

# MiVoice Conference/Video Phone

RELEASE 2.1, SP5

USER GUIDE



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## **MiVoice Conference/Video Phone User Guide**

Release 2.1, SP5

March 2016

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# Chapter 1

## New Features





## Release 2.1 New Features and Enhancements

This section of the document briefly describes the new features and enhancements available on the MiVoice™ Conference Phone and MiVoice Video Phone with Release 2.1 software.

### Release 2.1, SP5

- Support for OfficeWRX™ — replaced Smart Office 2. See “Launching OfficeWRX” on page 60.  
**Note:** OfficeWRX does not support Dropbox™ or Box.net.
- Support for the import of contacts from MiVoice Business and MiVoice Office 250 in formatted CSV files. These files can be imported from either a USB flash drive or from the HTTP configuration server. For more details, see the *MiVoice Conference/Video Administration Guide*.
- Support for WV-SPN311 camera. For more details, see the *MiVoice Conference/Video Administration Guide*

### Release 2.1, SP4

- Software fixes only.

### Release 2.1, SP3

The following changes are introduced in MiVoice Conference Phone and MiVoice Video Phone in Release 2.1, SP3:

- The Mitel logo that appears on the main Conference screen has been updated.
- The MiCollab Conference icon has been updated in the Launch Application screen.

### Release 2.1, SP2

The following features are introduced in MiVoice Conference Phone and MiVoice Video Phone in Release 2.1, SP2:

- Special characters are not supported in a file name. You can only use A-Z, 0-9. See “Using SmartOffice”.
- The Mitel UC360 Collaboration Point has been rebranded and is now referred to as the MiVoice Conference Phone or MiVoice Video Phone. In this document, it is often referred to as the Conference/Video Phone or shortened to phone.

### UC360 Release 2.1, SP1






The following features are introduced in Mitel UC360 Collaboration Point, Release 2.1, SP1:

- The Redial feature stores the last 5 numbers dialed from the keypad or the number of a dialed contact. See “Using Redial” on page 27.
- You can add a + character as the first digit for international dialing. See “Using the Keypad” on page 44.

- New Camera Control functionality
  - You can change the status of the camera at any point during a call. See “Using Camera Control” on page 28.
  - New camera status icons in the upper right corner indicate whether the camera is on or off. See “Status Bar” on page 17.

## UC360 Release 2.1

The following features are being introduced in Mitel UC360 Collaboration Point, Release 2.1.

- UI Improvements
  - The UC360 product variant is indicated on the main screen: Video Enabled Conferencing or Audio Enabled Conferencing. See “Main Screen - Conference App” on page 14.
  - New icons for one-touch access to make calls, access contacts, start a presentation, enable self view, and close all apps. See “Action and Display Control Icons” on page 16.
  - On-line help is now available — press  on any active screen.
- Support for two extension microphones.
- Sound — this option can be enabled by your administrator and allows you to hear audible clicks for selections and keyboard input. See “Sound/Keyboard Click” on page 20.
- Incoming and Outgoing Call Improvements -an incoming call appears on a conference avatar instead of the call fly-out bar. The call fly-out bar has been removed. See “Adding Calls to a Conference” on page 29.
- Mute/Light Indicator — you will see a red light displayed above the mute button while it’s muted. See “Muting a Conference Call” on page 33.
- New Presentation Controls window/overlay — when you launch an application, you will see the Presentation Controls window that allows you to change the display mode, close all apps, launch a new application, and move the overlay up or down. See “Using the Presentation Controls” on page 51.
- Default Dial Pad display — an option that allows the dial pad to be the main window displayed. This option is enabled by your administrator. See “Keypad Home Screen” on page 20.
- New desktop applications:
  - The MiCollab Conference icon  provides access to easily launch MiCollab Conference. See “Using MiCollab Conference” on page 55.
  - The Files icon  provides one-touch access to open files in OfficeWRX.
  - The Remote VNC icon  provides remote access for Mac or Linux desktops. See “Using Remote VNC” on page 68.
  - The Cisco WebEx™ Meetings icon  provides a simple screen sharing tool to share your desktop. See “Using Cisco WebEx” on page 62.

# Chapter 2

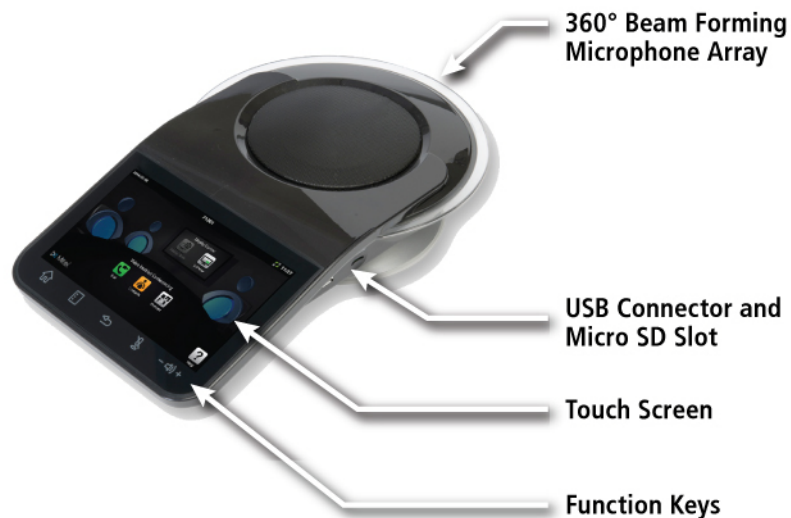
## Introduction



## Introduction

The MiVoice Conference Phone and the MiVoice Video Phone are all-in-one multimedia collaboration appliances that provide multi-party audio and/or video conferencing, in-room presentation display, and remote collaboration for personal office meeting areas and conference rooms.

The Conference Phone or Video Phone has a large 7-inch color multi-touch display screen. The LCD display has a resolution of 1024 x 600 and has a backlight with adjustable brightness.



It has a patented beam forming microphone array that delivers 360° audio clarity for all participants. It automatically locates the talker in the room and attenuates background noise by adjusting the microphone sensitivity towards the current talker. It provides visual indication of the active speaker.

USB and Micro SD connectors are provided on the side of phone for quickly accessing files and presentations.



## Product Variants

Mitel offers two products variants:

- MiVoice Conference Phone
- MiVoice Video Phone

The product variant is indicated on the main screen: Video Enabled Conferencing or Audio Enabled Conferencing. These product variants are described below.

### MiVoice Conference Phone

The Conference Phone allows up to a 4-party (Conference Phone and 3 parties) audio conference call and in-room presentations to the HDMI device. In summary, it provides

- HD audio with 4-party audio bridge
- 16 beam forming microphones
- In-room presentation display (Mitel MiCollab Conference, Browser, OfficeWRX™, Cisco WebEx™ Meetings, join.me™ and Remote RDP)

### MiVoice Video Phone

The Video Phone provides the same functionality as the Conference Phone. It also allows up to a 4-party (Video Phone and 3 parties) video conference call presentation sharing with other remote participants. In summary, it provides

- HD audio with 4-party audio and HD video bridge
- Presentation display to remote participants
- Point-to-point video

This document includes procedures for both product variants.

In summary, the Conference and/or Video Phone provides:

- Superior audio conferencing capability, including a beam forming microphone array
- Built-in presentation display capability via HDMI interface that supports connection to high definition LCD display/projector
- Built-in compatible MS Office readers and editors
- Access to the Browser for Gmail and Outlook Web Access, and for web-based content
- Access to simple screen sharing tools (Mitel MiCollab Conference, Cisco WebEx™ Meetings and join.me™)
- Remote desktop access (no need to bring laptop to give a presentation)
- Support for multiple file access methods, including USB Flash Drive, micro SD Card, and Google® Docs.
- Audio conferences for up to four parties

- High Definition video conferencing for up to four parties with an integrated conference bridge
- Support for integration with Active Directory and LDAP
- Ability to display remote presentations

## About This Document

This document contains the following information:

- a general description of the Conference/Video Phone, its interface, menu bars, and icons
- additional user information not covered in the Quick Reference Card

## Related Documentation

See the following documents for more information on the Conference/Video Phone.

- **MiVoice Conference/Video Phone Installation Guide** - this guide provides instructions on how to physically connect the Conference Phone or Video Phone.
- **MiVoice Conference/Video Phone Universal Camera Mount Installation Guide** — provides instructions on how to mount the UC360 universal camera mounting bracket and camera to the display monitor.
- **Revolabs Dual Channel System Microphones Installation Guide** — this guide provides instructions on how to install and pair extension microphones for the MiVoice Conference/Video Phone.
- **MiVoice Conference/Video Quick Reference** - this guide provides basic procedures on how to make conference calls, handle calls, and do in-room and remote presentations.
- **MiVoice Conference/Video Administration Guide** - this guide provides information on how to configure the Conference/Video Phone and how to configure the settings in MiVoice Business and the 5000 CP (MiVoice Office 250).
- **MiVoice Conference/Video Engineering Guidelines** - this guide provides information on the MiVoice Conference/Video Phone engineering requirements.
- **MiVoice Business System Administration Tool Online Help** - Refer to this online help system for instructions on how to program SIP devices on the MiVoice Business system.

To access MiVoice Conference/Video Phone and system-specific documentation:

1. In your browser, go to <http://www.edocs.mitel.com>.
2. Select a documentation suite from the following drop-down menus:
  - **Applications -> Conferencing and Collaboration -> MiVoice Conference/Video Phones**
  - End User Documents
3. Log in if asked to do so.
4. To view a document, click on the document title.





# Chapter 3

## About the Phone



## About the Conference/Video Phone

Read this chapter to learn more about the phone and how to use it.

The Conference/Video Phone has the following applications:






- Conference App — see “Conference App” on page 23
- Contacts App — see “Contacts App” on page 39
- MiCollab Conference — see “Using MiCollab Conference” on page 55
- Browser — see “Using the Browser” on page 56
- OfficeWRX™ suite — see “Using OfficeWRX” on page 60
- Cisco WebEx Meeting — see “Using Cisco WebEx” on page 62
- join.me — see “Using Join.Me” on page 63
- Remote (RDP) — see “Using Remote RDP” on page 64
- Remote VNC — see “Using Remote VNC” on page 68

## Main Screen - Conference App

The high-resolution touch screen and simple finger gestures make it easy to use the phone.



### Function Keys

Function Button	Press to ...
 Home	Go to the Home screen
 Menu	Display the Menu bar. See the "Menu Bar" on page 15
 Back	Go back one menu or to the previous screen
 Mute	Turn the microphone on or off
 Volume	Increase or decrease the volume

## Menu Bar

When you press the Menu  button, the menu bar is displayed.



### Menu Button

### Press to ...



Settings

Open the Settings menu












About

Display information about the phone and the product variant, hardware and software version.

