Mobile App for iOS

Mobile Apps 6.6

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1 Overview

This iOS mobile application enables you to access the directory search, manage your presence status, call and send text messages, chat and do more advanced collaboration with your contacts and guests. This app allows you to log in and out of queues and lets other users see your presence status. Built-in transfer capabilities allow users to transfer calls through the user interface.

> ⚠ The user interface of this app can be different, depending on whether the user also has a MiTeam license. When such a license is available and all old-style chats have been deleted from the **Chats** tab, this tab is not displayed. The **MiTeam** tab provides access to streams, meets and Collaboration chats. Also, to create a new chat, the user needs to use the **Contacts** tab.

1.1 Supported versions

See the Compatibility Matrix for a list of supported iOS operating system versions.

2 Language Localization

This iOS app provides language localization for a variety of languages, which allows you to use the app in the language of your choice. The language for this app can be changed by changing the language of the mobile phone.

2.1 Supported Languages

The following languages are supported in this iOS app:

> ⚠️ The fallback language is English (UK), which is used when localization does not exist for a chosen language.

- Chinese (Simplified)
- Danish
- Dutch
- Dutch (Belgium)
- English (US)
- English (UK)
- Finnish
- French
- German
- Italian
- Japanese
- Lithuanian
- Norwegian (Bokmål)
- Spanish
- Swedish

3 Uninstalling

To uninstall the application, press and hold on the app icon and tap **x**.

> ⚠ Uninstalling the app does not automatically remove the synced contacts. To remove the synced contacts you must first turn off contact synchronization, then remove the configuration profile, and then restart the application and give it enough time to remove the contacts and the group that it created.

4 Getting started

There are two different ways to get started with this iOS app. Which way is available for you depends on the system you are connecting to.

4.1 Getting started with an iPhone

4.1.1 Alternative 1. Activate with mobile number and code

1. You will receive a welcome SMS from the system administrator. The SMS will contain a link to download the application.
2. Open the link in the SMS text message and download the application.
3. Open the application. It requires you to fill in your mobile number including the country code. e.g. +46736123456.
4. Press **Get activation code** button. An activation code will be sent to you by SMS and by email.
5. Fill in the activation code and press the **Activate** button.
6. After the activation code is validated, you can use the app.

4.1.2 Alternative 2. Activate through the configuration web page

1. You will receive a welcome SMS from the system administrator. The SMS will contain a link to a web page where you can download and configure the application.

1. In the web page that opens on your phone, tap on **1. Download**.
2. You are directed to App Store. Download the application and install it.
3. When the installation is completed, return to the web page by tapping on the link in the message. Then tap **2. Configure**.

4.2 Getting started with an iPad

4.2.1 Activate using a temporary activation code

1. You will get a welcome SMS/E-mail from the system administrator. the SMS/E-mail will contain a link to download the application.
2. Open the link in the SMS/E-mail and download the application.
3. Open the application. It requires you to fill in your username or the mobile number (including the country code e.g.+46736123456).
4. You might also need to fill in the server address if it was not embedded in the application.
5. Press **Get activation code** button. An activation code will be sent to you by SMS (in case you provided a mobile number) or by email.
6. Fill in the activation code and press the **Activate** button.
7. If the provided credentials are correct, your app is activated and should display the main view.

4.2.2 Activate using your password

1. After installing the app, select the link to log in with username and password.
2. Fill in your username or your custom user identifier, and your password.

3. You may also need to fill in the server address if it was not embedded in the application.
4. Press the **Login** button.
5. If the provided credentials are correct, your app is activated and should display the main view.

4.3 If you are unable to log in with any of above-mentioned methods

1. Install this app from the App Store.
2. Browse with your iPad to the **Application** page in your user web.
3. Select **Launch iPad configuration**.

4.4 Launching the app

You launch this app by selecting the app icon on your iPhone.

When starting the app, the user arrives at the topmost navigation view. Swiping with the handle on the right side displays the quick presence view. This is where users can set presence, access presence shortcuts, add presence shortcuts and set presence with diversions. Swiping with the handle on the left side displays the navigation menu, where the user can choose among different views and see notifications, for instance about unread chat messages or recently added log items.

4.5 Presence view

The **Presence view** is accessed by swiping the app screen to the left. In this view, you can inspect and set your current presence state and information related to this.

The **Presence** view shows your activity, with end time and diversion, and your shortcuts.

To edit your activity, press on this item.

4.6 Navigation

App's navigation menu is accessed by swiping the app screen to the right. The contents of the menu may vary.

4.7 Handlebars

The app's main screen shows two coloured handlebars, which display a quick view of your VoIP connectivity status and presence.

- Left handlebar: VoIP connectivity status is shown here. For more information, see the **VoIP status** section in Calls(see page 32).
- Right handlebar: A red handlebar colour indicates an 'unavailable' status, whereas a green colour indicates 'available' status.

5 Contacts View

In the **Contacts** view, the presence state, call status, and note of all your contacts can be seen. Your **Favorite** list is displayed by default, and you can search for other directory contacts.

You can tap and hold on a contact to display a pop-up dialogue with all communication options for that contact. If you tap and hold on a local contact, you will also get the option to add the local contact to your **Contacts** or share the contact with another user in your local contacts. Tapping on a contact will open up the detailed view of the contact.

5.1 Favourites, VIPs and blocked contacts

Your contacts are optionally marked as:

- **Favourite** - a contact that is displayed in your Contacts list when you do not have an active search query.
- **VIP** - a Favorite contact that you can add specific call routing rules for.
- **Blocked** - a contact for which you can add specific call routing rules.

5.2 Detailed view

The detailed view of a contact displays additional information on the contact. You can see the additional fields regarding organization and department, email address and all the numbers for the contact, and also your recent call history.

At the top of the view, you can set if the contact should be in your Favorites list, your VIP list, your blocked list or just a normal contact. You can also add the contact to your list of local contacts.

5.3 Changing a user's presence information

You can change the activity, role and personal note in the presence information of a user if you have the authorization for this.

To change user's Activity

1. Click on the **Activity** message.
2. Select the new activity, or select **Custom activity view** to set an end time to the activity and to override availability.

To change a user's role

1. Click on the role.
2. Select the new role.

To change user's personal note

1. Click on the personal note.
2. Enter the new message.

5.4 Future presence

This section shows the contact's future presence events for today. At the bottom, there is a **More** option which leads to the contact's future events for the current month. You can see the events for additional future months

using the navigation buttons. You can add, edit or delete user's future presence events if you have the authorization for it.

5.4.1 Sharing a contact

You can share the contact details of a directory contact to another sharing app.
To add a local contact

- Press and hold on a local contact in the contact list or in the log to get the option to **Add to Contacts**. This opens a screen where you can edit and add additional information on the contact. You can also choose whether to add it as a normal Contact, a **Favorite** contact, a **VIP** contact or as a **Blocked** contact.

