



Accession Mobile App- Quick Reference Guide

Accession Mobile takes the functionality of Granite's Hosted PBX and makes it available to you anywhere, anytime, via your mobile device. The app is available for download on both Apple and Android Devices.

Download Accession Communicator:

- Using a mobile device or tablet, go to the Google Play Store (for Android devices) or the Apple App Store (for Apple devices)
- Search for "Accession Communicator"
- Download the free application

Configure Accession Communicator:

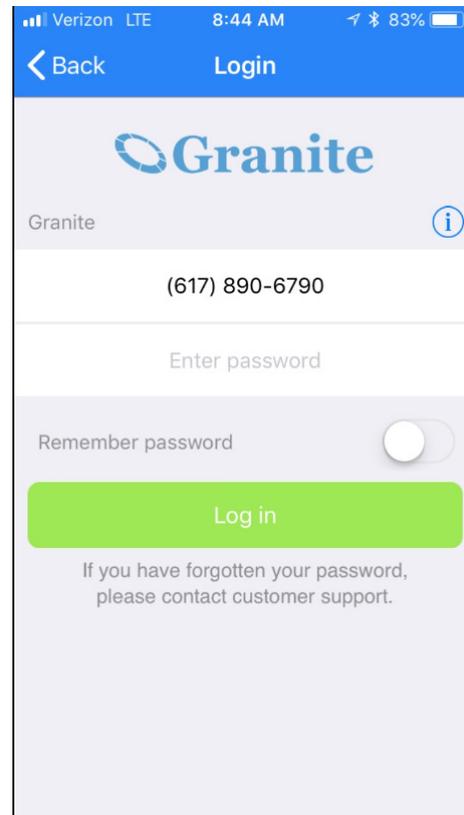


- Once Downloaded touch the  icon on your home screen to open Accession
- Choose Carrier: select Granite
- Touch Accept to agree to the terms of use
- Phone Number: enter your individual user phone number and your CommPortal Password
- Touch "Log In"
- In the 'Move calls to Cellular' (mobile devices only) field: touch the "Cellular Number" option, enter the 10-digit cellular phone number of the device and touch "Save". Then touch "Next".
- After a brief tour, Accession Communicator will open

Log In to Accession Communicator:



- Touch the  icon to open Accession Communicator
- Phone Number: verify the 10-digit phone number is correct
- Password: enter the password
- Remember password: enable if desired
- Touch "Log in"



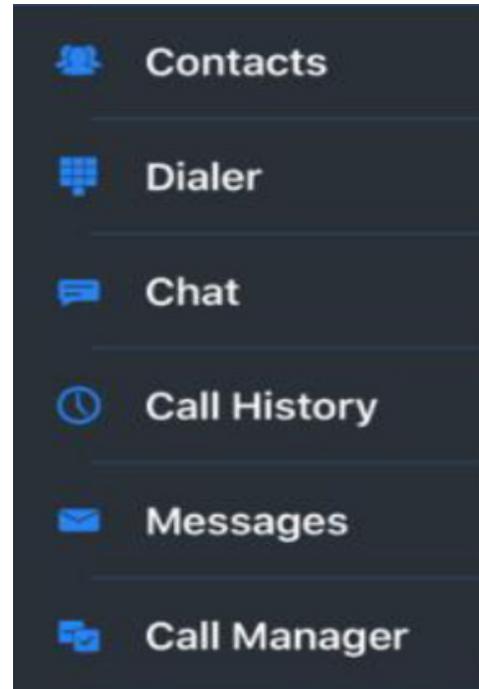


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Basic Accession Mobile App Functions

Once you have logged in, to see all that the App can do,

click the  icon. This menu will appear--->



Making Calls:

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 Granite individual user phone number.

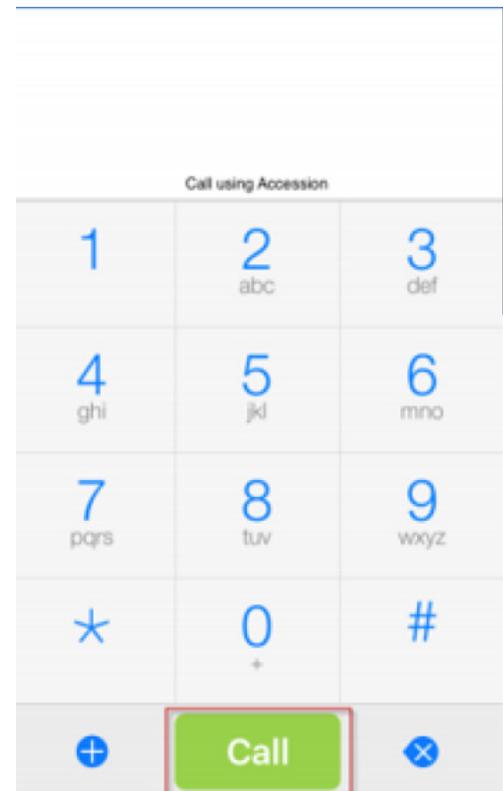


Click  to delete input digits, Click  if you wish to add this number as a new contact.



