



# Viasat Voice Pro

## Android User Guide

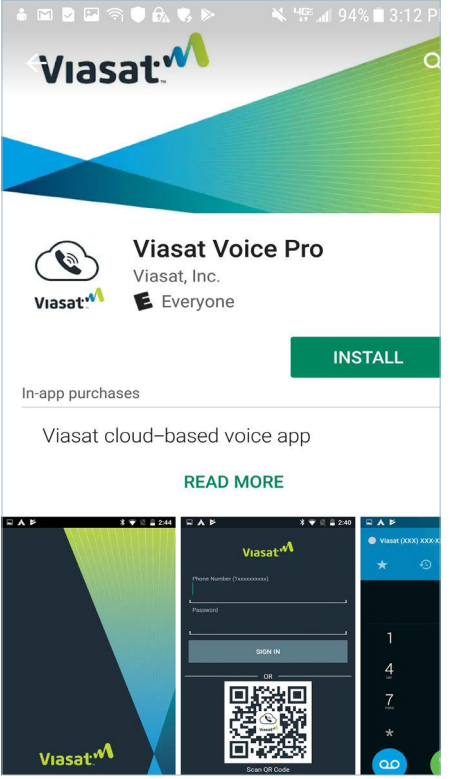
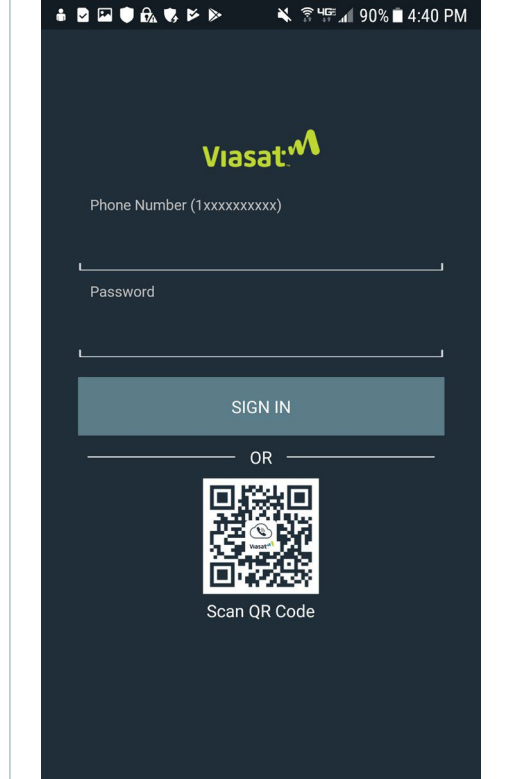
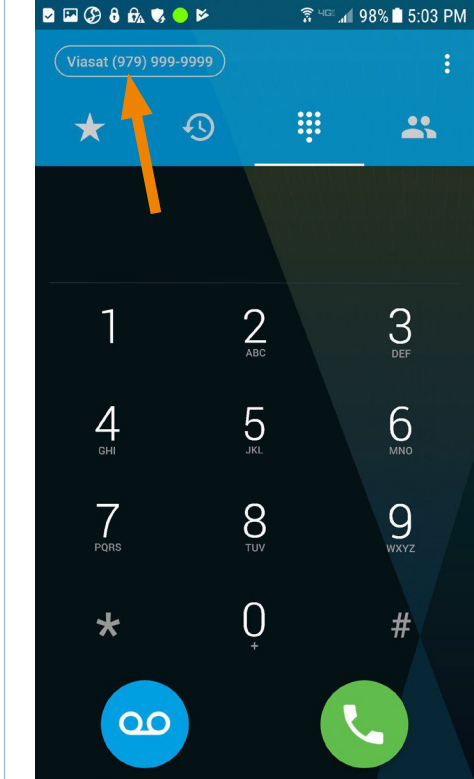
Updated April 2024

## Install app

From the Google Play store, search for Viasat Voice Pro. Install the app, sign in, and wait for the service to complete registration. Your Voice service provides unlimited local calls as well as international calls to the United States, Puerto Rico, US Virgin Islands, Canada, and Mexico.

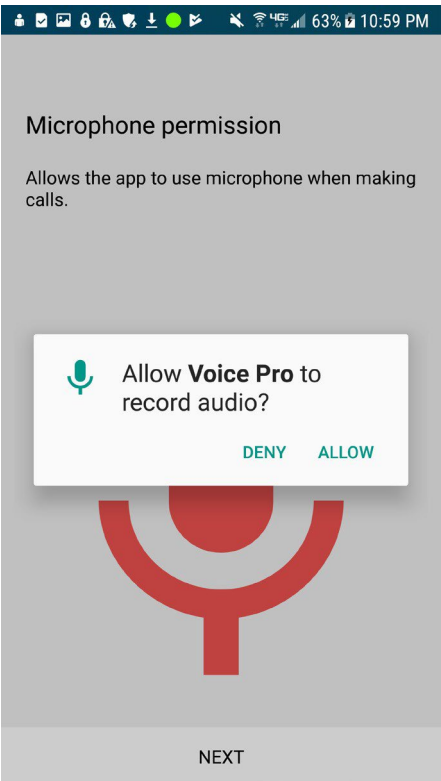
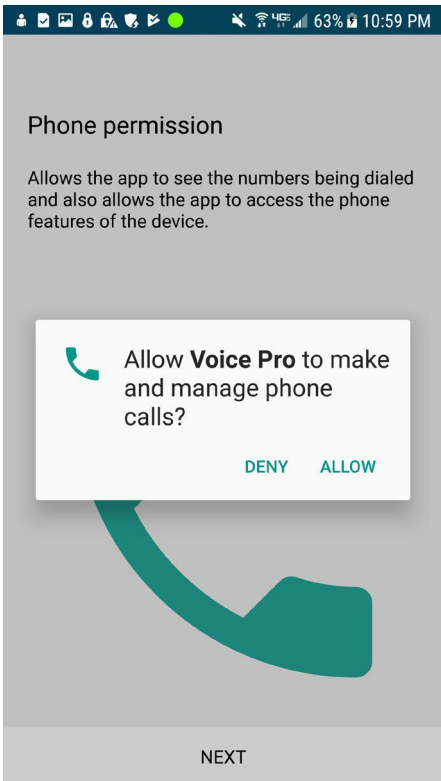
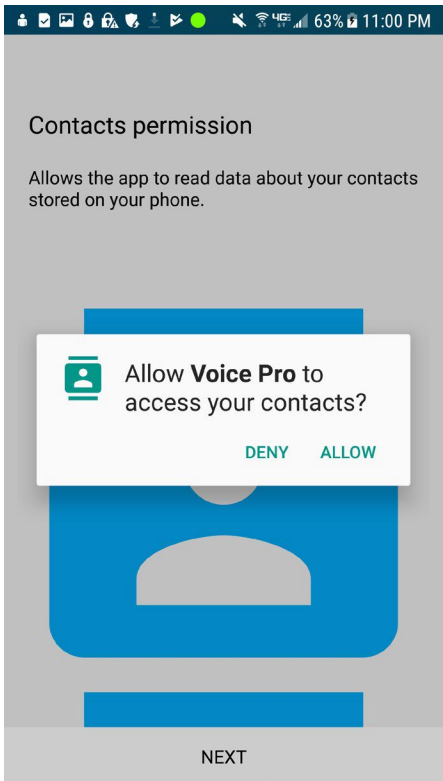
**IMPORTANT: Emergency 911 services are not available using the Viasat Voice Pro app.**

You will receive two phone numbers, one for local calling with no additional charges. This will be the number that appears on the recipient's caller ID. The second number is for friends and family to call you without incurring international charges. Provide the USA number to friends and family in the US, Puerto Rico, US Virgin Islands, Canada, and Mexico to call you.

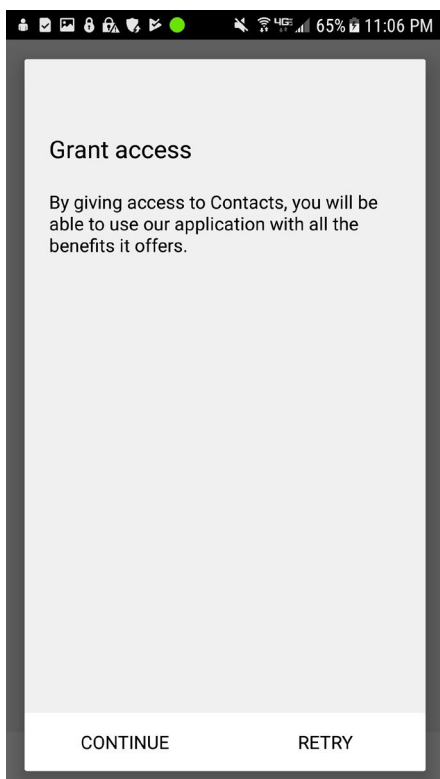
Install app	Sign in	Registration
		
<p>Search for <b>Viasat Voice Pro</b> and tap <b>install</b>. Once installed, open the app.</p>	<p>Enter your new phone number and password from the Viasat Voice order confirmation email and then tap <b>sign in</b>. (There will not be a QR Code in the email.)</p> <p>The app will load the configuration, which may take a few seconds. If it fails, verify the phone number, re-enter the password, and ensure the device is connected to the internet or Wi-Fi.</p>	<p>The upper left corner displays your phone number in grey, indicating the app is attempting to connect with the server.</p> <p>If the status color changes to red, the registration failed. Completely exit the app and restart it to attempt registration again.</p>

## Permissions

The app will request various permissions when it registers for the first time. It will first show what permission it is requesting. Tap **next**, and the pop-up box will provide the option to **allow** or **deny** the request. When using features of the app for the first time, other requests may display for permission to access location services, photos/media/files (for contacts), or the camera.

