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newVoice Mobile

Quick Reference Guide for

Android
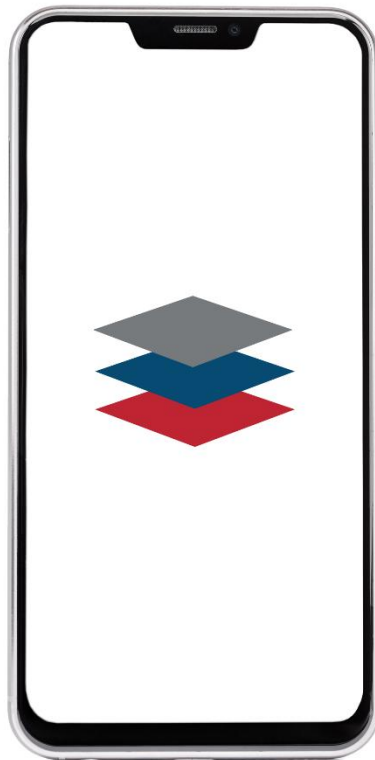
Revision History

Revision	Date	Description	Initials
1.0	6/30/17	First published version	CS
2.0	10/7/19	Updated with new user interface	JN
2.1	9/23/20	Updated with Bluetooth info	JN
2.2	3/10/21	Updated with Usage Statement	JN
2.3	7/12/23	Adding new transfer info	JN

Purpose

Use this quick reference guide to learn how to install and configure newVoice Mobile, NHC's Android 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 the 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 pro

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 Android. 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.

- *The newVoice Mobile app for IOS and Android is a very powerful tool to allow you mobility in your day-to-day business, while still allowing you to stay connected to calls and chats from other new voice app users in your Business Group.   The new voice app is a great companion to your current desk phone. It is not designed to replace your desk phone especially for heavy users. Heavy users would be considered to be anyone who answers multiple calls at a time and must transfer to other people on a regular basis. Heavy users might want to consider using a desk phone (recommended) or the newVoice desktop app for Windows and Mac.*

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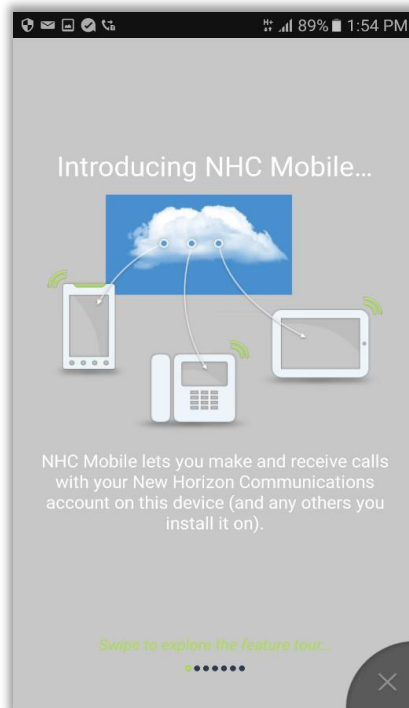
Installation

To install the Android version of newVoice Mobile, go to Google Play 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

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:

<p align="center">Figure 1. Welcome to NHC newVoice Mobile: Tour</p>

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 icons at the bottom of screen, 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**.

- **Phone** – Opens Call Log of Missed, Placed, and Received calls. To place a call, Click On the red dialer ⚙ icon to dial a 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 *the red 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 Manager** – To access click on the avatar Icon on the upper right of the app. Chose Call Manager from the options. 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** – To access click on the avatar Icon on the upper right of the app. Selections for Account Settings, Tour, About, End User License Agreement, Help, and Send Feedback. Tap these selections for access to settings and information:

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

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

- **Logout** – You can Log out from the menu icon from any Tab to 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.
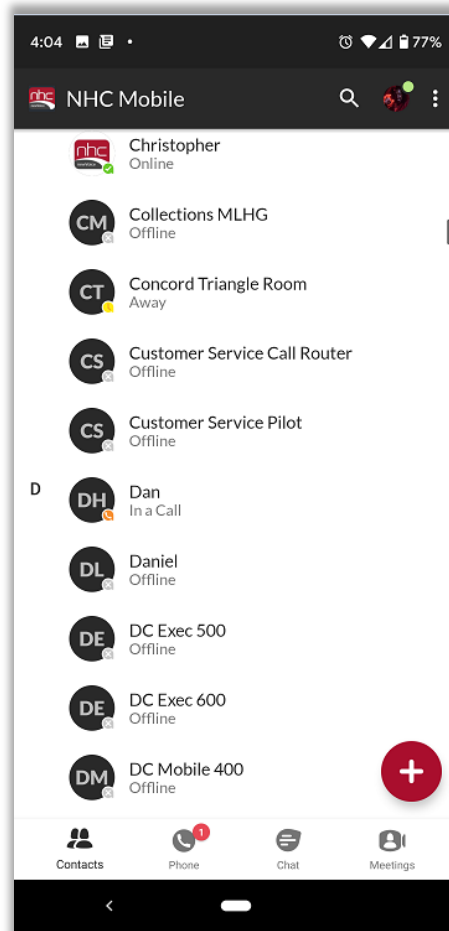

Figure 2. Contacts

Note these features of the list:

- Presence information listed under each name, if corporate UCaaS user.

- Search field across the top.

- Tap + sign, bottom right, to add a new contact.

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

Dialer keypad

To open the keypad, select the Phone tab at the bottom of the app and tap **Dialer icon** .

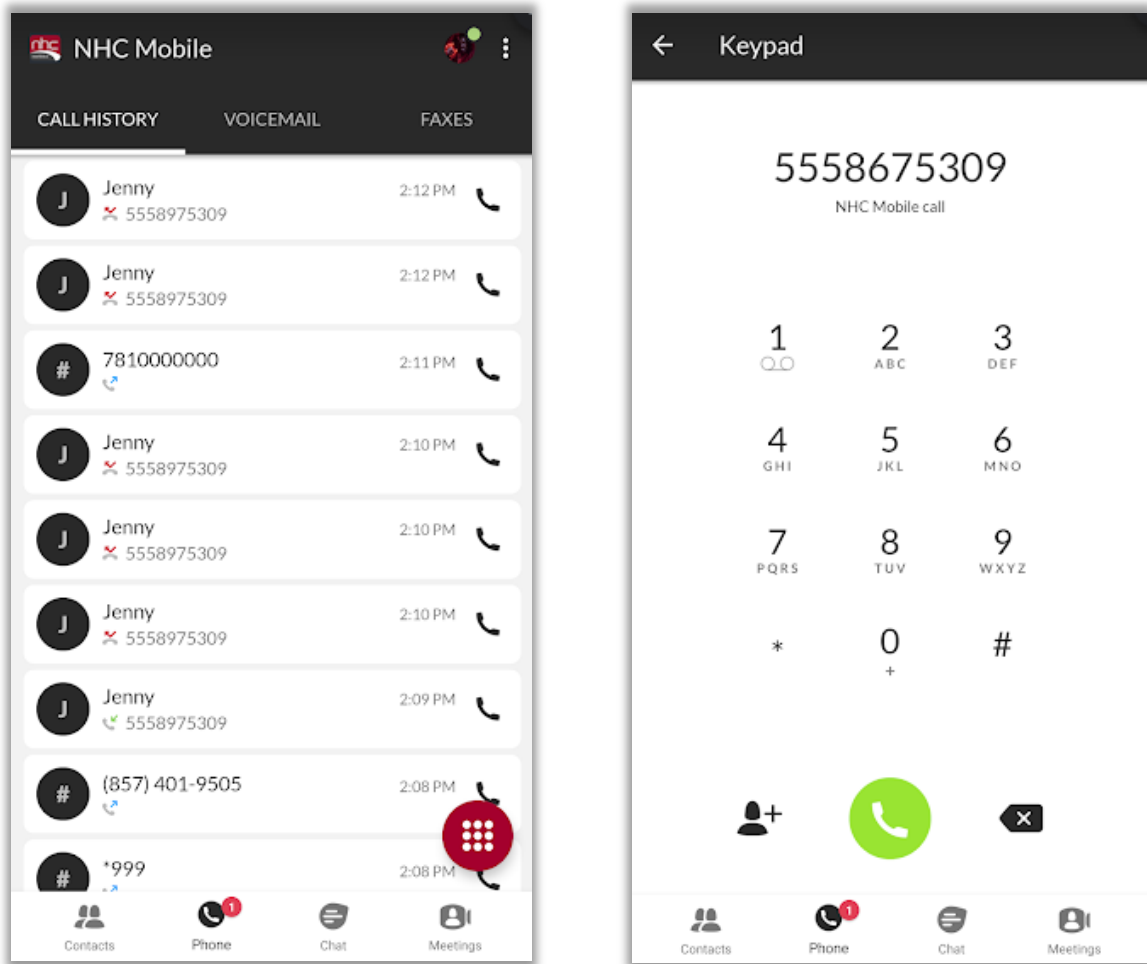To place a call, enter the number from the keypad and tap **Green Phone Icon** .

