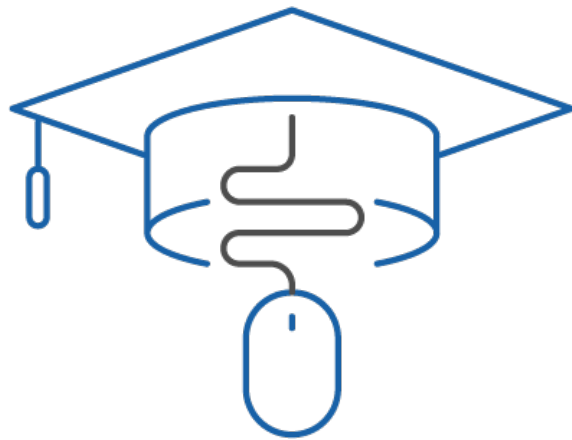




THE Communications STACK Provider™



Training Guide

How to Use newVoice Connector (nvT)
For Calls in your Microsoft Teams Interface

What you'll learn today.

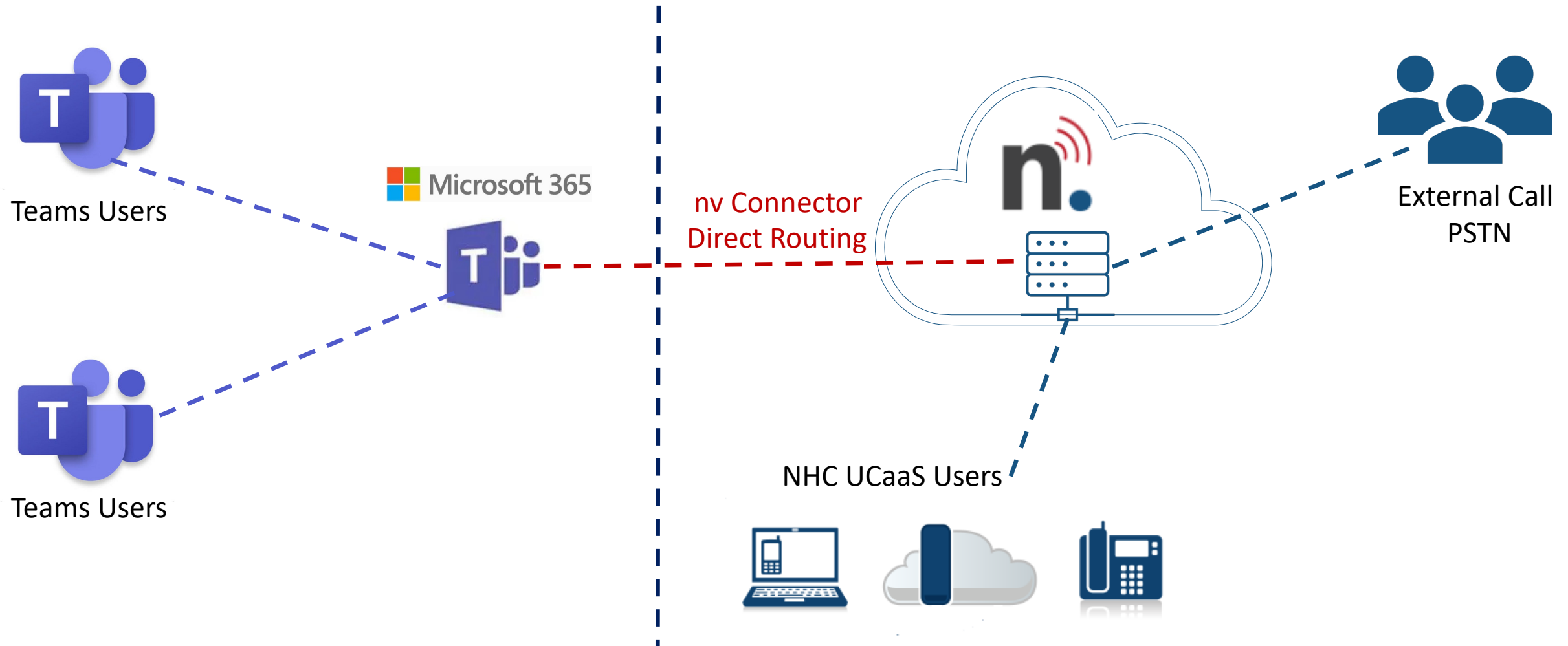


After you've logged into Microsoft Teams, you can begin using your Teams dial pad for calls to/from the Public Switched Telephone Network (PSTN) using your NHC newVoice phone line. As well, you can also make/receive calls from other Teams users (known as Teams-to-Teams Calling) outside of the Teams dial pad.

In this document, you will learn:

- The difference between –
 - Teams-to-Teams Calling, and
 - Teams to PSTN Calling via our nv Connector (nvT)
- How to Receive a Voice Call
- How to Place a Call on Hold
- How to Transfer a Call
- Adding Additional Participants to a Call
- How to End a Voice Call
- How to Check Your Voicemail via nvT App

NHC nv Connector and Microsoft Teams



How does **nv Connector** Work?



nv Connector lets you use the native dial pad in Microsoft Teams as an endpoint/softphone with a newVoice user's extension.

- Desk phones are registered NHC devices
- MS Teams desktop and mobile apps are registered to the Microsoft Cloud and then to NHC's newVoice network via the nv Connector.

Teams-to-Teams Calling.

- A Teams user to user call (not leveraging the dial pad) does not leave the Microsoft Teams cloud, and therefore does not travel over the NHC newVoice network.
- For PSTN or UCaaS handset calling, the dial pad must be used, which routes the call over the newVoice network.