5.5 Contacts synchronisation

You can sync your mobile app contacts to the local phonebook (app) of your phone. This allows your phone to provide name lookup of your organisation's contacts for normal GSM calls that are not routed through the system.

To configure directory contacts synchronisation to your phone's local contacts

1. Go to in-app **Settings** and scroll down to the **Contacts** section.
2. Tap **Synchronisation** to choose the desired synchronisation option:
    a. **Off**: Disable contacts synchronisation.
    b. **Favourites**: Enable synchronisation for only favourite contacts. This will sync only the contacts that you have marked as favourite in your app. Other contacts in your organisation will not be synched.

    > ⚠ Note that favourites contacts synchronisation will happen only if you have iCloud enabled as your default account.

    c. **All contacts**: Enable synchronisation for all contacts. This will sync all contacts in your organisation regardless if they are marked as a favourite or not. Note that this option requires you to download and install a configuration profile before contacts synchronisation can start. A guided walkthrough appears upon choosing this option. Follow the on-screen steps to install the profile. Likewise, the configuration profile is required to be removed if you disable the **All contacts** synchronisation.

> ⚠ Any updates made to contacts on the server will be synced to the mobile app when the app checks (as per configured expiry value set by your administrator) and the server cache has expired.

> ⚠ If a synced contact's information, such as phone number or email, is changed on the server, the new information will be added to the contact's current information. The existing information will not be removed, because it is not possible to know whether this local contact information has been manually edited after being transmitted from the server to the client.

> ⚠ **Uninstall behaviour and downgrading the synchronisation options**
> If an already-configured synchronisation option is disabled or the app is uninstalled(see page 5), all synched contacts are not automatically removed from your local address book. To do so, you must remove the configuration profile that was installed earlier at the time of enabling contacts synchronisation.
> If you disable the synchronisation (for example, from **All Contacts** to **Off** or from **Favourites** to **Off**), all or favourited synched contacts are removed from your local address book depending on the choice of option.

6 Me view

The **Me** view lets you see and manage presence state, caller ID and your information. Your presence state is used to show and manage whether you are available for calls at a given time. You can also change your presence information. **Caller ID** is the number that is used when calling outbound. You can change this number from your primary number so that you call from, for example, the switchboard or an attendant group.

To change your Activity

1. Select **Me**.
2. Select **Set Activity**.
3. Select the new activity. The activity is changed immediately.

To change the Activity End Time

1. Select **Me**.
2. Select **Set Activity End Time**.
3. Set your end time and select **OK**.

   The activity will go back to the default activity (as set on the web **Home** page of the user) when the time expires. When the end time is next workday, the activity will go back to the default activity at the start of your next workday, as set in the working hours configured by your administrator.

To change your Caller ID

1. Select **Me**.
2. Select **Caller ID**.
3. Choose your new outbound caller ID.
   If you want to call anonymously, unmark **Show my caller ID**.
4. Select **Done**.

To set your Note

1. Select **Me**.
2. Select **Set Note**.
3. Enter your note. Press the text field to bring up a keyboard if that is required.
4. Select **OK**.

If you are authorized, you can also change the information in the extra fields.

To edit your extra information

1. Select **Me**.
2. Select the edit icon next to the field you want to edit.
3. Enter your new information and click **OK**.

6.1 Change user photo

The user photo can be set or changed from the **Me** view. The permission to change photo is controlled by your administrator.

Press the photo with a small camera icon.

A camera view will open. In this view, you can take a photo, or open your photo gallery to select a photo. You can also modify your photo by applying a filter or zoom in and out using a pinch gesture on the photo preview.

To take a new photo

You can take a new photo using the front or back camera. Select the camera by pressing the switch button. When the back camera is used, you can also select the flash mode in the top right corner and change focus by pressing on the photo preview.

1. Select the camera.
2. Press the camera icon in the middle.

To import a photo

1. Press the folder icon in the bottom right.
   The photo gallery will open.
2. Select a photo.

To apply a filter

After a photo is taken or imported, a toolbar with filters will appear. You may optionally apply a filter to the photo.

1. Scroll the toolbar horizontally to find a suitable filter.
2. Press the filter preview image.
   The filter will now be applied to your photo.

> ⚠ You can switch filter by selecting another one or remove the filter by pressing the **ORIG** button.

To upload the photo

After a photo is taken or imported, a check button will replace the camera icon. By pressing this the photo will be scaled to the supported format and uploaded.

- Press the check button

7 Chats

You can send chat messages to your colleagues from this app. Based on your user profile, you may have access to a basic chat functionality (Instant Messaging) or the more advanced Collaboration feature, described in the Collaboration(see page 24) section.

> ⚠️ With the basic chat, it is not possible to receive messages when the app is in the background or the device is locked. This functionality is available only for MiTeam.

> ⚠️ The **Chats** tab is not displayed when the user has a MiTeam license and all old-style chats have been deleted from this tab. When a license is available, the **MiTeam** tab displays also Collaboration chats.

To start a basic Chat conversation with a contact

The following procedure applies also when you have the Collaboration feature enabled, but the other party does not.

1. From the **Contacts** view or **Call Log**, select the contact you want to start a chat with.
2. Tap **Chat**.
3. In the **Chat** view, enter your message and send it.

If you, on a later occasion, initiate a chat with the same user, it will be a new chat session. No history is kept.

To start a Collaboration Chat session with a contact (Individual Chat)

1. From the **Contacts** view or **Call Log**, select the contact you want to start a chat session with.
2. Tap **Chat**.
3. The **Chat** view is displayed. The other participant will instantly be able to see the chat session but will receive a notification only after you enter a message.

If you, on a later occasion, initiate a chat with the same user, the same chat session will be continued, with previous messages saved in the chat history.

To delete a chat session

1. In **Chats**, hold tap over the chat you want to delete.
2. Tap **Delete**.

8 Dialler

The **Dialler** view is an office phone dialler, where you can initiate calls.

You can also initiate blind and attended call transfers from this view if you have an ongoing GSM call that is routed through the system.

> ✅ It is also possible to copy and paste numbers into the dialler.

9 Call log

The **Call log** view presents your log history in chronological order, with the latest item on top. Here you can see information (such as date, peer, name or phone number when available) about your missed, incoming and outgoing calls, and associated call recordings if available. Logs are gathered from all your devices connected to the system. Each log entry shows the current presence status of the peer, if available, and has a quick link to contact details about the peer, where you can see the past history and add the peer to your contacts.

You can filter the log on **All items**, only **Missed items** or on **Inbox**, where the **Inbox** shows you all your call recordings. For the filtered results, you can do a batch delete. You can also delete single log items. The menu option for log history holds a badge that reflects the number of unseen (new) missed calls. This number is also displayed in the application icon badge icon on the phone's home screen, which is the sum of all missed calls, voicemails, and unread chat sessions.

> ⚠ To refresh the call log, drag downward on the list of calls. This fetches any new calls from the system and displays them in the call log.

