



## **AMC+ 2.0 Admin User Guide for Blackberry (RIM) mobile phones**

Aastra Technologies Limited

[www.aastra.com](http://www.aastra.com)

December 12<sup>th</sup>, 2011

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## 1 Welcome to the AMC Solution

Thank you for choosing this Aastra Mobile Client product. Our product meets the strictest requirements with regard to quality and design. The following user's guide will assist you in using the Aastra Mobile Client Plus application and answer most of the questions that may arise. If you require further technical support or information about other Aastra products, please refer to our website at <http://www.aastra.com>. It provides additional notes and hints on the product.

### 1.1 Overview

The Aastra Mobile Client brings system telephony features to your mobile telephone. It takes just a few steps to install after which the Aastra Mobile Client Plus can be used immediately and conveniently without spending too much time learning it.

### 1.2 Fixed Mobile Convergence

Fixed Mobile Convergence (FMC) is the integration of mobile telephones into the fixed-line communications system of a company. The Aastra Mobile Client Plus software (AMC+) allows you to access the Aastra communications system services from your mobile phone, enabling complete integration with the communications system as a normal extension.

- Use your mobile phone with the Aastra communications system - the familiar communications environment accompanies you around the world and is always available.
- Switch at any time from mobile telephone to system telephone - even in the middle of a call. Depending on the situation, select the mobile telephone or stationary system telephone - accessible worldwide - with the best audio quality.
- Always be accessible under one single number - free people calling you from having to keep track of several network and call numbers.

## 2 Introduction to the User Guide

### 2.1 User information

This user's guide describes the AMC+ application. You will find the user's guide and other documents for your application at [www.aastra.com](http://www.aastra.com) or [www.aastra.com/docfinder](http://www.aastra.com/docfinder). For more information please refer to the documentation or to your dealer's homepage. It is your responsibility to inform yourself about the scope of functions, operation and proper use of your equipment.

- Check whether you have all the user information available on your product, whether it conforms to your product's version and whether it is up to date.
- Read through the user information carefully before using the AMC+.
- Store the user information within easy reach and refer to it whenever uncertainties arise in connection with the use of the application.
- If individual features differ on the Aastra communications systems, a reference is made in this user's guide.

### 2.2 Disclaimer

This product was manufactured in accordance with ISO 9001 quality guidelines. This product and the user information belonging to it have been produced with the utmost care. The product's functions have been tested and approved after comprehensive conformity tests. Nonetheless errors cannot be entirely excluded. The warranty is limited to the replacement of defective hardware. The manufacturers shall not be liable for any direct or indirect damage that may be caused by incorrect handling, improper use, or any other faulty behavior on the part of a product. Potential hazards are mentioned in the relevant places in the user information. Liability for loss of profit shall be excluded in any case.

### 2.3 Trademarks

The designations used in this manual for software and hardware are registered trademarks and are thus subject to the relevant regulations. Aastra, Aastra 800, Aastra 5000, Aastra IntelliGate® Series, Aastra 400 Series, Aastra A700, MX-ONE™, OpenCom100, and OpenCom1000 are registered trademarks of Aastra Technologies Limited.

## 3 Introduction to the AMC+

Thank you for using the AMC+ for Blackberry-based mobile phones. The AMC+ is an application that runs on most phones based on the RIM Version 5.0 and 6.0 enabling the use of our AMC Solution. This solution lets its users enjoy unified communications via one single handset. AMC+-applications are available for Symbian, BlackBerry, iPhone and Android.

### 3.1 Feature Overview

Your AMC+ is the key to a variety of communication services normally rendered by several phones and/or applications. This comprises:

1. Integrated usage of cellular networks via your corporate PBX
2. Access to PBX features (Conference, Consultation etc.)
3. Voice-over-IP (VoIP) telephony via Wi-Fi or mobile datachannel \*
4. Automatic handovers (VoIP » cellular network, cellular network » VoIP) \*
5. Mobile Least Cost Routing (HTTPS call back & Travel SIM) \*
6. Corporate directory search \*
7. IM and Presence \*
8. Encrypted VoIP \*

Furthermore, as part of our AMC Solution, your AMC+ offers a range of features to make use of mobile least-cost routing (LCR) which enables you to make dynamic use of the most favorable rates depending on your location and on available networks. All user relevant information regarding the above mentioned possibilities and features will be given at the appropriate points throughout this manual.



The features 3-8 (marked with \*) are optional license to be configured via the AMC portal. The License might be missing if the service does not exist or is not configured on the AMC+ phone

### 3.2 How to read this Manual

This manual is designed to guide you step by step through the installation, configuration and usage of your AMC+, providing you with useful hints and advice to facilitate the handling of your AMC+. Throughout this manual we will print any terminology used in the AMC+ or in the main menu of your mobile phone in *italic* letters.



This manual does not describe how to operate the other functionality of your mobile phone. Please refer to the documentation of the available desktop software or the user manual of the device itself. General pieces of information will be marked with the i-icon to the left.



Information for technicians and/or administrators will be given throughout this manual. Those pieces of information will be marked with the icon to the left.



## 4 Restrictions

There are some restrictions on the Blackberry devices which the AMC+ is subject to.

New smart phone types/models are released every week. To avoid solution complexity and to ease management, it is recommended to implement a mobile phone policy in the company to standardize on a limited amount of phone models. A smart phone is like a computer. You have to reboot them now and then to ensure consistent behavior (the recommendation is once a day on average).

The AMC+ is a powerful application, and if you have all features turned on, the AMC+ as well as the data connections, battery life can in worst cases be 50% shorter (dependent on phone type, OS version, network and user scenarios).

There are a handful of destination numbers which are Emergency numbers (000, 110, 112, 118, 119, 911 and 999) which together with your mobile operator's service numbers will result in pure cellular calls ("Direct calls") where the AMC+ should be inactive. Please make sure these are not part of your number plan.

### 4.1 By Mobile HardWare Platform

Please note that there are certain restrictions for third-party applications on practically all mobile platforms. For the Blackberry platform in particular this comprises the lack of VoIP-capable Wi-Fi connections (only some devices), as well as certain settings in cellular networks. When using WiFi make sure to have a phone with OS 5.0. or higher for best performance.

**Note:** CDMA phones might not support WiFi.

### 4.2 By Network (Cellular)

The functionality and features of the AMC+ are also subject to the used network. In cellular-only networks the AMC+ can send feature requests by calling the AMCC and transmitting feature codes via DTMF. The restriction here is the feedback from the system (AMCC). If no data connection is available, features requiring feedback (for example: checking the statuses for *Do not Disturb (DnD)* or *Call Forwarding*) are not available! If Dual-mode usage is part of the solution, you must make sure the WiFi network is "Voice ready".

Some mobile network operators does not send out their Identity in the signaling available for AMC+ to present in a Network status bar. If this is the case only "Cellular Network" will be presented.

### 4.3 By Mobile OS Version

Please note that some devices with the firmware version 4.5 slow down noticeably during operation (while placing calls, for example, the navigation reacts unusually slow). This is the case in the native dialer of these Smartphones and, as a consequence, also in the AMC+.



#### Firmware Updates

RIM releases regular firmware updates for Blackberry. It is recommended to regularly update the firmware of your device. After updating with the Desktop manager, the configuration of your AMC+ will be lost and must be reloaded. The application itself, however, will be preserved.

### 4.4 Details

- Which possibilities exist to present Caller-ID information received by cellular channel are limited by the mobile platform as such.
- At an incoming anonymous call the AMC+ can mismatch when trying to find a Caller ID. This is especially valid if number fields in the Active Directory are used for any other information than numbers.
- The establishment of mobile-data connection when the AMC+ has been logged off or is activated from sleep mode, can be perceived as slow. Until the AMC+ is fully registered the call setup time will be longer. With a non-Operator-Supported SIM, the destination number will in this case be sent over DTMF.
- Muting, or changing the call volume during cellular calls always has to be done via the native dialer menu, which means that you have to leave the in-call screen of the AMC+. A call muted in Wi-Fi will be unmuted by the mobile OS at handover to GSM/3G! On some (particularly older) devices there is no possibility to adapt the call volume.
- The default sound profile "Normal" sets notifications of third-party applications to "Silent". If the AMC+ doesn't replay ringtones, the sound profile has to be edited manually. In order to do that, look for the sub-profile "Other" in the Profile you would like to use. There you will find the setting "AMC+ call".



