Communicator for iPhone

User Guide

Release 20.0.1

OFFICE COMMUNICATOR

Table of Contents

1   About Communicator for iPhone

Communicator for iPhone provides the following communication features:

- Instant Messaging and Presence (IM&P)
- Group Chat
- Voice Calling (VoIP)
- Video Calling
- Manage Call Settings
- Directory Searching
- Integrated Audio Conferencing
- Call Pull from Desk Phone

2 Getting Started

This section contains the essential information for getting started with Communicator.

2.1 Installation

The iPhone client can be downloaded from Apple App Store.

2.2 Sign In

When you first launch the application, you are prompted to sign in.

1) Enter your user name and password.

2) Select whether you would like Communicator to remember your password.

3) Select whether you would like Communicator to sign you in automatically on subsequent launches.

4) Tap **Sign In**.

> **NOTE**: If you select automatic sign in, you are signed in automatically and taken to the *Contacts* list upon subsequent Communicator launches. Otherwise, you are presented with the *Sign In* screen.

After logging in, a pop-up dialog may appear informing you about emergency calls.

3   Main Tabs

When you start Communicator for the first time, the *Contacts* list is empty. Use the *search* field to find people and add them to your *Contacts* list. Contacts can also be added manually by tapping the Add button.
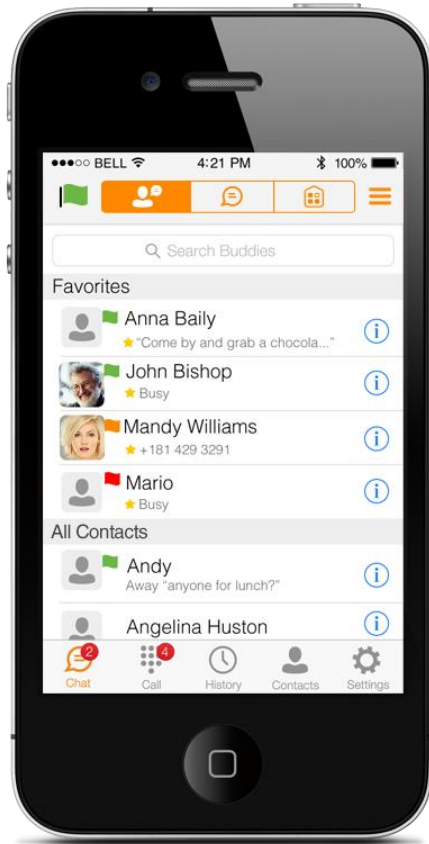
	💬	**Chat** – View your *Buddies* list, *Chat History*, and *My Room* list.
	⠿	**Dial Pad** – Make calls.
	🕐	**History** – View incoming, outgoing, and missed calls.
	👤	**Contacts** – View your local contacts or search for directory contacts.
	⚙	**Settings** – Set up your client.

The main view contains a number of tabs that present information about the contacts and communications options available as follows:

- *Chat*
- *Dial Pad*
- *History*
- *Contacts*
- *Settings*

4   Contacts

The *Contacts* list in *Chat* tab can contain different types of contacts as follows:

- Presence-enabled contacts
- Non presence-enabled contacts

Any contact can be marked as a favorite and it appears at the top of the *Contacts* list in the *Favorites* section.

Presence-enabled contacts can be other Communicator users or users from federated systems such as Google Talk. Non presence-enabled contacts can be phone or conference numbers.

The *Contacts* tab contains:

- Local contacts
- Directory contacts

Directory provides the company directory contacts.

4.1   Add

When you sign in for the first time, there are no contacts on your *Contacts* list. Add a new presence-enable contact at any time by selecting the option *Add Contact* from the menu icon in the navigation bar. Another way to add new contacts is to use the directory search option from the *Contacts* tab.

In the *Add Contact* screen, enter the contact's information and then click **Done**. By default, your presence information is always shared with a new contact if an XMPP address is provided.

If you receive a buddy request invitation, you can ignore or accept it. If you ignore the buddy request, you can always share your presence information later by selecting *Subscribe* from the buddy contact card. Note that the contact must accept your subscription request for you to establish the presence relationship successfully.

