Intel® Unison™ Gen 1 Onboarding

User Guide

Revision 0.72

November 2022

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Revision History

Revision Number	Description	Revision Date
0.5	• Initial release	August 2022
0.6	• Updated Installation details (Section 3.2)	September 2022
0.7	• Updated figures in Chapters 3, 4, and 5	September 2022
0.71	• [Minor Update] Updated VOIP call support (Section 5.3.5)	October 2022
0.72	• [Minor Update] Remove Uninstall PC app (Section 3.3.1)	November 2022

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1 Introduction

Intel® Unison™ enables user to connect Android*/iOS* mobile phone to PC by creating one integrated experience. User can work on the PC while also answering calls, sending text messages, viewing missed calls and interacting with notifications using PC keyboard, mouse, touch screen, PC's high-quality microphone and speakers for calls.

This document describes the onboarding process for Intel® Unison™ when connecting to an Android* or iOS* phone.

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2 Terminology

Term	Description
Bluetooth HFP	The Hands-Free Profile (HFP), a Bluetooth profile that defines a set of functions such that a Mobile Phone can be used in conjunction with a Hands-Free device, with a Bluetooth Link providing a wireless means for both remote control of the Mobile Phone by the Hands-Free device and voice connections between the Mobile Phone and the Hands-Free device. The Microsoft* Handsfree driver used for the call solution uses the Bluetooth HFP profile.
WAC	Windows* Action Center
Phone Notification Center	Where the notifications are gathered and displayed on the phone
Notifications Tab	Where the notifications are gathered and displayed on the PC app

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3 Installation

3.1 Requirements/Limitations

Minimum system requirements for running Intel Device Link:

- iOS* 15.X
- Android* 9 and above
- Windows* 11 SV2:

3.2 Installation

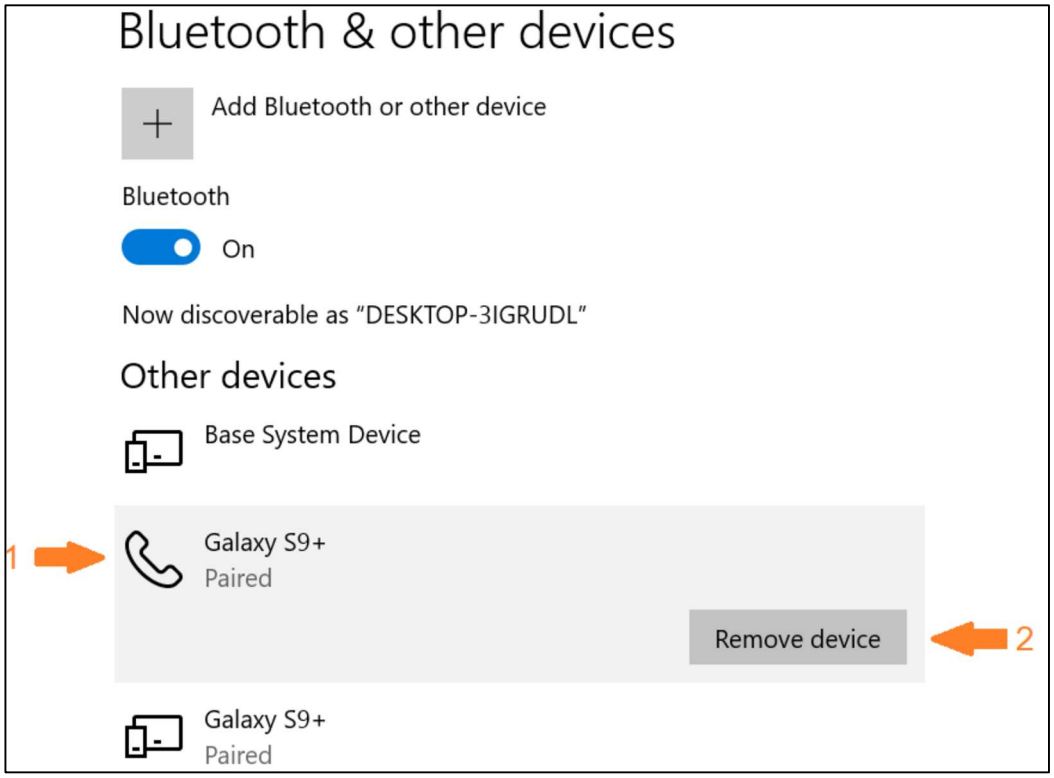
- Unison solution consists of applications on Laptop and phone.
- On Laptop the application shall be pre-installed by manufacture. In future it will be available on Microsoft store for download /upgrade.
- Once launched, Unison app on windows shall provide a QR code for the mobile phones. User can scan the QR code using the phone. It will lead to the respective app store (Apple App store, Google play store etc.) to install corresponding Unison app on the phone.

3.3 Troubleshooting Connectivity Issues

In case of any connectivity issue and the application is non-functional, follow the below procedures and re-try using the application.

3.3.1 PC Clean-up

1. Remove Bluetooth pairing from your PC and phone by performing the following:
    a. Go to **Start** -> **Settings** -> **Devices** -> **Bluetooth & other devices** in Bluetooth & other devices settings; for each appearance of your phone's name: Click on the phone name, then click **Remove device.**



2. Restart your PC.

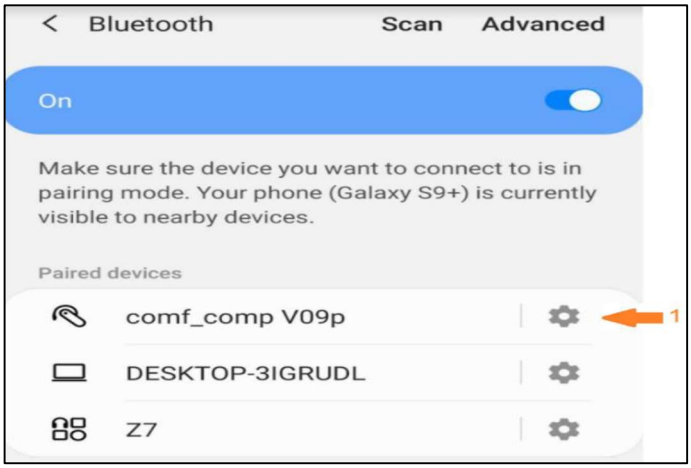
3.3.2 iPhone* Clean-up

1. Uninstall Intel® Unison™ app from your device.
2. Go to your phone's **Settings** -> **Bluetooth** and click the ⓘ next to your PC's name. Then, click **Forget this Device** and **Approve**.

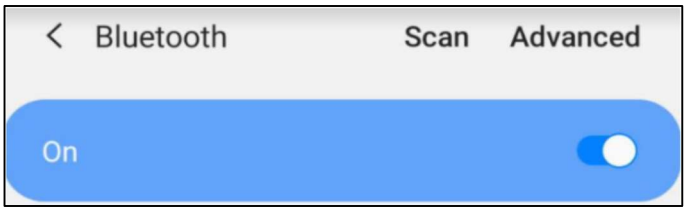
3. Restart your iPhone*.

3.3.3 Android* Clean-up

1. Uninstall Intel® Unison™ app from your device.
2. Go to your phone's **Settings** -> **Bluetooth** and click the gear icon next to your PC's name. Then, click **Unpair**.



3. The phone will switch back to **Settings** -> **Bluetooth** screen. On this screen, turn Bluetooth off and then back on:



4. Restart your Android*.

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4 Onboarding Flow

This chapter describes the onboarding flow both from the PC and mobile perspective.

The basic assumption in the flow, is that the users first discover the app on the PC side (since the app is pre-installed on the users' PCs), and according to the guidance on the PC app, the users are be directed to install the phone app as well.

The onboarding flow includes privacy statements, EULA and data collection approvals, phone app permissions, applicative pairing of PC and phone and BT/BLE pairing.

The approach for the onboarding flow, for both Android* and iPhone* are:

1. Firstly, pair the applications – this is a mandatory step for allowing the initial communication between the phone and the PC.
2. Then offer the user to setup all capabilities, with the option to skip each stage.
3. Once the apps are paired, the process is being led by the phone app. The actions taken by the user are performed using the phone app, and additional instructions/details and feedback are supplied on the PC app as well.

4.1 The PC Side

4.1.1 Welcome Page

When opening the Intel® Unison™ app on the PC for the first time below welcome page is visible. This screen is used to instruct the users on how to download the phone app, and then pair between the phone and the PC apps.

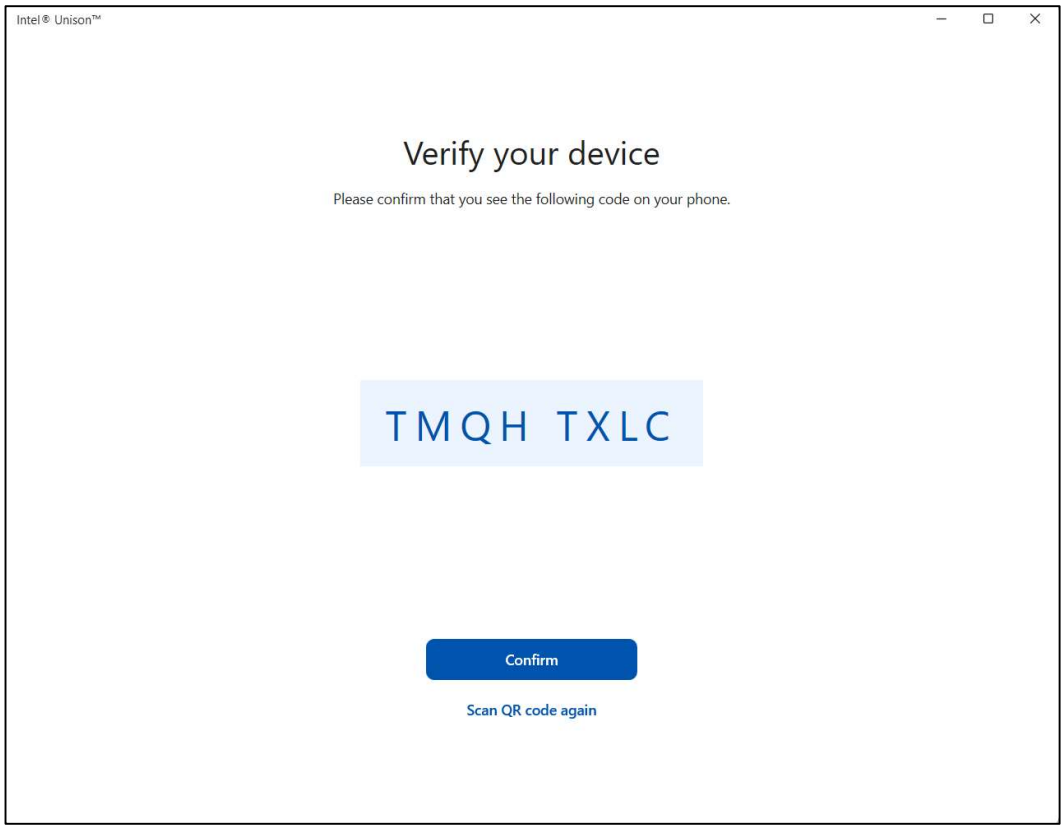
The procedure can be divided into a two-step-process:

1. Download and install the Intel® Unison™ app on your phone.
2. Follow the instructions and permissions then scan this QR code with your Intel® Unison™ phone app and then a dialog box with a QR code appears.

4.1.2 Pairing with Mobile App

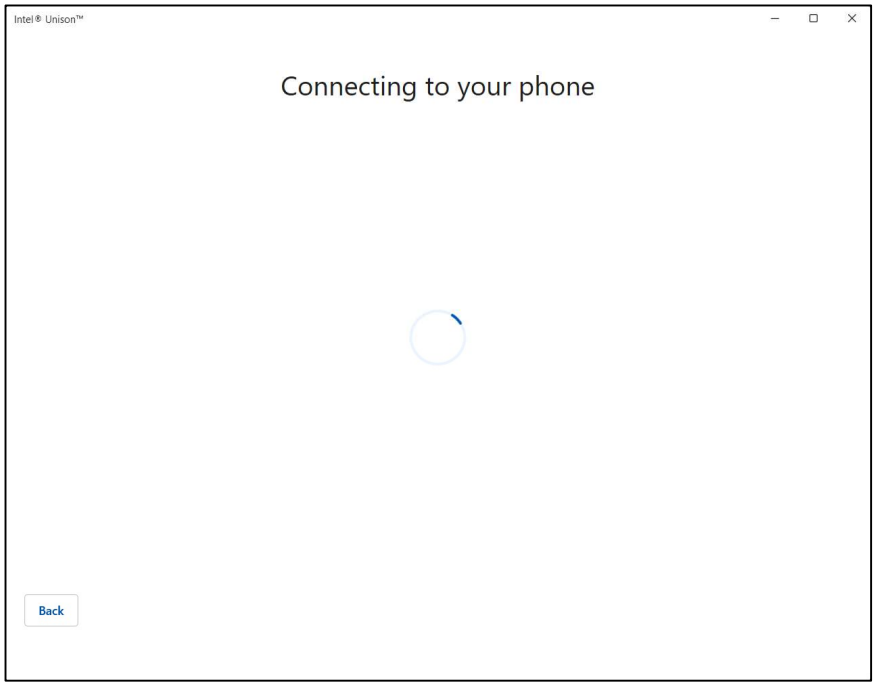
1. Connect the apps by using either of the following methods for both **iOS* & Android***:

a. **Using QR Code:** Click on Link with QR code on Phone. Confirmation after scanning QR code:



b. **Using Text Code:** Click **Use text code instead** on both phone and PC to pair through a code. Confirm after entering text code:

Onboarding Flow



NOTES:

- If the code expires, a new code appears. Scan the code or enter the text code.
- This initiates the paring of the app.

