OVERVIEW

The Toshiba IPMobility App allows a mobile device to act as an IPedge or Strata CIX system extension and provides users with the access to the office voice mail system.

IPMobility also enables a single phone number to be used to reach a user, regardless of their location (e.g. desk, mobile phone, or both via simultaneous ring.) The app features built-in presence status that allows the user to designate how to handle incoming calls if busy or out of the office for an extended absence.

For incoming calls, the IPMobility App uses the host IPedge system's "Follow Me" Advanced Routing feature to route the call to the users mobile phone. With the Call Alert option, the call can be presented to the user before it rings the smartphone, and the user can choose to take the call, route a call to the mailbox, and/or other actions.

For outgoing calls, the app uses IPedge phone services to make a call to the destination. This process:

- Takes advantage of the host system's telephone service rates
- Sends the Caller ID of the users office phone number - not the users mobile device number

While the user is on the call, the user can control the call such as transferring, recording, and sending to Voicemail. Users may also easily access voice messaging features and manage their voice mail without having to dial in to the system.

Notes:

- IPMobility users will incur per-minute usage on their cellular/ wireless plan.
- IPMobility is included in the mailbox license and no additional license is required.

IPMobility

IPMobility is an IPedge Messaging application for the Android and iOS that allows a mobile device to perform as an extension of the office desk telephone. For devices that support IPMobility, refer to the IPedge General Description. IPMobility provides the following features:

- Support for the IPedge Follow Me (twinning) feature.
- Outbound calling through the host IPedge system.
- Visual Voice Mail.

Follow Me (Twinning)

The IPedge Messaging Follow Me (twinning) feature enables a single phone number to reach a user's chosen devices, e.g., desk phone, mobile phone, or both (simultaneous ring). IPmobility Call Alert feature notifies the user of a call so that the user can route the call to cell phone or other destinations. Once the call is answered by the cell phone answered, IPMobility offers call management providing users with a popup screen within the application to transfer the call to another extension or transfer the call to voice mail. IPMobility also gives users the ability to designate how to handle incoming calls if busy or out of the office for an extended absence.

Important! The incoming call management described above requires the mobile phone service to support simultaneous voice and data (characterized by the ability to access the internet while talking on the phone). Administrators need to check with their specific service provider to confirm simultaneous voice and data.

Making Calls

For outgoing calls, Toshiba's IPMobility application uses the host IPedge system's phone services to reach intended destinations. This feature not only takes advantage of the host system's telephone service rates, but also masks the user's cell phone number with the IPedge system office phone number.

IPMobility uses either a Call-thru or Callback process to set up the call.

- Call-thru – IPMobility sends a data command to the host IPedge system to notify the system that a user wishes to make a call. IPMobility then dials a specific DID number into the IPedge system. The calling party identification of the mobile phone is compared with the previously received data command, and then calls the destination number and bridges the two calls together.
- Callback – With Callback, after the same data command is sent, the IPedge system calls the mobile phone back, then calls the defined destination and then connects the two calls.

  IPMobility does not conflict with the mobile device's ability to make a phone call or access the service provider's voice mail. Users can dial within the IPMobility application by typing in the phone number or extension directly or use the mobile phone's built-in contacts.

Visual Voice Mail

Users can also easily access key voice messaging functionality and manage administration of their voice mailbox without dialing into the voice mail system and navigating key presses or voice commands. Now, users

can view, play, forward, and reply to their voice and fax messages mail from within the IPMobility application. Users can also;

- Manage mailbox personal greeting and name recordings
- Manage mailbox password.
- Setup IPMobility's Make Call functionality, e.g. Call-thru, Callback.

IPMobility

The IPMobility Application for Android™ and Apple iPhone™ allows a mobile device to act as an extension of the IPedge system by providing incoming and outgoing call features.

Users may also easily access key voice messaging functionality and manage administration of their voice mailbox without dialing into the voice mail system. IPMobility does not interfere with the ability to make a phone call or access the voice mail of the mobile device itself.

The IPMobility Application is available for both Android and Apple mobile platforms. Most features are available on both device types, and any feature differences or exceptions are noted in this chapter.

The IPMobility Application does not conflict with the mobile device's ability to make a phone call or access the mobile carrier's voicemail service.

Key features of the IPMobility Application:

- Make outgoing calls using the IPedge telephone service where the dialed party receives the IPedge system telephone number on their Caller ID
- Accept incoming calls on a mobile device that were made to an IPedge office telephone number
- Transfer or record telephone calls
- One-touch access to voicemail, saved/deleted items, and incoming faxes
- Record and send voicemail to an internal extension, set special call flags including future delivery schedule, priority, confidential, and return receipt notification
- Voicemail administration - change recorded name, password, and new user voicemail setup
- Setup and record presence-based greetings including default, busy, and extended absence
- Establish individual forwarding (Follow Me) destinations for each greeting. Destinations reachable if mailbox is called from automated attendant, and forwarded calls
- Do-Not-Disturb (DND) feature will send Automated Attendant calls directly to voicemail when activated

How it Works

For outgoing calls, IPMobility uses either the Callback or Call-thru process.

Callback

After a destination number is dialed, IPMobility sends a data signal to the IPedge system over the Internet. IPedge then calls the mobile device and asks the user to press 1 or # to accept the call. After confirmation the system will connect both calls.

Call-Thru

After a destination number is dialed, IPMobility sends a data signal to the IPedge system over the Internet. IPMobility then dials a specific number into IPedge. The system dials the destination number and connects both calls.

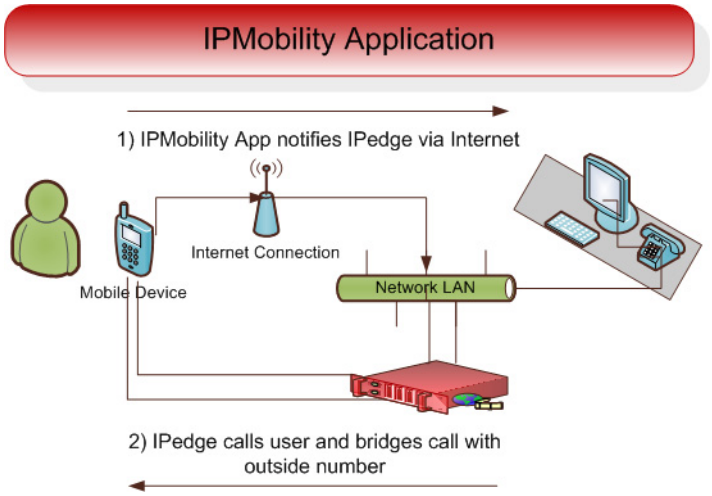


Figure 1 – IPMobility Application Workflow

Before You Begin

Users will need to obtain some information before using IPMobility:

- IP Address of Voicemail - IP address of the IPedge server
- Mailbox number - usually your extension
- Voicemail Password
- Direct Inward Dialing (DID) Number. This is the number for the IPedge system

Download IPMobility Application

The IPMobility app requires internet access to the host IPedge.

Note: Mobile devices require a data plan with an option to enable Wi-Fi access for locations with poor cell network service. The IPMobility App must be installed on the mobile device.

The IPMobility application may be downloaded from Google Play or the iTunes™ App Store.

For Android: https://play.google.com/store/apps

For iPhone: http://www.apple.com/itunes/

Android Users

1. From Google Play, search for IPMobility.
2. Install the App.

iPhone Users

1. From the iTunes App store, search for IPMobility.
2. Download the App.
3. Sync your iPhone with iTunes on your computer.

The app may also be downloaded from the device using the iPhone App Store app (follow steps 1-2 above.)

