



OpenScape Mobile V9 Apple Devices

User Guide

P31003-M4090-U101-04-7619

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Reference No.: P31003-M4090-U101-04-7619

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1 Introduction

This book explains how to configure and then use the OpenScape Mobile application on your Apple iOS-based mobile device.

For quick downloading and easier access of information, each chapter of this book is available individually in PDF on the OpenScape Mobile Forum at <https://enterprise-businessarea.unify.com/forums/our-forums/os-mobile-forum.aspx?g=forum&c=17>.

OpenScape Mobile is available in the following configurations:

- Voice-Only - OpenScape Mobile is connected directly to OpenScape Voice
- UC-Only - OpenScape Mobile is connected to the OpenScape UC Façade Server
- Integrated - OpenScape Mobile is connected to the OpenScape UC Façade Server. The account is also configured for mobile features in OpenScape Voice.

With OpenScape Mobile:

- you can make and receive VoIP calls using the Wi-Fi network
- you can choose the device to receive your calls: Wi-Fi, desk, cell, corporate voice mail
- you can be reached using just the one number assigned to your desk phone (outgoing calls see only that one identity)
- the best method to reach you is seamlessly and automatically chosen: Wi-Fi network, desk phone, or cell phone
- you can move calls between your Wi-Fi, desk, or cell phone and other devices as many times as needed
- you can access OpenScape UC features like presence status, conference, and centralized call log over Wi-Fi and data connections (3G, 4G, etc.).

IMPORTANT: Fees for data usage may apply. Check with your service provider when using OpenScape UC over data plans.

When the term "*Wi-Fi phone*" is used it describes phone calls made over Wi-Fi with the OpenScape Mobile application. The term "*cell phone*" is used to describe phone calls made over the cellular network with the iPhone native phone application. The term "*desk phone*" is used to describe your OpenScape Voice IP phone (typically an OpenStage or optiPoint desktop phone).

INFO: OpenScape Mobile can also be connected to OpenScape 4000. The OpenScape Mobile client when connected to an OpenScape 4000 shall operate in the same way as when connected to an OpenScape Voice system.

Related Documentation

The following technical documentation is available in HTML and PDF on "E-Doku" at http://apps.g-dms.com:8081/techdoc/search_en.htm

- OpenScape Mobile Apple Devices User Guide (the book you are reading)
- OpenScape UC Application Web Client User Guide.
- OpenScape 4000 V8, Volume 4: IP Solutions, Service Documentation

2 Installation and Configuration

This section describes how to install and configure the OpenScape Mobile application onto an Apple iPhone, iPod and iPad.

2.1 How to Install OpenScape Mobile

Prerequisites

- You must be running iOS version 8 or higher. Earlier versions are not supported.

Step by Step

- 1) Download the OpenScape Mobile application from Apple's App Store to install it onto your device.

INFO: If you are connected to your corporate Wi-Fi network and you do not have an http proxy configured, turn off Wi-Fi to download the application and turn Wi-Fi back on before proceeding.

- 2) The application is not yet running and configured. Perform the steps in the following section to configure it and pair it up with your desk phone.

2.2 How to Configure OpenScape Mobile

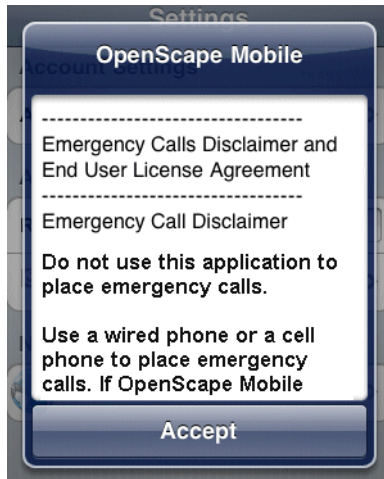
Prerequisites

- You must have first installed OpenScape Mobile onto your device.
- You need the following information to configure OpenScape Mobile. (Contact your System Administrator if necessary.)
 - Your desk phone number (in the format it is configured in OpenScape Voice) or your UC account.
 - Either the IP address or server name (i.e., FQDN and port) of the OpenScape Voice Server if connecting from inside the corporate network
 - or the IP address or server name of the session border controller (SBC) if connecting from outside the corporate network
 - or the IP address or server name of the OpenScape 4000 if connecting from inside the corporate network
 - or the IP address of the Façade Server (Integrated configuration only) preceded by http:// or https:// as defined by your System Administrator.
 - The password received from your System Administrator.
 - Your cell phone number (if you are using an iPhone). Not needed if you are using an iPod Touch or iPad.

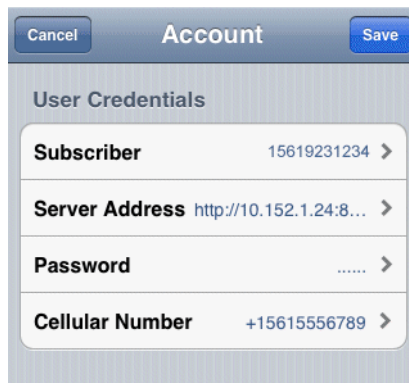
Step by Step

- 1) Tap the *OpenScape* icon then read and accept the emergency call disclaimer.

IMPORTANT: The disclaimer explains that you should use your cell phone, not OpenScape Mobile, to make emergency calls. The cell phone will provide a more accurate location to find you in an emergency. Emergency calls made with OpenScape Mobile may be routed to the incorrect response center.

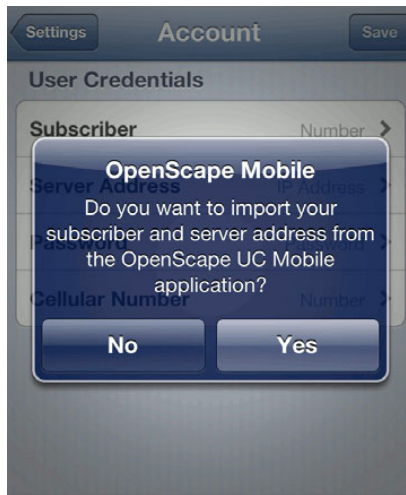


- 2) On the *Account* screen, enter your desk phone number, server address and password, and your cell phone number (in GNF, for example, +15615556789). Make sure you entered them correctly and tap **Save**.



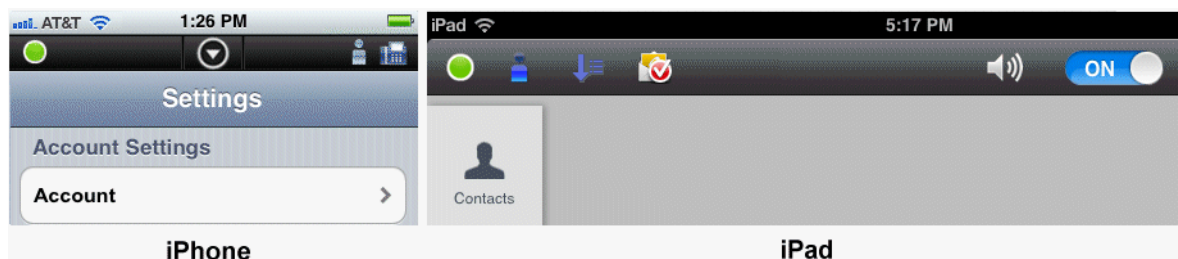
NOTICE: If OpenScape UC Mobile Application is already installed on the device, there will be a prompt asking the user to

import the credentials (subscriber and server address) from the application to OpenScope Mobile.



- 3) Check the status of the connection between OpenScope Mobile and the server using the colored LED in the notification bar near the top left-hand corner of the screen. OpenScope Mobile is trying to connect and validate the information that was entered in the *Account* screen.

INFO: In Integrated configurations (i.e., Voice+UC), a colored ring will appear momentarily representing the connection to the Façade Server.





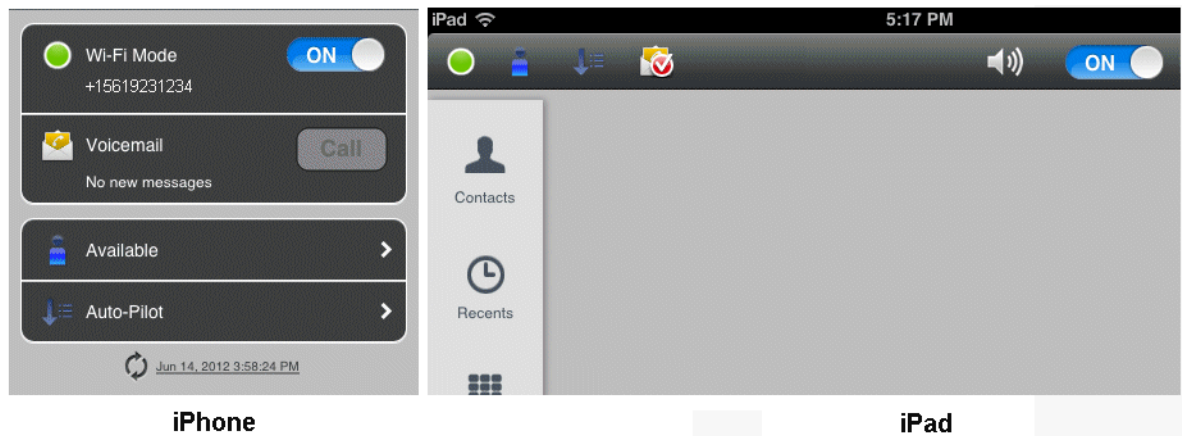
- Green LED ● - Wi-Fi Mode - Connection is established (via working Wi-Fi) and the information is verified. OpenScope Mobile is now ready to be used to make and receive calls using the Wi-Fi network. (Voice-Only and Integrated configurations)
- Green Ring ○ - Callback Mode - OpenScope Mobile will use a cellular data connection to talk to the server. When you make calls in this mode the server will call you back on your cellular number (or another device you select, if you are in UC-only and Integrated configuration). Your cell phone number is not exposed; the office number is shown to the party.
- Orange LED ● - OpenScope Mobile is attempting to connect and verify the information with the server.

- Red LED ● - This along with a notification message means either that registration has failed or that the OpenScape Voice and UC Servers are not reachable.
- 4) Give OpenScape Mobile permission to:
- read the contacts from the device
Press the device's "Home" button, go to **Settings/Privacy/Contacts**, then tap **OpenScape** to turn it **ON**.



- use the microphone
Press the device's "Home" button, go to **Settings/Privacy/Microphone**, then tap **OpenScape** to turn it **ON**.
- 5) The following Information about the state of OpenScape Mobile and to turn it on and off is available on the status bar of the iPad. (On an iPhone, you must tap the *down arrow* at the top-center of the screen.)
- You are shown the desk phone number to which you are paired.
 - If you have any voicemail messages waiting, tapping the **Call** button (iPhone) or the icon (iPad) will call the voicemail server.

INFO: The icons in the following figures represent a Voice+UC (i.e., Integrated) configuration. Your operating configuration is Voice-Only if you do not see Presence and Preferred Device icons like the ones seen here (for example,  and ).



2.3 Certificates

A Digital certificate contains name, serial number, expiration date and the certificate holder's public key along with the digital signature of the certificate issuing authority.

By default, the OpenScape Mobile devices communicate to these servers: the OpenScape Façade server, OpenScape Session Border Controller (SBC) and OpenScape Voice server.

When connected directly to OpenScape Voice, OpenScape Mobile Application does not require any certificates to be installed.

The OpenScape Mobile Application uses the following certificates:

- Root CA Certificate - a digital certificate that issues the Client and Server certificates. The Root CA Certificate is installed on your device, as well as the server.
- Server Certificate - a digital certificate that identifies the Server to your device. The Server certificate is not installed on the device, but on the Servers.
- Client Certificate - a digital certificate that identifies your device as legitimate device to the Server. The Client certificate is installed on the device.

INFO: The certificates are issued by the Certification Authority (CA). A root certificate is the top-most certificate and all certificates below the root certificate inherit the trustworthiness of this root certificate.

With the help from system administrator, the following certificates have to be obtained and installed:

- Root CA Certificate
stored in the device's trusted credential storage
- Client Certificate.
stored in the applications keychain.

The subsequent sections explain in details:

- Deployment and installation of Root CA Certificates on the user's device.
- Client certificate import and storage in the OpenScape Mobile application keychain.
- Retrieval of the Client certificate from the device's keychain, during the secure authentication and connection establishment.
- Acceptance and validation of Server certificate during authentication process (i.e. between OpenScape Mobile and Mobile Façade Server, and OpenScape Mobile and OpenScape Voice Server/Session Border Controller).
- Enabling/Disabling Server certificate validation on the OpenScape Mobile device.

2.3.1 Root CA Certificate

In order to ensure that the mobile device is able to validate that the server is trusted, the Root CA Certificate that issued the Server and Client certificates must be installed in the Trusted Credential Storage of the mobile device hosting OpenScape Mobile Application.

2.3.1.1 How to Install a Root CA Certificate

The Root CA certificate enables validation of the certificates received from the Servers.

Prerequisites

- The Root CA certificate sent, as an attachment via secure e-mail, to the registered e-mail address of OpenScape Mobile Subscriber.

IMPORTANT: Do not install certificates without verifying the Originator of the e-mail.

NOTICE: The step-by-step process described in this section may vary because of the different Apple devices.

For details, consult the manual of your device or your system administrator.

Step by Step

- 1) Using the default e-mail client embedded in your Apple device, open an e-mail from your System Administrator that contains Root certificate, as an attachment.

INFO: The attached **<file name>.crt** file actually represents the Root CA certificate.

- 2) Tap on the e-mail attachment.
A notification screen for installation of the Root CA certificate pops up.
- 3) Tap on the **Install** button.
A new pop-up window asks to confirm the Root CA certificate installation, since it may interfere the settings on the Apple device.
- 4) Tap **Install now** to proceed with the Root CA Certificate installation.
You will be asked to enter the password for the Root certificate that has been sent in the separate e-mail, by the system administrator.
- 5) Fill in the password filed and tap **Next**.
The status (**Trusted** or **Verified**) of the installed Root CA certificate is shown in the notification screen.
- 6) Tap on the **Done** button in the upper, right-hand corner of the notification screen.

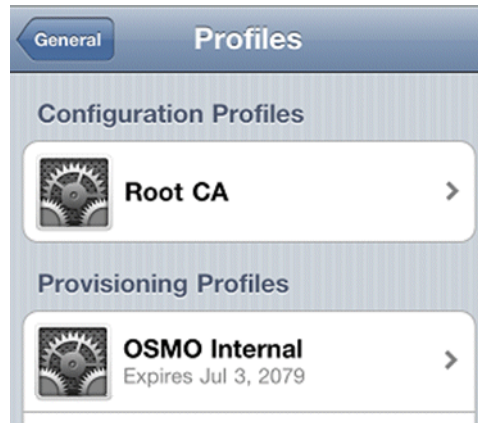
The Root CA certificate has been installed on the Apple device.

2.3.1.2 How to Display an installed Root CA Certificate

Perform the following steps in order to see all Certificate authority CA certificates that have been installed on the Apple device.

Step by Step

- 1) Go to the Home screen.
- 2) Tap **Settings** and then **General**.
- 3) Under **General** option, scroll down to find the **Profiles** and then tap on it.
All CA certificates that have been installed are displayed here.



2.3.1.3 How to Remove a Root CA Certificate

Those Root CA certificates that are no longer deemed trusted shall be removed immediately by the user. To remove a Root CA certificate, apply the following steps:

Step by Step

- 1) Go to the Home screen.
- 2) Tap **Settings** and then **General**.
- 3) Under **General** option, scroll down to find the **Profiles** and then tap on it.
All CA certificates that have been installed are displayed here.
- 4) Tap the Root CA certificate name.
The certificate's details are displayed.
- 5) On the Details screen, tap on the **Remove** button.
A new pop-up window asks to confirm the Root CA certificate deletion, since it may interfere the settings on the Apple device.
- 6) Tap **Remove** to proceed with the Root CA Certificate deletion.
The user-installed CA certificate has been removed permanently from the Apple device and must be re-installed if it is needed again.

2.3.2 Client Certificate

OpenScape Mobile provides a mechanism for installing a Client certificate, issued by a trusted authority, in order to authenticate the client (OpenScape Mobile) to the server.

The mechanism consists of two parts:

- Client certificate Distribution
System Administrator has to distribute the Client certificate via secure e-mail.

- Client certificate Installation
OpenScape Mobile subscriber securely stores the Client certificate on the device.

By requesting the Client certificate, the server is able to authenticate and validate the client, so that the secure connection between client and server can be established.

2.3.2.1 How to Install a Client Certificate

Follow the steps below in order to install a Client certificate in the OpenScape Mobile keystore:

Prerequisites

- Client certificate has been sent, as an attachment, via a secure e-mail to each device that runs OpenScape Mobile application. The certificate must have an extension *.osmc*.
- The OpenScape Mobile user has received the second e-mail with the password that allows decrypting the private key in the certificate while importing the certificate.

IMPORTANT: Do not install certificates without verifying the Originator of the e-mail.

- Root CA Certificate has been installed in the Apple storage following the procedures described in the Chapter “How to Install a Root Certificate”.

NOTICE: The step-by-step process described in this section may vary because of the different Apple devices.

For details, consult the manual of your device or your system administrator.

Step by Step

- 1) Using the default e-mail client embedded in your Apple device, open an e-mail from your System Administrator that contains Client certificate, as an attachment.

INFO: The attached **<file name>.osmc** file actually represents the Client certificate.

- 2) Tap on the e-mail attachment containing the Root CA certificate.
A new screen will pop up, showing all applications through which you are allowed to install the certificate.
- 3) Tap the **Open in OpenScape** button.

OpenScape Mobile will prompt to enter the password for the Client certificate that has been sent in the separate e-mail, by the system administrator.

- 4) Fill in the password filed and tap **OK**.

A notification confirms that the Client certificate has been added to OpenScape Mobile keychain.

The Apple device is now equipped with the Client certificate.

2.3.2.2 How to Manage the installed Client Certificates

This feature allows the user to view or delete the Client certificate that is used for client authentication on the server.

Step by Step

- 1) Tap on the **OpenScape Mobile** application.
- 2) Tap **Advanced**, followed by **Certificates** option.

INFO: If no Clients certificate has been installed on the OpenScape Mobile, the option **Certificates** will not be available.

A list shows all Client certificates that have been installed in the OpenScape Mobile application keychain.

- 3) To delete the Client certificate, tap on the **Edit** button in the upper, right-hand corner.

A small red sign will appear just in front of the certificate's name.

- 4) Tap on the red sign.

Delete button will appear right from the certificate name.

- 5) Tap **Delete** to delete the selected certificate.

The Client certificate has been removed from the OpenScape Mobile keychain.

INFO: In the following cases, it is recommended to delete the existing Client certificate from OpenScape Mobile:

- a duplicate certificate has been found in the keychain
- the limit of 5 client certificates in the keychain has been exceeded.
- the client certificate being imported is invalid.

2.3.3 Server Certificate

In order to operate, the OpenScape Mobile application has to connect to the servers (SIP and HTTP). This connection should be secure and thus the Server Certificates can be used to authenticate the Server to the Client.

2.3.3.1 How to configure Server Certificate validation

A new feature of OpenScape Mobile Application allows users to configure Server certificate validation.

Prerequisites

- In order to perform certificate validation, all entities involved in the validation (OpenScape Mobile, UC Server, OpenScape Voice Server) have to have a valid Root CA certificate installed in the trusted root CA store, and a valid certification path (i.e. none of the certificates in the certificate path has been revoked or has had its validity period expired).

Step by Step

- 1) In OpenScape Mobile tap **Settings**.
- 2) Tap **Advanced** settings and navigate to **UC Options** area.

INFO: By default, the option **Allow Invalid Certificates** is set to **ON**.

- 3) To allow OpenScape Mobile to connect to the servers deemed untrustworthy by the Certification Authorities, leave the option **Allow Invalid Certificates** turned on.

This implies that the invalid Server certificates will be allowed and the connection establishment will continue by presenting a warning message to the user to accept or to reject the invalid certificate. If the user rejects the certificate, OpenScape Mobile shall disconnect from the server. Otherwise, the connection to the correspondign server(s) will be established.

- 4) To enhance the security by allowing OpenScape Mobile to verify server certificates, set the option **Allow Invalid Certificates** to **OFF**.

In that way, the users can accept and validate Server certificate during authentication process between OpenScape Mobile and Mobile Façade Server (HTTP connection), and OpenScape Mobile and OpenScape Voice Server/Session Border Controller (SIP connection).

NOTICE: If the Server certificate for Façade Server is found to be valid, but the Server certificate for SBC or OSV is invalid, OpenScape Mobile shall operate in "Callback" mode (i.e. if the **Allow Invalid Server Certificate** option is set to **OFF**).

3 Using OpenScape Mobile

In this guide the term “*Wi-Fi phone*” is used to describe phone calls made over Wi-Fi with the OpenScape Mobile application. The term “*cell phone*” is used to describe phone calls made over the cellular network with the iPhone native phone application. The term “*desk phone*” is used to describe your OpenScape Voice IP phone (typically an OpenStage or OptiPoint desktop phone).

3.1 Receiving Calls

The only number your contacts need to know is the one they already know - your desk phone number. OpenScape Mobile, OpenScape UC, and OpenScape Voice Server work together to reach you over Wi-Fi, at your desk, over the cellular network, or, in an integrated solution, any other device you prefer.

Before going into the details of how incoming calls are routed, the following basic concepts need to be understood.

- If you are configured for Voice-Only, OpenScape Voice will automatically try to find you in the Wi-Fi client, desk or cell phone. OpenScape Voice optimizes the search based on the state of Wi-Fi client and your option to allow calls to be routed to the cell phone.
- If you are configured for UC-Only, you can use preferred devices and rules to customize call routing. Refer to sections 4-5 and 4-7, respectively.
- If you are configured for Integrated, by using the Auto-Pilot preferred device you can let OpenScape Voice automatically try to find you in the Wi-Fi client, desk or cell phone without any other configuration required. If you need special routing rules, you can customize routing with the UC preferred device and rules.
- If you have OpenScape Mobile registered with OpenScape Voice on multiple Wi-Fi devices (e.g., a smartphone and a tablet), the “routing rules” in this section apply to each device.
- If you have OpenScape Mobile registered with OpenScape Voice on multiple cell-capable devices (a practice not recommended), the **Route Calls to Cell** setting on the last device registered will be used for routing purposes.

Generally speaking, then, the following rules are used to try to reach you over Wi-Fi, at your desk, over the cellular network, or, in an integrated solution, any other device you prefer. Later on we will see how to control which devices are chosen and when.

NOTICE: If during an active OpenScape Mobile call via Wi-Fi, user receives an incoming cell call (a call to his cell phone number), the OpenScape Mobile call will be muted.

