How to Install and Use the FracTELfone Application
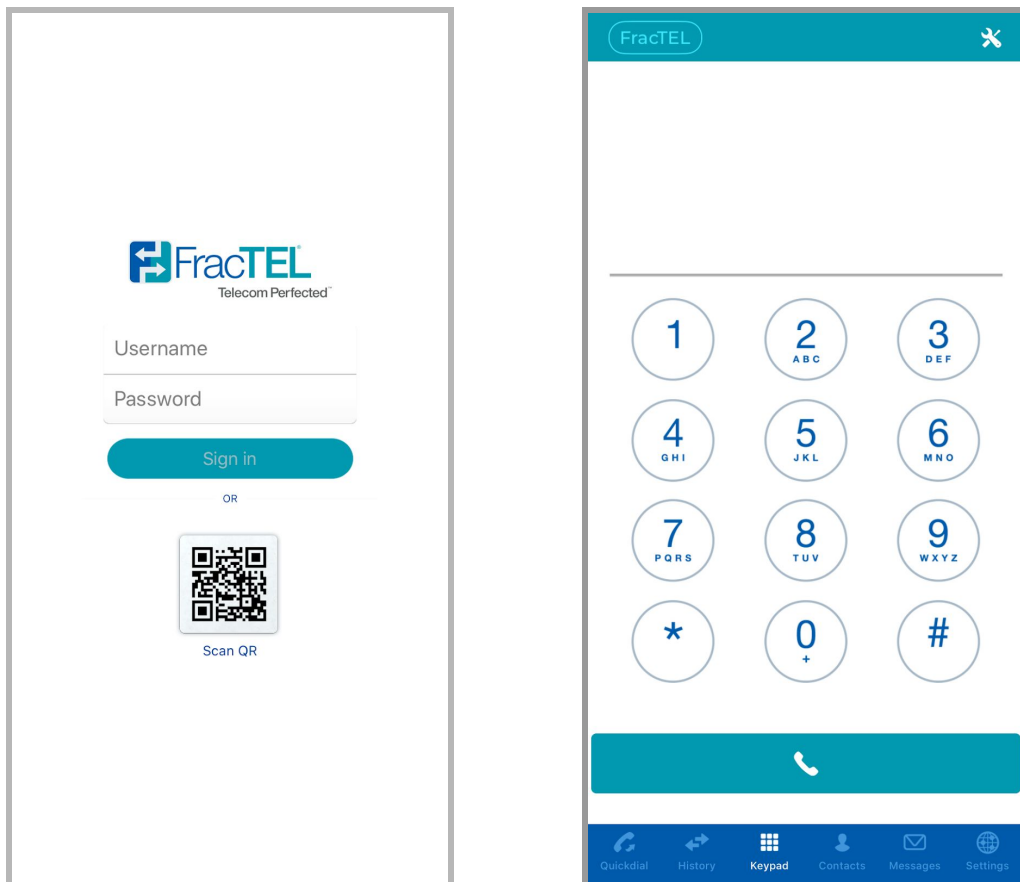
Installation

Using your web browser go to **fractelfone.com**. You can find links here to download the app for the following platforms: iPhone and Android.

Alternatively, if you are installing on a Smartphone, you can go to the iOS App Store or Google Play Store and search "fractelfone".

Install and open the application.

Activating and Configuring FracTELfone on a Smartphone

You will be prompted to enter a Username and Password, or "Scan a QR code". If you were provided a QR code, press that button to open your camera then point it at the QR code. If you have your username and password you can also enter that to activate your device.

Left is what you will see when you open the application, right will be what you will see after you log in.

Your FracTELfone app will be fully operational after this. It is recommended to go to "Settings" in the bottom right corner of the app and set the desired caller ID after you first log in.

If you do not have a QR code or Username and Password, contact either your system administrator or FracTEL support for assistance in retrieving your login information.

Using the FracTELfone on a smartphone

After you install the FracTELfone App, you will be presented with the dialpad.

