



Webex Calling User Guide

Mobile for iPhone

Feature Overview

By adding Webex Calling Mobile to an iOS platform, you can leverage a convenient and intuitive interface for mobile calling services.

- Calls look just like a call made from your business desk phone.
- Receive calls on your mobile phone as if it was your desk phone
- One-button business voice mail access
- Access your business enterprise directory from your smartphone.

The following table lists the communication features for Standard and Premier users:

	Premier User	Standard User		
		Desktop Client (a la carte)	Mobile Client (a la carte)	Unified Communications (a la carte)
Desktop Client	X	X		
Mobile Client	X		X	
Enterprise Directory	X	X	X	
User Feature Config	X	X	X	
Call History	X	X	X	
IM & Presence	X			X
Desktop Sharing	X			X
File Sharing	X			X
My Room (Web RTC & Guest Client)	X			X
Outlook Client	X	X		
Lync Integration	X	X		
iOS & Android Tablet Clients	X		X	

My Room/Web RTC

MyRoom - Audio Conferencing

Enables usage of an assigned UC Collaborate audio bridge, which is assigned to a user allowing instant bridges for up to 15 participants.

MyRoom – MultiPoint Video

Enables MyRoom Multi-Point Video.

MyRoom – Guest Client(WebRTC)

Enables you to join a full *My Room* session with a web browser using the Guest Client. This feature is especially intended for users outside of your company. Generate separate invitations for guest users.

New Features	Initiate From	Accept From	New Enablement Steps
MyRoom Audio Conference	Desktop, Mobile, Tablets	Desktop, Mobile, Tablets	MySite > Collaborate Bridge and Collaborate User Assignment
MyRoom MultiPoint Video	Desktop, Mobile, Tablets	Desktop, Mobile, Tablets	MySite > Collaborate Video User Assignment
MyRoom Guest Client (WebRTC)	Desktop Only	N/A	No Special Setup Required

Download Webex Calling Mobile

You can download the mobile app from the *My Phone* dashboard or Google Play.

From the My Phone Dashboard

1. Log in to the *My Phone* dashboard.
2. Click My Features on the toolbar at the top of the screen.
3. Click Mobile App on the menu on the left. The *Business Communicator Downloads* screen appears.

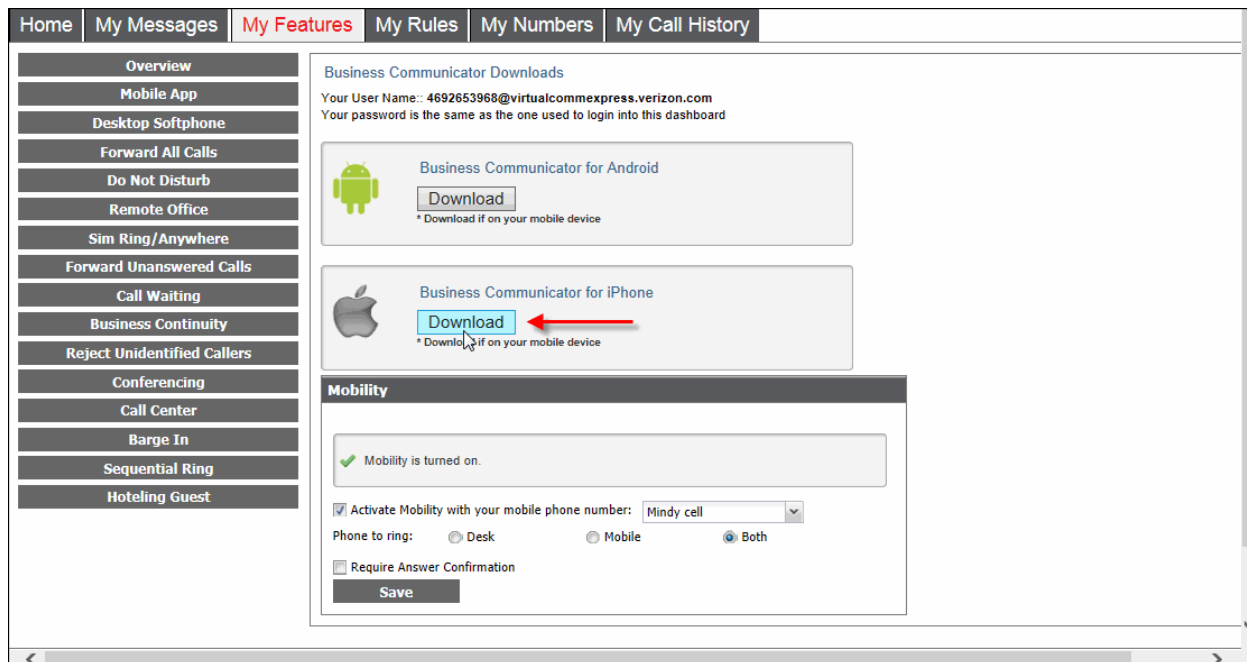


Figure 1 Download Mobile App

4. Click Download in the *Business Communicator for iPhone* box. The Apple App Store opens to the Webex Calling app.

Sign In

5. Go to your apps on your phone and open the Webex Calling app. The Terms and Conditions appear if this is the first time you are signing in.
6. Read and accept the Terms and Conditions. The sign in screen appears.
7. Enter your user name on the sign in screen (phonenumbers@domain). If you do not know your user name, it is displayed on the *Mobile App* screen on the *My Features* tab (see Figure 3 on page 3). This field is automatically populated after initial login.
8. Enter your password. It is the same as your *My Phone* password.
9. Select Show password to unmask your password, if applicable.
10. Select Remember password if you do not want to enter your password every time you sign in.
11. Select Sign in automatically to automatically sign in to the mobile app when launched.
12. Tap Sign in.

Note: If you change your password on the *My Phone* dashboard, you must also change it in Webex Calling Mobile.

