



Worldline Mobile App

USER GUIDE

Last Updated: Friday, August 21, 2020

Worldline Mobile App User Guide

OVERVIEW (ABOUT THE WORLDLINE MOBILE APP)



The **Worldline Mobile App** is a **FREE** app that available is existing Worldline Mobile customers. The App allows Worldline Mobile Customers to make phone calls throughout Canada (except Nunavut, Yukon, and Northwest Territories) for **FREE**.

There are some areas in Canada that are excluded – see our terms and conditions for more information



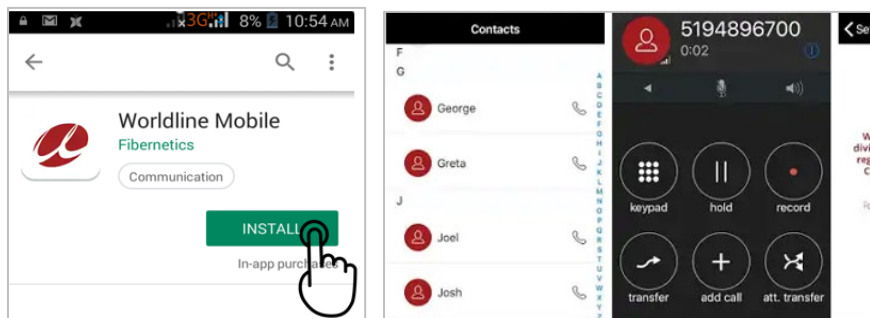
At this time, some limitations apply to the Worldline Mobile App. Some of the known limitations that are not supported right now are:

- Ability to choose phone the number
- Ability to port in or port out the phone number
- App version for IOS

When updates to these are available, the information will be posted to our website.

HOW TO DOWNLOAD AND START USING THE WORLDLINE MOBILE APP

1. From the Google Play Store, search for “Worldline”. Worldline Mobile” is the full name of the App. Tap the “INSTALL” button.



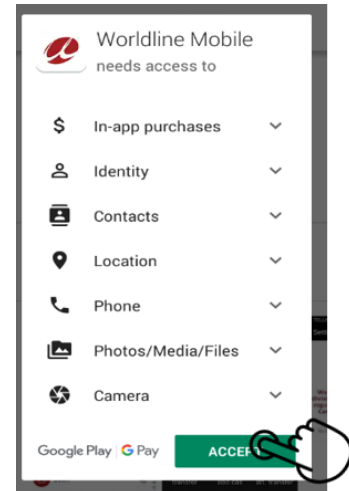
Anyone can download the app, however, in order to use it, you will need to be a Worldline customer with Worldline portal access (<https://www.worldline.ca/myaccount/login>).

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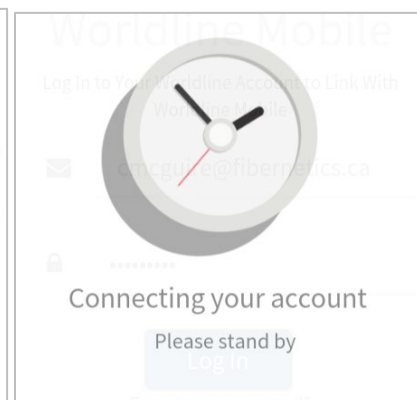
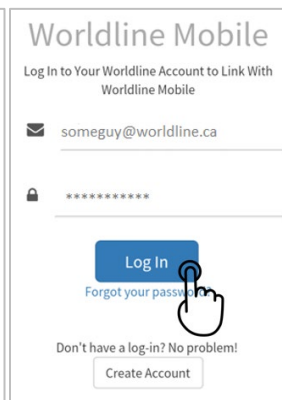
- After the app is installed, customers will first see a screen requesting of access to their device.

The information that will be collected by the App is to ensure that all the functionalities of the app will work properly.

Tap the “ACCEPT” button to continue.

