

# OpenScape Mobile Android Devices

## User Guide

P31003-M4090-0100-04-7619

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# 1 Introduction

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

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.

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**INFO:** OpenScape Mobile can 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.

---

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 Android native phone application. The term "*desk phone*" is used to describe your OpenScape Voice IP phone (typically an OpenStage or optiPoint desktop phone).

## 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](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 client application onto an Android-based smartphone.

---

**INFO:** The installation of the OpenScape Mobile widget is optional, since this application does not rely on the widget to operate.

---

### 2.1 How to Install OpenScape Mobile

#### *Prerequisites*

- You must be running Android version 4.1 and later on your device.

---

**INFO:** Android tablet implies all devices that do not support native cellular voice connectivity (e.g. tablets from the well known manufacturers such as Samsung, Acer, Asus, HTC, Motorola, etc.).

---

- The Wi-Fi sleep policy for your phone must be set to *Never*. OpenScape Mobile needs a working Wi-Fi connection to make and to receive calls. If it is not yet set to *Never*, you will be given an opportunity to change the policy via a selection from within a notification pop-up (illustrated in the next section on configuring the application).

---

**NOTICE:** Minimum requirements for OpenScape Mobile video calls on Android devices are:

- Android version 4.1 and later
- devices that support NEON optimization.

Devices without a camera cannot initiate a video call, but shall be able to accept and display incoming video.

---

#### *Step by Step*


- 1) Download the OpenScape Mobile application from “Google play” on the Internet and install it onto your phone.

---

**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 then turn Wi-Fi back on before proceeding.

---



- 2) To add the OpenScape Mobile widget to the home screen:
  - a) Tap the "All Apps"  icon.

On some phones, you need to scroll to an area of the home screen that is at least half empty then tap and hold.
  - b) Select the **Widget** tab (if necessary) and scroll to the OpenScape Mobile icon.
  - c) Tap and hold the icon and drag it to an area of the home screen that is at least half empty.
- 3) Confirm that the Home screen shows the OpenScape Mobile widget.

The OpenScape Mobile application is installed, but not yet configured and running. To configure it and pair it up with your desk phone, see the chapters that follow.

## 2.2 How to Configure OpenScape Mobile

### *Prerequisites*

- You must have first installed OpenScape Mobile onto your device.

---

**INFO:** Once downloaded and installed, the OpenScape Mobile application dynamically recognizes the device type (i.e. Android smartphone or Android tablet) and based on that displays the appropriate user interface (UI).

The UI for Android tablet makes use of the larger screen size while still providing look and feel, and user experience of the Android phone application.

In general, OpenScape Mobile for Android Tablet will be supported for 7 and 10 inches screen size, whereas for screen sizes less than 7 inches, OpenScape Mobile for phone will be installed.

---

- 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.
  - 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.

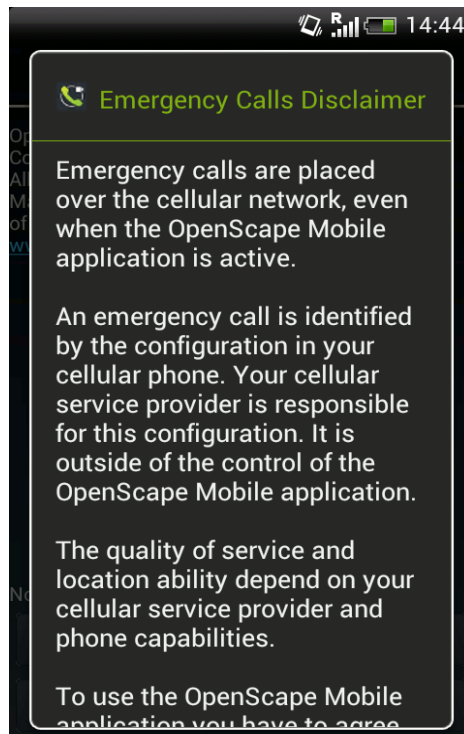
### Step by Step

- 1) Read and accept both the emergency call disclaimer and the EULA (which appear only the first time you configure the OpenScape Mobile application).

---

**IMPORTANT:** The disclaimer explains that emergency calls are all handled by Android and your cellular service provider. Android intercepts all emergency numbers. OpenScape Mobile is not aware that an emergency number was dialed.

---



- 2) To access the configuration area:
  - tap the lower right-hand corner of the OpenScape Mobile widget and then navigate to the **User** tab, or
  - tap the OpenScape Mobile application icon and then navigate to the **User** tab.
- 3) Tap **Account** and enter your desk phone number, server address and password. Make sure you entered them correctly and then 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 OpenScape Mobile.

---



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**NOTICE:** On Android tablet, the Cell Number is in a read-only format.

---

- 4) To confirm that the OpenScape Mobile application is on:
- scroll to the home screen that has the OpenScape Mobile widget and tap the **On/Off** button to turn it on.
  - tap the OpenScape Mobile application icon, navigate to the **User** tab and set the **Sign in** slider to On.

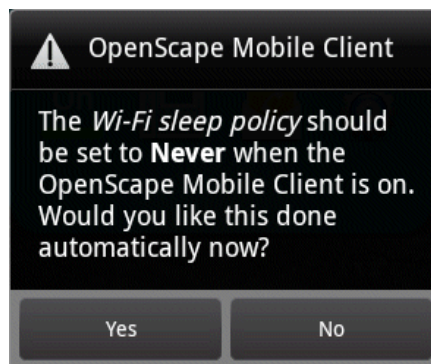
---

**INFO:** In case your configuration is a Voice-Only, you will not be able to see the Presence status and Preferred Device icons (i.e.  and ).

---



OpenScape Mobile will try to connect and validate provided information.

- 5) At this point OpenScape Mobile will check the Wi-Fi sleep policy and give you the option to change it to *Never* (if this is not your current configuration). If you do not see the screen below, your phone is already correctly configured. If you see the screen, please tap **Yes** to accept the option to allow OpenScape Mobile to receive calls even when your phone is in *sleep* mode.





- 6) Check the status of the connection between OpenScape Mobile and the server using the colored LED in the notification bar (on the phones: near the top left-hand corner of the screen; on the tablets: either near the down right-hand corner, or near the top left-hand corner of the screen, very rare not visible at all on the screen, e.g. some Asus models).



- **Green LED**  - Wi-Fi Mode - Connection is established (via working Wi-Fi) and the information is verified. OpenScape Mobile is now ready for making and receiving calls using the Wi-Fi network. (Voice-Only and Integrated configurations)
- **Green Ring**  - Callback Mode - OpenScape 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 preferred

device, 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 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.

---

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

---

- 7) You can always go to the OpenScape Mobile settings, by navigating to the OpenScape Mobile application icon, or to the OpenScape Mobile widget (tap on the lower right-hand corner), scroll the top bar to **Settings** and tap.

---

**NOTICE:** Tapping on the lower right-hand corner of the OpenScape Mobile widget on your phone, re-opens the tab where you were before the application went to background.

---

## 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 on 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 a 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 certi-

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 users' 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 your mobile device is able to validate that the server is trusted, the Root CA Certificate (that issues the Server and Client certificates) must be installed in the Trusted Credential Storage of the mobile device hosting the 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*

- Appropriate driver(s) installed on your computer in order to detect and enable connection to your device.
- The Root CA certificate sent, as an attachment via a secure email, to the registered email address of OpenScape Mobile Subscriber.

---

**IMPORTANT:** Do not install certificates without verifying the Originator of the email.

---

---

**NOTICE:** The step-by-step process described in this section may vary in some devices because of the different versions of Android and the computers' Operating System.

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

---

### Step by Step

- 1) Connect you Android device to the USB port of your PC via cable.

The connection has been detected.

- 2) Select the USB **Disk drive** or similar "mass storage" option.

At the computers that have Windows OS, the internal SD card of the Android device will show up in the Windows Explorer (or other file viewer) as a drive letter (for example, **G:\**).

- 3) Open the email (sent by your System Administrator) that contains the Root CA certificate as an attachment.

---

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

---

- 4) Save the attachment to the root directory on the SD card of your Android device (i.e., your phone's external memory).

File that contains the Root CA certificate has been saved and appears on the Android disk drive.

- 5) Safely eject the removable disk drive and disconnect the USB cable.

---

**NOTICE:** Make sure that the Android device has mounted the SD card again, by seeing a small notice on the display for a few seconds, right after disconnecting the USB cable.

---

- 6) Go to the Home screen and press the **Menu** button.

- 7) In the **Menu**, push **Settings** followed by the **Security** option.

- 8) Under the **Security** option, scroll down to the **Credential storage** section and press the option **Install from SD card**.

Android searches for the CA certificates (e.g., *p12*, *crt*, or *px* file extension) in the root directory of the SD card and shows the list of certificates to be installed.

- 9) Click on the **Root CA** certificate item.

A pop-up window is displayed asking you to assign a **Certificate name**.

- 10) Type **Root CA** and press **OK**.

The successful import of Root CA certificate is confirmed by seeing a small notice on the display, for a few seconds right after pressing **OK** button.

---

**INFO:** All options of the **Credential storage** section are active now.

---

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

#### *Step by Step*

- 1) Go to the Home screen and press the **Menu** button.
- 2) In the **Menu**, push **Settings** followed by the **Security** option.
- 3) Under the **Security** option, navigate to the **Credential storage** section and press the option **Trusted credentials**.

**Trusted credentials** screen shows the list of all installed CA certificates, arranged in two tabs: **System** and **User** tab.

- 4) Navigate to the **System** tab.

The Certificate authority (CA) certificates, permanently pre-installed in the ROM of the Android device, are displayed here.

- 5) Navigate to the **User** tab.

All CA certificates that have been installed by the user are displayed here.

---

**NOTICE:** The **Root CA** certificate is also stored under the **User** tab of the **Trusted credentials** section.

---

- 6) To see the CA certificate's details, tap on its name.

A scrolling screen displays the details related to the certificate.

### 2.3.1.3 How to Disable or Remove a Root CA Certificate

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

#### *Step by Step*

- 1) Go to the Home screen and press the **Menu** button.
- 2) In the **Menu**, push **Settings** followed by the **Security** option.
- 3) Under the **Security** option, navigate to the **Credential storage** section and press the option **Trusted credentials**.

**Trusted credentials** screen shows the list of all installed CA certificates, arranged in two tabs: **System** and **User** tab.

- 4) Navigate to the **System** tab.

The Certificate authority (CA) certificates, permanently pre-installed in the ROM of the Android device, are displayed here.

- 5) Tap the CA certificate name.

A scrolling screen with the certificate's details is displayed.

