Northland BU Connector

for Teams

USER MANUAL

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DESKTOP APPLICATION

MOBILE APPLICATION FOR ANDROID AND iOS

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

WHAT IS NORTHLAND BU CONNECTOR

The Northland BU Connector allows Teams users to make calls using your phone services from Northland Communications.

You can now access your phone services from Northland Communications without leaving Teams. The Northland Business Unlimited 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.

In order to use the Northland BU Connector app, your organization must have provisioned you with phone services from Northland Communications.

If you do not have a desk phone provisioned to your account you can download the MaX UC desktop or mobile application for Windows/Mac/iOS/Android. This is a licensed application.

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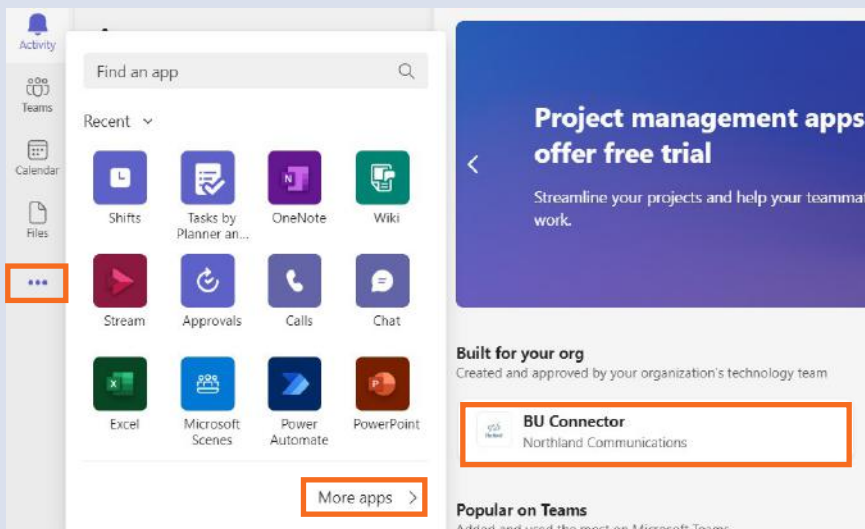
+ In Teams, click on **...** on the left.
+ Select **More apps >** at the bottom of the apps screen.
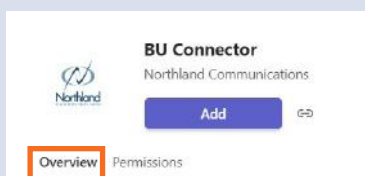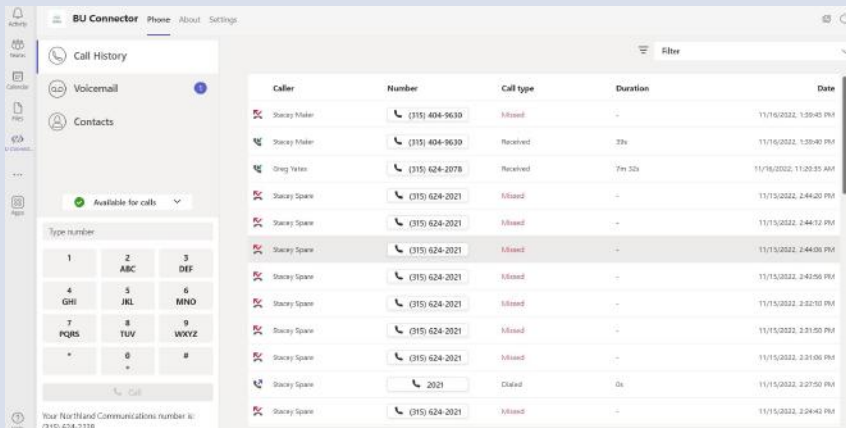+ Select **BU Connector**. The Login Screen will appear.

+ Enter your Business Unlimited Subscriber telephone number and password.

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

PHONE TAB

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. ☎ (315) 624-2021
+ Select Voicemail to work with messages.
+ Select Contacts to view contacts.

