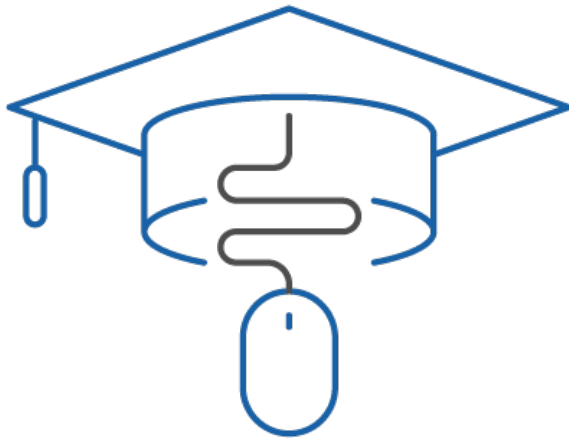# NHC Academy Training Module

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

Supported Operating Systems

- ## 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

What Is newVoice Desktop

- 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
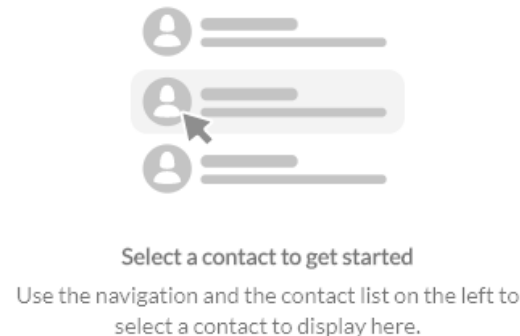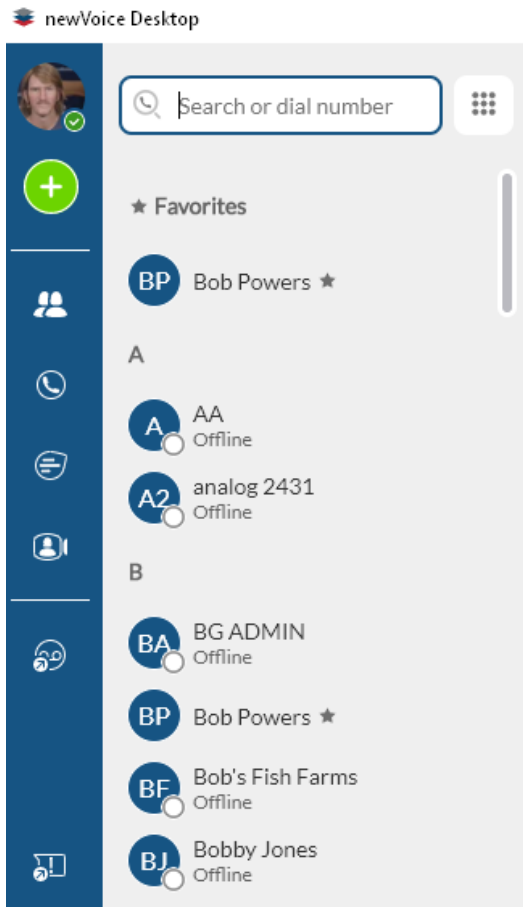
newVoice Desktop

- 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.

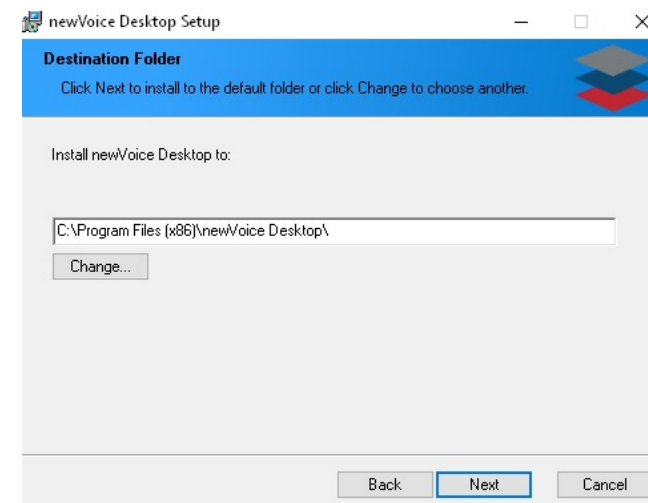2. A new window will appear, select "**On your Computer**" and click the link for Windows or MAC.

Installing newVoice Desktop
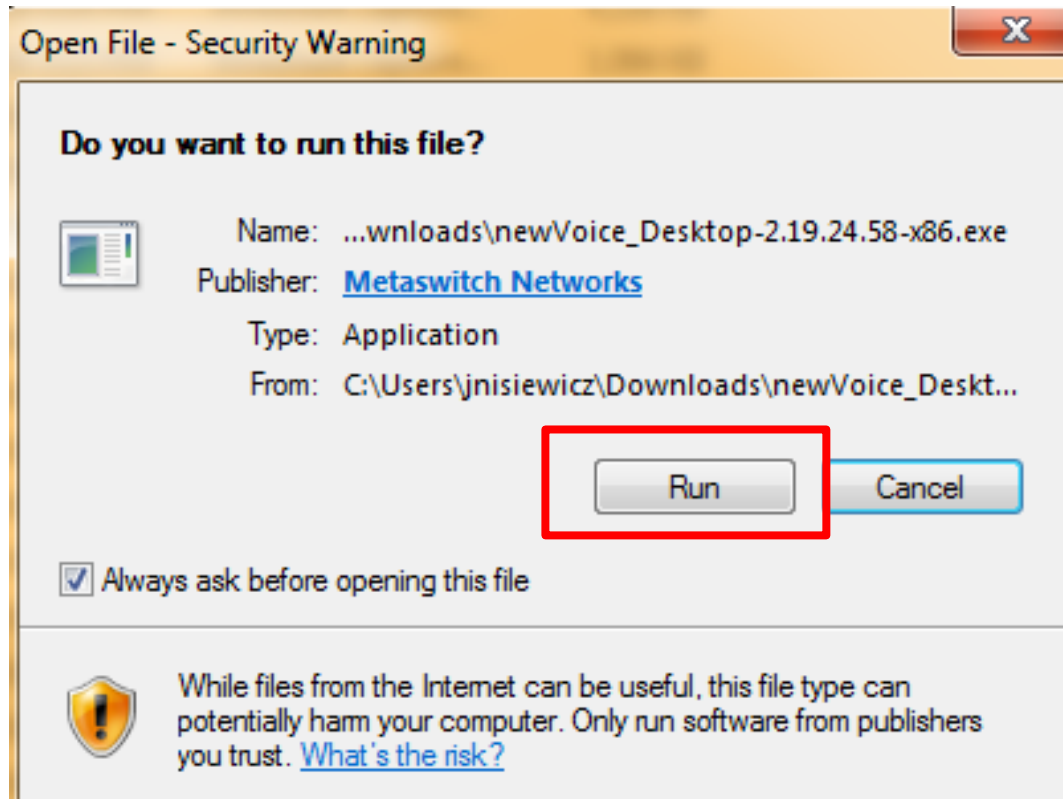
- Click **Save File** button to download the application.

