STARFACE
COMFORTPHONING

STARFACE
MOBILE CLIENT FÜR IPHONE

Manual for the STARFACE Mobile Client for iPhone Version 7.0.0.X / Edition 1

Table of Contents

1. About this manual

Congratulations and thank you for choosing the STARFACE mobile client for iPhone.

This manual covers the following topics

- Installing the STARFACE Mobile Client for iPhone

- Configuration and management of the STARFACE mobile client for iPhone

- Operation the STARFACE Mobile Client for iPhone

The target group of this document are users who already have basic knowledge in the field of telephony and generally using STARFACE as a telephone system.

In addition to this manual, there is the STARFACE user manual, which guides you step by step through the operation of STARFACE. The user manual is available for free download on the STARFACE website (Download area for manuals).

Please note that the STARFACE mobile client for iPhone is a software product that is constantly being developed and improved. Installing updates or patches can also change the functionality or appearance of certain control elements. We expressly reserve the right to make changes and further developments that serve the purpose of technical progress.

We welcome any suggestions or hints concerning errors in the manual at any time.

We look forward to welcoming you as a new member of the growing STARFACE community and wish you lots of fun and success in your daily work with the STARFACE mobile client for iPhone.

1.1 Special text designations

Within the text, the different actions and labels of the STARFACE user interface are indicated by the following formatting:

Buttons in the STARFACE Mobile Client for iPhone: Sample text

Labelling in the STARFACE Mobile Client for iPhone: **Sample text**

Keystrokes and file paths: */pfad1/ordner1/*

Cross references within the manual   "1.1.1 - Chapter"

Notes and important comments:

> **Note:** Sample text

1.2 Special terms

Within this manual, various fixed terms will occur repeatedly, so here is a glossary with a brief explanation of the key terms:

Mobile Client: This designation always stands for the STARFACE Mobile Client for iPhone in its entirety and the abbreviated notation is used exclusively for better legibility of the texts.

Telephone system: This term refers to the STARFACE appliance/VM/cloud entity to which the mobile client is to be or is connected.

As a rule, no distinction is made between the 3 different operating modes. If this distinction is necessary, it will be made in the appropriate text or headline.

The mobile client can only be operated with a STARFACE appliance/VM/cloud instance and is not compatible with telephone systems from other manufacturers.

BLF: This abbreviation stands for the term "Busy Lamp Field". This is a user-related function key type (see also point 3.7.1 in the STARFACE User Manual).

2. System requirements

There are certain technical requirements to be met if the mobile client is to be used. These requirements are listed here, classified according to the respective areas.

2.1 Operating systems and hardware

The use of the mobile client is basically possible from version 6.4.X.X of the telephone system and from iOS 12 onwards.

The mobile client is approved for the iPhone, iPad and iPod touch.

2.2 Network and Firewall (general)

The following ports must be enabled in both directions between the telephone system and the mobile client in order to use the mobile client.

The indication of the respective log is in brackets, directly after the port

- 80 (TCP)   Access to the telephone system address book

- 443 (TCP)   Access to basic functions

- 5060 (UDP)   Use by SIP (e.g., call setup)

- 5061 (TCP)   TLS encryption

- 5222 (TCP)   Login to the XMPP server of the telephone system

- 10000 to 20000 (UDP)   incoming RTP audio data

- 1025 to 65535 (UDP)   outgoing RTP audio data

Depending on the network architecture and the basic firewall settings, these releases must be made at various points in the existing infrastructure.

In addition, the correct configuration of the host name, the XMPP domain and the server address used on the telephone system must be ensured.

The following DNS entry must be accessible via port 443 for the telephone system and the mobile client so that the functionality of the STARFACE mobile clients is guaranteed:

- push-cluster.starface.de (version 7.0.0.19 and higher of the telephone system)

- push.starface.de (up to the version 7.0.0.8 of the telephone system)

2.3 Licenses for the mobile client

The mobile client is free of charge and a server license must be installed on the telephone system for basic use.

If the mobile client is also to function as a softphone, chargeable licenses of the "UCC Softphone" type must be imported into the telephone system. The licenses of the "UCC Softphone" type always require a previously imported server license.

In addition, the authorisation "UCC Premium Functions" must be set on the telephone system for the respective user.

> **Note:** It is not mandatory for every user to buy a paid licence. The number of licences for the premium version of the UCC Client can be purchased in stages.

The documentation for importing the licences can be found in the STARFACE administration manual (Link to download the manual).

3. Mobile Client Installation

The latest version of the STARFACE Mobile Client for iPhone is available in the Apple Store (Link to the download area). It is essential to observe the system requirements described above.

3.1 Language

The mobile client is available in English and German. The language used depends on the language selected for the operating system.

3.2 First registration

When starting the mobile client for the first time, the user data must be configured. Under the heading "**Login**", the data of the user for the connection to the telephone system is stored.