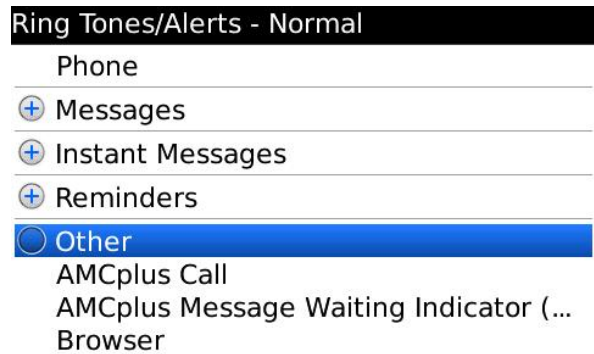
This option can also be used to assign a specific ring tone to the AMC+.

- The Blackberry phones have keylock facilities that can password protect the phones. These keylocks apply to all applications and hence also to the AMC+. The only exception to the keylock (if configured this way) is a cellular call which can be accepted without removing this keylock. However, this does not apply to VoIP calls in the same fashion. There you do need to enter the password, because this accesses application features of your device.

**Note:** To do anything except accepting a cellular call (such as features, etc.), you will also need to enter the keylock.



(a) Setting on older Blackberry devices .



(b) Setting on newer Blackberry devices .

- The AMC+ cannot recognize the connection of a headset. However, most times a connected headset will be used automatically. If this is not the case please use the option *Headset* in the in-call menu of the AMC+.
- Bluetooth headsets could interfere with Wi-Fi systems, as both systems use 2.4 GHz frequency band contention can be an issue. Each WiFi transmitter blocks out 20 of the available 79 Bluetooth channels. This is specifically valid for lower end Bluetooth headsets.
- RIM security timer needs to be allowed to be rested by AMC+. If not allowed, users might have to type in password for answering and hanging up VoIP calls if device locking is enabled.
- To use fast call setup method via data channel for a cellular call, there must be access to 3G or wifi for the call setup signaling.
- To get automatic handovers between Wi-Fi and Cellular networks, "Enable handover" has to be selected in the AMC+'s "Options" menu.
- When a HTTPS Callback comes in and if the ring tone volume is not low, a high frequency click sound sometimes can be heard. The generation of this cannot be influenced from AMC+.
- When initializing a GSM Callback, the originating call has to be terminated by the user, only then will a Callback be set up from the AMCC.
- Dialing from the AMC+ Contacts with a character like "p" inserted after the destination number and before post-dial keys is not supported, as the AMC+ has no way of knowing when to send the keys.
- Currently, the AMC+ cannot de-register itself automatically after a factory reset. Please finish the de-registration manually. It is possible that the registration has to be terminated on the AMCC.

## 5 Data Usage Overview

The following table clarifies exactly how much data usage is required for individual services of the AMC+. The settings governing the allowed usage of cellular data channels are described in [11.5](#) on page [40](#).



### Setting

### Available Services and required data volumes

*Packet Data Off*

0KB, no features that require Packet Data can be used.

*Packet Data Minimal*

Approx. 3KB per Callback attempt, 10KB for the Corporate Contacts search with a typical result set of 5-10 users.

*Packet Data Local Network & GPRS Dynamic*

5KB per hour for registrations and keepalives without IM/Presence

100KB for average IM/Presence usage per hour

300- 500KB per hour for feature usage in calls.

*VoIP over 3G*

Up to 43MB per hour

## 6 Installation and AMC+ configuration from the AMC Portal

The following describes the supported possibilities for the installation of the AMC+ on your Blackberry phone.



### Useful Advice

Your Smartphone offers you the possibility to open certain applications by pressing one of its two convenience keys (left and right). To configure this, go to *Options* in the main menu and open the section *Screen/Keyboard*, scroll down to *Right Side Convenience Key opens:* and change its value to AMC+.

**Note:** Make sure your mobile operator's service numbers do not conflict with the number series of your PBX.

### 6.1 Version Requirements

There are different AMC+ packages for Blackberry. Please check the version of the native software of your Blackberry to check if you have the matching AMC+ version! Open the main menu, open the *Options* and select the *About* information.

**Note:** Please use the Desktop Manager Version that is appropriate for your firmware!

### 6.2 Permissions

Please note that, no matter which installation method you use, the AMC+ needs certain permissions to run successfully on Blackberry. At the first startup, the AMC+ will ask for these permissions to be granted and will shut down again, if one of them is not. The pop-up will reappear at the next startup if one of the permissions was not granted. Please accept them all to start using your AMC+.

### 6.3 Installation

Using the AMC portal, it is possible for the Administrator to deploy a download link via SMS or Email.

This way of downloading enables you to centralize the download of the AMC+ Client for Blackberry. It gives every user the possibility to actively download the AMC+ Client or an upgraded version of the client. This is an ideal way to facilitate mass deployments.

Follow the link and install the AMC+ Client like any other application on your smart phone. Please refer to your Blackberry phone documentation for more information.

It is mandatory that an access point is configured on your Smartphone! If this is not the case this option for the installation and configuration of your AMC+ is not possible. This configuration is also important for later registrations of the AMC+ with the AMC Controller. Make sure that the following settings are configured correctly:

1. Go to *Options* → *Advanced options* → *TCP/IP*
2. First check the APN checkbox and then enter the details for your access point: access point name (APN), username and password (if authentication is necessary).
3. Go to the *Browser Configuration* and open the *Options* menu, then set the Browser to *WAP Browser* for Packet Data or to *Hotspot Browser* for Wi-Fi.
4. Save and exit.

It should now be possible to download the Client from the AMC portal.

- Open the browser of your Blackberry phone and type in the URL of the file (alternatively open the link you received via Email or SMS)
- Select *Download* and confirm
- The phone will prompt you. Mark the check box in front of *Set application permissions*
- Your Blackberry phone will now execute the download, notify you of its success and, depending on the device, prompt you to reboot the phone.
- After this reboot or immediately after the download of the file your AMC+ Blackberry is installed and ready to be configured.



During the installation you could be prompted to configure security settings for what resources the AMC application should be allowed to access on the phone. Compare with the security SW on your PC! Allow AMC maximum possible access. If you are allowed to: also check in the native *Options - Applications settings for AMC+*, that all access rights have been set to "Allow".

**Note:** To avoid communication with the Wi-Fi access point disturbing the coming configuration download, make sure only the Mobile network is enabled in the *Manage Connections* native settings. Having Bluetooth communication activated during configuration download can also disturb the download.

## 6.4 Opening the Application

You will now be prompted to enter your AMC User Account key and mobile phone number (in international format). The key is used to fetch your configuration from the AMC Portal. If the administrator has created the AMC+ license it will be included in the configuration download. If added to the configuration the LCR file will also be downloaded and finally the feature file. In order to avoid disturbing ongoing download of the different configuration items, a pause has been implemented between each of them. Please don't close AMC+ before all components have been downloaded.

After the installation, you will find the AMC+ in the *Applications* or *Download* folder of your device. It is recommended to move the AMC+ to an easy accessible place.



Figure 1: Open the AMC+ by selecting its icon and pressing the Trackball. To enter the *Settings* press the Option Key and select *Settings*.

If configuration download fails, make sure the mobile data Access Point for your mobile provider is configured correctly (if unknown, see their web page). Please see section 6.3, steps 1 - 4.

## 6.5 AMC+ configuration

To avoid mobile operators blocking what they see as "strange" SMS content - AMC+ downloads the configuration (settings, MLCR and features in named order) Over The Air. From the AMC Portal can be sent out either SMS or e-mail with the SW download link and as a second step the AMC User Account key. When entering the AMC User Account key and the mobile phone number in international format, the configuration download will start. If the license was created by the administrator prior to download, it will be included in the configuration.

