

# Communication Solutions

Vobi Quick Start Guide

**Y2K CONNECT**  
GET CONNECTED

## Contents

Introduction.....	2
How to get Vobi setup on your phone .....	2
Frequently asked questions.....	3

## Introduction

Vobi, an application from Y2K, is a mobile softphone allowing you to make and receive voice and video calls from your mobile phone, at a reduced call rate.

In this quick start guide we will take you through the basic steps of configuring the application to work with our voice products.

## How to get Vobi setup on your phone

1. Download and install Vobi on your smartphone from either the Google Play store or the Apple App store. While installing, you may be prompted to allow Vobi to access certain applications on your phone, like contacts, photos, etc. Please allow all.



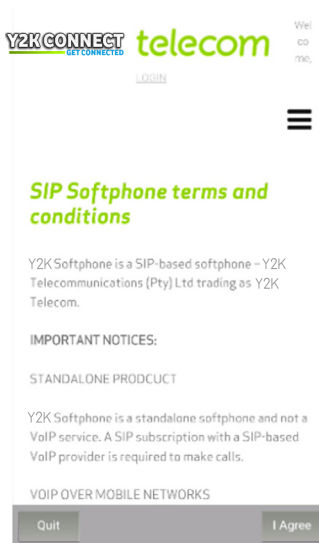
Figure 1: Vobi icon

2. Open the application by clicking on the icon. Then select 'Scan QR'.



3. Using your mobile phone's camera, scan the QR code that was emailed to you.

4. Accept the terms and conditions.



5. Vobi is automatically configured and you are ready to make and receive calls.

## Frequently asked questions

1. What is a quick response (QR) code?  
A QR code consists of an array of black and white squares containing information that is easy to access using a smartphone camera.

2. What does a QR code look like?



3. Why do I need the QR code?  
The QR code contains important information to setup your Y2K SIP account.
4. When using Vobi, how much data is used per minute?  
0.5Mb per minute if using G.729 codec.
5. Can I use Vobi while travelling overseas?  
Yes. Vobi can be used wherever you have internet access. Please take note that roaming data charges may be applicable, depending on your mobile call plan.
7. Can I have multiple SIP accounts configured on Vobi?  
No, Vobi supports a single SIP account. You can change from one SIP account to another by resetting the application and scanning in the required QR code.
8. Can I have multiple devices linked to the same SIP account, for example, Vobi and my Y2K Supafone?  
Yes, multiple devices may be linked to the same SIP account. However, certain restrictions apply with regards to maximum concurrent calls allowed per SIP. This is dependent on the SIP account purchased.

9. Why do I have to unlock my screen before answering calls?  
The procedure is controlled by the mobile phone operating system and is not a feature set of Vobi. Please note this issue is specific to Apple devices and has been resolved from iOS 10 and up.
10. Why does the app ask for permission to access my camera and photos?  
By enabling access to your camera and photos, you can add pictures to your contacts and quick dials.
11. How do I ensure I get a notification when someone calls and my Vobi app is not open?  
Using your mobile device go to 'Applications', find the Vobi app and enable or allow the app to send notifications.