ADMINISTRATOR GUIDE FOR

I.   INTRODUCTION

This document includes a "checklist" of items that administrators need to set up within their organization or information that will be useful to administrators in implementing USA Mobility's Mobile Connect smartphone communications application. Additionally, it provides helpful tips for the download, registration and use of the Mobile Connect application.

II.   CORPORATE NETWORK SETUP

A. Wi-Fi Ports:

In order to have users successfully receive messages while on Wi-Fi, the following ports need to be open on the Wi-Fi firewall.

- 8091
- 443
- 80
- 5228
- 5223

Wi-Fi networks can enhance messaging coverage in areas where cellular networks are weak or non-existent within the facility. Messaging traffic on the Wi-Fi network does not "go against" cellular data limits.

We recommend that allowing Mobile Connect users access to the Corporate Wi-Fi network on their Mobile Connect smartphones. Many of our customers have "Guest Wi-Fi" networks that require a user accept terms and may log users out after a period of time. These networks are not recommended for Mobile Connect users since a data/internet connection is required for messages to be delivered to the user.

If there are users that frequently utilize Wi-Fi networks at other locations (i.e., retail locations), please remind them that they may need to "Accept Terms" from the W-Fi provider before they will have internet connection. The phone may show that Wi-Fi is connected, but if the internet terms have not been accepted, they don't have internet access and will not receive timely alerts of messages.

B. BES Setup:

If there are Mobile Connect users that carry BlackBerry devices associated with the Corporate BES, there may be some settings in the BES that need to be adjusted so users can download and use the Mobile Connect application

- Must allow 3rd party applications on the BlackBerry devices.
- The device must have the ability to access an external website to access the Mobile Connect application for download.
- Changes may be needed in the HTTPS settings and Redirections on the BES. See KB20833 from RIM on details for how to configure BES settings for browsing HTTPS websites using a certificate that contains "Subject Alternative Name".

III.   DEVICE INFORMATION

From an Administrative perspective, there is very little that needs to be set up on the devices. However, it is beneficial to verify that user's devices meet the following criteria:

A. Operating System of Smart Phones:

- BlackBerry: RIM v4.5 or better
    - o   v10 is not supported
    - o   Storm Devices are not supported
- Android: v2.2 or higher
    - o   Samsung Galaxy Tab 2 Tablet is not supported
- Apple: iOS 4 or higher
    - o   Wi-Fi iPad devices are supported, but they must have connection to a Wi-Fi network in order to receive messages – keep in mind, iPod Touch devices "time-out" and will not receive messages while not on and connected

B. Provisioning the Mobile Connect Application:

In order to provision Mobile Connect on a user's pager number, the Administrator or user will need to provide USA Mobility with the pager number, the Device Type (BlackBerry, Android or Apple) and a user email address for the Registration Email to be received.

As each pager holder is provisioned with Mobile Connect, they will receive an email from MobileConnect@amcomamc.com. This email will have a link to the application for the user's particular Smart Phone operating system as well as the Registered Telephone Number (pager number) and Password which are needed to register the application in order to receive pager messages.

If the user receives this email on their phone, they can download the application by selecting the link in the email. Android and Apple users can also download the application at their respective software stores. BlackBerry users must either use the link or type in the complete URL in order to download the application.

The application must be installed and registered before the user will receive any pager messages.

1.   **Download Troubleshooting**

- BlackBerry Devices
    - o   Ensure that the device has internet connectivity
    - o   Ensure the device has access to external websites
    - o   Ensure the device has the ability to download 3rd party applications
    - o   Ensure that the BES is set up to allow downloads per the instructions above
    - o   Once the application is downloaded, they can open the application from the DOWNLOADS folder if they don't see it in on their "desktop"
- Android Devices
    - o   Ensure that the device has internet connectivity
    - o   Ensure the device has an gmail account
    - o   Ensure that the device has access to the Play Store
    - o   Ensure that the device has the ability and the memory to install applications
- Apple Devices
    - o   Ensure that the device has internet connectivity
    - o   Ensure that the device has an Apple ID
    - o   Ensure the device has access to the Apple App Store
    - o   Ensure that the device has the ability and the memory to install applications

