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1 About managedIP Hosted for iPhone

managedIP Hosted for iPhone provides the following communication features:

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

2 Get Started

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

2.1 Installation

The iPhone client can be downloaded from Apple App Store.

2.2 Sign In

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

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

NOTE: Once user is signed in, the application does not ask again for the username and password until the user signs out. The login is preserved even if the application is terminated or the device is restarted.

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.

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3   Main Tabs

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

Icon	Description
	Contacts – View your contact list and local contacts or search for directory contacts.
	Chat – View Chat History.
	Call – Make calls.
	History – View incoming, outgoing, and missed calls.
	My Room – Join My Room.
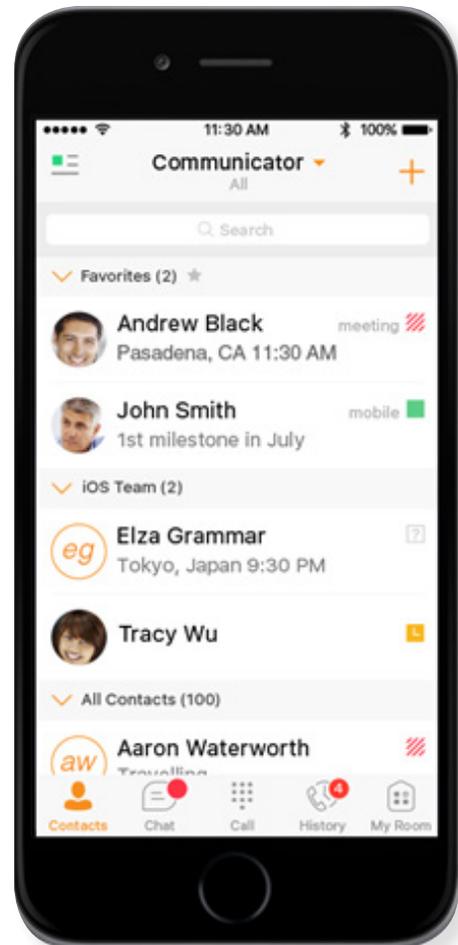
Figure 1 Main View

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

- Contacts
- Chat
- Call
- History
- My Room

The managedIP **Hosted** default tab is the **Contacts** tab and in the soft phone view, thedefault tab is the **Directory** tab.

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4   Contacts

The Contacts list in *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 and it appears at the top of the *Contacts* list in the *Favorites* section.

The iPhone client shows contact groups created from the Desktop or Tablet devices. The contacts groups cannot be created or edited from the iPhone client.

- The *Contacts* tab contains:
- managedIP Hosted 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.

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4.2   Add Contacts

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

In the **Add Contact** screen, enter the contact's information and then click **Done**.

If you receive a contact request invitation, you can ignore or accept it. If you ignore the contact request, you can always share your presence information later by selecting **Subscribe** from the 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 **same** plus icon in the navigation bar by typing a conference number. You can also add a conference number from directory search. A conference contact is a special contact used for conference bridges to avoid having to remember a PIN code and a conference number, for example, for a recurring conference.

