

BUSINESS VOICE MOBILITY

CWB COMMUNICATOR USER GUIDE

CWB COMMUNICATOR

Your Business Voice Mobility service can be used to make and receive calls from your desk phone, your PC or Mac and your mobile devices.

CHECK YOUR DEVICE COMPATIBILITY

Your Business Voice Mobility service works on these mobile devices:

- Android phones and tablets running Android Operating System 2.3.3 (Gingerbread) or later versions
- iPhone 3GS and later model devices running IOS 5 or later versions.
- iPad running IOS 5 or later versions.

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

FIND YOUR PASSWORD

You will need your CW Business Phone number and password to start using CWB Communicator (Business Voice Mobility). If you do not have this information, contact your local support team.

DOWNLOAD AND INSTALL THE APP



As a first step, download CWB Communicator (the official Business Voice Mobility app) from the Google Play Store for Android devices or the App Store for Apple devices.

You may also download directly to your PC or Mac. When prompted, save the file. Find the file in your downloads folder and then open that file to begin the installation process.

EXPLORING CWB COMMUNICATOR

CWB Communicator for mobile is like having your desk phone on your mobile and so much more. You can make and receive calls, hold calls, transfer calls and make three-way calls. You can even push or pull calls over to your phone from other capable devices.

You can use it to send instant messages to other people in your corporate directory who are also using CWB Communicator, no matter what device they are using.

CWB Communicator uses Wi-Fi or mobile data services that are available and connected to your mobile phone, so you can make and receive calls without using your mobile minutes.

MAKING CALLS

To make a call, enter the number you are calling into the App dialer or simply tap on the contact and touch the contact's number you would like to call. CWB Communicator will route the call over Wi-Fi or using 3G/4G/LTE mobile data. If the person you are calling has caller ID, they will see your phone number calling them.

Depending on the other services that CW Business, you may see the incoming call on your desk phone, on your mobile or on a tablet device. You answer the call on whichever device is most convenient to you.

RECEIVING CALLS

When someone calls your CW Business phone number, the CWB Communicator App will offer you the choice to accept or reject the call. Depending on the other services that CW Business, you may see the incoming call on your desk phone, on your mobile or on a tablet device. You answer the call on whichever device is most convenient to you.

Calls directly to your mobile number utilize device's native dialer as normal.

DURING THE CALL

While on the call, you will have the following options:

- mute the call
- open dial pad
- turn on speaker mode

VIDEO CALLING



If the person you are talking to is also using CWB Communicator, you can upgrade your voice call to a video call at any time. Click on the camera icon to start the video call. The other person will receive a prompt inviting them to switch on video too. Click on the camera icon at any time during your video call to go back to a voice only call.

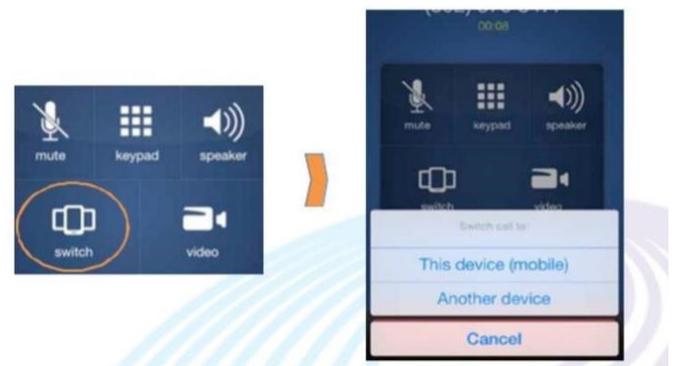
SWITCH: MOVE THE CALL WHILE YOU ARE STILL ON IT

A call on CWB Communicator will be on Wi-Fi or on mobile data service. If the connection is not reliable, the audio quality of the call may be poor. If this happens, you can switch the call to a regular cell phone connection by pressing the switch button. You will see the option to switch to "This device (cellular)". Remember that the call will now start to use your mobile minutes.