To view your log history

1. Select **Call Log**.

To delete a log item

1. Select **Call Log**.
2. Tap and hold the item to delete. In the pop-up menu, select **Delete** and confirm. Alternatively, swipe the item from right to left and select **Delete.**

To filter on All, Missed, or Inbox items

1. Select **Call Log**.
2. Select the filter option **All** if you want to see all your communication log items.
3. Select the filter option **Missed** if you only want to see your missed calls items.
4. Select the filter option **Inbox** if you only want to see recordings.

To call back

1. Select **Call Log**.
2. Press the call icon to the right of the contact you want to call.

To listen to your manually recorded call recordings

1. Select **Call Log**.
2. Press the play button on the item you want to listen to.

> ⚠ To play recordings, it is necessary to have a mobile data connection or LAN connection.
> On mobile data or a slow LAN, it may take a couple of seconds for the recording to start playing.
> On very slow networks, a progress bar is displayed while the download starts. Change the view in order to abort the download.

You can use the slider displayed in the playing recording to seek forward and backwards in the recording. Tap the pause icon to temporarily stop playing. Tap the icon again to resume playing.

> ⚠ Only one recording or voicemail at a time can be played.
> Switching to another view will stop playing the current recording.

To view log history for a specific contact

1. Select **Call Log**.
2. Press the Info icon the right to see details about the related contact. In this view, you will also be able to see your log history for this specific user.

To perform more actions

1. Select **Call Log**.
2. Long press on a log item to pop up a menu with call, SMS, delete, and view details actions.

10 Voicemail

The voicemail view is a dedicated tab for all your voicemails.

To listen to voicemail

1. Select **Voicemail** from the app menu. The behaviour of this function depends on whether the **Download message to mobile phone** feature is allowed on the server.
    a. If this feature is denied, tap on a voicemail message to initiate a callback from the server that will play the voicemail.
    b. If the feature is allowed, the voicemail functionality works as described below:

        i. Tap the voicemail item to expand the view to choose voice output ( ), callback ( ), or voicemail information ( ). To play the voicemail directly, press the play icon at the right of the voicemail item you want to play. The duration of the voicemail message is displayed, and the play icon changes to a pause icon.

        > ⓘ The voicemail plays using the selected voice output option, which can be set to the speaker, phone, or Bluetooth. If Bluetooth is connected, the list is shown to select between the speaker, phone, or Bluetooth; otherwise, if Bluetooth is not connected, pressing the output button ( ) only toggles between phone and speaker. If a call comes while playing a voicemail, the voicemail is automatically paused.

        > ⚠ To play voicemail messages, it is necessary to have a mobile data connection or WiFi connection.
        > On mobile data or a slow network, it may take a couple of seconds for the message to start playing.
        > On very slow networks, a progress bar is displayed while the download starts.
        > Change the view to cancel the download.

        ii. You can use the slider displayed in the playing voicemail item to seek forward and backwards in the message. Tap the pause icon to temporarily stop playing. Tap the icon again to resume playing.

        > ⚠ Only one voicemail message or recording at a time can be played.
        > Switching to another view will stop playing the current voicemail message.
        > You can listen to voicemail messages from a specific contact also in Contact detail view.

11 ACD and Attendant groups

The **ACD Groups** view lists the ACD and Attendant groups that you are a member of.

> ⚠ This view is available only if you are a member or supervisor of an ACD or Attendant group.

To log in or log out of an ACD or Attendant group

1. Select **ACD Groups**.
2. Tap the slider next to the group you want to log in or log out from. You can scroll down see more groups if the list is not entirely visible on the screen.

To view the ACD and Attendant groups call log

1. Tap the ⇵ icon. The view displays a summary of all, missed, forwarded, and answered calls.

11.1 Group Number Call Log

The **Log** view is available under the ACD Groups view. This view displays, from top to bottom:

- A summary of the total number of calls, and number of calls in each status category, surrounded by a color-coded circle displaying the proportion of calls in each category:
  - **All Calls**
  - **Missed** - color-coded in red
  - **Forwarded** - color-coded in orange
  - **Answered** - color-coded in green
- **Calls assigned to me (n)** - A link to a view that displays calls assigned to the present agent, where **(n)** contains the number of calls assigned to this agent. Clicking this link displays a view with a list of the items assigned to the current agent. This list allows filtering by group. See Calls Assigned To Me for more information.
- **All groups** - A list of calls in all groups. Each item displays, from left to right:
  - The phone number or name of the caller, and under this field the number of calls to the group with the same status and from the same number or caller.
  - The group name. If a watch icon is displayed, it indicates that the call was forwarded because the queue was scheduled as closed at the time of the call.
  - The assigned agent field, which may contain one of the following:
  - The name of the agent, displayed on a gray background, if the call is handled.
  - The agent name on a white background, if the call is in progress.
  - An upward arrow icon, if the call is unassigned.
    If the item contains a text note, a note icon is displayed under the agent field.
  - A phone handset icon, surrounded by a circle in the color indicating the call status (as described above), and the time or date of the last call.

To filter the list by a given status

- Tap on the the corresponding circle at the top of the view.

To display the unfiltered list

- Tap the **All Calls** circle at the top of the view.

To filter the list by a given group

- Tap on the filter icon at the top right of the view and select the desired group.

To call from the group number call log

- Tap on the handset icon at the right of a log item.

> ⚠ Calling from the group number call log has the following effects:
> The **from** number is set as configured on the server.
> If this feature is enabled on the server, calling from a **Missed** log item sets the item to **In progress**. If the call is unassigned, it will be assigned to the agent who initiates the call. If the call is already assigned to an agent, the assigned agent will not change.

To open an item in the details view

- Tap on the item in the **Log** view (except on the arrow icon of an unassigned item, the agent field of a missed call, or the handset icon).

If the item contains a note, the text of the note is displayed in the details view. A supervisor, or the agent assigned to the call, can edit the text of the note, or type a new note. Tap on the pencil icon at the right of the note to enter or edit text. A note can be up to 255 characters long.

In the details view, to filter the list by caller, toggle the filter icon in the top right corner of the view to ON. The OFF position of the toggle icon displays the unfiltered list.

In the **Log** and details views, an agent can tap on an unassigned item and select **Assign to me** to assign the call to oneself. A supervisor can assign a call to an agent by selecting **Assign to an agent** and choosing an agent in a list.

In the **Log** view and details view, to unassign, reassign or change the status of a call, tap on the agent field of the call (in unassigned calls, this item contains an upward arrow). This displays a dialog with the following choices:

- **Unassign** - Tap to mark the call as unassigned. A supervisor can unassign any call. An agent can only unassign a call that is assigned to oneself.
- **Completed** - Tap to mark this call as completed. A supervisor can do this for any call in the list. An agent can only do this for calls that are assigned to oneself.
- **Assign to agent** (only displayed for supervisors) - The supervisor can assign the call to an agent by tapping this item and selecting the agent from a list. This choice is only displayed for items that are unassigned or in progress.
- **Assign to me** (only displayed for agents) - An agent can tap this item to assign the call to oneself. This choice is only displayed for items that are unassigned or in progress.
- **Cancel** - Cancel the action.