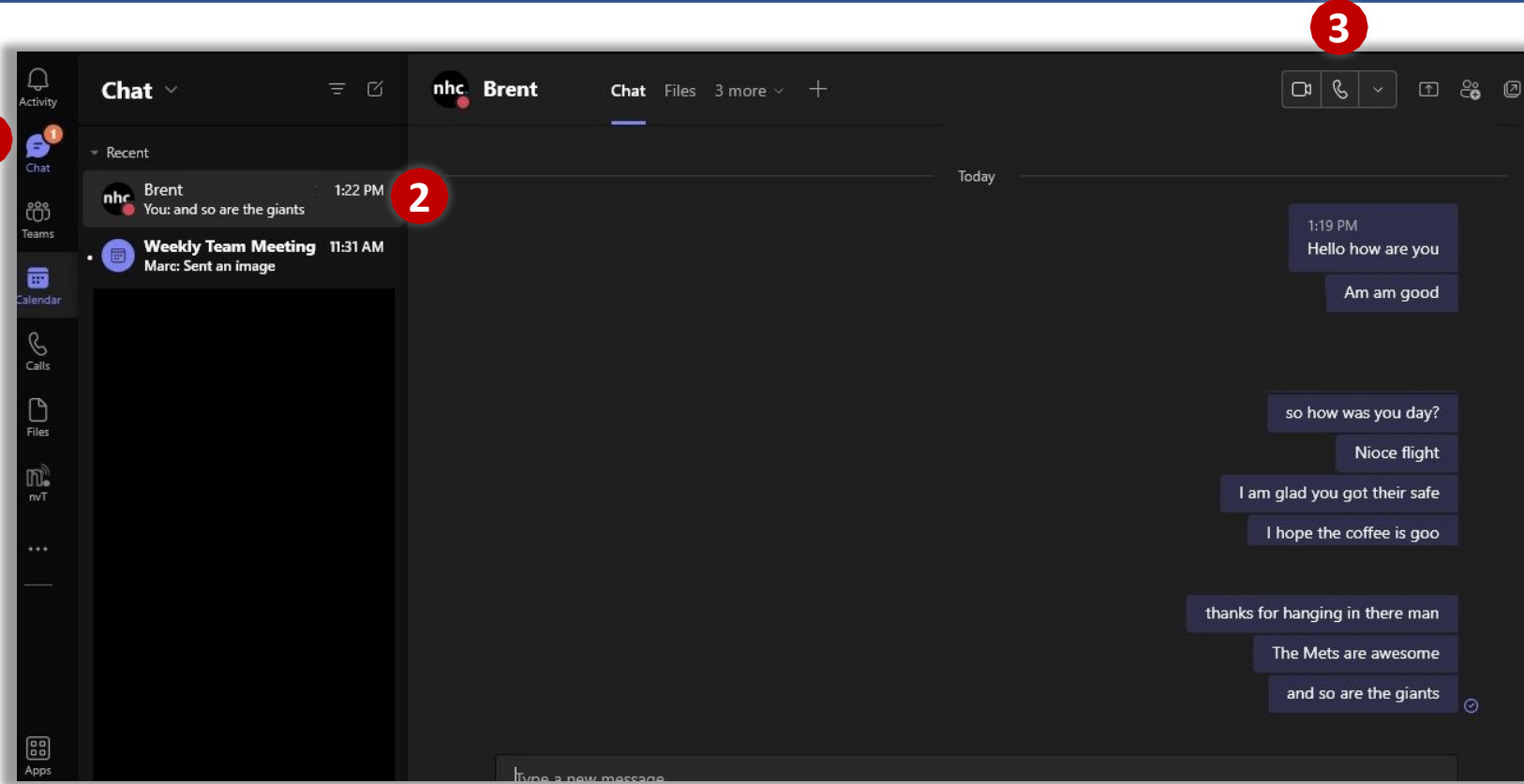
Call flow and feature enhancements are controlled by the NHC newVoice Network.

- Our nv Connector allows the ability to make and receive calls from the Microsoft Teams dial pad.
- Inbound PSTN calls will ring all registered devices
- Outbound calls can be made from any registered endpoint

Calling using **nv Connector**



Teams-to-Teams call from chat menu




Teams-to-Teams Calling

To make a call to a Desktop user from **Chat** menu.

1: Choose **Chat** Icon

2: Choose User you wish to contact

3: Click Phone  Icon

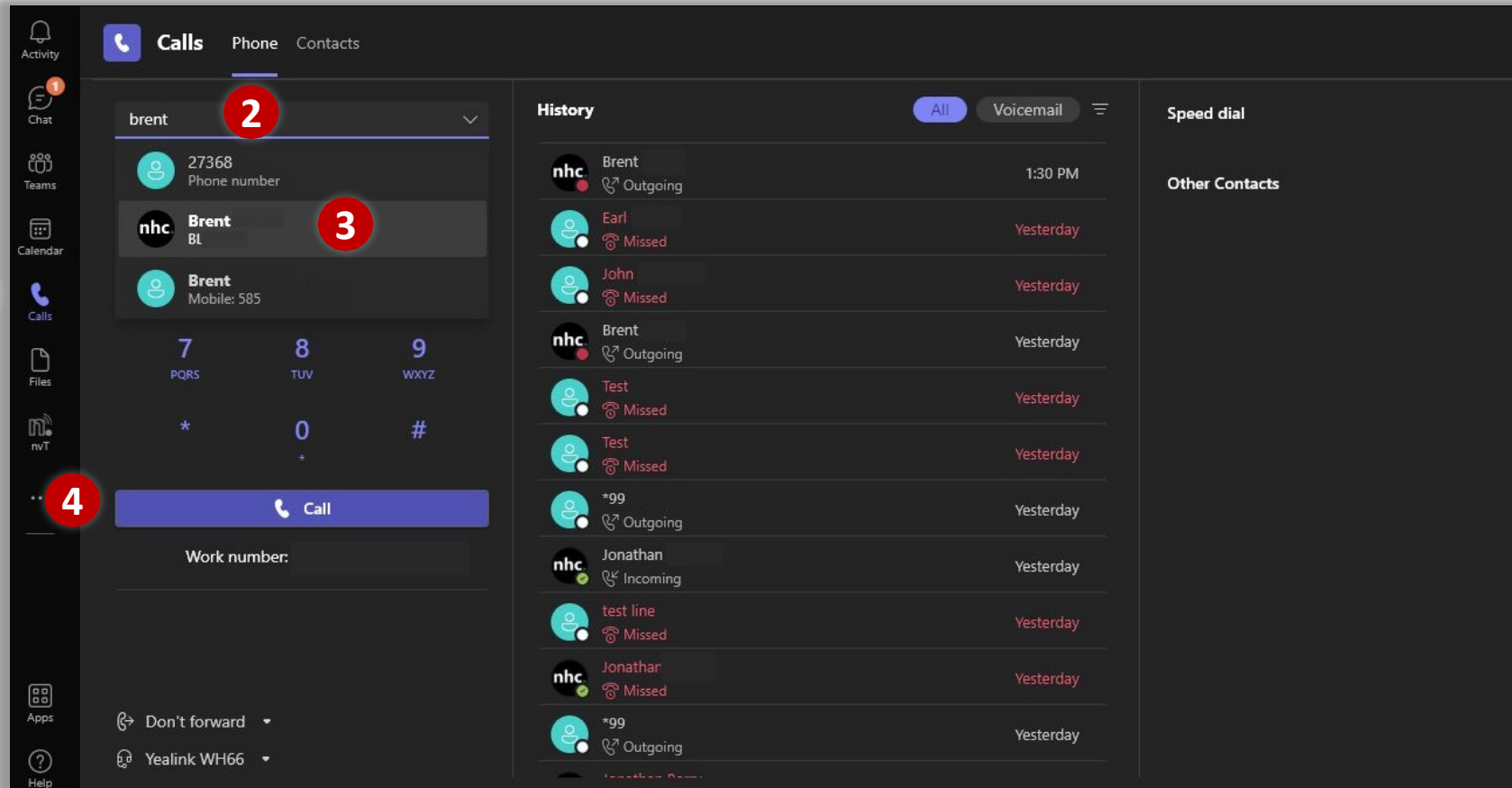
Pop up window will appear
With call info. Call proceeds
As soon as you hit  icon