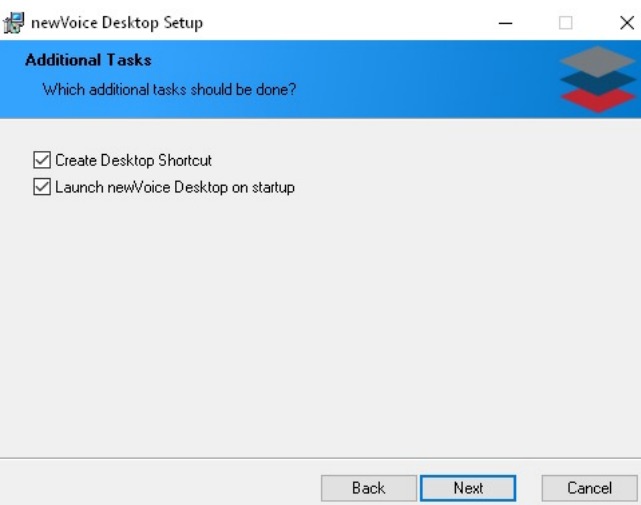- Click **Run** button to begin installation.
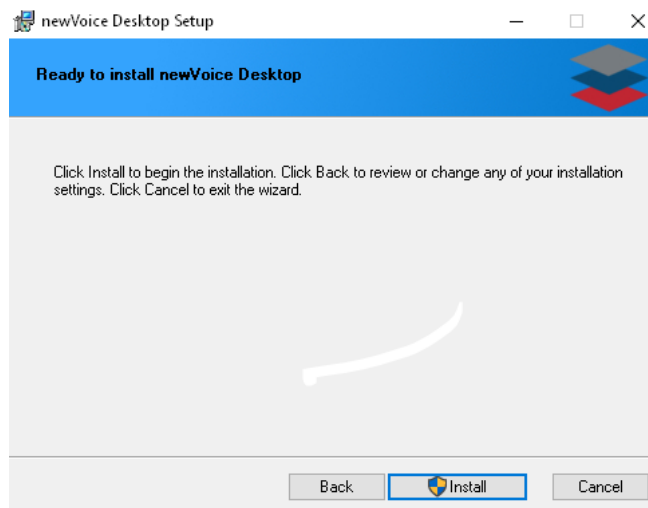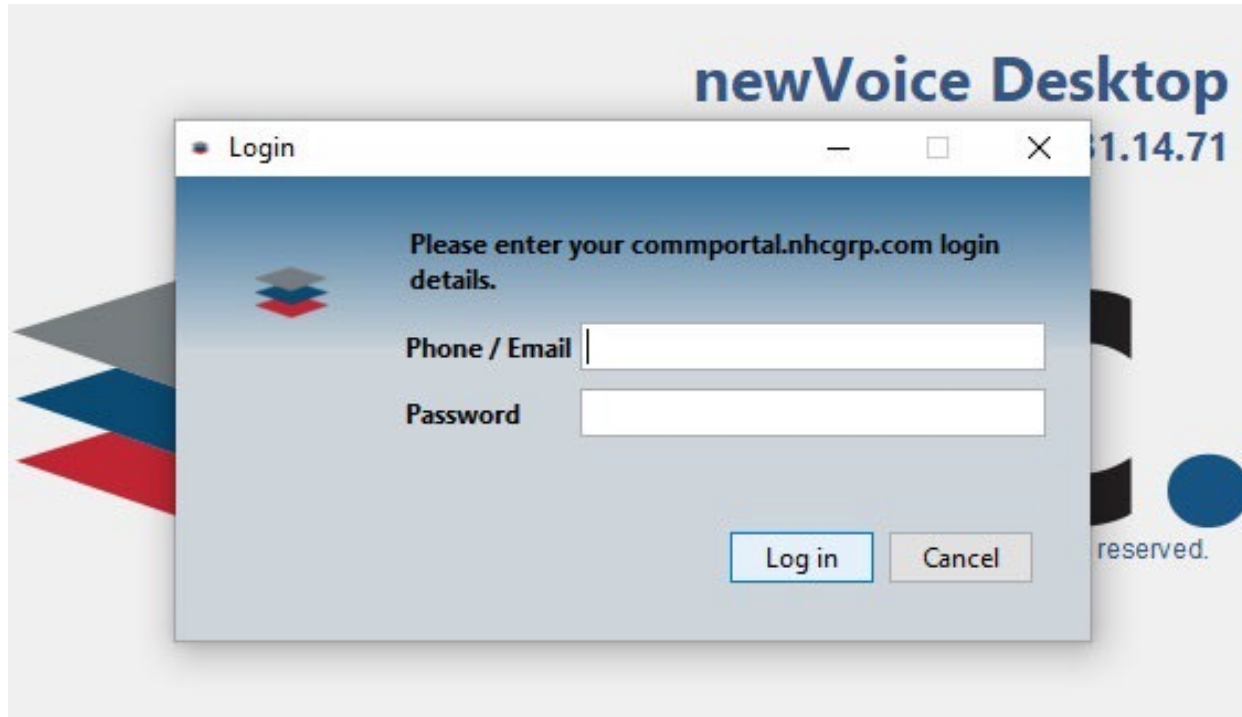
Installing newVoice Desktop

1 newVoice Desktop Setup

Welcome to the newVoice Desktop Setup Wizard

The Setup Wizard will install newVoice Desktop on your computer. Click Next to continue or Cancel to exit the Setup Wizard.

This software is developed by: New Horizon Communications

The homepage is at: http://www.nhcgrp.com

Powered by jitsi.org

Back | Next | Cancel

2 newVoice Desktop Setup

Destination Folder
Click Next to install to the default folder or click Change to choose another.

Install newVoice Desktop to:

C:\Program Files (x86)\newVoice Desktop\

Change...

Back | Next | Cancel

3 newVoice Desktop Setup

Additional Tasks
Which additional tasks should be done?

☑ Create Desktop Shortcut
☑ Launch newVoice Desktop on startup

Back | Next | Cancel

4 newVoice Desktop Setup

Ready to install newVoice Desktop

Click Install to begin the installation. Click Back to review or change any of your installation settings. Click Cancel to exit the wizard.

Back | Install | Cancel

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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
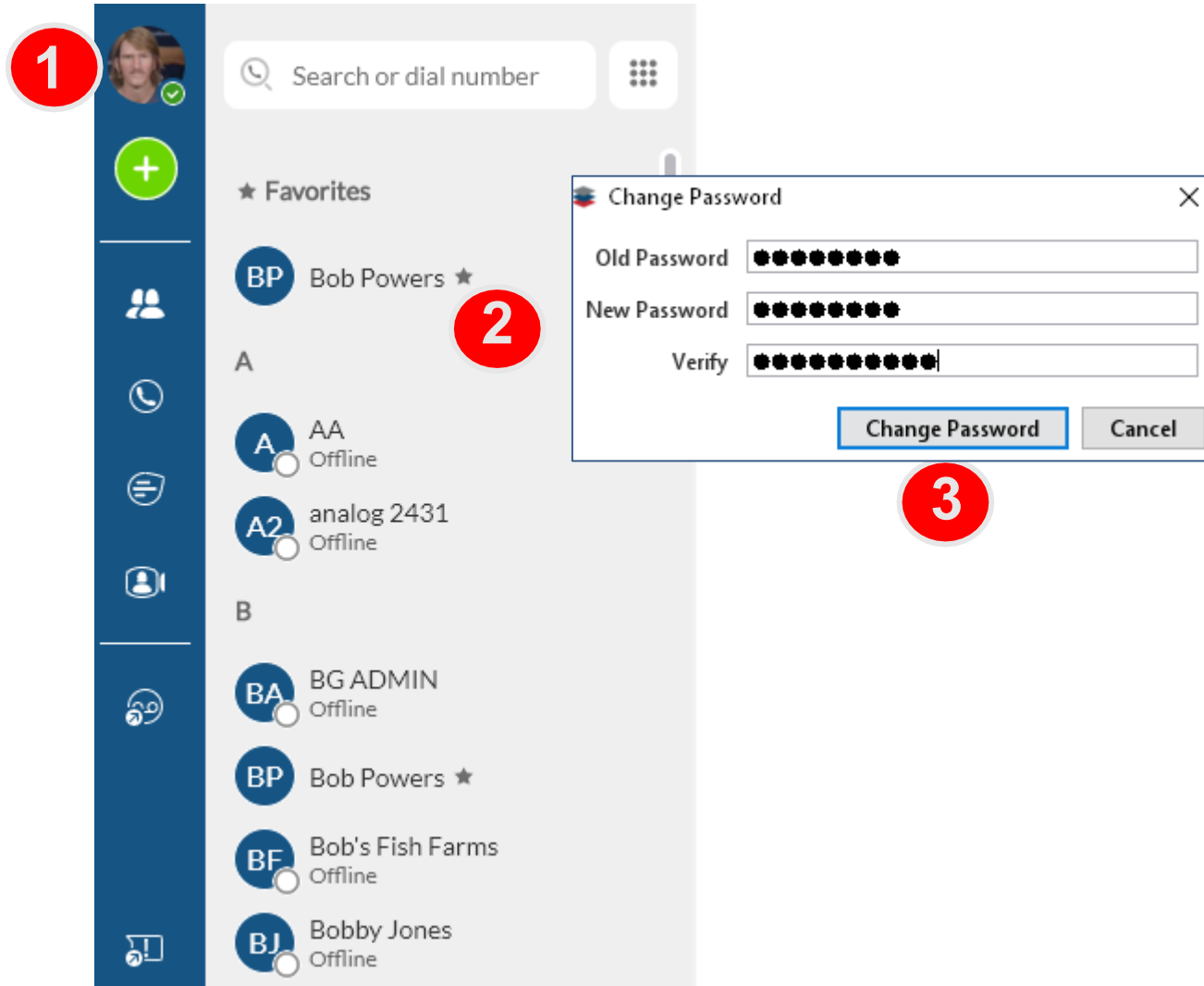
1. Click on **Avatar**.

2. Select **Change Password-** Enter appropriate information: current password, new password & verification of new password

3. Click **Change Password** to save.
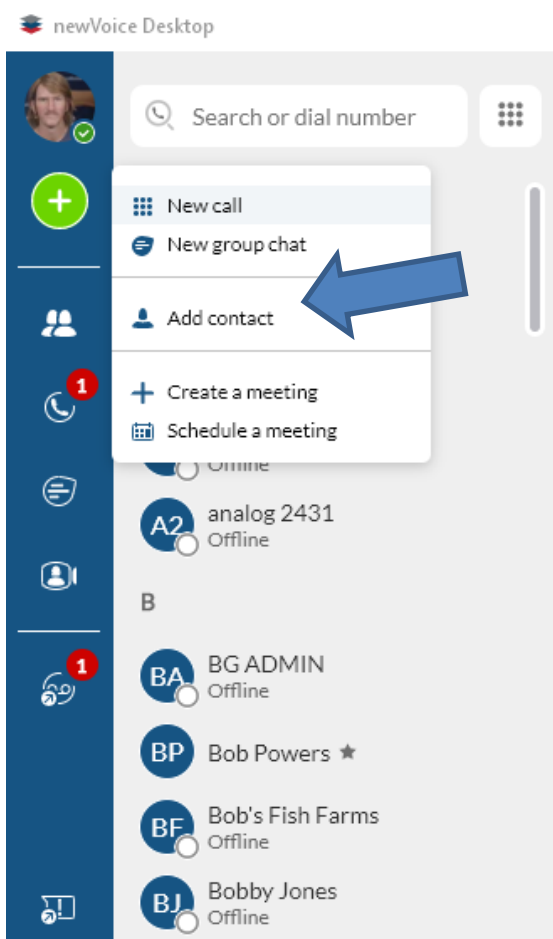
Note: This will also change your Comm-Portal password.

Adding Contacts

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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.

