

Business Voice

Cloud

Communicator
for Android

User Guide

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Sign In

When you first launch the application, you are prompted to accept the user agreement and sign in.

1. If displayed, enter the device configuration address (Uniform Resource Identifier [URI]) provided by your service provider.
2. Enter your BroadWorks user name (e.g.; 8005551212@<yourdomain.xx>) and password.
3. Tap **Sign In**.

Note: Once you are signed in, the application does not ask again for the username and password until you press the Sign Out option. Until then, the login credentials are preserved even if the application is terminated or the device is restarted.

A pop-up dialog about emergency calls and an option to update your emergency location may display.

With basic sign-in, there are three options on the emergency call pop-up:

- **Update location** – Opens a web browser where you can set the location. When the location is set, you can return to the client to sign in.
- **Ok** – Sign-in completes and you can now use the client.
- **Cancel** – Sign-in is canceled and you are returned in the Sign In screen.

Optional Advanced sign-in (two options):

- **Update location** – Opens a web browser where you can set the location. When the location is set, you must return to the client manually. If the location is updated successfully, sign-in completes and can now use the client.
- **Cancel** – Sign-in is canceled and you are returned to the Sign In screen.

Mobility Overview

Mobility is a messaging-centered client available for mobile platforms. All messaging (chat) communication is achieved through push notifications over HTTP-based RESTful interfaces.

Mobility integrates closely with BroadWorks service delivery platforms. More specifically, client capabilities in Mobility are enabled through services assigned to the user's BroadWorks profile.

The key features available to end users include:

- Messaging and Presence
 - One-to-one messaging
 - Group messaging
 - View members with presence on demand
- Calling
 - High definition VoIP audio and video calling using any available network connection, including WiFi, 3G/4G/LTE, or audio calls over the Public Land Mobile Network (PLMN)
- Manage Groups and Favorites
 - Create groups, add members, and add favorites
 - Manage Group members and Favorites through Profile views
- Enterprise/Local Directory Search
 - Access enterprise (BroadWorks) directory
 - Access local phone directory (device phone book – where allowed)
- Call History
 - View BroadWorks Call History for all call activity linked to a user's business line
- Call Settings
 - Call Forward Always
 - Do Not Disturb
- Visual Voice Mail
 - View, listen, and manage audio messages in the voicemail inbox

**Mobility colors, text, logos, and feature placements
are configured by your provider to display best on supported devices.**

This guide provides an overview of the Mobility features and helpful information about usage.

Messages and Chat

When you log into DriveUC Mobility for the first time, the **Messages** section displays. This is your main view when opening the Mobility App. Any chats in your Mobility history are shown with the most recent at the top.

Messages is your Main view. It offers access to several features to assist you:

- Use the search field above the list to find contacts in your directory or on your smart phone (if access to Contacts was enabled and the contact information is compatible).
- Tap the  **Menu** icon to review Profile, Preferences and Settings.
- Tap the  **Add** icon (top right) to start a new chat.
- Tap on a contact in the list to open a previous chat.
- When the chat opens, the name of the recipient is on the top bar with their availability icon flag. The recipient and sender messages are presented in alternating background colors.
- A smiley/emoticon 😊 can be added to a message by typing the corresponding character code or by selecting a smiley icon from the list provided. The smiley is displayed with its character code in the input text area and graphically in the chat area and when displayed to the remote party.
- The text input field in Chat uses autocorrect, auto-cap, and spell check based on system settings. Use the system settings to enable or disable these features.
- When **Clear History** is initiated, the chat history is removed from the view, but the chat view remains open in case you want to continue chatting. If you navigate back to the chat list, then this specific chat entry is removed from the list because there is no chat history associated with it.

View a Chat

Your chat conversations with contacts are available within the Messages view. Unread chat messages are displayed in Red text. Tap on a chat within the list to view any new messages as well as any undeleted history.

Add a Chat



1. Tap on the **+** Add icon while in the **Messages** view to start a new chat.
2. Type the name of a contact in the **To:** field
3. Type your chat message in the field called *Type your message* near the bottom.
4. Tap **Send** when finished.