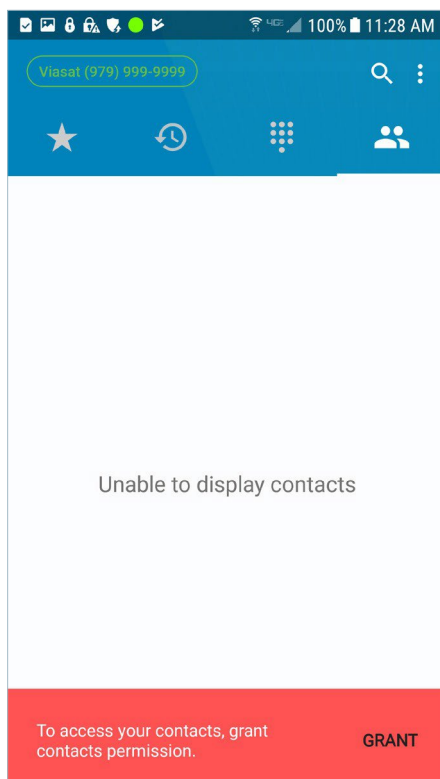
Microphone	Phone calls	Contacts
 <p>Microphone permission</p> <p>Allows the app to use microphone when making calls.</p> <p>Allow <b>Voice Pro</b> to record audio?</p> <p>DENY ALLOW</p> <p>NEXT</p>	 <p>Phone permission</p> <p>Allows the app to see the numbers being dialed and also allows the app to access the phone features of the device.</p> <p>Allow <b>Voice Pro</b> to make and manage phone calls?</p> <p>DENY ALLOW</p> <p>NEXT</p>	 <p>Contacts permission</p> <p>Allows the app to read data about your contacts stored on your phone.</p> <p>Allow <b>Voice Pro</b> to access your contacts?</p> <p>DENY ALLOW</p> <p>NEXT</p>
<p>The app will request access to the microphone for use during calls and to record audio.</p>	<p>The app will request permission to make calls and access the phone features of your device.</p>	<p>The app will request access to the contacts on the phone, which allows you to make calls to people in your address book.</p> <p><b>Note:</b> If you deny access, the contacts list in the app will remain empty, and you will not be able to add contacts or use them for Quickdial.</p>

## Confirmation message



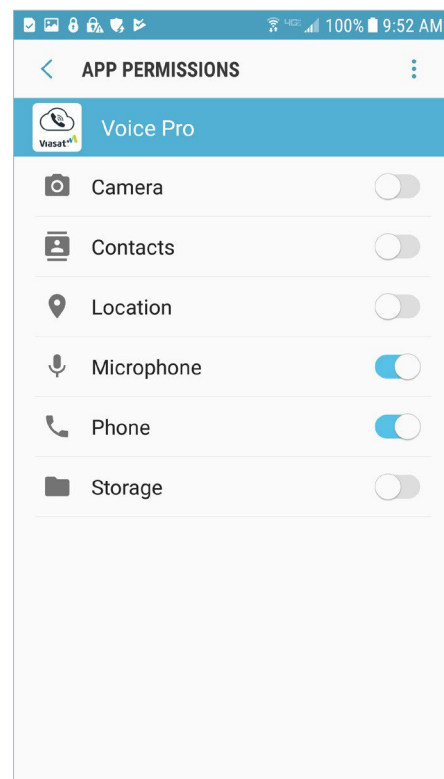
If you deny any of the requests, a confirmation message displays, allowing you to **retry** (allow access) or **continue** (deny access).

## Access contacts



If you denied access to your contacts and later would like to allow it, on the contacts screen, tap **grant**. Then allow access on the pop-up box that displays.

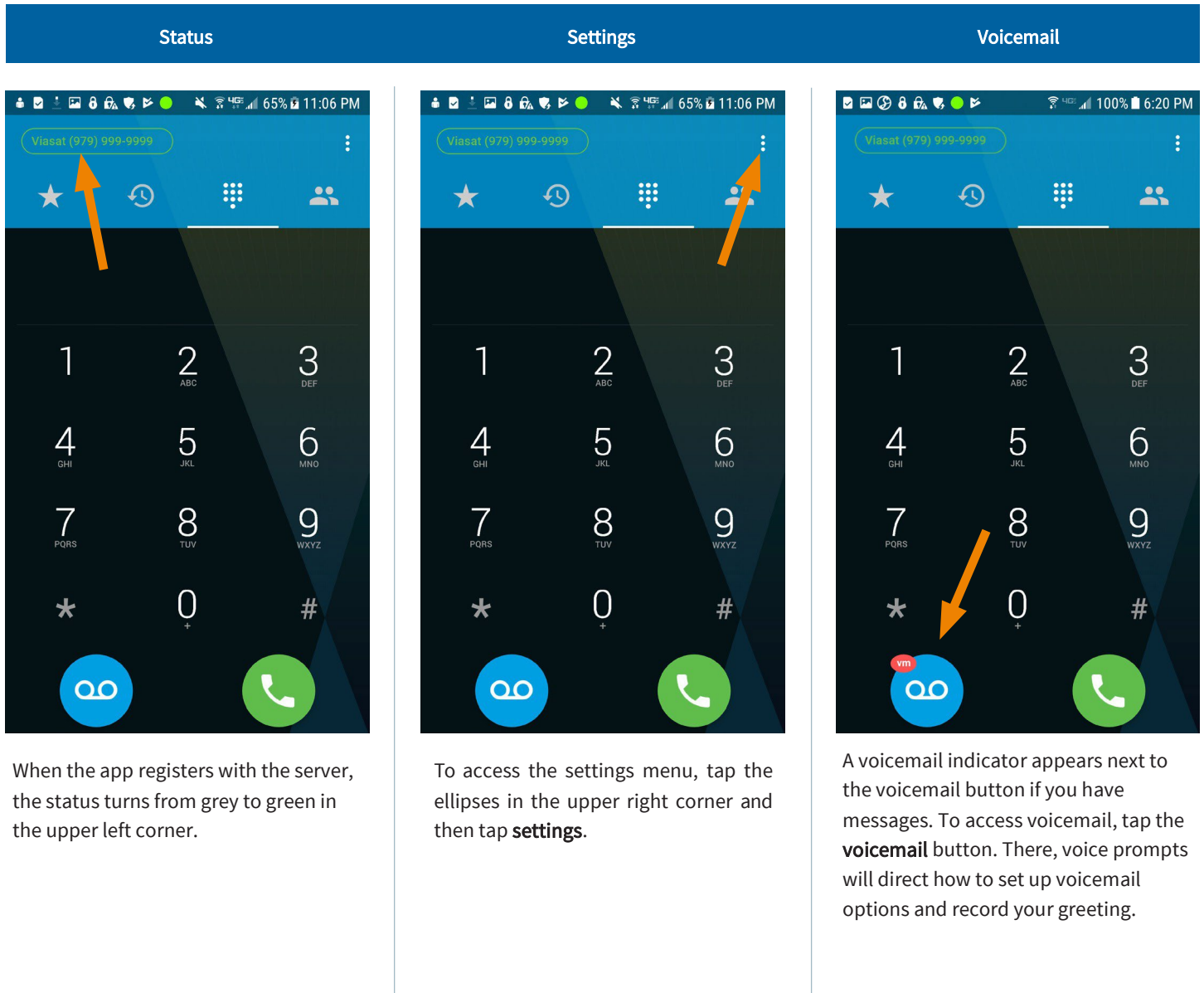
## Update options



If you want to change any of these permissions at any time, go to your device's settings menu and select **apps** and then **application manager**. Scroll down to select **Voice Pro**, and then select **permissions**. Toggle the button to the right to enable a feature or to the left to disable it.

## Keypad options

The app will default to the **keypad** screen, which displays the status indicator, settings access, keypad, voicemail button, and a menu bar located above the keypad. The menu bar allows you to set up quick access to specific numbers or contacts, view your call history, access your contacts list, as well as place calls.

