Take your office anywhere.

AccessPhone Desktop Client

Quick Guide

Welcome to the Desktop Client.

AccessPhone Desktop Client

Your 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 desktop you'll need to install the Access**Phone Desktop App** software on your PC or Mac. This guide helps you to do that.

Ensure your Computer is Compatible

Access**Phone Desktop Client** works on PCs that have Windows 7 or later.
It also runs on Macs that have OS X 10.7 or later versions.

You can use your computer's built-in microphone and speakers but you will have much better audio quality if you use a headset. Access**Phone Desktop App** works with most common headsets, including Bluetooth. It will even work with the answer/reject call button on some headsets.

Find Your Password

You'll need your Access**Phone Web Portal** phone number and password to start using Access**Phone Desktop App**. If you don't have this information, please call your Account Manager **1-866-271-8981**.

Download and Install the Software

First, download Access**Phone Desktop App** here: http://phone.myaccess.ca.

When prompted, save the file. Find it in your downloads folder and then open it to begin the installation process.

Exploring AccessPhone Desktop App

Access**Phone Desktop App** is like having your desk phone on your computer. You can make and receive calls, hold calls, transfer calls and make three-way calls.

Access**Phone Desktop App** uses Wi-Fi, broadband or (mobile data services) that are available and connected to your computer.

Making Calls

Making a call is as easy as entering the number on the keypad or clicking on a contact's call button. If your contact has more than one number, you can choose which one to call from the drop-down list.

If the person you are calling has caller ID, they'll see your phone number.

Receiving Calls

When someone calls your number, you'll see a pop-up box on your computer screen. You'll also 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, you'll also see the caller's name.

Depending on the other services you have, you may see the incoming call on your desk phone, on your mobile phone or on a tablet device. You can answer the call on whichever device is most convenient for you.

During the Call
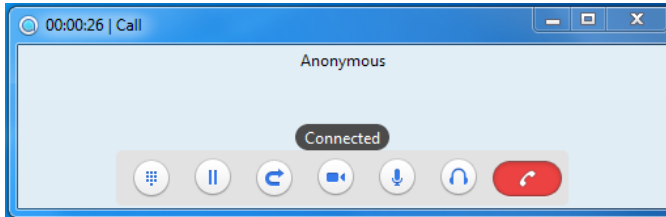
While a call is in progress you'll see the call window. Use this window to:

1. Add a participant
2. Transfer the call
3. Perform a CRM look-up
4. Put the call on hold
5. Uplift to video
6. Adjust the microphone
7. Adjust the volume
8. Access the keypad
9. Record the call

Messages and Calls

You may receive a call while you are already on another call. If you answer the new call, the current call will automatically be placed on hold and the new call will appear in a new call progress window. Switch between the two calls using the window for each one.

Video Calling

If the person you're talking to is also using Access**Phone Desktop App** on the same network, you can upgrade your call to video at any time. Click on the camera icon to send your video. The other person will receive a prompt inviting them to switch on video too. Click on the camera icon any time to turn off your video feed.

Move the Call While You're Still on It

If you're talking through Access**Phone Desktop App**, you can transfer the call to another number and keep talking.

Use the transfer button to send the call to the number you want to use.

Choosing Which Calls to Receive

Click on the status selector to reveal "More Options" at the end of the menu.

This opens the Call Manager Status window. Here you can choose how calls are treated depending on who the call is from. You can also choose your preferences for how calls should be handled if they are from anonymous numbers, from VIPs or from numbers on your unwanted callers list.

You can tell Access**Phone Desktop App** how to handle your incoming calls.

Choose between:
- Available
- Do not disturb
- Forward calls to specific number

If DO NOT DISTURB is selected, callers will hear a recorded voice announcement saying that you are unavailable and will then be connected to your voicemail. None of your devices will ring until you turn off do not disturb.

You can also tell Access**Phone Desktop App** to FORWARD ALL YOUR CALLS to another number. Click this option and you'll be prompted to enter the number.

Note: That when you change your availability status or set up a forwarding number, the change applies on every device on which you are using Access**Phone Desktop App**.
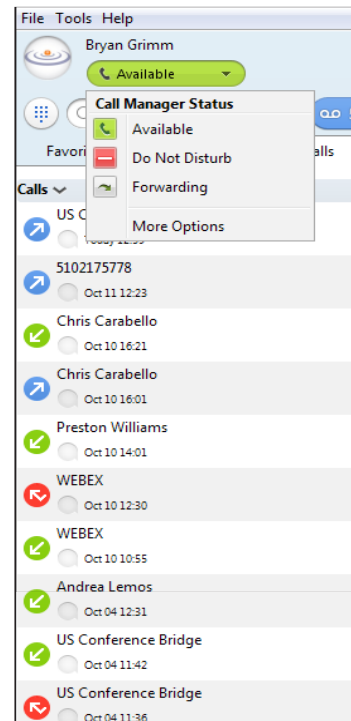
Your Contacts List

Access**Phone Desktop App assembles a contact list for you to use. Depending on how your service is set up, this contact list may include:**

- Contacts that you type directly into Access**Phone Desktop App**
- Contacts that are contained in the Outlook or Mac local address book that is stored locally on your computer
- Contacts that are in Access**Phone Web Portal**
- Contacts that are in your corporate directory

Favourites

For quick access to frequently-called people, add them to your favourites list. Use the right-hand mouse button to click on any contact and choose "Add to Favourites" from the drop-down list. Favourites will appear in the Favourites list and in the Contacts list.

Emergency Calls

Access**Phone Desktop App** lets you make calls from anywhere on the most convenient device. If you place a 911 call from Access**Phone Desktop App**, the 911 operator may not be able to identify where you're calling from

Privacy and Protection

If configured to automatically sync with Outlook, Access**Phone Desktop App** introduces a source for contacts to be viewed and edited.
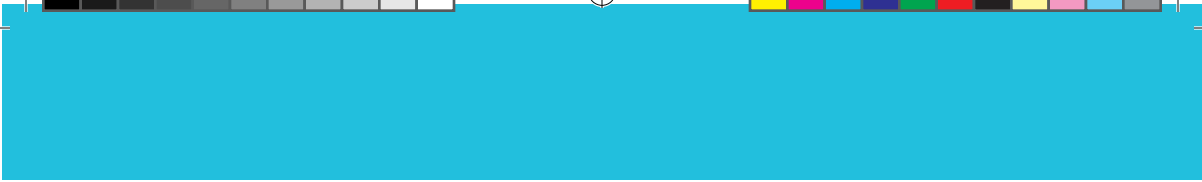
Third Party Services

Up to five third party services can be integrated in your desktop client.

These services include:

- Conferencing (ex. Webex)
- File sharing and collaboration (ex. box.com, Google Drive, Skydrive, Dropbox)
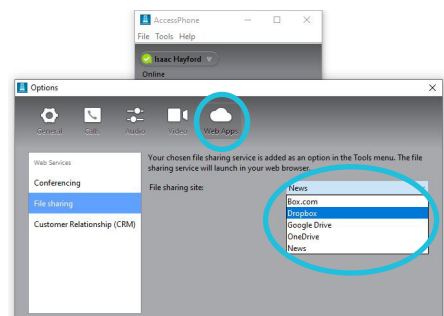
Services must be pre-configured on a per customer basis. Contact your account manager for more information. If you have any additional questions about the Access**Phone Desktop Client**, call your account manager at **1-866-271-8981**.

Notes

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

ACCESS COMMUNICATIONS CO-OPERATIVE | **BUSINESS SOLUTIONS**

myaccess.ca | 1-866-271-8981