Business Services

WOW! Mobility for Desktop

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 Windows and Mac desktops, as well as their iOS and Android mobile devices. Users can also send instant messages to anyone within their Company and see the Presence (Status) of their contacts before they attempt to contact them.

Please note: 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

Operating System Requirements

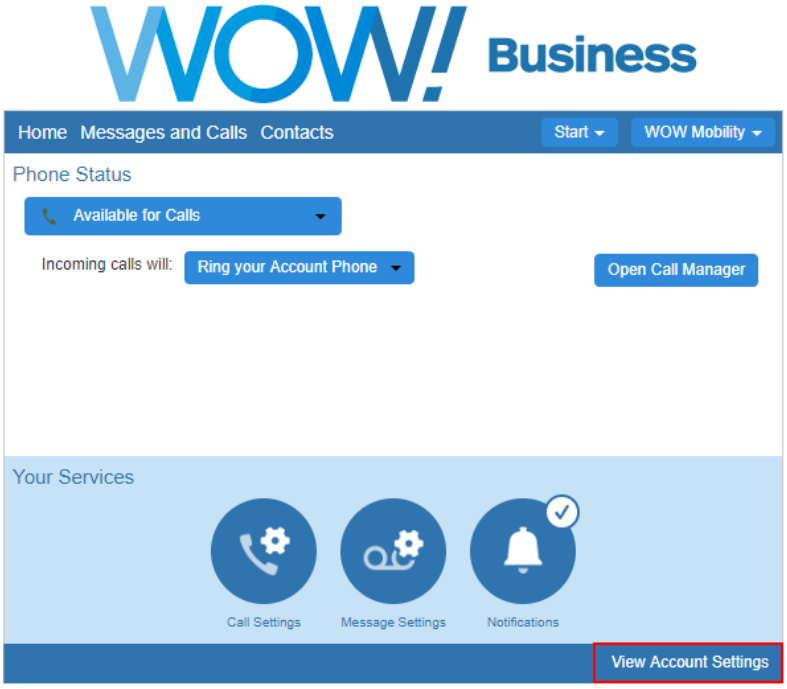
WOW! Mobility is compatible with both 32-bit and 64-bit Operating Systems, and is supported on Windows 7, Windows 8, and Windows 10. It is also supported on Mac OS X 10.7 or later versions.

Equipment Requirements

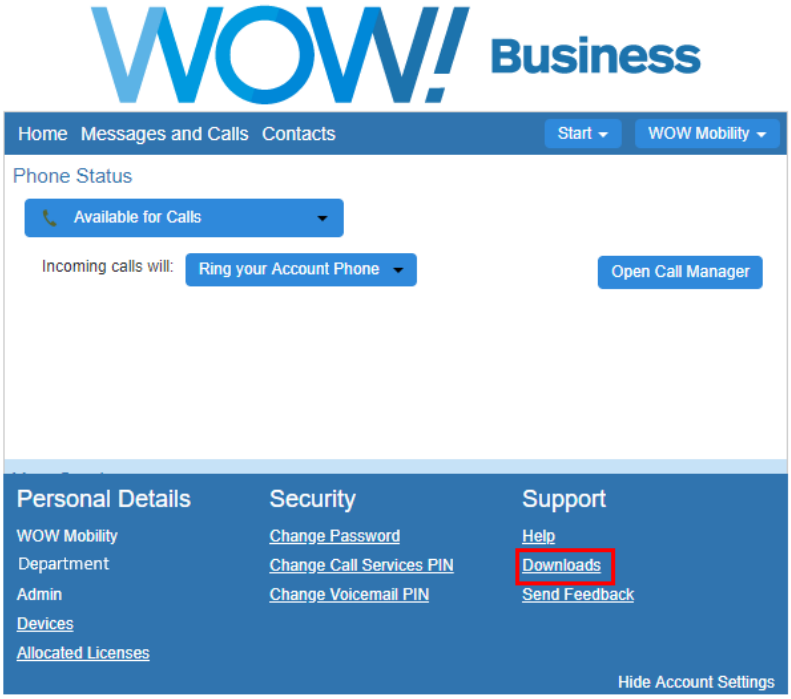
You can use your computer's built in microphone and speakers to make and receive calls, but for optimal audio quality, it is recommended to use a headset (USB, dual-jack, or Bluetooth) or USB phone.

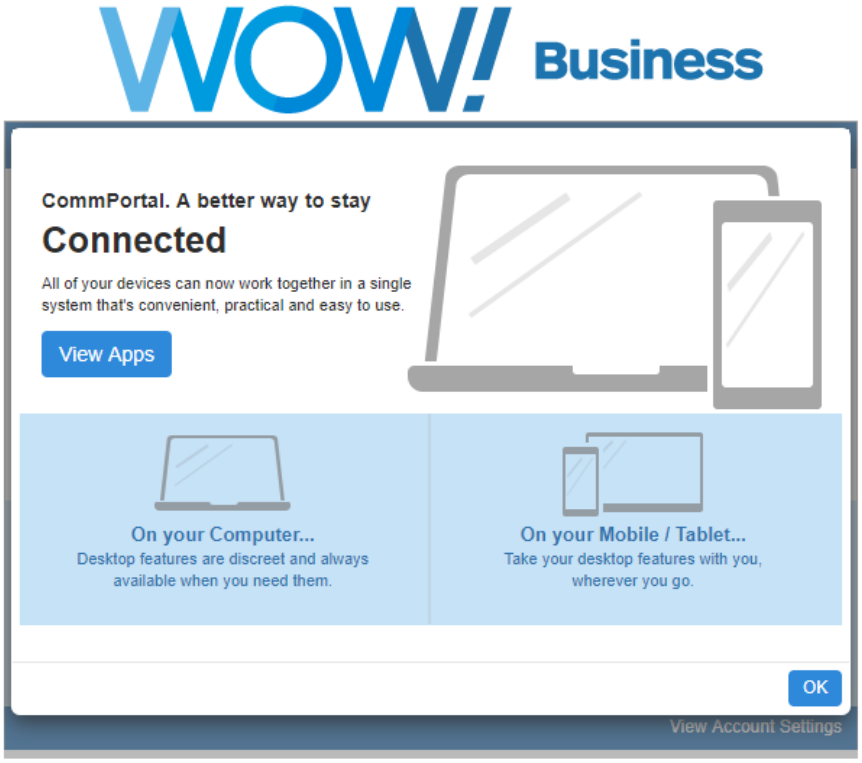
Downloading and Installing WOW! Mobility Desktop

1. Log into your Business Communications Portal and click on View Account Settings.



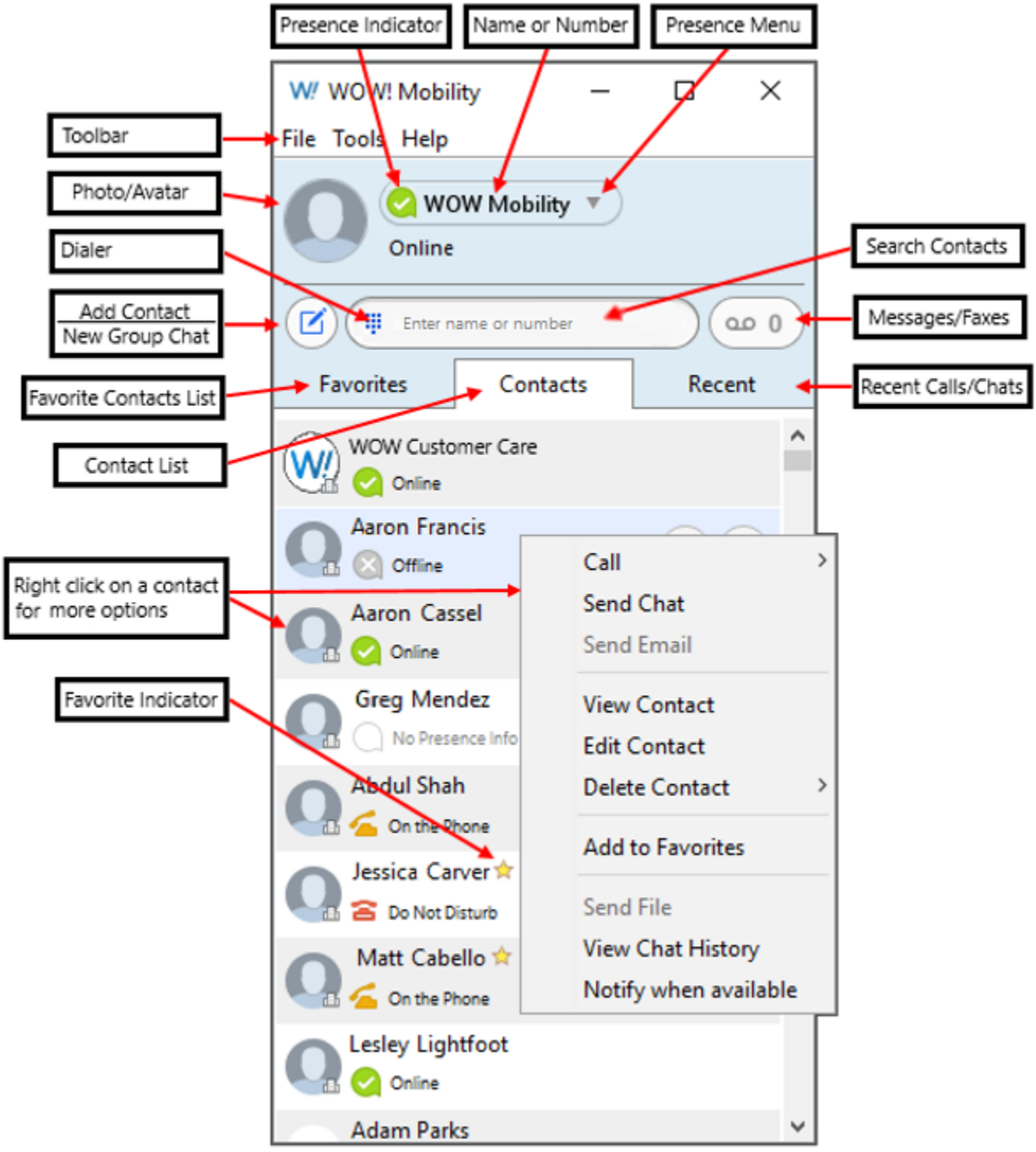
2. Click on the Downloads link. From there, select "View Apps" in the middle left side of the screen to get to your available applications.





3. Click the link to download WOW! Mobility for your OS (Windows or Mac), and follow the installation instructions

Navigating the WOW! Mobility Application



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 text box, as you can do anything you need to do from here. Specifically, you can:

1. Find a contact (by name) from your organization's 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). See the "Adding an LDAP Contacts Source for WOW! Mobility" section for details on how to do this
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 organizations 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.

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 these status. Presence status only applies to other users in your company's phone system. To solve for this, you can click the add contact button next to a 3rd party contact source to have the contact added to your WOW! Mobility application.

Presence Indicators

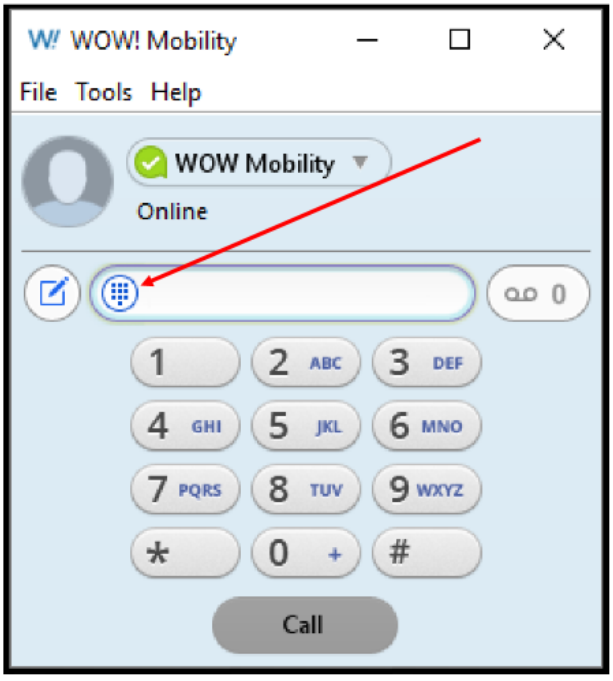
**NOTE: in order to get Presence Information from the system, the other party needs to be provisioned in the same Business Group (account) as the originating party. In other words, Presence Information will not be shown if the contact is serviced by another service provider or another account on WOW's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

Making Calls

You can make a call with WOW! Mobility Desktop in one of several ways. First, you can use the text box to type in the number you wish to call. In most cases, you'll want to make sure that you prefix this number with a 9 to get an outside line. Once you are through typing the number, you can hit the enter key, or click the phone Icon that appears in the text box. When typing a number, keep in mind the following:

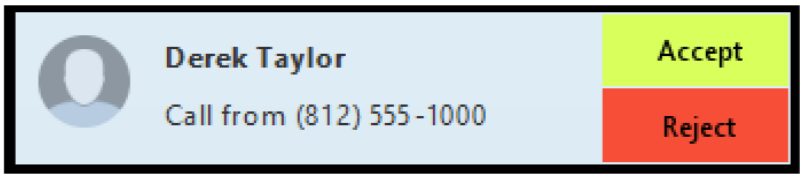
1. Local calls can be dialed with 7, 10, or 11 digits (7 digits only works when the destination area code is the same as the callers)
    a. If you are on an "off-net" service with WOW in an area where WOW isn't the CLEC of record, you must dial local calls with 10 or 11 digits. 7 digit calling will 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.)
5. 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.