Launch IPMobility

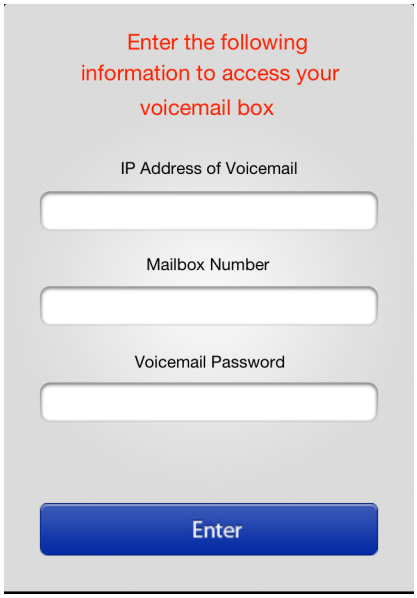
When the app is opened for the first time, specific IPMobility information must be entered. User will first need to obtain the IP address for the voice mail system (see system administrator.)

First-Time Setup

The app will require some setup before you can make a call or access voice mail. For details see "Before You Begin" on Page 5. Follow the steps outlined below to set up your device for the first time:

Enter the following information on the login screen:

- Voicemail IP Address
- Mailbox Number (normally your extension number)
- Voicemail Password



1. Tap **Enter**.
2. If a warning dialog appears saying "Certificate not trusted", select "Allow/OK.
3. Once you are logged in to IPMobility, tap the **My Info** tab on the lower right.

4. Scroll down and tap **Settings**.
5. On the Settings screen, enter your mobile **Phone Number** and the Direct Inward Dialing (**DID**) number of the voicemail pilot in the fields highlighted in red.

Note: If not already provided to you, see your system administrator for the DID number.

6. Tap to select **Dial Using callback** or **Dial Using Call-thru**.

- **Dial Using callback** will require the user to confirm each incoming or outgoing call by pressing **1** or **#**
- **Dial Using Call-thru** will automatically make the call without any user confirmation (like a normal call)

Test the Application

1. After launching the app on your mobile device, make a call to a telephone with Caller ID capability.
2. Verify that the IPedge Caller ID or DID is displayed (not the mobile phone number.)

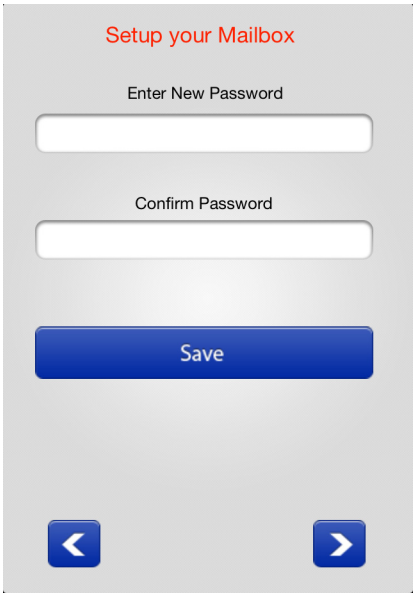
Mailbox Setup Wizard

The setup wizard will guide the user through the voice mailbox setup process.

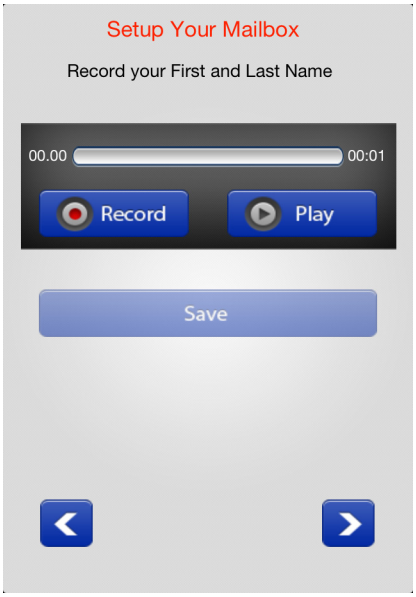
1. Tap **My Info**.

2. Scroll down and tap **Setup Wizard**, then tap proceed to continue.
3. To create or change your voice mailbox password, enter in either field.
4. Tap **Save** when complete.

Note: If **Save** button is not visible, click anywhere on the screen background.

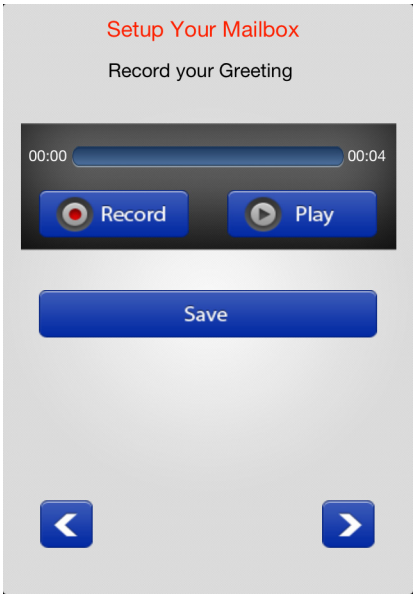


5. Tap the right arrow to advance.



On the next screen, record your first and last name for the voice mail attendant to announce to callers.

6. Tap **Record**; press **Stop** when complete (The **Record** button will toggle between functions.)
7. Tap **Play** to preview the message; tap **Record** to re-record your full name.
8. When complete, tap the right arrow to advance.



Record a personal greeting for your voice mailbox.

9. Tap **Record;** press **Stop** when complete. (The **Record** button will toggle between functions.)
10. Tap **Play** to preview the message. Tap Record to re-record your voice mail greeting.

Note: For detailed information on these features, see “Callback” on Page 29 and “Call-thru” on Page 29.

Call-thru Send Mailbox

If Caller ID is not being sent from the mobile phone or is unsupported by the IPedge system, or Caller ID is not received, the system will prompt the user to manually enter their mailbox number.

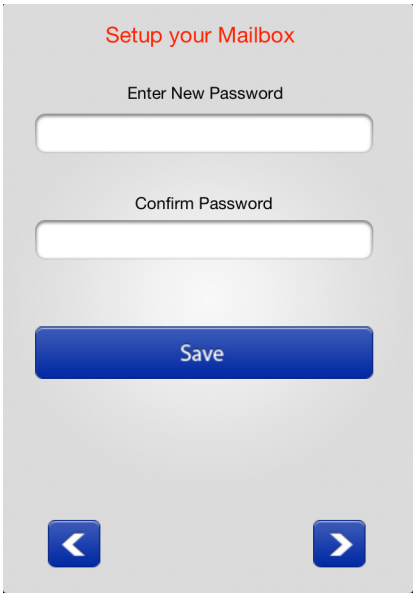
Select this option to avoid having to enter the mailbox number each time it is accessed.

Mailbox Setup Wizard

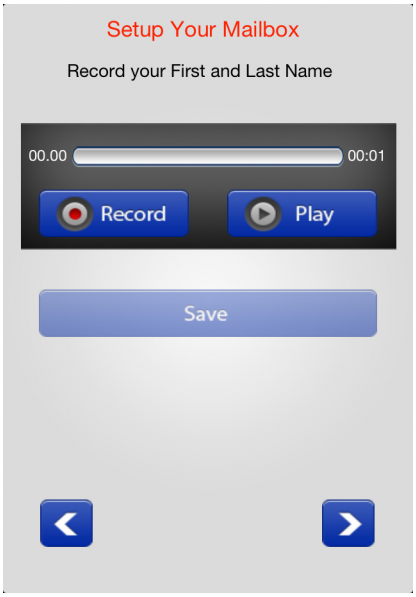
The setup wizard will guide the user through the voice mailbox setup process.

1. To change your voice mailbox password, enter in the field and confirm in the second field. If the Tap **Save** when complete.