- 6) To disable a Root CA certificate, scroll down to the bottom of the details screen and tap **Disable** button.

You will be prompted to confirm the Root CA certificate disabling.

- 7) Click **OK**.

A system CA certificate has been disabled and the button at the bottom of its details screen is changed to **Enable**, so that it can be enabled again, if necessary.

- 8) Navigate to the **User** tab.

All CA certificates that have been installed by the user are displayed here.

---

**NOTICE:** The **Root CA** certificate is also stored under the **User** tab of the **Trusted credentials** section.

---

- 9) Tap the user-installed CA certificate name.

A scrolling screen with the certificate's details is displayed.

- 10) To remove the user-installed CA certificate, scroll down to the bottom of the details screen and tap **Remove** button.

You will be prompted to confirm the user-installed CA certificate removal.

- 11) Click **OK**.

The user-installed CA certificate has been removed permanently from the Android 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 a secure email.
- 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 the client and the server can be established.

### 2.3.2.1 How to Install a Client Certificate via a default Mail Client

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 email to each device that runs the OpenScape Mobile application. The certificate must have an extension *.osmc*.
- The OpenScape Mobile user has received the second email 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 email.

---

- Root CA Certificate has been installed in the Android trusted 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 in some devices because of the different email clients delivered by manufacturers and installed by users.

---

#### **Step by Step**

- 1) Using the default email client embedded on your Android device, open an email 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 email attachment with the *.osmc* extension.

---

**NOTICE:** Android devices are known to behave differently when handling attachment and if the described mechanisms do not work, please consult your system administrator for help.

---

By default, continue with the Step 5.

In case an additionally displayed operation menu leads you to **View** or to **Save** the attachment, refer to the Step 3.

- 3) Select the option **View attachment** and follow the Step 5.
- 4) In case the option **Save attachment** is selected, you will be asked to view the directory the attachment was saved in.
  - a) Click **Yes**
  - b) A pop-up window **Complete action using** will appear.
  - c) Scroll down to find the **OpenScape Mobile** item and tap on it.
- 5) OpenScape Mobile will prompt you to enter the password that you received for your certificate in the separate email (sent by your system administrator).
- 6) Enter the password and click **OK**.

The OpenScape Mobile Application reads the content of the certificate file and stores the Client certificate in the client keystore (i.e. application keychain owned by OpenScape Mobile).

---

**NOTICE:** OpenScape Mobile shall accept a single Certificate from each Certification Authority.

In case a user attempts to install a certificate that is determined to be a duplicate, the warning message will appear and corresponding certificate will be ignored (it will not be installed).

In addition, up to 5 unique Client certificates may be installed in the OpenScape Mobile keychain. If the user attempts to install more certificates, the user shall be required to remove the existing certificate in order to make space for the new certificates.

---

The Client certificate has been stored in the OpenScape Mobile application keychain.

### 2.3.2.2 How to Install a Client Certificate via device Local store

There may be some variation between different vendors of Android devices and thus here is an alternative scenario for installing Client certificates.

#### **Prerequisites**

- Appropriate driver(s) installed on your computer in order to detect and enable connection to your device.
- Client certificate has been sent, as an attachment, via a secure email to each device that runs the OpenScape Mobile application. The certificate must have an extension `.osmc`.
- The OpenScape Mobile user has received the second email 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 email.

---

- Root CA Certificate has been installed in the Android trusted 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 in some devices because of the different versions of Android Operating System.

---

### Step by Step

- 1) Connect you Android device to the USB port of your PC via cable.

The connection has been detected.

- 2) Select the USB **Disk drive** or similar “mass storage” option.

At the computers that have Windows OS, the internal SD card of the Android device will show up in the Windows Explorer (or other file viewer) as a drive letter (for example, **G:**).

- 3) Open the email from your System Administrator that contains Client certificate as an attachment.

---

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

---

- 4) Save the attachment to the root directory on the SD card of your Android device (i.e. your phone’s external memory).

The Client certificate (**<file name>.osmc** file) has been saved and appears on the Android disk drive.

- 5) Safely eject the removable disk drive and disconnect the USB cable.

---

**NOTICE:** Make sure that the Android device has mounted the SD card again, by seeing a small notice on the display for a few seconds, right after disconnecting the USB cable.

---

- 6) Use File manager or similar Android application (vendors provide different applications for managing files, such as File Explorer, Downloads, etc.) and tap on the downloaded certificate (**<file name>.osmc** file).

OpenScape Mobile will prompt you to enter the password that you received for your certificate in the separate email (sent by your system administrator).

- 7) Enter the password and click **OK**.

OpenScape Mobile Application reads the content of the certificate file and stores the Client certificate in the client keystore (i.e. application keychain owned by OpenScape Mobile).

---

**NOTICE:** OpenScape Mobile shall accept a single Certificate from each Certification Authority.

In case the user attempts to install a certificate that is determined to be a duplicate, the warning message will appear and corresponding certificate will be ignored (it will not be installed).

In addition, up to five unique Client certificates may be installed in the OpenScape Mobile keychain. If the user attempts to install more certificates, the user shall be required to remove the existing certificate in order to make space for the new certificates.

---

The Client certificate has been stored in the OpenScape Mobile application keychain.

### 2.3.2.3 How to Manage the installed Client Certificates

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

#### *Step by Step*

- 1) To access the installed certificates:
  - tap the lower right-hand corner of the OpenScape Mobile widget and then navigate to the **Settings** tab, or
  - tap the OpenScape Mobile application icon and then navigate to the **Settings** tab.

- 2) Tap **Advanced > Certificate Management**, followed by the **Certificates** option.

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

- 3) To delete the Client certificate, tap and hold its name.

**Delete Certificate** message appears.

- 4) Tap on the **Delete Certificate** message and confirm your deletion by choosing the **OK** button.

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

To ensure a secure connection between the OpenScape Mobile application and the servers (i.e. Mobile Façade Server (HTTP connection) and OpenScape Voice Server/Session Border Controller (SIP connection)), it is recommended to use the Server Certificates. It helps authenticating the Servers to the Client.

### 2.3.3.1 How to configure Server Certificate validation

This feature allows to configure the 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) To access certificates configuration area:
  - tap the lower right-hand corner of the OpenScape Mobile widget and then navigate to the **Settings** tab, or
  - tap the OpenScape Mobile application icon and then navigate to the **Settings** tab.
- 2) Tap **Advanced**, followed by **Certificate Management** option.

---

**INFO:** By default, the option **Allow Invalid Certificates** is disabled (unchecked).

---

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

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, leave the option **Allow Invalid Certificates** unchecked.

In that way, the users can accept and validate Server certificate during the 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 valid, but the Server certificate for SBC or OSV is invalid, OpenScape Mobile shall operate in "Callback" mode. The prerequisite is that **Allow Invalid Server Certificate** option is unchecked.

---

## 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 Android 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 configuration, on 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.
- If you are configured for Integrated mode, 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 (not recommended), the **Route Calls to Cell** setting on the last device registered will be used for routing purposes.

Generally speaking, 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, on any other device you prefer. In the upcoming chapters, you will see how to control which devices 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, or
  - 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 voicemail box (if you have it configured).
- If your OpenScape Mobile is *not* reachable over Wi-Fi (OpenScape Mobile is turned off or without the 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 voicemail box (if configured) or your cell phone voicemail box (if configured). Which voicemail box depends upon which one 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 voicemail box (if configured).

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

---

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

### 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 voicemail 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 voicemail 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 voicemail 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 voicemail box (if you have it configured)
- If you are, for example, always in a meeting for an hour on Thursday mornings, you can set a rule that routes incoming calls during that time to your secretary.

### UC-Only Configuration

The call is routed to your preferred device or to the device that is set according to a rule you 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 your voicemail (if configured).
- If you are, for example, always in a meeting for an hour on Thursday mornings, 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 Phone

When a new call arrives at the Wi-Fi phone, it will display 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 Android picture.

### *Step by Step*

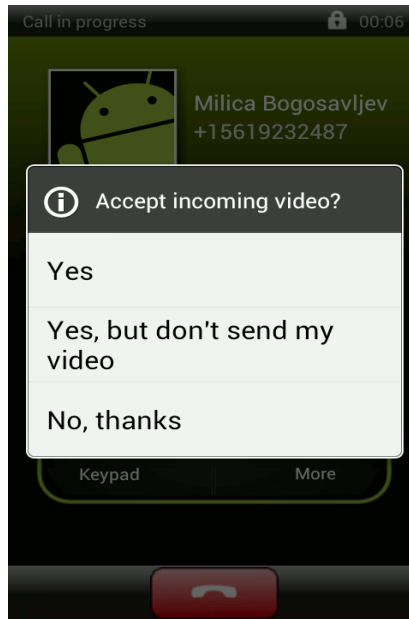
- 1) Tap the green handset button (down left) to answer the call via Wi-Fi.
  - a) In case of an incoming video call, it can be accepted as a voice or a video call.
    - Tap the green handset button (down left) to accept as a voice-only call. The call will continue without video.
    - Tap the green camera button (middle down) to accept the incoming video and send also your 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 first to accept the video call and then remove sending video (tap **More > Remove video**).

---

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



- Tap **Yes** to accept the incoming video and respond with your own video
- Tap **Yes, but don't send my video** to accept the video without sending your 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 disappear 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) If your phone is locked when a new call arrives, the display will turn on and the phone will ring or vibrate, depending on how you have the phone

configured. To see the incoming call screen and answer the call, first unlock the phone.

### 3.1.2 How to Answer Calls on a Different Device

The middle section of the “incoming calls” screen has buttons that allows you to send the call to the different devices.

#### *Step by Step*

- › To select the desired device, simply tap the specific button. For example, tap:
  - **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 the 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).

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 an 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*

- › If you do not want to answer a call, nor to send it to your voice mail, tap the red handset button (down right).

Perform the same action to reject the incoming video call.

The incoming call will be dropped (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 phone, the cell phone or both. Each option works separately.

If you decide, for example, to stop sending calls to the Wi-Fi phone, the OpenScape Voice Server will still send calls to the cell phone (unless you also request to stop sending calls 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 so, only the setting of **Route Calls To Cell** on the last device will be used for routing purposes. That setting on the other device(s) will be ignored.

---

### Step by Step

- 1) To stop receiving calls to your Wi-Fi phone:
  - scroll to the home screen that has the OpenScape Mobile widget and tap the **On/Off** button to turn it off.
  - tap the OpenScape Mobile application icon, navigate to the **Settings** tab and then, in the Action overflow, tap **Exit**.
- 2) To stop receiving calls to your cell phone, confirm that OpenScape Mobile is turned on and connected to the OpenScape Voice Server (i.e. there is a green LED in the notification bar).
- 3) If necessary, scroll to and tap **Settings**, and then uncheck the **Route Calls To Cell** option.

