



Spirit Unify for Android Tablet

User Guide

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1 About Spirit Unify for Android Tablet

Spirit Unify for for Android Tablet provides the following communication features:

- Instant Messaging and Presence (IM&P)
- Voice Calling (VoIP)
- Video Calling
- Spirit Call Settings

2 Getting Started

This section contains the essential information for getting started with Spirit Unify.

2.1 Installation

Android Tablet clients can be downloaded from Google Play.

2.2 Sign In

When you first launch the application, you are prompted to sign in.

- 1) If displayed, enter the device configuration address (Uniform Resource Identifier [URL]) provided by the service provider.
- 2) Enter your Spirit Unify user name and password.
- 3) Select whether you would like Spirit Unify to remember your password.
- 4) Select whether you would like Spirit Unify to sign you in automatically on subsequent launches.
- 5) Tap **Sign In**.

NOTE: If you choose automatic sign in, you are automatically signed in and taken to the contact list upon subsequent Spirit Unify launches. Otherwise, you are presented with the Sign In screen.

After logging in, a popup dialog may appear informing you about emergency calls.

Depending on your service provider settings, the client may have a **Forgot Password** link on the login dialog box allowing retrieval of forgotten passwords. The functionality for retrieving the password is provided by the service provider.



3 Main Tabs

When you start Spirit Unify for the first time, your Contacts list is empty. You use the search field to find people and add them to your Contacts list. Contacts can also be added manually by tapping the Add button.

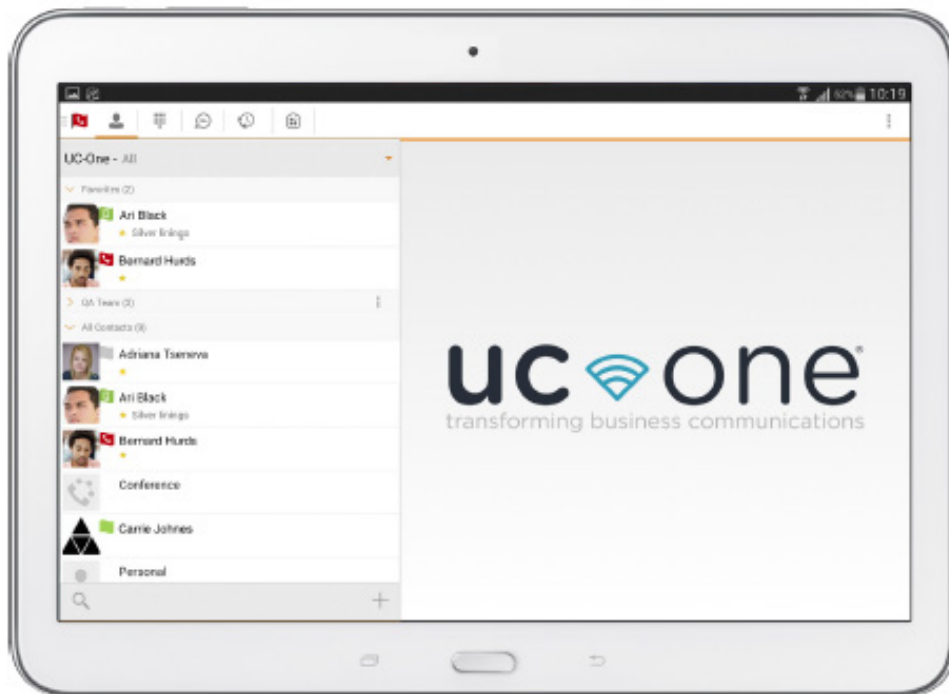


Figure 1 Main View

	Contacts – View your contacts from a Buddies list, or from a local or company directory.
	Dial Pad – Make calls.
	Chat – View chat history.
	History – View incoming, outgoing, and missed calls.
	My Room – Join your personal room



The main view contains a number of tabs that present information about the contacts and communications options located on the top bar:

- Contacts
- Dial Pad
- Chat
- History
- My Room

NOTE: Settings are available from the side navigation menu.

4 Contacts

The Contacts list in the Contacts tab can contain different types of contacts as follows:

- Presence-enabled contacts
- Non-presence-enabled contacts

Any contact can be marked as a favorite and it appears at the top of the Contacts list in the Favorites section.

Presence-enabled contacts are users with an Extensible Messaging and Presence Protocol (XMPP) address. These can be other Spirit Unify users or users from federated systems such as Google Talk. Non-presence-enabled contacts can be phone or conference numbers. These are also stored on the server and available on all client instances of the user.

