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1. Getting Started with Mobility for Android

This section provides the essential information for getting started with Momentum Mobility. Momentum Mobility for Android offers the following communication features:

- Instant Messaging and Presence (IM&P)
- Voice Calling (VoIP)
- Voice Calling (Circuit Switched)
- Video Calling
- BroadWorks Call Settings

1.1 Installation

The Android client application can be downloaded and installed directly from the Google Play Store. Search for Momentum Mobility. The latest version is always available for download.

1.2 Device Setting Options for Mobility

From **Android Settings → Momentum Mobility**, the user can allow Mobility to access:

- Contacts
- Microphone
- Camera
- Notifications
- Cellular Data

It is recommended that Mobility be granted access to all of the resources listed above.

In addition, the user can configure the type of notifications they want to get with Momentum Mobility:

- Allow Notifications
- Show in Notification Center
- Sounds
- Badge App Icon
- Show on Lock Screen

It is recommended that all of the items listed above be set to *Enabled*.

In addition, it is recommended to configure the optional Alert style when unlocked to be set to *Alerts*.
1.3 Sign In

When you first launch the application, you are prompted to sign in.

1. If displayed, enter the device configuration address (Uniform Resource Identifier [URI]) provided by your service provider.
2. Enter your BroadWorks user name and password.
3. Select whether you would like Momentum Mobility to remember your password.
4. Select whether you would like Momentum Mobility to sign you in automatically on subsequent launches.
5. Tap **Sign In**.

**Note:** If Automatic sign in is enabled, once you are signed in the application does not ask again for the username and password until you press the Sign Out option. Until then, the login credentials are preserved even if the application is terminated or the device is restarted.

A pop-up dialog about emergency calls and an option to update your emergency location may display.

With basic sign-in, there are three options on the emergency call pop-up:

- **Update location** – Opens a web browser where you can set the location. When the location is set, you can return to the client to sign in.
- **Ok** – Sign-in completes and you can now use the client.
- **Cancel** – Sign-in is canceled and you are returned in the Sign In screen.

With advanced sign-in, there are two options:

- **Update location** – Opens a web browser where you can set the location. When the location is set, you must return to the client manually. If the location is updated successfully, sign-in completes and can now use the client.
- **Cancel** – Sign-in is canceled and you are returned to the Sign In screen.

Depending on your service provider settings, the client may have a **Forgot Password** link on the login dialog box allowing retrieval of forgotten passwords. The process for retrieving the password is defined by the service provider.

- Starting with release 22.2.1 (Mobility release for Android), the solution supports Single Sign-On (SSO) using an external identity provider (IdP) if supported by the service provider. This initial release supports OKTA SAML 2.0 as an identity provider. When using an external IdP, users are redirected to the corresponding authentication page in an external browser. After successful authentication, users are returned to Communicator and signed in.
- Starting with Mobility Android Release 22.5.1, the clients support the option to hide the BroadWorks username and password and only show a button for SSO login.
- Starting with Release 22.4.1, the Mobile and Tablet clients support selecting the Login URL from a drop-down list of predefined choices. The feature allows a service provider to publish a single application for use by multiple deployments. The URL list is enabled by the service provider through branding.
2. Main Tabs

When you start the Mobility application for the first time, the Contacts list is empty. Use the search field to find people and add them to your Contacts list. Contacts can also be added manually by tapping the Add + icon.

The main view contains a number of Tabs that provide access to information about the contacts and communications options available. They include:

- Contacts
- Call
- Chat
- History
- My Room

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Contacts Icon" /></td>
<td>Contacts – View your contacts from a Buddies list, or a local or company directory.</td>
</tr>
<tr>
<td><img src="image" alt="Call Icon" /></td>
<td>Call – Make calls.</td>
</tr>
<tr>
<td><img src="image" alt="Chat Icon" /></td>
<td>Chat – View Chat History.</td>
</tr>
<tr>
<td><img src="image" alt="History Icon" /></td>
<td>History – View incoming, outgoing, and missed calls.</td>
</tr>
<tr>
<td><img src="image" alt="My Room Icon" /></td>
<td>My Room – Join your personal room.</td>
</tr>
</tbody>
</table>
3. Contacts

The Contacts 📞 tab displays your contacts. This is the default view. It lists Presence-enabled contacts and Non-presence-enabled contacts.

Any contact can be marked as a favorite in the desktop client, and will appear at the top of the Contacts list in the Favorites section. Presence-enabled contacts are users with an Extensible Messaging and Presence Protocol (XMPP) address. These can be other Momentum Mobility users or users from federated systems such as Google Talk. Non-presence-enabled contacts can be phone or conference numbers.

Changes to contact groups are made in the desktop client. The Android client shows contact groups created from the Desktop or Tablet devices. The contact groups cannot be created or edited from the Android client.

The Contacts tab contains:

- **Momentum Mobility Contacts**
  - All
  - Online
- **Contact Directories**
  - Local Address Book – A contact list containing the contacts from the local phone book.
  - Directory – The company directory contacts.

3.1 Contact Card

A Contact Card displays information about a contact based on the contact type. This includes Momentum Mobility contacts, Local address book contacts, and contacts from directory search results which you have added to your contact list.

You can initiate a call or chat session directly from the contact card. This includes joining a contact’s My Room or dialing a My Room audio bridge from a directory contact search result.

If the contact has an associated email address, then the application supports sending an email to the contact by launching the native email client on the mobile device.
3.2 Add a Contact

When you sign in for the first time, there are no contacts on your Contacts list and you will need to add some. To add a new presence-enabled contact at any time:

1. Select the Add + icon in the navigation bar.
2. Select Add Contact, or use the Directory search option from the Contacts tab.
3. Enter the contact’s information (name, dial-in number, personal number, etc.) in the fields provided.
4. Select OK to add the new contact. By default, your presence information is always shared with a new contact if an XMPP address is provided.

