Wave
ViewPoint Mobile 2.0

User Guide

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Overview

ViewPoint Mobile allows users to utilize many of the Wave Unified Communication features from anywhere. This includes placing and receiving calls, viewing presence information, listening and managing voicemails, Call Logs, and sending instant messages. ViewPoint Mobile is supported on Android and iOS devices.

Obtaining ViewPoint Mobile updates

Due to the dynamic nature of the mobile ecosystem, ViewPoint Mobile updates will be made available in iTunes/Google Play on a regular basis. You should check for and install updates as they are made available for the best experience. As we make usability improvements and add features, what you see in the app may not match exactly what you see in this guide.

What's new in ViewPoint Mobile 2.0

ViewPoint Mobile 2.0 introduces a new look and feel and adds some new functionality:

- The user interface has been branded and modernized, integrating Vertical branding and style guidelines throughout.
- The Android and iOS user interface components have been upgraded to standard iOS7 and Android 4 UI paradigms as outlined by Apple and Google. The latest Android and iOS SDKs were used in development, which will enhance the speed and usability of the applications in general.
- The Favorites screen has been updated to display a list view that includes custom personal statuses. For iOS devices, the list view order can be edited; this feature is not yet available on Android devices.
- Additional functionality has been added to list views, such as one-touch calling, IM, and sending Email (contacts only).
- Updates to the In-Call screen include adding labels to major functional buttons (iPhone 5 devices only), upgrading icons, and making some operations more obvious, for example Hold, Mute, and speaker-enabled states.
- General improvements in the application code result in increased flow and speed of navigation.
- Added support for SIP authentication.
- Added support for Wave Business Continuity Service—when failover occurs, ViewPoint Mobile devices will automatically attempt to reconnect to the secondary Wave.

ViewPoint Mobile features

ViewPoint Mobile 2.0 gives you complete access to your corporate directory, whether you're in the office, working from home, or on the road visiting clients. You can place call using either an integrated SIP softphone (which places calls over your Wi-Fi or Cellular Data networks), or over your phones' voce connection. You have access to all of the extensions from Wave and ViewPoint back in the office, as well as all extensions on other Wave Servers connected via WaveNet. You also can use ViewPoint Mobile to make calls to local contacts on your Android or iOS device and you can control these calls in ViewPoint Mobile, view them in your Call Log, record them automatically, and so forth. Your presence information (for example if you are on a call or available to receive an instant message) and personal status, as well as that of other staff, is immediately viewable and updatable.

ViewPoint Mobile brings all of the Enterprise Call Features you're accustomed to in the office when you use ViewPoint Desktop with you when you leave the office. To anyone viewing your presence, calling you, or receiving a call from you, you appear no differently than you do when you are working from your desk.

ViewPoint Mobile features include:

- Access to your corporate directory, your phones' contact list, and a Favorites view that can have specific users selected from either of these, to easily facilitate communications.
- The ability to place and visually manage calls, using either data communications channels (Wi-Fi or Cellular) or the cellular voice channel (using your mobile number).
- For SIP calls (using a data network), the ability to monitor the call quality, and move it to your cellular number (if available), should the call quality on the data network be inadequate.
- A variety of call management functions, including hold, transfer, conference, add callers, record call, and add call notes.
- A visual interface for your voice messages that allows you to play, pause, and stop playing messages, and so forth.
- Instant Messaging for those times when a simple question, reply, or note are in order.
- Conferencing with other users, just as easily as if you were sitting at your desk.

Network features

ViewPoint Mobile is designed to be fully functional using either a Wi-Fi or Cellular connection to the Wave Server. The confidentiality of transmitted data is ensured through the use of secure encrypted connections.

IMPORTANT: Some carriers do not allow the iPhone to have simultaneous voice and data connections. ViewPoint Mobile users who are on these carrier networks will not have access to all functionality while on a call unless they are connected to Wi-Fi if using the Cellular Voice network for the call audio. ViewPoint Mobile is designed to help to preserve device battery life by pushing incoming data to the device rather than forcing the device to seek and retrieve data. Push notifications to your mobile phone allow you to receive calls and be notified that you have a new voice message, even when you are not in ViewPoint Mobile.

Supported devices

ViewPoint Mobile 2.0 is supported on any iOS 7+ devices, as well as any Android 4x+. Android 2.x devices are also supported, but may not perform as well for SIP calls.

Getting started

Downloading and configuring the ViewPoint Mobile app

1. From the App Store or Google Play, search for ViewPoint Mobile. Locate and download the ViewPoint Mobile app from Vertical Communications.

2. Tap **Download ViewPoint Mobile**.
3. Tap **Install**.

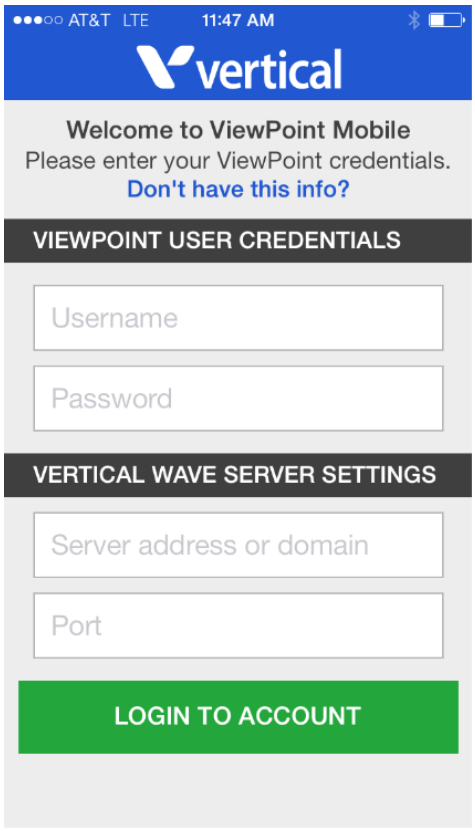
If the installation fails, the usual reason is because you lost your Internet connection during the download. Tap **Retry**, or tap **Done** and try again later.

Launching the ViewPoint Mobile Client

To launch the ViewPoint Mobile app, tap its icon in the Apps view of the iOS device where it was installed.

Logging in for the first time

Once the ViewPoint Mobile app has been downloaded and installed, launch the application. The login screen opens where you enter the following required information.



ViewPoint User Credentials

- **Username**: Your username, provided by your Wave administrator.
- **Password**: Your password, provided by your Wave administrator.

If you are a ViewPoint Desktop user, these are the same credentials that you are already using.

Vertical Wave Server Settings

- **Server address or domain**: The server address or domain of your Wave, provided by your Wave administrator.

  ADMINISTRATOR NOTE: The IP Address or fully-qualified domain name entered here must be resolvable by the DNS server to an IP address that is reachable from the network where the iOS or Android device is currently operating.

- **Port**: The port on Wave used for ViewPoint Mobile. Leave this field blank unless your Wave administrator provides you with a specific value to enter.

These settings can be changed at any time by using the Change User button in the ViewPoint Mobile Settings tab.

