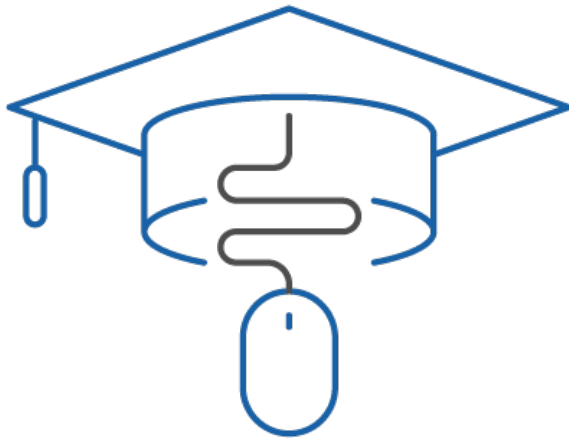




THE Communications STACK Provider™



NHC Academy Training Module

newVoice Desktop Product training guide

What you'll learn today.

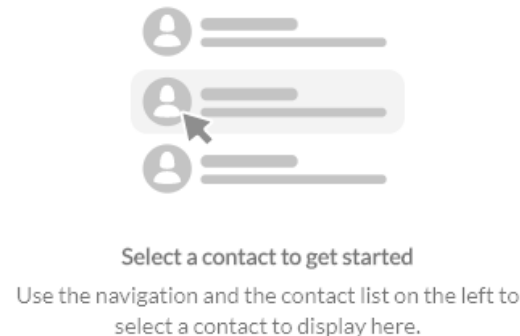
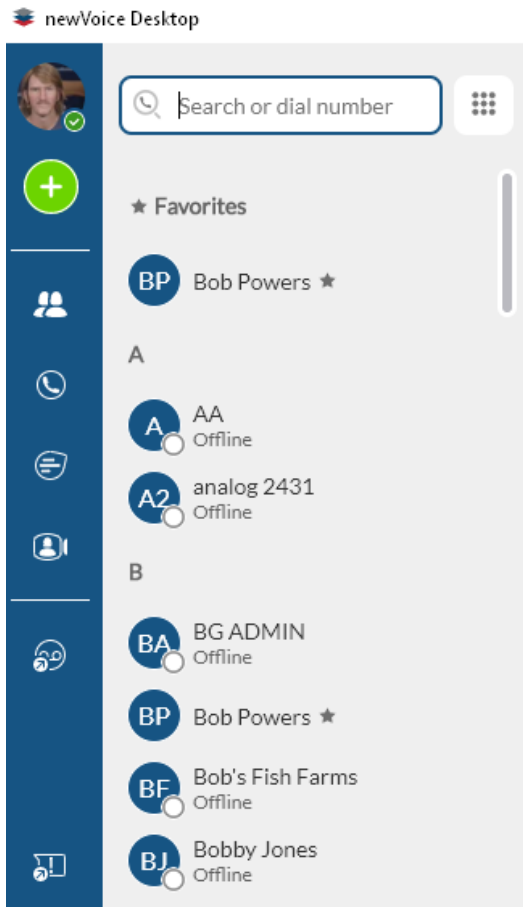


Agenda

1. newVoice Desktop
2. Application
3. Installing newVoice Desktop
4. Logging in
5. Contacts
6. Top Menu / Options
7. Tools Menu
8. Favorite/ Contacts/ Calls Tab
9. Access Voicemail
10. Making a Call
11. Parking a Call
12. Transferring a Call
13. Conference Call
14. Parking a Call
15. Retrieving a Parked Call
16. Help
17. Presence Status
18. Instant Messaging

- Desktop Supported OS
 - Windows 10 and 11
 - MAC (OS X 10.13 and later)
- Equipment Required
 - PC speakers and microphone or PC Headset with microphone

- newVoice Desktop is an application that allows you to extend the capabilities of your New Horizon Hosted phone by allowing you to make and receive calls from a Windows PC or a Mac.
- In Addition to allowing you to make and receive calls from a Windows PC or a Mac you can:
 - Look up and update your Comm-Portal contacts
 - Update Call Manager settings
 - See Missed , Dialed, and Received calls
 - Access voicemail box
 - See Presence for other newVoice Desktops users in you Business Group
 - Send and receive messages from others in your Business Group



- newVoice Desktop allows you to make and receive calls, transfer calls, conference calls, park calls, manage, search and dial contacts right from your desktop.
- It will also allow you to see presence and send instant messages to other members of your Business Group that are also using newVoice Desktop.
- You can also check your Comm-Portal voicemail with the click of a button.
- Notifications tell you when you have a new message.
- **Note: You must have a microphone and headset connected to your PC or they must be built in to use the newVoice Desktop.**

Apps newVoice Desktop



Access the CommPortal at

<https://commportal.nhcgrp.com>

Log in using your 10-digit phone number and your Comm-Portal password.

1. Scroll down to the bottom of the home page and you will see a link labeled Downloads, double click.
2. A new window will appear, select “**On your Computer**” and click the link for Windows or MAC.

Groups Call Settings Message Settings Notifications Agent Dashboard

Personal Details

[Butter Stotch](#)

[Devices](#)

[Allocated Licenses](#)

Security

[Change Password](#)

[Change Call Services PIN](#)

[Change Voicemail PIN](#)

Support

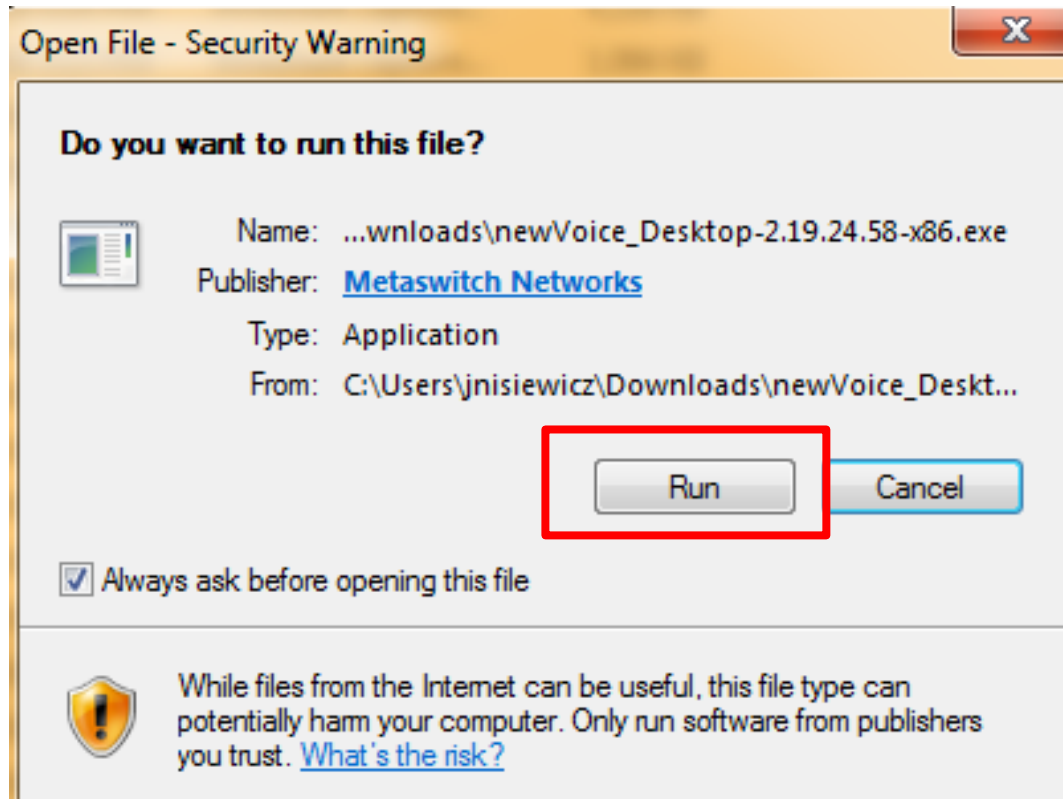
[Help](#)

[Downloads](#)

[Send Feedback](#)

1

Installing newVoice Desktop

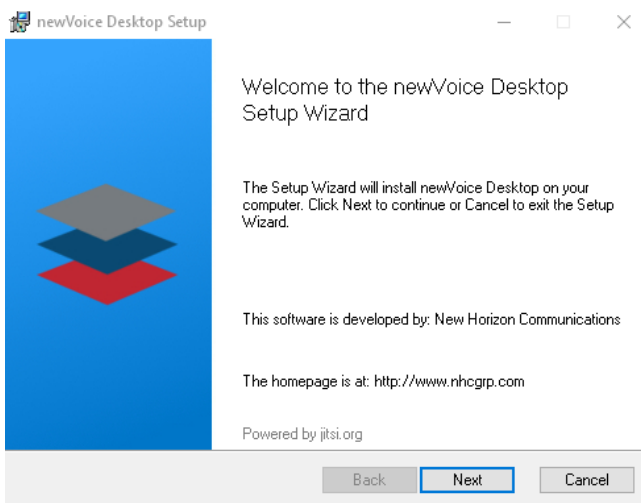


- Click **Save File** button to download the application.
- Click **Run** button to begin installation.

