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Varaha Systems, Incorporated
2650 Valley View Lane
Building 1, Suite 200
Dallas, Texas 75234
Tel: +1-972-241-2151
Fax: +1-972-243-1505
E-mail: info@varaha.com
Visit us at: <http://www.varaha.com>





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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 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, 8500) 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 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 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 to log in to the App Store.
3. Search for the company name Varaha Systems 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. 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 Programs 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 clicking **Yes** to replace the application already in place in the iTunes library. The next time the end user syncs the iPhone, the new 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.
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" and Press Search in order to locate the uMobility application.
7. Tap the application listed on the screen.
8. Tap Free 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 clicking **Yes** to replace the application already in place on the device. The next time the end user syncs the iPhone, the new uMobility client will be loaded onto the personal computer (PC or Mac).

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 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 1.0.8, 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. Follow the on-screen instructions to complete this process.

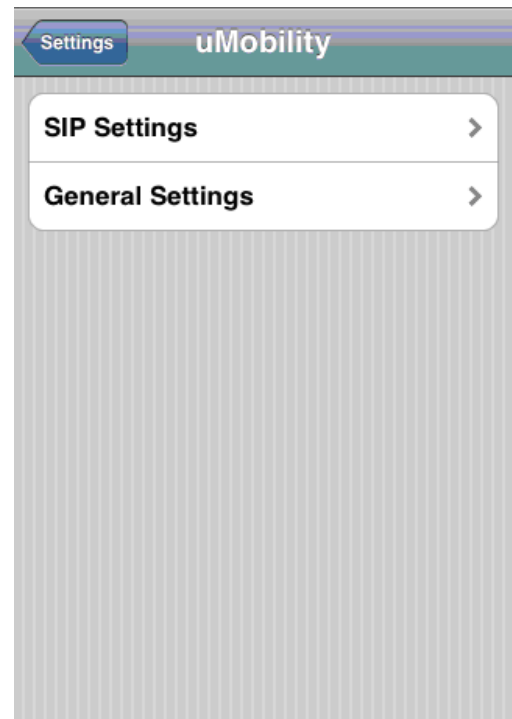


Manual Configuration



The uMobility client settings can be reached by selecting the **Settings** icon on the 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 two choices as shown in the screen shot to the right.



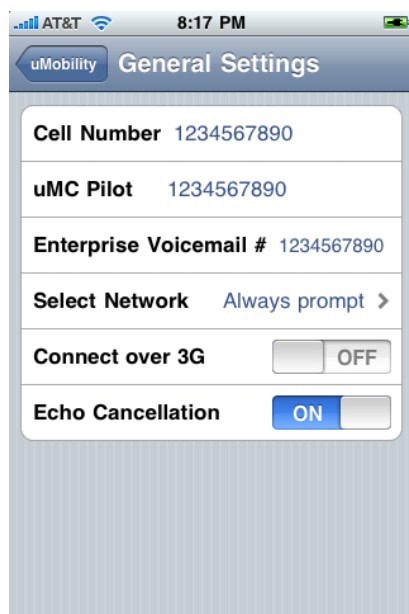
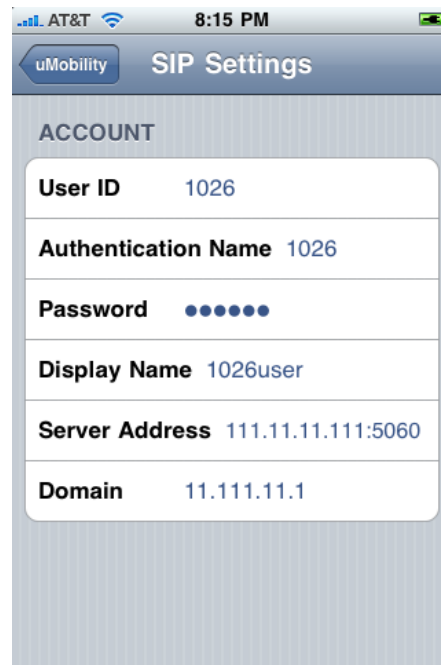


There are two types of uMobility settings: **SIP Settings** and **General Settings**

The user's service provider or system administrator will provide the information needed in the SIP Settings menu options.

Enter the provided SIP 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, the information requested in the General Settings tab should be entered as demonstrated in screenshot to the right.

