

OMNIPCX OFFICE – MY IC MOBILE FOR IPHONE

This document gives all necessary configuration details in order to install the My IC Mobile on iPhone® in the context of OmniPCX Office.

Revision History

Edition 4: September 9, 2013	My IC Phone 2.0.8 and Dual mode
Edition 4: September 20, 2013	My IC Phone 2.1.2 - Support of iOS 7

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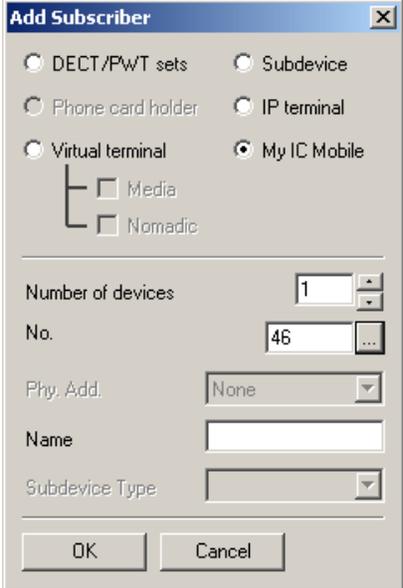
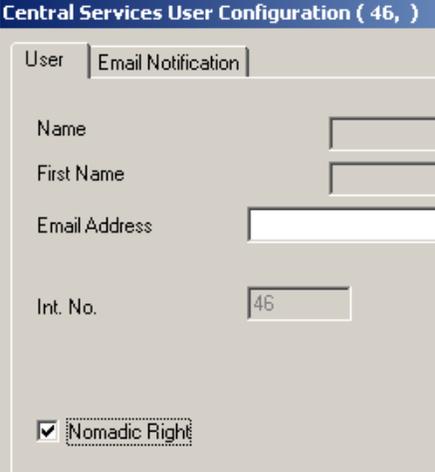
1 Introduction

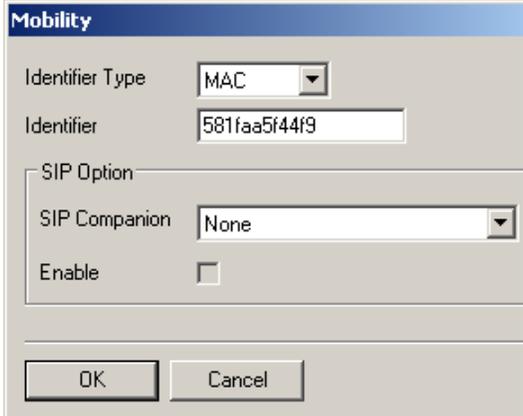
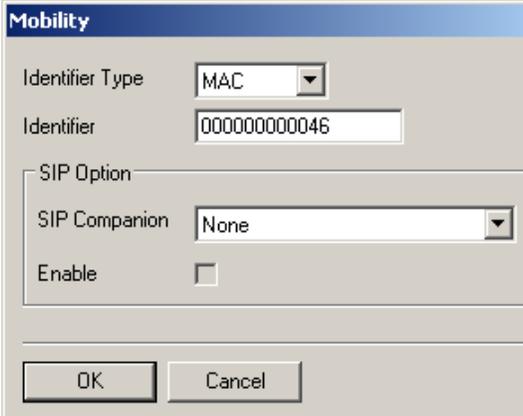
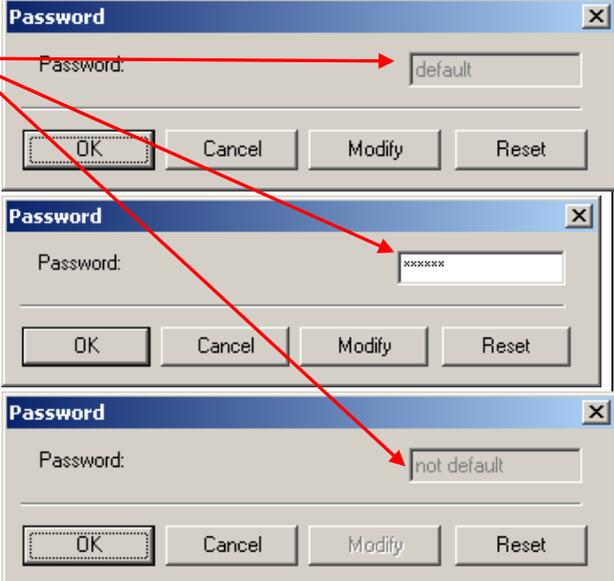
The aim of this document is to describe the configuration steps of the My IC Mobile for iPhone with the OmniPCX Office.

