A MITEL
PRODUCT
GUIDE

# Mitel OpenScape Mobile

Mitel OpenScape Mobile Pro V10, Apple Devices

Extended Guide
07/2024

⋈ Mitel®

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# Contents

# 1 Introduction

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

**OpenScape Mobile Pro Features**

With OpenScape Mobile Pro:

- 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 Mitel 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.

OpenScape Mobile Pro is available in the following three configurations:

**OpenScape Mobile Pro - Intergrated**

OpenScape Mobile Pro is connected to the Mitel OpenScape UC HAProxy Server. The account is also configured for mobile features in Mitel OpenScape Voice and via SBC connection like in Voice-only mode. In addition, the latest version also supports connection with Mitel OpenScape 4000.

**OpenScape Mobile Pro - UC-only**

OpenScape Mobile Pro is connected to the HAProxy Server and supports UC features like call control functionalities. However, this configuration does not support OpenScape Voice features, like for example VoIP calls.

**OpenScape Mobile Pro - Voice-only**

OpenScape Mobile Pro is connected to OpenScape Voice features and supports making and receiving calls on your Wi-Fi device. However, this configuration does not support UC features.

**Related Documentation**

> **NOTICE:**
>
> In the latest version, OpenScape Mobile Pro supports connection with OpenScape 4000. Overall the OpenScape Mobile Pro 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 Pro application. The term "*cell phone*" is used to describe phone calls made over the cellular network with the iPhone native phone application. The term "*desk phone*" is used to describe your Mitel OpenScape Voice IP phone (typically an OpenStage or optiPoint desktop phone).

The following technical documentation is available in HTML and PDF:

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

# 2 Getting Started

This section describes the basic steps and configurations that you will need in order to get started with OpenScape Mobile Pro for Apple iPhone, iPad or iPod.

## 2.1 How to Install OpenScape Mobile Pro

**Prerequisites**

• You must be running iOS version 10 or higher. Earlier versions are not supported.

**Step by Step**

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

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

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

## 2.2 How to Login to OpenScape Mobile Pro V10

This section describes how to login to the OpenScape Mobile Pro app using an Android phone.

If your system administrator has enabled Two-Factor Authentication (2FA) on your account, you can sign in more securely using an access code sent to you via email.

You can login to OpenScape Mobile Pro using your OpenScape Mobile Pro credentials.

## 2.2.1 How to Login with your OpenScape Mobile Pro Credentials

You can easily login to the OpenScape Mobile Pro app using your OpenScape Mobile Pro credentials.

**Prerequisites**

• You have installed the OpenScape Mobile Pro V10 app on your Android device.
• Your system administrator has provided you with your OpenScape Mobile Pro credentials.

**Step by Step**

**1)** Open the OpenScape Mobile Pro app on your device.
When you open the app for the first time, you are prompted to accept the End User License Terms and the Emergency Calls Disclaimer. Tap **Accept** to proceed with the login.

> **NOTICE:** The disclaimer explains that you should use your cell phone and not OpenScape Mobile Pro to make emergency calls. The cell phone provides a more accurate location in case of emergency. Emergency calls made with OpenScape Mobile Pro may be routed to an incorrect response center.

**2)** Enter your server's IP address in the **Server Address** field.

Depending on your configuration, the server address can be one of the following:

- The IP address or the server hostname of the HAProxy Server, in case of **Integrated/ UC-only configurations**.
- The IP address or server hostname of the Session Border Controller (SBC), in case of **Voice-only configuration**.

> **NOTICE:**
>
> IP or server hostname address should be preceded by `http://` or `https://` as defined by your System Administrator.

If you cannot remember your server address, please contact your system administrator.

**3)** Tap **Connect**.
After providing your server address, you are prompted to provide your account details.

**4)** Enter your account details:

a) In the **Username** field, enter the username associated with your account.

Depending on your configuration, your username can be one of the following:

- Your UC username provided by your system administrator, in case of **Integrated/ UC-only configurations**.
- Your desk phone number (e.g +15615556789), in case of **Voice-only configuration**.

b) In the **Password** field, enter the password associated with your account.

c) Tap **Cell Number** and enter your cellular number in the input field.

You can enter a cell number if you want to create a preferred device with that respective phone number. If you don't provide a cell number, the **Mobile Phone** option will not be available to you after signing in to the OpenScape Mobile Pro app.

If you want to return to the previous screen and enter a new server address, click **Change server**.

5) Tap **Sign in**.

You are signed in to OpenScape Mobile Pro.

## 2.2.2 How to Login to OpenScape Mobile Pro with Two-Factor Authentication

Two-Factor Authentication (2FA) allows you to sign in to the OpenScape Mobile Pro app in a more secure way using an access code sent to your email address.

**Prerequisites**

- You have installed the OpenScape Mobile Pro V10 app on your Android device.
- Your system administrator has provided you with your OpenScape Mobile Pro credentials.
- Your system administrator has enabled Two-Factor Authentication on your account.

**Step by Step**

1) Open the OpenScape Mobile Pro app on your device.
2) Enter your server's IP address in the **Server Address** field.

   Depending on your configuration, the server address can be one of the following:

   - The IP address or the server hostname of the HAProxy Server, in case of **Integrated/ UC-only configurations**.
   - The IP address or server hostname of the Session Border Controller (SBC), in case of **Voice-only configuration**.

     **NOTICE:**

     IP or server hostname address should be preceded by `http://` or `https://` as defined by your System Administrator.

   If you cannot remember your server address, please contact your system administrator.
3) Tap **Connect**.
   After providing your server address, you are prompted to provide your account details.
4) Enter your account details:
   a) Enter the username associated with your account in the **Username** field.
   b) Tap **Cell Number** and enter your cellular number in the input field.

      You can enter a cell number if you want to create a preferred device with that respective phone number. If you don't provide a cell number, the **Mobile Phone** option will not be available to you after signing in to the OpenScape Mobile Pro app.

   If you want to return to the previous screen and enter another server address, click **Change server**.

5) Tap **Sign in**.

A pop-up notification appears asking you to allow the OpenScape Mobile Pro app to use `unify-dev.com` to sign you in.

6) Click **Continue** in the pop-up notification to open the OpenScape UC sign in page.

7) Enter your OpenScape UC credentials:

- Enter the username or email address associated with your OpenScape UC account.
- Enter the password associated with your OpenScape UC account.

8) Tap **Sign in**.

You navigated to a new screen and you are prompted to enter the access code which has been sent to your email address.

9) Copy the access code and enter it in the input field, then tap **Submit**.
If you haven't received an access code or you want a new one, you can tap **Resend Code**. A new access code will be sent to your email address.

You are signed in to the app.

If prompted, allow the OpenScape Mobile Pro app to access your device camera and your contacts list.

## 2.3 How to Configure OpenScape Mobile Pro

This section describes some basic configurations and information that you need in order to make better use of the OpenScape Mobile Pro application.

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**IMPORTANT:**

When OpenScape Mobile Pro is on the background, the application is in "sleeping mode", which means that when you bring the application to the foreground again, it may take a couple of minutes for the registration to complete.

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## 2.3.1 Connection Status

You can get the status of the connection between OpenScape Mobile Pro and the SBC server by checking the colored LED in the status bar (or notification bar) at the top of the app.

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**NOTICE:**

The first time you enter your Account's credential, OpenScape Mobile Pro attempts to connect and validate the information you have entered in the **Account** screen.

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**IMPORTANT:**

This section applies only to the **Voice-only** and **Integrated** configuration. In case of a **UC-only** configuration, your status

is always followed by a **Green Ring - Callback Mode** icon on successful login.

Your connection status is indicated by the LED icon on the status bar, near the top left-hand corner of the screen. The following connection statuses are possible:

- **Green LED** 🟢 **- Wi-Fi Mode**: OpenScape Mobile Pro is connected to the OpenScape Voice or OpenScape 4000 server via Wi-Fi and it is now ready to be used to make and receive calls (VoIP telephony) using a Wi-Fi network (Voice-only and Integrated configurations).
- **Green LED** 🟢 **- Cellular Mode**: OpenScape Mobile Pro is connected to the same server and has the same VoIP functionality as in the case of the Wi-Fi mode, but the connection is established via cellular data networks.
- **Green Ring** 🟢 **- Callback Mode**: There is no VoIP telephony. OpenScape Mobile Pro only supports remote call control functionality. When you make calls in this mode, the server calls you back on your cellular number (or any other device you select, if you are in UC-only or Integrated configuration). Your cell phone number is not exposed. The office number is shown to the other party.
- **Orange LED** 🟠: OpenScape Mobile Pro 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/ OpenScape 4000 and UC Servers are not reachable.

## 2.3.2 Permissions

OpenScape Mobile Pro requires access to certain resources on your iOS device to work properly, such as contacts, microphone, camera or location, but it needs your permission before doing so. When the app wants to use a permission for the first time, it will pop up a request message, and you can allow or deny the permission at that time. You can manage your app's permissions later if you change your mind via your device's Settings app.

You can give OpenScape Mobile Pro the following permissions via your device's Settings app:

- Read contacts from your device

  Press the device's **Home** button, go to **Settings** > **Privacy** > **Contacts** and set the **OpenScape Mobile Pro** slider to ON (green).
- Use the microphone

  Press the device's **Home** button, go to **Settings** > **Privacy** > **Microphone** and set the **OpenScape Mobile Pro** slider to ON (green).
- Use the camera

  Press the device's **Home** button, go to **Settings** > **Privacy** > **Camera** then set the **OpenScape Mobile Pro** slider to ON (green).

- Use the location

Press the device's **Home** button, go to **Settings** > **Privacy** > **Location Services**, make sure the **Location Services** is set to ON (green), then tap **OpenScape** and choose between the available options.

Optionally, set the **Precise Location** slider to ON (green).

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**IMPORTANT:** OpenScape Mobile Pro never resolves or stores your real location. The location permission is only used to detect changes in Wi-Fi networks.

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**NOTICE:**

In order to identify that the client switched from one hotspot to an other, it is required to grant permission to read the SSID and BSSID of the connected hotspot. This permission is necessary because many location services use Wi-Fi networks for location identification in mobile systems, which have this information linked with the location permission.

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## 2.3.3 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 Pro devices communicate to the OpenScape HAProxy server and OpenScape Session Border Controller (SBC).

The OpenScape Mobile Pro Application uses the following certificates:

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

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**IMPORTANT:**

The **Certificates** are an important part of the configuration of the OpenScape Mobile Pro. Please refer to the Appendix at the end of this document for further information and instructions on how to install the appropriate certificate.

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## 2.4 How to Logout from OpenScape Mobile Pro V10

To sign out at any time:

**Step by Step**

1) Pull down the status bar at the top of the app.
2) Switch the **Wi-Fi Mode** slider to OFF (gray).

   A pop-up window is displayed prompting you to confirm you want to sign out.
3) Tap **Continue** to terminate the app.

# 3 Using Integrated or UC-Only Configurations

This chapter describes the features of OpenScape Mobile Pro Integrated and UC-only configurations. The features are described through the navigation tabs of the main interface of the application. The Integrated and UC-only modes have almost identical interfaces and thus if you have either of these two configurations you can refer to the following sections. However, since there are some basic differences between these two modes, you will find specific information for each configuration based on their features.

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

## 3.1 Recents

The **Recents** tab lists your recent incoming, outgoing, and missed calls. The tab has two viewing options:

- **All**
- **Missed**

For each entry in the list, you can see the contact's avatar, the contact's name or phone number, the type of the call (i.e., incoming, outgoing, missed) and the date and time of the call.

The presence status of each contact, if available, is indicated in the bottom right corner of the contact's avatar. For more information about presence statuses, see Presence Status on page 34.

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

- Refresh the list
- Dial a phone number
- Call a contact
- Delete a journal entry
- Delete all journal entries
- View more details about a recent call.

## 3.1.1 How to Make a Call Using Recents

Follow the steps below to call a contact from your **Recents** list:

**Step by Step**

**1)** In OpenScape Mobile Pro, tap **Recents**.

**2)** Tap the name or phone number you want to call.

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

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**IMPORTANT:**

In **UC-only mode**, an extra screen is displayed, i.e., **Choose Device**. Tap on the device from which you want to perform the call.