---

**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, you must 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 your calls will be 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 and the OpenScape Mobile routing is not executed. Incoming calls are routed to the selected device. (A call can still be moved, or 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, the 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, scroll to and tap **User** and then tap **Devices**.  
A list of all of your devices is displayed.
- 2) Tap the device of your preference and then check the **Preferred Device** option, followed by **OK**.
- 3) To activate a rule, scroll to and tap **User** and then tap **Rules**.
- 4) Choose the rule you want to activate.

---

**INFO:** For more information, refer to the "OpenScape UC Application Web Client User Guide".

---

## 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 phone, 10 seconds on the desk phone and 15 seconds on the cell phone.

---

**INFO:** Contact your System Administrator to change the time a call will ring on each device.

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 a poor network quality (i.e. 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

Calls can be made via Wi-Fi or over the cellular network.



---

### 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.**

---

OpenScape Mobile is integrated with the applications in your phone and you can use the same phone keypad, contact list and call log that you use for cellular calls.

---

**NOTICE:** Android's native dialer, contacts and journal do not allow to initiate a video call via OpenScape Mobile. To make a video call, start first a voice call and then use the option **More > Add Video**.

It is possible to start video calls from within OpenScape Mobile (through **Journal**) in UC-only and Integrated configurations, since it has its own call log screen in those modes.

---

---

**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 - Voice-Only Configuration

### *Step by Step*

- 1) To make a call in Voice-Only Configuration, perform one of the following
  - If the OpenScape Mobile application dialpad is enabled (see the chapter *Settings*, section "*Enable Native Dialpad*") enter the number via that dialpad. In case the OpenScape Mobile application dialpad is disabled, dial the number via the native Android dialpad.
  - Go to phone native **Contacts** and choose a name/number
  - Go to phone native **Journal** and choose a name/number from the call log.

---

**INFO:** The called person will see your desk phone number as the calling number.

---

---

**NOTICE:** When using the native Android dialpad, 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 by using the native Android dialpad, start fist 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**.

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 phone 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) Using the cellular network:
- a) If you are connected to Wi-Fi, tap the **On** button in OpenScape Mobile to turn it off.
  - b) Make the call as you normally would. OpenScape Mobile will let the cell phone dial the number.

---

**INFO:** The called person will see your cell phone number as the calling number.

---

### 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

- › To make a call in UC-Only Configuration, perform one of the following:
  - If the OpenScape Mobile application dialpad is enabled (see the chapter *Settings*, section "*Enable Native Dialpad*") enter the number via that dialpad. In case the OpenScape Mobile application dialpad is disabled, dial the number via the native Android dialpad.
  - Tap **Contacts** and choose a name/number
  - Tap **Journal** and choose a name/number from the call log.

---

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

---

OpenScape Mobile sends the request to the server which will call back the selected device.

- a) To initiate a video call using **Journal**, tap **Video Call**.



**b)** To initiate a video call using **Contacts** and the native Android dialpad, start first the voice call and then, once the called party answers, tap the option **More > Add Video**.

**c)** To add video to an ongoing voice call, tap **More > Add Video**.

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.

---

**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**

- › To make a call in the Integrated Configuration, perform one of the following:
  - If the OpenScape Mobile application dialpad is enabled (see the chapter *Settings*, section "*Enable Native Dialpad*") enter the number via that dialpad. In case the OpenScape Mobile application dialpad is disabled, dial the number via the native Android dialpad.
  - Tap **Contacts** and choose a name/number
  - Tap **Journal** and choose a name/number from the call log.

---

**INFO:** Go to the **Settings** and uncheck **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.

---

When the option **Enable Native Dialpad** is checked, you must use the native-Android dialpad to dial the numbers. Consequently, all the outgoing calls will go through the OpenScape Mobile application (since it will trap the dialed-digits). On the other hand, when this option is unchecked, only the numbers dialed via the OpenScape Mobile application dialpad will result in the outgoing calls made through the OpenScape Mobile application, whereas the numbers dialed via the native Android dialpad will go through the cellular network. (for details, see the chapter *Settings*, section "*Enable Native Dialpad*").

- a) To initiate a video call using **Journal**, tap **Video Call**.
- b) To initiate a video call using **Contacts** and the native Android dialpad, start first the voice call and then, once the called party answers, tap the option **More > Add Video**.
- c) To add video to an ongoing voice call, tap **More > Add Video**.

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.

---


- 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 V7R1 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:** Checking 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:
  - Enter the number from the phone dialpad or
  - Tap **Contacts** and choose a name/number or
  - Tap **Journal** 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 email 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.

---

**NOTICE:** There is a known issue with the Gmail client for Android: it always attempts to open URLs in a new browser window, instead of invoking the associated application.  
If you are using another application: please report the issue.

---

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 between your Wi-Fi devices, desk phone, cell phone and other destinations, such as recent calls, 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 Phone 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 call Journal, 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.

---

**INFO:** Notice the warning at the bottom about a weak cellular signal. If you select your cell phone and the cellular provider is not able to complete the call, it will end up in the cell phone voice mail box.

---

- 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.


---

- Tap **Move History** to select from a list of recently used devices.
- Tap **Device List** to view your terminal-device list (Integrated configuration only).
- Choose a name/number from the call **Journal**
- Choose a name/number from the **Contacts** list
- Tap **Android Dialer/Dialpad** to access the keypad.

### 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, tap the phone’s “menu” button and scroll to the OpenScape Mobile widget.
- 2) Tap the green desk phone  icon to display the call slider.
- 3) 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.

For example, if you are moving an active call from the smartphone to your tablet, pull the call using the call slider (on tablet) from the **Other Wi-Fi** (smartphone) to **Wi-Fi** (tablet).

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

When the desk phone has a call, the desk phone button in the OpenScape Mobile widget will change its color to green. The number and name (if available) of the caller connected to the desk phone are shown in the bottom part of the widget. The call can then be moved to either a different device (e.g. Wi-Fi, cell phone, or the last used device) or a new destination (via the call Journal, Contacts list, the keypad, or a list of recently used devices).

#### Step by Step

- 1) Tap the phone’s “menu” button and scroll to the OpenScape Mobile widget.
- 2) Tap the green desk phone  icon to display the call slider. It will show a call on the desk phone.
- 3) 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.
- 4) 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.

---

- Tap **Move History** to select from a list of recently used devices.
- Tap **Device List** to view your terminal-device list (Integrated configuration only).
- Choose a name/number from the call **Journal**
- Choose a name/number from the **Contacts** list
- Tap **Android Dialer/Dialpad** (or **Keypad** on tablet device) to access the keypad.

### 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 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 phone 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) Tap the phone's "menu" button and scroll to the OpenScape Mobile widget.
- 2) Tap the green desk phone  icon to display the call slider. It will show a call on the cell phone.
- 3) 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.
- 4) 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.

---


- Tap **Move History** to select from a list of recently used devices.
- Tap **Device List** to view your terminal-device list (Integrated configuration only).
- Choose a name/number from the call **Journal**
- Choose a name/number from the **Contacts** list

- Tap **Android Dialer/Dialpad** to access the keypad.

### 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, desk or cell phone, or moved using the Recents list, Contacts list, the keypad, or a list of recently used devices. The green phone *Move* button in the *in-call* screen indicates that a call can be moved.

#### Step by Step

- 1) Tap the phone's "menu" button and scroll to the OpenScape Mobile widget.
- 2) Tap the green desk phone  icon to display the call slider. It will show a call on the "last used device" icon.
- 3) 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" icon and slide it to the destination device. Release the slider when you get there.
- 4) 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.


---

- Tap **Move History** to select from a list of recently used devices.
- Tap **Device List** to view your terminal-device list (Integrated configuration only).
- Choose a name/number from the call **Journal**
- Choose a name/number from the **Contacts** list
- Tap **Android Dialer/Dialpad** to access the keypad.

### 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) Tap the phone's "menu" button and scroll to the OpenScape Mobile widget.
- 2) Tap the green desk phone  icon to display the call slider.



- 3) 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 icon and slide it to the desk phone. Release the slider when you get there.

### 3.3.7 How to Cancel the Call Move

If you selected the green-highlighted desk phone **Move** button and decide that you no longer wish to move the call, simply tap the Android "back" button to remove the slider from the screen.

### 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.

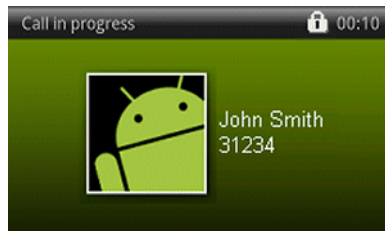
---

- **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 and video communication end-to-end.

If your system is configured to provide media security you will see a "lock icon" near the right-hand side of the notification bar. This indicates that you and the other party (or parties in the case of a conference call) are in a secure connection.



The lock icon is crossed out indicating a connection that is not secure when you (or your conference) are connected to a party whose device does not support secure calls.



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 "in call" screen tap **More...** to display the transfer option.

---


**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.

---

- 2) Tap **Transfer**.
  - a) In case of Integrated configuration:
    - Choose a name/number from the **UC Contacts** list, or
    - Choose a name/number from the **UC Journal** list, or
    - Tap **Android Dialer/Dialpad**, enter the number and tap the **Call** button.
  - b) In case of Voice-Only configuration, tap **Android Dialer/Dialpad**, enter the number, and tap the "call" button.

### 3.5.2 How to Transfer a Desk or Cell Phone Call

#### *Step by Step*

- 1) Tap the phone's "home" button and scroll to the OpenScape Mobile widget.
- 2) Tap the "Call Control"  icon to display the transfer option.

3) Tap **Transfer Call**.

- a) In case of Integrated configuration, the transfer options for the desk call are to:
  - Choose a name/number from the **UC Contacts** list, or
  - Choose a name/number from the **UC Journal** list, or
  - Tap **Android Dialer/Dialpad**, enter the number and tap the **Call** button.
- b) In case of Voice-Only configuration, the transfer option for the desk call is to tap **Android Dialer/Dialpad**, enter the number, and tap the "call" button.

## 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 not 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 OpenScape 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

The OpenScape Mobile application will use the Bluetooth device (when connected and on) for audio purposes.

#### Prerequisites

- If the Circuit Android mobile client is up and running on your mobile device, it will intercept the usage of Bluetooth device with the OpenScape Mobile application. As a result no audio or voice will be supported on any paired Bluetooth device. To resolve this problem, please stop the Circuit application by clicking **Force stop** under **Settings > Apps**.

