OpenScape Mobile V7

OpenScape Mobile V7 is the next-generation mobile client of Unify for the latest mobile phones and tablets. It combines SIP-based VoIP, UC, and video features into one single application.

Extend Mobility

With the power of consumer applications and devices increasing, the line between work and personal life continues to disappear. Consumers now expect to use the same productive tools in the office, with the ease and simplicity that they have at home. The desire to communicate and collaborate from the latest mobile devices contrasting with the IT department's responsibility to ensure that communications remain secure is uniquely balanced with OpenScape Mobile.

Placing sophisticated Unified Communications capabilities intuitively at your fingertips, OpenScape Mobile includes presence, conferencing, directory access, One Number Service, VoIP, video and our unique Call Swipe capability. Available on the most popular mobile operating systems, Android and Apple iOS, OpenScape Mobile ensures users have the choice and flexibility in the devices they need to be most productive.

Increased Productivity

OpenScape Mobile reduces costs and increases productivity. Phone bills are lower, thanks to reduced air-time minutes and roaming charges, by calling over WiFi from your home, a hotspot or your corporate network. Availability is increased by extending the OpenScape One Number Service functionality to your mobile device as well as allowing you to seamlessly move calls between desk phone, WiFi, and cellular.

Unified Communications

OpenScape Mobile places sophisticated Unified Communications capabilities at your fingertips; making the Mobile Unified Communications functionality easier and more intuitive than ever: users can easily move calls between desk phones and mobile phones, and between WLAN and cellular networks.

Now an integrated component of the OpenScape UC Server, OpenScape Mobile's deployment is simplified with the apps available from the relevant app stores and management complexity is reduced as the mobile client is now a standard extension of OpenScape Voice.

Video on iPad with OpenScape Mobile Client

Voice and Video

Voice and video functionalities of OpenScape Mobile are brought together with OpenScape Mobile's comprehensive UC capabilities into a single user-friendly client, featuring unique gesture-driven capabilities using the latest mobile device platforms.

Full-screen video on iPhone

Security

Corporate security requirements are also addressed as calls are encrypted using the industry-standard Transport Layer Security (TLS) and Secure Real-time Transport Protocol (SRTP).
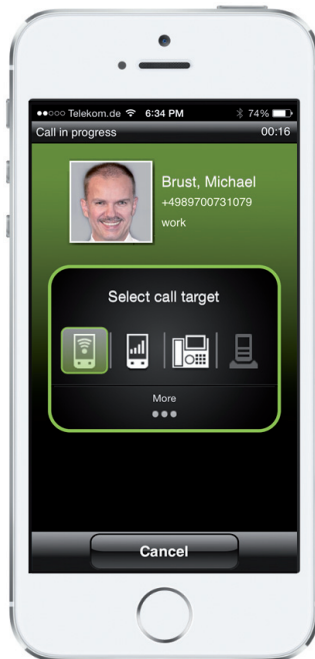
OpenScape UC Mobile Client

The OpenScape UC Mobile Client offers improved BYOD functionality with seamless UC for more flexibility and support of the latest trends at the workplace.

The following features are available:

- Presence
- Contacts
- Conferences
- Preferred device
- Calls
- Call journal

OpenScape Call Swipe

OpenScape Mobile V7 introduces OpenScape Call Swipe enabling users to seamlessly transfer calls from their mobile device to a nearby desktop device, and vice-versa. Users can also decide to switch calls to the cellular network or WiFi.

Call in progress on iPhone with OpenScape Mobile client

Architecture

OpenScape Mobile V7 is implemented together with a desk phone (e.g. OpenStage, UC desktop client). Both OpenScape Mobile and the desk phone operate with the user's One Number Service. The desk phone is located on campus with direct connectivity to OpenScape Voice or in a home office with access to OpenScape Voice via a Session Border Controller.

In the remote scenario, users connect to OpenScape Voice via a Session Border Controller. OpenScape Mobile recognizes and switches without user intervention between a remote connection (Session Border Controller IP address) and a local connection (OpenScape Voice IP address). The OpenScape Session Border Controller is the preferred Session Border Controller for this scenario.

Operation Modes

UC-only Mode

In the UC-only mode, OpenScape Mobile V7 connects to the OpenScape UC Application infrastructure through the Facade Server using an http(s) connection over WLAN or 3G/Edge. In this mode, there is no direct registration to the OpenScape Voice server.

Voice-only Mode

In the Voice-only mode, OpenScape Mobile V7 works without an OpenScape UC Application infrastructure and can be used in the corporate WIFI infrastructure or from a remote location using a WiFi hotspot or Home Office WiFi. If WiFi is not available, OpenScape Mobile uses the data channel of the mobile device (e.g. 3G) to initiate a call through OpenScape Voice. The calling party sees the ONS number instead of the mobile number. The voice payload is transferred via the cellular network.

