



newVoice Mobile

Quick Reference Guide for

iOS



Version 2.0
October 28, 2019



Revision History

Revision	Date	Description	Initials
1.0	6/30/17	First published version.	CS
2.0	10/28/19	Updated with new user interface.	JN
2.1	3/11/21	Updated with Usage Statement	JN
2.3	7/12/23	Updated transfer information	JN

Purpose

Use this quick reference guide to learn how to install and configure newVoice Mobile, NHC's iOS application for Unified Communications as a Service (UCaaS).

Navigation

To locate a particular topic or service, search the document by keyword, refer to the index, or to one of the supplemental documents listed below. If you have questions about information that appears in this guide, use the contact information on the last page to get in touch with a service representative.

References

Refer to these supplemental reference documents for more information about newVoice features and their use:

newVoice Hosted PBX Product Guide

Overview for UCaaS and UCaaS pro

newVoice Desktop Quick Reference Guide

Accession Meeting Quick Reference Guide

CommPortal Quick Reference Guide

Voicemail Quick Reference Guide



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Overview

This document contains information required to install and use newVoice Mobile, NHC's UCaaS application for Apple iOS. When you deploy newVoice Mobile and newVoice Desktop, you can create integrated communication services across all of your computers, smartphones, and tablets. Use newVoice Mobile to display your corporate directory, integrate local device contacts, view voicemail messages, call history, IM/chat, presence and other functions available through NHC UCaaS.

- *The newVoice Mobile app for IOS and Android is a very powerful tool to allow you mobility in your day-to-day business, while still allowing you to stay connected to calls and chats from other new voice app users in your Business Group. The new voice app is a great companion to your current desk phone. It is not designed to replace your desk phone especially for heavy users. Heavy users would be considered to be anyone who answers multiple calls at a time and must transfer to other people on a regular basis. Heavy users might want to consider using a desk phone (recommended) or the newVoice desktop app for Windows and Mac.*

Note: For more information about how newVoice Mobile works within NHC's unified communications framework, see *Overview for UCaaS and UCaaS pro*.

Installation

To install the iOS version of newVoice Mobile, go to the Apple App Store and search for newVoice Mobile. Follow the prompts to download, install, and open the application.

When you open newVoice Mobile for the first time, the software prompts you to log in. Use the same credentials you use for newVoice Desktop and CommPortal. First enter your business telephone number without punctuation or spaces. Then enter your CommPortal password. If you do not have a CommPortal password, contact your account manager.



Get Acquainted

After you log in, newVoice Mobile requests access to your contacts, and asks other setup questions. Respond as desired. After initial setup, newVoice Mobile opens a short tour:

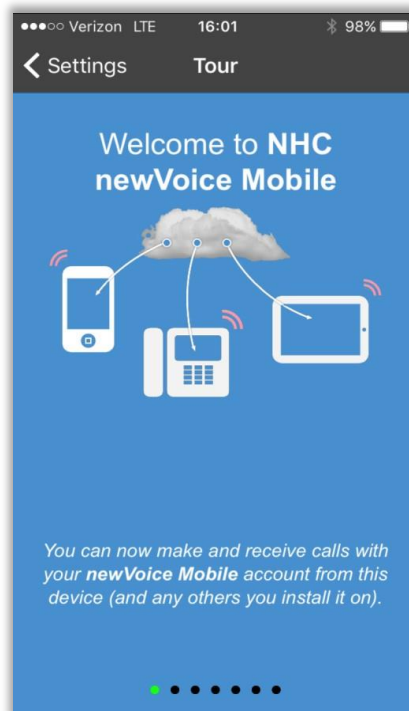


Figure 1. Welcome to NHC newVoice Mobile: Tour






Swipe to the left to see common newVoice Mobile communication features:

- Make and receive calls with your newVoice subscriber line from any device that has the mobile application installed.
- Create a meeting or join a meeting from your mobile device. Share files and ideas via video conferences. *Note:* UCaaS+ required for Meetings.
- Tap active call bar, *Call Available to Pull*, to move calls to your device from other newVoice devices, also known as Call Jump.
- Tap *switch* button to move calls to your cellular phone line without hanging up the call.
- Open the Chat screen to launch instant messaging from your mobile device.
- Make calls from your newVoice phone number with any device you define in **Settings > Account Settings > My Phones**.