The configuration options are in detail:

Server: At this point, the IPv4 address or host name of the telephone system must be entered. If the end device is outside its own network, the external IPv4 address or the external host name of the telephone system must be entered.

Port: Here you can specify the port that is used for the connection to the telephone system. The default port used is 5222.

Login ID: The login ID to be entered here corresponds to the login ID assigned to the telephone system when the user was created.

Password: The password corresponds to the user password on the telephone system.

The login can be carried out using the "Connect" button.

4. Mobile Client Operation

This chapter describes the various control elements and configuration options in the mobile client.

4.1 User status in the status area

The first element in the status view presents the current status of the logged-in user with various icons and coloured markers.
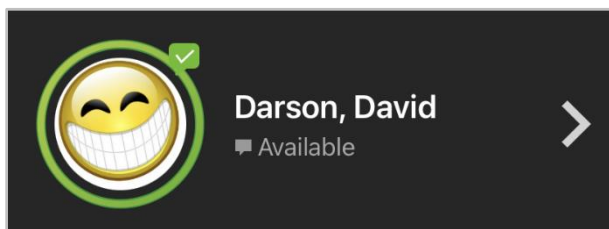

Figure 1 - Example view of the status area

The coloured ring around the user's avatar indicates his/her current call status. In this case, a distinction is made between the following statuses:

- Green   User is available

- Yellow   User is currently being called

- Red   User is on the phone

- Blue   Rework time in the iQueue

- Grey   User not available

More information is displayed through the various small icons around the user's avatar:

Symbol	Explanation	Site
Red circle with a white crossbeam	DND/Sleep feature enabled	Top left
White hook on a green background	Chat status "available"	Top right
White circle on a red background	Chat status "away"	Top right
White X on a red background	Chat status "do not disturb"	Top right
White turning symbol on black	An always-redirection is active	Bottom left

Table 1 - Description of the standard additional symbols

If the user's avatar image is clicked once, the profile view opens in which all the important key data and the password of the user can be changed.

> **Note:** If registration via Active Directory is activated on the telephone system, the e-mail and password cannot be changed.

In addition, the avatar of the user can also be changed. This is used to display the busy lamp field function keys and on phones that support the "Picture CLIP" feature.

4.2 Settings in the status area

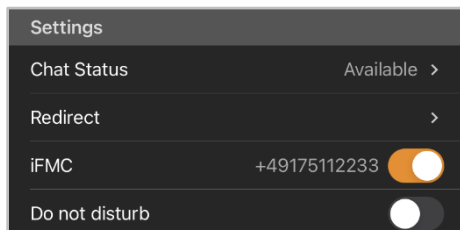Various settings can be configured in the second part of the status area.

Figure 2 - Example view of the settings area

4.2.1 Chat status

By selecting the button Chat status the overview of the existing chat statuses opens. The following 3 standard chat statuses are available:

- Available

- Away

- Do not disturb

which cannot be changed or deleted. You can create your own chat statuses using the button in the top right corner.

To do this, after selecting the button, one of the 3 existing status symbols must be selected and then the desired text is entered. A chat status that you have created yourself can be changed later using the button:

.

If a self-created chat status is dragged to the left, it can be deleted using the button with the same name.

4.2.2 Redirections

The redirections for the user of the telephone system can be configured in this area of the mobile client.
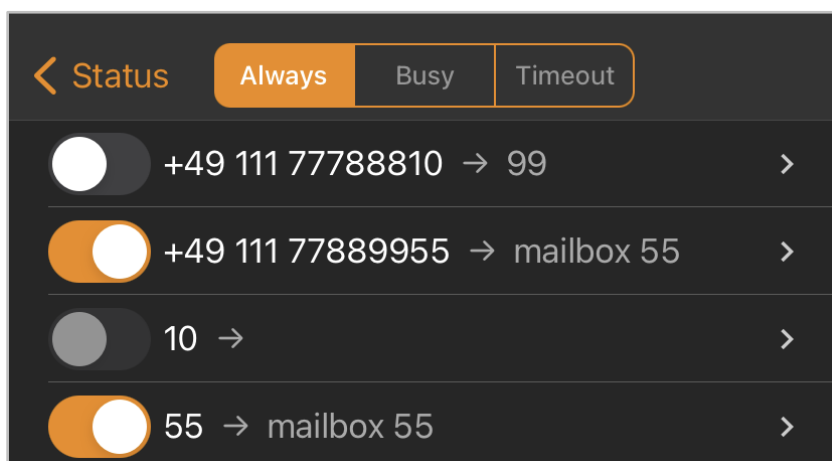

Figure 3- Example of always-redirections

There are 3 different types of redirection:

- **Always**: The redirecting takes effect immediately and the incoming call is forwarded directly to the configured destination.

