UBITY UC MOBILE —
IPHONE EDITION USER GUIDE

UBITY UC MOBILE iPhone Edition User Guide — CONTENT

1 — INITIAL SETUP

Access the **App Store** to search for and download the Ubity UC Mobile app.

The language of Ubity UC Mobile will automatically be the same as the language of your iPhone and cannot be change unless the iPhone's language preference is modified.

① **GETTING READY**

Once you have installed Ubity UC Mobile iPhone Edition, make sure you have set up Wi-Fi and mobile data correctly on your device:

Set up Wi-Fi

From your iPhone home screen, tap **Settings** > **Wi-Fi**. Turn **ON** the **Wi-Fi** field.

The panel will be populated with access points. Tap to choose an access point and wait for the item to show a checkmark (indicating that you're connected).

Set up mobile data (if applicable)

From the iPhone home screen, tap **Settings** > **Cellular**, and turn on the **Cellular Data** field.

Indicates that there is a wireless connection.

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●●●○○ 🛜          08:20          🔅 ▭▸
```

Set up notifications

Set up notifications to receive notification when Ubity UC Mobile is in the background: from the main iPhone screen, tap **Settings** > **Notifications Style**. Tap Ubity UC Mobile and set up the following:

Allow Notifications

- **ON** to allow notifications from Ubity UC Mobile.

Show in Notification Center (if desired)

- **ON** to display Ubity UC Mobile notifications in the iPhone's notification center.

Sounds

- **ON** to enable the sound preferences you choose on Ubity UC Mobile, or **OFF** to disable any sound for notifications while Ubity UC Mobile is in the background.

Badge App Icon

- **ON** to display a number of notifications on the Ubity UC Mobile icon.

Show on Lock Screen

- **ON** to receive notifications when the iPhone is locked.

Alert Style

Choose how you want to be notified of incoming calls and messages when Ubity UC Mobile is in the background. Select **None** to receive no notification.

Launch Ubity UC Mobile

Tap the Ubity UC Mobile icon on the iPhone. Ubity UC Mobile launches.

In general, Ubity UC Mobile works in portrait mode. It also supports landscape mode for typing messages so users can take advantage of a larger keyboard.

Tap the Ubity UC Mobile icon —————

Allow Ubity UC Mobile to access information

When prompted, give Ubity UC Mobile permissions to access your contacts and microphone on the iPhone. Without the permissions, Ubity UC Mobile's **Contacts** tab will be empty and Ubity UC Mobile calls will have no audio.

❷ LOGGING IN

Once the app is downloaded and installed, and you have started it by tapping the Ubity UC Mobile icon, you will be asked for a username and password. These credentials are the same as the ones you use on Ubity's web management portal, commonly referred as **Studio** (https://studio.ubity.com).

Username : the username used to log into the Ubity management portal

Password : the password used to log into to the Ubity management portal

If you don't yet have a password, or can't remember your password, you will have to request a new one by clicking on the "**Recover your password**" link on **Studio**'s login page (at the address above).

③ **START AND CLOSE UBITY UC MOBILE**

Start Ubity UC Mobile

Start Ubity UC Mobile and the message "**Phone Ready**" appears. Ubity UC Mobile is ready.

"**Phone Ready**" means that Ubity UC Mobile is ready to use.

"**No Service**" means that the device doesn't have Wi-FI or mobile data network, or that Ubity UC Mobile isn't allowed to use data for SIP.
Go to **Settings** > **Preferences** to allow Ubity UC Mobile to use data.

"**No Registration**" means that the SIP account isn't registered/enabled.
Go to **Settings** > **Accounts** and enable the account.
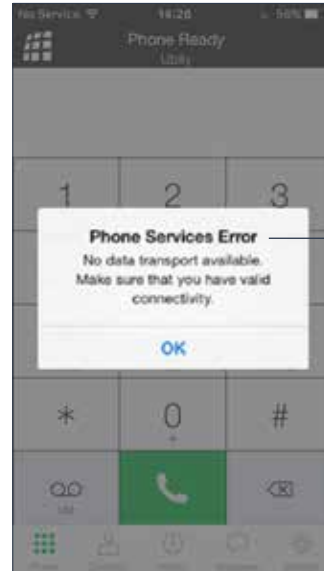
This message appears if you didn't enable mobile data (3G/4G) and you don't have a Wi- Fi connection. Use of mobile data is optional. To turn it on, go to **Settings** > **Preferences**.

Close Ubity UC Mobile

1 Press the **Home** button twice on the iPhone. The list of active applications appears.

2 Swipe up on the preview screen of Ubity UC Mobile. Ubity UC Mobile is removed from the list.

④ WORK WITH CONTACTS

Ubity UC Mobile uses contacts saved on your device. Ubity UC Mobile's contacts are continually synchronized with your native contacts. Adding, modifying or deleting a contact from one list updates the other list.

On iOS, set up multiple sources for contacts (for example, iCloud, Exchange) and merge all into the native contact app. If you do this, you can also access all contacts on Ubity UC Mobile.

Update Unified Contacts

When multiple entries are merged as one entry on iOS, modifying a contact within Ubity UC Mobile updates all the contact sources. For example, if you've set up the contacts from iCloud and Exchange and link the three entries as one entry on iOS, you'll see one single contact on Ubity UC Mobile with unified information from the three sources. Editing this contact on Ubity UC Mobile also updates contacts on iCloud and Exchange. Use the **native Contacts** app to update only one source, such as iCloud.

Favorites

Choose a contact as your favorite for quick access to dial and send SMS. To add a favorite, tap **Contacts** > **Favorites**, then tap **+**.

❶ INTERACTION BETWEEN UBITY UC MOBILE AND NATIVE PHONE

Placing Calls

• You can place a Ubity UC Mobile call so long as you're not already on a native call or not already on two Ubity UC Mobile calls.

• You can place a native call regardless of the state of Ubity UC Mobile.

Incoming Calls

• An incoming Ubity UC Mobile call rings on your phone unless you're on a native call or you're already on two Ubity UC Mobile calls. In both these cases, the new incoming call will go to Ubity UC Mobile voicemail instead.

• Incoming native calls : Being on a Ubity UC Mobile call has no impact on your native phone : native calls will be received in the usual way. Therefore, you should be prepared to accept or decline a native call.

Established Calls

• If you already have an existing Ubity UC Mobile call and you receive an incoming native call, you won't be able to hear the other party on the existing Ubity UC Mobile call until you answer or decline the incoming native call.

• If you accept an incoming native call, any live Ubity UC Mobile call goes on hold. You won't be able to take the Ubity UC Mobile call off hold until you end the native call.

• You can have up to two Ubity UC Mobile calls established at the same time and switch between them.

② MAKE A CALL

Use the Dialpad

Enter the phone number.
Tap this area to bring up the keyboard.
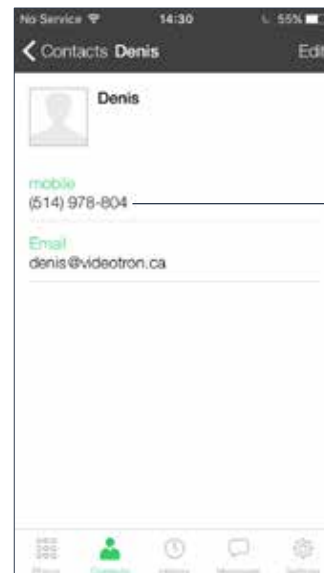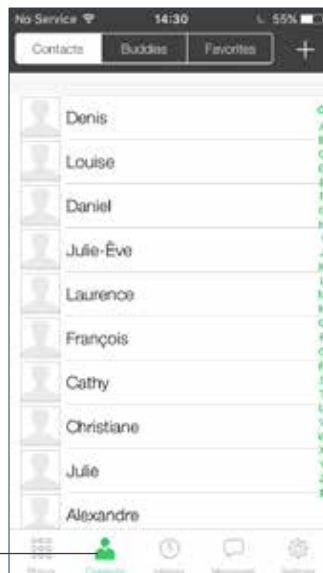
Clear the entire entry.