The user can perform one of the following:

- Answers the cell call and automatically place the OpenScape Mobile call on hold.
 - Rejects the cell call, so that the OpenScape Mobile call automatically becomes unmuted and active again.
-

Voice-Only and Integrated Configurations (Device=Auto-Pilot)

- If your OpenScape Mobile is reachable over Wi-Fi:
 - The call rings on your Wi-Fi devices first
 - If you don't answer, the call is sent to your desk phone
 - If you don't answer, the call is forwarded to your desk phone voice mail box (if you have one configured).
- If your OpenScape Mobile is *not* reachable over Wi-Fi (OpenScape Mobile is turned off or without Wi-Fi connectivity):
 - The call rings in your desk phone first
 - If you don't answer, the call is sent to your cell phone (optionally controlled via configuration)
 - If you don't answer, the call is forwarded to your desk phone voice mail box (if configured) or your cell phone voice mail box (if configured). Which voice mail box depends upon which answers the call first.

IMPORTANT: If your cell phone is not reachable (powered off or does not have signal), the call will be intercepted by your cell provider and sent to your cell phone voice mail box (if configured).

Be aware: Your cell number is exposed when returning calls from cell voicemail.

The time value for “If you don't answer” in the above scenarios is configurable on the OpenScape Voice Server. Contact your System Administrator if you would like to increase or decrease the amount of time each device rings.

Integrated Configuration (Device=OpenScape Mobile)

- If your OpenScape Mobile is reachable over Wi-Fi:
 - The call rings on your Wi-Fi devices first
 - If you don't answer, the call is forwarded to your desk phone voice mail box (if you have one configured).
- If your OpenScape Mobile is *not* reachable over Wi-Fi (OpenScape Mobile is turned off or without Wi-Fi connectivity), the call is forwarded to your desk phone voice mail box (if configured).

Integrated Configuration (Device=Desk Phone)

- The call rings on your desk phone first.
- If you don't answer, the call is forwarded to your desk phone voice mail box (if you have one configured).

INFO: When Wi-Fi is available but a phone call is received at your desk or over the cellular network, you can launch OpenScape Mobile to connect on demand to the OpenScape Voice Server and move the call to Wi-Fi.

Integrated Configuration (Device=Other Preferred Device or Configured Rule)

- The call rings on your preferred device first.
- If you don't answer, the call is forwarded to your desk phone voice mail box (if you have one configured).
- If you are always in a meeting for an hour on Thursday mornings (for example), you can set a rule that routes incoming calls during that time to your secretary.

UC-Only Configuration

The call is routed to either your "preferred" device or according to a rule you may have configured. For example:

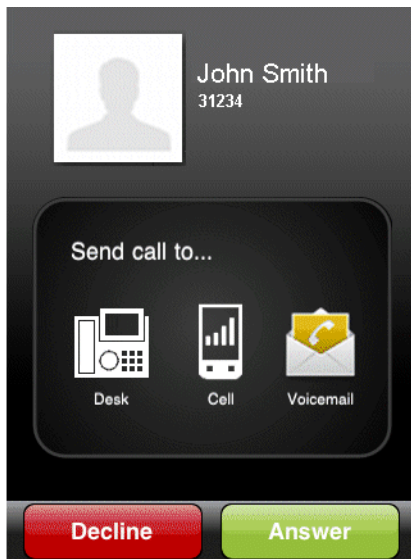
- If the preferred device is your cell phone, the call rings there first.
- If you don't answer, the call is forwarded to voice mail (if configured).
- If you are always in a meeting for an hour on Thursday mornings (for example), you can set a rule that routes incoming calls during that time to your secretary.

3.1.1 How to Answer Calls on your Wi-Fi Device

When OpenScape Mobile is on and in the foreground, a new call arriving at the Wi-Fi device will present the incoming call screen. At the top of the screen OpenScape Mobile will show the name, number, and picture of the caller (if available). If there is no picture available, OpenScape Mobile will display the default silhouette.

Step by Step

1) Tap the green **Answer** button to answer the call via Wi-Fi.

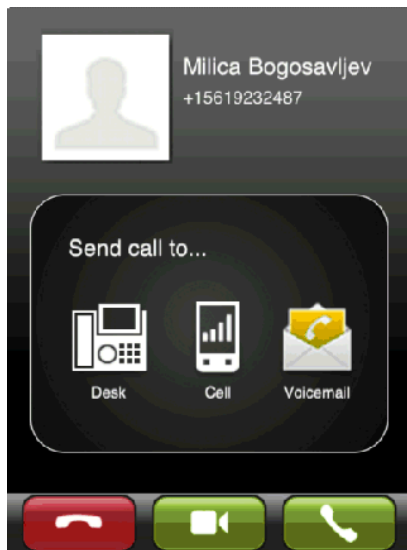


iPhone

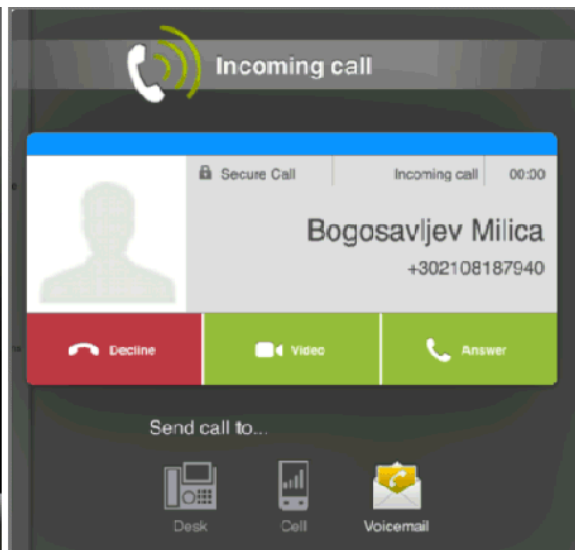


iPad

a) In case of incoming video call, it can be accepted as voice or as video.



iPhone



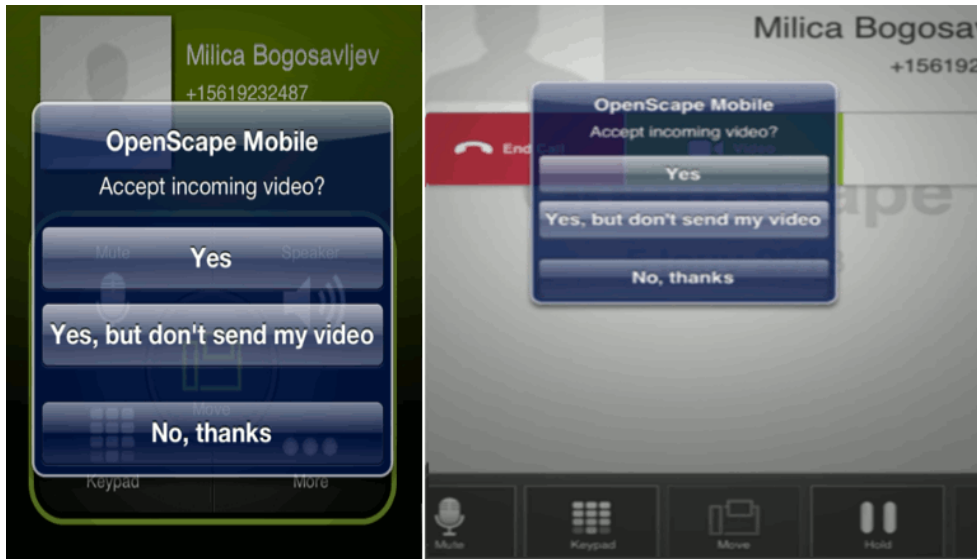
iPad

- Tap on the green handset button (down left) to accept as voice-only call. The call will continue without video.
- Tap the green camera button (middle down) to accept the incoming video stream and also send its own video to the calling party.

INFO: For a new incoming call there is no option to accept the incoming video without sending video. If that is desired, the called party needs to accept the video call and then remove sending

video (on iPhone and iPod: tap **More > Remove my video**; on iPad: tap green camera button **Remove video**).

- b) If there is a request for adding video to an ongoing voice call, the following pop-up window will be displayed:



iPhone

iPad

- Tap **Yes** to accept the incoming video and respond with its own video
- Tap **Yes, but don't send my video** to accept the video without sending its own video back to the calling party (one-way video call)
- Tap **No, thanks** to rejecting the video (voice-only call).

INFO: Once video call is established, the transmitting video is shown in the top left corner of the screen, whereas the receiving video is shown as a full screen in the background.

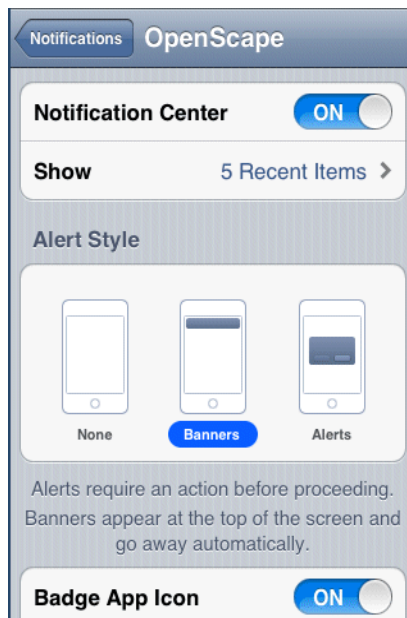
- c) During the video call, tap anywhere on the screen to show the controls and status bars translucent, but enabled.

Tapping the screen again, or not touching the screen for a couple of seconds, the controls will be hidden again.

The following controls are supported:

- **Camera switch button** (down left corner) - tap to switch between front- or rear-facing camera
 - **Video Quality button** (up right corner) - tap to adjust the video quality (Very High, High, Medium or Low).
- 2) When OpenScape Mobile is on and in the background, an incoming call will cause a notification message to appear as either an alert popping up in the middle of the screen or as a small banner dropping down from the top. Either:
- Tap **View** in the pop-up to bring OpenScape Mobile to the foreground and present the incoming call screen.

- Tap **Closed** in the pop-up to close the notification. The call will stop alerting the mobile device and progress to the desk phone.
 - Tap the banner at the top of the screen to present the incoming call screen.
 - Ignore the notification. The call will time-out and progress to the desk phone and a "*Missed Call*" message will be momentarily presented.
- 3) If your device is locked when a new call arrives the display will turn on and the device will ring (or vibrate, depending on how you have the device configured). To see the incoming call screen and answer the call, first unlock the device.
- 4) You can change the way in which incoming calls are announced when OpenScape Mobile is in the background. Instead of an alert popping up in the middle of the screen, a less intrusive banner can be chosen to appear at the top in the notification bar.
- a) Press the device's "*Home*" button.
 - b) Scroll to and tap **Settings**.
 - c) Tap **Notification** then **Messages**.
 - d) In the *Notification Center*, select **Banners** instead of **Alerts**.



3.1.2 How to Answer Calls on a Different Device

The "*Incoming call*" screen has buttons to send the call to different locations.

Step by Step

- › To select the desired location, simply tap the specific button.

- **Desk** - The call is sent to your desk phone. If your desk phone supports and is configured with auto-answer, the call is automatically answered in speakerphone mode (loudspeaker and microphone active).
- **Cell** - The call is sent to your cell phone. If you don't answer, the call is forwarded to your desk phone voice mail box (if you have one configured).
- **Voicemail** - The call is sent to your desk phone voice mail box.

INFO: There is an option to move a video call. In case the destination device does not support video, a deflected video call will result in a voice-only call.

3.1.3 How to Decline a Call

Depending on the incoming call (i.e., if it is a voice-only or a video call), perform the following steps to decline the call:

Step by Step

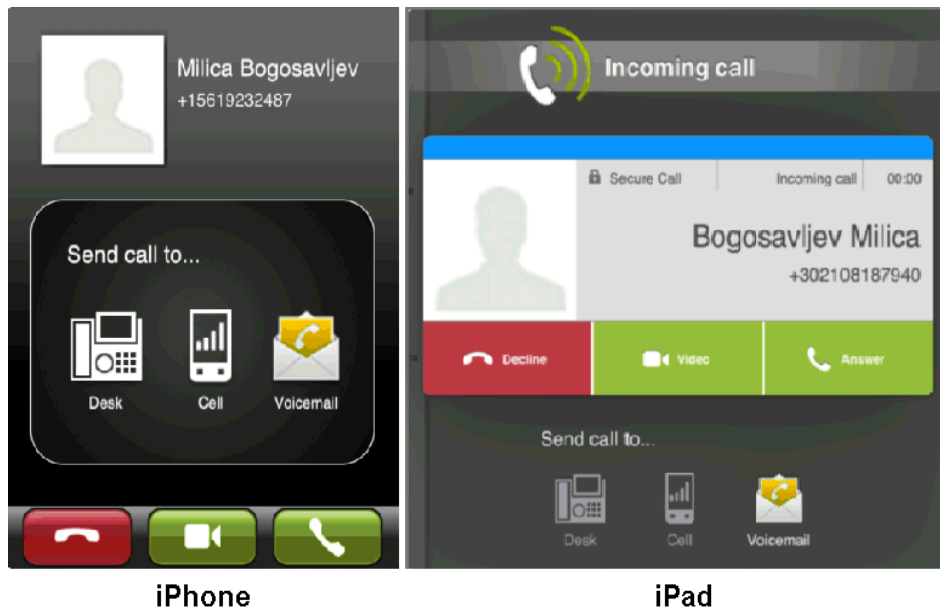
- 1) If you do not want to answer the call and do not want to send it to voice mail, tap the red **Decline** button. |



iPhone

iPad

- 2) To reject the incoming video call, tap the red headset button (down left).



This will end the call (i.e., the caller will receive an indication that the call cannot be completed).

3.1.4 Changing where You can be Reached

3.1.4.1 How to Change where You can be Reached - Voice-Only and Integrated Configurations (Device=Auto-Pilot)

You can stop having calls sent to the Wi-Fi device. In the case of the iPhone, you can also stop having calls sent to the cell phone. Each option works separately.

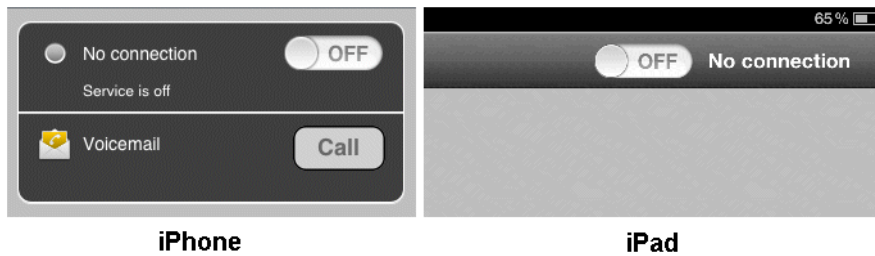
If you decide, for example, to stop sending calls to the Wi-Fi device, the OpenScape Voice Server will still send calls to the cell phone (unless you also request to stop sending calls to there). In any case, the OpenScape Voice Server will always send calls to your desk phone.

IMPORTANT: Registering two or more cell-capable devices, one after the other, is not recommended. If you do, the setting of **Route Calls to Cell** on only the last device will be used for routing purposes. That setting on the other device(s) is ignored.

Step by Step

- 1) To stop receiving calls to your Wi-Fi device:
 - On an iPhone, tap the *down arrow* to expand the notification bar then tap the **ON/OFF** button to turn it off.
 - On an iPad, tap the **ON/OFF** button to turn it off.

Using OpenScape Mobile Receiving Calls



- 2) To stop receiving cell calls to your iPhone, confirm that OpenScape Mobile is connected to the OpenScape Voice Server as shown by the green LED in the notification bar.
- 3) Tap **Settings** then tap **Route Calls to Cell** to turn it **OFF**.

INFO: If you are not connected to Wi-Fi or if you are in a place where OpenScape Mobile is not able to connect to the OpenScape Voice Server, and you want to change this cellular routing option, contact your System Administrator.



3.1.4.2 How to Change where You can be Reached - UC-Only and Integrated Configurations (Device=Other than Auto-Pilot or Rules Configured)

You can control where calls are sent by changing the preferred device or configuring rules to route them.

Basically, if OpenScape UC is configured to route the call via either a “preferred” device (other than Auto-Pilot) or a configured rule, the call is routed according to those selections.

More specifically:

- When the preferred device is not Auto-Pilot, OpenScape UC routing takes precedence; OpenScape Mobile routing is not executed. Incoming calls are routed to the selected device. (A call can still be moved, however, from the selected device.)
- A call can still be moved from the selected device even if UC rules are configured in the UC client.
- If Auto-Pilot is selected as the preferred device, OpenScape Mobile routing is performed for incoming calls. (Refer to section 3.1.)
- Swiping a call to the desk phone icon will move it to the physical desk phone not the selected preferred device.

Step by Step

1) To select a preferred device:

- On an iPhone, tap **More...** then **Devices**.

INFO: The **More...** button presents only those additional options that are useful to the current situation. In other situations the **More...** button leads to different options

- On an iPad, tap the *Devices* icon in the *Status* bar. (📞 is shown as an example.)

2) Tap the one device that you most prefer then tap **Make Preferred Device**.

3) To activate a rule, tap **More...** (iPhone only) then **Rules**.

4) Tap the rule you wish to activate then tap **Save**.

INFO: Refer to the *OpenScape UC Application Web Client User Guide* for details.

3.1.5 How to Change How Much Time each Device will Ring

The standard configuration for OpenScape Mobile is to leave a call ringing for a specified amount of time on each device before attempting the next device. These durations are, by default, 15 seconds on the Wi-Fi device, 10 seconds on the desk phone, and 15 seconds on the cell phone. Your System Administrator can change the time a call will ring on each device.

INFO: This is valid only for Voice-Only and Integrated (Device=Auto-Pilot) configurations.

3.1.6 Receiving Calls from an OpenScape Voice Hunt Group

In case an OpenScape Mobile User is also a Hunt Group member, the OpenScape Mobile application allows him/her to receive distributed calls from an OpenScape Voice Hunt Group, by using the Auto-Pilot routing.

INFO: The Auto-Pilot rules apply to the calls that are distributed from various Hunt Group types, i.e., Linear, Circular, UCD, Parallel - Call Pickup Model, Parallel - Simultaneous Alerting Model and Application Controlled (a.k.a. Manual mode).

The calls that are distributed from Hunt Groups are initially answered via the member's Wi-Fi phone or the desk phone.

Once answered, the call can be moved further to the user's cell or desk phone, in case of poor network quality (weak Wi-Fi signal).

The following are the rules for Auto-Pilot routing of Hunt Group calls to the members that have OpenScape Mobile application:

- In case where the option Call Forwarding – Static OND is activated, OpenScape Mobile Auto-Pilot routing will be superseded.
- If user has the OpenScape UC application activated, then this application is given the first opportunity to route the call on behalf of the Hunt Group member.
In order to route the Hunt Group calls to OpenScape Mobile, the preferred device in OpenScape UC application has to be set to Auto-Pilot.
- In case the user has Wi-Fi phone, all incoming calls from the Hunt Group will be routed there.

NOTICE: If the option for Immediate Call Forwarding or DND is activated, then the call is not going to be routed to the Auto-Pilot device.

- If the user's Wi-Fi phone is not currently available, then the Auto-Pilot routing attempts to ring the member's desk phone (if this phone is registered).
- If the call is not answered by user's Wi-Fi phone or desk phone, then it will be returned to the Hunt Group for "re-hunting" to another member of this group.

3.2 Making Calls

The Apple iOS operating system restricts OpenScape Mobile to using its own phone keypad and *Recents* call log (even though the iPhone, unlike the iPad,

comes with these features). OpenScape Mobile's *Contacts* list, though, is integrated with iOS. Any change you make to the contact list used in your device is immediately reflected in OpenScape Mobile.



CAUTION

Do not use OpenScape Mobile to make emergency calls: use your cell phone. It will provide more accurate location information to the emergency response center. Emergency calls made with OpenScape Mobile may be routed to the incorrect response center.

INFO: The person you call will see your desk phone number as the calling number.

NOTICE: iOS devices' native keypad, contacts and journal do not offer an option to initiate a video call. To make a video call, start as a voice call and then add video.

It is possible to start video calls from within OpenScape Mobile (through **Recents** and **Keypad**), since it has its own call log screen.

NOTICE: In case you are using a Soft client (e.g, OpenScape UC Web client, Fusion, etc.) and you have the **Auto-Pilot** option enabled, then the user's desk phone (if present) will be used as an associated device to make a call.

3.2.1 How to Make a Call Over Wi-Fi - Voice-Only Configuration

Step by Step

- 1) From OpenScape Mobile, either:
 - Tap **Keypad**, enter the number, and tap **Call** or
 - Tap **Contacts** and choose a name/number or
 - Tap **Recents** and choose a name/number from the call log.
- 2) OpenScape Mobile will dial the number.
 - a) To initiate a video call using **Keypad** and **Recents** (tap on the small blue arrow), tap Call with the small camera icon in front.
 - b) To initiate a video call using **Contacts** and **Recents** (tap on the recent call), start fist the voice call and then, once the called party answers, tap

More > Add Video (on iPhone and iPod), or tap green camera button (on iPad).

- c) To add video to an ongoing voice call, tap **More > Add Video** (on iPhone and iPod), or tap green button with camera (on iPad)

The OpenScape Mobile device receiving the added video can:

- accept the incoming video, without sending video (resulting in an incoming-only video call)
- accept the video without sending its own video back to the calling party (one-way video call)
- rejecting the video (voice-only call).

INFO: Once video call is established, the transmitting video is shown in the top left corner of the screen (on the iPad, down right corner), whereas the receiving video is shown as a full screen in the background.

- d) During the video call, tap anywhere on the screen to show the controls and status bars translucent, but enabled.

Tapping the screen again, or not touching the screen for a couple of seconds, the controls will be hidden again.

The following controls are supported:

- **Camera switch button** (down left corner) - tap to switch between front- or rear-facing camera
- **Video Quality button** (up right corner) - tap to adjust the video quality (Very High, High, Medium or Low).

3.2.2 How to Make a Call - UC-Only Configuration

If the device you are using to make the call is not connected to OpenScape Voice, (e.g. your cell or home phone), it will very likely display your desk number as the caller ID for that call. This is a limitation of most, if not all, carriers. They do not allow an update of the caller ID after the call has been answered by the other party.

The initial call uses your desk phone number as the caller ID to ensure that the carrier will accept the call request. (Your desk phone is a valid caller ID for the carrier connected to OpenScape Voice – the called number may not be.) If the carrier does not allow updates to the caller ID after the call is connected, the device will keep showing the desk phone number used to start the call.

Step by Step

- 1) From OpenScape Mobile, either:
 - Tap **Keypad**, enter the number, and tap **Call** or
 - Tap **Contacts** and choose a name/number or

- Tap **Recents** and choose a name/number from the call log.
- 2) OpenScape Mobile sends the request to the server which will call back the selected device.

INFO: Go to the **Advanced** settings and turn off **Outgoing Call Prompt** to bypass device selection. The call will be made using the cell phone as preferred device.

- a) To initiate a video call using **Recents**, tap Call with the small camera icon in front.
- b) To initiate a video call using **Contacts** and **Keypad**, start fist the voice call and then, once the called party answers, tap **More > Add Video** (on iPhone and iPod), or tap green camera button (on iPad).
- c) To add video to an ongoing voice call, tap **More > Add Video** (on iPhone and iPod), or tap green button with camera (on iPad)

The OpenScape Mobile device receiving the added video can:

- accept the incoming video, without sending video (resulting in an incoming-only video call)
- accept the video without sending its own video back to the calling party (one-way video call)
- rejecting the video (voice-only call).

