



# IBM Connections Chat 9.4 iOS Documentation



---

# Contents

## Chapter 1. Getting started . . . . . 1

System requirements. . . . .	1
Installing Connections Chat on your device . . . . .	1
Adding a server on an Apple device . . . . .	1
My company's server . . . . .	1
IBM Connections Cloud . . . . .	2
Starting Connections Chat . . . . .	2
Configuring Connections . . . . .	2
Connections chat from device settings . . . . .	4

## Chapter 2. Managing availability on the network . . . . . 7

Logging in . . . . .	7
Using the main screen . . . . .	7
Adding contacts . . . . .	8
Creating groups . . . . .	9
Changing your online status . . . . .	9

## Chapter 3. Working with your contacts 11

Working with groups . . . . .	11
Working with Person Cards . . . . .	11

## Chapter 4. Text chatting on your Apple device . . . . . 13

Starting a chat . . . . .	13
---------------------------	----

Inserting emoticons. . . . .	13
Viewing and working with your chats and chat history . . . . .	15
Working with chat history . . . . .	15

## Chapter 5. Audio chatting on your Apple device . . . . . 17

Initiating an audio chat . . . . .	17
Participating in an audio chat . . . . .	17
Working with the Audio Chat tab . . . . .	17
Using Sametime Unified Telephony features on an iOS device. . . . .	18
Sametime Unified Telephony Settings. . . . .	18
Using a mobile number . . . . .	18
Using Third Party dialer applications on an iOS device . . . . .	19

## Chapter 6. Video chatting. . . . . 21

Initiating a video chat . . . . .	21
Receiving a video chat request . . . . .	21
Participating in a video chat. . . . .	21
Using the Video Chat tab. . . . .	22
Configuring video chat . . . . .	23



---

## Chapter 1. Getting started

IBM Connections Chat enables you to use Connections awareness and chat features on Mobile devices. This documentation describes how to install and use Connections Chat on a mobile device.

---

### System requirements

Connections Chat for iOS supports Apple iPhone, iPod Touch, or iPad with iOS 6.0 or later.

---

### Installing Connections Chat on your device

To use IBM Connections Chat, first install Connections Chat on your iPhone device.

To install Connections Chat on your device, obtain the application through either through iTunes or the Apple App Store application. Additionally, your device may come preloaded with the app.

---

### Adding a server on an Apple device

You can change the server connection information, but typically you use the connection information that was set up by your administrator.

#### About this task

Choose which kind of server you want to add:

#### Procedure

1. From the login panel, choose the **Community** entry.
2. In the Communities panel, press **Add Community**.
3. Choose either **My company's server** or **IBM Connections Cloud**.

### My company's server

#### About this task

If you select **My company's server**, you will need to set values as specified by your system administrator in the resulting dialog:

#### Procedure

1. For Host Server, enter the server host name.
2. For Port, enter the server port.
3. Select Secure Connection on or off.
4. Enable the Direct connection or Authenticating Proxy option to use a direct socket connection.
5. Enter the Photo Port.
6. Enter your User ID and/or password if you want Connections to remember them.
7. Enter a name for the community if you want to name the community.

8. Press **Add** to add the community.

**Note:** Your system administrator may provide a link which fills in some of the above values for you automatically. They may also add Pre-configured communities to your community list.

## IBM Connections Cloud

### About this task

If you select **IBM Connections Cloud**, configuration is more automatic. You must be connected to a network so that the IBM Connections Cloud community can be created.

Specify the correct values for the below options:

### Procedure

1. Enter your user ID.
2. Enter your password if you want Connections to remember it.
3. Press **Add** to add the community. You can create multiple communities using the above procedures. IBM Connections Cloud communities display in the Communities panel along with local server communities. If you have multiple communities, click on the community in the **Communities** panel that you want to use.

---

## Starting Connections Chat

After installing Connections Chat, you can start the application.

On most iOS devices, Connections Chat will be installed on your home screen. You may need to scroll to the right to see it. Look for the IBM Chat icon:



After starting Connections, log in.

---

## Configuring Connections

You can configure a variety of settings for Connections from your device.

