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Introduction

uMobility was designed to enhance the mobile experience by bringing features and functionalities from office or residential services right to the smart phone. uMobility enables the user to:

- Answer the office or home phone (depending on the type of uMobility service) from the smart phone – anytime, anywhere
- Make calls from the smart phone that uses the office or home's default number
- Enjoy greatly improved cell phone coverage inside the office or home
- Never miss an important call again while away from the desk or home
- Talk on the smart phone and not use any cellular network minutes when in a Wi-Fi hotspot
- Access work or home voice mail from the smart phone
- Stop juggling between the cell phone and the office phone or home phone

iPhone or iPod Touch Use Cases

Please note the uMobility client software can be used in one of several ways in both the iPhone as well as the iPod Touch. Examples of these usage methods are as follows:

- The client for iPhone or iPod Touch can be used in conjunction with the network-based uMobility controller (uMC). This method would be supported by the communications carrier of your choice. The user will receive a few pieces of registration information via email to be entered as Settings for the uMobility client. These settings will complete the installation of the client software on the device and get you up and calling in no time.
- The client can also be used along with a uMobility Controller (uMC) with a number of IP PBXes (e.g., Toshiba Strata CIX, NEC 8100) or Call Managers (e.g., Cisco CUCM). Please contact your solution provider (e.g., dealer) or Systems Administrator (SysAdmin) to find out if the iPhone/iPod Touch is supported in your network as well as for further information on how to set up and register the device in that network.
- Finally, the uMobility client can be used as a stand-alone Wi-Fi dialer when connected to an open source IP PBX (e.g., Asterisk) or Toshiba IP PBX (Strata CIX). Please NOTE that this implementation scenario is done entirely at the user's risk and is not a directly supported by Varaha or its sales channels.



How to Use this Guide

This guide assists with the installation of uMobility on the smart phone in order to get started using uMobility as quickly as possible.

- To install uMobility, skip to the next section, *Installing uMobility on the Apple iPhone*
- If uMobility is already installed on the smart phone and Wi-Fi has not been configured – skip to section 2, *Configuring uMobility to Work with a Wi-Fi Network*.
- If uMobility is already installed on the smart phone and Wi-Fi has been configured – skip to section 3, *Using uMobility*, to learn how to use uMobility.
- Section 4, *Other uMobility Options*, explains how to access the contacts and call logs from uMobility and how to exit uMobility.



Installing uMobility on The Apple iPhone

In the current release uMobility is installed on iPhone using either the iTunes application software from Apple or by accessing that same App Store directly from the iPhone's application for that purpose.

In order to download the uMobility application, the user must have a valid account for the Apple App Store.

Device Requirements

The iPhone is supported with OS version 3.0 or higher.

The iPhone 3G is supported with OS version 3.0 or higher.

The iPhone 3G S is supported with OS version 3.0 or higher.

The iPod Touch must be at least a 2nd generation device (audio port for microphone) and have OS version 3.0 or higher.

Downloading uMobility using a Computer

1. Launch the iTunes application from the computer (Mac or PC).
2. Enter in a valid username and password when logging in to the App Store.
3. Search for the company name "Varaha Systems" or "uMobility" in order to locate the uMobility application on the App Store.
4. Select the uMobility application from the list and then click Download.
5. The uMobility application will begin the downloading process after the user's credentials have been validated. If asked for the username and password again, enter that information now.
6. When the download is completed, the uMobility application will then be available to load onto the iPhone using the iTunes application.
7. Connect the iPhone to the computer using the supplied cable.
8. Synchronize the iPhone with the computer using the instructions provided by Apple. Please note that the user will need to select the uMobility application from the Applications list in order for uMobility to be moved to the iPhone.
9. When the Sync process is completed, the iPhone's screen will blank for an interval while the Sync process completes. When the screen refreshes, the uMobility application is ready for configuration.

When an upgrade for the uMobility application becomes available, repeat these steps and if asked, confirm by tapping **Yes** to replace the application already in place in the iTunes



library. The next time the end user syncs the iPhone, the updated uMobility client will be loaded onto the iPhone device.

Downloading uMobility using the iPhone or iPod Touch

1. Be sure that the iPhone's battery is fully charged before beginning the installation, or plug the iPhone into a USB or electrical outlet to ensure the iPhone does not run out of battery during the installation.
2. Launch the App Store application on the iPhone from the main screen (Jump Screen).
3. Press the Search button in the upper right-hand corner of the screen.
4. Tap the Search window to bring up the keyboard.
5. Clear the Search window if any text remains from previous searches.
6. Enter "Varaha Systems" or "uMobility" and tap **Search** in order to locate the uMobility application.
7. Tap the application listed on the screen.
8. Tap to change the icon to **Install**.
9. Enter the Username and Password for the App Store account associated with the iPhone.
10. Click OK.
11. The application will begin downloading once the Username and Password credentials are confirmed.
12. The user name return to the main screen – the uMobility icon will be displayed on the main screen along with a download progress. When the download is complete, the progress bar will disappear.

When an upgrade for the uMobility application becomes available, repeat these steps and if asked, confirm by tapping **Yes** to replace the application already in place on the device. This updated will occur via the Wi-Fi or cellular data network depending upon where the device is at the time of the confirmed upgrade.

Regardless of the method chosen, uMobility is now installed on the iPhone. Please proceed to the next Chapter to configure the uMobility application.

Note: the user will need to register the client with the service provider or enterprise uMC at least once after a new installation is completed before using the enterprise dialing over cellular feature. Please complete the set-up instructions in the next chapter to accomplish this requirement.



Getting Started with uMobility

Configuring uMobility

With the introduction of uMobility client software version 2.0, there are two methods for configuration of the client software after installation is completed from the steps above. The first involves an Over The Air (OTA) SMS or email message, the second is involves using the Settings screens from the device itself.

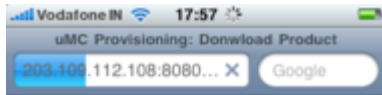
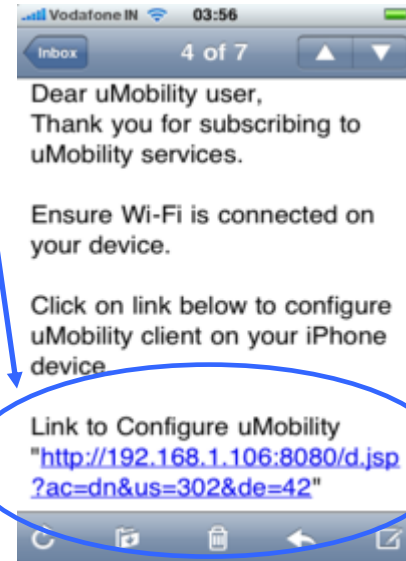
Over the Air (OTA)



The service provider or SysAdmin will send either a SMS message or email message to the iPhone. This message will contain a link to the OTA file needed by the uMobility client to complete the configuration needed to make the software fully operational.



When the message is received, tap to read the message, then highlight and tap to select the link (URL) contained the message body.

