

Mobile App Troubleshooting Guide.

F One Technologies Ltd.

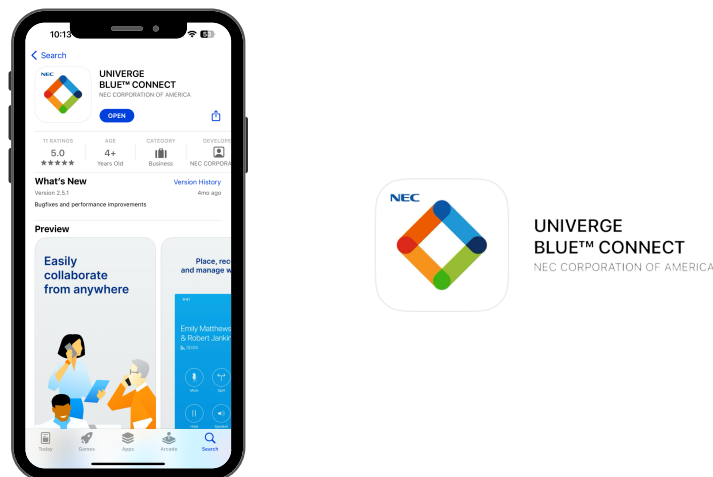


NEC's Univerge Blue is a fully cloud-based communications platform that provides your business with a full telephone system solution accessible through a physical phone, mobile app and PC software, allowing you access to a full range of phone system features, as well as ultimate flexibility.

Getting started.

To connect to the service and start using the Univerge Blue platform, download the necessary mobile app for your device by clicking the link below, or by searching and downloading the 'Univerge Blue Connect' application on your handset.

[NEC Univerge Blue Applications](#)



Once you've installed the mobile app, please login with your username and password. This will have been provided to you by the account holder that we have on file. If you are the account holder and you're yet to receive these details, please email service@fonetech.uk to request them.

Troubleshooting.

The Univerge Blue mobile app may occasionally encounter technical difficulties, which are typically related to issues with your device's connectivity e.g. mobile data or WiFi signal, a corrupted app installation, or device settings. Despite this, NEC's Univerge Blue Connect remains an excellent solution that requires your device and settings to be in optimal condition.

As a provider of technical support to hundreds of customers using various devices, we have prepared a troubleshooting guide to ensure that you receive the best possible assistance.

Step 1 - Connectivity.

The NEC Univerge Blue Connect mobile app is compatible with a wide range of networks, including WiFi and mobile data networks. However, the sort of network you use can have an impact on the quality of your calls. Public WiFi networks for example, may be overcrowded, resulting in a lower connection quality. Similarly, in some regions mobile data networks may not have constant coverage, resulting in dropped calls or poor speech quality.

We recommend trying multiple networks to check whether the problem is exclusive to one. If you're having problems while using WiFi, consider switching to mobile data to see if it addresses the problem. Similarly, if you are having problems while using a mobile data network, consider switching to WiFi to see if this resolves the problem.

It's also worth mentioning that network settings can differ based on your device and carrier. We recommend that you verify with your network carrier to ensure that your network settings are correct.

Step 2 - Re-installation.

If you're having problems with the app, it could be due to a faulty installation. Uninstalling and reinstalling the app is a simple method that often works.

Step 3 - Your device.

If you've tried the previous instructions and are still having problems with the app, it could be because of your device. The majority of the time, any issues with the app are caused by the device itself. The app is compatible with a wide range of devices, including smartphones and tablets. Some devices, however, may not be compatible with the app.

We recommend installing the app on a separate device and logging in with your credentials to see if it works properly. Furthermore, confirm that your device has been updated to the most recent software version and that all required updates have been installed.

It's worth mentioning that certain devices may have special settings and/or permissions that must be specified in order for the app to work. See the recommended settings below:

Android settings > Apps > Univerge Blue

Connect the essentials are:

- App Permissions
 - Contacts (for Contacts sync)
 - Microphone
 - Phone
 - Storage (for attachments)
- App Data Usage
 - Mobile Data (if using Univerge Blue Connect over a cellular network)
 - WiFi
 - Background data
- Advanced > Battery > Background restriction (allowed by default)
- Note: the path and the options may vary depending on the Android UI.

iOS settings > Univerge Blue Connect

- Contacts (for Contacts sync)
- Photos: Read and Write (for attachments)
- Microphone
- Local network (may not be displayed depending on the Local network setup)
- Background App Refresh
- Mobile Data (if using Univerge Blue Connect over a cellular network)
- Notifications > Allow Notifications