



# OpenScape Mobile Pro V10, Android Devices

**Extended Guide**

A31003-M40A0-Y101-11-7619

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# 1 Introduction

This book explains how to configure and then use the OpenScape Mobile Pro V10 application on your Android based devices.

## OpenScape Mobile Pro V10 Features

With OpenScape Mobile Pro V10:

- 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.).

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### IMPORTANT:

Fees for data usage may apply. Check with your service provider when using OpenScape UC over data plans.

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OpenScape Mobile Pro V10 is available in the following three configurations:

### OpenScape Mobile Pro V10 - UC-only

OpenScape Mobile Pro V10 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 V10 - Voice-only

OpenScape Mobile Pro V10 is connected to OpenScape Voice features, supports making and receiving calls on your Wi-Fi device and also supports connection with OpenScape 4000. However, this configuration does not support UC features.

### OpenScape Mobile Pro V10 - Intergrated

OpenScape Mobile Pro V10 is connected to the OpenScape UC HAProxy Server. The account is also configured for mobile features in OpenScape Voice via SBC connection like in Voice-Only mode. The Integrated configuration supports all the features of both the Voice-only and UC-only configurations and also supports connection with OpenScape 4000.

### Related Documentation

When the term "*Wi-Fi phone*" is used it describes phone calls made over Wi-Fi with the OpenScape Mobile Pro V10 application. The term "*cell phone*" is used to describe phone calls made over the cellular network with the Android 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 V10 Android 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 V10 for Android devices.

### 2.1 How to Install OpenScape Mobile Pro

#### Prerequisites

- You must be running Android at least Lollipop 5.0 (API 20) which refers to Android Pro version 10. Earlier versions are not supported.

#### Step by Step

- 1) Download the OpenScape Mobile Pro application from Google Play 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 V10

This section describes how to login to the OpenScape Mobile Pro V10 application using an Android phone and how to perform its basic configuration.

#### Prerequisites

- You must have installed OpenScape Mobile Pro V10.
- You must have acquired your OpenScape Mobile Pro credentials from your system's administrator.

#### Step by Step

- 1) Tap on the OpenScape Mobile Pro V10 application's icon on your device's main interface.
- 2) Once you open the application two pop-up windows appears.
- 3) The first window asks you to allow OpenScape Mobile Pro to make and manage phone calls. Tap **Allow**.
- 4) The second window asks you to allow OpenScape Mobile Pro to record audio. Tap **Allow**.
- 5) In the screen you see the End User License Agreement. Read it and tap **Agree** to enter the application.
- 6) A pop-up window appears asking you to allow OpenScape Mobile Pro to access photos, media and files on your device. Tap **Allow**.
- 7) The first tab that you see is the **User** tab. You need to configure OpenScape Mobile Pro. In order to do that, tap on **Account**. At the **Account** screen you

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

a) **Subscriber**

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) **Password**

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

c) **Remember me**

If you enable this option, the application saves your credentials and will not ask you to enter them everytime you start the application.

d) **Cell Number**

Here you enter your cellular number if you are using an Android Phone. Not needed if you are using a tablet.

e) **Server Address**

This is the field where you have to enter the server's 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.

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**NOTICE:**

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

---

- 8) Make sure that you have entered all of your credentials correctly and tap **Save**.
- 9) Tap **Sign in** back to the **User** tab, to sign in with your credentials.

## 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 V10 application.

### Example

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

You can understand the status of the connection between OpenScape Mobile Pro and the HAProxy server by swiping down your finger on your device's screen and watching the indication on the OpenScape Mobile Pro notification bar. The following indications may appear:

- Connected
- Wifi Mode
- Cellular Mode
- No Data connection

### 2.3.1 Permissions

This sections describes how you can give permission to the OpenScape Mobile Pro V10 application to handle contacts, microphone and the camera. You have to perform the following so you can grant OpenScape Mobile Pro V10 the needed permissions to perform smoothly.

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#### NOTICE:

You are asked for permissions when you first login into OpenScape Mobile Pro V10 after download. If you have already configured them, then you don't need to follow the actions bellow.

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#### NOTICE:

Please notice that this section does not apply to all Android devices. However, keep in mind that regardless your Android device, you can always manage OpenScape Mobile Pro V10 from the **App Info** interface. The easiest way to access the **App Info** interface is to tap and hold the OpenScape Mobile Pro V10 application icon on your device's home screen.

---

More specifically, you can give OpenScape Mobile Pro V10 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.

---

## 2.3.2 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 HAProxy server and 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:

Certificates are an important part of the configuration of the OpenScape Mobile Pro. Please refer to the chapter [Certificates](#) at the end of this document for further information and instructions on how to install the appropriate certificate.

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## 3 Using Integrated or UC-Only Configurations

This chapter describes the features of OpenScape Mobile Pro V10 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.

### 3.1 Call History

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

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

Each entry in call history shows the contact's avatar, name, the type of call (i.e. incoming, outgoing, missed), and the date and time of the call.

The **Presence Status** of each contact is indicated in the bottom right contact's avatar. For more information about presence statuses, see [Presence](#) on page 31.

Using the **Call History** view, you can:

- **Refresh** the list
- Access call log details by pressing the > symbol on the right corner of any call history entry.
- Call a phone number
- Call a contact
- **Remove all** to delete all call history records
- Access more options by pressing the ⋮ symbol.

#### 3.1.1 How to Refresh the Call History List

Follow the steps below to refresh the **Call History** list:

##### Step by Step

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

#### 3.1.2 How to Delete All Call History Records

Follow the steps below to delete all records from your **Call History** list:

### Step by Step

- 1) In OpenScape Mobile Pro V10, tap **Call History**.
- 2) Tap the icon  on the top right corner of your screen and then tap **Remove all** to delete the records of your recent calls.

## 3.2 Contacts

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

In the **Contacts** tab you can view and manage your personal contacts, and organize them into contact groups to make it easier to find and communicate with the people you need to. You can also access contacts in the global contact list (directory) and add contacts from the directory to your private contact list.

In OpenScape Mobile Pro, your contacts are organized in the following contact lists or groups:

- **UC contacts**

This is the list of your personal contacts that are stored on your OpenScape UC Server.

- **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.

The group of handy contacts appears in the Contacts tab, only if it has been configured.

- **Device contacts**

This is the list of your personal contacts that are stored locally on your mobile device.

You can view and use device contacts in OpenScape Mobile Pro, once you give the app permission to access your device's contacts.

- **Groups**

This is a list of your custom contact groups.

Contacts are displayed with a name, a short label or phone number as well as an avatar image and presence status (if available).

The **Presence Status** of a contact is represented by an icon visible in the bottom right of their avatar. For more information about presence statuses, see [Presence](#) on page 31.

---

**NOTICE:**

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

---

### 3.2.1 Adding Contacts

In OpenScape Mobile Pro, you can create a contact from scratch or add a contact from the global contact list.

## Using Integrated or UC-Only Configurations

New contacts are automatically saved in your private contact list and you can see them below **UC contacts**.

### 3.2.1.1 How to Create a Contact

You can manually create a contact in OpenScape Mobile Pro.

#### Step by Step

- 1) In OpenScape Mobile Pro, navigate to **Contacts**.
- 2) Tap  at the bottom right of the screen.  
You are navigated to a new screen where you can add the contact's details.
- 3) Enter the details of your contact:
  - a) **First name**
  - b) **Last name**
  - c) **Company**
  - d) **Department**
  - e) **Phone**
  - f) **Email**
  - g) **Video**
  - h) **Chat**The **Last name** and **Phone** fields are mandatory for the **Save** option to be enabled.
- 4) Tap **Save** at the top right of the screen.

### 3.2.1.2 How to Add a Contact from the Global Contact List (Directory)

You can add contacts from your organization's global contact list (directory) to your private contact list.

#### Step by Step

- 1) In OpenScape Mobile Pro, navigate to **Contacts**.
- 2) Tap  at the top right of the screen.
- 3) In the search box that appears, enter the name or number of the contact you are searching for.

As you type, matching contacts appear in a list of search suggestions below the search box.

By default, the search is performed in your contact list or group that is currently selected in the drop-down list at the top of the screen.

Search results are displayed in alphabetical order.

A button with label **Search directory for <search term>** is also displayed in the middle of the screen.

