![new horizon communications logo]

Powered by Experience

newVoice Mobile

Quick Reference Guide

for iOS

Revision History

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

Purpose

Use this quick reference guide to learn how to install and configure newVoice Mobile, NHC's iOS application for Unified Communications as a Service (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:

newVoice Hosted PBX Product Guide

Overview for UCaaS and UCaaS+

newVoice Desktop Quick Reference Guide

Accession Meeting Quick Reference Guide

CommPortal Quick Reference Guide

Voicemail Quick Reference Guide

Contents

Overview

This document contains information required to install and use newVoice Mobile, NHC's UCaaS application for Apple iOS. When you deploy newVoice Mobile and newVoice Desktop, you can create integrated communication services across all of your computers, smartphones, and tablets. Use newVoice Mobile to display your corporate directory, integrate local device contacts, view voicemail messages, call history, IM/chat, presence and other functions available through NHC UCaaS.

Note: For more information about how newVoice Mobile works within NHC's unified communications framework, see *Overview for UCaaS and UCaaS+*.

Installation

To install the iOS version of newVoice Mobile, go to the Apple App Store and search for newVoice Mobile. Follow the prompts to download, install, and open the application.

When you open newVoice Mobile for the first time, the software prompts you to log in. Use the same credentials you use for newVoice Desktop and CommPortal. First enter your business telephone number without punctuation or spaces. Then enter your CommPortal password. If you do not have a CommPortal password, contact your account manager.

Get Acquainted

After you log in, newVoice Mobile requests access to your contacts, and asks other setup questions. Respond as desired. After initial setup, newVoice Mobile opens a short tour:
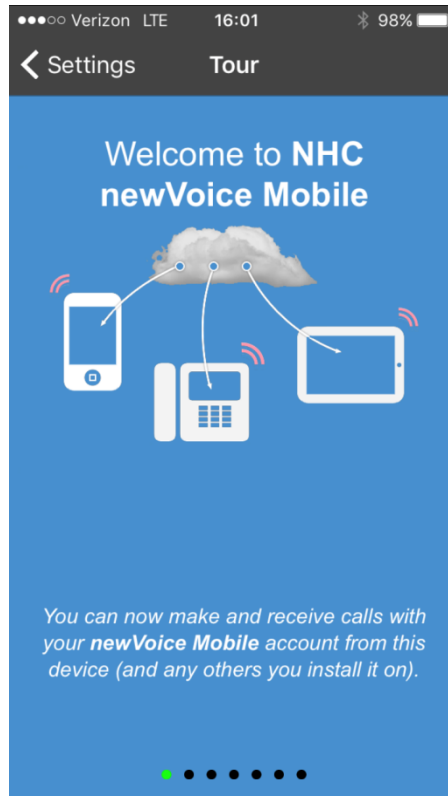

Figure 1. Welcome to NHC newVoice Mobile: Tour

Swipe to the left to see common newVoice Mobile communication features:

- Make and receive calls with your newVoice subscriber line from any device that has the mobile application installed.

- Create a meeting, or join a meeting from your mobile device. Share files and ideas via video conferences. *Note:* UCaaS+ required for Meetings.

- Tap active call bar, *Call Available to Pull*, to move calls to your device from other newVoice devices, also known as Call Jump.

- Tap *switch* button to move calls to your cellular phone line without hanging up the call.

- Open the Chat screen to launch instant messaging from your mobile device.

- Make calls from your newVoice phone number with any device you define in **Settings > Account Settings > My Phones**.

Main Menu: Features

Use newVoice Mobile's main menu for access to the application's capabilities. Tap the menu icon at the upper left, then tap to open these selections:

- **Contacts** – Open your Contacts list. Enter search terms in the search field above the list. Tap Favorites below the list to view favorites only. To set up Display and Contact Source as well as can integrate local contacts with corporate contacts, go to **Account > Account Settings**.

- **Dialer** – Open a keypad to enter a phone number. Tap Call below the keypad to place the call. To enter the number in your Contacts list, tap the plus sign. To correct a mistyped number, tap the X icon.