3.3 Add a Conference Contact

A Conference Contact is a special contact type that is used to save the information for conference bridges to avoid having to remember a PIN code and a conference number. This is useful for streamlining the process of accessing a recurring conference. To Add a Conference Number Contact:

1. Select the Add + icon.
2. Choose the Add Conference option.
3. Enter the appropriate information for the conference (display name, dial-in-number, conference ID, PIN, etc.). You can also add a conference number from directory search.
4. Select OK when finished.

3.4 Add a Local Contact

The option Add Local Contact opens the native Address Book (your phone contacts) to allow you to add a new contact from the local phone book. To Add a local contact:

1. Select the Add + icon.
2. Choose the Add Local Contact option to open your address list.
3. Select the contact from your local list.
4. Click OK when finished.

3.5 Contact Requests

If you receive a contact request invitation, you can Ignore or Accept it. If you ignore the contact request, you can always share your presence information later by selecting Subscribe from the other user’s contact card. The contact will have to accept your subscription request for you to establish the presence relationship successfully at that time.
3.6 Edit Contacts

You may make changes to contact information at any time within their contact card.

1. Tap a listing in Contacts to open its contact card.

2. Select an action to perform from the options presented:
   - **Edit** – Opens the Contact Information dialog box where you can add, edit, or remove information, as needed.
   - **Unsubscribe** – Removes the presence relationship between you and that contact. This means you do not see the contact’s presence information and your contact does not see yours. You will need to return and select **Subscribe** to re-establish the presence relationship. An unsubscribed contact remains on your Contacts list and is always shown as “offline”.
   - **Remove Contact** – Deletes the contact from your Contacts list.

3. Press **OK** or **Done** when finished, as needed.

3.7 Contact Filters

There are four contact filters available in the Contacts tab:

- **All** – Shows all presence-enabled and non-presence-enabled contacts.
- **Online** – Shows only the presence-enabled contacts that are currently online.
- **Local Address Book** – Shows the contacts from your local phone book.
- **Directory** – Shows the contacts from a company directory (which requires a search)

3.8 Sort and Display Order

The sort and display order for contacts are defined by filters in the Contacts tab.

- **Display by** – display First name or Last name first
- **Sort by** – sort by First name or Last name
- **Short name format** – format of the name to be used in chat lists

*Note: On Android devices, Asian names (Chinese, Japanese, and Korean [CJK]) are always sorted and displayed by Last name, and the short name format is always the full name.*

3.9 Local Contacts

Local contacts are ordered in groups by letter, based on the first letter of their display name. There is no further ordering within the group. All contacts whose display name starts with non-Latin characters are put in the # group. The display name of a local contact is taken from first name, middle name, and last name. If names are missing, the display name is taken from the JID field.

*If all of the previous items are missing, then the phone number is used for the display name.*
4. Availability/Presence

Users can see the availability/presence status of all subscribed contacts. Similarly, those contacts can see your availability on their Contacts list if they have subscribed as well. Availability means that your friends are able to see whether you are available, for example, “I’m available” or “Do Not Disturb”. The automated availability update is only triggered by appointments and meetings that are either accepted by the user or made by them. **Note:** All-day meetings do not trigger an availability change to Busy - In Meeting.

- Your presence status may be manually set by tapping on the Availability status icon in the status bar (all tab views) and tapping on the status you prefer.
- The availability icon also opens the My Status screen where you can change your avatar, and add a personal message.
  - Your avatar is the picture that represents you in your friends’ Contacts lists and in chat screens. Tapping on an avatar opens a dialog with options to select an existing image, to take a new one with your phone camera, or to clear your avatar.
  - You can enter a personal message in the area next to the avatar. The personal message text is shown in your friends’ Contacts lists.

If you see the error message “Chat Unavailable” under any tab, it means that XMPP connectivity has been lost for chat and for availability status; however, you can still make calls. In this case, you should contact your service provider for assistance.

<table>
<thead>
<tr>
<th>Icon</th>
<th>What it means</th>
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<tbody>
<tr>
<td><img src="image" alt="available" /></td>
<td>The green availability icon indicates that the user is online and is ready for communication.</td>
</tr>
<tr>
<td><img src="image" alt="mobile" /></td>
<td>The green availability icon indicates that the user is online on the mobile client and is ready for communication. The icon is accompanied by the text &quot;mob&quot; by the text &quot;mobile&quot;.</td>
</tr>
<tr>
<td><img src="image" alt="away" /></td>
<td>The yellow availability icon indicates that the user is online on their Communicator client but has been idle or away from their computer for more than 10 minutes.</td>
</tr>
<tr>
<td><img src="image" alt="mobile" /></td>
<td>The yellow availability icon indicates that the user is online on their Communicator mobile client but has been idle or away from their computer for more than 10 minutes.</td>
</tr>
<tr>
<td><img src="image" alt="offline" /></td>
<td>The grey availability icon indicates that the user is offline in a call and the only available contact method is calling or leaving a chat message.</td>
</tr>
<tr>
<td><img src="image" alt="call" /></td>
<td>The grey availability icon indicates that the user is offline and the only available contact method is calling or leaving a chat message.</td>
</tr>
<tr>
<td><img src="image" alt="pending" /></td>
<td>The question mark indicates that a subscription is pending and the contact has not yet approved sharing their availability.</td>
</tr>
<tr>
<td><img src="image" alt="busy" /></td>
<td>The red availability icon indicates that the user is busy and does not want to be disturbed.</td>
</tr>
<tr>
<td><img src="image" alt="call" /></td>
<td>This icon indicates that the contact is busy due to a call. This is an automated availability status.</td>
</tr>
<tr>
<td><img src="image" alt="meeting" /></td>
<td>This icon indicates that the contact is busy due to a meeting. This is an automated availability status. The Busy – In Call status overrides the Busy – In Meeting status so this icon is only seen when there is a meeting but no call.</td>
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5. Chat/Instant Messaging

The Chat tab shows the list of recent chats since the last login. If User A chats with User B multiple times, their discussions appear as one item in the list.

