

Frequently Asked Questions



Cisco Mobile for Apple iPhone FAQs

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Cisco Mobile for iPhone FAQs

Overview and General Information

Q What components/features are included with Cisco Mobile?

A Cisco Mobile allows you to quickly access many standard Cisco IP phone calling features.

- **Visual Voicemail** - Access your business voicemail system, just like you are at your desk phone.
- **Dial Via Office** - Place business calls from your iPhone using your company phone system.
- **Mobile Connect** - Receive calls to your work number on your iPhone.
- **Meetings** - Join your business meetings directly from your iPhone. Tap a name in your Meeting List to join the audio portion.

Q Why does Cisco Mobile ask me for my password?

A Cisco Mobile does not save your password, but the server should keep a period of activity or a *session* open. If the server fails to find a session, Cisco Mobile prompts for your password to establish a new one.

Q I don't see all my Cisco Mobile features, how do I access them?

A Contact your system administrator. Many features must be configured by the administrator before they are available to the user.

Q What do the symbols in the status bar mean?

A The symbols indicate your connection status. Tap the symbol to check the details of your connection status. You may see one of the following:

- **Green check mark** - You are connected and all (administrator activated) Cisco Mobile features are available.
- **Yellow triangle** - You are connected, but there was an error establishing a connection with one or more services. You will have limited functionality. Tap the yellow triangle to see a list of services and their status. Contact your system administrator with information about what services are failing.
- **Red 'X'** - You are disconnected or offline. Make sure the iPhone has network connectivity. If the issue persists, contact your system administrator.

Get Started

Q How do I access the User Portal and add my iPhone?

A Your system administrator should provide you with the address for the User Portal and tell you the user name and password to use.

- 1 Open a browser window.
- 2 Enter the User Portal URL that you obtained from your system administrator.

3 Enter your user name and password.

4 Click **Login**.

5 Click **Add a Phone**.

6 Select the following values:

Country

Service Provider: ATT - Cingular

Phone Make/Model: iPhone

Language

Phone Number: Enter your iPhone number (Example: 4089999999)

7 Click **Next**.

8 Click **Finish**.

9 Click **Log Off** in the upper right corner of the page.

Q I'm signing on for first time, where do I find my settings information?

A Check your email. Your administrator should have sent you an email that contains a link that automatically populates all your settings except for the password.

Q My administrator asked for my UDID. What is it and where do I find it?

A Every iPhone is identified by a UDID (Unique Device Identifier). Cisco Mobile uses this number to identify your specific iPhone and build your profile information.

1 Connect to iTunes.

2 Select your iPhone.

3 Click the **Summary** tab.

4 Click the **Serial Number**. The value changes to an identifier.

5 Use your keyboard shortcuts to copy the identifier.

6 Copy and paste the text into an email to send to your administrator.

Notifications

Q What kinds of notifications are available?

A If you have enabled the notification service for Cisco Mobile, then a badge counter is displayed on the home screen when you miss a call or receive a voicemail. You can also set a sound to play.

Q How do I configure notifications?

A Notifications are located with your settings. Please note that notifications may also be filtered on an application by application basis in the iPhone Settings. You can find this under **Settings** ► **Notifications** ► **Cisco Mobile**.

- 1 Tap **Cisco Mobile**.
- 2 Tap **Settings**.
- 3 Tap **Notifications**.
- 4 Move the slider to **ON** for **Missed Call Sound**.
- 5 Move the slider to **ON** for the **Voicemail Sound**.

Q I've configured Cisco Mobile to play a sound when I've missed a call, but it doesn't seem to be working.

A The missed call sound will not play if the Mobile Connect feature is turned on. Deactivate Mobile Connect by tapping the **Settings** icon and sliding the **Mobile Connect** switch to **OFF**.

Recents

Q Why are my call logs still showing when I shortened the retention time?

A When you revise the **Days to Retain Call Logs** setting, located under **Settings ► Services**, it only applies to the call logs that appear after the revision. Previous call logs will expire in accordance with the original retention setting.

