

ACCESSION COMMUNICATOR FOR DESKTOP

quick reference guide

INTRODUCTION

ACCESSION

Your Datavo phone service can be used to make or receive calls from your desk phone, PC, Mac and mobile device. For this to work on your desktop you'll need to install the Accession Communicator software on your PC or Mac.

VERIFY COMPATIBILITY

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.

FIND YOUR PASSWORD

You'll need your Datavo CommPortal phone number and password to start using Accession Communicator for Desktop. If you cannot locate this information, please call us at (855) 696-9990.

DOWNLOAD AND INSTALL THE SOFTWARE

First download Accession Communicator for Desktop here: www.datavo.com/resale/accesion. When prompted, save the file. Find it in your downloads folder, then open it and 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 even make threeway 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.

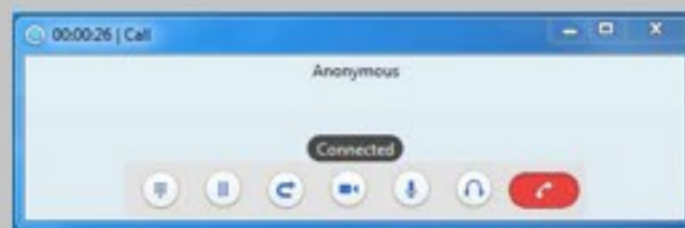
If the person you are calling has caller id, they'll see your individual Datavo phone number.

CALL FEATURES

RECEIVING CALLS

When someone calls your Datavo number, you'll see a pop-up box on your computer screen. You'll also hear a ringtone 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 along with the caller's name. Depending on the other services you have from Datavo you may see the incoming call on your desk phone, mobile phone or tablet device.

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 ON HOLD
3. TRANSFER TO ANOTHER NUMBER
4. SWITCH TO VIDEO
5. ADJUST MICROPHONE VOLUME
6. ADJUST 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

You can upgrade your call to video at any time if the person you're talking to is using Accession Communicator by clicking on the camera icon. This prompts an invite for them to switch to video. Click on the camera icon to turn off your video feed.

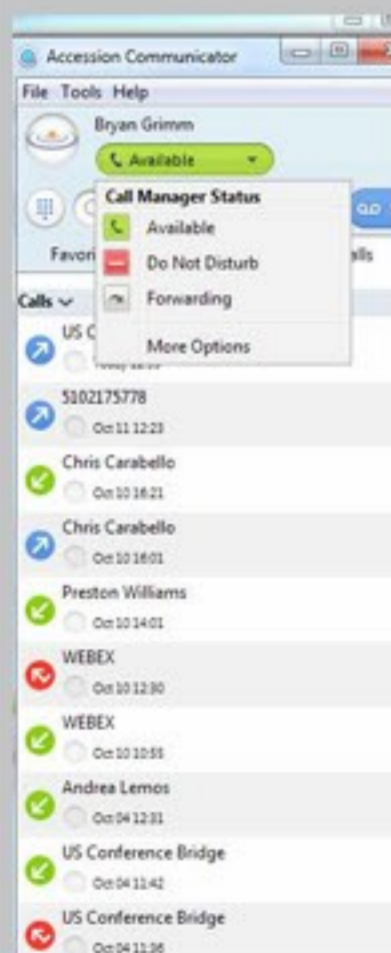
SEND THE CALL TO SOMEONE ELSE

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 new number.

MANAGEMENT

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

Choose between:

- AVAILABLE
- DO NOT DISTURB
- FORWARDING

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.

You can also tell Accession Communicator to **FORWARD 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.

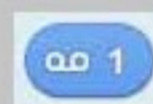
YOUR CONTACTS LIST

Accession Communicator for Desktop assembles a contact list for you to use. Lists may include contacts typed directly into Accession Communicator, stored locally on your computer, CommPortal contacts or corporate directory.

PERSONAL

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 messages received, to view 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: serviceprovider-voicemail-access-number.

EMERGENCY CALLS

Accession Communicator lets you make calls from anywhere on the most convenient devices. 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 go to datavo.com/resale/features.html#mobile for more information or feel free to give us a call (855) 696-9990.