## Action and Display Control Icons

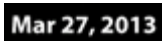
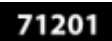





The icons on the phone display screen allow you to quickly and easily make calls, access contacts, share presentations, control the camera and access Help.




Icon	Press to ...
 	Phone only - Tap to open the keypad and enter numbers to make an audio call  Phone and camera - Tap to open the keypad to make a audio/video call
	Tap to open the Contacts App, select a contact and make a call
	Launch an application for a presentation
  	This icon is available if the HDMI monitor is turned on and the camera is configured. Tap to open the Camera Control dialog.  Tap to Turn Camera Off  Tap to Turn Self View On  <b>Note:</b> For an Audio-Enabled phone, the Camera Control icon is not available.
	Select what participants will see: App Only, App & Video, Video Only, Nothing
	Opens help on any active screen

## Status Bar

The status bar at the top of the screen displays information about the phone and its network.

Status Icon/Information	What it means
	Date
	Extension number - The number comes from the username field under SIP settings.
	<p><b>Green</b> - the camera is on.  <b>Red</b> - the camera is off.</p> <p>Note that for a Conference Phone, the Camera Status icons are not available.</p>
	<p>Network connectivity</p> <p><b>Red:</b> Phone is disconnected from the network  <b>Amber:</b> Phone is attempting to register with the SIP server  <b>Green:</b> Phone is successfully registered with the SIP server</p>
	<p>Network Health Icon (see "Network Health" on page 18)</p> <p>Indicates when the alarm threshold is reached for packet loss on both audio and video calls.</p>
	Ethernet trace icon (see "Ethernet Trace" on page 18)
	Current time

### Network Health

You will see a network health icon  displayed when the alarm threshold is reached for packet loss on both audio and video calls.

The icon appears in the following locations:

- upper right hand corner next to the Network Status icon
- on a conference participant

The icon will only appear if there is congestion. If the packet loss falls below the alarm threshold during the call, the network congestion icon will disappear.

To see details while network congestion is occurring:

1. Press Menu  then Settings .
2. Tap Network Congestion Info.

### Ethernet Trace

The phone is configured to allow you to manually capture traces when network impairment or voice quality issues are present.

1. Press Menu  then Settings .
2. Tap Start Ethernet Trace.

When the Start Ethernet Trace option is selected, a trace icon appears next to the network icon in the upper right hand corner. The trace icon will be visible for the duration of the trace, which is one minute.

Contact the System Administrator with details of the phone issue. Your administrator can also set an option so ethernet traces are captured automatically when network congestion occurs.



## Using Gestures

You can use the following gestures on the phone touch screen:

Gesture	What it does
Tap	Simply tap your finger on what you want to interact with
Drag	Place your finger and drag across the screen
Scroll	Move page up or down quickly, right or left

The phone does not support the two-finger pinch or zoom.

## Customizing the Phone

Follow the procedures below to customize the phone.

### Activating the Phone Display

- If the screen is dark, press Home .


**Note:** If a mouse is attached, the mouse does not activate the display.

### Adjusting the In-Call Volume



- Press the volume button  during a call.

**Note:** The default setting for the In-call volume is restored after only after a reboot.

### Adjusting the Ringer Volume

- Press the volume button  during ringing or idle.

### Adjusting Brightness

1. Press Home  to display the Menu bar.
2. Press Settings .
3. Tap Brightness.
4. Drag the brightness slider to the desired brightness.

### Optional Settings




You can have your administrator configure optional settings for your Conference/Video Phone.

#### Sound/Keyboard Click

Your administrator can configure your phone with Sound so that you hear audible clicks for all selections and keyboard input.

#### Keypad Home Screen

Your phone can be configured with the keypad as the Home screen. See the guidelines below.




- You can close the keypad by pressing the X in upper right corner or by pressing the Home  or Back  button.
- If the Contacts App is displayed and pressing Home or Back returns to the Conference App, then the Conference App remains displayed. The home screen does not return to the keypad.
- The keypad home screen will be displayed if you do any of the following:
  - Close All Apps  in the main conference view
  - Close All Apps in the Launch Application screen
  - Select "Nothing" in the Display Mode dialog.

After a dialog closes, the default keypad will display. You can close a dialog in various ways and return to the Keypad Home screen:

- Close the box at upper right
- Back
- Home
- Menu
- Incoming call
- Time-out (in the case of some of the error message dialogs)


## Using Clean Mode

Use Clean Mode to clean the touch screen.

1. Press  to display the Menu bar.
2. Press Settings .
3. Tap Clean Mode.
4. When the screen is clean, hold  for 3 seconds to exit Clean Mode.

## Unmounting Media

If you use a USB flash drive or SD card, unmount it before removing it.

1. Press Settings .
2. Select Unmount Media.
3. Select SD Card or USB Flash Drive.
4. Remove the SD card or USB Flash Drive.

**Note:** If you remove a device without properly unmounting it first, you will see an icon (yellow triangle with an exclamation mark) in the status bar in the upper right corner.

The Conference/Video Phone Android operating system only supports FAT formatted USB drives. USB drives with U3 formatting will not be recognized by the phone.

## Using the Keyboard

It is recommended that you attach a physical keyboard and mouse to the Conference/Video Phone. The phone supports only one physical keyboard and mouse. The on-screen keyboard is disabled in most cases if you have a USB keyboard and mouse attached.

**Note:** If you have a USB keyboard attached, the **Num Lock** on the numeric keypad does not work. Num Lock keypad presses are not read by the applications.

It is best to connect the external keyboard while the phone is powered off. Then power on the phone. Alternatively, you can reboot the phone after the keyboard has been connected.

If you select French (France) as the language, the AZERTY keyboard is the only supported external keyboard. If French language and an external QWERTY keyboard are desired, you **MUST** switch language to French (Canada), or it won't be supported.

If you have not attached a keyboard, the on-screen keyboard appears automatically anytime you need to type. Use the keyboard to enter text, such as contact names and IP addresses.

See “External Keyboard - Supported Keys” on page 73 for information on the keys supported.



# Chapter 4

## Conference App



## Introduction

This chapter provides the following information on the Conference App:

- “Making a Conference Call” on page 26
- “Preparing for a Video Call” on page 26
- “Making an Audio or Video Conference Call” on page 27
- “Adding Calls to a Conference” on page 29
- “Placing a Conference Call on Hold” on page 31
- “Muting a Conference Call” on page 33
- “Ending a Conference Call” on page 34
- “Cleaning Up after a Conference Call” on page 35

See “Desktop Apps” on page 47 and “Contacts App” on page 39 to learn more about other applications.

## Emergency Calls

### **Warning for emergency number dialing**


Consult your local authorities for Emergency Numbers and 911 or equivalent service availability in your area.

*To make an Emergency Call:*

- Dial your Local Emergency Number (911 or equivalent).

You may need to dial "8" or "9" or some other digit first. Contact your administrator for more information.

## Accessing Help

Press  on any active screen to access help.

## Making a Conference Call

The version of the Conference/Video Phone that you have determines the type of conference call you can make. The product variant is indicated on the Conference/Video Phone. You may want to prepare desktop sharing before your call.


Audio Enabled Conferencing	See “Displaying and Sharing Presentations” on page 49
Video Enabled Conferencing	See “Display a Presentation on a Video Call” on page 50 See “Displaying and Sharing Presentations” on page 49

**Note:** Only a single bridge is supported in a conference call.

## Preparing for a Video Call



Before making a video call, ensure that your HDMI display is turned on, your camera is positioned correctly, and you have the information you need for presentation sharing.

### Activating the HDMI Display

- If the screen is dark, press Home .
- If the display is still dark, ensure that the HDMI monitor is turned on.

When you turn on the HDMI monitor for a video call, the camera is automatically turned on.




### Adjusting the Camera

1. Before a video conference call, tap the Camera Control icon  on the touch screen
2. Tap  to turn on your Self View or local camera.


You will see your local video on the display. Check that the camera is positioned at the optimum angle to encompass the best view of the room.



## Making an Audio or Video Conference Call

- Tap  or  to open the keypad.
- Enter a number and then press 

OR

- Tap  to open the Contacts App and select a contact to call. (See “Contacts App” on page 39.)

The call is made. If the party is video-enabled, a video connection is established.

- Tap another phone to add a 2nd or 3rd party.




You can have a maximum of three remote participants in the conference, plus yourself.

If you wish to use URI dialing, see “Dialing a URI” on page 45.

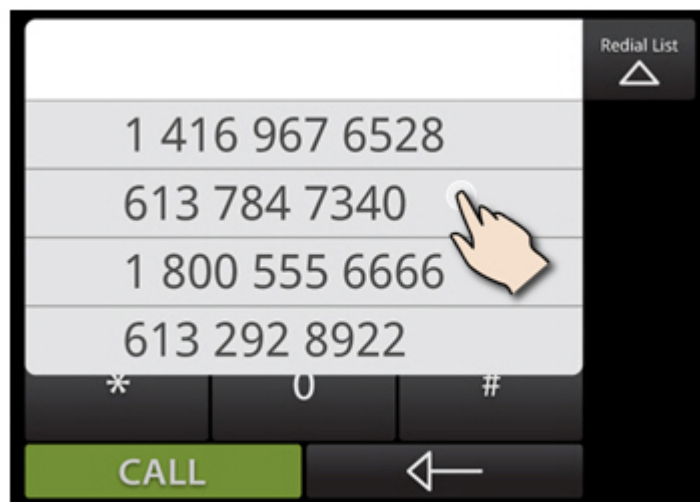
For details on accessing a MiCollab Conference, see “Using MiCollab Conference” on page 55.

## Using Redial

The Redial feature stores the last 5 numbers dialed from the keypad or the number of a dialed contact. The Redial list does not clear when you press Close All Apps.



- Press  to open the keypad.
- Press 
- Select a number to redial.
- Tap 

The Redial list does not clear when you Close All Apps.



### Using Camera Control



Camera Control lets you change the camera status at any point during a call.

- Tap  on the display or from  during a presentation.

Camera Control shows the actions you can take depending on the state of your call. The diagram below is representative of the choices you may have and not the actual screen that displays. .



For example:

- To turn the camera off if it's on, tap .
- To display picture-in-picture (PIP) in a point-to-point call, tap .

By turning on PIP, you will see your camera image on the lower right corner of the display.

By turning on your Self View, you can monitor your video and make any adjustments as needed.

If the camera is being displayed and the user shares an application, the Self View icon is removed and the control is disabled. This only occurs for the phone that has initiated the app sharing. The remote end point will continue to see their camera.


Self View is disabled on the bridge when there is more than one video call.

# Adding Calls to a Conference



When a call comes into the phone, you will hear ringing and see six blue LEDs light up in the light ring in a clockwise rotating pattern. Your camera automatically turns on once you receive a call.

