



## Customer Training Guide

Revision 1.1  
October 2010

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## 1. DOCUMENT REVISION HISTORY

Rev	Description	Date	Author
1.0	First revision	1.08.2010	D. Neilson
1.1	Added softfone information	19.10.2010	D. Neilson

## 2. Web Portal

The portal allows changes to be made to various Netfone settings such as:

- Call records
- Line & Extension settings
- Account settings
- Voicemail
- Call forwarding
- Direct systems access

To log in tho the portal you will need your username and password, which was issued by Netfone. In your Internet browser go to this address: <https://portal.netfone.co.nz> (note the https) and log in.

Once logged in there are various sections at the top of the page: Call History, Extension Settings, and Line Settings & Account Settings

### 2.1 Call Records

This section shows the toll calls immediately that they are completed. The selector at the top allows different months to be selected and the “previous” next” arrows at the bottom of the page allow navigation thorough the days of the month. Clicking on the “Download” link allows the calls to be exported to Excel for further analysis.


**netfone** You are logged in as **datawest** VOIP BUSINESS PHONES [Billing page](#) [Add user](#)  
 datawest

**Call History** Extension Settings Line Settings Account Settings Logout

Calls for the month of:   Download: [April 2011.csv](#)

Date Called	Source	Number Called	Duration	Cost (\$)	Cost centre
2011-04-08 16:00:13	800	6463514108	00:02:41	0.100	
2011-04-08 15:26:33	800	6462802557	00:00:05	0.035	
2011-04-08 15:26:23	800	6462802557	00:00:04	0.035	
2011-04-08 15:24:45	800	6462802557	00:00:02	0.035	
2011-04-08 14:12:50	800	6462802961	00:00:05	0.035	
2011-04-08 14:12:33	800	6462802961	00:00:10	0.035	
2011-04-08 14:11:59	800	6462802960	00:00:08	0.035	
2011-04-08 14:11:48	800	6462802960	00:00:04	0.035	
2011-04-08 14:11:28	800	6462802960	00:00:01	0.035	
2011-04-08 12:59:38	800	6421403471	00:00:28	0.265	
2011-04-08 12:55:05	800	6421403471	00:00:03	0.265	
2011-04-08 12:54:33	800	6421403471	00:00:04	0.265	
2011-04-08 12:12:40	800	6463514108	00:00:18	0.035	
2011-04-08 12:10:20	800	6463552130	00:00:30	0.035	
2011-04-08 12:06:37	800	6463583779	00:00:56	0.035	

« previous 1 2 3 4 5 6 next »

