

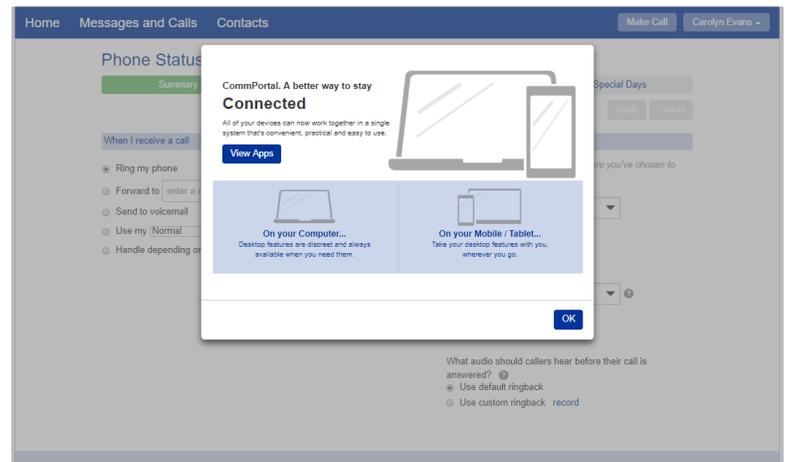
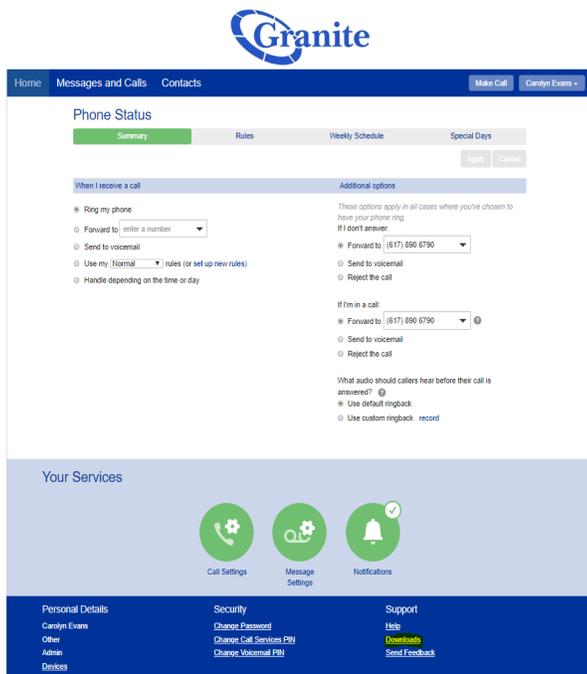


Accession Communicator Desktop User Guide

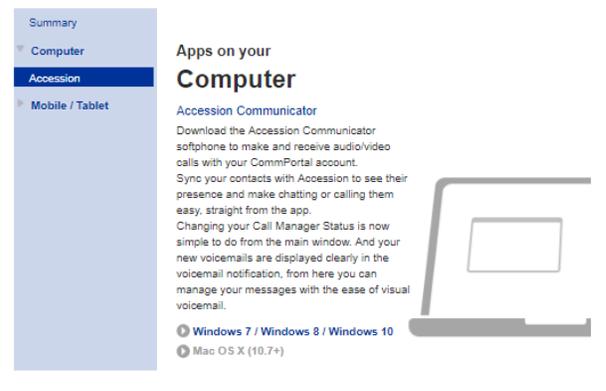
Take the functionality of Granite's Hosted PBX and use the Accession Desktop App to make and receive calls through your PC. Accession Communicator for Desktop is like having your desk phone on your computer. You can make and receive calls, hold calls, transfer calls, make three-way calls and more. This app is available with an Executive seat and a soft phone only seat.

Download & Install The Desktop App

1. Log in to your CommPortal account with your 10-digit phone number and password.
2. Under the “**Support**” header in the bottom right hand side of the screen click “**Downloads**”. A second window will come up.



3. Select “**On your Computer..**”
4. Select “**Accession**” from the left menu. Click to download the app for either Windows or Apple/Mac (whichever you plan to use).
5. When prompted, save the file. Find the file in your downloads folder, open it, and follow the on-screen instructions to install the software.