### About this task

To configure Connections Chat on your device, perform the following procedure:

### Procedure

1. Open the IBM Chat application.
2. On the iPhone, select the Settings button on the bottom right. If your server has Connections Voice enabled, select More... then Settings.  
On the iPad, tap the gear icon. Settings that have to do with your online status are located on the Status panel.
3. From the Settings menu, you can configure the following items:

Table 1. Settings Menu

Option	Description
Community	Allows the user to switch active communities. (iPad only)
Offline Contacts	Set whether or not to show offline contacts in your contact list.
Status Messages	Set whether or not to show the status messages for people in your contact list.
Contact Photos	Set whether or not to show the photos of people in your contact list.
Remain Online	Set the length of time you want to remain online in Connections Chat.
Chat History	Allow you turn your chat history collection on and off, as well as set the interval to delete the history.
Voice and Video	<p>Only available on iPads. Provides the following additional options:</p> <ul style="list-style-type: none"> <li>• May contain the option <b>Method for Placing Calls</b>. If your device is configured for only one dialing method, the option will not be present. Options are: <ul style="list-style-type: none"> <li>– Always Ask</li> <li>– Connections Voice Chat</li> <li>– OpenScape Mobile</li> <li>– iPhone (if the device supports phone dialing).</li> </ul> </li> <li>• The option <b>Connections Voice and Video</b> which contains the following switches <ul style="list-style-type: none"> <li>– Enable Voice and Video</li> <li>– Enable Voice Only (allows you to receive voice calls but not send video)</li> <li>– Wi-Fi Only Video Chats (restricts video chats if you are not connected to Wi-Fi)</li> </ul> </li> <li>• The switch <b>Save Call History</b>. If this is set to off, no call history will be saved. Calls older than 14 days will automatically be deleted.</li> </ul>

Table 1. Settings Menu (continued)

Option	Description
Connections Voice	<p>Only available on iPhones. Provides the following additional options:</p> <ul style="list-style-type: none"> <li>• May contain the option <b>Method for Placing Calls</b>. If your device is configured for only one dialing method, the option will not be present. Options are: <ul style="list-style-type: none"> <li>– Always Ask</li> <li>– Connections Voice Chat</li> <li>– OpenScape Mobile</li> <li>– iPhone (if the device supports phone dialing).</li> </ul> </li> <li>• The option <b>Connections Voice</b> which contains the following switches <ul style="list-style-type: none"> <li>– Enable Voice</li> <li>– Wi-Fi Only Video Chats (restricts video chats if you are not connected to Wi-Fi)</li> </ul> </li> <li>• The switch <b>Save Call History</b>. If this is set to on, call history older than 14 days will be deleted.</li> </ul>
Help and Support	<p>Displays the Connections Chat documentation, and allows you to mail Connections debug log files.</p> <p><b>Note:</b> On iPads, Help and Support is accessed using the Gear button in the lower part of the screen.</p>

4. From the Status panel, you can configure the following items:

Table 2. Status Panel Settings

Option	Description
Community	Allows the user to switch active communities. (iPad only)
Share Location	Sets whether or not your location (city/town) is provided to other users who are logged into Connections Chat.
Background Status	Sets the status that is used on the proxy server when your device cannot be reached. This will never make you more available than your current status. For example, if your current status is "Away" it will never make you "Available".

## Connections chat from device settings

### About this task

You can also configure Connections Chat from your device's Settings page. To do so, perform the following procedure:

### Procedure

1. Tap the Settings application on your the home screen of your device.



2. In the left sidebar, under Apps, tap IBM Chat to open the Connections Chat application settings menu.
3. From this Settings menu, you can configure the following items:

*Table 3. Application Settings Menu*

Option	Description
Keyboard	Allows you to select whether pressing "Return" sends a chat message, or inserts a return character so you can have multi-line messages.
Background Session	If turned Off, Connections Chat will not run in the background, and you will appear offline if you leave the Connections Chat app.
Logging	Enables additional logging. Normally keep off except when troubleshooting a problem with IBM support.
Connect at Launch	If turned On, Connections Chat will attempt to connect to the last server it was logged in to. If turned Off, it will not attempt this connection. This will typically be turned On except when debugging a connection problem with IBM Support.
About IBM Connections Chat	Provides basic information about your version of IBM Connections Chat.



---

## Chapter 2. Managing availability on the network

You can log in, change your status, and set up alerts that notify you when others become available.

---

### Logging in

After you start IBM Connections Chat, the login panel is displayed.

