

managedIP Hosted—Android Mobile

User Guide

Table of Contents

1	About managedIP Hosted for Android Mobile	3
2	Get Started	3
2.1	Installation	3
2.2	Sign In	3
3	Main Tabs	4
4	Contacts	5
4.1	Contact Card	5
4.2	Add Contacts	6
4.3	Edit	6
4.4	Filters	7
5	Availability	8
6	Instant Messaging	10
6.1	Chat Tab	10
6.2	Chat	10
6.3	Group Chat (Ad Hoc Rooms)	11
7	Audio and Video Calls	12
7.1	Dial Pad Tab	12
7.1.1	VoIP Calling Mode	12
7.2	Make Audio or Video Calls	13
7.3	Answer Call	13
7.4	In Call Actions	14
7.5	Missed Calls and New Messages	14
7.6	Message Waiting Indicator and Voice Mail Access	14
7.7	Business Line Call-Through	15
7.8	Contact Name Lookup for Incoming Calls and Call Logs	15
7.9	N-Way Calling (Conference)	15
7.10	Call Waiting	16
7.11	New Call	16



managedIP Hosted—Android Mobile

User Guide

7.12	Call Transfer	16
7.13	Call Pull	16
7.14	Call Park	16
7.15	Mid-Call Controls for Circuit Switched Business Calls	17
7.16	Swipe Between Chat and Audio/ Video Communication Views.....	17
7.17	Seamless Call Handover for VoIP Calls.....	17
8	Call History	18
9	Side Navigation	19
9.1	My Status	19
9.2	Call Settings.....	20
9.2.1	Do Not Disturb.....	20
9.2.2	Call Forwarding.....	21
9.2.3	Remote Office	21
9.2.4	Block My Caller ID	21
9.2.5	Anywhere.....	21
9.3	Preferences	22
9.3.1	Troubleshooting	22
9.3.2	Automatic Sign In	22
9.4	About	23
9.5	Help Page	23
9.6	Sign Out	23
10	My Room	23
11	Search	24
12	Multi-Device Support	24
13	Other Features	24
13.1	Version Control	24
13.2	Privacy Management	25
13.3	Firewalls and Network Address Translations.....	25
13.4	Failover and Failback	25
13.5	VoIP QoS.....	25
13.5	Push Notifications for Calls.....	25
	Acronyms and Abbreviations	26



managedIP Hosted—Android Mobile

User Guide

1 ABOUT MANAGEDIP HOSTED FOR ANDROID MOBILE

managedIP Hosted for Android provides the following communication features:

Instant Messaging and Presence (IM&P)
Voice Calling (VoIP)
Voice Calling (Circuit Switched)
Video Calling
managedIP Call Settings

2 GET STARTED

This section contains the essential information for getting started with managedIP Hosted.


2.1 Installation

Android clients can be downloaded from Google Play.

2.2 Sign In

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

- 1) Enter your managedIP user name and password.
- 2) Select whether you would like the application to remember your password.
- 3) Select whether you would like the application to sign you in automatically on subsequent launches.
- 4) Tap **Sign In**.

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

A pop-up dialog about emergency calls and an option to update your emergency location will appear on the *Sign In* screen.

With basic sign-in, there are two options on the emergency call pop-up:

- Ok – Sign-in completes and the user can use the client.
- Cancel – Sign-in is canceled and the user is returned in the *Sign In* screen.



managedIP Hosted—Android Mobile

User Guide

3 MAIN TABS

When you start the application for the first time, your *Contacts* list is empty. You use the search field to find people and add them to your *Contacts* list. Contacts can also be added manually by tapping the **Add** button.