- **IM/Chat** – Initiate a new chat with one or more people in your Contacts list. Tap *New chat* to open your Contacts list, then select one or more recipients. Type your message at the bottom of the screen, then tap Send.

  Note: Send and receive instant messages only with other UCaaS users.

- **Meetings** – Create a new meeting, or join a meeting in progress. If you receive an invitation link, tap the link to join the meeting.

  Note: You can create a meeting only if your subscriber license includes UCaaS+ collaboration tools. For more information, see *Accession Meeting Quick Reference Guide*.

- **Call History** – View call history as well as information for each call.

- **Messages** – View and manage voicemail messages.

- **Call Manager** – Decide how you want to handle calls to your newVoice phone number. Default option is *Ring your phone*.

  Note: See *CommPortal Quick Reference Guide* for more information on Call Manager.

- **Settings** – Selections for Account Settings, Tour, About, End User License Agreement, Help, and Send Feedback. Tap these selections for access to settings and information:

  o *Account Settings* – View and set options and preferences for newVoice Mobile, under these categories: Account Details, Calls, Chat, Video Calls, Contacts, and Analytics.

  o *About* – Displays software version number, website link for http://nhcgrp.com/, and information to contact NHC customer support.

- **Logout** – Log out of newVoice Mobile. Tap green *Log in* bar to log back into the application.

Contacts

To view a contact, tap **Contacts** in the main menu, then locate the desired entry in the contacts list. Tap the contact to view additional information.
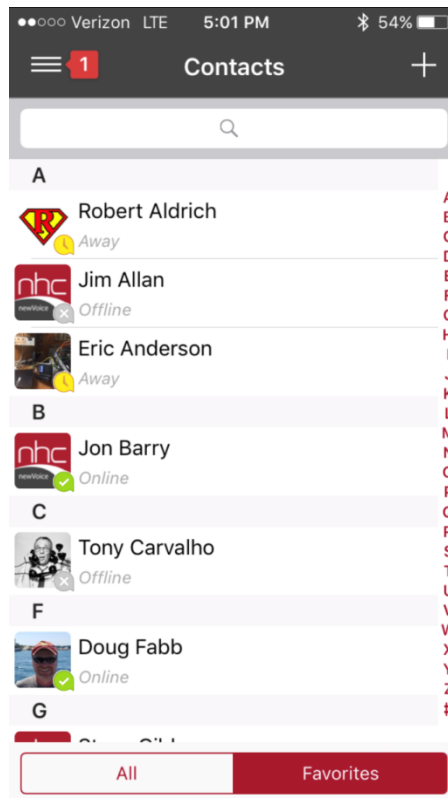
Figure 2. Contacts

Note these features of the list:

- Presence information listed under each name, if corporate UCaaS user.
- Search field across the top.
- Tap + sign, upper right, to add a new contact.
- Tap a letter on the right to jump to that portion of the list.
- Select All contacts, or Favorites only at the bottom of the list.

Note: If you integrate local contacts with business group contacts, duplicates may occur.

Dialer keypad

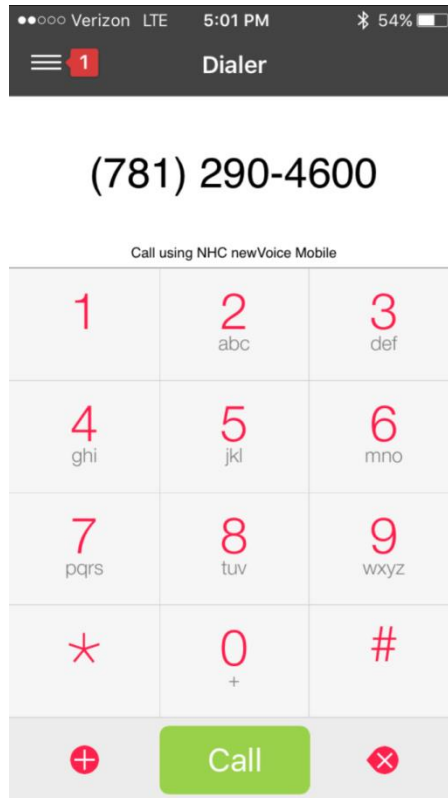To open the keypad, tap **Dialer** in the main menu. To place a call, enter the number from the keypad and tap Call.

