IMX Mobile for Android User guide

Introduction

IMX Mobile is a client application developed for the android phones. It is designed to complement our suite of Unified Communications applications which are marketed on the eTellicom IMX and Siemens HiPath OpenScape Office system.

IMX Mobile is a Unified Communications client application and it only works with our server, combined with the PBX system. It can't be used in stand-alone mode. IMX Mobile is available to our existing and future customer base via the Android Market.

IMX Mobile communicates with our server applications using a proprietary protocol. For security purposes, the user's mobile number must be entered using the desktop clients (myPortal/VisualFone, myPortal For Outlook/VisualOutlook, etc.), or by administrator in our web-admin page.

We sincerely hope IMX Mobile will provide the user with the rich functionality enjoyed by the desktop clients.

Features

Mobile client for the eTellicom IMX System, Siemens HiPath OpenScape Office HX, MX and LX platforms.   eTellicom now delivers the feature-rich myPortal desktop functionality to your phone.

Change office presence

Built-in SIP phone

CallMe function

Full call control functions (Answer/Hangup/Hold/Unhold/Transfer/Recording/Redirect)

Move call between mobile and desk phone without interruption (IMX platform only)

Real-time view of internal contacts' presence

Favourites

View/listen to voice mail messages

Call History

Search in your PBX directories and local mobile contacts

Conferencing

Instant messaging
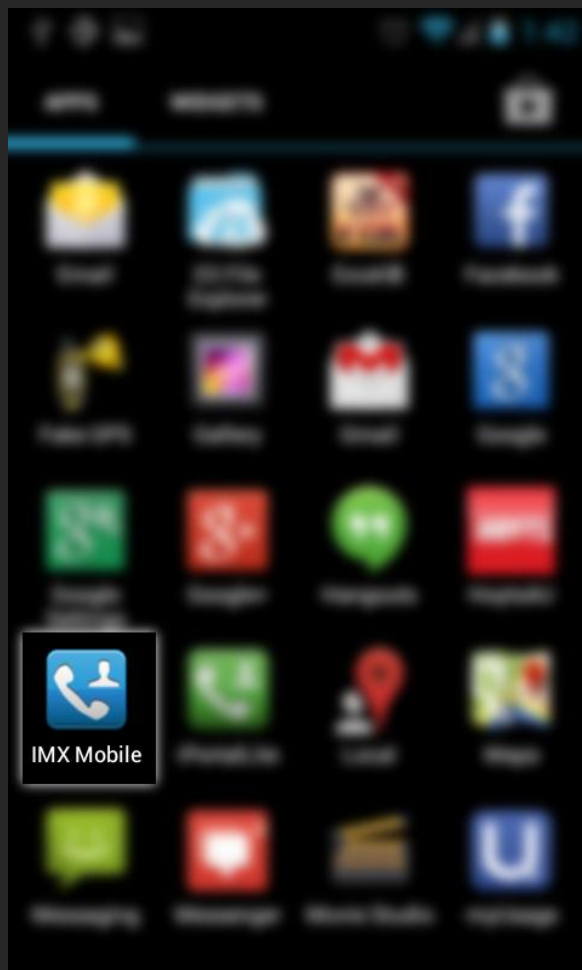
Prerequisites:

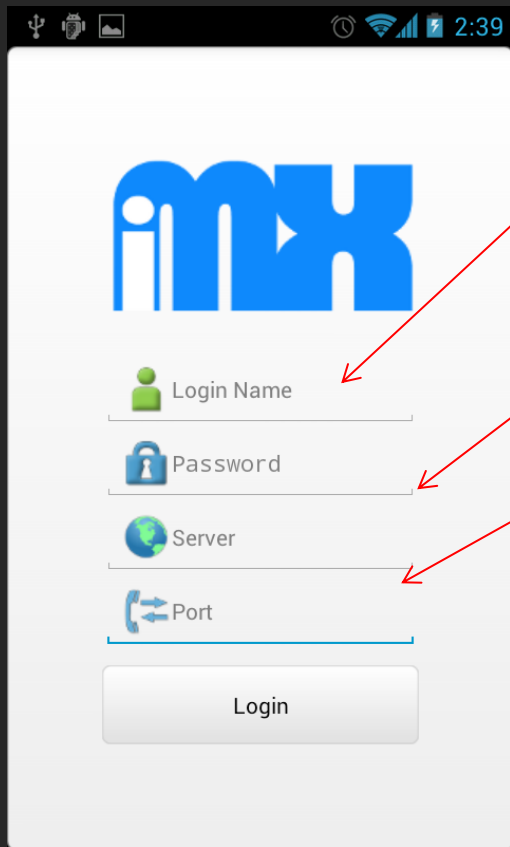Server versions:

eTellicom IMX R1 On demand, any version

Siemens MX V2 Released after 18 July 2011

Siemens MX/LX V3 OSO_V3_R1.2.0_025_APIMG3.10.025

Siemens OSO HX V2 SOIMG1.42.002_V2_R4.2.002

After installing the IMX Mobile application to the phone, find the green IMX Mobile icon and click it to input the login Details.