2.   **Registration Troubleshooting**

- BlackBerry Devices
    - o   Ensure that the device has internet connectivity to 3rd party websites and the BES is set up appropriately (see section above for BES setup)
    - o   If on Wi-Fi, ensure the appropriate ports (identified in previous section) are open
    - o   Ensure that the user is pressing the ALT key before each key press on the Password (the Phone Number field is restricted to numbers only, but the Password field is not)
- Android Devices
    - o   Ensure the device has internet connectivity
    - o   If on Wi-Fi, ensure the appropriate ports (identified in previous section) are open
- Apple Devices
    - o   Ensure the device has internet connectivity
    - o   If on Wi-Fi, ensure the appropriate ports (identified in previous section) are open

C. Remote Device Wipe and Automated Message Removal

The Administrator can contact USA Mobility Customer Service to have a device with Mobile Connect remotely wiped of all messages.

D. Important Information About Device Alerts

The user will be alerted on their Smart Phone when a message is sent to their pager number. There are differences between the different device operating systems as to how these alerts are presented to the user. In the case of the Apple OS, if a user does not acknowledge the alert the message WILL NOT BE DELIVERED until the user opens the Mobile Connect application or acknowledges a subsequent alert. The BlackBerry and Android operating systems will deliver the message without user intervention, but there are options that can be set to ensure the user is aware of the new messages.

1. Apple OS

- The Alert Notifications on an Apple device are controlled by the phone's operating system, not the application.
    o Click the SETTING application on the iPhone's home screen. Choose the NOTIFICATIONS option. Scroll to the AMCOM option on the Notifications screen and select it. From here, the user can select:
        - Whether Mobile Connect message are displayed in the Notification Center.
        - How Many notifications are shown
        - Whether the user will be alerted via the phone's banner or a "pop up" alert (we recommend the ALERTS setting)
        - If the Mobile Connect badge Icon shows alerts
        - If the Mobile Connect application will audibly alert (must be ON to receive audible alerts)
        - Whether Mobile Connect will display a notification when the screen is locked (must be ON to view alert when in screen lock)
        - Note – if the phone set to silent or in Do Not Disturb mode, there will not be an audible alert for Mobile Connect messages.
- Notifications are sent to the device four times, 30 seconds apart for each message sent to the pager number. If the alert is not "acknowledged" (press the LAUNCH button) during the notification window, the message will not be delivered in a timely manner.
- Messages are delivered when the Mobile Connect applications is opened (by pressing the LAUNCH button when alerted or simply opening the application from the home screen.

2.   BlackBerry and Android OS

- To receive Audible Alerts, ensure the alert volume for MEDIUM PRIORITY is set to High, Medium or Low.
    - o   To set the volume, open the application, press the phone's menu button and select PREFERENCES.
    - o   In the "Alarm Options" section, select Medium Priority and then select Alarm Volume to select the preferred volume. The user will not be audibly alerted if the Alarm Volume is set to OFF.

E. Delayed or "Missing" Messages

If there are users that seem to have missing or delayed messages, please refer to the appropriate device type below for assistance:

1.   BlackBerry

- Ensure that the Mobile Connect Application is installed and registered on the device
- Ensure that the device has data coverage
    - o   If on internal Wi-Fi, ports must be opened on the Firewall
    - o   External Wi-Fi, ensure that any TERMS AND CONDITIONS of the Internet/Wi-Fi provider are accepted OR turn Wi-Fi off and receive messages on the cellular data network

2.   Android

- Ensure that the Mobile Connect Application is installed and registered on the device.
- Ensure that the device has data coverage
    - o   If on internal Wi-Fi, ports must be opened on the Firewall
    - o   External Wi-Fi, ensure that any TERMS AND CONDITIONS of the internet/Wi-Fi provider are accepted OR turn Wi-Fi off and receive message on the cellular data network.