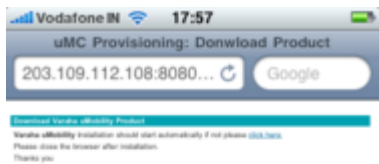


This action will cause the device to request the OTA process to begin, loading a data file that contains the user name, password and related network information needed by uMobility.



uMobility

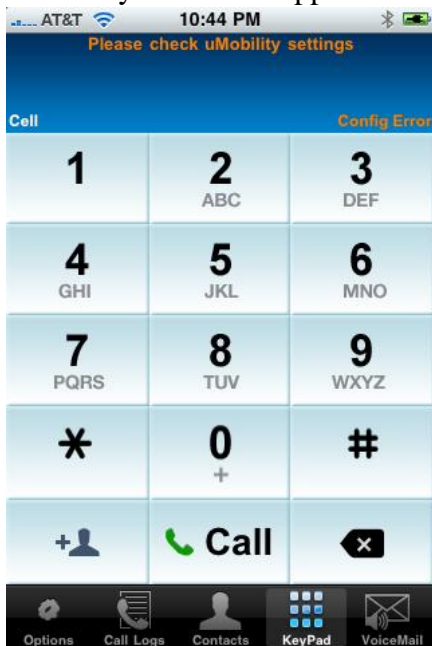
User's Guide Apple iPhone™ and iPod Touch™



The next screen will advise the user that the configuration information has been downloaded and is now being processed by the uMobility client application.



Once the configuration processing is completed, the uMobility application will load into memory and the uMobility dialer will appear in the screen. The client will



then being the registration process (see progress messages in the upper left-hand portion of the screen). When completed, the uMobility client is ready to take and make the user's calls.

If the user attempts to launch the uMobility application prior to receiving and storing the configuration parameters from the OTA process, or if there is an error that has occurred during the download process (or something is incorrect in the parameters) the user will see a Config Error message on the screen with the admonition to Please check uMobility Settings (see screen shot). If this message occurs, please contact your service provider or System Administrator.



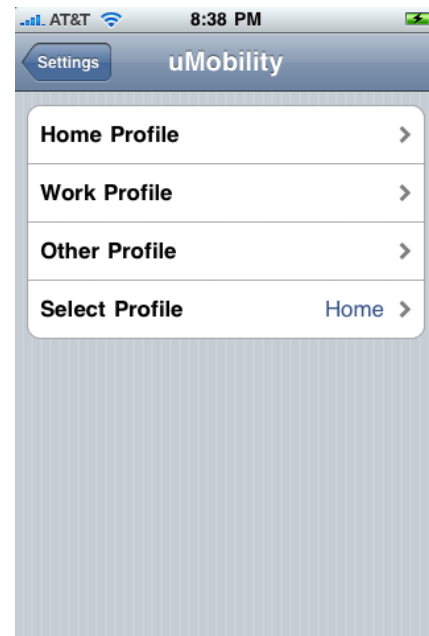
Manual Configuration



The uMobility client settings can be reached by selecting the **Settings** icon on the Jump Screen (home screen). Depending upon the user's device, the uMobility settings icon will appear at the very bottom of the available list.

Tapping on the uMobility icon from the **Settings** menu will reveal three profiles shown in the screen shot to the right.

Each of these profiles contains the necessary settings to enable uMobility to register under these profile or "personality" settings. Said another way, the use of Profiles allows the uMobility application to be easily configured with a Work number, a Home number and an "Other" as a 3rd choice. The following section will outline the settings within the Home profile. Note the Work and Other profile store the same settings information for their respective purpose.

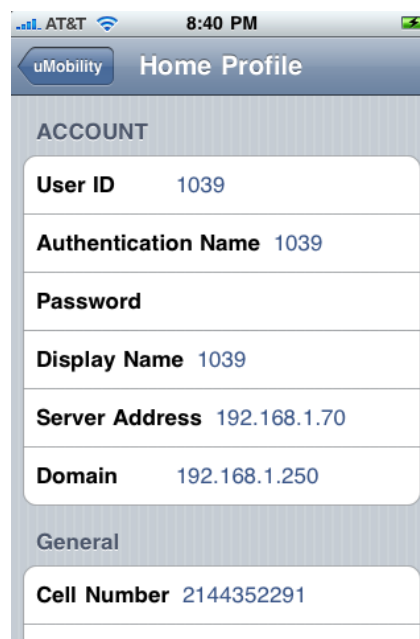




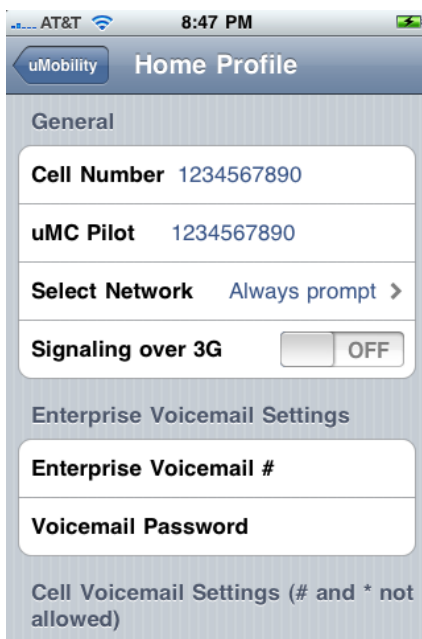
The Home Profile contains four sections of information needed for uMobility to function properly. Normally, these items are provided by the OTA (Over the Air) provisioning process. NOTE – if required to provisioning a Profile manually, take care to make correct entries in each of these sections as uMobility will not function correctly without correct settings.

The first section in the Home Profile is the Account itself. The user's service provider or system administrator will provide the information needed for this an all sections in the Work Profile.

Under **Server Address**, enter the provided Account settings as demonstrated in the screenshot on the right hand side. If the server SIP port is different than the standard 5060 port number then enter the server address as “IP Address:[Port]”.



User ID, **Authentication Name** and **Password** are the credentials that will be used by the iPhone's uMobility client to register with the network and provide the uMobility service. The **Display Name** is local to the iPhone application itself. The **Server Address** and **Domain** are references to the network location of the uMobility Controller (uMC) managed by the carrier operator or enterprise system administrator.



Next, scroll down until the entire **General** section is visible on the device's screen. The information requested in the General Settings tab should be entered as demonstrated in screenshot to the left.

Cell Number should be entered without '+' and is the cell phone number of the iPhone device (Note – no entry for the iPod Touch is needed here as this device does not have cellular network capabilities). The **uMC Pilot** number is the phone number of the uMobility Controller run by the network operator.

The **Select Network** provides three options for the behavior of the application:

- **Always prompt** – every time a phone number is dialed, uMobility will ask whether to use the uMobility or the cell phone personality (CNAM, CLID).

- **uMobility** – each and every call placed from the iPhone will use the uMobility calling name (CNAM) and line ID (CLID)
- **Cellular** – each and every call placed from the iPhone will use the cellular calling name and line ID.

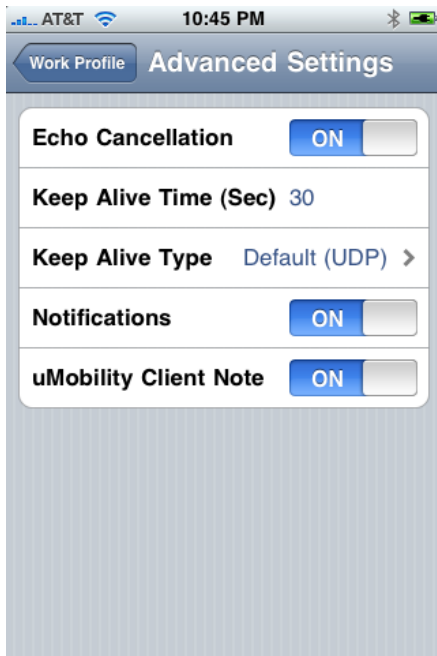


Signaling over 3G allows the iPhone to use the data channel of the iPhone's cellular service plan to send and receive signaling information related to the service. The most notable user experience while this setting is turned **On** will be visibility to voice mail messages in the Enterprise voice mail system even though the device is not connected to a Wi-Fi network.