INFO: Once video call is established, the transmitting video is shown in the top left corner of the screen (on the iPad, down right corner), whereas the receiving video is shown as a full screen in the background.

- d) During the video call, tap anywhere on the screen to show the controls and status bars translucent, but enabled.

Tapping the screen again, or not touching the screen for a couple of seconds, the controls will be hidden again.

The following controls are supported:

- **Camera switch button** (down left corner) - tap to switch between front- or rear-facing camera
- **Video Quality button** (up right corner) - tap to adjust the video quality (Very High, High, Medium or Low).

3.2.3 How to Make a Call - Integrated Configuration

INFO: If connection to the OpenScape Voice Server is lost, calls are made as in UC-Only configuration.

Step by Step

- 1) From OpenScape Mobile, either:
 - Tap **Keypad**, enter the number, and tap **Call** or
 - Tap **Contacts** and choose a name/number or
 - Tap **Recents** and choose a name/number from the call log.
- 2) OpenScape Mobile will dial the number.

INFO: Go to the **Advanced** settings and turn off **Outgoing Call Prompt** to bypass device selection. If Wi-Fi is on and OpenScape Mobile is registered, the call will be made from OpenScape Mobile. If not, the call will be made using the cell phone as preferred device.

- a) To initiate a video call using **Recents** and **Keypad**, tap Call with the small camera icon in front.
- b) To initiate a video call using **Contacts**, start first the voice call and then, once the called party answers, tap **More > Add Video** (on iPhone and iPod), or tap green camera button (on iPad).
- c) To add video to an ongoing voice call, tap **More > Add Video** (on iPhone and iPod), or tap green button with camera (on iPad)

The OpenScape Mobile device receiving the added video can:

- accept the incoming video, without sending video (resulting in an incoming-only video call)
- accept the video without sending its own video back to the calling party (one-way video call)
- rejecting the video (voice-only call).

INFO: Once video call is established, the transmitting video is shown in the top left corner of the screen (on the iPad, down right corner), whereas the receiving video is shown as a full screen in the background.


- d) During the video call, tap anywhere on the screen to show the controls and status bars translucent, but enabled.

Tapping the screen again, or not touching the screen for a couple of seconds, the controls will be hidden again.

The following controls are supported:

- **Camera switch button** (down left corner) - tap to switch between front- or rear-facing camera
- **Video Quality button** (up right corner) - tap to adjust the video quality (Very High, High, Medium or Low).

3.2.4 How to Make a Call using a Cellular Data Connection (without Wi-Fi)

When OpenScape Mobile loses Wi-Fi connectivity and it is connected to an OpenScape Voice V9 and above, it enters Callback Mode. This is indicated by , a green ring in the status bar. In this mode, OpenScape Mobile sends a request to OpenScape Voice to call your cell phone. Once you answer your cell phone number, the destination is called.

The destination will not see your cell phone number – your desk number is displayed instead. Your cell phone is used for the voice part of the call. (The cellular data connection is used only to request the call.) Once you enter Wi-Fi again, you can use OpenScape Mobile to swipe the call to another destination.

INFO: Turning on the **Settings** option "Use Wi-Fi only" disables this feature. This is useful if you are roaming with an expensive data plan or if you have a metered data plan that is reaching its limit.

INFO: The call is billed like a regular ONS call (OpenScape Mobile is based on ONS).

For details on how the CDR records for the call are created, refer to the section "One Number Service (ONS)" of *OpenScape Voice, Interface Manual: Volume 1, CDR* document.

Step by Step

- 1) From OpenScape Mobile, either:
 - Tap **Keypad**, enter the number, and tap **Call** or
 - Tap **Contacts** and choose a name/number or
 - Tap **Recents** and choose a name/number from the call log.
- 2) OpenScape Mobile will request OpenScape Voice to call back your cell phone.

3.2.5 How to Make a Call from other Applications using OpenScape Mobile

This feature allows an external application to invoke OpenScape Mobile to make a call.

Prerequisites

- OpenScape Mobile is already up and running
- OpenScape Mobile is in Wi-Fi Mode.

Step by Step

- 1) To start a conference call using OpenScape Mobile, add the following text to the e-mail for a conference call invitation:

osmo:// callednumber [postdialdigits]

e.g., "osmo://+15619231999, , 123456"

- 2) Click on the aforementioned line.

OpenScape Mobile will be invoked and it will dial the number +15619231999, wait and then dial the 123456 passcode, automatically connecting to the conference bridge.

The following are examples of OpenScape Mobile custom URL:

- osmo://31234
URL to call private extension 31234
- osmo://815619231234
URL to call US PSTN number with PNAC of 8, and National Prefix, 8-1-561-923-1234
- osmo://+15619231234
URL to call US PSTN number with GNF, +1.561.923.1234
- osmo://+15619231234,5678#
URL to call US PSTN number with GNF +1.561.923.1234, pause, and then post dial digits 5678
- osmo://+15619231234, , 5678#
URL to call US PSTN number with GNF +1.561.923.1234, longer pause, and post dial digits 5678.

3.3 Moving Calls

OpenScape Mobile is able to move calls among your Wi-Fi devices, desk phone, cell phone, and destinations (e.g., a recent call, someone on your Contacts list, or a new number dialed from the keypad).

INFO: There is an option to move a video call. In case the destination device does not support video, a deflected video call will result in a voice-only call.

When multiple calls are present in different devices, the call that can be moved is determined by its priority. OpenScape Mobile automatically selects the highest-priority call to be moved and presents it to you. The priority is:

1. Local call on this device
2. Call on Cell
3. Call on Desk Phone
4. Call on other OND device
5. Call on other Wi-Fi device

For example, you have registered OpenScape Mobile from both your smartphone and your tablet. You have a Wi-Fi call on your tablet and also a cell call on your smartphone. OpenScape Mobile on the tablet presents and allows you to operate only the Wi-Fi call on the tablet. OpenScape Mobile on the smartphone presents the cell call for control on that device.

3.3.1 How to Move a Call from the Wi-Fi Device to another Device

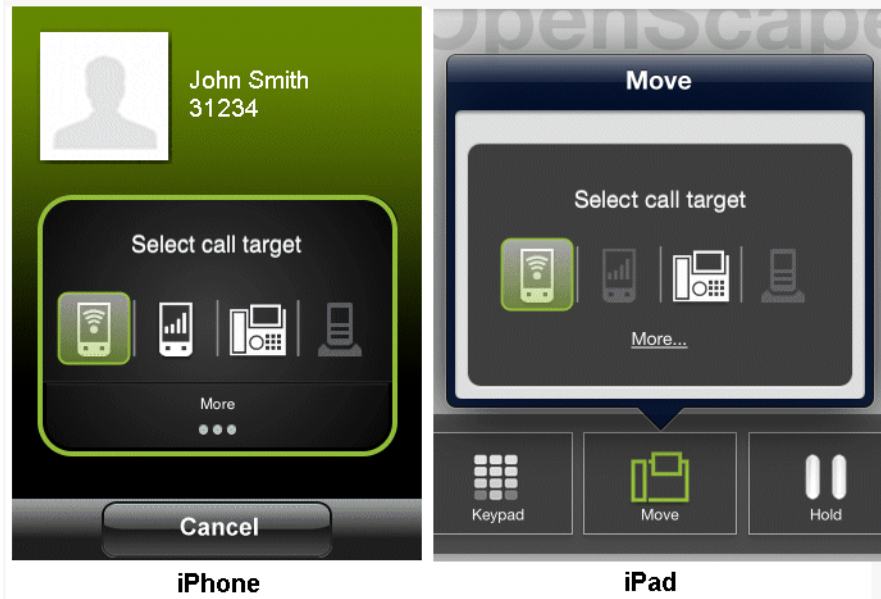
A connected call in progress over Wi-Fi can be moved to either your desk or cell phone, the last used device, or moved using the *Recents* call log, *Contacts* list, the keypad, or a list of recently used devices. The green phone **Move** button indicates that a call can be moved.

INFO: You cannot move (i.e., “push”) a call from one Wi-Fi device to another Wi-Fi device (with the same number). Instead, you must “pull” the call from the device currently being used to the device that you want to use. See the following section for details.



Step by Step

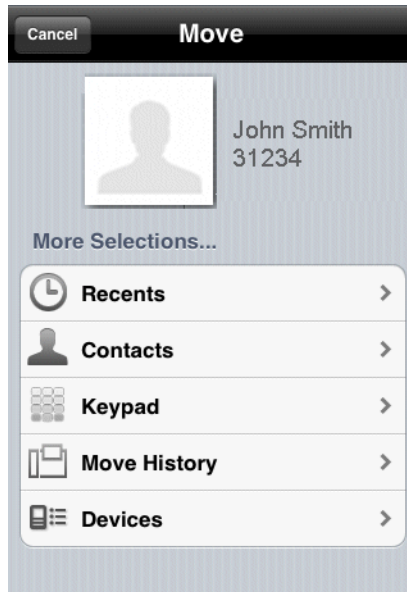
1) Tap the **Move** button to display the call slider.



- 2) To move the call to the cell or desk phone or the last used device:
- Tap the new destination of the call and it will move there or
 - Touch and hold the highlighted Wi-Fi device and slide it to the destination device. Release the slider when you get there.
- 3) To move the call to any other device tap **More...**

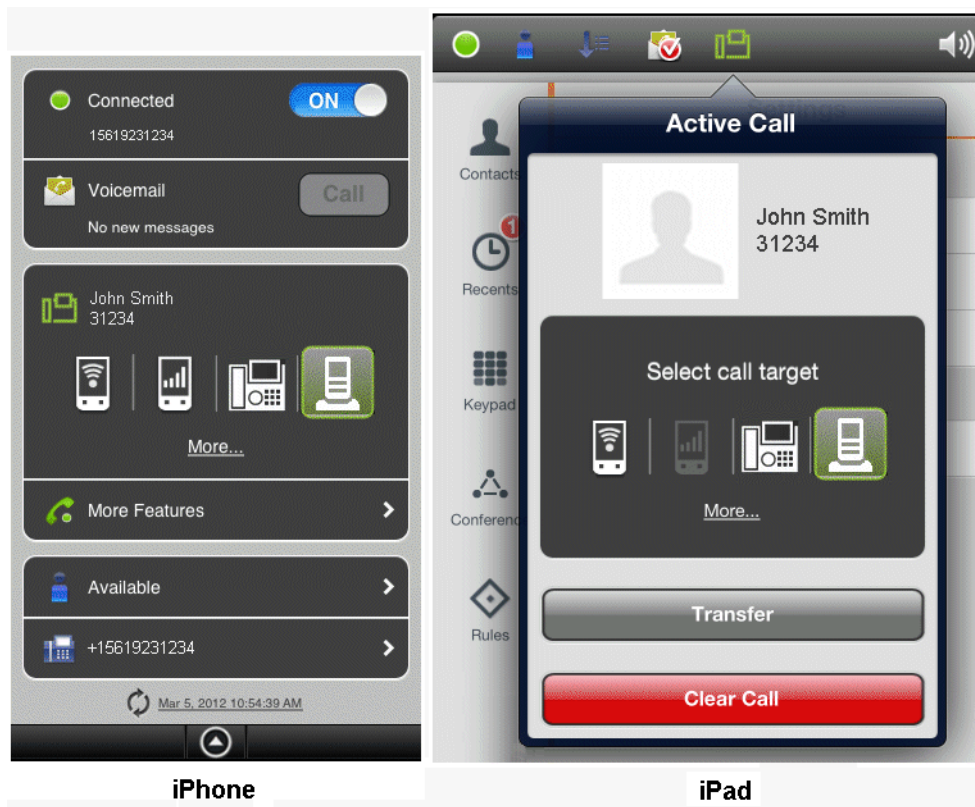
INFO: The **More...** button presents only those additional options that are useful to the current situation. In other situations the **More...** button leads to different options.

- Choose a name/number from the **Recents** call log
- Choose a name/number from the **Contacts** list
- Tap **Keypad**, enter the number, and tap **Call**
- Tap **Move History** to select from a list of recently used devices
- Tap **Devices** to choose from a list of preferred devices (UC-Only and Integrated configurations).




3.3.2 How to Move a Call from the Wi-Fi Device to another Wi-Fi Device (with the same number)


A connected call in progress over Wi-Fi can be moved to another Wi-Fi device by “pulling” it from the device currently being used. This is in contrast to the conventional method where you “push” the call from one device to another.

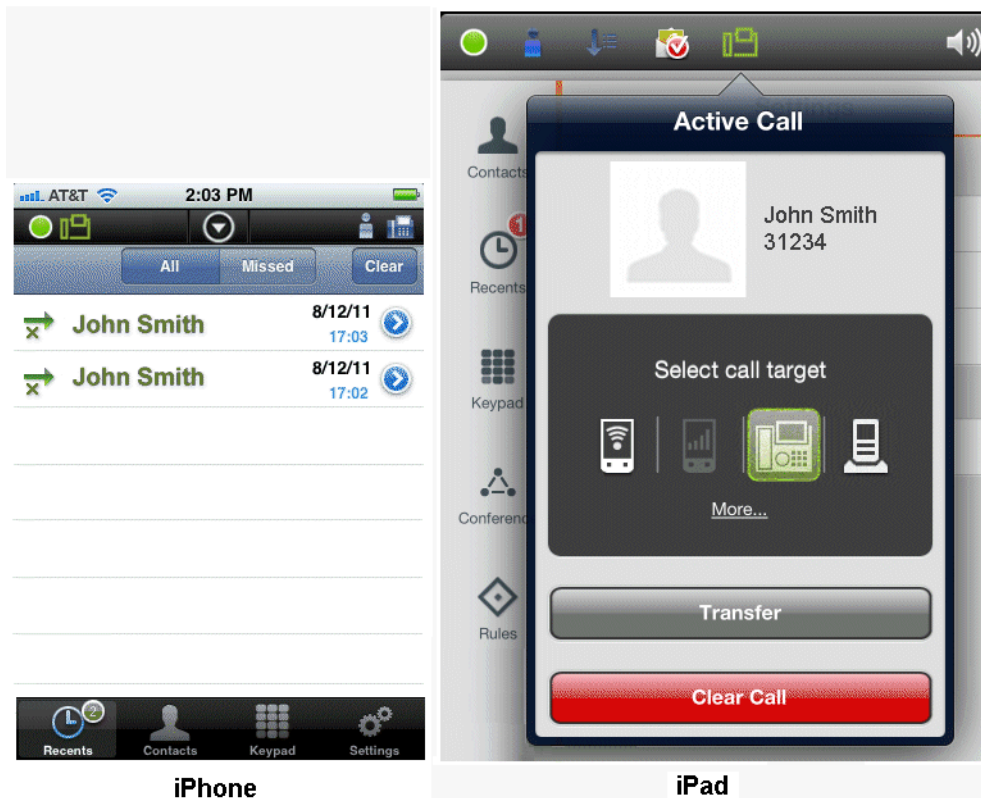


Step by Step


- 1) On the device that you want to use to continue the call:
 - iPhone - Tap the "down arrow" to expand the notification bar.
 - iPad - Tap the  icon in the *Status* bar.
- 2) To pull the call from the device in use:
 - Tap the Wi-Fi device icon and it will move there or
 - Touch and hold the highlighted "last used device" and slide it to the W-Fi device. Release the slider when you get there.

3.3.3 How to Move a Call from the Desk Phone to another Device

When the desk phone has a call, the name and number (if available) of the caller can be determined and the call moved to either a different device (e.g., Wi-Fi, cell phone, or the last used device) or a new destination (via the *Recents* call log, *Contacts* list, the keypad, or a list of recently used devices). The green phone  icon in the iPhone's notification bar (or the *Status* bar on an iPad) indicates that a call can be moved.



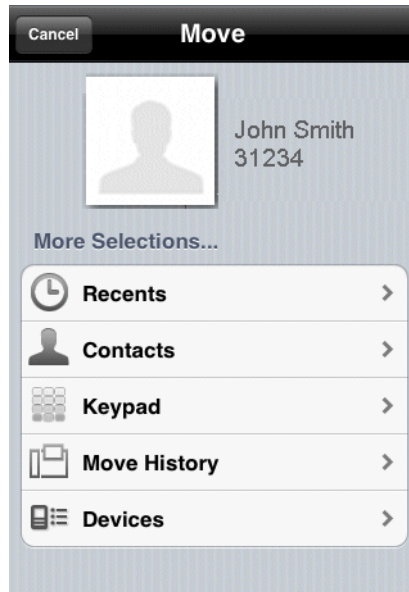
Step by Step

- 1) To display the call slider.
 - On an iPhone, tap the "down arrow" to expand the notification bar.
 - On an iPad, tap the  icon in the *Status* bar.
- 2) To move the call to the Wi-Fi device or cell phone or the last used device:
 - Tap the new destination of the call and it will move there or
 - Touch and hold the highlighted desk phone and slide it to the destination device. Release the slider when you get there.
- 3) To move the call to any other device tap **More...**

INFO: The **More...** button presents only those additional options that are useful to the current situation. In other situations the **More...** button leads to different options.

- Choose a name/number from the **Recents** call log
- Choose a name/number from the **Contacts** list
- Tap **Keypad**, enter the number, and tap **Call**
- Tap **Move History** to select from a list of recently used devices.

- Tap **Devices** to choose from a list of preferred devices (UC-Only and Integrated configurations).




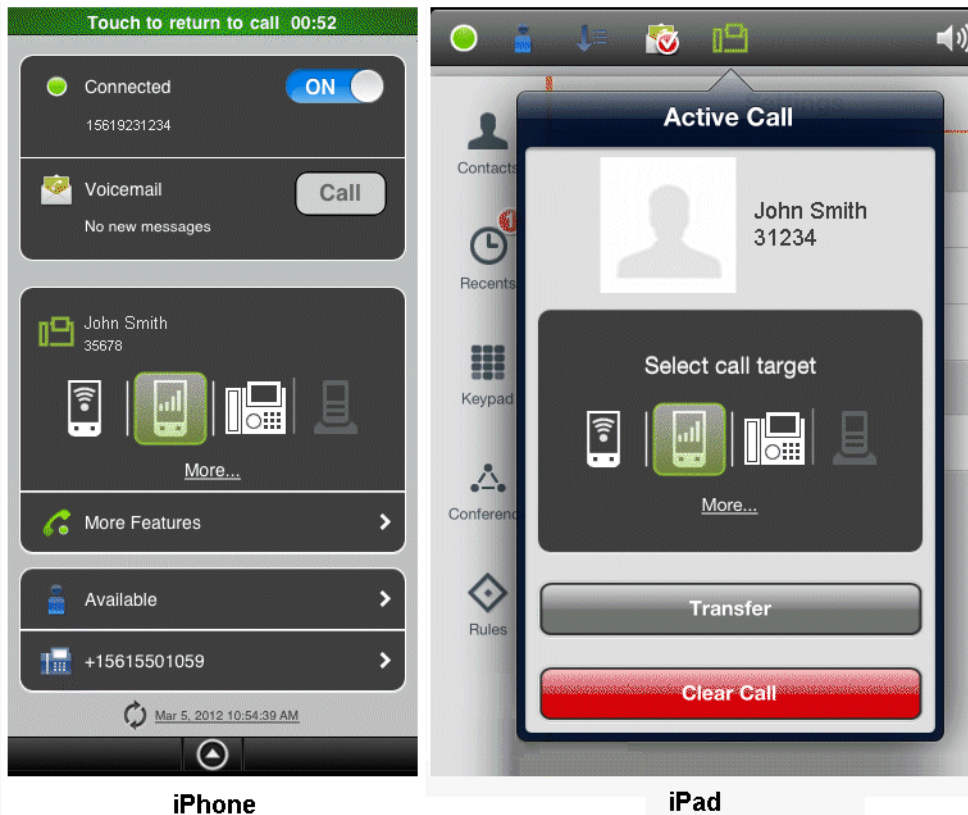
3.3.4 How to Move a Call from the Cell Phone to another Device

You can move a call on your cell phone to your Wi-Fi device or desk phone or the last used device if 1) the call was on Wi-Fi or desk earlier and was moved to cell, 2) the call went to cell because the caller called your desk phone number and the call timed out (i.e., Wi-Fi device was not reachable and desk phone was not answered), or 3) the OpenScape Mobile user deflected the incoming call to the cell phone.

INFO: These are all scenarios in which OpenScape Voice was already aware of the call. Calls on your cell phone can only be moved if the call was originally received by OpenScape Voice.

Step by Step

- 1) To display the call slider.
 - On an iPhone, press the "Home" button, tap the OpenScape Mobile icon (to bring it to the foreground), then tap the "down arrow" to expand the notification bar.
 - On an iPad, tap the  icon in the Status bar.



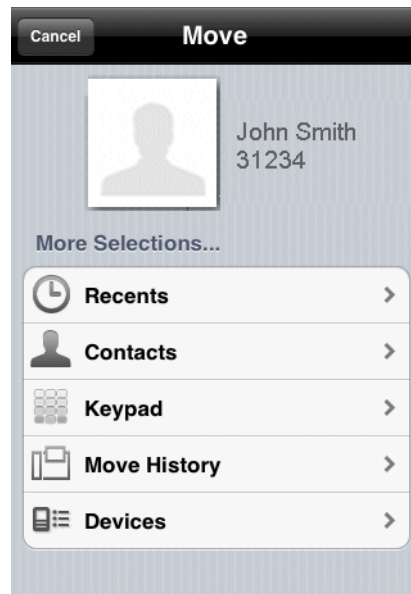
iPhone

iPad

- 2) To move the call to the Wi-Fi device or desk phone or the last used device:
 - Tap the new destination of the call and it will move there or
 - Touch and hold the highlighted cell phone and slide it to the destination device. Release the slider when you get there.
- 3) To move the call to any other device tap **More...**

INFO: The **More...** button presents only those additional options that are useful to the current situation. In other situations the **More...** button leads to different options.


- Choose a name/number from the **Recents** call log
- Choose a name/number from the **Contacts** list
- Tap **Keypad**, enter the number, and tap **Call**
- Tap **Move History** to select from a list of recently used devices.
- Tap **Devices** to choose from a list of preferred devices (not displayed in Voice-Only configurations).