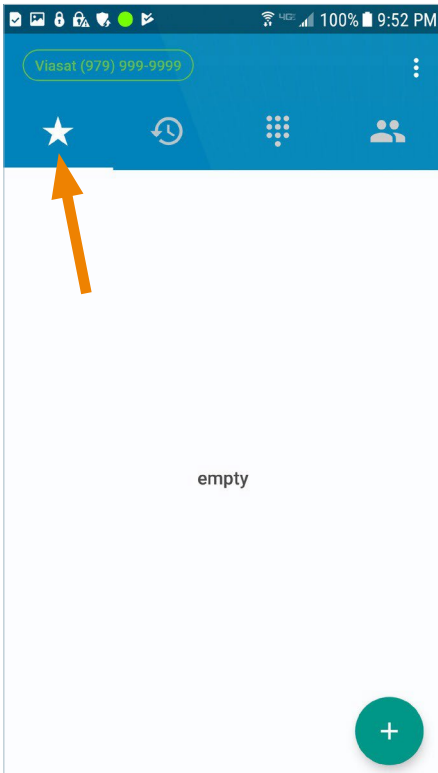


When the app registers with the server, the status turns from grey to green in the upper left corner.

To access the settings menu, tap the ellipses in the upper right corner and then tap **settings**.

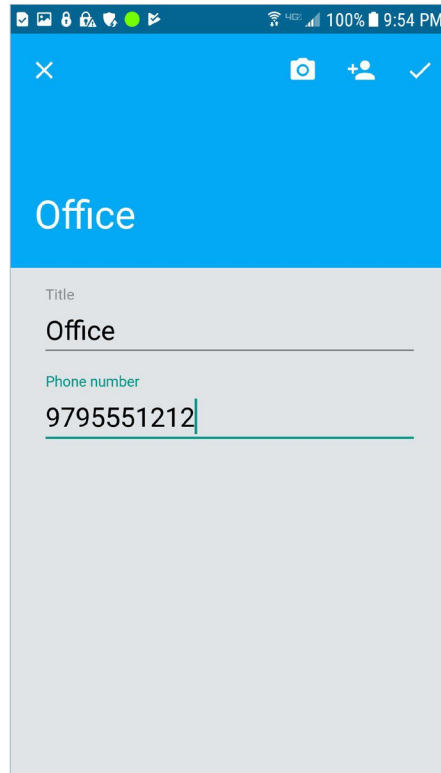
A voicemail indicator appears next to the voicemail button if you have messages. To access voicemail, tap the **voicemail** button. There, voice prompts will direct how to set up voicemail options and record your greeting.

## Quickdial setup

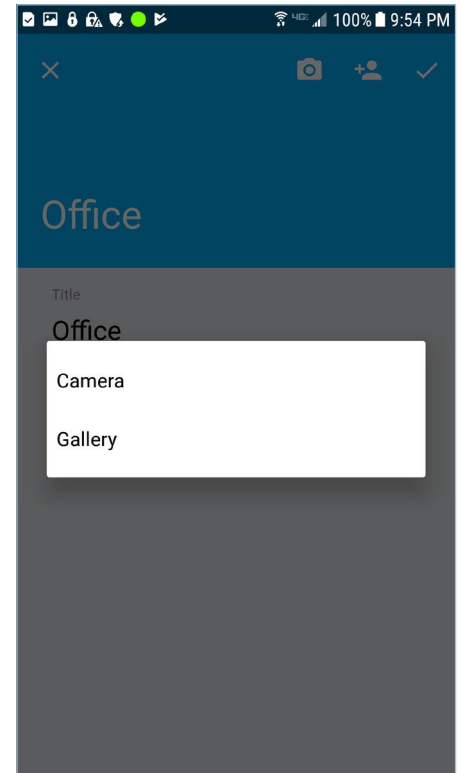


**Quickdial** allows you to add important or frequently-used contacts for quick, easy access. Tap the **+** button in the lower right corner to enter a new contact.

You can type the contact information manually or add from your contacts list, if permission was granted to use your device's contacts.



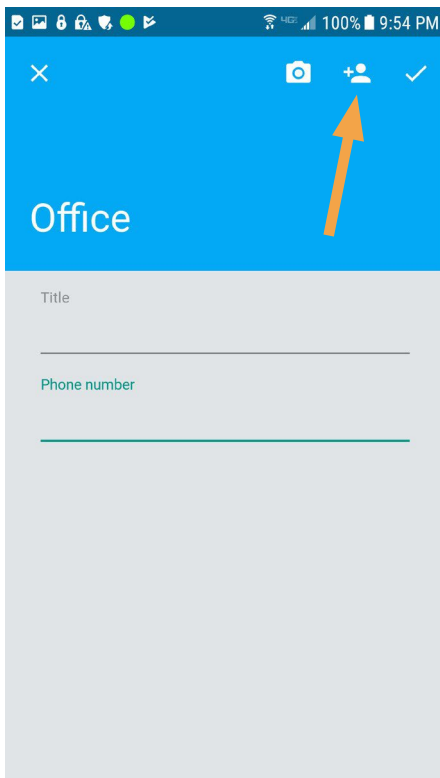
To manually enter, type the name in the **title** field and add the **phone number**.



You can add an image or take a photo to add to the contact, if desired.

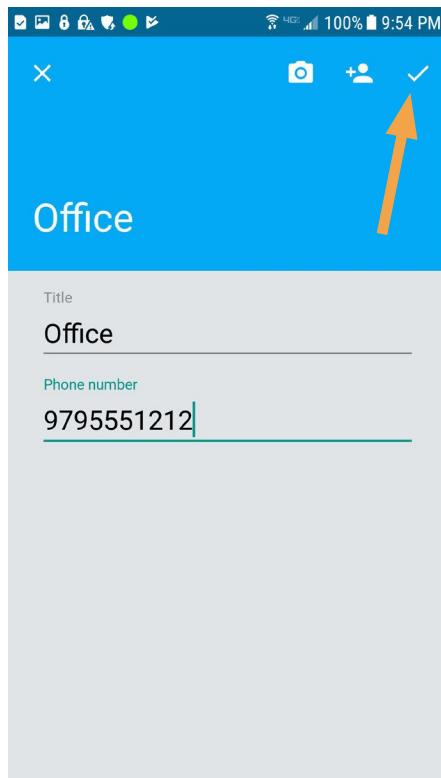
Tap the **camera** button to take a picture or select an image from the device's photo **gallery** (you must allow access to photos when prompted).

## Quickdial setup



If permission was granted to use your device's contacts, you can add an entry from your contact list.

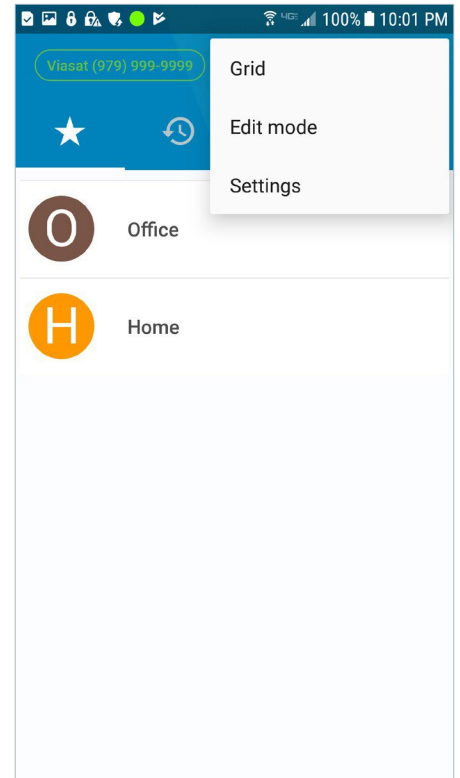
Tap the **add contact** button in the upper right corner, and then select the contact you want to add.



After selecting the contact, the name and phone number will autofill the Quickdial fields.

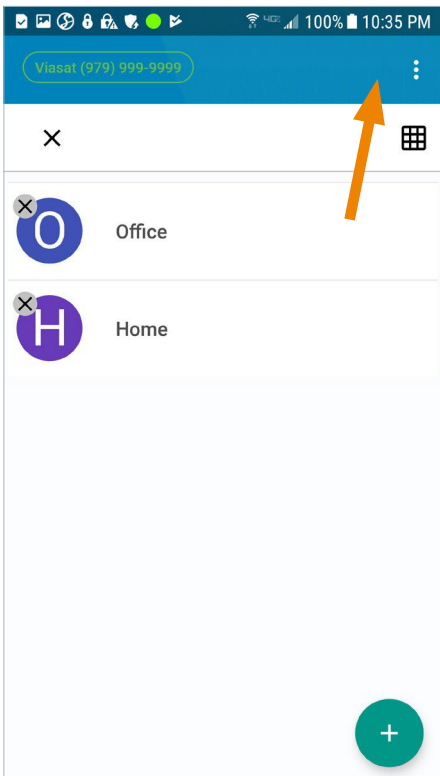
When finished, tap the **check mark** in the upper right corner to save. Tap **x** in the upper left corner to delete the entry.

Once saved, the entry appears on the Quickdial screen.