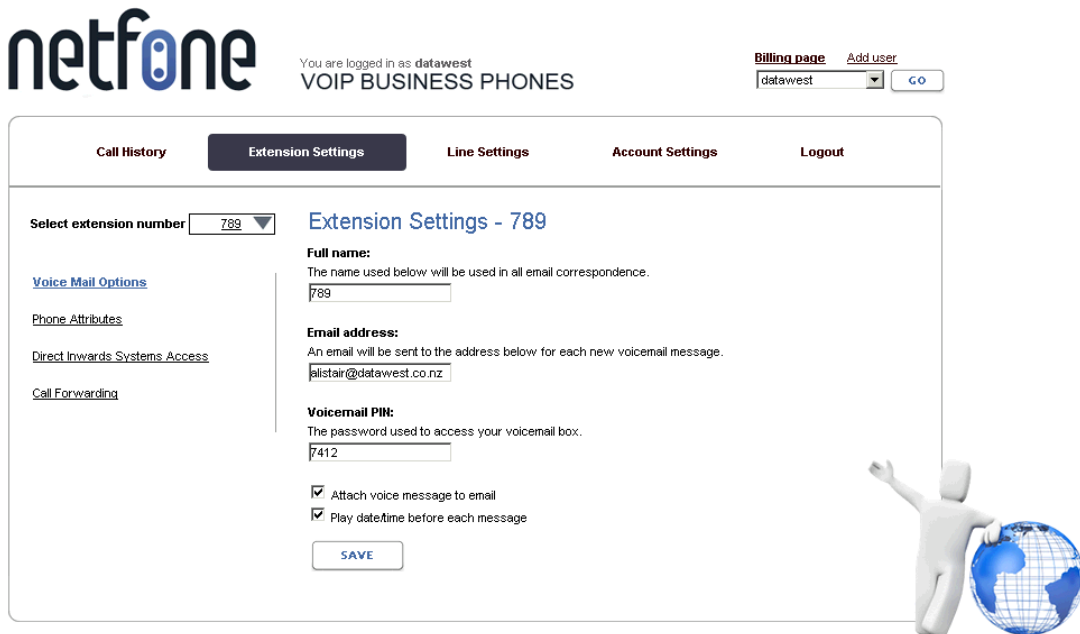


## 2.2 Extension Settings Overview

This section allows these changes to be made to your individual phone extensions:

- Voice Mail
- Direct Inwards Systems Access (DISA)
- Call forwarding
- Phone attributes (view only)

Select an extension number on the left, and then access the options on the right.



**netfone** You are logged in as: datawest  
VOIP BUSINESS PHONES [Billing page](#) [Add user](#)  
datawest

Call History **Extension Settings** Line Settings Account Settings Logout

Select extension number: 789 **Extension Settings - 789**


[Voice Mail Options](#)  
[Phone Attributes](#)  
[Direct Inwards Systems Access](#)  
[Call Forwarding](#)

**Full name:**  
The name used below will be used in all email correspondence.

**Email address:**  
An email will be sent to the address below for each new voicemail message.

**Voicemail PIN:**  
The password used to access your voicemail box.

Attach voice message to email  
 Play date/time before each message



## 2.3 Voice mail options

This section changes various settings for [this extensions](#) voicemail (extension 789).

**Full Name:** This is used as the greeting on the email e.g.: Dear 789 - typically this is the user's first name.

**Email address:** The email to send to. Multiple email address's can be loaded by separating then with a ";" character.

**Voicemail PIN:** PIN to access the voicemail box – may be used from a remote location with the DISA system.

**Attach voice message to email:** sends a WAV audio file, allowing the message to be played on a PC or a Smart cellphone.

**Play date/time before each message:** - un-tick this to make the playback of messages faster

netfone You are logged in as datawest VOIP BUSINESS PHONES Billing page Add user  
datawest GO

Call History Extension Settings Line Settings Account Settings Logout

Select extension number 789 Extension Settings - 789

[Voice Mail Options](#)

[Phone Attributes](#)

[Direct Inwards Systems Access](#)

[Call Forwarding](#)


**Full name:**  
The name used below will be used in all email correspondence.  
789

**Email address:**  
An email will be sent to the address below for each new voicemail message.  
jalstair@datawest.co.nz

**Voicemail PIN:**  
The password used to access your voicemail box.  
7412

Attach voice message to email  
 Play date/time before each message

SAVE



## 2.4 Direct Inwards Systems Access

DISA gives Netfone access from any phone. Toll calls are billed to your Netfone account. e.g. Netfone features can be accessed from your Cellphone or home-line.

DISA Features:

- Low cost Netfone calls billed to your account
- Retrieve Netfone voice-mail messages
- Record new announcements
- Record temporary greeting
- Ring a Netfone extension number directly

This service is accessed by calling one of the regional numbers listed below

- Auckland 09-973-5654
- Wellington 04-974-8868
- Palmerston North 06-929-7680
- Christchurch 03-281-8822

### Activation:

To activate the service for your Netfone account, follow the instructions below:

One logged in to the portal:

- Click - "Direct Inwards System Access" section (pictured below)
- Click "Add number" then add e.g.: your home or cell number.

In some cases this may have to set using the NZ country and area code e.g.: 649xxxxxx for Auckland) - this registers this number as an authorised user.

Optionally, PIN codes can be set by your systems administrator – this allows access to Netfone from any location without pre- registering the number.

