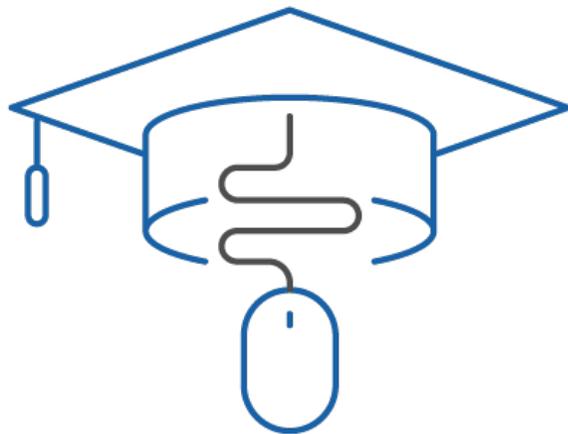




*THE Communications STACK Provider™*



## Training Guide

---

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

# What you'll learn today.

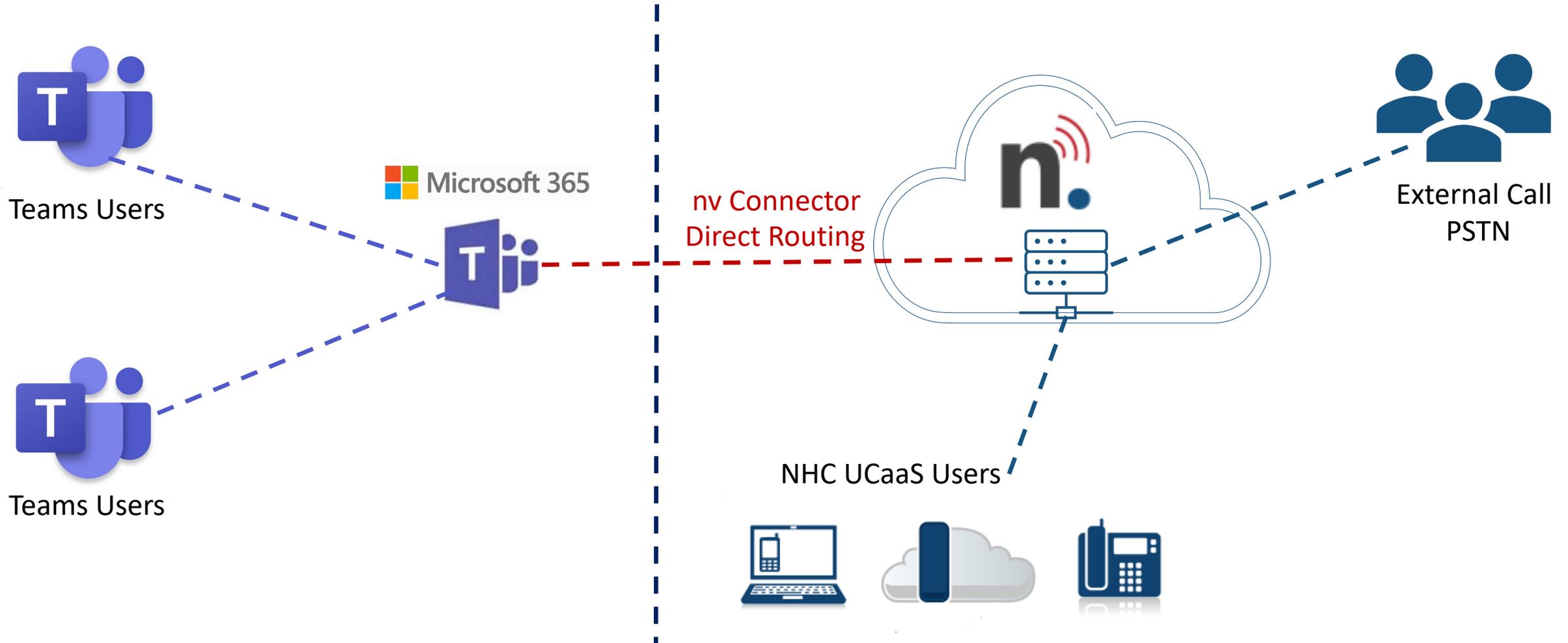


After you've logged into Microsoft Teams, you can begin using your Teams dial pad for calls to/from the Public Switched Telephone Network (PSTN) using your NHC newVoice phone line. As well, you can also make/receive calls from other Teams users (known as Teams-to-Teams Calling) outside of the Teams dial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