To add more Quickdial contacts, you must be in edit mode. Tap the ellipses in the upper right corner and select **edit mode**. You can also switch between list and grid views on this menu.

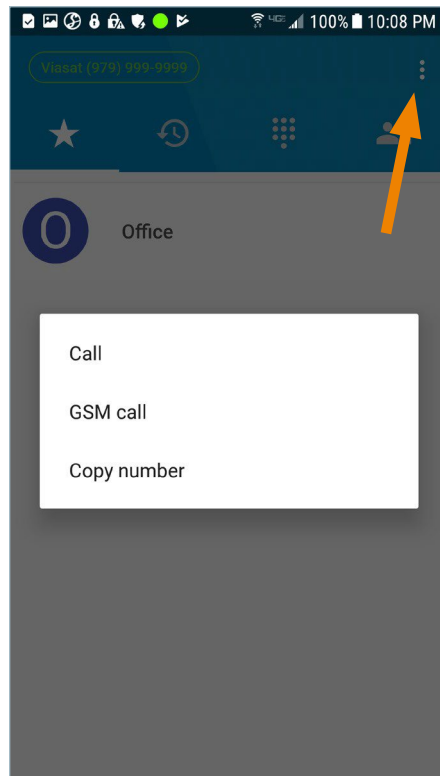
## Quickdial setup



To delete an entry, tap the **x** on the contact you want to remove.

To add an entry, click the **+** button.

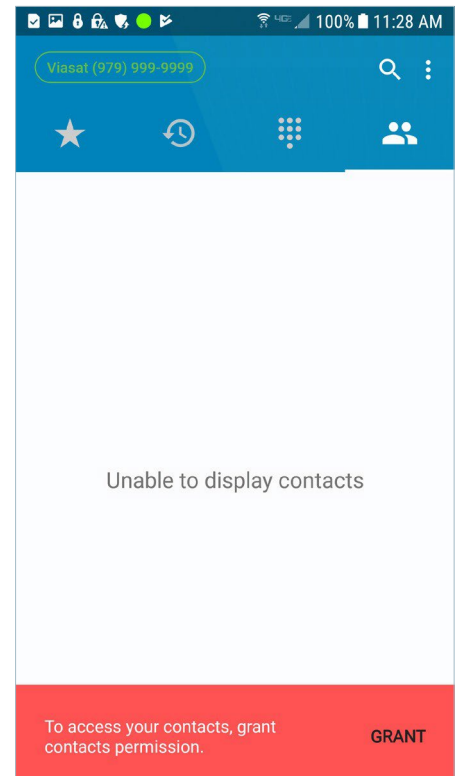
## Quickdial setup



To place a call, tap the contact.

For additional options, press and hold the entry. **Call** places calls through the app, while **GSM call** places them through the device. You can also choose to copy the number.

## Contacts



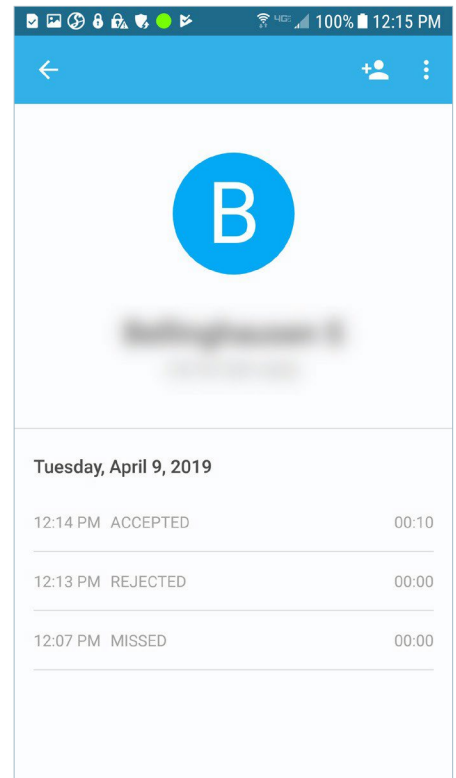
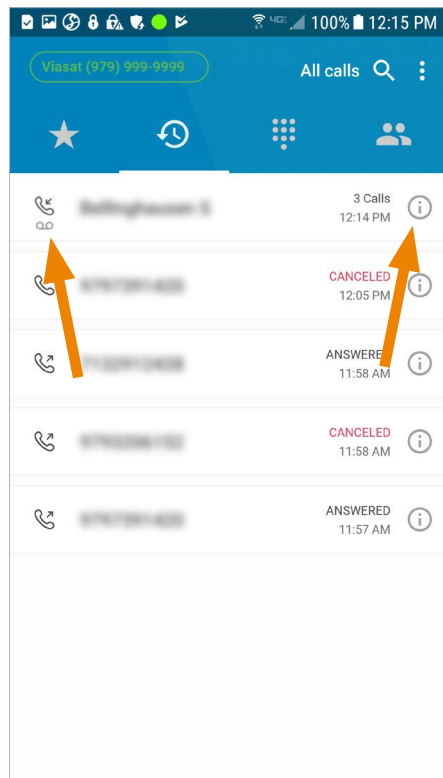
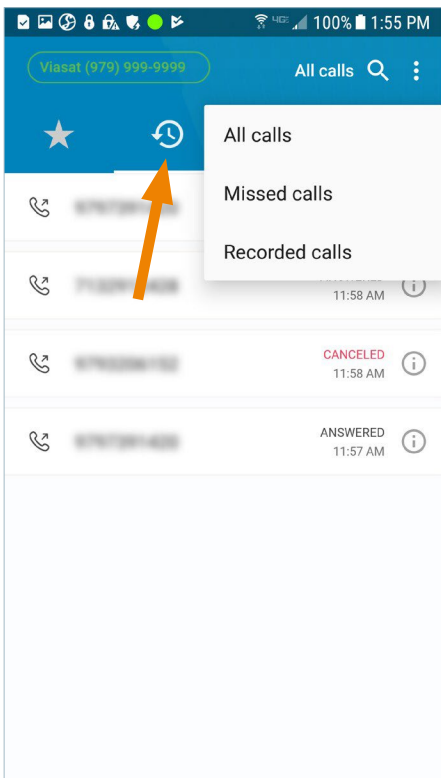
Tap the **contacts** button to view the contacts. If you denied access, the list will be blank, and the contacts feature will not be available.

Tap **grant** if you want to allow access, and then tap **allow** on the pop-up box.

**Note:** The entries added to your Quickdial list will not appear in your contacts list.



History Call details View details



Tap the **history** button to view a log of all the incoming and outgoing calls, both complete and incomplete, when **all calls** is displayed next to the search button. **Missed calls** will display calls that were not answered. **Recorded calls** lists only the calls that you have recorded.

To access these, tap **all calls** next to the search button and select the option from the pop-up menu.

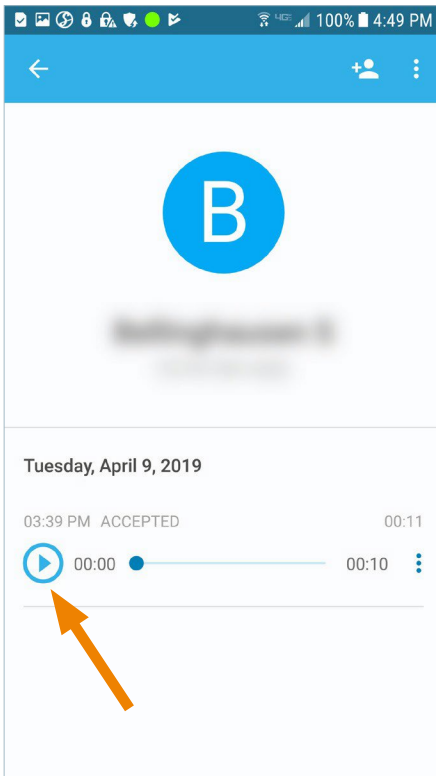
Calls can be placed from the log by tapping the number or contact that you want to call.

To view the call details for a specific call, in the call history, tap the **info** button to the right of the desired call.

If a call was recorded, there will be a small recording icon below the incoming/outgoing call indicator to the left of the call.

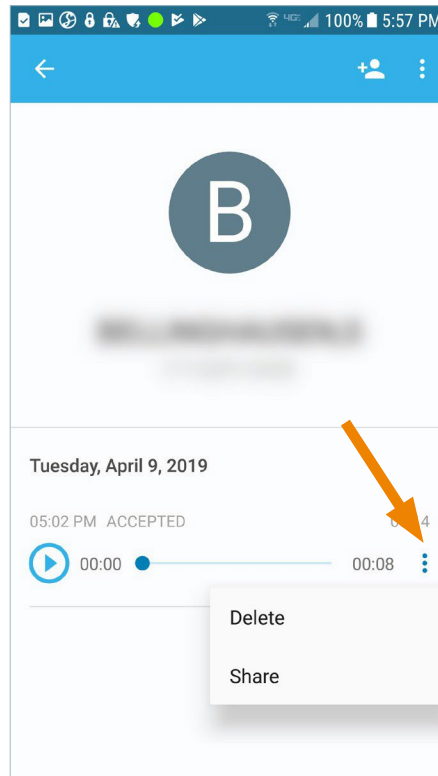
The call details show dates and times calls were made or received, the duration of each call that connected, and if the call was accepted, rejected, missed, or forwarded.

