



comwave® Connect Mobile with SMS

Quick Start Guide



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Some features described herein may require additional licensing.

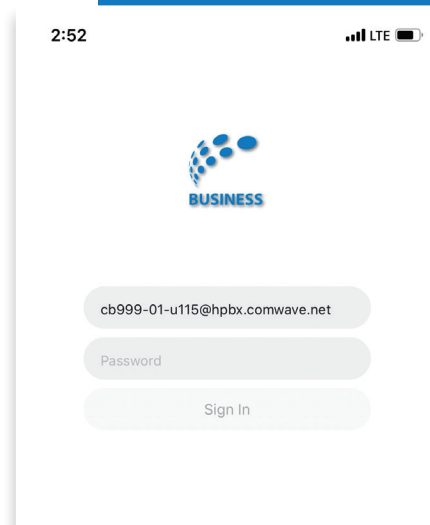
UPDATED MARCH 2020

Start

Download the Comwave Connect App from Apple iTunes Store or Google Play.



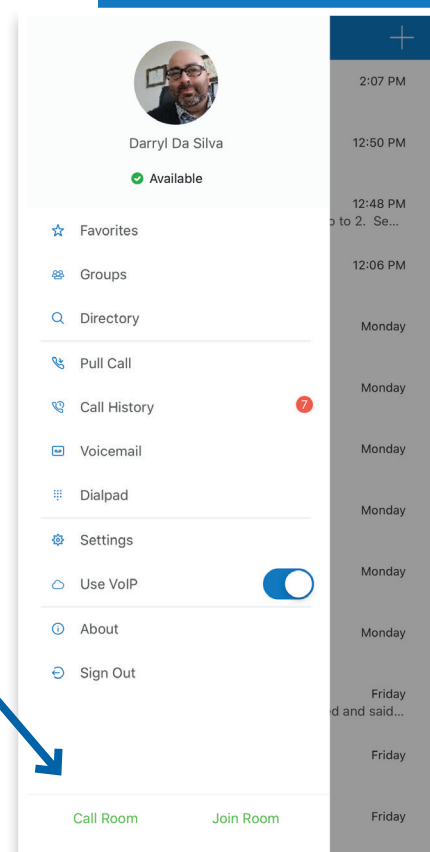
Open Comwave Connect.
Enter your Username & Password.



Using Comwave Connect

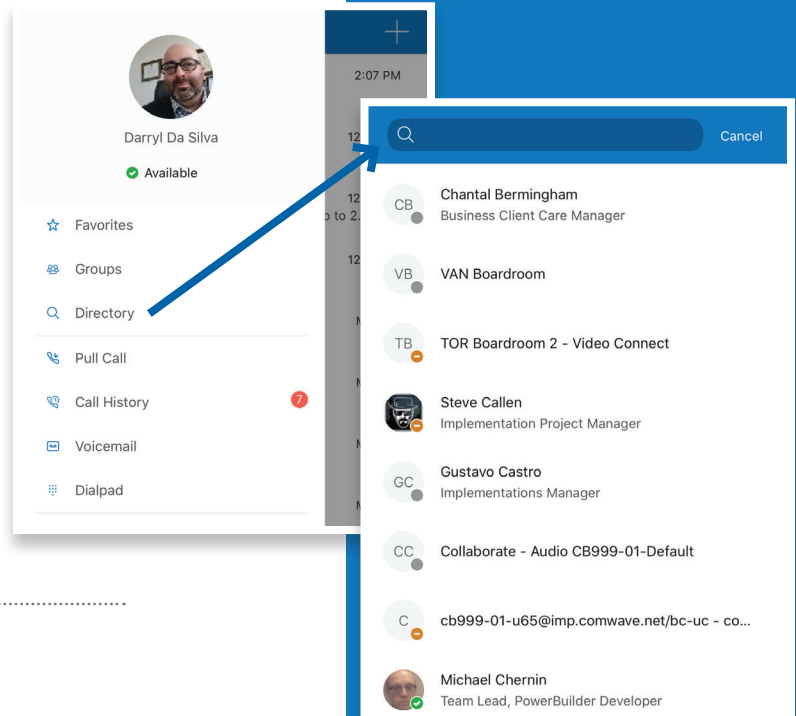
The slide out menu includes your Contacts (via Directory), Favorites, Pull Call, Call History, Dialpad, and *My Room*.

My Room is your dedicated collaboration center where group messaging, screen sharing and conference calls are held.



Directory

When you select Directory, you can further filter your list by entering the contacts name in the search field.



