

newVoice Desktop

Quick Reference Guide



Revision History

Revision	Date	Description	Initials
1.0	6/30/17	First published version.	CS
1.1	9/17/18	Updated version accommodating Commportal v9.4.20-02 update	CS

Purpose

Use this quick reference guide to learn how to install and configure newVoice Desktop, NHC's desktop application for UCaaS and UCaaS+.

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. 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:

- Overview for UCaaS and UCaaS+*
- newVoice Hosted PBX Product Guide*
- newVoice Mobile Quick Reference Guide*
- Accession Meeting Quick Reference Guide*
- CommPortal Quick Reference Guide*
- Voicemail Quick Reference Guide*

Contents

Overview	4
Installation	5
Inside the Desktop	9
Common Tasks	9
Contact Lists	10
Inbound Calls	11
Online Chat	12
Settings	13
Index	16

Overview

This document contains information and steps required to download, install, configure and use newVoice Desktop. newVoice Desktop is New Horizon's Unified Communications as a Service (UCaaS) client for Windows and Mac OS.

newVoice Desktop works as a soft client for voice and unified communications. You can deploy it on Windows and Mac desktops to create a connected user experience among all subscriber devices. newVoice Desktop integrates with newVoice Mobile.

The soft phone offers a range of business call services, including call hold, call transfer and three-way calling. Desktop integrates with your corporate directory to create comprehensive contact lists. Moreover, the application supports integration with Outlook, CommPortal's Call Manager, visual voicemail, chat/IM and presence, and offers virtual collaboration through NHC's Accession Meeting when a subscriber line includes UCaaS+.

Note: UCaaS+ is required for Accession Meeting. For more information, see [Overview for UCaaS and UCaaS+](#), and [Accession Meeting Quick Reference Guide](#).

Installation

Follow the steps in this section to download and install newVoice Desktop. Before you download newVoice Desktop, check these requirements:

- You run Windows 7, 8 or 10 for installation on a Windows PC.
- You run OSX 10.7 or higher for installation on a MAC.
- Have your CommPortal login credentials ready. Contact your account manager if you do not have access to CommPortal.

To install newVoice Desktop on your computer:

1. Go to <http://commportal.nhcgrp.com/#login.html> in your web browser.
CommPortal's login pane requests your phone number and password.



CommPortal Web

Please log in below.

Number:

Password:

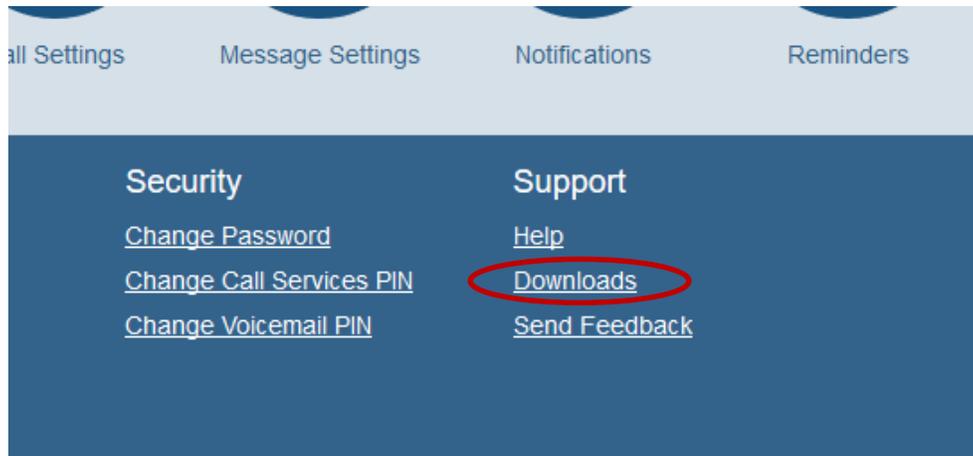
Remember me on this computer.

If you have forgotten your password, please contact customer support.