- *This is a Teams to Teams call that will remain on the MS Teams environment.*
- *Any issues with this calling should be referred to your MS O365 Administrator.*

Calling using **nv Connector**



Teams-to-Teams calls using the Calls tab.



Teams-to-Teams Calling

To make a call to a Desktop user from **Calls** menu.

1: Choose **Calls** Icon

2: Type name of user you wish to contact

3: Click selection from drop down

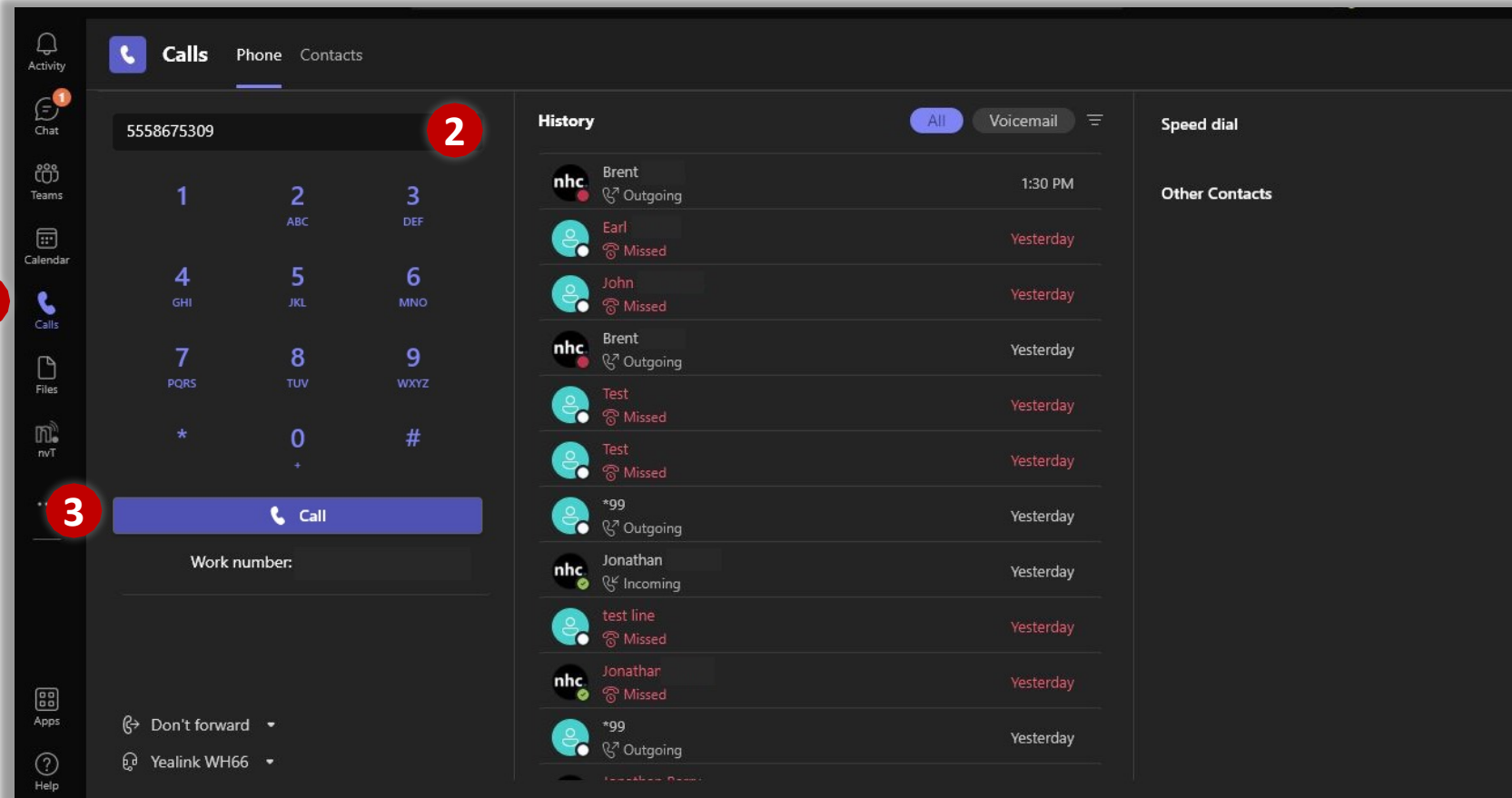
4: Press **Call** button

Pop up window will appear With call info. Call proceeds as soon as you hit the Call icon

- *This is a Teams to Teams call that will remain on the MS Teams environment.*
- *Any issues with this calling should be referred to your MS O365 Administrator.*

Calling via **nv Connector**

Calls to the Public Telephone Network



Teams to PSTN Calling

To make a call to an outside phone number from **Calls** menu.