- **Busy:** If the called number is busy, the incoming call is immediately forwarded to the redirecting destination.

- **Timeout:** If the incoming call is not accepted within the configured time period, it will be forwarded to the redirecting destination. This redirection also applies if the user is unavailable.

> **Note:** Redirections without a destination are displayed in grey and cannot be activated.

The redirect destination can be configured by selecting a specific forwarding. Any internal or external number can be entered as the redirect destination.
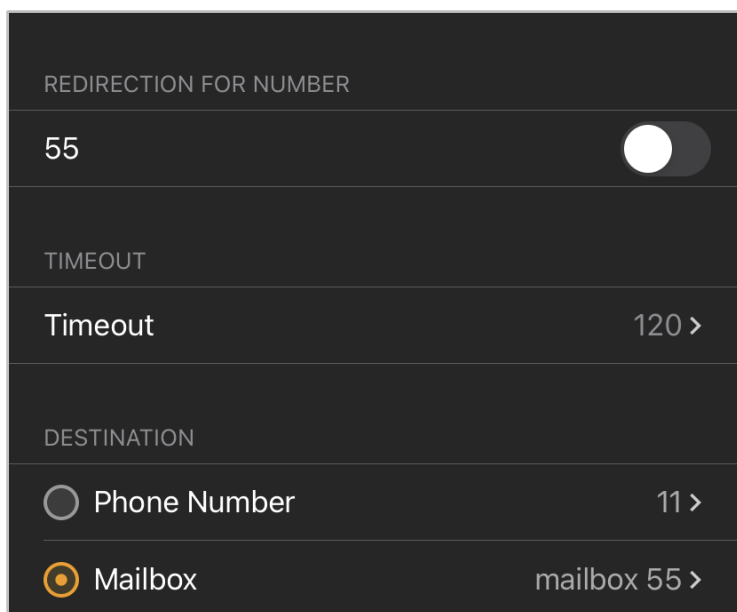

Figure 4 - Example of a timeout redirection

Alternatively, a mailbox can be specified as the redirection destination that the logged on user has access to.

> **Note:** Group mailboxes can only be selected as a redirection destination for group numbers.

With a timeout redirection, you can also configure how many seconds (5 to 120 seconds) elapse before the redirection takes effect.

4.2.3 iFMC

In this Mobile Client area, iFMC configurations can be configured and activated or deactivated. An iFMC configuration allows an incoming call to ring in parallel on an end device that is not directly connected to the telephone system (e.g. with another smartphone).

It is possible to create multiple iFMC configurations and use them simultaneously.
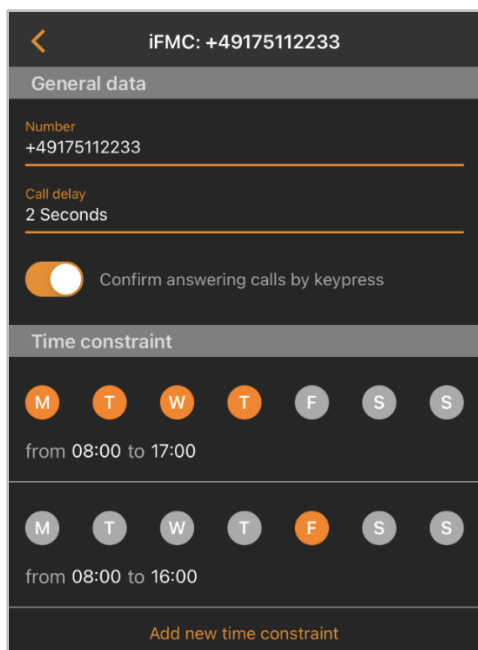
Figure 5 - Example of an iFMC configuration

The respective button can be used to add new iFMC configurations:

In the "Number" input field, the phone number to be called in parallel must be entered. It is always entered in the full format with the country code.

> **Note:** A possibly existing outside line may not be registered.

Call delay: With this drop-down menu, it is possible to incorporate a deliberate time delay, which provides a time frame, e.g. to accept an incoming call first over the telephone connected to the telephone system.

The selected call delay does not work if no telephones connected to the telephone system are assigned to the user. In this case, the iFMC number is called immediately.

If two iFMC numbers are entered, the ratio (e.g., 10 seconds difference) between the two call delays remains. The first iFMC number is called immediately and the second number after 10 seconds.

Confirm answering calls by keypress: If this checkbox is active, with incoming calls to the iFMC terminal, a voice message is initially played, whereupon the actual call can be accepted by pressing a number.

It is possible to create freely configurable schedules for when the iFMC configuration is to be used. This is done under the heading "Time constraint" with the button "Add new time constraint".

The schedules are based on days of the week and freely selectable periods and can be set up with any desired level of complexity.

4.2.4 Do not disturb

This button activates or deactivates the DND/idle functionality on the telephone system.

