NewTel Systems Training Worksheet

Please write your name and initial after each section of training. Please hand your training sheet to your trainer so that we can make a copy. Once you have initialed each section, this is your acceptance of training. Feel free to ask questions throughout the training if you are unclear on the specifics of a function.

Trainee Name: _____

Dialing:

VoIP phones are like cellular phones. The dial tone you hear when you lift the handset is fake, it is a sound generated by the phone to fulfill your subconscious requirement to hear traditional dial tone on desktop telephones. However, the most convenient way to dial is to enter Area Code + Number fully before "sending" the call, just as you do on your cellular phone. In this manner you can backspace and correct any mis-dialed digits without the need to start over.

Trainee Initials: _____

Answering Inbound Calls:

All inbound calls sent to your phone will come into Line 1. If you are already on Line 1, inbound calls rollover to the next line, allowing you to handle up to 3 concurrent calls. To answer inbound calls, simply lift the handset, or press the speakerphone button to talk over the speaker, or press the Line button, which is flashing to indicate the inbound call.

Trainee Initials: _____

Call Handling:

IMPORTANT: Because MyPBXmanager.net is a large PBX, you must either transfer the call to them, or you must "Park" the call so that they can pick it up. If you simply put a call on hold, only you can pick it back up. "Parking" the call has the same effect as putting it on hold, except anyone in the office can pickup a parked call.

To Transfer: (There are 2 kinds of transferring, "Blind" and "Supervised")

Blind Transfer:

This feature will send the calling party to the target extension without notice.

1. Press the "TRAN" button on the phone. The call is placed on hold and you are returned to dial tone

2. Enter the extension (or external phone number) of the user to whom you are transferring the call.

3. When you hear ringing you complete the transfer by pressing the "TRAN" button a second time or hang up the call.

Supervised Transfer:

This feature Transfers the call; however, it allows you to announce party to be transferred to the target extension.

1) Press the "TRAN" button on the phone. The call is placed on hold and you are returned dial tone.

2) Enter the extension, press the correct speed dial key, or dial the external number of the user whom you are transferring the call.

3) Wait until they answer and then tell them who it is. When they have accepted the call press the "TRAN" button again or hang up the call.

4) If the person you are transferring to does not want to take the call or is not available, you can get the calling party back by pressing the corresponding line button. This button will be slowly blinking green indicating that they are on hold.

Transfer Directly to Voicemail:

This feature allows you transfer a call directly to your co-workers voicemail without ringing their extension. This is good for times when you know that they are unavailable or on the phone.

1) Follow the steps of a blind transfer.

2) Enter the Straight Voicemail Extension number assigned to you co-worker.

(Default is *9+extension number i.e. *9101)

Park a Call:

Sometimes you will need to place a call on park in order to pick it up on another telephone. The Park function will place the call on hold and allow you to walk to any other phone and pick that call back up. This is an addition to the Transfer function and handles the call differently.

1. Press the "Park" Button, or if not found on your phone dial ##*7# (## is to transfer and *7 is the extension you are transferring to, # again sends the call through)

2. Listen for an announcement that will tell you an EXTENSION NUMBER where the call has been parked. Once you hear music, hang up the phone to complete the park.

3. Dial the Parked Extension that was announced in the previous step from any phone to retrieve the call.

4. Speak to the caller.

Pickup A Call:

The Group Pickup feature will allow you to pick up a call that is ringing a group of people. For example, if you know that a person is not at their desk you can "Intercept" a call that is ringing into their phone by using the pickup button.

1. Press the "Pickup" button located on your phone when you hear another phone ringing. You have answered the call.

2. You can also enter ** from a phone that does not have a "Pickup" button.

Intercom:

The Intercom function will allow you to call a specific phone that will automatically answer the call with the speakerphone built into them.

