

Install and log in to NeeHau

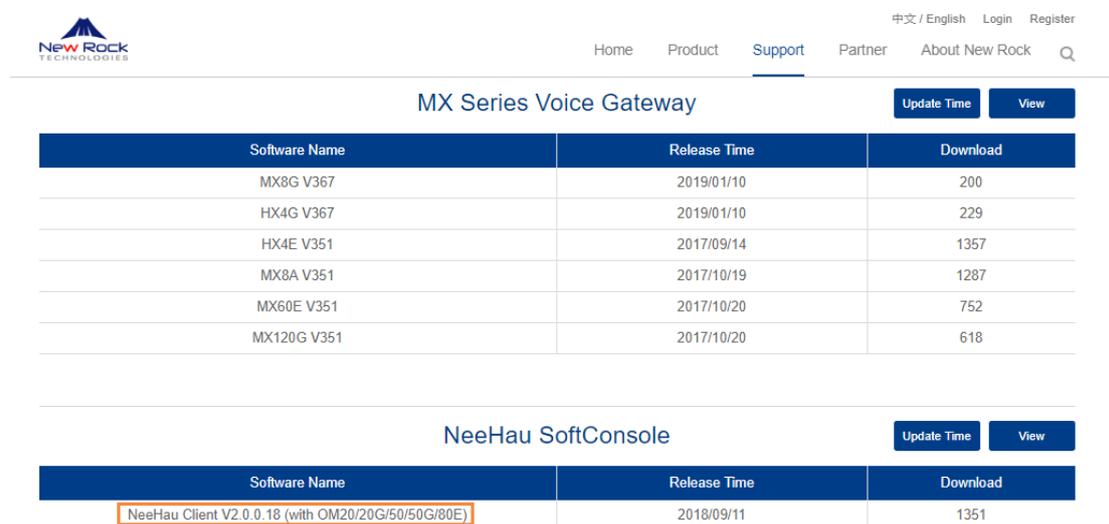
Having an extension account of New Rock's OM20/20G/50/50G/80E IP-PBX device and installing a NeeHau software on your computer, provides rich functions, such as:

- Click-to-call,
- Pop-up calling screen
- Editing memos during calling
- Inquiring call histories
- Listen the call recordings
- Managing contacts

To insure the best user experience, you are advised to upgrade your OM20/20G/50/50G/80E to the latest version. To download the latest version, click www.newrocktech.com/software/.

Install NeeHau

Go to www.newrocktech.com/software/, click **Support** > **Release&Upgrade**, and click **NeeHau Client V2.0.0.18** (take this version as an example) to download and install the NeeHau software.



The screenshot shows the New Rock Technologies website interface. At the top, there is a navigation menu with links for Home, Product, Support, Partner, and About New Rock. The 'Support' link is highlighted. Below the navigation, there are two sections for software downloads. The first section is titled 'MX Series Voice Gateway' and contains a table with columns for Software Name, Release Time, and Download. The second section is titled 'NeeHau SoftConsole' and contains a table with columns for Software Name, Release Time, and Download. The 'NeeHau Client V2.0.0.18 (with OM20/20G/50/50G/80E)' entry is highlighted in the second table.

Software Name	Release Time	Download
MX8G V367	2019/01/10	200
HX4G V367	2019/01/10	229
HX4E V351	2017/09/14	1357
MX8A V351	2017/10/19	1287
MX60E V351	2017/10/20	752
MX120G V351	2017/10/20	618

Software Name	Release Time	Download
NeeHau Client V2.0.0.18 (with OM20/20G/50/50G/80E)	2018/09/11	1351

Run and Log in

After the installation completes, click the shortcut icon  on the desktop to run NeeHau. Input the IP address of OM, user and password to log in.

As a telephone agent

 192.168.120.40:80 Internal IP address of the OM

 212 Extension number of the OM

 Password PIN code of the extension. For an analog extension, the password is the same as the extension number

Remember me 

Log In

As the administrator

 192.168.120.40:80 Internal IP address of the OM

 admin Always "admin"