11.1.1 Calls assigned to me

The **Calls assigned to me** view displays all calls assigned to the current agent by a supervisor or by the same agent. Each item contains the following details:

- Caller
- Group name
- Assigned agent
- Phone handset icon, surrounded by a color-coded circle that indicates the status of the call, and time of the call
- If a note is present, its text is displayed. The agent assigned to the call can edit the text or enter a new note.

Click the filter icon at the top right of the view and select a group to filter the list of items by the chosen group.

11.2 ACD Supervisor

ACD Supervisors can control their groups using the app. In the ACD Groups tab you can see the groups you are associated with. For each group, you can see the number of calls waiting and the number of free agents from the logged in agents. If you are a member of the group you can also log in and log out of the group.

To view which agents are logged in to a group, tap the group. You can log in and log out each agent connected to that group by tapping on the log in/log out switch.

12 Activity diversion

Activity diversion is a feature to enable call diversions based on your activity. You set which activities have a call diversion, and the number the calls should be diverted to. You can, for example, have an activity diversion for the **Vacation** activity, with the switchboard number that will automatically divert all incoming calls to switchboard during the **Vacation** activity. You will be notified with an icon along with diverted number in the **Presence** view.

Selecting your activity to one with mapped diversion number diverts your incoming calls to that number.

Existing diversion numbers to activities are presented in a list. You can add a new diversion number and can also edit or delete existing ones.

To add a new activity diversion number

1. Press the **+** icon
2. Select activity.
3. Enter number where you want your incoming calls to be diverted.
4. Select **Done**.

To edit or delete a diversion number

1. Long press on the desired item.
2. Select **Edit** or **Delete**.

13 MiTeam and Collaboration

13.1 MiTeam

The **MiTeam** view is where you can create collaboration sessions - called streams - with your team members. Streams provide advanced tools for team interaction as well as possibilities to schedule meetings. A meeting is a common name for a conference that can be either a Voice or a web meeting.

In the MiTeam view, you can create new streams as well as meetings (voice conferences and web collaboration sessions). Streams are intended for long-term collaboration, compared to chat sessions that are more ad-hoc oriented. The MiTeam view will list your current streams and meetings. Both the one you have created yourself accepted to be participants in, or you are invited to join. A meeting that is about to start within a short time will appear on top of the list.

You can call a contact directly from within a MiTeam chat. Calling a contact is only possible for chats and not streams.

To call a contact

- From within a MiTeam chat, click the ⋮ (more) icon and select **Call** from the drop-down list. Alternatively, you can call the contact by long-pressing the desired chat in the list of streams/chats, and then choosing **Call** from the pop-up.

To create a new chat with a single contact:

- Click on the desired contact from the **Contacts** tab.

> ⚠ To chat with multiple contacts, create a stream.

To create a new stream:

1. In the menu, click the MiTeam tab (if you have no existing Stream) or the ⋮ (more) icon (if you have existing streams).
2. Enter a title.
3. Select participants by searching for your contacts.
4. Press **Start**.
   The other participants will now automatically be invited to your stream.

To delete or leave a stream:

1. In the **MiTeam** tab's list of streams/chats, long tap on the desired stream.
2. Choose **Delete** or **Leave** (depending on stream ownership).
3. Confirm the action.

> ⚠ A stream can only be deleted by the owner (that is, the user who created it). Only participants (not the owner) of a stream have the option to leave.
> When deleting or leaving a stream, all meetings that the user has scheduled in the stream will be cancelled.

A meeting can be initiated both as scheduled or ad-hoc. When a meeting is scheduled for a stream, the meeting scheduler opens. As the first participant calls into the scheduled conference, the web meeting will be automatically initiated and all participants invited

To schedule a meeting for a stream:

1. In the menu, click the **MiTeam** tab to view the list of your streams.
2. For the stream, you want to schedule a meeting to, click the calendar icon to the right.
3. Click **+**.
4. Insert title.
5. Select the **From** and **To** date and time.
6. Set repeat sequence if applicable.
7. Search and select participants, including any guests. You can add an email address or phone numbers space-separated.
8. Set the preferred meeting reminder time to the calendar invitation.
9. Set the preferred time for SMS text message reminder.
10. Write an invitation **Note**. The text will be displayed in the invitation email and calendar event.
11. Select **Timezone**.
12. Click the **Check** icon to create the new meeting.

To create an ad hoc meeting from inside a chat a stream:

1. In the menu, click the **MiTeam** tab to view the list of your chats and streams.
2. Click on your desired chat or stream.
3. Click the **Meet now** button ( ).
4. Edit the participants and meeting title.
5. Click **Meet now**.

> ⚠ At least one participant is needed to create a meeting.

A UC user without the Collaboration license will have a limited feature set on the meeting. Without the collaboration license, your meetings are limited to 10 minutes, file upload is limited to 5MB per file and you can only be two participants.

A UC user with Collaboration will have a 24-hour max length on meetings, file upload limit size at 300MB per file and maximum 50 participants.

To join an ongoing meeting or an upcoming meeting due to start within 10 minutes, do as follows in the MiTeam timeline:

1. Click the **Join Meeting** button ( ) in the meeting item to join the voice conference. A web meeting area for the meeting is opened automatically.
2. Choose to join audio using callback or call-in to the meeting using dial-in numbers.

If it is a voice-only conference initiated from a user without MiTeam capabilities, the option of web meeting does not apply.

To delete a scheduled meeting:

1. In the main list of scheduled meetings, click the meeting to be deleted.
2. Click the **Edit** button ( ), and then the **Delete** button.
3. Confirm the action.

To edit a scheduled meeting:

1. In the main list of scheduled meetings, click the meeting to be edited.
2. Click the **Edit** button ( ).
3. Edit the meeting.
4. Confirm the changes.

13.2 Collaboration in MiTeam

Users in an organization activated for **Collaboration** have enhanced chat capabilities. If the party you would like to initiate a chat or a stream with also has a device that is enabled for **Collaboration**, a **Collaboration** session is created instead of a basic chat started from **Contacts**.

From the chat or stream in **MiTeam**, the **Collaboration** window displays:

Meet now (![icon])	Start ad-hoc meetings with group members.
Chat tab	Shows all messages and file share.
Files tab	Stores pictures, illustrations and other file uploads.
To-Do tab	Add To-Do items to share among the members of the chat group.
Search button	In the collaboration window, you can enter a search string. This filters the list to show only items containing the text that you enter. The search includes Messages, Files, and To-Do lists. From within search you have: • **Mentions** - If someone mentioned you by name, that is displayed here. • **Favourite Items** - If you have favourite items, they appear here.

Limitations may apply, depending on your license. For more information, see Collaboration limitations(see page 27).