Second, you can make calls by using the dialer in the WOW! Mobility application. All of the dialing rules from above apply. To access the dialer, click the dialer box within the text box, and a dialer menu will drop down. You can use your mouse to enter numbers in the keypad with the dialer.



Receiving Calls

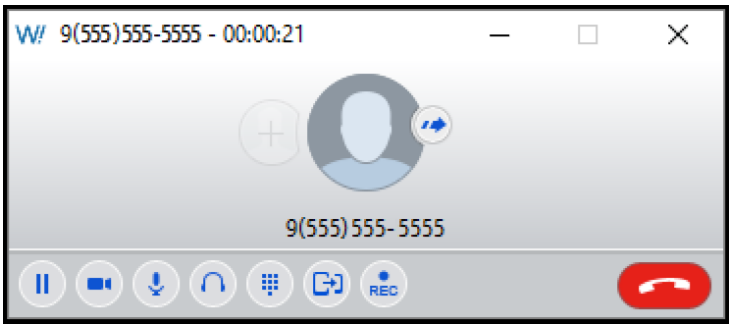
When someone calls your WOW! Mobility number, you will see a pop-up window appear on your computer screen and hear a ringtone through your headset or speakers. The number of the person calling you should display in the pop-up, and if that person's information is already in your contacts list, the pop-up will also display their name.



You may also see the incoming call on your desk phone, or WOW! Mobility enabled mobile phone or tablet. You can answer the call on the device most convenient for you.

During the Call

The in-call dialogue box is very powerful and lets you do many things with calls, some of which are explained in more detail in subsequent sections. Please see the screenshot below for all the available functionality of the in-call dialogue box.



Add participant to call (3-way calling)

Call Transfer

Call Hold

 Start/Stop video

Microphone Levels

Click to mute or adjust levels

Speaker Levels

Click to disable audio or adjust levels

Click to open the dialer

Click to switch call to another device (desk phone or mobile phone/tablet with WOW! Mobility)

Click to record call. See Call Recording section for more details

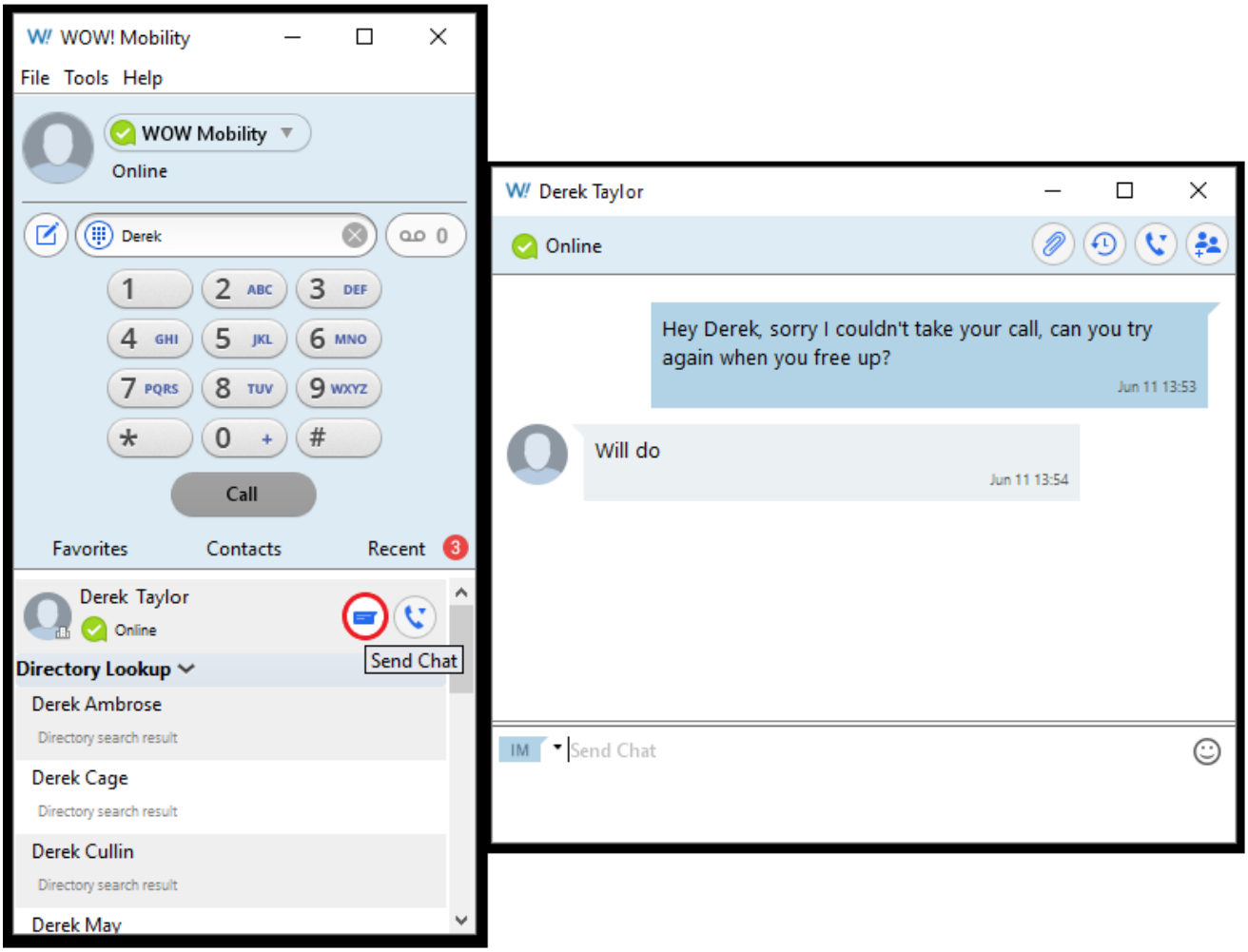
Merge Calls

Call Park. See the Enabling Call Park section for more details

Click to end call

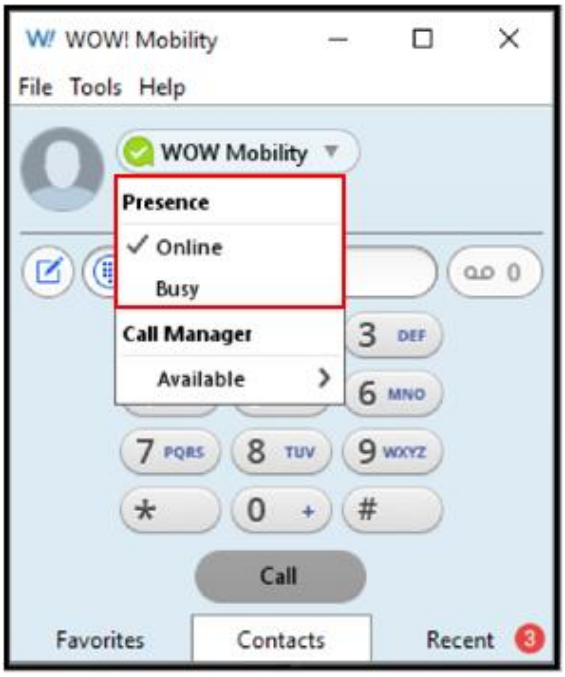
Instant Messaging with WOW! Mobility

Instant messages can be sent to anyone in the organizations 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. Once you find them, select the "chat" icon. A new window will open up with a chat session with this person. You can also search for a contact with the text box.

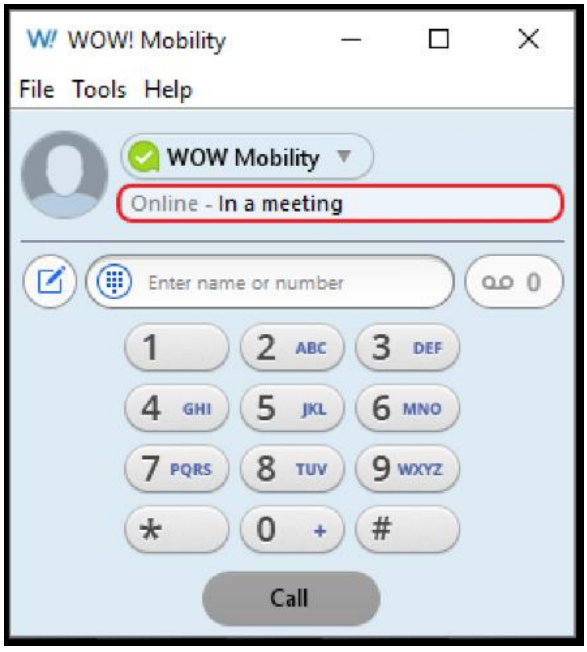


Changing Presence Status

Presence is your state in WOW! Mobility such as “Online” or “Busy”. This state can be modified in the application in a few ways. First, you can change your state to “Busy”, by selecting your name at the top of the application and changing your presence state to Busy, as depicted below.

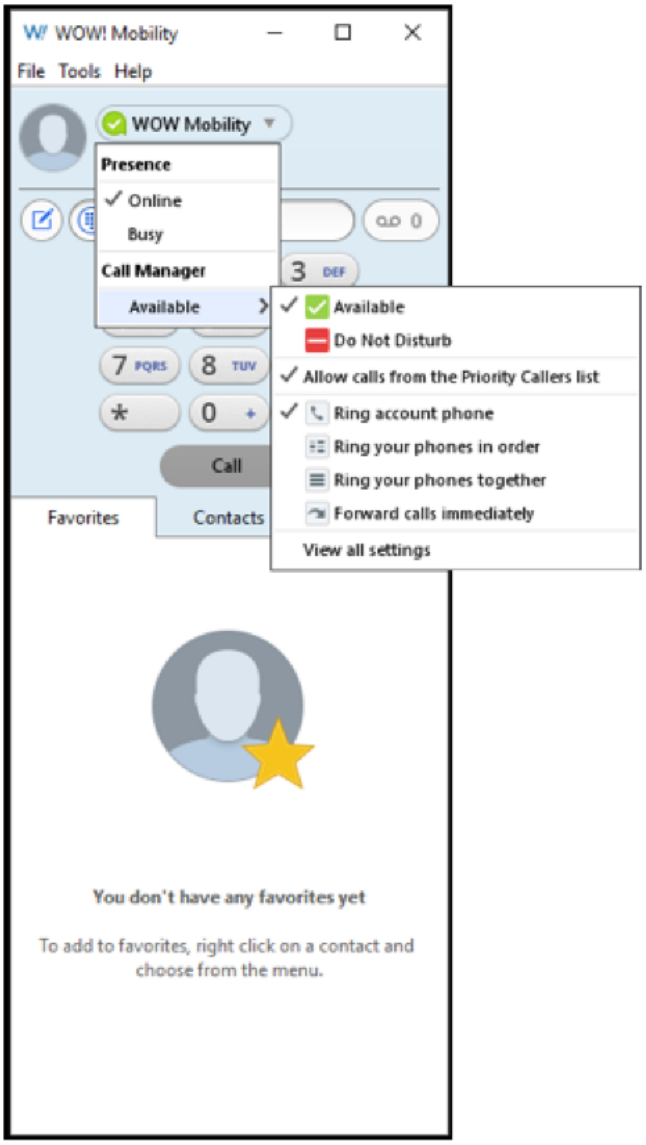


You can also set a custom status by clicking on your status below your name and typing in a custom message below. The prefix of this message will always be the current state such as “on the phone” or “available”, and the custom message will appear to other users after that.

