



STARFACE
COMFORTPHONING



STARFACE APP FOR ANDROID

www.starface.com

Manual for the STARFACE App for Android Version 8.0.2.0 / Edition 1

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1. About this manual

Congratulations and thank you for choosing the STARFACE App for Android.

This manual covers the following topics:

- Installing the STARFACE App for Android
- Configuration and management of the STARFACE App for Android
- Operation of the STARFACE App for Android

The target group of this document are users who already have basic knowledge in the field of telephony and generally using STARFACE as a telephone system.

In addition to this manual, there is the STARFACE user manual, which guides you step by step through the operation of STARFACE.

The user manual is available for free download on the STARFACE website ([Download area for manuals](#)).

Please note that the STARFACE App for Android is a software product that is constantly being developed and improved. Installing updates or patches can also change the functionality or appearance of certain control elements. We expressly reserve the right to make changes and further developments that serve the purpose of technical progress.

We welcome any suggestions or hints concerning errors in the manual at any time.

We look forward to welcoming you as a new member of the growing STARFACE community and wish you lots of fun and success in your daily work with the STARFACE App for Android.

1.1 Special textmarkings

Within the text, the different actions and labels of the STARFACE user interface are indicated by the following formatting:

Buttons in the STARFACE App for Android:	Sample text
Labelling in the STRFACE App for Android:	Sample text
Keystrokes and file paths:	<i>/pfad1/ordner1/</i>
Cross references within the manual:	"1.1.1 - Chapter"
Notes and important comments:	

Note: Sample text

1.2 Special terms

Within this manual, various fixed terms will occur repeatedly, so here is a glossary with a brief explanation of the key terms:

App: This designation always stands for the STARFACE App for Android in its entirety and the abbreviated notation is used exclusively for better legibility of the texts.

Telephone system: This term refers to the STARFACE appliance/VM/cloud entity to which the app is to be or is connected.

As a rule, no distinction is made between the 3 different operating modes. If this distinction is necessary, it will be made in the appropriate text or headline.

The app can only be operated with a STARFACE appliance/VM/cloud instance and is not compatible with telephone systems from other manufacturers.

BLF: This abbreviation stands for the term "Busy Lamp Field". This is a user-related function key type (see also point 3.7.1 in the [STARFACE User Manual](#)).

2. System requirements

There are certain technical requirements to be met if the app is to be used. These requirements are listed here, classified according to the respective areas.

2.1 Operating systems

The use of the app is basically possible from version 8.0.X.X of the telephone system and from Android version 8 onwards.

2.2 Network and Firewall (general)

The following ports must be enabled in both directions between the telephone system and the app in order to use the app.

The indication of the respective log is made in brackets, directly after the port:

- 80 (TCP) Access to the telephone system address book
- 443 (TCP) Access to basic functions
- 5060 (UDP) Use by SIP (e.g., call setup)
- 5061 (TCP) TLS encryption
- 5222 (TCP) Login to the XMPP server of the telephone system
- 10000 to 20000 (UDP) incoming RTP audio data
- 1025 to 65535 (UDP) outgoing RTP audio data

Depending on the network architecture and the basic firewall settings, these releases must be made at various points in the existing infrastructure. In addition, the correct configuration of the [host name](#), the [XMPP domain](#) and the [server address used](#) on the telephone system must be ensured.

The following DNS entry must be accessible via port 443 for the telephone system and the app so that the functionality of the app is guaranteed:

- push-cluster.starface.de

2.3 Licenses for the app

The app is free of charge and a server license must be installed on the telephone system for basic use.

If the app is also to function as a softphone, the corresponding licences must be imported into the telephone system. The corresponding licenses always require a previously imported server license.

In addition, the authorisation "App Premium Functions" must be set on the telephone system for the respective user.

Note: It is not mandatory for every user to buy a paid licence. The number of licences for the premium version of the app can be purchased in stages.

The respective documentation for importing the licences can be found in the STARFACE administration manual ([Link to download the manual](#)).