An incoming call appears on a conference avatar.










- Tap  to answer the call. You can talk with the caller.

When the second call arrives:

- Tap  to talk with the caller privately.
- Tap  to add the call to the conference.
- Repeat the same steps for the third caller.

See the table below for the various actions you can take. Also, the section“Conference Call Avatar” on page 37 provides more detail on the various states of the conference avatar.

Action	Press...
Answers the call and you can talk with the caller privately.	
Adds the second and third call to the conference.	
Ignore an incoming call.	
Put a private call on hold or retrieve an existing held call. The button acts as a toggle button.	 

Action	Press...
Use DTMF tones when necessary. The keypad will automatically close after 30 seconds of inactivity.	 A square icon with a black background and white numbers 1, 2, 3, and 4 arranged in a 2x2 grid. Below the numbers, the word "Keypad" is written in white.
End a call. <b>Note:</b> A convention in the Conference App is that a vertical handset means initiate a call; a horizontal handset means end a call.	 A red square icon with a white telephone handset symbol inside, oriented horizontally.


### About Incoming Calls

- The background darkens to draw attention to the incoming call in the foreground. You can still control the conference call.
- Various buttons are visible during a call as explained in “Adding Calls to a Conference” on page 29.

## Placing a Conference Call on Hold

Hold allows you to put individual participants on hold in a conference.

*To put an individual caller on hold:*

- Tap Hold  on the conference avatar for the individual participant.

When a conference participant is put on hold, the ring around the photo flashes red, the Hold button changes to Retrieve, and the text changes from "In Conference" to "On Hold.."





In a video call, video is blocked in both directions. A static place holder image is displayed in their rectangle on your HDMI device.



Your outbound video stream is no longer sent to the on-hold participant.

*To retrieve the held call:*

- Tap Retrieve  to retrieve the call or press the flashing red ring on the conference avatar.

The  Hold button toggles between Hold and Retrieve.


*To put the entire conference on hold:*

- Tap  for each participant.

You cannot put the entire conference on hold with one single action.

See "Conference Call Avatar" on page 37 for more information.

### To talk with a caller privately

- Tap Hold  on the conference avatars for the individual participants.

The conference participants not on hold are still connected to each other and can see each other, if video-enabled.

- Talk to the remaining party.


## Muting a Conference Call

During a conference call, you may wish to mute your phone's microphone.

The phone can be configured with extension microphones, both table top and lapel models.

You must press the Mute key on the phone to mute the entire conference. Muting an individual extension microphone only mutes that microphone. Audio is still enabled for the conference through the phone.

*To mute a call:*

- Press the Mute  key.

Any conference call and/or private call is muted. You will see a red light displayed above the mute button while muted.



The Mute key turns off the phone microphone, so remote participants cannot hear you. The speaker is still connected. In a video call, remote participants can still see video.

*To unmute a call:*

- Press Mute  again.

*To mute ALL microphones, including any extension microphones:*


- Press the Mute  key on the phone.

This action mutes the phone microphone and any extension microphones that are connected.


The mute key on an extension microphone only mutes that microphone

## Ending a Conference Call

*To end the entire conference call:*


1. Press End Conference  .
2. Press **Yes** when prompted by the dialog "Terminate conference call including parties on hold?".


*To end a call with a single participant:*

- Press the End Button of that participant  .



## Cleaning Up after a Conference Call

Use Close All Apps  to remove any traces of activities performed during the conference call. This action preserves privacy and return the phone user interface to a clean default state.

1. Press Close All Apps .
2. Press **Yes** when prompted by the dialog “Would you like to close all applications, clear login credentials and browser history?”

If Yes or No is not selected within 30 seconds, the dialog closes automatically and clears the recent history.

The Clean up action does the following:

- clears the browser of passwords, history, cookies, form data, and ends the last browser session
- stops application sharing
- logs out of the RDP application session
- clears OfficeWRX recent documents, closed and open document (unsaved changes are discarded)
- unlinks Google Docs in OfficeWRX
- clears any states in the Contacts App
- unmounts an inserted media device

## Additional Information You May Need to Know

The following sections provide additional information on various features of the Conference Application.

### Conference Phone

- A Conference Phone call consists of a four-way audio call in which the conference room and up to three remote parties can hear each other. The Conference Phone's audio devices consist of the hands-free speaker and 16 built-in beam forming microphones.
- A conference call always starts off with a single remote party. The Conference Phone user adds remote parties one at a time. Individual parties can be added to and removed from a conference call at any time with a limit of three remote parties.
- An incoming caller cannot call directly into the conference call. The incoming call appears on a conference avatar and must be added to the conference by the Conference Phone user.
- The audio output from Conference Phone calls always goes to the phone's built-in hands-free speakers. The HDMI device's speakers are not used.
- The volume on the HDMI monitor should be muted or turned to its lowest setting.
- The Conference Phone generates audible tones to all conferenced parties whenever a user enters or leaves the call.

### Video Phone

The Video Phone includes all the features of Conference Phone, plus the following:

- With the **Video Enabled Conferencing** option, conference calls can be video-enabled. Simultaneous two-way video streams are established with each remote party that is video capable. Video capable means the remote party can display a video signal from the Video Phone and is optionally camera-equipped.
- Parties added to a conference call start off with video connections if they are capable. Otherwise they are audio only.
- Each remote party receives a composite image consisting of the Video Phone-attached video camera, their own camera/video, and the other conference party videos. The Video Phone HDMI device displays this same composite image.
- In a two-party video call, the user cannot see Video Phone's local camera on the HDMI display, unless they have turned on Self View.
- It is possible that for certain remote parties, the video connection could be uni-directional. This would happen for instance if either Video Phone or the remote party was not camera-equipped.
- For details on how video conferencing interacts with the Remote Desktop App, see "Basic Rules on How Presentation Sharing Works" on page 69.
- You can make video calls using MiCollab Conference as a video endpoint.

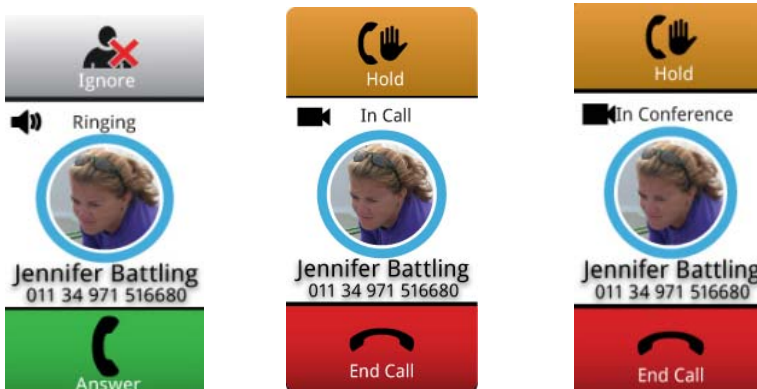
## Conference Call Avatar

Once a number is dialed, the conference party avatar enter the dialing state as illustrated below.



- The animated blue rings around the photo indicate the dialing state.
- The remote party's name and number are displayed.
- If a photo of the called party is available from the contacts database, it is displayed. Otherwise, a grey background with an outline appears in place of the photo. If the contact's name is available from the contacts database, it is displayed.
- If the contact's name is unknown, "Unknown" is displayed.

On the phone receiving call, the user will see "Ringing". When the first call is answered, you will see the text "In Call". When the second call is answered, and joins the conference, the text changes to "In Conference".



- Once the call is answered, Hold button is enabled.
- A red ring around the photo indicates the call is on hold; the call can be retrieved by pressing the red ring around the conference avatar. See "Placing a Conference Call on Hold" on page 31.
- A video camera indicates that the remote party is video-enabled.
- The End Call button is available. If End Call is pressed, the call is terminated and the conference call state returns to idle.
- Notice that the icon in the End Call button is a horizontal handset. A convention in the Conference App is that a vertical handset means answer a call; a horizontal handset means end a call.




# Chapter 5

## Contacts App

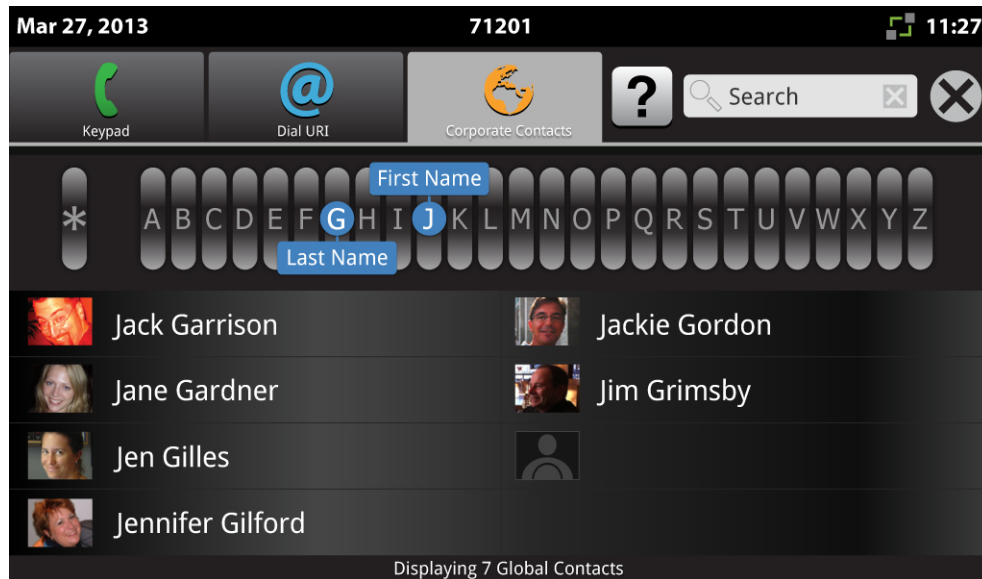


## About Contacts





Contacts lets you easily access and search contacts in the corporate directory.

- Tap  on the main screen.

The Contacts App is displayed. If the Contacts List is empty, the Keypad is displayed.

