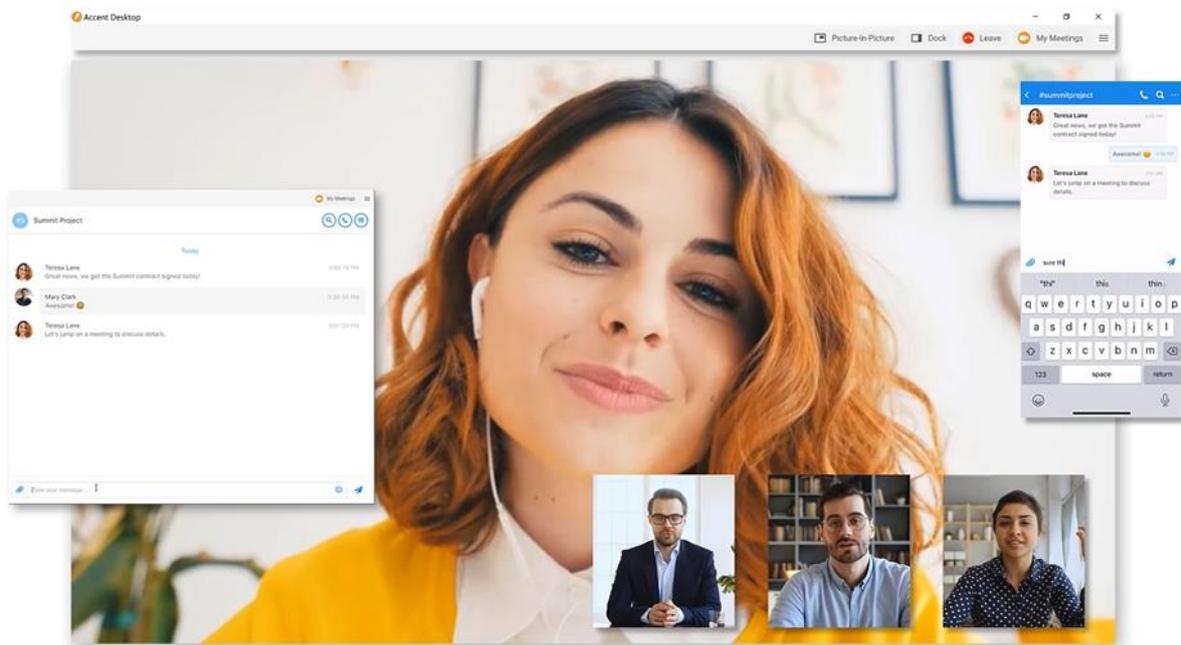


# Accent Update Bulletin: June 2021



**Accent's June 2021 cloud phone system update includes new user applications, feature enhancements, and bug fixes to deliver an enhanced user experience.**