3. App Installation

The latest version of the STARFACE App for Android is available in the Google Play Store ([Link to the download area](#)). It is essential to observe the system requirements described above.

3.1 Language setting

The app is available in German, English and French. The language used depends on the language selected for the operating system.

3.2 First registration

When starting the app for the first time, the user data must be configured. The data of the user for the connection to the telephone system is stored. The configuration options for the initial registration are in detail:

Login-ID: The login ID to be entered here corresponds to the login ID assigned to the telephone system when the user was created.

Password: The password corresponds to the user password on the telephone system.

Save credentials: If the function is activated, the login data is saved and does not have to be entered again the next time the app is opened.

Server: At this point, the IPv4 address or host name of the telephone system must be entered. If the end device is outside its own network, the external IPv4 address or the external host name must be entered.

Port: Here you can specify the port that is used for the connection to the telephone system. The default port used is 5222.


Web Port: Here you can specify the web port that is used for the connection to the telephone system. The default port used is 443.

4. App Operation

This chapter describes the various control elements and configuration options in the app. The following options are available:

- [4.1 Initialise call](#)
- [4.2 Use chat](#)
- [4.3 Status area](#)
- [4.4 Journal](#)
- [4.5 Contacts](#)
- [4.6 Keypad](#)
- [4.7 iFMC](#)
- [4.8 Redirections](#)
- [4.9 Conferences](#)
- [4.10 Settings](#)

4.1 Initiate a call

If an outgoing call is initiated within the app via the button, 



you can set the number of the user or contact to which the call is to be made by pressing the button for a longer period of time. In addition, you can select which call type is used:

- **SIP** The call is established via a SIP connection from the terminal device to the telephone system.
- **Callback** The call is established when the telephone system calls the terminal back. The callback call must be accepted on the terminal.
- **Call-Through** The call is established via a call-through module configuration (see also [Configure the "Call Through" module](#)).
- **GSM** The call is set up via the normal provider of the terminal device, without the involvement of the telephone system.

If the button is only selected briefly, the standard call settings are used. If the default dial option is not available, all the dial options available at that time are displayed.

4.2 Use chat

Within the app using the button 



a chat can be started with another user of the same telephone system. The messages can be written in the lower input field and sent using the button:



A call to the chat partner can be made directly from the chat using the telephone symbol in the upper right corner.

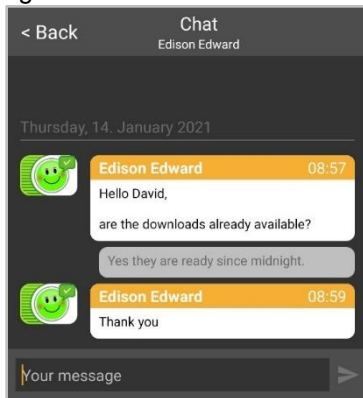


Figure 1 - Example of a chat

4.3 Status Area

The first element of the Quick Access Bar presents the current status of the logged-in user with various icons and coloured markers.



Figure 2 - Exemplary view of the status area

The coloured ring around the user's avatar indicates his/her current status. In this case, a distinction is made between the following statuses:

- Green User is available
- Yellow User is currently being called
- Red User is on the phone
- Blue Rework time in the iQueue
- Gray User is not available

More information is displayed through the various small icons around the user's avatar:


Symbol description	Explanation	Site
Red circle with a white crossbeam	DND/Sleep feature enabled	Bottom right
White hook on a green background	Chat status "available"	Top right
White circle on a red background	Chat status "away"	Top right
White X on a red background	Chat status "do not disturb"	Top right
White turning symbol on black	an always-redirection is active	Bottom left

Table 1 - Description of the standard additional symbols

By selecting the button **Chat status** the overview of the existing chat status opens. The following 3 standard chat statuses are available:

- Available

- Away
- Do not disturb

You can create your own chat status using the  button in the top right corner. To do this, after selecting the button, one of the 3 existing statuses must be selected and then the desired text is entered.

If the user's avatar image is clicked once, the profile view opens in which all the important key data and the password of the user can be changed.

