

TG Telzio User Guide

May 2022 update: RC now has CU access directly. Future updates will be done directly in CU via these links, and not here:

[User Guide](#)

[Extension list](#)

Dana has requested the contact information be kept up to date on the primary file server as well.

Background

- Covid-19 switched the use of phones at TG from being partially dependent on office system to using mobile phones almost exclusively. We are not trying to switch back, and instead are modernizing our systems and adapting them to our current needs.
- We need a solid Eugene-based phone number where new clients can reach us. This system allows us to handle incoming calls in any way we'd like, and also allows us to call out as either Turell Group 541.685.5000, or as a second more anonymous number.
- Our main phone number mostly gets spam calls. Yes, clients can call in and use either extensions directly or the directory to get in touch with staff, but generally once the relationship has been established we'll move to mobile phones and other forms of communication (email, slack, zoom, texting, etc) and only use the Telzio phone system when it makes sense to do so.

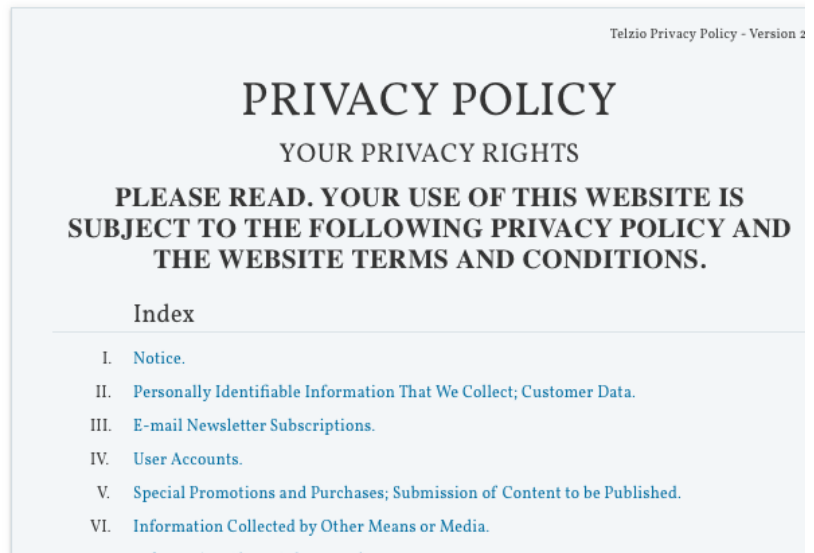
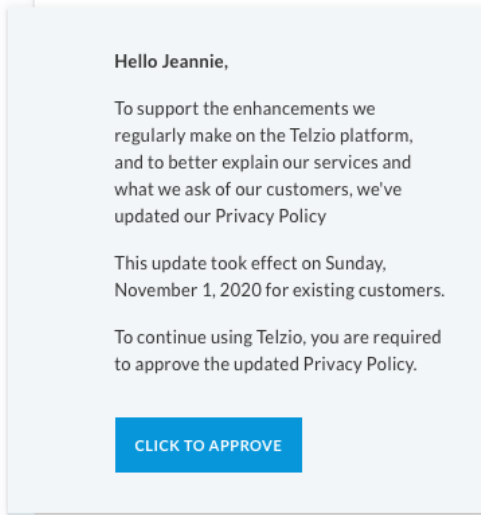
This guide covers the first time user setup process from initial account settings to outgoing greetings, plus iPhone app setup and general usage notes.

First Login

- Login at <https://telzio.com/login> using the Google Chrome web browser.
 - Firefox and Safari are superior for privacy purposes, but Telzio was coded with Chrome in mind and Chrome is required to record an outgoing greeting in acceptable quality.
- Username is your full name, lowercase, all one word.
 - e.g. Dana Turell's username is danaturell.
 - e.g. Jeannie Bealer's username is jeanniebealer.
- Password is the same as your primary email password.
 - Please ask one of the following people if you don't know your password:
 - Mark Reinmuth - 541.912.6453
 - Brandon Clark - 541.961.7074

o Kurt Booker - 279.209.7198

- Since this is your first login, you'll be asked to review the privacy policy:



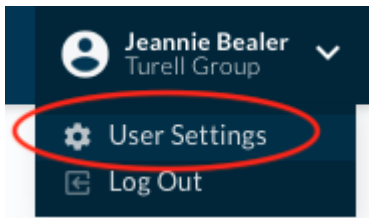
If you approve, click the blue button Click to approve.