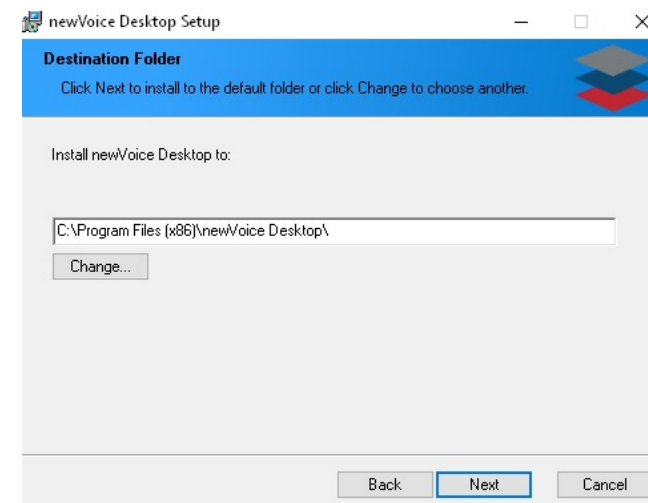
Installing newVoice Desktop



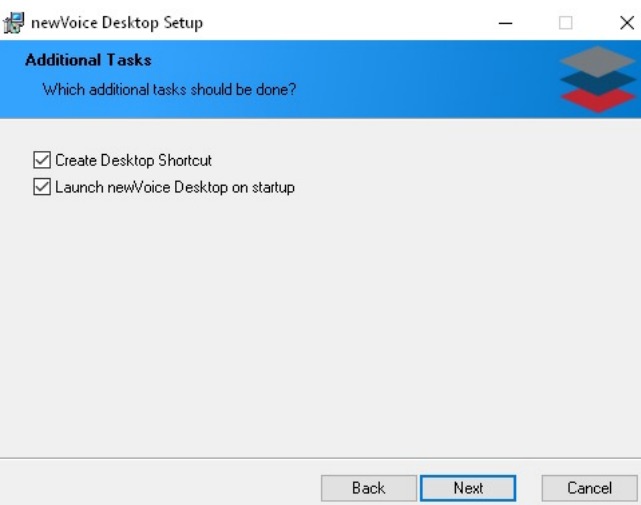
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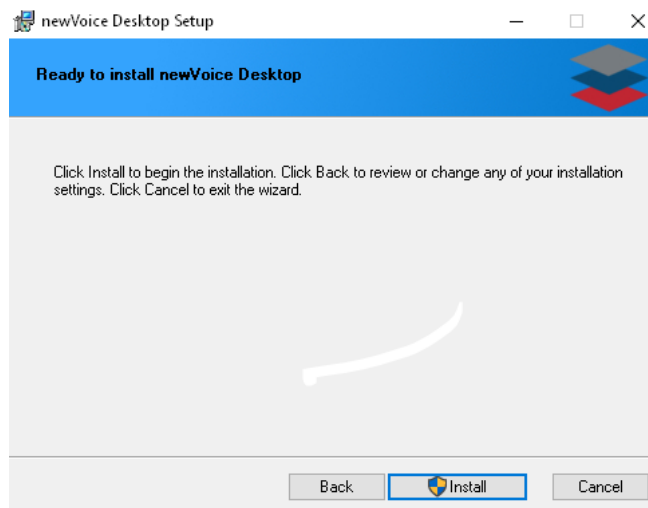
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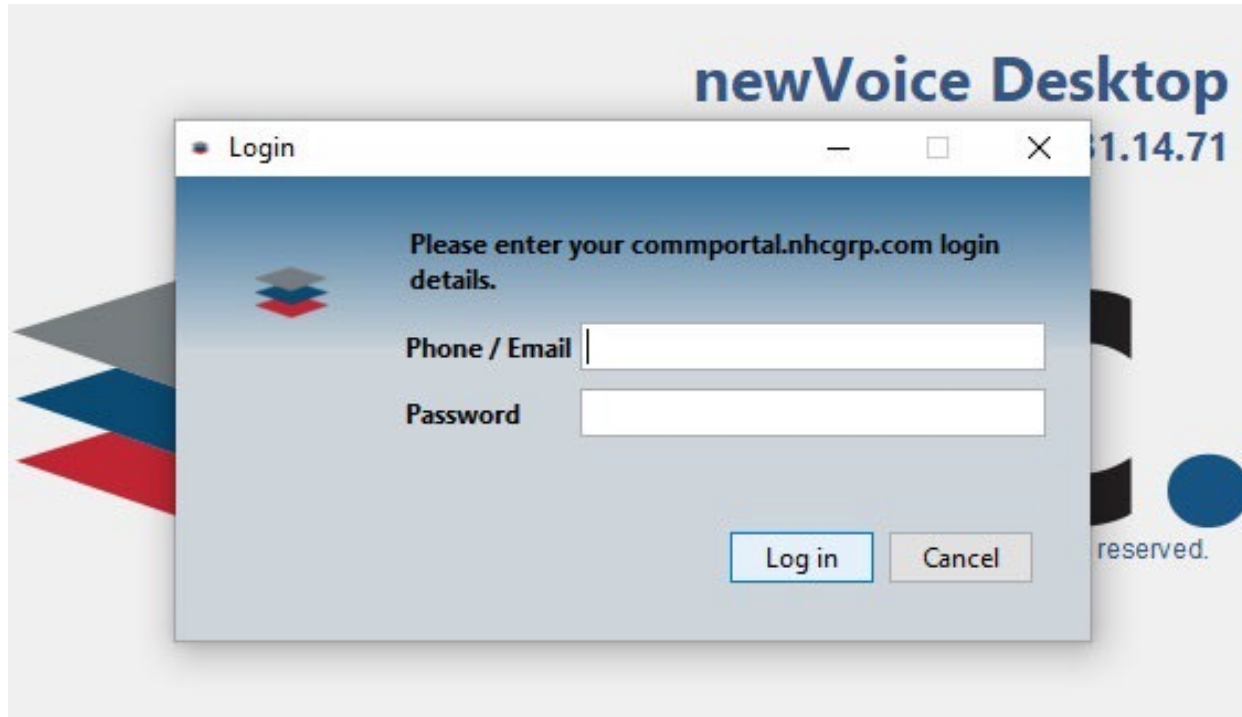
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4

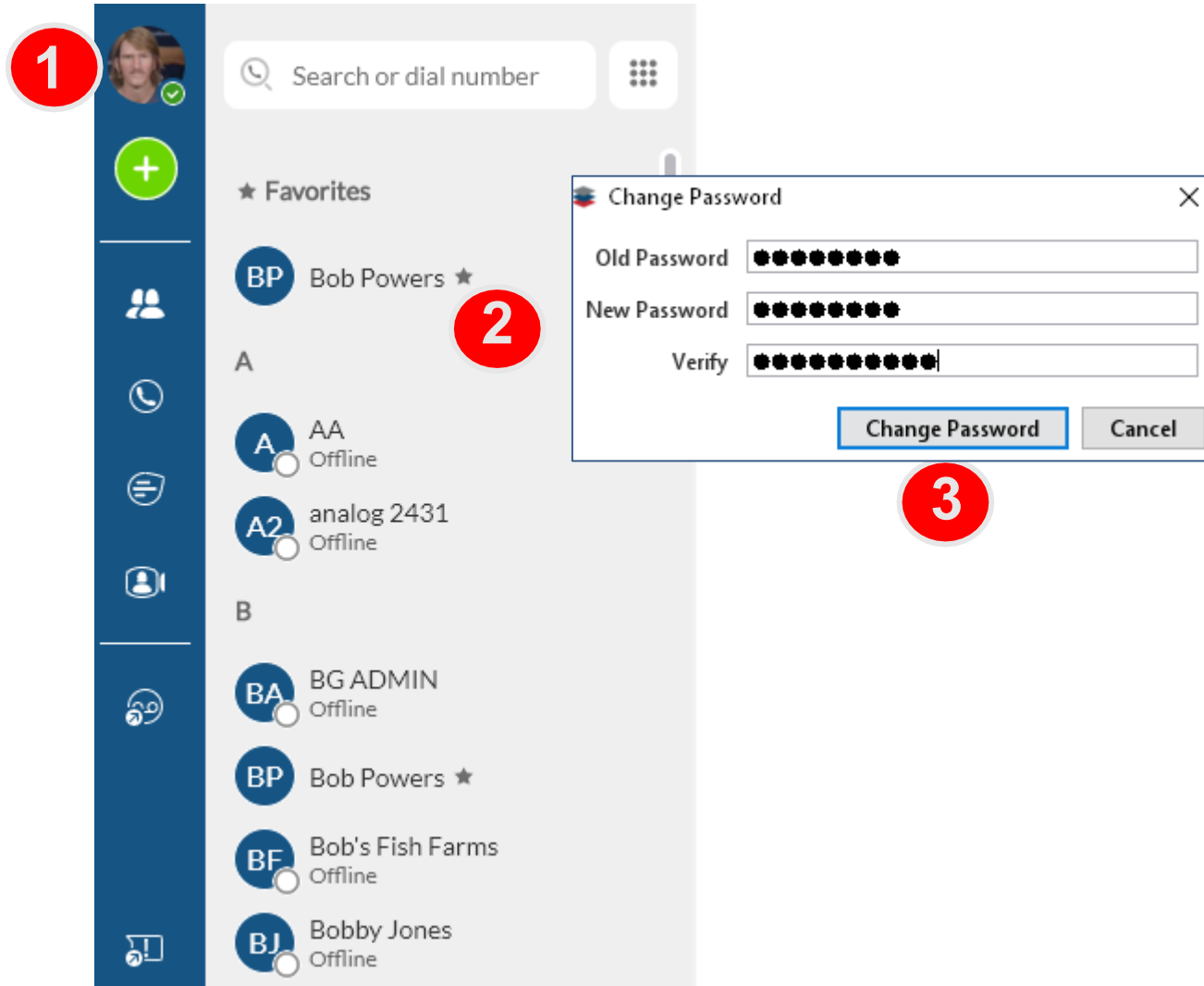


Logging In



- Enter your 10-digit phone number (no dashes, dots, parentheses, or spaces)
- Enter the password you use for accessing your Comm-Portal
- Click **Log In**

Change Password




1. Click on **Avatar**.
2. Select **Change Password**- Enter appropriate information: current password, new password & verification of new password
3. Click **Change Password** to save.

****Note: This will also change your Comm-Portal password.***

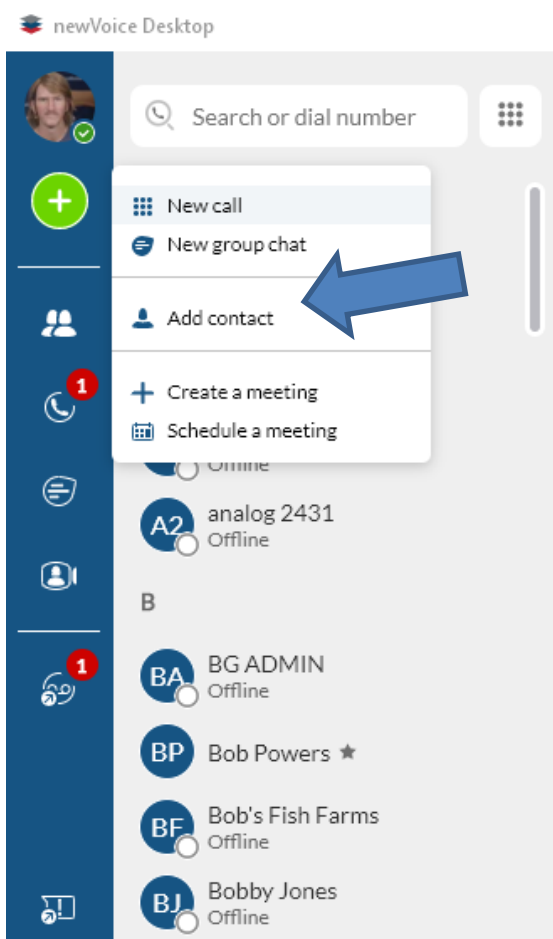
Adding Contacts



1.) Select **Add**  Icon from left side menu. Select Add Contact.

2.) Enter the contact information and click the **Add** button when complete.

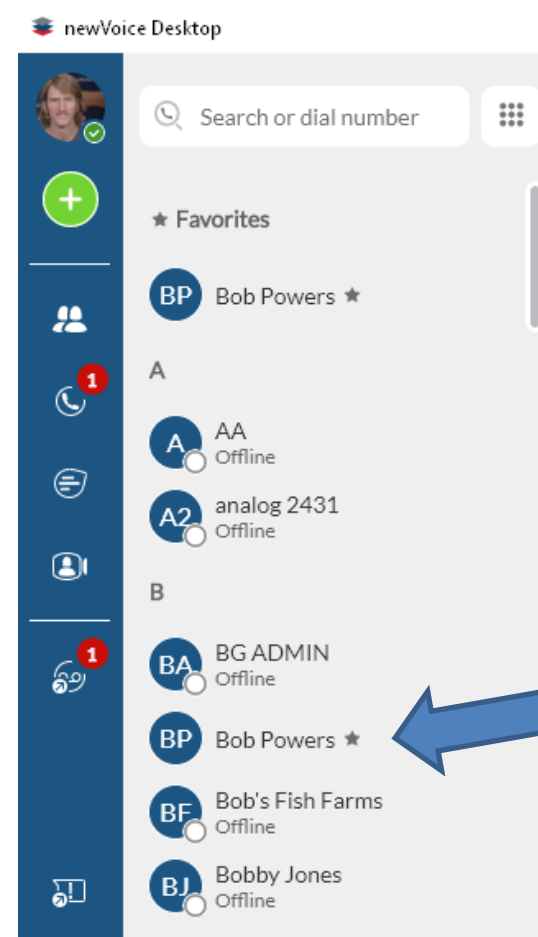
3.) Newly added contact appears under then the **Contacts** tab and your Comm-Portal.