### Usage

By dialling one of the regional access numbers listed above, you will hear Netfone dial tone: Now dial any number or, alternatively access voice mail by dialling 1001#. (Mailbox number and password required).

For frequently called numbers a "one touch" rapid dial can often be programmed to your desk or cellphone.



You are logged in as **datawest**  
VOIP BUSINESS PHONES

[Billing page](#) [Add user](#)  
datawest

Call History   **Extension Settings**   Line Settings   Account Settings   Logout

Select extension number:

[Voice Mail Options](#)  
[Phone Attributes](#)  
[Direct Inwards Systems Access](#)  
[Call Forwarding](#)

### Extension Settings - 789

**About DISA**

- DISA allows free calls from your cell phone (requires setup by Netfone)
- DISA allows low cost National calls
- Access's Netfone Voice-Mail (dial 1001 to access your voicemail box)
- Dial Netfone extension numbers (dial an extension number followed by #)

**Phone Access Numbers**

Phone numbers listed below can access the DISA service



## 2.5 Portal Call Forwarding

Calls can be diverted to any number, Extension-number, National, International or Cellphone.

Four types of divert are available:

**Unconditional:** diverts calls to this extension at all times

**Busy:** diverts calls when this extension is busy – note: simultaneous calls must be limited to one call (default is two or more calls per extension)

**No answer:** diverts calls on no-answer

**Unavailable:** diverts calls when the phone is turned off or has no internet.

**netfone** You are logged in as **datawest** **VOIP BUSINESS PHONES** [Billing page](#) [Add user](#)  
datawest

[Call History](#) **Extension Settings** [Line Settings](#) [Account Settings](#) [Logout](#)

Select extension number  **Extension Settings - 789**

[Voice Mail Options](#)

[Phone Attributes](#)

[Direct Inwards Systems Access](#)

[Call Forwarding](#)

**Unconditional forward number:**  
Forward all phone calls for extension 789 to the phone number listed below

**Busy forward number:**  
Forward all phone calls for extension 789 to the phone number listed below when the extension is busy.

**No answer forward number:**  
Forward all phone calls for extension 789 to the phone number listed below when the call is unanswered.

**Unavailable forward number:**  
Forward all phone calls for extension 789 to the phone number listed below when the extension is unreachable/offline.

### 3. Desktop Soft-phone

Make calls from your PC Desktop. Follow these simple instructions to install a Desktop Telephone – you will need the following:

- A Windows PC
- Broadband
- PC headset and Microphone
- Netfone “Extension Number” & “Password” (request from info@netfone.co.nz)

#### 3.1 Installation of the Softfone

Download the Netfone Softfone from here: <http://www.netfone.co.nz/downloads.html>

Install the Softfone to your PC, and then start the Softfone, the following screen should appear:

In the picture are three fields labelled “your extension number” - enter the Netfone issued extension number to these three locations.

Enter your Netfone issued password

Enter vbx.co.nz to the “SIP Domain / Realm field

Now click connect.



Picture 5.0 – Account Name Entry

Continued.....

If the Softfone has connected successfully – the following icon will appear at the bottom of the Softfone, and you can start making calls from your PC.



Picture 5.1 – Connected successfully

If the connection was unsuccessful (see below) go to section 3.3 of this document to check your settings, for technical support call Netfone on 0800-311-777

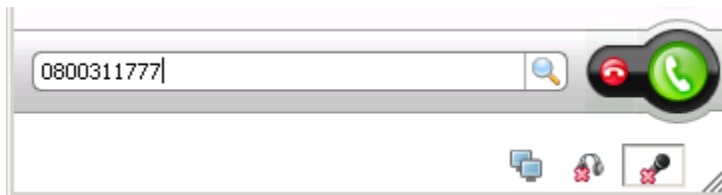


Picture 5.2 – Unsuccessful connection

### 3.2 Making your first call

Put on your headset and microphone, enter a number to be dialled as below (eg: 0800311777), and click the green key to commence dialling.