- Tapping a contact name opens the chat view (IM view) where new messages can be typed. Old messages are also shown.
- New incoming messages are indicated with a notification badge to the right of the name. The icon remains next to the name until the message is read. Chats are listed so that the newest ones are always at the top.
- Chats are not in alphabetical order. Instead, they are listed with the most recent first.
- Tapping the menu button in the navigation bar displays the Start Group Chat options.

5.1 Start a Chat

Start a chat using one of the following methods:

- From the Contacts list, tap a contact to open the contact card.
- From the Contact Card, choose the chat bubble icon to start a chat.
- In the Chat tab, tap on a Chat History in the list entry to start a chat.

When you initiate a chat, the Chat screen opens. Chatting with a contact is possible only when you are both online. If your contact initiates a chat, you see a notification badge on the Chat tab and the entry appears on the top of Chat History list.

When the chat opens, the name of the recipient is on the top bar and there is an availability icon flag before the name. The recipient messages are presented in the orange background and the user is presented in white background.

A smiley/emoticon can be added to a message by typing the corresponding character code or by selecting a smiley icon from the list provided. The smiley is displayed with its character code in the input text area and graphically in the chat area and when displayed to the remote party.

The text input field in Chat uses autocorrect, auto-cap, and spell check based on system settings. Use the system settings to enable or disable these features.

When Clear History is initiated, the chat history is removed from the view, but the chat view remains open in case you want to continue chatting. If you navigate back to the chat list, then this specific chat entry is removed from the list because there is no chat history associated with it.

5.2 Start a Group Chat (Ad Hoc Rooms)

Start a group chat using one of the following 3 methods:

1. In a single chat session, tap the add participant icon to escalate from a single to a group chat.
2. From the Chat tab, tap on the menu icon to select the “start group chat” option.
3. In the Chat History list, tap a group communication entry to start a group chat.

- When you initiate a group chat, the Chat screen opens. More people can be added later to the chat using the Add Participant icon. Anyone in the group chat can add participants. However, removing participants is currently not supported.
Mobility: Android

- A group chat works the same way as a one-on-one chat. All messages from anyone are sent to everyone else. All contacts need to be online to be able to participate in a group chat. You cannot invite an offline contact.
- A group Chat History is saved and is available to view later in the Chat tab.
- You can leave a group chat by selecting the Leave Chat option. The chat is marked as “offline” and you will no longer receive messages from the chat. When tapping on the “offline” chat, you re-join the room and start receiving messages. However, you will not receive the messages that were sent in the chat while you were outside of the room.
- The Clear History menu item works the same way as the corresponding option in a one-on-one chat and removes the local history
- The View Participants button opens a dialog that shows the list of participants in the group chat.

Deleting a chat room is not supported.

5.3 Switch Between Chat and Audio/Video Communication

Momentum Mobility provides the ability to switch between Chat and Audio/Video communication sessions while in your My Room, others’ My Room, and two-way chats. This feature is indicated by the presence of dots at the bottom of the screen, similar to many mobile applications when multiple pages or views are offered. The user can swipe left or right to switch between the available communication session types indicated by the dots below the active view.

6. SMS/Text Only Messaging

Mobility customers with SMS/Text enabled can send SMS/Text messages to the cell phones of non-Mobility users. This functionality offers a way to use Mobility to reach out to contacts outside the Mobility Enterprise directory. Mobility users may also utilize the SMS/Text features in the Mobility Smartphone application to effectively ‘mask’ their personal cell phone number while communicating. It must be noted that all Mobility users automatically utilize the normal Mobility messaging functionality inherent within the applications (IM, Group Chat, etc.), so a secondary dedicated SMS/Text-only contact listing for a Mobility user must be created and used if you wish to send SMS/Texts to Mobility users, as well.

Prep: First-time users should Log Out and re-enter the application (Desktop and Smart Phone) to update the application and enable SMS / Text Only contact creation.

6.1 Add an SMS/Text Only Contact

Create an SMS ONLY contact within the Mobility App for Android:

1. Tap the plus sign icon + and choose Add Contact.
2. Complete the following required fields:
   - **Display Name** - Suggestion: Add SMS to the contact name to make it easy to find in your contact list. Example: Jan Doe SMS
   - **IM Address** - use the following format: 1[cell phone number]@sms.mymtm.us. Example: 14075551212@sms.mymtm.us
3. Tap Done when all required fields (and any optional information you wish to include) are completed.

The new SMS/Text-only contact is added to your contact list for selection when sending SMS/Text messages.
6.2 Send SMS/Text Messages

1. Locate the SMS/Text only contact you wish to message.
2. Select the contact and choose Chat.
3. Type your message and select Enter.

*The message is sent to the selected SMS/Text-only contact and all responses will be displayed in the Chat view.*

6.3 Receive SMS/Text Messages

Mobility utilizes the Chat features to provide access to responses to SMS/Text-only messages.

- New messages are indicated by a notification icon • next to the contact.
- Further communications with the SMS/Text only contact may be entered and sent using the Chat dialog, like any other chat communication.

7. Calls

The Call tab displays a dial pad and a text field used to enter numbers. Along with options to use Video, Voice, and to access alternate call options, where available.

The data entry text field also has a delete button that, when pressed, deletes one character at a time.

There are three calling buttons below the dial pad:

- **Video Call**
- **Voice Call**
- **Dial Pad Menu**

The Dial Pad menu can contain three options: VolIP Mode, Pull Call, and Retrieve Call.

