

Northland BU Connector Desktop App Quick Reference Guide

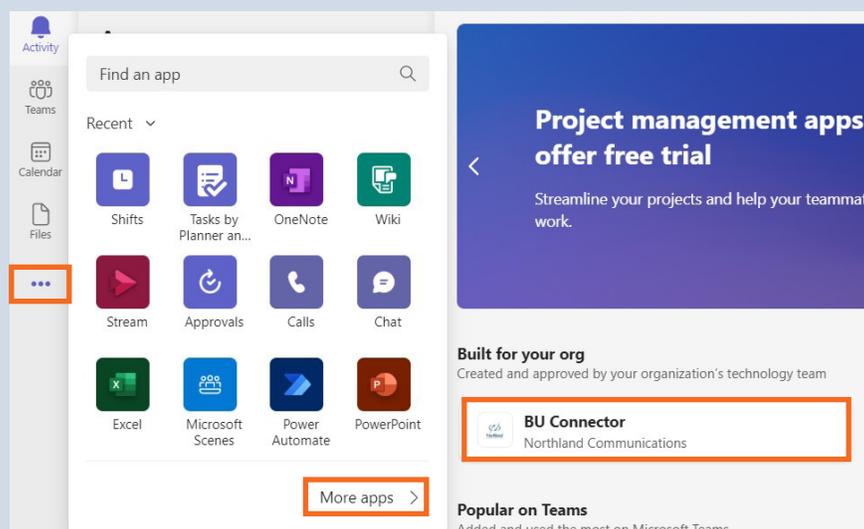


Make calls using your phone services from Northland Communications.

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.

DOWNLOAD TEAMS CONNECTOR APP



- + In Teams, click on ... on the left.
- + Select **More apps** > at the bottom of the apps screen.
- + Select **BU Connector**. The Login Screen will appear.

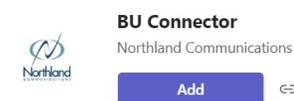
Log in to your Commportal Web account

Email / Number*

Password*

Log in

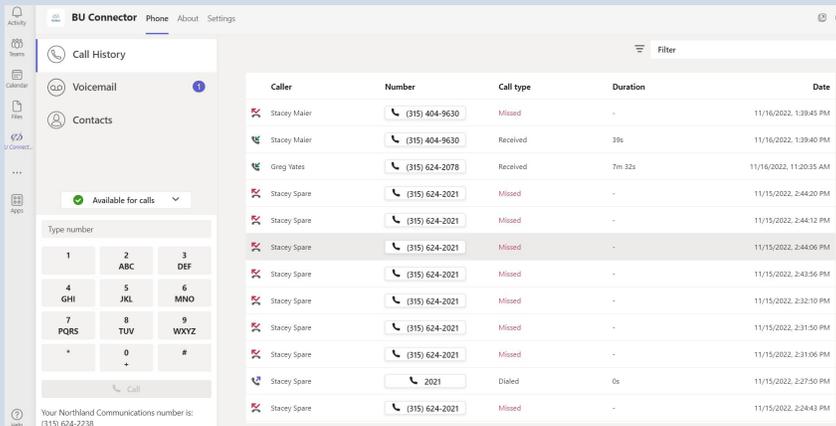
- + Enter your Business Unlimited Subscriber telephone number and password. The same information used to log in to your Subscriber CommPortal.



- + On the next screen, read the overview and then select **Add**.

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.



+ Click on the phone number **Call History** to place a call.



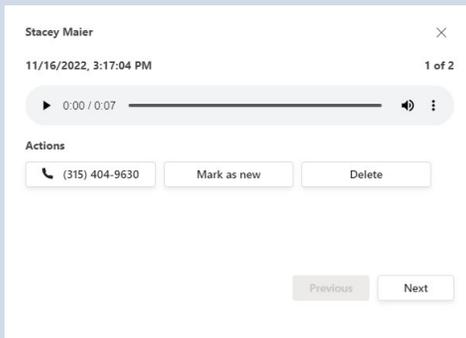
VOICEMAIL WINDOW

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.



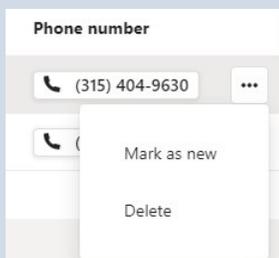
- + Select **Voicemail** to view + work with your Voicemail.
- + Select the **Play** icon to listen to the message and view additional options. (See Image 1)
- + Select **...** to **Mark as new** or **Delete**. (See Image 2)

Image 1



- + 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.