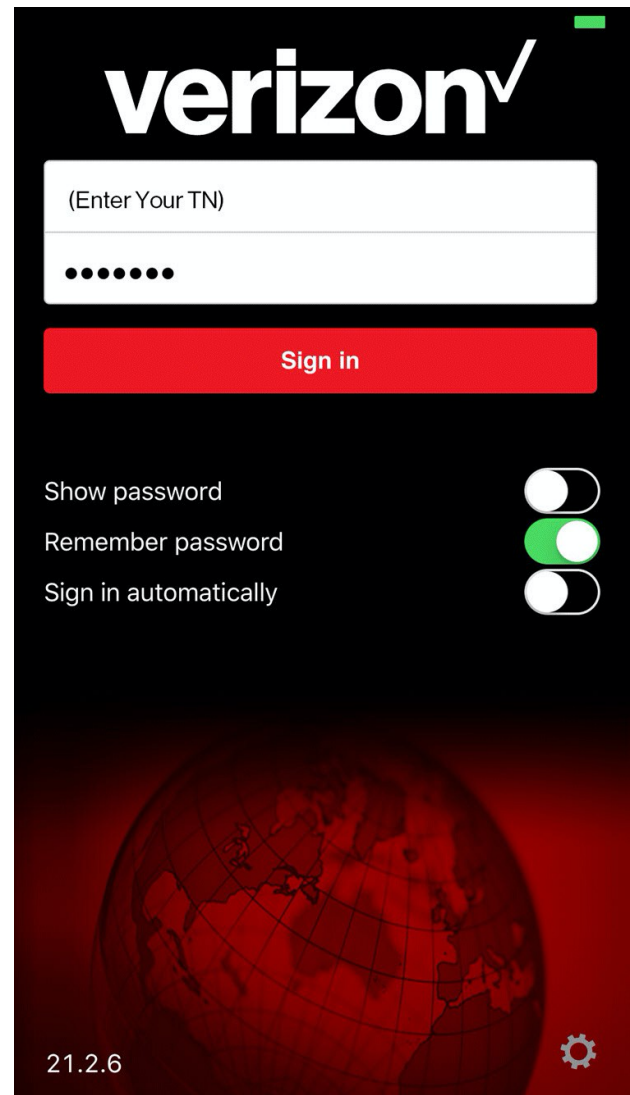


Figure 2 Sign In

Tabs

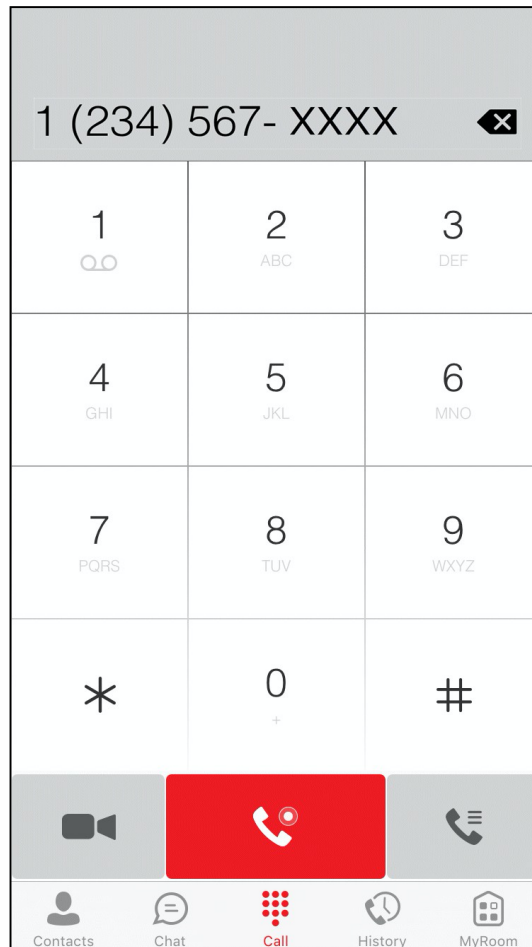


Figure 5 Tabs



The **Contacts** tab enables searching the Enterprise Directory and your personal contacts.



The *Chat* tab displays the chat history.



The **Call** tab displays the dial pad where you can call a number. A long press on 1 on the numeric pad dials your voice mail.



The **Call History** tab contains a log of all activity to and from your number including those from your desk phone, mobile app, and/or desktop softphone. At the bottom of the screen are filters to view activity for All, Missed, Received, or Placed calls.



The *MyRoom* tab is an always available and permanent room you can use to chat with anyone that joins.

Settings

Select Settings to browse and apply different settings to the Mobile App.



Figure 6 Call Settings

- Call Settings
- Sign in
- Credentials
- General
 - Language
 - About
 - Help
 - Local Address Book Search

Call Settings

Webex Calling Mobile supports the following service management features.

- **Dialing Service** - when making calls, you can choose whether you want to make an outbound Voice over IP call using the cellular data network or a Call Through initiated over the cellular voice network. Call Through is the default setting.
- **My Telephone Number** - displays your phone number.
- **Call Forwarding** – configure call forwarding settings for *No Answer*, *Always*, *Not Reachable*, and *Busy*.