Note: If registration via Active Directory is activated on the telephone system, the e-mail and password cannot be changed.

In addition, the user's avatar can also be changed. The avatar is intended to be displayed on the function keys of the "Busy Lamp Field" type and on telephones that support the "Picture CLIP" function.

The logged in user can activate or deactivate the following functions in the status area via simple selection fields:

- DND
- Softphone enabled
- Chat enabled

4.4 Journal

The following sub-items can be selected in this area of the app:






Symbol	Description
	All journal entries
	4.4.1 - Call Lists
	4.4.2 - Fax History
	4.4.3 - Chat History
	4.4.4 - Voicemails

Table 2 - Overview of the tabs in the "Journal" area

4.4.1 Call Lists

The call lists for the logged in user are displayed in this sub-item. The view can be filtered using the following symbols:



Symbol	Description
	Perform search
	Select group filter

Table 3 - Overview of the filter symbols in the call lists

The individual call list entries show various information, such as:

- Name of the caller / called party from the address book (if available)
- Date and time of the call
- Avatar of the caller / called party (only for internal calls)

Note: Notifications for missed calls from groups are only displayed if the user logged into the app is also actively logged into the group.

The status of the call is represented by the following symbols:





Symbol	Description
	successful incoming call
	successful outgoing call
	unsuccessful incoming call
	unsuccessful outgoing call

Table 4 - Overview of the various statuses of a call

If the filter options are shown, the groups in which the user is a member are displayed. By selecting the group name, only the calls of the respective group are displayed.

In addition, the following symbols can be used to trigger further actions:



Symbol	Description
	Start call
	Start chat (internal users only)

Table 5 - Overview of the additional symbols in the call lists

4.4.2 Fax History

Received faxes for the logged in user are displayed in this sub-item. The view can be filtered using the following symbols:



Symbol	Description
	Perform search
	Select group filter

Table 6 - Overview of the filter symbols in the fax list

The individual fax list entries show various information, such as:

- Name of the fax sender from the address book (if available)
- Date and time of the incoming fax
- Avatar of the fax sender (only for internal calls)

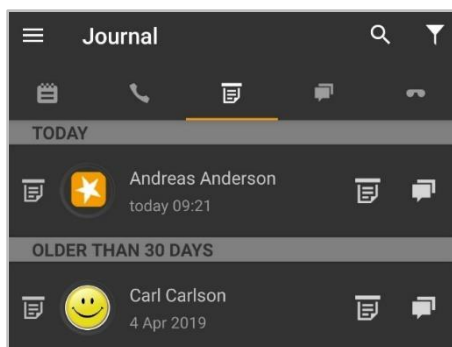


Figure 3 - Example of the overview of faxes

In addition, the following symbols can be used to trigger further actions:

Symbol	Description
	View or open fax
	Start chat (internal users only)

Table 7 - Overview of the additional symbols in the fax lists

4.4.3 Chat history

In this sub-item, the received and sent internal chat messages are displayed for the logged in user. This overview also includes existing messages from group chats.

The view can be filtered using the following symbols:

Symbol	Description
	Perform search
	Select group filter

Table 8 - Overview of the filter symbols in the chat list

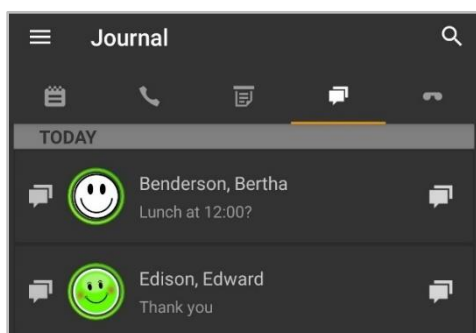


Figure 4 - Example of the overview of chat messages

In addition, the following symbols can be used to trigger further actions:

Symbol	Description
	Open existing chat
	Start a chat with a new user

Table 9 - Overview of the additional symbols in the chat messages

4.4.4 Voicemails

Received voicemails for the logged in user are displayed in this sub-item. Voicemails can also be listened to directly.