Along the bottom of the app is a row of features:

- **"Quickdial"** will allow you to set up call shortcuts. Press the circle with a "+" in it in the bottom right corner to enter a title and number for your quickdial. It will be saved as an icon in your quickdial menu that you can then press to make a call.

- **"History"** will allow you to see your call history.

- **"Keypad"** will allow you to dial and place calls.

- **"Contacts"** will allow you to view your phone's contacts after syncing the app with your phone. On iOS, you will be given a prompt to give the app access to your contacts. Give permission and you will be able to see your phone's address book in the app.

- **"Messages"** will allow you to do MMS texting in the FracTELfone app. Not all numbers have this feature enabled so make sure that your caller ID in the app is set to a number with texting enabled.

- **"Settings"** will be where you can set your caller ID. You will be able to choose any number in your FracTEL system as a caller ID and all outgoing calls will be shown as coming from that number.

Accessing your Voicemail box:

When someone leaves a voicemail on your extension, you will receive a voicemail icon on the dialpad screen next to the call button. You can access your voicemail box by tapping on this icon where you will then be placed in a call and prompted to enter your voicemail box password. If you do not have any voicemails, then this icon will not appear.

Deleting all voicemails out of your voicemail box will remove this icon.

Settings

In the top right corner of the application you will see an icon of a wrench and screwdriver crossed. Tap this to access the application settings.

- Under "Account Setup" you can change the login details of the app or reset it. You can also find links to the FracTEL website and Portal here.

- Under "incoming calls" you can also set Incoming calls to give you a push notification when receiving a call on iOS.

- Under "Preferences" you can change personal settings for the app like ringtones, call forwarding, Do Not Disturb mode, and recording calls.

- Under "Usage" you can find information on talk times and call counts made from the app.

Pressing "Reset Application" will take you back to the login screen where you will have to re-enter your credentials to start up the device again.
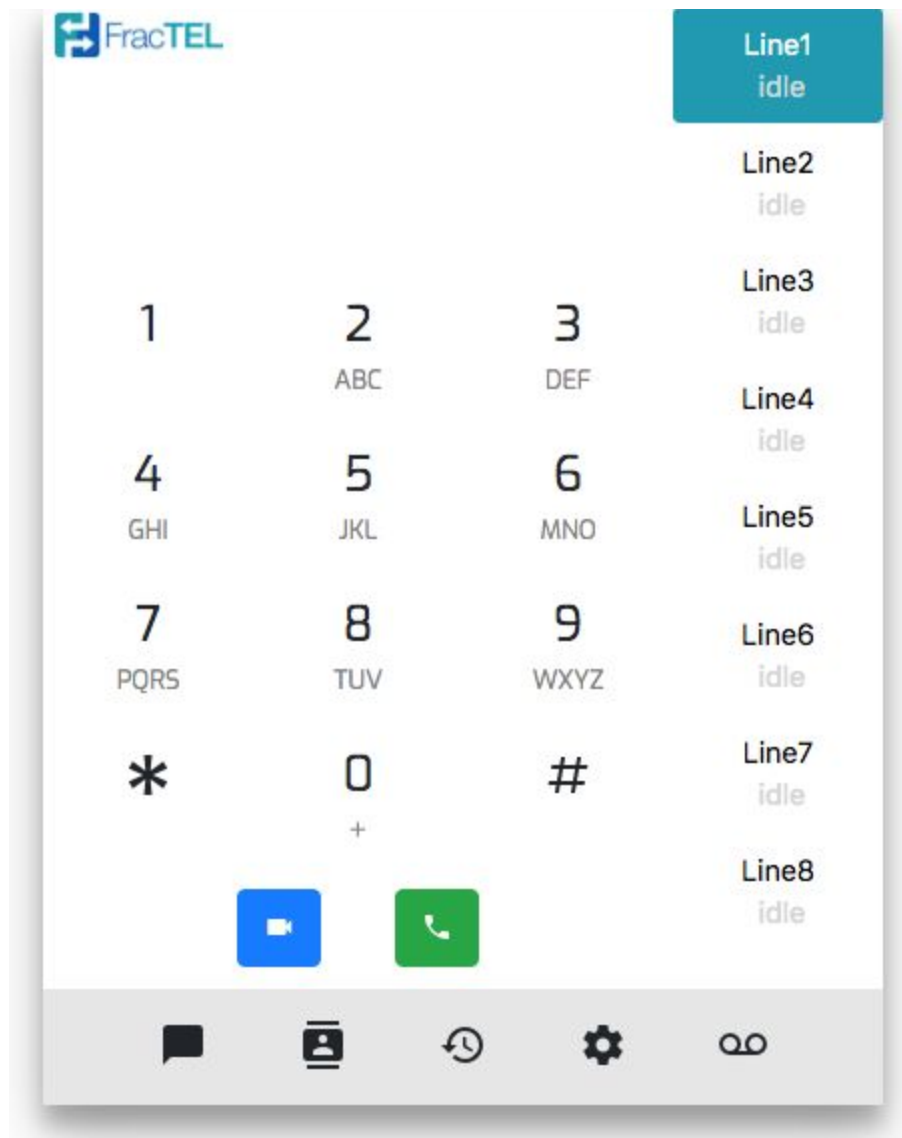
FracTELfone on a Laptop or Desktop PC

