Accession Communicator for Desktop
Quick Start Guide

ACCESSION COMMUNICATOR FOR DESKTOP

Your Nextera 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 versions. It also runs on Macs that have OS X 10.7 (10.11 to support more button presses on the headset) 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 MyNextera phone number and password to start using Accession Communicator for Desktop. If you don't have this information, call us on 877-639-8372.

DOWNLOAD AND INSTALL THE SOFTWARE

Download Accession Communicator for Desktop from your MyNextera account by clicking on **View Account Settings** (in the lower right hand corner) then click **Support** and **Downloads**. Click **View Apps**, **Accession**, and either **Windows** or **Mac** options.

Log On to Accession Communicator using the same credentials as MyNextera.

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 make 3-way calls.

You can also use Accession Communicator to send instant messages, transfer files, and send Presence information to other people in your corporate directory who are using Accession Communicator (on any device).

MAKING CALLS

Making a call is as easy as entering the number on the keypad or clicking on a contact's call button.

If our contact has more than one number, you can choose which number to call from the drop-down list.

If the person you are calling has caller ID, they will see your individual Nextera phone number.

RECEIVING CALLS

When someone calls your Nextera 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.

Depending on the other services you have from Nextera, 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. Switch to another device.
9. Record the call.
10. End the call.
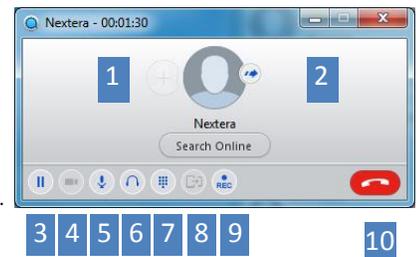
You may receive a call while you are already on another call. If you answer the new call, the current call is automatically placed on hold and the new call appears in a new call progress window. Switch between the two calls using the window for each one, or click on the **Merge calls** icon to merge other callers in to 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!

SWITCH THE CALL TO ANOTHER DEVICE

Use the **Call Switch** icon to ring your other Accession devices. Pick up the call at any of those devices.

INSTANT MESSAGING/SMS

Instant Messaging (IM) is available for contacts within your Nextera business group or SMS for anyone else. Click on a contact's **Chat i**con to send them an message. IM contacts must already be established. To establish a contact, click icon to the left of the telephone number entry field.
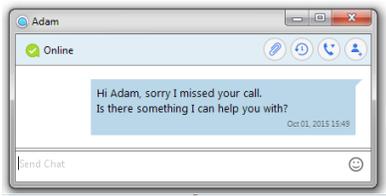
From within the chat window, you can send files, view your chat history with the contact, call the contact, and add one or more participants to the conversation.

REJECT CALL WITH IM

If the caller is in your Contacts list, you can reject a call and send the caller an instant message explaining why you can't take the call. Click on the drop-down list next to Reject and select one of the system messages, or click **Custom** Message to type your own message.

PRESENCE

Let others know whether you are available or busy by setting your presence to **Online** ✅ or **Busy** ⊘ .

Your **Presence** information automatically shows when you are **Away** 🕐 , **On the Phone** 📞 , or **In a Meeting** 📅 (this references the information in your Outlook calendar).

CALL MANAGER

You can tell Accession Communicator how to handle your incoming calls. Click on the **Presence** selector, expand the **Available** option and choose between:

✅ Available

➖ Do Not Disturb

↪ Forwarding

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 **Presence** or **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.

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.
- Contacts in CommPortal contacts.
- Contacts in your corporate directory.

Add Contacts by clicking on icon to the left of the telephone number entry field.

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 the **Presence** selector, expand the **Available** option, and select the **View all settings** option at the end of the menu.

This opens the **Call Manager Status** window, where you can set your call handling preferences.
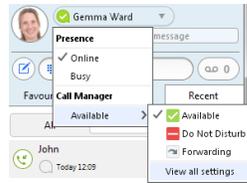
VISUAL VOICEMAIL

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, to see transcriptions of the messages into text (where available), or to listed to the messages.

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.

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 itself.

EMAIL CONTACTS

If Accession Communicator is configured to automatically sync with Outlook, you can view and edit your Outlook contacts using Accession.

OTHER SETTINGS

- Click F**ile** to **Mute Notification Sounds**, add **Contacts**, start **Group Chat**, **Disable Chat and SMS** and to **Log Out**.
- Click **Tools** and **Options** to adjust various **General, Calls, Chat, Audio, Video** and **Web Apps** settings. **Web Apps** allows choice of Collaboration, Conferencing, File Sharing, and CRM programs if established by your Admnistrator within MyNextera/CommPortal. Collaboration, Conferencing, and File Sharing programs can then be launched from within **Tools**. CRM program will auto launch if Web App setting was established with Auto-Search option of 'When accepting calls'.
- Click **Tools** and **Groups** to access MyNextera/CommPortal screen identifying the Groups (MADNs or MLHGs) with ability to log out of MLHGs.
- Click **Tools** and **View Account** to access all MyNextera/CommPortal settings for your telephone number.

If you have any questions about Accession, call us at 877-639-8372 or email customer.support@nextera.net.