
Our Hedgehog Concept

We strive to be the best in the world at providing our clients with:



- ONE support team.
- ONE bill.
- ONE point of contact.
- ONE trusted partner to take ownership of all business communications.

Our Services

Net Tel One works to understand how your business runs, and we implement services that will make your business run smoothly.

- Unified Communications.
- Network Infrastructure
- ISP Billing & Management
- 4G LTE Internet Backup
- Video Surveillance
- Audio, Video & Collaboration
- Access Control

Contact Us

We Make it easy to get the support you need. No matter which method you choose, it will land on the lap of a Net Tel One team member that knows you and your company.

- Phone: 781-843-3733
- Toll Free: 866-3NETTEL
- Email: support@nettelone.com
- Web: www.nettelone.com/support



Net Tel One
Communications
business phones done right.

781.843.3733 www.nettelone.com

Enterprise Cloud

Quick Guide



Polycom

Desktop IP Phones





Net Tel One Communications

409 Pond St, Unit 12
Braintree MA, 02184

Polycom Series Quick Steps Guide

Placing Calls:

1. Pick up the handset, or press  or .
2. Enter the phone number
3. Dial

Blind Transfer: (passes through caller ID of caller)

1. Transfer
2. Enter Extension Number
3. Transfer

Attended Transfer: *(To announce caller before transfer)*

1. Transfer
2. Extension Number or press User Status key
3. Wait for party to answer then announce the call
4. Press Transfer to connect.
5. Or press Cancel & return to the original caller

Transfer to Voicemail:

1. Transfer
2. ** + Enter Extension Number
3. Transfer.

Call pickup: *(will not work in groups or queues)*

1. Dial *8 + extension number
2. Send

Conference calling:

1. While on your first call, Press Conf (original call is placed on hold),
2. Place your 2nd call & wait for the party to answer.
3. Press Conf again. This will connect the both parties to your call
4. Press End Call to end the Conference for everyone
5. Press Split to split the Conference into 2 individual calls.

Call park:

1. Transfer
2. Dial *4 The system will announce the Park number
3. Press Transfer Again.

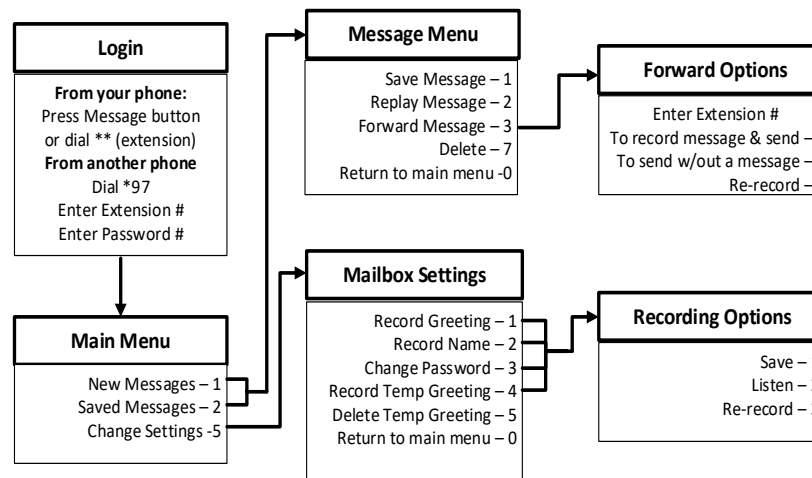
(For users with Park buttons, simply press the Park position you would like to place the party on.)

Un-park

1. Dial *5 and the 3-digit park number (Park 1 = 101)
2. Send

(For users with Park buttons, simply press the park position your party is on.)

Enterprise Cloud Voicemail Guide



Checking Voicemail Remotely (For this option to work your calls must go directly to an auto attendant. If you don't have that configured contact Net Tel One for other options.)

1. Call main number, at main auto attendant press "*" (Or option configured for Voicemail)
2. When you hear the prompt enter your mailbox number
3. When you hear the prompt enter your password + "#".

First Time Set Up

1. Login to your voicemail box. (see "Login" box above.)
2. Enter the default password 1234 #.
3. You will be prompted to change your password.
4. You will then be prompted to record a greeting.
5. While you are still in your mailbox, you need to record your name. your name is used in system announces such as the directory. to record your name follow the steps below.
 - a. Press option 5 to "change settings"
 - b. Press option 2 to "record name"