



Call Control for BroadWorks V2 (xsi)

for iPhone & Android

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Document history

Rev1	Initial draft	27oct2017/kw
Rev2	Call Log, Settings, Voicemail + permissions described	25feb2018/kw
Rev3	Added description of the Directory Extension	13mar2018/kw
Rev4	Updated to include Android	5apr2018/kw
Rev5	Updated iOS requirement to be latest version	23may2018/kw
Rev6	Added description of iOS contacts sync	6jun2018

Introduction

Call Control for BroadWorks is companion app and Visual Voicemail client for a BroadSoft BroadWorks extension - it allows you to originate calls from your smartphone through your BroadSoft BroadWorks powered desk phone and enables easy control of Remote Office, BroadWorks Mobility, BroadWorks Anywhere, DND and Call Forwarding settings while on the move. It also supports joining/unjoining of any call centers you are a member of as well as access to your call log and voicemails.

Communication

The app utilizes XSI and requires `https` access to the XSP fronting the BroadWorks installation in order to prevent credentials and other potential sensitive data such as the enterprise directory and call log from being intercepted.

The app will use the default prefixes for XSI Actions and Events (`/com.broadsoft.xsi-actions` and `/com.broadsoft.xsi-events` respectively).

Supported services

The app provides UI allowing control of the following services

- BroadWorks Anywhere
- Remote Office
- Simultaneous Ring Personal
- Calling Line ID Delivery Blocking
- Do Not Disturb
- CommPilot Express
- Call Forwarding - Always
- Call Forwarding - No Answer
- Call Forwarding - Not Reachable
- Call Forwarding - Busy
- Basic Call Logs
- Call Center
- Call Waiting
- Voice Messaging User
- Personal Assistant

For midcall control, the app can merge or transfer calls provided the Three-Way Call Call Transfer services are assigned. The app can initiate calls as call-back calls or – if either Anywhere or Mobility is assigned – as call-through calls (by requesting and setting up a call via an IP Multimedia Routing Number).

Compatibility

Call Control for BroadWorks uses XSI v2 and has been tested and is compatible with BroadWorks R19 through R21.

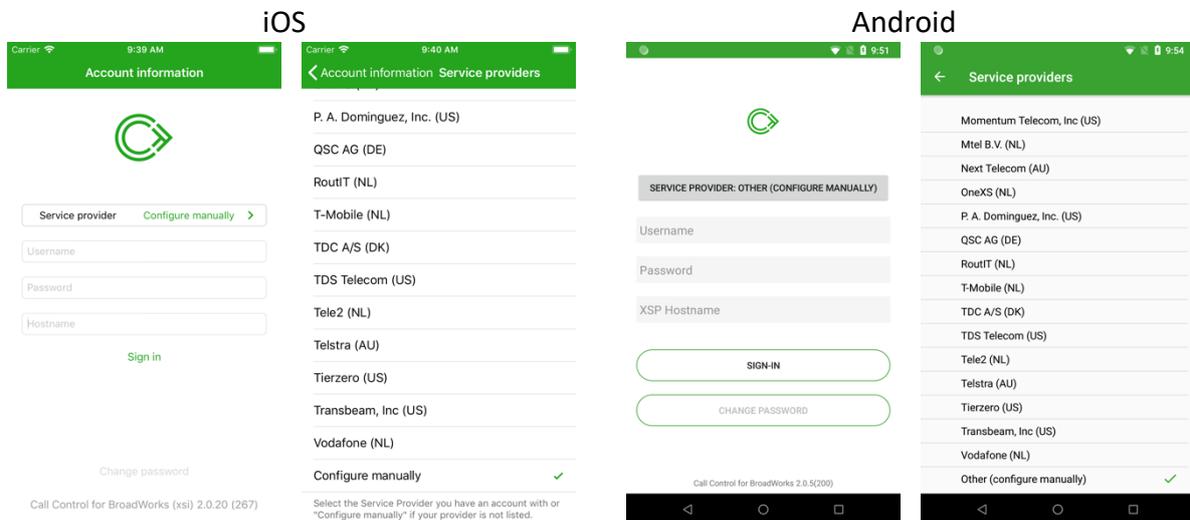
Availability

The app is available for iPhone/iOS 11 (always use latest update) and Android 4.4 (and newer; Android 8+ recommended) from the respective app stores (iPhone: <http://itunes.com/apps/nomadiccircleltd/callcontrolforbroadworksxsi> and Android: <https://play.google.com/store/apps/details?id=com.winther.callcontrol>).

