

# **NEC**

## **Aspire Telephone Trainer**

### **Installation & Administration Guide**

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NEC Unified Solutions  
[www.necunified.com](http://www.necunified.com)



## 1. Introduction

The NEC Aspire Telephone Trainer is a revolutionary end user training product designed to ease the burden of reaching and training telephone users as part of a new PBX system installation. The Aspire Telephone Trainer is also a valuable tool for the customer to train new staff (or to re-train existing staff) during the lifetime of the PBX.

If configured and used correctly, the Aspire Telephone Trainer will improve your customer service and customer satisfaction.

Below are just a few specific benefits of the Aspire Telephone Trainer over traditional telephone training services:

- ❑ **Always available** – Aspire Telephone Trainer is available to the customer 24 hours a day, seven days a week. Employees can train in the office or at home.
- ❑ **No PBX required** – Aspire Telephone Trainer training is ‘off-line’ which means you can train before a new PBX system goes live and ensure training is non-disruptive to other telephone users.
- ❑ **Fast one-on-one training** – It takes typically less than 20 minutes to thoroughly train an individual on a personalized basis.
- ❑ **Ideal for new employees** – The customer can implement telephone training as part of the orientation program for new employees without calling in a specialized trainer.
- ❑ **Control**– the customer can decide which User Groups train on which features..

This guide describes the various Aspire Telephone Trainer components and the Dealer system administration features.

## 2. Aspire Telephone Trainer Components

Aspire Telephone Trainer comprises the following key components:

**Enabler** – The Aspire Telephone Trainer Enabler is a device that connects to the customer's PC to drive the digital telephone. Each Enabler is pre-configured with training credits that enable different users to login and receive training.

**AC Adapter** – Plugs into external power source and into enabler box.

**USB Cable** – to connect enabler to PC

**Telephone Line Cord** – to connect telephone to enabler

**CD** – Loads Aspire Telephone Trainer software on PC

**Quick Start Reference Guide** – an abbreviated version of this document

### 3. Installing your Aspire Telephone Trainer

#### a. Locate Training Station

Locate a PC that will be used as your training station. The PC needs to have an available and working USB port. A USB port is illustrated below:



The rectangular socket is a typical USB port. This is often found on the back of a PC, but some manufacturers are also placing them in front for easy access.

**DO NOT plug in the Aspire Telephone Trainer hardware before reading instructions further.**

#### b. Determine Operating System of PC

Once a training PC has been located, first determine the operations system of the PC. Supported operating systems are:

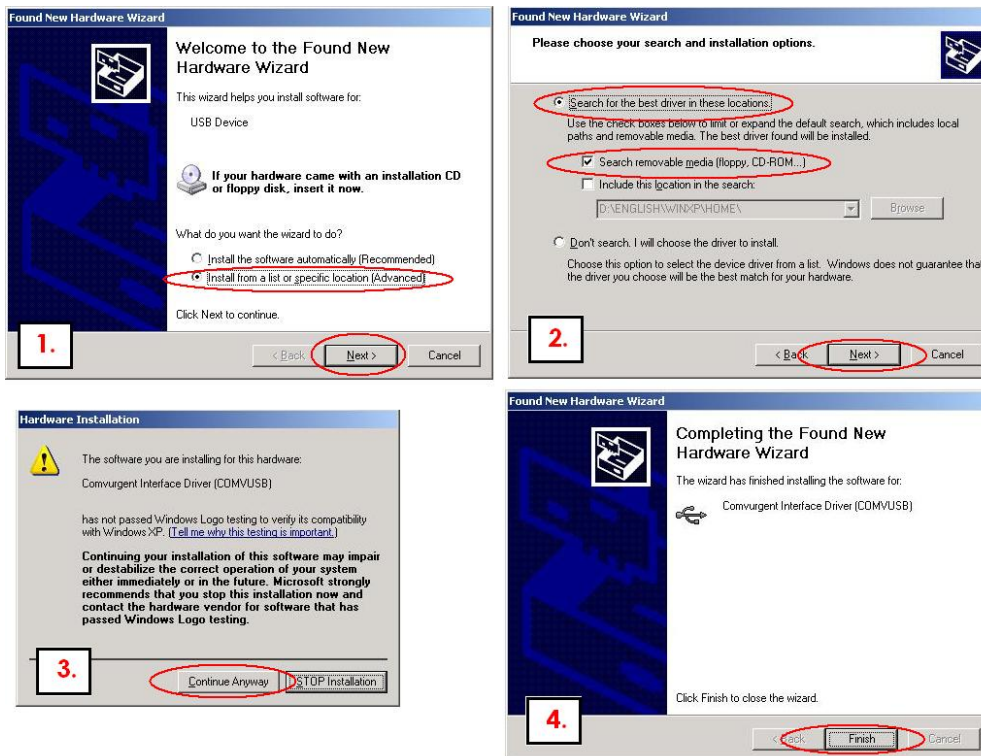
Windows 98 (second Edition)  
Windows ME