To go to the Setting tab, touch on the Settings icon: or

First time user walk-through

The first time you log in to ViewPoint Mobile, you will be taken through an introductory wizard to establish various settings. There are 5 screens with instructions that are specific to the version of Wave that ViewPoint Mobile is connected to. There are 3 screens that are used to establish your settings:

1. Current Primary Device setting
2. Call Network Options
3. Alert Settings

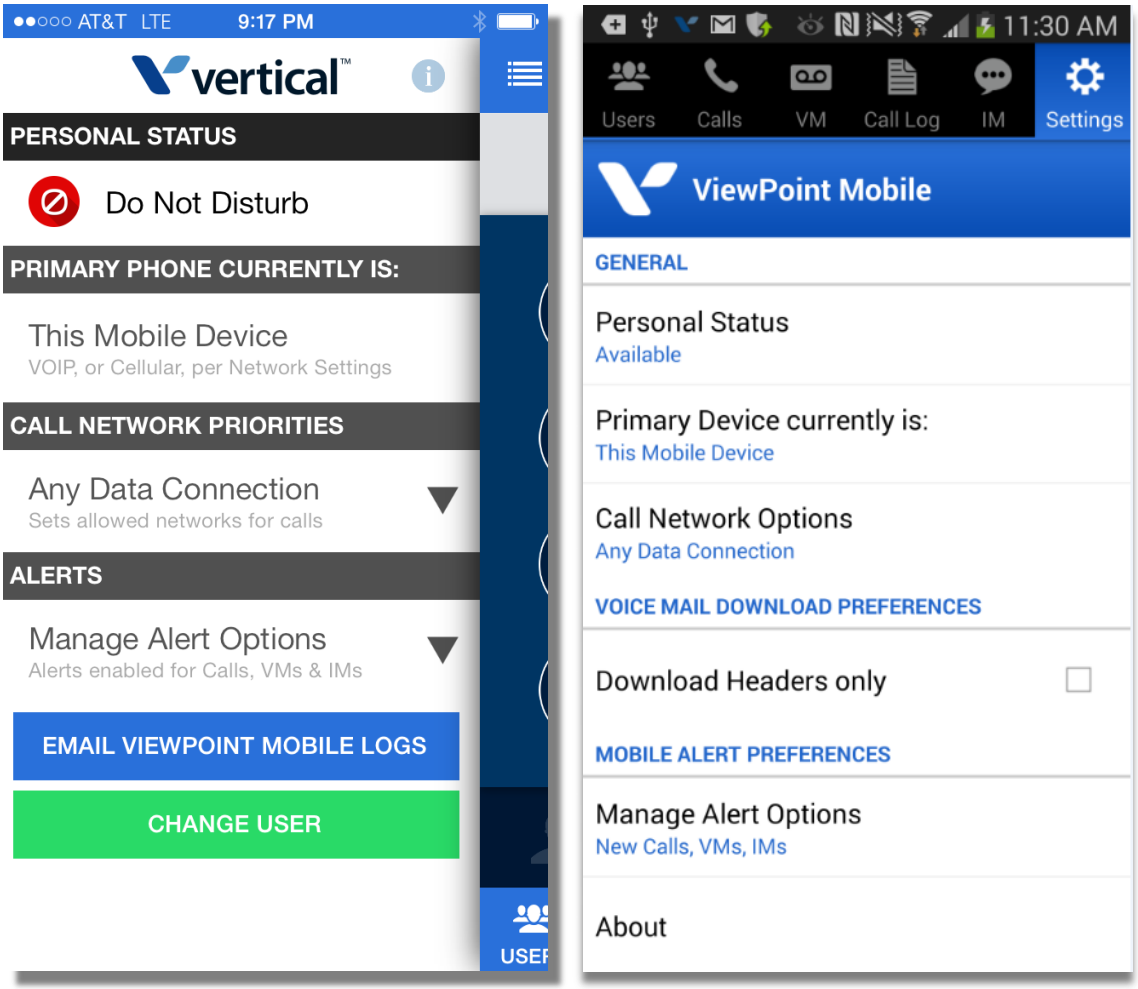
Follow the wizard steps to establish your initial preferences. You can change these settings at any time via the Settings view.

Settings

You can access the Settings view from any first-level screen inside ViewPoint Mobile by touching the Settings icon:

for iOS

for Android.



Personal Status

Touch on the Personal Status row to change your personal status for your user account. You can select and activate existing custom personal statuses created via ViewPoint Desktop, but you cannot create custom personal statuses in ViewPoint Mobile.

Primary Device Currently Is:

The Primary Device is a global setting for your extension. It defines what phone will ring when your extension is called, and therefore will change any existing forwarding settings on your extension. You may only have one primary device defined at a time for your extension. If it is changed in once place, it will change across all places (desk phones, ViewPoint Desktop, or any other devices you are logged into your with ViewPoint Mobile account).

You can define any of the options listed below to be your Primary Device.

NOTE: The list of options that you can choose from for your Primary Device here will vary based on your user permissions and/or which devices you are logged into with your account.

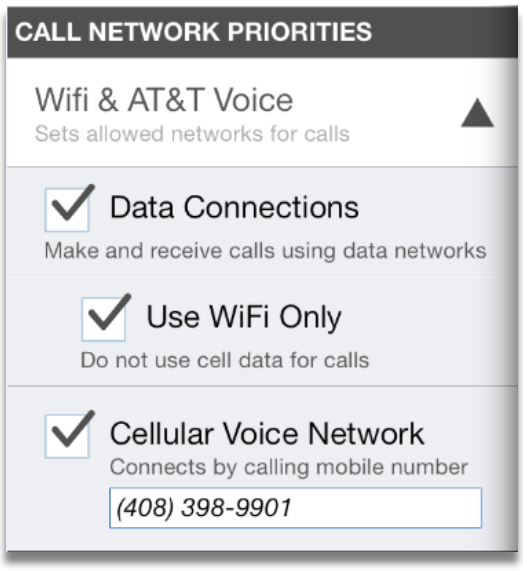
- **This Mobile Device.** That mobile phone, tablet, or other device will be the device that rings when you receive a call.
- **My Desk Phone.** Calls will route to your desk phone, if available for your extension.
- **External Phone Number.** This option forwards your extension to a phone number outside of the Wave network.
- **Other Desk Phone.** This option supports hoteling to another desk phone within the Wave network.
- **Other Mobile Device.** This option indicates that another mobile device is set to be the Primary Device for the extension. You cannot set this via ViewPoint Mobile.
- **ViewPoint Desktop.** This option indicates that the ViewPoint Mobile softphone has been set as the Primary Device. You cannot set this via ViewPoint Mobile.

Call Network Priorities

Call Network Priorities only impact how calls are handled. The ViewPoint Mobile app communicates for all other operations over whatever data network is available (Wi-Fi or Cellular).

The following options are available for Call Networks. The priority of which one is used runs from top to bottom for all that options that are enabled. For example, if Wi-Fi is enabled, it will have first priority if available for a placed or received call.

For iOS:



- **Data Connections.** Allows the app to use any data connection for a call.
  - **Use Wi-Fi only.** Requires the app to only use Wi-Fi connections for a call. Cellular Data will not be used.
- **Cellular Voice Network.** Calls your mobile number to connect. You must return to the app once the call is connected for call control options.