See also OmniPCX Office Expert Documentation for general information.

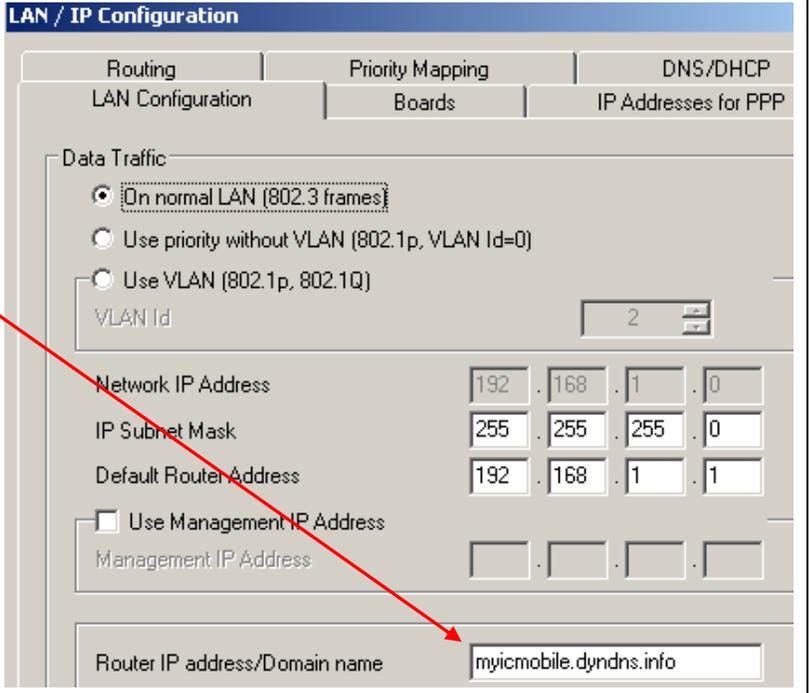
2 OmniPCX Office configuration

2.1 Create the My IC Mobile user

<p>1</p>	<p>In OMC go to Subscribers/Base station List and add a My IC Mobile user.</p> <p>Note: the directory number selected will be the one used in the authentication parameter "Username" of My IC Mobile application (see step 10).</p>	
<p>2</p>	<p>Go to the My IC Mobile subscriber Details - Central Services and enable " Nomadic Right ".</p> <p>Reminder: the button "Central Services" is available after a short time when creating a new terminal My IC Mobile terminal or a virtual terminal (time for the OTS to take into account the new terminal).</p>	

<p>3</p>	<p>Go to My IC Mobile subscriber Details - Mobility : select "MAC" in the Identifier Type menu and enter the iPhone WiFi MAC Address (without " : ").</p> <p> Warning The identifier to use depends on the iOS version installed on the iPhone.</p> <p>See also §5.2 My IC Mobile installation recommendation on iOS 7 for more information.</p> <ol style="list-style-type: none"> 1) With iOS 4.3 → 6.1.3 : enter the iPhone WiFi MAC address (without " : ") 2) With iOS 7 : enter the My IC Mobile EDN concatenated with 0 to obtain a 12 digit number (in this example: 000000000046 for EDN 46). <p>Notes :</p> <ul style="list-style-type: none"> - WiFi MAC address is available on the iPhone in Settings - General - About - WiFi Address, - IMEI identifier is not suitable for iPhone (used with My IC Mobile on Android™). 	 <p style="text-align: center;">or</p> 
<p>4</p>	<p>Go to My IC Mobile subscriber Details - Password: click on Modify, enter the user password and select OK.</p> <p>Notes:</p> <ul style="list-style-type: none"> - My IC Mobile application cannot connect to the OXO from WAN if the user password has the default value. Therefore, the default password cannot be modified from WAN. - This password will be used in the My IC Mobile application to authenticate the user (see 10). <p>At the end of the installation process, this password should be replaced by the end users personal password (see 19).</p>	