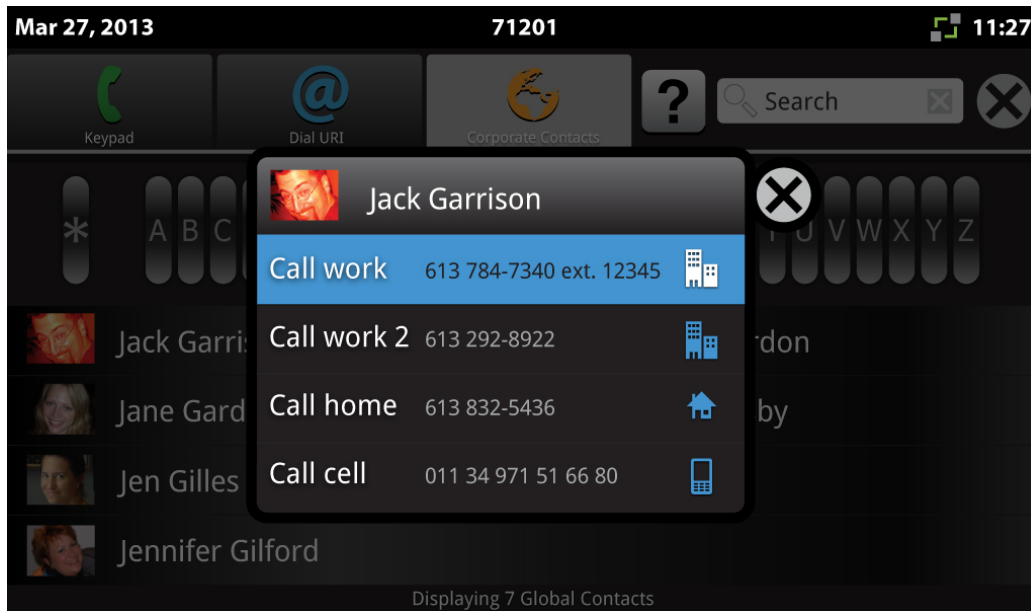



## Finding Contacts

Task	Action
Navigate by first name	Tap the space above the first letter of the first name Or drag  to the desired letter of the first name
Navigate by last name	Tap tap the space below the first letter of the last name Or drag  to the desired letter of the last name
Navigate by first/last name	Drag <b>First Name</b> to desired letter or tap the space above the letter Drag <b>Last Name</b> to the desired letter or tap the space below the letter
Search all contacts	Press  twice Swipe left or right to scroll through the contacts.
Close Contacts app	Tap the X in top menu or press the back  key

## Calling a Contact

Once you tap a contact name, the following screen pops up.



Task	Action
Call the contact	Tap the number to call. Several may be listed: cell, work, home, pager.
Go back to Contacts list	Press the back key  or tap X on the pop-up window
Close Contacts app	Press X in top menu



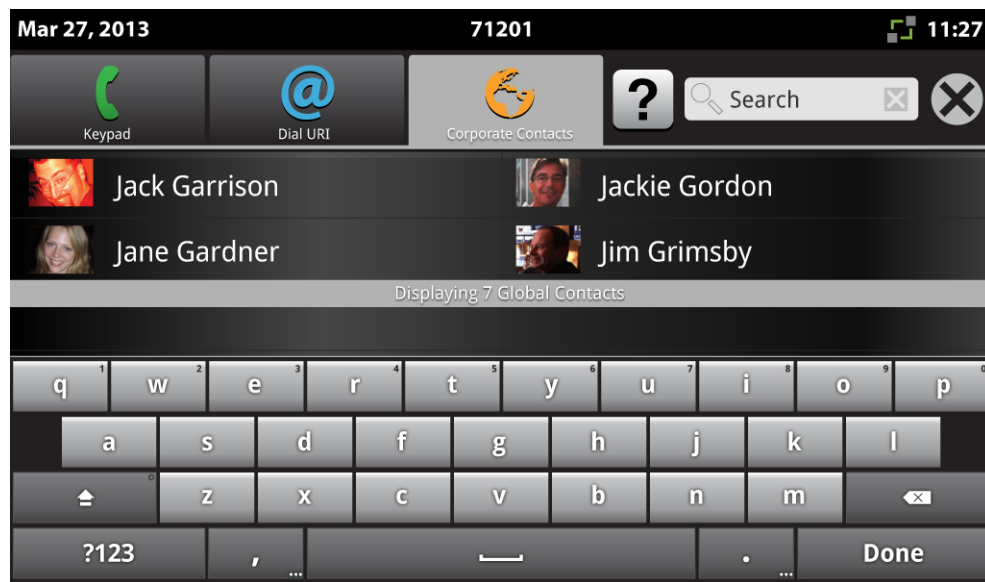
# Searching for a Contact


You can search first and last names in your Contacts.

1. Tap the search field.
2. Enter search criteria using the on-screen keyboard or external USB keyboard.

**Note:** When you are in the Contacts App, and touch the search box, the soft keyboard will be displayed in all cases even if a USB keyboard is plugged in.

Names only match at the start of the word. You can enter a subset of the first and last name, and it will find all matches for that pattern, for example, David Smith, type "da sm" or "sm da".



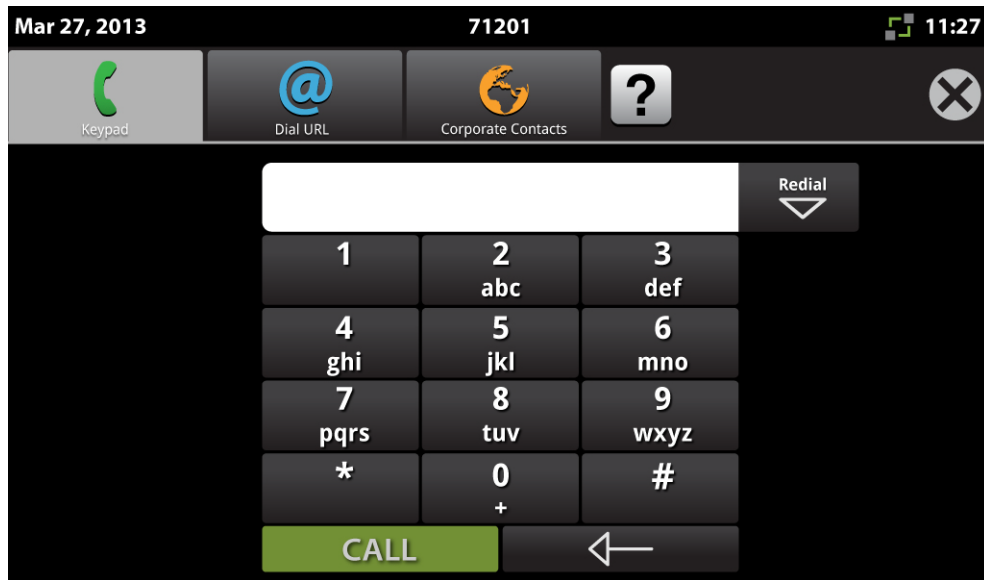
Task	Action
Search on first name	Type letters of first name
Search on last name	Type letters of last name
Edit search criteria	Tap search box and the on-screen keyboard returns (or press the clear button)
To exit search mode	Press the back key 






## Using the Keypad

You can use the keypad to dial a number.

- Tap  .

The following screen is displayed.



Task	Action
Enter a number	Type the number on the keypad
Call the number	Tap  on the dial pad (Some dial plans do not require this.)
Edit the number	Press 
Redial the last number or contact	Press 
Append a + sign for international dialing	Press  You must press and hold the 0 key until the plus sign "+" appears as the first digit.
To exit dial pad	Press <b>X</b> in the top menu or press the back hard key 

## Dialing a URI

The phone supports a number of third-party video conferencing services. You can access these services with SIP URI dialing.

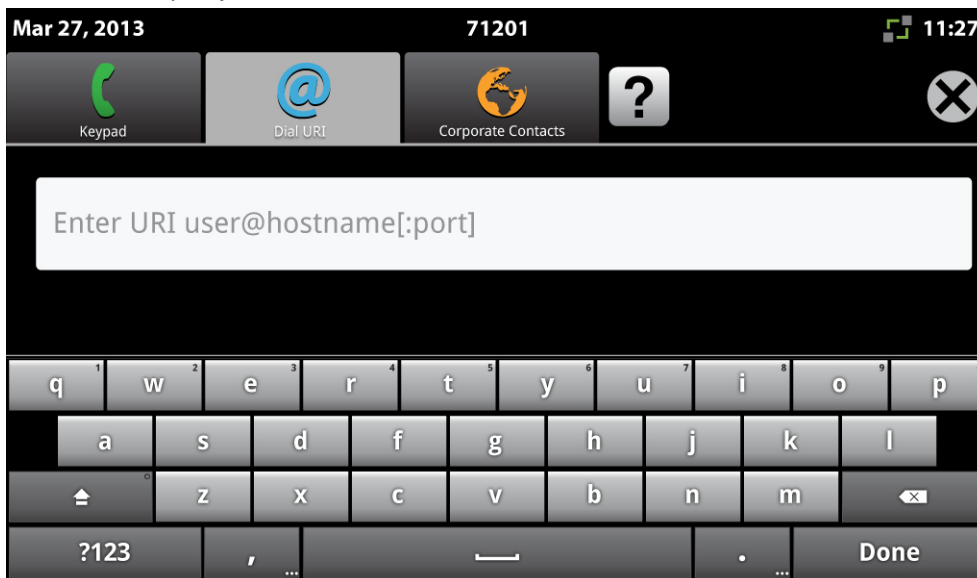
The Contacts App gives you the option to dial a SIP URI (Uniform Resource Identifier).

1. Tap



The following screen is displayed.

2. Enter the URI username using the format: username@hostname. The port number is optional, for example, johndavis@abc.com.



**Note:** The "SIP URI Dial" feature only supports dialing out from the Video Phone to a cloud-based video conferencing service. SIP URI dialing between the Video Phone and another video endpoint, either inbound or outbound is not supported.

## What is a URI?

A SIP URI (Uniform Resource Identifier) is an addressing mechanism that is used to place a phone call to a SIP-based service; this could be another SIP end point or a SIP conferencing service.

The SIP URI is essentially a user's or service's SIP phone number. The SIP URI looks similar to an email address and uses the following format:

SIP URI = sip:x@y:Port

Where x=Username and y=host (domain or IP): port

Example: John.Smith@Mitel.Com:5060



# Chapter 6

## Desktop Apps



## About Using Desktop Applications

The Conference/Video Phone supports the following applications:

- MiCollab Conference — launch MiCollab Conference and share your presentations.
- Browser — launch a browser to access the web-based content and sign in to your Google® accounts and Outlook Web Access.
- OfficeWRX™ suite — access Microsoft® Office applications and cloud-enabled documents from Google® Docs™.
- Files — short cut to launch OfficeWRX.
- Cisco WebEx Meeting — accesses a web-based service to share your desktop.
- Join Me — access a simple screen sharing tool to share your desktop.
- Remote RDP — access your PC from the Video Phone so you can use any application on your desktop for visual collaboration.
- Remote VNC — access your Mac or Linux desktop for presentations.

**Note:** The HDMI display must support 1080p input.

For details on supported and non-supported keys for the desktop applications, see “External Keyboard - Supported Keys” on page 71.

## Displaying and Sharing Presentations


You can access files through Google Docs, a USB Flash Drive, a Micro SD Card or RDP — no laptop is required to display presentation materials in-room and to remote participants.

