



# Accession for Mobile Quick Start Guide



## Accession Communicator for Mobile

Your BTC 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 mobile phone or tablet device you'll first need to install BTC's Mobility tool, the Accession Communicator app. This guide helps you to do that.

## Ensure Your Device is Compatible

Accession Communicator for Mobileworks on:

- Android phones and tablets running 3.3.3 (Gingerbread) or later versions
- iPhone 3GS, 4, and 4S running iOS 5 or later
- iPads running iOS 5 or later

Video calling only works on devices that have a front-facing camera.

## Find Your Password

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

## Download and Install App



Search for 'Accession' in iTunes or the Google Play store and download the Accession Mobile app to your device. When you open the app you'll be prompted to choose your provider. Scroll to 'BTC' and select. Next you will need to enter your username and password. Generally your username will be your 10-digit business phone number. If you've logged into CommPortal before you likely will have changed your password. If you don't know your password contact your administrator.

## Exploring Accession Communicator

Accession Communicator for Mobile is like having your desk phone on your mobile – and a whole lot more. You can make and receive calls, hold calls, transfer calls, and make three-way calls. You can even push and pull calls over to your phone from other twinned devices, mid-call.

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 or mobile data services that are available and connected to your mobile phone, so you can make and receive calls without using your mobile phone minutes..

## Making Calls

To make a call, enter the number you are calling into the Accession dialer, or simply tap on the contact and touch the contact's number. Accession Communicator for Mobile will route the call over Wi-Fi or using 3G/4G/LTE mobile data. If the person you are calling has caller ID they will see your individual BTC phone number.

## Receiving Calls

When someone calls your BTC number the Accession Communicator app will offer you the choice to accept or reject the call.

Depending on the suite of services you have you may see the incoming call on your desk phone, your desktop, or on a tablet device. You can answer the call on whichever device is most convenient for you.

Calls directly to your mobile number utilize the device's native dialer as normal.

## During the Call

While a call is in progress you will have these options:

- Mute the call
- Open dial pad
- Turn on speaker mode
- Switch
- End call



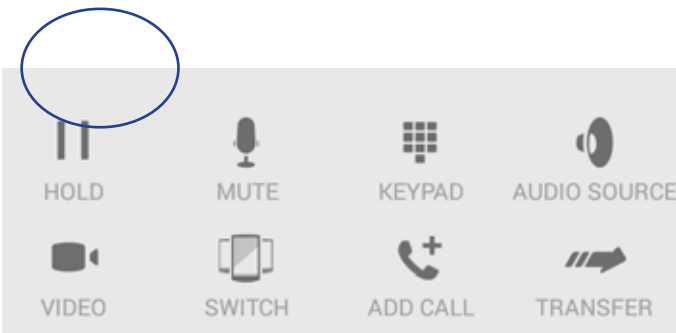
## When Another Call Comes In

You may receive a call while you are already on a call. Accession Communicator for Mobile gives you the choice to:

- Hold the existing call and answer the new call
- End the existing call and answer the new call
- Ignore the new call

## Video Calling

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



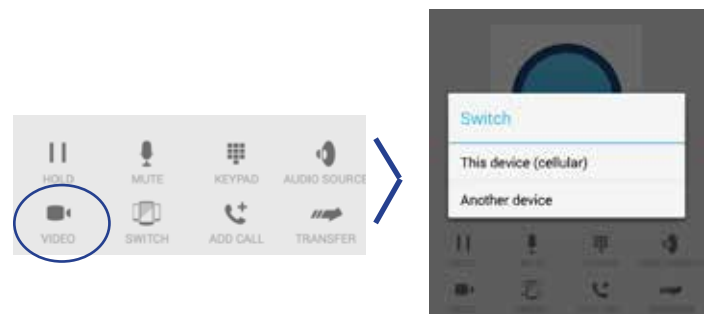
## Move the Call While You're Still On It

A call on Accession Communicator will be on Wi-Fi or on a mobile data service. If the connection is not reliable the audio may be of poor quality. If this happens you can switch the call to a regular cell phone connection by pressing the switch button. You'll see the option to switch to 'This device (cellular).' Remember that the call will then start using your mobile minutes.