Contacts can also be organized in Groups.

The Contacts tab contains:

- UC-One Contacts
 - All
 - Online
- Contact Directories
 - Local Address Book
 - Directory

Directory provides the company directory contacts. The Local contact list provides the contacts from the local phone book.



4.1 Add Contacts

When you sign in for the first time, there are no contacts on your Contacts list. Add a new presence-enable contact at any time by selecting the option Add Contact from the plus icon in the left bottom bar. Another way to add new contacts is to use the directory search option from the Contacts tab.

In the Add Contact screen, enter the contact's information and then select OK. By default, your presence information is always shared with a new contact if an XMPP address is provided.

If you receive a buddy request, you can decline or accept it. If you decline the buddy request, you can always share your presence information later by selecting Subscribe from the buddy contact card. Note that the contact must accept your subscription request for you to establish the presence relationship successfully.

Add a conference number by selecting the option Add Conference from the plus icon in the left bottom bar. In the Add Conference screen, enter the conference information and then select **OK**. A conference contact is a special contact used for conference bridges to avoid having to remember a PIN code and a conference number, for example, for a recurring conference.

Add a local contact by selecting the Add Local Contact option using the plus icon in the left bottom bar. The Add Local Contact option opens the native Address Book for adding a new contact in the local phone book.

Add a group in the Contacts list by selecting Add Group using the plus icon in the left bottom bar. Type a group name and select contacts that you want to be in the group then select **Done**.

4.2 Edit

Tap a contact from the Contacts list to open a contact card. This is the same for presence-enable and non-presence-enabled contacts.

- Select Edit from action overflow button to open the Contact Information dialog box where you can edit information. This works for both presence-enabled and non-presence-enabled contacts.
- Select Unsubscribe from action overflow button to remove the presence relationship between you and that contact. This means you do not see the contact's presence information and your contact does not see yours. Select Subscribe to re-establish a presence relationship. An unsubscribed contact remains on the Contacts list and is always shown as "offline".
- Select Remove from action overflow button to remove the contact from your Contacts list.

4.3 Filters

There are four contact filters available from the Contacts tab:








- All – Shows all Presence-enabled and Non-presence-enabled contacts.
- Online – Shows only the presence-enabled contacts that are currently online.
- Local Address Book – Shows the contacts from your local phone book.
- Directory – Shows the contacts from a company directory (which requires a search).



5 Presence

For each contact to which you have subscribed, you can see their presence. Similarly, your contacts can see your presence on their Contacts list.

Presence means that your friends are able to see whether you are available, for example, “I’m available” or “I’m busy”.

Icon	What it means
	The green presence icon indicates that the user is online and ready for communication.
	The yellow presence icon indicates that the user is online but has been idle or away from their computer for more than ten minutes.
	The red presence icon indicates that the user is busy and does not want to be disturbed.
	The grey presence icon indicates that the user is offline and the only available contact method is calling or chatting.
	The question mark indicates that a subscription is pending and the contact has not yet approved sharing their presence.
	This icon indicates that the contact is busy on a call. This is an automated presence status.
	This icon indicates that the contact is busy in a meeting. This is an automated presence status. The <i>Busy – In Call</i> status overrides the <i>Busy – In Meeting</i> status so this one is only seen if there is a meeting but no call.

You can set your own presence by tapping on the Presence icon from the status bar in all tabs view. Tapping the Presence icon opens the My status screen where you can change your avatar, personal message, and presence status.

Your avatar is the picture that represents you in your friends’ Contacts list and in chat screens. Tapping on an avatar opens a dialog with options to select an existing image, to take a new one with your phone camera, or to clear your avatar.

You can enter a status message in the area next to the avatar. This status text is shown in your friends’ Contacts list.

If you see the error message, “Chat Unavailable”, under any tab, it means that the XMPP connectivity has been lost for chat and presence; however, you can still make calls. In this case, you should contact your service provider.

The presence update is only triggered by appointments and meetings that are either accepted by the user or made by them. Note that all-day meetings do not trigger a presence change to Busy – In Meeting.



6 Instant Messaging

6.1 Chat Tab

Chat shows the list of recent chats since the last login. If User A chats with User B multiple times, their discussions appear as one item in the list.

Tapping the name from the Chat list opens the Chat view (IM view) in the right pane where new messages can be typed. Old messages are also shown.

New incoming messages are indicated with a notification badge to the right of the name. The icon remains next to the name until the message is read.

Chats are listed so that the newest one is always at the top. Chats are not in alphabetical order and are always listed with the most recent first.