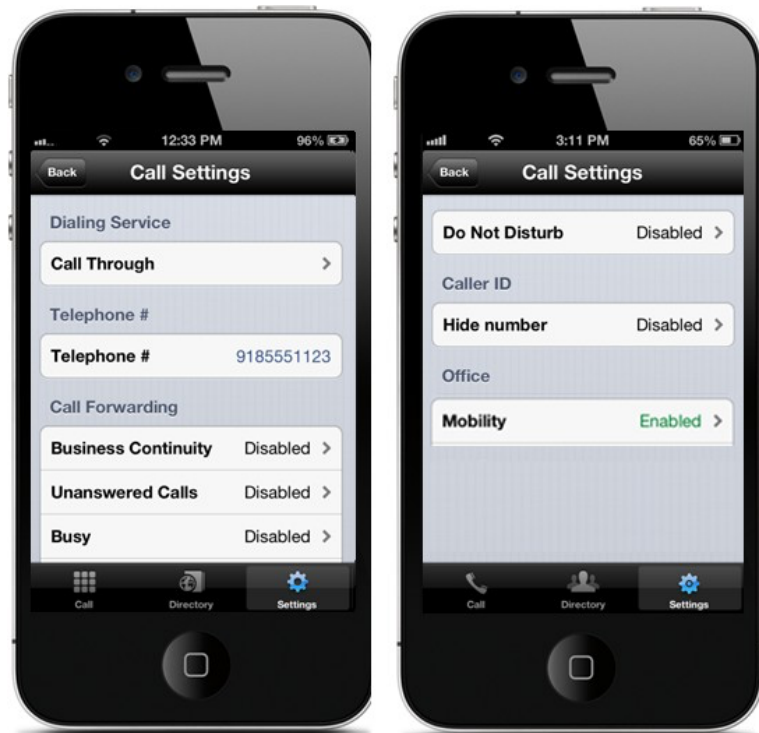
- **No Answer** - enter a number to forward unanswered calls. Options apply to the mobile device and/or any other

Figure 7 Call Settings

stations on the

- **Always** - enter a number to forward all calls. Options apply to the mobile device and/or any other stations on the My Phone dashboard.
- **Business Continuity** - if your phone is not connected to the network due to a power outage, failed Internet connection, wiring problem, etc., your calls can be forwarded to the number specified.
- **Busy** - enter a number to forward calls when the line is busy. Options apply to the mobile device and/or any other stations on the My Phone dashboard.

- **Do Not Disturb (DND)** - when activated, all communication is blocked by the server to the mobile device and any other stations on the Dashboard. Enable the Ring Splash to receive a distinctive ring reminding you that DND is enabled.
- **Hide Number (caller ID)** - you can hide or display your number when calling or communicating with other parties or contacts.



Mobility

Mobile capabilities extend features transparently to the mobile network, allowing you to make and receive business calls from your mobile phone. Calls placed to your business identity can ring the desk phone, mobile phone, or both. Calls placed from the mobile phone display your business identity and allow call control functions (call pull, etc.).



Figure 8 Mobility

1. Select Active or Inactive to enable/disable Mobility on your phone.
2. Enter the phone number of the mobile device you want to ring.
3. Select the phone to ring for inbound calls – desk phone, mobile phone, or both (default).
4. Enable/disable Answer Confirmation. Enabling requires you to press OK to accept an incoming call. If your device is turned off or without cell coverage, unanswered calls are not placed in your mobile voice mail.

Search the Enterprise Directory

You can search both the enterprise directory and local contacts. The search field opens the key pad to type a search string.

The examples below show the search field in use. Typing a character initiates filtering through contacts in both the local address book and the enterprise directory. Press Back to minimize the keyboard, hide the search bar, and empty search results.

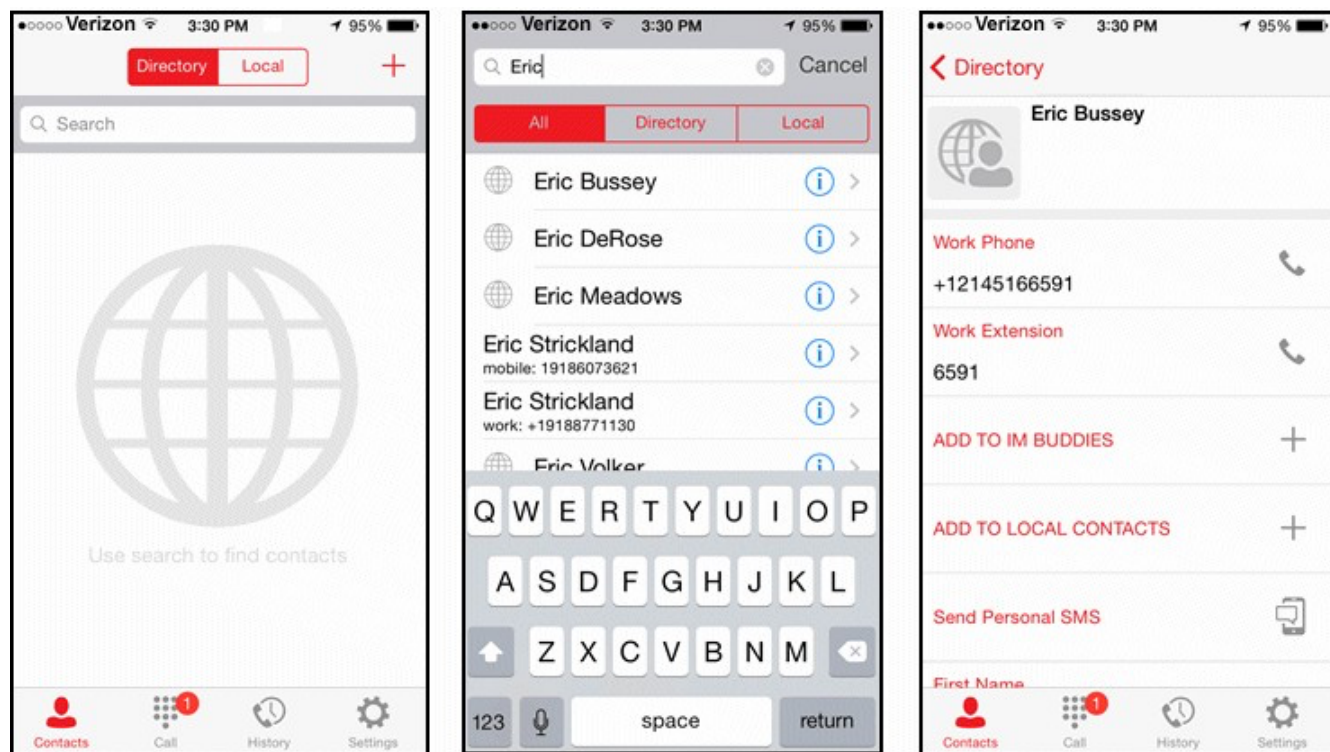


Figure 9 Enterprise Directory

Contacts

When you start the-Mobile App 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. The contacts in *Contact* list can contain two different types:

- Presence-enabled contacts
- Non presence-enabled contacts

Any contact can be marked as a favorite and 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 Mobile App users. Non presence-enabled contacts can be phone or conference numbers.