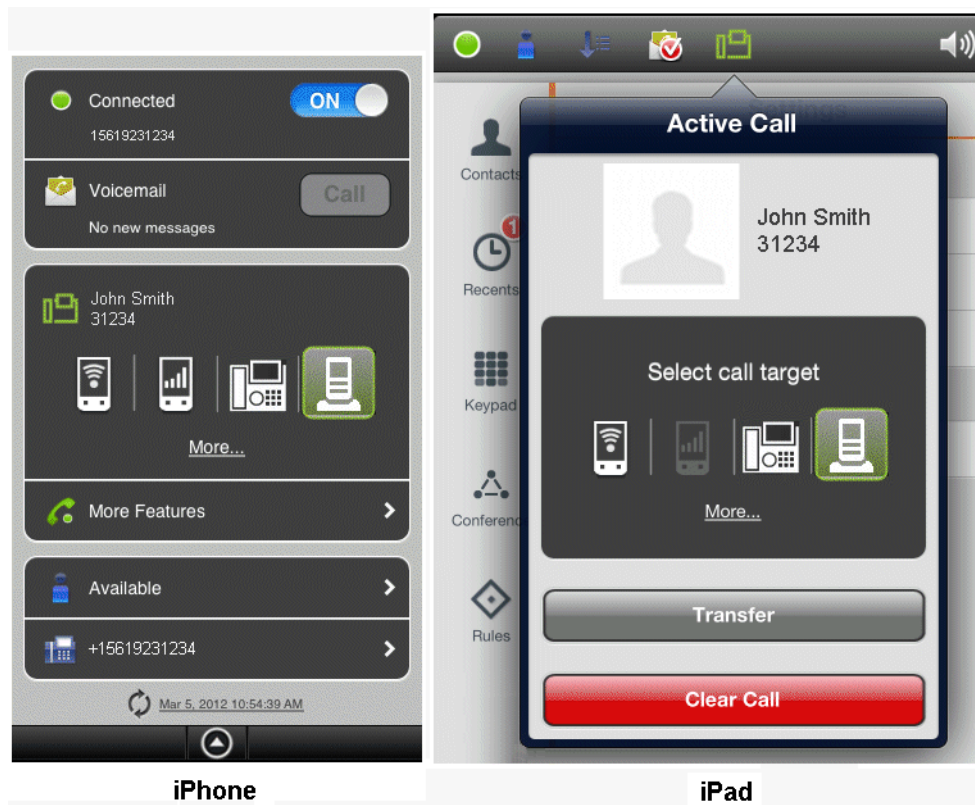


3.3.5 How to Move a Call from the Last Used Device to another Device

A connected call in progress on the device that was last used can be moved to either your Wi-Fi device, desk or cell phone, or moved using the *Recents* call log, *Contacts* list, the keypad, or a list of recently used devices.

Step by Step

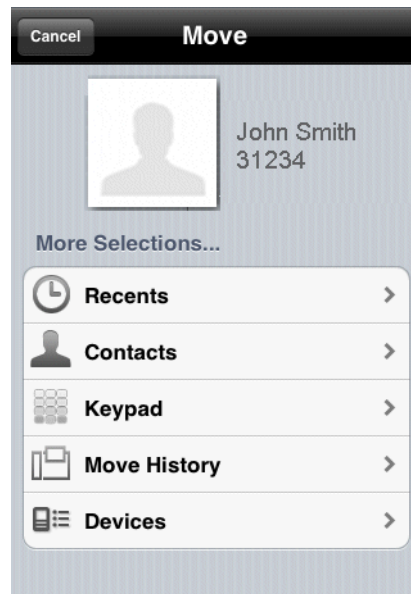
- 1) To display the call slider.
 - On an iPhone, tap the "down arrow" to expand the notification bar.
 - On an iPad, tap the  icon in the *Status* bar.



- 2) To move the call to the Wi-Fi device, cell or desk phone:
 - Tap the new destination of the call and it will move there or
 - Touch and hold the highlighted "last used device" and slide it to the destination device. Release the slider when you get there.
- 3) To move the call to any other device tap **More...**

INFO: The **More...** button presents only those additional options that are useful to the current situation. In other situations the **More...** button leads to different options.


- Choose a name/number from the **Recents** call log
- Choose a name/number from the **Contacts** list
- Tap **Keypad**, enter the number, and tap **Call**
- Tap **Move History** to select from a list of recently used devices.
- Tap **Devices** to choose from a list of preferred devices (not displayed in Voice-Only configurations).

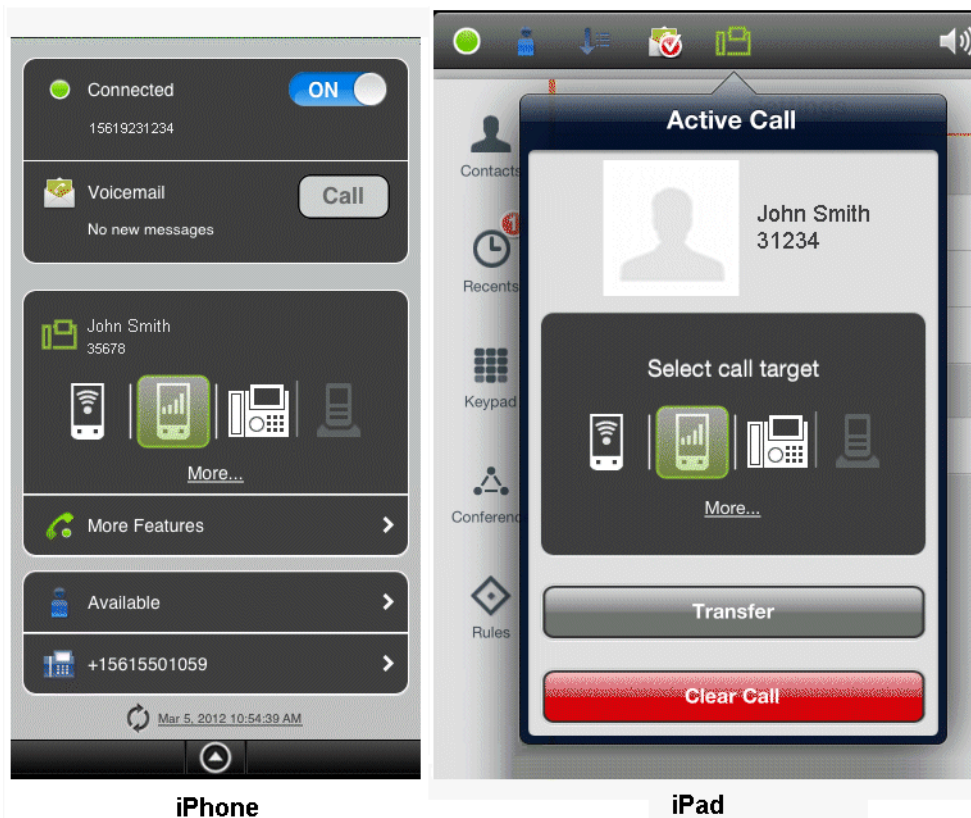


3.3.6 How to Move a Call from any Preferred Device to another Device - UC-Only and Integrated Configurations

A call on your preferred device can be moved to another device. For example, if your preferred device is your cell phone, a connected call in progress on your cell phone can be moved to your desk phone.

Step by Step

- 1) To display the call slider.
 - On an iPhone, tap the "down arrow" to expand the notification bar.
 - On an iPad, tap the  icon in the *Status* bar.



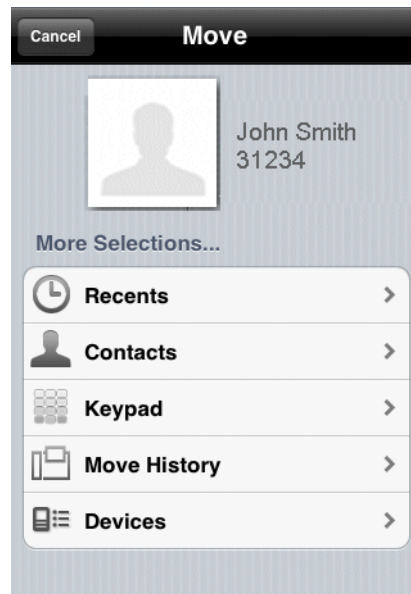
2) To move the call to the desk phone:

- Tap the new destination of the call and it will move there or
- Touch and hold the highlighted cell phone and slide it to the destination device. Release the slider when you get there.

3) To move the call to any other device tap **More...**

INFO: The **More...** button presents only those additional options that are useful to the current situation. In other situations the **More...** button leads to different options.

- Choose a name/number from the **Recents** call log
- Choose a name/number from the **Contacts** list
- Tap **Keypad**, enter the number, and tap **Call**
- Tap **Move History** to select from a list of recently used devices.
- Tap **Devices** to choose from a list of preferred devices (not displayed in Voice-Only configurations).



3.3.7 How to Cancel the Call Move

If you selected the highlighted desk phone **Move** button and decide that you no longer wish to move the call, either tap **Cancel** (iPhone) to remove the slider from the screen or tap **Move** again (iPad). If you pressed the "down arrow" on your iPhone and have decided against moving the call, press the "up arrow".

3.3.8 When Calls Cannot be Moved

3.3.8.1 Specific Scenarios

In some specific scenarios the calls cannot be moved.

- **You are part of a large conference call (station controlled conference)** - If you are taking part in a large conference (a conference initiated on-demand using the desk phone) you will not be allowed to move the call until after the call reverts back to a simple (two-party) call. In other words, after the other participants leave the conference and you are left with only one other person in that call.

INFO: This restriction does not apply if you dialed a conference bridge number. In this case, you are still able to move the call to other devices.

- **You are in a bridged call** - If you are taking part on a bridged call you will not be allowed to move the call until the call bridging ends.

- **The call is in a keyset secondary line appearance** - If the call is active in a secondary line appearance you will be allowed to move the call only after moving it to the primary line appearance (hold on the secondary line, retrieve in the primary line).
- **You received a call from a Multi-Line Hunt Group (MLHG) queue** - If your desk phone number is an agent of a MLHG queue and if the MLHG Pilot DN was not provisioned with the following features: Call Transfer, CSTA Access, One Number Service (ONS status must be set to "Inbound and Outbound"), calls that are received from the queue (via the pilot number) cannot be moved.

INFO: This does not apply to calls made directly to your phone. If someone calls your desk phone directly you are able to move the call.

- **You started a silent monitor call** - If you start a silent monitor call (dial the silent monitor access code, followed by the extension to be monitored) you have to finish the call in the device that started it (i.e., the desk phone or OpenScape Mobile). Such calls cannot be moved from one device to another.
- **You started a local conference from your desk phone** - When you create a local conference (i.e., 3-way call) via your desk phone, the OpenScape Voice Server is not aware that the called parties are conferenced and will only move one leg of the 3-way call. The other party will be left on your desk phone. This can be avoided in future by contacting your System Administrator to request that you be configured for "*Large Conferencing*" (i.e., station-controlled conference).

3.4 Secure Calls

OpenScape Mobile is capable of providing secure voice communication end-to-end.

If your system is configured to provide voice media security you will see a "lock icon" in the iPhone's notification bar. (The phrase "*Secure Call*" will also be displayed on an iPad.) This indicates that you and the other party (or parties in the case of a conference call) are in a secure connection.

Using OpenScape Mobile
Secure Calls

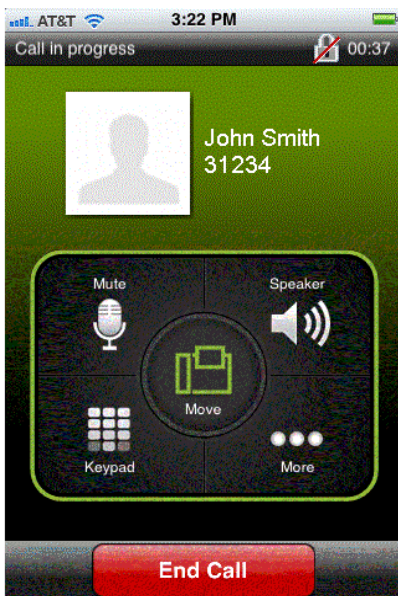


iPhone



iPad

The lock icon is crossed out (along with "Unsecure Call" on an iPad) indicating a connection that is not secure when you (or your conference) are connected to a party whose device does not support secure calls.



iPhone



iPad

A tone is generated in addition to the crossed out lock icon when:

- the call is transferred to someone who does not support secure calls.
- someone is added to an existing conference who does not support secure calls (i.e., the conference is only secure if all participants are secure).
- you are placed on hold (or the party you called) and the media server providing "music on hold" does not support secure calls.

3.5 Transferring Calls - Voice-Only and Integrated Configurations

A call (received via OpenScape Voice) that is currently in progress on your Wi-Fi device, desk phone, or cell phone can be transferred to either someone you have recently talked to, someone on your Contacts list, or a number you enter from the keypad. The second party is held during the transfer to the third party.

NOTICE: For Integrated Configuration: call transfer works with a Wi-Fi connection. This feature is not available when connected via cellular data connection.

Control of the call is lost once the transfer is successful. If the transfer fails (e.g., the destination is busy, unreachable, etc.), the previous device is recalled.

NOTICE: If your transfer fails to a destination that has OpenScape Mobile, it's likely that your Transfer Recall Timer needs increased because it's overriding the OpenScape Mobile routing timers. In this case, contact your System Administrator.

3.5.1 How to Transfer a Wi-Fi Call

Step by Step

1) From the "Call in progress" screen:

- On an iPhone, tap **More...** then tap **Transfer**.

INFO: The **More...** button presents only those additional options that are useful to the current situation. In other situations the **More...** button leads to different options

- On an iPad, tap **Transfer**.

Using OpenScape Mobile

Transferring Calls - Voice-Only and Integrated Configurations



iPhone


iPad

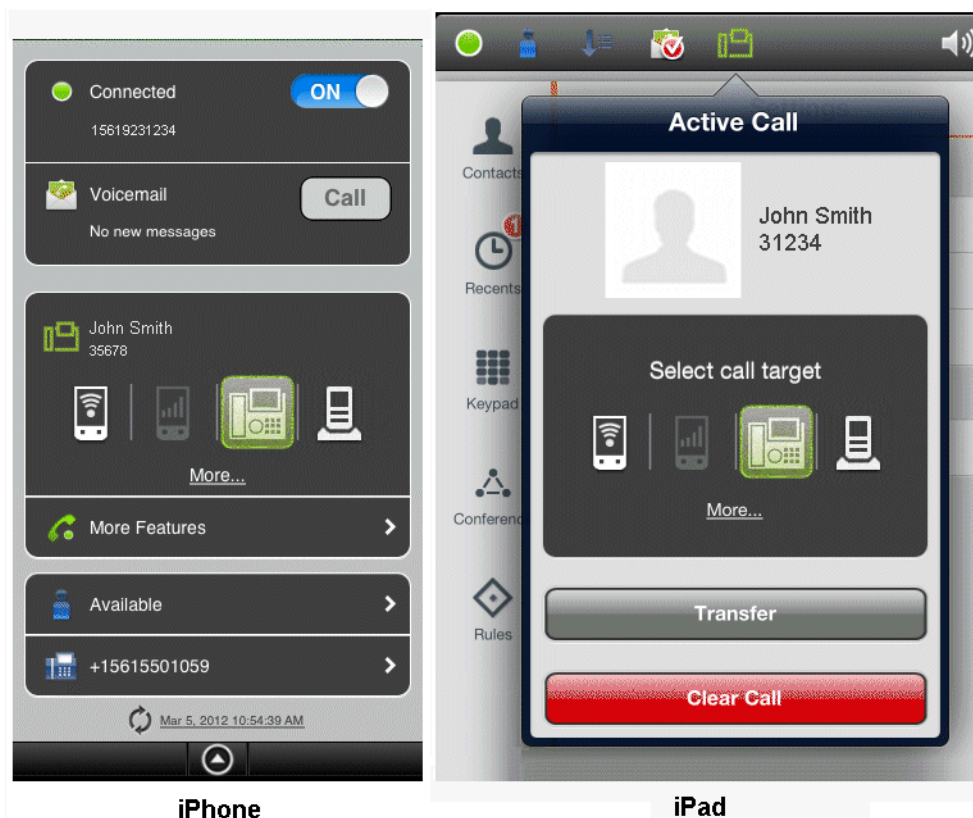
- 2) From the following list of selections to transfer the call:
- Choose a name/number from the **Recents** call log or
 - Choose a name/number from the **Contacts** list or
 - Tap **Keypad**, enter the number, and tap **Call**.



3.5.2 How to Transfer a Desk or Cell Phone Call

Step by Step

- 1) To transfer the call:
 - On an iPhone, tap the "down arrow" to expand the notification bar then tap **More Features**.
 - On an iPad, tap the  icon in the *Status* bar to display the call slider.



- 2) Tap **Transfer** for the following list of selections:
 - Choose a name/number from the **Recents** call log or
 - Choose a name/number from the **Contacts** list or
 - Tap **Keypad**, enter the number, and tap **Call**.

3.6 Operating without OSV desk phone

OpenScape Mobile provides the option to operate without a desk phone (i.e., the ONS is not registered). The ONS subscriber may use its mobile client as a primary phone for making and receiving calls, without having a physical desk phone.

NOTICE: It is assumed that an ONS subscriber with registered secondary line appearance(s) also has a prime line which is registered.

In case the user's desk phone is no registered, the OpenScape Mobile Application supports the following scenarios for:

Deflecting a call:

- If your OpenScape Mobile is reachable over Wi-Fi:
 - The call rings on the Wi-Fi device
 - Since the OSN is not registered, Wi-Fi phone will show the incoming call screen with the grayed out desk phone button.
 - If you try to tap on the desk phone button, no deflect will occur.

Moving (Handover) a call:

- If your OpenScape Mobile is established over Wi-Fi:
 - Tap the **Move** button to display the call slider
 - Since the OSN is not registered, the **Select call target** screen will show the desk phone button grayed out and not selectable
 - If you try to tap on the desk phone button, no handover will occur and the slider will be automatically moved back to its previous position.
- If your OpenScape Mobile is established over cell network, after moving into Wi-Fi area:
 - Tap the **Move** button to display the call slider
 - Since the OSN is not registered, the **Select call target** screen will show the desk phone button grayed out and not selectable
 - If you try to tap on the desk phone button, no handover will occur and the slider will be automatically moved back to its previous position.

There are two additional scenarios related to OSV desk phone:

- If the user has an unregistered desk phone that registers while the mobile client is ringing, the desk phone button will become selectable.
- If the user has a registered desk phone that unregisters while the mobile client is ringing, the desk phone button will become grayed out.

INFO: If a user has a desk phone that is unregistered, the call to the OpneScape Mobile Wi-Fi device due to auto-pilot routing will behave in the same manner as if the call was sent to registered ONS device.

INFO: If no cell number is configured, then the cell icon is grayed out and not selectable. When tapping the cell icon no deflect or handover will be possible.

3.6.1 Additional Services

The following, additional services are supported for OpenScape Mobile when the user has no desk phone or the desk phone is out-of-service:


- Simultaneous ringing
If the call is answered by another party of the simultaneous ringing group, the OpenScape Mobile Application cannot control the call anymore. The call is not reported as a missed call.
- Serial ringing
- Call Forwarding - Do Not Answer (CFDA)
- Call Forwarding - Busy
- Call Forwarding - Enhanced
- Call Forwarding - Voice Mail
- Call Forwarding - Unavailable (Dependable)
- Call Forwarding - System - Int/Ext - Busy (CFSIE-Busy)
- Call Forwarding - System - Int/Ext - Do Not Answer (CFSIE-DA)
- Call Forwarding - System - Int/Ext - DND (CFSIE-DND)

INFO: All services work in the same manner for: a call diverted to OpenScape Mobile Wi-Fi due to the ONS being unregistered, as for a call to a registered ONS.

From the other side, these services do not work for a call diverted to the OpenScape Mobile cell.

3.7 How to Use a Bluetooth Device

OpenScape Mobile will use the Bluetooth device to make and receive calls when it is connected. There is no need to manually select Bluetooth when making and receiving a call.

Bluetooth discovery is indicated by the  icon in the lower right-hand corner of the "Call in progress" screen.

INFO: If you have turned off Bluetooth discovery as a security precaution, it will need to be turned on for Bluetooth to be used.


Using OpenScape Mobile

How Badges are used in OpenScape Mobile



While a call is in progress audio can be switched from your Bluetooth device to your device's speaker or earpiece.

Step by Step

- 1) Tap the  icon in the lower right-hand corner of the screen.
- 2) Change audio to the mobile device's speaker or earpiece by tapping the appropriate button.

3.8 How Badges are used in OpenScape Mobile

A badge is added to the OpenScape Mobile icon on your home screen to indicate the number of calls you have missed (or deflected) or simply that you have unheard voicemail.

INFO: This is valid only for Voice-Only and Integrated configurations. Badges are not used in the UC-Only configuration.

- For the first missed/deflected call, a badge is added with a "1" in it (if there currently is no badge). The badge is incremented by one for each additional missed/deflected call. When the user goes into the Recents tab the badge is removed (if there is no unheard voicemail).
- When there are new (unheard) voicemails available for the desk phone number, a badge is added with a "1" in it (if there currently is no badge). If there is, the number in the badge is incremented by one. When the user listens to all new voicemails the badge is removed (if there are no missed/deflected calls). The number indicates just the fact that there are new


messages. It does not indicate the number of new messages nor is it incremented for each new message.



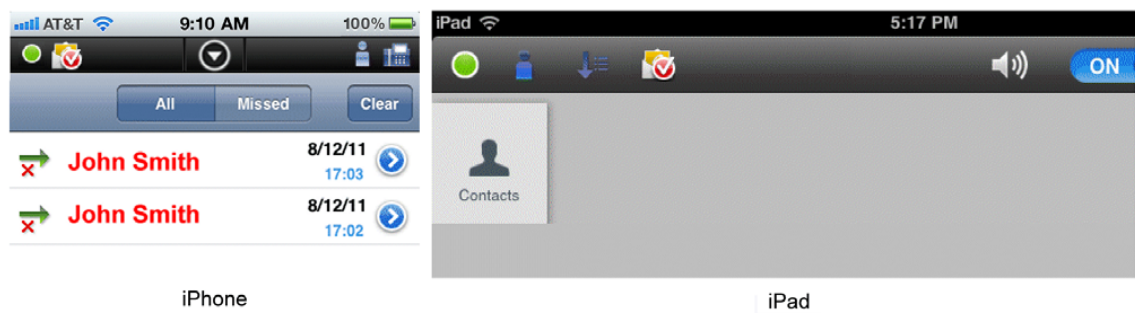
iPhone

iPad

3.9 How to Retrieve Voice Mail Messages - Voice-Only and Integrated Configurations

Use OpenScope Mobile to retrieve unheard messages in the voice mail box of your desk phone (indicated by the *envelope*  icon shown below).

INFO: Not available in the UC-Only configuration.

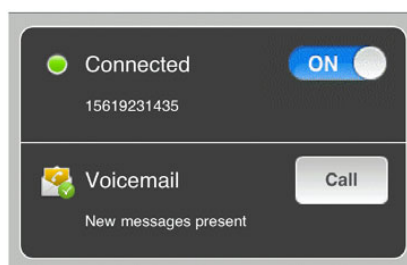


iPhone

iPad


Step by Step

- 1) To connect to the voicemail server:
 - On an iPhone, tap the "down arrow" to expand the notification bar then tap **Call**.



Using OpenScape Mobile

How to Prevent Losing Wi-Fi Coverage while in a Wi-Fi Call

- On an iPad, tap the  icon in the status bar.
- 2) Use the **Keypad** to enter your password.

3.10 How to Prevent Losing Wi-Fi Coverage while in a Wi-Fi Call

If the Wi-Fi gets weaker while you are in a call, the speech will start to get choppy.