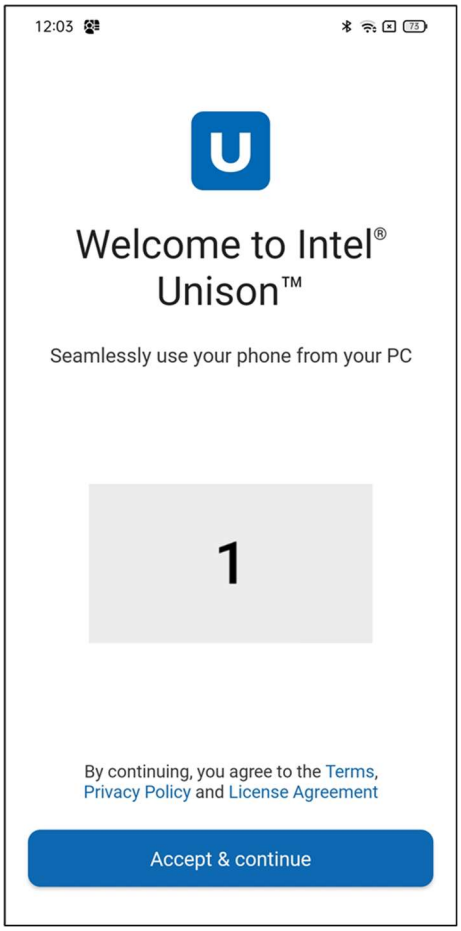
- For security reasons, once the app pairing is initiated, a code appears on the user's phone, and a message on the PC to confirm the code shown on the phone matches to the one shown on the PC.
- When the user is located in China, a middle page is presented with a list of Android* stores available for the Chinese market.
- The two QR codes used for download and pairing, are identical, therefore:
  - If the users scan the QR code while the phone app is not installed on their phones, the users are led to the relevant mobile applications store.
  - If the users scan the QR code using Intel® Unison™ QR scanner it resolves in connecting the user's PC and phone.
  - If the users scan the QR code while the phone app is installed, using the phone camera or a different application rather than Intel® Unison™ the user is led to a scanning page in the Intel® Unison™ phone application.

Note: For any connection troubleshooting, refer to Section 3.3.

4.2 The Phone Side

4.2.1 Welcome Screen

- When the user opens the phone (Android* & iPhone) below screen will appear.

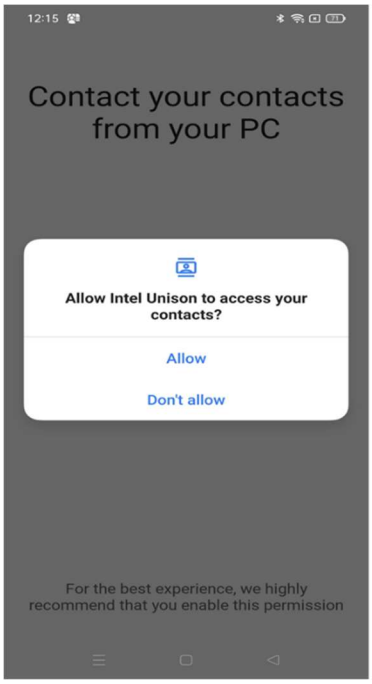


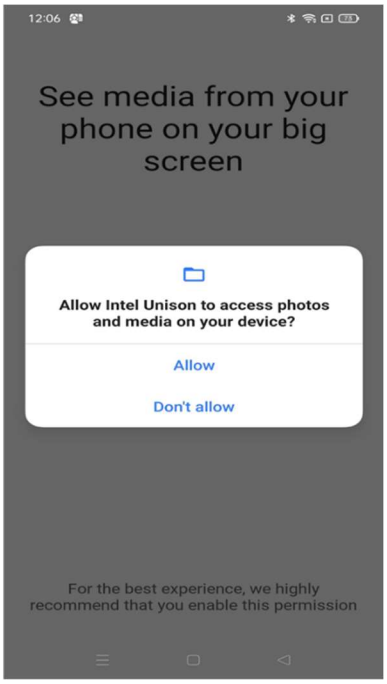
4.2.2 Pre-requisites

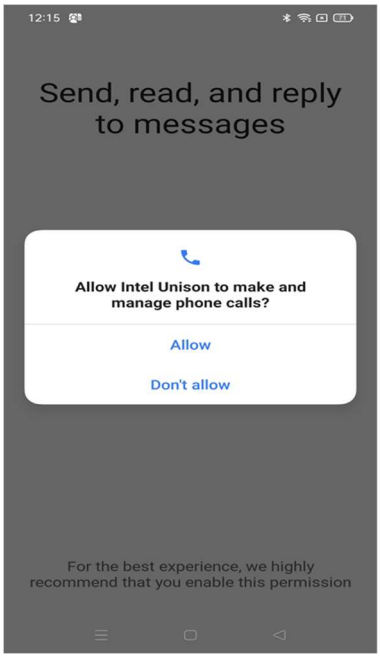
4.2.2.1 Android*

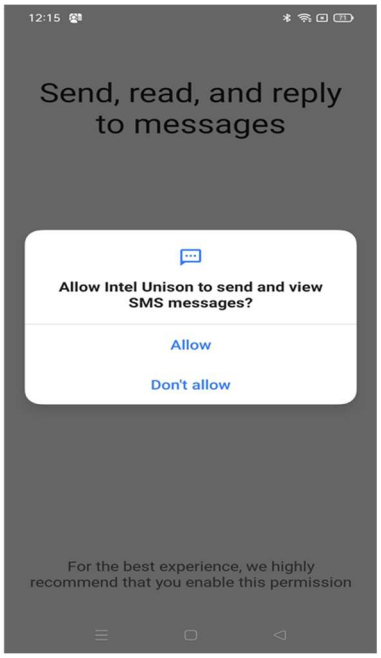
After welcome screen, application obtains below access permissions required from the user.

- Contacts, Media, Manage Calls, SMS







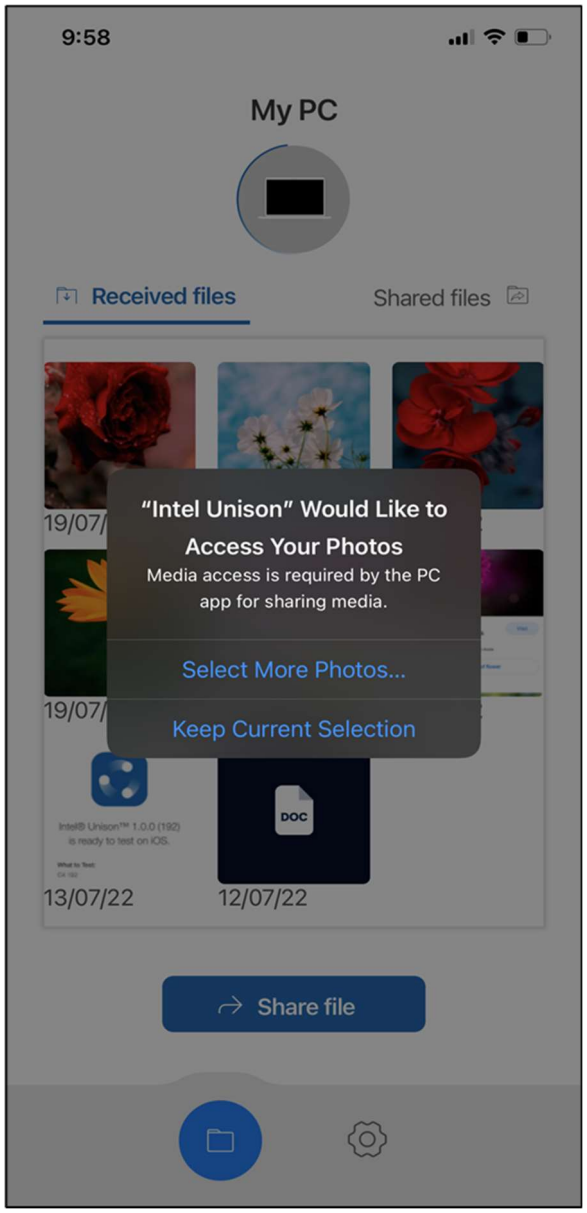


4.2.2.2 iOS*

After welcome screen, application obtains below access permissions required from the user.

- Photos
- Contacts will be synced automatically

- Every time application is freshly opened, user will not be able to see the previous conversations.

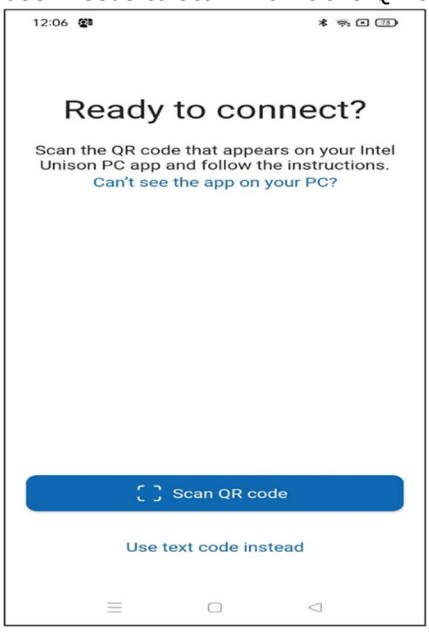


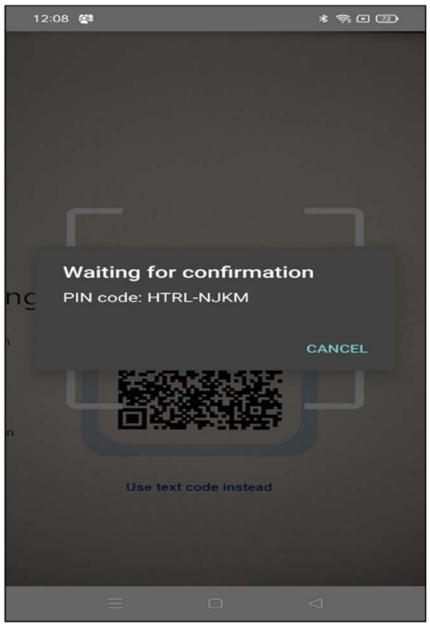
4.2.3 Pairing with PC Application

The App Pairing can be done by below methods for both **Android* & iOS*:**

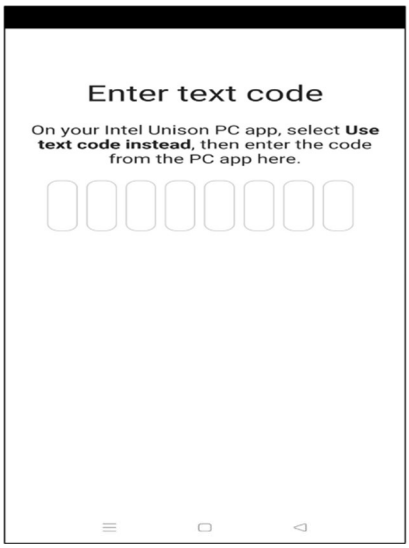
1. **Scan QR code:** Click the button for the permission request to appear for using the camera. If the permission is granted the phone's camera is opened and the

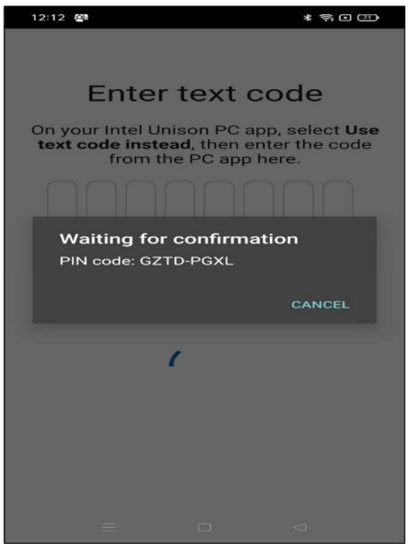
user needs to scan with it the QR code on the PC side.





2. **Use Text Code:** It contains Text field to enter the code shown on the PC side. To view the relevant code, the users must click **Use code instead** found on the PC. While the code is not fully filled with 8 characters/digits the button is disabled. To initiate the connection to the PC, click **Connect**.





Note: For any connection troubleshooting, refer Section 3.3.

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5 Features

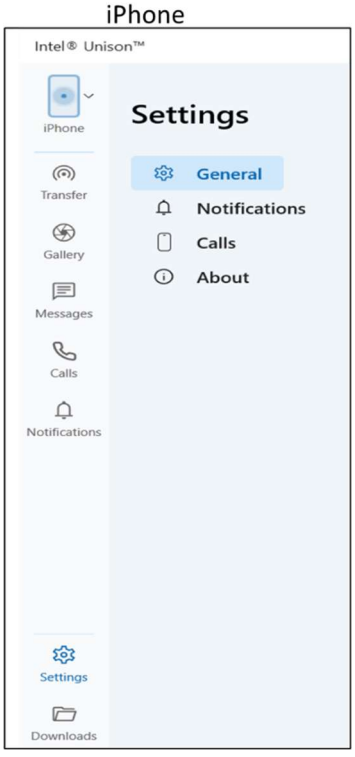
- **Settings:** Allows user to see the general information, version information of the application, received file storage, Message, Calls & Notification settings .
- **Messaging:** Allows the user to view all the text conversations and messages, send and get text messages directly from the PC.
- **Calls:** The Hands-Free feature enables users to make and receive voice calls from their PC.
- **Gallery:** Enable users to receive files on their phones such as images and videos and view them on their PC app and transfer them to their personal PC.
- **Transfer:** Enable the users to choose specific files from their phones and send them to their PC and vice versa.
- **Notifications:** Allows users to view and interact with phone notifications via the PC.