- 4) Tap **Search directory for <search term>**, if you want the search to be also performed in the global contact list.  
Global contacts matching the search term are displayed after your private contacts. You can see them listed under the title *Directory*.
- 5) Locate the global contact you want to add to your private contact list and tap on it.  
You are navigated to a new screen where you can view the contact's details.
- 6) Tap  at the bottom right of the screen.  
You are navigated to a new screen where you can edit the contact's details.
- 7) Check and edit the contact details, if needed.  
The **Last name** and **Phone** fields are mandatory for the **Save** option to be enabled.
- 8) Tap **Save** at the top right of the screen.

### 3.2.2 Updating Contacts

After you add contacts in OpenScape Mobile Pro, you can edit or delete them.

You cannot edit or delete contacts in:

- Handy contacts group, as these are configured by your administrator.
- Device Contacts, as OpenScape Mobile Pro can only read contacts from your Android device.

Changes in the local device contacts can only be performed from the default Contacts app on your phone.

#### 3.2.2.1 How to Edit a Contact

You can edit a contact in your contact list at any time.

##### Step by Step

- 1) In OpenScape Mobile Pro, navigate to **Contacts**.
- 2) Locate the contact you want to edit and tap on it.

---

**NOTICE:** To locate the desired contact easier, you can select a contact list or group from the drop-down menu at the top of the **Contacts** screen, then scroll through the list or use the search option.

---

You are navigated to a new screen where you can view the contact's details.

- 3) Tap  at the top right of the screen, then tap **Edit**.  
The contact's details fields become editable.
- 4) Edit the contact's details according to your needs.
- 5) Tap **Save**.

### 3.2.2.2 How to Delete a Contact

You can delete a contact from your contact list at any time.

When a contact is deleted from the your contact list, it is automatically deleted from any group in which it may be included.

#### Step by Step

- 1) In OpenScape Mobile Pro, navigate to **Contacts**.
- 2) Locate the contact you to want delete and tap on it.

---

**NOTICE:** To locate the desired contact easier, you can select a contact list or group from the drop-down menu at the top of the **Contacts** screen, then scroll through the list or use the search option.

---

You are navigated to a new screen where you can view the contact's details.

- 3) Tap  at the top right of the screen, then tap **Remove**.
- 4) In the pop-up window that appears, tap **Delete** to confirm.

### 3.2.3 Searching Contacts

You can search for a contact in your contact list.

If the contact you are looking for is not already in your contacts list, you can also search in the global contact list.

#### 3.2.3.1 How to Search for a Contact

OpenScape Mobile Pro allows you to search for contacts by their name or phone number.

#### Step by Step

- 1) In OpenScape Mobile Pro, navigate to **Contacts**.
- 2) Tap  at the top right of the screen.
- 3) In the search box that appears, enter the name or number of the contact you are searching for.

As you type, matching contacts appear in a list of search suggestions below the search box.

By default, the search is performed in your contact list or group that is currently selected in the drop-down list at the top of the screen.

Search results are displayed in alphabetical order.

A button with label **Search directory for <search term>** is also displayed in the middle of the screen.

- 4) Tap **Search directory for <search term>**, if you want the search to be also performed in the global contact list.

Global contacts matching the search term are displayed after your private contacts. You can see them listed under the title *Directory*.

### 3.2.4 Displaying and Sorting of Contacts

In OpenScape Mobile Pro, UC contact names are displayed in one of the following two ways:

- First name, Last name
- Last name, First name

Additionally, UC contacts are sorted in one of the following two ways:

- First name, Last name
- Last name, First name

The way UC Contacts are displayed and sorted in OpenScape Mobile Pro depends on the settings you have made on OpenScape UC (web client or desktop app).

OpenScape Mobile Pro synchronizes automatically with OpenScape UC and any changes you make in the contact display settings of OpenScape UC client are automatically retrieved by your OpenScape Mobile Pro app.

### 3.2.5 Organizing Contacts in Groups

You can organize your contacts into groups so you can easily communicate with them.

#### 3.2.5.1 How to Create a Contact Group

You can create a contact group to organize your contacts.

You can create a group without contacts and add contacts at a later time, or add contacts when creating the group.

##### Step by Step

- 1) In OpenScape Mobile Pro, navigate to **Contacts**.
- 2) Tap  at the bottom right of the screen.  
You are navigated to a new screen where you can add the details of the group.
- 3) Enter a group title in the **Title** field.

## Using Integrated or UC-Only Configurations

- 4) Optionally, add contacts to the group:
  - a) Tap **Add people**.  
You are navigated to a new screen where you can view your contacts.
  - b) Locate the desired contacts and tap each one to add them to the group.

---

**NOTICE:** To locate the desired contact(s) easier, you can select a contact list or group from the drop-down menu at the top of the **Contacts** tab, then scroll through the list or use the search option.

---

The ✓ icon is displayed next to the contacts you have selected.

- c) After selecting all desired contacts, tap ✓ at the top right of the screen.  
You are navigated back to the group details screen.

The contacts you have selected previously are displayed under **Participants**.

- 5) Tap **Save** at the top right of the screen.

The new group is created and is listed in the drop-down menu at the top of the **Contacts** tab.

### 3.2.5.2 How to Add or Remove a Contact from a Group

You can add contacts to a group when you create the group or afterward.

You can also remove contacts from a group if they are no longer matching the purpose of the group. The contact will stay inside your contact list (UC Contacts or Device Contacts list, depending on the list the contact belongs to).

#### Procedure

- To add a contact to a group during creation:
  - a) In OpenScape Mobile Pro, navigate to **Contacts**.
  - b) Tap  at the bottom right of the screen.  
You are navigated to a new screen where you can add the details of the group.
  - c) Enter a group title in the **Title** field.  
You are navigated to a new screen where you can view your contacts.
  - d) Locate the desired contacts and tap each one to add them to the group.

---

**NOTICE:** To locate the desired contact(s) easier, you can select a contact list or group from the drop-down menu at

the top of the **Contacts** tab, then scroll through the list or use the search option.

---

The ✓ icon is displayed next to the contacts you have selected.

- e) After selecting all desired contacts, tap ✓ at the top right of the screen.  
You are navigated back to the group details screen.

The contacts you have selected previously are displayed under **Participants**.

- f) Tap **Save** at the top right of the screen.
- To add a contact to a group after creation:
  - a) In OpenScape Mobile Pro, navigate to **Contacts**.
  - b) From the drop-down menu at the top of the screen, select the group that you want to add a contact to.
  - c) Tap ⋮ at the top right of the screen, then tap **Edit group**.
  - d) Tap **Add people**.
  - e) Locate the desired contacts and tap each one to add them to the group.

---

**NOTICE:** To locate the desired contact(s) easier, you can select a contact list or group from the drop-down menu at the top of the **Contacts** tab, then scroll through the list or use the search option.

---

The ✓ icon is displayed next to the contacts you have selected.

- f) After selecting all desired contacts, tap ✓ at the top right of the screen.  
You are navigated back to the group details screen.

The contacts you have selected previously are displayed under **Participants**.

- g) Tap **Save** at the top right of the screen.
- To remove a contact from a group:
  - a) In OpenScape Mobile Pro, navigate to **Contacts**.
  - b) From the drop-down menu at the top of the screen, select the group that you want to remove a contact from.
  - c) Tap ⋮ at the top right of the screen, then tap **Edit group**.
  - d) Locate the contact you want to remove and click **X** to the right of the contact.  
Repeat this step as needed to remove other contacts from the contact group.
  - e) Tap **Save** at the top right of the screen.

You cannot add or remove contacts from the Handy contacts group, as these are configured by your administrator.

### 3.2.5.3 How to Rename a Group

You can rename a group of contacts from the Contacts tab.

## Using Integrated or UC-Only Configurations

### Step by Step

- 1) In OpenScape Mobile Pro, navigate to **Contacts**.
- 2) From the drop-down menu at the top of the screen, select the group that you want to rename.
- 3) Tap  at the top right of the screen, then tap **Edit group**.
- 4) Update the group name as needed.
- 5) Tap **Save** at the top right of the screen.

You cannot rename the Handy contacts group, as this is configured by your administrator.

### 3.2.5.4 How to Delete a Group

You can delete a group of contacts from the Contacts tab.

#### Step by Step

- 1) In OpenScape Mobile Pro, navigate to **Contacts**.
- 2) From the drop-down menu at the top of the screen, select the group that you want to delete.
- 3) Tap  at the top right of the screen, then tap **Delete group**.
- 4) Tap **Delete** to confirm.

You cannot delete the Handy contacts group, as this is configured by your administrator.