When the DND functionality is active, the Timeout Redirection takes effect immediately rather than after the configured time has elapsed.

4.3 Functions in the status area

In the third part of the status area, various functions can be activated or deactivated.

The chat functionality can be activated or deactivated using the first button. If this functionality is deactivated, the logged-in user is shown in the chat as "offline" and cannot send or receive any chat messages.

The second button allows the activation or deactivation of the softphone functionality.

4.4 Initiate a call

If an outgoing call is triggered within the mobile client, for example in the journal, via the button:

the dialling mode to be used must be determined (see also "4.10.1 - Dialling mode"):

- SIP   The call is established via a SIP connection from the terminal device to the telephone system.

- iPhone   The call is set up via the normal provider of the terminal device, without the involvement of the telephone system.

- Call-back   The telephone system calls the end device via the normal line and then sets up the connection to the destination number.

- Call-Through The call is established via a call-through module configuration (see also Configure the "Call Through" module).

4.5 Use chat

Within the mobile client using the button

a chat can be started with another user of the same telephone system. The message can be written in the lower input field and sent using the button with the same name.

By selecting the button

another user can be added to start a group chat.

4.6 Journal

The following views can be selected in this area of the mobile client:

Symbol	Description
	All journal entries
	"4.6.1 - Calls"

	"4.6.2 - Fax"
	"4.6.3 - Chat"
	"4.6.4 - Voicemail"

Table 2 - Overview of the tabs in the "Journal" area

Each of the available journal views can be searched live using the search bar below. In this case, a live search is performed from the input of the first character.
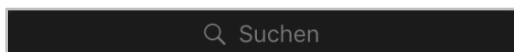
In addition, other search options can be displayed using the following button in each journal view:

The entries of all the journal views can be filtered, for example, according to membership of a group:

You can also filter according to the status of an entry in the journal (e.g. all successful outgoing calls).

New and not yet read entries in a journal view are indicated by a red number next to the respective journal symbol.

4.6.1 Calls

The call lists for the logged in user are displayed in this sub-item.
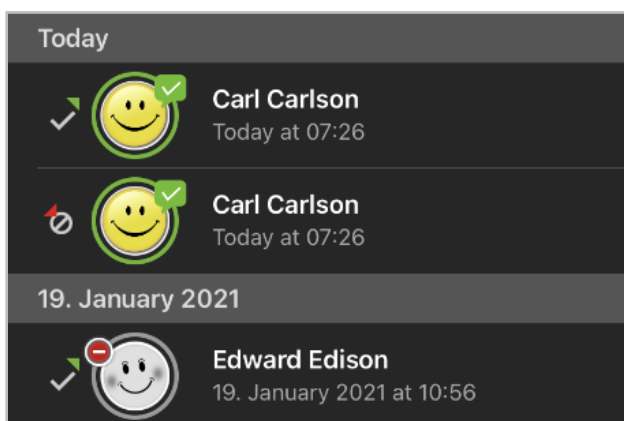
Figure 6- Example of entries in the call list

The individual call list entries show various information, such as:

- Name of the caller / called party from the address book (if available)

- Date and time of the call

- Avatar of the caller / called party (only for internal calls)

If the call list entry belongs to a user on the same telephone system, the complete user status (see also "4.1 - User status") is displayed live in the call list.

The status of the call is represented by the following symbols:

Symbol	Description
	successful incoming call
	successful outgoing call
	unsuccessful incoming call
	unsuccessful outgoing call

Table 3 - Overview of the various statuses of a call

If an entry in the call list is dragged to the left, the following options can be selected:

Symbol	Description
	Start call
	Start chat

Table 4 - Overview of the additional symbols in the call lists

4.6.2 Fax

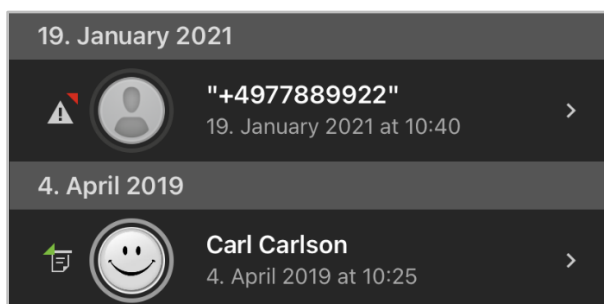The fax lists for the logged in user are displayed in this sub-item.

Figure 7- Example of entries in the fax list

The individual call list entries show various information, such as:

- Name of the caller / called party from the address book (if available)
- Date and time the fax was sent or received
- Fax status via symbol
- Avatar of the caller / called party (only for internal calls)

The actual fax can be displayed by selecting a fax list entry. If the fax list entry belongs to a user on the same telephone system, the complete user status (see also "4.1 - User status") is displayed live in the fax list.

