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Introduction

IMX Mobile is a client/server application developed for the iPhone/iPad. It is designed to complement our suite of Unified Communications applications which are marketed on the eTellicom IMX 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 Apple App Store.

IMX Mobile is based on our famous **iPortal IMX** application. Most of the **iPortal IMX** features have been removed for security purposes and added to the new, improved and secured **IMX Mobile** app.

The **IMX Mobile** app communicates with the PBX system using a proprietary protocol.

IMX Mobile includes a SIP Client that can be used to connect to the PBX system.

The **IMX Mobile** login account and the other user preferences can be specified using the iPhone/iPad settings manager.

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

http://etellicom.com/imxmobile

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Features

Mobile client for the eTellicom IMX platform; eTellicom now delivers the feature-rich myPortal desktop functionality to your iPhone/iPad, Android and Windows Phone 8 cell phones.

- ✔ CallMe Service
- ✔ CallMe Mobile
- ✔ Call Transfer
- ✔ Send Call to Voicemail
- ✔ Send Call to Cell Phone
- ✔ Change office presence
- ✔ Real-time view of internal contacts' presence
- ✔ Favorites
- ✔ View/listen to voice mail messages
- ✔ Ad-Hoc conference with contacts from your phone system or your mobile phone
- ✔ Start/Stop Scheduled Conferences on your PBX
- ✔ Instant messages
- ✔ Display chat-online users
- ✔ Call History
- ✔ Mobile Status
- ✔ SIP Client (Integrated SIP Phone)
- ✔ Server and client certificates based, SSL (encrypted) connection
- ✔ Move Call
- ✔ Ads free
- ✔ …

Pre-requisites:

iPhone 3GS, iPhone 4 or above, iPad.
IMX Mobile will also work on iPhone 3 however, as background mode is not supported, the application will exit when another application is launched such as receiving a call on the mobile.

Server versions:

eTellicom IMX R1   On demand, any version

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1. Setup

1.1 Go to Settings and locate the IMX Mobile icon as shown below
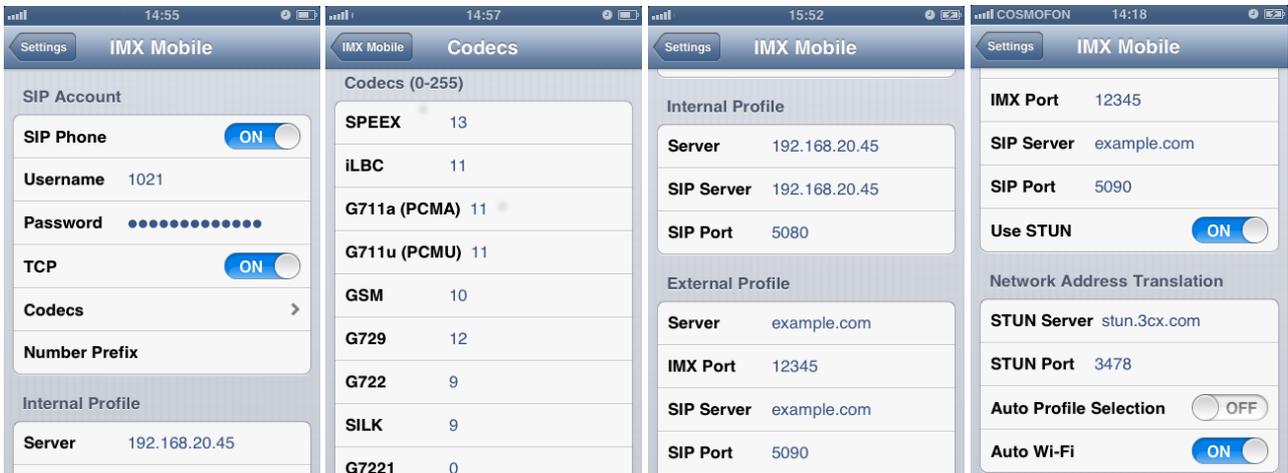
Image 1   Image 2   Image 3   Image 4

Image 5   Image 6   Image 7   Image 8

4

Image 9

**1.2   Enter the following information**

Login Account

- Username   This is your login name/extension number as used on desktop client *(Image 2)*

- Password   This is the same password as used in your desktop client *(Image 2)*

Preferences

- Use Desk Phone

  Set to ON if you wish to use a SIP phone. This works the same as using myPortal alongside your desk phone. CallMe and CallMe Mobile are disabled in this mode. In the previous versions of IMX Mobile this option was named **Use iMXFone**. *(Image 2/3)*

- Edit CallMe Number

  Set to ON so you will be able to edit the CallMe number, by default the user mobile number is set as CallMe number and is not editable.
  IMPORTANT: This could be used by hackers!!! Ensure this is understood and accepted by your company!!! *(Image 2/3)*

- Display Dial Menu

  Set to OFF if you wish to disable/hide the Dial Menu. This means that you will need to use the dialing keypad from the physical or soft phone rather than from IMX Mobile. (default = ON) – Not recommended if you are using the IMX Mobile SIP Client.
  (Image 2/3)

- Call Alert Pop Up

  Set to OFF if you wish to disable the "Call Alert Pop Up". *(Image 2/3)* On Incoming call an Call Alert Pop Up is shown as on the screenshots below :

OR

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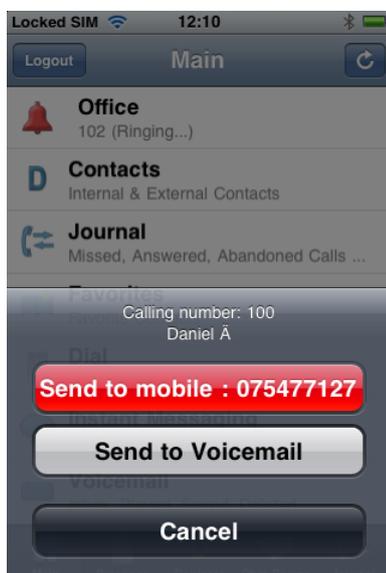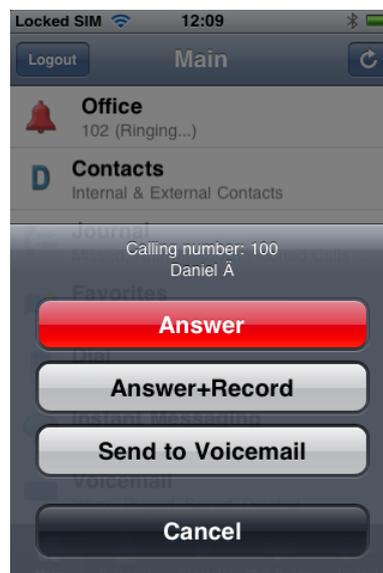
- The option "Send to mobile" is available only when the user mobile number has been set.

- The options "Answer" and "Answer+Record" are available when the "Use Desk Phone" parameter is set to ON.

- The option "Answer+Record" is not available for "CallMe" presence status.

- **Mobile State direct**   Set to ON so IMX Mobile will send the status of your mobile phone even for calls

  to/from your mobile to the system. Previously this feature was available only for calls going via the PABX. This feature increases the battery usage of your device! *(Image 2/3)*

- **Run in B/G**   Set to ON so IMX Mobile can run in background. Only available on devices that supports background mode: iPhone 3GS, iPhone 4 and above. *(Image 3)*

Alerts

- **Sound Alerts**   Set to ON so audible alerts are heard *(Image 4)*

- **Vibration**   Set to ON if you want the iPhone to vibrate on new events *(Image 4)*

SIP Account

- **SIP Phone**   IMX Mobile includes a SIP Client that can be used to connect with the PBX system. Set to ON if you want to use the IMX Mobile as SIP Phone *(Image 4)*

  Note : The settings under the section **SIP Account** are relevant only when you want to use the IMX Mobile as SIP Phone (the SIP Phone setting is enabled)

- **Username**   SIP account username – by default same as the IMX Mobile username *(Image 4)*

- **Password**   SIP account password *(Image 4)*

- **TCP**   Enable TCP communication with the PBX – this setting is enabled by default. When this setting is disabled the SIP Client will use the UDP protocol and will not receive incoming call alerts while IMX Mobile is in background! *(Image 4)*

- **Codecs**   Manage the SIP Phone codecs, enter 0 to disable a codec, the codecs value represent a codec priority *(Image 4)*

- **Number prefix** Prefix to be added to the dialed number with the SIP Phone *(Image 4)*

Codecs

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- **Codecs (0-255)** All supported SIP Phone codecs can be managed trough this menu. enter 0 to disable a codec, the codecs value represent a codec priority, 255 is the higher priority *(Image 5)*

When your proxy server is in the same network with you (for example you are in your office) you can connect using its local/internal IP address and Port number, but once you are out of the office the local IP and port are not accessible anymore - IMX Mobile will be disconnected and you were obligated to re-login using the external parameters of your server (IP/hostname and Port number) if you want to continue using IMX Mobile out of your office, to improve IMX Mobile for this situation we have introduced two profiles: Internal and External – as described below, now you are able to enter the parameters for internal and external access only once in IMX Mobile, on the login view you can easily switch from one profile to other, and you can also allow IMX Mobile to automatically choose the best profile by enabling the Auto Profile Selection option. Now when you go out of your office IMX Mobile will be able to automatically reconnect using your External Profile and you will continue using IMX Mobile.

Internal Profile

- Server   This is the local/internal IP address of the IMX Mobile Proxy *(Image 7)*

- SIP Server   This is the IP address of your SIP server/PBX (usually same as your IMX or OSO/MX/LX/HX system) *(Image 7)*

- SIP Port   Local/internal SIP Port used to connect to your PBX – default is 5080, relevant only if you are using the SIP Phone *(Image 5)*

External Profile

- Server   This is the external/public IP address of the IMX Mobile Proxy

    If your IT administrator has allowed external access, he should provide you this IP address or hostname. *(Image 7)*

- SIP Server   This is the IP address of your SIP server/PBX (usually same as your IMX or OSO/MX/LX/HX system)

    If your IT administrator has allowed external access, he should provide you this IP address or hostname. *(Image 7)*

- IMX Port   Your IT administrator will give the port number to use. The external port should be forwarded to port 8780 on the IMX Mobile Proxy server. Please advise the IT administrator never to use port 8780 for security reasons. *(Image 7)*

- SIP Port   External/public SIP Port used to connect to your PBX – default is 5090 *(Image 7)*

- Use STUN   Enable STUN support for the SIP Client – you should enable this setting when IMX Mobile is not in same network with your PBX – for example out of office, connected using mobile network (EDGE,3G..) etc. *(Image 8)*

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Network Address Translation

- STUN Server   STUN Server used by the SIP Client – relevant only when the STUN is enabled under the **External Profile** section *(Image 8)*

- STUN Port   STUN Port used by the SIP Client – relevant only when the STUN is enabled under the **External Profile** section *(Image 8)*

- Auto Profile Selection

    You should enable this setting if you want to allow IMX Mobile to automatically select the profile (Internal or External) to connect, that will permit IMX Mobile to auto re-connect using the right profile.   *(Image 8)*

- Auto Wi-Fi   This option will force IMX Mobile to reconnect using the available Wi-Fi network when it was previously connected via the cellular network (3G/EDGE…) *(Image 8)*

Active Device

The following settings are related to the "Move Call" feature that is available for IMX platform only

- Active Device   Used to specify the user active (ring) device number, when someone is calling the user main number only his active device will ring. *(Image 9)*

- Busy Mode   Set to ON to activate the Busy Mode: when someone is calling the user while he is busy and the "Busy Mode" is enabled the call will goes to voicemail, otherwise the call will ring other devices in the UAD group. *(Image 9)*

- Keep Connection   Set to ON to keep the connection active after making an outbound call from the user active device and make another call with the same connection. *(Image 9)*

Debug

- Debug mode   Set to ON to activate the IMX Mobile Debug mode: when enabled IMX Mobile will send logging messages to the system that can be used for debugging IMX Mobile issues. *(Image 9)*

1.3   Exit Settings and start IMX Mobile. After a few seconds, the application will launch.

IMPORTANT: Never give your login information to anyone. eTellicom will not be held responsible for calls made by other persons from your company PBX.
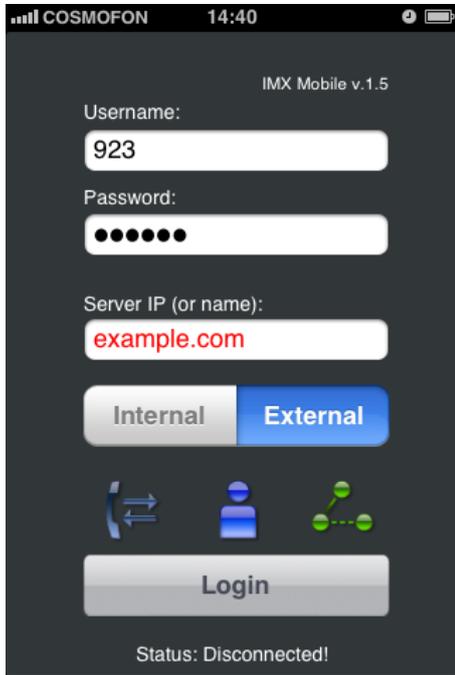
8

**IMPORTANT: Only certificate users are allowed to connect with IMX Mobile.**
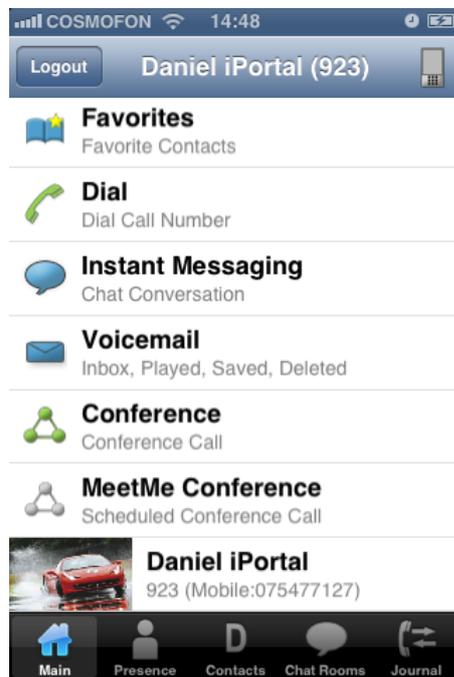
2. Starting IMX Mobile

Locate the IMX Mobile icon on the iPhone. Note that it might be on the second/last page. Click the icon and the login page will be displayed as shown below.

A few seconds later, you will see the following screen which indicates IMX Mobile is starting up and loading data from the system.

Top   Bottom

9
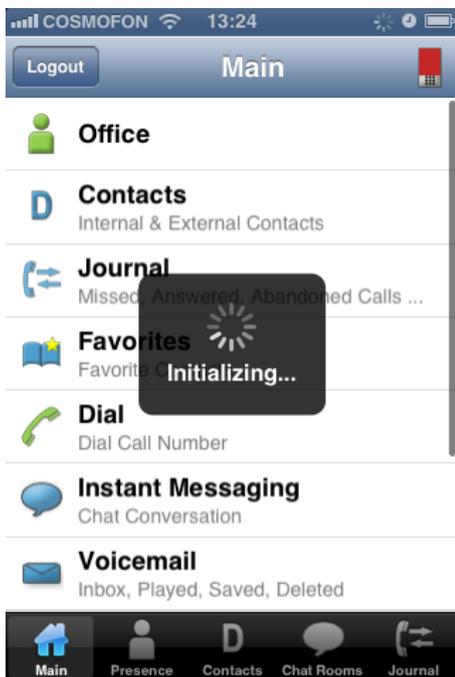
3. Main menu

Office
Displays your current presence and allows you to change it.

Contacts
Internal & External Contacts
Provides a search function of the system & mobile phone contacts

Journal
Missed, Answered, Abandon
Call History records

Favorites
Favourite Contacts
Allows you to create and manage favorites

Dial
Dial Call Number
Allows you to make Calls via the PBX

Instant Messaging
Chat Conversation
Proprietary IM Service

Voicemail
Inbox, Played, Saved, Deleted
Access to your system voicemail

Conference
Conference Call
Allows you to access the system Conference module.

MeetMe Conference
Scheduled Conference Call
Starts and Stops preconfigured conferences

Daniel iPortal
923 (Mobile:075477127)
The last row shows the user name, profile image, extension and mobile number (if available)

Horizontal – bottom menu

The horizontal menu – (bottom menu or also called tab bar menu) has the following menu 5 items:

- Main
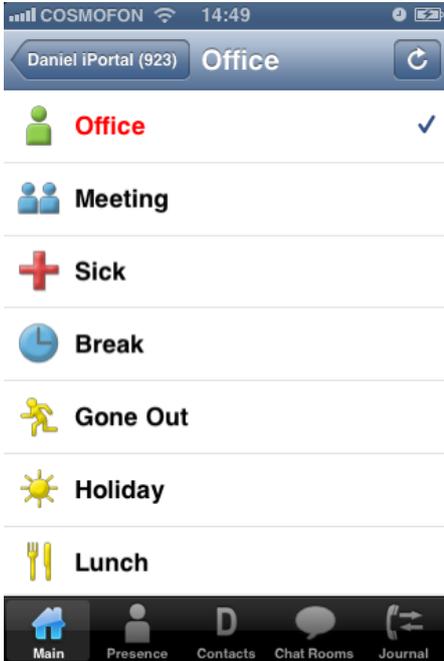- Presence
- Contacts
- Chat Room
- Journal

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NOTE: The green phone icon on the right top corner indicate that the SIP Phone is active and connected, red phone icon is shown when the SIP Phone is enabled but not connected and a gray phone icon when the SIP Phone is disabled/not used.
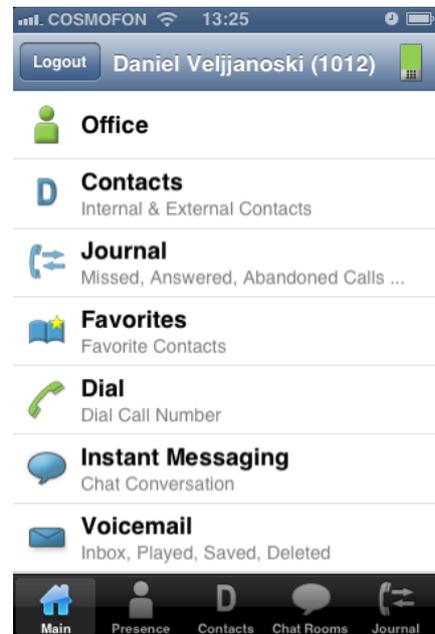
4. Presence

All presence types available in your desktop applications are available in IMX Mobile.

- To change the presence, please click on the Presence icon in the main menu noting that it displays your current presence so it may display Office, Meeting etc.

- The screenshot on the left will be displayed. Please note that you can scroll down to see other presence options

- Simply select the new Presence and select the return date/time as shown on the screenshot below


- The Status message allows you to leave some special message related to this particular instance of your presence. For example, you may wish to add "In a meeting with Fred Smith". Some customers use this field to advise other users on the system of their exact whereabouts in case of emergencies. It is important to note that all system users will be able to see the text so please use responsibly.

- Scroll on the date to select your return date if applicable

- Scroll on the hours and minutes and AM/PM if applicable.

- Simply press Apply when correct. Please note that your office phone will be forwarded according to your system settings e.g. voicemail etc.

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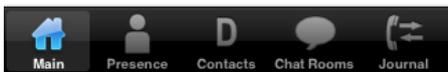
5.   Contacts

- This function provides you with the ability to find contacts on your server. These include internal users and external contacts in the server database.

- Offline directories such as MS Exchange, LDAP etc. will also be searched as well as the contacts in your mobile phone.

- You can search by first name, last name company etc.

- After a few seconds, all contacts matching the search criteria will be displayed

- A list of found contacts will be displayed as shown on the left.

- The icons indicate as follows:
  E – External Directory
  D – Internal Directory
  Contacts from your mobile phone have the mobile icon.

- To select which phone number to contact them on, please select the blue arrow

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6.   Contact Details and Making a Call
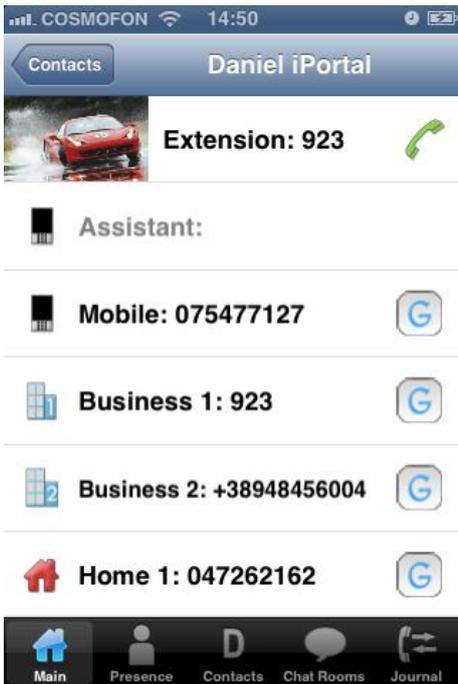
Use Desk Phone option (ON)

The "Use Desk Phone" setting determines how a call is going to be made.

If the setting is ON, the associated phone device such as your desk phone or a SIP phone installed in your iPhone will be used to make (and receive) calls. In this mode, your mobile phone's GSM functionality is not utilised. Please note that most SIP phones do not have the capability to start dialling automatically i.e. the call will first ring on the phone and after it is answered, it will start dialling.   This is why we recommend using our iMXFone which will start the dialling process automatically.

To make a call to one of your contact's phone numbers, simply click on the number.

Use Desk Phone option (OFF)

If the setting is OFF, it means you only wish to use the phone services of your iPhone. Please note that GSM call costs would be incurred.

To make a call, simply select a contact's phone number or enter it manually in the iPortal Dial Pad.

In this mode, your server will initiate the call first to your mobile. When your mobile rings, answer the call.

After you answer the call on your mobile, the server will make the call to the contact and connect you.

It is important to understand that your company might incur charges for both calls.

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7. Journal (Call History)

The same Journal functionality in your desktop myPortal applications is also available in IMX Mobile. You can view call details by various types grouped per day, showing the number of calls, the and of course make calls.
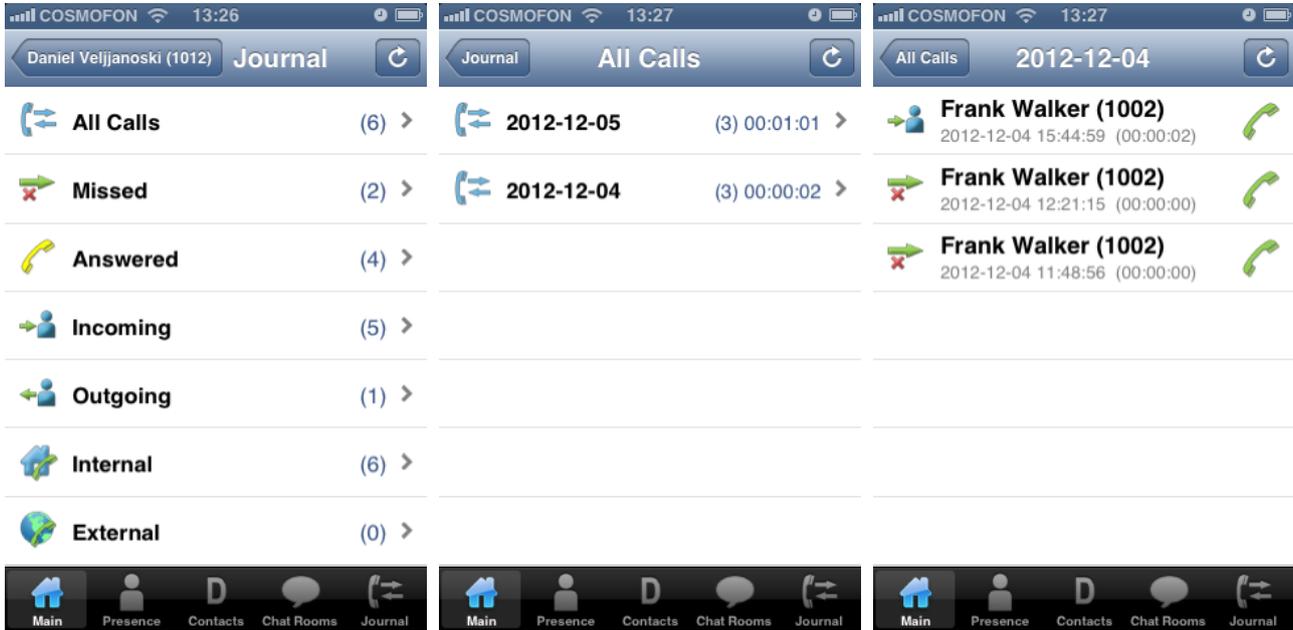
8. Favorites (Groups)

The Favorites functionality is also available. To create access the members of the group, simply click on the group. To delete a member of a group, click the delete button on the top right.

To add a contact to a group, click the button, search for a contact and add the contact.

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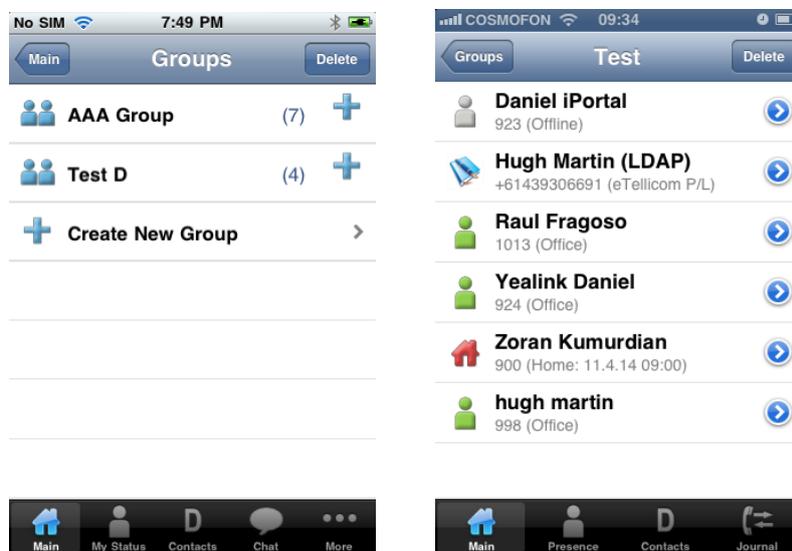
NOTE: IMX Mobile cannot show outlook contacts! External offline contacts can be shown into the favorite groups (as group members) but cannot be added via IMX Mobile.

9. CallMe Service and CallMe Mobile options

These two modes work in a very similar way. In both cases, your GSM functionality is being used i.e. the "Use Desk Phone" option is set to OFF.

9.1 CallMe Service

CallMe requires you to change your presence so that you appear to be in the office when making and receiving calls. This functionality is identical to the OpenScape Office CallMe mode as used with myPortal and myPortal for Outlook, by default it uses your mobile phone number. For security reasons, by default we do not allow the CallMe number to be entered in IMX Mobile but that can be changed by setting ON the parameter "Edit CallMe Number"

To use this mode, click on the Office button in the Presence menu. Slide the "Enable CallMe Service" to ON.

If you wish, you can also add some text in the Status Message to announce your whereabouts to your colleagues.

Click Apply and you will hear a confirmation tone/vibration (subject to your settings). The CallMe Presence will be displayed as shown below.
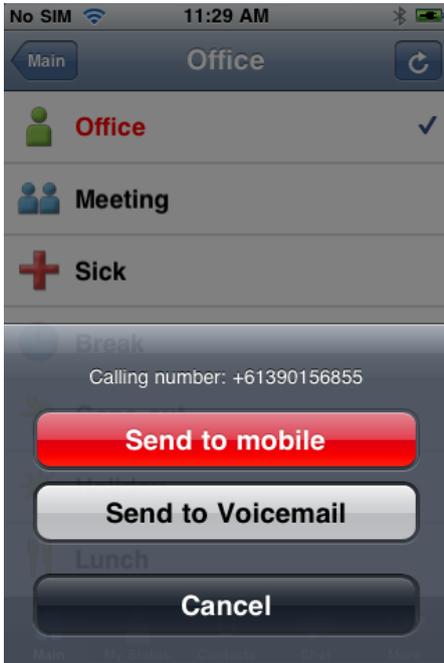

Note: Some Telco's do not permit substituting the calling number and in such cases, your contact will see your office main number rather than your DID.

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9.2   CallMe Mobile

This option is very similar to the CallMe Service except it does not change your office presence. CallMe is simply the default mode when the "Use Desk Phone" option is OFF. Here it how it works:

Simply make a call and the server will call your mobile, and then connect you to your contact. For inbound calls, it is assumed your presence is Office. So, when someone calls your office (internal or external calls) you will receive the alerting on your IMX Mobile and be presented with the option to accept (Send to Mobile), reject (Send to Voicemail) or simply do nothing (Cancel)

NOTE: The "Send to mobile" option has been updated to show your mobile number. Ex. "Send to mobile: 075123456 "

10.   Transferring Calls
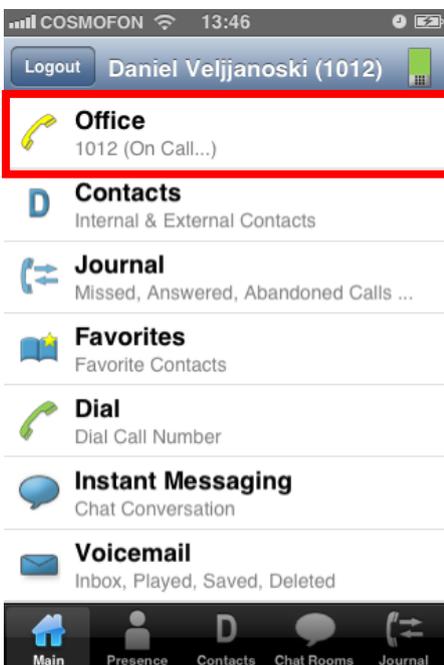
If you had set the "Use Desk Phone" option to ON, the call will be made via iMXFone or whatever SIP phone corresponds to the user login in IMX Mobile. This could also be your desktop phone although it doesn't make much sense using an application on your iPhone to control the desk phone.

When the called party answers, the office status will change and "On Call" will be displayed. The same applies if someone calls you and you answer the call.

Clicking on the Office menu while on a call, will display options to transfer the call to someone else.

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When on a call, the following options are available:

- Hang Up

  Disconnects the caller

- Blind Transfer

  Transfers the call without allowing you to announce it to the 3rd party

- Supervised Transfer

  Transfers the call but allows you to ask the 3rd party if they want to accept the call.

- Cancel

  Closes the pop up

.
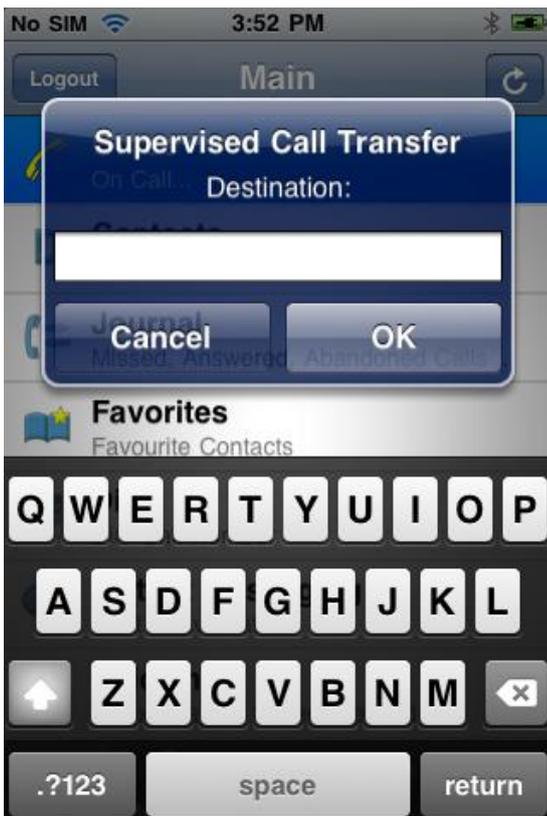
When you press either Blind or Supervised Transfer, iPortal needs to know where to transfer the call.

You may simply enter the number which can be an internal extension number or an external number and click OK.

If you don't know the person's number, you can enter their name or part of their name. iPortal will search the iPhone contacts as well as contacts on your server, LDAP etc. as configured by your administrator.

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11.   Instant Messaging (IM)

This functionality allows you to perform IM chat the same way as you do in the desktop clients. To start a chat session, first select a contact from your Favorites or simply search via the Contacts menu.

Select the last menu "Instant Messaging".   If the user is offline, a message will appear, otherwise, proceed to type and send the message.
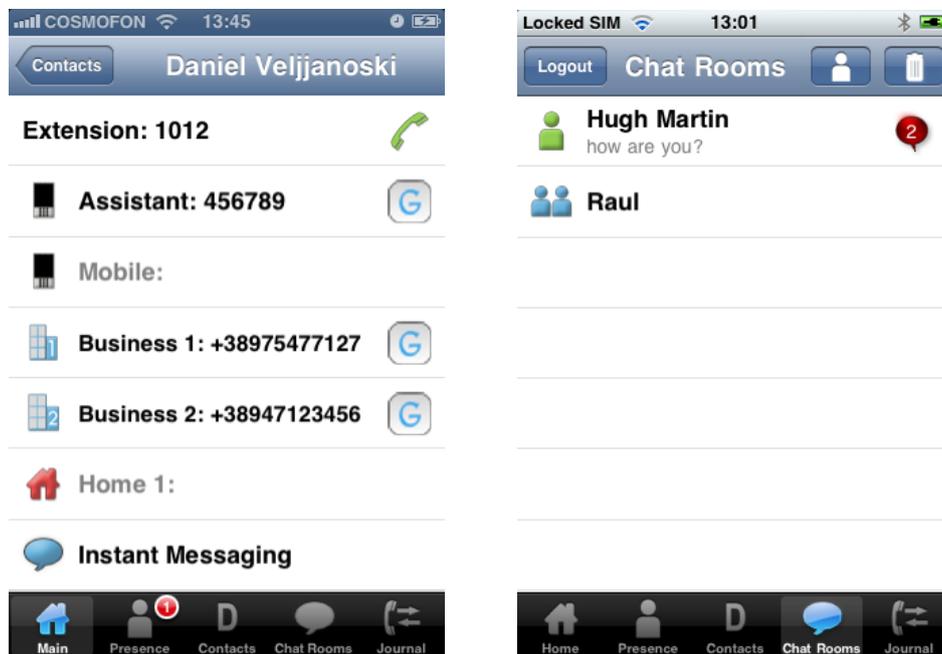
When the "Instant Messaging" menu is selected the "Chat Rooms" menu is shown (as on the screenshots above). The "Chat Rooms" menu shows all available open chat rooms, the number of missed messages per contact - showing the last missed message.

All users available for instant messaging can be shown by selecting the user icon from the navigation bat – on top.

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12.   Voicemail

IMX Mobile provides you with the ability to listen to your system voicemail messages. Click on the Voicemail menu and select the Inbox, Played, Save or Deleted folders. You can see the number of messages in each folder. A list of messages will be displayed by clicking on the desired folder. To play a message, simply click on it and select from the menu e.g. Play.

Depending on the length of the recording, please allow time for the message to be downloaded to the phone.
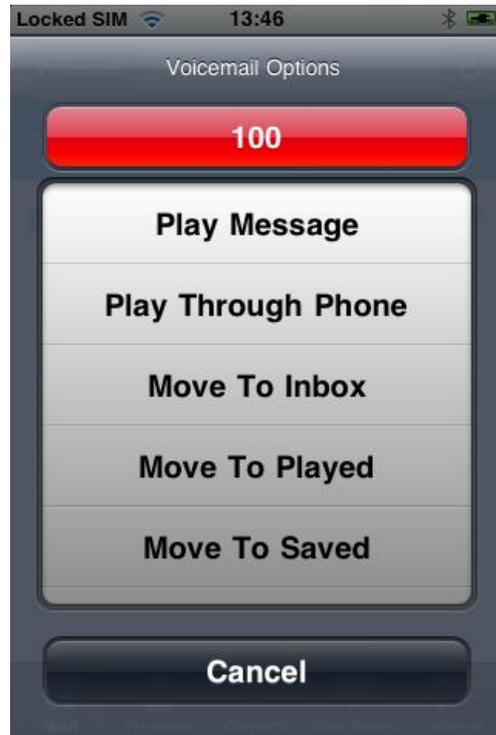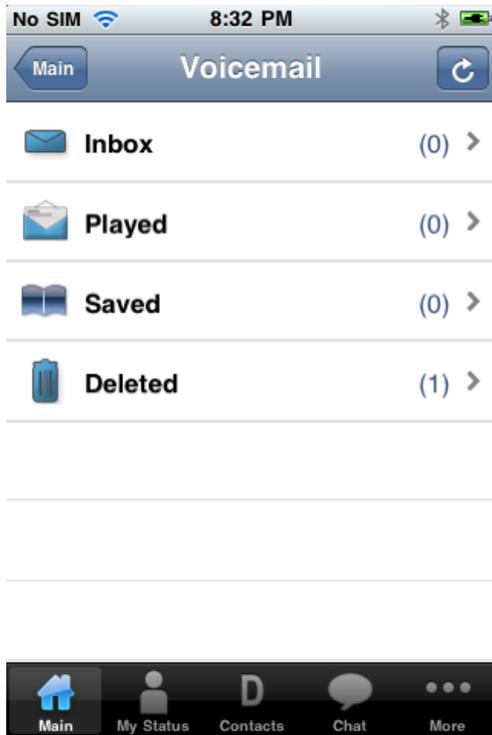
Instead of downloading the voicemail messages to your phone (as shown above) now is also possible to play voicemail messages through the phone. The voicemail options menu now includes the option to "Play Through Phone". When selected, the server will call the appropriate number e.g. your extension or your mobile (subject to your settings) and play the selected message.

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13.   Conference

IMX Mobile provides you with the ability to create an Ad-Hoc Conference.   You will automatically be added to the conference because you are the originator. To add a participant, simply click on the Add Participant menu or on the search icon – on the left side of the Add participant menu.   To delete a participant, click on the Delete button and then click on the red button next to the participant you wish to remove.

When satisfied, please click on the Start Conference button. Your phone and the phones of all participants will be called by the system.
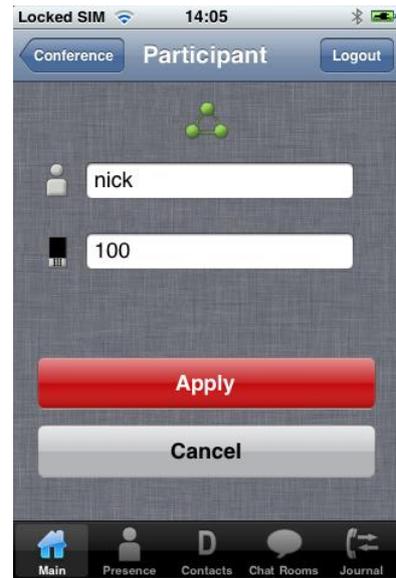
To stop the conference simply click on the Stop Conference button and all calls will be disconnected.
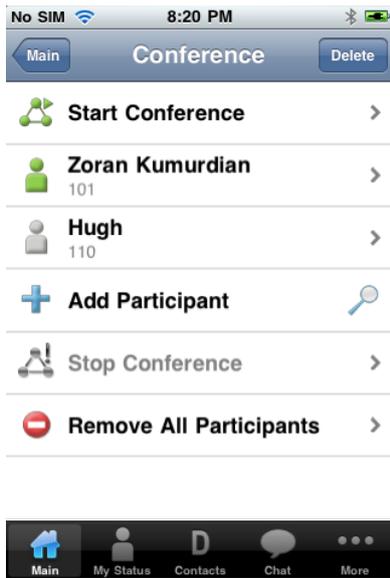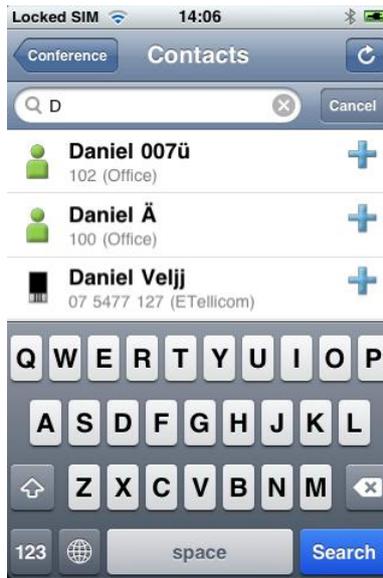
Conference menu   Add Participant – Search   Add Participant

14. Scheduled Conferences

It is also possible to start and stop scheduled conferences which have already been created in your myPortal desktop applications.

Clicking on the MeetMe Conference button on the main menu will present a list of your conferences as shown below.

To start a conference, click on the appropriate one and you will be offered to Start/Stop the conference. It is not relevant that the conference is Active or Inactive.

Note that it is not possible to add/remove participants of scheduled conferences.
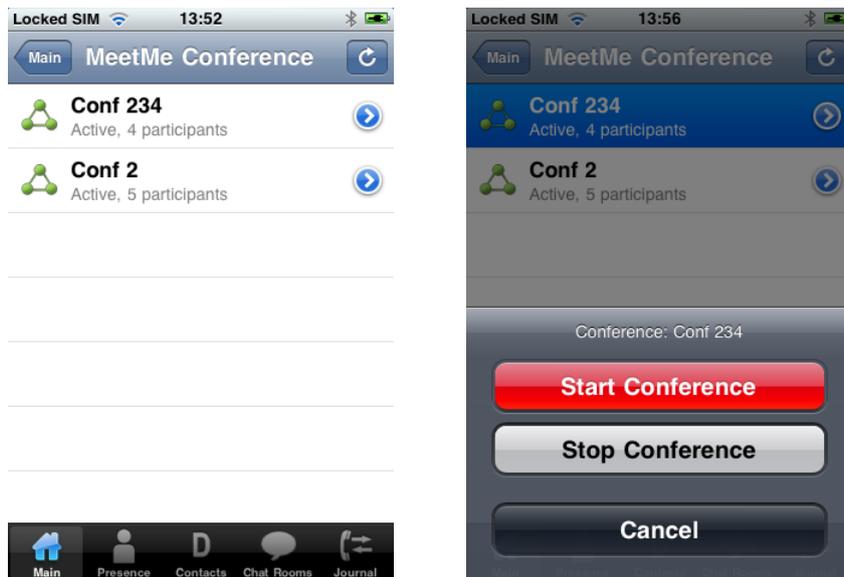
Now is also possible to edit the participant numbers, password and email address by selecting one participant from the list.

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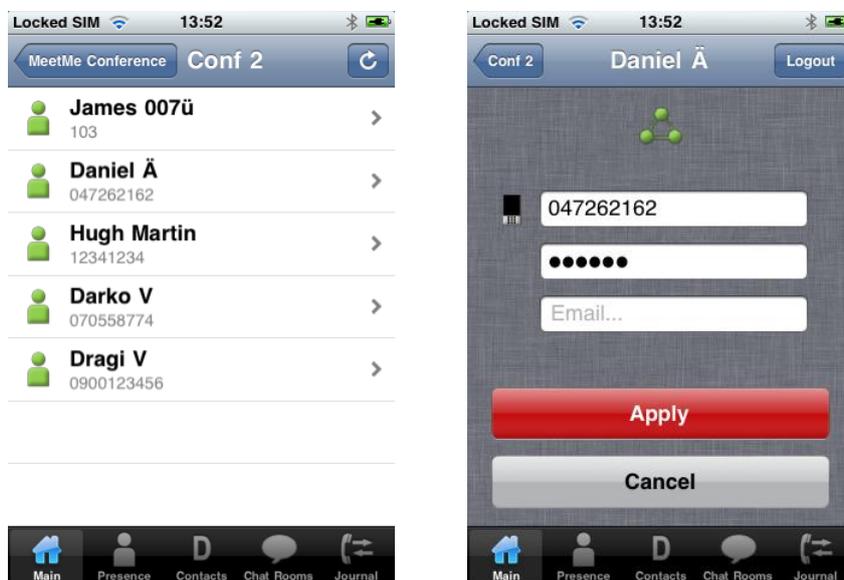
15.   Live Record Call

IMX Mobile has the ability to live record calls.

When your phone is ringing, the Call Alert Pop Up provides you with the ability to Answer or Answer + Record the calls.

By selecting the option "Answer+Record" the call will be answered and the live call recording will be auto started.

These options: "Answer" and "Answer+Record" are only available when the "Use Desk Phone" is set ON.

When the called party answers, the office status will change and "On Call" will be displayed. The same applies if someone calls you and you answer the call.

Clicking on the Office menu while on a call, will display the option to live record call: "Record Call".
If you have already started the call recording the same menu will show the option "Stop Recording"

Version 1.5 April 2014
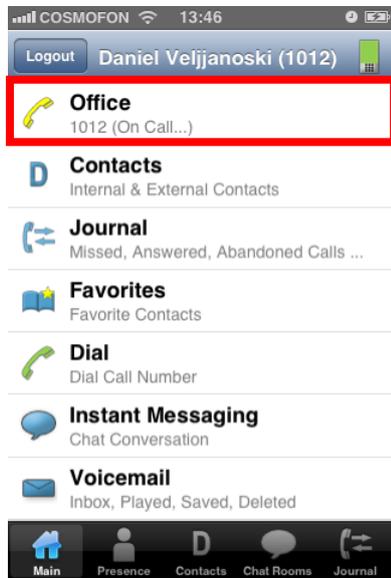
16.   Send to mobile / Sent to office

When you are currently talking on your office phone and you need to go out of the office buy the conversation is not yet finished - you wish to continue talking on your mobile phone.

The "Send to mobile" option will transfer the current call from your office phone to your mobile number (specified in your user settings), the "Send to mobile" menu will also show your mobile number but will not be shown if you mobile number is not specified.

The opposite of the function "Sent to mobile" is the function named "Send to office". When you are talking on your mobile phone (only when the call is made via the system) you will be able to transfer the call from your mobile to your office phone by selecting the menu "Send to office".

17.   SIP Phone

Since IMX Mobile 3.0 a SIP Phone features has been included in IMX Mobile, now with IMX Mobile you can talk with your contacts directly via IMX Mobile instead of using a desk phone or softphone connected with your extension.

 To use the SIP Phone you should enable the SIP Phone option under the IMX Mobile settings and correctly configure the required SIP settings available under the sections: SIP Account, Network and STUN Support in the IMX Mobile settings.

Usually after enabling the SIP Phone you should only enter your SIP Username and Password, and when IMX Mobile is not in same network with your PBX you should enable STUN support too.

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NOTE: You should enable the "Run in background" setting otherwise IMX Mobile will be closed once it is in background (Only available on devices that supports background mode: iPhone 3GS, iPhone 4 and above)

When the SIP Phone is successfully connected the Dial view is transformed into a SIP Phone dial view that is showing the SIP Server on the left (Ex. etellicom.com), the SIP Phone status is displayed on the right (Ex. Connected) and the SIP Extension (Username) is shown on the right top side as on second image below:
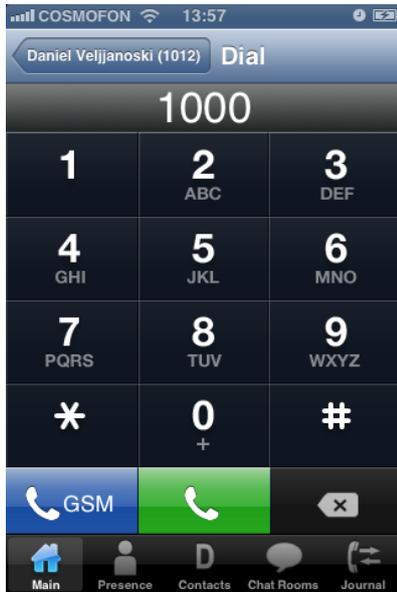
To

When the SIP Phone is enabled and the SIP Account configured correctly the SIP Phone Dial view should be shown, if the normal IMX Mobile dial view (as on the first image above) is shown instead, the first step to try is to go back to the main menu then after few seconds return back to the Dial view, if the SIP Phone dial view is still not shown the SIP Account parameters should be checked.

Incoming call from the user with extension 924:

The following options are shown (as on the image on the left).

- ✔ Decline

- ✔ Answer

- ✔ Answer + Record

- ✔ Send to mobile

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On Call view – displayed while the user is talking is showing the contact extension and name if available, the talk time and other phone options: Mute, Keypad, Speaker, Hold/Pause and Plus (+) that will show the popup menu with the options as on the image below: Hang-up Call, Blind Transfer, Supervised Transfer, Record Call and Cancel to close that popup)
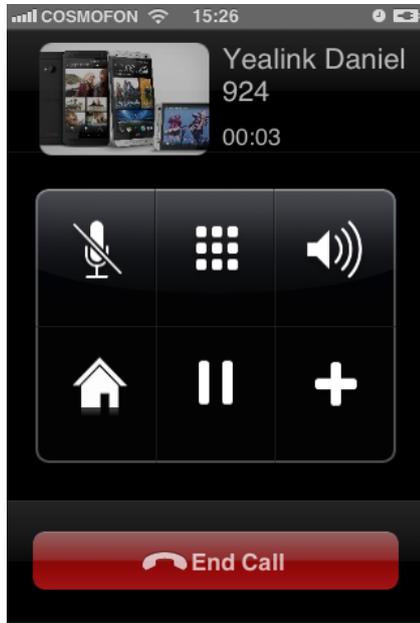
The same popup menu as described above in this use guide can be shown by selecting the user "On Call" status from the first- presence status row on the IMX Mobile main view.

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18.   Move Call

The "Move Call" feature is available on the IMX platform; it's allowing the user to move the same call between different devices without call interruption.

This option can be accessed by selecting the user "On Call" status from the first- presence status row on the IMX Mobile main view. Or the "+" button from the Phone view while the user is on call (see image above)
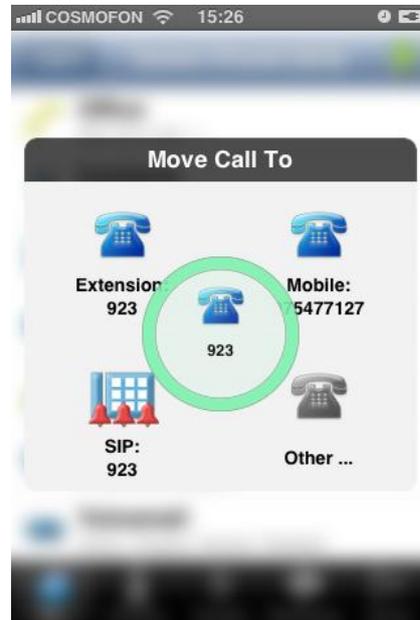
By simple drag and drop the circle that is in the middle of   the "Move Call To" window the user can select the moving destination.

More devices and option to enter a number manually can be shown by selection the "Other" option.

The settings under the "Active Device" section (as shown before) are applying for this feature:

  ✓   Active Device

  ✓   Busy Mode

  ✓   Keep Connection

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19. Examples of IMX Mobile settings

Example 1: Settings that should be configured /changed when using IMX Mobile with SIP Phone enabled – in the same network with your PBX system:

Login Account
Username – your login name/extension number
Password – your password

Preferences
Run In Background – ON/Enabled

SIP Account

SIP Phone – ON/Enabled
Username – your SIP account username, empty is same as the IMX Mobile username
Password – your SIP account password

Internal Profile

Server – IP address of the IMX Mobile Proxy server
SIP server – IP address of the SIP server usually same as the IP of your IMX or OSO/MX/LX/HX system
SIP Port – SIP Port (default is 5060 for OSO/MX/LX/HX and 5080 for IMX)

Example 2: Settings that should be changed when using IMX Mobile with SIP Phone enabled over mobile network (EDGE,3G, …) or external Wi-Fi:

Login Account
Username – your login name/extension number
Password – your password

Preferences
Run In Background – ON/Enabled

SIP Account

SIP Phone – ON/Enabled
Username – your SIP account username, empty is same as the IMX Mobile username
Password – your SIP account password

External Profile

Server – External IP address of the IMX Mobile Proxy server
SIP server – External IP address of the SIP server usually same as the External IP of your IMX or OSO/MX/LX/HX system
IMX Port – Server Port
SIP Port – SIP Port (default is 5060 for OSO/MX/LX/HX and 5090 for IMX)
Use STUN – ON/Enabled

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NOTE: In case you don't want to use the SIP Phone just disable the SIP Phone setting and ignore the other SIP Phone parameters (SIP Account, SIP port and STUN settings)

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20.   Supported Languages

	Language	Thanks to
	Danish	
	Dutch	R. Oosterlee
	English	
	French	
	German	Axel Wagener
	Italian	Robinson srl Via Milano, 16 13856 Vigliano B.se (BI) Tel. +390158130611 Ref. Paolo Ronzani Email pronzani@robinson.it Web: www.robinson.it
	Macedonian	
	Portuguese	
	Swedish	Roger Hedin Phone: +46 8 680 2030 Email: roger.hedin@aditel.se Web: www.aditel.se

* If you want to have IMX Mobile on your own native language that is not currently supported, please do not hesitate to contact us.

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iPortal (iOS) Support

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