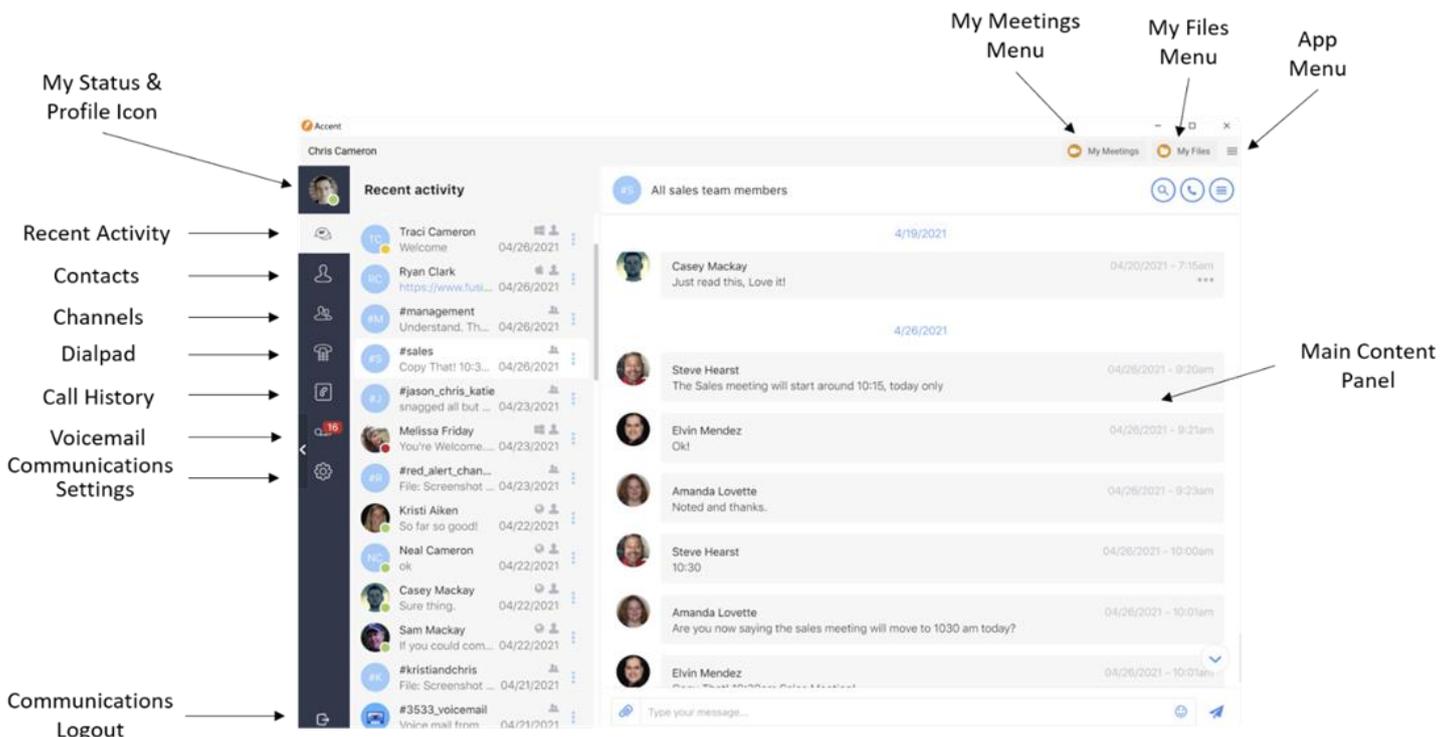
**This update bulletin will provide an overview of the major enhancements and any material changes to the cloud phone system platform. Individual application user guides are available along with user support from Accent's technical support team.**

## Accent Desktop App

The Accent Desktop App combines the unified communications and team messaging features of VoiceONE Connect with the power of Accent’s cloud-based video meetings platform, delivering an all-in-one user experience. A screenshot of the application is provided below with a detailed breakdown of the user interface. The application is currently available for Windows and MacOS, it may be downloaded at the links below:

- [Windows Download](#)
- [MacOS Download](#)

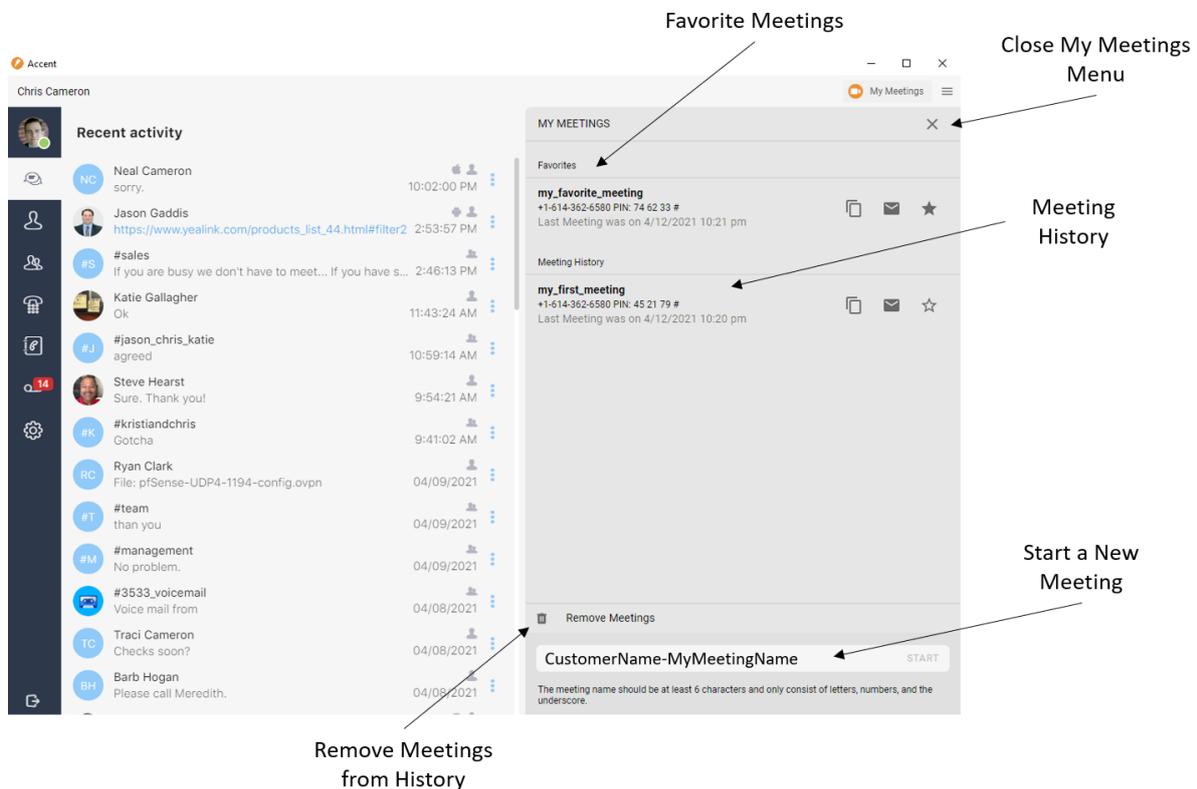
A complete online user guide for the app is [available here](#). The online user guide will provide detailed instructions on utilizing the features within the app, this document will provide a high-level overview of the new features available to users.