Using the app

Account Information

When the app is launched initially (or if “signed out”) it will present the Account information screen:



If your service provider is known to the app, its recommended to select it from the build-in list.

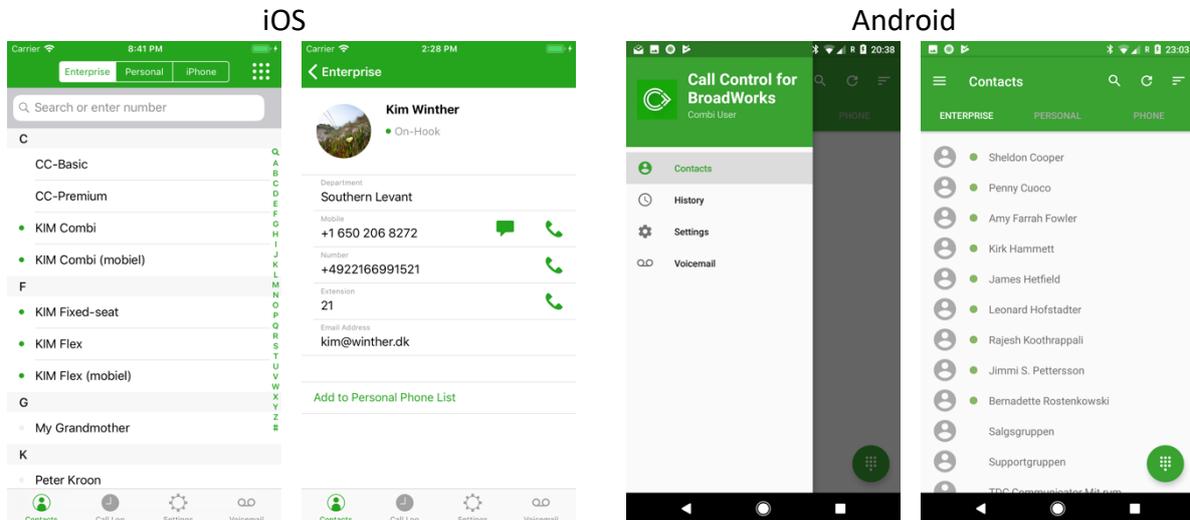
Selecting a service provider will make the app use the preferred XSP hostname as well as setting the correct XSI prefix (in case its different from the default).

If you are working with a service provider and wants and entry added or edited, please contact support@nomadiccircle.com with the relevant details.

When signed in, the Account Information screen is accessible via the Settings tab.

Contacts

Once signed in, the app will select the Contacts section and display the Enterprise directory.



When the Enterprise Directory is visible, the app will utilize the XSI Event connection to subscribe for hookStatus changes for the visible contacts (when not scrolling) and display an indicator accordingly.

While waiting for the initial status update or if a user has enabled the Phone Status Privacy, the indicator will be gray (●). If the hookStatus is "On hook" (Idle) the indicator is changed to a full-colored green circle (●) and "Off hook" (Busy) is shown with a red circle (○).

For the type of users that have no hookStatus at all, like Virtual On-Net Enterprise Extensions, Hunt Groups, Auto Attendants entries, no indicator is shown.

If the signed in user have Personal Assistant assigned, the app will also subscribe for Personal Assistant changes for the visible contacts, showing the red circle (○) if PA is active and the actual status, if any, in the detail view.

Photos for Enterprise contact are sourced from the phone contacts by looking for a contact with a matching phone number.

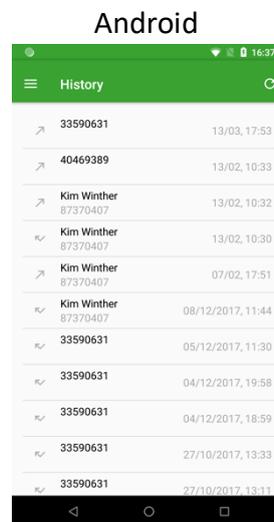
When looking at contact details while in a call, the SMS (💬) and dial (📞) buttons will be replaced with the blind transfer (🔄) and consulted transfer (🔄) buttons.

Call Log

If the Basic Call Logs service is assigned, the Call Log tab shows the last 20 placed, missed and received calls.



Missed calls are marked in red and placed calls are listed with the placed-call icon () next to them.