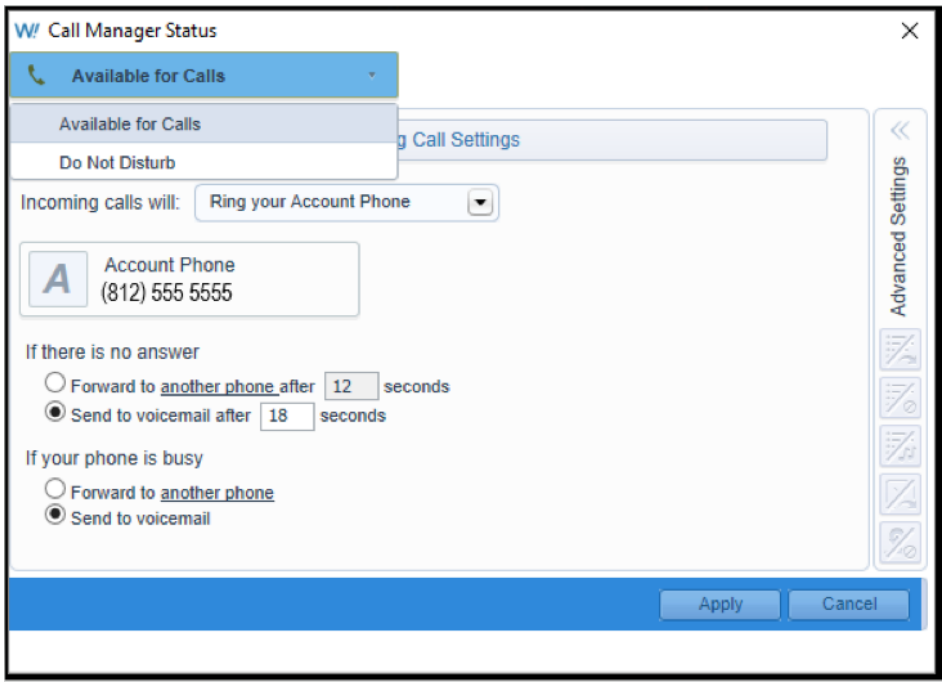


Accessing and Using Call Manager

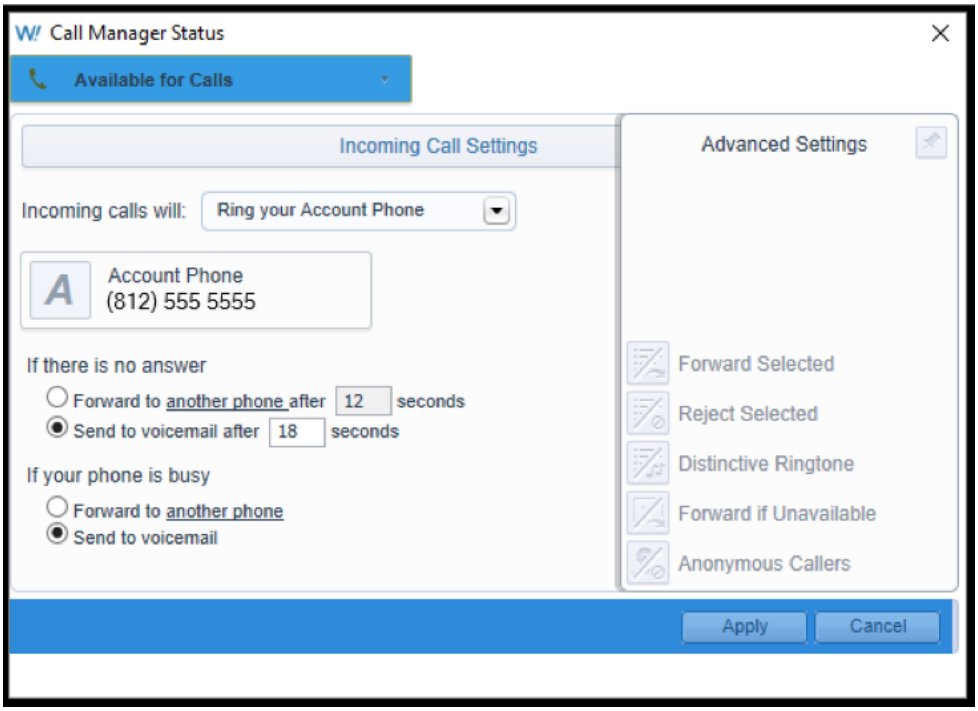
The Call Manager Application allows users and customers to manage calling rules, configure Do Not Disturb, change their voicemail ring to timers and many other useful functions. To access Call Manager, click your name in the top of the application, then hover over your call manager status below. You can then select from several "quick rules" or click view all settings to open the call manager window.



The Call Manager window's default view provides several places where users and customers can change their settings. First, you can easily update your voicemail ring to timers, or setup simple call forward delayed rules right from the body of the window. You can also easily setup call forward on busy rules, as well as rules on how incoming calls will be handled by selecting the drop-down menu. To change your availability status, click on the call state at the top left of the call manager window and select either Available for Calls, or Do Not Disturb. Note, changing this setting affects all devices using your telephone number and not just your WOW! Mobility client.



The Advanced Settings menu, allows users and customers to change and update features, and add callers to lists for selective call forwarding, selective call rejection, and the like. To enable advanced settings, hover over the Advanced Settings menu, and click the push pin at the top right of the menu. From there, select the feature you want to modify and configure it accordingly. Make sure to click Apply when finished making changes.

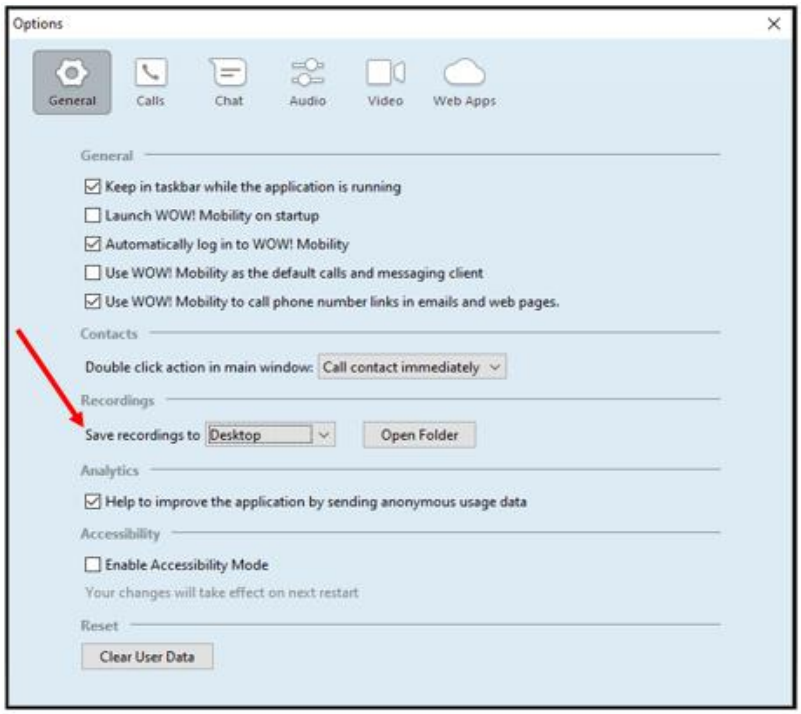


For specifics on how to forward your phone, setup find me follow me, or any other features in the advanced settings tab, please see the Call Manager section of the Commportal guide at the link below
http://www.wowforbusiness.com/docs/wow/product-support/commportal-guide-mw-BCM.pdf

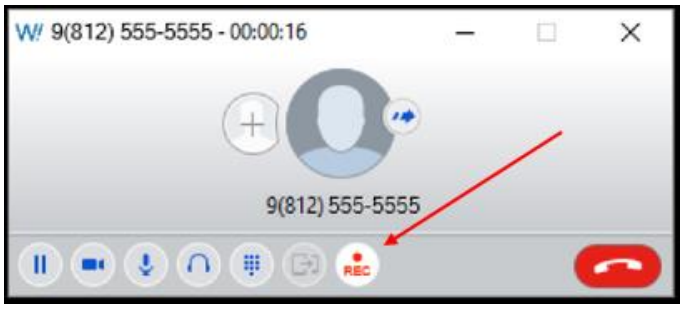
Setting Up and Using Call Recording

With WOW! Mobility Desktop, calls can be recorded and saved to your computer for retrieval later. In order to do this, there are a few steps that must be taken.

First, setup the location of the call recording files on your computer, go to the Tools menu for the WOW! Mobility application. From the general tab, change the location on your computer where recording files should be stored. (Folders on local hard drives or network shared folders are supported)



Second, place a call as you normally would by clicking the keypad icon next to the text box at the top of the app. While you are in a call, a call dialogue box will pop up to manage calls. In this box, there is a call recording button that can be toggled on and off. Recordings will be placed in the previously defined location in the format of dialed/called number_year-month-day_minute.second.milisecond.wav. Its good practice when using call recording to let all parties on the call know that calls are being recorded.



Finally, navigate to the location on your computer where you saved the file and open it with your preferred audio player.

Contacts with WOW! Mobility Desktop

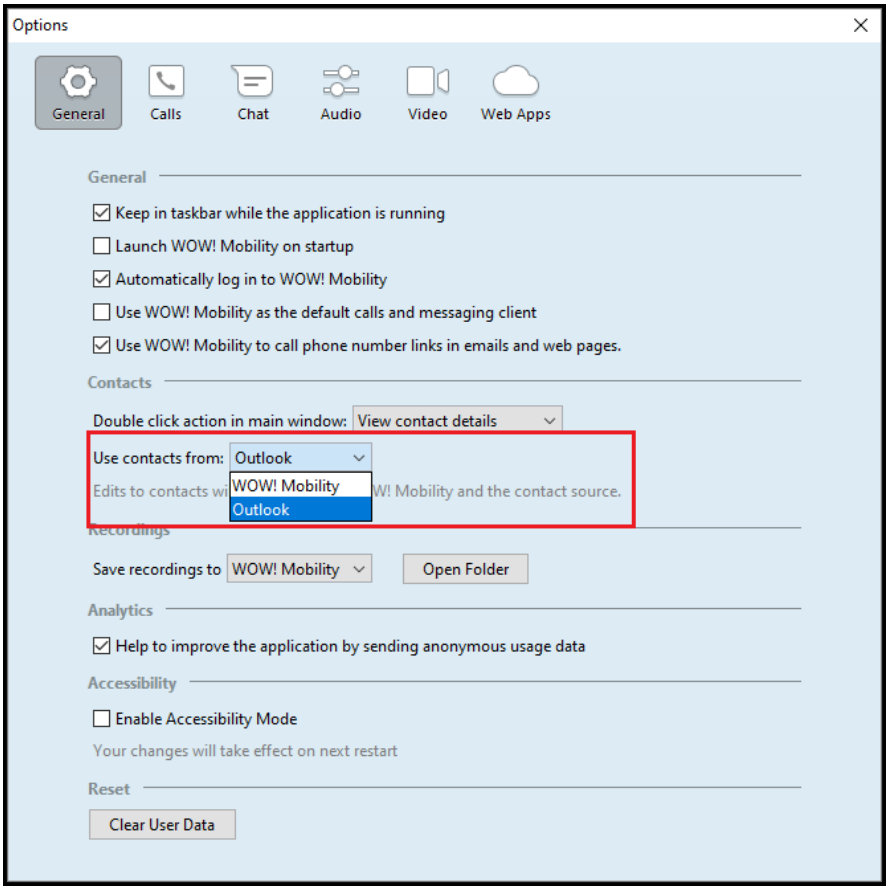
Contacts can be managed with WOW! Mobility in various ways, so it's critical that you select the right configuration for your organization's contacts. The Business Group's contacts should always be enabled, as your presence information will be displayed more reliably. Optionally, you can configure WOW! Mobility Desktop to sync with contacts on either your PC or your Mac, as described below. Also, you can configure an additional contact source with LDAP to sync to 3rd party systems your organization might have.

**Note – Outlook integration is only available on Windows clients where various features, plugins, and the like are available to make the experience with WOW! Mobility more seamless. Outlook integration is not available for the MAC client.

Changing the Default Contacts Source

Changing the contacts source is fairly easy within the WOW! Mobility application. Simply navigate to the preferences menu option and change the default contacts source. The following options can be selected:

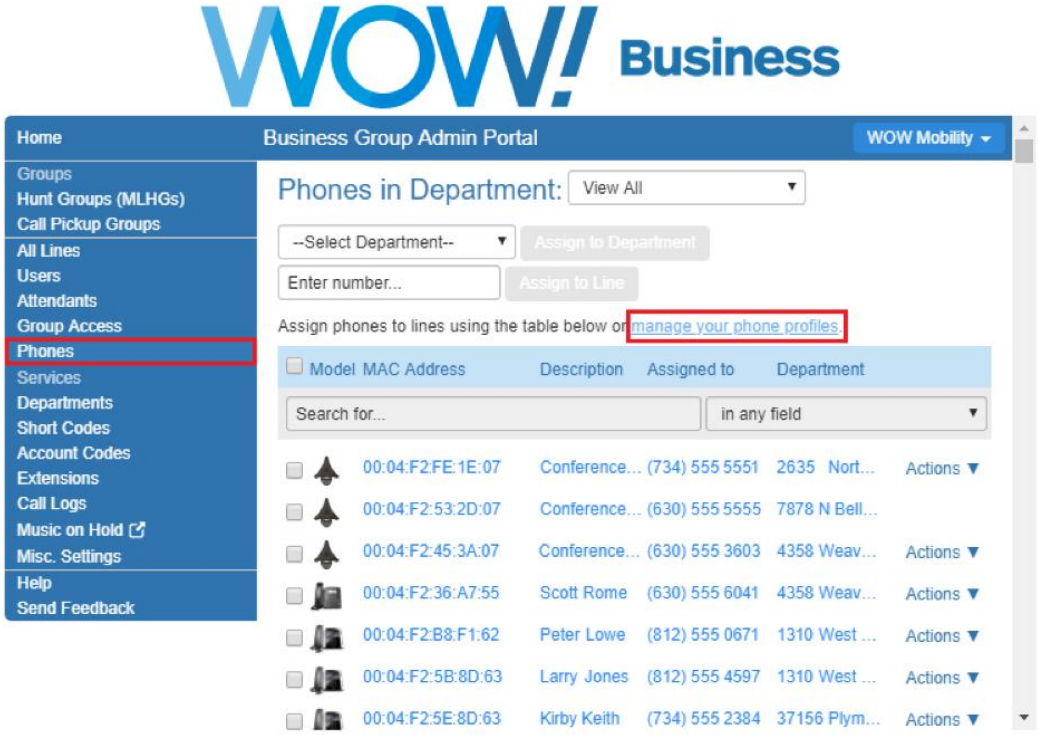
1. MAC OSX – Apple contacts or WOW! Mobility (aka business group contacts)
2. Windows PC – Outlook Contacts or WOW! Mobility (aka business group contacts)



