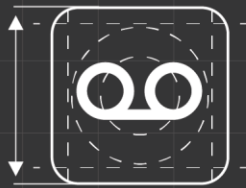


VSmart™ Installation Guide

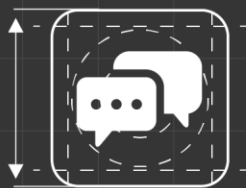
Android 7.0/8.0



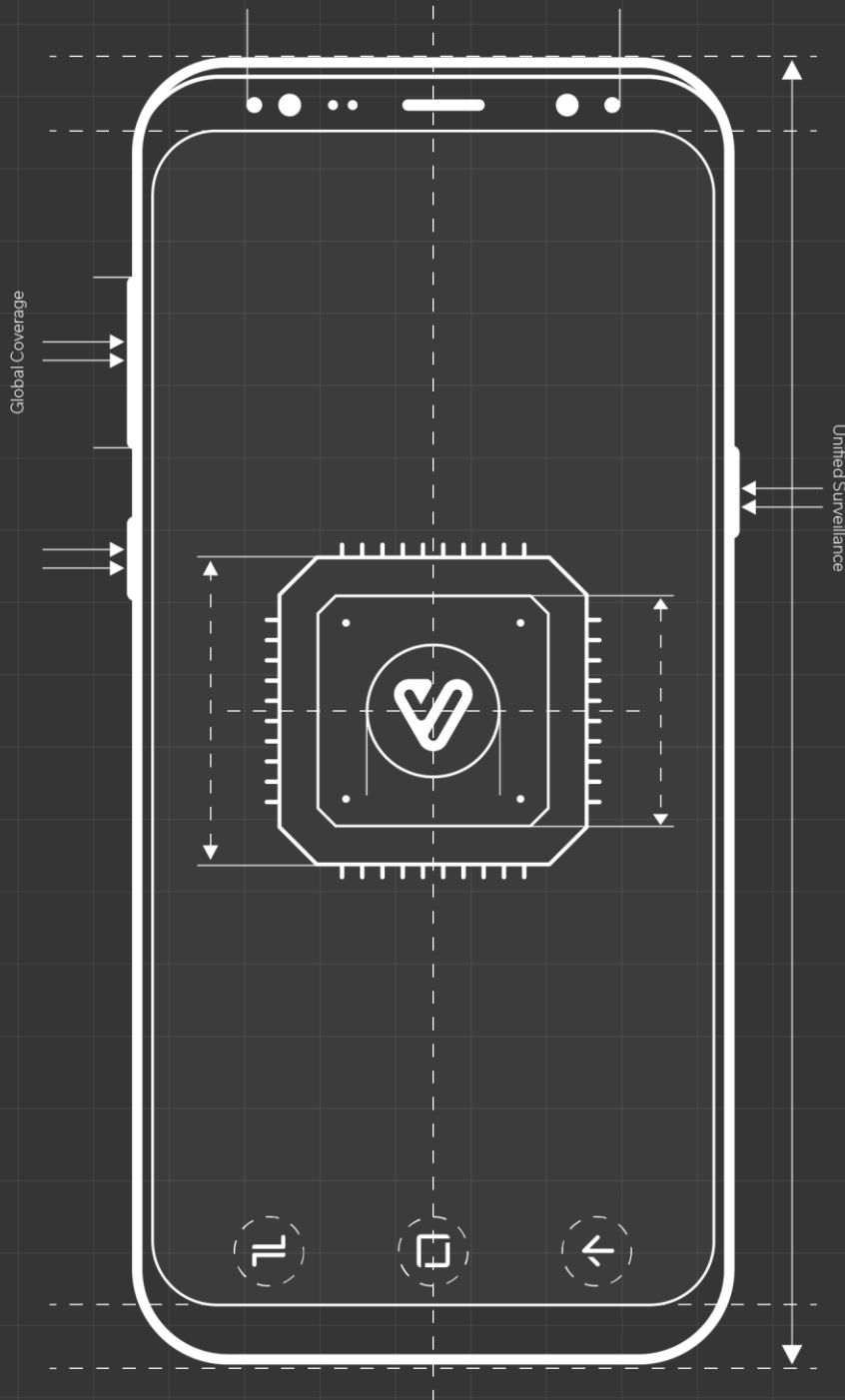
VOICE



VOICEMAIL



SMS / IM



VSMART™ ENABLED DEVICE



VoxSmart

Step 1: Pre-requisites

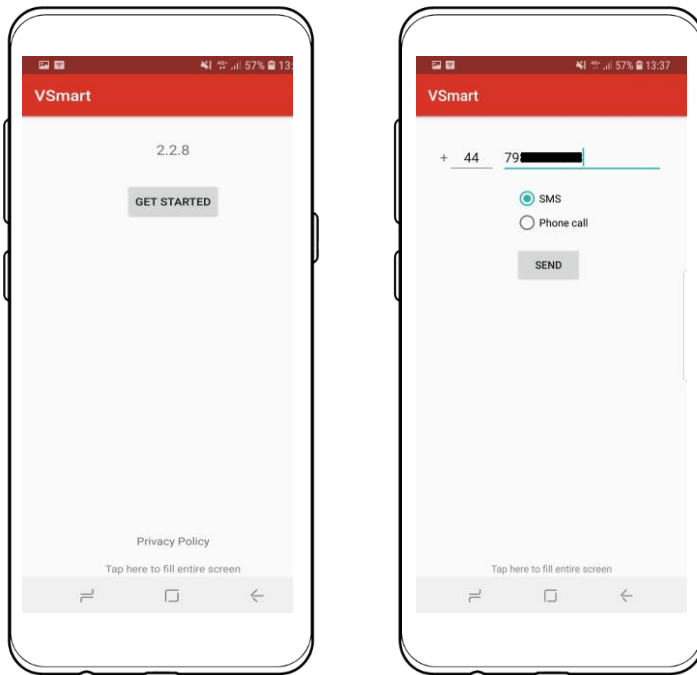
The following steps must be completed prior to installing the VSmart™ application file (APK) on to a recorded user's device:

- The device has been registered on the VoxSmart Surveillance Portal (VSP) against the recorded user.
- Ensure that your mobile carrier allows conditional call forwarding for that mobile number.
- Ensure that VoLTE (Voice over LTE) and Wi-Fi calling have been disabled by your mobile carrier.
- Previous versions of any VSmart™ client installed on the recorded device have been removed.

NOTE: If using an MDM

- Ensure the new VSmart™ APK file has been pushed to the device via the MDM.





Step 2: Initialisation and registration

Locate the VSmart™ icon on the device and select to open app.

Authentication

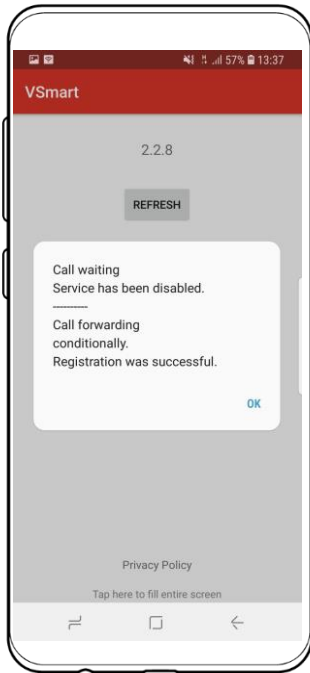
Once open, press **GET STARTED** and enter the mobile number of the device into the box provided – you have two options to authenticate the device, either by SMS or a call:

SMS Registration

An automated process will take place, whereby the device receives an SMS and the app will automatically ingest a code and continue with the process.

Phone Call Registration

For environments where policy does not permit SMS, the registration process can be triggered via the phone call option by selecting **Phone Call**. This will prompt a call from the automated authentication service. Answer the call and make a note of the authentication number, then return to the app and enter the code into the box provided. Then click **OK**.



Call Forwarding and Call Waiting setup

Once the authentication has been completed, a pop-up message will appear and provide on-screen confirmation that call forwarding and call waiting settings have been setup. Click **OK**.

NOTE: If this message does not appear within 30 seconds, begin troubleshooting steps and contact the VoxSmart support team for assistance.

Interim Test:

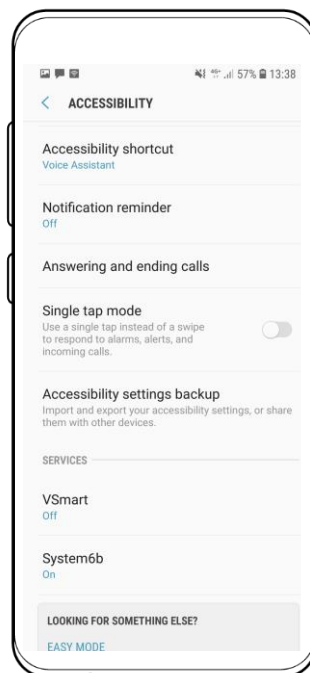
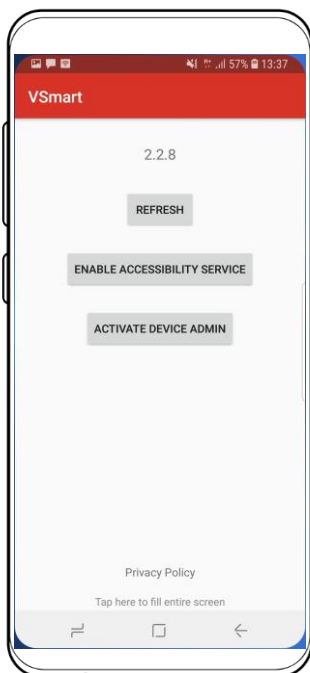
Before continuing with the setup, test inbound and outbound calls and validate that the calls are recorded in the VSP.

If the test fails, begin troubleshooting steps and contact the VoxSmart support team for assistance.

If the test passes, proceed to the next step.

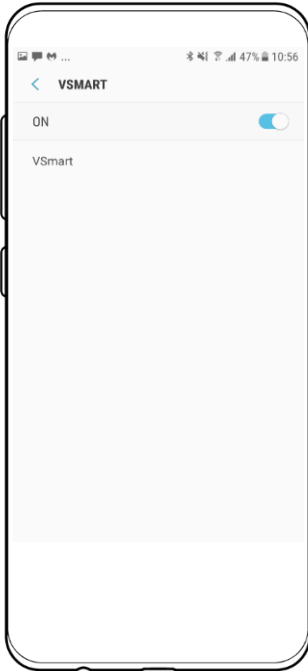
Step 3: Tamper Proofing Setup

The following steps ensure that the device is tamper proof, preventing the user from circumventing recording or removing the app from the device.



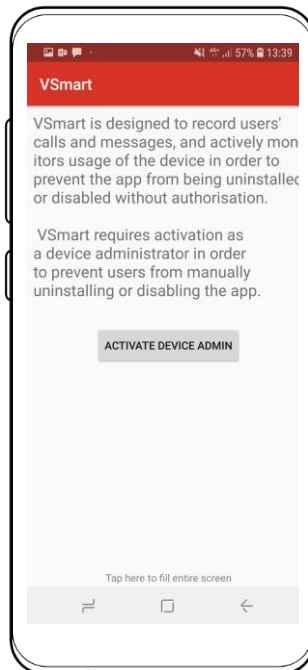
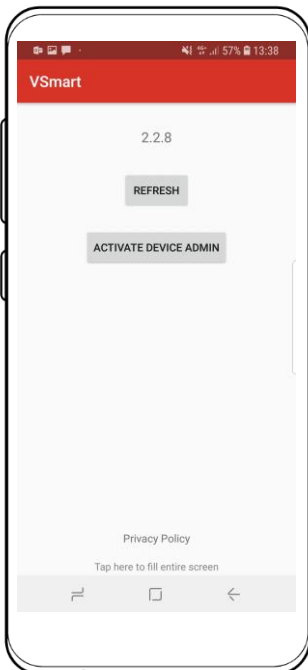
Accessibility

Click on **ENABLE ACCESSIBILITY SERVICE**. This will take you to the Accessibility menu on the device.



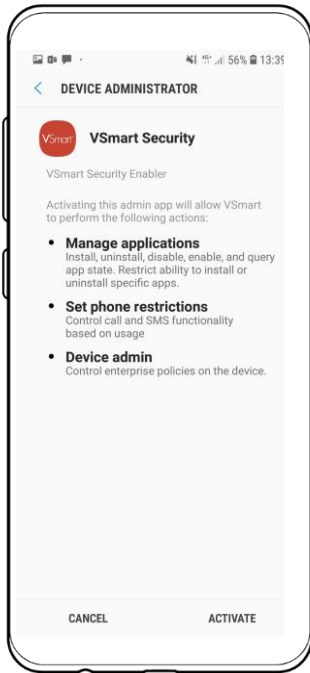
Locate VSmart™ in the list and select it. Turn **ON** to grant permission to the app.

Select the **back** button at the bottom of the screen until you return to the home page of the VSmart™ app.



Device Admin

Click on **ACTIVATE DEVICE ADMIN**. this will take you to the Activate Device Admin information screen. Select **ACTIVATE DEVICE ADMIN**.



This will take you to the Device Administrator section in the Android settings. Select **ACTIVATE**.

The setup is now complete, you can exit the app and finish testing.