

# ACCESSION COMMUNICATOR FOR MOBILE

## quick reference guide

### INTRODUCTION

#### ACCESSION

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

#### VERIFY COMPATIBILITY

Accession Communicator for Mobile works on the following mobile devices:

- **ANDROID PHONES AND TABLETS WITH ARM CHIPS RUNNING 2.3.3 (GINGERBREAD) OR LATER VERSION.**
- **IPHONE 3GS, 4, 4S RUNNING IOS5 OR LATER.**
- **IPAD RUNNING IOS5 OR LATER.**

Video calling is available for devices with front-facing cameras.

#### FIND YOUR PASSWORD

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

#### DOWNLOAD AND INSTALL APP



Download Accession Communicator for Mobile from Google Play or iTunes App. Stores and install on your mobile device

#### EXPLORING ACCESSION COMMUNICATOR

Accession Communicator for Mobile is like having your desk phone on your mobile – and a whole lot more. In addition to making and receiving calls, you can even push and pull calls over 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.

### CALL FEATURES

#### 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'll see your individual Datavo phone number.

#### RECEIVING CALLS

When someone calls your Datavo number, the Accession Communicator App will offer you the choice to accept or reject the call. Depending on the other services you have from Datavo, you may see the incoming call on your desk phone, desktop or tablet device. Answer the call on whichever device is most convenient for you. Calls directly to your Mobile number utilize the devices native dialer as normal.

#### DURING THE CALL



While in progress, you may utilize these options:

- **MUTE THE CALL**
- **OPEN DIAL PAD**
- **TURN ON SPEAKER MODE**
- **SWITCH**
- **END CALL**
- **VIDEO**

#### WHEN ANOTHER CALL COMES IN

You may receive a call while you are already on a call. Accession Communicator for Mobile will give 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**
- **SWITCH BETWEEN CALLS AFTER ANSWERING A NEW ONE**

#### VIDEO CALLING



If the person you're talking to is also using Accession Communicator you can upgrade your call to video at any time using your video button.

### MOVING CALLS

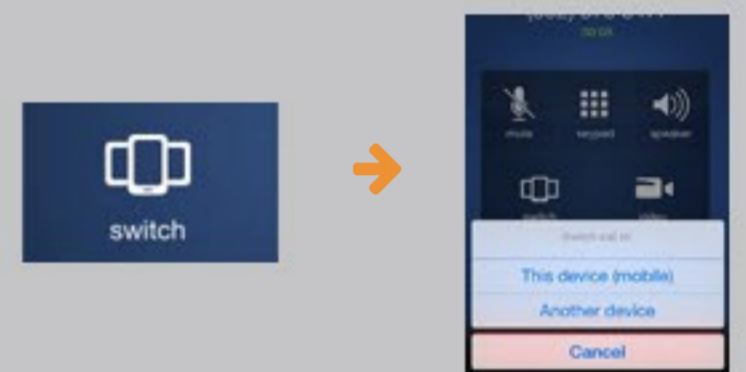
#### SWITCH: MOVING A CURRENT CALL

A call on Accession Communicator will be on Wi-Fi or on a mobile data service. To obtain a stronger connection, switch the call to a regular cell phone connection by pressing the switch button. You'll see the option to switch "This device (cellular)". Remember that the call will now start to use your mobile minutes.

You may also choose to switch the call to another device running Accession Communicator, such as your desktop PC or iPad. To make this switch, choose the option for "Other device", then answer the call on the new device.

#### PUSH AND PULL A 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, you can:

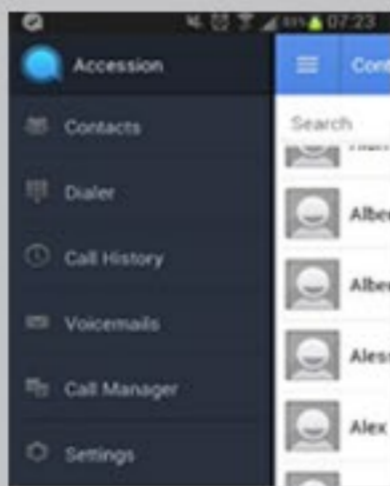
- **PULL YOUR CALL TO MOBILE SO YOU CAN TAKE THE CALL IN AN OFFICE**
- **PULL YOUR CALL TO MOBILE AND THEN SWITCH TO CELL SO YOU CAN TAKE THE CALL AS YOU LEAVE THE BUILDING**

Accession Communicator will notify you if there is a "call available to pull", if applicable. To move the call to your mobile phone or tablet, just follow the prompts to pull the call from your other device to your mobile phone.

### MANAGEMENT

#### CHOOSING WHICH CALLS YOU RECEIVE

A quick swipe or touch on the 3-line navigation icon from the Accession Communicator contacts list reveals all the other controls that you need 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. Choose between:



**DO NOT DISTURB** - Callers will hear a recorded voice announcement saying that you are unavailable, then they'll be connected to your voicemail. None of your devices will ring until you turn off Do Not Disturb.

**FORWARD CALLS** - Click this option and you'll be prompted to enter the number. Note that when you change 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 Mobile opens your Accession contact list automatically. Lists can include phone, corporate directory, or CommPortal contacts (automatically provided). Press your phone's menu button or action bar to choose which of your contacts are presented to you while using Accession.

### PERSONAL

#### SETTINGS

Scroll through the options in Settings to make sure they are the ones that you want. Note that many of the settings like ringtone and notification sounds are adopted from the settings that are already in your phone.

This section of the app also allows you to make important choices about services that Accession Communicator can use. You can specify that it should only use Wi-Fi or both Wi-Fi and mobile data. This can be very important if you have a low mobile data allowance or if you are roaming, when mobile data use may be costly.

#### VISUAL VOICEMAIL

From the navigation icon, you can see a history of your voicemails in the order that they were received. To listen to the one you want, press the play icon and fast forward or rewind using the slider. To delete, press delete or the trashcan icon.

#### EMERGENCY CALLS

If you place a 911 call from Accession Communicator for Mobile, it will attempt to make the call using the native cell phone dialer subject to availability and coverage limitations. 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 that were there already. 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 will always stay on your phone. Only those contacts entered directly into the Accession Mobile application are uploaded to your contacts.

#### MORE QUESTIONS

If you still have questions about Accession Communicator for Mobile, go to [datavo.com/resale/features.html#mobile](http://datavo.com/resale/features.html#mobile) for more information or feel free to give us a call (855) 696-9990.