Northland BU Connector Desktop App Quick Reference Guide



Make calls using your phone services from Northland Communications.

You can now access your phone services from Northland Communications without leaving Teams. The Northland BU Connector app allows you to:

- + Make internal calls to your colleagues, directly from your chats in Teams.
- + Make calls to participants in Teams channels, to any of their registered phone numbers.
- + Dial any phone numbers, from the Northland BU Connector app tab.
- + View call history and contact information in the Northland BU Connector app tab.

Activity Find an app ැබූ **Project management apps** Recent ~ ::: offer free trial ſ L ₽ Streamline your projects and help your teammate Files Tasks by + In Teams, click on ... on the left. work. lanner ar + Select More apps > at the bottom of the apps چ 6 ••• 9 screen. + Select BU Connector. The Login Screen will appear. Stream Approvals Built for your org Created and approved by your organization's technology team ĉ PowerPoint **BU** Connector Excel Microsoft Power Automate Scenes Northland Communications More apps > **Popular on Teams** ed and used the most on Microsoft Team Log in to your Commportal Web account Email / Number* + Enter your Business Unlimited Subscriber telephone number and password. The same information used to log in to your Subscriber CommPortal. Password* **BU** Connector N Northland Communications + On the next screen, read the overview and then select Add. Northland Add 0 Overview Permissions

DOWNLOAD TEAMS CONNECTOR APP

JANUARY 2023

Need support? Connect with us at <u>www.northland.net/support</u> or Dial 4357 (HELP) or 315-671-6262 to speak to a Northland Representative

CONNECTOR WINDOW

The Connector Window opens to the **Phone** tab which displays phone, settings, call history, voicemail and contacts information. When you open the Northland BU Connector App, it opens to **Call History** on the **Phone tab**. This displays missed, answered and outgoing calls.

y 🖄 B	BU Connector	hone About Set	ttings				ØC	
S c	Call History					= Filter	~	
• 💮 V	Voicemail	0	Caller	Number	Call type	Duration	Date	
(2) c	Contacts		🔀 Stacey Maier	L (315) 404-9630	Missed		11/16/2022, 1:39:45 PM	
а.			🕊 Stacey Maler	L (315) 404-9630	Received	39s	11/16/2022, 1:39:40 PM	
			🕊 Greg Yates	L (315) 624-2078	Received	7m 32s	11/16/2022, 11:20:35 AM	• Click on the phase number Call History to place a
	 Available for call 		🔀 Stacey Spare	L (315) 624-2021	Missed		11/15/2022, 2:44:20 PM	Click on the phone number Call History to place a
Type nun	imber		🔀 Stacey Spare	L (315) 624-2021	Missed		11/15/2022, 2:44:12 PM	call. 📞 (315) 624-2021
1	2	3	🔀 Stacey Spare	L (315) 624-2021	Missed		11/15/2022, 2:44:06 PM	
	ABC	DEF	🔀 Stacey Spare	L (315) 624-2021	Missed		11/15/2022, 2:43:56 PM	
4 GHI	JKL	MNO	🔀 Stacey Spare	(315) 624-2021	Missed		11/15/2022, 2:32:10 PM	
7 PQRS	s TUV	9 WXYZ	🔀 Stacey Spare	L (315) 624-2021	Missed		11/15/2022, 2:31:50 PM	
•	0 +	*	🔀 Stacey Spare	L (315) 624-2021	Missed		11/15/2022, 2:31:06 PM	
	Call		Stacey Spare	L 2021	Dialed	05	11/15/2022, 2:27:50 PM	
Your North (315) 624-2	thland Communication -2238	s number is:	🔀 Stacey Spare	(315) 624-2021	Missed		11/15/2022, 2:24:43 PM	

VOICEMAIL WINDOW

The Voicemail window allows you to manage and listen to voicemails. Select **Voicemail** on the left to work with messages. The number shows the number of **new** voicemail messages.