Windows XP (all versions)  
Windows 2000 (all versions)

### c. Installing Aspire Telephone Trainer Device

**IF Windows XP or 2000 first connect the hardware if WIN 98 or ME skip to install software section below:**

1. Connect USB cable to Aspire Telephone Trainer box
2. Connect USB cable to PC USB port (as pictured above)
3. Windows will detect the new USB device, select the options as outlined in the diagram below and insert the provided CD:



4. Next install the software by selecting the setup.exe file from the CD

#### d. Install Software (WIN 98 or WIN ME first step)

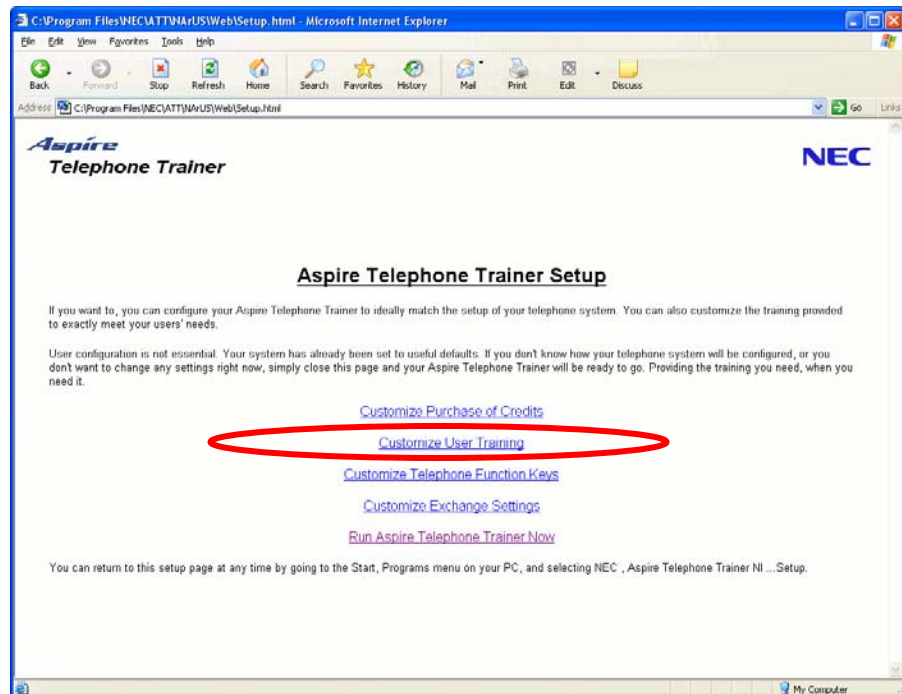
1. **Insert the CD** into your CD drive.
2. Select **setup.exe** from the CD and run through the install
3. Connect the Aspire Telephone Trainer device to your PC (as described above)
4. Start Aspire Telephone Trainer by clicking on the icon created on your desktop

