



A MITEL  
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GUIDE

# Mitel OpenScape Mobile

Mitel OpenScape Mobile Pro V10, Android Devices

User Guide

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# 1 Introduction

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

## OpenScape Mobile Pro Features

With OpenScape Mobile Pro:

- you can make and receive VoIP calls using your OpenScape Mobile subscriber number via WiFi or Cellular Data connection
- you can choose the device to receive your calls: any preferred device, corporate voice mail
- you can be reached using just the one number assigned to your desk phone (outgoing calls see only that one identity)
- the best method to reach you is seamlessly and automatically chosen: Wi-Fi network, desk phone, or cell phone
- you can move calls between your Wi-Fi, desk, or cell phone and other devices as many times as needed
- you can access Mitel OpenScape UC features like Presence Status, Directory contacts and Chat features over Wi-Fi and data connections (3G, 4G, etc.).

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

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

OpenScape Mobile Pro is available in the following three configurations:

### OpenScape Mobile Pro - Integrated (Full)

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

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

The latest version also supports connection with Mitel OpenScape 4000.

### OpenScape Mobile Pro - UC-only

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

### OpenScape Mobile Pro - Voice-only

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

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

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

### Related Documentation

The following technical documentation is available in HTML and PDF:

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

## 2 Getting Started

This section describes the basic steps and configurations that you will need in order to get started with OpenScape Mobile Pro V10 for Android devices.

### 2.1 Set Up OpenScape Mobile Pro

#### Prerequisites

- You must be running Android Lollipop 5.0 (API 20) or later. Earlier versions are not supported.
- You must have acquired your OpenScape Mobile Pro credentials and server address from your system's administrator.

#### How to do the first registration with "Allow VoIP calls":

- **Option 1:** Always use a Wi-Fi hotspot network for the **first** login/registration to the system. After the first login and registration to the system, **you are free to toggle "Allow VoIP calls" switch without a problem.**
- **Option 2:** In case you are not able to do the very first registration via Wi-Fi, you can still do it via Mobile Data **but the option "Allow VoIP calls" should be enabled before you turn ON** the switch.
- **Option 3:** In case you forgot to enable the option "Allow VoIP calls" before turning on the switch and you are on Mobile Data, then you have to turn the application OFF and ON again with the "Allow VoIP calls" switch ON this time.

Follow the steps below to set up OpenScape Mobile Pro:

#### Step by Step

- 1) Open the application, and enter the following information (contact your System Administrator if necessary):
  - a) **Subscriber**
  - b) **Password**
  - c) **Server Address**

IP or server hostname address should be preceded by `http://` or `https://` as defined by your System Administrator.
  - d) **Cell Number**

Enter your cell number if you wish to receive incoming or callback calls in your cell number.
- 2) Configure the necessary permissions required for the application via your Android Settings section in your device and allow OpenScape Mobile Pro to access your:
  - Microphone
  - Contacts
  - Location
  - Camera

## 2.2 Your Connection Status

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

This indication of your mode/connection state is displayed in the application's notification area.

## 2.3 Select your Presence Status

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

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**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.

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To change your **Presence status**, navigate to **User > Presence** and select one of the available options under **Choose your Presence**.

## 2.4 Select your Preferred Device

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

### Step by Step

- 1) Navigate to **User > Devices** in the main application interface
- 2) Select one of the available devices under **Select device**.
- 3) Check the **Preferred Device** box and tap **OK**.

## 2.5 Make a Call

You can make a call via:

- Call History
- Contacts
- Chat

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

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### NOTICE:

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

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### **Outgoing Call prompt**

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

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

### **SIP URI Call**

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

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

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

## **2.6 Receive a Call**

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

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

OpenScape Mobile Pro provides you with the following configuration options:

#### **1. Auto-Pilot**

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

#### **2. Work Phone**

Calls are routed first to your office phone.

#### **3. OpenScape Mobile**

Calls are routed first to your mobile device.

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

#### **Callback Mode:**

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

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

## 2.7 Start a Chat

### Step by Step

- 1) In the **Chat** tab, tap on the **+** button and tap **Create Chat**.
- 2) Search in the contacts list, select one or more contacts and tap **Done**.

If you select more than one contacts, you will initiate 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.

## 2.8 Start a Conference

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

### Step by Step

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

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

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### NOTICE:

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

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## 3 OpenScape Mobile Features

### 3.1 Main Interface

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

- **Call History**

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

- **Contacts**

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

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

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

- **Chat**

A list of your chat conversations.

