

**NEC**

# **NEC uMobility**

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## **Client Software User Guide**



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Communications Technology Group



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# 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 5.1 or higher	iPhone 3GS iPhone 4 iPhone 4S iPhone 5 <b>Note 3</b>
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 <b>Note 4</b>
Android Tablet 	Version 3.1.0 or higher	Samsung Galaxy® 10.1 Tablet <b>Note 4</b>

*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 WiFi, 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)**

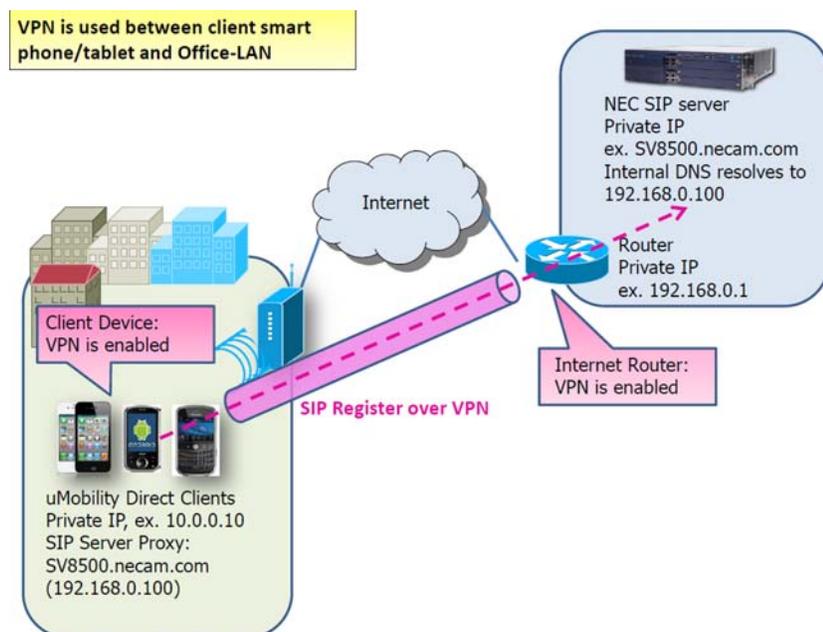
The software does not support traditional EAS, for example 911 or E911 in the US or 999 in the UK. Therefore, the user must route emergency calls through the cellular network rather than Voice over IP (VoIP) facilities. The user of the software and any such parties shall inform all users, guests and 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 WiFi connection when in sleep mode. Due to this OS limitation, the uMobility WiFi 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 does not 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.

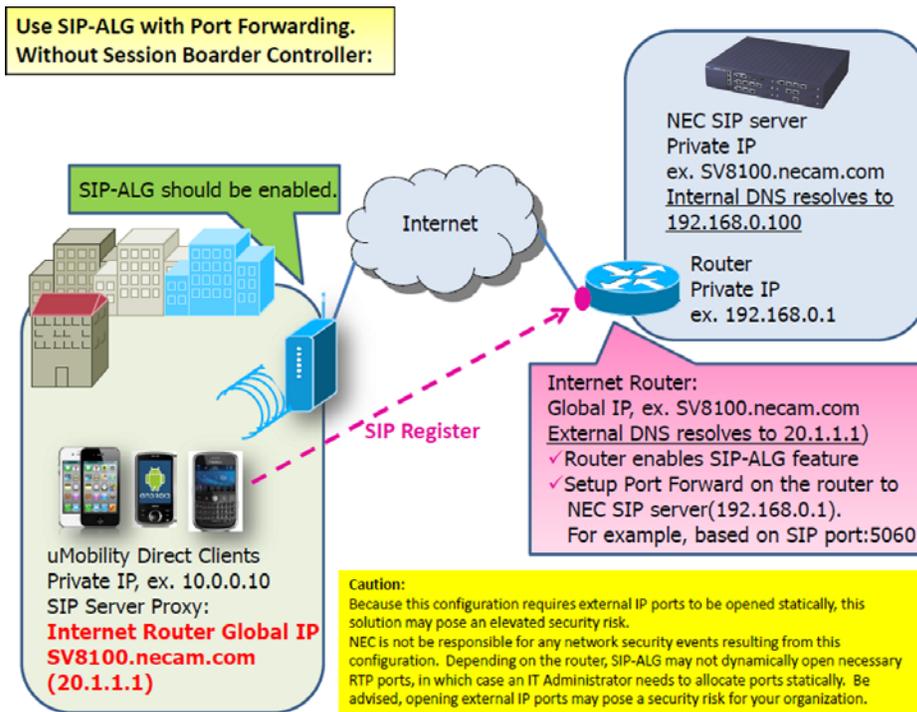
9. Hand Over between WiFi Access Points might cause voice conversation to be intermittent or cut off. This may occur because of the WiFi Access Point allocation and power adjustment design or Smart phone/Tablet WiFi hardware/driver behavior.
  - ✎ *NEC does not guarantee Hand Over quality between Access 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 WiFi 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

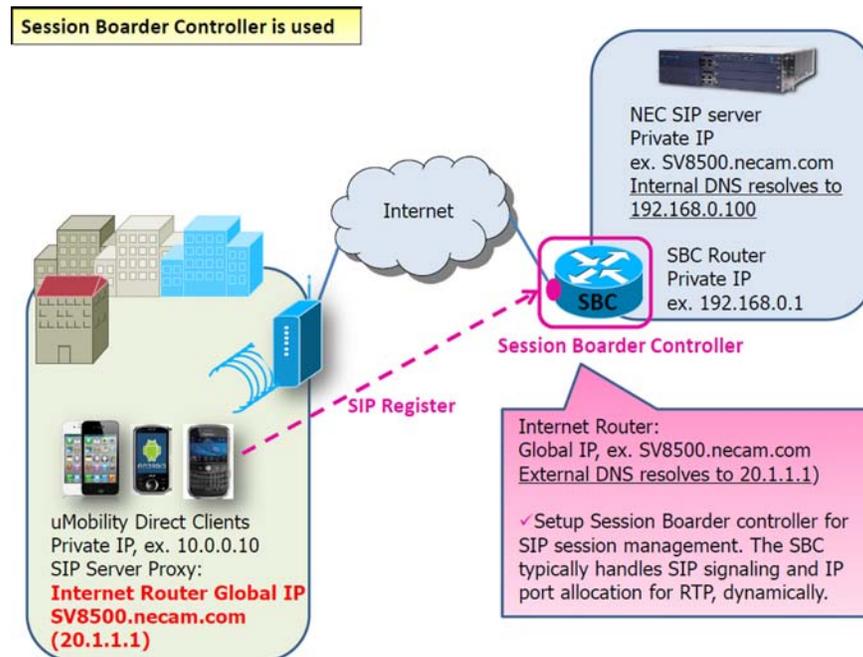
To use NEC uMobility outside of the corporate network, one of the following architectures must be configured to support WiFi access from the external smartphone/tablet to the voice platform.



**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

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## 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.

