


# CWB COMMUNICATOR


## Download the CWB Communicator App:

- Using your mobile device or tablet, go to the Google Play Store (Android devices) or the App Store (Apple devices)
- Search for [CWB Communicator]  
Download the free app to your mobile device or tablet

## Log into the CWB Communicator App for the First Time:

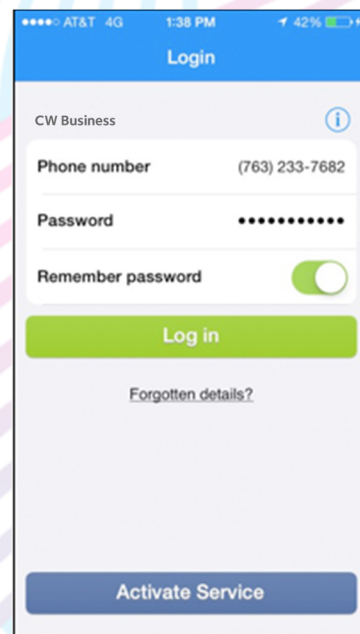
- Touch the [App] icon  on your home screen to open the CWB Communicator app
- Choose Carrier: select [CW Business]
- Touch [Accept] to agree to the terms of use
- Phone Number: enter your [10-digit Phone Number] and [Password] (provided by POPP)
- Touch [Log In]
- In the Move calls to Cellular (mobile devices only) field: touch the [Cellular Number] option, enter your [10-digit Cell Phone Number] and touch [Save]. Then touch [Next].
- After a brief tour, the CWB Communicator app will open

## Log into the CWB Communicator App After Initial Installation:

- Touch the [App] icon  on your home screen to open the CWB Communicator app
- Phone Number: verify your [10-digit Phone Number] is correct
- Password: enter your [Password]
- Remember password: select this option to stay logged in
- Touch [Log in]


Click [Cancel] to bypass the new chat account screen

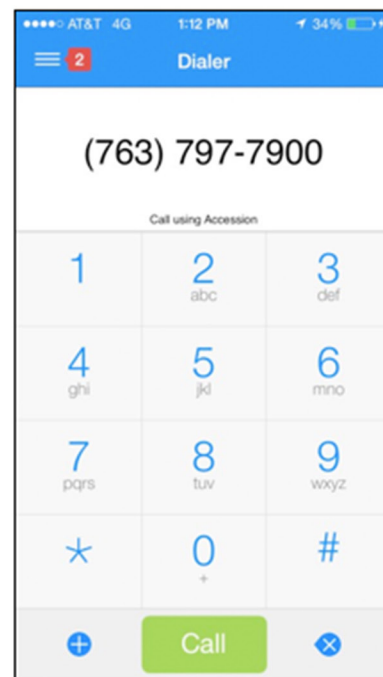
You have successfully installed CWB Communicator



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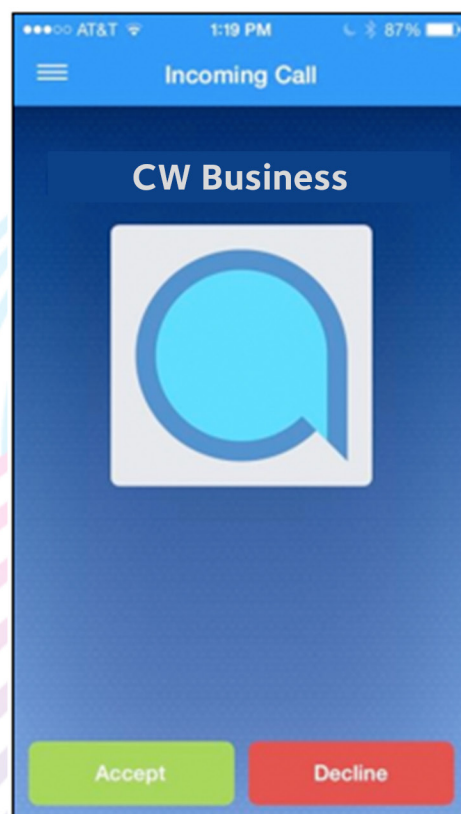
## Make a Phone Call:

- Touch the [Menu] icon  in the upper-left corner of the screen
  - Touch the [Dialer] menu option to open the dial pad
  - Dial the [10-digit Phone Number]
  - Touch the green [Call] button to place the call
- Note: This app cannot be used for emergency (911) calling.  
On a smartphone, the app will force the cell phone to place the 911 call through your cell phone provider. On a tablet, the app will notify the user that 911 calls cannot be made.



## Receive a Phone Call:

- When you receive an incoming call, the App screen will display the caller's name  
Touch [Accept] to answer the call
- Touch [Decline] to decline the call. Declined calls are routed according to your Call
- Manager settings (if configured) or to your Hosted IP Phone System voice mail box.

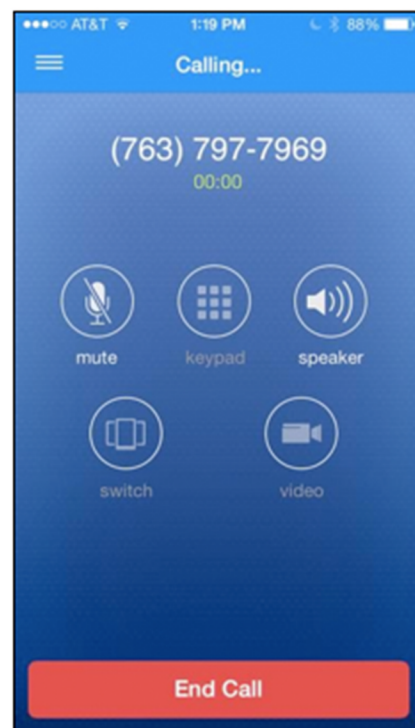


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## Options for a Call in Progress:





While a call is in progress, you can use these options:

- Mute: mutes your voice
- Keypad: opens dial pad
- Speaker: places call on speakerphone
- Switch: switches call from the CWB Communicator app to your mobile phone (if WiFi connection is poor or when leaving a WiFi coverage area). You will receive a call on your mobile phone and must answer to continue the call through your cell phone provider.
- Video: video is not supported
- End Call: hangs up



## • Menu Options:

Touch the menu icon  in the upper-left corner of the screen and access the following menu options:

- o Contacts: lists your company's Hosted IP Phone System users along with contacts saved on your mobile device/tablet. Touch a [Contact Name] to place a call to a contact.
- o Dialer: opens the dial pad in order to make calls
- o Call History: lists outgoing , incoming, , and missed  calls. Touch a [Name] or [Phone Number] to place a call to the selected number.
- o Messages: displays the number of new voice mail messages and lists them below. To play a message, touch the [Message] to select it and then touch [Play] .
- o Call Manager: Routes incoming calls. Send all calls to voice mail, ring your telephone, or apply rules you have configured in the End User CommPortal (if Advanced Call Manager is enabled). Note: Call Manager (Standard) is not supported in the Accession Mobile app.
- o Settings: access account settings and Help
- o Logout