 Default: admin54321
Change on the first login

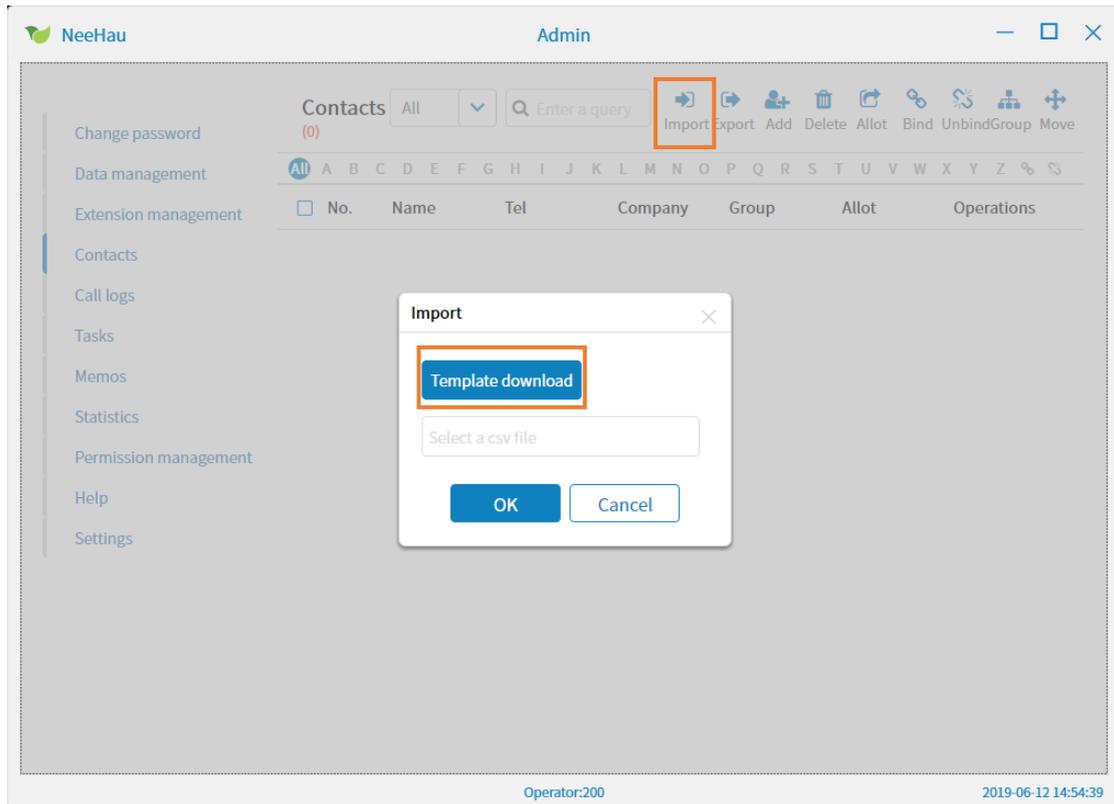
Remember me 

Log In

Import and allot (or share) contacts

For the administrator

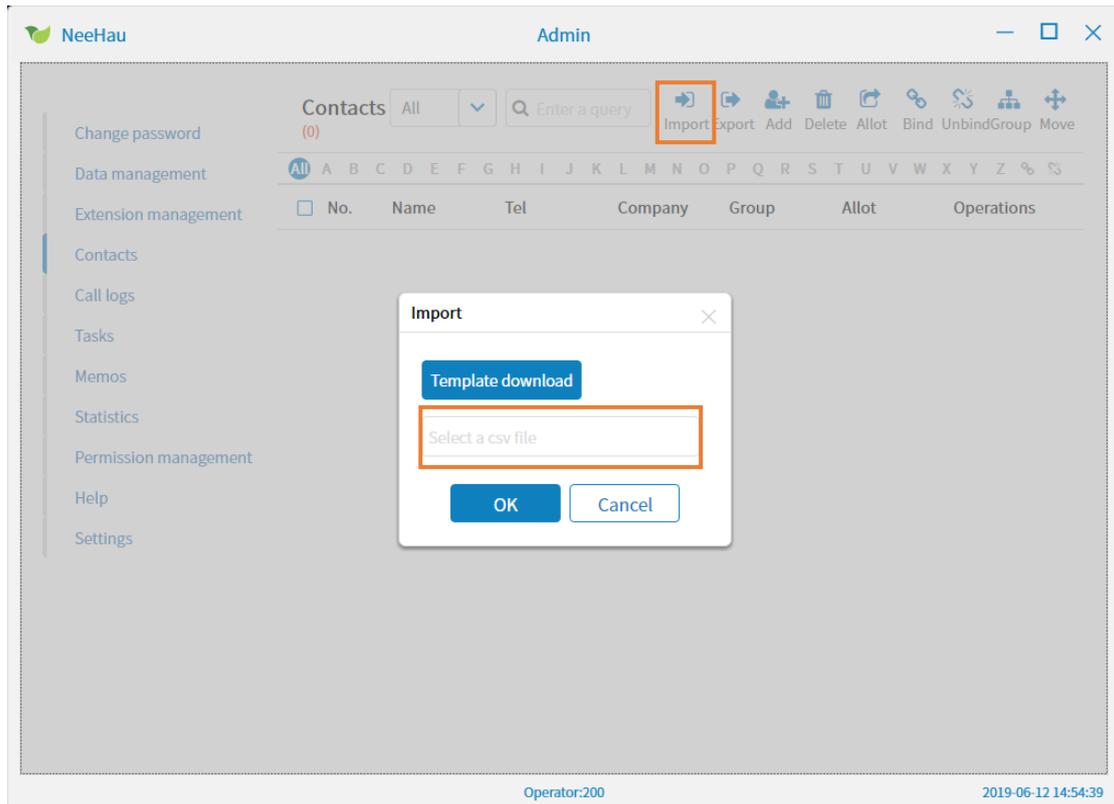
1. After login, click **Contacts > Import > Template download**.