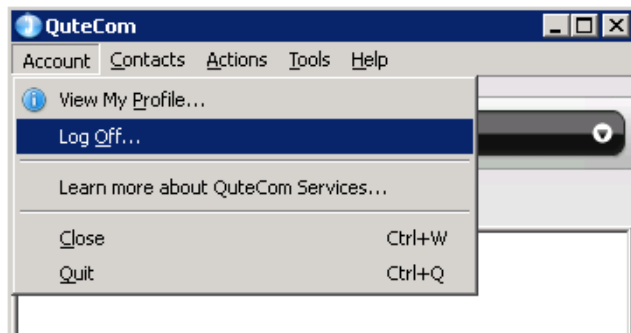
Click the red button to hang-up.



Picture 5.2 – Dialling a number

### 3.3 Checking Settings

Click on “Account” – then Log Off as pictured



Picture 5.3 – Log off

In the following screen - click on “Modify” and check your username and password – refer **Picture 5.0 – Account Name Entry**



Picture 5.2 – Edit Netfone connection

If the connection is still unsuccessful please call Netfone on 0800-311-777



Picture 5.2 – Unsuccessful connection

## 4. SPA Phone Usage Guide

This section outlines some of the common functions able to be used with your Netfone. (Models applicable Linksys IP Phone SPA941, SPA942, SPA922)


### Button Guide:




- |   |                    |
|---|--------------------|
| 1. Handset                              | 8. Hold button     |
| 2. LCD screen                           | 9. Setup button    |
| 3. Voicemail indicator light            | 10. Volume button  |
| 4. Lines (not applicable to all phones) | 11. Headset button |
| 5. Soft buttons                         | 12. Speaker button |
| 6. Navigation button                    | 13. Mute button    |
| 7. Mailbox button                       | 14. Dial pad       |

## 4.1 Transferring calls

To transfer a call in progress calls to another number:


1. Press the soft button  labelled 'xfer'
2. Dial the other number - then press the soft button 'dial'
3. After the other number answers – press the soft button 'xfer'
4. Putting callers on hold

## 4.2 Holding calls


To put a caller on hold (music is played to them) press the hold button  the caller will not be able to hear anything said into the handset or speakerphone.

To take the user off hold press the soft button labelled 'resume'.

## 4.3 Redialling a number

To call a previously dialled number, press the soft button labelled 'redial'. The LCD screen will display a list of numbers dialled, use the navigation button  to find the number to call and press the soft button labelled 'dial'.

## 4.4 Using the speakerphone

To switch the Netfone to speakerphone press the speaker button  - the speaker button will turn green; hang up the handset for hands free operation.

To use the handset press the speaker button again.

## 4.5 Call volume



There are two settings:

1. Ring volume of the Netfone (when phone is hung up)
2. Speech volume (when handset is picked up)

To change ring volume press the volume button  either up or down while the handset is down.

To change the volume of the person at the other end of the call press the volume button while talking. (Note: you cannot alter the volume to make your voice louder at the caller end).

## 4.6 Changing the ring tone

To change the ringtone press the setup button  use the navigation button:  to select 'Ring Tone' and press the soft button labelled 'select'. Press the soft button labelled 'change'. The LCD screen will now list the ring tones available. Switch between these using the navigation button and the soft buttons to 'play' and 'select'. Press the setup button to return home.

## 4.7 Inter-extension calling

The Netfone can place calls to other extensions by lifting the handset, dialling the destination extension number then pressing the soft button labelled 'dial'.

## 4.8 Call Pickup (another ringing extension)

Netfone can programme a call-pickup group; this allows a nearby ringing phone to be picked up with the following sequence:

- \*8#
- or \*8"dial"

Note: this may require Netfone to configure a "call pickup" group.

## 4.9 Call-back

Allows "call-back" to the telephone number of the last received call. Use the code \*69 to call-back. *Note: if the caller ID is blocked this may not work.*

### 4.10 Call forwarding


To forward calls pick up the handset and press the soft button labelled '**cfwd**', enter the number to direct all calls to and press the soft button labelled '**dial**'. Hang up the handset, the LCD screen should now read '**Calls Forwarded**'.

