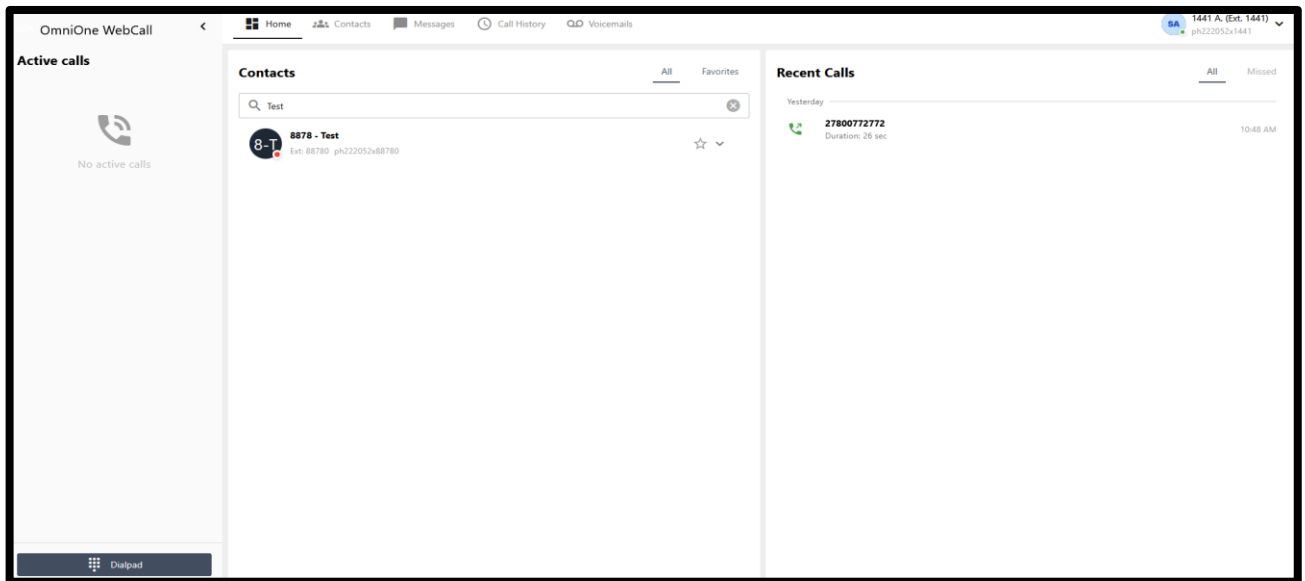
- On the login Screen press "OTP sign in"
- Enter your SIP number eg 27878051234 and click "Proceed" and your verification code will be sent via email
- Enter the verification code retrieved via email and press "Proceed"
- Once Verification has been completed you will be successfully logged in