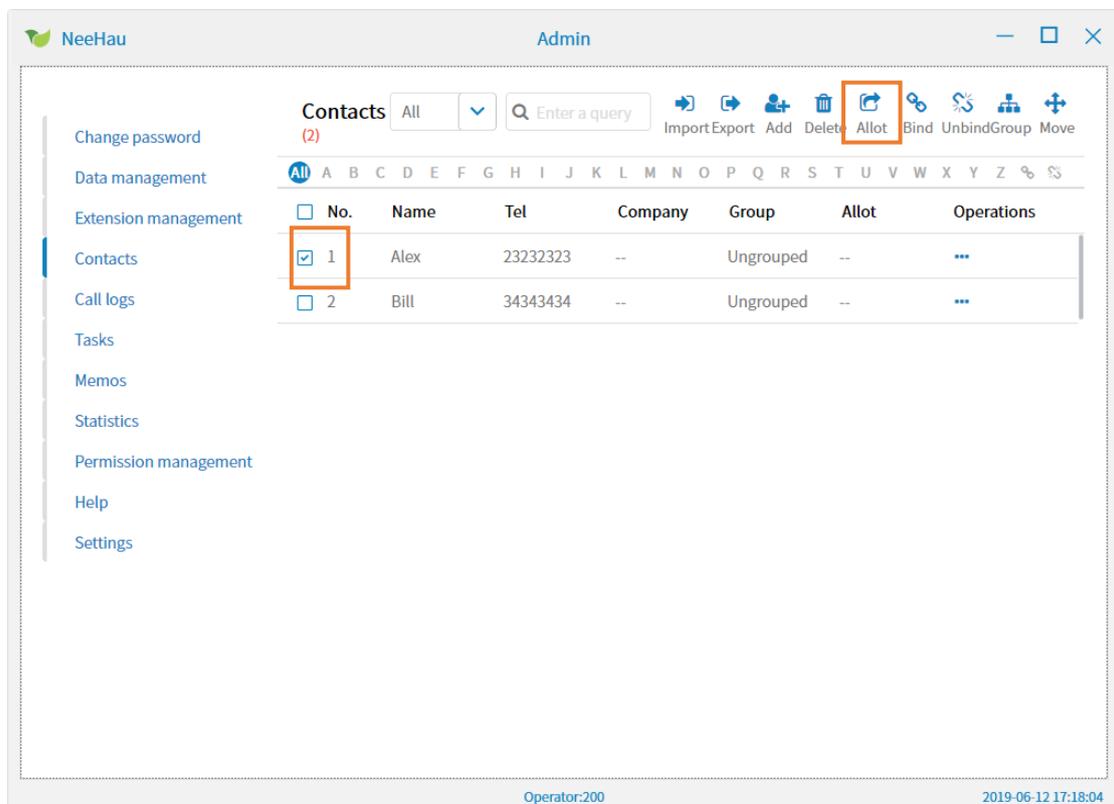
- Open the downloaded template by Excel, fill in contacts' information such as name, telephone number, Email, company, address.

A	B	C	D	E	F	G	H	I
Name	Telephone1	Telephone2	Telephone3	Email	Company	Address	Remark	TeamName
Alex	23232323			alex@email.com				
Bill	34343434			bill@email.com				

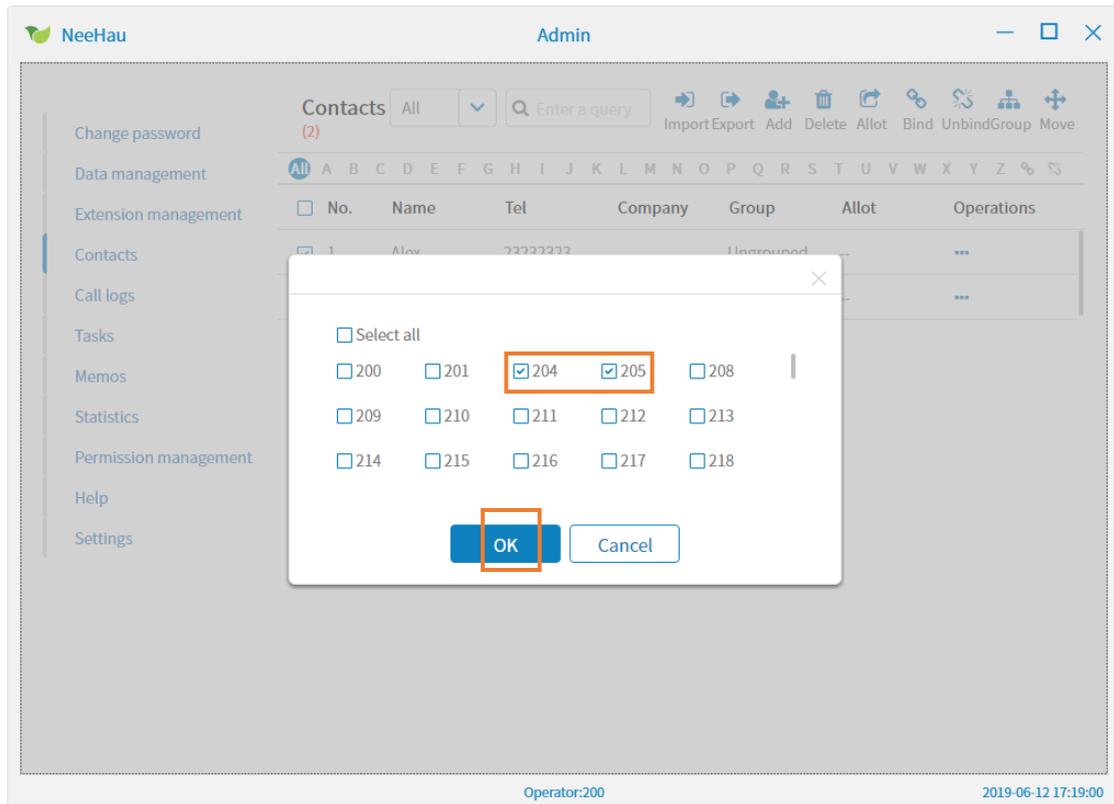
- Click **Import** on NeeHau, and select the edited file to upload.