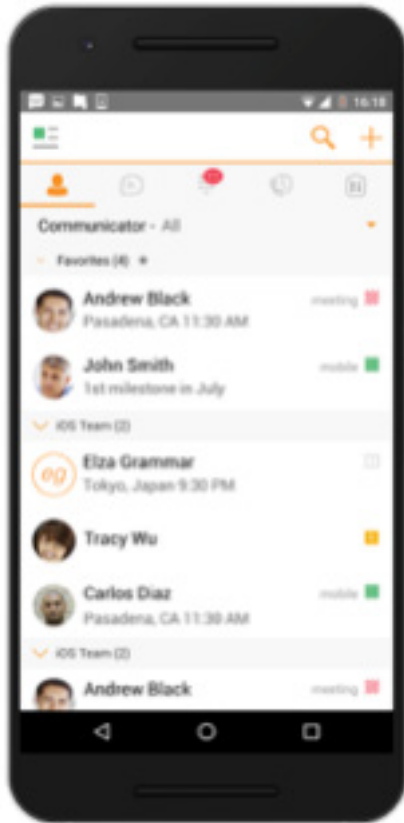







Figure 1

Icon	Description
	Contacts – View your contact list and local contacts or search for directory contacts.
	Chat – View Chat History.
	Dial Pad – Make calls.
	History – View incoming, outgoing, and missed calls.
	My Room – Join your personal room.

The main view contains a number of tabs that present information about the contacts and communications options located on the top bar:

- *Contacts*
- *Chat*
- *Call*
- *History*
- *My Room*

The application default tab is the *Contacts* tab and in the soft phone view, the default tab is the *Directory* tab.



managedIP Hosted—Android Mobile

User Guide

4 CONTACTS

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

- Presence-enabled contacts (internal to your group)
- Non-presence-enabled contacts (external to your group)

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

The Android Mobile client shows contact groups created from the Desktop. Contact groups cannot be created or edited from the Mobile client.

The *Contacts* tab contains the following:

- UC-One Contacts
 - All
 - Online
- Contact Directories
 - Local Address Book
 - Directory

Directory provides the company directory contacts. The Local contact list provides the contacts from the local phone book.

4.1 Contact Card

The contact card displays information about a contact based on the contact type. This includes managedIP Hosted contacts, Local address book contacts, and contacts from directory search results.

The user can initiate a call or chat session directly from the contact card. This includes joining other contact's My Room or dialing a My Room audio bridge from a directory contact search result.

If the contact has an associated email address, then the application supports sending an email to the contact by launching the native email client on the mobile device.



managedIP Hosted—Android Mobile

User Guide

4.2 Add Contacts

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

In the Add Contact screen, enter the contact's information and then select **OK**.

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

Add a conference number by selecting the option *Add Conference* from the plus icon in the left bottom bar. In the Add Conference screen, enter the conference information and then select **OK**. A conference contact is a special contact used for conference bridges to avoid having to remember a PIN code and a conference number, for example, for a recurring conference.

Add a local contact by selecting the *Add Local Contact* option using the plus icon in the left bottom bar. The *Add Local Contact* option opens the native Address Book for adding a new contact in the local phone book.

4.3 Edit

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

- Select *Edit* from action overflow button to open the *Contact Information* dialog box where you can edit information. This works for both presence-enabled and non-presence-enabled contacts.
- Select *Unsubscribe* from action overflow button to remove the presence relationship between you and that contact. This means you do not see the contact's presence information and your contact does not see yours. Select *Subscribe* to re-establish a presence relationship. An unsubscribed contact remains on the *Contacts* list and is always shown as "offline".
- Select *Remove* from action overflow button to remove the contact from your *Contacts list*.



managedIP Hosted—Android Mobile

User Guide

4.4 Filters

There are four contact filters available from the Contacts tab:

- *All* – Shows all presence-enabled and non-presence-enabled contacts.
- *Online* – Shows only the presence-enabled contacts that are currently online.
- *Local Address Book* – Shows the contacts from your local phone book.
- *Directory* – Shows the contacts from a company directory (which requires a search).




managedIP Hosted—Android Mobile











User Guide

5 AVAILABILITY

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

 **NOTE:** Availability can also be referred to as presence status.

Availability means that your contacts are able to see if you are available, for example, "I'm available" or "I'm busy".