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

4.3   Edit Contacts

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

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

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

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

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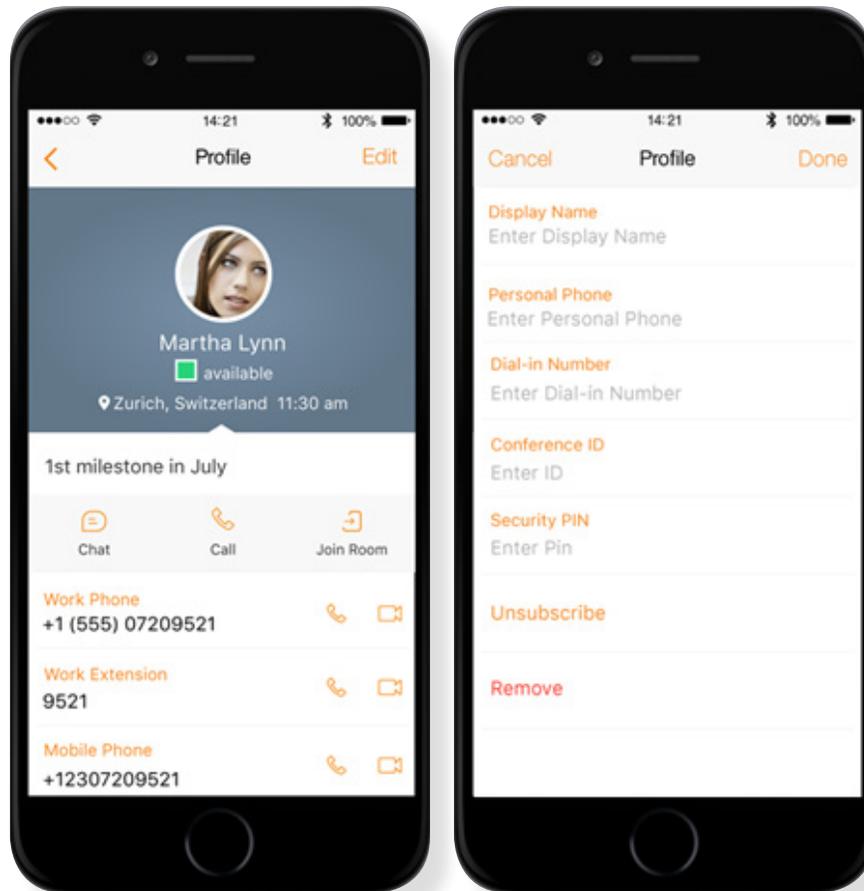
Figure 2 Edit Contact

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).

4.5   Sort and Display Order

The sort and display order for contacts is based on phone settings: **Settings** → **Mail**, **Contacts**, **Calendars** → **Contacts** for iOS 9 and lower, or **Settings** → **Contacts** for iOS 10.

- Display order – display First name or Last name first
- Sort order – sort by First name or Last name
- Short name – format of the name to be used in chat lists

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4.5.1 Local Contacts

Local contacts are ordered in groups by letter, based on the first letter of their display name. There is no further ordering within the group.

All contacts whose display name starts with non-Latin characters are put in the # group.

The display name of a local contact is taken from first name, middle name, and last name. If names are missing, the display name is taken from the JID field.

If all of the above are missing, then the phone number is used for the display name.

5 Availability

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

> **NOTE:** Availability can also be referred to as presence status, which was the term used in previous releases of managedIP Hosted.

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

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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 grey 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 grey 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 Busy – In Call status overrides the Busy – In Meeting status so this icon is only seen when there is a meeting but no call.

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

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

You can enter a status message in 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 availability; however, you can still make calls. In this case, you shouldcontact your service provider.

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

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6 instant Messaging

6.1   Chat Tab
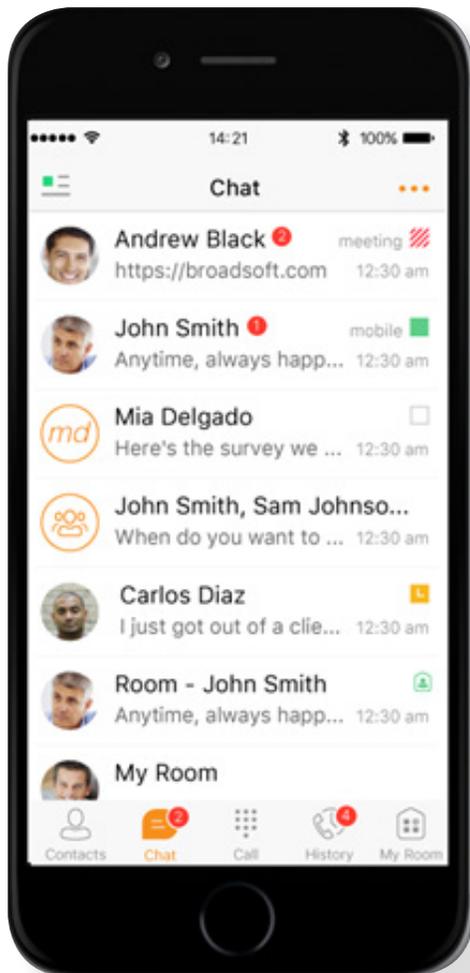
Figure 3 Chat Tab

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

Tapping the name opens the chat view (IM view)

where new messages can be typed. Old messages are also shown.

