The Wave ViewPoint Mobile application extends unified communication capabilities to your mobile workforce for the purpose of supporting a high level of productivity, customer service and responsiveness regardless of employee location.
This presentation will cover 5 areas:

- First, we'll have an overview of the basic functionality of the ViewPoint Mobile App, which is an integral part of the Wave 3.0 release.
- After that, we'll go through the process of installing the ViewPoint Mobile App.
- Once we get the app installed, we'll look at what it's like to work with the ViewPoint Mobile App.
- Then, we'll finish up by discussing the process for reporting any problems that may arise, as well as what information you will need to provide.
To give an overview of the functionality included in the ViewPoint Mobile App...

For the first release, the ViewPoint mobile App is supported on all iOS Devices, including the iPhone 3GS, iPhone 4, iPhone 4S, iPod Touch, and the iPad. For the initial release supports the App on iOS versions 4.3 and above. Android support will follow.

You're able to use either WiFi or 3G connectivity for the data portion of your connection. The App does remain connected to Wave at all times, but it does require a data connection back to transmit all of its information. With that in mind, some carriers may limit the ability to maintain simultaneous data and voice connections, so you may need a WiFi connection as well as a 3G connection to use all of the ViewPoint functionality available. To expand that a bit, while GSM (or TDMA) has voice and data, UMTS (or W-CDMA) supports simultaneous voice and data calls. So the deciding factor is which method is being used by your cell provider.

Now, regardless of the device you use, the voice portion of the connection is conducted over the carrier network. In essence, voice uses the usual mechanism, and the App is used to control the functionality of ViewPoint Mobile, using the data portion of the session. This is the same as using your desktop phone to talk, while using your ViewPoint desktop client to access ViewPoint features. With iPad and iPod Touch, you won't have an integrated phone, so you'll need to either use a 3rd party SIP phone, or a separate cell or land line phone.

What's being provided by the app is a way of accessing the full enterprise functionality available through the ViewPoint desktop client, using a mobile device. Most all of the presence and connectivity statuses available at your desk is now available through the ViewPoint Mobile App.

As part of the enterprise functionality, Vertical is guaranteeing that the data portion of the connection is encrypted and secure. This does not include voice, due to the fact that this is sent via the carrier network, or 3rd party softphone being used.

The ViewPoint Mobile App is designed to take full advantage of the push capabilities integrated into the iOS. This means that the App doesn’t have to be running and checking in to receive key information, such as voicemails, Instant Messages, or new call notifications. The key to this is that it keeps minimal items running, lowering processor usage, and in turn optimizing battery life.
Let's step beyond the overview and focus on the features available…

First we have Full Call control, allowing you to place an active call on hold, which is wave side hold. The person will hear Wave hold music, the call will be registered as on hold, and you can make other calls, or access features just as you would at your desk. You can also perform call transfers, conference in other parties, and even record a call on demand. This feature has no effect on the automatic call recording feature available in Wave.

The ViewPoint Mobile App includes an Extensions pane with much the same functionality as you have available from the desktop client. So you have the ability to see live Status updates. You also see user's presence information, so you can tell if someone is logged into ViewPoint or not, as well as when that information changes. This actually works both ways, so that when you're using the Mobile App, people can see that you're logged in, available, can chat, and etc.. Your hook state is also shown, so people can tell if you're on a call, or available. WaveNet is also supported, so you can see information from Waves connected to the one you're logged into, just as they can see yours.

There is also a full feature call log built into the ViewPoint Mobile App, so you have the ability to pass call notes in a real-time, as well as checking back and reviewing logged information. The information includes call start and end times, duration, parties on the call, etc.

You also have Voicemail functionality. So, you can listen to voicemails, pause in the and replay then, as well as forward and reply to them. The ability to take notes and have them associated with the voicemail is also available. When a voicemail arrives you are notified of its existence, but it's not downloaded, until you select play. At that time, the message is downloaded from the server and streamed to your phone.
The ViewPoint Mobile App is available for download from the ViewPoint Mobile product page at: http://appmarket.vertical.com, under the "Documentation & App Installer" tab.

Simply navigate to the page using the device where the app is to be installed, then navigate to the Document and App Installer tab, and select the download link. The App will then be downloaded to your device, with installation proceeding thereafter.

Now, at the beginning of the installation process, you MAY be asked for your password. This will be the password setup on your iDevice, NOT your Wave ViewPoint password.
The first thing you’ll see when you launch the App is a login box, asking you for your user name and password. These are the ones you normally use to log into ViewPoint. So it’s just your first and last name and password.

You’ll also need to provide the IP address, or Server DNS Name, and port for your Wave. Ultimately this will be determined by how your IT department decided to configure the server and firewall. Once these have been entered, you will be able to simply tap the App icon and connect.
Once the App is configured, you’ll start at a User Screen, similar to the one we see here.

You’ll use the Navigation Bard at the bottom of the screen to move between screens for items such as Users and Messages. You’ll also use it to access features such as handling calls in the Calls screen and the dialpad.
Here we see that the Users screen displays the status of listed users, their current hook state, and their presence.
The top of the Users screen contains a Search bar.