#### About this task

You must start Connections Chat before logging in. To find Connections Chat on your device, look for the IBM Chat icon:



To log in:

#### Procedure

1. Ensure a Connections community has been created and configured. Your administrator should have provided you these details.
2. Next to **User ID**, enter your user ID.
3. Next to **Password**, enter your password.
4. Change the **Log in status** option to indicate your availability when you log in. The default status is "Available."

**Note:** When you log in, you might see the following message: "Unable to retrieve contact list." The message is displayed whenever you log in until you set up a contact list.

---

### Using the main screen

The main screen gives you access to all of IBM Connections Chat functionality.

The following options are available in the left action bar on iPads. On an iPhone, they are available from either the tabs at the bottom of the screen or from the **More...** menu.

*Table 4. Main screen options*

Option	Description
Search	Search your contact list, or your corporate directory for chat partners.
Chats	Displays the text chat screen, which maintains a list of all active chats you are currently engaged in. If you are not participating in any chats, the screen displays a list of recent chats, with the most recent at the top.
Contacts	Opens the Contacts screen, which list your contacts and groups.

Table 4. Main screen options (continued)

Option	Description
Favorites	Opens your favorite contacts list.
Audio Chat	Displays the audio chat screen, which displays a list of recent audio chats, with the most recent listed at the top. It also shows the dialing keypad. When you are engaged in an audio chat, the controls will be on this screen.
Video Chat	Displays the video chat screen, which displays a list of recent video chats, with the most recent listed at the top. When you are engaged in a video chat, you will participate from this screen.  Video chatting is only available on iPads.
Status	Shows your current status on Connections Chat. You can change your status by pressing this button.
User	This option is only available on iPads, and is at the bottom of the action bar. It displays three additional options: <ul style="list-style-type: none"> <li>• Log Out: logs you out of Connections Chat.</li> <li>• Settings: Opens the settings dialog.</li> <li>• Help and Support: Opens a page with links to the IBM Connections website and for sending support logs to IBM.</li> </ul> On iPhones, you can reach the <b>Settings</b> dialog from the <b>More...</b> menu. You can also access the Help and Support page on an iPhone from the <b>Settings</b> dialog.
Settings	Displays the configuration menu for Connections Chat on your device.

## Adding contacts

A contact is someone whom you have added to one or more of your groups. When you are online, by default only contacts that are also online are visible.

### About this task

After you add a contact, you can start a chat with the contact or display information about the contact without searching through the directory.

To add a contact to a group:

### Procedure

1. From the Contact List, tap on the group to which you want to add the contact. The Group screen appears.
2. Press the + button, then **Add Contact**.

3. Enter some of the contact information in the search bar. Enter the name of the contact, given name first. You can also enter the first few letters of the given name. Press **Search**.
4. Tap on the contact you want to add.
5. Tap **Add to Contact List**.
6. Next to Nickname, type a nickname for the contact. A nickname is the name that is displayed in the Contact List. The nickname is visible only to you.
7. Choose the group from the Group name list if you want the contact in a different group.
8. Press the **Done** button.

## Results

The contact is added to the group that you selected.

---

## Creating groups

You can organize your contacts by placing them into groups. You can create a group when adding a contact.

### About this task

To create a group:

### Procedure

1. From the contact list, tap the + button.
2. Tap **Add Personal Group**.
3. Enter the name for the group in the Group Name field.
4. Press **Done**.

## Results

The new group is created.

You can now add more contacts to the group. You can also add groups that your administrator has defined by instead tapping **Add Public Group** and entering the name that the administrator has specified.

---

## Changing your online status

Your online status includes your availability, your location, and is displayed in the left Status action bar on an iPad, or at the top of the Contact List on an iPhone. People who are logged in can see your online status.

### About this task

In addition to changing your online status, you can customize the message that is displayed with your availability and manage your list of locations.