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

Chats are listed so that the newest ones are always at the top. Chats are not in alphabetical order. Instead, they are listed with the most recent first.

Tapping the menu button in the navigation bar displays the **Start Group Chat** options.

6.2   Chat

Start a chat using one of the following methods:

- From the **Contacts** list, tap a contact to open the contact card. From the contact card, choose the chat bubble icon to start a chat.
- In the **Chat History** list, tap a Chat History entry to start a chat.

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

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

A smiley can be added to a message by typing the corresponding character code or by selecting a smiley icon. The smiley is displayed with its character code in the input text are and graphically in the chat area and when displayed to the remote party.

The text input field in Chat uses autocorrect, auto-cap, and spell check based on system settings. Use the system settings to enable or disable these features.

Upon Clear History, the chat history is removed from the view, but the chat view remains open in case the user wants to continue chatting. If the user navigates back to the chat list, then this specific chat entry is removed from the list because there is no chat history associated with it.

6.3   Group Chat

Start a group chat using one of the following methods:

- In single chat session, tap the add participant icon to escalate from a single to a group chat.
- From the **Chat** tab, tap on the menu icon to select the "start group chat" option.
- In the **Chat History** list, tap a group communication entry to start a group chat.

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

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

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

A user can leave a group chat by selecting the Leave chat option. The chat is marked as "offline" and the user no longer receives messages from the chat. When 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 works the same way as the corresponding option in a one-on-one chat and removes the local history.

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

Deleting a chat room is not supported.

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7 Audio and Video Calls

7.1 Dial Pad Tab

Figure 4 Dial pad Tab

The *Dial Pad* tab displays a dial pad and a text field used to enter numbers. The dial pad is one of the options used to make audio or video calls. There are three buttons below the dial pad: Call, Video call, and Dial pad menu. 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 Pail** box. A long press on the "1" digit connects you to the voice mail box. When there is no voice mail in your voice mail box, no notification badge is shown.

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

7.1.1 VoIP Calling Mode

managedIP Hosted Mobile 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** to present the business identity of the user (for more information, see section *7.7 Business Line Call-Throughs*).

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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.
    - The Anywhere location for the device is disabled.

- VoIP Mode Off:
    - Outgoing and incoming calls use the mobile circuit-switched network.
    - The Anywhere location for the device is enabled. Outgoing calls are performed with Call-Through. Incoming calls are delivered via Anywhere.

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

7.2   Make Audio or Video Calls

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

- Choose a contact from contact list and tap on the headset icon   for an audio call or the video icon   for a video call.

- From search results, open a contact card and tap on the headset icon   for an audio call or the video icon   to perform a video call.

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

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

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

7.3   Answer Call

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

If user is in the middle of a VoIP call and receives an incoming cellular call, the VoIP call is put on hold right away before answering/declining it.

If the iOS device (iPhone or iPad) is locked and there is an incoming VoIP call, a notification is displayed to the user on the locked screen, accompanied with an alerting sound and vibration.

If the device is in silent mode, the notification is visible until the call is answered locally, answered on another location, or redirected to voice mail or another number, or after a predefined timeout.

The incoming call ring volume when the application is in background is controlled by the Ringer volume when the phone is unlocked. The volume of the incoming call ring when theapplication is in foreground is controlled only during active alerting of an incoming call.