A badge notification for voicemail may also appear on the Dial Pad icon.

A long press on the 1 key in the Dial Pad connects you to the voicemail box. When there is no voicemail in your voicemail box, no notification badge is shown.

7.1 VolIP Calling Mode

Momentum Mobility supports an option that allows you to switch easily between VoIP and Mobile calling modes. VoIP calls use WiFi or the carrier data network.

Mobile calls use the carrier circuit-switched network. Mobile calls leverage BroadWorks Anywhere or BroadWorks Mobility to present the business identity of the user. For more information, see Business Line Call Back and Call Through.

You can switch between VoIP and Mobile through the Dial Pad menu. An indicator shows the current mode on the Dial pad.
VoIP Mode On: Outgoing and incoming calls use VoIP over WiFi or data network, and BroadWorks Anywhere or BroadWorks Mobility location for the device is disabled.

VoIP Mode Off: Outgoing and incoming calls use the mobile circuit-switched network and BroadWorks Anywhere or BroadWorks Mobility location for the device is enabled. Outgoing calls are performed with the Call-Through or Call Back functionality. Incoming calls are delivered via the BroadWorks Anywhere or Mobility location.

VoIP calls over the carrier data network are dependent on the quality of the network and may incur additional charges. As such, there are options for an operator or end user to disable VoIP calls over the carrier data network (3G, 4G, or LTE) if needed.

Users can control this behavior via the Call Settings → VoIP Calls. There are two options:
- WiFi only: VoIP calls are only allowed only WiFi.
- All Networks: VoIP calls are only allowed on any data network.

7.2 Make Audio or Video Calls

Make an audio or video call using one of the following methods:

- Choose a contact from contact list and tap on the headset icon (Call) for an audio call or the video icon for a video call.
- From search results, open a contact card and tap on the headset icon for an audio call or the video icon to perform a video call.
- Open the dial pad, enter a phone number, and tap the call type icon you prefer.
- On the Call History list, tap a call entry.
- On the Chat screen, tap the headset icon for an audio call or the video icon for a video call.

7.3 Answer a Call

An incoming call is indicated by a ringtone. There are two options for responding to the incoming call screen: Answer and Decline.

- If you decline the call, it causes the line to sound busy at the caller’s end and they know that you rejected the call.
- If you are in the middle of a VoIP call and receive an incoming cellular call, the VoIP call continues while the device alerts. If the cellular call is accepted, the VoIP call is put on hold.

7.4 Missed Calls and New Messages

Android notifications for missed calls or new messages are shown as a Note on the device. Tap the note to view the Call History screen and review the list of recent calls, with indicators for to, from, missed, etc. and time data.

7.5 Message Waiting Indicator and Voicemail Access

If you have pending voicemail messages, then the notification bar on the Android device displays an icon and the message, “You have XX pending voicemail messages”. By tapping the voicemail notification, the application dials the voicemail access number directly and you can listen to the voicemail messages.

In Mobility, voicemail from Mobility contacts is also accessible with a long press of the dial pad key.
Mobility: Android

(similar to how it is on a regular mobile phone dial pad). If voicemail messages are available, then the key changes color. In addition, a voicemail notification is displayed as a badge on the Calls tab icon.

The number of indicated voicemails changes depending on how many are open or are new. The voicemail in in the notification area has an associated badge that shows the number of new messages.

7.6 Use Mobility to Call a Local Contact

Momentum Mobility calls can also be initiated directly from the contact profile of an address book entry in your Device contact list. Long press on the Call or Video icon in a contact profile to open a list of contact initiation options, which includes Momentum Mobility. If the last call to a contact has been handled by Momentum Mobility, the call button in the profile changes to “Momentum Mobility”.

7.7 In Call Actions

You can perform the following actions from the In Call screen:

- End a call
- Mute the microphone
- Enable / Disable Speaker*
- Open the keypad
- Adjust the volume
- Add video calling and return to audio only
- Place a call on hold
- Make a new call
- Transfer a call – Attended
- Transfer a call – Unattended
- Make a conference
- Transfer a call to circuit-switched call
- Add more participants (in conference call only)
- Merge two separate calls
- Swap two separate calls
- View participants (on a conference call)

*During a video call, the audio output is automatically switched to speaker-only mode.

7.8 Business Line Call Back and Call-Through

Momentum Mobility allows you to originate a circuit-switched call using your business line identity. This is done using the basic Call Back functionality on BroadWorks or the Call-Through functionality available with BroadWorks Mobility.

Call Back is available if you have the Mobility Anywhere or Remote Office assigned and enabled. The application checks to see whether one of these services is provisioned with a phone number that matches the mobile number. If it is provisioned this way, the option to make calls using the Call Back feature is available.

Call-Through functionality is available if the Mobility Anywhere service is assigned to the user and configured with at least one location. Call-Through provides a more natural dialing experience. When a call is placed in this mode, the client communicates transparently with BroadWorks to obtain a temporary IP Multimedia Routing Number (IMRN). The client then calls the IMRN and connects you directly to the
destination, and identifies the call with your business line caller ID. Note that Call-Through requires the “My Phone number” in local settings to be set to the phone number of the mobile device. This number must be set and must also match the number configured in Mobility or Anywhere to work.

In order to provide a better user experience (UX), the client creates a temporary contact in the native phonebook for the destination telephone number but configured with the temporary IMRN as a number. If a contact has an entry in the local phonebook, then the name is also copied into this new temporary contact. By doing this, you receive visual feedback from the phone’s native dialer that the correct person is being reached even though the phone is dialing a BroadWorks number (or IMRN).

The calls data is fully noted in the Mobility call log. The phone’s native call log shows only the IMRN numbers with no indication of the actual destination number being called. Access the BroadWorks Call History via the Momentum Mobility application to see the actual destination number that was called.