* 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
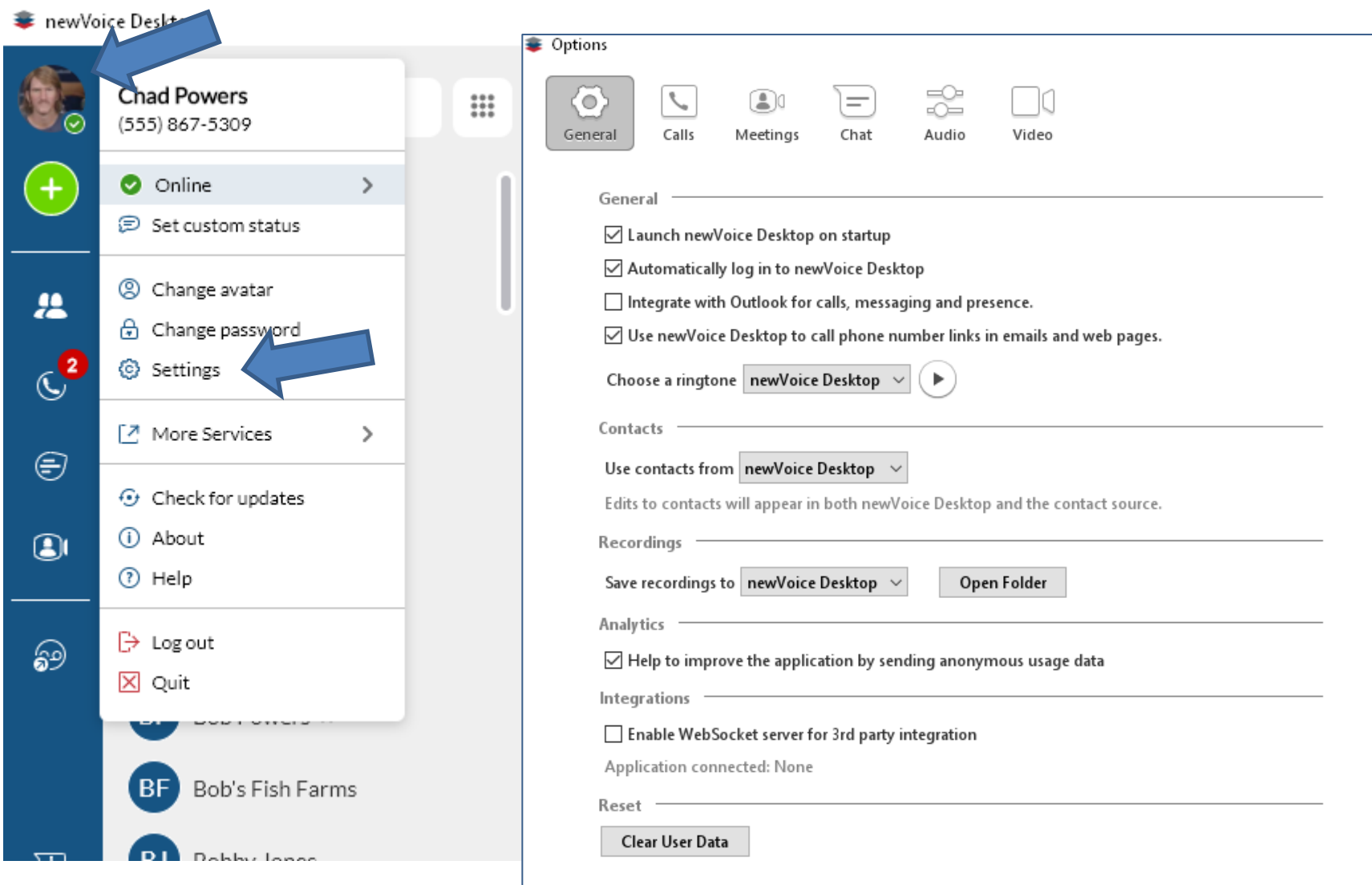
- Click on **Avatar**

- Select **Settings**

Tools and Options- General Menu

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 [Open Folder] icon to view the folder of recordings.

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 [Turn off Direct Calling] . Direct Calling ON will allow calls to ring on your desktop App. *Mic and Speakers needed

Tools and Options-Meetings

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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
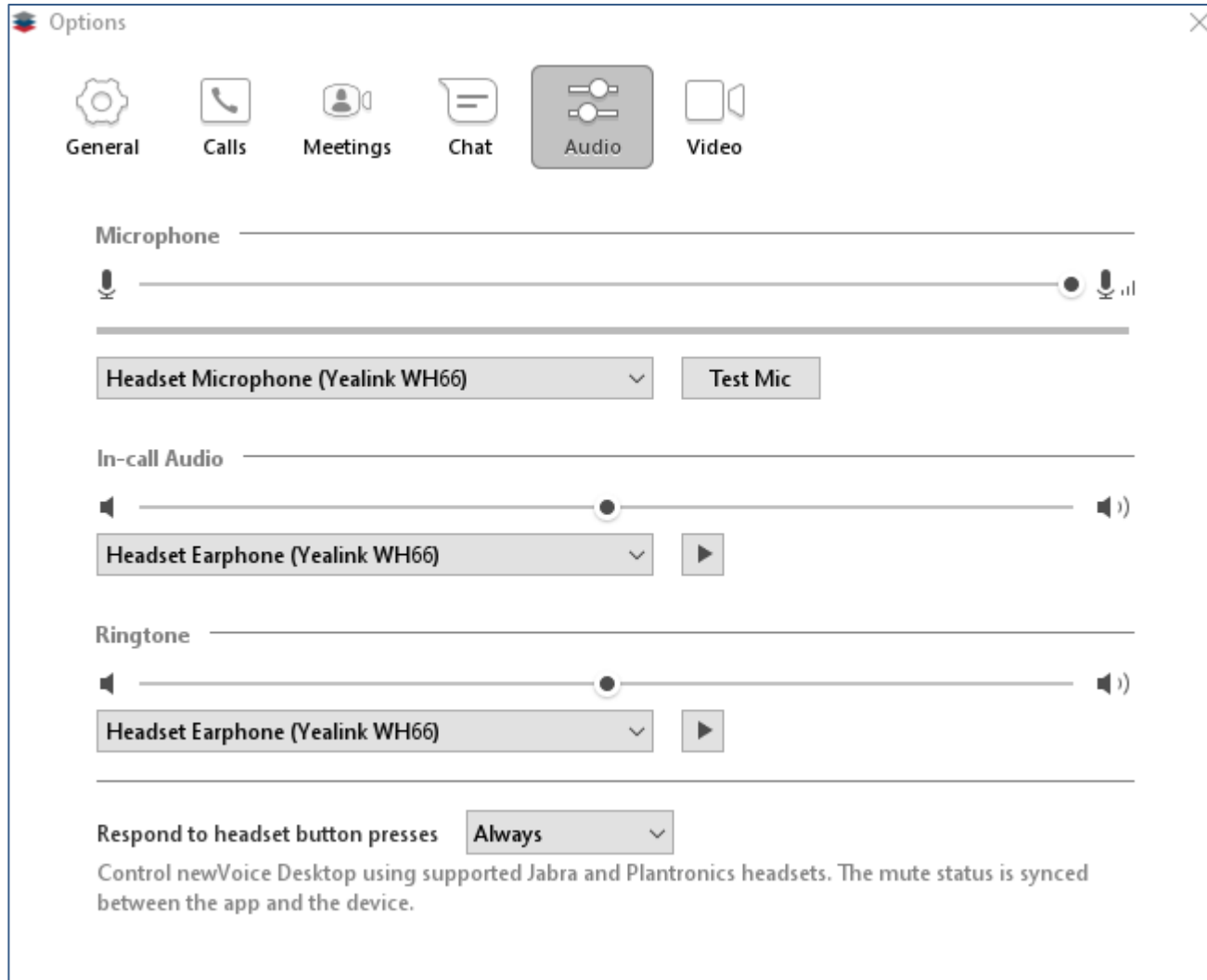- Use dual monitors

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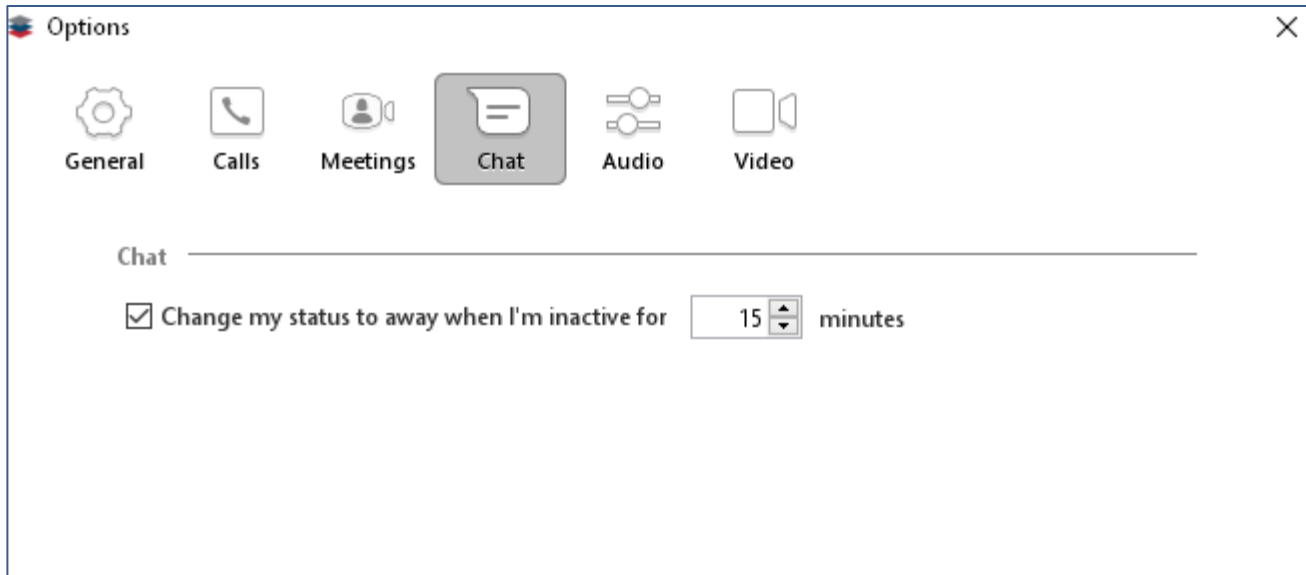
Chat- Options for using your Chat, check the box to enable.