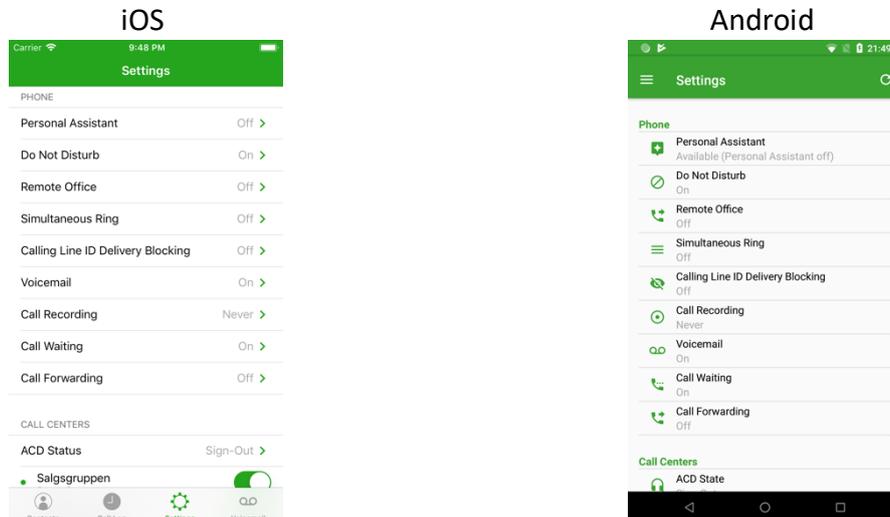
Missed calls are listed with the  icon, placed calls with  and incoming calls with .

Clicking as row will initial a call according to the selected Dial Method (see Settings -> Preferences).

If allowed, the app will look up the caller IDs in the iPhone phonebook.

Settings

The Settings menu have three sections – *Phone* for the most commonly accessed Phone settings, *Call Centers* for the call centers you are member of (if any), and a *General* section with your account, app preferences, etc.



Each Phone setting have a separate subpage, some several.

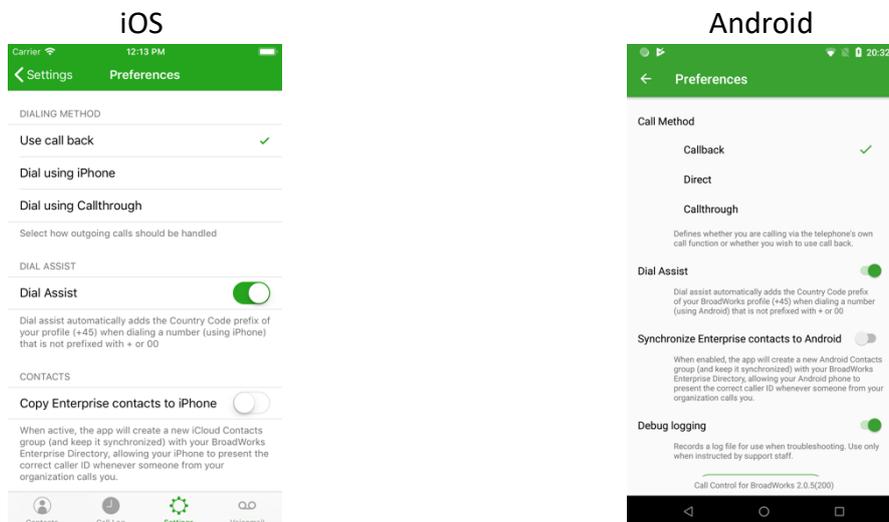
The app will query the assigned services and the current status of each, when logging in and each time the app is brought to the foreground. You can also force a reread by pulling down the menu (pull to refresh).

For a description of the functionality of each of the listed *Phone* services, please refer to your service provider.

The Call Centers section will only be shown if you are a member of at least one call center – the section will then contain an entry for the ACD Status and an entry for each call center you are a member of, each with a switch, allowing you to instantly join/unjoin (although the switch will appear disabled if joining/unjoining is not allowed by the admin) .

Preferences

In the General section you will find the apps Preferences, which is where you can configure the Dial method the app will use as well as Dial Assist and debug logging.



Dial method

The app supports three kinds of dialing:

Use call back, the default, where BroadWorks will call your extension first and when you answer, connect you to the number you dialed.

