Clearspan Mobile
Application Installation

APPLICATION INFORMATION

Clearspan Mobile is a new application that replaces the older Communicator product. The Clearspan Mobile application is not an upgrade to the existing Communicator Mobile application but an entirely new product. As a result, the user will not receive an upgrade notification from the store.

The following illustrates the new application installation on the mobile device. In the example, an Android device is used but the experience on an iOS device closely follows. The same Clearspan Mobile application is valid for both mobile phones and tablets.
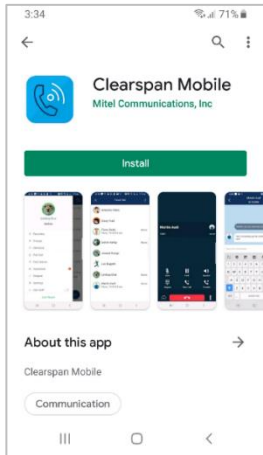
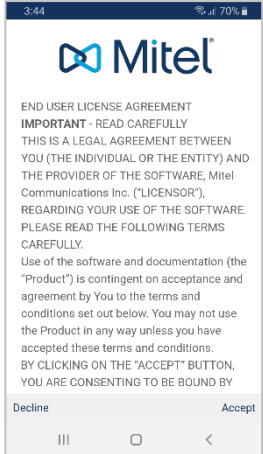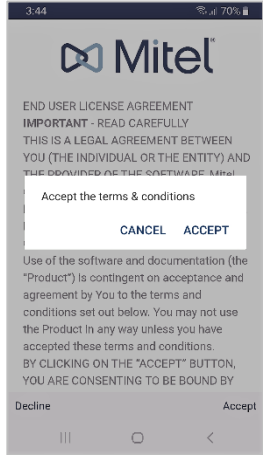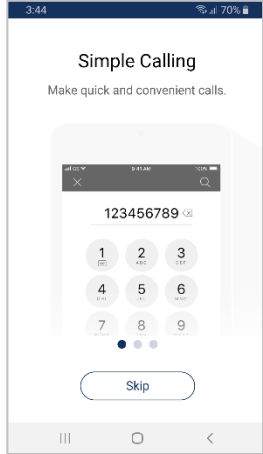## BEFORE THE CLEARSPAN MOBILE INSTALLATION

Before implementing the Clearspan Mobile application on the mobile device, the user should document the following information. These items are stored locally within the outgoing Communicator Mobile application and are not restored to the new application.

- ▷ The Clearspan User ID and password.
- ▷ Any contacts that have been created in the Communicator Mobile client.

The items above will need to be manually provisioned in the new application. Items such as voicemail, chat messages, and call settings are stored on the server and are not affected by the migration.
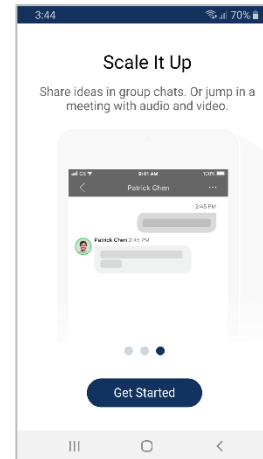
APPLICATION INSTALLATION

Uninstall the existing Communicator application from the mobile device.	
Open the Google Play Store or Apple App Store and perform a search for 'Clearspan Mobile'. Download and install the new mobile app. **The Clearspan Mobile app is valid for both mobile phones and tablets (Android and iOS).**	

Carefully read the End User License Agreement.

Select **Accept** to agree to the terms and continue or select **Decline** to exit the application.

Confirm the acceptance of the End User License Agreement.

Select **Accept** to agree to the terms and continue or select **Cancel** to exit the application.

A quick introduction to the application is displayed. Swipe to the left to view the different screens.

Alternatively, select **Skip** to proceed without viewing the introduction.