### 7.9 Mid-Call Controls for Circuit-Switched Business Calls

Momentum Mobility provides mid-call control services for business circuit-switched calls that are anchored at BroadWorks. This functionality is available for:

- Call-Through and Call Back circuit-switched calls initiated from the Momentum Mobility client via the native phone dialer
- Incoming circuit-switch calls delivered to the mobile phone via BroadWorks Anywhere, BroadWorks Mobility, or Remote Office location.

Supported mid-call control services may include:

- Hold / Resume. For more than one call, this functionality requires BroadWorks Call Control to be turned ON for the location.
- Transfer
- Conference (limited to five participants)
- Swap. Requires BroadWorks Call Control to be turned ON for the location.
- End call

After initiating a Call-Through or Call Back call or after receiving a business circuit switched call, the user can return to the main screen and launch Momentum Mobility to the foreground. At this point, the application brings a Mid-Call Control screen (shown in the previous figure) which can be used to manage the call.

For Call-Through or Call Back outgoing calls, Momentum Mobility displays a local notification after the remote party accepts the call with information that the user can click on the notification in order to return to Momentum Mobility and control the call.

### 7.10 Contact Name Lookup for Incoming Calls and Call Logs

When receiving a call, Momentum Mobility searches for the name in the following sources and in the following order: XMPP contact name, Enterprise directories, Local Contact, Pl identifier header (SIP), and then the From header (SIP). If the number matches the information for one of the contacts, that name is shown on the incoming call screen.
7.11 Call Waiting
You can have one active call at any one time if you receive a new incoming call and accept it. The existing call is put on hold and you can change between these two calls by using the Hold and Unhold buttons.

7.12 New Call
The client supports starting a new call while in an ongoing call. The steps are as follows:
1. Establish a call with a remote party.
2. Initiate the second call using the New Call button.
3. Select a contact and then choose a number to dial.

After the new call is established, the first call is put on hold. You can also swap the two calls or to merge it in conference as an N-Way call.

7.13 Call Transfer
The client supports transferring VoIP calls to another party. Two modes of transfer are supported:
- **Attended Transfer** – Establish a call with a remote party. Select a contact then choose a number. Select the call first option. If the call is successfully established, you can talk with the third party privately before completing the transfer by pressing the Complete button.
- **Unattended Transfer** – Establish a call with a remote party. Select a contact and then choose a number. Select the Transfer option and the transfer is completed.

7.14 Call Pull
**Call Pull** can be used in scenarios where a user has two endpoints, for example, a VoIP desk phone and a mobile phone with Momentum Mobility. If the user has an active call on the desk phone, then this call can be transferred seamlessly to the mobile phone using the Call Pull button. Depending on the application, dialing settings, and service configuration, the call can be pulled as a VoIP or circuit-switched call to the mobile phone. There is no interruption to the voice call.

The Call Pull button pulls audio only. Users can pull video calls directly by dialing the feature access code *11 and then selecting the Video Call button.
7.15 Bluetooth Support

You can perform audio calls from a compatible Bluetooth headset. The following list offers the headsets that have been tested, although other Bluetooth devices should also work.

- Plantronics Savi 700 series
- Plantronics Blackwire C3xx, C4xx, C5xx, and C7xx
- Plantronics Calisto 620
- Plantronics Voyager Legend UC
- Logitech H570e Mono
- Logitech BCC950
- Logitech Conference Cam Connect
- Jabra Biz 2300/2400
- Jabra Speak 510
- Sennheiser SC 230/260
- Sennheiser SP 20
- Sennheiser MB Pro1 UC
- Jabra Pro 930 (wireless)

Momentum Mobility supports mute and volume control from the Bluetooth headset; however, answer and hang up are only supported from the application.

7.16 Swipe between Chat and Audio/Video Communication Views

Momentum Mobility provides the ability to switch between Chat and Audio/Video communications sessions in My Room, other users’ My Room, Chat. The dots at the bottom of the screen provide access to swipe left or right to switch between the communication session types.

7.17 Seamless Call Handover for VoIP Calls

Mobility for Android Mobile and Tablet clients support seamless call handover for VoIP calls between WiFi and cellular data networks.

If the data connection drops during an ongoing VoIP call, then the application tries to use another data connection, if available, or waits for a configurable period of time, (for example, one minute) for the data connection to be re-established. At that point, the call is retried on the new or re-established connection.

During the transition, there is a beeping sound played to the user and an indication in the user interface that the application is trying to reconnect the call.

Note that if a user has multiple ongoing calls, only the active calls are retrieved after restoring the data connection and the other calls are terminated. In which case, the user is notified about the terminated calls.
8. Call History

The Call History tab makes it easy for you to review, redial, or call back contacts when you miss a call or when you want to dial a contact with whom you have recently spoken. Useful features include:

- From the segmented controls, the Call History can be set to show all or missed calls.
- On the list of calls, there are icons indicating whether a call was incoming, outgoing, or missed.
- The list of the call items consists of the name (if known), number, and day/time of the call and icons showing what kind of call it was.

Items shown in red indicate a missed call.

- Indicates an incoming call from the contact.
- Indicates an outgoing call to the contact.

- Call Details – The icon opens the Call Details screen to review any additional call information and to select from the options to Send Personal SMS, Add to Smartphone contacts, or Add to Mobility Contacts.

*Note: Momentum Mobility can also show information about Hunt Groups and call duration if enhanced call logs are in use.*
9. Side Navigation

Swiping to the right on the screen opens the side navigation pane which provides access to the following features and tools:

- Status/Avatar
- Call Settings
- Preferences
- Queues
- Test Call
- Update 911 Location
- About
- Help
- Sign Out

9.1 My Status

You can set your own availability by tapping on your personal status in the side navigation. It opens the My Status screen where you can change your avatar, personal message, and availability/presence status.