2.2 WAN parameter configuration

<p>5</p> <p>Go to Hardware and limits – LAN / IP configuration :</p> <p>Router IP address : enter the public IP address (ipv4) or the public URL of the WAN access (eg. myicmobile.dyndns.info).</p> <p>Note: must be typed without leading " https:// " and without port number suffix.</p>	
<p>6</p>	<p>My IC Mobile application uses by default https protocol on port 443 to establish the data connection with the OmniPCX Office.</p> <p>A different port number can be configured if port 443 is already used. Therefore, the WAN port forwarded to the OXO port 50443 (LAN) must be configured in the noteworthy address debug labels "ExtHttpsPo" (external https port number).</p> <p>In this example, port 9443 (WAN) will be used by the My IC Mobile and is forwarded by the router (WAN) to OXO's port 50443 (LAN) :</p> <p>ExtHttpsPo = 24 E3 h = 9443 dec (default value = 01BB h = 443 dec = default https port)</p> <p>Note: port 50443 on the OXO is fixed and cannot be modified.</p>

2.3 SIP Companion configuration

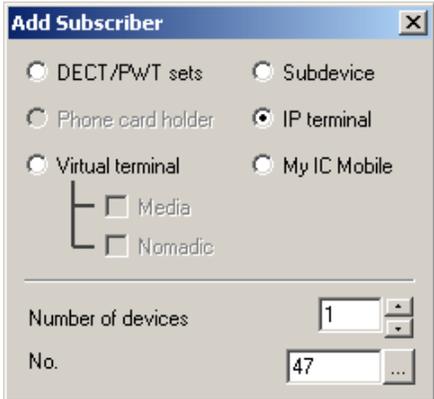
As of OXO R910 / 035.001 and My IC Mobile version 2.0.8, it is possible to associate a SIP Companion to the My IC Mobile for iPhone extension to support voice over WiFi (SIP) when Mobil user is connected to the Office WiFi network (permanent IP connectivity between the OXO and the device is required).

See also Technical Expert documentation, section Mobility – My IC Mobile for iPhone – SIP mode for additional information.



Note

SIP Companion is controlled by software license.

<p>7</p>	<p>In OMC go to Subscribers/Base station List and add an IP terminal.</p> <p>In the Subscribers/Base station List change the terminal type to SIP Companion.</p>	 
<p>8</p>	<p>Go to the My IC Mobile subscriber Details - Mobility and associate the SIP Companion.</p> <p>Note : association between My IC Mobile and SIP Companion is permanent and unique (once a SIP Companion is associated to a My IC Mobile, this extension is no longer available in the pick-list for another My IC Mobile).</p>	



Warning

The SIP companion and the My IC Mobile are not associated like a MultiSet: barring, few feature rights, dynamic routing, CL1 for common speed are specific to each device. It may be necessary to adapt the SIP Companion barring settings to match the access rights granted for My IC Mobile user.

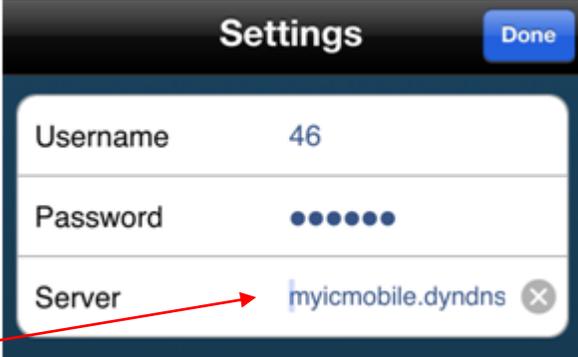
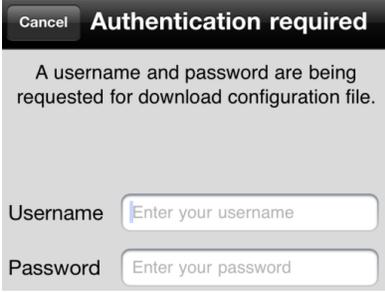


