

MobileConnect for Android User Guide

Release 22.5 | Document Version 3

MobileConnect



Table of Contents

1	About MobileConnect for Android	4
2	Getting Started	4
2.1	Installation	4
2.2	Sign In.....	4
3	Main Tabs.....	5
4	Contacts	5
4.1	Contact Card	6
4.2	Add	6
4.3	Edit	6
4.4	Filters	7
4.5	Sort and Display Order	7
5	Presence	7
6	Instant Messaging.....	8
6.1	Chat Tab.....	8
6.2	Chat	8
6.3	Group Chat (Ad-Hoc Rooms).....	9
6.4	Chat Recording.....	9
6.5	Chat Security Classification.....	9
7	Audio and Video Calls.....	10
7.1	Dial Pad Tab	10
7.1.1	VoIP Calling Mode	10
7.2	Make Audio or Video Calls.....	11
7.3	Answer Call.....	11
7.4	In Call Actions.....	11
7.5	Missed Calls and New Messages	12
7.6	Message Waiting Indicator and Voice Mail Access	12
7.7	Business Line Call Back and Call-Through.....	12
7.8	Contact Name Lookup for Incoming Calls and Call Logs	12
7.9	N-Way Calling	13
7.10	Call Waiting.....	13
7.11	Call Transfer.....	13
7.12	Call Pull	13
7.13	Call Recording	13
7.14	Security Classification.....	14
7.15	Mid-Call Controls for Circuit-Switched Business Calls	15

7.16	Swipe Between Chat and Audio/Video Communication Views	15
7.17	Seamless Call Handover for VoIP Calls	15
8	Call History	16
9	Side Navigation	16
9.1	Preferences	16
9.1.1	Language Support	16
9.2	Availability Rules	17
9.3	Call Setting	17
10	My Room	19
10.1	Guest Client	19
10.2	Voice and Video Collaboration	20
11	Search Enterprise Directory	20
12	Vonage Call History	21
13	Multi-Device	21
14	Troubleshooting	21
15	Sign Out	22
16	Other Features	22
16.1	Deployment Configurations for IM&P, Audio, and Video	22
16.2	Version Control	22
16.3	Privacy Management	22
16.4	Firewalls and NATs	22
16.5	Failover and Failback	23
16.6	Secure VoIP Communication	23
16.7	VoIP QoS	23
16.8	Call Quality Reports	23
16.9	Push Notifications for Calls	23

1 About MobileConnect for Android

MobileConnect for Android provides the following communication features:

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

2 Getting Started

This section contains the essential information for getting started with MobileConnect for Android.

<https://play.google.com/store/apps/details?id=com.vonage.VonageMobileConnect>

2.1 INSTALLATION

Android clients can be downloaded from Google Play.

2.2 SIGN IN

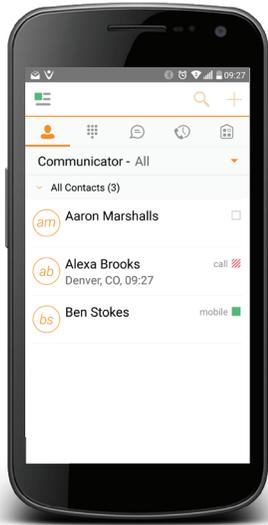
When you first launch the application, you are prompted to sign in.

- 1) Enter your Vonage MyVoice user name (phone number) and password.
- 2) Select whether you would like MobileConnect to remember your password.
- 3) Select whether you would like MobileConnect to sign you automatically in on subsequent launches.
- 4) Tap **Sign In**.