The *Contacts* list contains:

- Contact (Buddy) list
- Directory contacts
- Local contacts

Add a Contact

By default, your presence information is always shared with a new contact if an XMPP address is provided.

- Tap the Add icon on the status bar to add a presence-enabled contact and/or conference number.
- Use the directory search to add a contact and/or conference number.
- Tap the Add icon to add a conference number.
- Tap Add Local Contact to add a local 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, in recurring conferences. 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: The contact must accept your subscription request for you to successfully establish a presence relationship.

Edit a Contact

Open a contact to perform the following functions:

- Unsubscribe - removes the presence relationship between you and that contact. You will not see the contact's presence information, and the contact does not see yours. An unsubscribed contact remains in the *Contacts* list and is always shown as "offline". Select Subscribe to re-establish a presence relationship.
- Remove – removes the contact from your *Contacts* list.
- Edit – opens the contact's information. You can add, edit, or remove information for presence-enabled and non-presence-enabled contacts.

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”.

You can set your own presence by tapping the Presence icon on the status bar in all tabs view. You can change your avatar, personal message, and presence status. Your avatar is the picture that represents you in your friends *Contacts* list and chat screens. Tapping on an avatar opens a screen with options to select an existing image, 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.

The presence update is only triggered by appointments and meetings that are either accepted by you or made by you. Note: all day meetings do not trigger a presence change to *Busy – In Meeting*.

Icon	Description
	User is online and ready for communication.
	User is online but has been idle or away from their computer for more than ten minutes.
	User is busy and does not want to be disturbed.
	User is offline and the only available contact method is calling or chatting.
	A subscription is pending and the contact has not yet approved sharing their presence.
	Contact is busy on a call. This is an automated presence status.
	Contact is busy in a meeting. This is an automated presence status. The Busy – In Call status overrides the Busy – In Meeting status so this one is only seen if there is a meeting but nocall.

Audio/Video Calls

Place a Call

The *Call* tab displays a dial pad and a text field to enter numbers. There are two buttons below the dial pad: call and a dial pad menu.

The 1 button has a voice mail icon. A long press on the 1 connects you with your voice mailbox. The icon is grey if you have no messages.

The dial pad menu contains two options: Pull Call and Retrieve Call. The Pull button retrieves a call in progress on your desk phone to the mobile app. The Retrieve Call button is used to retrieve a call parked at your extension.



Figure 10 Place a Call

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

- Tap a contact in the *Contacts* list. Select  to make an audiocall, or  to make a video call.
- Open the dial pad, enter a phone number, and tap the  or .
- Select a call entry in the Call History list. Select  to make an audio call, or  to make a video call.
- On the *Chats* screen, select  to make an audiocall, or  to make a videocall.

Answer a 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.

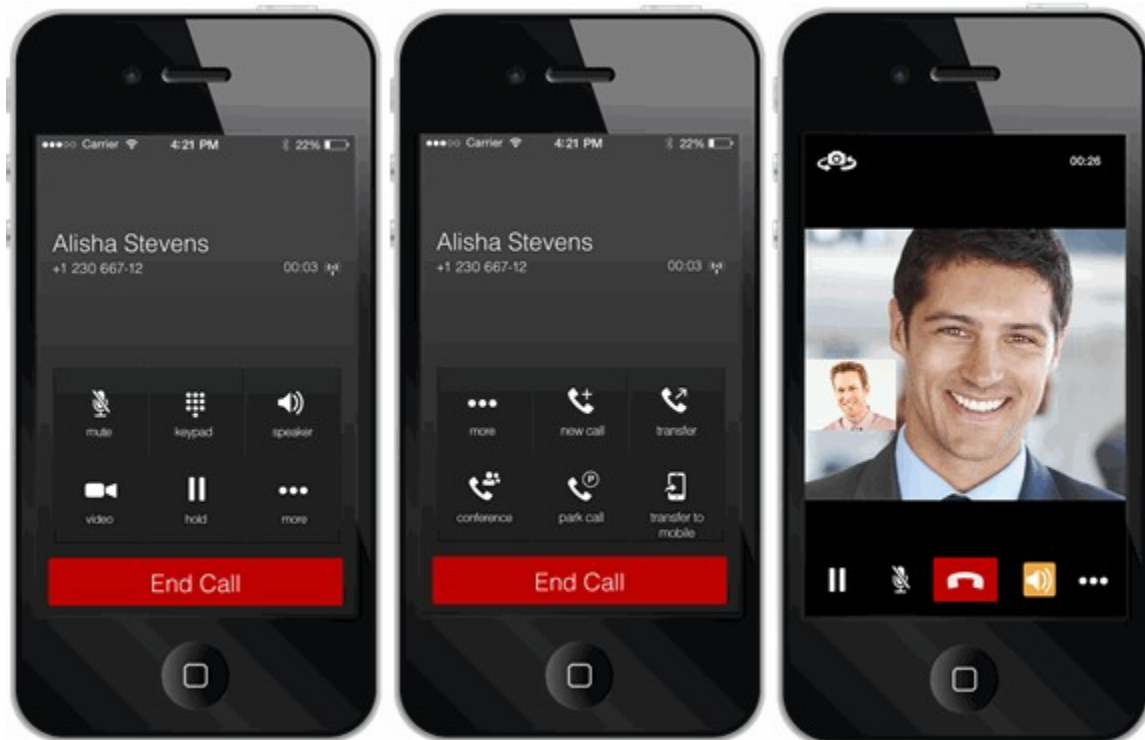


Figure 11 In Call Actions

In Call Actions

The following call control actions are available during a call:

- | | |
|--|--|
| End a Call | Transfer a call – Unattended |
| Mute the microphone | Start a conference |
| Place a call on hold | Park Call |
| Adjust the volume | Conference |
| Escalate from audio to video call and downgrade from video to audio call | Transfer a call to circuit-switched call |
| Open the dial pad | Add more participants (conference call only) |
| Make a new call | Merge two separate calls |
| Transfer a call - Attended | Swap two separate calls |

Message Waiting Indicator/Voice Mail Access

If you have pending voice mails (VM), the notification bar displays an icon and text, “You have XX pending voice mail messages”. Select the voice mail notification to dial the voice mail access number directly and listen to your messages. You can also press and hold 1 on the dial pad to access voice mail.

All notifications (missed calls, new messages, etc.) are handled through the notification bar.

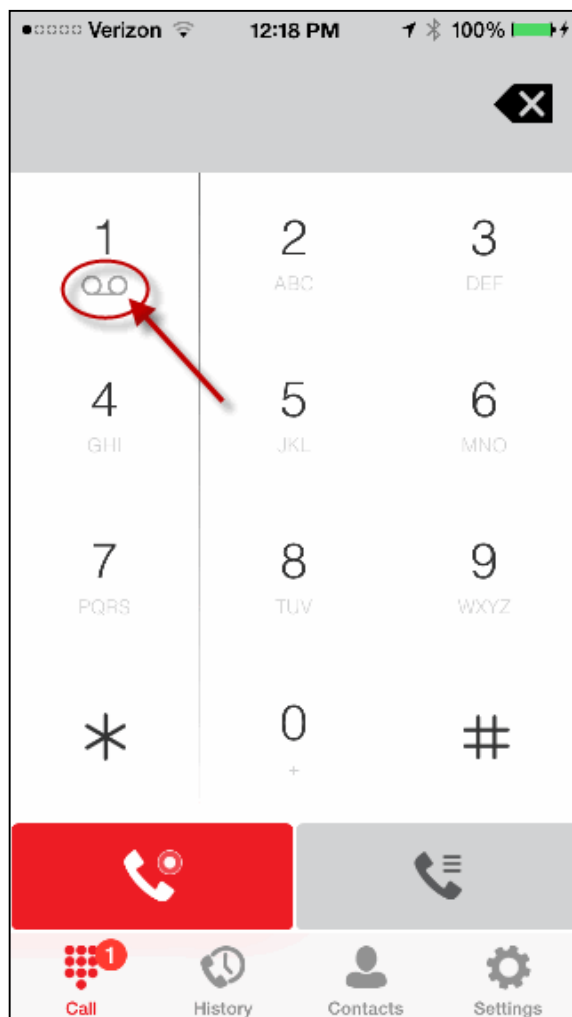


Figure 12 Message Waiting Indicator

Business Line Call Through

You can originate a call using your business line identity using the basic callback feature. Callback rings the mobile device, desk phone, or both and then places the outbound call when answered by you. Basic Callback is only available if you have Mobility enabled, providing the option to make calls using the Callback feature.

Call Through is available if the Mobility service is assigned to your profile. When a call is placed in this mode, the app communicates transparently connecting you directly to the destination identifying the call with your business line identity.

Call Transfer

You can transfer VoIP calls to another party. Select Transfer and dial a number. You have two transfer options:

- **Attended Transfer** - select Talk First and a second call is placed with the selected contact. If the call is successfully established, the lower right button is replaced by the Complete button. You can talk with the third party privately before completing the transfer. The first party is on hold until the transfer is completed.
- **Unattended/Blind Transfer** - select Transfer and the second party is transferred to the selected contact. The current user is dropped from the call.

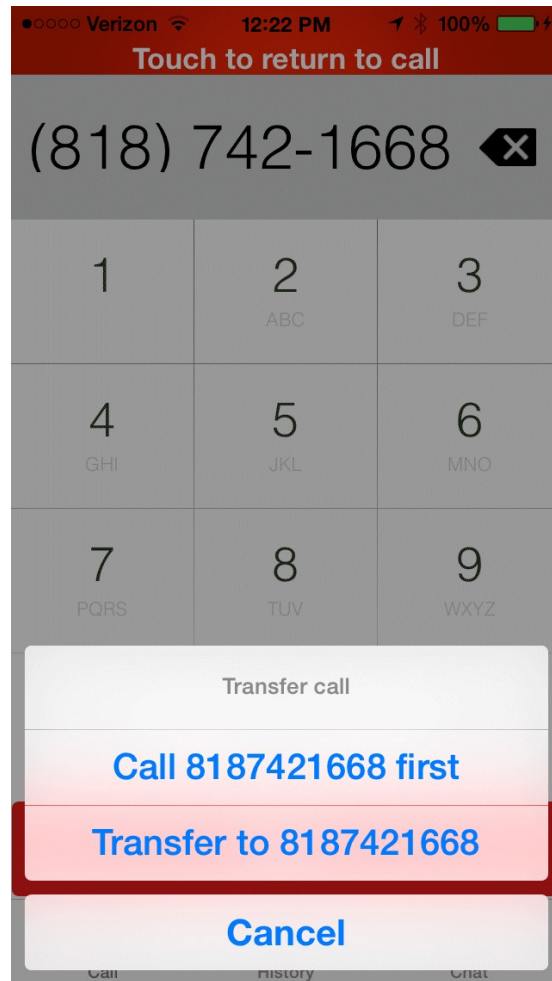


Figure 13 Call Transfer

Call Waiting (Swap Calls)

When there is more than one active call, you have a Swap option that allows you to switch between the calls. Note: Call Waiting requires the use of the Phone App for a call in progress and incoming calls.

