

CT Cloud Communicator Mobile QUICK START GUIDE



You can use your CallTower 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 CT Cloud Communicator Mobile app. This guide helps you to do that.



ENSURE YOUR DEVICE IS COMPATIBLE

CT Cloud Communicator Mobile works on:

- Android phones and tablets using version 6.0 or later.
- iOS devices running iOS 11.0 or later.

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

FIND YOUR PASSWORD

You will need your CallTower CommPortal phone number (or email address, if you have this set up) and password to start using CT Cloud Communicator Mobile. If you don't have this information, contact us at support@calltower.com or **(800) 347-5444**. You are prompted to change the password as part of completing the login process.

DOWNLOAD AND INSTALL THE APP

Use the **URL or QR code** provided by CallTower to find the CT Cloud Communicator Mobile app in the App Store or Google Play. **Tap Install to download the app to your device. Check the Terms & Conditions and tap Accept & Continue.** If you want to have the ability to **switch calls** to your own **cellular network** (for example, if you move to an area with poor Wi-Fi connection during a call made on CT Cloud Communicator Mobile) **enter your own mobile phone number and tap Continue.**

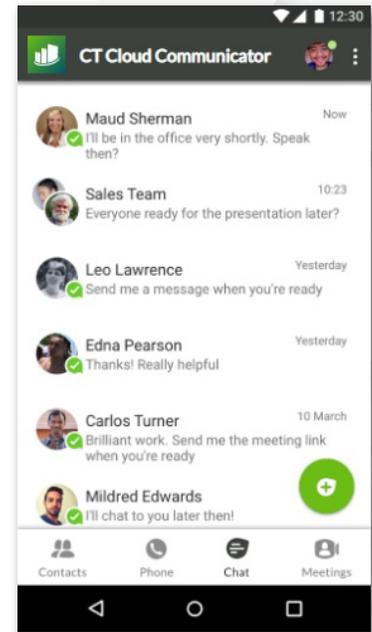
EXPLORING CT CLOUD COMMUNICATOR MOBILE

CT Cloud Communicator Mobile 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 CT Cloud Communicator Mobile **to send messages to other people in your corporate directory** who are using CT Cloud Communicator (on any device).

CT Cloud Communicator Mobile 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 CT Cloud Communicator Mobile **features using the Contacts, Phone, Chat and Meetings tabs** at the bottom of the screen.



CONTACTS TAB

CT Cloud Communicator Mobile 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 CT Cloud Communicator Mobile
- 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**. Tap on a contact to access Call, Chat and Meeting options. **Tap on the Plus icon to add new contacts.** 

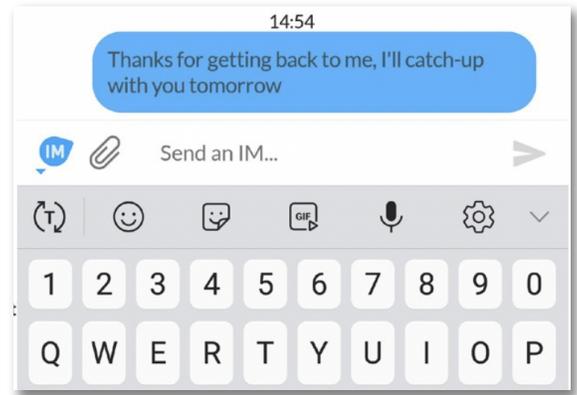
PHONE TAB

Tap on the **Phone tab** to make a call, view your **Call History** and **listen to Voicemail**. To make a call, tap on a contact and select the number to call or tap on the Dialer icon  and enter the number. If the person you are calling has caller ID, they will see your individual CallTower phone number. **The Voicemail tab indicates the number of messages received**. Tap on the Play icon to listen to a voicemail.

Tap on the Voicemail entry to see **Call, Chat, Meetings and More options**. Tap More to access View contact, Mark as Unheard or Delete Message. If you have a fax message, the Faxes tab appears; **you can tap on it to see the fax**.