NOTE: *If you choose automatic sign in, you are automatically signed in and taken to the Contacts list upon subsequent MobileConnect launches. Otherwise, you are presented with the Sign In screen.*

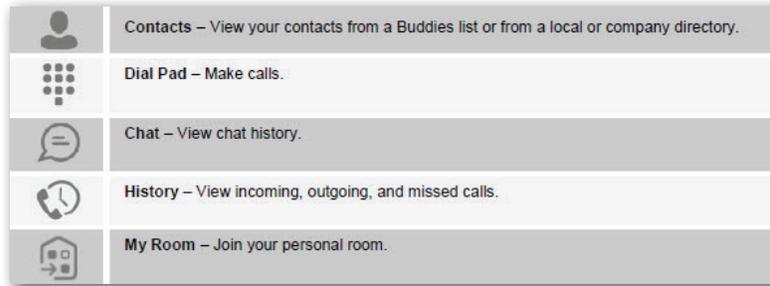
After logging in, a pop-up dialog may appear informing you about emergency calls.

3 Main Tabs



When you start MobileConnect for the first time, your *Contacts* list is empty. You 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.



The main view contains a number of tabs that present information about the contacts and communications options located on the top bar:

- *Contacts*
- *Dial Pad*
- *Chat*
- *History*
- *My Room*

NOTE: *Settings* are available from the **Android** menu key or action bar.

4 Contacts

- The Contacts tab can contain different types of contacts as follows:
- Presence-enabled contacts
- Non presence-enabled contacts
- Directory contacts

Any contact can be marked as a favorite, when then 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 MobileConnect users or users from federated systems such as Google Talk. Non presence-enabled contacts can be phone or conference numbers.

The Android Mobile client shows contact groups created from the desktop. Contact groups cannot be created or edited from the Mobile client.

The Contacts tab contains the following:

- UC-One Contacts
 - All
 - Online
- Contact Directories
 - Local Address Book
 - Directory

Local Address Book provides contacts from the local contacts. Directory provides contacts from the company directory.

4.1 CONTACT CARD

The contact card displays information about a contact based on the contact type. This includes Communicator contacts, Local Address Book contacts, and contacts from directory search results.

The user can initiate a call or chat session directly from the contact card. This includes joining other contact's My Room or dialing a My Room audio bridge from a directory contact search result.

If the contact has an associated email address, then the application supports sending an email to the contact by launching the native email client on the mobile device.

4.2 ADD

When you sign in for the first time, there are no contacts in your *Contacts* list. You can add a new presence-enabled contact at any time by tapping the add icon  from the status bar. Another way to add new contacts is to use the directory search option.

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 a buddy request, then you can always share your presence information later by selecting *Subscribe* from the buddy's contact card. Note that the contact must accept your subscription request for you to successfully establish a presence relationship. The newly added contact appears on your *Contacts* list.

You can add a conference number using the same add icon by typing the conference number in the *Add Contact* view. You can also add a conference number from a 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, in recurring conferences.

4.3 EDIT

- Tap a contact from the Contacts list to open a contact card. This is the same for 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 a presence relationship. An unsubscribed contact remains on the Contacts list and is always shown as "offline".
- Remove removes the contact from your Contacts list.
- 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.

4.4 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 (requires a search).

4.5 SORT AND DISPLAY ORDER

The following options in Preferences control how contacts are displayed:

- Display by – display First name or Last name first.
- Sort by – sort by First name or Last name.
- Short name format – format of the name to be used in chat lists.

5 Presence

For each contact to which you have subscribed, you can see their presence. 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
 available	The green availability icon indicates that the user is online and is ready for communication.
 mobile	The green availability icon indicates that the user is online on the Communicator Mobile client and is ready for communication. The icon is accompanied by the text “mobile”.
 away	The yellow availability icon indicates that the user is online on their Communicator client but has been idle or away from their computer for more than 10 minutes.
 mobile	The yellow availability icon indicates that the user is online on their Communicator Mobile client but has been idle or away from their computer for more than 10 minutes.
 offline	The grey availability icon indicates that the user is offline in a call and the only available contact method is calling or leaving a chat message.
 call	The grey availability icon indicates that the user is offline and the only available contact method is calling or leaving a chat message.
 pending	The question mark indicates that a subscription is pending and the contact has not yet approved sharing their availability.
 busy	The red availability icon indicates that the user is busy and does not want to be disturbed.
 call	This icon indicates that the contact is busy due to a call. This is an automated availability status.
 meeting	This icon indicates that the contact is busy due to a meeting. This is an automated availability status. The Busy – In Call status overrides the Busy – In Meeting status so this icon 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 tabs view. Tapping 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* list 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 in the area next to the avatar. This status text is shown in your friends' *Contacts* list.

