

**Business Services**

# **WOW! Mobility for Mobile (iOS/Android)**

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**User Guide**

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## **Product Overview**

WOW! Mobility is a Unified Communications Collaboration client. This application provides users with the ability to make voice and video calls from their Apple (iOS) and Android cell phones and tablets. Users can also send instant messages to anyone within their company, send SMS text messages to any text enabled number in the United States, and see the Presence (Status) of their contacts before they attempt to contact them.

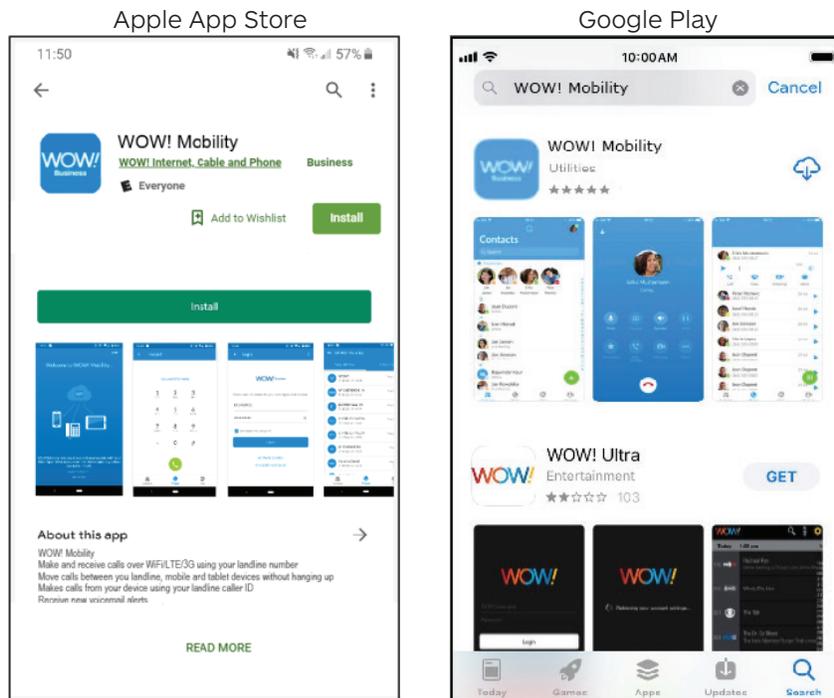
WOW! Mobility for Mobile is supported on Android phones and tablets running version 5.0 or later, and iOS devices running iOS 10.0 or later. Video calling will only work on devices that have front-facing cameras.

## **Emergency Calls**

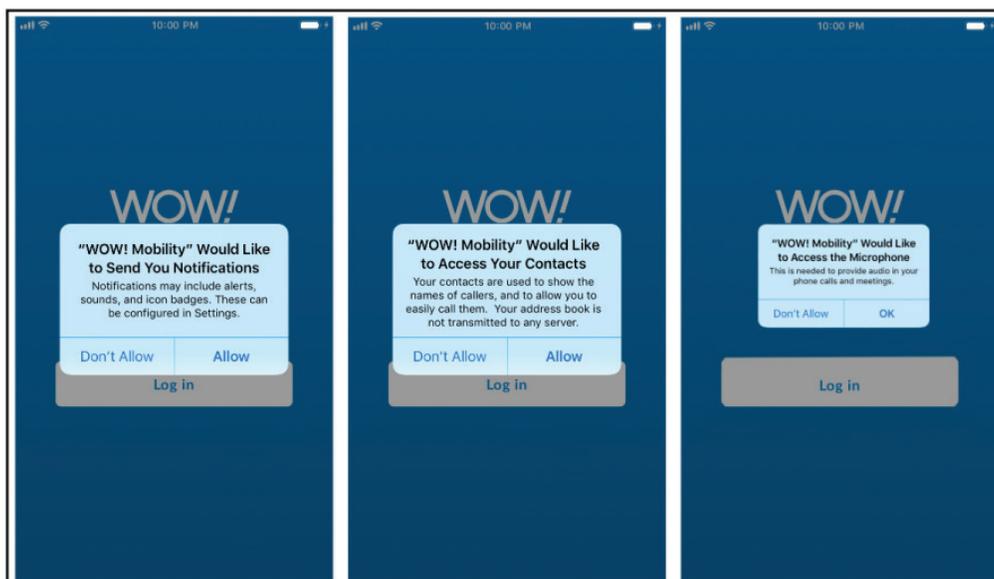
Please note that if you make a 911 call using a WOW! Mobility line, the 911 operator may not be able to identify what location you are calling from.

## Downloading and Installing WOW! Mobility for Android/iOS

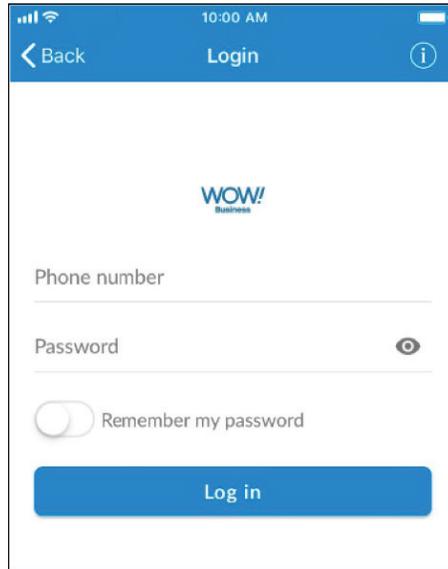
- From your cell phone or tablet, open the Apple App Store or Google Play
- Using the Search capability within your phone's App Store, search for "WOW! Mobility"
- Tap **Install** to download the app to your device



