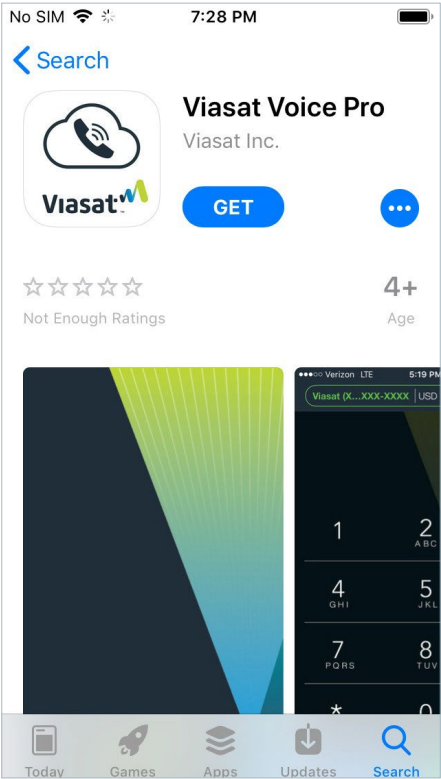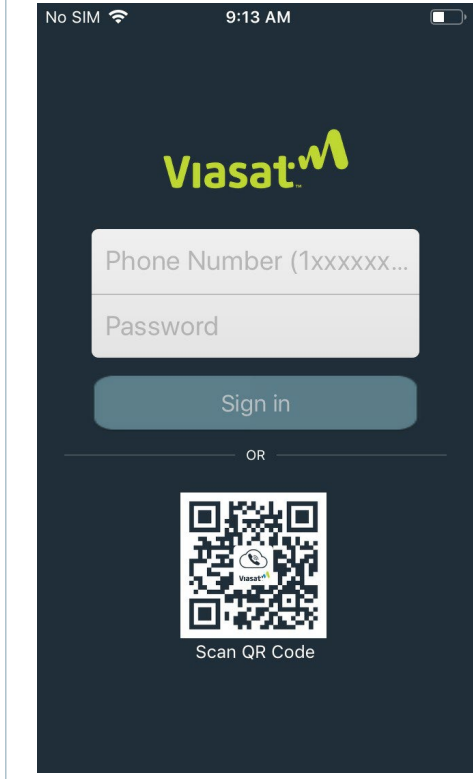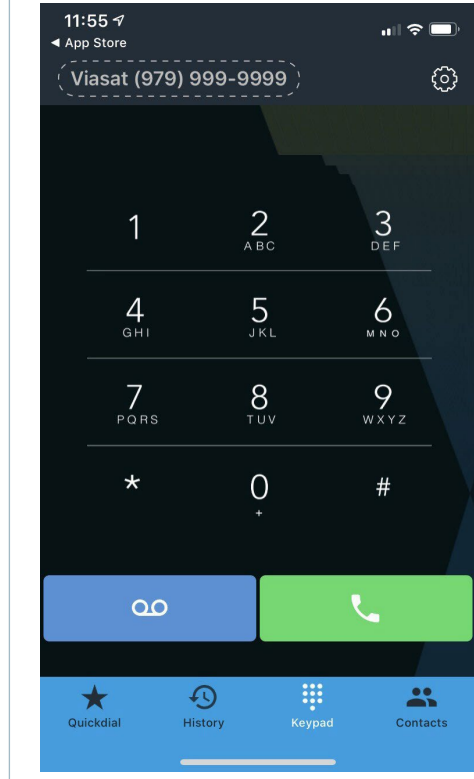Viasat

Viasat Voice Pro

iOS User Guide

Updated April 2024

Install app

From the Apple App 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
Search for **Viasat Voice Pro** and tap **get**. Then tap **install**. Once installed, open the app.	Enter your new local phone number along with your goWiFi account password to sign in. The app will load the configuration, which may take a few seconds. If it fails, verify the phone number, re-enter your password, and ensure the device is connected to the internet or Wi-Fi.	The upper left corner displays your phone number in grey, indicating the app is attempting to connect with the server. If the color changes to red, the registration failed. Completely exit the app and restart it to attempt registration again.

Permissions

The app will request various permissions when it registers for the first time. You can choose to allow or deny any of these requests. These options can be updated on your device at any time by selecting **Voice Pro** in your device's settings menu.

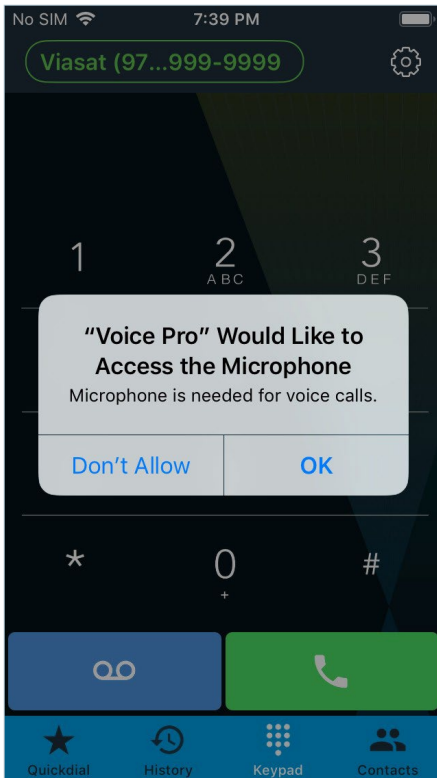| Notifications	Contacts	Camera
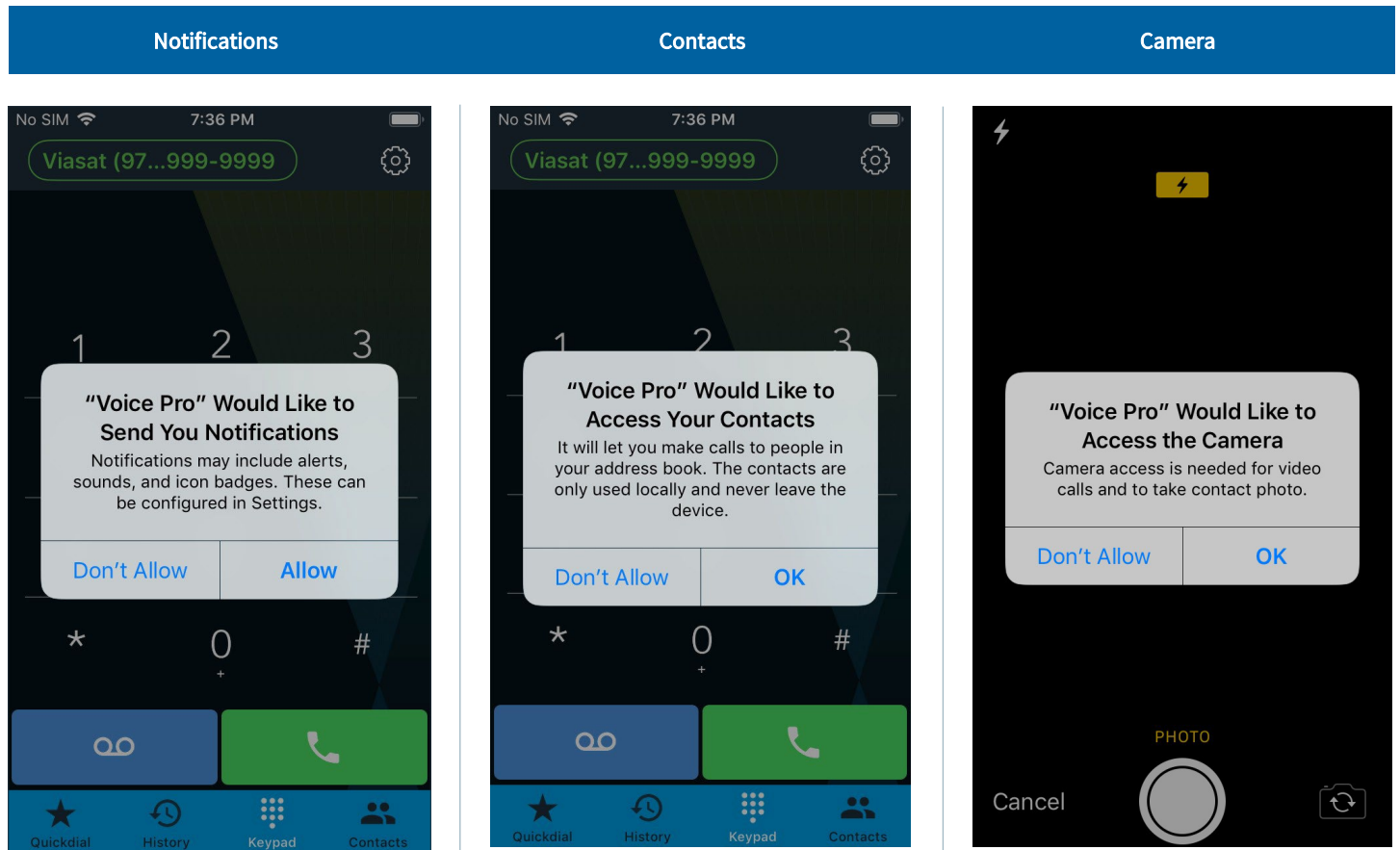
The app will ask to allow notifications, which is necessary for the app to receive calls.

The app will request access to the contacts on the phone, which allows you to make calls to people in your address book.

Note: If you deny access, the contacts list in the app will remain empty, and you will not be able to add contacts. However, this feature can be enabled in your device's settings menu by selecting **Voice Pro**.