5.1 Settings

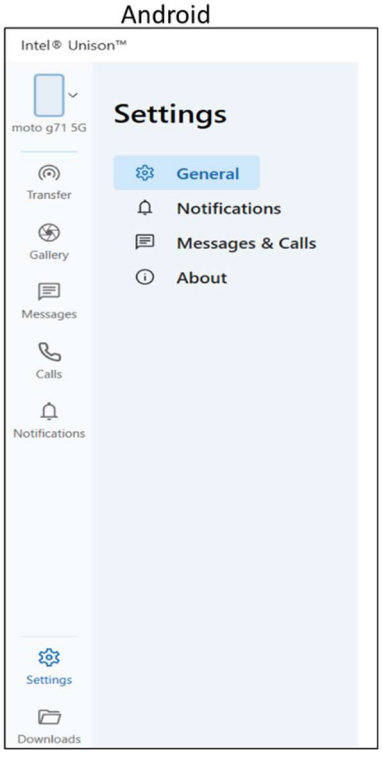
User will be able to see below tabs:

- General, Notifications, Calls or Message & Calls, About

iPhone



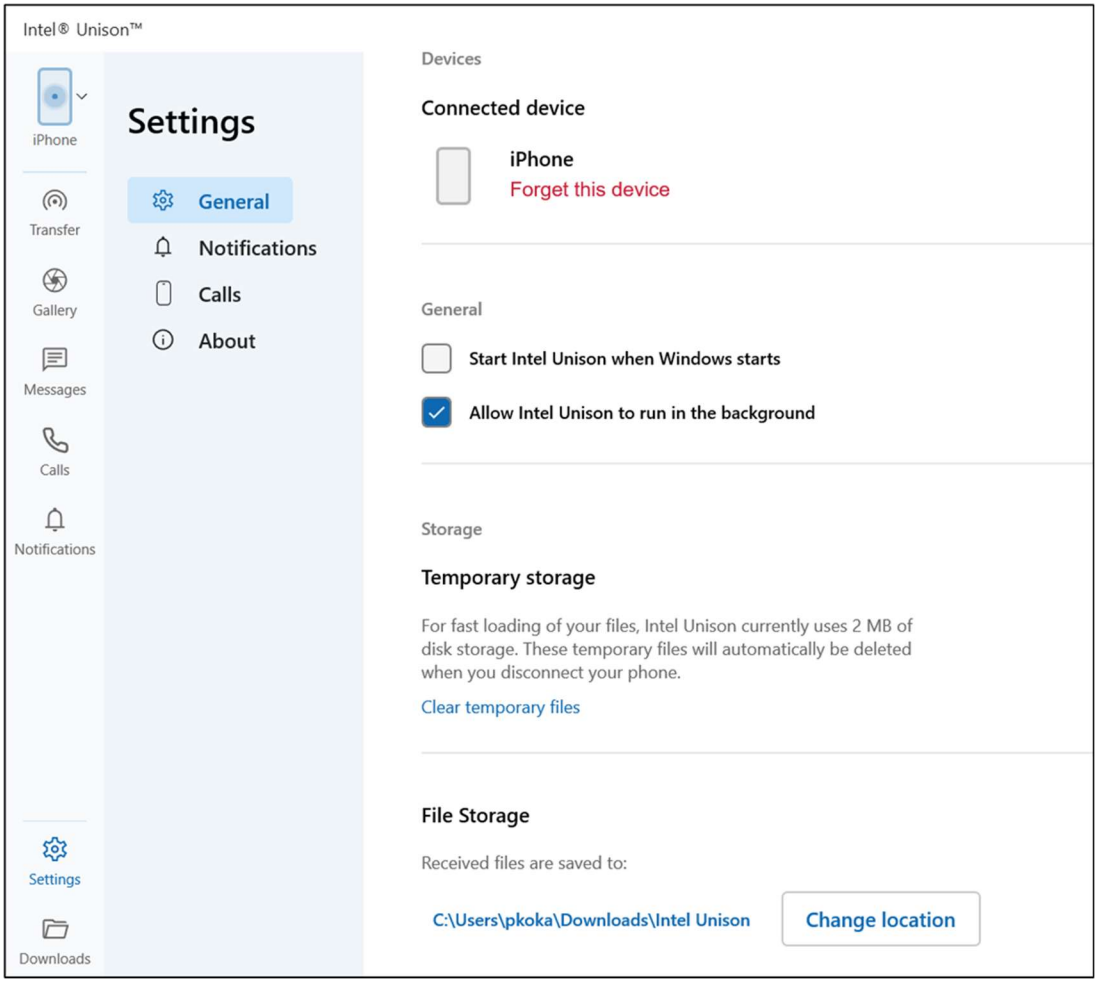
Android



5.1.1 General Tab

General Tab comprises of below information:

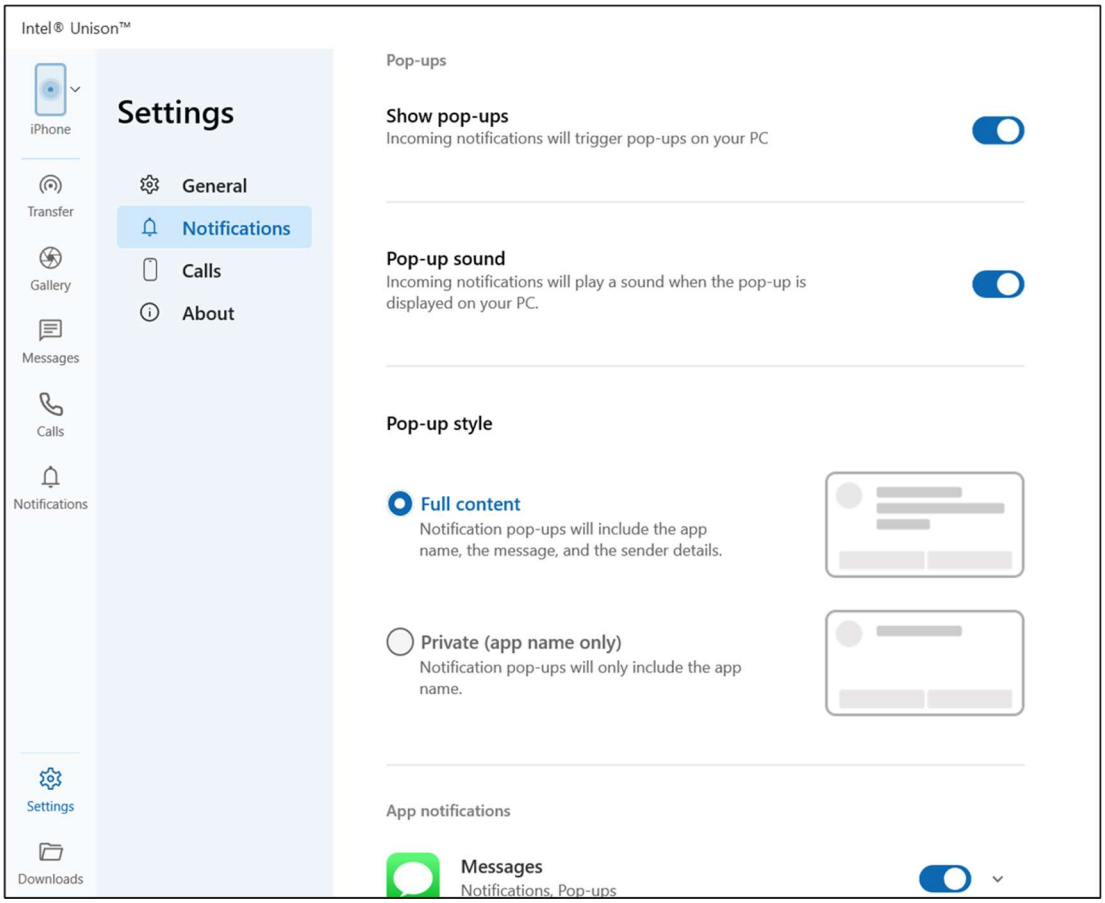
- Connected device information along with the option to Forget this device.
- User can choose to run the Intel® Unison™ app in background or to start Intel® Unison™ app when Windows* start.
- Default location for File Storage
- Temporary storage information



5.1.2 Notifications Tab

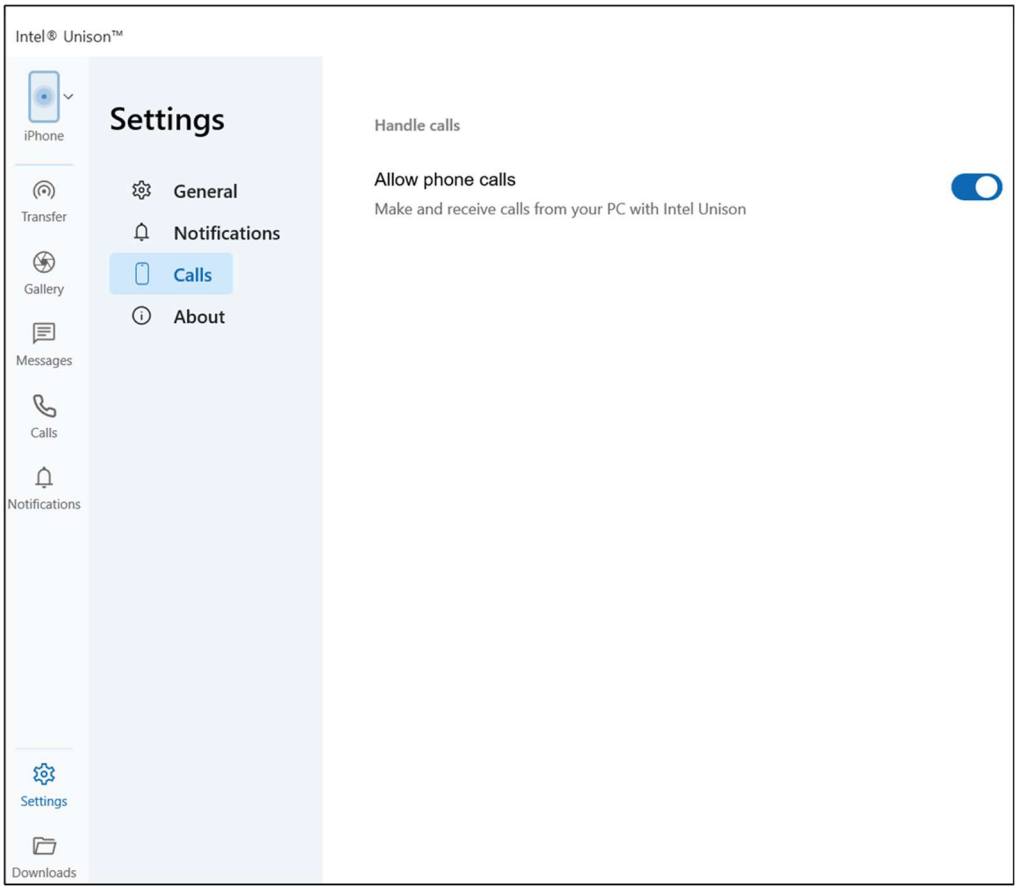
Notification Tab comprises of below information:

- Option to enable or disable pop-ups and its sound
- Pop-up style either full content (Public) or private
- Option to enable or disable phone app's notifications

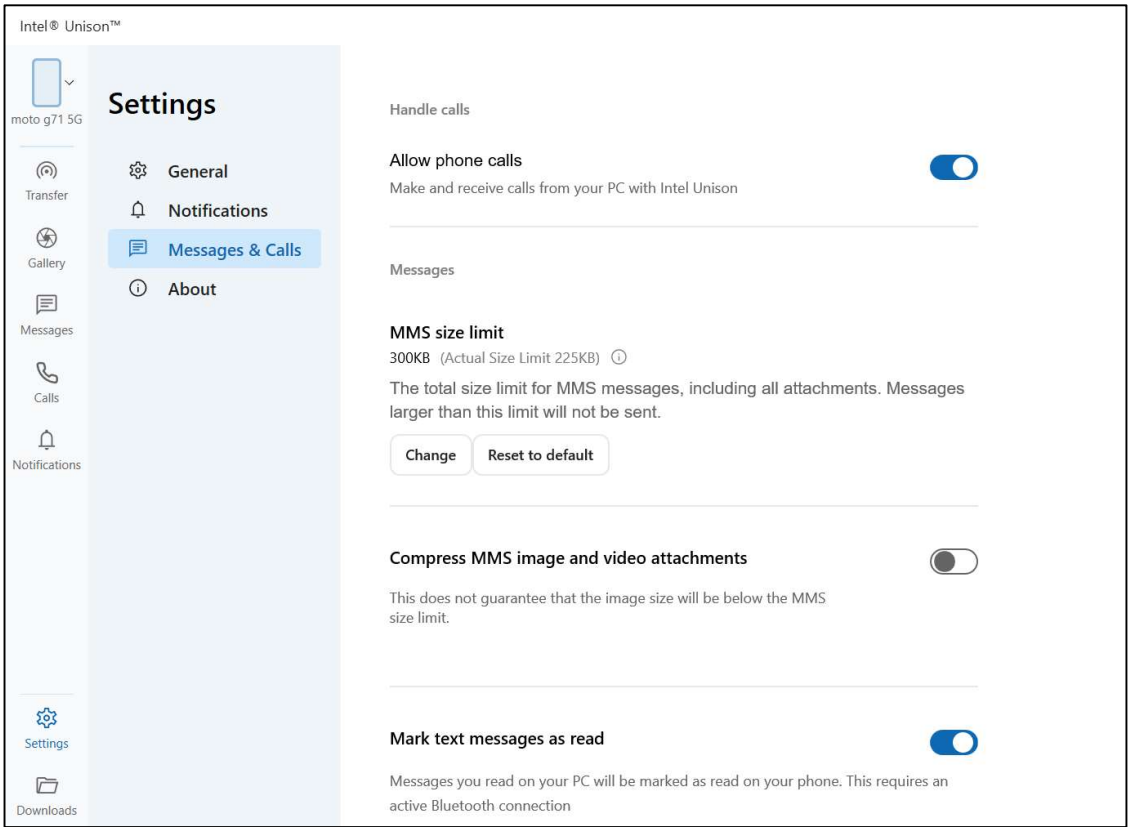


5.1.3 Calls and Message & Calls

- **Calls** Tab in iPhone* comprises of below information:
  - Option to enable or disable to allow phone calls.



- **Messages & Calls** Tab comprises of below information (Android*):
  - Option to enable or disable to allow phone calls.
  - To set MMS Size limit.
  - Option to enable or disable Compress MMS image and video attachments
  - Option to enable or disable Mark text messages as read.
  - Option to enable or disable to allow phone calls.

