WorkTime UC Mobile Admin Guide

Release 21 for Android & iOS

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1   About Hosted PBX WorkTime UC Mobile Client

By adding Hosted PBX WorkTime Mobile Client to an Android or iOS device, users can leverage a convenient and intuitive interface for mobile calling services. WorkTime Mobile Client is a Session Initiation Protocol (SIP) User Agent (UA) client for Android and iOS, connected to the Internet. It also integrates and manages various features with the Hosted PBX server platform. From this single device, the end users can easily initiate phone calls. With access to the Enterprise directory, the client is ideal for improving mobile and fixed voice communication, encouraging users to have smarter and more frequent communication.

It has been developed with both the end user and simplicity in mind and has a proven user-friendly design, which Android and iOS users can easily recognize.
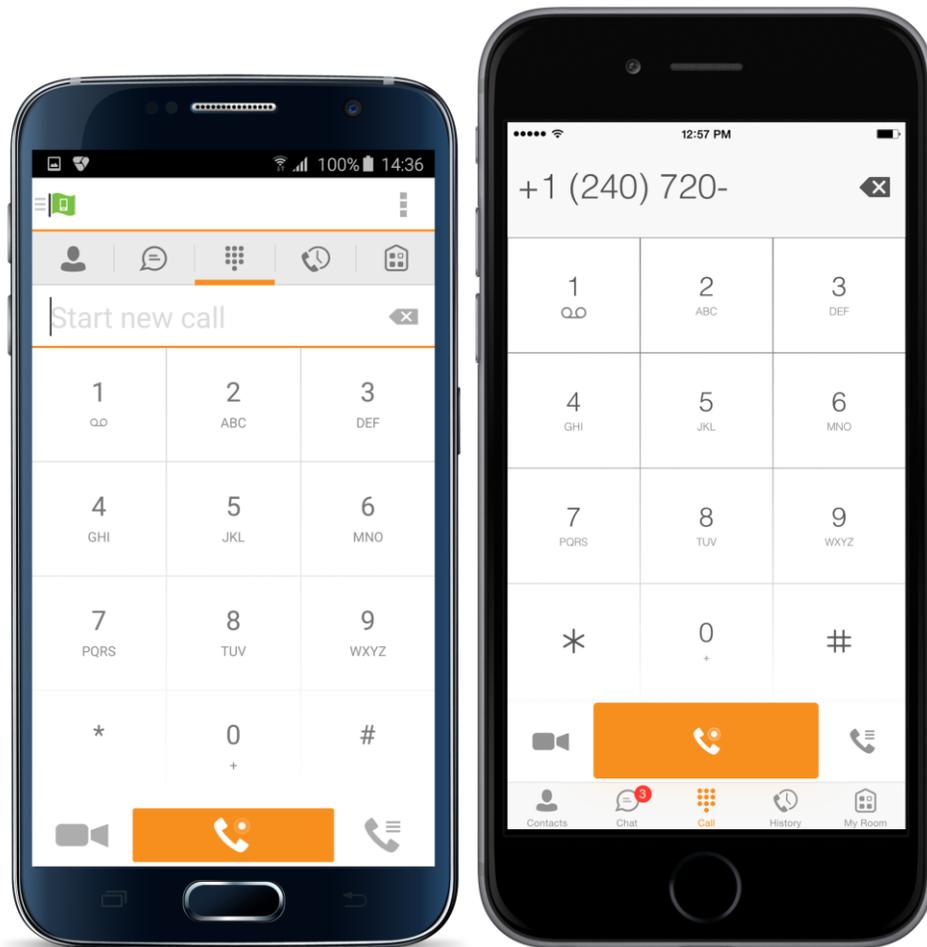

Figure 1 WorkTime Mobile Client on Android and iOS phones

2   Use Cases

The mobile client can be deployed in several different configurations based on configuration file parameters as follows:

- Primarily as an 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 (Call Back and Call Through with the native dialer)

Contact XO for more information regarding what functionalities are available in your version of the client.