If an entry in the call list is dragged to the left, the following options can be selected:

Symbol	Description
	Start chat

Table 5 - Overview of the additional symbols in the fax lists

4.6.3 Chat

In this sub-item, the received and sent internal chat messages are displayed for the logged in user.

With the chat entry for a user, the complete user status (see also "4.1 - User status") is displayed live in the overview list.

> **Note:** A group chat is represented by its own avatar, which does not signal any status information.

Figure 8 - Example of chat messages

If an entry in the chat history is dragged to the left, the following options can be selected:

Symbol		Description
		Start call
		Start chat

Table 6 - Overview of the additional symbols in the call lists

4.6.4 Voicemail

Received voicemails for the logged in user are displayed in this sub-item. Voicemails can also be listened to directly.
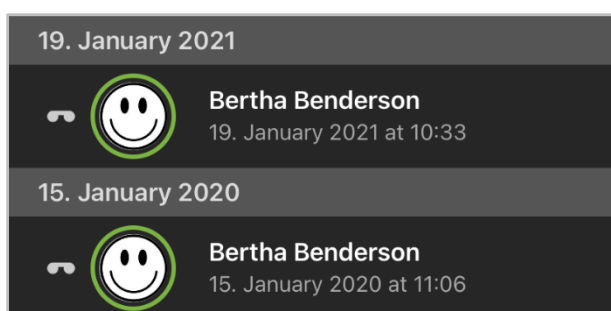

Figure 9 - Example of voicemails

The individual voicemail list entries show various information, such as:

- Name of the caller from the address book (if available)

- Date and time of the incoming voicemail

- Avatar of the caller (only for internal calls)

- Duration of the voicemail

If an entry in the overview of the voicemails is dragged to the left, the following options can be selected:

Symbol	Description
	Start call
	Start chat

Table 7 - Overview of the additional symbols in voicemails

4.7 Contacts

The following sub-items can be selected in this area of the mobile client:

Heading	Description
Keys	Function keys of the telephone system
iPhone	Contacts on the end device
STARFACE	Address books of the telephone system

Table 8 - Overview of the tabs in the "Contacts" area

4.7.1 Keys

In this sub-item, the function keys of the user are displayed as they have been configured in the web interface of the telephone system.

Please refer to the chapter "Keys" in the "user manual" (Download the manual).
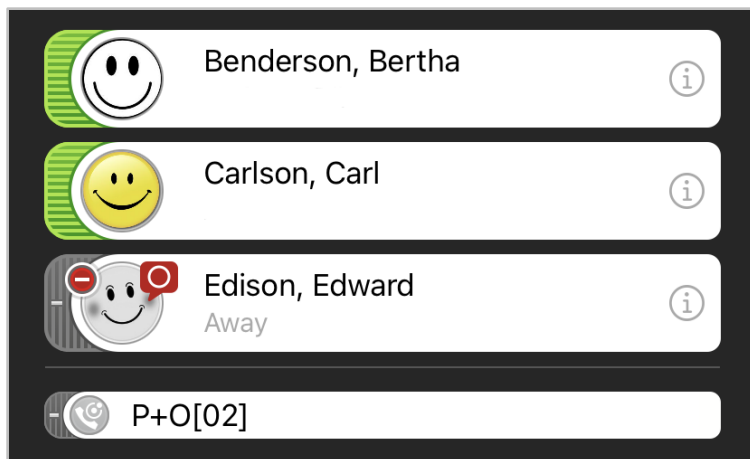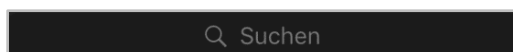

Figure 10 - Example of function keys

The button view can be searched live using the search bar below. In this case, the live search is performed from the input of the second character.

Note: The search currently only applies to function keys of the type "Busy Lamp Field" and not to other types of function key.

If a busy lamp field is dragged to the left in the button overview, you can choose between the following options:

Symbol	Description
↘	Start call
💬	Start chat

Table 9 - Overview of the additional symbols for busy lamp fields

For the busy lamp fields, the complete user status (see also "4.1 - User status") is displayed live in the key overview. In addition, an extended view of the detailed information of a busy lamp field can be called up using the button

ⓘ.

Within this detailed view, it is also possible to establish a call or start a chat with the user.

4.7.2 iPhone

The contacts that are stored on the end device are displayed in this sub-item. The contact view can be searched live using the search bar below.
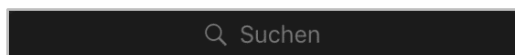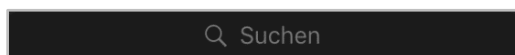
🔍 Suchen

No live search is carried out, but the search input must be triggered using the button with the same name.

If a contact is selected, the detailed information on the contact is displayed. Within this detailed view, it is also possible to establish a call or start a chat with the user.

4.7.3 STARFACE

In this sub-item, the contacts that are stored in the address books of the telephone system can be searched.

