RECEIVING CALLS

When someone calls your Harbor Communications 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.

| Test Call | Accept |
| Call from 8888 | Reject |

Depending on the other devices you have Accession on, 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.

DURING THE CALL

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

1. Add a participant.
2. Transfer the call.
3. Put the call on hold.
4. Send video.
5. Mute your microphone.
6. Adjust the volume.
7. Access the keypad.
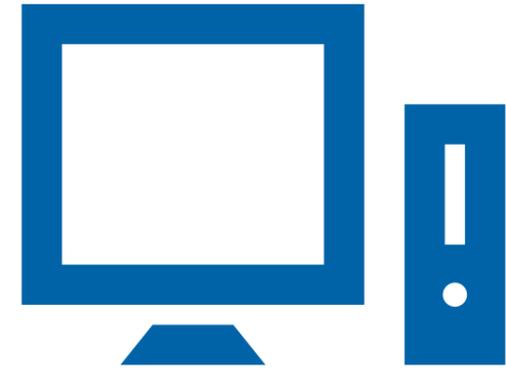8. Record the call.
9. End the call.
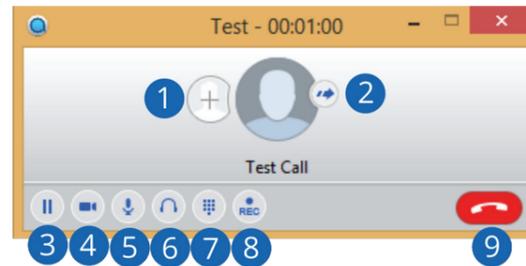
You may receive a call while you are already on another call. If you answer the new call, the current call is automatically placed on hold and the new call appears in a new call progress window. Switch between the two calls using the window for each one. Click on the **Merge calls** icon, which will appear next to the Record 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. You can also transfer the call to another of your devices that has Accession Communicator installed, without having to hang up!

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Harbor
COMMUNICATIONS
iTalk Anywhere Service

Powered by Accession Communicator Desktop Quick Start Guide

ACCESSION COMMUNICATOR FOR DESKTOP

Your Harbor Communications 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 desktop, you need to install the Accession Communicator for Desktop software on your PC or Mac. This guide will help you to do that.

ENSURE YOUR COMPUTER IS COMPATIBLE

Accession Communicator for Desktop works on PCs running Windows 7 or later. 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 will have much better audio quality if you use a headset. Accession Communicator works with most common headsets, including Bluetooth. It will even work with the answer/reject call button on some headsets.

FIND YOUR PASSWORD

You will need your Harbor Communications phone number and password to start using Accession Communicator for Desktop. If you don't have this information, call us at 877-7-HARBOR.

DOWNLOAD AND INSTALL THE SOFTWARE

Download Accession Communicator for Desktop from:
https://www.harborcom.com/italk/

Select the device you are using in the download links and save the file. Find the file in your downloads folder, open it, and follow the on-screen instructions to install the software.

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 three-way calls.

Accession Communicator uses the Wi-Fi, broadband, or mobile data services available and connected to your computer. Be advised that call quality is dependent on internet connection quality.

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 number to call from as a drop-down list will appear.

If the person you are calling has caller ID, they will see the phone number the same as if you were sitting at your Harbor Communications desk phone.

CALL MANAGER

You can tell Accession Communicator how to handle your incoming calls. To do this, click on **Tools** and **Call Manager**.This opens the **Call Manager Status** window, where you can set your call handling preferences.
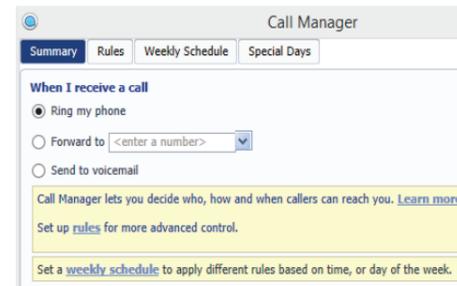
If **Do Not Disturb** is selected, callers hear a recorded voice announcement saying that you are unavailable and are then connected to your voicemail. None of your devices will ring until you turn off Do Not Disturb, so be sure to use it carefully!

You can select **Forwarding** to forward all incoming calls to another number. You are then prompted to enter the number you want to forward calls to.

Note that when you change your **Call Manager** settings, the change applies on all of your Accession Communicator devices. So if you step away from your computer and forget to update your status, you can change your status using the Accession Communicator app on your mobile phone instead.

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 manage or listen to the messages.
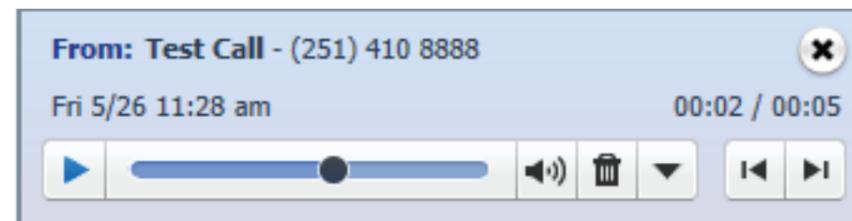
MANAGING YOUR VOICEMAIL

Once the voicemail system is accessed, you can completely manage the voicemail. You can press the **Next** or **Back** buttons to go to the next or previous voicemail in your message box. Press the trash can icon to **Delete** the voicemail. Be advised that all deleted messages will go your deleted messages tab along the top of the messages window. From this point you can **Permanently Delete** or **Restore** to your voicemail.

The downward pointing arrow icon will display **More** functions. This includes the features of mark as new, saving the voicemail, forwarding the voicemail, and sending as an email.

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.

To do this, click on **Tools** and **Call Manager**.This opens the **Call Manager Status** window, where you can set your call handling preferences. The lower left corner will display options to **Manage Unwanted callers** and to **Manage VIP callers**.

You may also select the **Rules** tab on the top of the menu for specialized options. We recommend starting with the provided example rules and adjusting as needed as you become familiar with it's functionality.

YOUR CONTACTS 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. If Accession Communicator is configured to automatically sync with Outlook, you can view and edit your Outlook contacts using Accession.
- Contacts in CommPortal contacts.
- Contacts in your corporate directory.

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.

EMERGENCY CALLS

Accession Communicator lets you make calls from anywhere on the most convenient device. Therefore, if you place a 911 call from Accession Communicator, the 911 operator may not be able to identify where you are calling from. In the case that Accession Communicator must be used from any of your devices, please be sure to alert your 911 operator of your location.

MORE QUESTIONS?

If you have any additional questions:

Call us at 877-7-HARBOR

Email: **cs@harborcom.com**