Step by Step

- › When you notice the speech degradation you can:
 - Stay where you are and finish the call.
 - Walk back to a direction where the signal is stronger.
 - Move the call to either your desk phone or your cell phone (if the cell phone signal is strong in that area).

3.11 Reconnecting to OpenScape Voice Server after Losing and Recovering Wi-Fi Connection

When OpenScape Mobile detects that Wi-Fi is no longer available, it will keep trying to reconnect every 10 minutes.

INFO: This is true only of Voice-Only and Integrated configurations. This is not available in UC-Only applications.

If your device reconnects to Wi-Fi and is able to reach the OpenScape Voice Server, OpenScape Mobile will automatically reconnect, but it may take up to 10 minutes after Wi-Fi was reconnected. This 10-minute limit is imposed by iOS to preserve battery life. (iOS is the operating system used in the iPhone, the iPod Touch, and the iPad)

OpenScape Mobile must be able to reach the OpenScape Voice Server from that Wi-Fi connection. This is important for places that force you to first accept their terms and conditions in a browser window before access to the internet is granted. The device may be connected to Wi-Fi (it will show the Wi-Fi symbol), but before you accept the terms and conditions, there is no internet access.

4 Using OpenScape UC

The UC-Only and Integrated configurations allow users of mobile devices to deploy presence-based contact lists and conference teamwork features via remote access.

INFO: The features described in this chapter are not available in Voice-Only configurations.

On an iPhone

These features are accessed via the *Navigation* bar along the bottom of the screen:

- **Recents** - This view displays the last 20 incoming, outgoing, and missed calls.
- **Contacts** - Use this view to create, edit, call, or delete contacts.

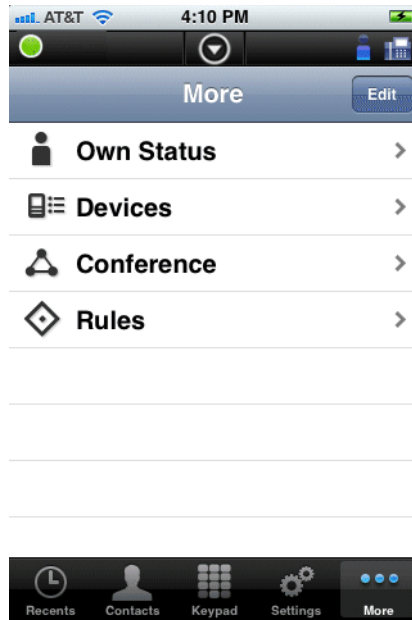
These features are accessed via the **More...** button.

INFO: The **More...** button presents only those additional options that are useful to the current situation. In other situations the **More...** button leads to different options.

- **Own Status** - You can invoke the list of status options for your presence display.
- **Devices** - This view opens your terminal device list. In there you can add, edit or delete a terminal device. You can also select a device as the one you prefer for the One Number Service (ONS).
- **Conference** - Use this view to manage your conferences.
- **Rules** - You can activate or deactivate a rule for handling your calls.

Using OpenScape UC

Reconnecting to OpenScape Voice Server after Losing and Recovering Wi-Fi Connection



INFO: To customize which features are available in the tab control tap **More...** then **Edit** (top right corner of the screen). Tap and drag the icon to the tab control to make that feature available directly from there. The tab control fits, at most, five icons (an iOS limitation) so, if there are already five icons in the tab control, you will have to swap one for the one you want to be there.

On an iPad

These features are accessed via the *Status* bar along the top of the screen:

- **Own Status** - Use the "Own Status" icon to display the list of status options for your presence display. (👤 is shown as an example.)
- **Devices** - Use the "Devices" icon to open your terminal device list. In there you can add, edit or delete a terminal device. You can also select a device as the one you prefer for the One Number Service. (📠 is shown as an example.)

These features are accessed via the *Navigation* bar along the left-hand side of the screen:

- **Contacts** - Use this view to create, edit, call, or delete contacts.
- **Recents** - Use this view to display the last 20 incoming, outgoing, and missed calls.
- **Conference** - Use this view to manage your conferences.
- **Rules** - Use this view to activate or deactivate a rule for handling your calls.



4.1 Contacts

Contacts are the address items you entered in your private contact lists on the OpenScape UC server. Contacts can be combined in groups. The **Contacts** view of the OpenScape Mobile Application represents these groups. The group **OpenScape Contacts** is a defaulted group that displays all of your private contacts.

Using the **Contacts** view you can:




- **Call a contact**
- **Add a contact manually**
- **Open a contact**
- **Edit a contact**
- **Delete a contact**
- **Create a group**
- **Add a contacts group**
- **Edit a group**

- Delete a group.

4.1.1 How to Call a Contact



Step by Step

- 1) In OpenScape Mobile, tap **Contacts**.
- 2) Select a contact from a group, a private contact list, or find a contact in the address directory. The icons that indicate the contacts' telephone status have the following meaning:  Line busy,  Line free,  No status available

INFO: When selecting the conference participants, please heed their telephone status

- 3) Tap the desired contact to open the dialog for making calls.
- 4) If the contact has several devices, select one of them by tapping to initiate the call.

NOTICE: All calls start out as the voice calls and video can be added by both parties once the call is active.

- a) To initiate a video call, start first the voice call and then, once the called party answers, tap the option **More > Add Video** (on iPhone and iPod), or tap green camera button (on iPad).

- b)** To add video to an ongoing voice call, tap **More > Add Video** (on iPhone and iPod), or tap green camera button (on iPad).

The OpenScape Mobile device receiving the added video can:

- accept the incoming video, without sending video (resulting in an incoming-only video call)
- accept the video without sending its own video back to the calling party (one-way video call)
- rejecting the video (voice-only call).

INFO: Once video call is established, the transmitting video is shown in the top left corner of the screen, whereas the receiving video is shown as a full screen in the background.

- c)** During the video call, tap anywhere on the screen to show the controls and status bars translucent, but enabled.

Tapping the screen again, or not touching the screen for a couple of seconds, the controls will be hidden again.

The following controls are supported:

- **Camera switch button** (down left corner) - tap to switch between front- or rear-facing camera
- **Video Quality button** (up right corner) - tap to adjust the video quality (Very High, High, Medium or Low).

4.1.2 How to initiate a Chat session with a Contact

Prerequisites

- The Instant Messaging feature must be enabled. To do so, navigate to More > Settings > Advanced and toggle the **Activate Instant Messaging** option.

Perform the following steps in order to chat with a contact:

Step by Step

- 1)** Tap on **Contacts**.
- 2)** To initiate a Chat session with a **single** contact:
 - a)** Select a contact from a group, a private contact list, or find a contact in the address directory.
 - b)** Scroll to the **IM Address** and tap on it.
 - c)** Tap on **Chat**.

- d) Enter a name for this new Chat or leave it empty.
Your Chat session is started.


To initiate a Chat session with **multiple** contacts:

- a) Tap and hold on one of the contacts you wish to add to the conversation.
- b) Tap to select the contacts you wish to add to the conversation.
- c) Tap on the message button located on the upper right corner.
- d) Enter a name for this new Chat or leave it empty.
Your Chat session is started.

4.1.3 How to Add a Contact Manually

How to add a contact manually:

Step by Step

- 1) In OpenScape Mobile, tap **Contacts**.
- 2) Tap **OpenScape Contacts**.
- 3) Tap the "Menu"  icon then tap **New Contact** to open the input form for creating a new contact.
- 4) Tap **Show All Details** to open the *New contact* data form.

INFO: The *Symphonia ID* input line was intended for adding a global contact directly via the Symphonia ID. While this method is still supported, the preferred way to add a contact is via **Directory Search**. This method to add a contact may be removed in future versions.

- 5) Enter the contact data in the fields of the form.
- 6) Tap **Save** to close the dialog and automatically add the contact to your **OpenScape Contacts** list.

4.1.4 How to Open a Contact

How to open a contact:

Step by Step

- 1) In OpenScape Mobile, tap **Contacts**.
- 2) Tap **Select** to pick the desired contact.
- 3) Select **Open** to display the contact details which include the **time zone**, **location**, **note** as well as the group memberships.

4.1.5 How to Edit a Contact

How to edit a contact:

Step by Step

- 1) In OpenScape Mobile, tap **Contacts**.
- 2) Tap **Select** to pick the contact to be edited.
- 3) Select **Edit...** to open the **Edit Contact** dialog.
- 4) Perform the desired modifications.
- 5) Tap **OK** to close the dialog and automatically change the contact data in your OpenScape contact list.

4.1.6 How to Delete a Contact

How to delete a contact:

Step by Step


- 1) In OpenScape Mobile, tap **Contacts**.
- 2) Tap **Select** to pick the contact to be deleted.
- 3) Select **Delete** then tap **OK**.

The dialog closes and the contact is removed from your OpenScape contact list.

4.1.7 How to Create a new Contact Group

How to configure a new contact group:

Step by Step

- 1) In OpenScape Mobile, navigate to **Contacts**.
- 2) Tap **OpenScape Contacts**.
- 3) Go to the "Menu" icon  and then tap **Edit**.
- 4) Tap the green "+" sign and set the name for the **New Contact Group**.
- 5) Click on **Done**.


The new contact group has been created and added to the OpenScape contact list.

NOTICE: You may have to synchronize your OpenScape contact list.

4.1.8 How to Add Contacts to a Contact Group

How to add contacts to a contact group:

Step by Step

- 1) In OpenScape Mobile, navigate to **Contacts**.
- 2) Tap **OpenScape Contacts**.
- 3) Tap the group to which you would like to add a contact.
- 4) Go to the "Menu" icon  and then tap **Edit**.
- 5) Select the subscribers (from your OpenScape contact list) you wish to add to the Contact group.
- 6) Click on **Done**.


The contacts are added to the group.

NOTICE: You may have to synchronize your OpenScape contact list.

4.1.9 How to Edit a Contact Group

How to edit a contact group:

Step by Step

- 1) In OpenScape Mobile, navigate to **Contacts**.
- 2) Tap **OpenScape Contacts**.
- 3) Tap the group which you would like to edit.
- 4) Go to the "Menu" icon  and then tap **Edit**.
- 5) Select (deselect) the subscribers you want to add (remove) to the Contact group.
- 6) Click on **Done**.


The Contact group is updated.

NOTICE: You may have to synchronize your OpenScape contact list.

4.1.10 How to Delete a Contact Group

How to delete a contact group:

Step by Step

- 1) In OpenScape Mobile, navigate to **Contacts**.
- 2) Tap **OpenScape Contacts**.
- 3) Go to the "Menu"  icon and then tap **Edit**.
- 4) Tap the red "-" sign to select the Contact group you wish to delete.
- 5) Click on **Delete** and then **Done**.

The contact group has been removed from the OpenScape contact list.

NOTICE: The contacts that were members of the deleted contact group are still present in the OpenScape contact list. You may have to synchronize your OpenScape contact list.

4.2 Directory Search

You can use the **Directory Search** to find a specific contact. In this process, the global and your private address book are involved in the search. You can use either the contact's first or last name as search criterion.

The **Directory Search** view offers the following options:

- Finding a contact
- Finding and adding a contact
- Finding a contact and calling that person directly
- Finding and opening a contact's information for viewing.

4.2.1 How to Find a Contact



How to find a contact:

Step by Step

- 1) In OpenScape Mobile, tap **Contacts**.
- 2) Tap **Directory Search**.
- 3) To start searching, enter the first or last name of the contact you wish to find or the person's initials in the input line.

You see a list of search hits.

NOTICE: If you enter initials and the ensuing search delivers too many hits, you may have to repeat searching with a larger number of initials.

4.2.2 How to Find and Add a Contact

How to find and add a contact to your OpenScape Mobile contact list:

Step by Step

- 1) In OpenScape Mobile, tap **Contacts**.
- 2) Tap **Directory Search**.

- 3) To start searching, enter the first or last name of the contact you wish to find or the person's initials in the input line.

NOTICE: If you enter initials and the ensuing search delivers too many hits, you may have to repeat searching with a larger number of initials.

- 4) Tap the desired contact from the resulting list.
- 5) Tap the button "+" to automatically add the contact to your OpenScape contact list.

A message box appears, informing the user that Contact has been successfully added to OpenScape contact list.

4.2.3 How to Find and Call a Contact

How to find and call a contact:

Step by Step

- 1) In OpenScape Mobile, tap **Contacts**.
- 2) Tap **Directory Search**.
- 3) To start searching, enter the first or last name of the contact you wish to find or the person's initials in the input line.

NOTICE: If you enter initials and the ensuing search delivers too many hits, you may have to repeat searching with a larger number of initials.

- 4) Tap **Select** to mark the desired contact from the resulting list.
- 5) Tap **Call...** to open the dialog for making calls.
- 6) If the contact has several devices, select one of them in the dialog under **Number:**.
- 7) In the **Call me on my device** field use the combo box to select one of your devices for making a call.

NOTICE: All calls start out as the voice calls and video can be added by both parties once the call is active.

- a) To initiate a video call, start first the voice call and then, once the called party answers, tap the option **More > Add Video**.
- b) To add video to an ongoing voice call, tap **More > Add Video** (on iPhone and iPod), or tap green camera button (on iPad).

The OpenScape Mobile device receiving the added video can:

- accept the incoming video, without sending video (resulting in an incoming-only video call)
- accept the video without sending its own video back to the calling party (one-way video call)
- rejecting the video (voice-only call).

INFO: Once video call is established, the transmitting video is shown in the top left corner of the screen, whereas the receiving video is shown as a full screen in the background.

- c) During the video call, tap anywhere on the screen to show the controls and status bars translucent, but enabled.

Tapping the screen again, or not touching the screen for a couple of seconds, the controls will be hidden again.

The following controls are supported:

- **Camera switch button** (down left corner) - tap to switch between front- or rear-facing camera
- **Video Quality button** (up right corner) - tap to adjust the video quality (Very High, High, Medium or Low).

4.2.4 How to Find and Display Contact Data

How to find and display contact data:

Step by Step

- 1) In OpenScape Mobile, tap **Contacts**.
- 2) Tap **Directory Search**.
- 3) To start searching, enter the first or last name of the contact you wish to find or the person's initials in the input line.

NOTICE: If you enter initials and the ensuing search delivers too many hits, you may have to repeat searching with a larger number of initials.





- 4) Tap **Select** to mark the desired contact from the resulting list.
- 5) Tap **Open** to view the associated contact data.

The contact details are displayed. This information includes the data **time zone**, **location**, **note** as well as the group memberships.

4.3 Recents List

The **Recents** list displays the last 20 incoming, outgoing, and missed calls.

The type of list entry (incoming, outgoing, missed) displays at the left of each name and number (if available):

-  Inbound call accepted
-  Inbound call not accepted
-  Outbound call successful
-  Outbound call not successful.




Using the **Recents** view, you can:

- **Refresh** the **Recents** list
- **Call** a phone number
- **Call** a contact
- **Delete Journal Record**
- **Delete Mode** (to delete multiple records)

4.3.1 How to Refresh the Recents List

How to refresh the **Recents** list:

Step by Step

- 1) In OpenScape Mobile, tap **Recents**.
- 2) Tap the "Menu"  icon then tap **Refresh** to update the content of the **Recents** list.



4.3.2 How to Call a Name or Phone Number

How to call a name or phone number from your **Recents** list:

Step by Step

- 1) In OpenScape Mobile, tap **Recents**.
- 2) Tap the name or phone number that you wish to call to open the associated journal entry.
- 3) Tap **Call** to initiate the call.



- a) To add video to an ongoing voice call, tap **More > Add Video** (on iPhone and iPod), or tap green camera button (on iPad).
- 4) Tap **Call** with the small camera icon in front to initiate the video call.

INFO: Once video call is established, the transmitting video is shown in the top left corner of the screen, whereas the receiving video is shown as a full screen in the background.

- a) During the video call, tap anywhere on the screen to show the controls and status bars translucent, but enabled.

Tapping the screen again, or not touching the screen for a couple of seconds, the controls will be hidden again.

The following controls are supported:

- **Camera switch button** (down left corner) - tap to switch between front- or rear-facing camera
- **Video Quality button** (up right corner) - tap to adjust the video quality (Very High, High, Medium or Low).

4.3.3 How to Delete an Entry

How to delete an entry from your **Recents** list:

Step by Step

- 1) In OpenScape Mobile, tap **Recents**.
- 2) Tap the entry that you wish to delete.
- 3) Tap **Delete Journal Record** to close the dialog and automatically delete the record from the journal.

4.4 Keypad

You can use the **Keypad** to dial the numbers you want to call.

Using the **Keypad** you can establish:

- Voice call
- Video call.

4.4.1 How to Call a Phone Number

How to call a phone number from your **Keypad**:

Step by Step

- 1) In OpenScape Mobile, tap **Keypad**.
- 2) Tap phone number that you wish to call.

- 3) Tap **Call** to initiate the call.
 - a) To add video to an ongoing voice call, tap **More > Add Video** (on iPhone and iPod), or tap green camera button (on iPad).
- 4) Tap **Call** with the small camera icon in front to initiate the video call.

INFO: Once video call is established, the transmitting video is shown in the top left corner of the screen, whereas the receiving video is shown as a full screen in the background.

- a) During the video call, tap anywhere on the screen to show the controls and status bars translucent, but enabled.

Tapping the screen again, or not touching the screen for a couple of seconds, the controls will be hidden again.

The following controls are supported:

- **Camera switch button** (down left corner) - tap to switch between front- or rear-facing camera
- **Video Quality button** (up right corner) - tap to adjust the video quality (Very High, High, Medium or Low).

4.5 Chat

The **Chat** view lists all the chat sessions you have had with your contacts and allows you to switch between conversations.

NOTICE: To enable the **Instant Messaging** feature, navigate to More > Settings > Advanced and toggle the **Activate Instant Messaging** option.

While on the Chat view, a limited number of conversations is displayed. To load more conversations, simply scroll down.

4.5.1 How to Add more Chat participants

To add more Chat participants:

Step by Step

- 1) Tap to open the conversation of your choice.
- 2) Tap on the options button located on the upper right corner.
- 3) Tap on **Add Participant(s)**.
- 4) Select the contact(s) you wish to add to the conversation and tap on **Add**.

INFO: If you add new participant(s) to an one-on-one conversation, the system automatically creates a **new** conversation. As a result, new participants cannot see the previously exchanged messages.

4.5.2 How to Leave a Conversation

To leave a Conversation:

Step by Step

- 1) Tap to open the conversation of your choice.
- 2) Tap on the options button located on the upper right corner.
- 3) Tap on **Leave Chat**.

4.5.3 How to Load more Messages on a Conversation

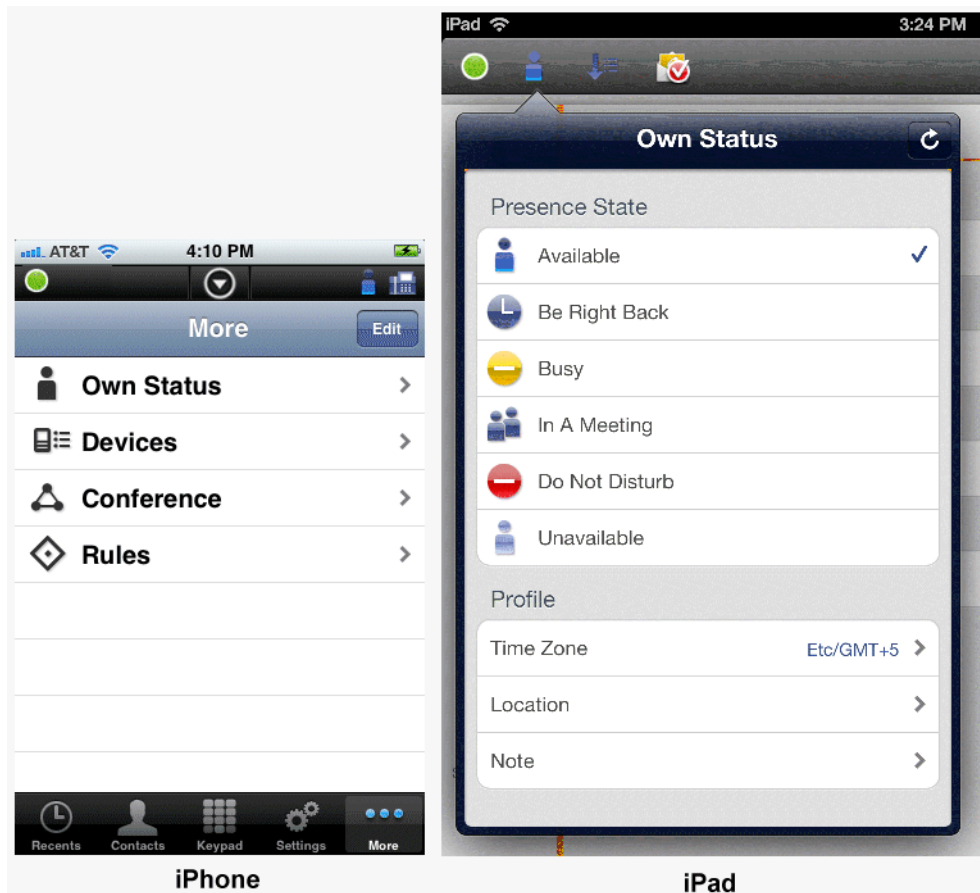
To load more messages on a Conversation:

Step by Step

- 1) Tap to open the conversation of your choice.
- 2) Scroll to the top.
- 3) Tap and drag downwards.

INFO: Each time you perform this action, 10 additional messages are loaded.

4.6 How to Select Own Status



How to set or change your own presence status:

Step by Step

- 1) In OpenScape Mobile:
 - On an iPhone, tap **More...** then tap **Own Status**.


INFO: The **More...** button presents only those additional options that are useful to the current situation. In other situations the **More...** button leads to different options.

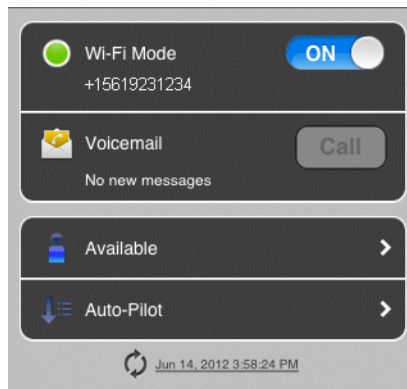
- On an iPad, tap the "Own Status" icon in the status bar. (A person icon is shown as an example.).
- 2) Tap the desired "presence".
 - **Available**
 - **Be right back**
 - **Busy**

- **In a meeting**
- **Do not disturb**
- **Unavailable**


3) Press **Quit**.

Your OpenScape Mobile contacts can now see the presence status you have selected in the margin at the bottom of their screen.