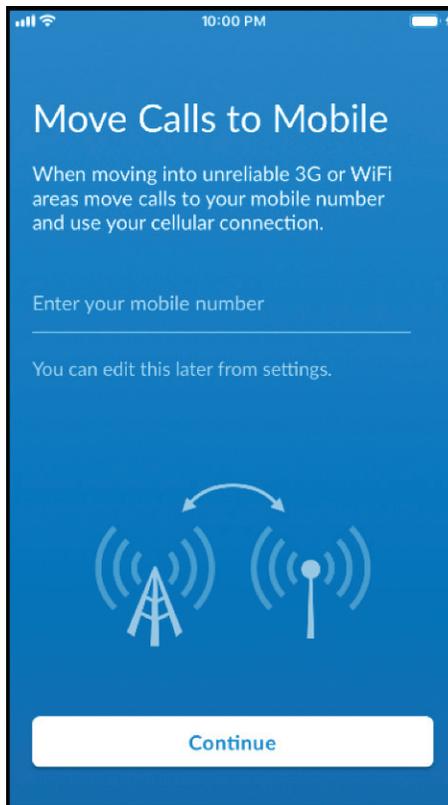
Open the app once it is installed, and allow the application access to your Contacts, Microphone, and permission to provide you with notifications for the optimal experience.



Log in using your Business Communications Portal user ID (your phone number) and password.

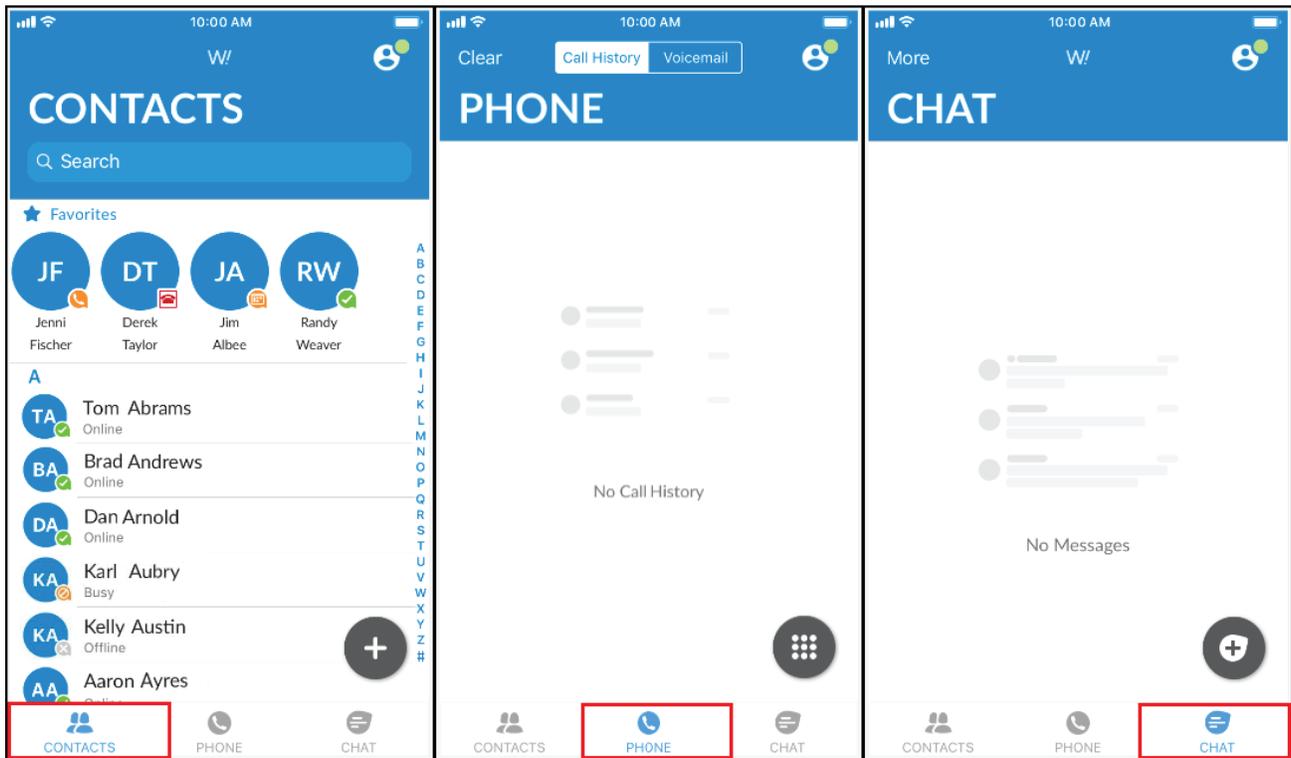


You can also now enter your cellular phone number to switch calls over to your cellular provider in the event of a poor 3G or WiFi connection.



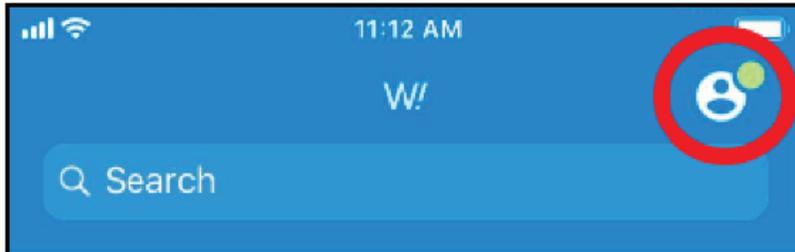
## Navigating the WOW! Mobility Application

WOW! Mobility Mobile provides the ability to make and receive calls from your mobile device, push and pull calls between your mobile device and desk phone or PC/Mac client, and send and receive instant messages by selecting one of the three tabs located at the bottom of your screen.