The screenshot shows the 'Add Contact' form. The fields are filled with the following information:

Field	Value
Display Name	Bob Powers
Nickname	Nickname
Job Title	Master of Ceremonies
Organization	New Horizon
Address Work	123 Sesame St
Address Home	Nowhere
Address Int	Int
Address City	99999
Address State	US AND A
Address Zip Code	Street
Address Country	City
Phone Number Work	5558675309
Phone Number Home	5555551234
Phone Number Mobile	5551234567
Phone Number Other	Enter Number
Phone Number Fax	Enter Number
Email	BP@BP.com
IM	e.g. phonenumber@im.nhgrp.com

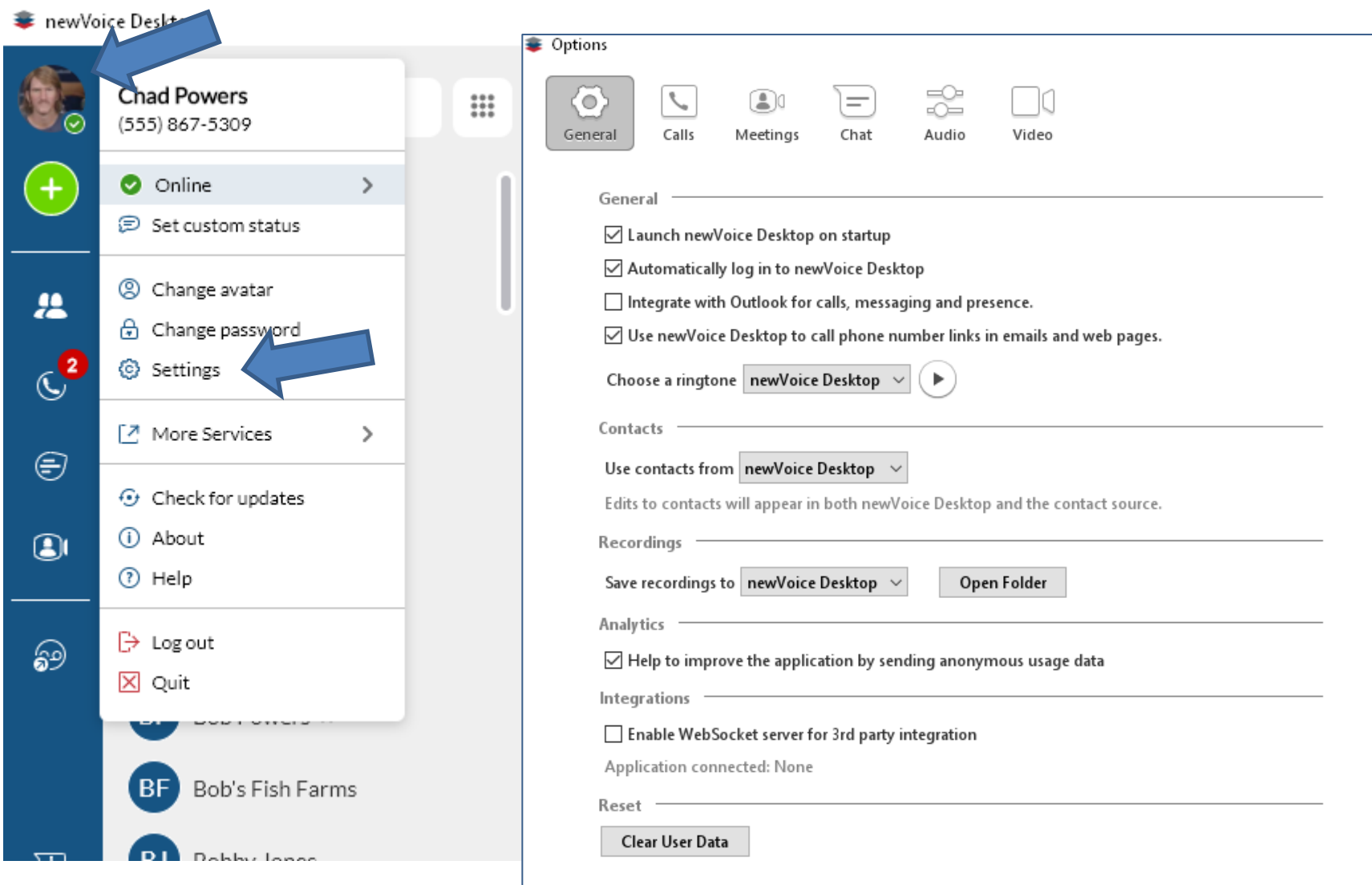
Buttons: Add, Cancel



** Contacts can be accessed using Contacts Icon  on the left side menu.*

**Note: By default, your contacts list will be populated with your Business Group contacts as well as any that may have been added to your individual Comm-Portal.*

Settings Menu



- Click on **Avatar**
- Select **Settings**

Tools and Options- General Menu

The screenshot shows the 'Options' window with the 'General' tab selected. The window has a title bar 'Options' and a close button. Below the title bar is a navigation bar with icons for General (selected), Calls, Meetings, Chat, Audio, and Video. The main content area is divided into sections: General, Contacts, Recordings, Analytics, Integrations, and Reset. The General section includes checkboxes for 'Launch newVoice Desktop on startup', 'Automatically log in to newVoice Desktop', 'Integrate with Outlook for calls, messaging and presence.', and 'Use newVoice Desktop to call phone number links in emails and web pages.'. There is a 'Choose a ringtone' dropdown set to 'newVoice Desktop' and a play button. The Contacts section has a 'Use contacts from' dropdown set to 'newVoice Desktop' and a note 'Edits to contacts will appear in both newVoice Desktop and the contact source.'. The Recordings section has a 'Save recordings to' dropdown set to 'newVoice Desktop' and an 'Open Folder' button. The Analytics section has a checkbox for 'Help to improve the application by sending anonymous usage data'. The Integrations section has a checkbox for 'Enable WebSocket server for 3rd party integration' and a status 'Application connected: None'. The Reset section has a 'Clear User Data' button.

Configure options for your **newVoice Desktop** include:

General

- Launch upon PC startup.
- Make Default calls and message.
- Choose a ringtone

Contacts

Determine what happens when you double click on a contact:


- Call Contact immediately
- Open a chat window
- View contact details
- Invite to a meeting

Use Contacts from:

- newVoice Desktop
- Outlook

Recordings

Save Recordings to newVoice Desktop folder

- Click the  icon to view the folder of recordings.

Tools and Options- Calls

A screenshot of the 'Options' window with the 'Calls' tab selected. The window has a title bar with a close button. Below the title bar is a navigation bar with icons for General, Calls (selected), Meetings, Chat, Audio, and Video. The 'Calls' section contains a 'Make calls using' dropdown set to 'newVoice Desktop'. Below this is a 'Click-to-Dial Phones' section with a table. The first row is 'Account Phone' with the number '5558675309'. There are five empty rows below it. Below the table is a 'Call me on' dropdown set to 'Always Ask'. There are three checkboxes: 'Always keep call windows on top' (checked), 'Enable call park' (unchecked), and 'Show the call rating window after every call' (checked). At the bottom, there is a 'Turn off Direct Calling' button and a paragraph of text explaining that turning off direct calling provides a better experience when using newVoice Desktop with a twinned desk phone, where incoming calls will not ring on the desktop app and outgoing calls will be made using Click-to-Dial.

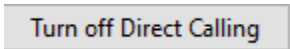
Click-to-Dial Phones	
Account Phone	5558675309

Making calls using:

- newVoice Desktop –use the app on your desktop to place and receive calls.
 - ***Mic and Speakers needed**
- Click-To-Dial- Double click your contact, the phone system will ring your phone first, once you answer the outbound leg of the call will automatically begin.

Click-to-Dial Phones

- Account Phone will automatically be populated.
- To add another Telephone number, like your cell phone, click on the line below Account Phone and add a name and TN

You can turn on/off Direct Calling by clicking the  . Direct Calling ON will allow calls to ring on your desktop App. ***Mic and Speakers needed*


Tools and Options-Meetings

A screenshot of the 'Options' dialog box with the 'Meetings' tab selected. The dialog has a title bar with a close button. Below the title bar are six tabs: General, Calls, Meetings (selected), Chat, Audio, and Video. The 'Meetings' tab contains several sections: 'Join' with five checkboxes (Disconnect audio when joining, Enter full screen when starting or joining, Mute my microphone when joining, Turn off my video when joining, Copy the meeting URL to Clipboard when starting); 'Scheduling & Invites' with dial-in numbers, an email invitation section (Edit button, English (United States) dropdown), a note about language changes, a scheduling assistants list (empty), and an 'Add Assistant' button; a note about scheduling assistants; a 'Meeting' section with five checkboxes (Enter full screen when viewing the shared screen, Scale the shared screen to fit window, Hide non-video participants, Confirm before leaving meetings, Use dual monitors); and an 'Outlook Plugin' section with a 'Download Outlook Plugin' button and a note about Outlook versions (Outlook 2010 or higher (2007 with limited features)).

Join- Options for when you first join a meeting

- Connect audio when starting or joining
- Enter full screen when starting or joining
- Mute my microphone when joining
- Turn off my video when joining

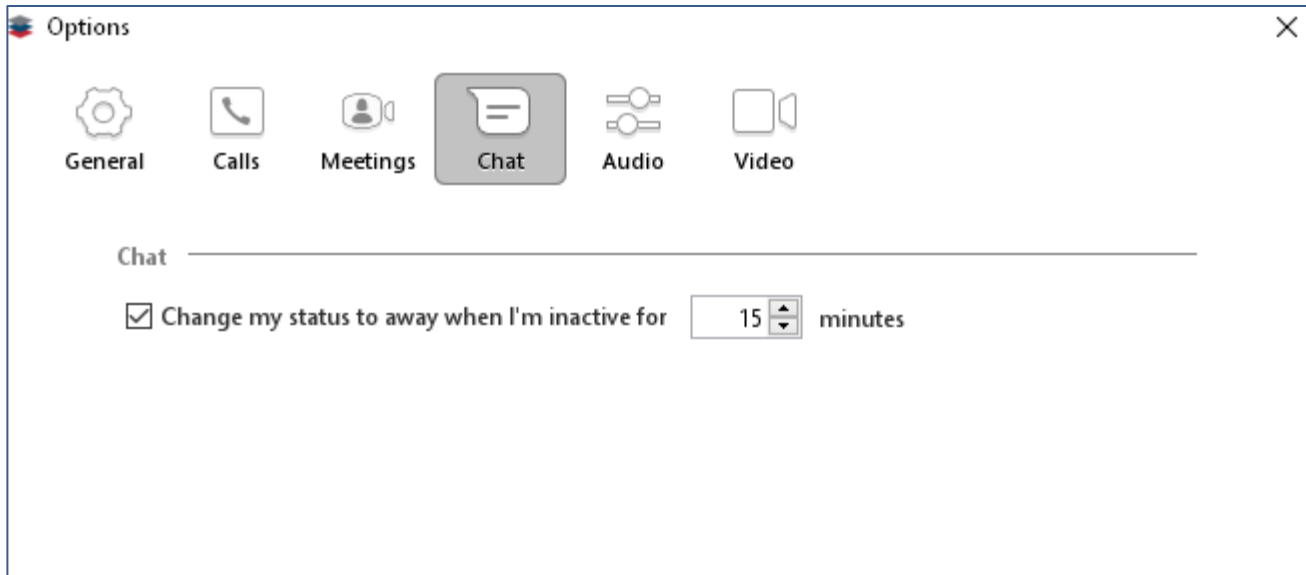
Scheduling & Invites-

- Email invitation- when you schedule a meeting with a colleague or client, an email is generated and sent to the participants. Click the  button to edit the Text you can send.
- Scheduling Assistants- add a member from your Business group to schedule meetings on your behalf.