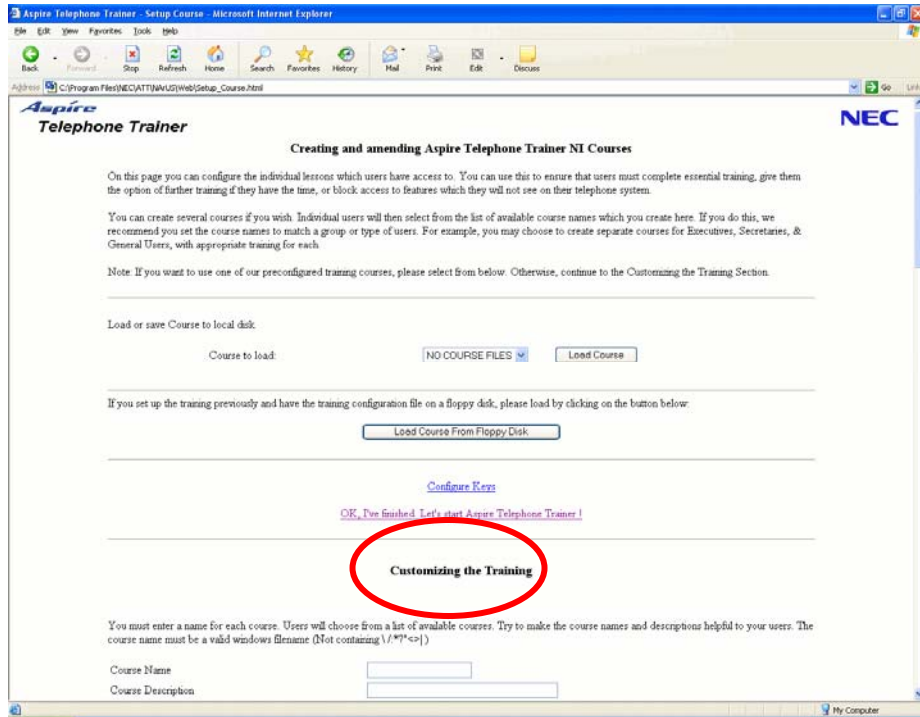
## 4. Aspire Telephone Trainer Setup

To set up the training and upon first accessing the software from the training PC, you will be presented with a screen with the several options.

Click on the option labelled customize user training. This will lead you to the following customization page:

### Customize User Training





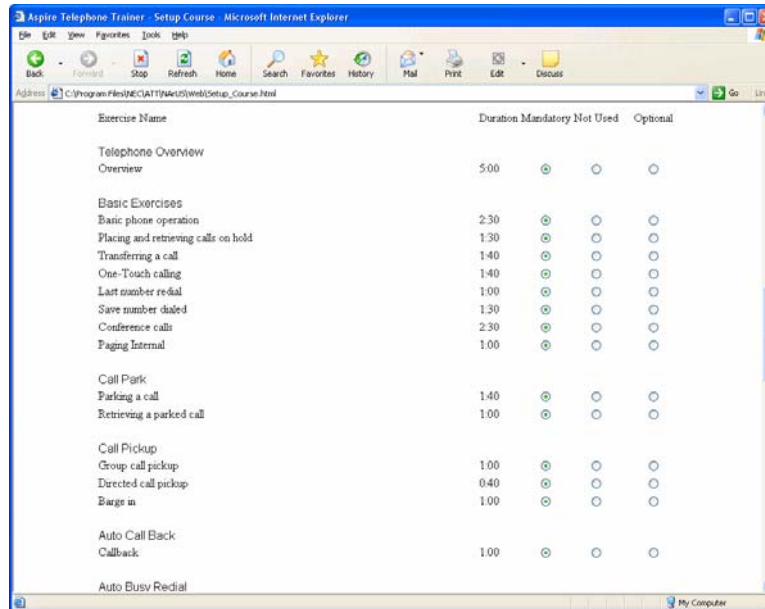
The top section of this screen enables the user to load in a preconfigured course. For example, the installer may want to customize the training in advance, then save the course to a floppy disk and bring to the customer site to load quickly. If you are customizing the training as you install, simply proceed to **"Customizing the Training"**.