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7.4   In Call Actions
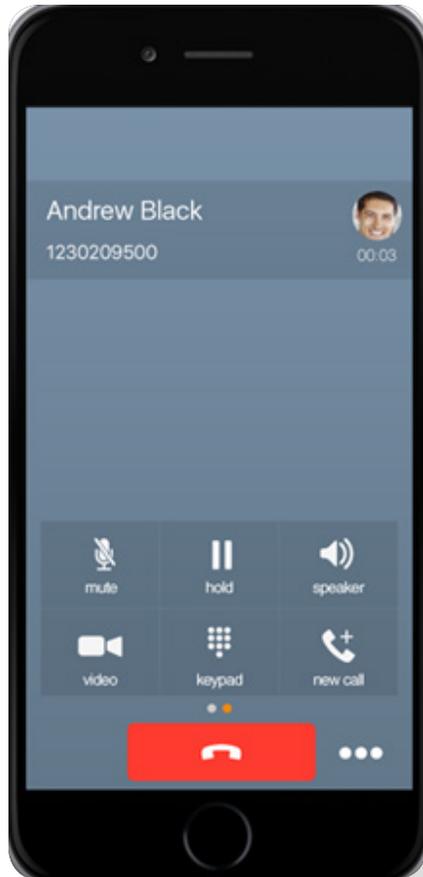
Figure 5 in Call Screen

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

- End a call
- Mute the microphone
- Enable / Disable Speaker*
- Open the key pad
- Adjust the volume
- Escalate from an audio to video call and downgrade from a video to audio call
- Place a call on hold
- 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)

* During a video call, the audio output is automatically switched to speaker-only mode.

7.5   Missed Calls and New Messages

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

7.6   Message Waiting Indicator and Voice Mail Access

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

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

7.7 Business Line Call-Throughs

managedIP Hosted allows you to originate a circuit-switched call using your business line identity. This is done using the basic functionality available with 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 the managedIP service to obtain a temporary IP Multimedia Routing Number (IMRN). The client then calls the IMRN and connects you directly to the destination identifying the call with your business line identity.

Note that Call-Through requires "My Phone number" on iOS (or "Own phone number" on Android) local 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.

In order to provide a better user experience (UX), the client creates a temporary contact in the native phonebook for the destination telephone number but configured with the temporary IMRN as a number. If a contact has an entry in the local phonebook, then the name is also copied into this new temporary contact. By doing this, the user receives visual feedback from the phone's native dialer that the correct person is being reached even though the phone is dialing a managedIP service number (or IMRN).

Note that nothing can be done for the phone's native call log. That is, the user sees in the phone's native call log all the IMRN numbers with no indication of the actual destinationnumber being called. The user must access the *Call History* via the managedIP Hosted application to see the actual destination number that was called.

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.

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7.9 Call Waiting

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

7.10 N-Way Calling (Conference)

managedIP Hosted 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 to an existing Conference is to make a second new call and then select the **merge** option.

7.11 New Call

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

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

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 a 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 a remote party. Select a contact and 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 Hosted. If the user has an active call on the desk phone, then this call can be transferred seamlessly to the mobile phone using 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.

The Call Pull button pulls audio only.

> **NOTE:** Call Pull is not possible when there is an ongoing circuit-switched call on the iPhone. This is regardless if the circuit-switched call is mobile (personal) or business (anchored in web portal).Call Pull requires initiating a VoIP call and iOS initiating a VoIP call during a circuit-switched call.

7.14 Call Park

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

7.15 Mid-Call Controls for Circuit-switched Business Calls

managedIP Hosted Mobile 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.

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 Hosted to the foreground. At this point, the application brings a Mid-Call Control screen (shown in the previous figure) which can be used to manage the call.

For Call-Through outgoing calls, managedIP Hosted for iOS displays a local notification after the remote party accepts the call with information that the user can click on the notification in order to return to managedIP Hosted and control the call.

7.16 Swipe Between Chat and Audio/Video Communication Views

managedIP Hosted provides the ability to switch between Chat and Audio/Video communications sessions for My Room, other users' My Room, and two-way chat. The ability to switch between sessions is indicated by the 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

The iPhone application supports 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 anther 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 WiFi 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.