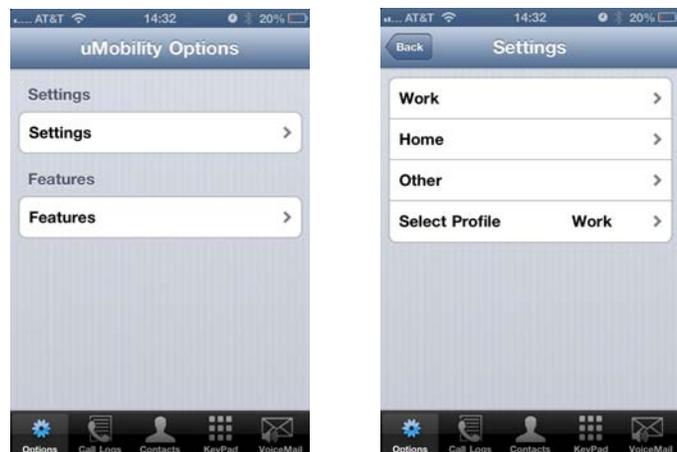


Figure 2-1 NEC uMobility Settings Screen

#### 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**

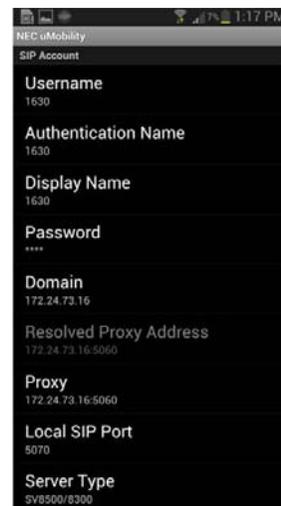
Select Account Profile

### 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:**

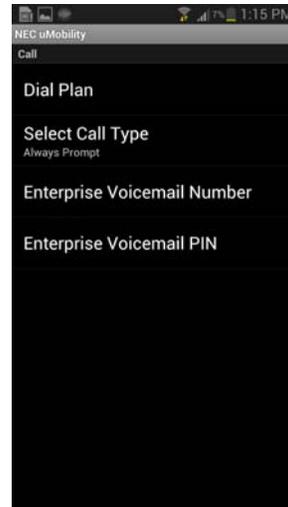
Input SIP server name or server IP address. If port number is not 5060, input SIP port number with ":". Ex. **172.24.73.16:5070**

**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.

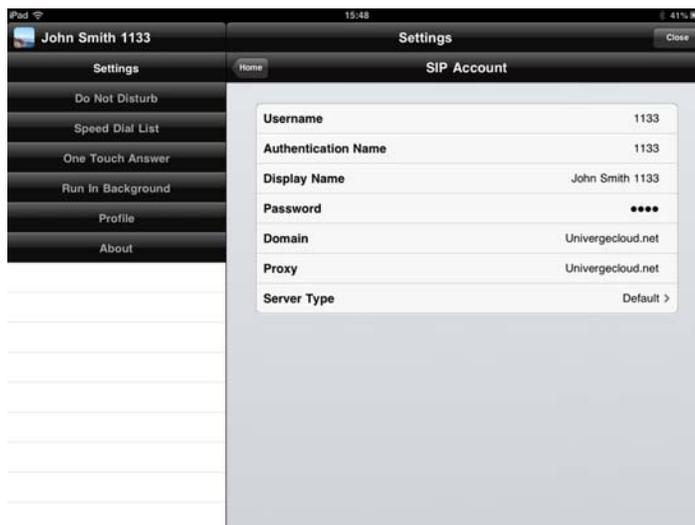


Figure 2-12 iPad SIP Account Screen

**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:**

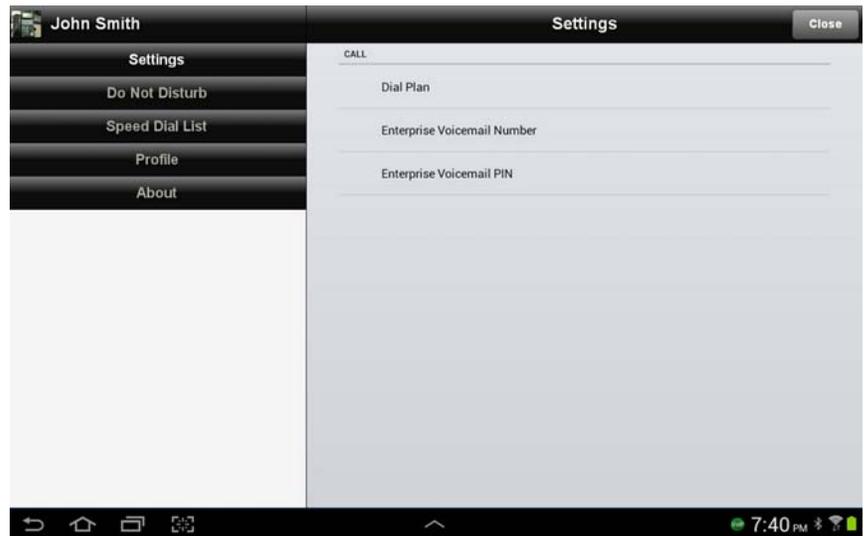
Input SIP server name or server IP address. If port number is not 5060, input SIP port number with ":". Ex. **172.24.73.16:5070**

**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.)

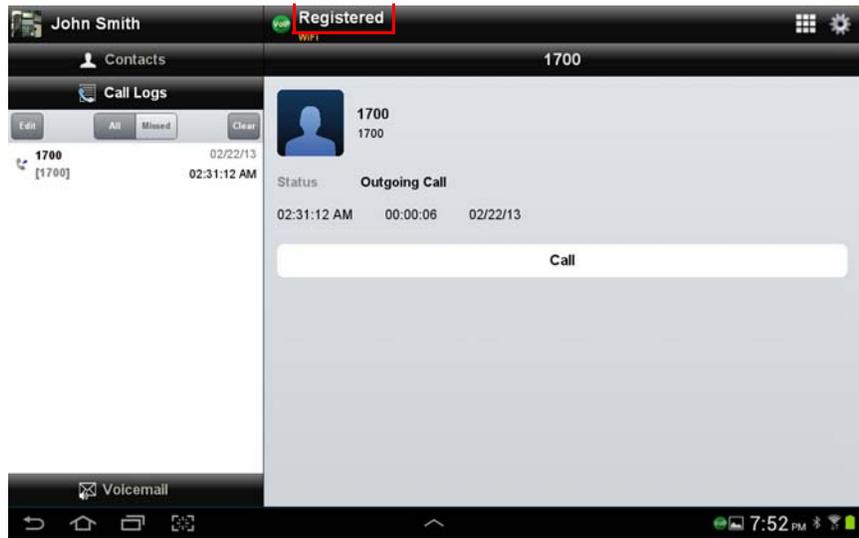


Figure 2-18 Android Tablet Registration Screen

### 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: 214XXXXXXXX

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.

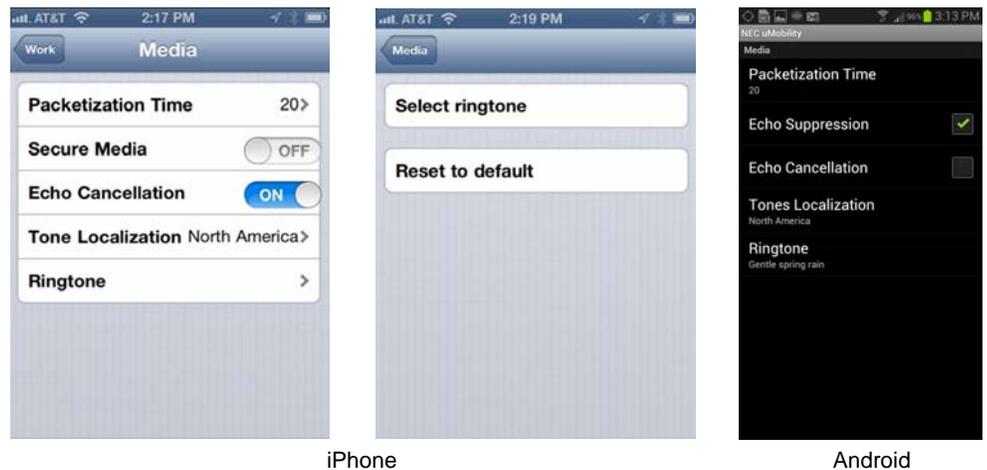


Figure 2-20 NEC uMobility – Media Screen (Smartphone)