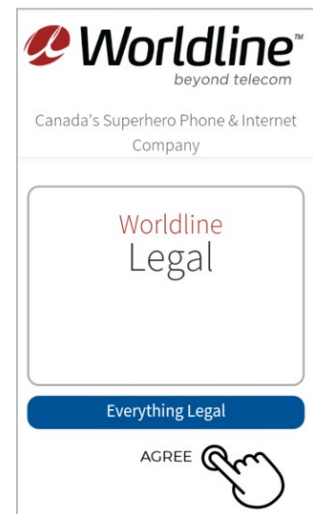
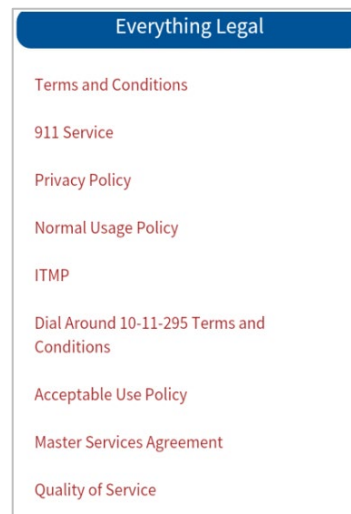


- You will now be prompted to log in to your Worldline “My Account”. Enter your registered email address and password and tap the “Log In” button. You will see a clock image while the App is connecting to your account.



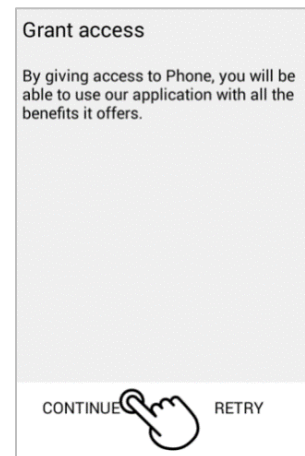
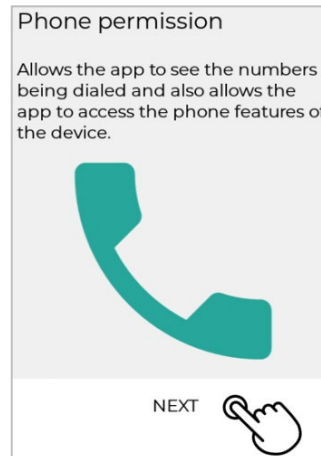
- You will be prompted to agree to our Legal Terms and Conditions. Please take some time to read our Terms and Conditions. You can tap on “AGREE” to continue.

Please note that our Worldline Terms & Conditions are written to accommodate all our Worldline Products including DSL Internet, Cable Internet, and Digital Home Phone products. If you are interested to learn more about Worldline products, visit our website - www.worldline.ca.



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- You will now be prompted to provide the APP permission to function like a phone by allowing it to dial, do call history, ringing, etc. You will be prompted with two screens. Keep tapping NEXT and CONTINUE to proceed.

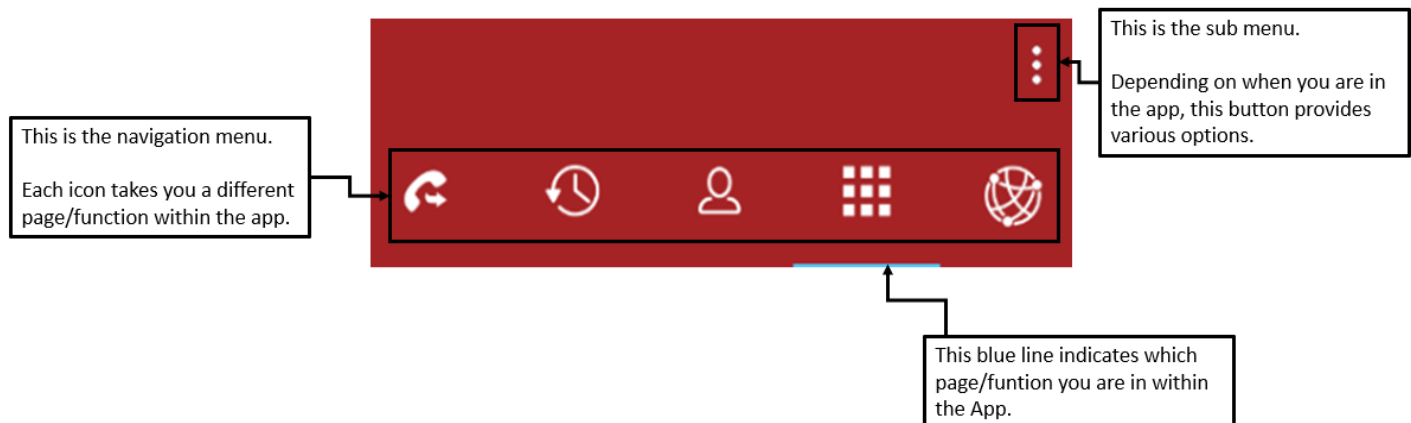


CONGRATULATIONS!

