T300/T500 - iPhone® client

How to set up PBX and client

Features

- Display of Gigaset call lists on the iPhone®
    - Recall via the Gigaset PBX
    - Delete entries on the Gigaset PBX
    - Name resolvement from the local iPhone® address book
    - Filters for incoming, outgoing or missed calls
- iPhone® contacts to call via the Gigaset PBX
    - Choose a local contact- let the Gigaset PBX connect
- Display of voice mail messages on the telephone system
    - Listen to the voice mail by calling the Gigaset PBX
    - Delete voice mail messages on the telephone system
- Configuration of the diversions on the Gigaset PBX
    - Display all possible diversions (Unconditional / Busy / Timeout)
    - Enable / disable call forwarding
    - Choice of the forwarding destination (phone number / voice mail)
- Initiate call via keypad
- Up to five different dialing modes allow always the most cost-effective call initiation.
    - Dialing mode "callback" initiates the conversation via the telephone system to the iPhone® with subsequent placement of the target.
    - Dialing mode "iPhone®" initiates the conversation directly on the iPhone®.
    - Dialing mode "phone" initiates the conversation on any terminal which is assigned to the user.
    - Dialing mode "Call Through" initiates the conversation, starting from the iPhone® to the PBX with subsequent placement of the target.
    - Dialing module "BRIA" initiates the conversation based on the softphone "Bria iPhone Edition", if installed.

General Information
System

- Apple iPhone® 3G, iPhone® 4, iPhone® or Apple iPod® touch 4S
- iOS 4.3 or higher (tested up to 4.3)
- Internet access (Wi-Fi or data plan) to communicate with Gigaset PBX
- Gigaset 5.0.2.1 or later

Download

The latest version, you get the Apple App Store.

Versions
Version Release Date Changes / Comments

1.6.1
04/26/2012

- New icon
- Eliminates sporadic crashes in iOS 5
- Fixes several problems connecting

Documentation
Installation
The Gigaset Client for iPhone® will be as usual, installed on the iPhone® through the Apple App Store.

Configuration

<u>Login</u>

- Server: address of Gigaset PBX, which is accessible from the Internet ([http://]).
- Port: Port of the XMPP service from the Gigaset PBX which can be reached form the Internet (default is 5222).
- Use TLS: Enables the use of a secure connection to the Gigaset PBX
- LoginID: Your login ID on the Gigaset PBX (eg 0001)
- Password: The login ID for the associated password

<u>Dialing mode</u>

When initiating a call from the call lists, contacts or via the keypad, there are up to 5 different dialing modes for the phone available:

- Via callback:

  First the iPhone$^{®}$ is called by the telephone system on the number registered in the iPhone® settings and, then, the second call participant is called. The second call participant is shown the configured number of the Gigaset user rather than the mobile telephone number. Mobile phone charges are incumbent on the telephone system. The telephone system initiates two outgoing calls to the user.

- Via iPhone

  Here, the selected number is called directly using the iPhone$^{®}$ without being routed through the Gigaset telephone system. The number the call recipient sees is that of the iPhone$^{®}$. Obviously, internal numbers on the Gigaset telephone system can't be reached in this way.

- Via Telephone

  In this mode, any device assigned to the user can be used to initiate calls.

- Via call-through

  For this call mode an active configuration of the Call-Through module on the Gigaset telephone system is needed. Here, the number for the module that is stored in the settings is called via the iPhone$^{®}$ and, as soon as contact is established, the call is transferred via DTMF. Should the Call-Through module answer this call, it is transferred to the end destination number. In this case only one outgoing call is initiated by the Gigaset Telefone system.

- Via BRIA

  Available only if the app "Bria iPhone$^{®}$ Edition" is installed on the device. If so, opens the Bria softphone and transfers to the selected number. The call can then be initiated via Bria. Internal telephone numbers can be called if Bria is registered as an SIP phone within the telephone system. The GIGASET system initiates outgoing calls for all other numbers.