Combined Mode

In the Combined mode, OpenScape Mobile V7 has two connectivity paths:

- SIP connectivity is established with OpenScape Voice
- Http(s) connectivity is established with the OpenScape UC Application server

OpenScape Mobile with "Auto-Pilot"

With OpenScape Mobile you are reachable at your desk, on your mobile device via WiFi or via the cellular network, or on any other device you prefer.

In Voice-only and Combined modes, users can select the "Auto-Pilot" option to automatically route incoming calls based on the following criteria:

OpenScape Mobile is on and reachable over WiFi

The call rings in your WiFi phone first.

If you don't answer, the call is sent to your desk phone.

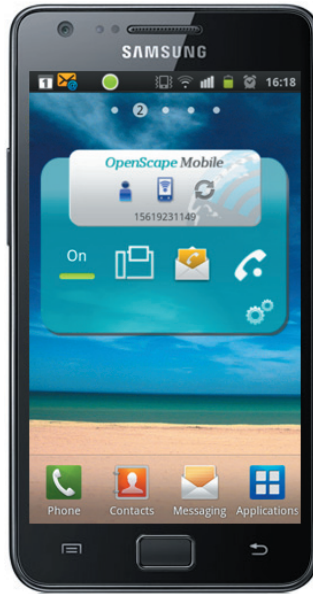If you don't answer, the call is forwarded to your desk phone's voicemail box (if configured).

OpenScape Mobile is not reachable over WiFi

(turned off or without WiFi connectivity)

The call rings in your desk phone first.

If you don't answer, the call is sent to your cell phone (optionally controlled via configuration).

If you don't answer, the call is forwarded to your desk phone's voicemail box or your cell phone's voicemail box (whichever answers the call first).

OpenScape Mobile widget on Android smartphone

Call in progress on iPad with OpenScape Mobile Client

Features and Functions

OpenScape Mobile offers the following features:

Voice and Video over WiFi

For Android and Apple iOS devices.

Call Swipe

Enables users to seamlessly move calls between WiFi and cellular network, as well as between the mobile device and any other target.

Device Selection

For incoming calls: WiFi, desk, mobile.

Call Decision

For incoming calls: answer, voice mail and decline.

Remote Access

Via SBC from WiFi hotspot or home WiFi.

Telephony Features

- Call transfer (blind transfer)
- Call forwarding (all, busy, no reply)

Security

- Secure calls with SDES
- Secure signaling with TLS
- Secure authentication
- Encrypted storage of application data

Codecs

- H.264
- G.711
- G.722
- iLBC
- iSAC

Android Devices

Integration with device native contact list, native dialer, and call log for Android devices.

iOS Contacts

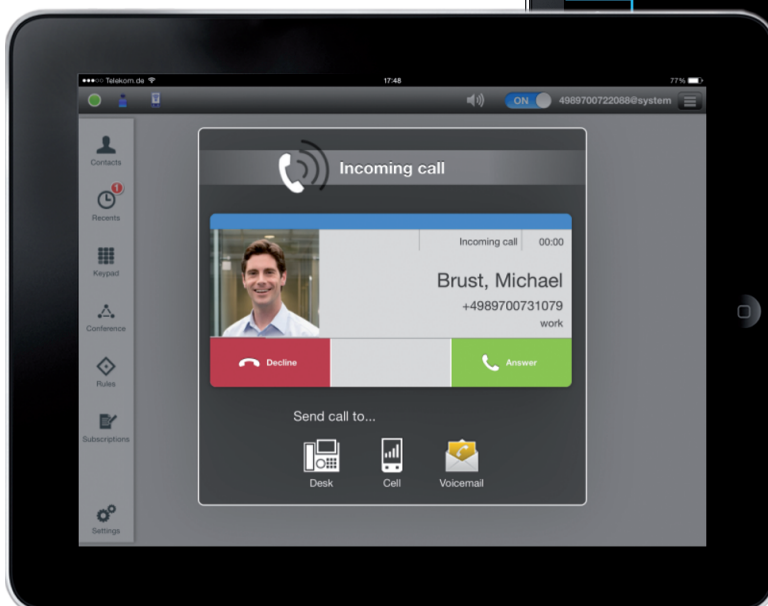Use of iOS contacts to make calls, including contacts from Exchange or LDAP.

Software Distribution and Updates

Via Google Play and Apple App Store.

Audio

- Improved acoustic echo cancellation (AEC)
- Automatic gain control (AGC)
- Noise reduction
- Voice activity detection (VAD)
- Jitter buffer

Incoming call with OpenScape Mobile Client...