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**Using Phone Button**

You can also initiate a call from the **Recents** tab, by tapping on the 📞 phone icon at the top right corner of the screen. This brings up the keypad so that you can enter a number. In this new screen there is also a **contacts book** button at the top right corner. Tap on it to navigate to the **Contacts** tab.

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**NOTICE:**

For more information regarding Contacts, please refer to section Contacts.

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**Video Call**

To start a Video Call, follow the same steps as above and tap **Video Call**.

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**NOTICE:**

You will not see the **video call** icon if your device does not support video call or you choose to perform your call through your **Office Phone** in the UC-only configuration.

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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 will hide the controls 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).

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**NOTICE:**

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

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## 3.1.2 How to Refresh the Recents List

Follow the steps below to refresh the **Recents** list:

**Step by Step**

1) In OpenScape Mobile Pro, tap **Recents**.
2) Swipe down to refresh the list.

## 3.1.3 How to Delete a Journal Entry

Follow the steps below to delete an individual call from your **Recents** list:

**Step by Step**

1) In OpenScape Mobile Pro, tap **Recents**.
2) Swipe left on the call you want to delete, then tap 🗑 .

## 3.1.4 How to Delete All Journal Entries

Follow the steps below to delete all entries from your **Recents** list:

**Step by Step**

1) In OpenScape Mobile Pro, tap **Recents**.
2) Tap **…** at the top right corner of the screen and select **Remove all** from the pop-up menu.

## 3.1.5 How to View More Details about a Recent Call

Follow the steps below to view more details about a recent call:

**Step by Step**

1) In OpenScape Mobile Pro, tap **Recents**.
2) Tap ⓘ next to the call you want to view more details about.

OpenScape Mobile Pro will bring up all the calls you have made or received from the selected number or contact (incoming calls, outgoing calls, and missed calls).

## 3.2 Contacts

The **Contacts** tab lists your contacts and their details.
You can use the **Contacts** tab to view and manage your personal contacts, and organize them into contact groups to make it easier to find and communicate

with the people you need to. You can also access contacts in the global contact list (directory) and add contacts from the directory to your private contact list.

In OpenScape Mobile Pro, your contacts are organized in the following contact lists or groups:

- **UC** contacts

  This is the list of your personal contacts that are stored on your OpenScape UC Server.

- **Device** contacts

  This is the list of your personal contacts that are stored locally on your mobile device.

  You can view and use device contacts in OpenScape Mobile Pro, once you give the app permission to access your device's contacts.

- **Groups**

  This is a list of your custom contact groups.

- **Handy** contacts (optional)

  This is a group of useful contacts as defined by your administrator. The name of the group is also defined by your administrator.

  The group of handy contacts appears in the Contacts tab, only if it has been configured.

Contacts are displayed with a name, a short label or phone number as well as an avatar image and presence status (if available).

The **Presence Status** of a contact is represented by an icon visible in the bottom right of their avatar. For more information about presence statuses, see Presence Status on page 34.

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**NOTICE:**

You cannot view or configure UC Teams via OpenScape Mobile Pro client.

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## 3.2.1 Adding Contacts

In OpenScape Mobile Pro, you can create a contact from scratch or add a contact from the global contact list.

New contacts are automatically saved to your private contact list and you can see them below **UC** contacts.

### 3.2.1.1 How to Create a Contact

You can manually create a contact in OpenScape Mobile Pro.

**Step by Step**

1) In OpenScape Mobile Pro, tap **Contacts**.

**2)** Tap **+** at the top right corner of the screen and select **Create New Contact** from the pop-up menu.

You are navigated to the **Contact Details** screen where you can add the contact's details.

**3)** Enter the details of your contact.

**4)** Tap **Create** at the top right of the screen.

## 3.2.1.2 How to Add Contact from the Global Contact List (Directory)

You can add contacts from your organization's global contact list (directory) to your private contact list.

**Step by Step**

**1)** In OpenScape Mobile Pro, tap **Contacts**.

**2)** Make sure the **UC** subtab is selected.

**3)** In the **Search** box, enter the name or phone number of the contact you are searching for.

As you type, matching contacts appear in a list of search suggestions below the search box.

Search results are displayed in alphabetical order.

A link button with label **SEARCH DIRECTORY <search term>** is also displayed in the middle of the screen.

**4)** Tap **SEARCH DIRECTORY <search term>**, if you want the search to be also performed in the global contact list.

Global contacts matching the search term are displayed after your private contacts. You can see them listed under the title `Directory`.

**5)** Locate the global contact you want to add to your private contact list and tap on it.
You are navigated to a new screen where you can view the contact's details.

**6)** Tap **…** at the top right of the screen and select **Add** from the pop-up menu.

**Next steps**

When a global contact is added to your private contact list, you can make changes to the contact's details (name, phone number, etc.). These changes do not affect the global contact list.

## 3.2.2 Updating Contacts

You can edit or delete contacts that you have added in OpenScape Mobile Pro.

You cannot edit or delete contacts in:

- Handy contacts group, as these are configured by your administrator.
- Device contacts, as OpenScape Mobile Pro can only read contacts from your iOS device.

Changes in the local device contacts can only be performed from the default Contacts app on your phone.

### 3.2.2.1 How to Edit a Contact

You can edit a contact in your contact list at any time.

**Step by Step**

1) In OpenScape Mobile Pro, tap **Contacts**.

2) Make sure the **UC** subtab is selected.

   Alternatively, if the contact you want to edit is included in one of your contact groups, you can open the group to find the contact. Select the **Groups** subtab at the top of the **Contacts** screen, locate the group you are interested in, and tap on it to open it.

3) Search for or scroll though the contact list to locate the contact you want to edit and tap on it.
   You are navigated to a new screen where you can view the contact's details.

4) Tap **…** at the top right of the screen and select **Edit** from the pop-up menu.
   The contact's details fields become editable.

5) Edit the contact's details according to your needs.

6) Tap **Update**.

### 3.2.2.2 How to Delete a Contact

You can delete a contact from your contact list at any time.

When a contact is deleted from your contact list, it is automatically removed from all groups it was part of.

**Step by Step**

1) In OpenScape Mobile Pro, tap **Contacts**.

2) Make sure the **UC** subtab is selected.

   Alternatively, if the contact you want to delete is included in one of your contact groups, you can open the group to find the contact. Select the **Groups** subtab at the top of the **Contacts** screen, locate the group you are interested in, and tap on it to open it.

3) Search for or scroll though the contact list to locate the contact you want to delete and tap on it.
   You are navigated to a new screen where you can view the contact's details.

4) Tap **…** at the top right of the screen and select **Remove** from the pop-up menu.

5) In the pop-up window that appears, tap **Remove** to confirm.

## 3.2.3 Searching Contacts

You can search for a contact in your contact list.

If the contact you are looking for is not already in your contacts list, you can also search in the global contact list.

### 3.2.3.1 How to Search for a Contact

OpenScape Mobile Pro allows you to search for contacts by their name or phone number.

**Step by Step**

1) In OpenScape Mobile Pro, navigate to **Contacts**.

2) Do one of the following:

   • If you want to search for a contact in your private UC contact list, select the **UC** subtab, if not already selected.
   • If you want to search for a contact in your device contact list, select the **Devices** subtab.
   • If you want to search for a contact in a specific group you have created, select the **Groups** subtab, than locate the group in the list and tap on it to open it.
   • If you want to search for a contact in the group of handy contacts (if one has been configured by your administrator), select the subtab that matches the name of the group.

3) In the **Search** box, enter the name or phone number of the contact you are searching for.

   As you type, matching contacts appear in a list of search suggestions below the search box.

   Search results are displayed in alphabetical order.

   A link button with label **SEARCH DIRECTORY <search term>** is also displayed in the middle of the screen.

4) Tap **SEARCH DIRECTORY <search term>**, if you want the search to be also performed in the global contact list.

   Global contacts matching the search term are displayed after your private contacts. You can see them listed under the title `Directory`.

## 3.2.4 Displaying and Sorting of Contacts

In OpenScape Mobile Pro, UC contact names are displayed in one of the following two ways:

• First name, Last name
• Last name, First name

Additionally, UC contacts are sorted in one of the following two ways:

• First name, Last name
• Last name, First name

The way UC Contacts are displayed and sorted in OpenScape Mobile Pro depends on the settings you have made on OpenScape UC (web client or desktop app).

OpenScape Mobile Pro synchronizes automatically with OpenScape UC and any changes you make in the contact display settings of OpenScape UC client are automatically retrieved by your OpenScape Mobile Pro app.

## 3.2.5 Organizing Contacts in Groups

You can organize your contacts into groups so you can easily communicate with them.

### 3.2.5.1 How to Create a Contact Group

You can create a contact group to organize your contacts.

You can create a group without contacts and add contacts at a later time, or add contacts when creating the group.

**Step by Step**

1) In OpenScape Mobile Pro, navigate to **Contacts**.
2) Tap **+** at the top right corner of the screen and select **New Contact Group** from the pop-up menu.
   You are navigated to a new screen where you can add the details of the group.
3) Enter a group title in the **Title** field.
4) Optionally, add contacts to the group:
   a) Tap **Add Participant(s)**.
      You are navigated to a new screen where you can view your UC contacts.
   b) Locate the desired contacts and tap each one to add them to the group.

   > **NOTICE:** To locate the desired contact(s) easier, you can scroll through the list or use the search option.

   c) After selecting all desired contacts, tap **Done** at the top right of the screen.
      You are navigated back to the group details screen.
5) Tap **Done** at the top right of the screen.

The new contact group is created and listed in the **Groups** subtab.

### 3.2.5.2 How to Add or Remove a Contact from a Group

You can add contacts to a group when you create the group or afterward.

You can also remove contacts from a group if they no longer match the purpose of the group. The contact will stay inside your UC contact list.

**Procedure**

- To add a contact to a group during creation:
  a) In OpenScape Mobile Pro, navigate to **Contacts**.
  b) Tap **+** at the top right corner of the screen and select **New Contact Group** from the pop-up menu.
     You are navigated to a new screen where you can add the details of the group.
  c) Enter a group title in the **Title** field.
  d) Tap **Add Participant(s)**.
  e) Locate the desired contacts and tap each one to add them to the group.

     > **NOTICE:** To locate the desired contact(s) easier, you can scroll through the list or use the search option.

  f) After selecting all desired contacts, tap **Done** at the top right of the screen.
     You are navigated back to the group details screen.
  g) Tap **Done** at the top right of the screen.
- To add a contact to a group after creation:
  a) In OpenScape Mobile Pro, navigate to **Contacts**.
  b) Select the **Groups** subtab.
  c) Search for or scroll through your group list to locate the desired group and tap on it.
  d) Tap **…** at the top right of the screen and select **Edit** from the pop-up menu.
  e) Tap **Add Participant(s)**.
  f) Locate the desired contacts and tap each one to add them to the group.

     > **NOTICE:** To locate the desired contact(s) easier, you can scroll through the list or use the search option.

  g) After selecting all desired contacts, tap **Done** at the top right of the screen.
     You are navigated back to the group details screen.
  h) Tap **Done** at the top right of the screen.
- To remove a contact from a group:
  a) In OpenScape Mobile Pro, navigate to **Contacts**.
  b) Select the **Groups** subtab.
  c) Search for or scroll through your group list to locate the desired group and tap on it.
  d) Tap **…** at the top right of the screen and select **Edit** from the pop-up menu.
  e) Locate the contact you want to remove, swipe left and then, then tap 🗑.

     > **NOTICE:** To locate the desired contact(s) easier, you can scroll through the list or use the search option.

     Repeat this step to remove other contacts from the contact group.
  f) Tap **Done** at the top right of the screen.

### 3.2.5.3 How to Rename a Contact Group

You can rename a group of contacts from the Contacts tab.