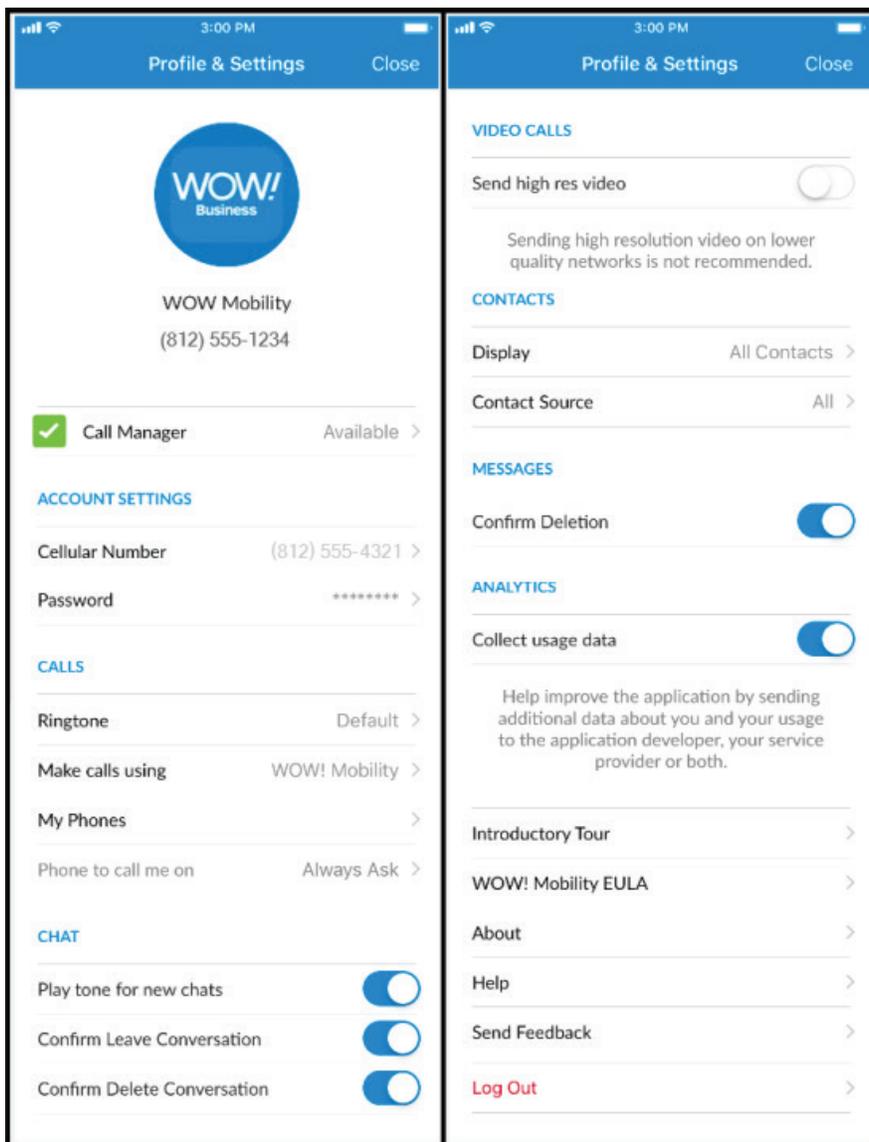


## Profile & Settings

To access your Call, Chat, Contact, and Messaging settings, and additional setup options, tap your avatar in the top right corner of your device screen.



You can also access your Call Manager settings, and send feedback and error reports.