4. Contacts can be allotted to any agents. Tick the box for contacts and click **Allot**.

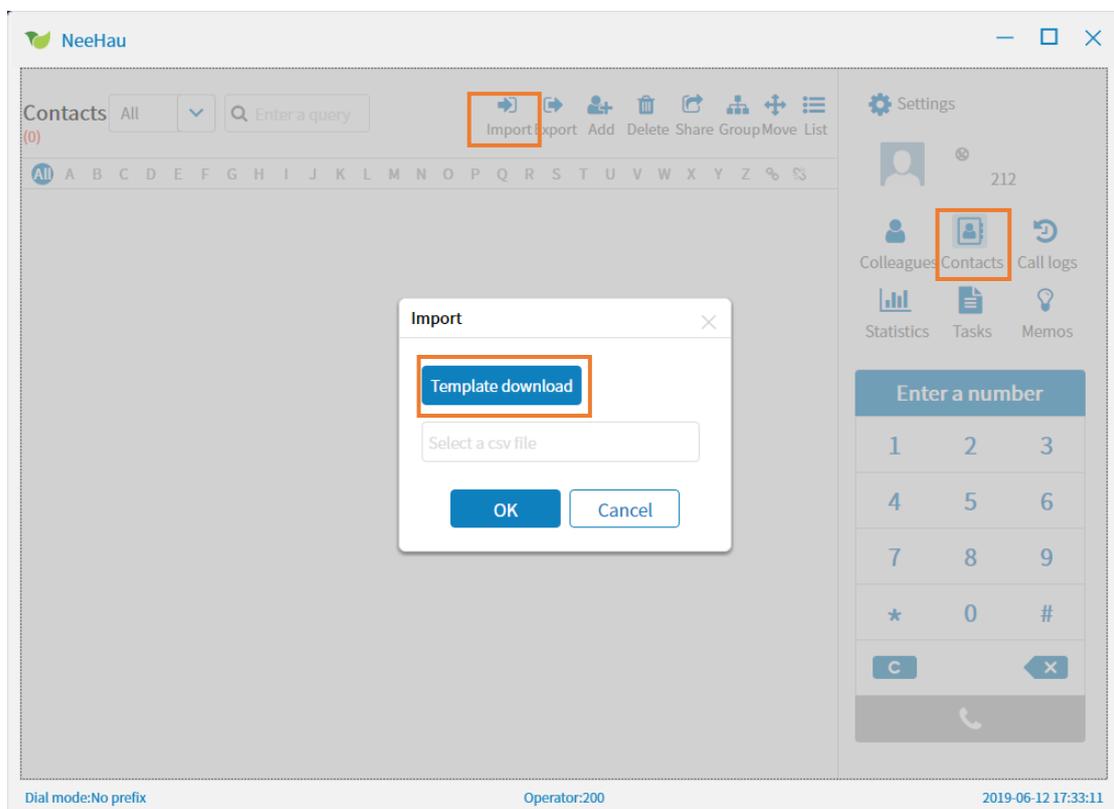


5. Tick the box for extensions used by the agents, click **OK**.



For an agent

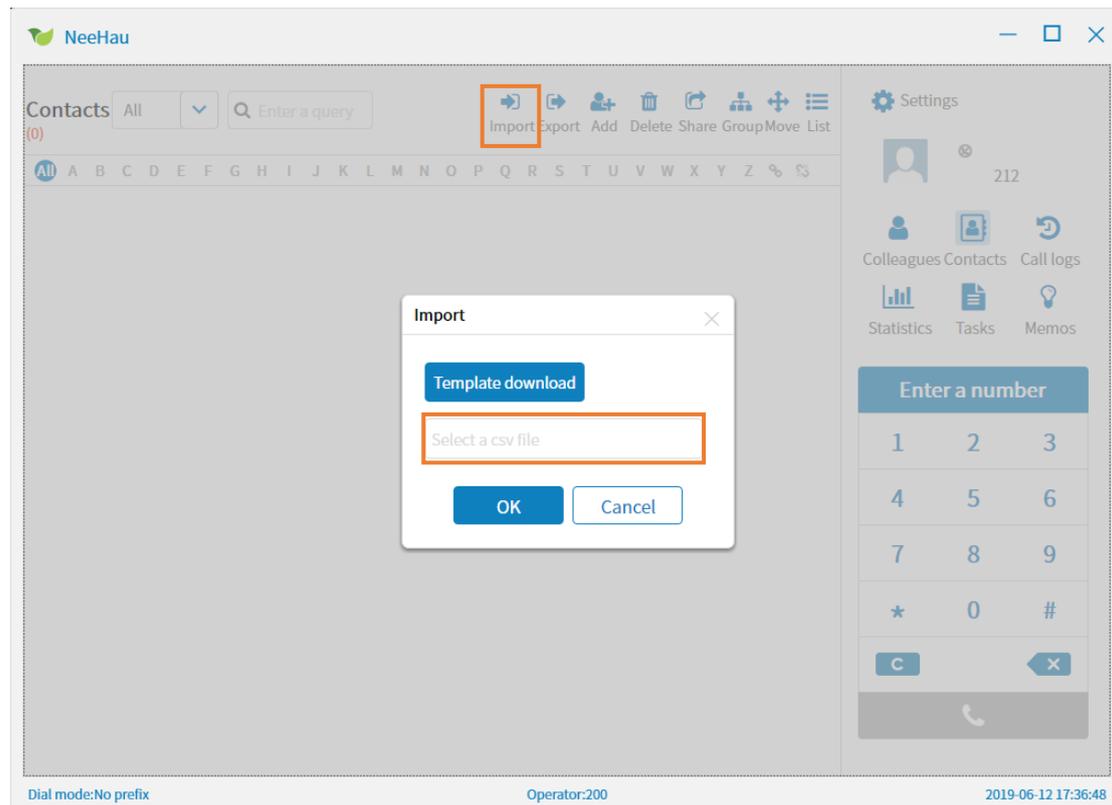