Dial using iPhone which will bring up the native iPhone dialer

Dial using Call-through, where the app requests a temporary number from BroadWorks, that when called, will be immediately connected with the number you dialed. The Call-through option requires Anywhere or Mobility to be configured and it is recommended to check with your service provider if the support call-trough before relying on this dial method.

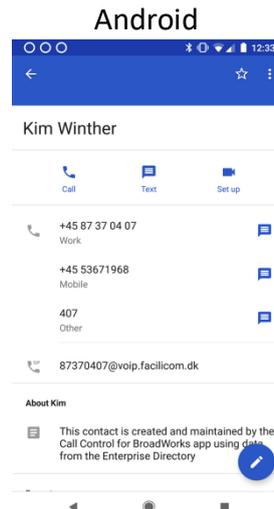
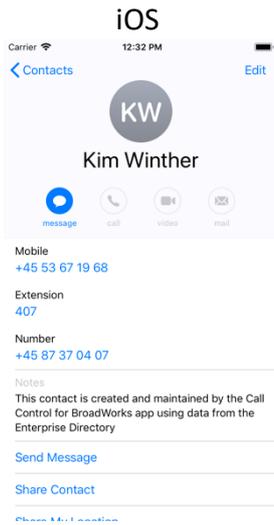
Dial Assist

Dial Assist will automatically add the country code of your profile to any number you are dialing with the *Dial using iPhone* dial method and is enabled by default.

Copy Enterprise contacts to Phone

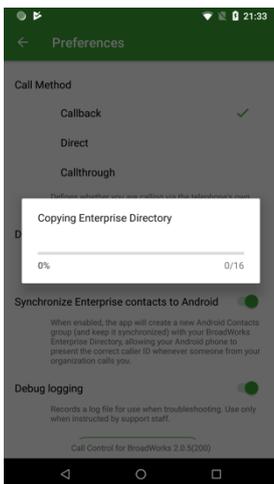
In order to allow the native Phone dialer to identify incoming calls from contacts listed in your BroadWorks Enterprise Directory, Call Control for BroadWorks provides can copy the entire Enterprise Directory into dedicated contacts group in the native Contacts app.

The Contact group will be named *Call Control for BroadWorks* and each copied contact will have the note *"This contact is created and maintained by the Call Control for BroadWorks app using data from the Enterprise Directory."*

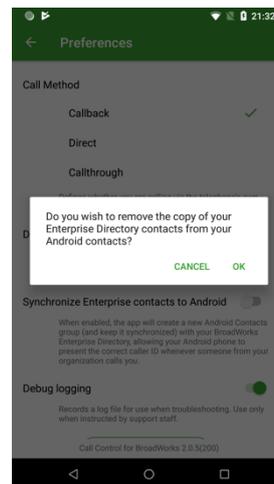


Examples of a copied contact.

As both the note and the group membership are used when updating or removing copied contacts, merging these contacts with existing Phone contacts is **not** recommended.



When enabled, all contacts are copied into a dedicated local group in Android's native Contacts app.



When disabled, the app will ask if you want to remove the copy of the contacts. Selecting Cancel will retain the contacts and the group they are in.

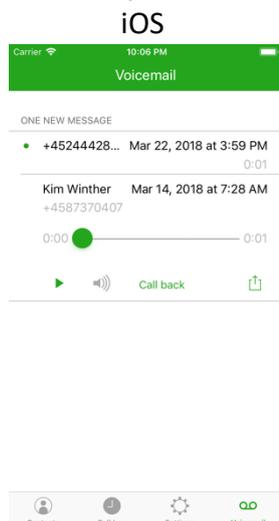
Note that on iOS, the app also provides a *Call Directory extension* that provides name lookup for Enterprise Contacts – check the *iOS Specifics* section.

Debug logging

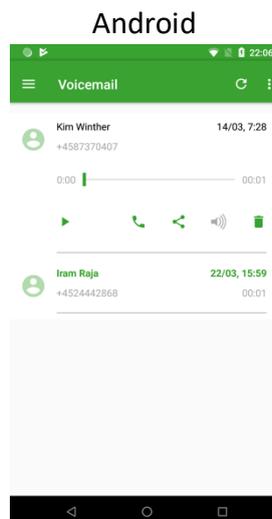
When debug logging is enabled, the app will create and maintain a log of its communication with BroadWorks that can be helpful in certain kind of trouble shooting scenarios. It can however also slow the app down a bit and should only be used when instructed by support staff.

Visual Voicemail

In the Voicemail tab you will find your Voicemails listed.