2. Enter your CommPortal credentials.

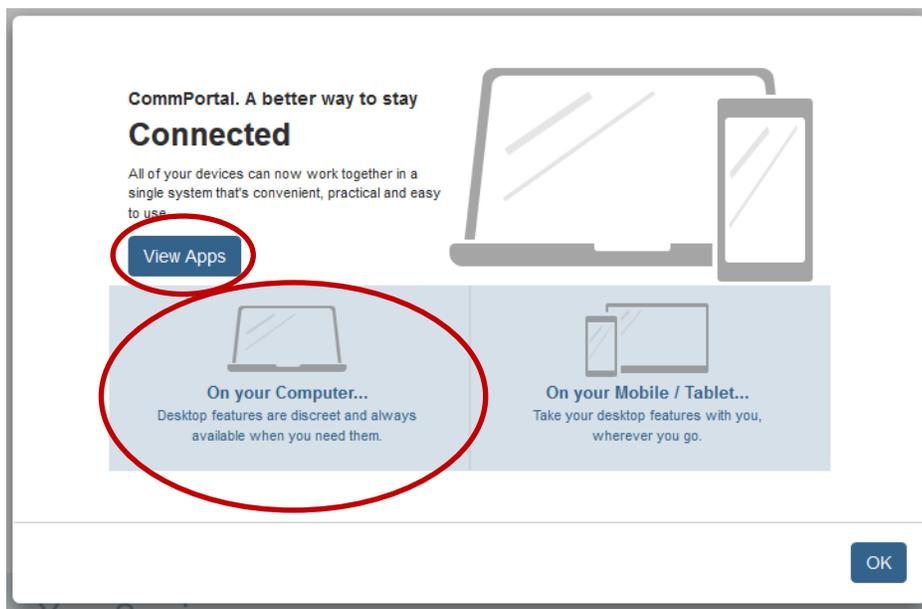
For *Number*, enter phone number without punctuation or spaces. For *Password*, enter your CommPortal password. If desired, check *Remember me on this computer*.

3. Click **Login**.
The CommPortal Dashboard opens.
4. Scroll to the bottom of the screen and Select **Downloads** in CommPortal's bottom menu, then click **On your computer**, or **View Apps** in the Connected pane:



© 2018 New Horizon Communications

5. Then click **On your computer**, or **View Apps** in the Connected pane:



6. In the Computer pane, select **Computer** > **newVoice** in the left menu, then **Windows** or **Mac OS X** for your download.



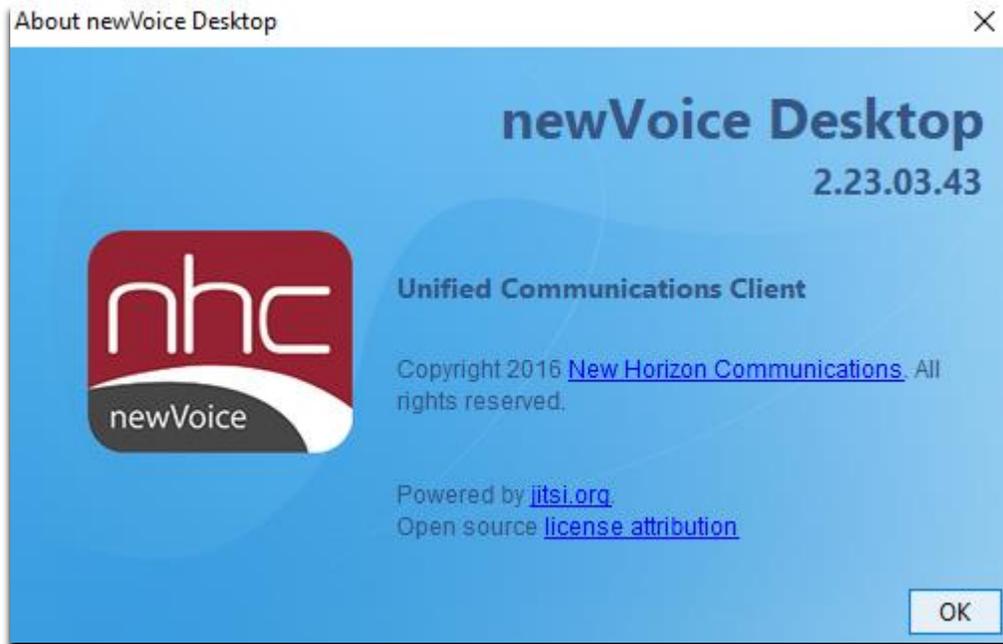
OK

The appropriate file downloads to your Downloads folder.