1: Choose **Calls** Icon

2: Using dial pad type in 10-digit number you wish to call.

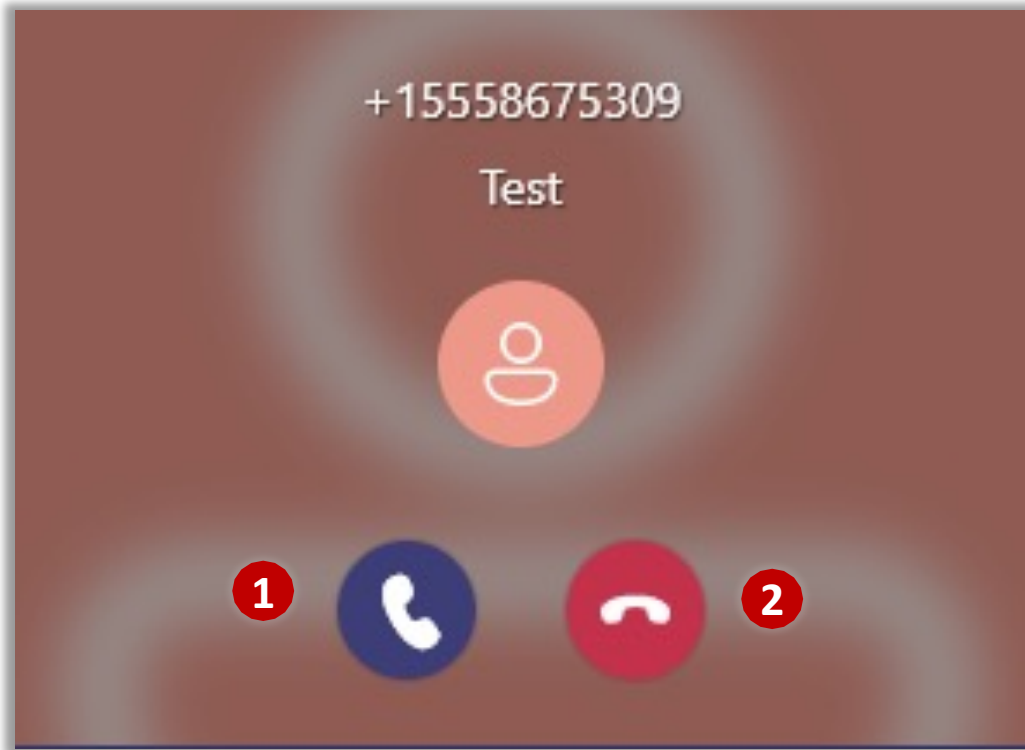
3: Press the **Call** button.
Pop up window will appear
With call info. Call proceeds
as soon as you hit **Call** icon

- This is a Teams to PSTN call that will leave the MS Teams environment. Issues with Teams to PSTN calling should be referred to NHC support for review.
- Calls to 10-digit tn's in the Team environment (dial plan) will be routed in the internal Teams environment. Issues with Teams to Teams calling should be referred to your MS O365 Administrator.

Calling using **nv Connector**



Answering Calls




Answering Calls

Pop up window will appear on the lower right-hand corner of your Primary desktop display.

1: Click on the **Answer**  Phone Button

To Reject an inbound call.

2: Press **Reject**  Phone Button

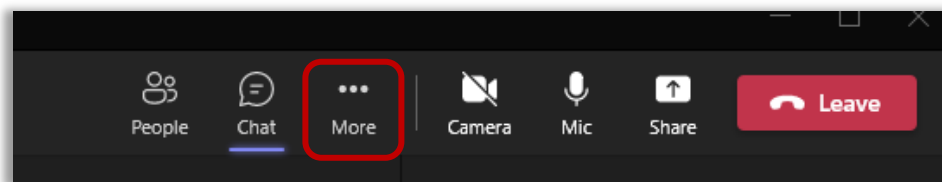
Call proceeds as soon as you hit **Call** icon.

