

# About UmojaPhone App for iPhone

UmojaPhone® App is a free SIP Based Softphone for iPhone™ mobile digital devices. The **UmojaPhone App** Mobile dialer for iPhone comes equipped with the following features:

- Ability to Make Calls
- Caller ID
- Redial \* by tapping on the numbers listed within your call history.
- Mute
- Multitasking Capabilities for the Apple IOS 4 for the following supported devices: iPhone 4, iPhone 3GS, and the third-generation iPod touch
- Speakerphone
- Ability to View Contact List from Phone
- Call forwarding
- Ability to Recharge Account through our website or over-the-phone
- Balance Display
- Ability to use Pinless with local access number for highest voice call quality
- Call History Display with Time and Call Status

## Requirements

To use UmojaPhone App to make audio calls over WiFi (hotspot), 3G or 4G, you must have a data plan with your mobile network provider or WiFi on your device.

**Please note:** Some mobile network operators may prohibit or restrict the use of Voice over Internet Protocol (VoIP) functionality over their network. You must abide by your cellular provider network restrictions. EAConnect (USA) Limited will not be held liable for any charges, fees or liability imposed by 3rd party carriers for use of VoIP over Wi-Fi/3G/4G or whatsoever

## Set up

1. To start you will need to have installed UmojaPhone iPhone Edition. UmojaPhone can be downloadable from App Store. Using your phone, go to App Store and search for umojaphone and once you find it click on it to install.
2. Once you have UmojaPhone app installed on your mobile device make sure to have the correct network, Wi-Fi, 3G or 4G:

To set your network you need to go to your iPhone main screen and then tap Settings – General – Network and turn on 3G or 4G (whichever your iPhone supports).

To set it up for Wi-Fi, go to your iPhone main screen and then tap Settings – Wi-Fi and choose a network from the access points that are available. The displayed checkmark indicates that you are now connected.

3. Go to the section “Sign in” from this manual to learn how you can start using the UmojaPhone App.

## Login to UmojaPhone App

To start using **UmojaPhone App**, go to your iPhone main screen and locate the UmojaPhone App and tap on it



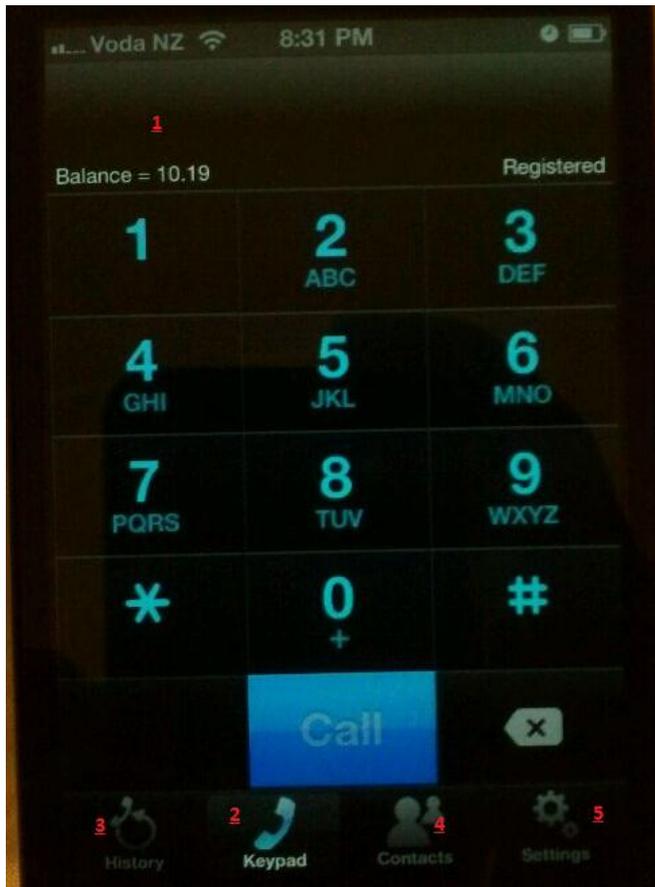
You will immediately see the Login Page to login and start using UmojaPhone.