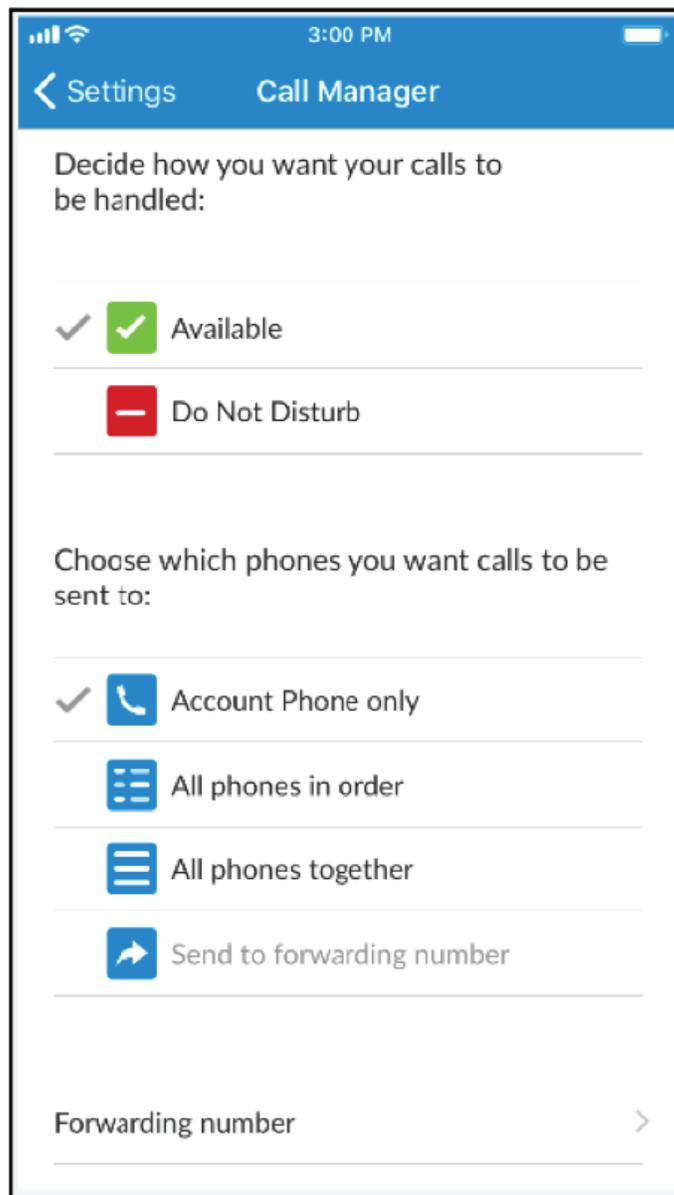
## Call Manager

You can tell WOW! Mobility how to handle your incoming calls using Call Manager. Tap Call Manager in Profile & Settings and select from Available, Do Not Disturb, or you can also forward all of your calls to another number.

**Please note that changing your Call Manager settings will apply your changes to all of your WOW! Mobility devices.**

To forward all calls, enter a Forwarding number (Make sure to prefix your forwarding number with your external line code, if applicable) and tap on Send to forwarding number. To remove forwarding, tap Account Phone only.

When you select Do Not Disturb, callers will hear a recording stating that you are unavailable and will be connected to your voicemail, if you're subscribed to voicemail services. **Please note that none of your devices will ring until you disable Do Not Disturb.**



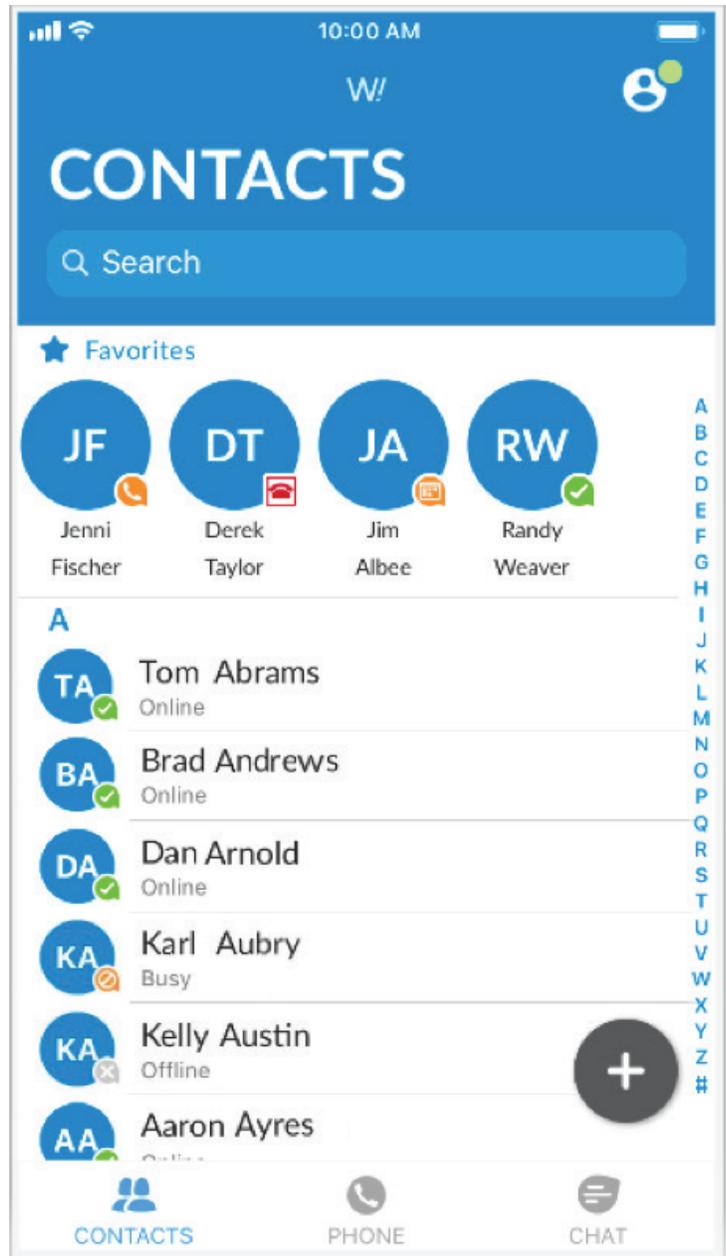
## Contacts and Presence (Status)

The WOW! Mobility application is configured to be “contact centric” in terms of its design. As such, the interface is setup with a focus on finding and viewing contacts. With that said, one of the most powerful features of the WOW! Mobility application is using the Search box, as you can do anything you need to do from here. Specifically, you can:

1. Find a contact (by name) from your organizations business group or your local contact source (Outlook on PC, or Apple Contacts for Mac)
2. If configured, you can find a contact (by name) from your organization’s LDAP contacts source. (This needs to be configured by WOW!, or your local system administrator).
3. You can type a telephone number in to make a voice or video call
4. You can type a telephone number in to send an instant message (must be part of your organization’s business group)

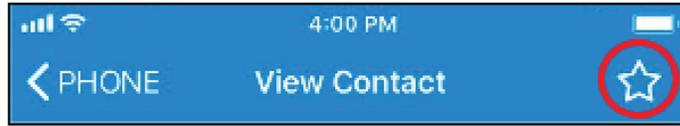
One point to note regarding contacts in the WOW! Mobility Application is that there are several ways and areas that contacts can be entered into the system. These are:

- Contacts inherited from your organization or business group
- Contacts acquired from a pre-configured LDAP contacts source
- Contacts acquired from outlook or the Apple Contacts application
- Contacts that a user added manually to their application



You can add contacts by clicking the add contact button next to a 3rd party contact source to have the contact added to your WOW! Mobility application.