Call from a Chat

Tap on a chat contact in the Messages view to open the Chat Conversation View.

- Tap the Phone  icon (top right) to start a call to that contact.
- Tap the More ... icon (top right) to view more communications options, including Video Call and CallRoom.

Group Chat

Start a group chat using one of the following 3 methods:

- In a single chat session, tap the **Add Participant +** icon to escalate from a single to a group chat.
- From Groups: Tap on the menu icon, tap on Groups and then the desired group to view contacts and Send Message.
- In the [Chat History](#) list, tap a group communication entry to start a group chat.

When you initiate a group chat, the **Chat** screen opens. More people can be added later to the chat using the Add icon. Anyone you include in the group chat can add participants. However, removing participants is currently not supported.

- A group chat works the same way as a one-on-one chat. All messages from anyone are sent to everyone else. All contacts need to be online to be able to participate in a group chat. You cannot invite an offline contact.
- A group *Chat History* is saved and is available to view later in Messages.
- You can leave a group chat by selecting the **Leave Chat** option. The chat is marked as “offline” and you will no longer receive messages from the chat. When tapping on the “offline” chat, you re-join the room and start receiving messages. However, you will not receive the messages that were sent in the chat while you were outside of the room.
- The [Clear History](#) menu item works the same way as the corresponding option in a one-on-one chat and removes the local history
- The [View Participants](#) button opens a dialog that shows the list of participants in the group chat.

Availability/Presence

For each contact you have subscribed to or see in your directory or in the Messages area, you can view their current availability as a colored border around their icon or avatar in the Mobility application. Similarly, your contacts can see your availability when viewing their Contacts. Availability or presence means that others can see whether you are available or busy. See: [Availability/Presence Setting](#).

Green = Available

Red = Busy, in a call, in a meeting or DND has been enabled.

Yellow = Mobility is open but the contact is Away

Gray = No presence information available.

*Note: The ‘meeting’ availability update is only triggered by appointments and meetings that are either accepted by the user or made by them. All-day meetings do not trigger an availability change to **Busy – In Meeting**.*

Calls and Dialing

Calling contacts via Mobility is very easy. You may use the Dialpad, or call from a Contact Profile, or from the Chat history view. Options to use Video, Voice, and to access alternate call options are offered where available.

Dialpad



Tap **Menu > Dialpad** to open a typical keypad view for dialing and two (2) default calling buttons to initiate either an audio or video call:



Video Call



Voice Call

A long press on the  key in the Dialpad view auto-dials into your BroadSoft services menu to listen to voicemails, manage greetings, etc.

Make Audio or Video Calls

Make an audio or video call using one of the following methods:

- Choose a contact from contact list and tap on the  headset icon (Call) for an audio call or the  video icon for a video call.
- From search results, open a contact's profile card and tap on the  headset icon for an audio call or the  video icon to perform a video call.
- Open the dial pad, enter a phone number, and tap the call type icon you prefer.
- On the Call History list, tap a call entry and tap Call using the method you prefer.
- On the Chat screen, tap call and tap the  headset icon for an audio call or the  video icon for a video call.

Answer a Call

An incoming call is indicated by a ringtone and two options on the incoming call screen: [Answer](#) and [Decline](#).

- The incoming call ring volume when the application is in background is controlled by the Ringer volume when the phone is unlocked. The volume of the incoming call ring when the application is in foreground is controlled only during active alerting of an incoming call.
- If the device is in silent mode, the DriveUC Mobility notification is accompanied by multiple vibrations. Vibrations are played until the call is answered locally, answered on another location, or redirected to voicemail or another number, or after a predefined timeout.
- If you *decline* the call, it causes the line to sound busy at the caller's end and they know that you rejected the call.
- If you are in the middle of a VoIP call and receive an incoming cellular call, the VoIP call is put on hold right away before answering/declining it.
- If the Android device (Phone or tablet) is locked and there is an incoming VoIP call, a notification is displayed to you on the locked screen, accompanied with an alerting sound and vibration (where enabled in notifications).