The next section, **Enterprise Voicemail Settings**, contains the settings necessary to enable easy access to the enterprise voicemail server. Tap to enter in the phone number of the voicemail system in the field **Enterprise Voicemail #**. If the user desires, the password for the account can be entered in the field entitled **Voicemail Password**.

The last section in the Home Profile stores the settings to access the cellular voicemail box. Enter these

settings as desired.

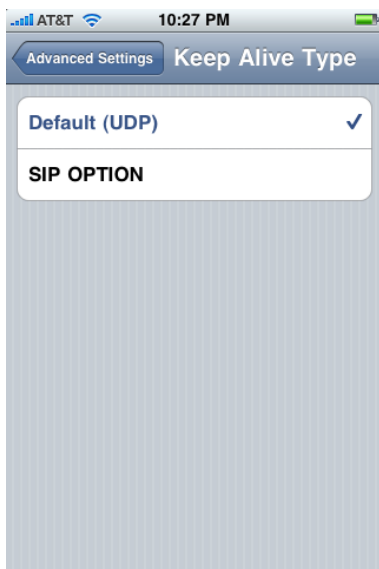


Advanced Settings – Tapping **Advanced Settings** will provide the user with another menu layer that provides for a number of additional options in configuring the uMobility application.

Echo Cancellation – The iPhone's cellular application contains an ability to cancel out echo that is introduced while talking on the phone. This echo is created by the speaker while playing sounds (e.g., voice conversation), which in turn causes the glass to vibrate on the touch screen. This combination of events occurs when on a Wi-Fi call as well, but the native echo cancellation capabilities are not available during a Wi-Fi based service. Therefore, Varaha Systems has added echo cancellation capabilities to the uMobility client. When this capability is turned **On**, the uMobility client will clean up the echo introduced by the device (a combination of acoustic

and hybrid echo) will provide a much clearer voice conversation to be enjoyed by those on the active call.

Keep Alive Time (Sec) – This setting should only be changed under the advice of a SysAdmin or the service provider. This setting determines how often a keep alive message is sent to the uMC. Keep Alive messages are used in IP communications to maintain communications contact between two network elements.

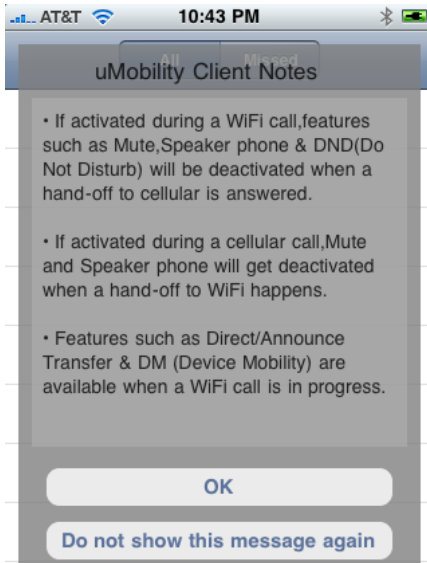


Keep Alive Type - The default of this setting is UDP (User Data Packet). The alternative is SIP OPTION. This setting should not be changed by the user unless instructed to by the SysAdmin or the service provider. This setting determines what type of protocol is used by the client to communicate Keep Alive messages to the uMC.

Notifications – This setting determines whether the user will received APNS (Apple Push Notification Service) messages before or after a network handoff. **On** means APNS messages will be received by the client and displayed on the screen for the user's action. **Off** means APNS notifications will not be sent to the client. Please note – if Notifications are turned off but the handoff feature is turned on, handoffs will occur as determined by

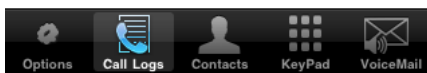


the current network conditions, but the APNS notifications will not be displayed and since the uMobility client will not be in the foreground, subsequent handoffs will not occur.

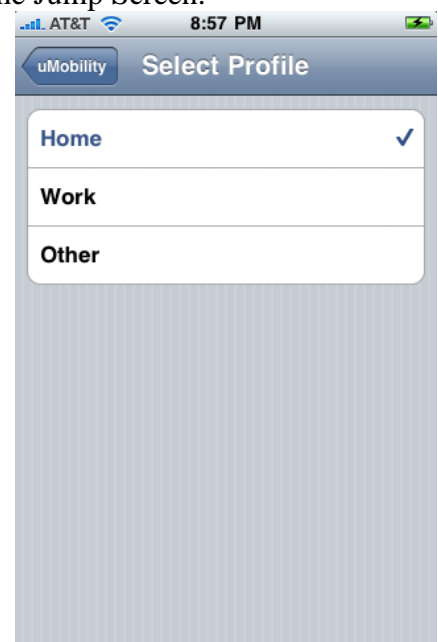


uMobility Client Note – This note will appear the first time the uMobility application is launched. If the user taps **OK** after reading the message, that message will reappear every time the client application is launched. If the user taps **Do not show this message again**, the setting slider in the Advanced Settings will be set to **Off** and the message will not reappear until the setting slider is turned back to the **On** position.

When completed, tap the Home Profile icon in the upper left-hand side of the screen to return to the previous menu, then tap uMobility again in the upper left-hand side of the screen to return to the uMobility settings main menu as seen in the screen shot on the left below.



To switch between profiles, tap **Select Profile** to gain access to the **Select Profile** window as shown by the screen shot on the right below. Tap the desired profile to activate, which will place a check-mark next to the selected Profile. The Profile with the check-mark will be the used by the uMobility client application the next time it is run from the Jump Screen.





Getting to Know the uMobility Client Application

To access the uMobility application, go to the device's Jump Screen. Selecting the uMobility icon will launch the application.



Once the application has completed launching, the following screen will appear.

Network information message

Network connectivity:
1) Registered,
2) Enterprise
or 3) Cell

Registered		
1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#
+ person	Call	✕

Options Call Logs Contacts KeyPad VoiceMail

Display Area

Dialpad

Panel Menu



Each of the application areas are described below:


- Display Area – used by uMobility to provide information about the network connection status of the iPhone
- Network Connectivity Area – relates information on the network that could be used by the application when the next phone call is placed on the device.



Registered

Registered means uMobility has found a Wi-Fi zone or if turned on a cellular data connection and has used that interface to register back

to the network provider or enterprise. Depending upon the installation, the uMobility phone number will display along with the **Registered** notification.



Enterprise

Enterprise means that a cellular data network has been found and is being used to register the uMobility client with the network provider. Depending upon the

installation, the uMobility phone number will display along with the **Enterprise** notification.