Enter your user name as provided by your system administrator. This is typically your extension number
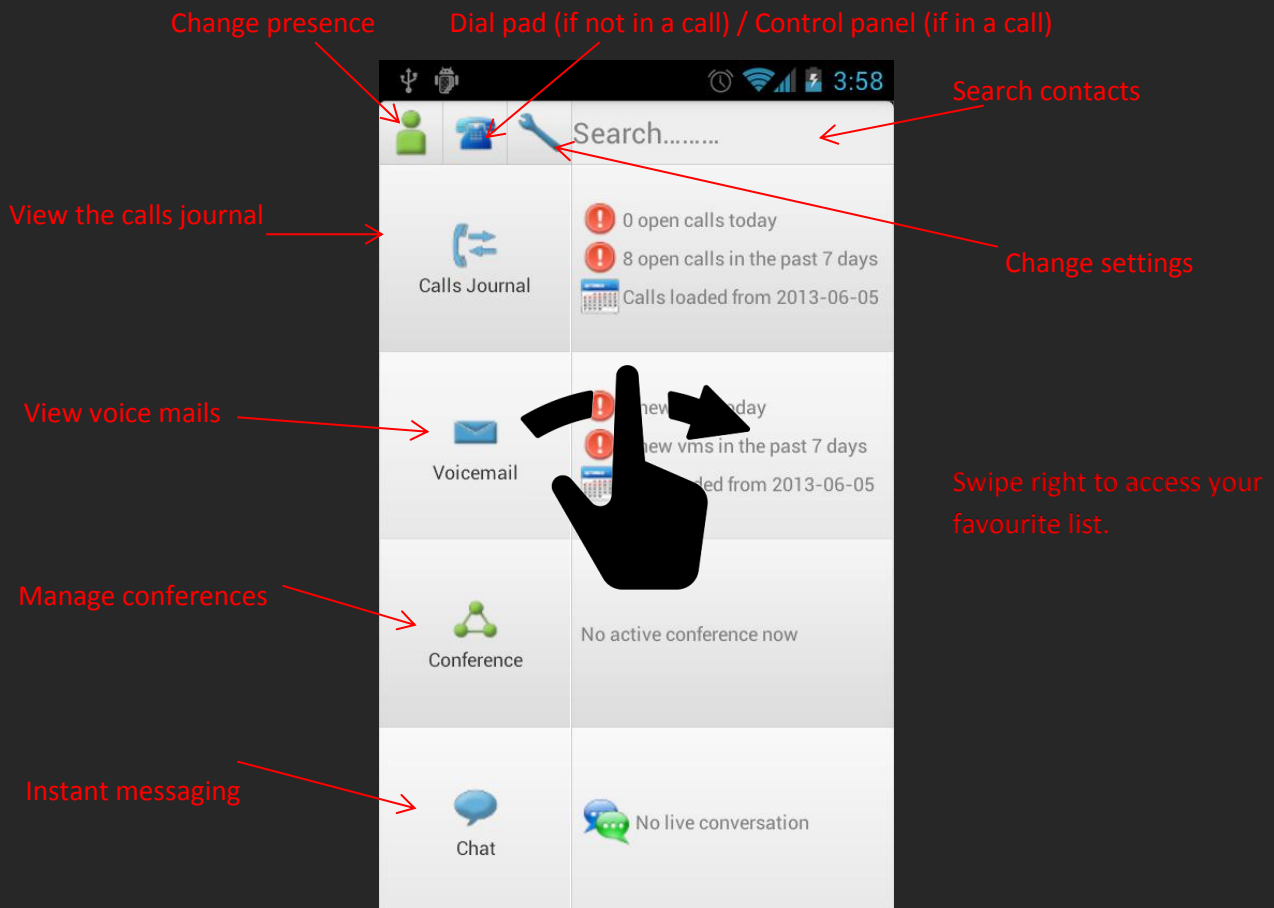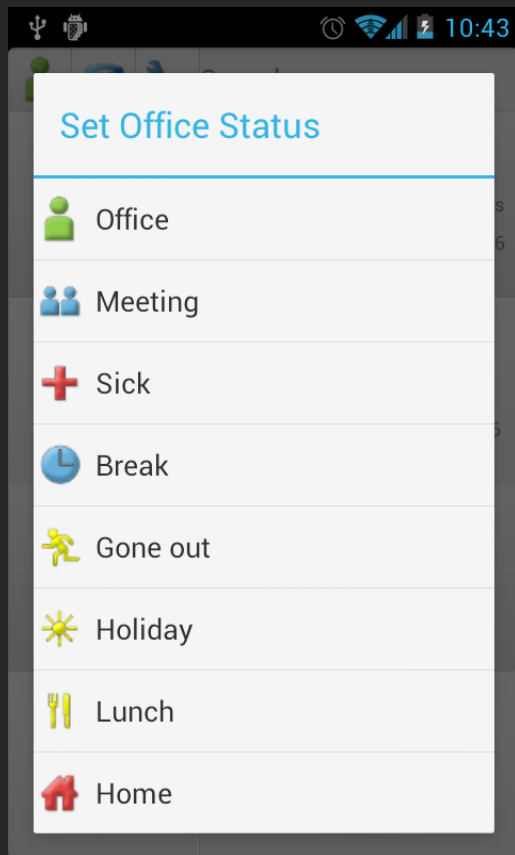
Enter the password

Enter the server address and port number as provided by your administrator e.g.
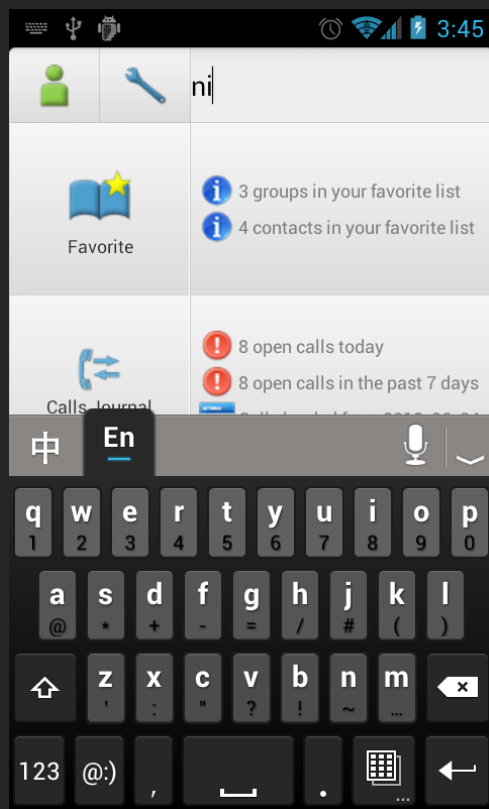
192.168.0.1/28779, yourdomain.com/8779

Please note, the port number should be the port number of mobile proxy not VSL itself. For details about mobile proxy please contact support@etellicom.com

You can access most of the function through the main menu.

Change presence

Dial pad (if not in a call) / Control panel (if in a call)

Search contacts

View the calls journal

Change settings

View voice mails

Swipe right to access your favourite list.
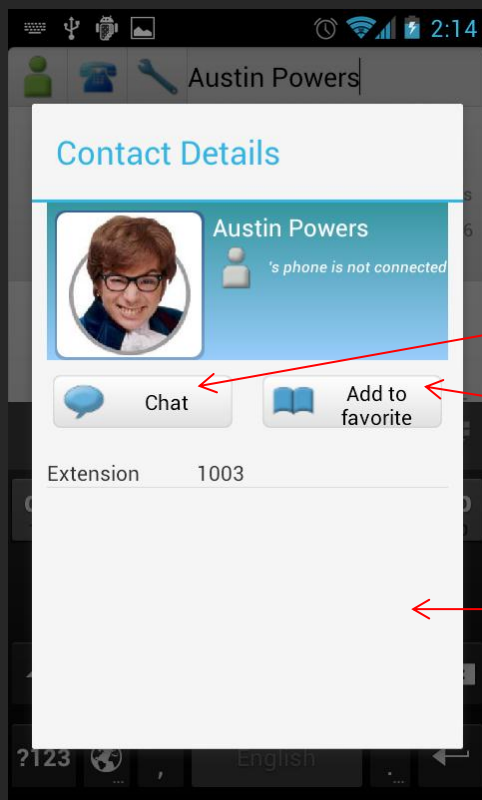
Manage conferences

Instant messaging

To change your presence, just click on the presence you want and set your return date.