“New” messages are marked with a green indicator (●). Messages can be marked Read or Unread (New) by sliding a message right and deleted by sliding a message left.



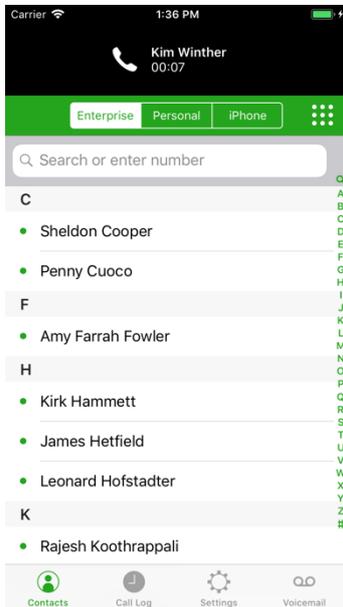
“New” messages are marked with a bold green font. Messages can be marked Read or Unread (New) via the Options menu (⋮)

Playback defaults to the earpiece and the speaker mode can be selected by pressing the button with the speaker icon (🔊)

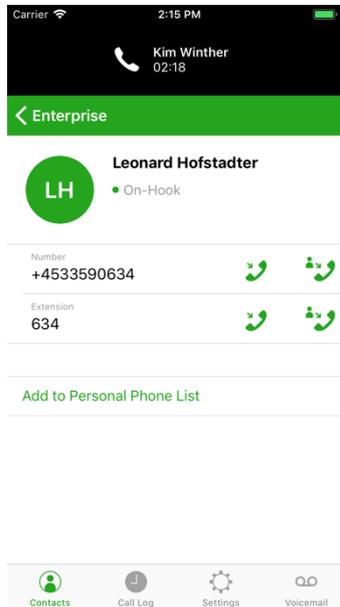
You can forward the message (sound file) using the phones native share menu by pressing the share button (📎 on iOS, 📧 on Android).

Dialing & midcall control

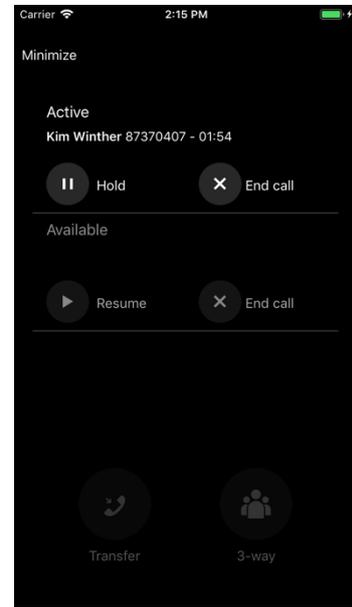
When BroadWorks tells the app that a call is in progress, the app will show the “call status” bar – and change the dial button in the contact details view to allow for a blind transfer (📞) or consulted transfer (📞➡️ which adds another call that can eventually be used for a transfer operation).



Call status bar, shown when in a call

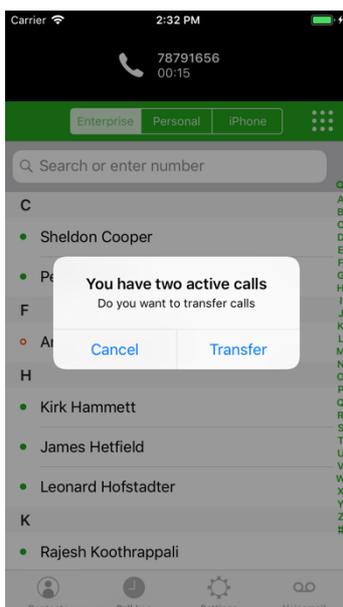


Contact details when in a call

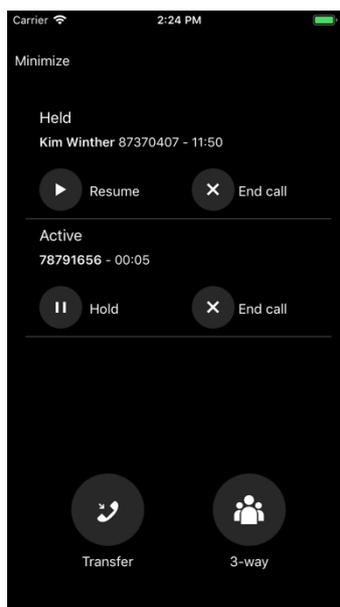


Midcall screen – the transfer and 3-way buttons will be inactive with only one call active.