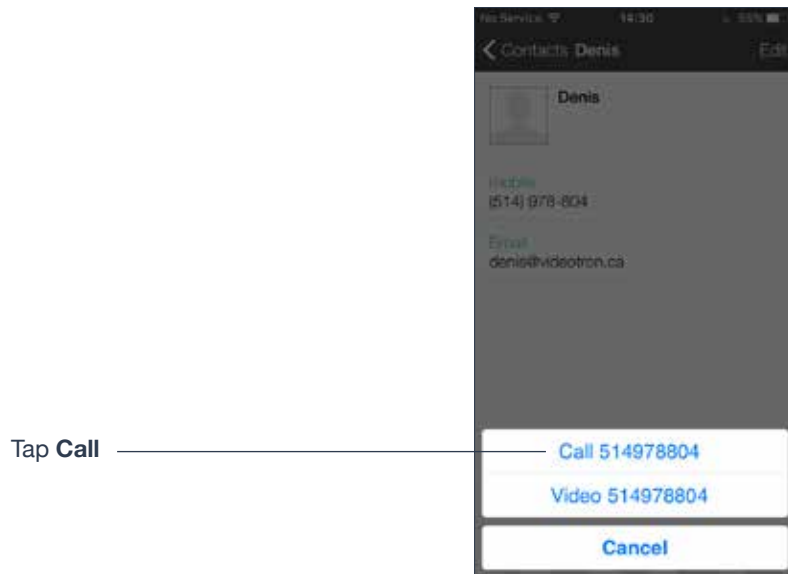
Tap to place call.

Backspace

From the iPhone Contact List

Tap the desired phone number.

Tap the **Contacts** tab at the bottom of the screen. Search for the contact and tap it.

A prompt appears for you to confirm the call. Or the call starts immediately. To select the desired behavior, see "**Single Touch to Call**" on page 40.

Tap **Call**

Network Quality Indicator

The **Network Quality Indicator** on the call panel displays the current network conditions.

Network Quality Indicator
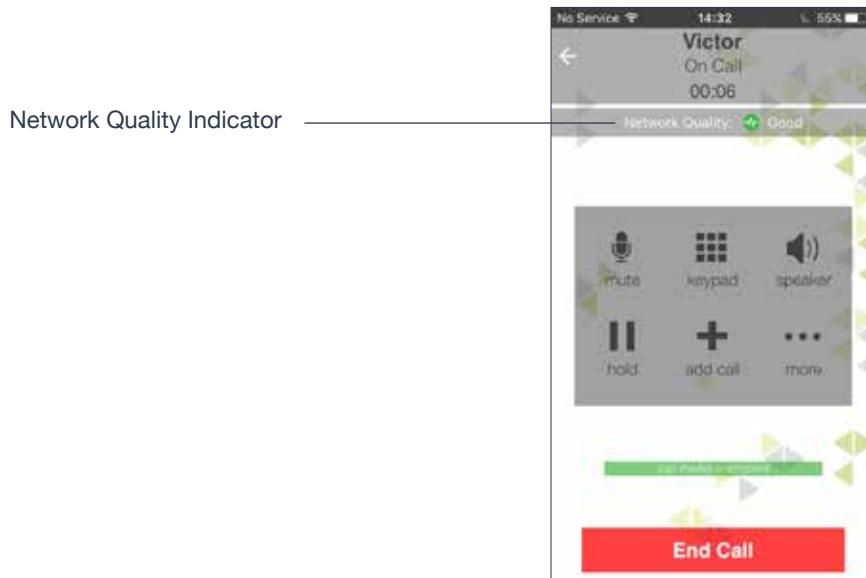
Icon	Indicator
〰️	Good
〰️	Fair
〰️	Poor
〰️	Unknown

Wi-Fi Networks

If the **Network Quality Indicator** shows "**Poor**" status, this indicates there is network congestion or a poor quality Wi-Fi signal. Try moving closer to your Wi-Fi access point.

Mobile Networks

If the **Network Quality Indicator** shows "**Poor**," this indicates that you may be:

- between cellular towers

- experiencing adverse weather conditions

- nearing the maximum range of the closest tower.

If possible, move closer to the tower.

When Ubity UC Mobile is in the Foreground

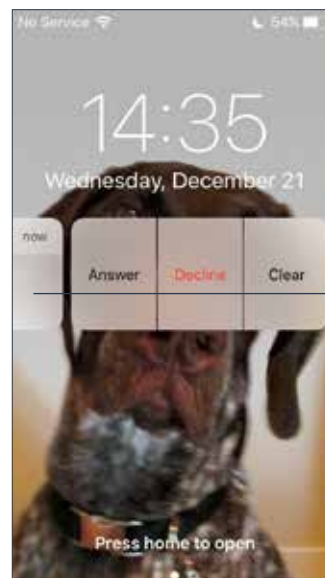Tap to **Decline** or **Answer**.

When the Device is Locked

Answer an incoming call even when the device is locked by swiping right or swiping left.
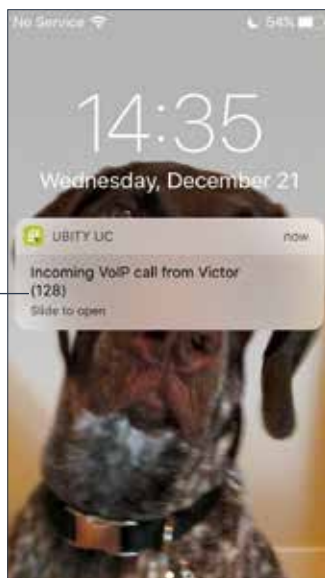
Swipe right on the Ubity UC Mobile notification to unlock the screen and enter the device password.

Ubity UC Mobile is brought into the foreground and the call is answered.

Swipe left to display **Decline/ Answer** and answer a call on the lockscreen.

See page 39 for turning **Allow Answer on Lockscreen to On or Off** (default).

When Ubity UC Mobile is in the Background

You'll receive a notification for an incoming call. Set the **Alert style** to **Alert** or **Banner** by tapping the **Home** button > **Settings** > **Notifications** > **Ubity UC Mobile**.

Tap to answer a call.

If you ignore or swipe up, the incoming call continues to ring until it goes to voicemail or the caller hangs up.
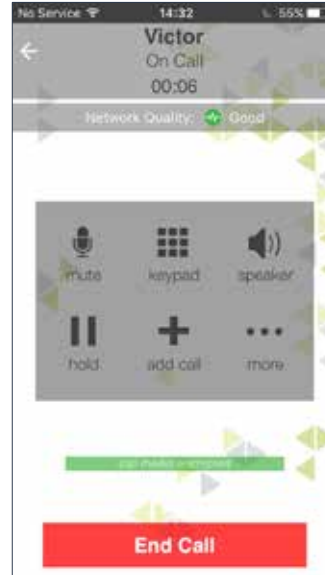
The call starts immediately.

You can change this behavior; see **Alert Answer** on page 39.
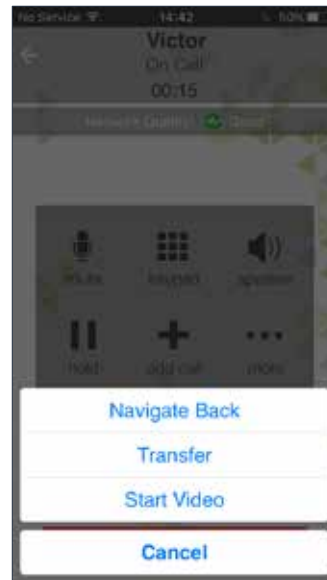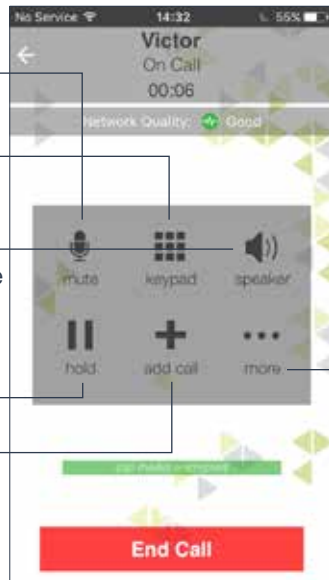
① HANDLE ONE ESTABLISHED CALL

Mute or umute the call.

Tap to show a keypad to enter numbers

Quick tap to turn on/off speakerphone. Long tap to choose other audio output options (if connected).