**Step by Step**

1) In OpenScape Mobile Pro, navigate to **Contacts**.
2) Select the **Groups** subtab.
3) Search for or scroll through your group list to locate the group you want to rename and tap on it.
4) Tap **…** at the top right of the screen and select **Edit** from the pop-up menu.
5) Edit the group name according to your needs.
6) Tap **Done** at the top right of the screen.

## 3.2.6 Communicating with Contacts or Groups of Contacts

You can communicate with your contacts by sending emails, calls, and chat messages.

### 3.2.6.1 How to Communicate with Contacts

You can make calls, send emails or start chat sessions with your contacts directly from the contact's details screen.

**Step by Step**

1) In OpenScape Mobile Pro, tap **Contacts**.
2) Do one of the following:

   • If you want to communicate with a contact in your private UC contact list, select the **UC** subtab, if not already selected.
   • If you want to communicate with a contact in your device contact list, select the **Devices** subtab.
   • If you want to communicate with a contact in a specific group you have created, select the **Groups** subtab, than locate the group in the list and tap on it to open it.
   • If you want to communicate with a handy contact (provided that a handy contacts groups has been configured by your administrator), select the subtab that matches the name of the group.

3) Search for or scroll through your contact list or group to locate the desired contact and tap on it.

**4)** In the contact's details screen, choose one of the following options:

- Tap ☏ to call your contact.
- Tap ✉ to send an email to your contact.

---

**NOTICE:** You can use this option only if the contact's email address is available in contact's details.

---

- Tap 💬 to chat with your contact.

---

**NOTICE:** You can use this option only if the contact's IM address is available in contact's details.

---

### 3.2.6.2 How to Communicate with Groups

You can start conference calls, send emails or start chat sessions with contacts in a group, directly from the contact group details screen.

**Step by Step**

**1)** In OpenScape Mobile Pro, tap **Contacts**.

**2)** Select the **Groups** subtab.

**3)** Search for or scroll through your group list to locate the desired group and tap on it.

You are navigated to the group details screen.

**4)** Tap ⋯ at the top right of the screen, then choose one the following options:

- Tap **Ad-hoc Conference** to start a conference call with the group participants.
- Tap **Send Email** to send an email to the group participants.
- Tap **New group chat**, then enter a chat name and tap **Create** to create a new chat with the group participants.

## 3.3 Chat

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

The Chat view only displays a limited number of conversations. To load more conversations, simply scroll down.

**Chat List tab**

Here you can find all your UC chat sessions. For each chat conversation, you can view the following information:

- For one-to-one chat

    – The avatar of the other conversation participant including the user's current presence status
    – The name of the participant as the chat title
    – A preview of the last message
    – Date and time of the last message

- For a group chat

    – A multi-avatar of the group chat
    – The group chat title
    – A preview of the last message
    – Date and time of the last message

Tap on a chat in the list to open it.

---

**NOTICE:**

Incoming chat messages will only appear when the application is running in the foreground. Thus, if you are running the application in the background, bring the OpenScape Mobile Pro application to the foreground to get your chat list and messages updated.

---

## 3.3.1 How to Create a New Chat

You can create a one-to-one chat or a group chat.

**Step by Step**

1) In OpenScape Mobile Pro, navigate to **Chat**.
2) Tap **+** at the top right of the screen and select **Create Chat** from the pop-up menu.
3) Search for or scroll through your contact list and select the participants you want to add to the chat, then tap **Done**.

---

**NOTICE:** You can only select contacts with a valid IM address. The rest of the contacts are grayed out.

---

4) If you select more than one participant, then it becomes a group chat. Enter a name for the new group chat and tap **Create**.

You can alternatively initiate a one-to-one chat session with a contact via the contact details by tapping on the IM address of the contact.

You can alternatively create a chat with a group of contacts by opening the contact group and selecting **...** > **New Group Chat**.

## 3.3.2 How to Send a Message

You can easily send new messages in a one-to-one or a group chat.

**Step by Step**

**1)** In OpenScape Mobile Pro, navigate to **Chat**.

**2)** Open the chat that you want to send a message to.

**3)** Type your message in the input field.

**4)** Tap ![→].

## 3.3.3 How to Forward a Message

Follow the steps below to forward a message from one chat to another:

**Step by Step**

**1)** In OpenScape Mobile Pro, navigate to **Chat**.

**2)** Open the desired chat and locate the message you want to forward.

**3)** Press and hold the message.

**4)** Select **Forward message** from the pop-up menu.

**5)** On the **Forward to** screen, select an existing chat or create a new one to forward the message to.

To select an existing chat:

a) Tap on the name of the desired chat.

b) Tap **Done** at the top right of the screen.

To create a new chat:

a) Tap **+** at the top right of the screen and select **Create Chat** from the pop-up menu.

b) Search for or scroll through your contact list and select the participants you want to add to the chat, then tap **Done** .

> **NOTICE:** You can only select contacts with a valid IM address. The rest of the contacts are grayed out.

c) If you select more than one participant, then it becomes a group chat. Enter a name for the new group chat and tap **Create**.

## 3.3.4 How to Delete a Message

You can delete a message that you have sent in a chat.

**Step by Step**

**1)** In OpenScape Mobile Pro, navigate to **Chat**.

**2)** Open the desired chat and locate the message you want to delete.

**3)** Press and hold the message.

**4)** Select **Delete Message** from the pop-up menu.

The text `Message deleted` is displayed in the chat history to indicate that the original message has been deleted.

# 3.3.5 Chat Attachments

You can send and receive attachments when communicating with others in an OpenScape Mobile Pro chat.

To send an attachment in a chat message, tap 🔗 at the left of a new message box, then select the file you want to send. You can also share to an OpenScape Mobile Pro chat a file from another application on your iOS device that allows content sharing (like Photos).

You can view and download chat attachments on your device. You can also zoom in and out on an image that is attached to a chat message.

## 3.3.5.1 How to Add an Attachment to a Message

You can add an attachment to a message in one of the following ways:

- Attach a file to a message you are composing in OpenScape Mobile Pro.
- Share a file from another application on your device that allows content sharing (like Photos) to OpenScape Mobile Pro. For more information you may refer to How to Share to OpenScape Mobile Pro from your iOS device on page 29.

You can send only one attachment per message.

Follow the steps below to attach a file to a message you are composing in OpenScape Mobile Pro:

**Step by Step**

**1)** Create a new message.

**2)** Tap 🔗 to the left of the message box.

**3)** Choose **Photos** or **Documents** from the pop-up menu.

**4)** Browse for and select the file you want to attach from your local device.

**5)** To remove the attachment before sending the message, tap **X** in the top right corner of the attachment.

**6)** Tap ➡️ to send the message with the attachment.

## 3.3.5.2 How to Share to OpenScape Mobile Pro from your iOS device

You can share files, photos and links with your teammates in OpenScape Mobile Pro from other applications on your iOS device that allow content sharing.

OpenScape Mobile Pro appears as an option in the system-wide share menu of your iOS device. This makes it possible for you to share content from any application that uses the native share menu to OpenScape Mobile Pro.

**Prerequisites**

- You are either signed in to OpenScape Mobile Pro or you have signed in once and you have your credentials saved.

**Step by Step**

1) Open an application on your device that uses the native share menu (like Photos).

2) Select a file or photo that you want to share and tap the share button.

3) Tap **OpenScape Mobile Pro**.
A preview of the shared content is displayed.

4) Tap **Selected Chat**.

5) Select an existing chat (either one-to-one or group), or create a new chat (one-to-one only) to send the shared content to.

To create a new one-to-one chat to share the content to, do the following:

a) On the **Selected Chat** screen, tap **+** at the top right.

b) Search for or scroll through your contact list and select the contact you want to add to the chat.

> **NOTICE:** Only contacts with valid IM address are selectable. The rest of the contacts are grayed out.

The chat is created.

6) Type your message.

7) Tap **Send**.

The message with the shared content is sent to OpenScape Mobile Pro, in the selected chat.

## 3.3.5.3 How to Zoom in or Out on an Image

You can zoom in and out on an image that is attached to a chat message.

**Step by Step**

1) Tap on the image.

2) To zoom in, pinch open.

3) To zoom out, pinch close.

## 3.3.5.4 How to Download a Chat Attachment

In a chat conversation with attachments, you can see a mini preview of the attached files (images, audio or video files), the file name and the size.
Tap on an attachment to download it. Tap again on the attachment to either open it in-app (many file types can be viewed in-app) or open it with a suggested system application. On the attachment viewer screen, you can tap the share button to share the attachment to other installed apps on your device.

## 3.3.6 How to View all Participants in a Group Chat

Follow the steps below to view all participants in a group chat:

**Step by Step**

**1)** In OpenScape Mobile Pro, navigate to **Chat**.

**2)** Tap on the name of the group chat you are interested in.

**3)** Tap **…** at the top right of the screen and select **Info** from the pop-up menu.

The names of all of the participants are shown in a list.

**Next steps**

You can tap on participant's name in the list to view more information.

## 3.3.7 How to Add a Participant to a Chat

You can add one or more participants to a one-to-one or a group chat.

When you add participants to a one-to-one chat, a new group chat will be created (with no chat history). This ensures that your original chat remains private and cannot be viewed by anyone else.

**Step by Step**

**1)** In OpenScape Mobile Pro, navigate to **Chat**.

**2)** Tap on the name of the chat to which you want to add a participant.

**3)** Tap ⁺👤 at the top of the screen.

**4)** Search for or scroll through your contact list and select the participants you want to add to the chat, then tap **Done**.

> **NOTICE:** You can only select contacts with a valid IM address. The rest of the contacts are grayed out.

**5)** Adding participants to a one-to-one chat, will create a new group chat. Enter a name for the group chat and tap **Create**.

## 3.3.8 How to Leave a Chat

You can leave a group chat at any time. When you leave a group chat, the chat will disappear. Others in the conversation will be notified that you left and you will no longer receive messages from the conversation.

You cannot leave a one-to-one chat.

**Step by Step**

**1)** In OpenScape Mobile Pro, navigate to **Chat**.

**2)** Tap on the name of the chat you want to leave.

**3)** Tap **…** at the top right of the screen and select **Leave Chat** from the pop-up menu.

**4)** In the pop-up window that appears to inform you that you have left the chat, tap **OK**.

# 3.3.9 Chat Options

You can access additional options about a chat, by taping **...** at the top right corner of the specific chat screen.

From there you can select one of the following options:

*   **Info** (in case of group conversations):

    Access information about the participants of this conversation. Tap on any member from the participants' list to display specific information about that contact.
*   **Call**:

    Initiate an audio call.
*   **Video Call** (in case of one-to-one conversations):

    Initiate a video call.
*   **Email**:

    Send an email.
*   **Leave Chat** (in case of group conversations):

    Leave the conversation.

# 3.4 Conference

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

> **NOTICE:**
>
> You cannot configure any new scheduled conferences via the OpenScape Mobile Pro application.

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

*   Call to start the conference.
*   Chat with group to exchange messages with all the conference participants.
*   Mail notification to send an email with the conference details.
*   Mail new PIN to send an email with the new PIN of the conference.

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

> **NOTICE:**
>
> Participants that join a UC conference only with audio, will listen to a *Your phone is now muted/unmuted* message, when they mute or unmute their device.

## 3.4.1 How to Initiate an Ad-hoc "Contact" Conference

Follow the steps below to initiate an ad-hoc conference using the **Contacts** list:

---

**NOTICE:**

Currently, an ad-hoc conference can not be created using the **Keypad** or the **Recents** call log.

---

**Step by Step**

**1)** In OpenScape Mobile Pro, navigate to **Contacts**.
**2)** Tap **UC**.
**3)** Locate a contact and long press on it.
**4)** Tap on the **chat** icon to initiate an Ad-hoc conference.

## 3.4.2 How to Start a Conference

Follow the steps below to start an available conference:

**Step by Step**

**1)** In OpenScape Mobile Pro, tap **Conference**.
If you don't see this option, tap **More...** to find it.
**2)** Select a conference, then tap **Call** to initiate the scheduled conference.

## 3.4.3 How to Open a Conference Entry

You can open an available conference entry to view more details about the conference.