You can display and share presentations using several methods:

- Remote RDP — log onto your desktop and pull up the presentation using a mouse and keyboard.
- USB or Micro SD Flash drive — put your presentation on a micro SD card or USB stick and plug it into the phone micro SD card slot or USB slot on the side of the phone. Use the OfficeWRX™ Suite to open up the presentation.

## Display a Presentation on a Video Call


In a conference call, you can share a presentation in the room on the HDMI monitor and with the remote participants (if they are video-enabled).

Before your conference call, turn on the camera and adjust it using the Self View icon . This option is only available with Video Enabled Conferencing on the Video Phone.

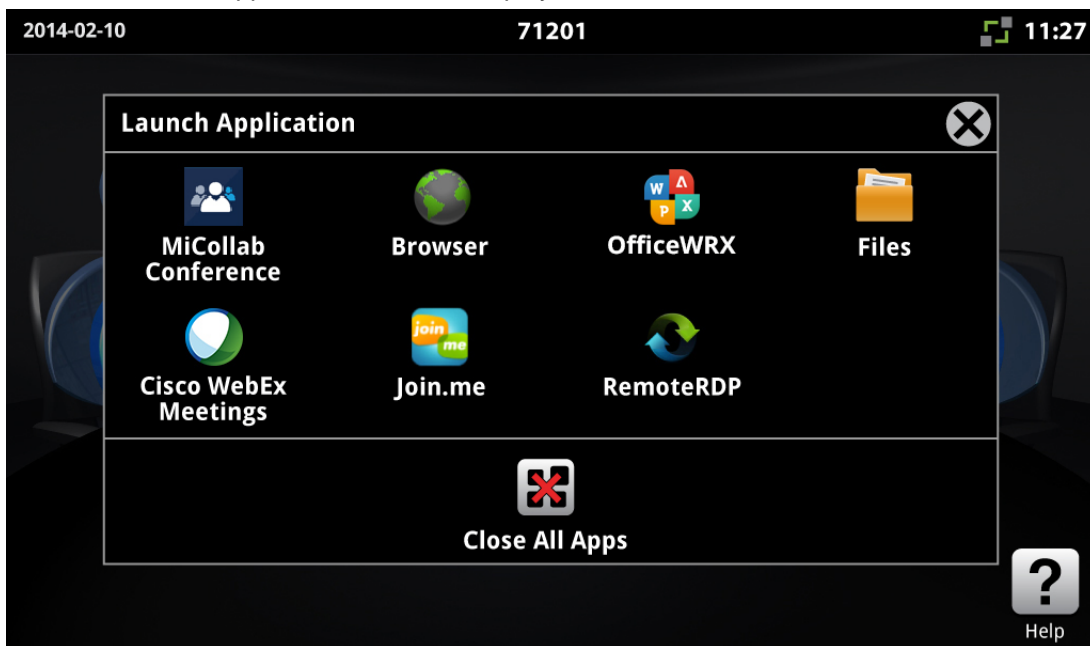
**If you are using Windows 7, do the following:**

1. Go to Control Panel --> System and Security --> System --> Remote Settings.
2. Select option "Allow connections from computers running any version of Remote Desktop (less secure)".

### Displaying your presentation

1. Tap **Present**  on the Video Phone screen.

The Launch Application screen is displayed.



2. Launch the application you wish to use. You have the following options:
  - "Using MiCollab Conference" on page 55
  - "Using the Browser" on page 56
  - "Using OfficeWRX" on page 60
  - "Using Join.Me" on page 63
  - "Using Cisco WebEx" on page 62
  - "Using Remote RDP" on page 64
  - "Using Remote VNC" on page 68








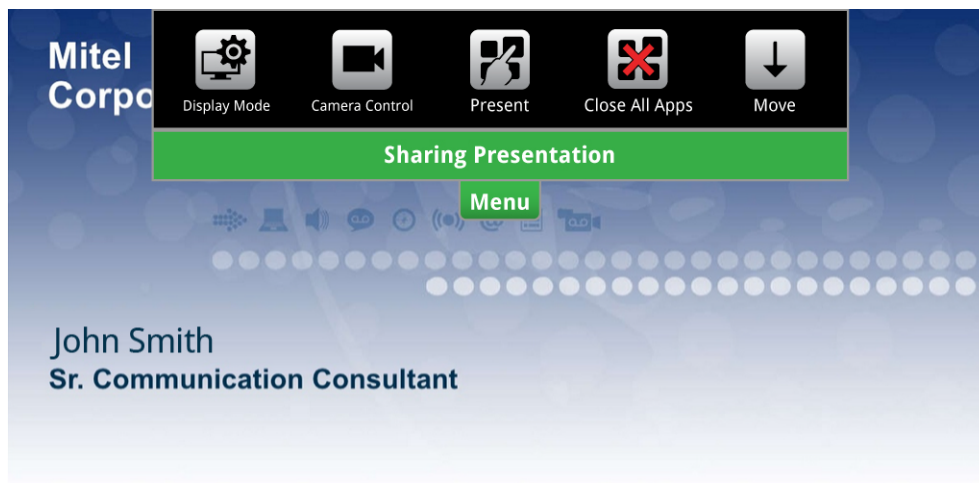
## Using the Presentation Controls

When the selected application is displayed, you will see the Presentation Controls. The dialog automatically closes several seconds after it is displayed on the initial launch. It also indicates whether you are sharing or not sharing a presentation.


A shared application is displayed on the conference room HDMI device and is sent to remote conference parties via video streams. A non-shared application appears only on the Video Phone LCD screen.

These controls allow you to do the following:





- Tap  to open or close the Presentation Controls.
- Tap  to select what participants will see on the HDMI. See “Selecting What Participants See on the Display” on page 52.
- Tap  to change your camera options. See “Using Camera Control” on page 28.
- Tap  to open a new App.
- Tap  to move the controls to the bottom or top of the screen.



### Selecting What Participants See on the Display

When you tap  to select what participants will see on the HDMI, the choices displayed depend on what is active on the Video Phone.

- Select the display mode you wish to use.













Icon	Description
 App Only	Press this icon to share the application only with the participants. Available when you have already displayed an application on the HDMI.
 App + Video	Press this icon to share both the application and video with participants. Available when you have displayed an application on the HDMI and are in a video call.
 Video Only	Press this icon to display the participants' videos. Available when you are in a video call. In a point-to-point call, it will only display the remote party video.
 Nothing	Press this icon to quickly hide what's on the HDMI screen and stop streaming video to the remote participants.  Available when you are in a video call or have shared an application.

### More About Video Calls

When **Video + App** is selected for the display mode, the video of conference participants display down the right side of the HDMI monitor. Your video always displays at the bottom. Other videos appear on top of your video successively as the calls come in.

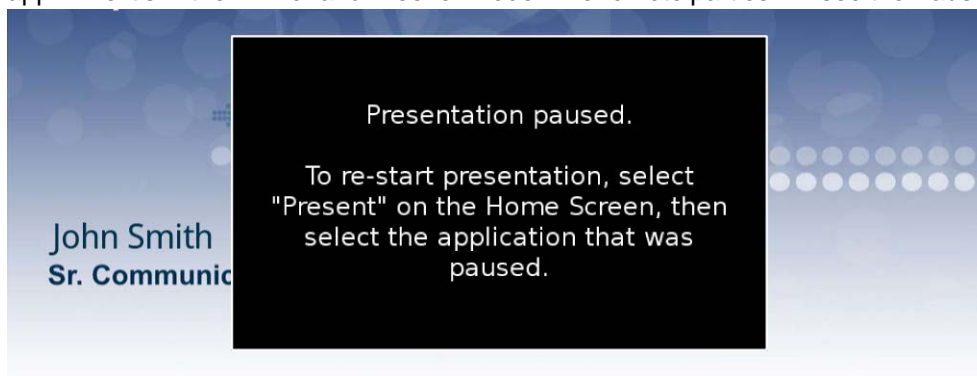
You have the option of toggling between your presentation/application and video.

## Tips on Presentation Sharing and Video




Task	Press ..
Navigate on your desktop	Use the external mouse and keyboard or the Video Phone touch screen.
Switch from presentation sharing to video	Press  and then  on the touch screen, select  .
Switch from video to presentation sharing	Press  on the touch screen, select  .
Resume application sharing if interrupted	Press  and then select the App icon to resume app sharing.
End Sharing Session	Press  and the  to close all apps.
Turn on Picture in Picture (PIP)	Tap  and then  to display your camera image using picture-in-picture (PIP) in the lower right corner of the display in a two-party call.
Turn off Picture in Picture (PIP)	Tap  and then  to turn off your picture-in-picture (PIP).

## Paused Applications

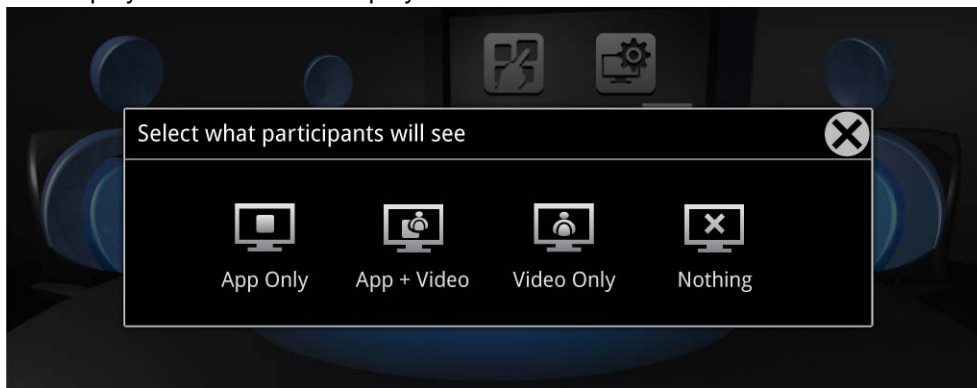
If your application/presentation is interrupted, you will see a pause image displayed over top your app while it's in the "Mirror and Freeze" mode. The remote parties will see the Pause dialog as well.



*To return to your application if interrupted:*


- Press  and relaunch the app.
- Press  and then tap  to select the display mode.

The Display Mode screen is displayed.








- Simply press the icon to resume your previous state/activity.

### Accessing More Functionality While in Applications

When you are in an application, the Menu  function key is active for the current application. For example, when using the browser application, you can press the Menu key to access the following browser-specific functions: New window, Bookmarks, Windows, Refresh, Forward, More. To access the Video Phone Menu functions, you need to first press the Home key to return to the Conference application, then select the Menu key.

## Using MiCollab Conference



You can easily launch MiCollab Conference.