Meeting- options to have while you are in a meeting

- Enter Full Screen when viewing the shared screen
- Scale the shared screen to fit window
- Hide non-video participants
- Confirm before leaving meetings
- Use dual monitors

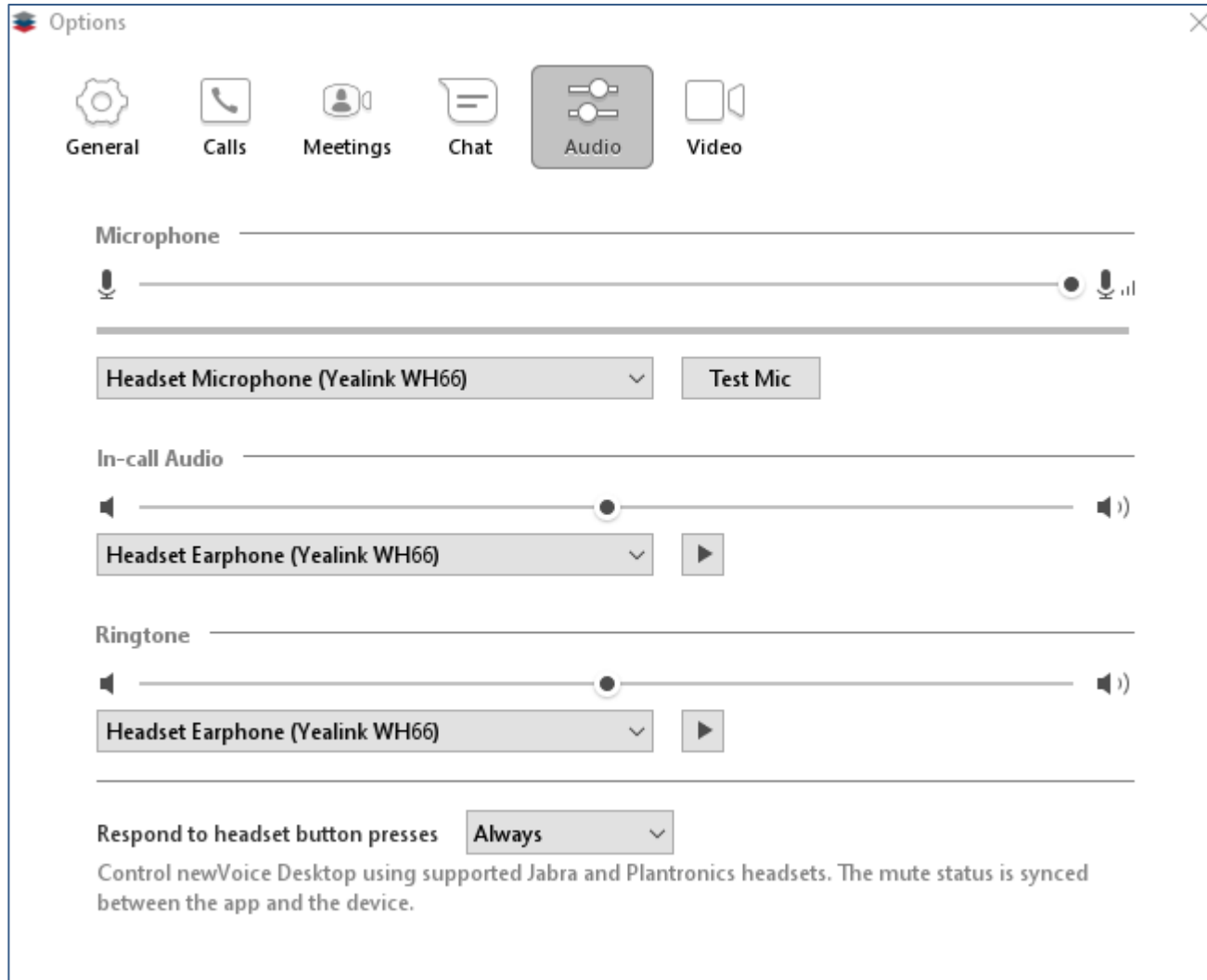
Tools and Options-Chat



Chat- Options for using your Chat, check the box to enable.

- Change my status to away when I'm inactive for "X" minutes.

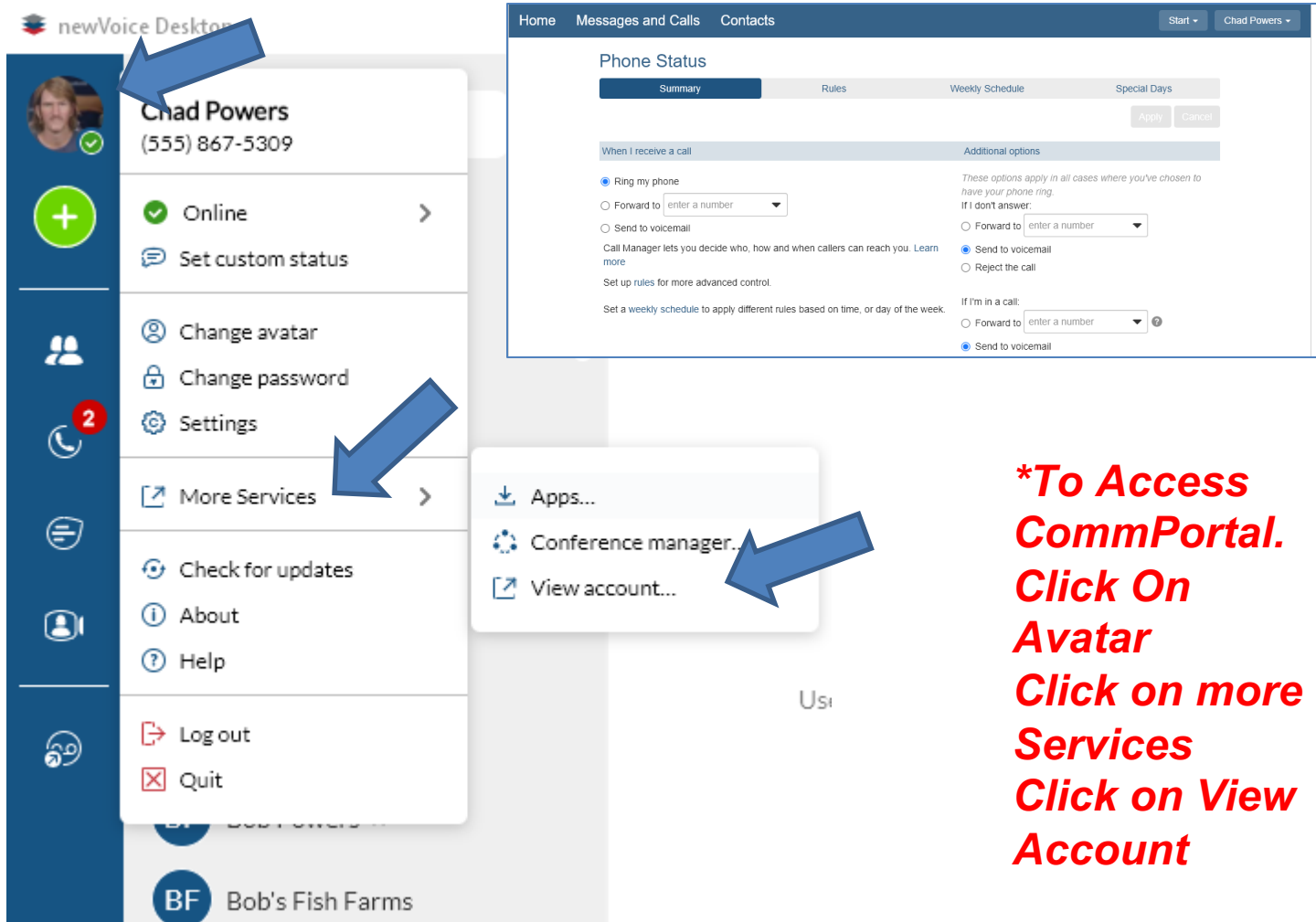
Tools and Options-Audio Menu



Ability to configure Audio options for your **newVoice Desktop** including:

- Which microphone to use on computer
- Where call audio is played
- Where notification and ringing will play

Tools-Call Manager



****To Access
CommPortal.
Click On
Avatar
Click on more
Services
Click on View
Account***

Ability to configure Call Manager features from your newVoice desktop including:

- Forward your phone remotely
- Setting up rules for the Call Manager
- Configuring Weekly Schedules or Special Days

****Please refer to the Comm-Portal training for additional information on the above referenced material***

Tools-Groups Menu



The screenshot shows the newVoice Desktop interface. On the left, a vertical menu is open, displaying the user's profile (Chad Powers, (555) 867-5309) and various settings and services. A blue arrow points to the 'More Services' option. The main content area shows the 'Groups' section, which lists the user's group memberships. A table shows the user is a member of 'Hunt Group: test 1' with the position '1' and number '(555) 867 5309'. A blue arrow points to the 'View account...' option in the 'More Services' dropdown.

Position	Number	Ext.	Name
1	(555) 867 5309	5309	Chad Powers

Groups- gives you a view of which (MLHG)groups and Call Pickup Groups you are a member of.

1. Members of MLHGs that support Log in/ Logout functionality can do so here by clicking [Logout](#) you will be logged out of a group. Click [Login](#) to login.

****To Access CommPortal.
Click On Avatar
Click on more Services
Click on View Account
Click On Groups at bottom of page***

Tools-View Account



***To Access CommPortal.**
Click On Avatar
Click on more Services
Click on View Account
Scroll to bottom of page

1 Click on Avatar

2 Click on More Services

3 Click on View account...

4 Click on Call Settings

Your Services

- Groups
- Call Settings
- Message Settings
- Notifications
- Account Codes

Personal Details

- Chad Powers
- Devices
- Allocated Licenses

Security

- [Change Password](#)
- [Change Call Services PIN](#)
- [Change Voicemail PIN](#)

Support

- [Help](#)
- [Downloads](#)
- [Send Feedback](#)

Ability to view & modify account information from your CommPortal including

- 1. Devices**– Configure keys on desk phone.
- 2. Call Setting Tab** – Establish inbound Caller ID display, call blocking capabilities and call jump.
- 3. Message Settings Tab** – Set voicemail answer time, add voicemail to email notification.
- 4. Notifications Tab** – Create out dial notification & override capabilities.

Favorites Tab



newVoice Desktop

Search or dial number

★ Favorites

BP Bob Powers ★

A

A AA

A2 analog 2431

B

BA BG ADMIN

BP Bob Powers ★

BF Bob's Fish Farms

BJ Bobby Jones

BP Bob Powers ★

JOB TITLE Master of Ceremonies

COMPANY New Horizon

PHONE (555) 867-5309
Work
(555) 555-1234
Home
(555) 123-4567
Mobile

EMAIL BP@BP.com

ADDRESS 123 Sesame St, Nowhere, Int, 99999, US AND A Work

HISTORY

Outgoing call (Mobile)	00:02s	10/25/22, 10:22 AM
Outgoing call (Work)	00:02s	10/25/22, 10:21 AM
Outgoing call (Home)	00:02s	10/25/22, 10:20 AM
Outgoing call (Home)	00:02s	10/25/22, 10:20 AM

You can add frequently used contacts to the **Favorites** tab.

