

Frequently Asked Questions

Q: Why am I moving?

Our team has taken an exhaustive review of our respective platforms, service offerings, features, network operations and customer care approach with an objective of identifying the “best of breed” elements of a hosted PBX solution. The result of this is a new system that we believe will better suit your needs.

Q: How should I prepare my employees for the move?

- 1) Make sure all employees are aware of the move date.
- 2) Tell them to download all voicemails, faxes and call recordings prior to the move date.
Please Note: Your employees will have limited access to this data after the move
- 3) The day of migration, instruct all colleagues to reboot their phones to activate the phones on the new network.
- 4) Encourage them to read the **End User Guide** to help with basic tasks and functionality.

Q: When will my company’s phone service be migrated?

To ensure a smooth and seamless experience, customers are being moved in a very methodical pace. You will receive an email notifying you approximately of your move date.

Q: Who do I call, where do I go if I need help?

During your transition, you will be sent a personalized phone number that will send you to our Migrations Care Team. They will be able to help you transition, answer any questions you might have and help you with your account setup should you need.

Q: What happens when my account moves?

On the morning your account moves, between 4:30 and 7:30 a.m. EST, your service will be automatically redirected to the new system. This includes updates being pushed to your phones, and your phone numbers being directed to the new system.

When you arrive at your office on your migration date, you will need to reboot your phones.

To reboot a phone:

- 1) Remove the power supply from the back of the phone
- 2) Wait 15 seconds
- 3) Replace the power cord in the back of the phone

Q: Will my phones stop ringing? Will my company experience any down time?

The cutover will occur early the morning of your migration date – between 4:30 and 7:30 a.m. EST. At this time, your service will be redirected to the new system — including updates being pushed to your phones and your phone numbers being directed to the new system. **Your desk phones will not ring until they have been rebooted** (unplug the phone from its power source for 15 seconds and plug it back in). Before phones successfully reboot, calls will be routed to voicemail.

Q: Will my phones work on the new system?

In most cases, phones that worked on the old system will also work with the new system. However, there are some cases where older phone models or older versions of firmware may cause complications. Please contact your Migrations Care Team (your assigned phone number is in your migration notification email) to assist with any compatibility issues.

Using Your New Service

Q: How do I log in to my new account?

Once your account is migrated, you will receive an email with your username and password, allowing you to access your new account. Follow these steps to login:

1. Navigate to <http://betterworldtelecom.com>
2. Select "Login" on upper right side
3. Select "NEW BetterVoice™ Login"
4. Login with your username and password

Q: Are there any features that the new service does not have?

We have done everything possible to reduce the impact of change on your organization and ensure that your company continues to run smoothly, with business as usual. You will be delighted to find new and improved features. However, there are a few features that are not offered on the new platform.

Features Not Offered on New Platform:

- **Announcements:** the new service does not support pre-recorded announcements; however our Paging Groups feature will allow you to make a live announcement to any phone in a defined group/department.
- **Missed-Call Notifications:** the new service does not notify you of missed calls. The system will notify you if a new voicemail is received or a new fax has been received to your paperless fax system. Your call history and reporting will track missed calls.
- **Fax-Back:** The fax back feature available on the old system (dial a number and have a pre-set document faxed back to the caller) is not available on the new system.

Q: Faxing: How do I set up my ATA fax machine?

If you are using an ATA device for faxing, you may use that same device on the new system. However, it will need to be reconfigured for the new system. When you receive your login information, login and click on "Extensions". On the extension marked "Fax User", you will enter the MAC address of your ATA into the section marked "PBX Devices" (this is at the bottom of the page). Here you will also find the SIP information needed to point your device to the new service.

Q: How do you compare the Call Tree/Auto Attendant to the new Virtual Receptionist?

The new platform refers to the **Call Tree** or **Auto Attendant** capabilities as a "**Virtual Receptionist.**" The Virtual Receptionist incorporates the same overall structure as offered on before, but with enhancements. You will be able to set up the Virtual Receptionist simply by completing step-by-step instructions within the User Interface.

Q: Are there any new capabilities of the Virtual Receptionist?

Yes! You will have more flexibility and a few new options including:

- Enter an extension from the greeting.
- Create unlimited Virtual Receptionists to address all of your needs, at no extra cost!
- Choose the schedule of your Virtual Receptionist: the settings can remain in place 24 hours a day, 7 days a week or can be configured separately for Business Hours and Non-Business Hours schedules.
- Create "Manual Schedule Overrides" that temporarily override permanent settings in the event of a holiday, inclement weather or other times when your schedule is changed.

Q: Does the new system support Call Recording?

There are two, full-featured solutions for call recording. One offering is our On Demand Call Recording Service, which puts the power of call recording in the hands of the individual user. This service can be added

to individual extensions that require it, and the user initiates the start and stop of the recording by inputting a code on their phone. Users can select to “record all calls” within the user interface. Users utilize this service to take notes on recorded calls. They can access recorded calls within the User Interface.

Another option available for call recording is the Company Call Recording service. This is used primarily as a monitoring device for administrators. Administrators create rules from within the User Interface. You can then view, download and share recordings, create additional recording rules and view an audit log that includes all actions taken within the call recording service. This includes the date an action was taken, the action itself and the user who completed the action.

Q: How do I set up my Find Me List? Do I have the same options?

The Never Miss a Call feature provides similar call forwarding capabilities to the Find Me List. Have inbound calls ring to other people or phone numbers to ensure your call is answered. Set rules for when calls go to voicemail, enable call forwarding, or use a Do Not Disturb feature.