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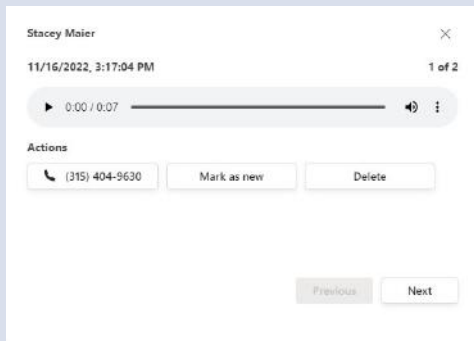
+ Select the **Play** icon to listen to the message.
+ Select the three dots for **Download** and **Playback** speed options.
+ Select the **phone number** to return the call.
+ Select **Mark as new** to keep the message as a new message.
+ Select **Delete** to delete the message.
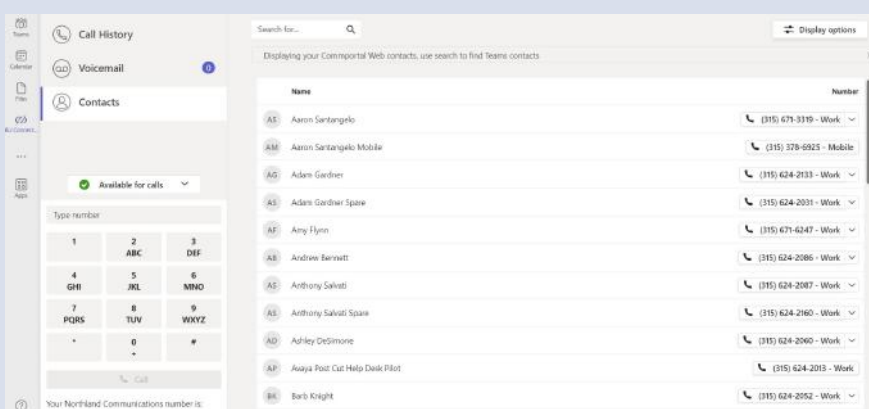+ Select **Previous** or **Next** to move between messages.

Image 2
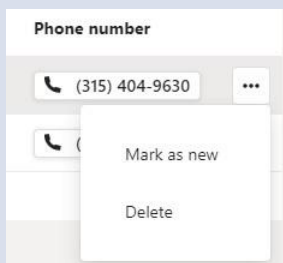
+ Select **Mark as new** to keep the message as a new message.
+ Select **Delete** to delete the message.

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 display.
  + CommPortal Contacts
  + Business Group Contacts
  + All Sources
  + You can also choose to only display contacts with numbers.

CALL SETTINGS TAB

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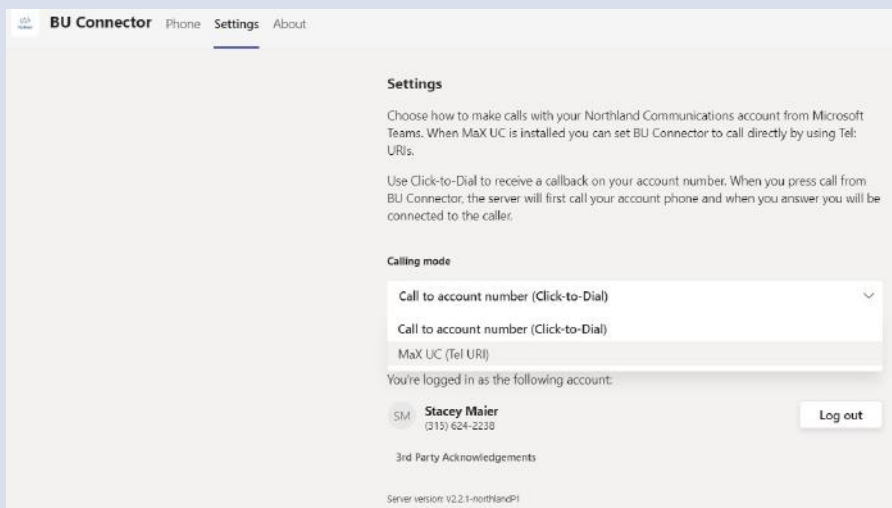
+ Open the **Settings** tab.
+ Under **Calling mode**, select one of the following:
  Call to account number (Click-to-Dial): Places a call to your account phone first. When you answer, the call is placed to the number you dialed.
  MaX UC (Tel URI): Automatically places the call to the number dialed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