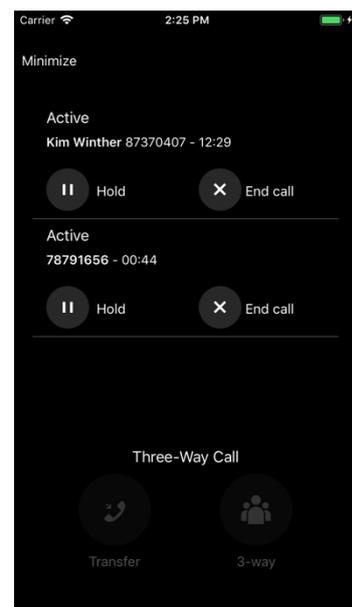
When a 2nd call is added, the app will ask if you want to transfer the calls – alternatively you can enter the midcall screen by clicking the “call status” bar.



If clicking Transfer, the first call leg will be transferred to the 2nd call leg, ending the users participation.



If activating the “midcall” screen, you can switch between the two active calls, transfer or merge the calls into a 3-way call



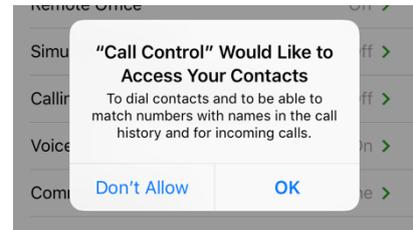
Example of active 3-way call

iOS specifics

Permissions

During use and to function normally, the app asks for access to the Phone contacts, so that it can look up numbers in the Call Log and Voicemails.

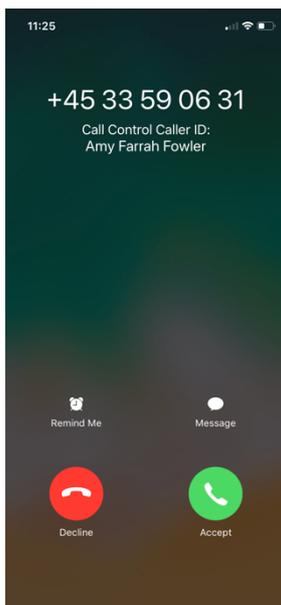
If you prefer not to give this permission to the app, the app will not be able to match numbers with names but otherwise function normally.



If you change your mind regarding permissions, you can always visit permissions page in the iPhone Settings app and add or remove the access to contacts.

Call Directory extension

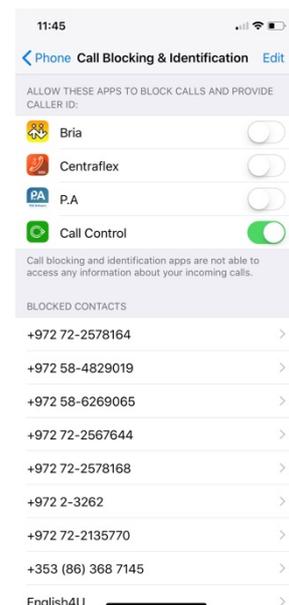
In order to allow the native iOS dialer to identify incoming calls from contacts listed in your BroadWorks Enterprise Directory, Call Control for BroadWorks provides an iOS Call Directory extension. If enabled, iOS will then – when receiving a call, show the name of this contact.



When receiving a call from a contact in your Enterprise Directory, the phone will display show the Call Control as source of the Caller Id (Amy Farrah Fowler in this case).



Likewise, in the phone app's Recents view, the name matching +4533590631 is shown, if found by the Call Directory extension.



The Call Directory extension can be enabled or disabled in the iOS Settings app, under Phone->Call Blocking and Identification.

Because it is an iOS feature, it needs to be enabled in the iOS Settings app under Settings->Phone->Call Blocking & Identification. Once enabled, iOS will create and maintain a copy of all the Enterprise Directory contacts (i.e. each time the app re-reads the directory, it signals iOS to make a new copy).

Note that the Call Directory extension is disabled per default.

Troubleshooting and support

If you have any question related to the app (that is not covered by the FAQ on <https://nomadiccircle.com/faq.html>) or if experiencing an issue with the app, please contact support@nomadiccircle.com and make sure to include the name of the service provider you are using, the version of the app and the phone OS along with a brief description on how we can reproduce the issue (or even better – include a video or screenshots of the error scenario).