1. Click on **Contacts** tab.
2. Click on **Contact you want to add to Favorites**.
3. Click on star will appear next to the contact name. When star is filled in, this is showing this contact has been added to your favorites

Contacts Tab



newVoice Desktop

Search or dial number

★ Favorites

- BP Bob Powers ★
- A
- A AA
- A2 analog 2431
- B
- BA BG ADMIN
- BP Bob Powers ★
- BF Bob's Fish Farms
- BJ Bobby Jones

BP Bob Powers ★

JOB TITLE Master of Ceremonies

COMPANY New Horizon

PHONE (555) 867-5309
Work
(555) 555-1234
Home
(555) 123-4567
Mobile

EMAIL BP@BP.com

ADDRESS 123 Sesame St, Nowhere, Int, 99999, US AND A Work

HISTORY

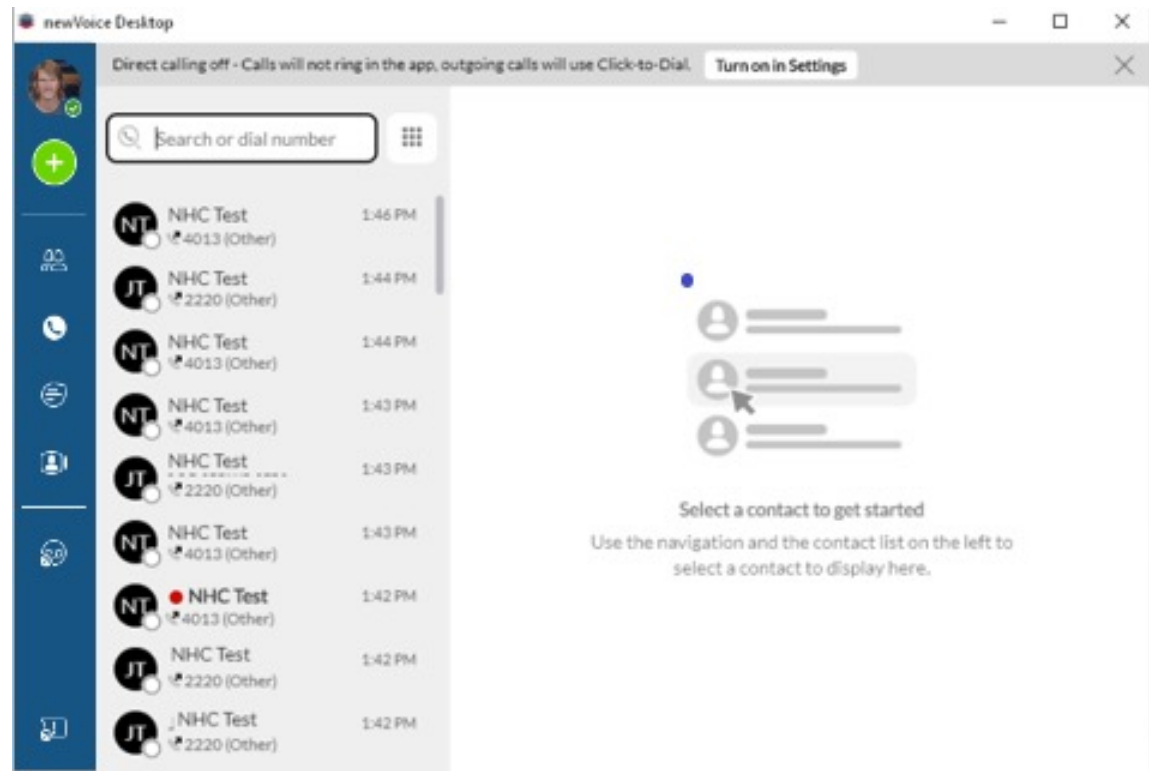
Outgoing call (Mobile)	00:02s	10/25/22, 10:22 AM
Outgoing call (Work)	00:02s	10/25/22, 10:21 AM
Outgoing call (Home)	00:02s	10/25/22, 10:20 AM
Outgoing call (Home)	00:02s	10/25/22, 10:20 AM

In the Contacts tab, right click on the person.

- Ability to Call that individual
- Send Chat
- View Contact Information
- Edit Contact Information
- Delete personal Contacts
- Add to Favorites.
- Notify when available
- Send File
- View Chat History

Note: By Default your contacts list will be populated with your Business Group contacts as well as any that may have been added to your individual CommPortal

Recent Tab



Your **Recent** tab allows you to quickly view your placed, received and missed calls or chats on one screen. Displayed are the icons that represent each type of call.



Placed Calls



Received Calls



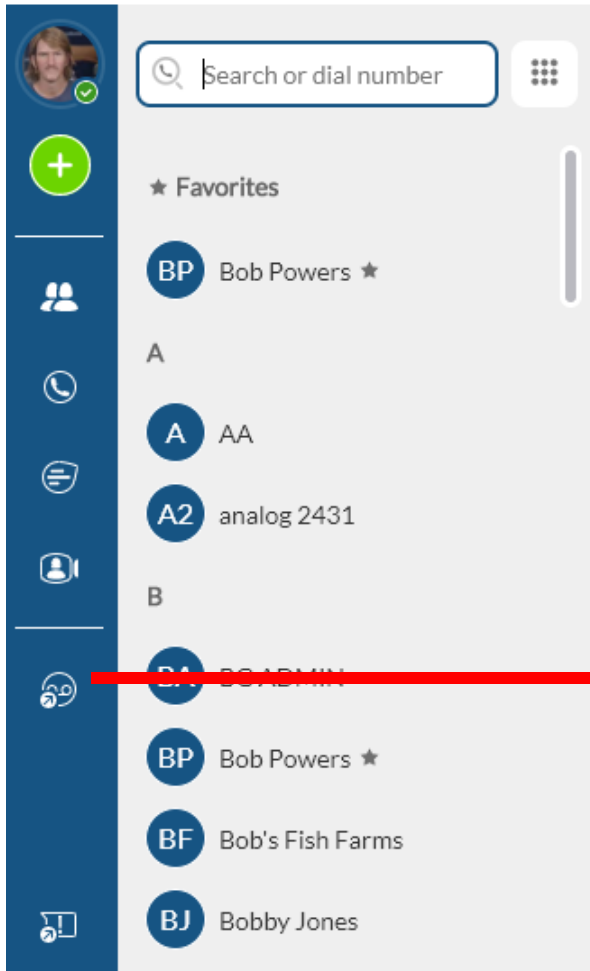
Missed Calls

If you right click on a name, you can call that person or add to favorites.

Access Voicemail



newVoice Desktop

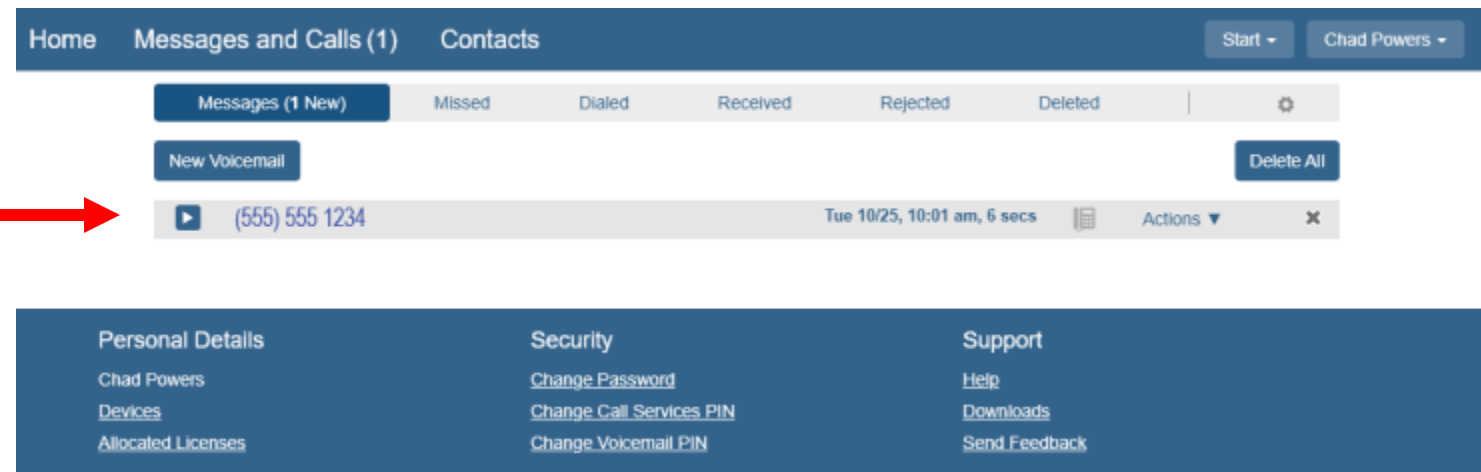


You can access your Comm-Portal voicemail from you newVoice Desktop:

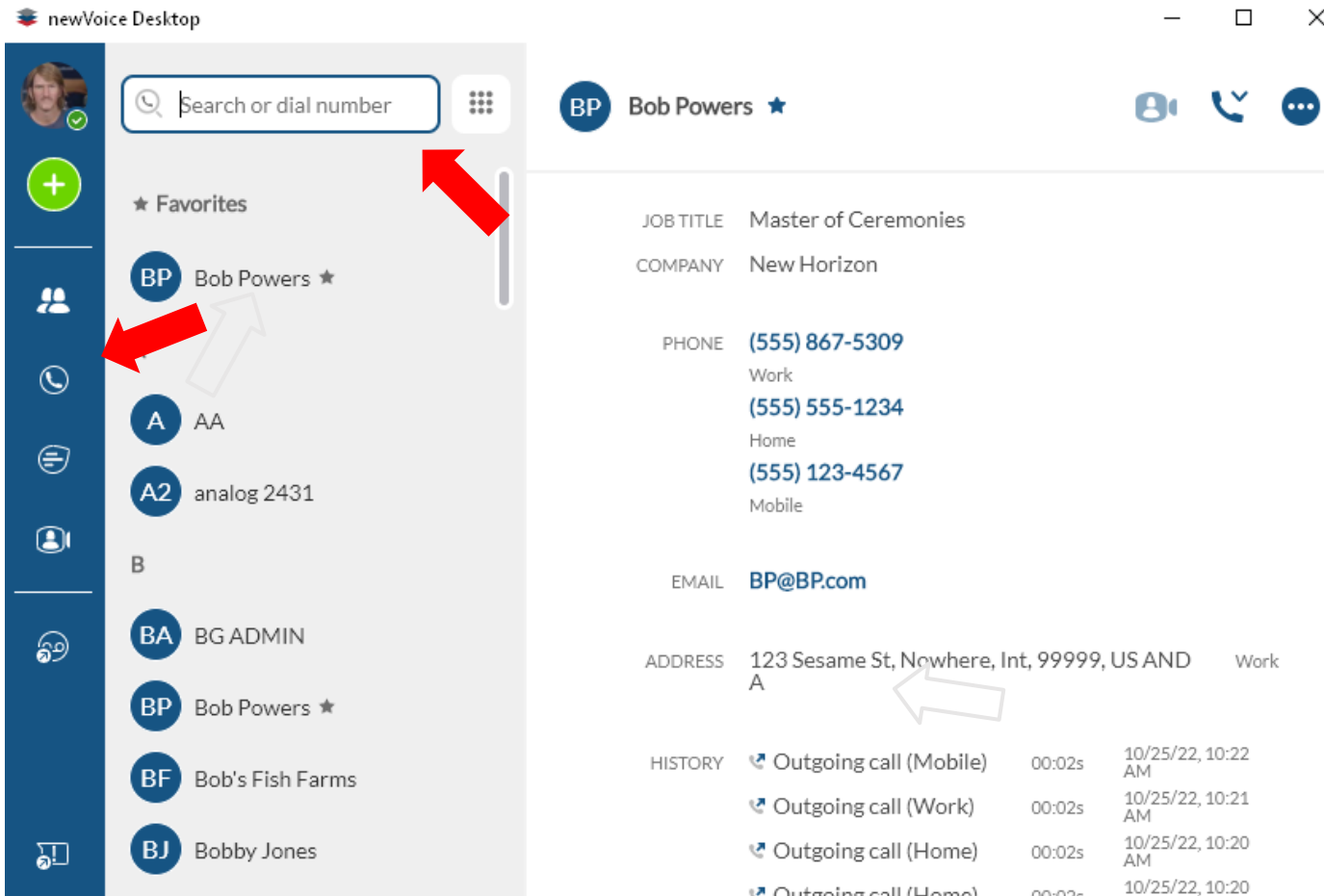
Click on the Voicemail Icon .



