

IPMobility



The IPMobility Application for Android™ and Apple iPhone™ allows a mobile device to act as an extension of the IPedge system by providing incoming and outgoing call features.

Users may also easily access key voice messaging functionality and manage administration of their voice mailbox without dialing into the voice mail system. IPMobility does not interfere with the ability to make a phone call or access the voice mail of the mobile device itself.

The IPMobility Application is available for both Android and Apple mobile platforms. Most features are available on both device types, and any feature differences or exceptions are noted in this chapter.

The IPMobility Application does not conflict with the mobile device's ability to make a phone call or access the mobile carrier's voicemail service.

Key features of the IPMobility Application:

- Make outgoing calls using the IPedge telephone service where the dialed party receives the IPedge system telephone number on their Caller ID
- Accept incoming calls on a mobile device that were made to an IPedge office telephone number
- Transfer or record telephone calls
- One-touch access to voicemail, saved/deleted items, and incoming faxes
- Record and send voicemail to an internal extension, set special call flags including future delivery schedule, priority, confidential, and return receipt notification
- Voicemail administration - change recorded name, password, and new user voicemail setup
- Setup and record presence-based greetings including default, busy, and extended absence
- Establish individual forwarding (Follow Me) destinations for each greeting. Destinations reachable if mailbox is called from automated attendant, and forwarded calls
- Do-Not-Disturb (DND) feature will send Automated Attendant calls directly to voicemail when activated

How it Works

For outgoing calls, IPMobility uses either the Callback or Call-thru process.

Callback

After a destination number is dialed, IPMobility sends a data signal to the IPedge system over the Internet. IPedge then calls the mobile device and asks the user to

press 1 or # to accept the call. After confirmation the system will connect both calls.

Call-Thru

After a destination number is dialed, IPMobility sends a data signal to the IPedge system over the Internet. IPMobility then dials a specific number into IPedge. The system dials the destination number and connects both calls.

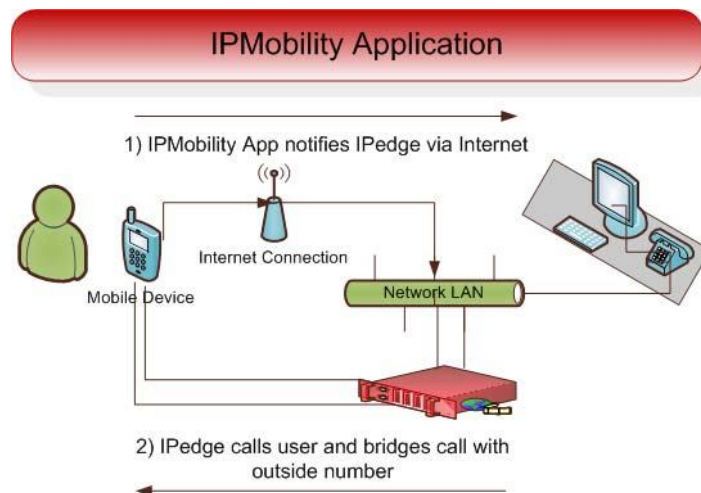


Figure 1 – IPMobility Application Workflow

Before You Begin

Users will need to obtain some information before using IPMobility:

- IP Address of Voicemail - IP address of the IPedge server
- Mailbox number - usually your extension
- Voicemail Password
- Direct Inward Dialing (DID) Number. This is the number for the IPedge system

Download IPMobility Application

The IPMobility app requires internet access to the host IPedge.

Note: Mobile devices require a data plan with an option to enable Wi-Fi access for locations with poor cell network service. The IPMobility App must be installed on the mobile device.

The IPMobility application may be downloaded from Google Play or the iTunes™ App Store.

For Android: <https://play.google.com/store/apps>

For iPhone: <http://www.apple.com/itunes/>

Android Users

1. From Google Play, search for IPMobility.
2. Install the App.



iPhone Users

1. From the iTunes App store, search for IPMobility.
2. Download the App.
3. Sync your iPhone with iTunes on your computer.



The app may also be downloaded from the device using the iPhone App Store app (follow steps 1-2 above.)

Launch IPMobility

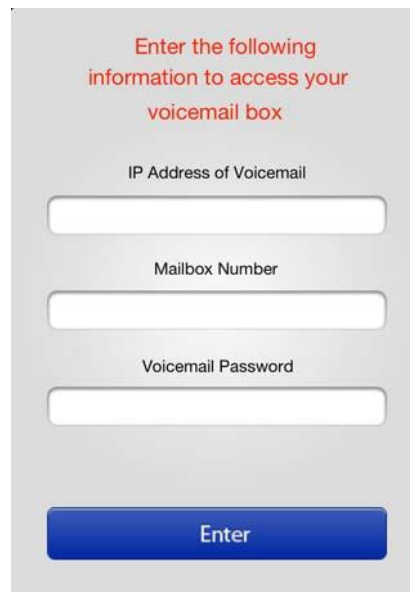
When the app is opened for the first time, specific IPMobility information must be entered. User will first need to obtain the IP address for the voice mail system (see system administrator.)

First-Time Setup

The app will require some setup before you can make a call or access voice mail. For details see “[Before You Begin](#)” on [Page 90](#). Follow the steps outlined below to set up your device for the first time:

Enter the following information on the login screen:

- Voicemail IP Address
- Mailbox Number (normally your extension number)
- Voicemail Password

The image shows a login screen for the IPMobility application. It has a light gray background. At the top, in red text, it says "Enter the following information to access your voicemail box". Below this, there are three white input fields with gray borders. The first field is labeled "IP Address of Voicemail", the second is labeled "Mailbox Number", and the third is labeled "Voicemail Password". At the bottom of the form is a blue button with the word "Enter" in white text.

1. Tap **Enter**.
2. If a warning dialog appears saying “Certificate not trusted”, select “Allow/OK”.
3. Once you are logged in to IPMobility, tap the **My Info** tab on the lower right.



4. Scroll down and tap **Settings**.
5. On the Settings screen, enter your mobile **Phone Number** and the Direct Inward Dialing (**DID**) number of the voicemail pilot in the fields highlighted in red.

Note: If not already provided to you, see your system administrator for the DID number.



6. Tap to select **Dial Using callback** or **Dial Using Call-thru**.

- **Dial Using callback** will require the user to confirm each incoming or outgoing call by pressing **1** or **#**
- **Dial Using Call-thru** will automatically make the call without any user confirmation (like a normal call)

Test the Application

1. After launching the app on your mobile device, make a call to a telephone with Caller ID capability.
2. Verify that the IPedge Caller ID or DID is displayed (not the mobile phone number.)

Mailbox Setup Wizard

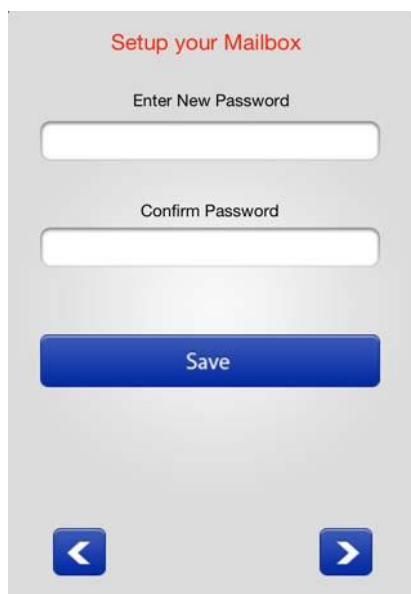
The setup wizard will guide the user through the voice mailbox setup process.

1. Tap **My Info**.



2. Scroll down and tap **Setup Wizard**, then tap proceed to continue.
3. To create or change your voice mailbox password, enter in either field.
4. Tap **Save** when complete.

Note: If **Save** button is not visible, click anywhere on the screen background.

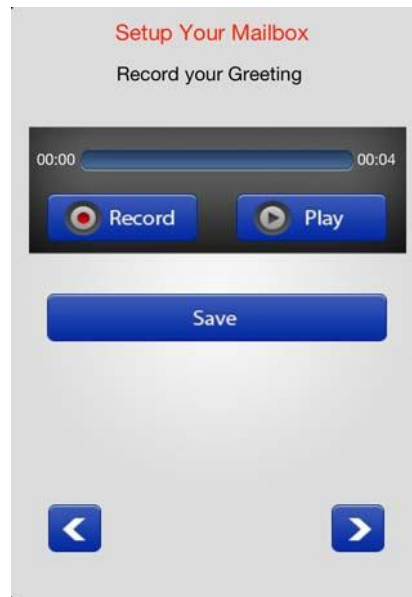


5. Tap the right arrow to advance.



On the next screen, record your first and last name for the voice mail attendant to announce to callers.

6. Tap **Record**; press **Stop** when complete (The **Record** button will toggle between functions.)
7. Tap **Play** to preview the message; tap **Record** to re-record your full name.
8. When complete, tap the right arrow to advance.



Record a personal greeting for your voice mailbox.

9. Tap **Record**; press **Stop** when complete. (The **Record** button will toggle between functions.)
10. Tap **Play** to preview the message. Tap **Record** to re-record your voice mail greeting.

Note: For detailed information on these features, see “[Callback](#)” on [Page 113](#) and “[Call-thru](#)” on [Page -114](#).

Call-thru Send Mailbox

If Caller ID is not being sent from the mobile phone or is unsupported by the IPedge system, or Caller ID is not received, the system will prompt the user to manually enter their mailbox number.

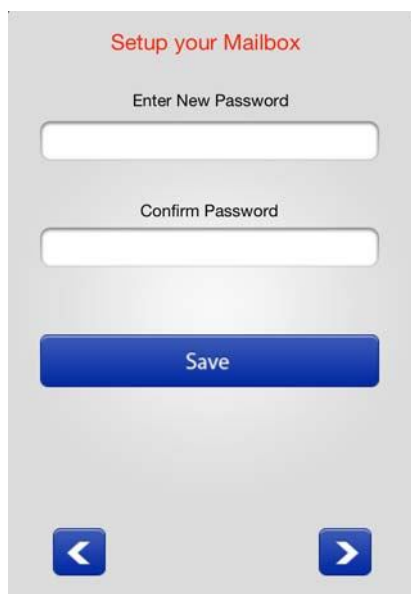
Select this option to avoid having to enter the mailbox number each time it is accessed.

Mailbox Setup Wizard

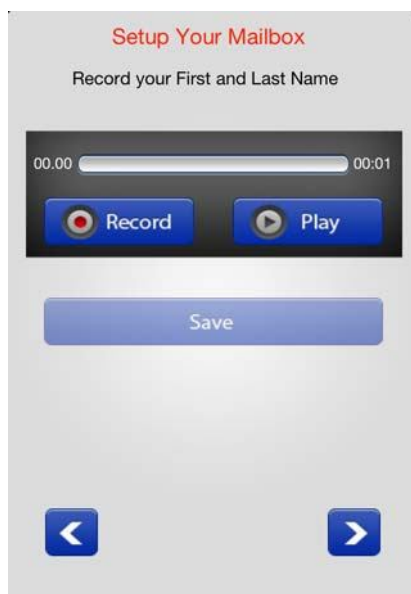
The setup wizard will guide the user through the voice mailbox setup process.

1. To change your voice mailbox password, enter in the field and confirm in the second field. Tap **Save** when complete.

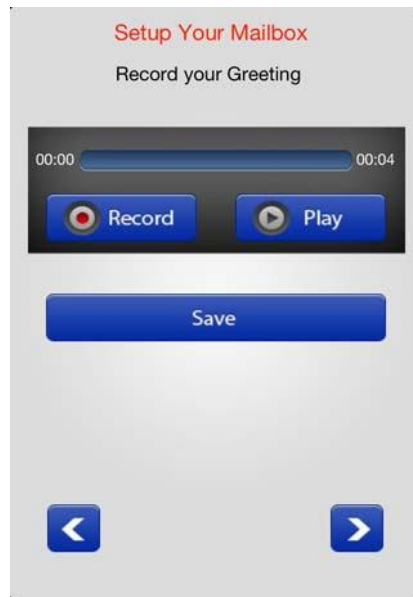
Note: If **Save** button is not visible, click anywhere on the screen background.



2. Tap the right arrow to advance.



3. Record your first and last name for the voice mail attendant to announce to callers. Tap **Record**. When complete, press **Stop**. (The **Record** button will toggle between functions.)
4. Tap **Play** to preview the message; tap **Record** to re-record your full name.
5. When complete, tap the right arrow to advance.



Record a personal greeting for your voice mailbox.

6. Tap **Record**; press **Stop** when complete. (The **Record** button will toggle between functions.)
7. Tap **Play** to preview the message; tap **Record** to re-record your voice mail greeting.

Using IPMobility

Navigating IPMobility is simple. There is a main toolbar at the bottom of the screen with three tabs: Messages, Call, and My Info. Use these tabs to access the various features of the Application.



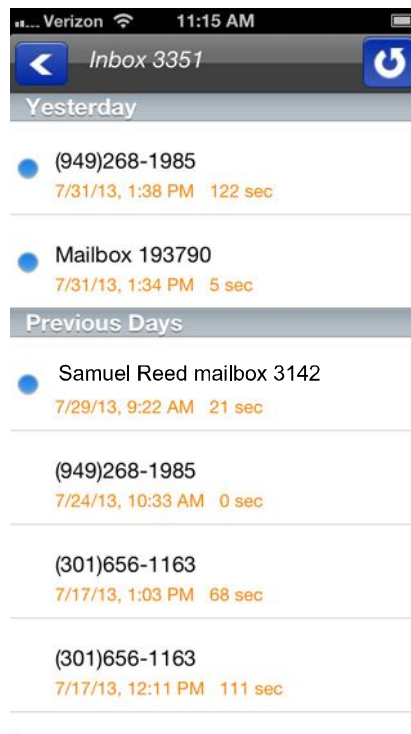
Messages Tab

When logged in to IPMobility, the Messages screen will automatically displays your Inbox, Fax, Saved and Deleted voice mail Items.



From this screen, you may also record a new message and send it to another mailbox, as well as view any future delivery messages.

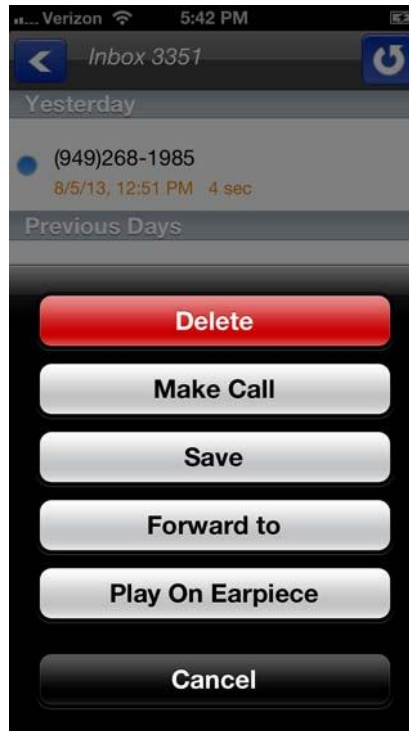
Inbox If a new message is waiting, the app displays a message notification. Tap **Inbox** to view messages.



Select the message to listen to it, or **press and hold** on any message in the inbox to delete, save, forward, or reply.

Fax A fax may be viewed, deleted or forwarded via email. Deleted faxes will be moved to the Deleted Items folder.

Saved Items	Saved messages - delete, forward, or reply to saved messages.
Deleted Items	Deleted messages may be accessed from this folder. Messages may be deleted then undeleted (moved back to the inbox), forwarded, replied to, or permanently deleted.
Record New Voicemail	<p>A message may be recorded and sent directly to a mailbox as a voice mail.</p> <ol style="list-style-type: none">1. Enter the recipient mailbox or select it from the address book2. When the message is recorded, several message options are available:<ul style="list-style-type: none">• Priority• Confidential• Return receipt• *No receipt notification• *Future delivery <p>For no receipt notification and future delivery you will be asked to input a date and time.</p>
View Future Delivery Messages	This feature allows the user to view all messages that are flagged for delivery at a future date. To send a message using Future Delivery, see “Future Delivery” on Page -102
Message Menu	A message may be deleted, saved, replied to, or forwarded by either voice mail or email from any of the four mailbox screens. Tap and hold the message to access this menu.



Delete

Deletes the currently selected message.

Make Call

Makes a call back to the caller.

Save

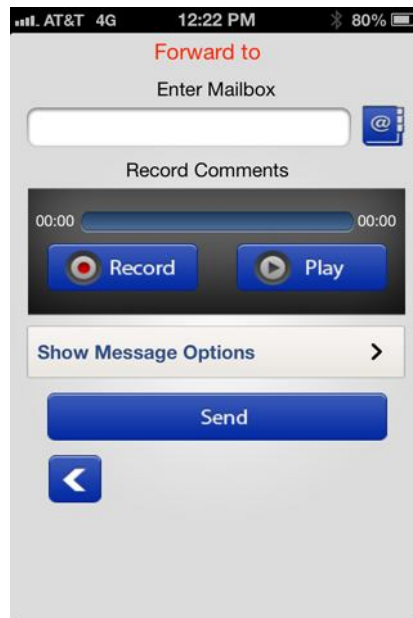
Save the currently selected message to the **Saved Messages** folder.

Forward To

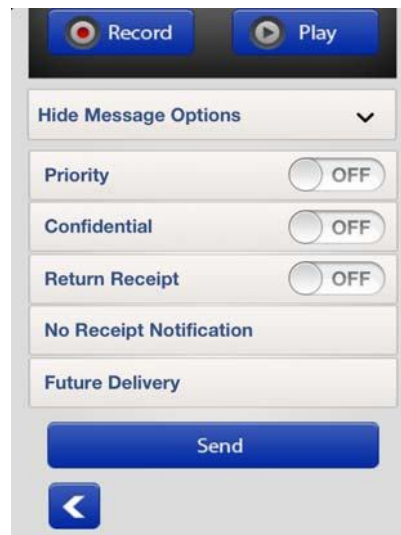
This will forward the currently selected message via email or voice mail.

A message may be forwarded by either voice mail or email from any of the four mailbox screens.

1. If forwarding via email, enter the email address of the recipient. Change the subject header, or the email client will send the message with the subject heading "FW: Voicemail". The user will receive the file in WAV format.



2. If forwarding via voice mail, enter in the mailbox number of the recipient, or select the address book icon to find the mailbox number.
3. Tap **Message Options**.



4. A forwarded message may be tagged as priority, confidential, return receipt, no receipt notification, or future delivery.

For no receipt notification and future delivery, users are asked to input a date and time.

Reply

The allows the user to reply to the currently selected message via email or voice mail.

A message from a voice mail user may be replied to via voice mail or email. For voice mail, enter the mailbox number of the recipient, or select the address book icon to find the mailbox number. If replying by email, enter the email address of the recipient.

Users may record comments to be added to the beginning of the message intended for the recipient.

The message may be tagged as priority, confidential, return receipt, no receipt notification, or future delivery. For receipt notification and future delivery you will be asked to input a date and time.

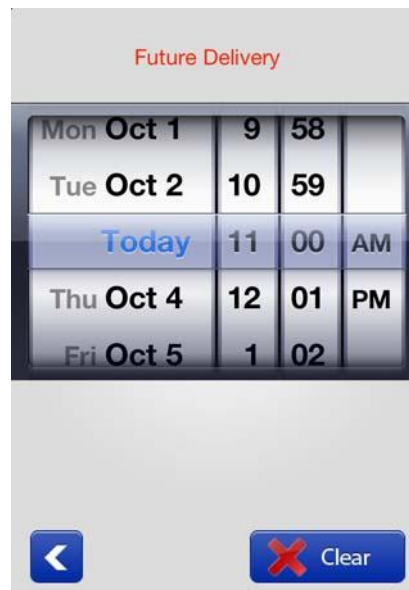
Play on Earpiece

This button toggles the sound output from the earpiece to the Speaker. Tap the button to select the option displayed e.g. if the button reads “Play on Speaker”, then it is currently set to play on earpiece. Tap the button to hear the message played through the phone’s speaker.

Future Delivery

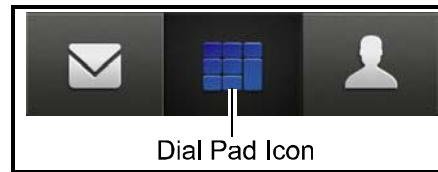
When replying to or forwarding a message using voice mail, **Future Delivery** is an option that allows the user to send the message on a future date.

1. Tap and hold the message to display the message delivery options window.
2. Select **Future Delivery** from the menu.
3. Select a date from the calendar wheel.



Call Tab

The dialpad icon is used for making calls or looking up contact information.



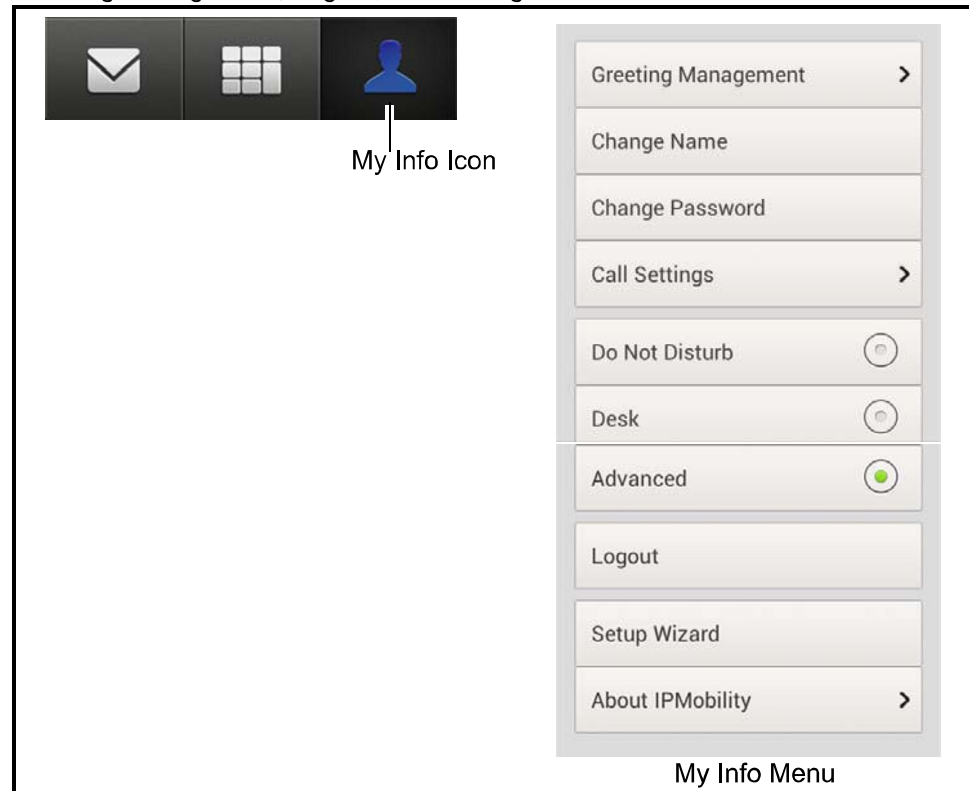
To make a call, enter the number and tap the green Call icon, or press the Address book icon to select from the contacts list.



Active Call icon is to show the call handled by Call Screening, Follow Me, or Callback/Callthru to allow the user to control the recording and/or transfer the call.

My Info Tab

The My Info tab is used to access IPMobility settings for voice mail, greeting management, passwords, default location and settings. There are three functions: Greeting Management, Logout, and Settings.



Greeting Management

IPMobility supports mailbox greeting management allowing users to review and record multiple voice mail greetings for different presence states:

- [Default](#)
- [Extended Absence \(EA\)](#)
- [Busy](#)

Acknowledgement – Announcement played to the caller when IPMobility user selects Announce option in the IPMobility Call Screening.

Custom – Custom greeting can be used to override other greetings.

The system will also allow users to record, playback, and save these state-based greetings. Additionally, users will have the option to select settings for each of these features. Click on the links above for Greeting Management feature descriptions.

Record Greetings

1. Tap **Greeting Management** to access the various system state settings based on your availability.
2. To record a default greeting, tap **Default**.

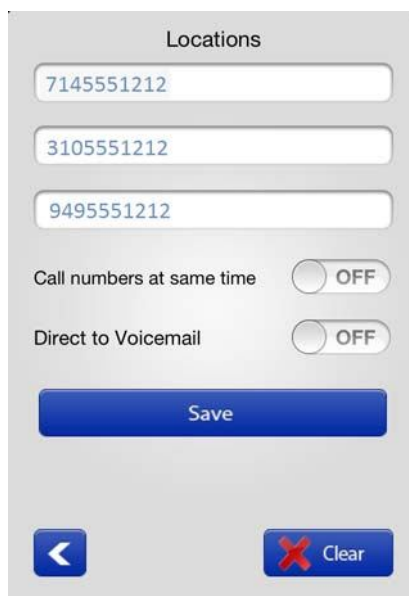
From the recording screen, follow the steps below

3. Tap **Record**; press **Stop** when complete. (The **Record** button will toggle between functions.)
4. Tap **Play** to preview the message. Tap **Record** to re-record your voice mail greeting.
5. Repeat this process to record **Extended Absence** and **Busy** outgoing greetings.

Note: A Personal Schedule is created automatically for each type of greeting: Default, Extended Absence, and Busy.

Default Default is the generic greeting which plays unless another has been assigned.

To enable this feature: record and save a new voice mail greeting, and enter destination numbers for **follow-me**. Follow-me allows users to setup their voice mailbox to automatically forward a call to a different number prior to sending call to voice mail. These may be internal extensions or external phone numbers and may be entered on the **Default Locations** screen.



These follow-me numbers will ring sequentially by default. To have all numbers ring simultaneously, enable **“Call numbers at same time”**.

Extended Absence (EA)

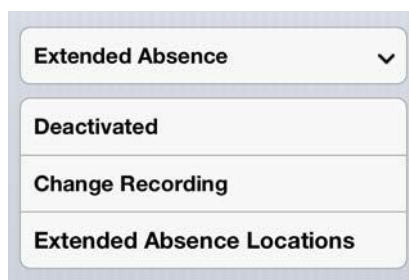
An extended absence greeting is used when you plan to be away from the office for an extended period of time, such as on vacation or business travel.

[EA Activated/Deactivated](#)

[Change EA Recording](#)

[Extended Absence Locations](#)

Click on any of the links above to jump to that feature.



EA Activated/ Deactivated

The Activated/Deactivated button will show the current state of the Extended Absence greeting - tap the button to activate/deactivate. Once enabled, users are notified that the extended absence greeting is playing every time they log into their mailbox. This serves as an ongoing reminder to change the outgoing message to return to default.

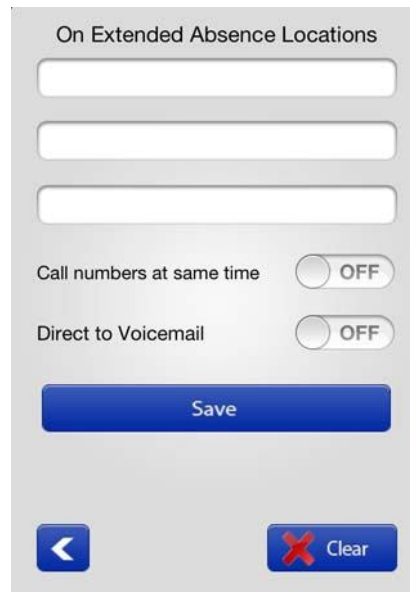
Change EA Recording

To enable this feature:

1. Tap **Change Recording**.
2. Record and Save an extended absence greeting to notify callers that you will be out of the office, or possibly unavailable for a set period of time - use dates whenever appropriate.

Extended Absence Locations

1. Enter the Extended Absence locations (destination telephone numbers.)
2. Set the switches to dial and ring all numbers simultaneously or direct the call immediately to voice mail.



It is also possible to call all destination (follow-me) numbers at the same time, or direct the call immediately to voice mail.

Extended Absence Greeting

To change the Extended Absence greeting, tap **Change Recording**. From the recording screen, follow the steps below

1. Tap **Record**; press **Stop** when complete. (The **Record** button will toggle between functions.)
2. Tap **Play** to preview the message. Tap **Record** to re-record your voice mail greeting.
3. Repeat this process to record **Extended Absence** and **Busy** outgoing greetings.

Busy

The Busy greeting will only play when callers attempt to reach you via automated attendant. Direct calls to an extension, and are forwarded to voice mail will require special programming in order to notify IPMobility why the call is being forwarded (user is busy). Busy destination numbers may be set to call all destination numbers (follow-me) at the same time, or to direct the call immediately to voice

mail.

Change Name Users may record a name to identify their mailbox to internal subscribers.

Change Password Allows user to change mailbox password.

Default Location (desktop extension number recommended) The default location is the default extension number.
Note: This setting is only used when the mailbox is dialed from the automated attendant.

If the number entered in “Default Location” is within the digit length parameters of an extension number, the extension value of the mailbox is updated and all auto attendant calls will be transferred to this number.

If the number entered exceeds extension number digit length, the system assumes the entry to be an outside number. When this occurs, the “Follow Me” destination of that mailbox is set to active and the destination number is updated.

Note: If a Personal Schedule has been enabled for your mailbox, calls that are forwarded to voice mail from your extension are not affected by this parameter.

Do Not Disturb (DND) You may select/deselect the DND check-box to activate/deactivate Do-Not-Disturb for the mailbox. When enabled, all automated attendant calls to that mailbox will go directly to the selected voice mail greeting, and the extension is not dialed.



Logout Logout of the IPMobility Application.

Setup Wizard This allows first-time system users to establish a new mailbox via IPMobility. Follow the system prompts to setup password, recorded name, and default greeting. (See “Mailbox Setup Wizard” on [Page -93](#))

Call Settings

The screenshot shows the 'Call Settings' screen of the IPedge IPMobility Application. The settings are as follows:

- Call Settings** (Dropdown menu)
- Phone Number**: 19493303200
- DID Number**: 9492057029
- CS Caller ID**
- Dial using Callback**: ☐
- Dial using Call-thru**: ☒
- Call-thru Send Mailbox**: ☐
- Use IPMobility to call**: ☐
- Do not use IPMobility to call**: ☐
- Ask every call**: ☒
- Call Alert**: 15
- On Call Alert Timeout**: Call Routing
- Call Control**: Activated

Phone Number This is the telephone number of the mobile device. This is also the number that is used when using the “Make Call” feature.

Direct Inward Dialing Number (DID) This is a specially assigned Direct Inward Dialing number of the voicemail pilot so that the Call-thru feature uses to access IPedge phone services. See your system administrator for this telephone number.

Dial using Callback Select this option to have the IPedge system call the mobile device first, ask for confirmation by pressing **1** or **#**, then dial the destination number.

Dial using Call-thru Select this option to have the mobile device call the destination number using the IPedge system without user confirmation.

Call-thru Send Mailbox

Note: Use this function with the Call-thru feature, only if Calling Party Identification is NOT being sent from your mobile device or is unsupported by the service provider for the IPedge.

**Use IPMobility to call
(Android ONLY)**

Select this option if you want IPMobility to always intercept outbound dialing and route through IPedge.

**Do not use IPMobility
to call (Android ONLY)**

Select this option if you never want IPMobility to be used exclusively for outbound dialing.

**Ask Every Call
(Android ONLY)**

Select this option if you wish to have the IPMobility Application display a notification that it should be used for every call.

Call Screening

Select the time in seconds to wait for Call Screening operation. If 0 is specified, Call Screening is deactivated. Please see Incoming Calls.

Call Control

Tap it to toggle Activate and Deactivate the Net Server Call Control. It can be activated when using Follow Me, and all calls to the desktop phone will be immediately forwarded to the voice mail so that Follow Me operations starts immediately. It is strongly recommended to ring the desk phone in Follow Me setting. Otherwise, the call may not be taken from the desk phone. To use this feature, the PDN of the telephone and the mailbox number must be the same.

**New Message
Notification**

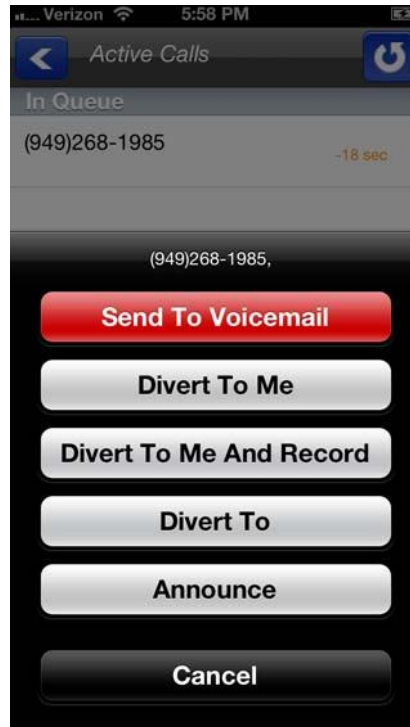
Table 8: Notifications

Android	iPhone
<p>This will enable the automatic message notification in the notification bar on the Android phone. If disabled, the "New Message" indicator will display on the "Messages" page.</p> <p>Note: Enabling "Message Notification" (push notification) will set the IPMobility Application to periodically poll the IPedge for new messages, which may decrease the battery standby time.</p>	<p>When the IPMobility App is installed these options can be found under Settings > Notifications > IPMobility > Badges, Sounds, Banners.</p>

Incoming Calls

IPMobility has two options for handling incoming calls.

When Call Alert is activated, the smartphone is notified when the call is routed to the mailbox. The following options are presented to the user, and the user can select the action. Call Alert has the precedence over Follow Me operation which may be activated after Call Screening times out.



- | | |
|--------------------------------|---|
| Send to Voicemail | The call is immediately sent to the mailbox so that the caller can leave a message. |
| Divert to Me | The call is routed to the smart phone to take the call. |
| Divert to Me and Record | The call is routed to the smart phone to take the call and start recording the conversation. |
| Divert To | Route the call to the specified destination. |
| Announce | Play the announcement "Please Hold" to the caller. The announcement can be changed by recording Acknowledge announcement. |

The other option is the Follow Me.

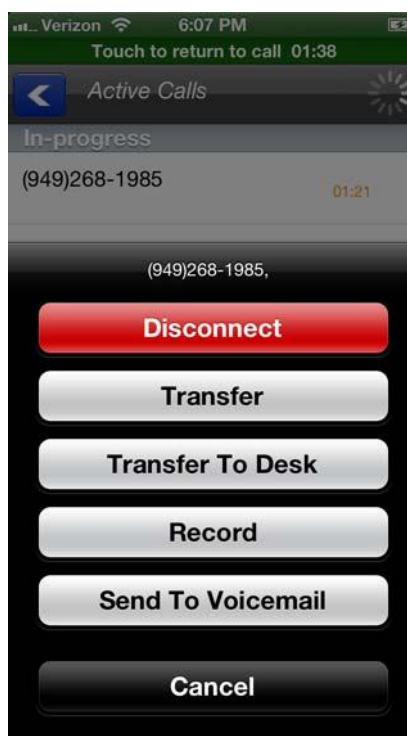
If it is active in the mailbox, when a caller dials the office extension from an automated attendant, or the extension timed-out and the caller was sent to voice mail, the call will immediately ring on your mobile device, and the DID if the IPedge system will be displayed. The call may be answered or ignored.

The Caller ID notification may display one or two seconds after the initial ring¹.

Table 9: Answering Incoming Calls

Android	iPhone
<ol style="list-style-type: none"> 1. Answer the incoming call 2. Tap the IPMobility icon in the notification bar, or 3. Select Home button and select IPMobility, or press and hold the home button 	<ol style="list-style-type: none"> 1. Answer the incoming call or tap the banner 2. To open the app, tap the notification or swipe down to open the notification screen 3. Alternately, if the app is already running, double-tap the Home button and switch to IPMobility <p><i>Notification settings may be changed in Settings > Notifications > IPMobility</i></p>

In Call menu the following screen will display when a call is answered, or when the app is opened after call is answered.



Transfer

1. This function requires simultaneous voice and data capability from the mobile carrier. "Simultaneous voice and data" refers to the ability to access the internet while talking on the mobile device. Some carriers do not support this service; contact your system administrator to confirm if your phone supports notification or pop-up notification.

Transfer the call to another phone number.

Note: Some CDMA-based carrier plans may not support the **Call Transfer feature**

Transfer to Desk

Transfer the call to your office desk. (See [Transfer](#))

Record/Stop Record

Start/stop recording of the conversation.

Send to Voicemail

Send the call directly to your voice mailbox.

Disconnect

This will disconnect the current call.

A screenshot of the IPMobility application settings menu. The menu is a vertical list of options with a light blue background and rounded corners. At the top is a 'Settings' header with a downward arrow. Below it are several settings: 'Phone Number' with the value '7145551212', 'DID Number' with the value '9495551212', 'Dial using Callback' with a checkmark, 'Dial using Call-thru', and 'Call-thru Send Mailbox'.

Callback To use the Callback feature:

1. Select the [Call] tab.

Note: Android handsets may use the default dialer Application and choose to complete the action using IPMobility; Apple iOS phones do not support this feature.

2. When Call screen opens, enter destination number or select a number from the address book and press dial.

The following call flow example assumes that "Ask Every Call" was set

1. A popup screen will display the option to use IPMobility or the phone for dialing.
2. Select IPMobility.

3. After a few seconds the mobile device will receive a call back from the host IPedge system.
4. When the incoming call is answered, IPedge will automatically dial the destination number.
5. Once the call is connected the same options are available as “Call Screening” (press the IPMobility notification in the notification bar to access if not displayed.)

Call-thru

To use the Call-thru feature:

1. Select the [Call] tab

Note: Android handsets may use the default dialer Application and choose to complete the action using IPMobility; Apple iOS phones do not support this feature.

2. Enter a destination number on the call screen or select a number from your address book and press dial.

The following call flow example assumes that “Ask Every Call” was set.

1. A popup screen is presented asking whether to use IPMobility or the phone for out dial
2. Select IPMobility
3. IPMobility will dial the specified number to reach the IPedge and then the destination number.

Once the call is connected you have the same menu options as described above.

Transfer

Transfer the call to another extension of telephone number.

Note: CDMA carrier-based plans (such as Verizon and Sprint) may not support the **Call Transfer feature**

Android: While on a call, tap the status bar

iPhone: While on a call, switch to or open the IPMobility App and the screen will display automatically.