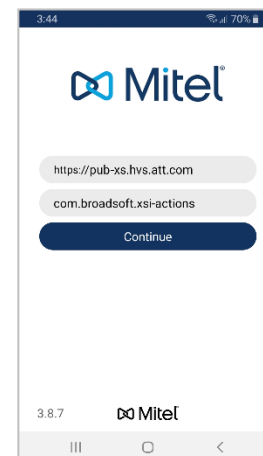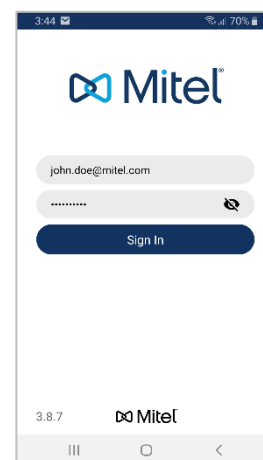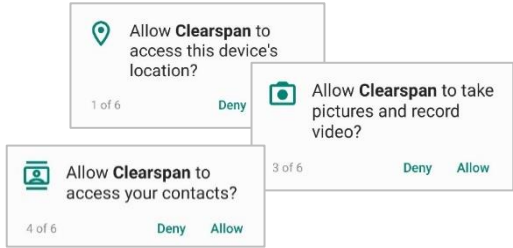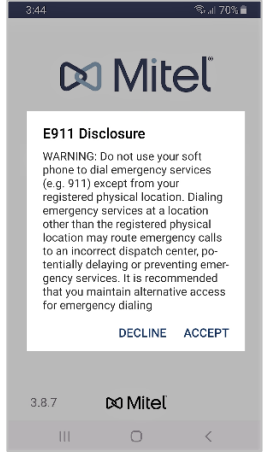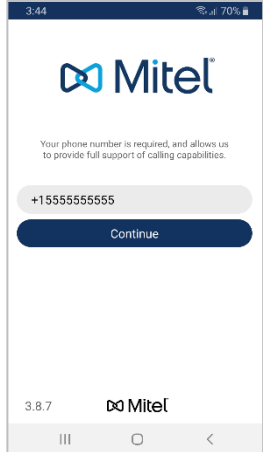|	
At the end of the introduction, select **Get Started** to proceed. This screen will not appear if the introduction was skipped in the previous step.	
Enter the URL for the system in the top field: **https://pub-xs.hvs.att.com** Select **Continue**. **DO NOT MODIFY THE BOTTOM FIELD.** The bottom field is pre-populated with the correct value. Modifying this field will cause issues with functionality of the application.	
Enter the Clearspan User ID and password. Select **Sign In** to log into the application with the supplied credentials.	

A series of permission prompts are displayed. Select **Allow** for all prompts for full application functionality. These permissions can be changed later in the phone settings if needed.	
The E911 Disclosure message is displayed. Please read the disclosure carefully. Contact your administrator if you have any questions. Select **Accept** to proceed or select **Decline** to exit the application.	
Some mobile devices (such as some tablets) are not a phone-enabled device. If Clearspan Mobile is installed phone-enabled device, the phone number of the mobile device is required. Enter the mobile phone number of the device (not the Clearspan phone number). Select **Continue**.	

Clearspan Mobile and Clearspan Anywhere complement each other to deliver calls to the mobile device (if the Clearspan Anywhere service is assigned to the user).

If the user has the Clearspan Anywhere service, when the user logs out of Clearspan Mobile they are prompted to enable Clearspan Anywhere to continue receiving calls.
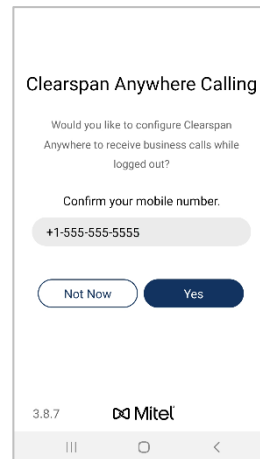
This allows the user to receive calls when not logged into the application.

Select **Yes** to configure Clearspan Anywhere with the mobile number of the device.

Select **Not Now** to skip the Clearspan Anywhere configuration.
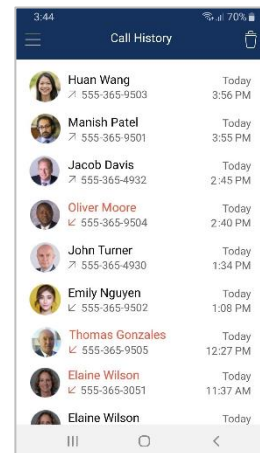
If the mobile number is already configured in Clearspan Anywhere, selecting 'Yes' results in an error. Simply select 'Not Now' and the existing configuration will be used.

Clearspan Anywhere Calling

Would you like to configure Clearspan Anywhere to receive business calls while logged out?

Confirm your mobile number.

+1-555-555-5555

Not Now   Yes

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The application is started. The Call History page is the landing page for the client. Access the other features by using the menu button in the top-left corner of the application.

The default landing page of the application cannot be changed.

If Clearspan Anywhere is configured, the user is prompted to enable Clearspan Anywhere to continue receiving calls when signing out of the application.

Select **Yes** to enable Clearspan Anywhere and continue receiving calls.

Select **No** to leave Clearspan Anywhere disabled and no longer receive inbound calls.

Sign Out

Would you like to use Clearspan Anywhere to receive business calls when logged out?

CANCEL   NO   YES

Powering connections