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.

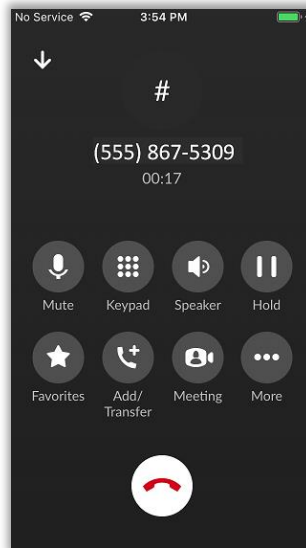Tap the **X** on the right to backspace and remove a mistyped numeral.

In Call Functions

Mute: Disable your Microphone so the receiving party cannot hear you

Keypad: Will bring up a numeric keypad if you need to enter a number in call (helpful for navigating auto attendants).

Speaker: Changes the call from the earpiece to speakerphone.

Hold: Places the call on hold | **Favorites:** Brings up favorite contacts

Add/Transfer: Allows you to transfer a call to another party or add an additional party to a conference call.

   To add or Transfer call: When in a call hit the add transfer key. You will then get an option of dialing another number or choosing a contact. Once this is complete you will get a pop-up screen asking what action to take

Add Call will create a Conference Call

Transfer after speaking will allow you to warm transfer the call. (Hit transfer when done speaking)

Transfer Immediately will transfer the call immediately.

Meeting: Uplifts your Current call into a meeting room. *(*must have meeting for this to function)*

More: Additional options if available

Switch: Allows you to move your call from your mobile app to your desk phone.

Note: Bluetooth Headset Limitations. In general, Accession Mobile supports audio input and output through a Bluetooth device. However, Accession Mobile does not support any control functions.