Missed Calls

Missed calls trigger red  badges on the App icon and within the app on the **Menu** icon and next to *Call History*. Once Call History is reviewed, the notification badge no longer displays in Mobility.

Message Waiting Indicator and Voicemail Access

If you have pending voicemail (VM) messages, a red ● badge displays on the App icon on the phone's screen, on the Menu icon within the application, and next to the Voicemail menu option in the application for 1 or more missed messages. Voicemail management tools are accessible in Voicemail within the Side Navigation Menu and via long press on the  key in the Dialpad. Once all messages are reviewed/deleted, the notification badge no longer displays in Mobility.

Use Mobility to Call an Android Contact

DriveUC Mobility calls can also be initiated directly from the contact profile of an address book entry in your Android contact list. Long press on the Call or Video icon within an Android contact profile to open a list of contact initiation options, which includes [DriveUC Mobility](#). If the last call to a contact has been handled by DriveUC Mobility, the call button in the profile changes to “DriveUC Mobility” and becomes the default calling method for that contact until changed.

In Call Actions

You can perform the following typical actions from the **In Call** screen:

- Mute/unmute the device microphone
- Place the call On Hold
- Enable / Disable Speaker*
- Open the Dialpad (Keypad)
- Add video calling and/or return to Audio only
- Make a New Call
- End the call
- Transfer a call to a contact
- Start a conference call
- Transfer the call to Mobile
- Add more participants (in conference call only)
- Merge two separate calls
- Swap two separate calls
- View participants (on a conference call)

**During a video call, the audio output is automatically switched to speaker-only mode.*

Call Waiting

Mobility allows one (1) active call at a time. With Call Waiting, if you receive a new incoming call and accept it, the existing call is automatically put on hold. You can switch between these two calls by selecting the caller and tapping on the **Hold** and **Unhold** buttons in the In Call view.

New Call and Conferencing

Tap **New Call** to dial a number while in an ongoing call. The first call is placed on hold once the new call is established. The display shows both calls in a list with one call as 'active'. During the calls, you may swap between the two calls using the Hold button or merge both calls into a Conference as a 3-Way call. Tap on the desired call in the list to select and choose from available action options or disconnect.

Preferences and Settings Menu



Tap on the **Menu** icon (top left) while in the Main Messages view to open the side navigation menu options. This area offers access to many of the features and settings provided within the Mobility application.

Profile

Tap on the Avatar/image icon above your name at the top of the Menu view to open and review or *Edit* the profile information displayed to others.

- The **Edit** link in your profile opens a new view where you may upload a new photo, add a quick message that displays next to your listing in contact lists, and add or modify the display of your location information.
- Your avatar is the picture that represents you in your friends' Contacts lists and in chat screens. Tapping on the avatar icon in the Menu view opens a dialog with options to select an existing image file to upload, to take a new picture with your phone camera, or to clear your avatar and show your initials in the avatar image space.
- Enter a 'what's on your mind' status message in the area next to the avatar (example: lunch break – back in 20m, or Happy Friday!). This status text is shown with your avatar in your friends' Contacts lists.

Tap **Done** when finished to update your information in the contact directory

Availability/Presence Setting

Initially the profile displays **Mobile** as the current presence. Tap on **Mobile** to view and define specific availability profiles (Automatic, Available, Away, or Busy). In future, simply tap on the current presence status displayed in this location and tap on an appropriate option to update the presence display.

Favorites

Tap **Favorites** to review the list of contacts you have set as Favorites within their profiles. Setting contacts as Favorites in Mobility will also update the list of Favorites displayed on your BroadWorks system devices.

Groups

This feature makes it easy to create groups and start group chats from the Mobility application.

Tap **Groups** to review and/or create a list of Group names to which you may add Contacts. Once a Group has been created you may tap on it to open the group view and tap the **+** icon to add new members from your contacts. When contacts are added, you can tap **Send Message** to start a single chat with all contacts in the group.

Directory

Tap on Directory to view and search through your organization's directory, view presence information (where enabled for the contact), and access individual Contact profiles.

