Business Services

WOW! Mobility App for Android and iOS

User Guide

Version 3.20

wowbusiness.com

Mobility App for Android & iOS Guide
Table of Contents

Getting Started

You can use your **WOW! Hosted VoIP Business** phone service to make or receive calls from your desk phone, your PC or MAC, and your mobile devices. For this to work on your mobile or tablet, you need to install the WOW! Mobility app. This guide helps you to do that.

Ensure Your Device Is Compatible

The WOW! Mobility app works on:

- Devices running standard Android 6.0 and later (but not Android Go Edition).
- iOS devices running iOS 14.0 or later.

Video calling only works on devices with a front-facing camera.

Find Your Password

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

Download and Install the WOW! Mobility App

Use the URL or QR code provided by WOW! Business to find the WOW! Mobility app in the App Store or Google Play. Select Install to download the app to your device. Check the Terms & Conditions and select **Accept & Continue**.

Select **Open** on the app (if prompted, select **WOW! Business** as your Carrier). If the option is enabled, select **Sign in with Microsoft** to sign in with your Microsoft credentials. Otherwise, enter your **WOW! Business CommPortal** Phone Number/Email Address and Password then select **Log in**. If you have trouble signing in, select the eye symbol to check your password for errors.

If you **Sign in with Microsoft**, you do not need to update your password. However, if you can only sign in with your CommPortal credentials, you may be prompted to update your password. Until you update your password, you can only receive calls and meeting invitations. If you fail to update the password within the allotted time you are locked out of your account.

If you want to be able to switch calls to your own cellular network (for example, if you move to an area with poor Wi-Fi connection during a WOW! Mobility call) enter your own mobile phone number and select Continue.

Explore WOW! Mobility

WOW! Mobility is like having your desk phone on your mobile. You can make and receive calls, hold calls, transfer calls, and make three-way calls. You can even push and pull calls from your phone to other twinned devices, mid-call.

You can also use WOW! Mobility to send messages to other people in your corporate directory who are also using WOW! Mobility (on any device).

WOW! Mobility uses the Wi-Fi, broadband, or mobile data services available, so you can make and receive calls without using your mobile minutes.

You can access the WOW! Mobility features using the Contacts, Phone, Chat and Meetings tabs at the bottom of the screen.
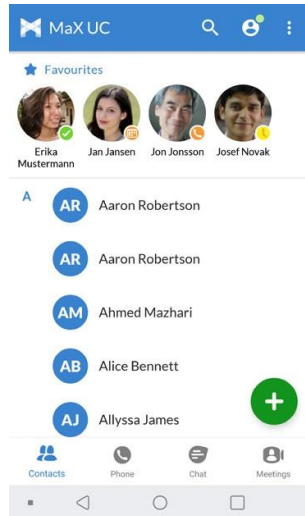
Contacts Tab

WOW! Mobility assembles a contact list for you to use. Select the Contacts tab to view your Contacts list. Depending on how your service is set up, the Contacts list may include:

- Contacts that you type into WOW! Mobility

- Contacts stored on your mobile device

- Contacts in CommPortal contacts

- Contacts in your corporate directory.

The contact's status appears in a speech bubble next to their profile picture.

Select a contact to access **Call**, **Chat**, and **Meeting** options.

Select the **Plus** icon to add new contacts.

Phone Tab

Select the **Phone** tab to make a call, view your **Call History**, and listen to **Voicemail**. To make a call, select a contact and select the number to call or select the **Dialer** icon and enter the number.

If the person you are calling has caller ID, they can see your individual **WOW! Business** phone number.

The **Voicemail** tab indicates the number of messages received.

- Select the **Play** icon to listen to a voicemail.

- Select and hold a voicemail entry to see **Call, Chat, Meetings**, and **More** options.

- Select **More** to **View contact**, **Mark as Unheard**, **Delete Message**, **Forward as Email**, and **Forward as Voicemail**.

If you have a fax message, select the **Faxes** tab to see the fax.

Chat Tab

Select the **Chat** tab to use Instant Messaging. Enter your Chat Address and Password and select Sign in.

Select a contact to continue a previous conversation or select the New message icon and choose a contact to message.

From within the Chat window, you can start or continue a conversation, send files, call a contact, or add one or more participants to a conversation. Your Instant Messages automatically sync to all your WOW! Mobility client devices.
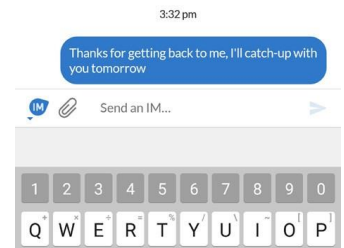
Meetings Tab

Select the **Meetings** tab to **Create** or **Schedule a Meeting**, **Join a Meeting**, or **View Upcoming Meetings**.

Receiving Calls

When someone calls your **WOW! Business** number, you can accept or reject the call.

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

Note that if the call was transferred to you by another contact or a Multi Line Hunt Group (MLHG), the call displays the name (or number, if a name has not been set) of the contact or MLHG that directed the call to you.

During The Call

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

Mute your microphone.

Access the **Keypad**.

Turn on the **Speaker**.

Put the call on **Hold**.