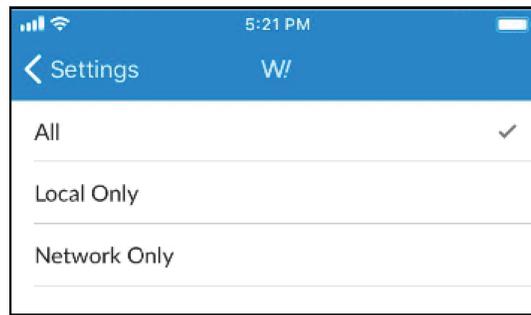
To add a contact to your Favorites, click the  in the upper right corner when viewing a contact, as shown below.



Only Business Group contacts, or contacts added as favorites from an LDAP contact source or a 3rd party application will be able to show presence status of the user. This means that WOW! Mobility has to own the contact before it will show the status. Presence status only applies to other users within your company.

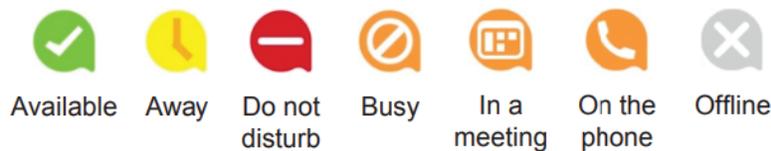
### Changing the Default Contacts Source

Changing the contacts source is fairly easy within the WOW! Mobility application. Simply navigate to Contact Source in the CONTACTS section in Profile & Settings and change the contacts source. The following options can be selected:



**\*\*NOTE:** In order to get Presence information from the system, the other party needs to be provisioned in the same Business Group (account) as the originating party. In other words, presence information will not be shown if the contact is serviced by another service provider or another account on WOW!'s system.

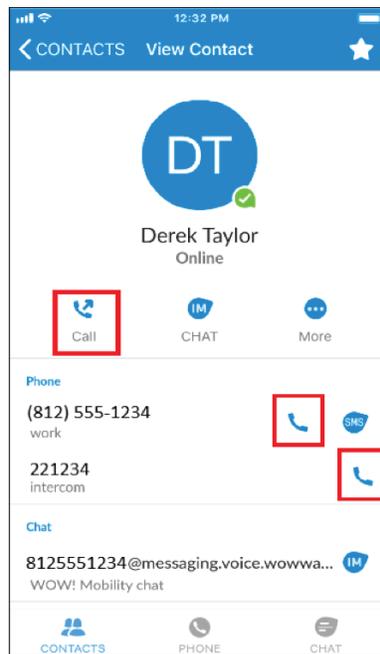
### Presence Indicators



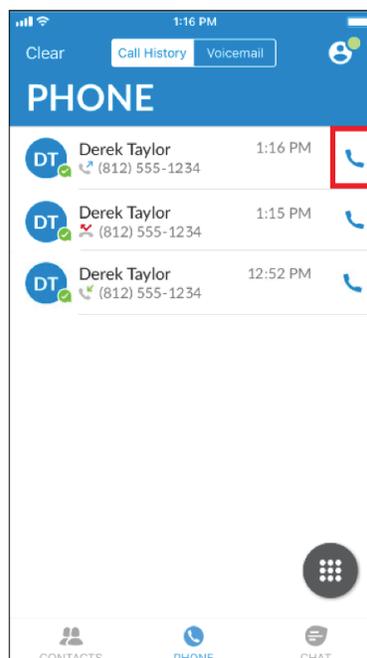
## Making Calls with the WOW! Mobility Application

You can make calls with WOW! Mobility Mobile in multiple ways.

You can tap on a contact in your contact list to bring up the “View Contact” screen, and then tapping the **Call icon** or the **phone icon** next to their line or extension.