(S) Call History		Name		Duration	n Date & time	Phone number	+ Select Voicemail to view + work with your Voicemail.
Voicemail	0	• E Stacey Maier		85	11/16/2022, 3:17:04 PM	L (315) 404-9630	+ Select the Play icon to listen to the message and
Ocontacts		Stacey Maler	Showing 2 of 2 rows	95	11/16/2022, 1:40:20 PM	L (315) 404-9630	view additional options. (See Image 1)
lmage 1							- Select to Mark as new or Delete. (See Image 2)

Stacey Maier				
11/16/2022, 3:17:04 PM				1 0
► 0:00 / 0:07 —			-	:
Astions				
Actions				
(315) 404-9630	Mark as new	Delete		
(315) 404-9630	Mark as new	Delete		
(315) 404-9630	Mark as new	Delete		

- + Select the **Play** icon to listen to the message.
- + Select the three dots for **Download** and **Playback** speed options.
- + Select the **phone number** to return the call.
- + Select Mark as new to keep the message as a new message.
- + Select **Delete** to delete the message.
- + Select Previous or Next to move between messages.

Image 2



CONTACTS WINDOW

Select **Contacts** on the left to display your contacts. You can customize how your contacts display once the **Contacts** window is open.

COD Tearrs	🕓 Call H	listory		Search for	٩	➡ Display options
Calendar	(Voice	mail	0	Displaying your C	Commportal Web contacts, use search to find Teams contacts	
D			-	Name		Number
¢ð	(8) Cont	acts		AS Aaron San	ntangelo	📞 (315) 671-3319 - Work 🗸
su connect.				AM Aaron Sar	ntangelo Mobile	📞 (315) 378-6925 - Mobile
		uailable for call		AG Adam Gar	rdner	📞 (315) 624-2133 - Work 🗸 🗸
Apps		vanable for can		AS Adam Gar	rdner Spare	📞 (315) 624-2031 - Work 🗸 🗸
	type number			AF Amy Flynr	in	📞 (315) 671-6247 - Work 🗸
	1	ABC	DEF	AB Andrew B	Bennett	🕻 (315) 624-2086 - Work 🗸
	4 GHI	5 JKL	6 MNO	AS Anthony S	Salvati	📞 (315) 624-2087 - Work 🗸 🗸
	7 PQRS	8 TUV	9 WXYZ	AS Anthony S	Salvati Spare	🕻 (315) 624-2160 - Work 🗸
	•	0		AD Ashley De	eSimone	🕻 (315) 624-2060 - Work 🗸
		• S call		AP Avaya Pos	st Cut Help Desk Pilot	L (315) 624-2013 - Work
0	Your Northland	Communication	s number is:	BK Barb Knig	ght	🕻 (315) 624-2052 - Work 🗸 🗸
9						

- + Click on the number to place a call to the contact's primary number.
- + Select the dropdown next to the number to view additional numbers and select the number to call.
- + Use the Search box to enter search criteria.
- + Select Display options in the upper right to select which contacts to displayed.
 - + CommPortal Contacts
- + Business Group Contacts
- + All Sources
- + You can also choose to only display contacts with numbers.

CALL SETTINGS

Choose how to make calls with your Northland Communications account from Teams. When MaX UC is installed you can set BU Connector to call directly by using Tel: URIs.

Use Click-to-Dial to receive a callback on your account number. When you press call from BU Connector, the server will first call your account phone and when you answer you will be connected to the caller.

Settings Choose how to make calls with your Northland Communications account from Microsoft Teams. When MaX UC is installed you can set BU Connector to call directly by using Tel: URIs. URIs. Celick-to-Dial to receive a callback on your account number. When you press call from BU Connector, the server will first call your account phone and when you answer you will be connected to the caller. Call to account number (Click-to-Dial) MaX UC (Tel URI) NoTE: If your Total' Called account: Stacey Maier (315) 624-2238 ard Party Acknowledgements	
Server version: V2.2.1-northlandP1	 Settings tab. alling mode, select one of the following: ccount number (Click-to-Dial): Places a aur account phone first. When you answer, placed to the number you dialed. (Tel URI): Automatically places the call to er dialed from your MaX UC client. ou are using a desk phone such as Yealink all to account number (Click-to-Dial) is nethod that can be used.

STATUS SETTINGS

Available for calls	~	
Available for calls	0	 + Select the dropdown next to Available for calls. + Click Do not disturb to change your status and send your calls directly to voicema
Do not disturb	•	This is updates your presence to others in your Business Group. + Click Open call manager to open your Subscriber CommPortal account.
Open call manager		