Adding Favorites

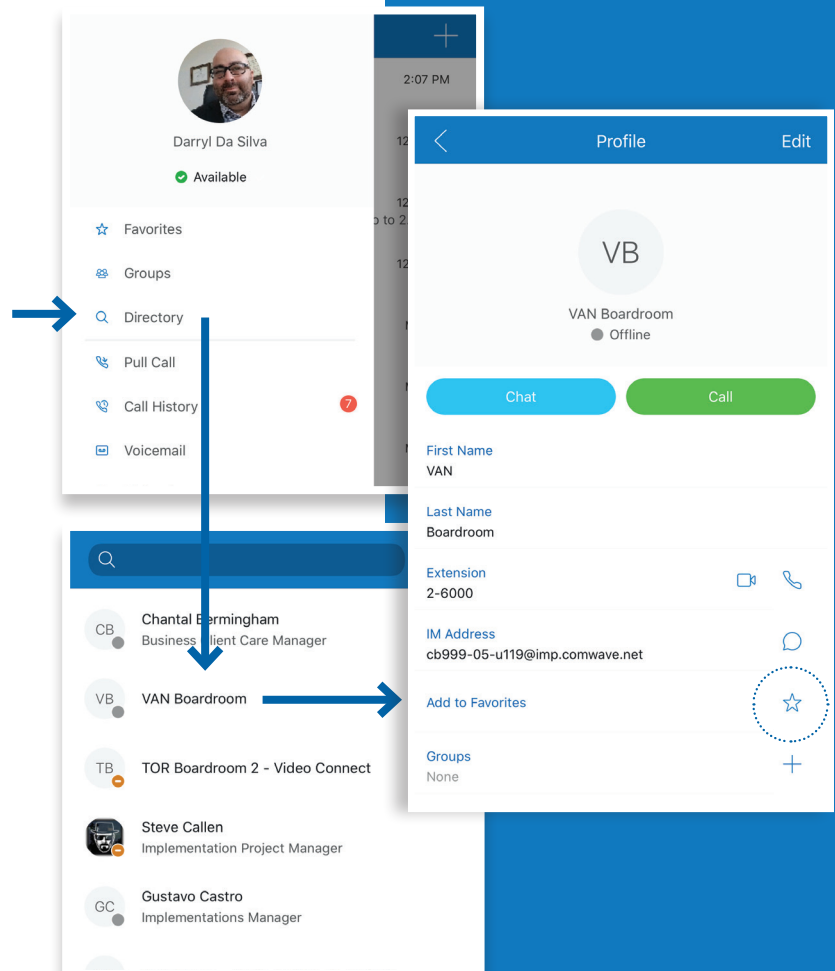
When you first install Comwave Connect, your contacts are in either your Favorites or Directory.

You can add contacts from your directory to your favorites.

Select Directory from the slide-out menu and then search the contact you would like to add.

Select the contact's name from the Directory and then select "Add to Favorites or click on the star beside the link.

Contacts will be able to see your presence.



Dialpad

Key in the phone number or enterprise extension as you would normally. Press the green call button to dial.

Video

Video calls are just as simple to make with anyone in your company that has a video capable phone or App. Just click the Video Camera icon on the bottom left to initiate. It will revert to a regular audio call if they don't have a video phone or App.