For a complete Accent Desktop user guide scan the QR code, or visit us at: <https://guides.accentvoice.com/desktop-user-guide/>

## My Meetings

The My Meetings menu provides access to joining and hosting video meetings directly from within the Accent Desktop app. The menu provides the user several different options for joining and managing meetings, a sample screen of the My Meetings menus below.



## Highlights Include:

- Previously attended meetings will show in the Meeting History list for quick recurring access. Simply click the meeting name to launch.
- Start or join a new meeting by entering a meeting name in the “start a new meeting” field at the bottom of the menu.
- Favorite a meeting to add the meeting to the Favorites list.
- Copy meeting link to quickly copy a specific meeting link.
- Generate an email with the meeting information included.
- Remove meetings no longer needed from the meetings list.

## Video Meeting Credentials

In order for a video meeting to begin, an authorized user must be present within the meeting. Each Accent user has valid credentials for launching video meetings, they are identical to the credentials used to login to the app unified communications section. These credentials are also referred to as the user’s VoiceONE Connect credentials.

## Meeting Names, Privacy, & Security

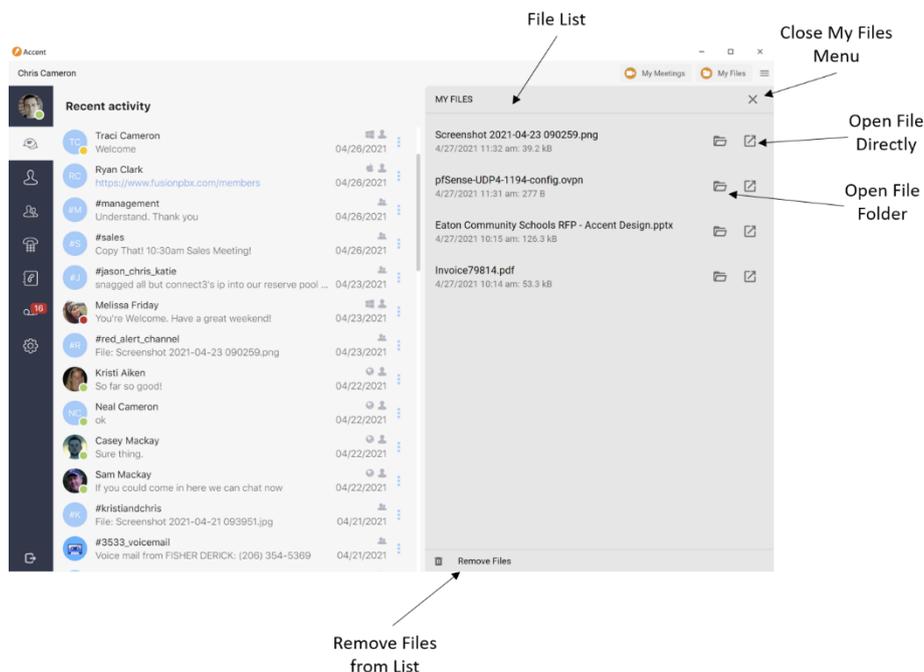
Accent has several tools available to ensure a high level of meeting privacy and security, these methods are all discussed in detail within our [online user guide](#). However, an important aspect to address within this document is the name a user designates for a unique meeting. Meeting names should be designed in the format of “CompanyName-MeetingName”.

