

Demo Kit Setup Guide

Your complete phone system on wheels!



Your PBXact Demo Kit is a complete phone system on wheels. It includes 2 phones, a PoE Switch, wireless router and PBX. Below are some instructions on what you can demonstrate to your customers.

EXTENSIONS

1. Ext 3001 is setup with our executive Aastra 6757i phone that has features such as visual voicemail, visual park, visual Day/Night Mode, DND and may other features.
2. Ext 3002 is setup with our basic Aastra 6731i phone that has all the standard features plus features such as Visual Day/Night Mode and DND among others.
3. Ext 3003 has been programmed to allow you to setup a softphone from your laptop such as the free Xlite. You can download XLite from <http://counterpath.com>. Please follow the instruction on the last page for Xlite setup.

CALL GROUPS

1. Ring Group 3010-We have setup a ring group that will dial both ext 3001 and 3002. Just dial 3010 from you softphone or any other phone to demonstrate the ability to send callers to a group of phones. You can also press the Magic Button and say "Call Group All Phones"
2. Page Group 3020-We have setup a page group that when dialed will page phones 3001 and 3002. Just dial 3020 from a phone. You can also press the Magic Button and say "Page Group All Phones"
3. Voicemail Blast Group 3030- We have setup a Voicemail Blast Group that when dialed will prompt you to record your message and than forward that message to Ext 3001 and 3002. You can also press the Magic Button and say "Leave a Message for All Phones"
4. Queues 3040-We have setup a default queue so you can demonstrate how Queues work.

IVR'S-AUTO ATTENDANTS

We have designed an inbound call flow that you can demonstrate to your customers if you do the following. From any phone please dial 7777 which will emulate an inbound call. The system is setup to call ring group 3010 during the day mode and than if no one answers to fail over to the IVR. In night mode the system is setup to go straight into an IVR. To toggle between the day and night mode please press the day/night button on either one of your phones or dial *280.

The options for the IVR are as followed.

- The caller can dial the ext direct at any time.
- The caller can press # to enter the company directory or say "Directory"
- The caller can press 1 to ring the front desk which is ring group 3010 or say "Front Desk"
- The caller can press 2 to hear there address or fax number or say "Information"
- The caller can press 3 to hear direction to the office or say "directions"
- The caller can press 4 to leave a general voicemail or say "voicemail"
- The caller can press 9 at anytime to hear their options again or say "repeat"



Demo Kit Setup Guide

If the caller presses 1 and there is no answer they will be routed back to the IVR where they can try another options. If the caller dials either 2 or 3 they are also routed back to the IVR after listening to the recording. If the call presses 4 they are routed to the general voicemail box which we have setup as ext 3001. If the caller does not press any options after 4 seconds the system will failover to the general voicemail box.

SYSTEM RECORDINGS

You will need to re-record the following announcements with your own voice. To record the greeting please dial the *XXX number after each recording. We have recorded temporary holding spots for these recordings.

1. IVR Main Greeting-*290- Record this greeting with something similar to “Hi you have reached the offices of ABC company. If you know your parties extension you may dial it at anytime. For a company directory please dial #. To reach the front desk dial 1, to hear our address or fax number dial 2, for directions to our office dial 3, to leave us a general voicemail dial 4. To hear these options again dial 9, thanks for calling”
2. Address, Fax Number recording-*291- Record this announcement with something similar to “Our address is 1234 Main Street, Anytown, USA. Our Fax number is 999-999-9999”
3. Directions recording-*292- Record this announcement with something similar to “If coming from the south exit US 41 at Main St. At the exit ramp take a left on to Main St. We are 5 blocks down on the left hand side right after the BP Gas station. If you are coming from the East exit off of US 441 on John St and take a left at the end of the ramp. Come down 3 blocks and take a left onto Main St. We are the 3 building on the left side.”
4. Voicemail Blast Group Greeting-*293- Record this greeting with something similar to “All Phones” or “General Group” This recording is played when you dial the voicemail blast group to confirm you have dialed the right number before you record your voicemail.

MISC ITEMS

Conference Bridge 3050-We have setup a conference bridge that will allow you to connect unlimited callers into 1 group bridge that all participants can talk and hear each other. Just dial 3050 to demonstrate this feature.

To park a call while on the phone with another caller press the park button on any phone or you can dial ##70 to transfer the caller into the parking lot. Once you park the caller the system will play back to you what slot they caller is parked in. To retrieve the call you can dial the parking lot number from any phone or press the park calls button on the PBXact 830 phone and see a list of parked calls.

To understand how the different buttons on the phones work please see the Phone Application User Guides at <http://support.schmoozecom.com/>



Administration Items

WiFi

To connect a computer to your demo system you need a WiFi enabled computer such as a laptop. The SSID of your demo kit is PBXact Demo Kit. There is no password for the WiFi Connection. The username for your WiFi router is admin and the password is demokit.

Web GUI

To connect to your demo system Web GUI to make changes and setup things like voicemail to email and follow me please connect your WiFi computer such as a laptop to the wireless router and go to a web browser like Firefox and type is <http://10.6.6.2:2001>. Your username is reseller and the password is demokit.

Xlite Setup

To setup Xlite please download it from <http://counterpath.com>. Once it has been installed please follow the instructions below.

1. Open or launch Xlite for the first time
2. Click the add button to add an extension. If you do not see this option right click anywhere on the softphone and click on the sip account setting tab,
3. In the Display name field type “3003”
4. In the Username field type “3003”
5. In the password field type “300399”
- 6 In the Authorization User Name field type “3003”
7. In the Domain field type “10.6.6.2”
8. Click on the Ok Tab and than on the close tab.
9. Xlite is now configured as extension 3003.