Main Menu: Features

Use newVoice Mobile's main menu for access to the application's capabilities. Tap the menu icon at the upper left, then tap to open these selections:

- **Contacts** – Open your Contacts list. Enter search terms in the search field above the list. Tap Favorites below the list to view favorites only. To place a call from the Contacts list, tap on your contact, then press the call  icon.
- **Phone** – Open a keypad to enter a phone number by pressing the  icon. Type in the number you wish to reach and press the  icon. To enter the number in your Contacts list, tap the plus sign. To correct a mistyped number, tap the X icon.
 - **Call History** – View call history as well as information for each call. This is accessed through the Phone menu.
 - **Messages** – View and manage voicemail messages. This is access from the phone menu at the top of the screen.
- **Chat** – Initiate a new chat with one or more people in your Contacts list. Tap  icon to open your chat window. Type in the name of the person you wish to chat with or tap contacts  icon to select one or more recipients. Type your message at the bottom of the screen, then tap Send.

Note: Send and receive instant messages only with other UCaaS users.

- **Meetings** – Create a new meeting or join a meeting in progress. If you receive an invitation link, tap the link to join the meeting.

Note: You can create a meeting only if your subscriber license includes UCaaS+ collaboration tools. For more information, see *Accession Meeting Quick Reference Guide*.
- **Call Manager** – Decide how you want to handle calls to your newVoice phone number. Default option is *Ring your phone*.

Note: See *CommPortal Quick Reference Guide* for more information on Call Manager.

- **Settings** – To access Press the Avatar log in the upper right corner. Selections for Account Settings, Tour, About, End User License Agreement, Help, and Send Feedback. Tap these selections for access to settings and information:
 - *Account Settings* – View and set options and preferences for newVoice Mobile, under these categories: Account Details, Calls, Chat, Video Calls, Contacts, and Analytics.
 - *About* – Displays software version number, website link for <http://nhcgrp.com/>, and information to contact NHC customer support.
 - *Logout* – Log out of newVoice Mobile. Tap green Log in bar to log back into the application



Contacts

To view a contact, tap **Contacts** in the main menu, then locate the desired entry in the contacts list. Tap the contact to view additional information.

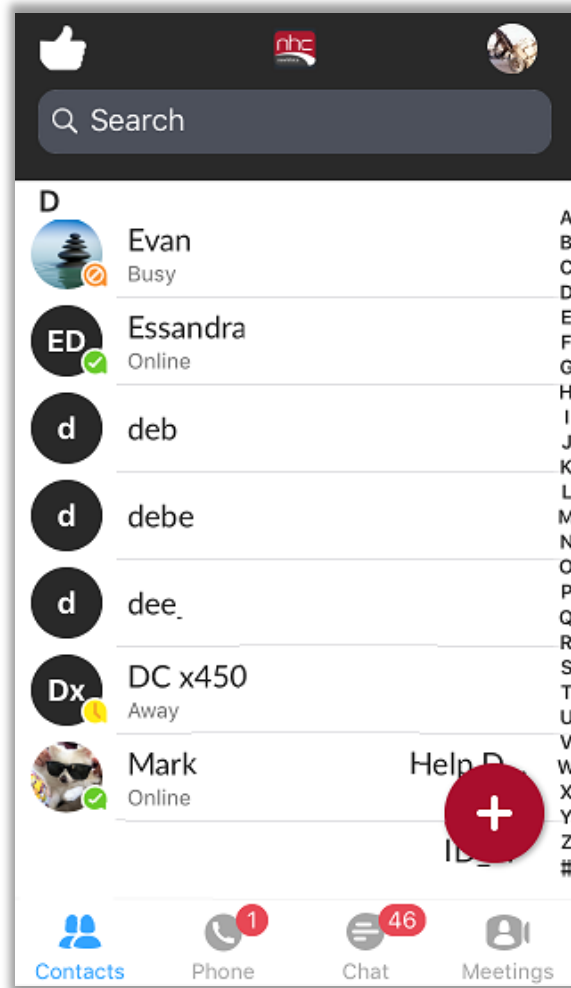


Figure 2. Contacts



Note these features of the list:

- Presence information listed under each name, if corporate UCaaS user.
- Search field across the top.
- Tap + sign, upper right, to add a new contact.
- Tap a letter on the right to jump to that portion of the list.
- Favorites will be placed at the top of the list.