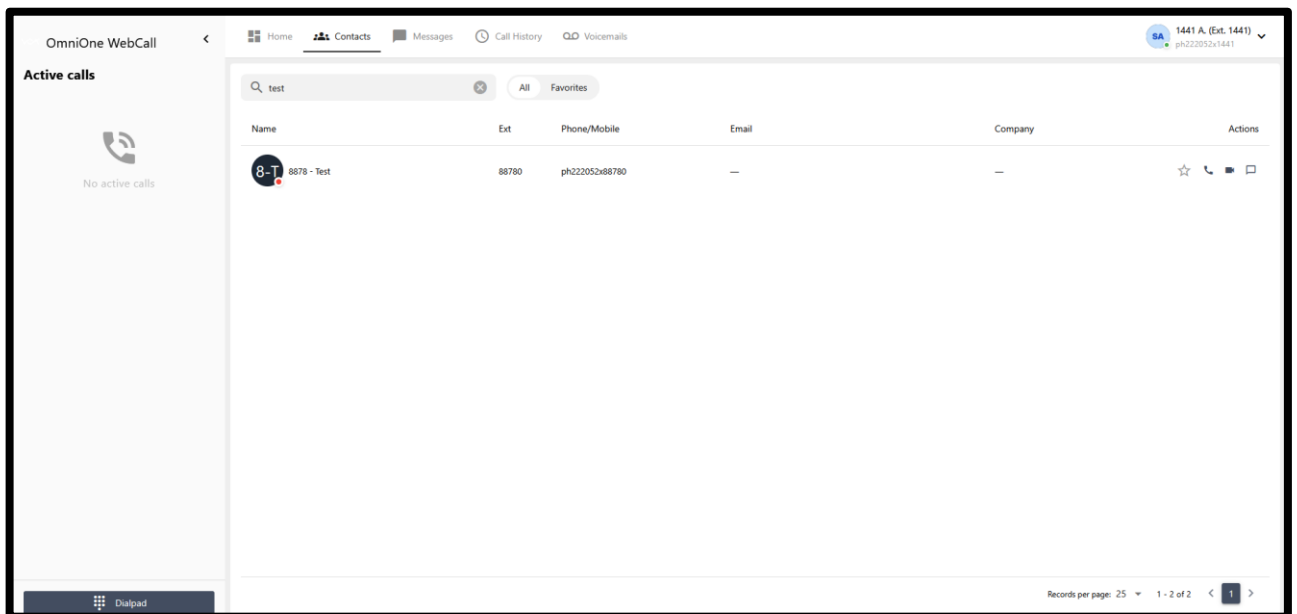
OmniOne WebCall Navigation

Once logged in you will see the home screen where you will be able to see the following on the left-hand side of the screen:

- **Home**
- This screen displays your contacts and recent call history

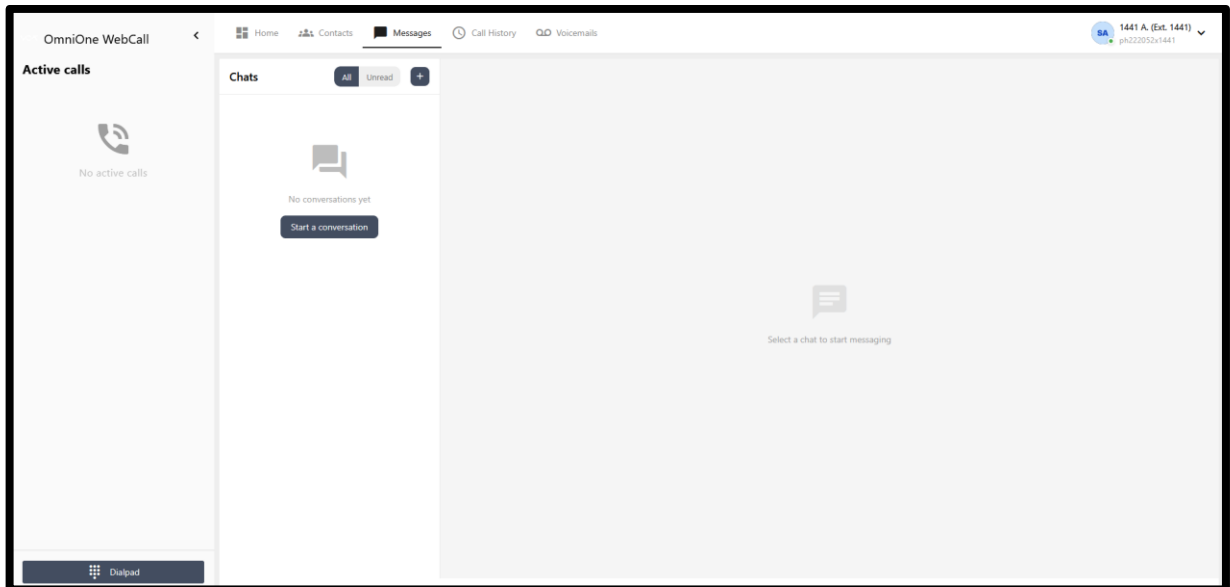


- **Contacts**
- Displays the list of contacts and extensions configured on the instance
- Allows you to direct voice call, video call, message and favourite a contact



