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Introduction

iPortal is a client/server application developed for the iPhone. It is designed to complement our suite of Unified Communications applications which are marketed on the Siemens HiPath OpenScape Office system.

iPortal 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. iPortal is available to our existing and future customer base via the Apple App Store.

iPortal communicates with our server applications using a proprietary protocol.

The iPortal login account and the other user preferences can be specified using the iPhone settings manager.

¹ Attention: Most of the iPortal features have been removed for security purposes and added to the new, improved and secured [IMX Mobile](http://etellicom.com/imxmobile) app. (See more: <http://etellicom.com/imxmobile>)

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



<https://itunes.apple.com/app/iportal-imx/id423321355?mt=8>

<http://etellicom.com/iportal>





Features

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

- ✓ ~~CallMe~~ (Available in [IMX Mobile](#))¹
- ✓ ~~CallMe Mobile~~ (Available in [IMX Mobile](#))¹
- ✓ Send Call to Voicemail
- ✓ Send Call to Cell Phone
- ✓ Change office presence
- ✓ Real-time view of internal contacts' presence
- ✓ Real-time phone state : On Call, Calling, Ringing
- ✓ Favorites
- ✓ View/listen to voice mail messages
- ✓ Call History
- ✓ Live Record calls
- ✓ Call Transfer
- ✓ ~~Ad Hoc conference with contacts from your phone system or your mobile phone~~
(Available in [IMX Mobile](#))¹
- ✓ ~~Start/Stop Scheduled Conferences on your PBX~~ (Available in [IMX Mobile](#))¹
- ✓ ~~Instant messages~~ (Available in [IMX Mobile](#))¹
- ✓ ~~Mobile State~~ (Available in [IMX Mobile](#))¹
- ✓ ~~Integrated SIP Phone~~ (Available in [IMX Mobile](#))¹

Pre-requisites:

iPhone 3GS, iPhone 4 or above.

iPortal 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:

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





1. Setup

1.1 Go to Settings and locate the iPortal icon as shown below



Image 1



Image 2

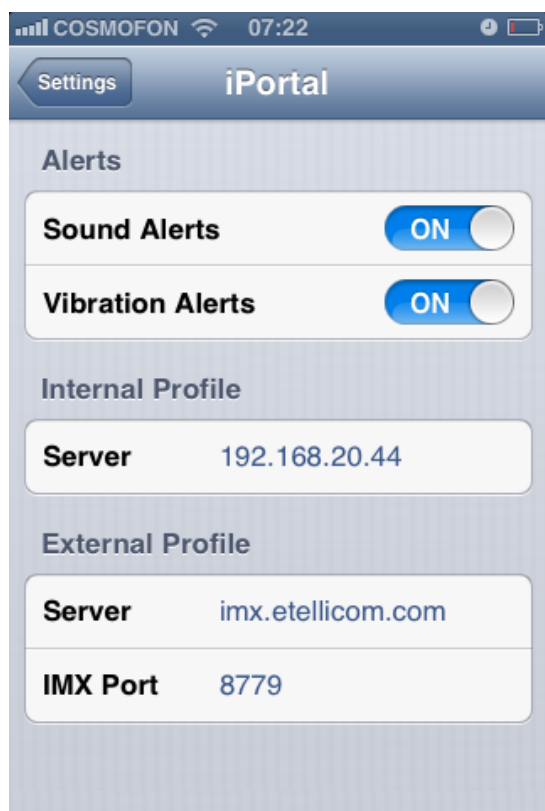


Image 3

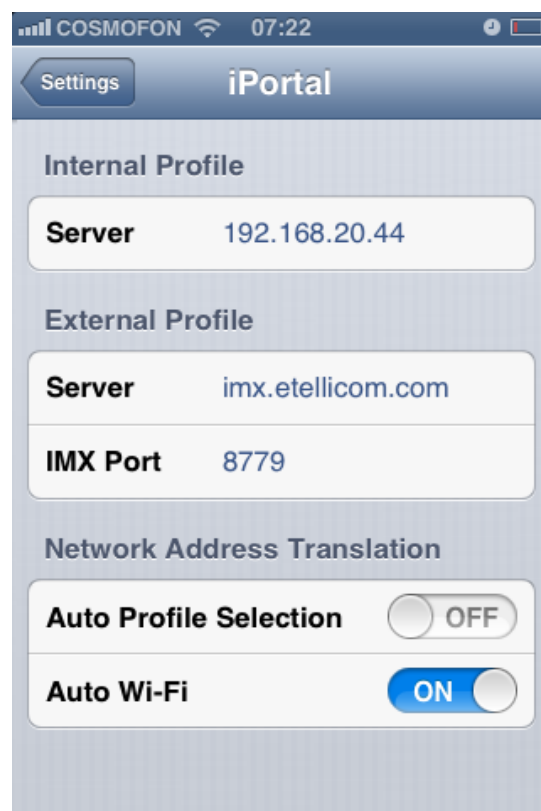


Image 4



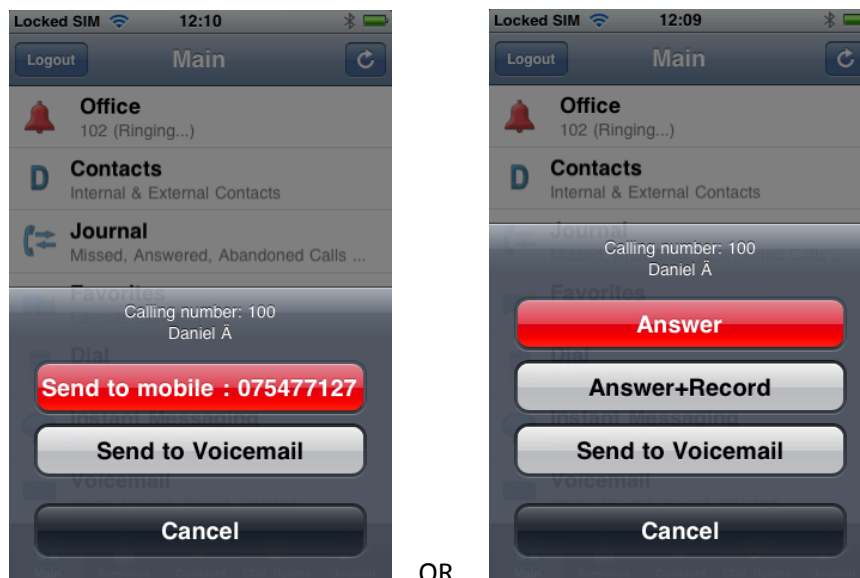
1.2 Enter the following information

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 iPortal this option was named **Use iMXFone**. (**Image 2**)
- Call Alert Pop Up
Set to OFF if you wish to disable the "Call Alert Pop Up". (**Image 2**) On Incoming call an Call Alert Pop Up is shown as on the screenshots below :



OR

- 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.

- Run in B/G Set to ON so iPortal can run in background. Only available on devices that supports background mode: iPhone 3GS, iPhone 4 and above. (**Image 2**)



Alerts

- Sound Alerts Set to ON so audible alerts are heard (*Image 3*)
- Vibration Set to ON if you want the iPhone to vibrate on new events (*Image 3*)

SIP Account

- SIP Phone Since version 3.0 iPortal include a SIP Client that can be used to connect with the PBX system. Set to ON if you want to use the iPortal as SIP Phone (*Image 3/4*)

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

- Username SIP account username – by default same as the iPortal username (*Image 3/4*)
- Password SIP account password (*Image 3/4*)

When your OSO/MX/LX/HX/IMX/ 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 - iPortal 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 iPortal out of your office, to improve iPortal 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 iPortal, on the login view you can easily switch from one profile to other, and you can also allow iPortal to automatically choose the best profile by enabling the **Auto Profile Selection** option. Now when you go out of your office iPortal will be able to automatically reconnect using your External Profile and you will continue using iPortal.

Internal Profile

- Server This is the local/internal IP address of the OSO/MX/LX/HX/IMX/ server

If you are using the SIP Phone this is also the IP address of your SIP server/PBX

If you have a company VPN, then this is the most secure way to connect. In such cases, use the local IMX port 8779. (*Image 3/4*)

External Profile

- Server This is the external/public IP address of the OSO/MX/LX/HX/IMX/ server

If your IT administrator has allowed external access, he should provide you this IP address or hostname.
- IMX Port Your IT administrator will give the port number to use. The external port should be forwarded to port 8779 on the OSO/MX/LX/HX/IMX/ server. **Please advise the IT administrator never to use port 8779 for security reasons.** (*Image 3/4*)



Network Address Translation

- Auto Profile Selection

You should enable this setting if you want to allow iPortal to automatically select the profile (Internal or External) to connect, that will permit iPortal to auto re-connect using the right profile. **(Image 4)**

- Auto Wi-Fi This option will force iPortal to reconnect using the available Wi-Fi network when it was previously connected via the cellular network (3G/EDGE...) **(Image 4)**

1.3 Exit Settings and start iPortal. 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.





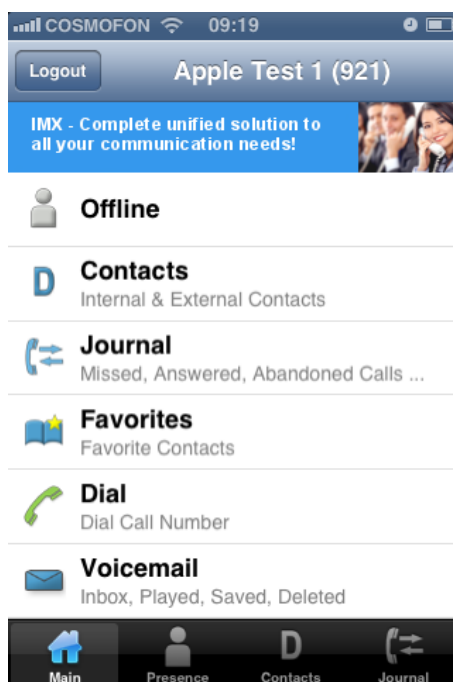
2. Starting iPortal



Locate the iPortal 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 iPortal is starting up and loading data.





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 by entering the calling numbers on the dial pad.

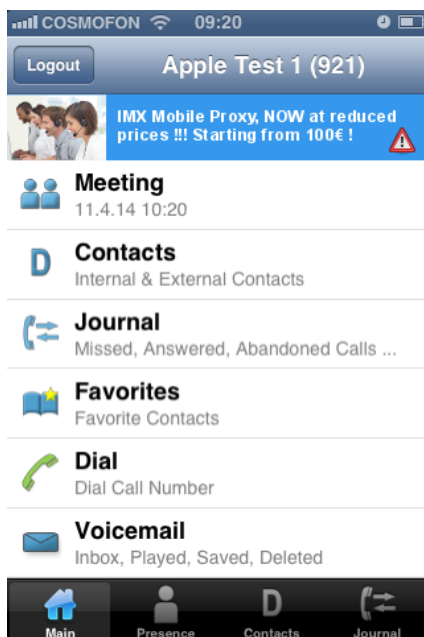


Voicemail

Inbox, Played, Saved, Deleted

Access to your system voicemail

Horizontal – bottom menu



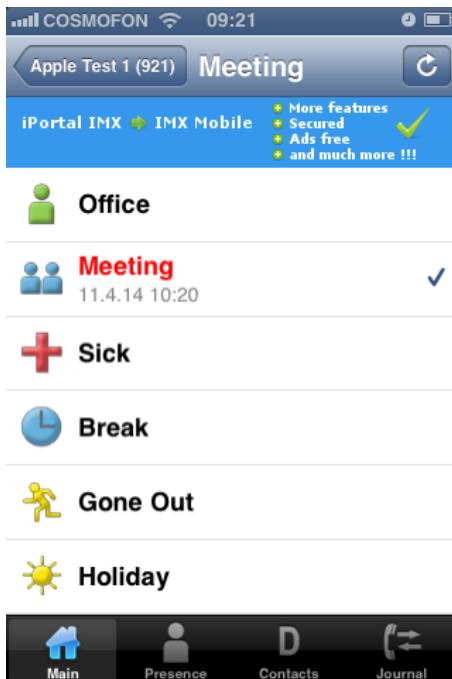
The horizontal menu – (bottom menu or also called tab bar menu) has the following menu 4 items:

- Main
- Presence
- Contacts
- Journal



4. Presence

All presence types available in your desktop applications are available in iPortal.



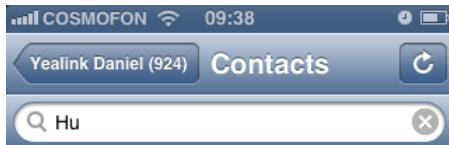
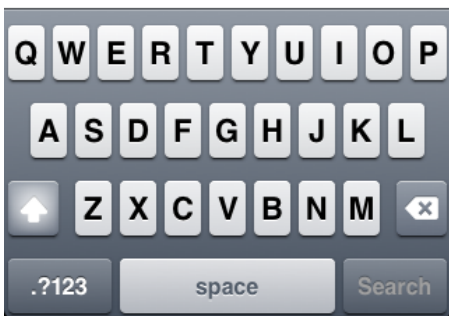
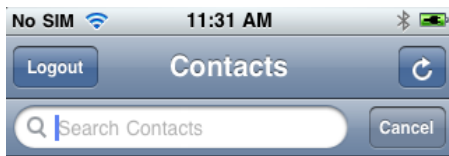
- To change the presence, please click on the Presence icon in the main menu noting that it displays your current presence so it may display Office, Meeting etc.
- The screenshot on the left will be displayed. Please note that you can scroll down to see other presence options
- Simply select the new 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.



5. Contacts



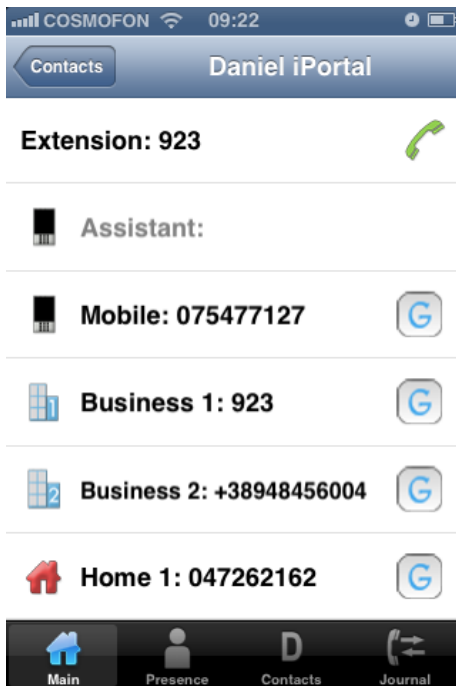
- This function provides you with the ability to find contacts on your server. These include internal users and external contacts in the server database.
- Offline directories such as MS Exchange, LDAP etc. will also be searched as well as the contacts in your mobile phone.
- You can search by first 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 





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.

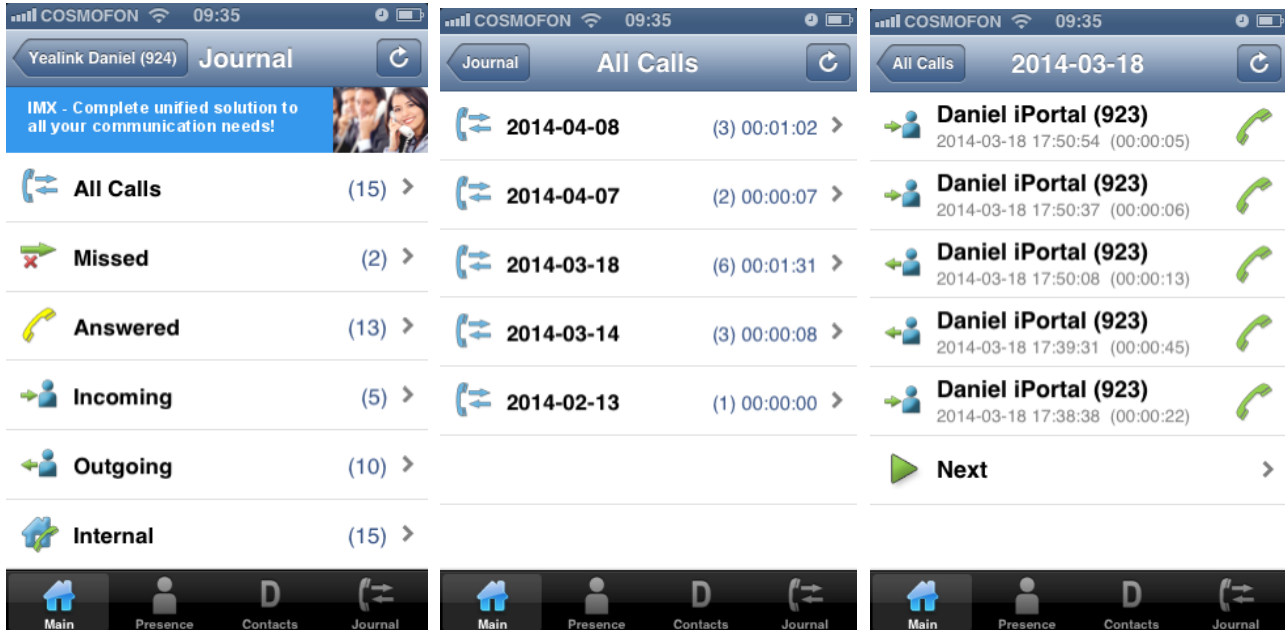
It is important to understand that your company might incur charges for both calls.






7. Journal (Call History)

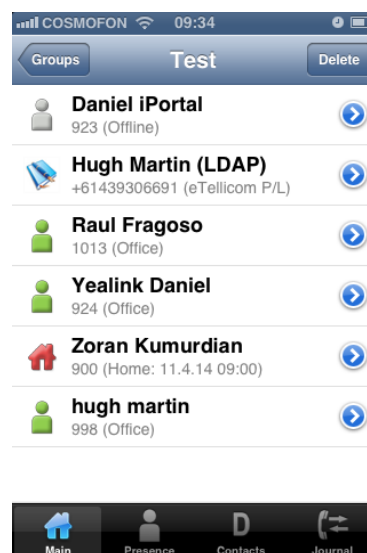
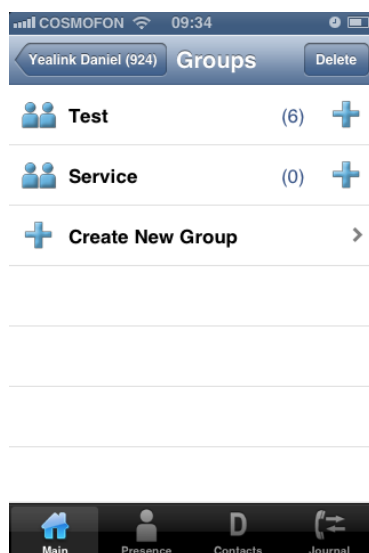
The same Journal functionality in your desktop myPortal applications is also available in iPortal. You can view call details by various types grouped per day, showing the number of calls, the and of course make calls.



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.



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

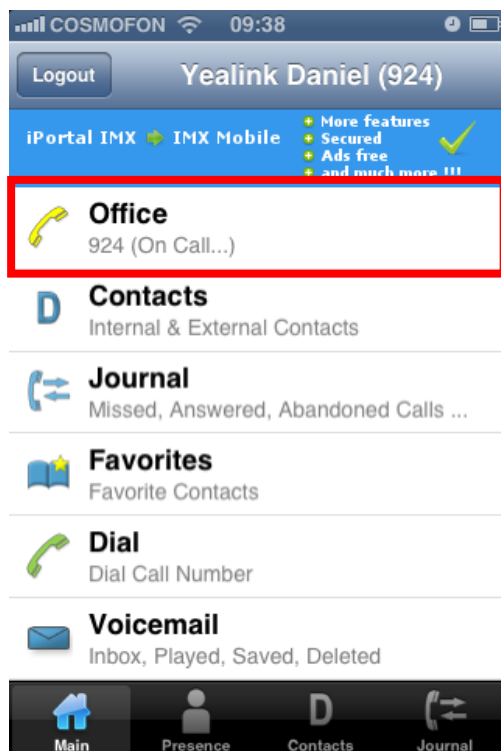


9. CallMe Service and CallMe Mobile options

Available in [IMX Mobile](#)¹

10. Transferring Calls

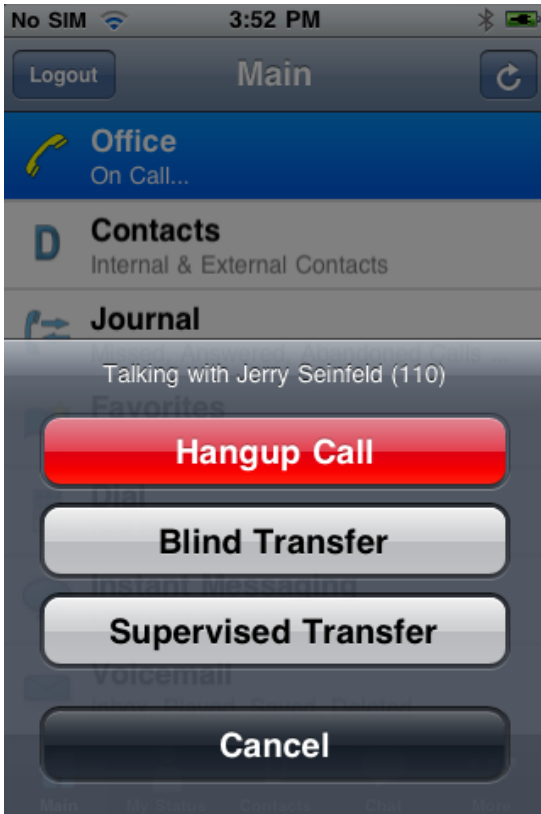
If you had set the “Use Desk Phone” option to ON, the call will be made via iMXFone or whatever SIP phone corresponds to the user login in iPortal. This could also be your desktop phone although it doesn’t make much sense using an application on your iPhone to control the desk phone.



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.

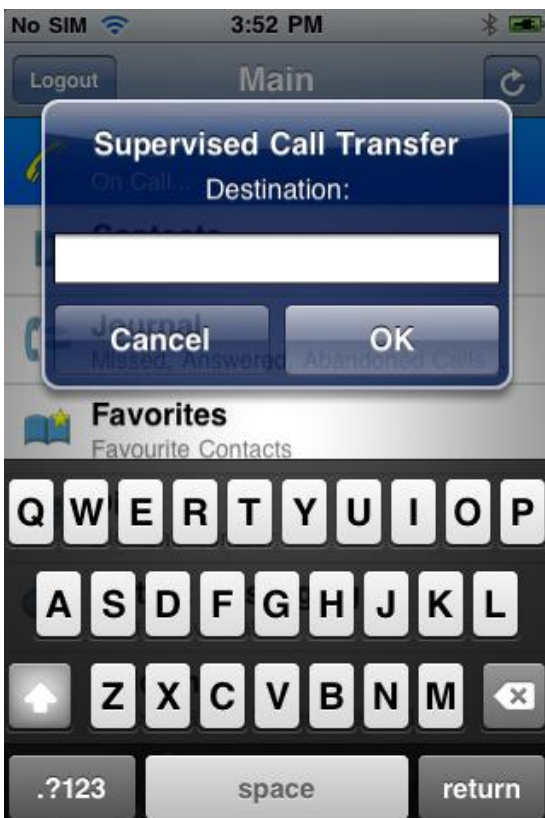
Clicking on the Office menu while on a call, will display options to transfer the call to someone else.





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.



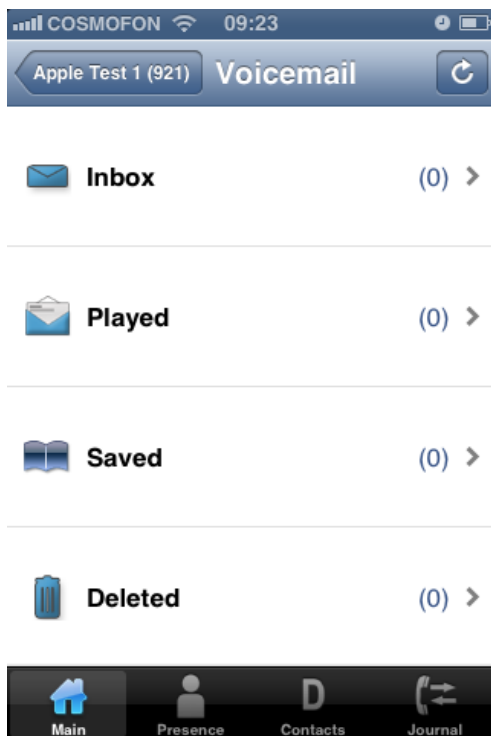
11. Instant Messaging (IM)

Available in [iMX Mobile](#)¹

12. Voicemail

iPortal 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.





13. Conference

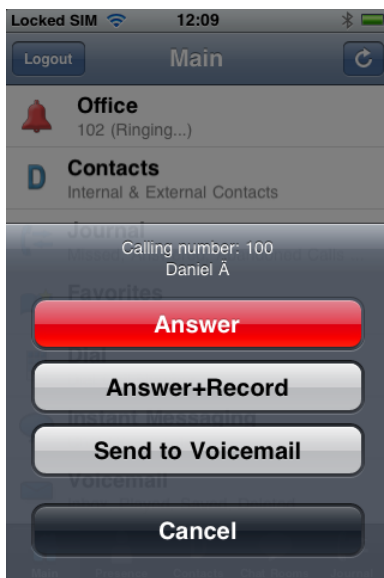
Available in [IMX Mobile](#)¹

14. Scheduled Conferences

Available in [IMX Mobile](#)¹

15. Live Record Call

iPortal 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.

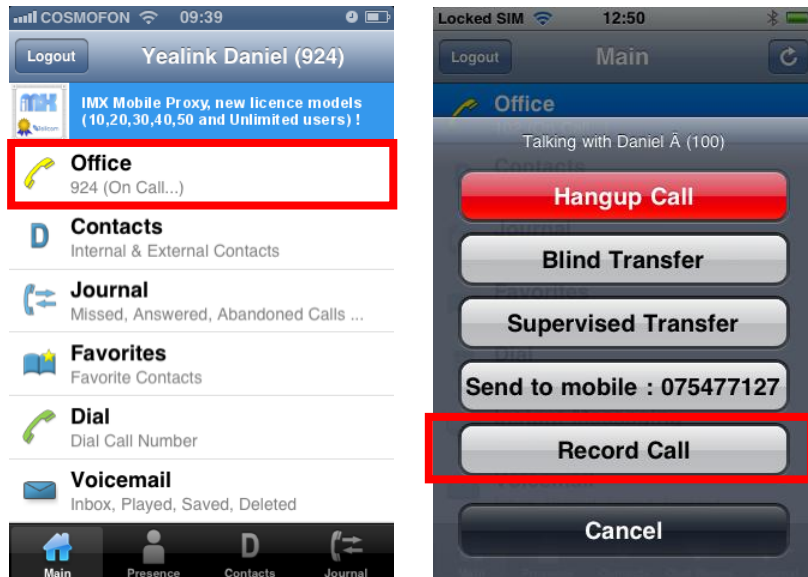
By selecting the option “Answer+Record” the call will be answered and the live call recording will be auto started.

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”

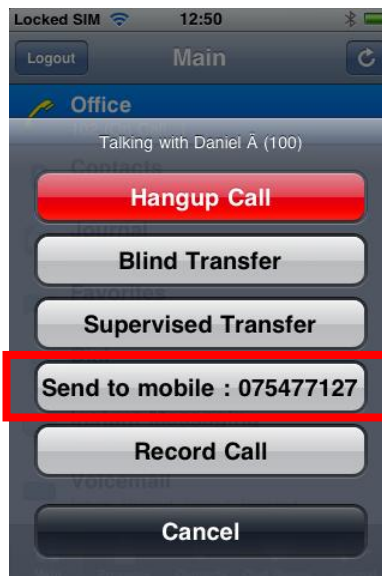




16. Send to mobile / Sent to office

When you are currently talking on your office phone and you need to go out of the office but 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 your mobile number is not specified.



18

The opposite of the function "Send 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

Available in [iMX Mobile](#)¹

18. Examples of iPortal settings

Example 1: Settings that should be configured /changed when using iPortal 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](#)

Internal Profile

Server – [External IP address of the OSO/MX/LX/HX/iMX/ server](#)

Example 2: Settings that should be changed when using iPortal 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](#)

External Profile









Server – [External IP address of the OSO/MX/LX/HX/iMX/ server](#)

iMX Port – [Server Port](#)





19. Supported Languages

	Language	Thanks to
	Danish	
	Dutch	R. Oosterlee
	English	
	French	
	German	Axel Wagener - Siemens
	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 iPortal on your own native language that is not currently supported, please do not hesitate to contact us.**

**iPortal (iOS) Support**

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eTellicom Contact:
<http://etellicom.com/au>



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