2.1   Placing Outbound Calls

When making calls, the end-user will be able to choose whether they want to make a "Voice over IP" call, a "Call Through" placing outbound call over circuit switched network, or a "Call Back" to the mobile device, initiating a circuit switched over cellular network.(see the User Guides for the Android and iOS versions of the client for additional details.   "Call Through" is the default setting *(See section 9.2.2 for additional details)*.

The appearance of VoIP calls are always made using the user's "Business Identity" -- that is, caller ID is their *My Phone* number. This makes the call look just like a call made from their business desk phone. Since a VoIP call uses the underlying wireless data network (Wi-Fi, LTE or 3G), the user should choose this option only when they are confident they have a strong wireless data signal for the duration of the call. This is a great option for making business calls on your mobile phone when the user is at home on their Wi-Fi network, on another Wi-Fi network working from a remote site, or connected to a high quality LTE wireless network.

This option may not be ideal when the phone is only connected to a 3G wireless network, or when the user is moving in a vehicle, as the quality of the network in these situations is unreliable. In these situations, the user is encouraged to choose to make a "Call Through" from the mobile device. With the "Call Through" solution, mobile calls can be made using the user's Business Identity. In other words, the user does not have to present the call as if it were coming from their personal mobile phone number — the call will still look like it came from their main business number.

The WorkTime Mobile client has access to the enterprise directory as well as local contacts on the mobile device.

2.2   Receiving Inbound Calls

Inbound Circuit Switched Calls Only

By using this service, the customer can configure the solution so that calls to their Business Identity can ring their office line and mobile phone simultaneously.   Calls sent to the desk phone always use the packet switched network. However, because it is impossible to predict the quality of the wireless data network before an incoming call arrives, calls sent to the mobile phone will always be setup using the cellular network, answered using the native phone app.

User features such as do not disturb, call forwarding, call waiting, etc. can be configured and managed via the client. This mobility allows users on the go to configure features that best suit their current context.

2.3   Pull Active Calls

Active calls may be seamlessly transferred between the office phone and mobile phone. The service allows the user to "Pull" calls from their Mobility phone to their office phone while on an active call. The user can also "Pull" calls from their office phone to their Mobility phone while on an active call.

3   Enabling the Client for Users – WorkTime Settings

In order for a user to operate the client, both XO or customer administrator and the user must enable features in the *My Account* and *My Phone* dashboards.

3.1   Initial Customer Administrative Setup

The customer administrator will need to assign users through the standard user assignment process to relate phone number, station, phone, and user information.

Reference the *Customer Creation QRG* for more information.

Once the user is assigned in the 'Phone Assignment' page, the administrator will then share the user's station to one of the available WorkTime Mobile clients. This will be completed using the same process as is currently used for the Sharing feature, but the WorkTime Mobile client will be visible as target end points. Reference the *Sharing QRG* for more information. This is the only location where the WorkTime Mobile clients will be shown as assignable.
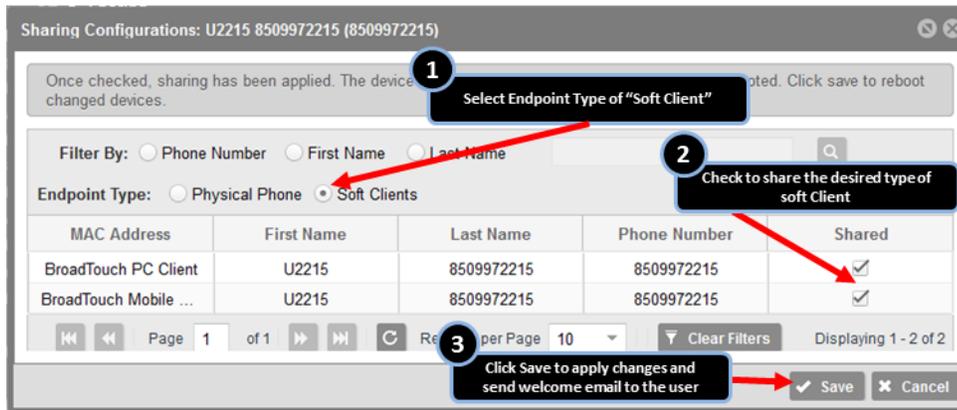

Figure 2 Sharing WorkTime Mobile client license to user account

Once the WorkTime Mobile client is shared to the user, the user will receive an email notifying them that their account is active, and provide some preliminary instructions.