Chat/IM

Select **Chat** in the menu located at the bottom of the app, then tap New Chat icon to open a new chat window. Click on people icon for 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.
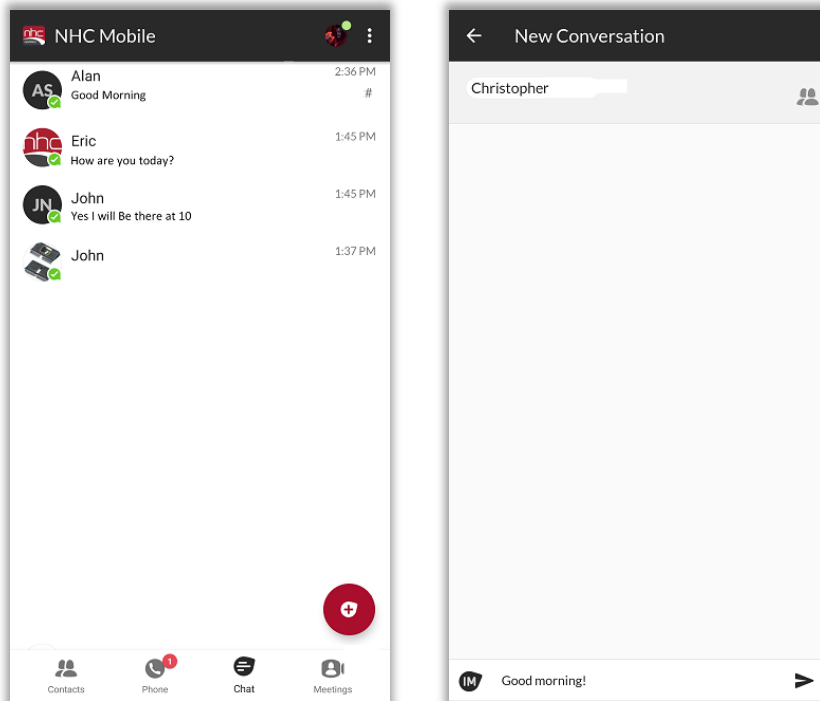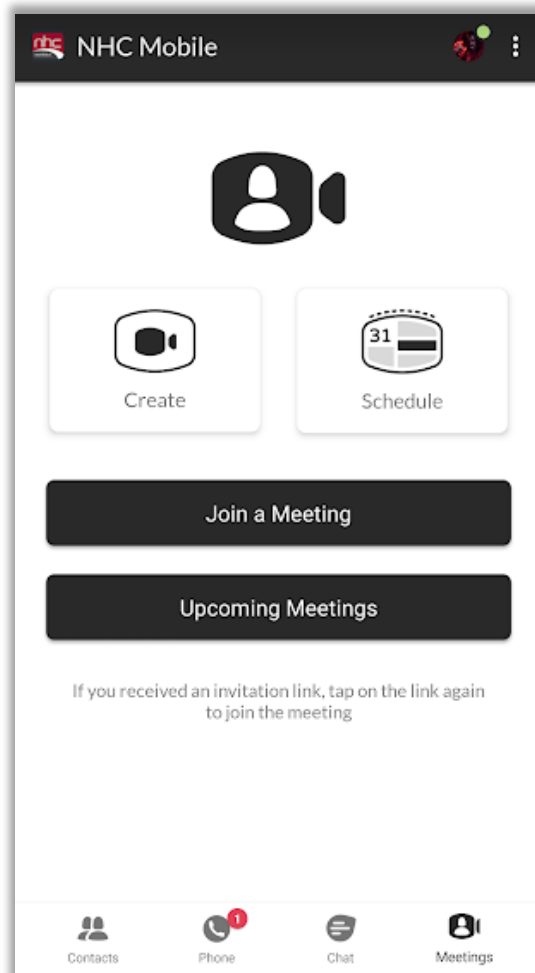

Figure 4. Chat or instant message screen

Note these features of the screen:

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

- Tap and hold conversation to add participants, view contact information, delete a conversation, or export a conversation.

