

NEC

NEC uMobility

Client Software User Guide

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**NEC Corporation of America
6535 N. State Highway 161
Irving, TX 75039-2402**

Communications Technology Group

TABLE OF CONTENTS

Chapter 1 Introduction

Section 1	Requirements and Feature Conditions	1-1
Section 2	System Limitations	1-2
Section 3	SIP NAT Environment	1-3

Chapter 2 User Setup

Section 1	Initial Account Setup and Dial Plan	2-1
1.1	iPhone	2-1
1.1.1	NEC uMobility Settings	2-1
1.1.2	Profile Setting	2-2
1.1.3	SIP Account Settings.	2-2
1.1.4	Call Settings	2-3
1.1.5	Shutdown/Start uMobility	2-4
1.2	Android	2-4
1.2.1	NEC uMobility Settings	2-5
1.2.2	Profile Setting	2-5
1.2.3	SIP Account Settings	2-5
1.2.4	Call Settings	2-6
1.2.5	Shutdown/Start uMobility	2-7
1.3	iPad	2-7
1.3.1	NEC uMobility Settings	2-8
1.3.2	Profile Setting	2-8
1.3.3	SIP Account Settings.	2-9
1.3.4	Call Settings	2-10
1.3.5	Shutdown/Start uMobility	2-10

1.4	Android Tablet	2-11
1.4.1	NEC uMobility Settings	2-11
1.4.2	Profile Setting	2-12
1.4.3	SIP Account Settings	2-12
1.4.4	Call Settings	2-13
1.4.5	Shutdown/Start uMobility	2-13
1.5	Dial Plan Setting	2-14
1.6	Tone Setting	2-16
1.7	Add Photo (iPad/Android Tablets Only)	2-17
Section 2	Setup Menu	2-18
2.1	SIP Account	2-18
2.2	Network	2-19
2.3	Call	2-20
2.4	Media	2-23
2.5	Advanced Settings	2-25
2.6	Feature Option Setup Tab	2-27
2.7	Feature Option Setup Tab – Android Phone	2-29
Section 3	Setup Configuration Through Over the Air (OTA)	2-30
3.1	Receive Email from Over the Air	2-30
3.2	Accept Configuration Change	2-31
3.3	Selected Profile Needs Configuration Change	2-33
3.4	Restart uMobility Application	2-33

Chapter 3 User Operation

Section 1	Making Internal/External Calls	3-1
1.1	Dialing from Keypad	3-1
1.2	Dialing from Call Logs	3-2
1.3	Dialing from Speed Dial	3-4
Section 2	Cancel an Outgoing Call	3-5

Section 3	Receive Incoming Call	3-5
Section 4	Incoming Call Notification – iPhone	3-6
Section 5	Incoming Call Notification – iPad	3-9
Section 6	Decline Incoming Call	3-10
Section 7	In-Call Options	3-11
7.1	Announce Transfer/Add Call	3-12
7.2	Call Logs/Contacts	3-12
7.3	Blind Transfer	3-13
7.4	Hold	3-13
7.5	Mute	3-14
7.6	Keypad for DTMF	3-15
7.7	DND	3-16
7.8	Audio Source, Bluetooth	3-16
7.9	Volume Adjustment	3-16
Section 8	Consultation Hold Option	3-17
8.1	Announce Transfer	3-17
8.2	End Call to 3rd Party, Talk to 1st Party	3-18
8.3	Swap Call (SV8100/SL1100/3C Only)	3-18
Section 9	Return to uMobility Active Call Screen	3-18
Section 10	Edit Contacts	3-19
Section 11	Call Logs	3-19
Section 12	Missed Call Notification	3-21
Section 13	Voice Mail Notification and Retrieval	3-23
Section 14	Exit uMobility Application	3-25
Section 15	Check uMobility Version	3-26
Section 16	Uninstall uMobility Application	3-27

Section 17 uMC Only3-28

17.1 Receive Incoming Call on Cell Domain (uMC) 3-28

17.2 Hand-off Operations (uMC) 3-29

LIST OF FIGURES AND TABLES

Table 1-1	Mobile Device Requirements	1-1
Figure 1-1	VPN Between Client Smartphone/Tablet and Office LAN	1-3
Figure 1-2	Port Forwarding without Session Board Controller	1-4
Figure 1-3	Port Forwarding with Session Board Controller	1-4
Figure 2-1	NEC uMobility Settings Screen	2-1
Figure 2-2	iPhone Work Screen	2-2
Figure 2-3	iPhone SIP Account Screen	2-2
Figure 2-4	iPhone Call Screen	2-3
Figure 2-5	iPhone Registered Screen	2-4
Figure 2-6	Android Options Screen	2-5
Figure 2-7	Android SIP Account Screen	2-5
Figure 2-8	Android Call Screen	2-6
Figure 2-9	Android Registration Screen	2-7
Figure 2-10	iPad Settings Screen	2-8
Figure 2-11	iPad Work Screen	2-8
Figure 2-12	iPad SIP Account Screen	2-9
Figure 2-13	iPad Call Screen	2-10
Figure 2-14	iPad Registered Screen	2-11
Figure 2-15	Android Tablet Settings Screen	2-11
Figure 2-16	Android Tablet SIP Account Screen	2-12
Figure 2-17	Android Tablet Call Screen	2-13
Figure 2-18	Android Tablet Registration Screen	2-14

Figure 2-19	iPhone – Dial Plan Screen	2-14
Figure 2-20	NEC uMobility – Media Screen (Smartphone)	2-17
Figure 2-21	NEC uMobility – Profile Screen (Tablet)	2-17
Figure 2-22	NEC uMobility – Work Screen (Smartphone)	2-18
Figure 2-23	NEC uMobility – Work Screen (Tablet)	2-18
Figure 2-24	NEC uMobility – Network Screen (Smartphone)	2-19
Figure 2-25	NEC uMobility – Network Screen (Tablet)	2-19
Figure 2-26	NEC uMobility – Call Screen (Smartphone)	2-21
Figure 2-27	NEC uMobility – Call Screen (Tablet)	2-21
Figure 2-28	Android Phone Select Call Type	2-22
Figure 2-29	iPhone and Android – Media Codec	2-23
Figure 2-30	NEC uMobility – Media Screen (iPad Tablet)	2-24
Figure 2-31	NEC uMobility – Media Codec	2-24
Figure 2-32	NEC uMobility – Advanced Settings (Smartphone)	2-25
Figure 2-33	NEC uMobility – Advanced Settings (Tablet)	2-26
Figure 2-34	NEC uMobility – uMobility Options (iPhone)	2-27
Figure 2-35	NEC uMobility – uMobility Options (Tablet)	2-27
Figure 2-36	NEC uMobility – Speed Dial List (iPhone)	2-28
Figure 2-37	NEC uMobility – Speed Dial List (Tablet)	2-28
Figure 2-38	NEC uMobility – Options Screen	2-29
Figure 2-39	Example of URL Link	2-30
Figure 2-40	Example of Download Product	2-31
Figure 2-41	Example of Restart Request	2-32
Figure 2-42	Example of Select Profile	2-33
Figure 3-1	NEC uMobility – Keypad Screen (Smartphone)	3-1

Figure 3-2	NEC uMobility – Keypad Screen (Tablet)	3-1
Figure 3-3	NEC uMobility – Call Logs (Smartphone)	3-2
Figure 3-4	NEC uMobility – Call Logs (Tablet)	3-3
Figure 3-5	NEC uMobility – Call Logs Detail (Smartphone)	3-4
Figure 3-6	NEC uMobility – Speed Dial Calling (Smartphone)	3-4
Figure 3-7	NEC uMobility – Speed Dial Calling (Tablet)	3-5
Figure 3-8	NEC uMobility – Call Answer (Smartphone)	3-5
Figure 3-9	NEC uMobility – Call Answer (Tablet)	3-6
Figure 3-10	NEC uMobility – Incoming Call Screen	3-7
Figure 3-11	NEC uMobility – Decline/Accept Screen	3-7
Figure 3-12	NEC uMobility – In Call Screen	3-8
Figure 3-13	NEC uMobility – End Call Screen	3-8
Figure 3-14	NEC uMobility – iPad Notification Screen	3-9
Figure 3-15	NEC uMobility – iPad Answer Screen	3-10
Figure 3-16	NEC uMobility – Call Decline (Smartphone)	3-10
Figure 3-17	NEC uMobility – Call Decline (Tablet)	3-11
Figure 3-18	NEC uMobility – In-Call Options (Smartphone)	3-11
Figure 3-19	NEC uMobility – In-Call Options (Tablet)	3-12
Figure 3-20	NEC uMobility – Android Options Screen	3-12
Figure 3-21	NEC uMobility – Transfer (Smartphone)	3-13
Figure 3-22	NEC uMobility – Transfer (Tablet)	3-13
Figure 3-23	NEC uMobility – Hold (Smartphone)	3-14
Figure 3-24	NEC uMobility – Hold (Tablet)	3-14
Figure 3-25	NEC uMobility – Mute (Smartphone)	3-15
Figure 3-26	NEC uMobility – Mute (Tablet)	3-15

Figure 3-27	NEC uMobility – Keypad (Smartphone)	3-16
Figure 3-28	NEC uMobility – Keypad (Tablet)	3-16
Figure 3-29	NEC uMobility – Hold Options (Smartphone)	3-17
Figure 3-30	NEC uMobility – Hold Options (Tablet)	3-17
Figure 3-31	NEC uMobility – Active Call Indication (Smartphone)	3-18
Figure 3-32	NEC uMobility – Active Call Indication (Tablet)	3-19
Figure 3-33	NEC uMobility – Call Logs (Smartphone)	3-19
Figure 3-34	NEC uMobility – Call Logs (Tablet)	3-20
Figure 3-35	NEC uMobility – iPhone Missed Call Notification Screen	3-21
Figure 3-36	NEC uMobility – Android Missed Call Logs Screen	3-21
Figure 3-37	NEC uMobility – iPad Missed Call Notification Screen	3-22
Figure 3-38	NEC uMobility – Android Tablet Missed Call Notification Screen	3-22
Figure 3-39	NEC uMobility – iPhone Voice Mail Screens	3-23
Figure 3-40	NEC uMobility – Android Voice Mail	3-23
Figure 3-41	NEC uMobility – iPad Voice Mail	3-24
Figure 3-42	NEC uMobility – Android Tablet Voice Mail	3-24
Figure 3-43	NEC uMobility – Exit Application (Smartphone)	3-25
Figure 3-44	NEC uMobility – iPad Exit Application Screen	3-25
Figure 3-45	NEC uMobility – Android Tablet Exit Application Screen	3-26
Figure 3-46	NEC uMobility – Version Information (Smartphone)	3-26
Figure 3-47	NEC uMobility – Version Information (Tablet)	3-27
Figure 3-48	NEC uMobility – Uninstall uMobility (Smartphone)	3-27
Figure 3-49	NEC uMobility – Uninstall uMobility (Tablet)	3-28
Figure 3-50	NEC uMobility – Call Answer When in Cell Domain (uMC)	3-28
Figure 3-51	NEC uMobility – Hand-off Operations	3-29

Chapter 1 Introduction


The NEC uMobility SIP Client is a Standard SIP software phone client. It registers on the SV8100/8300/8500, SL1100 and 3C directly as a Standard SIP phone through Wi-Fi® or 3G/4G data. Using a Session Boarder Controller or VPN, the software can be registered on the SV8100/8300/8500, SL1100 and 3C through an Internet connection. The Internet can be over 3G/4G data.

This manual describes user operation and setup for NEC uMobility client software.

SECTION 1 REQUIREMENTS AND FEATURE CONDITIONS

Refer to [Table 1-1 Mobile Device Requirements](#) for a listing of the required versions of smartphones and tablets.

Table 1-1 Mobile Device Requirements

Device	Required OS	Tested Device
iPhone® 	Version 8.1 or higher	iPhone 3GS iPhone 4 iPhone 4S iPhone 5 Note 3
Android™ Phone 	Version 2.3.6 or higher	Motorola MB865 LG Nitro HD Galaxy SII
iPad® 	Version 6.0 or higher	iPad 2nd Generation iPad 3rd Generation Note 4
Android Tablet 	Version 3.1.0 or higher	Samsung Galaxy® 10.1 Tablet Note 4

Note 1: NEC uMobility may function without problems on Android devices not listed above.

Note 2: Mobile network carriers may prohibit or restrict voice over 3G/4G on their network. Or, carriers may add additional charges to use this functionality. (NEC is not responsible for any charges, or quality issues because of prohibition/restriction from carrier).

Note 3: The iPhone 4S/iPhone 5 sleep mode shuts down Wi-Fi, uMobility cannot be used when the iPhone 4S/iPhone 5 is in sleep mode.

Note 4: iPad and Android tablets require a tablet version separate from the phone version of the application.



Refer to SV8100 or SL1100 system manuals, or SV8300/8500 and 3C setup guides for NEC uMobility or release notes for additional information.

SECTION 2 SYSTEM LIMITATIONS



NON-AVAILABILITY of TRADITIONAL EMERGENCY ACCESS SERVICES (EAS)

The software does not support traditional EAS, for example 911 or E911 in the US or 999 in the UK. Therefore, the user must route emergency calls through the cellular network rather than Voice over IP (VoIP) facilities. The user of the software and any such parties shall inform all users, guests and other third persons, who may or may not be present at the physical location where you utilize the service, of the non-availability of traditional EAS in all circumstances through the uMobility software. The user of the software must understand the limitation and plan for EAS while using the software in their country, while roaming in different countries, using other networks, and other such locations either with or without provision for EAS services.

1. Depending on type of Android device, Bluetooth® might not function properly. For example, switching audio from device audio to bluetooth device etc.
 *NEC is not responsible for bluetooth/device connectivity issues.*
2. Due to OS Limitations, QoS value of uMobility may differ depending on OS:
 - ☐ iPhone/iPad: SIP packet: Fixed CS5, RTP packet: Configurable on uMobility setting
 - ☐ Android: SIP packet: Fixed Default(0x00), RTP packet: Configurable on uMobility setting.
 - ☐ Blackberry®: SIP and RTP packet: Fixed Default (0x00).
3. iPhone 4/iPhone 5 shuts down the Wi-Fi connection when in sleep mode. Due to this OS limitation, the uMobility Wi-Fi connection will be lost and service will not be available. NEC recommends using Call forward logout (or Coverage) feature to mobile phone number or other number for this case, or enable voice over 3G/4G (a remote connection to the SIP server is required).
4. The iPad/Android Tablet does not support the “trash-bin” icon on the Contact List View.
 *The iPhone does support the “trash bin” icon.*
5. NEC uMobility Client does not support video functionality.
6. NEC uMobility Client for iPhone and Android smartphones support G.729a functionality.
7. NEC uMobility Client supports Voice Over 3G/4G-Data (by enabling the Cell Data Option at “Call” option setting), however due to limited bandwidth/speed with G.711 voice, voice quality is not guaranteed.
8. On the iPad/Android Tablet, to send DTMF during a call, use “Key Pad” on Call Option. Dial-Pad (located in right upper side of window), is used for dialing only, not sending DTMF.

9. Hand Over between Wi-Fi Access Points might cause voice conversation to be intermittent or cut off. This may occur because of the Wi-Fi Access Point allocation and power adjustment design or Smart phone/Tablet Wi-Fi hardware/driver behavior.
✎ NEC does not guarantee Hand Over quality between Access Points.
10. If the Speaker/Microphone is not detected by the uMobility application on the Android phone/Tablet, the Audio-Tool (device) might need to be adjusted.
11. If other music/audio/communication applications are running in the same device at the same time, uMobility voice might be interrupted depending on other application specifications.
12. Depending on the Wi-Fi network delay/QoS situation, a uMobility call may be interrupted.
13. To use uMobility from a remote location through the Internet, NEC recommends using a Session Boarder Controller or VPN connection to the site.
14. NEC uMobility cannot hear Special Dial Tone, 2nd Dial Tone, Beep tone and Service Set tone on the PBX service feature.

SECTION 3 SIP NAT ENVIRONMENT

To use NEC uMobility outside of the corporate network, one of the following architectures must be configured to support Wi-Fi access from the external smartphone/tablet to the voice platform.

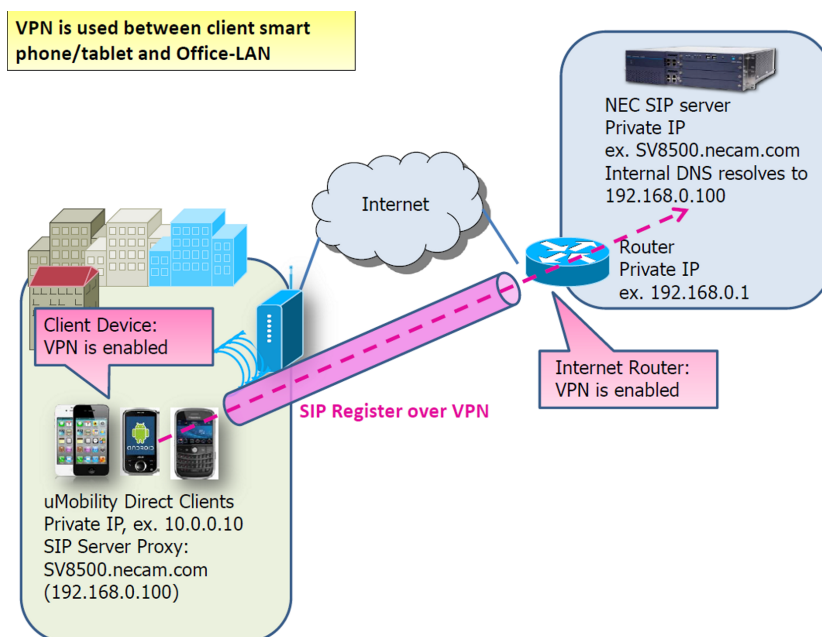


Figure 1-1 VPN Between Client Smartphone/Tablet and Office LAN

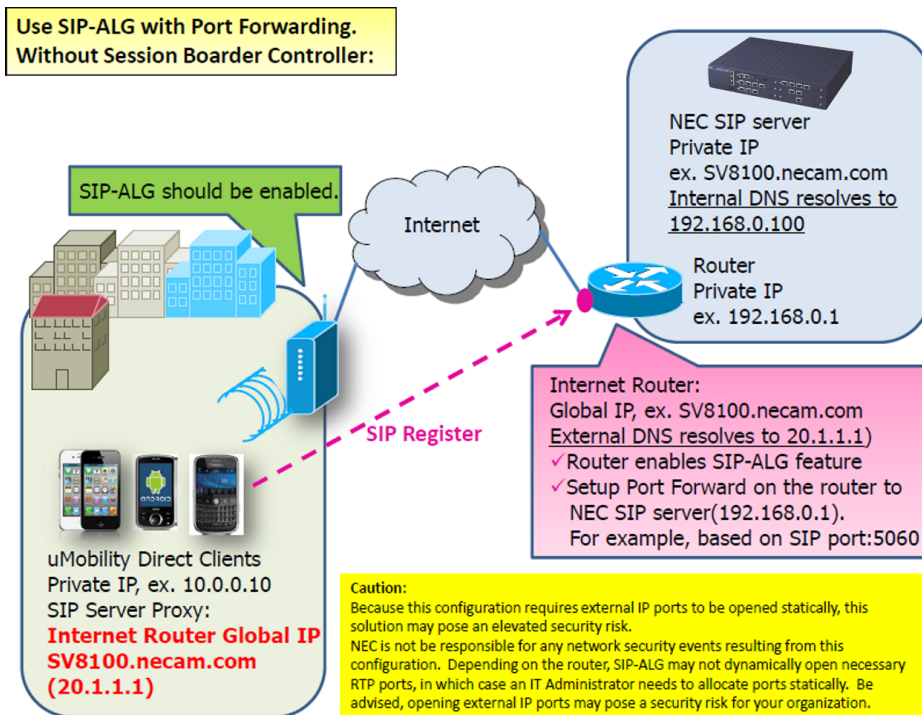


Figure 1-2 Port Forwarding without Session Board Controller

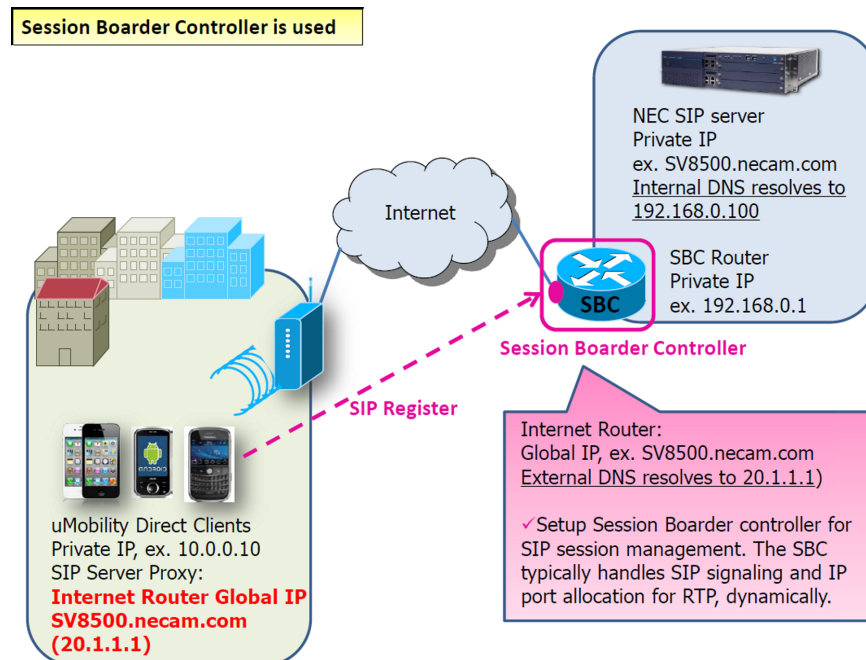


Figure 1-3 Port Forwarding with Session Board Controller


Chapter 2 User Setup

SECTION 1 INITIAL ACCOUNT SETUP AND DIAL PLAN

1.1 iPhone



Select the uMobility  icon.