### 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.

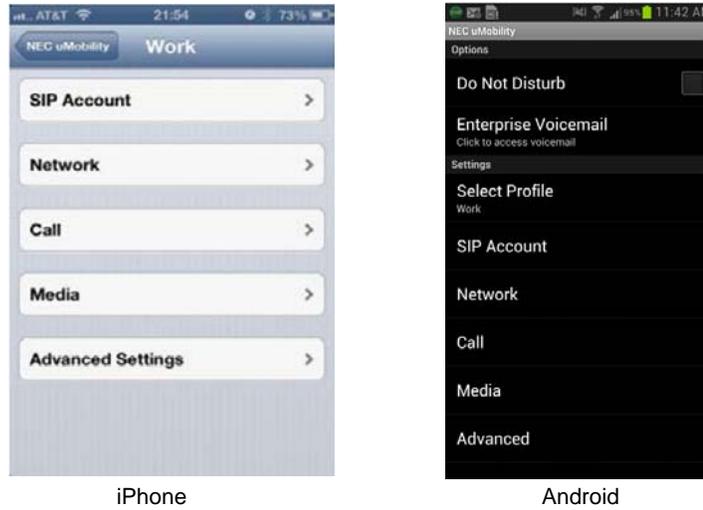


Figure 2-22 NEC uMobility – Work Screen (Smartphone)

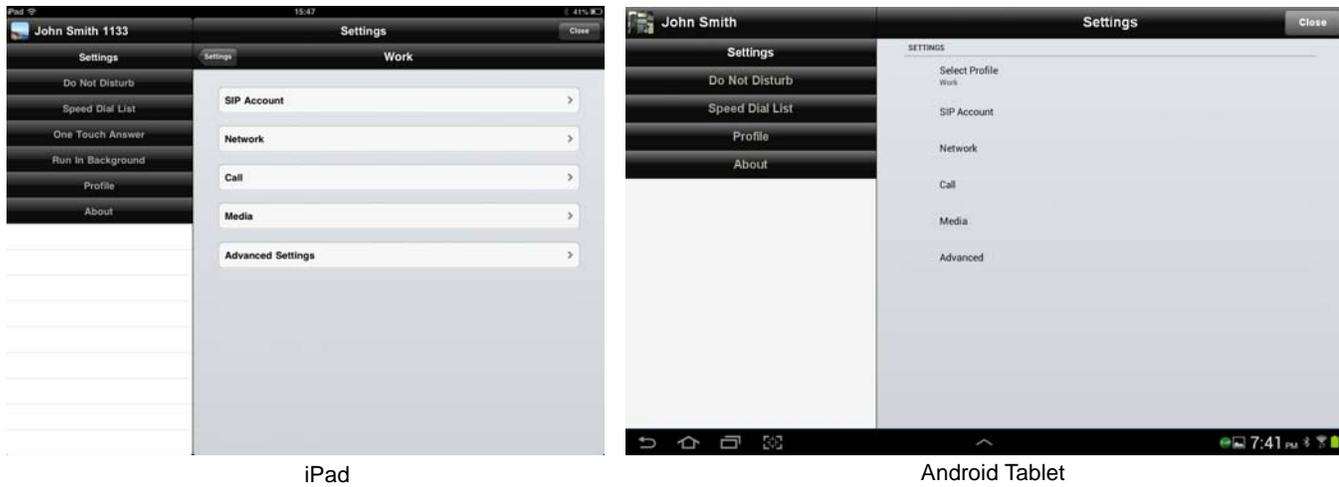


Figure 2-23 NEC uMobility – Work Screen (Tablet)

### 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 WiFi Disconnection Alert.

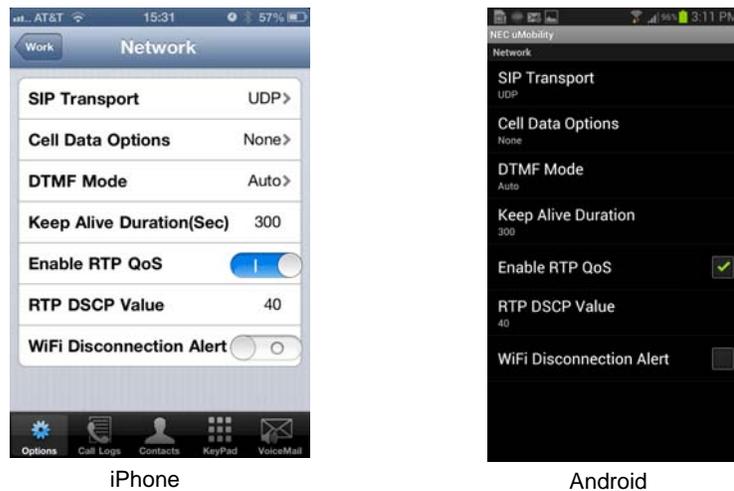


Figure 2-24 NEC uMobility – Network Screen (Smartphone)



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.

- WiFi Disconnection Alert

Turn on alert Sound when WiFi 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*

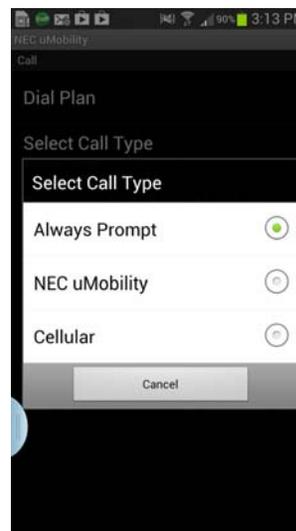
 *Android – Enterprise Voicemail button is in Options of the uMobility application.*

- 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 and Ringtone 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.



Figure 2-29 NEC uMobility – Media Screen (Smartphone)

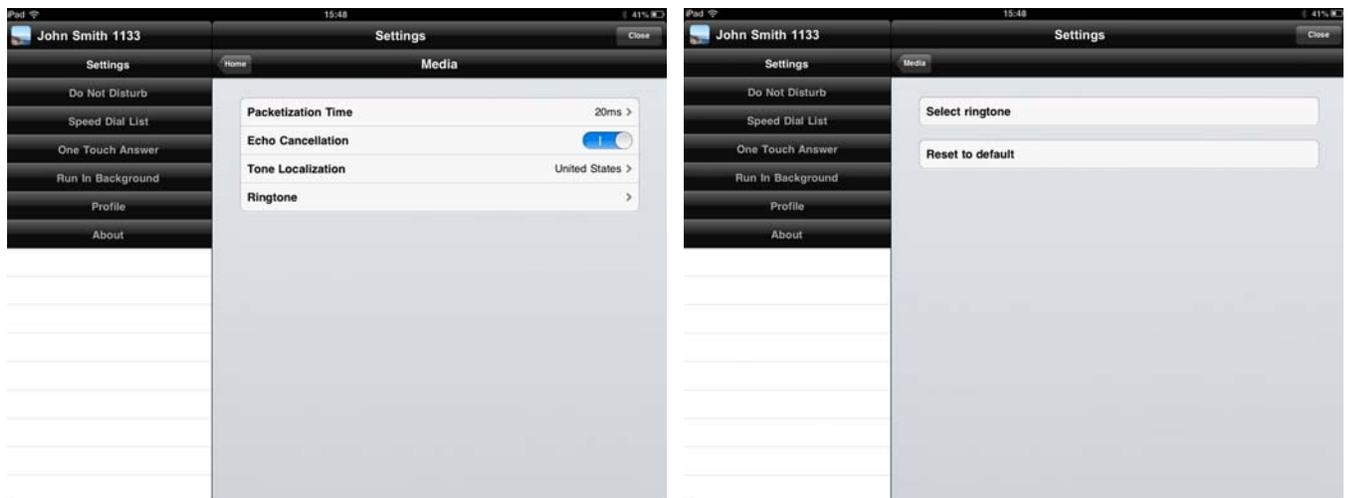


Figure 2-30 NEC uMobility – Media Screen (iPad Tablet)



**Figure 2-31 NEC uMobility – Media Screen (Android Tablet)**

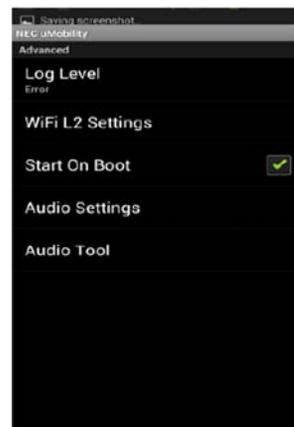
- Echo Cancellation  
Turn **On** or **Off** the Echo Cancellation feature. On the iPhone, the default is On.
- Echo Suppression (Android Only)  
Turn **On** or **Off** the Echo Suppression feature (Android only). On the Android phone, the default is On.
- Packetization Time  
Select voice payload cycle (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.

