

Clearspan Mobile Application Installation

APPLICATION INFORMATION

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.

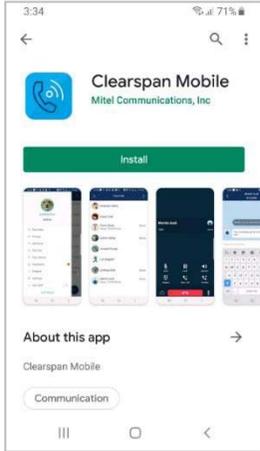
BEFORE THE CLEARSPAN MOBILE INSTALLATION

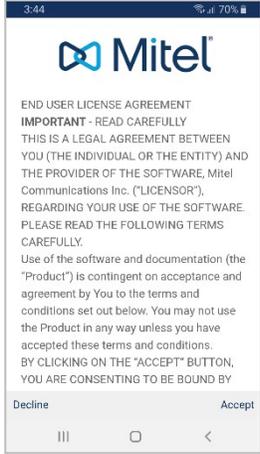
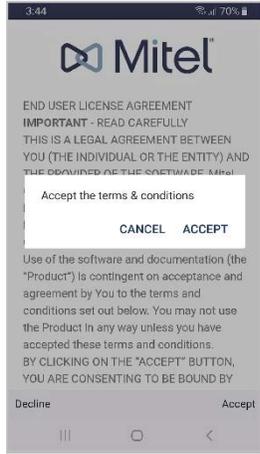
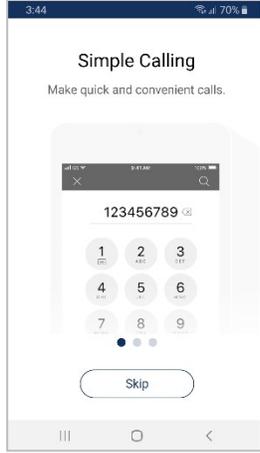
Before implementing the Clearspan Mobile application on the mobile device, the user should document the following information. These items are stored locally within the outgoing Communicator Mobile application and are not restored to the new application.

- ▶ 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.

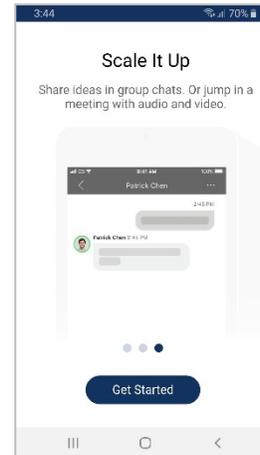
APPLICATION INSTALLATION

<p>Uninstall the existing Communicator application from the mobile device if you have this version installed otherwise, proceed to the next step.</p>	
<p>Open the Google Play Store or Apple App Store and perform a search for 'Clearspan Mobile'. Download and install the new mobile app.</p> <p> The Clearspan Mobile app is valid for both mobile phones and tablets (Android and iOS).</p>	

<p>Carefully read the End User License Agreement.</p> <p>Select Accept to agree to the terms and continue or select Decline to exit the application.</p>	
<p>Confirm the acceptance of the End User License Agreement.</p> <p>Select Accept to agree to the terms and continue or select Cancel to exit the application.</p>	
<p>A quick introduction to the application is displayed. Swipe to the left to view the different screens.</p> <p>Alternatively, select Skip to proceed without viewing the introduction.</p>	

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://app.sip.net.internet2.edu>

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.

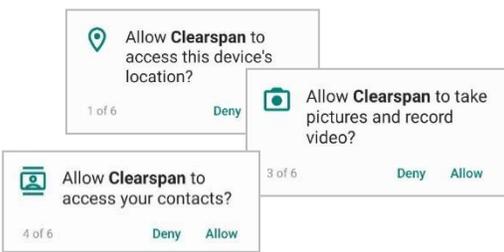
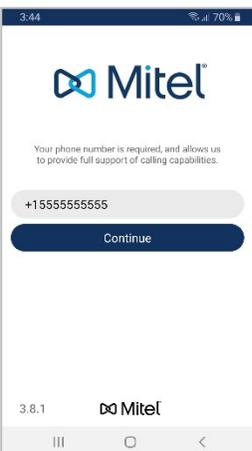
Select **Sign In** to log into the application with the supplied credentials.

Your Username is your phone number followed by '@ucmerced.edu'

For example: 2092281234@ucmerced.edu

If you don't know your password, contact the Service Desk at 209-228-HELP



<p>A series of permission prompts are displayed. Select Allow for all prompts for full application functionality.</p> <p>These permissions can be changed later in the phone settings if needed.</p>	 <p>The image shows three overlapping permission prompts from an Android phone. The top prompt asks for location access (1 of 6), the middle for photos and video (3 of 6), and the bottom for contacts (4 of 6). Each prompt has 'Deny' and 'Allow' buttons.</p>
<p>The E911 Disclosure message is displayed.</p> <p>Please read the disclosure carefully. Contact your administrator if you have any questions.</p> <p>Select Accept to proceed or select Decline to exit the application.</p>	 <p>The image shows a mobile screen with the Mitel logo at the top. Below it is an 'E911 Disclosure' warning: 'WARNING: Do not use your soft phone to dial emergency services (e.g. 911) except from your registered physical location. Dialing emergency services at a location other than the registered physical location may route emergency calls to an incorrect dispatch center, potentially delaying or preventing emergency services. It is recommended that you maintain alternative access for emergency dialing.' At the bottom are 'DECLINE' and 'ACCEPT' buttons. The Mitel logo and version number '3.8.7' are also visible at the bottom of the screen.</p>
<p>Some mobile devices (such as some tablets) are not a phone-enabled device. If Clearspan Mobile is installed on a phone-enabled device, the phone number of the mobile device is required.</p> <p>Enter the mobile phone number of the device (not the Clearspan phone number).</p> <p>Select Continue.</p>	 <p>The image shows a mobile screen with the Mitel logo at the top. Below it is the text: 'Your phone number is required, and allows us to provide full support of calling capabilities.' There is a text input field containing '+15555555555' and a blue 'Continue' button below it. The Mitel logo and version number '3.8.1' are also visible at the bottom of the screen.</p>

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.

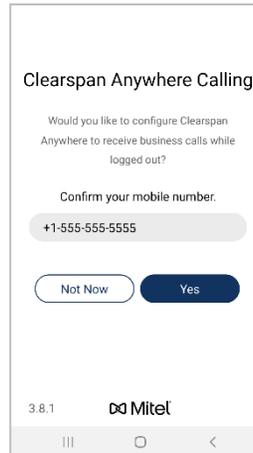
This allows the user to receive calls when not logged into the application.

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

Select **Not Now** to skip the Clearspan Anywhere configuration.

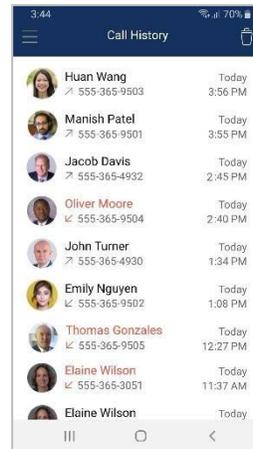


If the mobile number is already configured in Clearspan Anywhere, selecting 'Yes' results in an error. Simply select 'Not Now' and the existing configuration will be used.



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.