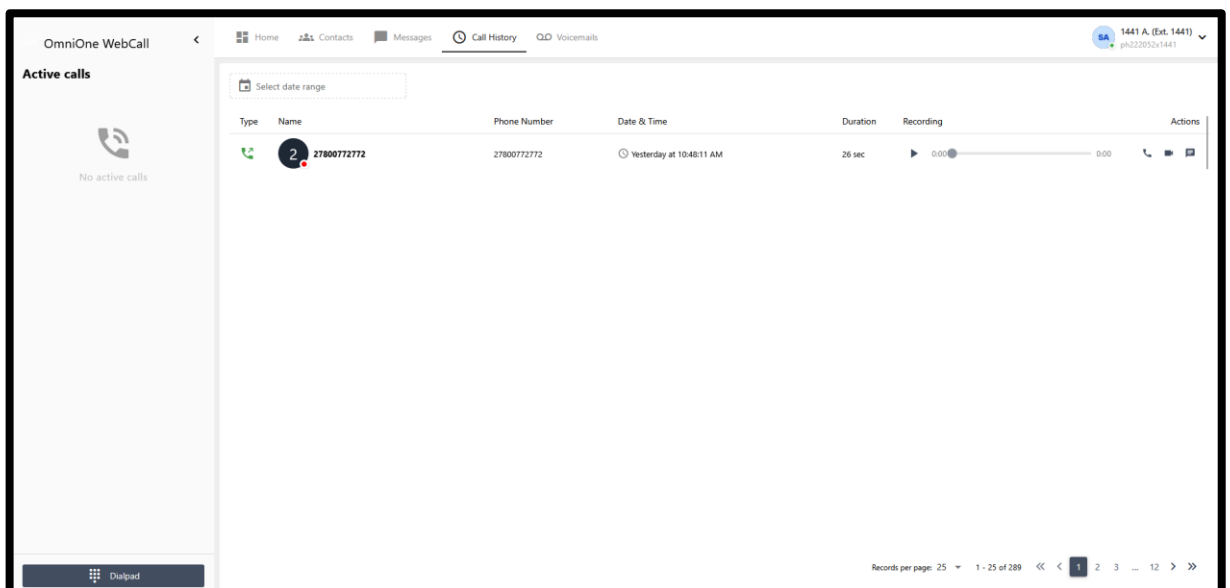
• Messages

- You can send and receive messages as well as check unread messages from this tab
- To start sending a message, select the “+” icon and choose the extension, or choose “start conversation”



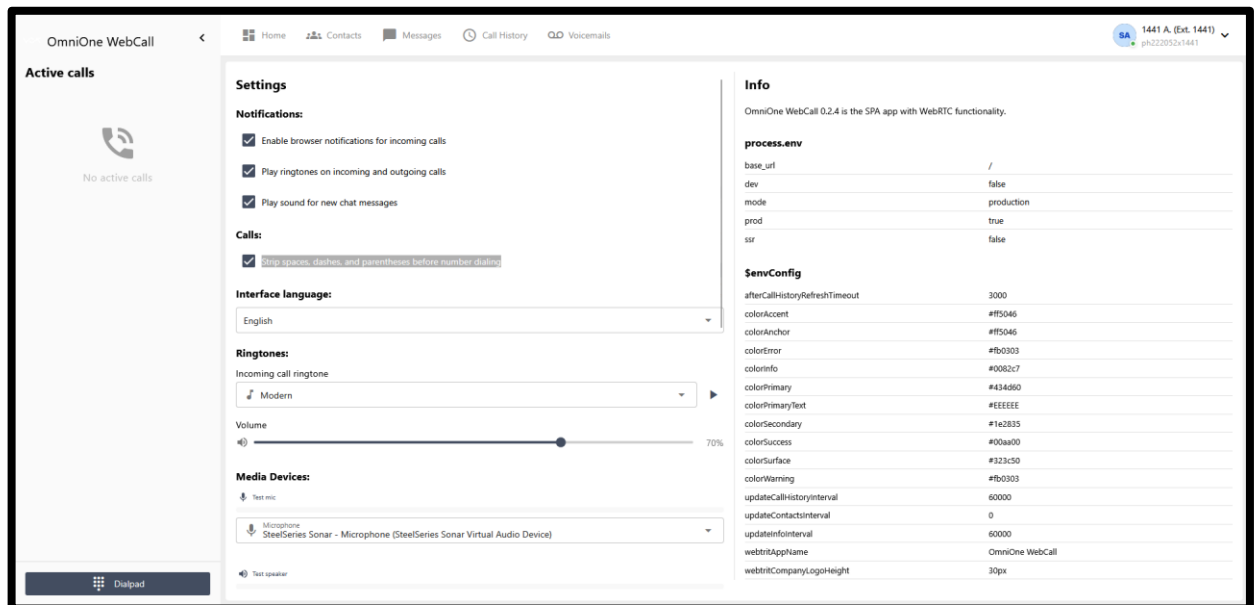
• Call History

- Displays recent calls that have been made, received and missed.
- You can also dial a number back using voice or video as well as start a new chat
- You will be able to listen to your recordings from this page if recordings are enabled



• Settings

- The displays settings that can be applied to your preference
- From this page you can customize audio settings
- You will also be able to customize the inbound tones
- You can enable the “Strip spaces, dashes, and parentheses before number dialing” option if you copy and paste numbers often
- Allow tones and notifications respectively
- The information section contains information about the version of the web dialler
- You can specify codecs, however, manual adjustment should not be required