🔍 Suchen

No live search is carried out, but the search input must be triggered using the button with the same name.

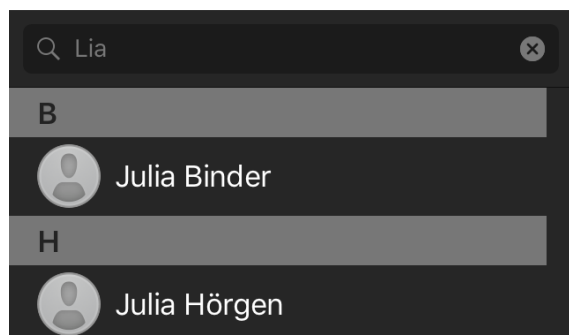🔍 Lia ⊗

B

👤 Julia Binder

H

👤 Julia Hörgen

Figure 11 - Example of a search

If an address book entry is selected, the detailed information on the contact is displayed. Within this detailed view, it is also possible to establish a call or start a chat with the user.

A new contact can also be added to one of the telephone system's address books using the following button.

4.8 Keypad

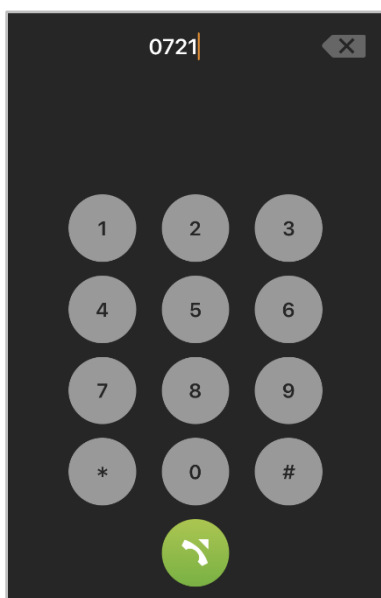In this area of the mobile client, the numeric pad can be called up to manually enter a number.

Figure 12 - Example of entering a number

Via the button:

the entered sequence of digits is dialled.

4.9 Conferences

In this Mobile Client area moderated conferences can be configured and started. These conferences can be held once or at regular intervals and have a fixed number of participants.

In addition, existing conferences can be adapted, e.g. by inviting additional participants.

The operation of a scheduled conference in Call Manager does not differ from the operation of a spontaneous conference.

4.9.1 Schedule new conference

The following button can be used to schedule a new conference.

For this, a clear name for the conference should first be given. Then the date and time of the scheduled conference can be configured in the **Date** field.

The **Repetition** drop-down menu controls how often the scheduled conference should take place. The following options are available:

- Once

- Weekly

- Monthly

- Daily

The data of the desired conference participants can either be entered manually using the following button, a STARFACE user can be selected or an entry can be selected from the address book.

The following checkboxes control whether or not a conference participant has moderation rights in the conference:

The setting that controls whether a participant is to be called by the STARFACE conference system can be activated or deactivated via the button:

enabled or disabled. For regular appointments especially, it is recommended to activate this option.

Before saving the new conference date, some basic settings for conferences, such as the assignment of conference numbers, need to be done in the STARFACE administration. If these settings have not yet been made by the system administrator, a corresponding message is given.

When saving the conference, all participants will receive an invitation by e-mail. There will also be a notification by e-mail in the following cases:

- in case of subsequent changes to the conference (e.g. change of time)

- as a reminder 15 minutes before the start of the conference

- after the end of a conference appointment (for recurring conferences)

4.9.2 Overview of scheduled conferences

In the **Planned** tab, all planned conferences are displayed with the most important data. Planned conferences can also be deleted here by dragging them to the left and selecting the corresponding icon.

> **Note**: For recurring conference appointments, the next conference appointment will appear in this view approximately 15 minutes after the last conference of this series.
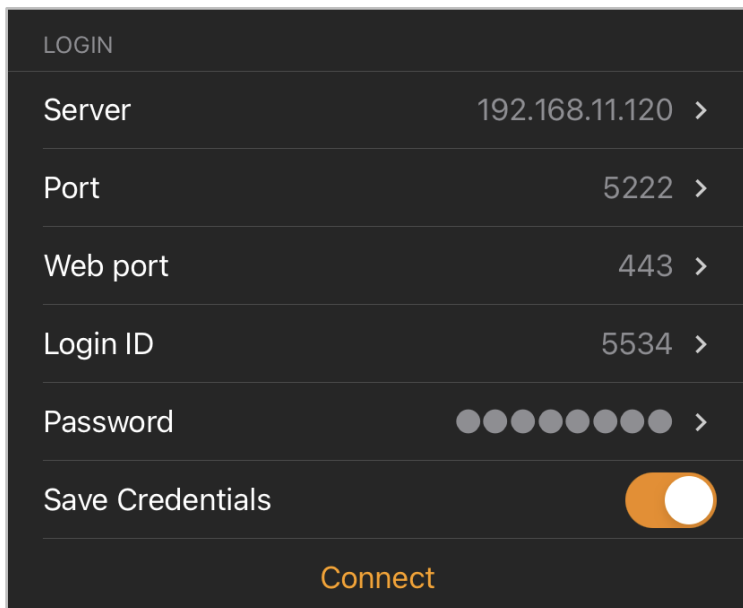
4.9.3 Overview of finished conferences

The **Finished** tab displays all the conferences that have ended. These are the one-time conferences and the past conferences of a repetitive conference series.