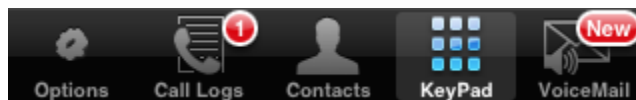


Cell

Cell lets the user know that no data network is available (Wi-Fi or 3G) and that calls will be placed exclusively using the cellular network and no

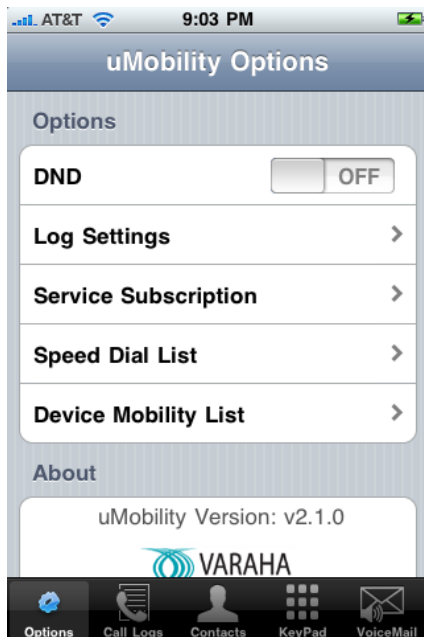
Enterprise MWI information will be received. Note – this message will not appear when using the iPod Touch.

- Dial Pad – 10-digit keypad to enter in phone numbers or interact with IVR and ACD requests (e.g., calling in to a conference service and being asked to enter the meeting ID).
- Panel Menu – choices available to the user for additional functionality.





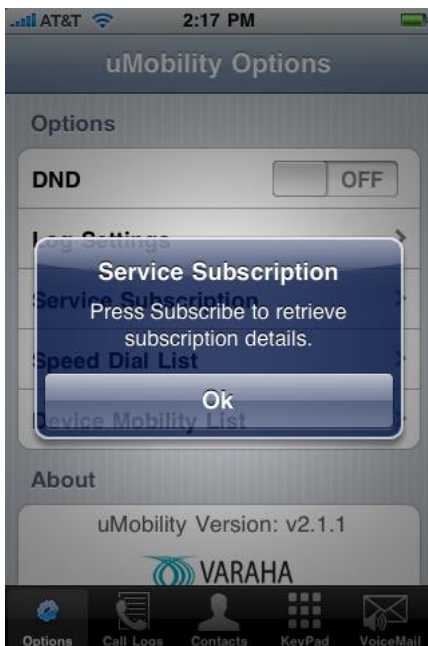
The following section will outline the features provided by the choices housed in the Panel menu above.



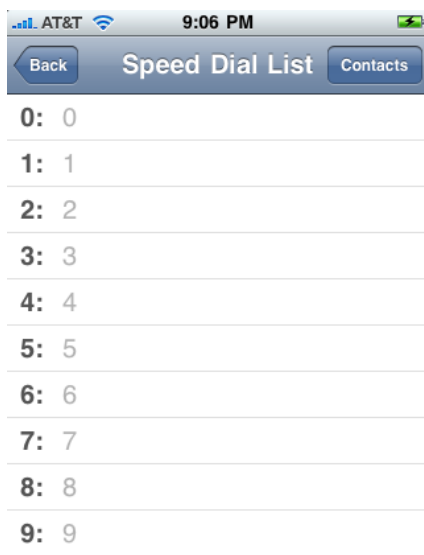
The left-most selection (**Options**) takes the user to the **uMobility Options** menu. There are several areas of interest on this menu.

The first is **DND** (Do Not Disturb). When turned OFF, DND takes no action. When turned ON, DND will instruct the uMC that the user does not wish to be disturbed and all inbound calls to the user's uMobility number will be sent to the enterprise voicemail system.

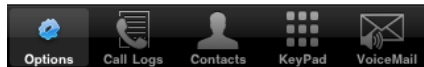
Log Settings are further described in the Advanced section of this User Guide.



The **Service Subscription** provides the user with the ability to manage their monthly subscription to the uMobility service. This allows the user to opt in for the next month's service if that is how the user's service provider has arranged for use of the uMobility client software.



Speed Dial List allows the user to store up to 10 speed dial numbers. Tapping on one of the entry fields brings up the iPhone's keyboard. Tap the .?123 button in the lower left-hand side to change the keyboard to enable numeric typing. If the user wants to add a Speed Dial entry from the Contacts on the device, tap the **Contacts** button in the upper right-hand side of the screen. This action will bring up the Contacts list – scroll and tap to find the desired contact, tap that choice which brings up the contact's information and tap again on the phone number for that contact that is desired as a Speed Dial entry. The user is then returned to the Speed Dial List menu with the phone number requested inserted in the appropriate entry point.

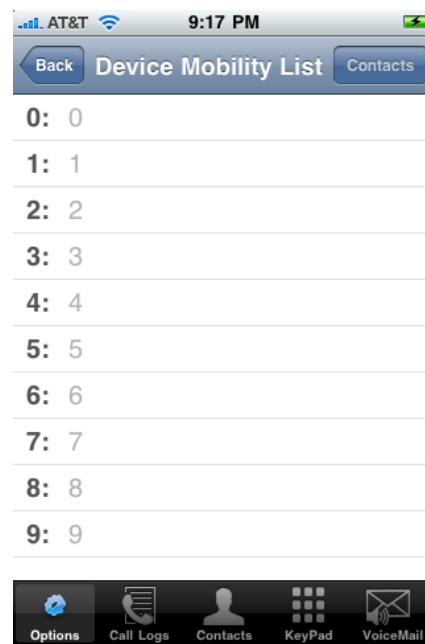


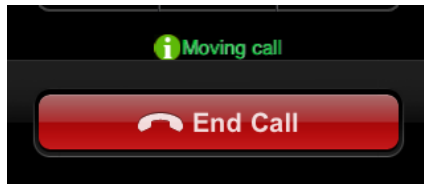
To use the Speed Dial function, select the KeyPad choice from the Options menu bar to bring up the dialing pad. Enter the number of the Speed Dial (e.g., 3) entry and the tap **Call**. The Speed Dial entry is converted to the full number and the call is placed according to the user's instructions.



Device Mobility List is a unique feature on the uMobility client. This feature allows the user to move a call from the iPhone to another number (device) that the user's service can contact. An example would be someone coming home, on a uMobility call on their iPhone and they want to move the call without redialing to the phone in the kitchen. The user could engage the Device Mobility feature from the uMobility client by pressing the **Move** button on the feature pad while in an active call.

Select the number from the **Device Mobility List** to begin the process of moving the call from the iPhone to the requested device/number. Once an entry has been selected, the message Moving Call will appear on the bottom of the screen. The requested device will then ring with an incoming





call. When the user answers that device, the call will cease to be heard on the iPhone and the conversation can continued on the new device.

If the user wishes to retrieve the call and place it back on the iPhone (say in the example the user wants to leave the house but take the call with them), tap on the **Retrieve Call** icon that appears at the top of the uMobility client. The call will cease to be heard on the 2nd device and the called party will again be heard on the iPhone using the uMobility client.

Call Logs displays a list of All or Missed call activity. This list can be cleared by press the Clear button in the upper right-hand corner of the menu. Note that only dialed and received numbers from the uMobility application will be shown in this list.