The app will request access to the camera or images to add to contacts on your Quickdial list.
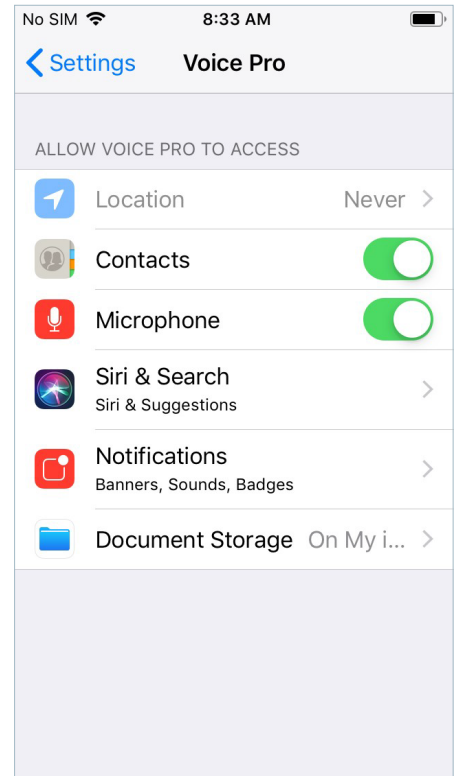
Microphone	Location services	Update options

Microphone

"Voice Pro" Would Like to Access the Microphone

Microphone is needed for voice calls.

Don't Allow | OK

The app will request access to the microphone for voice calls.

Location services

Turn On Location Services to Allow "Voice Pro" to Determine Your Location

Settings | Cancel
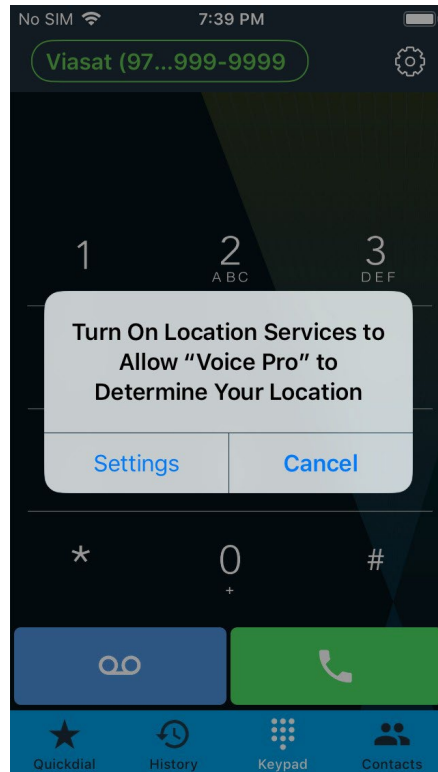
The app will request location services be turned on to determine your location.

Update options

No SIM — 8:33 AM

‹ Settings   Voice Pro

ALLOW VOICE PRO TO ACCESS

Location — Never ›

Contacts

Microphone

Siri & Search
Siri & Suggestions

Notifications
Banners, Sounds, Badges

Document Storage   On My i... ›

If you want to change any of these permissions at any time, go to your device's settings menu and select **Voice Pro**.

Toggle the button to the right to enable a feature or to the left to disable it. You can also select options for location services, search, notifications, and document storage.

Keypad options

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

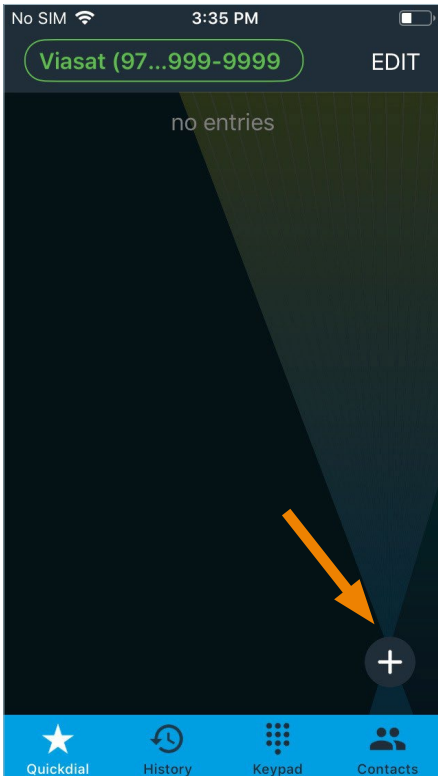| Status	Settings	Voicemail
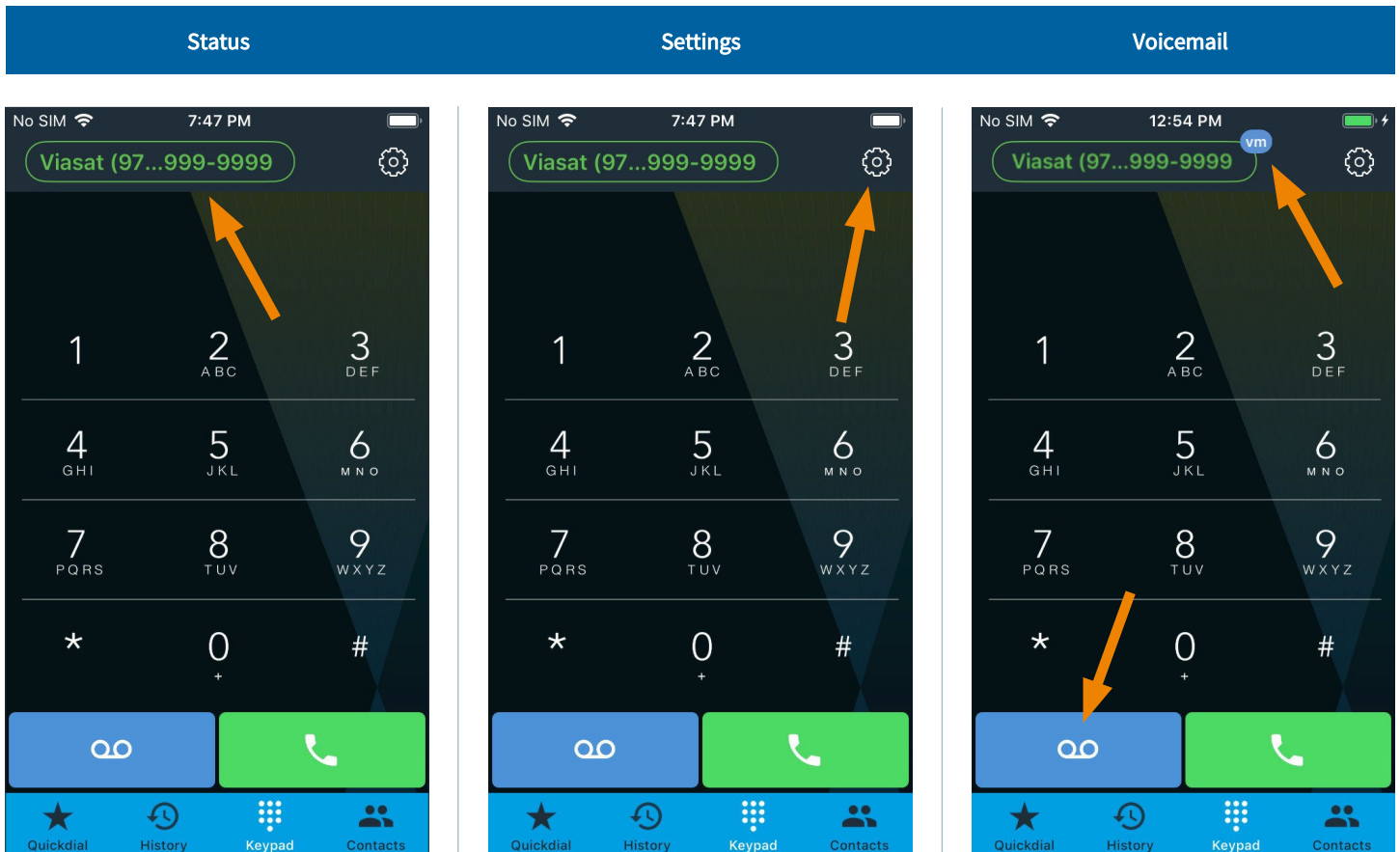
When the app registers with the server, the status turns from grey to green in the upper left corner.

To access the settings menu, tap the **gear** button in the upper right corner of the keypad screen.

A voicemail indicator appears next to your phone number 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.

No SIM   3:35 PM

Viasat (97...999-9999)   EDIT

no entries

+

Quickdial   History   Keypad   Contacts

No SIM   7:49 PM

Title

Phone Number

Cancel   Save

No SIM   6:12 PM

Title

Phone Number

Camera

Image Library

Cancel

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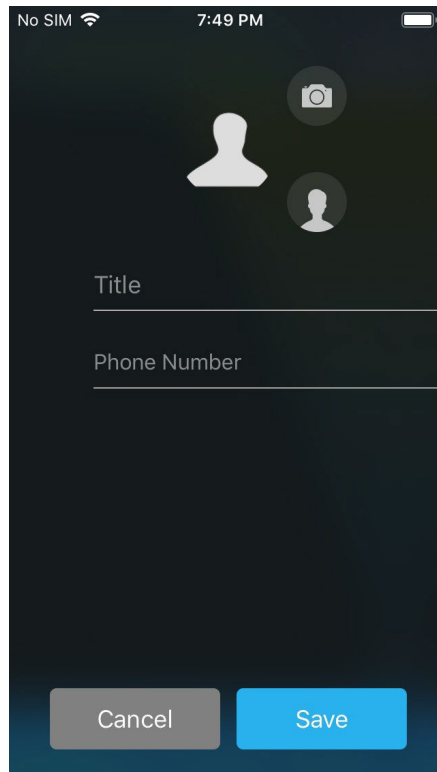
To manually enter, type the name in the **title** field and add the **phone number.**