Cell Number should be entered without '+' and is the cell phone number of the iPhone device (Note – no entry for the 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 Enterprise Voicemail # is the code needed to enter and maintain the user's voice mailbox.

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.

Connect Over 3G allows the iPhone to use the data channel of the iPhone's cellular service 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.

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.

Getting to Know the uMobility Client Application

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



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





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

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

Registered means uMobility has found a Wi-Fi zone and has used it to register back to the network provider. Depending upon the



Enterprise

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

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



Cell

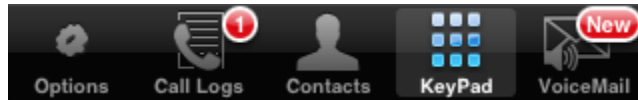
Note – this message will not appear when using the iPod Touch.

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

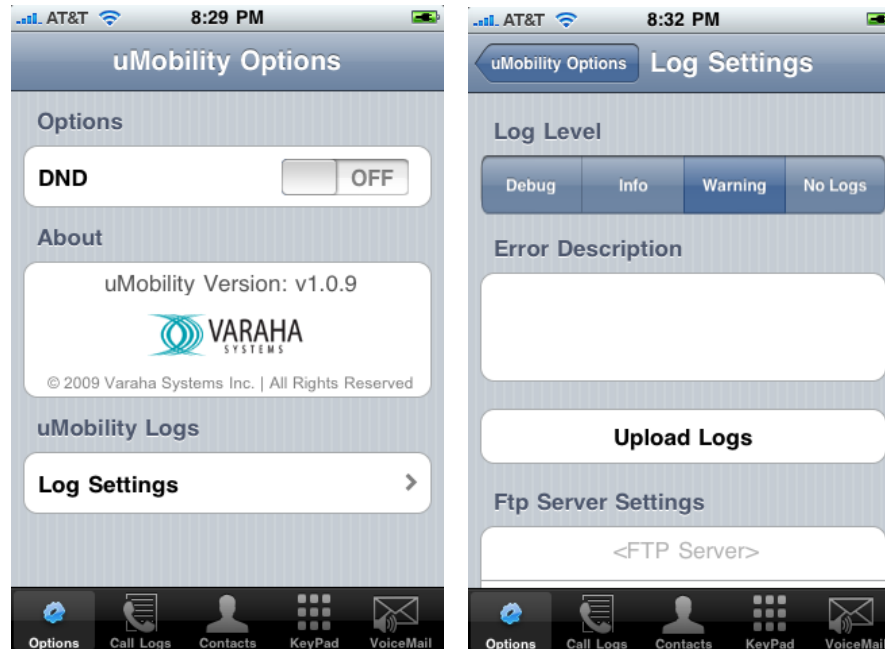
- Dial Pad – 10-digit keypad to enter in phone numbers or interact with IVR and ACD requests (e.g., calling in to a conference service and being asked to enter the meeting ID).



- Panel Menu – choices available to the user for additional functionality.



- **Options** takes the user to the uMobility Options menu to enable/disable DND (Do Not Disturb) as well as set up log functions (this group of settings would only be



engaged under the direction of the IT or providing carrier department.

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

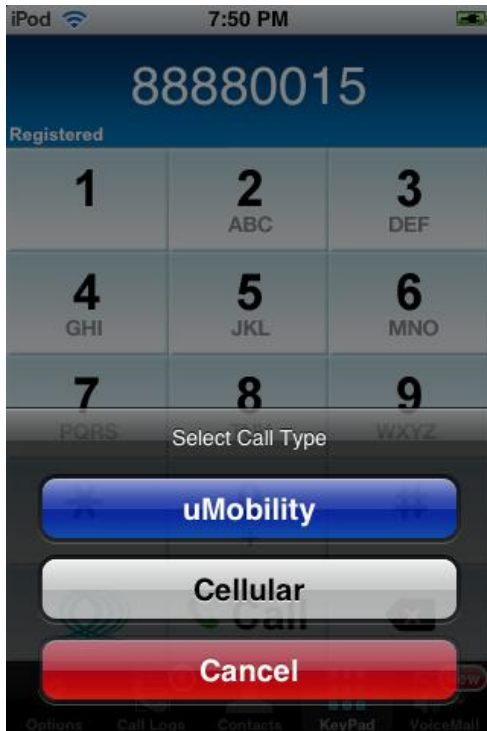


- Network Error Message – If the uMobility client encounters a network problem while registering with the network presently available, any descriptive error messages will be briefly displayed in this area. As soon as the host network or user resolves the issue, the error message will be removed.

