YOUR CONTACTS LIST

Accession Communicator for Desktop assembles a contact list for you to use. Depending on how your service is set-up, this contacts list may include:

- **Contacts that you type directly into Accession Communicator for Desktop.**
- **Contacts that are contained in the Outlook or Mac local address book that is stored locally on your computer.**
- **Contacts that are in CommPortal contacts**
- **Contacts that are in your corporate directory**

VISUAL VOICE MAIL

If you have a voice or video message, the indicator will change color and indicate the number of messages received.

Click on the message button to see a list of messages received, to see transcriptions of the messages into text (where available) or to listen to the messages.

Note: Accession Communicator has advanced call routing features. If you typically dial your own phone number to reach voicemail you may find this option is no longer available to you. If you need to dial into your voicemail from a device that has Accession Communicator, please dial this voicemail access number: <service-provider-voicemail-access-number>.

EMERGENCY CALLS

Accession Communicator lets you make calls from anywhere on the most convenient device. If you place a 911 call from Accession Communicator, the 911 operator may not be able to identify where you're calling from.

FAVORITES

For quick access to frequently-called people, add them to your favorites list. Use the right-hand mouse button to click on any contact and choose "Add to Favorites" from the drop-down list. Favorites will appear in the Favorites list and in the Contacts list.

PRIVACY AND PROTECTION

If configured to automatically sync with Outlook, Accession Communicator for Desktop introduces a source for contacts to be viewed and edited.

MORE QUESTIONS

If you still have questions about Accession Communicator for Desktop, **check out our answers page at: https://getsatisfaction.com/metaswitch/products**

Or call <service provider> customer service on **<service provider customer care number>**

ACCESSION COMMUNICATOR FOR DESKTOP
QUICK REFERENCE GUIDE

Accession Communicator is Built on Metaswitch, a leading global provider of telecommunications technology

ACCESSION COMMUNICATOR FOR YOUR DESKTOP

Your <service provider> phone service can be used to make or receive calls from your desk phone, your PC or Mac and your mobile devices.

For this to work on your desktop you'll need to install the Accession Communicator software on your PC or Mac. This guide helps you to do that.

CHECK YOUR COMPUTER IS COMPATIBLE

Accession Communicator for Desktop works on PCs that have Windows 7 or Windows 8. It also runs on Macs that have OS X 10.7 or later versions.

You can use your computer's built-in microphone and speakers but you'll have much better audio quality if you use a headset. Accession Communicator works with most common headsets, including Bluetooth. It will even work with the answer/reject call button on some headsets.

FIND YOUR PASSWORD

You'll need your <service provider> CommPortal phone number and password to start using Accession Communicator for Desktop. If you don't have this information, call us on <service provider customer care number>.

DOWNLOAD AND INSTALL THE SOFTWARE

First download Accession Communicator for Desktop here: <Service provider site.com/Accession>

When prompted, save the file. Find it in your downloads folder and then open it to begin the installation process

EXPLORING ACCESSION COMMUNICATOR

Accession Communicator for Desktop is like having your desk phone on your computer. You can make and receive calls, hold calls, transfer calls and make three-way calls.

You can also use it to send instant messages to other people in your corporate directory who are using Accession Communicator, no matter what device they are using.

Accession Communicator uses Wi-Fi, broadband or mobile data services that are available and connected to your computer.

MAKING CALLS

Making a call is as easy as entering the number on the keypad or clicking on a contact's call button. If your contact has more than one number, you can choose which one to call from the drop-down list.

If the person you are calling has caller id, they'll see your individual <service provider> phone number.

RECEIVING CALLS

When someone calls your <service provider> number, you'll see a pop-up box on your computer screen. You'll also hear a ringing tone through your speakers or headset. The pop-up shows the number of the person calling you. If that person's details are already in your contacts list, you'll also see the caller's name.

Depending on the other services you have from <service provider> you may see the incoming call on your desk phone, on your mobile phone or on a tablet device. You answer the call on whichever device is most convenient for you.