## 3.2.6 Communicating with Contacts or Groups of Contacts

You can communicate with your contacts by sending emails, calls, and chat messages.

### 3.2.6.1 How to 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 contact lists and contact groups to locate the desired contact and tap on it.

3) In the contact's details screen, 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.

---

### 3.2.6.2 How to 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) From the drop-down menu at the top of the screen, select the group of contacts that you want to communicate with.
- 3) Tap  at the top right of the screen, then choose one the following options:
  - Tap **Call group** to start a conference call with the group participants.
  - Tap **Chat with group** to chat with the group participants.
  - Tap **Email with group** to send an email to the group participants.

## 3.3 Chat

The **Chat** tab next to the **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.

#### Chat List tab

Here you can find all your UC chat sessions. Each chat conversation appears in the list providing the following information:

- For a one-to-one chat
  - The avatar of the other conversation participant including the user's current presence status
  - The name of the participant as the chat title
  - A preview of the last message
  - Date and time of the last message

- For a group chat
  - A multi-avatar of the group chat
  - The group chat title
  - A preview of the last message
  - Date and time of the last message

Tap on a chat in the list to open it.

---

**NOTICE:**

Incoming chat messages will only appear when the application is running in the foreground. Thus, if you are running the application in the background, bring the OpenScape Mobile Pro application to the foreground to get your chat list and messages updated.

---

### 3.3.1 How to Create a New Chat

You can create a one-to-one chat or a group chat.

**Step by Step**

- 1) In OpenScape Mobile Pro, navigate to **Chat**.
- 2) Tap **+** at the bottom right of the screen.
- 3) Select one or more contacts from the list, then tap  at the top right of the screen.

---

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

---

- 4) If you select more than one participant, then it becomes a group chat. Enter a name for the new group chat or keep the suggested one, then tap **OK**.

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

### 3.3.2 How to Send a Message

You can easily send new messages in a one-to-one or a group chat.

**Step by Step**

- 1) Open the chat that you want to send a message to.
- 2) Type your message in the input field.
- 3) Tap .

### 3.3.3 How to Forward a Message

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

**Step by Step**

- 1) Open the desired chat and locate the message you want to forward.
- 2) Press and hold the message.
- 3) Select **Forward Message** from the pop-up menu.
- 4) Select an existing chat or create a new chat to forward the message to.  
To create a new chat, do the following:
  - a) On the **Forward to...** screen, tap **+**.
  - b) Select one or more contacts from the list, then tap ✓ 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 **OK**.

**3.3.4 How to Delete a Message**

You can delete a message that you have sent in a chat.

**Step by Step**

- 1) Open the desired chat and locate the message you want to delete.
- 2) Press and hold the message.
- 3) Select **Delete Message** from the pop-up menu.

The text `Message deleted` is displayed in the chat history to indicate that the original message has been deleted.

**3.3.5 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 right 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 Android device that allows content sharing (like Gallery).

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.

**3.3.5.1 How to Add an Attachment to a Message**

You can add an attachment to a message in one of the following ways:

- Attach a file to a message you are composing in OpenScape Mobile Pro.
- Share a file from another application on your device that allows content sharing (like Gallery) to OpenScape Mobile Pro. For more information you

## Using Integrated or UC-Only Configurations

may refer to [How to Share to OpenScape Mobile Pro from your Android device](#) on page 24.

You can send only one attachment per message.

Follow the steps below to attach a file to a message you are composing in OpenScape Mobile Pro:

### Step by Step

- 1) Create a new message.
- 2) Tap  to the right of the message box.
- 3) Browse for and select the file from your local device that you want to attach. A preview of the attachment is displayed.
- 4) To remove the attachment before sending the message, tap the attachment and then tap **X** in the upper-right corner of the attachment.
- 5) Tap  to send the message with the attachment.

### 3.3.5.2 How to Share to OpenScape Mobile Pro from your Android device

You can share files, photos and links with your teammates in OpenScape Mobile Pro from other applications on your Android device that allow content sharing.

OpenScape Mobile Pro appears as an option in the system-wide share menu of your Android device. This makes it possible for you to share content from any application that uses the native share menu to OpenScape Mobile Pro.

### Prerequisites

- You are either signed in to OpenScape Mobile Pro or you have signed in once and you have your credentials saved.
- You have allowed OpenScape Mobile Pro to have access to your device data.

### Step by Step

- 1) Open an application on your device that uses the native share menu (like Gallery).
- 2) Select a file, photo or go to the URL that you want to share and tap the share button.
- 3) Tap **OpenScape Mobile Pro**.
- 4) Tap **Just once** if you want to share to OpenScape Mobile Pro only this time or **Always** if you to make it the default app to share files.

Note: If you select **Always**, your device will automatically attempt to use OpenScape Mobile Pro for sending attachments without asking you again

- 5) Select an existing chat or create a new chat to send the shared content to.  
To create a new chat, do the following:
  - a) On the **Share to...** screen, tap **+**.
  - b) Select one or more contacts from the list, then tap ✓ 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 **OK**.
- 6) Type your message.
- 7) Tap ➤.

The message with the shared content is sent to OpenScape Mobile Pro, in the selected chat.

### 3.3.5.3 How to Zoom in or Out on an Image

You can zoom in and out on an image that is attached to a chat message.

#### Step by Step

- 1) Tap on the image.
- 2) To zoom in, pinch open.
- 3) To zoom out, pinch close.

### 3.3.5.4 How to Download a Chat Attachment

In a chat conversation with attachments, you can see a mini preview of 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 (in case of an image file) or open it with a suggested system application.

Downloaded attachments are also available in your configured downloads' folder where you can perform all the usual file handling actions (e.g., share, copy to another folder, etc).

### 3.3.6 How to View all Participants in a Group Chat

Follow the steps below to view all participants in a group chat:

#### Step by Step

- 1) In OpenScape Mobile Pro, navigate to **Chat**.
- 2) Tap on the name of the group chat you are interested in.
- 3) Tap ⓘ at the top of the screen.

The names of all of the participants are shown in a list.

The number count of participants in the group chat is shown directly below the group name.

### Next steps

You can tap on participant's name in the list to view more information.

## 3.3.7 How to Add a Participant to a Chat

You can add one or more participants to a one-to-one or a group chat.

When you add participants to a one-to-one chat, a new group chat will be created (with no chat history). This ensures that your original chat remains private and cannot be viewed by anyone else.

### Step by Step

- 1) In OpenScape Mobile Pro, navigate to **Chat**.
- 2) Tap on the name of the chat to which you want to add a participant.
- 3) Tap  at the top of the screen.
- 4) Select one or more contacts from the list, then tap  at the top right of the screen.

---

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

---

---

**NOTICE:** If the desired contact is not listed, you can tap the down arrow above the contacts list and select another group of contacts.

---

- 5) Adding participants to a one-to-one chat, will create a new group chat. Enter a name for the group chat or keep the suggested one, then tap **OK**.

## 3.3.8 How to Leave a Chat

You can leave a group chat at any time. When you leave a group chat, the chat will disappear. Others in the conversation will be notified that you left and you will no longer receive messages from the conversation.

You cannot leave a one-to-one chat.

### Step by Step

- 1) In OpenScape Mobile Pro, navigate to **Chat**.
- 2) Tap on the name of the chat you want to leave.
- 3) Tap  at the top right corner of the screen, then select **Leave Chat**.

### 3.3.9 Chat Options

You can access additional options about a chat, by tapping  at the top right corner of the specific chat screen.

From there you can select one of the following options:

- **Call**  
Start an audio call with other chat participants.
- **Video Call** (available only for one-to-one chats)  
Start a video call with the other chat participant.
- **E-mail**  
Send an email to the chat participants.
- **Leave Chat** (available only for group chats)  
Leave the group chat conversation.

### 3.4 Conferences

The **Conferences** tab enables you to create and start an ad-hoc conferences, start scheduled conferences you have already created, and/or display 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.
- Remove a 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.

---

**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.

---

#### 3.4.1 How to Start a Conference

How to start an available conference:

**Step by Step**

- 1) In OpenScape Mobile Pro tap **Conference** in the main navigation bar:
- 2) Select a conference and then tap **Call** to initiate the scheduled conference.

### 3.4.2 How to Display Information about a Conference

How to display more information about a conference like creator, alternate bridge and PIN:

**Step by Step**

- 1) In OpenScape Mobile Pro tap **Conference** in the main navigation bar.
- 2) Select a conference and then tap on it to display a new screen with information about this conference.
- 3) Tap on the option **This conference is moderated** in the top of the screen, to make this conference moderated or not.

