

MAKING CALLS



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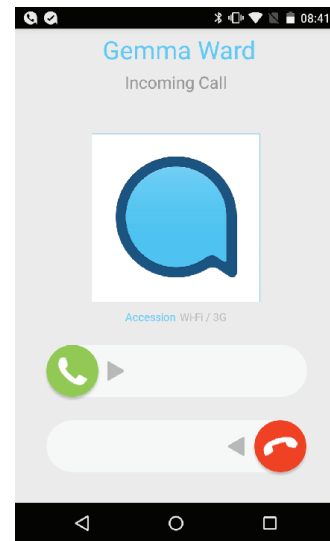
To make a call, select the **Dialer** tab and enter the number you are calling into the Accession dialer the same as if you were dialing from your desk, or simply tap on the contact and touch the number you would like to use to call the contact.

If the person you are calling has caller ID, they will see your phone number as though you are sitting at your desk phone.

RECEIVING CALLS

When someone calls your Harbor Communications phone number, the Accession Communicator app offers you the choice to accept or reject the call.

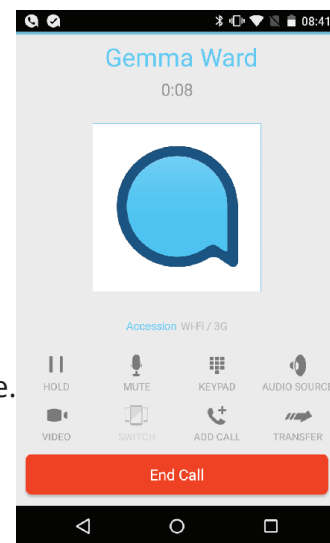
Depending on the other devices you have Accession on, you may see the incoming call on your desk phone, on your mobile phone, or on a tablet device. You can answer the call on whichever device is most convenient for you.



DURING THE CALL

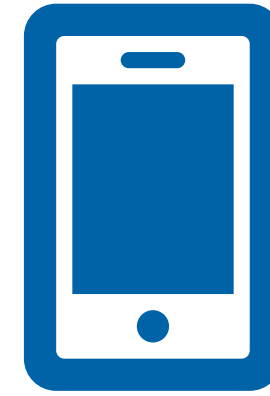
While a call is in progress you can use the call window to:

- Put the call on hold.
- Mute your microphone.
- Access the keypad.
- Turn on loudspeaker.
- Send video.
- Switch the call to another device.
- Merge calls.
- Transfer the call.



You may receive another call while you are already on a call. Accession Communicator for Mobile gives you the option to:

- Hold the existing call and answer the new call.
- End the existing call and answer the new call.
- Ignore the new call.



Powered by
Accession Communicator
Mobile Quick Start Guide



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ACCESSION COMMUNICATOR FOR MOBILE

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 mobile or tablet, you need to install the Accession Communicator for Mobile app. This guide will help you to do that.

ENSURE YOUR DEVICE IS COMPATIBLE

Accession Communicator for Mobile works on:

- Android phones and tablets with ARM chips running 2.3.3 (Gingerbread) or later version.
- iPhone and iPad running iOS5 or later.

Video calling only works on devices that have a front-facing camera.

FIND YOUR PASSWORD

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

DOWNLOAD AND INSTALL THE APP

Download Accession Communicator for Mobile from your desktop at:
<https://www.harborcom.com/italk/>



OR Search for *Accession* in Google Play or Apple App Store on your device and touch **Install** to download the app. Check the Terms & Conditions and touch **Accept & Continue**.

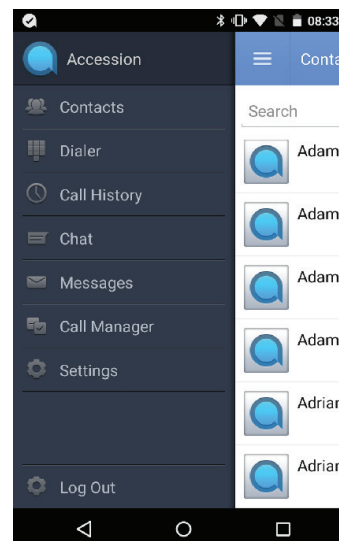
Tap **Open** on the app and select Harbor Communications as your Carrier. Enter your Harbor Communications *Phone Number* and *Password* and tap **Log in**. If you want to have the ability to switch calls to your own cellular network (for example, if you move to an area with poor Wi-Fi connection during a call made on Accession Communicator) enter your own mobile phone number and tap **Continue**.

EXPLORING ACCESSION COMMUNICATOR

Accession Communicator for Mobile is like having your desk phone on your mobile. You can make and receive calls, hold calls, transfer calls, and make three-way calls. You can even push and pull calls from your phone to other twinned devices, mid-call.

Accession Communicator uses the Wi-Fi, broadband, or mobile data services available.

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



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 any time to turn off your video feed.

SWITCH THE CALL TO ANOTHER DEVICE

If the call has poor audio due to an unreliable Wi-Fi or mobile data service connection, you can touch the **Switch** icon and select **This device (cellular)** to move the call to your regular cell phone. Remember that the call will now start to use your mobile minutes.

Alternatively, you can choose to push the call to another of your devices running Accession Communicator, such as your desktop or your iPad. Touch the **Switch** icon and select **Another device** to push the call to whichever device is most convenient.

CALL PULL

You can also pull calls from your other devices onto your mobile. If a call exists that can be pulled, the Accession Communicator menu displays a **Call Available to Pull** option. Tap this option and follow the on-screen prompts to pull the call from your other device onto your mobile.

TRANSFER 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!

CALL HISTORY

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

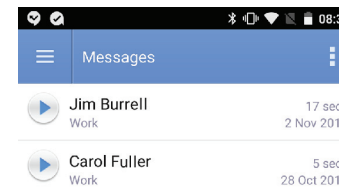
VOICEMAIL

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.

MANAGING YOUR VOICEMAIL

Once the voicemail system is accessed, you can completely manage the voicemail. Press the trash can icon to **Delete** the voicemail. Be advised that all deleted messages will go your deleted messages box.

Press and hold a voice message to display **More** functions. This includes the features of mark as unread, forwarding the voicemail, and sending as an email.

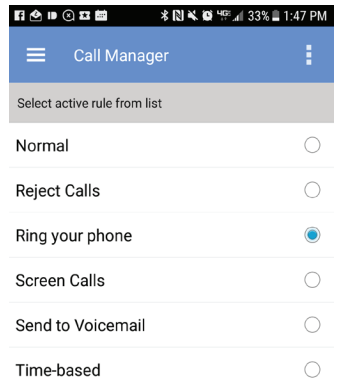


CALL MANAGER

You can tell Accession how to handle your incoming calls. Tap the **Call Manager** tab and select Rules that can be programmed in the Accession Desktop Program.

If you select **Do Not Disturb**, 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!

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 from anywhere.



YOUR CONTACTS LIST

Accession Communicator for Mobile 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 that you type directly into Accession Communicator for Mobile.
- Contacts stored on your mobile device.
- Contacts in CommPortal contacts.
- Contacts in your corporate directory.

SETTINGS

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

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