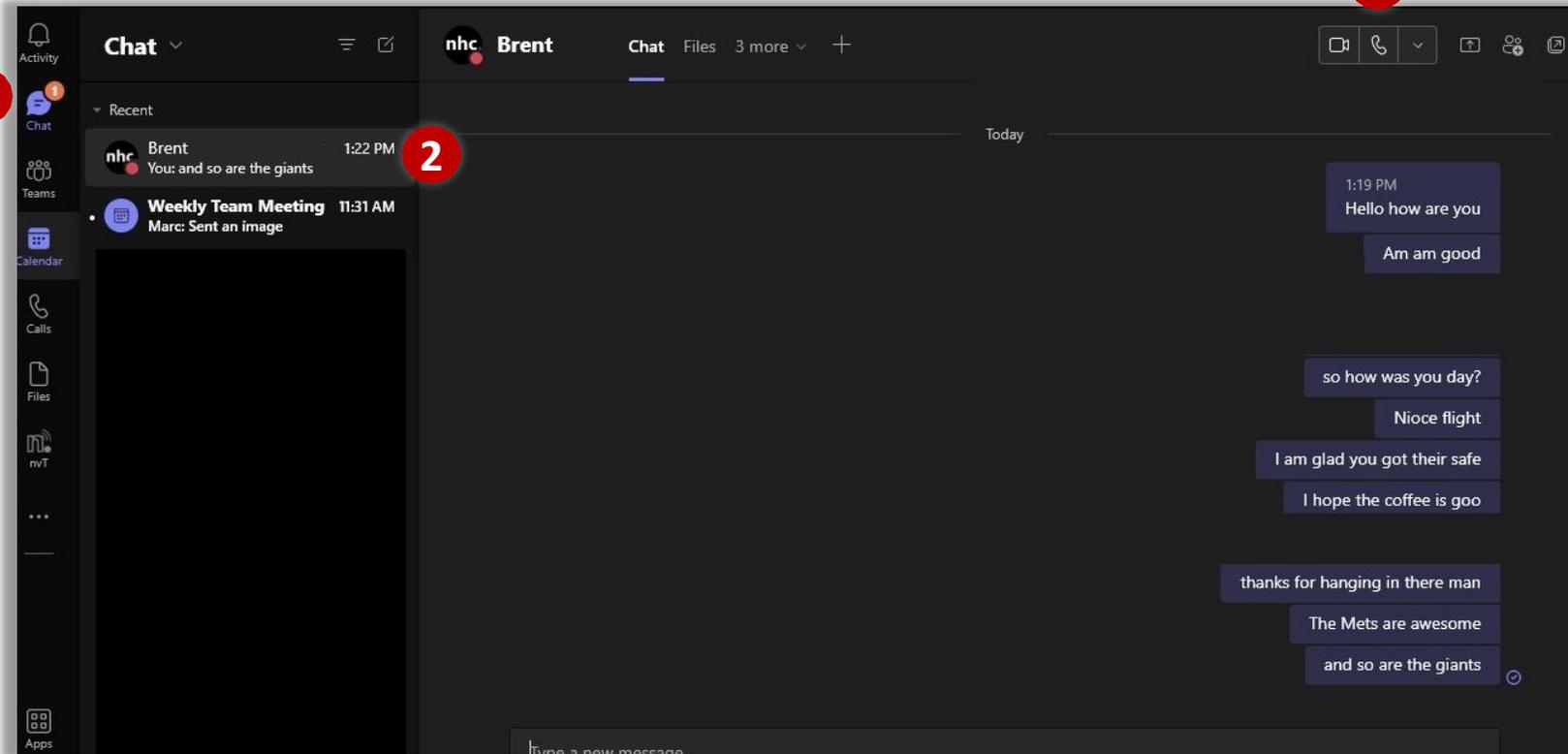
## **Call flow and feature enhancements are controlled by the NHC newVoice Network.**

- 