---

**NOTICE:**

This option is only available if you have the right permissions for this conference. If you don't have permissions then this option will be greyed out.

- 4) Select the option **Call in** from the drop-down menu, if you want dial into the conference, or **Call out** if you wish to be called by the system.

---

**NOTICE:**

You cannot change the conference PIN and the dial-in number. Both are defaulted by the OpenScape UC Application during the conference configuration

---

### 3.4.3 How to Mail Conference Participants

How to mail a notification or a new PIN to conference participants:

**Step by Step**

- 1) In OpenScape Mobile Pro tap **Conference** in the main navigation bar.
- 2) Select a conference, tap on the  icon and tap on of the following options:
  - Tap **Mail notification** to send a notification to the other participants' default mails.
  - Tap **Mail win new PIN** to send to the other participants' default mails a new PIN for the conference.

### 3.4.4 How to Remove a Conference

How to remove a conference from your conference list:

#### Step by Step

- 1) In OpenScape Mobile Pro tap **Conference** in the main navigation bar.
- 2) Select a conference, tap on the  icon and tap on **Remove conference**.

## 3.5 User

In the **User** tab you can access and edit your personal user information. In this tab you can see the following:

- **Sign in** - From here you can sign in or sign out from the application. Tap on the switch icon to sign in or out.
- **Account** - This is your account's details list and from here you can view or edit your Subscriber Number, Server Address and Password, etc.
- **Presence** - This is your profile's details list and from here you can choose your presence status (Available, Busy, Do not disturb, etc) and edit your timezone and location settings.
- **Devices** - From here you can select your preferred device to make or receive calls. You can choose one of the following options:
  - **Auto-Pilot**
  - **Work Phone**
  - **OpenScape Mobile**
- **Rules** - From here you can associate rules to your profile to specify different ways to deal with incoming calls.
- **Voicemail** - From here you can administer your voice mails.

### 3.5.1 How to Edit your Timezone and Location

How to edit your timezone and location details:

#### Step by Step

- 1) Navigate to the **User** tab and tap **Presence**.
- 2) In the **Additional Information** section, tap on **Timezone** to edit your timezone information.

---

#### NOTICE:

Your timezone may be automatically set and updated when connecting to the internet and its value might be in grey color.

---

Tap on any of these options to select it. Your status will be updated automatically according to your choice.

- 3) In the **Additional Information** section, tap next to **Location** to enter manually your location. You can also add a note by tapping next to **Note**.

## 3.5.2 How to Choose your Preferred Device

How to choose your preferred device to use for inbound or outbound calls:

### Step by Step

- 1) Navigate to the **User** tab and tap **Devices**.
- 2) In the **Select device** section that appears, tap on any of your available devices to make it your preferred device for making or receiving calls. You can choose on of the following:

- **Auto-Pilot**
- **Work phone**
- **OpenScape Mobile**

Tap on any of these options to select it.

- 3) Once you select a device you are prompted to the **Edit Device** window with details about your device. Tap on the **Preferred Device** box, at the bottom, to select it.
- 4) Tap **OK** to save your changes.

### 3.5.2.1 How to Add a New Device

How to add a new device to your preferred devices:

### Step by Step

- 1) Navigate to the **User** tab and tap **Devices**.
- 2) In the **Select device** section that appears, tap the **⋮** icon and tap **New Device**.
- 3) Enter manually the name, address in the corresponding fields and select one of the following:
  - **RNA** - If you select this option then you need to also enter an RNA value, that is the time period (seconds) that the call will ring when not being answered.

---

#### NOTICE:

RNA is the acronym for Ring, No Answer and refers to the time duration when an agents is not at the place to receive or make calls and the calls are not being answered.

- **Standard redirection timeout** - In this option your incoming call will be directed after ringing for a prefixed duration of time.
  - **No redirection timeout** - In this option there will not be a redirection of your incoming call no matter the duration time it remains unanswered.
- 4) Tap **OK** to save your changes.

---

**NOTICE:** You may need to refresh your devices tab to see the new device. You can do this by tapping the  icon and then tapping **Refresh**.

---

### 3.5.3 How to Administer your Voicemail

How to administer your voicemail:

#### Step by Step

- 1) Navigate to the **User** tab and tap **Voicemail**.
- 2) A new window may appear asking you to complete the action using either your **Work phone** or an alternate (e.g Skype). Tap on one of the options to proceed.

## 3.6 Presence

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

---

**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 Open Scape UC and Open Scape Mobile Pro clients.

---

In OpenScape Mobile Pro, the presence status of a user is displayed at the bottom right of a their avatar.

Presence information is available in the following tabs of the main navigation bar:

- **Contacts**
- **Call History**
- **Chat**

The presence statuses in OpenScape Mobile Pro are described in the following table:

Presence status	Description	How this status gets set
 Available	You are online and available to contact.	It is set automatically based on your activity or you can set your status to <b>Available</b> anytime you want.
 Do not disturb	You do not want to be disrupted.	You can set your status to <b>Do not disturb</b> anytime you want.
 Be right back	You want it to appear to others that you are currently away for a short time.	You can set your status to <b>Be right back</b> anytime you want.

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Presence status	Description	How this status gets set
 Away	You are away or you want it to appear to others that you are currently away.	It is set automatically when there is no interaction with OpenScape Mobile Pro for a specified period of time.  You can also set your presence to <b>Away</b> anytime you want. If you manually set it, it will stay that way until you change it again or until you are logged out of the app.
 Busy	You are online and on a call or you are busy and do not want to be interrupted.	It is set automatically when you are on a phone call.  You can also set your presence to <b>Busy</b> anytime you want. If you manually set it, it will stay that way until you change it again.
 In a meeting	You are online and on scheduled meeting or you want it to appear to others that you are currently in a meeting.	It is set automatically when you are in a meeting.  You can also set your presence to <b>In a meeting</b> anytime you want.

### 3.6.1 How to Choose your Presence Status

You can change your presence status manually from the **User** tab of the main navigation bar.

Follow the steps below to change your presence:

#### Step by Step

- 1) In OpenScape Mobile Pro, navigate to **User**.
- 2) Tap **Presence**.
- 3) Under the **Choose your Presence** section, choose one of the available presence statuses:
  - **Available**
  - **Away**
  - **Do not disturb**
  - **Be right back**
  - **Busy**
  - **In a meeting**

Your presence status is updated automatically according to your choice.

---

#### NOTICE:

When you change your presence status in OpenScape Mobile Pro, your availability in OpenScape UC is also updated.

---

## 3.7 Settings

The last tab on the main navigation bar, is **Settings**. In this tab, you can access information about your account and customize your app's settings according to your needs.

For more information, please refer to chapter [Settings](#).

## 3.8 Making a Call

Making calls 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.

---



### CAUTION:

Do not use OpenScape Mobile Pro to make emergency calls; use your cell phone instead, as it provides 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:

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 without VoIP. The term "desk phone" is used to describe your OpenScape Voice IP phone (typically an OpenStage or OptiPoint desktop phone).

### 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 **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 is listed in the suggested applications to open the URI link for the telephone and sip schemes.

### 3.8.1 How to Make a Call Using Call History

How to call a contact from your **Call History** list:

#### Step by Step

- 1) In OpenScape Mobile Pro, tap **Call History**.
- 2) Simply tap the name or phone number that you wish to call.
  - a) To add video to an ongoing voice call, tap on the video icon.

---

#### 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 **Call History** tab, by tapping on the  phone icon on the bottom 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**.

The following call control option is supported during a video call:

- **Camera switch button** - tap to switch between front- or rear-facing camera.

### 3.8.2 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.
- 3) Tap the desired contact to open the dialog with the contact’s details.

- 4) In the contact's details window you can see the Business, Home and Mobile Phone numbers. Tap on any of the available phone numbers to initiate a call.

---

**IMPORTANT:**

In **UC-only mode** after step 3 you see an extra screen i.e **Choose Device**. Tap on the device from which you wish to perform the call.

---

**NOTICE:** Calls initiated from the **Contacts** tab, start as voice calls. Video can be added by both parties once the call is active.

---

### 3.8.3 How to Make Call Using Search

How to find and call a phone number using 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 field.

---

**NOTICE:**

The search feature is dynamic, i.e the relevant results appears while you are typing.

---

---

**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.

---

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

---

**NOTICE:**

Only the available phone numbers are displayed here, otherwise the fields are blank.

