



Knowledge Base: Apple iPhone™ and iPod Touch™

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uMobility and the Apple iPhone™

This Knowledge Base is intended for uMobility subscribers using Varaha’s client application on an Apple iPhone device. Please scan this list by category to find the area and topic of interest. If you are unable to find the answer to your question here, please consult the uMobility User’s Guide or contact the appropriate Support organization.

Category	Question	Answer
Display		
	The display message in the status area keeps changing from Cell to Enterprise to Registered. What does this mean?	<ul style="list-style-type: none"> Registered means uMobility has found a Wi-Fi zone and has used it to register back to the network provider. Enterprise means that a cellular data network has been found and is being used to register the uMobility client with the network provider. 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.
	The screen goes dark while I have the uMobility application running	This is a setting on the iPhone and can be adjusted in the General Settings area.
Features		
	How do I turn on/off DND (Do Not Disturb)?	Go to the General Settings ->uMobility-> Options menu within General Settings . The DND feature switch is located on that first screen.
	When I am in cellular, DND does not work for uMobility calls.	Make sure that Signaling over 3G is turned on. Instructions on this feature can be found in the User’s Guide.
	Every time I place a call, the phone asks me if I want use uMobility or Cellular	<p>This is a user configurable setting in the uMobility client. From the uMobility settings with General Settings,</p> <ul style="list-style-type: none"> Always prompt – every time a phone number is dialed, uMobility will ask whether to use the uMobility or the cell phone personality (CNAM, CLID)



		<ul style="list-style-type: none"> • 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.
	What all I can do with uMobility?	uMobility allows the user to make the most of whatever network is available for voice communications. If the user is out and about, it makes the desk phone or home phone number available via the cellular network. If the user is at home or in the office, uMobility can receive calls for the home or office number on the iPhone!
	Does uMobility plan to enrich features	The roadmap for uMobility is constantly changing as new features are requested by a growing user community. Check back to this web site often to get the latest on what new capabilities are coming to the iPhone.
	What if somebody calls when I am not in Wi-Fi?	uMobility allows the user to be reachable via their one number regardless of where the iPhone is at the time of the call. If the iPhone is not registered in a Wi-Fi network, the uMobility call will be delivered via the cellular network.
	How do I know I have a voicemail for me?	uMobility works with the native interface of the iPhone, looking just like the iPhone's cellular dialer. If a voice mail is waiting for the user, a red icon with the word NEW will appear in the lower right hand corner when the uMobility application is active. Note – the user will need to turn on Signaling Over 3G, found in the Advanced Settings within the uMobility settings on the device.
	Does it work my iTouch?	Yes, the iPod Touch is supported for 2 nd generation devices and above using OS 3.0 and above.
	I can hear the other party but the other party is not able to hear me on my iTouch.	Make sure that the headset being used is supported by the iTouch. It is possible that the ear buds work (sound in) but the jack is the wrong size for the microphone to work (sound out).
	I was on a Wi-Fi call and another cell call came in and my call dropped	Because of the limitations with the iPhone's OS, calls to the cellular number take precedence over calls to the uMobility number. While on a Wi-Fi call with the uMobility number, the user will have a few seconds to end that call when an inbound cellular call to the cellular number is received. Varaha continues to work within these limitations to create the best user experience possible.
	Can I use the product over my 3G data plan?	The user will need to check with their cellular provider's service agreement
	Can I VPN into my company to make calls from the office?	The enterprise user can enjoy maximum security with uMobility as even the first release works with the VPN client provided on the iPhone. Please check with the networks