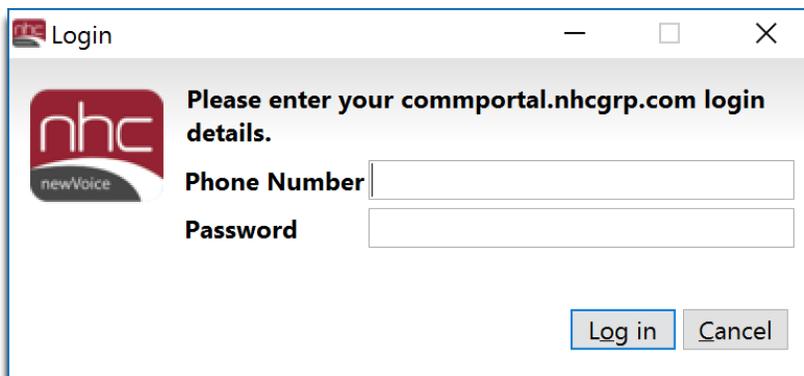
7. Open the downloaded file.
8. Follow the instructions in the newVoice Desktop Setup Wizard.

For easy access to the application, place a shortcut on your computer's desktop.

9. Click **Finish** in the setup wizard's last pane.
The application launches automatically.



A Login pane also appears.



10. Enter your CommPortal credentials in the Login pane, then click **Log in**.
The newVoice Desktop opens.
You are ready to acquaint yourself with newVoice Desktop's capabilities.

Inside the Desktop

Refer to information in this section to navigate the application and use its features.

Common Tasks

Use tools available on the Desktop's main page to perform these common tasks:

- To enter a phone number via a keypad, click the keypad icon next to *Enter name or number*. Click the icon again to close the keypad. Alternately, type a name or number directly in the field.
- To add a contact to your Contacts list, click the blue edit icon, then select **Add Contact** in the drop-down menu. Alternately, select **File > Add Contact** in the top menu.
- To create a group chat, click the blue edit icon, then select the **New Group Chat** in the drop-down menu. Alternately, select **File > New Group Chat** in the top menu.
- To create or schedule a meeting, click the blue edit icon, then select either **Create a Meeting...** or **Schedule a Meeting...** in the drop-down menu.
Note: You can create or schedule a meeting only if your subscriber license includes UCaaS+. See your account manager for more information.
- To view and manage your voicemail messages, click the reel-to-reel symbol on the right. The numeral next to the symbol indicates the number of voicemail messages visible.
- To open a contacts list, click the Favorites, Contacts, or Recent tab under the name or number field.
- To change your password, select **File > Change Password** in the top menu.
- To change your Desktop settings, select **Tools > Options** in the top menu.
- To manage your incoming calls, select **Tools > Call Manager** in the top menu.

Contact Lists

In the Favorites, Contacts, or Recent list, select an entry and right-click an entry to open these options:

- Call the individual; view contact numbers in the submenu
- Open an online chat
- Send email message directly using Outlook or Apple mail plugin
- View, edit, or delete the contact
- Add contact to Favorites list, or remove contact from the list
- Send a file directly to contact, via file transfer
- View chat history
- Notify contact when you are available

