



ACCESSION COMMUNICATOR FOR MOBILE DEVICES

Your Norvado 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 running 4.0 or later version.
- iPhone running iOS7 or later.

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

FIND YOUR PASSWORD

You will need your Norvado MyPhone phone number and password to start using Accession Communicator for Mobile. If you don't have this information, contact our Support team at 1-800-250-8927.

DOWNLOAD AND INSTALL THE APP

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

Tap **Open** on the app and select **Norvado** as your Carrier. Enter your Norvado Phone Number and Password and tap **Log in**.

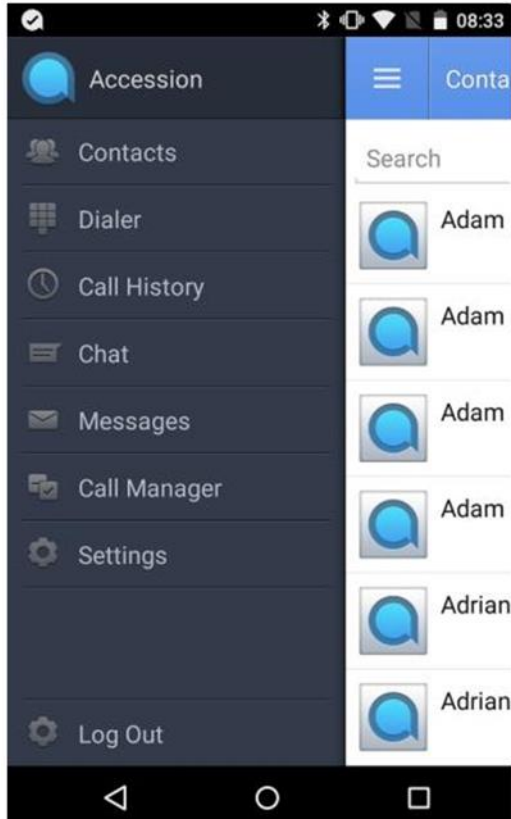
If you want to have the ability to switch calls to your own cellular network (for example, if you move to an area with poor Wi-Fi connection during a call made on Accession Communicator) enter your own mobile phone number and tap **Continue**.



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 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

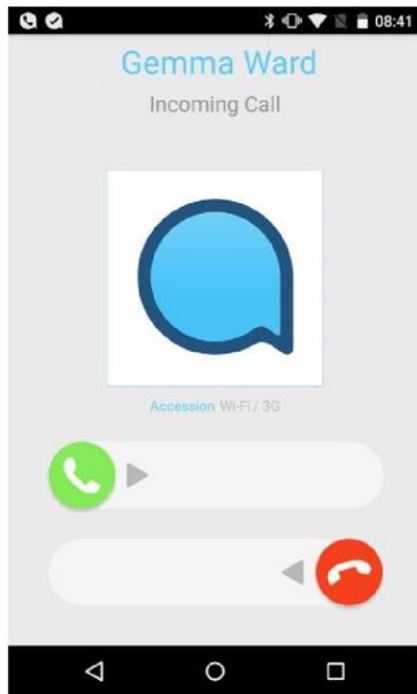
To make a call, select the **Dialer** tab and enter the number you are calling into the Accession dialer, or simply tap on the contact and touch the number you would like to use to call the contact.

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

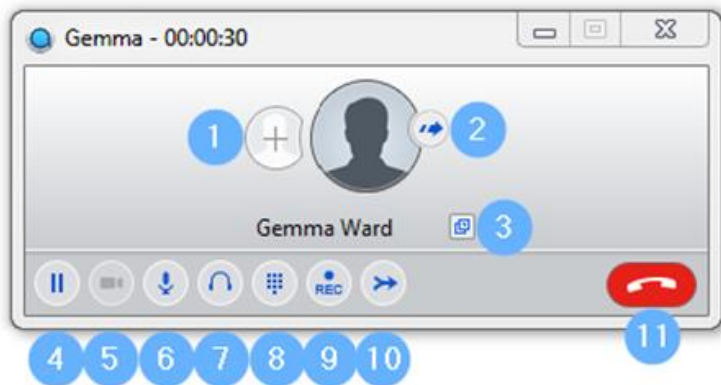
RECEIVING CALLS

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

Depending on the other services you have from Norvado 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.