For Android:

- **Wi-Fi Connection.** Uses any available Wi-Fi connection to place calls.
- **Cellular Data.** Uses your carrier's data network to place calls.
- **Cellular Voice Network** (Calls your mobile number to connect. User must return to the app once the call is connected for call control options).

Alerts

Use this section to set which events send alerts (push notifications) to your device:

- **Calls.** Alerts device for call events.
- **Voice Mails.** Alerts device when new voicemails are received.
- **IMs.** Alerts device when a new IM is received. When this is enabled, you will appear available to all users as available to receive IMs.

Voice Mail Download Preferences

This enables voicemails to be downloaded completely upon receipt. If disabled, the full voicemail will not be downloaded until it is selected for listening in the voicemail section.

Users (Directories and Contacts)

There are 3 user List views – Favorites, Users (the company directory) and Contacts (your phone's contacts).

For iOS:

For Android:

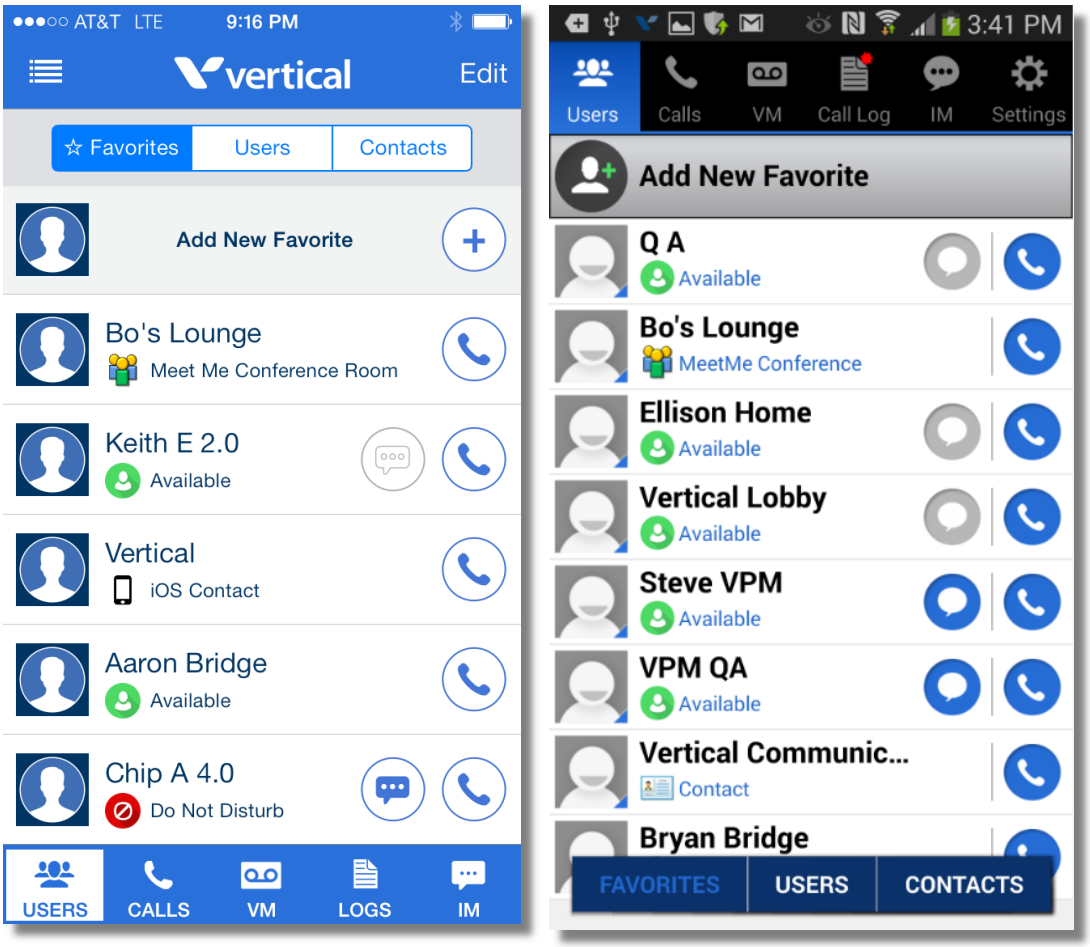
Favorites will be empty upon first installation. Favorites can only be added from the User and Contact lists.

Users - Favorites

To add favorites, touch the Add New Favorite button. This will show the target selection view – toggle between your Users and Contacts view to select the list to select a favorite from.

From the Favorites view:

- You can directly call and/or send a message, using the icons to the right of the username.
- You can immediately see the user's name and personal status (for Wave contacts), as well as change the photo shown.
- For Favorites added from Contacts, you can change the contacts image in your phone's address book.
- Touch on a user's name to get to the Details view of a contact to see more information.



Favorites are ordered by the sequence in which they are added, oldest at top.

To change the order of your favorites,

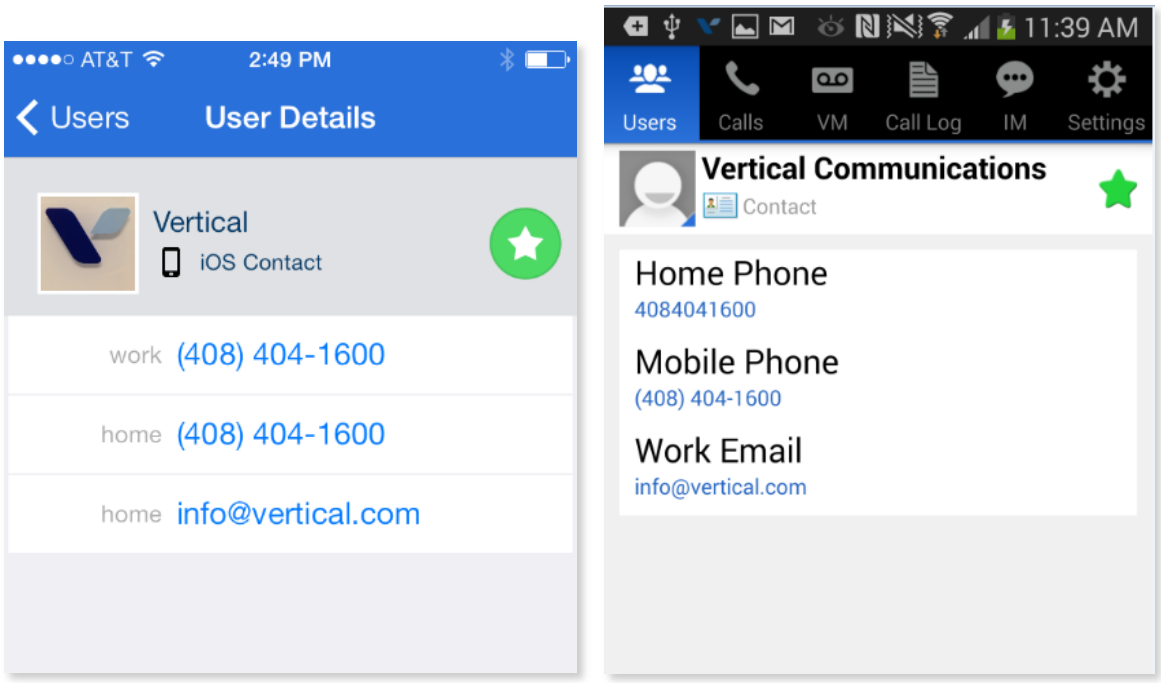
- **For iOS,** click Edit view at the top, and then touch on the grab icon to the right of the user name row, and drag the contact to where you want to place it. Let go of the icon to place, and then touch Done to complete.
- **For Android,** changing the order of your favorites is not supported in this version.