To disable call forwarding; without lifting the handset press the soft button labelled '**-cfwd**'.

### 4.11 Do not disturb

To stop the Netfone ringing and send calls immediately to voicemail press the soft button labelled '**dnd**', The LCD screen will now read '**Do Not Disturb**'. To allow incoming calls to ring on the Netfone again, press the soft button labelled '**-dnd**'.

### 4.12 Voicemail

Press the mailbox button  and follow the voice prompts to navigate the system. (See the 'Netfone Voicemail User Reference' document for in-depth description of the system).

### 4.13 Conference Bridge

To join the conference bridge dial the DISA access number either from your desk phone or any other authorised DISA number (access must be configured by Netfone first.)

- Once dial tone is heard - dial 10000# to enter the conference room.
- \*4 and \*6 control conference volume
- \* plays the conference menu
- \*7, \*9 controls "own voice" volume - (press 8 to accept).
- Changing volume can be done with \*777 or \*999 (move three levels at once.)

## 5. Voice Mail System

The Netfone PBX offers a highly capable voice mail system. Among the features that it offers are:

- Three different types of greetings.
- Notification of new messages through email. The email may include an audio file containing the complete message.
- Ability to organize messages into folders.
- Mailboxes may be password protected.
- Can optionally allow callers to review and re-record messages.

### 5.1 Types of Greetings

The greeting lets the caller know that you are not able to answer their call. The greeting can also be used to convey other information like when you will be available, other methods to contact you, or other options that the caller can use to receive assistance.

The Netfone PBX has three types of greetings:

#### Busy Greeting

If the Netfone PBX thinks that you are on the phone, the caller will hear your “busy” greeting. Your busy greeting can either be a generic message, like:

- The person at “extension-number” is on the phone.
- “Recorded name” - is on the phone.
- or the busy greeting can be a message that you record.

#### Unavailable Greeting

If the Netfone PBX thinks that you are unavailable (e.g. you don’t answer the phone or your phone is not connected to the network) the caller will hear your “unavailable” greeting. The unavailable greeting can either be a generic message, like:

- The person at “extension-number” is unavailable.
- “Recorded name” is unavailable.
- or the unavailable greeting can be a message that you record.

#### Temporary Greeting

You can also record a temporary greeting. A temporary greeting will always be played regardless of your “busy” or “unavailable” status. This could be used, for example, if you are going on holiday and want to inform people not to expect a return call anytime soon, but you do not want to re-record your busy and unavailable greetings when you come back.

## 5.2 Folders

The Netfone PBX allows you to save and organize your messages into folders. There are ten folders:

Folder Names

- New
- Old
- Work
- Family
- Friends

When a caller leaves a message for you, Netfone will put the message into the “New” folder. If you listen to the message, but do not delete the message or save the message to a different folder, the Netfone PBX will automatically move the message to the “Old” folder.

## 5.3 Leaving a Message in a Mailbox

If the phone is not answered and voice mail is active, the caller may first hear a greeting and/or some instructions before being allowed to record a message. The process of leaving a message looks like this:

1. Play the appropriate greeting.  
Note: The Netfone PBX administrator can control whether a greeting is played or not and can also control whether the busy or unavailable greeting is played (if you record a temporary greeting, the temporary greeting will always be played if the administrator does not turn off greetings).
2. Play some short instructions.
3. Play a beep.
4. Record the message, and optionally allow the caller to review the message.

While listening to the greeting or the instructions, the caller can press any of the following buttons:

- “#” Skip the rest of the greeting and instructions and begin recording the message.
- “\*” Transfer out of the message recording application.
- “0” Transfer to an operator.

After the greeting and the instructions have played the caller will hear a beep and then the system will start recording a message. To end the recording, the caller can hang up the phone, the Netfone system will put the message in your “New” folder.