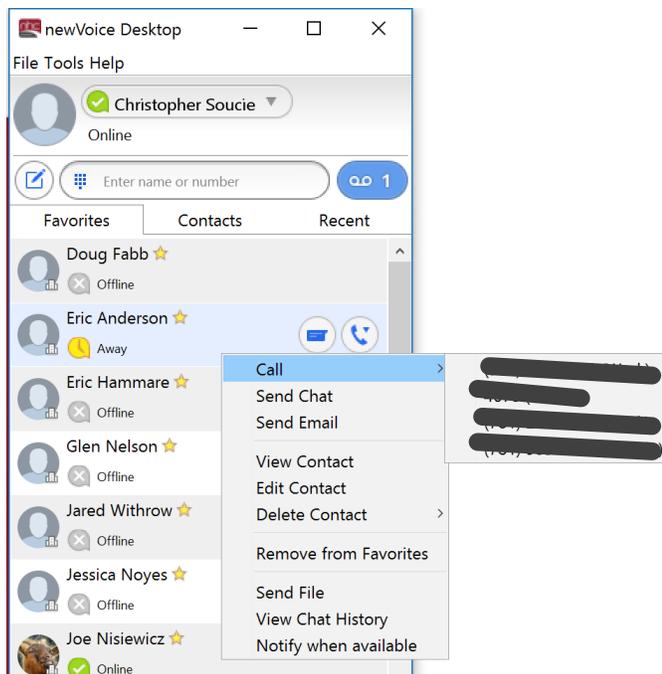


Figure 1. Contact list with action items for each entry.

Each contact list shows the status of your colleagues:

- Online – available
- Offline – not logged in
- Away – stepped away from desk
- In a Meeting – scheduled meeting

Inbound Calls

When you receive an inbound call via newVoice Desktop, a pop-up identifies the caller, and allows you to answer or decline the call.

Note: Inbound calls appear on your computer's desktop only if you enable Direct Calling in **Tools > Options > Calls**. Refer to page 13 for more information about settings.

If desired, you can answer the call on your desktop handset. If you use Find Me Follow Me, your cell phone and other configured devices ring as well. Modify Find Me Follow Me settings in Call Manager.

If you accept the call on your screen, the call connects through the computer application, not through your desktop phone. The panel below appears while you are on a call in the application:



Figure 2. Inbound call panel.

Click icons in the panel to execute actions related to the call:

- To add another person to the call, click the plus sign.
- To transfer the call to another person, click the blue arrow.
- To create a meeting URL for a video conference, click the blue and white video icon. Requires UCaaS+ license.
- To place the call on hold, click the Stop icon.
- To mute the call, or control the microphone volume, click the microphone icon.
- To mute the speaker, or control the speaker volume, click the headphone icon.
- To open a keypad, click the keypad icon.
- To record the call and store the recording locally, click the REC icon. To save the audio file, follow prompts on your PC or Mac after you stop recording.
- To end the call, click the red and white receiver icon.

Online Chat

To start an online chat:

1. In a contact list, hover over the person you want to contact, then click the blue chat icon on the right.

A chat window opens. A status indicator under the person's name shows whether or not your contact is online.

2. Type your message in the text field at the bottom of the window, then press Enter to send the message.

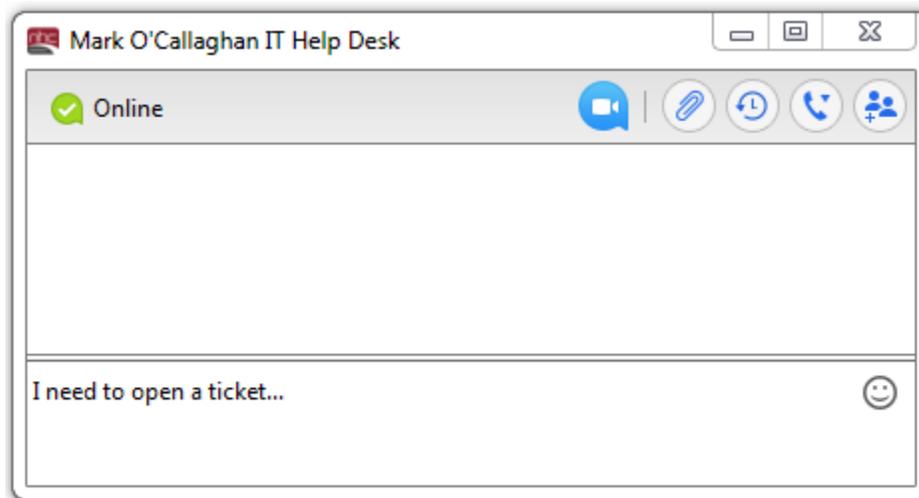


Figure 3. Chat window with message ready to send.

