



NEWT FEATURES GUIDE

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NEWT aims to provide our customers with the most reliable, clear voice quality Business Phone solution, with the up-to-date features you need to power your company's success. This guide provides a detailed explanation of the NEWT Business Phone features.

With our Centralized PBX Management Interface – the **NEWT Configuration Facility 2.0** - easily view and make changes from anywhere with your administrator 2FA sign on.

Use our call flow options to control where you want the calls to go, when a call comes into your company. Options include live answer or an automated attendant with the ability to set the incoming calls to select by directory, enter a basic queue or call (ring) group and more...all with office hours scheduling.

Automated Attendant

Every phone call matters. Give your customers a great first impression by how they reach you - getting to the right person, the first time. This self-serve virtual receptionist greets callers via a voice-based menu system, allowing callers to bypass a traditional phone system operator or receptionist. Auto attendants are available for each of your office phone numbers being used.

Menus and Submenu's - With NEWT PBX, implement one or several auto attendants to centralize the reception for multiple departments or locations across your business. Auto Attendants are available with each telephone number listed in the PBX. Each Auto Attendant has 8 submenus you can utilize for building layers of options.

Time of Day Scheduling - Schedule Auto Attendants to customize how calls reach your business based on the time-of-day, day-of-week and locations that may or may not be geographically dispersed.

Holiday Scheduling - This feature allows for multiple Auto Attendant greetings to be recorded and enabled to play on pre-determined dates. These greetings can all be pre-set at one time and then used for the various holidays throughout the year.

Dial by First / Last Name Directory - Allow callers to locate and dial the party they are calling by a First name or Last name self-serve option. NEWT has preloaded a professional voice, available to you, if you choose to add a Directory Listing to your Auto Attendant. You can also **exclude** extensions from the directory at your discretion.

Access Extensions - The caller may dial an extension from within the Auto Attendant to reach a specific Extension (i.e., "If you know the party's extension, please enter it now").

Operator Extension - Set up an extension that is dialed when "0" is pressed from the automated attendant. The default setting for this is the first extension in the list and may be set independently from any other numbers.

Default Forward - When the automated attendant is disabled, incoming phone calls will then follow an identified extension's dial sequence.



Timeout - This is the amount of time, in seconds, that the Auto Attendant will wait for the caller to choose a menu item selection before proceeding to the Timeout Option (*this may be set to ring an Operator or any other Option that is set up in the Main Menu*).

Greeting Prompts - Our easy-to-use Sound File management allows you to record your own or upload your professionally recorded greetings for each menu item.

Additional Call Flow Options

Basic Call Queue – A call queue particularly effective for business functions like sales or technical support. This can be a good option if you only require 1 queue and your call volume to staff ratio is, at times, higher. The queue will allow the call to hold “in queue” and wait for an agent to pick up the call. One Basic Call Queue is included in the PBX feature set and is a simple build with pre-loaded music on hold, while a caller waits for an agent to answer. Agents can sign in and out of queues utilizing our preset log in/out code or a preset “agent key” button on their desk phone, allowing them to take calls from the queue. There are no additional features included, such as monitoring and coaching or reporting, agent skill sets or status controls. * For these more advanced queue features, or if you require more than one queue, please refer to our ACD (Automatic Call Distribution) program.

Call Groups - A call group (also called a ring group) is a call-handling strategy that directs inbound calls to a predetermined “group” of extensions. Call groups are often used to ring all the phones in a particular department at once. Then anyone in the group can answer the call. Different than queues, this means callers will be more likely to reach a live person quickly without sitting on hold in a queue, waiting. Ring groups can seriously decrease caller wait time and reduce abandon rates. This can be a good option if your call volume to staff ratio is generally low or equal. You can build up to 9 Groups in the NEWT system.

Live Answer

If sending your calls directly to an extension for live reception is preferred, this option is available as well. Extensions can be configured to handle time of day scheduling and what to do with the calls after hours or when the operator is not available, by setting up a “dial sequence” of events.



Telephone Features

Each telephone number on the PBX can be set up with different features.

Call Display – Otherwise known as CNAM, identify your company name on outbound calls, to those receiving the call. This can be set for each phone number on the PBX.

Dial Sel Prefix - If multiple phone numbers require a different caller ID to be passed when making **outgoing** calls, a Dial Prefix can be used. By entering the Dial Prefix prior to the outgoing number, it will display the phone number and name for that particular number.

