

TECHNICAL RELEASE NOTES FOR ALCATEL-LUCENT OMNITOUCH 8600 MY INSTANT COMMUNICATOR MOBILE FOR ANDROID™ ON OMNIPCX OFFICE

This document describes the Alcatel-Lucent OmniTouch 8600 My Instant Communicator (My IC) Mobile for Android™ released software versions.

Revision History

Edition 6: February 12, 2013	Release of latest My IC Mobile 4.2 client
Edition 6: April 19, 2013	Update for new R4.3 release
Edition 7: July 31, 2013	Update with new R4.3 released version

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1 Introduction

My IC Mobile for Android™ is a software client application running on a mobile phone using the Android™ operating system. It provides an access to the enterprise telephony services over cellular voice (GSM) and data (WiFi, GPRS and 3G) connections, as if the mobile phone was a business phone.

In addition to the standard business telephony access, My IC Mobile for Android™ provides data access to:

- Caller identification
- Business directory access
- Notifications (voicemail, missed calls...)
- Business call history
- Business voicemail
- Call routing profiles
- Local favorites management
- Business & Private modes management

My IC Mobile for Android™:

- Interacts with native Android™ applications to enrich communication services (local contacts)
- Provides the same service level within and outside enterprise premises through a monitored and secured data connection (https + login/password authentication)
- Can be associated to a desk phone (Mobility configuration) or can operate as unique user telephone device
- Support on Android™ 2.3, 4.0, 4.1 and 4.2.
- Software update through Google Play application store.



Warning

Be aware that 3G/WiFi data connection reliability is mandatory to insure the best quality of service. Use of a non reliable data connection will provide a deteriorated behavior. This point is crucial as there is no DTMF fallback mode to insure basic voice services.

Issues described in this document are for reference only and may not appear on real site, but similar behavior can be raised and having already seen them will help on investigation and configuration check.

2 Compatibilities

The mobility solution based on My IC Mobile R4.3 for Android™ is available with the following components:

- OmniPCX Office Rich Communication Edition R820 / 062.001 (minimum)
- OmniPCX Office Rich Communication Edition R900 / 054.001 (minimum)
- OmniPCX Office Rich Communication Edition R910 / 035.001 (minimum)
- My IC Mobile application **2.0.33.1**

3 Licenses

Order as many licenses as My IC Mobile users (1 license = 1 My IC Mobile application).

4 Associated documentation

4.1 System documentation

- 3EH 21106 AA FR/EN/US/IT/GE OmniPCX Office R8.2 Expert Documentation
- 3EH 21107 AA FR/EN/US/IT/GE OmniPCX Office R8.2 Installation Manual
- 3EH 21108 AA FR/EN/US/IT/GE OmniPCX Office R9.0 Expert Documentation
- 3EH 21109 AA FR/EN/US/IT/GE OmniPCX Office R9.0 Installation Manual
- 3EH 21111 AA FR/EN/US/IT/GE OmniPCX Office R9.1 Expert Documentation
- 3EH 21112 AA FR/EN/US/IT/GE OmniPCX Office R9.1 Installation Manual

4.2 Technical communication

- TC1664 OmniPCX Office R8.2 - My IC Mobile for Android™
- TC1667 OmniPCX Office Release 820 / 026.007 -> voir la dernière version libérée
- TC1789 OmniPCX Office Release 900 / 054.001
- TC1846 OmniPCX Office Release 910 / 035.001

4.3 Mobile documentation

- 8AL90822 Alcatel-Lucent Mobile Client white List
- 8AL90859 AA My Instant Communicator for Android® Release 4.x

5 Architecture

My IC Mobile for Android™ connects to the OmniPCX Office through HTTPS, from the WAN or the LAN. For server authentication, the generated certificate must be installed in the My IC Mobile to enable HTTPS connection.

My IC Mobile for Android™ only supports the connected mode, that is to say it can access business services only when a data connection is available.

The remote access to the OmniPCX Office is done by port forwarding at the enterprise access router. Refer to Expert Documentation for details.

6 Supported OS and devices

My IC Mobile for Android™ **R4.3-2.0.33.1** is only validated and supported with generic ROM.