Hold or release hold.

Make a second phone call.

To transfer the call, see page 20.
To switch to video call, see page 24.

Handle a Ubity UC Mobile Call and a Native Call

Tap to return to the native call.

When you have an active call, the existing Ubity UC Mobile call remains on hold.

❷ RECORD A CALL AND CALL RECORDING TONE

A call recording tone or beep is presented when recording of a call is started and sent to the other party.

- Muting a call doesn't silence the *beep*.

- If a call is put on hold (either by yourself or the other party), recording is paused. The beep can be heard when recording resumes.

- When you transfer a call, recording stops when redirecting to the other party. When recording restarts, the beep can be heard by the other party.

Listen to the recording on the **History** screen.

You can also manage the recording in **iTunes**® on a desktop computer. Select your device in **iTunes**, click the **Apps** tab at the top of the screen, scroll down to file sharing, then click the Ubiy UC Mobile icon in the **Apps** panel. The recordings appear in the **Ubity UC Mobile Documents** panel.

③ PLACE A SECOND UBITY UC MOBILE CALL

Use the Dialpad
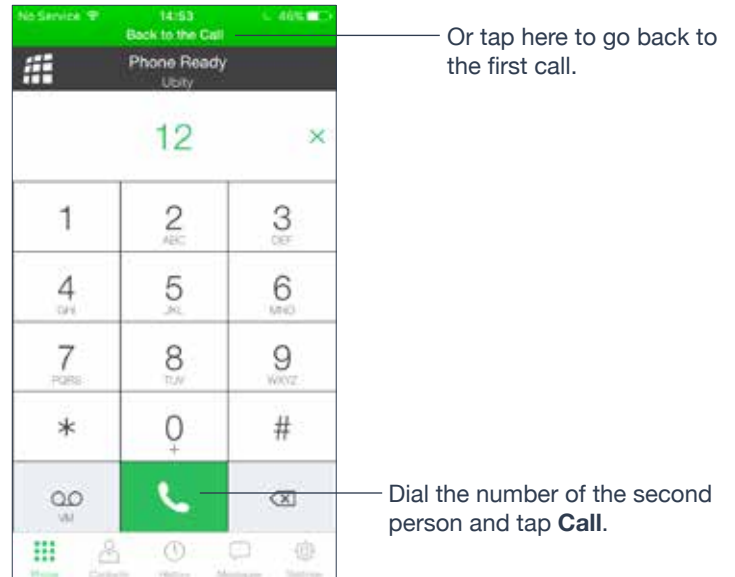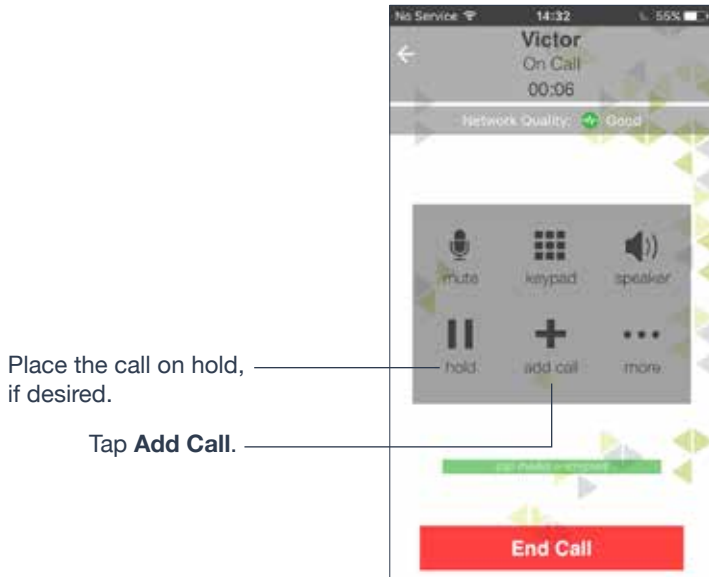
Place the call on hold, if desired.

Tap **Add Call**.

Or tap here to go back to the first call.

Dial the number of the second person and tap **Call**.

When the call connects, the first call is put on hold. you're now speaking to the second person.

Tap **Swap Call** to switch to the other person.
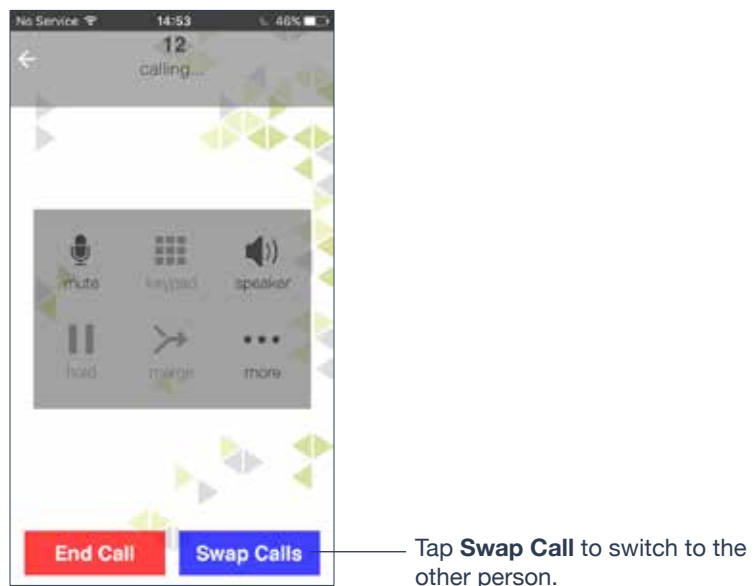
From the iPhone Contact List

Place the call on hold, if desired.

Tap **Add Call**.

Tap **Contacts** tab.
Search for the contact

Or tap here to go back to the first call.

Tap **Call**.

When the call connects, the first call is put on hold. you're now speaking to the second person.

Tap **Swap Call** to switch to the other person.