Icon	What it means
 available	The green availability icon indicates that the user is online and ready for communication.
 mobile	The green availability icon indicates that the user is online on the managedIP Hosted mobile client and is ready for communication. The icon is accompanied by the text "mobile".
 away	The yellow availability icon indicates that the user is online on their managedIP Hosted client, but has been idle or away from their computer for more than 10 minutes.
 mobile	The yellow availability icon indicates that the user is online on their managedIP Hosted mobile client, but has been idle or away from their computer for more than 10 minutes.
 offline	The gray availability state icon indicates that the user is offline in a call and the only available contact method is calling or leaving a chat message.
 call	The gray availability state icon indicates that the user is offline and the only available contact method is calling or leaving a chat message.
 pending	The question mark indicates that a subscription is pending and the contact has not yet approved sharing their availability.
 busy	The red availability icon indicates that the user is busy and does not want to be disturbed.
 call	This icon indicates that the contact is busy due to a call. This is an automated availability status.
 meeting	This icon indicates that the contact is busy due to a meeting. This is an automated availability status. The <i>Busy – In Call</i> status overrides the <i>Busy – In Meeting</i> status so this icon is only seen when there is a meeting but no call.



managedIP Hosted—Android Mobile

User Guide

You can manually set your own availability by tapping on the availability icon from the status bar in all tabs view. Tapping the availability icon opens the *My status* screen where you can change your avatar, personal message, and availability status.

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

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

If you see the error message, "Chat Unavailable", under any tab, it means that the XMPP connectivity has been lost for chat and availability; however, you can still make calls. In this case, you should contact TDS support at 1-888-850-5915 or verify you are connected to Wi-Fi or cellular data network.

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

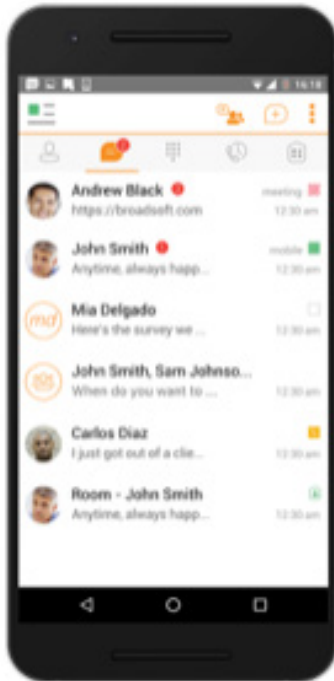


managedIP Hosted—Android Mobile

User Guide

6 INSTANT MESSAGING

6.1 Chat Tab



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

Tapping the name from the *Chat* list opens the *Chat* view (IM view) in the right pane where new messages can be typed. Old messages are also shown.

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

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

Tapping the menu button in the navigation bar displays the Start Group Chat and Mark all read options. The second one removes all notification badges from the *Chat History* list.

Figure 2

6.2 Chat

Start a chat using one of the following methods:

- Tap a contact from the *Contacts* list to open a contact card. From the contact card, choose the chat icon to start a chat.
- Press and hold a contact. Choose chat from the options provided.
- In the *Chat History* list, tap a contact entry to start a chat.
- From search results, tap a contact to open the contact card and then choose the chat icon.

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



managedIP Hosted—Android Mobile


User Guide

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

Smiles can be added to messages by typing the corresponding character codes and by selecting from the smiley icons, (the smiley is displayed graphically in the message area).

6.3 Group Chat (Ad Hoc Rooms)

Start a group chat using one of the following methods:

- In single chat session, tap the add participant icon  to escalate from a single to a group chat.
- In the *Chat History* list, tap a group communication entry to start a group chat.

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

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

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

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

The *Clear History* menu item behaves the same way as the corresponding option in the one-on-one chat and removes the local history.

The **View Participants** button opens a dialog that shows the list of participants in the group chat.

Note that deleting a chat room is not supported.



managedIP Hosted—Android Mobile

User Guide

7 AUDIO AND VIDEO CALLS

7.1 Dial Pad Tab



Figure 3

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

A badge notification appears on the *Dial Pad* tab when there are messages in the voice mail box. The voice mail icon under digit one becomes orange when there are voice mail messages. A long press on digit one connects you with your voice mail box. When there are no voice mail messages in your voice mail box, the icon is gray.

The *Dial Pad* menu can contain three options: VoIP Mode, Pull Call, and Retrieve Call.

7.1.1 VoIP Calling Mode

managedIP Hosted supports an option that allows a user to switch easily between VoIP and Mobile calling modes.

- VoIP calls use WiFi or the carrier data network.
- Mobile calls use the carrier circuit-switched network. Mobile calls leverage Anywhere or managedIP to present the business identity of the user (for more information, see section [7.7 Business Line Call Back and Call Through](#)).

