OVERVIEW

for

UCaaS and UCaaS+

Version 1.0
June 30, 2017

Revision History

Revision	Date	Description	Initials
1.0	6/30/17	First published version.	CS

Purpose

Use this overview to become familiar with NHC's unified communication services.

Navigation

To locate a particular topic or service, search the document by keyword, refer to the index, or to one of the supplemental documents listed below. Refer to the glossary for short definitions and descriptions of features and capabilities. If you have questions about information that appears in this guide, use the contact information on the last page to get in touch with a service representative.

References

Refer to these supplemental reference documents for more information about newVoice features and their use:

newVoice Hosted PBX Product Guide

newVoice Desktop Quick Reference Guide

newVoice Mobile Quick Reference Guide for iOS

newVoice Mobile Quick Reference Guide for Android

Accession Meeting Quick Reference Guide

CommPortal Quick Reference Guide

Voicemail Quick Reference Guide

Contents

Overview

New Horizon's Unified Communications as a Service (UCaaS) delivers an integrated suite of telephone services to subscribers within a business group. It enables communication among all members of a business group, for all of their desktop and mobile devices. This functionality is available as a separately billed feature add-on for each subscriber license in the group. For additional capabilities, subscribe to UCaaS+, which includes all UCaaS features plus NHC's meeting collaboration tool, Accession Meeting.

Specially adapted applications let you deploy UCaaS capabilities on desktop computers as well as mobile devices. Use newVoice Desktop for Windows and Mac environments. Use newVoice Mobile for iOS, and for Android on smartphones and tablets. General summaries of UCaaS features in this guide apply to both mobile and desktop environments. For instructions to install and use these applications, refer to the *newVoice Desktop Quick Reference Guide*, *newVoice Mobile Quick Reference Guide for iOS*, and *newVoice Mobile Quick Reference Guide for Android*.
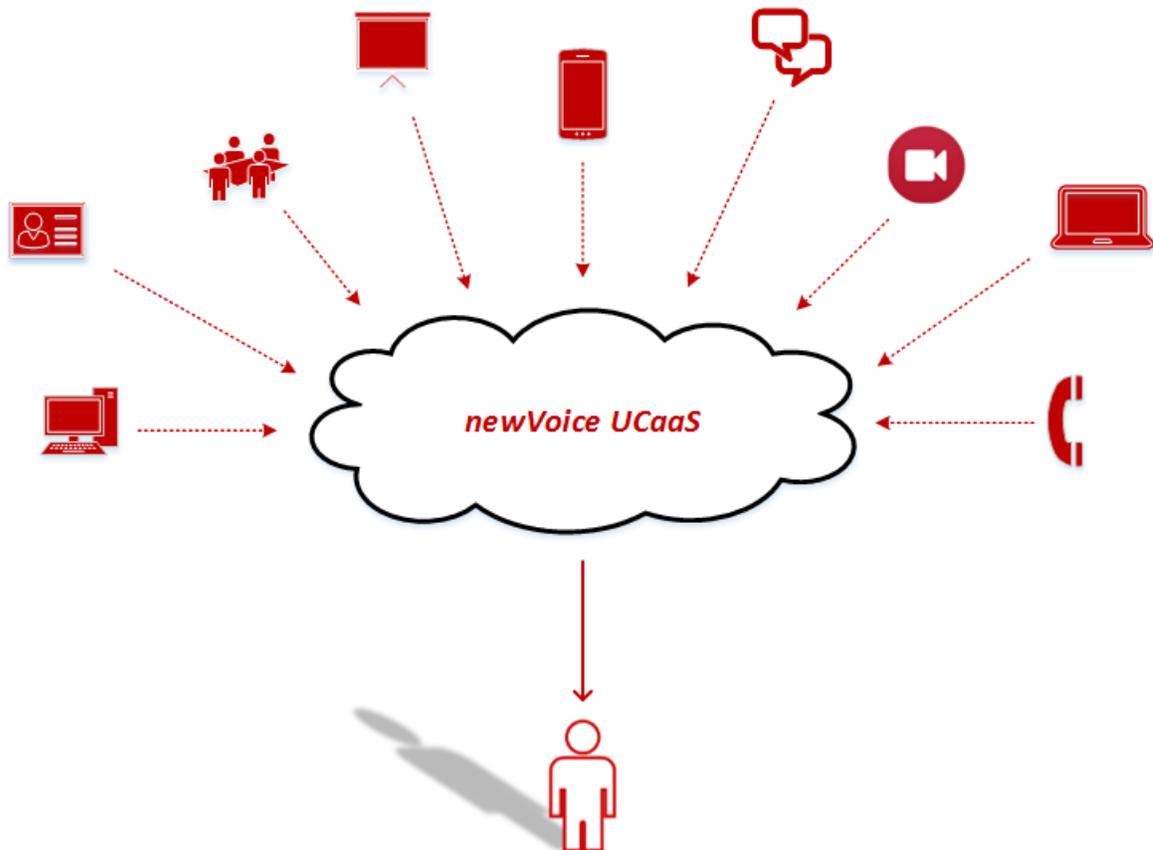