Calling using **nv Connector**

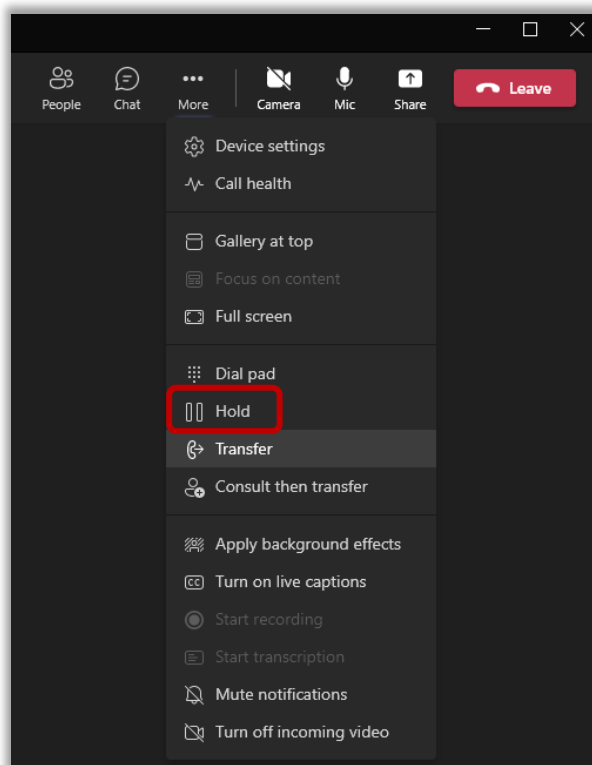


Placing Call on Hold

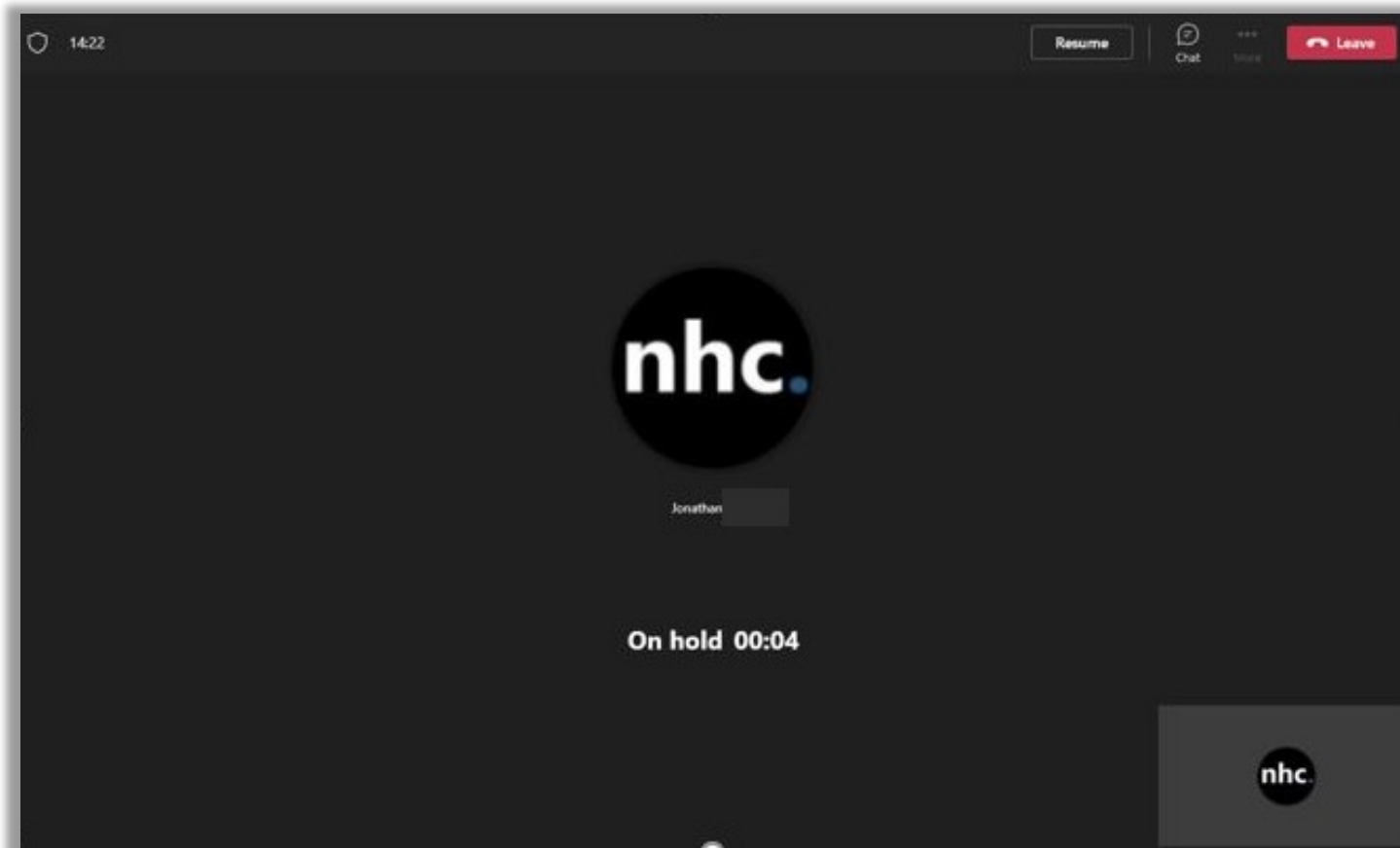
1 During your call select, "More"



2 Select, "Consult", then, "Hold"



3 To resume your call, select, "Resume"

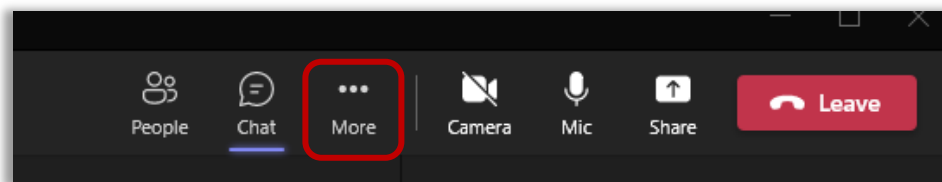


Calling using **nv Connector**

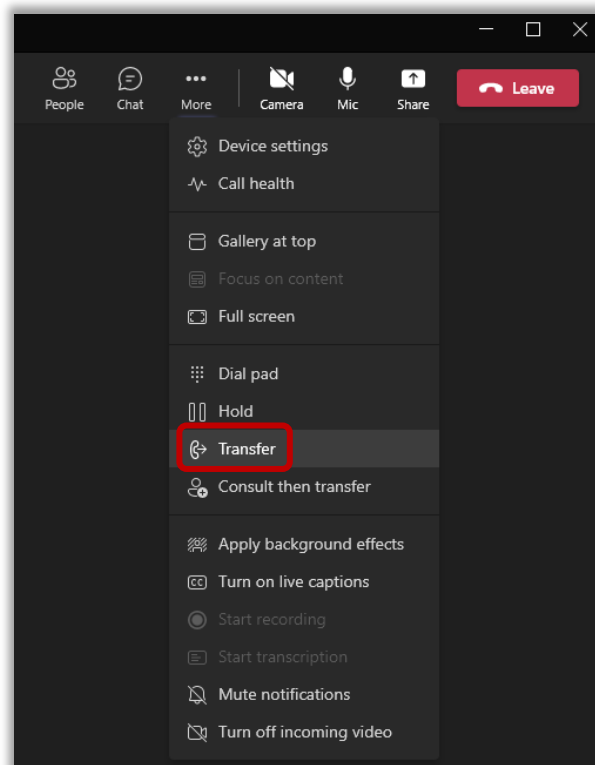


Transferring a Call (Blind)