To delete a favorite;

- **For iOS,** click Edit, and then touch on the delete icon to the left of your contact name and picture, on the far left of the row.
- **For Android,** touch and hold on the row of the user you want to delete.

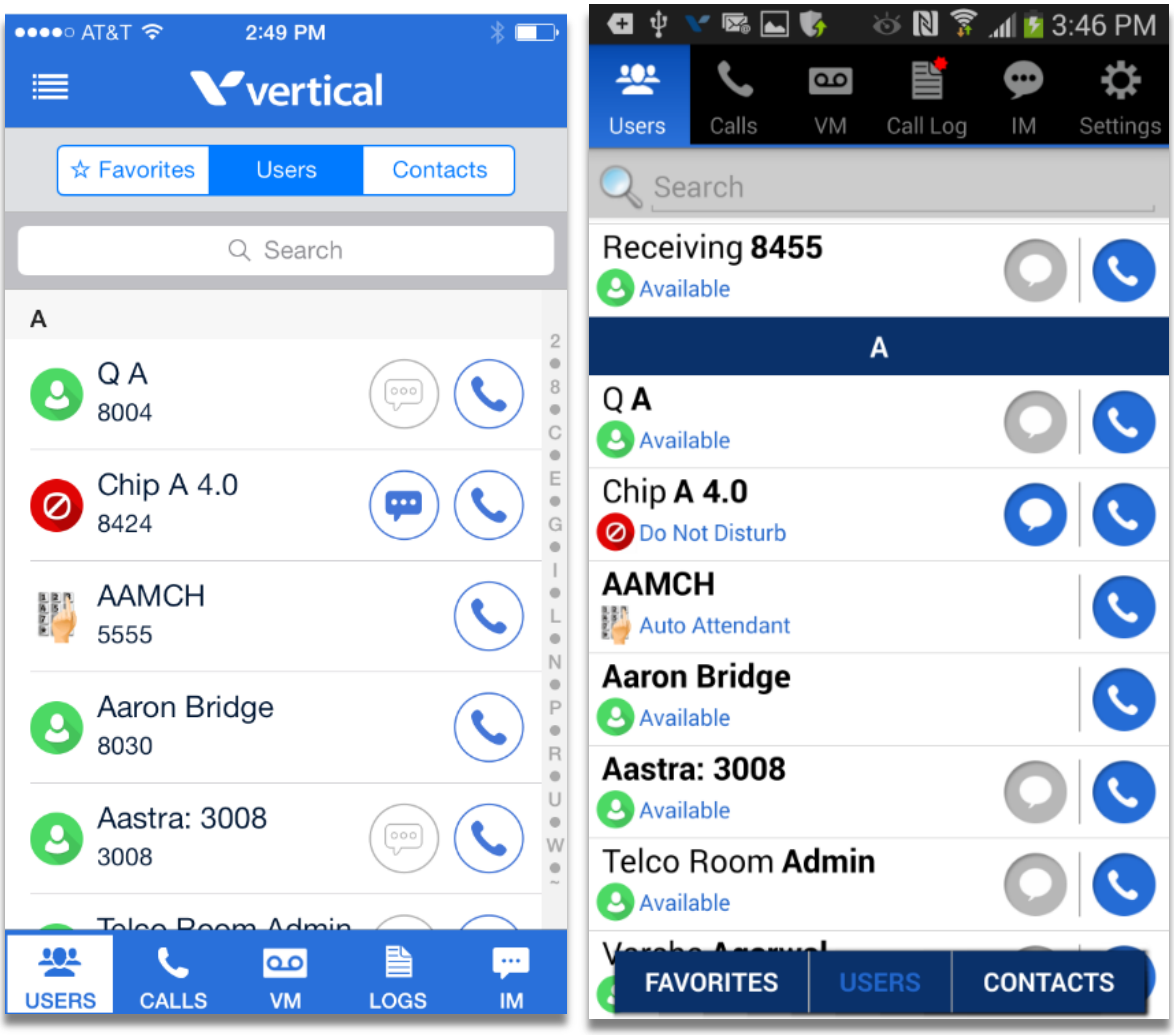
Users – Detail view

From any List view, touch on the user's name to see more details. On the subsequent screen, you can favorite/un-favorite them by touching on the star icon, as well as place calls and/or send IMs or emails, depending on what information is available for a given user.



Users – (Wave users or company directory)

The users shown on the Users table are all contacts available in your Wave corporate directory. You can immediately see user's status, hook state (for example, if the user is on a call), IM availability, and image (if manually added from ViewPoint Mobile). Touch on the user's name to see more information on the user, such as the user's extension, other phone numbers available, email address, and so forth.



Users - Contacts

Contacts are directly referenced from your mobile device's address book. You can then use ViewPoint Mobile to call and/or send emails to these contacts.

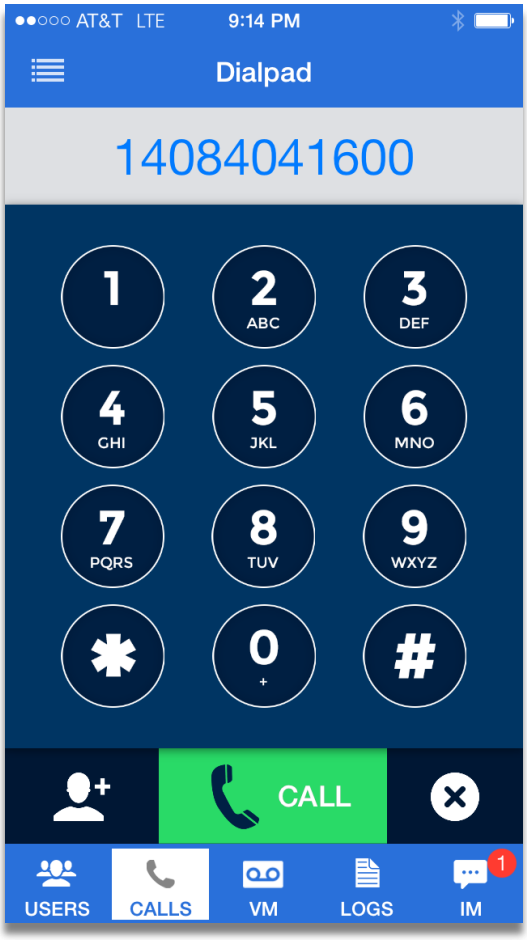
NOTE: If you are not able to see your phone's contacts, make sure ViewPoint Mobile has permission to access your contacts. Permission is granted upon install, but it can be removed at any time as an app-specific permission.