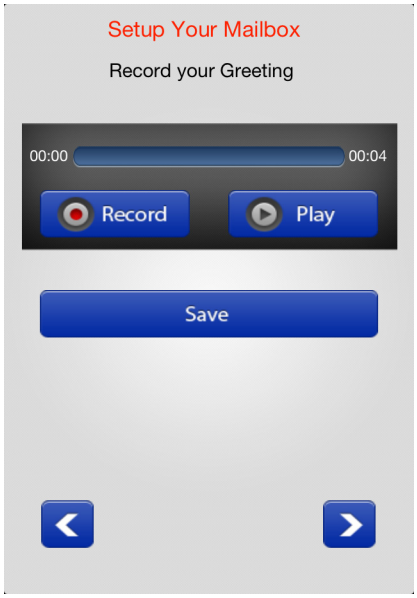
Note: **If Save** button is not visible, click anywhere on the screen background.



2. Tap the right arrow to advance.



3. Record your first and last name for the voice mail attendant to announce to callers. Tap **Record.** When complete, press **Stop.** (The **Record** button will toggle between functions.)
4. Tap **Play** to preview the message; tap **Record** to re-record your full name.
5. When complete, tap the right arrow to advance.



Record a personal greeting for your voice mailbox.

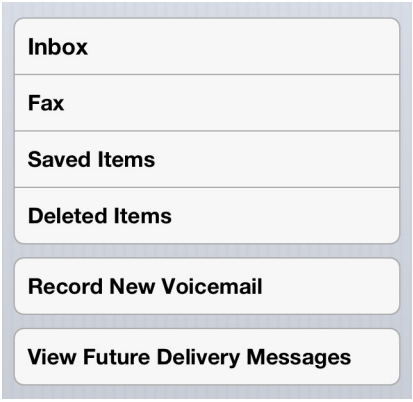
6. Tap **Record;** press **Stop** when complete. (The **Record** button will toggle between functions.)
7. Tap **Play** to preview the message; tap **Record** to re-record your voice mail greeting.

Using IPMobility

Navigating IPMobility is simple. There is a main toolbar at the bottom of the screen with three tabs: Messages, Call, and My Info. Use these tabs to access the various features of the Application.

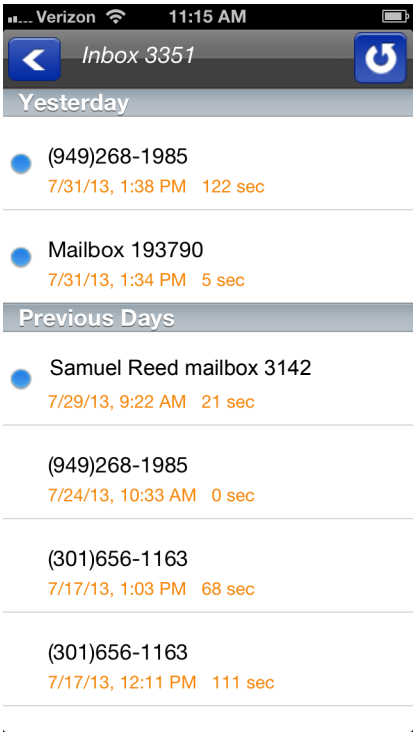
Messages Tab

When logged in to IPMobility, the Messages screen will automatically displays your Inbox, Fax, Saved and Deleted voice mail Items.



From this screen, you may also record a new message and send it to another mailbox, as well as view any future delivery messages.

Inbox If a new message is waiting, the app displays a message notification. Tap **Inbox** to view messages.



Select the message to listen to it, or **press and hold** on any message in the inbox to delete, save, forward, or reply.

Fax A fax may be viewed, deleted or forwarded via email. Deleted faxes will be moved to the Deleted Items folder.

Saved Items Saved messages - delete, forward, or reply to saved messages.

Deleted Items Deleted messages may be accessed from this folder. Messages may be deleted then undeleted (moved back to the inbox), forwarded, replied to, or permanently deleted.

Record New Voicemail A message may be recorded and sent directly to a mailbox as a voice mail.

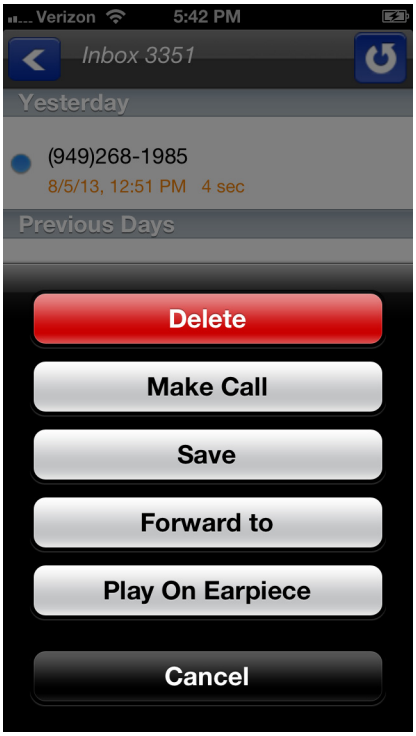
1. Enter the recipient mailbox or select it from the address book
2. When the message is recorded, several message options are available:
    - Priority
    - Confidential
    - Return receipt
    - *No receipt notification
    - *Future delivery

For no receipt notification and future delivery you will be asked to input a date and time.

View Future Delivery Messages This feature allows the user to view all messages that are flagged for delivery at a future date. To send a message using Future Delivery, see “Future Delivery” on Page 17

Message Menu

A message may be deleted, saved, replied to, or forwarded by either voice mail or email from any of the four mailbox screens. Tap and hold the message to access this menu.



Delete

Deletes the currently selected message.

Make Call

Makes a call back to the caller.

Save

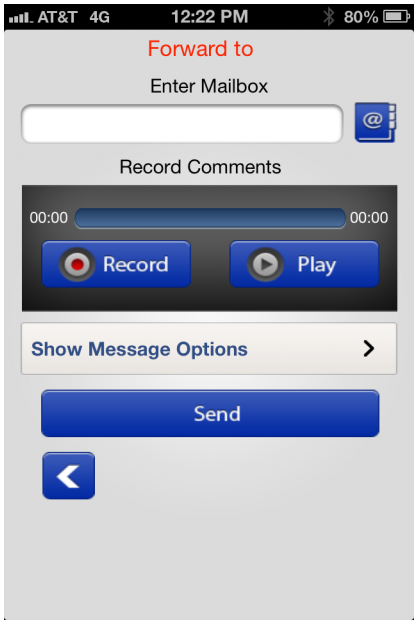
Save the currently selected message to the **Saved Messages** folder.

Forward To

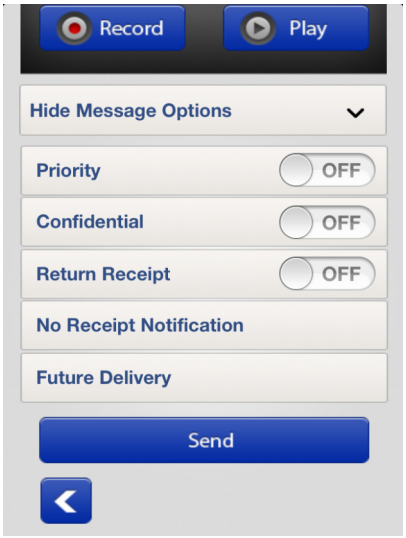
This will forward the currently selected message via email or voice mail.

A message may be forwarded by either voice mail or email from any of the four mailbox screens.

1. If forwarding via email, enter the email address of the recipient. Change the subject header, or the email client will send the message with the subject heading “FW: Voicemail”. The user will receive the file in WAV format.



2. If forwarding via voice mail, enter in the mailbox number of the recipient, or select the address book icon to find the mailbox number.
3. Tap **Message Options**.



4. A forwarded message may be tagged as priority, confidential, return receipt, no receipt notification, or future delivery.

