Mobile App Guide

Utility Telecom
Accession Communicator

This guide is intended to help you understand how to set up Accession Communicator V2.28 for your smartphone. If you have any questions, call us at 877-965-7800 or email service@uyt.co.

UtilityTelecom

Digital Business Communications

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![Utility Telecom - Digital Business Communications logo]

Setting up Accession Communicator

Your Utility Telecom Group 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 V2.28 for Mobile works on the following OS versions:

- Android 5.0 (Lollipop) or higher
- iOS 10 or higher

Find Your Password

You will need your Utility Telecom Group CommPortal phone number and password to start using Accession Communicator for Mobile. If you don't have this information, call us on 877.965.7800.

Download and Install the App

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

Tap **Open** on the app and select Utility Telephone as your Carrier. Enter your Utility Telecom Group CommPortal 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.

You can also use Accession Communicator to send messages to other people in your corporate directory who are using Accession Communicator (on any device).

Accession Communicator uses the Wi-Fi, broadband, or mobile data services available, so you can make and receive calls without using your mobile minutes.

The new user interface makes the application easier to navigate than ever. The menu options are easily accessible at the bottom of the app, listed as **Contacts**, **Phone**, **Chat**, and **Meetings**.

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Navigating the Contacts Tab

When you are logged into Accession Communicator mobile application, the Contacts tab will be the default tab whenever you use the app.

Search Function

At the top of the page, you can use the search bar to look for a specific contact.

Favorites

You can set specific users as a starred favorite so their contact information will appear at the top of your Contacts tab. To do this, click on a specific contact's name, which will show you their information, then click on the star at the top right of the screen.

Contacts

Your contacts will be imported from your corporate directory. When you click on any of your contacts, you will be able to see their information. From this page, you can directly call, chat, set up a video meeting (if you have the Accession Meeting service), or edit their information.

Add New

To add new contacts manually, click on the green circle with the plus sign on it at the bottom right section of your contacts page.
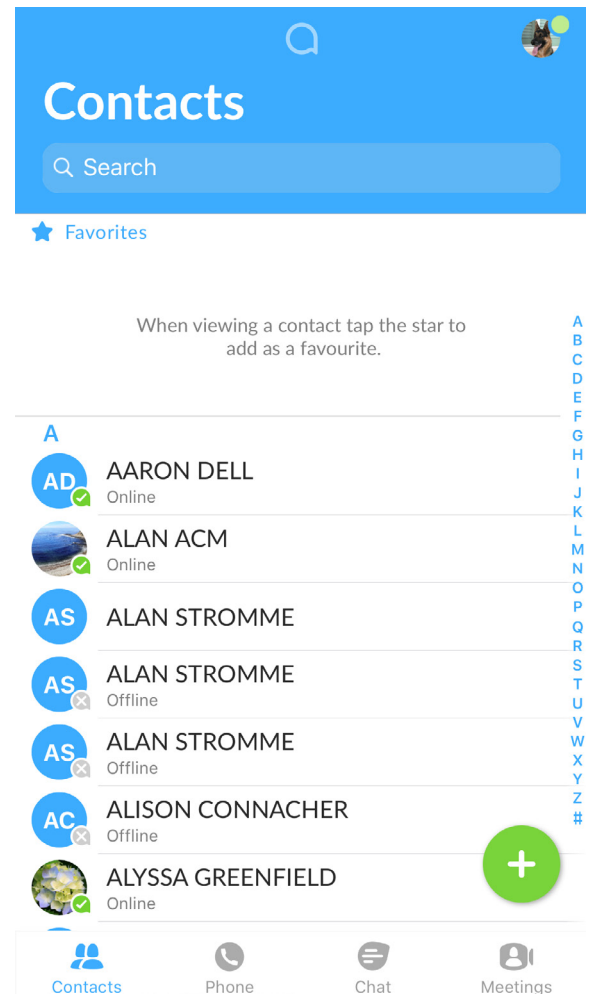
Navigating the Phone Tab
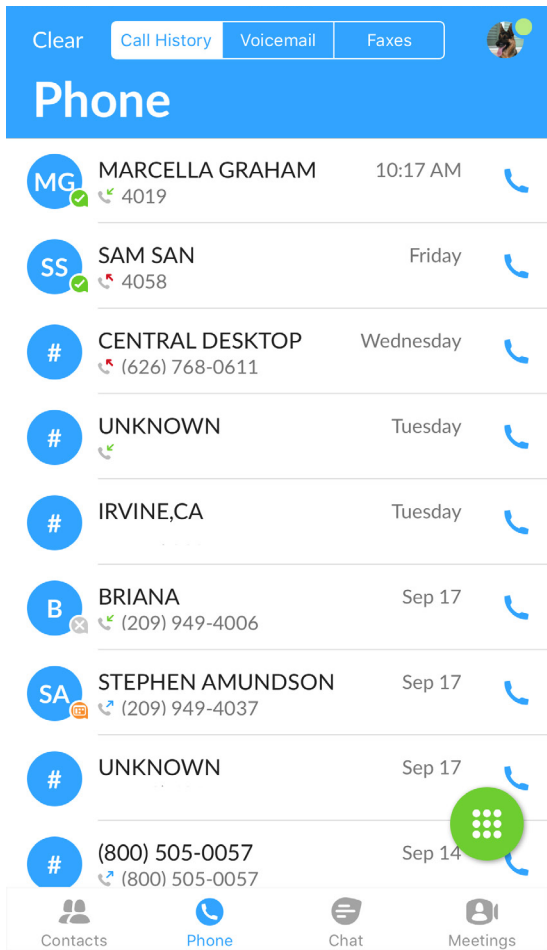
The phone tab has three main functions located at the top of your screen. You can view your **Call History**, **Voicemails**, and **Faxes**.