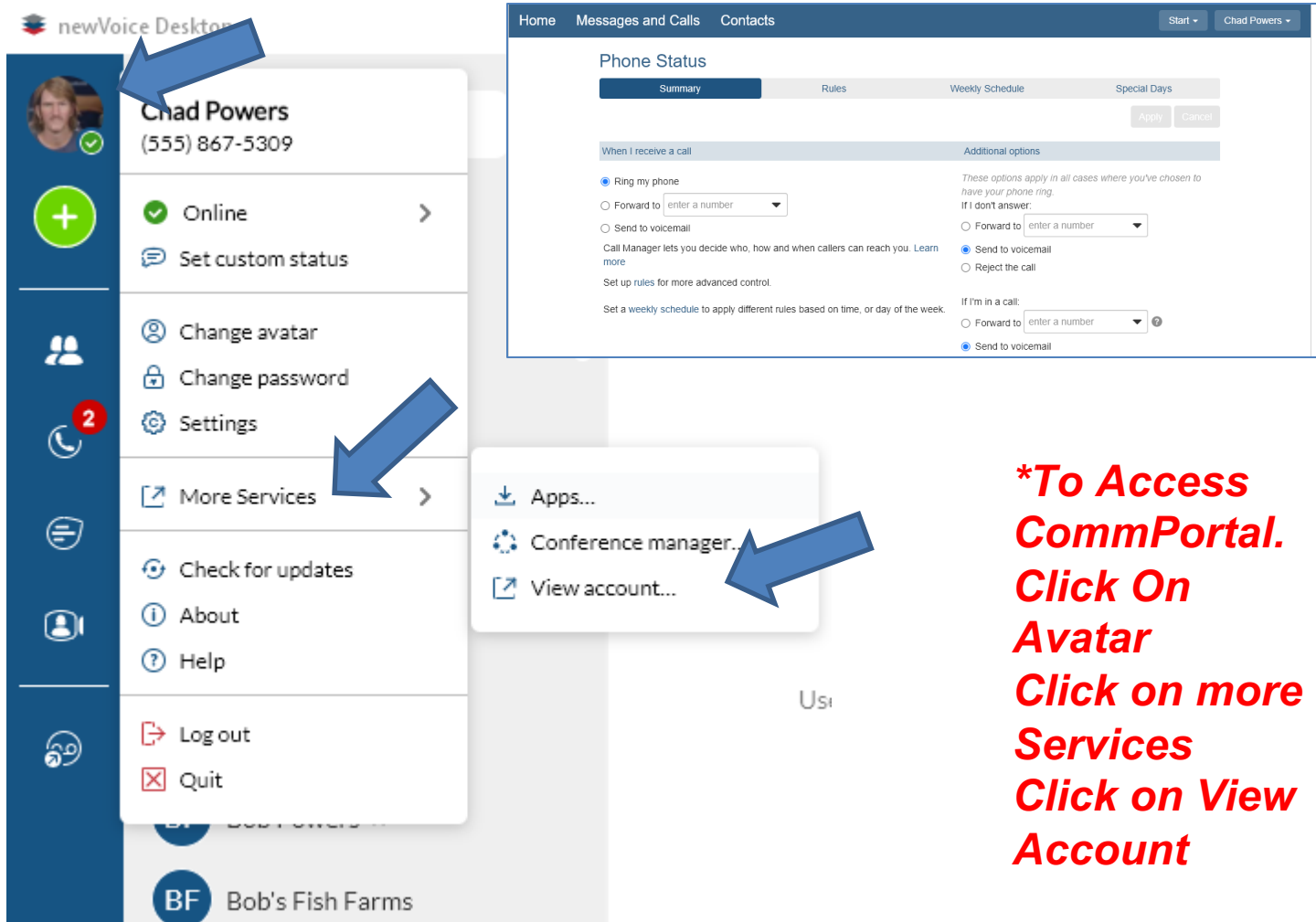- Change my status to away when I'm inactive for "X" minutes.

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

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

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

Tools-Groups Menu

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

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newVoice Desk...

Chad Powers
(555) 867-5309

- ✓ Online >
- 💬 Set custom status

- 👤 Change avatar
- 🔒 Change password
- ⚙ Settings

- ↗ More Services >
  - ↓ Apps...
  - ○ Conference manager
  - ↗ View account...

- ○ Check for updates
- ⓘ About
- ? Help

- ↦ Log out
- ✕ Quit

BF Bob's Fish Farm...

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

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.

Your Services

2 Groups **2** Call Settings **3** Message Settings **4** Notifications Account Codes

Personal Details	Security	Support
Chad Powers	Change Password	Help
1 Devices	Change Call Services PIN	Downloads
Allocated Licenses	Change Voicemail PIN	Send Feedback

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Favorites Tab

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

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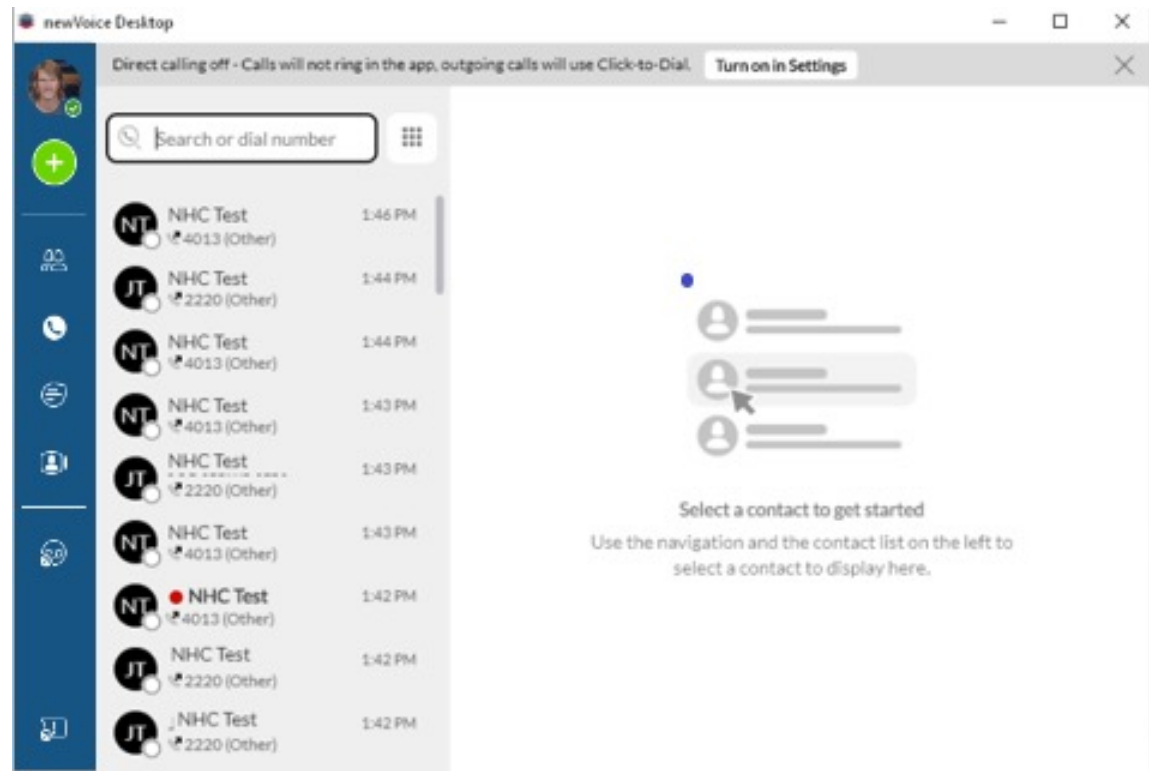
Your **Recent** tab allows you to quickly view your placed, received and missed calls or chats on one screen. Displayed are the icons that represent each type of call.
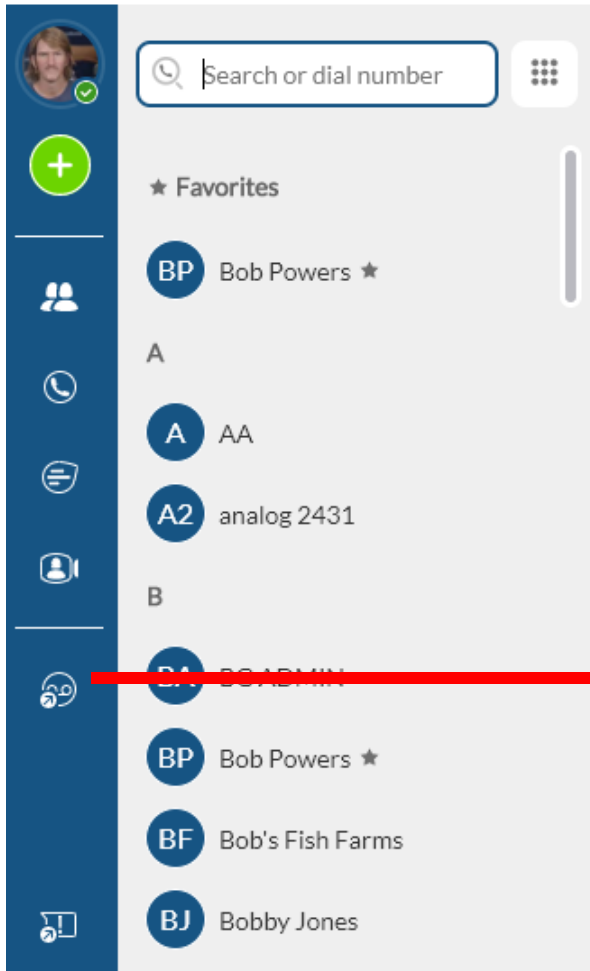
Placed Calls