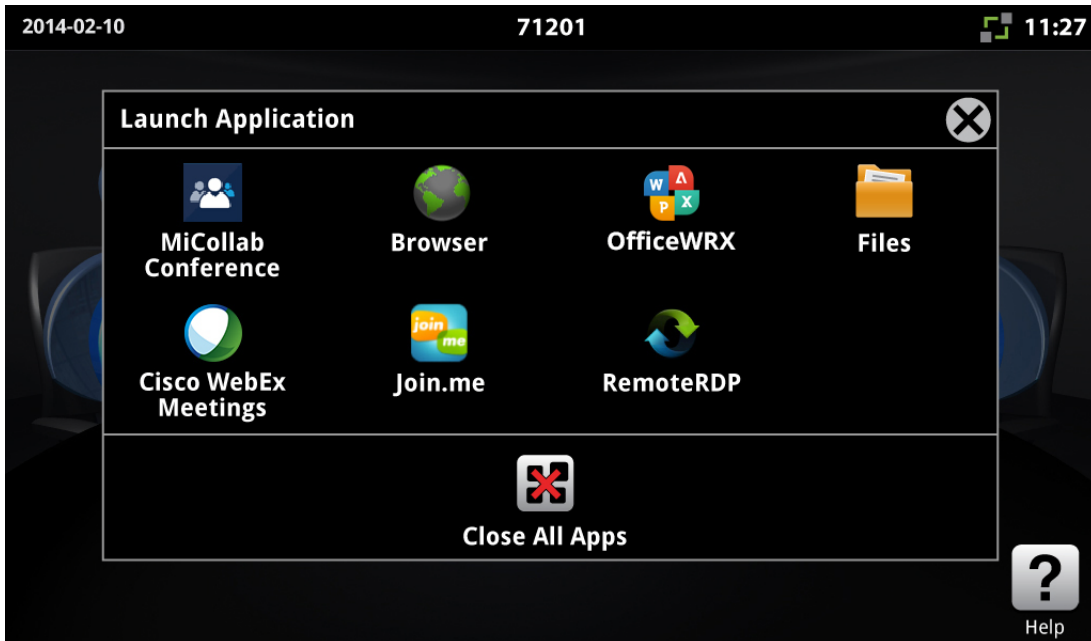
1. Tap  on the touch screen.
2. Tap MiCollab Conference .
3. Select either Add Server  and add a server if necessary, or select an MCA Server from the list by tapping on the server name in the upper left corner.
4. Enter the access code (using the keyboard).
5. Tap  to join the conference.
6. Tap  for more information.

Refer to the *MiCollab Audio, Web and Video On-line Help* for further information.

## Using the Browser

You can use the Browser to access web-based content and browser-based email and share information with video conference participants.

1. Tap  on the touch screen.
2. Tap .



You can sign in to access:

- Google accounts - Gmail, Calendar, and Contacts
- Outlook Web Access - Email, Calendar and Contacts.

**Note:** Only the light version of the Outlook Web App is supported. When you login, you will see "Use the light version of Outlook Web App" selected, and you cannot change the selection.

You can read your corporate email and have it displayed on both the local and HDMI display. You can open emails that include attachments and display the attachments directly on your Video Phone. You can also dial contacts from these applications.

- See "Opening Attachments from Web-based Email" on page 57.
- See "Dialing Phone Numbers from the Web Browser" on page 58.

You can share web pages with conference participants similar to RDP and OfficeWRX.

**Note:** When you sign into Google, it defaults to Mobile view. It is recommended that you change to Classic view by scrolling to the bottom of the page and selecting Classic. Also, when accessing Google Calendar, scroll to the bottom of the page and select Desktop.

## Opening Attachments from Web-based Email

You can open office attachments from web-based email without downloading them first. You can open a document in the browser during all call scenarios.

When email attachments are opened in the browser, the document is displayed in the applicable OfficeWRX application. The following document types are supported:

- Word
- Excel
- PowerPoint
- PDF

Tapping on the attachment opens the document, and you will see an animated progress indicator while it opens. If the document type is not supported, you will see the message, "This type of file is not supported."

If you are sharing with other conference participants, the document is shared with them. Likewise, if the browser is non-shared, the document is not shared, and displayed on the local HDMI only.

Once you launch a document from an attachment, you can press the Back key to bring the display back to the browser.

If you open a document, and a document was previously opened, that document is closed with unsaved edits.

You cannot download these documents to an SD card or save any type of document, including .txt documents.

### Support for Web-Based Media

Media embedded in web pages can be played and shared with some caveats. Not all video and audio formats will play, as Flash and HTML5 have limited support.

Audio can be heard through the local speaker. You can adjust the volume using the volume keys on the Video Phone.

If an incoming call is received while playing media in the browser (or if you navigate away from the browser with back or home) the media will stop playing and will have to be restarted from the beginning when returning to the browser.

- When you are sharing video in a multi-party call, you may need to adjust the media source volume. For example, while talking with the remote parties, your conference volume may be adequate, but once you start sharing media, the volume will be lower to the remote parties. Adjust the media volume by using the volume control on the phone.
- If you are sharing your application with video (App & Video), and play a song or video from the web, you will not see your video or the remote participants video while the media player is active.

### Dialing Phone Numbers from the Web Browser

The Browser can identify phone numbers and highlight them as clickable text. When you click a phone number, the Contact App opens, and you can add digits if necessary. Digits are not automatically added.


For example, you can create conference calls with people outside of your corporate directory without having to manually dial their numbers.

- Look up contact phone numbers stored in your personal Outlook or Gmail contacts.
- Dial a number from your Calendar.

#### *To dial a number*

1. Open Gmail or Outlook in the browser.
2. Click on the contact number.

The Contacts App opens.

3. Append a 9 or any other digit to dial an outside line.
4. Tap  on the dial pad to make call.



### *Notes About Dialing Numbers from the Web Browser*

The Conference App determines if the conference can handle another call, and if so, will assign a conference avatar to be the one that is dialing.

The dialed digits are displayed in the Contacts App. The cursor is placed at the start of the of the digits edit box in order to pre-pend any digits.

The dial plan will not be applied to the number received from the browser; however, once the number is displayed in the Contacts App, if you change the number, the dial plan will perform the necessary checking on each entered digit.

## Settings and Privacy




You can clear the cache, form data, searches and browsing history by pressing the Menu button while in the browser, and then More -> Settings. You have the choice of several options: Clear Cache, Clear History, Clear Passwords, Clear Form Data and so forth.

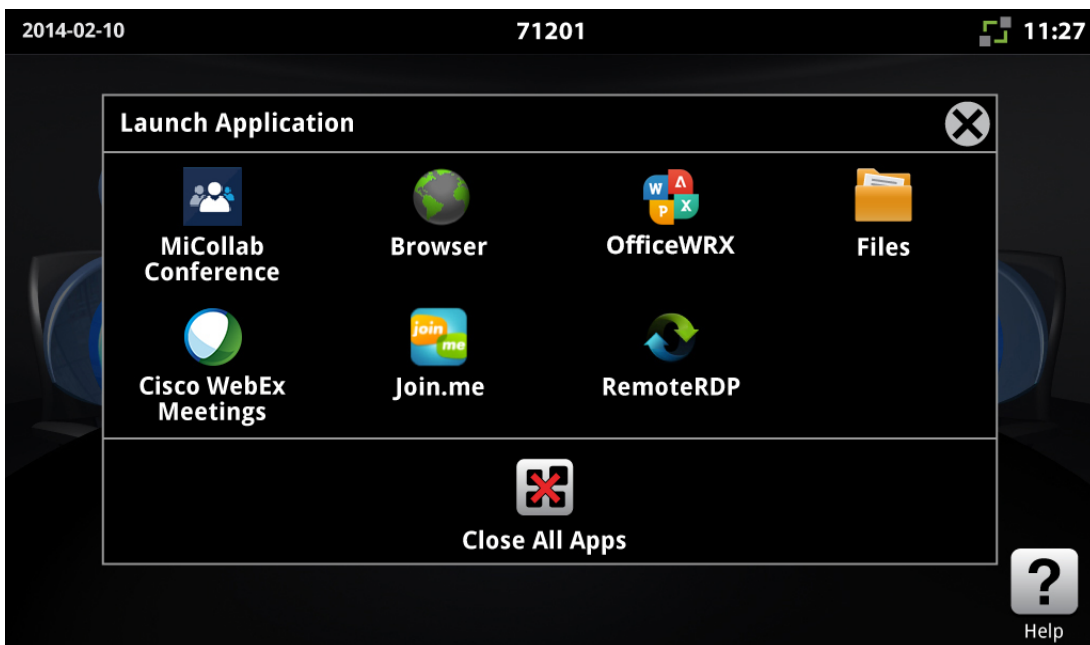
## Using OfficeWRX

OfficeWRX™ suite provides access to MS Office applications, including PDF and Microsoft 97-2010 Word, Excel and Power Point file formats. You can use OfficeWRX to access any of your presentations on a USB flash drive or SD card, as well as access Google® Docs.

The phone supports a subset of the features in OfficeWRX. See “Using OfficeWRX” on page 79” for more information.

### Launching OfficeWRX

1. Tap  on the screen.
2. Tap OfficeWRX  or Files .



Once you select OfficeWRX, you will see a splash screen. Next, you will see a screen allowing you to use the OfficeWRX browser to navigate to the document and application you need to use.

3. Navigate to the document you wish to use in Google® Docs, or to the file on the flash drive or SD card.

## Clicking Web Links in OfficeWRX Documents

You can click web links (hyperlinks) in Word documents. Currently, web links are not supported in PDF, Excel and PowerPoint documents.

When you click on the web link, the browser opens to the specified web page.

If you are sharing with other conference participants, the opened browser is shared with them. Likewise, if the browser is non-shared, the web link is not shared.

Once the browser is launched from a web link, you can press the Back key to bring the display back to the shared document.

If you open a browser, and the browser was previously opened to some web page, the browser keeps the previous web page in its Menu/Windows view.

## Limitations of Using OfficeWRX and Google Docs on the phone

- You cannot click web links in PDF, Excel and PowerPoint documents.
- You cannot print documents from OfficeWRX.
- When you open a OfficeWRX or Google document with animation, the animation is not visible.


Refer to Appendix B “Using OfficeWRX” on page 79 for further details.

### Using Cisco WebEx

Use Cisco WebEx™ as a simple screen sharing tool to share your desktop. There's no complicated installation. Just log into your WebEx account to start or schedule a session. Participants don't need to be WebEx subscribers to join you online.

You can launch it in a variety of ways, depending on your use:

1. Tap  on the screen.

2. Press the Cisco WebEx icon .

You will see a sign-in screen.

3. Sign into your account and to start a meeting to share your desktop.



4. Tap the big green arrow button.

You have now joined the sharing session.

