

Business Services

# WOW! Mobility for Desktop Client

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User Guide

Version 3.20

## Mobility App for Desktop Client Guide

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## Getting Started

You can use your WOW! Business phone service to make or receive calls from your desk phone, PC or Mac, and mobile devices.

For your phone service to work on your desktop, you need to install the **WOW! Mobility** software. This guide helps you to do that.

### Check Your Computer is Compatible

**WOW! Mobility** works on:

- Windows 10 or 11 (but not on devices powered by Arm processors).
- Mac computers running macOS 11 (Big Sur) or later.

You can use your computer's built-in microphone and speakers, but you will have much better audio quality if you use a headset. **WOW! Mobility** works with most common headsets, including Bluetooth variants. It even works with the answer/reject call button on some headsets.

### Download and Install the Software

Download **WOW! Mobility Desktop** from **CommPortal**.

Open the downloaded file and follow the on-screen instructions to install the software.

### Find Your Password

Open **WOW! Mobility Desktop** and select your service provider.

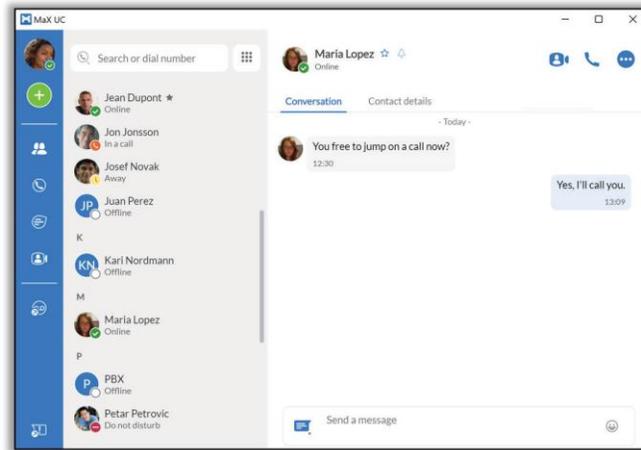
If Single Sign-On (SSO) authentication is enabled for your account, select **Sign in with Microsoft** to sign into your account using your Microsoft credentials. Otherwise, enter your WOW! Business CommPortal phone number (or email address) and password to sign in. If you don't have this information, call us on **855-940-4969**. You are prompted to change your password as part of completing the sign-in process.

Accept the End User License Agreement (EULA) to start using **WOW! Mobility Desktop**.

## Explore WOW! Mobility Desktop

**WOW! Mobility Desktop** is like having a desk phone on your computer. You can make and receive calls, put calls on hold, transfer calls, and make three-way calls.

You can also send instant messages, transfer files, and send presence information to other people in your corporate directory who are using **WOW! Mobility** (on any device).



**WOW! Mobility** uses the Wi-Fi, broadband, or mobile data services available and connected to your computer.

## Change Avatar

The avatar drop-down menu includes options to: **Change avatar**, **Change password**, **View account...**, and **Check for updates**.

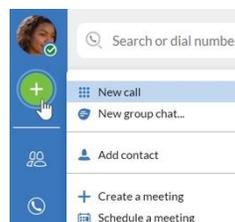
Depending on the services configure for your account, the avatar menu also contains a link to your Call Park orbits, Apps, Conference manager, and Groups.

## Settings

Select your avatar and select **Settings** to access your **General**, **Calls**, **Meetings**, and **Chat** settings, test your **Audio** and **Video**, or view your **Web Apps** settings (including Conferencing, File sharing, CRM, and other cloud-hosted services).

## Add

Select the **Add** icon to start a **New call** or **New group chat**, **Add contact**, **Create a meeting**, or Schedule a meeting.



## Contacts



Select the **Contacts** tab to view your list of contacts. Depending on how your service is set up, the contact list may include:

- Contacts saved directly to **WOW! Mobility Desktop**.
- Contacts in the Outlook or Mac address book stored locally on your computer.
- Contacts from CommPortal.
- Contacts in your corporate directory.

Select a contact and select the **Contact details** tab to view contact information and your call history with the contact.

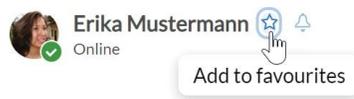
Select the **More** icon to **View chat history**, **Add to favorites**, **Edit contact**, or **Delete contact**.



## Favorites

For quick access to frequently contacted people, select the Star icon to add the contact to your **Favorites**.

Favorites appear at the top of the Contacts list.



## Make a Call



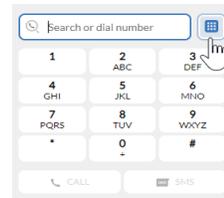
On the **Calls** tab, select a contact and select the **Call** icon to call the contact. If your contact has more than one number, choose the number to **call** from the drop-down list.

You can also select the **Dialer** and enter a number to call on the keypad.

If the person you are calling has Caller ID, they see your WOW! Business phone number.

## During a Call

 While a call is in progress, you can use the call window to:



1. Add a participant.
2. Transfer the call to another contact, number, or device with **WOW! Mobility Client** installed, without having to hang up!
3. Send a chat message to the other person.
4. Look up the contact in your Customer Relationship Management (CRM) system.
5. Uplift the call to Meeting.
6. Put the call on hold.
7. Turn your video on or off.
8. Mute your microphone.
9. Adjust the volume.
10. Access the keypad.
11. Switch to another call.
12. Record the call.
13. Merge calls.
14. End the call.