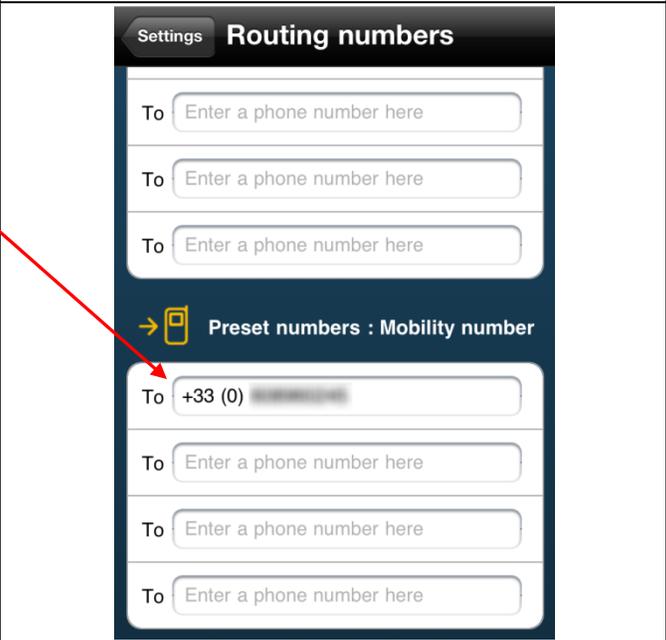
Note

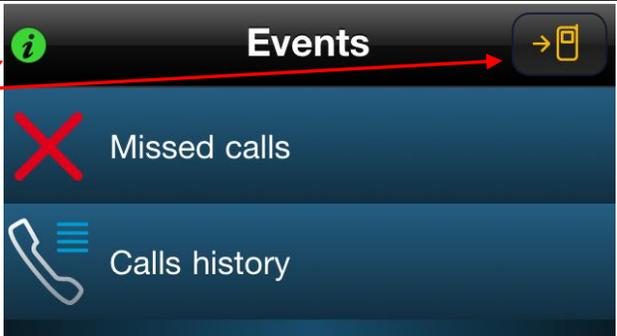
SIP related parameters are automatically transmitted to the My IC Mobile application in the configuration file. User does not need to enter manually SIP account information.

3 My IC Mobile configuration

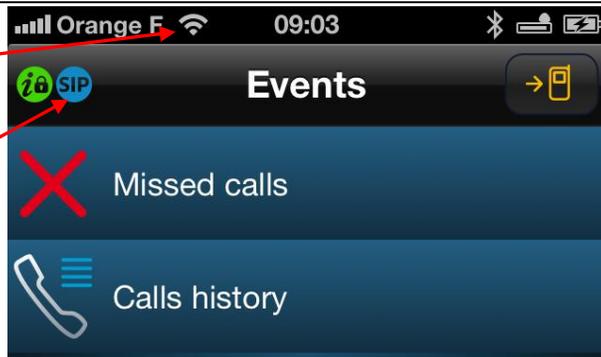
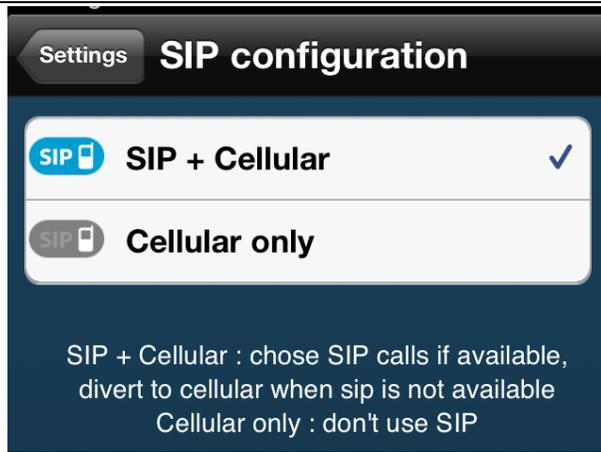
3.1 Installation and configuration of My IC Mobile Application

9	<p>Download the My IC Mobile for iPhone application from Apple Store. Install and start the application.</p>	
10	<p>You will be requested to enter the authentication parameters on first boot:</p> <ul style="list-style-type: none"> - Username : 46 (My IC Mobile extension number configured in step 1), - Password : subscriber password configured in step 4, - Server : enter the public IP address of the router (WAN) or the public URL, without "https" and with the port number (if it is different from 443), eg : " myicmobile.dyndns.info:9443 " or when port 443 is used for the My IC Mobile : " myicmobile.dyndns.info ". 	
11	<p>The application connects to the OXO and authentication settings are requested to download the configuration file (same username / password as in previous step).</p>	
12	<p>OXO's certificate is stored in the iPhone during first connection : a message is displayed to inform the user that the certificate is self-signed, select Permanent to complete the installation.</p>	