The view can be filtered using the following symbols:



Symbol	Description
	Perform search
	Select group filter

Table 10 - Overview of the filter symbols in voicemails

The individual voicemail list entries show various information, such as:

- Name of the caller from the address book (if available)
- Date and time of the incoming voicemail
- Avatar of the caller (only for internal calls)
- Duration of the voicemail

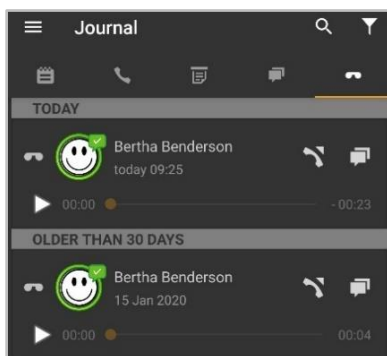


Figure 5 - Example of the overview of voicemails

In addition, the following symbols can be used to trigger further actions:




Symbol	Description
	Listen to the voicemail
	Start call
	Start chat (internal users only)

Table 11 - Overview of the additional symbols in voicemails

4.5 Contacts

The following sub-items can be selected in this area of the app:

Heading	Description
Key	Function keys of the telephone system
Phone	Contacts on the end device
STARFACE	Address books of the telephone system

Table 12 - Overview of the tabs in the "Contacts" area

4.5.1 Keys

In this sub-item, the function keys of the user are displayed as they have been configured in the web interface of the telephone system.



Figure 6- Example of configured keys

The view can be filtered using the following symbols:


Symbol	Description
	Search all the users of the telephone system

Table 13 - Overview of the filter symbols in the keys

At least 2 characters must be entered before possible search results are displayed.

Note: The search currently only applies to function keys of the type “Busy Lamp Field” and not to other types of function key.

In the busy lamp fields, a coloured marking indicates the phone status of the user. Likewise, small symbols display e.g. an active always-redirection or a DND status (see also “[4.1 - Status area](#)”).



Symbol	Description
	Start call
	Start chat

Table 14 - Overview of the additional symbols in keys

4.5.2 Phone

The contacts that are stored on the end device are displayed in this sub-item. The view can be filtered using the following symbols:


Symbol	Description
	Perform search

Table 15 - Overview of the filter symbols in the phone

At least 2 characters must be entered before possible search results are displayed. It is also possible to jump to the desired area in the contacts using the bar of letters displayed on the right-hand side.

In order to be able to access the contacts, the app must be granted access permission. There is a corresponding display for this when this sub-item is opened.

4.5.3 STARFACE

In this sub-item, the contacts that are stored in the address books of the telephone system can be searched. At least 2 characters must be entered before possible search results are displayed.

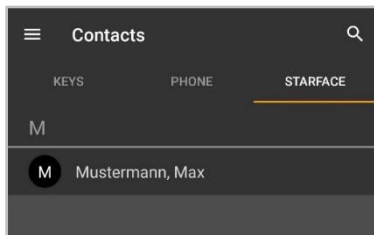


Figure 7 - Example of a search in the contacts

In addition, new contacts can be added using the following button:



The first step for a new contact is to select whether it is to be added to the private address book of the logged-in user or to the public address book on the telephone system.

The detailed data for the contact can then be stored in the following tabs:

- Contact
- Address
- Telephone
- Email

4.6 Keypad

In this area of the app, the number pad can be called up to manually enter a number:

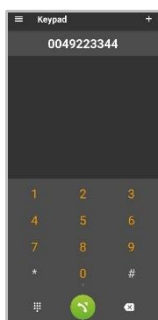


Figure 8 - Example of entering a number

If the green button is pressed for longer when the call is initiated, the call settings with which the outgoing call is set up can be selected (see also [4.10.2 Dial mode](#)).

As soon as a digit has been entered, a plus symbol appears in the upper right corner, via which the entered number can be saved in a local address book or in the address book on the telephone system. All address books are displayed as possible storage locations for the new contact for which the logged-in user has access rights.

In addition, after entering at least 3 digits, suggestions for the auto-completion of the phone number are displayed.