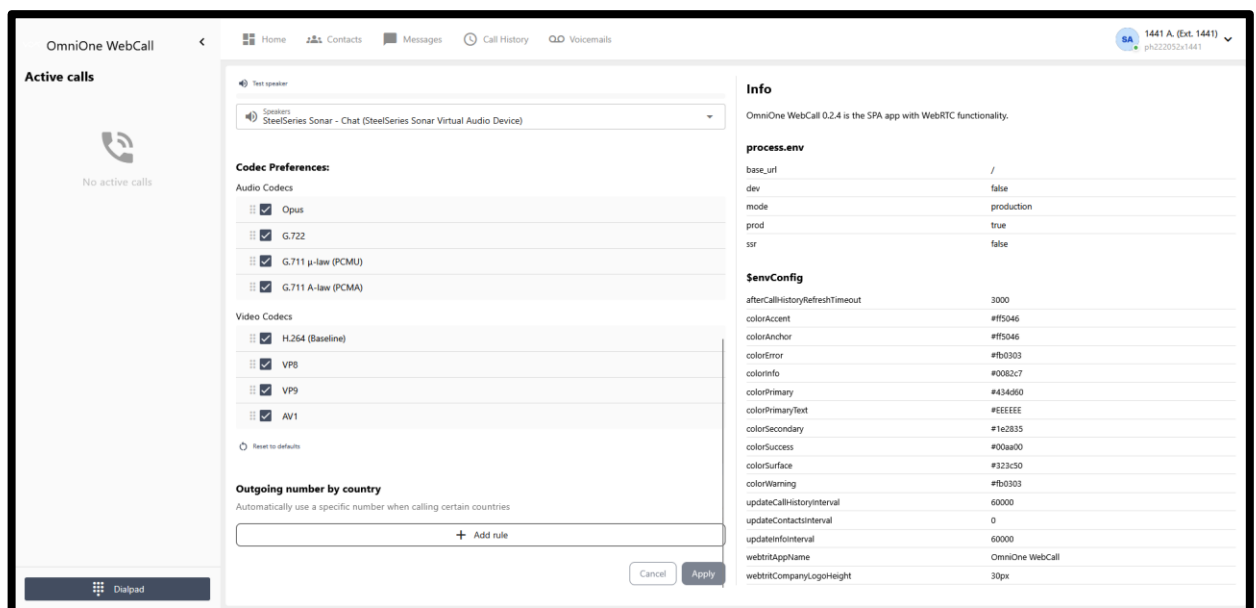


The screenshot shows the 'Settings' page of the OmniOne WebCall application. The interface includes a top navigation bar with links to Home, Contacts, Messages, Call History, and Voicemails. The left sidebar shows 'Active calls' with a 'No active calls' message. The main content area is divided into three sections:

- Notifications:**
 - ☒ Enable browser notifications for incoming calls
 - ☒ Play ringtones on incoming and outgoing calls
 - ☒ Play sound for new chat messages
- Calls:**
 - ☒ Strip spaces, dashes, and parentheses before number dialing
- Interface language:**
 - English
- Ringtones:**
 - Incoming call ringtone: Modern
 - Volume: 70%
- Media Devices:**
 - Test mic
 - Microphone: SteelSeries Sonar - Microphone (SteelSeries Sonar Virtual Audio Device)
 - Test speaker

The right sidebar contains an 'Info' section with the following details:

- process.env**
 - base_url: /
 - dev: false
 - mode: production
 - prod: true
 - ssr: false
- \$envConfig**
 - afterCallHistoryRefreshTimeout: 3000
 - colorAccent: #ff5046
 - colorAnchor: #ff5046
 - colorError: #fb0303
 - colorInfo: #0082c7
 - colorPrimary: #434d60
 - colorPrimaryText: #ffffff
 - colorSecondary: #1e2835
 - colorSuccess: #00aa00
 - colorSurface: #323c50
 - colorWarning: #fb0303
 - updateCallHistoryInterval: 60000
 - updateContactInterval: 0
 - updateInfoInterval: 60000
 - webtrAppname: OmniOne WebCall
 - webtrCompanyLogoHeight: 30px



The screenshot shows the 'Settings' page of the OmniOne WebCall application, specifically the 'Codec Preferences' section. The interface is similar to the previous screenshot, but the 'Media Devices' section is expanded, showing a dropdown menu for 'SteelSeries Sonar - Chat (SteelSeries Sonar Virtual Audio Device)'. The 'Codec Preferences' section includes:

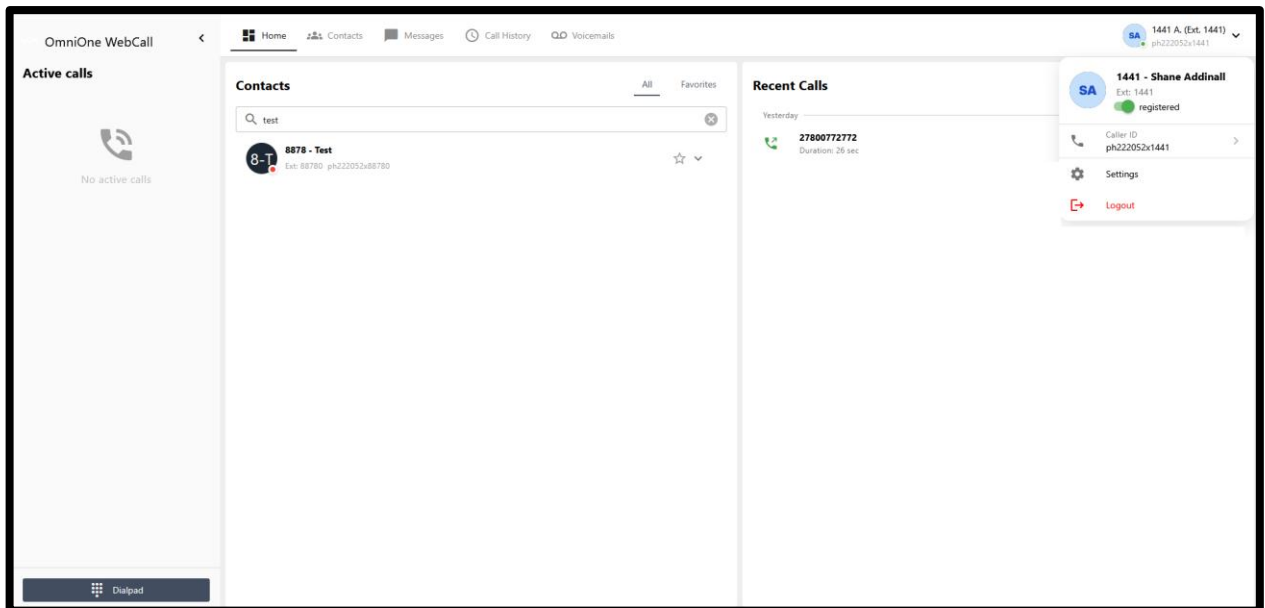
- Audio Codecs:**
 - ☒ Opus
 - ☒ G.722
 - ☒ G.711 μ-law (PCMU)
 - ☒ G.711 A-law (PCMA)
- Video Codecs:**
 - ☒ H.264 (Baseline)
 - ☒ VP8
 - ☒ VP9
 - ☒ AV1
 - [Reset to defaults](#)
- Outgoing number by country:**
 - Automatically use a specific number when calling certain countries
 - + Add rule
 - [Cancel](#) [Apply](#)

The right sidebar contains an 'Info' section with the following details:

- process.env**
 - base_url: /
 - dev: false
 - mode: production
 - prod: true
 - ssr: false
- \$envConfig**
 - afterCallHistoryRefreshTimeout: 3000
 - colorAccent: #ff5046
 - colorAnchor: #ff5046
 - colorError: #fb0303
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 - colorSecondary: #1e2835
 - colorSuccess: #00aa00
 - colorSurface: #323c50
 - colorWarning: #fb0303
 - updateCallHistoryInterval: 60000
 - updateContactInterval: 0
 - updateInfoInterval: 60000
 - webtrAppname: OmniOne WebCall
 - webtrCompanyLogoHeight: 30px

- **Logging out and Setting extension to offline state**

- In order to log out of the web-dialler, navigate to your extension information in the top right
- Select the drop down
- Then choose logout
- If you prefer to have the extension unavailable, you can click on the green registered dial to switch the extension to offline or unregistered state



