Accession (Mobility Tool) for Desktop Quick Start Guide

BTCBroadband.com

BTC's Mobility Tool "Accession" for Desktop

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.

Ensure Your Computer is Compatible

Accession Communicator for Desktop works on PCs running Windows 7 or Windows 8. It also runs on Macs with OX X 10.7 or later versions.

You can use your computer's built-in microphone and speakers with Accession Communicator, but you will 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.

Download and Install the Software

First, download Accession Communicator for Desktop at BTCBroadband.com. You will find it in the Cloud Voice Portal, under downloads.

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

Find Your Password

You'll need your BTC Cloud Voice Portal phone number and password to start using Accession Communicator for Desktop. If you don't have this information, contact us at 918-366-8000.

Exploring Accession Communicator

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're calling has caller ID they will see your individual business number.

Receiving Calls

When someone calls your 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 suite of services you have from BTC, you may see the incoming call on your desk phone, on your mobile phone, or on a tablet device. You can answer the call on the device that 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. Add a participant
2. Transfer the call
3. Perform a CRM look-up
4. Put the call on hold
5. Uplift to video
6. Adjust the microphone
7. Adjust the volume
8. Access the keypad
9. Record the call

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 as well. To turn off your video feed, just click the camera icon.

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 choose the contact's number 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 or from numbers on your Unwanted Callers list.

Available - Do Not Disturb - Forward Calls

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

- Available
- Do Not Disturb
- Forward to specific number

If DO NOT DISTURB is selected, callers will hear a recorded voice announcement saying you are unavailable and will then be connected to your voicemail. None of your devices will ring until you turn off do not disturb, so be sure to use it carefully!

Note that when you change your status or set up a forwarding number, the change applies on every device on which you use Accession Communicator. If you step away from your computer and forget to change your status, you

can easily do it from the app on your mobile phone (if installed).
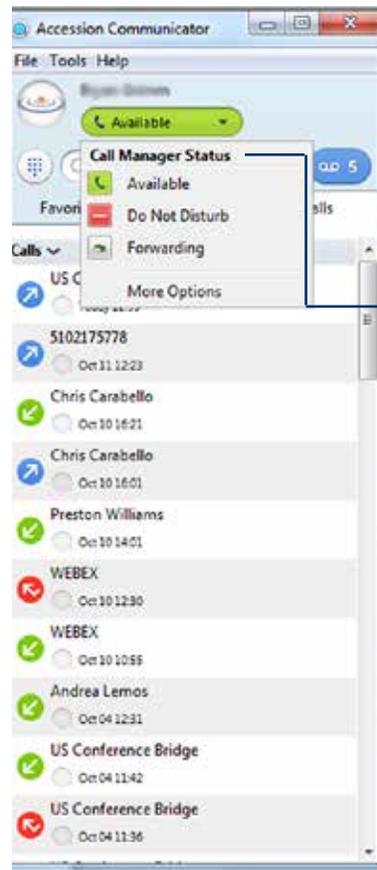
Your Contacts List

Accession Communicator for Desktop assembles a contact list for you to use. Use the Options menu to configure how you manage them.

Depending on how your service is set up, this 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 Cloud Voice Portal

- Contacts that are in your corporate directory

Visual Voicemail

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 the messages, to view transcriptions of the messages into text (where available), to listen to the messages, or to forward messages to another person.

Emergency Calls

Accession Communicator enables you to make calls from anywhere on the most convenient device. If you place a 911 call from Accession Communicator, the operator may not be able to identify where you are 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 both the Favorites and Contacts lists.

More Information

If you have additional questions about Accession Communicator for Desktop call us at 918-366-8000 or email support@mybtc.com.

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