Tapping the **Make all as Read** icon in the navigation bottom bar removes all notification badges from the Chat History list.

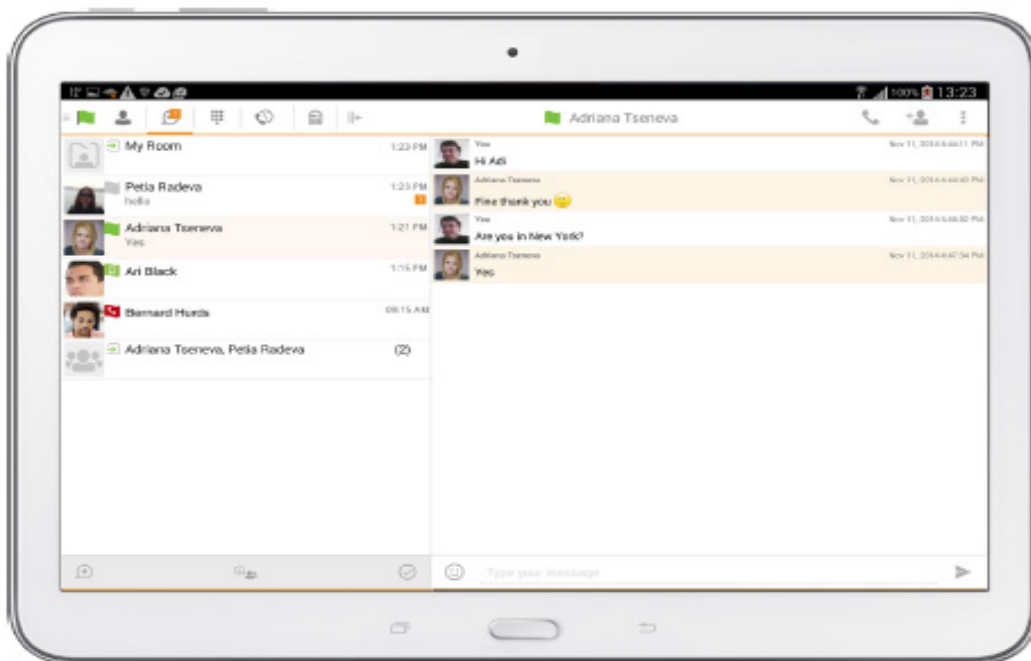




Figure 2 Instant Messaging



6.2 Chat

Start a chat using one of the following methods:

- Tap a contact from the Contacts list to open a contact card. From the contact card, choose the chat icon to start a chat.
- From the options provided after a long press on a contact.
- In the Chat History list, tap a contact entry to start a chat.
- From left bottom bar in Chat tab, select the start new chat icon.
- From search results, tap a contact to open the contact card and then choose the chat icon.

When you initiate a chat, the Chat view opens in the right pane. To open chat in full screen, tap the collapse icon  to hide the left pane. Selecting any tab from the tab bar or tapping on the expand icon  opens the left pane view. Chatting with a contact is possible only when you are both online. If your contact initiates a chat, you see a notification badge on the Chat tab and the entry appears on the top of Chat History list.

When the chat opens, the name of the recipient is on the top bar and there is a presence icon flag before the name. The recipient messages are presented in the orange background and the user is presented in white background.

A smiley can be added to a message by typing the corresponding character codes or by selecting a smiley icon (the smiley is displayed graphically in the message area).

The text input field in Chat uses auto-correct, auto-cap, and spell check based on system settings. Use the system settings to enable or disable these features.

6.3 Group Chat (Ad-Hoc Rooms)

Start a group chat using one of the following methods:

- In single chat session, tap the add participant icon to escalate from a single to a group chat.
- From left bottom bar in the Chat tab, select the start group chat icon.
- In the Chat History list, tap a group communication entry to start a group chat.

When you initiate a group chat, the Chat screen opens. More participants can be added later to the chat using the add participant icon. Anyone in the group chat can add participants. The owner can dismiss participants from participant's list options.

A group chat works the same way as a one-on-one chat. All messages from anyone are sent to everyone else. All contacts need to be online to be able to participate in a group chat.

A group chat history is saved and is available to view later from the Chat tab.

A user can leave a group chat by selecting the Leave chat option from action overflow menu. The chat is marked as "offline" and the user no longer receives messages from the chat. When tapping on the "offline" chat, the user re-joins the room and starts receiving messages. However, the user does not receive the messages that were sent in the chat while the user was outside of the room. The Clear History menu item behaves the same way as the corresponding option in the one-on-one chat and removes the local history.