1. Dial *8 + the 3 digit extension number. (*8101 will intercom extension 101)

2. You should hear a tone in your ear and you will then be connected to your co-worker.

Page a Group:

The page function is just as it suggests. This feature will allow you to call a specific group of phones that will automatically answer the call with the speakerphone built into them. The function is usually used to locate a party or make general announcements.

1. Dial the Page Group Extension.

2. You should hear a tone in your ear and then make your announcement.

3. When done with the announcement, hang up the receiver.

Forward an Extension:

The forward function allows you to push your calls to another device or phone number. You will have a choice to enter another extension or external number. This means that your phone will no longer ring and the target device will ring until your turn the call forwarding off.

1. Dial *72 + extension # or 10 digit telephone number followed by Dial key.

2. You will hear "Call Forwarding" when you have completed this correctly.

Un-forward an Extension:

1. Press *72 to un-forward your calls.

2. You will hear "Call forward canceled" when this has been completed.

Trainee Initials: _____

Voicemail Box Setup:

Checking your voicemail:

1. Press the MESSAGE button or dial *1

2. Enter your voicemail password (1478 is the default voicemail password) followed by the # key.

3. Listen to the options presented to you and press 1 for voicemail.

Checking your voicemail Remotely:

1. Call in so that you hear your Voicemail greeting.

2. Press the * Key.

3. Enter your voicemail password (**135790** is the default voicemail password) followed by the # key.

4. Listen to the options presented to you and press 1 for voicemail

NOTE: We suggest that you change your voicemail password to a unique number for security purposes. You do this by logging on to your voicemail and entering option "0" then option "5" in the voicemail options menu. Enter the new password.

Record a new voicemail Greeting:

1. Press the Voicemail button or dial *1.

2. Press option "0"

3. Listen to the list of Voicemail greeting options and record the correct greeting.

4. You should hear options for an "Unavailable", "Busy", and "Recorded Name".

5. Follow the prompts to record your greeting.

Trainee Initials: _____

Voicemail Menu structure

- 1: Listen to voicemail messages
    - o 3: Advanced options
        - 1: Reply
        - 3: Envelope
    - o 4: Play previous message
    - o 5: Repeat current message
    - o 6: Play next message
    - o 7: Delete current message
    - o 8: Forward message to another mailbox
    - o 9: Save message in a folder
    - o *: Help; rewind during message playback
    - o #: Exit; skip forward during message playback

- 2: Change folders
    - A menu is then played of existing folders
    - #: Exit
- 3: Advanced options
    - 5: Leave yourself a message
    - *: Return to the main menu
- 0: Mailbox options
    - 1: Record your unavailable greeting
    - 2: Record your busy greeting
    - 3: Record your name
    - 4: Record your temporary greeting
    - 5: Change your PIN
    - *: Return to the main menu
- *: Help
- #: Exit

Service Outages:

Your VoIP service relies on your Internet connection to route calls to your telephones. In the event of an Internet service interruption, your company will no longer have Internet access or telephone service. However, inbound calls to your company will still be connected to your auto attendant, or to your voice mail, depending on your configuration. This is because call routing takes place on our switching equipment, and is a major advantage of VoIP and the NewTel Systems Hosted PBX service. Thus, customers calling your company will not know of your service interruption. Additionally, you can call into your voice mail from your mobile phone or any other telephone and "call forward" your calls to your cellular phone, or any other working telephone number. This ensures that your customers can reach you at all times, even during a service outage. If you need help with this process, call our support hotline at 212-681-0000. In addition, we can configure your call routing to give callers the option of being transferred to your cellular phone whenever you don't answer your desk phone. Callers would hear, "Jane Doe is not at her desk to answer your call. If you would like to be transferred to her cellular phone, press 1. If you would prefer to leave a voice mail message, press 2." If you would like this behavior setup for you, simply ask any NewTel Systems representative.

Technical Support:

Main number: 212-681-0000

EMAIL: support@newtelsystems.com

Web: http://newtelsystems.com/

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