- **Additional Tips**

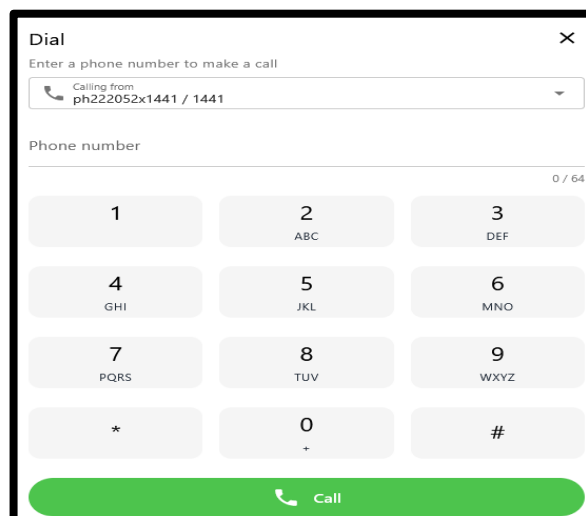
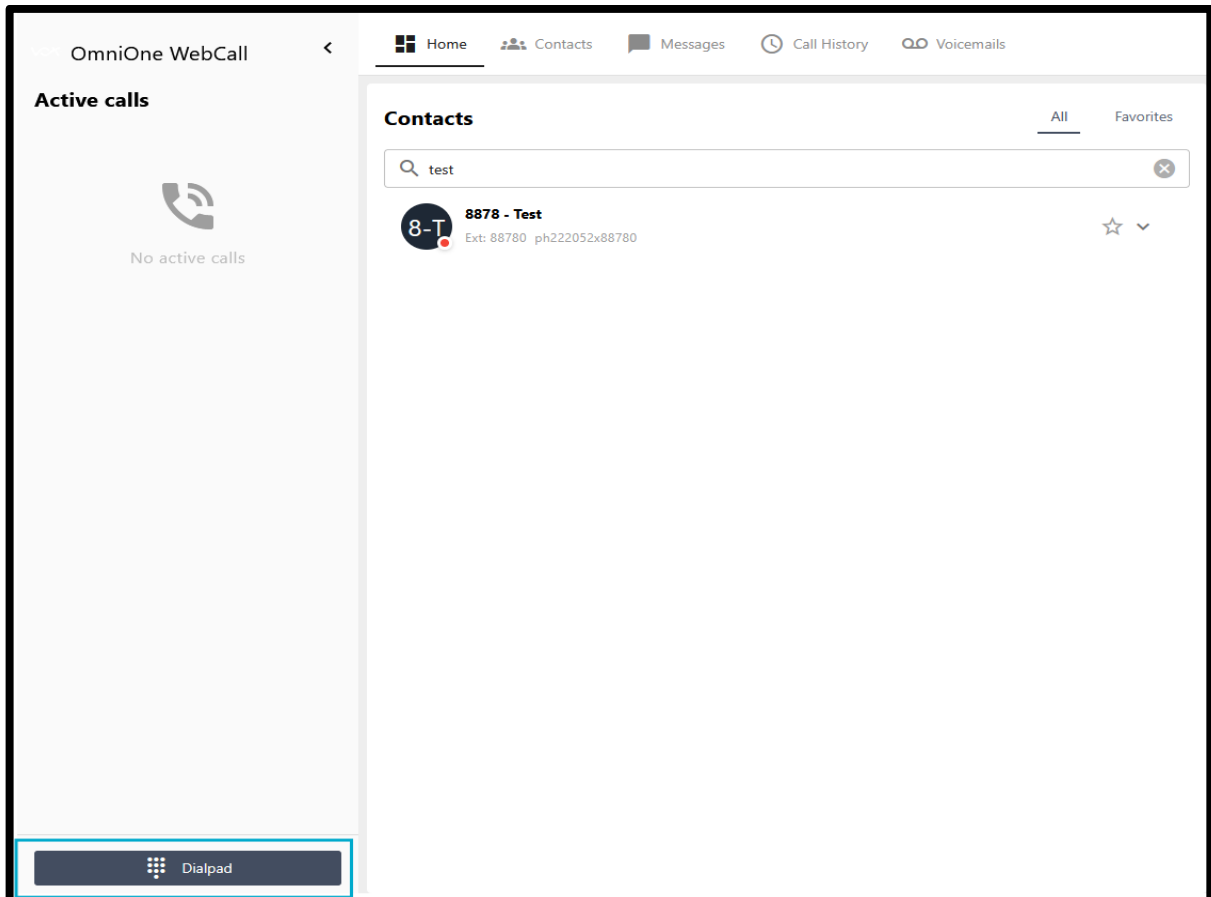
- You can personalise your inbound tone from the settings menu
- You can choose your specific microphone and speaker from the settings menu
- If you have a second camera, you can choose to use this instead
- Always ensure that your browser is updated from its about or version page, chrome has this under help -> about.
- Always enable notifications from the settings tab
- Enable "strip spaces, dashes and parentheses" if you copy and paste numbers often