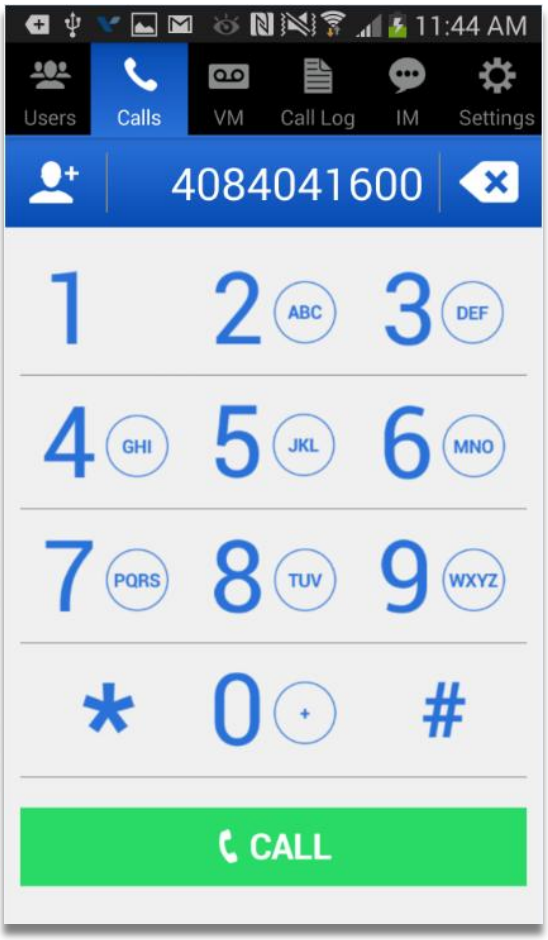
Call controls

Calls - Dialer

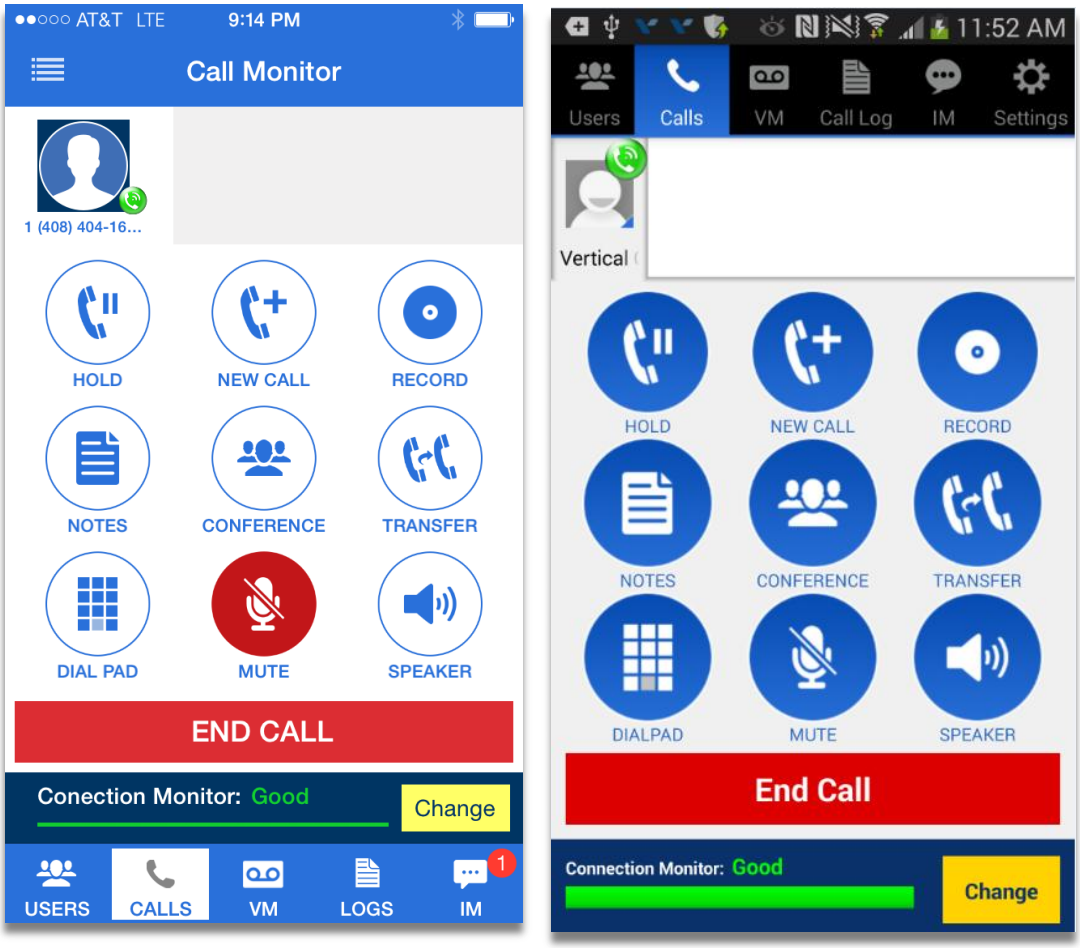
When not in a call, clicking on the Calls tab will take you to the ViewPoint dialer. Touch the dial pad to place a call to a specific number.

In ViewPoint Mobile, you do not need to enter external access codes to place calls outside of your company network.





Calls – In-Call Options (using the ViewPoint Mobile SIP softphone)



Once your call has connected, if you are using the ViewPoint Mobile SIP softphone, you will see the following call control options

NOTE: Some features may be disabled, depending on which call control options are available for the call type. For instance, you cannot conference a call to a MeetMe Conference Bridge.

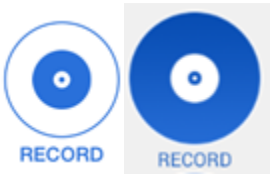
Hold

To place a call on hold, touch on the Hold icon in the upper left. The icon will change to show a Held state. Touch the Hold icon again to un-hold the call.

New Call

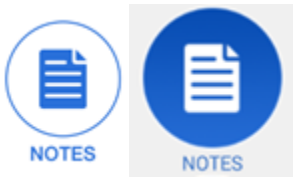
Touching on the Add Call button will bring up the target selection list for placing a new call. This automatically puts any existing calls on hold while the new call is connected. You have 3 areas from which to connect a new call: Users from Favorites, Users and Contacts, or the dial pad. Select a user or dial a number to create a new call. Once connected, the new call will be displayed in the In-Call screen in the multi-call appearance bar at the top.

Record



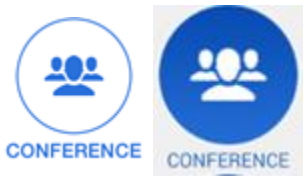
To record a call, touch on the Record button. The button splits while a call is being recorded, providing the option to pause (or resume) and stop recording.

Notes



To add notes to a call, touch on the Notes icon to bring up the note pad. These notes can be viewed and/or added in the Call Log view.

Conference



To create an ad-hoc conference, touch on the Conference button from an active call (one of the parties you want to conference with). In the Target Selection view, choose from 5 different party selection options: Favorites, Users, Contacts, Dial Pad, and Existing Calls (if you have more than one call in the multi-line appearance area). Select the check box on the In-Call screen where the Conference Icon was to complete the transfer.

Transfer

To transfer a call, touch on the Transfer button on a selected active call. This brings up the Target Selection view with 5 options for selecting a target for transferring the call: Users, Contacts, Dial Pad, Active Calls and Favorites

Target Selection view control icons are shown below:

Touch on a user list or the dialer to initiate a call to the new target. Select the check box on the In-Calls screen where the Transfer button was to complete the Transfer. Transfers are always initially supervised, but become blind transfers if you complete the transfer before the other call connects.