1. After login, click **Contacts > Import > Template download**.



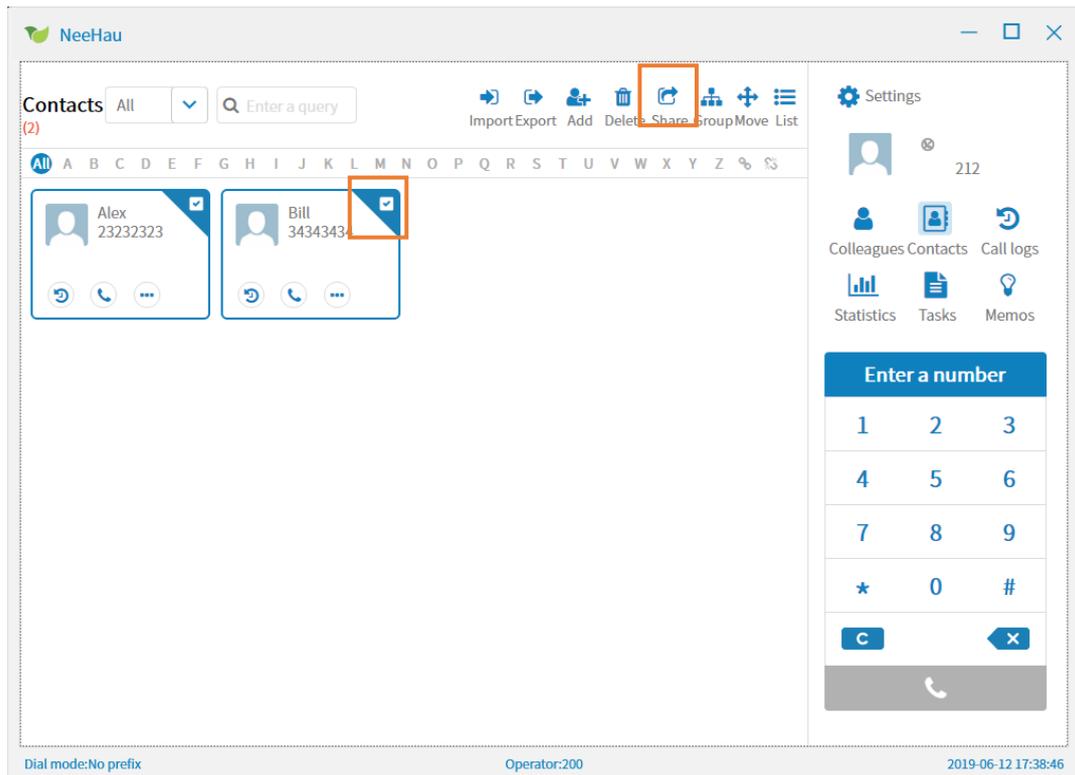
- Open the downloaded template by Excel, fill in contacts' information such as name, telephone number, Email, company, address.