For no receipt notification and future delivery, users are asked to input a date and time.

Reply

The allows the user to reply to the currently selected message via email or voice mail.

A message from a voice mail user may be replied to via voice mail or email. For voice mail, enter the mailbox number of the recipient, or select the address book icon to find the mailbox number. If replying by email, enter the email address of the recipient.

Users may record comments to be added to the beginning of the message intended for the recipient.

The message may be tagged as priority, confidential, return receipt, no receipt notification, or future delivery. For receipt notification and future delivery you will be asked to input a date and time.

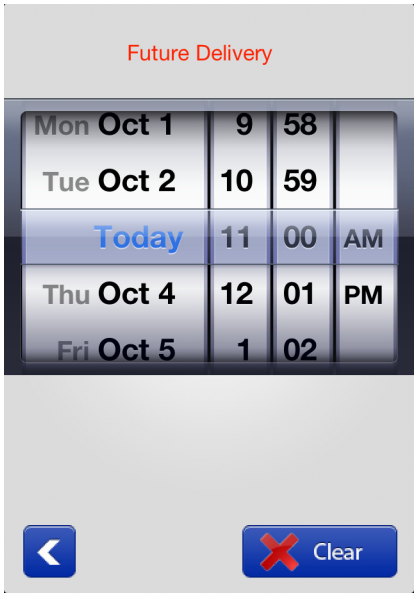
Play on Earpiece

This button toggles the sound output from the earpiece to the Speaker. Tap the button to select the option displayed e.g. if the button reads “Play on Speaker”, then it is currently set to play on earpiece. Tap the button to hear the message played through the phone’s speaker.

Future Delivery

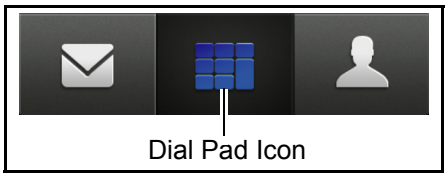
When replying to or forwarding a message using voice mail, **Future Delivery** is an option that allows the user to send the message on a future date.

1. Tap and hold the message to display the message delivery options window.
2. Select **Future Delivery** from the menu.
3. Select a date from the calendar wheel.

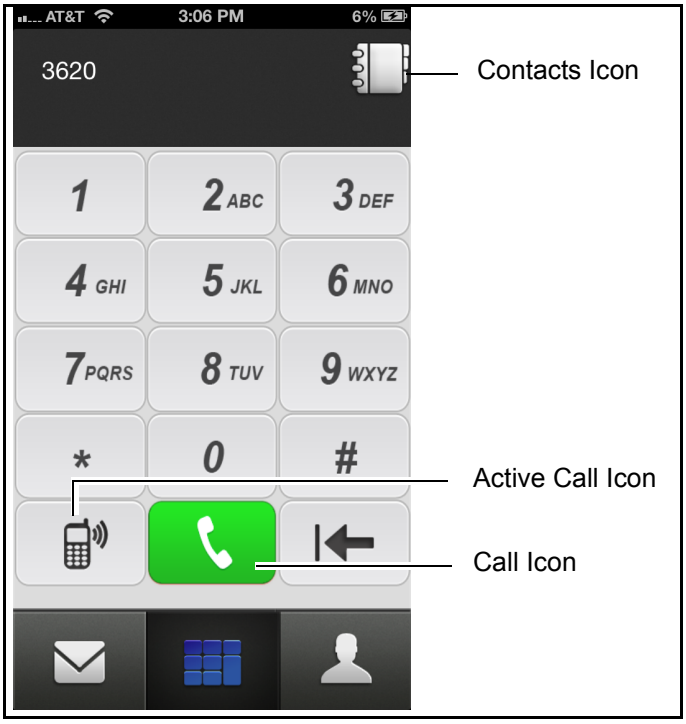


Call Tab

The dialpad icon is used for making calls or looking up contact information.



To make a call, enter the number and tap the green Call icon, or press the Address book icon to select from the contacts list.

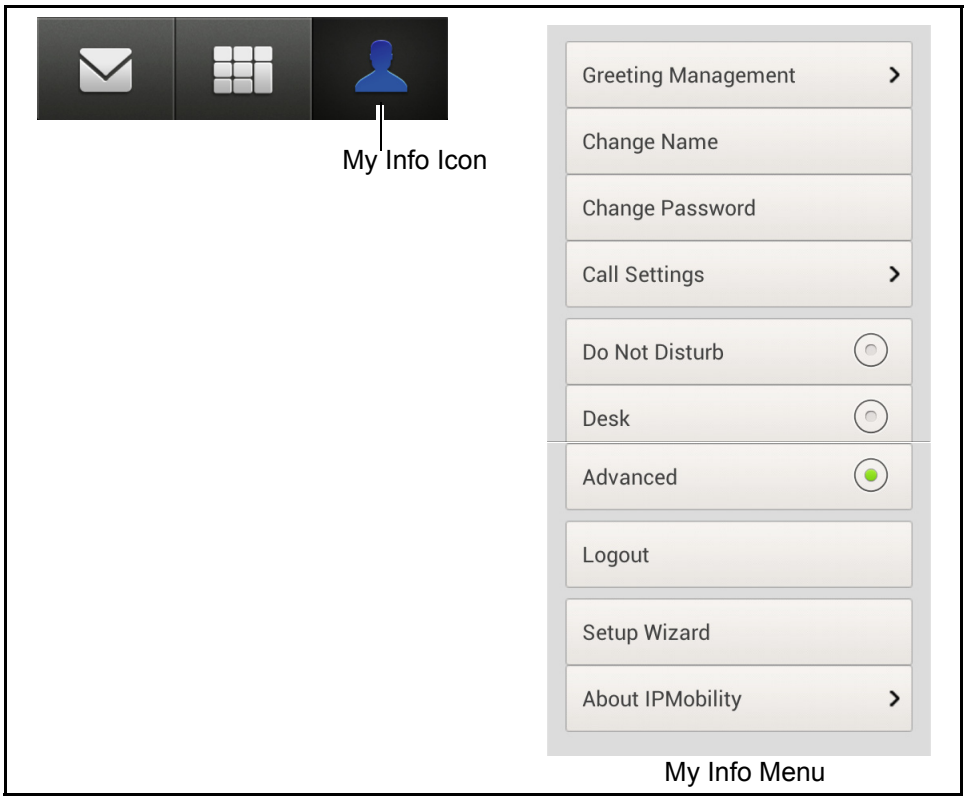


Active Call icon is to show the call handled by Call Screening, Follow Me, or Callback/Callthru to allow the user to control the recording and/or transfer the call.

My Info Tab

The My Info tab is used to access IPMobility settings for voice mail, greeting management, passwords, default location and settings. There are three functions:

Greeting Management, Logout, and Settings.