Dial Pad

To enter DTMF tones while in a call, touch on the Dial Pad icon to view the dial pad overlay. Click on Close/Done to hide the dial pad.

Mute

To mute your calls, touch the Mute icon. When muted, the icon will appear red.

Speaker

To change the audio output speaker from the earpiece to the speaker, touch on the Speaker icon. Touch it again to move the audio back to the earpiece.

Change (Move active call)

To move an active call from a SIP connection to Cellular Voice, touch on the Change icon. This will seamlessly move the call from a data connection to your cellular voice connection (if available). This is a useful feature if you are moving out of range of your Wi-Fi connection and do not want to use Cellular Data, or your existing data connection quality is not good enough to continue the call.

Calls – In-Call Options (using Cellular Voice number)

Call options using Cellular Voice for the audio path is identical to using a SIP connection. However, for Mute/Speaker/Dialer, you must use the phone's OEM controls for those operations. This means moving between the OEM's phone interface and ViewPoint Mobile's In-Calls screen.

Voice Mail

Voice Mail – List View

To access your voicemails, touch on the Voice Mail icon:

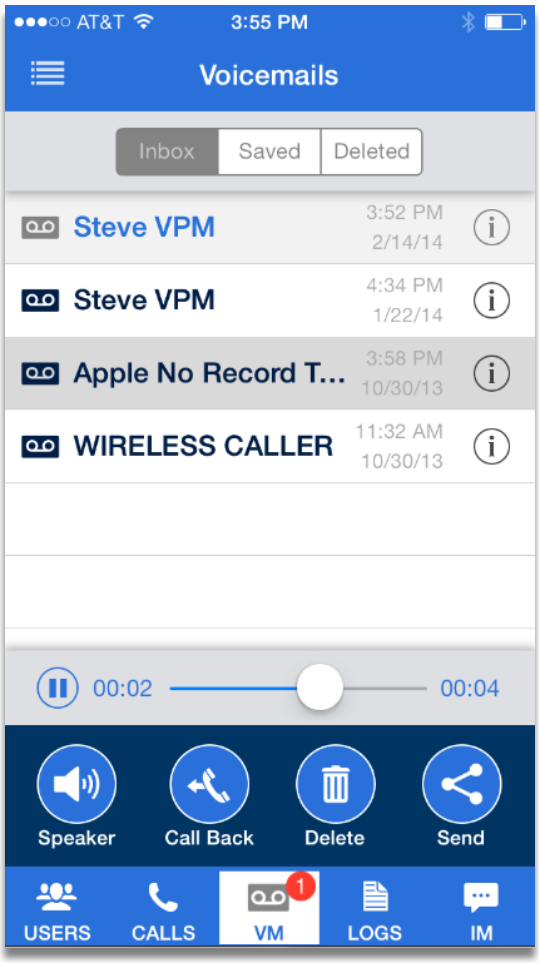
or

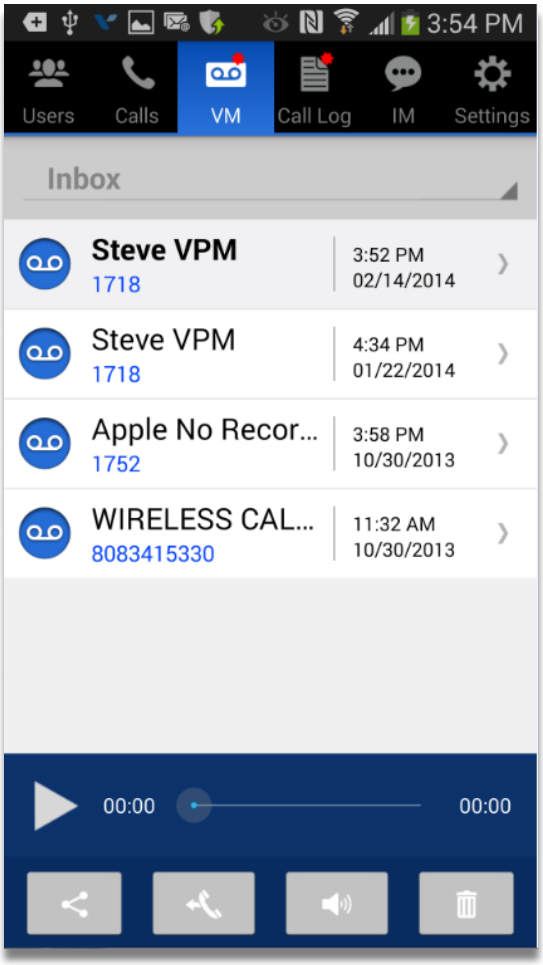
Your Voice Mail view has 3 folders, Inbox, Saved, and Deleted – with Inbox being the default.

NOTE: New message notifications only apply to unheard messages that are in your Inbox folder. If you moved an unheard message to the Saved or Deleted message, they will not be counted in your unheard message indicator.

The following Voice Mail controls are available in the List view:

- Play/Pause
- Speaker
- Call Back
- Delete
- Send – Reply
- Send – Forward
- Send – Email
- Send – Move to Saved