Follow the steps below to view more details about a conference:

**Step by Step**

**1)** In OpenScape Mobile Pro tap **Conference**.
If you don't see this option, tap **More...** to find it.
**2)** Tap on a conference entry to open the associated context menu and proceed with one of the following:

- Change the dialing direction (Call in or Call out) of one or more conference participants by tapping on the participant's name.
- Tap **Call** to initiate the conference.

## 3.5 More...

The final tab of the navigation bar in the main interface of OpenScape Mobile Pro, is the **More...** tab. From here, you can access more advanced features,

options and settings of the application. By tapping on the **More...** tab, a new screen appears where you see the following options:

- **Settings**
- **Own Status**
- **Devices**
- **Rules**

Tap to any of these to enter to its specific screen. You can also tap **Edit** on the upper right part of your screen and re-organize your tabs. In the new screen that appears, you can see all the tabs available to the main interface of the application. You can simply drag the icons to re-arrange them in your preferred order.

> **NOTICE:**
>
> 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.

## 3.5.1 Settings

In the **Settings** tab you can access information about your account and customize your app's settings according to your needs.

For more information, please refer to chapter Settings on page 73.

## 3.5.2 Own Status

From this tab you can change your **Presence Status**, your **Location** or write a **Note**.

### 3.5.2.1 Presence Status

Your presence status determines if you are available for communication or not.

> **NOTICE:** Your presence status in OpenScape Mobile Pro is synchronized with your presence status in OpenScape UC and the synchronization is bidirectional. This means, for example, that when you are on a call, your presence status will change to `Busy` on all Open Scape UC and Open Scape Mobile Pro clients.

In OpenScape Mobile Pro, you can see your currently set presence status in the status bar at the top of the app. The presence status of your UC contacts is displayed at the bottom right of their avatar. Presence information is available in the following tabs of the main navigation bar:

- **Contacts**
- **Recents**
- **Chat**

The presence statuses in OpenScape Mobile Pro are described in the following table:

| Presence status | Description | How this status gets set |
|---|---|---|
| ● Available | You are online and available to contact. | It is set automatically based on your activity or you can set your status to **Available** anytime you want. |
| ● Do not disturb | You do not want to be disrupted. | You can set your status to **Do not disturb** anytime you want. |
| ● Be Right Back | You want it to appear to others that you are currently away for a short time. | You can set your status to **Be Right Back** anytime you want. |
| ● Away | You are away or you want it to appear to others that you are currently away. | It is set automatically when there is no interaction with OpenScape Mobile Pro for a specified period of time.<br><br>You can also set your presence to **Away** anytime you want. If you manually set it, it will stay that way until you change it again or until you are logged out of the app. |
| ● Busy | You are online and on a call or you are busy and do not want to be interrupted. | It is set automatically when you are on a phone call.<br><br>You can also set your presence to **Busy** anytime you want. If you manually set it, it will stay that way until you change it again. |
| ● In A Meeting | You are online and on scheduled meeting or you want it to appear to others that you are currently in a meeting. | It is set automatically when you are in a meeting.<br><br>You can also set your presence to **In A Meeting** anytime you want. |

### 3.5.2.2 How to Select your Presence Status

Follow the steps below to manually change your presence status:

**Step by Step**

1) In OpenScape Mobile Pro, do one of the following:

   • On an iPhone or iPod, tap on the status bar to expand it, then tap on your presence status.

     Alternatively, tap **Own status** in the navigation bar. If you don't see this option, tap **More...** to find it.
   • On an iPad, tap on your presence status icon in the status bar.

2) Select one of the available presence statuses:

   ✅ Available

   🟡 Away

   🔴 Do Not Disturb

   🟡 Be Right Back

   🔴 Busy

   🔴 In A Meeting

You presence status is updated automatically according to your choice.

---

**NOTICE:** When you change your presence status in OpenScape Mobile Pro, your availability in OpenScape UC is also updated.

---

## 3.5.3 Devices

The list of your terminal devices is accessed via the **Devices** view on an iPhone.

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

**Devices**

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*.
• **Work Phone** - Calls are routed first to your office phone and then to voicemail (if configured).
• **OpenScape Mobile** - Calls are routed first to your mobile device and then to voicemail (if configured).

**Devices Groups**

Here you can see your devices groups, if configured.

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

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

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

### 3.5.3.1 How to Select the Preferred Device

Selecting another device from the devices' list.

**Step by Step**

**1)** In OpenScape Mobile Pro:

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

> **NOTICE:**
>
> 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 the desired device from the list.

**3)** Tap **Make Preferred Device**.

### 3.5.3.2 How to Add a New Device

How to add a new device to the devices' list:

**Step by Step**

**1)** In OpenScape Mobile Pro:

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

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

- On an iPad, tap the **Devices** icon in the status bar ( is displayed as an example).

**2)** Tap **Menu** icon.

**3)** Tap **New Device** to open the dialog.

**4)** Enter the following information:

**Name:** `<Enter a unique name>`

**Address:** `+491710007222` (example Europe)

**Address:** `+15619231234`  (example USA)

**5)** You can set the maximum ring time on this device via the **RNA** radio button (e.g. **Unlimited**, equals infinite ring time).

**6)** Tap **Save** to close the window and automatically refresh the devices' list.

### 3.5.3.3 How to Edit Device Settings

How to edit a device's settings:

---
**NOTICE:**

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

---

**Step by Step**

**1)** In OpenScape Mobile Pro:

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

   ---
   **NOTICE:**

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

   ---

- On an iPad, tap the **Devices** icon in the status bar ( is displayed as an example).

**2)** Tap the device you wish to edit in order to open the dialog.

**3)** Tap **Edit** and change the fields as desired.

**4)** You can set the maximum ring time on this device via the **RNA** radio button (e.g. **Unlimited**, equals infinite ring time).

**5)** Tap **Save** to close the window and automatically refresh the device list.

### 3.5.3.4 How to Delete a Device

How to delete a device from the devices' list:

---
**NOTICE:**

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

---

**Step by Step**

1) In OpenScape Mobile Pro:

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

---

**NOTICE:**

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

---

- On an iPad, tap the **Devices** icon in the status bar (⌨ is displayed as an example).

2) Tap the device you wish to delete.

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

The device is deleted and the device list refreshes automatically.

# 3.5.4 Rules

In the **Rules** tab you can view, activate or deactivate your rules profiles.

You can use profiles to group one or more rules together and specify different ways to handle your incoming calls. For example, you can specify how incoming calls will be handled when you are in a meeting or on a business trip. Only one profile can be active at a time. Once a profile is activated, all rules associated to this profile are also activated and your presence changes accordingly.

In OpenScape Mobile Pro you can view the profiles you have defined in your OpenScape Desktop Client or OpenScape Web Client, and activate or deactivate any of them.

## 3.5.4.1 How to Activate or Deactivate a Rules Profile

You can activate or deactivate a pre-defined rules profile for handling your calls.

**Prerequisites**

You have defined at least one profile in your OpenScape Desktop Client or OpenScape Web Client.

**Step by Step**

1) In OpenScape Mobile Pro, tap **Rules**.

If you don't see this option, tap **More...** to find it.

2) Tap the rules profile you want to activate (or deactivate).

The active profile is marked with a star (*).

# 3.6 Making a Call

Making calls directly through your Wi-Fi device is only supported in the Integrated and Voice-only configurations. The UC-only configuration does not

support VoIP calls through your device. So, this section refers mainly to the Integrated Configuration. The UC-only mode enables you to choose the device through which you will perform an outgoing call.

With iOS 10 Apple introduced Callkit which allows integration into the native device calling features. This allows OpenScape Mobile pro to provide an even better calling experience to iPhone users.

Every call you make using OpenScape Mobile Pro on your iPhone is shown in the phones call log. This allows you to have a complete history of the calls you make and redial a person or conference bridge directly from the phones call history.

The Apple iOS operating system restricts OpenScape Mobile Pro to use its own phone keypad and Recents call log (even though the iPhone, unlike the iPad, comes with these features). OpenScape Mobile Pro's Contacts list, though, is integrated with iOS. Any change you make to the contact list of your device is immediately reflected in OpenScape Mobile Pro.

⚠️ **CAUTION:**

Do not use OpenScape Mobile Pro to make emergency calls; use your cell phone instead, as it provides more accurate location information to the emergency response center. Emergency calls made with OpenScape Mobile Pro may be routed to the incorrect response center.

**NOTICE:**

You can only make calls directly through your Wi-Fi device.

**NOTICE:**

The person you call sees your desk phone number as the calling number.

**NOTICE:**

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

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

**NOTICE:**

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

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

**SIP URI Call**

You can also perform outgoing audio or video calls, to SIP URI destinations as long as the PBX supports such a configuration.

Dial out a SIP URI call with one of the following ways:

- Select the corresponding SIP URI video field on a UC contact.
- Choose a recently called destination from the **Recents** list.
- Paste an already copied URI on the dial pad.
- Through telephone and SIP URI schemes (`sip:` or `tel:`) provided in other applications (i.e., emails, Browsers etc) as long as those schemes are detected as such from the corresponding application. Once the scheme is detected by the system, OpenScape Mobile will be listed in the suggested applications to open the URI link for the telephone and SIP schemes.

# 3.6.1 How to Make a Call Using Recents

Follow the steps below to call a contact from your **Recents** list:

**Step by Step**

1) In OpenScape Mobile Pro, tap **Recents**.
2) Tap the name or phone number you want to call.

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

> **IMPORTANT:**
>
> In **UC-only mode**, an extra screen is displayed, i.e., **Choose Device**. Tap on the device from which you want to perform the call.

**Using Phone Button**

You can also initiate a call from the **Recents** tab, by tapping on the 📞 phone icon at the top right corner of the screen. This brings up the keypad so that you can enter a number. In this new screen there is also a **contacts book** button at the top right corner. Tap on it to navigate to the **Contacts** tab.

> **NOTICE:**
>
> For more information regarding Contacts, please refer to section Contacts.

**Video Call**

To start a Video Call, follow the same steps as above and tap **Video Call**.

> **NOTICE:**

You will not see the **video call** icon if your device does not support video call or you choose to perform your call through your **Office Phone** in the UC-only configuration.

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 will hide the controls 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).

**NOTICE:**

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

# 3.6.2 How to Make a Call Using Contacts

**Step by Step**

1) In OpenScape Mobile Pro, tap **Contacts.**
2) Select a contact from a group, a private contact list, or find a contact in the address directory and tap on it to open the **Contact Details** screen.

**NOTICE:**

You can see the avatar and the presence status of your UC contacts to the left of each contact entry. For more information regarding the Presence statuses, please refer to section Presence Status on page 34.

**NOTICE:**

When selecting the conference participants, please heed their telephone status.

3) In the **Contact Information** section of the **Contact Details** screen, tap on any of the available phone numbers to initiate a call.

> **IMPORTANT:**
>
> In **UC-only mode** an extra screen is displayed, i.e., **Choose Device**, where you can tap on the desired device to initiate the call.

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

4) If the contact has several devices, select one of them by tapping to initiate the call.

5) To add video to an ongoing voice call, tap on the green camera button.

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 will hide the controls 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).

> **NOTICE:**
>
> 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.

## 3.6.3 How to Make a Call Using Search

Follow the steps below to find and call a contact through the search bar:

**Step by Step**

1) In OpenScape Mobile Pro, tap **Contacts**.

2) In the **Search** box, enter the first or last name of the contact you wish to find or a phone number.

> **NOTICE:**
>
> The search is dynamic, i.e. search results appear as you type.

3) Tap the contact in the search results.

Contact Details are displayed including the contact's phones (Business Phone, Home Phone and Mobile Phone).

**4)** Tap on the contact's phone number you want to call.

> **IMPORTANT:**
>
> In **UC-only** mode, after this step, you will see an extra screen i.e., **Choose Device**, where you can tap on the desired device to initiate the call.

> **NOTICE:** Only the available phone numbers are displayed here, otherwise the fields are blank.

For more details on the call process, please refer to section How to make a Call using Recents.