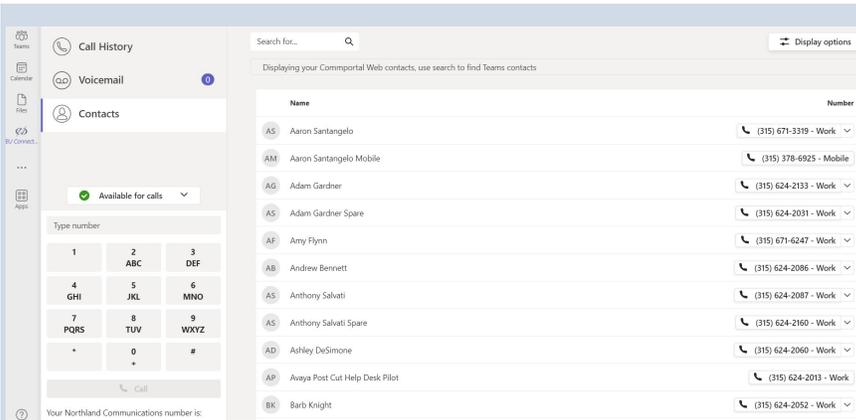
Image 2



- + Select **Mark as new** to keep the message as a new message.
- + Select **Delete** to delete the message.

CONTACTS WINDOW

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

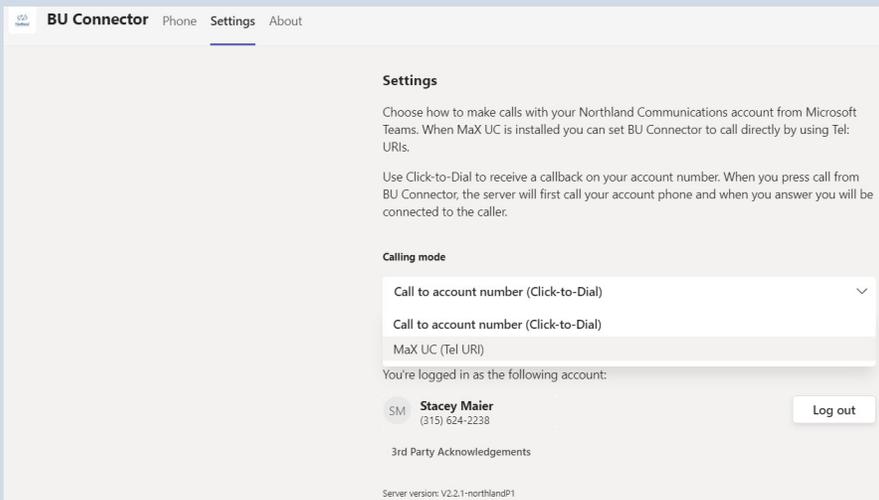


- + Click on the number to place a call to the contact's primary number.
- + Select the dropdown next to the number to view additional numbers and select the number to call.
- + Use the Search box to enter search criteria.
- + Select Display options in the upper right to select which contacts to displayed.
 - + 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.

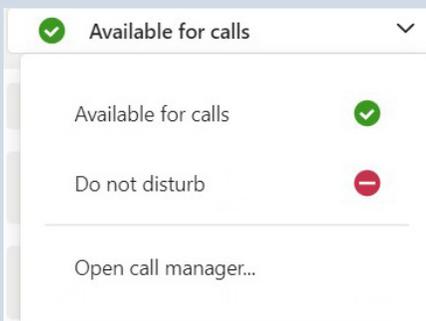
Use Click-to-Dial to receive a callback on your account number. When you press call from BU Connector, the server will first call your account phone and when you answer you will be connected to the caller.



- + Open the **Settings** tab.
- + Under **Calling mode**, select one of the following:
 - Call to account number (Click-to-Dial):** Places a call to your account phone first. When you answer, the call is placed to the number you dialed.
 - MaX UC (Tel URI):** Automatically places the call to the number dialed from your MaX UC client.

NOTE: If you are using a desk phone such as Yealink T54W, **Call to account number (Click-to-Dial)** is the only method that can be used.

STATUS SETTINGS



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