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

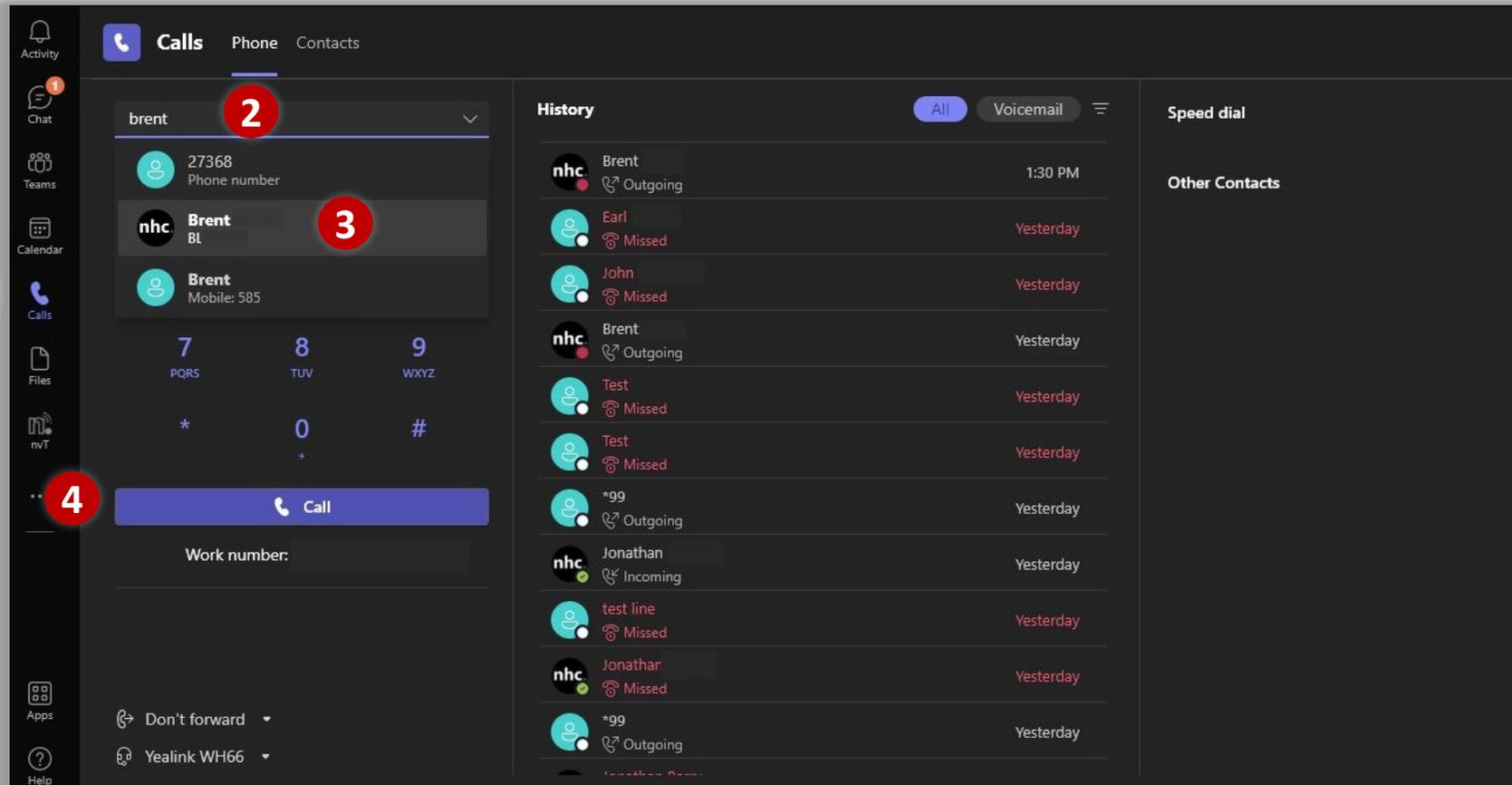
Pop up window will appear  
With call info. Call proceeds  
As soon as you hit  icon

