SUPPORT:

Tech@PremierCompanies.com

800-298-2222 x4

*Live support is available 9am to 5pm CST weekdays.
Email and phone are monitored after hours and weekends.
Emergencies will be responded to promptly.*

Jordan Grindell

(615-591-3400 ext 234

Jordan@premiercompanies.com

Jarrett Owens

(615-591-3400 ext 248

Jarrett@premiercompanies.com

SALES:

Mark Bortz

(615-591-3400 ext 222

Mark@premiercompanies.com

INSTALLATION INSTRUCTIONS

YOUR
PHONE PLUS +
EQUIPMENT HAS ARRIVED
Please retain these installation instructions for future use.

WHAT'S IN THIS PACKAGE:

- [ ] Yealink cordless handset _____
- [ ] Yealink W60B interface unit w/ cables _____
- [ ] Yealink deskphone w/ cables _____
- [ ] TP-Link ethernet switch w/ cables _____
- [ ] Fax ATA interface unit w/ cables _____

WHAT TO DO FIRST:

Visit PremierPHONEPLUS.com/UserGuide or scan the QR code at the top of the page. Click ***Installation Guides,*** then click the links associated with the items checked:

- [ ] **PHONE PLUS System**
  - ◯ Install Option 1 *All 3 steps required*
  - ◯ Install Option 2 *All 3 steps required*

  Temporary phone number:

  (_____) _____-_____

- [ ] **Fax Interface Box**

  Temporary fax number:

  (_____) _____-_____

- [ ] **Add a New Handset**
- [ ] **Replace Lost Handset**
- [ ] **New Deskphone**

QUALITY ASSURANCE:

Your PHONE PLUS system has been thoroughly tested to ensure all features of PHONE PLUS for The UPS store are functioning right out of the box:

- [ ] **Auto-Attendant Greeting Message**
- [ ] *Press 1* **transfers to UPS #800**
- [ ] *Press 2* **transfers to Amazon #800**
- [ ] *Press 3* **provides address/hours**
- [ ] *Press 4* **provides fax/notary**
- [ ] *Press 9* **rings all store phones**
- [ ] **All phones dial out successfully**
- [ ] **HOLD PLUS Message on Hold**
- [ ] **Voicemail Greeting**
- [ ] **Voicemail sent to email**
- [ ] **In-store call transfer**
- [ ] **Call transfer to UPS, Amazon**

PHONE PLUS ADD-ON OPTIONS

IntroGreet - customize your main greeting instantly

Call recording - training, litigating, monitoring

Mobile app - use your mobile phone as your store phone

Soft phone - take or make calls from your computer

SMS texting - text customers from softphone/mobile app

Fax service- use your existing fax machine

Add an extension - add unlimited extensions

Add a number - add unlimited phone numbers

Add a deskphone or handset - phones as low as $100

AUDIO MESSAGE CHANGES:

PremierPHONEPLUS.com/PPscripts.

SYSTEM PROGRAMMING CHANGES:

Tech@PremierCompanies.com

TROUBLESHOOTING:

PremierPHONEPLUS.com/UPS-troubleshooting.

REFER A FRIEND:

To refer a friend and earn free service, visit:

PremierPHONEPLUS.com/refer