To search contacts, tap in search box to bring up the search keyboard. The search function includes all the contacts in your PBX system and in your local mobile.
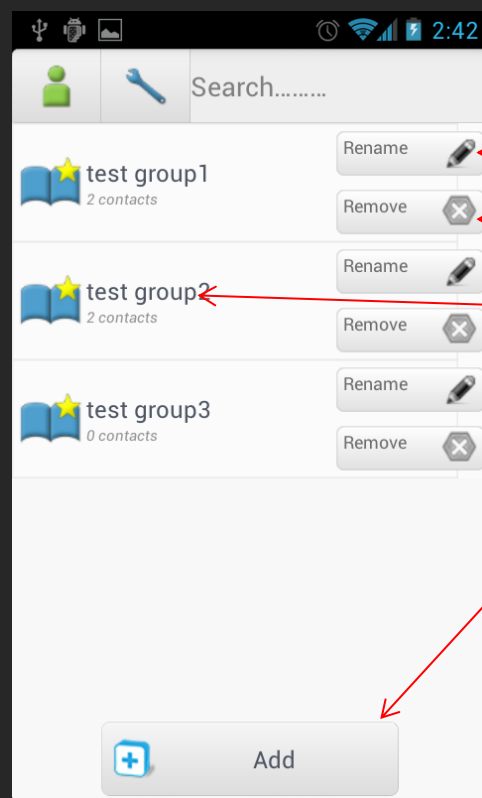
Once you find the contact from the search box, you can view the contact's current presence

You can add this contact to your favourite list.

You can add this contact to your favourite list.

You can also see all the phone number of that contact, clicking on the number will make a call to that contact.
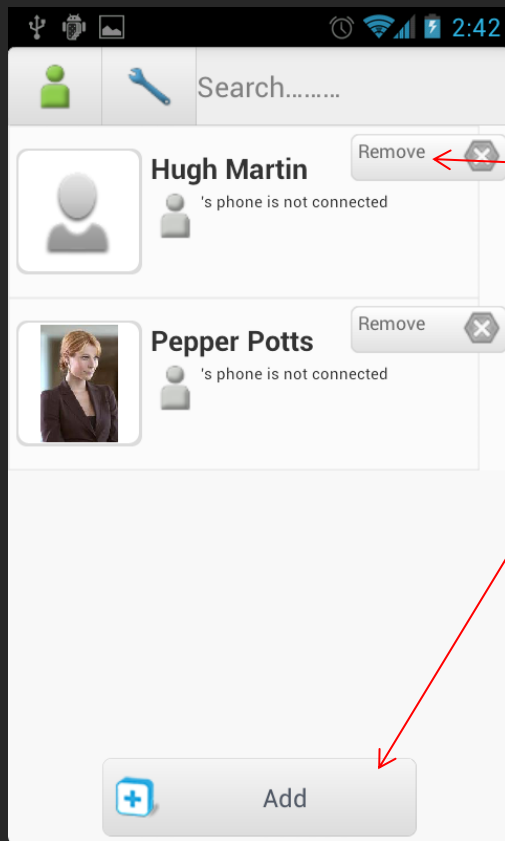

Click on the favourite menu, you will see all your favourite groups.

You can rename the group

Or remove the group

Click on the group name will show you all the contacts in that group

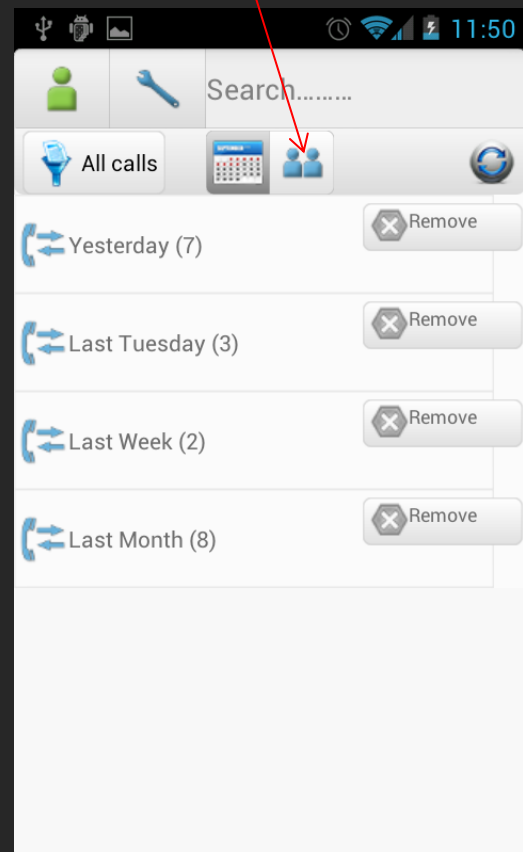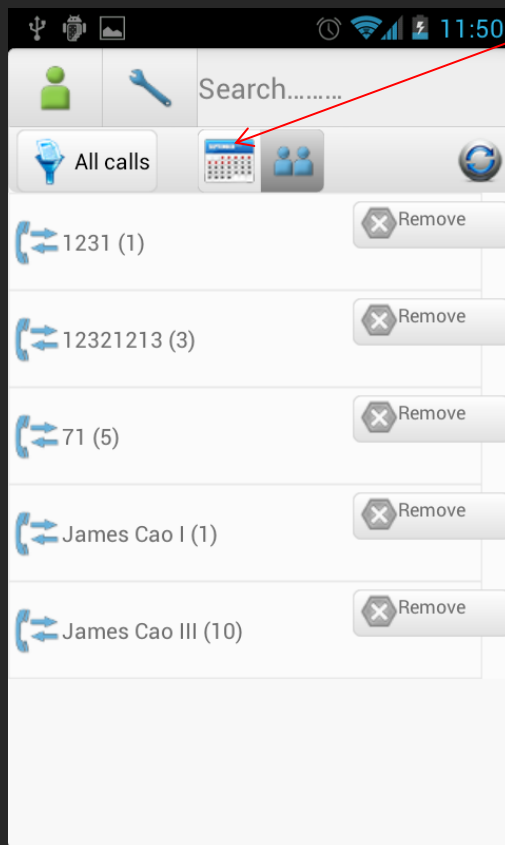Clicking on the Add button allows you to create new groups