Tap the smaller **contact** button to add an existing contact from the app's contacts list, if permission was granted to access your device's contacts. Then tap on the phone number to add the name and phone number to the Quickdial fields.
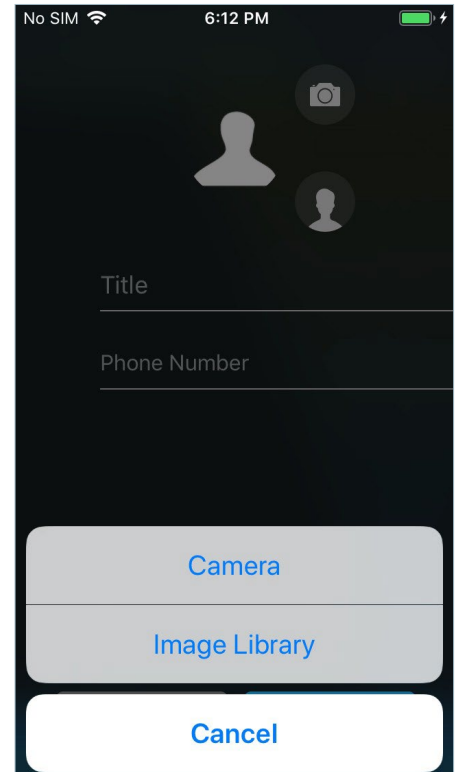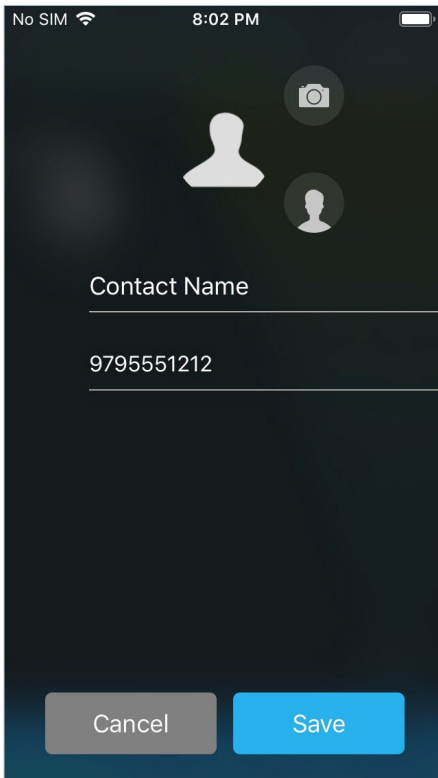
You can add an image or take a photo to add to the contact, if desired.

Tap the **camera** button to take a picture or select from the **image library** on your device (you must allow access to photos when prompted).

Once the entry is complete, tap **save**, or select **cancel** to delete the entry.
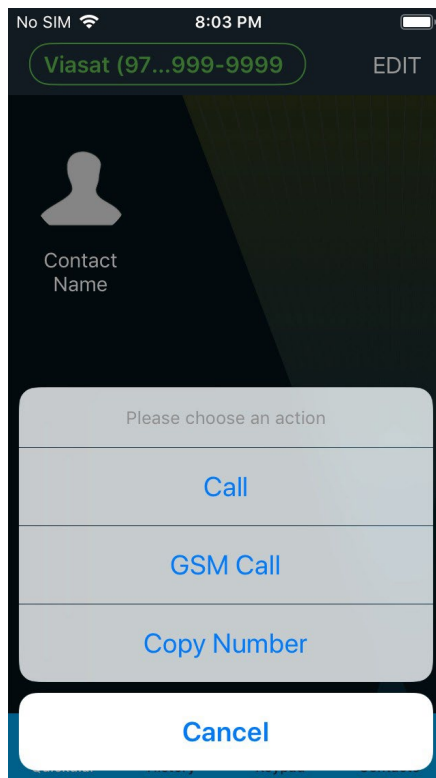
Once saved, the entry appears on the Quickdial screen.

Tap **edit** in the upper right corner to add another entry.

Press and hold the entry to bring up options for calling that entry. **Call** places calls through the app, while **GSM call** places them through the device. You can also choose to copy this number.
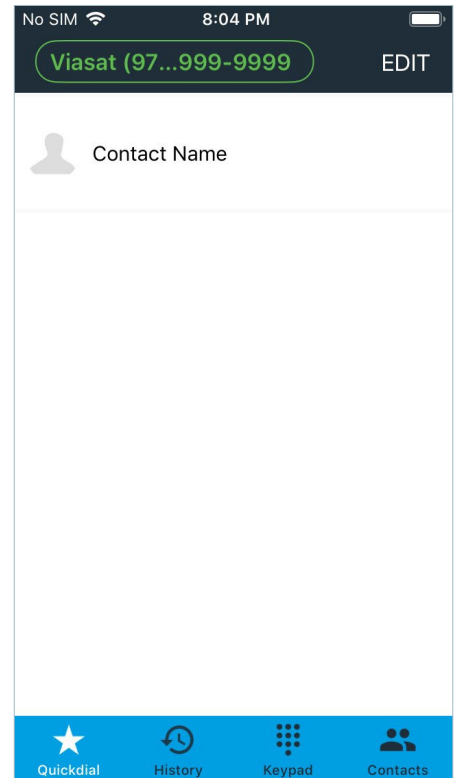
Pulling down on the screen changes to a list view.

In either grid or list view, tap **edit** to make changes to a Quickdial contact, add a new entry, or delete an existing entry.

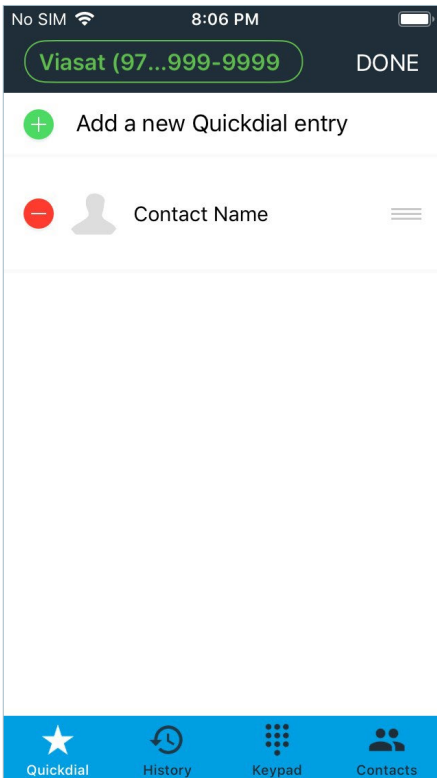| No SIM � 8:06 PM 🔋	No SIM 🌖 8:06 PM 🔋	No SIM 🌖 8:07 PM 🔋
Viasat (97...999-9999) DONE	Viasat (97...999-9999) DONE	Viasat (97...999-9999) DONE
⊕ Add a new Quickdial entry	⊕ Add a new Quickdial entry	⊕ Add a new Quickdial entry
⊖ 👤 Contact Name ☰	Contact Name ☰ Delete	no entries
★ Quickdial 🕘 History ⠿ Keypad 👥 Contacts	★ Quickdial 🕘 History ⠿ Keypad 👥 Contacts	★ Quickdial 🕘 History ⠿ Keypad 👥 Contacts

Select **+** to add another entry.

Select **-** for the option to delete the entry.
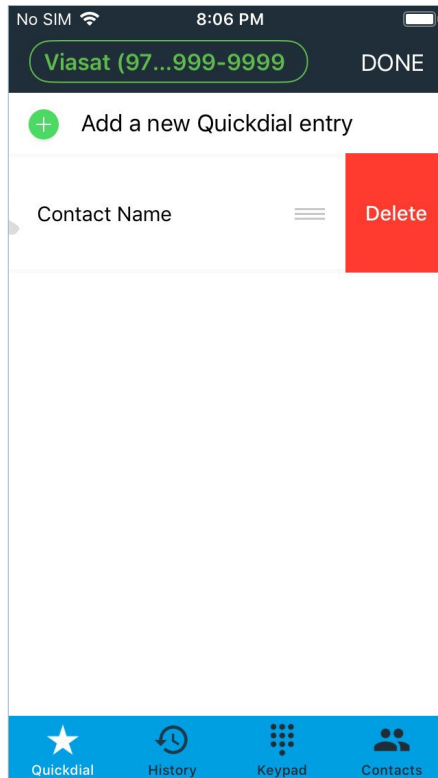
Tap **delete** to confirm you want to remove it from the Quickdial list.

You can also delete an entry from the grid view by selecting **edit**, tapping the **x** by the entry, and then tapping **delete**.

Only the remaining entries will appear on the list.

Tap **done** to exit the edit screen.