Inbound Caller ID Prefix - For **inbounds**, indicates what information will show to the employee answering the incoming call. If multiple business names/numbers are on one PBX, the Prefix will appear in front of the incoming caller ID on the phone display. This feature can assist a user in knowing how to answer **incoming** calls.

Ringtones - Choose a distinct ring tone for each phone number from one of our preloaded types.

Distinct E911 - Great for multi-location environments - Set your E911 address per location via the primary telephone number being used at each site.

Conference Bridge - A conference bridge is a form of remote meeting using a business phone system. Conference bridges allow employees to dial into virtual meetings from a phone.

Block Calls - Block specific numbers calling into your phone system.

611 - Your dedicated NEWT Technical Support team can be reached by dialing 611 from any NEWT PBX Extension or calling 1-877-777-7118 toll-free.

Free LD Calling Within Peered PBX Footprint - With our flexible deployment options, you can set up separate PBX's and peer them together for multi-location builds, to extend your local calling footprint. This feature increases your local calling footprint and reduces long distance fees.

Global Directory - Enter a shared contact list via the NEWT Configuration Facility interface which will populate the contact directory on compatible desktop phones and NEWT Mobile phones.

Feature Access Codes - The NEWT PBX is preloaded with Star and Dial Codes for your convenience. These codes allow a user to perform functions from their desk phone such as paging, parking calls, in-call transfers, call pickups, agent queue log in's, calling specific extensions and more.

Direct Inward System Access (DISA) - For users that don't have the mobile app, this allows the user to call into the system from an outside line and place calls as if they were local to the system, utilizing the business telephone number rather than your own personal number.

Direct Inward Dial (DID) - Assign a distinct phone number for customers to call you directly rather than going through the main phone number + extension dialing.



Extension Features

Extension Management - Easily view and make changes to your extension call flow from anywhere, as an end user, with your 2FA Sign on credentials. For example, an individual may want inbound calls to ring their desk phone and mobile phone simultaneously during the day, Monday to Friday, but go directly to Voicemail at night and on weekends.

Find Me Follow me - More than simple call forwarding, calls can be routed in sequence to other extensions or phone numbers. Wherever you are, the call will find you.

Virtual Extensions – Not every extension has a user associated to it. NEWT provides 5 free virtual extensions that can be utilized to forward calls to a cell phone, general voicebox, a queue or redirect calls to another area.

Call Notification - Send a “call notification” email should someone enter your Voicemail box but not leave a message in your Voicemail box. This feature can be set on a per extension basis.

Do not Disturb (DND) - Prevent calls and pages from ringing to a phone Extension that has DND activated.

Call Parking with Enhanced Keys - Intercept and pick up an incoming ringing call to a specific Extension. Enhanced Keys on compatible handsets allows for a single key press to Park or un-Park a call and provides visibility for multiple parked calls via the display on handsets.

Distinct Ring tones - Allow the user to differentiate a Call Park ring back or transferred calls from other types of calls.

Call Restrictions - Setup outbound call restrictions for each extension. Options include the ability to restrict making outbounds, long-distance, or international calls from an extension.

Outbound Dial Prefix - Allow user to enter single number prefix (i.e.: 8 or 9) before the destination number to customize their **outbound** Caller ID on a per-use basis. This is useful for companies that may run multiple businesses from a single NEWT PBX location or have multiple departments.

Call Pick Up - Intercept and pickup an incoming ringing call to a specific Extension using our **Pickup Group** feature. A Pickup group is set up to allow users to answer another ringing extension, directly from their own phone. For example, if a team member is away from their desk and across the room when their phone rings, their teammate can pick up the call on their own phone. Additionally, if you have an employee that *could potentially* answer calls coming into a different team (like a backup person), within the configuration of the NEWT you can add that person to the other pick-up group, to assist when asked to do so. You can build up to 9 Pick Up groups in the system.

Call Recording - On Demand, Off, or Always On, choose how you would like calls to be recorded per extension.
* *Additional purchase required for cloud.*

Unified Extension - Twin two devices. Any call to the user's main extension will automatically ring on both devices. Mobile twinning technology resolves one of the more persistent problems of the modern office environment: the need to juggle multiple communication devices. * *Additional purchase required.*



NEWT Mobile SMS - This advanced functionality supports inbound and outbound text messaging with external numbers across North America. This functionality is supported across Android, Apple iOS mobile devices, Windows, and macOS desktops. * *Additional purchase required.*

Voicemail Services - Secure your voicemail access with passcodes, forward voicemail messages as attached audio files straight to an email inbox, activate message waiting indicators, opt out of voicemail by pressing "0", and more!