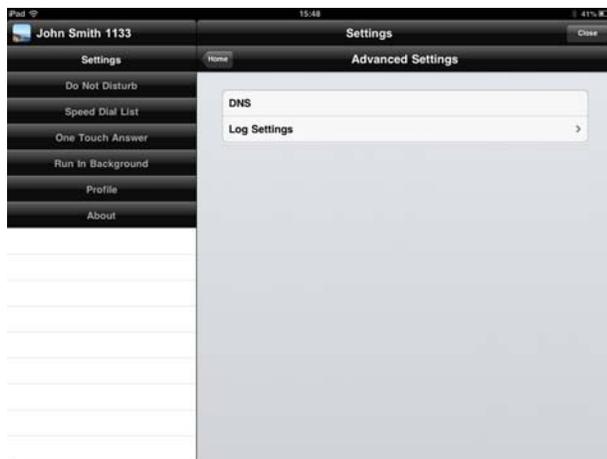


iPhone



Android

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



iPad



Android Tablet

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

- DNS (iPhone 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 (Android only)  
Administrator use only. Specifies how deep level of logs can be stored.
- WiFi L2 Settings  
Administrator use only. Specifies hand-off signal strength etc,.
- Start on Boot  
Enable (**On**) or Disable (**Off**) to boot uMobility when the phone OS starts up. Default is On.
- Audio Settings  
Administrator use only. This setting is used to adjust the noise filter or other audio effects.
- Audio Tool  
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

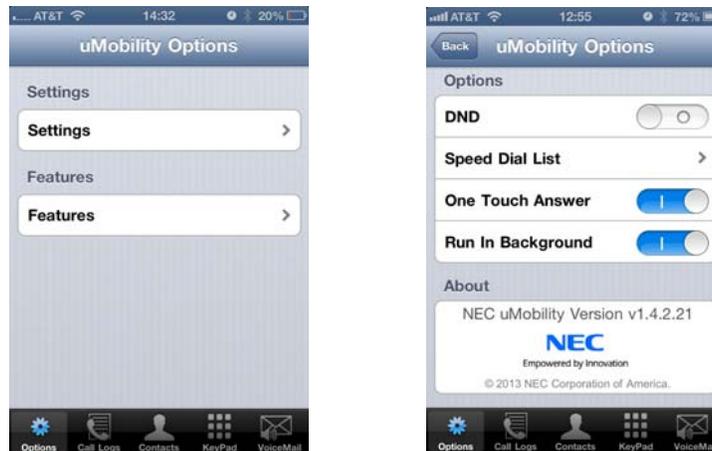
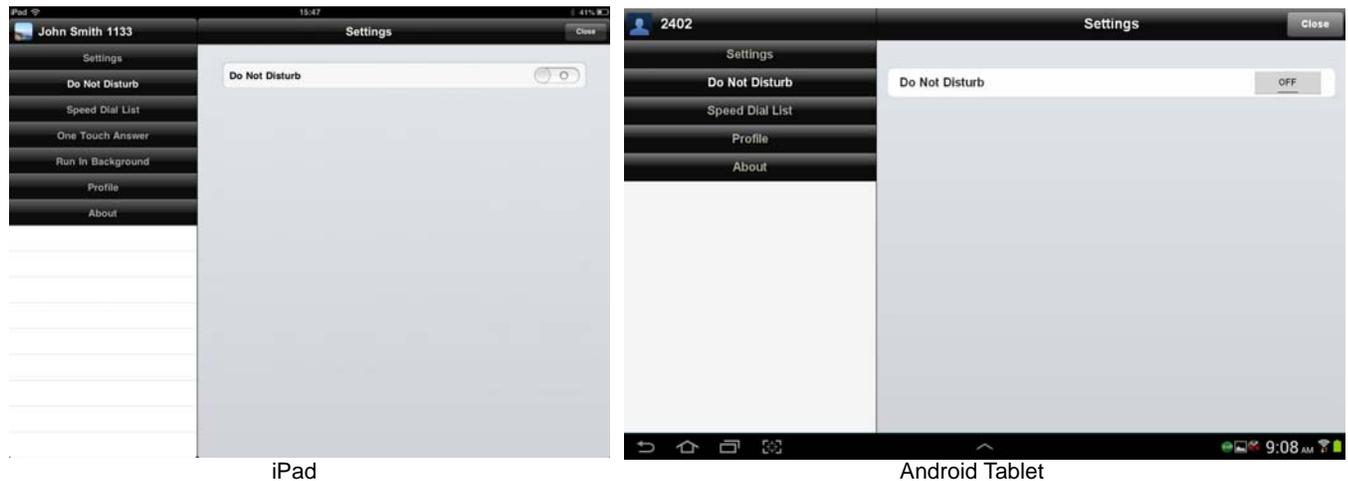


Figure 2-34 NEC uMobility – uMobility Options (iPhone)



**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**

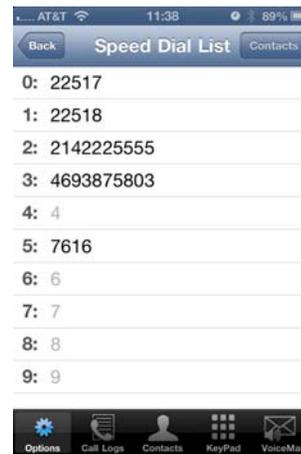
Enable (**On**) or Disable (**Off**) Do Not Disturb. If enabled, incoming calls are blocked and caller receives a busy signal. Default is Off.

**Log Settings**

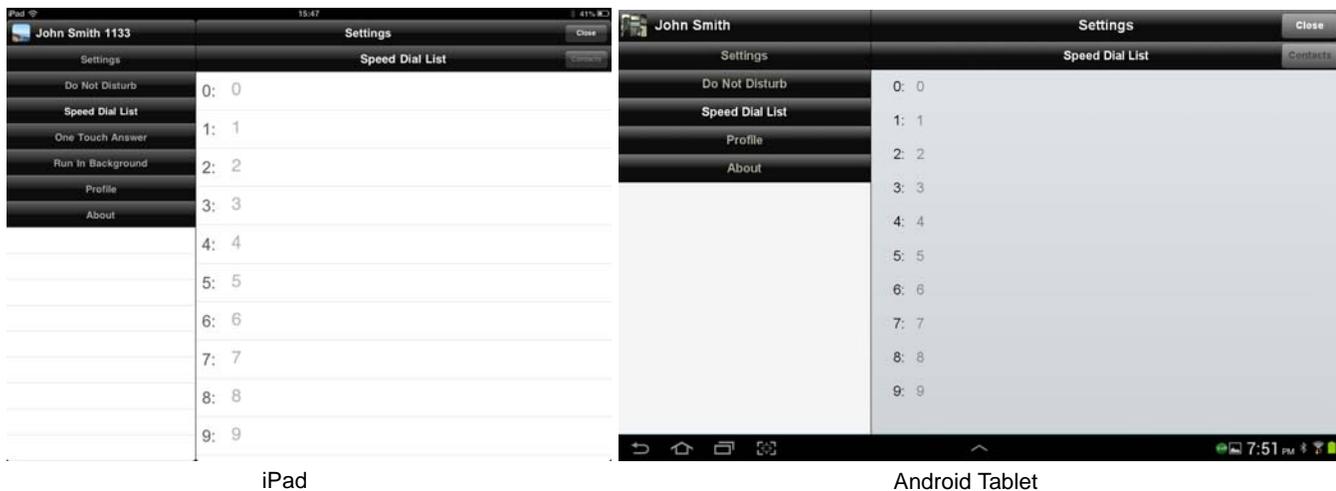
Administrator use only. Specifies how deep level of logs can be stored.