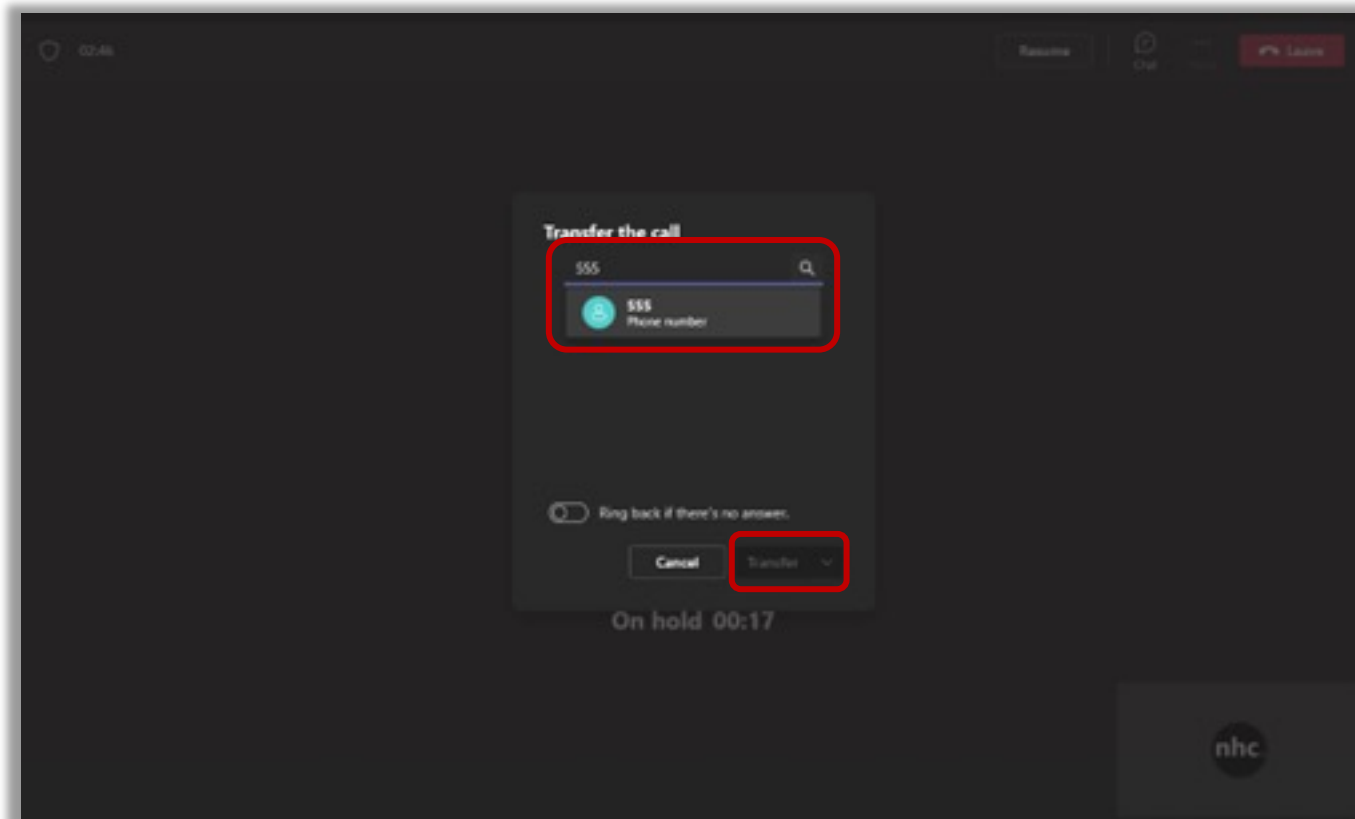
1 During your call select, "More"



2 Select, "Transfer"



3 Type the name or number of the person to transfer-to. Select them and select, "Transfer".

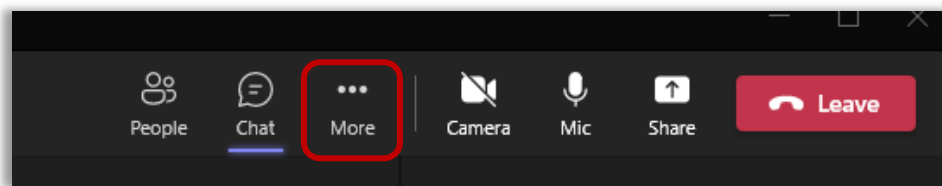


Calling using **nv Connector**

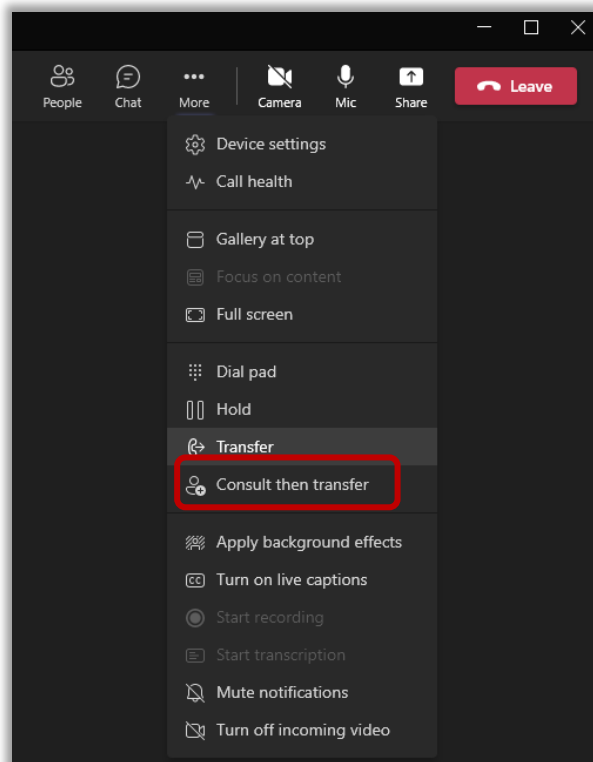


Transferring a Call (Warm)

