

	KBE: PRODUCT SUPPORT
	VoIP PHONES
	PHONE ORIENTATION EXERCISE

Purpose

John Doe Linksys 9411010 John John Doe Linksys 9411010 John John Doe Linksys 9411010 John This exercise provides step-by-step instructions for common business calling functions and your new IP Phone features. The chart is designed to acquaint you with your new phones and to use the various programmed keys and buttons. This exercise is designed for three people who will exchange roles so that all have the same user experience with each function.

Participants ...

Name	Phone Model	Extension	Voice Mail	Phone Number
John Doe	Linksys 941	10	10	
John Doe	Linksys 941	10	10	
John Doe	Linksys 941	10	10	

Dialing tips ...:

This exercise illustrates extension dialing; however, outside calling has the following additional features ...

- It is not necessary to dial a number for an outside line (e.g., 9)
- If dialing within North America you dial 10-digits without the leading '1'

Use your new phone ...:

Step	Function	Action/Results John Doe	Action/Results John Doe	Action/Results John Doe
1	Extension dialing	Enter John's extension, 10	Answer call, speak to John	
2	Caller on HOLD	Say to John: "I am starting Step 2 – you will be placed on hold." Press HOLD	Hear silence on hold	

Step	Function	Action/Results John Doe	Action/Results John Doe	Action/Results John Doe
3	On HOLD release	Press Line1 Say to John: “You are no longer on hold.”	Hear John, confirm voice has returned.	
4	MUTE	Say to John: “I am starting Step 4 – I will mute my voice, please continue talking to me.”	You will hear John, continue speaking	
		Press MUTE Say to John: “Can you hear me now?”	You will not hear John, continue speaking	
5	MUTE release	Press MUTE Say to John: “You should hear me now”	Hear John, confirm voice has returned.	
6	Blind transfer	Say to John: “I am starting Step 6 – I will transfer you to John. Confirm your connection, then hang-up. I will call you back.”	Hear John.	
		Press > (right arrow) Press bxfer Enter John’s extension, 10 Press Dial	Hear transfer ring Hear John answer Hang-up	Answer, connect to John Hang-up
7-A	Transfer and Cancel	Enter John’s extension, 10 Say to John: “I am starting Step 7-A and will start a transfer to John, but instead of completing this transfer, I will return to you instead.”	Answer call, speak to John	
		Press xfer Enter John’s extension 10	Cannot hear John or John	Answer, connect to John

Step	Function	Action/Results John Doe	Action/Results John Doe	Action/Results John Doe
7-B		Say to John: “I am on Step 7-B and will be canceling this transfer. After I drop you, hang-up and I will call you back.”	Cannot hear John or John	Hear John
		Hang-up Press Line1 Say to John: “I am back.”	Hear John return	Hang-up
8-A	Transfer to voice mail	Say to John: “I am starting Step 8-A and will transfer you to John’s voice mail.” After you hear the voice mail greeting, hang-up and I will call you back.	Answer call, speak to John	
8-B		Press > (right arrow) Press bxfer Enter *8810 Press Dial	Hear John voice mail greeting. Hang-up	
9-A	Transfer w/intro	Enter John’s extension, 10 Say to John: “I am starting Step 9-A and will transfer you to John. After you speak to John, hang-up and start Step 10.”	Hear John	
		Press xfer Enter John’s extension 10	Cannot hear John or John	Answer, connect to John
9-B		Say to John: “I am on Step 9-B and am transferring John to you. After hanging up, John will start Step 10.” Press xfer	Hear John answer Hang-up	Hear John Say hello to John Hang-up
10	Extension dialing		Enter John’s extension, 10	Answer call, speak to John

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Step	Function	Action/Results John Doe	Action/Results John Doe	Action/Results John Doe
11	Caller on HOLD		Say to John: “I am starting Step 11 – you will be placed on hold.” Press HOLD	Hear silence on hold
12	On HOLD release		Press Line1 Say to John: “You are no longer on hold.”	Hear John, confirm voice has returned.
13	MUTE		Say to John: “I am starting Step 13 – I will mute my voice, please continue talking to me.”	You will hear John, continue speaking
			Press MUTE Say to John: “Can you hear me now?”	You will not hear John, continue speaking
14	MUTE release		Press MUTE Say to John: “You should hear me now”	Hear John, confirm voice has returned.
15	Blind transfer		Say to John: “I am starting Step 15 – I will transfer you to John. Confirm your connection, then hang-up. I will call you back.”	Hear John.
		Answer, connect to John Hang-up	Press > (right arrow) Press bxfer Enter John’s extension, 10 Press Dial	Hear transfer ring Hear John answer Hang-up
16-A	Transfer and Cancel		Enter John’s extension, 10 Say to John: “I am starting Step 16-A and will start a transfer to John, but instead of completing this transfer, I will return to you instead.”	Answer call, speak to John