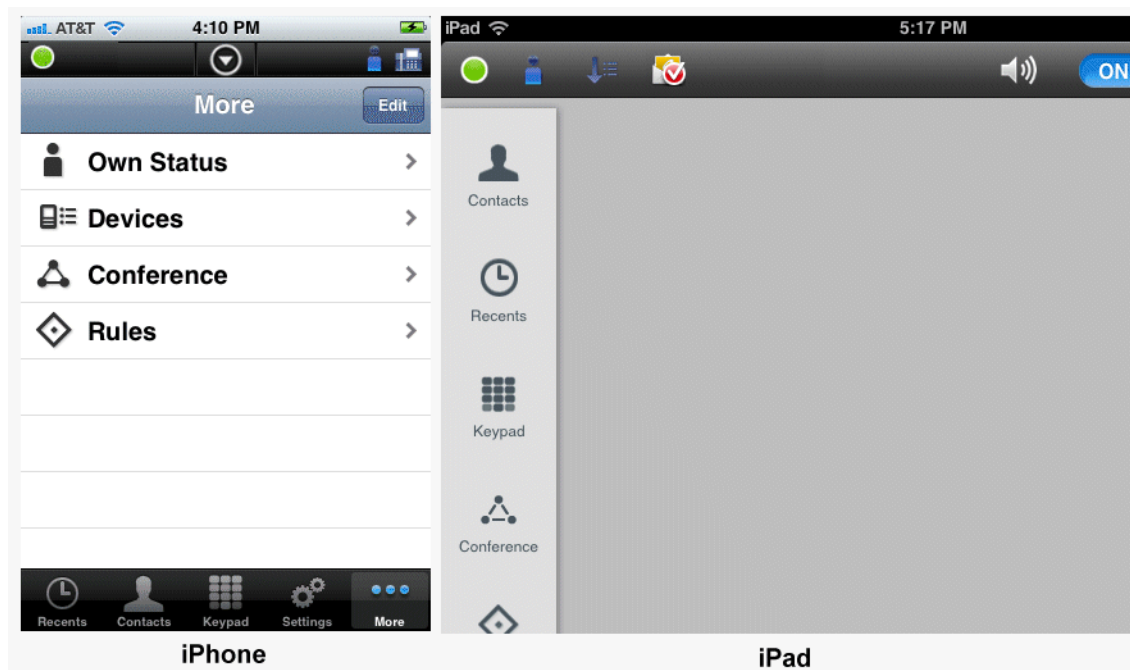
NOTICE: On an iPhone, you can perform your status settings directly from the notification bar by tapping the down arrow and clicking the "Own Status" icon indicated in the display (see ).



4.7 Devices

The list of your terminal devices is accessed via the **Devices** view on an iPhone or by the "Devices" icon in the status bar on an iPad. ( is shown as an example.).

Using OpenScape UC Devices



Here you can select, add, edit, or delete a terminal device. The device you select is the terminal you prefer to use for your current communication. All incoming calls are routed to this device and outgoing calls are initiated via this device.

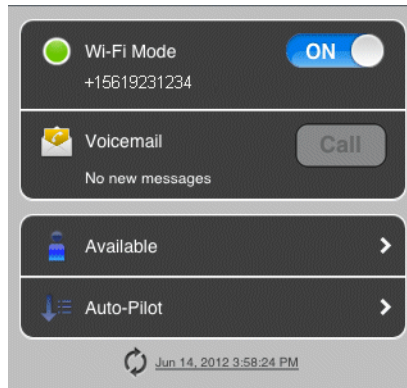
The devices provided by default are:

- **Auto-Pilot** - Calls are routed first to your mobile device, then to your desk phone and then voicemail (if configured). For more information, refer to the chapters "Receiving Calls" and "Making Calls".
- **Office Phone** - Calls are routed first to your office phone then voicemail (if configured).
- **OpenScape Mobile** - Calls are routed first to your mobile device then voicemail (if configured).
- **OpenScape Mobile Cellular** - Calls are routed first to your cellular device then voicemail (if configured).

Using the **Devices** view (or icon) you can:

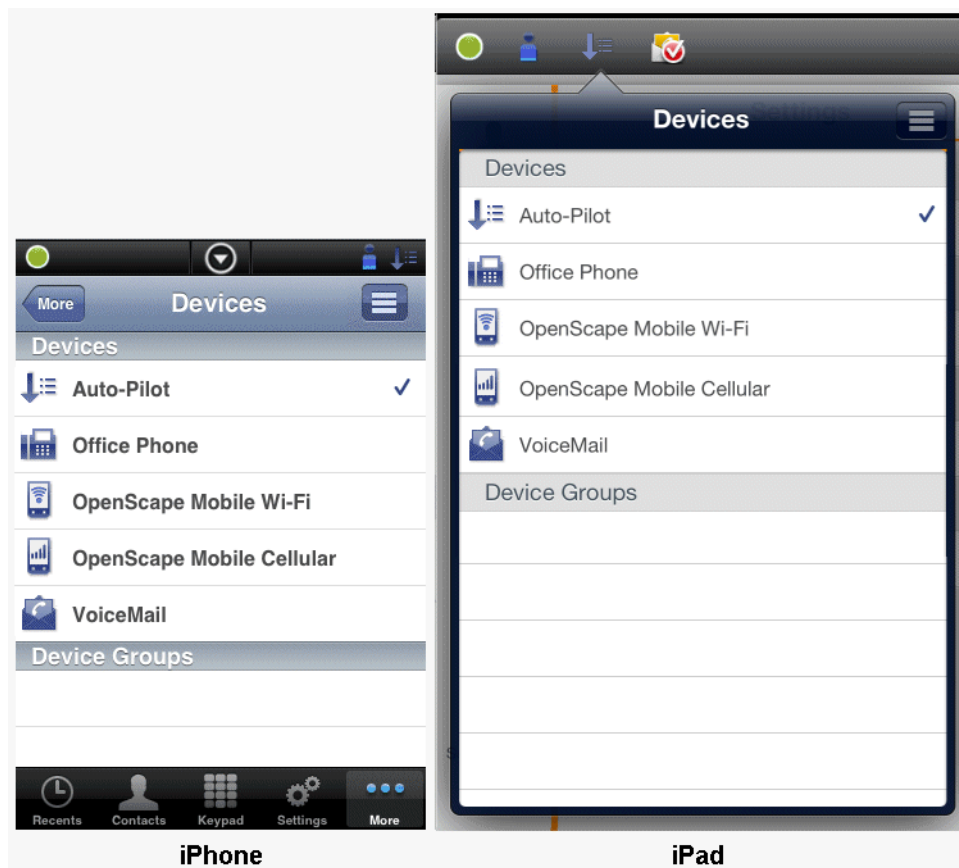
- Select your preferred device
- Add a new device to the **Devices** list
- Edit the settings of a device
- Delete a device.

NOTICE: You can perform the device settings directly from the notification bar by tapping the "Device" icon indicated in the display. In the following example "Auto-Pilot" is currently the preferred device.



4.7.1 How to Select the Preferred Device

Selecting another device from the "Devices" list.

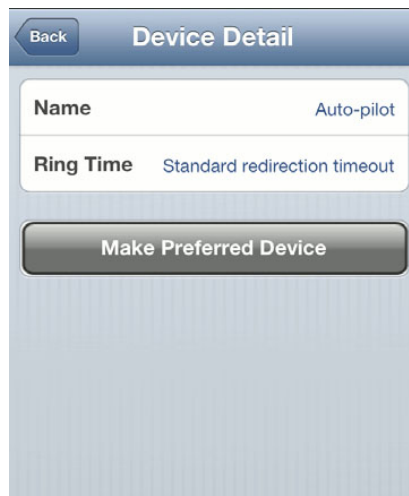


Step by Step

- 1) In OpenScape Mobile:
 - On an iPhone, tap **More...** then tap **Devices**.

INFO: The **More...** button presents only those additional options that are useful to the current situation. In other situations the **More...** button leads to different options.

- On an iPad, tap the "Devices" icon in the status bar. (↓ is shown as an example.).
- 2) Tap the one device from the list that you most prefer.
 - 3) Tap **Make Preferred Device**.



4.7.2 How to Add a New Device

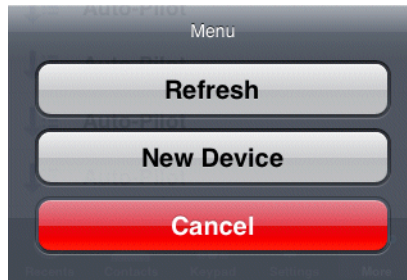
How to add a new device to the device list:

Step by Step

- 1) In OpenScape Mobile:
 - On an iPhone, tap **More...** then tap **Devices**.

INFO: The **More...** button presents only those additional options that are useful to the current situation. In other situations the **More...** button leads to different options.

- On an iPad, tap the "Devices" icon in the status bar. (↓ is shown as an example.).
- 2) Tap the "Menu" ☰ icon.



- 3) Tap **New Device** to open the dialog.
- 4) Enter the following information:
 - Name:** <Enter a unique name>
 - Address:** +491710007222 (example Europe)
 - Address:** +15619231234 (example USA)
- 5) You can set the maximum ring time on this device via the **RNA** radio button (**Unlimited**, for example, equals infinite ring time).
- 6) Tap **Save** to close the window and automatically refresh the device list.

4.7.3 How to Edit Device Settings

How to edit a device's settings:

INFO: You can edit the settings of only those devices that you have added to the list yourself.

Step by Step

- 1) In OpenScape Mobile:
 - On an iPhone, tap **More...** then tap **Devices**.

INFO: The **More...** button presents only those additional options that are useful to the current situation. In other situations the **More...** button leads to different options.

- On an iPad, tap the "Devices" icon in the status bar. (📶 is shown as an example.)
- 2) Tap the device to be edited to open the dialog.
- 3) Tap **Edit** and change the fields as desired.
- 4) You can set the maximum ring time on this device via the **RNA** radio button (**Unlimited**, for example, equals infinite ring time).
- 5) Tap **Save** to close the window and automatically refresh the device list.



4.7.4 How to Delete a Device

How to delete a device from the device list:

INFO: You can delete only those devices that you have added to the list yourself.

Step by Step

1) In OpenScape Mobile:

- On an iPhone, tap **More...** then tap **Devices**.

INFO: The **More...** button presents only those additional options that are useful to the current situation. In other situations the **More...** button leads to different options.

- On an iPad, tap the "Devices" icon in the status bar. (↓ is shown as an example.)

2) Tap the device to be deleted.

3) Tap **Edit** then **Delete Device**.




The device is deleted and the device list refreshes automatically.

4.8 Conference Features

The **Conference** view enables creating and starting an ad-hoc conference, starting scheduled conferences you have already created, and/or displaying the conference data.

NOTICE: You cannot configure any new scheduled conferences via the OpenScape Mobile Client.

The conference status icons used in this context have the following meaning:

-  Ad-hoc conference
-  Started conference
-  Currently inactive conference

The context menu of a scheduled conference features the following options:

- **Open** to display the details of a conference.
- **Start Conference** to open the dialog for starting a conference.


You can change the dial-in status of a scheduled-conference participant via his/her context menu. The dial-in status lets you control whether a conference member needs to dial in himself/herself or is called automatically at the start of the conference.




4.8.1 How to Initiate an Ad-hoc "Contact" Conference

How to initiate an ad-hoc conference using the "contact" list.

INFO: Currently, an ad-hoc conference cannot be created using the keypad or the Recents call log.

Step by Step

- 1) In OpenScape Mobile, navigate to **Contacts**.
- 2) Tap **OpenScape Contacts**.
- 3) Tap the "Menu" icon  and then tap **Start Contact Conference** to open the contact list for selecting the conference participants.
- 4) To select a conference participant, tap his/her entry and a check mark will appear.

NOTICE: When selecting the conference participants, please heed their telephone status as indicated by one of the following icons:  Line busy,  Line free,  No status available.

- 5) Tap **Start** to initiate the ad-hoc conference.

4.8.2 How to Start a Conference

How to start an available conference:

Step by Step

1) In OpenScape Mobile:

- On an iPhone, tap **More...** then tap **Conference**.

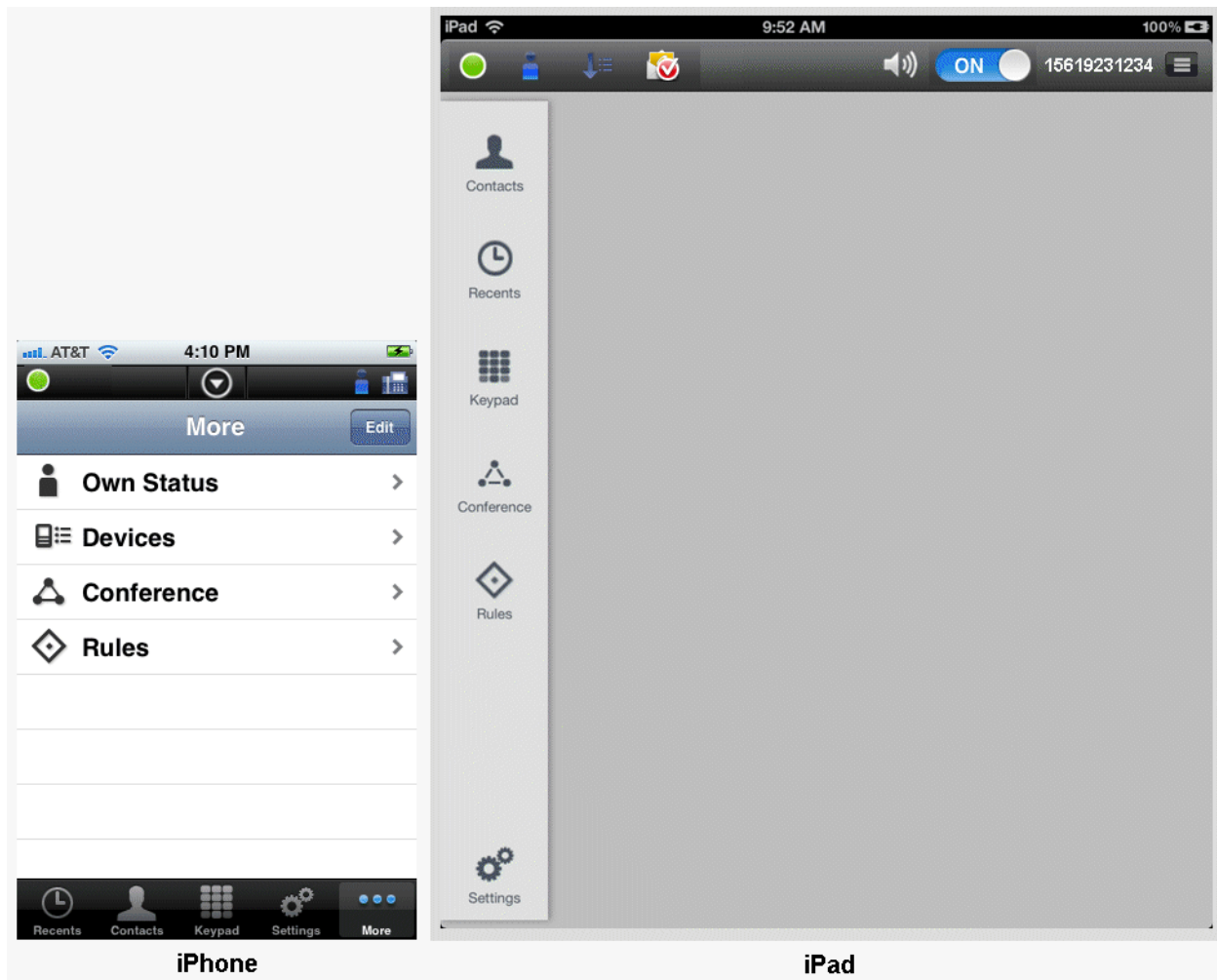
INFO: The **More...** button presents only those additional options that are useful to the current situation. In other situations the **More...** button leads to different options.

- On an iPad, tap **Conference**.

2) Tap a conference then tap **Start Conference** to initiate the scheduled conference.

4.8.3 How to Open a Conference Entry

Opening an available conference entry for displaying conference data.



How to display a conference entry:

Step by Step



1) In OpenScape Mobile:

- On an iPhone, tap **More...** then tap **Conference**.

INFO: The **More...** button presents only those additional options that are useful to the current situation. In other situations the **More...** button leads to different options.

- On an iPad, tap **Conference**.

2) Tap on a conference entry to open the associated context menu and choose from the following.

- Change the dialing direction (Dial-In  or Dial-Out ) of one or more conference participants by tapping the dialing icon of those for whom this is desired.

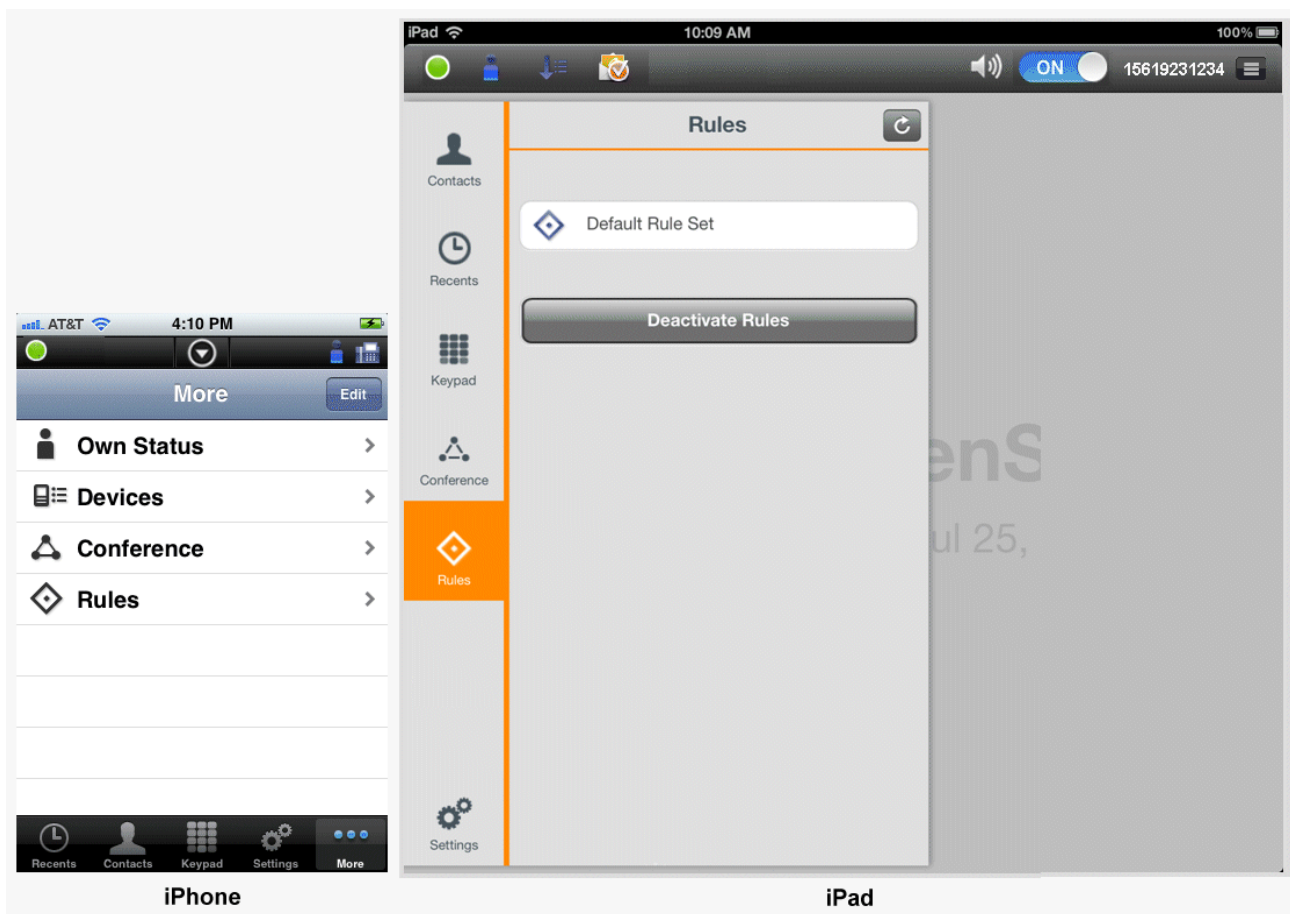
- Tap **Start conference** directly from this dialog to initiate the conference.

4.9 How to Set a Rule

Activating or deactivating a pre-defined routing rule for handling your calls.
(Details provided in *OpenScape UC Application Web Client User Guide*.)

Prerequisites

- Before activating or deactivating a rule, you must have defined at least one rule in your OpenScape Desktop Client or OpenScape Web Client.



NOTICE: If HAProxy is used, the OpenScape Mobile client will not show the **Rules** option.

Step by Step

- 1) In OpenScape Mobile:
 - On an iPhone, tap **More...** then tap **Rules**.

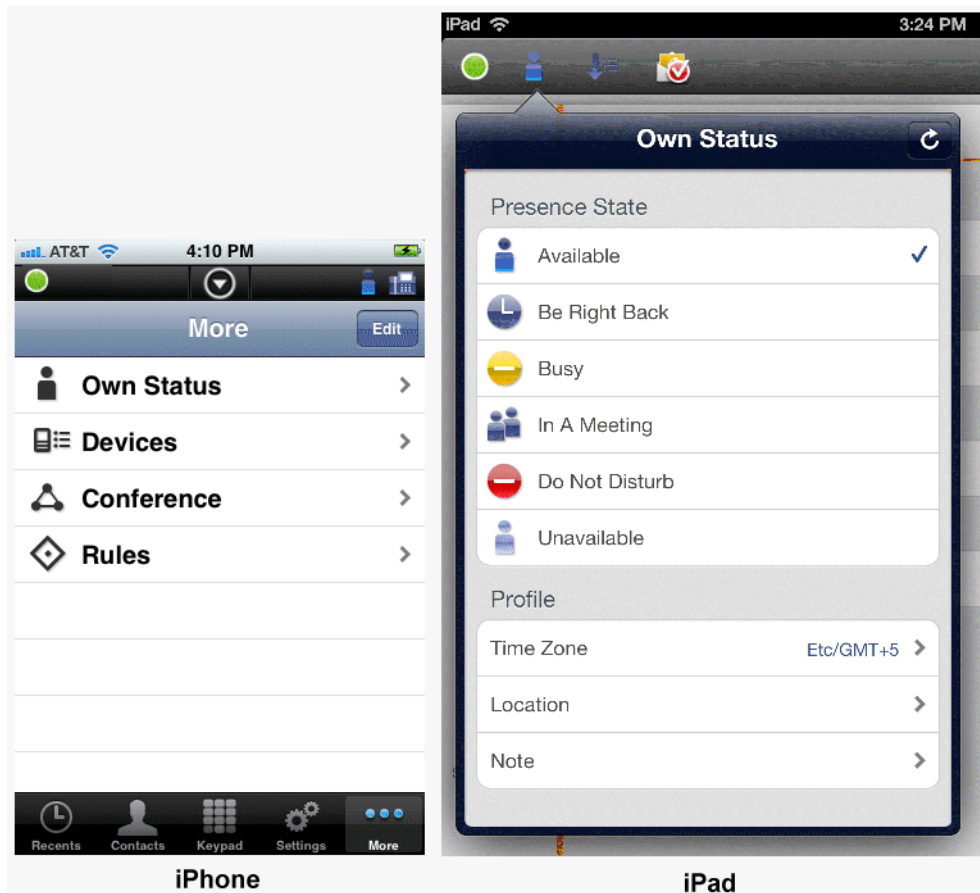
INFO: The **More...** button presents only those additional options that are useful to the current situation. In other situations the **More...** button leads to different options.

