

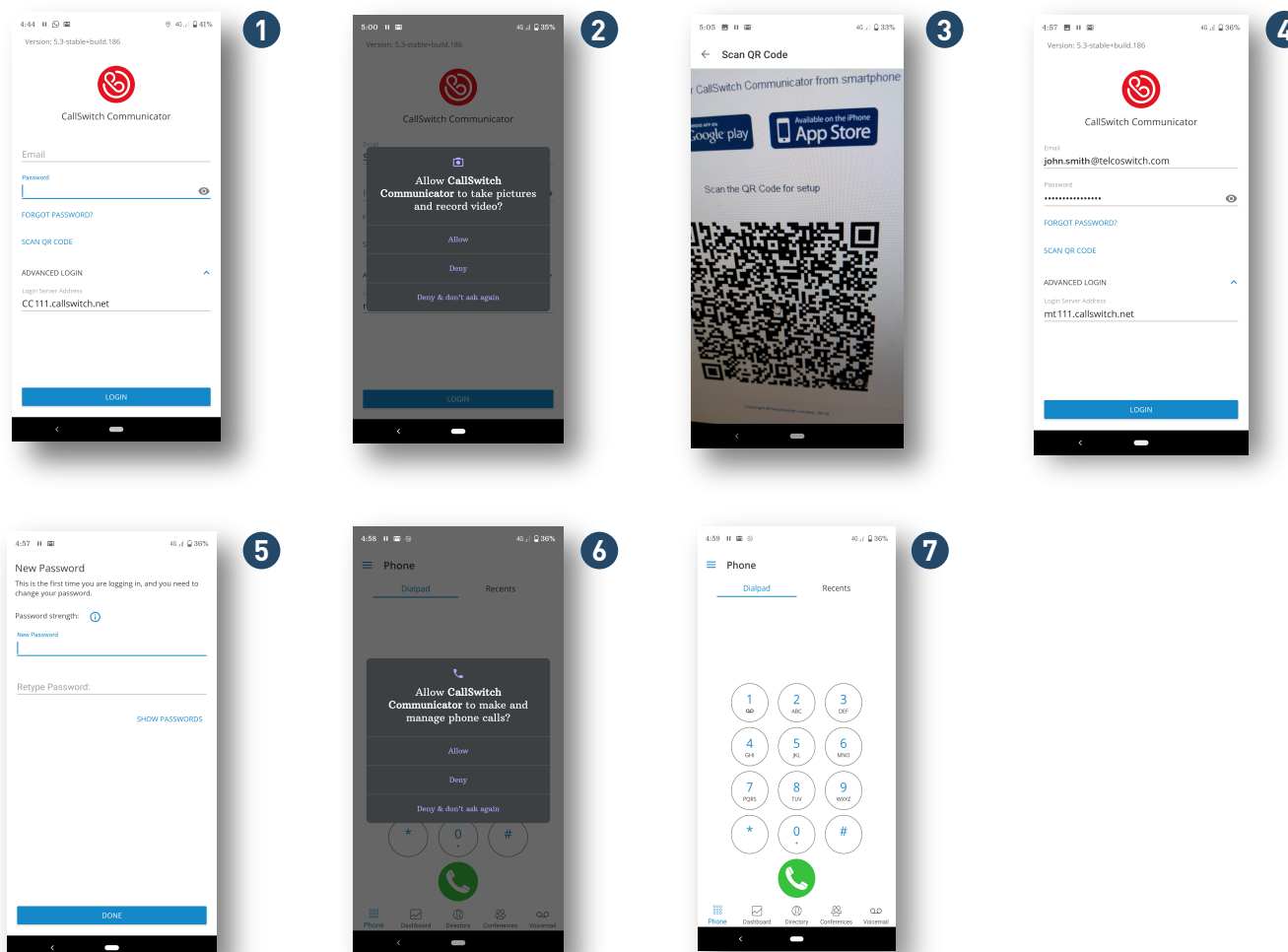
The Quick Installation Guide for CallSwitch Communicator

This guide will help you setup CallSwitch Communicator on your smartphone and computer. In order to install the CallSwitch Communicator App you will need both as well as your 'CallSwitch Account Details' email.

Installing Communicator Mobile App

Get ready: open the '**CallSwitch Account Details**' email on your computer and look for the QR code at the bottom of the email.