Figure 1. newVoice UCaaS Overview.

4

UCaaS

UCaaS lets you manage your newVoice phone services via your desktop computers and mobile devices. It is driven by two apps, newVoice Desktop and newVoice Mobile:
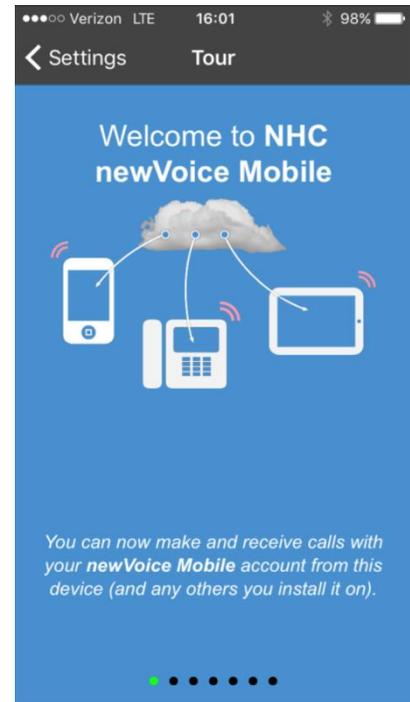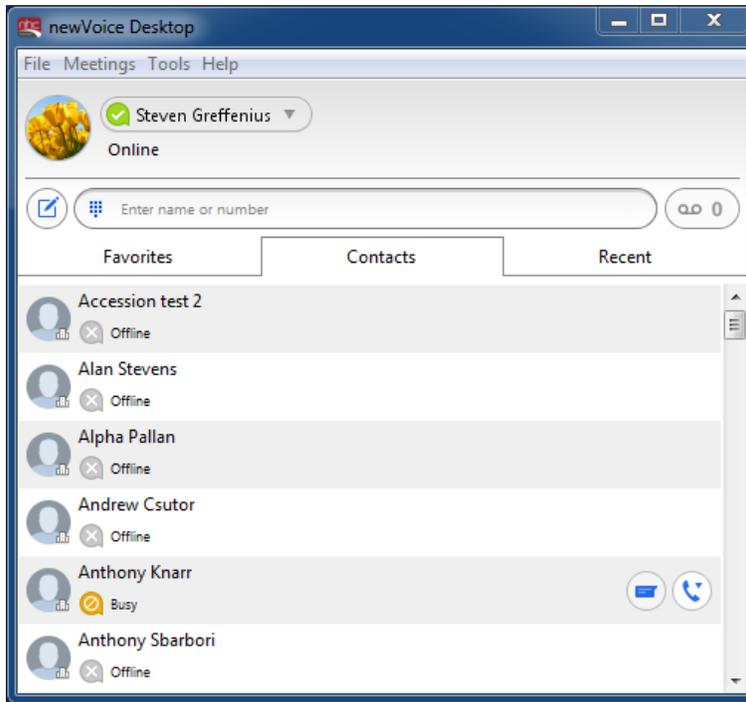
Summaries below introduce you to features available via these applications.