Before trying to download the configuration, make sure the mobile data channel is activated. After configuration update please restart AMC+ to load the settings. If there is no data channel available the download will fail. After a time out, the AMC SW will start but without configuration. Then close AMC+, activate your mobile data channel and restart AMC+ to retry activating the configuration downloads. If this fails again your administrator can make a manual download possible. In the AMC+ Settings menu you can press the Blackberry button to download the configuration, feature and LCR settings manually.

## 6.6 AMC+ License activation



### Grace Period

AMC+ is installed with a 30 days trial period. During these 30 days a license download is necessary to avoid license expiration. The AMC+ will inform you about the expiration of this license period.



### Useful Advice

The AMC+ license information gets included in the configuration data when the AMC portal administrator selects "Create license" for a specific user. This means the license information will activate a client at configuration download. A client with expired license will download the configuration at every startup.

If a window is presented where you are requested to enter an activation key, your trial period has expired. In such case, contact your administrator. Make sure your administrator has created the license.



## 6.7 Blackberry Enterprise Server (BES)

It is also possible to deploy the AMC+s for your enterprise via a BES (if it is part of your network). The procedures for software deployment are best described by the Blackberry documentation for your version of the BES. Basically the needed Security settings on the BES server will be visible after importing the application to the server. If this is your chosen deployment method, please make sure that the following *Application Control Policies* are set for the AMC+:

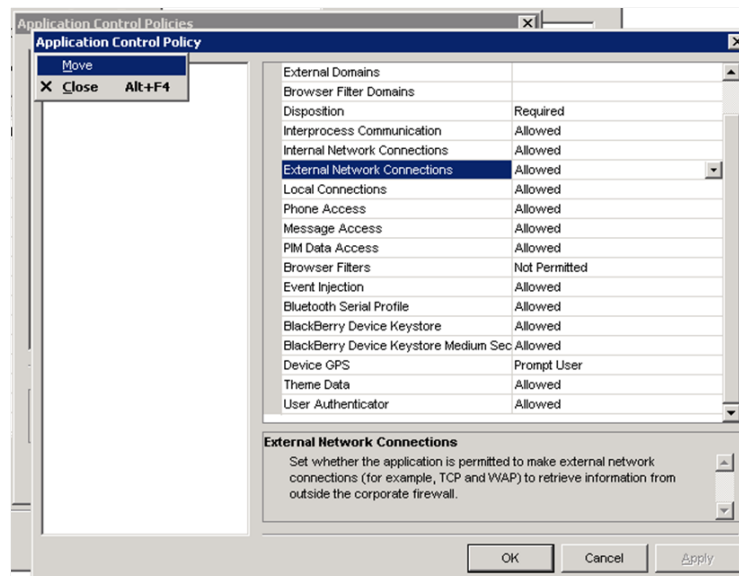


Figure 2: Blackberry Enterprise Server interface, focus on mentioned Application Control Policies.

## 7 General Operation of the AMC+

The AMC+ seeks to blend in seamlessly with the usability concepts of the platform it runs on, and tries to closely match the functionality of your smartphone's native phone application. The following chapter contains all user-relevant information for the AMC+: how to navigate within the AMC+, and how to use in- and out-of-call features.

### 7.1 Configure Wi-Fi Access Points (APs)

An essential service of the AMC+ is the VoIP telephony. It is here crucial to be connected to a Wi-Fi access point or have access to a mobile data channel in order to use this or the other features of your AMC+ . If Wi-Fi is not available, the AMC+ will communicate with the AMCC via the cellular network. If desired, mobile least-cost routing (LCR) features *Callback* and *Call Reverse* come into play whenever there is no Wi-Fi connection. If Packet Data (GPRS or 3G) is available and allowed, it will be used to enable more comfortable access to your corporate PBX features such as Conference, Consultation etc.

The needed settings for Packet Data access are normally auto-configured by your mobile subscription provider. The following section describes the needed configuration to access a Wi-Fi access point. Please make sure the Wi-Fi settings on the phone as such are correctly configured and consult the documentation of your Blackberry for more detailed information.



Press the BlackBerry button to see all available icons, enter *Manage Connections* and click in the Wi-Fi checkbox. You might have to select the Wi-Fi Options menu to setup a Wi-Fi connection if this has not already been done. For further information, please refer to your mobile phone User Guide.

**Note:** When in Wi-Fi, the default ring tone is *silence* for third-party applications. This can be changed in the native *Profiles* settings (refer to 4.4).

## 7.2 Home Screen Navigation

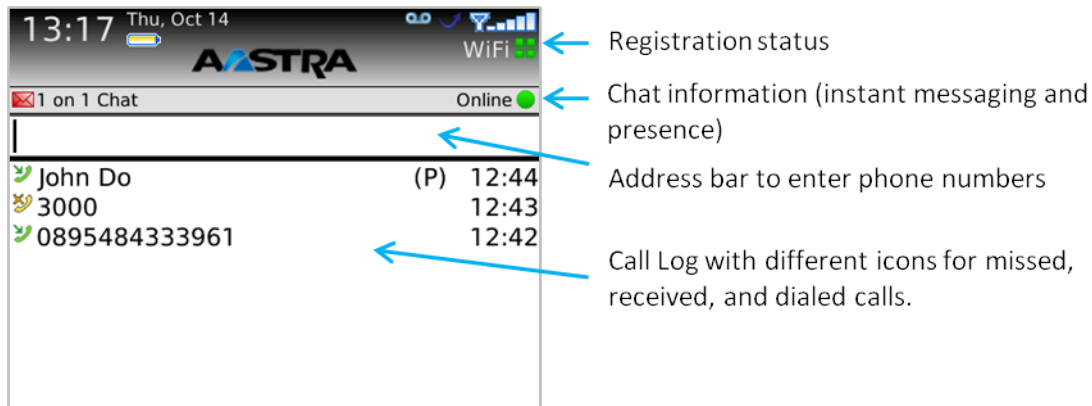


Figure 3: Explanation of the AMC+ home screen on Blackberry.

## 7.3 Registration Status



This registration icon indicates that there is a VoIP-capable data connection. This data connection may be Wi-Fi or Packet Data (refer to [11.5](#) for information about *Packet Data* settings).



This icon indicates a successfully established data connection. Features can usually be accessed perceivably faster. A SIP-connection is used for feedback and feature access. Please note that this connection produces traffic.



This icon indicates that a system registration is in progress.



The red icon appears if the system registration has failed. This may be caused by faulty user credentials, (refer to [11.4](#)). Please contact support if this problem persists.



You will see this icon if there is currently no data connection available, and therefore no system registration possible. Whenever a configured Access Point becomes available, the AMC+ can re-registers itself in the system if it is configured to do so. Please note that system registration (data access) is needed for fast mode call setup method.

**Registrations in Data Networks other than Wi-Fi**

Please note that certain settings have to be enabled for the AMC+ to register over Packet Data (refer to [11.5](#)) . Even if these settings are set to allow Packet Data, in order to save battery a connection/system registration will only be held as long as there is user interaction. The connection will be terminated (and along with this the AMC+ will de-register itself) when there is no interaction. If this happens, there will be no re-connection and re-registration until there is user interaction (*Corporate Phonebook* search etc.) that requires a re-connection, or if there is an incoming call.

**Static Roaming**

When the AMC+ is turned off, calls will only be routed to the *GSM Number* of a user if *Static Roaming* is activated for this user. If *Static Roaming* is deactivated on the AMCC, the AMC+ will not be available in cellular-only networks.

## 8 Features of the AMC+

The following explains all call related services of your AMC+.



### General Availability of Features

Available in- and out-call features depend on your PBX; for some features please consult your PBX documentation. More or less features than the ones described below might be available in your specific case. Features displayed by the AMC+ can be configured through the feature file and can hence even vary on a per-user basis. The Feature file is downloaded when you start your AMC+ the first time. It can also be downloaded manually. There can be several feature files available but only one is assigned per user.