④ HANDLE TWO ESTABLISHED CALLS

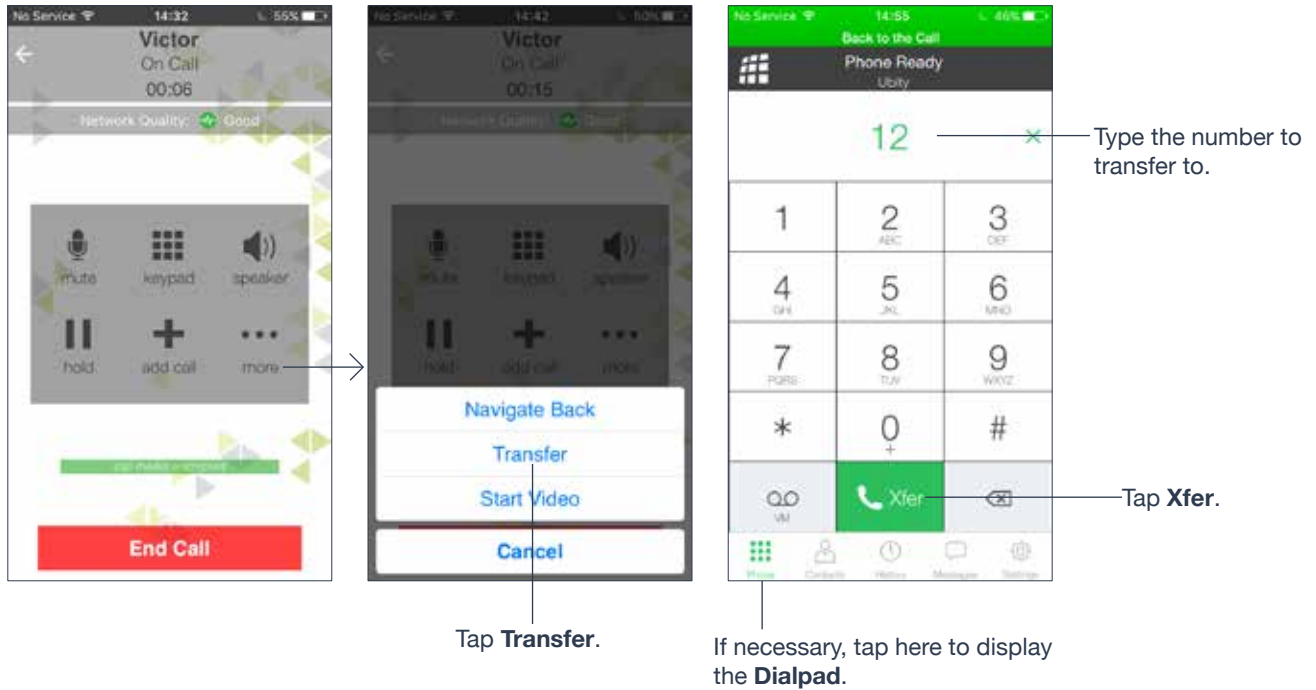### Handle Two Ubity UC Mobile Calls
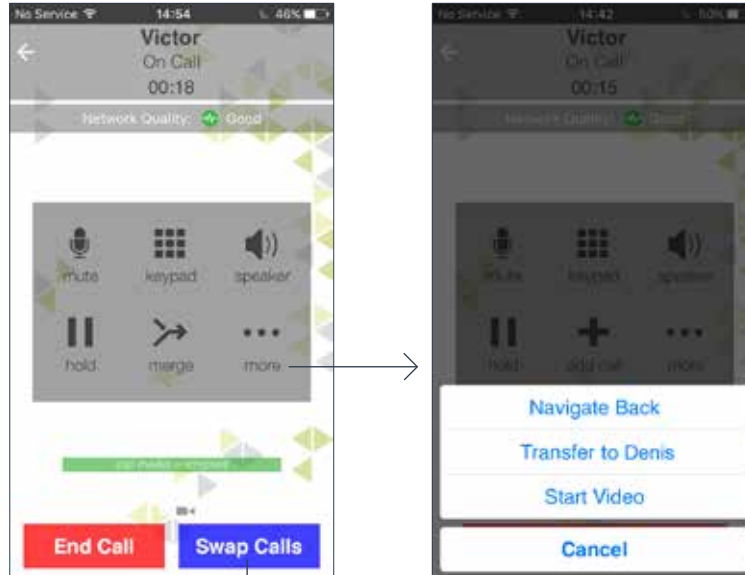
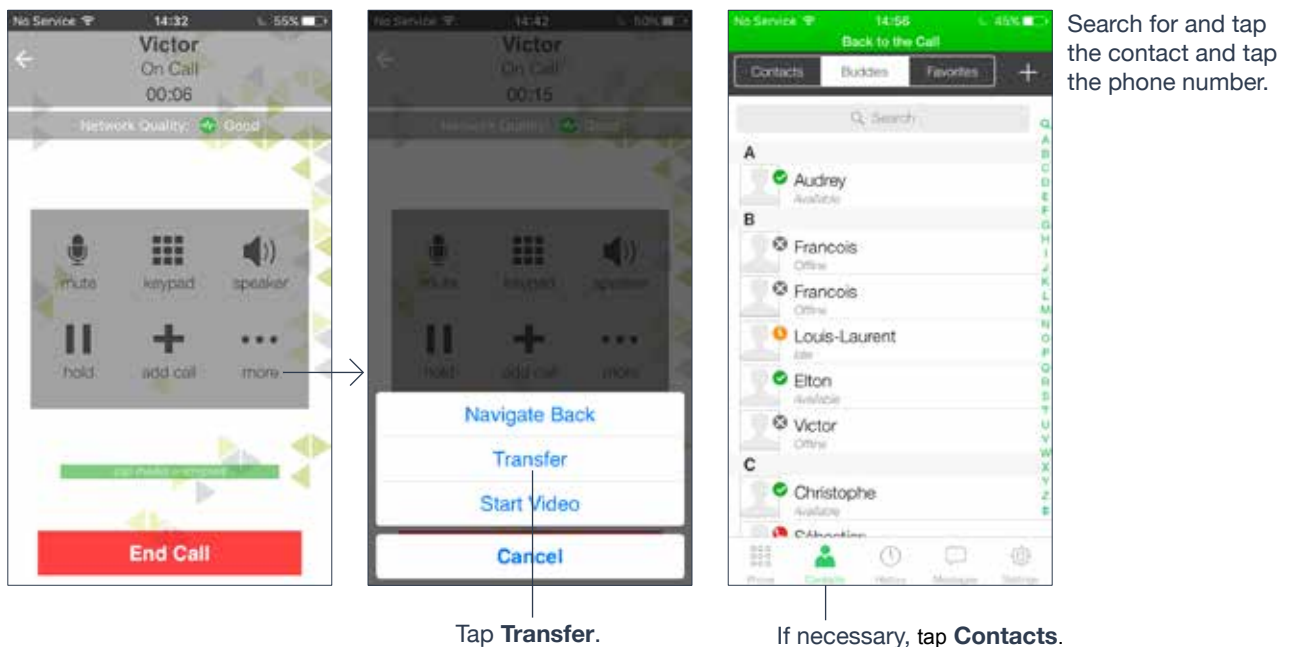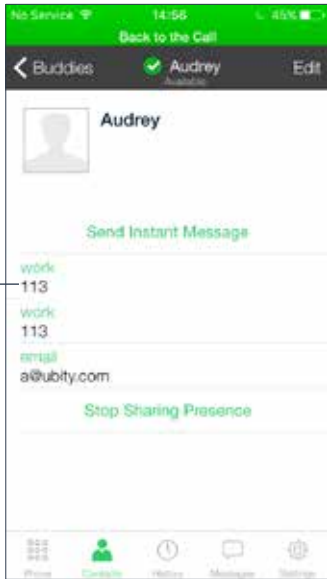Tap **Swap Call** to switch to the other person.

⑤ UNATTENDED (BLIND) TRANSFER

Transfer the current Ubity UC Mobile call to a second person without first talking to that second person.
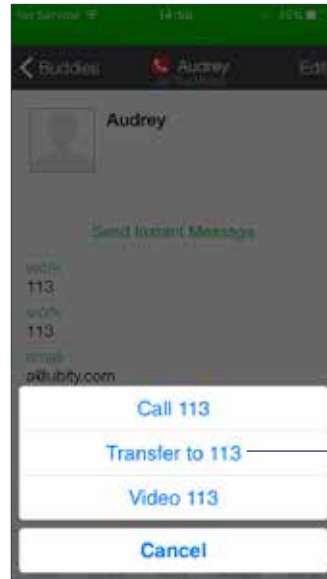
Use the Dialpad

Type the number to transfer to.

Tap **Xfer**.

Tap **Transfer**.

If necessary, tap here to display the **Dialpad**.

By Selecting a Contact

Search for and tap the contact and tap the phone number.

Tap **Transfer**.

If necessary, tap **Contacts**.
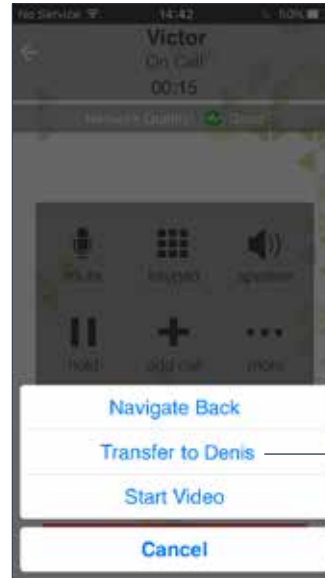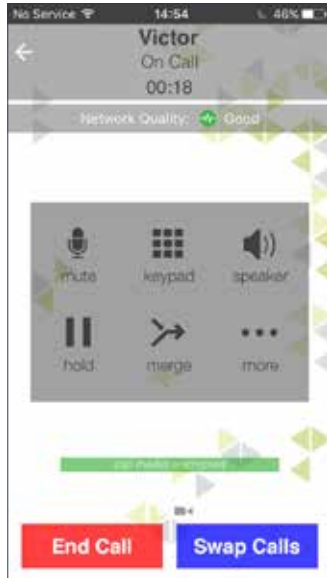
Tap the desired number.

Tap **Transfer**.

After a few seconds, the
transfer is completed.

⑥ ATTENDED TRANSFER

You can speak to the second person first, then transfer the first caller to them. Establish two calls.

Establish two calls (page 17).

Swap Calls displays when two calls are established.

When ready, tap **Transfer**.

