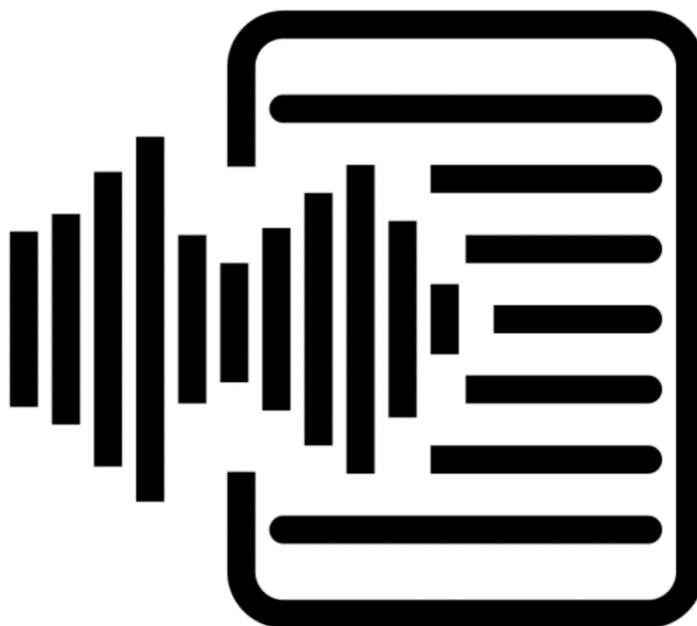




UCaaS Speech-to-Text

Quick Reference Guide



Version 1.0
November 11, 2020



UcaaS STT (Voicemail to text transcription)

Your newVoice Subscriber line has the ability to transcribe your voicemails to text. This is an optional feature that is not enabled by default. If you would like to request this feature, please contact Customer Service to see if your service qualifies.

Setting up your Voicemail to Text Transcription

Log into your CommPortal

<https://comportal.nhcgrp.com>

A screenshot of the CommPortal Web login page. At the top is the nhc logo. Below it, the text "CommPortal Web" is displayed. A light blue bar contains the instruction "Please log in below." Below this are two input fields: "Number:" and "Password:". Under the "Number:" field is a checkbox labeled "Remember me on this computer." To the right of the "Password:" field is a blue "Login" button. At the bottom of the form, there is a link: "If you have forgotten your password, please contact customer support."

Number – Your Subscriber Number.

Password – Your CommPortal Password

Hit the Login button



Go to Message Settings

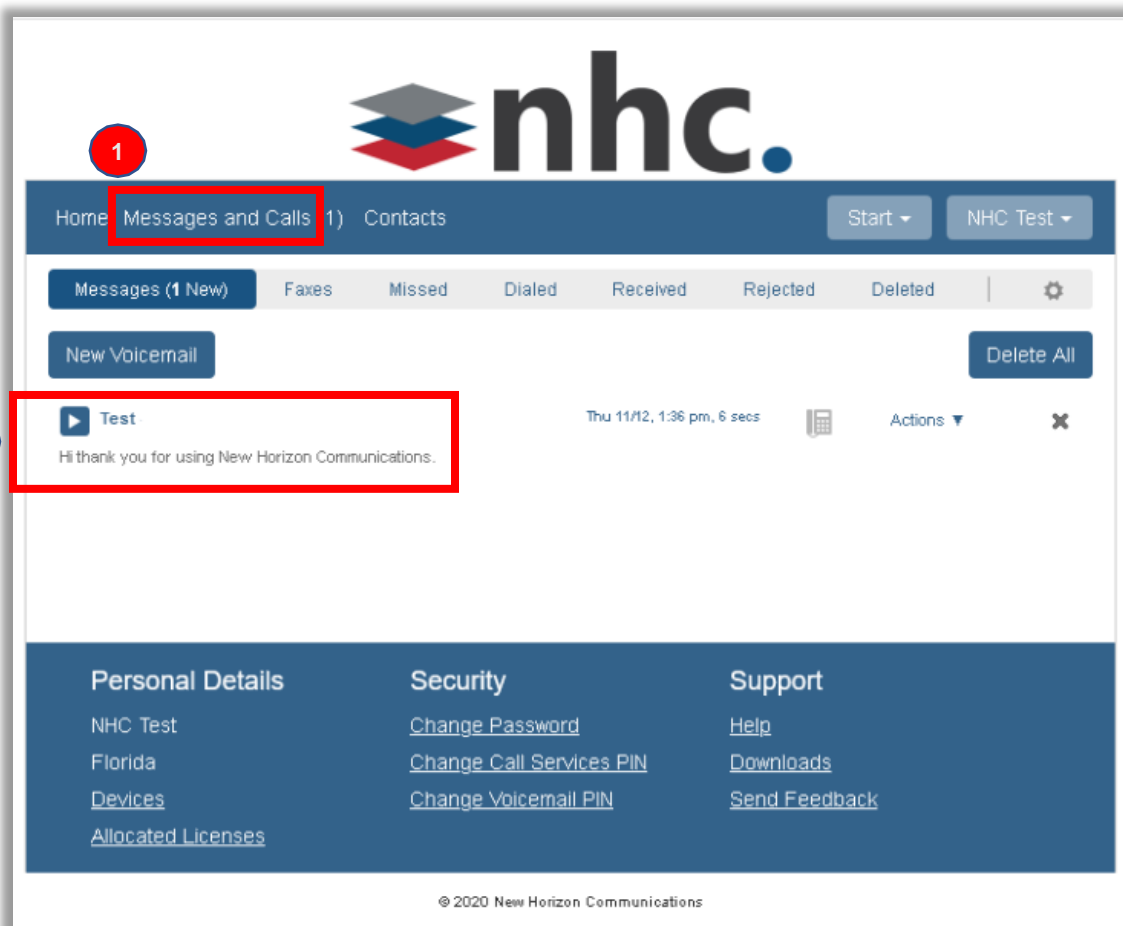
The screenshot shows the 'Message Settings' page in a user interface. At the top, there are navigation tabs for 'Back', 'Messages and Calls', and 'Contacts'. Below these are icons for 'Groups', 'Call Settings', 'Message Settings' (highlighted with a red box), and 'Notifications'. The main content area is titled 'Message Settings' and includes an 'Apply' button and a 'Cancel' button. The 'General' section contains several settings: 'Incoming calls are forwarded to voicemail after' (with a text input field), 'Transcribe voicemails in your inbox' (checked), 'Forward messages and faxes as emails' (checked), 'Forward to:' (with the email address 'jennysmith@test.com' and options to 'edit' or 'remove'), 'add an email address', 'Leave original in Inbox' (checked), and checkboxes for 'Voicemails' and 'Faxes'. A red circle with the number '5' is placed over the 'Apply' button. On the left side, red circles with numbers 1 through 4 point to the 'Transcribe voicemails in your inbox' checkbox, the 'Forward messages and faxes as emails' checkbox, the 'Forward to:' email address, and the 'Leave original in Inbox' checkbox, respectively.

1. Check off Transcribe voicemails in your inbox
2. Check off Forward messages and faxes as emails if they want transcription and a wave file with message. (check this box if you want your transcriptions sent via email. If you do not want them sent via email, then leave unchecked)
3. Add Email address you want transcription sent to
4. Check leave original in in box. (If you want an audio copy saved in the voicemail box)
5. Click Apply



Viewing Transcriptions through Commportal

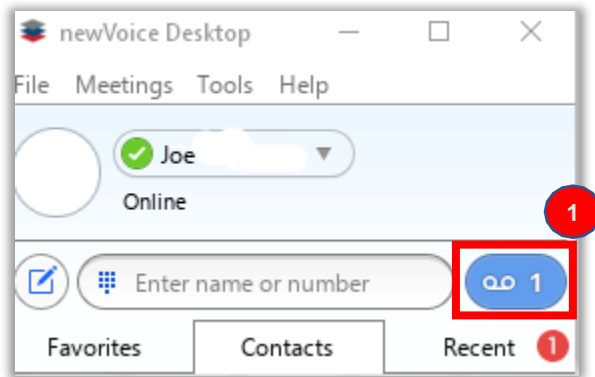
If you elected not to have transcriptions sent via email you can still view them through the CommPortal.



1. Click on Messages and Calls
2. Transcription will appear below the voicemail.



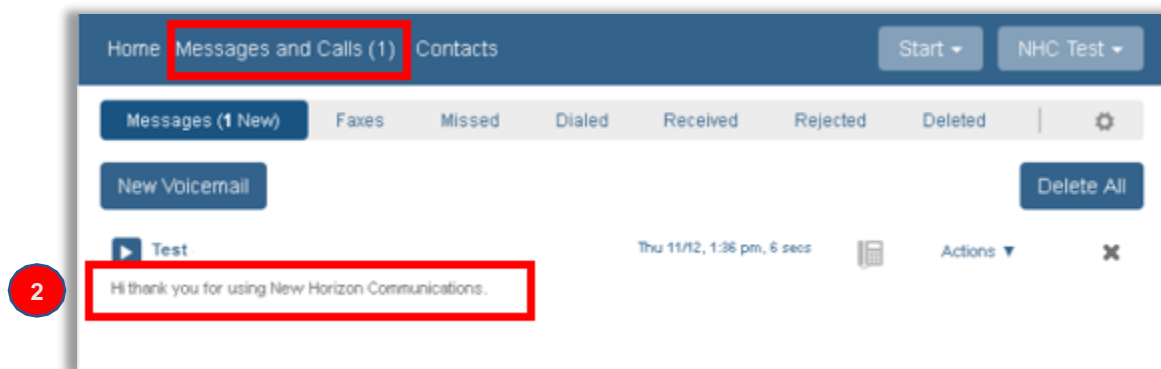
Viewing Transcriptions through the Desktop App



1. Click on Voicemail Icon



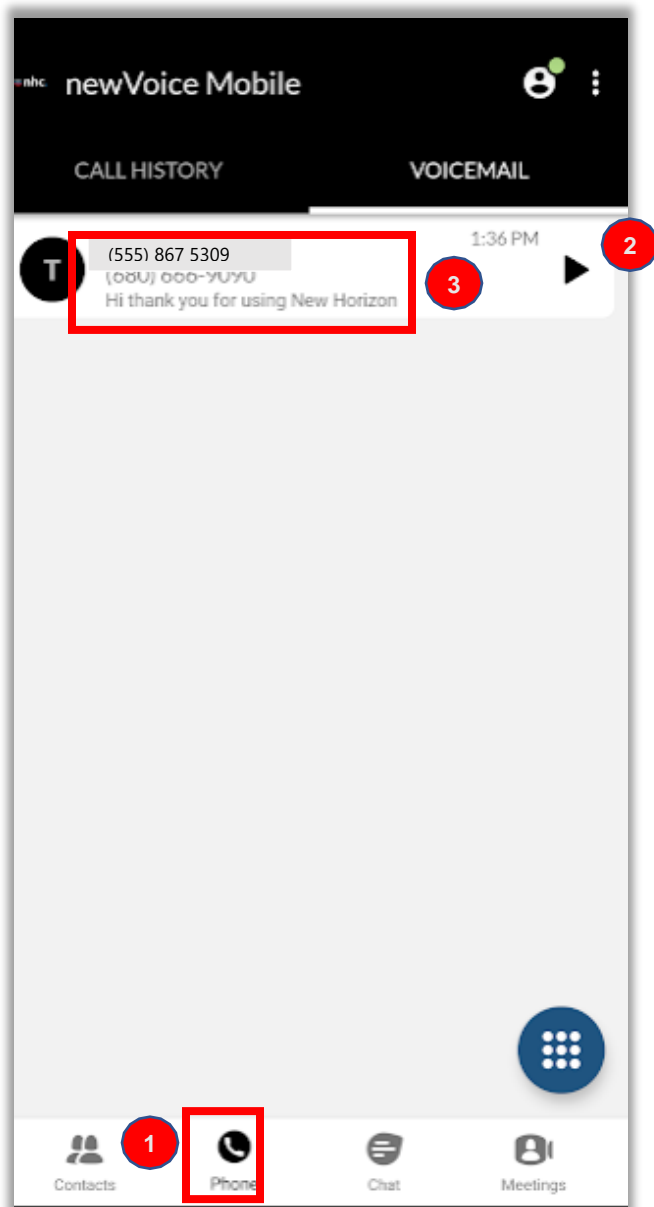
It will bring you to the Messages and Calls tab in the CommPortal



2. Transcription will appear below the voicemail.



Viewing Transcriptions through the Mobile App



1. Click on Phone tab
2. Click on Voicemail tab
3. Transcription will appear below the voicemail.