8. CallKit

Starting with iOS 10, TDS UC supports integration with the iPhone UI using the CallKit Framework. This integration enables the functionality described in the following subsections.

8.1   Answer Incoming VoIP Call on Locked Screen

When an incoming VoIP call is received and the device is locked, iOS shows the native incoming call screen with the caller ID, avatar, and the "TDS UC Audio" label.

Sliding the device lock establishes the call with no additional interaction required. You are not required to enter the device unlock code if such is set.

You can perform basic mid-call control functions from the native screen. For advanced mid-call control functionality, you must activate the application by using the application button on the native screen. Entering the device lock code, if set, is required at that point.

Incoming calls are always accepted as audio. You have the option on the native In Call screen to add video. Upon adding video from the native incoming screen and unlocking the phone, the application comes to foreground with the video call enabled.

If you do not want to accept the call, you can tap the power button once to silence the call, and twice to reject it.

8.2   Answer Incoming VoIP Call on Unlocked Screen

When an incoming VoIP call is received while the device is unlocked and the application is either in foreground or background, you are notified with the iOS native incoming call screen, which shows the caller ID, avatar, and the "Application Audio" label.

You can answer the call using the Accept button, which opens the application In Call screen.

8.3   Receive Second Incoming (Call Waiting)

When an incoming native circuit-switched (CS) call is received during an ongoing VoIP call, you are notified with the iOS native incoming call screen, which shows the caller ID and avatar of the new calling party. You have the choice to hold the current call and answer, or end the current call and answer or decline the new call to voice mail. Upon accepting the new call, the previous call is put on hold. You have the option to swap between the calls or to end any or both of them.

The same behavior is applicable to receiving an incoming VoIP call during a native CS call, or receiving a second VoIP call.

8.4   Integration with Native Contacts and Call History

VoIP calls made with the application are shown in the native Call History ("Recents"). Selecting such a call entry in the Call History initiates the call with the application.

Calls can also be initiated directly from the contact profile of an Address Book entry. Long press on the call or video button in a contact profile opens a list of calling options which includes TDS UC.

If the last call to a contact has been handled by the TDS UC application, the call button in the profile changes to "TDS UC".

9   Call History

The client supports displaying basic Call History.

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managedIP Hosted can also show information about Hunt Groups and call duration, which is only available as part of enhanced call logs.

From the segmented controls, the Call History can be set to show all or 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, a red arrow means missed, and a green group icon means hunt group). It also shows the name, number, and Unavailable status for the caller. Below the name it shows the number, if available, and below the number, it shows the date and time of the call.

In the Call Details screen the user can find information about the duration of the call.

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.
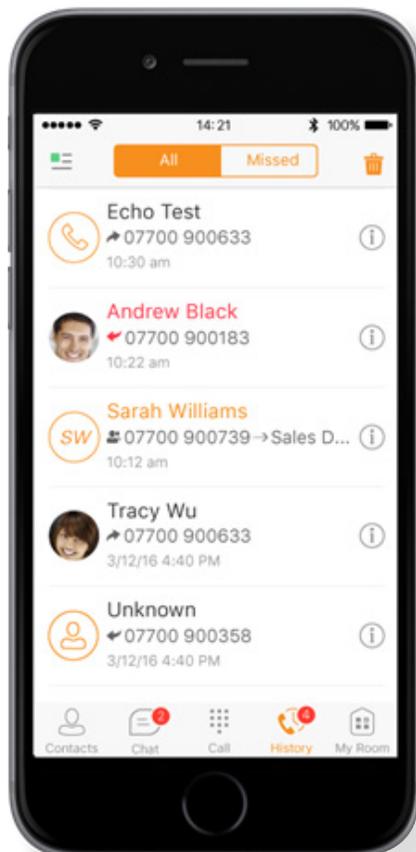
Figure 6 in Call History

