

# OpenScape Mobile Pro V10, Apple Devices

## User Guide

A31003-M40A0-U100-10-7619

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# 1 Introduction

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

## OpenScape Mobile Pro Features

With OpenScape Mobile Pro:

- you can make and receive VoIP calls using your OpenScape Mobile subscriber number via WiFi or Cellular Data connection.
- you can choose the device to receive your calls: any preferred device, 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, Directory contacts and Chat features! over Wi-Fi and data connections (3G, 4G, etc.).

## OpenScape Mobile Pro - Intergrated (Full)

OpenScape Mobile Pro can operate with either of the following features:

- VoIP (Voice) features provided by an OpenScape PBX through an SBC
- UC features (chat, presence, directory contacts, call history, conferences, preferred devices)

OpenScape Mobile Pro is available in the following three configurations

OpenScape Mobile Pro account is associated to a VoIP OpenScape Mobile subscriber number and the corresponding OpenScape UC user. In this mode the application can support the full feature set for VoIP and Unified communications:

- **WiFi mode** - Connected to a WiFi and both VoIP and UC services are active.
- **Cellular mode** - Connected through cell network data and both VoIP and UC services are active.
- **Callback mode** - When voice services are only available through a preferred device other than OpenScape Mobile Pro (no VoIP).

The latest version also supports connection with OpenScape 4000.

## OpenScape Mobile Pro - UC-only

OpenScape Mobile Pro subscriber account supports only UC features. VoIP calls are not available and OpenScape Mobile Pro will indicate "Callback" mode.

## OpenScape Mobile Pro - Voice-only

OpenScape Mobile Pro account is associated exclusively to a VoIP OpenScape Mobile subscriber number. In this mode the application can support the full feature set for VoIP calls. The Unified communications feature set is not available..Depending to the type of connection, in this mode, OpenScape Mobile Pro will indicate:

- **WiFi mode** - VoIP services are available.

- **Cellular mode** - VoIP services are available
- **Callback mode** - Voice services not available and calls will reach cell phone number (if configured).

### Related Documentation

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).

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 chapter 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 Set Up OpenScape Mobile Pro

#### Prerequisites

- You must be running iOS version 11 or higher. Earlier versions are not supported.
- You must have acquired your OpenScape Mobile Pro credentials and server address from your system's administrator.

#### Step by Step

- 1) Open the application, and enter the following information (contact your System Administrator if necessary):
  - a) **Username**
  - b) **Server Address**  
IP or server hostname address should be preceded by http:// or https:// as defined by your System Administrator.
  - c) **Password**
  - d) **Cellular Number**  
Enter your cellular number if you wish to receive incoming or callback calls in your cell number .
- 2) Configure the necessary permissions required for the app via the iOS Settings section in your device and allow OpenScape Mobile to access your:
  - Microphone
  - Contacts
  - Location
  - Camera

### 2.2 Your Connection Status

Connection status indicates if your OpenScape Mobile Pro account is connected via WiFi or Cell Data is used, SIP line or UC connected.

The indication can be one of the following:

- **Green LED - Wi-Fi Mode:**  
Connection is established via Wi-Fi and OpenScape Mobile Pro is now ready to be used to make and receive calls using the Wi-Fi network.
- **Green Ring - Callback Mode:**  
OpenScape Mobile Pro will use a cellular data connection to talk to the server.
- **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 Select your Presence Status

Your **Presence** status is an indication to others, of your availability, and it is displayed next to your avatar icon.

You can view your current status by dragging down the arrow on the top part of your screen. To change your Presence status, simply navigate to the **Own Status** tab and select one of the available options.

## 2.4 Select your Preferred Device

Your **Preferred Device** is the device where you want to be reached at. To select your Preferred device:

### Step by Step

- 1) Navigate to **More... > Devices** in the main application interface
- 2) Select one of the available devices
- 3) Tap **Make Preferred Device**

## 2.5 Make a Call

You can make a call via:

- Recents
- Contacts
- Chat

Select a contact or dial a number and tap the phone icon to initiate the call.

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### NOTICE:

You can switch a call to video call via **More.. > Add Video**.

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### Outgoing Call prompt

By default, outgoing calls initiated from OpenScape Mobile client will attempt to use the mobile device (VoIP in full mode or callback if VoIP data usage is not allowed and cell number is configured) regardless preferred device setting.

If you want to use another device for outgoing calls, navigate to **Settings > Advanced** and activate the **Outgoing Call Prompt** option. This will enable you to choose from a list of available devices, the device you want to be used when placing a call.

### SIP URI Call

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

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

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

## 2.6 Receive a Call

You can configure your OpenScape Mobile Pro application to receive calls in your:

- Wi-Fi Device
- Desk Phone
- Cell phone
- or any other device set as preferred via UC features

OpenScape Mobile Pro provides you with the following configuration options:

### 1. Auto-Pilot

Calls are routed first to your OpenScape Mobile device, then to your desk phone, your cell phone (if configured).

### 2. Work Phone

Calls are routed first to your office phone.

### 3. OpenScape Mobile

Calls are routed first to your mobile device.

In each configuration, your calls will be routed eventually to your voicemail if configured.