You are now setup to use the WORLDLINE MOBILE APP!

NAVIGATING ON YOUR WORLDLINE MOBILE APP

The image below tells you how to navigate on your Worldline Mobile App.







The table below explains what each page/function is for.



QUICK DIAL – Allows you to add certain contacts into a quick dial view that you can just press. Very useful if you have a lot of people in your phone book and would want to just have a place to easily find your favorite contacts.

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	CALL HISTORY – Allows you to view your recent outbound, received, and missed calls. Tapping the call within the list allows you to call back.
	CONTACTS – Allows you to view your current phone book contacts. You can call them from here or edit their information. The contacts are synced in with your mobile device.
	DIAL/KEYPAD – Allows you to dial and call a specific number.
	WORLDLINE PORTAL ACCOUNT ACCESS – Allows you to log in to your Worldline Mobile account. Currently, it displays your App's phone number as the username. If you intend to log in to you Worldline Mobile account, please replace the username with your registered Email address.

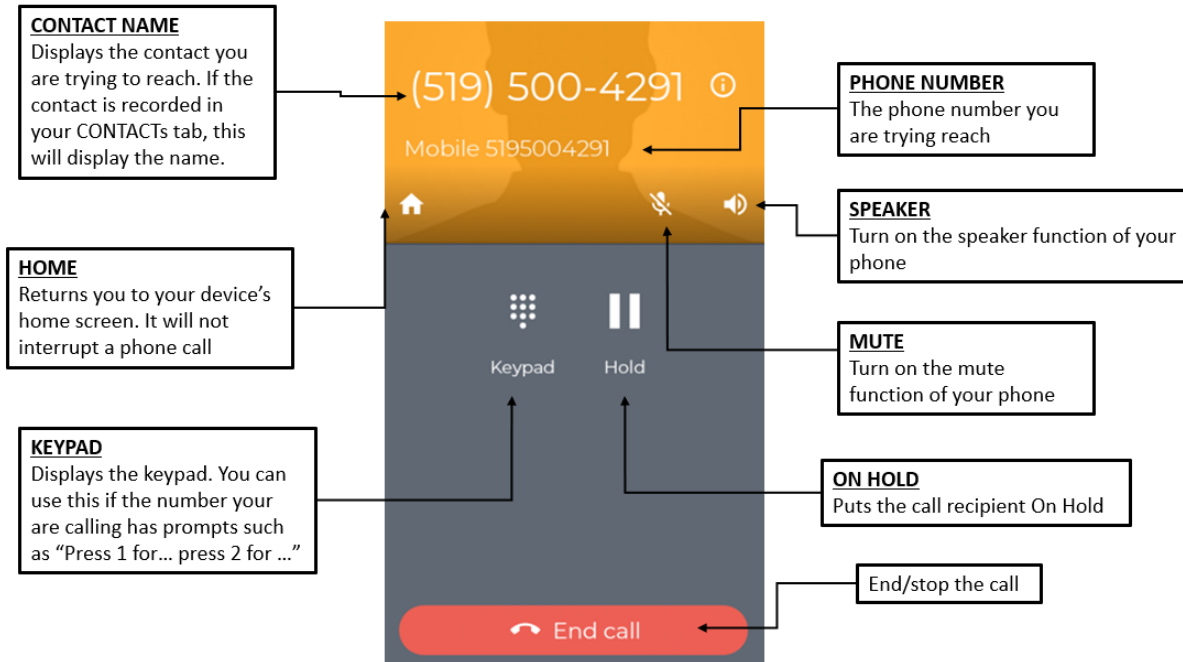
PHONE CALLS

You can make phone calls by:

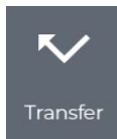
1. Tapping on one of the contacts saved in QUICK DIAL () tab
2. Tapping on a previous call from the CALL HISTORY () tab
3. Tapping on the phone icon next to your one of your contacts from the CONTACTS () tab
4. Dialing a phone number from the DIAL/KEYPAD () tab

When you a phone call and your call have not been picked up yet, the app would present the following options below:

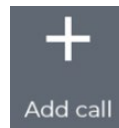
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Once the call goes through, you will be presented 3 more additional options.



TRANSFER allows you to transfer the caller/call recipient to another phone number



ADD CALL allows you to add another call recipient to an existing call. You can do conference calls this way



ATTENDED TRANSFER allows you transfer the call, while keeping yourself as part of the call. This way you can introduce the caller/call recipient to the person you are transferring the call to