- You'll be taken to your Dashboard.

Basic settings - required!

Part of having this phone system is presenting a professional look and feel to clients; outgoing voicemail greetings are part of that! This section starts from the dashboard.

- From the user menu in the top right corner, choose User Settings:



- Scroll down to the Voicemail Greeting section.
- Under Add New Greeting, click Record and follow the prompts. You can record as many times as you need to, and preview it after each recording. When finished, **make sure to click Update Greeting or your recording will be lost.**
- Optional: Feel free to set a voicemail PIN, or enable two factor authentication for your account.

Mobile Setup, iPhone

- Either:
 - o A) Open App Store -> Search -> enter "Telzio"
or
 - o B) Use this link on your phone: <https://apps.apple.com/us/app/telzio/id954687677>
- Install the app and open it.
- Allow permissions as it makes sense to you.

- Obviously, it's not going to be much good without microphone access!
 - If your phone is configured for TG Contacts (server sync'd) then you might want to allow contacts to enable easy calling of clients from the TG phone number.
 - If you do not allow notification access, your phone won't ring on incoming business calls.
 - Sign in using the user/pass information from above.
 - (Optional - Customize Telzio app ringtone)
 - Tap the gear icon in the top right hand corner.
 - Tap **Preferences** -> **Ringtones**. Self explanatory from there.
 - You can now make calls from the main Turell Group phone number of 541.685.5000, or receive calls from folks that call in and enter your extension, or use the directory.
-

Mobile Setup, Android

- No setup guide available at this time. Please let Mark Reinmuth know (and cc your manager) if you would like to see a guide for Android.
 - App link: <https://play.google.com/store/apps/details?id=com.telzio.softphone.android>
-

Notes

- We do not anticipate any use of the Business SMS system. If you need to text someone and have it show up as Turell Group, or to obscure your identity for business purposes, feel free to use it.
- Cell phones remain the primary method of communication for both incoming and outgoing purposes. If it makes sense to use Telzio, please do so.
- Voicemail will show up in your email inbox.
 - The automatic translation is... ok. Not great.
- Desk phones are available upon request & review, and can work regardless of location. Mostly this will be to fill previously unanticipated needs rather than as a primary form of communication, other than the front desk. But we're open to review anything!
- Call recording is available but disabled by default.
- All 458 area code numbers are being dropped.
- All 541 area code numbers including direct dial office numbers are being dropped, except 541.685.5000 and 541.790.2299. Today is 8/2/21, if you want to retain your direct dial number please notify Jeannie Bealer, Dana Turell, and Mark Reinmuth immediately. 8/3/21 is the last possible chance to request your number.
- If you'd like to call out as something other than the main number, follow these steps.
 - (iPhone) - From within the Telzio app, tap **Keypad** and then the gear icon in the top right hand corner. Then tap **Account Setup** -> **Change Caller ID**. Select your number, tap done, here's what it looks like:

< Back

+1 541-685-5000

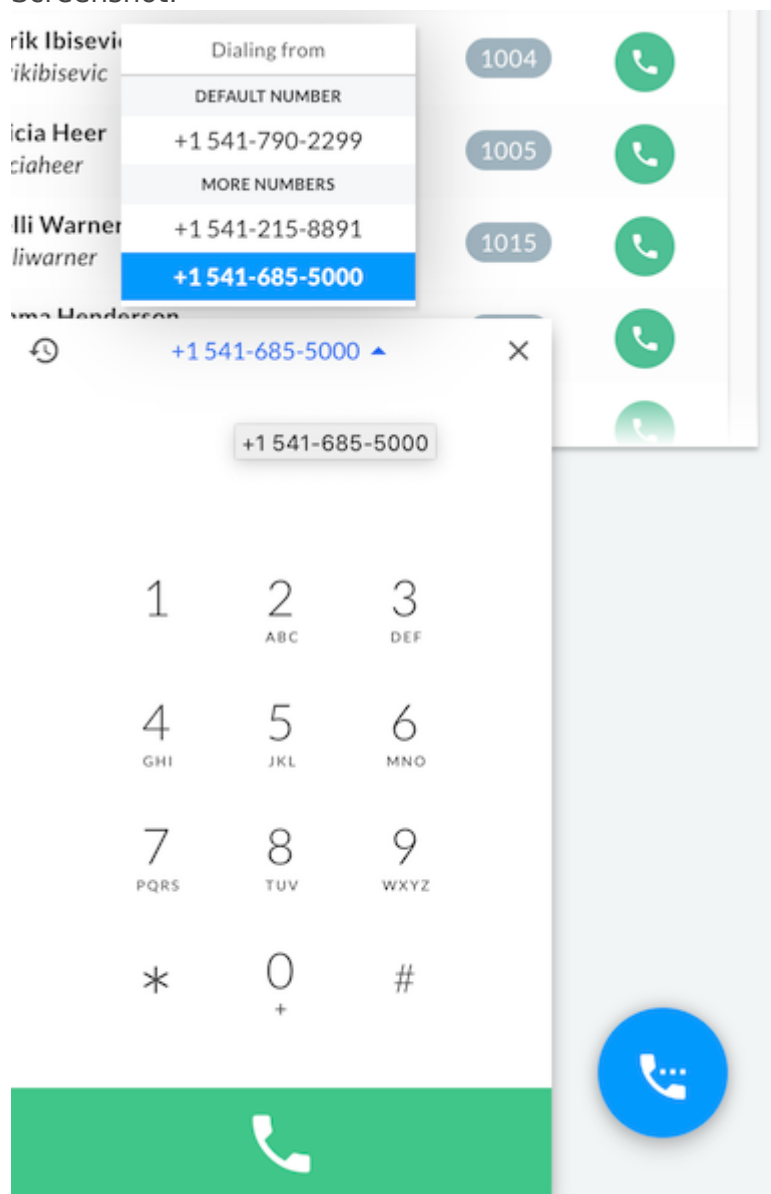
Save



Done

+1 541-790-2299
+1 541-685-5000
+1 541-215-8891

- (Web browser) - Login to the dashboard, click the phone icon in the bottom right. A dial pad will appear. Click the triangle above the dial pad next to the current outgoing number, select the desired outgoing number, then make the call. You might have to allow your browser to access your microphone to complete the call. Screenshot:



- The second number is 541.790.2299, this number does show as coming from Eugene, OR. As of 8/2/21 there is a third number, 541.215.8891, but this is not a Eugene based number and we will probably ditch it.
- This system is highly customizable. If you can imagine it, we can probably implement it. Please let management + Mark Reinmuth know if you have an idea for improvement!

General Information

- The extension list is:

User	Extension
------	-----------

Alicia Heer	1005
Cecelia Barajas	1024
Christine Sherk	1006
Cindy Turell	1007
Cres Swanson	1008
Dana Turell	1003
Donovan Cassell	1009
Emma Henderson	1010
Hailey Fisher	1025
Jacob Pace	1011
Jeannie Bealer	1012
Jeneca Jones	1013
Kate Mock	1014
Kaylyn LeRoy	1023
Kelli Warner	1015
Kurt Booker	1016
Lindsey Sasser	1017
Liz Mayfield	1018
Maria Peters	1019
Michael Angier	1020
Michelle Locke	1021
Paul Johnson	1022
Renee Buchanan	1001
Tarik Ibisevic	1004
Main Call Flow	1000

This extension list is also available in Excel format on the server in the ITPublic sharepoint, named [Phone Extension List \(Telzio\).xlsx](#).

- In text form, the greetings are:

“ MAIN GREETING

Hello, You have reached Turell Group, a full service marketing agency.

Press one to speak to a representative about marketing.
Press two for a directory listing.
Press three for a general mailbox.
Press nine to repeat these options.