Also, the user can tap **Send logs via Email** to send logs by iPhone Email account. Or tap **Send logs via FTP** to send logs to the FTP server specified in **FTP Server Settings** for troubleshooting.

- 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.

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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)

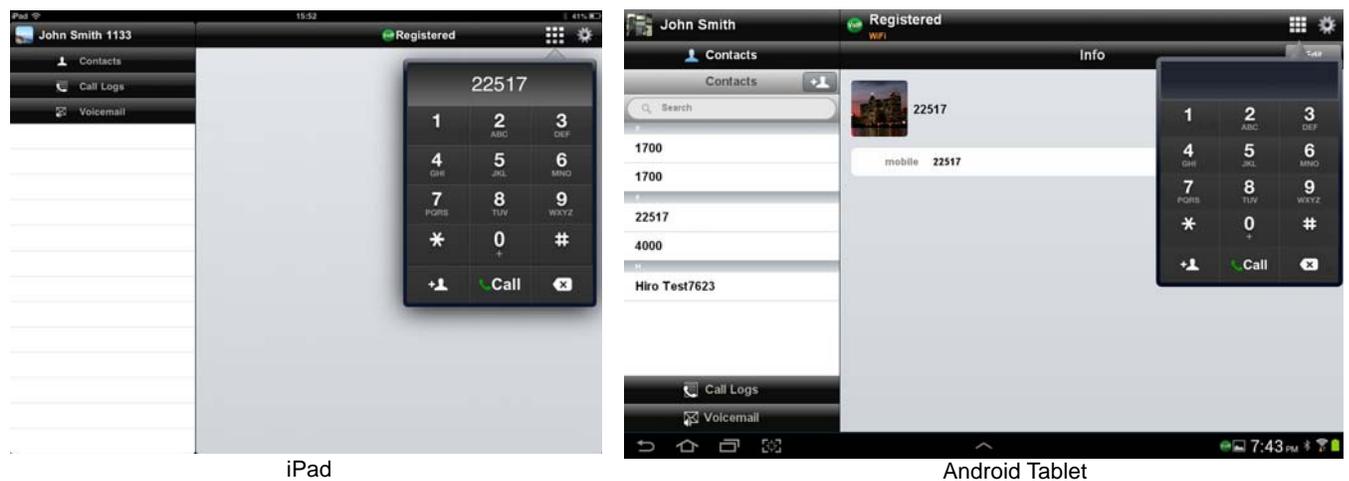


Figure 3-2 NEC uMobility – Keypad Screen (Tablet)

- 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

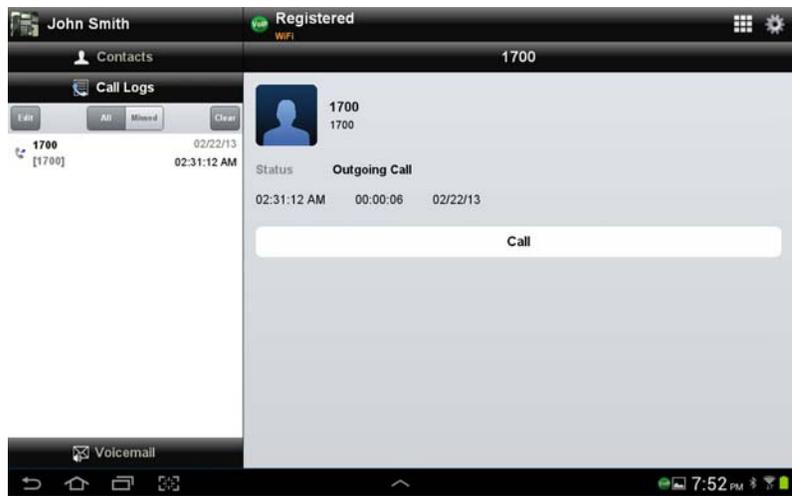
The following provide the steps required when making a call using the Call Logs feature.



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



iPad



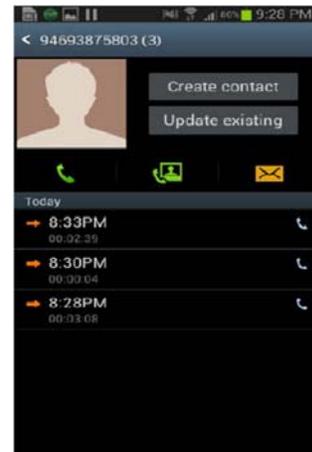
Android Tablet

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

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



iPhone



Android

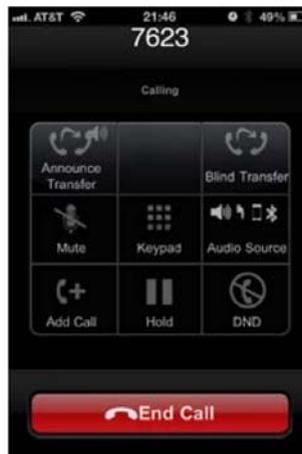
Figure 3-5 NEC uMobility – Call Logs Detail (Smartphone)

- 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)

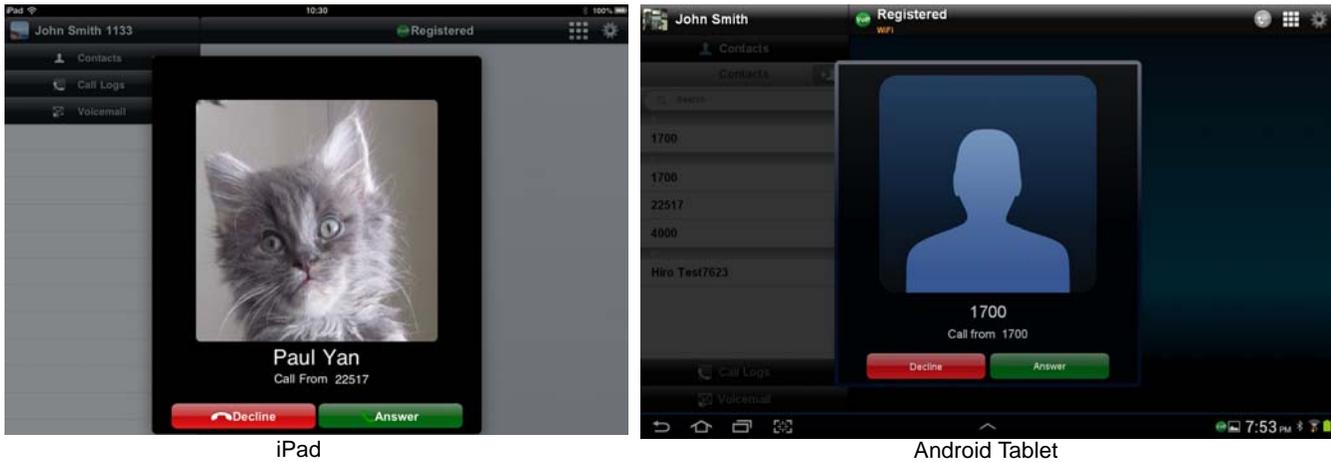


Figure 3-9 NEC uMobility – Call Answer (Tablet)