NOTE: If you are using a desk phone such as Yealink T54W or using the app on a mobile device, **Call to account number (Click-to-Dial)** is the only method that can be used.
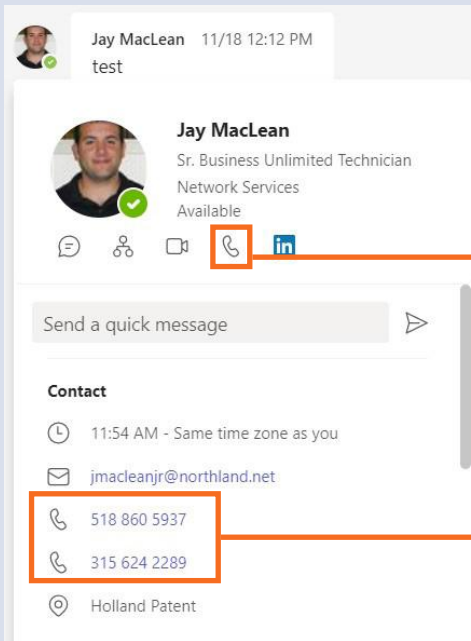
STATUS SETTINGS
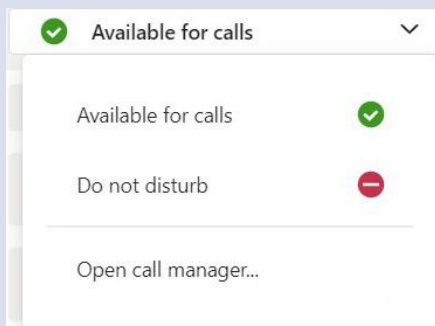
+ Select the dropdown next to **Available for calls**.
+ Click **Do not disturb** to change your status and send your calls directly to voicemail. This is updates your presence to others in your Business Group.
+ Click **Open call manager…** to open your Subscriber CommPortal account.

FROM TEAMS CHAT OR TEAMS CHANNEL POST

+ In a contact's chat window, click on the contact's avatar. The contact's information is displayed.

+ Select one of the numbers from the contact information below. This will make the call using Northland Communications services.

NOTE: Using the phone icon directly under the avatar will use Teams services, not Northland.

IMPORTANT: Be sure to use the telephone numbers in this section of the contact's information to place the call using use Northland's services.

NORTHLAND BUSINESS CONNECTOR FOR iOS and ANDROID

When you have the Teams App on your iOS or Android device, you can use the Northland BU Connector App to make calls using Northland's services. In order to generate a call using Northland Services on your mobile device, you must have a MaX UC the MaX UC license and the MaX Mobile application downloaded on your mobile device.

NOTE: If you do not have a MaX UC license, you can still use the Northland BU Connector App on your mobile device, but it will generate a "callback" to your desk phone.

