



A MITEL
PRODUCT
GUIDE

Mitel OpenScape Mobile

Mitel OpenScape Mobile Pro V10, Apple Devices

User Guide

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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 Mitel OpenScape UC features like Presence Status, Directory contacts and Chat features over Wi-Fi and data connections (3G, 4G, etc.).

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 - Integrated (Full)

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 Mitel 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 are not available and calls will reach cell phone number (if configured).

When the term "*Wi-Fi phone*" is used it describes phone calls made over Wi-Fi with the OpenScape Mobile Pro application. The term "*cell phone*" is used to describe phone calls made over the cellular network with the iPhone native phone application. The term "*desk phone*" is used to describe your Mitel OpenScape Voice IP phone (typically an OpenStage or optiPoint desktop phone).

Related Documentation

The following technical documentation is available in HTML and PDF:

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

2 Getting Started

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

2.1 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) **Subscriber**
 - 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) Give OpenScape Mobile Pro permissions to access certain resources on your iOS device.
OpenScape Mobile Pro needs your permissions before accessing parts of your iOS device. When the app wants to use a permission for the first time, a pop-up request message appears, prompting you to allow or deny the permission. OpenScape Mobile Pro requires permissions to access your:
 - Microphone
 - Contacts
 - Location
 - Camera

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

You can manage your app's permissions later if you change your mind via your device's Settings app.

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.

You can see your connection status in the status bar (or notification bar) at the top of the app. The following LED indicators are available to communicate the connection status:

- **Green LED - Wi-Fi Mode:**

OpenScape Mobile Pro is connected to the OpenScape Voice or OpenScape 4000 server via Wi-Fi and it is now ready to be used to make and receive calls (VoIP telephony) using a Wi-Fi network.

- **Green LED - Cellular Mode:**

OpenScape Mobile Pro is connected to the same server and have the same VoIP functionality as with the Wi-Fi mode, but via cellular data networks.

- **Green Ring - Callback Mode:**

There is no VoIP telephony. OpenScape Mobile Pro only supports remote call control functionality.

- **Orange LED**

OpenScape Mobile Pro is attempting to connect and verify the information with the server.

- **Red LED**

This along with a notification message means either that registration has failed or that the OpenScape Voice/ OpenScape 4000 and UC Servers are not reachable.

2.3 Select your Presence Status

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

You can see your presence status in the status bar at the top of the app. The presence status of your UC contacts is displayed at the bottom right of their avatar.

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

To change your presence status:

Step by Step

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

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

Alternatively, navigate to **More... > Own status**.

- On an iPad, tap on your presence status icon in the status bar.

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Select your Preferred Device

2) Select one of the available presence statuses:

-  Available
-  Away
-  Do Not Disturb
-  Be Right Back
-  Busy
-  In A Meeting

2.4 Select your Preferred Device

Your **Preferred Device** is the device where you want to be reached at.

You can see your currently set preferred device in the status bar at the top of the app.

To change your preferred device:

Step by Step

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

- On an iPhone or iPod, tap on the status bar to expand it, then tap on your currently preferred device (e.g., *Auto-Pilot*).

Alternatively, navigate to **More... > Devices**.

- On an iPad, tap on the device icon in the status bar (e.g., ).

2) Select one of the available devices.

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.

NOTICE:

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

Outgoing Call prompt

By default, outgoing calls initiated from OpenScape Mobile client attempts to use the mobile device (VoIP in full mode or callback if VoIP data usage is not allowed and cell number is configured) regardless the 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 enables 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 outgoing audio or video calls, to SIP URI destinations as long as the PBX supports such a configuration.

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

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

Step by Step

- 1) In OpenScape Mobile Pro, tap **Chat** in the main navigation bar.

- 2) Tap **+** at the top right of the screen and select **Create Chat** from the pop-up menu.
- 3) Search for or scroll through your contacts list to select one or more contacts, then tap **Done**.
- 4) If you select more than one contacts, then it becomes a group chat. Enter a name for the new group chat and tap **Create**.

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

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

2.8 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) In OpenScape Mobile Pro, tap **Conference** in the main navigation bar 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.

NOTICE:

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

3 OpenScape Mobile Features

3.1 Main Interface

In OpenScape Mobile Pro, you can access the following tabs from the main interface:

- **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**
- **Handy** contacts (optional)

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

In the top part of your **Contacts** tab, you use the search bar to find specific contacts easier.

- **Chat**

A list of your chat conversations.

- **Conference**

A list of your persistent and scheduled conferences.

- **Settings**

Access information about your account and customize your app's settings according to your needs.

- **Own Status**

View and change your presence status or location or write a note.

- **Devices**

A list of devices at which you can be reached, including your preferred one.

- **Rules**

A list of rules to customize call routing.

You can access the tabs from the main navigation bar of the app. On iPhone and iPod devices, the main navigation bar is located at the bottom of the app. On iPad devices, it is located on the left side of the app.

On iPhone or iPod devices, due to space limitations, some tabs are not shown in the main navigation bar. Tap **More...** to view the rest of the options.

On iPad devices, the options **Own Status** and **Devices** do not appear in the main navigation bar of the app. You can access these options from the status bar, by tapping on the presence status icon or the device icon respectively. The main navigation bar provides one additional option: **Keypad**. You can select this option to display a keypad that you can use to easily call a phone number.

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, desk phone or the last used device choose one of the following options:
 - Tap the new destination of the call.
 - Touch and hold the highlighted Wi-Fi device and slide it to the destination device. Release the slider when you get there.Your call moves to the new destination.
- 3) To move the call to any other device tap **More...** and select the device.

NOTICE:

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

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

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

3.2.3 Callback Mode

When OpenScape Mobile Pro, connected to OpenScape Voice, loses VoIP services connectivity, it enters the **Callback Mode**. In this mode, OpenScape Mobile Pro sends a request to OpenScape Voice to call your cell phone (if configured). Once you answer the call on your cell phone number, the destination is called.

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 or receiving a call.

Bluetooth discovery is indicated by the  icon in bottom right 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.

NOTICE:

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

3.3 Contacts

You can use OpenScape Mobile Pro to organize your contacts in order to find or reach certain people easier.

You can create new contacts or groups of contacts, as well as access system-configured groups (handy contacts) or your local device contacts.

3.3.1 Create Contacts or Groups of Contacts

You can create a new contact or a group of contacts in OpenScape Mobile Pro at anytime.

Step by Step

- 1) In OpenScape Mobile Pro, tap **Contacts**.
- 2) Tap **+** at the top right of the screen.
A pop-up menu appears.
- 3) To create a new contact, select **Create New Contact** from the pop-up menu, then enter the contact details and tap **Create**.
- 4) To create a new group of contacts, select **New Contact Group** from the pop-up menu, then enter a group title, optionally add people to the group, and tap **Done**.

Next steps

You can view your contacts groups by tapping on the desired one, below the search box.

You can also search for certain contacts in all available groups by tapping  **Search**.

If you have given OpenScape Mobile Pro app permissions to access your local device contacts, then you can view and use your local contacts list directly from the app.

If your system administrator has configured a list of handy contacts on your system, you can also view and use your handy contacts.

NOTICE: You can edit, delete or add contacts to any group except your local device contacts and your handy contacts.

3.3.2 Communicate with Contacts

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

Step by Step

- 1) In OpenScape Mobile Pro, tap **Contacts**.
- 2) Search for or scroll through your contacts lists to locate the desired contact and tap on it.
- 3) In your contact's details, choose one of the following options:
 - Tap  to call your contact.
 - Tap  to send an email to your contact.

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

- Tap  to chat with your contact.

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

3.3.3 Communicate with Groups

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

Step by Step

- 1) In OpenScape Mobile Pro, tap **Contacts**.
- 2) Select the **Groups** subtab.
- 3) Search for or scroll through your contacts groups to locate the desired contact group and tap on it.

- 4) Tap ... at the top right of the screen, then choose one the following options:
- Tap **Ad-hoc Conference** to start a conference call with the group participants.
 - Tap **Send Email** to send an email to the group participants.
 - Tap **New Group Chat** to create a new chat with the group participants.

3.3.4 Display and Sort Order of Contacts

OpenScape Mobile Pro synchronizes automatically with OpenScape UC. This allows you to access your UC contacts and modify the way they are sorted directly from your OpenScape UC client (web client or desktop app).

You can choose how to display contact names and how UC contacts are sorted from your OpenScape UC client's **Settings**.

3.4 Chat

You can use OpenScape Mobile Pro to chat with your contacts or groups.

You can create new chats, send and receive messages and files, and even forward a message from one chat to another.

3.4.1 Forward a Message

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

Step by Step

- 1) In OpenScape Mobile Pro, tap **Chat**.
- 2) Open the desired chat and locate the message you want to forward.
- 3) Press and hold the message.
- 4) Select **Forward message** from the pop-up menu.
- 5) To forward the message to an existing chat, select the desired chat from the chat list and tap **Done**.
- 6) To forward the message to a new chat, do the following:
 - a) On the **Forward to** screen, tap **+** and select **Create Chat** from the pop-up menu.
 - b) Select one or more contacts from the list, then tap **Done** at the top right of the screen.

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

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

3.4.2 Chat Attachments

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

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

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

3.4.2.1 Download Chat Attachments

In a chat conversation with attachments, you can see a mini preview of the attached files (images, audio or video files), the file name and the size.

Tap on an attachment to download it. Tap again on the attachment to either open it in-app (many file types can be viewed in-app) or open it with a suggested system application. On the attachment viewer screen, you can tap the share button to share the attachment to other installed apps on your device.

3.4.3 Chat Options

You can access additional options regarding a new or existing chat conversation via the chat's interface, by tapping ... at the top right corner of the screen.

From there you can select one of the following options:

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

3.5 Screen Sharing

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

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

NOTICE:

It may take a few seconds to establish the connection. A loading indicator appears while your OpenScape Mobile Pro client is being connected to the Media Server.

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

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

NOTICE:

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

3.6 Settings

3.6.1 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](#) on page 6.

3.6.1.1 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 **Cellular Number** fields automatically through a provided QR code.

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

By pressing the QR code icon on the **Account** screen, you can scan QR codes. When you scan a valid OpenScape Mobile QR code, the account fields are

automatically populated. You are simply requested to enter your password and then tap **Save** to save your account details and proceed with the user login.

3.6.2 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

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

Override Number

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#).

3.6.3 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 within 12 seconds (configurable by your System Administrator).

Preferred Device routing has priority over **Call forwarding**. Call forwarding is a PBX 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.

3.6.4 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 **Rules** in the main navigation bar.
If you don't see this option, click **More....** to find it.
- 2) Tap the rule you wish to activate (or deactivate).
- 3) Tap **Save** to activate (or 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.

3.7 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 the Mitel OpenScape Façade server and Mitel OpenScape Session Border Controller (SBC).

The OpenScape Mobile Pro Application uses the following certificates:

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

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.