Invite a **Favorites** contact to join the call.

Add/Transfer. Make a second call, and add the conta... a 3-way call or transfer the call.

Uplift the call to a **Meeting**.

Access More options (**Video**, **Send Message**, **Switch** the call to another device, or **Search CRM**).
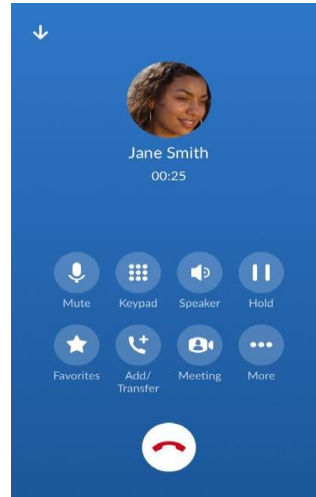
You may receive another call while you are already on a call.

WOW! Mobility gives you the option to:

- Hold the existing call and answer the new call.
- End the existing call and answer the new call.
- Ignore the new call.

Transfer The Call

Select **Add/Transfer** to send the call to another number. You can select a contact or type in a number to transfer the call to. You can also transfer the call to another one of your WOW! Mobility client devices, without hanging up!

Switch The Call To Another Device

If the call has poor audio due to an unreliable Wi-Fi or mobile data service connection, select **More** then **Switch** and select **This device (cellular)** to move the call to your regular cell phone. Remember the call now uses your mobile minutes.

Alternatively, you can push the call to another of your WOW! Mobility client devices, such as your desktop or your iPad. Select **More** and then **Switch** and select **Another device** to push the call to whichever device is most convenient.

Call Pull

You can pull calls from your other devices onto your mobile. If a call exists that can be pulled, WOW! Mobility displays a **Call Available to Pull** option. Select this option and follow the on- screen prompts to pull the call onto your mobile.

Video Calling

If the person you are talking to is also using WOW! Mobility and your phone has a front-facing camera, you can add video to your call. Select More then Video to send video. The other person receives a prompt inviting them to switch on their video. Select the Video icon at any time to turn off your video feed.

Favorites

Select the **Star** icon on a contact's directory entry to add the contact to **Favorites**. **Favorites** contacts appear in a banner at the top of the **Contacts** tab.
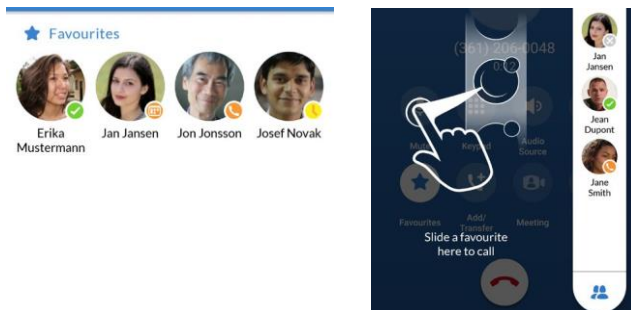
During a call, select the **Favorites** icon to view your favorite contacts. Drag and drop a contact into the call window to setup a new call. When the contact answers, you can merge them into the initial call to create a 3-way call.

Call Notification

On Android devices, when you minimize the call window, the notification banner at the top of the screen shows the active call.

On iOS devices, the call notification banner displays at the bottom of the Phone tab.
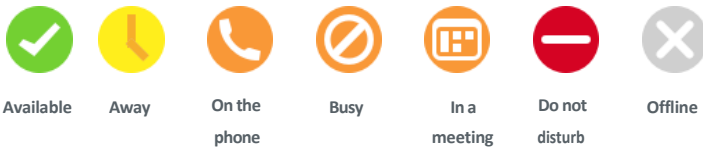
Profile & Settings

Select your avatar in the top-right to see the **Profile & Settings** page. Here, you can access **Calls** (including **Call manager** and **Call groups**), **Contacts**, **Chat**, **Voicemail**, **Account**, and **Analytics** settings. You can also configure your profile, set your notification preferences, and report a problem on the **Profile & Settings** page.

Presence

Whenever one of your contacts is signed in to their Chat account, WOW! Mobility displays their presence information on the **Contacts**, **Phone**, and **Chat** tabs.

| Available | Away | On the phone | Busy | In a meeting | Do not disturb | Offline |

Call Manager

You can tell WOW! Mobility how to handle your incoming calls. Select the **Call Manager** option in the **Profile & Settings** window and select **Available**, **Do not disturb**, or **Forward all calls**.

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!

Select **Forward all calls** and, in the **Forwarding number** box, enter the number you want to forward all calls to.

Note that when you change your Call Manager settings, the change applies on all of your WOW! Mobility devices.
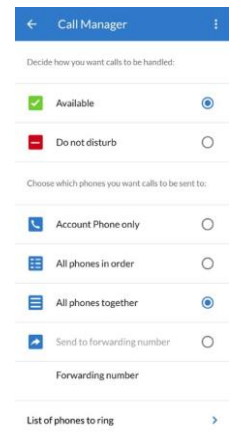
Emergency Calls

WOW! Mobility lets you make calls from anywhere on the most convenient device. If WOW! Mobility 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.

Additional Support

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