Click icons in the window to execute actions related to the chat:

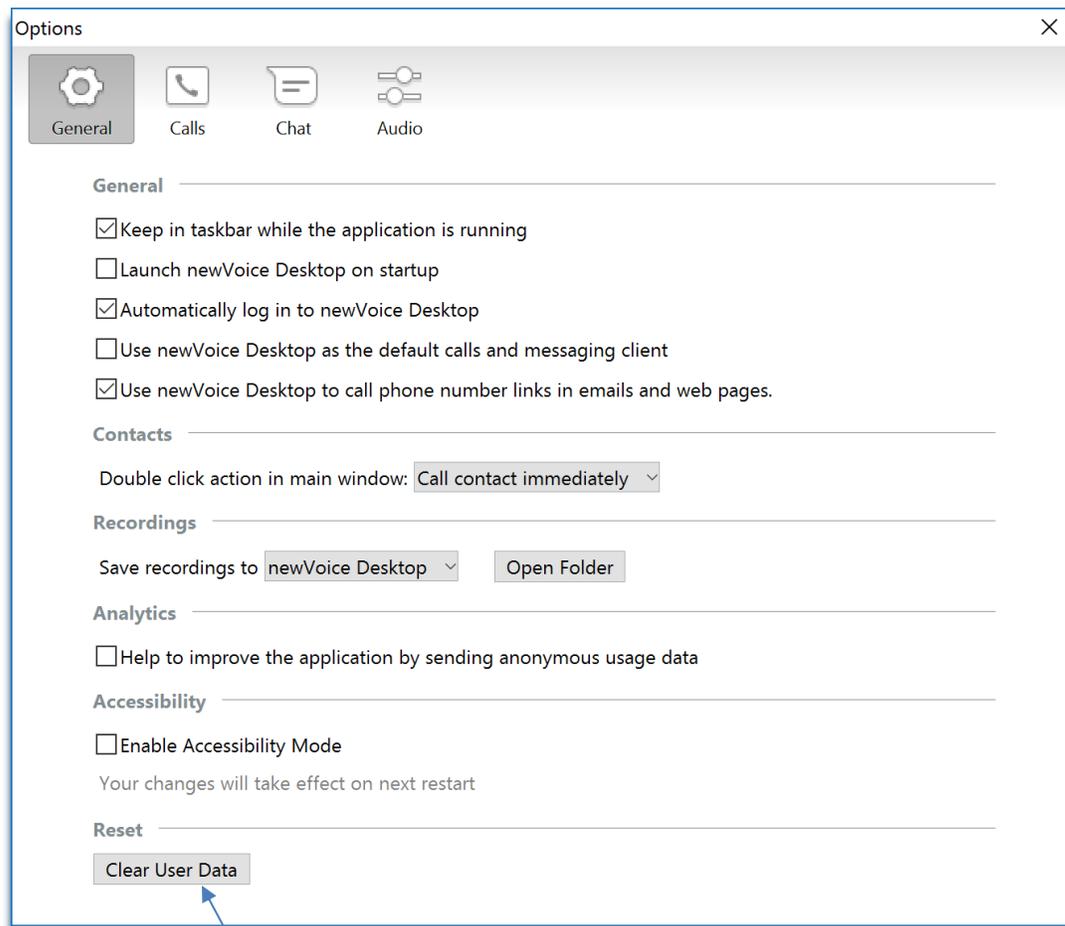
- To send meeting invitations, click the blue and white video icon.
Note: You can send meeting invitations only if your subscriber license includes UCaaS+.
- To send a file via the chat window, click the paperclip icon.
- To view or export your chat history, click the clock icon.
- To call your contact, click the phone icon, and choose a number.
- To add one or more participants to the online chat, click the people icon.