## 5.4 Accessing Your Mailbox

### From a Linksys or Cisco phone:

- Press the “Envelope” button on your phone.

### From a cordless phone:

- Access voice mail system by pressing \*97

### From any other Netfone extension

- Dial 1001# - then follow the voice prompts to access your mailbox.

### From another Telephone network

- By calling a special number (DISA)

Your Netfone PBX administrator may have configured a special phone number (DISA) that can be called to access your mailbox and other functions. Contact your Netfone PBX administrator for details. Before you are allowed to listen to your messages, you may be asked to enter your mailbox number and a password.

## 5.5 The First Time You Log In

The first time that you log into your mailbox, you may be required to change some settings. In particular, you may be required to:

- Record your name.
- Record your busy greeting.
- Record your unavailable greeting.
- Change your password.

## 5.6 Main Menu

The main menu will be the first menu that you are presented with once you have logged in.

- “1” Listen to messages in the currently selected folder
- “2” Change folders
- “3” Advanced options.
- “0” Mailbox options.
- “\*” Repeat the menu options.
- “#” Exit from the voice mail system.

## 5.7 Mailbox Options

After pressing “0” from the main menu, the following options are available.

- “1” Record your unavailable message.
- “2” Record your busy message.
- “3” Record your name.
- “4” Record your temporary greeting.
- “5” Change your password.

## 5.8 Recording a Temporary Greeting

If you do not have a temporary greeting set, you will immediately be asked to record a temporary greeting. If you do have a temporary greeting set you will be presented with the following menu:

“1” Record a temporary greeting.

## 5.9 Removing a Temporary Greeting

“2” Erase temporary greeting. Once your temporary greeting has been erased callers will be presented with either your busy or unavailable messages, depending on your status. “\*” Return to the main menu.

## 5.10 Listening to Messages

The voice mail system will play back the message “envelope”. Depending on how the voice mail system has been configured, the message envelope may consist of the following items:

- Position.
- Date and time that the message was received.
- Caller ID information.
- Duration of the message.

Pressing “1” any time during the playback will skip to the message playback. The voice mail system will then play back the message.

### During Message Playback

During the playback of the message, any of the following buttons may be pressed:

- “\*” Rewind the message by 3 seconds
- “#” Fast forward the message by 3 seconds
- “0” Pause the message playback. Press any other button to resume playback.
- “1456789” Pressing any of these buttons will halt the playback of the message and perform the corresponding action from the post-message playback options.

### Accessing Your Mailbox

- “3” Advanced options.
- “4” Go to the previous message in the folder.
- “5” Replay the current message.
- “6” Go to the next message in the folder.
- “7” Delete or undelete the message.

- “8” Forward the message to another user on the system.
- “9” Save the message to a different folder.
- “0” Mailbox options.
- “\*” Replay the prompt.
- “#” Exit the voice mail system.

### **Changing Folders**

If you select the option to change folders the Netfone PBX will present you with the following options:

- “0” “New” messages.
- “1” “Old” messages.
- “2” “Work” messages.
- “3” “Family” messages.
- “4” “Friends” messages.

### **Notes**

1. Option is not announced if there are no messages in the current folder.
2. If you are listening to the first message in the current folder the prompt will not mention this option.
3. If you are listening to the last message in the folder the prompt will not mention this option.
4. The administrator may configure the system to automatically go to the next message when you save or delete a message.