Receiving Calls:

When someone calls your Granite individual user phone number, the Accession Mobile app offers you the choice to accept or reject the call. Depending on the other services/devices you have from Granite, you may also see the incoming call on your desk phone, your desktop computer, or your tablet device. You can answer the call on whichever device is convenient for you.





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During The Call:

While a call is in progress, you can use the call window to: Put the call on hold, mute your microphone, access the keypad, turn on the loudspeaker, send video, switch the call to another device, merge calls, and transfer the call via icons on the display. You may also receive another call while you are already on a call.

Hold – Click the hold button to place the call on hold. The caller will hear the music on hold you have configured.

Mute – Click mute to mute your microphone
Keypad – Click keypad to expose a dialer to key in required digits.

Speaker – Click to toggle speakerphone functionality.

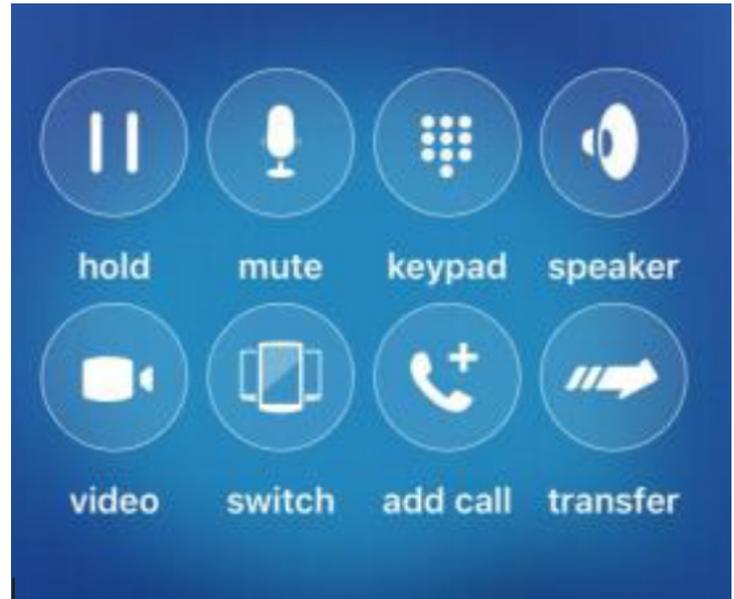
Video- Click to video chat with another business group member.

Switch – Switch allow you to push a call to another twinned device such as your desk phone or PC.

Add Call – Initiates a three way call.

Transfer – The transfer key will blind transfer a call to any number of your choosing.

End Call – Click to terminate your call.



Switching a Call to Your Mobile (cellular) Phone:

If a call has a poor Wi-Fi connection or issues with audio, touch the Switch icon and select This Device (cellular) to move the call to your regular cell phone. Realize that the call will now start to use mobile minutes.

Call Pull:

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

Voicemail:

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



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Transfer 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 and transfer the call.

Call Manager:

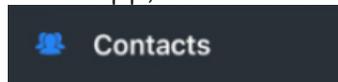
Tap the Call Manager tab and select Available, Do Not Disturb, or Forward All Calls to manage how the App handles calls

- o **Do not Disturb:** Callers will hear a recorded message saying you are unavailable and will connect to your voicemail.
- o **Forward All Calls:** When selected, use the Forwarding number box to enter the number where you want calls to be forwarded.

Your Contacts List:

Accession Communicator 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 manually typed into Accession App, contacts from your mobile device, CommPortal contacts, or

your corporate directory.



Settings:

Use the Settings tab to manage your Call, Contact, and Messaging settings, and to access additional setup options. You can also send error reports from the Settings tab.



Call Mobility:

Accession Communicator Mobile lets you make calls from anywhere on the most convenient device.

Emergency Calls (911):

If you place a 911 call from Accession Communicator, the 911 operator may not be able to identify where you are calling from