If you see the error message “Chat Unavailable” under any tab, it means that XMPP connectivity has been lost for chat and availability; however, you can still make calls. In this case, you should contact your service provider.

9.1.1 Availability Rules

Availability Rules allows a user to configure calling rules associated with each of the presence states. When the state is triggered, the associated rule is applied.

Each availability rule can be configured with one of the following options:

- No Rules
- Forward to Number
- Silent Alerting

9.1.2 Avatar

Your avatar is the picture that represents you in your friends’ Contacts lists and in chat screens. Tapping on the avatar opens a dialog with options to select an existing image, to take a new one with your device’s camera, or to clear/remove your avatar.

9.1.3 Status Message

You can enter a short status message into the area next to the avatar. This status text is shown in your friends’ Contacts lists.
9.2 Call Settings

The client supports the following BroadWorks service management features, allowing BroadWorks supplementary services to be turned on or off as you prefer in the Call Settings screen:

- Block My Caller ID
- Dialing Service
- Android Number
- Do Not Disturb
- Forward When Not Reachable
- Forward When Busy
- Forward Always
- Forward When No Answer
- Simultaneous Ring
- BroadWorks Remote Office
- BroadWorks Anywhere
- BroadWorks Mobility

9.2.1 Do Not Disturb

When you activate this service, all calls are typically blocked by the server and sent to voicemail.

9.2.2 Call Forwarding

By tapping on a different Call Forward option, you can enter a number to forward your calls as follows: Call Forward Always, When Busy, When No Answer, or When Not Reachable.

9.2.3 Remote Office

This service allows the use of any phone as the office phone from a charging and numbering perspective. For instance, a hotel room phone can be used as the office phone.

Enable Remote Office and specify a phone number to be used as the Remote Office number.

9.2.4 Block My Caller ID

Hide or display your number when calling or communicating with other parties or contacts. Set to Enable to hide the number; Set to Disable to show the number.

9.2.5 Anywhere

BroadWorks Anywhere allows service providers to offer fixed-mobile convergence (FMC) services without additional equipment. BroadWorks Anywhere simplifies communications for on-the-go users and remote users by extending the features of a desk phone to any other fixed or mobile device, regardless of the network or handset manufacturer. Callers dial one number and can reach you on any phone the user chooses. A desk phone, cell phone, and/or a soft phone can ring simultaneously.

Voice call continuity is possible with the ability to move live calls from one device to another without hanging up. Some of the service uses include:

- Add New Location – Use to add more numbers that can be used in the service.
- Alert All Locations – Use to activate parallel ringing.
- Diversion Inhibitor – Use to prevent a call ending up as a voicemail or being forwarded. Useful for conference call situations.
- Answer Confirmation – Use to receive a separate audio prompt when answering a call from a specified number (location). It may be useful in cases where mobile numbers are being used to prevent incoming calls going to mobile voicemail, since the call will be ended without going to voicemail if the answer confirmation is not provided.
- Call Control – Use to enable the server platform to provide mid-call services such as Call Transfer and Conferencing for that number (location).
9.2.6 Mobility

This service provides a set of mobile capabilities that help meet the key requirements of mobile operators for deployment of business services to the mobile handsets.

The following attributes can be set:

- **Active** – Flag to enable or disable the BroadWorks Mobility service for the user.
- **Mobile Number** – This is the subscriber’s mobile number in E.164 format.
- **Phones To Ring** – The default is “Fixed”. The options are as follows:
  - **Fixed** – If set, then only the user’s desk phone is alerted.
  - **Mobile** – If set, then only the user’s mobile phone is alerted.

The following attributes apply when the alerting mobile feature is set up:

- **Alert for Click-To-Dial** – If checked, Click To Dial calls alert the mobile phone.
- **Alert for Group Paging** – If checked, group paging calls alert the mobile phone.
- **Prevent Diverting** – This attribute determines whether the Application Server enables a diversion inhibitor when extending a call leg to the mobile phone.
- **Answer Confirmation** – This attribute determines whether the Application Server prompts for an answer confirmation when the user answers the mobile call leg.
- **Call Control** – This attribute determines whether call control is to be performed by the mobile device (off) or by BroadWorks (on). This must be turned on to provide mid-call service features to the mobile originated or terminated calls.

9.3 Preferences

The Mobility Sign In screen *preference* options available for review or edit include:

<table>
<thead>
<tr>
<th>Language</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Device ID</td>
<td>Help</td>
</tr>
<tr>
<td>About</td>
<td>Troubleshooting</td>
</tr>
</tbody>
</table>

The Mobility application also provides access to the following *preference* options (provider defined):

<table>
<thead>
<tr>
<th>Language</th>
<th>Remember Password (sign in automatically)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Troubleshooting</td>
<td>Caller ID Lookup</td>
</tr>
<tr>
<td>Enable Video Calls</td>
<td></td>
</tr>
</tbody>
</table>

9.3.1 Language Support

The client is prepared for localization and can be delivered in any language. The current languages are standard:

- U.S. English
- French
- French (Canadian)
- German
- Italian
- Spanish (European)
- Spanish (Latin America)
- Korean
- Japanese
- Chinese
- Dutch (Netherlands)

Additional languages are available upon request as part of a customization project.
9.3.2 Device ID
Momentum Mobility has the ability to lock the user to a single desktop or mobile device so that the software cannot be used on other hardware. The Android user can copy the Device ID from Preferences before signing into the application and provide it to the company administrator. The administrator locks Momentum Mobility to the reported device and the user can sign in only from this device.