- *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

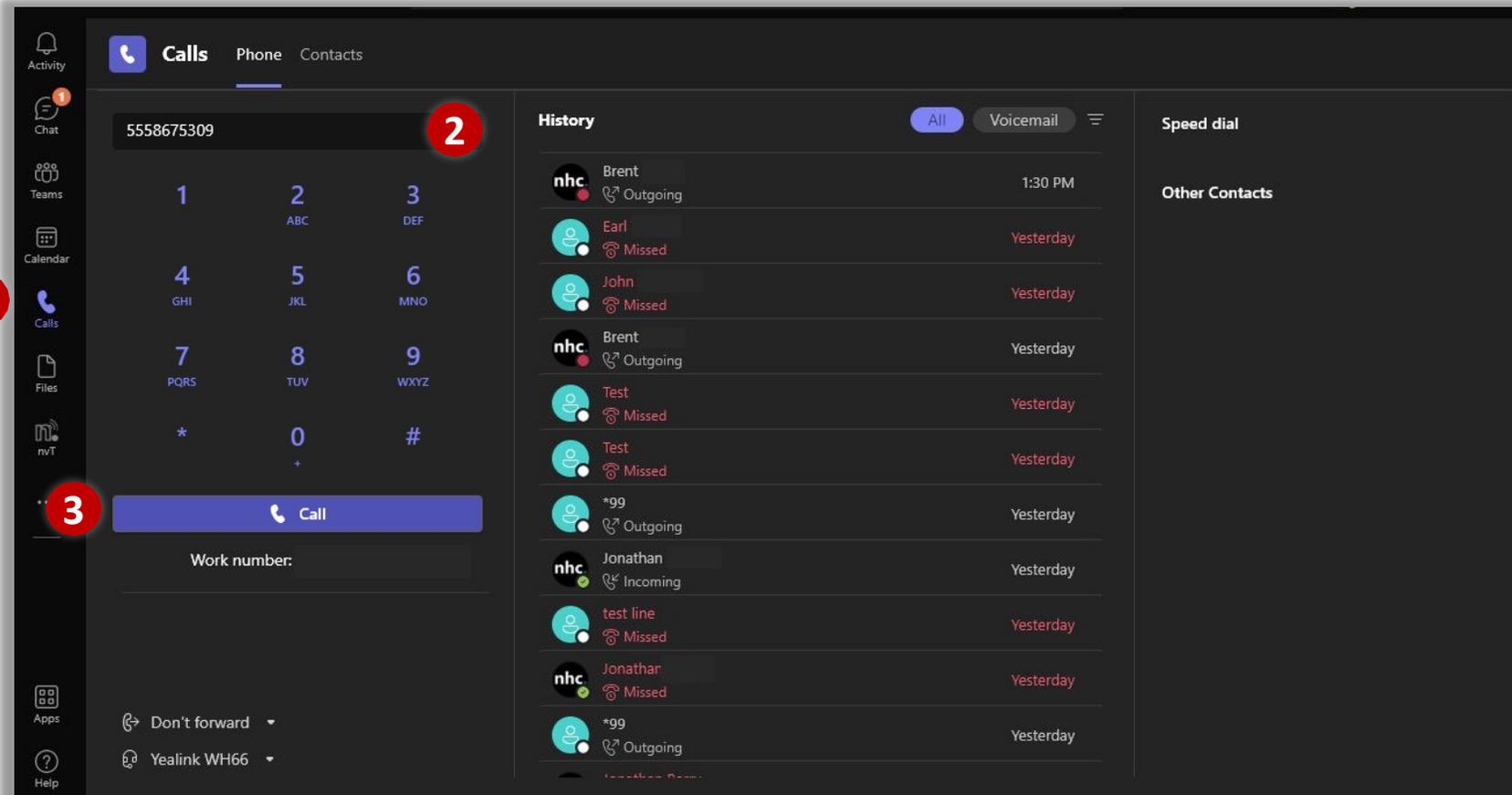
**4:** Press **Call** button

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

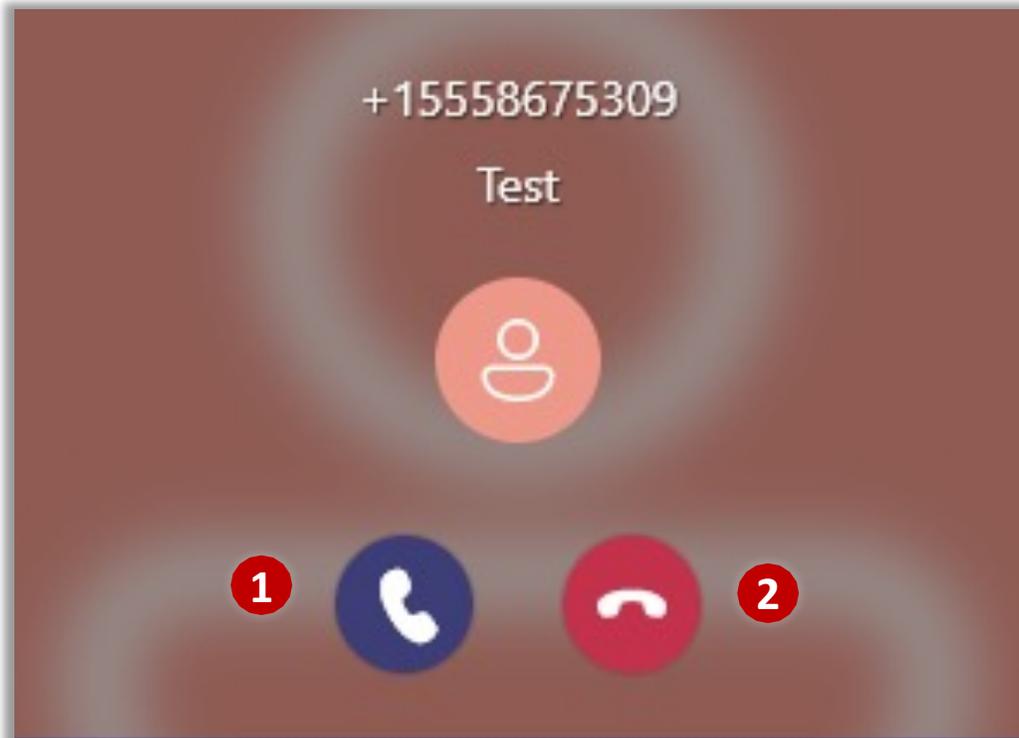
**2:** Using dial pad type in 10-digit number you wish to call.

**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

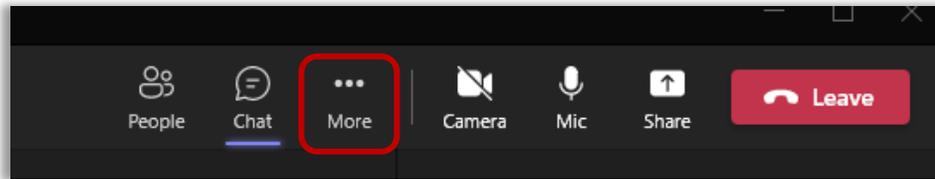
Call proceeds as soon as you hit **Call** icon.