Planned conferences can also be deleted here by dragging them to the left and selecting the corresponding icon.

4.10 Preferences

The access data for the connection to the telephone system is stored in this area of the mobile client. The detailed configuration options are:

Figure 13 - Login settings

Server: At this point, the IPv4 address or host name of the telephone system must be entered. If the end device is outside its own network, the external IPv4 address or the external host name of the telephone system must be entered.

Port: Here you can specify the port that is used for the connection to the telephone system. The default port used is 5222.

Web Port: Here you can specify the web port that is used for the connection to the telephone system. The default port used is 443.
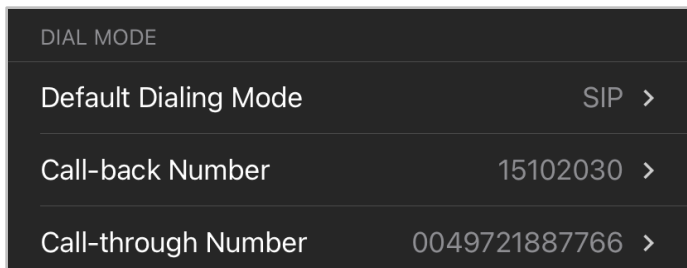
Login ID: The login ID to be entered here corresponds to the login ID assigned to the telephone system when the user was created.

Password: The password corresponds to the user password for the telephone system.

The login can be carried out using the "Connect" button. If the login has already been successful, it can be ended using the "Disconnect" button.

4.10.1 Dial Mode

In this sub-item, the settings for the dialling mode are configured.

Figure 14 - Overview of the dial mode configuration

The **Default Dialling Mode** settings define how an outgoing call is set up in a standard case (see also 4.4 - Initiate Call).

In the **Call-back Number** setting, the phone number of the device that is called by the telephone system is stored. This is only necessary if this dialling mode is to be used (see also 4.4 - Initiate Call).

In the **Call-Through-Number** settings, the call number of the call-through module configuration is stored; this is only necessary if this dialling mode is to be used (see also 4.4 - Initiate Call).

> **Note:** There is no automatic check as to whether the phone number entered actually belongs to a call-through module configuration.

4.10.2 Info

In this sub-item, a range of information relating to the mobile client is displayed, e.g. the version number of the installed app.

4.10.3 Diagnostics

In this sub-item, the logging for the mobile client can be activated or deactivated. This function can be used, for example, to analyse a fault pattern.

Logging is activated by default after installing the Mobile Client.

The existing log files can be exported using the button with the same name (e.g. sent by email or saved on the device).

5. Call Manager Operation

Depending on the status of a call, various options and features are available in the call manager of the Mobile client. There is a distinction between the following call states:

- Incoming unanswered call

- Outgoing unanswered call

- Active call

5.1 General information in the Call Manager

For a call, the following information is displayed in the Call Manager:

- Avatar image   (only for internal calls)

- Name of the caller/called party   (only with an internal user or address book entries)