Click on the play button to listen to message through your computer speakers or head set.



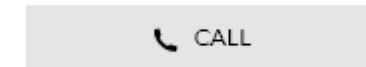
Make a Call




Click On the Phone  Icon to enter Dialer.

Click On the Number Pad  Icon to hide or show the dial pad.

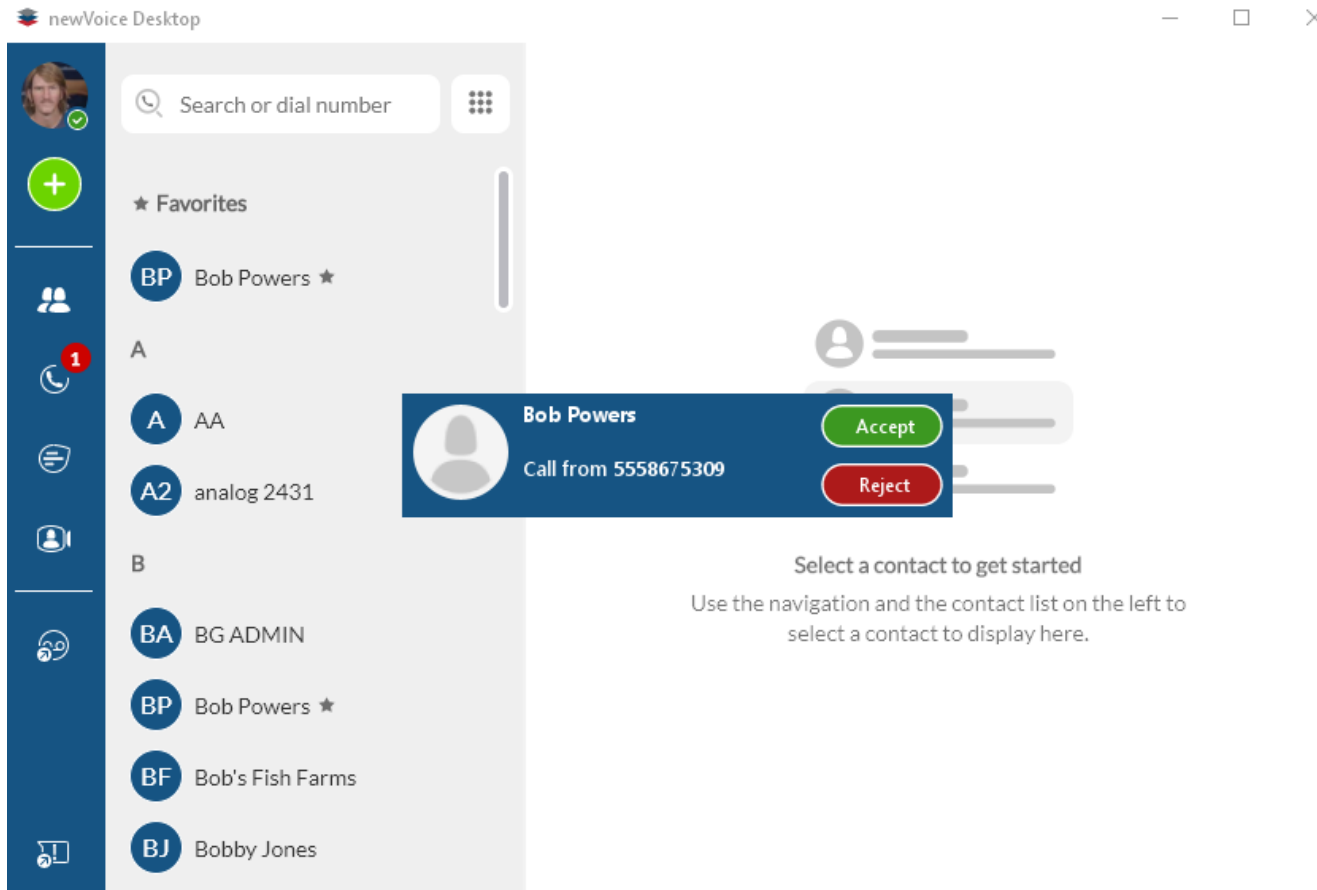
Enter the Number into the Number field using dialer buttons, or you keyboard number pad.



Hit the Call Button .

You can also make a call from the Favorites, Contacts, or Recent tab by selecting the item and hitting the call button  on the upper right.

Answer a Call

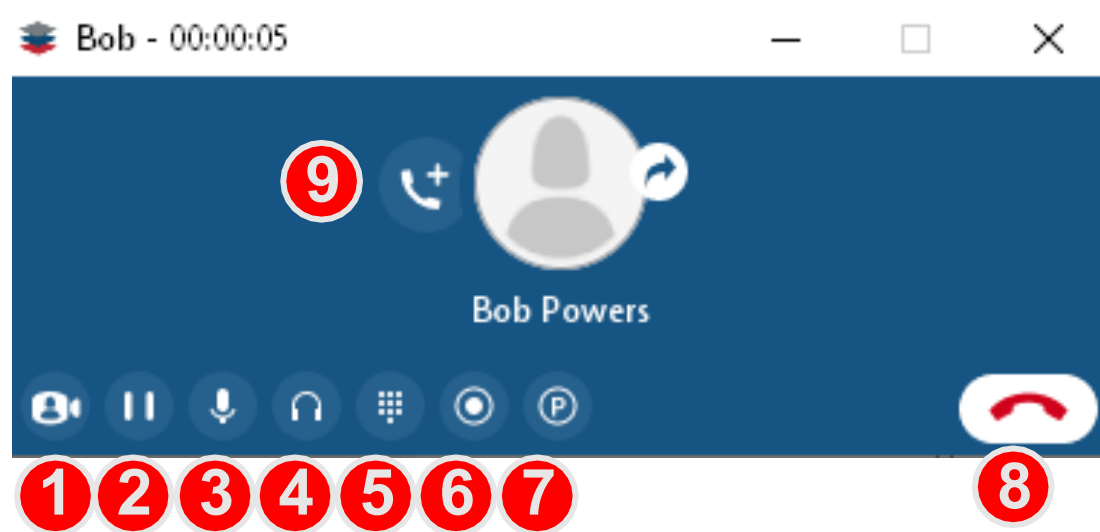



When you have an incoming call, the newVoice Desktop displays the name and number of the caller. There are two buttons displayed, **Accept** and **Reject**.

To answer the call, click the **Accept** button

To reject the call, click the **Reject** button. This will silence the newVoice Desktop but continue to ring any other devices you have set up to ring including those phones in the Call Manager settings.


Managing Active Calls

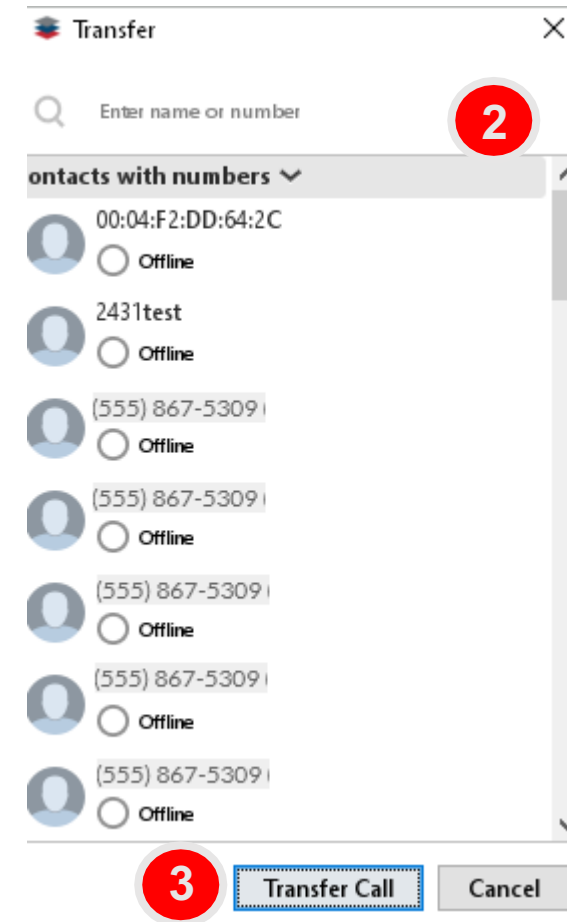
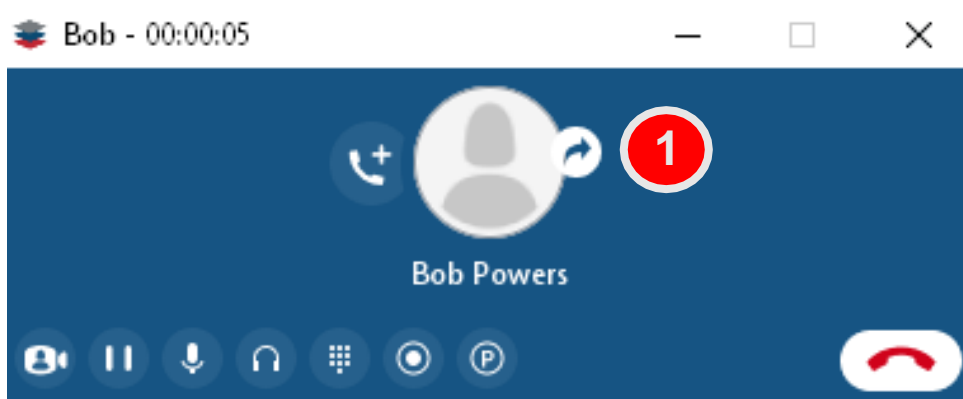


1. Start a meeting
2. Hold button
3. Mute/Unmute Microphone
4. Volume on your Handset or Headset
5. Dial Pad
6. Start/Stop recording current call
7. Park the call (Must be subscribed to Call Park feature).
8. Hang up Call
9. When you hover your mouse over the Icon in the middle of the call screen you will see a  appear. Click that to and you will be able to add other callers to the call.