My Info Menu

Greeting Management

IPMobility supports mailbox greeting management allowing users to review and record multiple voice mail greetings for different presence states:

- Default
- Extended Absence (EA)
- Busy

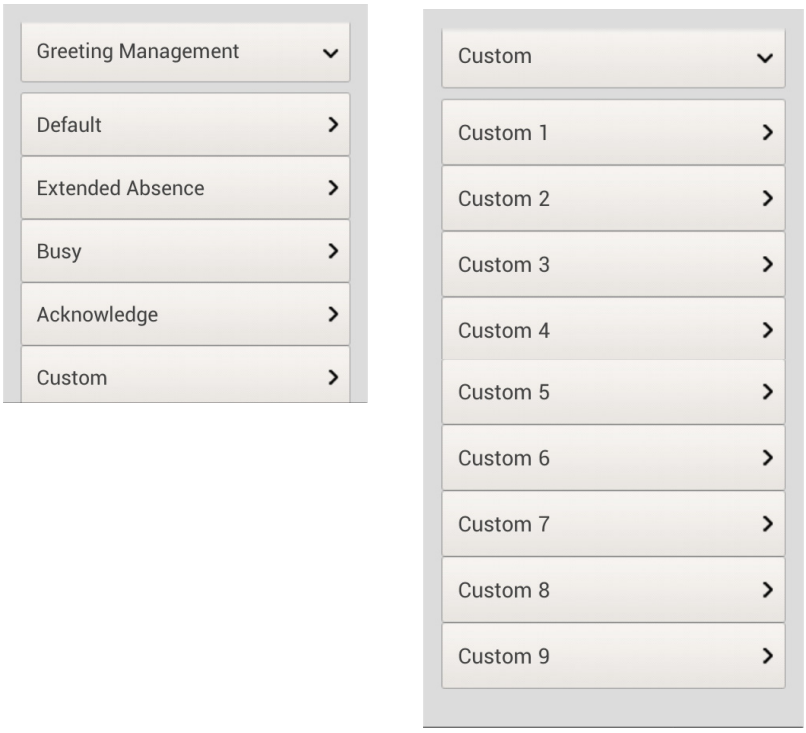
Acknowledgement – Announcement played to the caller when IPMobility user selects Announce option in the IPMobility Call Screening.

Custom – Custom greeting can be used to override other greetings.

The system will also allow users to record, playback, and save these state-based greetings. Additionally, users will have the option to select settings for each of these features. Click on the links above for Greeting Management feature descriptions.

Record Greetings

1. Tap **Greeting Management** to access the various system state settings based on your availability.
2. To record a default greeting, tap **Default**.

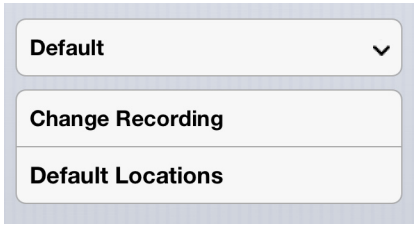


From the recording screen, follow the steps below

3. Tap **Record;** press **Stop** when complete. (The **Record** button will toggle between functions.)
4. Tap **Play** to preview the message. Tap **Record** to re-record your voice mail greeting.
5. Repeat this process to record **Extended Absence** and **Busy** outgoing greetings.

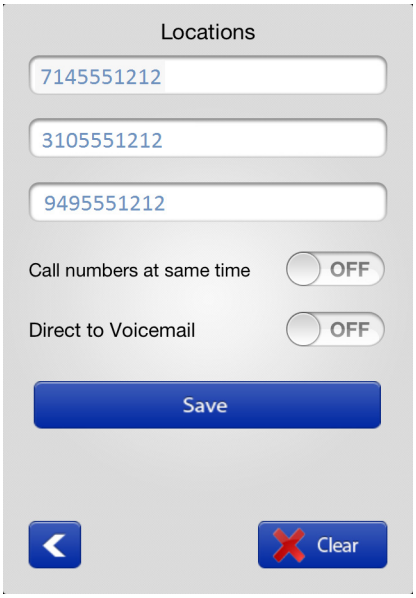
Note: A Personal Schedule is created automatically for each type of greeting: Default, Extended Absence, and Busy.

Default Default is the generic greeting which plays unless another has been assigned.



To enable this feature: record and save a new voice mail greeting, and enter destination numbers for follow-me. Follow-me allows users to setup their voice mailbox to automatically forward a call to a different number

prior to sending call to voice mail. These may be internal extensions or external phone numbers and may be entered on the **Default Locations** screen.



These follow-me numbers will ring sequentially by default. To have all numbers ring simultaneously, enable **"Call numbers at same time"**.

Extended Absence (EA)

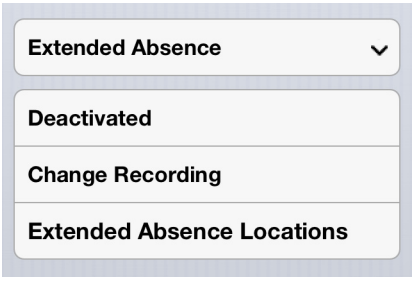
An extended absence greeting is used when you plan to be away from the office for an extended period of time, such as on vacation or business travel.

EA Activated/Deactivated

Change EA Recording

Extended Absence Locations

Click on any of the links above to jump to that feature.



EA Activated/Deactivated

The Activated/Deactivated button will show the current state of the Extended Absence greeting - tap the button to activate/deactivate. Once

enabled, users are notified that the extended absence greeting is playing every time they log into their mailbox. This serves as an ongoing reminder to change the outgoing message to return to default.

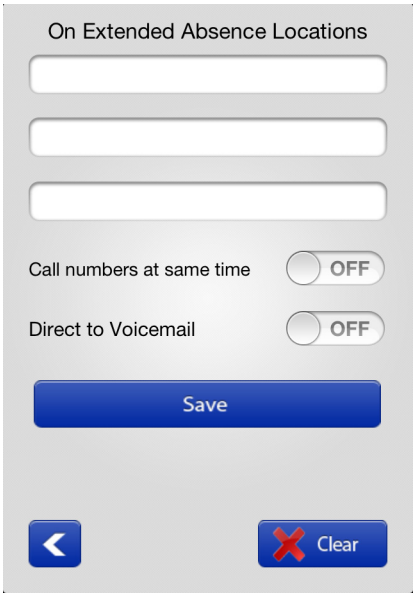
Change EA Recording

To enable this feature:

1. Tap **Change Recording**.
2. Record and Save an extended absence greeting to notify callers that you will be out of the office, or possibly unavailable for a set period of time - use dates whenever appropriate.

Extended Absence Locations

1. Enter the Extended Absence locations (destination telephone numbers.)
2. Set the switches to dial and ring all numbers simultaneously or direct the call immediately to voice mail.



It is also possible to call all destination (follow-me) numbers at the same time, or direct the call immediately to voice mail.

Extended Absence Greeting

To change the Extended Absence greeting, tap **Change Recording**. From the recording screen, follow the steps below

1. Tap **Record;** press **Stop** when complete. (The **Record** button will toggle between functions.)
2. Tap **Play** to preview the message. Tap **Record** to re-record your voice mail greeting.
3. Repeat this process to record **Extended Absence** and **Busy** outgoing greetings.

Busy

The Busy greeting will only play when callers attempt to reach you via automated attendant. Direct calls to an extension, and are forwarded to voice mail will require special programming in order to notify IPMobility why the call is being forwarded (user is busy). Busy destination numbers may be set to call all destination numbers (follow-me) at the same time, or to direct the call immediately to voice mail.

Change Name

Users may record a name to identify their mailbox to internal subscribers.

Change Password

Allows user to change mailbox password.

Default Location (desktop extension number recommended)

The default location is the default extension number.

Note: This setting is only used when the mailbox is dialed from the automated attendant.

If the number entered in “Default Location” is within the digit length parameters of an extension number, the extension value of the mailbox is updated and all auto attendant calls will be transferred to this number.

If the number entered exceeds extension number digit length, the system assumes the entry to be an outside number. When this occurs, the “Follow Me” destination of that mailbox is set to active and the destination number is updated.

Note: If a Personal Schedule has been enabled for your mailbox, calls that are forwarded to voice mail from your extension are not affected by this parameter.