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Step	Function	Action/Results John Doe	Action/Results John Doe	Action/Results John Doe
		Answer, connect to John	Press xfer Enter John's extension 10	Cannot hear John or John
16-B		Hear John	Say to John: "I am on Step 16-B and will be canceling this transfer. After I drop you, hang-up and I will call you back."	Cannot hear John or John
		Hang-up	Hang-up Press Line1 Say to John: "I am back."	Hear John return
17-A	Transfer to voice mail		Say to John: "I am starting Step 17-A and will transfer you to John's voice mail." After you hear the voice mail greeting, hang-up and I will call you back.	Answer call, speak to John
17-B			Press > (right arrow) Press bxfer Enter *8810 Press Dial	Hear John voice mail greeting. Hang-up
18-A	Transfer w/intro		Enter John's extension, 10 Say to John: "I am starting Step 18-A and will transfer you to John. After you speak to John, hang-up and start Step 19."	Hear John
		Answer, connect to John	Press xfer Enter John's extension 10	Cannot hear John or John

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Step	Function	Action/Results John Doe	Action/Results John Doe	Action/Results John Doe
18-B		Hear John Say hello to John Hang-up	Say to John: “I am on Step 18-B and am transferring John to you. After hanging up, John will start Step 19.” Press xfer	Hear John answer Hang-up
19	Extension dialing	Answer call, speak to John		Enter John’s extension, 10
20	Caller on HOLD	Hear silence on hold		Say to John: “I am starting Step 20 – you will be placed on hold.” Press HOLD
21	On HOLD release	Hear John, confirm voice has returned.		Press Line1 Say to John: “You are no longer on hold.”
22	MUTE	You will hear John, continue speaking		Say to John: “I am starting Step 22 – I will mute my voice, please continue talking to me.”
		You will not hear John, continue speaking		Press MUTE Say to John: “Can you hear me now?”
23	MUTE release	Hear John, confirm voice has returned.		Press MUTE Say to John: “You should hear me now”
24	Blind transfer	Hear John		Say to John: “I am starting Step 24 – I will transfer you to John. Confirm your connection, then hang-up. I will call you back.”
		Hear transfer ring Hear John answer Hang-up	Answer, connect to John Hang-up	Press > (right arrow) Press bxfer Enter John’s extension, 10 Press Dial
25-A	Transfer and Cancel	Answer call, speak to John		Enter John’s extension, 10

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Step	Function	Action/Results John Doe	Action/Results John Doe	Action/Results John Doe
				Say to John: "I am starting Step 25-A and will start a transfer to John, but instead of completing this transfer, I will return to you instead."
		Cannot hear John or John	Answer, connect to John	Press xfer Enter John's extension 10
25-B		Cannot hear John or John	Hear John	Say to John: "I am on Step 25-B and will be canceling this transfer. After I drop you, hang-up and I will call you back."
		Hear John return	Hang-up	Hang-up Press Line1 Say to John: "I am back."
26-A	Transfer to voice mail	Answer call, speak to John		Say to John: "I am starting Step 26-A and will transfer you to John's voice mail." After you hear the voice mail greeting, hang-up and I will call you back.
26-B		Hear John voice mail greeting. Hang-up		Press > (right arrow) Press bxfer Enter *8810 Press Dial
27-A	Transfer w/intro	Hear John		Enter John's extension, 10 Say to John: "I am starting Step 27-A and will transfer you to John. After you speak to John, hang-up and we can set up our Voice Mail at Step 28."

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Step	Function	Action/Results John Doe	Action/Results John Doe	Action/Results John Doe
		Cannot hear John or John	Answer, connect to John	Press xfer Enter John's extension 10
27-B		Hear John answer Hang-up	Hear John Say hello to John Hang-up	Say to John: "I am on Step 27-B and am transferring John to you. After hanging up, we can set up our Voice Mail at Step 28." Press xfer
28	Set-Up Voice Mail	Using your Smart Voice Mail reference card, use the Mail Box options to personalize your Voice Mail.		