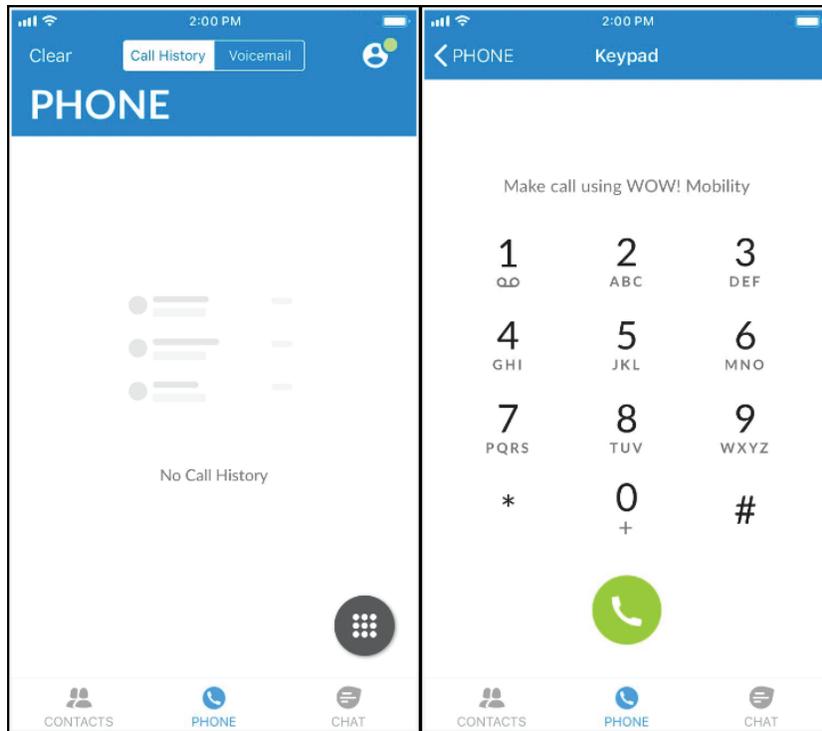
You can pull up your recent call history on the Phone tab and tap the **phone icon** next to one of your recently made, missed, or received calls.



When clicking to dial from your contacts list or recent call history, the application uses an “assume 9” function meaning that you don’t have to preface these calls with a 9 before calling out.

You can also make calls by using the dialer in the WOW! Mobility application. Please reference the dialing rules listed below.

To access the dialer, tap the  located at the bottom of your screen on the phone tab.

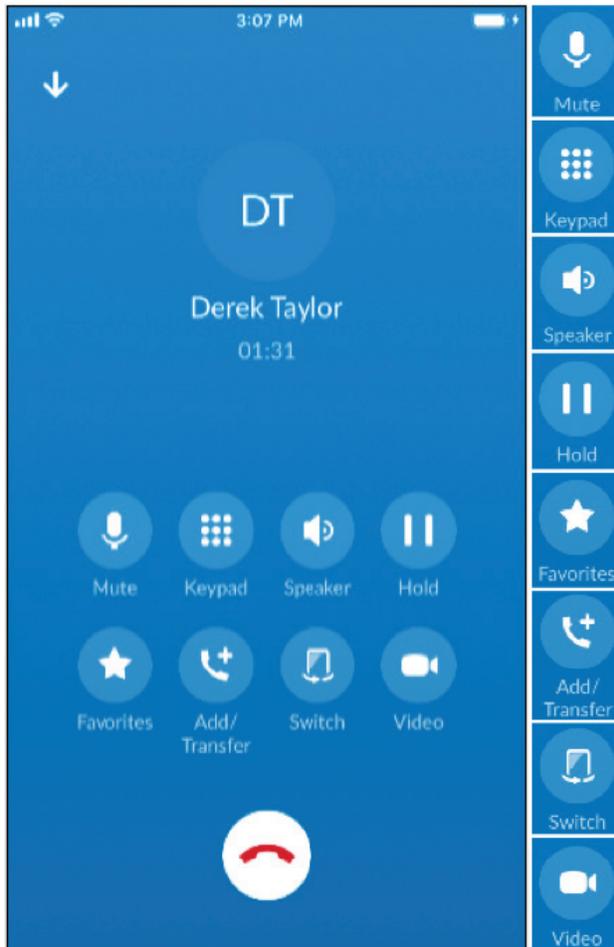


In most cases, you’ll want to make sure that you prefix the number you’re dialing with a 9 to get an outside line, add a 1 for long distance calls. When dialing a number, keep in mind the following:

1. Local calls can be dialed with 7, 10, or 11 digits (7 digits only works when the destination area code is the same as the callers)
  - a. If you are on an “off-net” service with WOW! in an area where WOW! isn’t a local phone provider, you must dial local calls with 10 or 11 digits. 7 digit calling will not work.
2. Toll calls can be dialed with 10, or 11 digits
3. Toll free calls require 11 digits starting with a 1
4. Service such as directory assistance, or 911 require a 9 in front of the code (9-411, 9-911, etc.)

## In-Call Options

The in-call options provide useful features for handling various tasks during calls, some of which are explained in more detail in subsequent sections. Please see the screenshot below for all the available functionality of these features.



