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Hosted Sync Premium Frequently Asked Questions

- **If my phone or other SyncGlobal-provided service isn't working properly, who do I contact?**

Business Group Users need to contact their Business Group (BG) Administrator with any issues. If it is a service-affecting issue (your phone isn't working at all, you have slow internet, faxes won't go through, calls are poor quality, etc.), the BG Administrator should immediately contact our Network Operations Center (NOC) at 678-821-1NOC.

- **If I want to make changes to my service (like add a line, disconnect a line, or change call flow) who do I contact?**

Business Group Users need to contact their Business Group (BG) Administrator with any issues. If the issue is not service-affecting (you need the call flow modified, names need to be changed on soft keys, you need an additional phone line, etc.) the BG Administrator should contact our Sales and Customer Service Department at 678-821-1138 or via email at sales@syncglobal.net.

- **Who do I contact when I have questions about voicemail, fax-to-email, and CommPortal?**

Business Group Users need to contact their Business Group (BG) Administrator with any issues. The BG Administrator will be trained to resolve many common questions about CommPortal set-up and troubleshooting, voicemail and fax retrieval and forwarding, etc. If the issue is beyond the BG Administrator's training, he or she should contact our Sales and Customer Service Department at 678-821-1138 or via email at sales@syncglobal.net.

- **Can I move phones around?**

The nature of IP phones is that you can move the handsets, plug them in to any accepted data port, and the phone will continue to behave as it was *initially* programmed. That means that if the user is simply moving desks within the office, then the handset can be moved at his or her convenience. However, if the user's responsibilities are changing and calls need to be routed differently or if the user is moving to a new address, you must contact Sales and Customer Service Department at 678-821-1138 or via email at sales@syncglobal.net.

- **Are there accessories available for the Aastra phones like longer cords or headsets?**

Aastra handset cords are interchangeable with any other cords. You can use a longer cord from your previous handset or you can purchase longer cords from any major retailer.

VoIP-compatible headsets are available. We have several recommended styles from which you can choose. You may purchase them through SyncGlobal or you may purchase them directly from a supplier. Depending on the accessories attached to the handset, additional cabling or hardware may be required for remote answering functions.