- On an iPad, tap **Rules**.
- 2) Tap the rule you wish to activate (or deactivate).
 - 3) Tap **Save** to activate (deactivate) the selected rule.

The active rule is marked by a star. If a rule is activated that you do not want to use, deselect the activated rule and select a different rule. If a rule is set, the rule symbol is displayed in the status bar of every screen in the OpenScape Mobile Client.



4.10 How to Set the Current Time Zone



How to set the current time zone:

Step by Step

1) In OpenScape Mobile:

- On an iPhone, tap **More...** then tap **Own Status**.

INFO: The **More...** button presents only those additional options that are useful to the current situation. In other situations the **More...** button leads to different options.

- On an iPad, tap the "Own Status" icon in the status bar. (A person icon is shown as an example.).
- 2) Tap **Time Zone** from the *Profile* display then select the current time zone from the popup listing.
 - 3) Enter an appropriate location description in the **Location** field.
 - 4) The **Note** section lets you enter an optional message that displays when other OpenScape Mobile Users view your presence.

5) Tap Done.

The changed configuration settings are copied and the dialog closes.

UC-Only mode

Notifications related to the call state

5 UC-Only mode

So far the UC-Only users were not able to receive any kind of notification related to the current call state (e.g. alerting, ongoing call, etc.). Furthermore, in UC-Only mode the OpenScape Mobile application did not offer any kind of call control capabilities other than simple transferring and clearing of an ongoing call.

In order to resolve the aforementioned issues and allow users of 3G and 4G network to use more comprehensive set of features in UC-Only mode, the latest version of OpenScape Mobile has introduced the following enhancements:

- notifications for the current call state and for the changing of the call state
- new call control capabilities that include:
 - call transfer
 - deflect a call
 - call on hold
 - conference
 - consultation
 - clear a call.

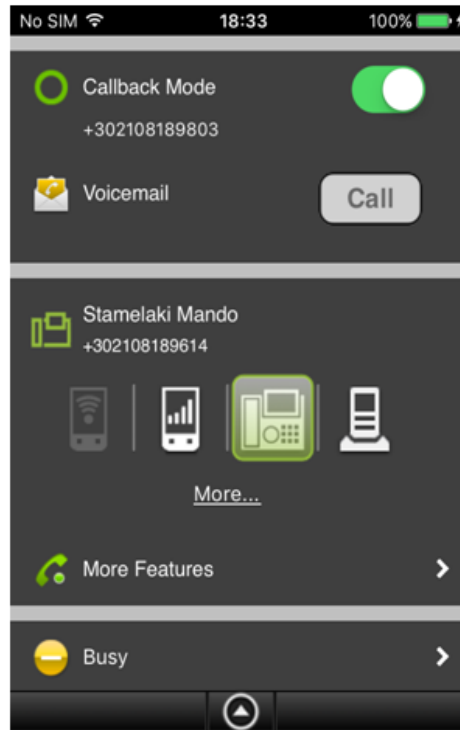
The UC-Only mode enhancements are implemented thanks to the new interface (i.e. HAProxy) that allows clients to be notified about the call stage and perform call control requests. There is a new connection to the Even Server. As the result, the OpenScape Mobile application and UC Front-End do not communicate with each other directly, but via HAProxy. From the end-user perspective, nothing has been changed in the login process. The users still need to enter Server Address (IP address or server name) given by their System Administrator. For HTTPS (i.e. secure connection) you may need to enable the option **Allow Invalid Certificates** under **Settings > Advances**.

NOTICE: Whenever you change the account settings, you have to restart the OpenScape Mobile application, for the changes to take effect.

5.1 Notifications related to the call state

The OpenScape Mobile application has been enhanced in order to notify users about the state of their call.

When OpenScape Mobile is on and in the background, an incoming call will cause a notification message to appear either as an alert popping up in the middle of the screen or as a small banner dropping down from the top (i.e. notification bar)



5.2 Call Control in UC-Only mode

The following call control options are available in UC-Only mode (according to the services that are activated for the specific user):

1. in case there is an incoming call (a call that is not answered yet):
 - **Clear Call** - allows you to clear (drop) the call.
 - **Deflect Call** - allows you to deflect an incoming call to another destination of your preference (e.g. Recents, Contacts or any number that can be dialed via the keypad).
2. in case there is an ongoing call:
 - **Clear Call** - allows you to clear your call.
 - **Transfer Call** - allows you to transfer an ongoing call to another destination of your preference (e.g. Recents, Contacts or any number that can be dialed via the keypad).
 - **Consultation Call** - allows you to make a consultation call towards different destinations (e.g. Recents, Contacts or any number that can be dialed via the keypad).
Additionally, you can use the option **Conference** to start a conference call between you and other participants.
 - **Hold Call** - allows you to place an ongoing call on hold.

UC-Only mode


How to Move a Call from any Preferred Device to another Device in UC-Only mode

NOTICE: The OpenScape 4000 system does not support this feature.

5.3 How to Move a Call from any Preferred Device to another Device in UC-Only mode

Any call on your preferred device can be moved to another device. For example, if your preferred device is your Office phone, a connected call in progress on your Office phone can be moved to your cell phone.

Step by Step

- 1) To display the call slider.
 - On an iPhone, tap the down arrow to expand the notification bar.
 - On an iPad, tap the  icon in the *Status* bar.The call slider with the available targets (i.e. destination devices) is displayed.
- 2) To move a call:
 - tap the new destination of the call
 - touch and hold the highlighted Office phone and slide it to the cell phone. Release the slider when you get there.
- 3) To move the call to any other device tap **More...**

INFO: The **More...** button presents only those additional options that are useful to the current situation. In other situations the **More...** button leads to different options.


- Choose a name/number from the **Recents** call log.
- Choose a name/number from the **Contacts** list.
- Tap **Keypad**, enter the number and tap **Call**.
- Tap **Move History** to select from a list of recently used devices.
- Tap **Devices** to choose from a list of preferred devices (not displayed in Voice-Only configurations).

The call is moved from one Preferred Device (in this case Office phone) to another (cell phone).

5.4 How to Transfer a Call in UC-Only mode

A call that is currently in progress on your Wi-Fi device, desk phone or cell phone can be transferred to either someone you have recently talked to, someone on your Contacts list or a number you enter from the keypad.

Step by Step


- 1) To transfer an ongoing call:
 - On an iPhone, tap the down arrow to expand the notification bar and then tap **More Features**.
 - On an iPad, tap the  icon in the *Status* bar to display the call slider. The **Transfer** option will be displayed.
- 2) Tap **Transfer** for the following list of selections:
 - Choose a name/number from the **Recents** call log or
 - Choose a name/number from the **Contacts** list or
 - Tap **Keypad**, enter the number, and tap **Call**.

The ongoing call will be transferred to another destination of your preference.

5.5 How to Deflect a Call in UC-Only mode

An incoming call can be deflected to either someone you have recently talked to, someone on your Contacts list or a number you enter from the keypad.

Step by Step

- 1) To deflect an incoming call:
 - On an iPhone, tap the down arrow to expand the notification bar and then tap **More Features**.
 - On an iPad, tap the  icon in the *Status* bar to display the call slider. The **Deflect** option will be displayed.
- 2) Tap **Deflect** for the following list of selections:
 - Choose a name/number from the **Recents** call log or
 - Choose a name/number from the **Contacts** list or
 - Tap **Keypad**, enter the number, and tap **Call**.

The incoming call will be deflected to another destination of your preference.

5.6 How to make a Consultation Call in UC-Only mode

This feature allows you to make a consultation call towards different destinations (e.g. Recents, Contacts or any number that can be dialed via the keypad). Additionally, you can use the option Conference to start a conference call between you and other participants.


Prerequisites

- The consultation service is activated for the specific user.

UC-Only mode

How to Clear a Call in UC-Only mode

Step by Step

- 1) To make a Consultation call:
 - On an iPhone, tap the down arrow to expand the notification bar and then tap **More Features**.
 - On an iPad, tap the  icon in the *Status* bar to display the call slider. The **Consultation** option will be displayed.
- 2) Tap **Consultation** for the following list of selections:
 - Choose a name/number from the **Recents** call log or
 - Choose a name/number from the **Contacts** list or
 - Tap **Keypad**, enter the number, and tap **Call**.
- 3) Tap **Consultation** and then choose one of the following options:
 - Choose a name/number from the **Recents** call log or
 - Choose a name/number from the **Contacts** list or
 - Tap **Keypad**, enter the number, and tap **Call**.

The **More Features** option will show two calls: an active call with the person you have just added via **Consultation** option and a second call on hold, with the person that initially called you.

Each call has a different set of call control features that allows to manipulate them separately.


- 4) In case you want to establish a Conference call between you and other participant of an active and held call, navigate to the **More Features** and tap the option **Conference**.

A new conference will be established. The **More Features** preference will displayed that you are in **Conference**.

5.7 How to Clear a Call in UC-Only mode

To clear a call in UC-Only mode, perform the following steps:

Step by Step

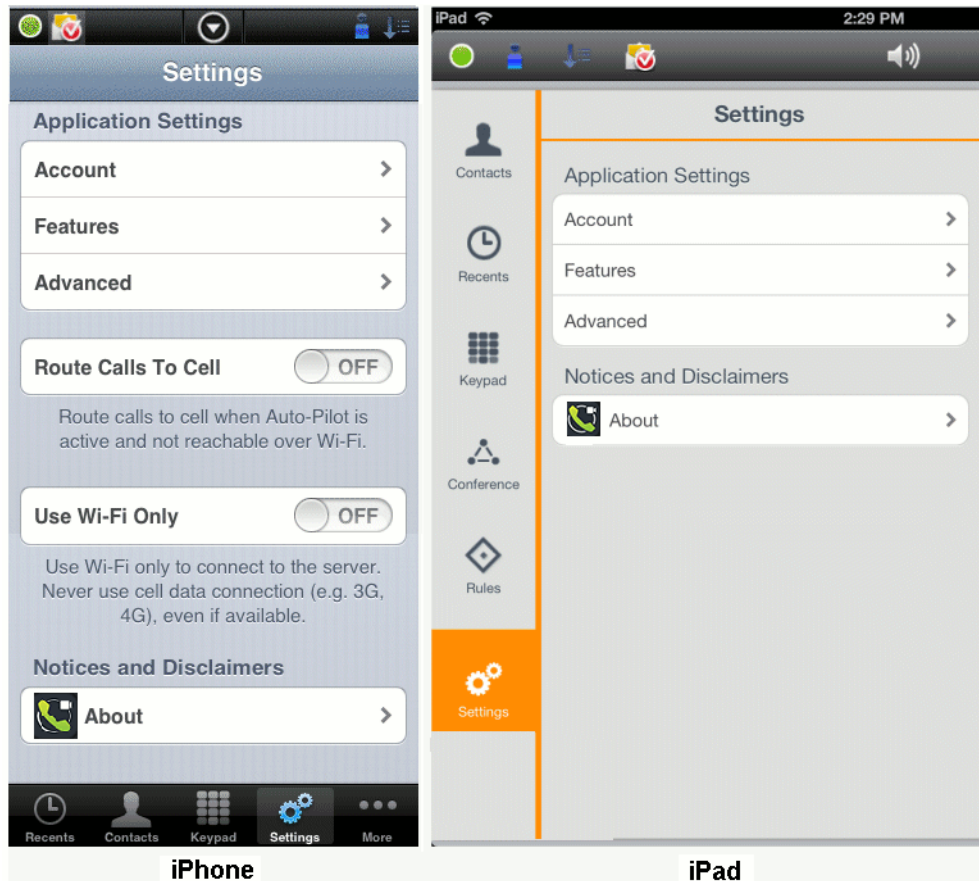
- 1) To clear a call:
 - On an iPhone, tap the down arrow to expand the notification bar and then tap **More Features**.
 - On an iPad, tap the  icon in the *Status* bar to display the call slider. The **Clear Call** option will be displayed.

- 2) Tap **Clear Call**.

The call will be cleared.

6 Settings

This section describes the account, the feature, and the advanced settings to properly configure OpenScape Mobile to connect to either the OpenScape Voice Server (Voice-Only configurations) or the UC server (UC-Only or Integrated configurations).



The following settings are available from this screen (iPhone only):

- *Route Calls to Cell* - When this option is **ON**, an incoming call will be re-directed to your cell phone when Wi-Fi is not available and you do not answer your desk phone.
- *Use Wi-Fi Only* - When this option is **ON**, any call you try to make will succeed only if Wi-Fi is available. A 3rd-party call over 3G will not be possible even if you have subscribed to that service.

6.1 How to Access the Account Settings

These settings are filled in by the OpenScape Mobile User during installation of OpenScape Mobile and are available from the **Settings** screen.

Settings

How to Access the Feature Settings - Voice-Only and Integrated Configurations



Step by Step

- 1) In OpenScope Mobile, tap **Settings**.
- 2) Tap **Account** to view the following *User Credentials*:
 - a) **Subscriber** - This is your desk phone number.
 - b) **Server Address** - This is the IP address or server name (i.e., FQDN and port) given to you by your System Administrator.
 - c) **Password** - This is the password given to you by your System Administrator.
 - d) **Cellular Number** - This is your cell phone number (in GNF, for example, +15615556789).

INFO: This field will be shown on your iPad (as read-only) only when you have first registered your iPhone.

6.2 How to Access the Feature Settings - Voice-Only and Integrated Configurations

Feature settings are available from the **Settings** screen.

INFO: Not available in the UC-Only configuration.



Step by Step

- 1) In OpenScape Mobile, tap **Settings**.
- 2) Tap **Features** to display the following:
 - a) **Voicemail**
 - b) **Call Forwarding**.

6.2.1 Voicemail Access

Access Number

The main number for the voicemail service in OpenScape Voice Server. This is configured by your System Administrator and automatically sent to your device. (This number is only for your information; it cannot be changed.)

Override Number

If your desk number is not part of the main voice mail server you can override it here with the voice mail server assigned to your desk phone. Your System Administrator will let you know if you need to change this number.

You can also enter the password as part of this number for a one-click connection to your voice mail box. Enter the mail box number then a “wait” then the password (e.g., 15615556789;1234#). This will dial the voice mail access number then prompt you to tap the *Dial* button before dialing the remaining digits in the stored number. (The characters in this field are hidden to protect your password.) For an automatic connection use “pauses” instead of a “wait” but enter 3 pauses to give the system about 10 seconds to respond (e.g., 15615556789,,,1234#).

6.2.2 How to Configure Call Forwarding

OpenScape Mobile is able to activate and de-activate forwarding of calls. Calls to your desk phone will be forwarded to the number you have chosen.

The following variations of call forwarding are supported:

- All - Calls intended for the subscriber are redirected to another destination.
- Busy - Calls intended for the subscriber are redirected to another destination when both the subscriber’s desk phone and mobile device are in use.
- No Reply - Calls intended for the subscriber are redirected to another destination if the call is not answered after 12 seconds (configurable by your System Administrator).

NOTICE: Call forwarding variables can only be changed when OpenScape Mobile is connected to the OpenScape Voice Server.

Settings

How to Access the Advanced Settings

Step by Step

- 1) In OpenScape Mobile, tap **Settings**.
- 2) Tap **Features** then **Call Forwarding**.
- 3) Configure one or all of the following variations (each destination may be different):

a) **All** - Tap to turn ON then tap **Destination** to bring up the keypad.

Note: If **All** is enabled the settings for **Busy** and **No Reply** will be ignored.

b) **Busy** - Tap to turn ON then tap **Destination** to bring up the keypad.

c) **No Reply** - Tap to turn ON then **Destination** tap to bring up the keypad.

A green "right" arrow on the right-hand side of the notification bar is shown to indicate that the Call Forwarding feature has been activated.



6.3 How to Access the Advanced Settings

Advanced settings are accessible from the OpenScape Mobile **Settings** screen.

Step by Step

- 1) In OpenScape Mobile, tap **Settings**.
- 2) Tap **Advanced**.
- 3) These are the categories of *Advanced* settings:

- *UC Options:*

Auto Refresh - OpenScape Mobile automatically requests an update from the server as you move through the tabs. (UC-Only and Integrated configurations).

Outgoing Call Prompt - When this option is ON OpenScape Mobile will ask what device you want to use to make a call. Turn OFF this option to allow OpenScape Mobile to automatically make a call using Wi-Fi (when available and in Integrated configuration) or the cell phone (when Wi-Fi is not available). Your cell phone number is not exposed in this case. Your office number is shown to the other parties. (UC-Only and Integrated configurations.)

- *Video Calls - Video Quality* - Described later in this chapter.
- *Ringtones:*
Select Ringtone - in case you use multiple iOS devices (e.g. iPhone and iPad) this option allows you to utilize and set different ringtones (per device) for the incoming OpenScape Mobile calls.

In order to select a specific ringtone, tap the **Select Ringtone** option and then choose and hear (as a preview) one of the available ringtones. Currently selected OpenScape Mobile specific ringtone will be displayed along side of the **Ringtones** option. If no OpenScape Mobile specific ringtone has been selected, the currently selected native ringtone will be displayed and played during the incoming OpenScape Mobile call.

NOTICE: The OpenScape Mobile specific ringtone does not affect a custom ringtone per Contact (i.e. the ringtone selected under the phone's native contact settings).

The conclusion is that:

- all incoming cell phone calls (i.e. calls made via the user's mobile carrier) use the native device ringtone.
- if an incoming OpenScape Mobile call is detected, a calling party number is located in the Contacts list (Phone Address Book) and the contact has pre-configured ringtone set, then the OpenScape Mobile application will play that pre-configured ringtone until the call is answered or cleared before answered.
Otherwise, the current OpenScape Mobile specific ringtone will be played.

- *Call Progress Tones:*
Select Country - this option allows you to play the country specific call progress tones, such as ringing, busy, fast busy and special information tones, when performing an outgoing OpenScape Mobile call.
In order to select a country specific tone, tap the **Select Country** option and then choose the tone that is related to one of the following countries:
 - Austria
 - Belgium
 - Brazil
 - Chile
 - China
 - Germany
 - Russia
 - Singapore
 - Switzerland

Settings

How to Access the Advanced Settings

- United States

The selected country specific call progress tone will be displayed along side of the **Select Country** option.

If no country specific call progress tone has been selected, the default tones that are based on the country, will be in place.

The **country** is determined by the current **language setting** of the device, which implies the following rules:

Language Setting	Default Country Setting
German	Germany
Portuguese	Brazil
English	United States
Russian	Russia
Mandarin	China
Spanish	Chile
Any other language setting	Germany

- *More Options:*

Call Through Cell Prompt - When this option is ON OpenScape Mobile will ask for confirmation before using the cell phone to make a call (when OpenScape Mobile is not connected to OpenScape Voice Server). Turn OFF this option to allow OpenScape Mobile to automatically use the cell phone to make a call when needed. (This option is OFF by default.)

Disable Call Quality Warnings - When this option is ON OpenScape Mobile will no longer display messages indicating the quality of the network during a call. Turn OFF this option if you want to receive messages related to the degradation of the network quality (e.g., **Network quality is poor** or **Network quality is bad**).

- *Diagnostics:*

Diagnostics - Described later in this chapter.

- *Logging* - Described later in this chapter.

- *Certificate Management* - contains the following options:

Certificates Installed - displays all Client certificates that have been installed in the OpenScape Mobile application keychain.

Allow Invalid Certificates - Controls whether or not sign-on to the UC server should continue even if the server certificate is not valid. (This option is ON by default.)

IMPORTANT: If this option is OFF, an invalid certificate blocks the sign-on and displays an error message to the user.

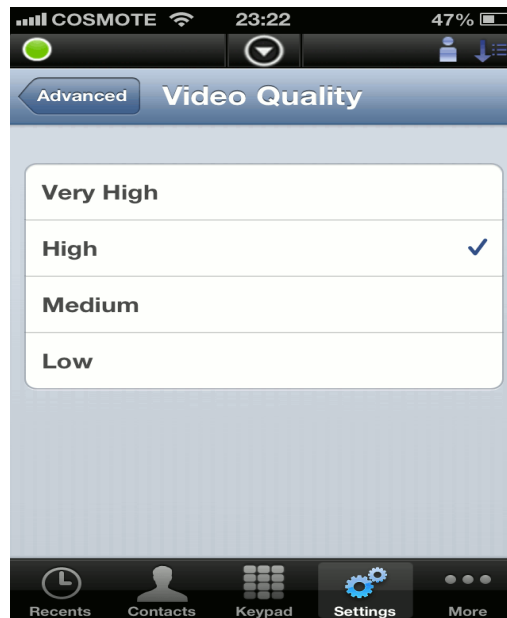
6.3.1 Video Quality

Video calling quality is dependent on the available bandwidth, the camera resolution, the processing power and the Codec compression.

OpenScape Mobile application provides the user the capability to change the video quality.

The following options for Video Quality are supported:

- **Very High** (requires large amount of bandwidth)
- **High**
- **Medium**
- **Low**



6.3.2 Diagnostics

This option provides the following information:

- **Status** - shows details regarding the state and duration of the Wi-Fi connection and the software versions of the OpenScape server and OpenScape Mobile client. In case there is also a connection to the Event-Server, this will be displayed here. (See the troubleshooting section for how this information can be used).
- **Recent Events** - refer to the quickDiagnostic.txt file that contains the most important events, such as: status of the Wi-Fi connection, information related to the calls.
- **Older Events** - displays older events.
- **SBC Address** - Displays the address of the SBC (Session Border Controller) used to connect to the OpenScape Voice Server when you are outside of the

Settings

How to Access the Advanced Settings

corporate network. This is configured by your System Administrator and automatically sent to your device. (This number is only for your information; it cannot be changed.)

- **OSV Addresses** - Displays the addresses of the redundant OpenScape Voice Servers. This is configured by your System Administrator and automatically sent to your device. (This is only for your information; it cannot be changed.)

6.3.3 Logging

Log Level

The following levels are available. Your System Administrator will ask you to change the level when needed.

- *Off* - Turns off logging completely.
- *Min* - The minimum level is used to fit more data (but fewer details) into the logs.
- *Med* - The medium level is the default option and should be used unless you are asked to change it.
- *Max* - The maximum level is used to diagnose lower-level issues related to speech path and network connection.

IMPORTANT: Service may be impacted while log level is set to maximum (e.g., slow handovers, 1-way speech). Use this level only when requested by your System Administrator.

Log File Management

OpenScape Mobile logs information in the background to help with problem analysis. These logs are needed when you report a problem (see *Troubleshooting*). The logs are stored in the memory internal to the device in an area that is accessible only to OpenScape Mobile.