CHAT TAB

Tap the Chat tab to use Instant Messaging. Enter your Chat Address and Password and tap Sign in. Tap on a contact to continue a previous conversation or click on 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 CT Cloud Communicator 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 CallTower number, CT Cloud Communicator Mobile offers the choice to **accept or reject the call.**

Depending on the other services you have from Call-Tower 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.**



DURING THE CALL



Mute your microphone.



Invite a Favourites contact to join the call.



Access the Keypad.



Add/Transfer the call allows you to make a second call and add the contact into a 3-way call or transfer the call.



Turn on the Speaker.



Uplift the call to a Meeting.



Put the call on Hold.



Access More options (send video or switch the call to another device).



You may receive another call while you are already on a call.

CT Cloud Communicator Mobile 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

Tap 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 CT Cloud Communicator 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, tap More then Switch and select This device (cellular) to move the call to your regular cell phone. **Remember the call will now use your mobile minutes.** Alternatively, you can push the call to another of your CT Cloud Communicator client devices, such as your desktop or your iPad. **Tap 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, CT Cloud Communicator Mobile displays a Call Available to Pull option.** Tap this option and follow the on- screen prompts to pull the call onto your mobile.

VIDEO CALLING

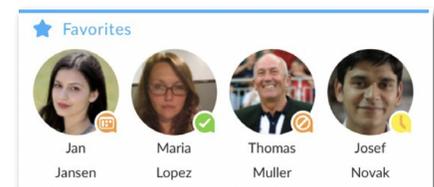
If the person you are talking to is also using CT Cloud Communicator Mobile and your phone has a front-facing camera, you **can add video to your call**. Tap More then Video to send video. The other person receives a prompt inviting them to switch on their video. Tap on the Video icon at any time to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

FAVOURITES



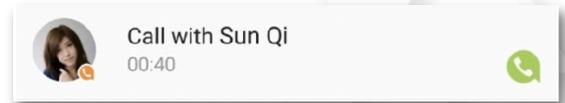
Tap the Star icon on a contact's directory entry to add the contact to Favourites. **Favourite contacts appear in a banner at the top of the Contacts tab.**

During a call, click on the Favourites icon to view your favourite 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

Click on your avatar in the top-right to access Call, Chat, Contact, and Messaging settings, and additional setup options. **You can also configure your profile, send error reports and access Call Manager in the Profile & Settings window.**

PRESENCE

Whenever one of your contacts is signed in to their Chat account, CT Cloud Communicator Mobile displays their presence information on the **Contacts, Phone, and Chat tabs.**



Available



On the Phone



In the Meeting



Offline



Away



Busy



Do Not Disturb

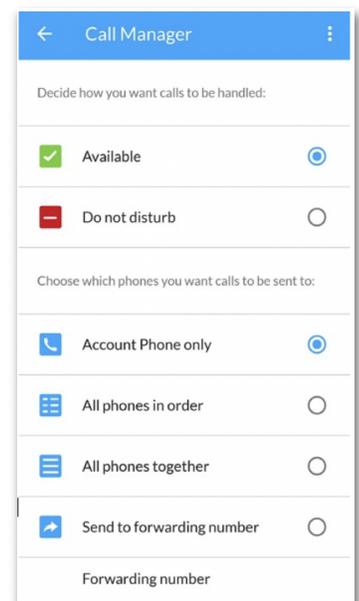
CALL MANAGER

You can tell CT Cloud Communicator Mobile **how to handle your incoming calls.** Tap 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 voice-mail. 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 CT Cloud Communicator Client devices.



EMERGENCY CALLS

CT Cloud Communicator Mobile lets you make calls from **anywhere on the most convenient device**. If you place an emergency call from CT Cloud Communicator Mobile, **the operator may not be able to identify where you are calling from**.

MORE QUESTIONS?

If you have any additional questions about CT Cloud Communicator Desktop, call us at (800) 347-5444 or email support@calltower.com.