# ITSFiber

# Accession Communicator Desktop

## Quick Reference Guide

Take the functionality of ITS Fiber's Cloud Voice System
and use the Accession Desktop App to make and receive calls through your PC.

## Download & Install The Desktop App

**1.** Go online to **myfeatures.itstelecom.net**
**2.** Log in to your **CommPortal** account with your **10-digit phone number and password**.
**3.** Click on the Apps tab.
**4.** Select **Accession** from **Left Menu**. Download App for either **Windows** or **Apple/Mac**.
**5.** When prompted, save the file. Find the file in your downloads folder, open it, and follow the on-screen instructions to install the software.

*Requirements: Accession Communicator for Desktop works on PCs running Windows 7 or Windows 8. It also runs on Macs running OS X 10.7 or later versions.*

### If you do not have your ITS Fiber Commportal Login Information contact ITS Fiber at 772.597.3423

## Exploring Accession Communicator Desktop

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

## Exploring Accession Communicator Desktop

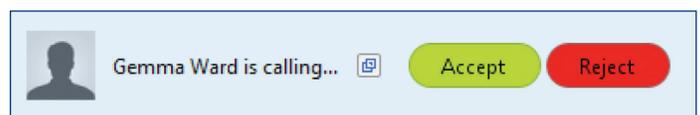### Making Calls
*Make a call by:*
**1.** Entering the number on the keypad
**2.** Clicking on a contact name's call button.
If your contact has more than one number, you can choose which number to call from the drop-down list.
If the person you are calling has caller ID, they will see your individual office phone number.

### Receiving Calls
When someone calls your **office** number, you will see a pop-up window appear on your computer screen and 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, the pop-up displays the caller's name.
Depending on the other services you have from **ITS Fiber**, 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 whichever device is most convenient for you.

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## During Calls

While a call is in progress you can use the call window to:

1. Add a participant.
2. Transfer the call.
3. Perform a CRM look-up.
4. Put the call on hold.
5. Send video.
6. Mute your microphone.
7. Adjust the volume.
8. Access the keypad.
9. Record the call.
10. Merge calls.
11. End the call.

You may receive a call while you are already on another call. If you answer the new call, the current call is automatically placed on hold and the new call appears in a new call progress window. Switch between the two calls using the window for each one, or click on the **Merge calls** icon to merge other callers into a single call.
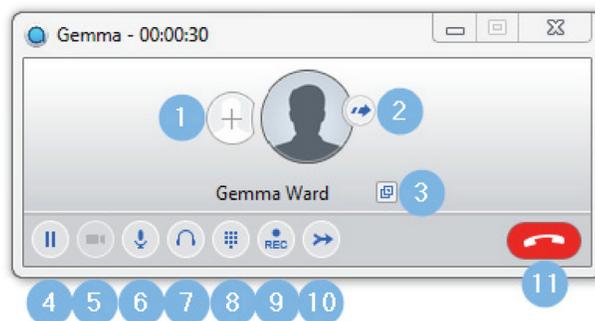
## Video Calling

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

## Send The Call To Someone Else

Use the Call Transfer icon to send any call to another number. A menu will pop-up allowing you to select a contact, or you can type in a completely new number to transfer the call to.
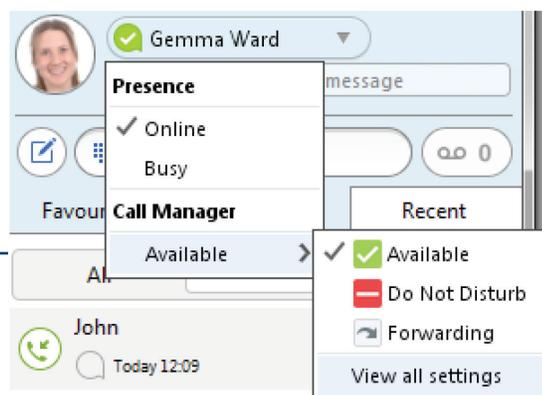
## Call Manager

You can tell Accession Communicator how to handle your incoming calls. Click on Call Manager from Menu.

**Do Not Disturb:** Callers hear a recorded voice announcement saying that you are unavailable and are then connected to your voice mail.

**Forwarding:** Forward all incoming calls to another number. Enter the number you want to forward calls to when prompted.

## Choosing Which Calls To Receive

You can specify how calls should be handled if they are from anonymous numbers, from VIPs, or from numbers on your Unwanted Callers list.

Open the Call Manager Status window, where you can set your call handling preferences.

## Your Contact List

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

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

## Visual Voice Mail

If you have a voice or video message, the Message button changes color and indicates the number of messages received. Click this button to see a list of messages received and to listen to the messages.

## Emergency Calls (911)

Understand that if you place a 911 call from Accession Desktop Communicator, the 911 operator may not be able to identify where you are calling from.

## Favorites

For quick access to frequently-called people, add the contact 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 appear in the Favorites list and in the Contacts list.

## Privacy And Protection

If Accession Communicator Desktop is configured to automatically sync with Microsoft Outlook, you can view and edit your Outlook contacts using Accession.

**If you have any additional questions not addressed on this guide, call us at 772.597.3423, or visit: www.itsfiber.com**