# Calling using **nv Connector**

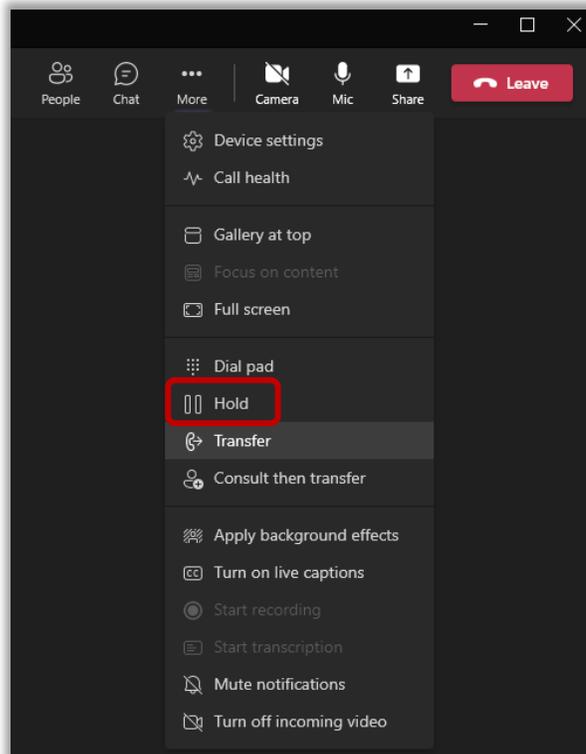


## Placing Call on Hold

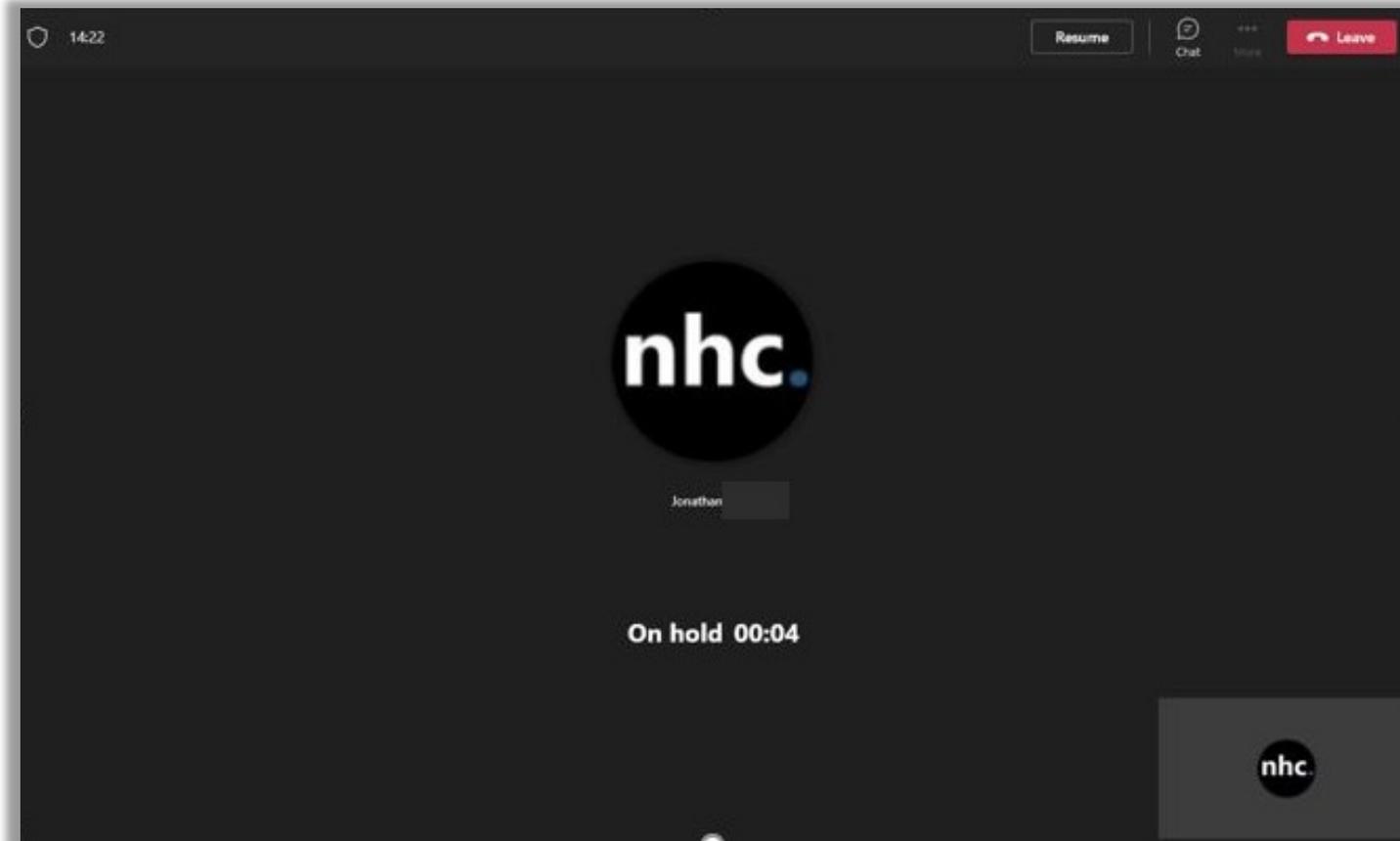
**1** During your call select, "More"