Contacts takes the user to the Contacts list on the iPhone. **Keypad** brings the KeyPad back to the main screen. Pressing **VoiceMail** automatically dials out to the preprogrammed voice mailbox of the iPhone. If a new voicemail indication is received from the uMC then this is displayed with an icon

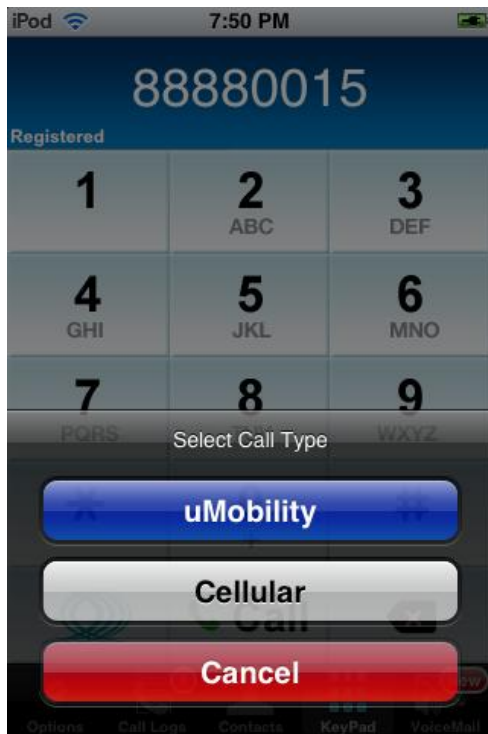


- **Network Error Message** – If the uMobility client encounters a network problem while registering with the network presently available, any descriptive error messages will be briefly displayed in this area. As soon as the host network or user resolves the issue, the error message will be removed.





Making a Call With uMobility

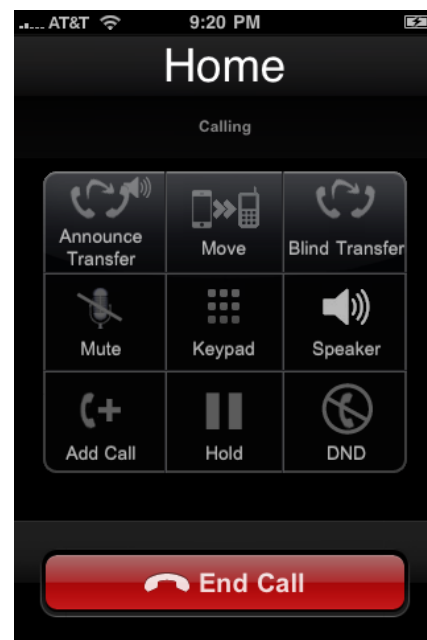


In order to originate a call, the user needs to dial the desired number using the keypad and then click on the Call Button. In the case where the 'Always Prompt' option has been selected, the user will next be presented with an option of routing the call via the **uMobility** personality or the **Cellular** personality.

Once the personality is selected (either by configuration or menu choice as in the example above), the call request is placed with the provider's network. At that time the uMobility client screen is changed to the one on the right-hand side, noting the phone number called and text below highlighting the call's progress (in the picture case, "Calling"). Tapping the red **End Call** button at the bottom of the screen will end the current call, whether in process (e.g., set-up) or progress (e.g., connected).

In Call Options

Once a call has been connected (inbound or outbound), the in-call menu allows the user to engage a number of in call options, such as put the call on mute, hold, activate the loudspeaker or access the keypad for sending DTMF tones. The user can also access the volume hard keys or the silence ringer of the phone. Each button works as an on/off switch for the particular feature. Tapping once engages the feature (e.g., puts the call on **Mute**); tapping again **unMutes** the call. Note – Mute is a global setting on the iPhone, meaning if a call is muted and a second call come in, it will be muted upon answering. Simple tap the Mute square to begin the second conversation.





The following identifies each in call option and gives a brief description on its operation. Please note that specific functions of some of these in call capabilities are dependent upon the type of call manager engaged.

Announce Transfer – this allows the user to transfer an active call to a third party. This in call capability can be used when the iPhone user wishes to announce the transfer to the 3rd party before leaving the call.

Move – this feature engages Device Mobility and is described in detail in the previous section.

Blind Transfer – this allows the user to transfer an active call without speaking to the 3rd party.

Mute – this key mutes the call, turning off the device's microphone until it is deactivated by tapping.

Keypad – this selection brings up the 10-digit keypad for the user.

Speaker – tapping the Speaker button turns on and off the device's speakerphone. Note – when using this feature it is strongly encouraged that Echo Cancellation be turned On (see **Settings** -> **uMobility** -> **(Desired) Profile** -> **Advanced Settings** to engage this feature).

Add Call - tapping this selection allows the user to put the first call on Hold, bringing up the uMobility dialer to make a 2nd call (Note – if the user has selected Always Ask in the uMobility settings, Add Call will still default to the uMobility dialer for the second call). Engaging this feature brings up the call capability, **Swap** (allowing the user to move from the first call to the second and back again). Swap can be used as many times as necessary to accomplish the objective. See Advanced Options for more information on this feature's operation.

Hold – tapping this selection allows the user to place the call on hold so that another action can be taken (e.g., placing a 2nd call to consult with another party, then return to the first call to address the issue). See Add Call for additional information.

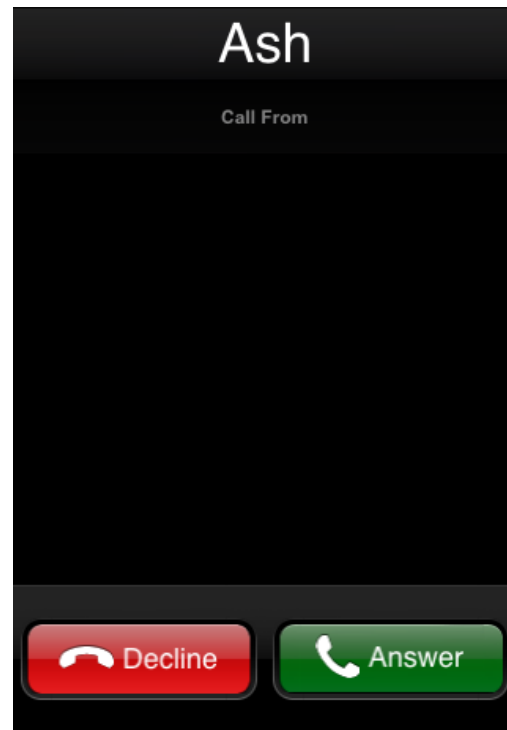


DND – Do Not Disturb will tell the uMC to send all incoming calls directed to the uMobility number directly to the enterprise voicemail system.

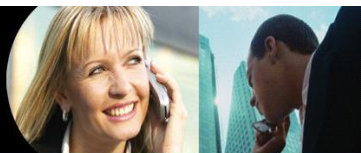
Note - calls placed using an available Wi-Fi network will receive the in-call menu from the uMobility client. If the call is placed or was received via the cellular network, the in-call menu will be provided and handled by default phone application on the iPhone.

When receiving a call on the uMobility client while registered in a Wi-Fi network, the following screen is presented:

Any of the In Call options mentioned in the previous section become available to the user after the call is answered.