- **Compatible browsers as of 09/06/2026**

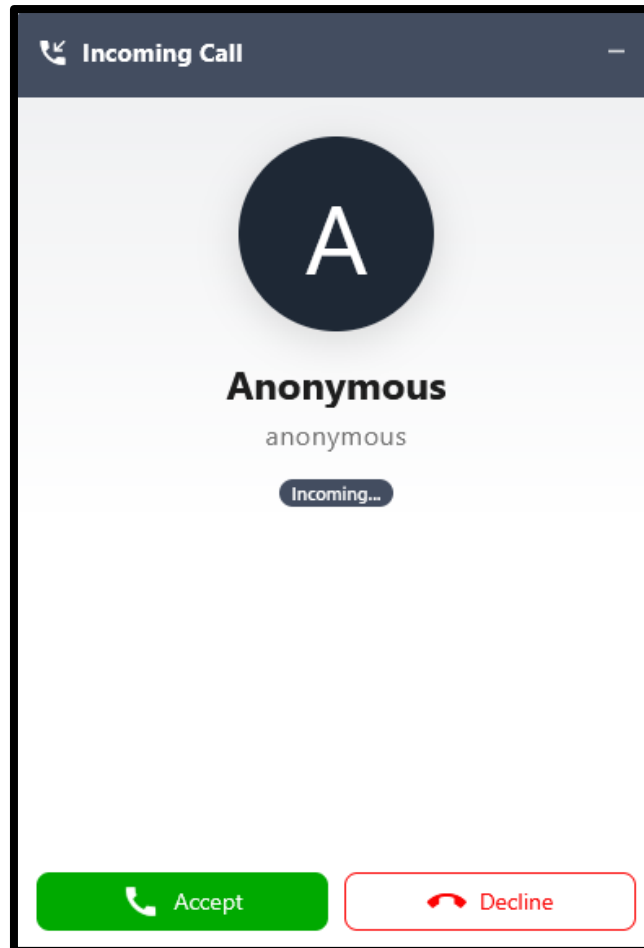
1. Safari
2. Chrome
3. Firefox
4. Opera and Opera GX

OmniOne WebCall Features

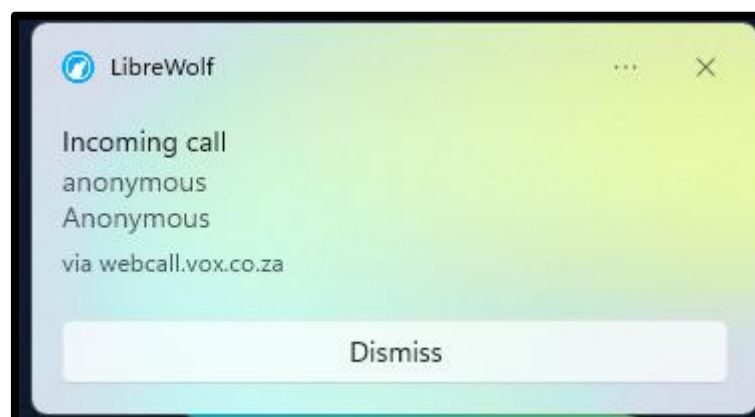
1. **To Make a call** – From the home screen you can either select a contact or dial using the dial pad
To dial using the dial Pad you can click on the orange keypad button which will bring up the dial pad which you can press to initiate a call by clicking the call button



2. **How to Answer an incoming call** – A popup will appear on the active tab where you can accept the call.



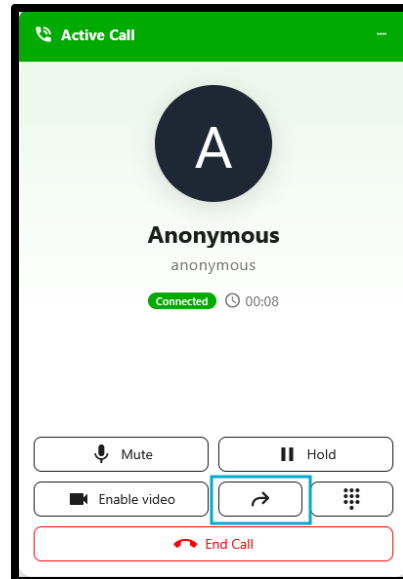
If you are on a different tab a popup will appear which will notify you of an incoming call.