9.3.3 Remember Password
ON/OFF feature – Enables the client to automatically sign in when the application is accessed.

9.3.4 Troubleshooting
The Troubleshooting features may be used if there are issues encountered with the application. It collects and sends diagnostic information to a predefined support email address that is defined by the company during the implementation process. This helps support personnel to identify the issues appropriately. The information sent consists of the application and media engine diagnostic logs.

Troubleshooting is offered as a menu option in Settings or Preferences, and can be accessed and setup from two places within the client:

- **Sign In screen**: Troubleshooting is available prior to Sign In. This feature is most helpful when a user has issues with entry or connectivity.
- **Within the App**: (after sign in): Select Preferences > Troubleshooting in the Side Navigation menu.

9.4 Call Center Agent (Queues)
Where this functionality is enabled, Momentum Mobility allows a user to join and leave Call Center Queues and set their Automatic Call Distribution (ACD) status. Access is based on the configuration and services assigned to the user. To view the currently assigned queues, join and leave queues, and change state, select the Queues option in the side navigation menu.

9.5 About
The About screen includes three sub views:

- **Info** – The Info view contains short info text, version, copyright, website URL, app ID, and build version.
- **License** – The License view contains the End User License Agreement.
- **Legal Notices** – The Legal Notices view contains third parties used by the application.

9.6 Help
The client provides web-based help that can be launched in a browser view from Settings.

9.7 Sign Out
An icon to sign out is located at the bottom of the left-side navigation pane.
10. My Room

*My Room* is accessible via the *My Room* icon. *My Room* is your permanent chat room, collaboration room, and a conference bridge (audio or video) access point all in one. All *My Room* sessions start as chats but a call or more participants can be added to the session while it is in progress. *My Room* is always available as a permanent area you can use to chat with anyone that joins. It offers a very useful way to conduct ad hoc group chats or meetings whenever you need to gather a few people for a discussion or presentation from your desktop (see Desktop version).

- Add one or more participants using the **Add Participants** icon.
- Your contacts can join your *My Room* from your contact card. If a group call is underway, chat participants can tap on the **Call** button within the My Room screen to automatically call in/join the conference audio bridge.
- Others may join your *My Room* by tapping your name on their Contacts list and by selecting **Join Room** from the contact card.
- You can dial into your contacts’ *My Room* audio bridge from their directory contact card, as well.

11. Search

Momentum Mobility supports search in Contacts and Contact Directories. The search is performed in a separate input field in the Contacts tab. The selected Contact filter (All, Online, Local Address Book, or Directories) impacts search results and will display matching contacts only from the currently selected category.

In addition to results from the Enterprise Directory, a search tool is also provided to locate information in:

- User’s Personal Phone List
- Group’s Common Phone List
- Enterprise Directory Common Phone List

The enhanced search is applied for both contact searching initiated by the user and upon receiving an incoming call, and searching for a display name corresponding to the caller’s number.

12. Push Notifications

Momentum Mobility offers support for Push Notifications for Incoming Calls. Mobile client applications use push notifications to get alerted for incoming calls and for accepting calls as VoIP. When there is a new call, a push notification is sent to the client, which is presented to the user as either platform-specific visual notification or in the user interface of the client application.

12.1 Push Notifications for Incoming Calls

From a user experience standpoint, accepting a call works in the same way for both push-enabled clients and non-push-enabled clients. On Android, the call is presented to the user with an application-specific Incoming Call screen with Answer and Decline buttons.

Outgoing VoIP calls are performed with SIP registration on demand, which is transparent to the user. The SIP registration is done only when the user initiates the VoIP call.
12.2 Push Notifications for Voicemail

In addition to push notifications for new calls, the solution also supports push notifications for new voicemail.

13. Multi-Device Support

Momentum Mobility provides support for users with multiple devices. This includes several features:

- Chat invitations are sent to all devices. Before the session is accepted, messages are sent to all devices, and once answered, the chat messages go to the device that sent a reply message.
- Retrieving one’s own presence notifications when another client updates the user’s presence. The client updates its own status based on the information it receives from the server.
- Accepting a shared presence invitation in one client is also recognized by another client and both clients start receiving presence updates.
- A new presence subscription made in one client is recognized in another. If the contact blocks the invitation, then there are presence notifications sent from the server to all of the user’s clients indicating that the subscription was terminated. This information is shown to the user. If the client receives two presence authorization requests from two or more devices for the same user, it only shows one request to the user.
- Removing a contact from a contact list in one device is recognized in another client and the contact list is updated (that is, the contact is removed) in the other client as well.

14. Other Features

14.1 Deployment Configurations for IM&P, Audio, and Video

The mobile client can be deployed in several different configurations based on configuration file parameters. For more information on the functionalities that are available in your version of the client, contact your service provider. The file types include:

- Primarily as an IM&P client only (no audio or video support)
- Primarily as a soft client with audio only (no IM&P or video)
- Primarily as a soft client with audio and video (no IM&P)
- Primarily as a Unified Communications (UC) client with audio only (that is, IM&P and audio, but no video)
- Primarily as a UC client with audio, video, and IM&P
- Click to Dial (Call Back and Call-Through using the native dialer)

14.2 Version Control

Version control is supported using the Android market (Play) mechanisms. When a new release is available, the old version is removed from the App Store and users of the previous version are notified about the update possibility.
14.3 Privacy Management

Mobility supports authentication with a user name and password for different services and servers requiring authentication. For convenience, the end user can save a user name and password for different realms. When the end user adds contacts to the Contacts list, these contacts receive a New Subscriber dialog asking whether they allow the end user to see their presence. This information is stored in this contact’s presence policies. At any time, the user can edit the presence policies that are stored on the server. The user can see all contacts that are allowed to view the user’s presence (white list) and users that are not allowed to view the user’s presence (blacklist). This feature requires a compatible presence server.