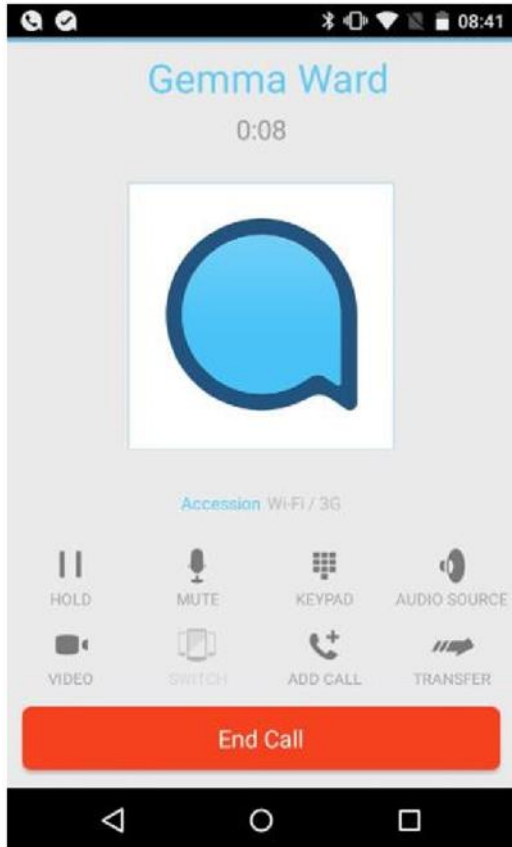


DURING THE CALL



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

1. Add a participant.
2. Transfer the call.
3. Perform a CRM look-up.
4. Put the call on hold.
5. Send video.
6. Mute your microphone.
7. Adjust the volume.
8. Access the keypad.
9. Record the call.
10. Merge calls.
11. End 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

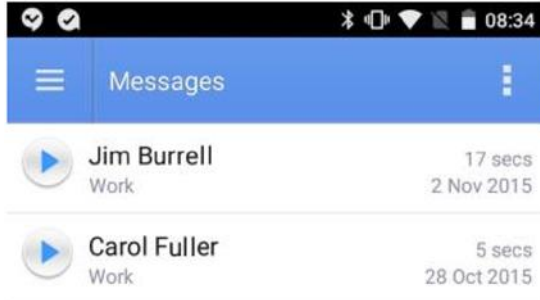
Use the **Call Transfer** icon to send any call to another number. A menu will pop-up allowing you to select a contact, or you can type in a completely new number to transfer the call to. You can also transfer the call to another of your devices that has Accession Communicator installed, without having to hang up!

CALL HISTORY

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

VOICEMAIL

If you have a voice 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.



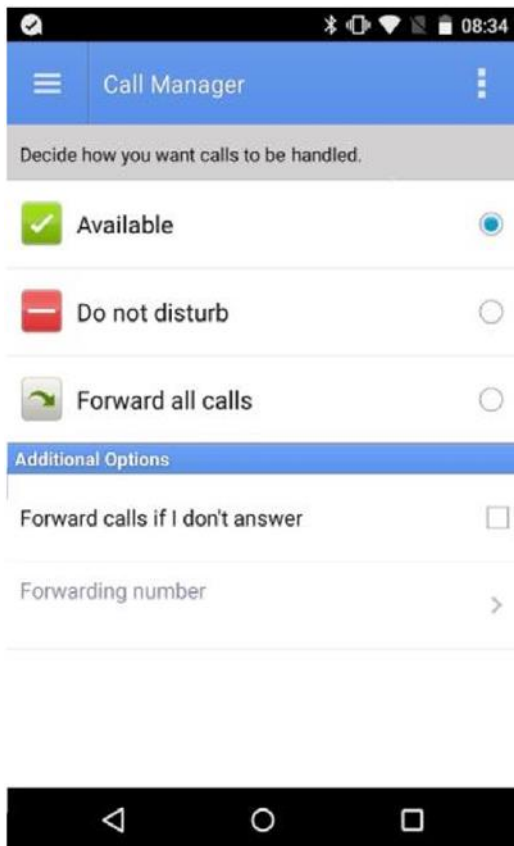
CALL MANAGER

You can tell Accession how to handle your incoming calls. Tap the **Call Manager** tab 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 on all of your Accession Communicator devices.



YOUR CONTACTS LIST

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

SETTINGS

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

PRESENCE

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

EMERGENCY CALLS

Accession Communicator lets you make calls from anywhere on the most convenient device. If you place a 911 call from Accession Communicator, the 911 operator may not be able to identify where you are calling from.

QUESTIONS?

If you have any additional questions about Accession Communicator, contact our support team at 1-800-250-8927 or email sales@norvado.com for assistance.



LOCATION

Headquarters

43705 US Hwy 63
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Cable, WI 54821

BUSINESS HOURS

Monday-Friday

8am-4:30pm

Saturday Closed

Sunday Closed

PHONE

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