## 3.7 Receiving a Call

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

In the **Integrated Configuration**, when somebody calls you, you will receive the call on your preferred device. As discussed in section How to Select the Preferred Device, you can either choose your preferred device through the **Devices** tab or by tapping on the device icon in the status bar . In the Integrated Configuration you can choose one of the following as your preferred device:

*   **Auto-Pilot** - OpenScape Voice will automatically try to find you in the Wi-Fi client, desk or cell phone without any other configuration required.
*   **Office Phone** - OpenScape Voice automatically try to find you at your Desk Phone.
*   **OpenScape Mobile Wi-Fi** - OpenScape Voice automatically tries to find you at your Wi-Fi phone.

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

In the **UC-only Configuration**, while receiving a call, your device rings but you cannot answer the call on your Wi-Fi device. By tapping on the status bar at the the top of your OpenScape Mobile Pro app, you can see the details of the incoming call and tap one of your available devices through which you wish to answer the call.

> **IMPORTANT:** This feature in the UC-only configuration is only available, when OpenScape Mobile Pro is in the foreground and it does not work when the application is running in the background.

## 3.7.1 How to Answer Calls on your Wi-Fi Device

When OpenScape Mobile Pro is on and in the foreground, a new call arriving at the Wi-Fi device appears on the Callkit screen. The name of the contact is displayed on the top of the screen and the options **Accept**, **Decline** and **Remind Me** are available. To answer the call you, do the following:

**Step by Step**

Tap the blue **Accept** button to answer the call via Wi-Fi and then proceed with the following:

a) If your device is locked when a new call arrives the display turns on and the device rings (or vibrates, depending on how you have the device configured). To see the incoming call screen and answer the call, first unlock the device.

b) If you receive a call on your Desk Phone, you can move the call to your Wi-Fi phone. You have to display the call slider and change the destination of the call to that of your Wi-Fi device.

---

**NOTICE:**

For more information on how to move calls, please refer to section Moving Calls.

---

c) If you receive a video call or a request for adding video during an ongoing voice call then:

- 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 reject the video (voice-only call).

---

**NOTICE:**

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

---

**NOTICE:**

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

sending video (tap on the green **camera** button and then select **Remove my video only**).

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 hides the controls.

The following controls are supported:

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

# 4 Using Voice-Only Configuration

The Voice-only OpenScape Mobile Pro Configuration is connected directly to OpenScape Voice. In this configuration your OpenScape Mobile Pro application is not connected to the Façade Server. This means, that you can't use the UC features that are available in OpenScape Mobile Pro Integrated and UC-only configurations. However in the Voice-only mode you will be able to make calls over Wi-Fi or Cellural Network, use Voice Mail Messages, move calls, transfer calls and the rest of the call features, available in OpenScape Mobile Pro.

The Voice-only Configuration's navigation bar in the basic interface has the following tabs :

- Recents
- Contacts
- Keypad
- Settings...

---

**NOTICE:**

An easy way to identify whether your system is running on the **Voice-only** configuration is through the navigation bar located in the lower bottom of the application's main interface. .

More specifically the **Chat** and **More...** tabs are not included in the navigation bar. Chat feature is only supported in Integrated and Voice-only configurations. In addition, the **More...** tab is replaced by **Settings** in this configuration

---

With iOS 10. Apple introduced Callkit which allows integration into the native device calling features. This allows OpenScape Mobile pro to provide an even better calling experience to iPhone users.

When you are not in OpenScape Mobile pro or your device is locked, incoming OpenScape Mobile pro calls are shown up on your device just like standard, cellular calls. When a OpenScape Mobile pro call comes in, the iPhone standard call screen appears. You can answer the call using the standard call controls without needing to unlock your device. If you want to go to the OpenScape Mobile client from the call screen, click on the OpenScape Mobile pro icon and then you will be asked to unlock your phone.

If you leave the OpenScape Mobile pro App while you are on an OpenScape Mobile pro call, you can tap the active call banner to return to it just like standard, cellular phone calls

## 4.1 Recents

The first tab on the left side of the navigation bar is the **Recents** list. This list displays the last 20 incoming, outgoing, and missed calls.

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

- ![icon] Inbound call accepted
- ![icon] Inbound call not accepted

- Outbound call successful
- Outbound call not successful

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

- Call a contact
- Delete an individual entry
- Delete multiple entries
- Create new contact

## 4.2 Contacts

The **Contacts** tab lists your device contacts.

> **NOTICE:**
>
> In the **Voice-only Configuration** you only have access to your device contacts. The **UC**, **Groups** and **Handy** contacts are only available in the **Integrated** and **UC-only**modes.

## 4.3 Keypad

The fourth icon on the **Navigation bar** of your **OpenScape Mobile Pro** application Interface is the **Keypad** icon. You can use the **Keypad** to dial the numbers you want to call.

Using the **Keypad** you can establish:

- Voice call
- Video call.

> **NOTICE:**
>
> For more information on how to make a Voice call or Video call using the Keypad please refer to the next chapters.

## 4.4 Settings

In the **Settings** tab you can access information about your account and customize your app's settings according to your needs.

For more information, please refer to chapter Settings on page 73.

## 4.5 Making a Call

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

With iOS 10 Apple introduced Callkit which allows integration into the native device calling features. This allows OpenScape Mobile pro to provide an even better calling experience to iPhone users.

Every call you make using OpenScape Mobile pro on your iPhone is shown in the phones call log. This allows you to have a complete history of the calls you make and redial a person or conference bridge directly from the phones call history.

The Apple iOS operating system restricts OpenScape Mobile Pro to using its own phone keypad and Recents call log (even though the iPhone, unlike the iPad, comes with these features). OpenScape Mobile Pro's Contacts list, though, is integrated with iOS. Any change you make to the contact list used in your device is immediately reflected in OpenScape Mobile Pro.

In the **Voice-only** mode you can make a call using **Recents**, **Contacts** or **Keypad**. The process is similar to the Integrated and UC-only modes.

---

⚠️ **CAUTION:**

Do not use OpenScape Mobile Pro 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 Pro may be routed to the incorrect response center.

---

> **NOTICE:**
>
> The person you call will see your desk phone number as the calling number.

---

> **NOTICE:**
>
> iOS devices' native keypad, contacts and journal do not offer an option to initiate a video call. To make a video call, start as a voice call and then add video.
>
> It is possible to start video calls from within OpenScape Mobile Pro (through **Recents** and **Keypad**), since it has its own call log screen.

## 4.5.1 How to Make a Call Using Recents

In the **Voice-only** mode you can make a call using **Recents**. The process is similar to the Integrated and UC-only modes so you can see step by step information at How to make a Call using Recents .

## 4.5.2 How to Make a Call Using Contacts

In the **Voice-only** mode you can make a call using **Contacts**. The process is similar to the Integrated and UC-only modes so you can see step by step information at How to make a Call using Contacts .

> **NOTICE:**
>
> In the **Voice-only** configuration you can only call a **Device Contact**.

## 4.5.3 How to Make a Call Using Keypad

In the **Voice-only** mode you can make a call using **Keypad**. The process is similar to the Integrated and UC-only modes so you can see step by step information at How to make Call using Keypad .

## 4.5.4 How to Make a Call Over Wi-Fi or Cellular Network

**Step by Step**

1) From OpenScape Mobile Pro, either:

   - Tap **Keypad**, enter the number, and tap **Call** or
   - Tap **Contacts** and choose a name/number or
   - Tap **Recents** and choose a name/number from the call log.

2) OpenScape Mobile Pro will dial the number.

   a) To initiate a video call using **Keypad** and **Recents** (tap on the small blue arrow), tap Call with the small camera icon in front.

   b) To initiate a video call using **Contacts** and **Recents** (tap on the recent call), start fist the voice call and then, once the called party answers, tap **More** > **Add Video** (on iPhone and iPod), or tap green camera button (on iPad).

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

   The OpenScape Mobile Pro device receiving the added video can:

   a) • 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).

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

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

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

   The following controls are supported:

   a) • **Camera switch button** (down left corner) - tap to switch between front- or rear-facing camera

- **Video Quality button** (up right corner) - tap to adjust the video quality (Very High, High, Medium or Low).

## 4.6 Receiving a Call

In Voice-only mode, SBC automatically tries 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.

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

- If you have OpenScape Mobile Pro 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 Pro registered with OpenScape Voice on multiple cell-capable devices (a practice not recommended), the **Route Calls to Cell** setting on the last device registered will be used for routing purposes.
- If your OpenScape Mobile Pro is reachable over Wi-Fi:

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

  – The call rings in your desk phone first
  – If you do not answer, the call is sent to your cell phone (optionally controlled via configuration)
  – If you do not answer, the call is forwarded to your desk phone's voice mail box (if configured) or your cell phone's voice mail box (if configured), depending upon which one answers the call first.

> **IMPORTANT:**
>
> If your cell phone is not reachable (powered off or does not have signal), the call is intercepted by your cell provider and sent to your cell phone's voice mail box (if configured).
>
> **Be aware**: Your cell number is exposed when returning calls from cell voicemail.

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

### 4.6.1 How to Answer Calls on your Wi-Fi Device

In Voice-only mode, when you receive a new call the Wi-Fi device will present the **Callkit** screen whether the application is on the foreground or not, just like it would normally do in a normal call on your iPhone. A step by step guide on how

**Using Voice-Only Configuration**

to handle a call on your Wi-Fi device has been described on the How to Answer Calls on your Wi-Fi Device section.

# 5 Handling Calls

OpenScape Mobile Pro enables you to use a vast range of call-handling features. In this chapter you can read more information about the features of OpenScape Mobile Pro. More specifically, this chapter includes information about all of the three different OpenScape Mobile Pro configurations, i.e Integrated, UC-only and Voice-only and has clear indications stating whether the discussed feature is only available in one or some of the modes. It is recommended to first read the segments about making and receiving calls in the previous chapters, so you can better understand the information in this chapter.

## 5.1 More on Making Calls

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

With iOS 10 Apple introduced Callkit which allows integration into the native device calling features. This allows OpenScape Mobile pro to provide an even better calling experience to iPhone users.

The Apple iOS operating system restricts OpenScape Mobile Pro to using its own phone keypad and Recents call log (even though the iPhone, unlike the iPad, comes with these features). OpenScape Mobile Pro's Contacts list, though, is integrated with iOS. Any change you make to the contact list used in your device is immediately reflected in OpenScape Mobile Pro.

> ⚠ **CAUTION:**
>
> Do not use OpenScape Mobile Pro to make emergency calls; use your cell phone instead, as it provides more accurate location information to the emergency response center. Emergency calls made with OpenScape Mobile Pro may be routed to the incorrect response center.

> **NOTICE:**
>
> The person you call sees your desk phone number as the calling number.

> **NOTICE:**
>
> iOS devices' native keypad, contacts and journal do not offer an option to initiate a video call. To make a video call, start as a voice call and then add video. It is possible to start video calls from OpenScape Mobile Pro (through the **Recents** list and **Keypad**), since it has its own call log screen.

> **NOTICE:** In case you are using a Soft client (e.g, OpenScape UC Web client, Fusion, etc.) and you have the Auto-Pilot option

enabled, then the user's desk phone (if present) will be used as an associated device to make a call.

## 5.1.1 How to Make a Call in Callback Mode

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

The destination does 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 Pro to swipe the call to another destination.

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

> **NOTICE:**
>
> The call is billed like a regular ONS call (OpenScape Mobile Pro 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 Pro, either:

   - Tap **Keypad**, then enter the number and finally tap **Call**.
   - Tap **Contacts** and choose a name/number.
   - Tap **Recents** and choose a name/number from the call log.

2) OpenScape Mobile Pro requests OpenScape Voice to call back your cell phone.

## 5.1.2 How to Make a Call from other Applications Using OpenScape Mobile Pro

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

**Prerequisites**

OpenScape Mobile Pro is already up and running.

OpenScape Mobile Pro is in Wi-Fi Mode.

**Step by Step**

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

***osmo:// callednumber [ postdialdigits ]***

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

**2)** Click on the aforementioned line.

OpenScape Mobile Pro is invoked and dials the number +15619231999, wait and then dial the 123456 passcode in order to automatically connect to the conference bridge.

**Example**

The following are examples of OpenScape Mobile Pro 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.