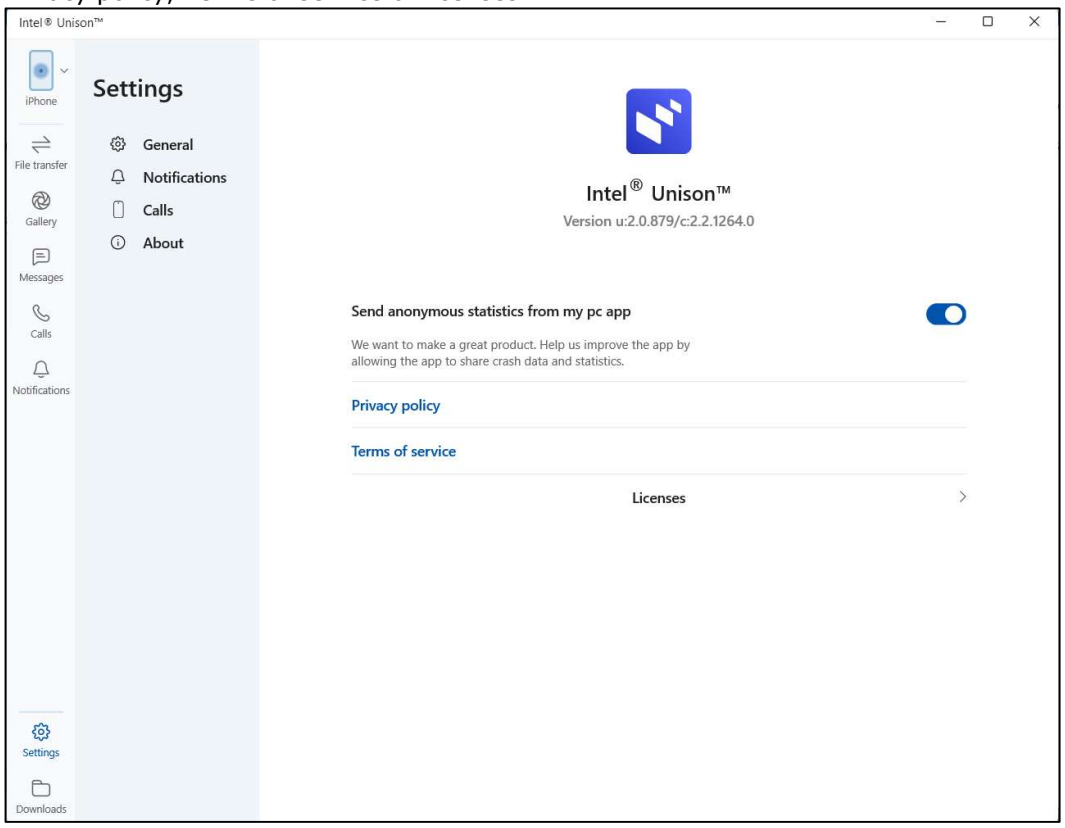


5.1.4 About

About Tab comprises of below information:

- Intel® Unison™ version information
- Option to enable or disable to send anonymous statistics from my PC app.

- Privacy policy, Terms of service & Licenses.

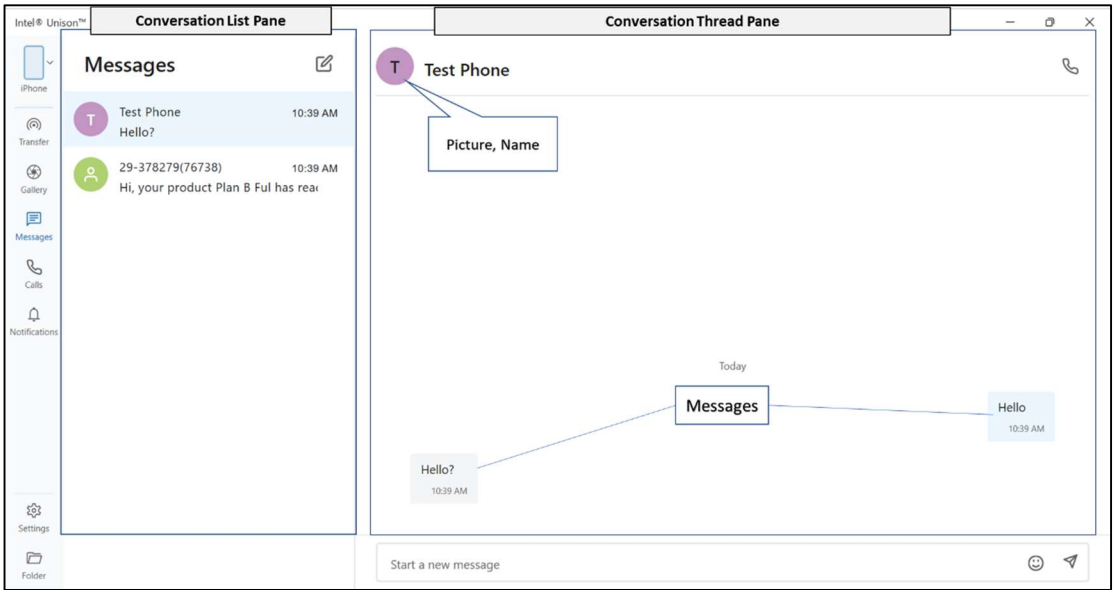


5.2 Messages

The **Messages** feature allows the user to view all the text conversations and messages (Conversation history will be showed only in Android* phones but not on iOS*), send and get text messages directly from the PC.

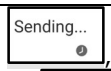
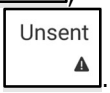
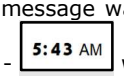
5.2.1 Message Screen Elements

- **Conversation List Pane:** A list of the conversations saved on the user's phone. The list is sorted so that the conversations that have the newest received/sent messages are on the top. Clicking on an item on the list, will open the relevant conversation in the Conversation Thread pane.
- **Conversation Thread Pane:** The selected conversation thread, sorted by time (newest message at the bottom). It allows the user to view the full conversation and send a new message.



5.2.1.1 Conversation List Items

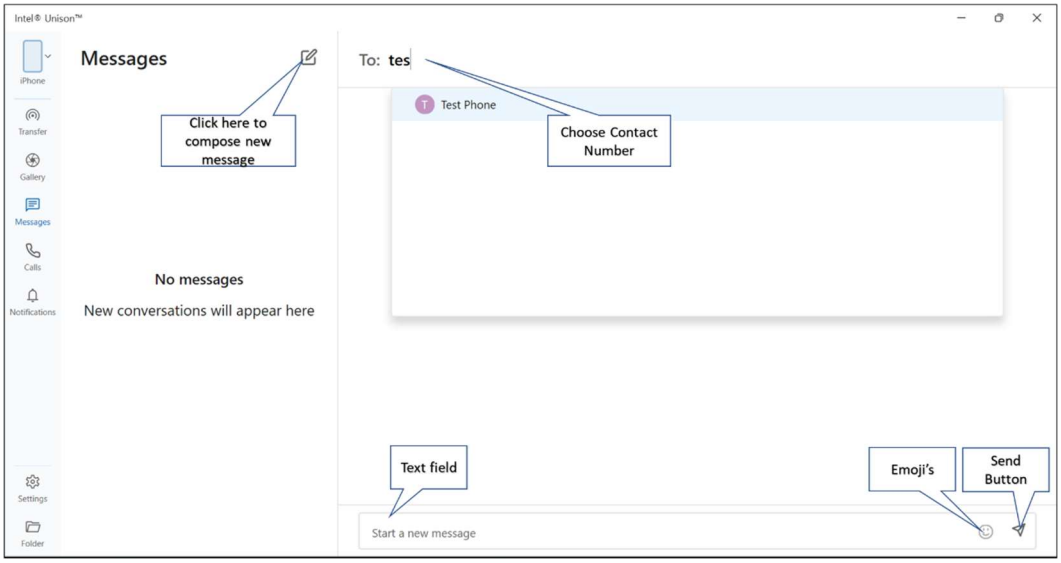
Elements	Description
Picture	• If the user cannot reply to the message, a generic person icon displays • If the user can reply to the message, the following situations happen: — If the contact has a saved photo, show the photo. — If the contact does not have a saved photo, show initials of name.
Name and Contact Number	Displays the contact's name if available; otherwise, the phone number
Message	Displays conversations that includes sent & received messages, Appear on the left-hand side of the pane.
Date/Time	The time of the last message sent or received on that conversation, per the following conditions: a. If the message was sent today, the exact time (05:43) b. If the message was sent less than a year ago, day and month (April 23rd) c. If the message was sent more than a year ago, the exact date (2018-10-25)

Elements	Description
Indication of sent/unsent/fail	Being sent -  , Not Delivered -  . If last message was received, only the Date/Time will be shown -  with no additional icon.
Emoji, GIF, Kaomoji, Special Characters	User can send emoji's, kaomoji's, special characters and GIF's (if the receiving phone is supported)

5.2.2 Creating a New Message

To send a new message to save contact or an unsaved contact, the users need to follow below steps:

1. Click **Compose Message** icon and search on the bar for the desired contact and choose the contact.
2. Enter the text in text field and click **Send**.
3. Another way to start a new conversation is to right-click the Call/Connect tab and choose to send a message.
4. To send a message to an unsaved contact number, type a number in the contact search text field for which a generic picture will appear, compose message and click **Send**.

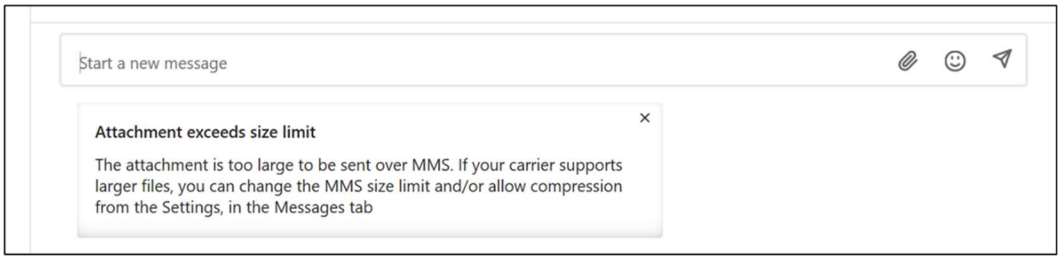


5.2.3 Replying to a Message

To reply to conversation, Message writing component is used as shown in the below image and which will be found on the bottom of the conversation pane.

NOTES:

1. If the files chosen exceeds the size limit, whether this is a cumulative sum or one file only (the default limit is 300 kb), an indication will be shown that the total size is too large to be sent as below:

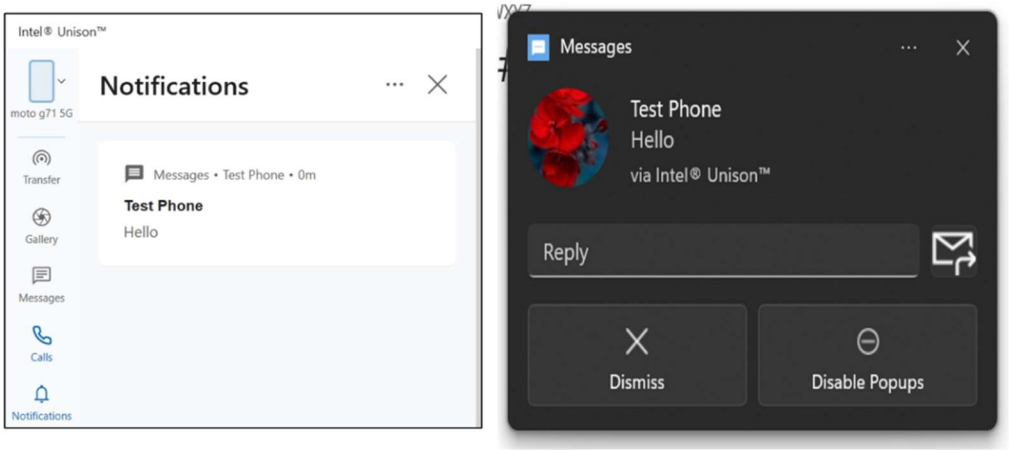


2. The messages are grouped by dates. On top of each group will be the relevant date/time as following:
   a. "Today" if it was sent/ received today.
   b. Exact date (June 30th, 2020) otherwise.
   c. Also, time of the message received or sent.

3. A link inside a message can be clicked to open the relevant url on the default browser defined on the PC.

5.2.4 Incoming Message

In case of incoming message while the phone and PC are connected, a notification will pop up on the PC, with the message details and the notification can be set as public and private from settings tab.

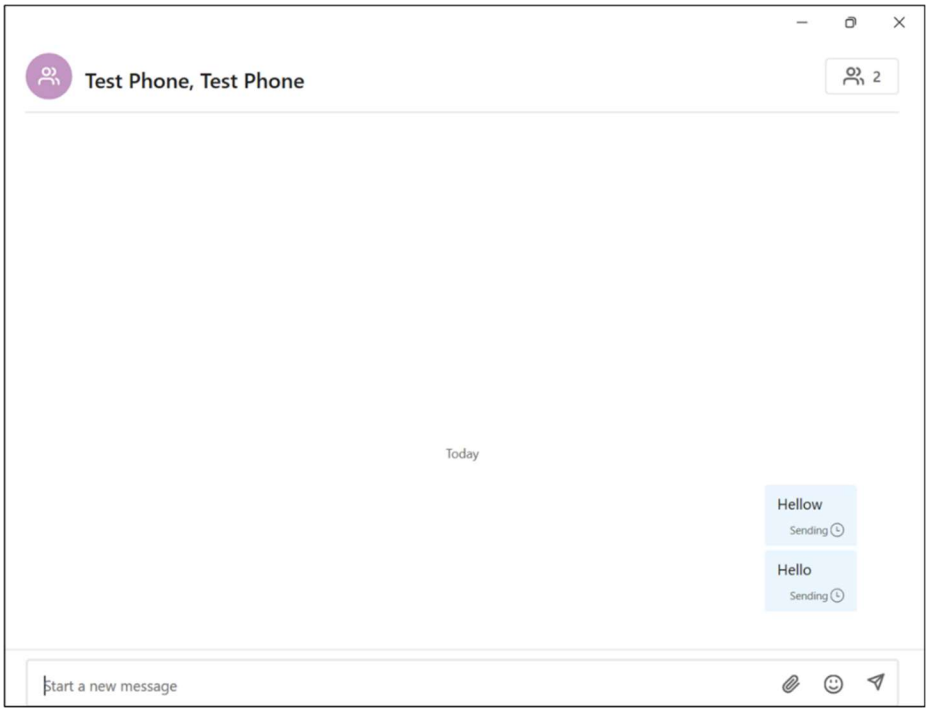


5.2.5 Creating a Group Message

To create a group message (relevant to Android* devices only), the users must perform the following steps:

1. Click **Compose Message** icon.
2. Select and add the desired contacts, then send message.
3. If more than one contact is added, then a number will be shown on the top-right corner, counting the number of contacts the user has added.