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10 Side Navigation

The side navigation contains the following items:

- **My status**
- **Call Settings**
- **Preferences**
- **About**
- **Help**
- **Sign Out**
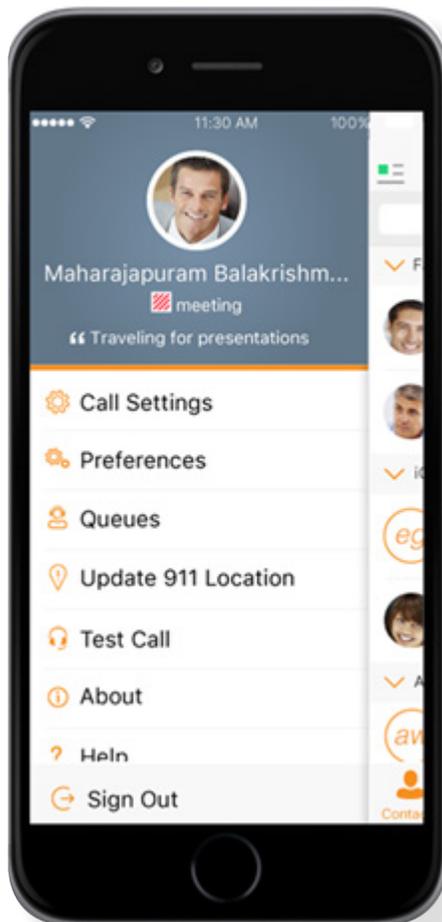
Figure 7 Side Navigation

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10.1 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 availability status.

> **NOTE: Availability** can also be referred to as presence status, which was the term used in previous versions of managedIP Hosted.

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.

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 availability; however, you can still make calls. In this case, you should contact your TDS support at 1-888-850-5915 or check your Wi-Fi connection.

10.2 Call Settings

The client supports the following service management features, allowing supplementary services to be turned on or off using the native client **Call Settings** screen:

Call Options

- VoIP Call
- Block My Caller ID
- Dialing Service
- iPhone Number

Call Forwarding

- When Not Reachable
- When Busy
- Always
- When No Answer
- Do Not Disturb

Incoming Calls

- Simultaneous Ring
- Remote Office
- Anywhere

10.2.1　Call Forwarding

By tapping on a different Call Forward option, you can enter a number to forward your calls as follows: Call Forward Always, When Busy, When No Answer, or When Not Reachable.

10.2.2　Do Not Disturb

When you activate this service, all calls are sent to voice mail or busy setting.

10.2.3　Anywhere

Anywhere allows service providers to offer fixed-mobile covergence (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.

Select "Prevent Diverting" to prevent a call 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).

10.2.4　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.

10.3 Preferences

The client supports the following preferences:

- Language
- Troubleshooting
- Remember Password
- Sign in automatically

The preferences available through Sign In screen are as follows:

- Language
- Version
- Device ID
- Help
- About
- Troubleshooting

10.3.1   Troubleshooing

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. This is available while the user is logged in.

Troubleshooting options:

- Console Logging – Option for getting logs in a development environment. The device should be connected to a PC/MAC and the logs to appear real-time in the console.
- File Logging – Saves logs to the device memory for subsequent sending by email.
- XMPP Logging – Includes IM&P-related information (XMPP stanzas) in the logs.
- Other Logging – Includes additional logs different from XMPP.
- PN logging – Includes push notification related information (only when push notifications are enabled).
- Crash Reporting – Sends crash logs to crash report.
- Display Diagnostic Info in Calls – Displays information about ongoing calls like the codec type.

10.4 About

The *About* screen includes three sub views:

- Info – The Info view contains short info 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.

10.5 Help Page

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

10.6 Sign Out

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

11 My Room

My Room is an always available and permanent room 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). All **My Room** sessions start as chats but a call can be added to the session while in progress.

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

You can dial into others contact's **My Room** audio bridge from the directory contact card. Participants cannot see who is actively typing during chat.