Inside the favourite group, you will see all the contacts and there current presence.
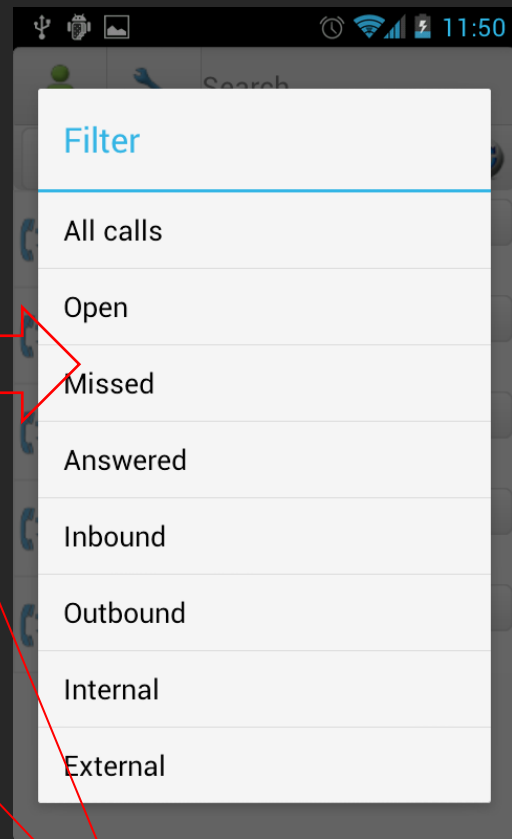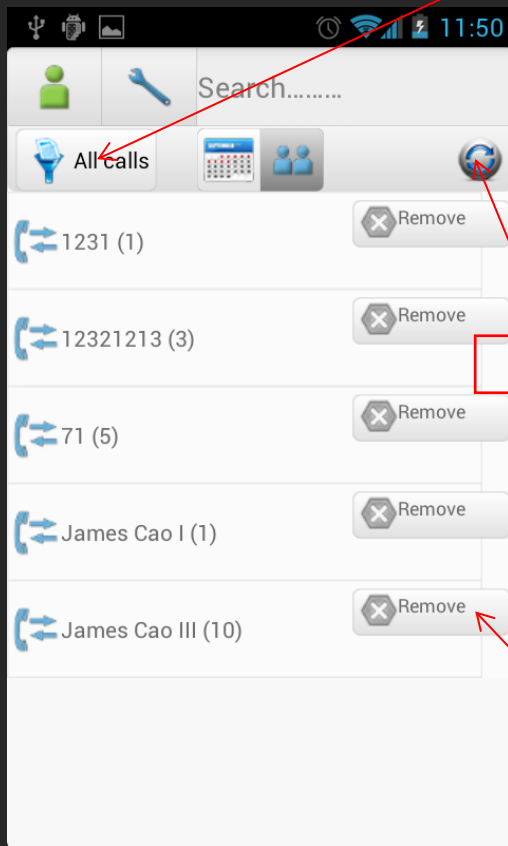
Click on the remove button you will remove them from the group.

Click on Add button you can add contacts to this group by search.

In the calls journal you can choose to group the records by date or by contacts
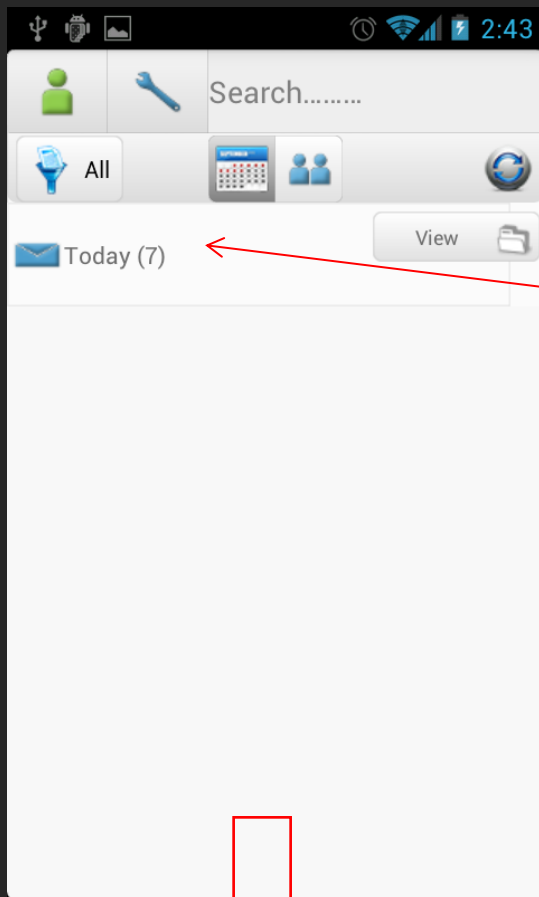
You can also filter out the calls by different filters.

Filter
All calls
Open
Missed
Answered
Inbound
Outbound
Internal
External

All calls

1231 (1) — Remove

12321213 (3) — Remove

71 (5) — Remove

James Cao I (1) — Remove

James Cao III (10) — Remove

For performance, by default only 7 days of calls journal is loaded. You can click to load up to a month's history. You can also remove call history data.

Clicking on the calls journal group will show you the details of these calls.

All calls   Today

Willy Wonka   Remove
2013-06-11 09:38:34
Missed

Willy Wonka   Remove
2013-06-11 09:34:35
Missed

Willy Wonka   Remove
2013-06-11 09:31:48
Missed

Willy Wonka   Remove
2013-06-11 09:25:59
Missed

Willy Wonka   Remove
2013-06-11 09:24:50

The voicemail module is almost the same as calls journal. You can group records by dates or contacts. Also you can filter your voicemails by different statuses.
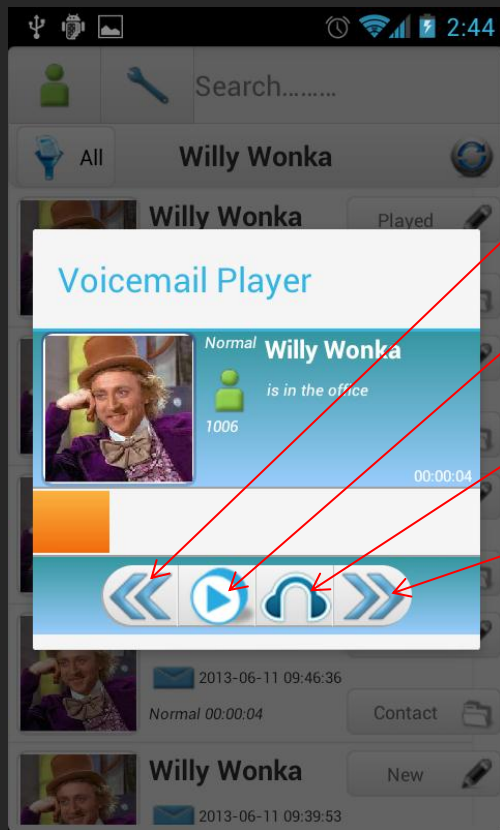
Click on the group menu will show you the voicemail list.

You can click on the voicemail item to play the voicemail.

This button will show you the current status of this voicemail, new/played/saved/deleted. By clicking it, you can change the status.