---

**NOTICE:** We do not support call control (dialing, hanging up, etc.) through a Bluetooth device. This means that you can not use the buttons that are physically located on the Bluetooth device to initiate, answer or clear the OpenScape Mobile call.

---

If you have turned off Bluetooth discovery as a security precaution, it will need to be turned on for Bluetooth to be used. After this, there is no need to manually select Bluetooth when making and receiving a call

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

#### Step by Step

- 1) Tap **More...** in the "Call in progress" screen.
- 2) Change audio to the mobile device's speaker or earpiece by tapping the appropriate button.

---

**NOTICE:** Some phone/Bluetooth device combinations may need to be "reset". While not on a call, disconnect the Bluetooth device, turn OpenScape Mobile on and re-connect the Bluetooth device.

---

### 3.8 How to Use OpenScape Voice Features via Access Codes

Most OpenScape Voice features that are invoked with access codes can be used with the OpenScape Mobile client. Some features may not be compatible (e.g. neither CCBS or CCNR is allowed if the calling party is an OpenScape Mobile subscriber.) Refer to section on "*Specific Scenarios*".

Access codes are short numbers (usually two digits) prefixed with a star (\*) or pound (#) sign. Contact your System Administrator to get a list of access codes configured in OpenScape Voice.

When using the access code in OpenScape Mobile **you need to enter an extra \* or #** to avoid clashing with the access codes configured by your cellular provider.

For example, if your System Administrator assigned the access code \*22 for Group Call Pick-Up, you need to dial \*\*22 from your OpenScape Mobile client.

---

**INFO:** The extra \* or # tells OpenScape Mobile that it is an OpenScape Voice feature, not a service from your cellular provider.

---

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


OpenScape Mobile adds a check mark to the voice mail icon in the widget to indicate that you have unheard messages in your voice mail box.

---

**INFO:** Not available in the UC-Only configuration.

---

#### Step by Step

- 1) Tap the voicemail  icon to connect to the voice mail server.
- 2) Retrieve the messages as you normally would.



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

OpenScape Mobile monitors the strength of the Wi-Fi signal when you are in a Wi-Fi call. If the signal starts to get weaker, OpenScape will vibrate your phone one time to indicate that the call may disconnect (if the signal continues to get weaker). If the signal continues to get weaker, OpenScape will vibrate your phone two times in a row to indicate that the signal is reaching a point where the call may drop.

#### Step by Step

- › When you notice the speech degradation you can:

## Using OpenScape Mobile

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

- 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 the cell phone (if the cell phone signal is strong in that area).



## 4 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.

### 4.1 Notifications related to the call state

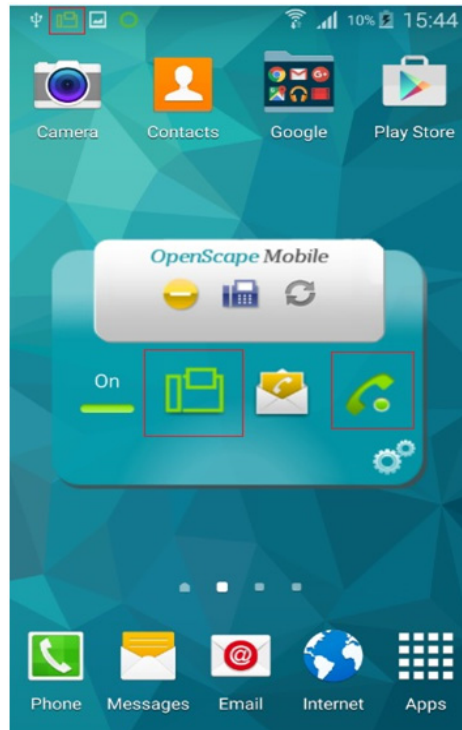
The OpenScape Mobile application has been enhanced in order to notify users about the state of their call.

In case there is an incoming or ongoing call, you will be notified about the current status of that call in one of the following ways:

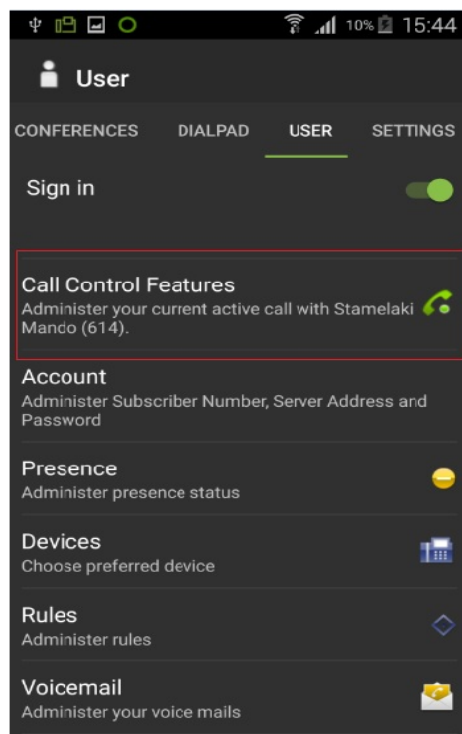
- On the OpenScape Mobile widget, the buttons Call Control  and Move  will be enabled.

## UC-Only mode

Notifications related to the call state



- Under **User** tab, the **Call Control Features** will be displayed.



- A new notification will appear in the notification area (i.e. upper corner of the screen).
- In case there is an incoming call, your device will vibrate.

## 4.2 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):
  - **Deflect Call** - allows you to deflect an incoming call to another destination of your preference (e.g. you UC Contact, Journal entry or any number that can be dialed via the dialpad).
  - **Clear Call** - allows you to clear (drop) the call.
2. in case there is an ongoing call:
  - **Transfer Call** - allows you to transfer an ongoing call to another destination of your preference (e.g. you UC Contact, Journal entry or any number that can be dialed via the dialpad).
  - **Hold Call** - allows you to place an ongoing call on hold.

---

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



---

- **Consultation Call** - allows you to make a consultation call towards different destinations (e.g. you UC Contact, Journal entry or any number that can be dialed via the dialpad).  
Additionally, you can use the option **Conference** to start a conference call between you and other participants.
- **Clear Call** - allows you to clear your call.

## 4.3 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) When there is an incoming call, you will be notified in one of the following ways:
  - a) your mobile device will vibrate
  - b) on the OpenScape Mobile widget, the buttons Call Control  and Move  will be enabled
  - c) under **User** tab, the **Call Control Features** will be displayed.
  - d) new notification will appear in the notification area (i.e. upper corner of the screen).

## UC-Only mode

### How to Transfer a Call in UC-Only mode




- 2) To move an ongoing call:
  - a) on the OpenScape Mobile widget, tap the green desk phone  icon
  - b) in the notification area (i.e. upper corner of the screen) tap **Move Call**.  
The call slider with the available targets (i.e. destination devices) is displayed.
- 3) To choose the new target, do the following:
  - tap the new destination of the call
  - touch and hold the highlighted Office phone icon and slide it to the cell phone. Release the slider when you get there.

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

## 4.4 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) When there is an incoming call, you will be notified in one of the following ways:
  - a) your mobile device will vibrate
  - b) on the OpenScape Mobile widget, the buttons Call Control  and Move  will be enabled
  - c) under **User** tab, the **Call Control Features** will be displayed.
  - d) new notification will appear in the notification area (i.e. upper corner of the screen).
- 2) To transfer an ongoing call:
  - a) on the OpenScape Mobile widget, tap the Call Control 
  - b) navigate to the **User** tab and tap **Call Control Features**.  
The **Transfer Call** option will be displayed.
- 3) Tap **Transfer Call** and then choose one of the following options:
  - a) a name/number from the **UC Contacts** list, or
  - b) a name/number from the **UC Journal** list, or
  - c) tap **Android Dialer/Dialpad**, enter the number and tap the **Call** button.

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

## 4.5 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) When there is an incoming call, you will be notified in one of the following ways:
  - a) your mobile device will vibrate
  - b) on the OpenScape Mobile widget, the buttons Call Control  and Move  will be enabled
  - c) under **User** tab, the **Call Control Features** will be displayed.
  - d) new notification will appear in the notification area (i.e. upper corner of the screen).
- 2) To deflect an incoming call:
  - a) on the OpenScape Mobile widget, tap the Call Control 
  - b) navigate to the **User** tab and tap **Call Control Features**.  
The **Deflect Call** option will be displayed.
- 3) Tap **Deflect Cal** and then choose one of the following options:
  - a) a name/number from the **UC Contacts** list, or
  - b) a name/number from the **UC Journal** list, or
  - c) tap **Android Dialer/Dialpad**, enter the number and tap the **Call** button.

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

## 4.6 How to make a Consultation Call in UC-Only mode

This feature allows you to make a consultation call towards different destinations (e.g. you UC Contact, Journal entry or any number that can be dialed via the dialpad). 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.

### *Step by Step*

- 1) When there is an incoming call, you will be notified in one of the following ways:
  - a) your mobile device will vibrate



2) To clear a call:

a) on the OpenScape Mobile widget, tap the Call Control 

b) navigate to the **User** tab and tap **Call Control Features**.

The **Clear call** option will be displayed.

3) Tap **Clear call** and verify that you want to clear the call.

The call will be cleared.

## 5 User (on the Andorid phone only)

This view (available only on your Android phone) allows to configure your OpenScape Mobile user.

The following settings are available from this screen:

- **Sign in** - allows you to start/terminate the application by setting the **Sign in** slider to On/Off.
- **In Call Feature** - it is displayed only when you have an active call.
- **Account** - it contains information related to your OpenScape Mobile account.
- **Call forwarding is active** - it is displayed only when the **Call Forwarding** is activated. Otherwise, it does not appear. (For more information, refer to the chapters "*How to Configure Call Forwarding*").
- **Presence** - you can invoke the list of status options for your presence display.
- **Devices** - this view opens your device list. In there you can add, edit or delete a device. Furthermore, you can select a device to be your preferable device for the One Number Service (ONS).
- **Rules** - you can activate or deactivate a rule for handling your calls.
- **Voicemail** - tap to connect to your voicemail service and retrieve your messages.

### 5.1 How to set up your Account on the Android phone

Filled in the following information related to your OpenScape Mobile account:

#### *Step by Step*

- 1) Tap the OpenScape Mobile application icon, or go to the OpenScape Mobile widget and tap on the lower right-hand corner.
- 2) Scroll the top bar to **User** and tap.
- 3) Tap **Account** to view and edit the following information:
  - 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.

### 5.2 How to perform a Call Control

**In Call Feature** allows you to have the full control over your calls.

The following call controls are provided:

- **Transfer Call** - allows you to transfer the ongoing call to someone else (e.g. you UC Contact, Journal entry, etc.)