Note: If you integrate local contacts with business group contacts, duplicates may occur.



Dialer keypad

To open the keypad, tap **Dialer**  icon in the Phone menu. To place a call, enter the number from the keypad and tap **green**  icon.

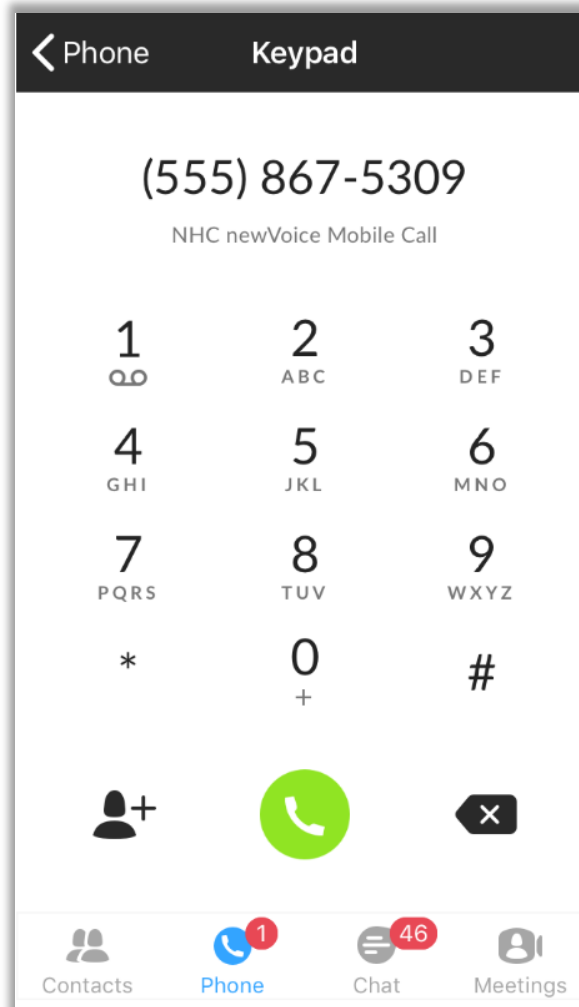


Figure 3. Dialer

Note two icons below the keypad:

Tap the **+** sign after you enter the phone number to enter contact information in the contact list.

Tap the **X** on the right to backspace and remove a mistyped numeral.



In Call Functions

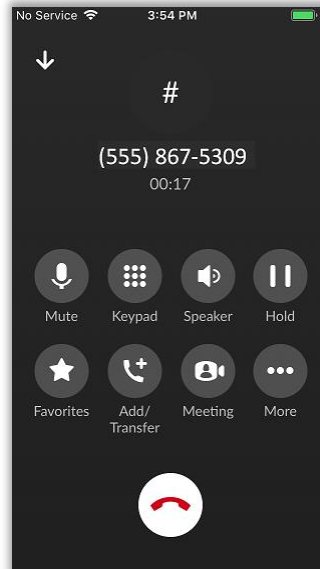


Figure 3.2 In Call Screen

Mute: Disable your Microphone so the receiving party cannot hear you

Keypad: Will bring up a numeric keypad if you need to enter a number in call (helpful for navigating auto attendants).

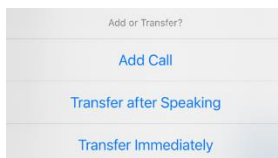
Speaker: Changes the call from the earpiece to speakerphone.

Hold: Places the call on hold

Favorites: Brings up favorite contacts

Add/Transfer: Allow you to transfer a call to another party or add an additional party to a conference call.

To add or Transfer call: When in a call hit the add transfer key. You will then get an option of dialing another number or choosing a contact. Once this is complete you will get a pop-up screen asking what action to take.



Add Call will create a Conference Call

Transfer after speaking will allow you to warm transfer the call. (Hit transfer when done speaking)

Transfer Immediately will transfer the call immediately.



Meeting: Uplifts your Current call into a meeting room. (**must have meeting for this to function*)

More: Additional options if available

Switch: Allows you to move your call from your mobile app to your desk phone.