Click on the contact button will show you the detail of the person who sends you this voicemail.
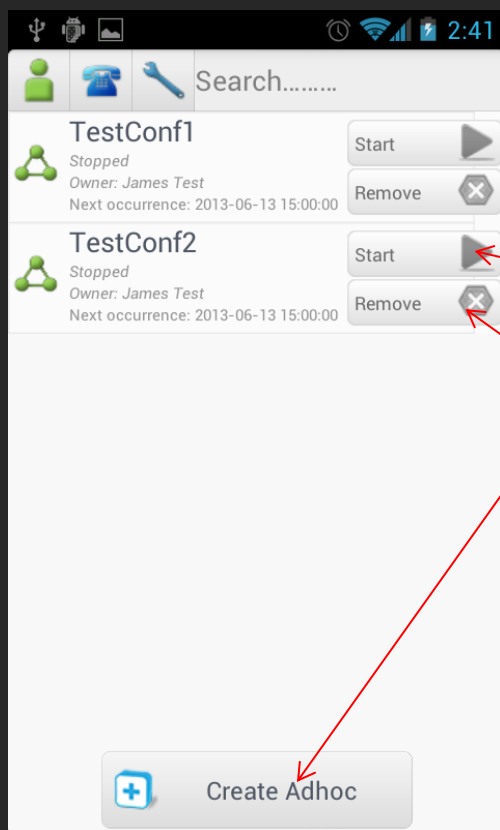
In the voicemail player, you can

Rewind the message

Play/Pause the message

Play it though speaker or headset

Forward the message

In the conference module, it will list out all your existing "Meet-me" and "Adhoc" conferences. Or create new "Adhoc" Conferences.
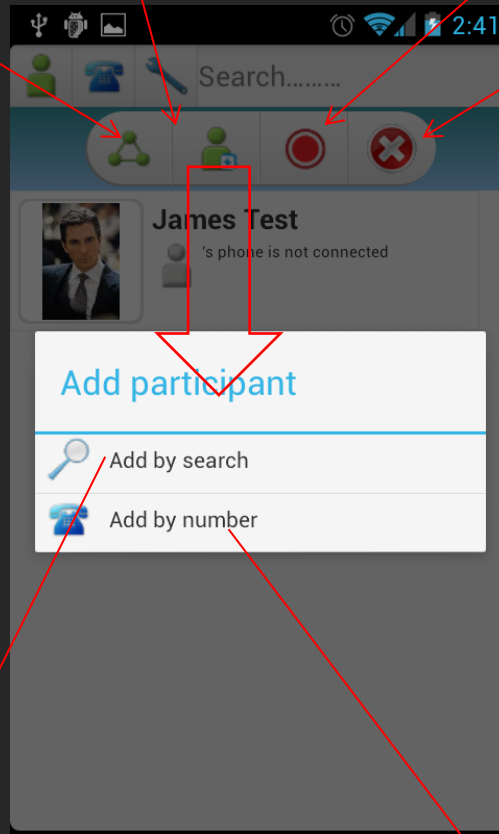
You can click "Start/Stop" button to start/stop conference. Or click "Remove" button to remove the conference if you are the owner of the conference.
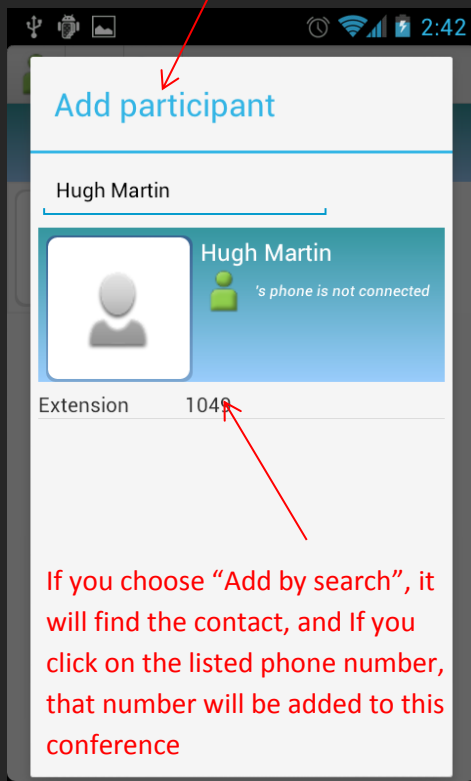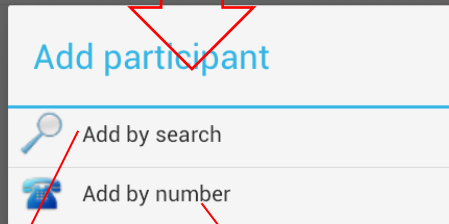
Start/Stop conference

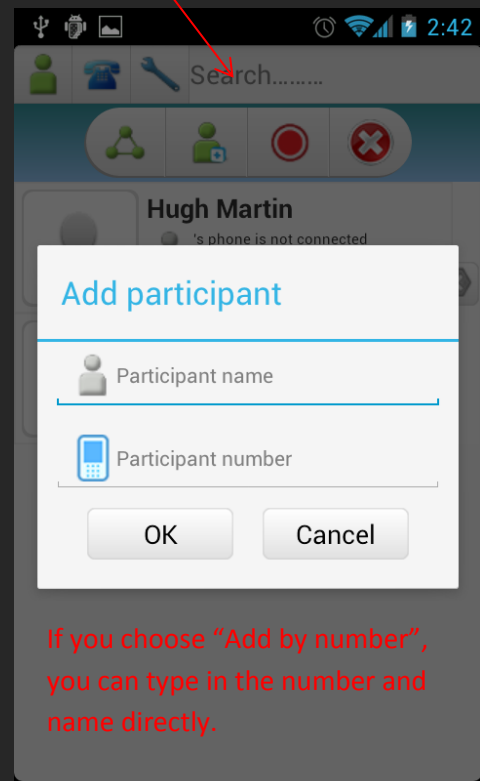Add participant to conference

Start/Stop record conference

Remove this conference

Clicking on the add button it will bring up the menu to choose how to add the participant

Search.........

James Test
's phone is not connected

Add participant

🔍 Add by search

☎ Add by number

Add participant

Hugh Martin

Hugh Martin
's phone is not connected
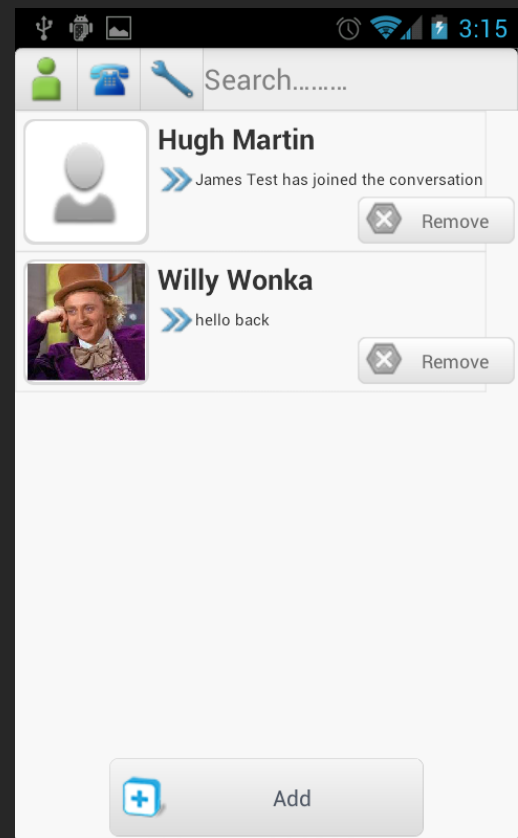
Extension   1049

If you choose "Add by search", it will find the contact, and If you click on the listed phone number, that number will be added to this conference

Search.........