# 5.2 More on Receiving Calls

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

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

• If you are configured for Voice-only, SBC automatically tries to find you in the Wi-Fi client, desk or cell phone. OpenScape Voice optimizes the search based on the state of Wi-Fi client and your option to allow calls to be routed to the cell phone.

• If you are configured for UC-only, you can use preferred devices and rules to customize call routing. Refer to sections 4-5 and 4-7, respectively.

• If you are configured for Integrated, by using the Auto-Pilot preferred device OpenScape Voice automatically tries 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.

- If you have OpenScape Mobile Pro registered with OpenScape Voice on multiple Wi-Fi devices (e.g., a smartphone and a tablet), the routing rules in this section apply to <u>each</u> device.
- If you have OpenScape Mobile Pro registered with OpenScape Voice on multiple cell-capable devices (a practice not recommended), the **Route Calls to Cell** setting on the last device registered will be used for routing purposes.

> **NOTICE:**
>
> The **Route Calls to Cell** function is only active when Auto-Pilot is enabled and the client logs off from the OpenScape Mobile Pro application.

The following rules are used to try to reach you over Wi-Fi, at your desk, over the cellular network or an integrated solution at any other device you prefer. In subsequent sections, you will see how to control which devices are chosen and when.

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

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

> **IMPORTANT:**
>
> If your cell phone is not reachable (powered off or does not have signal), the call will be intercepted by your cell provider and sent to your cell phone voice mail box (if configured).
>
> **Be aware:** Your cell number is exposed when returning calls from cell voicemail.

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

**Integrated Configuration (Device=OpenScape Mobile Pro)**

• If your OpenScape Mobile Pro is reachable over Wi-Fi:

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

• If your OpenScape Mobile Pro is *not* reachable over Wi-Fi (OpenScape Mobile Pro is turned off or without network connectivity), the call is forwarded to your desk phone voice mail box (if configured).

**Integrated Configuration (Device=Desk Phone)**

• The call rings on your desk phone first.
• If you do not answer, the call is forwarded to your desk phone's voice mail box (if configured).

**NOTICE:**

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

**IMPORTANT:**

When your iOS device is paired to a Bluetooth headset you can answer an incoming call via the headset by pressing the headset's call control button. However, If you accept an incoming call via your iOS device instead, the call audio will be routed to your device's speaker.

If you want to change the iOS default behavior on Call Audio Routing (determines where audio will be heard during a phone call or Facetime audio), on iOS 13, navigate to **Settings** > **Accessibility** > **Touch** > **Call Audio Routing** and choose between the following options: **Automatic**, **Bluetooth Headset** or **Speaker**.

## 5.2.1 Changing where You Can be Reached

### 5.2.1.1 How to Change where you Can be Reached - Voice-Only and Integrated Configurations (Device=Auto-Pilot)

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

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

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

> **NOTICE:**
>
> The **Route Calls to Cell** function is only active when Auto-Pilot is enabled and the client logs off from the OpenScape Mobile Pro application.

**Step by Step**

1) To stop receiving calls to your Wi-Fi device:

   - On an iPhone, tap the down arrow to expand the notification bar then tap the **ON/OFF** button to turn it off.
   - On an iPad, tap the **ON/OFF** button to turn it off.

2) To stop receiving cell calls to your iPhone, confirm that OpenScape Mobile Pro is connected to the OpenScape Voice Server as shown by the green LED indication in the notification bar.

3) Tap **Settings** and then tap **Route Calls to Cell** to turn it off.

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

## 5.2.1.2 How to Change where you Can be Reached - UC-Only and Integrated Configurations(Device=Other than Auto-Pilot or Rules Configured)

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

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

More specifically:

- When the preferred device is not Auto-Pilot, OpenScape UC routing takes precedence; OpenScape Mobile Pro routing is not executed. Incoming calls are routed to the selected device. (however a call can still be moved from the selected device.)
- A call can still be moved from the selected device even if UC rules are configured in the UC client.
- If Auto-Pilot is selected as the preferred device, OpenScape Mobile Pro 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 and not to the selected preferred device.

**Step by Step**

1) To select a preferred device:

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

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

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

2) Tap the desired device then tap **Make Preferred Device**.

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

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

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

## 5.2.2 How to Change How Much Time each Device Rings

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

> **NOTICE:**
>
> This is valid only for Voice-only and Integrated (Device=Auto-Pilot) configurations.

## 5.2.3 Receiving Calls from an OpenScape Voice Hunt Group

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

> **NOTICE:**
>
> A Hunt Group, sometimes also referred to as Multiline Hunt Group (MLHG), permits the distribution of incoming calls to associated subscribers (members). If a member is busy or does not accept an incoming call, the call is automatically routed to another member of the hunt group.

For more information on Hunt Groups please refer to the OpenScape Voice Documentation.

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

**NOTICE:**

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).

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

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

- In case where the option Call Forwarding – Static OND is activated, OpenScape Mobile Pro Auto-Pilot routing is superseded.
- If the 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 Pro, the preferred device in OpenScape UC application has to be set to Auto-Pilot.
- In case the user has a Wi-Fi phone, all incoming calls from the Hunt Group are routed there.

  **NOTICE:**

  If the option for Immediate Call Forwarding or DND is activated, then the call is not 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 returns to the Hunt Group for "re-hunting" to another member of this group.

# 5.3 Moving Calls

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

**NOTICE:**

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 Pro 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 Pro 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 Pro on the tablet presents and allows you to operate only the Wi-Fi call on the tablet. OpenScape Mobile Pro on the smartphone presents the cell call for control on that device.

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

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

---

**NOTICE:**

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

---

**Step by Step**

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

**2)** To move the call to the cell, desk phone or the last used device, choose one of the following options:

- Tap the new destination of the call.
- Touch and hold the highlighted Wi-Fi device and slide it to the destination device. Release the slider when you get there.

Your call moves to the new destination.

**3)** To move the call to any other device, tap any other device icon, i.e. a device belonging to a different user.

---

**NOTICE:**

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

---

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

## 5.3.2 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 continue the call, tap the down arrow to expand the notification bar.

**2)** To pull the call from the device in use, choose one of the following options::

- Tap the **Wi-Fi device** icon.
- Touch and hold the highlighted "last used device" and slide it to the W-Fi device. Release the slider when you get there.

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

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

**Step by Step**

**1)** To display the call slider.

- On an iPhone, tap the down arrow to expand the notification bar.

**2)** To move the call to the Wi-Fi device, cell phone or the last used device:

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

Your call moves to the new destination.

**3)** To move the call to any other device, tap **More...** and then choose one of the following options:

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

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

## 5.3.4 How to Move a Call from the Cell Phone to another Device

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

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

**Step by Step**

**1)** To display the call slider on your iPhone:

- Press the **Home** button, then tap the **OpenScape Mobile Pro** icon (to bring it to the foreground), then tap the down arrow to expand the notification bar.

**2)** To move the call to the Wi-Fi device, desk phone or the last used device:

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

Your call moves to the new destination.

**3)** To move the call to any other device, tap **More...** and then choose one of the following options:

---

**NOTICE:**

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

---

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

## 5.3.5 How to Move a Call from the Last Used Device to another Device

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

**Step by Step**

**1)** To display the call slider on your iPhone:

- Tap the down arrow to expand the notification bar.

**2)** To move the call to the Wi-Fi device, cell or desk phone:

- Tap the new destination of the call.
- Touch and hold the highlighted "last used device" and slide it to the destination device. Release the slider when you get there.

Your call moves to the new destination.

**3)** To move the call to any other device, tap **More...** and then choose one of the following options:

---

**NOTICE:**

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

---

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

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

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

**Step by Step**

1) To display the call slider on your iPhone:

   - Tap the down arrow to expand the notification bar.

2) To move the call to the desk phone:

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

   Your call moves to the new destination.

3) To move the call to any other device, tap **More...** and then choose one of the following options:

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

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

## 5.3.7 How to Cancel the Call Move

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

## 5.3.8 When Calls Cannot be Moved

### 5.3.8.1 Specific Scenarios

In the following specific scenarios the calls can not 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 are not allowed to move the call until the call reverts back to a simple (two-party) call. More Specifically, after the other

participants leave the conference and you are left with only one other person in that call, you can move the call.

> **NOTICE:**
>
> 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 are not 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 are 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 the MLHG Pilot DN is not provisioned with the following features: Call Transfer, CSTA Access, One Number Service (ONS status must be set to **Inbound and Outbound**), then the calls that are received from the queue (via the pilot number) can not be moved.

> **NOTICE:**
>
> 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 Pro). Such calls can not be moved from one device to another.

> **NOTICE:**
>
> The **Silent Monitoring** feature allows executives or supervisors with sufficient privileges to silently listen to an audio call or conference that a subscriber to be monitored participates in. During a silent monitoring session, the executive or supervisor can either barge into the conversation or terminate the monitoring without affecting the ongoing conversation. It is also possible to barge in without prior "passive" monitoring.
>
> For more information regarding Silent Monitoring Calls please refer to the OpenScape Voice Feature Description document.

- **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 configuration for "*Large Conferencing*" (i.e., station-controlled conference).

## 5.4 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.

The 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 Pro, it's likely that your Transfer Recall Timer needs to be increased because it's overriding the OpenScape Mobile Pro routing timers. In this case, contact your System Administrator.

## 5.4.1 How to Transfer a Call

**Step by Step**

1) From the **Call in progress** screen:

   • On an iPhone, tap **More...** and then tap **Transfer**.

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

   • On an iPad, tap **Transfer**.

2) Choose one of the following options to transfer the call:

   • Choose a name/number from the **Recents** call log.
   • Choose a name/number from the **Contacts** list.
   • Tap **Keypad**, then enter the number and finally tap **Call**.

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

**Step by Step**

1) To transfer the call on your iPhone:

   • Tap the down arrow to expand the notification bar and then tap **More Features**.

**2)** Tap **Transfer** and choose one of the following options to transfer the call:

- Choose a name/number from the **Recents** call log.
- Choose a name/number from the **Contacts** list.
- Tap **Keypad**, then enter the number and finally tap **Call**.

# 5.5 Screen Sharing

During an active call with one or more UC users, when a user from another client, which supports screen sharing, starts screen sharing, you have the option to display the shared screen in your iOS device.

Your OpenScape Mobile app notifies you when a Screen Sharing event takes place and displays the **Show screen sharing** button next to the hang up button. Tap on the **Show screen sharing** button to start seeing the shared content.

> **NOTICE:**
>
> It may take a few seconds to establish the connection. A loading indicator will appear while your OSMO client is being connected to the Media Server.

Screen sharing view supports zoom in/out by pinching your fingers on your screen. After zooming in you can navigate through zoomed content using your fingers.

While seeing the shared screen, you have the option to hide it again, by tapping on the **Hide screen sharing** button.

> **NOTICE:**
>
> OpenScape Mobile screen sharing feature supports both Portrait and Landscape modes.

# 5.6 Secure Calls

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

If your system is configured to provide voice media security you will see a **lock** icon in the iPhone's notification bar. 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.

## 5.7 Operating without OSV Desk Phone

OpenScape Mobile Pro 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 Pro Application supports the following scenarios for moving (handover) a call:

• If your OpenScape Mobile Pro is established over Wi-Fi with VoIP support:

  – 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 Pro is established over cell network without VoIP support:, 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.

> **NOTICE:**
>
> If a user has a desk phone that is unregistered, the call to the OpenScape Mobile Wi-Fi device, due to auto-pilot routing, operates as if the call was sent to registered ONS device.

> **NOTICE:**
>
> 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 is possible.

## 5.7.1 Additional Services

The following, additional services are supported for OpenScape Mobile Pro 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 Pro Application can not control the call anymore. The call is not reported as a missed call.

- Serial ringing

  > **NOTICE:**
  >
  > The Serial Ringing feature provides subscribers the capability to be sequentially rung at a series of locations. This feature optionally includes the ability for the caller to instantly transfer to the callee's voice mailbox, rather than waiting for the call to progress through all locations to do so.##
  >
  > For information on Serial Ringing please refer to the OpenScape Feature Description or Administration Documentation.