3.   Apple

- Ensure that the application is installed and registered on the device.
- Ensure that the device has data coverage
    - o   If on internal Wi-Fi, ports must be opened on the Firewall
    - o   External Wi-Fi, ensure that any TERMS AND CONDITIONS of the internet/Wi-Fi provide are accepted OR turn Wi-Fi off and receive the notifications on the cellular data network.
    - o   iPhone Notifications Not Turned On - Ensure that the user has their iPhone Mobile Connect Notifications turned on. If the user does not have notifications turned on, they will not know that they have a message pending.

o   iPhone Notifications Being Ignored - In order for the message to be delivered to the device/application, the user must open the Mobile Connect application. This can be done by selecting the LAUNCH option on the Notification or by opening the Mobile Connect application. When the application is opened, all pending messages will be delivered. If the user does not select LAUNCH when a notification appears, the message will not be delivered.

o   Delayed messaging on an iPhone is, more than likely, a result of a user not acknowledging the four message notification alerts (30 seconds apart) or selecting "Ignore" to the notification. When the user later receives a notification for another message and they select LAUNCH or opens the Mobile Connect application, all pending messages are delivered.   Thus, the message delivery time would reflect the date/time that the message(s) was delivered, not when the notification was sent.

4.   Message Delivery or Notification while on a phone call

If the user is on a phone call, they may not receive messages while on the call, but will receive any messages after the call is complete. To determine if messages will be received while on a call, please refer to the chart below:

NETWORK TYPE	WI-FI SERVICE	CELLULAR SERVICE
2G GSM (ATT & T-Mobile)	Will receive message	Will not receive message until after call
3G GSM/EDGE (ATT & T- Mobile)	Will receive message	Will receive message
3G CDMA (Sprint & VZW)	Will receive message	Will not receive message until after call
4G HSDPA (ATT & T-Mobile)	Will receive message	Will receive message
4G LTE/WiMax	Will receive message	Will receive message

F.   **Other Issues with the Mobile Connect Application**

The Mobile Connect application has a 'built-in' tool to assist in identifying what could be causing a connection issue. The application, Health Check can be referred to. Each item in the Health Check list should have a GREEN indicator. If any of the indicators are not green, please refer to the chart below for the phone's operating system to identify how to resolve any connection issues.

1.   BlackBerry Users

To access Health Check, open the Mobile Connect application. Press the phone's menu key and select About. Press the phone's menu key again and select Health Check.

Field	Potential Causes of Failed Connection	Solutions
Correct Mobile Connect Client BlackBerry OS	• The incorrect client is installed on the device	• Install the correct version and build for a BlackBerry device onto the phone
Reach Mobile Connect Hosted client Messaging via Wi-Fi	• The device may not have a data plan • The device may not be connected to a Wi-Fi source • The firewall setting may be blocking the connection • The mobile connection may be misconfigured • The Airplane Mode may be enabled on the device	• Connect the device to a data plan • Connect the device to a Wi-Fi connection • Edit the firewall settings to allow connections • Disable the Airplane Mode on the device
Reach Mobile Connect Hosted Web Server via Wi-Fi	• The device may not have a data plan • The device may not be connected to a Wi-Fi source • The firewall setting may be blocking the connection • The Airplane Mode may be enabled on the device	• Connect the device to a data plan • Connect the device to a Wi-Fi connection • Edit the firewall settings to allow connections • Disable the Airplane Mode on the device
BIS Enabled	• The BIS is not enabled on the device • A successful connection is not established between the device and the BlackBerry Internet Service	• Enable BIS on the device • Establish a connection between the device and the BIS. For more detailed information on how to do so, please reference BlackBerry's technical documentation
BES Enabled	• The BES is not enabled on the device • A successful connection is not established between the device and the BlackBerry Enterprise Server	• Enable BES on the device • Establish a connection between the device and the BES. For more detailed information on how to do so, please reference BlackBerry's technical documentation
Reach Mobile Connect Server Client Messaging at 'Mobile Connect USMO' via Wi-Fi	• This connection is not needed for Mobile Connect users.	
Reach Mobile Connect Server Web Server at 'Mobile Connect USMO'	• The device cannot receive C2DM push notifications because it cannot reach Google's server on port 5228	• Contact the network administrator to make sure outside access inbound to all Android mobile devices on port 5228 is not being blocked by firewall configurations

2.   Android Users

To access Health Check, open the Mobile Connect application. Press the phone's menu key and select About. Press the phone's menu key again and select Health Check.