For an up to date list of supported mobile devices and operating systems (OS), please refer to the "MIC UC Client Device White List" (8AL90822AAAA) white list available on the **Enterprise Business Partner Portal**.



Warning

Starting version 2.0.33.1, Android 2.2 is no more supported. Any device that did not migrate to upper Android versions are no more supported. Thus, HTC Desire and Motorola Defy (that cannot) are no more supported.

7 Software evolutions of My IC Mobile for Android™ 4.x

7.1 Version My IC Mobile for Android™ R4.3-2.0.33.1

This SW version is a maintenance release for MIC Android™ R4.3, it has been validated on OmniPCX Office R9.1 and introduces the following enhancements and corrections:

- New encryption features (OBS request)
- New devices support (Samsung Galaxy S4 and Google Nexus 4): see MIC UC Client Device White List
- End of Android 2.2 support (HTC Desire and Motorola Defy): see MIC UC Client Device White List

Identifier	Headline
crms00417786	[enhancement]-Use proximity sensor in Call screens + VM screens
crms00421713	[Enhancement]-Automatic start up
crms00438688	[OXO OBS]user password to be better protected in source code
crms00438694	[OXO OBS]voicemail file to be encrypted on the phone
crms00447015	Remove support of Android 2.2
crms00447716	[Crash]-Crash when exiting the app while on VoiceMail Tab
crms00446186	No voicemail message is pre-selected by default when entering voicemail log
crms00353976	Certificate management enhancement: install a root CA certificate
crms00446064	Voicemail quick access indicator isn't restored when mobile recovers from sleep.
crms00443764	//MIC_Android_R4.3// Voicemail listening is stopped when the screen timeout is reached



Warning

Due to the new encryption, password will be requested at first connection after the upgrade.

7.2 Version My IC Mobile for Android™ R4.3-2.0.31.4

This SW version is a maintenance release for MIC Android™ R4.3, it has been validated on OmniPCX Office R9.1 and introduces the following enhancement and corrections:

Identifier	Headline
crms00414006	On MIC Android, the display remains in ringing state after an outgoing call is answered (Orange Fix)
crms00404932	Unable to release the call in My IC Mobile (Orange Fix)
crms00424441	[Crash].Crash in loop
crms00429498	[Languages] Add translations for hardware agnostic provisioning and Orange workaround
crms00421707	[Android 4.2.2]-App won't start
crms00420800	Prebeta TS / MYIC Mobile Android - Mobility number not good

crms00419586	MIC Android 4.2 - When listening to voice message with bluetooth headset/auricle, the sound is NOK
crms00421949	XML Eventing-PhotoURL not anymore propagated
crms00404932	Unable to release the call in My IC Mobile
crms00420135	[Italian] [myIc android][Software Menu] call log grouping menu stil in english
crms00415957	Incorrect aknowledge possibility on anonymous call
crms00400071	[OXO] MyIC mobile Android - No option to attend the incoming call when micma is placed on hold by remote party

Starting with the MyIC Android™ R4.3 client, it is recommended to use server names (fqdn) in the connection window. If a specific URL needs to be used, the complete URL to the root of Device Management can be used (eg <https://fqdn/DM/>). No impact on My IC Mobile R4.2 migration to R4.3.

7.3 Version My IC Mobile for Android™ R4.2-2.0.30.2

This SW version is a maintenance release for My IC Mobile for Android™ R4.2. This new release introduces the following enhancement and corrections:

- Corporate security lock bypass in case of incoming call
- VoiceMails download rather than making a voice call to the voicemail server
- Call Routing GUI improvements
- Me Area navigation back key support
- Android 4.2 support and new devices support (see MIC UC Client Device White List)
- User Call Log Grouping (still some light bugs remaining)



Warning

This new feature is activated by default. To disable it and revert back to old mode, change the setting "Call Grouping" in the application preferences.

