

Installation & Administration Guide

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NEC Unified Solutions 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 customers PC to drive the digital telephone. Each Enabler is preconfigured 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

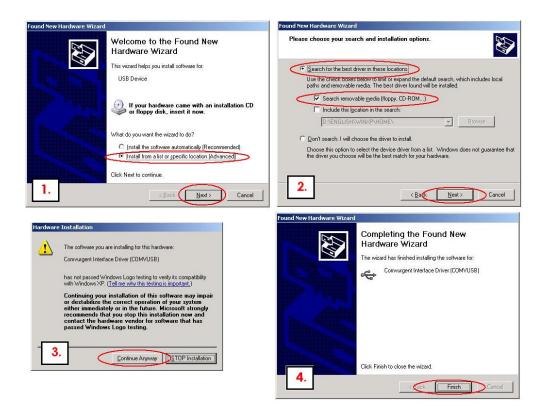
Once a training PC has been located, first determine the operations system of the PC. Supported operating systems are:

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

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Aspire Telephone Trainer Setup	
If you want to, you can configure your Aspire Telephone Trainer to ideally match the setup of your telephone system. You	a consider contempts the termine provided
to exactly meet your users' needs.	o can also costonize the training provided
User configuration is not essential. Your system has already been set to useful defaults. If you don't know how your telep don't want to change any settings right now, simply close this page and your Aspire Telephone Trainer will be ready to g	
don't want to change any settings right now, simply close this page and your Aspire Telephone Trainer will be ready to gr need it	 Providing the training you need, when you
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Customize User Training	
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Creating and amending Aspire Telephone Trainer NI Courses	
On this page you can configure the individual lessons which users have access to. You can use this to ensure that users must complete essential training, give them the option of further training if they have the time, or block access to features which they will not see on their telephone system.	
You can create several courses if you with. Individual users will then select from the list of available course names which you create here. If you do this, we recommend you set the course mimes to match agong or type of users. For example, you may choose to create separate courses for Executives, Secretaries, & Greened Users, with appropriate huming for each	
Note If you want to use one of our preconfigured training courses, please select from below. Otherwise, continue to the Customizing the Training Section.	
Load or save Course to local disk	
Course to load: NO COURSE FILES M Load Course	
If you set up the training previously and have the training configuration file on a floppy disk, please load by clicking on the button below.	
Load Course From Floppy Disk	
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Configure Keys	
OK, I've finished Let's start Aspire Telephone Trainer !	
Customizing the Training	
You must enter a name for each course. Users will choose from a lat of available courses. Try to make the course names and descriptions helpful to your users. Th course name must be a wild windows filename (Mot containing M ^{apy} col)	1e
Course Name	
Course Description	

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 -

Aspire Telephone Trainer - Setup Course - Microsoft Internet Explorer					80
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Transferring a call	1:40	0	0	0	
One-Touch calling	1:40	•	0	0	
Last number redial	1:00	0	0	0	
Save number dialed	1.30	•	0	0	
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Retrieving a parked call	1.00	۲	0	0	
Call Pickup					
Group call pickup	1:00	0	0	0	
Directed call pickup	0.40	•	0	0	
Barge in	1.00	0	0	0	
Auto Call Back					
Callback	1.00	•	0	0	
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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**.

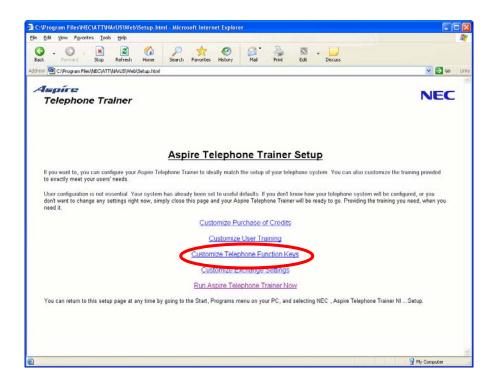


IMPORTANT: It is highly likely that you will have multiple user groups at each site with training requirements that vary. Once you complete a course, simply repeat the above procedure to add as many courses that are necessary for each training station you are setting up. The users will be asked to select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

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To use this course on this PC press the Save C (Note you must have completed the NAME field						
Save Course						
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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.

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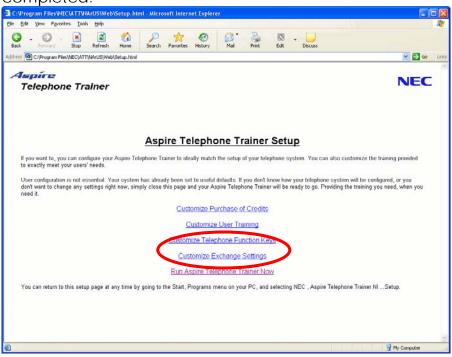
Select the type of telephone that you will be training on (if more than one, complete all that apply) and select the feature that should appear on each feature button. Aspire Telephone Trainer will direct the user to press the key you have selected for each key. Be sure to label your Aspire Telephone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

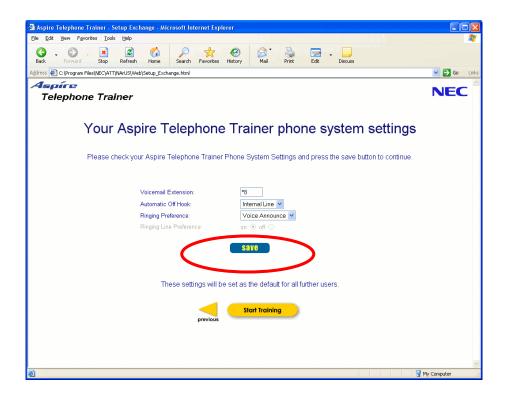
save

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

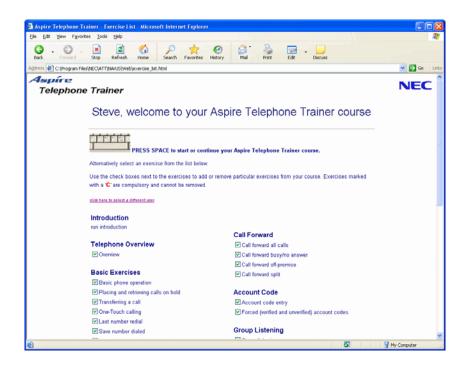
Once customization is complete the user simply clicks on the Aspire Telephone Trainer icon on the desktop and enters their name to begin training as shown below:

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	ottain more Aspire Telephone Trainer training credits	
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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:

