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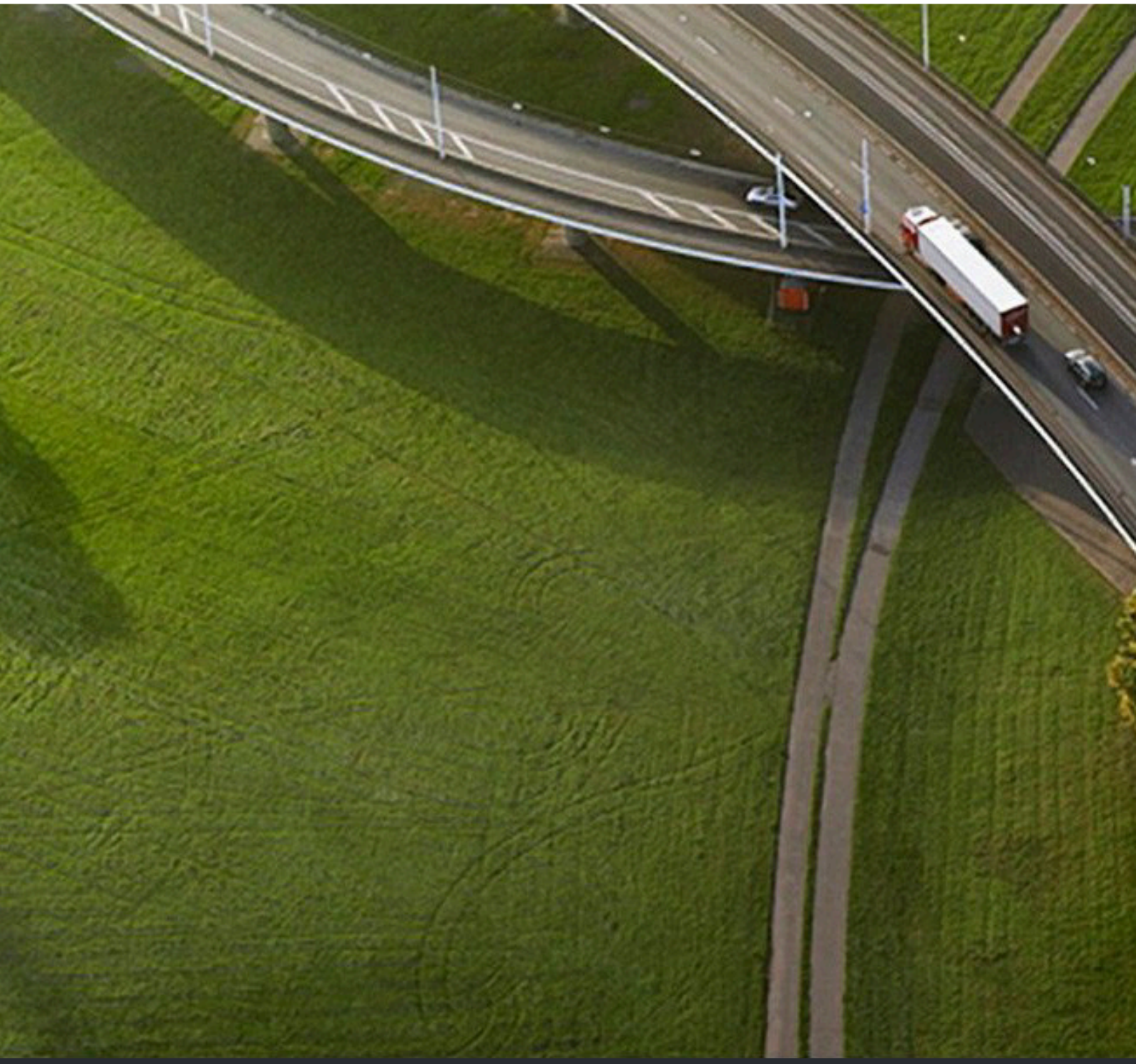

OpenScape Mobile Pro V10, Apple Devices

User Guide

A31003-M40A0-U100-04-7619

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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 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 OpenScape UC HAProxy Server. The account is also configured for mobile features in OpenScape Voice and via SBC connection like in Voice-Only mode. In addition, the latest version also supports connection with 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.

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 OpenScape Voice IP phone (typically an OpenStage or optiPoint desktop phone).

Related Documentation

The following technical documentation is available in HTML and PDF:

- OpenScape Mobile Pro Apple Devices User Guide (the book you are reading)
- OpenScape UC Application Web Client User Guide.
- 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

This section describes how to login to the OpenScape Mobile Pro application using an Apple iPhone, iPad or iPod and how to perform the basic configuration.

Prerequisites

You must have installed OpenScape Mobile Pro.

You must have acquired your OpenScape Mobile Pro credentials from your system's administrator.

Step by Step

1) Tap on the OpenScape Mobile Pro application's icon on your device's main interface.

2) Once you open the application a disclaimer window will pop-up. Accept the disclaimer to further proceed

---

IMPORTANT:

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

---

3) The first tab that you see is the **Account** tab into the **Settings** section. Configure OpenScape Mobile Pro. In order to do that you need you need

to enter the following information (contact your System Administrator if necessary):

a) ***Username***

This is the field where you have to enter your username. Depending on your configuration it can be one of the following:

- - **Integrated/UC-only configurations:** Enter your UC credentials provided by your System Administrator.
- **- Voice-only configuration:** Enter your desk phone number, e.g +15615556789.

b) ***Server Address***

This is the field where you have to enter your IP Address. Depending on your configuration it can be one of the following:

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

NOTICE:

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

c) ***Password***

This is the section where you have to enter your own personal password, received from your System Administrator .

d) ***Cellular Number***

Here you enter your cellural number if you are using an iPhone. Not needed if you are using an iPod Touch or iPad..

NOTICE:

If you don’t know any of the information needed to enter your user credentials please contact your System Administrator.

4) Make sure that you have entered all of your credentials correctly and tap **Save.**

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.

Example

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 in order for the registration to complete.

2.3.1 Connection Status

This section describes how you can understand the status of the connection between OpenScape Mobile Pro and the HAProxy server. You can see this status by referring to the colored LED in the notification bar.

NOTICE:

The first time that you will enter your Account's credential, OpenScape Mobile Pro will try to connect and validate the information that was enterend in the *Account* screen.

IMPORTANT:

This section refers to the **Integrated** configuration. When you are using a **Voice-only** or **UC-only** configuration your status is always followed by a Red LED icon.

To indicate the status of your connection, the LED icon located in the notification bar near the top left-hand corner of the screen can be one of the following:

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

2.3.2 Permissions

This sections describes how you can give permission to the OpenScape Mobile Pro application to handel contacts, microphone and the camera. You have perform the following so you can grant OpenScape Mobile Pro the needed permissions to perform smoothly.

More specifically, you can give OpenScape Mobile Pro permission to:

- Read contacts from your device

  Tap the device's "Home" button, go to**Settings** > **Privacy** > **Contacts** and tap OpenScape to turn it ON.
- Use the microphone

  Tap the device's "Home" button, go to **Settings** > **Privacy** > **Microphone** and tap OpenScape to turn it ON.

- Use the camera

  Tap the device's "Home" button, go to **Settings** > **Privacy** > **Camera** then tap OpenScape to turn it ON.
- Use the location

  Tap the device's "Home" button, go to **Settings** > **Privacy** > **Location** then tap OpenScape to turn it ON.

NOTICE:

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

2.3.3 Certificates

A Digital certificate contains name, serial number, expiration date and the certif-icate holder's public key along with the digital signature of the certificate issuing authority. By default, the OpenScape Mobile Pro devices communicate to these servers: the OpenScape HAProxy server, 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.

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.

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 first tab on the left side of the navigation bar is the **Recents** tab. This is a list that displays your incoming, outgoing, and missed calls categorized in two main sections:

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

For each call you can see the avatar and name of that contact as well as the type of call (i.e incoming, outgoing, missed) and the date and time.

In the bottom right corner of the avatar icon of each contact, there is a small sign indicating the Presence status. For more details on the Presence status please refer to chapter Contacts.

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

- **Refresh** the list
- **Dial** a phone number
- **Call** a contact
- **Delete all journal records**
- **Multi Selection** (for example to delete multiple records)

3.1.1 How to make a Call using Recents

How to call a contact from your **Recents** list:

Step by Step

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

2) Simply tap the name or phone number that you wish to call to initiate the call.
   a) To add video to an ongoing voice call, tap **More** > **Add Video**.

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

Using Phone Button

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

> **NOTICE:**
>
> For more information regarding the Contacts tab please refer to the Contacts chapter.

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 if 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, the controls will be hidden again.

The following controls are supported:

1)
   - **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.

3.1.2 How to Refresh the Recents List

Step by Step

How to refresh the **Recents** list:

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

3.1.3 How to Delete All Journal Records

Step by Step

How to delete all records from your **Recents** list:

1) In OpenScape Mobile Pro, tap **Recents**.
2) Tap the icon ••• on the top right corner of your screen and then tap **Remove all** to delete the records of your Recents calls.

3.2 Contacts

The second tab on your main navigation bar, is the **Contacts** tab.

Each contact is displayed with its:

- Avatar image
- Presence Status
- Display Name
- Short label or phone number (displayed in light grey color)

The **Presence Status** is indicated in the bottom right corner of the avatar icon of each contact,with a small sign The Presence states are:

State	symbol
Available	
Do not disturb	
Be right back	
Away	
Busy	
in a meeting	

In the OpenScape Mobile Pro Integrated Configuration your contacts are displayed categorized by groups:

- **Groups**- Here are the groups that you have created in the UC system.
- **All Contacts** - This is the list of all your contacts, your device contacts and the ones connected to your OpenScape UC server.

Using the Contacts view you can:

- **Open a contact**

- **Edit a contact**
- **Delete a contact**
- **Add a contact**
- **Call a contact**
- **Edit a group**
- **Delete a group**

NOTICE:

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

3.2.1 How to Add a Contact

How to add a contact.

Step by Step

1) In OpenScape Mobile Pro, tap **Contacts**.
2) Tap the **+** button on the upper right corner of your screen,
3) A new screen **Contact Details** pops up. Enter all the contact's details and information.
4) Tap **Create** on the upper right corner of your **Contact Details** screen and your new contact will be saved in your contacts list.

3.2.2 How to Edit a Device Contact

How to edit a Device contact:

Step by Step

1) In OpenScape Mobile Pro, tap **Contacts**.
2) Open the **Contact Details** screen by tapping on any contact from your contacts' list.
3) Tap Select to pick the contact to be edited.
4) Tap the **...** button on the upper right corner of the **Contact Details** screen.
5) Tap **Add** and the Contact Details screen will open again but in an editable form.
6) Modify any field and tap **Add** to close the dialog and automatically change the contact data in your OpenScape contact list.

3.2.3 How to Search a Contact

You can use the Search bar located above your list of contacts, in the **Contacts** tab, to find a specific contact. In this process, your private address book and your UC contacts are involved in the search.

Step by Step

1) In OpenScape Mobile Pro, tap **Contacts**.
2) Tap on the **Search** bar to bring up your keyboard.
3) Start typing in order to find your desired contact.

NOTICE:

The Search function is dynamic, i.e. while typing the related contacts will appear as a list under **Results**.

NOTICE:

If your Search results do not correspond to the specific contact that you are looking for, then you can tap on the option **SEARCH DIRECTORY FOR ' '** under the results section, in order to extend your search in the directory book.

3.3 Chat

The **Chat** tab next to **Contacts** tab, lists all the chat sessions you have had with your contacts and allows you to switch between conversations. While on the Chat view, a limited number of conversations is displayed. To load more conversations, simply scroll down.

To create a new chat simply tap on the + button on the upper right corner of your screen, click on **Create Chat** and select or search for a contact. You can refer to How to Search a Contact to see more details regarding the search functionality.

3.3.1 How to Add a Chat Participant

You can add a chat participant in an existing chat conversation.

Step by Step

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

2) Tap on any conversation to open it. A new window with the chat history of this conversation opens.

3) Click on the button in the upper right part of the conversation screen.

4) Tap on **Add Participant(s)** to add one or more participants to a 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 Client.

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.

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

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

NOTICE:

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

Step by Step

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

3.4.2 How to Start a Conference

How to start an available conference:

Step by Step

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

     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 **Conference**.
2) Select a conference and then tap **Call** to initiate the scheduled conference.

3.4.3 How to Open a Conference Entry

Opening an available conference entry for displaying conference data.

How to display a conference entry:

Step by Step

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

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

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-organise 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 tab

In the Settings tab you can see a new screen that enables you to access the following settings:

- Application Settings
  - **Account**
  - **Features**
  - **Advanced**

- Mobile Data Network
  - **Use Wi-Fi Only**
  - **Allow VoIP Calls**
- Notices and Disclaimers
  - **About**

All of these lead you to new screens where you can view and edit different settings and options. The settings section is described in detail in the "Settings" Chapter.

3.5.2 Own Status

From this tab you can change your **Presence State**, your **Location** or write ar **Note**. By choosing your status you can indicate to other users your availability. Your presence state can be one of the following:

- **Available**
- **Be right back**
- **Busy**
- **In a meeting**
- **Do not disturb**
- **Away**

You can view your current status by dragging down the arrow on the top part of your screen.

3.5.2.1 How to Select Own Status

Step by Step

How to set or change your own presence status:

1) In OpenScape Mobile Pro:

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

  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 "*Own Status*" icon in the status bar.

2) Tap the desired "presence".

- **Available**
- **Be right back**
- **Busy**
- **In a meeting**
- **Do not disturb**
- **Away**

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

NOTICE:

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

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 then voicemail (if configured).
- **OpenScape Mobile** - Calls are routed first to your mobile device then 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...** 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 one device from the list that you most prefer.
3) Tap **Make Preferred Device**.

3.5.3.2 How to Add a New Device

Step by Step

How to add a new device to the device list:

1) In OpenScape Mobile Pro:
   - On an iPhone, tap **More...** 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 shown as an example.).
2) Tap the "*Menu*" icon.
3) Tap **New Device** to open the dialog.
4) Enter the following information:

   Name: `<Enter a unique name>`

   Address: `+491710007222` (example Europe)

   Address: `+15619231234` (example USA)
5) You can set the maximum ring time on this device via the **RNA** radio button (**Unlimited**, for example, equals infinite ring time).
6) Tap **Save** to close the window and automatically refresh the device list.

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...** 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 shown as an example.).

2) Tap the device to be edited to open the dialog.

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

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

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

3.5.3.4 How to Delete a Device

How to delete a device from the device 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...** 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 shown as an example.).

2) Tap the device to be deleted.

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

The device is deleted and the device list refreshes automatically.

3.6 Making a Call

Making calls is 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 with 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 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. 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:

Please note that you can only make calls directly through your Wi-Fidevice using

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.

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).

3.6.1 How to make a Call using Recents

Step by Step

How to call a contact from your **Recents** list:

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

2) Simply tap the name or phone number that you wish to call to initiate the call.

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

IMPORTANT:

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

Using Phone Button

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

NOTICE:

For more information regarding the Contacts tab please refer to the Contacts chapter.

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 if 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, the controls will be hidden again.

The following controls are supported:

1) • **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.

3.6.2 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 on the left of each contact entry. For more information regarding the Presence Status please refer to chapter Contacts.

NOTICE:

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

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

IMPORTANT:

In **UC-only mode** you may see an extra screen i.e **Choose Device**. Tap on the device from which you wish to perform the call.

NOTICE: All calls start out as the 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.

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

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

The OpenScape Mobile 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:

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

---

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

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

The following controls are supported:

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).

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.

3.6.2.1 How to make a Call using Search

How to find and call a contact through the Search bar:

Step by Step

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

2) Tap on the **Search** bar to bring up your keypad.

3) To start searching, start typing the first or last name of the contact you wish to find or a number in the input line.

> **NOTICE:**
>
> The search feature is dynamic, i.e the relevant results wll appear while your are typing.

4) Tap on the desired contact from the resulting list.
5) Contact Details will be displayed including the contact's several phones (Business Phone, Home Phone and Mobile Phone).
6) Tap on the desired phone and the call will start immediately.

> **IMPORTANT:**
>
> In **UC-only mode** after step 6 you see an extra screen i.e **Choose Device**. Tap on the device from which you wish to perform the call.

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

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

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 I**ntegrated Configuration**, when somebody calls you, you will receive the call on your preferred device. As we discussed in the How to Select the Preferred Device section, you can either choose your preferred device through the More... > Devices tabs or by tapping down the arrow on the top of your OpenScape Mobile Pro application. In the Integrated Configuration you can choose on 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 will ring but you cannot answer the call on your Wi-Fi device. By swipping down the arrow on the top of your OpenScape Mobile Pro interface, you can see the details of the incoming call and tap one of your available devices with 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 will 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 will present the Callkit screen. The name of the contact will be displayed on the top of the screen and the options **Accept**, **Decline** and **Remind Me,** will be available: To answer the call you have to do the following.

Step by Step

Tap the blue **Accept** button to answer the call via Wi-Fi.

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

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 the Moving Calls chapter in this document.

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

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

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.

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

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 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):

- Inbound call accepted

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

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

- **Call** a contact
- **Clear Journal Record**
- **Delete Multiple records**
- Create New Contact

4.2 Contacts

The second tab on your main navigation bar, is the **Contacts** tab. From here you can access your Device contacts.

NOTICE:

In the **Voice-Only Configuration** you only have access to your device contacts. The **OpenScape Contacts** and **Directory Search** contact groups are features only available in the **Integrated** and **UC-only** modes.

For information about Device Contacts you can refer to Device Contacts.

4.2.1 How to Add a Contact

Step by Step

How to add a contact:

1) In OpenScape Mobile Pro, tap **Contacts**.
2) Tap **Device Contacts**.
3) Tap the "+" on the upper right part of your screen.
4) Enter the contact data in the fields of the form.
5) Tap **Done** to close the dialog and automatically save the contact data in your contact list.

4.2.2 How to Edit a Contact

Step by Step

How to edit a contact:

1) In OpenScape Mobile Pro, tap **Contacts**.
2) Tap **Device Contacts**.
3) Tap Select to pick the contact to be edited.
4) Select **Edit...** to open the **Edit Contact** dialog.
5) Perform the desired modifications.

6) Tap **Done** to close the dialog and automatically change the contact data in your contact list.

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 see a new screen that enables you to access the following settings:

- Application Settings
  - **Account**
  - **Features**
  - **Advanced**
- Mobile Data Network
  - **Use Wi-Fi Only**
  - **Allow VoIP Calls**
- Notices and Disclaimers
  - **About**

All of these lead you to new screens where you can view and edit different settings and options. The settings section is described in detail in the "Settings" Chapter.

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 will automatically try to find you in the Wi-Fi client, desk or cell phone. OpenScape Voice optimizes the search based on the state of Wi-Fi client and your option to allow calls to be routed to the cell phone.

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

- 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 don't answer, the call is sent to your desk phone
  - If you don't answer, the call is forwarded to your desk phone voice mail box (if you have one configured).
- If your OpenScape Mobile 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 don't answer, the call is sent to your cell phone (optionally controlled via configuration)
  - If you don't answer, the call is forwarded to your desk phone voice mail box (if configured) or your cell phone voice mail box (if configured). Which voice mail box depends upon which answers the call first.

IMPORTANT:

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

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

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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.

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 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. This chapter includes information about all of the three different configurations, i.e Integrated, UC-only and Voice-only but 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 grasp 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. 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.

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, connected to an OpenScape Voice V9 or above, loses Wi-Fi connectivity, it will enter 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 your cell phone number, the destination is called.

The destination will not see your cell phone number – your desk number is displayed instead. Your cell phone is used for the voice part of the call. (The cellular data connection is used only to request the call.) Once you enter Wi-Fi again, you can use OpenScape Mobile 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 if 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**, 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 request 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 will be invoked and it will dial the number +15619231999, wait and then dial the 123456 passcode, automatically connecting to the conference bridge.

Example

The follwoing 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, in an integrated solution, any other device you prefer.

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

- If you are configured for Voice-Only, SBC will automatically try to find you in the Wi-Fi client, desk or cell phone. OpenScape Voice optimizes the search based on the state of Wi-Fi client and your option to allow calls to be routed to the cell phone.
- If you are configured for UC-Only, you can use preferred devices and rules to customize call routing. Refer to sections 4-5 and 4-7, respectively.
- If you are configured for Integrated, by using the Auto-Pilot preferred device you can let OpenScape Voice automatically try to find you in the Wi-Fi client, desk or cell phone without any other configuration required. If you need special routing rules, you can customize routing with the UC preferred device.

- 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.

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

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

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 don't answer, the call is sent to your desk phone
  - If you don't answer, the call is forwarded to your desk phone voice mail box (if you have one configured).
- If your OpenScape Mobile 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 don't answer, the call is sent to your cell phone (optionally controlled via configuration)
  - If you don't answer, the call is forwarded to your desk phone voice mail box (if configured) or your cell phone voice mail box (if configured). Which voice mail box depends upon which answers the call first.

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

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

Integrated Configuration (Device=OpenScape Mobile 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 don't answer, the call is forwarded to your desk phone voice mail box (if you have one 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 the iPhone, you can also stop having calls sent to the cell phone. Each option works separately.

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

IMPORTANT:

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

NOTICE:

The Route Calls to Cell function is only active when Auto-Pilot is ON and the client logs off from the OpenScape 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 in the notification bar.

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

NOTICE:

If you are not connected to Wi-Fi or if 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. (A call can still be moved, however, from the selected device.)
- A call can still be moved from the selected device even if UC rules are configured in the UC client.
- If Auto-Pilot is selected as the preferred device, OpenScape Mobile 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 not 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 one device that you most prefer then tap **Make Preferred Device**.
3) To activate a rule, tap **More...** (iPhone only) then **Rules**.
4) Tap the rule you wish to activate then tap **Save**.

NOTICE:

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

5.2.2 How to Change How Much Time each Device will Ring

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. These durations are, by default, 15 seconds on the Wi-Fi device, 10 seconds on the desk phone, and 15 seconds on the cell phone. Your System Administrator can change the time a call will ring on each device.

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 will be 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 Wi-Fi phone, all incoming calls from the Hunt Group will be routed there.

  NOTICE:

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

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

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, or moved using the *Recents* call log, *Contacts* list, the keypad, or a list of recently used devices. The **Move** button( ) indicates that a call can be moved.

NOTICE:

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

Step by Step

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

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

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

Step by Step

1) On the device that you want to use to continue the call tap the "down arrow" to expand the notification bar.

2) To pull the call from the device in use:

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

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 or cell phone or the last used device:

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

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

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 on your cell phone to your Wi-Fi device or desk phone or the last used device if 1) the call was on Wi-Fi or desk earlier and was moved to cell, 2) the call went to cell because the caller called your desk phone number and the call timed out (i.e., Wi-Fi device was not reachable and desk phone was not answered), or 3) the OpenScape Mobile 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 an iPhone, press the "*Home*" button, 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 or desk phone or the last used device:

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

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

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 (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, or moved using the *Recents* call log, *Contacts* list, the keypad, or a list of recently used devices.

Step by Step

1) To display the call slider.

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

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

> **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 (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 an 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 and it will move there or
   - Touch and hold the highlighted cell phone and slide it to the destination device. Release the slider when you get there.
3) To move the call to any other device tap **More...**

> **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 (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 some specific scenarios the calls cannot be moved.

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

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

  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 cannot 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. Once in 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

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

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.

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

5.4.2 How to Transfer a Desk or Cell Phone Call

Step by Step

1) To transfer the call:
   - On an iPhone, tap the "*down arrow*" to expand the notification bar then tap **More Features**.
2) Tap **Transfer** for the following list of selections:
   - Choose a name/number from the **Recents** call log or
   - Choose a name/number from the **Contacts** list or
   - Tap **Keypad**, enter the number, and tap **Call**.

5.5 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.

5.6 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 no 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 OpneScape Mobile Wi-Fi device due to auto-pilot routing will behave in the same manner as if the call was sent to registered ONS device.

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 will be possible.

5.6.1 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 cannot 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 work 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.

5.7 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, it will need to be turned 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.

5.8 How Badges are used in OpenScape Mobile Pro

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

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

5.9 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 an iPhone, tap the "*down arrow*" to expand the notification bar then tap **Call**.
2) Use the **Keypad** to enter your password.

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

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

Step by Step

When you notice the speech degradation you can:

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

6 Settings

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

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

- *Use Wi-Fi Only* - When this option is **ON**, any call you try to make will succeed only if Wi-Fi is available. A 3rd-party call over 3G will not be possible even if you have subscribed to that service.
- Allow VoIP calls- When this option is **ON**, you can have integrated mode via 3G/LTE.