This new release brings also some fixes about the following issues:

Identifier	Headline
crms00413809	MIC Android 4.1 - Switch device from Android to VHE fails
crms00414358	Android 2.2-Crash when listening to VoiceMails
crms00399575	Existing Call gets released during third incoming call to MYICMobile Android
crms00399841	Use of the back key to navigate out of the Me Panel
crms00414359	Crash reporting not functional
crms00389287	Bad behavior for Locator service on OXO R900
crms00392288	Two crash report problems (OXO)
crms00392684	//MIC_Android_R4.1// MIC crash during voicemail message deletion
crms00397960	[OXO 900] Incoming call does not land on MYICMobile(Android) when user is in the voicemail page

crms00400071	[OXO] MyIC mobile Android - No option to attend the incoming call when micma is placed on hold by remote party
crms00395091	Android 4.1 crash report analysis and corrections
crms00414843	Acra crash reports analysis and corrections from 2.0.29.3
crms00388215	Android nexus: it's necessary to uninstall and install the application after changing the url from OXO to Ice

7.4 Version My IC Mobile for Android™ R4.1-2.0.29.3

This SW version is a maintenance version for My IC Mobile for Android™ R4.1. It introduces the following correction:

Identifier	Headline
crms00404595	MyIC Android 4.1 - Crash of the MyIC Android client when dialing from numpad of MyIC

More precisely, this issue happens when dialling a number from the My IC Mobile GUI num/search tab and if the device is in OS 4.1 (seen with Samsung GS3 in 4.1.1).

7.5 Version My IC Mobile for Android™ R4.1-2.0.29.2

This SW version is a minor maintenance version for My IC Mobile for Android™ R4.1, it has been validated on OmniPCX Office R8.2 and introduces the following changes and corrections:

Identifier	Headline
crms00386974	Application crashes when taking call automatically with Android 4.1 Jelly Bean
crms00386683	Second call could not be answered on micma
crms00386692	MyIC mobile Android - No option to attend the incoming call when micma is placed on hold by remote party
crms00387069	crash on incoming calls
crms00387497	Application crashed when exiting application
crms00379121	//Beta MIC Android R4.1// How to choose the default behaviour for calls from native dialer?
crms00379655	//Beta MIC Android R4.1// Pick-up call requires too much clicks to get the call
crms00380806	if the MyIC mobile is in hold mode, the button " new call" is available
crms00381133	Pb Bluetooth : émission d'un appel impossible sans une action sur le telephone.
crms00382286	//MyIC Android 4.1//No MyIC reconnection when Data service is lost and comes back.
crms00384389	GS3: mute can be offered in MIC appli
crms00384391	HTC Desire C: the mute does not work
crms00384392	Bad photo displayed on a favourite
crms00385760	Application crashes at startup
crms00385868	Android 4.1 Crash Report analysis and crash corrections

7.6 Version My IC Mobile for Android™ R4.1-2.0.28.1

This SW version is a minor maintenance version for My IC Mobile for Android™ R4.1, it has been validated on OmniPCX Office R8.2 and introduces the following changes and corrections:

Identifier	Headline
crms00379844	MIC Android 4.1 / Error displayed when changing routing
crms00366792	MyIC mobile Android - Connectivity Status when OXO not reachable
crms00369176	makedialable method of numbering library returns an empty result for number like "+ 33 39067..."
crms00375774	MyIC Mobile Android - Call from contact details screen in VVM screen fails
crms00377461/ crms00375772	MyIC mobile Android - No option to attend the incoming call when micma is placed on hold by remote party
crms00378226	Outgoing call is cancelled by touching the screen on Android 4.0 devices
crms00359235	MyIC mobile Android - Voicemail log error
crms00372317	MyIC mobile Android - Unable to connect with OXO after fresh install of the application
crms00373276	Call routing : bad destinations displayed when a profile is activated
crms00375612	My IC does not stop well on HTC Android
crms00375750	"Delete all" proposed when there are no read voicemails
	On a HTC Sensation device running Android™ OS version 4.0, when making quickly a callback from the Visual Voice Mail in front of an OmniPCX Office system, there may be no audio in the resulting communication ("white" communication).
crms00375250	MyICMobile Android# Call on hold is not getting retrieved automatically
crms00375252	micma# No Voicepath during call conversation in MyICMobile Android

7.7 Version My IC Mobile for Android™ R4.1-2.0.27.2

This SW version is the first one released for My IC Mobile for Android™ R4.1 introduced in the OmniPCX Office R8.2 offer.

It provides on a mobile phone a subset of the features available from the user's desk phone.