- **Clear Call** - allows you to clear your call.

## 5.3 How to Select Presence Status


To change your own **Presence** status.

### *Step by Step*

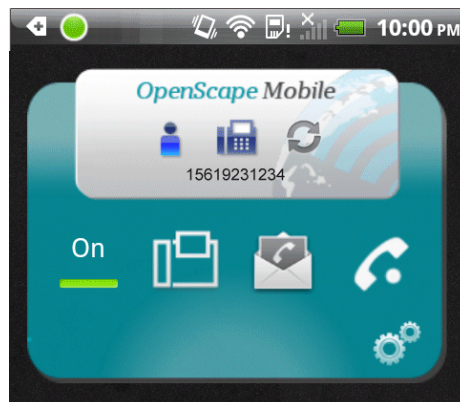
- 1) Tap the OpenScape Mobile application icon, or go to the OpenScape Mobile widget and tap on the lower right-hand corner.
- 2) Scroll the top bar (on the phone) to **User > Presence**, or Status bar (on the tablet) to presence (icon) and tap on it.
- 3) Tap one of the desired statuses and :
  - **Available**
  - **Be right back**
  - **Busy**
  - **In a meeting**
  - **Do not disturb**
  - **Unavailable**
- 4) In the Action overflow (on the phone), or the Menu bar (on the tablet), tap **Refresh**.

The presence status that you have selected can now be seen by your OpenScape Mobile contacts in the margin at the bottom of their screen.

---

**NOTICE:** You can change your status settings directly from the OpenScape Mobile widget by tapping the "Status" icon indicated in the display (see ).

---



### 5.3.1 How to Change Profile Data for Presence Settings

To change your own profile data for the presence setting in the OpenScape UC Application:

#### *Step by Step*

- 1) Tap the OpenScape Mobile application icon, or go to the OpenScape Mobile widget and tap on the lower right-hand corner.
- 2) Scroll the top bar (on the phone) to **User > Presence**, or Status bar (on the tablet) to presence (icon) and tap on it.
- 3) Enter an appropriate location description in the **Location** field.
- 4) Enter an optional message in the **Note** field that displays when other OpenScape Mobile users view your presence.

The entered/changed fields are transmitted to the OpenScape UC Application and the **Profile** dialog closes.

In the OpenScape UC Application the information you provided above is copied to the settings dialog for your private presence data. This means that your presence data displayed to other OpenScape UC Application users is now up to date.

## 5.4 Devices

The **Devices** view opens the list of your devices.

Here you can select, add, edit, or delete a 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".
- **Desk Phone** - Calls are routed first to your desk 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).

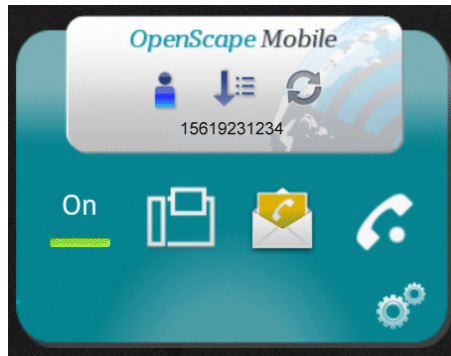
Using the **Devices** view you can:

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

---

**IMPORTANT:** You select the device you prefer directly from the OpenScape Mobile widget by tapping the "Devices" icon. (↓☰ is shown as an example in the following figure.)

---



## 5.4.1 How to Select Preferred Device

You can select which device will be used to receive the incoming calls and make the outgoing calls.

### *Step by Step*

- 1) To select a preferred device from the device list:
  - from the OpenScape Mobile widget, tap the "Devices" icon. (e.g. ↓☰ )
  - scroll the top bar (on the phone) to **User > Devices** or Status bar (on the tablet) to device (icon) and tap on it.

A list of all device will be displayed.

- 2) Tap to select the device that you most prefer.

## 5.4.2 How to Add a new Device

To add a new device to the device list:

### *Step by Step*

- 1) Tap the OpenScape Mobile application icon, or go to the OpenScape Mobile widget and tap on the lower right-hand corner.
- 2) Scroll the top bar (on the phone) to **User > Devices**, or Status bar (on the tablet) to devices (icon) and tap on it.
- 3) Tap **Menu** and then **New Device** (on the mobile phone), or tap the small "+" on the Status bar (on the tablet), to open the dialog.
- 4) In the **New Device** dialog, enter the following information:
  - a) **Name:** <Enter a unique name>

- b) **Address:** +491710007222 (example Europe) or  
**Address:** +15619231234 (example USA)
  - c) Set the maximum ring time on this device via the **RNA** radio button (**Unlimited**, for example, means infinite ring time).
- 5) Scroll up, if necessary and tap **OK**.
- The window closes and the device list refreshes automatically.

### 5.4.3 How to Edit Device Settings

To edit a device settings:

---

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

---

#### Step by Step

- 1) Tap the OpenScape Mobile application icon, or go to the OpenScape Mobile widget and tap on the lower right-hand corner.
  - 2) Scroll the top bar (on the phone) to **User > Devices**, or Status bar (on the tablet) to devices (icon) and tap on it.
  - 3) Tap the device that you want to edit.  
The **Edit Device** dialog opens.
  - 4) Change the settings of the device as desired.
    - a) You can set the maximum ring time on the device via the **RNA** radio button (**Unlimited**, for example, means infinite ring time).
  - 5) Tap **OK**.
- The window closes and the device settings will be updated.

### 5.4.4 How to Delete a Device

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) Tap the OpenScape Mobile application icon, or go to the OpenScape Mobile widget and tap on the lower right-hand corner.
- 2) Scroll the top bar (on the phone) to **User > Devices**, or Status bar (on the tablet) to devices (icon) and tap on it.

- 3) Tap the device that you want to delete.
- 4) Tap **Delete device**.

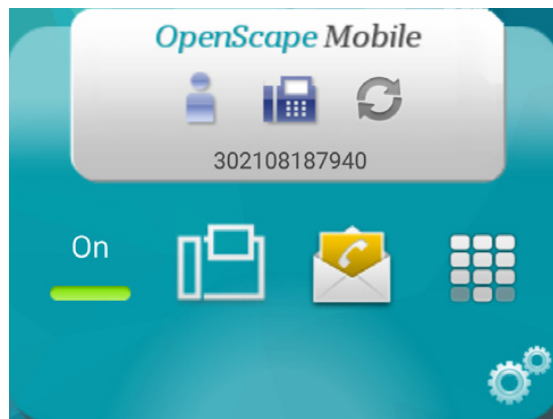
The device is deleted and the device list refreshes automatically.

## 5.5 Dialpad

The OpenScape Mobile application provides two kinds of dialpads to dial the numbers when making an outgoing call:

- the native Android dialpad - for making a phone call via the cellular network
- the OpenScape Mobile application dialpad - for making an OpenScape Mobile phone calls via your enterprise network.

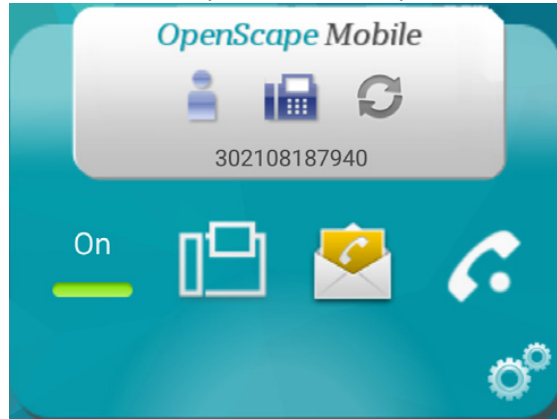
When the OpenScape Mobile application dialpad is enabled and the application is in the idle state, the dialpad icon will be displayed in the widget (instead of the call control icon).Also, a new tab **Dialpad** will be enabled and visible in the top action bar.



If you tap the dialpad icon, the new dialpad view will open, allowing you to dial the numbers. The OpenScape Mobile application dialpad operates in the same way as the native Android dialpad. For example, it allows you to dial a number and make directly a voice or video call (by tapping the camera icon); to copy and paste a number into the dialer or to erase the wrong digits.

When the OpenScape Mobile application dialpad is disabled and the application is in the idle state, the widget will not contain the dialpad. In this case you must

use the native Android dialpad to dial the numbers. Also, the **Dialpad** tab will be disabled and not present in the top action bar.



For more information, refer to the chapter *Settings*, section "*Enable Native Dialpad*".

## 5.5.1 How to Call a Phone Number

To call a phone number via the OpenScape Mobile application, perform the following steps:

### *Step by Step*

- 1) Tap the OpenScape Mobile application icon, or go to the OpenScape Mobile widget and tap the **Settings** icon.
  - a) If the OpenScape Mobile application dialpad is enabled (see the chapter *Settings*, section "*Enable Native Dialpad*"), enter the number via that dialpad.
  - b) If the OpenScape Mobile application dialpad is disabled (see the chapter *Settings*, section "*Enable Native Dialpad*"), dial the number via the native Android dialpad.
- 2) To initiate a voice call, tap on the green handset button.
  - a) To add video to an ongoing voice call, tap the green camera button.
- 3) To initiate directly a video call, navigate to the OpenScape Mobile application dialpad and tap the green camera button.

---

**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).

## 5.6 How to Set a Rule

This chapters describe how to activate or deactivate a rule for handling your calls. (For details, please refer to the "*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.

To activate or deactivate a rule for handling your calls:

### **Step by Step**

- 1) Tap the OpenScape Mobile application icon, or go to the OpenScape Mobile widget and tap on the lower right-hand corner.
- 2) Scroll the top bar (on the phone) to **User > Rules**, or navigation bar (on the tablet) to **Rules** and tap on it.
- 3) Tap the rule you wish to activate (or deactivate).

The rule will become active.

---

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

---

## 6 Settings (on the Android phone)

This section contains basic and advanced settings related to the OpenScape Mobile application. It is needed to properly configure OpenScape Mobile to connect to either the OpenScape Voice Server (Voice-Only configuration) or the OpenScape UC server (UC-Only and Integrated configurations).

The following settings are available from this screen:

- **Use Wi-Fi Only** - when this option is checked, 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.
- **Outgoing Call Prompt** - when this option is checked OpenScape Mobile will ask what device you want to use to make the call. Uncheck this option to allow OpenScape Mobile to automatically make the 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 never exposed in this case and only your office number is shown to the other parties. This option is unchecked by default.