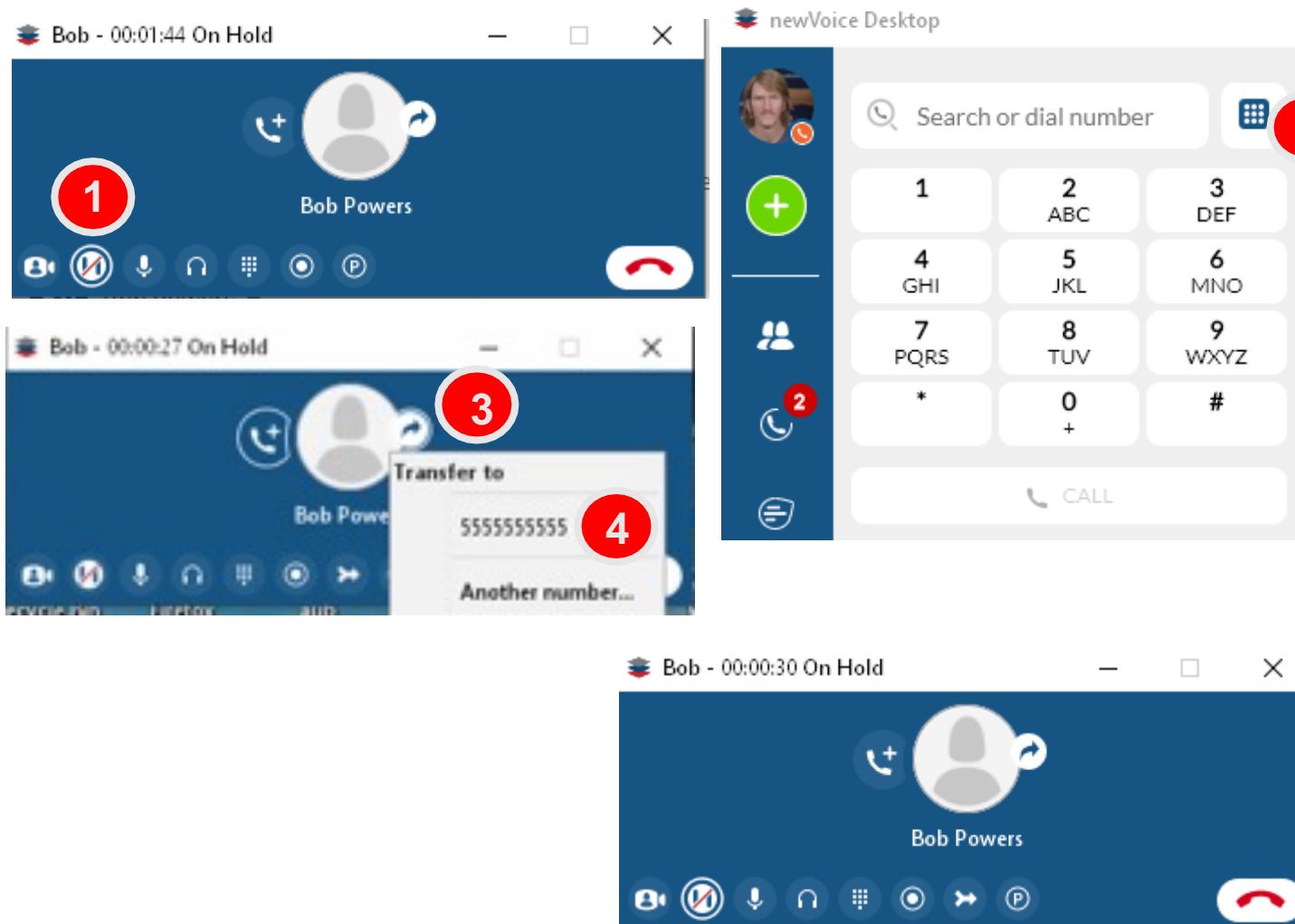
Transfer A Call (Blind Transfer)







1. Click the  icon which automatically places caller on hold
2. Enter a number to transfer call to or select a contact from your contact list.
3. Click on the Transfer Call button to complete transfer.



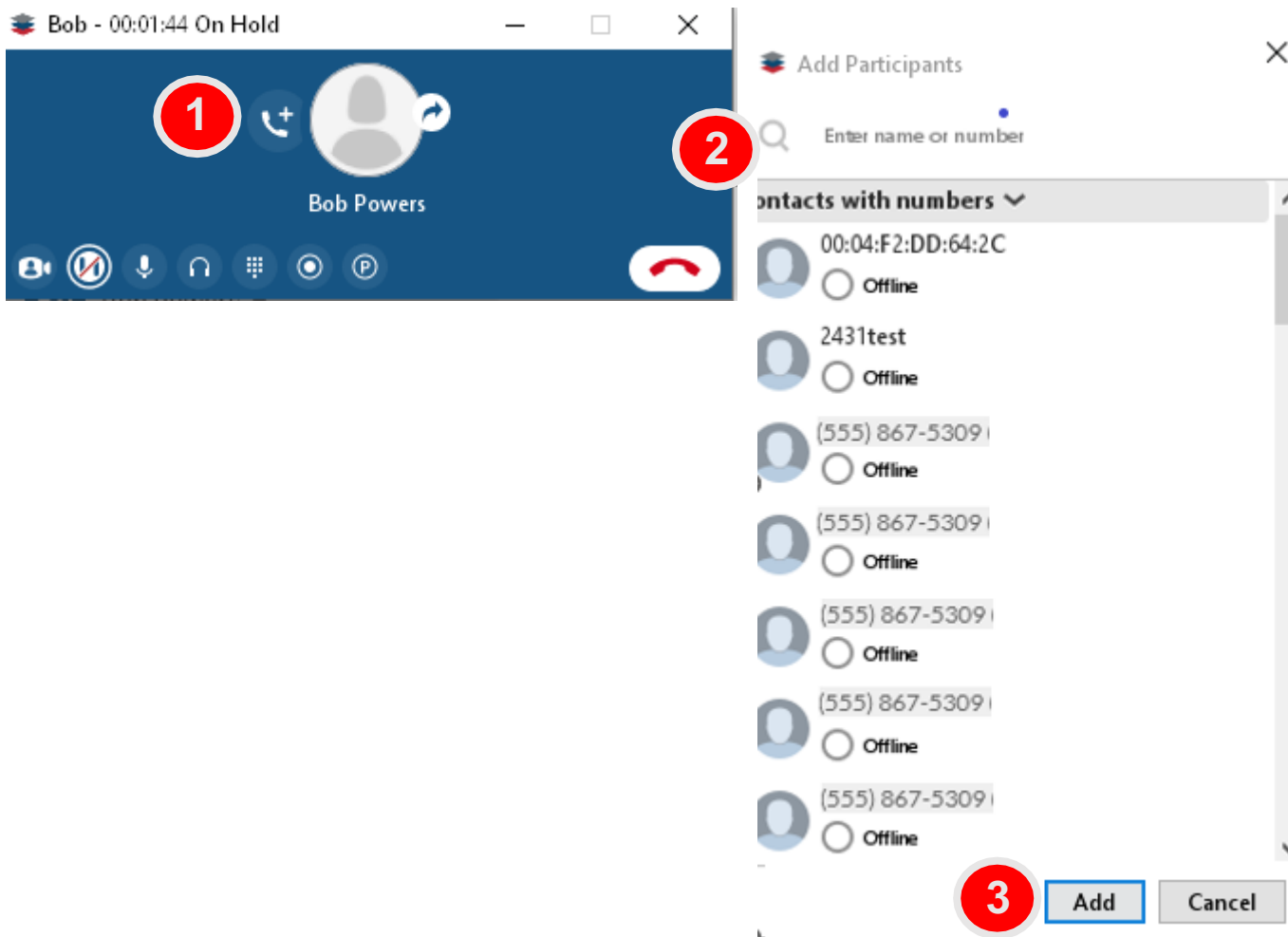
Transfer A Call (Announced Transfer)




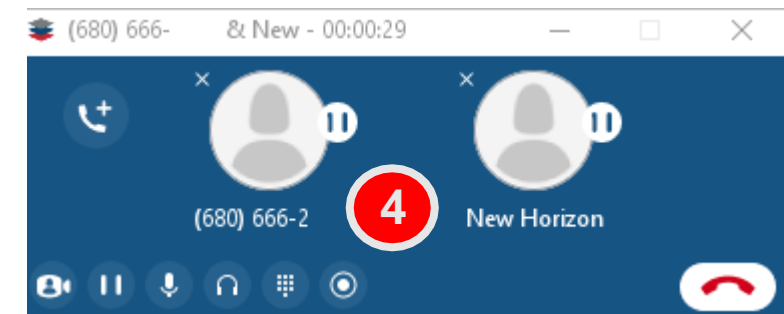
1. Click the  icon to place the customer on hold.
2. Dial the other party from the dialer, another window will pop up, when they answer, announce the call
3. Click the  icon to initiate the transfer
4. Click on the displayed number to complete transfer.

** You can turn a transfer into a conference call hitting merge  Icon instead of the transfer icon *

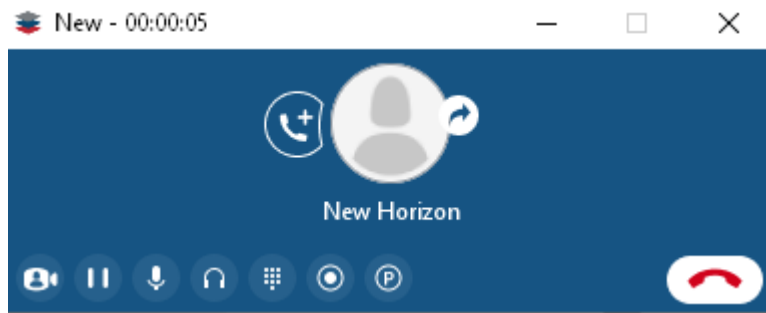
Conference Call



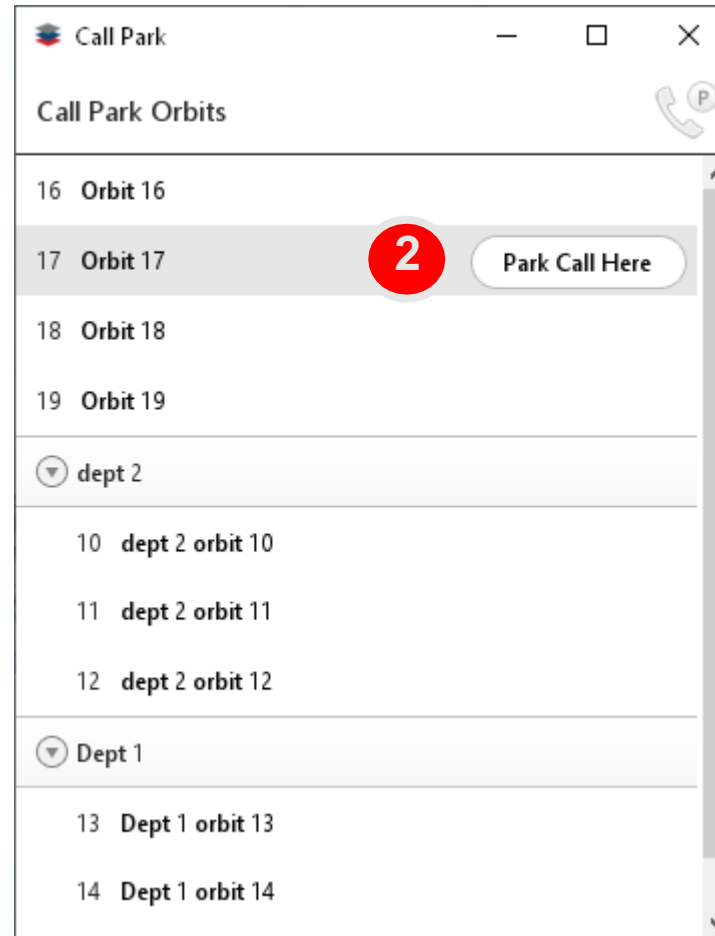
1. Click the  icon to place the customer on hold.
2. Enter a number to transfer call to or select a contact from your contact list.
3. Click the Add button.
4. Your three-way conference call has been initiated.