Call Pull

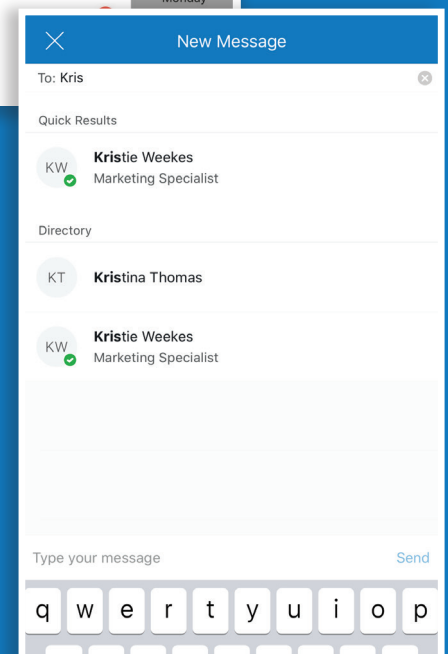
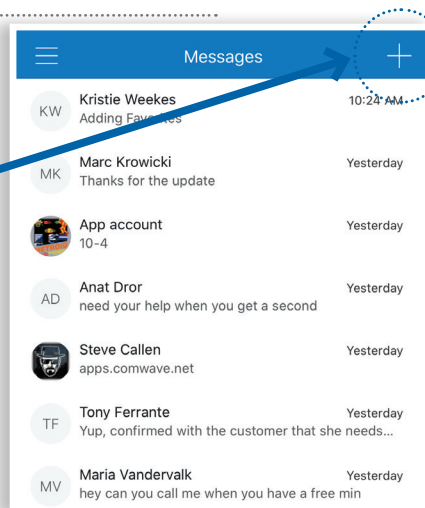
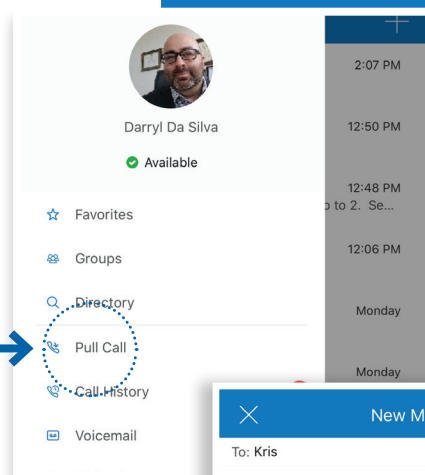
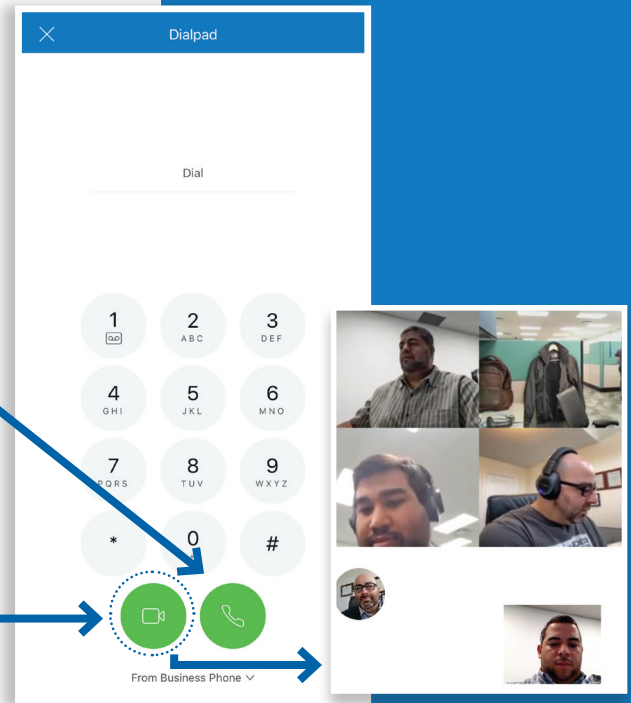
If you start a call on your desk phone and decide you want to take it on your mobile, simply click the Pull Call icon, located on the slide-out menu, to continue the call uninterrupted to your mobile phone.

Your Comwave Connect App will immediately connect the call so that you can keep talking without the person even realizing the call was "moved".

Messaging

To start a Messaging session, select the + sign located in the top right corner on the messages screen, then enter the contact you wish to message with in the search box.

Select the contact from the list and begin messaging.