The **View Participants** button opens a dialog that shows the list of participants in the group chat.

Note that deleting a chat room is supported.



7 Audio and Video Calls

7.1 Dial Pad Tab

The Dial pad tab displays a dial pad and a text field used to enter numbers. The dial pad is one of the options used to make audio or video calls. There are three buttons below the dial pad: Call, Video call, and Dial pad menu that are configurable by the service provider. The top text field also has a delete button that, when pressed, deletes one character at a time.

A badge notification appears on the Dial Pad tab when there are messages in the voicemail box. The voicemail icon under digit one becomes orange when there are voicemail messages. A long press on digit one connects you with your voicemail box. When there are no voicemail messages in your voicemail box the icon is grey.

The dial pad menu can contains two options: Pull call and Retrieve call.

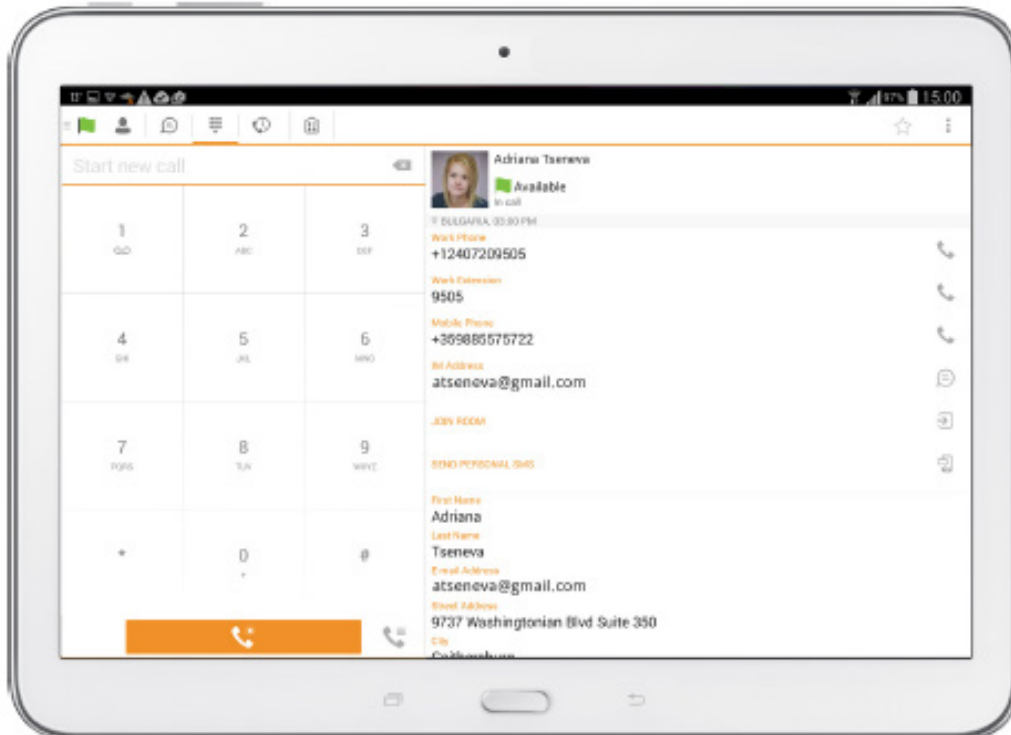


Figure 3 Dial Pad Tab

7.2 Make Audio or Video Calls

You can make an audio or video call using one of the following methods:

- Choose a contact from the contact list to open the contact card and tap on the headset icon for an audio call or the video icon for a video call.
- From search results, open a contact card and tap on the headset icon for an audio call or the video icon for a video call.
- Open the dial pad, enter a phone number, and then tap the **Call** or **Video** button.
- On the Call History list, tap a call entry.
- On the Chat screen, tap the headset icon for an audio call or the video icon for a video call.



7.3 Answer Call

An incoming call is indicated with a ringtone. There are two options on the incoming call screen: Accept and Decline. If you decline the call, it causes the line to sound busy at the caller's end and they know that you rejected the call.