Quickdial setup	Contacts	History

Quickdial setup

No SIM 📶   9:42 AM   🔋⚡

Viasat (97...999-9999)   EDIT

Office

★ Quickdial   🕐 History   ⋮⋮⋮ Keypad   👥 Contacts

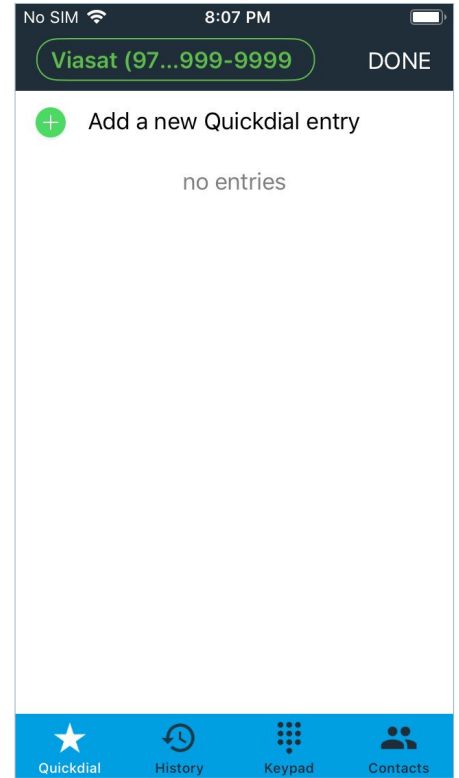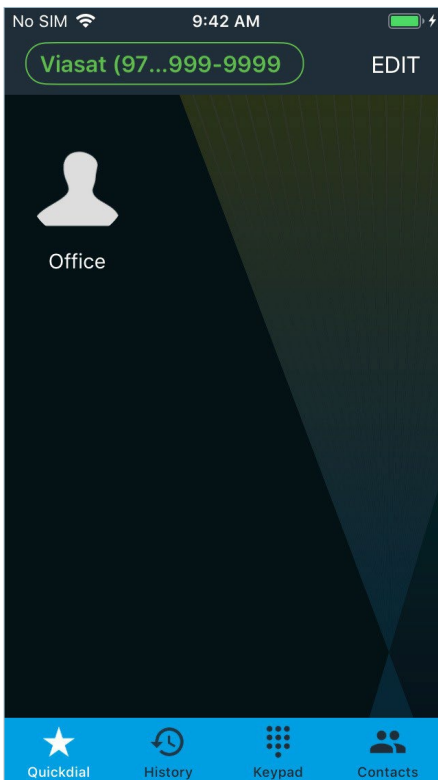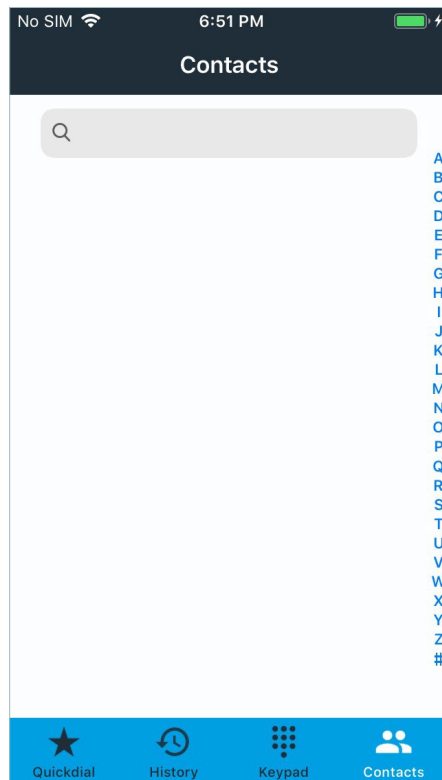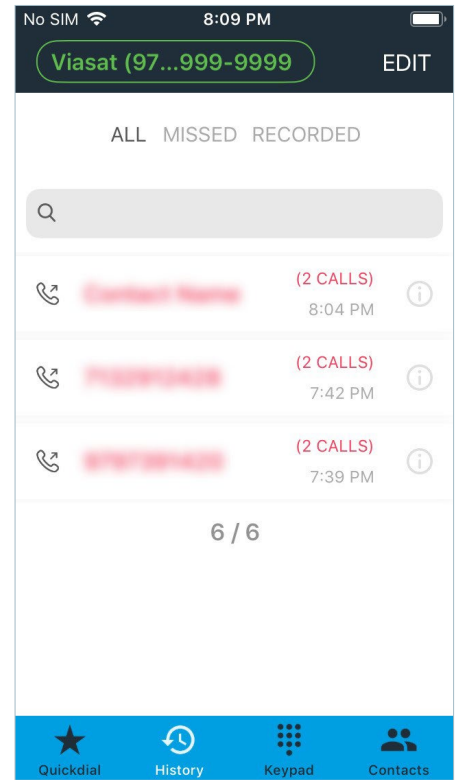Pull down on the screen to switch back to the grid view.

To add more entries, tap **edit** in the upper right corner. Then tap the **+** button that displays in the lower right corner.

Contacts

No SIM 📶   6:51 PM   🔋⚡

Contacts

🔍

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z #

★ Quickdial   🕐 History   ⋮⋮⋮ Keypad   👥 Contacts

If you selected the option to allow the app to access the contacts on your device, tap **contacts** to view them. Otherwise, the list will be blank, and the contacts feature will not be available.

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

History

No SIM 📶   8:09 PM   🔋

Viasat (97...999-9999)   EDIT

ALL   MISSED   RECORDED

🔍

📞   ~~Contact Name~~   (2 CALLS)   ⓘ
               8:04 PM

📞   ~~7120042028~~   (2 CALLS)   ⓘ
               7:42 PM

📞   ~~8787804625~~   (2 CALLS)   ⓘ
               7:39 PM

6 / 6

★ Quickdial   🕐 History   ⋮⋮⋮ Keypad   👥 Contacts

History shows a log of all the incoming and outgoing calls, both complete and incomplete, when **all** is selected. **Missed** will display calls that were not answered. **Recorded** lists only the calls that you have recorded.

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

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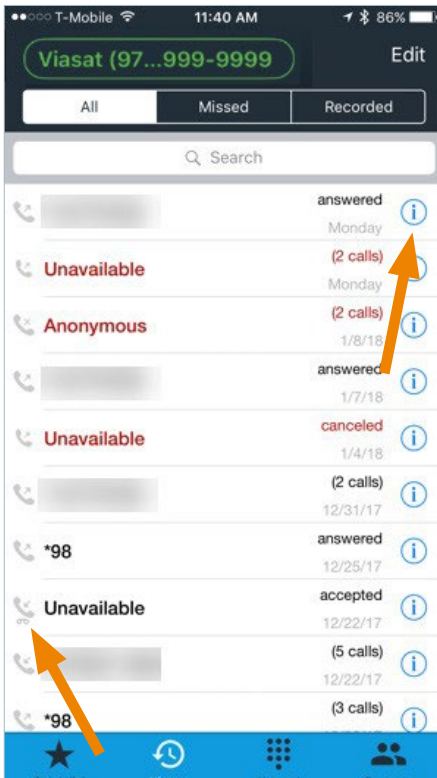
To view the call details for a specific call, in the call history, tap the **info** button to the right of the desired call.

If a call was recorded, there will be a small recording icon below the incoming/outgoing call indicator to the left of the contact or phone number.
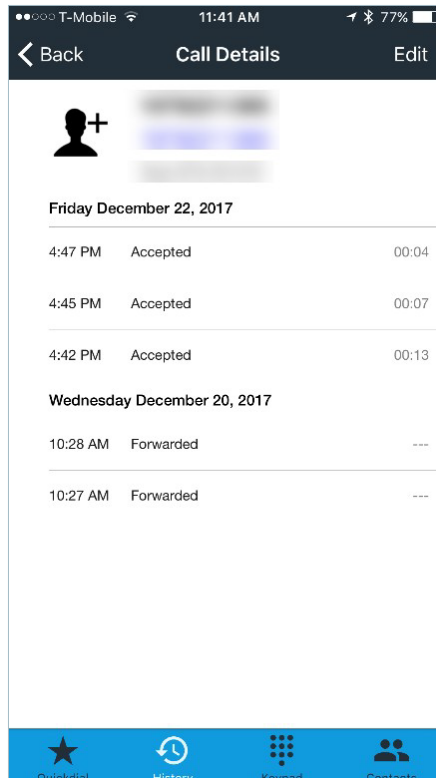
The **call details** show dates and times calls were made or received, the duration of each call that connected, and if the call was accepted, rejected, missed, or forwarded.
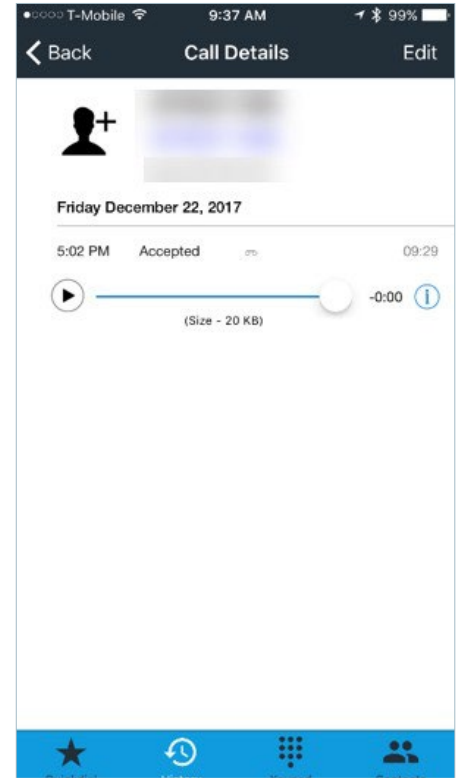
If a call was recorded, it will appear in the call details for that call. Tap the **play** button to listen to the recording.