4.7 iFMC

An iFMC configuration allows an incoming call to ring in parallel on an end device that is not directly connected to the telephone system. It is also possible to create multiple iFMC configurations and use them simultaneously.

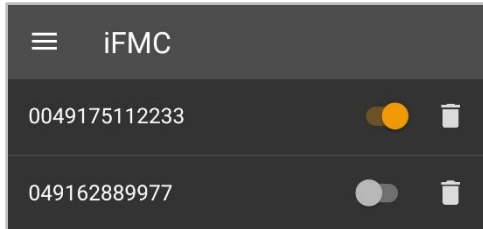


Figure 9 - Example of iFMC configurations




Symbol	Description
	Configuration enabled
	Configuration disabled
	Deleting the iFMC configuration

Table 16 - Overview of the controls for iFMC

It must be noted that iFMC must not be set up for a device on which the softphone functionality is already active through one of the STARFACE apps. The softphone functionality on the end device must be deactivated before activating the iFMC configuration.

4.7.1 Create a new iFMC configuration

The following button can be used to add a new iFMC configuration:



The following configuration options are available for the iFMC:

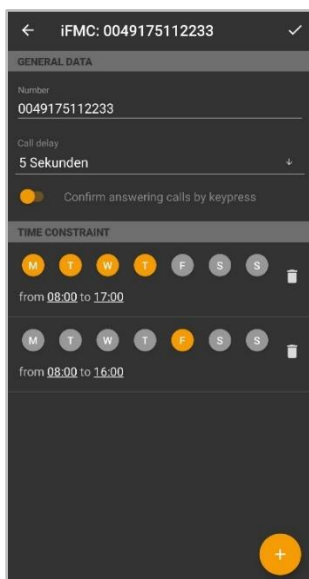


Figure 10 - Example of configuring an iFMC

In the **Number** input field, the phone number to be called in parallel must be entered. It is always entered in the full format with the country code.

Note: A possibly existing outside line may not be registered.

Call delay: With this drop-down menu, it is possible to incorporate a deliberate time delay, which provides a time frame, e.g. to accept an incoming call first over the telephone connected to the telephone system.

The selected call delay does not work if no telephones connected to the telephone system are assigned to the user. In this case, the iFMC number is called immediately.

If two iFMC numbers are entered, the ratio (e.g., 10 seconds difference) between the two call delays remains. The first iFMC number is called immediately and the second number after 10 seconds.

Confirm answering calls by keypress: If this option is active, with incoming calls to the iFMC terminal, a voice message is initially played, whereupon the actual call can be accepted by pressing a number.

It is possible to create freely configurable schedules for when the iFMC configuration is to be used. These can be set up under the heading **Time Constraint**.

The schedules are based on the days of the week and freely selectable periods and can be set up with any desired level of complexity.

4.8 Redirections

The redirections for the user can be configured in this area of the app. There are 3 different types of redirection:

- **Always:** The redirecting takes effect immediately and the incoming call is forwarded directly to the configured destination.
- **Busy:** If the called number is busy, the incoming call is immediately forwarded to the redirecting destination.
- **Timeout:** If the incoming call is not accepted within the configured time period, it will be forwarded to the redirecting destination. This redirection also applies if the user is unavailable.

Note: No redirections can be configured for group numbers.

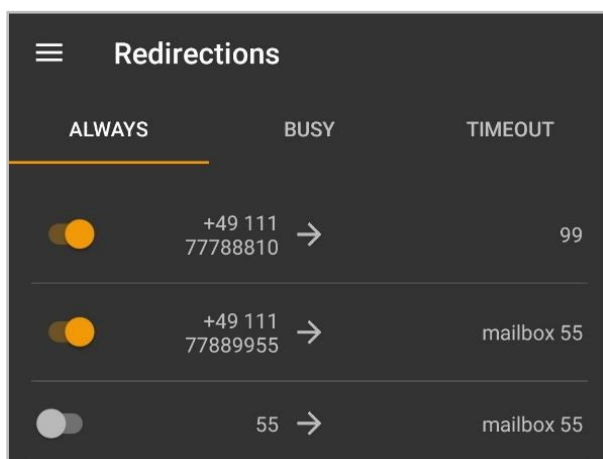


Figure 11 - Example of active always redirects

By pressing and holding a diversion configuration, it can be edited, for example to set a new destination number.

