Clearspan® Communicator™ User Guide for iOS Tablets

RELEASE# 20.1.1
JULY 2015

Mitel®

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Clearspan Communicator User Guide for iOS Tablets
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REVISION HISTORY

REVISION NUMBER	DATE COMPLETED	POINT OF CONTACT	DESCRIPTION
2906-001	7/2015	Mitel Technical Publications, Velvet Moore	Initial release of this publication for 20.1.1.

ABOUT CLEARSPAN COMMUNICATOR FOR IOS TABLET

Clearspan Communicator for iOS Tablet provides the following communication features:

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

GETTING STARTED

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

INSTALLATION

The iOS Tablet client can be downloaded from the Apple App Store.

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 want Clearspan Communicator to remember your password.
4. Select whether you want Clearspan Communicator to sign you in automatically on subsequent launches.
5. 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.

MAIN TABS

When you start Clearspan Communicator for the first time, the *Contacts* list may be empty. Use the *search* field in *Directory* to find people and add them to your *Contacts* list. Contacts can also be added manually by tapping the **Add** button.

Figure 1 Main View

The main view contains a number of tabs that present information about the contacts and communications options available as follows:

- My Room
- Contacts
- History
- Chat
- Call
- Settings

Switching between tabs changes the left pane view only. Selecting an item from left pane view changes the right pane view.

ICON	DESCRIPTION
	My Room – Access your personal room.
	Contacts – View your buddy list and local contacts or search for directory contacts.
	History – View incoming, outgoing, and missed calls.
	Chat – View chat history.
	Call – Make calls.
	Settings – Set up your client.

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.

Contacts can also be organized in Groups.

The *Contacts* tab contains:

- Contact (Buddy) list
- Local contacts
- Directory contacts

Directory provides the company directory contacts. The *Local* contact list provides the contacts from the local phone book.

ADD CONTACTS

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 select **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, 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 same option *Add Contact* from 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 *Add Local Contact* option using the plus icon in the navigation bar. The *Add Local Contact* option opens the native Address Book for adding a new contact in the local phone book.

Add a group in contacts list by selecting *Add Group* using the plus icon in the navigation bar. Type a group name, select contacts that you want to be in the group, and then select **Done**.

EDIT CONTACTS

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 your information. Select *Subscribe* to re-establish the presence relationship. An unsubscribed contact remains on your *Contacts* list and is always shown as "offline".
- *Remove contact* removes the contact from your *Contacts* list.

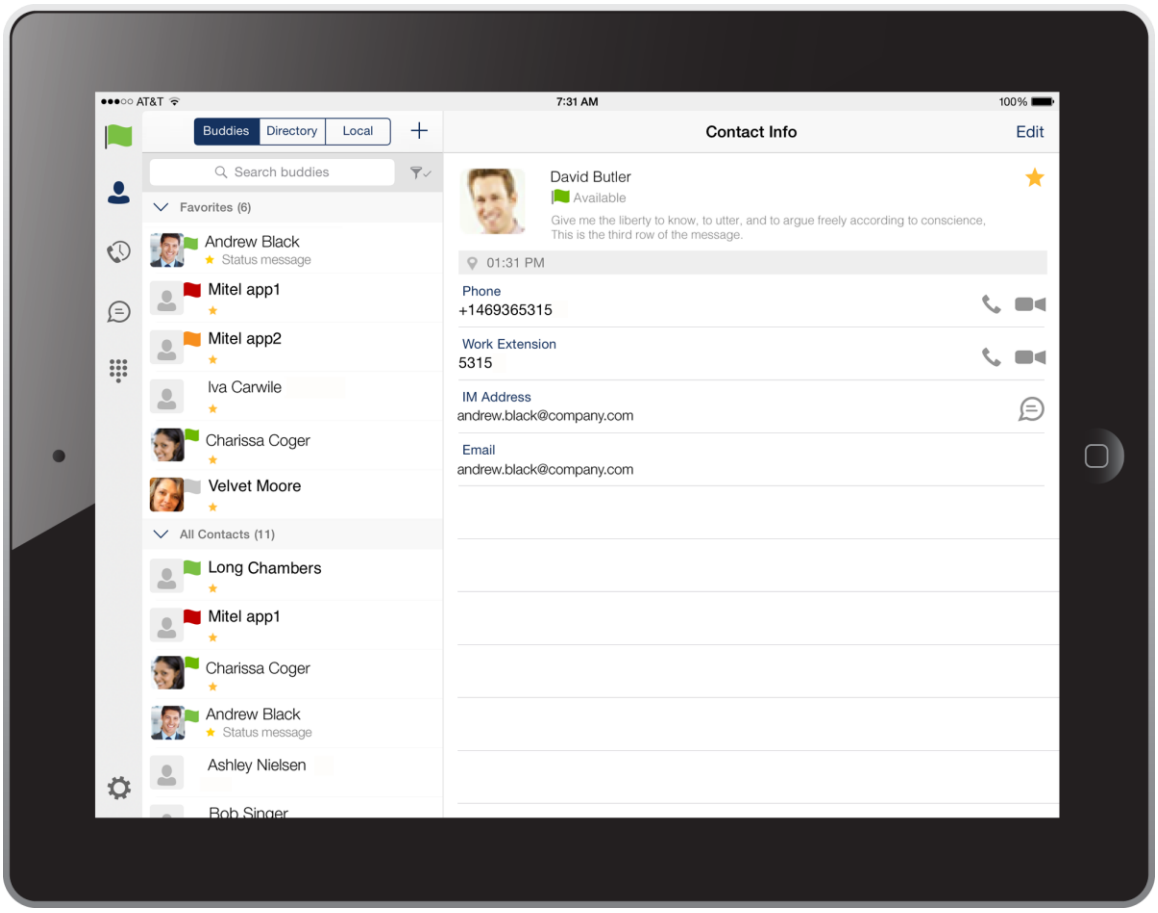


Figure 2 Contact Info Screen

PRESENCE

You can see the presence of each contact to whom 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 yellow presence icon indicates that the user is online but has been idle or away from their 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 icon indicates that the user is offline and the only available contact method is calling or chatting.
	The question mark indicates that a subscription is pending and the contact has not yet approved to share their 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 set your own presence by tapping on the presence icon from the status bar in all tab views. 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 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.

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

INSTANT MESSAGING

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 from the *Chat* list opens the *Chat* view (IM view) in the right pane 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 and are always listed with the most recent first.

Tapping the **Mark all as Read** icon in the left navigation bar removes all notification badges from the *Chat History* list.

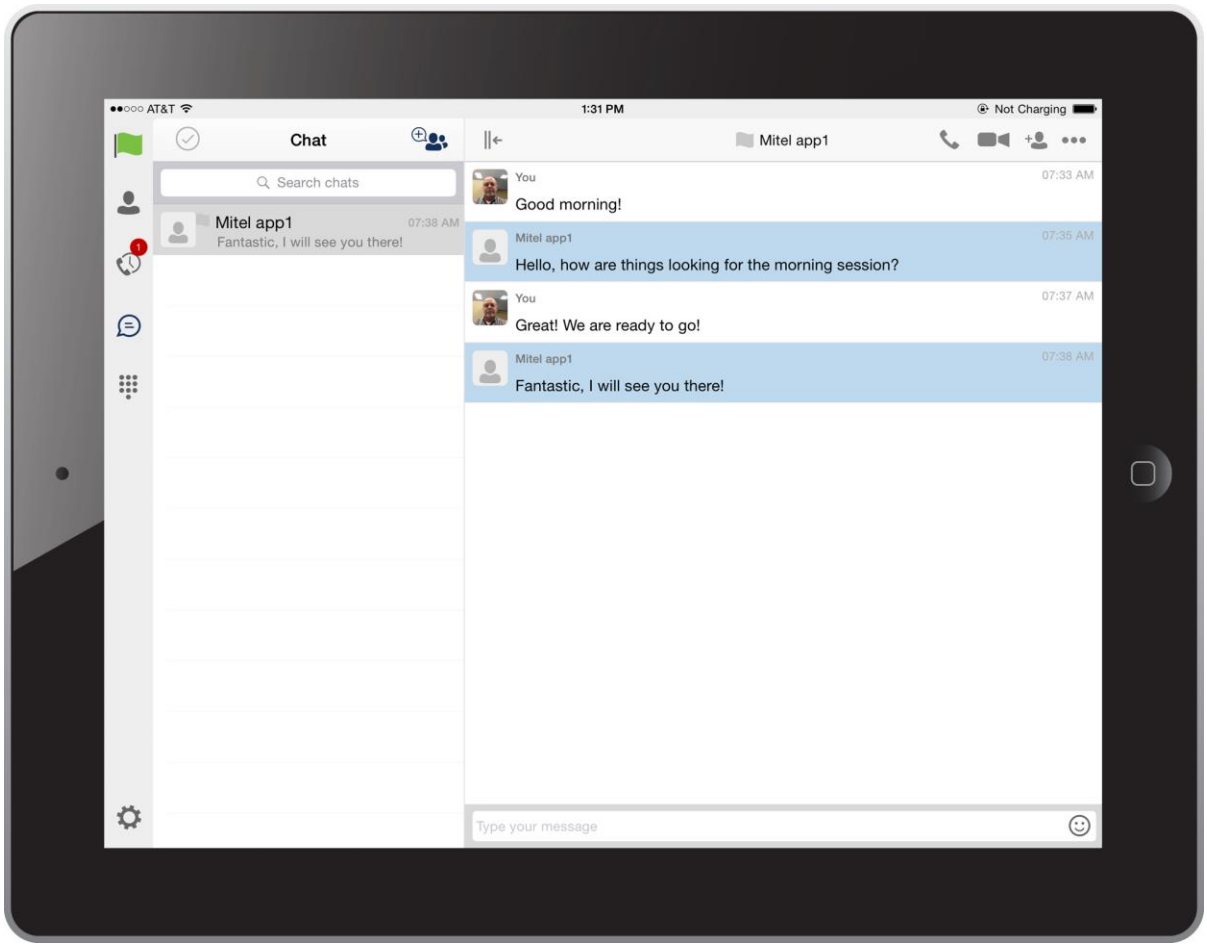


Figure 3 Chat Tab

Tap the presence status icon to update your status or location and enter free text. The *My Status* popover allows you to update your status or location and enter free text. Tap the avatar to upload a picture. Tap the input field to update your status.

CHAT

Start a chat using one of the following methods:

- From the *Buddies* list, tap a contact to open the contact card. From the contact card, choose the chat bubble icon to start a chat.
- In the *Chat History* list, tap a contact entry to start a chat.

When you initiate a chat, the *Chat* view opens in the right pane. To open chat in full screen, tap the collapse icon to hide the left pane. Selecting any tab from the vertical menu or tapping on the expand icon opens the left pane view. 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 codes 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.

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 Create Group Chat icon to create group chat.
- 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.

Tapping on the View participant icon opens a popover with the list of group participants. To remove a participant, select the **Edit** button and choose a participant to remove then select **Done**.

A group chat works the same way as a one-on-one chat. All messages from anyone are sent to everyone else. 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 from the *More Options* icon in the right navigation pane. 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.

AUDIO AND VIDEO CALLS

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 and video calls. There are three buttons below the dial pad: Call, Video Call, and Dial Pad menu that are configurable by the service provider. The top text field also has 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.

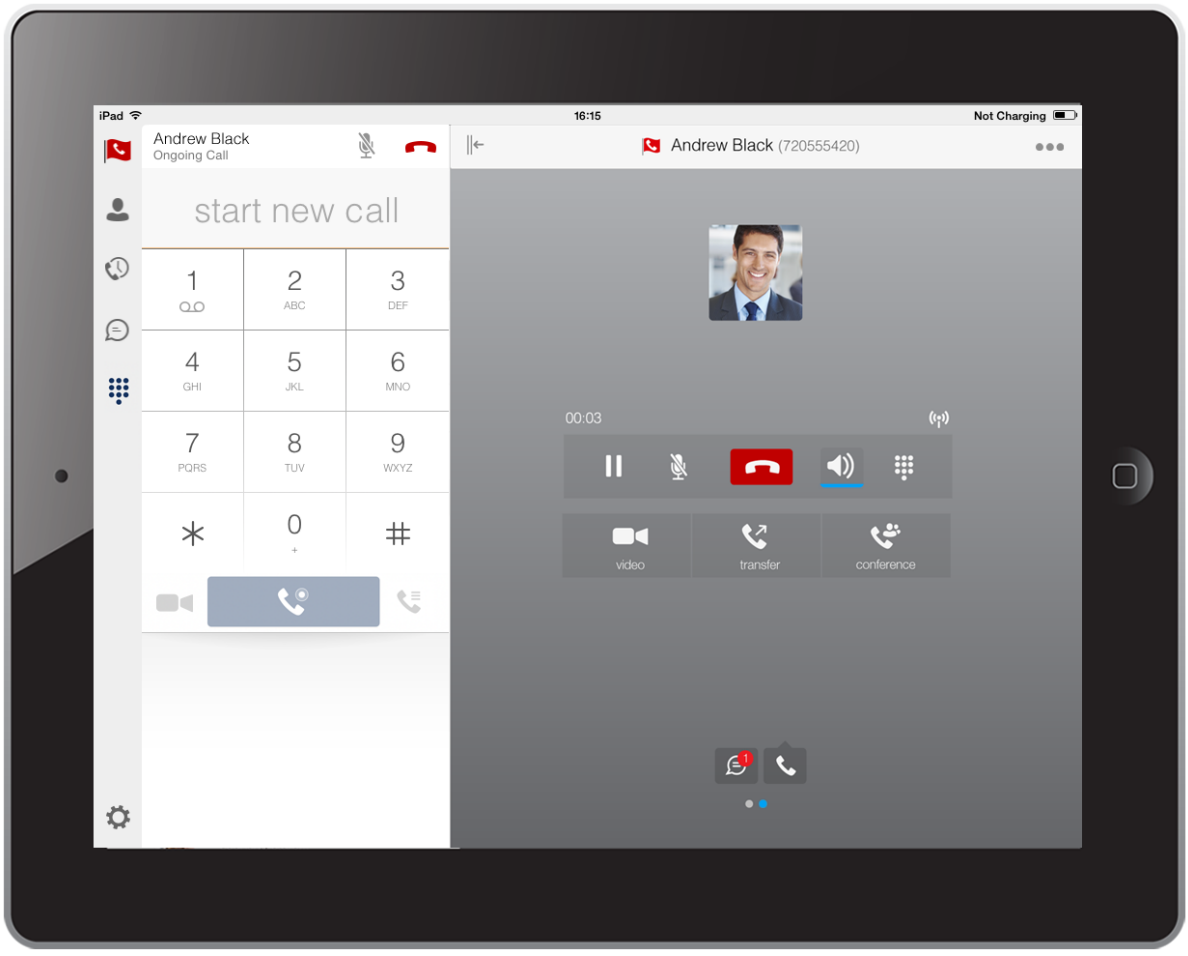


Figure 4 Dial Pad Tab

Except for making audio or video calls, the Dial pad is used for entering digits during an active outgoing call.

Tapping the right side keypad button opens the left pane Dial pad.

If the left pane is expanded and shows the Dial pad, tapping the right side keypad button "lights up" the input field of the Dial pad as an indication that the left pane Dial pad is connected/interacted with the right side keypad. The input field changes the hint text from "start new call" to "enter digits".

When a call is placed ON HOLD, the Dial Pad is available for starting a new call only.

MAKE AUDIO OR VIDEO CALLS

Make an audio or video call using one of the following methods:

- Choose a contact from contact list to open the contact card 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 for 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.

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.

IN CALL ACTIONS

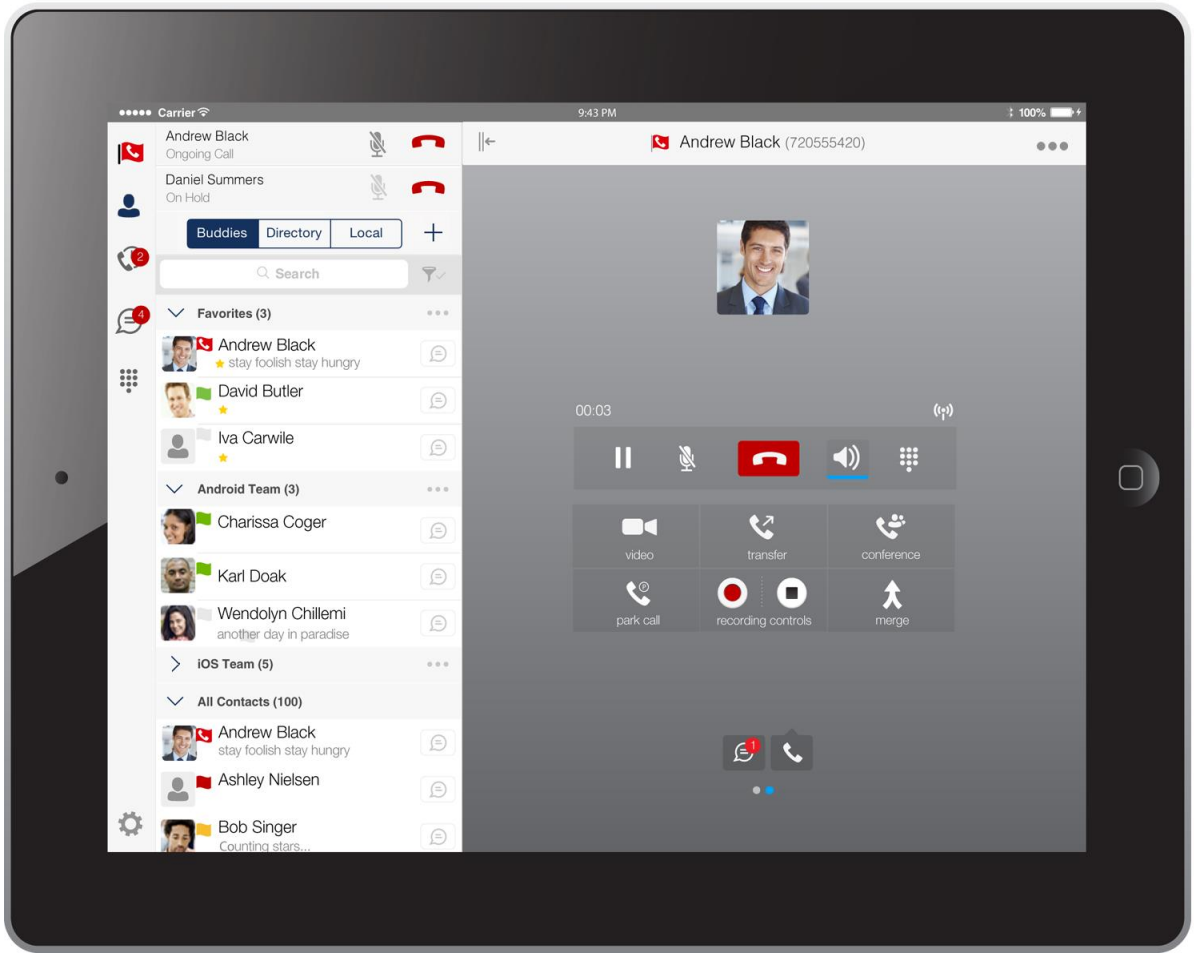


Figure 5 In Call Screen

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
- 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
- Transfer a call to a circuit-switched call
- Add more participants (on conference call only)
- Merge two separate calls
- Swap two separate calls
- View participants (on a conference call)

MISSED CALLS AND NEW MESSAGES

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

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 indicating the number of pending VM messages.

Voice mail is accessible with a long-press of the dial pad digit “1” (similar to how it is done on a regular mobile keyboard).

BUSINESS LINE CALL BACK

Clearspan Communicator allows you to originate a call using your desk phone or another configured phone or device. This is done using the Call Back functionality on Clearspan.

When you select Call Back, your other devices ring based on your service provider configuration.

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 *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.

N-WAY CALLING (CONFERENCE)

Clearspan Communicator supports network SIP-based conference calls with up to three additional participants. While on a two-way call, you can add a third party by using the **Conference** button. It opens conference mode on the device to search for and select the new participant. Once the conference is established, the participants are shown on the device screen.

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

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.

NEW CALL

The client supports starting a new call while in an ongoing call. To establish a call, choose one of the options in section *Make Audio or Video Calls*. After the new call is established, the first call is put on hold. You can swap the two calls or merge them into a conference.

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 then choose a number. Select the *Transfer* option and the transfer is completed.

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 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.

Call History makes it easy to redial and call back when you miss a call or when you want to dial a contact with whom you have recently spoken.

SETTINGS

The *Settings* view contains the following items, which can be configured by the end user:

- Language
- Remember password
- Sign in automatically (note that this is disabled until *Remember password* is checked).
- Call settings
- Test Call
- Clearspan Mobility settings
- Credentials
- Help

The hard key menu contains the *Settings*, *About*, and *Sign out* options. The *Settings* option opens a new view with the different settings that the user can toggle. The *About* screen shows information about the client, for example, it shows the current client version number. *Sign out* exits and closes the client.

LANGUAGE SUPPORT

The client is available in English.

HELP PAGES

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

AUTOMATIC SIGN IN

Users can choose to sign in automatically with Clearspan Communicator with a default account when the client is started. The functionality to start Clearspan Communicator automatically at system startup makes it easier for users to remember to sign in and be available for communication.

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:

- Call Forwarding
- Do Not Disturb

- Clearspan Remote Office
- Clearspan Anywhere
- Hide number (Hide Caller ID)
- Simultaneous Ring Personal

Clearspan Anywhere

Clearspan Anywhere allows service providers to offer fixed-mobile convergence (FMC) services without any 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 you choose. A desk phone, cell phone, and/or a soft phone can ring simultaneously.

Enjoy voice call continuity 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 *Alert all locations* to activate parallel ringing.

Select *Diversion inhibitor* to prevent a call from 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 Remote Office

This service allows the use of any phone as an 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.

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.

Do Not Disturb

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

Hide Number

You can hide or display your number when calling or communicating with other parties or contacts. To hide your number, set to “Enable”. To show your number, set to “Disable”.

TEST CALL

The client provides the ability to perform Audio or Video test call to an echo number. Note that the echo service is provided and enabled by the service provider.

A common example of using an echo service is:

- Press **Test Call** to initiate a call to the echo service.
- Follow the operator’s instructions so you can hear back your recorded message.

MY ROOM

My Room is an always available and permanent room you can use to chat with anyone that joins.

My Room is accessible from the *Chat* tab using the menu icon on the navigation bar. You can add more participants using the add participants icon or they can join your room from your contact card. Once people join the chat room, they can tap the **Call** button of that screen to automatically join the conference.

My Room uses your permanent chat room, permanent collaboration room, and conference bridge (audio or video). All *My Room* sessions start as chats but calls 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.

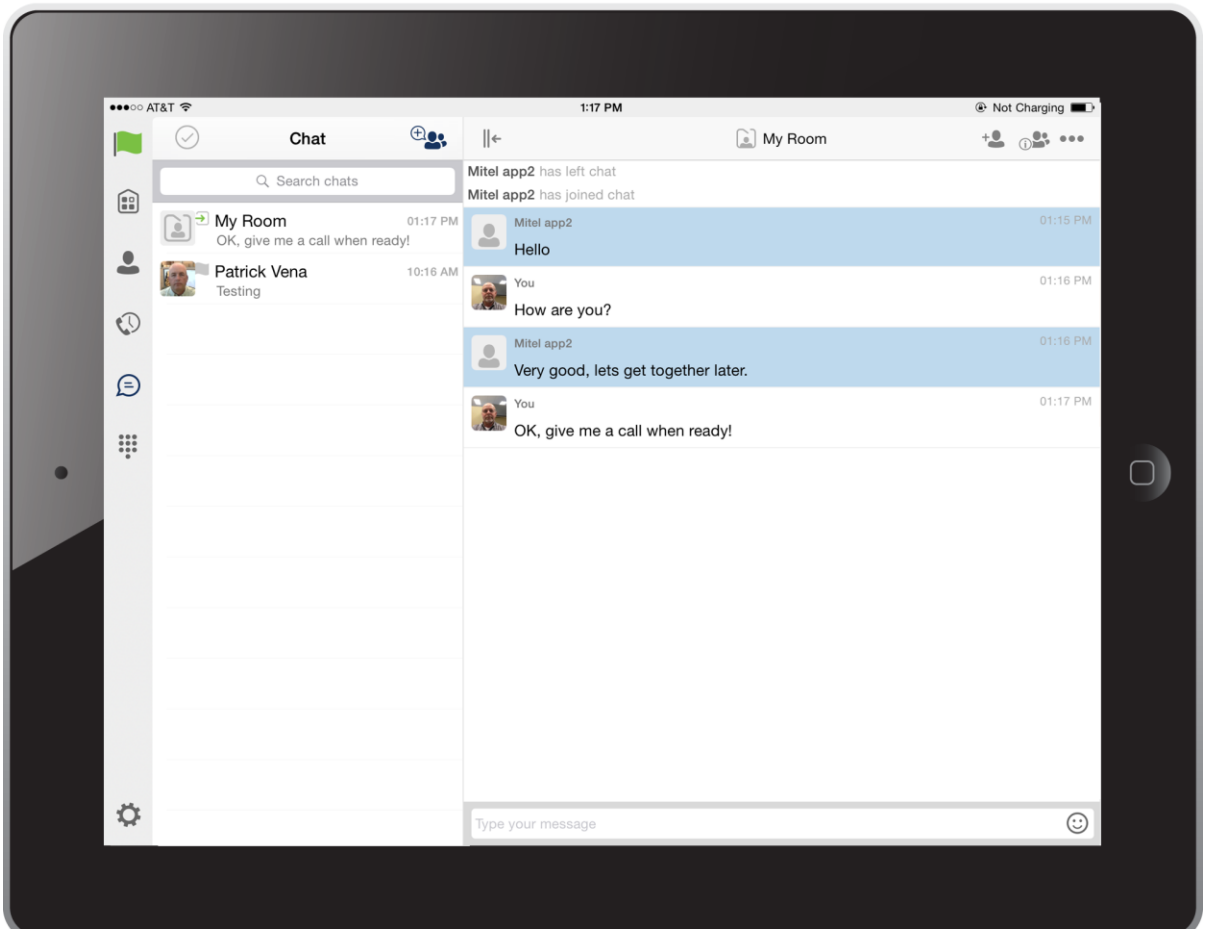
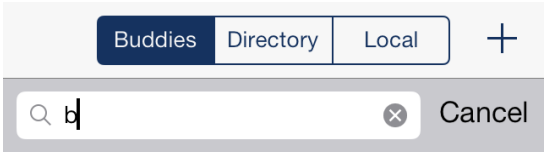


Figure 6 My Room

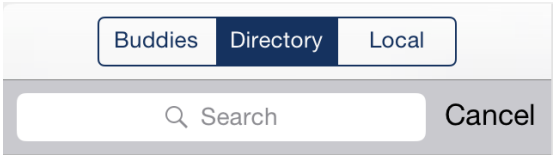
SEARCH

Clearspan Communicator supports search in Contacts (Buddies), Enterprise Directory and Local contacts. Depending on the selection in the segmented control – *Buddies*, *Directory*, or *Local* – the search results are as follows:

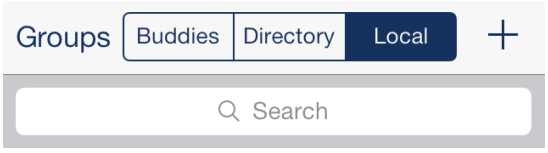
- Search of Buddy Contacts – Tapping in the search field opens the search view and after a search, the search results with buddies are displayed with names and avatars.



- Search of Enterprise Directory – Tapping in the search field opens the search view with three filters*: All, Directory*, and *Local.* Depending on a selected filter, the corresponding search results are displayed.



- Search of Local Contacts – Tapping in the search field opens the search view and after a search, the search results with local contacts are displayed with names and local avatars.



Tapping on a contact after Buddy, Enterprise Directory, or Local search opens a contact card.

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.

TROUBLESHOOTING

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 branding. This helps the support personnel to identify the issues. The information being sent consists of application and media engine diagnostic logs.

Troubleshooting is managed by a menu entry in *Settings*. It can be accessed from two places in the client:

- Using the Help button on the *Sign In* screen – Tapping on **Help** opens the *Settings* screen that contains the help and troubleshooting-related entries. This can be used before the user signs in, which is most often for cases in which a user has issues with sign in or connectivity.
- From the *General Settings* screen – Help and troubleshooting entries are available at the bottom of the *Settings* menu. These are accessible while the user is logged in.

SIGN OUT

You sign out at the bottom of the *Settings* tab.

OTHER FEATURES

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.

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 want to 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 their presence (white list) and users that are not allowed to view their presence (blacklist). This feature requires a compatible presence server.

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).

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).

SECURE VOIP COMMUNICATION

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

VOIP QUALITY OF SERVICE

The client can 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.

ABBREVIATIONS

CLIP	Calling Line Identification Presentation
CLIR	Calling Line Identification Restriction
CS	Circuit Switched
DSCP	Differentiated Services Code Point
FMC	Fixed-Mobile Convergence
IM&P	Instant Messaging and Presence
IP	Internet Protocol
NAT	Network Address Translation
PIN	Personal Identification Number
QoS	Quality of Service
RTCP	Real-Time Control Protocol
SBC	Session Border Controller
SIP	Session Initiation Protocol
ToS	Type of Service
UC	Unified Communications
URI	Uniform Resource Identifier
VM	Voice Mail
VoIP	Voice Over IP
XMPP	Extensible Messaging and Presence Protocol
XR	Extended Reports
Xsi	Xtended Services Interface

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