13.2.1 Meet now

From within an existing chat, you can use the **meeting** feature to start an ad-hoc, online meeting with members of a chat group. A **meeting** is a real-time collaboration tool, with or without voice and video, with the possibility to do screen and file sharing.

To start an ad-hoc meeting:

- Select the chat or stream from which you want to start the meeting, click the M**eeting** button (![icon]) and then click **Start**.

All participants in the chat will instantly be notified that a meeting has started, via a meeting invitation in their chat list.

It is not possible to invite new external participants to an already started ad-hoc meeting.

Participants may leave the meeting while it is still ongoing, but the meeting invitation will remain until the initiator has ended the meeting.

To join a voice meeting:

- Answer the voice call in your Softphone application (one-to-one conference), OR
- Click the handset icon to connect with the audio bridge (multiple participants).

To join a Web or Voice+Web meeting:

1. If the meeting is a **Voice+Web** meeting, click the handset icon to connect with the audio bridge, OR
2. Click the web browser icon to connect with a web browser, OR
3. Click **Join** from the invitation in your chat list.

> ⓘ **Collaboration limitations**
> You have a different set of limitations on your Collaboration features, depending on whether you are a normal UC user, or you also have the collaboration license.
> **UC users** without collaboration license can have a maximum of 7 participants in a Stream. Only one-to-one web meetings are allowed. Stream/chat history is one month.
> **UC users with collaboration license** have no limit on participants in a Stream, and a limit of 50 participants in a web meeting. UC users with collaboration license also can create Streams. Stream/chat history is unlimited.
> The maximum web meeting duration is 24 hours. The duration of voice meeting is unlimited.

13.2.2 Chat tab

With the **Collaboration** feature enabled, you can use the advanced chat feature. You can have a chat with another user.

> ⚠ To have a chat with multiple participants, use a stream.

> ⚠ Chats conversation bubbles of external contacts (i.e contacts from out of your organization) are highlighted in light-green colour.
> Chats conversation bubbles of internal contacts (i.e contacts from your organization) are highlighted in light-blue colour.

The following options are available from the **Chat** pane:

- **Send message** - Type a message in the **Send message** field, and press **Enter**.
- **Delete chat** - Click **Edit** in the upper-left of the **Chat** pane, and select the chat that you want to delete and then tap the Trash icon.
- **Reply** to a chat message - Long press on the desired message and choose **Reply**.

You can create or upload files to your chat to share them with other members of the chat group. All members of the chat group can modify the added files. Once a file is added, it is also organized under the **Files** area for the **Collaboration** session.

Additional editing tools are available from these tools.

You can also use the microphone to record a message to the chat.

13.2.3 Files tab

Any files that have been uploaded or created within a chat or stream will be stored in the **Files** area. From the **Files** area, you can manage all files that are uploaded to a chat or stream. You and members of your chat group can collaborate on the content stored within the chat.

You can add files directly to the **Files** area, and create folders to organize your uploaded content. For example, you may want to keep images and documents in separate folders or organize content about a particular topic. You can delete, rename, edit, move, copy and share files, as well as create a **To-Do** list from the **Files** area.

13.2.4 To-Do tab

You can use the **To-Do** feature to create, organize, and assign tasks among members of a chat group. Your team's tasks are kept in one place so that everything is actionable and transparent.

To create a new To-Do item:

1. Select the chat/stream in which you want to create a **To-Do** item, then tap the **To-Do** tab.
2. In the **Add a To-Do item** field, type a name for your **To-Do** item, and press the **Enter** button. The item now appears in your **To-Do** list, and is available for editing by any member of the group.
3. Enter additional items as needed.

The following actions are available from within the **To-Do** list, for any member of the group:

- Sort - by Priority, by DueDate, Alphabetically or by Assignee.
- Mark an item as completed - Click the checkbox beside the list item.

To modify an existing to-do item, you click on an individual list item and choose from the available actions.

To return to the main to-do tab view, tap the **Close** button.

13.3 Settings

Chat and stream settings are described in this section. Chat and stream settings are accessed by tapping the settings button from inside a chat or stream.

13.3.1 Chat settings

Chat settings are accessible from within a chat.

To mute notifications

- Tap the **Mute Notifications** button.

To delete a chat

1. Tap the **Delete** button.
2. Confirm the action.

> ⚠ You can only delete the chats started by you. For chats started by other contacts, you can instead choose **Leave**.

To leave a chat

1. Tap the **Leave** button.
2. Confirm the action.

13.3.2 Stream settings

Stream settings are accessible from within a stream.

To view all members in a stream

- Tap the **Show all members** button.

To add a new participant to a stream

1. Tap the **Invite** button.
2. Add the participant.
3. Confirm the action.

To remove a participant from the stream

1. Remove the participant.
2. Confirm the action.

To change a participant's role in stream

1. Tap the desired member in stream settings.
2. Choose the role:
   - Make editor
   - Make viewer

To modify stream settings

- Change the desired setting (availability depends on if you are participant or owner of stream):
  - **Topic:** Change stream title.
  - **Cover image**: Change stream image.
  - **Mute notification:** Stop receiving stream notifications.
  - **Stream description**: Change stream description.

To delete a stream

1. Tap the **Delete** button.
2. Confirm the action.

> ⚠️ You can only delete the streams started by you. For streams started by other contacts, you can instead choose **Leave**.
> When removing a stream, all meetings scheduled by the owner are also cancelled.

To leave a stream

1. Tap the **Leave** button.
2. Confirm the action.

> ⚠️ When leaving a stream, all meetings scheduled by the participant in the stream are also cancelled.

14 Future Presence

The **Future presence** menu item adds the possibility to schedule future presence events. User **Activity**, **Role** and **Note** can be set to change at any point in time.

When adding a **Scheduled Presence**, the default suggested start time is the next nearest half hour (:30 or :00). If the current time is less than five minutes from the nearest half hour, the suggested start time will be five minutes past the nearest half hour (:35 or :05). If the presence change is set to start in future months, the default suggested start time is nine o'clock (09:00).

When adding a **Scheduled Presence**, you must also set the **Timezone** for the start and end time. Your default **Timezone** will be suggested automatically, but you can set another if you want to. The feature is fully integrated with the iOS and also takes into account Daylight Saving Time (DST). You can edit the **Timezone** for the **Scheduled Presence** item, just like any other information.

Presence changes triggered by scheduled events can be ended or altered at any time, just like ordinary activities and roles.

If the system is configured to allow future presence events, a **Future Presence** menu item is displayed in the app. Tapping this menu item displays a list of the future presence events and allows the editing, deleting and creating (with the **+** icon) of these events.

Times and dates of the scheduled presence events are listed in order of occurrence, and grouped by month

It is possible to synchronize future presence events with external sources. Currently, only synchronizing with Microsoft Exchange servers is possible. This synchronization is one-way only, from Microsoft Exchange to this system.