- 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)

> **NOTICE:**
>
> All services operate in the same manner for a call diverted to OpenScape Mobile Pro 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 Pro cell.

## 5.8 How to Use a Bluetooth Device

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

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

> **NOTICE:**

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

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

**Step by Step**

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

## 5.9 How Badges are Used in OpenScape Mobile Pro

A badge is added to the **OpenScape Mobile Pro** icon in your **Home** screen to indicate the number of calls you have missed (or deflected) or simply that you have unheard voicemail messages.

• For the first missed/deflected call, a badge is added with a *1* in it (if currently there is no badge). The badge is incremented by one for each additional missed/deflected call. When the user goes into the **Recents** tab the badge is removed (if there is no unheard voicemail).
• When there are new (unheard) voicemails available for the desk phone number, a badge is added with a *1* in it (if currently there is no badge). If there is, the number in the badge is incremented by one. When the user listens to all new voicemails the badge is removed (if there are no missed/deflected calls). The number indicates just the fact that there are new messages. It does not indicate the number of new messages nor is it incremented for each new message.

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

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

**NOTICE:**

Not available in the UC-only configuration.

**Step by Step**

1) To connect to the voicemail server on your iPhone:

• Tap the down arrow to expand the notification bar and then tap **Call**.
2) Use the **Keypad** to enter your password.

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

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

**Step by Step**

When you notice the speech degradation you can:

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

# 6 Settings

This section describes the **Settings** tab where you can access information about your account and customize your app's settings according to your needs. In addition, in this tab you can configure the application to connect to the OpenScape Voice Server (Voice-Only configurations) or SBC (UC-Only or Integrated configurations).

You can use the Settings tab to:

- Manage **Application Settings**.
- Manage your **Mobile Data Network** settings.
- View **Notices and Disclaimers**.

## 6.1 Application Settings

In the **Application Settings** section of the Settings tab, you can see the following options:

- **Account**

  Here you can view and edit your account settings.
- **Features**

  Here you can configure your voicemail and call forwarding settings.
- **Advanced**

  Here you can configure more advanced options and settings.

You can also enable the option **Route Calls to Cell** to specify how calls are routed when you are unreachable over Wi-Fi. To do so, switch the respective slider to ON (green).

---

**NOTICE:** The **Route Calls to Cell** option is only available when Auto-Pilot is ON and you are signed out of the OpenScape Mobile Pro application.

---

## 6.1.1 How to Access the Account Settings

You can access your account settings at any time from the **Settings** screen.

**Step by Step**

1) In OpenScape Mobile Pro, tap **Settings**.

   If you don't see this option, tap **More...** to find it.

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

---

**NOTICE:**

This field is displayed on your iPad (as read-only) only when you register your iPhone.

---

## 6.1.1.1 Import Account information via a QR code

You can automatically import UC account information to your OpenScape Mobile application by scanning a QR code with your OSMO QR code reader.

In the **Account** screen, you can populate your **Subscriber**, **Server Address** and **Cell Number** fields automatically through a provided QR code.

You can generate your OpenScape Mobile user account details QR code, via your OpenScape UC clients, under the **Settings** page in your **Profile** tab. An administrator can also provide you a QR code with your specific account information.

By pressing the QR code icon on the **Account** screen, you can scan QR codes. When you scan a valid OpenScape Mobile QR code the account fields are automatically populated. You are simply requested to enter your password and then tap **Save** to save your account details and proceed with the user login.

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

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

---

**NOTICE:**

Not available in the UC-only configuration.

---

**Step by Step**

**1)** In OpenScape Mobile Pro, tap **Settings**.

**2)** Tap **Features** to display the following:
- **Voicemail**
- **Call Forwarding**

### 6.1.2.1 Voicemail Access

**Access Number**

**Override Number**

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

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

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

### 6.1.2.2 How to Configure Call Fowarding

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

The following variations of call forwarding are supported:

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

---

**NOTICE:**

**Preferred Device** routing has priority over **Call forwarding**. Call forwarding is a BPX feature on the ONS main line, so in the case of **Busy/No Answer** (since the PBX is not aware in advance what will happen to the call) the call to UC will be routed to the preferred device instead.

---

**Step by Step**

1) In OpenScape Mobile Pro, tap **Settings** > **Features**.
2) Tap **Call Forwarding**.

**3)** Configure one or all of the following variations (each destination may be different):

a) **All** - Tap to turn on and then tap **Call forwarding all Destination** field to bring up the keypad.

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

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

c) **No Reply** - Tap to and then on then **Destination** field tap to bring up the keypad.

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

## 6.1.3 How to Access the Advanced Settings

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

**Step by Step**

**1)** In OpenScape Mobile Pro, tap **Settings**.

**2)** Tap **Advanced**.

**3)** These are the categories of *Advanced* settings:

- *UC OPTIONS*:

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

    – **Outgoing Call Prompt** - When this option is enabled OpenScape Mobile Pro asks what device to use to make a call. Turn off this option to allow OpenScape Mobile Pro to automatically make a call using Wi-Fi (when available and in Integrated configuration) or the cell phone (when Wi-Fi is not available). Your cell phone number is not exposed in this case. Your office number is shown to the other parties (UC-only and Integrated configurations).

    – **Activate Chat (Beta)** - This option enables you to chat with contacts on your contact list that also have the option to exchange chat messages.

- *VIDEO CALLS*:

    **Video Quality** - Described later in this chapter.

- *RINGTONES*:

    – **Select Ringtone** - in case you use multiple iOS devices (e.g. iPhone and iPad) this option allows you to utilize and set different ringtones (per device) for the incoming OpenScape Mobile Pro calls.

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

native ringtone will be displayed and played during the incoming OpenScape Mobile Pro call.

---

**NOTICE:**

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

---

The conclusion is that:

– All incoming cell phone calls (i.e. calls made via the user's mobile carrier) use the native device ringtone.
– If an incoming OpenScape Mobile Pro call is detected and the calling party number is located in the Contacts list (Phone Address Book) having a pre-configured ringtone set, then the OpenScape Mobile Pro application plays that pre-configured ringtone until the call is answered or cleared before answered.

Otherwise, the current OpenScape Mobile Pro specific ringtone is played.

• *Call Progress Tones*:

– **Select Country** - this option allows you to play the country specific call progress tones, such as ringing, busy, fast busy and special information tones, when performing an outgoing OpenScape Mobile Pro call.

In order to select a country specific tone, tap the **Select Country** option and then choose the tone that is related to one of the following countries:

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

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

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

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

| Language Setting | Default Country Setting |
|---|---|
| German | Germany |
| Portuguese | Brazil |
| English | United States |

| Language Setting | Default Country Setting |
|---|---|
| Russian | Russia |
| Mandarin | China |
| Spanish | Chile |
| Any other language setting | Germany |

- *More Options*:

  – **Call Through Cell Prompt** - When this option is enabled OpenScape Mobile Pro asks for confirmation before using the cell phone to make a call (when OpenScape Mobile Pro is not connected to OpenScape Voice Server). Turn off this option to allow OpenScape Mobile Pro to automatically use the cell phone to make a call when needed (This option is disabled by default).

  – **Disable Call Quality Warnings** - When this option is enabled OpenScape Mobile Pro does not display messages indicating the quality of the network during a call. Turn off this option if you want to receive messages related to the degradation of the network quality (e.g., **Network quality is poor** or **Network quality is bad**).

  – **MobileIron Management** - This option enables **MobileIron** to secure and manage your OpenScape Mobile Pro application.

  > **NOTICE:**
  >
  > Application settings may be locked by your administrator when you are using a corporate mobile device as a user.

- *Diagnostics*:

  **Diagnostics** - Described later in this chapter.

- *Logging* - Described later in this chapter.

- *Certificate Management* - Contains the following options:

  – **Certificates Installed** - Displays all Client certificates that have been installed in the OpenScape Mobile Pro application keychain.

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

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

### 6.1.3.1 Video Quality

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

OpenScape Mobile Pro application provides the user with 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**

### 6.1.3.2 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 Pro client. In case there is also a connection to the EventServer, this will be displayed here. (See the troubleshooting section for how this information can be used).
- **Recent Events** - Refer to the quickDiagnostic.txt file that contains the most important events, such as status of the Wi-Fi connection 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; it cannot be changed.)

### 6.1.3.3 Logging

**Log Level**

**Log File Management**

The following log levels are available:

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

---

**IMPORTANT:**

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

---

Your System Administrator will ask you to change the level when needed.

OpenScape Mobile Pro 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 Pro.

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 Pro fills up the last of the five *.log* files, it will delete the oldest file to make more space.When five files are logged the newest is at the bottom.

The *quickDiagnostic.txt* file contributes to the quick diagnosis of the problems related to the OpenScape Mobile Pro 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).

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

The Options button presents the following:

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

# 6.2 Mobile Data Network Settings

In the **Mobile Data Network** section of the Settings tab, you can view and edit settings regarding the use of your mobile data network by the OpenScape Mobile Pro application. The following options are available for configuration (iPhone only):

- **Use Wi-Fi Only**

  When you enable this option, OpenScape Mobile Pro will connect to the server only when your iOS device is connected to a Wi-Fi network. This means that you will not be able to use OpenScape Mobile Pro features like initiating or receiving a call when you are connected to the internet via your cell data (e.g., 3G, 4G).

- **Allow VoIP calls**

  When you enable this option, you will be able to make and receive VoIP calls using device's cellular data (if Wi-Fi connection is not available).

- **Advanced Network Preferences**

  In this group of preferences, you can select the way OpenScape Mobile Pro connects to networks for VoIP.

  > **NOTICE:** You can set advanced network preferences only when the **Allow VoIP calls** option is enabled, i.e., the respective slider is set to ON (green). Otherwise, the **Advanced Network Preferences** option will be grayed out and disabled.

## 6.2.1 How to Set Advanced Network Preferences

You can set advanced network options and select how OpenScape Mobile Pro connects to networks for VoIP.

**Prerequisites**

• You have enabled **Allow VoIP calls** under **Settings**.

**Step by Step**

1) In OpenScape Mobile Pro, navigate to **Settings**.
2) Under **Mobile Data Network**, tap **Advanced Network Preferences**.
3) Tap to select one of the following options:

   • **Prefer Wi-Fi**

     Select this option if you want OpenScape Mobile Pro to attempt to connect to a Wi-Fi network, with fallback to cellular data networks when Wi-Fi is not available or turned off.

   • **Prefer Cellular Data**

     Select this option if you want OpenScape Mobile Pro to attempt to connect to cellular data networks, with fallback to Wi-Fi when a cellular data network is not available.

   • **Cellular only**

     Select this option if you want OpenScape Mobile Pro to only connect to cellular data networks.

   Only one option can be selected at a time. The selected option is marked with a check mark.

## 6.3 Notices and Disclaimers

In the **Notices and Disclaimers** section of the Settings tab, you can see important information regarding the OpenScape Mobile Pro application.

You can view the **About** section, which includes the following:

• OpenScape Mobile Pro and UC server version number and copyright information.
• **EULA Notice** - The full end user license agreement.
• **Emergency Calls Disclaimer** - A disclaimer regarding emergency calls.

⚠️ **CAUTION:**

Do not use OpenScape Mobile Pro to make emergency calls. Use your cell phone instead, as it provides more accurate location information to the emergency response center. Emergency calls made with OpenScape Mobile Pro may be routed to the incorrect response center.

• **Third Party Components** - Information about third party software, licenses expat, etc.
• **OpenScape Mobile Pro User Guide** - User guide of OpenScape Mobile Pro on iOS devices.

# 7 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 Pro devices communicate the Mitel OpenScape Façade server and Mitel OpenScape Session Border Controller (SBC).

The OpenScape Mobile Pro Application uses the following certificates:

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

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

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

- **Root CA Certificate**

  Stored in the device's trusted credential storage.
- **Client Certificate**

  Stored in the applications keychain.