If you see the error message, "Chat Unavailable", under any tab, it means that the 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. Note that all-day meetings do not trigger a presence change to *Busy – In Meeting*.

6 Instant Messaging

6.1 CHAT TAB

The *Chat* tab shows a list of recent chats since the user last logged in. 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. A long press on a contact opens the context menu with open chat and contact details (this is the same for the *Buddies* list).

Chats are listed so that newest one is always on top. Chats are not in alphabetical order and are always listed with the most recent first.

The Status bar in the Chat tab displays icons for

My Room , Add Participants ,  Presence Status, and the Overflow menu  .

Tapping the *My Room* icon opens a room view with *My Room* and a list with all the rooms in which you participate.

The Overflow menu displays the following options: Start group chat, Mark all as "Read", About, Settings, and Sign out.

6.2 CHAT

Start a chat using one of the following methods:

- Tap a contact from the *Contacts* list to open a contact card. From the contact card, choose the chat icon  to start a chat.
- From the options provided after a long press on a contact.
- In the *Chat History* list, tap a contact entry to start a chat.
- From search results, tap a contact to open the contact card and then choose the chat icon.

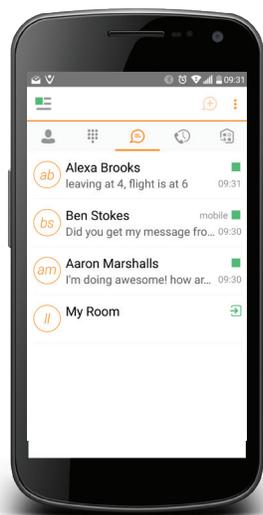
When you initiate a chat, the *Chat* screen opens. Chatting with a contact is possible only when you are both online. If your contact initiates a chat, you see a notification badge on the *Chat* tab and the entry appears at the top of the *Chat History* list.

Once a chat opens, the name of the recipient is on the top bar and there is a presence icon flag before the name. The recipient's messages are presented in the orange background and the user is presented in the white background.

Smiles can be added to messages by typing the corresponding character codes and by selecting from the smiley icons, (the smiley is displayed graphically in the message area).

6.3 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.
- On the chat screen, tap the Overflow menu icon  and then 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 participants 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 from 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 behaves the same way as the corresponding option in the 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.

Note that deleting a chat room is not supported.

6.4 CHAT RECORDING

The MobileConnect client can provide a chat recording indication to users of all chat sessions depending on the server's configuration. A chat recording state is applied to all users registered in a single domain. This setting is not specific to any one user; therefore, the recording state cannot be modified by the user.

6.5 CHAT SECURITY CLASSIFICATION

The MobileConnect client provides the ability to specify a security classification of a chat session. The security classification is configured on the server side and cannot be changed by the user. The security classification level for instant messaging is assigned to the entire domain and all users have same classification level. It is visible in all chat sessions (single and group).

7 Audio and Video Calls

7.1 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: 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.

On the digit 1, there is notification for voice mail .

A long press on digit one connects you with your voicemail box. When there are no voicemail messages in your voicemail box the icon is grey.

The dial pad menu can contains two options: Pull call and Retrieve call.

7.1.1 VoIP Calling Mode

MobileConnect Mobile supports an option that allows a user to switch easily between VoIP and Mobile calling modes.

- VoIP calls use WiFi or the carrier data network.
- Mobile calls use the carrier circuit-switched network. Mobile calls leverage Vonage Anywhere or Vonage Mobility to present the business identity of the user.

Users can switch between VoIP and Mobile through the Dial Pad menu. An indication of the currently selected mode is displayed on the dial pad.