Meetings

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

Figure 5. Meetings

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.
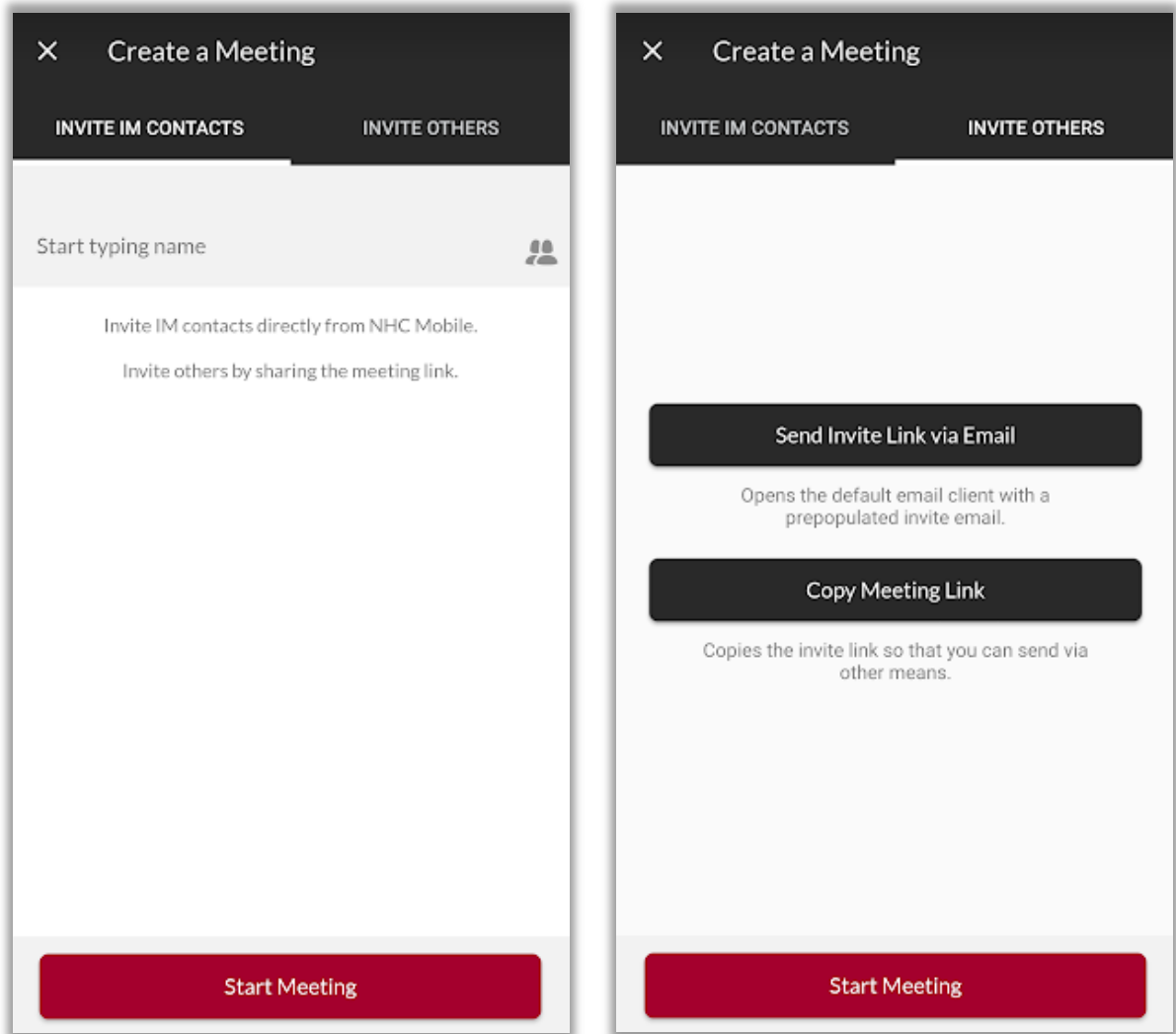
Figure 6. Create a Meeting

