

# Introduction

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IMX Mobile is a client/server application developed for the Windows Mobile 8.

It is designed to complement our IMX servers and our suite of Unified Communications applications which are marketed on the Siemens HiPath OpenScape Office system.

IMX Mobile is a Unified Communications client application and will only work with the eTellicom Mobile Proxy server. It cannot be used in stand-alone mode.

# Features

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The mobile proxy contains many of the features that you enjoy with the myPortal for Desktop application. They include

- CallMe Service
- CallMe Mobile
- Associated Devices and Active Device selection (IMX only)
- Call Transfer
- Call Diversion to cell or voicemail
- Change presence
- Real-time view of internal contacts' presence.
- Favourites
- View/listen to voicemail messages.
- Ad-hoc conference manipulation and control.
- Instant messaging
- Call History
- Fast search through your mobile contacts, internal users and company directories and any external LDAP / Exchange contacts configured within your system.
- Client and server certificate based, SSL (encrypted) connection.

# Pre-requisites

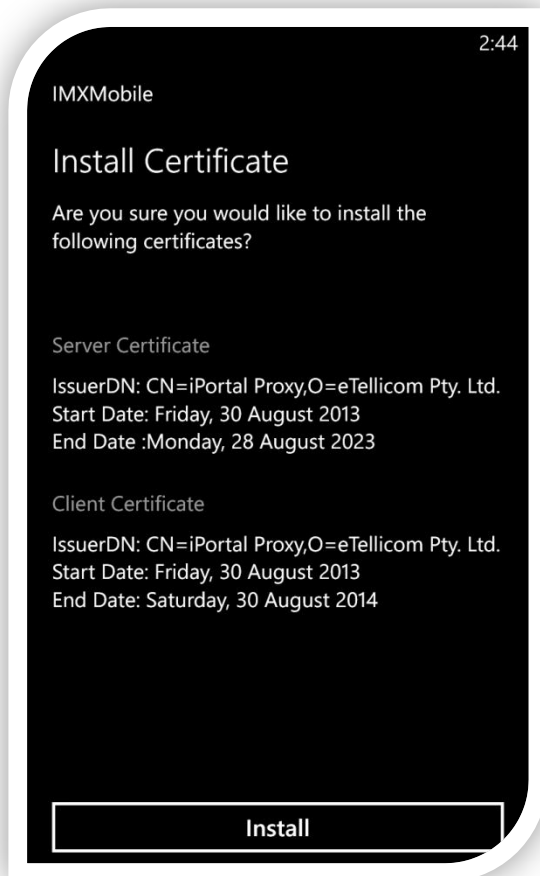
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To use this app, you will require:

- Windows Phone 8 or above.
- Location services MUST be enabled for the application to run in background mode and provide you with real-time notifications.
- IMX Mobile Proxy: <http://www.etellicom.com/vsmobileproxy>

# Certification based authentication

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Before connecting to the IMX Mobile Proxy, you must have a valid client certificate issued to you.

You assign uses a certificate in the IMX Mobile Proxy administrator.

IMXMobile will automatically retrieve the certificate if it is connected via the local network (through WIFI)

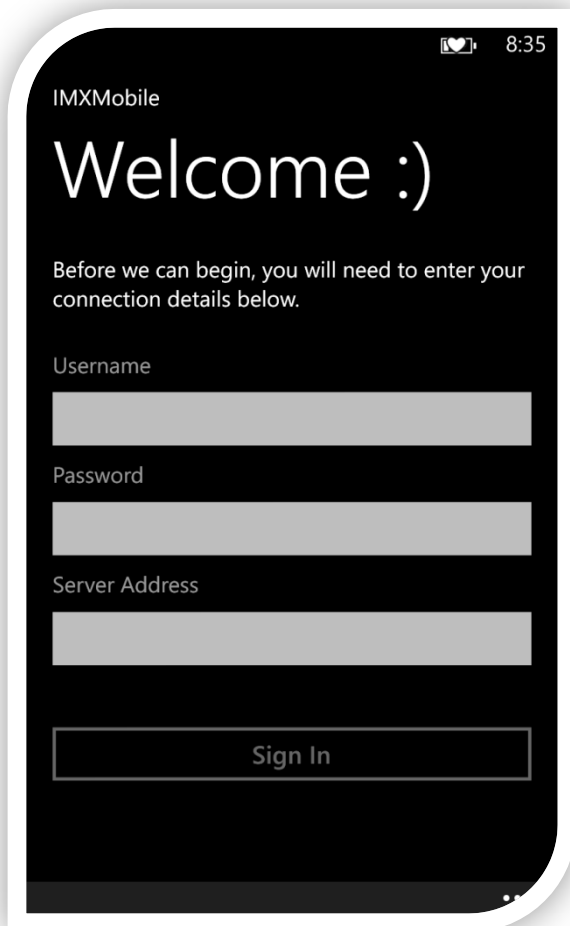
IF you are not connected to the local network then you must download and install the certificate set.