Hugh Martin
's phone is not connected

Add participant

👤 Participant name

📱 Participant number

OK   Cancel

If you choose "Add by number", you can type in the number and name directly.

If you have existing chat conversation, clicking on the chat menu will lead you to the list of existing conversations, otherwise it will ask you to find the contact you want to chat with and start a new conversation.
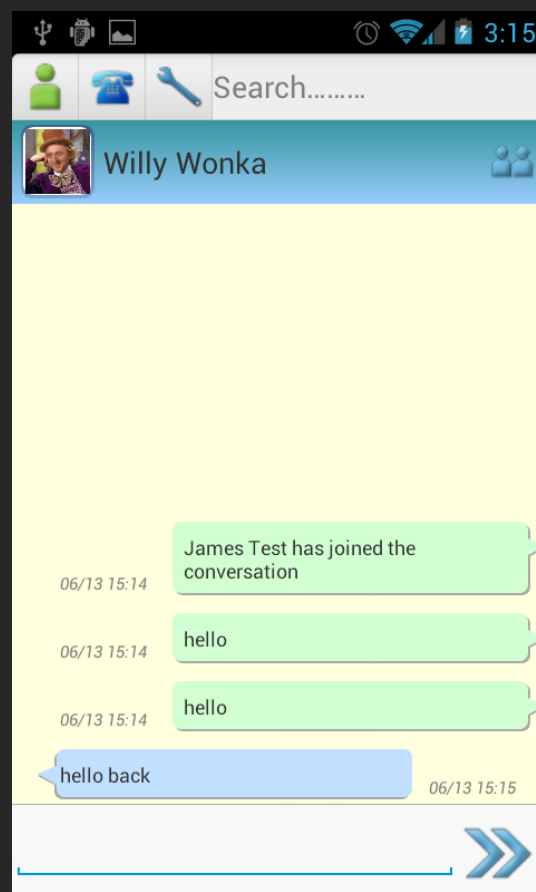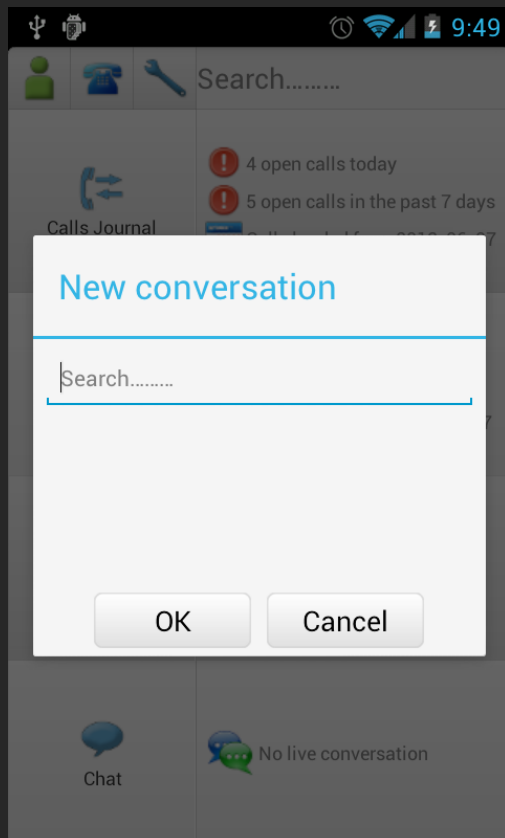
Setup window for Siemens platform

If "Run in Background" is enabled, IMX Mobile will keep running in the background when you exit application. By default it is enabled.

Status panel shows your extension, sip device information and your forward status.

If you click on the status panel, it will bring you to the SIP configuration page.

The external port is the port to access your VSL server from external network. Please contact your network administrator for details.

Run In Background	☑ Enable
External Port	8780
Status	👤 Main device:105 📞 Failed to register ↪ Forwarded to: 105

Logout

For Siemens platform, using SIP phone from external network is not supported. Once you have fill in the SIP registration info, your built-in sip phone will be connected.

📞 SIP configuration

SIP Extension

SIP Internal Address

SIP Internal Port   5060

SIP Password

Cancel   OK

Logout

Run In Background	☑ Enable
External Port	8780
Status	👤 Main device:105 📞 SIP phone: 119, Registered ↪ Forwarded to: 105

Logout

Setup window for IMX platform

If you select ring active only, when someone calls your main number, only the active device will ring. If you select ring whole group, all your configured UAD devices will ring.

You can select your active device and ring method by click on these 2 buttons

If busy mode is enabled and your main number is busy while someone calls you, the call will go to your voicemail otherwise the call will ring other devices in the UAD group

Active Device

| 1035 |
| 1036 |
| 0435698656 |
| Other……… |

Ring method

| Ring active device only |
| Ring whole group |

If "Run in Background" is enabled, IMX Mobile will keep running in the background when you exit application. By default it is enabled.

If keep connection is enabled, when you make an outbound call from your active device and hang it up using IMX Mobile, the connection to your active will leave open and you can make another call with the same connection

The external port is the port to access your VSL server from external network. Please contact your network administrator for details.

SIP configuration

| 1035 |
| 1036 |

Status panel shows your extension, active device information and your sip device status.

If you click on the status panel, it will bring you to the SIP configuration page.

In the sip configuration page, you will find all the internal extensions in your UAD group which has not been connected with a desk phone yet. You can choose any of them as your SIP device.

Call handling if your desk phone is ringing.