---

## 3.9 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 and over the cellular network or an integrated solution at any other device you prefer.

In the **Integrated Configuration**, when somebody calls you, you will receive the call on your preferred device. As we discussed in the [How to Choose your Preferred Device](#) on page 30 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 one of the following as your preferred device:

- **Auto-Pilot** - OpenScape Voice automatically tries to find you in the Wi-Fi client, desk or cell phone without any other configuration required.
- **Work Phone** - OpenScape Voice automatically tries to find you at your Desk Phone.
- **OpenScape Mobile** - OpenScape Voice automatically tries to find you at your Wi-Fi phone.

In the **UC-only Configuration**, while receiving a call, your device rings but you can not answer the call on your Wi-Fi device. In the device's application notification bar which is on the top of the screen, you can see the details of the incoming call and tap one of your available devices through which you wish to answer the call.

### 3.9.1 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 appears on your screen. The name of the contact is displayed on the top of the screen and the green and red phone buttons are available at the bottom of your screen. To answer a call on your Wi-Fi device you have to do the following:

#### Step by Step

Tap on the green **Phone** button to answer the call and then proceed with the following:

- a) If your device is locked when a new call arrives the display is turned on and the device rings (or vibrates, 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 can change the destination of the call to that of your Wi-Fi device from the application notifications area.

---

#### NOTICE:

For more information on how to move calls please refer to the [Moving Calls](#) chapter in this document.

---

#### NOTICE:

Before answering your incoming call, you can choose from which device you want to answer it through the Android notification area.

---

- c) If you receive a video call or a request for adding video during an ongoing voice call then:
- a) • Tap **Yes** to accept the incoming video and respond with your own video.
  - Tap **Yes, but don't send my video** to accept the video without sending your own video back to the calling party (one-way video call).
  - Tap **No, thanks** to reject the video (voice-only call).

---

**NOTICE:**

Once video call is established, the transmitting video is shown at the bottom left corner of the screen.

---

The following call control option is supported during a video call:

- **Camera switch button** - tap to switch between front- or rear-facing camera.

## 4 Using Voice-Only Configuration

The Voice-Only OpenScape Mobile Pro V10 configuration is connected to OpenScape Voice via SBC. In this configuration your OpenScape Mobile Pro application is not connected to the Façade Server. This means, that you can not use the UC features that are available in OpenScape Mobile Pro Integrated and UC-Only configurations like access to UC contacts, Call History list etc.

In the Voice-Only configuration you have three main tabs in your navigation bar:

- **Call History**
- **Contacts**
- **User**
- **Settings**

In the Voice-only mode you can initiate calls over Wi-Fi or Cellural Network. You can also use Voicemail messages, move calls, transfer calls and handle the rest of the call features, available in OpenScape Mobile Pro V10.

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 an OpenScape Mobile pro call comes in, your Android device 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 V10 icon and then unlock your phone when prompted.

If you leave the OpenScape Mobile Pro application while you are on an OpenScape Mobile Pro V10 call, you can retrieve it from the android notification area in order to return to it just like standard, cellular phone calls.

### 4.1 Call History

The first tab of your **OpenScape Mobile Pro V10 Voice-Only** interface is the **Call History** tab. From this tab you can access all your call history entries and you can dial a number by tapping the phone icon.

For more information regarding the **Call History** tab, please refer to [Call History](#) section of the Integrated or UC-only configuration chapter.

### 4.2 User

The second tab on your main navigation bar, is the **User** tab. From here you can view your account's information, sign in/out, modify your account's details and administer your voice mail.

---

**NOTICE:**

The **Presence** and **Devices** sections in the Voice-Only configuration are grayed out, and are only configurable in the Integrated and UC-Only modes.

---

For more information about the **User** tab please refer to the subchapter in the chapter [Using Integrated or UC-only Configurations](#).

## 4.3 Settings

The last tab on the main navigation bar, is **Settings**. In this tab, you can access information about your account and customize your app's settings according to your needs.

For more information, please refer to chapter [Settings](#).

## 4.4 Making a Call

Making calls directly through your Wi-Fi device is supported in the Voice-only configuration. You can initiate a call in this configuration by using the **Dialpad** tab.



### CAUTION:

Do not use OpenScape Mobile Pro to make emergency calls; use your cell phone instead, as it provides 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, sees your desk phone number as the calling number.

---

### NOTICE:

If the 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 without VoIP. The term "desk phone" is used to describe your OpenScape Voice IP phone (typically an OpenStage or OptiPoint desktop phone).

### 4.4.1 How to Make a Call Using Dialpad

In the Voice-Only mode you can make a call using **Dialpad**. The process is similar to the Integrated and UC-only modes, so you can see step by step information in chapter [How to make Call using Search](#).

## 4.5 Receiving a Call

In Voice-Only mode, SBC automatically tries 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 analyzed:

- 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 do not answer, the call is sent to your desk phone
  - If you do not answer, the call is forwarded to your desk phone's voice mail box (if 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 do not answer, the call is sent to your cell phone (optionally controlled via configuration)
  - If you do not answer, the call is forwarded to your desk phone's voice mail box (if configured) or your cell phone voice mail box (if configured), depending upon which one answers the call first.

---

### IMPORTANT:

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

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

---

The time range for the “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.

### 4.5.1 How to Answer Calls on your Wi-Fi Device

In Voice-Only mode, when you receive a new call the Wi-Fi device presents the OpenScape Mobile Pro screen whether the application is on the foreground or not, just like it would normally do in a normal call on your Android phone. A step by step guide on how to handle a call on your Wi-Fi device has been described on the 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. More specifically, this chapter includes information about the three different OpenScape Mobile Pro configurations, i.e Integrated, UC-only and Voice-only, and 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 understand 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 Android phone native application. The term "desk phone" is used to describe your OpenScape Voice IP phone (typically an OpenStage or OptiPoint desktop phone).



---

**CAUTION:**

Do not use OpenScape Mobile Pro to make emergency calls; use your cell phone instead, as it provides 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, sees your desk phone number as the calling number.

---

---

**NOTICE:**

Android devices' native keypad, contacts and journal do not offer an option to initiate a video call. To make a video call, start a voice call and then add video. It is possible to start video calls from OpenScape Mobile Pro (through **Call History** and **Dialpad**), 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, which is connected to an OpenScape Voice V9 or above, loses Wi-Fi connectivity, it enters the **Callback Mode**. In this mode,

OpenScape Mobile Pro sends a request to OpenScape Voice to call your cell phone. Once you answer with your cell phone number, the destination is called.

The destination does 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 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 **Call History** and choose a name/number from the call log.
  - Tap **Contacts** and choose a name/number .
- 2) OpenScape Mobile Pro will request OpenScape Voice to call back your cell phone.

## 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 an integrated solution at any other device you prefer.

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

- If you are configured for Voice-Only, SBC automatically tries 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, OpenScape Voice automatically tries 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 enabled and the client logs off from the OpenScape Mobile Pro application.

---

The following rules are used to try to reach you over Wi-Fi, at your desk, over the cellular network or an integrated solution at any other device you prefer. In subsequent sections, you 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 do not answer, the call is sent to your desk phone
  - If you do not answer, the call is forwarded to your desk phone's voice mail box (if 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 do not answer, the call is sent to your cell phone (optionally controlled via configuration)
  - If you do not answer, the call is forwarded to your desk phone voice mail box (if configured) or your cell phone's voice mail box (if configured), depending upon which one answers the call first.

---

**IMPORTANT:**

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

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

---

The time range for the “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 do not answer, the call is forwarded to your desk phone's voice mail box (if 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 do not answer, the call is forwarded to your desk phone's voice mail box (if 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.

---

## 5.2.1 Changing Where you Can be Reached

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 while OpenScape Mobile Pro routing is not executed. Incoming calls are routed to the selected device. (However a call can still be moved 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 and not to the selected preferred device.

---

**NOTICE:**

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

---

To see more information about how to change your preferred device, that is the device which you wish to be reached at, see section [How to Choose your Preferred Device](#) on page 30.

## 5.2.2 Changing How Much Time Each Device Rings

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. By default, these durations are 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 ringing time of a call 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 is 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 a Wi-Fi phone, all incoming calls from the Hunt Group are routed there.

---

**NOTICE:**

If the option for Immediate Call Forwarding or DND is activated, then the call is not 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 returns 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 dialpad).