6.1 How to Access the Account Settings

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

Step by Step

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

2) Tap **Account** to view the following *User Credentials*:

a) **Subscriber** - This is your desk phone number.

b) **Server Address** - This is the IP address or server name (i.e., FQDN and port) given to you by your System Administrator.

c) **Password** - This is the password given to you by your System Administrator.

d) **Cellular Number** - This is your cell phone number (in GNF, for example, +15615556789).

NOTICE:

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

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

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

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:
   a) **Voicemail**
   b) **Call Forwarding.**

6.2.1 Voicemail Access

Access Number

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

Override Number

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

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

6.2.2 How to Configure Call 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:

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

Step by Step

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

3) Configure one or all of the following variations (each destination may be different):
   a) **All** - Tap to turn ON then a new screen will appear with a Call forwarding all Destination field.Tap to bring up the keypad

      Note: If **All** is enabled the settings for **Busy** and **No Reply** will be ignored.
   b) **Busy** - Tap to turn ON then tap **Destination** to bring up the keypad.
   c) **No Reply** - Tap to turn ON then **Destination** tap to bring up the keypad.

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

6.3 How to Access the Advanced Settings

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

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 ON OpenScape Mobile Pro will ask what device you want 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, a calling party number is located in the Contacts list (Phone Address Book) and the contact has pre-configured ringtone set, then the OpenScape Mobile Pro application will play that pre-configured ringtone until the call is answered or cleared before answered.

  Otherwise, the current OpenScape Mobile Pro specific ringtone will be played.

- *Call Progress Tones*:
  - **Select Country** - this option allows you to play the country specific call progress tones, such as ringing, busy, fast busy and special information tones, when performing an outgoing OpenScape Mobile 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 will be displayed along side of the **Select Country** option.

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

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

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

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

    IMPORTANT:

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

6.3.1 Video Quality

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

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

The following options for Video Quality are supported:

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

6.3.2 Diagnostics

This option provides the following information:

- **Status** - shows details regarding the state and duration of the Wi-Fi connection and the software versions of the OpenScape server and OpenScape Mobile 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, 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.)

6.3.3 Logging

Log Level

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

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

IMPORTANT:

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

Log File Management

OpenScape Mobile 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, 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).

6.4 How to Set a Rule

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

Prerequisites

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

Step by Step

1) In OpenScape Mobile Pro:

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

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 **Rules**.

2) Tap the rule you wish to activate (or deactivate).

3) Tap **Save** to activate (deactivate) the selected rule.

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

6.4.1 How to Set the Current Time Zone

Step by Step

How to set the current time zone:

1) In OpenScape Mobile Pro:

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

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 "*Own Status*" icon in the status bar. (is shown as an example.).

2) Tap **Time Zone** from the *Profile* display then select the current time zone from the popup listing.

3) Enter an appropriate location description in the **Location** field.

4) The **Note** section lets you enter an optional message that displays when other OpenScape Mobile Pro Users view your presence.

5) Tap **Done**.

The changed configuration settings are copied and the dialog closes.

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 to these servers: the OpenScape Façade server, 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 and 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 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.

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

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

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

You will be asked to enter the password for the Root certificate that has been sent in the separate e-mail, by the system administrator.

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

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

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

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 CA certificates that have been installed 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 has been 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, 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 also authenticating the client party

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IMPORTANT:

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

The mechanism consists of two parts:

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

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

NOTICE:

The step-by-step process 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 will pop up, showing all applicaitons through which you are allowed to install the certificate.

3) Tap the **Open in OpenScape** button.
OpenScape Mobile will prompt to enter the password for the Client certificate that has been sent in the separate e-mail, by the system administrator.
4) Fill in the password filed and tap **OK**.
A notification confirms that the Cllient certificate has been 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 has been installed on the OpenScape Mobile, the option **Certificates** will not be available.

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

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

Delete button will appear right from the certificate name.

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

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

NOTICE:

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

a) - a duplicate certificate has been found in the keychain
b) - the limit of 5 client certificates in the keychain has been exceeded.
c) - the client certificate being imported 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) have to have a valid Root CA certificate installed in the trusted root CA store, and a valid certification path (i.e. none of the certificates in the certificate path has been revoked or has had its validity period expired).

Step by Step

1) In OpenScape Mobile 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**).

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8 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 these servers: the OpenScape Façade server, 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 and Mobile Façade Server, and OpenScape Mobile Pro/Session Border Controller).
- Enabling/Disabling Server certificate validation on the OpenScape Mobile Pro device.

