

Unity Mobile - Expected Behaviour

iPhone

○ Notifications

Notifications are used to alert the user of incoming calls, missed calls and instant messages.

Users will notice that they periodically receive a notification in Unity Mobile for no apparent reason. This displays as “No recent activity”. This is because of the way push notifications work on IOS and cannot be disabled. Users can opt to stop all notifications for Unity Mobile in the iPhone device settings. If they do this they will receive no incoming call or IM notifications, but will still be able to toggle manually to open Unity Mobile for call control.

○ Receiving Incoming Calls

Receiving Calls with iPhone Screen Unlocked – Unity Mobile will display an incoming call notification with the remote party ID when the phone starts ringing. Once you have answered the call, tap the notification to open Unity call control window.

Receiving Calls with iPhone Screen Locked – A notification will briefly display, alerting you that this is a call from the UC platform. Once you have answered the call the notification is gone and you will need to manually toggle to open Unity Mobile. After a few seconds this will display the call control window.

○ Making Outbound Calls

Once you have initiated the call from Contacts, Favourites or the Dial Pad then native iPhone dialler will open to make the call. The user will need to toggle back to Unity Mobile manually for the active call window to control the call.

○ Wi-Fi and Mobile Data

The performance of Unity Mobile can vary based on the quality of connection to the device. When using mobile data, the speed and reliability of the Active Call Window popping on inbound calls can be variable. Use Wi-fi for best results.

Android

o Popping the Active Call Window (*Android Version 11*)

To pop the Active Call Window during an inbound call or to return to it after navigating away, simply pull down the notification at the top of the screen and select Unity Mobile, or toggle to the Unity Mobile app and click the “Show Call” icon  or go to Settings>Call Control and select “Show Call”.

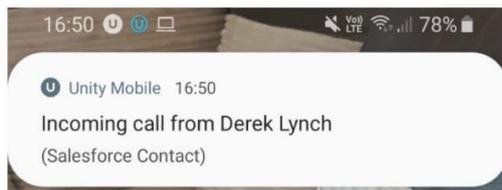
o Incoming Call Notification

When a user receives an incoming call, the Unity Mobile notification will appear at the top of the screen *before* the native dialler appears. This is depending on network connectivity.

Salesforce Edition

o Android & iOS Call Notification

When a user receives an incoming call and the phone is unlocked, the Unity Mobile notification will appear and show whether the call is from a Salesforce Contact.



When a user receives an incoming call and the phone is locked, the Unity Mobile notification will not appear until after the call has been answered due to limitations on the device.