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 to the left of the number to show the call's status. For more information about the call, tap the round circle icon ● to the left of the number.
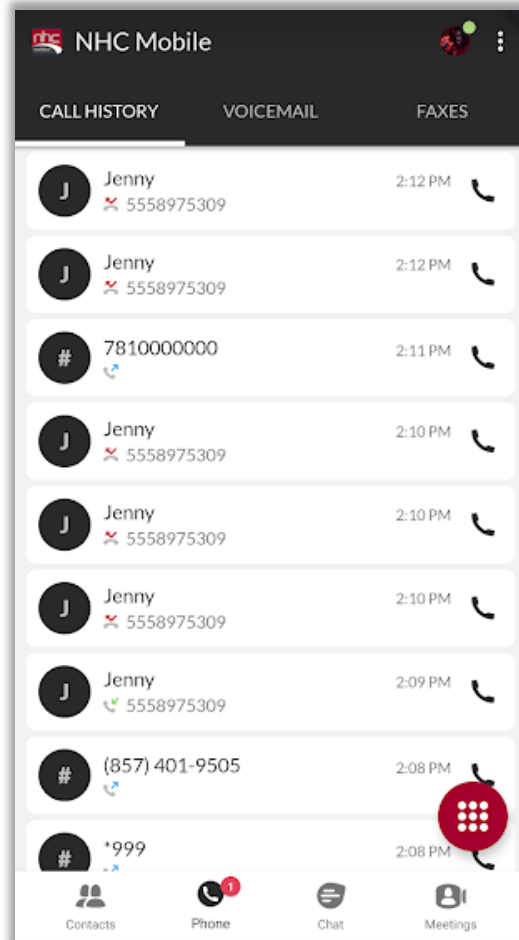

Figure 7. Call History

What you can do from this screen:

- To remove all calls from your call history, choose Clear from the upper right Android Menu, then tap OK. To retain the calls, tap Cancel.

- To add contact information for a call to your contacts list, tap the round circle icon ●, then from the options choose Add. Add contact information in the Contact screen, then tap Done. Tap Cancel on the Contact screen if you decide not to create a new contact.

- To call back from The Call History page, tap the round circle icon ●, then from the options choose Call.

Voicemail

Tap Phone from lower menu Tap **Voicemail** from the top tabs to open a list of your voicemail messages. The number to the right of the voicemail tab ▭VOICEMAIL of your Inbox shows the number of new messages. For more message options, tap the Circle icon on the left of a particular message. To call back, delete message, reply with chat, mark as heard or unheard, or to add to contacts, tap and hold the voice mail. A new menu will come up with these additional options.
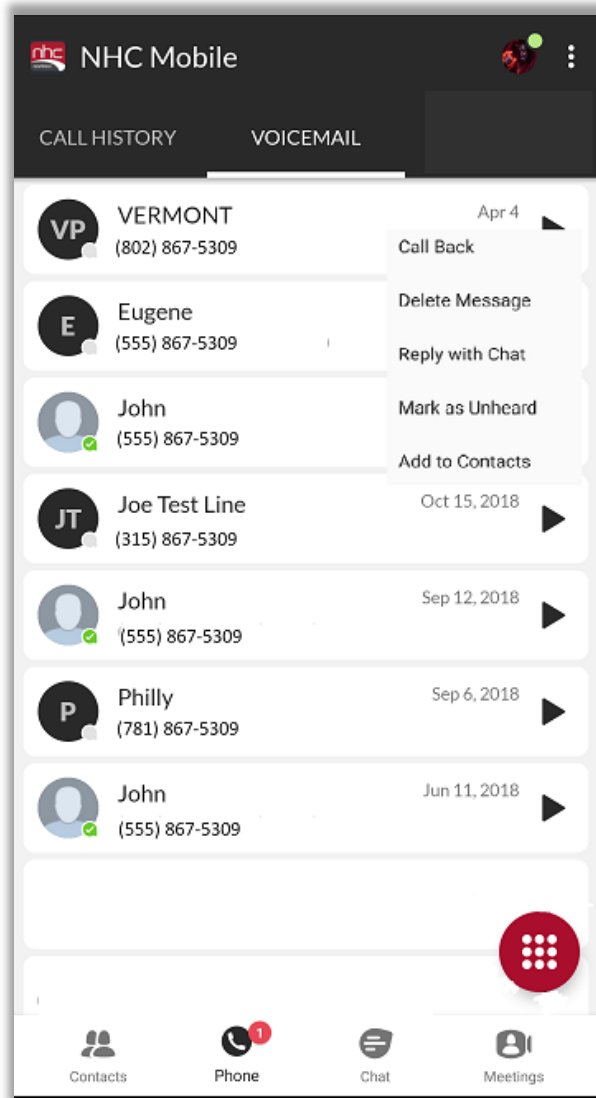
Note: If someone leaves you a voicemail or new IM, your mobile device displays a notice that you have a new message waiting, even if nV Mobile is not launched. You can manage newVoice alerts in your Android settings.