Chat/IM

Initiate a new chat with one or more people in your Contacts list. Tap  icon to open your chat window. Type in the name of the person you wish to chat with or tap contacts  icon to select one or more recipients. Type your message at the bottom of the screen, then tap Send.

Note: Send and receive instant messages only with other UCaaS users.

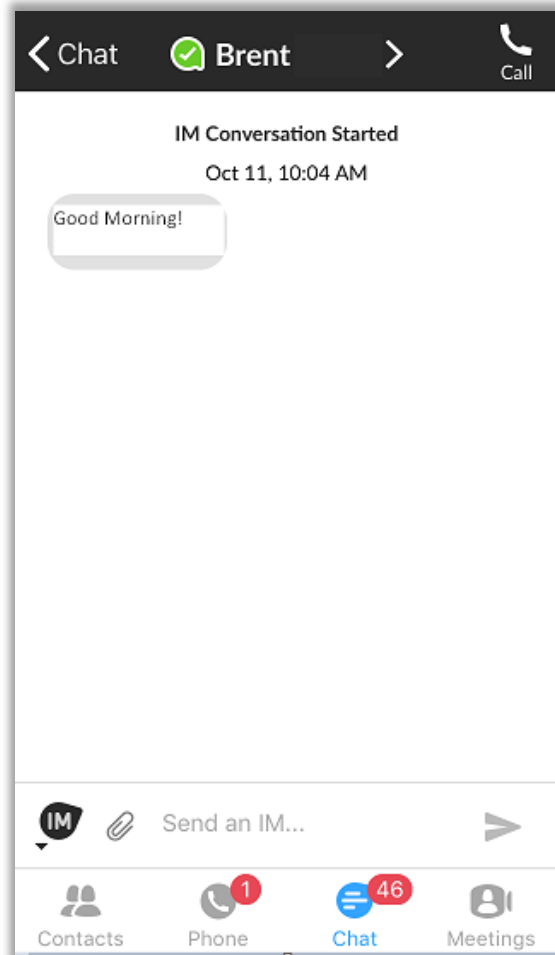


Figure 4. Chat or instant message screen

Note these features of the screen:

- Tap Chat or Back Arrow at the upper left to start a new chat.
- Tap participants name to view contact information, delete a conversation, or export a conversation.
- Tap the paperclip icon next to the message field to attach a photograph or other image to your instant message.

Meetings

Tap **Meetings** in the main menu to open the Meetings screen:

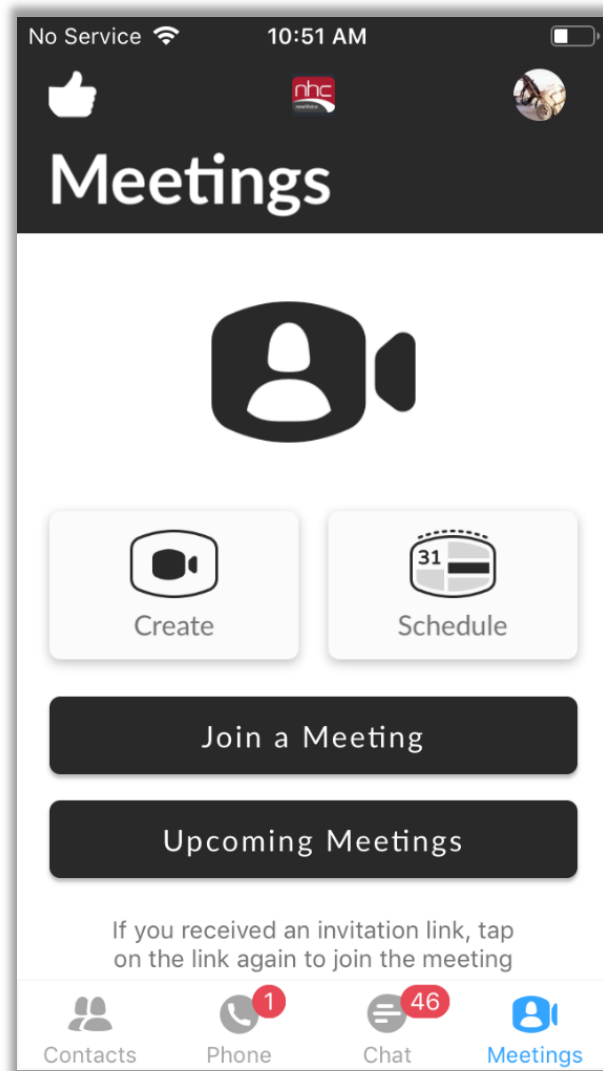


Figure 5. Meetings

Tap Create a Meeting to start.