Call History will show you all the calls you've made, received, and missed to easily return calls.

Voicemail will allow you to listen to your voicemails or read the transcribed version.

Faxes will allow you to read the faxes you've received as PDFs if you have uFax set up with Utility Telecom.

At the bottom right of these functions, you will notice a green circle with white dots. When you click on this circle, you will access Accession Communicator's dialer, allowing you to manually dial a phone number and make calls using your office phone number through the app.

Receiving Calls

When someone calls your Utility Telecom Group number, the Accession Communicator app offers you the choice to accept or reject the call.

Depending on the other services you have from Utility Telecom, you may also see the incoming call on your desk phone, your desktop, or on a tablet device. You can answer the call on whichever device is most convenient.
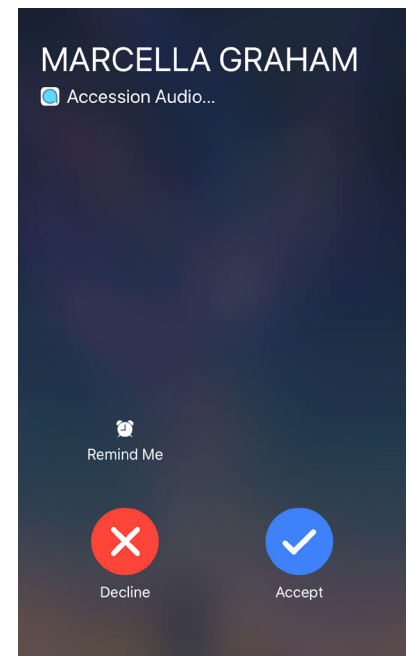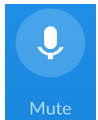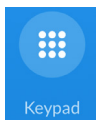
During a Call

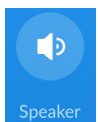While a call is in progress you can use the call window to:
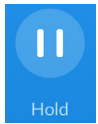
Hold — Put the call on hold.

Mute — Mute your microphone.