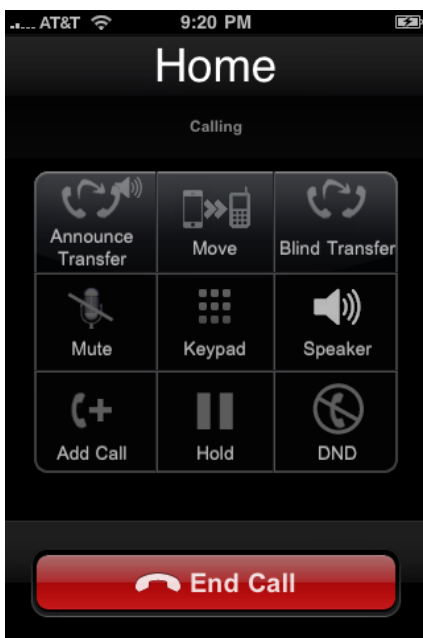
Receiving a Call
With uMobility



Moving Calls Between Networks (Handoff)

With Version 2.0 of the uMobility client for iPhone, the solution has the ability to move calls from Wi-Fi to cellular networks as well as from cellular to Wi-Fi networks. This section will describe each of these unique activities along with screen shots experienced during the process to give the user an understanding of this functionality.

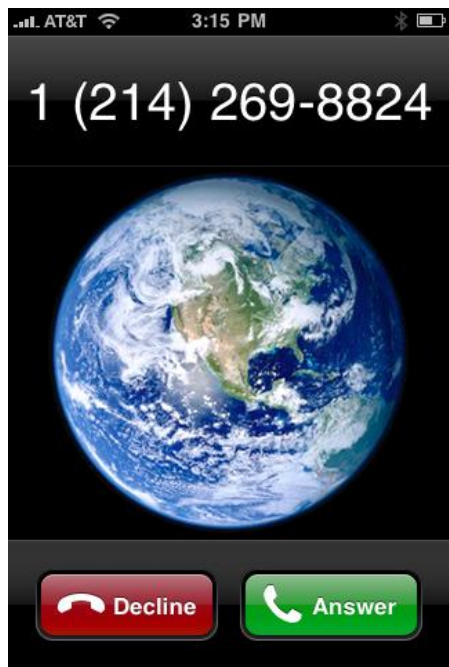
Wi-Fi to Cellular to Wi-Fi



In our example, the uMobility user has registered the client through a Wi-Fi network and is presently on an active call with the home. Since the client is in an active call, the in call options menu appears on the screen (9-square displayed).

If the uMobility solution determines for whatever reason that the Wi-Fi network's performance is no longer sufficient to support the call (e.g., the user is leaving the building and the resulting call quality begins to suffer), uMobility will have created a "make before

break" call to the cell phone number of the uMobility enabled device. The result of this behind-the-scenes activity is an inbound call that appears on the iPhone's screen. An example screen shot is provided here. The user may press the **Answer** button provided to move the call from the Wi-Fi network over to the cellular network. **NOTE** – if the user presses the **Decline** button at this time, the call will remain on the Wi-Fi network, the uMobility client application will reappear and the uMobility service will attempt to use the Wi-Fi network for as long as possible given





current network conditions. Also note that if the user **Declines** the inbound call, but remains in the active call, uMobility may try again to move the call over to the cellular network as described.

Because of the way the iPhone's operating system is architected, this inbound call is presented to the user via the native dialer of the iPhone. In order to conveniently get the uMobility client back to the foreground (on-screen so the user can engage the in call features of uMobility), the uMobility solution uses a new feature available in the 3.0 version of the Apple OS (Operating System) called APNS (Apple Push Notification Service).

The user's uMobility device will receive a message from the in-network APNS server, which will allow the user an easy way to bring the uMobility application back into the foreground (i.e., on-screen).

Selecting uMobility from the pop-up will bring the uMobility client back into the foreground while the call remains (at the moment) on the cellular network, under the control of the native dialer.



If the user selects **Close**, the call will remain under the control of the native dialer and only those in call features will be available for the duration of the active call.



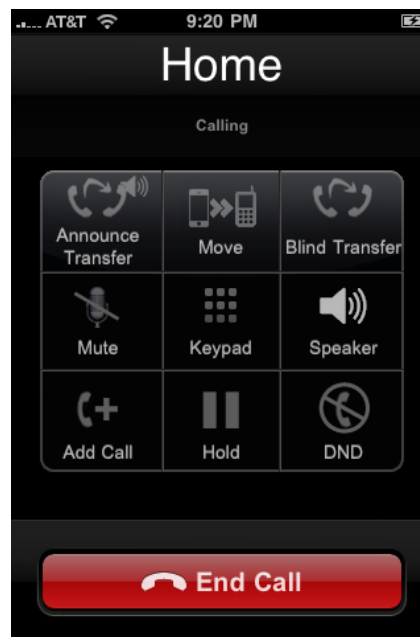
Upon tapping uMobility, the screen changes into the one of the immediate left, which is the uMobility client with a new green status and information bar on top. If the user desires to return the call's interface control back to the native dialer, tapping anywhere on the green bar will remove the uMobility client and return the native iPhone dialer to the foreground.

With the uMobility client now in the foreground, the reader will notice that the screen shot example shows the uMobility client is Registered.



This means the client has found a valid Wi-Fi network, has received an IP address and has communicated back to the network-based uMC of its present location and situation. The uMC will then work with the client to see if the Wi-Fi network's performance is sufficient to provide voice grade quality of service and allow the active call to be moved from the cellular network to the available Wi-Fi network.

If the Wi-Fi network is determined to be able to support the active call with a sufficient quality of service, the green bar disappears and the entire uMobility client application screen returns to the foreground. The reader will notice that the call timer (top center of the screen right under the called party's name) has returned and starts counting from 00:00. This occurs because this Wi-Fi-based call is a new call, having been handed the connection from the cellular network. As a new call, the timer beings afresh for the user's information.



Cellular to Wi-Fi

When a uMobility call is placed while in a cellular network, the native cellular dialer is called up and used to place the call. If, however, the uMobility user moves within range of a qualified Wi-Fi network, the APNS message will once again grace the screen.





The user taps the uMobility button to bring the uMobility application into the foreground of the device. Once that is accomplished, the uMobility dial pad appears, along with a green information ribbon across the top of the screen (see screen shot on the right). If the user touches this green ribbon, the native dialer will return to the foreground and allow the user to end the call if desired.

If no action is taken, the user will be able to watch the registration process come to conclusion (Registered). At that time, the uMobility client will test the Wi-Fi network for its readiness for voice communications. If the communication between the client and the uMobility Controller in the network agree, the call will be moved over to the Wi-Fi network.

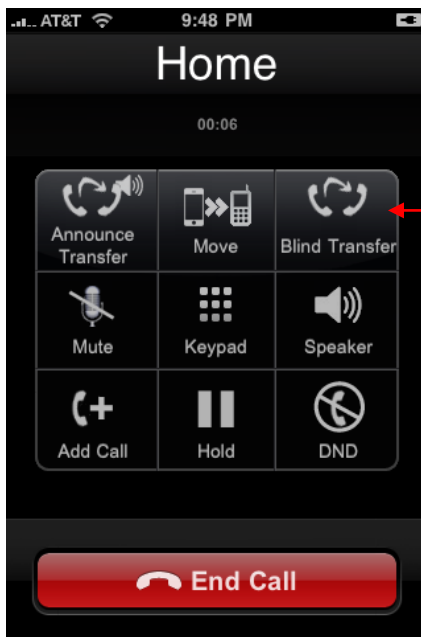




Advanced Options With uMobility

Transfer a Call With uMobility

The uMobility client application provides the user with the ability to transfer a call to another number. This section outlines the steps necessary to engage this feature. The Announce Transfer and Blind Transfer work the same (depending upon the Call Manager in the service path) from the iPhone's perspective. The difference is that Announce Transfer allows the iPhone user to speak to the 3rd party before completing the transfer, Blind Transfer does not..