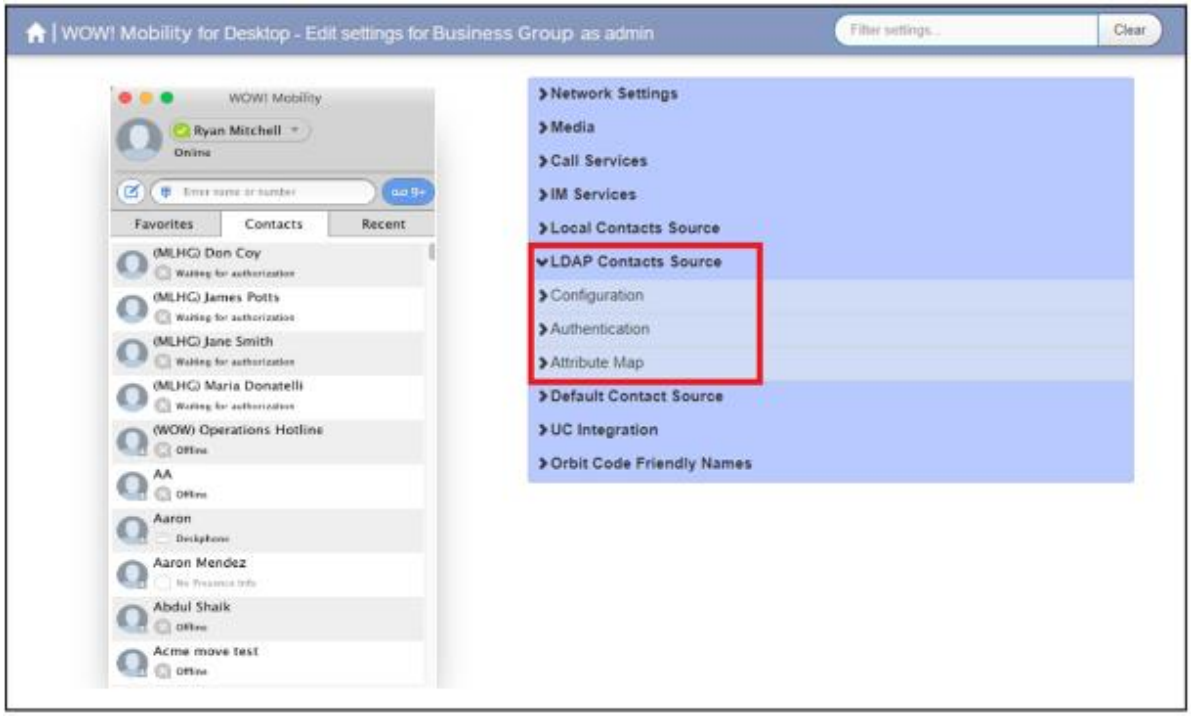
Adding an LDAP Contacts Source for WOW! Mobility Desktop

WOW! Mobility Desktop can be configured to support LDAP integration to other systems that support it. In order to configure this, you'll need to make sure that you have an LDAP account setup for WOW! Mobility to use as well as access to the administrator portal for your services.

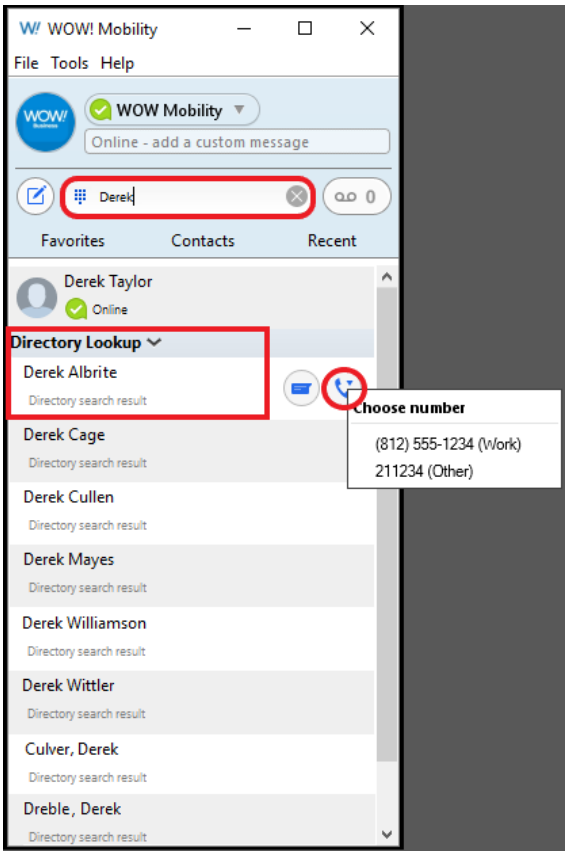
1. Log into your administrator portal and navigate to Phones, then click on manage your phone profiles. (https://phone.wowforbusiness.com/bg)



2. When you click on manage phone profiles, a new window pops up displaying all of the device types you have on your account. From here, click the edit button under "WOW! Mobility for Desktop"
3. Once you are in the phone profile screen, you'll need to update the following sections. Some of these will largely depend on your LDAP source, but the configuration should be pretty straight forward.
    a. Click on LDAP Contacts Source, then configuration and enable LDAP contacts. Also, enter your server, port, and root DN information. The port is typically 389, but you'll want to check your configuration.
    b. Click on Authentication then select whether this is required or not. If so, enter a username and password for your server.
    c. The attribute map is setup by default, but you can modify it to meet the needs of your system.

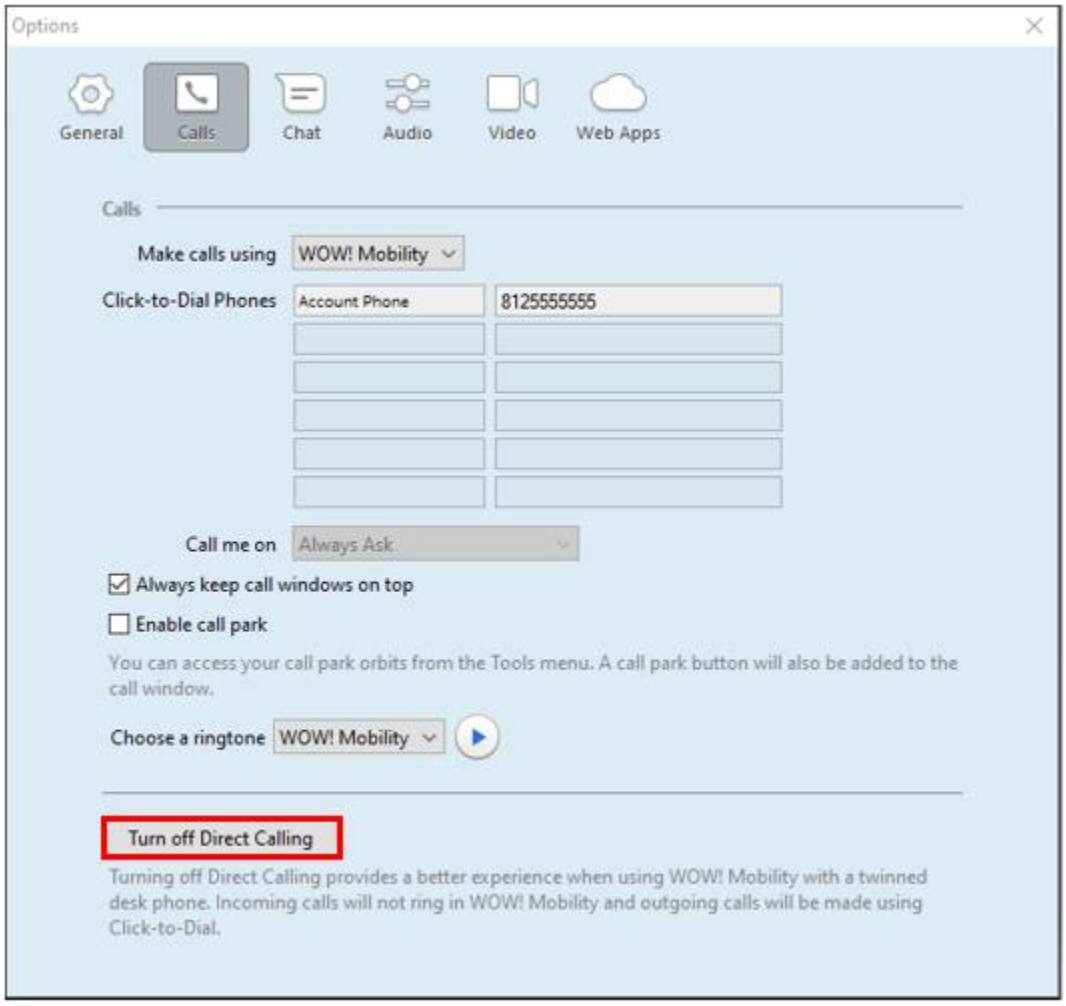


4. Finally, once you have configured this, you can search your directory by typing a contact name in the search box. You will get a response under the header of "directory lookup" if the name was found with LDAP. From here you can select the drop down which will display how you want to reach out to the contact.



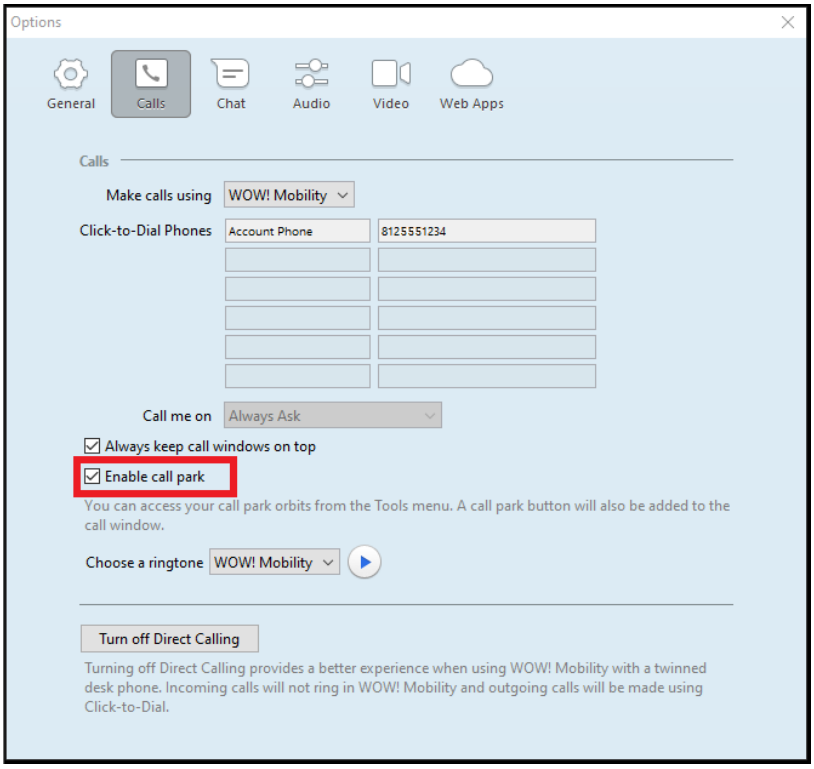
Integrating WOW! Mobility with a Desk Phone

For users who will have both a WOW! Mobility Desktop application and a physical phone at their desk, they may want to use WOW! Mobility for messaging, meetings, etc. but continue to take their voice calls from their physical phone. In these cases, it may be desirable to disable WOW! Mobility's direct calling capabilities but still be able to use WOW! Mobility contacts to make calls. The application remains fully functional with this setting enabled, however all calls made through WOW! Mobility will use "click to dial" or two stage calling such that calls made with WOW! Mobility will ring a customer's device of their choosing which must be answered before the outgoing call is placed to the desired party. Two-stage dialing works by placing a call to your desk phone where once it's answered, the outbound call will be made to the desired party. Configuring this feature is as simple as navigating to the WOW! Mobility Calls tab under the Tools>Options menu on a Windows computer, or under Preferences on a Mac, and selecting "Turn Off (or On) Direct Calling.