Forwarding to a voicemail box is only possible if the registered user has the "Voicemail" right on the telephone system.

4.9 Conferences

In this area of the app, moderated conferences can be configured and started. These conferences can be held once or at regular intervals and have a fixed number of participants.

In addition, existing conferences can be adapted, e.g. by inviting additional participants.

The operation of a scheduled conference in Call Manager does not differ from the operation of a spontaneous conference (see also [5.4.1 - Conference](#)).

4.9.1 Schedule new conference

The following button can be used to schedule a new conference.



For this, a clear name for the conference should first be given. Then the date and time of the planned conference can be configured in the **Date and Time** field.

The **Repetition** drop-down menu controls how often the scheduled conference should take place. The following options are available:

- Once
- Daily
- Weekly
- Monthly

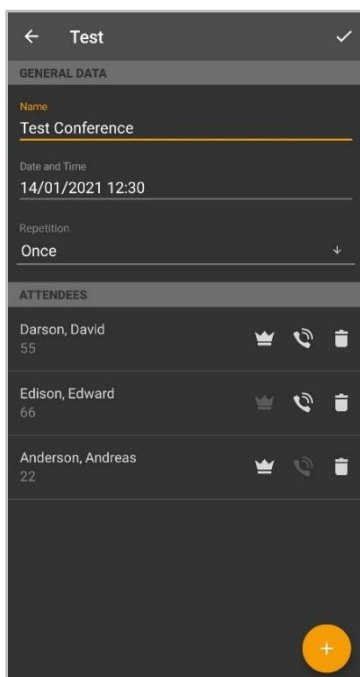


Figure 12 - Example of a conference set-up

The data on the desired conference participants can either be entered manually using the following button, a user on the telephone system can be selected or an entry can be selected from the address book.



The following checkboxes control whether or not a conference participant has moderation rights in the conference:



The setting that controls whether a participant is to be called by the telephone system can be activated or deactivated via the button:



enabled or disabled. For regular appointments especially, it is recommended to activate this option.

Before saving the new conference date, some basic settings for conferences, such as the assignment of conference numbers, need to be done in the telephone system administration. If these settings have not yet been made by the system administrator, a corresponding message is given.

When saving the conference, all the participants will receive an invitation by e-mail. There will also be a notification by e-mail in the following cases:

- in case of subsequent changes to the conference (e.g. change of time)
- as a reminder 15 minutes before the start of the conference
- after the end of a conference appointment (for recurring conferences)

4.9.2 Overview of scheduled conferences

In the **Scheduled** tab, all planned conferences are displayed with the most important data.

SCHEDULED	IN PAST
Test Conference 31/08/2023 10:00 am	⋮
Meeting 12 21/10/2023 10:00 am	⋮

Figure 13 - Overview of scheduled conferences

Note: For recurring conference appointments, the next conference appointment will appear in this view approximately 15 minutes after the last conference of this series.

The following menu items are available for a planned conference via the context menu:

Start conference: From 10 minutes before the scheduled start time of the conference, a moderator can also start the conference manually. If this menu item is selected, all participants in the conference for whom this option has been configured will be called immediately.

If a conference has already started, the button is greyed out.



Edit: Via this menu item, an existing conference can be edited later by the creator and the configured moderators of the conference.

Delete: This menu item deletes the planned conference and is only available to the creator and the configured moderators of the conference

4.9.3 Overview of finished conferences

The **In the Past** tab displays all the conferences that have ended. These are the one-time conferences and the past conferences of a repeating conference series.

The following options are available:

-  The standard e-mail program is opened with the participants' addresses
-  Delete conference

4.10 Settings

In this area of the app, basic settings for the app are configured.

