

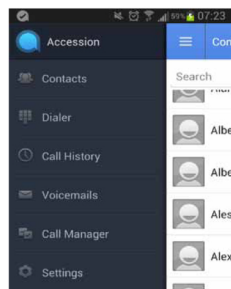


CWB COMMUNICATOR

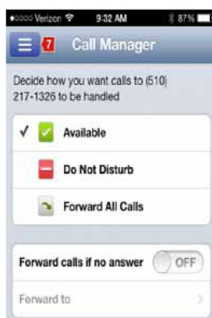


CHOOSING WHICH CALLS YOU RECEIVE

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 many 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 YOUR CALLS to another number. Click this option and you'll be prompted to enter the number.

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. So if you temporarily misplace your mobile and forget to change your status, just do it from the CWB Communicator for desktop app on your PC or Mac (if installed) or on your iPad.

YOUR CONTACTS LIST

CWB Communicator opens automatically to your App contact list. Depending on how your service is set-up, this contacts 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 in 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 if you uninstall CWB Communicator later.

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

SETTINGS

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

VISUAL VOICE MAIL



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

Note: CWB Communicator has advanced call routing features. If you typically dial your own phone number to reach voicemail you may find this option is no longer available to you. If you need to dial into your voicemail from a device that has CWB Communicator to access these features, please dial this voicemail access number: (601) 450-8899. If you have a voice or video message, the indicator will change color and indicate the number of messages received.

EMERGENCY CALLS

If you place a 911 call from CWB Communicator, it will attempt to make the call using the native cell phone dialer subject to availability and coverage limitations. 911 calls cannot be made from 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 there already.

If you add a contact directly into CWB Communicator, it will open the 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 your phone. Only those contacts entered directly into the CWB Communicator application are uploaded to your contacts on our servers.

MORE QUESTIONS

If you still have questions about CWB Communicator, please contact our VNOC team.

CWB COMMUNICATOR

CWB COMMUNICATOR

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

For this to work on your mobile phone or tablet device you'll first need to install the CWB Communicator App. This guide helps you to do that.

CHECK YOUR DEVICE IS COMPATIBLE

CWB Communicator works on these mobile devices:

- ANDROID PHONES AND TABLETS WITH ARM CHIPS RUNNING 2.3.3 (GINGERBREAD) OR LATER VERSION.
- IPHONE 3GS, 4, 4S RUNNING IOS5 OR LATER.
- IPAD RUNNING IOS5 OR LATER.

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

FIND YOUR PASSWORD

You'll need your CW Business phone number and password to start using CWB Communicator. If you don't have this information, call your local support team.

DOWNLOAD AND INSTALL APP



First download CWB Communicator.

When prompted, save the file. Find it in your download folder and then open it to begin the installation process.

EXPLORING ACCESSION COMMUNICATOR

CWB Communicator for Mobile is like having your desk phone on your mobile – and a whole lot more. You can make and receive calls, hold calls, transfer calls and make three-way calls. You can even push and pull calls over to your phone from other twinned devices, mid-call.

You can also use it to send instant messages to other people in your corporate directory who are 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 phone 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'll see your individual phone number.

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

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

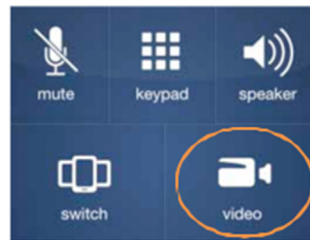
DURING THE CALL



While a call is in progress, you'll have these options:

- MUTE THE CALL
- OPEN DIAL PAD
- TURN ON SPEAKER MODE
- MUTE THE CALL
- OPEN DIAL PAD
- TURN ON SPEAKER MODE

VIDEO CALLING



If the person you're talking to is also using CWB Communicator, you can upgrade your call to video at any time. Click on the camera icon to send your video. The other person will receive a prompt inviting them to switch on video too. Click on the camera icon any time to turn off your video feed.

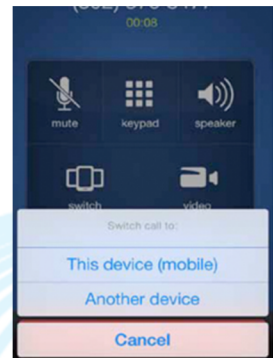
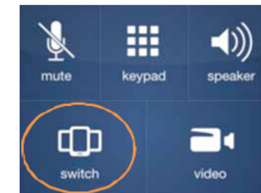
SWITCH: MOVE THE CALL WHILE YOU'RE STILL ON IT

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

You may also choose to switch the call to another of your devices running CWB Communicator, such as your desktop PC or your iPad. To make this switch, choose the option for "Other device", then answer the call on whichever other device is most convenient.

PUSH AND PULL A CALL FROM ANOTHER TWINNED DEVICE

You may have a call in progress on another device that's twinned to the same number, such as your desk phone, CWB Communicator on a PC or Accession Mobile on a tablet device like an iPad. You can push and pull 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 phone so you can:

- Pull your call to mobile so you can take the call in an office
- Pull your call to mobile and then switch to cell so you can take the call as you leave the building

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.