Softphone

Receive incoming calls to your extension or mobile device, or place outgoing calls from your nV Desktop or nV Mobile applications independent of your desk phone. The softphone offers a range of business phone services, including call hold, call transfer, three-way calling, and call jump. As well, your appearance from each application is your desk phone's identity.

Chat

Communicate with other UCaaS users in your business group via instant messaging, which includes file transfer and one-click dialing options, along with group chat.

Presence

Indicate to your colleagues whether you are available, out of the office, or in a meeting. Because of Outlook integration, this information populates automatically. Similarly, you can see the status of all UCaaS colleagues in your contacts list.

Call Manager

Use the Call Manager to control where your calls go: ring your phone, send to voicemail, forward to another number, and so on.

Voicemail

Use visual voicemail when retrieving and managing your voicemail, and see the results of your actions on all your devices.

Contact Integration

newVoice Desktop and newVoice Mobile integrate your corporate business group directory with your Outlook or Apple contacts, to give you access to a comprehensive contact list wherever you are. From the list, you can place calls, send messages, and retrieve full contact information in any environment.

In newVoice Desktop, click-to-dial is supported through contacts in both the app and Outlook.

UCaaS+

UCaaS+ includes all UCaaS features, plus Accession Meeting. Accession Meeting is NHC's cloud-based web collaboration tool which enables users to participate in web conferences, and offers advanced virtual collaboration features. While a subscriber must have UCaaS via newVoice Desktop or newVoice Mobile to be able to create an Accession Meeting session, subscribers can invite anyone to participate in an Accession Meeting by one of these methods:

- Send an instant message to another UCaaS subscriber.
- Send an email which is automatically generated by the nV Desktop or Mobile UI.
- Share the URL of an Accession Meeting that a participant can enter in a browser.
- Send a calendar invitation from Outlook, Google, or Apple calendars.

Notes:

- Meetings are visible in the main menu for nV Desktop and nV Mobile when you have UCaaS+, but not when you have UCaaS.
- Accession Meeting allows up to fifty participants per session or room.

For more information about Accession Meeting's tools, refer to *Accession Meeting Quick Reference Guide*.

Video Conference

While in Accession Meeting, participants can utilize their computers or mobile cameras to enable video during their session.

Screen Sharing

The host or an attendee may share his or her screen during a meeting so all participants can see a presentation or any other application central to a session, including iOS screens via Apple AirPlay Mirror.

Virtual Whiteboard

During any meeting, any participant may launch a virtual whiteboard for all to see. This feature allows geographically diverse users to participate in whiteboard sessions without the need of being in the same office.

Remote Desktop Control

While running a meeting, the host may digitally request access to a participant's computer to control. The feature is ideal for help desk and tech support staff in their pursuit to solve a desktop or application issue on someone's remote computer.

Calendar Integration

When scheduling a meeting, the host can schedule with one click using integration with MS Outlook, Google, and Apple calendars.