During a call, you can make a second call using the main client rather than the active call window. This automatically puts the first call on hold. When the second call is active, you can select the **Transfer call** icon to show the held call as a transfer option.

## Receive a Call

When someone calls your **WOW! Business** number, you can see a pop-up window on your computer screen and hear a ringing tone through your speakers or headset. The pop-up shows the number of the person calling you. If the person's details are in your contacts list, the pop-up displays the caller's name.

Depending on the other services you have from **WOW! Business**, you may see the incoming call on your desk phone, mobile phone, or tablet device. You can answer the call on whichever device is most convenient for you.

If the caller is in your Contacts list, you can reject a call and send the caller an instant message explaining why you can't take the call. Select the drop-down list next to **Reject** and select one of the system messages, or select **Custom Message** to type your own message.

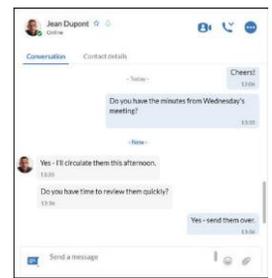
You may receive a call while you are already on another call. If you answer the new call, the current call is automatically placed on hold and the new call appears in a new call progress window. Switch between the two calls using the window for each one or select the **Merge calls** icon to merge other callers into a single call.



## Chats



If you have **WOW! Mobility Desktop** with Instant Messaging, select the **Chats** tab and select a contact to send them an instant message, emoji, or file. You can also view your chat history with the contact on the **Conversation** tab.



## Call and Chat History

You can see your recent call history on the **Calls** tab and your chat history on the **Chats** tab. Select a contact and select the **Conversation** tab to see your chat history with the contact or the **Contacts details** tab to see your call history with the contact.

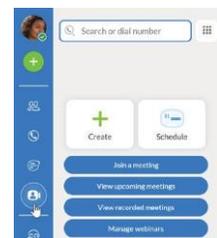
## Meetings

Select the Meetings icon for a contact to invite them to an instant Meeting.



On the **Meetings** tab, select **Create** to start a meeting or **Schedule** to arrange a meeting for a future time.

You can also **Join a meeting**, **View upcoming meetings**, and **View recorded meetings**, and **Manage webinars**.



## Presence

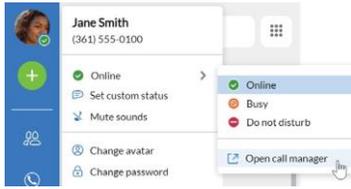
Select your avatar to set your status to **Online** (green checkmark), **Busy** (orange X), or **Do Not Disturb** (red minus sign).

Select **Set custom status** to write your own status (maximum 100 characters) and select **Save**.

Your Presence information automatically shows when you are **Away** (yellow clock), **In a call** (red phone), **In a Meeting** (red speech bubble), (this references your Outlook calendar), or **Offline** (grey circle).

## Call Manager

You can select **Open call manager** from the status drop-down to access your Call Manager and tell **WOW! Mobility Desktop** how to handle your incoming calls.



You can choose **Available for Calls** or **Do Not Disturb**.

If you select **Do Not Disturb**, callers hear a recorded voice announcement saying that you are unavailable and are then connected to your voicemail. None of your devices will ring until you turn off Do Not Disturb, so be sure to use it carefully!

When your phone is busy, you can set it to **Forward to another phone** (and enter the phone number to forward calls to) or **Send to voicemail**.

You can also specify how calls should be handled if they are from anonymous numbers, from VIPs, or from numbers on your Unwanted Callers list.

Note that when you change your **Presence** or **Call Manager** settings, the change applies on all of your **WOW! Mobility Clients**. So, if you step away from your computer and forget to update your status, you could change your status using **WOW! Mobility** on your mobile phone instead.

## Voicemail



If you have a voice or video message, the **Voicemail** tab indicates the number of messages received. Select the **Voicemails** tab to view and listen to the messages received or read transcriptions of the messages into text (where available).

## Notifications

Go to your Mac or Windows system notification settings and select the **WOW! Mobility** app to configure your **WOW! Mobility Desktop** notification preferences.

## Accessibility

**WOW! Mobility Desktop** supports the use of a screen reader.

Use **Tab** and the arrow keys to navigate through the application. You can also use the following shortcuts during a call.

- **Ctl-Alt-Shift-A** to answer an incoming call.
- **Ctl-Alt-Shift-H** to end a call or reject an incoming call.
- **Ctl-Alt-Shift-P** to end a call or answer an incoming call.
- **Ctl-Alt-Shift-M** to mute or unmute your microphone.
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## Emergency Calls

**WOW! Mobility Desktop** lets you make calls from anywhere on the most convenient device. If **WOW! Mobility Desktop** cannot automatically determine your location, the app notifies you to update your location information registered with your carrier in case you need to make an emergency call.

## Privacy and Protection

Once you have finished using **WOW! Mobility Desktop**, select your avatar and select **Quit** to close the application. If you are using a shared computer, select your avatar and select **Log Out** to prevent other users from accessing your account.

To change your log-in preferences, select your avatar, select **Settings** and, on the **General** tab, untick **Automatically log in to WOW! Mobility Desktop**; this prevents **WOW! Mobility Desktop** from logging in automatically when started and ensures that the next user has to log in using their own credentials.

## Additional Support

If you have any additional questions about **WOW! Mobility Desktop**, call us at **855-940-4969** or use the Chat feature at [wowforbusiness.com](https://www.wowforbusiness.com). Additional user guides and tutorials to assist you with your WOW! Business services can be found at <https://www.wowforbusiness.com>.