- Number of the caller/called party

- User calling or being called

- Duration of the conversation

5.2 Incoming call in call manager

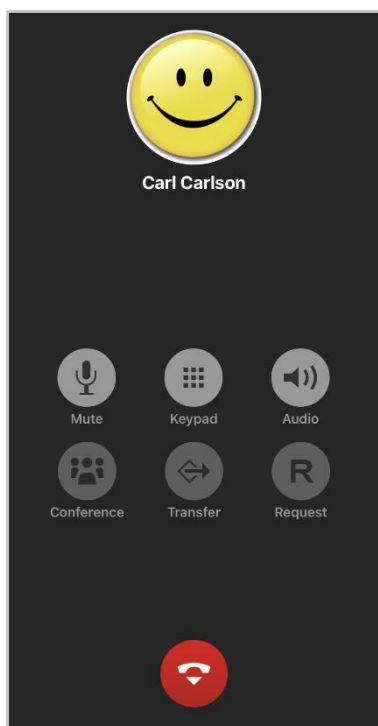This chapter describes the Call Manager buttons that are available for an incoming call that has not yet been accepted.
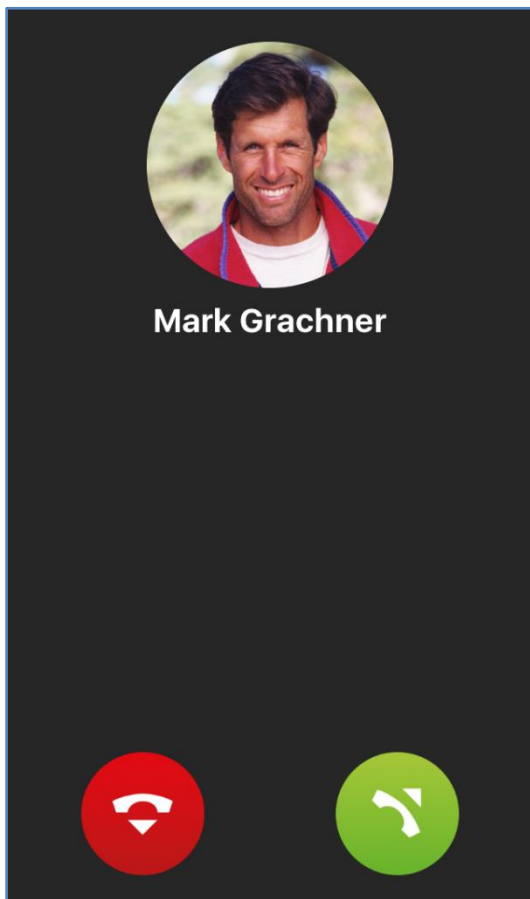
Figure 15 - Example of an unanswered incoming call

Symbol	Description
	Reject call
	Accept call

Table 10 – Buttons for an incoming call

If the incoming call is rejected and if a busy-redirect is configured on the telephone system for the called number, this redirection will apply in such cases.

The settings for the ringtone and the volume of the ringtone are taken from the settings of the operating system and cannot be changed individually for the mobile client.

5.3 Outgoing call in the Call Manager

This chapter describes the Call Manager buttons available for an outgoing call that has not yet been accepted.

Figure 16 - Example of an unanswered outgoing call

Symbol	Description
	Mute microphone
	Call up number pad
	Select audio device (e.g. speakers or headset)
	Cancel call

Table 11 – Buttons for an incoming call

5.4 Active call in call manager

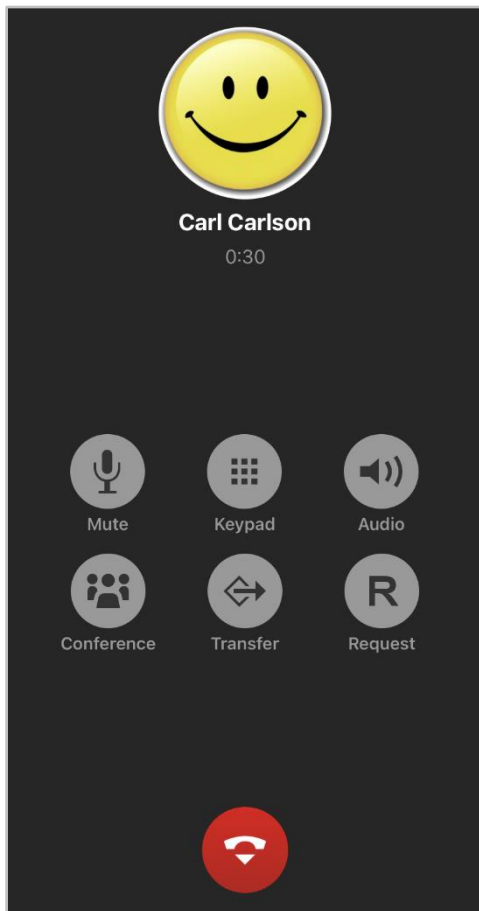This chapter describes the buttons in the Call Manager that are available for an active call that has been accepted.

Figure 17 - Example of an active call

Symbol	Description
	Mute microphone
	Call up number pad
	Select audio device (e.g. speakers or headset)
	Start conference
	Trigger redirection
	Trigger transfer with query
	End current call

Table 12 – Buttons for an active call

5.4.1 Conference

Via the button

a conference with one additional internal user can be started spontaneously. The conversation with the original call partner is put on hold during the second call setup. To finally set up the conference, the button must be selected a second time after the second call has been successfully set up.

5.4.2 Forwarding

Via the button:

a "blind transfer" is carried out.

With this type of transfer, the original call partner is immediately forwarded to another user on the telephone system without a consultation call beforehand. If the call is not accepted by the transfer destination within 15 seconds, the caller is automatically reconnected.

5.4.3 Query

Via the button:

a "transfer with query" is carried out. With this type of transfer, the original caller hears music on hold as long as the query, i.e. the conversation with another person persists or until the transfer is made to this person.

In order to initiate an inquiry, another user must be selected on the telephone system.

If the transfer destination is to be connected to the call partner on hold, the button:

must be selected.