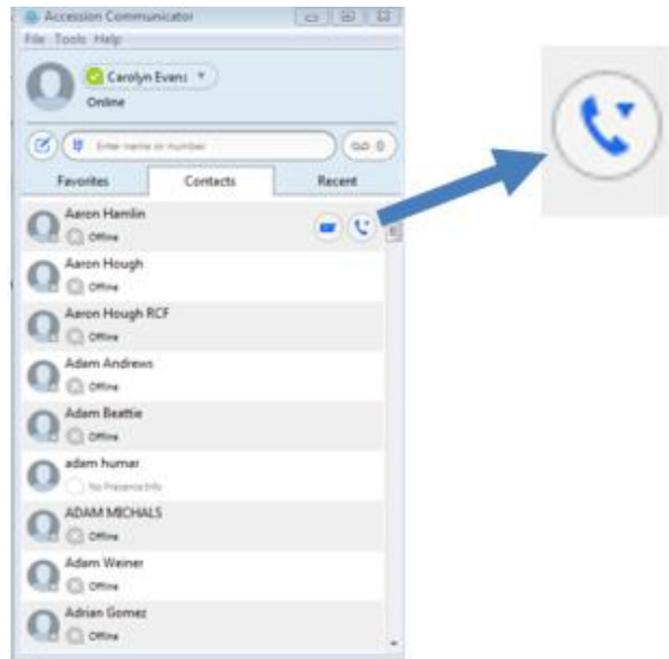
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Basic Accession Desktop Software Functions

Placing a Call

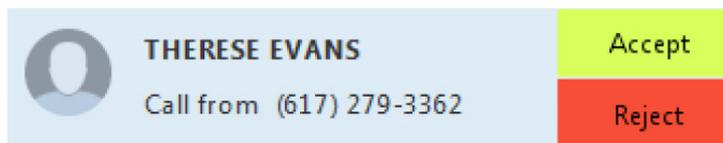
Make a call by:

1. Entering the number on the keypad
2. Clicking on a contact name's call button.



Receiving Calls

When someone calls your 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.