To set a future presence event

1. Press the **+** icon to display the **Schedule settings** page.
2. Edit the **Activity, Role** and/or **Note**.
3. Set the duration of the event.
4. Your default timezone is set by default, for the **Start** and **End** time of the event, but you can select any other timezone.
5. If desired, the event can be set to recur daily, on specific days of the week, monthly or yearly. A repeating presence event is not allowed to overlap with its next occurrence. Daily occurrences cannot span more than 24 hours, weekly occurrences cannot span more than one week. Single occurrences and **Every month** or **Every year** ones may last longer.
6. The repeats of the presence event will continue indefinitely, unless an **End** date is set.

   > ⚠ The **End** date defines the last possible triggering of the event. The event can only start before the **End** date has expired, but may end later than the **End** date.

7. Tap **Done** to save the event and close the view.

To edit a future presence item

1. Enter the **Future presence** view and tap **Edit**.
2. Long-press an event to display the **Edit or delete** menu, and tap **Edit**. Alternatively, tap the presence item to display its detail view.
3. Edit the details of the event by clicking on the corresponding fields.
4. Tap **Done** to save the changes.

To delete a future presence item

1. Enter the **Future Presence** view.

2. Long-press an event and select **Delete**. Alternatively, tap the presence item, and in the detail view tap the trashcan icon.

15 Calls

To call a contact

1. Select the contact you want to call. Search for the contact if necessary. The presence icon provides information if the contact is available, 🟢 or not, 🔴.
2. Select the number you want to call.
3. To call a native address book contact, search for the contact using the app. Open the detail view by clicking on the contact. Tap the phone icon or the number to initiate a call. If you are logged into VoIP, the call will go through VoIP, otherwise through GSM.

> ⚠ **Limitation for Mobile-initiated external calls**
> In monitored call environment, calling an external contact with mobile app shows the callee's phone number on your desktop application instead of the callee's name, but if you call the same contact from your desktop application instead of mobile app, callee's name is displayed instead of the phone number. This is a known limitation.

> ⚠ Emergency calls are always made through your local carrier network regardless of whether VoIP calls are enabled or not.

> ⚠ With outgoing VoIP calls, you may hear an unusual pulsating tone before the call starts ringing. This is a known behaviour during call initiation and indicates that the call is being set up. The tone goes away as soon as the call starts ringing.

15.1 Dialling preferences

You can set your default dialling preference in the app. Available options are:

- **Direct**: Calls are placed directly.
- **Call back**: You get a callback from the system. Upon answering, the remote party is called.

To set your desired dialling preference

1. In your app **Settings**, go to the **Dialing** section.
2. Choose the desired option, i.e. **Direct** or **Call back**.

> ⚠ Callback is not valid for Internet Calls (VoIP).

15.2 Call recording (UC Analytics)

During an ongoing call, it is possible to save the conversation to a file. Call recording takes place automatically as soon as a call starts and you as a user do not need to start or stop the recording. You, however, can choose to save the call recording, pause it, resume it, or discard it.

Recorded calls can be accessed via the UC Analytics portal in your web browser by clicking the UC Analytics button (

🔍) or by tapping the **UC analytics** option in the settings view of the app.

⚠ Note that the availability of call recording functionality depends on if the call recording is configured by your administrator. If you do not see call recording buttons in your desktop application, it means that your administrator has not enabled call recording for you.

To save a call recording

Tap the **Save** button (🖫).

To discard a call recording

Tap the **Discard** button (🖫).

⚠ The **Discard** option is available only after pressing **Save**. If you do not save a call recording, it is automatically discarded.

To pause a call recording

Tap the **Pause** button (🖫).

Pausing temporarily stops the call recording until manually resumed. Media created during the pause duration is excluded from the call recording.

To resume a call recording

Tap the **Resume** button (🖫).

15.3 Call transfer

Using **Transfer** functionality, it is possible to transfer an ongoing call to a third party. You can set your preferred (default) transfer type in your phone settings to be **Attended**, **Blind**, or **Ask per each call**.

⚠ Transfer of intruded calls is not allowed, i.e. if you intrude an ongoing call between two parties and then try to transfer the call to another party, the system does not allow such a transfer.

A **Blind transfer** is an unattended transfer without notifying the destination (third party) of the impending transfer. With **Blind transfer**, however, the transferring party still retains a link to the call, so that, if the call is not taken by the third party, it goes back to the transferring party. Once initiated, **Blind transfers** cannot be cancelled.

⚠ Blind transfer is only supported when connected over GSM and not VoIP.

An **Attended transfer** makes it possible to transfer a call while first getting the opportunity to talk to the party where the call is being transferred. For **Attended transfers**, a banner is shown on top of the app, from where you can cancel the transfer. If you cancel the transfer, you will be connected to the calling party again. Once the transfer is initiated, the transferring party loses the link to the call and cannot get the callback.

⚠ Your call transfers will be either HTTP based or dial string-based, but not DTMF based. For Attended transfers, you can cancel a dial string-based transfer with the key * (star). If you hang up, you will transfer the call. For HTTP based Attended transfers, you will get a banner on top of the app view where you can cancel the transfer. If you cancel, you will be connected to the first caller again.

⚠ You can only transfer to users, external numbers, ACD, ACD light and Attendant. Note that some function numbers are not supported, such as IVR.

To set the default transfer type for calls

1. Go to your app **Settings**.
2. Under the **Calls** section, tap **Transfer type**.
3. Choose one of the following options:

   - **Always blind transfer**: A Blind transfer is initiated every time a call is transferred.
   - **Always attended transfer**: An Attended transfer is initiated every time a call is transferred.
   - **Ask for each call**: A pop-up is shown every time asking whether the transfer should be Attended or Blind.

   > ⚠️ Setting the default transfer type does not affect VoIP call transfers.

   > ⚠️ The transfer capability depends on your service provider settings. You may have the capability for:
   > - HTTP based transfer (data traffic)
   > - prefix-based transfer
   > - a combination of the above capabilities, depending on the network connection
   > - no transfer capability
   >
   > If you have a 3G, 4G or WiFi connection, the transfer can be done via HTTP (data traffic). If you are connected to a 2G network (and have a Mobile Extension (MEX) connection), the transfer will be done using the prefix-based transfer. If you don't have a MEX connection, DTMF transfer will be used (this will take a slightly longer time to complete).

To transfer a native call to a contact in mobile app

1. During an ongoing call that you want to transfer, go to **Contacts** view in the mobile app.
2. Choose the desired contact from your favourites list or by searching for the contact.
3. Go to contact details and tap the **Transfer** button on the contact card.

> ⚠ The app behaviour varies depending on the transfer type selected in the phone settings. This procedure assumes that the transfer type is set to **Ask for each call**.

4. Select the desired transfer type in the pop-up, **Attended** or **Blind**.

> ⚠ Clicking **Cancel** in the pop-up aborts the transfer process.

   a. For **Attended transfer**: Notify the contact, then simply hang up the call to drop out of the ongoing call and transfer the call to the contact (third party).