Users can switch between VoIP and Mobile through the *Dial pad* menu. An indication of the currently selected mode is displayed on the Dial pad.

- VoIP Mode On:
 - Outgoing and incoming calls use VoIP over WiFi or data network.
 - managedIP Anywhere or Mobility location for the device is disabled.



managedIP Hosted—Android Mobile

User Guide





- VoIP Mode Off:
 - Outgoing and incoming calls use the mobile circuit-switched network.
 - When an Anywhere or managedIP location for the device is enabled, outgoing calls are performed with Call Through or Call Back. Incoming calls are delivered via the managedIP Anywhere or managedIP location.

VoIP calls over the carrier data network are dependent on the quality of the network and may incur additional charges. As such, there are options for an operator or end user to disable VoIP calls over the carrier data network (3G, 4G, or LTE) if needed. Users can control this behavior in *Call Settings* → *VoIP Calls*. There are two options:

- WiFi only: VoIP calls are allowed only on WiFi.
- All Networks: VoIP calls are allowed only on any data network.

7.2 Make Audio or Video Calls

You can make an audio or video call using one of the following methods:

- Tap a contact from the Contacts list to open a contact card. From the contact card, choose the headset icon  to make an audio call or the video icon  to make a video call.
- From the options provided, after long press on a contact.
- From the search results, tap a contact to open a contact card and choose the audio or video icon or by using the long press options.
- Open the dial pad, enter a phone number, and tap the Call or Video button.
- On the *Call History* list, tap a call entry.
- On the *Chat* screen, tap the headset icon  to make an audio call or the video icon  to make a video call.

7.3 Answer Call

An incoming call is indicated with a ringtone. There are two options on the incoming call screen: *Accept* and *Decline*. If you decline the call, it will continue to ring until your voice mail is reached.



managedIP Hosted—Android Mobile

User Guide

If a user is in the middle of a VoIP call and receives an incoming cellular call, the VoIP call continues while the phone is alerting. Once the cellular call is answered, the VoIP call is put on hold.

7.4 In Call Actions

From the *In Call* screen, you can perform the following actions:



Figure 4

- End a call
- Mute the microphone
- Place a call on hold
- Adjust the volume
- Escalate from audio to video call and downgrade from video to audio call
- Open the dial pad
- Make a new call
- Transfer a call – Attended
- Transfer a call – Unattended
- Make a conference
- Park a call
- Transfer a call to circuit-switched call
- Add more participants (in conference call only)
- Merge two separate calls
- Swap two separate calls
- View participants (on a conference call)

In addition, the user can use the Android back button to leave the *In Call* screen and navigate through the other application screens. Returning to the *In Call* screen is possible through the active call toolbar in UC or the active call notification entry in the Android notification center.

7.5 Missed Calls and New Messages

When you miss a call, the notification bar on the Android device shows a note. By tapping the missed call, you go to the *History* screen. Notifications, for example, missed calls or new messages, are also shown as badges on the tab icons.

7.6 Message Waiting Indicator and Voice Mail Access

If you have pending voice mail messages, then the notification bar on the Android device displays an icon and the message, "You have XX pending voice mail messages". By tapping the voice mail notification, the application dials the voice mail access number directly and you can listen to the voice mail messages.



managedIP Hosted—Android Mobile

User Guide

Voice mail is also accessible with a long press of the dial pad “1” key (similar to how it is on a regular mobile dial pad). If voice mail messages are available, then the “1” key changes color. In addition, a voice mail notification is displayed as a badge on the *Call* tab icon.

The number for new voice mails changes depending on how many are open or are new. The voice mail icon in the notification area has an associated badge that shows the number of new messages.

7.7 Business Line Call-Through

managedIP allows you to originate a circuit-switched call using your business line identity. This is done using the basic Call Back functionality on Anywhere

Call-Through functionality is available if the Anywhere service is assigned to the user and configured with at least one location. Call-Through provides a more natural dialing experience. When a call is placed in this mode, the client communicates transparently with managedIP service to obtain a temporary IP Multimedia Routing Number (IMRN). The client then calls the IMRN and connects the user directly to the destination identifying the call with their business line identity.