The subsequent sections explain in details:

- Deployment and installation of Root CA Certificates on the user's device.
- Client certificate import and storage in the OpenScape Mobile Pro 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 Pro/Mobile Façade Server, and OpenScape Mobile Pro/Session Border Controller).
- Enabling/Disabling Server certificate validation on the OpenScape Mobile Pro device.

## 7.1 Root CA Certificate

In order to ensure that the mobile device is able to validate that the server is trusted, the Root CA Certificate that issued the Server and Client certificates

must be installed in the Trusted Credential Storage of the mobile device hosting OpenScape Mobile Pro Application.

# 7.1.1 How to Install a Root CA Certificate

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

**Prerequisites**

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

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

> **NOTICE:**
>
> The step-by-step process described in this section may vary because of the different Apple devices.
>
> For details, consult the manual of your device or your system administrator.

**Step by Step**

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

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

2) Tap on the e-mail attachment.
   A notification screen for installation of the Root CA certificate pops up.

3) Tap on the **Install** button.
   A new pop-up window asks to confirm the Root CA certificate installation, since it may interfere the settings on the Apple device.

4) Tap **Install now** to proceed with the Root CA Certificate installation.

   After tapping Install now you are prompted to enter the password for the Root certificate that was sent in the separate e-mail, by the system administrator.

5) Fill in the **password** filed and tap **Next**.
   The status (**Trusted** or **Verified**) of the installed Root CA certificate is displayed in the notification screen.

6) Tap **Done** button on the upper right-hand corner of the notification screen.

The Root CA certificate is now installed on the Apple device.

# 7.1.2 How to Display an Installed Root CA Certificate

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

**Step by Step**

1) Go to the **Home** screen.
2) Tap **Settings > General > About > Certificate Trust Settings**.
3) Find the **Profiles** and then tap on it.

   All installed CA certificates are displayed here.

# 7.1.3 How to Remove a Root CA Certificate

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

**Step by Step**

1) Go to the Home screen.
2) Tap **Settings** and then **General**.
3) Under **General** option, scroll down to find the **Profiles** and then tap on it.

   All CA certificates that have been installed are displayed here.
4) Tap the Root CA certificate name.
   The certificate's details are displayed.
5) On the Details screen, tap on the **Remove Profile** button.
   A new pop-up window asks to confirm the Root CA certificate deletion, since it may interfere the settings on the Apple device.
6) Tap **Remove** to proceed with the Root CA Certificate deletion.

   The user-installed CA certificate is now removed permanently from the Apple device and must be re-installed if it is needed again.

# 7.2 Client Certificate

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

> **NOTICE:**
>
> MTLS refers to Mutual Transport Layer Security – A form of TLS where the transmitting party requests the client's credentials. If both parties can establish trust in the other then the connection is called mutually authenticated – also referred to as client authenticated. This adds another layer of security by authenticating the client party too.

> **IMPORTANT:**

In case of a SIP MTLS connection, only the last imported certificate is used.

The mechanism consists of two parts:

- C**lient certificate Distribution**

  System Administrator has to distribute the Client certificate via e-mail.
- **Client certificate Installation**

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

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

# 7.2.1 How to Install a Client Certificate

As part of Certificate based Mutual Authentication, importing and installing a Client certificate in the OpenScape Mobile keystore, allows the server to verify the OpenScape Mobile user and establish the secure connection.

**Prerequisites**

Client certificate was sent, as an attachment, via a secure e-mail to each device that runs OpenScape Mobile application. The certificate must have an extension .*osmc*.

The OSMO user has receive the second e-mail with the password that allows decrypting the private key in the certificate while importing the certificate.

Root CA Certificate is installed in the Apple storage following the procedures described in the Chapter "How to Install a Root Certificate".

> **NOTICE:**
>
> The step-by-step process of installing the Root Certificate is dependent from Apple device and is only described roughly here.
>
> For details, consult the manual of your device or your system administrator.

**Step by Step**

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

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

2) Tap on the e-mail attachment containing the Root CA certificate.
   A new screen pops up, showing all applications through which you are allowed to install the certificate.

**3)** Tap the **Open in OpenScape** button.
OpenScape Mobile prompts you to enter the password for the Client certificate that was sent in the separate e-mail, by the system administrator.

**4)** Fill in the **password** filed and tap **OK**.
A notification confirms that the Cllient certificate is added to OpenScape Mobile keychain.

The Apple device is now equipped with the Client certificate.

# 7.2.2 How to Manage the Installed Client Certificates

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

**Step by Step**

**1)** Tap on the **OpenScape Mobile** application.

**2)** Tap **Advanced**, followed by **Certificates** option.

> **NOTICE:**
>
> If no Clients certificates are installed on the OpenScape Mobile, the option **Certificates** does not be available.

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

**3)** To delete the Client certificate, tap on the **Edit** button in the upper, right-hand corner.
A small red sign appears just in front of the certificate's name.

**4)** Tap on the red sign.

**Delete** button appears on the right side right from the certificate name.

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

The Client certificate is now removed from the OpenScape Mobile keychain.

> **NOTICE:**
>
> In the following cases, it is recommended to delete the existing Client certificate from OpenScape Mobile:
>
> **a)** A duplicate certificate was found in the keychain
> **b)** The limit of 5 Client certificates in the keychain was exceeded.
> **c)** The imported Client certificate is invalid.

## 7.3 Server Certificate

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

## 7.3.1 How to Configure Server Certificate Validation

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

**Prerequisites**

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

**Step by Step**

1) In OpenScape Mobile Pro tap **Settings**.
2) Tap **Advanced** settings and navigate to **Certificate Management** area.
3) To allow OpenScape Mobile Pro to connect to the servers deemed untrustworthy by the Certification Authorities, you have to turned on the option **Allow Invalid Certificates**.

   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 Pro 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 Pro to verify server certificates, set the option **Allow Invalid Certificates** to **OFF**.

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

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

# 8 Troubleshooting

## 8.1 Connection Status Indication

OpenScape Mobile Pro displays 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 Pro is turned off.)

> **NOTICE:**
>
> When turning OpenScape Mobile Pro on in Integrated configurations (i.e., Voice+UC), a colored ring appears momentarily, which represents the connection to the Façade Server.

*   **Green LED 🟢 - Wi-Fi Mode**: OpenScape Mobile Pro is connected to the OpenScape Voice or OpenScape 4000 server via Wi-Fi and it is now ready to be used to make and receive calls (VoIP telephony) using a Wi-Fi network (Voice-only and Integrated configurations).
*   **Green LED 🟢 - Cellular Mode**: OpenScape Mobile Pro is connected to the same server and has the same VoIP functionality as in the case of the Wi-Fi mode, but the connection is established via cellular data networks.
*   **Green Ring ⭕ - Callback Mode**: There is no VoIP telephony. OpenScape Mobile Pro only supports remote call control functionality. When you make calls in this mode, the server calls 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 other party.
*   **Orange LED 🟠**: OpenScape Mobile Pro is attempting to connect and verify the information with the server. This state lasts for about a minute and after that the colored LED turns green (ready) or red (failed to connect).
*   **Red LED 🔴**: This along with a notification message means either that registration has failed or that the OpenScape Voice/ OpenScape 4000 and UC Servers are not reachable. After the notification is dismissed, the LED continues to be red until the condition that caused the problem is solved.

## 8.2 Diagnostic Messages

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

On an iPhone, if the LED is red, then tap the down arrow to expand the notification bar. In the picture below, OpenScape Mobile Pro detects that the device is not connected to a Wi-Fi network.

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

## 8.3 Displaying the Quality of Audio/Video Calls

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

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

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

> **NOTICE:**
>
> 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 Pro to warn the user when the quality of the network deteriorates to the point where voice or video quality is affected.

## 8.4 Troubleshooting Specific Issues

## 8.4.1 OpenScape Mobile Pro Loses Connection to the Server while in Wi-Fi Mode

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

In a stable Wi-Fi network the device connects once within reach and never disconnect until it is out of reach again.

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.

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

Please note that the **Route Calls to Cell** function is only active when Auto-Pilot is enabled and the client logs off from the OpenScape Pro application.

> **NOTICE:**

Cell phone charges may apply for the call, depending on your carrier.

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

## 8.4.2 OpenScape Mobile Pro Unable to Connect to OpenScape Voice Server

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

The first place to look is the notification bar. The state of the iOS Wi-Fi connection is displayed there using the standard **Wi-Fi** icon. The more bars shown, the stronger the signal. The green LED indicates the in which state the device must be in order to allow OpenScape Mobile Pro to work.

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

**Step by Step**

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

> **NOTICE:**
>
> If you are still unable to connect to Wi-Fi or if the connection is not stable, please follow Apple's troubleshooting steps at http://support.apple.com/kb/TS1398
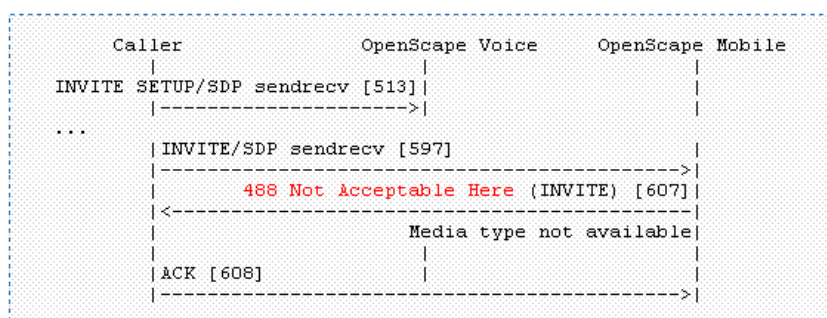
## 8.4.3 Calls Go Directly to Desk Phone Intermittently

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 OpenScape Mobile Pro Loses Connection to the Server while in Wi-Fi Mode on page 89 for instructions to identify an unstable connection.

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

OpenScape Mobile Pro 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 tries to reach you at the desk phone or cell phone associated with your OpenScape Mobile Pro device.

Technically speaking, the codecs offered for the call are not compatible with the ones OpenScape Mobile Pro 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 and then diverted to the desk phone. If the call is not answered, then is deflected 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.

```
           Caller              OpenScape Voice     OpenScape Mobile
              |                      |                     |
INVITE SETUP/SDP sendrecv [513]|                          |
       |--------------------->|                           |
...                           |                           |
              |INVITE/SDP sendrecv [597]                  |
              |------------------------------------------>|
              |        488 Not Acceptable Here (INVITE) [607]|
              |<------------------------------------------|
              |                     Media type not available|
              |                      |                     |
              |ACK [608]             |                     |
              |------------------------------------------>|
```

## 8.4.5 Cannot Change the Ringtone

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

## 8.4.6 OpenScape Mobile Pro does not Show Option to Move a Call

### 8.4.6.1 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 are not allowed to move the call until the call reverts back to a simple (two-party) call. More specifically, after the other

participants leave the conference and you are left with only one other person in that call, you can move the call.

> **NOTICE:**
>
> 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.

- **The call is in a keyset secondary line appearance** - If the call is active in a secondary line appearance you are 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, calls that are received from the queue (via the pilot number) can not be moved.

> **NOTICE:**
>
> 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 Pro). Such calls can not 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 configuration for "*Large Conferencing*" (i.e., station-controlled conference).

## 8.4.7 Ring-back is Played on Top of Announcement or Voice

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

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

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

## 8.4.8 First Call after Device is Turned On Takes Several Seconds to Ring, Sometimes Goes Directly to Desk Phone

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

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

## 8.4.9 OpenScape Mobile Pro is not Showing the Contacts Stored in my Device

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

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

**Step by Step**

1) Press the device's **Home** button.
2) Tap **Settings** > **Privacy** > **Contacts**.
3) Tap **OpenScape** to turn it on.

## 8.4.10 OpenScape Mobile Pro Rings when "Do Not Disturb" is Turned On

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

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

## 8.5 How to Report an Issue

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

**Step by Step**

1) From the **Settings** screen, tap **Advanced**.
2) Tap **Log File Management** to bring up the list of log files.
3) Tap **Options** and then **Send**.

**4)** Please be sure to add to the e-mail a description of the problem experienced, along with any related data such as time, phone numbers, etc.

**NOTICE:**

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

# 9 Security Checklist

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

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