Received Calls

Missed Calls

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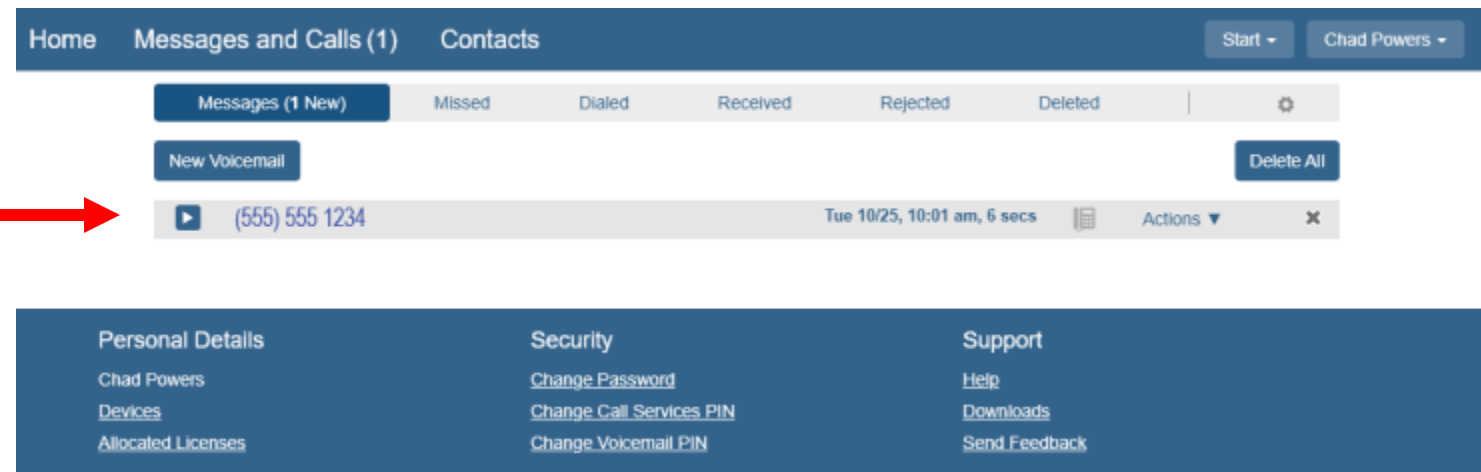
Access Voicemail

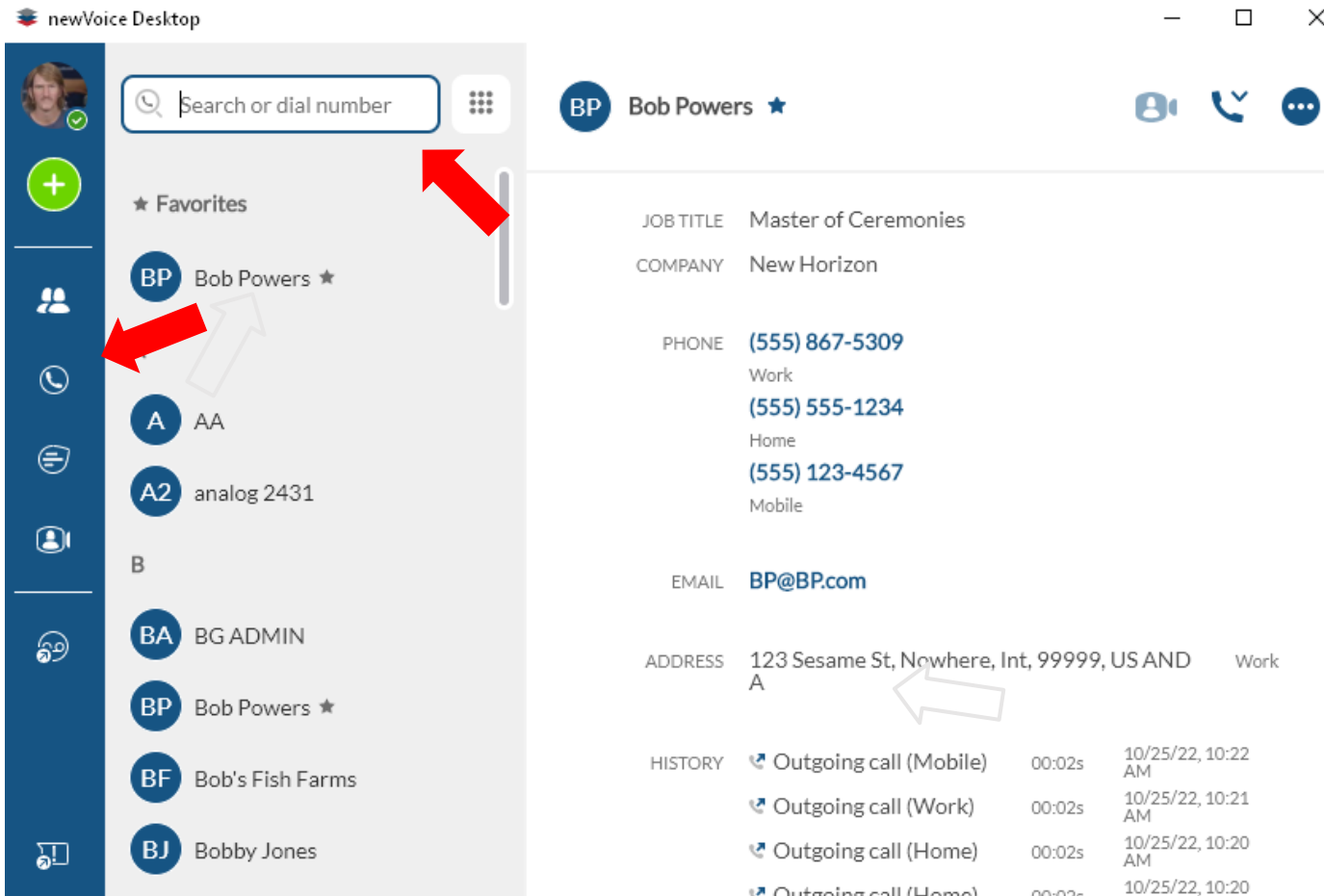You can access your Comm-Portal voicemail from you newVoice Desktop:

Click on the Voicemail Icon .

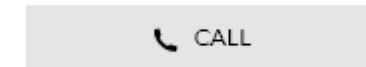Click on the play button to listen to message through your computer speakers or head set.

Make a Call

Click On the Phone 📞 Icon to enter Dialer.

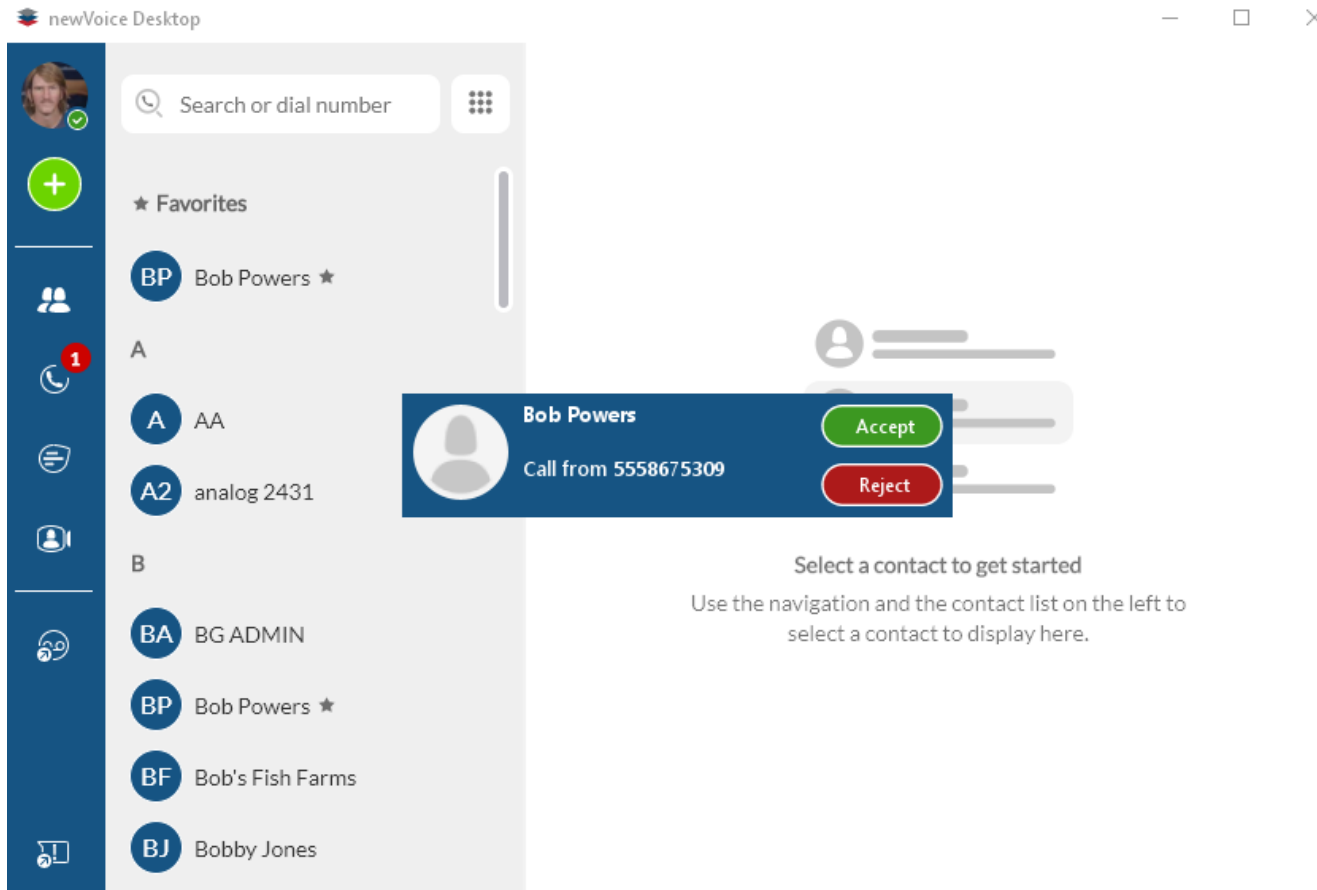Click On the Number Pad ⬛ Icon to hide or show the dial pad.