Park Call



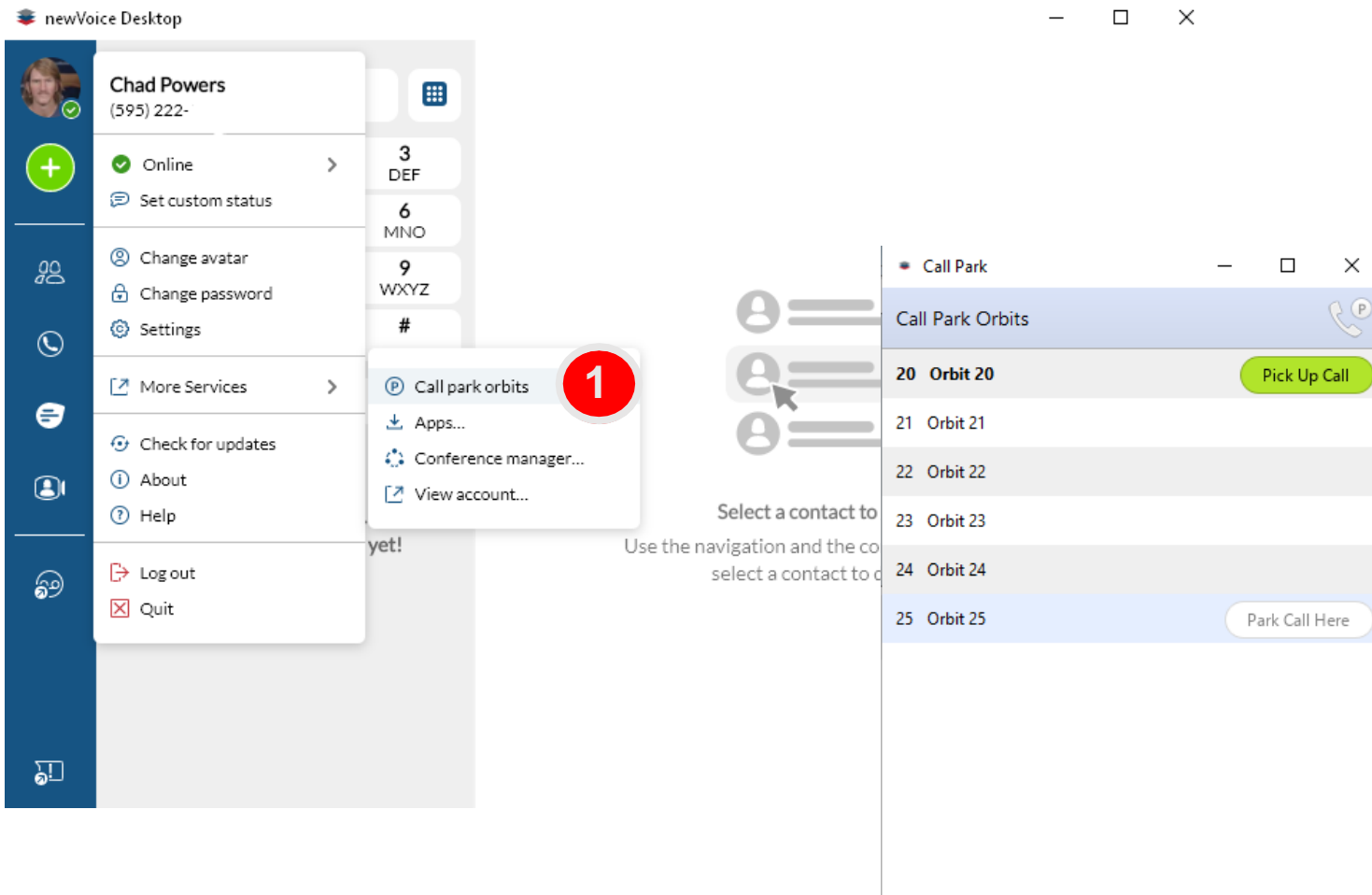
1



1. Click the  icon to open the call park dialogue.
2. Click on Park Call Here. Your call will be place on the orbit selected and can be retrieved by anyone in your Business Group

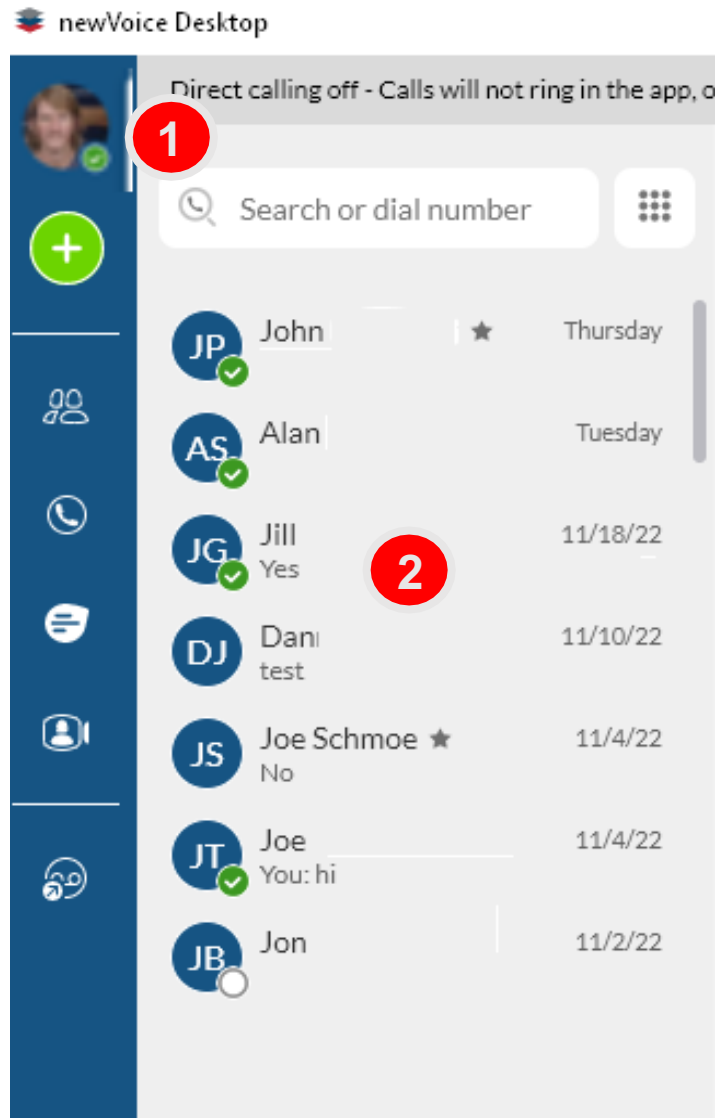
*Call Park must be enabled in the Options-> Calls menu of the Accessions app.

Retrieve Park Call



1. You can open the Call Park dialogue box by clicking the Avatar, choosing More Services, than Call park Orbits
2. Click on the green Pick Up Call button to retrieve the call.

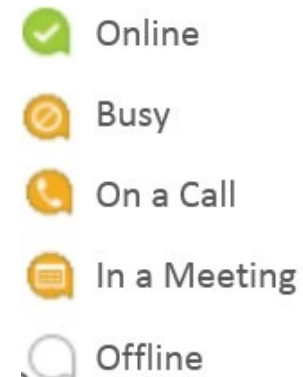
Presence Status



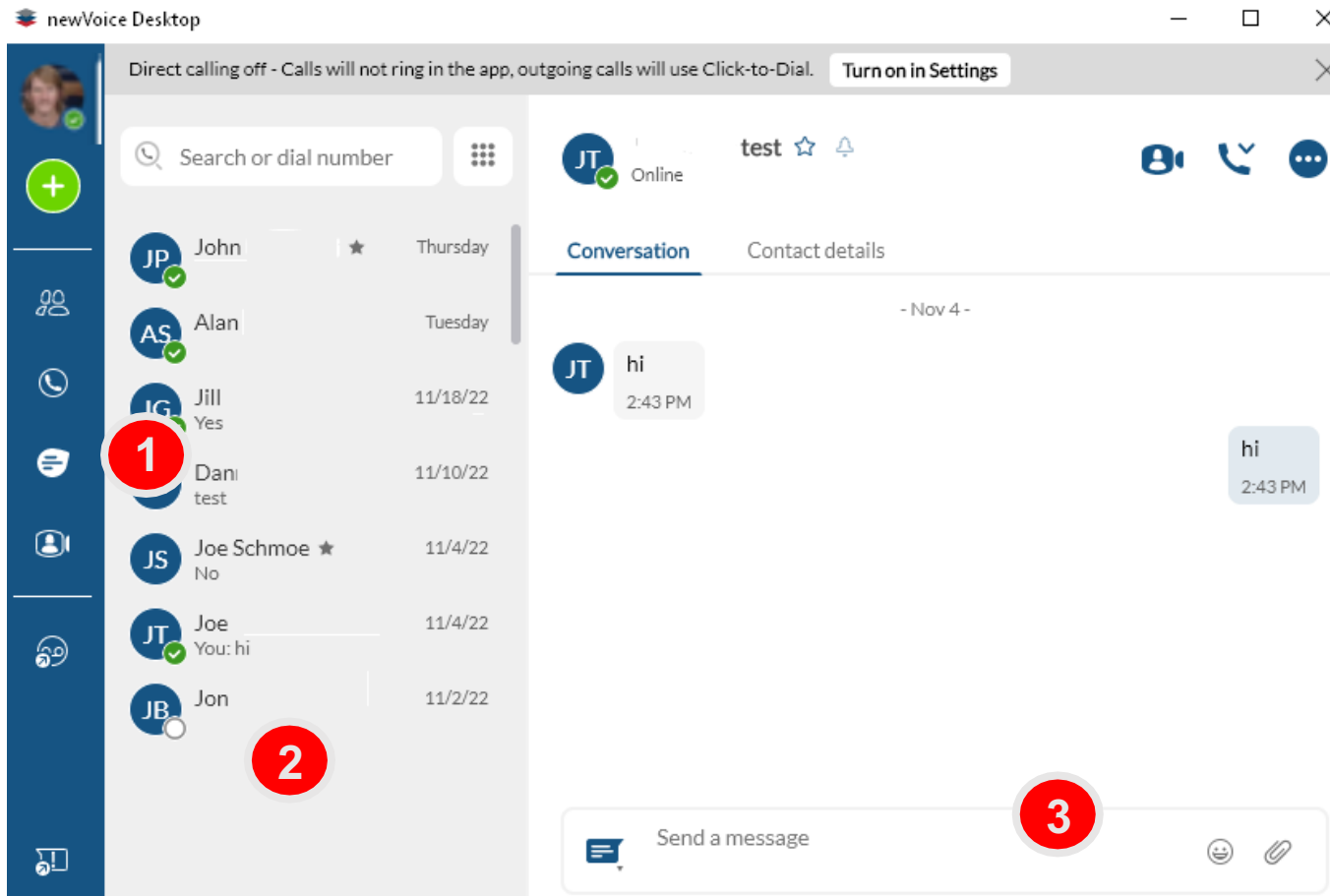
Presence Status

With newVoice desktop presence you can see if a coworker is available for a call or send an IM if they are in a meeting. Your presence status will automatically update if you are on a call and synchronize with meetings in your Outlook calendar.

1. You can also manually set a message that will be displayed next to your status icon. (Click on Avatar)
2. Status Icons




Instant Messaging



With newVoice Desktop You can send instant messages by clicking on the chat icon

To start a chat session.

1. Click on the Chat icon .
2. Click Name of person you wish to send message to.
3. Type message in the lower box and hit enter to send.

**Chat is limited to other members of your business group.*



THE Communications STACK Provider™

Thank you for learning with us today!

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