Field	Potential Causes of Failed Connection	Solutions
Reach Mobile Connect Hosted client Messaging via Wi-Fi	• The device may not have a data plan • The device may not be connected to a Wi-Fi source • The firewall setting may be blocking the connection • The mobile connection may be misconfigured • The Airplane Mode may be enabled on the device	• Connect the device to a data plan • Connect the device to a Wi-Fi connection • Edit the firewall settings to allow connections • Disable the Airplane Mode on the device
Reach Mobile Connect Hosted Web Server via Wi-Fi	• The device may not have a data plan • The device may not be connected to a Wi-Fi source • The firewall setting may be blocking the connection • The Airplane Mode may be enabled on the device	• Connect the device to a data plan • Connect the device to a Wi-Fi connection • Edit the firewall settings to allow connections • Disable the Airplane Mode on the device
C2DM or GCM Enabled	• Registration did not complete successfully.	• Reregister the Mobile Connect device. If the registration does not complete during the second attempt, contact support
Reach Mobile Connect Server Client Messaging at 'Mobile Connect USMO' via Wi-Fi	• This connection is not needed for Mobile Connect users	
Reach Mobile Connect Server Web Server at 'Mobile Connect USMO'	• This connection is not needed for Mobile Connect users	
Android Market Account	• An Android Market account has not been created for this device	• Create an Android Market Account for the device and link it to the device that is being used.
Receiving C2DMor GCM Notifications	• The device cannot receive C2DM push notifications because it cannot reach Google's server on port 5228	• Contact the network administrator to make sure outside access inbound to all Android mobile devices on port 5228 is not being blocked by firewall configurations

3.   Apple Users

To access Health Check, open the Mobile Connect application and press the 'settings' button. Choose the Health Check menu option

Field	Potential Causes of Failed Connection	Solutions
Reach Mobile Connect Hosted client Messaging via Wi-Fi	• The device may not have a data plan • The device may not be connected to a Wi-Fi source • The firewall setting may be blocking the connection • The mobile connection may be misconfigured • The Airplane Mode may be enabled on the device	• Connect the device to a data plan • Connect the device to a Wi-Fi connection • Edit the firewall settings to allow connections • Disable the Airplane Mode on the device
Reach Mobile Connect Hosted Web Server via Wi-Fi or Mobile	• The device may not have a data plan • The device may not be connected to a Wi-Fi source • The firewall setting may be blocking the connection • The Airplane Mode may be enabled on the device	• Connect the device to a data plan • Connect the device to a Wi-Fi connection • Edit the firewall settings to allow connections • Disable the Airplane Mode on the device
APNS Enabled	• Apple did not return a registration ID to the application • The firewall settings may be blocking the connection	• Reregister the Mobile Connect device • Edit the firewall setting to allow connection
Reach Mobile Connect Server Client Messaging at 'Mobile Connect USMO' via Wi-Fi or Mobile	• This connection is not needed for Mobile Connect users.	
Reach Mobile Connect Server Web Server at 'Mobile Connect USMO' via Wi-Fi or Mobile	• This connection is not needed for Mobile Connect users	
Android Market Account	• An Android Market account has not been created for this device	• Create an Android Market Account for the device and link it to the device that is being used
Receiving Apple Notifications	• The device cannot reach Apple's server through the port 5223 • The firewall configuration may be blocking connection	• Contact the network administrator to make sure outside access inbound Apple devices on port 5223 is not being blocked by firewall configurations

For any additional information, please visit the Mobile Connect FAQs on the USA Mobility

Website: http://www.usamobility.com/customer_support/faq/Mobile_Connect.asp