Note that Call-Through requires the “Own phone number” setting to be set to the phone number of the mobile device. This number must be set and must also match the number configured in Anywhere in order for Call-Through to work.

7.8 Contact Name Lookup for Incoming Calls and Call Logs

When receiving a call, managedIP Hosted searches for the name in the following sources and in the following order: XMPP contact name, Enterprise directories, Local Contact, *P-Identifier* header (SIP), and *From* header (SIP). If the number matches one of the contacts, the name is shown on the incoming call screen.

7.9 N-Way Calling (Conference)

managedIP Hosted Mobile supports network SIP-based conference calls. While on a two-way audio call, you can add more participants by using the **Conference** button. It opens the Address Book on the device to search for and select the new participant. Once the conference is established, the participants are shown on the *Device* screen.

The other way to create a *Conference* call or to add participants in an existing *Conference* is to make a new, second call and select the *merge* option.



managedIP Hosted—Android Mobile

User Guide

7.10 Call Waiting

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

7.11 New Call

The client supports starting a new call while in an ongoing call. The steps are as follows:

- 1) Establish call with remote party.
- 2) Initiate second call using the new call button.
- 3) Select a contact then choose a number. After the new call is established, the first call is put on hold. You can swap the two calls or merge in a conference call.

7.12 Call Transfer

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

- Attended Transfer – Establish a call with remote party. Select a contact then choose a number. Select the *call first* option. If the call is successfully established, you can talk with the third party privately before completing the transfer by pressing the **Complete** button.
- Unattended Transfer – Establish a call with remote party. Select a contact then choose a number. Select the *Transfer* option and the transfer is completed.

7.13 Call Pull

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

Call Pull button pulls audio only. Users can pull video calls directly by dialing the feature access code *11 and then selecting the video call button.

7.14 Call Park

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

7.15 Mid-Call Controls for Circuit-Switched Business Calls

managedIP provides mid-call control services for business circuit-switched calls. This functionality is available for:

- Call Through and circuit-switched calls initiated from the client via the native phone dialer.
- Incoming circuit-switch calls delivered to the mobile phone via Anywhere, or Remote Office location.



managedIP Hosted—Android Mobile

User Guide

Supported mid-call control services are:

- Hold / Resume
- Transfer
- Conference
- End Call

After initiating a Call-Through call or after receiving a business circuit-switched call, the user can return to the main screen and launch managedIP to the foreground. At this point, the application brings a *Mid-Call Control* screen which can be used to manage the call.

7.16 Swipe Between Chat and Audio/Video Communication Views

managedIP provides the ability to switch between Chat and Audio/Video communications sessions for your own My Room, other users' My Room, and two-way chat. The ability to switch between sessions is indicated by the presence of dots at the bottom of the screen. The user can perform a swipe to switch between the sessions.

7.17 Seamless Call Handover for VoIP Calls

TDS UC for Android Mobile and Tablet clients support seamless call handover for VoIP calls between Wi-Fi and cellular data networks.

If the data connection drops during an ongoing VoIP call, then the application tries to use another data connection, if available, or waits for a configurable period of time, (for example, one minute) for the data connection to be re-established. At that point, the call is retried on the new or re-established connection.

During the transition, there is a beeping sound played to the user and an indication in the user interface that the application is trying to reconnect the call.

Note that if a user has multiple ongoing calls, only the active calls are retrieved after restoring the data connection and the other calls are terminated. In which case, the user is notified about the terminated calls.

A typical use case is when a call is started on a Wi-Fi network in the office and the user leaves the office while on the call. In this case, the call is transferred to the 4G/LTE data network, if one is available.

Another use case is when the device loses data coverage for a brief period of time while the user is on a VoIP call (for example, the user enters an elevator). In this case, the call is recovered when the data connection is re-established, provided it is within the configurable period of time, which is typically one minute.



managedIP Hosted—Android Mobile

User Guide

8 CALL HISTORY

Call history can be accessed from the *History* tab. managedIP saves a call history for all and missed calls.

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

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

Call history makes it easy for you to redial and call back when you miss a call or when you want to dial a contact with whom you have recently spoken.