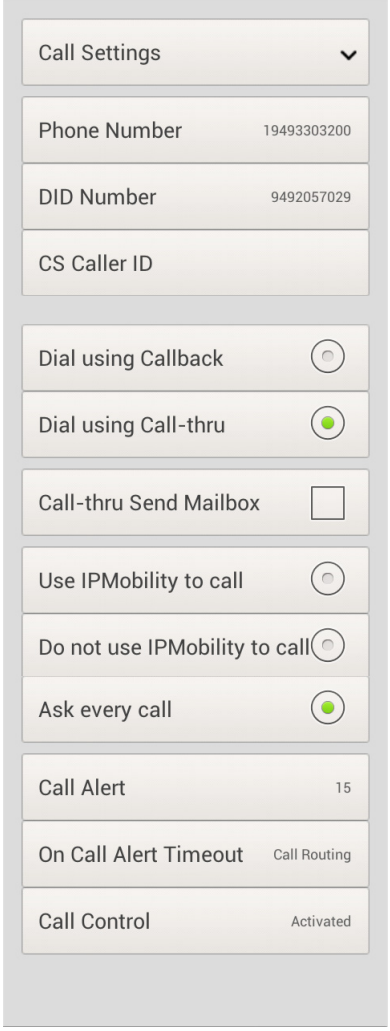
Do Not Disturb (DND)

You may select/deselect the DND check-box to activate/deactivate Do-Not-Disturb for the mailbox. When enabled, all automated attendant calls to that mailbox will go directly to the selected voice mail greeting, and the extension is not dialed.

Logout Logout of the IPMobility Application.

Setup Wizard This allows first-time system users to establish a new mailbox via IPMobility. Follow the system prompts to setup password, recorded name, and default greeting. (See “Mailbox Setup Wizard” on Page -8)

Call Settings



Phone Number This is the telephone number of the mobile device. This is also the number that is used when using the “Make Call” feature.

Direct Inward Dialing Number (DID) This is a specially assigned Direct Inward Dialing number of the voicemail pilot so that the Call-thru feature uses to access IPedge phone services. See your system administrator for this telephone number.

Dial using Callback Select this option to have the IPedge system call the mobile device first, ask for confirmation by pressing **1** or **#,** then dial the destination number.

Dial using Call-thru Select this option to have the mobile device call the destination number using the IPedge system without user confirmation.

Call-thru Send Mailbox

Note: Use this function with the Call-thru feature, only if Calling Party Identification is NOT being sent from your mobile device or is unsupported by the service provider for the IPedge.

Use IPMobility to call (Android ONLY) Select this option if you want IPMobility to always intercept outbound dialing and route through IPedge.

Do not use IPMobility to call (Android ONLY) Select this option if you never want IPMobility to be used exclusively for outbound dialing.

Ask Every Call (Android ONLY) Select this option if you wish to have the IPMobility Application display a notification that it should be used for every call.

Call Screening Select the time in seconds to wait for Call Screening operation. If 0 is specified, Call Screening is deactivated. Please see Incoming Calls.

Call Control Tap it to toggle Activate and Deactivate the Net Server Call Control. It can be activated when using Follow Me, and all calls to the desktop phone will be immediately forwarded to the voice mail so that Follow Me operations starts immediately. It is strongly recommended to ring the desk phone in Follow Me setting. Otherwise, the call may not be taken from the desk phone. To use this feature, the PDN of the telephone and the mailbox number must be the same.

New Message Notification

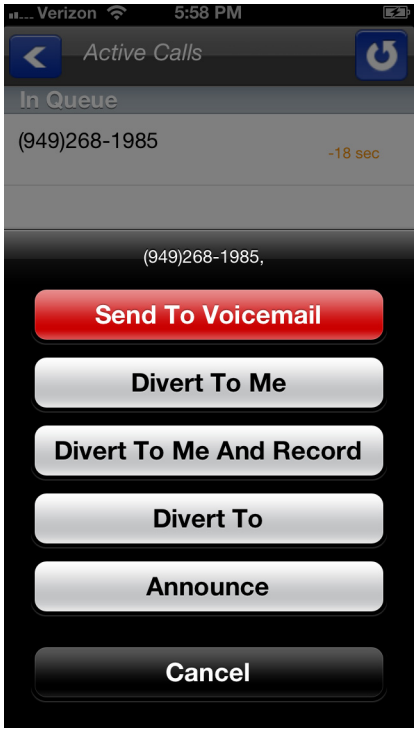
Table 1: Notifications

Android	iPhone
This will enable the automatic message notification in the notification bar on the Android phone. If disabled, the “New Message” indicator will display on the “Messages” page. **Note:** Enabling “Message Notification” (push notification) will set the IPMobility Application to periodically poll the IPedge for new messages, which may decrease the battery standby time.	When the IPMobility App is installed these options can be found under Settings > Notifications > IPMobility > Badges, Sounds, Banners.

Incoming Calls

IPMobility has two options for handling incoming calls.

When Call Alert is activated, the smartphone is notified when the call is routed to the mailbox. The following options are presented to the user, and the user can select the action. Call Alert has the precedence over Follow Me operation which may be activated after Call Screening times out.



Send to Voicemail — The call is immediately sent to the mailbox so that the caller can leave a message.

Divert to Me — The call is routed to the smart phone to take the call.

Divert to Me and Record — The call is routed to the smart phone to take the call and start recording the conversation.

Divert To — Route the call to the specified destination.

Announce — Play the announcement “Please Hold” to the caller. The announcement can be changed by recording Acknowledge announcement.

The other option is the Follow Me.

If it is active in the mailbox, when a caller dials the office extension from an automated attendant, or the extension timed-out and the caller was sent to voice mail, the call will immediately ring on your mobile device, and the DID if the IPedge system will be displayed. The call may be answered or ignored.

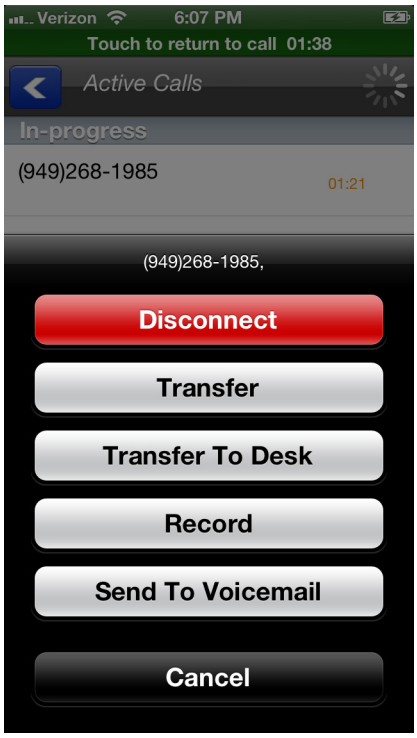
The Caller ID notification may display one or two seconds after the initial ring[1].

Table 2: Answering Incoming Calls

Android	iPhone
1. Answer the incoming call 2. Tap the IPMobility icon in the notification bar, *or* 3. Select **Home** button and select IPMobility, or press and hold the home button	1. Answer the incoming call or tap the banner 2. To open the app, tap the notification or swipe down to open the notification screen 3. Alternately, if the app is already running, double-tap the Home button and switch to IPMobility *Notification settings may be changed in Settings > Notifications > IPMobility*

In Call menu the following screen will display when a call is answered, or when the app is opened after call is answered.

1. This function requires simultaneous voice and data capability from the mobile carrier. “Simultaneous voice and data” refers to the ability to access the internet while talking on the mobile device. Some carriers do not support this service; contact your system administrator to confirm if your phone supports notification or pop-up notification.



Transfer

Transfer the call to another phone number.

Note: Some CDMA-based carrier plans may not support the **Call Transfer feature**

Transfer to Desk

Transfer the call to your office desk. (See Transfer)

Record/Stop Record

Start/stop recording of the conversation.

Send to Voicemail

Send the call directly to your voice mailbox.

Disconnect

This will disconnect the current call.

Callback

To use the Callback feature:

1. Select the [Call] tab.

Note: Android handsets may use the default dialer Application and choose to complete the action using IPMobility; Apple iOS phones do not support this feature.