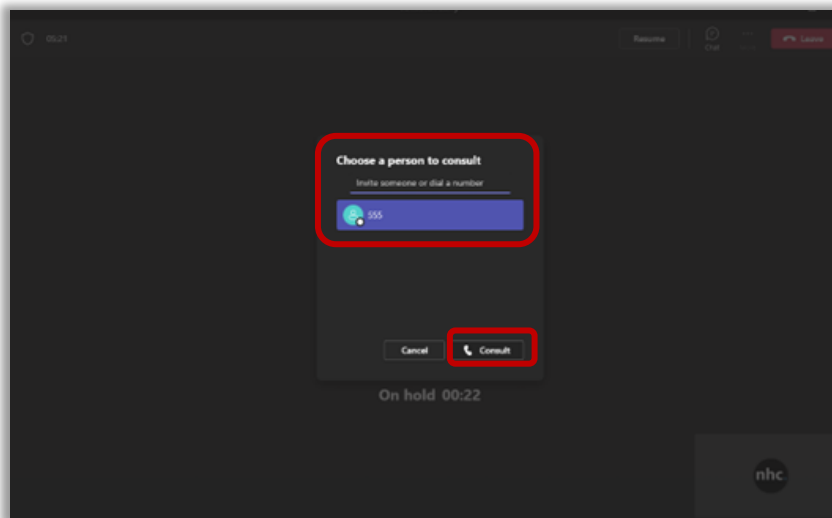
- 1 During your call select, "More"



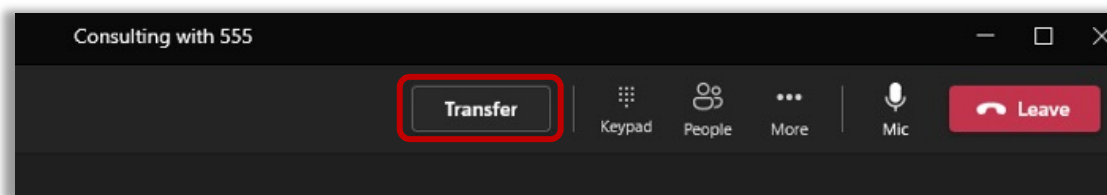
- 2 Select, "Consult then Transfer"



- 3 Type the name or number of the person to transfer-to. Select them and select, "Consult".



- 4 Once connected to the new party, announce your transfer, then hit, "Transfer"

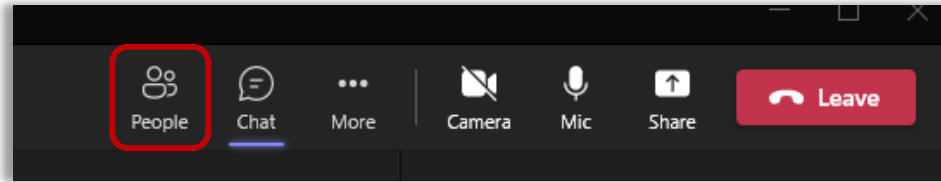


Calling using **nv Connector**

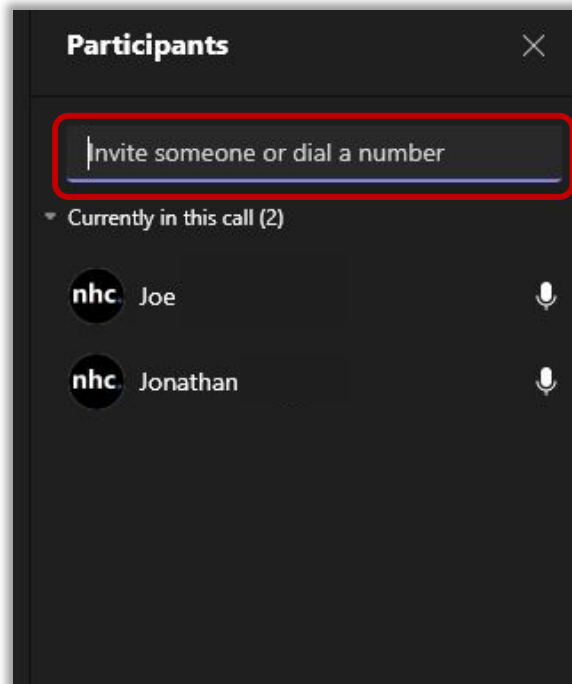
Adding Additional Participants



1 During your call select, "People"



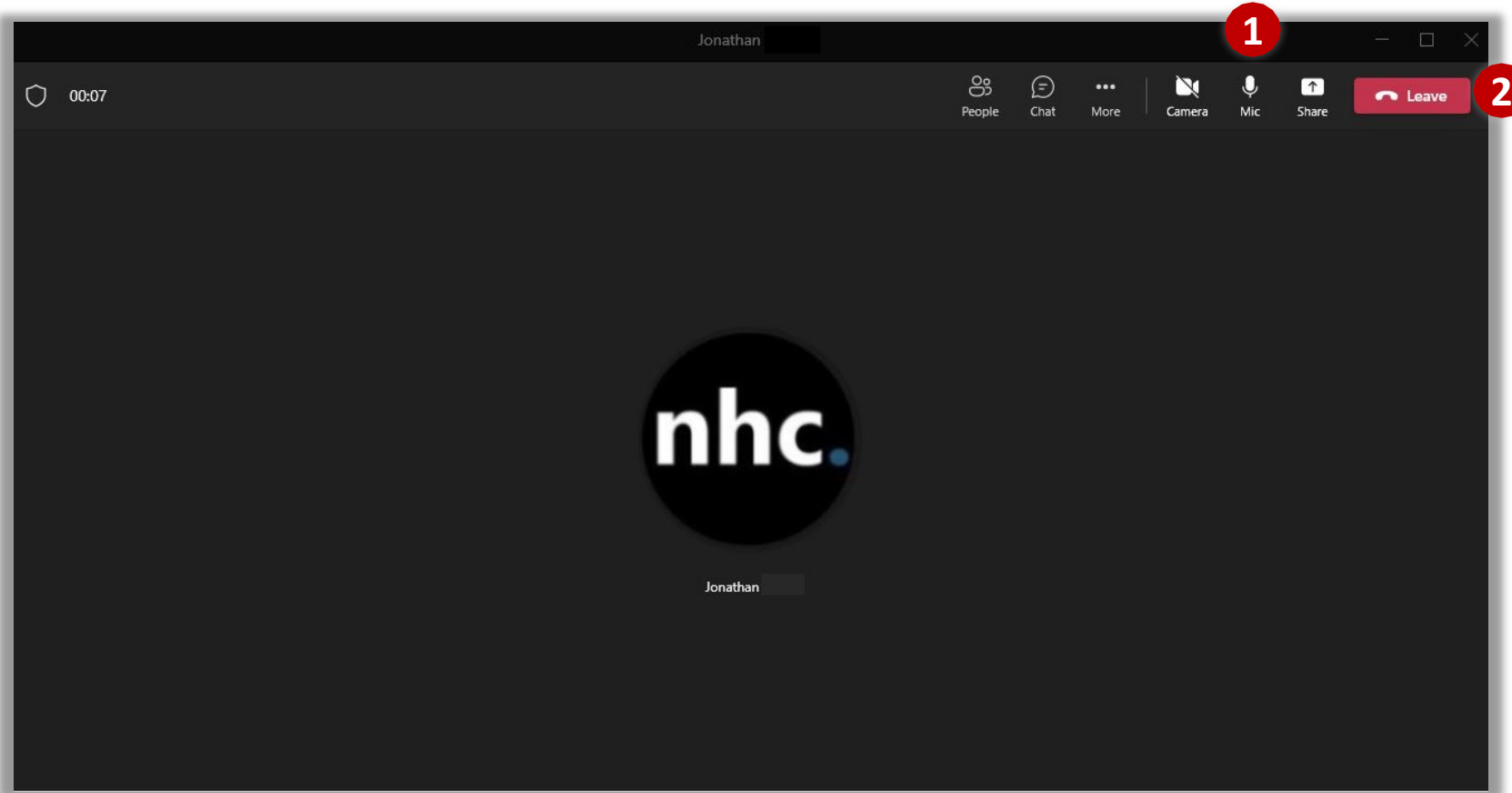
2 Enter the name or number of the person you want to add