4. Compose the message using text or emoji's in the text field, or attach files, then click **Send**.



5.2.6 Troubleshooting

If any of the permission steps is denied or skipped during onboarding, please follow instructions of PC app and Phone app.

iPhone*	Android*
1. Pair\connect to Bluetooth if not already connected. 2. If Access contacts permission request is denied during onboarding, instructions will be presented for granting the permission. 3. For sending SMS from a contact, if Show Notifications toggle is off on the phone, provide guidance to turn toggles on.	In case any of the following three permissions is not approved for the Intel® Unison™ app on the phone will present instructions for granting the permissions: — Access Contacts — Send and view SMS messages — Make and manage phone calls (some devices require this permission to send SMS)

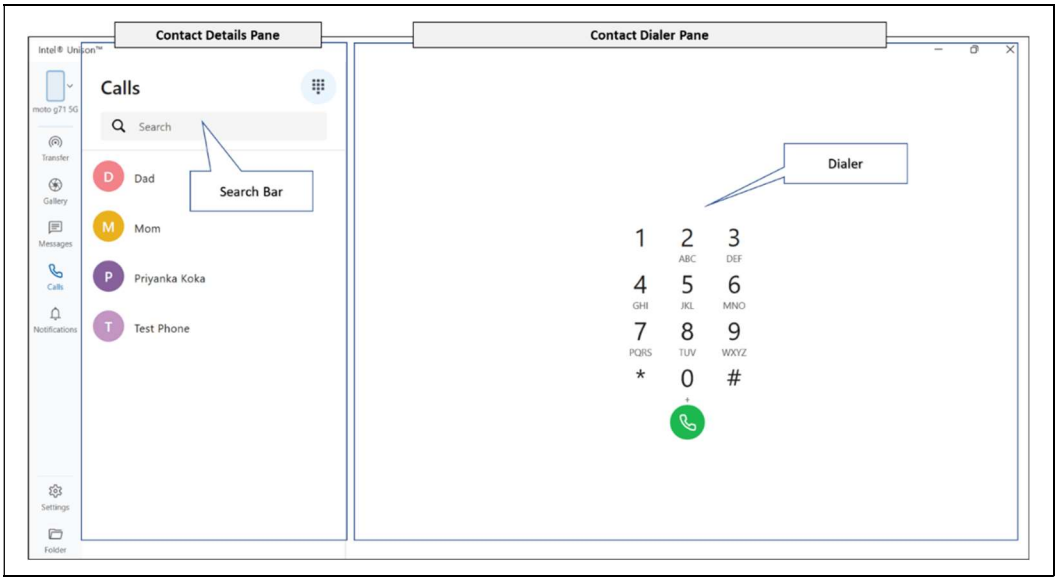
5.3 Calls

The Calls tab enables the users to perform outgoing Hands-Free calls, and to see the details of their saved contacts from their connected device. The Hands-Free feature enables users to make and receive phone calls from their PC. The call is routed from the phone in the same way as with Bluetooth headsets. Calls are made using the PC's microphone and speakers, while the phone can be placed at some distance from the PC, but within Bluetooth range.

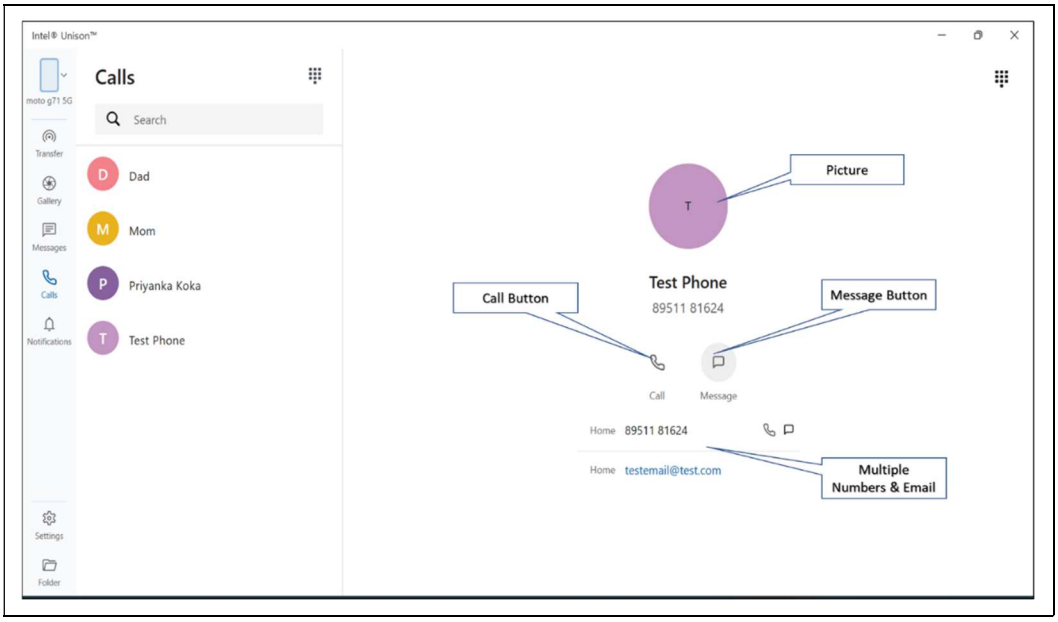
5.3.1 Call Tab Elements

The Call tab layout consists of two main areas:

- Contact Details Pane
- Contact Dialer Pane



Elements	Description
Contact List	The contact list is the default subtab opened on the dialer pane when the calls tab is opened for the first time. It will display the **contact name** and **picture**
Search Bar	Allows the user to search by contact name/number
Keypad	Keypad is visible in contact details pane
Contact Details	Contact details comprises of below information: Contact Name — Picture — A list of the contact numbers and the label of each number Email address Actions available from the contact details: — **Call** button - Initiate a call with the contact. — **Message** button - Open the message tab with the relevant conversation opened. — **Email** button – sends an email to the saved mail of the contact using the user's default email application.



5.3.1.1 Contacts Sync

The users' contacts will continue to be managed within their phone and synchronized into the Intel® Unison™ PC app.

When paired with:

Android*	iPhone*
If contacts are added/updated/deleted within the phone, the change will be synced automatically into the PC app.	If contacts are added/updated/deleted within the phone, the change will not be synced automatically, hence Bluetooth connection need to be activated as well while the phone app is running in the background.

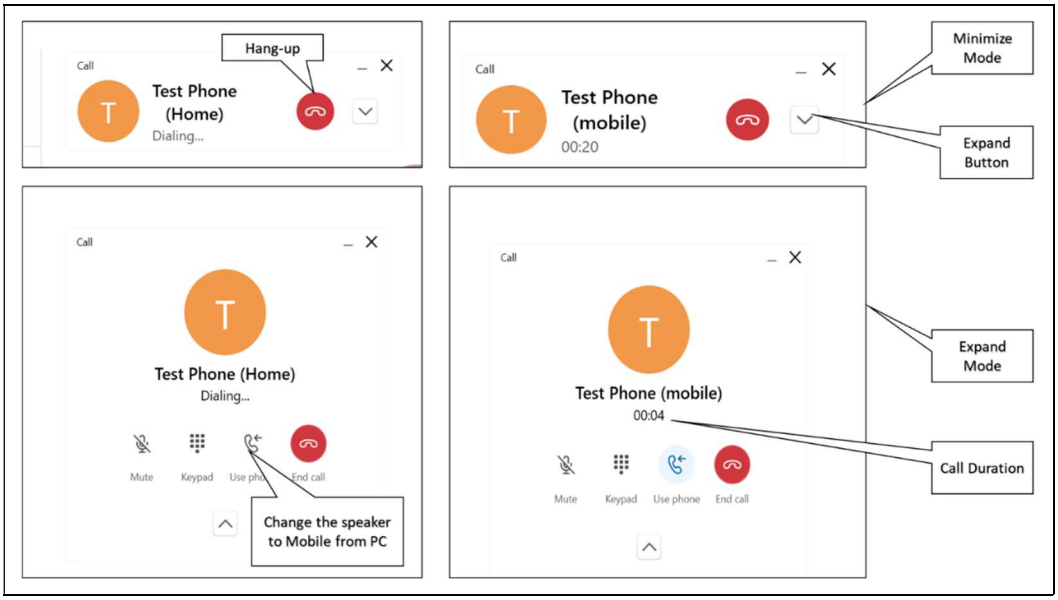
5.3.2 Initiate Outgoing Call

The user can initiate an outgoing call one of the following ways:

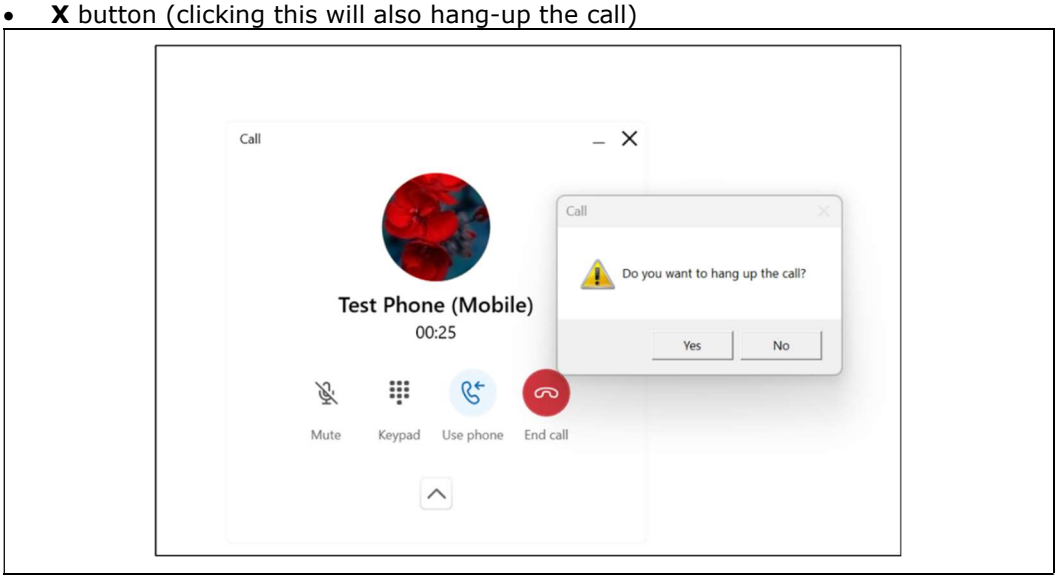
- **From the calls tab**: Contact list, keypad, Contact details
- **From the messages tab**: Using the call button found on the conversation pane

5.3.2.1 On-going Call

On-going call window can be visible in one of the below formats:



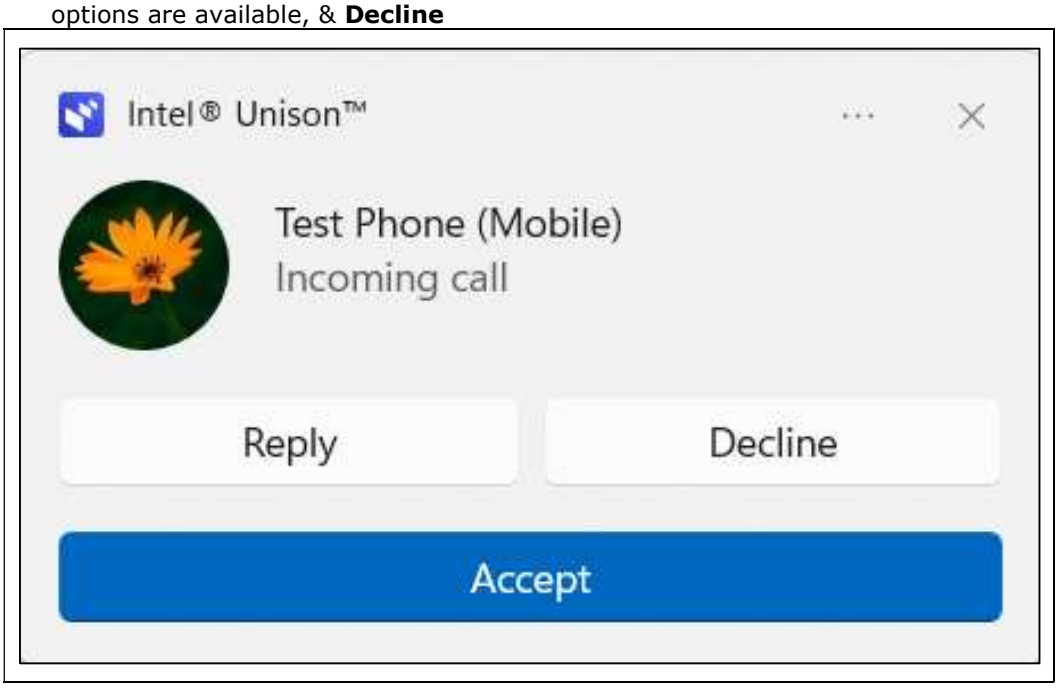
- Window is visible in Minimize mode and Expand mode.
- It contains **Hang-up** button, call duration, option to **Use Phone** (Audio can be toggled between PC & Mobile), **Keypad** button, **Mute** button, **Hold** button
- Also, an image will be displayed of the contact, if saved; otherwise, a generic picture will be visible.
- **X** button (clicking this will also hang-up the call)



5.3.3 Answer Incoming Calls

On the event of an incoming call into the paired phone device, a pop up will be presented on the PC allowing the user to either accept or reject the call. The pop up will have the following details:

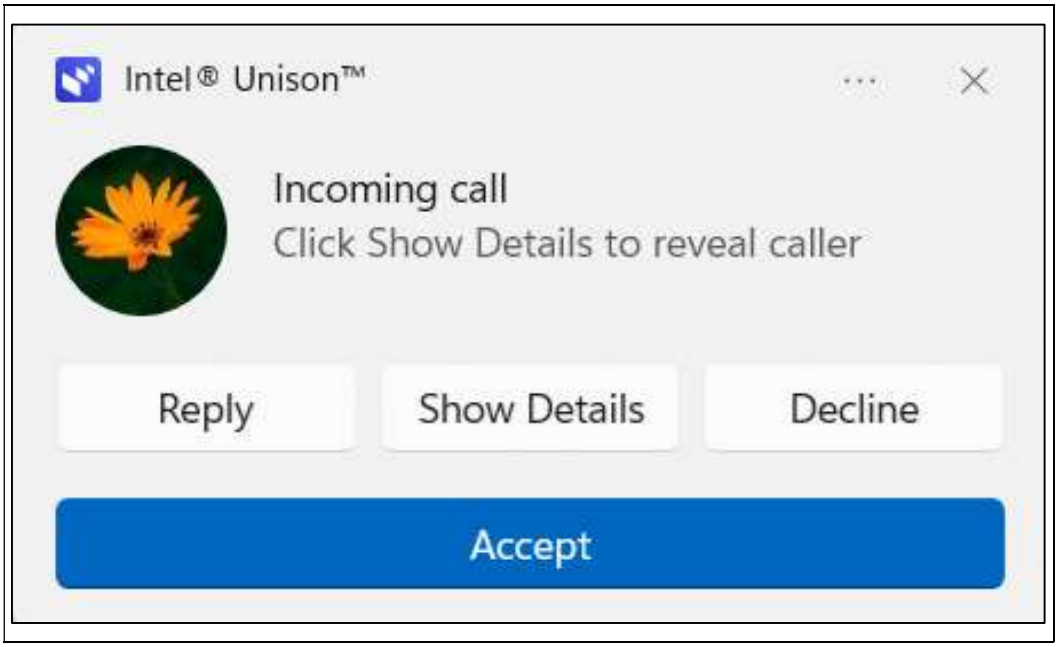
- Notification with Incoming call will be visible
- Picture: For saved contacts, picture will be displayed and for unsaved contacts, a generic picture will be displayed
- Buttons: **Accept** (calls will be answered from PC. Incase if headset is connected, then calls will be answered using that headset), **Reject** and **Reject with SMS** options are available, & **Decline**



5.3.3.1 Private Mode

When the app notifications are set to private mode, the following changes will occur to the incoming call toast:

- Title – "Incoming call".
- Subtitle – "Click Show Details to reveal caller".
- **Show Details** – Opens standard notification that contains the contact details.