7.4 In Call Actions

You can perform the following actions from the In Call screen:

- End a call
- Mute the microphone
- Open the key pad
- Adjust the volume
- Escalate from an audio to video call
- Downgrade from a video to audio call
- Place a call on hold
- Make a new call
- Transfer a call – Attended
- Transfer a call – Unattended
- Make a conference
- Transfer a call to a circuit-switched call
- Add more participants (on conference call only)
- Merge two separate calls
- Swap two separate calls
- View participants (on a conference call)

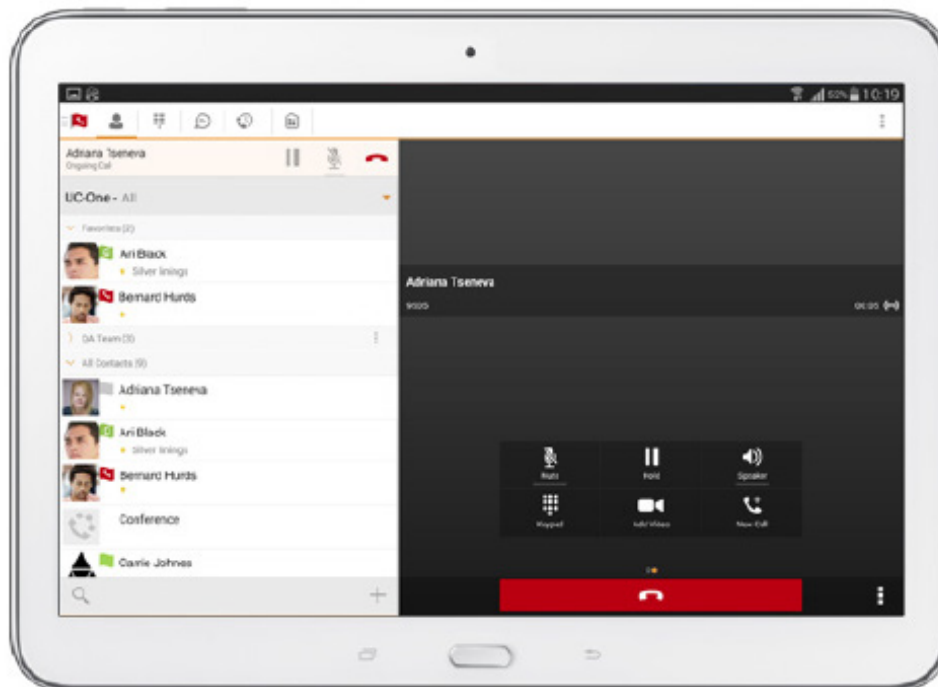


Figure 4 In Call Screen



7.5 Missed Calls and New Messages

Notifications (for example, missed calls or new messages) are shown as badges on the tab icons.

7.6 Message Waiting Indicator and Voice Mail Access

If you have pending voice mail messages, then the notification bar on the Android device displays an icon and the message, "You have XX pending voicemail messages". By tapping the voice mail notification, the application dials the voice mail access number directly and you can listen to the VM messages.

Voice mail is also accessible with a long press of the dial pad "1" key (similar to how it is on a regular mobile dial pad). If voice mail messages are available, then the "1" key changes color. In addition, a voice mail notification is displayed as a badge on the Call tab icon.

The number for new voice mails changes depending on how many are open or are new. The voice mail icon in the notification area has an associated badge that shows the number of new messages.

7.7 Business Line Call Back

Spirit Unify allows you to originate a call using your desk phone or another configured phone or device. This is done using the Call Back functionality on Spirit Unify.

When you select Call Back, your other devices ring based on your service provider configuration.

7.8 Contact Name Lookup for Incoming Calls and Call Logs

Whenever an incoming call does not have a calling name associated with it, Spirit Unify performs a local contact search. If the number matches one of the contacts on the mobile phone's Contacts list, the name is shown on the incoming Call screen along with the alert.

When a user retrieves their call logs/history and the call log does not have a calling name associated with it, the client does a lookup in the local contacts and populates the name if a match is found.

7.9 N-Way Calling (Conference)

Spirit Unify Mobile supports network SIP-based conference calls with up to three additional participants. While on a two-way call, users can add a third party using the Conference button. It opens the address book on the device to search for and select the new participant. Once the conference is established, the participants are shown on the Device screen.

The other way to create Conference call or to add participants in an existing Conference is to make a new second call and select the merge option.

7.10 Call Waiting

You can have one active call at any one time if you receive a new incoming call and accept it. There is a dedicated "Swap" button. Also, tapping a call from the left-side list does the same.



7.11 New Call

The client supports starting a new call while in an ongoing call. To establish a call tap on a new call button or choose one of the options in section 8.2 Make Audio or Video Calls. After the new call is established, the first call is put on hold. You can swap the two calls or merge them into a conference.