**Course Name-** The purpose of this area is to name the courses to correspond with the specific user groups within the organization that requires training. Each 'Course Name' can be configured with different training courses, thereby enabling different groups or departments to be trained on their own unique requirements. ( for example, sales department, customer service, admin staff etc)

**Course Description-** You can add further clarification here is necessary. I.e., Sales Department (course Name) 'All inside and outside sales people including sales assistants and managers' (course description).



## Select Training Courses for The User Group or Course Name -



Exercise Name	Duration	Mandatory	Not Used	Optional
Telephone Overview				
Overview	5:00	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Basic Exercises				
Basic phone operation	2:30	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Placing and retrieving calls on hold	1:30	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transferring a call	1:40	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
One-Touch calling	1:40	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Last number redial	1:00	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Save number dialed	1:30	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conference calls	2:30	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paging Internal	1:00	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call Park				
Parking a call	1:40	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retrieving a parked call	1:00	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call Pickup				
Group call pickup	1:00	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Directed call pickup	0:40	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Barge in	1:00	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Auto Call Back				
Callback	1:00	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Auto Busy Redial				

Simply select each exercise that is necessary for the user group being trained. The time each exercise takes is provided so keep in mind, the more exercises, the longer the course will take to complete. Although training should be thorough, it also needs to be kept to a reasonable length to ensure each user completes the training.

### Saving the Course Settings

Once the training exercises have been selected, scroll back up to the top of the page and select **Save Course**.

Course to load:

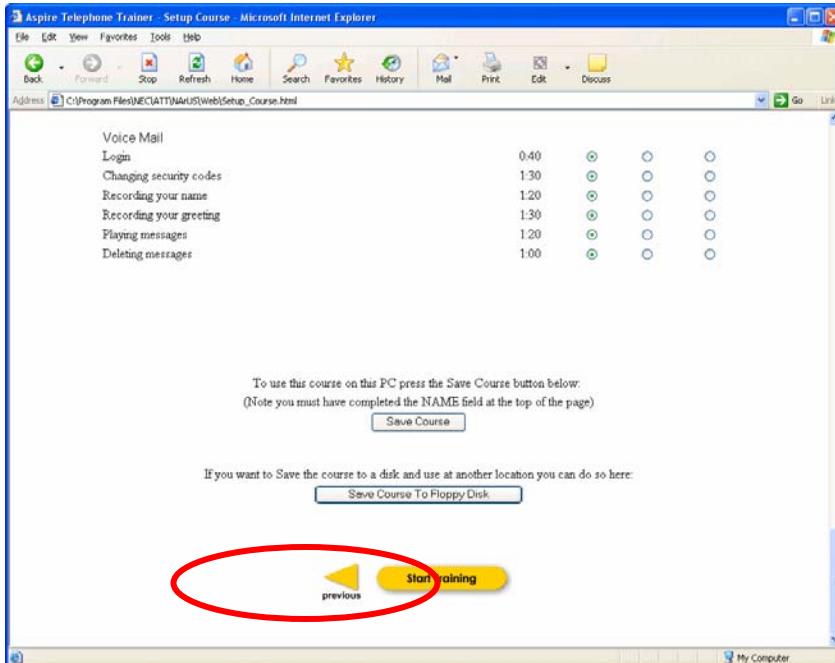
Sales.ccf

Load Course

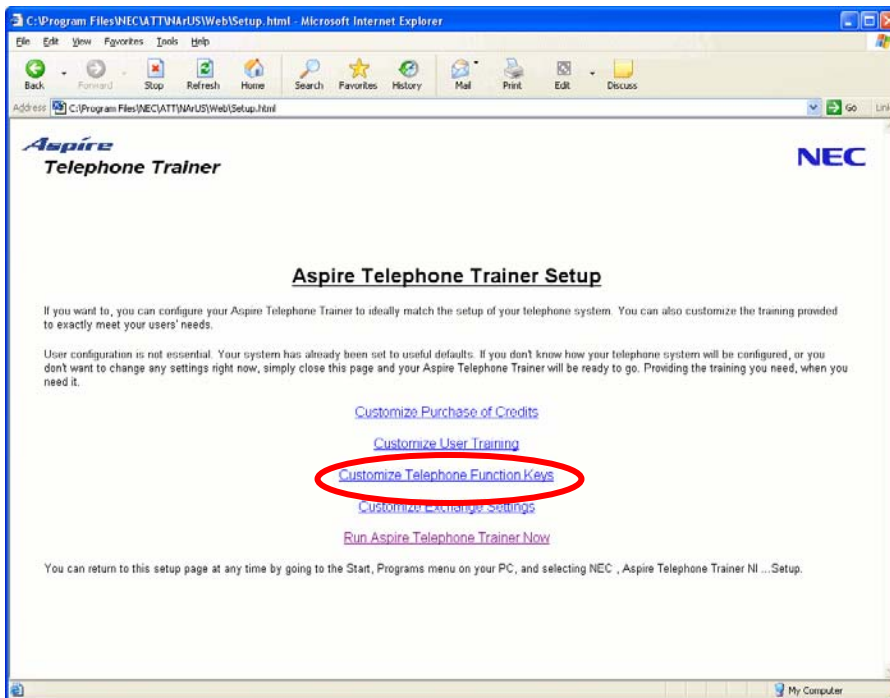
Save Course

**IMPORTANT:** It is highly likely that you will have multiple user groups at each site with training requirements that vary. Once you complete a course, simply repeat the above procedure to add as many courses that are necessary for each training station you are setting up. The users will be asked to select which user group they are part of and training will be delivered accordingly.

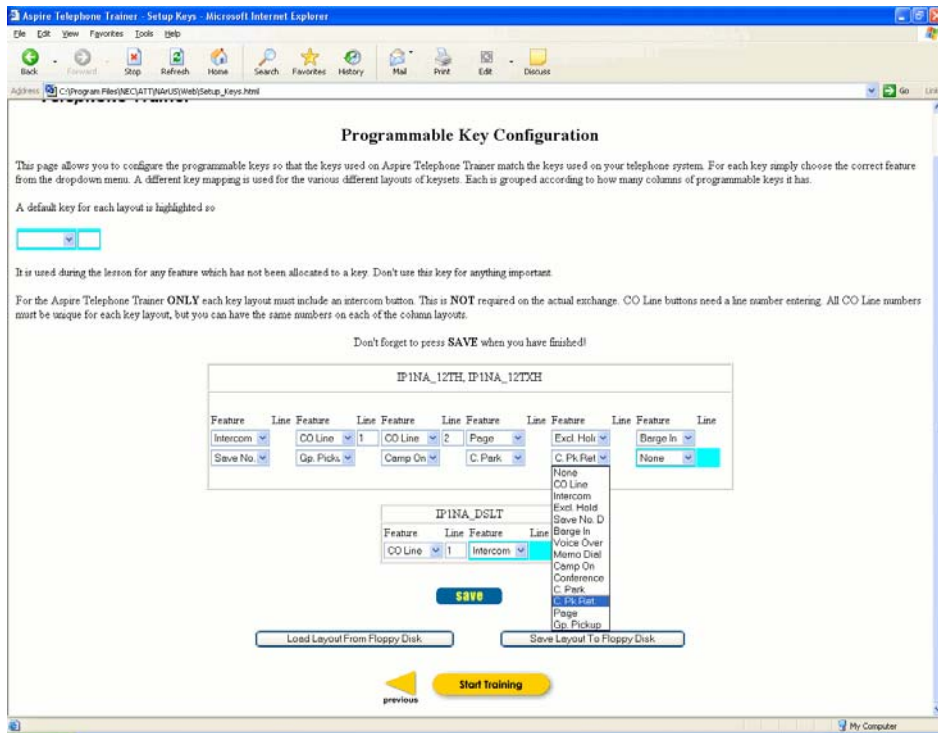
Once the courses have been selected and saved, click on **Previous** button to continue customization:



Next Click on 'Customize Telephone Function Keys'



This section enables you to match the feature keys with the keys that will be on or are on your actual PBX telephone. Once set, these will be the same for all users in this User Group.