You may also choose to switch the call to another of your devices running Accession Communicator, such as your desktop PC or your iPad. To make this switch, choose the option for 'Other device,' then answer the call on whichever device is most convenient.

## Push and Pull call from Another Twinned Device

You may have a call in progress on another device that's twinned to the same number, such as your desk phone, Accession desktop on a PC, or Accession Mobile on a tablet device like an iPad. You can push and pull that call to another



device running Accession Communicator.

Imagine, for example, that you have a call on your desk phone that you want to pull to your mobile phone so you can:

- Pull your call to mobile so you can then take the call in an office
- Pull your call to mobile and then switch to cell so you can take the call as you leave the building

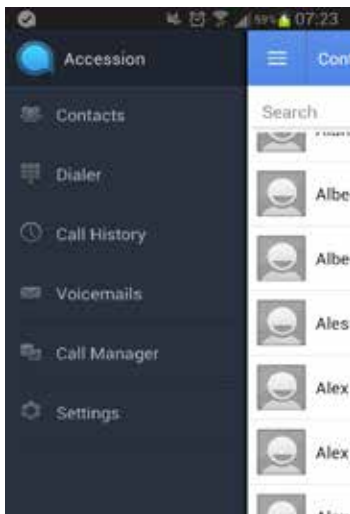
If a call exists that can be pulled, the Accession Communicator app on your mobile phone will notify you that there is a “call available to pull”.

If you want to move the call to your mobile phone just follow the prompts to pull the call from your other device to your mobile phone.

This works if you want to pull the call to your tablet device, too.

## Choosing Which Calls You Receive

Swipe or touch the three-line navigation icon from the Accession Communicator contacts to reveal the other controls needed to access the many rich features of Accession Communicator for Mobile.



Call Manager lets you decide who can reach you and when. You can tell Accession Communicator how to handle your incoming calls:



If Do Not Disturb is selected callers will hear a recorded voice announcement saying that you’re unavailable and will be connected to your voicemail. None of your devices will ring when Do Not Disturb is activated – be sure to use it carefully!

You can also tell Accession Communicator to Forward All Calls to another number. Click this option and you will be prompted to enter the number.

Note that when you change your availability status or set up a forwarding number the change applies on all devices, including your desk phone. Therefore, if you temporarily misplace your mobile phone and forget to change your status, you can do it from the Accession Communicator for Desktop app on your PC, Mac, or iPad.

## Your Contacts List

Accession Communicator for Mobile opens automatically to your Accession contact list. Depending on how your service is set up this list may include:

- Contacts that are contained in the contacts list already on your phone
- Contacts that are in your corporate directory
- Contacts that are in CommPortal contacts

Accession Communicator for Mobile provides the user with access to corporate directory and CommPortal contacts directly on the installed device.

When you are inside the Accession Communicator app and looking at the contacts page you can press your phone’s menu button or action bar to choose which of your contacts are presented to you when you are using Accession.

## Visual Voice Mail

Tap through to the Voicemails tab to see a list of messages received, to see transcriptions of the messages into text (where available), or to listen to the messages.

## Emergency Calls

If you place a 911 call from Accession Communicator for Mobile it will attempt to make the call using the native mobile phone dialer. 911 calls cannot be made from tablet devices at any time.

## Privacy and Protection

Accession Communicator for Mobile adds a new source of contacts that can be displayed, but it never changes any existing contacts.

If you add a contact directly into Accession Communicator for Mobile it will open the usual contact management feature on your phone.

Contacts entered directly on your mobile device (not in Accession) and existing contacts entered directly into the Accession Mobile application are uploaded to your contacts on our servers.

## More Information

If you have additional questions about Accession Communicator for Mobile, call us at 918-366-8000 or email us at [support@mybtc.com](mailto:support@mybtc.com).



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