   > ⚠ Clicking **Cancel Transfer** in the app banner cancels the transfer and connects the calling and transferring parties again.

   b. For **Blind transfer**: Call transfer is initiated automatically. The app shows the message "**Transfer initiated**".

To transfer a call to a new number

1. During an ongoing call that you want to transfer, go to the **Dialler**.
2. Enter the number in the dialler and tap the transfer icon.
3. Follow the procedure for call transfer, as described above.

15.4 VoIP calls

This app supports VoIP calls. This is a useful feature if you are in an area with poor mobile phone coverage but good Internet connections, or if, for instance, you are using this app in an office environment.

VoIP calls are similar to traditional GSM calls except that VoIP calls require an internet connection, for example, WIFI or 3G/4G. It is not possible to make a VoIP call without a working internet connection. You can answer an incoming VoIP call, hang up, or reject a call, perform an attended transfer, and send DTMF tones. You can also put a VoIP call on hold and resume it.

> ⚠ **Notes on VoIP Usage**
> - You need to log out of VoIP service in order to use the **callback** feature.
> - A handover between WiFi and mobile data and vice versa is not supported.
> - If you have an ongoing VoIP call that is using mobile data, you may experience temporary loss of audio if you receive a GSM call. This occurs due to pre-4G mobile networks not allowing or limiting mobile data during voice calls and can be avoided by enabling 4G on your phone (if your phone and network support 4G).
> - If for any reason, it is not possible to make a call due to loss of connectivity, the left slider icon colour will notify you of the change. This may occur due to poor reception in the area where you are or may be caused, for instance, by network failures. It may even be intentional, caused by setting your phone to Flight Mode.

VoIP calls are made available based on user agreements, network availability and operator restrictions. The user can optionally choose the type of network the app is allowed to use when placing VoIP calls.

15.4.1 VoIP setting

The user can configure the type of network that may be used to make VoIP calls. For example, if the user only wants to enable VoIP calls only when a WiFi network is connected.

To configure VoIP preferences

1. Select app **Settings** from the menu at the left.
2. Go to **Calls** section and tap **Internet Calls (VoIP).** Then choose the desired option:
   a. **Disabled:** Disable the VoIP.
   b. **Enabled on all networks:** Use VoIP on all networks.
   c. **Enabled on Wifi only:** Use VoIP only on Wi-Fi.

> ⚠️ If the VoIP login (i.e. VoIP calls enabling) is not successful, the user will receive an information message.

15.4.2 VoIP status

The VoIP connection status is visible on the left slider icon in the app.

- A blue slider icon (|) means that VoIP is enabled.
- A grey slider icon (|) means that VoIP is disabled.

15.4.3 Concurrent VoIP calls

In addition, the app also supports two concurrent VoIP calls. This means that you as a user may add (using contact options or dial-pad) or pick up a second VoIP call while being connected to one already. You can then swap between the two concurrent calls or perform an attended transfer.

> ⚠️ Picking up the second incoming VoIP call, or adding a second VoIP call makes it the active call while putting the first one on hold. Similar behaviour is applicable for VoIP call swapping as well.

> ⚠️ Performing an attended transfer will connect your on-hold and active VoIP calls to each other while dropping you out of the conversation with both parties.

To swap between two concurrent VoIP calls:

- Click the **Swap** button on the mid-call options screen.
  The action puts the active call on hold while activating the second call.

To perform an attended call transfer

- Click the transfer button on the mid-call options screen.
  The action connects the currently active and on-hold calls to each other.

15.4.4 CallKit support

The iOS mobile app supports CallKit integration with iOS 10. CallKit support brings similar accessibility and control for VoIP calls that is otherwise available for normal calls made using iOS native phone app (dialer).

With CallKit integration:

- All VoIP call activity (incoming and outgoing) is logged and accessible through iOS's native phone app.
- Ongoing VoIP calls are no longer automatically put on hold or interrupted when receiving a cellular call.
- Native iOS phone app dialler is integrated for calls with quick access to iOS app and embedded app features (organization directory, presence) during the call.
- You are able to selectively place calls (using the mobile app) directly from native contacts directory, swap between cellular and VoIP calls, and answer calls from the locked phone screen.
- Mobile app's contact information is visible in the contact directory.

15.4.5 DTMF tones

Dual Tone Multiple-Frequency (DTMF), also known as Touch Tones or Tone dialling, are supported while in a VoIP conversation. A DTMF keypad can be accessed while in an ongoing VoIP call and minimized when no longer needed.

16 Messaging and Email

You can invoke sending email and SMS messages to contacts through the app. For email it is required that an email account is properly configured on the device.

To send SMS message to a contact

1. Select a contact and tap on the **SMS** button
2. If the contact has several phone numbers, select which one to use
3. Continue using the native SMS app

To send email to a contact

1. Select a contact and tap on the contact's email address
2. Continue using the native email app

17 Shortcuts

Shortcuts are used to quickly set your presence. To add a new shortcut, press **+**. Name, activity, availability, duration, diversion number and an icon can be specified while creating a shortcut.

When setting a shortcut, or setting a custom activity, the active diversion may be changed.

The following applies:

- **Use default diversion** - The active diversion will be the one mapped to the activity, if such mapping exists, or another previously set diversion. Active diversion will be the activity diversion, or a previously set diversion if one of them is set, otherwise no diversion.
- **Clear default diversion** - This will clear any previously set diversion. The active diversion will be no diversion.
- **Override default diversion** - The active diversion will be the number set in the number field.

17.1 Availability

Availability for an activity can be overridden from the **Custom activity** view, which can be opened by pressing on the **more** icon. Possible override options are:

- **Available** sets green icon with the activity.
- **Do not disturb** sets red icon with the activity.

Call routing rules can be added, based on the availability.

17.2 Call diversion

This feature diverts all incoming calls to the specified diversion number. You can set call diversion from the **Custom activity** view. This will remain valid until you manually remove it, or an activity diversion enables another diversion number for you.

To set call diversion

1. Open **Custom activity** view by pressing the **more** icon.
2. Mark **Divert to number**.
3. Enter the number where you want your incoming calls to be diverted.
4. Select **Done**.

To remove call diversion

1. Open **Custom activity** view by pressing the **more** icon.
2. Unmark **Divert to number**.
3. Select **Done**.

18 Diagnostics

As an app user, you can create diagnostic logs and send them to a destination to help solve a technical problem with the app. A prerequisite for sending these diagnostic logs is that an email account is configured on the phone.

Diagnostic logs are created by the application when diagnostics are manually enabled and contain activity information to help facilitate the debugging of problems, such as abnormal call termination, etc.

> ⚠ Do not confuse diagnostic logs with the call log. The latter is accessed as described in Call Log.

18.1 Diagnostic logs and data protection

By default, diagnostic logging is switched off. When updating to version 6.1 (or later) of this app, diagnostic logging is switched off if already enabled in a preceding version, and any existing log files are deleted.

To protect the privacy of users of this application, diagnostic logs do not contain potentially sensitive information, including passwords and tickets. In addition, diagnostic logs are deleted once the user switches off the logging function. For this reason, if you wish to send diagnostic logs, you must do so before switching off diagnostics.