<p>13</p>	<p>My IC Mobile application is now connected : following icon  is displayed. Remark: at this step nomadic mode is not active Press  to access the configuration settings.</p> <p>Notes:</p> <ul style="list-style-type: none"> - press  to close the session, - Routing numbers : see 14, - Change your password : see 19, - Other settings : see 23. 	
<p>14</p>	<p>Select Routing numbers to configure the Mobility number (Mobility number : mobile phone number of your iPhone).</p> <p>Notes: up to 4 different Mobility numbers can be configured.</p> <p>Select  and  to return to the Events page.</p>	
<p>15</p>	<p>In the Events page press on  to activate the Mobility.</p> <p>Select the mobility number and press Done.</p> <p>Note: other call forwards, OXO's voice mail, Do Not Disturb and Forward number can be activated in this page.</p> <p>Mobility activation status is shown in the Events page with the icon </p>	

16	My IC Mobile is now connected to the OXO and is able to make/receive calls.	
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3.2 SIP Companion configuration

17	<p>The operating mode VoWiFi or cellular is automatically controlled by the My IC Mobile for iPhone application, based on the network connectivity available or manually by user preferences.</p> <p>Once the iPhone is connected to the enterprise WiFi network, the My IC Mobile SIP client is automatically registered on the OXO.</p> <p>The user is informed about the status with </p>	
18	<p>The user can switch the mobility destination to the mobile phone number instead of SIP Companion when "cellular only" is selected".</p> <p>Press  to access the configuration settings and select "SIP configuration".</p>	



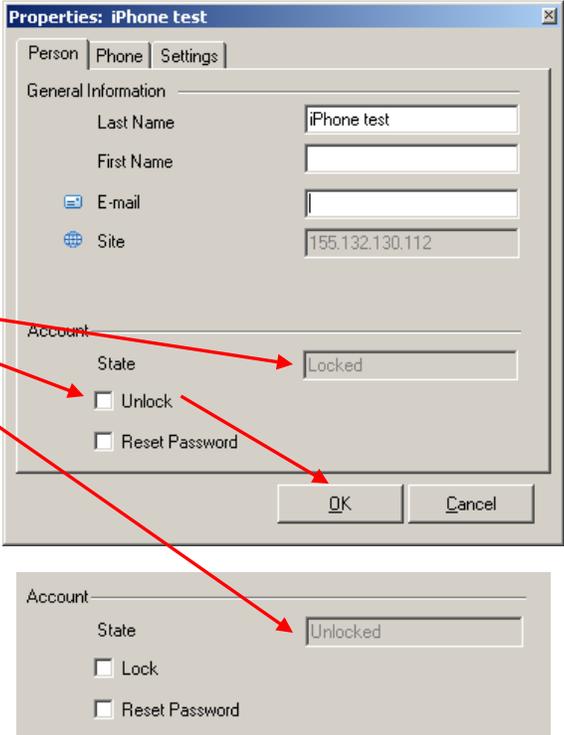
Warning There is no call recovery in cellular mode in case of lost of WiFi connection while in communication in dual mode (SIP).
If the WiFi is lost during call presentation (ringing state) there is no automatic roaming and the call will be redirected to the user voice mail.