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

📞 CALL

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
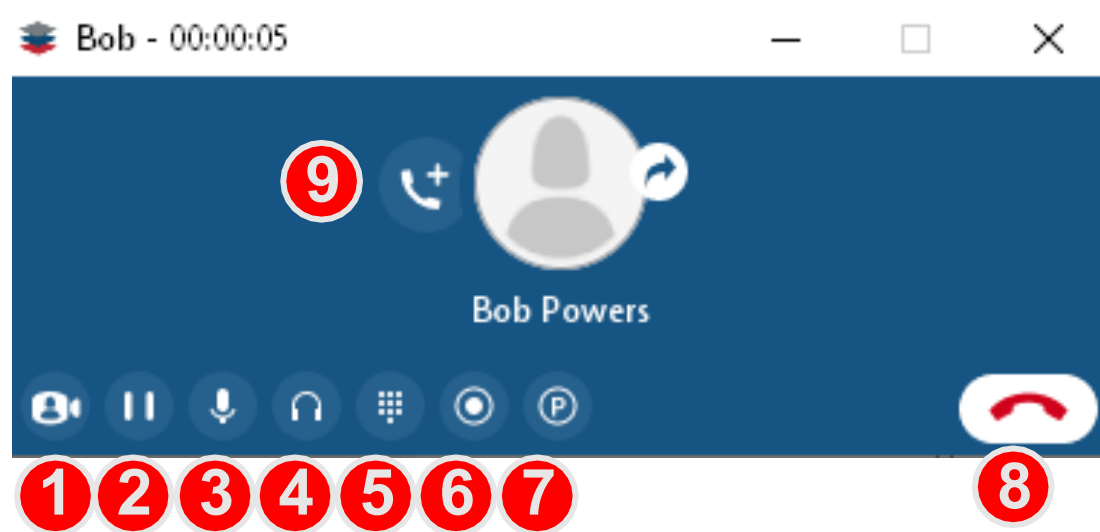
1. Start a meeting

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)

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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.

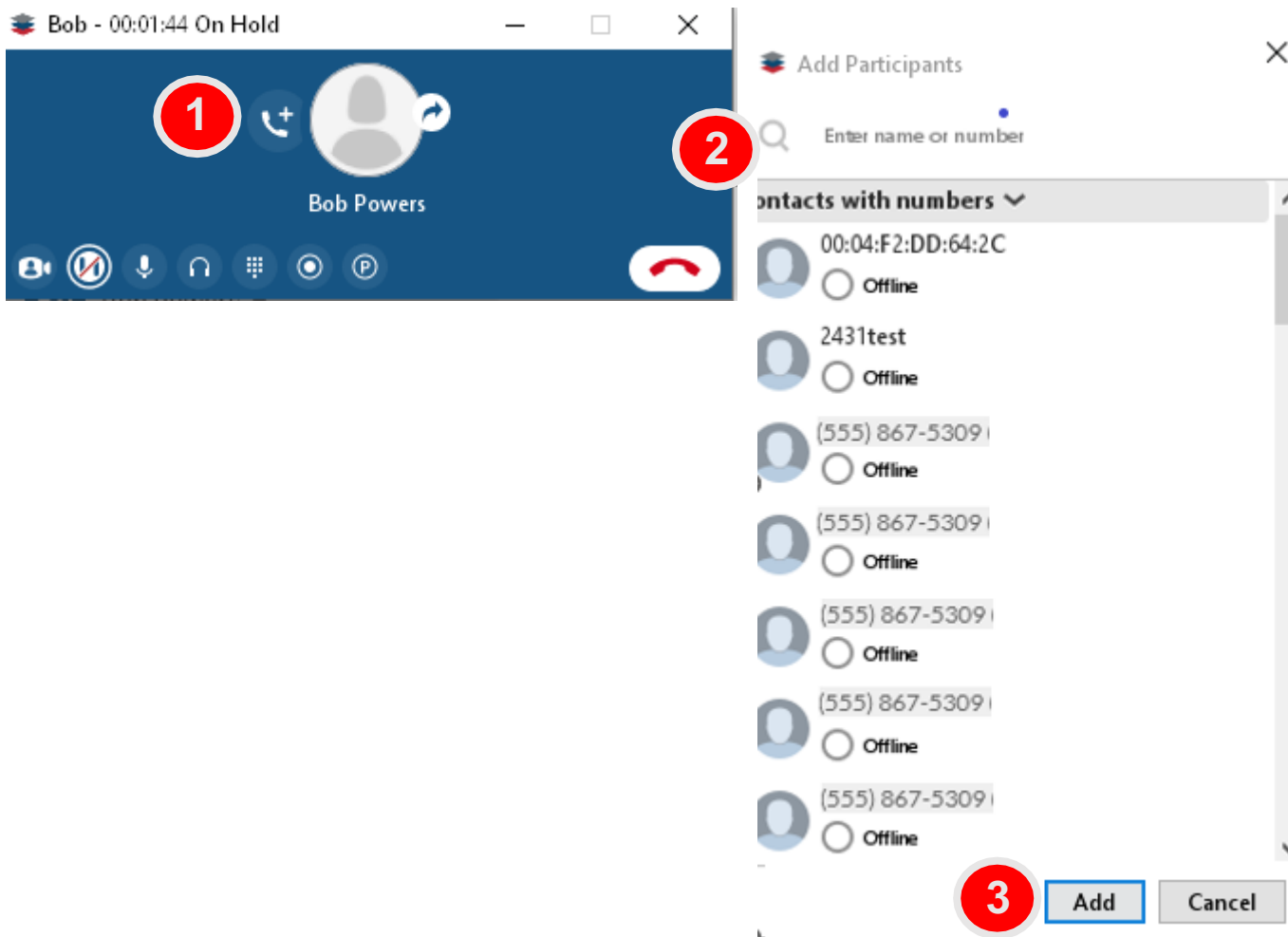3. Click on the Transfer Call button to complete transfer.
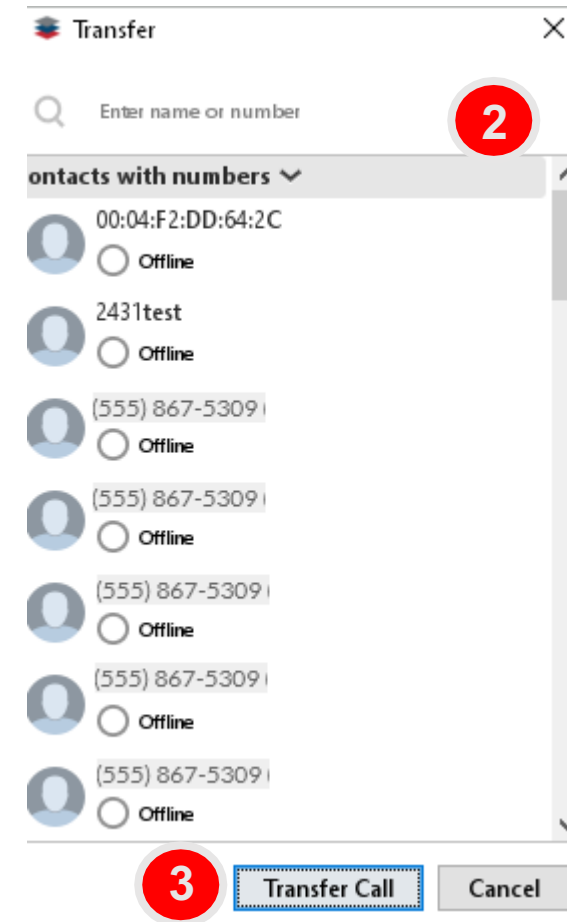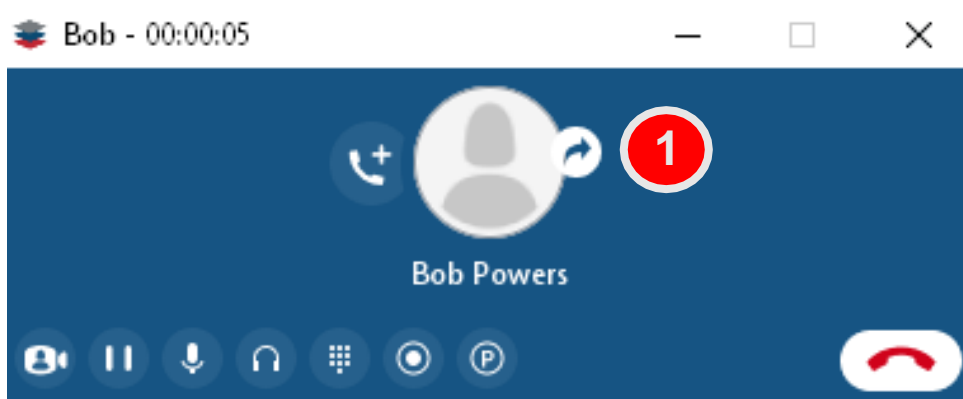
Transfer A Call (Announced Transfer)
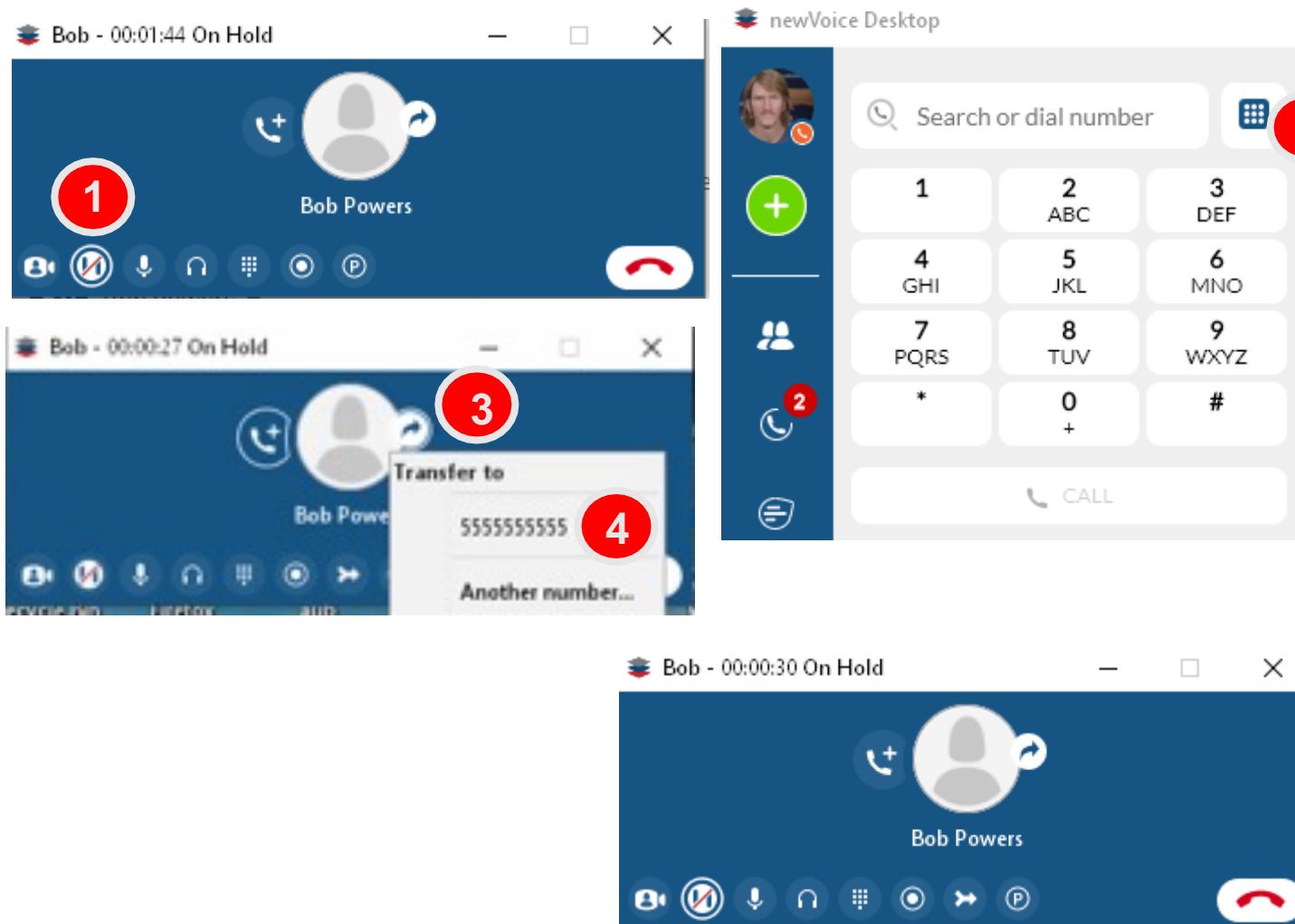
1. Click the ⏸ icon to place the customer on hold.