### Contacts Sorting

Sorting in the AMC+ is always done by Family name. This is not configurable as might be the case in the native Contacts. The reason is that access to this capability can differ widely.



### Wi-Fi with Blackberry Smartphones

A number of Blackberrys do not support WiFi. Please note that in such cases references to Packet Data only concern GPRS and the like, not WiFi. Please refer to the documentation of your Blackberry to find out if WiFi is supported. If your phone is Wi-Fi capable, please refer to section 7.1 for information about Wi-Fi Access Point configuration.

## 8.1 Placing Calls

Calls with the AMC+ can be made from within its screens and/or outside of them. This depends on your *Call Preference* configuration, refer to 11.6. To place a call using the AMC+, type in or select a number in the *Contacts* screen or *Call List*, and press the green phone button. As soon as a call has been established, in-call features will become available (in Wi-Fi and cellular networks with or without Packet Data). If a Wi-Fi or Packet Data connection is available the AMCC will give feedback about the status of the call(s). This feedback will be displayed as icons at the end of the status line of a call.



### Call Setup Time

The call setup time when using the AMC+ is slightly longer than when using the native application, because the call is set up via the call manager (AMCC) in the enterprise network. If the AMC+ is registered over the cellular network the call setup time is usually less than 10 seconds. If the phone does not have access to data the call setup is done via DTMF which usually takes approx. 10-20 seconds.

## Options Key

You can also enter or select a phone number (from the *Contacts* or *Call List* view), press the *Options* key (Blackberry key) and select a call type.

## 8.2 Accepting Calls

AMC+ calls can be accepted like all other calls by pressing the concerned key . Which calls are intercepted by the AMC+ is governed by the [11.6](#) setting.



### **Ringer off**

From the latest version on, the incoming-call screen gives you the option to turn the ring tone off. This option is identical to the function of the native OS.



### **Caller ID**

The AMC+ for Blackberry supports the transmission of Caller IDs ("see who's calling") via the AMCC. To make use of this possibility, and to not be subject to different policies regarding the transmission of Caller IDs of the different providers, Packet Data has to be set to *Local Network* or *GPRS Dynamic*; refer to [11.5](#).

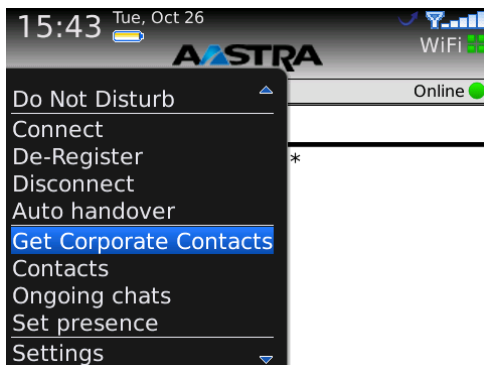
## 8.3 Emergency Calls

Emergency calls have to be placed as direct calls, i.e. not with the AMC+. This is done automatically for the major emergency numbers such as 112 and 911. Local emergency numbers that have to be dialed directly can be specified as Exception Numbers. Refer to [11.7](#) on page [42](#).

## 8.4 Corporate Phonebook

There are some differences between this contact screen and the native contact screen. The AMC+ also has some additional services, for example access to your *Corporate Contacts*.

**Note:** This is an optional feature and will only be visible if access on the AMCC side has been enabled, and your device has data connectivity. Please type at least one letter into the number field on the home screen to enable the corporate directory search in the menu. It is not possible to perform an empty search.



The main menu view offers the possibility to search your *Corporate Contacts* (in many cases an Active Directory server) if a data connection (Wi-Fi, GPRS etc.) is available. Select the option *Get Corporate Contacts*. You can either search on First or Last name but not on both.



### Search Corporate Contacts

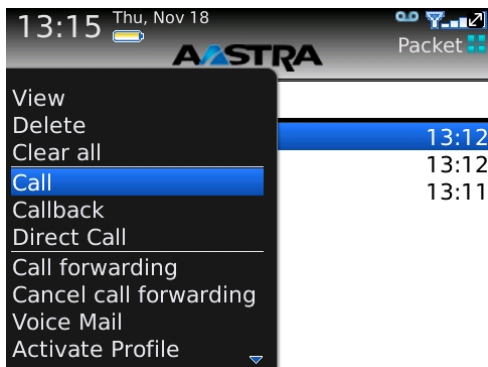
Type in at least one letter into the search field and press the icon to start the search. Upon a search request, the AMCC will only forward the first 25 results to the AMC+. If that list does not contain the contact you are looking for, provide a more specific request.

**Example:** If entering the first four letters returns more than 25 items - and the one you are looking for is missing - enter the first 5 or 6 letters to further specify your search.

## 8.5 Call Types

There are several call types that you can select before dialing. They give you manual access to the potentially cost saving features of the AMC+. Please see the picture below.

**Note:** Which of the following call types are available depends on the configuration done by your administrator.



### 8.5.1 Call

Select Call to dial the selected or entered number. The AMC+ will automatically route the call as specified for your system.

Figure 4: Call type selection on Blackberry.

### 8.5.2 Callback

Demand a Callback and let yourself be connected with the called party. No call will be established from your smartphone. This may have a favorable effect on costs. A Callback can be requested via HTTPS (default) or by calling the *Callback Number*. The HTTPS Callback is perceivably faster.



General setup and functionality of *Callback* is described in [11.2.3](#). To use the *HTTPS Callback*, the *HTTPS Port* must be set (refer to [11.8.1](#)).

### 8.5.3 Direct Call (Mobile call without passing the PBX)

This option gives you the possibility to place a call "directly" through the mobile network. Such a call will then not be routed through your enterprise network.



#### Automatic Routing

Administrators may specify and deploy routing rules (for Callback etc.) with in an (M)LCR Table and deploy it to the AMC+.



### 8.5.4 Anonymous Call

When you select an *Anonymous Call* the called party will not see your caller ID. Unlike *Direct Call*, this feature has to be routed through your enterprise network.

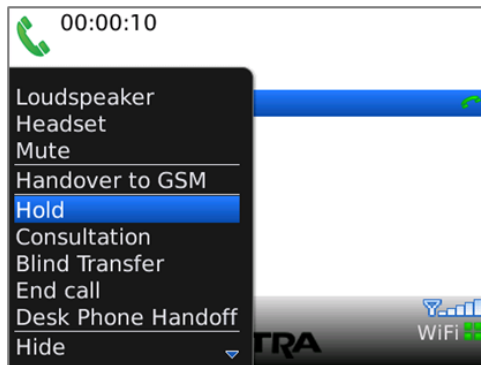


#### Further Configuration

1. This is a PBX-driven feature. Not every PBX supports this.
2. The Anonymous Call Prefix has to be set in the *Settings* of your AMC+, refer to [11.8.7](#).
3. An Access Code has to be configured on the AMCC to match the feature code that triggers an *Anonymous Call* on your PBX (please refer to the Aastra Mobile Client Controller Administrator Manual).

## 8.6 In-Call Features

If a data channel (Wi-Fi or *Packet Data*) is available during a call, your AMC+ will enable the in-call features of your PBX. The range of offered features depends on the used PBX. However, some of the standard features are the same with almost all PBXs.



### Native Dialer Integration

The first couple of options are derived from the native dialer. Please note that there might be known issues regarding this functionality (refer to section 4).

#### 8.6.1 Hold call

A party can be put on hold by clicking the *Hold* option on the screen.

#### 8.6.2 Consultation

Clicking on the *Consultation* option in the in-call features screen puts the currently active call on hold and opens the call screen where you can call a second party.

#### 8.6.3 Blind Transfer

Transfer a call to a second party. Select this feature and choose a contact or select a number. Your call will be terminated and disappear from the home screen as soon as the other party has picked up.

#### 8.6.4 Toggle, Complete Transfer, and Conference

If there are two active calls (one of them on *Hold*), you can *Toggle* back and forth between them, enter a three-party conference (*Complete conference*), or join the two calls (*Complete transfer*) and terminate the calls on your end.