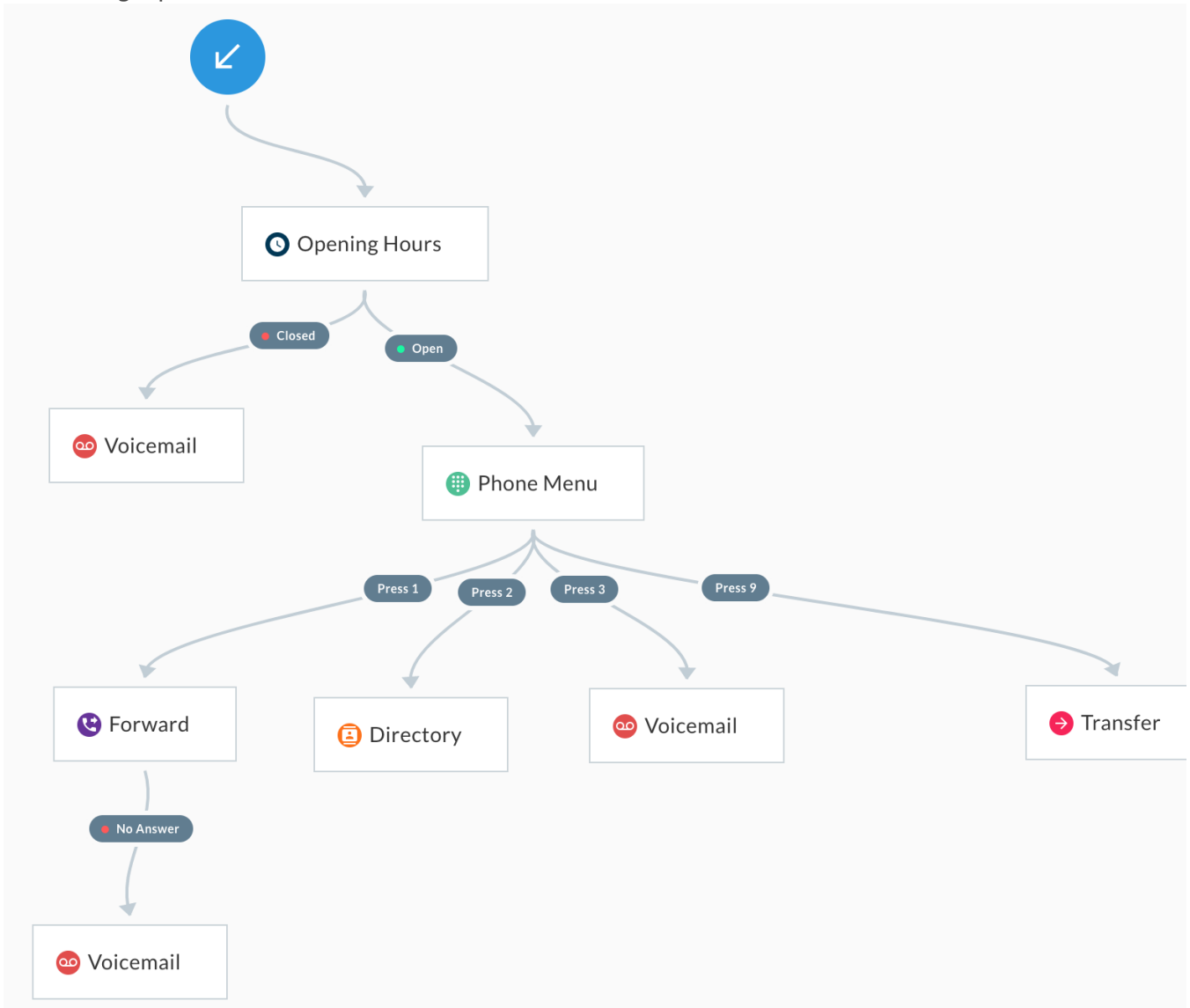
“ AFTER HOURS, GENERAL MESSAGE

Hello, You have reached Turell Group, a full service marketing agency. You've reached us outside of our normal business hours, please leave a message and we'll get back to you as soon as possible

“ NORMAL HOURS, GENERAL MESSAGE

You have reached our general mailbox, please leave a message. We'll get back to you as soon as possible.

• Call flow graphic:



Revision #28

Created 2021-07-22 20:17:00 UTC by Mark Reinmuth

Updated 2022-05-18 23:27:37 UTC by Mark Reinmuth