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



**3** To resume your call, select, "Resume"

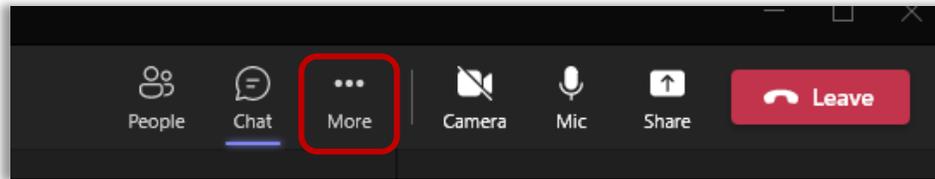


# Calling using **nv Connector**

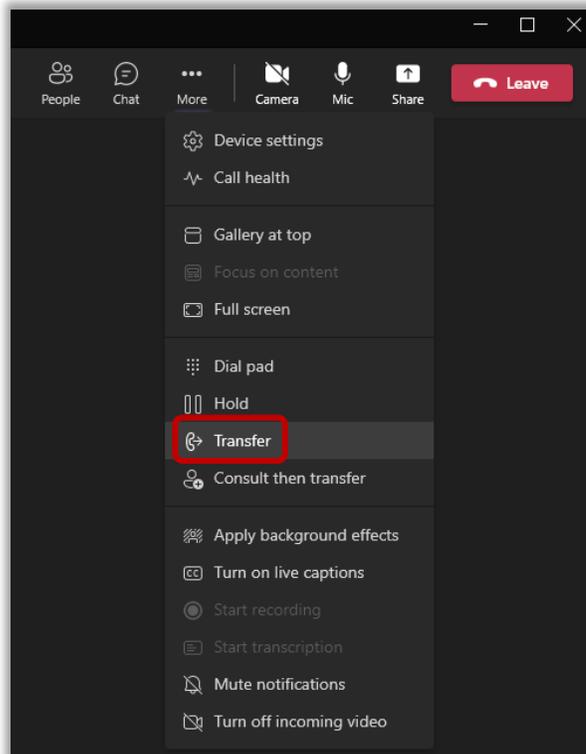


## Transferring a Call (Blind)

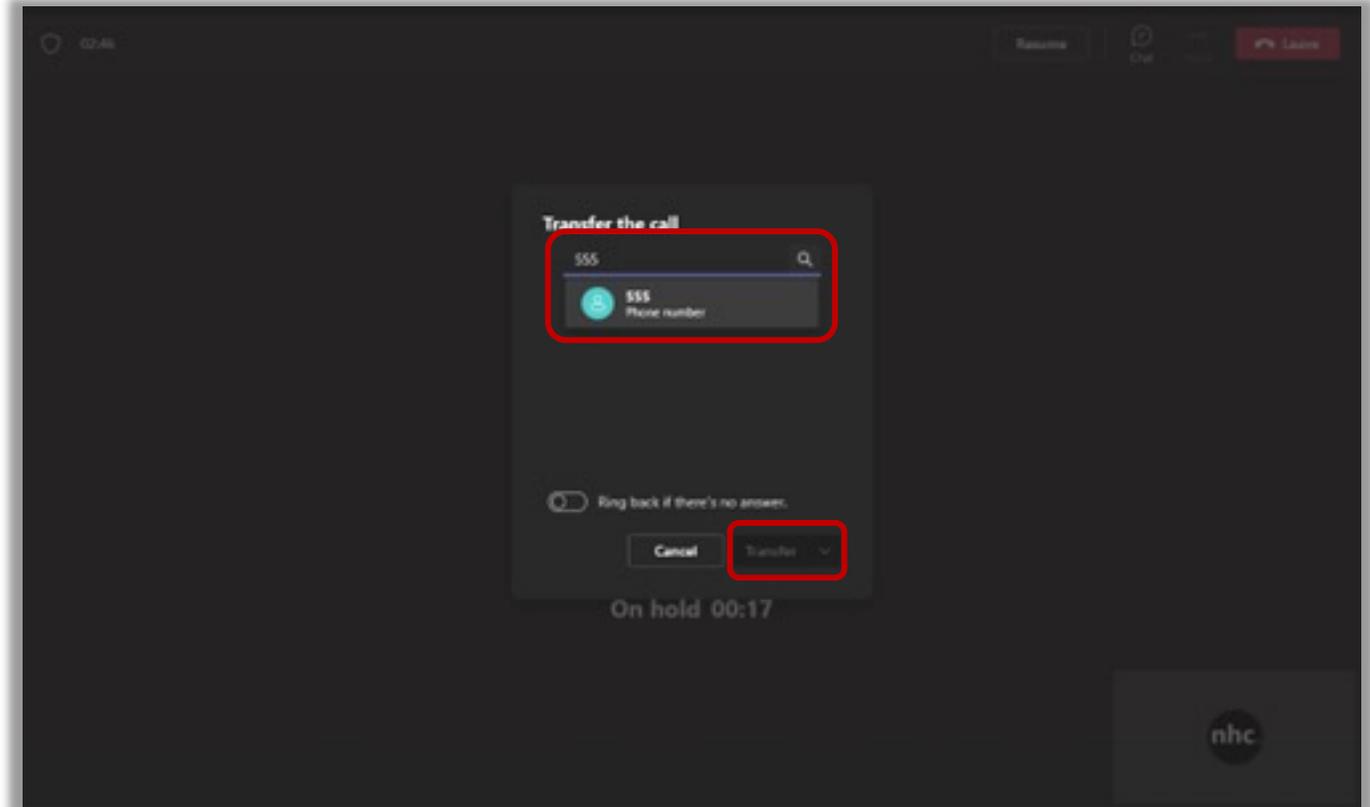
**1** During your call select, "More"



**2** Select, "Transfer"



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

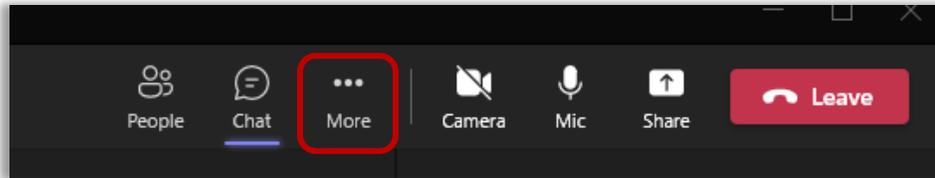


# Calling using **nv Connector**

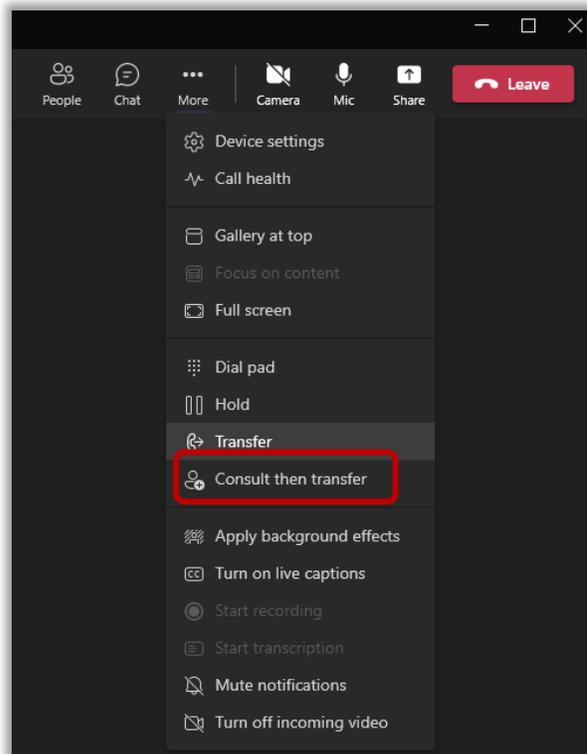


## Transferring a Call (Warm)

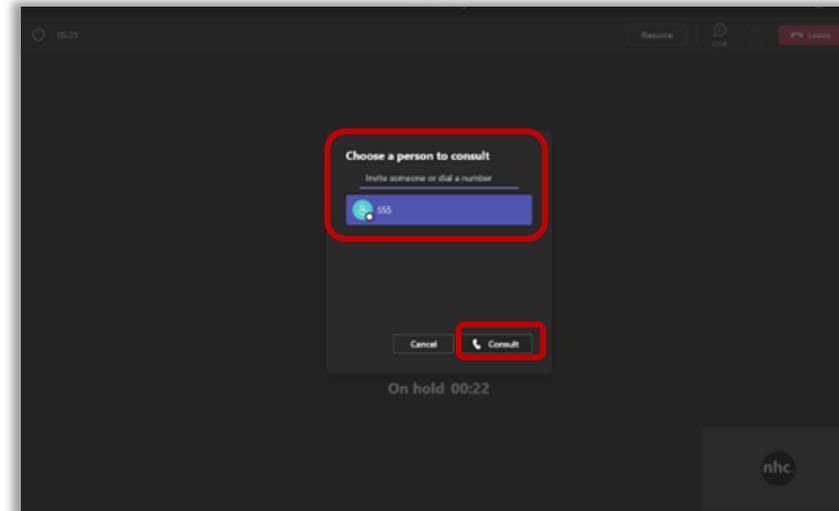
**1** During your call select, "More"



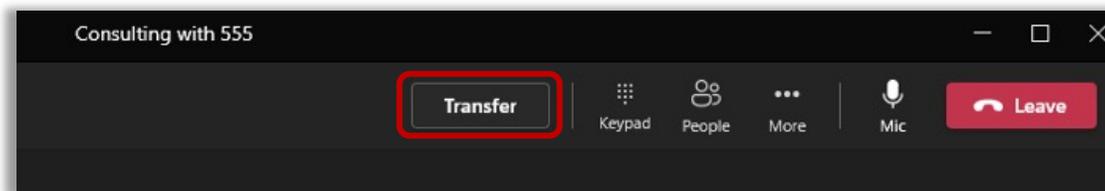
**2** Select, "Consult then Transfer"