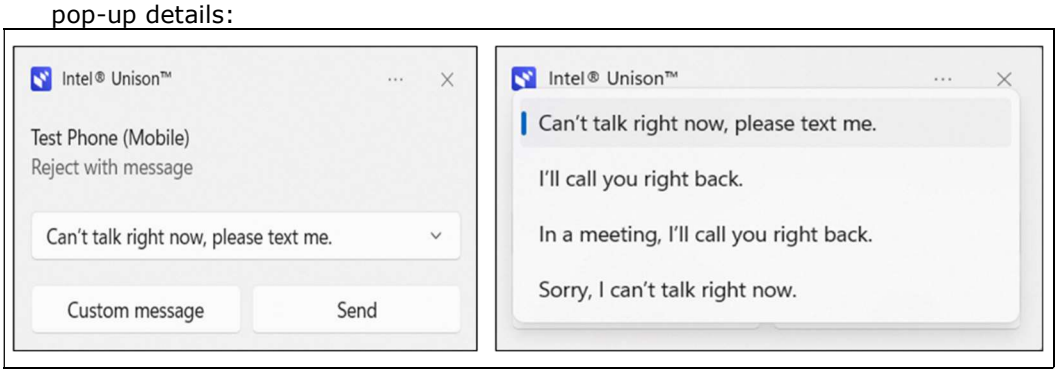


Note: Receiving the notification when the PC app is closed depends on the user configuration for the following settings: 'Receiving notifications when the app is closed.'

5.3.4 Reject a Call with SMS

When the user clicks on reply, below pop up will be visible with SMS button. The following flow happens:

- The ring stops (but it does not hang-up the call).
- A second toast is presented allowing the user to select a message to **Send**. The pop-up details:



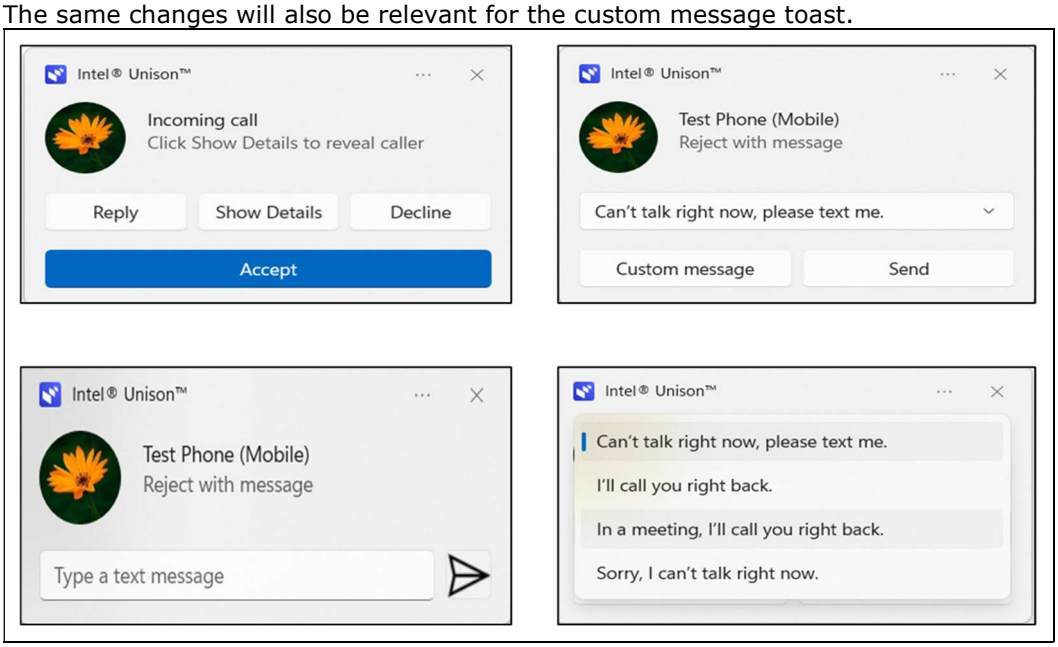
5.3.4.1 Private Mode

When the app notifications are set to private mode, the following changes will occur to the reject with SMS toast:

- Title – Incoming call

- Picture – generic Picture.

The same changes will also be relevant for the custom message toast.



5.3.5 VOIP

VOIP calls are supported in iOS*, but not in Android*.

5.3.6 Troubleshooting

If any of the permission steps is denied or skipped during onboarding, please follow instructions of PC app & Phone app.

iPhone*	Android*
• Connect to BT if not already connected. • If Access contacts permission request was denied during onboarding, instructions will be presented for granting the permission.	• Pair\connect to Bluetooth if not already connected. • If Access contacts permission request was denied during onboarding, present instructions for granting the permission.

5.3.7 Limitations

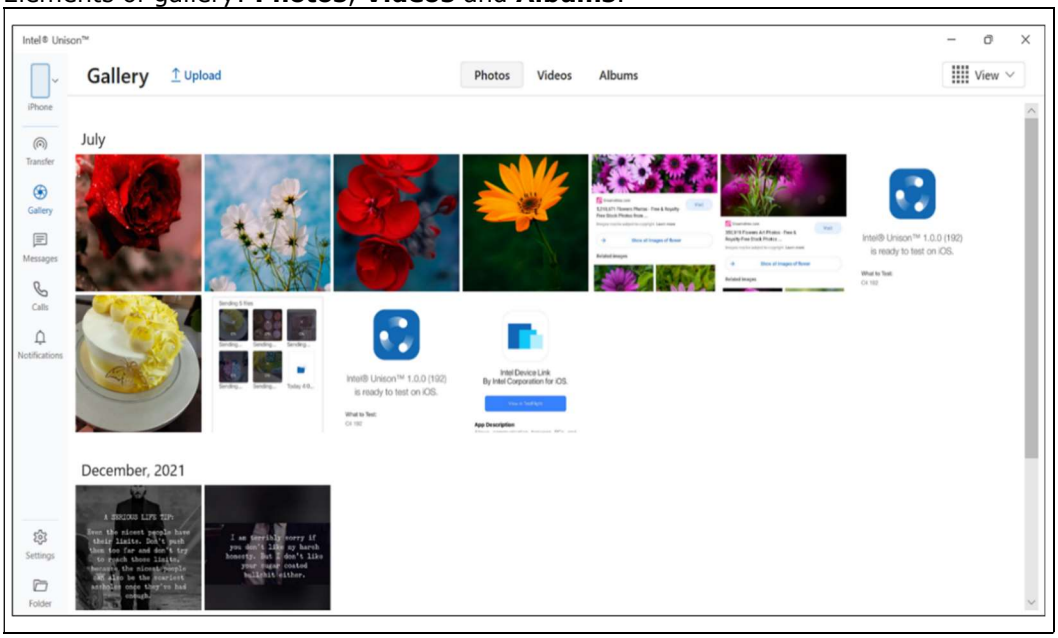
- The application does not support calls via wireless Bluetooth headset connected to the PC (Bluetooth headset connected to the phone is supported)
- The speaker and microphone that is used for Intel® Unison™ audio is the one defined as "default communication device" (not only "default device"). This can be set only through the Windows* "Playback devices" settings.

5.4 Gallery

One of the features of Intel® Unison™ is the ability to receive files from user phone such as images and videos, and then view or transfer it via the Intel® Unison™ PC app's Gallery tab.

5.4.1 Elements of Gallery

Elements of gallery: **Photos**, **Videos** and **Albums**.



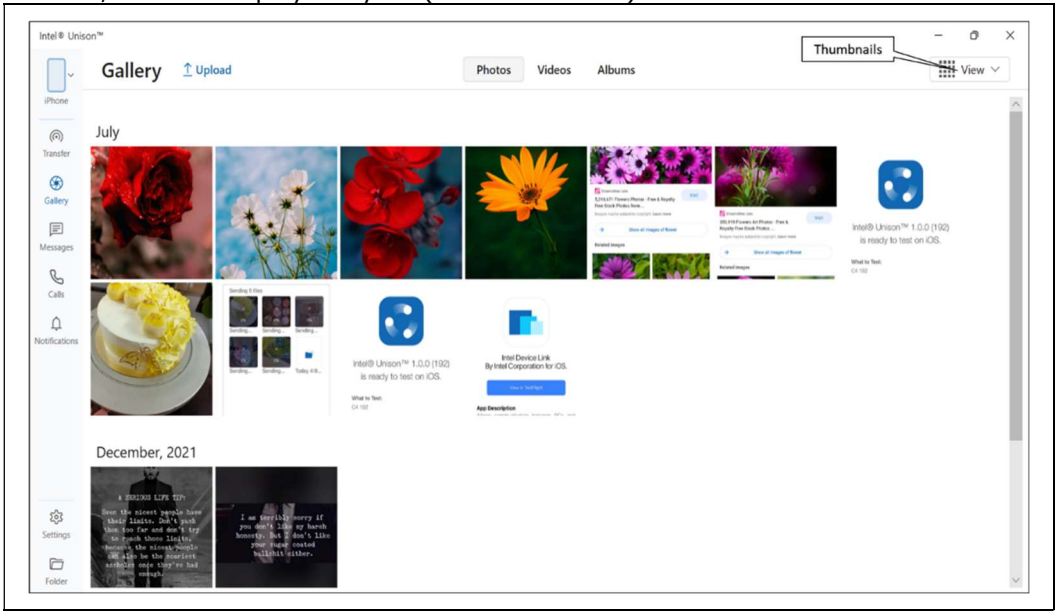
5.4.2 Photos

The Photos tab is the default tab user will be able to view once the user clicks on the Gallery tab. Photos tab will present images from the user's phone and will be shown in a Grid view.

5.4.2.1 Thumbnail

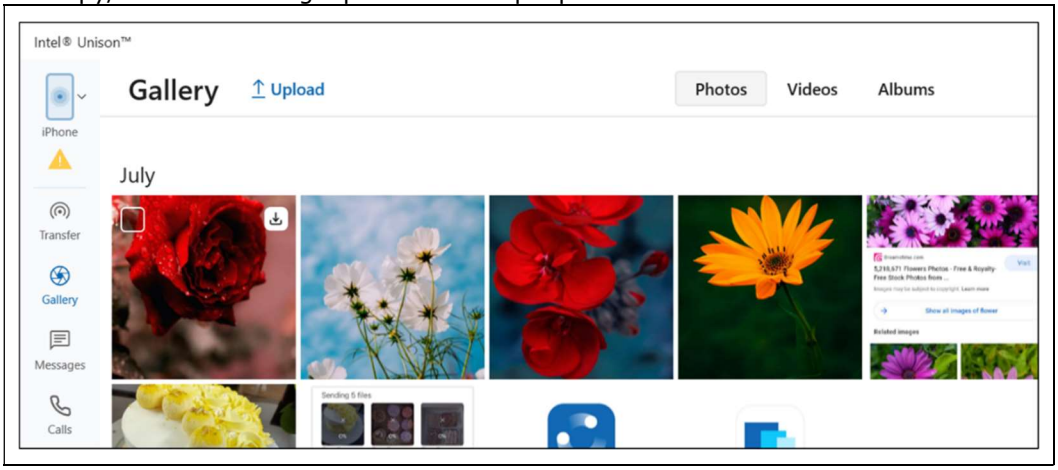
- All of the images shown in the grid are thumbnails with a low-resolution small image can be retrieved fast from the phone and users will have an option to set the size of the thumbnails in the grid (small, medium, large).
- Each thumbnail of an image in the grid will keep its original layout, so that landscape images will be displayed horizontally and vice versa, but all the images in the grid will have the same height. Also, the size for portrait and landscape thumbnails will have a fixed size, so images that do not fit to those sizes will be cropped to fit them.
- A thumbnail that has not been loaded yet will be shown as a grey square until it will be loaded.

- The thumbnails are grouped by months of their creation date (unloaded thumbnails will also be grouped by months). The group title for thumbnails from the last calendar year will be only the months (November), and the ones before that, will also display the year (November 2020).



5.4.2.2 Copy to PC Mechanism

- While hovering over a Photo in the grid , user can find the option to copy/download a single photo or multiple photos to PC



- When the users click on the Copy to PC button the image will be downloaded to their "Downloads/Intel Device Link/images" folder.
- The options to "Get" an image are from the following screens:
  - From the "Get" icon while hovering an image on the grid.
  - From preview mode, by clicking on the "Get" button.

- The users can download the same image multiple times, and if a certain image has been downloaded more than once, a suffix will be added to the image such as "image_01".
- While files are being transferred, a progress bar will be shown on the bottom of the screen also it will give an indication of how many files have been transferred and the location of the photos (click the folder option visible).
- Two more options, **Delete** and **Save** can also be found.
- More options will be hidden inside the **More** icon, like Open, Open with, Share & Copy

The list will contain:

- A title indicating how many files are currently being received
- A **Down Arrow** button - minimize the list.
- Each item in the list will have: File name, File size, Thumbnail of the file.
- A button to abort the transfer: A confirmation message will be displayed to the user before cancelling.
- Number of files successfully received.
- Progress bar indicating the transfer status via Status indicator:
  - When file is transferred - a circular progress bar will be shown.
  - After the file has been transferred - a checkmark will be shown.
  - In case a file transfer has been failed – an error button will be show.