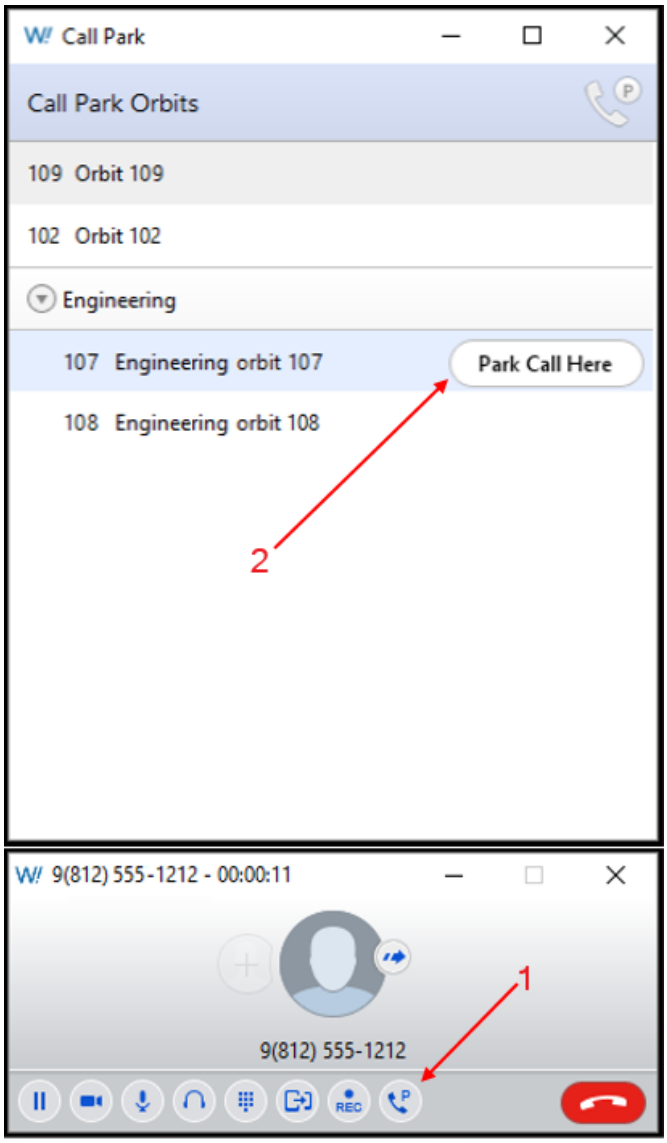


Enabling Call Park

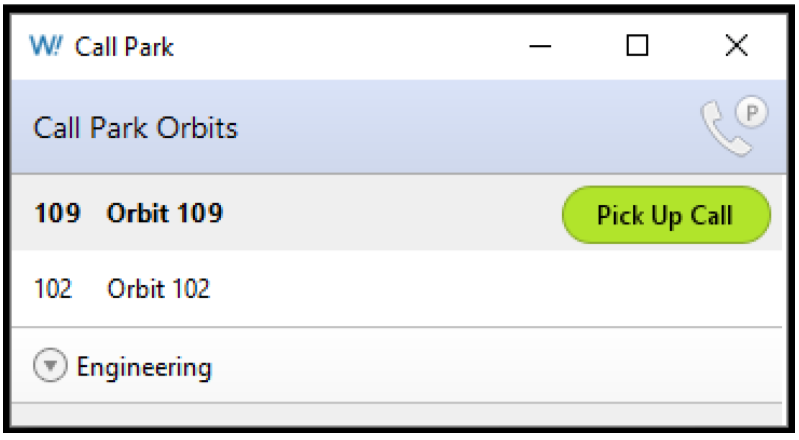
WOW! Mobility supports the use of the Call Park feature. To use this, Call Park must be configured in the customer's global configuration as the business group level. Once these "orbits" are configured, customers can park calls for other users to pick up by placing the call in an orbit that the other user has access to. For a user to configure Call Park, they must first configure their WOW! Mobility application to support it. Do this by navigating to Tools>Options on a PC or Preferences on a Mac, then from the Calls tab, click "Enable Call Park"



Once enabled, users can now park calls from the in-dialogue call menu as a park key now shows up. To place a call on park while in a call, click the park button. Once this is clicked, another window will pop up to select which orbit to put the parked call in.

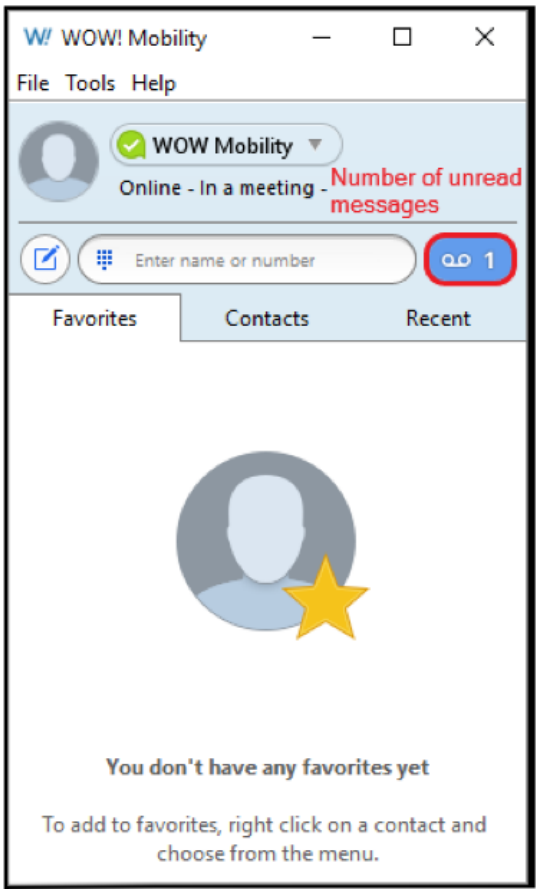


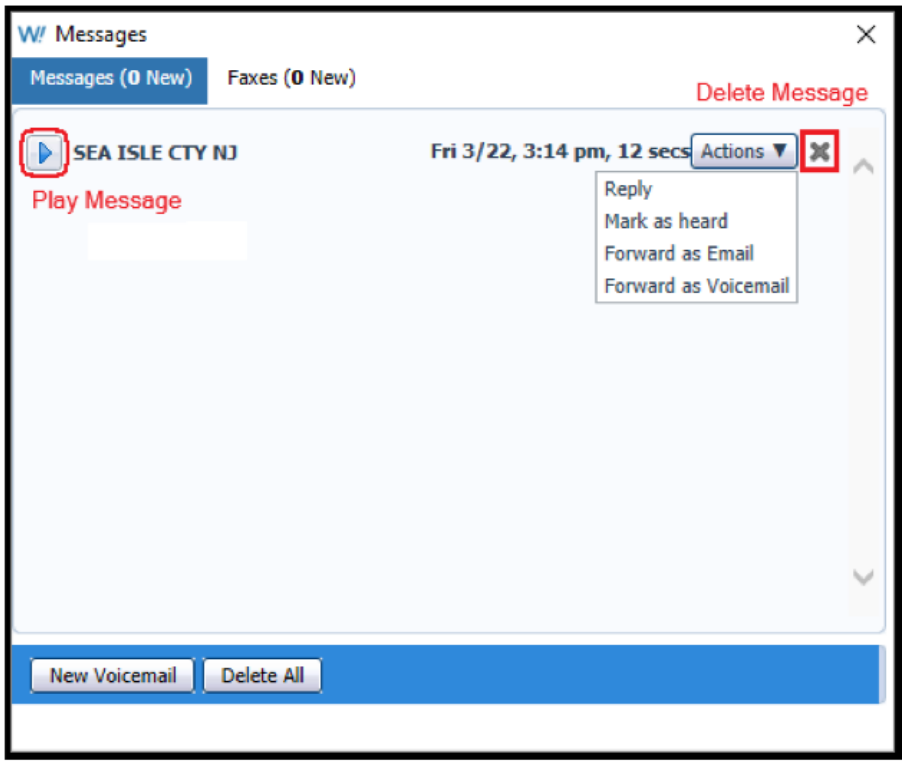
To pick up a parked call, go to the Tools menu and click Call Park. From there, you can pick up the parked call on the orbit the call was placed on.



Viewing and Managing Voicemail Messages in WOW! Mobility

To view voicemail messages in WOW! Mobility, simply click the icon from the application. A new window will pull up that shows your messages and lets you manage them. The icon will turn blue and list the number of unread messages in your mailbox if they exist, otherwise, its gray and displays "0". You can play, delete, and forward voicemails as indicated by the screenshot below.

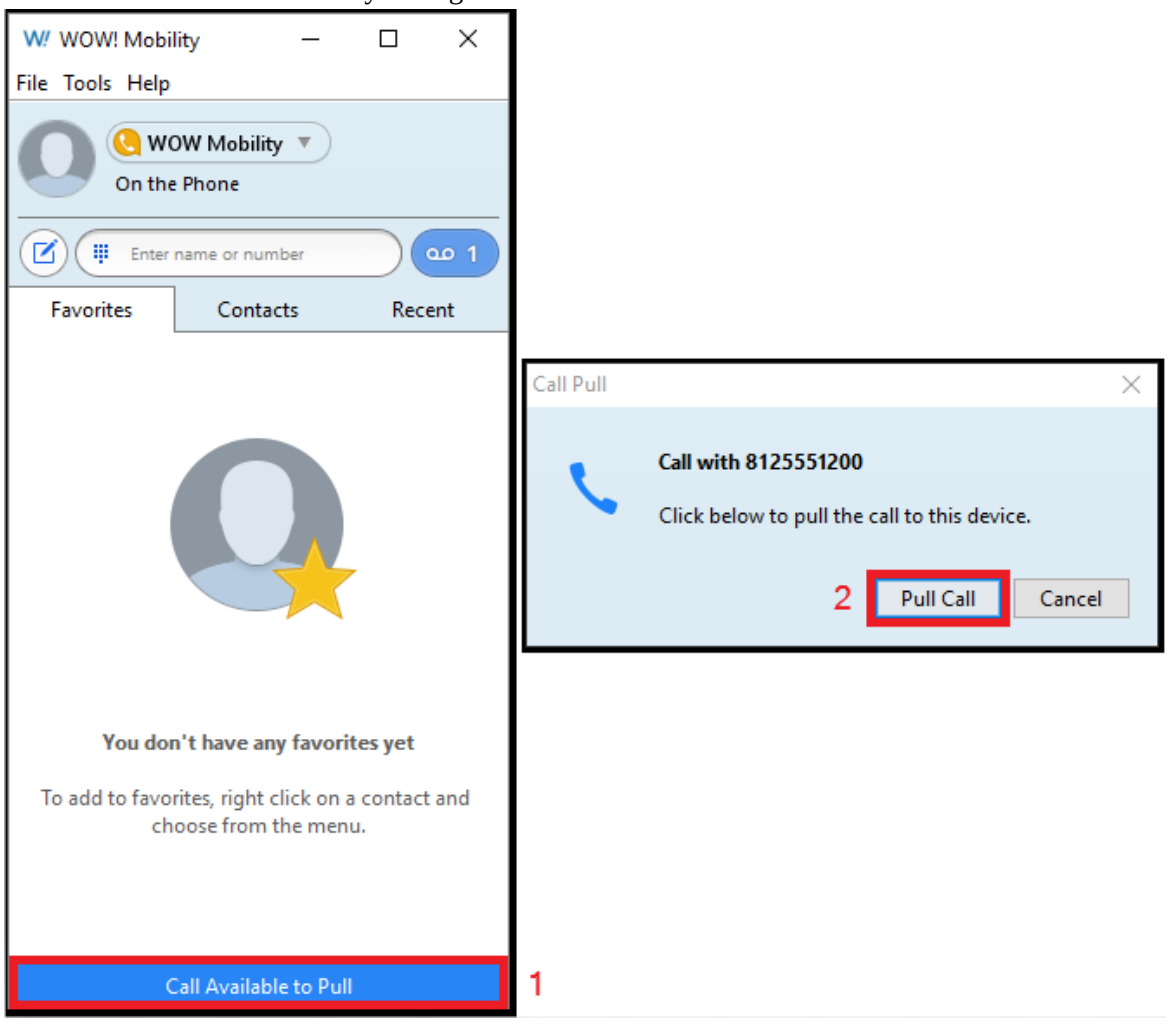




Pulling (Jumping) Calls between Devices with WOW! Mobility

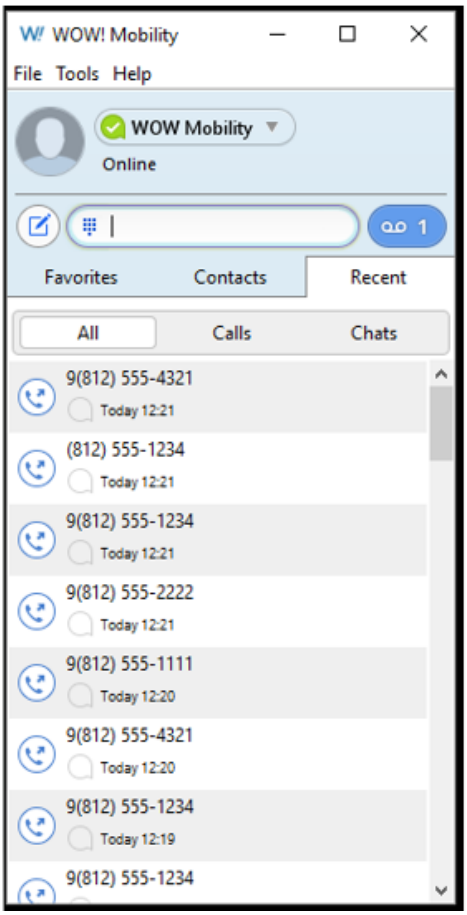
Call Jump is a feature that allows customers and users to pull a call from another device when desired. A case for this are that you are on your desk phone and want to pull the call to your WOW! Mobility Mobile application before you walk out of the office. You can also pull a call to your WOW! Mobility desktop application from your desk phone or between your WOW! Mobility for Mobile and WOW! Mobility Desktop application. Note, that 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.