7.12 Call Transfer

The client supports transferring VoIP calls to another party. Two modes of transfer are supported:

- **Attended Transfer** – Establish a call with remote party. Select a contact then choose a number. Select the call first option. If the call is successfully established, you can talk with the third party privately before completing the transfer by pressing the complete button.
- **Unattended Transfer** – Establish a call with remote party. Select a contact then choose a number. Select the Transfer option and the transfer is completed.

7.13 Call Pull

Pull Call can be used in scenarios where a user has two endpoints, for example, a VoIP desk phone and a mobile phone with Spirit Unify. If the user has an active call on the desk phone, this call can be transferred seamlessly to the mobile phone via the Call Pull button. Depending on the application, dialing settings, and service configuration, the call can be pulled as a VoIP or circuit-switched call to the mobile phone. There is no interruption to the voice call.

8 Call History

Call History can be accessed from the History tab. Spirit Unify saves a call history for placed, received, and missed calls. Call History makes it easy for you to redial and call back when you miss a call or when you want to dial a contact with whom you have recently spoken.



9 Side Navigation

The Side Navigation contains the following items:

- My status
- Call Settings
- Preferences
- Test Call
- About
- Help
- Sign out

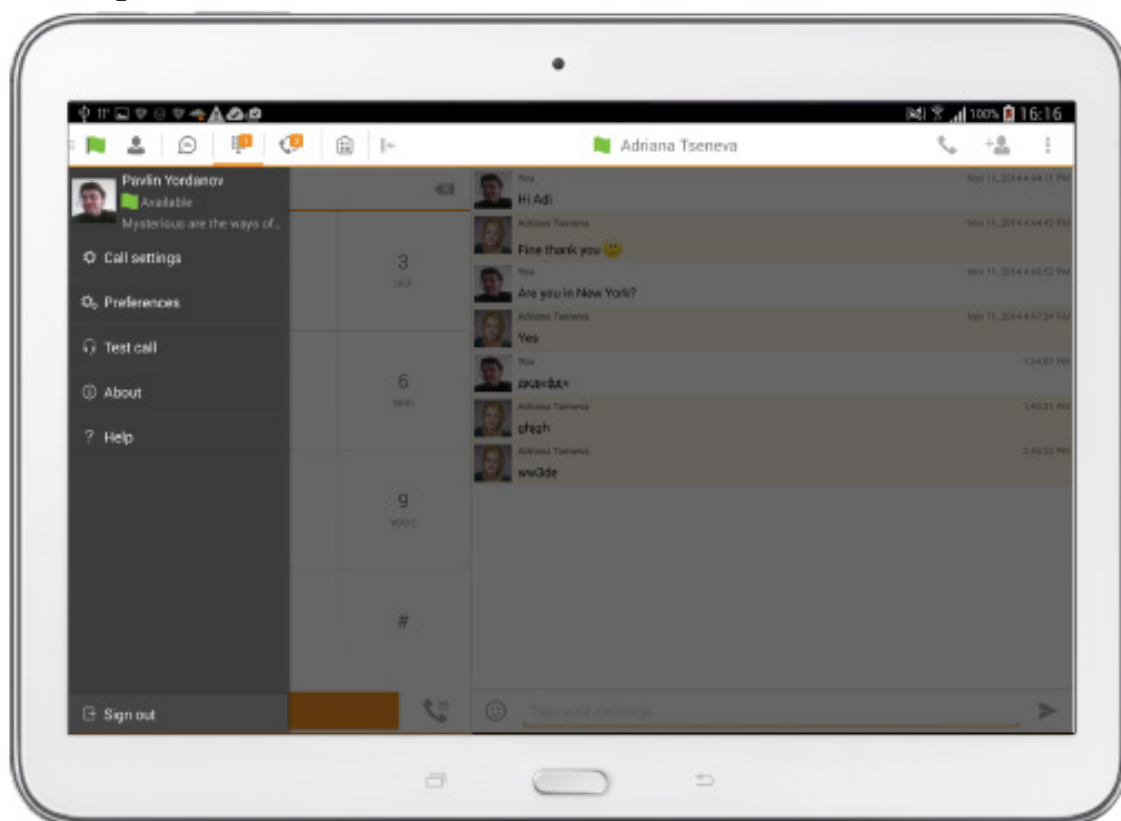


Figure 5 Side Navigation

9.1 My Status

You can set your own presence by tapping on your personal status from the side navigation. It opens the My status screen where you can change your avatar, personal message, and presence status.

Your avatar is the picture that represents you in your friends' Contacts lists and in chat screens. Tapping on an avatar opens a dialog with options to select an existing image, to take a new one with your device's camera, or to clear your avatar.