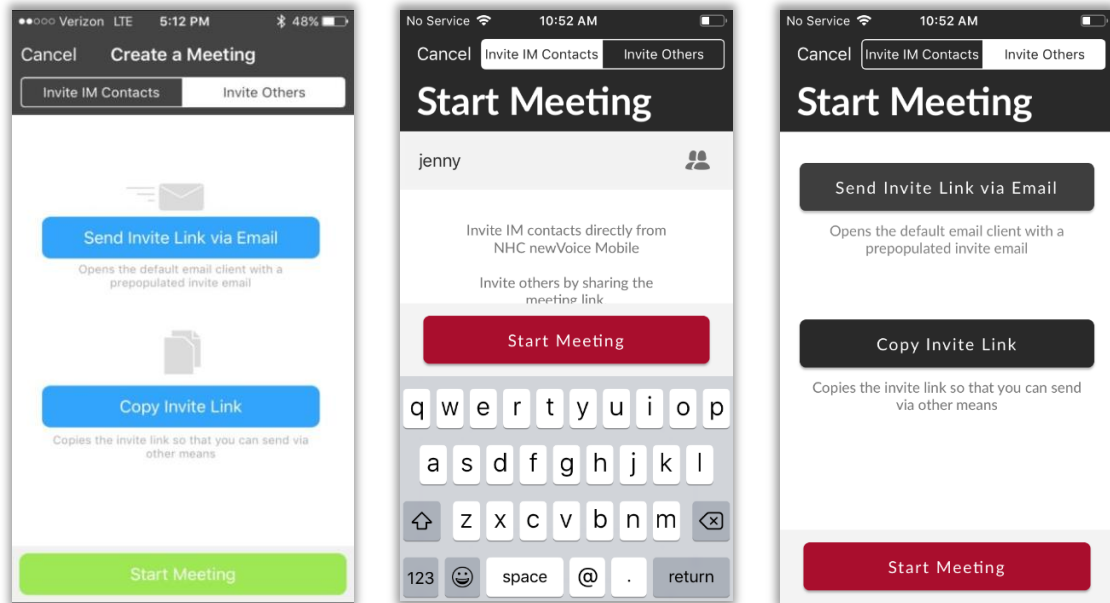



Figure 6. Create a Meeting

The Meetings screen will allow you to invite meeting participants. You can invite individuals listed in your IM Contacts, or tap Invite Others to send the invitation link via email or other means. After you have invited meeting participants, tap the green Start Meeting button at the bottom. Then participants can tap the invitation link to join the meeting.

For more information about how to create and conduct meetings, see the *Accession Meeting Quick Start Guide*.



Call History

Tap **Call History** in the main menu to view a list of outgoing and incoming calls. Each item in the list displays the name or number associated with the call, date, and a small icon to the left of the number to show the call's status. For more information about the call, tap the round circle icon  to the left of the number.

**Not all sub menu items are available for all calls*

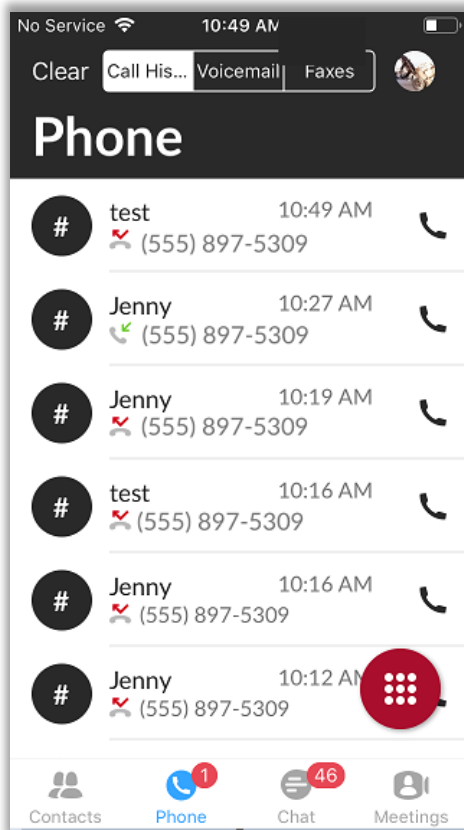





Figure 7. Call History

What you can do from this screen:

- To remove all calls from your call history, choose Clear from the upper left, then tap OK. To retain the calls, tap Cancel.
- To add contact information for a call to your contacts list, tap the round circle icon , then from the options choose Add. Add contact information in the Contact screen, then tap Done. Tap Cancel on the Contact screen if you decide not to create a new contact.
- To call back from The Call History page, tap the round circle icon , then from the options choose Call.