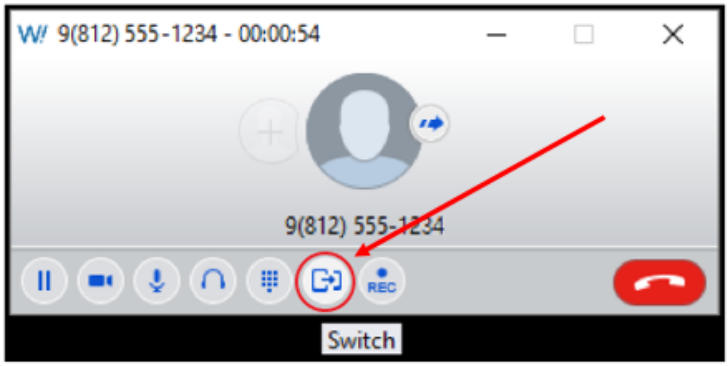
When you are using WOW! Mobility Desktop, and are on a call on another application or device, you will see a blue icon at the bottom of your application stating, "Call Available to Pull". If you click this icon, a new window will pull up confirming your desire to pull the call to this device. Once you click "Pull Call", your call has now been moved to your desktop application from whatever device you original took the call on.



You can also use the "switch" function from the in-call dialogue box to switch a call to a different device. To do this, click 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. If you answer the call from your IP desk phone for example, the call will move from your softphone to your desk phone.



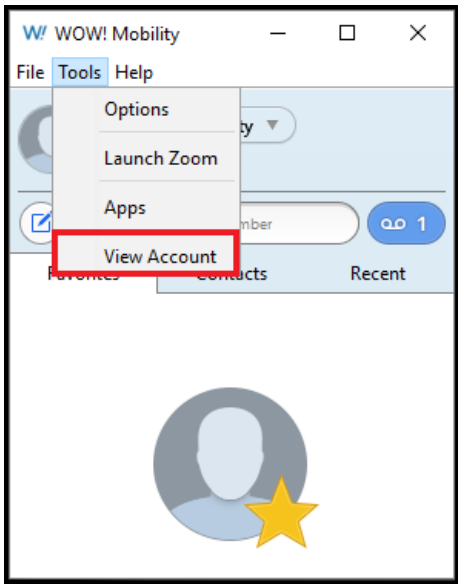


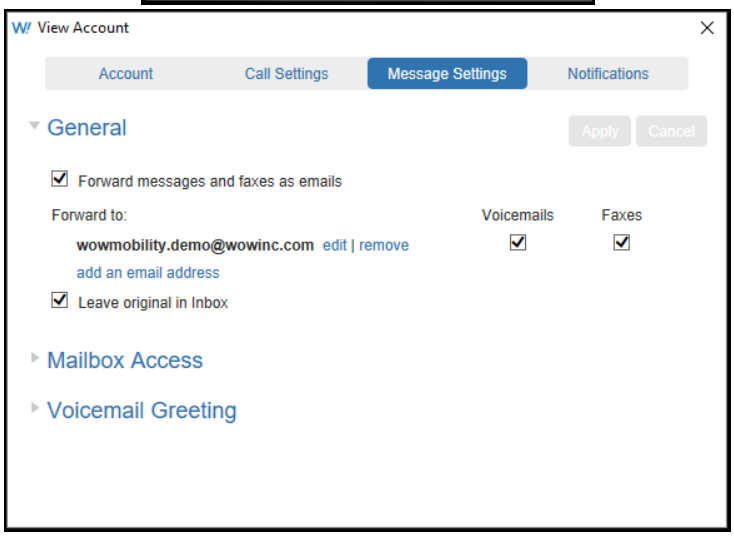
CommPortal Integration with WOW! Mobility Desktop

CommPortal is WOW's phone feature management portal and can be used to check voicemail messages and manage services as called out in several previous sections. You can access CommPortal at the following link: https://phone.wowforbusiness.com

While you can use CommPortal to manage your features, you can access some of the most common features in CommPortal directly from the WOW! Mobility client. To do this, navigate to the Tools menu, and select View Account. A new window pops up that includes the same functionality and interface as the CommPortal settings tab. From here, you can change various account settings such as setting up voice to email forwarding, managing your greetings, and the like. For complete instructions on how to use the account settings section of WOW! Mobility, please refer to the CommPortal user guide.

http://www.wowforbusiness.com/docs/wow/product-support/commportal-guide-mw-BCM.pdf





Headset Integration with WOW! Mobility

To provide the best experience possible while using the WOW! Mobility client, it's highly recommended to use a headset with your computer. This guide can't possibly cover all of the options available, however WOW! has found the best experience with the client comes while using a wired USB headset. You can get wireless versions of USB headsets using DECT technology that seem to work well, but USB versions seem to significantly outperform Bluetooth headsets for audio quality. In our tests, we have utilized several versions of Bluetooth headsets with our computers and have had mixed results relative to audio quality.

Due to the nature of headsets, operating systems, hardware etc. this guide won't cover how to configure a USB or Bluetooth headset in your computer, but will show you where to navigate within the client to setup your audio devices. You will need to have a headset connected and configured in your operating system before completing the next step in this process.

Headset configuration for Windows OS

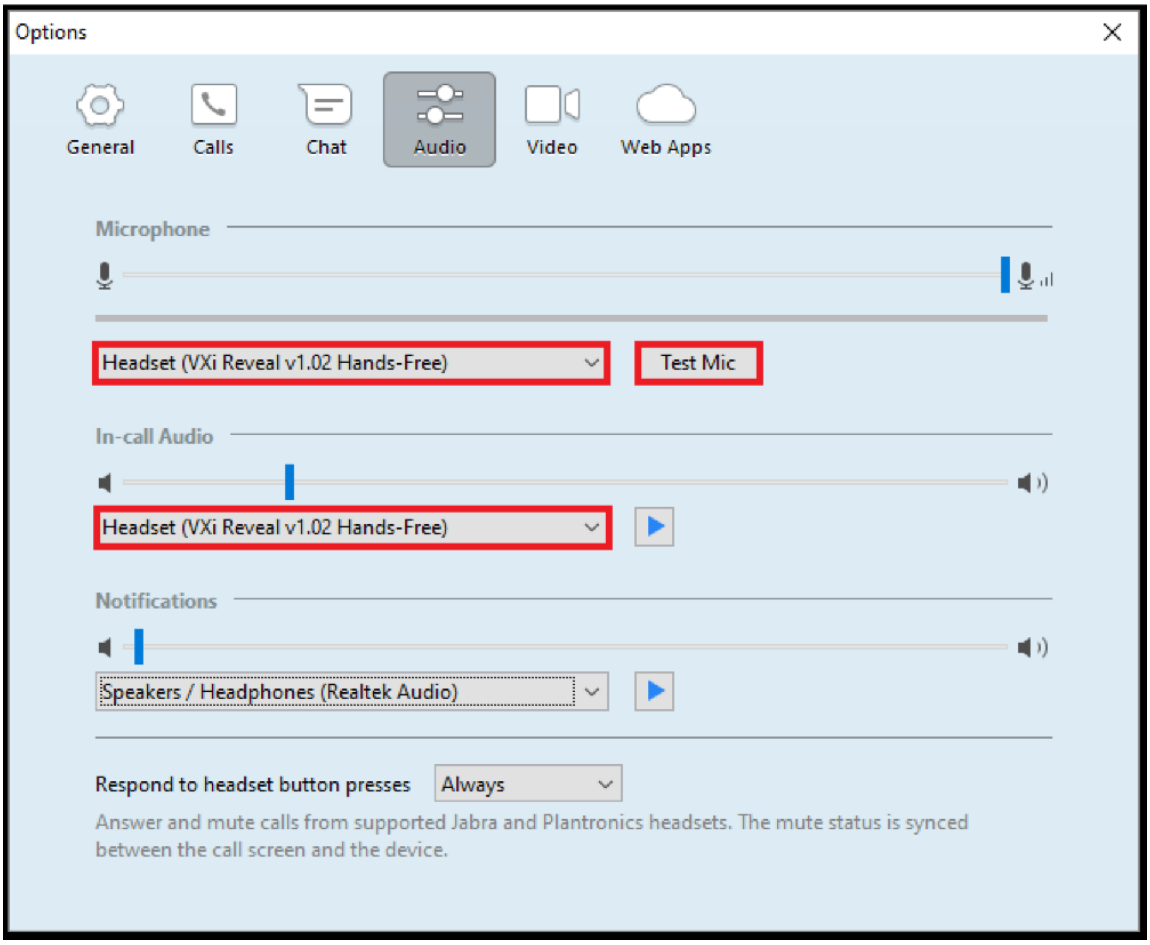
- Plug USB headset into your computer
- At the bottom right of your computer screen, you should see a speaker icon (looks like a speaker)
- Left click on it and then at the top right click on the speaker icon again (the one that has the name of your headset)
- Click on Levels and adjust (not too high)
- Click OK
- Right click on the Sound icon on the bottom of your screen
- Click on the Speakers button that has your headset brand and name on it
- At the bottom of the screen, make sure the drop down says "Use this device." If not, change the drop down to where it says "Use this device"
- Click on the Advanced tab
- Put your headset on
- Click "Test"
- If you can hear the tones, your headset speakers are set up
- Now, let's check the microphone. Right click on the Sound icon at the bottom of your screen
- Open "Sounds" and click on the Recording tab
- Click on Microphone. Make sure that your headset brand and name is displayed
- At the bottom of the screen, make sure the drop down says "Use this device." Change if necessary
- Click on Levels and turn the volume up to about 20

Do not mute the speaker on your computer when using the headset. Doing so will prevent you from hearing any audio.

Headset configuration for Mac

- Plug USB headset into your computer
- Click the Apple Menu > System Preferences… and then select Sound
- Select Output, and the select headset from the list of available devices
- To configure the microphone, click the Apple Menu > System Preferences
- Click Sound
- Click Input and select your headset as your microphone
- Adjust the settings for the selected microphone
- Test the sound level

To access your headset within WOW! Mobility, simply navigate to the Tools menu in your client. Once there, you can navigate to the audio tab under Options, and update your microphone and in call audio (speakers). You can also test your preferred microphone by selecting the "Test Mic" button. Once these steps are complete, you have configured your microphone and speaker preferences for WOW! Mobility.



Unified Communications Integrations

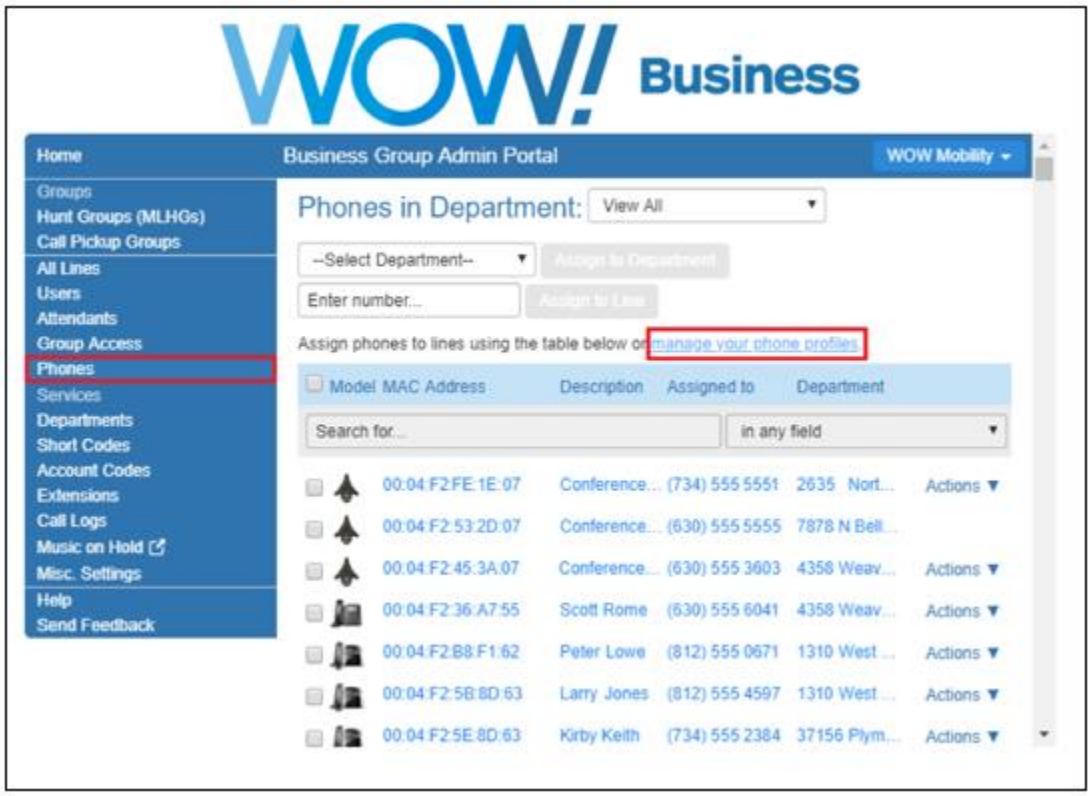
Users and business group administrators can configure the WOW! Mobility Desktop client to integrate with many 3rd party CRM, conferencing, and collaboration services. Support for these services vary greatly, however integration with CRM's such as Salesforce.com and SugarCRM are pretty extensive along with collaboration services such as box.com, WebEx, etc. Please see examples below in regard to how to configure conferencing services to work with your application.