Contact Profiles

The Contact Profile offers useful presence and contact information along with tools to make it easy to start a chat, begin audio or video calls to any lines they have listed, and even join or call into their My Room. You may also set the contact as a Favorite and add them to any groups you've created within their profile.

To open and review a contact's profile:

- Tap on a Contact in the Directory
- Or while in **Messages** - tap on a Chat Contact, tap the ... icon (top right), and choose **View Profile** from the pop up menu.

The **Edit** link (top right) allows you to review and modify some fields to alter what you see for this contact in your Mobility application. This action does not change their contact information in the Directory.

Pull Call

Tap on **Pull Call** to move an audio call to or from your desk phone or Mobility.

If the user has an active audio call on the desk phone and no ongoing calls on the Android, then the call can be transferred seamlessly to the mobile phone by tapping Pull Call in Mobility without call interruption.

*Note: Users can manually pull video calls directly by dialing the feature access code *11 and then selecting the video call button.*

Call History

Tap on **Call History** to review the list of recent calls to or from your account. Items in **Red** are missed calls. Tap on the Trashcan icon (top right) to clear the call history list from mobility. Note: This does not erase your call log history from the system.

- The list of the call items in history consists of the name (if known), number, and day/time of the call and icons showing what kind of call it was
- Icons indicate whether a call was incoming, outgoing, or missed. Items shown in **red** indicate a missed call.
 - ↙ Indicates an incoming call from the contact.
 - ↗ Indicates an outgoing call to the contact.
- Call Details – tapping on a listing opens the Call Details screen to review any additional Call or contact information and to select from the options to **Call** (audio or video) listed phones or extensions, **Chat**, **Call Room**, **Join Room**, **Add to (or remove from) Favorites**, or **Add to Groups**.

Note: Enhanced call logs can also show information about Hunt Groups and call duration.

Voicemail

Tap on the **Voicemail** menu option to access and manage any voicemails that have not been deleted. A badge on the application will display a notification of new unheard (or marked as new) voicemail(s).

Tap on the Name/number in the list to review the corresponding voicemail.

Tools are provided to Play the voicemail, listen via Speaker, Call (back) Mark as New, and Delete each Voicemail while reviewing it.

Dialpad

Tap on the **Dialpad** menu option to open the dialer to manually enter a phone number or extension and elect to start the call using Audio or Video on your device. A long press on the **1**  dials into your BroadWorks services and Voicemail menu.

Settings

Tap on **Settings** in the Menu to manage your DND, Call Forwarding, and VoIP calling settings, update your Password, and access helpful troubleshooting options.

Do Not Disturb

A useful On/Off toggle to set your availability to Do Not Disturb, sending all calls to voicemail until turned off.

Call Forwarding

Tap the > arrow next to Call Forwarding to view the forwarding setting options:

Always Forward

On/Off toggle to set Call Forward to Enabled and always forward calls to the defined forwarding number(s).

Forward to

Displays the current forwarding number or enter a new number as needed in the field provided.

Ring Splash

On/Off toggle to ring all devices when a call comes in.

Calling

Tap on the > arrow next to Calling to review the Calling setting options:

Use VoIP

On/Off toggle for VoIP usage (incoming and outgoing calls)

Anywhere

For users with the Anywhere calling feature enabled for use, the basic mobile settings may be managed in this area. While in **Calling**, tap on the > arrow next to **Anywhere** to review and manage Anywhere settings.

ALERT ALL LOCATIONS

On/Off toggle used to ring all defined locations (numbers) listed below when Anywhere is in use.

MANAGE ANYWHERE LOCATIONS

Tap the > arrow next to a listing <Phone Number/Description> to Enable/Disable and manage the Anywhere behavior for the phone location, including phone number, description, Call Control, Diversion Inhibitor, and answer confirmation required. Users may also *Delete* the location if the option displays. Tap **Save** when edits are completed.

ADD AN ANYWHERE LOCATION

Tap **Add Location** to create a new Anywhere location (phone number) that can be used when the Anywhere feature is enabled. Enter all requested information and define the behavior settings for the new location (number), then tap **Save** when finished.