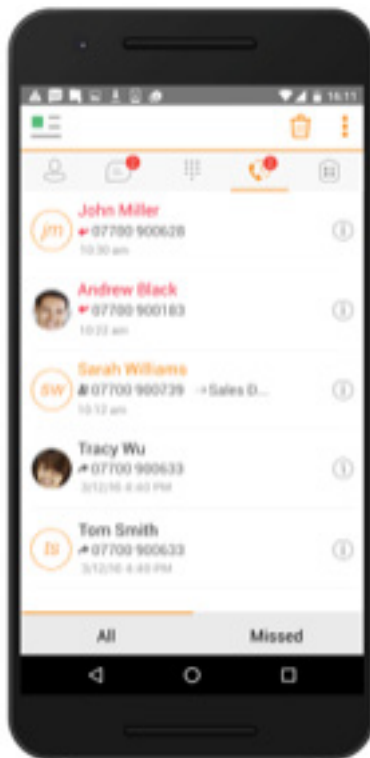


Figure 5

managedIP Hosted—Android Mobile

User Guide

9 SIDE NAVIGATION

The *Side Navigation* contains the following items:

- My status
- Call settings
- Preferences
- About
- Help
- Sign Out

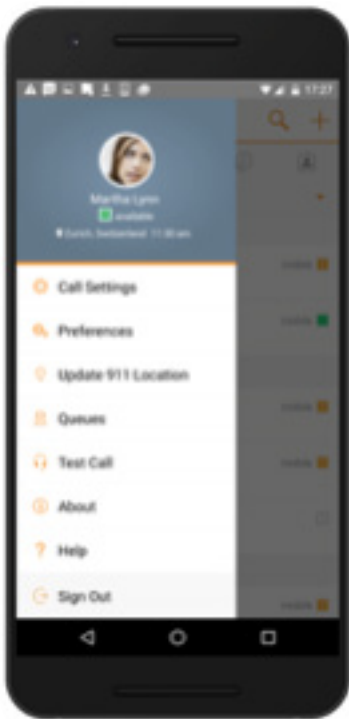



Figure 6

9.1 My Status

You can set your own *availability* by tapping on your personal status from the side navigation. It opens the *My status* screen where you can change your avatar, personal message, and presence status.

 **NOTE:** Availability can also be referred to as presence status.

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



managedIP Hosted—Android Mobile

User Guide

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

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

9.2 Call Settings

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

- Do Not Disturb
- Always forward
- Forward when busy
- Forward when no answer
- Forward when not reachable
- Remote Office
- Block my caller ID
- Anywhere
- Dialing Service
- VoIP Calls
- Simultaneous Ring
- Call Waiting

9.2.1 Do Not Disturb

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



managedIP Hosted—Android Mobile

User Guide

9.2.2 Call Forwarding

By tapping on a different *Call Forward* option, you can enter a number to forward your calls as follows:

Call Forward Always, Busy, or When Unreachable.

9.2.3 Remote Office

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

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

9.2.4 Block My Caller ID

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

9.2.5 Anywhere

Anywhere allows service providers to offer fixed-mobile convergence (FMC) services without additional equipment.

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

Voice call continuity is possible with the ability to move live calls from one device to another without hanging up.

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



managedIP Hosted—Android Mobile

User Guide

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

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

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

9.3 Preferences

The client supports the following preferences:

- Troubleshooting
- Automatic Sign In

9.3.1 Troubleshooting

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

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

- From the Settings button on the *Sign In* screen – This opens the screen that contains the help and troubleshooting-related entries. This can be used before the user has signed in, which is most often for cases when a user has issues with signing in or with connectivity.
- From the *Preferences* screen, accessible from the side navigation. These are available while the user is logged in.

9.3.2 Automatic Sign In

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



managedIP Hosted—Android Mobile

User Guide

9.4 About

The *About* screen includes three sub views:

- Info – The Info view contains short information text, version, copyright, website URL, app ID, and build version.
- License – The License view contains the End User License Agreement.
- Legal Notices – The Legal Notices view contains third parties used by the application.

9.5 Help Page

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

9.6 Sign Out

You can sign out at the bottom of the left-side navigation drawer.

10 MY ROOM

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

My Room is accessible using the My Room icon  in the Tab bar.