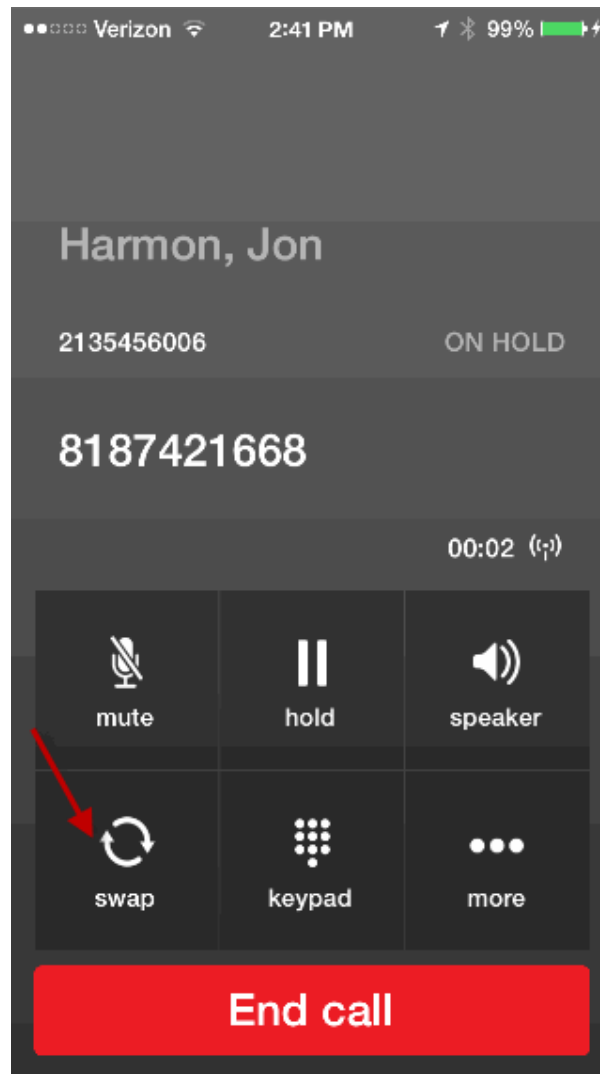


Figure 14 Call Swap

Merge Calls

When there are active calls at the same time, you can merge the calls to bring them into a conference.

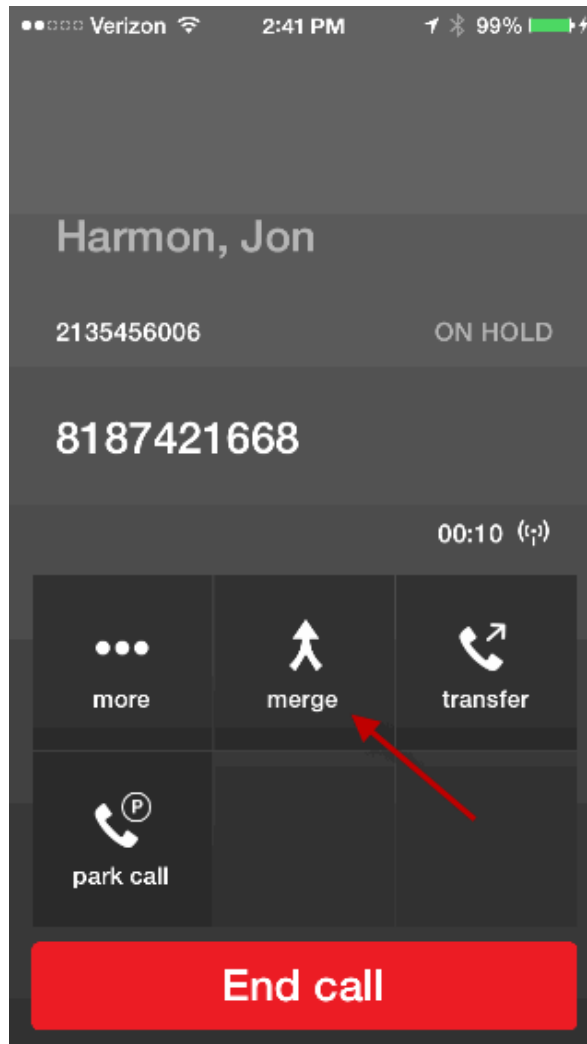


Figure 13 Merge Calls

Conferencing

You can conference up to five additional lines simultaneously. While on a call, select the Conference button and dial a number by searching the directory or entering it on the dial pad. The first call is temporarily placed on hold while the second/successive calls are connected. Once the conference recipient answers the call, all lines are joined into the conference. To add additional calls, select Add participant.

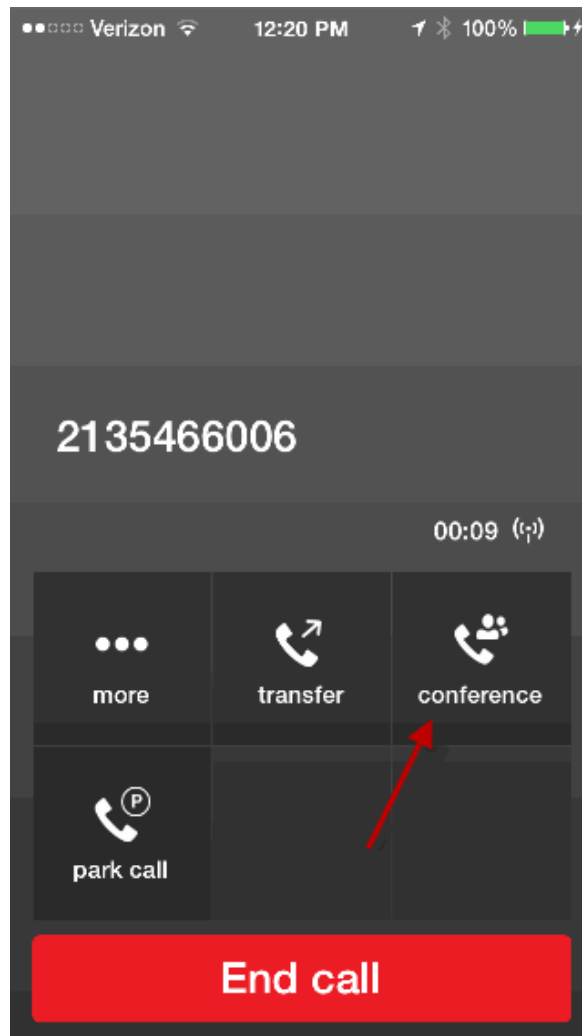


Figure 14 Conference

Pull a Call

You can use Call Pull where you have two endpoints, e.g., a VoIP desk phone and a mobile phone with the mobile app. If you have an active call on the desk phone, you can transfer it seamlessly to the mobile phone. There is no interruption to the voice call.

1. Select the call menu. A pop-up appears to pull or retrieve the call.
2. Select Pull Call.

Park a Call

Call Park is used to place a call in a hold status, which can be retrieved by another phone by dialing the feature access code or through the command button.

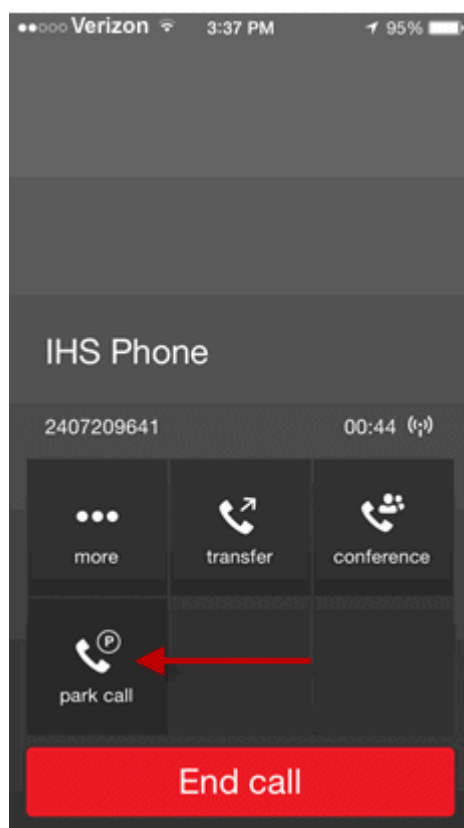


Figure 15 Park Call

1. While on an active call, select the call menu. A pop-up appears allowing you to conference or park the call.
2. Select Park Call. You are prompted to enter a phone number.
3. Enter the phone number and press #.

-OR-

Just press # to park against your station.

Retrieve a Call

Call Retrieve is used to pick up a call that was parked.

1. Select the call menu. A pop-up appears allowing you to pull or retrieve the call.
2. Select Retrieve Call. You are prompted to enter the number where the call is parked.
3. Enter the number and press #.

-OR-

Just press # if it is parked against your extension.

Call History

Call history can be accessed from the *History* tab. Call history for placed, received, and missed calls is saved from any device. You can redial and call back when you miss a call or when you want to dial a contact with whom you have recently spoken.

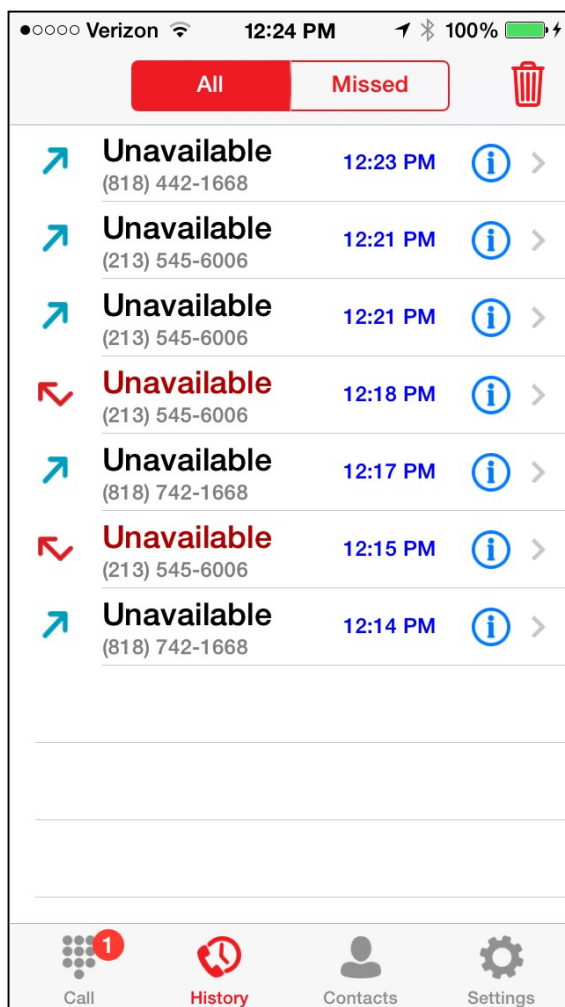


Figure 16 Call History

Chat

The *Chat* tab shows a list of recent chats since you last logged in. If User A chats with User B multiple times, their discussions appear as one item in the list. Chats are listed so that newest one is always on top.

Tap the name to opens the chat view. Tap  to start a chat. Tap  to add people to the chat to make it a group chat.

New incoming messages are indicated with a notification badge to the right of the name. A long press on a contact opens the context menu with an open chat and contact details (this is the same for the Buddies list).

The status bar in the *Chat* tab displays icons for: Add Participants , Presence Status , and the Overflow menu .