---

**INFO:** Not displayed in Voice-Only configurations.

---

- **Enable Native Dialpad** - when this option is checked you must use the native Android dialpad to dial the numbers. Consequently, all the outgoing calls will go through the OpenScape Mobile application (since it will trap the dialed digits). By default, this option is checked.  
When this option is unchecked, only the numbers dialed via the OpenScape Mobile application dialpad will result in the outgoing calls made through the OpenScape Mobile application, whereas the numbers dialed via the native Android dialpad will go through the cellular network. This will help you to distinguish between the calls that are made via the cellular network and the calls made via the OpenScape Mobile application (i.e. enterprise network).
- **Device Specific Options** - described later in this section.
- **Advanced Settings** - described later in this section.
- **Route Calls to Cell** - when this option is checked, 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.
- **About**- contains Notices and Disclaimers for the OpenScape Mobile application.

---

**NOTICE:** To exit the OpenScape Mobile application, tap **Menu** (upper right-hand corner of the **Settings** screen) and then tap **Exit**.

---

### 6.1 Phone Device Specific Options

The following options are related to the specific devices:



- **Cell auto-answer** - when this option is checked, OpenScape Mobile attempts to auto-answer incoming calls redirected to the cell phone or established calls swiped to the cell phone. Not all cell phone brands and models are able to auto-answer calls and some of them don't auto-answer them consistently. If your cell phone number is not auto-answering consistently, uncheck this option to revert to manually answering those calls. (This option is unchecked by default.)
- **Speaker Correction** - when this option is checked, OpenScape Mobile attempts to correct a phone that selects the speaker for all calls or plays audio too softly or too loudly. Some phones, for example, default to speaker mode as soon as a call is initiated, where others play audio too loud on the earpiece and not loud enough on the speaker.
- **Disable Screen Lock** - when this option is checked, the screen will not be locked while OpenScape Mobile is in a call. This prevents the voice quality from degrading in some phones that incorrectly turn off the Wi-Fi radio when the screen locks (e.g. HTC Desire). Check this option only if your phone degrades the voice quality when the screen locks. It will use more battery while being in a call, because the screen will be on for the duration of the call.
- **Ringtones** - in case you use multiple Android devices (e.g. smartphone or tablets) this option allows you to utilize the Android devices native Ringtone List and set different ringtones (per device) for the incoming OpenScape Mobile calls.

In order to select a specific ringtone, tap the **Ringtones** option and then choose and hear (as a preview) one of the available ringtones. After saving, 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 Settings: **Settings > Sound > Ringtone**).

---

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.

## Settings (on the Android phone)

How to Access the Advanced Settings on your Phone

- **Country Specific Tones** - 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 **Country Specific Tones** option and then choose the tone that is related to one of the following countries:

- Austria
- Belgium
- Brazil
- Chile
- China
- Germany
- Russia
- Singapore
- Switzerland
- United States

After saving, currently selected country specific call progress tone will be displayed along side of the **Country Specific Tones** 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

## 6.2 How to Access the Advanced Settings on your Phone

OpenScape Mobile advanced settings allows you to adjust your application beyond the standard settings.

### *Step by Step*

- 1) Tap the OpenScape Mobile application icon, or go to the OpenScape Mobile widget and tap on the lower right-hand corner.
- 2) Scroll the top bar to **Setting** and tap **Advanced**.

The following settings are displayed (some of them will be “grayed out” because they are read-only, while others are enabled):

- **Cell Number** - in case OpenScape Mobile is able to automatically retrieve your cell phone number, this field will display that number (it will be a read-only). Otherwise, i.e. if OpenScape Mobile is not able to read the number, it will ask you to provide your cell phone number.
- **Cell Number Override** - for some cellular providers, Android is not able to read the number or reads a number that is no longer in use (e.g. from a previous SIM card used in the phone). In those cases you can use this field to enter a cell phone number or override the number that Android provided to OpenScape Mobile.
- **Call Through Cell Prompt** - When this option is checked 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). Uncheck the option to allow OpenScape Mobile to automatically use the cell phone to make a call when needed. This option is unchecked by default.
- **Disable Quality Warnings** - when you are on an active call and the Wi-Fi network quality is poor, you will be presented with the following notifications that will be played in parallel:
  - a) a message, indicating the quality of the network during a call, will be displayed (e.g., **Network quality is poor** or **Network quality is bad**)
  - b) the phone will vibrate
  - c) an advisory tone will be played.

---

**NOTICE:** The **Disable Quality Warnings** option does not apply to the carrier (mobile) network quality warnings.

---

When this option is checked OpenScape Mobile will no longer play notifications related to the degradation of the Wi-Fi network during a call. In case you want to receive notifications, leave this option unchecked.

Once the Wi-Fi network quality becomes better, all the notifications (message, vibration and tone) will stop playing.

- **UC Auto Refresh** - OpenScape Mobile automatically requests an update from the server as you move through the tabs. This option is checked by default. (UC-Only and Integrated configurations).
- **Route through cell List** - this feature allows the user to configure a list of numbers which once dialed, will not be intercepted by OpenScape Mobile application, but will be dialed directly over the cellular network. Among other numbers, the cell voicemail number can be configured, so that OpenScape Mobile will route it directly to cell. In case the voicemail number is not automatically added to the list, the user has to configure it manually.

---

**NOTICE:** In order to route the call over the cellular network, the dialed number has to match exactly one of the numbers present on the **Route through cell List**.

---

## Settings (on the Android phone)

How to Access the Advanced Settings on your Phone

- **Features** - described later in details.
- **Certificate Management** - contains the following options:
  - a) **Allow Invalid Certificates** - controls whether or not the sign-in to the UC server should continue if the server certificate is not valid. This option is checked by default.

---

**IMPORTANT:** When this option is unchecked, an invalid certificate blocks the sign-in and displays an error message to the user.  
Not displayed in Voice-Only configurations.

---

- b) **Certificates** - displays all Client certificates that have been installed in the OpenScape Mobile application keychain.
- **Video Quality** - described later in details.
  - **Diagnostics** - described later in details.
  - **Log File Management** - described later in details.

### 6.2.1 How to Access Features on your Phone (Voice-Only and Integrated Configurations)

This option is available in Voice-Only and Integrated configuration and not in the UC-Only configuration.

To access the OpenScape Mobile features, do the following:

#### *Step by Step*

- 1) Tap the OpenScape Mobile application icon, or go to the OpenScape Mobile widget and tap on the lower right-hand corner.
- 2) Scroll the top bar to **Setting** and tap **Advanced**.
- 3) Navigate to **Features** and tap to display the following options:
  - **Clear Move History** - tap to clear the recent move history.
  - **Voicemail** - tap to view the further options for the voicemail (described later in this section).
  - **Call Forwarding** - tap to configure call forwarding (described later in this section).

#### 6.2.1.1 Voicemail

This feature allows you to configure your voicemail via the following options:

1. **Voicemail Access**  
Represents the main number of your voicemail service in OpenScape Voice Server and it is configured by your System Administrator and automatically

sent to your device. This number is only for your information (read-only field) and it cannot be changed.

**2. Voice Override**

If your desk number is not part of the main voicemail 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 voicemail box. Enter the mail box number, then a “wait” and then a password (e.g. 15615556789;1234#). This will dial the voicemail access number and 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#).

### 6.2.1.2 How to Configure Call Forwarding

OpenScape Mobile is able to activate and de-activate forwarding of your 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 are redirected to another destination.
- Busy - calls 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 (this is configurable by your System Administrator).

---

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

---

#### **Step by Step**

- 1) Tap the OpenScape Mobile application icon, or go to the OpenScape Mobile widget and tap on the lower right-hand corner.
- 2) Scroll the top bar (on the phone) to **Setting > Advanced**, or Status bar (on the tablet) to **Setting > Features**.
- 3) Tap **Features** and then **Call Forwarding**.
- 4) Configure one or all of the following variations (each destination may be different):
  - a) **All** - tap to turn on and bring up the keypad.  
Note: If enabled the settings for *Busy* and *No Reply* will be ignored.
  - b) **Busy** - tap to turn on and bring up the keypad.
  - c) **No Reply** - tap to turn on and bring up the keypad.

## 6.2.2 Video Quality

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

The OpenScape Mobile application offers 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**.

## 6.2.3 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.
- **Recent Events** - refer to the `quickDiagnostic.txt` file that contains the most important events, such as: status of the Wi-Fi connection and 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 corporate network. This is configured by your System Administrator and automatically sent to your device. (This number is only for your information and 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 and it cannot be changed.)

## 6.2.4 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.

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 and information related to the calls (when started, when ended, who called, call quality, etc.).

---

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

---

The following options are present in the Menu:

- *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 the email address, configured by the OpenScape Voice Assistant. Normally this is a technical support email address. The technical support is usually your System Administrator.
- *Log Level* - adjust the log level. Your System Administrator will ask you to change the level when needed. The following levels are available:
  - *Disabled* - turns off logging completely.
  - *Minimum* - this level is used to fit more data (but fewer details) in the logs.
  - *Medium* - this level is the default option and should be used, unless you are asked to change it.
  - *Maximum* - this level is used to diagnose lower-level issues related to speech path and network connection.

---

**INFO:** Service may be impacted while the log level is set to maximum (e.g. slow handovers, one-way speech etc.).

---

## Settings (on the Android tablet)

How to Access the Account Settings on the Android tablet

# 7 Settings (on the Android tablet)

This section contains information related to your account, features and the advanced settings. It is needed to properly configure OpenScape Mobile to connect to either the OpenScape Voice Server (Voice-Only configuration) or the OpenScape UC server (UC-Only and Integrated configurations).

The following settings are available from this screen:

- **Account** - described later in this section.
- **Feature** - described later in this section.
- **Advanced** - described later in this section.
- **Route Calls to Cell** - when this option is checked, 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.
- **About**- contains Notices and Disclaimers for the OpenScape Mobile application.

## 7.1 How to Access the Account Settings on the Android tablet

Filled in the following information related to your OpenScape Mobile account:

### *Step by Step*

- 1) Tap the OpenScape Mobile application icon, or go to the OpenScape Mobile widget and tap on the lower right-hand corner.
- 2) Scroll to **Settings** and tap.
- 3) Tap **Account** to view and edit the following information:
  - 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.

## 7.2 How to Access Features on your Tablet (Voice-Only and Integrated Configurations)

This option is available in Voice-Only and Integrated configuration and not in the UC-Only configuration.

To access the OpenScape Mobile features, do the following:



### **Step by Step**

- 1) Tap the OpenScape Mobile application icon, or go to the OpenScape Mobile widget and tap on the lower right-hand corner.
- 2) Scroll the **Setting** and tap.
- 3) Tap **Features** to display the following options:
  - **Voicemail** - tap to view the further options for the voicemail (described later in this section).
  - **Call Forwarding** - tap to configure call forwarding (described later in this section).