#### 8.6.5 Fast Forwarding

This option will forward the call to a predefined number. While in theory this can be any number, this feature is most often used to transfer the call to the desk phone with a single touch of a button. While the transfer to the predefined number is being executed, the AMC+ offers you the possibility to *Unhold* (resume) the call (the transfer will be interrupted).

Please note that this feature is executed like a Blind Transfer. If your PBX does not support Blind Transfers, the Fast Forwarding feature will not be available.



For immediate transfer a *Fast Forwarding Number* has to be set (refer to [11.2.7](#)). If no *Fast Forwarding Number* has been set, the AMC+ will open a keypad with which you can dial or choose a contact.

### 8.6.6 Handover to Cellular Networks (GSM)

It is possible to trigger a manual Handover to GSM/3G (cellular networks). You can find the selection in the AMC+ Main Menu (Blackberry button) when in call.

### 8.6.7 Handover to VoIP

It is also possible to trigger a manual Handover to VoIP if the Wi-Fi coverage is good enough, as above the selection can be found in the AMC+ Main Menu (Blackberry button). If the access point provides VoIP over 3G (Packet Data activated in AMC+ *Network Settings* and *Allow VoIP over 3G* checkbox selected) and a handover is made, it will not be possible to get back to a Wi-Fi access point during the call. This depends on that the phone can only have one single IP-address.

### 8.6.8 Automatic Handover to VoIP

If *Auto Handover* has been enabled in the settings of the AMC+, a handover from WiFi to Cellular will be performed automatically if the WiFi signal strength gets too weak to maintain a reliable VoIP connection. A handover from Cellular to WiFi on the other hand will be performed if a known network with sufficient quality gets into range during an ongoing cellular call. At the availability of a network with sufficient quality, the AMC+ will take some time to assure it is a stable connection before a handover is performed.

At the availability of a network with sufficient quality, the AMC+ will take some time to assure it is a stable connection before a handover is performed.

If an access point provides VoIP over 3G (and the AMC+ is set to use this), it will not be possible to get back to a WiFi access point during the call. This depends on that the phone can only have one single IP address.

**Note:** A call muted in WiFi will automatically be unmuted at handover to GSM/3G!

## 8.7 Out-Of-Call Features

Out-of-call features give you the possibility to use your smartphone as a full-fledged equivalent of a desk phone. Open the context-sensitive menu of the home screen to access the following out-call features.

### 8.7.1 Call Forwarding

You have the option to configure rules about when and to which destination *Call Forwarding* is to be done. There are three different rules: *Always*, *On no Reply* and on *Busy*. A different number may be configured for each of them.

Rules can be cancelled globally with *Cancel call forwarding* or switched on and off with *Toggle On/Off*.



If a call has been forwarded to your AMC+, this will be indicated by a diversion arrow in front of the caller's number.

### 8.7.2 Call Pickup

A pick-up group is a group of people who are notified if one group member receives a call, for example a support group. If there is an inbound call for your pick-up group, the AMC+ will notify you with a pop-up window and give you the option to pick up the call. Clicking on *Call Pickup* in the *Features* screen also enables you to pick up the first incoming call for your pick-up group.



#### Pickup Groups

There might also be adjustments to be made on the AMCC and PBX-side. Please consult the Aastra Mobile Client Controller Administrator Manual (keywords: *PBX Access Codes*, *Pickup Groups*).

### 8.7.3 Call Retrieve

This out-call feature enables you to fetch a call from the waiting loop. If this does not work as expected, please verify that your PBX supports this feature, and contact support if the problem persists.

#### 8.7.4 Voice Mail

Listen to your corporate voice mail with this option. Click on the selection in the AMC+ Main Menu. A waiting voice message will be indicated by a small cassette icon just left of the icon for the mobile network signal strength in the upper right corner of the AMC+ screen. Once you have listened and deleted your received voice mail(s) this icon will disappear.



Please note that MWI has to be activated and a *Voice Mail Number* must be configured on the AMCC and your PBX.

#### 8.7.5 Activate and Deactivate DnD

Temporarily disable your AMC+ as your corporate extension with Do-not-Disturb (DnD). This prevents inbound calls from being forwarded to your AMC+ (VoIP and cellular). *Deactivate DnD* to be available for inbound calls again.

#### 8.7.6 Absence Info

By selecting the Absence Info menu you can set the absence reason and in some cases the day/time of return, in your PBX as well as cancelling already set information.

## 9 Mobile Least-Cost Routing (MLCR)

The following explains how to actively use the features *Callback*, *Call through*, *Call Reverse*, and *SIM Switch*.



### About MLCR

It is possible to configure number patterns (first couple of digits of a phone number) which will trigger an automatic least-cost routing. These 'routing rules' can be deployed to the AMC+ from the Aastra administration portal by the Administrator. The Administrator can configure several different MLCR lists in the Portal to customize the MLCR rules for each user if necessary. However, a different routing feature can be selected manually by the user even if these routing rules are present, refer to [8.5](#).

### 9.1 (HTTPS) Callback

Use Callback to reduce costs of outbound calls made via the AMC+. In a Callback call the call to both the A- and B-party are setup from the PBX. How to start a *Callback* is explained in [8.5](#) on page [24](#). If your company makes global use of the MLCR, dialing certain phone numbers might trigger a *Callback* automatically! Rules for automatic routing can be made and deployed to the AMC+s using the AMCC.

**Note:** The HTTPS Callback request goes through a data connection that might not be available or fail. In the case of failure, the AMC+ will automatically fall back to a "regular" Call-through call. The call is still placed through the PBX, however, you do not have the cost benefits anymore.

**Note:** When a HTTPS Callback comes in and if the ring-tone volume is not low, a high frequency click sound can sometimes be heard. The generation of this cannot be influenced by the AMC+.



General setup and functionality are documented on page [37](#).

### 9.2 Call Reverse

If *Call Reverse* is enabled, inbound calls (to the users mobile number) can be transformed into outgoing calls to make use of favorable tariffs for calls from the cellular network. This happens automatically, so from the user perspective a *Call Reverse* completely resembles an inbound call: you can decline or accept it.



### Required Settings

For this to work as intended the *MTC Number* has to be set, refer to [11.2.4](#). General setup and functionality are explained in section [11.2.5](#) on page [38](#).

### 9.3 Travel SIM

You can take advantage of using local SIM cards in different locations. Note that Travel SIM is a feature that is not part of the LCR file. There are two ways to activate a new SIM card.

1. If enabled, Travel SIM will be available in the *Option* menu of the home screen. Selecting SIM Switch will register your new SIM Card by setting up an unanswered call to the AMCC.
2. After insertion of the new SIM card, the AMC+ will open a dialog in which you can select to execute a Travel SIM and register your new SIM card. If you select the option *Later*, the pop-up will reappear at the next startup.



Please note that the new SIM number has to be configured in the AMCC to be able to register it from the AMC+.



#### **Several Number Support**

The AMC Solution is able to manage several SIM Cards (*GSM Numbers*) per user. Please refer to page [35](#) for general setup and functionality. A SIM number must not be used more than once in your system!

## 10 IM and Presence

The AMC+ enables basic mobile presence and the ability to chat with your smartphone. Immediately after the required settings have been configured (see below), the Online/Offline Presence Status will be displayed on the Home screen.



### Required Settings

UC has to be turned *On* (refer to [11.8.6](#)) and the *Default IM Host* (refer to [11.8.5](#)) has to be configured correctly on the AMC+, and profiles of *XMPP Endpoints* and *XMPP User Accounts* have to be created on the AMCC.

### 10.1 Adding Contacts

An instant messaging ID has to be configured for a contact in the native phone book of your Blackberry. To add a contact open the native *Contacts* directory, open a contact and click *Edit*. Click on *Add field*, then click on the setting *Instant Message*. Enter the ID of the user, tap the default "AIM" setting, select "Jabber" as protocol/way of chatting - and save your changes. If such an ID is configured you can see your contact's basic presence state in the *Contacts* of the AMC+ automatically if he or she is also a user of the AMC+. Dependent on which chat software is used, the contact's presence status will be visible after your invitation has been accepted.