DURING THE CALL

While a call is in progress, you'll see the call window. Use this window to:

1. **OPEN A DIAL PAD**
2. **PLACE THE CALL ON HOLD**
3. **TRANSFER THE CALL TO ANOTHER NUMBER**
4. **SWITCH ON VIDEO**
5. **ADJUST YOUR MICROPHONE OR**
6. **HEADSET VOLUME**
7. **END THE CALL**

You may receive a call while you are already on another call. If you answer the new call, the current call will automatically be placed on hold and the new call will appear in a new call progress window. Switch between the two calls using the window for each one

VIDEO CALLING

If the person you're talking to is also using Accession Communicator on the same network, you can upgrade your call to video at any time. Click on the camera icon to send your video. The other person will receive a prompt inviting them to switch on video too. Click on the camera icon any time to turn off your video feed.

SEND THE CALL TO SOMEONE ELSE

Use the transfer button to send any call to another number. A menu will pop-up allowing you to pick the number for any contact or to type in a completely new number.

MOVE THE CALL WHILE YOU'RE STILL ON IT

If you're talking through Accession Communicator for Desktop, you can transfer the call to another number and keep talking.

Use the transfer button to send the call to the number you want to use.

CHOOSING WHICH CALLS TO RECEIVE

Click on the status selector to reveal "More Options" at the end of the menu. This opens the Call Manager Status window. Here you can choose how calls are treated depending on who the call is from. You can also choose your preferences for how calls should be handled if they are from anonymous numbers, from VIPs or from numbers on your Unwanted callers list.
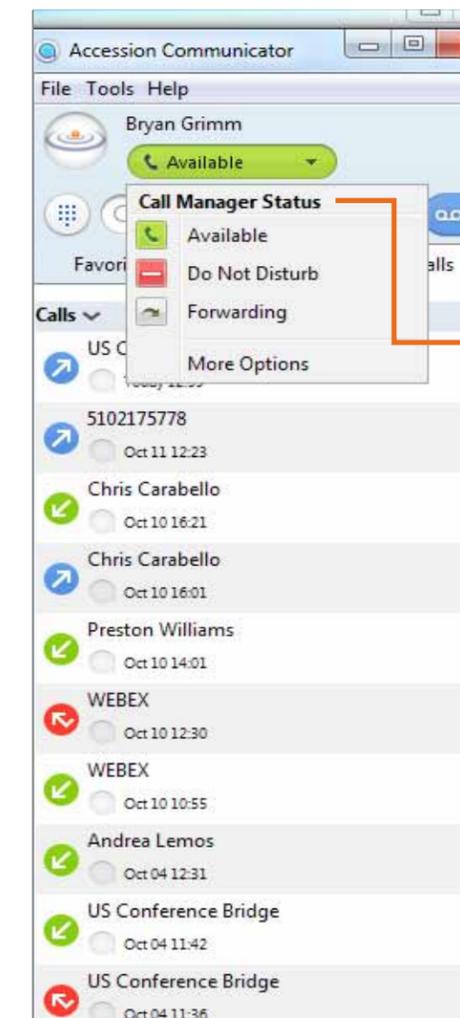
AVAILABLE • DO NOT DISTURB • FORWARD MY CALLS

You can tell Accession Communicator how to handle your incoming calls.

Choose between:

- **AVAILABLE**
- **DO NOT DISTURB**
- **FORWARD CALLS TO SPECIFIC NUMBER**

If **DO NOT DISTURB** is selected, callers will hear a recorded voice announcement saying that you are unavailable and will then be connected to your voicemail. None of your devices will ring until you turn off Do Not Disturb. Be sure to use it carefully!

You can also tell Accession Communicator to **FORWARD ALL YOUR CALLS** to another number. Click this option and you'll be prompted to enter the number.

Note that when you change your availability status or set up a forwarding number, the change applies on every device on which you are using Accession Communicator. So if you step away from your computer and forget to change your status, just do it from the Accession Communicator app on your mobile phone (if installed).