---

**NOTICE:**

There is also 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, another number through the **Call History** log, another contact through the **Contacts** list, another number through the **Dialpad**, or a list of recently used devices. The **Move**  button indicates that a call can be moved.

---

**NOTICE:**

You can not 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, 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 reveal a new screen with additional options about call moving, tap **More...** and then choose one of the following options:
  - Tap **Move History** to select from a list of recently used devices.
  - Tap **Device List** to choose from a list of preferred devices (UC-Only and Integrated configurations).
  - Tap **UC Contacts** to choose from one of your contacts connected with UC (Integrated and UC-Only configurations).
  - Tap **UC Call History** to choose a name/number from the **Call History** log (Integrated and UC-Only configurations).
  - Tap **Dialpad** to enter a number and tap **Call** to move the call to that number.

---

#### NOTICE:

The **More...** button presents only those additional options that are useful to the current situation and your specific configuration. For example in the Voice-Only configuration , in the **More...** screen some buttons connecting to UC connected option, are greyed out.

---

## 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 continue the call, tap the down arrow to expand the notification bar.
- 2) To pull the call from the device in use, choose one of the following options:
  - Tap the **Wi-Fi device** icon.
  - Touch and hold the highlighted "last used device" and slide it to the W-Fi device. Release the slider when you get there.

The call moves to the device that you wanted to continue the call.

### 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 **Call History** log, **Contacts** list, the **Dialpad**, or a list of recently used devices). The **green phone**  icon in the phone's notification bar indicates that a call can be moved.

#### Step by Step

- 1) To display the call selection screen:
  - On the notification bar of your Android device the **Move Call** option is visible.
- 2) To move the call to the Wi-Fi device, cell phone or the last used device:
  - Tap **Move Call** from the notifications bar to access a new window with the caller's name and number (if available) and the **Select call target** section with icons of your available devices.
  - Tap on any of your available devices to move the call there.Your call moves to the another device or cell phone.

### 5.3.4 How to Move a Call from the Cell Phone to another Device

You can move a call from your cell phone to your Wi-Fi device, 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 your Android phone:
  - Press the **Home** button and then tap the **OpenScape Mobile Pro** icon (to bring it to the foreground), or slide down the notifications bar and then tap the **OpenScape Mobile Pro** icon.
- 2) To move the call to the Wi-Fi device, desk phone or the last used device:
  - Tap the new destination of the call.Your call moves to the another device or desk phone.

### 5.3.5 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 your Android phone:
  - Slide down to expand the notification bar.
- 2) To move the call to the desk phone:
  - Tap **Move Call** from the notifications bar to access a new window with the caller's name and number (if available) and the **Select call target** section with icons of your available devices.
  - Tap on any of your available devices.

Your call moves to the desk phone.
- 3) To move the call to any other device tap **More...** and then choose one of the following options:

---

#### 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.

---

- Tap **Move History** to select from a list of recently used devices.
  - Tap **Device List** to select one of the available devices.  
(UC-Only and Integrated configurations)
  - Tap **UC Call History** to choose a name/number from the **Call History** log  
(UC-Only and Integrated configurations).
  - Tap **UC Contacts** to choose a name/number from your Contact's list  
(UC-Only and Integrated configurations).
  - Tap **Dialpad**, enter the number, and tap **Call**
- Your call moves to the another device.

### 5.3.6 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, press the **Back** button on your Android phone to go back to the original call screen. If you have slide down the notifications bar on your Android phone and have decided against moving the call, slide up again.

## 5.3.7 When Calls Cannot be Moved

### 5.3.7.1 Specific Scenarios

In the following specific scenarios the calls can not 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 are not allowed to move the call until the call reverts back to a simple (two-party) call. More Specifically, after the other participants leave the conference and you are left with only one other person in that call, you can move the 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 are not 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 are 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 the MLHG Pilot DN is not provisioned with the following features: Call Transfer, CSTA Access, One Number Service (ONS status must be set to **Inbound and Outbound**), then the calls that are received from the queue (via the pilot number) can not 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 can not 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. During 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.

- **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 configuration for "*Large Conferencing*" (i.e., station-controlled conference).

## 5.4 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 Android 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 will appear while your OSMO 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.

---

## 5.5 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 Dialpad. 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.

---

The 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 to be increased because it's overriding the OpenScape Mobile Pro routing timer. In this case, contact your System Administrator.

---

## 5.5.1 How to Transfer a Call

### Step by Step

1) From the **Call in progress** screen:

- On an Android phone, tap **More...** and then tap **Transfer to...**

---

**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 Android tablet, tap **Transfer to...**

2) Choose one of the following options to transfer the call:

- Tap **UC Contacts** to choose a name/number from your contacts list.
- Tap **UC Call History** to choose a name/number from the call log.
- Tap **Dialpad** to enter the number and tap the green phone call icon.

## 5.6 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 your Android phone'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.

## 5.7 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 not 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 OpenScape Mobile Wi-Fi device, due to auto-pilot routing, operates as if the call was sent to a 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 is possible.

---

### 5.7.1 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 can not 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 operate in the same manner for a diverted call 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.

---

### 5.8 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, you need to turn it 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) Toggle audio between the mobile device's speaker and bluetooth devices.

## 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).

---

#### NOTICE:

Not available in the UC-Only configuration.

---

#### Step by Step

- 1) To connect to the voicemail server on your Android phone:
  - Swipe down to expand the notification bar and then tap on the OpenScape Mobile Pro voicemail notification.
- 2) If you have a password for entering your voicemails, use the **Dialpad** 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 **Settings** tab where you can access information about your account and customize your app's settings according to your needs. In addition, in this tab you can configure the application to connect to the OpenScape Voice Server (Voice-Only configurations) or SBC (UC-Only or Integrated configurations).

You can use the **Settings** tab to:

- Manage **Application Settings**.

You can manage your app's **Permissions**, **Features** as well as **Advanced** options and settings.

- Manage your **Mobile Data Network** settings.

You can restrict cell data connections and **Use Wi-Fi Only**, **Allow VoIP calls** and manage other **Advanced Network Settings**.

- View **Notices and Disclaimers**.

You can view the **About** section, **Privacy Policy**, **End User License Agreement**, **Third-Party Components**, **Emergency Calls Disclaimer** as well as the **OpenScape Mobile Pro User Guide**.

### 6.1 Application Settings

The first section in your **Settings** tab is the **Application Settings**. In this section you can see the following:

- **Permissions**

Here you can view and manage your app's permissions.

- **Features**

Here you can configure your voicemail, call forwarding settings and edit your move history through the options:

- Clear Move History
- Voicemail
- Call Forwarding

- **Advanced**

Here you can administer more advanced options and settings. This section has the following subsections:

- UC Options (only configurable in UC-Only and Integrated configurations)
- Ringtones
- Call Progress Tones
- More Options
- Certificate Management
- Logging

For more information, please refer to [Advanced Settings](#).

## 6.1.1 How to Manage App's Permissions

OpenScape Mobile Pro requires access to certain parts of your Android device to work properly, such as your phone status or microphone, but it needs your permission before doing so. When the app wants to use a permission for the first time, it will pop up a request message, and you can allow or deny the permission at that time. You can manage your app's permissions later if you change your mind.

You can view and manage your app's permissions directly from OpenScape Mobile Pro or from your device's Settings app. You can do this even if you are not signed in to the app.

The following permissions are available:

- Phone state (Required): Allows the app to access the phone for making calls.
- Microphone (Required): Allows the app to access the microphone for calls.
- Location: Allows the app to access your location. If this permission is not granted, active calls may drop during network changes.
- Camera: Allows the app to access the camera for calls. An application restart is required for the permission to take effect, if application is already on.
- Bluetooth devices: Allows the app to use nearby Bluetooth devices to control calls.
- Contacts: Allows the app to access your device contacts list.
- Draw over other apps: Allows the app to display on top of other apps that you are using.

---

**NOTICE:** If any of the required permissions is denied, you cannot sign in to OpenScape Mobile Pro.

---

Follow the steps below to view and manage your app's permissions directly from OpenScape Mobile Pro:

### Step by Step

- 1) In OpenScape Mobile Pro, navigate to **Settings**.
- 2) Under **Application Settings**, tap **Permissions**.  
All available permission are displayed in a list.  
Each one has a slider that can be ON (green) or OFF (gray). If the slider is ON, it means the app is granted the respective permission, otherwise, it is not.
- 3) Tap on a permission to change it.
- 4) If you tap on the **Draw over other apps** permission, it will open the Settings app on your Android device in the **Display over other apps** page. Tap **OpenScape Mobile Pro**, then set the **Allow over other apps** slider to ON or OFF according to your needs.
- 5) If you tap on a permission other than **Draw over other apps** and this permission is not yet granted, it will pop up a request message. Allow or deny the permission according to your needs.
- 6) If you tap on a permission other than **Draw over other apps** and this permission is already granted, it will open the Settings app on your Android

device in the **App info** page. Tap **App permissions**, locate the permission you are interested in and choose between the available options.