**Mute** your microphone

Access the **Keypad**

Turn on the **Speaker**

Put the call on **Hold**

Invite a **Favorite** contact to join the call

**Add/Transfer** the call allows you to make a second call and add the contact into a 3-way call or transfer the call

**Switch** the call to another device

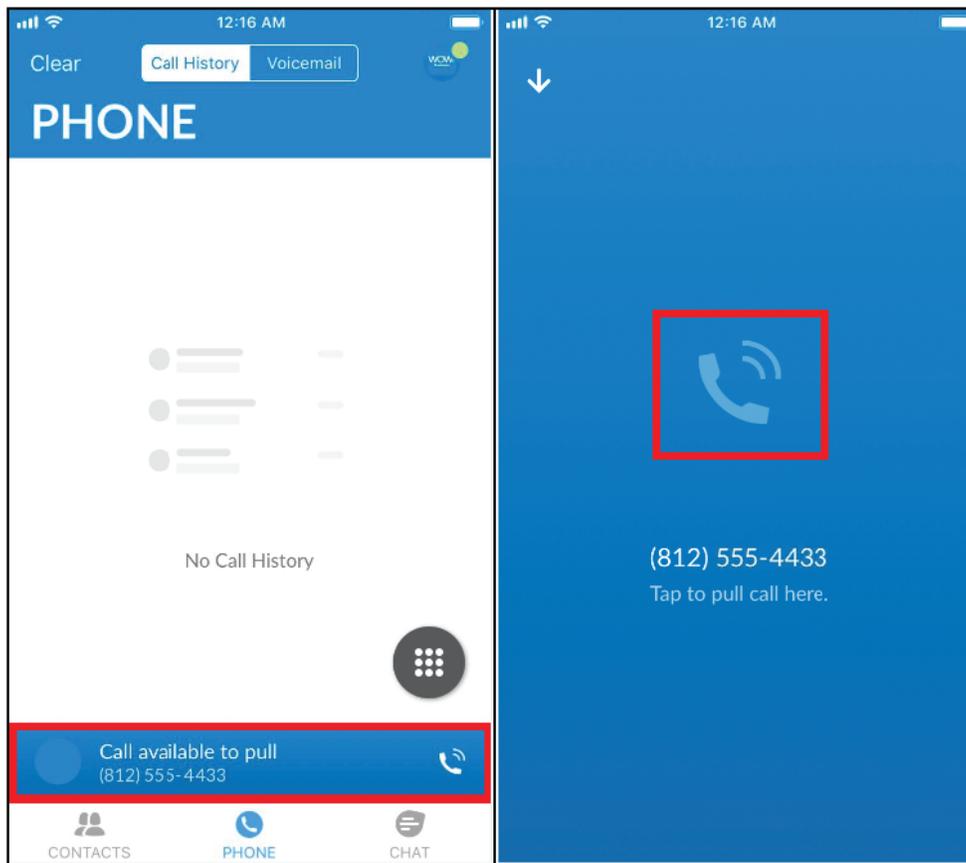
Start/Stop sending **Video**

## Pulling (jumping) Calls between Devices with WOW! Mobility

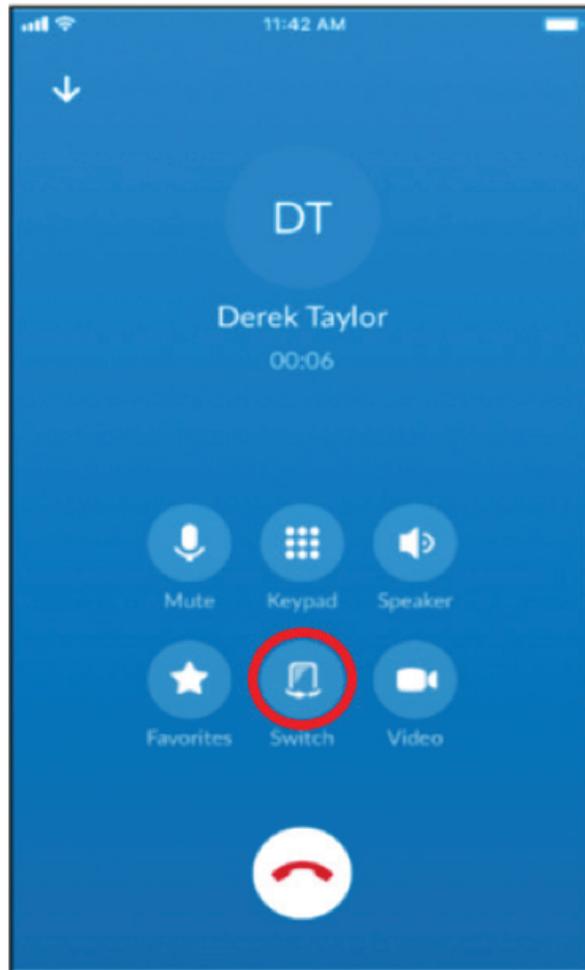
Call Jump is a feature that allows you to pull an active call from another device, when desired. An example of this is that you are on your desk phone and want to pull the call to your WOW! Mobility mobile application before you walk out of the office. You can also pull a call to your WOW! Mobility desktop application from your desk phone, or between your WOW! Mobility mobile and WOW! Mobility desktop application.

*Note - you cannot “jump” a call that was made on your cell number, as the call has to be made on a WOW! owned telephone number whether on a physical device or running in a software application.*

When you are using WOW! Mobility Mobile and are on a call on another application or device, you will see a notification banner at the bottom of your application stating, “Call available to pull”. Tapping on this banner will present a new screen to confirm your desire to pull the call to this device. Tap the phone icon to pull the call from whatever device you originally took the call on.