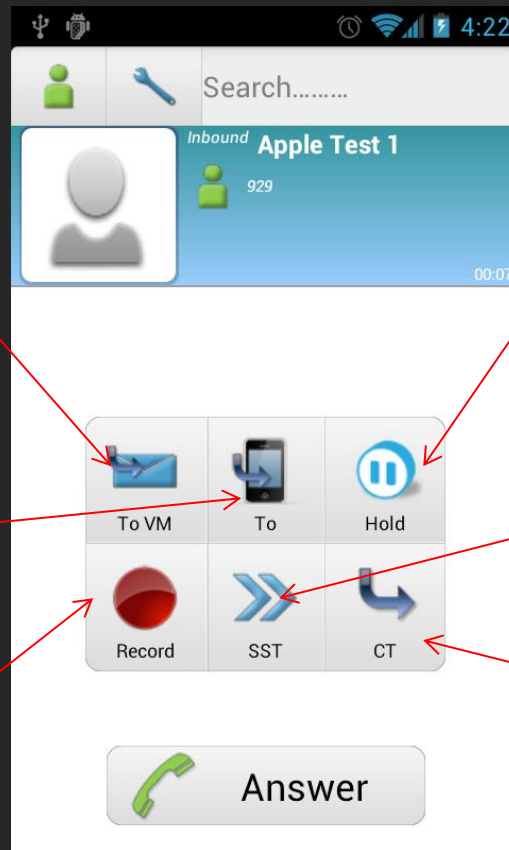Redirect call to voice mail, only works when call is ringing

Redirect call to your mobile, only works when call is ringing. Your mobile number needs to be setup in the PBX system. You can only do this from desktop clients for security reason.
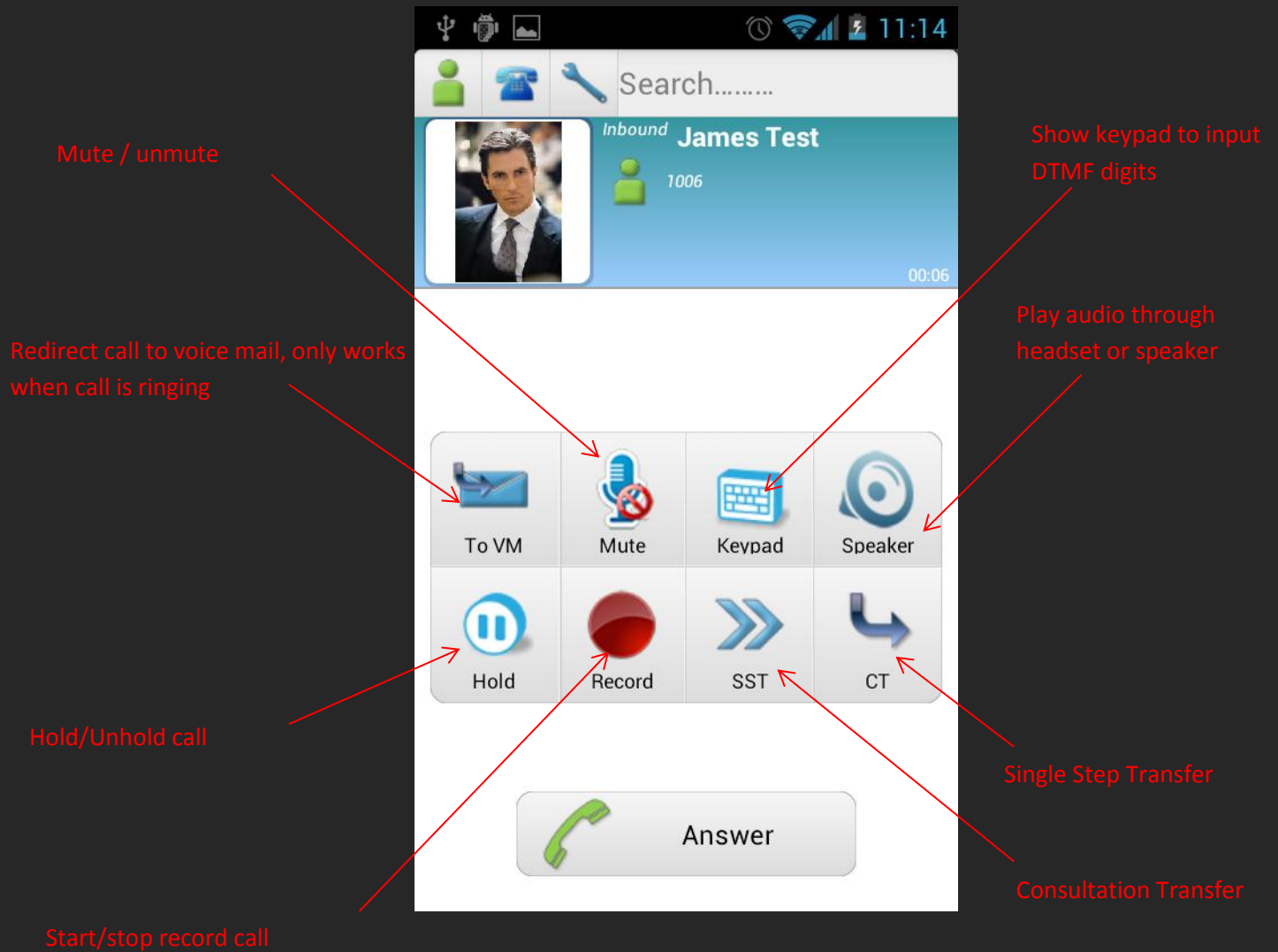
Start/stop record call

Hold/Unhold call

Single Step Transfer

Consultation Transfer

Answer/Hang up call on desk phone

Call handling if your SIP device is ringing. (IMX)

Mute / unmute

Show keypad to input DTMF digits

Play audio through headset or speaker

Redirect call to voice mail, only works when call is ringing

Hold/Unhold call

Single Step Transfer

Consultation Transfer

Start/stop record call

Call handling if your SIP device is ringing. (Siemens platform)

Show keypad to input
DTMF digits

Play audio through
headset or speaker

Mute / unmute

Go back to main menu

Consultation Transfer

Hold/Unhold call

Search.........