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

## SECTION 4 INCOMING CALL NOTIFICATION – IPHONE/IPAD ONLY

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

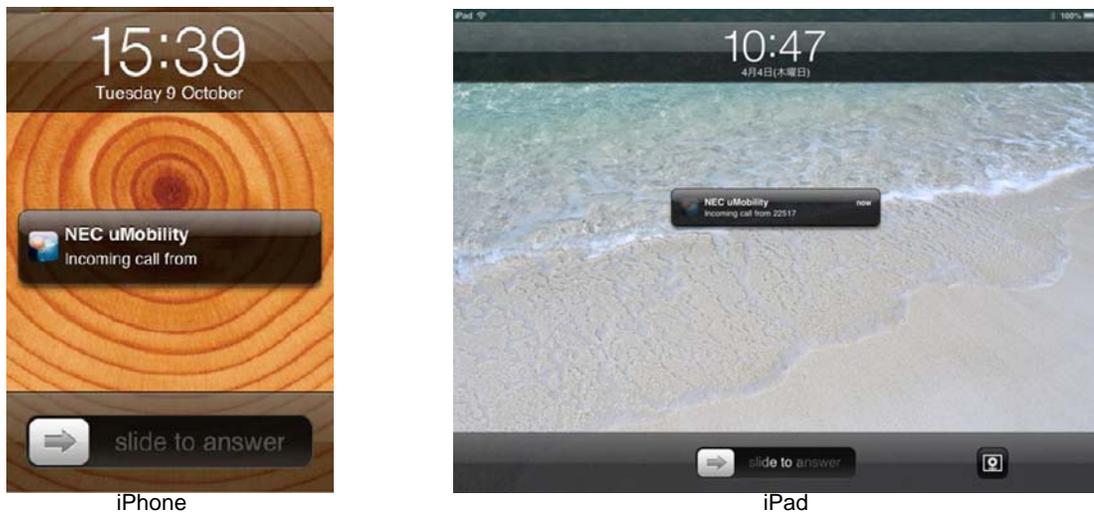
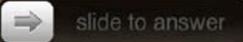
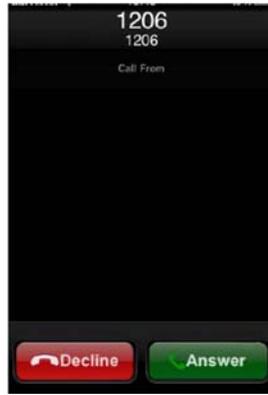


Figure 3-10 NEC uMobility – iPhone/iPad Notification Screen

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.



iPhone

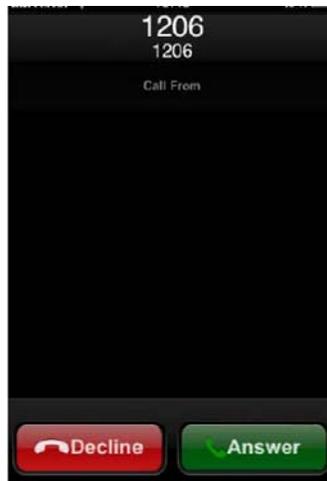


iPad

**Figure 3-11 NEC uMobility – iPhone/iPad Answer Screen**

## SECTION 5 DECLINE INCOMING CALL

The following is displayed when uMobility rings.

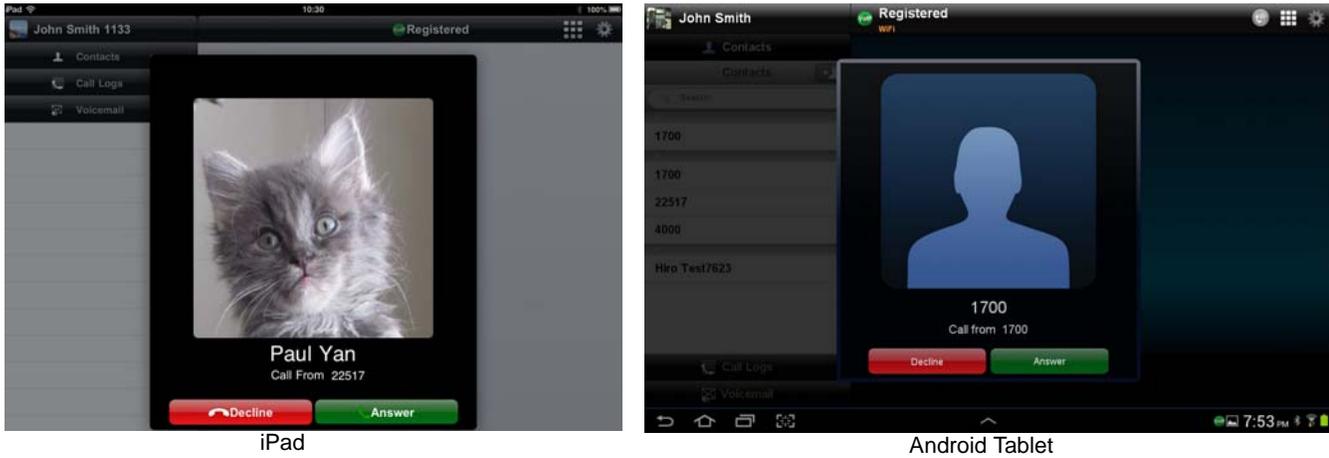


iPhone



Android

**Figure 3-12 NEC uMobility – Call Decline (Smartphone)**



**Figure 3-13 NEC uMobility – Call Decline (Tablet)**

- iPhone – tap the **Decline** button.
- Android – slide the **Decline** bar.

**SECTION 6 IN-CALL OPTIONS**

Once a call has been connected over WiFi 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 3-14 NEC uMobility – In-Call Options (Smartphone)**



**Figure 3-15 NEC uMobility – In-Call Options (Tablet)**

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



**Figure 3-16 NEC uMobility – Android Options Screen**

**6.1 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.

**6.2 Call Logs/Contacts**

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

### 6.3 Blind Transfer

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

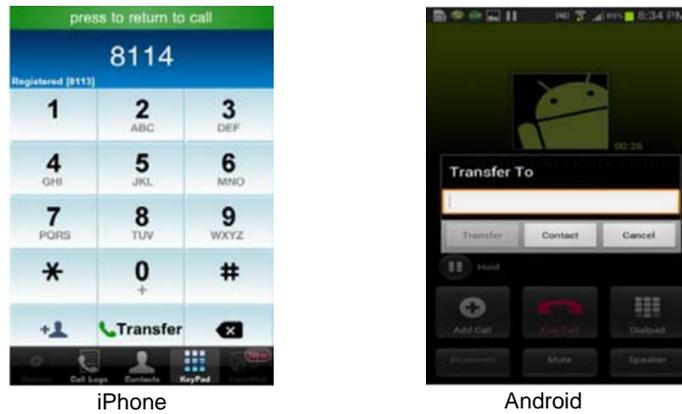


Figure 3-17 NEC uMobility – Transfer (Smartphone)



Figure 3-18 NEC uMobility – Transfer (Tablet)

### 6.4 Hold

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



Figure 3-19 NEC uMobility – Hold (Smartphone)

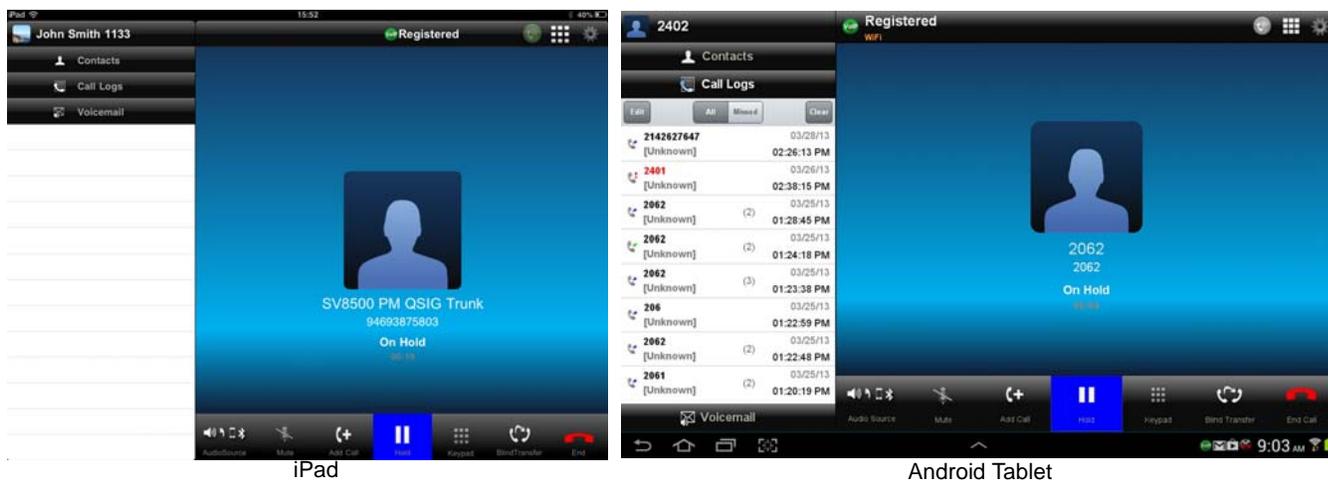


Figure 3-20 NEC uMobility – Hold (Tablet)

- 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.