Telephone features are the basic services supported by My IC Mobile. They are available only with full data connection. With full data connection (cellular network or WiFi network), services are activated through Web Services handled by the OmniPCX Office.

When the data connection is available, the services provided to the user by My IC Mobile are:

- Application management:
 - Start the application
 - Synchronize configuration
 - Configure the client management server URLs
- Business communications:
 - Make an outgoing call
 - Dial by name
 - Dial by number
 - Answer an incoming call
 - Release a simple call
 - Make a second call
 - Transfer the call
 - Release the active call
 - Put a call on hold
 - Take the call on hold
- Phone set management:
 - Set the static state (call forwarding settings)
- Directory services:
 - Search in the directory
 - Display contact details
 - Send an e-mail to a contact
- Call log services:
 - Consult the call log
 - Delete the call log
 - Acknowledge a call log item
 - Delete a call log item
 - Make a call from the call log
- Voice mail services:
 - Consult voice mails
 - Play a voice mail
 - Delete a voice mail
 - Call back the message's sender



Warning

The data connection is dependent on network availability. The My IC Mobile for Android™ cannot handle any fallback mode or business services when the data connection.

8 Recommendations

8.1 Mobile network and data coverage considerations

My IC Mobile uses the data channel (WiFi or 3G/3G+) to connect signalling call through the company's telephone system:

- 3G/3G+ is offering simultaneous access to GSM and data service
- WiFi is used for data access only, not for voice.

If a WiFi network is unreachable, My IC Mobile will use the operator's 3G/3G+ network. If 3G/3G+ coverage experiences sporadic connectivity, it will affect the behaviour of the application.

To prevent extra cost when using My IC Mobile (voice and data), it is strongly recommended to choose an unlimited internet option from the operator. It is also important to check the additional operator charges when using the mobile abroad.

Some mobile networks may not allow data and voice connection at the same time. This may lead to not being reachable (not connected mode i.e. orange icon) for less than 30 s at the end of a call.

Take care that some operators, depending on the Access Point Name (APN) provided, may not authorize some ports required for the My IC Mobile communication with the web server. Refer to the Expert Documentation for details.

The APN selected by default may affect the behaviour of My IC Mobile (data channel availability consistency). If the application does not seem to be functioning properly, this is the first thing to check with the installer or operator. To check the "Access Point Names", go to Android™ "Settings", "Wireless & networks", "Mobile networks". Refer to the mobile guide to find the correct menu.

For example, when using a SFR data connection, the user must use the "WEB SFR" and not the "WAP SFR" APN. Indeed, using the WAP SFR APN allows using only HTTP requests with 80, 8080 or 443 ports. Other ports are filtered / not allowed. On the contrary to WEB SFR APN that allows any port connection for HTTP requests.

8.2 Do not use AntiVirus/Task Manager or other deep system tools

Antivirus Tools, Memory Booster, Battery Saver, Task Killers or intrusive utilities may interfere with the behavior of the application. These kind of software are not recommended.

8.3 Disable Second GSM Call

My IC Mobile does not support the second GSM call in Business Mode. My IC Mobile software only manages phone calls handled by the OmniPCX Office infrastructure. Other phone calls (private GSM calls) are handled by native telephonic application.

It is then highly recommended to deactivate the «Call waiting» function (notification of a new incoming call during a call already established). This will avoid receiving a private call during a business call leading to a potential mix-up with the two communications.

To disable second call, go to Android™ “Settings” > “Call” > “Additional settings” (or in “Parameters” > “Call Settings” > “Voice Call” depending on the OS version of the device) and uncheck “Call waiting”. Refer to the mobile user guide to find the correct menu. In this case, the private call will be redirected to the operator’s voicemail.

8.4 User Settings: Call presentation timer

The call presentation timer should be set accordingly to the mobile network timeouts (typical mobile timeout (20s) + 5s). This timer is called the dynamic routing timer.

8.5 Languages

When changing the device language, it is highly recommended to restart the My IC application for the change to be completely taken into account.

9 Limitations and restrictions

9.1 Visual Voice Mail (VVM)

9.1.1 Pause/Deletion

When playing a voicemail using the VVM screen, if the user tries to pause or delete the message near the end (less than average 5 seconds before the end of the message), the pause/deletion may not be performed. In this case, the My IC Mobile displays a toast indicating that the action has failed.