The email content is customizable and can be turned off if desired.

3.2 End User Steps to Activate Service

Once the administrator assigns the client to the user, it is available to receive VoIP calls.

Before the client can be functional on a circuit switched network, the Mobility feature must be activated using either of these options: Note, the Office Anywhere feature can also be used in place of the Mobility feature, but not both.

1) Using the My Phone dashboard. This method is required if the user has not logged into the dashboard previously.

2) Using the WorkTime Mobile client.   This option is used only if the user has already logged into the My Phone dashboard at least once and reset the temporary, initial password.

> *See the Hosted PBX WorkTime Mobile Quick Start Guide for instructions on initial client setup.*

3.2.1 Activate the MyPhone Dashboard

Users log in to their *My Phone* dashboard and update their password from the temporary password initially provided (follow the normal login procedures as shown in the *My Phone* User Guide).

The user then enables the *Mobility* feature via the *My Phone* User Dashboard. Within the *My Phone* page,

- Add the mobile number in the *My Number* tab.

- Add the *Mobile App* feature in the *My Features* tab.
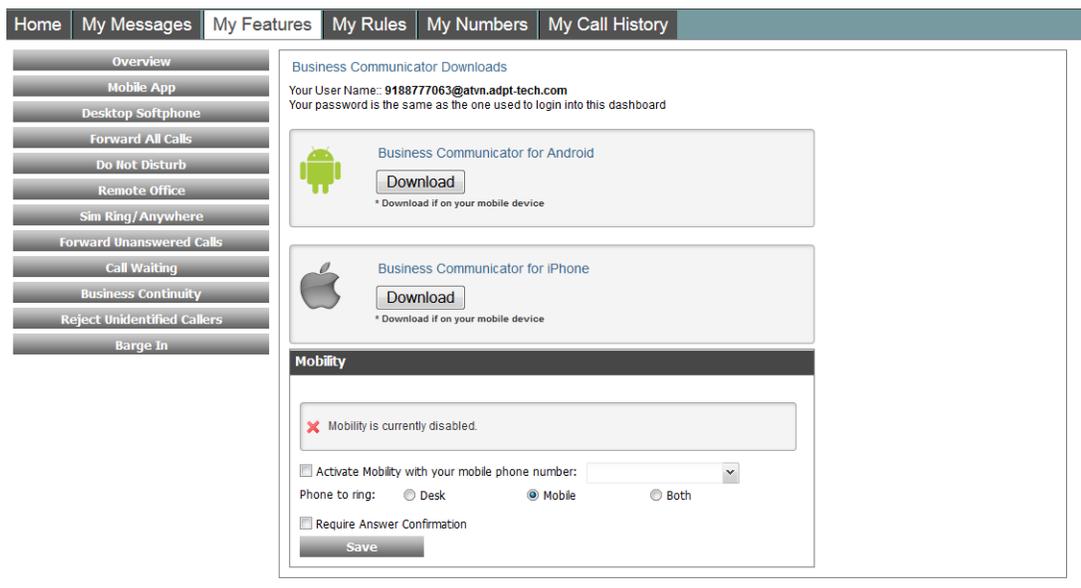
Figure 3 Activating Mobility in *My Phone* Dashboard

Retrieve the WorkTime Mobile client username from the *My Features* tab or from the WorkTime Mobile client welcome email.

> *The user's WorkTime Mobile client password will be the same as the user's* My Phone *password.*

Links to download the client are available in both the email sent to the user, as well as in the *My Features* tab. The user will now need to download the iOS client from the Apple App Store and the Android client from Google Marketplace.