To change your online status message:

## Procedure

1. Tap on the status toolbar (iPhone) or status icon (iPad).
2. From the Status menu, you can configure the following items:

Table 5. Status Options

Option	Description
Community	<p>Choose what Connections Chat community to use, if you have more than one.</p> <p>On iPads, this option is available under the Settings panel.</p>
Status	<p>Change your status to one of the following options:</p> <ul style="list-style-type: none"><li>• Available</li><li>• Away</li><li>• In a Meeting</li><li>• Do Not Disturb</li></ul> <p>You can customize the messages displayed for any selected status option. For example, if you choose "Away", you might customize the message to say "At a doctor's appointment." You can also add or remove messages for any status option. Use one of the following methods to customize the message for the option chosen or to modify the list of messages.</p> <p><b>Note:</b> To display the list of messages for the selected status option, select the current message under the Status Messages section.</p> <ul style="list-style-type: none"><li>• To use an existing message, choose one of the available messages.</li><li>• To add a new message, choose the Add action (iPad) or the <b>New status message</b> row, then type the new message and select <b>Save</b>.</li><li>• To remove a message, press <b>Edit</b> and select which message to remove.</li></ul> <p>Existing message cannot be edited. They can only be deleted.</p>
Background Status	<p>Set the status which appears when the Connections Chat application is put in the background (for example, opening a different application and making it the focus). You can also set how long you want to remain online once Connections Chat is put in the background.</p>
Share Location	<p>Shows your physical location. This row is not editable.</p>

---

## Chapter 3. Working with your contacts

You can use the Contacts screen to manage your contact lists, view contact information, as well as engage in text, audio, and video chats with your contact.

You can view the screen by pressing the **Contacts** button in the left action bar on an iPad, or from the Options menu on an iPhone. Press the All Contacts link at the top of the list display all of your contacts, organized alphabetically by name. If you have created groups for your contacts, they will appear below the All Contacts link, also organized alphabetically. You can scroll through the lists of contacts and groups using your fingers. Press the contact you are looking for to open the Person Card associated with it.

**Note:** On an iPhone, the default view is the Chat tab. To see the Contacts information for the person card you must press the business card icon in the upper right of the card.

---

### Working with groups

Navigate through the groups you have created by pressing them in the list. You navigate through sub-groups in the same way, with each having its own list in a separate pane. You can also swipe back and forth between the different cards using your fingers. When you find the contact you are looking for, press the name to open the Person Card associated with it.

---

### Working with Person Cards

Whenever you press the name of a contact, its Person Card displays. The Person Card is a central hub for getting information about and interacting with your contacts. There are several options available from the Person Card:

*Table 6. Person Card options*

Option	Description
Information tab	Provides basic information about your contact, including: <ul style="list-style-type: none"><li>• Email address - Press an address to send a message to your contact using your device's mail application.</li><li>• Phone number - Press a phone number to initiate an Audio Chat with your contact. If you have more than one calling method configured on your device, a drop down menu will display your calling options. Press one to initiate the call.</li><li>• Physical address - Press the physical address of your contact to display its location in your device's map application.</li></ul>
Chat tab	Opens the chat pane for you to initiate a text chat with your contact. For more information, refer to Chapter 4, "Text chatting on your Apple device," on page 13  This is the default view for iPhones.

Table 6. Person Card options (continued)

Option	Description
Audio Chat button	This button at the top right of the Person Card initiates an Audio Chat with your contact, using your default calling method. If you wish to use another calling method, press one of your contact's listed phone numbers to display your list of options. For more information, refer to Chapter 5, "Audio chatting on your Apple device," on page 17
Video Chat button	This button at the top right of the Person Card initiates a Video Chat with your contact. For more information, refer to Chapter 6, "Video chatting," on page 21
Action Menu button	Provides additional options for your contact, including: <ul style="list-style-type: none"> <li>• Add/Remove From Favorites - Lets you add or remove this contact from your Favorites list.</li> <li>• Add to Connections Contacts - Allows you to add the contact to your device's internal contact list.</li> <li>• Send an Announcement - Starts the announcement dialog, with this contact listed first in the addresses list. Add additional contacts, enter the message text, then press Send to send the announcement to the selected contacts.</li> </ul>



---

## Chapter 4. Text chatting on your Apple device

You can start a chat, insert emoticons, and use quick response messages in your chats.

---

### Starting a chat

You can start a chat with someone in your Contact List.

#### About this task

To start a chat with someone in your Contact List:

#### Procedure

1. Tap on the name of the contact in your Contacts list to display their Person Card.
2. Press the **Chat** tab.
3. Type your message and then tap the **Send** button.
4. Look for a response from your chat partner in the chat window.
5. Close the chat window when you are done chatting.
  - On an iPad, swipe to the right.
  - On an iPhone, tap the **Active** button to display the Chats screen. Make sure **Active** is selected, tap **Edit**, and then tap the red bar next to the chat you wish to close. Tap the **Close** button to close that chat.