Q Why are my call logs different than those in my iPhone applications?

A With the Cisco Mobile application on your iPhone, you now have access to two sets of call logs. Your Cisco Mobile call logs contain calls from the application, while the call logs you see on the native iPhone application contains the logs stored by your phone service provider (for example, AT&T). There is some cross over. The Cisco Mobile call log will show both DVO and iPhone calls from the Cisco Mobile application. If making an iPhone call from our application, then the native call log will also be updated.

Q Why do my call logs show missed calls when I know I answered the call?

A If you enabled Mobile Connect and Dial Via Office, a call can ring through to your iPhone and your desk phone. If you have Mobile Connect enabled, and answer a call on your desk phone, there will be a received call log entry in Cisco Mobile, and potentially a missed call log entry in the native iPhone call logs for the Mobile Connect ring which reached the iPhone before the call was picked up on the desk phone.

Contacts

Q What Contacts are shown in Cisco Mobile?

A Cisco Mobile Contacts displays the same list as those stored in the iPhone Contacts. You can synchronize contacts with Microsoft Exchange, MobileMe, or an individual computer. You can search your office directory from Contacts, and the results of the search can be added to the local address book for the iPhone.

Q Why don't the pictures of my corporate directory contacts appear?

A Cisco Mobile does not currently support downloading images from corporate directory search results. All images shown are from the iPhone's local directory. If you are syncing the iPhone directory with a Microsoft Outlook or Address Book directory (from your Mac), any images associated with those contacts will be added and synchronized with the iPhone.

Q Why did my Groups disappear?

- A** There is a bug in iPhone OS 3.0 which causes applications that show groups of contacts to behave erratically. If your Groups disappear, verify you have the 'all contacts' group selected from the iPhone native Contacts application. Close the native Contacts application and restart Cisco Mobile. Your Groups should display on restart.



Note This issue was fixed with iPhone OS 3.1.

Q Why are my Favorites empty?

- A** If your Cisco Mobile account is deleted or you remove the application, your Favorites will be removed. For Cisco Mobile upgrades, where the application doesn't get removed from the phone, your Favorites are preserved. Remember Cisco Mobile Favorites are separate from the iPhone Favorites.

Q Why are my Cisco Mobile Favorites different than those in my iPhone applications?

- A** With the Cisco Mobile application on your iPhone, you now have access to two Favorites lists, which are entirely separate from each other. Your Cisco Mobile Favorites contains your frequently called business associates, while the Favorites you see on the native iPhone application are those stored by the iPhone itself.

Q Where is the corporate directory search?

- A** From the **Contacts** page, tap the **Groups** button in the upper left to access corporate directory search. To add a contact from the corporate directory to the iPhone local directory, tap the + sign in the upper right of the **Contacts** page.

Meetings

Q Why don't all my meetings appear?

- A** If your meetings are not showing up in the meeting list, make sure each meeting you've schedule contains a link in the body of the meeting. The link should take this form: `cump://<meeting id number>`

This is the cue the system uses to include the meetings in the Cisco Mobile meeting list.

Q If my meetings aren't displaying my meeting list, how else can I access them?

- A** You can easily join your meeting from an email message or the iPhone calendar by clicking the meeting link. The link will be in this form: `cump://<meeting id number>`.

Q My listed meetings are different colors. What do the colors indicate?

- A** Text color in the meetings list indicate status.

- Gray meetings have ended
- Blue meetings are in progress
- Black meetings are in the future

Q I've cancelled my meeting. Why is it still showing up in my meetings list?

- A** Refresh the screen and the meeting will be removed from the list.

Voicemail

Q What's the difference between my Cisco Mobile voicemail and my iPhone voicemail?

A With the Cisco Mobile application on your iPhone, you now have access to two voicemail systems, which are entirely separate from each other. When your friends call your personal iPhone number, they can leave you messages on your iPhone. You use the iPhone application to listen to these messages.

However, when your business colleagues call your business number, they can leave you messages on your office voicemail system. You can then use Cisco Mobile to listen to these messages on your iPhone.