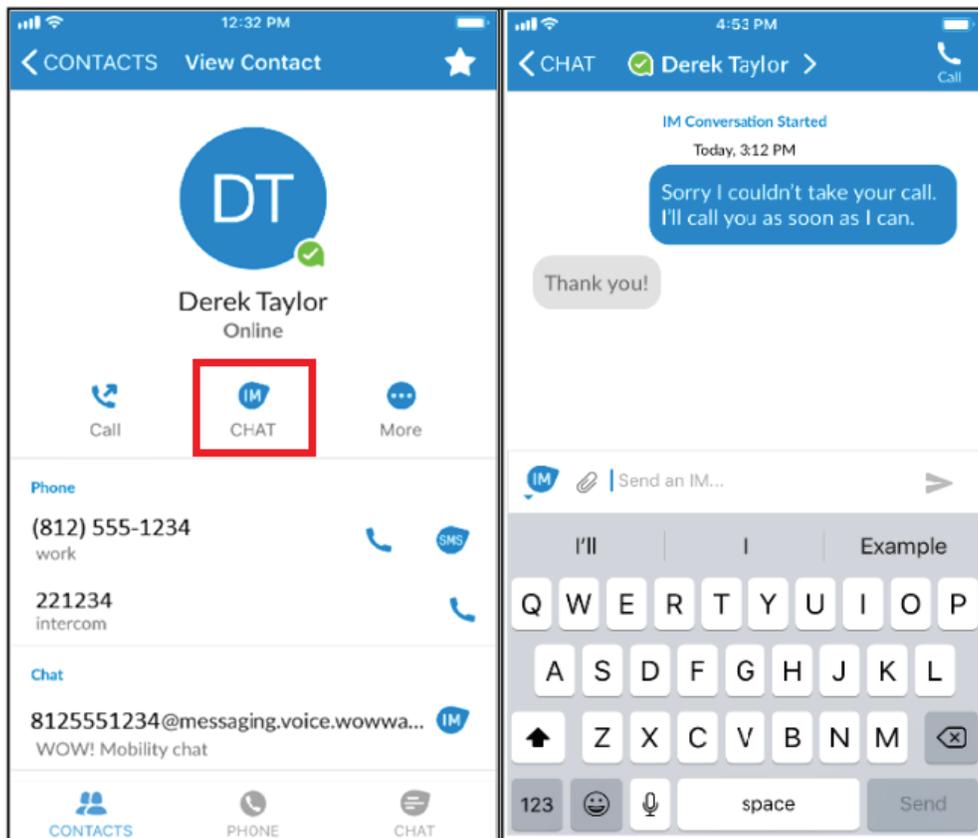


You can also move an active call to a different device by using the “Switch” function. To do this, tap the switch button while in a call from your softphone application. Your devices will now start ringing with the caller ID of the caller you are speaking to.



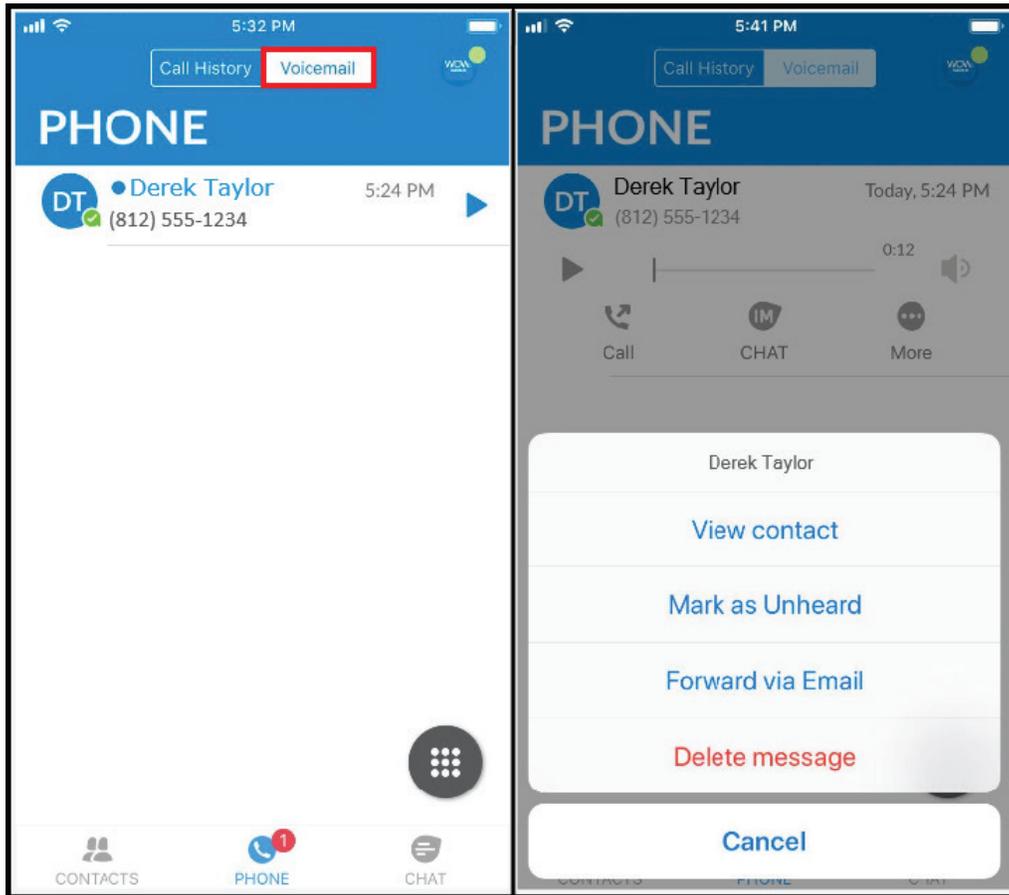
## Instant Messaging with the WOW! Mobility Application

Instant messages can be sent to anyone in your company's Business Group who is enabled for Instant Messaging. To send an instant message, you can navigate to the contacts tab and find the person you want to send a message to. Tap the contact, then select CHAT from the View Contact screen.



## Viewing and Managing Voicemail Messages from WOW! Mobility

To view voicemail messages in WOW! Mobility, simply select the Voicemail option on the phone tab. Tap  to listen to a message, or tap the message to see more options for managing your messages.



## **Additional Support**

Additional user guides and tutorials to assist you with your WOW! Business services can be found at <https://www.wowforbusiness.com>.