1. **Username:** enter the email address for your UmojaPhone account, the same way you login at [www.umojaphone.com](http://www.umojaphone.com) site.
2. **Password:** enter the same password as for UmojaPhone site



**Once you login to UmojaPhone**, the following will be displayed:

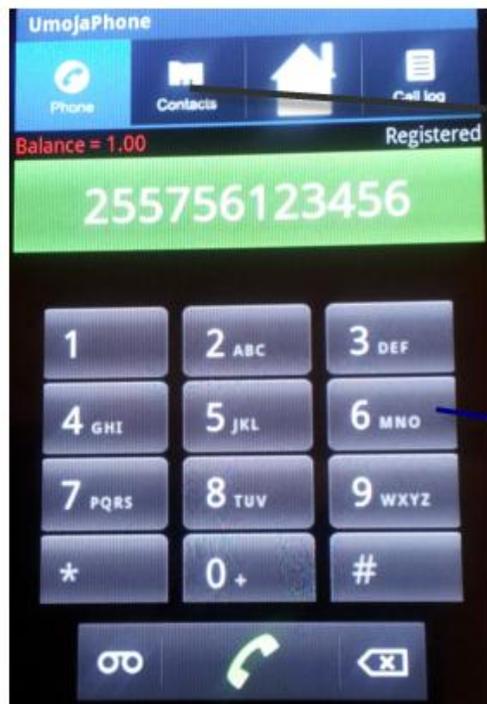
1. **Balance:** The current account balance will be displayed.
2. **Keypad:** from the UmojaPhone keypad you will be able to make calls.
4. **History:** the call history will be displayed.
5. **Contacts:** is where the address book can be managed.
3. **Settings:** a set of options including Sign-Out button.



**To exit** from UmojaPhone push your phone's home button.

**To make a call** go to your iPhone main screen and locate the UmojaPhone icon and tap on it.

Dial the number you want to call to by using the Dial Pad option.



Tap the Contacts option at the top of the screen to locate a phone number from your address book. Note: The phone numbers from your address book may need to be modified (it will depend on the dial plan your service provider supports e.g. Country code + Area code + Phone number)

Dial the number you want to call to by using the Dial Pad option.

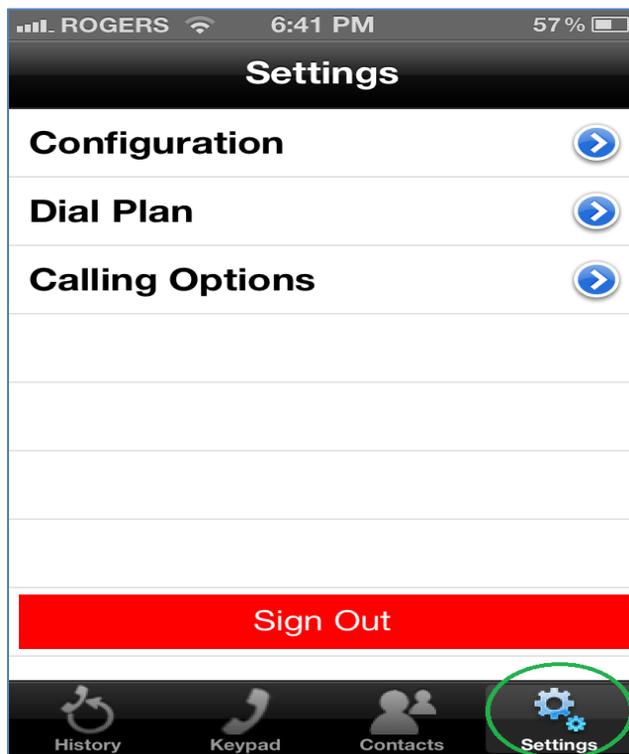
## Using Pinless or Direct Calling for a better call quality

**Pinless** UmojaPhone app allows you to make calls by tapping on a phone number from your contact list or dialing a phone number using the keypad and immediately after the phone is dialed the app will automatically dial your local access number to place the directly via your pinless service. This means you don't have to dial local access number then to be asked to enter the number you want to call, instead it's a direct calling.