2. When Call screen opens, enter destination number or select a number from the address book and press dial.

The following call flow example assumes that “Ask Every Call” was set

1. A popup screen will display the option to use IPMobility or the phone for dialing.
2. Select IPMobility.
3. After a few seconds the mobile device will receive a call back from the host IPedge system.
4. When the incoming call is answered, IPedge will automatically dial the destination number.
5. Once the call is connected the same options are available as “Call Screening” (press the IPMobility notification in the notification bar to access if not displayed.)

Call-thru

To use the Call-thru feature:

1. Select the [Call] tab

Note: Android handsets may use the default dialer Application and choose to complete the action using IPMobility; Apple iOS phones do not support this feature.

2. Enter a destination number on the call screen or select a number from your address book and press dial.

The following call flow example assumes that “Ask Every Call” was set.

1. A popup screen is presented asking whether to use IPMobility or the phone for out dial

2. Select IPMobility
3. IPMobility will dial the specified number to reach the IPedge and then the destination number.

Once the call is connected you have the same menu options as described above.

Transfer Transfer the call to another extension or telephone number.

Note: CDMA carrier-based plans (such as Verizon and Sprint) may not support the **Call Transfer feature**

Android: While on a call, tap the status bar

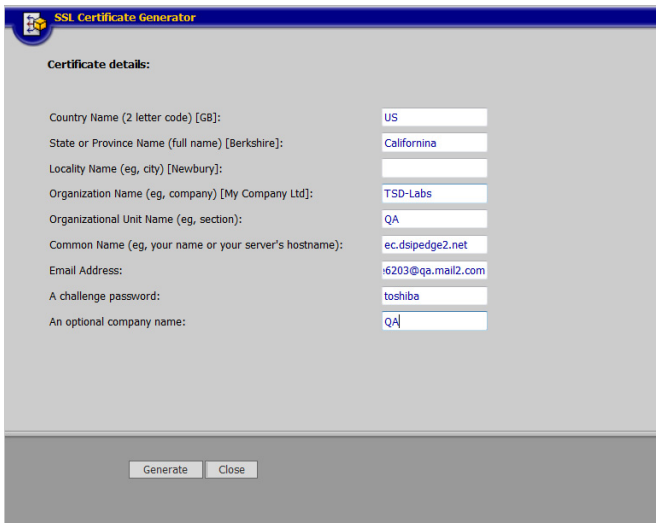
iPhone: While on a call, switch to or open the IPMobility App and the screen will display automatically.

PROGRAMMING

The IPMobility App operates through the IPedge Messaging voice mail application. Setup is required on the IPedge server and each mobile device.

SETUP IPMobility ON THE IPEDGE SERVER

1. Login to Enterprise Manager.
2. Select **Application > Messaging**. A new (blank) Enterprise Manager may appear.
3. Select **Registry > Security > Generate Self Signed SSL Certificate > Generate**.



Set IPedge Call-thru Registry Settings

To view the current DID:

1. Select **Application > Messaging**. A new (blank) Enterprise Manager may appear.

OR

2. Select **Trunk > DID**.
3. Choose the server from the list.
4. Click the **Edit** icon.

In the image below:

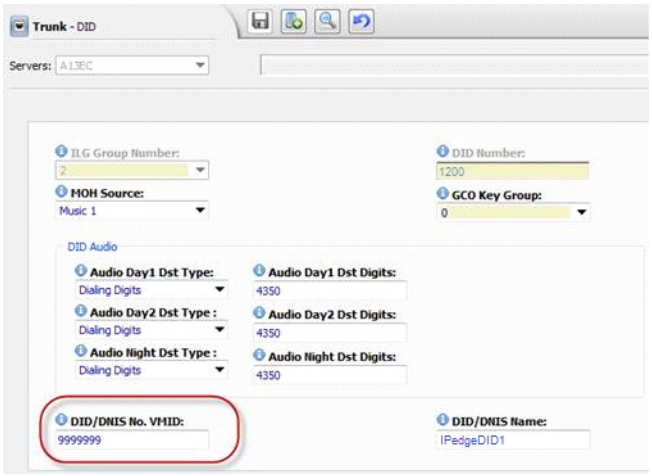
- DID is set to 1200
- VM hunt group is set to 4350
- Default VMID value is 9999999 (default)

CAUTION! Toshiba strongly recommends leaving the VMID at the default setting.

If the IPedge is programmed to send a different number, enter it in the VMID field. For example, the DID Number pointed to the IPedge is 212-555-1200. The IPedge is presenting the call to VM as 1200 with VMID as 9999999. This value corresponds to the **Call-thru DID value** in **Application > Messaging | Registry > Parameters**.

When blank, this is the default VMID number (9999999), otherwise these values must match.

Please ensure that the VMID is not the voice mail extension or a mailbox number corresponding with this number, as this field will take priority.



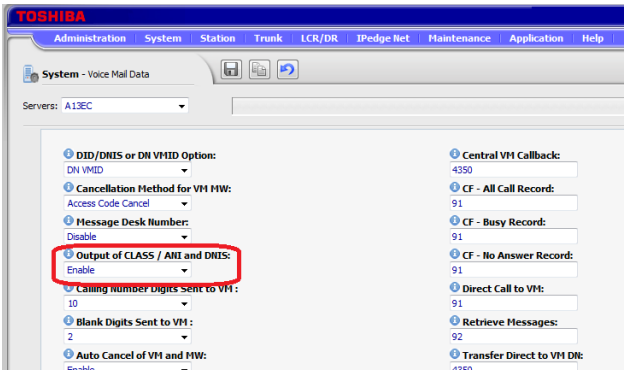
5. Make a note of the ILG Group Number and the DID Number on this page.
6. Click the **Edit** button.
7. Select **Application > Messaging | Registry > Parameters**.
8. Scroll down and enter the following:

Call-thru DID

- The system default number (if left blank/unchecked) is recommended for this field. When blank, this is the default VMID number (9999999) described above.
    - If this number must be changed, enter the VMID value configured in the IPedge **Trunk > DID configuration > DID** “DNIS No. VMID” field. Using the default value of 9999999 ensures that there will be no conflict with existing mailboxes.

Note: If the following field is not set, IPedge will not send caller ID information through SMDI.

9. Select **System > Voice Mail Data**.
10. Select “Enable” in “Output of CLASS / ANI and DNIS”.



Call-thru Rings

- Set the number of rings before the outbound call is cancelled; default = 30 (equivalent to 90 seconds)

Call-thru Minutes

- Set the length of time in minutes before calls will be disconnected; 0 = unlimited)

Note: **Check Number**: Used when Voice Mail dials a number. If the number is 10 digits long, and the area code specified in PBX parameters does not match the area code of the number OR if there is no area code specified in PBX parameters, the VM will add a 1 at the beginning of the number.

Set Voice Station Specified Caller ID

In order to hide the cell phone number and send your specific number such as your office DID number for Follow Me and/or Callback/Callthru, the Specified Caller ID parameter must be enabled for the Voice Mail stations.

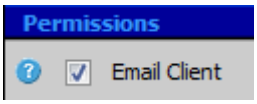
1. Select **Station > Station Assignment.**
2. Select a Voice Mail station.
3. Click on **Show advanced configuration**.
4. Set the **Specified Caller Id** parameter to **Enabled**.
5. Click on the **Save** icon.
6. Repeat this process for each VM Station.

Application Messaging Setup

Use the following procedure to setup The IPMobility App in the Messaging application.

1. Login to Enterprise Manager.
2. Select **Application > Messaging**.
3. Choose the server from the dropdown list. A new (blank) Enterprise Manager may appear.
4. From this screen select **Mailboxes > E-mail Settings**.

5. Under Permissions, check the box next to **Email Client** (default is checked).



Note: If the Follow Me handoff key is used, check this parameter. Net Server configuration is also required. These settings may be viewed by selecting **Application > Messaging | Registry > Parameters** - see Net Server Feature Description - **Setup** section).