NOTES:

1. If users download more files using the gallery tab, the files will be added to the same progress bar.
2. After the transfer is completed, the files will be saved to the default folder the **Copy to PC** mechanism is using. The folder can be changed from the settings.

5.4.2.3 Caching Mechanism

Some features of the Files tab or widget will trigger fetching the image from the phone to an internal folder of the app. This is because some image options can only be used when the image is found in the internal folder of the App (Cache). Until the image is found on the cache, those options will be deactivated and cannot be clicked or used by the user.

Those options are:

- **Open** (Open the image with the user's default Image viewer)
- **Open With…** (Present to the user applications list to choose which application should open the image)
- **Copy** (copy the image to the user's clipboard)

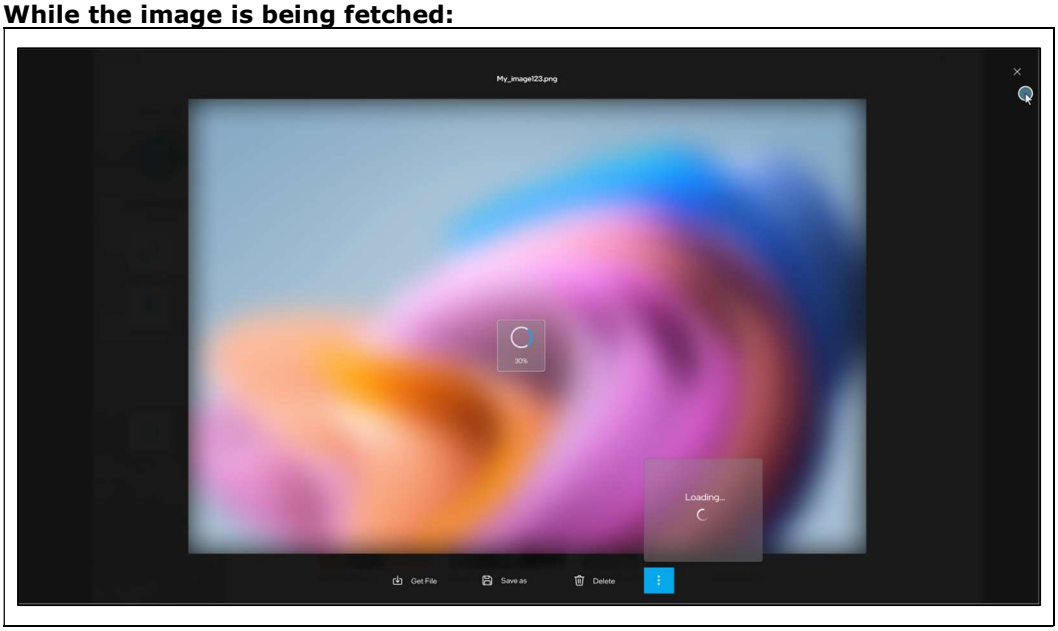
- Share (Based on Windows sharing mechanism)

Also, when the image is not found on the cache, the image on the preview screen will be on low resolution until the image will be fetched.

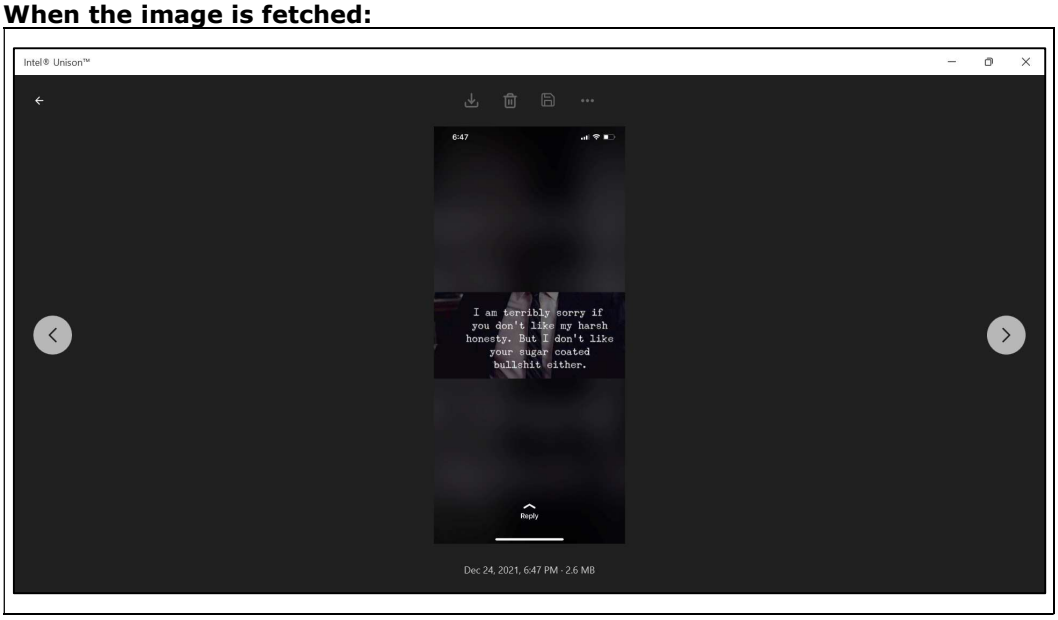
5.4.2.4 Preview Mechanism

If a user clicks on an image in the grid, the image preview screen will present the image in a preview window. If the image is not found on the internal folder of the app the image will be fetched to the App's internal folder.

While the image is being fetched:



When the image is fetched:



- The image is shown with a low resolution, and a loading animation on top of it.
- Once the image is fully loaded, the image is made available in high resolution and Get, Delete, Save & More options can be seen.
- Next and Previous buttons will be shown (A click on them will load the next or previous images from the grid) while hovering over the image along with the date, time & size of the image.

5.4.2.5 Delete Mechanism

- If the user clicks on the **Delete** button for an image, a dialog appears asking the user about confirmation of the operation.
- If the user has approved the deletion, another approval will be needed on the phone side in order to completely remove the image/s from the phone.

5.4.2.6 Drag Mechanism

Users can drag and drop the images from PC and can be sent to phone. When transferring files using drag and drop, a progress bar indicates the status; the ongoing transfer can also be canceled.

5.4.3 Videos

The Videos tab mechanism will be identical to the photos tab, with few changes:

5.4.3.1 Thumbnail

- On each thumbnail, the length of the video will be shown.
- Hovering over a thumbnail will preview random images from the video.

5.4.3.2 Preview Mechanism

- After a click on the video's thumbnail, the preview screen opens, and the video starts playing (after it will be loaded to the internal directory).

5.4.3.3 Copy to PC Mechanism

The destination folder of the saved files will be saved in Videos folder (inside Downloads/Intel Device Link).

5.4.3.4 Delete Mechanism

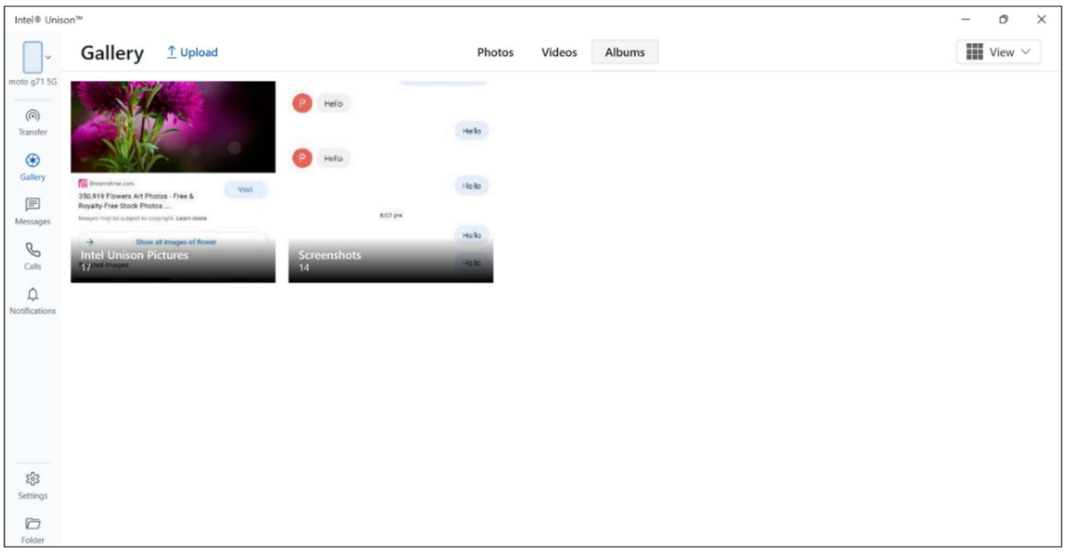
- If the user clicks on the **Delete** button on a video, a dialog will open asking the user about confirmation of the operation.
- If the user has approved the deletion, another approval will be needed on the phone side in order to completely remove the video from the phone.

5.4.4 Albums

The **Albums** tab will show the images, videos & albums found on their phones. The albums will be presented in a grid. The albums may contain both videos and images.

Each album in the grid will have: the album name, cover - the album cover thumbnail will be the same album cover shown on the phone, and the number of images and videos in the album.

A click on one of the albums in the grid will present the user in a grid view the images and videos the album contains. The grid's mechanism will be completely identical to the photos and videos mechanism.



5.5 Transfer

The notification product will enable the users to choose specific files from their phones and send them to their PC and vice versa. The specification does not cover transferring files from the phone to the PC using the gallery feature.

5.5.1 Share Files from Phone to PC

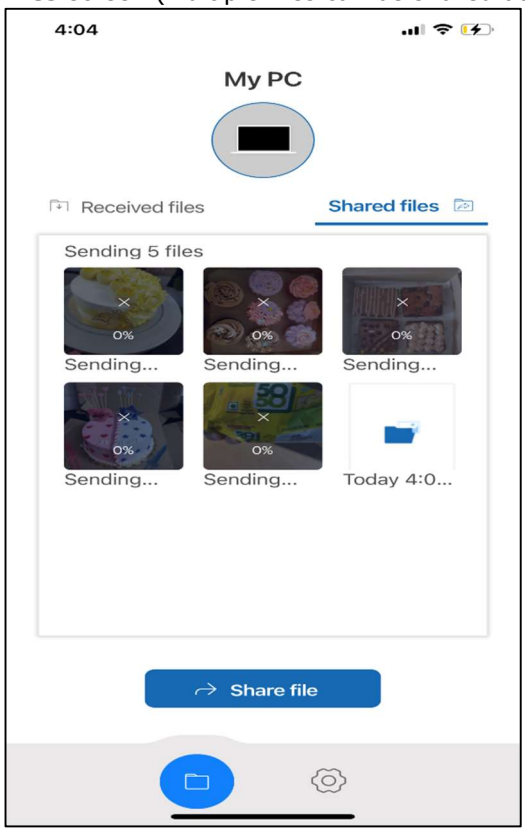
5.5.1.1 On the Phone Side

To share files from the phone to the PC the users will need to:

- Click **Share file** in the Files tab main screen.
- Users must choose from the following options from where to share the file: Photos (From Gallery), Use Camera (take a photo) and Files

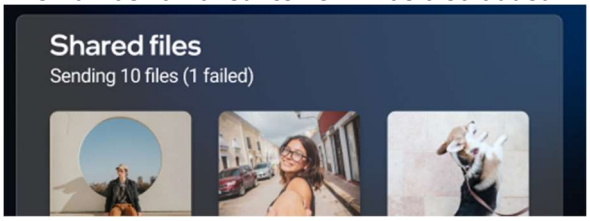
Photos: In case there is missing permissions to select files from the phone, a permission request will pop, and the users will need allow the access.

- The native phone gallery will open on their phone and there they will need to choose the files to send.
- While the files are being transferred, the screen will be changed to the **Shared files** screen (Multiple files can be shared at the same time). The screen will have:



— **Transfer status**: The transfer status shows the number of remaining items to send.

- In case the items failed to send, then the number of failed items will be added inside parentheses.
- When the transfer is complete the status will be changed to "Sending complete".
- The number of failed items will be also added in a parenthesis.

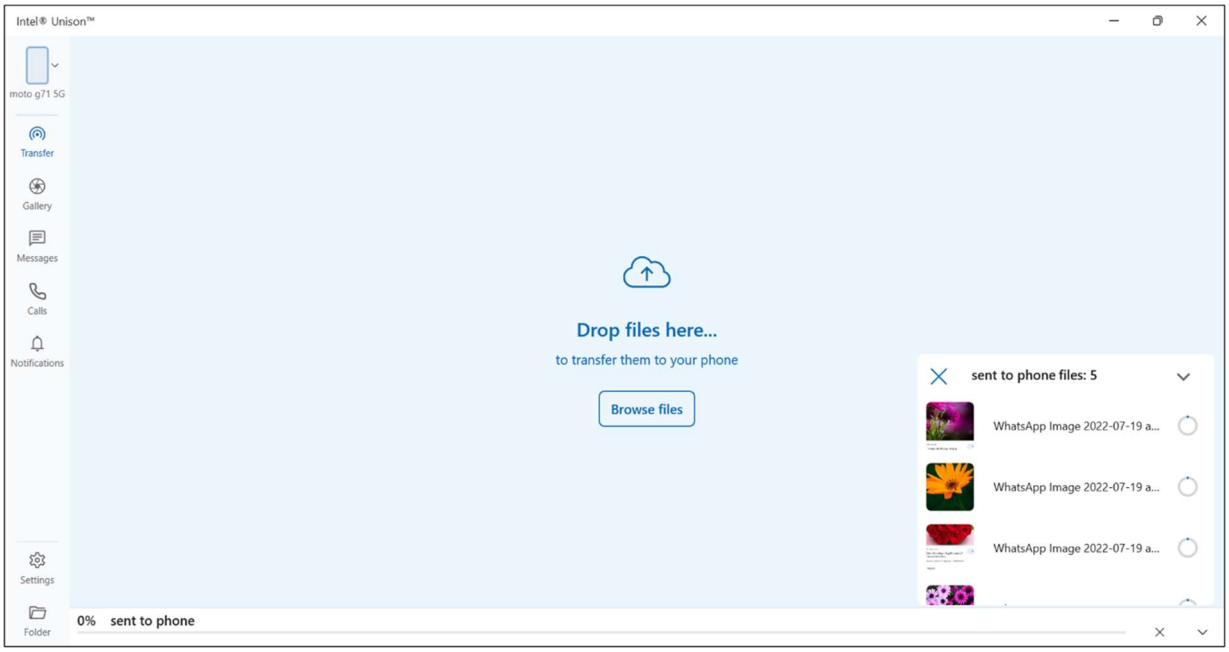


- When the user will change screens and return to the **Shared Files** screen the "Sending complete" sentence will disappear.
- Each sent file will be shown in a thumbnail.