PUSH AND PULL A CALL FROM ANOTHER TWINNED DEVICE

You may have a call in progress on another device that is twinned (directly linked to and makes use of) the same phone number, such as your desk phone. CWB Communicator on a PC or tablet. You can push and that call to another device running CWB Communicator.

Imagine for example, that you have a call on your desk phone that you want to pull to your mobile, so you can:



- pull your call to mobile to can take the call in a private area such as a meeting room or office
- pull your call to mobile and then switch to cellular so you can take the call and leave the building on your way to another meeting.

If a call exists that can be pulled, the CWB Communicator app on your mobile phone will notify you that there is a "call available to pull". If you want to move the call to your mobile phone, just follow the prompts to pull the call from your other device to your mobile phone.

This works if you want to pull the call to your tablet device too.

CHOOSING WHICH CALLS YOU RECEIVE

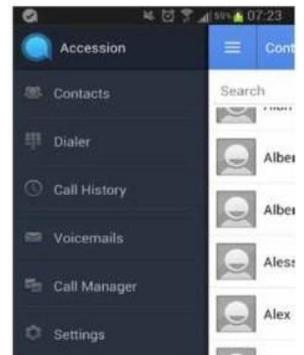
A quick swipe away or touch the 3-line navigation icon from the CWB Communicator contacts list, reveals all the other controls that you need to access the may rich features of CWB Communicator.

Call Manager lets you decide who can reach you and when. You can tell CWB Communicator how to handle your incoming calls. Choose between:

If DO NOT DISTURB is selected callers will hear a recorded voice announcement saying that you are unavailable and will then be connected to your voicemail. None of your devices will ring until you turn off Do Not Disturb. Be sure to use it carefully.

You can also tell CWB Communicator to FORWARD ALL MY CALLS to another number. Click this option and you will be prompted to the enter the number you want your calls to be forwarded to.

Note that when you change your availability status or set up a forwarding number, the change applies on every device on which you are using CWB Communicator. If you temporarily misplace your mobile and forget to change your status, just do it from the CWB Communicator on your desktop app on your PC or Mac or on your tablet.



YOUR CONTACT LIST

CWB Communicator opens automatically to your App contact list. Depending on how your service is set up, the contact list may include:

- [contacts that are contained in the contacts list that is already on your phone](#)
- [contacts that are in your corporate directory](#)
- [contacts that are CommPortal contacts.](#)

CWB Communicator provides the user with access to corporate directory and CommPortal contacts directly on the installed device. Those extra contacts will be automatically removed when you uninstall CWB Communicator from your devices.

When you are inside the CWB Communicator app and you are looking at the contacts page, you can press the phone's menu button or action bar to choose which of your contacts are presented to you.

SETTINGS

Scroll through the options in Settings to make sure they are the ones you want. Note that many of these settings like ringtone and notification sounds are adopted from the settings already in your phone.

This section of the app also allows you to make important choices about services that CWB Communicator can use. You can specify that it should only use Wi-Fi or both Wi-Fi and mobile data. This can be very important if you have a low mobile data allowance or if you are roaming, when mobile data may be costly.

VISUAL VOICEMAIL



Click on the message button to see the list of messages received or to listen to the messages

Note: CWB Communicator has advanced call routing features. If you typically dial your own number to reach voicemail you may find this option is no longer available to you. If you need to dial into your voicemail on a device that has CWB Communicator to access these services, please dial this voicemail access number: 610 450 8899. If you have a voice or video message, the indicator will change colour and indicate the number of messages received.

EMERGENCY CALLS

If you place an emergency call from the CWB Communicator, it will attempt to call using the native cell phone dialer subject to availability and coverage limitations. Emergency calls cannot be made from the tablet devices at any time.

PRIVACY AND PROTECTION

CWB Communicator adds a new source of contacts that can be displayed but it never changes any that were already there.

If you add a contact directly into CWB Communicator, it will open usual contact management feature on your phone.

Contact entered directly on your mobile device (not in the App) and existing contacts collected from your local contacts list always stay on the phone. Only those contacts entered directly into CWB Communicator application are uploaded to your contacts on CWB Communicator servers.