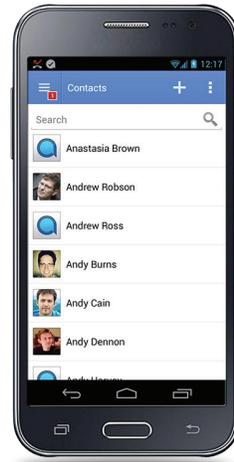


# Accession Communicator Mobile

## Quick Reference Guide



Accession Mobile takes the functionality of ITS Fiber's Cloud Voice and makes it available to you anywhere, anytime, via your mobile device. The app is available for download on both Apple and Android Devices.

### Download & Install The App

#### If using Apple device:

1. Search for "Accession" in App Store and touch **Install** to download the app to your device.
2. Look over the Terms & Conditions and touch **Accept & Continue**.
3. Tap **Open** on the app and select **ITS Fiber** as your **Carrier**. Enter your **ITS Fiber CommPortal 10-digit Phone Number** and **Password**, then tap Log In.

**Note: This App requires iPhone models from 3GS to current, and other Apple devices iOS5 or later.**

#### If using Android device:

1. Search for "Accession" in Google Play and touch **Install** to download the app to your device.
2. Look over the Terms & Conditions and touch **Accept & Continue**.
3. Tap **Open** on the app and select **ITS Fiber** as your **Carrier**. Enter your **ITS Fiber CommPortal 10-digit Phone Number** and **Password**, then tap Log In.

**Note: This App requires Android devices running 2.3.3 (Gingerbread) or later.**

**If you do not have your ITS Fiber CommPortal Login Information, contact ITS Fiber.**

### Exploring Accession Communicator Desktop

- Accession Communicator Mobile is like having your desk phone on your mobile device. Make and receive calls, hold calls, transfer calls, and make three-way calls.
- You can also use Accession Communicator Mobile to do video calls to other people in your corporate directory who are using the Accession App.
- Accession Mobile uses WiFi, broadband, or mobile data services available, so you can make and receive calls without using your mobile minutes.\*

\*Depending on your data carrier, charges may apply.



Tap on the **Menu** icon, or swipe right on the screen, to view the menu for Accession Mobile menu.



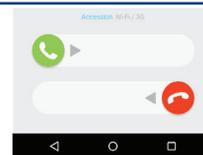
## Basic Accession Mobile Software Functions (Cont.)

### Making Calls

To make a call, select the **Dialer** tab  and enter the number you are calling into the Accession dialer, or simply tap on the contact and touch the number you would like to use to call the contact. If the person you are calling has Caller ID, they will see your individual **ITS Fiber** business phone number.

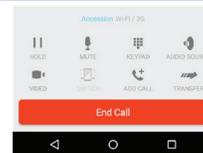
### Receiving Calls

When someone calls your **ITS Fiber** number, the Accession Mobile app offers you the choice to accept or reject the call. Depending on the other services you have from **ITS Fiber**, you may also see the incoming call on your desk phone, your desktop computer, or your tablet device. You can answer the call on whichever device is convenient for you.



### During The Call

While a call is in progress, you can use the call window to: Put the call on **hold**, **mute** your microphone, access the keypad, turn on the loudspeaker, send video, switch the call to another device, merge calls, and transfer the call via icons on the display. You may also receive another call while you are already on a call.



### Video Calling

If the person you are talking to is also using Accession Communicator and your phone has a front-facing camera, you can add video to your call 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 anytime to turn off your video feed

### Switching A Call To Your Mobile (cellular) Phone

If a call has a poor WiFi connection or issues with audio, touch the **Switch** icon and select This **Device (cellular)** to move the call to your regular cell phone. *Realize that the call will now start to use mobile minutes.*

### Transfer 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 and transfer the call.

### Call History

See your full History by selecting the **Call History** tab.



### Voicemail

If you have a voice or video message, the Messages tab indicates the number of messages received. Select the Messages tab and tap on a message to listen to it.



### Call Manager

Tap the Call Manager tab and select **Available**, **Do Not Disturb**, or **Forward All Calls** to manage how the App handles calls

- **Do not Disturb:** Callers will hear a recorded message saying you are unavailable and will connect to your voicemail.
- **Forward All Calls:** When selected, use the **Forwarding number** box to enter the number where you want calls to be forwarded..

### 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.

### Your Contacts List

Accession Communicator assembles a contact list for you to use. Select the **Contacts** tab to view your contacts list. Depending on how your service is set up, the contacts list may include contacts manually typed into Accession App, contacts from your mobile device, CommPortal contacts, or your corporate directory.



### Settings

Use the Settings tab to manage your Call, Contact, and Messaging settings, and to access additional setup options. You can also send error reports from the **Settings** tab.



### Call Mobility

Accession Communicator Mobile lets you make calls from anywhere on the most convenient device.

### Emergency Calls (911)

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

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