4.10.1 Login

In this area of the app, the access data for the connection to the telephone system are stored. The configuration options are in detail:

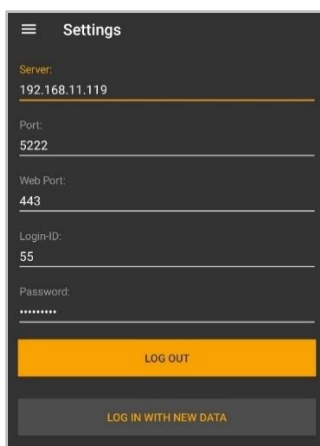


Figure 14 - Example of configured user data

Server: At this point, the IPv4 address or host name of the telephone system must be entered. If the end device is outside its own network, the external IPv4 address or the external host name must be entered.

Port: The port that is used for the connection to the UCI interface of the telephone system must be entered here. The default port that is used is 5222 and only needs to be changed if specified by the administrator.

Web Port: The port used for the connection to the REST interface of the telephone system must be entered here. The default port used is 443 and only needs to be changed if specified by the administrator.

Login-ID: The login ID to be entered here corresponds to the login ID assigned to the telephone system when the user was created.

Password: The password corresponds to the user password for the telephone system.

Log Out: If this option is selected, the currently active user is logged out.

The option "**Log in with new data**" is only available if the existing access data has been changed.

4.10.2 Dial mode

In this sub-item, the settings are configured.

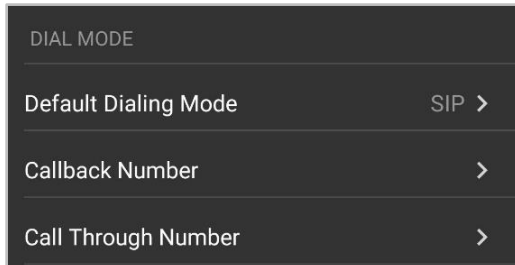


Figure 15 - Example of configured dial mode

The default dialing mode setting defines how an outgoing call is set up in the default case. If the default dialing option is not available, all dialing options that are available at that time are displayed when the call is established.

In the **Call-Through-Number** settings, the call number of the call-through module configuration is stored; this is only necessary if this call type is to be used (see also [4.1 - Initiate Call](#)).

Note: There is no automatic check as to whether the phone number entered belongs to a call-through module configuration.

4.10.3 Notifications

In this sub-item, you can select which ringtone is used to signal incoming calls. All installed system ringtones of the respective end device are available.

4.10.4 Info

This sub-item displays various information about the installed version of the app. Among other things, which version of the app is currently installed.

4.10.5 Diagnostics

In this sub-item, the logging of the app can be activated or deactivated.



Figure 16 - Example of activated logging

After installing the app, logging is activated by default. Two log files are always written in the app.

Firstly, there is the permanent log file that records important system information. This log file is stored in the following directory:

/Android/data/de.starface/files/Logs/

The permanent log files are rotated after 7 days, so a maximum of seven log files are kept for the app. After the app process has ended, a new log file is also generated.

There is also a second log file that is only written in the event of a crash. This crash log file is stored in the following directory:

/Android/data/de.starface/files/ErrorLogs/

There is always a log file with the name "log.txt" in this directory. As soon as this log file reaches the size of 5MB, it is automatically renamed to "old_log.txt".

Then further information is written into a new log file with the name "log.txt" until the log file has again reached the size of 5MB and is renamed. The previous log file with the name "old_log.txt" is overwritten.

The log files can be exported using the button of the same name. The log files can either be shared (e.g. by email) or saved directly.

4.10.6 More Settings

In this area there is a link with which you can directly access the battery optimization in the system settings. Deactivating battery optimization for the app can help with problems with the signalling of calls and chat messages in the app.