Settings

To adjust your settings, select **Tools > Options** in the top menu. The Options panel opens. Select the desired category in the panel's toolbar:

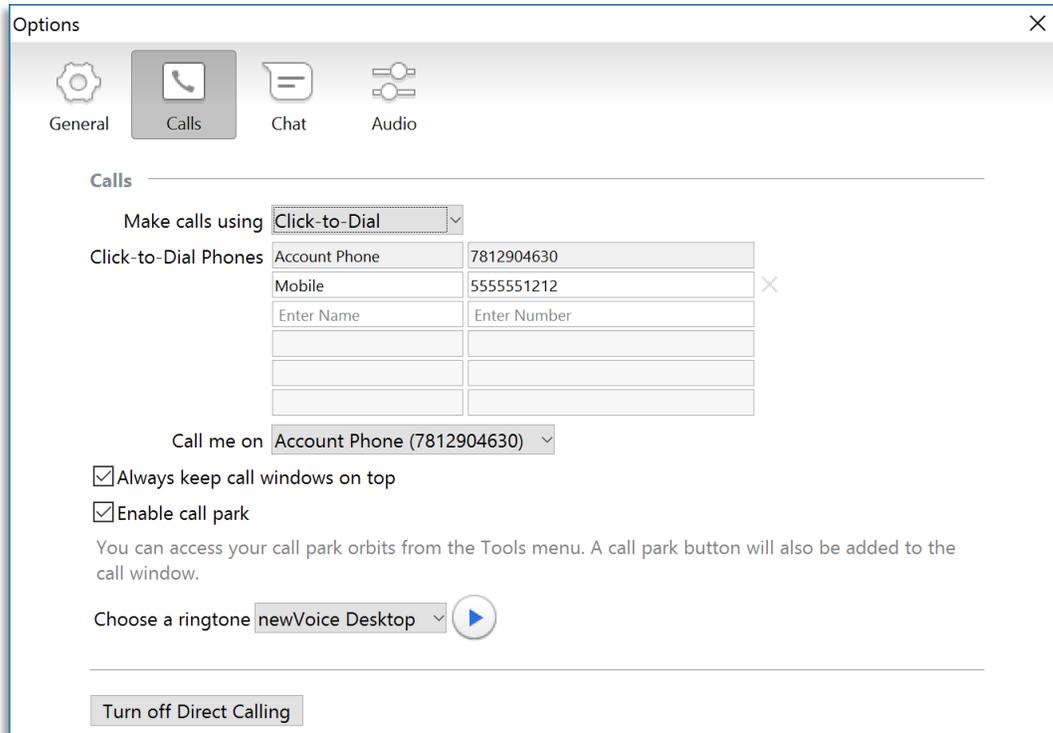
- General
- Calls
- Chat
- Audio

General – Adjust settings related to the Desktop application, such as log in procedure and action to take when you double-click a contact.



Click only if you want to log into the application as a new user.

Calls – Configure Click-to-Dial phones, ringtone, and other settings related to your calls.



Options

General Calls Chat Audio

Calls

Make calls using Click-to-Dial

Account Phone	Mobile
7812904630	555551212
Enter Name	Enter Number

Call me on Account Phone (7812904630)

Always keep call windows on top

Enable call park

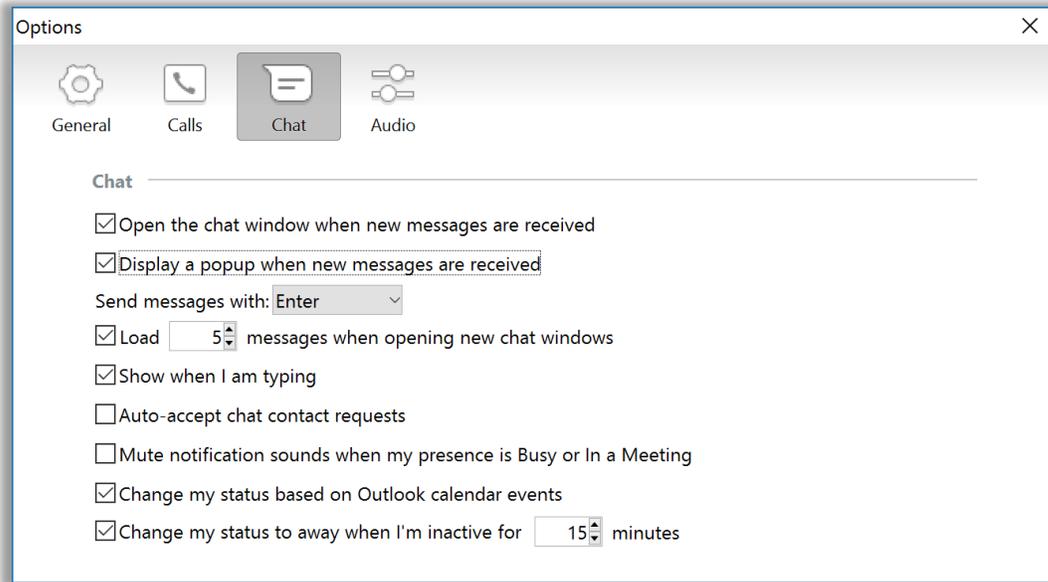
You can access your call park orbits from the Tools menu. A call park button will also be added to the call window.