		System Administrator for configuration information.
	Can I receive calls from my office?	uMobility provides the iPhone user with that very capability. When a properly configured uMobility application, the iPhone becomes the desk phone.
	Can I take a call while I am listening to music (or iTunes)?	Apple does not recommend taking a phone call while listening to music as this can cause erratic behavior with the device.
	Can I use it in my office?	Yes, the iPhone application can be used in conjunction with a business line to provide the best possible chance to communicate.
	Can I make international calls?	Yes, using the uMobility personality of the iPhone provides the user the opportunity to use the international dialing connections and rates of the enterprise voice PBX.
	Can I use the product internationally?	Yes, in cellular mode, uMobility can be used in geographic areas that have roaming agreements with the carrier providing the iPhone. In Wi-Fi mode, uMobility may be used anywhere a valid Wi-Fi network exists and allows connectivity.
	What PBXes are supported by the product?	A wide variety of IP PBXes and hosted solutions are currently supported by uMobility. Please contact sales@varaha.com for more details.
	Where can I purchase the service that works with uMobility?	From any number of communications carriers. Please contact sales@varaha.com for a listing in your area.
	Once in a while I hear ringing but am not able to answer the phone	If the uMobility application is resident in memory and the phone is in the process of going into sleep mode, it can happen that an inbound call will ring the phone but not be able to bring the phone back to an active state.
Set-up		
	How do I set up the uMobility client to work with my IP PBX or other Call Manager	<p>There are five fields of information to be completed: User ID, Password, Display Name, Server Address (of the IP PBX) and Domain.</p> <p>The User ID and Password are the credentials needed to log into the IP PBX/Call Manager. The Display Name is the name desired to identify the client's phone. The Server Address and Domain are IP addresses relating to the IP PBX/Call Manager.</p> <p>The Use Case (see below for these scenarios) of your installation will determine where this information is generated and how the user will receive it to finish off the client installation process.</p>
	How do I set up the	When the installation process is complete from the App Store, please contact the service



	uMobility client to work with my service provider?	provider to receive the configuration information needed to establish the uMobility service. This will arrive in either a SMS message or via email.
	What is the difference between Work, Home and Other Profiles?	Each of these profiles stores settings specific to that uMobility number. The Over the Air (OTA) process (via SMS or email, see above) will allow your Sysadmin or Service Provider to download settings appropriate for your service. When the download is completed, uMobility will ask which Profile to use to store those settings. Pick the most appropriate one for uMobility to use.
	How do I know that the uMobility application installed correctly?	When the installation process completes, go to the Home screen and look for the uMobility logo. Tap it to launch the client application. Type in a phone number, Tap the green Call button. If you get ring tone from a call in progress, the uMobility application is installed correctly.
Wi-Fi		
	My phone is in a Wi-Fi zone, but I'm not able to use uMobility to make a Wi-Fi call.	There could be a number of issues here. First, make sure in General Settings that the Wi-Fi capability is turned ON . Second, take a look at the available networks to make sure the signal strength is sufficient – if not, try moving to an area in the Wi-Fi zone where the path between the iPhone and the Access Point (AP) is unobstructed. Finally, with the uMobility client running, check to see if the status in the upper left-hand side says Registered . If the status shows Cell , the phone is only able to communicate with the cellular network; Enterprise means the iPhone is communicating with the cellular network and is able to use the data network to register with the uMobility service provider.
	My phone call drops when I move away from Wi-Fi coverage	Be sure that the cell phone number for the device is entered correctly in the application settings (General Settings -> uMobility). If the settings are correct, the user will receive an inbound cellular call from the uMobility Controller (uMC) that when answered will transfer the call from Wi-Fi to the cellular network.
Use Cases		
	What environments or networks are supported with the uMobility client for iPhone and iPod Touch?	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: <ul style="list-style-type: none"> 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



		<p>client. These settings will complete the installation of the client software on the device and get you up and calling in no time.</p> <ul style="list-style-type: none"> • 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 iPhone/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). Please NOTE that this implementation scenario is done entirely at the user's risk and is not a directly supported by Varaha or is sales channels.
Hand-off		
	<p>When a call is moved from Wi-Fi to cellular or if I received a call to my uMobility number, I get a message on my screen asking if I want to use uMobility.</p>	<p>The message being received is an Apple Push Notification Service (APNS) message from the Apple server within the cellular provider's network. This message is a convenience for the user, allowing them to bring the uMobility application back into the foreground. Once the uMobility application is in the foreground, the client will try to register back to the uMC the next time a valid Wi-Fi network is discovered.</p>