You’ll see that the list portion of the screen is divided into Alphabetical sections. The right hand side contains an alphabetical jump list which allows you jump to listed users by the first letter of their listing.
When you select a User, you’ll see their picture, if it’s been entered into Wave, as well as their presence and status information.

You can tap the Send Instant Message link to send them an instant message, or tap their Extension link to call them.

You can also add them to your Favorites list by tapping the star in the upper right.
The top of the Users screen contains navigation options which allow you to quickly navigate between the favorites, users and contacts screens.
In Favorites, you'll see a listing of designated ViewPoint Users similar to the one we see here.

This screen displays each user's Status and Presence information.

If you swipe across the screen, you'll see subsequent listings of Favorites, displayed much the same as we see here.
You also have the option of viewing your Contacts listing.

The Contacts you’ll see listed here are pulled from your device, where as Favorites are pulled from Wave.

The card button at the upper right allows you to which of your device contacts you want listed in the ViewPoint Mobile App.
If you access the Calls screen, you’ll see a listing of all of your active calls.

You can also tap the plus icon in the upper left to add another call to the listing.

You then navigate to the Select Call Target screen, select the target and place the call.

The call is then added to the Calls screen.
While you’re on a call, you can place the other party on hold by tapping the phone icon next to their name.
You can also swipe left to right across the screen to access a listing of quick controls.
The quick control options available are:

- Hold
- Transfer
- Conference
- Record
- And Disconnect
You can also access all of the call information and controls by tapping the blue chevron on the right of the call.
When you’re in the Calls screen and you receive a call, if the phone number matches a contact or a user on the system, the name of the caller is displayed at the top of the screen. If no match is found, then the number is displayed.

You can access Call Control options from the middle of the screen by tapping the icon associated with the desired function.

The bottom of the screen contains a Call Notes field.

Tap the Notepad icon to the right to open the keypad which allows you to edit and create call notes.
The ViewPoint Mobile App Dialpad is only used to start calls.

The very top portion of the dialpad view contains the number fields which displays the digits dialed.

The Add to Contacts button allows you to associate a dialed number with a contact.

And the Delete button allows you to delete dialed digits.
Let’s take a look at the Voicemail options available with the ViewPoint Mobile App.
Tap the icon we see here to play a voicemail. You can also tap Send to forward the voice mail, reply to it, or email the caller.
Tap the blue chevron when viewing a voice mail, to display the details of the call and recording.
When the Voicemail details view opens, you see the properties, such as the date and time the message was left, and the duration of the recording.

You also have access to read or write call notes, along with another occurrence of the Send button which allows you to forward, reply, or email the sender.
Tap the More button to access additional functions associated with your call log.
The top menu allows you to sort call log items by Incoming, outgoing, or select to see all.

Tap the blue chevron associated with an entry to view the details of the calls between you and the caller.
When a caller is selected in the More – Call Log view, the call details for all recent calls with that caller are made available.
From within the More menu, you can view the details of an existing chat by tapping the blue chevron to the right.
To instant message another Wave user, select them, then tap Send Instant Message, then type the message and tap Send. Then continue the conversation using the same screen.
Let’s take a look at Quick settings which are accessed by tapping the gear button in the Calls view.
If you tap Personal Status, you can select from Available, Do Not Disturb, In A Meeting, Out Of The Office, and Vacation.
If you select Incoming Call Handling, you can select Push Notification to alert your mobile phone while still ringing your desk phone, Forward to Phone to directly forward calls to your mobile phone, or No Mobile Notification to leave your existing ViewPoint Forward actions in place.
When you are set up push notifications, a push alert will appear on your phone each time a call rings your extension. Your desk phone will ring as well. This alert will pop-up whether or not you have ViewPoint mobile open when the call is received. The app uses Apple’s existing notifications settings, so the general settings you’ve specified for your device control what the pop-up looks like.
If you tap For Calls Use, you can select to use your iDevice, your desk phone, or a manually entered number to receive ViewPoint calls.

If you’re using an iPad to run the ViewPoint Mobile App, you’ll need to set this to another device, since the iPad may not have telephony capabilities.
“Mobile Phone #” is the phone number of the phone where you will be using the ViewPoint Mobile App.

The “Default Station” is your desk phone or ViewPoint softphone. You don’t have to enter any digits in this setting, the system will automatically know your default station ID.

“Other Phone” specifies an alternate phone which might be used with ViewPoint Mobile.

“Other Wave Station” is designed to be used in hot-desking scenarios.
You also have the option to change your logged in user.
Tap Email ViewPoint Mobile Logs to send a copy of your logs to your Certified Wave Dealer. Please include a detailed description of the problem, the type of device being used, including any error messages, and your contact information.
With your ViewPoint Mobile App configured, you're now ready to connect with confidence, knowing that ViewPoint and WaveIP will allow you the flexibility to get the job done no matter where you are.