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 ↱
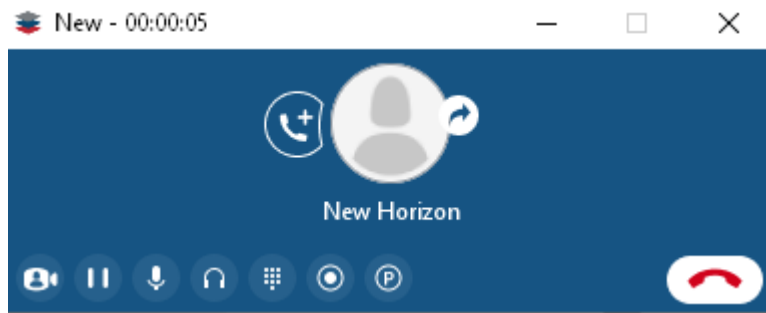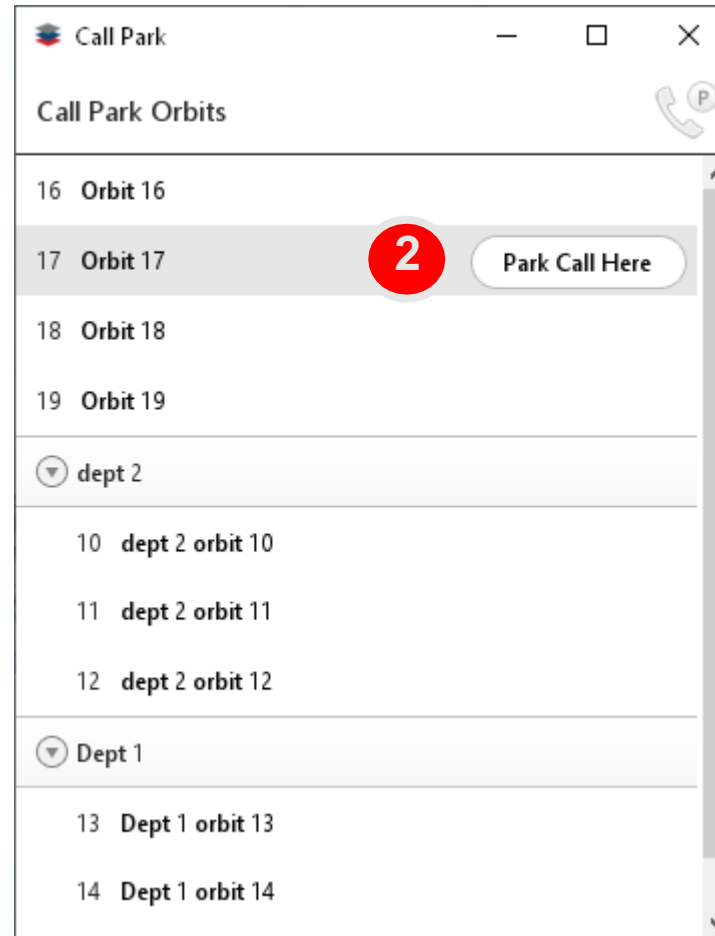
Conference Call