Send Analytics

On/Off toggle to save and log and send call analytics for reporting.

Allow 3rd Party Keyboard

On/Off toggle to allow/disallow 3rd party keyboard access and usage. When enabled, the operating system notifies the user of security issues and requires additional confirmation of the action.

Update Password

Tap the > arrow next to **Update Password** to open the password manager where you may create a new password for Mobility. The **Show passwords** option displays the entered information to check for mistakes. Tap **Update Password** when finished.

Detailed Logging

On/Off toggle to enable/disable detailed log file creation which can then be sent for review by support for troubleshooting.

Email Logs to Support

Tap the > arrow next to this option to immediately open an email dialog to send an email to support from your device containing the current set of log files attached for troubleshooting.

Use VoIP

This helpful setting On/Off toggle allows you to quickly set VoIP calling to On or Off.

- **VoIP Mode On:** Outgoing and incoming calls use VoIP over WiFi or data network. BroadWorks Anywhere or BroadWorks Mobility location for the device is disabled.
- **VoIP Mode Off:** Outgoing and incoming calls use the mobile circuit-switched network. Outgoing calls use Call-Through or Call Back functionality. Incoming calls use BroadWorks Anywhere or Mobility location.

About

Tap on **About** to view your app version, license, and Legal notice information. This area also offers a general quick start introduction via the [Welcome Screens](#) button.

Sign Out

Tap Sign Out to exit and close the Mobility application. You will be required to sign in again the next time you access the app.

Call Room

Tap on the **Call Room** button (bottom of the Menu view) to dial into your personal ***My Room***.

Join Room

Tap on the **Join Room** button (bottom of the Menu view) to open the chat view within your personal ***My Room***.

Additional Application Information

Supported Features

Most of the features available through Mobility require specific BroadWorks services (or licenses) to be assigned to the user's profile. The following table describes the various client capabilities.

Features	BroadWorks User Services
Messaging and Presence	Integrated Instant Messaging and Presence (IM&P)
VoIP Calling	Connect – Mobile Device Profile Business Communicator Mobile – Audio, or Business Communicator Mobile – Video
Calling (Dialing Service) <ul style="list-style-type: none">▪ Business Line Call Back▪ Business Line Call-Through	BroadWorks Anywhere
Business Line Native Dialing	
Call History	Basic Call Logs or Enhanced Call Logs
Groups and Favorites	N/A
Enterprise and Local Directory Search	N/A
Call Settings	<ul style="list-style-type: none">▪ Call Forwarding Always▪ Do Not Disturb
Call Settings Webview	N/A
Mobility Calling Line ID Selection	<ul style="list-style-type: none">▪ BroadWorks Mobility▪ Calling Line ID Delivery Blocking
Web Button	N/A
Visual Voice Mail	Voice Messaging User

Messaging and Presence

Mobility provides messaging and presence (on demand). All messaging communication is achieved through push notifications over HTTP-based RESTful interfaces.

Supported message types and actions are as follows:

- One-to-one messaging
- Group messaging – multiple people; replies sent to all in the group
- Broadcast messaging – multiple people; no replies
- View My Room messages
- Initiate messages to Group members/Favorites through Profiles
- View members with presence on demand

Supported Android Devices

In general, Mobility for Android supports devices with Android OS 5.0 or later that conform to the following requirements:

- Quad-core CPU (or higher)
- 2 GB RAM (or higher)
- ARMv7 instruction set
- Minimum screen resolution 480 x 800

NOTE: Mobility was officially validated against the mobile devices listed in the following table, however client versions are considered compatible with any device that meets the OS requirements

OS	Android
Version	5.0 and above 
Mobile Device	<ul style="list-style-type: none">▪ Motorola Moto G▪ Samsung Galaxy S7▪ LG G4▪ Samsung Galaxy S9+▪ Google Pixel 3 XL
Tablet device	<ul style="list-style-type: none">▪ Samsung Galaxy Tab S2 8.0"▪ Pixel C▪ LG G Pad II▪ Lenovo Tab 3▪ Samsung Galaxy Tab S3 9.7
Chromebook	<ul style="list-style-type: none">▪ Samsung Chromebook Plus▪ Samsung Chromebook Pro (Intel)▪ Google Pixelbook (Intel)

Silent Alerting

Mobility provides silent alerting to users when it detects that the user's presence is "Available" on their desktop client. The mobile client suppresses the audible tone associated with any notifications while the user is in this state.