Select the Options  button.

1.1.1 NEC uMobility Settings

Select **Settings** to configure SIP accounts, etc.

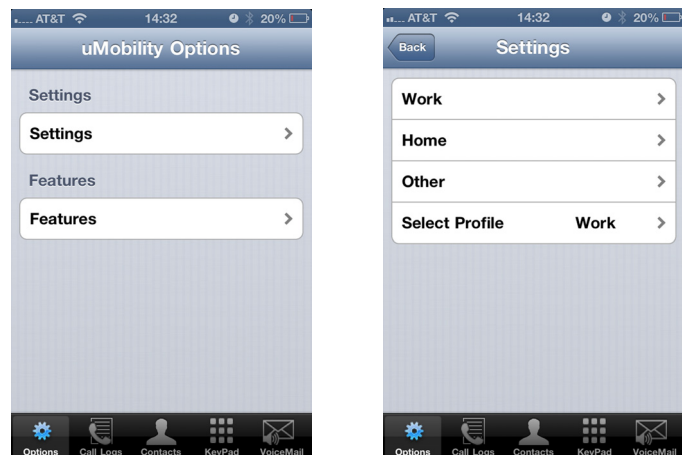


Figure 2-1 NEC uMobility Settings Screen

Select Profile:

Select Account Profile

Work/Home/Other:

Select to configure each account.

1.1.2 Profile Setting

Select **SIP Account**.



Figure 2-2 iPhone Work Screen

1.1.3 SIP Account Settings.

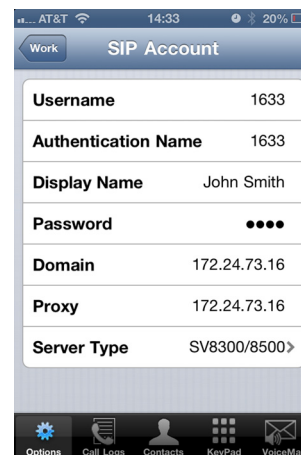


Figure 2-3 iPhone SIP Account Screen

Username:

Input uMobility Extension number.

Authentication Name:

Input the uMobility Extension number.

Display Name:

Input name or uMobility Extension number.

Password:

Input password for uMobility Extension.

Domain:

Input SIP Domain name or IP address.

Proxy:

Input SIP server name or IP address. If port number is not 5060, input SIP port number with ":". Ex. **172.24.73.16:5070**

Server Type:

If the server is a SV8300/SV8500, select SV8300/SV8500. For the SV8100, SL1100 and 3C, select default.

Go back to the **Profile Setting** (Work screen) and Select **Call**.

1.1.4 Call Settings



Figure 2-4 iPhone Call Screen

Dial Plan:

You can configure the access code dial plan here. Press **Dial Plan** and configure following the instructions shown in [Section 1.5 Dial Plan Setting on page 2-14](#).


Enterprise Voicemail Number:

Input the Voicemail Pilot Extension number.

Enterprise Voicemail PIN:

If a PIN is necessary to access Voicemail, input the mailbox PIN here.

1.1.5 Shutdown/Start uMobility

If the uMobility application (app) is not running, press the app icon  to start the app.

If the app is already running, double-tap the iPhone Home key and shutdown the uMobility app.



Then, restart the uMobility app to check whether registration was successful.

If the screen displays “Not Registered”, check the account settings again, or contact your administrator.





Figure 2-5 iPhone Registered Screen

1.2

Android



Select the uMobility  icon.

Select the Options  button.

1.2.1 NEC uMobility Settings

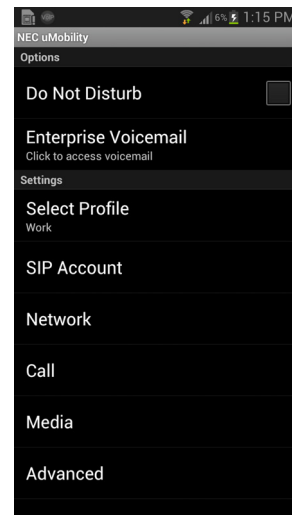


Figure 2-6 Android Options Screen

Profile Setting

Select Account Profile

1.2.2 Profile Setting

Select Account Profile from Work/Home/Other. Select **SIP Account** to edit SIP parameters of the profile you choose at **Select Profile**.

1.2.3 SIP Account Settings

Select **SIP Account**

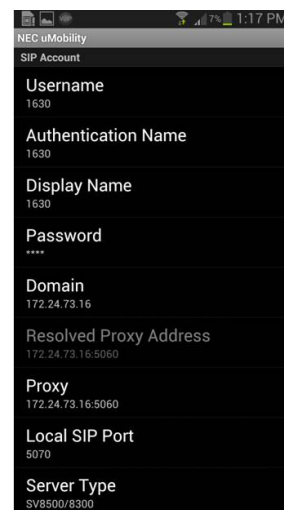


Figure 2-7 Android SIP Account Screen

Username:

Input uMobility Extension number.

Authentication Name:

Input uMobility Extension number.

Display Name:

Input name or uMobility Extension number.

Password:

Input password for uMobility Extension.

Domain:

Input SIP Domain name or IP address.

Proxy:

Input SIP server name or server IP address. If port number is not 5060, input SIP port number with ":". Ex. **172.24.73.16:5070**

Server Type:

If the server is a SV8300/SV8500, select SV8300/SV8500. For the SV8100, SL1100 and 3C, select default.

Go back to Profile config (Options screen) and Select **Call**.

1.2.4 Call Settings

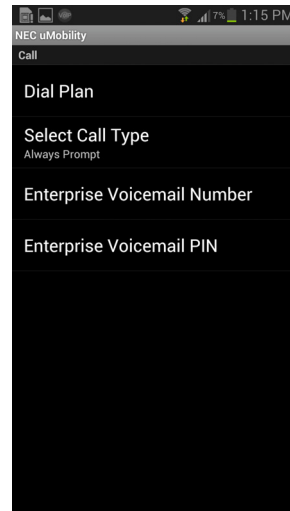



Figure 2-8 Android Call Screen

Dial Plan:

You can configure access code dial plan here. Press **Dial Plan** and configure following the instructions shown in [Section 1.5 Dial Plan Setting on page 2-14](#).

Select Call Type:

Allows the user to set the Android phone dialer type; Always Prompt, NEC uMobility or Cellular Phone.

 *By default, a prompt is displayed asking for the dialer type each time a number is dialed.*


Enterprise Voicemail Number:

Input Voice mail pilot Extension number.

Enterprise Voicemail PIN:

If PIN is necessary to access Voice mail, input mailbox PIN.

1.2.5 Shutdown/Start uMobility

If the uMobility app is not running, press the application icon  to start.

If already running, press option key while opening the uMobility app and select **Exit**. Tap the uMobility app icon on the Android app menu to start the app.

Open the Android phone dialer and check whether registration was successful or not. If **Not Registered** is displayed, check the account settings again, or contact the administrator. (The screen shown below may differ, depending on the Android device used.)

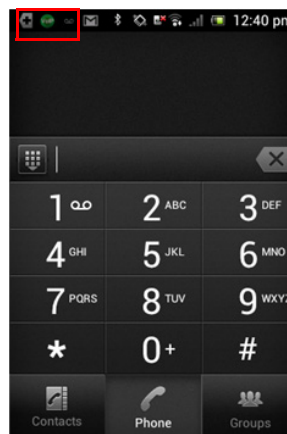




Figure 2-9 Android Registration Screen

1.3 iPad

Select the uMobility  icon.

Select the Options  button.

1.3.1 NEC uMobility Settings

Select **Settings** to configure SIP accounts, etc.

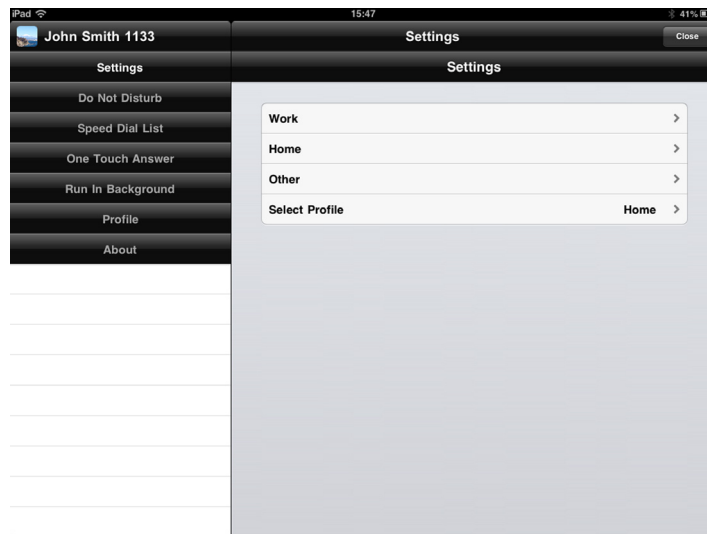


Figure 2-10 iPad Settings Screen

Select Profile:

Select Account Profile

Work/Home/Other:

Select to configure each account.

1.3.2 Profile Setting

Select **SIP Account**.

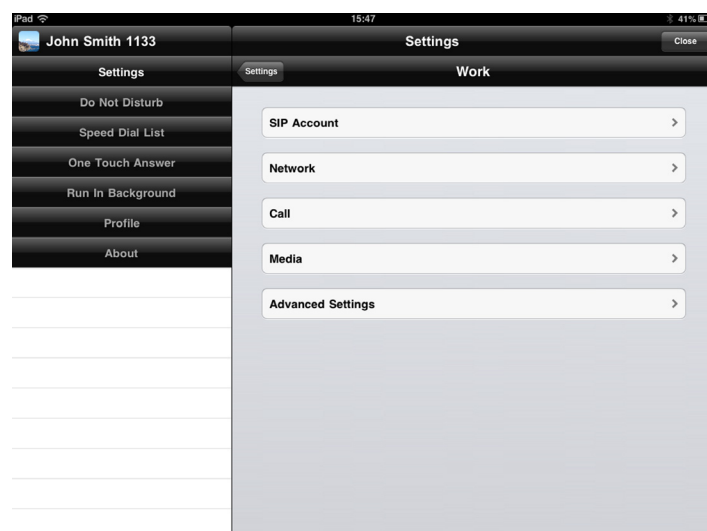


Figure 2-11 iPad Work Screen

1.3.3 SIP Account Settings.

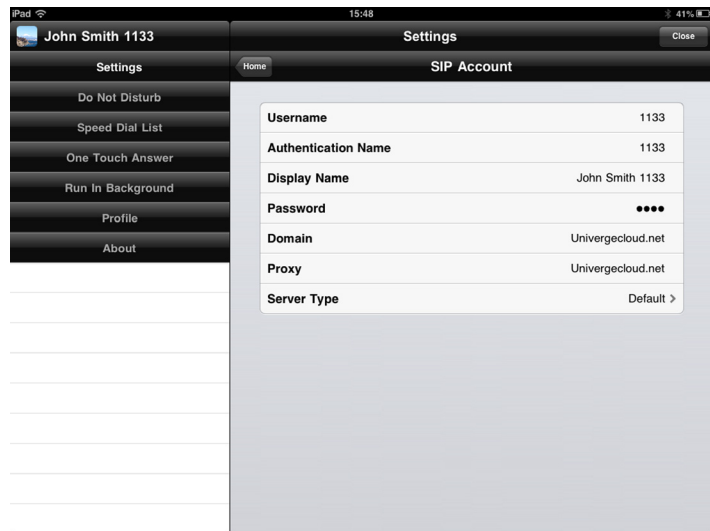


Figure 2-12 iPad SIP Account Screen

Username:

Input uMobility Extension number.

Authentication Name:

Input the uMobility Extension number.

Display Name:

Input name or uMobility Extension number.

Password:

Input password for uMobility Extension.

Domain:

Input SIP Domain name or IP address.

Proxy:

Input SIP server name or IP address. If port number is not 5060, input SIP port number with ":". Ex. **172.24.73.16:5070**

Server Type:

If the server is a SV8300/SV8500, select SV8300/SV8500. For the SV8100, SL1100 and 3C, select default.

Go back to the **Profile Setting** (Work screen) and Select **Call**.

1.3.4 Call Settings

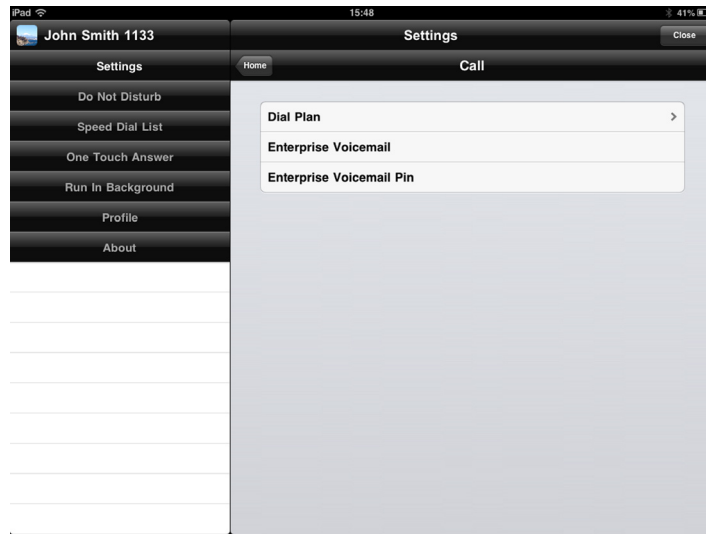


Figure 2-13 iPad Call Screen

Dial Plan:

You can configure the access code dial plan here. Press **Dial Plan** and configure following the instructions shown in [Section 1.5 Dial Plan Setting on page 2-14](#).


Enterprise Voicemail Number:

Input the Voicemail Pilot Extension number.

Enterprise Voicemail PIN:

If a PIN is necessary to access Voicemail, input the mailbox PIN here.

1.3.5 Shutdown/Start uMobility

If the uMobility application (app) is not running, press the app icon  to start the app.

If already running, press option key while opening the uMobility app and select **Exit**. Tap the uMobility app icon on the iPad app menu to start the app.


Check whether registration was successful or not. If registered successfully, the uMobility application icon shows green. If the screen displays “Not Registered”, check the account settings again, or contact your administrator.



Figure 2-14 iPad Registered Screen

1.4 Android Tablet

Select the uMobility  icon.

Select the Options  button.

1.4.1 NEC uMobility Settings

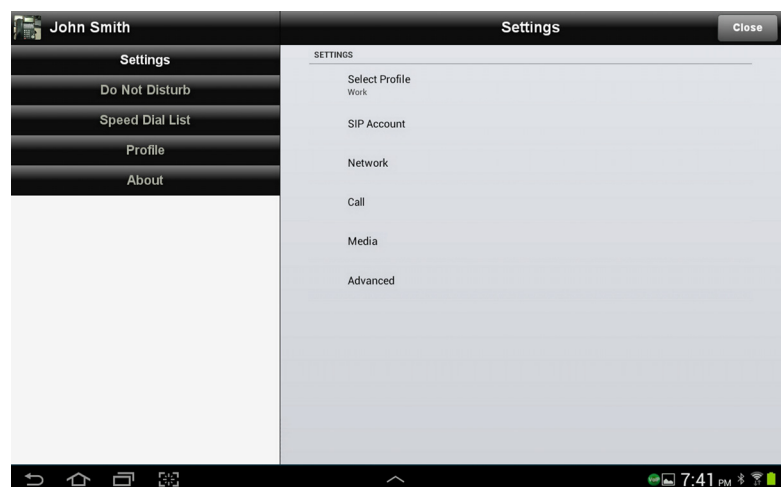


Figure 2-15 Android Tablet Settings Screen

Profile Setting

Select Account Profile

1.4.2 Profile Setting

Select Account Profile from Work/Home/Other. Select **SIP Account** to edit SIP parameters of the profile you choose at **Select Profile**.

1.4.3 SIP Account Settings

Select **SIP Account**

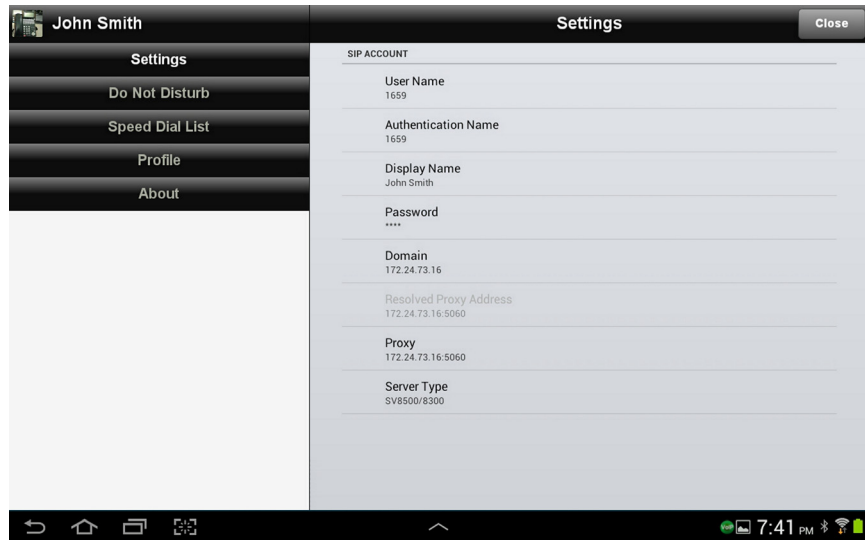


Figure 2-16 Android Tablet SIP Account Screen

Username:

Input uMobility Extension number.