6. Click **Save**.
7. Select **Mailboxes > Schedule > Personal Schedule**.
8. Select **New Schedule**.
9. There are several settings that may be used for other features. For the IPMobility application, set the following parameters:

- **Select "D. and auto-attend."**
- **Time Handle**: Always
- **Destination** (**Number)**: Mobile device number for the IPedge server to call. Include toll prefix if needed. Do not include trunk access codes (e.g. 9). Sample entries would be: 5833000 or 19495833000.

CAUTION! If a user does not have an IPT phone/physical phone or in some cases a Phantom DN, DO NOT enter DN here - it will send callers immediately to voice mail.

Note: The area code may need to be entered depending on the dialing requirements of various carriers (for example, the area code may need to be entered even if it is the same as the trunk.)

  - **Priority**: 20 (highest)
  - **Delay**: 0-30 (15-30 is recommended
  - **Timeout**: 0

- **Follow Me Type**: D. and auto-attendant.
- **Ringback**: Turn on to enable ring tone for callers; leave blank for Music-on-Hold
- **Conversion Table**: Check the box next to "Use Default"

10. Click on the **Save** icon.
11. Select **Registry > Parameters.**
12. Scroll down, check the box for **Mobile App Port** and set to 90 (default value).

Note: IPMobility uses 90 as the default port number. This will not function unless this parameter is set to 90.

13. Click on the **Save** icon.

Restart the System

1. In Enterprise Manager select **Application > Webmin**
2. Select server (as needed).
3. In Webmin, select **System > Bootup and Shutdown**

4. Scroll down and check the box next to **t3vm**
5. Scroll down and click **Restart**

SETUP CALLING TO EXTERNAL NUMBERS

Login to Enterprise Manager.

1. Select **Station > Station Assignment** in the Basic tab.
2. **Specified Caller ID** must be enabled for the IP Mobility Application to be able to make calls to an external number.

MOBILE DEVICE SETUP

The IPMobility app requires internet access to the host IPedge. Mobile devices require a data plan with an option to enable Wi-Fi access for locations with poor cell network service.

Before You Begin

Users will need to obtain some information before using IPMobility:

- IP Address of Voice Mail - IP address of the IPedge server
- Mailbox number - usually your extension
- Voice Mail Password
- Direct Inward Dialing (DID) Number. This is the number for the IPedge system

Note: For complete installation and configuration procedures, please see the IPedge User Guide chapter titled “IPMobility”.

IPedge Station Setup

The IPMobility App user must have a mailbox and be licensed for Unified Messaging.

The station assignment Network Calling Number parameter is the phone number that will be sent to called parties via Caller ID.

Note: The mobile device (cell phone) must have a data plan or Wi-Fi connection.

Enable Follow Me

1. Login to Enterprise Manager.
2. Select **Application > Messaging**.
3. Choose the server from the dropdown list.
4. Select **Mailboxes > Properties**.
5. Select or enter the mailbox number and click **Go**.
6. Scroll down and check the box next to **Advanced Routing** to activate Follow Me.

Note: This must also be checked to use IPMobility Call Screening.

7. Follow Me **destination** numbers can be configured on the **Mailbox > Personal Schedule** screen (See “Application Messaging Setup” on Page -33).
8. Click Active next to Net Server Call Control if the call to the desktop phone is immediately forwarded to the voice mail to start Follow Me immediately. Please note that all calls will be forwarded to the voice mail, and it is strongly recommend to configure the simultaneous ring to the desk phone in Follow Me to take the call at the desk phone.

9. Click checkbox next to NetServer Call monitor when Follow Me/Hand off key is required on the desktop phone. Note that phone's PDN and mailbox number must match to use this feature.
10. Choose the value from the dropdown list next to Mobile App Call Screening to activate the IPMobility Call Alert feature. When it is activated, the call information is presented at the mobile phone when the call is routed to the voice mail, and the user can select the operations.

CAPACITY

IPMobility is limited to single calls. No call waiting features are enabled while using this product.

AVAILABILITY

The IPMobility application may be downloaded from Google Play or the iTunes™ App Store.

For Android: https://play.google.com/store/apps

For iPhone: http://www.apple.com/itunes/

RESTRICTION

This feature is limited to mobile devices running Android™ and iOS™ handsets at this time.

LICENSING

To use this application, each user must have a mailbox that is licensed for “Unified Messaging”. No additional licenses are required for the IPMobility App on the IPedge system.

HARDWARE A mobile device running Android™ OS or Apple™ iOS is required to use this feature.

FEATURE INTERACTION

Ask Every Call (Android ONLY)	Select this option if you wish to have the IPMobility Application display a notification that it should be used for every call.
Caller ID	This number is used by the Application to identify the IPedge extension when using the Callback feature. If you do not know the telephone number of your office phone system, please contact your system administrator.
Callback	After a destination number is dialed, IPMobility sends a data signal to the IPedge system over the Internet. IPedge then calls the mobile device and asks the user to press 1 or # to accept the call. After confirmation the system will connect both calls.
Call-thru	After a destination number is dialed, IPMobility sends a data signal to the IPedge system over the Internet. IPMobility then dials a specific number into IPedge. The Caller ID info from the mobile device is compared against the IPMobility data ID, and the system calls the destination number and connects both calls.
Call-thru Send Mailbox	Use this function with the Call-thru feature, only if Calling Party Identification is NOT being sent from your mobile device or is unsupported by the service provider for the IPedge.
Dial using Callback	Select this option to have the IPedge system call the mobile device first, then call the destination number.
Dial using Call-thru	Select this option to have the mobile device call the destination number using the IPedge system.
Do Not Disturb (DND)	You may select/deselect the DND check-box to activate/deactivate Do-Not-Disturb for the mailbox. When enabled, all automated attendant calls to that mailbox will go directly to the selected Voicemail greeting, and the extension is not dialed.
Direct Inward Dialing (DID) Number	This is a specially assigned Direct Inward Dialing number that the Call-thru feature uses to access IPedge phone services. See your system administrator for this telephone number.
Follow Me	Follow Me is a messaging feature in both IPedge and Strata. Follow Me is similar to twinning, however, Follow Me requires the inbound call to go to voice mail before twinning begins.
Incoming Calls	If the follow-me feature is active in the mailbox, when a caller dials the office extension from an automated attendant, or the extension timed-out and the caller was sent to voice mail, the call will ring on your mobile device. A notification box will display the Caller ID of the caller. The call may be answered or ignored.
IPMobility	IPMobility enables a single phone number to be used to reach a user, regardless of their location (e.g. desk, mobile phone, or both via simultaneous ring.) The app features a built-in presence status that allows the user to designate how to handle incoming calls if busy or out of the

	office for an extended absence. The app is only capable of handling one call at a time.
Make Call/Call	IPMobility makes calls using the host IPedge systems phone service. IPMobility notifies IPedge to make two calls - one to the mobile device Application and one to the destination number. IPedge then bridges the two calls together into one call.
New Message Notification (Android ONLY)	This will enable the automatic message notification in the notification bar on the Android phone. If disabled, the “New Message” indicator will display on the “Messages” page. **Note:** Enabling “Message Notification” (push notification) will set the IPMobility Application to periodically poll the IPedge for new messages, which may decrease the battery standby time.
Transfer	Transfer the call to another extension or telephone number.
Twinning	Twinning is an inbound call function where a caller dials a number that is “Twinned” by IPedge into two (or more) calls that simultaneously ring two (or more) destination devices. Once the user answers the call, the twinning feature drops off and the call becomes a single call again. Twinning is not an outbound call feature.
Use IPMobility to call (Android ONLY)	Select this option if you want IPMobility to always intercept outbound dialing and route through IPedge.