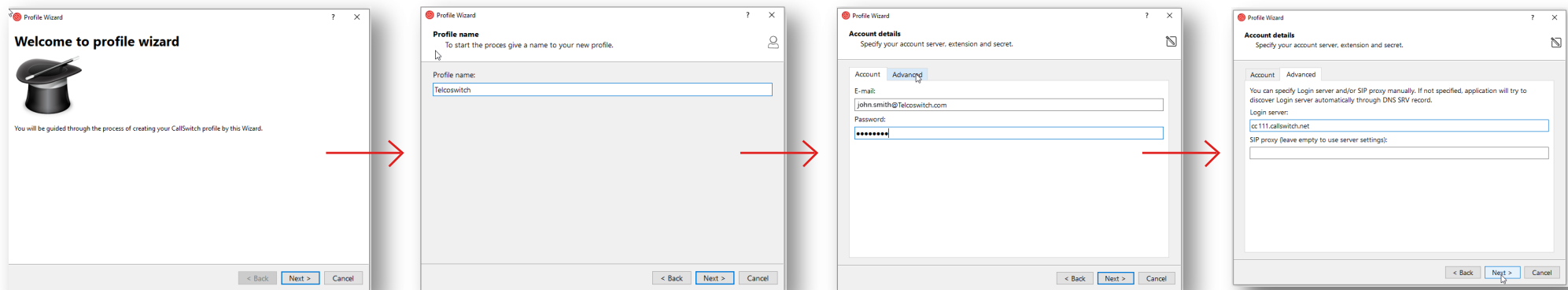
- 1. Download** the Mobile Communicator App on to your phone. For iPhone visit the App Store (<https://www.apple.com/uk/ios/app-store>); for Android visit Google Play Store (<https://play.google.com/store>) and search for '**CallSwitch Communicator 5**'.
- Open the app and allow CallSwitch Communicator to '**take pictures and record video**'.
- Point your phone camera on the QR code onto your computer's screen.
- This will fill in automatically the login details and server.
- Press the login button and you'll be asked to change your password. The password must be at least 8 characters long, one upper case letter, one lower case letter, one digit and one special character (these are the allowed ! % *)
- Once you press login, you will be asked to agree to several permissions whilst logging in for the first time, eg. for all your mobile contacts to be seen on the app.
- And you're ready to start making calls!



Installing Communicator Desktop App

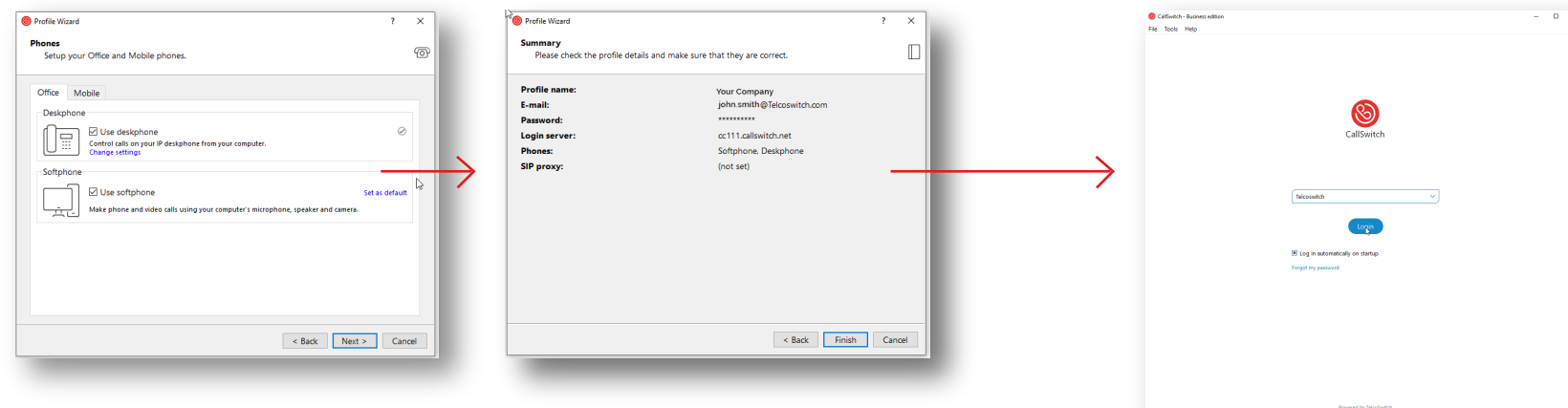
1. Open the 'CallSwitch Account Details' email on your computer. Look for the 'CallSwitch Communicator for Desktop' download button for Windows.
2. Download the Communicator app on to your computer and follow the installation instructions.
3. Once installed, log in by using your email address and the password created for your smartphone app.

2



The first four screenshots of the Profile Wizard show the initial setup steps:

- Welcome to profile wizard:** A wizard icon and a message: "You will be guided through the process of creating your CallSwitch profile by this Wizard." Buttons: < Back, Next >, Cancel.
- Profile name:** "To start the process give a name to your new profile." Profile name field: Telcoswitch. Buttons: < Back, Next >, Cancel.
- Account details:** "Specify your account server, extension and secret." Fields: Account (Advanced), E-mail (john.smith@telcoswitch.com), Password (*****). Buttons: < Back, Next >, Cancel.
- Account details (continued):** "Specify your account server, extension and secret." Fields: Login server (cc111.callswitch.net), SIP proxy (leave empty to use server settings). Buttons: < Back, Next >, Cancel.



The next three screenshots of the Profile Wizard show the final setup steps:

- Phones:** "Setup your Office and Mobile phones." Options for Deskphone and Softphone. Deskphone: Use deskphone (checked), Control calls on your IP deskphone from your computer. Softphone: Use softphone (checked), Make phone and video calls using your computer's microphone, speaker and camera. Buttons: < Back, Next >, Cancel.
- Summary:** "Please check the profile details and make sure that they are correct." Summary of profile details: Profile name (Your Company), E-mail (john.smith@telcoswitch.com), Password (*****), Login server (cc111.callswitch.net), Phones (Softphone, Deskphone), SIP proxy (not set). Buttons: < Back, Finish, Cancel.
- CallSwitch - Business edition:** Login screen. Fields: Telcoswitch (dropdown), Login button. Text: "Log in automatically on startup", "Forgot my password".

3