A	B	C	D	E	F	G	H	I
Name	Telephone1	Telephone2	Telephone3	Email	Company	Address	Remark	TeamName
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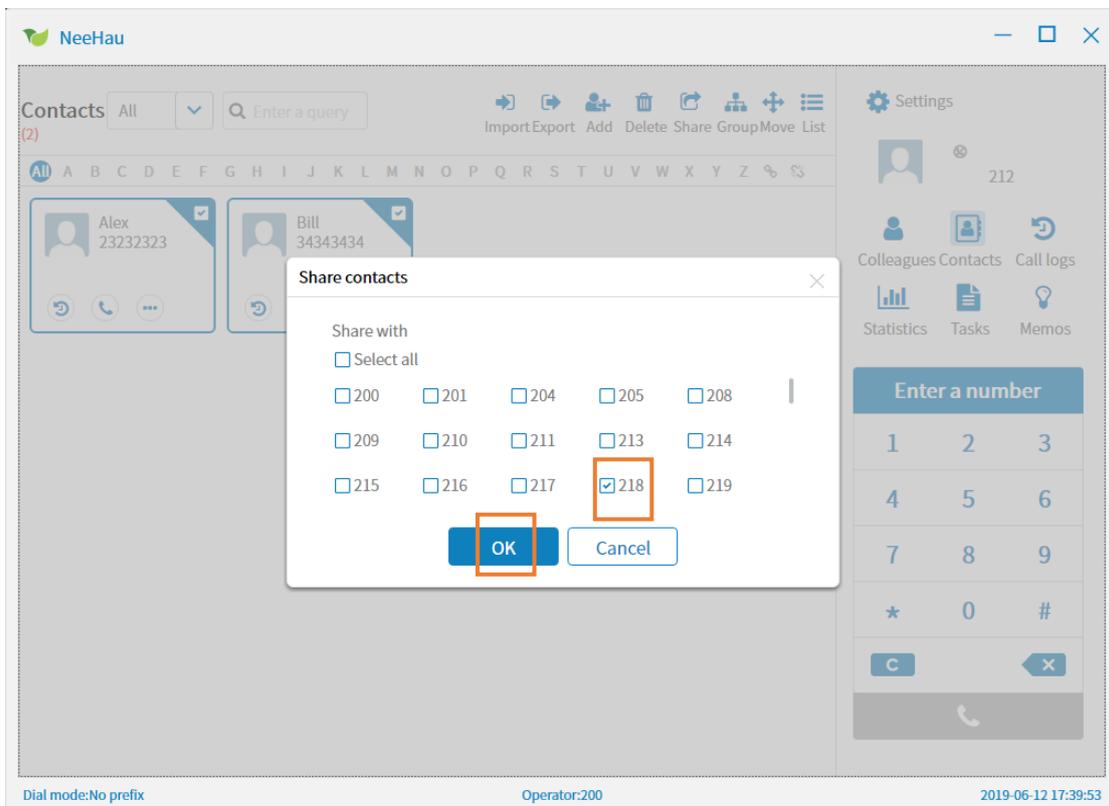
- Click **Import** on NeeHau, and select the edited file to upload.



- Contacts can be shared to another agents. Tick the box for contacts and click **Share**.



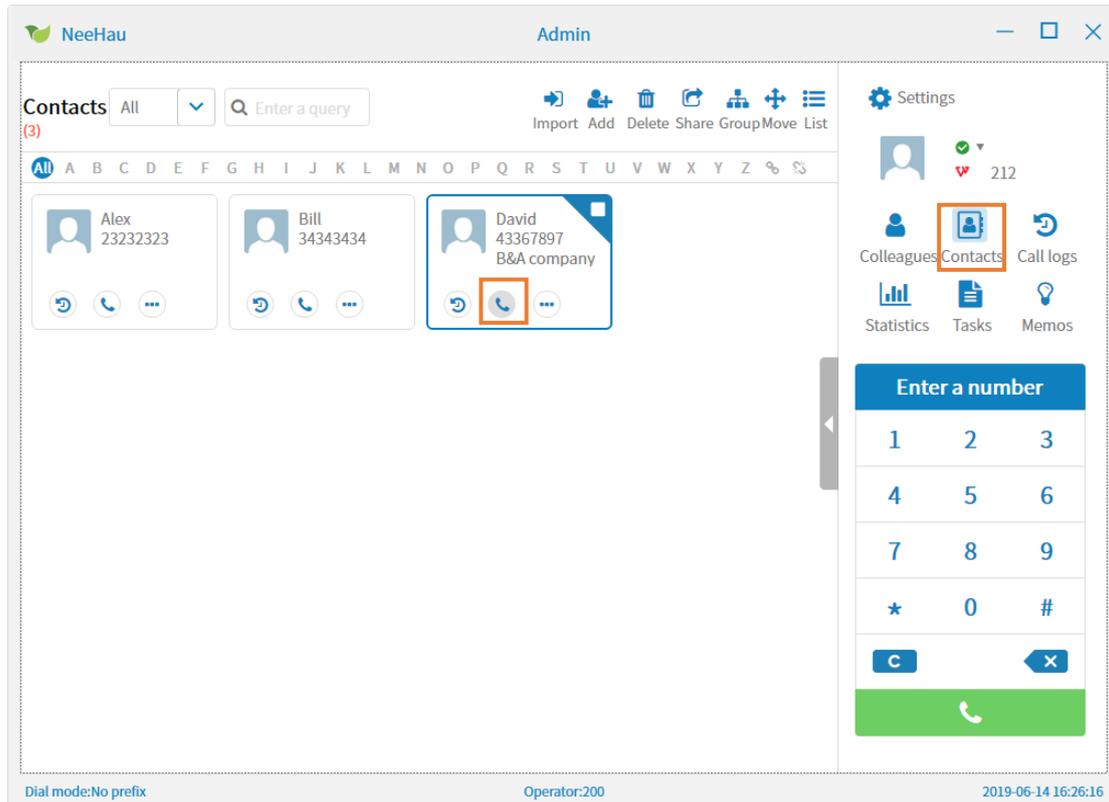
5. Tick the box for extensions used by another agents, click **OK**.