Recorded call lists	Share recorded call	Delete call record
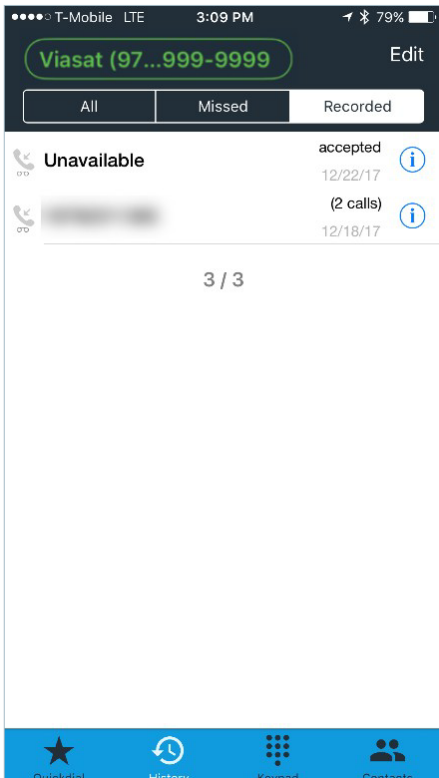
A list of all recorded calls may be found under the call history by tapping **recorded** on the menu bar below your phone number. Tap the **info** button to open the call details screen and play the recording.
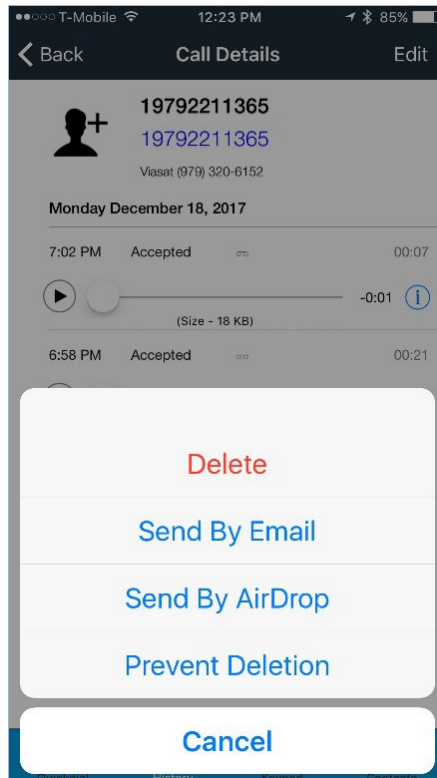
Tap the **info** button to the right of the recording in the call details screen for options to send it via email or AirDrop, or to prevent/allow deletion. You can also delete the recording from this menu.
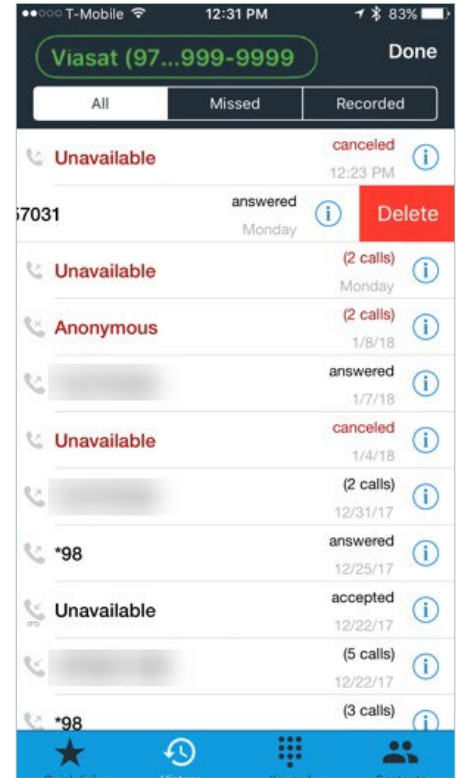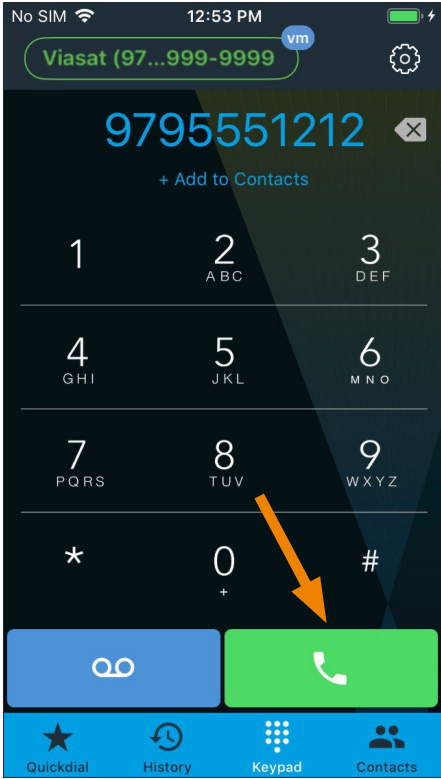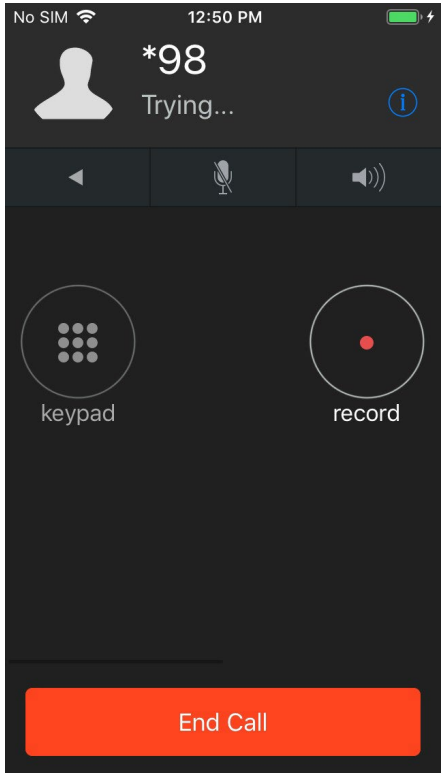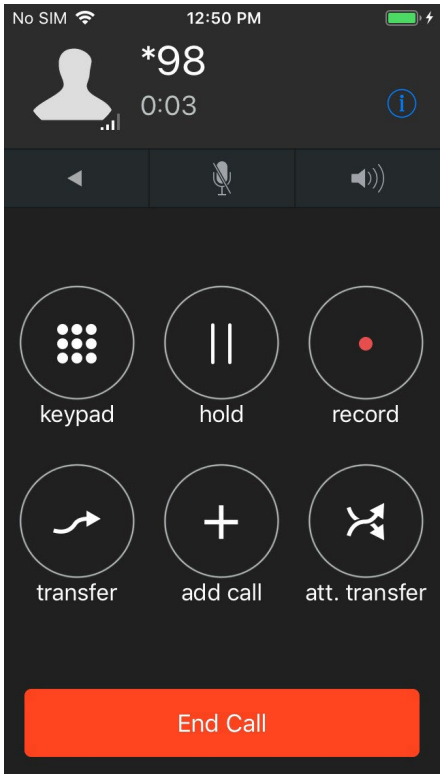
To delete a call record from the log, swipe the record to the left, and then tap **delete.**

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.

Place call	Attempt connection	Call connected

To place a call, dial the number on the **keypad** and tap the **call** button.

You can quickly add the number to your contacts by tapping **+ add to contacts** below the dialed number, if permission to use your device's contacts was granted. After entering the contact info, click **done** to save or **cancel** to delete.

Note: The new contact will also be added to your device's contact list, where you can edit or delete the contact information.

While the call is attempting to connect, there are two options available: **keypad** (to navigate interactive voice response systems) and record (which will **record** the call).

The **back arrow** opens the keypad screen; tap the green bar along the top to return to the active call.

You can also **mute** the call or put it on **speaker**.

To cancel, tap **end call**.

Once connected, there are additional options: **hold**, (blind) **transfer, add call** (conference), and **att.** (attended) **transfer,** which allows you to announce the call to a third party before transferring.

Tap the **info** button in the upper right corner to view information about the active call.

To hang up, tap **end call**.

Call Settings

The **settings** menu allows you to select preferences and view information about the app. Here you can also set up do-not-disturb intervals for periods of time you do not want to receive calls.

Settings menu	Preferences	Options
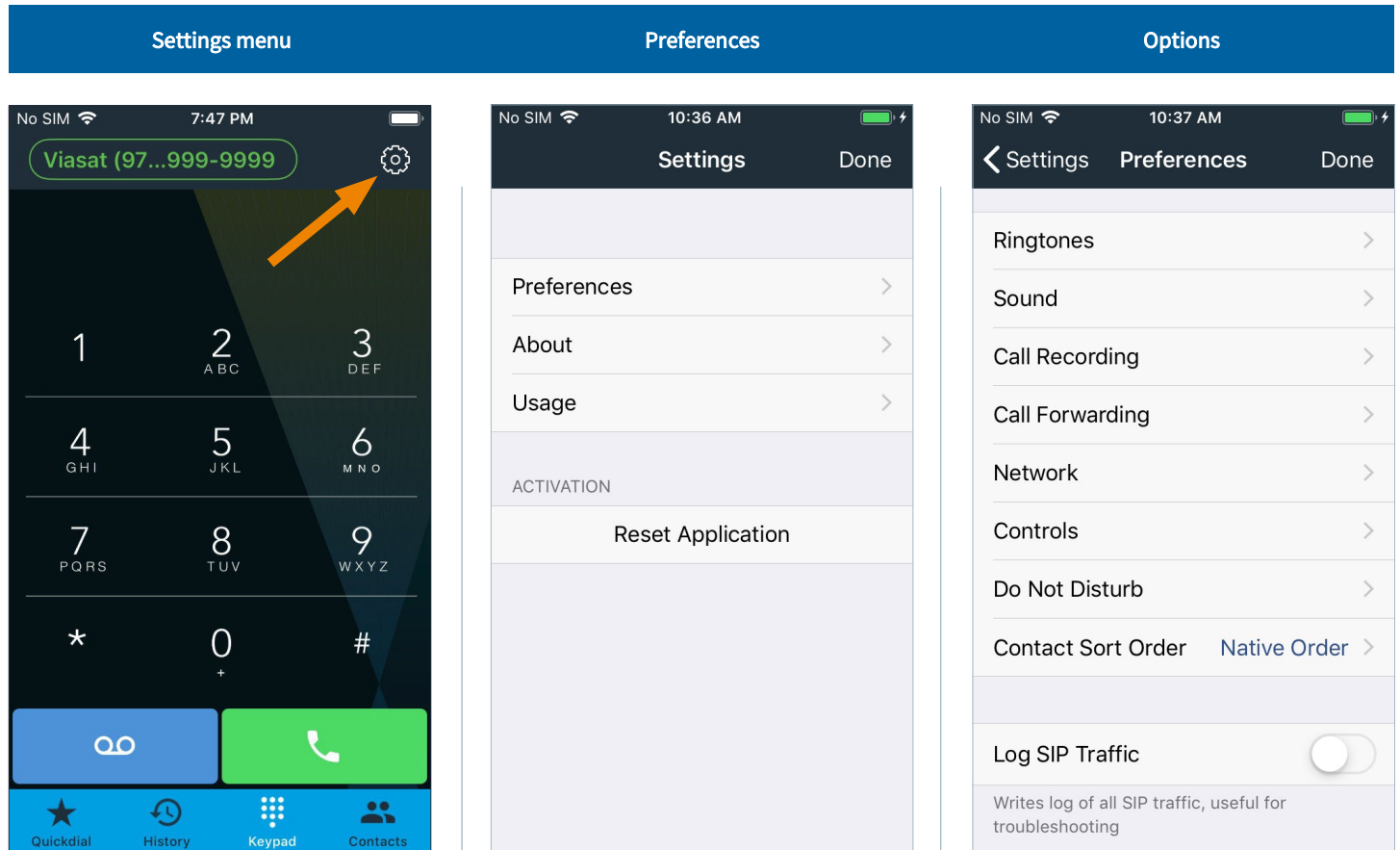
To access the **settings** menu, tap the **gear** button in the upper right corner.

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 **done** to return directly to the keypad on any screen in the settings menu where it is displayed in the upper right corner.