Once the client is downloaded and user signed in, the user will be ready to use the client.

3.2.2   Activate Using WorkTime Mobile client at initial login

For an end user that has previously logged into the *My Phone* dashboard and reset the temporary password, that user may download and install the WorkTime Mobile client by using the links provided in the WorkTime Mobile client welcome email.

Once the client is downloaded and user signed into, the user will be prompted to configure the *Mobility Feature*, setting Alert Click to Dial, Phones to ring, and Answer Confirmation. (instructions are in the WorkTime Mobile client User Guides for Android and iOS).

> *See the Hosted PBX WorkTime Mobile Quick Start Guide for instructions on initial client setup*

4   Troubleshooting

4.1   End User Problem Isolation

Initial attempts to troubleshoot an issue with the client involve isolating the source of the problem by following these steps:

1. Close/Log out of WorkTime Mobile client app.

2. Verify circuit switched calling is available by placing a test call using native phone app.

3. Verify Data/Internet connection is available by testing the browser.

4. Verify that Mobility is configured properly

5. Re-Install App. If potential IOS/AndroidOS issue or hardware issue, then verify that the issue persists after WorkTime Mobile client application is removed from phone. (i.e. phone reboots, or freezes, or other).

4.1.1   Validating the User Configuration in the Dashboard

A key step in troubleshooting is to validate the user is properly configured within the dashboard and that the WorkTime Mobile client license is shared as a device associated with the user's phone.

Figure 4 WorkTime Mobile client Assignments

Figure 5 Device Assignments

4.1.2 User experiences problems during install

1. Verify Hardware/iOS and Android Versions for compatibility and 3G/4G subscription /Carrier
2. Verify this is a new installation of the service. Does user have another version loaded? If so remove and re-install.
3. Verify Installation issue:
   o Does it complete download from Google Play Store, or Apple Store?
     ▪ If not, does issue occur with other apps? If not send to XO Support.
   o Does user receive an error during installation after download is completed?
     ▪ If so document the error.
     ▪ Check Apps list to see if installation completed and if so remove and attempt re-install. Otherwise attempt re-install.
     ▪ If issue is repeated and customer has supported version of iOS /Android, then escalate to XO.
   o Does user receive an error when they try to add the application shortcut to their smartphone desktop?
     ▪ Can test application by launching from the apps menu directly.
     ▪ Is user having issues adding icons with other apps? Is user receiving an error message? If error message isolated to WorkTime Mobile client app, then escalate to XO. If common issue with other apps then warm transfer to Wireless.
   o Does user receive an error when they launch the application?
     ▪ Remove Application and Re-Install
       • If error occurs at login screen after login attempt go to Provisioning Flow
       • If error persists during application launch (after re-install) escalate to XO

4.1.3 User reports that their WorkTime Mobile client application does not work.

They have it installed, but cannot login or are receiving other connectivity error. The user has not previously logged in and used the application

1. Gather customer details
2. Verify hardware/iOS and Android Versions for compatibility and 3G/4G subscription / Carrier
3. Verify WorkTime Mobile client App has installed successfully – (if not go to Installation)
4. Has the user ever logged into the app before? (If yes, then go to Login or Application)
5. Verify Provisioning Setup in Dashboard
6. Verify Customers Credentials. Reset Password if Needed.
7. Have user login with known working Support Test Account. If they can do so the issue is likely isolated to NW provisioning of the account.
8. Escalate to XO

4.1.4 User reports call quality issues

1. Verify Hardware/iOS Android Versions and 3G/4G subscription and Carrier

2. Foundation Questions:

   o Any Pattern to Call Issues can discern?

   o Confirm whether issue occurs on inbound, outbound, or both directions.

      ▪ All inbound calls go direct to dialer and are circuit switched

      ▪ Outbound calls have the ability to be Circuit switched or VoIP.