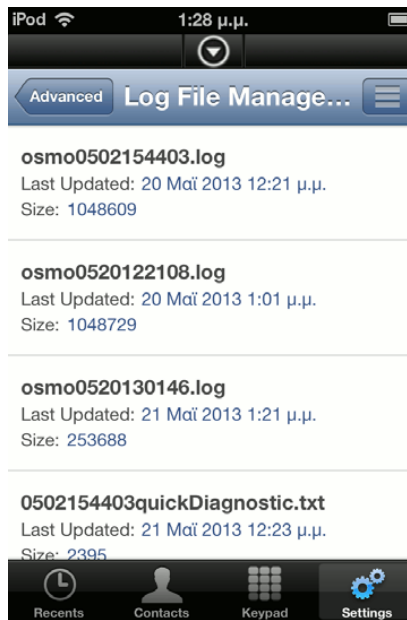
There are two types of files displayed within the **Log File Management** area:

- files with *.log* extension
- file with *.txt* extension

Up to five *.log* files (of one megabyte each) are created. Once OpenScape Mobile fills up the last of the five *.log* files, it will delete the oldest file to make more space. When five files are logged the newest is at the bottom.

The *quickDiagnostic.txt* file contributes to the quick diagnosis of the problems related to the OpenScape Mobile application. This file lists the most important events, such as: status of the Wi-Fi connection, information related to the calls (when started, when ended, who called, call quality)...

INFO: Tap a log file to bring up its details (within a few seconds).



The Options button presents the following:

- *Refresh* - Updates the file list.
- *Delete* - Deletes all log files. This action cannot be undone
- *Send* - Emails the log files to report an issue. The files are compressed first, then sent to an e-mail address automatically configured to be your technical support (usually your System Administrator).

7 Device Information

This section presents OpenScape Mobile device information.

7.1 Battery Usage

OpenScape Mobile consumes about 1% of the battery per hour on an iPhone, iPad, or iPod while connected to OpenScape Voice Server.

INFO: This is valid only for Voice-Only and Integrated configurations. In the UC-Only configuration, the application is dormant while in the background.

There are several techniques to extend the battery life of the device:

- Reduce the display brightness.
- Increase the amount of time background applications check for new data (emails, social media apps, etc.).
- Turn off location services when not in use.
- Turn off Bluetooth when not in use.
- Turn off Wi-Fi when you know you are not in range or will not use Wi-Fi features (including OpenScape Mobile).

It is safe to turn off Wi-Fi without turning off OpenScape Mobile first. (The connection status LED in the notification bar will be red and not green.) When Wi-Fi is turned on again and the device is able to connect to a network, OpenScape Mobile will automatically try to re-connect to OpenScape Voice Server.

INFO: It may take up to 10 minutes to re-connect when OpenScape Mobile is running in the background. The iOS enforces this interval on all apps to extend battery life. If you want to attempt to connect to OpenScape Voice Server immediately, tap on the OpenScape Mobile icon to bring it to the foreground.

OpenScape Mobile can also be turned off without turning off Wi-Fi. The device's Wi-Fi radio will still consume some battery power in this mode.

7.2 Wi-Fi Connectivity Issues

Recovery Ability - OpenScape Mobile is able to recover from brief interruptions in the Wi-Fi connection. Wi-Fi interruptions of a few seconds will not result in dropping the call when OpenScape Mobile reconnects to the same Wi-Fi network (same SSID) and gets the same IP address from the network. If the other party is still there, the conversation can continue from that point forward.

INFO: If OpenScape Mobile reconnects to a different Wi-Fi or gets a different IP address, the call is dropped.

Routing Equipment:

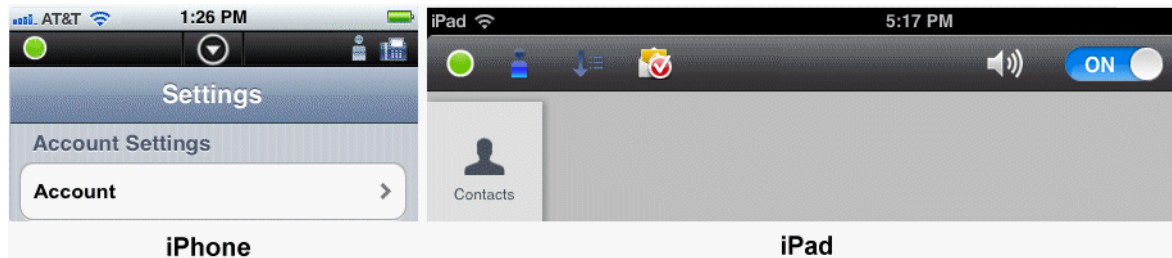
- D-Link DIR-601 - Using this as a wireless home router is discouraged. Although outgoing calls are possible, this router drops the network connection without any notice when OpenScape Mobile is left idle for more than one minute thus making it unreachable over Wi-Fi. If *Route Calls to Cell* is on, OpenScape Voice will be forced to try the cell number.
- Linksys WRT54G - This router may not work with OpenScape Mobile. OpenScape Mobile is able to connect from within the corporate network but not from another Wi-Fi network that uses this router. Try upgrading to the latest firmware version available for the router or, if that doesn't work, get a new router. (The problem is related to issues with NAT support in that router.)

Cycling the WAP - When the Wireless Access Point/Router is turned off and back on while the device is in standby state, it may take up to an hour for the OpenScape Mobile Application to reconnect to the OpenScape Voice Server. In order to reduce this time, turn the device on and bring the application to the foreground (if necessary) to immediately restore connectivity.

8 Troubleshooting

8.1 Connection Status Indication

OpenScape Mobile shows a colored LED in the notification bar to indicate the status of its connections to the server. The LED does not appear when OpenScape mobile is turned off.)



INFO: When turning Openscape Mobile on in Integrated configurations (i.e., Voice+UC), a colored ring will appear momentarily representing the connection to the Façade Server.

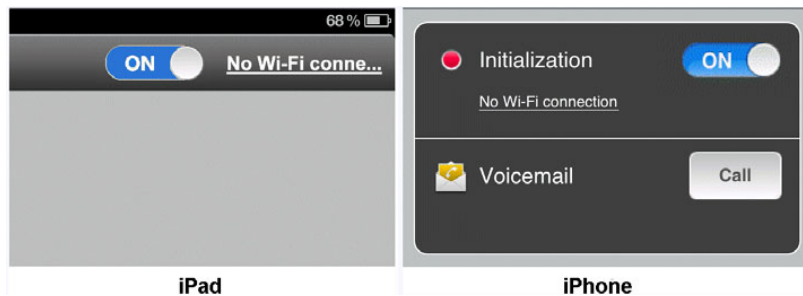
- Green LED ● - Wi-Fi Mode - OpenScape Mobile has established a connection (via working Wi-Fi) to the server and is ready to make and to receive calls using the Wi-Fi network. (Voice-Only and Integrated configurations)
- Green Ring ○ - Callback Mode - OpenScape Mobile has established a cellular data connection to talk to the server. When you make calls in this mode the server will call you back on your cellular number (or another device you select, if you are in UC-only and Integrated configuration). Your cell phone number is not exposed; the office number is shown to the party.
- Orange LED ● - OpenScape Mobile is trying to connect. This state should last for about a minute. After that it will turn green (ready) or red (failed to connect).
- Red LED ● - OpenScape Mobile was not able to connect to the server or was not able to validate the user (i.e., the subscriber name and the password). An error message is usually displayed. Once the message is dismissed the LED will continue to be red until the condition that caused the problem is solved.

8.2 Diagnostic Messages

Before troubleshooting a problem, check the color of the connection status LED in the notification bar.

On an iPad, if the LED is red, the condition causing the problem is shown to the right of the ON/OFF button. On an iPhone, if the LED is red, tap the *down arrow*

to expand the notification bar. In the picture below, OpenScape Mobile detected that the device is not connected to a Wi-Fi network.



Tap the notification message "No Wi-Fi connection" to open the diagnostic screen. In this screen OpenScape Mobile lists all of the problems it found that caused the red LED. If there are multiple problems they are listed in priority order, the more severe ones at the top. Resolving these problems should allow OpenScape Mobile to connect to the OpenScape Voice Server.

In the picture below the only problem is that the Wi-Fi is turned off. Resolving that should take care of the problem.



8.3 Displaying the quality of audio/video calls

OpenScape Mobile is capable of providing an indication to the users that call quality is degrading, while the user is in an active audio/video call.

This indication is visual and represents the state of media stream in the in-call screen of video and audio calls in the form of banner, where:

- yellow banner with the text " **Network quality is poor** " represents poor quality of the audio/video calls
- red banner with the text " **Network quality is bad** " indicates that the audio/video quality is bad

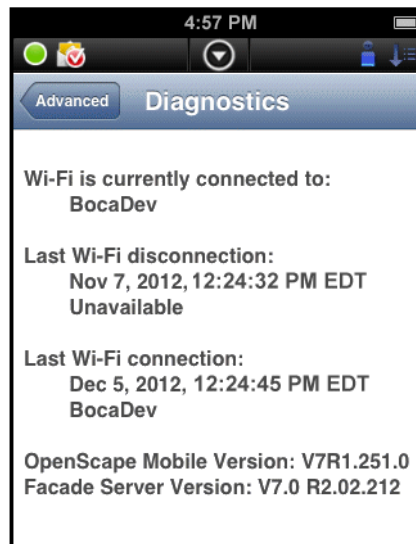
INFO: Call quality transitions, i.e. when quality changes from one state (good, poor, bad) to another is logged in the *quickDiagnostic.txt* file.

This feature allows OpenScape Mobile to warn the user when the quality of the network deteriorates to the point where voice or video quality is affected.

8.4 Troubleshooting Specific Issues

8.4.1 OpenScape Mobile loses Connection to the Server while in Wi-Fi Mode

If some calls ring in the Wi-Fi device and some other calls ring directly to the desk phone, a likely reason is an unstable Wi-Fi connection. The device may be able to connect to the Wi-Fi network, but loses the connection sometimes. The Wi-Fi state in the "Diagnostics" screen gives an indication of the stability of the connection. Go to **Settings/Advanced/Diagnostics**.



In a stable Wi-Fi network the device will connect once within reach and never disconnect until it is out of reach again. The picture shows such a case. The device last connected to Wi-Fi at 12:24 and remains connected for a long period of time - 4:57 PM, in this case (as seen at the top of the screen).

An unstable connection will show values in the *Last Wi-Fi Disconnection* field that are close (within a few minutes or even seconds) of the current time. That indicates a flickering connection. When the device loses the Wi-Fi connection, the OpenScape Voice Server will send the call to the desk (or cell, if so configured). When the device recovers the connection again, the Wi-Fi device will again be the first to ring.

INFO: This information is only available when OpenScape Mobile is on and receiving Wi-Fi events. When it's off, the fields are removed from the screen. The information in iOS is accurate when OpenScape Mobile is in the foreground and up to 10 minutes delayed when it is in the background.

You can turn on the option "Route Calls to Cell" when in an unstable Wi-Fi connection. OpenScape Voice will send the call to your cell phone when OpenScape Mobile is not reachable over Wi-Fi. Note that cell phone charges may apply for the call, depending on your carrier.

Please also refer to the suggestion from the Apple *Wi-Fi Troubleshooting Guide* found at <http://support.apple.com/kb/TS1398>.

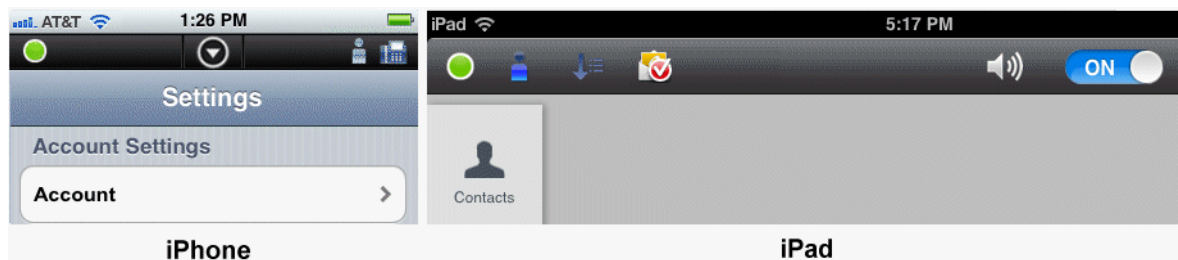
8.4.2 OpenScape Mobile unable to connect to OpenScape Voice Server

Most of the causes for this problem are related to Wi-Fi connections. The Wi-Fi connection is managed by the iOS-based device. Other than using the existing Wi-Fi connection, OpenScape Mobile has no direct connection to the Wi-Fi configuration. This section describes how to identify when the iOS is or is not connected to Wi-Fi.

The first place to look is the notification bar. The state of the iOS Wi-Fi connection is displayed there using the standard Wi-Fi icon. The more bars shown, the stronger the signal. The icon below indicates a strong signal.



The following picture indicates both that the mobile device is connected to Wi-Fi and that OpenScape Mobile is connected and ready to be used (the green LED). This is the state the device must be in to allow OpenScape Mobile to work.



If the Wi-Fi icon is not shown, either Wi-Fi is not on or a Wi-Fi network was found but not joined. Perform the following to recover from this case.

Step by Step

- 1) Press the device's "*Home*" button.
- 2) Scroll to and tap **Settings**.
- 3) Tap **Wi-Fi** (usually one of the first options in the menu).
- 4) Tap **Wi-Fi** to turn **ON**.
- 5) Choose a network from the list (all those in range are given). Enter the network password (if asked) and tap **Join**. Upon connection to that network the Wi-Fi icon will appear in the notification bar.

INFO: If you are still unable to connect to Wi-Fi or if the connection is not stable, please follow Apple's troubleshooting steps at <http://support.apple.com/kb/TS1398>

8.4.3 Cannot Connect to the Server while in a Cell Phone Call (iPhone Only)

If your carrier uses CDMA technology you will not be able to use the cellular data connection while you have a cellular phone call. Without the data connection OpenScape Mobile is not able to connect to the server.

If you are in a cell call, for example, and you lose Wi-Fi, you will not have UC connectivity and you will not be able to move the call. This is not a problem with OpenScape Mobile; it is a restriction of the CDMA technology.

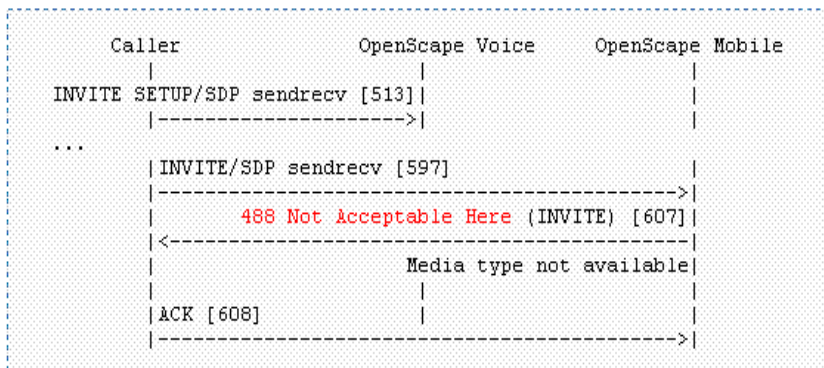
8.4.4 Calls go Directly to Desk Phone Intermittently

If some calls ring in the Wi-Fi phone and some other calls ring directly to the desk phone, a likely reason is an unstable Wi-Fi connection. Please refer to section 7.3.1 for instructions to identify an unstable connection.

8.4.5 With Good Wi-Fi Reception, Some Calls are Ringing on the Desk and Cell Phone Only

OpenScape Mobile is likely rejecting the Wi-Fi call because it is not able to handle the speech path with the caller. In that case the OpenScape Voice Server will try to reach you at the desk phone and cell phone associated with your OpenScape Mobile device.

Technically speaking, the codecs offered for the call are not compatible with the ones OpenScape Mobile can handle. In the current version G.711, G.722, ISAC, and iLBC are supported. If the caller is not using one of these codecs, the Wi-Fi call is rejected, diverted to the desk phone, and if not answered, then to cell phone (if configured) or voice mail. For the System Administrator, the message flow looks like the picture below. The Wi-Fi call is rejected with the SIP error code 488, indicating that no compatible codec was found to answer the call.



8.4.6 Cannot Change the Ringtone

Unfortunately the ringtones provided by Apple for the cell phone cannot be reused in other applications. The current version of OpenScape Mobile has been delivered with one ringtone. More ringtones and the ability to select one will be added to future versions.

8.4.7 OpenScape Mobile does not Show Option to Move a Call

8.4.7.1 Specific Scenarios

In some specific scenarios the calls cannot be moved.

- **You are part of a large conference call (station controlled conference)** - If you are taking part in a large conference (a conference initiated on-demand using the desk phone) you will not be allowed to move the call until after the call reverts back to a simple (two-party) call. In other words, after the other participants leave the conference and you are left with only one other person in that call.

INFO: This restriction does not apply if you dialed a conference bridge number. In this case, you are still able to move the call to other devices.

- **You are in a bridged call** - If you are taking part on a bridged call you will not be allowed to move the call until the call bridging ends.
- **The call is in a keyset secondary line appearance** - If the call is active in a secondary line appearance you will be allowed to move the call only after moving it to the primary line appearance (hold on the secondary line, retrieve in the primary line).
- **You received a call from a Multi-Line Hunt Group (MLHG) queue** - If your desk phone number is an agent of a MLHG queue and if the MLHG Pilot DN was not provisioned with the following features: Call Transfer, CSTA Access, One Number Service (ONS status must be set to "Inbound and Outbound"), calls that are received from the queue (via the pilot number) cannot be moved.

INFO: This does not apply to calls made directly to your phone. If someone calls your desk phone directly you are able to move the call.

- **You started a silent monitor call** - If you start a silent monitor call (dial the silent monitor access code, followed by the extension to be monitored) you have to finish the call in the device that started it (i.e., the desk phone or OpenScape Mobile). Such calls cannot be moved from one device to another.
- **You started a local conference from your desk phone** - When you create a local conference (i.e., 3-way call) via your desk phone, the OpenScape

Voice Server is not aware that the called parties are conferenced and will only move one leg of the 3-way call. The other party will be left on your desk phone. This can be avoided in future by contacting your System Administrator to request that you be configured for “*Large Conferencing*” (i.e., station-controlled conference).

8.4.8 Ring-back is Played on Top of Announcement or Voice

In some cases ring-back is played at the same time as an announcement (e.g., voice mail prompt) or voice from the called party.

This condition may last for a few seconds or for the entire duration of the call. This usually happens when there are delays in the network. The called device has already answered the call and is sending voice packets (streaming RTP), but the “answer” message (SIP 200 OK message) has not yet arrived at the device.

Please contact your system administrator to investigate the state of the Wi-Fi network.

8.4.9 First Call after Device is Turned On takes Several Seconds to Ring, Sometimes goes Directly to Desk Phone

After turning on the iOS device (iPhone, iPod Touch or iPad), the first call takes a long time to ring or goes directly to the desk phone. This happens because the iOS device is still finishing its startup.

When the device starts up, it has to reload all apps that are configured to be permanently running (OpenScape Mobile is one of them). While it is doing that, the device is spending most of its time loading and initializing the apps, leaving not much time for the apps to do their work. It takes one to two minutes to finish the initialization. After that all apps, including OpenScape Mobile, should be responsive.

8.4.10 Must Manually unlock Phone to answer OpenScape Mobile Call

Unfortunately Apple does not provide a way for an application to unlock the phone’s screen. Only the cell phone application is allowed to do that.

NOTICE: To answer a call that comes from OpenScape Mobile, while your phone is locked, you have first to enter a passcode. This action will launch the OpenScape Mobile application and you will be able to answer the call.

There are a few ways to improve the screen lock interaction with OpenScape Mobile:

- Ask your system administrator to verify that your phone is configured to ring at least 15 seconds in OpenScape Mobile before going to the desk phone.
- Change the value in **Settings > Auto-Lock** to the maximum value to prevent the phone from locking between calls, while at the same time locking it after a good amount of inactivity.

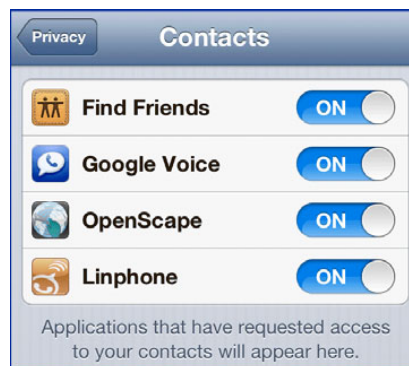
8.4.11 OpenScape Mobile is not Showing the Contacts Stored in My Device

OpenScape Mobile is not able to see the device's contacts.

Starting with Version 8 of the iOS operating system, certain applications must be manually allowed access to system resources. OpenScape Mobile must be given permission to read the contacts from the device.

Step by Step

- 1) Press the device's "Home" button.
- 2) Tap **Settings** then **Privacy** then **Contacts**.
- 3) Tap **OpenScape** to turn it **ON**.



8.4.12 OpenScape Mobile Rings when "Do Not Disturb" is Turned On

OpenScape Mobile does not have a way to discover that "Do Not Disturb" is on.

Starting with Version 8 of the iOS operating system, the "Do Not Disturb" settings native to the iPhone apply only to cell phone calls. Other applications are prevented from accessing that setting,

8.4.13 OpenScape Mobile can not run on the iPad 1 in UC-Only Configuration

OpenScape Mobile may not be able to run on an iPad 1 in UC-Only mode when you have a large amount of UC data (e.g. contacts, conferences, subscriptions).

Troubleshooting

How to Report an Issue

If you notice that OpenScape Mobile is closed a few seconds after you log in, the iPad 1 is running out of memory to store all the data you have under your account (this is the internal RAM memory, not the storage memory).

Unfortunately, iOS does not give any indication to OpenScape Mobile that it is running out of memory (it simply closes the application), so there is no chance to try to recover from it or even show a message. There is no workaround other than using a newer iPad or iPhone version (they have more memory).

8.4.14 No notification of incoming OpenScape Mobile calls when Notification bar is pulled down

In case the Notification screen (displays weather and stock) is pulled down over the active OpenScape Mobile application, the user will not receive notification of incoming Wi-Fi call.

Once the Notification screen is pulled back up, the OpenScape Mobile call becomes actually available and the appropriate screen is visible again.

Since OpenScape Mobile does not have control of the screen or audio, there is nothing it can do to alert the user about the incoming call. This is not a problem unique to OpenScape Mobile as an application, but the limitation of the current version of iOS.

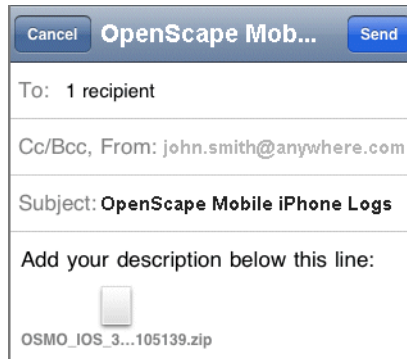
8.5 How to Report an Issue

If you are able to send and receive emails on your device you can e-mail the log files to report an issue.

Step by Step

- 1) From the **Settings** screen tap **Advanced**.
- 2) Tap **Log File Management** to bring up the list of log files.
- 3) Tap **Options** then **Send**.
- 4) Please be sure to add to the e-mail a description of the problem experienced along with any related data such as time, phone numbers, etc.

INFO: The address where this e-mail is sent is configured to be either the System Administrator or a technical support contact.



9 Security Checklist

Contact your System Administrator to determine what security measures you must employ on your mobile device.

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