### Next steps

If you have been navigated away of the OpenScape Mobile Pro app, tap the back arrow until you return to the app.

## 6.1.2 How to Clear Move History

Follow the steps below to clear your move history:

### Step by Step

- 1) In OpenScape Mobile Pro, navigate to **Settings**.
- 2) Under **Application Settings**, tap **Features**.
- 3) Tap **Clear Move History**.

After taping **Clear Move History**, the message *Move History has been cleared* appears on your screen.

## 6.1.3 How to Configure Voicemail

Follow the steps below to configure your voicemail:

### Step by Step

- 1) In OpenScape Mobile Pro, navigate to **Settings**.
- 2) Under **Application Settings**, tap **Features > Voicemail**.
- 3) Check the **Voicemail 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.)

- 4) Tap **Voicemail Override** to override your voicemail and enter a value to the pop-up text box.

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#).

- 5) Tap **OK**

Once you have entered a value in the text box and press **OK**, the *Enabled* indication appears below **Voicemail Override**.

## 6.1.4 How to Configure 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.

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:

**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.

---

### Step by Step

- 1) In OpenScape Mobile Pro, navigate to **Settings**.
- 2) Under **Application Settings**, tap **Features > Call Forwarding**.
- 3) Configure one or all of the following variations (each destination may be different):
  - a) **All** - Tap to turn on and then tap **Call forwarding all Destination** field to bring up the keypad.

---

**NOTICE:** If **All** is enabled the settings for **Busy** and **No Reply** will be ignored.

---

- b) **Busy** - Tap to turn on and then tap **Destination** field to bring up the keypad.
- c) **No Reply** - Tap to turn on and then tap **Destination** field to bring up the keypad.

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

## 6.1.5 How to 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 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.

## 6.2 Mobile Data Network Settings

This section allows you to configure settings regarding the use of your mobile data network by the OpenScape Mobile Pro application. In this section you can see the following options:

- **Use Wi-Fi Only**

When you enable this option, OpenScape Mobile Pro will connect to the server only when your Android device is connected to a Wi-Fi network. This means that you will not be able to use OpenScape Mobile Pro features like initiating or receiving a call when you are connected to the internet via your cell data (e.g., 3G, 4G).

- **Allow VoIP calls**

When you enable this option you will be able to make and receive VoIP calls.

- **Advanced Network Settings**

In this group of settings, you can select the way OpenScape Mobile Pro connects to networks for VoIP or data.

---

**NOTICE:** You can configure advanced network settings only when the following options are enabled, i.e., the respective sliders are set to ON (green):

- **Allow VoIP calls**
- **SIP Push notifications**, available under **Settings > Advanced**.

Otherwise, the **Advanced Network Settings** option will be grayed out and disabled.

---

### 6.2.1 How to Configure Advanced Network Settings

You can manage your app's advanced network settings and select how OpenScape Mobile Pro connects to networks for VoIP or data.

#### Prerequisites

- You have enabled **Allow VoIP calls** under **Settings**.
- You have enabled **SIP Push notifications** under **Settings > Advanced**.

#### Step by Step

- 1) In OpenScape Mobile Pro, navigate to **Settings**.
- 2) Under **Mobile Data Network**, tap **Advanced Network Settings**.

3) Set the available sliders to ON (green) or OFF (gray) according to your needs to enable or disable the respective options. The following options are available:

- **Prefer Wi-Fi**

Enable this option if you want OpenScape Mobile Pro to attempt to connect to a Wi-Fi network, with fallback to cellular data networks when Wi-Fi is not available or turned off.

- **Prefer Cellular Data**

Enable this option if you want OpenScape Mobile Pro to attempt to connect to cellular data networks, with fallback to Wi-Fi when a cellular data network is not available.

- **Cellular only**

Enable this option if you want OpenScape Mobile Pro to only connect to cellular data networks.

Only up to one option can be enabled at a time. When all options are disabled, your Android device will decide how OpenScape Mobile Pro will connect to networks.

---

**NOTICE:** The options **Prefer Cellular Data** and **Cellular only** can be only used once you have enabled **Developer Options > Mobile data always active** on your Android device. Otherwise, those two options will be grayed out and disabled and the message `Enable "Developer Options" > Mobile data always on` will be displayed above them.

If you have enabled **Developer options** on your Android device but the **Mobile data always active** option is not yet enabled, then by tapping on the aforementioned message, you will be redirected to the **Developer options** screen on your device. From there, you can enable the **Mobile data always active**.

After enabling **Developer Options > Mobile data always active** on your Android device, you need to sign out and sign in again into OpenScape Mobile Pro before being able to use the advanced network settings **Prefer Cellular Data** and **Cellular only**.

---

## 6.3 Notices and Disclaimers

In this section you can see important information regarding the OpenScape Mobile Pro application:

- **About** - Information about the application like the OpenScape Mobile Pro, Facade sever, UC server versions and copyright disclaimers.
- **End User License Agreement** - The full end user license agreement.
- **Third Party Components** - Information about third party software, licenses expat, etc.
- **Emergency Calls Disclaimer** - A disclaimer regarding emergency calls.



**CAUTION:**

Do not use OpenScape Mobile Pro to make emergency calls; use your cell phone instead, as it provides more accurate location information to the emergency response center. Emergency calls made with OpenScape Mobile Pro may be routed to the incorrect response center.

- **OpenScape Mobile Pro User Guide** - User guide of OpenScape Mobile Pro on Android devices.

## 6.4 Advanced Settings

The Advanced settings section gives you access to a new screen with many options and settings.

### 6.4.1 UC Options

UC options refer only to the UC-only and Integrated configurations.

- **UC 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 enabled OpenScape Mobile Pro asks you what device 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).

### 6.4.2 Ringtones

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 **Ringtones** 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).

---

- 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 and the calling party number is located in the Contacts list (Phone Address Book) having pre-configured ringtone set, then the OpenScape Mobile Pro application plays that pre-configured ringtone until the call is answered or cleared before

answered. Otherwise, the current OpenScape Mobile Pro specific ringtone is played.

### 6.4.3 Call Progress Tones

Tap **Country Specific Tones** 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. The default value is *Germany*.

### 6.4.4 More Options

- **SIP Push Notifications**

When this option is enabled OpenScape Mobile Pro enables Push Notifications for VoIP calls.

---

**NOTICE:**

This options requires the server port of Android Push Notifications.

---

- **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*

- **Call Through Cell Prompt**

When this option is enabled OpenScape Mobile Pro asks 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 disabled by default).

- **Disable Call Quality Warnings**

When this option is enabled OpenScape Mobile Pro does not 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**).

- **Device Specific Options**

Here you can make special configurations that have to do with your device:

- **Cell auto-answer:** Enabling this makes your device to automatically answer when a call is moved to cell phone.

---

**NOTICE:**

Some devices do not support consistently this function.

---

- **Speaker Correction:** Enabling this option may correct your device's speaker volume problems.

- **Disable Screen Lock:** Enable this option may correct speech deterioration upon screen lock, if your devices faces this issue.

## 6.4.5 Certificate Management

This section is about the certificates of the OpenScape Mobile Pro application. More specifically, as far the certificates are concerned, you can configure the following:

- **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 enabled by default.)

---

**IMPORTANT:**

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

---

- **Certificates**

Displays all Client certificates that have been installed in the OpenScape Mobile Pro application keychain.

## 6.4.6 Logging

- **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).

- **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 the status of the Wi-Fi connection and information related to the calls (when started, when ended, who called and 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 and then sent to an e-mail address automatically configured to be your technical support (usually your System Administrator)
- **Log Level** - Here you can choose the level of logging you want the application to perform. You can choose between **Disabled**, **Minimum**, **Medium** or **Maximum**.

## 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 OpenScape Façade server and 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/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 is 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 Android devices.

For details, consult the manual of your device or your system administrator.