Open your internet browser and go to fractelfone.com

You will be redirected to the FracTELfone and you will be greeted with this screen:

Enter your login credentials and click "Login". Once you have successfully logged in you will be greeted with the fractelfone dialpad where you can now place and receive calls on your desktop computer:

Note: The browser app currently only works with the following browsers, Google Chrome, Microsoft Edge and Mozilla Firefox.

Using the FracTELfone on a PC

Bottom row of the app is a row of features:

- **"Keypad"** will allow you to dial and place calls.

- **"Contacts"** will allow you to view your Directory and Contacts after syncing the app with your FracTEL account.

- **"Settings"** will be where you can set your caller ID. You will be able to choose any number in your FracTEL system as a caller ID and all outgoing calls will be shown as coming from that number. You will be able to set your date/time format preference.

- Under **"Recent"** you will see your recent call history.

- Under **"Messaging"** you will see sent or received messages.

Troubleshooting

The most common problem when activating or using the FracTELfone is accessing the internet over a Wi-Fi connection. Some routers or ISPs are configured to block the connectivity required for the application to function properly. If you have issues, you should first try disabling Wi-Fi to use your wireless data connection on your device and try to activate or call again.

The Application is Unresponsive

If you have disabled Wi-Fi and the application is still unresponsive, then reset the application and see if this resolves the issue.

To reset the application:

Go to Settings in the top right corner → Reset Application → Re-enter your credentials to restart the app.

Call Quality:

Your Wi-Fi connection may affect your ability to place calls, affect call quality or block audio entirely. You can usually resolve these issues by disabling your phone's WiFi connection and using your wireless data connection. If this resolves your issue, you may contact your internet provider or IT administrator and ask them to switch off the "SIP ALG" setting on your router.

If you want to continue using WiFi for other applications, but use cellular data for the FracTELfone:

Go to: Settings → Preferences → Network → Network Constraint → check "Mobile Data"

Connectivity Problems

If you are unable to place calls or calls are not ringing properly, check that the "FracTEL" button in the top left corner is colored light blue. When it is colored grey, that means that the app is currently not connected to the FracTEL network. Disable Wi-Fi and use your wireless data connection to confirm that you have connectivity.

In order to solves this problem:

Go to: Settings → Reset Application. Re-enter your credentials to restart the app.

If this does not resolve the issue you may be firewalled on the FracTEL network

Two things may cause you to get firewalled from the FracTEL network:

1. Entering wrong credentials when trying to start the application for the first time or while resetting the application.
2. A phone call is placed before the device is registered with the FracTEL network, meaning that a call has been placed before the top left "FracTEL" button has turned light blue.

If you think you have been firewalled on the FracTEL network or if quality/connectivity issues persist, email support@fractel.net or call +1 (321) 989-6727