## Play recording



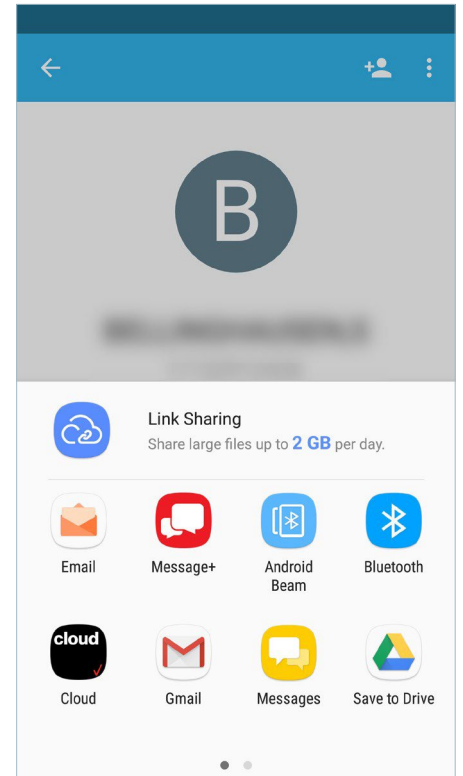
If a call was recorded, it will appear in the call details for that call. Tap the **play** button to listen to the recording.

## Recorded call options



To delete or share the recorded call, tap the ellipses next to the recording. Select **delete** or **share**.

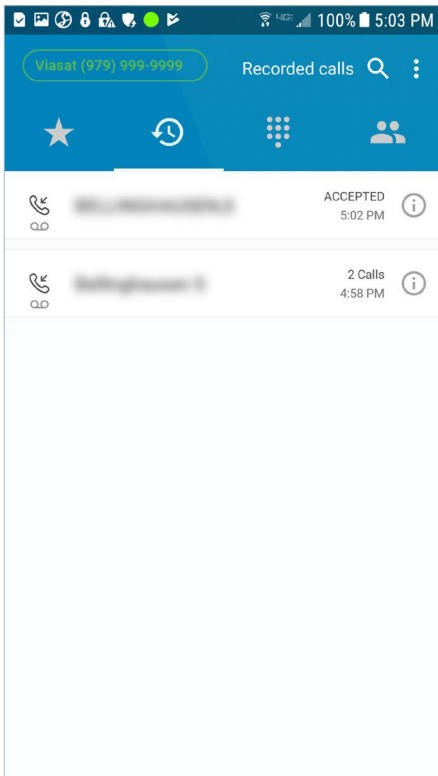
## Share recorded call



If sharing, select how you want to share it from the list of options in the pop up box.

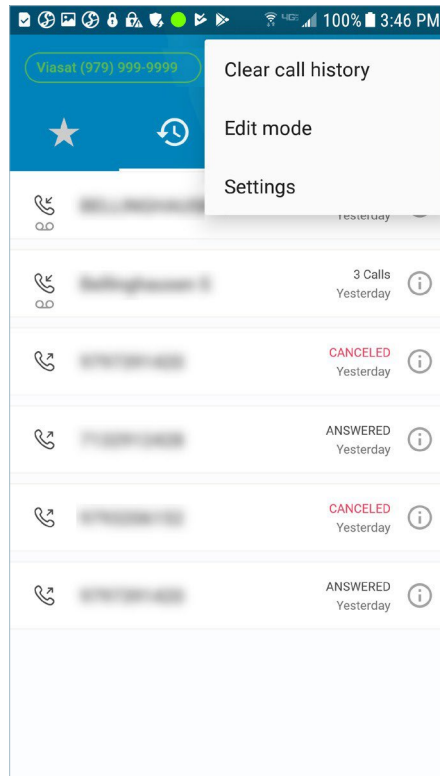
**Note:** Some options may not work with this service.

## Recorded calls list



A list of all recorded calls may be found under the call history by tapping **all calls** next to the search button and selecting **recorded calls** from the pop-up menu.

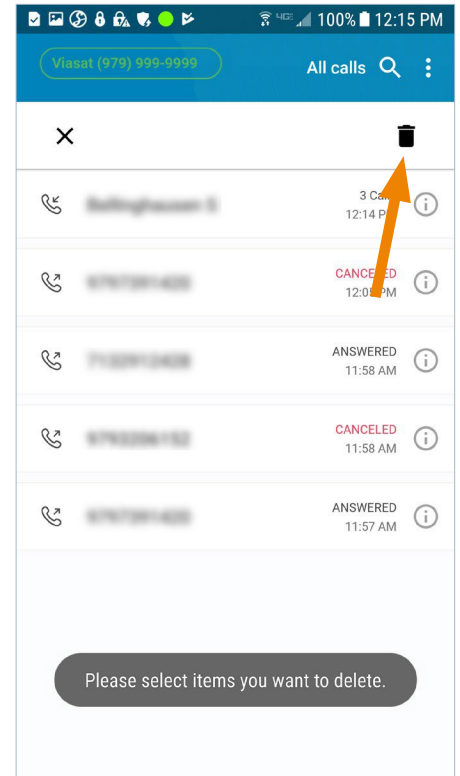
## Clear call history



To clear the call history, tap the ellipses while in the **call history** screen. Then select **clear call history** to clear the screen.

To delete a specific call record, tap **edit mode**.

## Delete call record

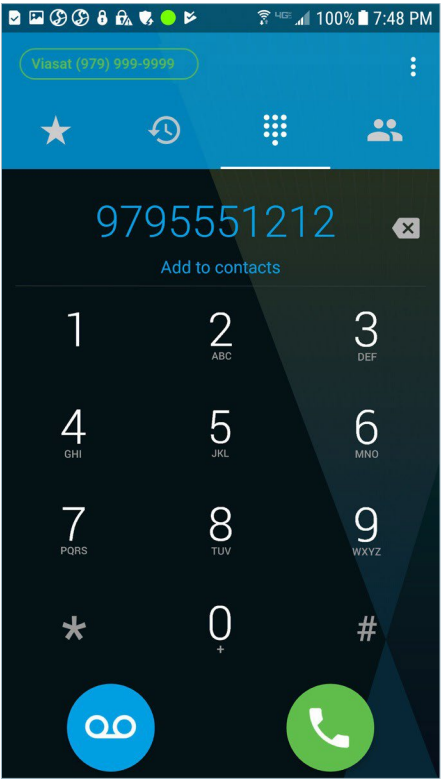
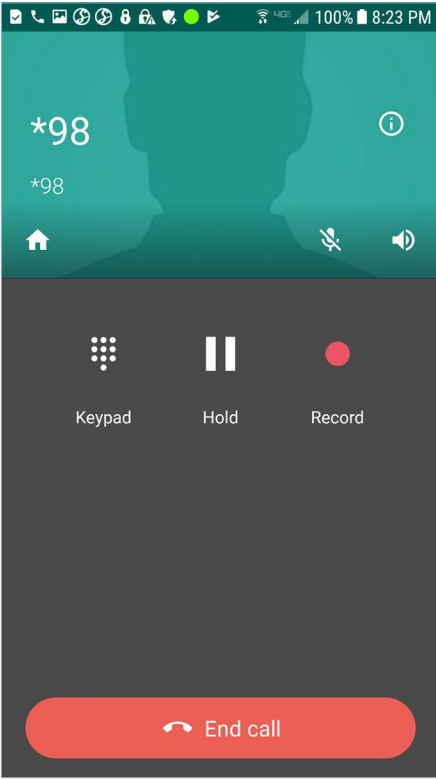
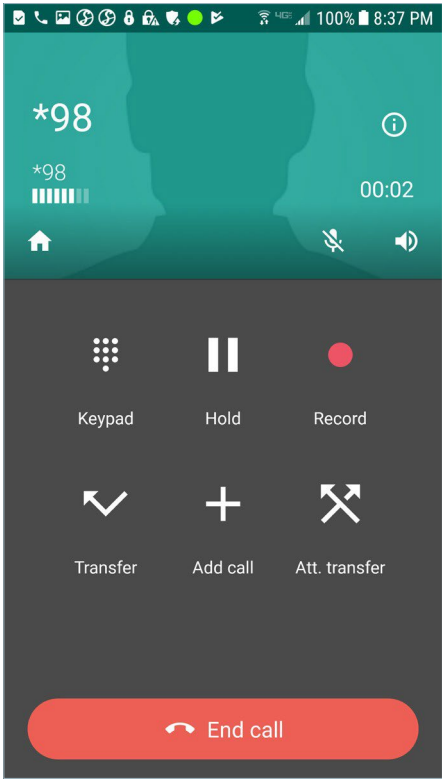


Select the call record/s you want to delete, and then tap the **trash** button in the upper right corner.