Once the new person is selected, the system will immediately attempt to connect to the newly invited party.



Calling using **nv Connector**

Muting a Call and Ending Call




Mute Call

To Mute a Call

1: Press Mic  key .
To unmute press Mic  key again.

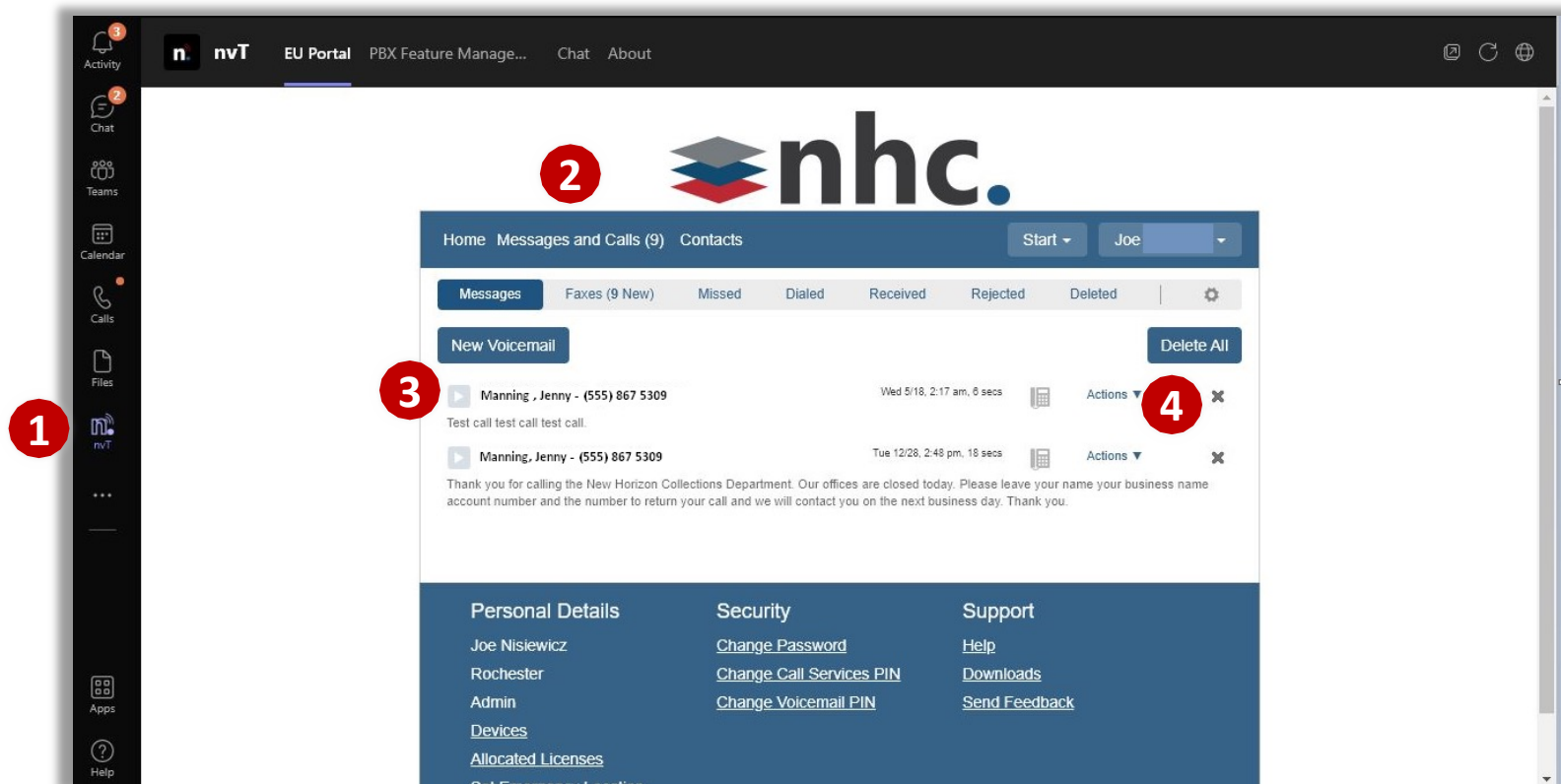
To End a call

2: Press Leave  Key.

Call Ends as soon as you hit Leave 

Pop up window will Close.

Checking Voicemail via **nv Connector**



** Please see **Adding NHC nvT app** and **CommPortal** guide for additional instructions.*

Checking Voicemail via (nvT) **nv Connector**.

1: Click on nvT icon
** Please see Adding nvT app document*
*** Log in to CommPortal if necessary*

2: Click on Messages and calls.

3: Press play icon to listen to voicemail.

4: To delete voicemail press X or use the actions drop down for more choices.



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Thank you for learning with us today!

Have Questions? Visit nhcgrp.com/academy for more information.