---

### Inserting emoticons

You can insert an emoticon into a chat message. An emoticon is a graphical icon used to convey emotional tone.

If your chat partner has a version of instant messaging that does not support rich text or emoticons, your chat partner will see the ASCII representation of the emoticon, such as :-)

. Perform the following steps to add an emoticon to a chat message.



At the point in the message where you want to insert the emoticon, perform one of the following steps:

- Type the ASCII representation of the emoticon.
- Choose the **Insert Emoticon** action, highlight the emoticon you want to insert, and choose the **Select** action.

Although you initially see the ASCII representation of the emoticon, when you send the message, your chat history displays the equivalent Emoji emoticon. Your chat partner will see the Emoji emoticon if he is running Connections Chat on an Apple device. Otherwise, he will see a Connections emoticon. Your chat partner's instant messaging version must support emoticons for them to be visible.


The table below describes the emoticons you can use and their ASCII representations.

**Note:** The icons displayed are the original Connections icons, not the Emoji icons you will see in your device.

*Table 7. Table of emoticons*

Emoticon	ASCII representation
	: - )
	; )
	: - D
	: - @
	: - /
	/ : )
	: - (
	: - \$
	: - S
	: - O
	: - P
	( i )
	( y )
	( n )
	0 : - )

Table 7. Table of emoticons (continued)

Emoticon	ASCII representation
	:'(

## Viewing and working with your chats and chat history

Using the Chats tab on the main application, you can view and organize open and closed chats by date, search through your chats by name, and delete older chats.

On your Apple device, you can view an archived collection of your chats from the **Chats** tab of the Connections Chat application. Once inside the Chats tab, the following segmented views are available:

Table 8. Chat tab views

View	Description
Active	<p>The Active chat tab lists all open chats, including single and group chats, ordered by received time of latest message.</p> <p>The rows display the contact name or the group chat subject as the title, along with the last message in the conversation.</p> <p>You can use the <b>Edit</b> button at the top or side swipe a row to close the chats and remove them from the list.</p>
History	<p>The History chat tab shows all chats, including active and closed ones, ordered alphabetically by contact name. The first row lists multi-person chats, if any exist.</p> <p>For an iPad, you can use the Edit button at the top to delete a chat from the list. On an iPhone, you can swipe a row to delete chats from the list.</p>

## Working with chat history

With the **History** view under the **Chats** tab, you can view and manage the archived transcripts of all your chats, both open and closed. From here, you can view either multi-person chats or single person chats.

To view multi-person chats, select the **Multi-Person Chat** row. Entries in this view are listed by date, in reverse chronological order, with the titles showing the group chat subject. Select any entry to open the conversation transcript for that day. You can use the **Edit** button at the top to delete chats from the list.

To view transcripts of single person chats, select any of the contact names listed below the Multi-Person Chat row. Doing so displays a list of the chat dates in which you had conversations with that contact. Select one of the dates to open the transcript for that chat. You can use the **Edit** button at the top to delete transcripts from the list.

In any of the history views, you can use the Search field to search your chats for a contact, specific text within transcripts, a group chat participant, or the subject of a group chat.

### **Configuring chat history**

The chat history feature is enabled by default and can be configured in the Settings panel. Select the sub-option **Chat History** to display the Chat History settings. Press **Chat History** to turn the option on or off. The **Delete History** button allows you to set how long chat transcripts should be saved. By default, chat history never expires.

---

## Chapter 5. Audio chatting on your Apple device

You can initiate an audio chat with someone in your contact list on IBM Connections Chat using your Apple device.

---

### Initiating an audio chat

To begin an audio chat with someone in your contacts list, press the audio chat icon from their Person Card. They will receive a notification that you wish to begin an audio chat and either accept or decline it.

If you want to initiate an audio chat using something other than your default calling method, open the **Information** tab of the contact's Person Card. Select one of the phone numbers listed in this view. A drop down menu will display, with the calling options that are available to you. Tap the dialing option you wish to use.

