INSTRUCTIONS FOR UNITY MOBILE

Instructions for Unity Mobile-Android

Connectivity

Data

    a.   Check whether data(3G/4G) is on.
    b.   Check whether internet is available even if data is on.

Wi-Fi

    a.   Check whether Wi-Fi is connected.
    b.   Check whether internet is available even if Wi-Fi is connected.

    Note :- While in "call-through" if the unity dialer doesn't pops-up, then check whether internet is available even if connected.(Wi-Fi/Data).

Port

    a.   Check whether the below mentioned ports are open in XSI and CTI servers.
       XSI : HTTPS(443) and HTTP(80)
       CTI : 8011

       User can check whether the port is open using the below link
       http://ping.eu/port-chk/

Login

    a.   Make sure Server address, Login ID and Password is correct.

Configure unity call control

    a.   Check whether the **number** configured for receiving calls in unity mobile is correct
    b.   Check whether the **simcard** with configured **number** is inserted in the device in which unity mobile is installed.

Contact List

    Refresh and wait, each time when internet is available if contact list is not loaded/updated.

Phone Settings

Notification in app in device settings should not be disabled (check whether unity icon is visible in the notification bar).

Instruction: Settings--installed apps--downloaded--unity--show notification

Make sure pop-up notification is enabled.

Version Check

Check whether the device have the latest version of unity application installed from play store.

Instructions for Unity Mobile-iOS

Connectivity

Data

    c. Check whether data(3G/4G) is on.
    d. Check whether internet is available even if data is on.

Wi-Fi

    c. Check whether Wi-Fi is connected.
    d. Check whether internet is available even if Wi-Fi is connected.

    Note :- While in "call-through" if the unity dialer doesn't pops-up, then check whether internet is available even if connected.(Wi-Fi/Data).

Port

    b. Check whether the below mentioned ports are open in XSI and CTI servers.
       XSI : HTTPS(443) and HTTP(80)

       User can check whether the port is open using the below link
       http://ping.eu/port-chk/

Login

    b. Make sure Server address, Login ID and Password is correct.

Configure unity call control

c. Check whether the **number** configured for receiving calls in unity mobile is correct
d. Check whether the **simcard** with configured **number** is inserted in the device in which unity mobile is installed.

Contact List

Refresh and wait, each time when internet is available if contact list is not loaded/updated.

Phone Settings

Notification in app in device settings should not be disabled (check whether unity icon is visible in the notification bar).

Instruction: Settings--installed apps --unitymobile--show notification

Make sure pop-up notification is enabled.

Version Check

Check whether the device have the latest version of unity application installed from app store.