**Note:** If you see a prompt to upgrade Cisco WebEx, and confirm the upgrade, it will do nothing.

## Using Join.Me


Use join.me™ as a simple screen sharing tool to share your desktop. You can launch it in a variety of ways, depending on your use:

1. Tap  on the screen.
2. Press the join.me icon. 

You will see a sign-in screen.

3. Enter the code you received in an email link or the code given to you from the presenter.
4. Tap the big green arrow button.

You have now joined the sharing session.

If this is the first time join.me is being launched, you will scroll through a series of three windows. On the last window, press the Back key  to display a sign-in screen to input your access code.

**Note:** Clicking a join.me link from an email link is not supported.

### Limitations of Using join.me

- The phone cannot host a meeting. You can use the RemoteRDP application to control the PC that is hosting the shared join.me session.
- The PC hosting the meeting cannot pass control to the join.me client on the phone.
- The join.me client on the phone can view the presentation, chat with the participants, pinch the touch screen to zoom in/out of the presentation.
- For information about hosting a meeting with join.me, see [www.join.me](http://www.join.me).

### Some Practical Applications for join.me

- With your laptop in the conference room, start join.me on your laptop. Get your presentation, document, or spreadsheet ready. Start join.me on the Video Phone and share it on the HDMI display. Control the join.me session from the laptop.
- Same as above, but the remote Video Phone with an HDMI display also starts the join.me session to the other conference room using the same join.me ID. There is a conference call between the two of you. You can control the presentation from your laptop.
- You can use RDP to login to your desktop. Start join.me on your PC. Call another user on the Video Phone, and they can start their join.me session with your join.me user ID.
- Another user can join using the last two scenarios by starting join.me on their PC and call into the Video Phone using a regular phone (home, cell, etc).

### Using Remote RDP

RDP stands for Remote Desktop Protocol. It is a proprietary protocol developed by Microsoft®, that provides a graphical interface to your computer. Remote (RDP) lets you access a Windows session on your PC or laptop remotely and see the files, programs, and resources exactly as you would if you were sitting at your desk, while you are using the phone.

With RDP, you can display your desktop locally to people in the room with you, or you can share your desktop with remote participants.

Before you use Remote Desktop, do the following:

- Ensure that the phone has a keyboard and mouse attached. This is very important as it keeps your password hidden while sharing applications in a video call.
- Set up your computer to use Remote Desktop. See “Setting Up Your Computer to Use Remote Desktop” on page 64 or see Windows help for instructions.
- Have the name of your computer handy.
- Make sure your computer is turned on.

If you use Remote Desktop on a regular basis, your administrator can preset your phone to connect automatically when you use RDP. You will be prompted for your password

**Note:** RDP may not render remote software properly if it employs high-end graphics, for example, CAD and/or modelling applications.

### Setting Up Your Computer to Use Remote Desktop

To find the full FQDN (hostname and domain) of your desktop PC or Laptop, follow the steps below.

This example assumes that Windows 7 installed on the PC.

1. Under the Control Panel, proceed to System.

On the page that is displayed, you will see a section labeled Computer name, Domain, and Workgroup settings.

2. Under this section, there will be an entry called **Full computer name**. Beside this entry will be the FQDN for your PC (for example: PC123456.mitel.com).
3. Write this down so that it is available when you set RDP to access your PC from the phone.

#### *Taskbar auto-hide and using RDP*

If the Windows desktop task bar has been configured to auto-hide, you cannot use the mouse to unhide it. Use the Ctrl + Tab key sequence to show the taskbar.



#### *RDP and Firewall Settings*

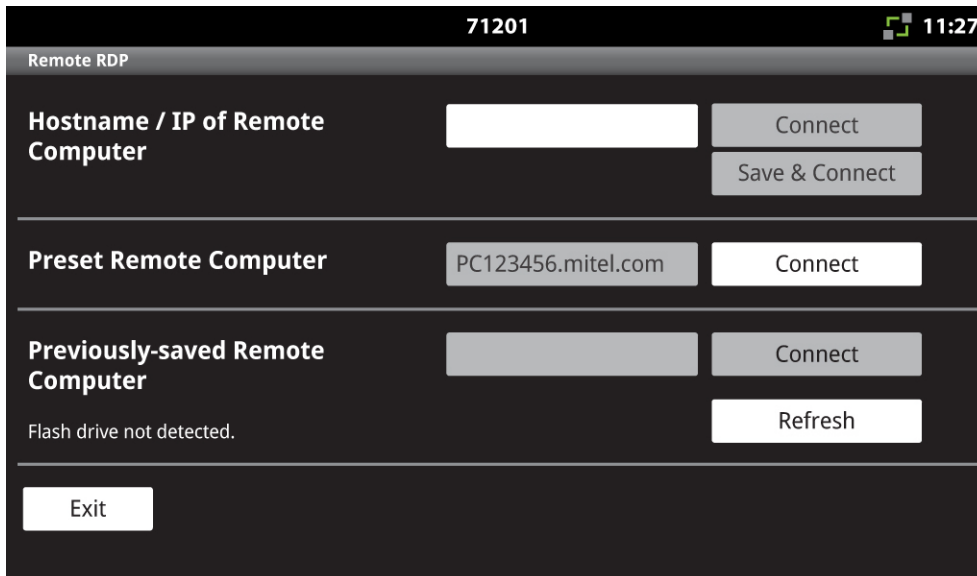
If a computer's Remote Settings are properly configured to allow RDP access, but you are still unable to connect using the RemoteRDP application, check to see if any firewall settings may be blocking access.

To allow your PC to share information you must:

1. Go to Control Panel in your PC and select System.
2. On the left hand side, select Remote Settings.
3. In the subsequent window, select the appropriate Remote Desktop Settings. For the phone, select **Allow connections from computers running any version of Remote Desktop**.

### Launching Your RDP Session

1. Tap  on the screen.
2. Tap **RemoteRDP** .



3. Enter the hostname or IP Address of your computer in the first text box and press **Connect**. If using a PC name, ensure that you add the domain name after the name, for example, mycomputer.mitel.com.

OR

If your computer's IP Address or host name has been preset by your administrator, press **Connect** for the **Preset Remote Computer**.

Your Windows login screen is shown.



4. Enter your password using the on-screen keyboard or the external keyboard and mouse. You will be connected to your desktop.
5. Navigate to the application that you want to share with your conference participants.



Note that in Windows 8, you must change the screen resolution to use applications, such as Weather.

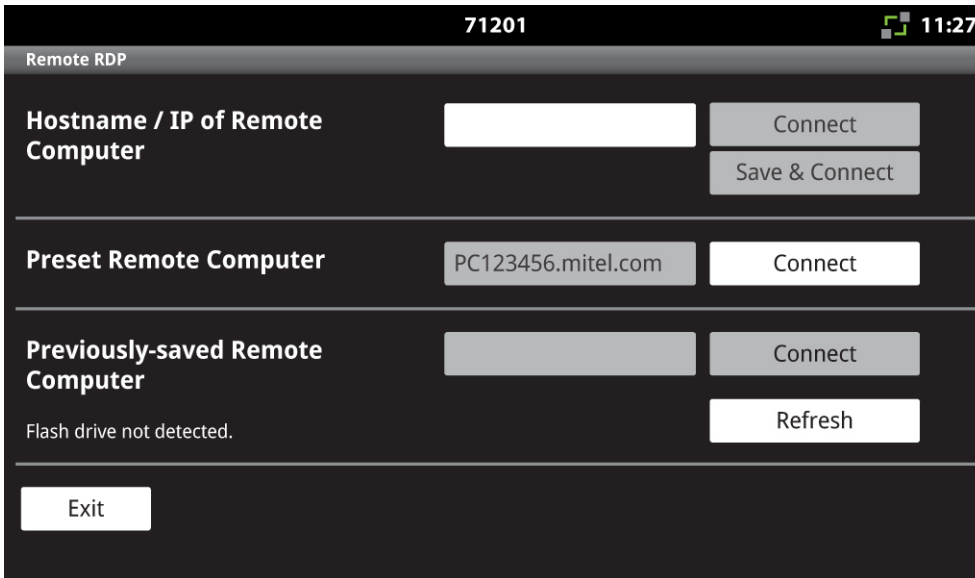
**Note:** When you are in a video call, you will no longer see your video participants, unless you have selected App & Video for the display mode. If not, the desktop pre-empts any video images. They also cannot see you.



## Pre-Saved Remote Computer

To make remote desktop access easier to use, you can save your computer's IP address/host name to a USB flash drive.

1. Insert a flash drive into the phone.
2. Tap  on the screen.
3. Press **RemoteRDP**  on the Launch App Shared Mode screen.
4. Enter your computer's IP address or hostname in the top text box of the RDP screen and press **Save and Connect**.



The screenshot shows the 'Remote RDP' app interface on a mobile device. At the top, the status bar displays '71201' and '11:27'. The app title 'Remote RDP' is at the top left. The interface is divided into three main sections:

- Hostname / IP of Remote Computer:** A text input field is empty, with 'Connect' and 'Save & Connect' buttons to its right.
- Preset Remote Computer:** A text input field contains 'PC123456.mitel.com', with a 'Connect' button to its right.
- Previously-saved Remote Computer:** A text input field is empty, with a 'Connect' button to its right. Below this field, the text 'Flash drive not detected.' is displayed, and a 'Refresh' button is located at the bottom right of this section.

An 'Exit' button is located at the bottom left of the screen.

Your computer's hostname/IP address is saved in a file called *uc360RDPID* on your flash drive.



You can now plug your flash drive into any phone and will recognize the file. You will see your hostname/IP address appear in the third section of the screen above, **Pre-Saved Remote Computer**. Press **Connect** to access your computer.

If you open the RDP screen before inserting your flash drive, press the **Refresh** button to check for any newly-inserted flash drive.

To overwrite the host, enter the new hostname in the top section and press **Save & Connect**. A dialog box will ask you to confirm overwriting of the old hostname.

## Using Remote VNC

If you have a Mac or Linux desktop, you can use RemoteVNC for remote access.


1. Tap  on the touch screen.
2. Tap **RemoteVNC**  for Mac and Linux desktops.
3. Tap the Host/IP field and enter your computer name or IP Address.
4. For RemoteVNC to an Apple Mac, enable Apple Mac.
5. Press **Connect**.
6. If prompted, enter the VNC password.
7. Login to your remote computer.

The check box **Apple Mac** selects the key mapping used for the host computer by the RemoteVNC application. When the box is selected, the application maps the ALT key to the Mac command key, and the Windows key to the Mac option key. This allows you to use Mac keyboard functions. When the check box is deselected normal key mapping is in effect.

The RemoteVNC app has the following limitations:

- The screen resolution cannot be scaled down. If users want to use this application, they will need to manually resize the screen to view their desktop.
- If the connection to the remote machine drops, an error notification is not displayed.