- **VoIP Mode On:**
 - Outgoing and incoming calls use VoIP over WiFi or data network.
 - Vonage Anywhere or Vonage Mobility location for the device is disabled.
- **VoIP Mode Off:**
 - Outgoing and incoming calls use the mobile circuit-switched network.
 - Vonage Anywhere or Vonage Mobility location for the device is enabled. Outgoing calls are performed with Call Through or Call Back. Incoming calls are delivered via the Vonage Anywhere or Vonage Mobility location.

VoIP calls over the carrier data network are dependent on the quality of the network and may incur additional charges. As such, there are options for an operator or end user to disable VoIP calls over the carrier data network (3G, 4G, or Long Term Evolution [LTE]), if needed. Users can control this behavior in Call Settings > VoIP Calls. There are two options:

- **WiFi only:** VoIP calls are allowed only on WiFi.
- **All Networks:** VoIP calls are allowed only on any data network.

7.2 MAKE AUDIO OR VIDEO CALLS

You can make an audio or video call using one of the following methods:

- Tap a contact from the Contacts list to open a contact card. From the contact card, choose the headset icon  to make an audio call or the video icon  to make a video call.
- From the options provided, after long press on a contact.
- From the search results, tap a contact to open a contact card and choose the audio or video icon or by using the long press options.
- 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  to make an audio call or the video icon  to make a video call.

7.3 ANSWER CALL

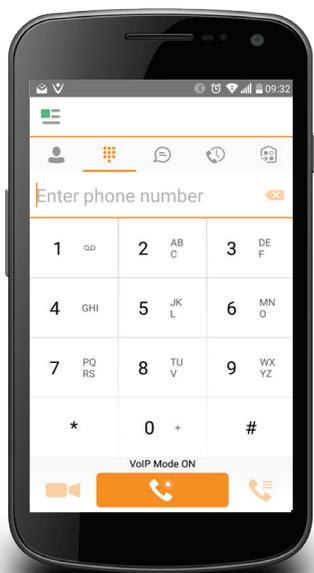
An incoming call is indicated with a ringtone. There are two options on the incoming call screen: Accept and Decline. If you decline the call, it causes the line to sound busy at the caller's end and they know that you rejected the call.

If a user is in the middle of a VoIP call and receives an incoming cellular call, the VoIP call continues while the phone is alerting. Once the cellular call is answered, the VoIP call is put on hold.

7.4 IN CALL ACTIONS

From the *In Call* screen, you can perform the following actions:

11



- End a call
- Mute your microphone
- Place a call on hold
- Adjust the volume
- Open the dial pad
- Add more participants to the call
- Transfer a call
- Talk and then transfer a call
- Make a conference call
- Park a call
- Transfer a call to a circuit-switched call
- View participants (of a conference call)
- Make a new call
- Add more participants (in conference call only)
- Merge two separate calls
- Swap two separate calls

7.5 MISSED CALLS AND NEW MESSAGES

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

A visual notification for unanswered calls and new voice mail messages will be displayed.

The notification for unanswered call is displayed when there is call delivered to the device, and the application is alerted for the call but the call is not answered by the user. The feature does not provide indication for missed calls on other endpoints.

The notification for new voice mail message is displayed when there is a new voice mail message deposited on the server. The notification is accompanied with audio and vibration.

7.6 MESSAGE WAITING INDICATOR AND VOICE MAIL ACCESS

If you have pending voice mail messages, then the notification bar on the Android device displays an icon and the message, “You have *XX* pending voicemail messages”. By tapping the voice mail notification, the application dials the voice mail access number directly and you can listen to the VM messages.

Voice mail is also accessible with a long press of the dial pad “1” key (similar to how it is on a regular mobile dial pad). If voice mail messages are available, then the “1” key changes color. In addition, a voice mail notification is displayed as a badge on the *Call* tab icon.

The number for new voice mails changes depending on how many are open or are new. The voice mail icon in the notification area has an associated badge that shows the number of new messages.

