Unify OpenScape Mobile Pro

Atos Unify OpenScape Mobile V10

OpenScape Mobile V10 is the next-generation mobile client of Atos Unify for the latest mobile phones and tablets. It combines SIP-based VoIP, UC, and video features into one single application. The mobile application is available as OpenScape Mobile Pro via the Apple App Store and Google Play Store.

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 (WLAN and LTE), video and the handover 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/LTE 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.

Video on iPhone with OpenScape Mobile Client

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 Atos Unify OpenScape Voice and Atos Unify OpenScape 4000.

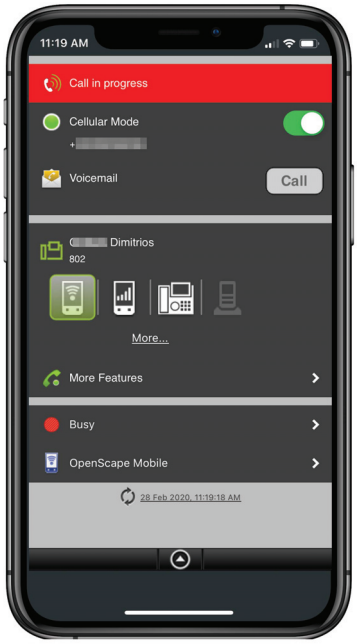
Voice and Video

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.

Call in progress on Android with OpenScape Mobile client

OpenScape Call Swipe

Atos Unify OpenScape Mobile V10 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/LTE.



Call in progress on iPhone with OpenScape Mobile Client - Swipe call

Architecture

OpenScape Mobile V10 is implemented together with a desk phone/softphone (e. g. OpenStage, CP Phone, UC Fusion for Office client). Both OpenScape Mobile and the desk phone/softphone operate with the user's One Number Service. The desk phone/softphone is located on campus with direct connectivity to the OpenScape Platform or in a home office with access to the OpenScape Platform via a Session Border Controller.

In the remote scenario, users connect to the OpenScape Platform 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 Platform IP address). The Atos Unify OpenScape Session Border Controller is the preferred Session Border Controller for this scenario and is also needed for the functionality of Push notifications. The Session Border Controller is the interface to the Apple/Google Notification Server located in the Internet.

OpenScape Mobile Client

The OpenScape 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:

- Manage Presence
- Manage Contacts
- Conferences Start/Join
- Preferred device settings
- Manage Calls
- Call journal
- Activate/Deactivate Rules
- Chat

Telephony Features

- Call transfer
- Consult
- Call Hold
- Call forwarding (all, busy, no reply)
- Start/Join UC conferences

Configuration Overview

The implementation of OpenScape Mobile for iOS and Android can be together with a desk phone (e.g. OpenStage, UC desktop client); both OpenScape Mobile and the desk phone operate with the user's ONS.

OpenScape Mobile can also operate without a desk phone. The desk phone may be located on campus with direct connectivity to a OpenScape PBX or in a home office with access to a OpenScape PABX through an SBC. OpenScape Mobile can be used in three different modes: Voice-only, UC-only and Combined

UC-only mode

OpenScape Mobile is connected to the HAProxy / Facade Server and supports UC features like call control functionalities. However, this configuration does not support OpenScape Platform features, like for example VoIP calls. The UC-Only mode enhancements are implemented thanks to the new interface (i.e. HAProxy) that allows clients to be notified about the call stage and perform call control requests. There is a new connection to the Event Server. As a result, the OpenScape Mobile application and UC Front-End do not communicate with each other directly, but via HAProxy. From the end-user perspective, nothing has been changed in the login process. The users still need to enter Server Address (IP address or server name) given by their System Administrator.

Voice-only mode

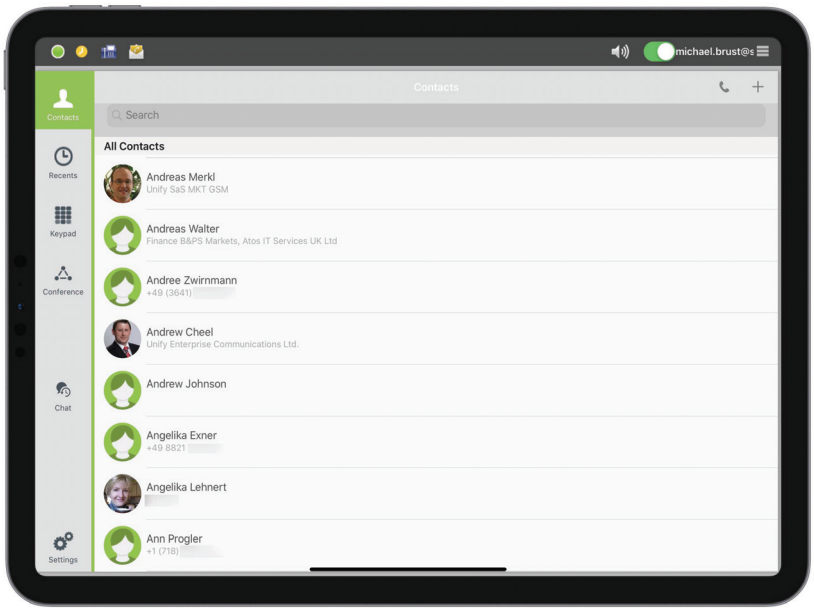
OpenScape Mobile uses an SBC for the SIP connection independently whether the device is using a Corporate WiFi, a WiFi hotspot or Home office or Cellular network. The SBC communicates with the Apple/Google Notification Server over HTTPs. For the devices application, special configuration is required in the Corporate Firewall for the communication of APN/GPN with SBC and mobile device in Corporate WiFi is allowed. Also, the corporate firewall must be properly configured to allow SIP signaling and RTP traffic between corporate WiFi and external IP address of SBC.

