

# Accession Communicator for Mobile Quick Start Guide

## ACCESSION COMMUNICATOR FOR MOBILE

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 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 using version 5.0 or later.
- iOS devices running iOS 10.0 or later.

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

## FIND YOUR PASSWORD

You will need your MyNextera phone number and password to start using Accession Communicator for Mobile. If you don't have this information, call us at 877-639-8372.

## DOWNLOAD AND INSTALL THE APP



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

Tap **Open** on the app (if prompted, select **Nextera Communications** as your Carrier). Then if not already present, enter your MyNextera Phone Number and Password. Tap **Log in**.

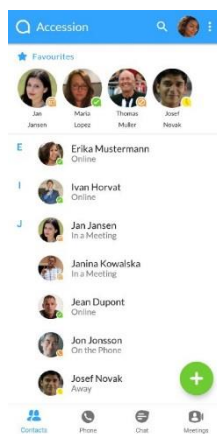
If you want to have the ability to switch calls to your own cellular network (for example, if you move to an area with poor Wi-Fi connection during a call made on Accession Communicator) enter your own mobile phone number and tap **Continue**.

## 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 3-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.



Contacts



Phone



Chat



Meetings

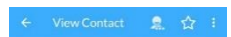
## CONTACTS TAB

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

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



Erika Mustermann  
Online



The contact's status appears in a speech bubble next to profile picture. Tap on a contact to access **Call**, **Meeting** options.

Tap on the **Plus** icon  to add new contacts.

## PHONE TAB



Tap on the **Phone** tab to make a call, view your **Call History** and listen to **voicemail**.

Phone

To make a call, tap on a contact and select the number to call or tap on

the **Dialer** icon  and enter the number.

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

The **Voicemail** tab indicates the number of messages received.

- Tap on the **Play** icon to listen to a voicemail.
- Tap on the Voicemail entry to see **Call**, **Chat**, **Meetings** and **More** options.
- Tap **More** to access **View** contact, **Mark as Unheard** or **Delete Message**.

If you have a fax message, the **Faxes** tab appears; you can tap on it to see the fax.


## CHAT TAB



Chat

Tap the **Chat** tab to use Instant Messaging. Enter your Chat Address and Password and tap **Sign in**.

Tap on a contact to continue a previous conversation or click on the **New message**

icon  and choose a contact to message.

From within the chat window, you can start or continue a conversation, send files, call a contact, or add one or more participants to a conversation. Our Instant Messages automatically sync to all your Accession Communicator devices.



## MEETINGS TAB



Meetings

Select the **Meetings** tab to **Create** or **Schedule** an Accession Meeting, **Join a Meeting** or view **Upcoming Meetings**.

## RECEIVING CALLS

When someone calls your individual Nextera phone number, Accession Communicator offers the choice to accept or reject the call.



Depending on the other services you have with Nextera you may also see the incoming call on your desk phone, on your desktop, or on a table 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:

- Mute** your microphone.
- Access the **Keypad**.
- Turn on the **Speaker**.
- Put the call on **Hold**.
- Invite a **Favorites** contact to join the call.
- Add/Transfer** the call allows you to make a second call and add the contact into a 3-way call or transfer the call.
- Uplift the call to Accession **Meeting**.
- Access **More** options (send video or switch the call to another device).



You may receive another call while you are already on a call. Access 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.

## TRANSFER THE CALL

Tap **Add/Transfer** to send the call to another number. You can select a contact or type in a number to transfer the call to. You can also transfer the call to another of your devices running Accession Communicator, without hanging up!

## SWITCH THE CALL TO ANOTHER DEVICE

If the call has poor audio due to an unreliable Wi-Fi for mobile data service connection, tap **More** then **Switch** and select **This device (cellular)** to move the call to your regulator cell phone. Remember the call will now use your mobile minutes.

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

## CALL PULL

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

## EMERGENCY CALLS

Accession Communicator cannot make emergency calls as it cannot reliably provide location information. If 911 is dialed from a cell phone, the call will be set up as though it was dialed from the native cell phone dialer.

## VIDEO CALLING

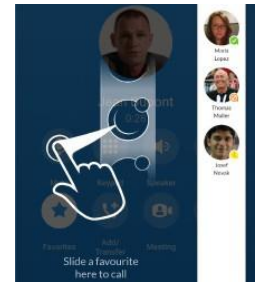
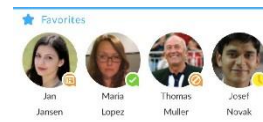
If the person you are talking to is also using Accession Communicator and your phone has a front-facing camera, you can add video to your call. Tap **More** then **Video** to send video. The other person receives a prompt inviting them to switch on their video. Tap on the **Video** icon at any time to turn off your video feed.

## FAVORITES

Tap the **Star** icon on a contact's directory entry to add the contact to Favorites.



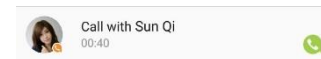
**Favorites** contacts appear in a banner at the top of the **Contacts** tab



During a call, click on the **Favorites** icon to view your favorite contacts. Drag and drop a contact into the call window to setup a new call. When the contact answers, you can merge them into the initial call to create a 3-way call.

## CALL NOTIFICATION

On Android phones, when you minimize the call window, the notification banner at the top of the screen indicates the active call.



On iOS devices, the call notification banner displays at the bottom of the **Phone** tab.



## PRESENCE

Whenever one of your contacts is signed in to their Chat account, Accession Mobile displays their presence information on the **Contacts**, **Phone**, and **Chat** tabs.



## CALL MANAGER

You can tell Accession how to handle your incoming calls. Tap the **Call Manager** option in the Profile & Settings window and select **Available**, **Do not disturb**, or **Forward all calls**.

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!

Select **Forward all calls** and, in the **Forwarding number** box, enter the number you want to forward all calls to.

Note that when you change your **Call Manager** settings, the change applies to all of your Accession Communicator devices.

*If you have any questions about Accession Communicator, call us at 877-639-8372 or email [customer.support@nextera.net](mailto:customer.support@nextera.net).*