7.7 BUSINESS LINE CALL BACK AND CALL-THROUGH

MobileConnect allows you to originate a circuit-switched call using their business line identity. This is done using the basic Call Back feature on Vonage or the Call-Through feature available with Vonage Mobility.

Basic Call Back is only available if the user has the Vonage Anywhere or RemoteOffice services assigned. The application checks to see whether one of these twoservices 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.

Call-Through functionality is available if the Mobility service is assigned to a user’s Vonage profile. Call-Through provides a more natural dialing experience. When a call is placed in this mode, the client communicates transparently with Vonage to get a temporary intermediate routing number (IMRN). The client then calls the IMRN and connects the user directly to the destination identifying the call with the user’s business line identity.

Note that Call Through requires “My Phone number” on iOS or “Own phone number” on Android local setting to be set to the phone number of the mobile device. This number must be set and must also match the number configured in Vonage Mobility or Vonage Anywhere in order for Call Through to work.

7.8 CONTACT NAME LOOKUP FOR INCOMING CALLS AND CALL LOGS

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

When a user retrieves their 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.

7.9 N-WAY CALLING

MobileConnect supports network SIP-based conference calls with up to three participants. While on a two-way call, users can add a third party 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 they are added to the conference automatically as soon as they pick up. The *Attended Conference* mode, which prompts the third party to join or decline, is not supported in this version.

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

7.10 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.

7.11 CALL TRANSFER

The client supports transferring VoIP calls to another party. Two modes of transfer are supported:

- *Attended Call* – Select Talk First from the menu and a second call is placed with the selected contact. If the call is successfully established, you can talk with the third party privately before completing the transfer by pressing the **Transfer** call button again.
- *Unattended Call* – Select Transfer from the menu, the second party is transferred to the selected contact, and the current user is dropped from the call.

7.12 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 MobileConnect. If the user has an active call on the desk phone, this call can be transferred seamlessly to the mobile phone via the Call Pull button. 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.

7.13 CALL RECORDING

The MobileConnect Mobile client provides ability for the user to start, stop, pause, and resume a call recording. Call recording controls depend on the user's call recording mode configured on the server. The client supports the option to start recording a call before or during a call.

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, and resume a 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 the recording during the call.

Visual indication for 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 the visual indication for 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 the 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 the call recording.

User A sees 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 audio indication that the call is being recorded.

7.14 SECURITY CLASSIFICATION

The MobileConnect Mobile client provides the ability to specify the security classification of a call. The security classification of a call party is determined by the security classification set at the Vonage 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 in the In Call screen.

Change security classification during a call

User A calls User B.

The security classification of the call is displayed in the In Call screen.

User A and User B can change the call security classification during the call and both User A and User B update the security level from the server.

7.15 MID-CALL CONTROLS FOR CIRCUIT-SWITCHED BUSINESS CALLS

MobileConnect Mobile provides Mid-Call Control services for business circuit-switched calls that are anchored at Vonage. This functionality is available for:

- Call Through and Call Back circuit-switched calls initiated from the MobileConnect client via the native phone dialer.
- Incoming circuit-switch calls delivered to the mobile phone via Vonage Anywhere, Vonage Mobility, or Remote Office location.

Supported Mid-Call Control services are:

- Hold / Resume (for more than one call, this functionality requires Vonage Call Control to be turned ON for the location)
- Transfer
- Conference (limited to five participants)
- Swap (requires Vonage Call Control to be turned ON for the location)
- End Call

After initiating a Call Through or Call Back call or after receiving a business circuit-switched call, the user can return to the main screen and launch Communicator to the foreground. At this point, the application brings a Mid-Call Control screen which can be used to manage the call.

7.16 SWIPE BETWEEN CHAT AND AUDIO/VIDEO COMMUNICATION VIEWS

Communicator provides the ability to switch between Chat and Audio/Video communications sessions for own My Room, other users' My Room, and two-way chat. The ability to switch between sessions is indicated by the presence of dots at the bottom of the screen. The user can perform a swipe to switch between the sessions.

7.17 SEAMLESS CALL HANDOVER FOR VOIP CALLS

The MobileConnect client support seamless call handover for VoIP calls between WiFi and cellular data networks.

If the data connection drops during an ongoing VoIP call, then the application tries to use another data connection, if available, or waits for a configurable period of time, (for example, one minute) for the data connection to be re-established. At that point, the call is retried on the new or re-established connection.

During the transition, there is a beeping sound played to the user and an indication in the user interface that the application is trying to reconnect the call.

Note that if a user has multiple ongoing calls, only the active calls are retrieved after restoring the data connection and the other calls are terminated. In which case, the user is notified about the terminated calls.

A typical use case is when a call is started on a WiFi network in the office and the user leaves the office while on the call. In this case, the call is transferred to the 4G/LTE data network, if one is available.

Another use case is when the device loses data coverage for a brief period of time while the user is on a VoIP call (for example, the user enters an elevator). In this case, the call is recovered when the data connection is re-established, provided it is within the configurable period of time, which is typically one minute.

8 Call History

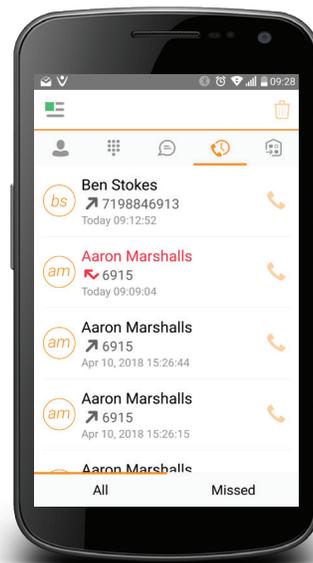
Call history can be accessed from the History tab MobileConnect saves a call history for placed, received, and missed calls. Call history makes it easy for you to redial and call back when you miss a call or when you want to dial a contact with whom you have recently spoken.

9 Side Navigation

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

- My status
- Call settings
- Preferences
- About
- Help
- Sign Out

The hard key menu contains the *Settings*, *About*, and *Sign out* options. The *Settings* option opens a new view with 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.



9.1 PREFERENCES

The client supports the following Preferences:

- Language Support
- Sign in automatically
- Troubleshooting

9.1.1 Language Support

The client is prepared for localization and can be delivered in any language. Currently, the client is available in:

- U.S. English
- Spanish (European)
- French
- Korean
- German
- Japanese
- Italian
- Chinese

Additional languages are available upon request as part of a customization project.

9.2 AVAILABILITY RULES

Availability Rules allows a user to configure calling rules associated with each of the presence states. When the state is triggered, the associated rule is applied.

Each availability rule can be configured with one of the following options:

- No Rules
- Forward to Number
- Silent Alerting

9.3 CALL SETTINGS

The client supports the following Vonage service management features, allowing Vonage supplementary services to be turned on or off using the native client Preferences window:

- Do Not Disturb
- Personal Assistant
- Always forward
- Forward when busy
- Forward when no answer
- Forward when not reachable
- Remote Office
- Call From
- My Caller ID
- Vonage Anywhere
- Vonage Mobility
- Dialing Service
- VoIP Calls
- Simultaneous Ring
- Call Waiting

Block My Caller ID

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”.

Vonage Mobility

Vonage Mobility is a flexible solution that extends the Vonage Centrex features transparently to the mobile network. This service provides a set of mobile capabilities that help meet the key requirements of mobile operators for deployment of business services to the mobile handsets.

The user can set the following attributes:

- **Active** – Flag to enable or disable the Vonage Mobility service for the user.
- **Mobile Number** – This is the subscriber’s mobile number in E.164 format.
- **Phones To Ring** – The default is “Fixed”. The options are as follows:
 - **Fixed** – If set, then only the user’s desk phone is alerted.
 - **Mobile** – If set, then only the user’s mobile phone is alerted.
 - **Both** – If set, then both the mobile phone as well as desk phone of the user are alerted.

The following attributes apply when the alerting mobile is set:

Alert Click To Dial – If checked, Click To Dial calls alert the mobile phone.

Alert Group Paging – If checked, group paging calls alert the mobile phone.

Prevent Diverting – This attribute determines whether the Application Server enables a diversion inhibitor when extending a call leg to the mobile phone.

Answer Confirmation – This attribute determines whether the Application Server prompts for an Answer Confirmation when the user answers the mobile call leg.

Call Control – This attribute determines whether Call Control is to be performed by the mobile device (off) or by Vonage (on). This must be turned on to provide mid-call service features to the mobile originated or terminated calls.

Vonage Mobility Persona Management

MobileConnect Mobile supports changing the Calling Line ID (CLID) of the Vonage Mobility Identity on a mobile device. The user can configure the outgoing CLID in Call Settings/Call From. The options are Mobile Identity, Profile Identity, or Hide Caller ID. There is also the Always Ask option, which when selected, the user is prompted to choose the CLID when initiating a call from the dialer.

When the feature is enabled and available to the user, the Call Settings include a Call From entry, which is available for the user to choose whether the Vonage Mobility device uses its own identity versus the Profile Identity or the primary Mobile Identity.

Vonage Anywhere

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

Vonage 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).

Vonage 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.

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”.

Own Number

Own Number is used in conjunction with the Vonage Mobility service, and more specifically, with the Call-Through calling mode. The user should provide their mobile device telephone number in this field. This number should match the number configured in Vonage Mobility for the Call-Through functionality to work.

10 My Room

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

My Room is accessible using the house icon  in the action bar of the *Chat* tab.

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 clicking your name on their *Contacts* list and by selecting *Join Room* from the contact card.

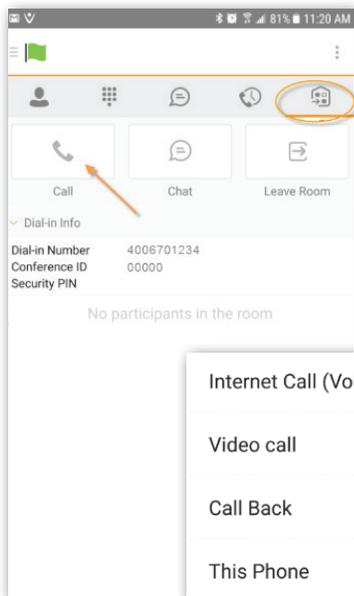
10.1 GUEST CLIENT

This Guest Client feature is specifically intended for users outside of the company. MobileConnect users can invite Guest Client users to their My Room by selecting “Copy Guest Join Link” from the My Room menu button on the top right corner. The copied link delivery is outside the scope of UC-One (that is, email).

Guest users can join a session with audio in the web browser by requesting a Call Back 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 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 joining My Room sessions. A Guest Client user invitation can be revoked by selecting the “Reset Guest Link” from the My Room menu button.

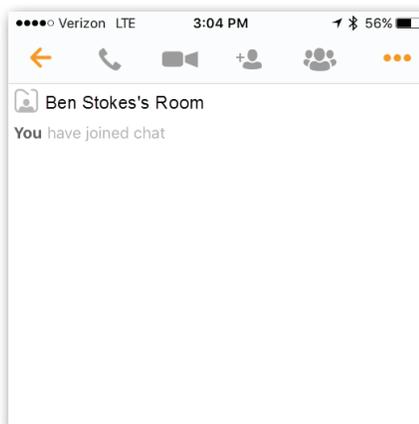
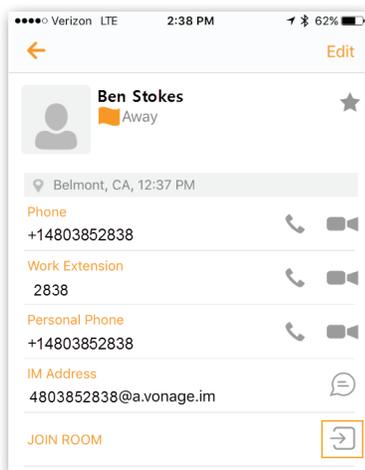
10.2 VOICE AND VIDEO COLLABORATION



With the purchase of a Premier Plus seat a voice and video collaboration bridge is added to your service automatically and can be used through the MobileConnect app. A unique phone number is assigned per organization to utilize the bridge. Each Premier Plus user is assigned a unique conference id. This will keep your conversation separate from others in the organization. You can reach the bridge seamlessly from any device. Contacts outside your organization can dial in using the phone number and pin. The bridge supports up to 30 audio participants and 15 video. (Video participants must be a part of your organization)

To join your room from a mobile device open up the app: click **my room**, click **call room**, **select dialling services** for video an Internet call is required.

To join a contact's bridge: search for a contact, click join room, click  for audio or  for video



11 Search Enterprise Directory

MobileConnect supports search in MobileConnect 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.

In other words, the clients do not perform directory searches, unless the user goes into the directory section itself, otherwise the search just filters the Contact List.

When searching the Enterprise Directory, the search is also performed in several more search sources:

- User's Personal Phone List
- Group's Common Phone List
- Enterprise's Common Phone List

The enhanced search is applied for both contacts searching initiated by the user and when receiving an incoming call, at which point the application performs a search for a display name corresponding to the caller's number.

12 Vonage Call History

The client supports the basic Vonage Call History. The bottom of the screen has filters for All calls, Received calls, Placed calls, and Missed calls.

On the list of calls, there are symbols indicating whether a call was incoming or outgoing.

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, the user can see the date of the call and the time the call was initiated.

Tapping an item on the list opens the contact card where a call can be made to that number.

13 Multi-Device

MobileConnect 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 has 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 from the server to all of the user's clients indicating that the subscription was terminated, and 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 Contacts list in one device is recognized in another client, and the Contacts list is updated (that is, the contact is removed) in the other client as well.

14 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 the branding process. This helps support personnel to identify the issues. The information sent consists of the 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:

- From the Help button on the Sign In screen – This opens the Settings screen that contains the help and troubleshooting-related entries. This can be used before the user has signed in, which is most often for cases when a user has issues with signing 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.

15 Sign Out

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

16 Other Features

16.1 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

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

16.2 VERSION CONTROL

Version control is supported using the Android market mechanisms. When a new release is available, the old version is removed from the market and users of the previous version are notified about the update possibility.

16.3 PRIVACY MANAGEMENT

MobileConnect 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.

16.4 FIREWALLS AND NATS

The client supports *rport* (*RFC 3581*) for Network Address Translation (NAT) traversal and 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 (that is, currently unlikely to work without an SBC).

16.5 FAILOVER AND FAILBACK

The client supports failover and failback mechanisms for all of the used protocols: Xsi, XMPP, and SIP. This feature adds:

- 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)

16.6 SECURE VOIP COMMUNICATION

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

16.7 VOIP QOS

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.

16.8 CALL QUALITY REPORTS

The client can generate call quality (Real-Time Control Protocol [RTCP] Extended Reports [XR]) reports, which can be sent to external systems, providing real-time quality analysis and monitoring

16.9 PUSH NOTIFICATIONS FOR CALLS

Mobile client applications use Push Notifications to be alerted about incoming calls and accept the call as VoIP.

When there is new call, Vonage sends a push notification to the client, which is presented to the user as either OS-specific visual notification or in the user interface of the client application.

From a user experience standpoint, accepting a call works in the same way for both push-enabled clients and non-push-enabled clients. On Android, the call is presented to the user with an application-specific

Incoming Call screen with Answer and Decline buttons.

Outgoing VoIP calls are performed with SIP registration on demand, which is transparent to the user. The SIP registration is done only when the user initiates the VoIP call.

In addition to Push Notifications for new calls, the solution also supports Push Notifications for new voice mail.