For further data protection, enable diagnostic logging only when necessary.

18.1.1 Using the diagnostics

To enable diagnostics

- Go to the app **Settings**, scroll to the **Diagnostics** section, and enable the **Collect diagnostics** option**.** Once enabled you can send diagnostic reports via email.

To send a diagnostic report

> ⚠ In order to send a diagnostic report via email, the user needs to have an email account configured on the device otherwise the **Email collected diagnostics** option is not available.

1. Go to the app **Settings**, scroll down to the **Diagnostics** section, and then click the **Email collected diagnostics** option.
2. In the email window, type a destination, and enter an optional text (e.g., a description of the problem).
3. Send the report.

To disable diagnostics and delete the log file

- Go to the app **Settings**, scroll down to the **Diagnostics** section, and disable the **Collect diagnostics** option**.**

19 Data protection

This app stores cached data, including vCard files, avatar images and other personal and potentially sensitive information. This is necessary to improve the overall user experience of the application and reduce the amount of network traffic.

All cached data used by the app is stored in the sandbox, is only accessible to the app, and is deleted when the app is uninstalled.

Personal data is automatically deleted when the iOS app is uninstalled.

> ⚠️ Not all data may be removed upon uninstall. The user needs to disable contact syncing and the CardDAV profile[1] in order to remove all contacts from the device before performing uninstall.

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1 https://developer.apple.com/documentation/devicemanagement/carddav

20 Certificate maintenance for iOS

20.1 Introduction

For iOS apps, there is a need to keep production certificates maintained. The certificates must be renewed every 12 months, and in order to avoid any kind of service interruption, each app owner needs to keep Mitel updated in alignment with this document.

The deliveries, as described below, must be provided to Mitel 6-8 weeks before the current certificate expires. This allows a bit of overlap to ensure that no service interruption should occur for push notifications and to ensure that the latest build delivered to you can always be uploaded to App Store. Provide the information by the means of issuing a Service Request in Jira[2].

20.2 Deliveries

The following pieces of information are required:

1. iOS Distribution Certificate
    - The iOS Distribution Certificate exported in file format Personal Information Exchange (.p12) [I]
    - The password used when exporting the iOS Distribution Certificate in format .p12
    - App Store Distribution Provisioning Profile [II]

2. Apple Push Services Certificate
    - Apple Push Services certificate exported in file format Personal Information Exchange (.p12) [III]
    - The password used when exporting the Apple Push Service Certificate in format .p12

(I) The Distribution Certificate is used to sign the app for App Store distribution.

(II) The Distribution Provisioning Profile is a combination of your App ID and Distribution Certificate. It authorizes your app to use various services, like e.g. Push Notification and ensures that the app is submitted by you.

(III) The Push Services Certificate is used when delivering push notifications for Mobile VoIP as well as MiTeam.

> ⚠ Please note the following:
> - Each certificate has its own expiry date and may need to be renewed on different dates.
> - Any already existing certificate of the type 'iOS Distribution' in the developer portal should remain and not be revoked since we use it to sign the app for App Store distribution.
> - Any already existing certificate of the type 'Apple Push Services' in the developer portal should remain and not be revoked to avoid service interruption of push notification delivery.
> - Production certificates (both iOS Distribution and Apple Push Services) have to be safely stored together with the private key. The reason for this is that only the certificate can be downloaded from the developer portal, but not the private key. The easiest way of achieving this is to download the certificate from the developer portal when it is renewed and install it to the same computer used when creating the certificate signing request, then exporting the certificate and private key in format .p12.
> - When the Distribution Certificate is renewed, the Distribution Provisioning Profile needs to be updated as well.
> - Always make sure to carefully distinguish between Distribution and Push certificates to avoid service interruptions and/or delays in deliveries from Mitel.

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2 https://jira.telepo.com/

20.3 Quick guide

This guide is written on a high level to avoid that changes made by Apple will make it outdated. We recommend that anyone working with iOS apps take part of the documentation that is available in the Apple Developer portal[3].

If you need further guidance from Mitel, you could issue a Service Request in Jira[4]. There are also many useful guides to be found on the internet.

20.3.1 Getting started

You will need a macOS computer to complete this guide.

Log in to the Apple Developer portal: https://developer.apple.com and click "Account".

20.3.2 Create a new distribution certificate

The Distribution Certificate is created in section "Certificates, Identifiers & Profiles / Certificates". One Distribution Certificate can be used for all apps within the organization.

1. In the Certificates view, click the plus button (➕) to start creating a new certificate.
2. Select type "iOS Distribution (App Store and Ad Hoc)" in the section "Software".
3. Follow Apple's instruction to create a CSR file.
4. Upload the CSR file.

20.3.3 Export the new distribution certificate

1. Download your Distribution Certificate from section "Certificates, Identifiers & Profiles / Certificates", filtered on "Production". The downloaded file will have the extension ".cer".
2. Add the file to your Keychain Access by double-clicking the file in Finder.
3. Open Keychain Access and export the certificate in format Personal Information Exchange (.p12).
4. When saving, use a strong password (Note that the password cannot be recovered, so make sure to keep it safely stored).

20.3.4 Create a new provisioning profile

The Provisioning Profile is created in section "Certificates, Identifiers & Profiles / Profiles / Distribution".

1. Click the plus button (➕) to start creating a new profile. Clicking this button takes you to the "Register a New Provisioning Profile" page where you need to select the option "App Store" under the section Distribution.
2. Select type "App Store".
3. Choose the relevant App ID.
4. Choose the newly created Distribution Certificate.
5. Name it as desired.
6. Download the created Provisioning Profile.

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3 https://developer.apple.com/
4 https://jira.telepo.com/

20.3.5 Create a new push certificate

The Push Certificate is created in section "Certificates, Identifiers & Profiles / Certificates / Production".

1. In the Certificates view, click the plus button (➕) to start creating a new certificate.
2. Select type "Apple Push Notification service SSL (Sandbox & Production) under Services.
3. Choose the relevant App ID.
4. Follow Apple's instruction to create a CSR file.
5. Upload the CSR file.

20.3.6 Export the new push certificate

1. Download your newly created certificate of type "Apple Push Services" from section "Certificates, Identifiers & Profiles / Certificates", filtered on "Production". The downloaded file will have the extension ".cer".
2. Add the file to your Keychain Access by double-clicking the file in Finder.
3. Open Keychain Access and export the certificate in format Personal Information Exchange (.p12).
4. When saving, use a strong password (Note that the password cannot be recovered, so make sure to keep it safely stored).

20.3.7 Send artefacts to Mitel

See section Deliveries.

20.3.8 Update your system for push notifications

When the Apple Push Service Certificate is updated, your system should be updated for Mobile VoIP. See documentation, section / Backend <version> / System Administration / Service Node, System View / System / Enabling Push Notification for Mobile VoIP.