Authentication Name:

Input uMobility Extension number.

Display Name:

Input name or uMobility Extension number.

Password:

Input password for uMobility Extension.

Domain:

Input SIP Domain name or IP address.

Proxy:

Input SIP server name or server IP address. If port number is not 5060, input SIP port number with ":". Ex. **172.24.73.16:5070**

Server Type:

If the server is a SV8300/SV8500, select SV8300/SV8500. For the SV8100, SL1100 and 3C, select default.

Go back to Profile config (Settings screen) and Select **Call**.

1.4.4 Call Settings

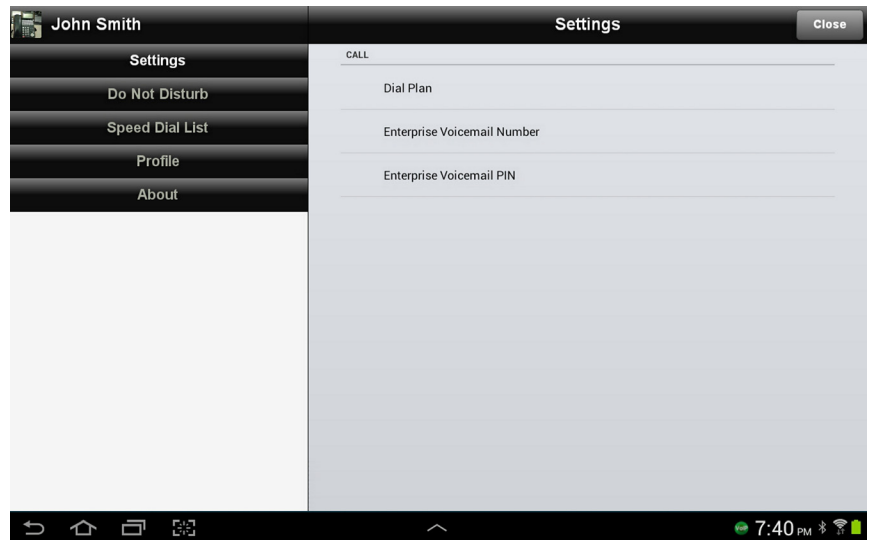


Figure 2-17 Android Tablet Call Screen

Dial Plan:

You can configure access code dial plan here. Press **Dial Plan** and configure following the instructions shown in [Section 1.5 Dial Plan Setting on page 2-14](#).

Enterprise Voicemail Number:

Input Voice mail pilot Extension number.

Enterprise Voicemail PIN:

If PIN is necessary to access Voice mail, input mailbox PIN.

1.4.5 Shutdown/Start uMobility

If the uMobility app is not running, press the application icon  to start.

If the app is already running, tap green VoIP icon on bottom right side task bar. Then select the **Exit** button  to exit the uMobility application.

Then, tap the uMobility app icon to restart and check whether the registration was successful.

If registration was successful, the uMobility application icon or the bottom right side of the taskbar shows green. If **Not Registered** is displayed, check the account settings again, or contact the administrator. (The screen shown below may differ, depending on the Android device used.)

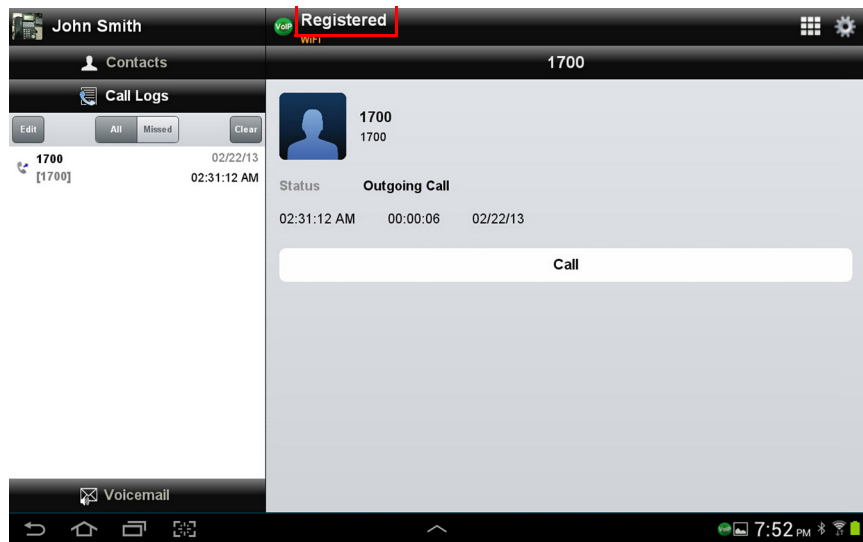


Figure 2-18 Android Tablet Registration Screen

1.5 Dial Plan Setting



Figure 2-19 iPhone – Dial Plan Screen

- **Enable:**
Select **Enable** or **Disable** dial plan rule feature.
- **Prefix Type:**
Select prefix type, **Add** or **Remove** on/from dialed number digits.
- **Add Prefix:**
Add the prefix if the number matches the Match pattern.
- **Remove Prefix:**
If that matches with Match Pattern then remove the prefix.

For e.g. dialed number is +19727551855 and pattern is +19xx then the output is 7551855.
- **Pattern:**
Describe dial number digits pattern here by digits/characters/symbols shown below.
 - 0,1,2,3,4,5,6,7,8,9, *,#,+:**
Identifies digits and special characters.
 - [-] :**
Matches range of symbols.
e.g [012-5] matches any of 0,1,2,3,4,5.
 - X :**
Matches any symbol 0~9, *,# .
 - . :**
Last element repetition 0 or more times.
For e.g. 15. Matches 1,15, 155,
 - <A:B> :**
Subsequence Substitution : if present at the start of the match pattern would match A followed by rest of the pattern and if pattern matches then it replaces A with B. <+1:011>X. Matches +19727551855 and gives the output number as 0119727551855.

- **Exception:**

If exception pattern is matched with the dialed number, then it will ignore the rest of dial plan rules.

<Example Dialing Rules>

In case the local area code is 214, which does not need to add a "1" (Inter State National code) as well as the trunk access code 9.

Rule 1: To automatically add the 9 prefix for dialing outside, use the following rule:

Pattern: 214XXXXXXX

Prefix: 9

The above rule will match any 10 digit dialed number that begins with 214 (xxx) – xxxx and adds a preceding 9 to dial outside.

Rule 2: To automatically add a 91 prefix for dialing long distance, use the following rule:

Pattern: [3-9]xxxxxx.

Prefix: 91

The above rule will match any 8-digit (or larger) number that begins with a 3,4,5,6,7,8,9 followed by at least six digits, and will add a preceding 91 to dial long distance.

<Example 2 Dialing Rule>

Rule 3: To automatically add trunk access code 9 to a set of area codes:

Pattern: [214|972|469]xxxxxx

Prefix: 9

The above rule will match any 10 digit number with an area code of 214 **Or** 972 **Or** 469 and add a preceding 9 to dial outside.

1.6 Tone Setting

Select **Media** in Profile setting. At Media configuration menu, **Tone Localization**. Choose the proper location for Ring Back Tone and Busy Tone type.

Ringtone:

Choose your preferred music to customize ring tone from your music files in your smart devices. In the case of iPhone/iPad, the "Reset to Default" button is available to restore ring tone.

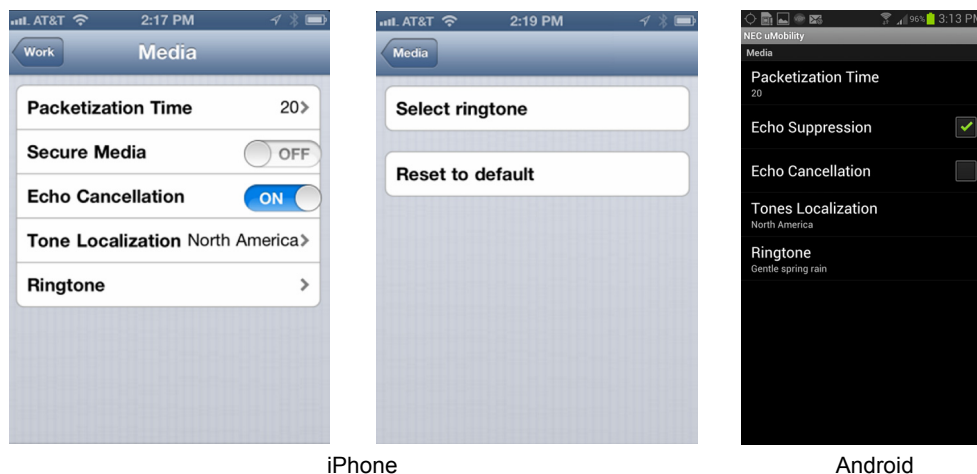


Figure 2-20 NEC uMobility – Media Screen (Smartphone)

1.7 Add Photo (iPad/Android Tablets Only)

In the iPad/Android Tablet uMobility, you can install your own photo on the upper left-hand corner of the screen. This photo won't be shared with other outside users or calling parties and will only appear on the self-uMobility screen as a customized view.

In configuration menu on uMobility iPad or Android Tablet, tap the **Profile** button.

Tap the **EDIT** button then **ADD Photo**. Next, select the desired photo then **DONE**.

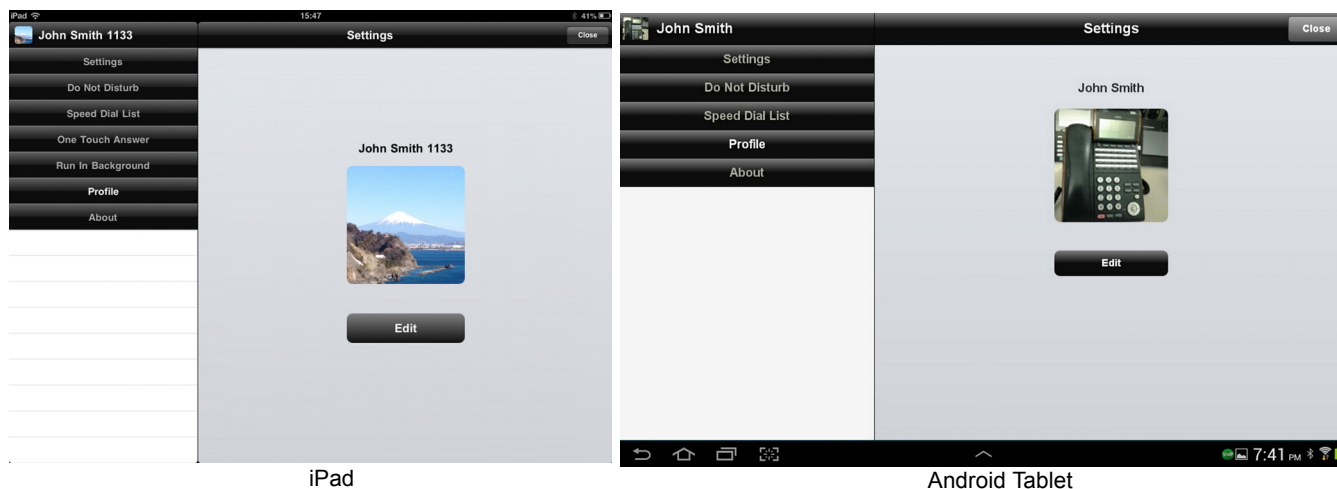


Figure 2-21 NEC uMobility – Profile Screen (Tablet)

SECTION 2 SETUP MENU

Provides the uMobility user with detailed settings when configuring SIP account.



Figure 2-22 NEC uMobility – Work Screen (Smartphone)

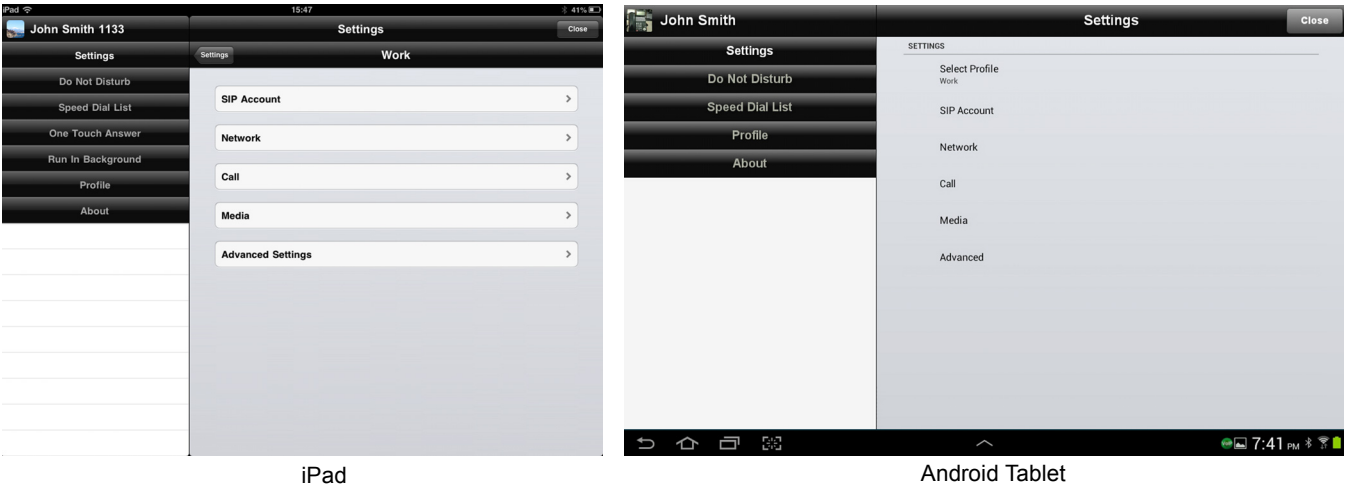


Figure 2-23 NEC uMobility – Work Screen (Tablet)

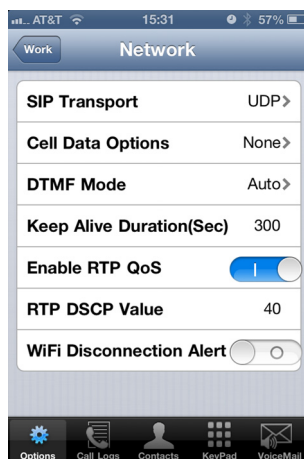
2.1 SIP Account

Under SIP Account setting, user can edit SIP account (Extension number) setting(s) in the Work, Home or Other profiles.

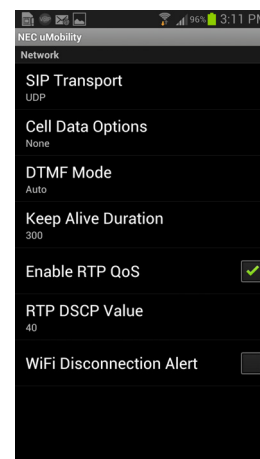
Refer to [Section 1 Initial Account Setup and Dial Plan](#).

2.2 Network

Under Network, the user can edit SIP Transport protocol, uMobility service under cell-data(3G/4G), DTMF method, Keep Alive interval time, RTP QoS or Wi-Fi Disconnection Alert.

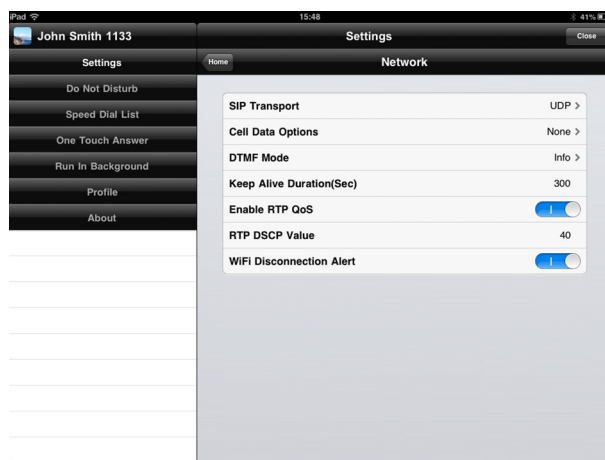


iPhone



Android

Figure 2-24 NEC uMobility – Network Screen (Smartphone)



iPad



Android Tablet


Figure 2-25 NEC uMobility – Network Screen (Tablet)

○ SIP Transport

Select transport protocol for SIP. Default is **UDP**, used to connect SV8100/8300/8500, SL1100 and 3C.

- Call Data Options

If voice over 3G/4G/GSM Data is used, select **Call**. Default is None.

 *NEC uMobility Client supports Voice Over 3G/4G data. However, due to limited bandwidth/speed with G.711 voice, voice quality is not guaranteed.*

- DTMF Mode

Select DTMF mode then **Auto**, **SIP-INFO**, **RFC2833** or **Inband**. Default is Auto.

- Keep Alive Type


If SIP server is accessible via public IP address, it is required to keep port open for SIP Server to contact client. Keep Alive messages help to keep port open. Client supports two methods to send Keep Alive message:

1. CRLF (default value): When selected, client sends two bytes CR and LF to SIP port of SIP Server. Some network or PBX may drop CRLF packet or may misbehave – in such cases a second method i.e. SIP OPTIONS can be selected.
2. SIP OPTION: When selected, client sends out SIP OPTION messages to SIP Server as keep alive message.

 *Default is CRLF. Select SIP OPTION.*

- Keep Alive Duration (Sec)

Input desired **interval time** of sending SIP keep alive packet. Default is 30 seconds.

 *To lessen SIP message traffic on the network, increase this time to at least 300 seconds.*

- Enable RTP QoS

Enable (**On**) or Disable (**Off**) the RTP QoS value change feature. Default is On. QoS value is defined in RTP DSCP Value setting.

- RTP DSCP Value

Input required **RTP DSCP Value**. Default is 40.

- Wi-Fi Disconnection Alert

Turn on alert Sound when Wi-Fi signal is lost on smart phone/tablet.

2.3 Call

Under Call, the user can edit the Dial Plan which adds the access code for dialed numbers. It also allows the user to edit the Voice Mail extension number and PIN number (automatically dialed when it accesses the voice mail pilot number).