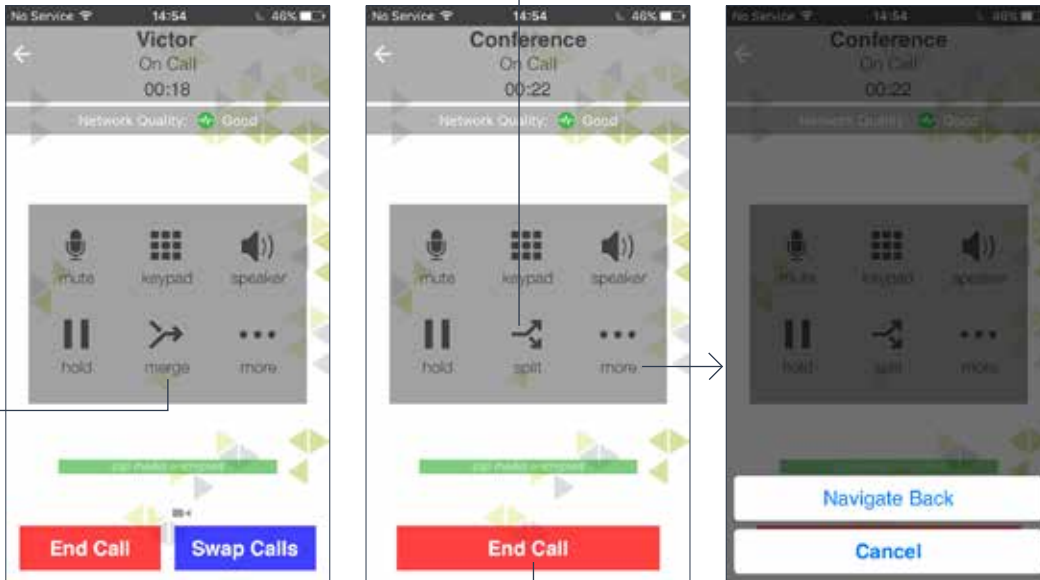The live call is transfered to the on-hold call.

7 CONFERENCE CALL

When you have two Ubity UC Mobile calls established, you can merge the calls into a three-way conference call.

If desired, you can split the conference back into two calls.

Establish two calls (page 17).

Swap Calls displays when two calls are established.

Tap **Merge**.
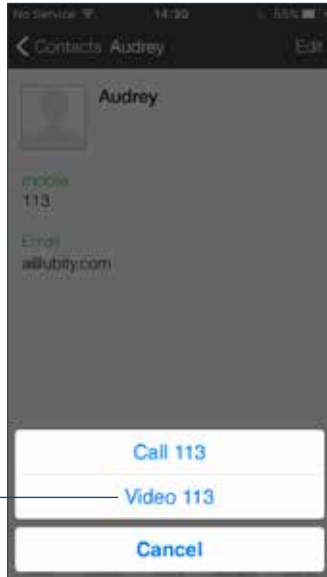
The two calls are merged into a conference call.

Tapping **End Call** ends the conference and hangs up on both calls.

⑧ HANDLE VIDEO CALLS

Place a Video Call

In the **Contacts** tab, tap a softphone number.

Tap **Video**.

Ubity UC Mobile starts sending your video once the other party accepts your video call.
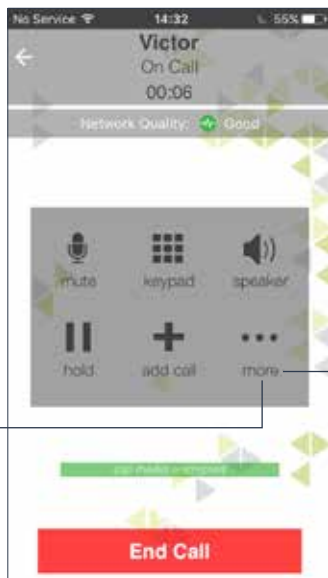
Tap to switch to the rear camera.

Tap to mute your video call.

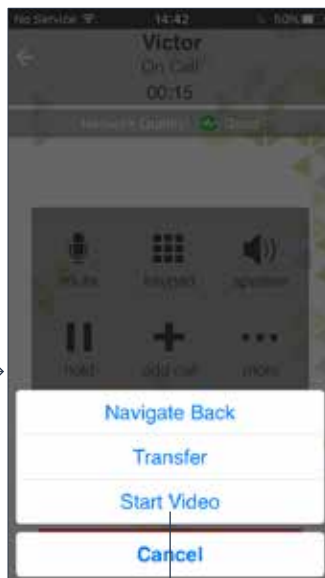To hold, mute, or transfer, swipe right on the screen.

Add Video During an Audio Call

When you place a call using the dialpad, Ubity UC Mobile makes an audio call. Add video to the audio call.

During a call, swipe left on the screen.

Or tap **more**

Then **Add Video**.

Ubity UC Mobile starts initializing video.

You'll see the other party's video after they add video on their end.

Receive a Video Call

When the other party places a video call, you'll see their video on Ubity UC Mobile after you answer the call.

• You can start sending your video, if desired, by tapping the **Send** icon.

• If you don't want to receive the other party's video during a call, swipe right on the screen, and tap **More** > **Remove Video**. The call will be switched to an audio call.

During a Video Call

During a video call, you can:

• Transfer a video call. The transferred call will be placed as an audio call, and then both parties can add video to the audio call.

• Establish two video calls and merge them into an audio conference call (no video conference call supported yet).

• Record only audio of video calls.

• Mute a video call.

⑨ CALL HISTORY

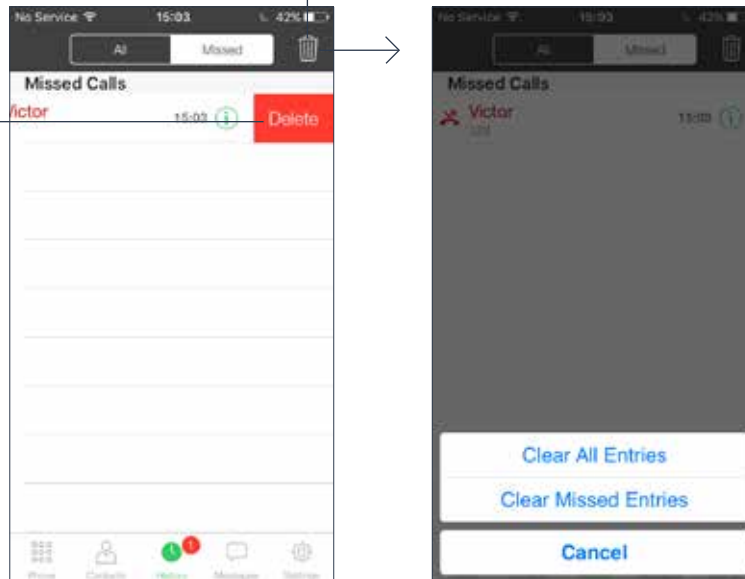Tap the **History** icon at the bottom of the screen.

Tap to filter, as desired.
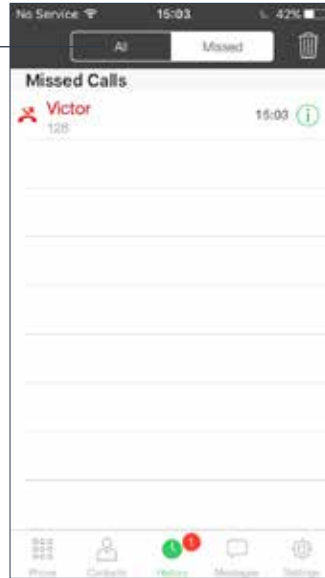
Icon	Indicator
↗ (red)	Missed calls
↙ (blue)	Incoming calls
↗ (green)	Outgoing calls

Clear the History

To delete all entries or all missed entires, tap **All** or **Missed**, and tap the **Trash** icon.

To delete a single entry, swipe left on the information icon.