**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"

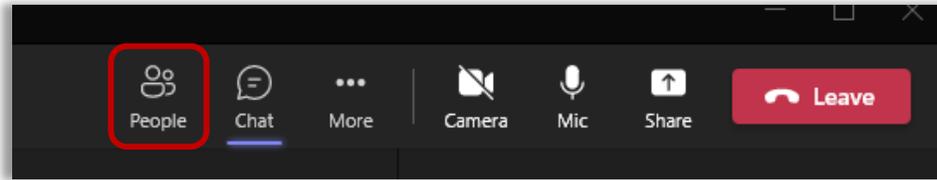


# Calling using **nv Connector**

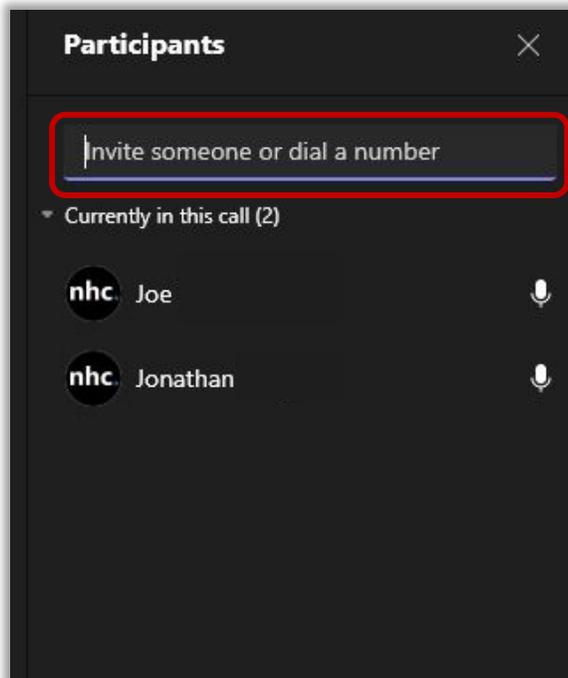
## Adding Additional Participants



**1** During your call select, "People"



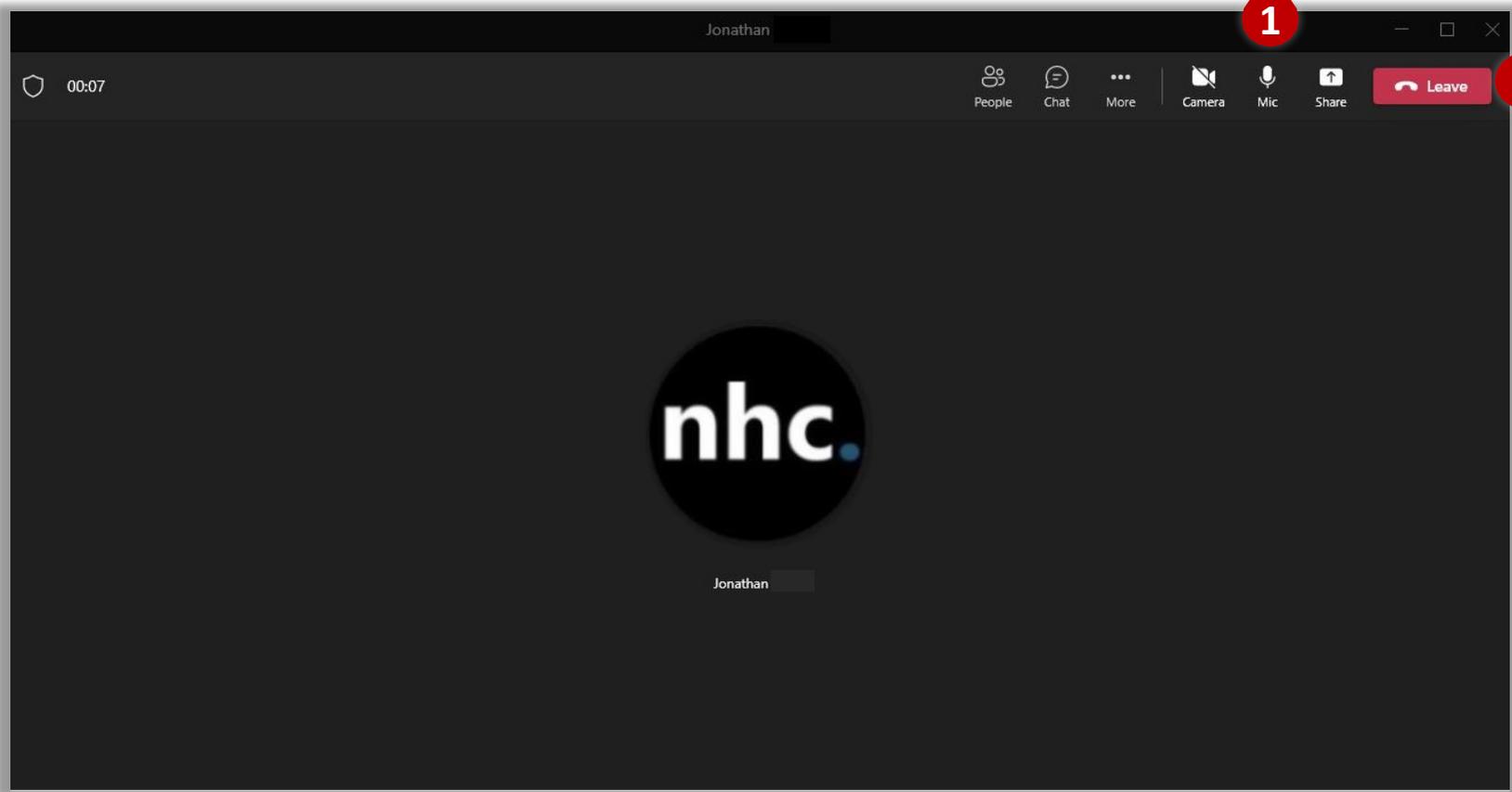
**2** Enter the name or number of the person you want to add



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

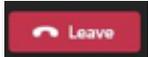


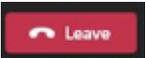
### Mute Call

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



## Checking Voicemail via (nvT) nv Connector.

The screenshot shows the nvT user interface. On the left sidebar, the 'nvT' icon is highlighted with a red circle '1'. At the top of the main content area, the 'Messages and Calls (9)' tab is selected with a red circle '2'. Below this, the 'New Voicemail' section contains two messages. The first message has a play button icon highlighted with a red circle '3'. The second message has an 'Actions' dropdown menu highlighted with a red circle '4', which includes a delete 'X' icon.

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

**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.



*THE* Communications STACK Provider™

Thank you for learning with us today!

Have Questions? Visit [nhcgrp.com/academy](https://nhcgrp.com/academy) for more information.