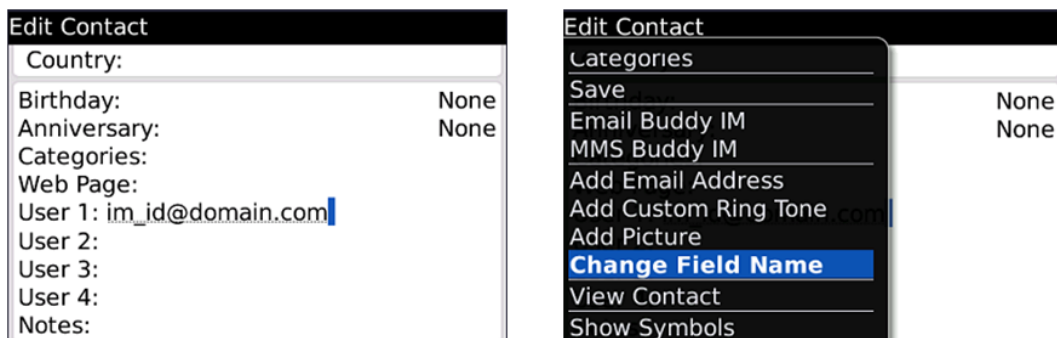


Figure 5: Native screens for adding IM IDs.



### Adding users from other domains

If a contact's IM ID belongs to a different domain, this ID has to be set as a "User" (see screenshots of the native *Contacts* below). The Blackberry address book gives you the possibility to rename this field, which might be helpful to improve the usability of the IM and Presence service.

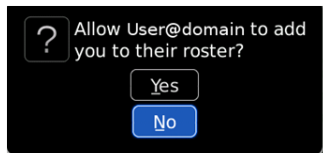




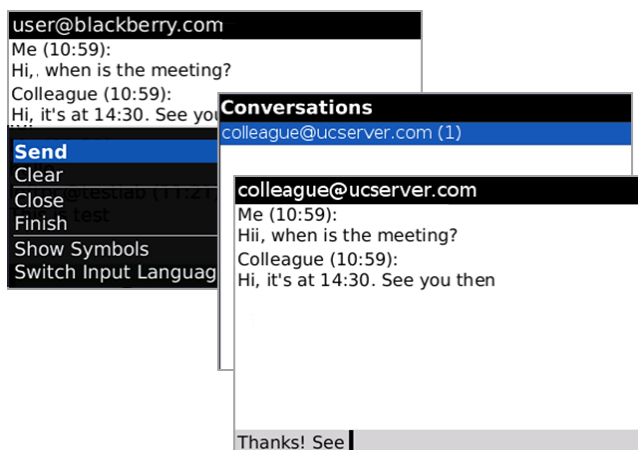
### Limitation

Please note that once added to the IM roster, a contact cannot be deleted, blocked or ignored. An option to delete IM contacts will be implemented in a later version of the AMC+.

## 10.2 Being Added



If somebody adds you as an IM contact, a pop-up window will prompt you to accept or decline this invitation. If you accept an IM invitation, the contact's IM ID will be stored and you will be able to see whether he is online, offline etc.

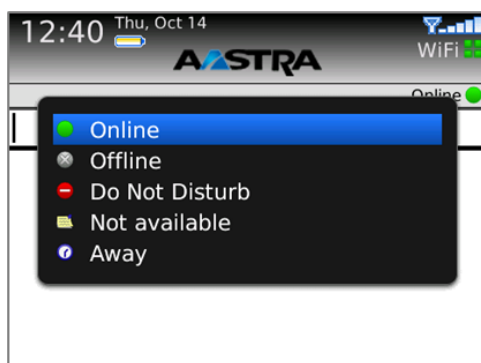


## 10.3 Chatting

To start a chat, touch the speech-bubble icon in the Dial screen on the AMC+. Then touch the option *Start Chat*. You have then the option to enter a chat ID manually, or to choose one of your contacts. Once the *Chat* screen is open (see screenshot to the left), type in a message and click return to send your message.

## 10.4 Parallel Chats

It is also possible have several conversations at the same time. All ongoing chats will be displayed as a list in the Chat screen.



## 10.5 Setting the Presence Status

By default your first presence status will be *Offline*. To change this, touch the speech-bubble icon in the Dial screen of your AMC+. Touch the option *Set presence* in the following screen. In the screen shot to the left Online and Offline are the supported Presence States . Select the one you would like to apply.

*Do not Disturb*: This presence state will in the future be set automatically if there is an ongoing call. It will return to the previously set presence status after the call has been terminated.

## 11 Settings

There are a couple of mandatory settings that have to be configured to be able to use all of your AMC+'s features. All settings, mandatory and optional, are explained in this chapter.



### Configuration Loss with Firmware Updates

With a firmware update, the AMC+ application will not be deleted. However, the configuration of your AMC+ will be lost and must be reloaded. To download the configuration data manually, open the *Settings* section on your AMC+, then open the context-sensitive menu, and select the option *Configuration Download*.



If the *Hide settings* checkbox has been set by the Admin in the AMC Portal, some of them might not be visible to the user.



### Never change preconfigured Settings!

Every number has to be configured on the AMCC, and will hence in most cases be preconfigured on the AMC+. If one of them does not work properly, ask your administrator to check if the according feature has been activated for your User Account on the AMCC. If your AMC+ has been preconfigured, simply skip the Configuration chapter. However, you may want to consult it, to fully understand how your AMC+ works. The AMC+ downloads the configuration from the Aastra portal.

## 11.1 Options Menu

The following settings are available in the *Options* menu of your AMC+.

### 11.1.1 Connect and Disconnect

Continue or cancel your current system registration with this option. For an explanation of the registration icons refer to [7.3](#).

### 11.1.2 Auto Handover

Disable or enable automatic handovers from Wi-Fi to cellular networks and vice versa. If this is enabled, a handover from Wi-Fi will be performed automatically if the Wi-Fi signal strength decreases too much to maintain a reliable VoIP connection. A handover to Wi-Fi on the other hand will be performed if a known network with sufficient quality gets into range during an ongoing cellular call.

## 11.2 FMC Numbers

In order to take advantage of the available AMC Solution features the AMC+ and the AMCC "communicate" via special numbers which must be configured on the AMCC to trigger a certain behavior in cellular networks.

### 11.2.1 PBX Dialing-in Number

The *PBX Dialing-in Number* is used for cellular calls. It is used by the AMC+ to route the calls through your company network (AMCC). It makes extension dialing from the AMC+ possible i.e. (calling colleagues via their extensions numbers and not their full numbers). It also ensures that your corporate phone number is displayed to the called party and not the number of your currently used SIM card.



#### AMCC-Side

This number has to be configured for the *PBX Dialing-in* purpose on the AMCC!



#### E.164 Format

The *PBX Dialing-in Number* has to be configured in E.164 format to ensure that the AMC+ is always able to dial it independently from its location.

### 11.2.2 Travel SIM Number

If you select *Activate SIM Card* in the main menu, the AMC+ uses this number to communicate to the AMCC that a new SIM card has been inserted. If the number of this SIM card is configured for your *User Account* on the AMCC, your new SIM card will be activated and you will be able to take advantage of the features of the AMC Solution.

#### Advantage of Travel SIM

All of the services offered by the AMC+ are exclusively available for configured users. However, some users might have several SIM cards, mostly for taking advantage of lower tariffs in different countries. It is possible to configure up to ten cell phone (SIM card) numbers per user, but only one at a time will be "active".

#### How it works

A call to *Travel SIM* number is placed and hung up immediately. This guarantees that the call is free of charge since it is never really established. If the Travel SIM request was unsuccessful, you will not be able to make calls from now on, since the AMCC cannot authenticate you. Such a failure should not happen, unless your new SIM number was configured incorrectly on the AMCC.