1. Click the [icon] 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.

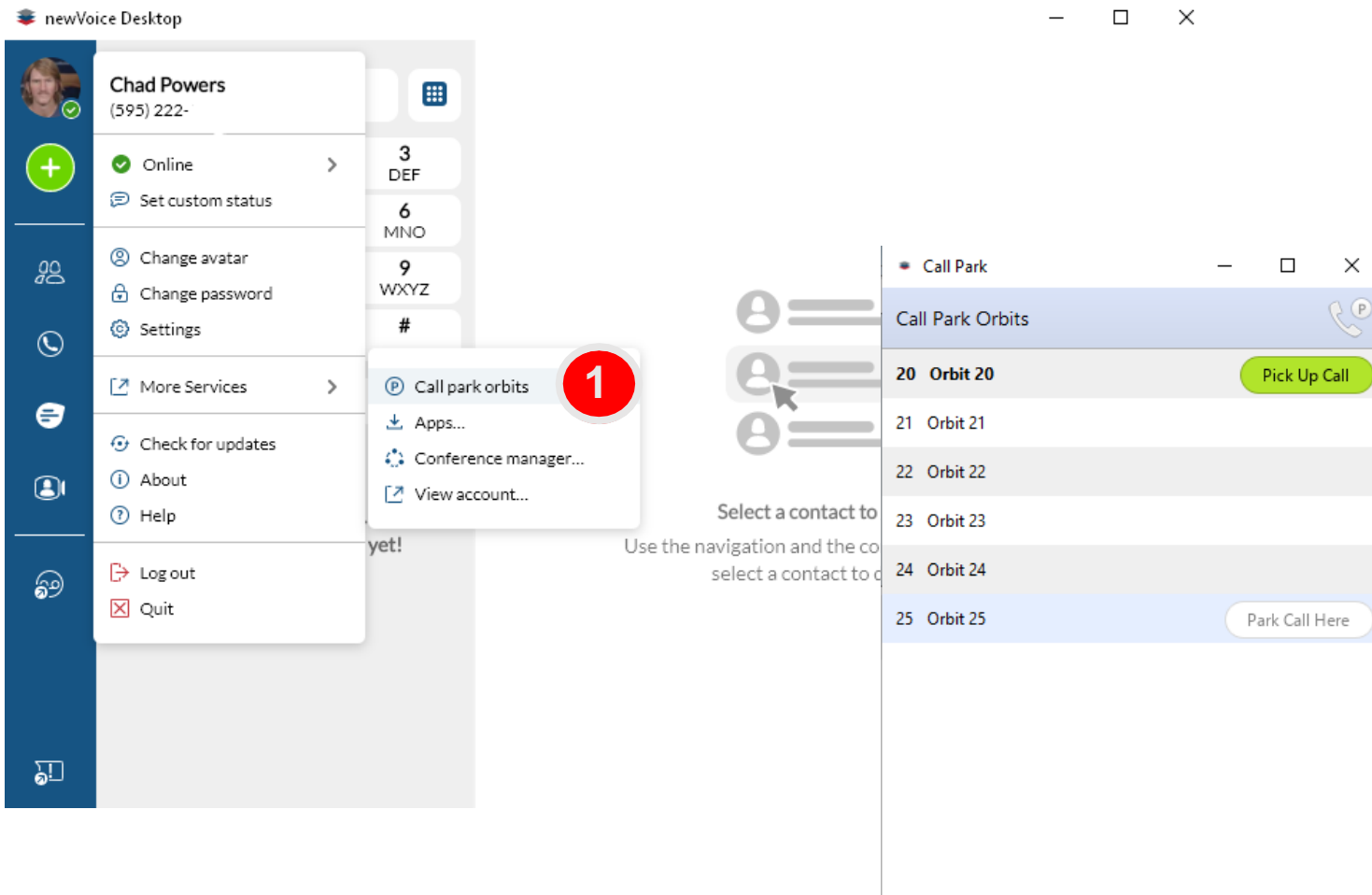4. Your three-way conference call has been initiated.
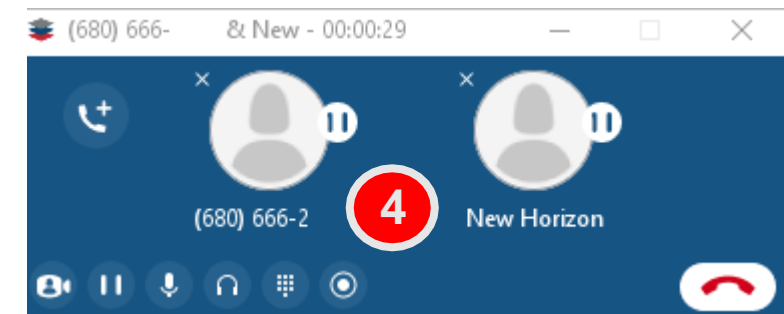
Park Call

1. 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
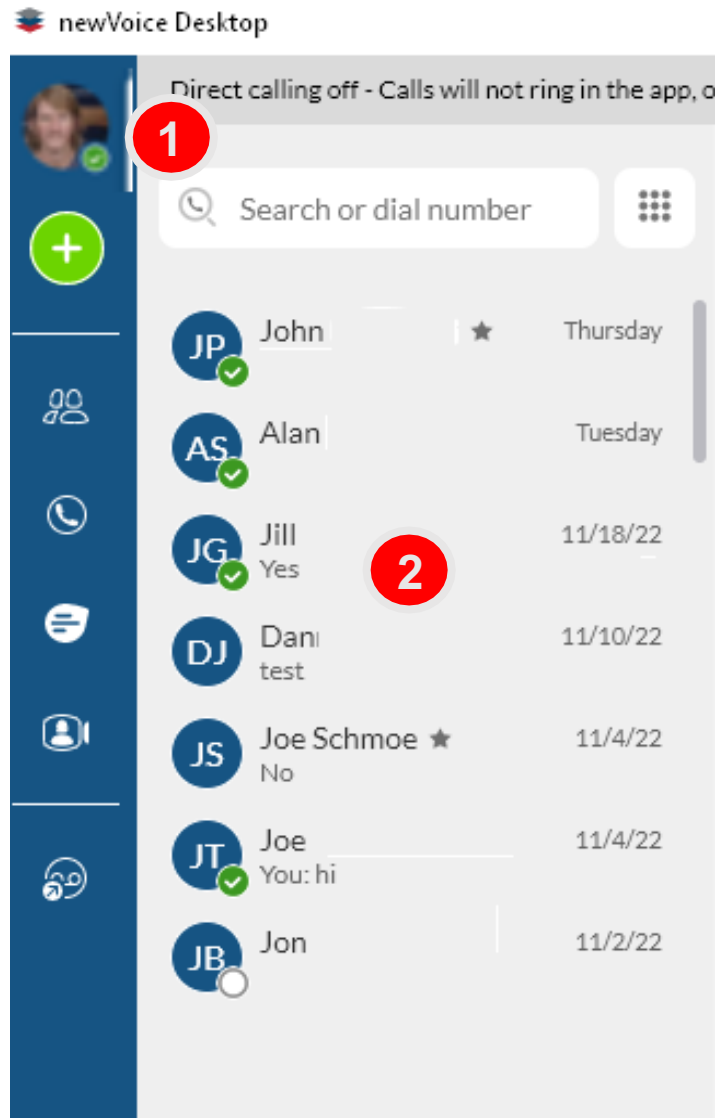
   *Call Park must be enabled in the Options-> Calls menu of the Accessions app.

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

   - Online
   - Busy
   - On a Call
   - In a Meeting
   - Offline
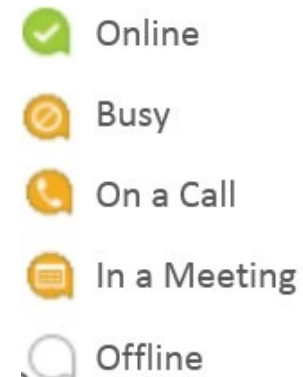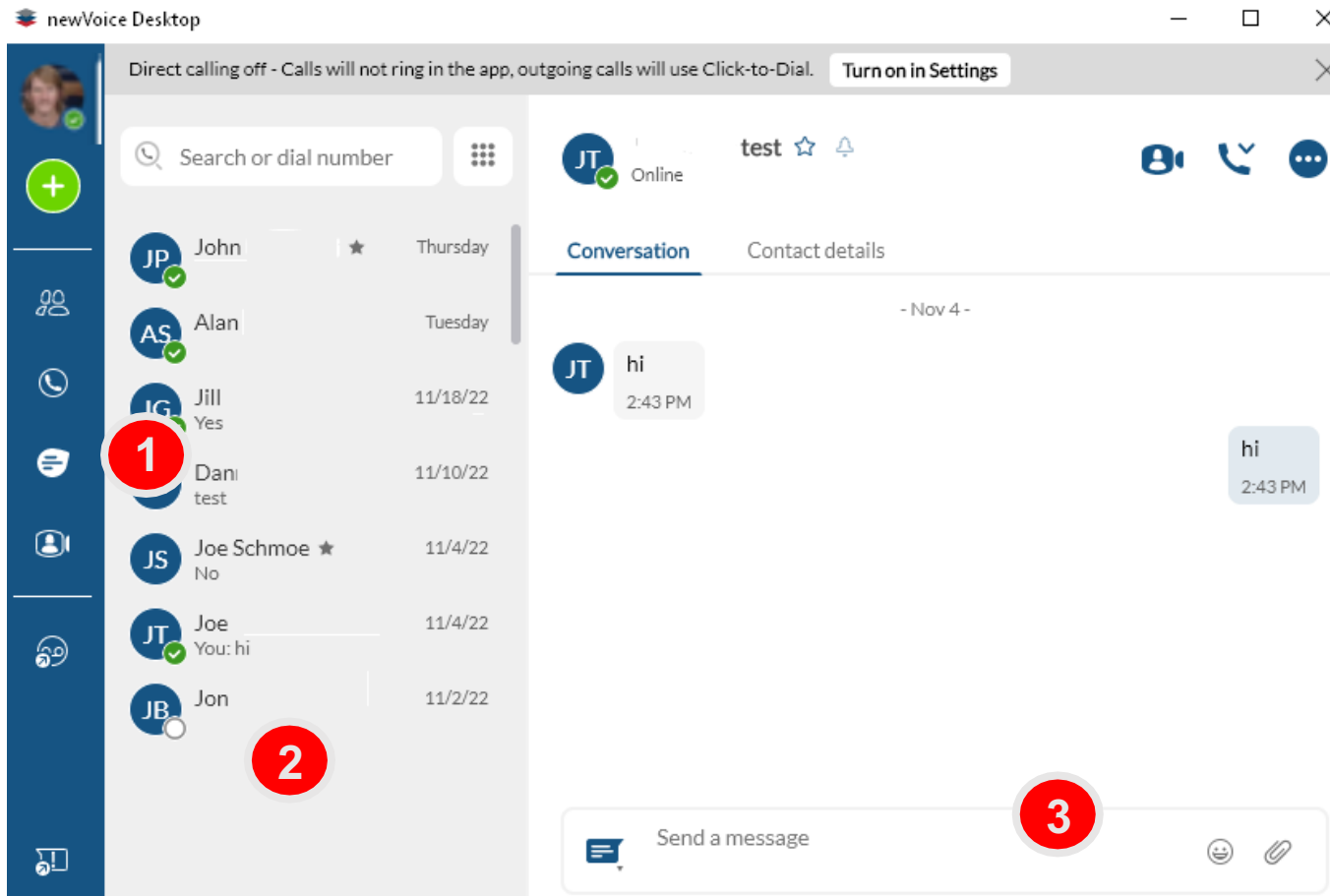
Instant Messaging

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.

Thank you for learning with us today!

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