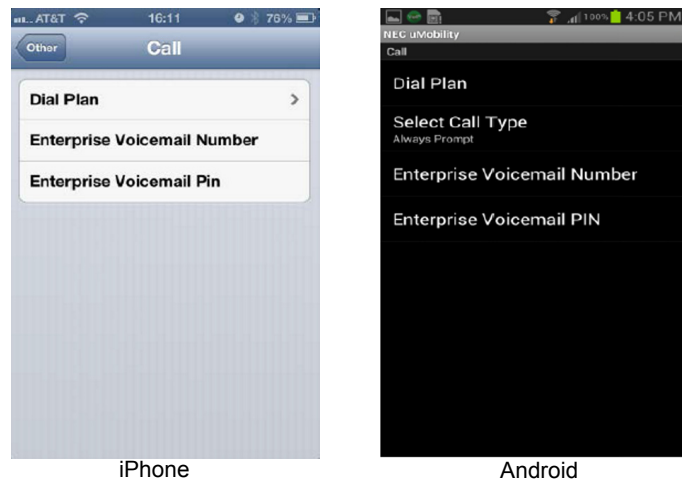


Figure 2-26 NEC uMobility – Call Screen (Smartphone)

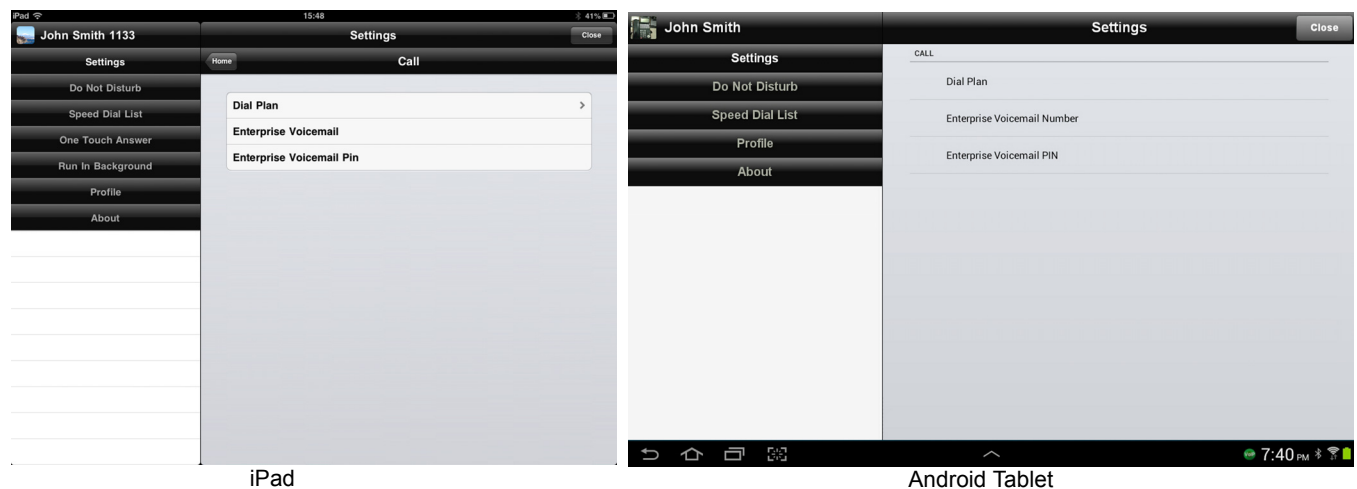




Figure 2-27 NEC uMobility – Call Screen (Tablet)

- Dial Plan
Refer to [Section 1 Initial Account Setup and Dial Plan](#).
- Do Not Disturb (Android™ only)
Enable (**On**) or Disable (**Off**) Do Not Disturb. If enabled, incoming calls are blocked and caller receives a busy signal. Default is Off.

- Enterprise Voicemail Number

Input **Enterprise voicemail pilot number** here. This allows the user to access voice mail by simply tapping the **Enterprise Voicemail** button.

 *iPhone – Enterprise Voicemail button is in the bottom right of the uMobility application*

 *Android – Enterprise Voicemail button is in Options of the uMobility application.*

- Enterprise Voicemail PIN

Input PIN number to access the personal mailbox. This PIN is automatically dialed after tapping the Enterprise Voicemail button. The user is not required to dial the PIN manually.

- Select Call Type (Android Phone only)

Enable (**On**) or Disable (**Off**) the prompt asking the user whether to call from **Cell number** (mobile phone) or **uMobility** when dialing out. The default is Always Prompt.

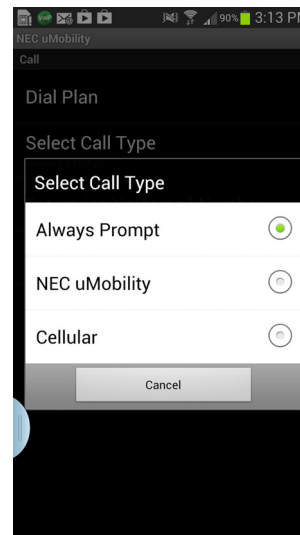


Figure 2-28 Android Phone Select Call Type

- ☐ Always Prompt – the user is asked to select whether the call should be made from Cell number or uMobility.
- ☐ NEC uMobility – the call is always made from uMobility.
- ☐ Cellular – the call is always made from Cellular number.

2.4 Media

Under Media, the user can edit Packetization Time, Echo Cancellation, Tone Localization, Ringtone and Codec List settings.

Select **Media** in Profile setting. In the Media configuration menu, select **Tone Localization**. Choose the proper location for Ring Back Tone and Busy Tone type.

All incoming calls will be answered based on the remote party Codec list received. The 1st supported Codec from the list is returned as the Codec for communication by uMobility client. For outgoing calls the Codec list priority is sent as a configured in the uMobility client.

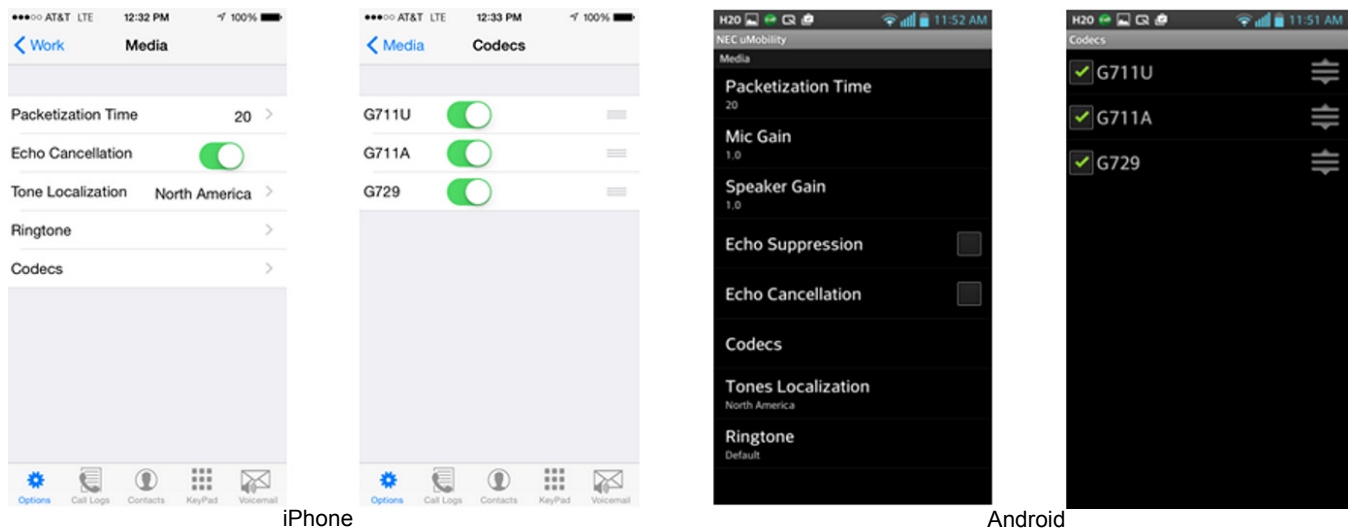


Figure 2-29 iPhone and Android – Media Codec

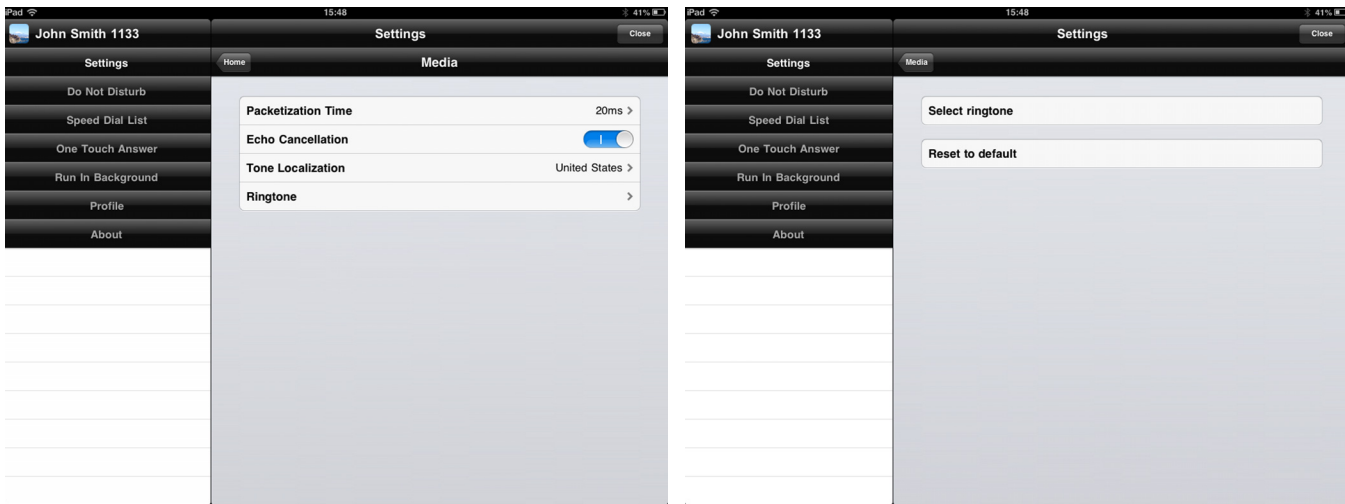


Figure 2-30 NEC uMobility – Media Screen (iPad Tablet)

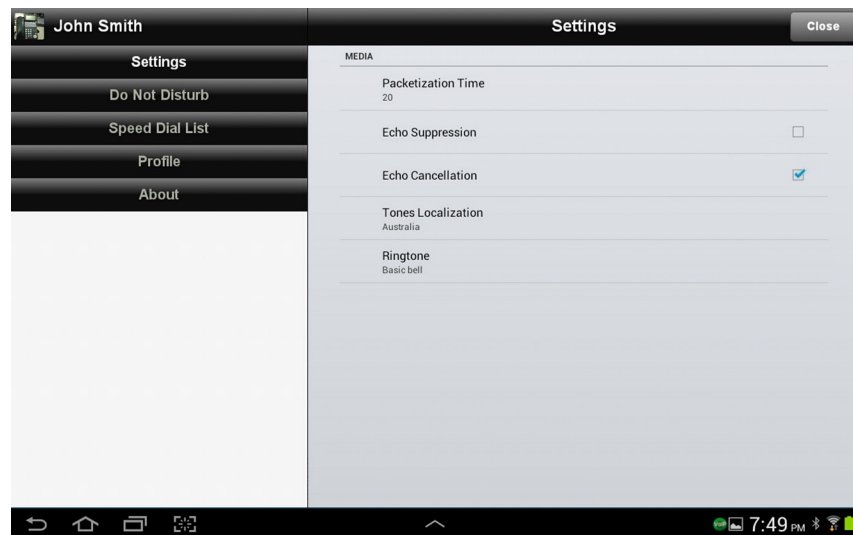


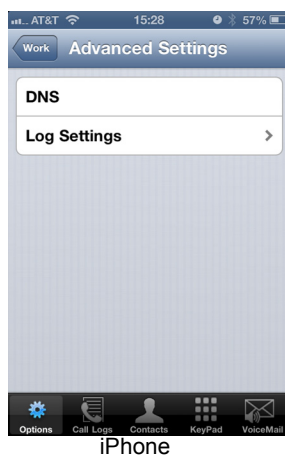
Figure 2-31 NEC uMobility – Media Codec

- Echo Cancellation
Turn **On** or **Off** the Echo Cancellation feature. On the iPhone, the default is On.
- Echo Suppression (Android only)
Turn **On** or **Off** the Echo Suppression feature (Android only). On the Android phone, the default is On.

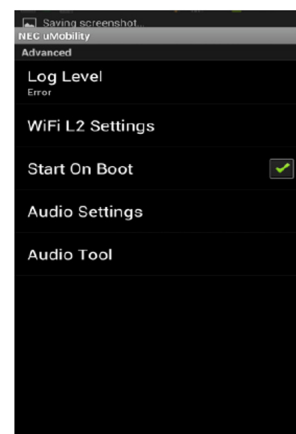
- Packetization Time
Select voice payload cycle (20ms, 40ms, 60ms). When connecting SV8100/8300/8500, SL1100 and 3C, select either 20ms or 40ms. Default is 20ms.
- Tone Localizations
Select the country to have the Ringback tone and busy tone desired.
- Ringtone
Change ringer tone to selected music, choose the music file name in smart phone or tablet.
- Reset to Default
Restores ringer tone to default.

2.5 Advanced Settings

Advanced Settings allows the user to retrieve Logs needed when troubleshooting. Additionally, the Android user can edit the audio device type. In order to use the Log Settings feature, contact the System Administrator.



iPhone



Android

Figure 2-32 NEC uMobility – Advanced Settings (Smartphone)

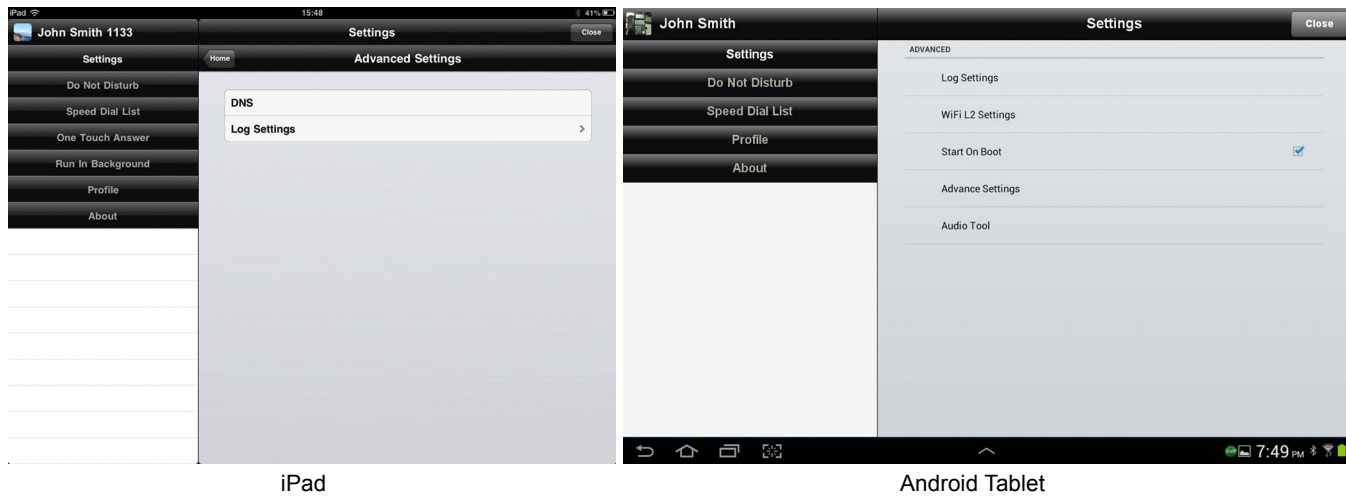


Figure 2-33 NEC uMobility – Advanced Settings (Tablet)

- DNS (iPhone/iPad only)
Input the DNS server address for uMobility SIP service. Default is blank.
If using the default, uMobility uses the DNS address assigned in the phone network setting.
- Log Level
Administrator use only. Specifies how deep level of logs can be stored.
- Wi-Fi L2 Settings
Administrator use only. Specifies hand-off signal strength etc.,.
- Start on Boot (Android only)
Enable (**On**) or Disable (**Off**) to boot uMobility when the phone OS starts up. Default is On.
- Audio Settings (Android only)
Administrator use only. This setting is used to adjust the noise filter or other audio effects.
- Audio Tool (Android only)
Administrator use only. Use this setting to adjust the audio devices that uMobility uses for speaker/microphone. Similar to the Audio property of a PC, the user can select an audio device for a speaker or microphone. Some Android phones may require adjustment for certain audio issues, for example: one way audio versus two way.

2.6 Feature Option Setup Tab

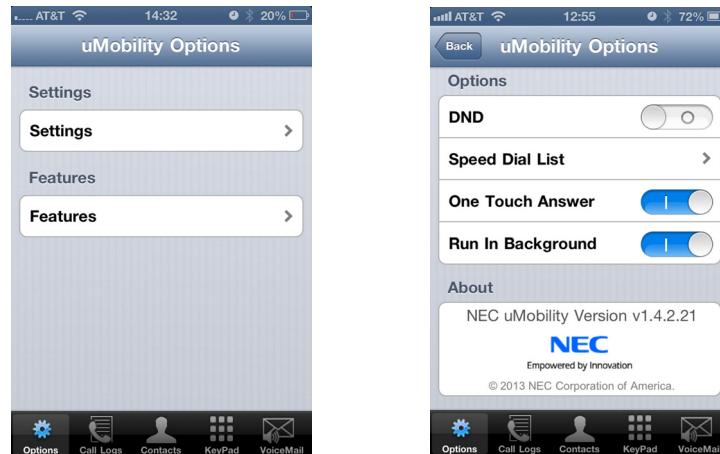


Figure 2-34 NEC uMobility – uMobility Options (iPhone)

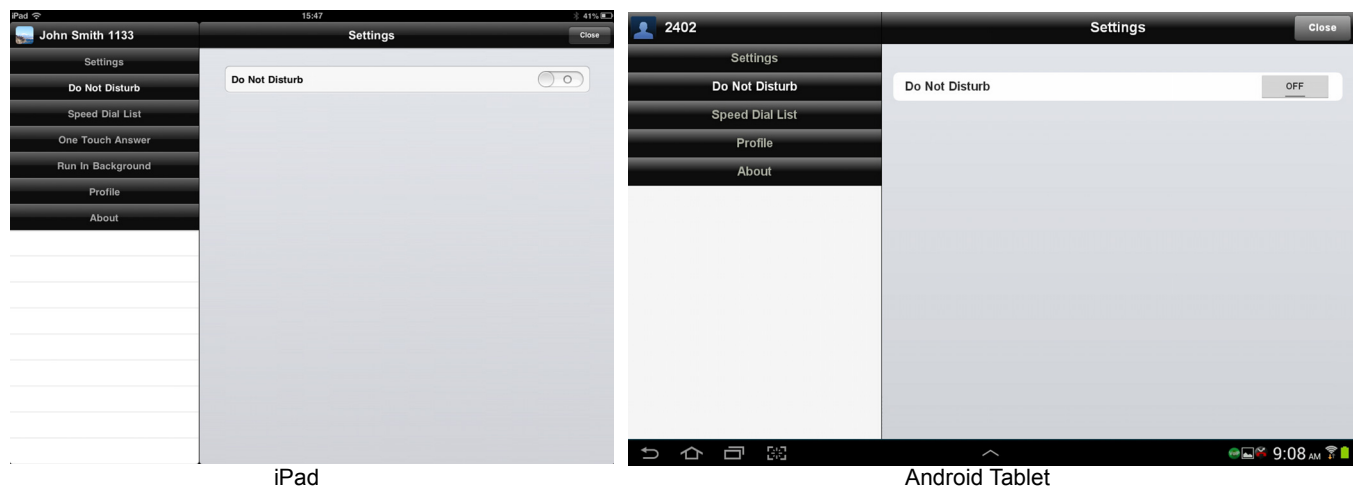


Figure 2-35 NEC uMobility – uMobility Options (Tablet)

iPhone:

To access uMobility feature options setting screen, press feature on top screen of configuration menu.

iPad/Android Tablet:

Open configuration menu.