**What to do if Travel SIM doesn't work**

Your previously used SIM card will continue to work, unless there is a problem on the AMCC-side: Check if there is a temporary problem by reinserting the former SIM card. If it does not work, the error is likely to be located at the AMCC.

If repeated attempts to Activate SIM Cards fail and if the configured number of the second SIM card is correct, the reason could be an improper Caller ID sent from your new SIM card. In those cases the switch has to be conducted manually on the AMCC.

### 11.2.3 Callback Number

Configure the number that is to be dialed to trigger a *Callback* without HTTPS. Like all FMC Numbers, the Callback Number should be configured in international format, i.e. with country code, to ensure that the AMC+ is always able to dial it independent on its location. How to use this and other call types with the mobile phone in hand is explained in section 8.5.

#### How it works

There are two ways to send the B-party number to the AMCC, either via an HTTPs request over the data channel or via a regular call. After the AMCC has received the number, the call setup is identical for the two scenarios. Below the simplified call scenario is described.

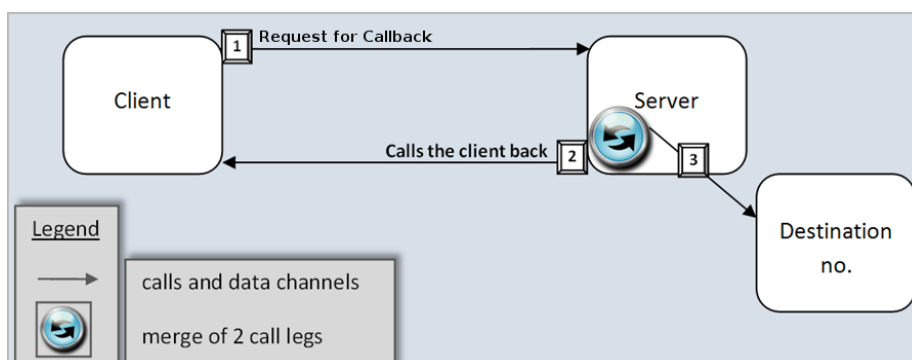


Figure 6: Simplified functionality of Callback.

A Callback is invoked via HTTPS or by calling the Callback Number configured in the *Settings* menu. The AMC+ also sends the phone number that you would actually like to call (1). The AMCC in return calls the AMC+ (2) and the destination number (3). The two calls are connected as soon as they are established.



#### Further Configuration: HTTPS Callback and Regular Callback

1. HTTPS is enabled automatically on the AMCC. On the AMC+s the use of packet data (refer to 11.5) has to be allowed.
2. If HTTP (configurable in the *Hidden Settings*) or non-default ports (11.8.1) are to be used, the settings on both, the AMCC and the AMC+s, have to be adjusted.

**Caution:** The settings for the used port and protocol (HTTPS or HTTP) on both the AMCC and the AMC+s must match! Refer to the AMCC Administrator Manual for the settings in concern (*UC » Additional Client Features*).

3. The *Callback Number*, as described above, must be set on the AMC+s in international format.

### 11.2.4 MTC Number(s)

MTC stands for Mobile Terminated Call. The *MTC Number* will be associated as Caller ID for your corporate system (AMCC). You could say that this is the identification the AMCC uses towards the AMC+, and it can be used when an operator uses CLIP-call screening. If the *MTC Number* is set, all Enterprise calls must come with this Caller ID otherwise they will not be handled by the AMC+. In order to make sure that the number is positively matched, you have to enter your PBX number in international format.

#### Use Case

The *MTC Number* or prefix identifies a call as an Enterprise (AMC+) Call. All AMC Solution features become available for identified *Enterprise Calls*. In the case of the Call Reverse scenario an incoming call from this number confirms/triggers the "call reverse behavior".

**Note:** To be able to present some Caller ID information when an operator uses CLIP-call screening, the AMC+ introduces an entry in the Contacts if an MTC number is set in the client configuration. The entry is removed whenever the AMC+ is exited.

### 11.2.5 Call Reverse Number

The *Call Reverse Number* is only mandatory if the feature is to be used. It has to be a number, again in international format, that has been configured for the *Call Reverse* purpose on the AMCC and an *MTC Number* (refer to 11.2.4) has to be configured correctly. Only calls from the *MTC Number* will trigger a *Call Reverse*!



This can be enabled and disabled globally; refer to 11.8.9.

#### How it works

The calling party will basically be put on hold by the AMCC; as a consequence a *Call Reverse* from the calling party's perspective is no different from a normal call. The AMCC will even play back a ring-back tone.



Only inbound calls coming from the AMCC are affected by this! Regular inbound calls to your SIM card remain untouched.

#### Advantages of Call Reverse

*Call Reverse* turns inbound calls into outbound calls and thus reduces cost, especially in Europe and other countries with high termination charges. Through these charges calls from fixed line to mobile are expensive whereas calls from mobile to fixed line are typically cheap.

### 11.2.6 Voice Mail Number

If your Voice Mail is configured here, you have the possibility to access your corporate voice mail messages via the AMC+.

### 11.2.7 Fast Forwarding Number

Configure the phone number for the phone you want to have as Fast Forwarding destination. In most cases this will be your desk-phone number, but it can be any number. The AMC+ will offer the option *Fast Forwarding* in the in-call features menu. This option can be used to transfer an active call instantly to the pre-configured number.

### 11.3 Dual Mode

Select *Cellular Only*, *Single Mode* or *Dual Mode*:

If set to *Cellular Only*, the AMC+ will only allow connections to cellular networks.

In *Single Mode* it allows cellular networks and Packet Data for signaling ( *Packet Data* and/or WiFi, this depends on the device), i.e., if you want to have SIP signaling over Wi-Fi but call-setup signaling and media over the cellular network, you need to select the *Single Mode* setting!

The setting *Dual Mode* allows Voice-over-Wi-Fi, but it requires that the Blackberry device supports Wi-Fi and that the required settings in the native OS are made.



#### Consumption of Packet Data

The *Packet Data* setting lets you specify when packet data (for example *Packet Data*) should be used; refer to [11.5](#).



#### Native-Dialer Dependent

Whether a data channel is established via Wi-Fi or via *Packet Data* depends on the Network Preferences you have chosen in the native Blackberry application. If a preferred Wi-Fi network is available, this network will be used for the data channel.

### 11.4 VoIP Settings

The IP address is the IP address or host name of your AMCC (or the first network device in between AMC+ and AMCC). The default port is 5062. The *Username* is the username that has been registered on the AMCC. Usually it is your corporate phonenumber (to make it unique in the system). The *Password* is the one that belongs to your user name in the AMCC.



#### Transport Protocol

The transport protocol should be TCP only! The reasons are system performance and battery time.

### 11.5 Network Settings

Unlike Wi-Fi connections, cellular connections cannot carry data. A data channel is not necessary to make use of certain services, such as accessing PBX (in-call) features, but it makes signalling faster. Availability of data channels depends on your provider and on your contract. Many contracts come with a certain amount of data traffic included *Packet Data*.

The Packet Data settings described here allow you to determine if and how the AMC+ is allowed to use cellular *Packet Data*. You can choose to generally disable it for the AMC+ (*Off*), use it exclusively for HTTP(S) requests (*Minimal*, i.e. Corporate Contacts access, *HTTPS Callbacks* etc.), or allow its usage



only in your provider's network (*Local Network*). To use it whenever needed for a system registration (no Voice over 3G) set this to *GPRS Dynamic*. The checkbox *Allow VoIP over 3G* allows incoming and outgoing VoIP calls to be established over *Packet Data* connections. It also keeps a packet-data connection open even if the screen backlight is turned off by the operating system due to user inactivity. This enables a constant system registration and with it, successful receptions of incoming responses to service requests, e.g., Call Reverse etc. The setting *Maintain 3G Connection* is a subset of *Allow VoIP over 3G*, i.e., it keeps packet-data connections open even if the backlight is turned off, but it does not allow this connection to be used for VoIP. Please note that without enabling either of these two settings, a packet-data connection is interrupted whenever the backlight is turned off.



