MITEL MC FOR IPHONE

FEATURE OVERVIEW

Your Mitel Mobile Client ("client" in the following) makes a variety of communication services available that are normally offered by several phones (mobile phone, desk phone) or applications. Among the provided features are:

- Integration of cellular networks into your corporate communication infrastructure: all inbound and outbound calls will be routed via your corporate PBX.

- Access to PBX features ("In-Call Features": Conference, Consultation etc.) as well as corporate Voice-Mail Integration.

- Voice-over-IP (VoIP) telephony via WI-FI, as well as via cellular data connections (3G).

- Reduction of costs for cellular communication with Mobile Least Cost Routing (MLCR).

- Unified Communication, i.e. access to the corporate directory, Chat and Presence using just one user interface.

PREPARATION

INSTALLATION

AppStore: Search for "Mitel MC" in the Apple AppStore and install it. The Mitel MC software is free of charge.

DOWNLOAD CONFIGURATION (REDIRECT SERVER)

The configuration for your client can be downloaded automatically when opening it for the first time. Before opening the client:

1. Make sure that a data channel (Wi-Fi or 3G) is available.

2. When you open the application a pop-up window will appear (see screenshot to the left):

3. Enter your Mitel MC user account key if provided by your administrator. If you haven't received such a key, leave this field blank.

4. In the following pop-up, enter your mobile phone. Please provide the number including the country prefix, i.e. with leading zeroes (e.g. 004915…).3. Press "OK" to begin the configuration download to your Client.

5. After the download and a reboot, all configuration data provided in the system will be saved and applied by your client.

📝 **Note:** This deployment method might not be used by your system administrator! Contact him if no pop-up appears, although the client is not configured, or if there are errors during the process.

IMPORTANT NOTICES

GENERAL (IOS PLATFORM)

- **Note:** You may start the client at any point in time during calls. It is also possible to move it to the background without affecting the call. However, the client's interface must be in the foreground to use its in-call features.

ROAMING

- **Note:** Unfortunately, iOS does not offer any information about the roaming status of your phone. Please set the setting "Roaming" (Favorites >> Settings page) to "On" if you are abroad or outside of your provider's network. This affects the allowed data usage, but also certain routing rules (MLCR).

CALL WAITING

- **Note:** It is advisable to disable the call-waiting function of the native dialer, since this might lead to confusion of the call legs (you would have to switch from the native application to the client and back in certain situations).

USAGE OF DATA CHANNELS

- **Note**: A data channel has to be available to use all features of the client during calls. Features that require a data channel are for example Dual Mode (cellular networks / Wi-Fi), corporate directory access, fast call setup, Voice-over-IP (VoIP) and "true CLIP".

- **Note:** A 2G connection is not sufficient for transmitting data during a call. Note that even during an active call, the data connection can fall back to a 2G connection, or regain 3G connectivity. Therefore, feature availability may vary during a call.

- **Note:** Please note that the general use of data channels is governed by the operating system (iOS) of the phone. Generally allowing or disabling the use of data channels is therefore only possible in the native settings of your phone. This applies especially, but not exclusively, to the use of data channels when roaming (abroad).

- **Note:** Further configuration of the data channel usage policy inside the client is possible under Settings >> Network Settings. A green (VoIP) or a blue registration icon (signal-only) indicate a successful system registration. The following settings are available:
    - Off: no data.
    - Minimal: data usage "on demand"; only allows HTTPS requests, no client registrations.
    - Local Network: allows data usage only in your provider's network; the client registers itself in the system (unless when roaming); if you are roaming in another provider's network, the client restricts data usage to the setting "Minimal".
    - Dynamic: allows data usage for all features, even while roaming (registrations, HTTPS).
    - Additionally, the Setting "Dynamic VoIP" offers data usage on demand including VoIP over 3G.

  The most suitable setting is normally pre-configured by your administrator.

REGISTRATION STATUS OF THE DATA CONNECTION

Indicates that there is a VoIP-capable data connection. This data connection may be WLAN or cellular data connection.

Indicates a successfully established data connection for feature requests. Please note that this connection type causes data traffic.

Appears when a registration at the Mitel MC Controller is in progress.

Appears if the system registration has failed. This may be caused by faulty user credentials. Please contact your administrator if this problem persists.

Indicates that there is currently no data connection available, and, therefore, no system registration possible. Whenever a data connection becomes available, the client can re-register itself in the system if it is configured to do so. Please note that system registration (data access) is needed for fast call setup.

OUTBOUND CELLULAR CALLS

Note: If the client is not registered for VoIP (blue, yellow, red or grey icon), every outbound call will be routed via the cellular network. But these calls as well will be routed through your corporate network.

Note: If you hear waiting tones, and the call setup takes a very long time, the data channel connection to the system has failed. The call will still complete in a fallback mode in which the destination number is transmitted via DTMF. If this happens on a regular basis or even always, please contact your administrator.

Note: If no data connection is available for a call, no in-call features will be offered. A 2G-connection is not sufficient to transmit data during an active call. Note that even during an active call you can fall back to a 2G connection, or regain 3G connectivity. Therefore, feature availability may vary during a call.

INBOUND CELLULAR CALLS

Note: An inbound cellular call will automatically move the client into the background. A pop-up will appear with an option to accept the call.