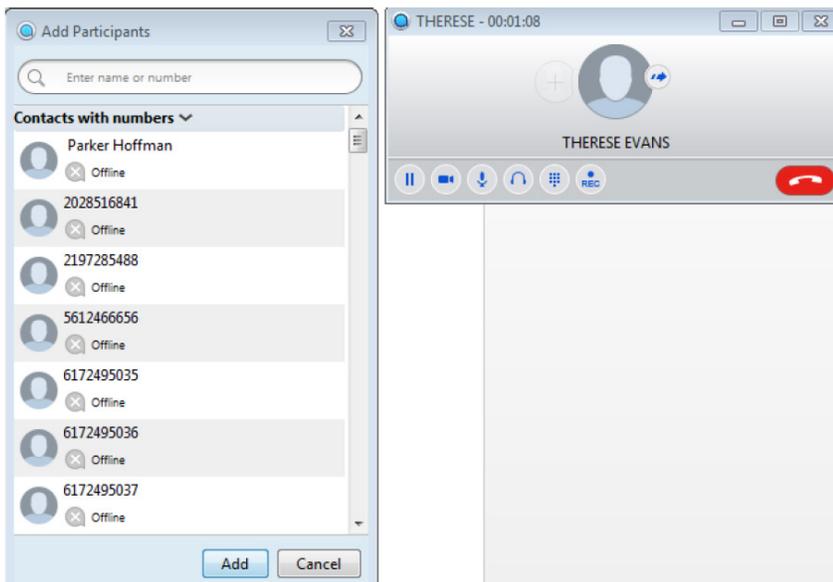


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During Calls

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

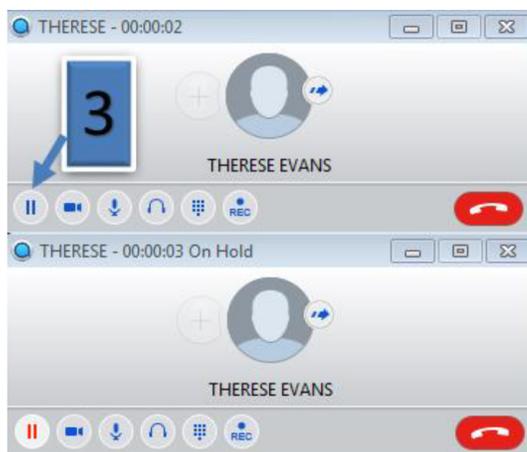
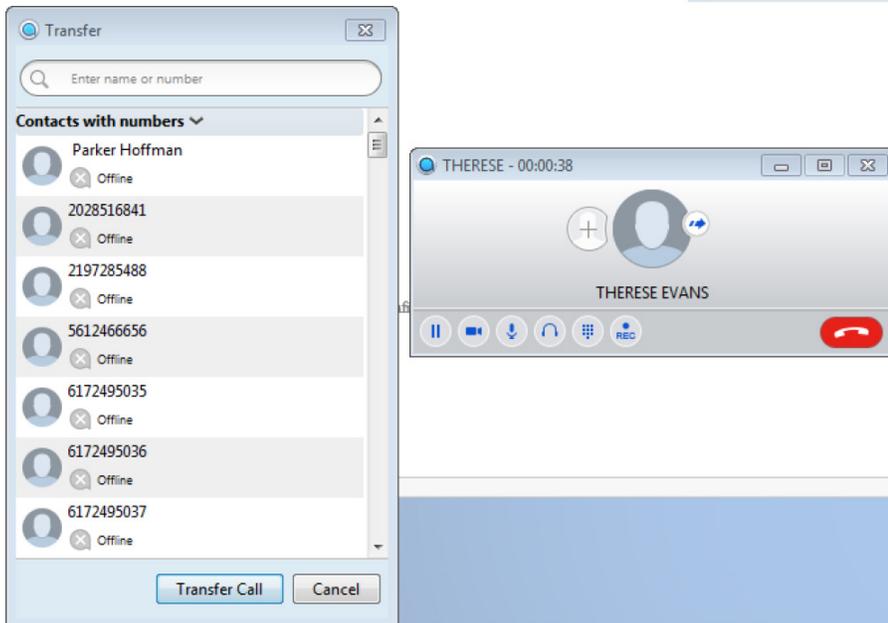
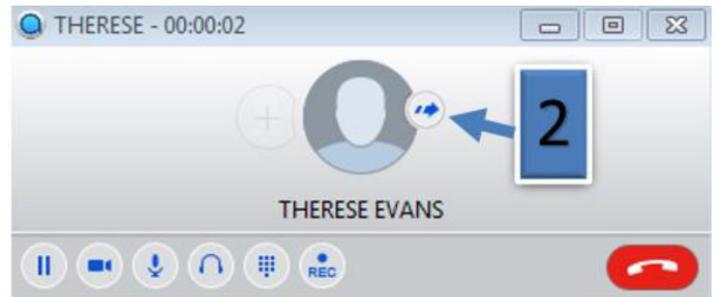
1. Add a participant.





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2. Transfer the call. Use the 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 the number you are looking to transfer to.

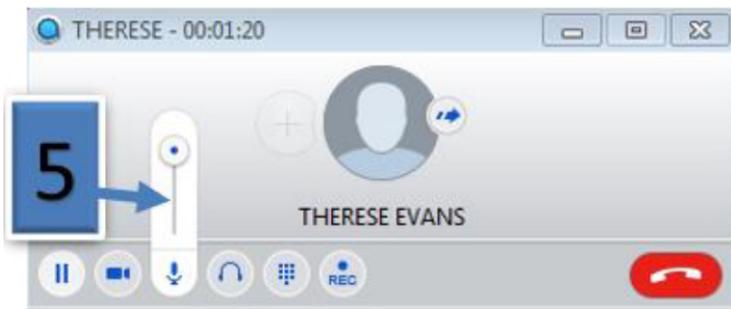
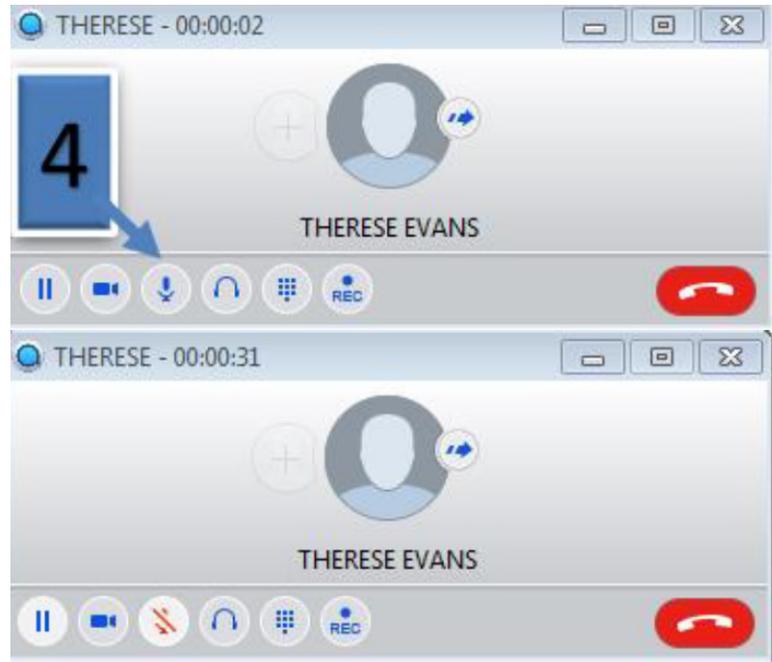


3. Put the call on hold.



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4. Mute your microphone.



5. Adjust the volume.

6. Access the keypad.





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7. Merge calls. *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. To merge the two calls press the merge button. You are able to switch between the two calls using the window for each, or click on the Merge calls icon to merge other callers into a single call.*



8. End the call.