... on Android tablet

... on iPad

Operation Modes

OpenScape Mobile V7 operates in three modes (depending on the licenses purchased):

UC-only

The user controls OpenScape UC functions such as setting preferred device, setting presence status, access to UC contacts, and conferences.

Voice-only

Enables VoIP on the mobile device and provides additional features such as call transfer, call forwarding, and Call Swipe.

Combined

Enables full UC and Voice functionality in a single mobile application.
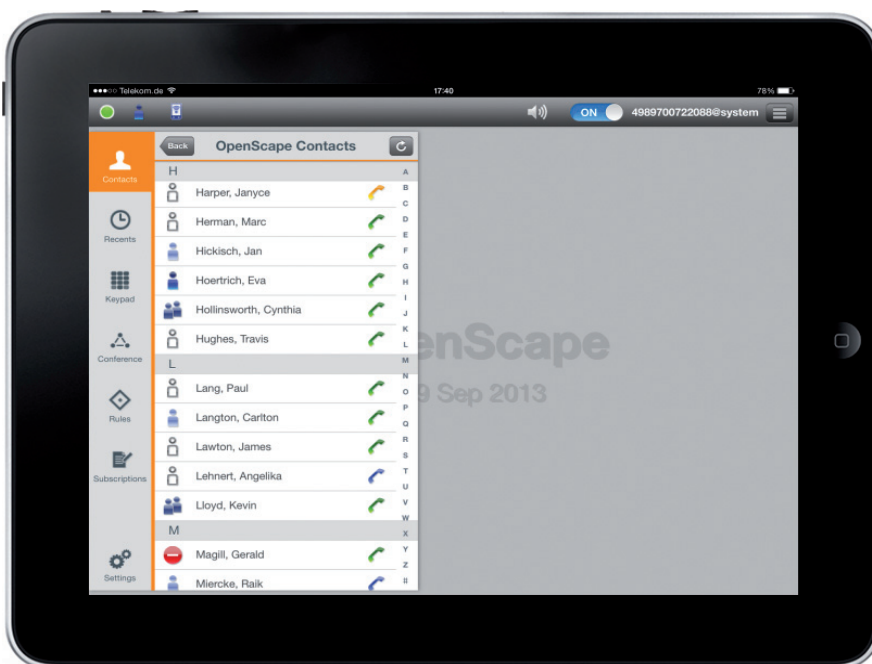
UC Features

(available in UC-only and Combined modes)

- Setting the presence status
- Setting the preferred device
- Starting and editing UC conferences
- Personal contact list
- Call journal
- Corporate directory access
- Activation of rules

Supported Languages

OpenScape Mobile V7 supports the following languages:

- English
- German
- French
- Spanish
- Italian
- Portuguese
- Brazilian Portuguese
- Russian
- Czech
- Turkish
- Polish
- Catalan

UC contacts on iPad with OpenScape Mobile Client

Hardware and Software Requirements

Supported Platforms

The UC-only, Voice-only and Combined operation modes require the following platforms:

UC-only	Voice-only	Combined
• OpenScape UC Application V7R1/7R2 • OpenScape UC Façade Server V7R1/7R2 • OpenScape 4000 V7R1 • OpenScape Voice V7R1 • OpenScape Voice V8	• OpenScape Voice V5 • OpenScape Voice V6 • OpenScape Voice V7R1 PS21 or higher (at least PS30 required for video) • OpenScape Voice V8	• OpenScape Voice V7R1 PS21 or higher (at least PS30 required for video) • OpenScape Voice V8 Together with: • OpenScape UC Application V7R1/7R2 • OpenScape UC Façade Server V7R1/7R2

Supported Mobile Operating Systems

Android

• Android V2.3 and Android 4 (ICS) optimized for Android tablets

iOS

• Apple iOS 6 or higher

For support devices with iOS, see: http://iossupportmatrix.com/

OpenScape UC Mobile Client

The OpenScape UC Mobile Client is available for Windows Phone 8, Blackberry 10, Apple iOS and Android Smartphones.

See also the data sheet "OpenScape UC Application"

WLAN Requirements

Infrastructure

The WLAN infrastructure has to provide:

• Sufficient coverage to support OpenScape Mobile client devices in all areas where they are used
• Sufficient capacity to support the wireless telephony application, taking into account other WLAN services

A WiFi site survey is recommended. Unify offers a range of assessment, consultancy, and design services for any network that is to be used for voice.

Access Points

All WLAN access points have to be certified by the WiFi Alliance for:

• IEEE 802.11a, b, g, n
• WiFi-protected access (WPA 2 Enterprise)
• WiFi Multimedia™ (WMM®)
• WiFi Multimedia Power Save™ (WMM Power Save®)

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