Figure 3. Dialer

Note two icons below the keypad:

Tap the + sign after you enter the phone number to enter contact information in the contact list.

Tap the X on the right to backspace and remove a mistyped numeral.

Chat/IM

Tap **Chat** in the main menu, then tap New Chat to open a list of people you can chat with. Type the first letters of the recipient's first or last name in the search field to locate your contact, then tap the name to open the Chat screen. Type your instant message in the message field, then tap Send to transmit the text.
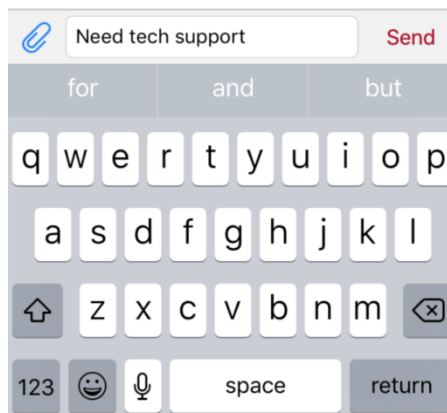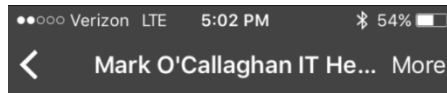

Figure 4. Chat or instant message screen

Note these features of the screen:

- Tap Chat or Back Arrow at the upper left to start a new chat.

- Tap More at the upper right to view contact information, delete a conversation, or export a conversation.

- Tap the paperclip icon next to the message field to attach a photograph or other image to your instant message.

Meetings

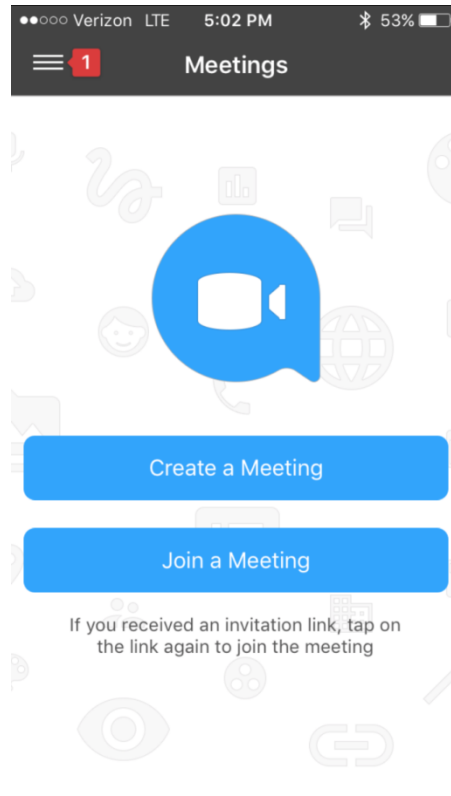Tap **Meetings** in the main menu to open the Meetings screen:

Note: **Meetings** appears in the main menu only if the subscriber line includes UCaaS+. Consult your account manager to resolve questions.

Tap Create a Meeting in the Meetings screen to invite meeting participants. You can invite individuals listed in your IM Contacts, or tap Invite Others to send the invitation link via email or other means. After you have invited meeting participants, tap the green Start Meeting button at the bottom. Then participants can tap the invitation link to join the meeting.
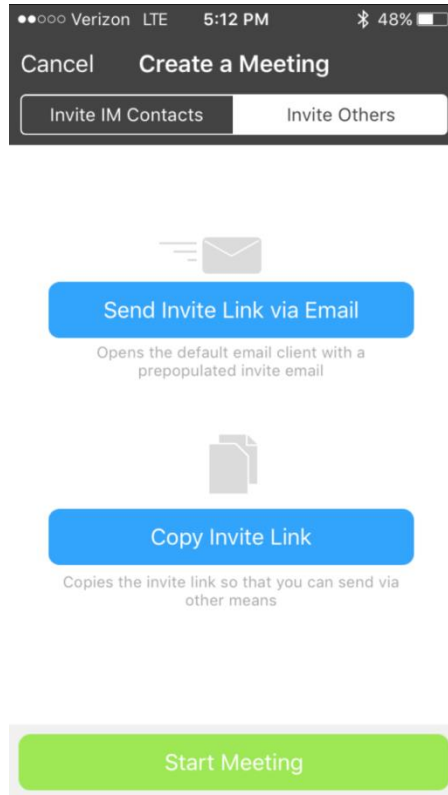