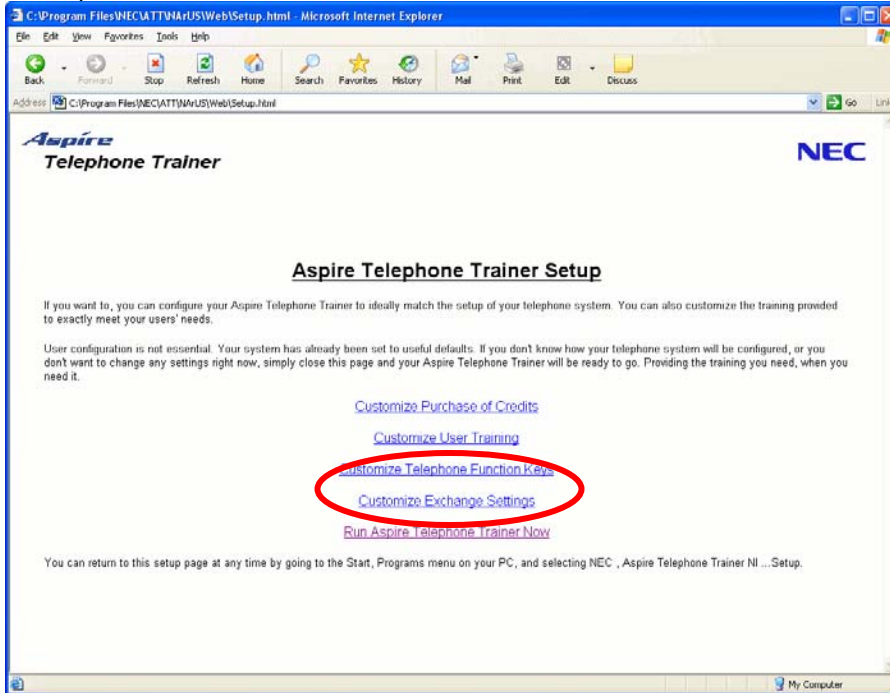
Select the type of telephone that you will be training on (if more than one, complete all that apply) and select the feature that should appear on each feature button. Aspire Telephone Trainer will direct the user to press the key you have selected for each key. Be sure to label your Aspire Telephone Trainer phone accordingly.



Press the Save Key at the bottom of the page:

Once saved, press the Previous Button to Return to main customization page of the Aspire Telephone Trainer set-up:

Next, select **Customize Exchange Settings**. This allows you to set up various PBX settings that may affect how a feature is used and of course how Aspire Telephone Trainer should train the user. It is very important that this be completed.



When completed, press Save button and then navigate back to the main Aspire Telephone Trainer screen.

Once back to the main Aspire Telephone Trainer screen, your **Customization is complete**.

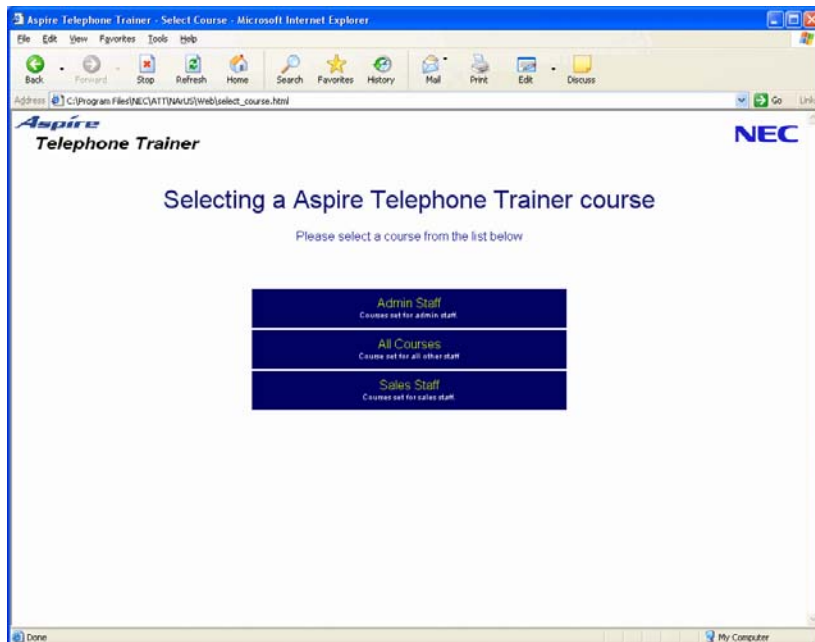
You can select Run Aspire Telephone Trainer Now or simply exit the application and access it by selecting the Aspire Telephone Trainer icon on your desktop.