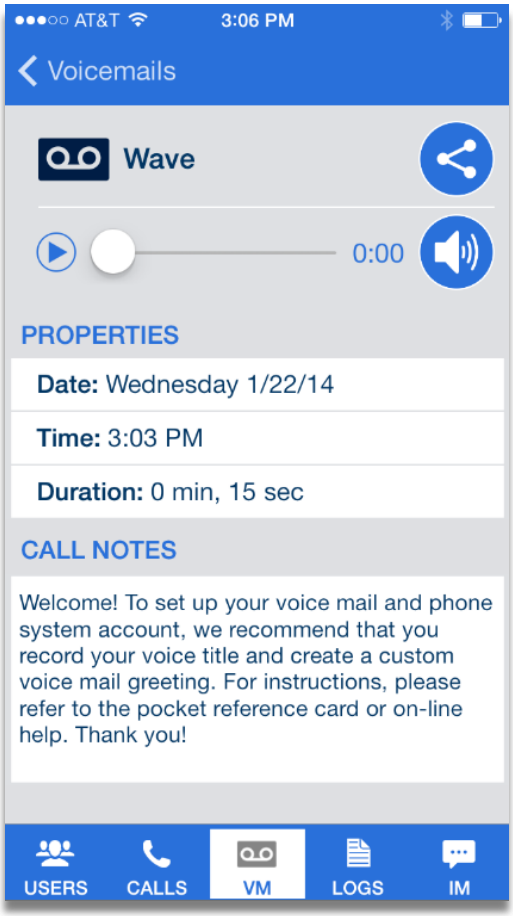


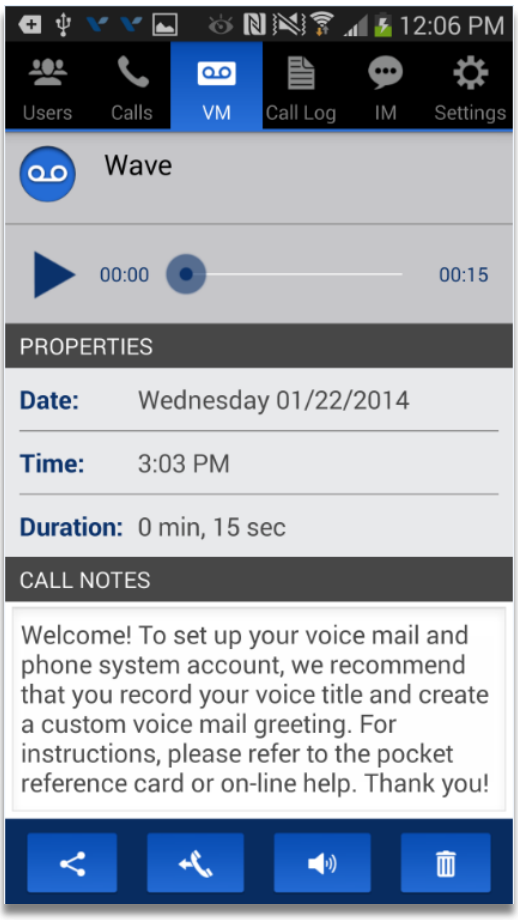


Voice Mail – Details view

For more details on a particular voicemail, touch on the voicemail in the List view to get to the Detail view. From the Detail view, you can see more history of call properties, as well as add notes for the call. The available actions from this view are:

- Play/Pause
- Speaker
- Send – Reply
- Send – Forward
- Send – Email
- Send – Move to Saved





Call Log

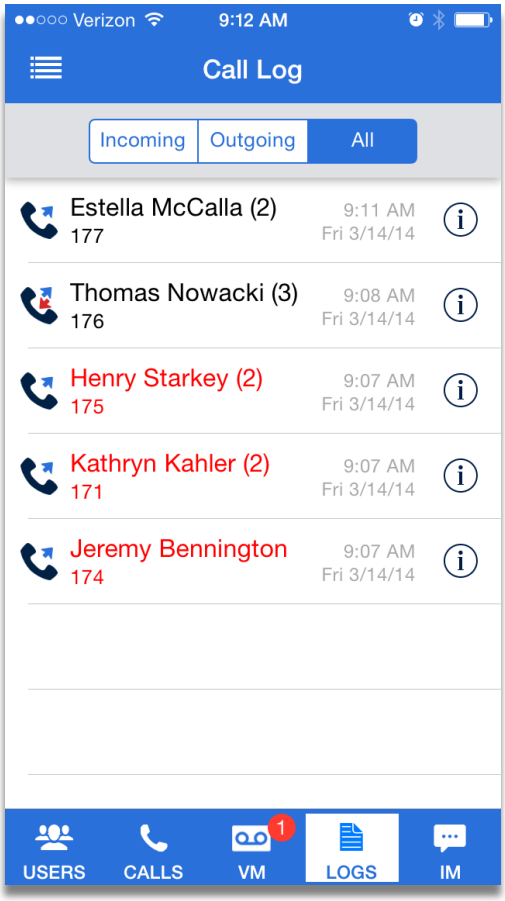
Call Log – List view

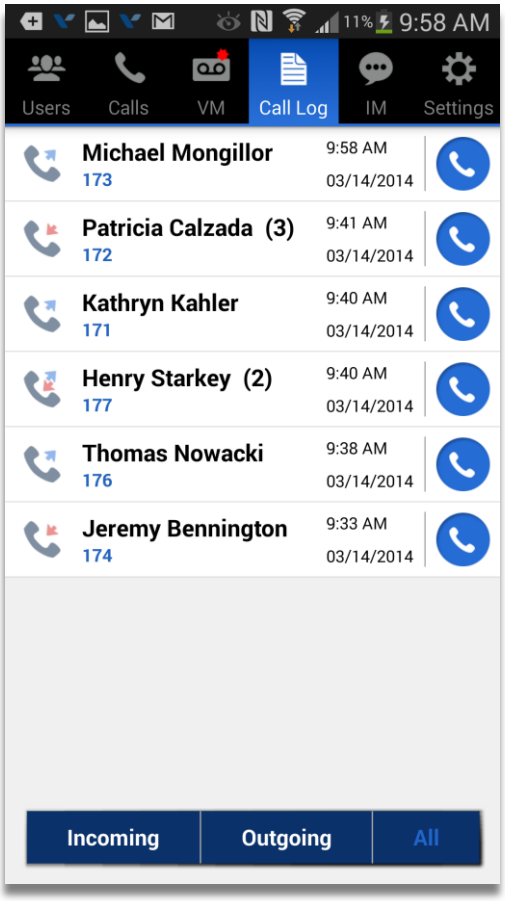
You can access all recent Call Logs for your extension by touching the Call Logs icon:

You can view lists of recent calls grouped by Incoming, Outgoing, or All, listed in order of most recent to oldest. Missed or abandoned calls are shown in red for call details, while connected calls are shown in black.

- **For iOS,** touch on the name to call back, and the info icon to see more details.
- **For Android,** touch on the call icon to return the call, touch on the caller ID of an individual to go to the details screen.

If a caller ID has multiple calls, the List view will expand before you can select a specific call.





Call Log – Detail view

From the Details view of the Call Log, you can see/add notes for a specific call, as well as when the call was placed or received, its duration, and the callback number. Touch on the number to place a call back to the number or extension.

Instant Messaging (IM)

Users can communicate with other ViewPoint users using Instant Messaging. These users can send and receive IMs from any ViewPoint interface.

You can send an IM to any user who has IM permissions. However, they can only receive the IM if they have an application running that can receive the IM – either ViewPoint Desktop or ViewPoint Mobile.

From the Favorites or Users tab, you can tell if a user is available by the color of the IM icon:

For iOS:

Available:

Unavailable:

For Android:

Available:

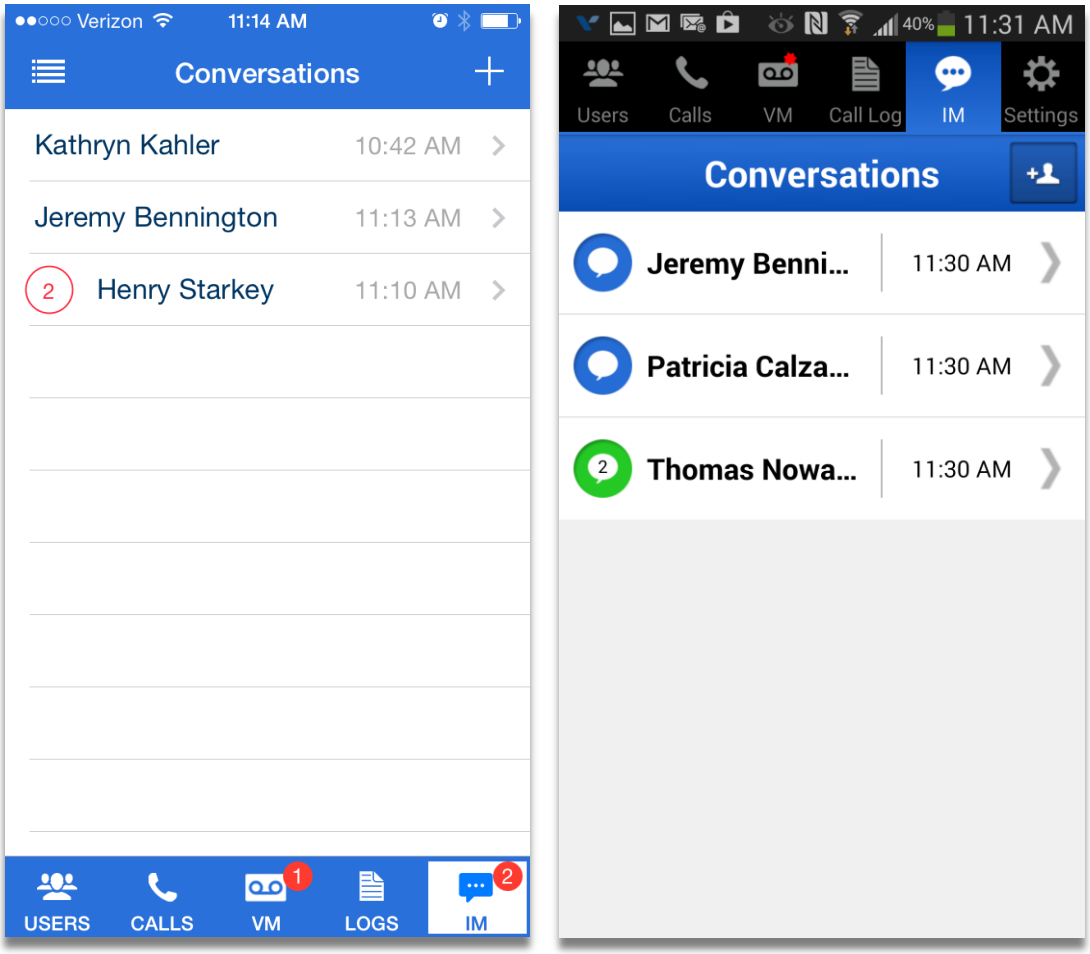
Unavailable:

You can also send an IM by touching on the IM tab;

or

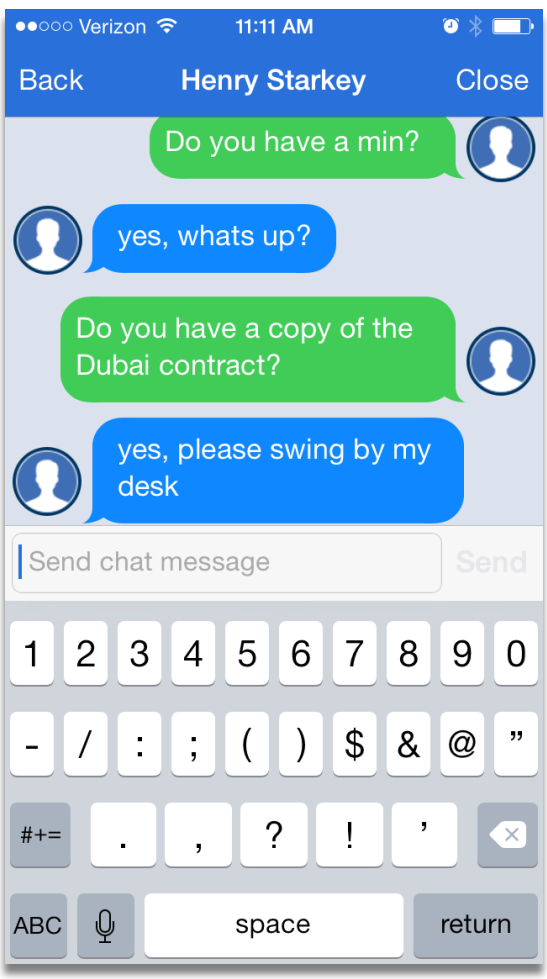
If you have any new IMs waiting, you will see a red asterisk in the IM icon (shown above for the Android icon).

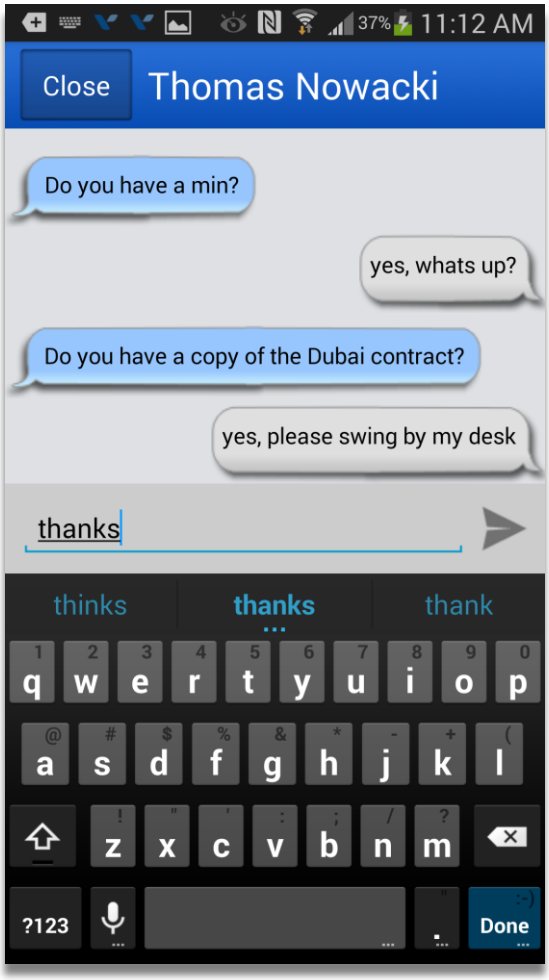
Once on the List view, tap + to create a new IM conversation. A list of users available for chatting is displayed. Once you select a user, you return to the IM Detail View screen, where the conversation will be visually displayed with chat bubbles.



IM – Detail view

You can return to a conversation from the List view, provided you do not close the conversation. If you close the conversation from the Detail view, the conversation is purged. If you select the back option (**for iOS,** in the header; **for Android ,** the phone's standard Back button), the conversation will be kept indefinitely, until the conversation is closed.





NOTE: ViewPoint Mobile 2.0 does not support retrieving IM history.

Providing feedback

We always appreciate receiving feedback from our users, and ViewPoint Mobile includes a convenient way to directly reach the Vertical ViewPoint Mobile team! To send feedback, do the following:

- **On iOS devices,** go to Settings, and touch on the Info icon in the upper right (next to Vertical logo). From the Info screen, touch the Feedback button at the bottom of the screen.

- **On Android devices,** go to Settings and touch on Feedback at the bottom of the screen.

On either platform, this creates an email message directed to the Vertical ViewPoint Mobile team from the device's email client.

Contacting Technical Support

For support issues, please contact your Wave administrator, who can direct you on how to connect to Vertical Wave and ViewPoint Technical Support.

Your support representative may request logs to assist in troubleshooting your issue. To send logs;

- **On iOS devices,** go to Settings, and select the **Email ViewPoint Mobile Logs** button at bottom.

- **On Android devices,** go to Settings, and select the **Email Logs** button at bottom.

On either platform, an email with logs attached is created automatically, and will be sent from the device's email client.