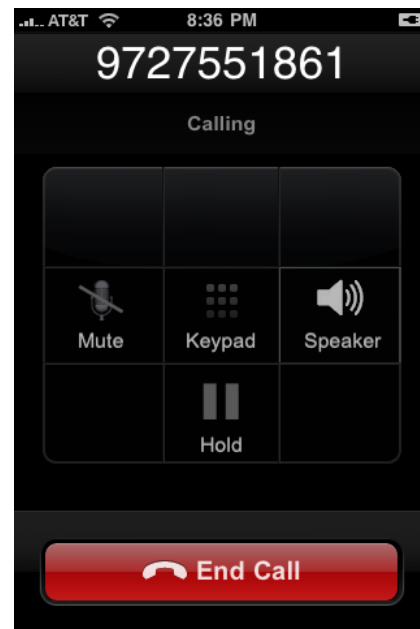




Making a Call With uMobility



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.



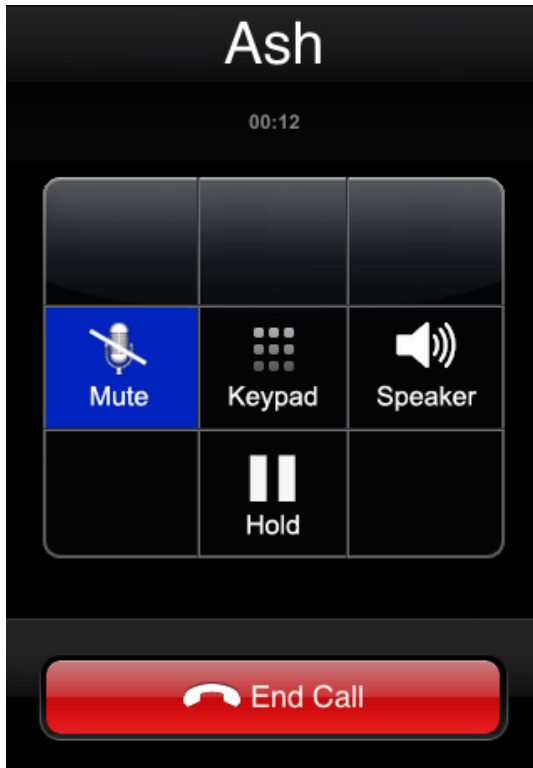
Once the personality is selected (either by configuration or menu choice as in the example above), the call request is placed with the provider's network (communicating with the uMC). At that time the uMobility client screen is changed to the one on the right-hand side, noting the phone number called 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

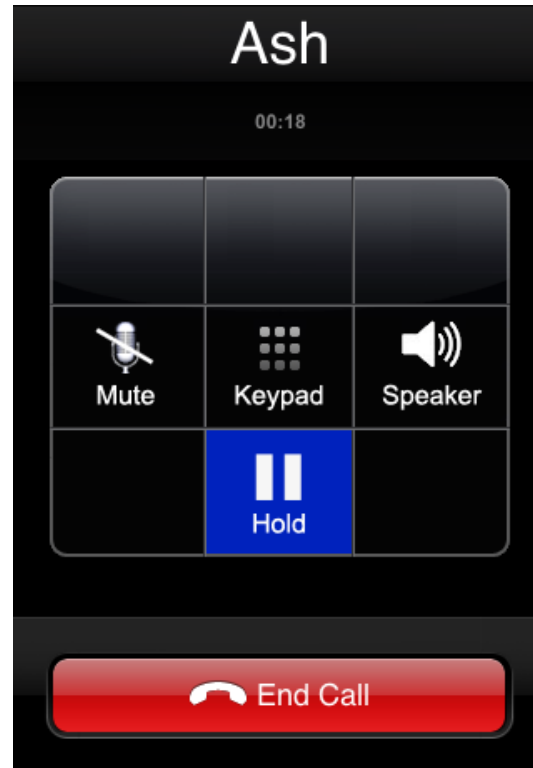
Once a call has been connected (inbound or outbound), the in-call menu allows the user to put the call on mute/hold/activate loudspeaker or access keypad for sending DTMF. The user can also access the volume hard keys or silence ringer of the phone. Each



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.