The certificate set can be obtained by sending it in an email via the IMX Mobile Proxy administrator.

Clicking on the attachment in the email will bring up the certificate installation screen as shown to the left.

# Welcome :)

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To start, enter your username, password and your server address in the fields shown then click on 'Sign In'.

The application will proceed to connect and if the details you have entered are correct you will be navigated to the main page.

Advanced configuration can be entered by pressing the 'advanced' button on the application toolbar. From the advanced screen you have access to these additional settings:

**port**

The port number that the application should connect to. Default is 8780.

**display language**

The language that should be displayed in the user interface.

**clear certificate cache**

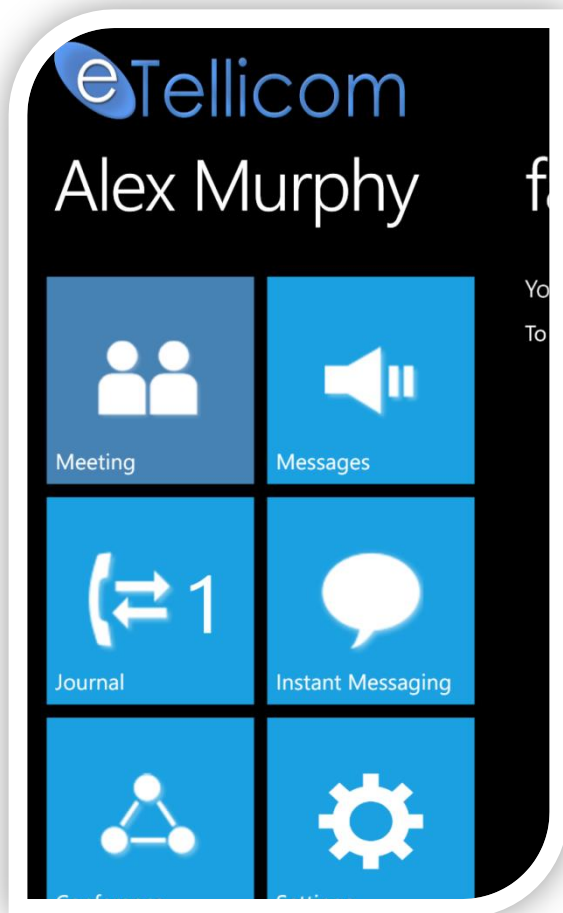
remove any stored certificates. Will require you to re-download the certificates or be connected to the WIFI before you can connect again.

# The Hub

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The hub gives you quick access to all of the tools and features that you are already used to with the myPortal for Desktop application

Each of the tiles will be talked about in more specific details in later pages however, here is a quick overview of each tile.



## **presence**

The first tile shows your current presence state. Pressing on this item will allow you to quickly update your presence.

## **messages**

Allows you to access your voicemail messages.

If a number is displayed next to the icon, it will indicate how many messages you have in your inbox.

## **journal**

Allows you to review your call history. If a number is displayed next to the icon, it will indicate how many 'open' conversations you have.

## **instant messaging**

Allows you to send and receive messages to another user. If a number is displayed next to the icon, it will indicate how many unread messages you have.

## **conference**

Allows you to create and control adHoc conferences. Also allows you to view scheduled conferences and start them.

## **Settings**

Allows you to provide information about yourself and customize your user experience.

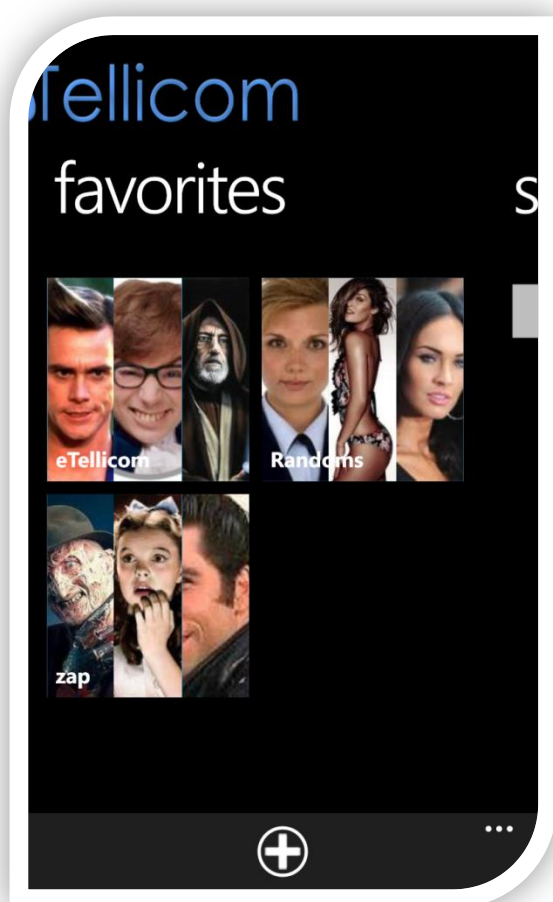
## Favourites

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By scrolling the main page to the right, you will have access to your favourites.