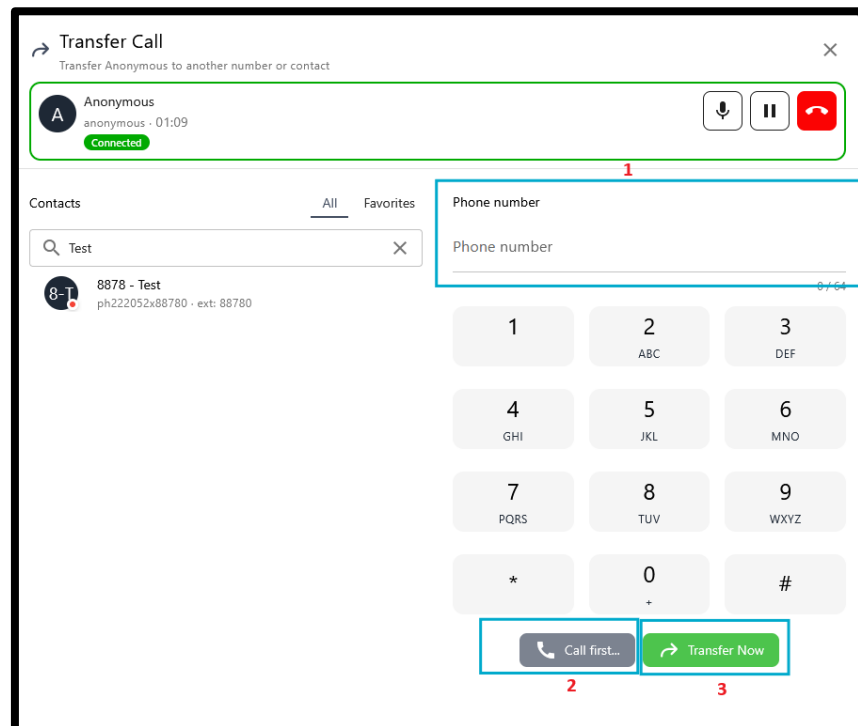
OmniOne Call Transfers

From the dial pad, during a call you will be able to transfer calls, either via attended transfer, or blind transfer as per the below methods

- Select the transfer button during a call, then follow the instructions mentioned below.



- Enter the number, extension number or select one from the left
- For attended transfer, select option 2, or for blind transfer, select option 3



OmniOne Mobile Navigation Icons

Once upon successful login you will see options at the bottom of your screen.

Icon	Icon Description
	This is where your favourites will be displayed
	On this icon a list of recent calls will be displayed
	A list of your contacts will be displayed: On this tab you can select either "Your Phone" (displays phone contacts) or Cloud PBX where a list of configured extensions on PBX will be displayed
	Pressing the Keypad will bring up a dial pad where you can enter the destination number or extension
	This gives the option to send and receive text message with other extensions configured on the PBX

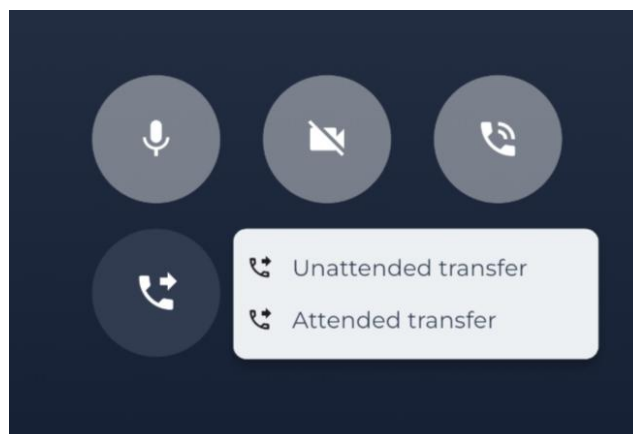
OmniOne Mobile Features

1. **How to Make a call** – you can either select the keypad to manually enter the number or select from your contacts to make a call.
2. **How to answer an incoming call** – Press the answer button to answer an incoming call

If Vox OmniOne app closed, you will be notified for incoming calls where you can press **"Answer"** to answer the call

OmniOne Mobile Call Transfers

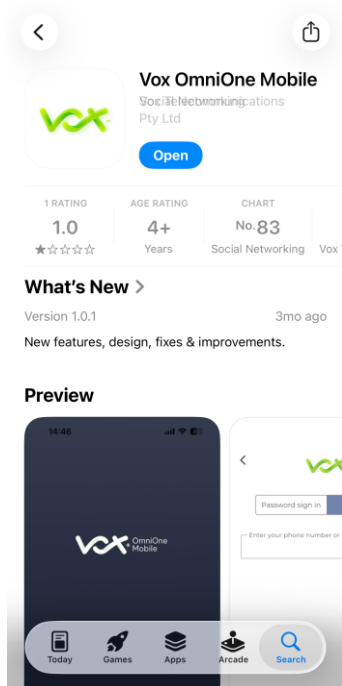
When making or receiving a call you can use the transfer button shown below to use attended transfer or blind transfer to transfer a call, when choosing an option, you can enter the number, and then press the dial key to complete the transfer



OmniOne Mobile download

You can download OmniOne Mobile by searching for Vox OmniOne Mobile from both the apple store, and the google play store

Apple App Store - <https://apps.apple.com/ee/app/vox-omnion-mobile/id6749313035>



Google Play Store- <https://play.google.com/store/apps/details?id=com.vox.omnion.mobile&hl=en-US&pli=1>