Glossary of Terms

Term	Definition
Accession Meeting	Online meeting and collaboration tools available with UCaaS+.
Android	Operating system for Android smartphones and tablets, compatible with newVoice Mobile.
Apple iOS	Operating system for Apple's smartphones and tablets, compatible with newVoice Mobile.
Call control	Use newVoice Desktop to set up calls from a business number using other devices, such as a twinned desk or mobile phone. *See also:* Paired desk phone control.
Call hold	Place a call on hold while you take an incoming call.
Call jump	Use star-codes to transfer incoming or outgoing calls to one of two pre-determined numbers, such as a mobile phone.
Call management	Set status to Available, Do Not Disturb, or Forward Calls to a specified number with call managers. Apply predefined rules to handle incoming calls.
Call park	Place calls in, and retrieve calls from park orbits, with visual access to parked calls.
Call transfer	Transfer a call to another line.
Click-to-dial	In any interface, web or otherwise, click a phone number to dial it from newVoice Desktop. Likewise, tap a phone number on a touchscreen to dial it from newVoice Mobile.
Click-to-dial from web and email links	Click the phone link in web pages or email messages to launch an outgoing call in newVoice Desktop.
CommPortal	Online portal to manage and administer your newVoice account.
Conference call	Set up a call for three or more participants on separate devices.
Contact management	Access company, business, and personal contacts from centralized or device-based contact lists. Contacts marked as Favorites appear in a dedicated tab for quick access.

Term	Definition
Deployment via CommPortal	Deploy Unified Communications services through CommPortal interface.
Desktop compatibility	For desktop computers, compatible with: • Windows 7 or above • Mac OS X, versions 10.7 or above *See also:* newVoice Desktop.
HD voice and video	High-definition voice delivers reliable voice quality in all conditions, including WiFi. Upgrade audio calls to add HD video with one click.
Instant Message (IM)	Use Chat to send and receive instant messages for all members of your business group. Send and receive files in one-to-one chats. Collaborate with several colleagues in group chats.
Mobile compatibility	For mobile devices, compatible with: • iPhone 4s or newer, with iOS 8.0 or above • iPad with iOS 8.0 or above • Android devices with Android 2.3.3 or above *See also:* newVoice Mobile.
Network support	Services operate on mobile 3G/4G or WiFi networks, as well as intranets, PSTN, VoIP, and cellular networks.
newVoice Desktop	Desktop client to configure, manage, and use Unified Communication services. Download and install newVoice Desktop application via CommPortal. Compatible with Windows or Mac OSX.
newVoice Mobile	Mobile application for access to Unified Communication services for mobile devices. Download and install newVoice Mobile through CommPortal, or via online outlets for your device. Compatible with Apple iOS or Android.
Outlook calendar integration	Set status to In a Meeting when Outlook Calendar indicates a scheduled meeting. Manually override In a Meeting status if desired.
Outlook integration	From Desktop or Mobile, integrate presence information, click-to-IM, and click-to-call for Outlook contacts. Synchronize Outlook and UCaaS contacts.
Paired desk phone control	Place outbound and receive inbound calls with a twinned desk phone, or from the Desktop client. Use Desktop capabilities, such as contact management, instant messages, presence, click-to-call, and Outlook integration. Use desktop phone for voice, as desired.

Term	Definition
Presence	Presence state derived from combination of: • Desktop client status: Available, Away, Offline. • Call state of Desktop client or twinned devices, such as In a Call. • Information from Call Manager and Outlook Calendar. Add your own custom presence statements as well.
PSTN	Publicly switched telephone network.
Signal notification and call switching	Notifies subscribers of weak WiFi or 3G/4G mobile data signals, and offers option to switch call to a cellular network.
Twinned or paired devices	Place newVoice Mobile on a mobile device with an office phone number, to present caller ID of the paired office phone for outgoing calls. Paired phones share all features associated with subscriber's calling plan.
UCaaS	Unified Communications as a Service – full suite of phone and message communication tools, for desktops, laptops, and mobile devices.
UCaaS+	Unified Communications as a Service Plus – full suite of Unified Communications capabilities, including video conference and meeting collaboration tools through Accession Meeting.
Unified Communications (UC or UCaaS)	Unified Communication services available to all members of a business group, or a subset of a group.
Video conference	Use Accession Meeting to conduct a meeting for three or more participants in separate locations.
VoIP	Voice over Internet Protocol, or Voice over IP, using internet switches and communication protocols.

Index

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