Call on Mute



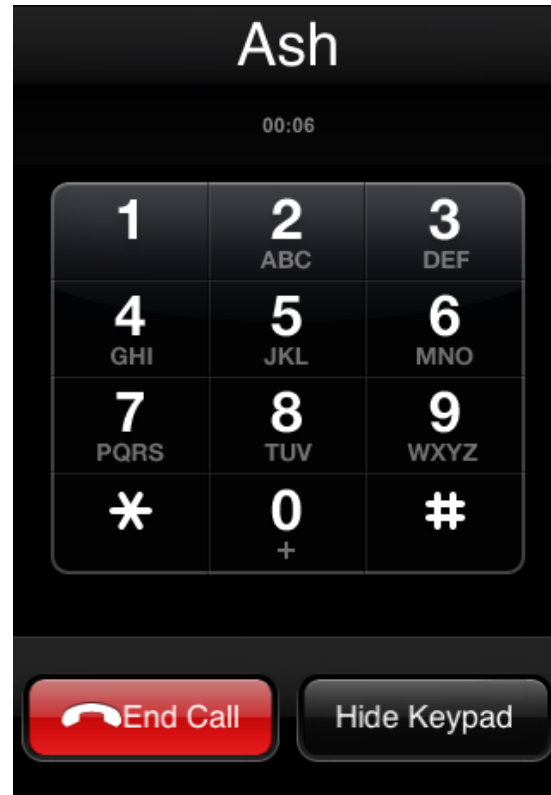
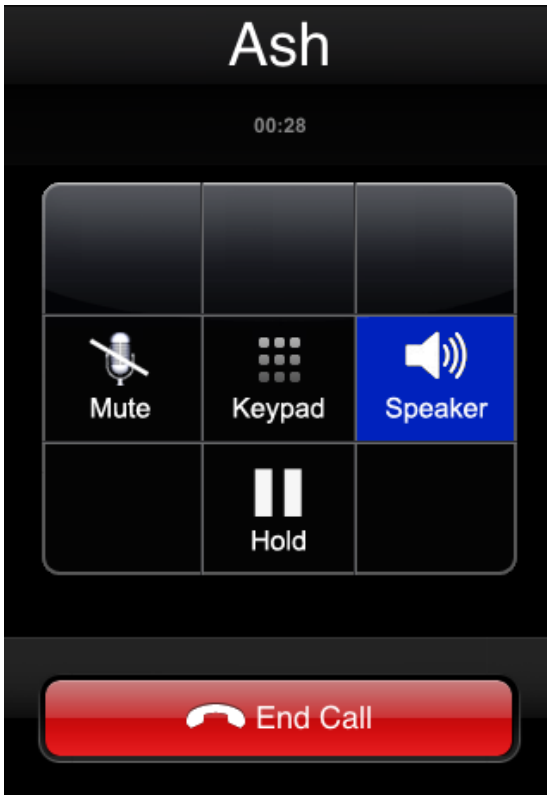
Call on Hold

Note that for 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 provided and handled by default phone application on the iPhone.



Loudspeaker activated

Keypad

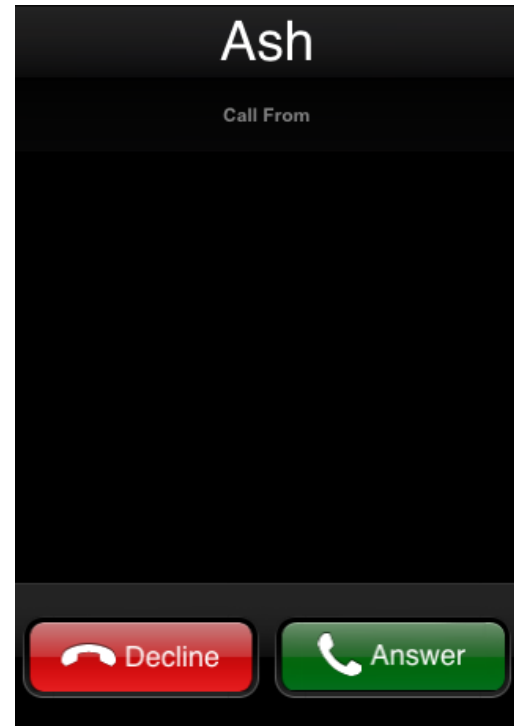




Receiving a Call With uMobility

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.



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 connected Wi-Fi network by tapping on the first entry under Choose a Network...



Advanced Options With uMobility

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 v1.0.9 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

- Only a single line VoIP calling is supported.
- Call Transfer is not presently supported
- 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.



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