4 Miscellaneous

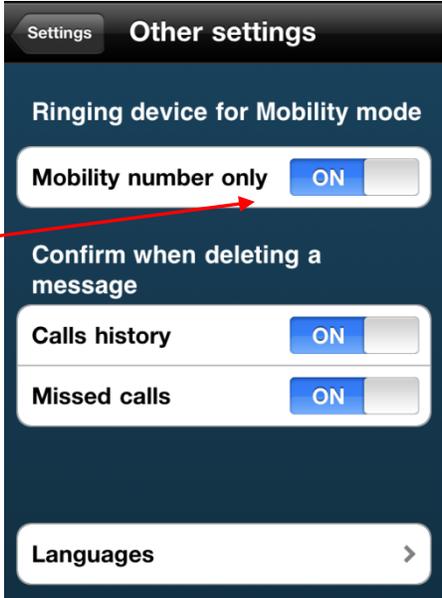
4.1 Password modification

<p>19</p>	<p>When the installation is complete, it is recommended that the end user configures his personal password.</p> <p>The application must be started and the data connection established with the OXO.</p> <p>User must press  and go to menu 'Change your password' and enter his new personal password.</p>	
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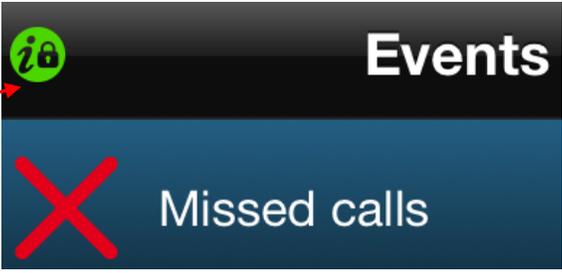
4.2 Unlock user account

<p>20</p>	<p>After 3 unsuccessful connection attempts (wrong password) My IC Mobile account gets locked Note: authentication windows is displayed if the My IC Mobile account is locked - see 9</p>	
<p>21</p>	<p>1) The account can be unlocked with PIMphony installed with Operator profile:</p> <p>in PIMphony Operator supervision window select the My IC Mobile extension, tick the Unlock option and close the windows by clicking OK.</p>	
<p>22</p>	<p>2) Alternatively the account can be unlocked by calling the VMU (only local): enter the My IC Mobile extension number and the associated password; access the customization menu and re-enter the user password.</p>	

4.3 My IC Mobile in MultiSet

23	My IC Mobile for iPhone cannot be configured as primary set in a MultiSet topology. My IC Mobile for iPhone can only be configured as secondary of a MultiSet.	
24	<p>When adding My IC Mobile as secondary set, the end user has the possibility to define if both extensions will ring together or if only the My IC Mobile will ring.</p> <p>Press  and go to Other settings and select the ringing behavior for mobility.</p>	

4.4 WiFi network

25	When the data connection is carried through a WiFi network, the application adds a padlock on the button 	
26	Starting with release 9.1 with Dual Mode (SIP Companion) enabled, when the data and voice are carried through the office WiFi network, the My IC application adds a padlock on the button  and icon  is shown.	



Note

On OmniPCX Office release 8.1 - 8.2 - 9.0 and 9.1 without SIP Companion, audio communications are always carried out through cellular network.

4.5 Enable log files

27

Log files may be necessary to analyze an issue :
 from version 1.1.8 of My IC Phone for iPhone, debug mode is accessible from the "Settings" menu of the iPhone.



28

You can use iTunes® to recover the log files: select the iPhone, click on Apps and select the My IC Mobile application

File Sharing
 The apps listed below can transfer documents between your iPhone and this computer.

Apps

App Name
My IC Mobile

My IC Mobile Documents

log_09-02-2012 17_15_29.bt	10/02/2012 00:35	200 KB
log_10-02-2012 00_53_31.bt	10/02/2012 06:44	224 KB
log_10-02-2012 06_44_41.bt	13/02/2012 10:09	64 KB
log_13-02-2012 10_11_38.bt	13/02/2012 10:12	16 KB
log_13-02-2012 10_12_02.bt	13/02/2012 10:14	16 KB
log_13-02-2012 10_16_57.bt	13/02/2012 10:17	8 KB
log_13-02-2012 10_17_43.bt	15/02/2012 14:02	48 KB
log_15-02-2012 14_06_11.bt	15/02/2012 18:16	16 KB
log_16-02-2012 07_31_06.bt	Yesterday 07:31	8 KB
log_16-02-2012 17_55_45.bt	Yesterday 17:55	8 KB
log_16-02-2012 17_55_46.bt	Yesterday 17:56	24 KB
log_16-02-2012 17_56_29.bt	Yesterday 17:56	8 KB

4.6 Enable SIP traces

<p>29</p>	<p>SIP traces may be necessary to analyze an issue : debug mode is accessible from the iPhone menu "Settings" – "My IC Mobile" – "Advanced debug".</p> <p>By default SIP traces are stored on the device as for log files in paragraph 4.5.</p> <p>Traces can be routed to a syslog server : activate the syslog redirection and enter the syslog IP address.</p> <p>Note: SIP traces and log files will no longer be stored on the iPhone when syslog redirection is activated.</p>	
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4.7 Uninstall the application

<p>30</p>	<p>Removing the My IC Mobile application will delete all of its data: logon parameters, routing/forwarding numbers... and the log files if debug mode was enabled</p> <p>Note : certificate installed in step 12 must be removed in the iPhone window "Settings – My IC Mobile".</p>	
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5 Version information

5.1 Current version

My IC Mobile version 2.1.2 is the current version of the application and is available on Apple Store.

