

NBC Urgent Messaging Mobile Application for iOS (iPhone and iPad)

For help with this installation, contact the NBC Help Desk at: 1-888-332-6221.

PLEASE NOTE: Application & device settings must exactly match those described in these instructions.

After installation, users must first open the Settings application on their device Navigate to General->VPN and Device Management->NBCUniversal Media, LLC.->Trust and accept.

Then, launch the NBCUrgent application.

1. You must be a registered Urgent Messaging customer to download this application. If you need to register first, visit one of these sites: for NBC TV Network - <http://urgent.nbcuni.com> ; for Telemundo – <http://urgenttelemundo.nbcuni.com> , and follow registration instructions.
2. This application works best with iOS devices like iPhones and iPads that have a cellular data plan. Reception of Urgent Messages on a mobile device has been and still is dependent on your device always being connected to a network. If you have a Wi-Fi only connected iPad there is the possibility of it being in a dead zone and not connected to a network. During that time your device would not be capable of alerting you to, or receiving, an Urgent Message. However, you should experience the usual, robust UM experience if your iPad uses a cellular data plan.

1. Installation of the NBC Urgent Messaging application: All settings must be implemented exactly as described.

From the Safari browser on your iPhone/iPad device visit this link: <http://bit.ly/umclient> . A screen similar to the following will be displayed.



Download NBC Urgent Messaging Clients

Users must be previously registered and authorized at [NBC Urgent Messaging](#) to receive messages

| Client | Download | Documentation |
|-------------------------------|--|--|
| Desktop client (3.0.1.65) | Download | Quick Start Guide |
| iPhone/iPad Client (1.0.1.13) | Install Directly From your iPhone/iPad | Quick Start Guide: View Online Download Printable Version (pdf) |

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Select: “Install Directly From your iPhone/iPad”.

The following pop-up will be displayed:



Select **“Install”**.

After a few seconds a new icon, labeled 'NBC Urgent' will be installed on your iPhone/iPad device.



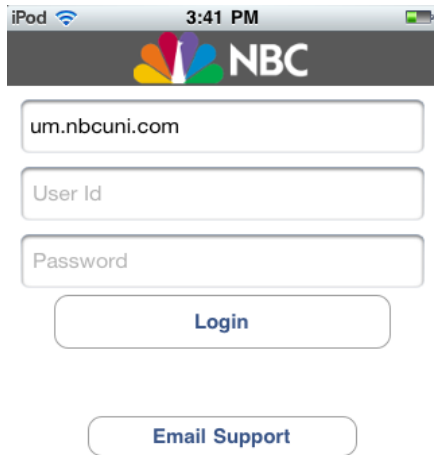
Select the NBC Urgent icon to launch the application.

You may be presented with the following pop-up:



Press '**Continue**'

When the application launches, the NBC Urgent Messaging login page will appear.



Enter your current Urgent Messaging User ID / SSO number and Password

(Remember that you must already be a registered Urgent Messaging customer to gain access).

Once successfully logged in, a recent history of Urgent Messages will load.

You may be presented with the following pop-up:



You must select 'OK' for this application to work as intended.

You may see certain warning messages, like the one below, regarding your Notification settings. If you are installing the application for the first time, **complete your login first** and then return to the '2. Special Settings and Requirements' section below to rectify your Notification settings on the device.



Installation is complete.

2. Special Settings and Requirements:

2.1 As with all notification applications, Urgent Messaging will work best on devices with a cellular Data plan. Wi-Fi connections are disconnected by the device when it is idle and, based on your location, are not always available.

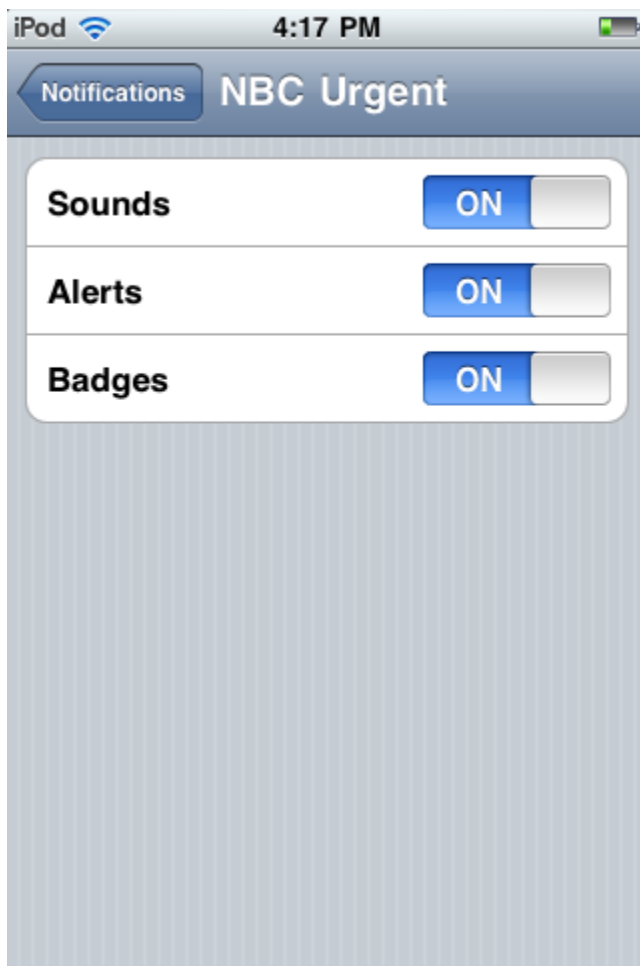
2.2 Open your iPhone/iPad device Settings application.



Ensure that the Notifications feature is turned ON. If this feature is turned off, you will not receive any alerts when Urgent Messages are sent to your device. Next, access the 'NBC Urgent' subsection.



Ensure that all three types of notifications: Sounds, Badges and Alert settings are ON.



The application will display a warning message if the Notifications setting is turned off when you try to use the application.

2.3 For Urgent Messaging users who want to be alerted with sound, you must also further ensure that in the Settings application, under General Settings and Sounds subsection, that your sound volume is not set to zero. Some devices may also have sound mute switches that need to be turned off. Also ensure that sound volume is turned up to an adequate level

2.4 Your iOS version number must be 4.0 or higher.

3. IOS 5 Users

On Oct 12, 2011 Apple released IOS 5.0 for certain devices. If your device has been upgraded to IOS 5, you must take the following additional steps to ensure an optimum NBC Urgent Messaging Experience.

In addition to the Notification settings indicated above, you must also choose the following settings for NBC Urgent from your device's Settings application.



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