### 6.5 Mute

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



Figure 3-21 NEC uMobility – Mute (Smartphone)



Figure 3-22 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.*

## 6.6 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**.

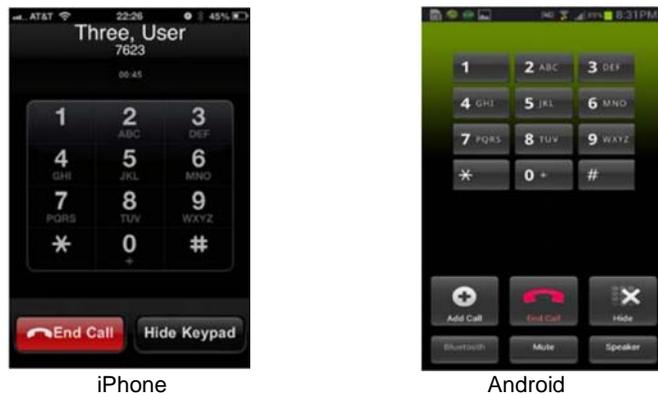


Figure 3-23 NEC uMobility – Keypad (Smartphone)



Figure 3-24 NEC uMobility – Keypad (Tablet)

### 6.7 DND

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

### 6.8 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.

### 6.9 Volume Adjustment

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

## SECTION 7 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 3-25 NEC uMobility – Hold Options (Smartphone)



Figure 3-26 NEC uMobility – Hold Options (Tablet)

### 7.1 Announce Transfer

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

## 7.2 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.

## 7.3 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 8 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 3-27 NEC uMobility – Active Call Indication (Smartphone)



Figure 3-28 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 9 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 10 CALL LOGS

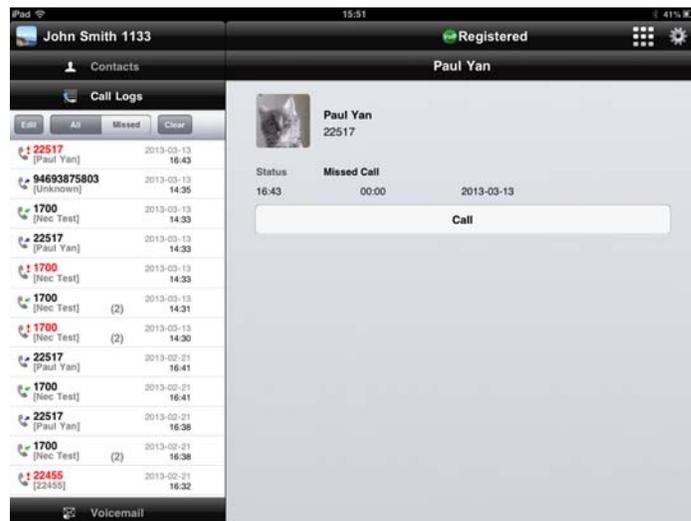


iPhone

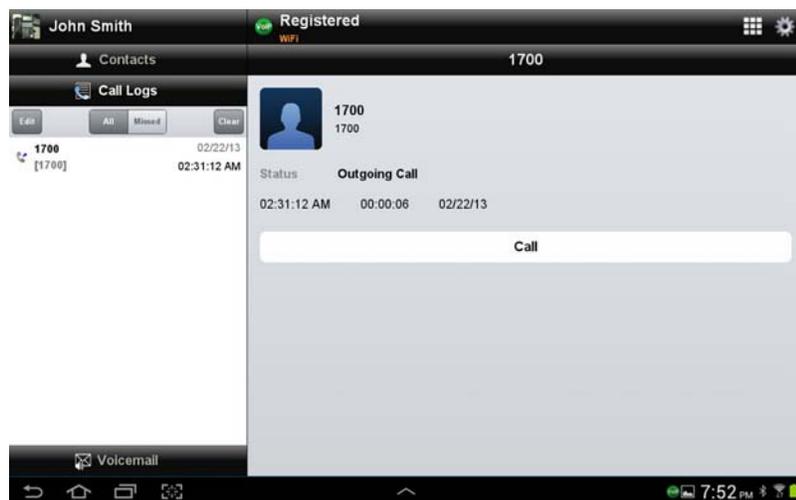


Android

Figure 3-29 NEC uMobility – Call Logs (Smartphone)



iPad



Android Tablet

**Figure 3-30 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 11 MISSED CALL NOTIFICATION



Figure 3-31 NEC uMobility – iPhone Missed Call Notification Screen

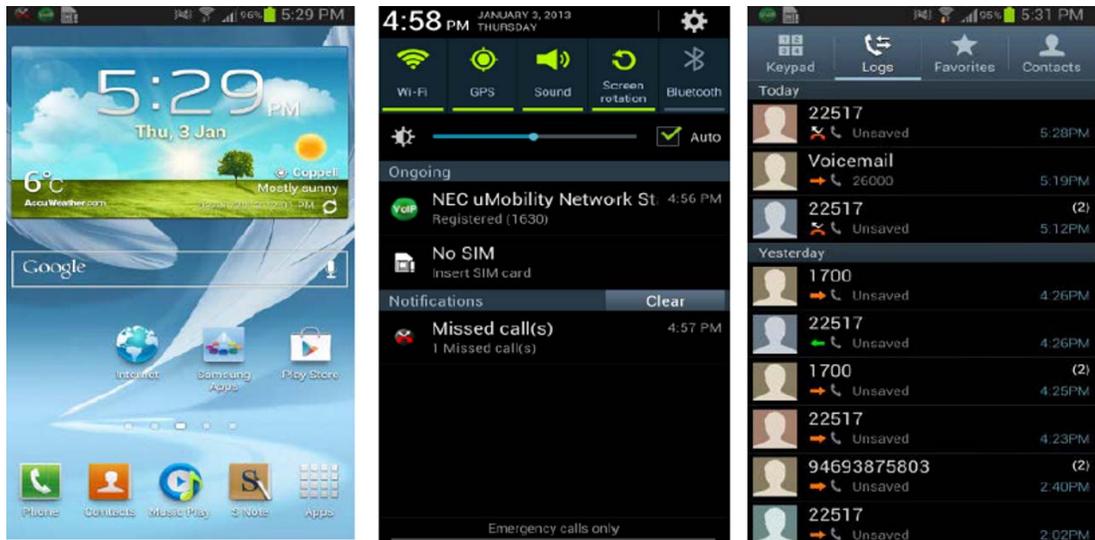
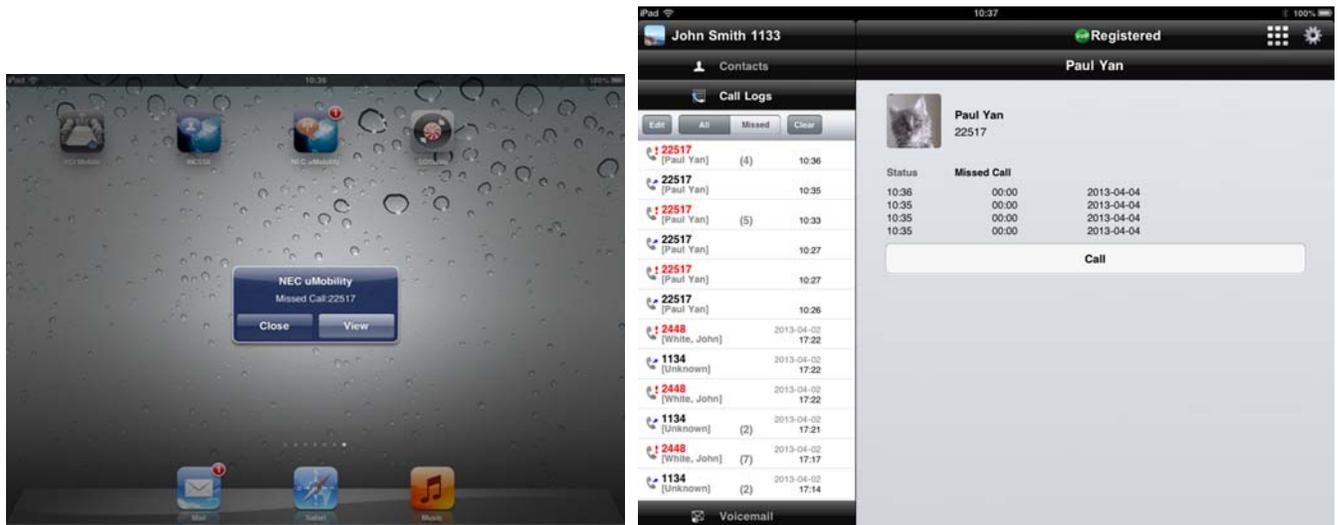