14.4 Firewalls and Network Address Translations (NATs)

The client supports rport (RFC 3581) for Network Address Translation (NAT) traversal and for using the client behind a firewall. (It is assumed that the client is mainly used with a session border controller (SBC), which also provides support for NAT traversal. Key features like calling on the device are unlikely to work without an SBC on the server side).

14.5 Failover and Failback

The client supports failover and failback mechanisms for all used protocols: Xsi, XMPP, and SIP. This feature is used to:
- Detect multiple connection endpoints (per protocol).
- Order connection points by priority.
- Connect to the highest priority connection point.
- Reconnect to the next connection point by priority one (if there is a problem with the primary connection point).
- Provide a failback mechanism to switch back to the primary (the highest priority connection point).

14.6 Secure VoIP Communication

The client supports secure VoIP communication using encrypted call negotiation and media streams. Mandatory, preferred, and optional secure modes are supported.

14.7 VoIP Quality of Service

The client has the ability to mark audio and video streams with Differentiated Services Code Point (DSCP) or Type of Service (ToS) flags using the Quality of Service (QoS) capabilities of the network equipment.

14.8 Privacy Policy

Mobile and Tablet clients support showing the service provider privacy policy via a clickable link in the About view that opens an external browser to review the policy site.
15. Appendices

15.1 Acronyms and Abbreviations

- **APN** = Access Point Name
- **ACD** = Automatic Call Distribution
- **CC** = Country Code
- **CLIP** = Calling Line Identification Presentation
- **CLIR** = Calling Line Identification Restriction
- **CS** = Circuit Switched
- **DSCP** = Differentiated Services Code Point
- **ECACS** = Emergency Call Address Change Service
- **FMC** = Fixed-Mobile Convergence
- **HTTP** = Hypertext Transfer Protocol
- **HTTPS** = Hypertext Transfer Protocol Secure Sockets
- **IM&P** = Instant Messaging and Presence
- **IMRN** = IP Multimedia Routing Number
- **IP** = Internet Protocol
- **NAT** = Network Address Translation
- **PBX** = Private Branch Exchange
- **PIN** = Personal Identification Number
- **QoS** = Quality of Service
- **RCS** = Rich Communication Suite
- **RTCP** = Real-Time Control Protocol
- **SBC** = Session Border Controller
- **SIM** = Subscriber Identity Module
- **SIP** = Session Initiation Protocol
- **TN** = Telephone Number
- **ToS** = Type of Service
- **UC** = Unified Communications
- **UI** = User Interface
- **URI** = Uniform Resource Identifier
- **URL** = Uniform Resource Locator
- **VM** = Voicemail
- **VoIP** = Voice Over IP
- **VPN** = Virtual Private Network
- **XMPP** = Extensible Messaging and Presence Protocol
- **XR** = Extended Report
- **Xsi** = Xtended Services Interface
15.2 Third-Party Software

- This software uses DNSJava (http://www.dnsjava.org/), license: http://www.dnsjava.org/dnsjava-current/README

- This software uses libphonenumber (https://github.com/googlei18n/libphonenumber), license: https://github.com/googlei18n/libphonenumber/blob/master/LICENSE

- This software uses OpenSSL (http://www.openssl.org/), license: http://www.openssl.org/source/license.html

- This software uses libjpeg (http://sourceforge.net/projects/libjpeg-turbo/files/1.4.0/), license: https://github.com/libjpeg-turbo/libjpeg-turbo/blob/master/LICENSE.md

- This software uses libpng (http://sourceforge.net/projects/libpng/files/libpng16/1.6.17/), license: http://www.libpng.org/pub/png/src/libpng-LICENSE.txt

- This software uses libwebp (https://developers.google.com/speed/webp/download), license: https://github.com/webmproject/libwebp/blob/master/LICENSE

- This software uses libwebsockets (https://github.com/warmcat/libwebsockets/tree/v2.2-stable), license: https://github.com/warmcat/libwebsockets/blob/v2.2-stable/LICENSE

- This software uses libjson (http://sourceforge.net/projects/libjson/), license: https://github.com/GerHobbelt/libjson/blob/master/LICENSE.txt

- This software uses WebRTC (http://www.webrtc.org/), license: https://webrtc.org/license/

- This software uses OpenH264 (https://github.com/cisco/openh264), license: https://github.com/cisco/openh264/blob/openh264v1.6.0/LICENSE

- This software uses SQLCipher (https://www.zetetic.net/sqlcipher/), license: https://www.zetetic.net/sqlcipher/license/
16. Customer Support

A team of expert support professionals are here to assist with technical issues, questions related to billing, feature usage, service upgrades, as well as any other general inquiries you may have. Simply contact us and a representative will help you with your request.

In order to provide optimal support, we recommend that the account owner (or an Authorized Contact) submit a ticket online or contact us via our toll-free support number regarding any critical or timely issues that may require troubleshooting. And always keep your account number handy to help us better assist you when you need us.

Support by Phone: **1-888-538-3960**
Live phone support is available 24/7 for emergency assistance

Online Support: [https://momentumtelecom.com/support](https://momentumtelecom.com/support)

Documentation: [www.momentumtelecom.com/mu/training-library](http://www.momentumtelecom.com/mu/training-library)

Momentum University is an online knowledge base of training and support content on the Momentum Telecom website. The Momentum U library is easy to use and offers the latest information about Momentum’s best-in-class cloud services and features. Momentum U includes product guides, user guides, FAQs, videos, and quick reference tools to help you do what you do.

Additional Training:
Instructor-led training courses (LIVE - web-based - in-person) is available upon request. Contact your Momentum Account Manager or Customer Support to find out about the course offerings, any related pricing that may apply, and to request a session for you and your team. A friendly representative of the Corporate Training team will contact you to schedule the training you need at a convenient time.