5. Call Manager Operation

Depending on the status of a call, various options and features are available in the call manager of the app. There is a distinction between the following call states:

- Incoming unanswered call
- Outgoing unanswered call
- Active call

5.1 General information in Call Manager

For a call, the following information is displayed in the Call Manager:

- Avatar image (only for internal calls)
- Name of the caller/called party (only for internal users or address book entries)
- Number of the caller/called party
- The user calling or being called
- Duration of the conversation

5.2 Incoming call in call manager

This chapter describes the Call Manager buttons available for an incoming call that has not yet been accepted.



Figure 17 - Example of an unanswered incoming call

Incoming calls can be muted using the volume buttons or the power button.




Symbol	Description
	Trigger redirection
	Accept call
	Reject call

Table 17 – buttons for an incoming call

The above buttons for accepting or rejecting an incoming call can also be dragged to the edge of the screen to trigger the corresponding function.

If the incoming call is rejected and if a busy-redirect is configured in the telephone system for the called number, this redirection will apply in such cases.

The settings for the ringtone and the volume of the ringtone are taken from the settings of the operating system and cannot be changed individually for the app.

5.3 Outgoing call in the Call Manager

This chapter describes the Call Manager buttons available for an outgoing call that has not yet been accepted.



Figure 18 - Example of an unanswered outgoing call



Symbol	Description
	Enable speaker
	Terminate call

Table 18 – buttons for an incoming call

5.4 Active call in call manager

This chapter describes the buttons in the Call Manager that are available for an active call that has been accepted.

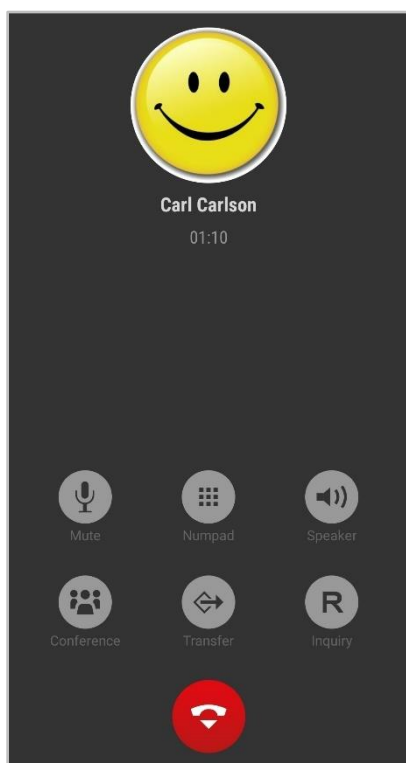


Figure 19 - Example of an active call








Symbol	Description
	Mute microphone
	Call up number pad
	Enable speaker
	Start conference
	Trigger redirection
	Trigger transfer with query
	End current call

Table 19 – buttons for an active call

5.4.1 Conference

Via the button:



a conference with one additional participant can be started spontaneously. It is possible to select the participant from the following sources:

- Address book of the telephone system
- Own busy lamp fields
- Local address book
- Input of an external phone number

Note: In order to be able to select call destinations from the local address book, the app must first be authorized for access.

The original call partner is put on hold until the call to the new conference participant has been successfully set up.

5.4.2 Forwarding

Via the button:



a "blind transfer" is carried out. With this type of transfer, the original call partner is immediately connected to the respective transfer destination without a consultation call being made beforehand.

It is possible to select the transfer destination from the following sources:

- Address book of the telephone system
- Own busy lamp fields
- Local address book
- Input of an external phone number

Note: In order to be able to select call destinations from the local address book, the app must first be authorized for access.

If the call is not accepted by the transfer destination within 15 seconds, the caller is automatically reconnected.

5.4.3 Query

Via the button:



a "transfer with query" is carried out. With this type of transfer, the original caller hears music while on hold as long as the query, i.e. the conversation with another person persists or until the transfer is made to this person.

It is possible to select the transfer destination from the following sources:

- Address book of the telephone system
- Own busy lamp fields
- Local address book

- Input of an external phone number

Note: In order to be able to select call destinations from the local address book, the app must first be authorized for access.

If the transfer destination is to be connected to the call partner on hold, the following button must be selected.



If the call with the possible transfer destination is ended without a transfer having taken place, there is the option of accepting the held call of the original caller again or ending it.