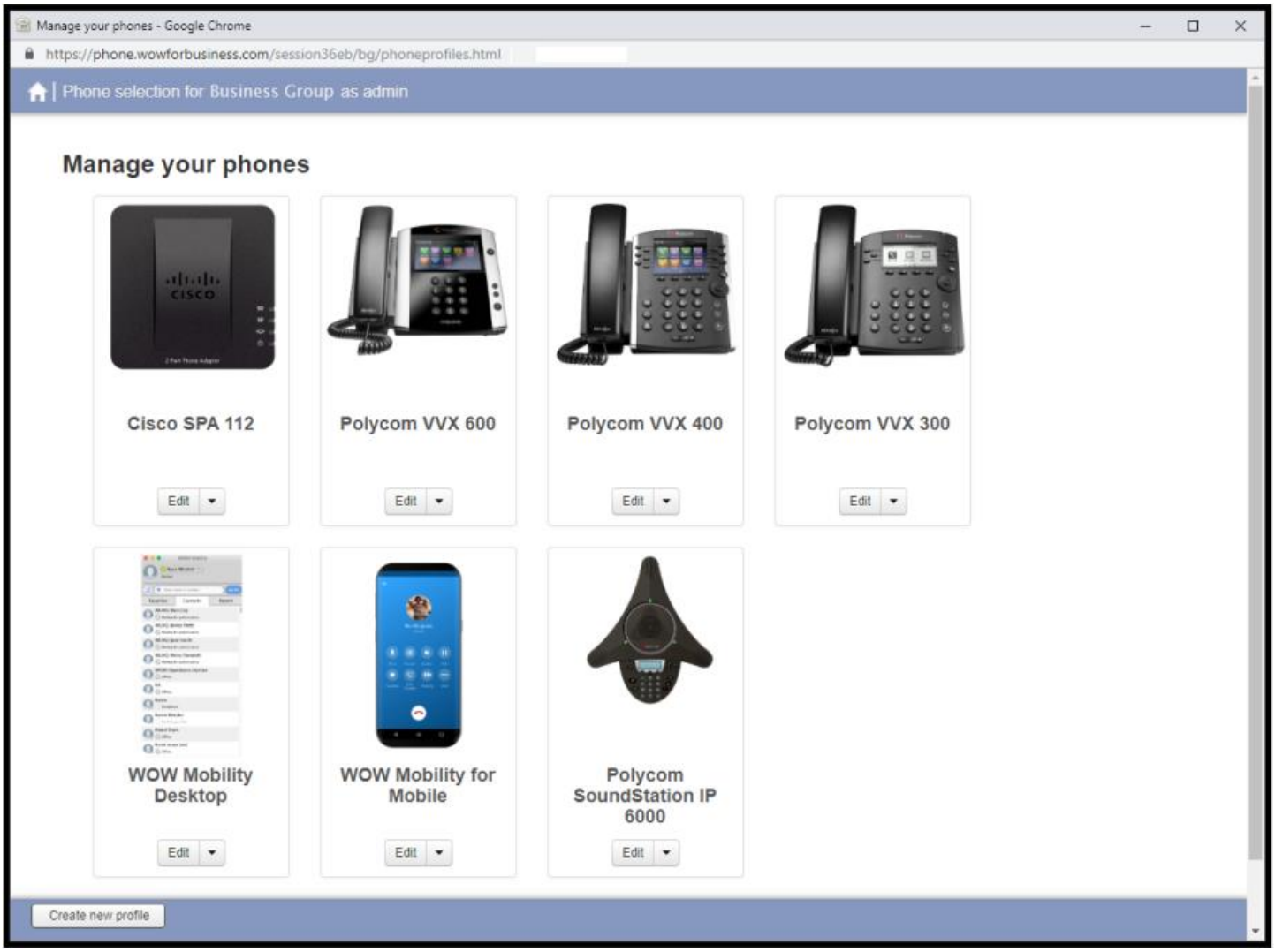
Zoom

Zoom is a popular conferencing and collaboration service in the marketplace today. Please follow the steps below to setup Zoom integration with WOW! Mobility. This integration would currently be classified as a basic integration, but that might change in the future.

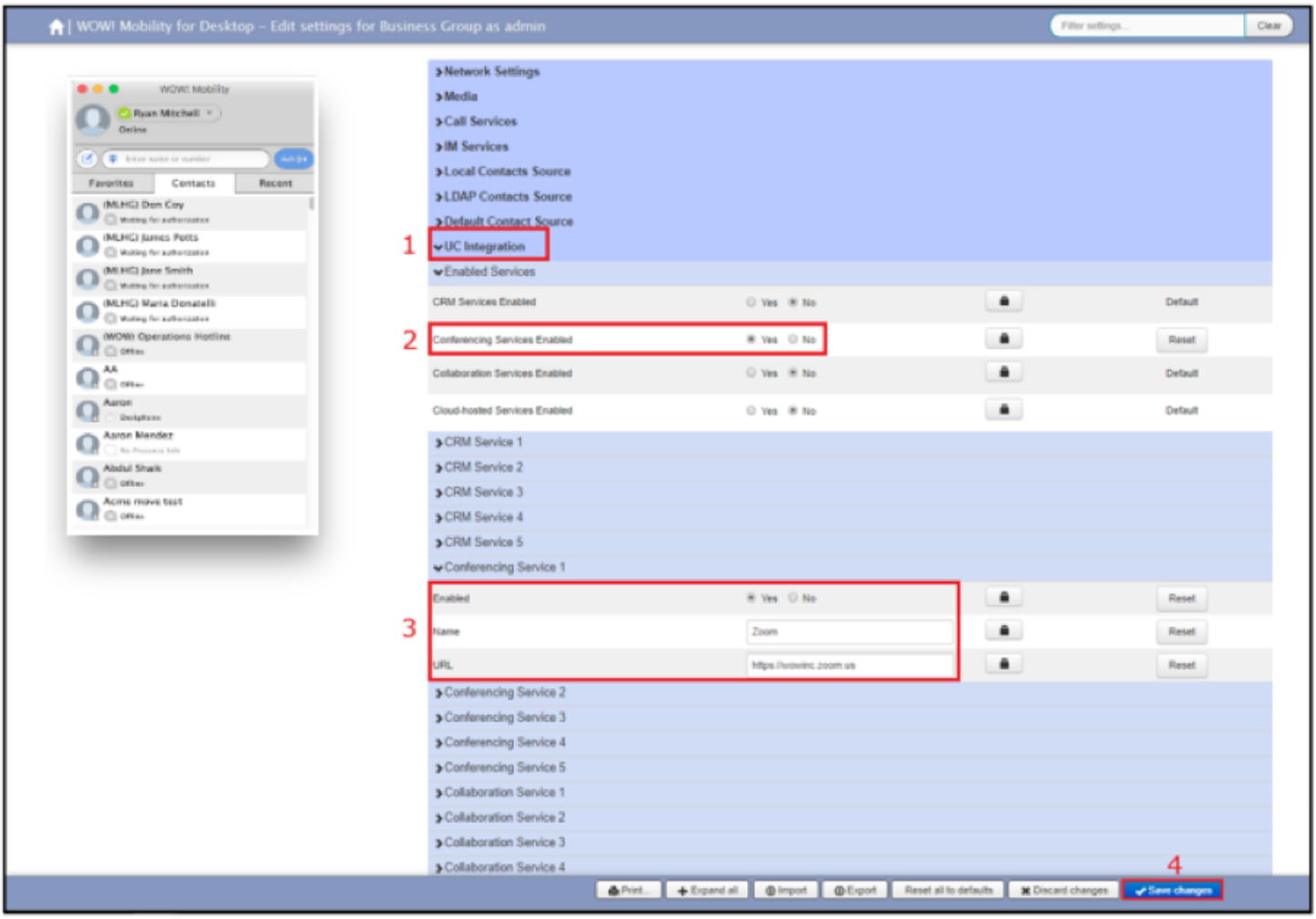
If the Business Group Administrator wants to configure this for all users in the business group, they need to first log into the business group administrator portal at https://phone.wowforbusiness.com/bg

Once there, they need to open their global phone configuration profiles, then navigate to the WOW! Mobility for Desktop profile and select Edit from the menu.

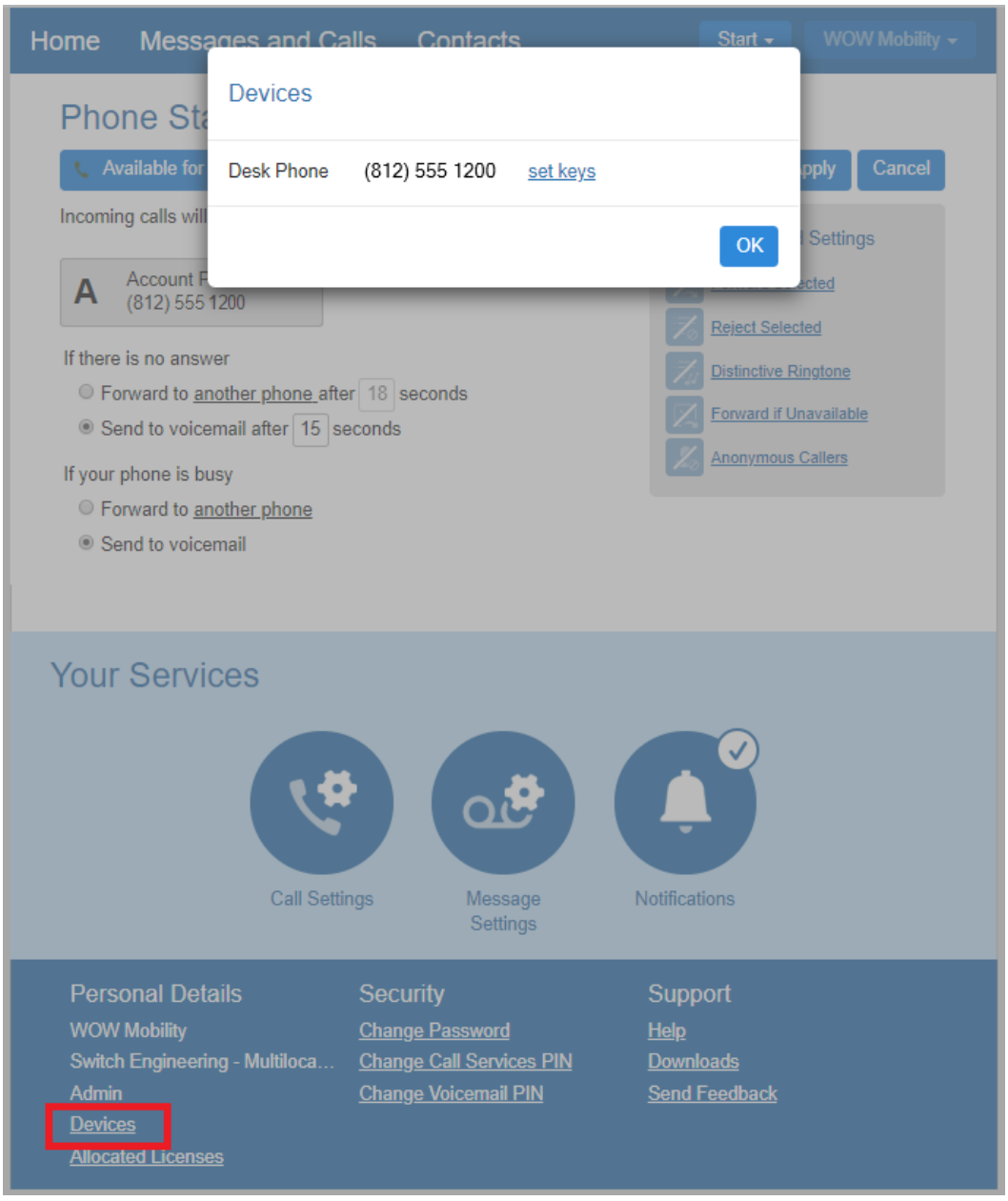




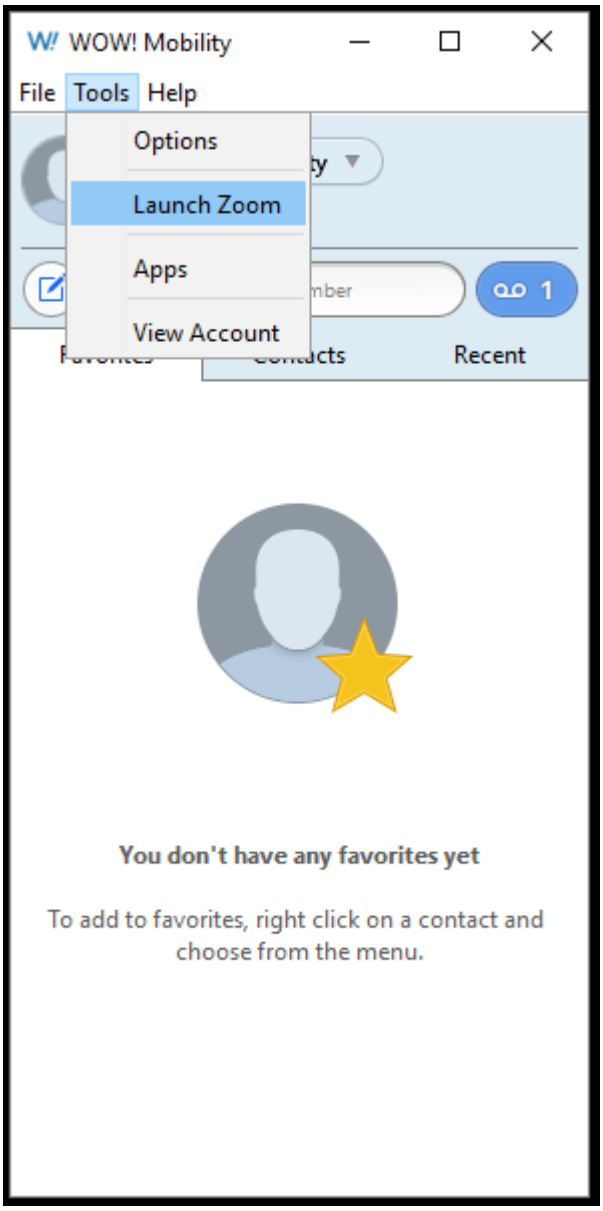
Once you are in the edit menu, click on UC Integration, then enter the information for Zoom in Conference Service 1. The platform has several conference, CRM, and Collaboration services configured by default so you can overwrite the information in Conference Service 1, or move to Conference Service 2 if you have another service configured and active. For Zoom to work, you need to enter your organizations id into the domain as per the example in the screenshot below. From here, you move up to enabled services/Conferencing Services Enabled and Enable the Conferencing Service. Finally Click the submit changes button at the bottom of the page.



When an administrator configures this service at the BG level, the changes will take effect for all users in the BG. Individual users can change this on their accounts as well by navigating to their CommPortal at https://phone.wowforbusiness.com and setting keys in the same way the BG admin would do it for the account. (Navigating to WOW! Mobility for Desktop profile, clicking edit, and making the change described above)



Once the service is configured to work with a Business Group and/or individual user account, navigation to Zoom from WOW! Mobility can be done by clicking on the Tools menu, and “Launch Zoom”. Note, that the word after launch is what you named the service in “Conferencing Service 1” from a previous step.


WOW! Mobility
File
Tools
Help
Options
Launch Zoom
Apps
View Account
Recent
You don't have any favorites yet
To add to favorites, right click on a contact and choose from the menu.

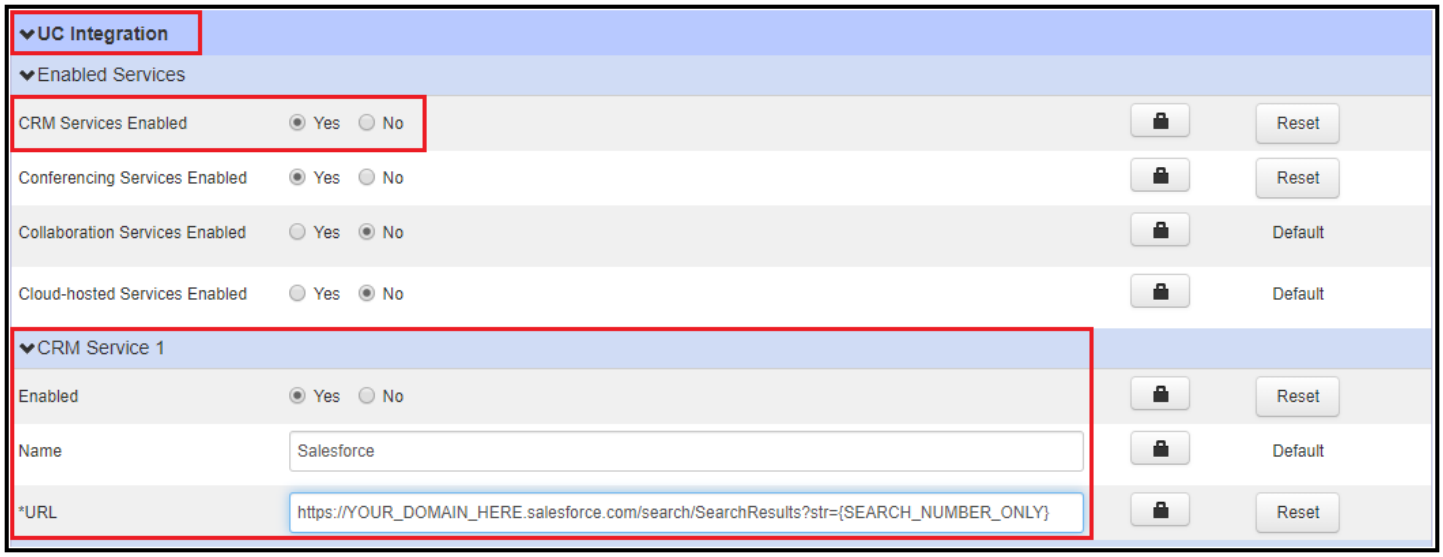
Salesforce.com

Salesforce.com is one of the most popular CRM's in the world and your WOW! Mobility desktop application can be configured to integrate to salesforce.com. This integration allows you to link your contacts from WOW! Mobility to search for their information in salesforce.com. You can also configure your WOW! Mobility in call dialogue to search salesforce.com for either the name sent to you in caller id, or the number of the caller.
Just as with the Zoom integration, you need to login into your business group administrator portal and navigate to your global phone profiles, then select UC Integrations. From here, you need to enable CRM services as well as setup the URL for your salesforce.com instance. After filling out the information for your organization, make sure to click save changes in the lower right of the window. A couple things to note would be:

- CRM Service 1 defaults to salesforce.com so you can re-use some of the configuration here. You simply need to overwrite "REPLACE_WITH_URL_ROOT" with your root domain for salesforce.com. Typically, these start with na, then a number. For example, https://na9999.salesorce.com/search….. Your URL root can be found by opening a web browser and logging into salesforce.com. The URL root will be displayed in the address bar of your browser as part of the page you are viewing.

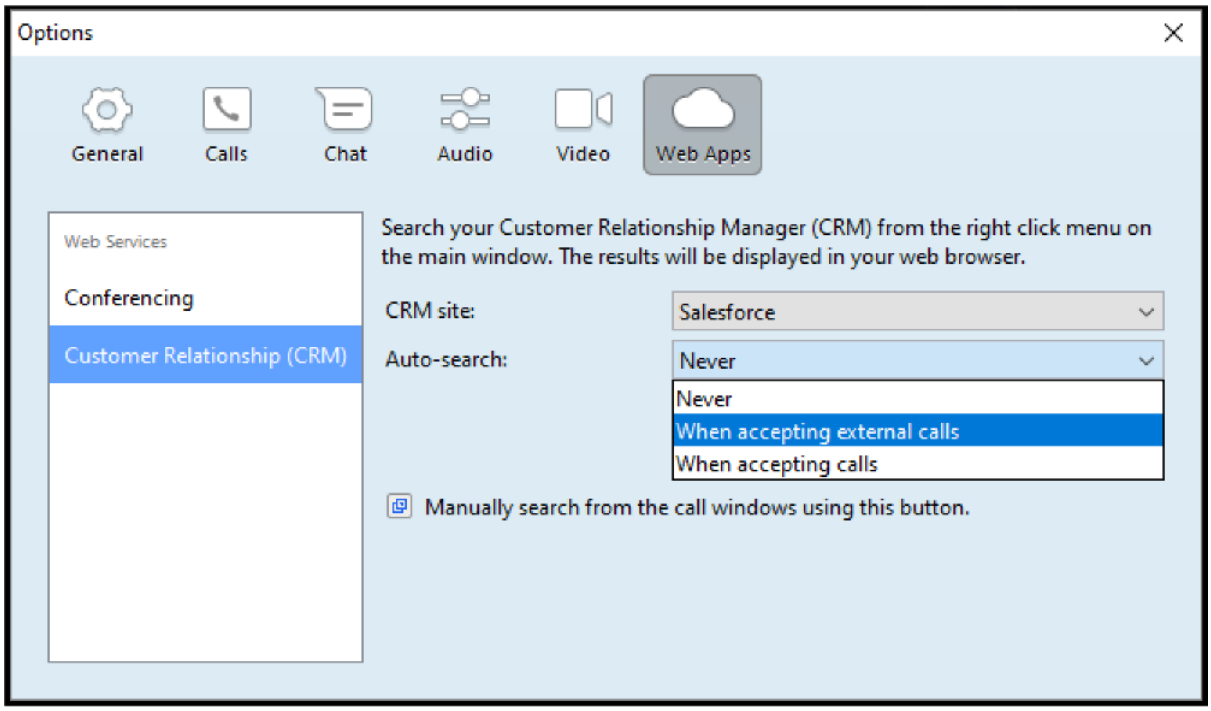
- There are two versions of the URL string that you can use. These end with the following:

    - str={SEARCH_VALUE} – will perform a test search in salesforce.com based on the name information received from caller id.
    - str={SEARCH_NUMBER_ONLY} – Will perform a search in salesforce.com based on the calling party number received in caller id.

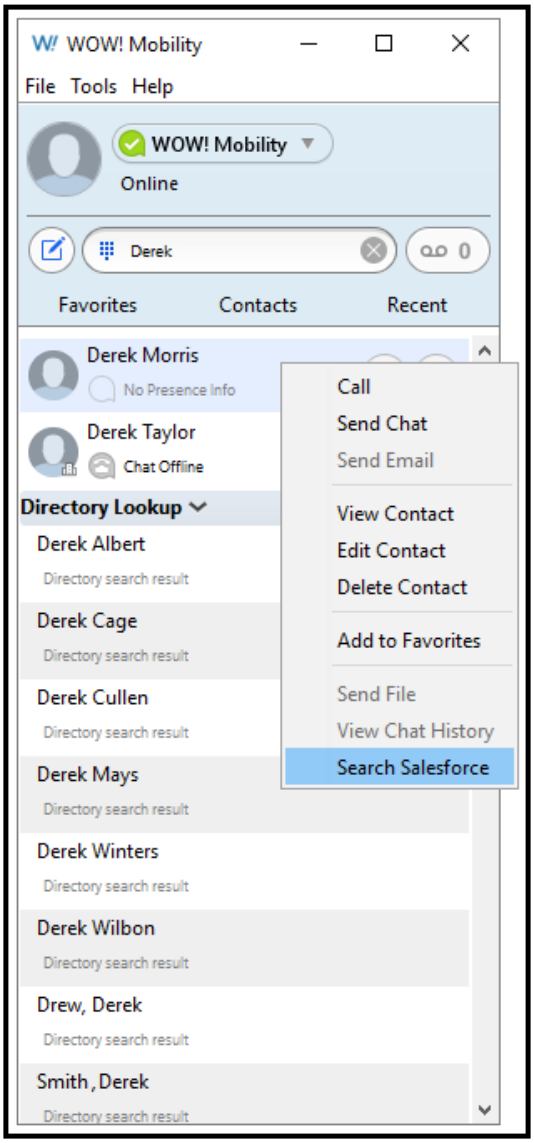


After you configure this service for your organization, you'll want to make sure that anyone that has an active WOW! Mobility client, restarts the client for the changes to take effect. Once you restart the client, you will see a few things change in your menus. These are:

- A new option in the preferences or options menu under web apps that allows you to configure how salesforce.com will work with WOW! Mobility. You can configure the application to auto-search salesforce.com when a call comes in from anyone, only from external calls, or never as shown below.



You will also be able to search salesforce.com by right clicking a contact from your WOW! Mobility App. To do this, right click the contact you want to search in salesforce.com and select "Search Salesforce.com" and a new web browser window will open up and display the results of the search



Finally, you can pull up information on a caller by selecting the salesforce search icon from the in-call dialogue box. Once you click this icon, a new browser window will open with the results. Note: this is where the settings to search by name, or search by number really come into effect based on the URL search string you entered previously in the Business Group Administrator Portal.

SugarCRM

Sugar CRM is another popular CRM application that can be configured to work with your WOW! Mobility application. While the operation might differ slightly and be less feature rich than salesforce.com, we are going to list the basics below to get you started in configuring this service to work with your application. As in the steps with salesforce.com, you'll want to enable the service in the BG Admin portal and change the URL root to the following:

https://***URLROOT***?module=Home&append_wildcard=true&action=spot&full=true&q={SEARCH_VALUE}

URLROOT must be replaced by the SugarCRM URL domain for the user's SugarCRM account.

To find the appropriate value:

- Log into SugarCRM
- Look at the URL - it will look something like https://**evedok3608.sugarcrm.eu**/home/
- In the BG Admin Portal Phone Configurator, replace ***URLROOT*** in the example URL with the first part of the domain - everything between the "https://" and the next "/" character (**evedok3608.sugarcrm.eu** in the example above).
- Save the changes in the BG Admin Portal Phone Configurator.