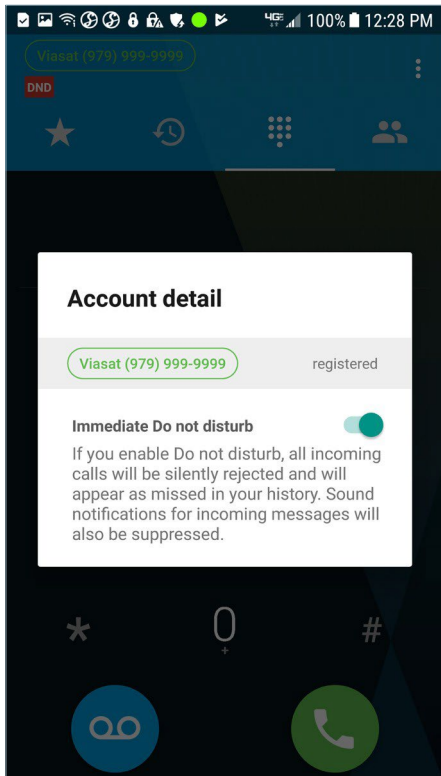
A confirmation message will pop up. Select **ok** to continue or **cancel** to return to edit mode.

## Call options

Once the app has registered with the server, you can place calls. You have the option to record a call and, once connected, use other in-call options.

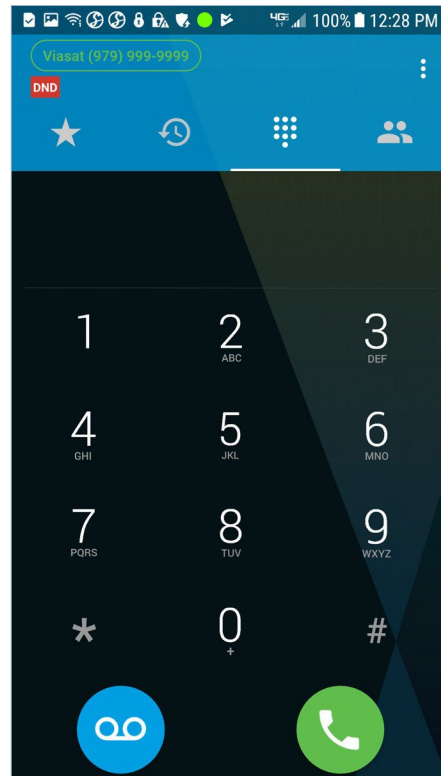
Recorded calls list	Clear call history	Delete call record
		
<p>To place a call, dial the number on the <b>keypad</b> and tap the <b>call</b> button.</p> <p>You can quickly add the number to your contacts by tapping <b>add to contacts</b> below the dialed number, if permission to use your device's contacts was granted.</p>	<p>While the call is attempting to connect, there are three options available: <b>keypad</b> (to navigate interactive voice response systems), <b>hold</b>, and <b>record</b> (to record the call).</p> <p>The <b>home</b> button opens the keypad screen with an option to return to the active call.</p> <p>You can also <b>mute</b> the call or put it on <b>speaker</b>.</p> <p>To cancel, tap <b>end call</b>.</p>	<p>Once connected, there are additional options: (blind) <b>transfer</b>, <b>add call</b> (conference), and <b>att.</b> (attended) <b>transfer</b>, which allows you to announce the call to a third party before transferring.</p> <p>Tap the <b>info</b> button in the upper right corner to view information about the active call.</p> <p>To hang up, tap <b>end call</b>.</p>

Do not disturb DND mode



To activate **do not disturb** (DND), tap your phone number in the upper left corner of the screen.

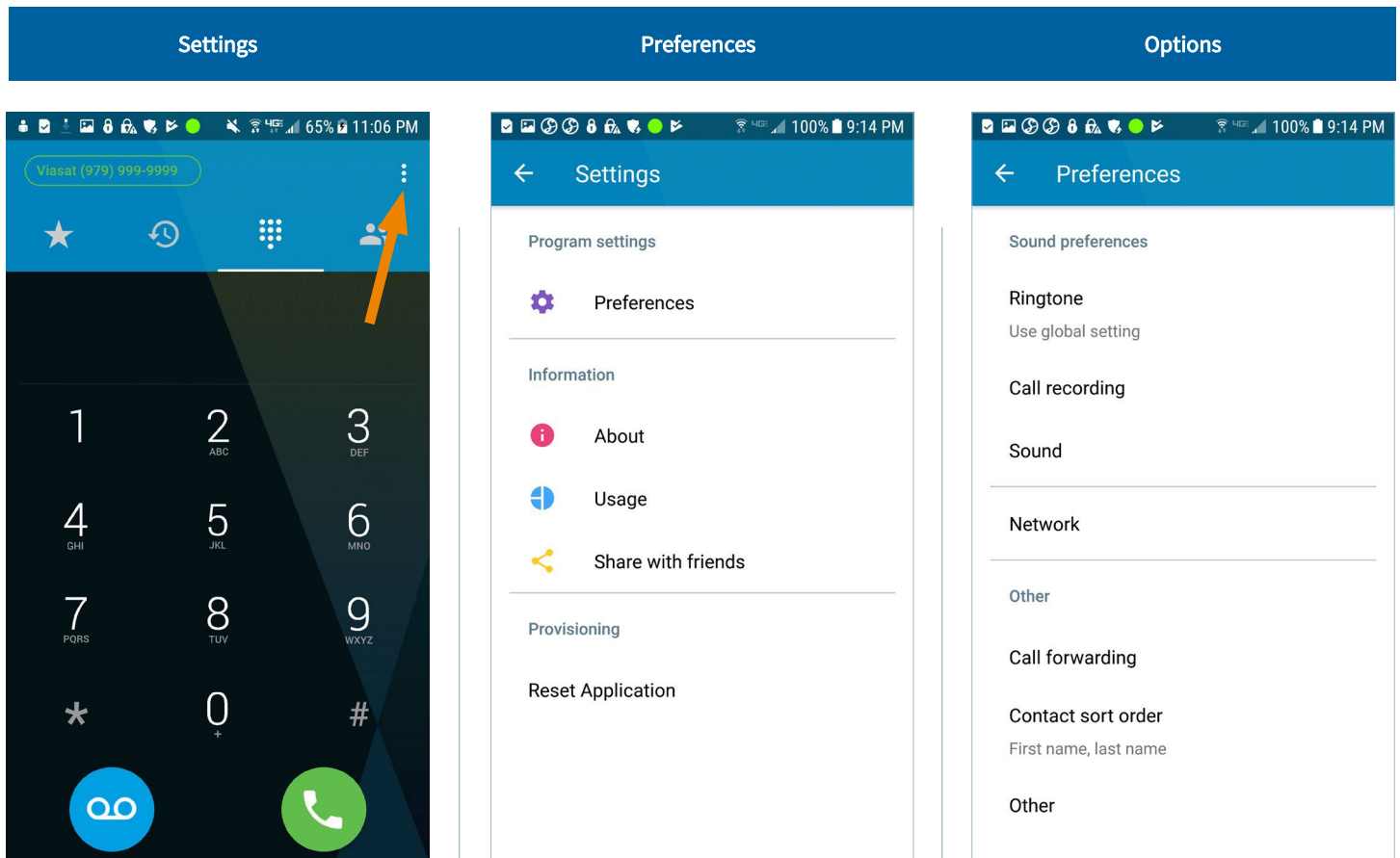
On the pop-up box, slide the toggle button to the right to silently reject all incoming calls. To disable the feature, slide the toggle button back to the left.



When DND mode is enabled, the **DND** icon will appear below your phone number.

## App settings

The **settings** menu allows you to select preferences and view information about the app.



To access the settings menu, tap the ellipses in the upper right corner and then tap **settings**.

Under **settings**, there are several sections and an option to reset the app.

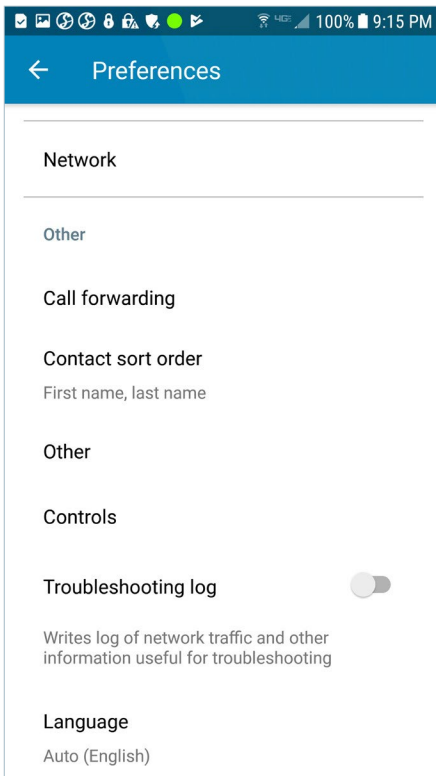
**Note:** You will need to log in again with your local phone number and goWiFi account password if:

- › The app is reset on your device.
- › The app is downloaded to a new device.
- › Your current device is reset.