You can enter a status message into the area next to the avatar. This status text is shown in your friends' Contacts lists.



If you see the error message “Chat Unavailable” under any tab, it means that XMPP connectivity has been lost for chat and presence; however, you can still make calls. In this case, you should contact your service provider.

9.2 Call Settings

The client supports the following Spirit service management features, allowing Spirit’s supplementary services to be turned on or off using the native client Preferences window:

- Do Not Disturb
- Call Forwarding
- Remote Office
- Hide number
- Spirit Anywhere
- Spirit Mobility
- Outgoing calls
- Simultaneous Ring Personal

9.2.1 Do Not Disturb

When you activate this service, all calls are typically blocked by the server and sent to voice mail.

9.2.2 Call Forwarding

By tapping on a different Call Forward option, you can enter a number to forward your calls as follows: Call Forward Always, Busy, or When Unreachable.

9.2.3 Remote Office

This service allows the use of any phone as the office phone from a charging and numbering perspective. For instance, a hotel room phone can be used as the office phone.

Enable Remote Office and specify a phone number to be used as the Remote Office number.

9.2.4 Hide Number

You can hide or display your number when calling or communicating with other parties or contacts. To hide your number, set to “Enable”. To show your number, set to “Disable”.

9.2.5 Spirit Anywhere

Spirit Anywhere allows service providers to offer fixed-mobile convergence (FMC) services without additional equipment.

Spirit Anywhere simplifies communications for on-the-go users and remote users by extending the features of a desk phone to any other fixed or mobile device, regardless of the network or handset manufacturer. Callers dial one number and can reach you on any phone the user chooses. A desk phone, cell phone, and/or a soft phone can ring simultaneously.

Voice call continuity is possible with the ability to move live calls from one device to another without hanging up.



Add locations (numbers) that can be used in the service using the Add New Location button. Use the Alert all locations to activate parallel ringing.

Select Diversion inhibitor to prevent a call ending up as a voice mail, which can be problematic, for example, in conference call situations.

Select Answer Confirmation to receive a separate audio prompt when answering a call from that number (location). It may be useful in cases where, for example, mobile numbers are being used to prevent incoming calls going to mobile voice mail since the call will be ended without going to voice mail if the answer confirmation is not provided.

Select Call Control to enable the server platform to provide mid-call services such as Call Transfer and Conferencing for that number (location).

9.2.6 Spirit Mobility

Spirit Mobility is a flexible solution that extends the Spirit Unify features transparently to the mobile network. This service provides a set of mobile capabilities that help meet the key requirements of mobile operators for deployment of business services to the mobile handsets.

The user can set the following attributes:

- Active – Flag to enable or disable the Spirit Mobility service for the user.
- Mobile Number – This is the subscriber's mobile number in E.164 format.
- Phones To Ring – The default is "Fixed". The options are as follows:
 - Fixed – If set, then only the user's desk phone is alerted.
 - Mobile – If set, then only the user's mobile phone is alerted.
 - Both – If set, then both the mobile phone as well as desk phone of the user are alerted.

The following attributes apply when the alerting mobile is set:

- Alert Click To Dial – If checked, Click-To-Dial calls alert the mobile phone.
- Alert Group Paging – If checked, group paging calls alert the mobile phone.
- Diversion Inhibitor – This attribute determines whether the Application Server enables a diversion inhibitor when extending a call leg to the mobile phone.
- Answer Confirmation – This attribute determines whether the Application Server prompts for an answer confirmation when the user answers the mobile call leg.
- Call Control – This attribute determines whether call control is to be performed by the mobile device (off) or by Spirit Unify (on). This must be turned on to provide mid-call service features to the mobile originated or terminated calls.

9.3 Preferences

The client supports the following preferences:

- Language
- Troubleshooting
- Remember password
- Sign in automatically
- Enable video calls



9.3.1 Language Support

The client is prepared for localization and can be delivered in any language. Currently, the client is available in:

- U.S. English
- French
- French (Canadian)
- German
- Italian
- Spanish (European)
- Spanish (Latin America)
- Korean
- Japanese
- Chinese

Additional languages are available upon request as part of a customization project.

9.3.2 Troubleshooting

The troubleshooting function can be used if there are issues encountered with the application. It collects and sends diagnostic information to a predefined support e-mail address that is configurable via the branding process. This helps support personnel to identify the issues. The information sent consists of the application and media engine diagnostic logs.