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

Tap the presence status icon  to update your status or location and enter text.

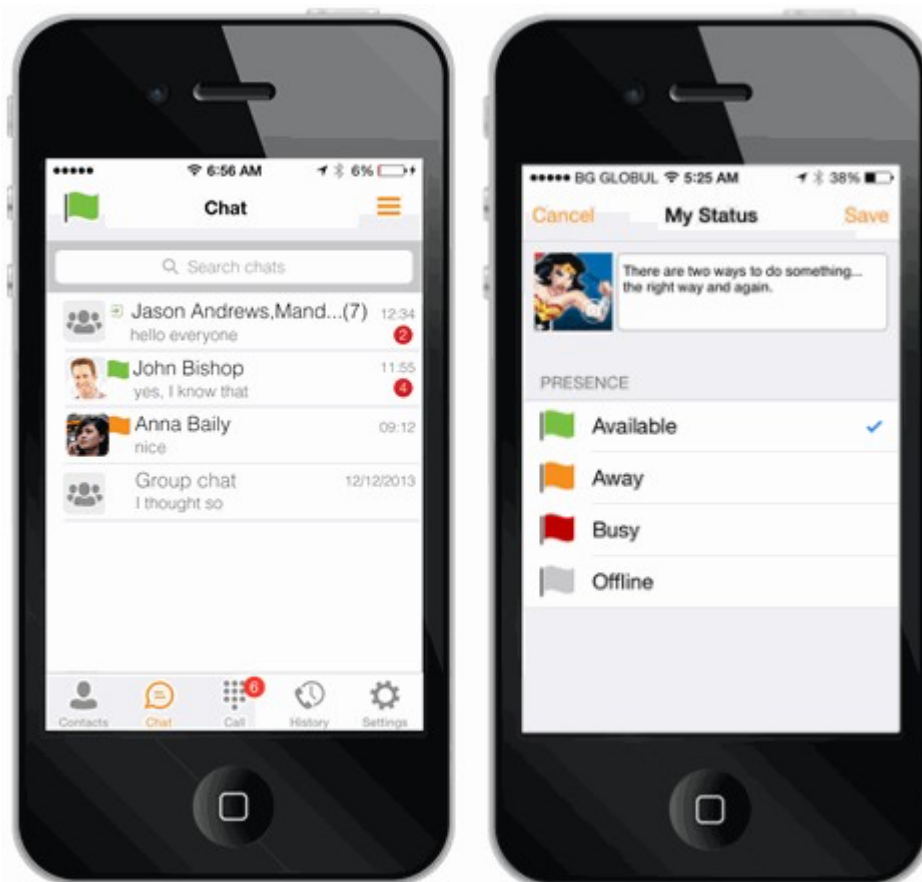


Figure 19 Chat and Status

My Room

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

Tap  on the action bar on the Chat tab.

Tap  to add more participants, or they can join your room from your contact card. Once participants join the chat room, they can tap  to automatically join the conference.

My Room uses your permanent chat room, permanent collaboration room, and a conference bridge (audio or video).

Sign Out

Select Menu > Sign out to sign out of Webex Calling Mobile.

Troubleshooting

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

1. Log out and close the Mobile App.
2. Verify data/Internet connection is available by testing the browser.
3. Re-Install the application. If there is a potential iOS or hardware issue, verify that the issue persists after Webex Calling Mobile is removed from your phone (e.g., phone reboots, freezes, or other).

If you are still experiencing a problem and called the service support desk, you may be asked to email log files.

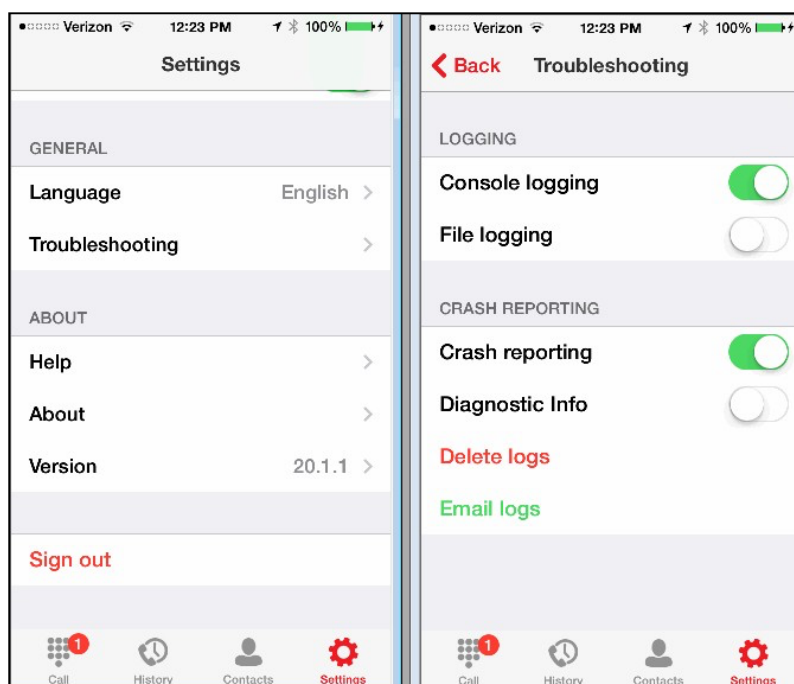


Figure 20 Troubleshooting

Additional Help and Resources

Getting Started with Your Service

To learn how to manage your User Account Settings and Site Service features, go to:

<https://webexcallingvztraining.verizon.com/>.

Returning Equipment

Should you require replacement equipment, please refer to the Return Merchandise Authorization (RMA) quick reference guide located at <https://webexcallingvztraining.verizon.com/>.

Contact Us

Webex Calling Support: 800–287–6235

Or visit <https://webexcallingvztraining.verizon.com/>

For questions on other Verizon products: 800–230–9800