Keypad — Access the keypad.

Speaker — Turn on loudspeaker.
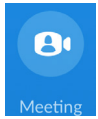
Meeting — Start an Accession Meeting video chat.
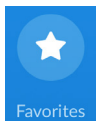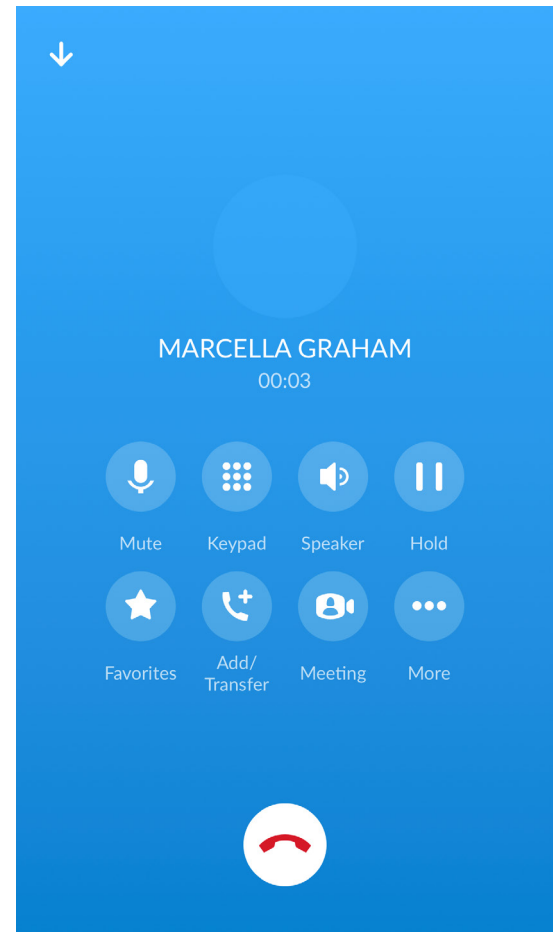
Favorites — View your Favorite contacts.
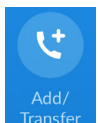
Add/Transfer — Add another member or Transfer call.
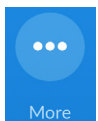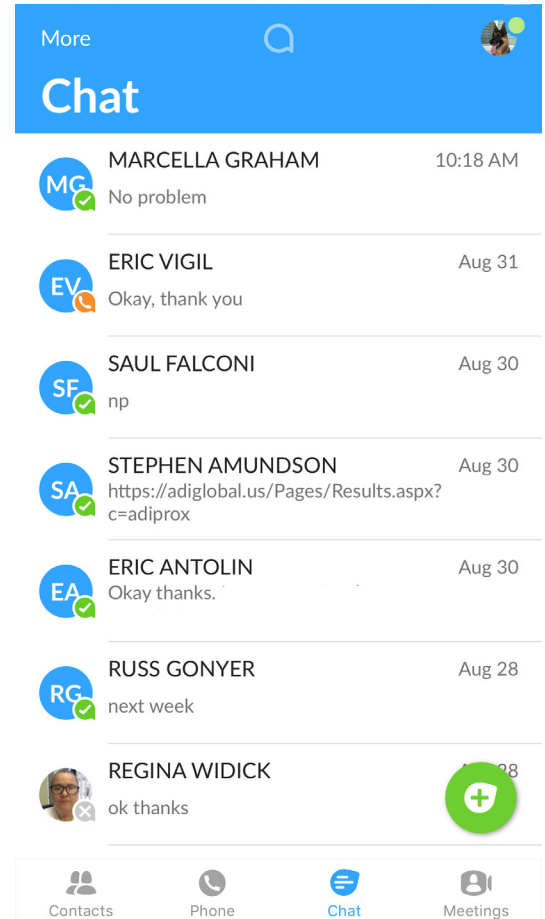
More — More options.

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.