In **preferences**, you can select from multiple ringtones, set your sound preferences, choose to record all calls automatically and set recording options, enable call forwarding, view network information, set additional control options, set do-not-disturb options, select the order contacts will display, log SIP traffic, select your preferred language, and view SSL exceptions.

Ringtones	Sound options	More sound options

Ringtones

No SIM 🛜 | 10:37 AM | 🔋⚡
〈 Ringtones | **Ringtone** | Done

Default

Blues

BreakBeat

Bubbles

Country

Ding Dong ✓

Dribble

Drum

Helicopter

Jazz 1

Jazz 2

Sound options

No SIM 🛜 | 10:37 AM | 🔋⚡
〈 Preferences | **Sound** | Done

Echo Suppression 🟢

Enables echo cancellation algorithms.

Speaker phone Echo Suppression 🟢

Handset Echo Suppression 🟢

Configure the Echo Suppression for Speaker and Handset modes.

Noise Suppression 🟢

Enables background noise suppression.

MICROPHONE VOLUME BOOST

Pre-amplifies the microphone signal. Set higher amplification if you sound too quiet to the other party

More sound options

No SIM 🛜 | 10:37 AM | 🔋⚡
〈 Preferences | **Sound** | Done

PLAYBACK VOLUME BOOST

Boosts the volume of the audio played from your device

KEYPAD VOLUME

Sets the relative volume of the keypad beeps.

Automatic Speaker Mode 〉

Automatically switches to speaker mode if you move the device from your ear. Works only on devices with a proximity sensor.

Support Bluetooth 🟢

Enables Bluetooth headset support. Turn off if you don't have a Bluetooth headset or if you have problems switching to speakerphone.

Select from a variety of **ringtones** for incoming calls.
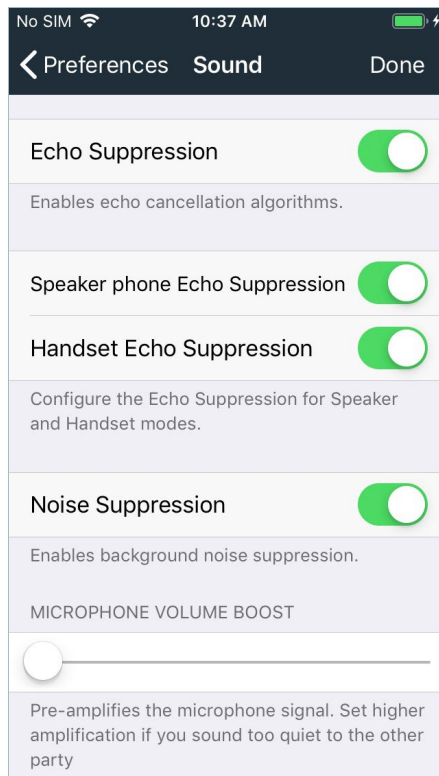
Keep the default **sound** settings for optimal user experience.
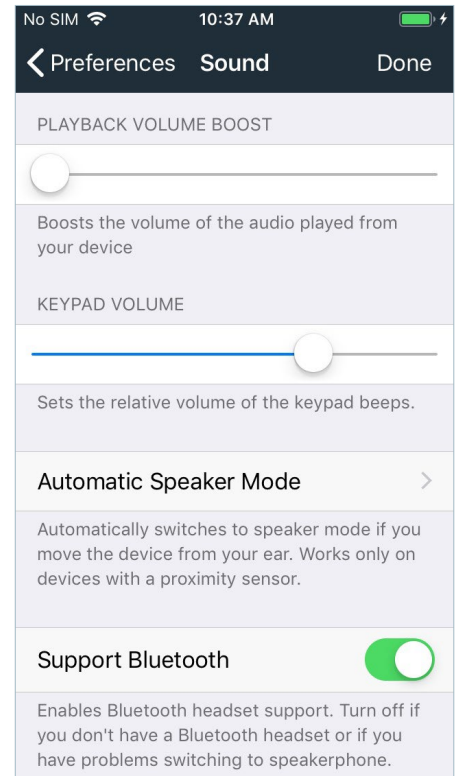
Set the app to automatically switch to **speaker mode** if the device is moved from your ear during a call.

The app can also be used with a **Bluetooth** headset.

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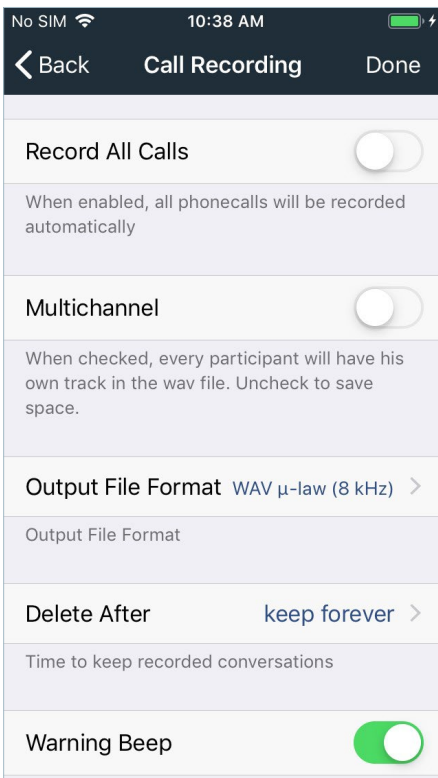
Call recording options allow you to choose to record all calls automatically and have each participant recorded on a separate track.

You can also select the file format and how long to keep the recordings.
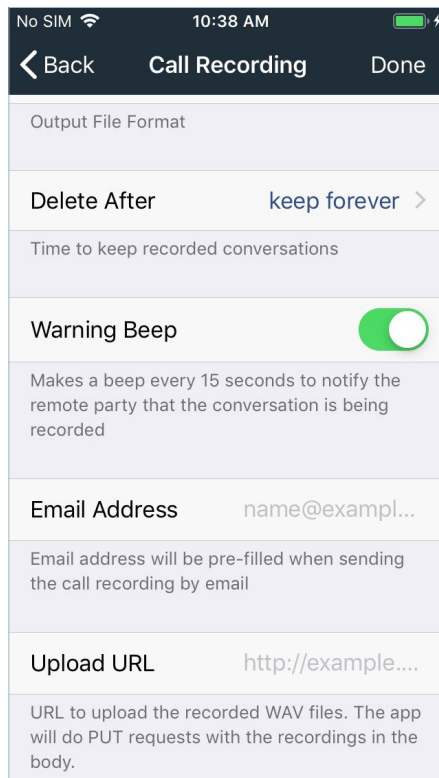
The **warning beep** can be turned on or off as desired.

Select a default **email address** to send recordings to, or **upload** them to a specific **URL**, if desired.
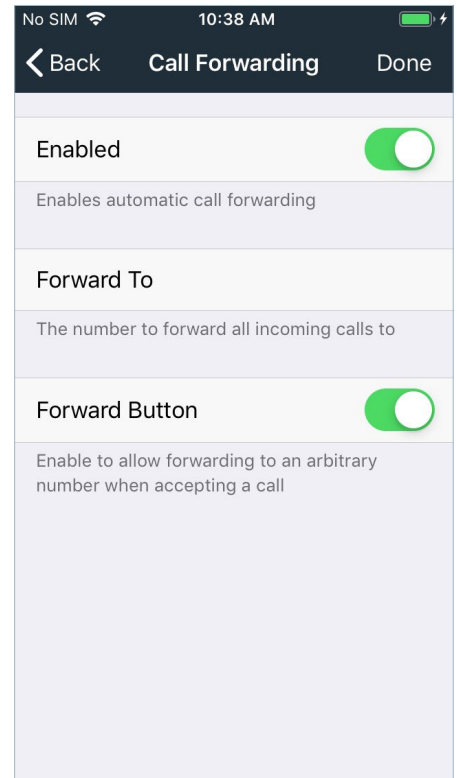
Enable call forwarding when you want to use it. Click **forward to** and enter the number you want the calls to go to.

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.

Network	Network constraint	Controls

No SIM 10:38 AM

< Preferences **Network** Done

Network Constraint   Any Network >

Restrict which networks the app may use.

Allowed SSIDs   comma-separa...

Disallowed SSIDs   comma-separa...

You may restrict the app to only use wifi networks with SSIDs from the list. This will not affect mobile data connection; if you don't want to use mobile data at all, select "Wifi Only" from the selection above.

Network Priorities for RTP **Prefer Wi-Fi** >

Specify which network should be used for media (RTP) traffic.

Network Change Strategy **If Needed** >

Configure how to handle network changes

No SIM 10:38 AM

< Back   **Network Constraint**

Any Network   ✓

Wi-Fi

Mobile Data

VPN

No SIM 10:39 AM

< Preferences **Controls** Done

Headset Buttons   ⬤

Enables remote control support. Turning it on disables resuming music after a call. Doesn't work for media library ringtones. One click accepts the incoming call or puts an active call on hold, double-click rejects the call or hangs up.
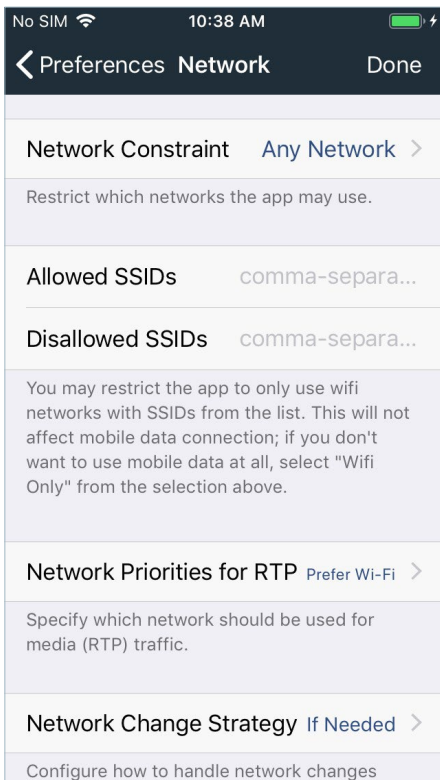
Show Globe Button   ⬤

Enable to show the globe button when + is tapped. The button when clicked, shows the country prefix picker.