The favourites page is a convenient place for you to put all of your contacts that you communicate regularly.

Tap on a favourite group to see the contacts that you have already and to add others.



Tap on a favourite item to see different ways to communicate (see Contact Item below)

The favourite group has the following options:

**add:**

Add a new user to the favourite group

**rename:**

Give this favourite group a new name

**remove:**

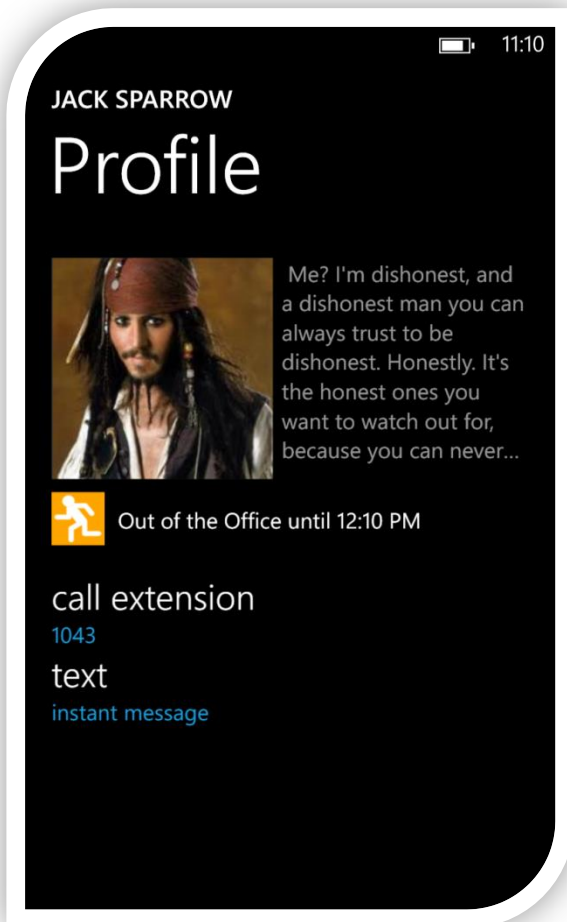
Remove the favourite group and its contents.

**TIP**

*You can have an unlimited number of favourite groups and each of these groups can have an unlimited number of contacts.*

# Contact Item

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The contact item will give you a quick overview of any selected contact and offer you means of communicating with them.

This screen will show you the following:

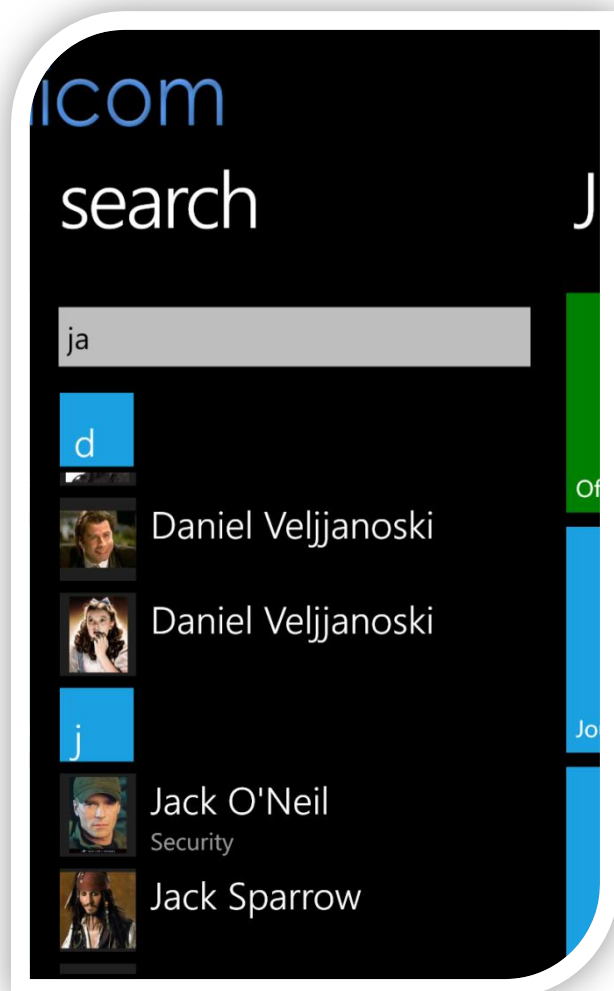
- Profile picture
- Presence text (internal user only)
- Presence state (internal user only)
- Phone numbers that you can call
- Instant message ability (internal user only)

Clicking on any phone number will initiate a call from your mobile through the use of Mobile CallMe (OpenScape Office) or by setting your active device to your mobile number (IMX).

If you are already on a call, clicking on a phone number will initiate a transfer.

# Search

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By scrolling the main page to the right, you will be presented by the search page.

Type in any search term (2+ characters) into the textbox provided then presses ENTER on your keyboard.

IMX Mobile will show you all results sourced from your Internal Directory, External Directory, Mobile Contacts and any LDAP or Exchange servers that you have configured in the server settings.

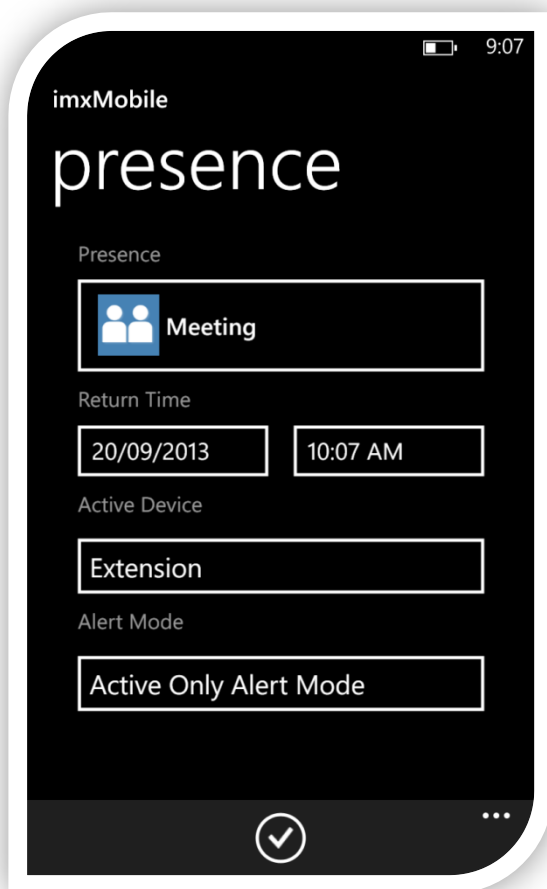
Clicking on any of the returned results will show you the Contact Item page for that result.

# Presence

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Clicking on the presence button in the main page will navigate you to the presence selection page. The page that is displayed will be different if you are using an eTellicom IMX system or a Siemens OpenScapeOffice system.

## eTellicom IMX



### Presence

Select your presence.

### Return Time

For any presence other than office you have the option to select your returning date and time. An appropriate default will be selected for your automatically.

### Active Device

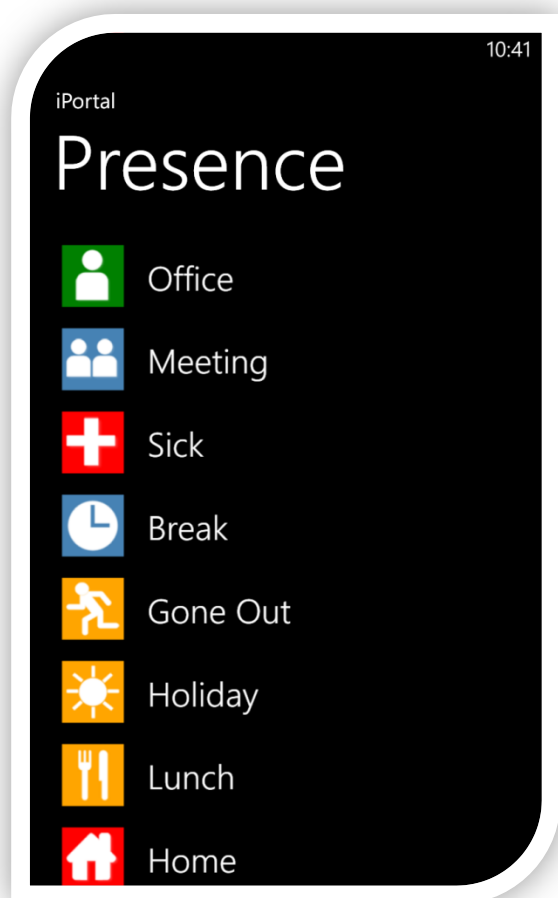
This is where calls are made and delivered to. For instance, when you are in the office, it would be natural to have your extension as the active device; however when you are out of the office, you may want all calls to come to your mobile device and any calls you make through the application to be made through your mobile device (initiated by the IMX phone system).

### Alert Mode

The alert mode determines how you are notified of incoming calls. Active Only means that only the device you have set as your active device will ring. Group Alert means that all of your user associated device will ring when you receive a call.



## Siemens Openscape Office



Tapping on the presence button on the main hub will give you a selection of presence states for you to choose from.

Tapping on any of these items will give you the option to enter your return date and time.

A default return date and time will be set automatically for you depending on the presence that you are switching to.

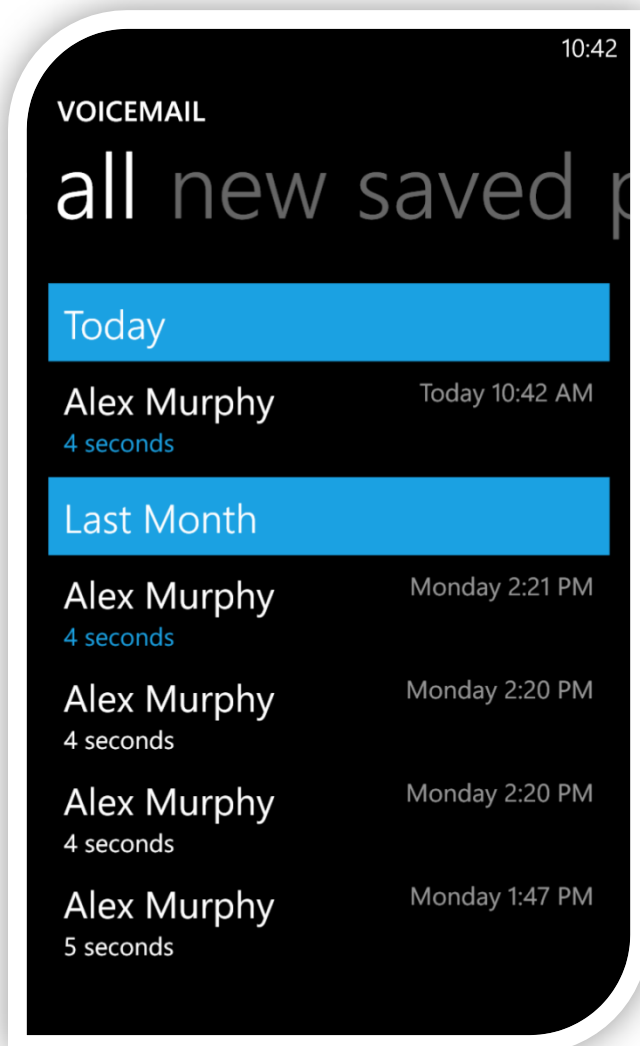
Tapping on the office option will give you to choice between 'return to the office' or 'enable callme'

Click the tick button to confirm your options.

# Messages

Clicking on the messages button will give you access to your voicemail messages. From here you can see and listen to your mailbox.

By default all of your voicemail messages are displayed however you can go to a specific mailbox by swiping the page left and right.



Tapping on any of the voicemail messages will give you options including:

**dial:**

Make a return phone call to the person who left you're the voicemail message.

**play message:**

Play the voicemail message through your phone speakers.

**move message...:**

Move the voicemail message to a specific mailbox.

**TIP**

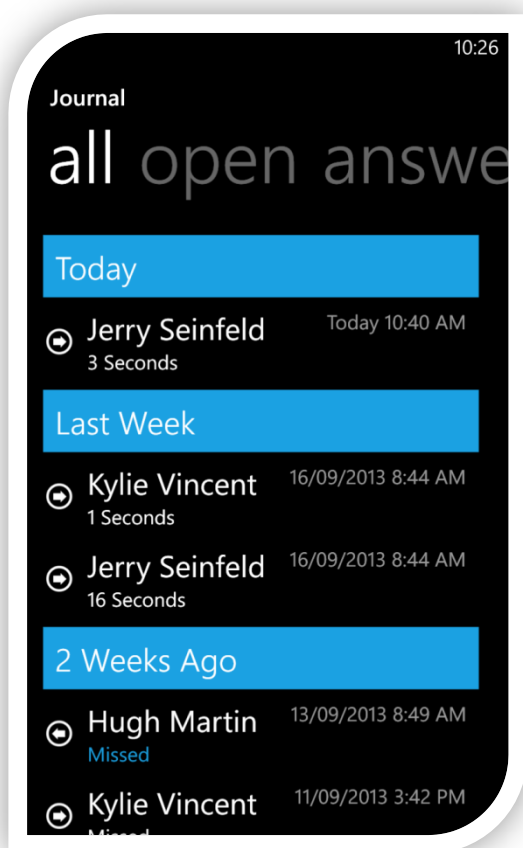
*New voicemail messages are displayed with a highlighted duration*

# Journal

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The journal gives you an overview of all calls that have been made or received by you. By default, all of your calls are listed however you can navigate to a specific call type by swiping the page left or right.

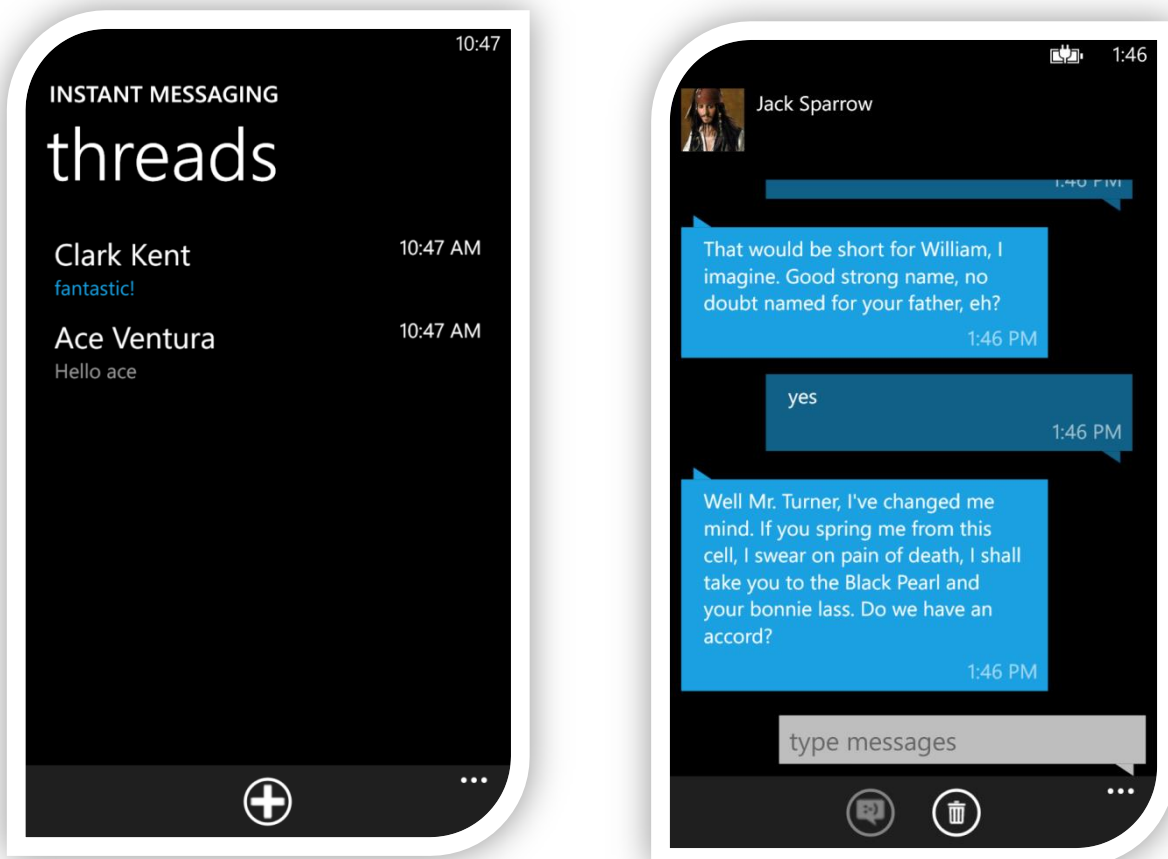
By tapping on a call entry, you will be given the option to return the call if a number is available.



# Instant Messaging

From the instant messaging page, you can review, pickup an existing conversation or start a new conversation with an internal user.

All conversation entries are stores so that at any time you can review the entire conversation you have had with another user.



To resume a conversation, simply click on the entry you would like to resume.

To create a new conversation, click the 'new' button in the application toolbar and select the user you would like to chat to.

To delete a conversation, click on the 'delete' button in the application toolbar.

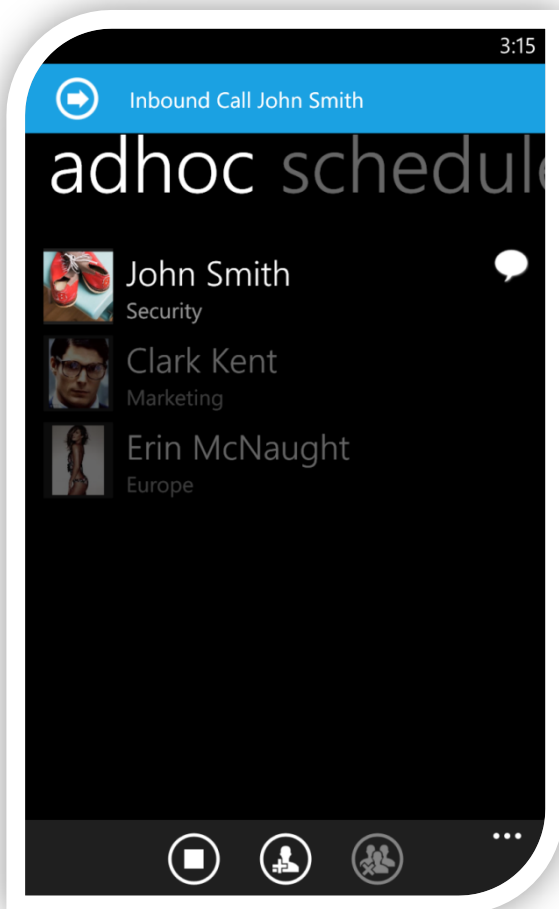
**TIP**

***Conversations are sorted from most recently active to least active conversations***

# Conferencing

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From the conferencing window you can create and control adhoc conferences. You can also run scheduled conferences that you have previously configured.



## Adhoc Conferences

The application toolbar for the adhoc conference page has the following options:

### **start / stop**

Allows you to control the running state of this conference room.

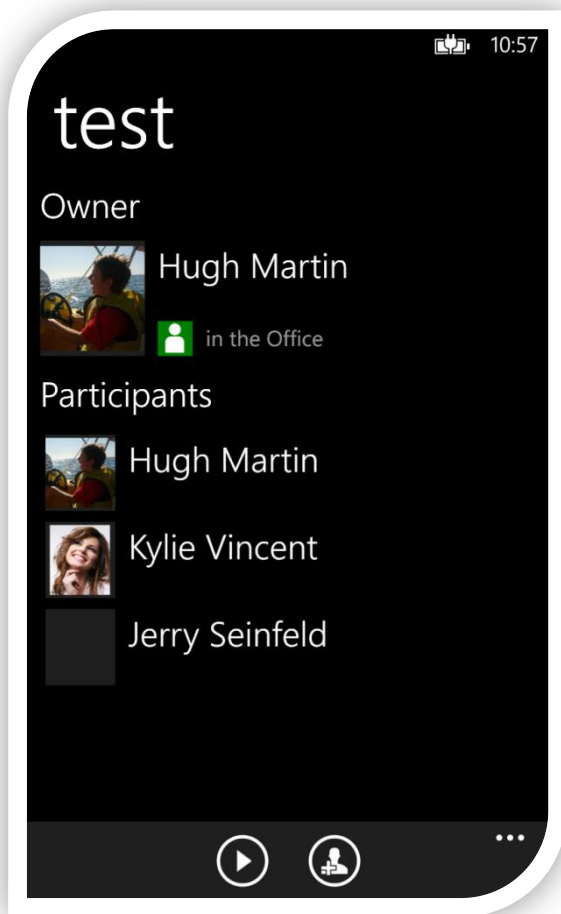
In order for the start button to be available, you must have at least 2 participants in the conference room.

### **add**

Add a new participant to the conference. When you tap on this option you will be presented with a page where you can select from an internal user or manually enter the name and phone number of a participant you would like to add.

### **clear**

Tapping on this button will remove all participants and set the conference room back to the default state.



## Scheduled Conferences

Although you are not able to create a scheduled conference from the IMXMobile application, you are able to start and stop conferences that you own.

The list of conferences will show conferences that you own and conferences that you are a member of.

Tapping on a conference entry will bring up the participant list for the conference.

The application toolbar will only be displayed for conferences that you own.

The application toolbar has the following options

### **start / stop**

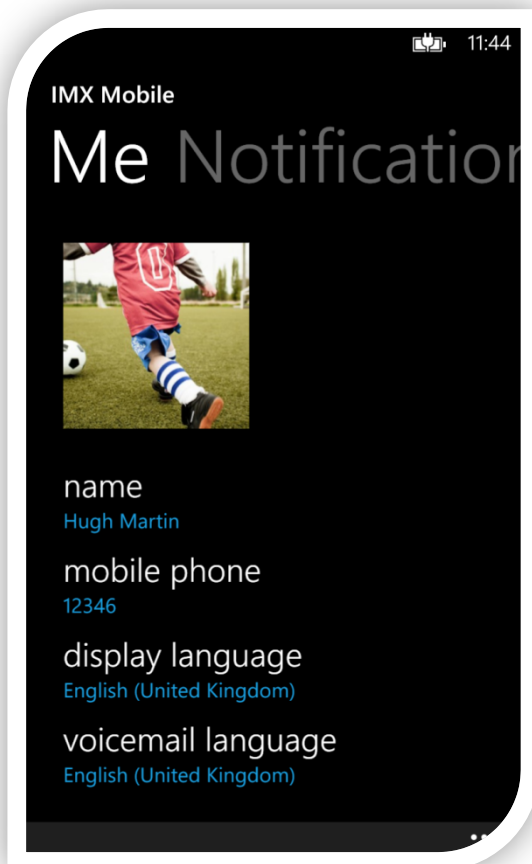
Allows you to control the state of this conference room.

### **add**

Allows you to add new participants to your conference. These participants are NOT stored and are temporary for the next conference session only.

# Settings

From the settings page, you can enter some of your personal details as well as change your notification settings.

**name**

Your full name as displayed to other users of the system. Tap on this entry to enter your first name and last name separately.

**mobile**

Your mobile phone number. You need to have something entered here for Mobile CallMe to work.

**display language**

The language that will be used throughout the user interface.

**voicemail language**

The language that will be played to callers that reach your voicemail.

**notifications**

The notifications allows you to turn off both in-app notifications and toast notifications (when location services are enabled).

**TIP**

*Any changes that you make in this screen will take effect immediately.*

Clicking on the elipses in the application toolbar will give you some additional actions including:

**forget me**

Forget your login information and takes you back to the welcome page.

**report**

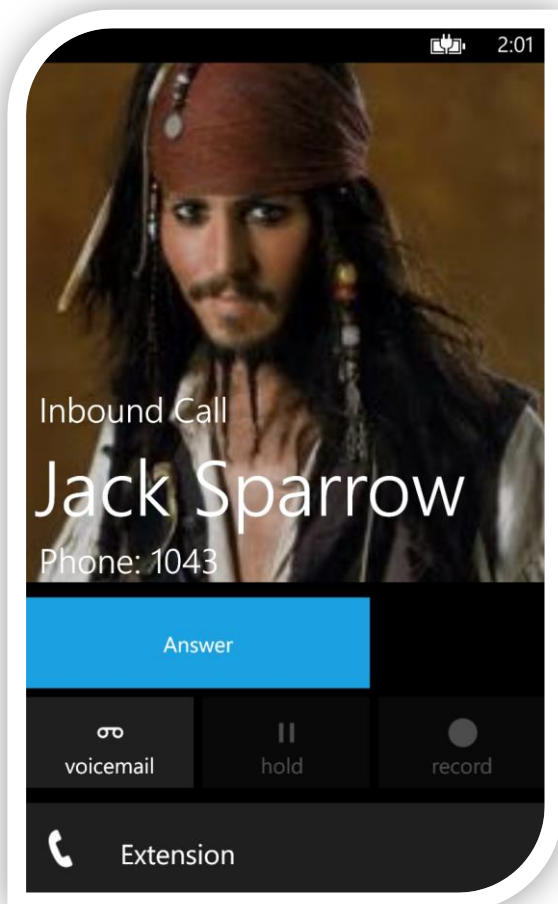
Send a bug report (via email) which includes the application traces.

## Call Screen

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The call screen will automatically be displayed when you make or receive a call. The buttons that are displayed change depending on the state of your call.

If you are on multiple calls, this screen will show your active call and any other calls will be displayed in the notification bar on top of the main page.



### **answer / release**

Pressing this button will answer a ringing call. If disconnecting the call is relevant instead it will display 'disconnect'

### **voicemail / transfer / complete transfer**

When a call is ringing your device the option to send the call to voicemail will be displayed.

If the call is established, clicking on this button will bring up the transfer screen. This screen will be shown later.

If a secondary call has been created for the purpose of transferring a call, tapping on this button will complete the transfer.

### **hold / alternate**

Put the caller on hold or reconnect them back to your phone. If you have more than one call this will switch / alternate between the calls.

### **record**

Pressing this button will start recording the conversation.

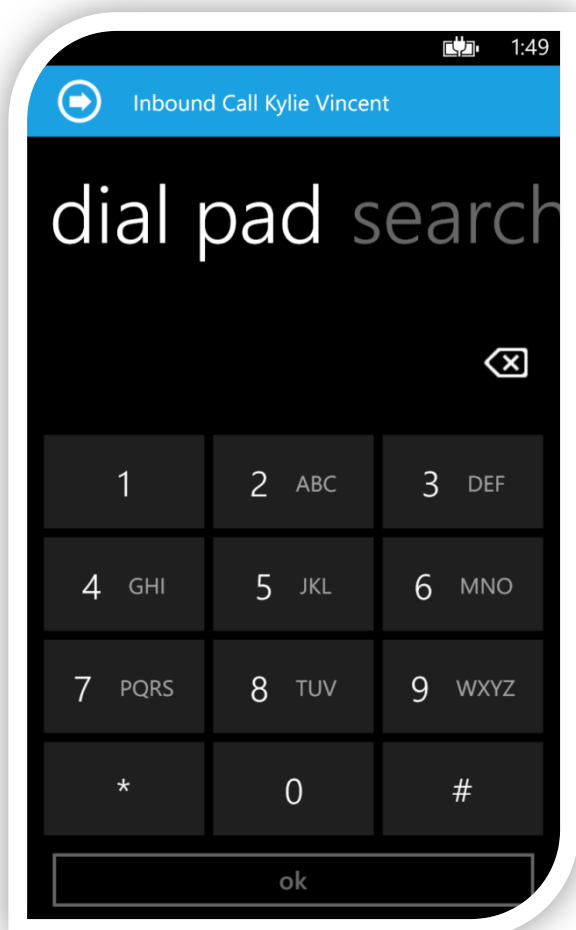
In the picture above, you will see that the active device has been set to *Extension*. Clicking on this button will show you all of your user associated device. Clicking on any phone number or typing in another number will allow you to retarget the call.



# Transfer Call

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Whilst on a call, you can press the transfer button to display the transfer call screen.

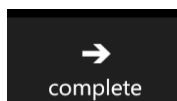


A page will be displayed where you can choose to search from your contacts or enter the dial-pad.

If you choose to search for a contact clicking on a result will display the familiar Contact Item page.

Tapping on one of the phone numbers will initiate the secondary outbound call so you can announce your reasons to transfer to the other party.

If you decide to transfer via the dial-pad simply enter the destination phone number and press the OK button.



Once the secondary call has been made, simply click on the complete button to transfer the call.