



iOS User Guide

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VEXUS
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1 About Mobility for iOS

Momentum Telecom offers Mobility for iOS which provides the following communication features:

- Instant Messaging and Presence (IM&P)
- Group Messaging
- Voice Calling (VoIP)
- Voice Calling (Circuit Switched)
- Video Calling
- Call Settings
- Directory Searching
- Integrated Audio Conferencing
- Call Pull from Desk Phone

**Mobility colors, text, logos, and feature placements
are configured by your provider to display best on supported devices.**

This guide provides an overview of the Mobility features and helpful information about usage.

2 Get Started

This section contains the essential information for getting started with Mobility.

2.1 New Installation



The latest version of the Momentum Mobility iOS client can be found in the Apple App Store by searching for *Vexus Mobility*

2.2 Upgrade or Update Installations

1. Tap **Sign Out** within the Mobility application.
2. Select **No** when asked to continue receiving business calls while signed out
You may also delete the application once you have signed out.
3. Download and install the new Mobility client from the Google Play Store.

2.3 Sign In

For some organizations, the initial launch of the application may prompt you to select a Server/Region in **Options** within the *Sign In* screen. Where this procedure is in use, it is only done once during the initial login before entering sign in credentials.

You will only need to complete steps 1 - 3 below if this procedure is in use. Otherwise skip to step 4:

1. Tap to open the Mobility app.
2. Tap on **Options** (lower right).
 - Choose Region/Server 2 if your organization's account ID begins with 3900...
 - Choose Region/Server 1 if your organization's account ID begins with any other numeric combination.
 - *Contact your administrator to determine which server/region to select or to request assistance with username / password credentials.*
3. Tap **Save** to proceed and sign in as usual.
4. Enter your Mobility *Username* (BroadSoft TN) and *Password* Credentials.
5. Tap **Sign In** to log into the application.

A pop-up dialog about emergency calls and an option to update your emergency location may appear on the *Sign In* screen. Depending on your service provider settings, the client may provide basic or advanced sign-in for updating the physical location for emergency calling.

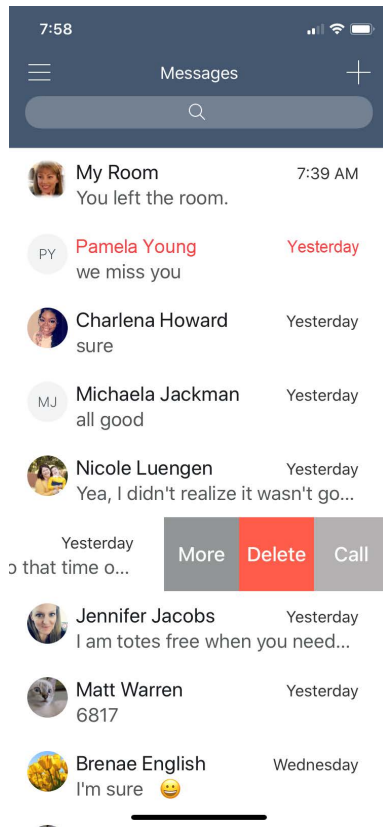
With basic sign-in, there are three options on the emergency call pop-up that may be displayed:

- Update location – Opens a web browser where the user can set the location.
When the location is set, the user can return to the client to sign in.
- Ok – Sign-in completes and the user can use the client.
- Cancel – Sign-in is canceled and the user is returned in the *Sign In* screen.

With advanced sign-in, there are two options that may be displayed:

- Update location – Opens a web browser where the user can set the location.
When the location is set, the user returns to the client manually.
If the location is updated successfully, sign-in completes and the user can use the client.
- Cancel – Sign-in is canceled and the user is returned to the *Sign In* screen.

3 Messages



When you start Mobility you will see the Messages screen. The first time you open Mobility, the screen offers a 'You have no messages yet' message.

Recent chat messages will be displayed on this screen. The most recent communication is displayed at the top of the Messages screen so the most recent chat session is always easy to access.

Simply tap entries to see the chat history for that conversation.

Swipe on a conversation to view more task options.

4 Contacts

Your Contacts ~~list~~ can contain different types of contacts as follows:

- Presence-enabled contacts
- Non-presence-enabled contacts

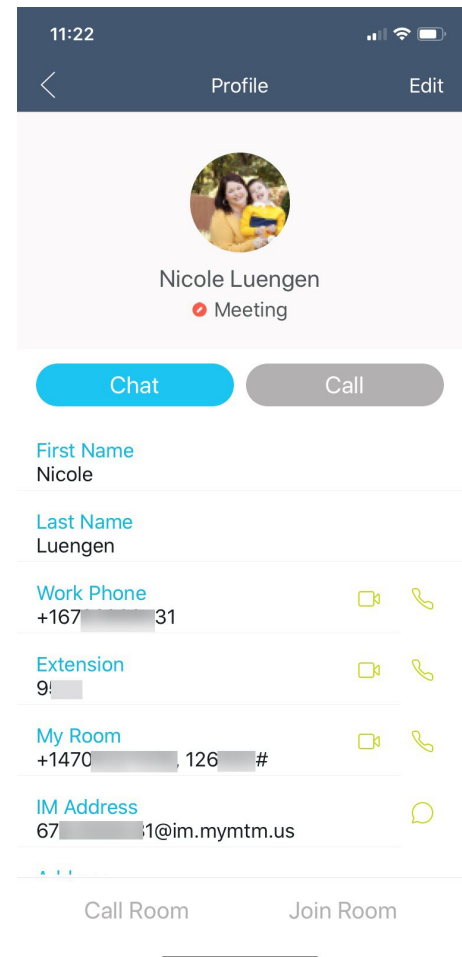
Any contact can be marked as a favorite, it then appears in the Favorites section.

Presence-enabled contacts are users with an IM or chat address.

Non-presence-enabled contacts can be phone or conference numbers.

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

Directory searches both locally (your smart device) and contacts from the company directory.



4.1 Favorites

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


The user can initiate a call or chat session directly from the Favorites screen. This includes joining the 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.

Subscribed contacts that are added to Favorites display in the Favorites list, and where enabled and supported, are also displayed as favorites on the desk phone.

4.2 Add Favorites

Add a new presence-enabled Favorite at any time by searching the Directory.

When the Profile is displayed, scroll down to Add to Favorites and click the  star icon. Favorites can also be added when viewing contacts in the call history screen or from the contact's profile card.

5 Availability

For each Favorite or subscribed contact, you can see their presence. Similarly, your contacts can see your presence on their Favorites list.

NOTE: *Availability* can also be referred to as *presence status*, which was the term used in previous releases of Mobility.



Availability means that your contacts are able to see if you are available, for example, “I’m available” or “I’m busy”.

Mobility indicates Availability using the colored circle around the Favorite avatar. Green indicates “available”, Orange indicates “Away”. Red indicates “Busy” (either on a call or in a meeting)

Your avatar is the picture that represents you in your friends’ Favorites list and in chat screens. Clicking on Edit on the My Profile screen will present options to select an existing image, to take a new one with your phone camera, or to clear your avatar. You can also set a message to be displayed to other users, for example “In a customer meeting until 1PM”

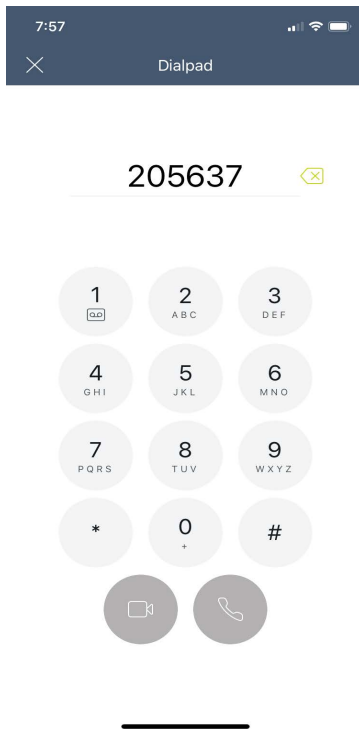
You can manually set your own availability by tapping under your avatar pic. Manually set to Available, Away or Busy – or reset the status to *Automatic*.

The availability 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 an availability change to *Busy – In Meeting*.

6 Audio and Video Calls

6.1 Dial Pad







The *Dial Pad* Menu option 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 buttons below the dial pad: Call and Video call 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. The bottom pull down menu allows you to select how your call is presented – with your business caller ID or as “Anonymous”.

A badge notification appears on the *Dial Pad* when there are messages in the voice mail box. The voice mail icon under digit one (1) also provides a visual notification when there are voice mail messages. A long press on digit one (1) connects you with your voice mail box.

When there are no voice mail messages in your voice mail box, the icon is gray.

6.2 Make Audio or Video Calls

- You can make an audio or video call using one of the following methods:
- Tap a contact from the *Favorites* 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 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.

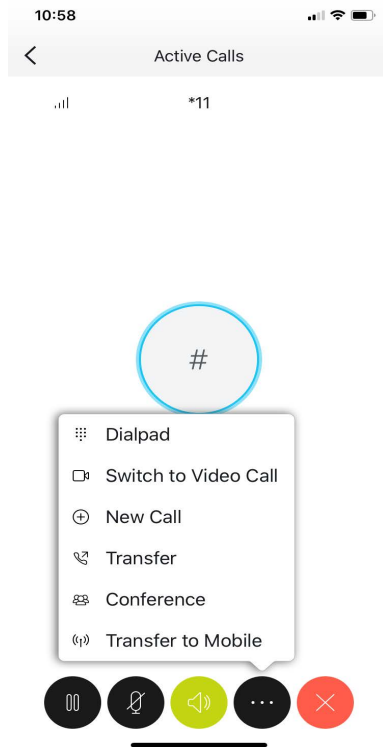
6.3 Answer Call

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.

6.4 In Call Actions

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



- End a call
- Mute the microphone / Adjust the volume
- Place a call on hold
- Escalate from audio to video call
- Open the dial pad
- Make a new call
- Transfer a call
- Make a conference
- Park a call (where enabled)
- Transfer a call to Mobile device
- Add participants (in conference call only)
- Merge two separate calls
- Swap two separate calls
- View participants (on a conference call)

In addition, the user can use the iOS back button to leave the *In Call* screen and navigate through the other application screens. Returning to the *In Call* screen is possible through the active call toolbar in Mobility or the active call notification entry in the iOS notification center.

6.5 Missed Calls and New Messages

When you miss a call, the notification bar on the iOS device shows a note. By tapping the missed call, you go to the *History* screen.

6.6 Message Waiting Indicator and Voice Mail Access

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

6.7 Business Line Call Back

Mobility allows you to originate a circuit-switched call using your business line identity. This is done using the basic Call Back functionality available with the Mobility feature.

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

6.8 Contact Name Lookup for Incoming Calls and Call Logs

When receiving a call, Mobility searches for the name in the following sources and in the following order: chat contact name, Enterprise Directories, Local Contact List, *P-Identifier* header (SIP), and *From* header (SIP). If the number matches one of the contacts, the name is shown on the *Incoming Call* screen.

6.9 N-Way Calling (Conference)

The Mobility Mobile apps support network SIP-based conference calls. While on a two-way audio or video call, you can add more participants by using the **Conference** button. It opens the Address Book on the device to search for and select the new participant. Once the conference is established, the participants are shown on the *Device's* screen.

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

6.10 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.

6.11 New Call

The client supports starting a new call while in an ongoing call. The steps are as follows:

- 1) Establish call with remote party.
- 2) Initiate second call using the new call button.
- 3) Select a contact then choose a number. After the new call is established, the first call is put on hold. You can swap the two calls or to merge it in conference.

6.12 Call Transfer

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

- **Attended Transfer** – Establish a call with 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.
- **Blind Transfer** – Establish a call with remote party. Select a contact then choose a number. Select the *Transfer* option and the transfer is completed.

6.13 Call Pull

Call Pull can be used in scenarios where a user has two endpoints, for example, a VoIP desk phone and a mobile phone with Mobility. 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.

Call Pull button pulls audio only. Users can pull video calls directly by dialing the feature access code *11 and then selecting the video call button.

6.14 Call Park

The Call Park service allows a “parking” user to park a call against a “parked against” extension. The “parked” user is placed on hold until a user retrieves the parked call. If the call is not retrieved within the provisioned recall time, then the parked call is reverted and presented to the “recall” user.

6.15 Bluetooth Support

You can control incoming and ongoing calls from a compatible Bluetooth headset.

The *System Requirements* section in the *Mobility for Desktop and Mobile Product Guide* lists the headsets that have been tested, although other Bluetooth devices should also work.

Mobility Mobile app for iOS supports mute and volume control from the Bluetooth headset; however, answer and hang up are supported only from the application.

6.16 Mid-Call Controls for Circuit-switched Business Calls

Mobility provides Mid-Call Control services for business circuit-switched (Mobile) calls that use the platform. This functionality is available for:

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

Supported Mid-Call Control services are:

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

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

6.17 Swipe Between Chat and Audio/Video Communication Views

Mobility 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.

6.18 Seamless Call Handover for VoIP Calls

Mobility for iOS Mobile and Tablet clients 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.

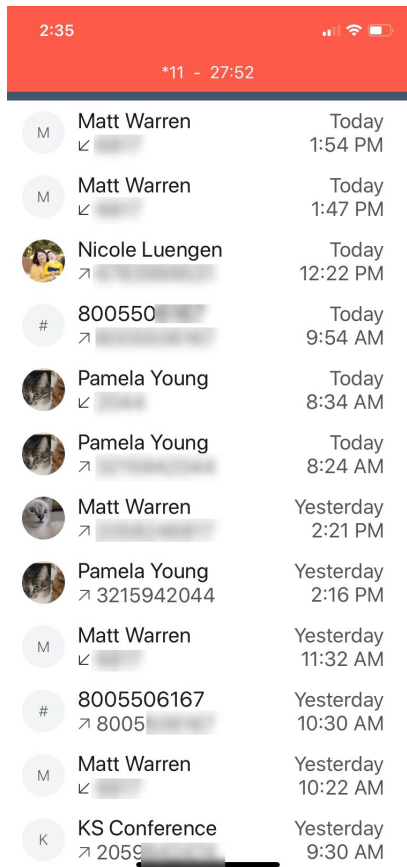
Note that if a user has multiple ongoing calls, only the active calls are retrieved after restoring the data connection and the other calls are terminated. In which case, the user is notified about the terminated calls.

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 Service Provider's configurable period of time, which is typically one minute.

7 Call History

Call history can be accessed from the side navigation Menu. Mobility saves a call history for all and missed calls.



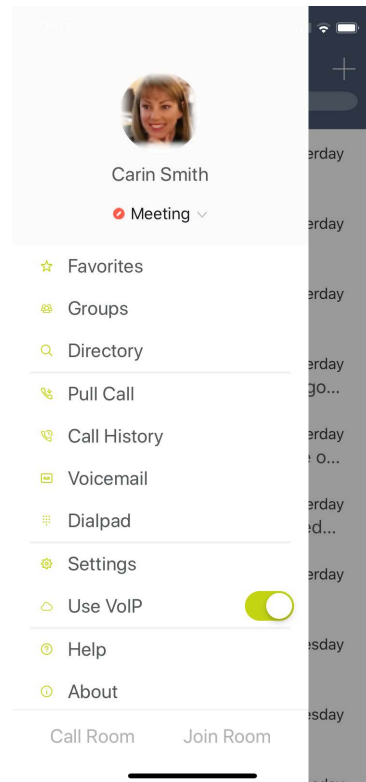
On the list of calls, there are icons indicating whether a call was incoming, outgoing, or missed.

The list of the call items consists of an icon showing what kind of call it was (a up arrow means incoming, a down arrow means outgoing, and **RED** 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 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.

8 Side Navigation Menu

The Side Navigation Menu contains the following items:



- Favorites
- Groups
- Directory
- Pull Call
- Call History
- Voicemail
- Dialpad
- Settings
- Use VoIP (On/Off)
- Help
- About
- Sign Out
- Call Room
- Join Room

8.1 Favorites

You can tag frequently contacted people as Favorites. Your Favorites list will auto-filter to display as the default screen upon log-in for quick and convenient view of those contacts

8.2 Groups

The Groups feature allows you to add contacts into functional groups. Create a Group by clicking the + icon in the top right corner. Name the Group and touch “Create”. Add members to the Group by clicking the + icon and typing in a name. Touch the name and touch Done when finished. Contacts can belong to multiple Groups.

8.3 Directory

Directory is the single source for finding contacts, either Enterprise contacts or contacts local to your device. Search the directory by first or last name.

8.4 Pull Call

This is described in more detail in Sec 6.13 of this document. The side menu Pull Call item allows for quick and convenient access to this feature.

8.5 Call History

This is described in more detail in Sec 7 of this document. The side menu Call History item allows for quick and convenient access to this feature.

8.6 Voicemail

This is described in more detail in Sec 3 of this document. The side menu Voicemail item allows for quick and convenient access to this feature.

8.7 Dial Pad

This is described in more detail in Sec 6 of this document. The side menu Dial Pad item allows for quick and convenient access to this feature.

8.8 Settings

The Settings area is meant to address call control, Hub set-up, meeting control and administrative functions such as password change, Troubleshooting and Logging.

8.8.1 Call Controls

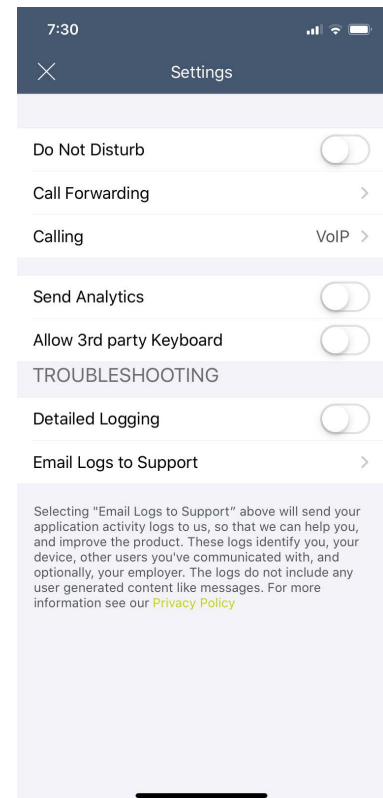
The user can select and control several call control features – Do Not Disturb (on/off), Call Forwarding, Calling (method) and Call From (which controls the number presented on an outbound call)

8.8.2 Administrative Functions

The items include Send Analytics along with those shown under Troubleshooting – Detailed Logging and Email Logs to Support are meant for use when Support is assisting the user in finding and fixing any issues. These items are generally left in default (off) mode unless the Service Provider instructs the user to enable or use the functions.

Allow 3rd Party Keyboard is also provided here - which as is true for all mobile applications may reduce security.

Additionally, if the Update Password feature is enabled, it allows the user to reset the application password. The user must know the current password to utilize this feature.



8.9 Use VoIP (On/Off)

The default is to leave this in the “On” position

The Help screen will direct you to a series of tutorial videos meant to assist the user

8.10 Help

Tap Help to access User documentation for Mobility.

8.11 About

About Mobility displays the current version, the End User License Agreement and Legal

8.12 Sign Out

Sign Out should be used to completely exit the application. Simply closing the app does not stop it from running in the background. Closing the app will not stop incoming calls from ringing or chats from being accepted. You must Sign Out to shut the app off completely.

9 My Room

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

My Room is accessible using the Join Room button on the Side Navigation Menu page.

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 selecting *Join Room* from the contact card.

You can dial into other contact's *My Room* audio bridge from the directory contact card.

9.1 Guest Client

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

Guest users can join a session with audio in the Meet app 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 Multi-Device Support

Mobility 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.
- ✓ Removing a contact, Group member or Favorite from a list in one device is recognized in another client, and the list is updated (that is, the contact is removed) in the other client as well.