On GSM Call   Put Call on Hold >

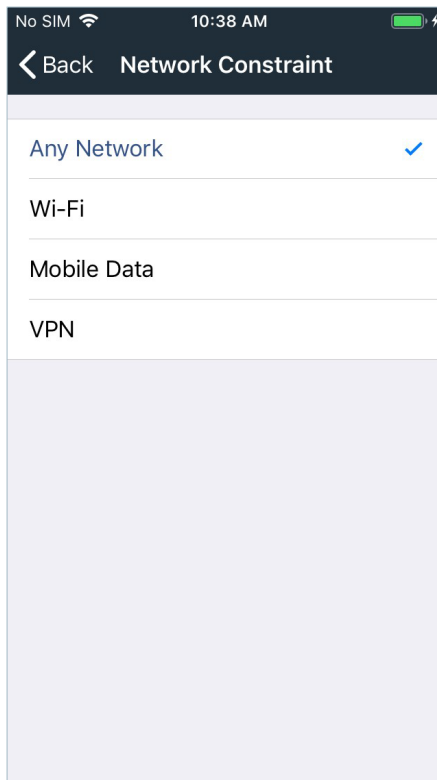Behavior in situation when incoming GSM call interrupts a VoIP call.

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.
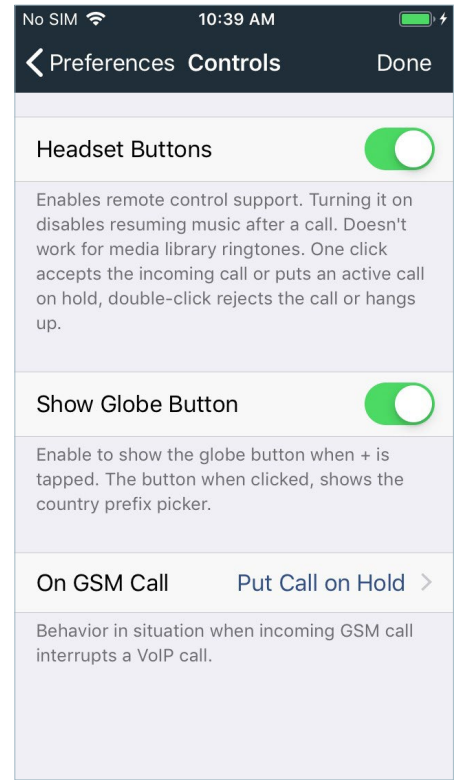
If the network changes during a call, you can determine how to send media.

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.

When using a headset, enabling **headset buttons** provides remote control support.

To view a country prefix number, enable the **show globe button**. On the keypad, press and hold **+** (located just below the 0). A globe button displays toward the upper left section of the screen. Tap it to display the country prefix picker for international calls (currently the US, Canada, Mexico, Puerto Rico, and the US Virgin Islands only).

Do not disturb	DND rule	DND interval

Do not disturb panel

No SIM — 10:41 AM

‹ Back **DND Rules** +

No DND rules defined. DND rules can be added here if you don't want to receive incoming calls during that time period.

DND rule panel

No SIM — 10:41 AM

Cancel **New DND Rule** ADD

TIME

Interval: From 08:00 till 16:00

WEEKDAYS

SUN	MON	TUE	WED	THU	FRI	SAT
✓	✓	✓	✓	✓	✓	✓

CONTACTS ⊕

No contacts specified. The rule will apply to any incoming call

COMMENT

Comment...

ENABLE/DISABLE

Enable ⬤

DND interval panel

No SIM — 7:28 AM

‹ New DND Rule Save

All day

08:00 - 16:00

09:00 - 17:00

07:25 - 08:25

18:00

23:59

The **do not disturb** feature can be set up for specific time/day intervals and/or contacts.

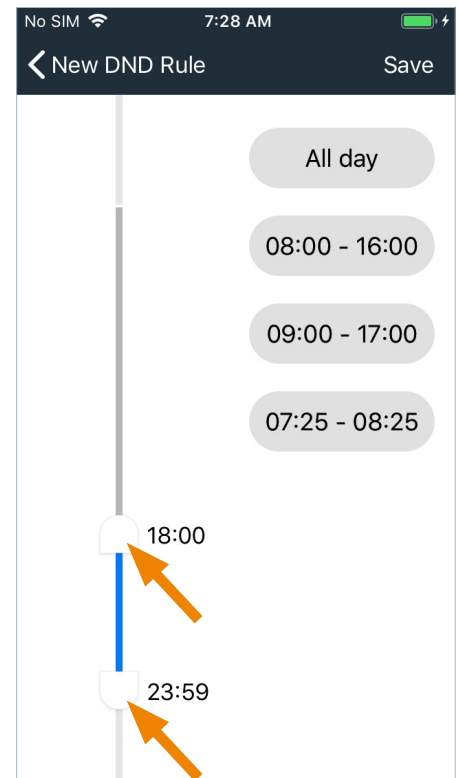Tap the **+** in the upper right corner to create a new DND rule.
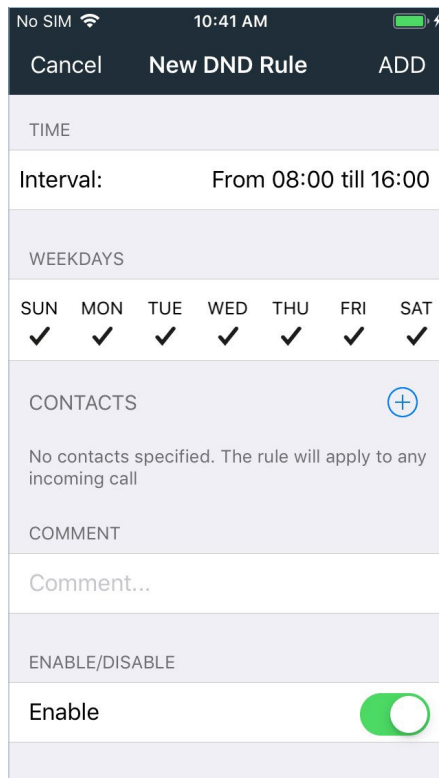
Select the time interval and days you want to block all calls.

To block a specific contact or number during the DND period, tap + next to **contacts**. Enter the number or select from the contacts list.

Slide the toggle button to the right to enable this DND rule. Slide back to the left to disable it.

Tap **add** in the upper right corner. If the settings are edited, tap **save** in the upper right corner.
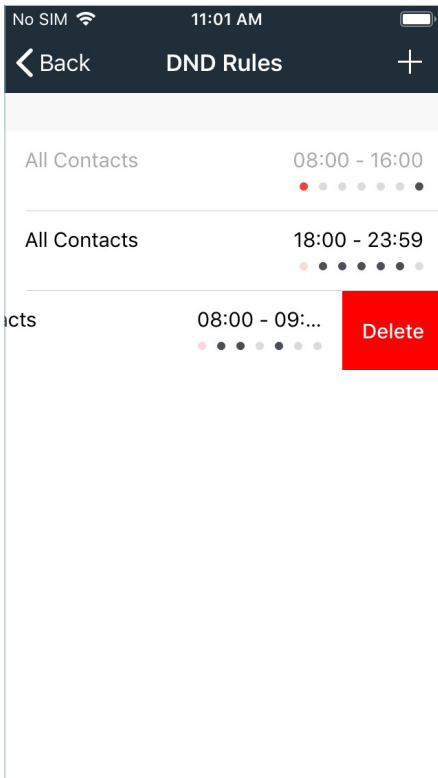
Tap the interval field under **time** to set the time period for DND to be active.

Use the slider buttons to set the start and end times. Then tap **save** in the upper right corner.

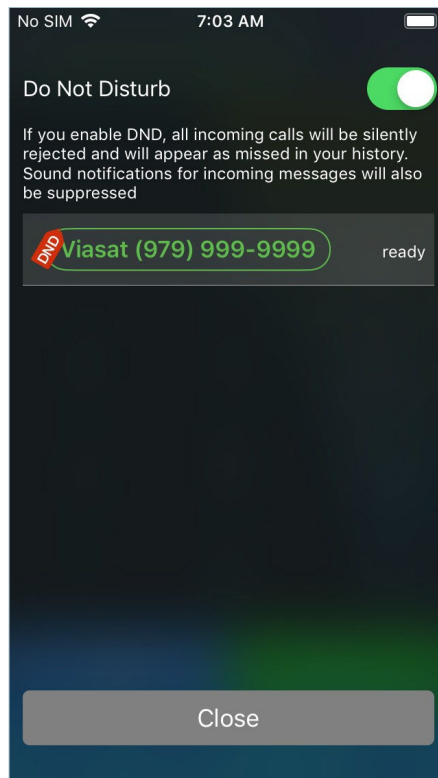| Multiple DND rules	DND instant access	DND notification

Multiple **DND rules** can be created for different time and day intervals. Each rule can be enabled or disabled at any time.

Disabled rules will appear greyed out on the list.

To delete a rule that is no longer needed, slide the rule to the left and tap **delete**.

DND can be enabled quickly by tapping on your phone number in the upper left corner of the screen.

A DND screen displays. By sliding the toggle button to the right, you can enable DND mode for all incoming calls and voicemails until you disable the feature.
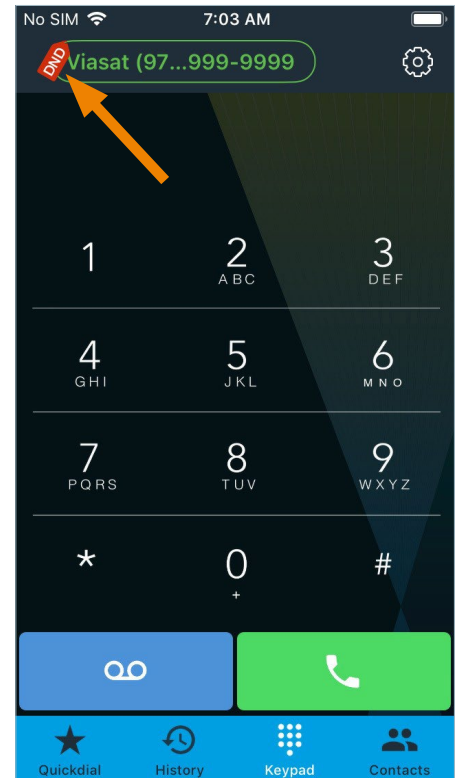
After closing the screen, a **DND** notification will appear next to your phone number to show the active status.