Q Can I play a voice message that hasn't been fully downloaded?

A The progress bar under the name or number of a sender indicates the voice message download status. If a voice message has a dotted outline for its progress bar, it has not started downloading. To queue and start the download, tap the voice message. The message will start to play as soon as enough data is downloaded to provide a reasonable buffer.

Q How do I know if I missed a call or have a voice message?

A If you have enabled the notification service for Cisco Mobile, then the combined number of missed calls and received voice messages will be displayed in the badge counter on the home screen. This small red icon indicates the number of missed calls and received voice messages that accumulated since Cisco Mobile was last used.

You can also configure Cisco Mobile to play a sound or show an alert in the event of a missed call or received voicemail.

Q Why are some of my voicemail messages downloaded every time I use Cisco Mobile?

A Voicemail messages indicated as 'secure' are not saved to your iPhone, so they need to be downloaded each time Cisco Mobile runs.

Q Why are some of my office voice messages in my iPhone Voicemail?

A If you tapped **Decline** on an incoming Mobile Connect call, the caller is sent to your cellular voicemail, and not your Cisco Mobile office voicemail system. If you don't respond to the call and let it roll over to voicemail, it will be placed into your office voicemail.

Q The number badge shown on my Cisco Mobile icon doesn't always match number of listed voice messages - is it working properly?

A The Cisco Mobile badge indicates new voice messages, unread voice messages, and missed calls.

The badge counter reflects the current number of unread voice messages and unread missed calls. These notifications are controlled by settings within Cisco Mobile and the iPhone itself. Your settings may be disabled if the counter is not updating properly.

Calls

Q Why aren't some of my callback numbers working?

A If the Cisco Unified Communications Manager and Cisco Unity installations are configured in such a way that the numbers they return for call logs and voice messages are not dialable, then dialing direct, not Dial Via Office (DVO), will result in invalid dial strings. You should always be able to dial these numbers using DVO.

Q Why am I being prompted to dial this number I don't recognize?

A For the feature Dial Via Office (DVO), the server directs your iPhone to place a call into the Cisco Unified Communications Manager server, which is then directed out to your intended destination. The number you are seeing is the call-in number designated by the Cisco Unified Communications Manager.



Note This issue has been fixed with iPhone OS 3.1.

Q Can I choose to make calls using DVO whenever I make a call?

A If you haven't set a default preference, each time you tap a contact or the keypad to make a call, you'll be asked to choose your dialing method. Once you choose, the call proceeds. You can also set your preferences under **Settings > Dial Options**.

Q If I'm on a call using my Cisco IP phone, can I move the call to my iPhone?

A With Cisco Mobile Connect you can move calls from your Cisco IP phone to your iPhone.

While on the call on your IP phone, press the Mobility softkey and then Send call to mobile. When your iPhone rings, answer the call, and you'll be connected to the current call.

Search

Q How do I search my corporate directory?

A Tap **Contacts**. Tap the **Groups** button in the upper left. Tap **Corporate Directory** to enter and search for a name. If you are searching the directory for a name to add to your Contacts:

- 1 Tap the + icon.
- 2 Tap **Corporate Directory**.
- 3 Enter the name.
- 4 Tap **Search**.

Q Why didn't the directory search show the person I was looking for?

A The directory search results are limited to 25 items. If your search is too broad, your target might not be included in those 25. Narrow your search by including more characters in your entry. For example, try this when searching for a user whose first name includes two names such as Anna Nicole.

Provide Feedback

Q How do I help make this a better application?

A Please report all issues to your administrator. You can collect and provide logs for problems using the log server mechanism found in **Settings > Troubleshooting > Problem Reporting > Email Problem Report**.

On the **Problem Reporting** screen set all the additional files to **ON** prior to sending a report. If you can reproduce your problem, on the **Troubleshooting** screen, set **Detailed Logging** to **ON** and reproduce your issue. Send the logs with the additional files to your administrator. You can also access Troubleshooting from the **Welcome** page. Tap **About** ► **Troubleshooting**.



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