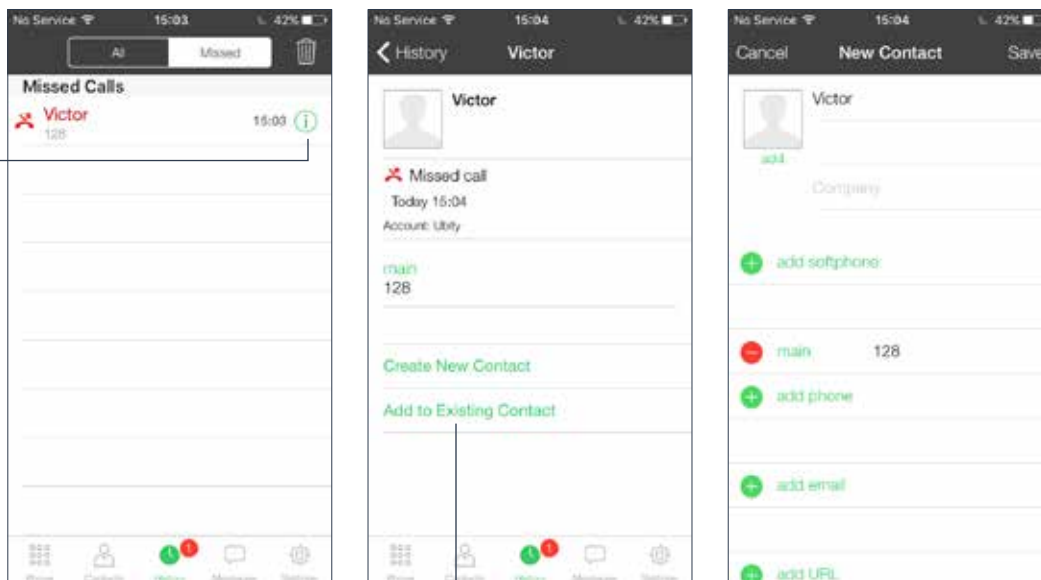
The **Delete** button appears.

Tap to confirm.

Create a Contact from History

You can create a contact from a history item.

Tap the **information** icon.

Tap **Create New Contact** or **Add to Existing Contact.**

If you tap **Save**, the **New Contact** screen appears with the number already entered. Complete the other fields.

Or if you tap **Add**, the contact list appears. Tap the contact where you want to add this number. The contact is immediately updated.

⑩ ACCESS VOICEMAIL

Incoming calls go to voicemail if:

- Ubity UC Mobile isn't running

- You already have two calls established.

Voicemail indicator on the iPhone home screen.

Tap the **voicemail** icon. The voicemail number appears in the entry field. Make your call.
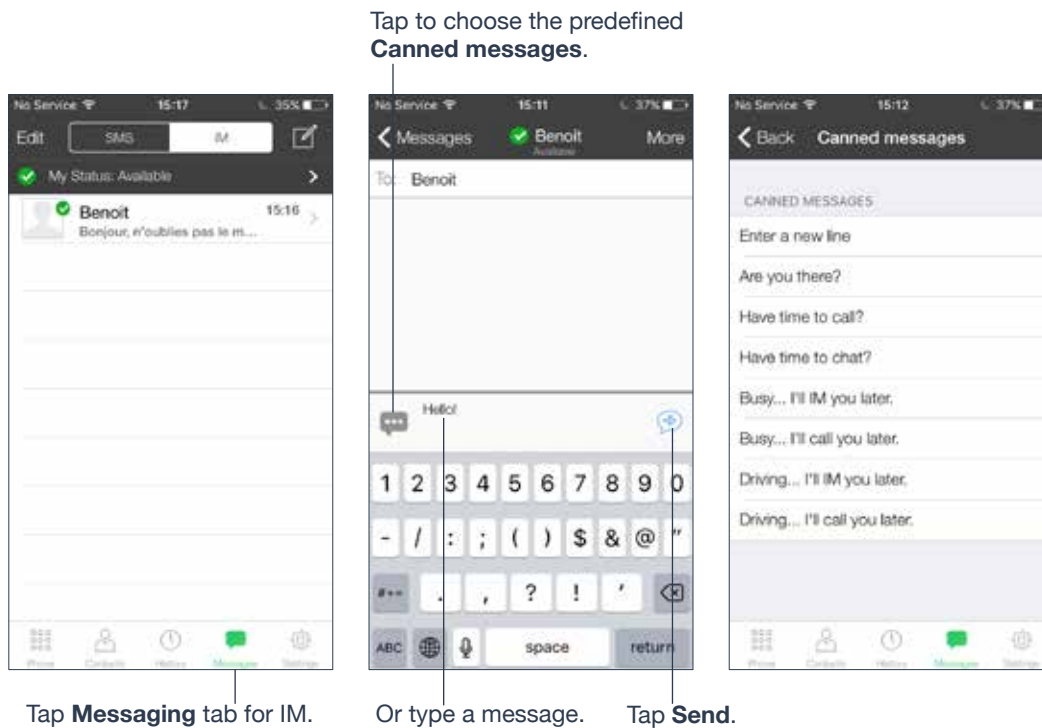
5 — PRESENCE AND INSTANT MESSAGING

With **Presence** and **Instant Messaging**, you can:

• Share your online status (presence) and exchange instant messages with contacts who are also using Ubity UC Mobile or Desktop.

1 SEND AN IM/REPLY TO AN IM

You can send an instant message to a contact.

Tap to choose the predefined
Canned messages.

You can also call if this person provides a phone number.

Tap to insert a line break in a message (works as the **Return** key).

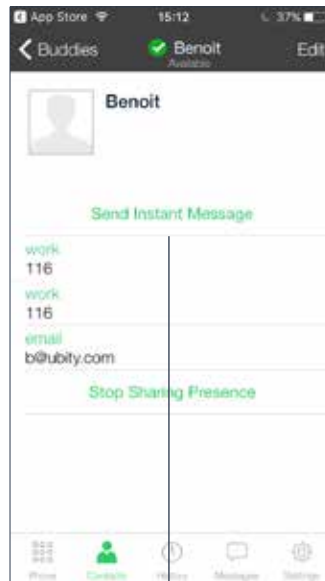Tap **Messaging** tab for IM.   Or type a message.   Tap **Send**.
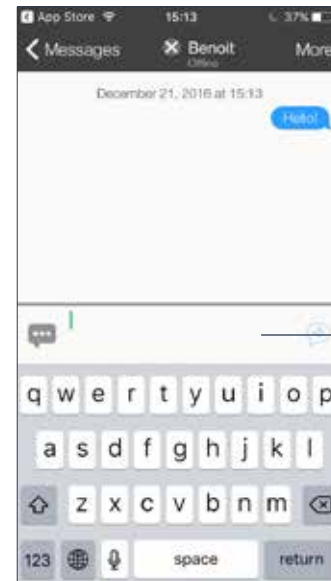
By Selecting a Contact

Tap **Buddies** and select a buddy.
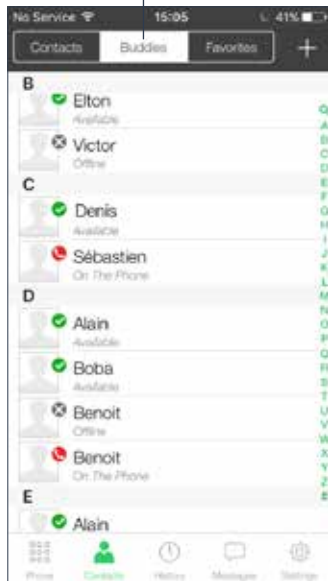
Tap **Contacts**.

Tap to send an IM.

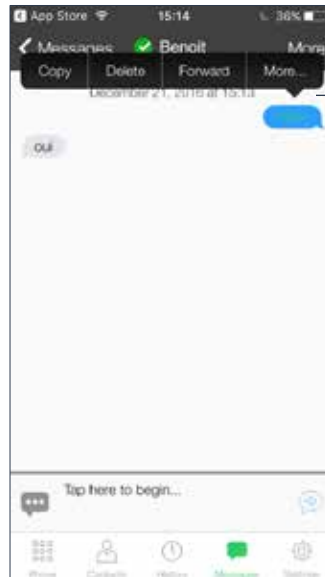Type a message.
Tap **Send**.

Reply to an IM

You can reply to the IM without unlocking the phone.

❷ WORK WITH MESSAGE HISTORY

From the **Message History**, you can:

• Call the person by tapping **More** > **Call**

• Re-send the message

• Copy, delete, or forward the message

Long-top on a message to display a pop-up menu.

Error in sending the message. Tap again to resend the message.
