

"Future Technology Today"

Volume 5 Issue 6

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Who's Who

Owners:

Kent (ext 302) and LaVerne Biel (ext 309)

Administration:

Mike (ext 304)- Accounting/ Personnel
John (ext 308)- Project Coordinator

Phone Technicians:

Carl (ext 303)- Lead Technician
Charles (ext 307) Technician

Computer Technicians:

Greg (ext 313) Manager
David (ext 316) Network Engineer

Sales Personnel:

Brent (ext 326) Communication Analyst
Brita (ext 306) Communication Analyst/ Dial Tone Advocate
Charlene (ext 305) Telephone Customer Advocate

Auto Attendant Quick Reference Guide

- 1-List of Personnel
- 2- C-TAP and Partner - ship Plan Customers
- 3 - Service

- 4 - Sales
- 5 - Accounting
- 6 - Repeat this Message
- 0 - Operator



Is it Time For a Change?

Did you know that Access Telecom is an agent for TW Telecom, Qwest, Clearfly and Broadvox (SIP Trunking)? This allows us to provide service and pricing for these carriers at no cost to our customers.

Do you feel like you are currently paying too much for your teleco services? Would you like to look into increasing your bandwidth? Access Telecom would like to provide you with a dial tone analysis to see if any of these services are able to save you money.

If you are currently out of contract, or coming up for renewal

with your current provider, this is the perfect time to look into other options. Did you know that some of our customers have saved over a \$1,000 a month by switching their dial tone provider?

For more information on the options available to your business please contact Brita at 509-340-0286 or Brita@access-tel.com.

Tip of the Month: Change Your Systems Greeting

NEC

(System Administrator)

From extension 301, dial into your mail box. Press **S A** (system administrator) on your key pad. There are two modes in which you can record messages. For *Aspire S* systems you may press **I** (instruction messages) on your key pad. Once you are in the Voice Mail system you will be prompted to select a mail box.

- **001** is the standard day greeting
- **002** is the standard night greeting

Or for *I-Series or Aspire* systems press **W** for (welcome messages). Once you are in the Voice Mail system you will be prompted to select a mail box.

- **811** is the standard day

greeting

- **813** is the standard night greeting.
- **814** is the standard holiday greeting.

You will hit **R** (record) and the **#** (pound) once you have finished. You should always listen to the message before recording to make sure you are changing over the correct message

ESI

Press Program and Hold, then 456#. Enter 6 for recording of prompts.

- **1#** for main greeting
- **540#** for holiday system prompt.

Greetings will only play if system is in Auto Mode or in Holiday Mode.

ShoreTel

Changes must be made through system administrator.

- Log into ShoreWare Director
- Click on Schedules
- Click on Holiday
- Delete the old days and add new days by click the ADD NEW tab
- Fill in name of holiday as well as the date
- When done click save page

Change Auto Attendant Menu

- Log into ShoreWare Director
- Click on Auto Attendant Menus
- Pick Main Auto Attendant Menu (default is main auto attendant)
- Click the Holiday Tab
- Make sure correct Holiday is selected for schedule
- Set up your recording.
- Set up your operator.



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What is SIP Trunking?

A SIP Trunk is primarily a concurrent call that is routed over the IP backbone of a carrier using VoIP technology. SIP Trunks are used in conjunction with an IP-PBX and are thought of as replacements for traditional PRI or analog circuits. The popularity of SIP Trunks is due primarily to the cost savings of SIP, along with the increased reliability as backed by the SLAs of SIP Trunk Providers.

What are the advantages of SIP Trunks versus Analog Circuits?

SIP Trunks are cheaper than analog circuits while maintaining the same service quality that businesses expect from line quality. SIP Trunks cost approximately \$20 to \$30 per

trunk, versus \$40 per analog circuit. In addition, long distance termination charges associated with SIP Trunks are much cheaper than traditional analog or TDM rates.

What are the advantages of SIP Trunks versus PRI?

SIP Trunks realize their primary benefit over PRIs from cost savings. SIP trunks typically cost \$20 to \$30 per trunk for unlimited inbound and local calling along with a long distance rate that can be under 2 cents per call. When coupled with line over-subscription (e.g. a 30 person company purchasing just as many SIP trunks as they anticipate having concurrent calls....typically 8 to 10) SIP Trunks are a very cost effective way for a business to save money. Lastly, a primary benefit of

SIP Trunks over PRIs is that SIP Trunks can be purchased in increments of 1, whereas PRIs have to be purchased in increments of 23 channels.

Access Telcom is partnering with Brodvox to provide SIP Trunking technology to our customers. SIP Trunking works well with our Allwork's PBX product. If you would like more information on SIP Trunking and how this technology could save you business money, please call Brita at 509-340-0286 or Brita@access-tel.com



May is National Foster Care Month!

In Washington state alone nearly 10,000 children were placed into the foster care system. Most of these children were placed into temporary foster care due to parental abuse or neglect. In July 2008, there were a total of 5,875 licensed non-relative foster homes in the state of Washington.

Olive Crest Foster and Adoption Agency is a private, non-profit organization that serves the community by providing homes for children who are dependents of the state. These children have been taken into state custody

due to abandonment, neglect and/or abuse. Therefore, the children that Olive Crest cares for require that foster and adoptive parents be educated on the special emotional needs these children may have. Olive Crest provides in home support, on-going education classes and reimbursement for the care of children. Olive Crest desires to equip their parents with the tools they need to have a positive impact on these children's lives.

Olive Crest has a thirty year history of providing care for children in need. Olive Crest was founded upon Judeo-Christian principles, which are reflected in the care they provide and their treatment philosophy. While Olive Crest recruit Foster and Fost/Adopt

Parents from many areas of the community, they have attracted a large contingency of families from local churches. Olive Crest complies with state licensing requirements and manages each home within their guidelines.

If you would like more information on becoming a foster home/parent, please contact Carol P at or www.olivecrest.org.

