

Utility Telecom

New Customer Welcome Kit

This guide is intended to help you with Account Setup and provide answers to frequently asked questions. If you have any questions, give us a call at 877-965-7800 or email info@uyt.co.



Utility Telecom

Digital Business Communications

Utility Telecom Welcome Kit

We are excited you have chosen Utility Telecom as your service provider. To get you started on your new equipment, we have put together a welcome kit that is easy to navigate with clickable embedded links and icons.

For a full list of instructions on additional equipment or applications, we have a wide collection of instructional videos and guides that can be downloaded online by visiting our [Customer Care page](#) or you can check out our [Knowledge Base](#) for FAQ.

For easy access to our downloadable guides, click on the icons below:



Voicemail Guide



Polycom Feature Guide



CommPortal Guide



Accession Guide

Getting Started on Your Hosted Phone

To get started, simply press the envelope on your new phone to begin the setup wizard.

This setup wizard will walk you through recording your name and voicemail greeting, and it will help you set your own voicemail password.

You can get more information for your new voicemail service through the Voicemail Guide.



How to Download Accession

Downloading for Desktop

Once you've completed setting up your voicemail, log into the [CommPortal](#) online to view your account and to download Accession Communicator for your desktop. You will need to ask your phone administrator for your online password if you don't have one.

**If this is your first time in CommPortal, you will be asked to set a Security Email address to help with managing your password.*

In CommPortal, click the "Downloads" link in the lower-right corner of the screen. This will bring up the Downloads pop-up window.

On the pop-up window, click, "On your Computer" to bring up the list of software available to you. Select "Accession" from the list on the left-side of the screen, and then select the link on the right, corresponding to your desktop operating system. This will begin your download.

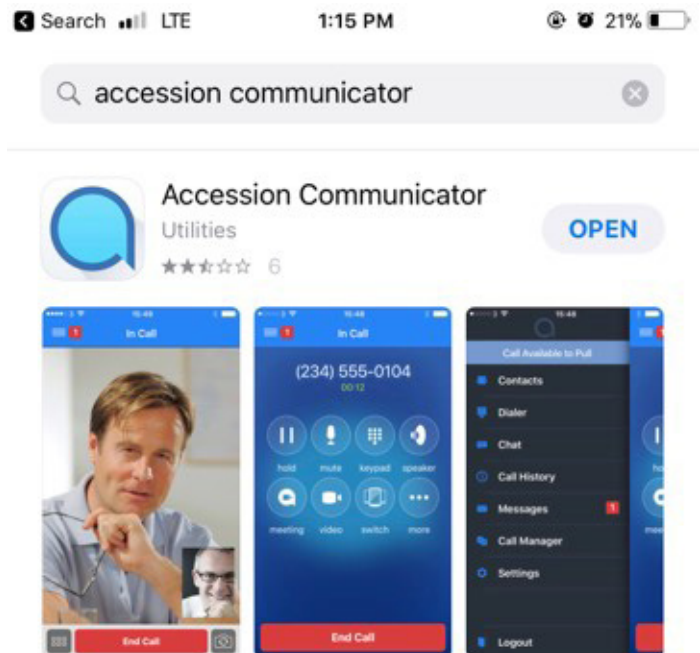
Downloading for Mobile

If you have a premium line, you can also download our mobile application.

To do so, either following the same instructions as above while on a mobile browser, or search for "Accession Communicator" in your phones app store.

This app allows users to make or receive calls from their desk phone number on their mobile device, ideal for someone who is regularly on-the-go.

Users can also use Accession Communicator to send messages to other people in their corporate directory who are using Accession on any device.



We're Here to Help

If you're unable to find what you need, please contact Customer Care. We are available for assistance 24/7. For any network or technical issues with your service, please contact us at 877.965.7800 or info@uyt.co.

Visit uyt.co for
more information!