**Note:** If there is only one dialing option available, the call will immediately take initiate using that option.

---

### Participating in an audio chat

Once an audio chat has begun, you and your chat partner will hear each other speaking through your devices. The following options are available during an audio chat:

*Table 9. Audio chat options*

Option	Description
Mute	Temporarily mutes your audio on the call.
Keypad	Open the device's keypad for entering information.
End Call	End the audio chat.

### Working with the Audio Chat tab

The Audio Chat tab on the left menu displays two panes of information.

The first pane is a list of recent audio chats, with the most recent listed at the top. The list indicates with icons whether an audio chat was initiated by you, received by you, declined by you, or if you have any missed calls. Tapping on any of the list items displays the Person Card of that chat partner.

The second pane contains the dialing keypad. You can use the keypad to directly dial a number using Connections Voice Chat or a third party dialer.

“Using Sametime Unified Telephony features on an iOS device” on page 18

IBM Connections Chat for iOS has the ability to place Sametime® Unified Telephony calls as well as change where your incoming Sametime Unified Telephony calls are routed.

“Using Third Party dialer applications on an iOS device” on page 19

IBM Connections Chat for iOS has the ability to place calls using the Siemens OpenScape Mobile client.

---

## Using Sametime Unified Telephony features on an iOS device

IBM Connections Chat for iOS has the ability to place Sametime® Unified Telephony calls as well as change where your incoming Sametime Unified Telephony calls are routed.

**Note:** IBM Connections Chat for iOS does not support the receiving of in-bound calls using Sametime Unified Telephony or Connections Voice.

The Connections Chat for iOS client supports the following Sametime Unified Telephony features. To verify that you have Sametime Unified Telephony enabled on your Apple device, when you log into a Sametime Unified Telephony enabled server through your Connections Chat for iOS device you will see a Call icon on the tab bar (iPhone) or at the top of the screen (iPad). Also, under **Settings > Voice and Video** (iPad) or **Settings > Connections Voice** (iPhone), pressing the blue indicator button on the Connections Voice Chat option opens a view for the Sametime Unified Telephony settings.

- Place a Sametime Unified Telephony call to a contact from your Connections Chat contact list.
- Dial an external number from the standard Apple device dialer, and have it be placed through Sametime Unified Telephony.
- Override your call routing rules with a specified preferred device.
- For Android tablets, a dialer is built into the Connections client, since tablets do not have a native dialer.

## Sametime Unified Telephony Settings

To access the Sametime Unified Telephony settings screen, select **Settings > Voice and Video** (iPad) or **Settings > Connections Voice** (iPhone). Select the blue indicator button in the Connections Voice Chat option.

### Overriding Sametime Unified Telephony rules

The desktop Connections Connect client allows you to set up call routing rules that determine what number you can be reached at when someone places a call to you via Sametime Unified Telephony. This is good since the caller only needs to either call your Sametime Unified Telephony unified number, or select click to call on your contact entry, and the Sametime Unified Telephony server will handle the details of parsing the rules and calling the correct physical phone number.

While the Apple client does not give you the ability to create your own incoming call rules, it does provide the ability to override them and have all your incoming calls go to a specific phone. This is useful, for example, if you are traveling and forget to change your call rules on your desktop client.

To override your Sametime Unified Telephony rules, select **Override SUT Rules**. This will open the Preferred device view which contains all your preset preferred devices. Select the phone you want the incoming calls to come to.

## Using a mobile number

By default, the Sametime Unified Telephony ring back number is set to your Apple device's number. The ringback number is the number that rings when you initiate a Sametime Unified Telephony call. You can choose to **Use Connections Voice** or

you can change this ringback number (for example, to a nearby desktop phone in a hotel or conference room). Enter a new ringback number by selecting the **Ringback Number** field and typing in a new number.

---

## Using Third Party dialer applications on an iOS device

IBM Connections Chat for iOS has the ability to place calls using the Siemens OpenScape Mobile client.

### About this task

This feature requires that your company install the Siemens OpenScape UC server and that you have properly installed and configured the OpenScape Mobile client on your device.

To configure dialing for the OpenScape Mobile client, perform the following procedure:

### Procedure

1. Open the IBM Chat application.
2. On the iPhone, select the **Settings** button on the bottom right. On the iPad, tap the gear icon. Select **Voice and Video** on an iPad, or **Connections Voice Chat** on an iPhone.
3. Choose one of the following options under Method for Placing Calls.