Navigating the Chat Tab

The Chat function allows you to instant message members of your corporate directory who are also using Accession Communicator on their desktop or mobile phones.

From within the chat window, you can start or continue a conversation, send files, call a contact, add more participants to a conversation, and export the conversation.
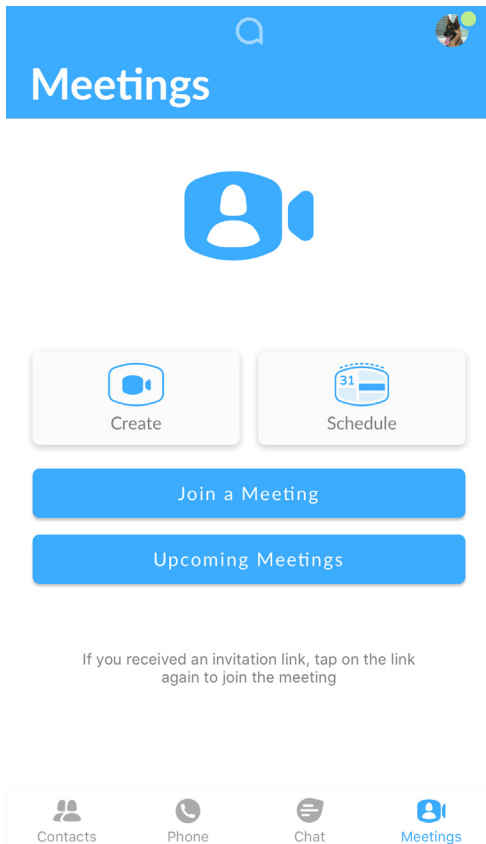
Navigating the Meetings Tab

Accession Communicator users who add Accession Meeting to their class of service will be able to utilize Accession Meeting on their app to create and join video meetings.

When this tab is selected, users will be able to Create a new meeting, Schedule a new meeting, Join a Meeting, or view their Upcoming Meetings.

Creating a Meeting

Clicking on the "Create" button will open the "Start Meeting" page. In this page, you will notice two tabs at the top of the page, allowing you to **Invite IM Contacts** using your corporate directory or **Invite Others** by sending a clickable link or email.

Schedule a Meeting

Clicking on "Schedule" will open up this Schedule Meeting tab. Here, you will have access to multiple Accession Meeting settings such as:

- Change meeting topic
- Set specific dates, times, timezones
- Set up recurring meetings
- Limit participant access
- Create meeting passwords
- and more

Managing Your Settings and Call Manager

Profile & Settings	Close
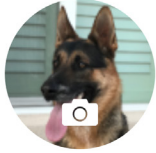
ELISHA TAASIN

(209) 949-4080

✔ Call Manager	Available >

ACCOUNT SETTINGS

Cellular Number	>
Password	******** >

CALLS

Ringtone	Default >
Make calls using	Accession >
Use Wi-Fi only	◯

Manage Your Profile & Settings

To access your Profile & Settings, click on your icon at the top right corner on any of the tabs. Here you can manage your Account Settings, Calls settings, Chat settings, Contacts settings, Message settings and your Analytics.

Call Manager Settings

The Call Manager settings allow you to choose how you would like your calls to be handled. Note if you select "Do Not Disturb," you will not receive any calls on your Accession Communicator mobile, desktop, or your office phone. Be sure to use this option carefully!

You can also set up a forwarding number through the Call Manager, allowing you to set up a mobile number or second office number if you would like a secondary option to be reached at.

‹ Settings	Call Manager

Decide how you want your calls to be handled:

✓	✔ Available
	➖ Do Not Disturb

Choose which phones you want calls to be sent to:

✓	📞 Account Phone only
	➤ Send to forwarding number

Forwarding number	>

We're Here To Help

If you don't find what you need, please contact our friendly Customer Care staff. They are ready to assist you, 24/7. For any network or technical issues with your service, please contact us at 877.965.7800 or info@uyt.co

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