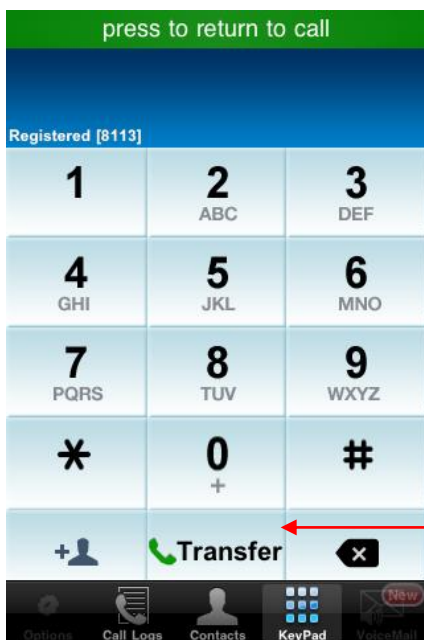
Once a call has been connected (either inbound or outbound), the in-call menu allows the user to transfer an active call to a third party of the user's choosing. Tapping the **Announce** or **Blind Transfer** icon provides the user with the screen to transfer the call.

Press Blind Transfer



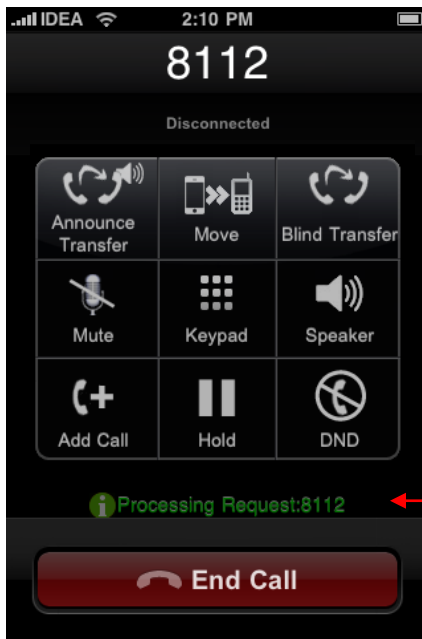
Dial the third party number

The uMobility user now has the Transfer screen displayed on the device (notice the change in color and the presentation of the dial pad). From this screen, the user can now dial the desired third party's number to which to transfer the call.



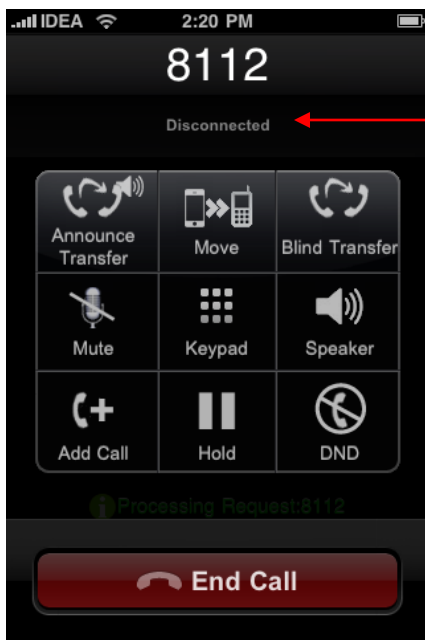
Press Transfer to dial

To engage the outbound dialing, the user then taps the Transfer icon at the bottom of the keypad.



After the user taps the Transfer icon, the screen changes the one to the immediate left, notifying the user that the transfer request is being processed.

Processing Request is displayed



Call Disconnected is displayed after the Transfer is completed

When Transfer is done, the first user will be disconnected.

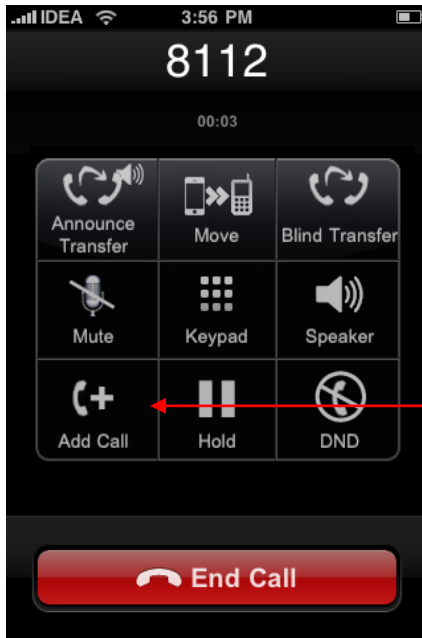


Upon completion, the uMobility dial pad is returned to the screen and the call has been transferred to its desired destination.



Add Call With uMobility

Once a call has been connected (inbound or outbound), the in-call menu allows the user to **Add Call**.



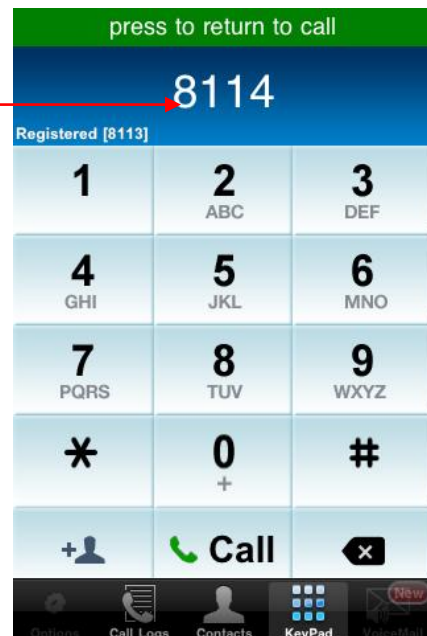
Tap the **Add Call** icon will display the menu screen that allows the user to create another call, engaging two separate conversations with the same device.

From this screen, the user is able to enter in the dialed digits of the additional called party that the user wishes to call.

The user taps the key pad to enter in the phone number of the desired party.

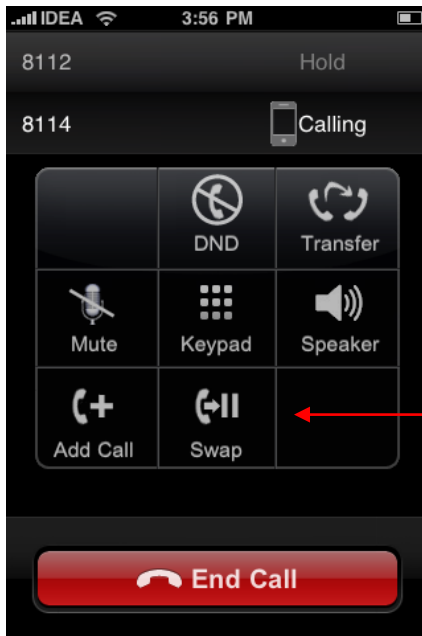
Tap Add Call

Dial new number

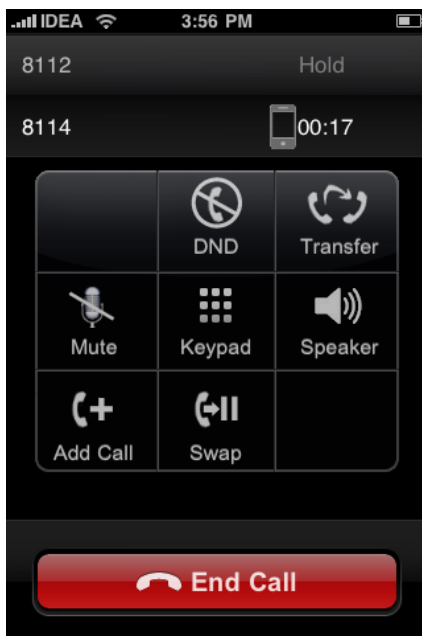




The screen updates, showing the user the message icon **Calling** which is displayed in the upper right-hand corner. The first active called party is placed on Hold (see screen shot below).