**Note:** Your system administrator may choose to disable third party dialing.

*Table 10. Method for placing calls*

Option	Description
Always Ask	You will always be prompted to choose a method when dialing.
Connections Voice Chat	Calls will always be placed using Sametime® Unified Telephony.
OpenScape Mobile	Calls will always be placed using the OpenScape Mobile dialer.
iPhone	Calls will always be placed using the cell phone.

**Note:** These options are not available if you do not have the proper functionality on your device; for example, an iPad with no data plan will not have the iPhone option.





---

## Chapter 6. Video chatting

You can initiate a video chat with someone on your contacts list from IBM Connections Chat on your Apple device.

---

### Initiating a video chat

There are several ways to begin a video chat:

- Press the **Start a Video Chat** option from the contact's business card. (iPhone only)
- Select the **Video Chat** button on the top right hand corner of the business card. (iPad only)
- At the top of an in progress chat window, select the **Video Chat** button. (iPhone only)

The person will receive a notification that you wish to begin a video chat and either accept or decline it.

If a video chat is already in progress with one of your contacts and you have navigated away from it, you can resume it one of several ways:

- Tap the **Video Call In Progress** bar at the top of the screen (iPhone only).
- Navigate back to the business card for your chat partner (iPad only).
- Select **Resume this Video Chat** from the contact's business card (iPhone only).
- Select the **Video Chat** tab (iPhone and iPad).

---

### Receiving a video chat request

If someone attempts to initiate a video chat with you, you will receive a notification on your screen. The following options are available:

*Table 11. Video chat request options*

Option	Description
Answer	Accept the request and begin the video chat.
Answer with Audio Only	Accept the request as an audio chat instead of a video chat.
Decline	Decline the chat invitation.

---

### Participating in a video chat

Once a video chat has begun, you and your chat partner will both see and hear each other through your device. Your contact will appear in a video frame, with a small preview version of your own feed in the top, right corner.

**Note:** The preview version of your video feed can be relocated by pressing and dragging the window to one of the four corners of your contact's video feed.

Once the video chat has begun, you can display the chat option bar by tapping the video of your contact. The following options are available:

Table 12. Video chat options

Option	Description
End Call	End the video chat.
Stop Video	Temporarily suspend video transmission from your device. Your chat partner will still receive your audio.
Mute Audio	Temporarily mute the audio from your device. Your chat partner will still receive your video transmission.
Hold Call	Pause the call completely, temporarily suspending both your audio and video transmissions.
Switch Camera	Switch between your device's two camera, usually front or back. This option is only available on devices with multiple cameras.
Full Screen	<p>Enter full screen mode. This expands the video feed from your chat partner across the entire screen of your device.</p> <p>To exit full screen mode, make a pinching gesture on the screen, double tap the screen, or press the Embedded Video button from the options bar.</p> <p><b>Note:</b> This option only appears if you are in embedded video mode.</p>
Minimize Video	<p>On an iPad, this shrinks a full screen video feed to an embedded version in the IBM Connections Chat client. On an iPhone, this dismisses the video and puts the client on Hold until the video is resumed.</p> <p><b>Note:</b> On an iPad, this option only appears if you are in full screen mode.</p>

If, during the course of the conversation, you navigate away from the video chat, you can return to it in one of four ways:

- Tap the **Video Call in Progress** banner at the top of the device screen.
- Navigate back to your chat partner's Business Card using the Contacts tab.
- Choose your chat partner's contact from the Favorites tab, if he or she has previously been marked as a favorite.
- Tap the **Video Chat** tab from the More menu. If a video chat is in progress, the tab will pulse red.

## Using the Video Chat tab

If no video chat is presently occurring, tapping the **Video Chat** tab from the **More** menu displays a video chat list, showing a record of all video chats that have occurred on the device, with the most recent video chat at the top. The list indicates with icons whether a video chat was initiated by you, received by you, declined by you, or if you missed any calls. Tapping on any of the list items displays the Business Card of that chat partner.

If a video chat is presently occurring, tapping the **Video Chat** tab will return you to the chat if you have navigated away from it.

---

## Configuring video chat

To configure video chat options, select **Settings** from the **More** menu. Then select Voice and Video. You can choose the method for placing calls and whether or not to enable both voice and video chats, voice chats only, as well as restrict chat calls to WiFi connections only.