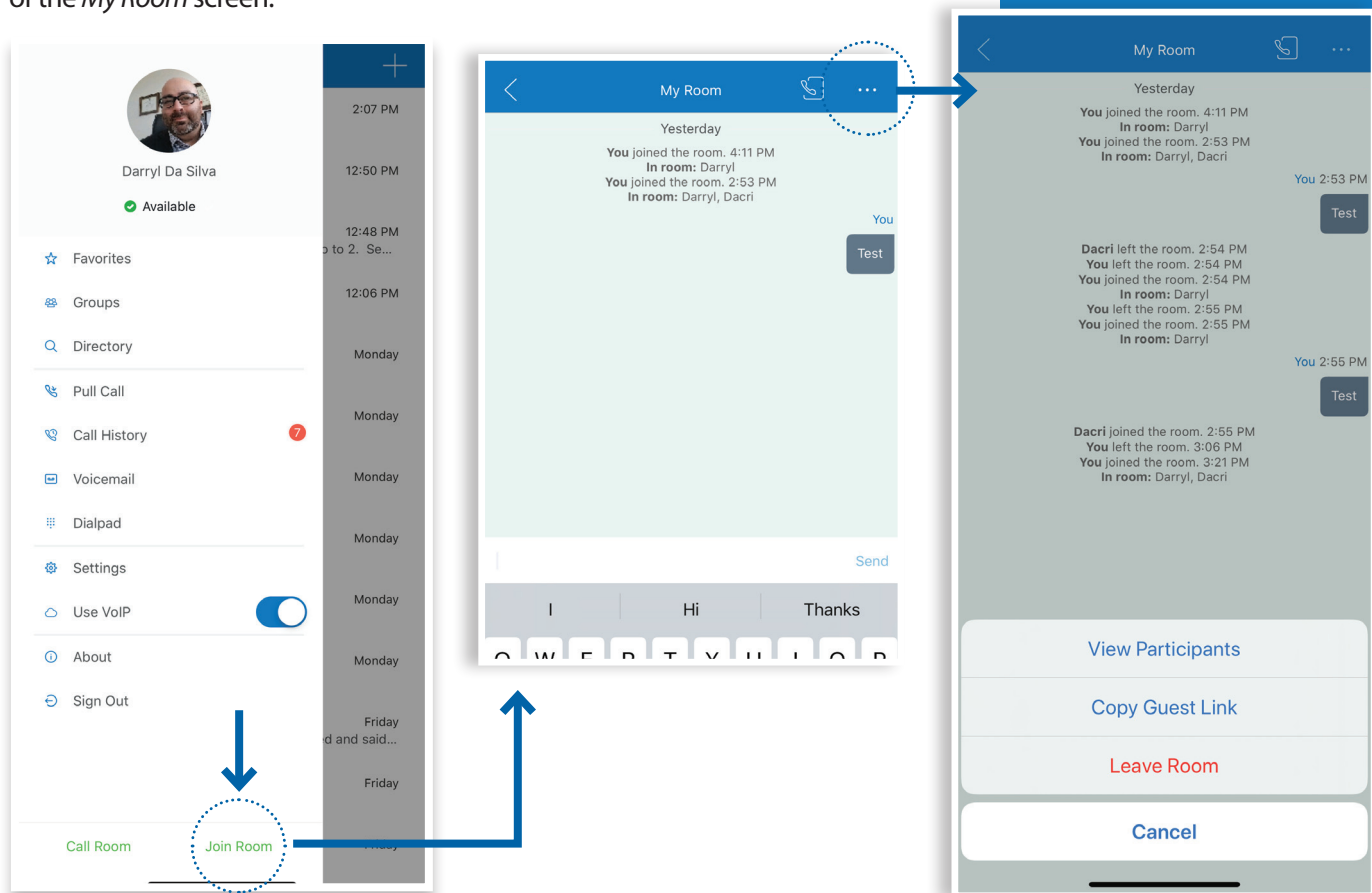


My Room

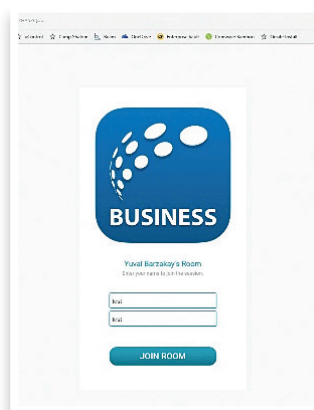
This is where you host your conference calls and collaboration screen sharing events. *My Room* has a dial-in number and a link that you can share with guests.

Once guests enter *My Room* via the link, they will appear for you to approve. Participants will need to call the dial-in number as well.

Once you have joined your *My Room* space from the slide-out menu, you will have the ability to message the participants of the space and engage in video and audio calling via the three white dots located at the top right hand corner of the *My Room* screen.



This is a sample of what Guests see when they click your *My Room* link and try to join your session.



SMS Text Messaging on your Comwave Connect IM

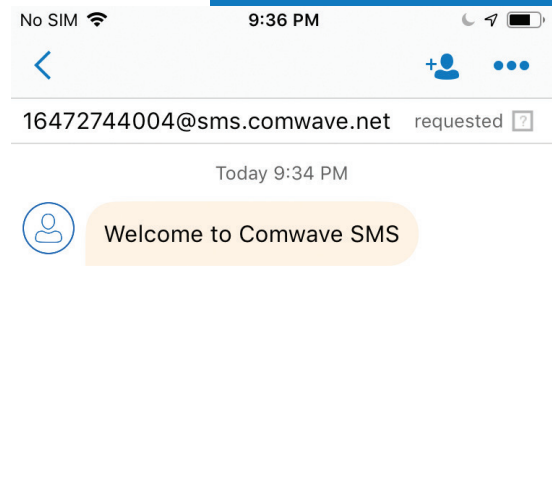
With SMS messaging enabled on your Comwave Connect, you will be able to receive SMS text messages on your Comwave Connect IM application.

Receiving Messages

Incoming messages will look like this:



They will be from contact's cellphone
1 + 10-digit number@sms.comwave.net



Sending Messages

If you have received a text message like the one above you can simply reply directly to the message.

If you need to send a message to a cellphone that you have not received a message from you can add a new cell phone contact.

When adding a contact, you will need to add contact's cellphone in IM address 1 + 10-digit number@sms.comwave.net.