8.1 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.

8.1.1 How to Install a Root CA Certificate

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

Prerequisites

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

You will be asked to enter the password for the Root certificate that has been sent in the separate e-mail, by the system administrator.

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

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

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

8.1.2 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 CA certificates that have been installed are displayed here.

8.1.3 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 has been removed permanently from the Apple device and must be re-installed if it is needed again.

8.2 Client Certificate

OpenScape Mobile provides a mechanism for installing a TLS or MTLS Client certificate, 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 also authenticating the client party

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IMPORTANT:

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

The mechanism consists of two parts:

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

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

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

NOTICE:

The step-by-step process 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 will pop up, showing all applicaitons through which you are allowed to install the certificate.

3) Tap the **Open in OpenScape** button.
OpenScape Mobile will prompt to enter the password for the Client certificate that has been sent in the separate e-mail, by the system administrator.
4) Fill in the password filed and tap **OK**.
A notification confirms that the Cllient certificate has been added to OpenScape Mobile keychain.

The Apple device is now equipped with the Client certificate.

8.2.2 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 has been installed on the OpenScape Mobile, the option **Certificates** will not be available.

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

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

Delete button will appear right from the certificate name.

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

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

NOTICE:

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

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

8.3 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.

8.3.1 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) have to have a valid Root CA certificate installed in the trusted root CA store, and a valid certification path (i.e. none of the certificates in the certificate path has been revoked or has had its validity period expired).

Step by Step

1) In OpenScape Mobile 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**).

---

9 Troubleshooting

9.1 Connection Status Indication

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

NOTICE:

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

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

9.2 Diagnostic Messages

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

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

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

9.3 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.

9.4 Troubleshooting Specific Issues

9.4.1 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 will connect 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 ON 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.

9.4.2 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 is not connected to Wi-Fi.

The first place to look is the notification bar. The state of the iOS Wi-Fi connection is displayed there using the standard Wi-Fi icon. The more bars shown, the stronger the signal. The green LED indicates the state the device must be in 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 **ON**.
5) Choose a network from the list (all those in range are given). Enter the network password (if asked) and tap **Join**. Upon connection to that network the Wi-Fi icon will appear in the notification bar.

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

9.4.3 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 7.3.1 for instructions to identify an unstable connection.

9.4.4 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 will try to reach you at the desk phone and 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, diverted to the desk phone, and if not answered, then to cell phone (if configured) or voice mail. For the System Administrator, the message flow looks like the picture below. The Wi-Fi call is rejected with the SIP error code 488, indicating that no compatible codec was found to answer the call.

```
      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]               |                       |
        |---------------------------------------------->|
```

9.4.5 Cannot Change the Ringtone

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

9.4.6 OpenScape Mobile Pro does not Show Option to Move a Call

9.4.6.1 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 will not be allowed to move the call until after the call reverts back to a simple (two-party) call. In other words, after the other participants leave the conference and you are left with only one other person in that call.

  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 will be allowed to move the call only after

moving it to the primary line appearance (hold on the secondary line, retrieve in the primary line).

- **You received a call from a Multi-Line Hunt Group (MLHG) queue** - If your desk phone number is an agent of a MLHG queue, calls that are received from the queue (via the pilot number) cannot 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 cannot be moved from one device to another.
- **You started a local conference from your desk phone** - When you create a local conference (i.e., 3-way call) via your desk phone, the OpenScape Voice Server is not aware that the called parties are conferenced and will only move one leg of the 3-way call. The other party will be left on your desk phone. This can be avoided in future by contacting your System Administrator to request that you be configured for "*Large Conferencing*" (i.e., station-controlled conference).

9.4.7 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. This usually happens when there are delays in the network. The called device has already answered the call and is sending voice packets (streaming RTP), but the "answer" message (SIP 200 OK message) has not yet arrived at the device.

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

9.4.8 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.

9.4.9 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** then **Privacy** then **Contacts**.
3) Tap **OpenScape** to turn it **ON**.

9.4.10 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 "Do Not Disturb" settings native to the iPhone apply only to cell phone calls. Other applications are prevented from accessing that setting,

9.5 How to Report an Issue

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

Step by Step

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

NOTICE:

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

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10 Security Checklist

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

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