The User Option setup allows the user to access DND, Log, Speed Dial, One touch Answer and Run in Background settings. On the Android version, Speed Dial, One touch Answer and Run in Background are not supported.

- DND

Enable (**On**) or Disable (**Off**) Do Not Disturb. If enabled, incoming calls are blocked and caller receives a busy signal. Default is Off.

- Speed Dial List

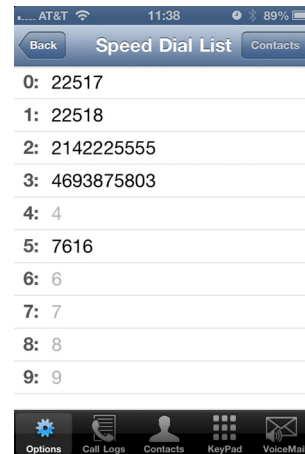


Figure 2-36 NEC uMobility – Speed Dial List (iPhone)

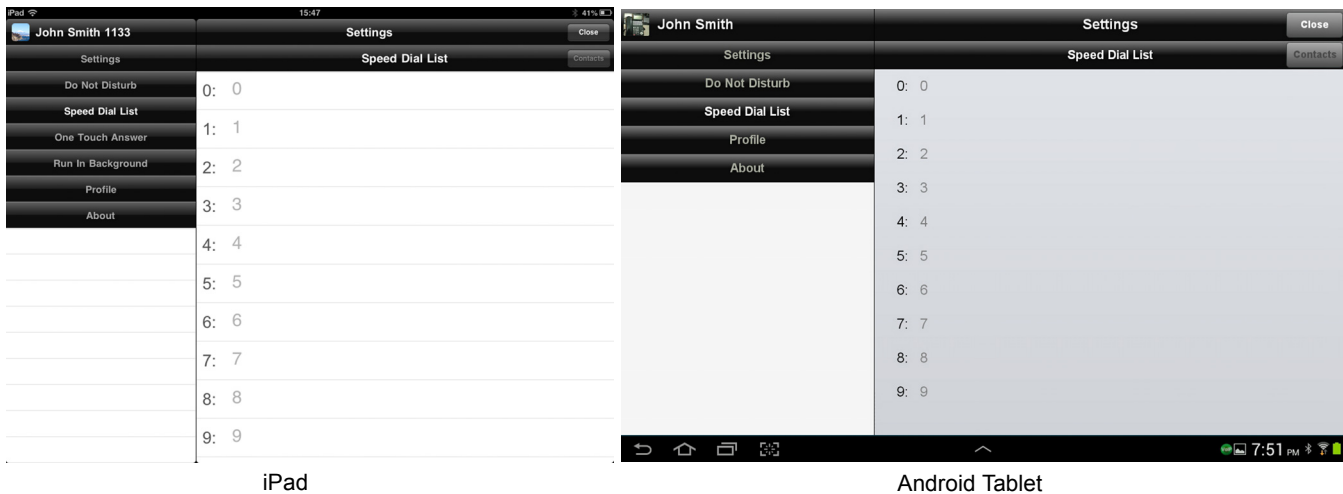


Figure 2-37 NEC uMobility – Speed Dial List (Tablet)

Used to configure single digit dialing speed dial list. The user can dial a single digit number to access predetermined multiple digit numbers. This setting is available in the iPhone version only. Speed dial can be assigned digits 0 ~ 9. Tap a single number (0 ~ 9), then input the whole string of digits of the number usually dialed.

- One Touch Answer (iPhone/iPad only)

Allows the user to answer an incoming call by simply tapping the iPhone incoming notification popup window when uMobility is running in the background. Default is Off.

- ☐ Set to On – the iPhone incoming notification popup window shows Answer button.
- ☐ Set to Off – the Show button is displayed. After pressing the Show button, uMobility application is displayed.

- Run in Background

This setting allows uMobility to run tasks in the background on the iPhone/iPad.

- ☐ Set to On – the user can receive incoming calls even when using other applications on the iPhone screen.
- ☐ Set to Off – uMobility sends an Un-register message to the SIP server. The user does not receive incoming calls when uMobility is running in the background. The application must be running normally to receive incoming calls.

This setting doesn't stop the uMobility application when running in the background. Even when set to Off, the uMobility application itself is working in the background, but no incoming call notifications are provided. Default is On.

2.7 Feature Option Setup Tab – Android Phone

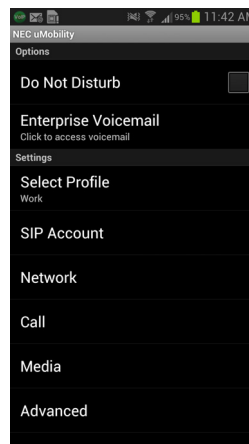



Figure 2-38 NEC uMobility – Options Screen

The User Option setup allows the user to setup DND. It is located in top of main configuration screen of NEC umobility Android phone version.

- DND

Enable (**On**) or Disable (**Off**) Do Not Disturb. If enabled, incoming calls are blocked and caller receives a busy signal. Default is Off.

SECTION 3 SETUP CONFIGURATION THROUGH OVER THE AIR (OTA)

 *Only when using the uMobility Controller.*

The uMobility Client can be configured by simply clicking on the URL link in Email from the uMobility Controller server managers. The example below shows a simple step users execute to process the OTA Email configuration with a smartphone/tablet.

3.1 Receive Email from Over the Air

The Smartphone/tablet receives Email from the Administrator of the uMobility Controller. The user opens Email revealing the URL link (this example shows an iPhone screen).

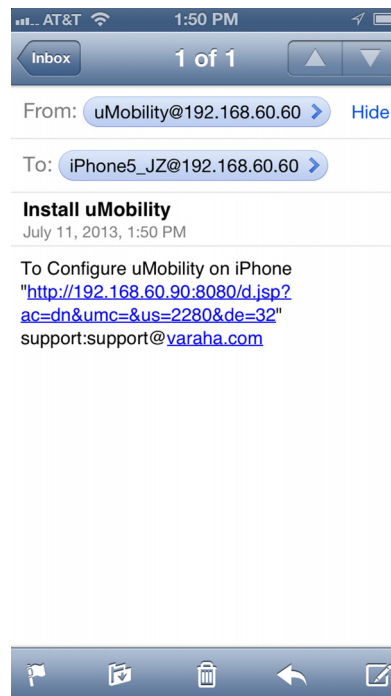


Figure 2-39 Example of URL Link

3.2 Accept Configuration Change

OTA configuration will start within 7-12 seconds after tapping the URL shown in the Email. If the OTA configuration does not start, select **click here** on the web page to start the configuration manually.

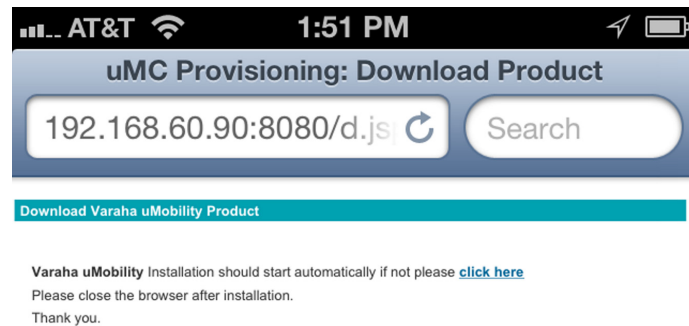


Figure 2-40 Example of Download Product

If the uMobility application is already running on the smartphone/tablet, the screen shown below is displayed and asks to restart. Tap **YES** to continue. If uMobility app is not running, this screen will not appear.

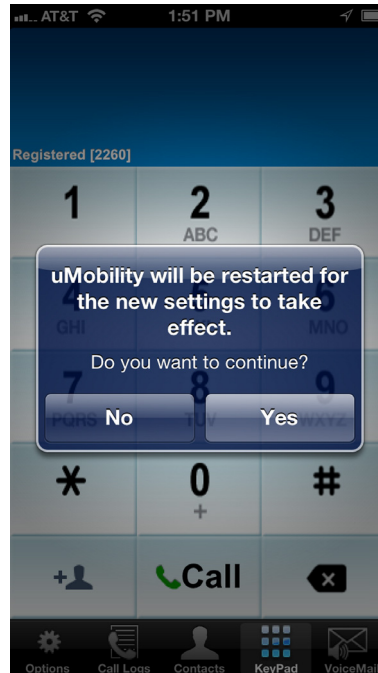


Figure 2-41 Example of Restart Request

3.3 Selected Profile Needs Configuration Change

After uMobility boots up, it asks which SIP profile should be configured. Select the profile you wish to change. Configuration changes automatically only on the selected profile. If you need to change a different profile, click the Email URL link again and follow the previous steps shown.



Figure 2-42 Example of Select Profile

3.4 Restart uMobility Application

If the application was previously running, you will be asked to restart the application before the changes take effect. If the application was not running, the application automatically registers with the new configuration changes.

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Chapter 3 User Operation

SECTION 1 MAKING INTERNAL/EXTERNAL CALLS

Once registered on a SIP server, calls can be made using uMobility.

1.1 Dialing from Keypad

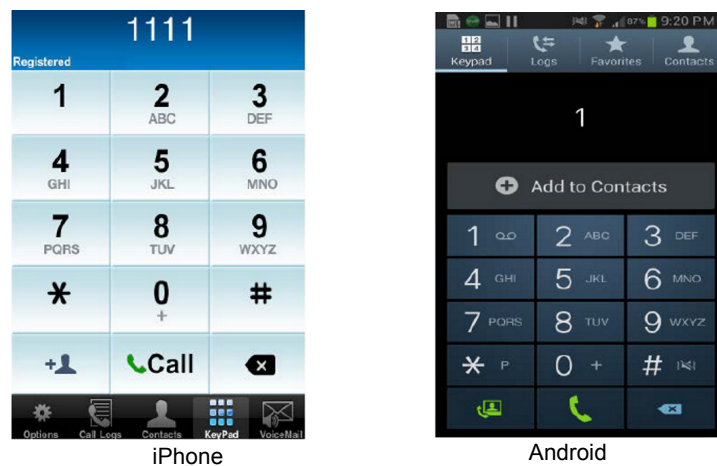


Figure 3-1 NEC uMobility – Keypad Screen (Smartphone)

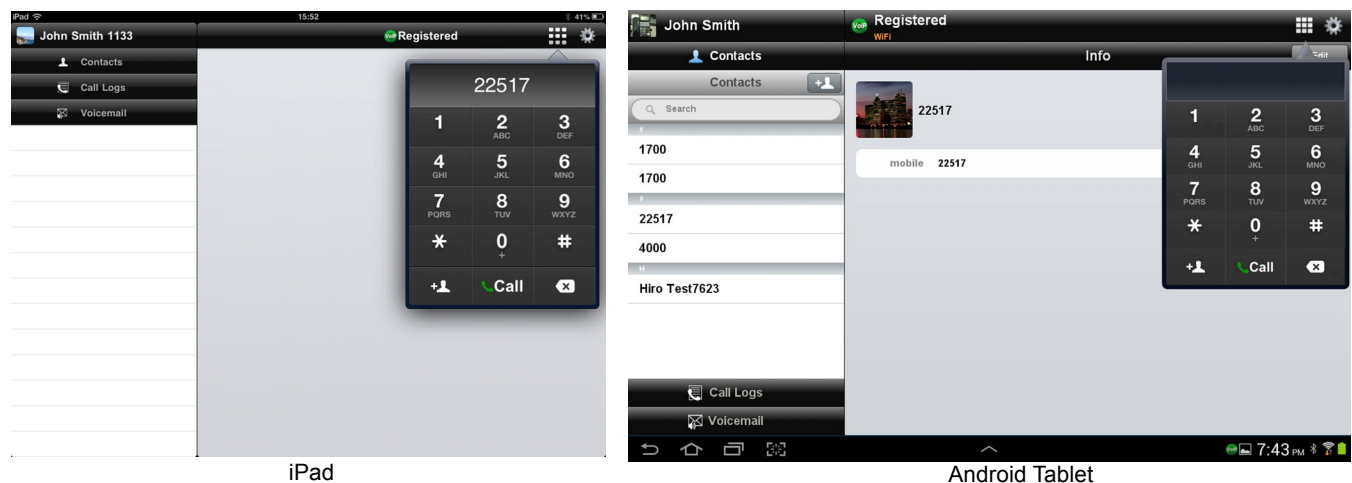




Figure 3-2 NEC uMobility – Keypad Screen (Tablet)

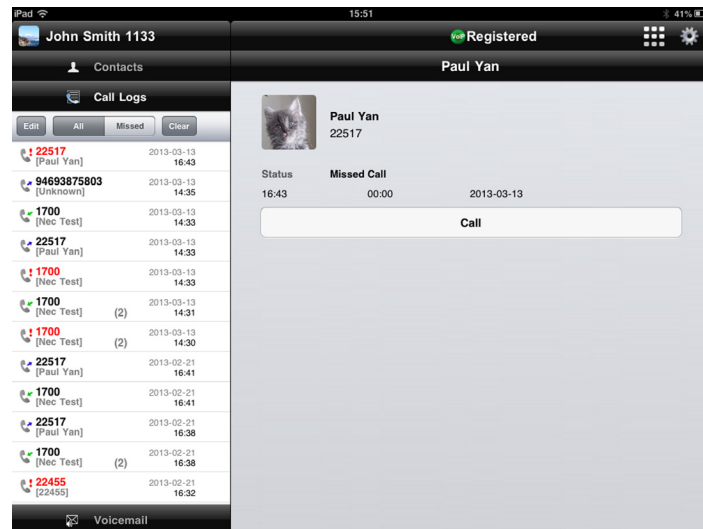
- From the KeyPad tab, enter the desired number using the keypad.
 - ✎ *Android – open the smart phone native dialer keypad window and dial the number.*
- Tap on the  or  button to dial.

1.2 Dialing from Call Logs

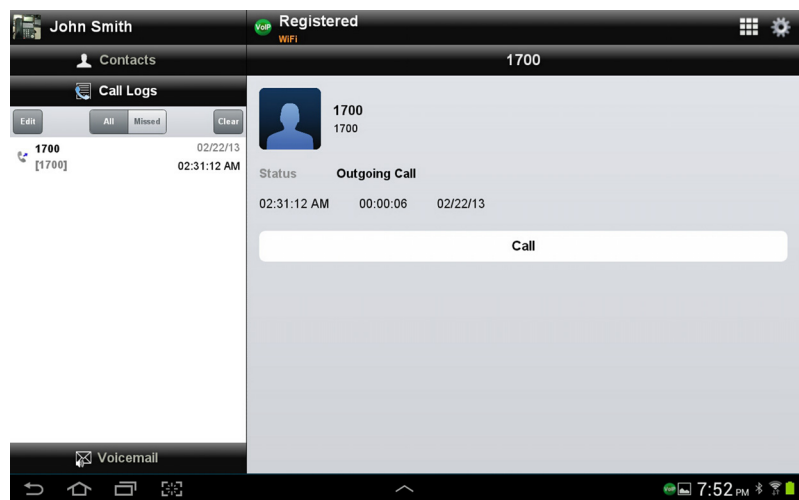
The following provide the steps required when making a call using the Call Logs feature.



Figure 3-3 NEC uMobility – Call Logs (Smartphone)



iPad



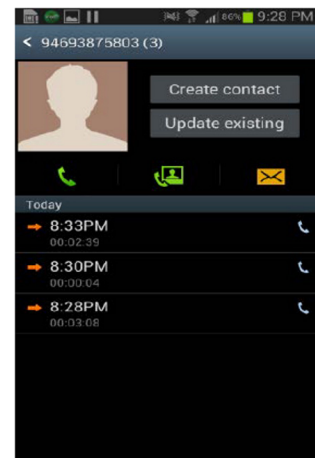
Android Tablet

Figure 3-4 NEC uMobility – Call Logs (Tablet)

- From the Call Logs tab, tap the person you want to dial.



iPhone



Android

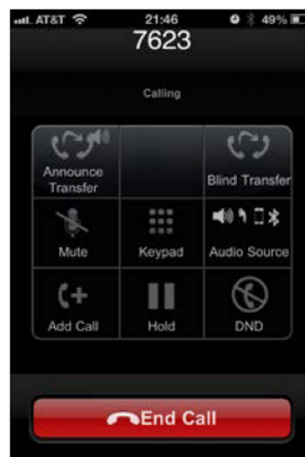
Figure 3-5 NEC uMobility – Call Logs Detail (Smartphone)

- Tap the **Call** button to dial.

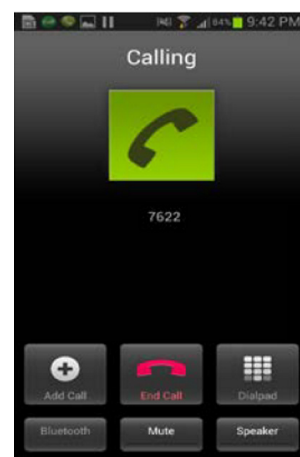
1.3 Dialing from Speed Dial

After setting up the speed dial from the option menu, use the keypad and enter the speed dial number (0 ~ 9).

The following is displayed.



iPhone



Android

Figure 3-6 NEC uMobility – Speed Dial Calling (Smartphone)

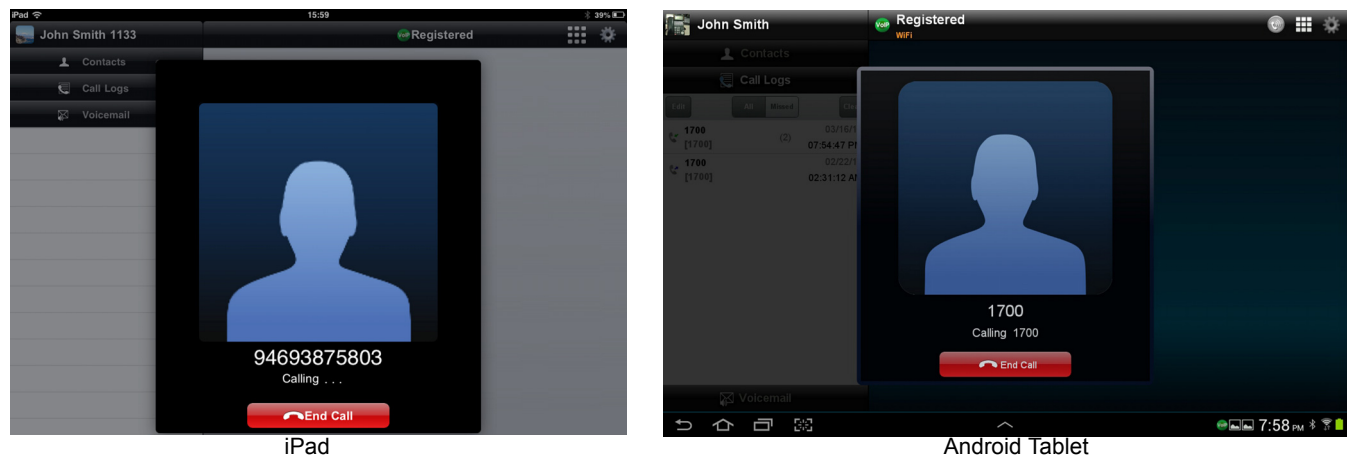


Figure 3-7 NEC uMobility – Speed Dial Calling (Tablet)

SECTION 2 CANCEL AN OUTGOING CALL

Touch the **End Call** button to cancel an out going call while hearing a ringback tone.