Tap the **back arrow** button in the upper left corner to return to the previous screen.

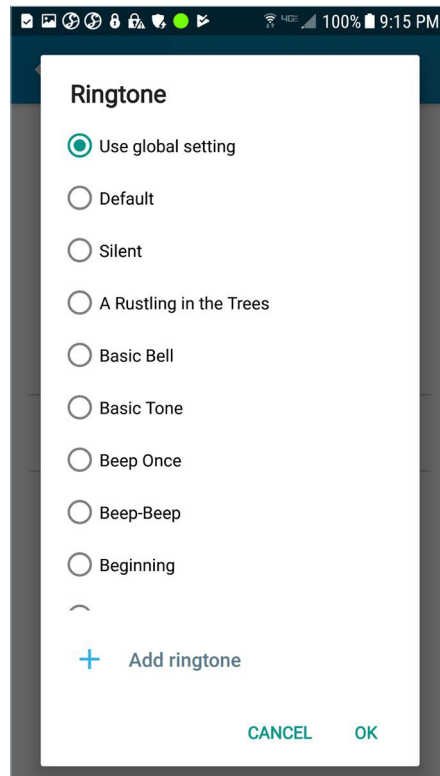
In **preferences**, you can select from multiple ringtones, choose to record all calls automatically and set recording options, set your sound preferences, view/change network settings, enable call forwarding, and select the order contacts will be listed.

## More options



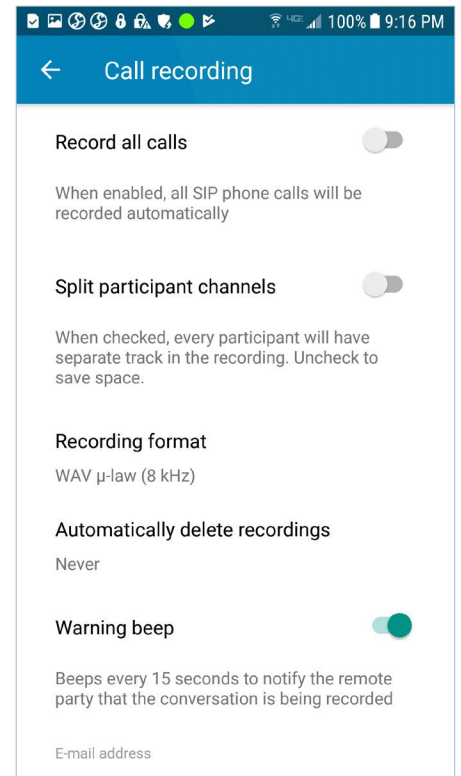
Additional preferences include set other options, set contact options in controls, enable the troubleshooting log when requested by customer support, and select the preferred language.

## Ringtones



Select from more than forty **ringtones** or add your own for incoming calls.

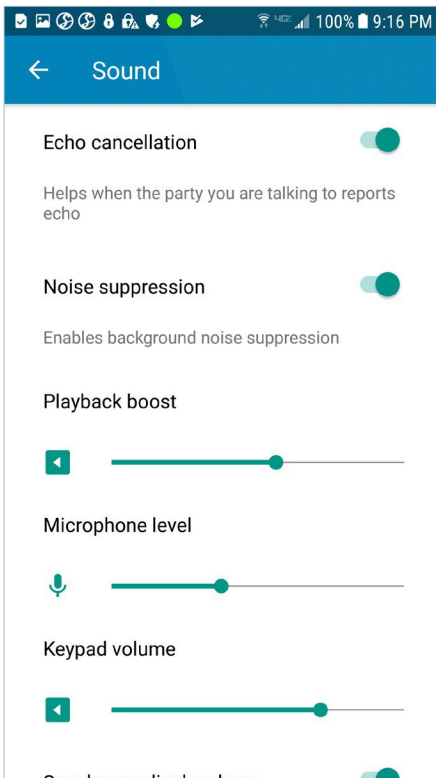
## Call recording



**Call recording** options allow you to choose to record all calls automatically and have each participant recorded on a separate track.

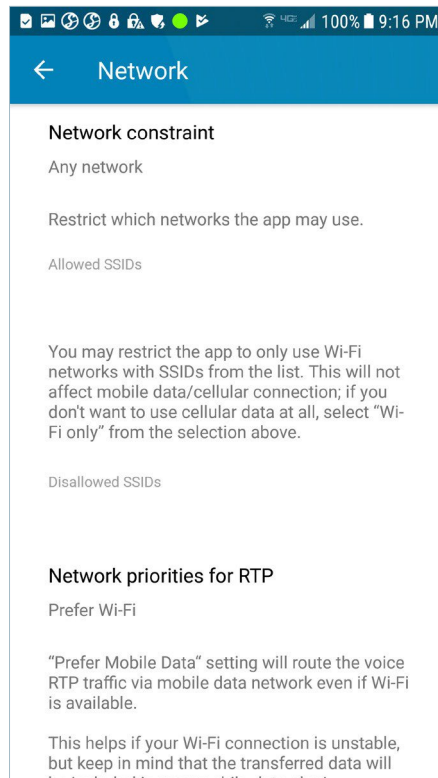
You can also select the file format and how long to keep the recordings, as well as other options.

## Sound options



Modify the default **sound** settings as desired for optimal user experience.

## Network

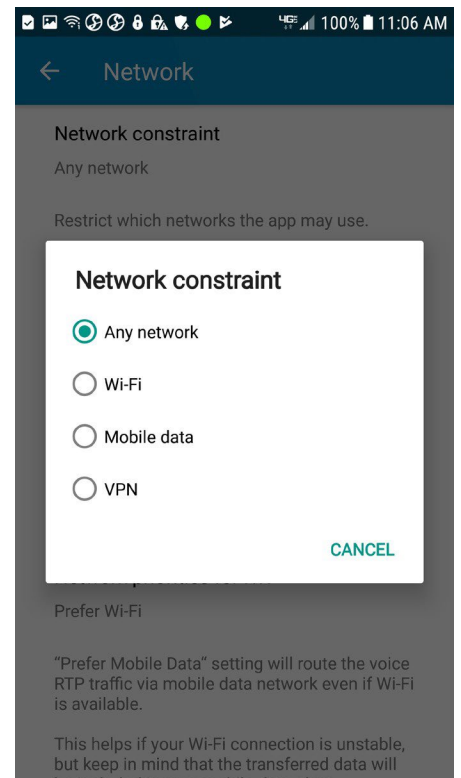


**Network** options enable you to select what kind of network to use the app over.

You can restrict the app to only use specific Wi-Fi networks (SSIDs) and set a preference for which network to use for media traffic.

If the network changes during a call, you can determine how to send media, and you can prevent Wi-Fi from sleeping.

## Network constraint



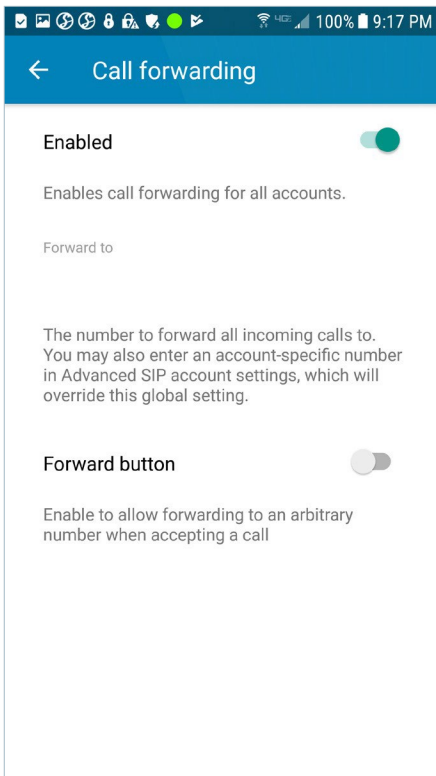
Under **network constraint**, you can determine if you want to use only Wi-Fi, mobile data, VPN, or use any of these types of networks.