## **7.2.1 How to Configure Call Forwarding**

OpenScape Mobile is able to activate and de-activate forwarding of your 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 are redirected to another destination.
- **Busy** - calls 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 (this is configurable by your System Administrator).

---

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

---

### **Step by Step**

- 1) Tap the OpenScape Mobile application icon, or go to the OpenScape Mobile widget and tap on the lower right-hand corner.
- 2) Scroll the top bar (on the phone) to **Setting > Advanced**, or Status bar (on the tablet) to **Setting > Features**.
- 3) Tap **Features** and then **Call Forwarding**.
- 4) Configure one or all of the following variations (each destination may be different):
  - a) **All** - tap to turn on and bring up the keypad.  
Note: If enabled the settings for *Busy* and *No Reply* will be ignored.
  - b) **Busy** - tap to turn on and bring up the keypad.
  - c) **No Reply** - tap to turn on and bring up the keypad.

## 7.2.2 Voicemail

This feature allows you to configure your voicemail via the following options:

### 1. Voicemail Access

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

### 2. Voice Override

If your desk number is not part of the main voicemail 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 voicemail box. Enter the mail box number, then a “wait” and then a password (e.g. 15615556789;1234#). This will dial the voicemail access number and 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#).

## 7.3 How to Access the Advanced Settings on your Tablet

OpenScape Mobile advanced settings allows you to adjust your application beyond the standard settings.

### Step by Step

- 1) Tap the OpenScape Mobile application icon, or go to the OpenScape Mobile widget and tap on the lower right-hand corner.
- 2) Scroll to **Setting** and then tap **Advanced**.

The following settings are displayed (some of them will be “grayed out” because they are read-only, while others are enabled):

- **Auto Refresh** - OpenScape Mobile automatically requests an update from the server as you move through the tabs. This option is checked by default. (UC-Only and Integrated configurations).
- **Outgoing Call Prompt** - when this option is checked OpenScape Mobile will ask what device you want to use to make the call. Uncheck this option to allow OpenScape Mobile to automatically make the 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 never exposed in this case and only your office number is shown to the other parties. This option is unchecked by default.

---

**INFO:** Not displayed in Voice-Only configurations.

---

- **Video Quality** - Described later in this section.
- **Diagnostics** - Described later in this section.
- **Log File Management** - Described later in this section.
- **Certificate Management** - contains the following options:
  - a) **Certificates** - displays all Client certificates that have been installed in the OpenScape Mobile application keychain.
  - b) **Allow Invalid Certificates** - controls whether or not the sign-in to the UC server should continue if the server certificate is not valid. This option is checked by default.

---

**IMPORTANT:** When this option is unchecked, an invalid certificate blocks the sign-in and displays an error message to the user. Not displayed in Voice-Only configurations.

---

- **Ringtones** - in case you use multiple Android devices (e.g. smartphone or tablets) this option allows you to utilize the Android devices native Ringtone List and set different ringtones (per device) for the incoming OpenScape Mobile calls.

In order to select a specific ringtone, tap the **Ringtones** option and then choose and hear (as a preview) one of the available ringtones. After saving, 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 Settings: **Settings > Sound > Ringtone**).

---

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.

## Settings (on the Android tablet)

How to Access the Advanced Settings on your Tablet

- **Country Specific Tones** - 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 **Country Specific Tones** option and then choose the tone that is related to one of the following countries:

Austria  
Belgium  
Brazil  
Chile  
China  
Germany  
Russia  
Singapore  
Switzerland  
United States

After saving, currently selected country specific call progress tone will be displayed along side of the **Country Specific Tones** 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

### 7.3.1 Video Quality

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

The OpenScape Mobile application offers 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.**

## 7.3.2 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.
- **Recent Events** - refer to the `quickDiagnostic.txt` file that contains the most important events, such as: status of the Wi-Fi connection and 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 corporate network. This is configured by your System Administrator and automatically sent to your device. (This number is only for your information and 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 and it cannot be changed.)

## 7.3.3 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.

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 and information related to the calls (when started, when ended, who called, call quality, etc.).

---

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

---

The following options are present in the Menu:

## Settings (on the Android tablet)

### How to Access the Advanced Settings on your Tablet

- *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 the email address, configured by the OpenScape Voice Assistant. Normally this is a technical support email address. The technical support is usually your System Administrator.
- *Log Level* - adjust the log level. Your System Administrator will ask you to change the level when needed. The following levels are available:
  - *Disabled* - turns off logging completely.
  - *Minimum* - this level is used to fit more data (but fewer details) in the logs.
  - *Medium* - this level is the default option and should be used, unless you are asked to change it.
  - *Maximum* - this level is used to diagnose lower-level issues related to speech path and network connection.

---

**INFO:** Service may be impacted while the log level is set to maximum (e.g. slow handovers, one-way speech etc.).

---

## 8 Device Information

This section describes the OpenScape Mobile device information.

### 8.1 Battery Usage

Most of the battery is consumed for the Wi-Fi radio and not directly by the OpenScape Mobile application. Tests show that Android devices with the Wi-Fi radio on consume between 7% and 10% of their battery per hour.

---

**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 GPS 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.

### 8.2 Wi-Fi Connectivity Issues

**Phone Instability** - During tests it was noticed that some phones, combined with some wireless access points (WAP) or wireless routers, are more unstable than others. It is not an issue with the phone itself, but a combination of the phone and the WAP or router being used. Some phones have a difficult time staying connected with a specific WAP model but work just fine with a different WAP model.

Several users reported similar issues:

- Droid X (started in July, still raging): <http://phandroid.com/2010/07/21/droid-x-experiencing-wifi-connectivity-problems/>
- Galaxy S: <http://androidforums.com/samsung-i7500/17808-bad-wi-fi.html>
- Google code issue 1698, running for almost two years: <http://code.google.com/p/android/issues/detail?id=1698>
- Google code issue 6269, phones that cannot connect to Wi-Fi: <http://code.google.com/p/android/issues/detail?id=6269>

- Google code issue 9781, related to Wi-Fi in sleep mode: <http://code.google.com/p/android/issues/detail?id=9781>
- Nexus One (note that it runs for 20 pages): <http://www.google.com/support/forum/p/android/thread?tid=01a47ff5b0a92d52&hl=en>

These threads recommend several changes to stabilize the Wi-Fi connection; however, tests have found that any one or a combination of the following to be more effective:

- Upgrade your phone to the latest available version from the manufacturer/provider.
- Ensure that the wireless access point or router is running the latest firmware version.
- Turn off 802.11n on the wireless access point.

**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.)

## 8.3 Issues with Specific Phone Models

**Google Models:**

- Nexus One - Several reports of Bluetooth device not working correctly. Source - Several thread forums. For example, <http://www.google.com/support/forum/p/android/thread?tid=017d25526ece249f&hl=en>
- Galaxy Nexus - Has a known issue related to the delay of messages from the Media Server. When dialing the number to start the conference, the Media Server plays the announcement asking for the PIN. Nexus delays the message and then plays it twice as fast. After entering the PIN, the phone then correctly plays the next message.

**HTC Models:**



- HTC - Some users are reporting that speech is garbled or disappears completely after the phone is left idle and the screen locks. A call is made or answered in OpenScape Mobile, the speakerphone is turned on, and then, when the screen is turned off, the speech becomes garbled or disappears completely. This issue affects some phone brands more than others. HTC, especially the Desire, shows up frequently in the forums.  
These phones turn off the Wi-Fi radio (or put it in sleep mode) when the screen is off even when an application requests to keep it on, as OpenScape Mobile does. It affects all applications that need a stable Wi-Fi connection to work. There are no known fixes. It's expected that upgrades will fix it, but there is no confirmation. Sources - <http://code.google.com/p/android/issues/detail?id=9781> and <http://code.google.com/p/csipsimple/issues/detail?id=1049>.

---

**INFO:** OpenScape Mobile is able to prevent the screen from locking. Refer to the section on device-specific options under "Advanced Settings".

---

- One X: Has a known hardware issue in early production that results in unstable Wi-Fi connectivity. HTC has fixed the problem in later production batches. If you are experiencing issues, you will need to confirm with HTC or your dealer regarding this problem and any procedures for having it repaired. If you have a newer device and still experience Wi-Fi connectivity issues, please refer to recommendations in the section "Wi-Fi Connectivity Issues".  
Sources:
  - <http://androidcommunity.com/htc-one-x-wi-fi-problems-confirmed-as-hardware-issue-says-htc-20120618/>,
  - <http://androidcommunity.com/htc-one-x-wi-fi-problems-confirmed-as-hardware-issue-says-htc-20120618/>,
  - <http://androidcommunity.com/htc-one-x-wi-fi-problems-confirmed-as-hardware-issue-says-htc-20120618/>

**LG Ally** - Generally slow. Several users reported that the phone gets sluggish, difficult to use. Sources - Internal tests and several sites. Do a Google search for "LG Ally slow" or "LG Ally performance".

**LGE Vortex:**

- When the user is on an OpenScape Mobile call using Wi-Fi and a new call comes into the cellular number, the cell call might exhibit speech path problems.
- Model FRG83G will present audio/speaker functionality problems when running OpenScape Mobile. (Does not help to turn on "Speaker Correction" under Device Specific Options.)

**Motorola Models:**

- Atrix - Choppy speech. Motorola has acknowledged the issue (related to echo cancelation), but has not provided an official correction yet. Source - <http://community.developer.motorola.com/t5/Android-App-Development-for/Possible-solution-for-choppy-recording-playback-on-ATRIX/td-p/12902>

---

**INFO:** If your carrier has released an upgrade, please install it.

---

- Droid Pro - Proximity sensor intermittently stops working. Sometimes turning the phone off and on makes it work again for a period of time. Other users reported that after upgrading their phones to the latest version the problem went away. The proximity sensor is used to disable the screen buttons when you move the phone close to your ear. Without a functioning proximity sensor you may inadvertently mute, hold or hang up a call when using the phone close to your ear. Sources - Our own experience and some forum entries. For example: 1) <http://www.droidforums.net/forum/motorola-droid-pro/111264-proximity-sensor-keep-quitting-me.html> and 2) <http://www.droidforums.net/forum/motorola-droid-pro/142989-update-seems-have-broken-proximity-sensor-while-call.html>
- Droid X:
  - Bluetooth microphone does not work. Motorola hardware uses a different sampling rate and frequency than the one supported by M5T. (Note: Many models of Motorola phones have this issue.)
  - OpenScape Mobile video calls are not supported. On making video calls on Motorola Droid X, the local capture video fails to display video although rendered video displays.
- MB300 - The "Backflip" is not recommended because it is generally slow and still running Android 2.1 (which is no longer supported in OpenScape Mobile).
- MB520 - Presents problems when having simultaneous calls on Wi-Fi and cellular. Both speech path problems and absence of ringing are observed on subsequent cell phone calls.