Voicemail

Tap Phone from lower menu Tap **Voicemail** from the top tabs to open a list of your voicemail messages. The number to the right of the voicemail tab  of your Inbox shows the number of new messages. For more message options, tap the **Circle** icon on the left of a particular message. To call back, delete message, reply with chat, mark as heard or unheard, or to add to contacts, tap and hold the voice mail. A new menu will come up with these additional options.

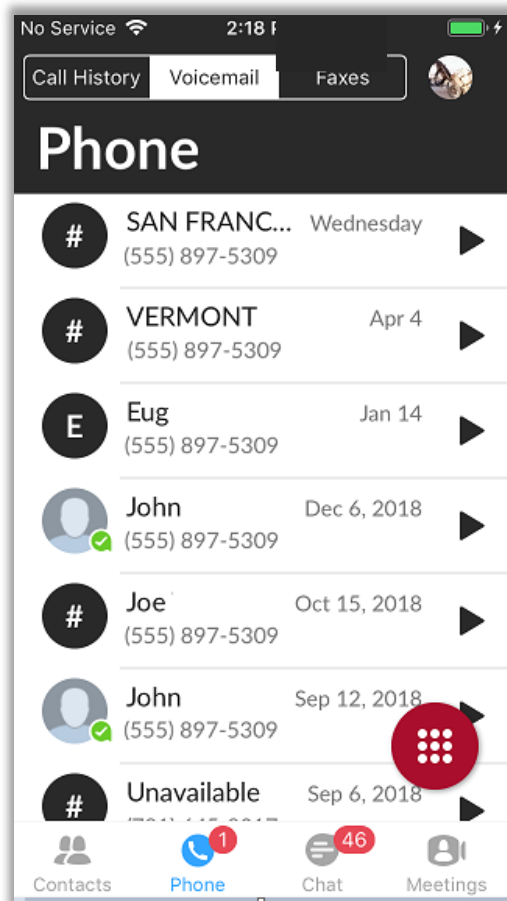


Figure 8. Voicemail Inbox

Note: If someone leaves you a voicemail or new IM, your mobile device displays a notice that you have a new message waiting, *even* if nV Mobile is not launched. You may manage newVoice alerts in your iOS settings, under *Notifications*.



Call Manager

Tap **Call Manager** in the main menu to select how you want newVoice Mobile to handle your calls.

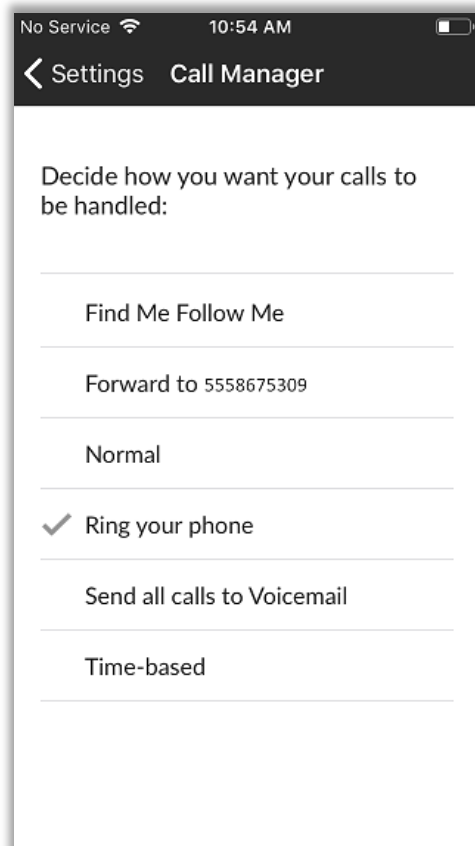


Figure 9. Call Manager

The Call Manager contains these options:

- Find Me Follow Me
- Forward
- Normal
- Ring your phone (Default)
- Send all calls to Voicemail
- Time-based

Note: Configure Call Manager, specifically *Find Me Follow Me* and *Time-based*, online in CommPortal. For more information, refer to *CommPortal Quick Reference Guide*.



