ViewPoint Mobile Quick Start Guide

Step 1

Download the ViewPoint Mobile application.

This MUST be done on the iOS device, NOT the computer you sync your iOS device with.

The application will automatically be installed on your iOS device after you click on the link.

Step 2

The first time you launch the app, you will be prompted for your login information.

Figure 2: Initial sign-in screen

- User Name
  The same User Id you use for desktop ViewPoint

- Password
  Same Password used for your regular ViewPoint and VoiceMail.
• Server

IP Address

• Port

Leave this field alone

• Mobile #

This should be your 10-digit mobile device phone number

• Station ID

You can leave this blank, or you can provide the Wave Station ID of a desk phone to use the app to make and receive calls similar to with ViewPoint desktop. (NOTE: you still have to select this option in the “on-the-fly settings” described below).

**Step 3**

Set your call preferences from the “Quick Settings” menu within the ViewPoint mobile app.

Go to the “Calls” tab and click on the Settings icon (which looks like a little wheel):

Figure 4: Calls Tab and Quick Settings Icon
There are a number of “on the fly” settings you can adjust from this menu.

Figure 5: “Quick Settings” Menu

Figure 6: “Incoming Call Handling” Menu
• Here you can view and/or set your personal status.

• “Incoming Call Handling” has three possible settings you can select:

- “Push Notification” will send a push to your phone if the app is not running notifying you of an incoming call. If you view the push, the call will be sent to your mobile phone to be answered.

- “Forward to Phone” is the same as applying forwarding in the ViewPoint desktop application. The incoming call will be re-routed to your cell phone.

- “Do not notify” disables all notifications and forwarding for incoming calls, however you will still be able to control calls you own inside the app.

• We recommend you select “Push Notification” for the best experience. This will allow calls to ring your desk phone while notifying you on your mobile phone, with the option to forward the call if you decide to answer it.

“For Calls Use” has several options you can select from. We recommend that you select your Mobile Phone as the method for receiving calls.

Ensure the number listed is your mobile phone number, and that there is a checkmark in the row.

Figure 7: “For Calls Use” Menu
Setup Complete

After you’ve completed these initial setup steps you are ready to begin using the ViewPoint Mobile application.

Mobile ViewPoint Notification Settings

- Settings -> Notifications -> Viewpoint
Mobile ViewPoint Build

To identify the build number running on your device

- go to MobileVP app,
- go to the Calls tab,
- Click the settings icon (a gear, it appears)
- The build is at the bottom of the available settings

License Mobile ViewPoint

The VP Mobile licenses are bundled into the new 3.0 ISM user licenses.

No separate licenses are being used.

They are free and bundled into the ISM User License.

Identifying your Mobile Device

Model number can be found on the back of the device:
<table>
<thead>
<tr>
<th>iPhone Type</th>
<th>Model Number</th>
<th>Release Year</th>
<th>Capacity (GB)</th>
</tr>
</thead>
<tbody>
<tr>
<td>iPhone 4S</td>
<td>A1387</td>
<td>2011</td>
<td>16, 32, 64</td>
</tr>
<tr>
<td>iPhone 4 (CDMA model)</td>
<td>A1349</td>
<td>2011</td>
<td>8, 16, 32</td>
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<td>iPhone 4 (GSM model)</td>
<td>A1332</td>
<td>2010</td>
<td>8, 16, 32</td>
</tr>
<tr>
<td>iPhone 3GS</td>
<td>A1303</td>
<td>2009</td>
<td>8, 16, 32</td>
</tr>
<tr>
<td>iPhone 3G</td>
<td>A1241 (not supported)</td>
<td>2008</td>
<td>8, 32</td>
</tr>
<tr>
<td>iPhone</td>
<td>A1203 (not supported)</td>
<td>2007</td>
<td>4, 8, 16</td>
</tr>
</tbody>
</table>

or See [http://support.apple.com/kb/ht3939](http://support.apple.com/kb/ht3939)

**iPad Support**

All models of the iPad are supported

**New Permission in User Configuration for VP Mobile**

![Permission Configuration](image)
Mobile ViewPoint Firewall Ports

Port 50070 for WCAPI and 5222 for IM need to be opened within the firewall.

The Port can be adjusted in General Settings - System tab.

Mobile ViewPoint Battery Drain

Mobile VP uses Push for communication from the Wave so there should be no additional battery drain.

Talk time happens over the iPhone voice which means it is equal to having those conversations just on the cell phone for the day.

Mobile ViewPoint & Remote Vipe

Viewpoint uses the local contacts not the Wave contacts which means a remote wipe will wipe the Viewpoint Contacts.
Mobile ViewPoint Service

Mobile ViewPoint using the following Windows Service.

If Mobile ViewPoint does not connect and states to be in offline mode the service should be checked on Wave.

![Windows Task Manager](image)

- Show processes from all users

Processes: 93  CPU Usage: 6%  Commit Charge: 1353M / 2976M
ViewPoint Mobile (iOS) Log Submission

Quick Settings

- Personal status
- Incoming Call Handling: Push Notification
- For Calls Use: Mobile Phone
- Change User
- Email ViewPoint Mobile Logs

Build 1.0.4

Done
ViewPoint Enterprise Mobile Provisioning Profile Expires

This is likely due to users being in the beta program. The beta version should be switched to the app store version.

If already done that, this is harmless and that provisioning profile can be removed if wanted.