## NORTHLAND BUSINESS UNLIMITED CONNECTOR ON iOS AND ANDROID

The Connector Window opens to the **Phone** tab which displays phone, settings, call history, voicemail and contacts information. When you open the Northland Business Unlimited Connector App, it opens to **Call History** on the **Phone tab.** This displays missed, answered and outgoing calls.
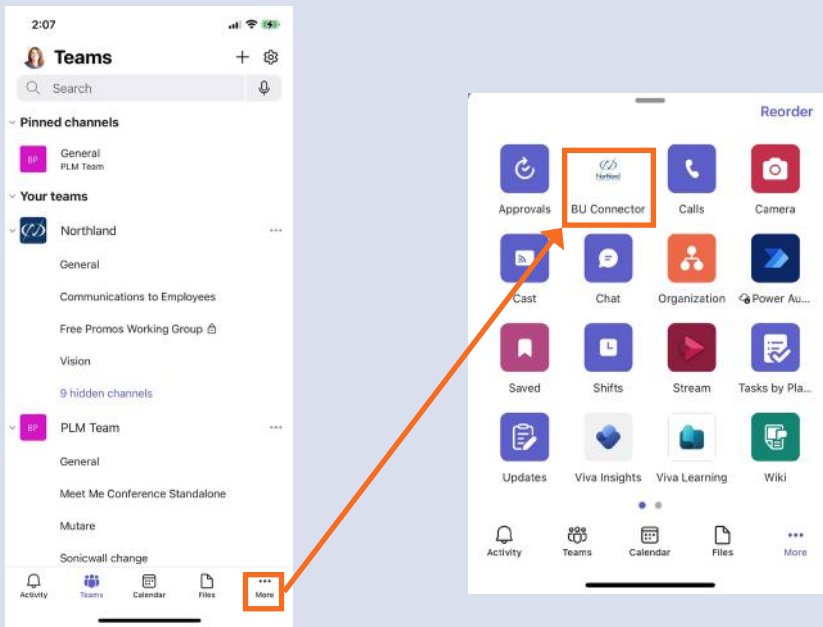
+ Open the Teams Mobile App.
+ Select the elipses in the bottom right.
**+** Next locate and select the **BU Connector** App.

PHONE TAB

The Connector APP opens to the **Phone** tab which displays phone, settings, call history, voicemail and contacts information. When you open the Northland Business Unlimited Connector App, it opens to **Call History** on the **Phone tab.** This displays missed, answered and outgoing calls.
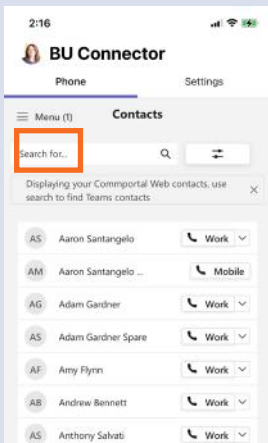
+ Tap on a phone number **to** place a call. (315) 624-2021
+ Tap **Menu** to view **Call History, Voicemail** and **Contacts** windows.

MENU SCREEN

Because the mobile app uses one single window, use the menu window to navigate the application.
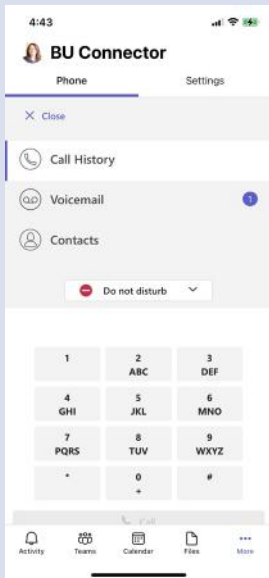

+ Tap **Call History** to view recent **Missed, Answered** and **Outgoing** calls.
+ Tap **Voicemail** to work with messages. (The number indicates the number of new voicemails).
+ Tap **Contacts** to view contacts.
+ Tap the dropdown to change your status between **Do not disturb** or **Available for Calls**.
+ Tap the numbers on the dial pad to enter numbers.

VOICEMAIL SCREEN

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.
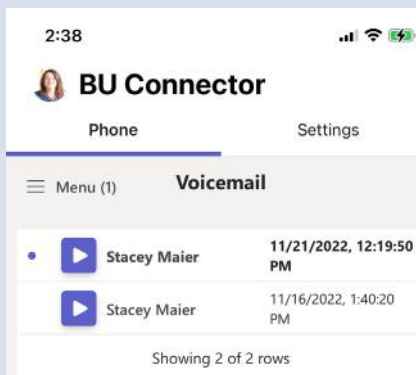

+ Tap **Voicemail** from the menu to view + work with messages.
+ Tap the **Play** icon to listen to the message and view additional options. (See below)
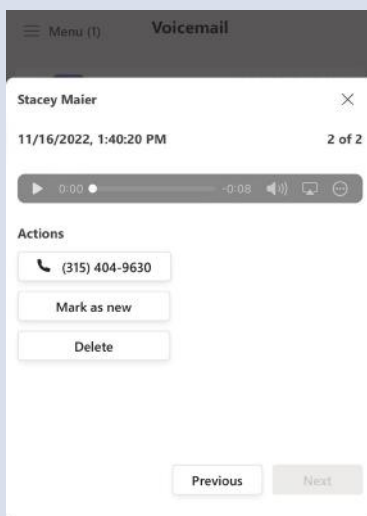
+ Tap the **Play** icon to listen to the message.
+ Tap [icon] to mute the microphone.
+ Tap [icon] to view AirPlay Options (iOS only).
+ Tap [icon] to adjust playback speed (iOS and Android) and for download options (Android only.
+ Tap the **phone number** to return the call.
+ Tap **Mark as new** to keep the message as a new message.
+ Tap **Delete** to delete the message.
+ Tap **Previous** or **Next** to move between messages.