## Call forwarding

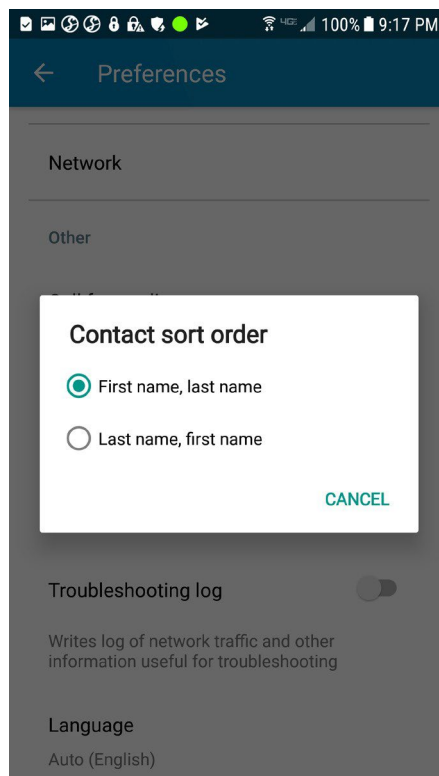
## Contact sort order

## Other options

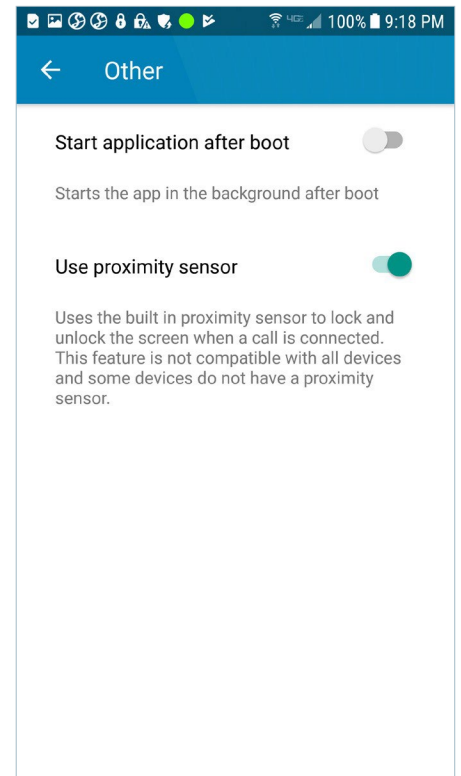


Enable **call forwarding** when you want to use it. Click **forward to** and enter the number you want the calls to go to.

When call forwarding is enabled, the status in the upper left corner of the home screen changes to blue. It will revert to green when call forwarding is disabled.

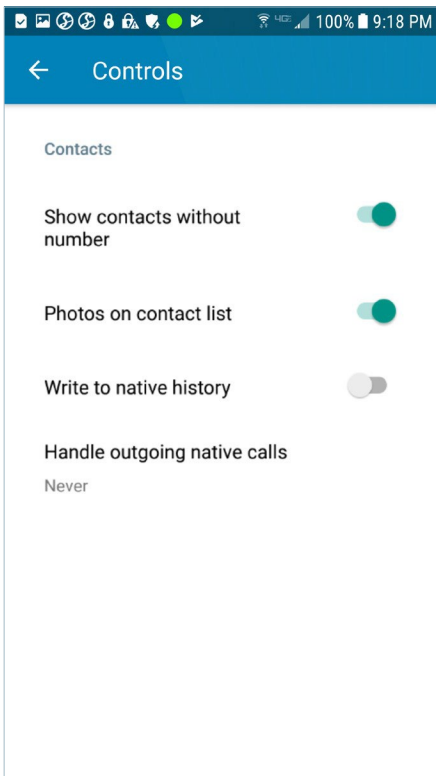


Contacts can be sorted by first name or last name.

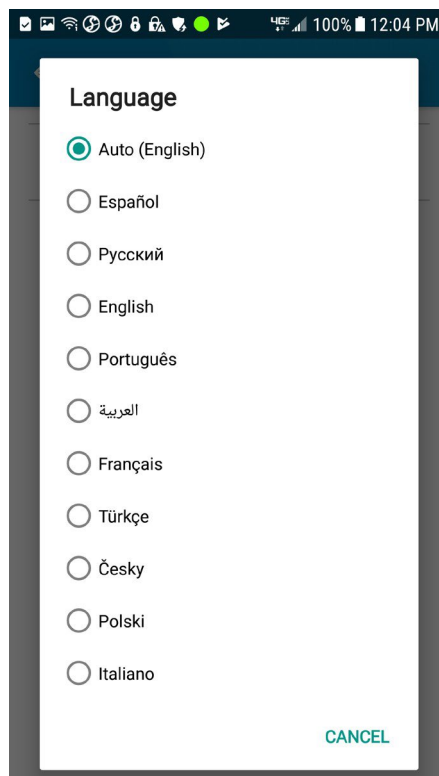


You can set the app to start automatically in the background when the phone is booted up.

Choose whether or not to use the proximity sensor, which turns the phone screen off when near your face during an active call, so you don't inadvertently press buttons.

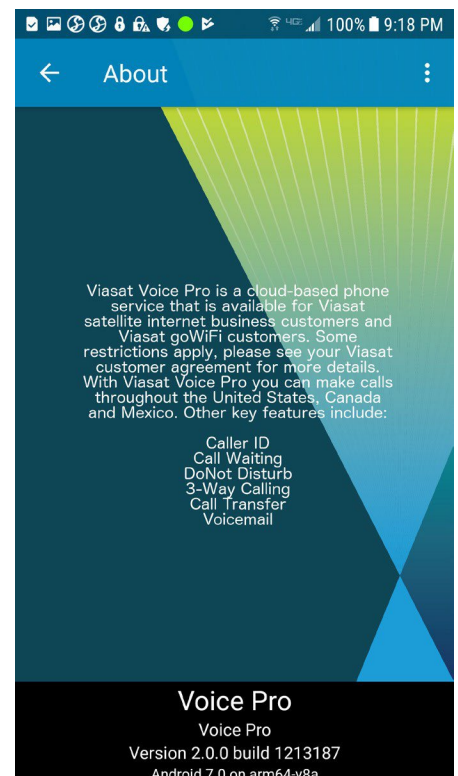


Additional contacts options can be selected under **controls**.



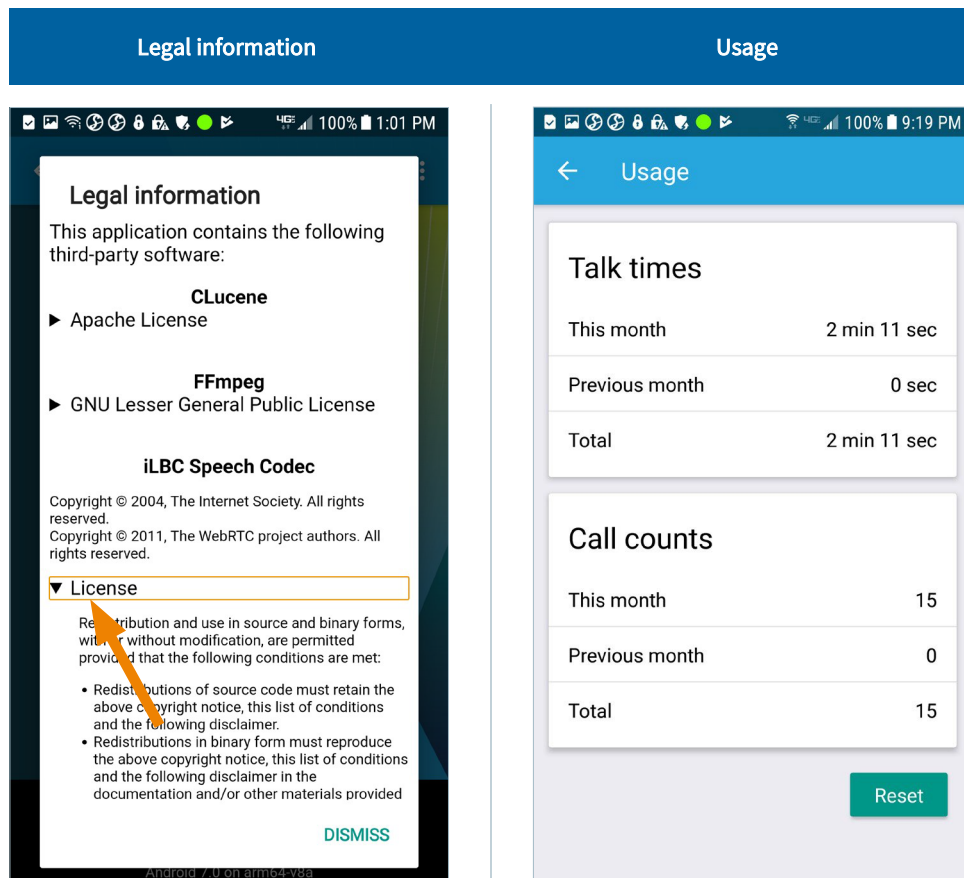
The app can be displayed in more than fifteen languages.

If you choose a different **language**, it will take a few seconds for the change to take effect.



A description of the app and list of available features can be found in the **about** section in the settings menu.

Press the ellipses in the upper right corner to access legal information.



The legal page displays information about third-party software contained in the app.

Tap the arrow next to a heading to display information that pertains to that section.

Tap dismiss to return to the **about** screen.

Talk times and call counts for the current and previous months can be viewed and reset at any time in the **usage** screen.

## Contact us

If you have any questions, please contact Viasat Customer Care:

**Website:** <https://gowifinavy.com/help>

**Email:** [WiFiSupport@viasat.com](mailto:WiFiSupport@viasat.com)



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