Figure 3-32 NEC uMobility – Android Missed Call Logs Screen



**Figure 3-33 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 3-34 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 12 VOICE MAIL NOTIFICATION AND RETRIEVAL

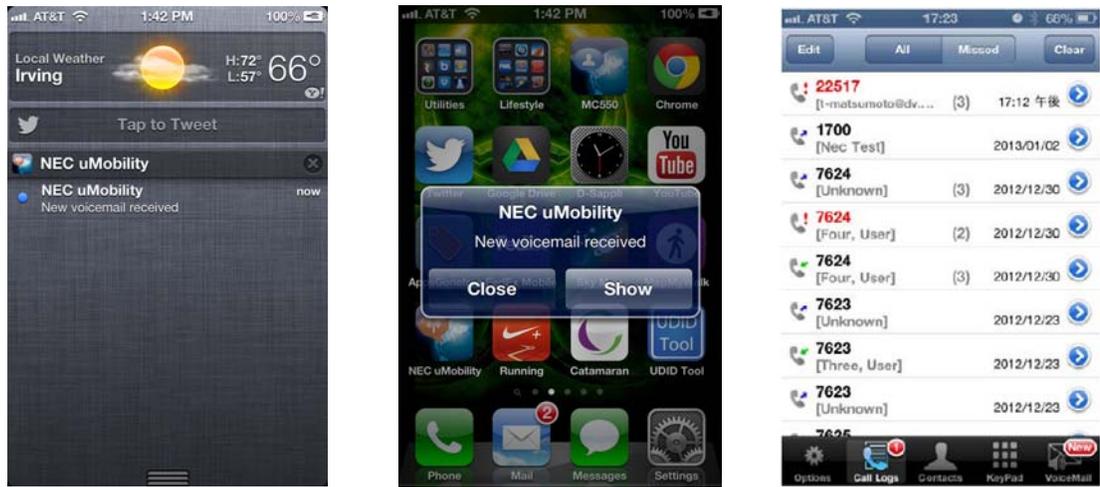


Figure 3-35 NEC uMobility – iPhone Voice Mail Screens

- 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.

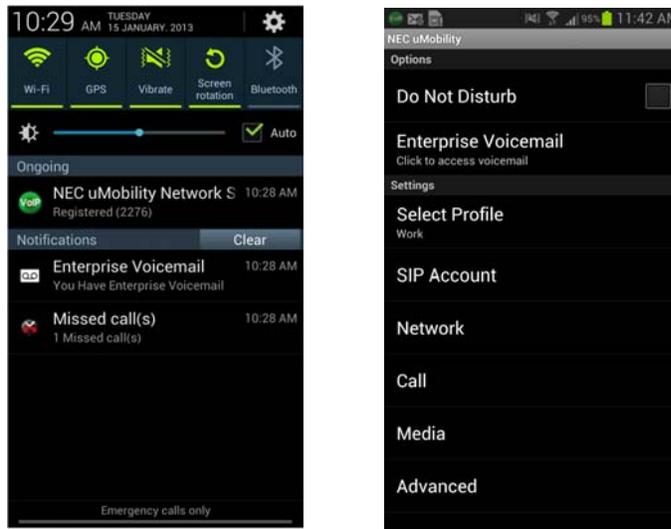


Figure 3-36 NEC uMobility – Android Voice Mail



Figure 3-37 NEC uMobility – iPad Voice Mail



Figure 3-38 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 13 EXIT UMOBILITY APPLICATION



Figure 3-39 NEC uMobility – Exit Application (Smartphone)



Figure 3-40 NEC uMobility – iPad Exit Application Screen



**Figure 3-41 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 14 CHECK UMOBILITY VERSION**

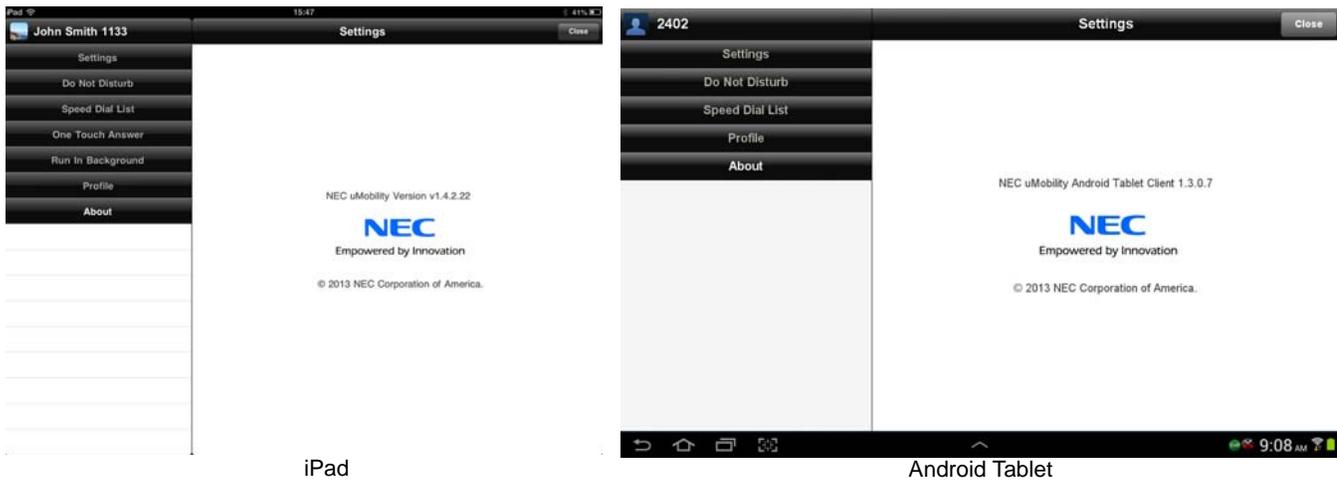


iPhone



Android

**Figure 3-42 NEC uMobility – Version Information (Smartphone)**



iPad

Android Tablet

**Figure 3-43 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 15 UNINSTALL UMOBILITY APPLICATION**



iPhone

Android

**Figure 3-44 NEC uMobility – Uninstall uMobility (Smartphone)**



**Figure 3-45 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.

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# **NEC uMobility**

## **Client Software User Guide**