## Basic Rules on How Presentation Sharing Works

- You can share any application. Sharing means displaying the app on the Video Phone primary screen, and on the HDMI device and transmitting it via video stream to all remote conference call participants who are video capable. (This is available on Video Enabled Conferencing variant only.)
- You may have access to other video conferencing services using the Video Phone. Occasionally, you may receive an.ics invite. You can import this invite into whatever Calendar you use. Use a Google Search to find the procedure to import the invite into your Calendar.
- Join.Me and Cisco Webex can be used to share presentations with non-video participants.
- The audio output from applications running on the Video Phone, whether shared or not, is always played to the Video Phone built-in handsfree speaker. The HDMI device speakers are not used for playing media. Ensure the volume is muted or turned down to its lowest level.
- You can use the external mouse and keyboard and/or the touch screen on the Video Phone to navigate the application, for example, a Power Point presentation. If an external keyboard is connected, the on-screen keyboard is not available, with a few exceptions.
- While your desktop/application is displayed on the in-room HDMI display, it is **mirrored** to the participants.
- If a call comes in, or you press Home or Back button, the last image is captured as a freeze frame and is displayed on the in-room HDMI device as well as to the remote participants with a Pause dialog. The application is no longer interactive. It is in the **freeze** state. The exception is if you were playing video, and press Home, the Pause dialog appears with a blank screen in the background.
- You can resume the desktop/application by pressing the Present icon , and then the App you were sharing; your desktop resumes interactive mirroring.
- The Home or the Back button is the normal way to freeze the shared application and return to the Conference App. This allows you to perform other activities on the Video Phone while your desktop is frozen.



# Appendix A

## External Keyboard - Supported Keys



## External Keyboard - Supported Keys

It is recommended that you attach a physical keyboard and mouse to the phone. The phone supports only one physical keyboard and mouse. The on-screen keyboard is disabled in most cases if you have a USB keyboard and mouse attached.

It is best to connect the external keyboard while the phone is powered off. Then power on the phone. Alternatively, you can reboot the phone after the keyboard has been connected.

**Note:** If you have a USB keyboard attached, the **Num Lock** on the numeric keypad does not work. Num Lock keypad presses are not read by the applications.

Not all keys or functions on the physical keyboard are supported. Some applications may support more keys or functions than others. See the tables below for a list of the supported keys. A check mark indicates that the keys are supported.

- “Qwerty Keyboard Support” on page 74
- “Azerty Keyboard Support” on page 76

## Qwerty Keyboard Support

Keys/ Functionality	Contacts App	Remote Desktop	Office WRX	Web Browser	join.me	MiCollAb Conf (Menu Settings)	Web Ex	VNC
a-Z	✓	✓	✓	✓	✓	✓	✓	✓
1-9	✓	✓	✓	✓	✓	✓	✓	✓
Shift + 0-9	✓	✓	✓	✓	✓	✓	✓	✓
Space	✓	✓	✓	✓	✓	✓	✓	✓
', ~ < and >	✓	✓	N/S	N/S	✓	✓	✓	✓
Insert	N/S	Supported for only some applications	N/S	N/S	N/S	N/S	N/S	N/S
Home	✓	✓	✓	✓	✓	✓	✓	✓
Delete	N/S	forward delete	N/S	N/S	N/S	N/S	N/S	fd forward delete?
End	N/S	N/S (inserts 8)	N/S	N/S	N/S	N/S	N/S	N/S
Page Up/Down	N/S	✓	N/S	N/S	N/S	N/S	N/S	N/S
Num Lock	N/S	N/S	N/S	N/S	N/S	N/S	N/S	N/S
Caps Lock	Shift key twice	✓	N/S	N/S	N/S	N/S	N/S	N/S
Shift	✓	✓	✓	✓	✓	✓	✓	✓
Up Arrow	✓	✓	✓	✓	✓	✓	✓	✓
Down Arrow	✓	✓	✓	✓	✓	✓	✓	✓
Left Arrow	✓	✓	✓	✓	✓	✓	✓	✓
Right Arrow	✓	✓	✓	✓	✓	✓	✓	✓
ALT + Left Arrow	N/S	N/S	N/S	N/S	N/S	N/S	N/S	N/S
ALT + Right Arrow	N/S	N/S	N/S	N/S	N/S	N/S	N/S	N/S
Control + v	N/S	✓	N/S	N/S	N/S	N/S	N/S	N/S
Control + x	N/S	✓	N/S	N/S	N/S	N/S	N/S	N/S
Control + z	N/S	✓	N/S	N/S	N/S	N/S	N/S	N/S
Control + c	N/S	✓	N/S	N/S	N/S	N/S	N/S	N/S
F1	✓	✓	N/S	✓	✓	✓	✓	✓
F2-F12	N/S	N/S (except for F10)	N/S	N/S (except F10)	N/S (except F10)	N/S (except F10)	N/S (except F10)	N/S (except F10)
Esc	✓	✓	✓	✓	✓	✓	✓	✓



## External Keyboard - Supported Keys

Keys/ Functionality	Contacts App	Remote Desktop	Office WRX	Web Browser	join.me	MiCollAb Conf (Menu Settings)	Web Ex	VNC
Print Screen	N/S	N/S	N/S	N/S	N/S	N/S	N/S	N/S
Scroll Lock	N/S	N/S	N/S	N/S	N/S	N/S	N/S	N/S
Pause Break	N/S	N/S	N/S	N/S	N/S	N/S	N/S	N/S
Windows key	N/S	N/S	N/S	N/S	N/S	N/S	N/S	N/S
Tab	✓	✓	N/S	N/S	✓	✓	✓	✓
Enter	✓	✓	✓	N/S	✓	✓	✓	✓

## Azerty Keyboard Support

Keys/ Functionality	Contacts App	RDP	Office WRX	Web Browser	join.me	MiCollab Conf (Menu Settings)	WebEx	VNC
a-Z	✓ € (N/S)	✓ € (N/S)	✓ € (N/S) Umlaut N/S	✓ € ( N/S)	✓ € ( N/S)	✓	✓ € ( N/S)	✓ € ( N/S)
1-9	✓	✓	✓ ^ (N/S)	✓	✓	✓	✓	✓
Shift + 0-9	✓	✓	✓	✓	✓	✓	✓	✓
Space	✓	✓	✓	✓	✓	✓	✓	✓
' , ~ < and >	✓	✓	N/S	N/S	✓	✓	✓	✓
Insert	N/S	✓	N/S	N/S	N/S	N/S	N/S	N/S
Home	✓	✓	✓	✓	✓	✓	✓	✓
Delete	N/S	forward delete	N/S	N/S	✓	✓	✓	✓
End	N/S	N/S (inserts < when pressed)	N/S	N/S	N/S	N/S (inserts < when pressed)	N/S (inserts < when pressed)	N/S (inserts < when pressed)
Page Up/Down	N/S	✓	N/S	N/S	N/S	N/S	N/S	N/S
Num Lock	N/S	✓	N/S	N/S	N/S	N/S	N/S	N/S
Caps Lock	N/S	✓	N/S	N/S	N/S	N/S	N/S	N/S
Shift	✓	✓	✓	✓	✓	✓	✓	✓
Up Arrow	✓	✓	✓	✓	✓	✓	✓	✓
Down Arrow	✓	✓	✓	✓	✓	✓	✓	✓
Left Arrow	✓	✓	✓	✓	✓	✓	✓	✓
Right Arrow	✓	✓	✓	✓	✓	✓	✓	✓
Control + v	N/S	✓	N/S	N/S	N/S	N/S	N/S	N/S
ALT + Left Arrow	N/S	N/S	N/S	N/S	N/S	N/S	N/S	N/S
ALT + Right Arrow	N/S	N/S	N/S	N/S	N/S	N/S	N/S	N/S
Control + x	N/S	✓	N/S	N/S	N/S	N/S	N/S	N/S
Control + z	N/S	✓	N/S	N/S	N/S	N/S	N/S	N/S
Control + c	N/S	✓	N/S	N/S	N/S	N/S	N/S	N/S
F1	N/S	✓	N/S	✓	✓	✓	✓	✓

## External Keyboard - Supported Keys

Keys/ Functionality	Contacts App	RDP	Office WRX	Web Browser	join.me	MiCollab Conf (Menu Settings)	WebEx	VNC
F2-F12	N/S	N/S (except for F10)	N/S	N/S (except F10)	N/S (except F10)	N/S (except F10)	N/S (except F10)	N/S (except F10)
Esc	✓	✓	✓	✓	✓	✓	✓	✓
Print Screen	N/S	N/S	N/S	N/S	N/S	N/S	N/S	N/S
Scroll Lock	N/S	N/S	N/S	N/S	N/S	N/S	N/S	N/S
Pause Break	N/S	N/S	N/S	N/S	N/S	N/S	N/S	N/S
Windows key	N/S	N/S	N/S	N/S	N/S	N/S	N/S	✓
Tab	✓	✓	N/S	N/S	✓	✓	✓	✓
Enter	✓	✓	✓	N/S	✓	✓	✓	✓



# Appendix B

Using OfficeWRX



## Using OfficeWRX

OfficeWRX supports the following applications:

- File Browser
- PDF Viewer
- Word Viewer/Editor
- Excel Spreadsheet Viewer/Editor
- PowerPoint Presentation Editor/Viewer

There are some restrictions with the current file type support for password protected files – only encrypted PDF files are supported. The list of supported file extensions are listed below:

- txt
- rtf
- doc
- docx
- xls
- xlsx
- ppt
- pptx
- pdf

### *Phone OfficeWRX Limitations*

The following limitations exist with Conference/Video Phone OfficeWRX support:

- You cannot click web links in PDF, Excel and PowerPoint documents.
- You cannot print documents from OfficeWRX.
- When you open a OfficeWRX or Google document with animation, the animation is not visible.
- Special characters are not supported in a file name. You can only use A-Z, 0-9.

The OfficeWRX application can experience an issue if a call interrupts the download of a file. The application will display an error and once cleared, the file will display as blank. The file will have to be downloaded again once the call is established.

In a Word document, the following keys do not work:

- The number keys on the number keypad
- Caps Lock key
- Tab key
- Insert, Delete, and End keys

See “External Keyboard - Supported Keys” on page 73 for more information.

### Editing User Interface Basics

All files types other than PDF can be edited using a common user interface. Single tapping with a finger or using a mouse will insert an edit cursor. Type using the on-screen touch keyboard or hide that keyboard, and use the attached physical keyboard. Double tap a word to select it.

The on-screen popup bar can be used to modify properties of the selected text, such as the font. Cut/Paste can be used to launch another popup menu to copy/cut/paste the selected text.

You can save the document using one of the file icon options or by pressing the Back key to exit the editor. You will be offered an option to save or discard changes if there are any unsaved changes.