SECTION 3 RECEIVE INCOMING CALL

The following is displayed when uMobility rings.

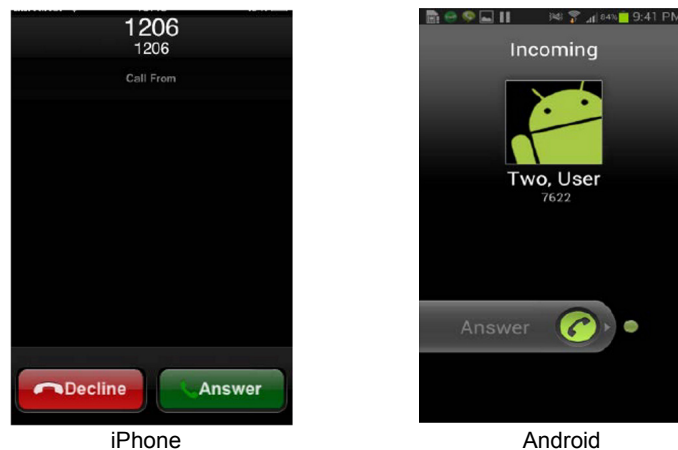


Figure 3-8 NEC uMobility – Call Answer (Smartphone)

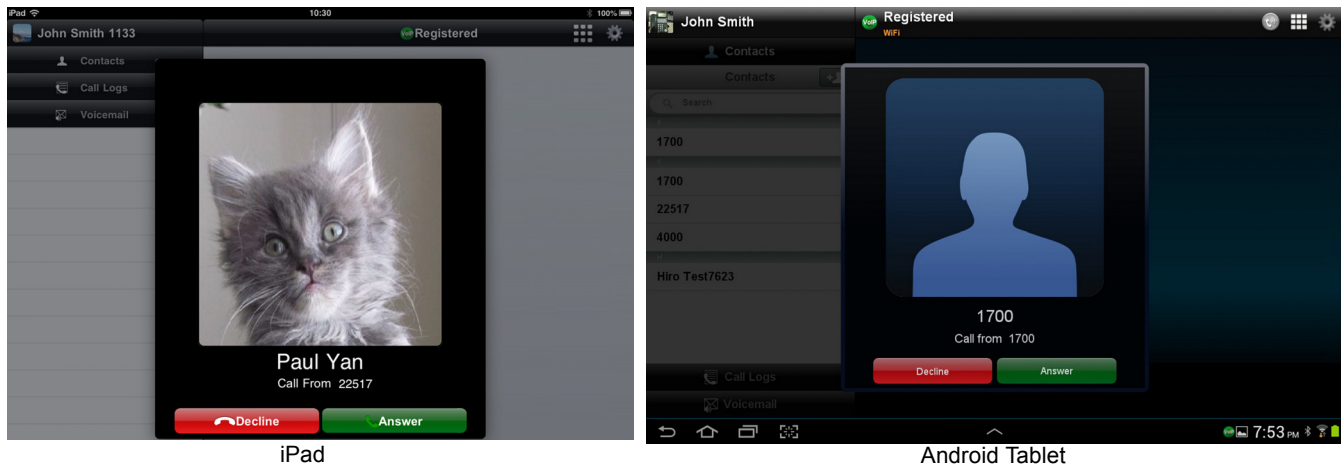


Figure 3-9 NEC uMobility – Call Answer (Tablet)

- ☐ iPhone – tap the **Answer** button.
- ☐ Android – slide the **Answer** bar.

SECTION 4 INCOMING CALL NOTIFICATION – IPHONE

There are a number of ways the iPhone can be put in Sleep Mode, from allowing the Auto-Lock feature to engage the Sleep Mode. Regardless of the method used, the iPhone is rendered in Sleep Mode to save battery, prohibit “wallet dialing”.

When the iPhone has a blank screen and an inbound call to the uMobility number is received, the screen will light up, showing an uMobility message with information about the incoming call. If the phone is locked with a Passcode the screen will display notification as shown here (refer to [Figure 3-10 NEC uMobility – Incoming Call Screen on page 3-7](#)).

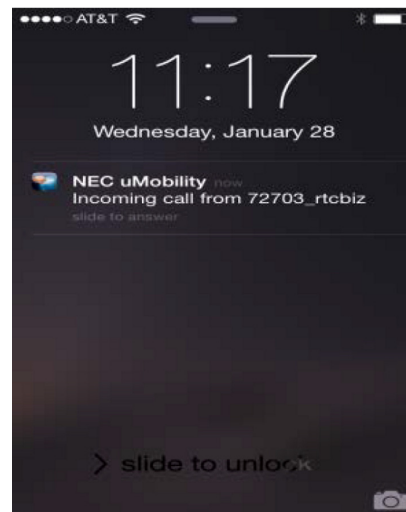


Figure 3-10 NEC uMobility – Incoming Call Screen

To answer the call, swipe a finger across either the “slide to answer” message or swipe Right to left on uMobility notification when locked with passcode.

If locked with passcode then two options – **Answer** or **Decline** will appear while keeping phone locked. User can choose the required action.

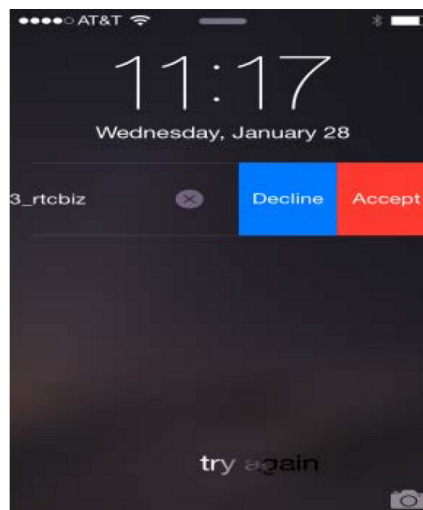


Figure 3-11 NEC uMobility – Decline/Accept Screen

If user chooses to cancel the notification instead then the user must unlocked device to answer the call or end the call as applicable.

Upon choosing answer the notification will change to “In call” status.

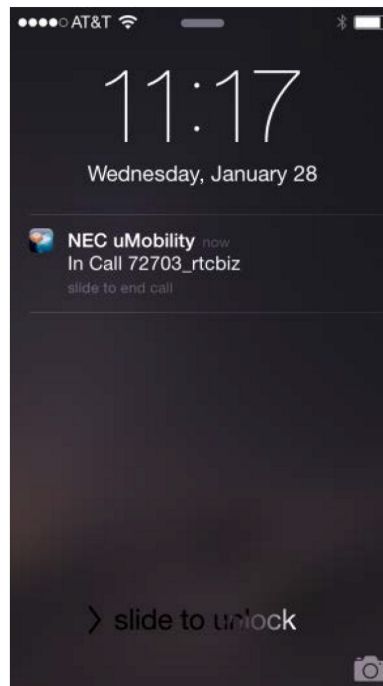


Figure 3-12 NEC uMobility – In Call Screen

If the user swipes again on the notification bar showing in call status from right to left then the user will see “End call” option.

User can terminate the call at any time while the option is available.

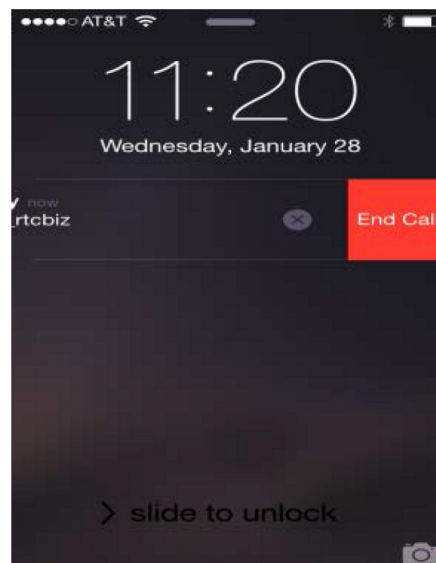


Figure 3-13 NEC uMobility – End Call Screen

The user is still required to unlock the device to access uMobility and other applications.

When the phone leaves Sleep Mode or unlocked the mid-call dialing menu is displayed, providing the uMobility access to the various Mute, Hold, Transfer, etc. features supported by the enterprise or service provider.

If the uMobility user is working on the iPhone and an incoming call is received, the following message is displayed about the call to the uMobility number and that message is displayed on top of the active application.

Tap on that bar to response to call (Taping on bar will Answer that call if One Touch Answer is Enabled). That will bring up normal calling Screen informing the user of the call and providing a way to ignore the call (Decline) or answer the call (Answer).

If the call is ignored (Decline), the phone can be intercepted by the voice mail system.

If the call is answered (Answer), the uMobility user is presented with the mid-call dialing menu in order to see the inbound Caller ID, invoke other features (e.g., Mute, Transfer) as well as see the call time for the active call.

SECTION 5 INCOMING CALL NOTIFICATION – IPAD

When uMobility is working in the background and the iPad receives an incoming call (and **Run in background** option is enabled), the following notification window pops up.



Figure 3-14 NEC uMobility – iPad Notification Screen

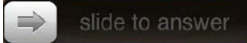
If One touch answer is enabled, the call is automatically answered after using the  bar. Otherwise, the incoming call screen is shown and the answer button must be pressed to answer a call.



Figure 3-15 NEC uMobility – iPad Answer Screen

SECTION 6 DECLINE INCOMING CALL

The following is displayed when uMobility rings.

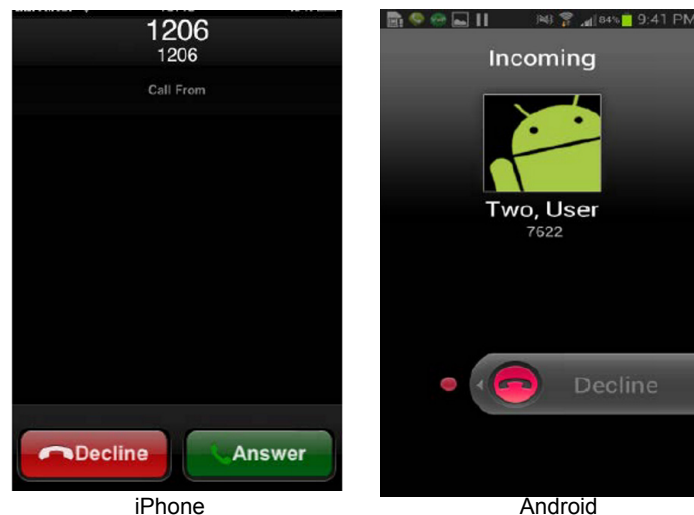


Figure 3-16 NEC uMobility – Call Decline (Smartphone)

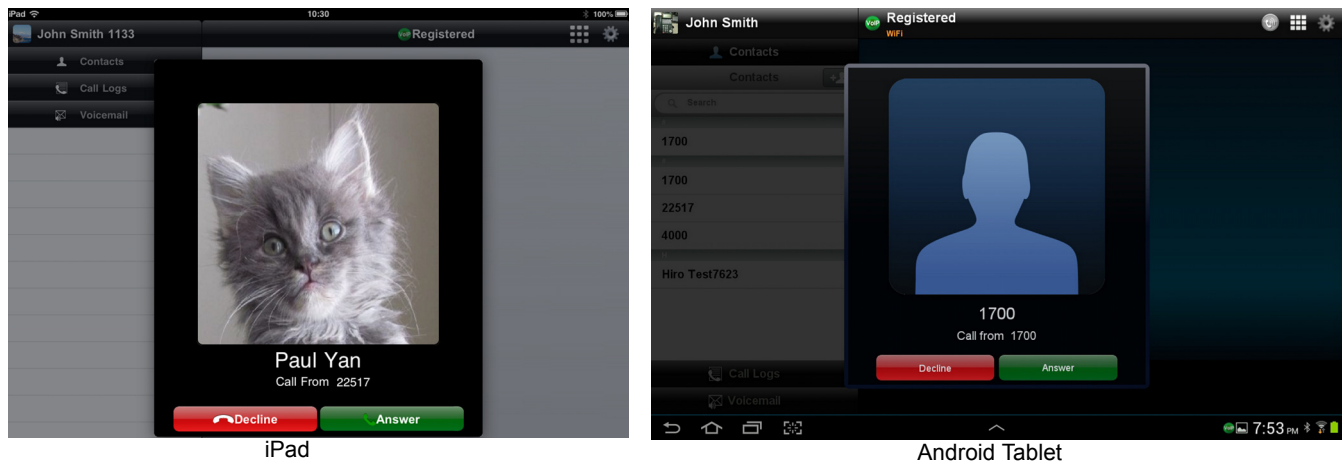


Figure 3-17 NEC uMobility – Call Decline (Tablet)

- ☐ iPad – tap the **Decline** button.
- ☐ Android – slide the **Decline** bar.

SECTION 7 IN-CALL OPTIONS

Once a call has been connected over Wi-Fi network, the in-call menu (referred to as 8-square - there are eight feature buttons in the mid-call menu) allows the user to engage a number of in-call options.

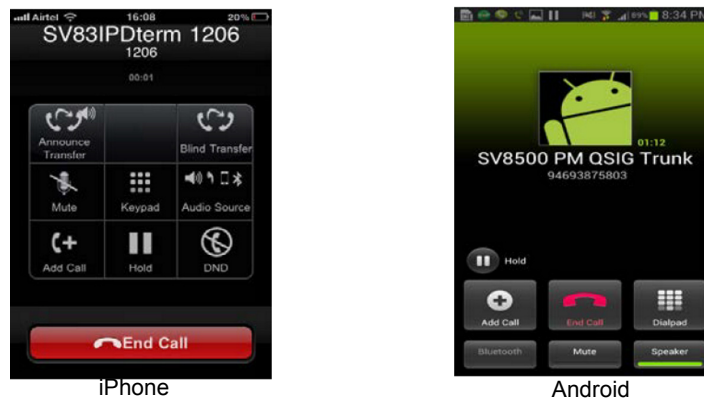


Figure 3-18 NEC uMobility – In-Call Options (Smartphone)



Figure 3-19 NEC uMobility – In-Call Options (Tablet)

Android – press the **Option** button, additional buttons are shown.

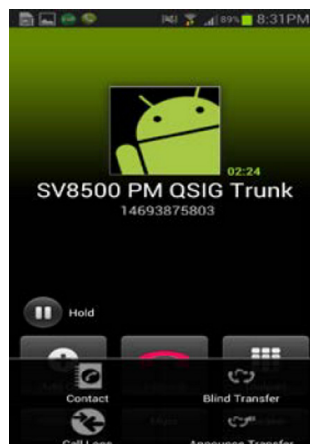


Figure 3-20 NEC uMobility – Android Options Screen

7.1 Announce Transfer/Add Call

To call a 3rd party, press the **Announce Transfer** or **Add Call** button, then enter the desired number. To complete Announce Transfer, press the **Announce Transfer** button after the 3rd party answers.

7.2 Call Logs/Contacts

Tap desired person in the Call Logs/Contacts. uMobility automatically calls the 3rd party and puts the 1st party on hold.

7.3 Blind Transfer

Press the **Blind Transfer** button then enter the desired number. The call automatically ends and is blind transferred to a 3rd party.

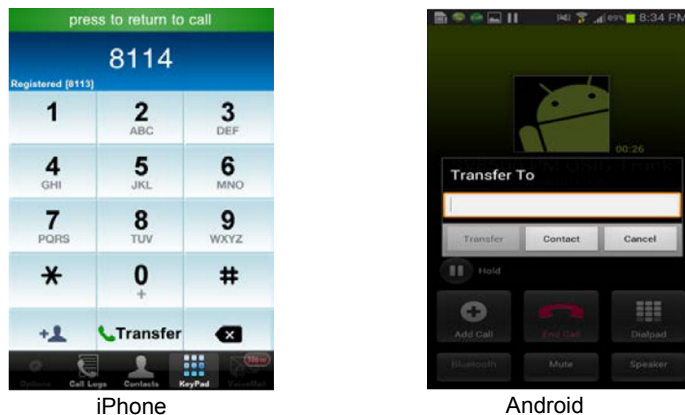


Figure 3-21 NEC uMobility – Transfer (Smartphone)

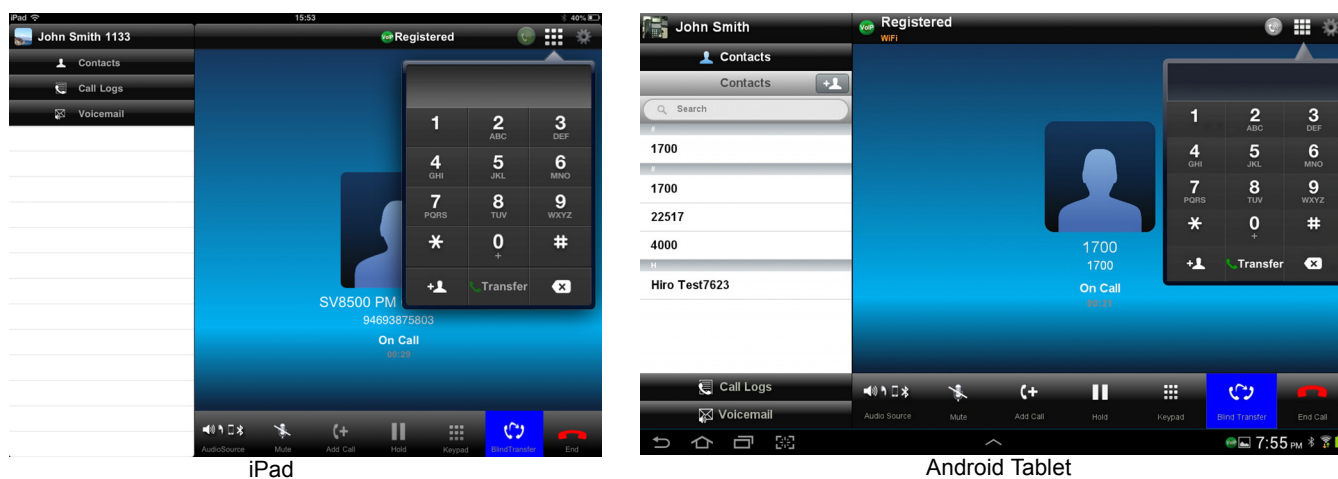


Figure 3-22 NEC uMobility – Transfer (Tablet)

7.4 Hold

This feature is used to place the active call on hold.