Account Settings

To access **Settings**, tap avatar icon (upper right). In the Account Settings screen. You can select options for all, but the name and phone number associated with your newVoice account.

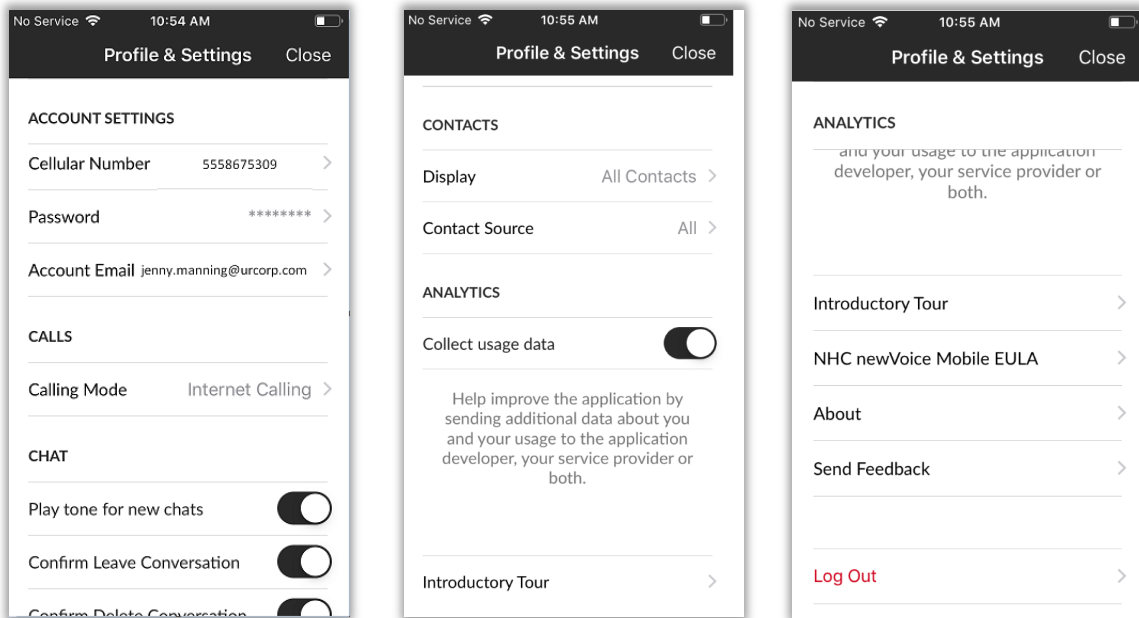


Figure 10. Three sections of Account Settings

What you can do from this screen, organized by section:

ACCOUNT DETAILS

- To change or add a cellular number for newVoice Mobile, tap Cellular Number, then use the keypad to enter a ten-digit number. Tap Save to save the number or Cancel to return to Account Settings.
- To change your newVoice password, tap Change Password to open the New Password screen. Use the keypad to enter your old password, then enter and confirm your new password. Tap Confirm to save the new password or Cancel to return to Account Settings.

CALLS

- To use Wi-Fi only for phone calls in newVoice Mobile, tap the button for *Use Wi-Fi only* to the green position.

CHAT

- You can set options for. *Play tone for new chats*, *Confirm Leave Conversation*, and *Confirm Delete Conversation*. To enable click slider to the on position (black). To turn off alerts, tap the button to the off position (white).



CONTACTS

- To select which contacts, appear in your contacts list, tap Display, then select All Contacts, or Contacts with Numbers. Tap the back arrow to return to Account Settings.
- To select the source of contacts in your contacts list, tap Contact Source, then select All, Local Only, or Network Only in the Contact Source menu. Tap the back arrow to return to Account Settings.

ANALYTICS

- To send data about your use of newVoice Mobile to the application developer, tap the *Collect usage data* button to green. To turn off analytics, tap the button to white.

After you set your options, tap the back arrow to return to Settings, then the menu icon to return to the main menu.

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