ACCESSION COMMUNICATOR FOR MOBILE

Your FirstLight 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 3GS, 4, and 4S 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 FirstLight CommPortal phone number and password to start using Accession Communicator for Mobile. If you don't have this information, call us at 877-877-2120

DOWNLOAD AND INSTALL THE APP

The Accession Communicator app is available for download via the Apple or Google Play app stores. Search for "Accession Communicator."

TO MAKE A CALL

To make a call, select the Dialer tab and enter the number you are calling into the Accession dialer, 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 individual FirstLight phone number.

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.

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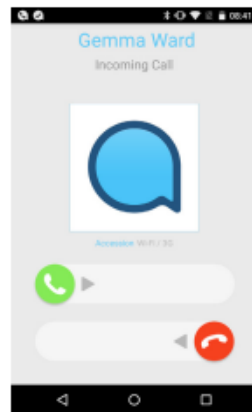
MAKING CALLS
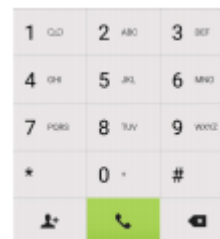
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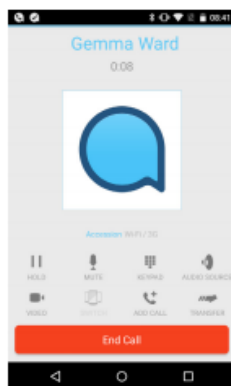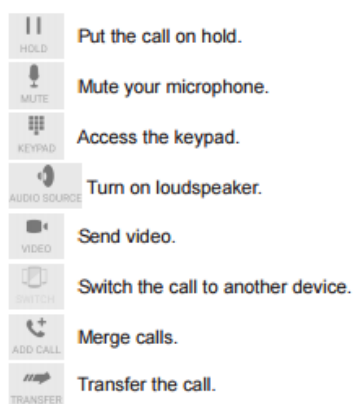
RECEIVING CALLS

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

Depending on the other services you have from FirstLight you may also see the incoming call on your desk phone, on your desktop, 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:

HOLD	Put the call on hold.
MUTE	Mute your microphone.
KEYPAD	Access the keypad.
AUDIO SOURCE	Turn on loudspeaker.
VIDEO	Send video.
SWITCH	Switch the call to another device.
ADD CALL	Merge calls.
TRANSFER	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.

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.

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!
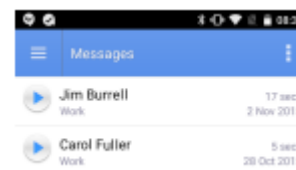
CALL HISTORY

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

VOICEMAIL

If you have a voice mail, the Messages tab indicates the number of messages received. Select the Messages tab and tap on a message to listen to it.

VOICE MAIL

Logging in for the first time…
The system has been designed to guide you through the process of setting up your new voice mailbox. Dial *99 from either Accession client (desktop/ mobile) to begin this process. Your temp PIN is **1212** followed by #.

Your new Voice Mail PIN (Password) must:
- Be between 6 and 20 characters long.
- Not have a single digit repeated more than 2 times in a row.
- Not be a numeric sequence, e.g. 12345 or 54321.
- Not contain, or match part of, a telephone number associated with this account.

Retrieving your messages…

From your Accession client
Dial *99

From away
Dial your telephone number and press * during your greeting. Enter your PIN.

Voice Mail Main Menu Options…
Listen to your Voice Messages, press 1
Create a New Message, press 2
Work with Greetings Menu, press 3
To Change Mailbox Settings, press 4
Reminders, press 5
Review Erased Messages, press 6
Login to a Different Mailbox, press 7

Options During/ After Message Playback…
1 Play message again from the beginning
2 Save message and go to the next message.
(This will store the message and mark it a "saved" message)
3 Erase message
4 to Reply
5 to send a copy
8 Pauses the playback of the message for up to 20 seconds.
  Pressing 8 again resumes playback.
9 Speeds playback of message
77 Rewind 5 seconds.
99 Fast forward 5 seconds.
Press **#** to skip to the next message
Press * to return to previous menu

EMERGENCY CALLS

THE PRODUCT IS NOT INTENDED, DESIGNED OR FIT FOR ACCESS TO EMERGENCY SERVICES. There are important differences between traditional telephone services and the Product. It is your responsibility to obtain, separately from the Product, traditional wireless (mobile) or fixed line telephone services that offer access to emergency services. The Product is not a replacement for your primary telephone service.

PRIVACY AND PROTECTION

If configured to automatically sync with Outlook, Accession Communicator for Desktop introduces a source for contacts to be viewed and edited.

MORE QUESTIONS?

If you have additional questions about Accession Communicator for Desktop, call us at

Customer Service: 888-832-4976 | Technical Support: 833-484-0404 | www.FirstLight.net