### Callback Mode:

When OpenScape Mobile Pro loses Wi-Fi connectivity, it will enter the **Callback Mode**. This is indicated by a green ring in the status bar.

## 2.7 Start a Conference

You can select an available conference from the corresponding conference tab, or initiate an ad hoc conference while in consultation.

### Step by Step

- 1) Tap **Conference** in the main application interface to display the list of conferences.
- 2) Select one of the available conferences and tap **Call** to initiate it or tap **Join** if the conference is in progress.



You can also start a conference call via the Chat interface in a group chat.

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**NOTICE:**

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

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## 2.8 Start a Chat

### Step by Step

- 1) In the **Chat** tab, tap on the **+** button in the top right corner and tap **Create Chat**.
- 2) Select one or more contacts and tap **Done**. Use the **Search** bar on the top of your screen to display a specific contact.

If you select more than one contacts then you will initiate a group chat. In this case you will be prompted to enter a Chat name.

Tap on the input box to bring up the keyboard interface, You can add more

contacts in a chat conversation by pressing the  button.

## 3 OpenScape Mobile Features

### 3.1 Main Interface

The OpenScape Mobile Pro application's main interface consists of the following tabs:

- **Recents**

A list of your recent incoming, missed or outgoing calls followed by basic call information and call control functions.

- **Contacts**

A list of your contacts categorized in the following sub-tabs:

- **UC Contacts**
- **Device Contacts**
- **Groups**

In the top part of your **Contacts** tab, you can find the Search bar from where you can find specific contacts.

- **Chat**

A list of your chat conversations.

- **Conference**

- **More**

### 3.2 General Call Control

#### 3.2.1 Move a Call

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

##### Prerequisites

You have an ongoing call.

##### Step by Step

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

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##### NOTICE:

The **More...** button presents only those additional options that are applicable to your current configuration.

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### 3.2.2 Transfer a Call

A call (received via OpenScape PBX) that is currently in progress on your WiFi 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.

#### Prerequisites

You have an ongoing call.

#### Step by Step

- 1) From the "Call in progress" screen tap the call deflect arrow and select **Transfer**.
- 2) Choose a contact's name or number from **Call History**, **Contacts** or enter a number via the **Keypad**.

If you a call in progress via your desk or cell phone, you can transfer using your OpenScape Mobile Pro application:

- Expand your notification bar
- Tap **More Features**.
- Tap **Transfer** and select a contact as described in step 2.

### 3.2.3 Callback mode

### 3.2.4 Use a Bluetooth Device

OpenScape Mobile Pro will use a 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.

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

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#### NOTICE:

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

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## 3.3 Chat

### 3.3.1 Chat attachments

You can send and receive chat attachments. While in chat screen, supported chat attachments are displayed as chat elements. Select the  icon in the new message text field to open the file selection dialog and upload a file in the active conversation.


#### 3.3.1.1 Download Chat attachments

In the chat conversation interface you will see an attachment file (audio, video, photo) displayed with a mini preview showing the file name and size.

Tap on an attachment to start downloading it. Once a file has finished downloading, a green check indication will be displayed in the preview icon. Now tap again on a downloaded file to either open in-app (in case of an image file) or open it with a suggested system application.

A downloaded attachment will also be available in your configured downloads' folder where you can perform all the usual file handling actions (e.g. share, copy to another folder, etc).

### 3.3.2 Chat options

You can access additional options regarding a new or existing chat conversation via the chat's interface by tapping on the  button.

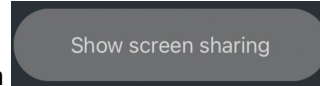
From there you can select one of the following options:

- **Info:**  
Access information about the participants of this conversation. Tap on any member from the participants' list to display specific information about that contact.
- **Call:**  
Initiate a call.
- **Email:**  
Send an email.
- **Leave Chat** (in case of group conversations)  
Leave the conversation.

## 3.4 Screen Sharing

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

Your OpenScape Mobile app notifies you when a Screen Sharing event takes



place and displays a new button next to the hang up button. Tap on the **Show screen sharing** button to start seeing the shared content.

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### NOTICE:

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

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

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

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### NOTICE:

OpenScape Mobile screen sharing feature supports both Portrait and Landscape modes.

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## 3.5 Settings

### 3.5.1 Account Settings

These are the settings configured during the installation of OpenScape Mobile Pro. For more information please refer to section [Set Up OpenScape Mobile Pro](#).

#### 3.5.1.1 Import Account information via a QR code

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

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

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

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

### 3.5.2 Voicemail Access (Voice-only/Integrated configurations)

The voicemail service is available in the Voice-only and Integrated configurations. To configure your voicemail settings navigate to **Settings > Features > Voicemail**. There you have the following options:

#### Access Number

#### Override 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.)

If your desk number is not part of the main voicemail server you can override it here with the voicemail 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#).

### 3.5.3 Call Forwarding

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.

You can access the forwarding rules via **Settings > Features > Call Forwarding**

Configure one or all of the following variations (each destination may be different).

- **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).

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

### 3.5.4 Set a Rule

A Rule is a pre-defined routing setting 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 tap **More...** then 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 but you do not want to use it, 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.

## 3.6 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.

Please contact your system administrator for more details regarding the specific certificates that are needed to be obtained and installed for your OpenScape Mobile system.