## 6. Self Installing your Netfone

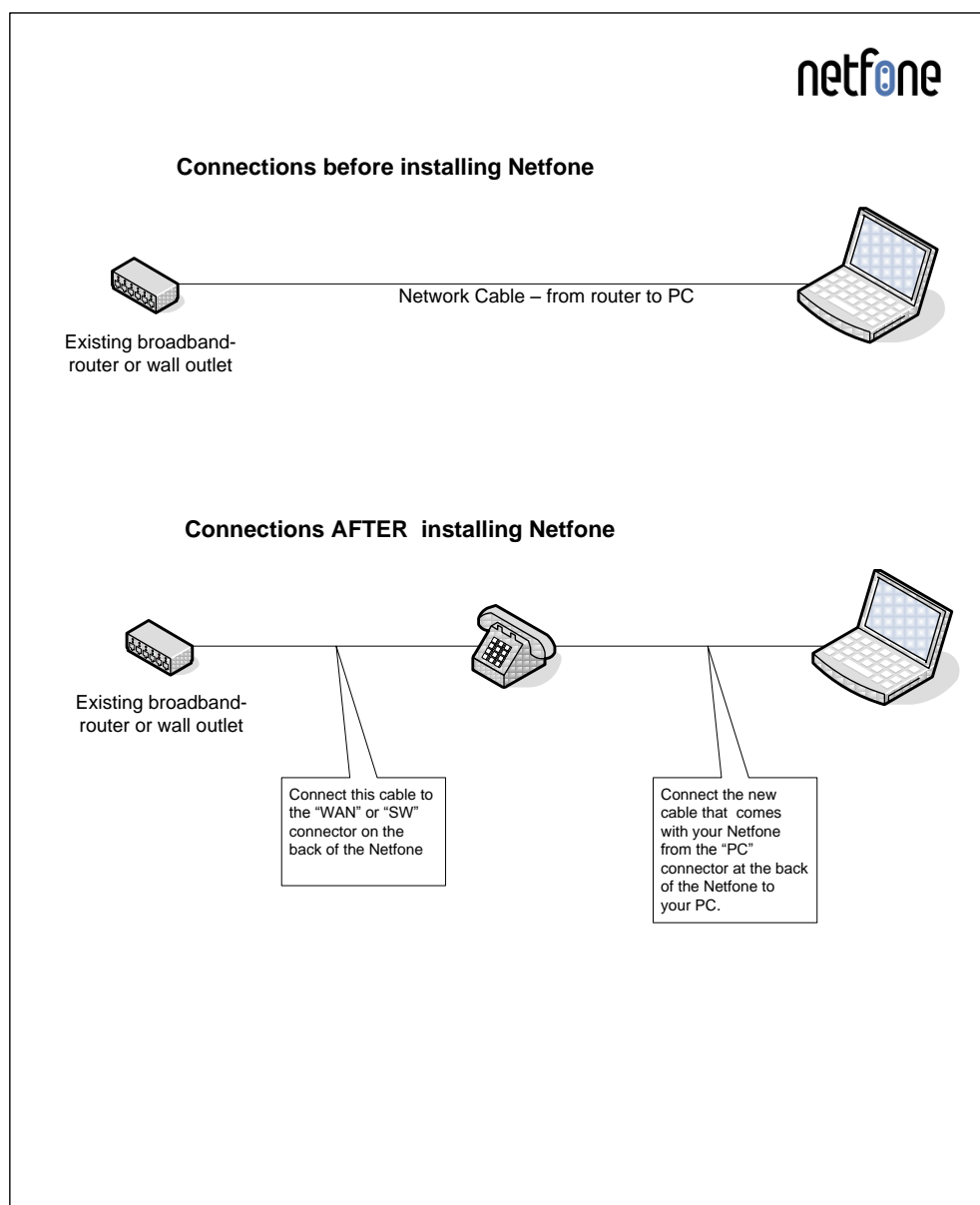
If your phone has been delivered by courier, please follow these instructions to install it.

The package should contain:

- Netfone with handset
- Phone back bracket (lets Netfone lean on a angle)
- Network cable
- Power pack.

The Netfone has two network sockets at the rear, it is connected “in-between the computer and the broadband router or wall outlet.

Make sure the phone has the power pack connected and it is turned on.



## 7. Accessories

### 7.1 Headsets

Headsets are in two categories: Wired and Wireless. We recommend the Plantronics brand of headsets due to the high quality.

- Wireless models are the Voyager 501S cost (2010) ~\$360 + GST
- Wired models are available at low cost.

The Stationary Warehouse stocks some Plantronics headsets.