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

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

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

You can dial into other contact's *My Room* audio bridge from the directory contact card.



managedIP Hosted—Android Mobile

User Guide

11 SEARCH

The application supports search in managedIP Contacts and Contact Directories. The search is performed in a separate input field in the *Contacts* tab. Depending on the selected filter (All, Online, Local Address Book, or Directories), search results display contacts only from the current selected category.

In addition to results from the Enterprise Directory the search is also performed in several more search sources:

- User's Personal Phone List
- Group's Common Phone List
- Enterprise's Common Phone List

The enhanced search is applied for both contacts searching initiated by the user and when receiving an incoming call, at which point the application performs a search for a display name corresponding to caller's number.

12 MULTI-DEVICE SUPPORT

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

- Chat invitations are sent to all devices. Before the session is accepted, messages are sent to all devices, and once answered, the chat messages go to the device that has sent a reply message.
- Retrieving one's own presence notifications, when another client updates the user's presence. The client updates its own status based on the information it receives from the server.
- Accepting a shared presence invitation in one client is also recognized by another client, and both clients start receiving presence updates.
- A new presence subscription made in one client is recognized in another. If the client receives two presence authorization requests from two or more devices for the same user, it only shows one request to the user.
- Removing a contact from a *Contacts* list in one device is recognized in another client, and the *Contacts* list is updated (that is, the contact is removed) in the other client as well.

13 OTHER FEATURES

13.1 Version Control

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



managedIP Hosted—Android Mobile

User Guide

13.2 Privacy Management

managedIP supports authentication with a user name and password for different services and servers requiring authentication. For convenience, the end user can save a user name and password for different realms.

When the end user adds contacts to the *Contacts* list, these contacts receive a *New Subscriber* dialog asking whether they allow the end user to see their presence.

At any time, the user can edit the presence policies, (which are stored on the server). The user can see all contacts that are allowed to view the user's presence (white list) and users that are not allowed to view the user's presence (blacklist). This feature requires a compatible presence server.

13.3 Firewalls and Network Address Translations

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

13.4 Failover and Failback

The client supports failover and failback mechanisms for all of the used protocols: Xsi, XMPP, and SIP. This feature adds:

- Detect multiple connection endpoints (per protocol)
- Order connection points by priority
- Connect to the highest priority connection point
- Reconnect to the next connection point by priority one (if there is a problem with the primary connection point)
- Provide a failback mechanism to switch back to the primary, (which is the highest priority connection point)

13.5 VoIP QoS

The client has the ability to mark audio and video streams with Differentiated Services Code Point (DSCP) or Type of Service (ToS) flags using the Quality of Service (QoS) capabilities of the network equipment.



managedIP Hosted—Android Mobile

User Guide

13.6 TDS UC supports Push Notifications for Incoming Calls.

The feature leverages support on the platform Application Server to send Push Notifications to mobile applications over Google Cloud Messaging services.

Mobile client applications use Push Notifications to be alerted about incoming calls and accept the call as VoIP.

When there is a new call, the platform sends a push notification to the client, which is presented to the user as either OS-specific visual notification or in the user interface of the client application.

From a user experience standpoint, accepting a call works in the same way for both push-enabled clients and non-push-enabled clients. On Android, the call is presented to the user with an application-specific Incoming Call screen with Answer and Decline buttons.

Outgoing VoIP calls are performed with SIP registration on demand, which is transparent to the user. The SIP registration is done only when the user initiates the VoIP call.

In addition to Push Notifications for new calls, the solution also supports Push Notifications for new voice mail.

ACRONYMS AND ABBREVIATIONS

DSCP	Differentiated Services Code Point
FMC	Fixed-Mobile Convergence
IM&P	Instant Messaging and Presence
IMRN	IP Multimedia Routing Number
IP	Internet Protocol
NAT	Network Address Translation
PIN	Personal Identification Number
QoS	Quality of Service
SBC	Session Border Controller
SIP	Session Initiation Protocol
TN	Telephone Number
ToS	Type of Service
UC	Unified Communications
URL	Uniform Resource Locator
VoIP	Voice Over IP
VPN	Virtual Private Network
XMPP	Extensible Messaging and Presence Protocol
Xsi	Xtended Services Interface