For example, a user at Acme Corp who wishes to hold a sales meeting should not simply designate the meeting name as “sales meeting” as that is an insecure meeting name which anyone might access. Instead, the meeting name “acme-salesmeeting” should be used. This provides an increased level of meeting name privacy and security beyond generalized meeting designations.

The online user guide has a section dedicated to [meeting privacy and security](#), including details on our meeting password and lobby mode features. It is strongly recommended that users review this information and utilize our meeting privacy features as needed when hosting meetings.

## My Files

The My Files menu provides users with quick access to files they have downloaded via the app. Any file shared with the user and downloaded is accessible via this menu. Users can access the file directly or the folder it is contained within via the quick action buttons next to each file listed.



## Softphone Enabled Automatically

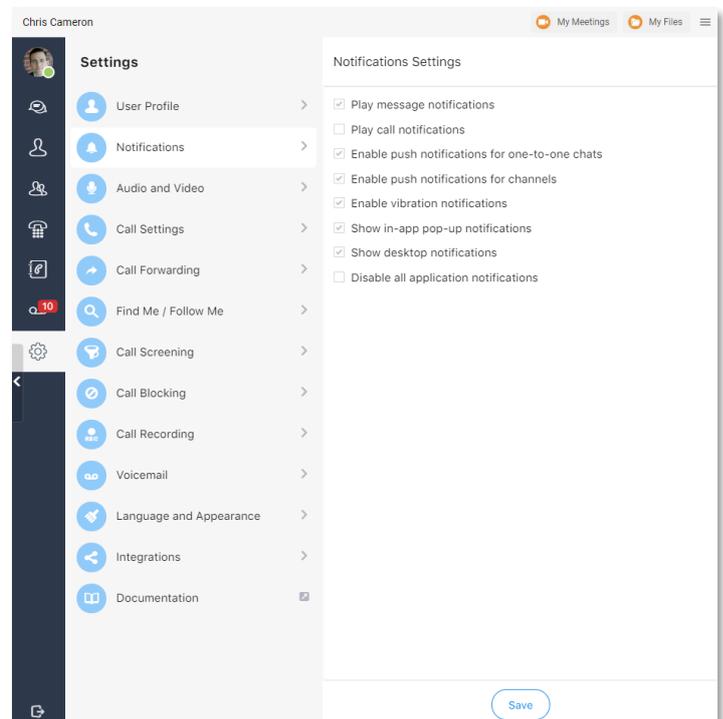
In previous versions of our application, the softphone needed to be enabled by a user for calls to be delivered to either the desktop or mobile app. In this latest release the application softphone is now enabled automatically on both the desktop and mobile apps. Calls will now be delivered to the application automatically once the user logs in. If the user has a desk phone, the call will be delivered to both the app and the desk phone simultaneous and may be answered by either device.

## Simultaneous Calls on Multiple Devices

With our recent update, users can now receive calls at multiple locations simultaneously. For example, if a user has both a desk phone and is logged in to the Accent Desktop app, an inbound call will ring both the desk phone and the app simultaneously. This provides the user with the option of answering the call via either the phone or the app. If the user moves to the mobile app, calls will automatically follow the user to the app with no need to “Switch to softphone mode” as was the requirement in previous versions.

For some users however, a ringing phone and ringing desktop app simultaneously can be a slight annoyance. To mute the audio notification on the desktop app and customize your app notification settings, follow the steps below:

1. Click the **Communication Settings** icon  located on the left-hand portion of the unified communications window
2. Select **Notifications**
3. Uncheck the “**Play call notifications**” option
4. The app will now refrain from playing a ring tone when a call is delivered to the user



### **VoiceONE Connect App for iOS & Android (v11.1.5)**

This update includes new user features, bug fixes, stability improvement, and current OS support for both Android and iOS. The updated app will be available in both the Apple App Store and Google Play Store on Monday, May 31<sup>st</sup>.

Version 11.1.5 of the VoiceONE Connect app includes the Softphone Enabled Automatically and Simultaneous Calls on Multiple Devices features previously detailed in this document. The My Meetings and My Files features are not available via the VoiceONE Connect app for mobile devices.

### **Video Meetings via the VoiceONE Meetings App for iOS & Android**

Video meetings access on mobile devices is available via the VoiceONE Meetings mobile app for iOS and Android devices. This app may be downloaded via the Apple App Store or Google Play Store by searching VoiceONE Meetings. The user credentials for hosting video meetings via the VoiceONE Meetings app are identical to those used to host meetings via the Accent Desktop App.

The online user guide for VoiceONE Meetings on mobile devices is available at [this link](#).