- Support of iOS 7

My IC Mobile version 2.1.2 is compatible with earlier OmniPCX Office release 8.1, 8.2 and R9.0.

5.2 My IC Mobile installation recommendation on iOS 7

**Note**

After installation of iOS 7, My IC Mobile application will no longer be able to access to Wifi Mac Address of the iPhone (iOS 7 restriction).

If My IC Mobile 2.0.8 or higher release was installed and running before migrating to iOS 7, Wifi Mac Address has been saved into an encrypted space on the mobile. Thus My IC Mobile application will be able to work correctly after migration to iOS 7 without any intervention.

In case of installation of My IC Mobile after migration to iOS 7, device Wifi Mac Address will not be available anymore. Therefore a new unique identifier based on the user EDN will be used instead of the standard Wifi Mac Address.

5.2.1 For users who currently use My IC Mobile on their iOS 6 (or earlier) device and want to migrate to iOS 7

It is important to follow the steps described in this procedure otherwise My IC Mobile won't run on the iOS 7 device :

- First, update My IC Mobile to the latest release available on Apple Store : My IC Mobile 2.1.2.
- Then launch My IC Mobile 2.1.2 at least once on the iOS 6 device (or earlier).
- You can now upgrade your device to iOS 7.
- My IC Mobile can then be run normally on the iOS 7 device.

5.2.2 For users who do a fresh install on a new iOS 7 device

- The procedure is the same as before except that the installer must use a new id (instead of the iPhone's MAC address) in OMC.
- This new identification number is based on the EDN which must be concatenated with 0 until it has 12 digits length (for instance 000000000123 for 123 EDN).

5.2.3 For users who upgrade their device to iOS 7 but who did not previously launch (at least once) My IC Mobile 2.0.8 or 2.1.2

- Installer must update OMC with the new identification number (step 3) based on the EDN (see 5.2.2).
- The users must install the latest release of My IC Mobile 2.1.2 available on Apple.

5.3 Historic

My IC Mobile version 2.0.8

- Support of Alcatel-Lucent OmniPCX Office RCE R9.1 release and SIP Companion

My IC Mobile version 1.1.11

- Support of Alcatel-Lucent OmniPCX Office RCE R9.0
- Bug fixes

My IC Mobile version 1.1.8

- Support of Alcatel-Lucent OmniPCX Office RCE R8.2
- Display of contact photo
- Improvement of SSL warning when connecting
- Bug fixes

My IC Mobile version 1.0.1 – 1.0.3 – 1.0.6 – 1.1.7

- Maintenance version – bug fixes

My IC Mobile pour iPhone version 1.0.1

- First version delivered with OmniPCX Office RCE R8.1

6 Compatibility

Supported device:

- My IC Mobile is compatible with iPhone: 3GS - 4 - 4S and 5.
- My IC Mobile is not supported on iPad or iPod touch.

Software compatibility:

	iPOS	iOS 4.3 → 6.1.3	iOS 7
My IC Mobile			
1.0.1 → 2.0.8		OK	KO
2.1.2		OK	OK

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- Etc.



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facebook.com/ALECustomerCare

Submitting a Service Request

Please connect to our [eService Request](#) application.

Before submitting a Service Request, make sure that:

- In case a Third-Party application is involved, that application has been certified via the AAPP
- You have read through the Release Notes which lists new features available, system requirements, restrictions etc. available in the [Technical Documentation Library](#)
- You have read through the Troubleshooting Guides and Technical Bulletins relative to this subject available in the [Technical Documentation Library](#)
- You have read through the self-service information on commonly asked support questions, known issues and workarounds available in the [Technical Knowledge Center](#)

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