#### Native Settings Dependent

Smartphones have preference options to enable or disable the use of packet data. If turned off in the native menu, any preferences made within the AMC+ remain without effect!



#### Costs and Battery Life

Please note that the usage of data channels may drain the phone's battery. If costs run too high, a provider might also disconnect the call. Section "Packet Data" [11.5](#) on page [40](#) contains information about the amount of data consumed by certain features.

## 11.6 Call Preference

By setting the *Call Preference* you can configure in which situations your AMC+ shall handle incoming and outgoing calls.



The rule you choose here will only be applied if the AMC+ is activated.

## Dual Identity

In Dual Identity mode your AMC+ will only handle calls made from within the AMC+. Calls made from the native Blackberry menu, will not be handled by the AMC+ automatically. However, if you choose *Enterprise Call* in the menu, the AMC+ will handle the call.



If a call is made from the *Contacts* (even if the screen is entered through the AMC+!), you have to select *Enterprise Call* in the context-sensitive menu to use the AMC+ for dialing!

## Always AMC+

With this setting, the AMC+ is automatically used for all calls. This means that even calls initiated from the native dialer will be handled by the AMC+!



Please make sure that the native setting "Send my caller ID" is set to "Set By Network" under "Call Settings" if this option is used.

### 11.6.1 Background Mode

This setting shifts the AMC+ into the background, but calls will be handled by it and its features will be available.



This feature might be disabled.

## 11.7 Exception Numbers

Specify numbers that must be dialed directly in all cases. The main purpose is to make sure that special numbers such as operator voice mail and the like are not considered for any special routing via the AMC+.

To specify more than one number, separate them with dashes "-" (no white spaces).

**Note:** Emergency numbers do not have to be specified here, as they are treated separately. The major emergency numbers for all continents such as 112 and 911 are preloaded in the AMC+. If you have any special or regional numbers however, you can configure them here.

## 11.8 Misc. Settings

### 11.8.1 HTTPS Port

If a port is configured here and if HTTP(S) has been activated on your AMCC, data connections will be established automatically whenever necessary (for Callbacks, to access the Corporate Contacts etc.).



#### Information about HTTPS

Whenever Hypertext Transfer Protocol Secure (HTTPS) is used, you will be asked to accept a certificate for security reasons. Go to your smartphone's native menu and open *Options » Security Options » Certificates* to generally allow this certificate.

### 11.8.2 International Prefix

In this field you can specify with which characters a leading plus "+" should be replaced whenever it is signaled in DTMF.

### 11.8.3 Maximum Number Length

The *Maximum Number Length* determines after how many digits (of a phone number) the AMC+ will send DTMF (in cellular networks). In most cases, this depends on the first network device on the way (gateways and trunks in many countries support up to 19 sometimes even 21 digits). To ensure the correct functionality, simply set this value to "0".



#### Attention

This setting can be used to expedite the dialing of Call-through calls, basically getting it to the same level as with operator supported dialing (OSD) functions enabled. This feature will attach the destination number to the Call-through number. It does not require a data connection. You should however be aware that it only works in countries without fixed number lengths and if you have a trunk with your carrier that allows passing the additional digits.

### 11.8.4 OTA-URL

The OTA-URL is the link to the Aastra administration portal, from where the AMC+ will download the configuration (including license), Feature file and LCR file.

### 11.8.5 Default IM Host

If you would like to use the IM and Presence service of the AMC+, the host URI of the desired Default IM Host in your network has to be entered here. Contact your administrator for further information. As soon as the Default IM Host has been set correctly the presence status line becomes available in the Home screen. Normally this will be your corporate domain.

### 11.8.6 IM/Presence enabled

Set this to on to enable the use of instant messaging (IM) and presence. Check the IM and Presence chapter 10 to learn more about this functionality.



The *Default IM Host* setting will not be lost even if this option is disabled!

### 11.8.7 Anonymous Call Prefix

If your PBX supports outbound anonymous calls (no caller ID shown) enter the necessary feature code here. The option *Anonymous Call* will become available whenever you enter or select a phone number and open the options menu.



This has to be configured as a *PBX Access Code* on the AMCC!

### 11.8.8 Automatic Start

If *Automatic Start* is enabled, the AMC+ will be started automatically whenever the phone is switched on.

### 11.8.9 Call Reverse Enabled

If this option is enabled inbound calls will be rejected and an automatic call back to the party in concern is initiated. Refer to [11.2.5](#) for a description of *Call Reverse*.

### 11.8.10 Show 'Close' in menu

Checking this box simply adds the option *Close* to the AMC+'s menu.

### 11.8.11 LCR enabled

This option will make the AMC+ adhere to least-cost-routing (LCR) rules if a rule set has been deployed along with the AMC+ configuration.

### 11.8.12 Operator Supported Dialing (OSD)

Some operators can call your configured *PBX Dialing-in* number automatically. Please note that this will only work with the SIM card for which your AMC+ was activated. If your provider supports OSD and if you would like to use it, set this setting to *On*.

This will only be applied when you are not in a roaming state.

## 12 Factory Reset of the AMC+

It is possible to do a quick, but complete factory reset. Open the *Settings* and click on the *Options* key for a context-sensitive menu. It will give you the option to execute a factory reset which will delete all configurations made.



A new configuration deployment might be desirable (refer to page [34](#)).

## 13 Manual download from the Aastra portal

On top of the automatic download of information from the Aastra portal that the AMC+ initiates it is also possible for you as a user to manually request download of information.

The options in the AMC+ menu are:

- Download configuration
- Download Feature file
- Download mobile LCR file

Download configuration downloads all the settings for the AMC+ and also the license for the application when it is created in the portal.

Download Feature file downloads the Feature file that is assigned for the user. There can be several Feature files on the portal but only one will be assigned to a specific user. The feature file provides the in- and out-call features that will be accessible from the AMC+.

Download LCR downloads the LCR file. There can be several LCR files on the portal but only one will be assigned to a specific user. The LCR file provides information on how calls shall be routed for this user.

## 14 For Administrators and Technicians



This chapter contains information directed at administrators and/or technicians. Please note that administrative information is also provided throughout this manual.

### 14.1 Access to Hidden Screen

There are further settings that may be altered and used for debugging and the like by the experienced administrator.

To access these settings on the Blackberry platform:

- Open the Settings menu
- Then type in: \*#398 in the Enterprise Settings screen while holding the SHIFT key.

The following only describes the settings that can be used by the administrator for testing. Everything that is not explained is either meant for development testing purposes only, or should not be altered without contacting our support engineers.

### 14.2 Advanced Settings

The check box options can be used for error diagnosis:

- **Enable File Logging**

A log file with error messages will be saved on the device. This log file is only accessible via the Blackberry Media Manager (`home/user/mcclient/debug_log.txt`).

- **Enable Debug Popups**

Checking this box has the effect that debug messages will pop up while the AMC+ is running and in use.

- **Enable Debug Screens**

With this option you can enable debugging for: Activation, VoIP, Misc, WiFi and GRPS (options will be displayed in the main menu of the AMC+ after *Enable Debug Screens* has been enabled).

The following applies to data connections:

- **TCP tunneling enabled**

This has to be checked if voice over 3G is to be used (Settings/Cellular Data/Allow Voice over 3G).

- **Connect via BES**

All connections will be handled over the Blackberry Enterprise Server (BES); no APNs have to be set if this is enabled.

- **Further Options**

All further options should not be altered without prior consultation of our support engineers.

### 14.3 Recording and Retrieving Traces

If traces have to be recorded for assistance of our support team, please activate the option "Enable File Logging" in the Hidden Settings, refer to [14.1](#). This log file can be copied (and consequently sent to the support team via e-mail) using the Blackberry Media Manager. You can find it in the following directory:

(Device Memory/home/user/mcclient/debug\_log.txt)

### Support

Tracing should be performed after consulting one of our support engineers. He will tell you which trace nodes (see below) to activate in your specific case.

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