



iDialog™ Frequently Asked Questions (FAQ)

Anywhere access for Microsoft® Office Communications Server™ on Apple® iPhone™ and iPod™ Touch

If your question is not answered in this document, please contact us by sending an email to idualog@modalitysystems.com.

General Questions

Q. What is iDialog?

A. iDialog is an exclusive product from Modality Systems that enables users to find and communicate with their Microsoft Office Communications Server (OCS) contacts using Apple iPhone and iPod Touch devices.

Q. What features does iDialog support?

A. iDialog supports the following features:

- Register (log-in) to a Microsoft OCS 2007 or 2007 R2 system
- Display contact list and presence information
- Set presence information, including custom note and location data
- Search corporate Global Address List (GAL)
- Send and receive Instant Messages (IM)
- Add multiple participants to an IM conversation
- Manage and participate in multiple IM conversations simultaneously
- Control incoming OCS Voice calls (forward/redirect an incoming OCS call to another device, such as an iPhone, voice mailbox, or another phone number)
- Call a phone number listed on a contact card (This feature is not available on iPod Touch devices)
- Send an email to an address listed on a contact card

Q. Is iDialog available in multiple languages?

A. iDialog is currently available in English. Support for additional languages is being considered for a future release.

First Time Use

Q. What do I need to evaluate or use iDialog?

A. You will need the following:

- An Apple iPhone or iPod Touch device with a network connection (WiFi, 3G, EDGE, GPRS, etc)
- iDialog installed on your device. You can purchase and install iDialog via the Apple iTunes Application Store
- A Microsoft OCS 2007 or 2007 R2 server system that is properly configured, including an OCS Communicator Web Access (CWA) Server.



Q. How do I log-in to my account?

A. Use the "Settings" screen to set your user account, password and Communicator Web Access address. iDialog will sign-in automatically when started once these values are set. The typical format of these values are:

Account: Domain\Username

Password: [your password]

Server: https://cwa.mycompany.com

Q. I can't find the backslash "\" key on my iPhone or iPod Touch. How do I type my user name?

A. If you are on the main input keyboard, first tap the button labelled "?123" to switch to the numeric keypad, then tap the button labelled "#+=" to switch to the extended characters keypad. The backslash key is on the extended characters keypad.

Features & Functionality

Q. What features does iDialog support?

A. See the FAQ answer in the "General" section of this document.

Q. Does iDialog support Voice over IP?

A. No. iDialog supports only Instant Messaging and Call-Control for incoming calls. If you choose to redirect an incoming OCS voice call to your iPhone device, the iPhone will receive that call over the GSM network and the iDialog application will close if you accept the call.

Q. How do I add phone numbers to iDialog for call forwarding?

A. When you receive an incoming OCS voice call while signed-in to iDialog, you will receive a call-control prompt that allows you to forward/redirect the call to voice mail or another phone number. The list of phone numbers is automatically populated using your OCS contact information. To add additional phone numbers to the list, log-in to Office Communicator using your OCS account on a PC and navigate to the Tools > Options > Phones tab. Add the desired phone number to an available phone number field and select "Publish this phone number." The new phone number will be available for call forwarding the next time you sign-in to iDialog.

Q. How do I add or remove a contact?

A. Contact management is not available in this release of iDialog. As a workaround, you can add or remove contacts using the Office Communicator client and the changes will automatically appear in iDialog.

Q. Sometimes my presence is displayed as "online-mobile" when I am signed-in to iDialog and sometimes my presence is "online". Why is that?

A. When iDialog publishes your presence to the OCS Server, it designates that it is a mobile device. However, the OCS Server determines your published presence state based on aggregation of your presence information from all of the endpoints that you are using. If you are signed-in to OCS from multiple devices, then another device (such as your PC or laptop) may appear to be more active and OCS will use that presence state instead.



Q. Can I receive incoming messages when I am not logged-in to iDialog.

A. No. The iPhone and iPod Touch devices do not support 3rd party applications running in the background. This means that if you return to the device's "home" screen or launch another application, you will not be able to receive incoming IMs. Although the v3.0 release of the iPhone operating system has support for "push" notifications that can wake-up an application, an iDialog server component would need to be deployed in the corporate OCS environment in order to send push notifications. We believe one of the key benefits of iDialog is that proprietary server infrastructure is not required. Another challenge with the push notification approach is that the user would need to appear "online" to other contacts at all times in order to allow the push mechanism to work. This breaks many of the benefits of the OCS presence model because users should only appear "online" when they are truly available.

Q. Can I manage a multi-party IM conference (remove users, etc)?

A. Contacts can be added to an IM session that is in progress, but existing IM conference participants cannot be removed using iDialog. Additional conference management features are being considered for a future release.

Q. How do I tag a contact?

A. The contact tagging feature is not available in this release of iDialog. This feature is being considered for a future release.

Q. Can I sort contacts by presence status (sort by "online", etc)?

A. Contact sorting is not available in this release of iDialog. This feature is being considered for a future release.

Infrastructure / IT

Q. How does iDialog connect to OCS?

A. iDialog connects to OCS via a Communicator Web Access (CWA) Server.

Q. Is an OCS Access Edge Server Required?

A. No. iDialog does not connect via an OCS Access Edge Server.

Q. Do I need to deploy any special server software or have my IT department make any modifications to the OCS installation?

A. iDialog should connect to your OCS Communicator Web Access (CWA) server with no modifications required. If your organization has deployed OCS, but has not deployed a CWA server, then you will need to deploy a CWA server. iDialog does not require any additional 3rd party server hardware or software.

Q. Is iDialog secure?

A. iDialog communicates with your existing OCS Communicator Web Access (CWA) Server, leveraging the same infrastructure used by web-based CWA clients. It is strongly recommended to configure the CWA Server to only accept Secure HTTP (HTTPS) connections. If HTTPS is used, the communication channel between iDialog and the CWA Server is encrypted.

Q. Which Public Root Certification Authority (CA) certificates are supported?

A. The list of Public Root CA's automatically trusted by the iPhone is available here: <http://support.apple.com/kb/HT3580>.



Q. Are Private CA certificates supported?

A. Yes. In this scenario, the Private Root CA's trusted root certificate will need to be deployed to each device. For more information about iPhone and iPod Touch certificate deployment, see: http://images.apple.com/iphone/business/docs/iPhone_Digital_Certificates.pdf.

Q. What versions of LCS and OCS does iDialog support?

A. iDialog has been tested with the following topologies: OCS 2007 (back-end) + OCS 2007 CWA Server and OCS 2007 R2 (back-end) + OCS 2007 R2 CWA Server. iDialog is not supported with LCS 2005 or LCS 2005 SP1 systems.

Q. What versions of the iPhone and iPod Touch are supported?

A. iDialog is supported on iPhone and iPod Touch devices running v2.0 and higher software. iPhone 2G, 3G, and 3GS devices have been tested and are supported.

Q. Are the same iDialog features supported on both the iPhone and iPod Touch?

A. All features of iDialog are available on the iPhone. There is only one iDialog feature that not available in the iPod Touch: An iPod Touch user cannot click on a contact's phone number to place a call since this feature requires a connection to the GSM phone network to place the call.

Availability and Pricing

Q. How do I get iDialog?

A. The simplest way to get iDialog is to purchase and install it via the Apple iTunes Application Store.

Q. Is corporate pricing available?

A. Yes, corporate pricing is available for organizations wishing to provide iDialog to multiple users. To inquire about corporate pricing, please send an email to dialog@modalitysystems.com.

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