**Samsung Models:**

- Captivate and Galaxy S:
  - Phone randomly freezes. The only solution is to power off by holding the power key down for several seconds. Sources: internal tests and several sites. Google for "samsung captivate freezes".
  - Speakerphone is always on. When a call is answered, voice is going directly to the speakerphone, even though the speakerphone is not selected. This is an issue with the Samsung audio driver. Some users reported that it works correctly after upgrading their phones.
  - Sources - Several threads in forums. For example, <http://code.google.com/p/csipsimple/issues/detail?id=145>
- Galaxy S only - Phone enters a mode where it cannot save settings of any application (not just OpenScape Mobile). The only known solution is to factory-reset your phone. Source - <https://enterprise-businessarea.unify.com/forums/our-forums/os-mobile-forum.aspx>.
- Galaxy S2 Skyrocket - Works on one call but then, on the next call, either the Bluetooth speaker or microphone does not work. Disable then re-enable the Bluetooth device to "reset".
- Infuse 4G - Pressing the volume control up or down during an OpenScape Mobile call does not change the level. Visual indication is given, though, to suggest that in-call volume is changing. Same result when switching to speaker.

- SPH-D700 - OpenScape Mobile does not support DTMF (Dual-tone multi-frequency) dialing with physical keyboard. Soft keyboard shall be used for this purpose.

## 9 Troubleshooting

### 9.1 Status Indication in the Notification Bar

OpenScape Mobile uses 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 and UC), a colored ring will appear momentarily representing the connection to the Façade Server.

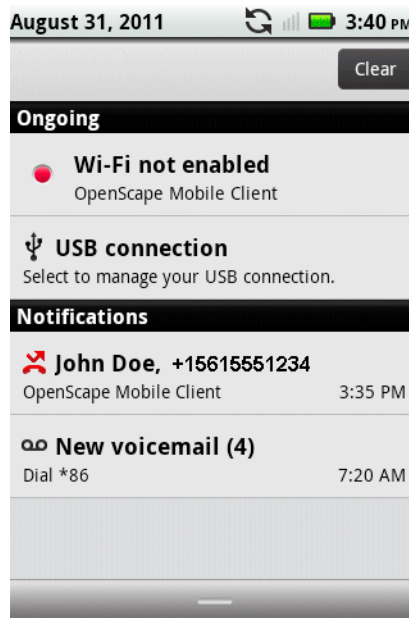
---

- **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.

### 9.2 Diagnostic Messages

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

If the LED is red, touch and swipe down the notification bar to see the condition causing the problem. In the picture below, OpenScape Mobile detected that the Wi-Fi radio is turned off.



Tap the notification message "Wi-Fi not enabled" to open the diagnostic screen. In this screen OpenScape Mobile lists all of the problems that 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.

### 9.3 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 includes visual, acoustic and haptic effects, i.e.:

- shows 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
- plays an advisory tone
- vibrates when the quality moves from good to poor or bad, in order to call attention to the user.

---

**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.

## 9.4 Troubleshooting Specific Issues

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

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. 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 Settings/Diagnostics**.

In a stable Wi-Fi network the device will connect once within reach and never disconnect until it is out of reach again. For example, 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.

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 phone 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.

---

You can check 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.

Some Android phones are known to have issues with Wi-Fi stability. If you are considering buying or replacing your phone, search the internet for possible issues with that phone brand and model. For example:

- <phone brand and model here> losing Wi-Fi
- <phone brand and model here> Wi-Fi issues.

### 9.4.2 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 Android 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 Android is or is not connected to Wi-Fi.

The first place to look is the notification bar. The state of the Android Wi-Fi connection is displayed there using the standard Wi-Fi icon. The more bars

shown (or highlighted), the stronger the signal. The icon below indicates a strong signal.



The following picture indicates both that the phone 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.



The picture below is how Android indicates that it found a Wi-Fi network, but was not able to connect to it.



To recover from this case:

### Step by Step

- 1) Tap the Android "Home" button.
- 2) Tap **Menu** then tap **Settings**.
- 3) Tap **Wireless & Networks** (usually one of the first options in the menu).
- 4) Tap **Wi-Fi Settings** to list all networks that are in range.
- 5) Pick your preferred network and enter a password (if asked). Android will connect to that network. If everything works, the Wi-Fi icon in the notification bar will change to show an active Wi-Fi connection. If you do not see any Wi-Fi icon (see below), it indicates that Wi-Fi is currently off in Android.



- 6) To turn Wi-Fi on, tap the Android "Home" button.
- 7) Tap **Menu** then tap **Settings**.
- 8) Tap **Wireless & Networks** then tap **Wi-Fi** to "check" the option.

## 9.4.3 OpenScape Mobile unable to connect to OpenScape Façade Server over a Wi-Fi Network

Before troubleshooting this problem, check that the *server address* is configured correctly by going to the **Settings** screen.

If the address is correct, but the device is unable to connect, it is very likely a case of a device running Android version 2.3 or lower in a Wi-Fi network that has an HTTP proxy (common enterprise environments). Unfortunately those versions of Android do not support proxies. (See Android issue 1273 in <http://code.google.com/p/android/issues/detail?id=1273>).

There is no generic solution for this problem until Android 3.x when Google introduced proxy support in Android. Some manufacturers added proxy support to Android on their own and will work in this environment. In the meantime, the only available solutions are to use a data connection (3G, 4G, etc.) or to connect to a Wi-Fi network that does not use a proxy.

Mobile devices running Android versions lower than 4.2 are also unable to use applications that require secure internet access (HTTPS) when connecting to an authenticated Wi-Fi Proxy. This issue has been fixed in Android 4.2. (See Android issue 38789 in <https://code.google.com/p/android/issues/detail?id=38789>).

#### **9.4.4 Cannot Connect to the Server while in a Cell Phone Call**

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.

#### **9.4.5 Calls go Directly to Desk Phone Intermittently**

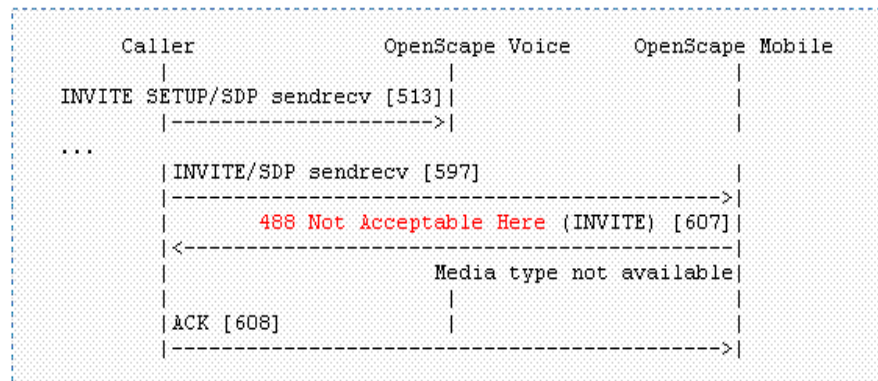
If some calls ring in the Wi-Fi phone and some other calls ring directly to the desk phone, a likely reason is an unstable Wi-Fi connection. Please refer to section 7.3.1 for instructions to identify an unstable connection.

#### **9.4.6 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.





## 9.4.7 Wi-Fi and Desk Phone Ring together Sometimes

Android puts some phones into a "deep sleep" if left idle for long periods of time. When a call arrives it takes a few seconds for the phone to wake up. It's enough time to send the call to the desk in some cases. The OpenScape Voice Server will then remove the call from the OpenScape Mobile client. During this brief interval the Wi-Fi and desk phones may ring together.

After that first call the device remains on a "light sleep". A subsequent call will ring in the device immediately. To confirm if this is your case, make another call soon after the first call. If only the Wi-Fi phone rings this time, the phone was in a deep sleep before. If both phones still ring together, please report the issue. There are ways to tell Android to not power down the device; however, this will run down the battery very quickly. Letting Android manage the power was a compromise to save battery life.

## 9.4.8 OpenScape Mobile does not Show Option to Move a Call

### 9.4.8.1 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.

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- **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.

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- **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).

## 9.4.9 Ringback is Played on Top of Announcement or Voice

In some cases ringback 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 phone.

Please contact your System Administrator to investigate the state of the Wi-Fi network.

## 9.4.10 Cannot End Call, Screen appears Locked

If you have just finished a call via OpenScape Mobile but cannot end the call because the screen is locked up, it actually isn't; it only appears to be.

It's hardly noticeable but the "notification bar" at the top of the screen has moved down (barely a few millimeters). It's stuck in an "open" state. Simply swipe the bar back to its position and the screen will be usable again.

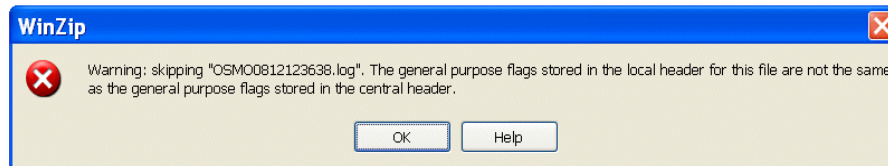
---

**INFO:** It's very rare but some phones (e.g., the Motorola Droid X) will do this when the user dials a number, taps *Dial*, then too quickly moves the phone to their ear.

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## 9.4.11 Cannot Open Zipped Log Files emailed from the Phone

Devices running Android 4.1 and later changed the format of the zip file. When opening it in WinZip and other tools you may see a message similar to the following.



As a workaround, save the file to a directory, right-click it and choose the Explore option. This will open the file in another Window Explorer window, showing its contents. From there you can drag and drop (or copy and paste) the files to other directories. Windows Explorer ignores the general purpose flags and unzips the files.

## 9.5 How to Report an Issue

To report an issue first describe the problem and the approximate time when it happened and then extract or email the OpenScape Mobile log files.

### *Step by Step*

- 1) Tap the **Settings** icon in the OpenScape Mobile widget.
- 2) Tap the menu button in the **Settings** screen and choose **Advanced**.
- 3) Select the option **Log File Management** from the list.
- 4) Press the menu button and choose **Send**.
- 5) Please be sure to add to the email a description of the problem experienced along with any related data such as time, phone numbers, etc.

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

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## **10 Security Checklist**

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

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