9.1.2 Incoming call received while initiating a VVM consultation

If the user receives an incoming call when he is initiating a VVM consultation, this incoming call is automatically answered as if it was the OmniPCX Office call back corresponding to the VVM consultation. So the My IC Mobile displays the VVM screen, but the mobile phone is in communication with the caller.

9.2 Communication with an Interactive Voice Response server (IVR)

If the user makes a phone call to an IVR under data coverage, the My IC Mobile displays its communication screen. The user must manually go to the native telephony to be able to enter the requested DTMF codes. There is no shortcut in the application.

9.3 Bluetooth® headset

When initiating an outgoing call using Web Services, the OmniPCX Office calls back the phone and the My IC Mobile automatically answers the system incoming call. This automatic answer is performed on the device. Even with a paired Bluetooth® (BT) headset, the audio can be established on the device and not on the BT headset (it depends on the device and on the headset). In this case, the user has to hang up on the BT headset in order to transfer the audio from the device to the headset.

9.4 User data migration

When upgrading the application, the user data may change. But the My IC Mobile does not support data migration. OmniPCX Office call routing custom numbers may be lost.

9.5 Log file

If the application is configured to save its logs in a file (on the SD card) and if the user connects the device using an USB cable and chooses the "Mount as disk drive" option, the My IC Mobile application is killed by Android™ platform (because it uses the SD card).

To activate logging, refer to TC1664 OmniPCX Office R8.2 - My IC Mobile for Android™.

9.6 Error messages

Errors due to overall system configuration or failures may occur leading to non explicit "System error" messages. Details are available in the My IC Mobile log file.

To activate logging, refer to TC1664 OmniPCX Office R8.2 - My IC Mobile for Android™.

9.7 OmniPCX Office limitations

Leaving a business voicemail on outgoing call is not supported (button grayed).

The n-party conference call and related services are not supported (button grayed).

Maximum of 2 simultaneous calls managed.

For the call routing, OmniPCX Office does not support switching calls between the user's devices.

OmniPCX Office does not support the telephonic presence.

It does not support:

- the My IC Mobile software upgrade
- the client authentication through certificates
- Web server external authentication

9.8 No fallback

Since the OmniPCX Office cannot send DTMF codes, My IC Mobile for Android™ does not support any fallback. When My IC Mobile is not connected (no data connection available), the business telephonic services are not available anymore.

9.9 Mute/loudspeaker

The mute and speaker functions may not be available for all device/OS. Here is a table which indicates the availability of the mute and speaker function:

<i>Device</i>	<i>Mute</i>	<i>Loudspeaker</i>
HTC-Desire	OK	OK
Samsung Galaxy S	disabled	OK
Google Nexus One	OK	OK
Motorola-Defy	disabled	OK
Google Nexus S	disabled	OK
Samsung Galaxy SII	disabled	OK
HTC Sensation	OK	OK
Sony Xperia arc S	OK	OK
HTC Explorer	disabled	OK
Samsung Galaxy Note	disabled	OK
Google Galaxy Nexus	disabled	OK
Samsung Galaxy SIII	OK	OK
Samsung Galaxy SIII mini	OK	OK
Samsung Galaxy Note II	OK	OK
Motorola Razr	disabled	OK
Samsung Galaxy S4	OK	OK
Google Nexus 4	OK	OK



Note

(*) Samsung Galaxy SII is using a different microphone when hands-free mode is activated.

HTC One X, One V, One S, Desire C were evaluated and rejected because they do not stand simultaneous Voice/Cellular Data.

10 Known issues

Identifier	Headline
crms00415675	Cannot Listen to VoiceMail on Nexus S + Android 4.1 Y
crms00375735	Predictive search doesn't work with Latin characters
	HTC Sensation with android 2.3:excessive certificate prompts

11 Client delivery

On Alcatel-Lucent Enterprise Business Portal: select Software download then OmniMobility product type. My IC Mobile for Android™ R4.3 documentations are available.

The client is only available from the Google™ Play Store application. Search for key words: **Alcatel-Lucent**. Refer to "My Instant Communicator Mobile Android™ Release 4.x User guide" and "My IC Mobile for Android™" technical communication reference "TC1664" for installation details.

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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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