Select **Contacts** from the menu. You can customize how your contacts display once the **Contacts** window is open.
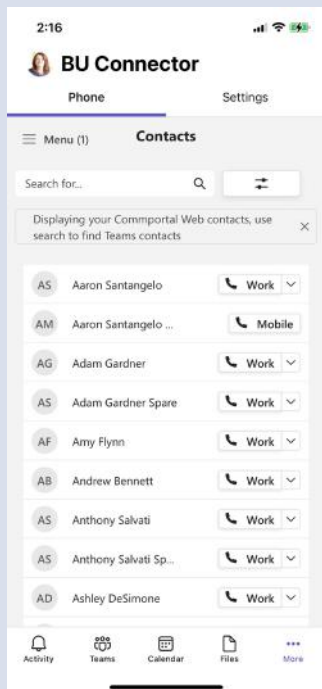
+ Tap on a number to place a call to the contact's primary number.
+ Tap the dropdown next to the number to view additional numbers and select the number to call.
+ Use the Search box to enter search criteria.

+ Tap ⇄ options on the right to select which contacts to display.

+ CommPortal Contacts.
+ Business Group Contacts.
+ All Sources.
+ You can also choose to only display contacts with numbers.

CALL SETTINGS TAB

Choose how to make calls with your Northland Communications account from Teams. When MaX UC Mobile is installed you can set BU Connector to call directly. This is the default setting in the BU Connector app on iOS or Android.
Use Click-to-Dial to receive a callback on your account number. When you tap call from BU Connector, the server will first call your account phone and when you answer you will be connected to the caller.
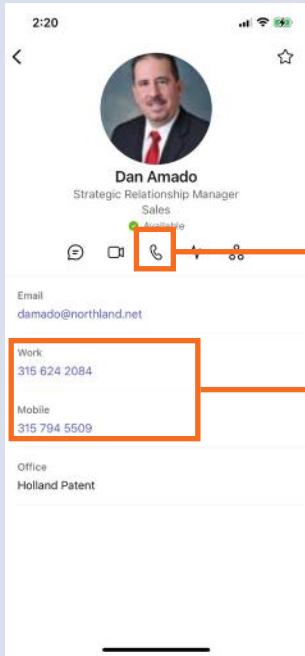NOTE: This setting can only be changed in the desktop app.
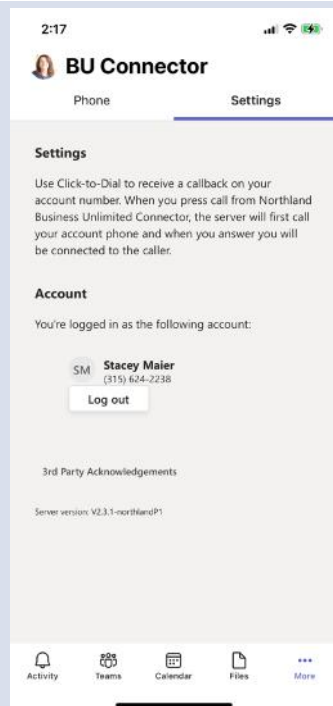
+ Tap Logout to log out.

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

FROM TEAMS CHAT OR TEAMS CHANNEL POST

+ In a contact's chat or in the channel window, tap the contact's avatar. The contact's information is displayed.

+ Select one of the numbers from the contact information below. This will make the call using Northland Communications services.

NOTE: Using the phone icon directly under the avatar will use Teams services, not Northland.

IMPORTANT: Be sure to use the telephone numbers in this section of the contact's information to place the call using use Northland's services.