Calling / Dialing Service

Users can originate calls through their Group member/Favorite's Profile, Call History, or by simply using the Dialpad. Mobility provides VoIP, Call Back, and Call-Through capabilities enabling the user to place the call while preserving their business line identity.

VoIP Calling

Mobility can be configured to provide high definition audio and video VoIP calling. VoIP calls can use WiFi or the carrier data network. VoIP calls over the carrier data network are dependent on the quality of the network and may incur additional charges. As such, there are options for an operator or end user to disable VoIP calls over the carrier data network (3G, 4G, or LTE) if needed. Users can control this behavior in Settings > Calling. There are two options:

- WiFi only: VoIP calls are allowed only on WiFi.
- All Networks: VoIP calls are allowed on any data network.

The following call related functions are supported with VoIP calling:

- Call waiting
- Up to two simultaneous VoIP calls
- Call transfer (blind and attended)
- Ad hoc conference
- Mute, hold, and resume
- Audio source – phone, wired headset, speaker, or (supported) Bluetooth headset

Business Line Call Back

Mobility allows the user to originate a call using their business line identity. This is achieved through the basic Call Back or Click To Dial functionality on BroadWorks. If the user has BroadWorks Anywhere, Mobility checks to see whether the service is provisioned with a phone number that matches the user's mobile number. If a match is found, it gives the user the option to make calls using the Call Back feature.

In addition, in Call Back scenarios that involve BroadWorks Shared Call Appearance, all associated telephony endpoints or devices ring. The user can then choose to answer the call on any of the ringing devices.

BroadWorks Remote Office is not supported as a Call Back location.

Business Line Call-Through

Like the Business Line Call Back service, the Business Line Call-Through service allows the user to originate voice calls over the PLMN using their business line identity.

The Call-Through dialing service is enabled through the BroadWorks Anywhere service. If the device number is one of the BroadWorks Anywhere locations, then the Call-Through dialing service is enabled.

Business Line Native Dialing

Mobility allows users to place calls using their phone's native dialer. Native dialing should be enabled when the client is deployed as part of the BroadSoft mobility business solution – extending business services to the mobile handset through the BroadWorks Session Continuity Function (SCF) platform.

*NOTE: The Call Pull feature, which is invoked by sending *11 to BroadWorks, is not available on Android when Native Dialing is selected. This is due to a security restriction imposed by Android that prevents the client from originating * code calls to the native phone dialer. This restriction does not exist for Call-Through or Call Back because these mechanisms do not use the native phone dialer in a restricted way.*

Call History

End users can view their Call History for all calls associated to their business line. Mobility downloads the latest Call History stored against the user's Basic or Enhanced Call Logs BroadWorks service.

Groups and Favorites

Mobility allows users to create and manage group chat members (default of up to 30 per group) and favorites. Once a group member or favorite is created, the user can easily initiate any of the following actions based on the information contained in the member/favorite's profile:

- Send a message
- Access the contact profile
- Initiate a call
- Call into their My Room
- Send an email through the default device email application
- Address lookup through the default map application

Enterprise and Local Directory Searches

Users can search for contacts in the BroadWorks Enterprise Directory and their local phone directory or contact list. The BroadWorks enterprise contacts are not synchronized with the device, so a live search is performed.

Mobility Calling Line ID Selection

Starting with Release 3.0, Mobility supports changing the Calling Line ID (CLID) of the BroadWorks Mobility Identity for the mobile device. The user can configure the outgoing CLID in *Settings > Call From*. The choices are between the Business Phone (profile identity), Mobile Phone (mobile identity), or hiding the outgoing Caller ID.