Busy Lamp Field (BLF) - A presence indicator on desk phones that allows you to see who in your organization is available (or not) for a phone call at any given time.

Call Waiting - Accept a second incoming telephone call by placing an in-progress call on hold. This feature can be turned on or off for each extension.

Call Transferring - Send your call to another extension or phone number within your PBX environment (including peered PBX extensions) by blind transfer or live (attending) transfers.

Three Way Calling - Establish a three-way conference call from your phone.

Hot Desking/Hoteling - Log in to your extension to any available handset. This is beneficial for employees that may share an office/phone location, or for staff that frequently travel between office locations.

Lift to Talk - Automatically dial a specified Extension number when an outbound call is attempted, preventing the caller from being able to dial a different number. This feature is commonly used for a public lobby phone that automatically dials a Front Desk.

Intercom - Allow two-way audio communication between the caller and the call recipient, utilizing the speakerphone on the end user's handset.

Automatic Off-Line Forwarding - Never miss calls. In the event that your PBX is offline, the NEWT solution will automatically detect and re-route inbound calls to customer-specified cellphones, home office phones, other office locations, or external telephone number.

Phone Paging/Zone Paging - Send a one-way broadcast Page through the speakerphone on compatible handsets. ZONE Paging allows you specify groups of extensions that belong to unique Paging Zones. For example, you may wish to set up a warehouse Paging Zone that would only include phones within the warehouse.

Automated Paging Announcements - Broadcast pre-recorded announcements on an automated schedule to a wide audience simultaneously via the paging feature.

Fax to Email – Included with the PBX, **inbound** Fax to Email service allows you to receive faxes via an email address.



Additional Functions

Virtual Fax – Upgrade to our Virtual Fax services for **outbound and inbound** faxing via email. ***Additional purchase required.**

Optionally, choose our PIPEDA /HIPAA Compliant HTTPS ATA for fax connection to your existing fax machine. ***Additional purchase required.**

Overhead Paging – The NEWT Business Phone system can connect with overhead paging systems. ***Additional purchase required** (this feature requires the purchase of NEWT's hardware-based paging gateway).

Entrance Security - Increase the level of security for your business by implementing a door phone at key building entrances. By combining an outdoor rated IP intercom with the NEWT Business Phone system, arriving visitors and guests can be greeted from any telephone and allowed entry by a simple key press or code from a NEWT PBX phone Extension. The solution is designed for you to connect to an existing security system if required, allowing for remote door unlock capability and the bypassing of door security. ***Additional purchase required** (this feature requires the purchase of NEWT's Door phone hardware).

Automatic Call Distribution – ACD - Designed for high volume centres, this program delivers a robust solution that includes advanced skills-based call routing, agent login/logout, detailed reporting, real-time monitoring and coaching, and an easy-to-use web-based management interface. ***Additional purchase required.**

Microsoft Teams Integration - With the NEWT MS Teams integration, you can use your business phone number to make and receive internal calls as well as local and long-distance calls across the public switched telephone network (PSTN) within Microsoft Teams. NEWT's MS Teams integration also allows Extension to Extension dialing between Teams and desk phones, Professional Call Display across Team extensions and desk phones when outbound dialing, and transfers between devices during external calls over Teams. ***Additional purchase required.**

Reporting

Call Detail Records (CDR) - Instantly create reports and download in PDF format or CSV. Report on activity such as inbound vs. outbound calling, or local vs. long-distance and toll free, as well as see which number the caller originally called into. *For extensive agent queue detailed reporting, please refer to our ACD product.

The following set up can be configured for additional reporting details:

- **Departments** - Place extensions into departments to pull call reports by department. These departments are numerical (i.e.: Accounting Dept could be 1 and Sales Dept 2 etc.). Simply add your pre-determined department number at your discretion.
- **Account Codes** - Track outgoing calls for tracking and billing purposes. Account Codes can be set between 1 – 16 digits and will display in the PBX CDR (Call Detail Record) along with the call details.



Record of Equipment - This is a report that shows the listing of your PBX attributes including the PBX ID and name, model, number of lines and premium features included. Hardware with MAC addresses are included. Additionally, the report will include all phone numbers, user extensions and virtual extensions listed on the PBX.