12 managedIP Hosted and iPhone Settings

From iPhone Settings → managedIP Hosted the user can allow managedIP Hosted to access:

- Contacts
- Microphone
- Notifications
- Cellular Data

It is recommended that managedIP Hosted have access to all of the resources in the previous list.

In addition, the user can configure the type of notifications they want to get.

- Allow Notifications
- Show in Notification Center
- Sounds
- Badge App Icon
- Show on Lock Screen

It is recommended for all of the items in the previous list to be enabled. In addition, it is recommended to configure the option **Alert style when unlocked** to "Alerts".

13 Search

managedIP Hosted supports search in 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 upon receiving an incoming call, and searching for a display name corresponding to an unknown number.

managedIP Hosted for iOS also supports search in an LDAP-compatible directory like Microsoft Exchange. If the device email and contact applications are synchronized with Microsoft Exchange or a compatible email provider, managedIP Hosted can look up contacts from the directory Global Address List (GAL). This search is available through Contacts, Local Address Book, All Contacts with Groups, Groups, and GAL.

14 Multi-Device Support

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

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

15 Other Features

15.1 Version Control

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

15.2 Privacy Management

managedIP Hosted 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.

15.3 Firewall and NATs

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

15.4 Failover and Failback

The client supports failover and failback mechanisms for all used protocols: Xsi, XMPP, and SIP. This feature is used to:

- 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).

15.5 VoIP Quality of Service

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.

16 Push Notifications

16.1 Push Notifications for Incoming Calls

TDS UC introduces support for Push Notifications for Incoming Calls.

Mobile client applications use Push Notifications to get alerts for incoming calls and for accepting calls as VoIP.

When there is new call, a Push Notification is sent to the client, which is presented to the user as either platform-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 iOS, when the client is in the background, the call is presented to the user with an iOS-specific local notification (alert or banner). When the client is in the foreground, the call is presented 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.

> **NOTE:** When using Push Notifications for calls and Apple Watch, notifications go to the iPhone or the Apple Watch, depending on the device that is being used. When there is an incoming call and the phone is locked, the notification is only shown on the watch. The user can see the notification on the watch but cannot pick up the call from the watch. For more information, see the following Apple support document: https://support.apple.com/en-us/HT204791.

16.2 Push Notifications for Chat Messages

TDS UC introduces support for Push Notifications for Chat Messages.

Mobile client applications use Push Notifications to get alerted for incoming messages and chat invitations.

When there is a new message, a Push Notification is sent to the client, which is presented to the user as either a platform-specific visual notification or in the user interface of the client application.

The following functionality is supported with Push Notifications:

- Receiving one-on-one messages.
- Receiving My Room and chat invitations.

> **NOTE:** Receiving Push Notifications when the application is not running: A user can decide to explicitly remove the application from memory by swiping it, at which point the application is no longer running in the background.

Push Notifications for incoming calls and one-on-one messages are received even if the client application is not running, provided that the user has signed in and registered for Push Notifications before the application is removed from memory.

The following types of Push Notifications and functionality require the application to be running:

Push Notifications for invitations into My Room or group chats, as well as ongoing communication in a chat room require the client application to be running either in the background or foreground.

In addition, the application icon badge for unread conversations is updated only if the application is running in the background.

managedIP HOSTED—iPHONE

User Guide

Acronyms and Abbreviations

DSCP   Differentiated Services Code Point

FMC   Fixed-Mobile Covergence

GAL   Global Address List

IM&P   Instant Messaging and Presence

IMRN   IP Multimedia Routing Number

IP   Internet Protocol

JID   Jabber Identifier

LTE   Long Term Evolution

NAT   Network Address Translation

PIN   Personal Identification Number

QoS   Quality of Service

SBC   Session Border Controller

SIP   Session Initiation Protocol

URL   Uniform Resource Locator

UX   User Experience

VM   Voice Mail

VoIP   Voice Over IP

XMPP   Extensible Messaging and Presence Protocol

Xsi   Xtended Services Interface