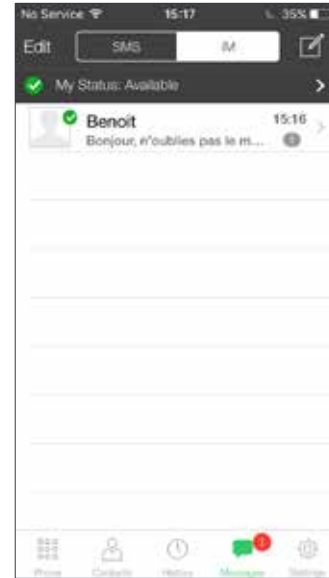
If there's an error in sending a message, a red icon appears beside the message. Tap the red icon to resend the message.

③ **RECEIVE AN IM**

An alert comes up when you receive an IM.

When Ubity UC
Mobile is in the
background, an
alert pops up.

To hide the actual
message on alert/
banner, turn on
**Private When
Locked** under
Preferences.

Tap.
A new message appears.
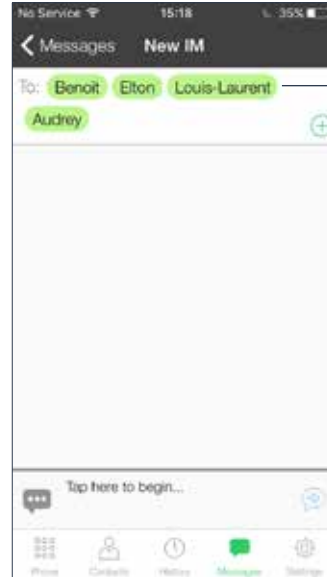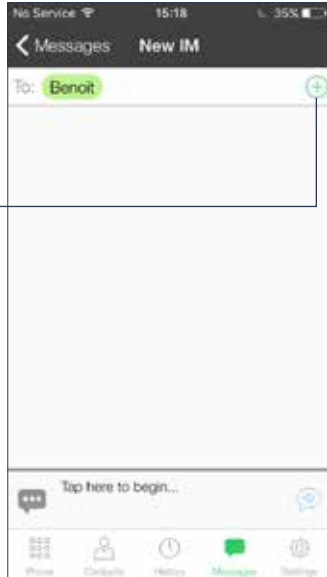
④ START GROUP CHAT

Invite up to 10 buddies for a maximum of 11 people in a group chat.

Once a group chat is held with participants, you can't add more buddies or remove some of the participants.

Tap the **Messages** tab, then tap **IM**.

Tap ▨ to start a new conversation with a buddy.

Tap **+** to add more buddies.

Names of current participants.

A long-tap on a buddy allows you to remove the person. You can't remove anyone once you send the invitation message.

Type an invitation message and tap **Send**.

Your messages will appear on the right.

Copy a message to the device's clipboard by long-tapping on a message.
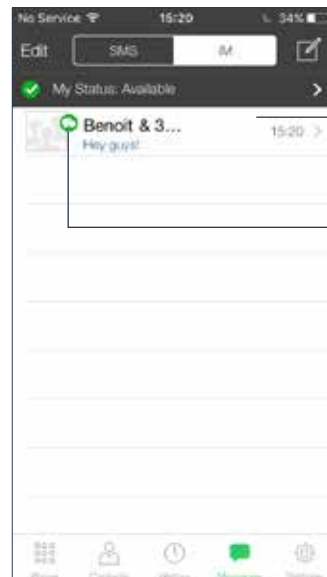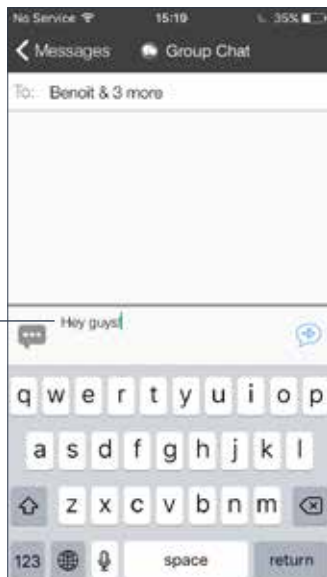
Tap a conversation to send messages and see chat history.

The green chat icon indicates the group chat session is active.

If a session appears with **No Participants** and a green icon, that means you're the last person in the chat; the session will be closed when you leave.

Join a Group Chat

When you're invited to a group chat, the invitation message comes in as a regular message. You're automatically placed into the group chat once you receive the message.

Leave a Group Chat

Deleting a group chat on the **IM/Messages** tab lets you leave the chat. You won't be able to come back to the chat or view the chat history.

⑤ SET YOUR OWN STATUS

When you start Ubity UC Mobile, your online status is "**Available**."

When you make or receive a phone call, Ubity UC Mobile updates your status to "**On The Phone**" (if your online status is "**Available**" and no custom status note is specified).

You can change your status from "**Available**" to "**Busy**" or "**Away**". When you change your status from "**Available**" or specify a custom status note, your status remain as specified until you update it yourself.

Tap the **Messages** tab, then tap **IM**.

Your current status. Tap to change.
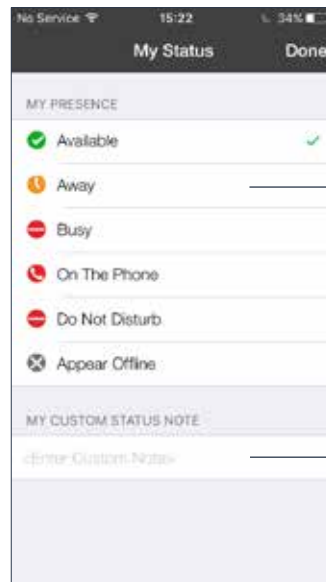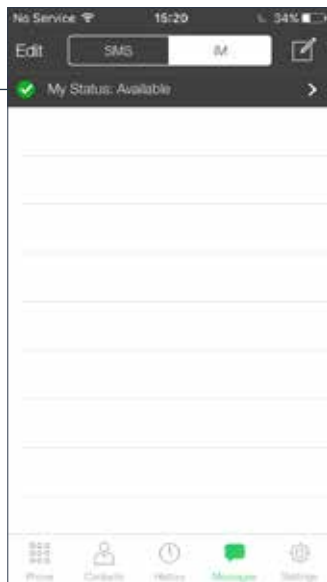
Tap a status.

Write a note to publish if you want.

Your contacts will see your status and custom note.

Presence

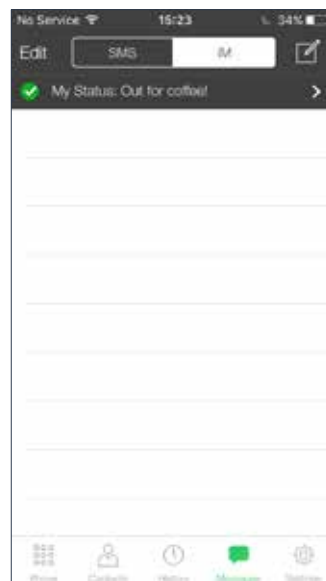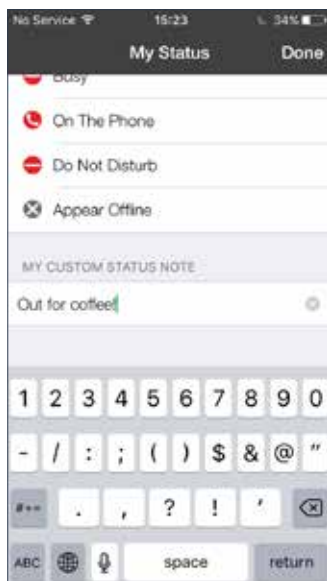| Status	Means that...
Available	People can call you and send you an IM. If no custom status note is specified, Ubity UC Mobile automatically switches "**Available**" to "**On the phone**" when you make or receive calls.
Away	People can call you and send you an IM.
Busy	People can call you and send you an IM.
Do not disturb	No one can call you; the call fails and your call history shows a missed call. Your buddies can send you IM; an alert comes up on the **Messages/IM** tab.
On the phone	When you make or receive phone calls, Ubity UC Mobile automatically updates your status to "**On the phone**" if your status is "**Available**" and no custom note is specified. When your call finishes, your status goes back to "**Available**". While you're on the phone, you can still send and receive IMs.
Appear offline	You can see your buddies' presence, but your buddies see you as offline. You'll receive phone calls and IMs if your buddies do contact you; they are unlikely to do so because your buddies can't tell the difference between "**Appear Offline**" and you really being offline.
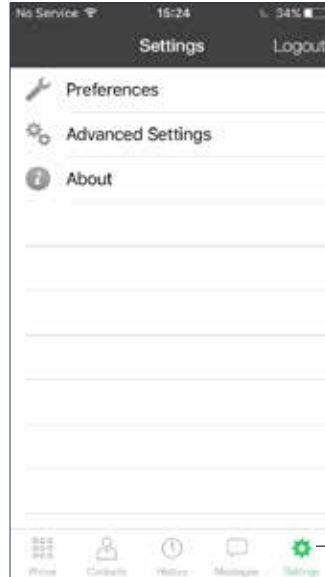
Tap the **Settings** tab.

1 PREFERENCES

Scroll down to see all fields.

Field	Description
Mobile Data Network	
Use When Available	Appears only on iPhone. • **ON**: When a Wi-Fi connection isn't available, Ubity UC Mobile attempts to connect to SIP/XMPP services using the mobile data network. Data charges with your mobile carrier may apply. You'll receive messages and voice mail notifications when Ubity UC Mobile is in the mobile data network. Choose to allow/disallow VoIP calls using a separate setting "**Allow VoIP Calls**". • **OFF**: When a Wi-Fi connection isn't available, SIP and XMPP services are unregistered; you won't receive any messages or notifications. If "**Allow VoIP Calls**" is **OFF**; you won't be able to place or receive calls.
Allow VoIP Calls	Appears only on iPhone. "**Use When Available**" must be **ON** to use this setting. • **ON**: When a Wi-Fi connection isn't available, Ubity UC Mobile attempts to place calls using the mobile data channel. Data charges with your mobile carrier apply. • **OFF**: When a Wi-Fi connection isn't available, you won't be able to place or receive calls.
General	
Run In Background	• **ON**: If you're using UDP for transport. Receive calls when Ubity UC Mobile is running in background. Turning this setting **ON** decreases your battery life. • **OFF**: If you're using TCP or TLS for transport. If **OFF**, you won't be able to receive calls if you're using UDP.
Incoming Call	
Play Ringtone	**ON**: Hear the ringtone.
Vibrate	**ON**: Vibrates when you receive a call.

Field	Description
Alert Answer	Controls the behavior of the incoming VoIP call prompt (when Ubity UC Mobile's in the background): • **ON**: Answer the incoming call immediately. • **OFF**: View the incoming call screen; answer or decline the call.
Alert Missed	Controls the behavior of the missed call prompt (when you receive a call when Ubity UC Mobile's in the background): • **ON**: A **Missed Call** alert appears on the native iPhone screen. • **OFF**: No alert appears.
Allow Answer on Lockscreen	Answer an incoming call even when the screen is locked. See page 13 for details. • **ON**: Enable **Allow Answer on Lockscreen**. • **OFF**: (default) Disable **Allow Answer on Lockscreen**.
Ringtone	The ringtone for incoming calls.
Outgoing Call	
Default Account for History	Changes Ubity UC Mobile's dialing behavior on call history when multiple SIP accounts are configured in Ubity UC Mobile. • **ON**: Ubity UC Mobile dials using the default/primary account. A useful option when you wish to use only one account for all outgoing calls. • **OFF** (default): Ubity UC Mobile dials using the account that received the call.
Call In Progress	
Background Image	The background image that appears when you're on a call. Swipe the image to delete.

Field	Description
Contact Image	• Whether to display a photo of your contact during a call with this person. When saving an image on the **Contact** tab, make sure your contact images are smaller in size so they display faster. • **Don't show** : No image of your contact will appear during a call. • **Full Screen** : Displays a photo of your contact in full screen when you're on a call with this person. • **Small Avatar** : Displays a small photo of your contact next to their name during a call.
Mobile Call Interrupt	When you receive a mobile call while already in a VoIP call, the incoming mobile call puts the VoIP call on hold. You won't be able to speak to the person in the VoIP call until you answer or decline the incoming call. Ubity UC Mobile can play feedback to the person who is put on hold without any notice. • **Silence** : Ubity UC Mobile plays nothing. • **Tones** : Ubity UC Mobile plays beeps every 5 seconds to the person on hold. • **Announcement** : Ubity UC Mobile plays an audio message to the person on hold in English, "Your call has been interrupted by an incoming mobile call. Please wait for the other party to return".
Phone Number	
Single Touch to Call	• **ON** : When making a call from **Contacts** or **History**, the call is placed when you tap a phone number. If SMS and/or video is enabled, you'll see a prompt to choose an option. • **OFF** : When you tap the phone number, a prompt appears. Tap the prompt to place the call.

Field	Description
Client-Side Call Forwarding	
Forward Calls	**ON**: Send all incoming calls to a specific number. If Ubity UC Mobile is enabled, registered and **Run In Background** (above) is **ON**, incoming calls are forwarded to this phone number.
To Number	The number to forward calls to when **Forward Calls** is **ON**.
Messaging	
Enable IM & Presence	Messaging section appears once you've purchased "Presence and Messaging" feature. • **ON**: Allow Ubity UC Mobile to be used for sending instant messages and sharing online status with your buddies. To use this service, enable the feature on the **Account** screen. • **OFF**: All the SIP and XMPP accounts on Ubity UC Mobile won't be used for presence and messaging.
Alert Sound	**ON**: Play a ringtone when you receive a new message.
Alert Vibration	**ON** to vibrate when you receive a new message.
Private When Locked	• **ON**: Hide the actual content of an incoming message on the **Lock screen** and the notification center. • **OFF**: Default
Alert Text Tone	The ringtone for incoming messages.
Video Calls	
Enable Video	• **ON**: Make video calls on Ubity UC Mobile. Appears only after the "**Video Calls**" feature is purchased.

Field	Description
Send Landscape	• **ON**: Your video is sent in the landscape orientation. This is a compatibility mode for older devices that can't render video in the portrait orientation. Use as an exception. • **OFF**: Default
Video Quality	• **Automatic**: (Recommended): Ubity UC Mobile selects the best quality to use in a given situation. • **Lower** (QCIF): Uses 176 horizontal pixels and 144 vertical lines. Quarter Common **Intermediate Format** transfers one fourth the amount of data and consumes less memory than CIF (Common Intermediate Format). • **Higher** (CIF): Uses 352 horizontal pixels and 288 vertical lines. • **High** (VGA)* • **HD** (720p VP8 only)* *VGA and HD video aren't supported on iPhone 4S, iPad 2, and iPad Mini 1G.

② ADVANCED SETTINGS
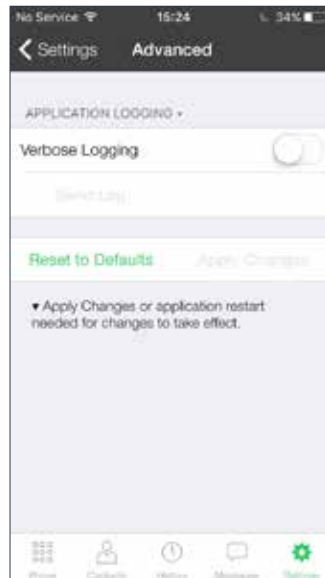
> If you make changes to the fields identified by a ▼, you must tap the
> **Apply Changes** button at the bottom of the screen or restart Ubity UC Mobile.

Field	Description
VPN Support	
Noise Reduction	• **ON** : Ubity UC Mobile attempts to reduce background noise on audio you're transmitting/ receiving. • **OFF** : Default.
Quality Of Service (QoS)	• **ON** : If desired, ask your VoIP service provider if QoS is supported. QoS can allow your phone calls to be given a higher priority on the network. • **OFF** : Default

Field	Description
Account Registration Issues	
Alert In Background	• **ON** : Ubity UC Mobile sends notifications when an account fails to register. Ubity UC Mobile also notifies the user after the account is successfully re-registered. Make sure that Ubity UC Mobile notifications are enabled under **iOS Settings** > **Notifications**. • **OFF** (default) : Ubity UC Mobile doesn't send notifications regarding account registration errors.
Application Logging	
Verbose Logging	• **OFF** : Unless Technical Support instructs you to turn it ON to troubleshoot a problem you're having on your device.
Send Log	Tap to upload the current log to Technical Support.

Scroll down to read about
Ubity UC Mobile.