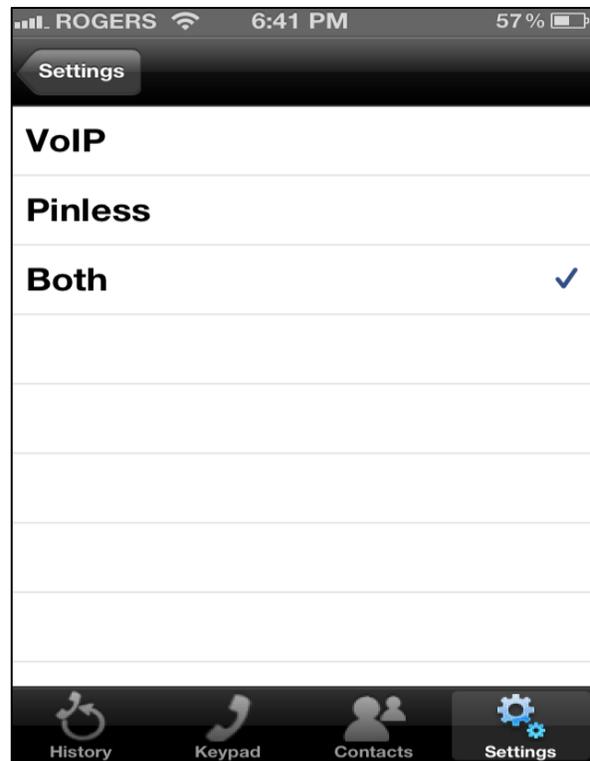
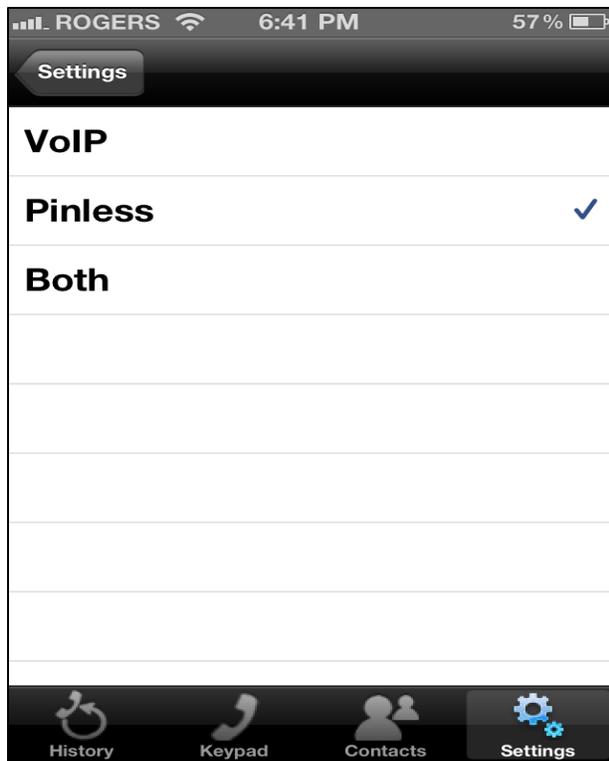
**Below are simple steps to set up Pinless dialing and to enter access number**  
To start using UmojaPhone app, go to App and Tap on it.  
Login to it with your account credentials



To enable the app to call through **VoIP, Pinless or Both** Tap on Settings, see below



Then tap on the Calling Options Pinless or both, if you choose both, the app will first try to get the call out using VoIP (residential) and then if there is no internet then it will try to get the call out using Pinless.



Once you setup Pinless go to your keypad and dial the number you want to call or go to your contact or address book and tap on the contact you want to call. The system will then place the call using the access number available directly, you will hear your balance then a short silent while the system calculates you time then you will hear the talk time. **No more enter your number you want to call..!**

## FAQ

### 1. What smartphone models do UmojaPhone App supports?

You can use your mobile softphone on your iPhone, iPod Touch, iPad Tablets.

### 2. What internet connection must I have on my phones?

You can make calls through Wi-Fi (hotspots), 3G or 4G.

### 3. How do I download UmojaPhone app?

You can download it right from the Apple App Store by searching app name **umojaphone**

### 3. Is it complicated to configure?

Unfortunately, some other companies' dialers are as customers have to configure the settings of their phones, and less-technical customers may encounter problems, but UmojaPhone dialers have auto-provisioning which lets you download the app, enter your UmojaPhone login name and password, and call right away without

having to adjust your phone settings. You can also easily sign up for an account right from the app. We call it “**download-and-call**” technology.

**4. Do I need the latest version of the operating system on my phone to use the app?**

The latest OS is preferable.

**5. Do I need alternative SIM cards to use UmojaPhone App?**

No. You don't need any additional SIM cards because the calls are routed through VoIP, through your data plan or WiFi connection.

**6. How can I recharge my mobile accounts?**

You can do it right through the app or preset automatic recharging of you credit card.

**7. Is the app only for outgoing calls, or can I receive calls on my dialer as well?**

Yes, the app is only for outgoing calls.

**8. Does it cost extra fees when using UmojaPhone Apps?**

**NO**, UmojaPhone app is provided for free, there are no extra fees associated.