- **Conference**

- **User**

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

- **Sign in**
- **Account**
- **Presence**
- **Devices**
- **Rules**
- **Voicemail**

- **Settings**

### 3.2 General Call Control

#### 3.2.1 Move a Call

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

#### Prerequisites

You have an ongoing call.

**Step by Step**

- 1) Tap the **Move** button.

You are presented with a list of options to select from, e.g., devices, contacts etc.

- 2) To move the call to the cell or desk phone or the last used device tap on one of these options.

Your call moves to the new destination

- 3) To move the call to any other device, tap **More...** and select that device.

**NOTICE:**

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

**3.2.2 Transfer a Call**

A call (received via OpenScape PBX) that is currently in progress on your WiFi device, desk phone, or cell phone can be transferred to either someone you have recently talked to, someone on your Contacts list, or a number you enter from the dialpad.

**Prerequisites**

You have an ongoing call.

**Step by Step**

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

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

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

**3.2.3 Callback mode**

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

### 3.2.4 Use a Bluetooth Device

OpenScape Mobile Pro uses a bluetooth device to make and receive calls when it is connected. There is no need to manually select bluetooth when making and receiving a call.

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

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**NOTICE:**

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

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## 3.3 Contacts

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

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

### 3.3.1 Create Contacts or Groups of Contacts

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

#### Step by Step

- 1) In OpenScape Mobile Pro, tap **Contacts**.
- 2) Select one of the available options:
  - Tap  to create a new contact, then enter contact's details.
  - Tap  to create a new group of contacts, then enter a group title and add people to the group.

#### Next steps

You can view your contacts groups, by selecting the desired group from the groups drop-down list.

You can also tap  to search for certain contacts in all available groups.

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

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

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

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### 3.3.2 Communicate with Contacts

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

#### Step by Step

- 1) In OpenScape Mobile Pro, tap **Contacts**.
- 2) Search for or scroll through your 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.

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

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- Tap  to chat with your contact.

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

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### 3.3.3 Communicate with Groups

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

#### Step by Step

- 1) In OpenScape Mobile Pro, tap **Contacts**.
- 2) 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.

### 3.3.4 Display and Sort Order of Contacts

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

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

## 3.4 Chat

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

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

### 3.4.1 Forward a Message

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

#### Step by Step

- 1) 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 **+** and select **Create Chat** from the pop-up menu.
  - 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 or keep the suggested one, then tap **OK**.

### 3.4.2 Chat Attachments

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

To send an attachment in a chat message, tap  at the 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.

#### 3.4.2.1 Download Chat Attachments

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).

### 3.4.3 Chat Options

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

From there you can select one of the following options:

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

### 3.5 Screen Sharing

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

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

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**NOTICE:**

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

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

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

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**NOTICE:**

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

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## 3.6 Settings

### 3.6.1 Account Settings

These are the settings configured during the installation of OpenScape Mobile Pro. For more information please refer to section [Getting Started](#) or contact your system administrator.

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

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

In the **Account** screen, you can populate your **Subscriber**, **Server Address** and **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.

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

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

#### Voicemail Access

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

#### Voicemail Override

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

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

but enter 3 pauses to give the system about 10 seconds to respond (e.g., 15615556789,,,1234#).

### 3.6.3 Call Forwarding

OpenScape Mobile Pro is able to activate and de-activate forwarding of calls. Calls to your desk phone will be forwarded to the number you have chosen.

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

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

- **All** - Calls intended for the subscriber are redirected to another destination.
- **Busy** - Calls intended for the subscriber are redirected to another destination when both the subscriber's desk phone and mobile device are in use.
- **No Reply** - Calls intended for the subscriber are redirected to another destination if the call is not answered within 12 seconds (configurable by your System Administrator).

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

### 3.6.4 Set a Rule

A Rule is a pre-defined routing setting for handling your calls. (Details provided in *OpenScape UC Application Web Client User Guide*.)

#### Prerequisites

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

#### Step by Step

- 1) In OpenScape Mobile Pro, tap **User** then tap **Rules**.
- 2) Tap the rule you wish to activate (or deactivate).
- 3) Tap **Save** to activate (deactivate) the selected rule.

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

## 3.7 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.

## OpenScape Mobile Features

By default, the OpenScape Mobile Pro devices communicate to these servers: the Mitel OpenScape Façade server, Mitel OpenScape Session Border Controller (SBC).

The OpenScape Mobile Pro Application uses the following certificates:

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

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

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**NOTICE:** For more information about how to import a Root CA certificate, refer to section *Client Certificate*, in *Mitel OpenScape Mobile Pro V10, Android Devices, Extended Guide*.

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