Choose a ringtone newVoice Desktop

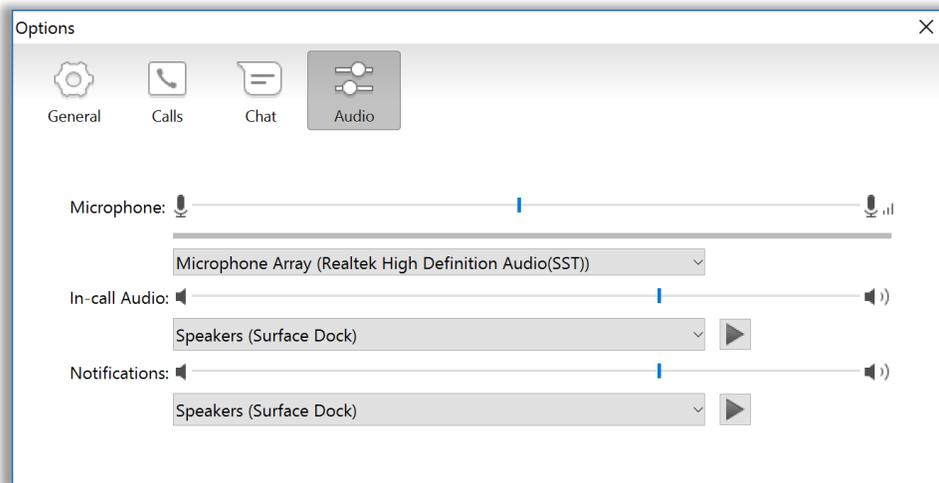
Turn off Direct Calling

Note: Inbound calls appear on your computer’s desktop only if you enable Direct Calling in **Tools > Options > Calls**. To enable Direct Calling, select **Calls** in the Options panel, then click *Turn on Direct Calling*.

Chat – Set how you indicate your online status, and how you interact with Desktop’s online chat window.



Audio – Configure microphone and speakers for Desktop calls.



Index

add a contact, 9
add contact, 9
Add contact to Favorites, 10
Call Manager, 4
change your password, 9
chat history, 10
chat window, 12
Click-to-Dial, 14
Common Tasks, 9
Commportal, 5
 Dashboard, 6
 login credentials, 5
 top menu, 6
Contact Lists, 10
create a group chat, 9
create a meeting, 11
Desktop Setup Wizard, 7
Inbound Calls, 11
Inside the Desktop, 9

Installation, 5
Online Chat, 12
online status, 10, 12, 15
Options panel, 13
Outlook integration, 4
Overview, 4
record call, 11
send email, 10
send file, 10, 12
send meeting invitations, 12
Settings, 13
 audio, 15
 calls, 14
 chat, 15
 general, 13
three-way calling, 4
transfer call, 11
voicemail messages, 4, 9



Powered by Experience

Corporate Office:

200 Baker Avenue
Suite 300
Concord, MA 01742
855-600-4NHC (4642)

Customer Operations:

6836 International Center Blvd.
Fort Myers, FL 33912
24x7x365 Service
855-600-4NHC (4642)

Email & Web:

info@nhcgrp.com
www.nhcgrp.com