

ACCESSION USER GUIDE – Desktop Client

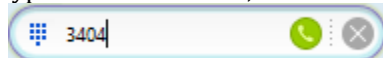
Downloading

- Open a web browser
- Type in <https://ucommportal.com/login.html>
- Enter your full 10-digit phone number – no dashes or spaces
- Enter your Password (default is OCCW2417)
- Scroll down to the bottom of the screen under support and click Downloads
- Choose “On your computer”
- Choose your operating system (Windows or Mac)
- Choose to Run to program
- Click Next (to start download)
- Click Next (where to save)
- Click Next (creating shortcuts and other actions)
- Click Install
- Check the Box Launch on Finish
- Click Finish
- Select Optimum Cloud as your service provider
- Enter your full 10-digit phone number – no dashes or spaces
- Enter your Password (default is OCCW2417)
- Check the box “I accept the terms”
- Click Accept

Making a Call




From the Search Bar

- Type a contact's name, number




- Click 


From the Dial Pad

- Click 
- Dial the extension or number
- Click  or 


From Favorites

- Click the favorites tab
- Scroll down to find the contact
- Double-click the contact, or click  next to the contact and choose a number if there is more than one

From Contacts

- Click the Contacts tab
- Scroll down to find the contact
- Double-click the contact, or click  next to the contact and choose a number if there is more than one



From Recent

- Click the Recent tab
- Scroll down to find the contact
- Double-click the contact or click  to call



Answering a Call

- Click 
- Click  to end an active call

Accessing Voicemail Messages

- Click 
- Select the Voice Message you would like to hear
- Click 
- You can reply to, mark as heard, forward as email, forward as voicemail, or delete the message

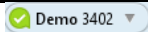
Adding a Contact

- Click 
- Select Add Contact
- Type in Contact Info
- Click 

Saving a Favorite


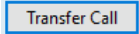
- Click the Search Bar
- Type in a Contact
- Right Click and Select add to favorites OR
- Click the Contacts Tab
- Find the Contact
- Right Click and Select add to favorites

Presence Status




- Click on your name 
- Choose Available or Busy (Presence For Chat Purposes only)
- Choose Available or Do Not Disturb (For Call Control Only)
- Choose if/how you want to divert your calls

Transferring


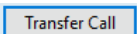
Blind Transfer

- While on a Call Click 
- Type in the Contact's Name or Extension
- Click 

Consult Transfer



- While on a Call Click 
- Reach out to a third party by double clicking a contact or selecting  and choosing a number
- Talk to the 3rd Party and  Click and select the other party to complete the transfer

Voicemail Transfer




- While on a Call Click 
- Type in 8+extension
- Click 

Conferencing

Blind ad-hoc Conference Call


- While on a Call, Click 
- Type in a contacts name
- Choose 

Consult ad-hoc Conference Call



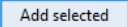
- While on a Call, Click 
- Reach out to a third party by double clicking a contact or selecting  and choosing a number
- Talk to the 3rd Party and Click  to merge the calls together

Chat

Single Chat

- Click on the Favorites or Contacts Tab
- Find a Contact
- Select 
- Type a message in the text box and press enter to send

Group Chat

- Click on the Favorites or Contacts Tab
- Find a Contact
- Select 
- Select 
- Choose Contacts to add
- Click 
- Type a message in the text box and press enter to send

Settings

Change Password

- Click File
- Select Change Password
- Enter your current password
- Enter your new password and verify it
- Click Change password

Mute Sound Notifications

- Click File
- Select Mute Notification Sounds

Unmute Sound Notifications

- Click File
- Select Unmute Notification Sounds

Options

- Click Tools
- Select Options
- From this menu you can change the default settings. (What does a double click do, where to save recordings, changing ringtones, audio controls, defaults for chat and video)

LOFFLER