Call Manager

To Access the Call manager, Click ON the round avatar button on the upper right of the screen.

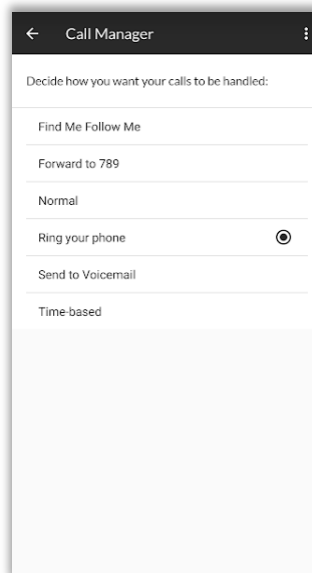Tap **Call Manager** in the main menu to select how you want newVoice Mobile to handle your calls.

**Figure 9. Call Manager**

The Call Manager contains these options:

- Find Me Follow Me
- Forward to
- Normal
- Ring your phone (Default)
- 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.
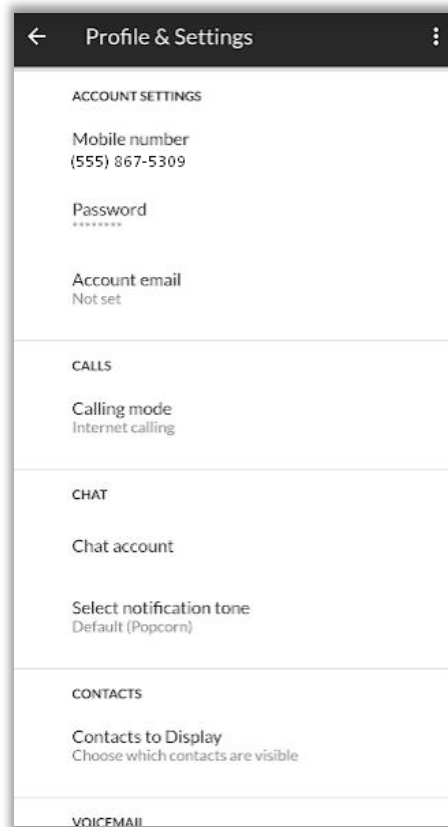
What you can do from this screen, organized by section:

ACCOUNT DETAILS

- Mobile Number - 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.

- Password - 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.

- Account Email – To change your tap Account email. Enter your email address using the android keyboard. Then tap ok.

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CALLS

- Calling Mode – There are a few options you can change from this menu.

    ▪ Phone Ringtone – Tap on phone ringtone. Choose a new ringtone. Then Hit Save

    ▪ Make calls on Wi-Fi only – This allows you to set up accession so that it only makes calls on Wi-Fi to avoid using your data plan.

    ▪ Advanced options – This allows you to set the behavior of the app for Outgoing calls. Choices are

        • Use default behavior

        • Call from Android dialer

        • Request callback

        • Ask before every call

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.

VOICEMAIL

- Notify me when – Tap on this to change the notification of voicemail messages. You can choose between Never and Messages arrives.

- Select notification tone – Tap on this to change the notification tone of voicemail messages.

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.

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