- While sending a file, incase if the user wants to cancel the transfer, click on the X button and remove the thumbnail

- Once the file transfer is complete, time will be visible under the thumbnail.
- In case of error: The "sending" text will be replaced with "Failed".
- A retry button – Click to try to sending the file again.

5.5.1.2 On the PC Side



While files are being transferred a progress bar will be shown on the bottom of the screen.

It will have the following functionalities:

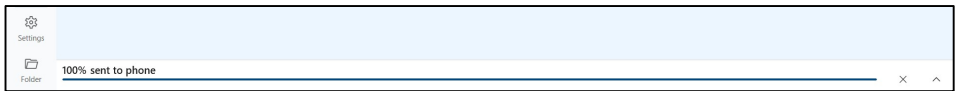
- An indication that the image is received, File name, file size, transfer progress, Status indicator, File location, in case of failed file transfer, failure indication will be observed.
- A button to abort the transfer and a confirmation message will be displayed to the user before cancelling.

5.5.2 Share Files from PC to Phone

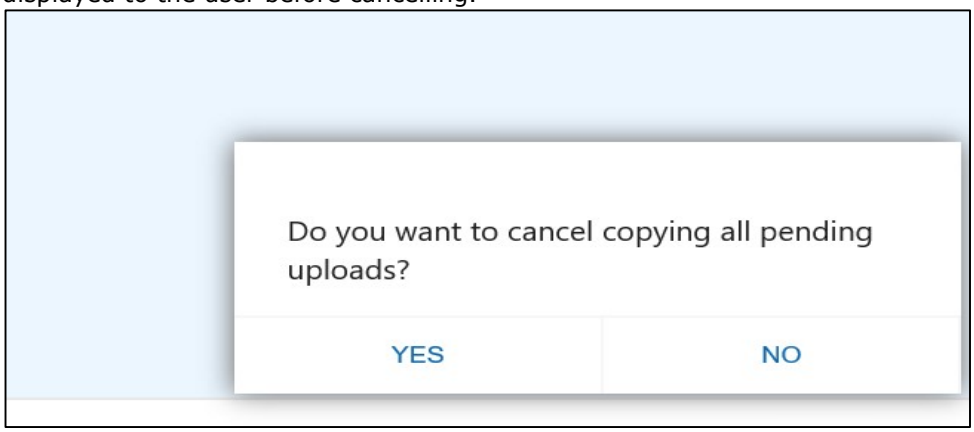
5.5.2.1 On the PC Side

To Send files from the PC to Phone, Goto Transfer button and then click on **Browse** and then select the files to be sent.

- On Clicking **Copy to phone** in Files tab will open a file explorer popup.
- Users can now choose the files to send.
- After the selection, the transfer mechanism will initiate immediately.
- The PC app opens, and the transfer mechanism will initiate immediately.
    - While files are being transferred, a progress bar will be shown on the bottom of the screen.



- Each item in the list will have, File name, Date, Time and status indicator
    - A button to abort the transfer and a confirmation message will be displayed to the user before cancelling.



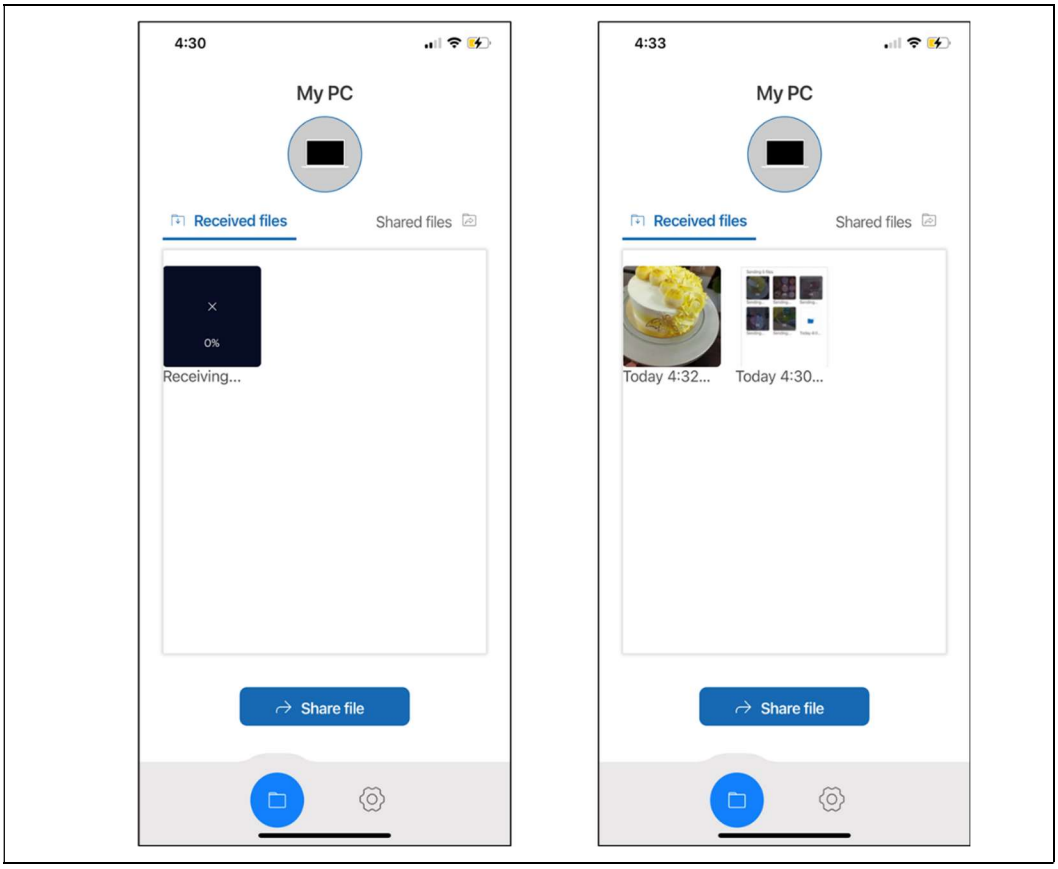
Note: The sending to phone progress bar will have a different visualization than the receiving progress bar, and in case the PC will send and receive files on the same time they will be on top of each other.

5.5.2.2 On the Phone Side

The transferred files will be added to the main page of the app.

- While the files are being transferred, under the thumbnail, the text – "Receiving" and a spinner can be seen on its top.
- Inside the spinner there will be an **x button** – clicking it will cancel the transfer.
- Under the spinner, percentages indicating the amount of progress transferred will be shown.
- Once a file is received, the file thumbnail is shown (or a file icon in case it's a document). Under the file the timestamp of the time it is received will be shown.

- In case of an error, the "Receiving" text will be replaced with "Failed". An error icon will next to it – clicking it will show a dialog with the reason for the failure and A retry button – click to try sending the file again.
- A click on the file will show: Open, Copy & Remove options
- Multiple files can be sent and received from PC to phone & vice versa



5.5.3 Limitations

On PC Side:

After the sending or receiving of files progress have ended, and the progress bar disappears, there will be no indication of the files that were received or sent.

Sent files will be only accessible from the mobile side.

Received files will be accessible from the default directory as shown below:

On Phone Side:

- Received Files: The received files list will be accessible across app sessions.
  - If a file is renamed/deleted/moved from the original location/Files that are not accessible due to sharing from a third-party app (Cloud, Facebook*, etc.)
  - While on session - After clicking the file, show an error thumbnail specifying the file is no longer available, and a message specifying about the issue.
  - After a new session - The item will not be loaded to the list.
- Sent Files:
  - The sent files will be shown on the Received files page.
  - The sent files page will be cleared after each time the user closes and opens the app.
  - The button to open the received files page will be shown after the first time the user sends a file on a specific session.

5.5.4 Troubleshooting

If any of the permission steps is denied or skipped during onboarding, please follow instructions of PC app & Phone app.

iPhone*	Android*
If Access files permission was not granted during onboarding. Instructions will be provided.	If Access files permission request was denied during onboarding, Instructions will be provided.

5.6 Notifications

One of the features of notifications, is the ability to view and interact with phone notifications via the PC. The notifications are reflected on the PC in below ways:

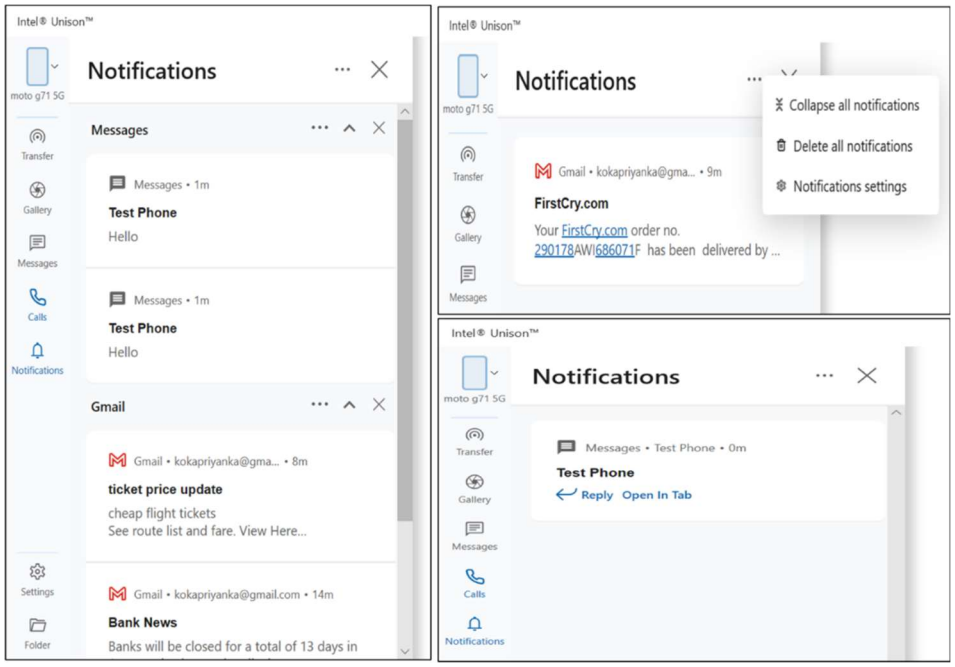
- The notifications tab on the PC app, which reflects the notification center on the user's phone. Popups on the PC when new notifications arrive.

5.6.1 Notifications Tab

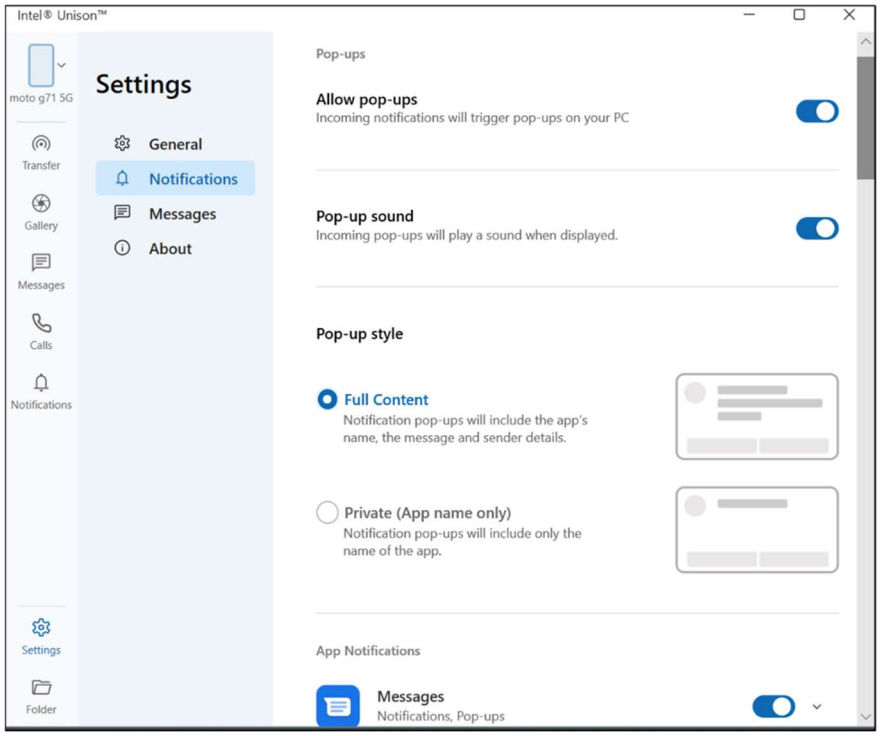
The notifications received on the phone will be displayed on the notifications tab (both **iOS* & Android***). The Notifications tab consists of the following elements:

- Each notification in the Notifications tab reflects a notification on the phone. Each notification consists of: App's symbol & name, picture & details of the sender where available, notification title and body of the notification along with the timestamp.
- The tab consists of the following buttons: Collapse All Notification, Delete All Notifications, Notification Settings, Expand & Collapse (available to minimize and maximize), Reply, Open (if to reply) and Dismiss.
- Whenever a notification is received, a pop-up sound is observed by default
- For each app notification received on the phone, a Windows toast notification will pop-up on the PC, with the notification's details. pop up's will be shown only up to one minute after it has arrived on the Phone and it has two modes, public and private.

- Missed Calls notifications is not supported for both Android* and iOS* currently.



The users can configure different behavior types of their PC app's notifications like Pop-up's, pop-up style whether it is full content (public) or private and phone app notifications.



5.6.2 Troubleshooting

If any of the permission steps is denied or skipped during onboarding, please follow instructions of PC app & Phone app.

iPhone*	Android*
Pair\connect to BT and BLE if not already connected. When there are no notifications to display, which can happen due to one of the following reasons: — Notification access permission request was not accepted by the user — There are no notifications on the phone to sync into the PC — a link is displayed: **Having trouble seeing notifications?** leading to instructions for manually approving Notifications Access permission request.	If Access Notifications permission request is denied during onboarding, present instructions for granting the permission.

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