## 5. Running Aspire Telephone Trainer

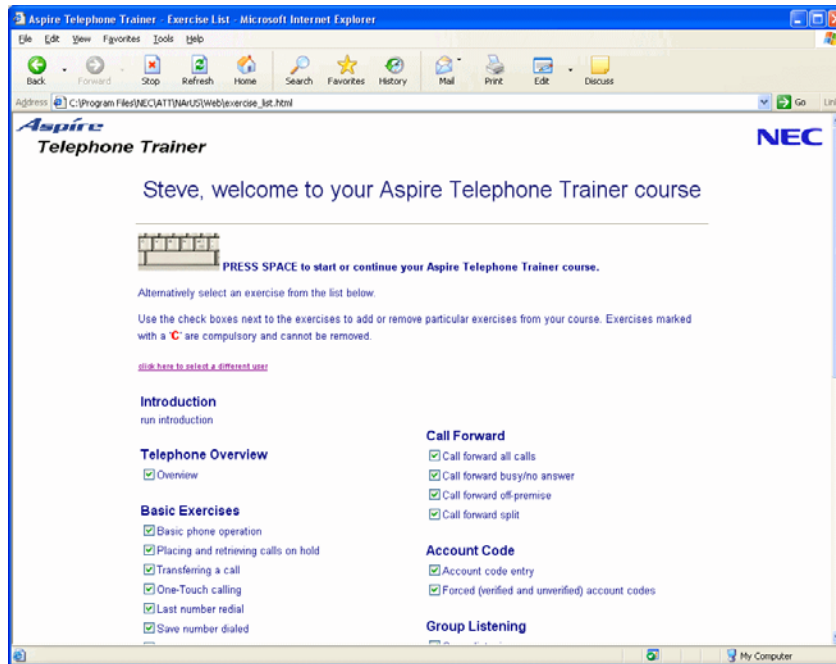
Once customization is complete the user simply clicks on the Aspire Telephone Trainer icon on the desktop and enters their name to begin training as shown below:



The next screen the user is faced with is to select their 'User Group' as shown below:



After the course or User Group has been selected the user is simply walked through the training. The user's name is entered into the system and at this point the user can come and go as many times as necessary to complete each exercise chosen for that User Group TWICE. At that point the credit for that user expires.





## 6. Obtaining more Aspire Telephone Trainer credits

There are two types of Aspire Telephone Trainers, Unlimited and 50 User Version. The 50 user version has 50 credits pre-loaded onto your enabler. The credit for each user that signs in expires when the user completes each exercise twice. If the enabler runs out of credits, they can be reloaded by clicking on the Buy More Credits Link on the main navigation page, this will direct your customer where to purchase more credits. If you want them to contact your company complete your details here, or set at Contact Agent and NEC will coordinate this for you:

Aspire Telephone Trainer NEC

Your Aspire Telephone Trainer method for users to purchase additional credits is shown below

Please check your Aspire Telephone Trainer settings and press the save button to continue.

Purchase handler

Contact **AGENT** for extra credits

Contact **DEALER** for extra credits

Dealer Details

Dealer Name:

Contact Name:

Phone Number:

Web Site: