
SMART UC



COMMANDER MOBILITY

USER GUIDE Version 20.0.1.0



COMMANDER

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Table of Contents

1	About SMART UC Commander Mobility for iPhone	4
2	Getting Started	5
2.1	Installation	5
2.2	Sign In	5
3	Main Tabs	6
4	Contacts	7
4.1	Add a Contact	7
4.1.1	Creating a Conference Contact:	7
4.2	Edit a Contact	8
5	Presence	9
6	Instant Messaging	10
6.1	Chat Tab	10
6.2	Chat	10
6.3	Group Chat (Ad-Hoc Rooms)	11
7	Audio and Video Calls	12
7.1	Dial Pad Tab	12
7.2	Make Audio or Video Calls	12
7.3	Answer Call	12
7.4	In Call Actions	13
7.5	Missed Calls and New Messages	13
7.6	Message Waiting Indicator and Voice Mail Access	13
7.7	Call Back and Call-Through using your business line	13
7.8	Contact Name Lookup for Incoming Calls and Call Logs	14
7.9	N-Way Calling	14
7.10	Call Waiting	14
7.11	Call Transfer	15
7.12	Call Pull	15
7.13	Call Park	16
8	Call History	17
9	Settings	18
9.1	Language Support	18
9.2	Help Pages	18

9.3	Automatic Sign In	18
9.4	Call Settings.....	18
9.4.1	Commander Anywhere	19
9.4.2	Commander Remote Office	19
9.4.3	Call Forwarding.....	19
9.4.4	Do Not Disturb	19
9.4.5	Hide Number.....	19
9.5	Own Number	20
10	My Room	21
11	Search Directory.....	22
12	Commander Phone Call History.....	23
13	Troubleshooting	24
14	Sign Out.....	25
15	Abbreviations.....	26

1 About SMART UC Commander Mobility for iPhone

SMART UC - Commander Mobility is your iPhone application that allows you to bring your Commander Phone service with you. It means that no matter where you are, you can make, receive and manage your Commander Phone service from your mobile phone, as if you were sitting behind your desktop phone, using your business number.

SMART UC Commander Mobility for iPhone provides the following communication features:

- Voice Calling (using a VoIP call over a WiFi or Mobile Internet Data service)
- Voice Calling (using a normal call over your mobile phone service)
- Call Conferencing and Call Transfer
- Chat and Instant Messaging communication with those in your business.
- Group Chat
- MyRoom – Personal chat and audio conferencing room per person in your business
- Presence/Status management. Presence means that your friends and colleagues are able to see whether you are available, for example, “I’m available” or “I’m busy”.
- Commander Phone Call Settings allowing you to change your desk phone settings from your smartphone

2 Getting Started

This section contains the essential information for getting started with the Commander SMART UC Mobility application for iPhone.

2.1 Installation

The SMART UC application can be downloaded from the Apple App Store.

1. Search for 'Commander SMART UC' in the App Store

2. Download and launch the application on your iPhone.



2.2 Sign In

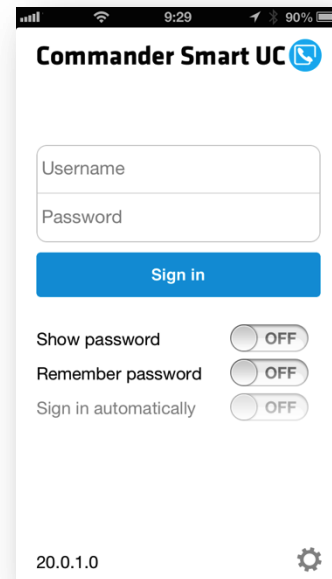
When you first launch the application, you are prompted to:-

1. Accept the End User License Agreement
2. Enter your Commander Phone user name and password.

Username: username@takecommand.com.au

Password: *Your Commander Phone password*

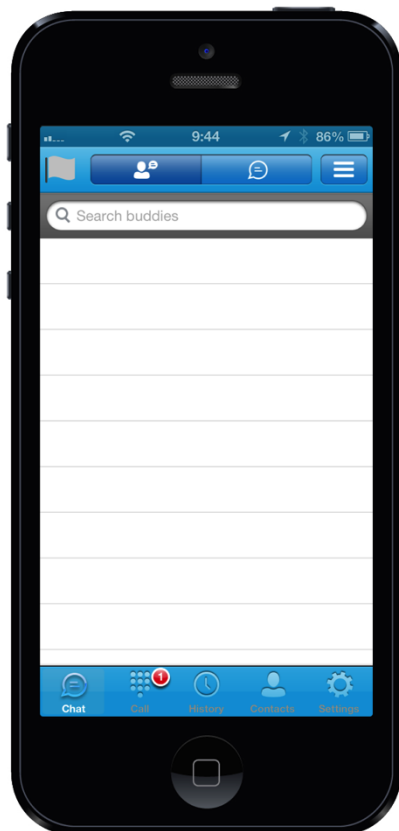
3. Select whether you would like SMART UC to remember your password.
4. Select whether you would like SMART UC to sign you in automatically on subsequent launches.
5. Tap **Sign In**.








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

3 Main Tabs

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



	Chat – View your <i>Buddies</i> list, <i>Chat History</i> , and <i>My Room</i> list.
	Dial Pad – Make calls.
	History – View incoming, outgoing, and missed calls.
	Contacts – View your local contacts or search for directory contacts.
	Settings – Set up your client.

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

- *Chat*
- *Dial Pad*
- *History*
- *Contacts*
- *Settings*

4 Contacts

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

- Those contacts that have a 'Presence' capability
- Those contacts that do not have a 'Presence' capability

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

The *Contacts* tab  contains:

- Local contacts, that are already on your iPhone
- Directory contacts, that are in your company's Commander Phone directory

4.1 Add a Contact

When you sign in for the first time, there are no contacts on your *Contacts* list. Add a new presence-enabled contact at any time by:-

1. Selecting the option *Add Contact* from the menu icon in the navigation bar. 


In the *Add Contact* screen, enter the contact's information and then click **Done**. By default, your presence information is always shared with a new contact.

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

The newly added contact appears on your *Contacts* list.

4.1.1 Creating a Conference Contact:

A conference contact is a special contact used for conference bridges to avoid having to remember a PIN code and a conference number, for example, for a recurring conference.

Add a conference number by selecting the option *Add Conference* from the *same* menu icon in the navigation bar .

You can also add a conference number from directory search.

4.2 Edit a Contact








Tap an information icon of a contact entry from the *Contacts* list to open a contact card.

- *Edit* opens the *Contact Information* dialog box where you can add, edit, or remove information. This works for both presence-enabled and non-presence-enabled contacts.
- *Unsubscribe* removes the presence relationship between you and that contact. This means you do not see the contact's presence information and your contact does not see yours. Select *Subscribe* to re-establish the presence relationship. An unsubscribed contact remains on your *Contacts* list and is always shown as "offline".
- *Remove* removes the contact from your *Contacts* list.
- The *Directory* list provides the company contacts in the Commander Phone directory.
- The *Local* list provides the contacts from your local phone book.

5 Presence

For each contact you have subscribed to, 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 does it mean?
	The green presence icon indicates that the person is online and ready for communication.
	The yellow presence icon indicates that the person is online but has been idle or away from their computer for more than ten minutes.
	The red presence icon indicates that the person is busy and does not want to be disturbed.
	The grey presence icon indicates that the person is offline and the only available contact method is calling or chatting.
	The question mark indicates that a subscription is pending and the contact has not yet approved sharing their presence.
	This icon indicates that the contact is busy due to a call. This is an automated presence status.
	This icon indicates that the contact is busy due to a meeting. This is an automated presence status. The <i>Busy – In Call</i> status overrides the <i>Busy – In Meeting</i> status so this one is only seen when there is a meeting but no call.

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

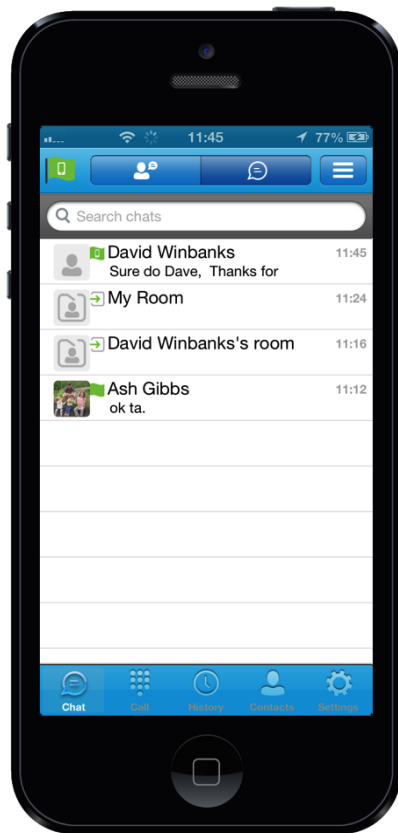
Your avatar is the picture that represents you in your colleagues’ *Contacts* lists and in chat screens. Tapping on an avatar opens a dialog with options to select an existing image, to take a new one with your phone camera, or to clear your avatar.

You can enter a status message into the area next to the avatar. This status text is shown in your friends’ *Contacts* lists.

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

6 Instant Messaging

6.1 Chat Tab



Chat shows the list of recent chats since the last login. If Person A chats with Person B multiple times, their discussions appear as one item in the list.

Tapping the name opens the chat view (IM view) where new messages can be typed. Old messages are also shown.

New incoming messages are indicated with a notification badge to the right of the name. The icon remains next to the name until the message is read.

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

Clicking the menu button in the navigation bar, displays the *Make all as Read* option. This option removes all notification badges from the *Chat History* list.

6.2 Chat

Start a chat using one of the following methods:

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


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


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

A smiley can be added to a message by typing the corresponding character codes and by selecting a smiley icon, (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 chat to a group chat.
- From the *Chat* tab, tap on the menu icon to select the 'start group chat' option.
- In the *Chat History* list, tap a group communication entry to start a group chat.

When you initiate a group chat, the *Chat* screen opens. More people can be added later to the chat using the 'add participant' icon . Anyone in the group chat can add participants.

A group chat works the same way as a one-on-one chat. All messages you send to a Group Chat are received by everyone else in the group. All contacts need to be online to be able to participate in a group chat. You cannot invite an offline contact.

A group chat history is saved and is available to view later in the *Chat* tab.

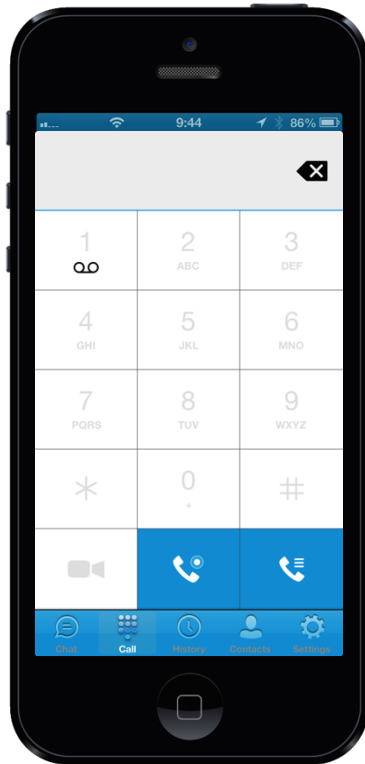
A person can leave a group chat by selecting the '*Leave chat*' option. The chat is marked as 'offline' and the person no longer receives messages from the chat. When clicking on the 'offline' chat, the person re-joins the room and starts receiving messages. However, the person does not receive the messages that were sent in the chat while the person was outside of the room.

The Clear History menu item works the same way as the corresponding option in a one-on-one chat and removes the local history.

The View Participants button opens a dialog that shows the list of participants in the group chat.



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 two enabled buttons below the dial pad:

- Call 
- Dial pad menu 

The top text field also has a delete button that, when pressed, deletes one character at a time.

A badge notification appears on the *Dial pad* tab when there are messages in the voicemail box.

A long press on the “1” digit connects you to the voicemail box. When there is no voice mail in your voicemail box, no notification badge is shown.


The Dial pad menu contains two options:

Pull Call which moves a call from your desktop to your mobile and

Retrieve Call which takes a call ‘off-hold’

7.2 Make Audio or Video Calls

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

- Tap the contact info button on a contact to open a contact card. From the contact card, tap on the contact number to perform an audio or video call.
- From search results, open a contact card and tap on the contact number to perform an audio or video call.
- Open the dial pad, enter a phone number, and tap the Call button.
- On the *Call History* list, tap a call entry.
- On the *Chat* screen, tap the headset icon  to make an audio call

7.3 Answer Call

An incoming call is indicated by a ringtone. There are two options on the incoming call screen: *Answer* and *Decline*. If you decline the call, it causes the line to sound busy at the caller’s end, or forward the call to voicemail, depending on the way your service is configured. The caller will know that you rejected the call

7.4 In Call Actions

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

- End a call
- Mute your microphone
- Place a call on hold
- Adjust the volume
- Open the dial pad
- Add more participants to a call
- Transfer a call
- Talk and transfer a call
- Make a conference call
- Park a call
- Transfer a call to a mobile phone
- View participants (on a conference call)

7.5 Missed Calls and New Messages

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

7.6 Message Waiting Indicator and Voice Mail Access

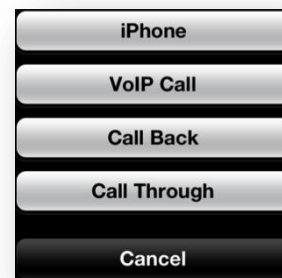
If you have pending voice mail (VM) messages, then a badge is displayed on the *Call* tab icon, indicating the number of pending VM messages.

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

7.7 Call Back and Call-Through using your business line

SMART UC Commander Mobility allows you to make a call, via your mobile phone service using your business line identity. This is done using the ‘Call Back’ functionality on Commander Phone or the ‘Call Through’ functionality available with Commander Phone Mobility.

Call Back is available when you have the Commander Phone Anywhere or Remote Office service enabled. The SMART UC checks to see whether one of these two services is activated with a phone number that matches the mobile number.



Call Back provides you with the option to make calls using the Call Back feature when you dial a number.

When you touch the 'Call Back' button, Commander Phone will ring you on your mobile, from your business number. It will then make a call to the destination number. Please be aware that call costs to your mobile phone and to the destination number will be allocated to your Commander Phone Business number.

'Call Through' functionality is available if the Mobility service is activated on your Commander Phone service. 'Call Through' provides a more natural dialling experience, where in effect, you are 'dialling through' your Commander Phone service number.

When a call is placed in this mode, the SMART UC application on your iPhone, sends a message to Commander Phone to obtain a temporary number. SMART UC then calls the temporary number and connects you directly through to the destination you originally dialled, identifying you using your business line identity. Please be aware that the call costs from your mobile to Commander Phone will be allocated to your mobile. Call costs from Commander Phone to your destination will be allocated to your business line service.

7.8 Contact Name Lookup for Incoming Calls and Call Logs

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

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

7.9 N-Way Calling

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

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

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

7.10 Call Waiting

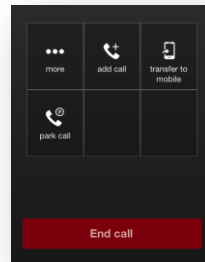
You can have one active call at any one time. If you receive a new incoming call and accept it the existing call is put on hold and you can change between these two calls by using the Hold and Unhold buttons.

7.11 Call Transfer

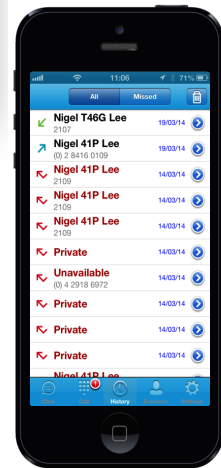
SMART UC supports transferring VoIP calls to another party when you are on a call.

You can transfer a call and talk to the other party first or transfer without talking to the other first.

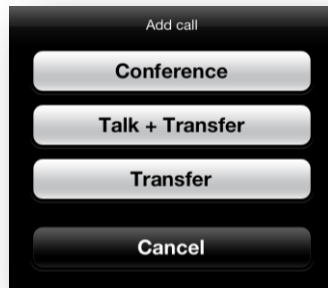
1. Select 'Add Call' from the dialler options.



2. Select a contact from your directory, your call history or enter a number on the dial pad.



3. Choose the type of transfer you need.



- *Talk and Transfer* – Select **Talk and Transfer** 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' button again.
- *Transfer* – Select **Transfer** from the menu, the second party is transferred to the selected contact, and the current person is dropped from the call.

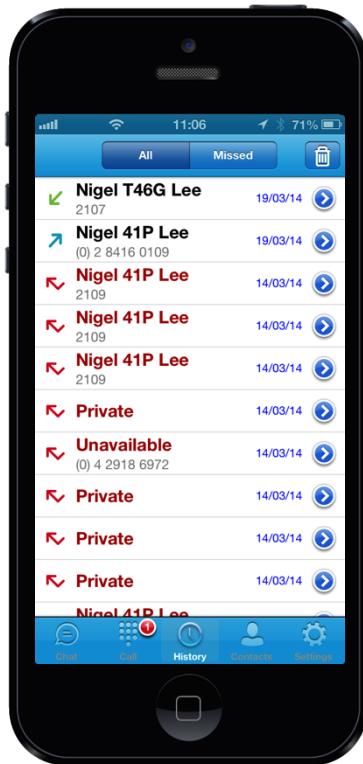
7.12 Call Pull

Call Pull can be used in scenarios where a person has two endpoints, for example, a Commander desk phone and a mobile phone with SMART UC Commander Mobility. If the person has an active call on the desk phone, this call can be transferred seamlessly to the mobile phone using the Call Pull button. Depending on the application, dialling 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 Park

The Call Park service allows a person to park a call against a “parked against” extension. The “parked” person is placed on hold until a person 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” person.

8 Call History



Call history can be accessed from *History* tab.

SMART UC Commander Mobility saves a call history for placed, received, and missed calls.

The call history makes it easy for you to redial and call back when you have missed a call or when you want to dial a contact with whom you have recently spoken.

9 Settings

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

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

The hard key menu contains the *Settings*, *About*, and *Sign out* options. The *Settings* option opens a new view with the different settings that the user can turn on or off. 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 Language Support

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

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

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

9.2 Help Pages

SMART UC provides web-based help that can be launched from *Settings*, *Help* button. This takes you to the Commander Phone Resource Centre where all the product documentation can be found.

9.3 Automatic Sign In

You can choose to sign in automatically using your account when SMART UC is started. This will make it easier for you to be available and ready for communication without having to remember to sign in.

9.4 Call Settings

SMART UC allows you to manage the setting of your Commander Phone Service (desktop phone, desktop softphone or SMART UC softphone), allowing Commander Phone services to be turned on or off:

- Caller ID Blocking

-
- Call Forwarding
 - Do Not Disturb
 - Simultaneous Ring
 - Sequential Ring
 - Commander Phone Anywhere
 - Commander Mobility
 - Commander Phone Remote Office
 - Own Phone Number

9.4.1 Commander Anywhere

Commander Anywhere simplifies communications for on-the-go users and remote users by extending the features of your Commander Phone 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, mobile phone, and/or a soft phone may ring simultaneously.

Enjoy voice call continuity with the ability to move live calls from one device to another without hanging up.

Add locations (numbers) that can be used in the service using the Add New Location button. Use the *Alert all locations* to activate parallel ringing.

Select *Diversion inhibitor* to prevent a call from ending up as a voice mail, which can be problematic in, for example, 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).

9.4.2 Commander Remote Office

This service allows the use of any phone as an office phone from a charging and numbering perspective. For instance, a hotel room phone can be used as the office phone.

Enable Remote Office and specify a phone number to be used as the Remote Office number.

9.4.3 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, Not Answered, or when Unreachable.

9.4.4 Do Not Disturb

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

9.4.5 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".

9.5 Own Number

Own Number is used in conjunction with the Commander Phone 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 Commander Phone Mobility for the Call-Through functionality to work.

10 My Room

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

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

My Room uses your permanent chat room, permanent collaboration room, and conference bridge (audio). All *My Room* sessions start as chat sessions but can be escalated to an audio conference bridge during the chat session in progress.

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

11 Search Directory

SMART UC supports directory search in the Commander Phone directory. The search is performed in a separate input field in the *Contacts* tab. Tapping the search icon opens the search view and after a search, the directory search results are displayed with names and numbers.

The default starting screen for a search shows the screen when users press the search icon. Typing in characters starts the filtering process through the contacts. The search is performed in both the XMPP contacts as well as the *Directory* list. Pressing the back key minimises the keyboard, hides the search bar, and empties the search results.

There is no hard key menu in the directory search results listing view. A long press on a name opens the context menu and hides the keyboard but keeps the search bar with characters. A short press opens the contact card.

The context menu contains the following options for the *Directory* list:

- VoIP call
- Video call
- Contact card

12 Commander Phone Call History

SMART UC supports the Commander Phone Call History. The Call History shows all calls (received and dialled 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, is 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 Troubleshooting

The troubleshooting function can be used if there are issues encountered with the application. SMART UC collects diagnostic information and allows you to send off the information to commanderphone@commander.com support e-mail address. This helps the support personnel to identify the issues. The information being sent consists of application and media engine diagnostic logs.

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

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

14 Sign Out

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

15 Abbreviations

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

XR

Extended Reports

Xsi

Xtended Services Interface