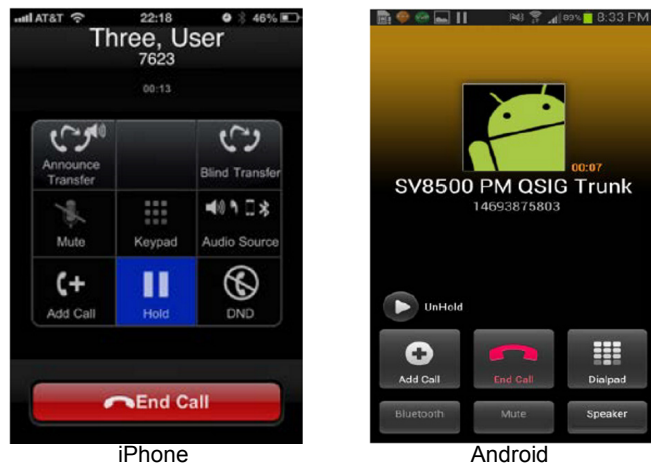


Figure 3-23 NEC uMobility – Hold (Smartphone)

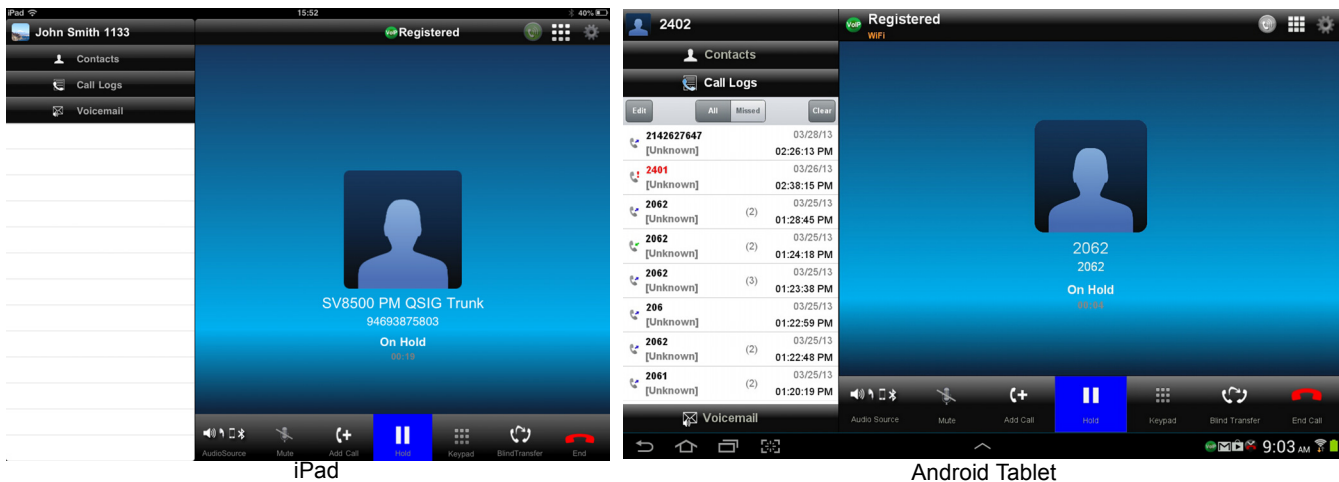


Figure 3-24 NEC uMobility – Hold (Tablet)

- Press the **Hold** button to place a call on hold.
- iPhone – Press the **Hold** button again to cancel the hold on a call.
- Android – Press the **UnHold** button to cancel the hold on a call.

7.5 Mute

During a call, pressing the Mute button allows the user to disable the microphone function.

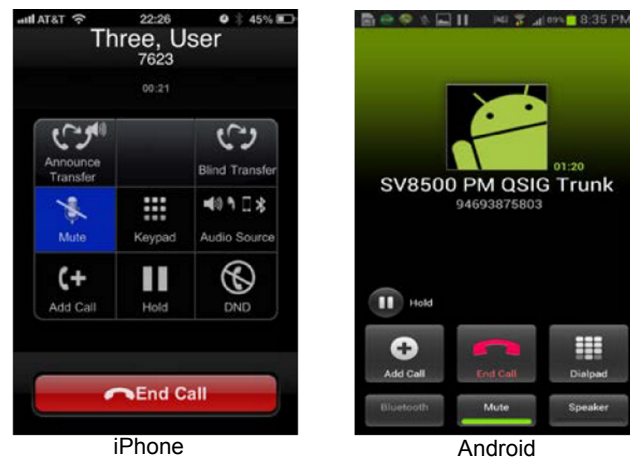


Figure 3-25 NEC uMobility – Mute (Smartphone)

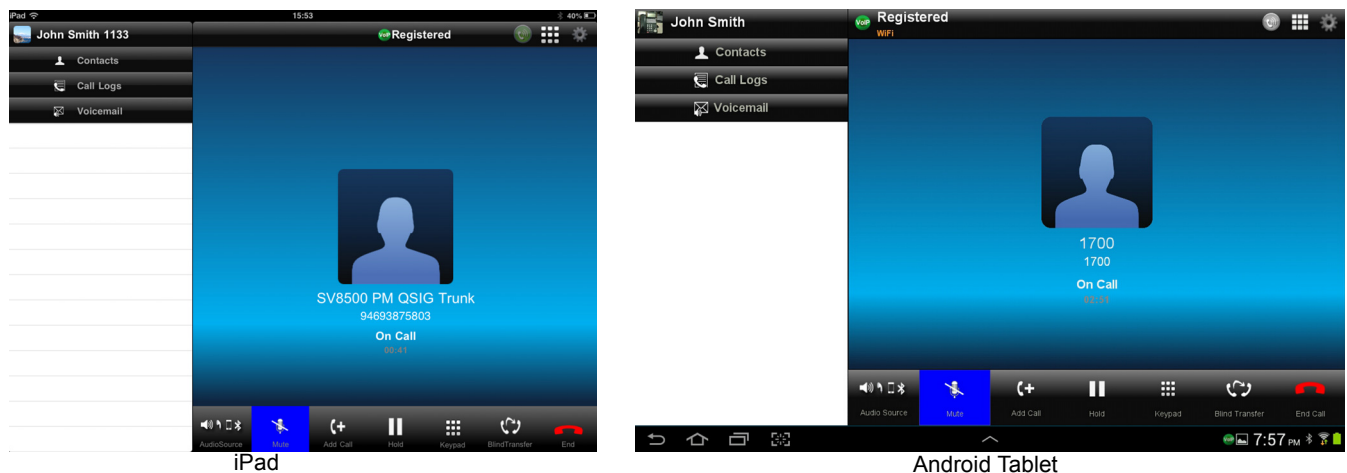


Figure 3-26 NEC uMobility – Mute (Tablet)

- Press the **Mute** button to place a call on mute.
- Press the **Mute** button to cancel the mute on a call.

Mute is a global setting on the iPhone. If a call is muted and a second call comes in, it is muted upon answering. Simply tap the Mute square to begin the second conversation.

7.6 Keypad for DTMF

To send DTMF, tap the **Keypad** button enter the desired number.

To return to the On call main screen, tap **Hide Keypad**.

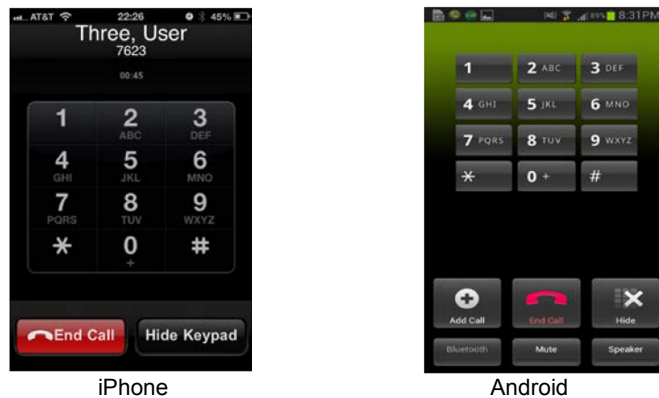


Figure 3-27 NEC uMobility – Keypad (Smartphone)

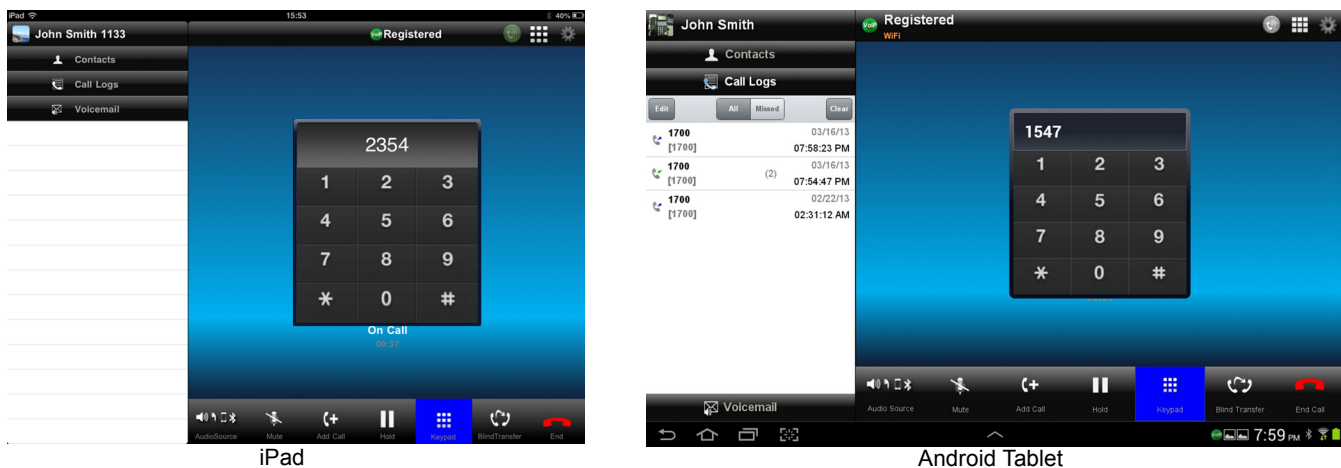


Figure 3-28 NEC uMobility – Keypad (Tablet)

7.7 DND

Setup Do Not Disturb on uMobility for the next incoming call.

7.8 Audio Source, Bluetooth

To change the audio source to a Bluetooth device connected to a smart phone, tap the **Audio Source** or **Bluetooth** button. To change the audio source to a phone or phone speaker, tap **Audio Source** or **Bluetooth** again.

7.9 Volume Adjustment

Use the smart phone volume button to adjust the volume up or down.

SECTION 8 CONSULTATION HOLD OPTION

After answering 3rd party, 1st party is placed on hold. uMobility window shows the 1st party status as on hold and 3rd party as on-call.



Figure 3-29 NEC uMobility – Hold Options (Smartphone)



Figure 3-30 NEC uMobility – Hold Options (Tablet)

8.1 Announce Transfer

To announce transfer, tap the **Announce Transfer** button. The 1st party and 3rd party will be connected.

8.2 End Call to 3rd Party, Talk to 1st Party

To talk to the 1st Party, press **End Call**. The window shows 1st party on hold status. Tap un-hold to talk to 1st party.

8.3 Swap Call (SV8100/SL1100/3C Only)

To place 3rd party on hold and talk to 1st party, tap the **Swap** button or press the **1st party name/photo display**. The call is swapped, the 3rd party is placed on hold.

SECTION 9 RETURN TO uMOBILITY ACTIVE CALL SCREEN

During a call, if another screen/browser is open and the uMobility active call screen is hidden or working in the background, an active call indication will appear on the screen.



Figure 3-31 NEC uMobility – Active Call Indication (Smartphone)



Figure 3-32 NEC uMobility – Active Call Indication (Tablet)

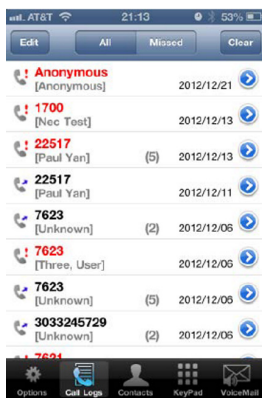
- ☐ iPhone – active call indicator is shown in red color on top of screen.
- ☐ Android – active call indicator is shown in notification window.

Tap **Active Call Indication**. The next screen allows the user to view the call control buttons like Hold Transfer etc.

SECTION 10 EDIT CONTACTS

uMobility accesses the contact book (phone book) within the smart phone. The add/edit contacts operation is the same as desktop phone contact list. Follow each Android smart phone operation.

SECTION 11 CALL LOGS

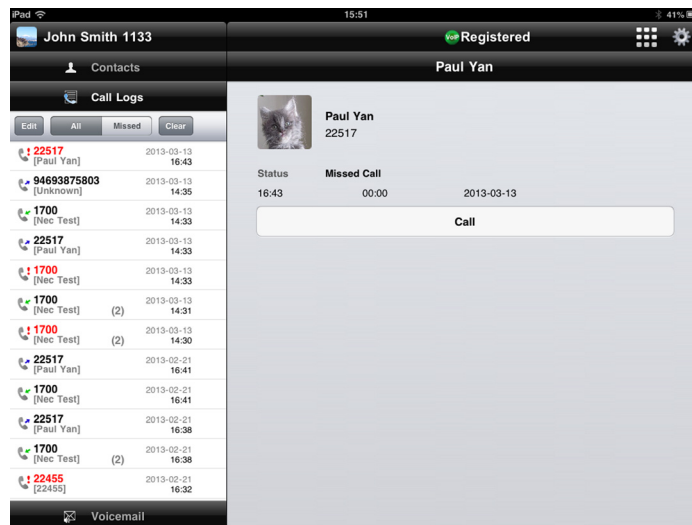


iPhone

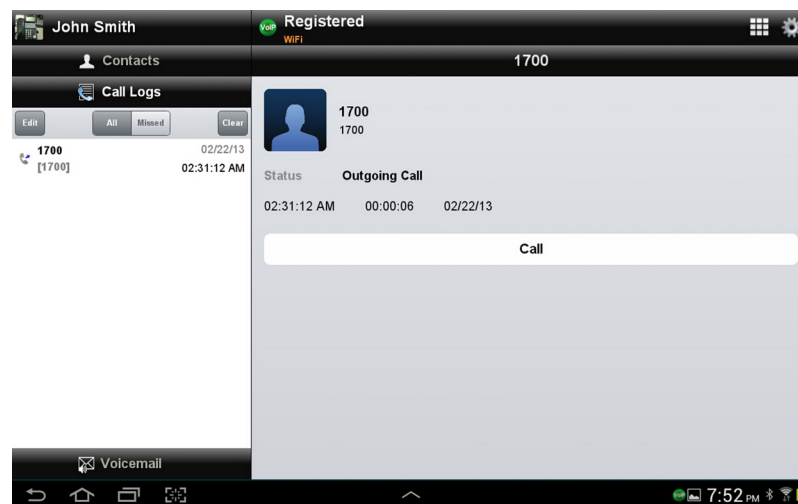


Android

Figure 3-33 NEC uMobility – Call Logs (Smartphone)



iPad



Android Tablet

Figure 3-34 NEC uMobility – Call Logs (Tablet)

- On the Call Logs tab, the incoming/outgoing/missed call history can be checked. Also, tapping the **Missed** tab only allows the missed call list to be sorted.

Tapping the blue arrow icon on the right side of each log, the user can see the detail view window which shows date of call, duration and calling party ID/Name. Also, the user can make a call from the detail view window. If the caller is not registered in the smart phone contacts list, the user can select **Create New Contact** or **Add to existing Contact** from detail view window.

- Delete call log: from the Call Logs tab, tap the **Edit** button. Tap the red icon of the log you want to delete, then the Delete button to delete.
- Delete all call logs: from the Call Logs tab, tap the **Clear** button, then **Clear All Recents**.

- Android – Since uMobility works as the Android built-in dialer, the call log operation is the same as each smart phone call log user operation. Follow each Android smart phone operation.

SECTION 12 MISSED CALL NOTIFICATION



Figure 3-35 NEC uMobility – iPhone Missed Call Notification Screen

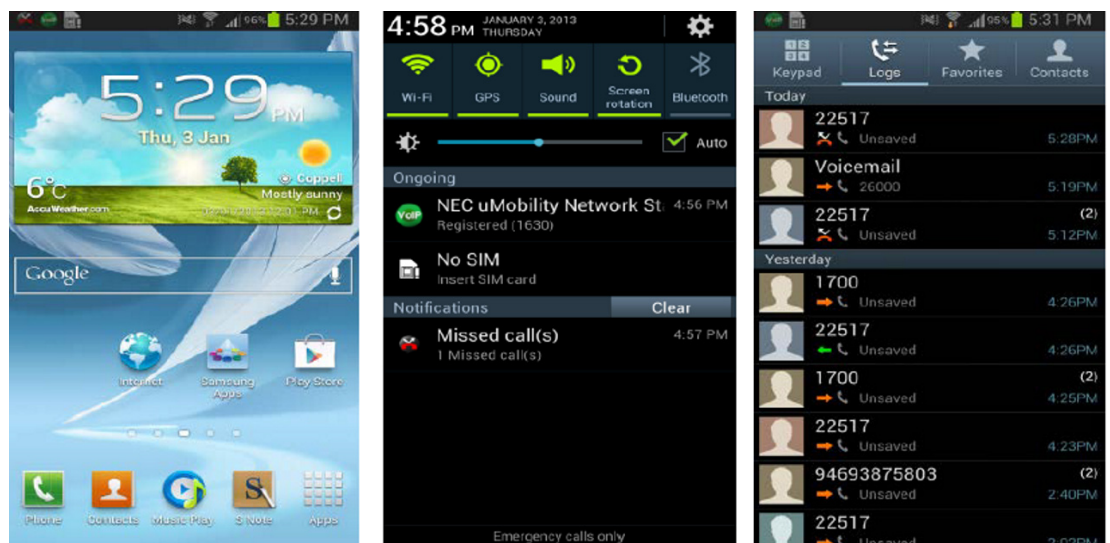


Figure 3-36 NEC uMobility – Android Missed Call Logs Screen

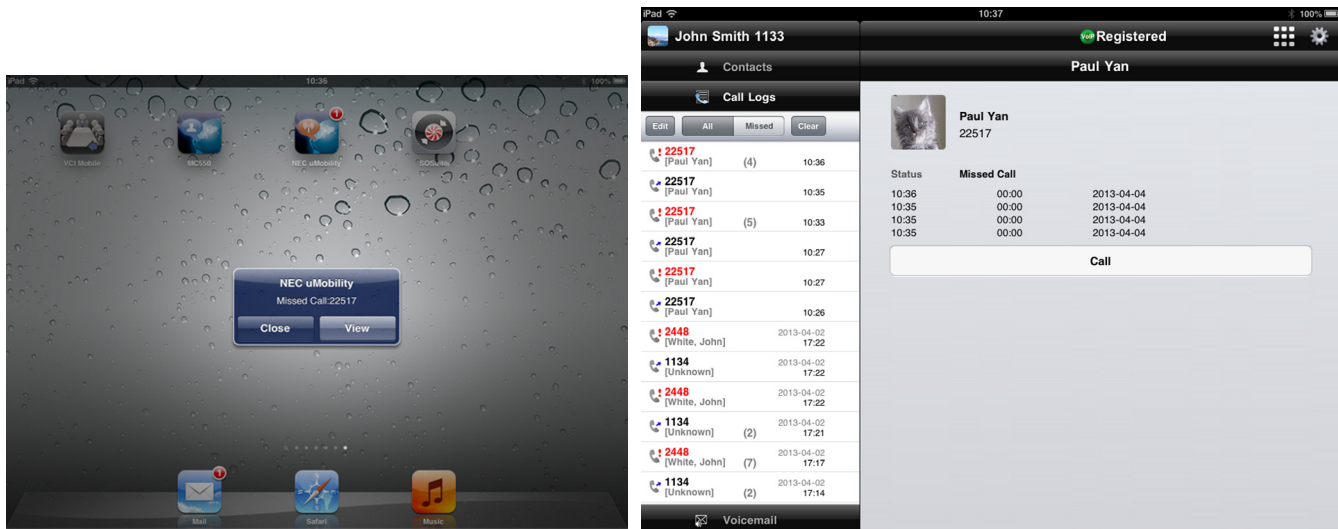


Figure 3-37 NEC uMobility – iPad Missed Call Notification Screen

- ☐ iPhone – After receiving a Missed Call, the iPhone displays a missed call notification popup window. The user can tap close or view. If view is tapped, the uMobility call log screen is shown. If not tapped, uMobility shows the number of the missed call on an application menu. Once tapped, the uMobility call log screen is shown. The user can still see the iPhone notification list on top of the scroll bar and tap it to see the uMobility call logs. Once a missed call is checked, the notification is cleared.