Visual Voicemail

Mobility provides users the ability to manage their voicemail directly through the application's UI. The client provides a visual view of the user's inbox, allowing them to play, call back, mark as viewed, or delete audio messages from the application's Voicemail menu. This eliminates the need for users having to call into their voice portal to access their audio messages over the phone. Note: Video and Fax messages are not supported.

Tablet and Landscape Mode

The Mobility client is considered a universal app that can be deployed on iPads, Android tablets, and ARM-base CPU Chromebooks. Basic landscape mode is also supported on regular mobile phones.

Offline Mode

Mobility works gracefully when the data network connection is lost. In addition to displaying a banner indicating that the network is unavailable, the following features are still accessible:

- Fallback to circuit switch calling. Either through two-stage dialing in conjunction with the BroadWorks Anywhere portal or by making a personal call on the mobile device.
- Un-sent messages are marked with a Retry icon. Upon network reconnection, the user can select the Retry icon to then send the message.
- Mark messages as read status is saved and then sent when a network connection is re-established.
- Logout is queued and then sent when a network connection is re-established.

SIP URi Dialing

Mobility users can place VoIP calls to SIP URIs in addition to regular telephone numbers. SIP URI dialing is supported in the following places:

- Dialpad. When selecting the input field, a full keyboard is displayed allowing the user to enter the full SIP URI.
- Contact profile. SIP URIs are now supported in the following contact fields: work, mobile, extension, personal, and conference bridge.

Supported Languages

Mobility supports the following languages:

U.S. English (default)	French	German
French (Canada)	Italian	Dutch (Netherlands)
Spanish (Europe)	Spanish (Latin America)	Korean
Japanese	Chinese (simplified)	Portuguese (Europe)

Basic Troubleshooting

The application settings menu includes an option for sending the client logs to support. In many cases, the information displayed to the user is general; however, the logs contain more detail regarding the exact error messages and codes received from the BroadWorks servers. A typical early analysis step for service providers is to obtain the user's client logs. The application also includes an option for capturing detailed logs. When selected, more information is available for system administrators to analyze when sent.

Error Messages on Android

Error Message	Possible Causes and Handling
<i>The Mobility device configuration has not been assigned to your account. Contact your system administrator</i>	This message is displayed when the user is not assigned the Connect device profile. This message is shown as popup error during login. Restarting Mobility, or signing out and back in, triggers the profile check.
<i>Network Failure.</i>	This system notification is displayed when there is any error in fetching the device configuration or when DNS resolution fails. The application log contains more information on the nature of the failure.
<i>Push Registration failed with error [message].</i>	This system notification is displayed when the device registration with the server fails. The application log contains more information on the nature of the failure.
<i>Network is Currently Unavailable.</i>	This system notification is displayed whenever the device loses the data network. The application registers with the OS to listen for network change and whenever the OS reports data network loss, this notification is displayed
<i>Unable to fetch latest messages from the server. Please try again later.</i>	This system notification is displayed when the Change log API fails. The application log contains more information on the nature of the failure. The user can do a pull to refresh to trigger a new Change log API,
<i>Message Delivery Failed.</i>	This error is displayed when sending a message fails. The user can retry sending the message by tapping on the error icon.
<i>Unable to parse the Contact Storage Data. Error: [Message].</i>	This system notification is displayed when parsing of the contact storage XML fails due to invalid XML. If the error is consistent, the user can update to a new Mobility Storage XML from the desktop version .
<i>Unable to update Contact Storage.</i>	This system notification is displayed when the Set Contact Storage API fails. The application log contains more information on the nature of the failure.
<i>Your account is not authorized for this application - please contact your service provider for assistance.</i>	This error message is displayed when the user is not associated with the Mobility License. Restarting Mobility, or signing out and back in, triggers the profile check
<i>Chats cannot be started with more than [n] people.</i>	This error message is displayed when the user tries to start group messaging with a Group containing more than "n" users. The value of [n] is configurable by the provider. The default value is "30".