Figure 6. Create a Meeting

For more information about how to create and conduct meetings, see the *Accession Meeting Quick Start Guide*.

Call History

Tap **Call History** in the main menu to view a list of outgoing and incoming calls. Each item in the list displays the name or number associated with the call, date, and a small icon on the left to show the call's status. For more information about the call, tap the i icon to the right of the date.

What you can do from this screen:

- To view only missed calls in the call history, tap Missed at the top.

- To remove all calls from your call history, tap Clear at the upper right, then tap Clear All. To retain the calls, tap Cancel.

- To add contact information for a call to your contacts list, tap the i icon on the right, then tap the + sign at the top right of the Info screen. Add contact information in the Contact screen, then tap Done. Tap Cancel in the Contact screen if you decide not to create a new contact.

Messages

Tap **Messages** in the main menu to open a list of your voicemail messages. The figure in parentheses at the top of your Inbox shows the number of new messages. For more message options, tap the i icon for a particular message.
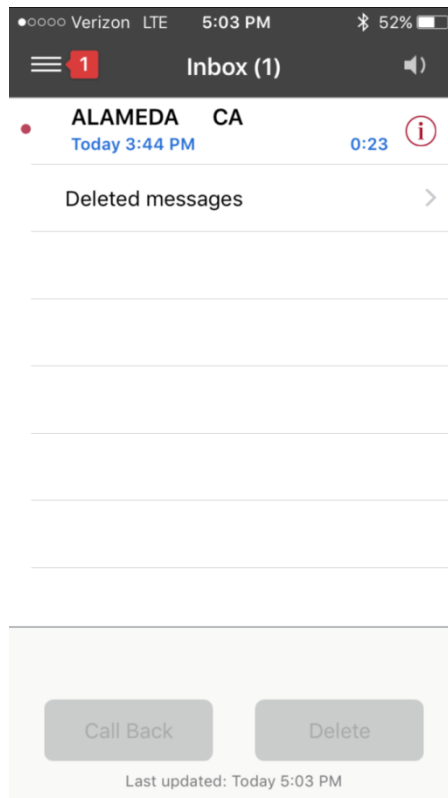

Figure 8. Voicemail Inbox

Note: If someone leaves you a voicemail or new IM, your mobile device displays a notice that you have a new message waiting, *even* if nV Mobile is not launched. You may manage newVoice alerts in your iOS settings, under *Notifications*.

Call Manager

Tap **Call Manager** in the main menu to select how you want newVoice Mobile to handle your calls.
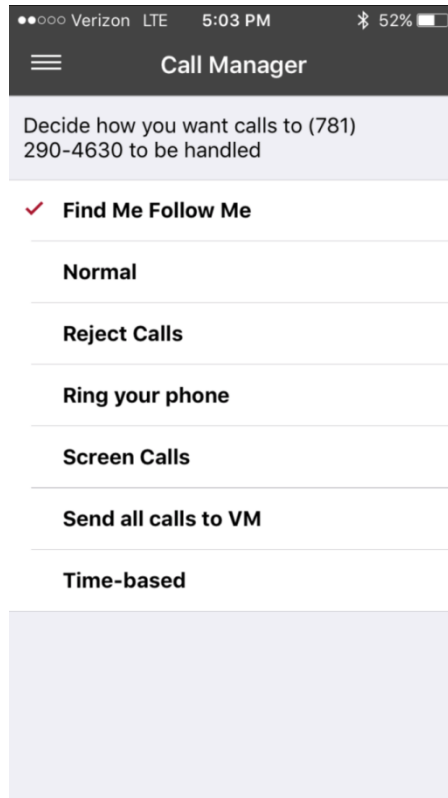