The newly added contact appears on your *Contacts* list.

Add a conference number by selecting the option *Add Conference* from the *same* menu icon in the navigation bar by typing a conference number. You can also add a conference number from directory search. A conference contact is a special contact used for conference bridges to avoid having to remember a PIN code and a conference number, for example, for a recurring conference.

4.2 Edit

Tap an information icon of a contact entry from the *Contacts* list to open a contact card. This is the same for presence-enabled and non presence-enabled contacts.

- *Edit* opens the *Contact Information* dialog box where you can add, edit, or remove information. This works for both presence-enabled and non presence-enabled contacts.

- *Unsubscribe* removes the presence relationship between you and that contact. This means you do not see the contact's presence information and your contact does not see yours. Select *Subscribe* to re-establish the presence relationship. An unsubscribed contact remains on your *Contacts* list and is always shown as "offline".

- *Remove* removes the contact from your *Contacts* list.

- The *Directory* list provides the company contacts in the enterprise directory.

- The *Local* list provides the contacts from your local phone book.

5   Presence

For each contact you have subscribed to, you can see their presence. Similarly, your contacts can see your presence on their *Contacts* list.

Presence means that your friends are able to see whether you are available, for example, "I'm available" or "I'm busy".

Icon	What does it mean?
🟩	The green presence icon indicates that the user is online and ready for communication.
🟧	The yellow presence icon indicates that the user is online but has been idle or away from their computer for more than ten minutes.
🟥	The red presence icon indicates that the user is busy and does not want to be disturbed.
⬜	The grey presence icon indicates that the user is offline and the only available contact method is calling or chatting.
❓	The question mark indicates that a subscription is pending and the contact has not yet approved sharing their presence.
📞	This icon indicates that the contact is busy due to a call. This is an automated presence status.
📅	This icon indicates that the contact is busy due to a meeting. This is an automated presence status. The *Busy – In Call* status overrides the *Busy – In Meeting* status so this one is only seen when there is a meeting but no call.

You can set your own presence by tapping on the presence icon from the status bar in all tab views. The presence icon opens the *My status* screen where you can change your avatar, personal message, and presence status.

Your avatar is the picture that represents you in your friends' *Contacts* lists and in chat screens. Tapping on an avatar opens a dialog with options to select an existing image, to take a new one with your phone camera, or to clear your avatar.

You can enter a status message into the area next to the avatar. This status text is shown in your friends' *Contacts* lists.

If you see the error message, "Chat Unavailable" under any tab, it means that connectivity has been lost for chat and presence; however, you can still make calls. In this case, you should contact your group administrator.

The presence update is only triggered by appointments and meetings that are either accepted by the user or made by them. All-day meetings do not trigger a presence change to *Busy – In Meeting*.

6   Instant Messaging

6.1   Chat Tab
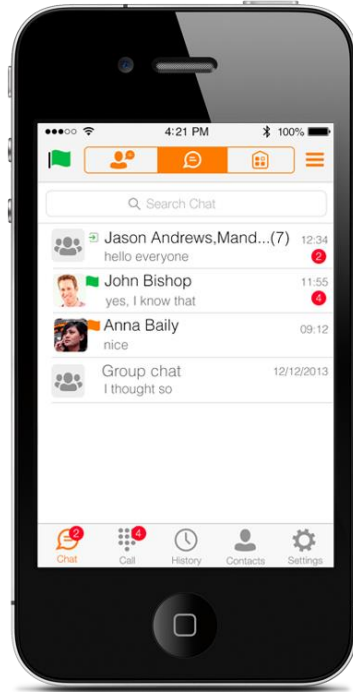
Chat shows the list of recent chats since the last login. If User A chats with User B multiple times, their discussions appear as one item in the list.

Tapping the name opens the chat view (IM view) where new messages can be typed. Old messages are also shown.

New incoming messages are indicated with a notification badge to the right of the name. The icon remains next to the name until the message is read.

Chats are listed so that the newest one is always at the top. Chats are not in alphabetical order and are always listed with the most recent first.

Clicking the menu button in the navigation bar, displays the *Make all as Read* option. This option removes all notification badges from the *Chat History* list.

6.2   Chat

Start a chat using one of the following methods:

- From the *Buddies* list, tap a contact to open the communication view.

- From the contact card, choose **Open Chat** to start a chat.

- In the *Chat History* list, tap a contact entry to start a chat.

When you initiate a chat, the *Chat* screen opens. Chatting with a contact is possible only when you are both online. If your contact initiates a chat, you see a notification badge on the *Chat* tab and the entry appears on the top of *Chat History* list.

When the chat opens the name of the recipient is on the top bar and there is a presence icon flag before the name. The recipient messages are presented in the orange background and the user is presented in white background.

A smiley can be added to a message by typing the corresponding character codes and by selecting a smiley icon, (the smiley is displayed graphically in the message area).

6.3 Group Chat (Ad-Hoc Rooms)

Start a group chat using one of the following methods:

- In single chat session, tap the add participant icon to escalate from a single to a group chat.

- From the *Chat* tab, tap on the menu icon to select the "start group chat" option.

- In the *Chat History* list, tap a group communication entry to start a group chat.

When you initiate a group chat, the *Chat* screen opens. More people can be added later to the chat using the add participant icon. Anyone in the group chat can add participants. However, removing participants is currently not supported.

A group chat works the same way as a one-on-one chat. All messages from anyone are sent to everyone else. All contacts need to be online to be able to participate in a group chat. You cannot invite an offline contact.

A group chat history is saved and is available to view later in the *Chat* tab.

A user can leave a group chat by selecting the *Leave chat* option. The chat is marked as "offline" and the user no longer receives messages from the chat. When clicking on the "offline" chat, the user re-joins the room and starts receiving messages. However, the user does not receive the messages that were sent in the chat while the user was outside of the room.

The Clear History menu item works the same way as the corresponding option in a one-on-one chat and removes the local history.
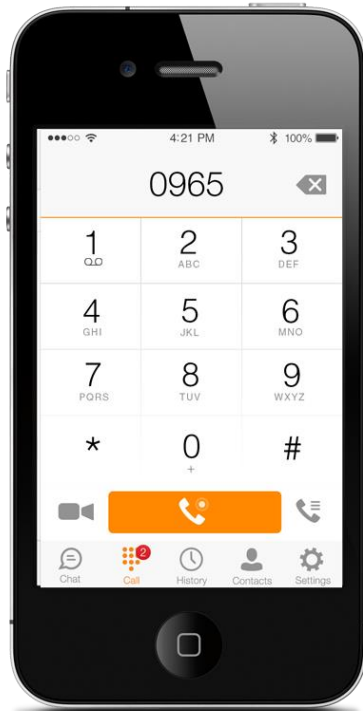
The View Participants button opens a dialog that shows the list of participants in the group chat.

Deleting a chat room is not supported.

7 Audio and Video Calls

7.1 Dial Pad Tab

The *Dial pad* tab displays a dial pad and a text field used to enter numbers. The dial pad is one of the options used to make audio or video calls. There are three buttons below the dial pad: Call, Video call, and Dial pad menu that are configurable by the service provider. The top text field also has a delete button that, when pressed, deletes one character at a time.

A badge notification appears on the *Dial pad* tab when there are messages in the voicemail box. A long press on the "1" digit connects you to the voicemail box. When there is no voice mail in your voicemail box, no notification badge is shown.

The Dial pad menu can contains two options: Pull Call and Retrieve Call.

7.2 Make Audio or Video Calls

Make an audio or video call using one of the following methods:

■ Tap the contact info button on a contact to open a contact card. From the contact card, tap on the contact number to perform an audio or video call.

■ From search results, open a contact card and tap on the contact number to perform an audio or video call.

■ Open the dial pad, enter a phone number, and tap the Call or Video button.

■ On the *Call History* list, tap a call entry.

■ On the *Chat* screen, tap the headset icon for an audio call or the video icon to perform a video call.

7.3 Answer Call

An incoming call is indicated by a ringtone. There are two options on the incoming call screen: *Answer* and *Decline.* If you decline the call, it causes the line to sound busy at the caller's end and they know that you rejected the call.

7.4 In Call Actions

You can perform the following actions from the *In Call* screen:

- End a call
- Mute your microphone
- Place a call on hold
- Adjust the volume
- Open the dial pad
- Add more participants to a call
- Transfer a call
- Talk and transfer a call
- Make a conference call
- Park a call
- View participants (on a conference call)

7.5 Missed Calls and New Messages

Notifications (for example, missed calls or new messages) are shown as badges on the tab icons.

7.6 Message Waiting Indicator and Voice Mail Access

If you have pending voice mail (VM) messages, then a badge is displayed on the *Call* tab icon with indicating the number of pending VM messages.

The voice mail is accessible with a long-press of the dial pad digit "1" (similar to how it is done on a regular mobile keyboard).

7.7 Contact Name Lookup for Incoming Calls and Call Logs

Whenever the incoming call does not have a calling name associated with it, Communicator can perform a local contact search. If the number matches one of the contacts on the mobile phone *Contacts* list, the name is shown on the incoming *Call* screen along with the alert.

Whenever you retrieve your call logs/history and the call log does not have a calling name associated with it, the client does a lookup in the local contacts and populates the name if a match is found.

7.8 N-Way Calling

Communicator supports network SIP-based conference calls with up to three participants. While on a two-way call, you can add a third party by using the Conference button. It opens the address book on the device to search for and select the new participant.

The supported mode is *Blind Conference* calling. The third party receives a call and it is joined to the conference automatically when they pick up. The *Attended Conference* mode, (which prompts the third party to join or decline), is not supported in this release.

Once the conference is established, the participants are shown on the *Device* screen.

7.9   Call Waiting

You can have one active call at any one time if you receive a new incoming call and accept it. The existing call is put on hold and you can change between these two calls by using the Hold and Unhold buttons.

7.10 Call Transfer

The client supports transferring VoIP calls to another party. Two modes of transfer are supported:

■ *Attended Call* – Select **Talk First** from the menu and a second call is placed with the selected contact. If the call is successfully established, you can talk with the third party privately before completing the transfer by pressing the Transfer call button again.

■ *Unattended Call* – Select **Transfer** from the menu, the second party is transferred to the selected contact, and the current user is dropped from the call.

7.11 Call Pull

Call Pull can be used in scenarios where a user has two endpoints, for example, a VoIP desk phone and a mobile phone with Communicator. If the user has an active call on the desk phone, this call can be transferred seamlessly to the mobile phone using the Call Pull button. Depending on the application, dialing settings, and service configuration, the call can be pulled as a VoIP or circuit-switched call to the mobile phone. There is no interruption to the voice call.

7.12 Call Park

The Call Park service allows a "parking" user to park a call against a "parked against" extension. The "parked" user is placed on hold until a user retrieves the parked call. If the call is not retrieved within the provisioned recall time, then the parked call is reverted and presented to the "recall" user.

8   Call History

Call history can be accessed from *History* tab. Communicator saves a call history for placed, received, and missed calls. The call history makes it easy for you to redial and call back when you have missed a call or when you want to dial a contact with whom you have recently spoken.
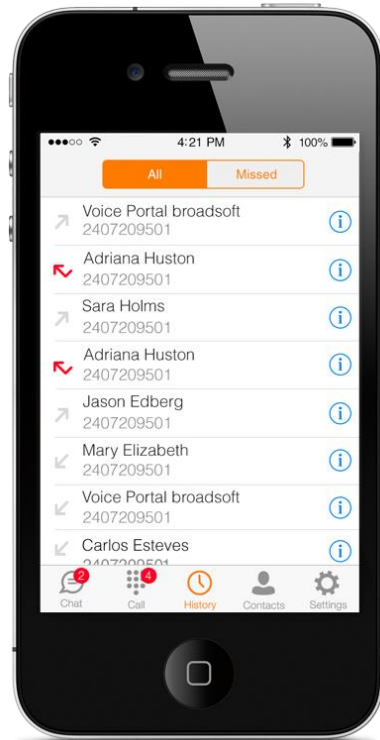
9   Settings

The *Settings* view contains the following items, which can be configured by the end user:

- Language

- Remember password

- Sign in automatically (note that this is disabled until *Remember password* is checked).

- Call settings

- Mobility settings

- Credentials

- Help

The hard key menu contains the *Settings*, *About*, and *Sign out* options. The *Settings* option opens a new view with the different settings that the user can toggle. The *About* screen shows information about the client, for example, it shows the current client version number. *Sign out* exits and closes the client.

9.1   Language Support

The client is prepared for localization and can be delivered in any language. Currently, the client is available in:

- U.S. English

- French

- German

- Italian

- Spanish (European)

- Korean

- Japanese

- Chinese

Additional languages are available upon request as part of a customization project.

9.2   Help Pages

The client provides web-based help that can be launched from *Settings*.

9.3   Automatic Sign In

The user can choose to sign in automatically with Communicator with a default account when the client is started. Together with the functionality to start Communicator automatically at system startup, makes it easier for the user to remember to sign in and be available for communication.

9.4 Call Settings

The client supports the following Service Management features, allowing supplementary services to be turned on or off using the native client *Preferences* window:

■ Call Forwarding

■ Do Not Disturb

■ Remote Office

■ Anywhere

■ Hide Caller ID

■ Simultaneous Ring Personal

9.4.1 Anywhere

Anywhere simplifies communications for on-the-go users and remote users by extending the features of a desk phone to any other fixed or mobile device, regardless of the network or handset manufacturer. Callers dial one number and can reach you on any phone the user chooses. A desk phone, cell phone, and/or a soft phone may ring simultaneously.

Enjoy voice call continuity with the ability to move live calls from one device to another without hanging up.

Add locations (numbers) that can be used in the service using the Add New Location button. Use the *Alert all locations* to activate parallel ringing.

Select *Diversion inhibitor* to prevent a call from ending up as a voice mail, which can be problematic in, for example, conference call situations.

Select *Answer Confirmation* to receive a separate audio prompt when answering a call from that number (location). It may be useful in cases where, for example, mobile numbers are being used to prevent incoming calls going to mobile voice mail since the call will be ended without going to voice mail if the answer confirmation is not provided.

Select *Call Control* to enable the server platform to provide mid-call services such as Call Transfer and Conferencing for that number (location).

9.4.2 Remote Office

This service allows the use of any phone as an office phone from a charging and numbering perspective. For instance, a hotel room phone can be used as the office phone.

Enable Remote Office and specify a phone number to be used as the Remote Office number.

9.4.3 Call Forwarding

By tapping on a different *Call Forward* option, you can enter a number to forward your calls as follows: Call Forward Always, Busy, or When Unreachable.

9.4.4 Do Not Disturb

When you activate this service, all calls are typically blocked by the server and sent to voice mail.

9.4.5　Hide Number

You can hide or display your number when calling or communicating with other parties or contacts. To hide your number, set to "Enable". To show your number, set to "Disable".

10 My Room

My Room is an always available and permanent room you can use to chat with anyone that joins.

My Room is accessible from the house icon ⬚ in the *Chat* tab.

You can add more participants using the add participants icon or they can join your room from your contact card. Once people join the chat room, they can tap the **Call** button of that screen to automatically join the conference.

My Room uses your permanent chat room, permanent collaboration room, and conference bridge (audio or video). All *My Room* sessions start as chats but call may be added to the session while in progress.

Others join your room by clicking your name on their *Contacts* list and selecting *Join Room* from the contact card.

11 Search Enterprise Directory

The client supports directory search in the enterprise directory. The search is performed in a separate input field in the *Contacts* tab. Tapping the search icon opens the search view and after a search, the enterprise directory search results are displayed with names and numbers.

The default starting screen for a search shows the screen when users press the search icon. Typing in characters starts the filtering process through the contacts. The search is performed in both the contacts as well as the *Directory* list. Pressing the back key minimizes the keyboard, hides the search bar, and empties the search results.

There is no hard key menu in the directory search results listing view. A long press on a name opens the context menu and hides the keyboard but keeps the search bar with characters. A short press opens the contact card.

The context menu contains the following options for the *Directory* list:

- VoIP call
- Video call
- Contact card

12 Call History

The client supports the basic Call History. Using a drop-down menu, the Call History can be set to show all calls, received calls, dialed calls, and missed calls.

On the list of calls, there are symbols indicating whether a call was incoming or outgoing.

The list of the call items consists of an icon showing what kind of call it was (a green arrow means incoming, a blue arrow means outgoing, and a red arrow means missed). It also shows the name, number, *Unavailable* status for the caller, and below the name, it shows the number, if available. To the right, is the date of the call and the time the call was initiated.

Tapping an item on the list opens the contact card where a call can be made to that number.

13 Multi-Device

Communicator provides support for users with multiple devices. This includes several features:

- Chat invitations are sent to all devices. Before the session is accepted, messages are sent to all devices, and once answered, the chat messages go to the device that sent a reply message.

- Retrieving one's own presence notifications when another client updates the user's presence. The client updates its own status based on the information it receives from the server.

- Accepting a shared presence invitation in one client is also recognized by another client and both clients start receiving presence updates.

- A new presence subscription made in one client is recognized in another. If the contact blocks the invitation, there are presence notifications sent from the server to all of the user's clients indicating that the subscription was terminated. This information is shown to the user. If the client receives two presence authorization requests from two or more devices for the same user, it only shows one request to the user.

- Removing a contact from a contact list in one device is recognized in another client and the contact list is updated (that is, the contact is removed) in the other client as well.

14 Troubleshooting

The troubleshooting function can be used if there are issues encountered with the application. It collects and sends diagnostic information to a predefined support e-mail address that is configurable via branding. This helps the support personnel to identify the issues. The information being sent consists of application and media engine diagnostic logs.

Troubleshooting is managed by a menu entry in *Settings*. It can be accessed from two places in the client:

- Using the Help button on the *Sign In* screen – Clicking on Help opens the *Settings* screen that contains the help and troubleshooting-related entries. This can be used before the user signs in, which is most often for cases in which a user has issues with sign in or connectivity.

- From the *General Settings* screen – Help and troubleshooting entries are available at the bottom of the Settings menu. These are accessible while the user is logged in.

15 Sign Out

You sign out at the bottom of the *Settings* tab.

16   Other Features

16.1   Version Control

Version control is supported using the App Store mechanism. When a new release is available, the old version is removed from the App Store and users of the previous version are notified about the update possibility.

16.2   Firewalls and NATs

The client supports *rport* (*RFC 3581*) for Network Address Translation (NAT) traversal and for using the client behind a firewall. However, it is assumed that the client is mainly used with a session border controller (SBC), which also provides support for NAT traversal for several key features, such as calling, (which is currently unlikely to work without an SBC).

16.3   Secure VoIP Communication

The client supports secure VoIP communication using encrypted call negotiation and media streams. Mandatory, preferred, and optional secure modes are supported.

17 System Requirements

Communicator Release 20.0 for iOS supports devices with iOS 6 or iOS 7 running on the ARMv7 chipset.

The client has been validated on the following reference devices:

- iPhone 4
- iPhone 4S
- iPhone 5/5C
- iPhone 5S

Communicator Release 20.0 has not been validated on iPods although these devices match the specifications above and the application should work with the exception of the telephony functions.

Communicator Release 20.0 does not support iPad devices.

18 Abbreviations

APN	Access Point Name
ACD	Automatic Call Distribution
CLIP	Calling Line Identification Presentation
CLIR	Calling Line Identification Restriction
CS	Circuit Switched
DSCP	Differentiated Services Code Point
HTTP	Hypertext Transfer Protocol
HTTPS	Hypertext Transfer Protocol Secure Sockets
IM&P	Instant Messaging and Presence
IP	Internet Protocol
NAT	Network Address Translation
PBX	Private Branch Exchange
PIN	Personal Identification Number
QoS	Quality of Service
RCS	Rich Communication Suite
RTCP	Real-Time Control Protocol
SBC	Session Border Controller
SIM	Subscriber Identity Module
SIP	Session Initiation Protocol
ToS	Type of Service
UC	Unified Communications
UI	User Interface
URI	Uniform Resource Identifier
URL	Uniform Resource Locator
VoIP	Voice Over IP
VPN	Virtual Private Network
XMPP	Extensible Messaging and Presence Protocol
Xsi	Xtended Services Interface