---

#### Step by Step

- 1) Open the 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 Android device.
- 4) Tap **Install now** to proceed with the Root CA Certificate installation.  
After tapping **Install now** you are prompted to enter the password for the Root certificate that was sent in the separate e-mail, by the system administrator.
- 5) Fill in the **password** field and tap **Next**.  
The status (**Trusted** or **Verified**) of the installed Root CA certificate is displayed in the notification screen.
- 6) Tap **Done** button on the upper right-hand corner of the notification screen.

The Root CA certificate is now installed on your Android 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 your Android device.

### Step by Step

- 1) Go to the **Home** screen.
- 2) Tap **Settings > Additional Settings > Privacy > Trusted credentials**.
- 3) Find the **System** tab and tap on it.

All CA installed certificates 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 > Additional Settings > Privacy > Trusted credentials**.
- 3) Find the **System** tab and tap on it.

All CA certificates that have been installed are displayed here.

- 4) Tap the Root CA certificate name you wish to remove.  
The certificate's details are displayed.
- 5) On the Details screen, tap on the **Disable** button.  
A new pop-up window asks to confirm the Root CA certificate deletion, since it may interfere the settings on the Android device.
- 6) Tap **OK** to proceed with the Root CA Certificate deletion.

The user-installed CA certificate is now removed permanently from the Android device and must be re-installed if it is needed again.

## 7.2 Client Certificate

OpenScape Mobile Pro provides a mechanism for installing a TLS or MTLS Client certificate, which is issued by a trusted authority, in order to authenticate the client (OpenScape Mobile Pro) 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 authenticating the client party too.

---

### 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, the 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 was 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 OpenScape Mobile Pro user receives the second e-mail with the password that allows decrypting the private key in the certificate while importing the certificate.

Root CA Certificate is installed in the Android device's storage following the procedures described in the section "[How to Install a Root CA Certificate](#)".

---

### NOTICE:

The step-by-step process of installing the Root Certificate also depends to the Android device you are using and is only described roughly here.

For details, consult the manual of your device or your system administrator.

---

### Step by Step

- 1) Open the 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 pops up, showing all applications through which you are allowed to install the certificate.

- 3) Tap the **Open in OpenScape** button.  
OpenScape Mobile prompts you to enter the password for the Client certificate that was sent in the separate e-mail, by the system administrator.
- 4) Fill in the **password** field and tap **OK**.  
A notification confirms that the Client certificate is added to OpenScape Mobile keychain.

The Android 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 **Certificate Management** option.

---

#### NOTICE:

If no Client certificates are installed on the OpenScape Mobile, the option **Certificates Management** does not display any data.

---

A list shows all the installed Client certificates 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 appears just in front of the certificate's name.
- 4) Tap on the red sign.  
**Delete** button appears on the right side of the certificate name.
- 5) Tap **Delete** to delete the selected certificate.

The Client certificate is now 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 was found in the keychain.
  - b) The limit of 5 Client certificates in the keychain was exceeded.
  - c) The imported Client certificate 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) must have a valid Root CA certificate installed in the trusted root CA store and a valid certification path too (i.e. none of the certificates in the certificate path is revoked or its validity period is 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 turn 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**).

---

## 8 Troubleshooting

### 8.1 Diagnostic Messages

Before troubleshooting a problem, check the indication of the connection status in the notification bar. For example if connection to the internet is lost there will be a "No Data connection" or you might see a "Callback mode" message in the OpenScape Mobile Pro notification bar. On an Android phone swipe *down* to expand the notification bar.

For more information about the Diagnostics follow the steps in the following chapter.

#### 8.1.1 How to Display Diagnostics Messages

By accessing **Diagnostics** you can see useful information about the OpenScape Mobile Pro application as well as information that can help you solve issues. To access and display Diagnostics:

##### Step by Step

- 1) In OpenScape Mobile Pro, tap **Settings** and then tap **Advanced**.
- 2) Swipe down in the **Advanced** settings screen and tap **Diagnostics**
- 3) Tap **Status** to display information about your Wi-Fi connection status, server connection status and information about the current versions of Facade and UC Servers. Tap **OK** to get back to the Diagnostics page.
- 4) Tap **Recent Events** from the **Diagnostics** page, to access information about all the recent events regarding the application. This information is also available as a *.txt* file.
  - a) Tap the  icon on the top right corner of the screen and then tap **Start** to start the diagnostics logging process again.
  - b) Tap the  icon on the top right corner of the screen and then tap **Zoom** to zoom in the recent event screen in order to see clearly specific details.
  - c) Tap the  icon on the top right corner of the screen and then tap **End** to end the logging of diagnostics information.
  - d) Tap the Return button on your Android device to return to the original **Diagnostics** screen.
- 5) Tap **Older Events** to display older logging diagnostic information about events regarding the application.
- 6) Tap **SBC Addresses** to display information related to the Session Border Controller.
- 7) Tap **OSV Addresses** to display information related to the OpenScape Voice.

## 8.2 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:

- Indication with the text " **Network quality is poor** " represents poor quality of the audio/video calls
- Indication 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 Diagnostics.

---

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.

## 8.3 Troubleshooting Specific Issues

### 8.3.1 OpenScape Mobile Pro Loses Connection to the Server while in Wi-Fi Mode

You may face the issue that some calls ring in the Wi-Fi device while some other calls ring directly to the desk phone. A likely reason for this, is an unstable Wi-Fi connection. The device may be able to connect to the Wi-Fi network, but may lose the connection from time to time. 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 connects 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 in **Settings > Advanced > Diagnostics > Status**. That indicates a flickering connection.

Please note that the **Route Calls to Cell** function is only active when Auto-Pilot is enabled and the client logs off from the OpenScape Pro application.

---

**NOTICE:**

This information is only available when OpenScape Mobile Pro is on and receiving Wi-Fi events. When it's off, the fields are removed from the screen.

---

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**NOTICE:**

Cell phone charges may apply for the call, depending on your carrier.

---

### 8.3.2 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 Android-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 Android is or not connected to Wi-Fi.

The first place to look is the notification bar. The state of the Android Wi-Fi connection is displayed there using the standard **Wi-Fi** icon. The more bars shown, the stronger the signal. An OpenScape Mobile Pro notification bar indicates the state the OpenScape Mobile Pro is.

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 it on.
- 5) Choose a network from the list (all those in range are given), then enter the network password (if asked) and tap **Connect**. Upon connection to that network, the **Wi-Fi** icon will appear in the notification bar.

### 8.3.3 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 [OpenScape Mobile Pro loses Connection to the Server while in Wi-Fi Mode](#) for instructions to identify an unstable connection.

### 8.3.4 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 tries to reach you at the desk phone or 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, if the caller is not using one of these supported codecs, the Wi-Fi call is rejected and then is diverted to the desk phone. If the call is not answered also by the desk phone, then is deflected to cell phone (if configured) or voice mail. The Wi-Fi call is rejected with a SIP error, indicating that no compatible codec was found to answer the call.

### 8.3.5 Cannot Change the Ringtone

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

### 8.3.6 OpenScape Mobile Pro does not Show Option to Move a Call

#### 8.3.6.1 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 are not allowed to move the call until the call reverts back to a simple (two-party) call. More specifically, after the other participants leave the conference and you are left with only one other person in that call, you can move the 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 are 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) can not 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 can not 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 configuration for “*Large Conferencing*” (i.e., station-controlled conference).

### 8.3.7 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, and usually occurs 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.

### 8.3.8 First Call after Device is Turned On Takes Several Seconds to Ring, Sometimes Goes Directly to Desk Phone

After turning on the Android device, the first call takes a long time to ring or goes directly to the desk phone. This happens because the Android 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.

### 8.3.9 OpenScape Mobile Pro is not Showing the Contacts Stored in my Device

OpenScape Mobile Pro is not able to see the device's contacts.

In the Android 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** > **Permissions** > **Permissions**.
- 3) Tap **Contacts** and scroll down until you find OpenScape Mobile Pro.
- 4) Tap **OpenScape Mobile Pro** to turn it on.

### 8.3.10 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.

In the Android operating system, the native "Do Not Disturb" settings apply only to cell phone calls. Other applications are prevented from accessing that setting.

## 8.4 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) In OpenScape Mobile Pro, tap **Advanced** in the **Settings** screen.
- 2) Tap **Log File Management** to bring up the list of log files.
- 3) Tap the **⋮** icon and then tap **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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## 9 Security Checklist

Contact your System Administrator to determine what security measures you must employ on your mobile device or refer to the OpenScape Mobile Pro, Security Checklist.

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