Figure 9. Call Manager

The Call Manager contains these options:

- Find Me Follow Me
- Normal
- Reject Calls
- Ring your phone (Default)
- Screen Calls
- Send all calls to VM
- Time-based

Note: Configure Call Manager, specifically *Find Me Follow Me* and *Time-based*, online in CommPortal. For more information, refer to *CommPortal Quick Reference Guide*.

Account Settings

Tap **Settings** in the main menu, then Account Settings in the Settings screen to open a list of options in the Account Settings screen. You can select options for all but the name and phone number associated with your newVoice account.
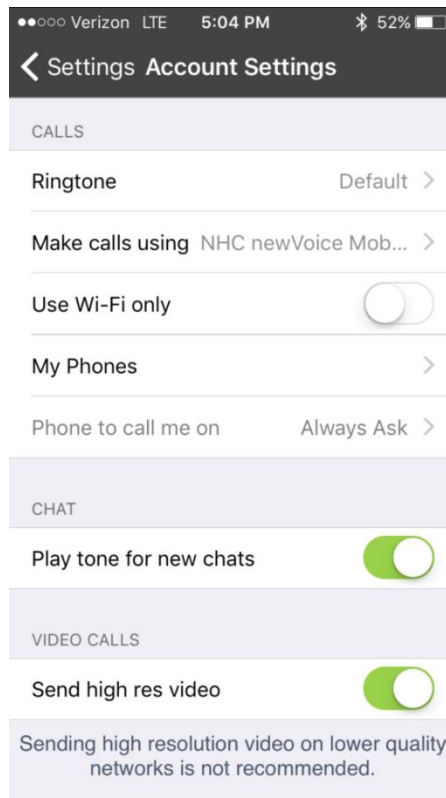
Figure 10. Three sections of Account Settings

What you can do from this screen, organized by section:

ACCOUNT DETAILS

- To change or add a cellular number for newVoice Mobile, tap Cellular Number, then use the keypad to enter a ten-digit number. Tap Save to save the number, or Cancel to return to Account Settings.

- To change your newVoice password, tap Change Password to open the New Password screen. Use the keypad to enter your old password, then enter and confirm your new password. Tap Confirm to save the new password, or Cancel to return to Account Settings.

CALLS

- To change your ringtone, tap Ringtone, then select the new tone in the Select Ringtone list. Tap the back arrow to return to Account Settings.

- To select a device for outgoing calls, tap Make calls using, then tap the desired selection in the Outgoing Call menu.

- To use Wi-Fi only for phone calls in newVoice Mobile, tap the button for *Use Wi-Fi only* to the green position.

- To add a new phone number to newVoice Mobile, tap My Phones, then tap *Add new number*. Use the keypad to type the new number, then type identifying information for the Name. Tap Save to add the number, or Cancel to return to the My Phones screen.

CHAT

- To set an alert for new instant messages, tap the *Play tone for new chats* to the green position. To turn off alerts, tap the button to white.

VIDEO CALLS

- To transmit high resolution video for video calls, tap the Send high res video button to green. To send lower resolution video for lower quality networks, tap the button to white.

CONTACTS

- To select which contacts appear in your contacts list, tap Display, then select All Contacts, or Contacts with Numbers. Tap the back arrow to return to Account Settings.

- To select the source of contacts in your contacts list, tap Contact Source, then select All, Local Only, or Network Only in the Contact Source menu. Tap the back arrow to return to Account Settings.

ANALYTICS

- To send data about your use of newVoice Mobile to the application developer, tap the *Collect usage data* button to green. To turn off analytics, tap the button to white.

After you set your options, tap the back arrow to return to Settings, then the menu icon to return to the main menu.

Index

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