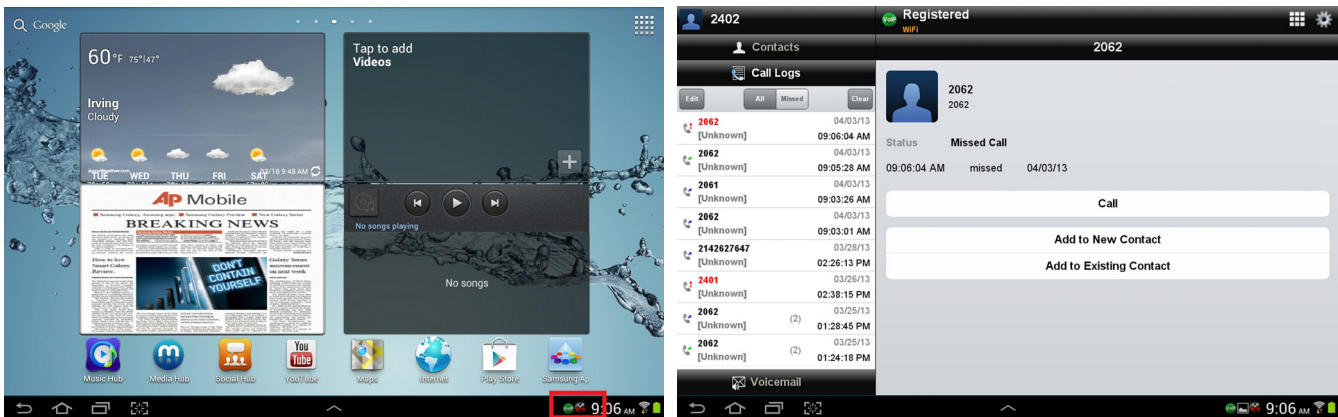


Figure 3-38 NEC uMobility – Android Tablet Missed Call Notification Screen

- ☐ Android (Phone and Tablet) – After receiving a Missed Call, the Android phone displays a missed call notification icon on the notification screen area. Once tapped, the smart phone call logs screen are shown. Once a missed call is checked, the notification is cleared.

SECTION 13 VOICE MAIL NOTIFICATION AND RETRIEVAL

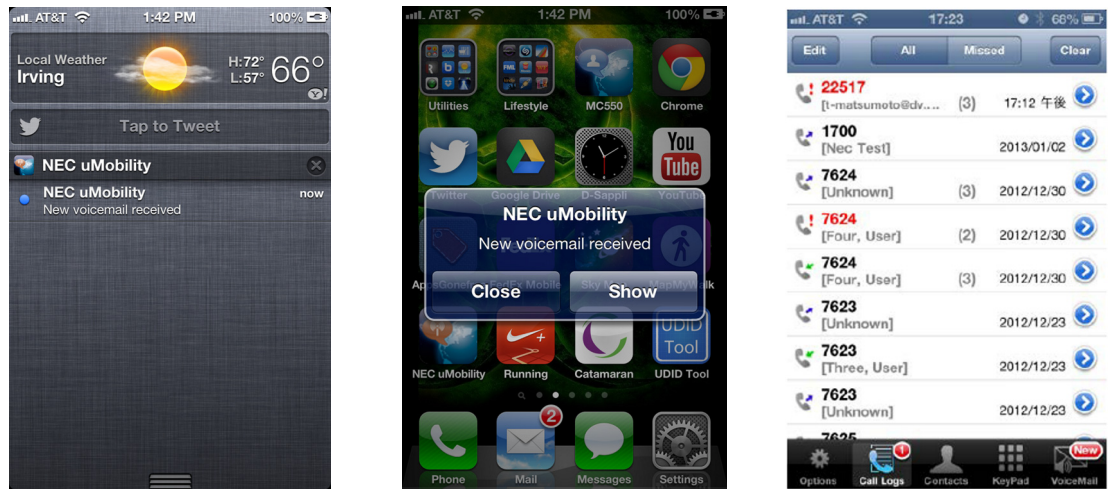


Figure 3-39 NEC uMobility – iPhone Voice Mail Screens

- iPhone – When a Voice Mail is left, uMobility receives VM indication from the SIP server and displays a Voice Mail indication on the uMobility Voice Mail tab. Once tapped, uMobility automatically dials the Voice Mail pilot extension number registered in system settings. Once the Voice mail is retrieved, the Voice Mail notification is cleared.

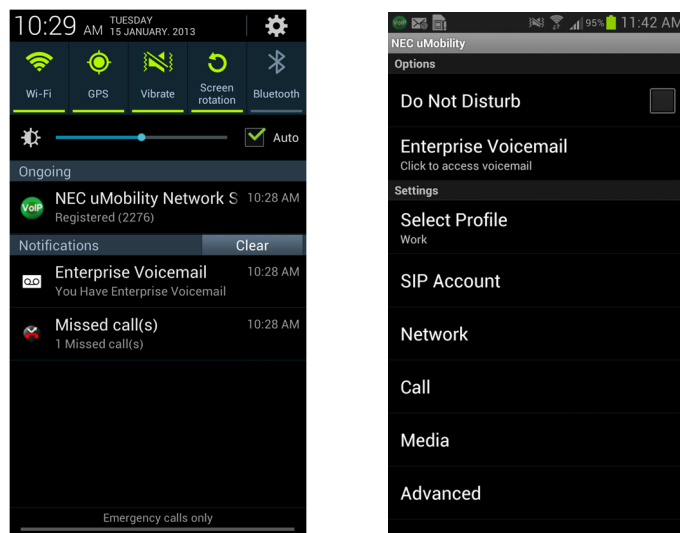


Figure 3-40 NEC uMobility – Android Voice Mail

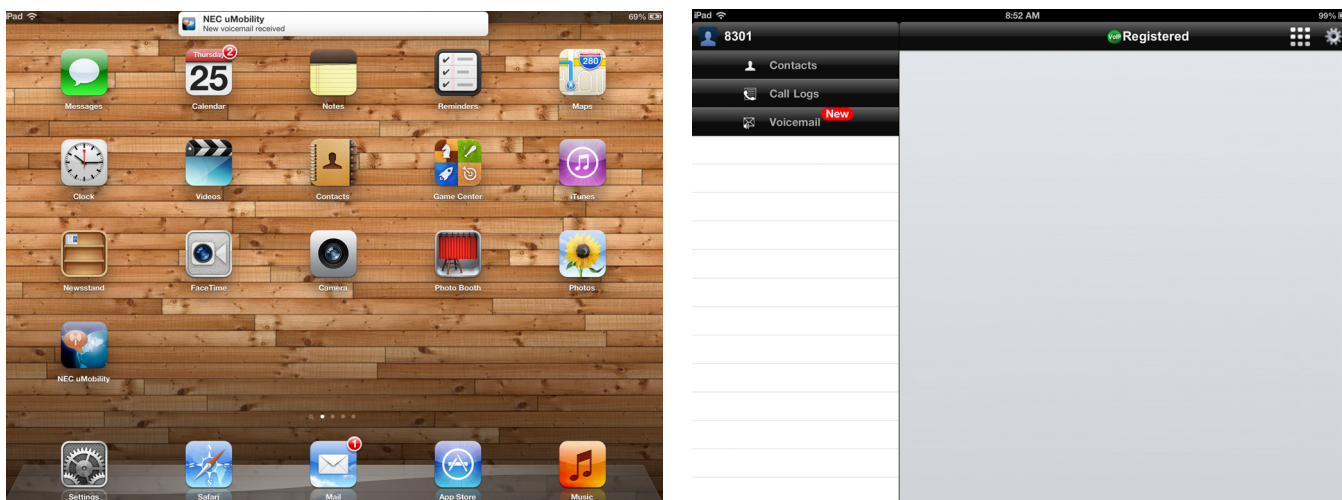


Figure 3-41 NEC uMobility – iPad Voice Mail

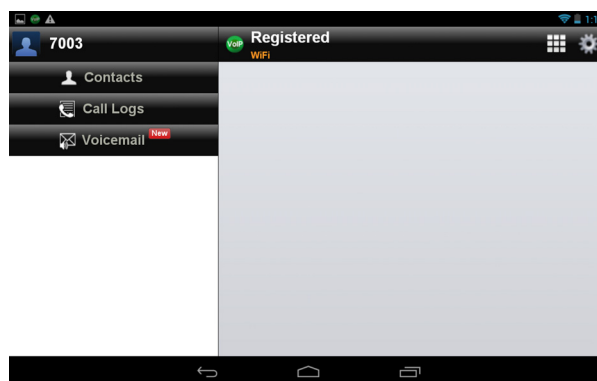


Figure 3-42 NEC uMobility – Android Tablet Voice Mail

- ❑ Android – When a Voice Mail is left, uMobility receives VM indication from the SIP server and displays a Voice Mail indication on the smart phone notification screen on the top scroll bar. Once tapped, uMobility automatically shows the Voice Mail retrieve button on the User Option Menu, tap **Enterprise Voice Mail** button, it automatically starts to dial the Voice Mail pilot extension number. Once the Voice mail is retrieved, the Voice Mail notification will be cleared.

SECTION 14 EXIT uMOBILITY APPLICATION

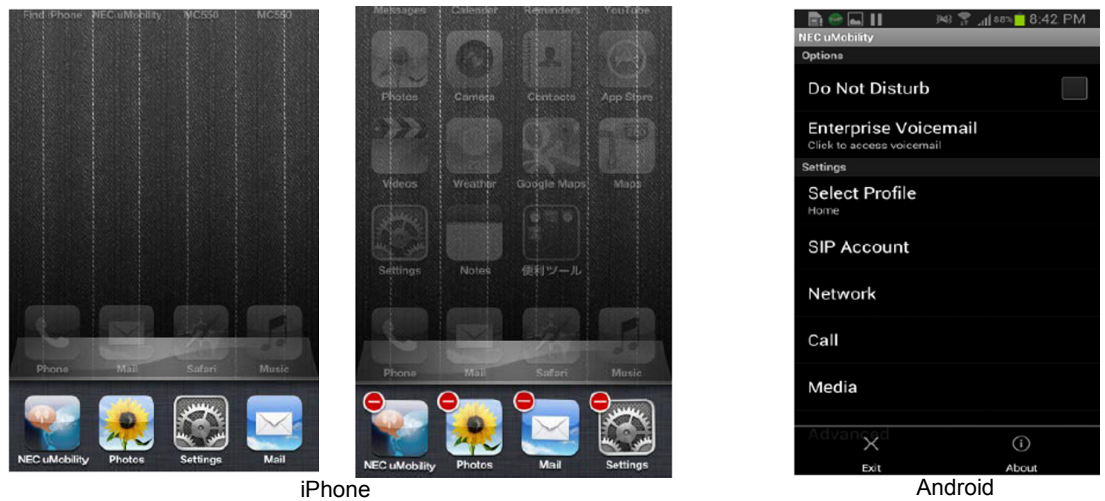


Figure 3-43 NEC uMobility – Exit Application (Smartphone)



Figure 3-44 NEC uMobility – iPad Exit Application Screen

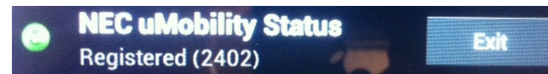

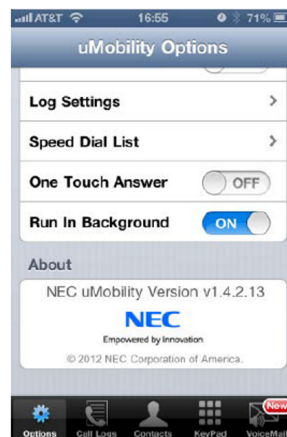


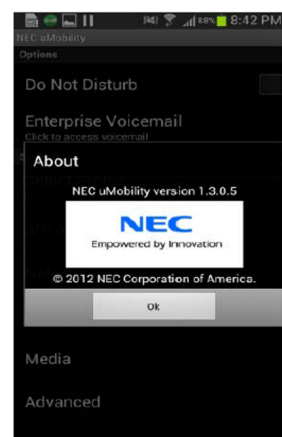
Figure 3-45 NEC uMobility – Android Tablet Exit Application Screen

- ☐ iPhone – Double tap the home button, the applications running in the background are displayed. Press and hold uMobility icon until a red stop  icon is displayed. Tap the uMobility icon to exit the application.
- ☐ Android – Tap and open the uMobility application. Press the Option button. Tap the **Exit** button to exit the application.

SECTION 15 CHECK UMOBILITY VERSION



iPhone



Android

Figure 3-46 NEC uMobility – Version Information (Smartphone)

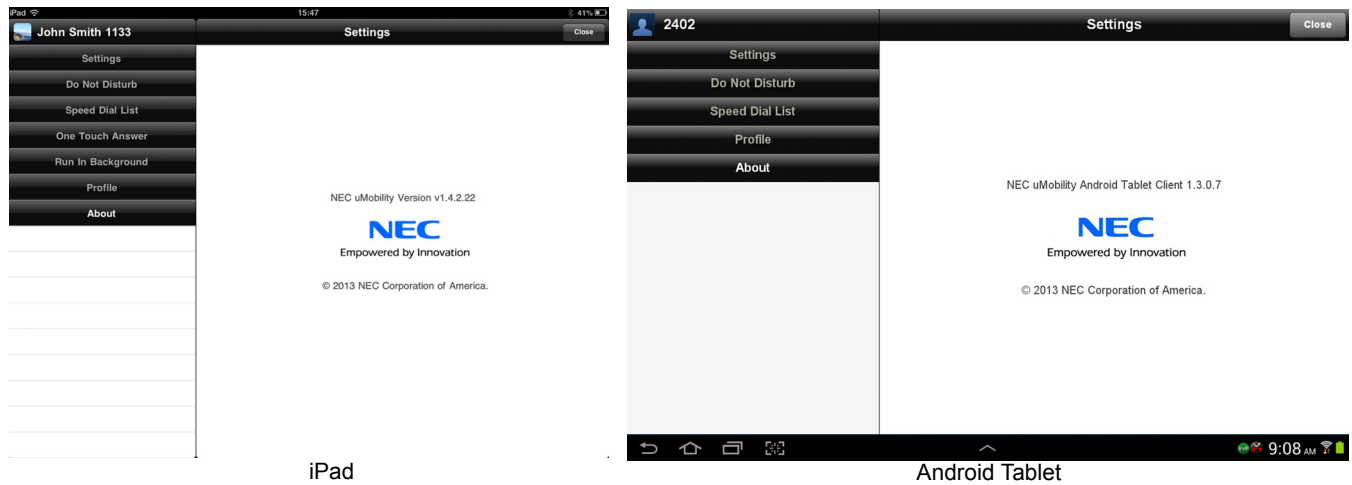


Figure 3-47 NEC uMobility – Version Information (Tablet)

- ☐ iPhone – Tap the **Options** tab on the uMobility application. Version information is displayed on the bottom of the screen.
- ☐ Android – Open the uMobility application. Press the **Option** button. Tap **About** button to show version information.

SECTION 16 UNINSTALL UMOBILITY APPLICATION



Figure 3-48 NEC uMobility – Uninstall uMobility (Smartphone)

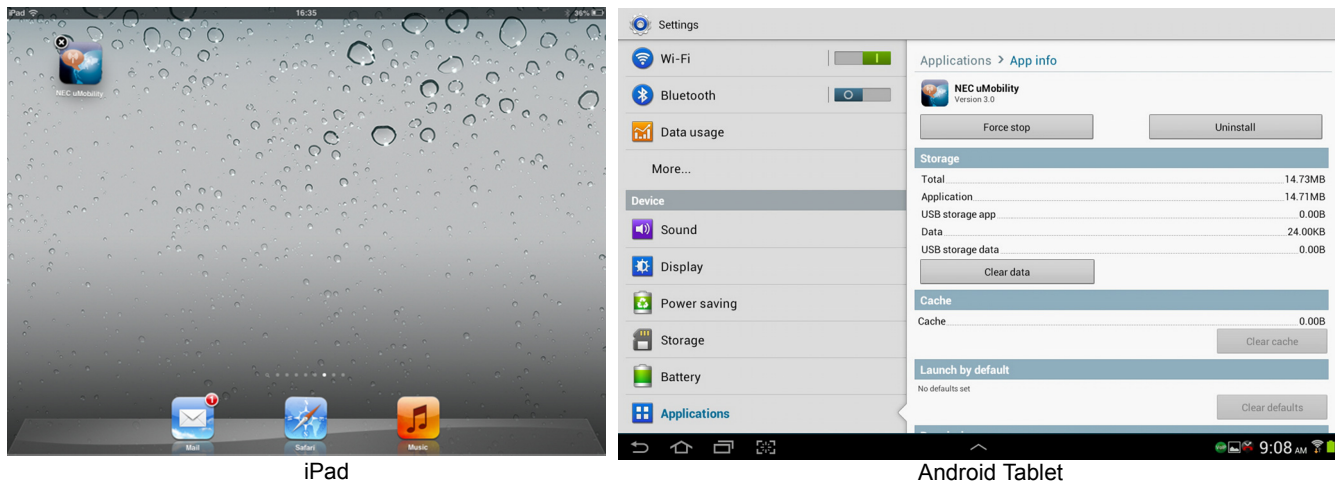




Figure 3-49 NEC uMobility – Uninstall uMobility (Tablet)

- ☐ iPhone – Press and hold the uMobility application icon until the  exit icon is displayed. Tap the uMobility application  icon to uninstall the application.
- ☐ Android – From the Settings menu, tap **Application manager**. Select **NEC uMobility**. Tap **Uninstall** to uninstall the application.

SECTION 17 UMC ONLY

17.1 Receive Incoming Call on Cell Domain (uMC)

The following is displayed when uMobility rings:



Figure 3-50 NEC uMobility – Call Answer When in Cell Domain (uMC)

- iPhone – Tap the **Answer** button.
- Android – Tap the **Answer** button.

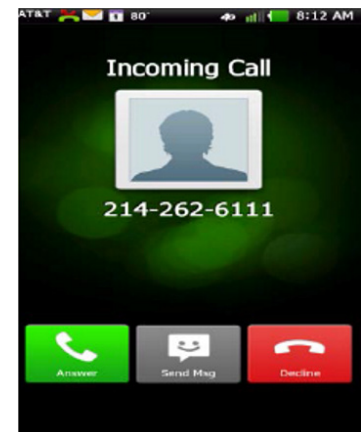
17.2 Hand-off Operations (uMC)

With the Full Feature license on uMC, automatic Hand-off is supported between Cell and Wi-Fi Domain.

The following is displayed during Hand-off from Wi-Fi to Cell Domain:



iPhone



Android

Figure 3-51 NEC uMobility – Hand-off Operations

- iPhone – Tap the **Answer** button.
- Android – Tap the **Answer** button.

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NEC uMobility

Client Software User Guide