Troubleshooting is managed by a menu entry in Settings. It can be accessed from two places in the client:

- From the Settings button on the Sign In screen – This opens the screen that contains the help and troubleshooting-related entries. This can be used before the user has signed in, which is most often for cases when a user has issues with signing in or with connectivity.
- From the Preferences screen, accessible from the Side navigation. These are available while the user is logged in.

9.3.3 Automatic Sign In

The user can choose to sign in automatically with Spirit Mobile with a default account when the client is started. Together with the functionality to start Spirit Unify automatically at system startup, this makes it easier for users to remember to sign in and be available for communication.

9.4 Test Call

The client provides the ability to perform an Audio or Video test call to an echo number. Note that the echo service is provided and enabled by the service provider.

A common example of using an echo service is:

- Press **Test Call** to initiate a call to the echo service, then follow the operator's instructions until you hear back your recorded message.



9.5 Help Page

The client provides web-based help that can be launched from the Settings view.

9.6 Sign Out

You can sign out at the bottom of the left-side navigation drawer.

10 My Room

My Room is an always available and a permanent room that you can use to chat with anyone that joins.

My Room is accessible using the My Room icon  in the Tab bar.

You can add more participants using the add participants icon or they can join your room from your contact card. Once participants join the chat room, they can tap on the Call button of that screen to automatically join the conference.

My Room uses your permanent chat room, permanent collaboration room, and a conference bridge (audio or video). All My Room sessions start as chats but a call can be added to the session while in progress.

Others join your room by clicking your name on their Contacts list and by selecting Join Room from the contact card.

11 Search Enterprise Directory

The client supports a directory search of the Spirit enterprise directory. The search is performed in a separate input field in the Contacts tab. Tapping the search icon opens the search view and after a search, the enterprise directory search results are displayed with the names and numbers.

The default starting screen for a search shows the screen when the user has pressed the search icon. Typing in characters starts the filtering process through the contacts. The search is performed in the directory list. Pressing the back key minimizes the keyboard, hides the search bar, and empties the search result.

A long press on a name opens the context menu and hides the keyboard but keeps the search bar with the characters. A short press opens the contact card.

The context menu contains the following options for the directory list:

- VoIP call
- Video call
- Contact details



12 Multi-Device

Spirit Unify provides support for users with multiple devices. This includes several features:

- Chat invitations are sent to all devices.
- Retrieving one's own presence notifications, when another client updates the user's presence. The client updates its own status based on the information it receives from the server.
- Accepting a shared presence invitation in one client is also recognized by another client, and both clients start receiving presence updates.
- A new presence subscription made in one client is recognized in another. If the contact blocks the invitation, there are presence notifications from the server to all of the user's clients indicating that the subscription was terminated, and this information is shown to the user. If the client receives two presence authorization requests from two or more devices for the same user, it only shows one request to the user.
- Removing a contact from a Contacts list in one device is recognized in another client, and the Contacts list is updated (that is, the contact is removed) in the other client as well.



13 Other Features

13.1 Version Control

Version control is supported using the Google Play mechanisms. When a new release is available, the old version is removed from the store and users of the previous version are notified about the update possibility.

13.2 Privacy Management

Spirit Unify supports authentication with a user name and password for different services and servers requiring authentication. For convenience, the end user can save a user name and password for different realms.

When the end user adds contacts to the Contacts list, these contacts receive a New Subscriber dialog asking whether they allow the end user to see their presence. This information is stored in this contact's presence policies.

At any time, the user can edit the presence policies (which are stored on the server). The user can see all contacts that are allowed to view the user's presence (white list) and users that are not allowed to view the user's presence (blacklist). This feature requires a compatible presence server.

13.3 Firewalls and NATs

The client supports rport (RFC 3581) for Network Address Translation (NAT) traversal and using the client behind a firewall. However, it is assumed that the client is mainly used with a session border controller (SBC), which also provides support for NAT traversal for several key features, such as calling (that is, currently unlikely to work without an SBC).

13.4 Failover and Failback

The client supports failover and failback mechanisms for all of the used protocols: Xsi, XMPP, and SIP. This feature adds the following:

- Detect multiple connection endpoints (per protocol)
- Order connection points by priority
- Connect to the highest priority connection point
- Reconnect to the next connection point by priority one (if there is a problem with the primary connection point)
- Provide a failback mechanism to switch back to the primary, (which is the highest priority connection point)

13.5 Secure VoIP Communication

The client supports secure VoIP communication, using encrypted call negotiation and media streams. Mandatory, preferred, and optional secure modes are supported.