Inbound James Cao II
104
00:05

Mute   Keypad   Speaker

Home   Hold   SST

Answer
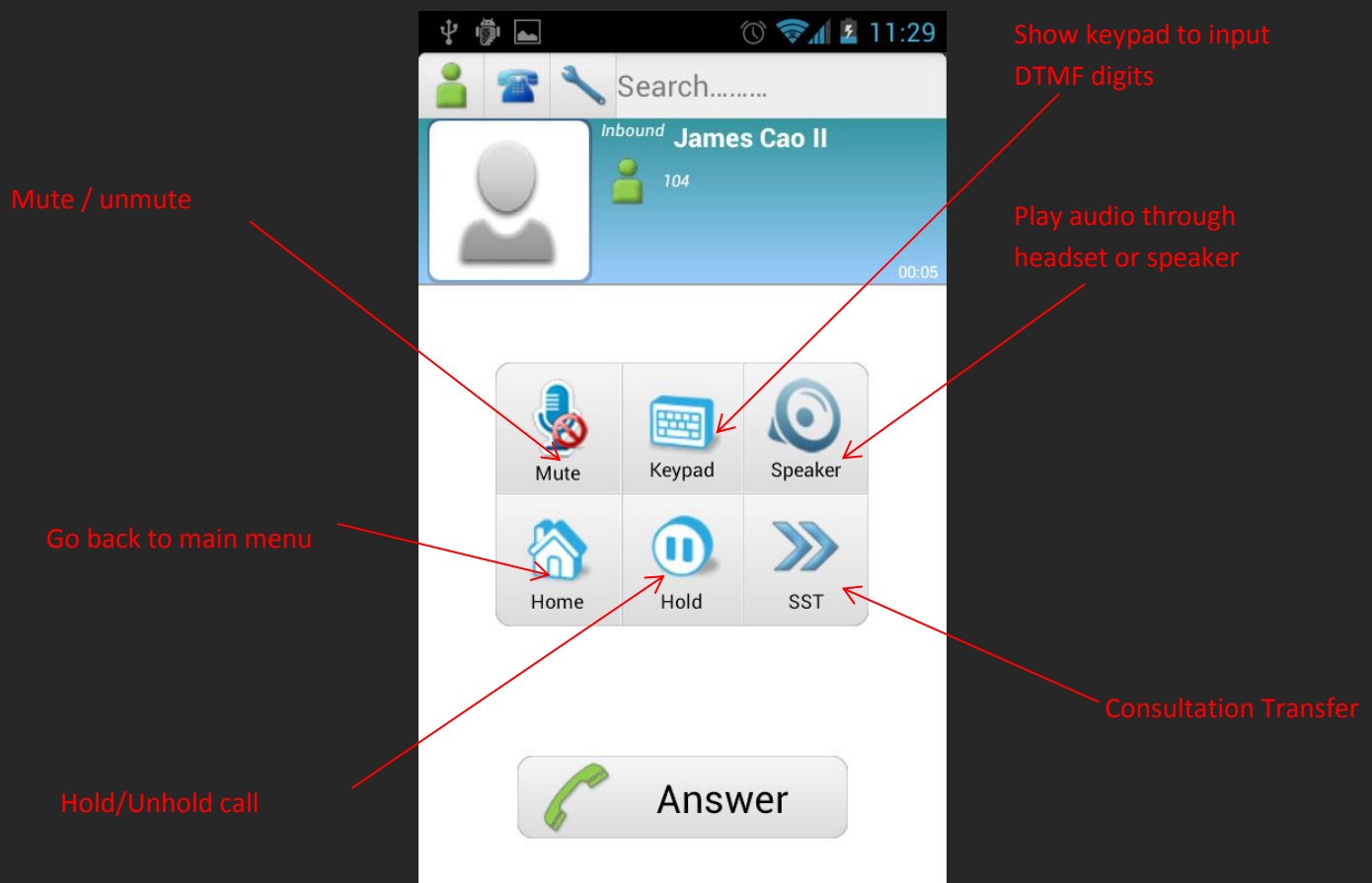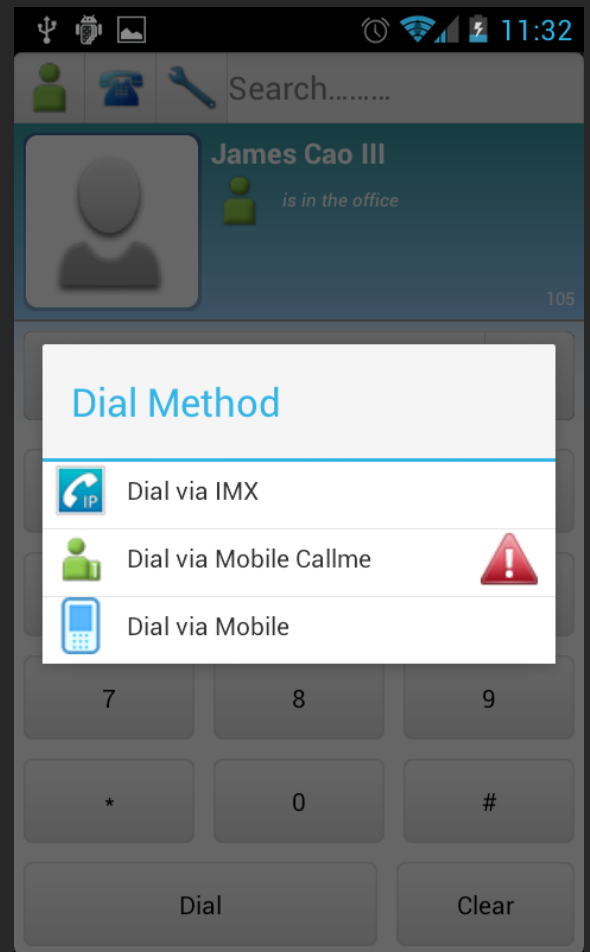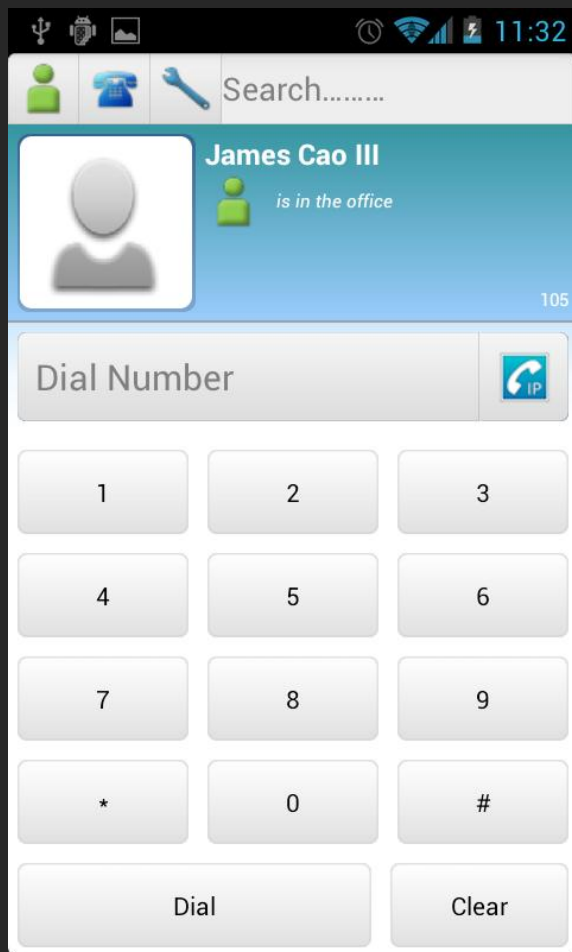
Dial pad

There are 3 ways to dial from the dial pad

Dial via IMX will dial using your built-in sip device, if your built-in sip device is not registered, it will show a red "!" warning sign.

Dial via mobile CallMe will make the PBX system call your mobile first , once you answered your mobile it will then call the target number, if your mobile number is not configured in the system, it will show a red "!" warning sign.

Dial via mobile will make call from your mobile phone.