Combined mode (Voice + UC)

In this integrated configuration, the OpenScape Mobile Pro Application contacts the UC Server via HTTPS and registers with the OpenScape PABX via SIP. The SBC communicates with the APN/GPN via HTTPs. The OpenScape Mobile Pro Subscriber has a desk phone and his OpenScape Mobile Pro-enabled mobile phone (Wi-Fi and cellular). The OpenScape Mobile Pro Application allows the subscriber to control where the call is to be received at any time.

The combined Configuration will also support connection to OpenScape 4000. An OpenScape Mobile client when connected to an OpenScape 4000 system will operate in the same way as when connected to an OpenScape Voice system.

In the case of the Apple/Android Devices version, special configuration is required in the Corporate Firewall in order the Communication of APN/GPN with SBC and mobile device in Corporate WiFi is allowed. Also, the corporate firewall must be properly configured to allow SIP signaling and RTP traffic between corporate WiFi and external IP address of SBC.



UC contacts on iPad with OpenScape Mobile Client

General

Security

- Secure calls with SDES (MIKEY is not supported)
- Secure signaling with TLS 1.2
- Secure authentication
- Encrypted storage of application data

Codecs

- ISAC, PCMU, PCMA, G722, G729, G729B and iLBC

Software Distribution and Updates

Via Google Play and Apple App Store.

Hardware and Software Requirements

Supported Platforms

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

Supported Platforms		
UC-only	**Voice-only**	**Integrated**
• OpenScape Voice V9/V10 • OpenScape 4000 V8R2 • OpenScape 4000 V10R0 • SBC V9R4.x (latest FR) • SBC V10.R0.02.x (latest FR) Together with: • Atos Unify OpenScape UC Application V10R0 (latest FR) • Atos Unify OpenScape UC Application V9R4 (latest FR)	• OpenScape Voice V9/V10 • OpenScape 4000 V8R2 • OpenScape 4000 V10R0 • SBC V9R4 (latest FR) • SBC V10.R0.02.x (latest FR)	• OpenScape Voice V9/V10 • OpenScape 4000 V8R2 • OpenScape 4000 V10R0 • SBC V9R4.x (latest FR) • SBC V10.R0.02.x (latest FR) Together with: • OpenScape UC Application V10R0 (latest FR) • OpenScape UC Application V9R4 (latest FR)

Supported Mobile Operating Systems

- Android 5.x, 6.x, 7.x 8.x, 9.x, 10.x
- Apple iOS V11.x, V12.x, V13.x

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®)

OpenScape Mobile V10

OpenScape Mobile V10 extends Unified Communications from Unify OpenScape UC Server to smartphones, tablets and iPad's. OpenScape Mobile V10 includes feature-rich VoIP, extending the OpenScape One Number Service functionality to your mobile device as well as allowing you to seamlessly move calls between desk phone, Wi-Fi and cellular. OpenScape Mobile V10 reduces cellular charges through lower air-time minutes and roaming charges by making and receiving calls over Wi-Fi from your home, a Wi-Fi hotspot, on the corporate Wi-Fi and Voice over LTE.

OpenScape Mobile introduces the "Handover Feature" which enables users to seamlessly move calls from their mobile device to a nearby desktop device, and vice-versa. Users can also decide to hand over to the cellular network or the Wi-Fi. Hand Over only requires a simple finger gesture to seamlessly move a call to the most convenient device or network.

What's New in OpenScape Mobile V10

New Redesign

- Call History / Journal
- Contacts
- Call stage

All following features will be offered to the user on top/through the new redesign:

Call History / Journal

- Enhanced Journal Info
- Grouping of call records (per contact per day etc.)
- Clear call information (instead of arrows)
- UC contact avatars with Dynamic presence Status
- Swipe delete single or Delete all - quick actions

Contacts

- Merged search as presented in the web Client
- UC contact avatars with Dynamic presence Status
- Additional information, display names, numbers, department.
- Enhanced dynamic local search (phone/name)
- Enhanced directory search result with UC avatar/summarized info

Call stage

- Responsive UI
- New dial pad with dynamic search capabilities
- UC avatars in call screens

Presence information display

- From all screens/tabs
- Dynamically updated

Rules

- Show rule profiles and status
- Enable/disable rule profile

Call forwarding (CallBack Mode)

- Enabling/disabling system call forwarding in callback mode

Customer Benefits

OpenScape Mobile V10 extends enterprise unified communications to the latest mobile devices, resulting in productivity enhancements and cost savings.

Total Cost of Ownership

- Reduce cellular charges through lower air-time minutes and roaming charges by making and receiving calls over WiFi from your home, a Wi-Fi hotspot, on the corporate WLAN or Voice over LTE.
- Reduce monthly mobile phone costs by seamlessly routing mobile calls to the desktop phone or the WLAN
- Remote access to the enterprise network through WLAN Hotspots and Home WLAN infrastructures to take advantage of all network cost saving benefits
- Reduced training and support costs due to use of popular and intuitive mobile devices
- Investment protection by integrating mobility solutions with existing infrastructure

Business Value

- Workers get more done with any-time, any-location mobile access to people
- One Number Service, one client, one voice mailbox
- Improved customer engagement and service
- Make faster and more effective decisions by including key mobile team
- Use of familiar mobile devices increases and facilitates mobile client adoption (no learning curve)

Improved flexibility

- Native integration into OpenScape UC Server facilitates implementation and administration

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