Press Swap

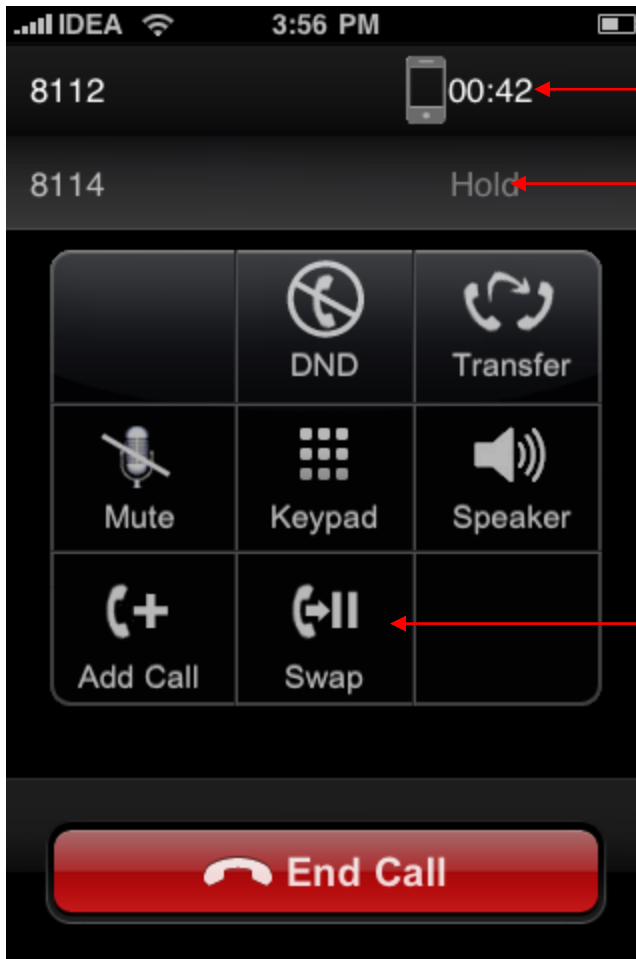


The requested call to Added Call number is completed. Both calls are active, the first on Hold, the second active (hence the counter increments the passing seconds as reflected in the screen shot to the left). To connect to the first called party tap **Swap**.



The line is now connected to the original called party and the second user is placed on Hold. The top of menu displayed on the device is updated to reflect the current status of each call, as identified by the number of the party (in the screen shot below, extension 8112 and 8114 are both represented by active calls).

To talk to the second user press Swap.



First User is the active call

The second user has been placed on Hold

Press Swap to move between active calls



Uninstalling uMobility

To uninstall uMobility from the iPhone, complete the following steps:

1. Press the **Home** button to return to the main screen.
2. Scroll through the main menu pages until the uMobility icon is seen.
3. **Tap** and **Hold** the uMobility icon until it starts to quiver.
4. **Tap** the red **X** on the upper left-hand side of the uMobility icon.
5. Select **Yes** to confirm the deletion of the application.

To uninstall uMobility from the computer through iTunes (PC or Mac), complete the following steps:

1. Launch iTunes
2. Plug the iPhone into the computer
3. Once iTunes recognizes the iPhone, select the iPhone from the menu list on the left-hand side of the screen
4. **Click** on the **Applications** tab
5. **Left click** on the uMobility application
6. **Scroll** to **delete** and **click** to select
7. Confirm the deletion of the uMobility application
8. **Click** on the **Summary** tab to return to the main report on the attached iPhone
9. **Click** on **Sync** in the lower right-hand side of the screen.
10. The application will be removed from the iPhone when the sync process completes.



Limitations With uMobility

The uMobility load v2.1.4 has known limitations as outlined below. Varaha's roadmap for continuing releases will deal with many of these issues, which will be tracked using the Release Notes for this client.

- For enterprise calls (uMobility calls over cellular network) the client cannot have * or # in the dialed enterprise number string

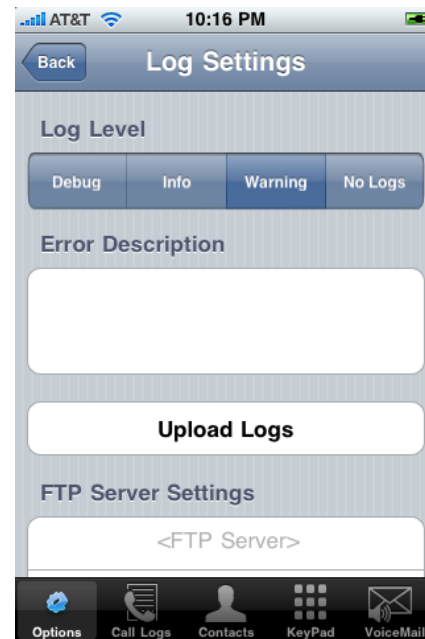
Known Issues

- Favorites dial list is not presently supported
- The iPhone limitation of allowing multitasking for third party applications will cause the uMobility client to exit when there is an incoming cellular call or a user action to start another application.
- Personal ringtone is not supported. Also default phone ringtone is not presently supported.
- Bluetooth headsets are supported when the uMobility client is operating in the cellular network only.
- Known iPhone issue
(<http://discussions.apple.com/thread.jspa?threadID=1848644&tstart=0>)
 - Inserting wired headphone into the iPhone phone may sometimes cause the uMobility client to exit and start the iPod application, playing a random song.
- The iPhone uses Alert messages to let the user know about various network events (e.g., incoming SMS message) and device events (e.g., low battery condition). Please refer to the Application Note: Apple iPhone Alert Call Behavior for more information on the calling and called party user experience with these events.



Log Settings

Log Settings allows the uMobility client software to collect information about the network, user actions, network responses and the like. These logs are collected on the device and can then be forwarded by the client to the FTP (File Transfer Protocol) server of the user's enterprise or service provider's choosing. These logs are used in assisting the technical support staff in troubleshooting issues with the service or software. This section of the uMobility client should not be used unless instructed to do so by the technical support staff.



Configuring iPhone to Work with a Wi-Fi Network

The iPhone is predisposed to work with any available Wi-Fi network that it can find. This section will quickly review the available options. For more information, please consult the iPhone User's Guide provided with the iPhone.

Select the **Settings** icon from the home screen on the iPhone. The next screen that appears will offer up all of the general settings categories for the device. Tapping **Wi-Fi** opens up the Wi-Fi Networks settings menu. This menu allows the user to see all available information for the currently available Wi-Fi network by tapping on the entries under Choose a Network...



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