<u>Update</u>

The Gigaset client for iPhone allows the following configurations regarding the refresh of the call and voice mailing lists:

- When the program starts: The entries are automatically synchronized with Gigaset PBX when you start the app (default is "off").
- Timed: The entries are as long as the app is opened, automatically synced with the Gigaset PBX in an adjustable interval (default is "off").
- Storage Period: Entries that are older than the time period configured here are no longer stored locally on the iPhone$^{®}$ (default is 3 months).
- Entries: Maximum amount of entries to be downloaded at once from the Gigaset PBX (default is 25).

Troubleshooting
<u>No connection</u>

This message indicates that the app could not reach the Gigaset-server. There are several possible reasons, all of which are acknowledged with the same error message.

- Problem: The device has instantly no connection to the Internet
- Solution: Wait until there is a connection via WLAN / UMTS / GSM.

- Problem: There is a very bad connection. The Gigaset PBX can not respond within 10 seconds.

- Solution: If only usually slow on GSM networks (e.g. O2). Using the app on a network with lower durations (WLAN / UMTS).

- Problem: The registered host name is not accessible or won't be routed.
- Solution: The server name was entered incorrectly (e.g. with spaces) or is not accessible from the public Internet.

- Problem: The registered port is not routable, Gigaset PBX is not reachable.
- Solution: The XMPP port (default: 5222 Also TLS) may have to be opened in the local firewall.

Login failed

This message indicates that the app could not reach the Gigaset server, the login was unsuccessful.

- Problem: The login ID and / or password are incorrect.
- Solution: Enter login ID and password again. Look out for special characters or spaces.

- Problem: The app has not been properly logged off at the server (e.g. by loss of Internet connection).
- Solution: After 10 minutes, the Gigaset PBX is allowing the re-registration for connections that have been canceled unconditionally.

Call can't be established

The call transfer in GSM networks can be very slow, sometimes the delay is up to 30 seconds!

- Problem: After rejecting a call-back call, no new call is set up
- Solution: It takes a couple of seconds till the Gigaset system detects the failure and allows the set up for a new call. After 30 seconds it should be possible to call again

Other

- Problem: When displaying the contacts iOS5.1 crashes the app.
- Solution: Update to version 1.6.1

- Problem: When viewing a contact in the call list under iOS4 crashes the app.
- Solution: Update to version 1.5. Version 1.0 has been tested only to iOS 3.1.3.

- Problem: Gaps in Records / call lists are different from Gigaset Web UI.
- Solution: Increase the number of records to be pulled since the previous update (default is 25). From version 1.5, the entries are filled completely since the last update.

- Problem: call initiation over the Gigaset PBX fails / no response
- Solution: Verify that the Gigaset PBX can achieve in the app configured phone number, if applicable. the routing number for this change.

Screenshots

Gigaset calllists
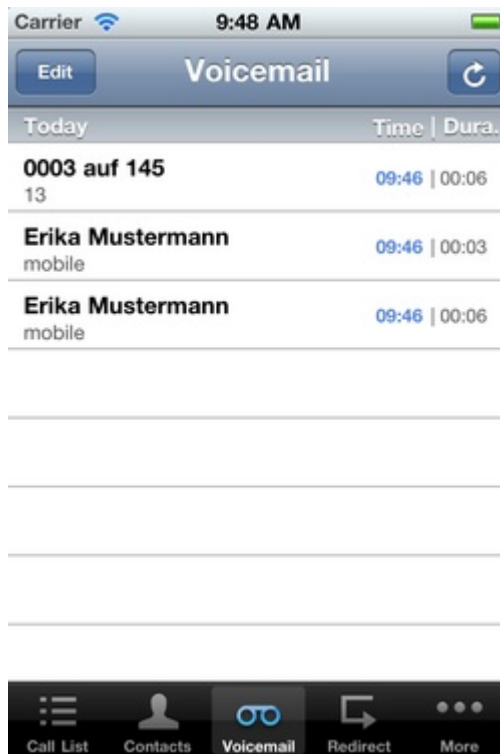
Gigaset Voice mails

Gigaset Call diversions

Call setup