         • Verify user settings to determine whether they are using VoIP or their Native dialer. If caller is using VoIP recommend they change their setting and educate them on their options.

   o If issues occur on Native Dialer, then discern whether issue occurs with Non-WorkTime Mobile client number or only when WorkTime Mobile client number is called or call is initiated from WorkTime Mobile client application. Do they occur with Native Dialer?

      ▪ Place WorkTime Mobile and non WorkTime Mobile test calls as needed with Native Dialer to confirm.

         • If issue isolates to WorkTime Mobile Calls then escalate to Hosted PBX <quality or disconnect likely a result of BS network>

         • If issue is with all calls then direct to Wireless carrier.

4.1.5 Settings mismatch between WorkTime Mobile client and Dashboard MyPhone

1. Log into Rialto. View user call settings and verify they are in sync.
2. Have user attempt to reset from device and retry
3. Reset from Web Portal and retry. Did setting dynamically update in client? Is it effective?
4. If settings do not activate from the client or sync with Web portal then send to Hosted PBX.

4.2 Known Issues, Notes, and Limitations

Known issues with using the WorkTime Mobile client are as follows:

- iOS Specific Use Case: While on a VoIP call on the WorkTime Mobile client, any incoming circuit switched call will result in the VoIP call being placed on hold automatically, and the Native dialer will be brought into the foreground to answer or decline the call. This is standard iOS behavior for all applications.

  - The held VoIP call may be retrieved from hold after ending/declining the circuit switched call, returning to the WorkTime Mobile client, and pressing the 'Hold' button.

  - However, in the event that the iOS device was locked prior to the receipt of the incoming circuit switched call, if the iOS device terminates the cell call, the VoIP call may not be retrieved from hold. The user would have to End the held call and reinitiate the call. If the circuit switch calling party terminates the call, then the VoIP call can be resumed as above.

Notes and Limitations with the WorkTime Mobile client include:

- All incoming calls will utilize the user's mobile minutes.

- If the WorkTime Mobile client has lost data connectivity then all functions are disabled except for "911" calling. User will see an error indicating network connection lost.

- On the Verizon Wireless 3G network, data and circuit switch calls cannot be active at the same time. This is a Verizon 3G limitation. If the user has an active VoIP call and they receive an incoming call, the VoIP call will be dropped.

- There is no seamless handover between underlying data networks. For example, when the WorkTime Mobile client roams from WIFI to 3G / 4G LTE or back any VoIP call will be dropped. The client will re-register when on a new network, and new calling may commence.

- The WorkTime Mobile client will allow a VoIP call to be established over a 3G network. XO does not recommend this scenario due to network performance.

- The user's WorkTime Mobile client password will be the same as the user's My Phone password. Changing the password in the My Phone Dashboard requires a password change on the WorkTime mobile client.

- The user cannot log into multiple mobile devices at the same time.

- Mobility, Office Anywhere, and Simultaneous Ring cannot be used at the same time, with the same destination number. If Office Anywhere or Sim Ring are active for a specific phone number, Mobility is not functionally useable for that number – if both services are configured with the same number, both calls will be sent to the number, causing a busy or voicemail condition. It is recommended that this setting is defined within the MyPhone dashboard to prevent potential conflict.

- When transferring a call to a contact in the directory, the calling party number is not automatically removed from the WorkTime Mobile client dialer screen after the transfer is complete. User will be required to manually delete, or simply select a different number from the directory to call.

- Sporadic, non-replicatable call quality issues have been exhibited in a specific testing environment (Motorola RAZR Android Device on Verizon Wireless network) when calling into the Voice Portal.

- All calls are subject both to the availability and quality, of all involved parties network connections.

- On iOS devices, the WorkTime Mobile client will not operate simultaneously with other media apps (such as Podcast, Music, Videos, YouTube, etc.). Any VoIP call in progress will be placed on hold and retrievable as described above.

- Issues have occurred when attempting to pull a call using call-back when pull through certain SONUS SBCs