Note: The client displays the caller ID (number and / or name) of the calling party if a data channel is available and if the MTC (Mobile Terminated Call) Number has been set by your administrator. Note that the data connection must be established before the call comes in! This also includes any additional information, e.g. Caller ID received from the corporate directory of the PBX. Alternatively, the Caller ID of the calling party can be transmitted via cellular signaling if supported by your PBX ("CLIP no screening trunk"). Contact your administrator for more details about this procedure.

HANDOVER

Note: If an accessible Wi-Fi access point (AP) of sufficient quality is in range, the client automatically "hands over" the call to Wi-Fi. Please note that a handover is only done if the client is active and in the foreground. If this is not the case, the call will remain in the used cellular network. The handover feature can also be done manually in the in-call screen. Note the registration icon in the top-status bar which will then be displayed in green to indicate a VoIP-capable connection. Only one handover back and forth from one network to the other is supported per call.

VOIP CALLS

Note: In addition to the availability of features (identical to cellular data connections), VoIP (Wi-Fi) offers free-of-charge telephony. Please note that costs for data usage may be incurred in cellular networks and in cellular data networks.

OUTBOUND VOIP CALLS

Note: VoIP calls will only be placed when the registration icon is displayed in green!

INBOUND VOIP CALLS

Note: If the phone is in stand-by, or if the client is in the background, when a VoIP call comes in, the Client will "wake up" the phone. As soon as this happens, you will be able to activate the phone and accept the call.

HANDOVER

Note: If the signal strength of the Wi-Fi hotspot decreases to a point where the voice quality suffers, you have the option to manually "handover" the call to the cellular network. Only one handover back and forth from one network to the other is supported per call.

INTERNATIONAL ROAMING

Note: Calls may be done with the Callback-call type automatically if configured in the MLCR settings. Initiate calls normally and follow the menu.

MAIN FEATURES

CALL TYPES

Your client offers the following options to initiate outbound calls:

- Call: With this call type, all calls will be routed according to the client settings, i.e. how routing was intended by your administrator (MLCR makes it possible to select call types automatically for certain numbers).

- Callback: A "Callback" requests your communication system to call the party whose number you entered, and to then call you back. Routing with Callback reduces costs when making calls from abroad. Ask your administrator if more information is required.

- Call-through: With this type, calls are routed through the system ("PBX-Dialling").

- Direct: by-passes your corporate PBX, and calls are made directly using your service provider.

- Anonymous: for no Caller ID transmission to the called party. This call type is only offered if it has been pre-configured by your administrator.

- Copy to Clipboard: Copies the entered number. It can then be pasted into other applications.

Follow these steps to use the desired call type:

- Enter a number or select a contact
- Press and hold the green phone button
- Then choose the desired Call Type:
  - Call
  - Callback
  - Call-through
  - Direct
  - Anonymous

Please note that if you cancel a Callback, you may still receive the call (back) from the system to your mobile phone. Please accept this call and hang up immediately to completely cancel the Callback. Depending on your configuration, the Callback may be diverted to your voicemail if you deny the call.

USING FEATURES

IN-CALL PBX FEATURES

In-call features such as "Transfer", "Consultation" etc. will become available automatically in the in-call screen of the client if a Wi-Fi or 3G data channel is available. Just open the in-call menu and touch the field with the feature-icon you're looking for.

OUT-CALL PBX FEATURES

These are the most important PBX Features available in the "Features" tab:

- Call Forwarding: configure to which number calls shall be forwarded in certain situations (Always, On no Reply, Busy). Turn call forwarding On/Off with "Cancel Call Forwarding".

- DnD (Do not Disturb): Disable the forwarding of inbound enterprise calls to your client by turning this option on.

- SIM Switch: Activate a SIM card for your User Account (must be known in the system, contact your administrator if this is not the case).

- Voicemail: Call your corporate voicemail by selecting this option. Received voicemail will also be displayed in the home screen of the client.

CHAT AND PRESENCE

📝 **Note:** Certain settings have to be configured for Chat options to become available. Contact your administrator.

📝 **Note:** To chat with your contacts an "instant messaging ID" has to be configured for a contact in the native phone book of your iPhone.

If enabled, a speech bubble icon appears in the top-menu bar of the client. Press it for chat options.

To add a contact:
- Open the native Contacts directory, open a contact and click "Edit";
- Press the "Add" field;
- Then press the setting "Instant Message";
- Enter the ID of the user and save your changes.

📝 **Note:** Aastra Blustar-Server: Please note that if you are using an Aastra Blustar-Server for this service, only Presence, not chat, is supported!

If such an ID is configured you can see your contact's presence state in the Contacts tab of the client automatically if he is also a user of the client. If other chat software is used, the contact's presence status will be visible after your invitation has been accepted.
Note: Once an IM-contact has been added with the client, it is not possible to delete it there. Use a PC-chat client to do this.

UPDATE OF THE CLIENT

You will be notified automatically if a new version of the client is available in the AppStore. A new configuration download is not necessary.

RESET AND RE-DOWNLOADING THE CONFIGURATION

The options for a factory reset are available in the "Favorites" screen:

1. Open the "Favorites" screen;
2. Click on "Settings" on the top of the page;
3. Scroll down and select a partial ("Local Data") or full ("Local Data and Settings") factory reset;
4. Contact your administrator for a re-deployment of the configuration via the Redirect Server option.

   Note: A factory reset of the client should only be done if asked to do so by your system administrator!