Clearspan® Communicator™ User Guide for iPhone

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Mitel®

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Clearspan Communicator User Guide for iPhone
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1 REVISION HISTORY 2

2 ABOUT CLEARSPAN COMMUNICATOR FOR IPHONE 3

3 GETTING STARTED 4

3.1 Installation 4

3.2 Sign In 4

4 MAIN TABS 5

5 CONTACTS 6

5.1 Add 6

5.2 Edit 7

5.3 Filters 8

6 PRESENCE 9

7 INSTANT MESSAGING 10

7.1 Chat Tab 10

7.2 Chat 11

7.3 Group Chat (Ad-Hoc Rooms) 11

7.4 Chat Recording 12

7.5 Chat Security Classification 12

8 AUDIO AND VIDEO CALLS 13

8.1 Dial Pad Tab 13

8.2 Make Audio or Video Calls 13

8.3 Answer Call 13

8.4 In Call Actions 14

8.5 Missed Calls and New Messages 15

8.6 Message Waiting Indicator and Voice Mail Access 15

8.7 Business Line Call Back 15

8.8 Contact Name Lookup for Incoming Calls and Call Logs 16
8.9 N-Way Calling (conference) 16
8.10 Call Waiting 16
8.11 New Call 16
8.12 Call Transfer 17
8.13 Call Pull 17
8.14 Call Park 17
8.15 Call Recording 17
8.16 Call Security Classification 19
9 CALL HISTORY 20
10 SIDE NAVIGATION 21
10.1 My status 21
10.2 Call Settings 22
10.2.1 Do Not Disturb 22
10.2.2 Call Forwarding 22
10.2.3 Remote Office 22
10.2.4 Clearspan Anywhere 22
10.3 Preferences 23
10.4 Help Page 23
10.5 Sign Out 23
11 MY ROOM 24
11.1 Guest Client 24
12 SEARCH 25
13 MULTI-DEVICE 26
14 OTHER FEATURES 27
14.1 Deployment Configurations for IM&P, Audio, and Video 27
14.2 Version Control 27
14.3 Privacy Management 27
14.4 Firewalls and NATs 28

14.5 Failover and Failback 28
14.6 Secure VoIP Communication 28
14.7 VoIP Quality of Service 28
15 ABBREVIATIONS 29
16 APPENDIX A: 3RD PARTY SOFTWARE AND COPYRIGHT 30

1 REVISION HISTORY

The following represents the revision history of this publication:

REVISION NUMBER	DATE COMPLETED	POINT OF CONTACT	DESCRIPTION
2893-003	May 2015	Mitel Technical Publications, Velvet Moore	Updates for R21.1.1.
2893-002	November 2014	Mitel Technical Publications, Velvet Moore	Updates for R20.1.2.
2893-001	June 2014	Aastra Technical Publications, Velvet Moore	Initial release of this publication.

2 ABOUT CLEARSPAN COMMUNICATOR FOR IPHONE

Clearspan Communicator for iPhone provides the following communication features:

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

3 GETTING STARTED

This section contains the essential information for getting started with Clearspan Communicator.

3.1 INSTALLATION

The iPhone client can be downloaded from the Apple App Store.

3.2 SIGN IN

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

1. If displayed, enter the device configuration address (Uniform Resource Identifier [URI]) provided by your service provider.
2. Enter your Clearspan user name and password.
3. Select whether you would like Clearspan Communicator to remember your password.
4. Tap **Sign In**.

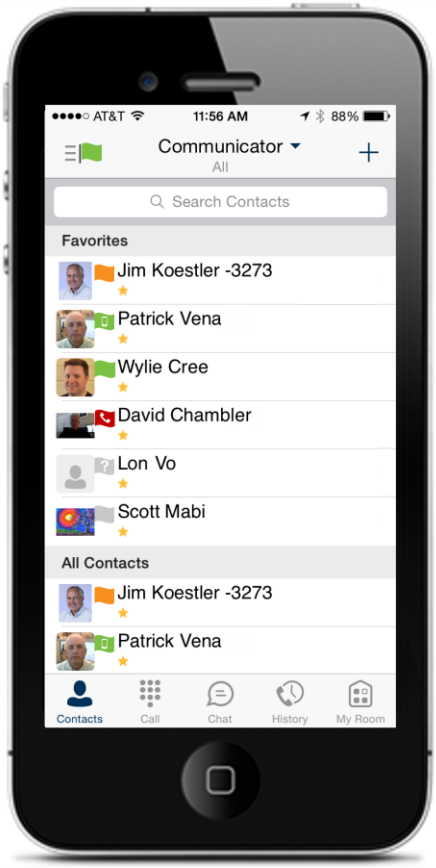
Note: If you select automatic sign in, you are signed in automatically and taken to the *Contacts* list upon subsequent Clearspan Communicator launches. Otherwise, you are presented with the *Sign In* screen.

After logging in, a pop-up dialog may appear informing you about emergency calls.

Depending on your service provider settings, the client may have a **Forgot Password** link on the login dialog box allowing retrieval of forgotten passwords. The functionality for retrieving the password is provided by the service provider.

4 MAIN TABS

When you start Clearspan Communicator 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.



Contacts – View your buddy list, view local contacts, or search for directory contacts.

Call – Make calls.

Chat – View chat history.

History – View incoming, outgoing, and missed calls.

My Room – Join my room.

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

5 CONTACTS

The *Contacts* list in *Contact* tab can contain different types of contacts as follows:

- Presence-enabled contacts
- Non presence-enabled contacts

Any contact can be marked as a favorite and it appears at the top of the *Contacts* list in the *Favorites* section.

Presence-enabled contacts are users with an Extensible Messaging and Presence Protocol (XMPP) address. These can be other Clearspan Communicator users or users from federated systems such as Google Talk. Non presence-enabled contacts can be phone or conference numbers.

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:

- Clearspan 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.

5.1 ADD

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 tap **Done**. By default, your presence information is always shared with a new contact if an XMPP address is provided.

If you receive a buddy request invitation, you can ignore or accept it. If you ignore the buddy request, you can always share your presence information later by selecting *Subscribe* from the buddy contact card. Note that the contact must accept your subscription request for you to establish the presence relationship successfully.

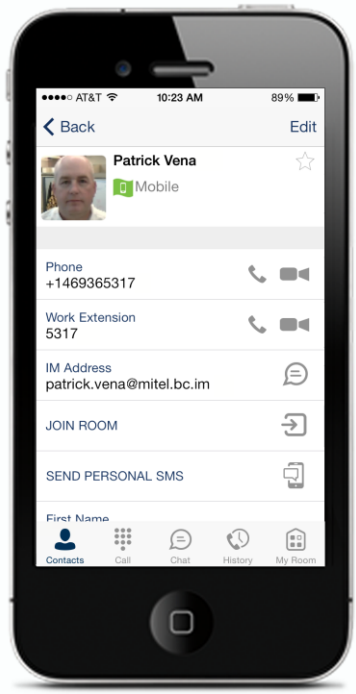
Add a conference number by selecting the option *Add Conference* from the + plus icon in the navigation bar by typing a conference number. You can also add a conference number from directory search. A conference contact is a special contact used for conference bridges to avoid having to remember a PIN 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.

5.2 EDIT

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* 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.



5.3 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).

6 PRESENCE

Instant Messaging (IM) and Presence (P) are optional Clearspan features.

You can see presence for each contact to which you have subscribed. Similarly, your contacts can see your presence on their *Contacts* list. Presence means that your friends are able to see whether you are available, for example, “I’m available” or “I’m busy”.

ICON	WHAT IT MEANS
	The green presence icon indicates that the user is online and ready for communication.
	The cellphone icon indicates that the user is logged in on a mobile device.
	The yellow presence icon indicates that the user is online on their Clearspan Communicator desktop client but has been idle or away from the computer for more than ten minutes.
	The red presence icon indicates that the user is busy and does not want to be disturbed.
	The grey presence state icon indicates that the user is offline, and the only available contact method is calling or leaving a chat message.
	The question mark indicates that a subscription is pending and the contact has not yet approved sharing presence.
	This icon indicates that the contact is busy due to a call. This is an automated presence status.
	This icon indicates that the contact is busy due to a meeting. This is an automated presence status. The Busy – In Call status overrides the Busy – In Meeting status, so this one is only seen when there is a meeting but no call.

You can manually set your own presence by tapping on the presence icon from the status bar on the Chat tab. The presence icon opens the *My Status* screen where you can change your avatar, personal message, and presence status.

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 into the area next to the avatar. This status text is shown in your friends’ *Contacts* lists.

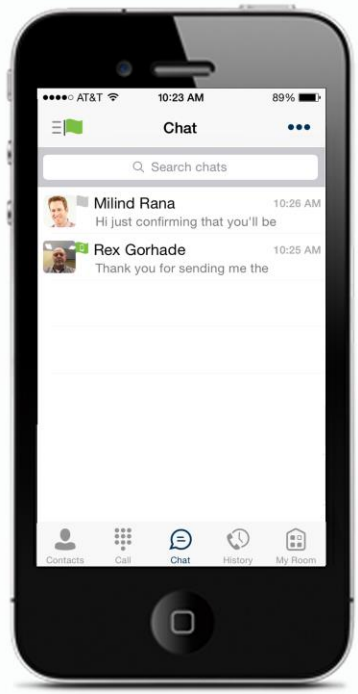
If you see the error message, “Chat Unavailable” under any tab, it means that XMPP connectivity has been lost for chat and presence; however, you can still make calls. In this case, you should contact your service provider.

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

7 INSTANT MESSAGING

Instant Messaging (IM) and Presence (P) are optional Clearspan features.

7.1 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 one is 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* option.

Tap the presence status icon to update your status or location and enter a status message.

7.2 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 chat.
- In the *Chat History* list, tap a chat history entry to start a chat.

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 a presence 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 graphically in the message area.

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

7.3 GROUP CHAT (AD-HOC ROOMS)

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 the chat 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.

7.4 CHAT RECORDING

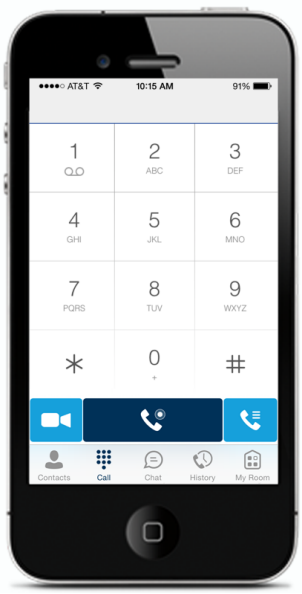
The Clearspan Communicator client can provide a chat recording indication to users for all chat sessions depending on the server configuration. Chat recording state is applied to all users registered in a single domain. This setting is not specific to any user and therefore the recording state cannot be modified by end users.

7.5 CHAT SECURITY CLASSIFICATION

The Clearspan Communicator client provides the ability to specify the security classification of chat sessions. The security classification is configured on the server side and cannot be changed by end users. The security classification level for instant messaging is assigned to the whole domain and all users in that domain have the same classification level. It is visible in all the chat session types: single and group.

8 AUDIO AND VIDEO CALLS

8.1 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: Video Call, Call, and Dial pad menu that are configurable by the service provider. When you enter a number, the top text field will have a delete button that, when pressed, deletes one character at a time.

A badge notification appears on the *Dial pad* tab when there are messages in the voicemail box. A long press on the "1" digit connects you to the voicemail box. When there is no voice mail in your voicemail box, no notification badge is shown.

The Dial pad menu can contain two options: Call Pull and Retrieve Call.

8.2 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.

8.3 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 causes the line to sound busy at the caller's end and they know that you rejected the call.

8.4 IN CALL ACTIONS

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

- End a call
- Mute the microphone
- 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)

8.5 MISSED CALLS AND NEW MESSAGES

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

8.6 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 that indicates 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 keypad).

8.7 BUSINESS LINE CALL BACK

Clearspan Communicator allows you to originate a circuit-switched call using your business line identity. This is done using the basic Call Back functionality on Clearspan.

Basic Call Back is only available if you have Clearspan Anywhere or Remote Office assigned. The application checks to see whether one of these two services is provisioned with a phone number that matches the mobile number. If it is provisioned this way, it provides you with the option to make calls using the Call Back feature.

In order to provide a better user experience, 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 Clearspan 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 destination number being called. The user must access the Clearspan *Call History* via the Clearspan Communicator application to see the actual destination number that was called.

The iOS client provides two additional settings related to Call-Back dialing:

- Callback validation – if set to “ON”, it checks that Clearspan Anywhere or Remote Office is enabled and verifies that the phone number in Clearspan Anywhere or Remote Office matches the users mobile phone number.
- Mobility – if set to “ON”, it imposes that the Mobility service number is used for Call Back instead of Clearspan Anywhere or Remote Office.

8.8 CONTACT NAME LOOKUP FOR INCOMING CALLS AND CALL LOGS

Whenever the incoming call does not have a calling name associated with it, Clearspan Communicator can perform a local contact search. If the number matches one of the contacts on the mobile phone *Contacts* list, the name is shown on the incoming *Call* screen along with the alert.

Whenever you retrieve your call logs/history and the call log does not have a calling name associated with it, the client does a lookup in the local contacts and populates the name if a match is found.

8.9 N-WAY CALLING (CONFERENCE)

Clearspan Communicator supports SIP-based conference calls with up to three participants. While on a two-way call, you can add a third party by using the Conference button. It opens the address book on the device to search for and select the new participant.

The supported mode is *Blind Conference* calling. The third party receives a call and it is joined to the conference automatically when the call is answered. The *Attended Conference* mode, which prompts the third party to join or decline, is not supported in this release.

Once the conference is established, the participants are shown on the *Device* screen.

The other way to create Conference call or to add participants to an existing Conference is to make a second new call and then select the *merge* option.

8.10 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.

8.11 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.

8.12 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.

8.13 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 Clearspan Communicator. If the user has an active call on the desk phone, then this call can be transferred seamlessly to the mobile phone by selecting **Pull Call** from the Dial pad menu. Depending on the application, dialing settings, and service configuration, the call can be pulled as a VoIP or circuit-switched call to the mobile phone. There is no interruption to the voice call.

8.14 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.

8.15 CALL RECORDING

The Clearspan Communicator client provides the ability for users to start, stop, pause, and resume call recordings. Call recording controls depend on user’s call recording mode configured on the server. The client supports the option to record a call before it begins or during the call itself.

Record call at call startup

- User A starts the application and signs in.
- User A establishes a call with User B.
- The call is automatically set in recording state.

Record call on demand

- User A starts the application and signs in.
- User A establishes a call with User B.

- User A can pause and resume the call recording.
- User A enables call recording during the call and the entire call is recorded.

Start, stop, pause, or resume call recording

- User A starts the application and signs in.
- User A establishes a call with User B.
- User A starts, stops, pauses, and resumes recording during the call.

Visual indication for a call recording

- User A starts the application and signs in.
- User A establishes a call with User B.
- User A starts call recording.
- User A can see a visual indication for the call recording.

Silent call recording monitoring

- User A is not configured to hear audio notifications for the call recording states.
- User A starts the application and signs in.
- User A establishes a call with User B.
- Call recording is in progress.
- User A can see a visual indication that the call is being recorded, but no audio notifications are played.

Conference call recording

- User A starts the application and signs in.
- User A establishes a call with User B.
- User A starts call recording (optional).
- User A sees a visual indication that the call is being recorded.
- User A and User B hear an audio announcement with the call recording status.
- User A and User B hear an audio indication that the call is being recorded.
- User A creates a conference call with User B and User C.
- User A starts call recording.
- User A sees a visual indication that the call is being recorded.
- Users A, B, and C hear an audio notification that the call is being recorded.
- Users A, B, and C hear an audio indication that the call is being recorded.

8.16 CALL SECURITY CLASSIFICATION

The Clearspan Communicator client provides the ability to specify the security classification of calls. The security classification of a call party is determined by the security classification set at the Clearspan Enterprise level; all users within the organization inherit that security classification. Security levels are configurable on the server side, but there is always at least one security level, that is, “Unclassified”.

In addition, each user can change the security classification for the duration of the call via their handset. The user can change the security classification to a level less than or equal to their configured security classification.

Display security classification of a call

- User A calls User B.
- The security classification of the call is displayed on the *In Call* screen.

Change security classification during a call

- User A calls User B.
- The security classification of the call is displayed on the *In Call* screen.
- User A and User B can change the security classification during the call. Both User A and User B update the security level from the server.

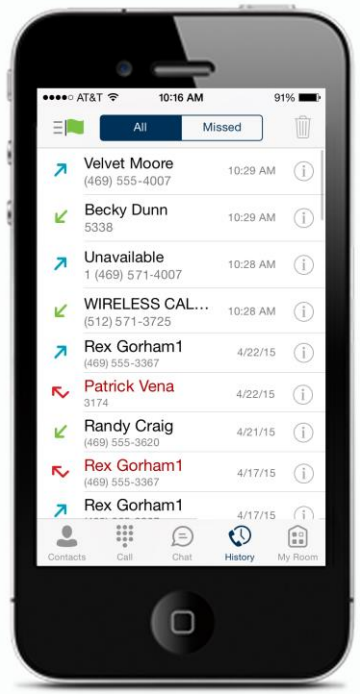
9 CALL HISTORY

The client supports the basic Clearspan Call History. 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.

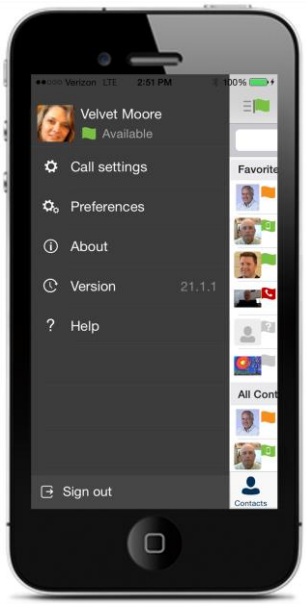
The list of the call items consists of an icon showing what kind of call it was (a green arrow means incoming, a blue arrow means outgoing, and a red arrow means missed). It also shows the name, number, *Unavailable* status for the caller, and below the name, it shows the number, if available. To the right, is the date of the call and the time the call was initiated.

The 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.



10 SIDE NAVIGATION

The *Side Navigation* contains the following items:



- My status
- Call settings
- Preferences
- About
- Version
- Help
- Sign out

10.1 MY STATUS

You can set your own presence 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 presence status.

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 presence; however, you can still make calls. In this case, you should contact your service provider.

10.2 CALL SETTINGS

The client supports the following Clearspan Service Management features, allowing Clearspan supplementary services to be turned on or off using the native client *Preferences* window:

- Do Not Disturb
- Call Forwarding
- Clearspan Remote Office
- Clearspan Anywhere
- Outgoing calls
- Simultaneous Ring Personal

10.2.1 Do Not Disturb

When you activate this service, all calls are typically blocked by the server and sent to voice mail.

10.2.2 Call Forwarding

By tapping on a different *Call Forward* option, you can enter a number to forward your calls as follows: Call Forward Always, Busy, or When Unreachable.

10.2.3 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.

10.2.4 Clearspan Anywhere

Clearspan Anywhere allows service providers to offer fixed-mobile convergence (FMC) services without additional equipment.

Clearspan 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 *Diversion Inhibitor* 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).

Clearspan Anywhere is a premium feature.

10.3 PREFERENCES

The client supports the following preferences:

- Troubleshooting
- Remember password
- Caller ID lookup

The troubleshooting function can be used if there are issues encountered with the application. It collects and sends diagnostic information to a predefined support e-mail 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.

10.4 HELP PAGE

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

10.5 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 or video). 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 selecting *Join Room* from the contact card.

My Room and Desktop Sharing are optional Clearspan features.

11.1 GUEST CLIENT

This Guest Client feature is specifically intended for users outside of the company. Business Communicator users can invite Guest Client users to their My Room by selecting "*Copy Guest Join Link*" from a My Room menu button on the top right corner. The copied link delivery (that is, email) is outside the scope of Clearspan Communicator.

Guest users can join a session with audio in the web browser by requesting a callback using the provided dial-in number and conference PIN. They can also use group chat and sharing inside the web browser. However, guest clients do not have the private chat possibility and they can only see the chat history of messages that occurred after they joined the session.

The My Room owner is prompted to accept or reject guest client users requesting to join the My Room session.

Guest client user invitations can be revoked by selecting "*Reset Guest Link*" from the My Room menu button.

12 SEARCH

Clearspan Communicator supports search in Clearspan 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.

13 MULTI-DEVICE

Clearspan Communicator 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. If the contact blocks the invitation, there are presence notifications sent from the server to all of the user's clients indicating that the subscription was terminated. 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.

14 OTHER FEATURES

14.1 DEPLOYMENT CONFIGURATIONS FOR IM&P, AUDIO, AND VIDEO

The mobile client can be deployed in several different configurations, based on configuration file parameters as follows:

- Primarily as an Instant Messaging and Presence (IM&P) client only (no audio or video support)
- Primarily as a soft client with audio only (no IM&P or video)
- Primarily as a soft client with audio and video (no IM&P)
- Primarily as a Unified Communications (UC) client with audio only (that is, IM&P and audio, but no video)
- Primarily as a UC client with audio, video, and IM&P
- Click-To-Dial (Call-Back and Call-Through with the native dialer)

For more information on the functionalities that are available in your version of the client, contact your service provider.

14.2 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.

14.3 PRIVACY MANAGEMENT

Clearspan Communicator 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. This information is stored in this contact's presence policies.

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.

14.4 FIREWALLS 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).

14.5 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)

14.6 SECURE VOIP COMMUNICATION

The client supports secure VoIP communication using encrypted call negotiation and media streams. Mandatory, preferred, and optional secure modes are supported.

14.7 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.

15 ABBREVIATIONS

APN	Access Point Name
ACD	Automatic Call Distribution
CLIP	Calling Line Identification Presentation
CLIR	Calling Line Identification Restriction
CS	Circuit Switched
DSCP	Differentiated Services Code Point
FMC	Fixed-Mobile Convergence
HTTP	Hypertext Transfer Protocol
HTTPS	Hypertext Transfer Protocol Secure Sockets
IM&P	Instant Messaging and Presence
IMRN	IP Multimedia Routing Number
IP	Internet Protocol
NAT	Network Address Translation
PBX	Private Branch Exchange
PIN	Personal Identification Number
QoS	Quality of Service
RCS	Rich Communication Suite
RTCP	Real-Time Control Protocol
SBC	Session Border Controller
SIM	Subscriber Identity Module
SIP	Session Initiation Protocol
TN	Telephone Number
ToS	Type of Service
UC	Unified Communications
UI	User Interface
URI	Uniform Resource Identifier
URL	Uniform Resource Locator
VM	Voice Mail
VoIP	Voice Over IP
VPN	Virtual Private Network
XMPP	Extensible Messaging and Presence Protocol
XR	Extended Reports
Xsi	Xtended Services Interface

16 APPENDIX A: 3RD PARTY SOFTWARE AND COPYRIGHT

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