To disable, tap on your phone number and slide the toggle button to the left. The DND notification will disappear.

Contact sort order	Log SIP traffic	Language

Contact sort order

No SIM 📶   10:41 AM   🔋⚡

‹ Back   **Contact Sort Order**

Native Order   ✓

by First Name

by Last Name

Log SIP traffic

No SIM 📶   8:30 PM   🔋⚡
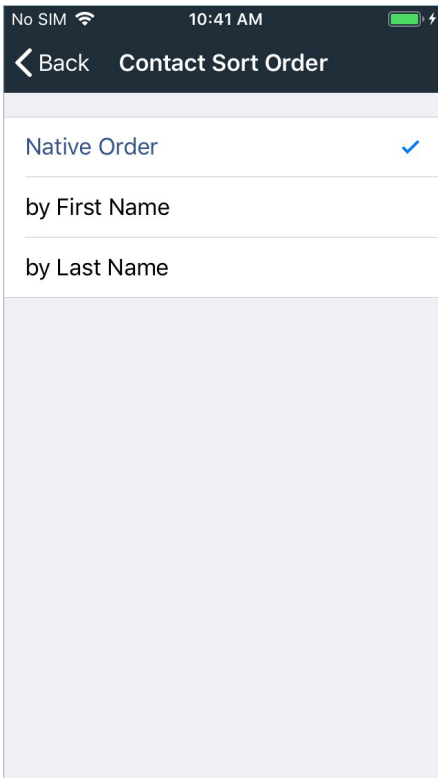
‹ Settings   **Preferences**   Done

Call Forwarding   ›

Network   ›

Controls   ›

Do Not Disturb   ›

Contact Sort Order   Native Order ›

Log SIP Traffic   🟢

Writes log of all SIP traffic, useful for troubleshooting

Language   Automatic ›

SSL Exceptions   ›

Language

No SIM 📶   10:41 AM   🔋⚡

‹ Back   **Language**

Automatic   ✓

English

Español

Français

Deutsch

Русский

Italiano

한국어

Português

עִבְרִית

日本語

Contacts can be sorted by **first name** or **last name** or stay in the **native order** of your device's contacts.
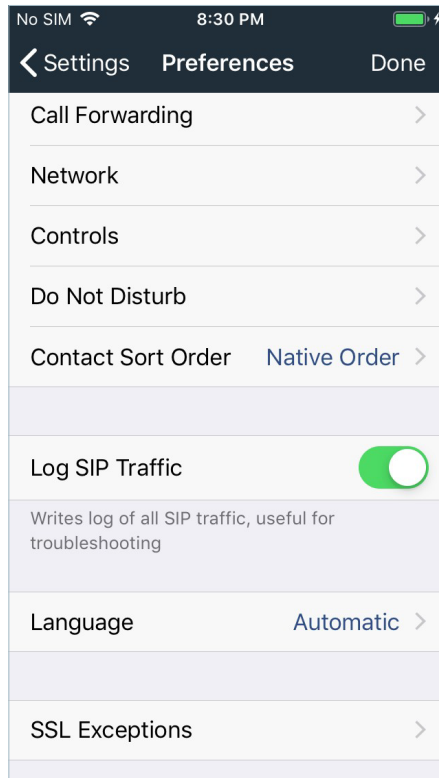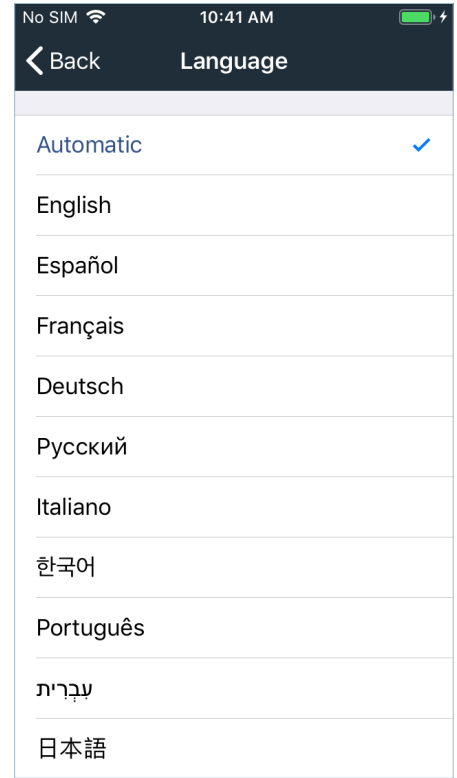
If troubleshooting an issue with a customer support agent, the agent may request you turn on the **log SIP traffic** feature.

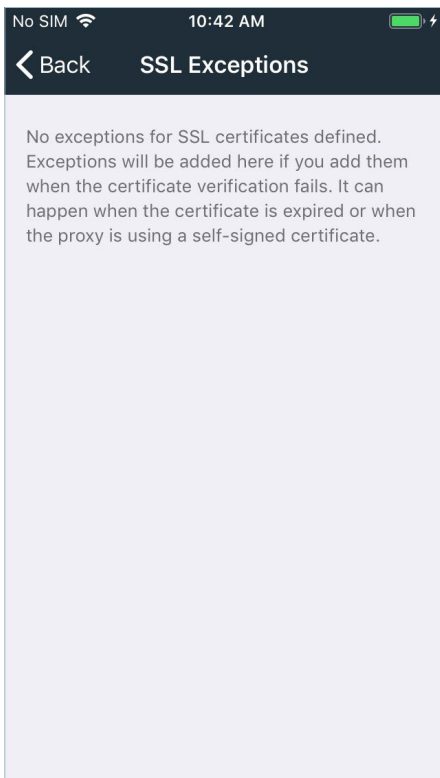Slide the toggle button to the right to enable. Slide back to the left to disable.

The app can be displayed in more than 25 languages.

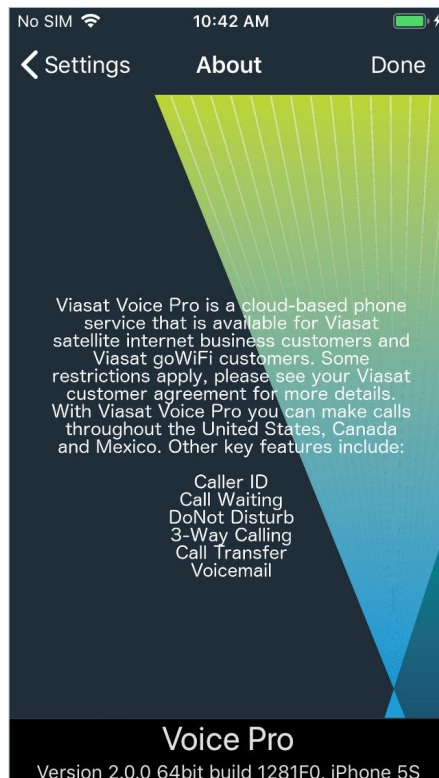If you choose a different **language**, you will have to restart the app for the change to take effect.

No SIM 📶 10:42 AM 🔋⚡	No SIM 📶 10:42 AM 🔋⚡	No SIM 📶 10:42 AM 🔋⚡
‹ Back **SSL Exceptions**	‹ Settings **About** Done	‹ Settings **Usage** Done

SSL Exceptions panel:

No exceptions for SSL certificates defined. Exceptions will be added here if you add them when the certificate verification fails. It can happen when the certificate is expired or when the proxy is using a self-signed certificate.

About panel:

Viasat Voice Pro is a cloud-based phone service that is available for Viasat satellite internet business customers and Viasat goWiFi customers. Some restrictions apply, please see your Viasat customer agreement for more details. With Viasat Voice Pro you can make calls throughout the United States, Canada and Mexico. Other key features include:

Caller ID
Call Waiting
DoNot Disturb
3-Way Calling
Call Transfer
Voicemail

Voice Pro
Version 2.0.0 64bit build 1281F0, iPhone 5S

Usage panel:

TALK TIMES

This Month	---
Previous Month	---
Total	---

CALL COUNTS

This Month	none
Previous Month	none
Total	none

RESET TALK TIMES

Reset

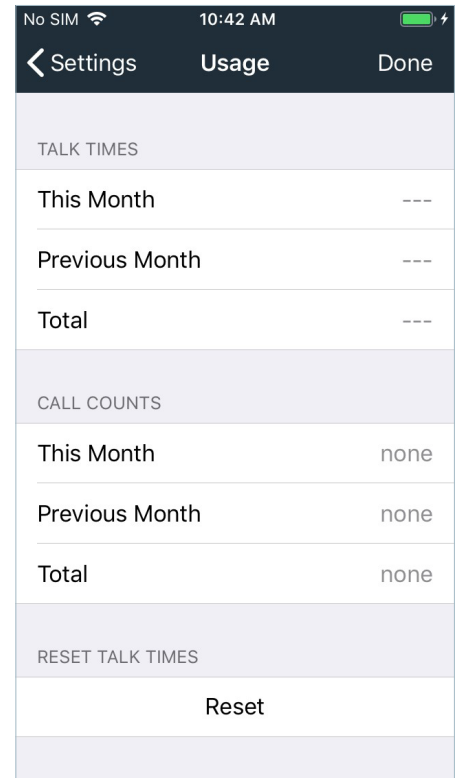
If a security certificate has expired, it can fail validation but be added as an exception.

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

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

Contact us

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

Website: https://gowifinavy.com/help

Email: WiFiSupport@viasat.com

Viasat

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