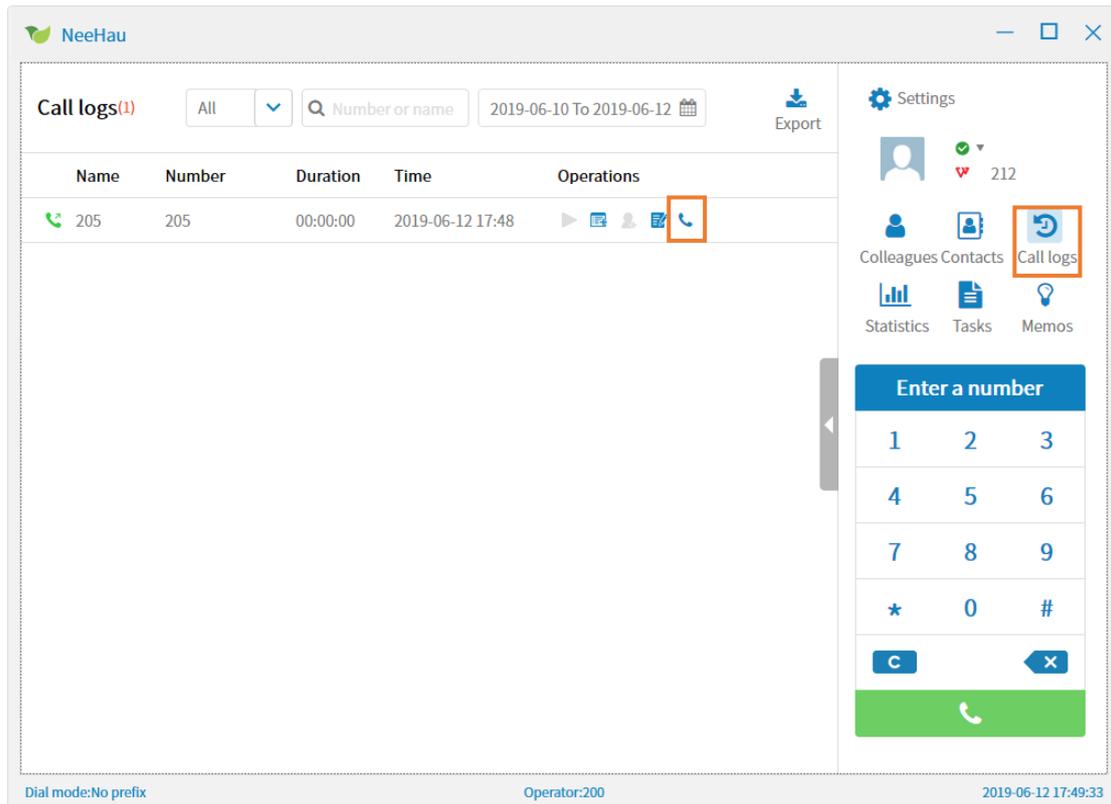
Click to call

There are several ways to click-to-call a phone number:

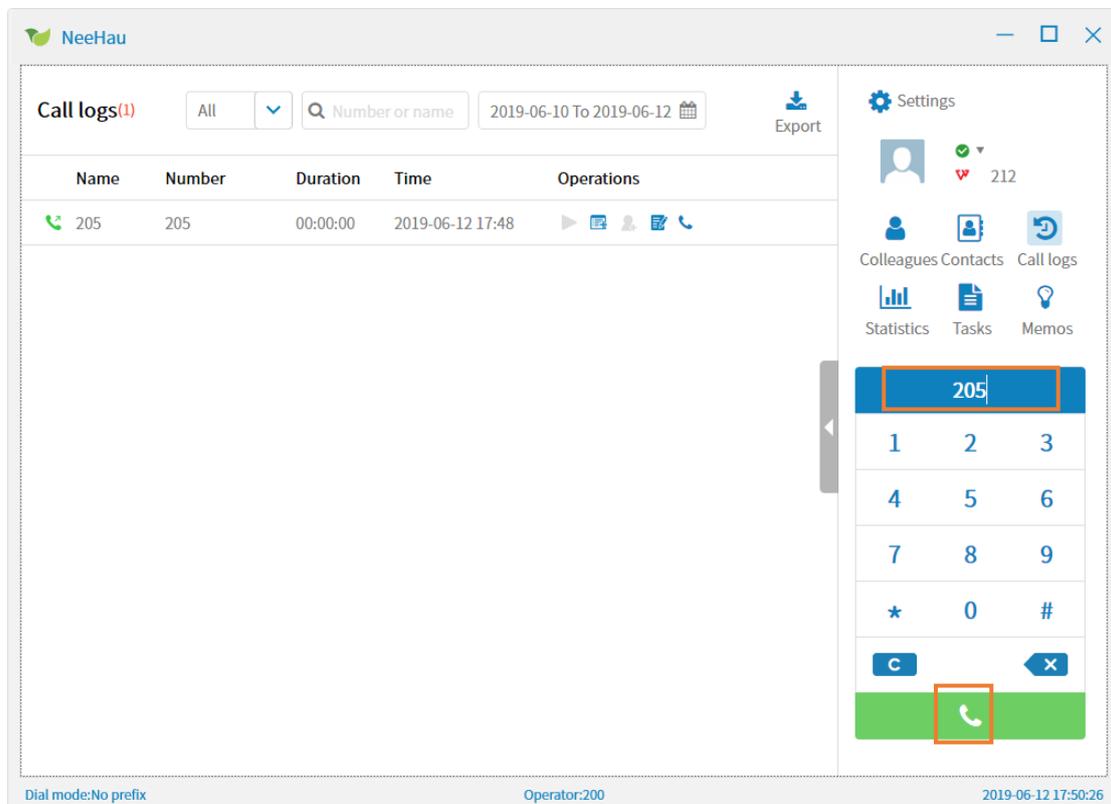
- Click  to call a phone number on **Contacts** page.



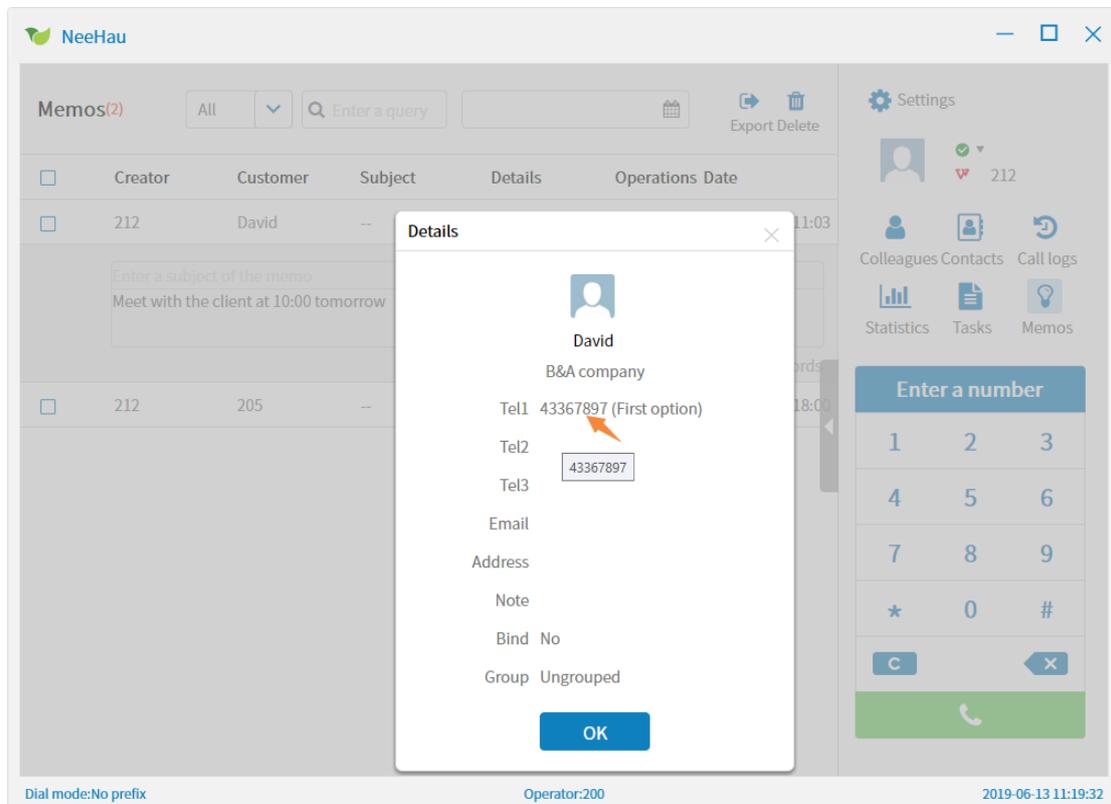
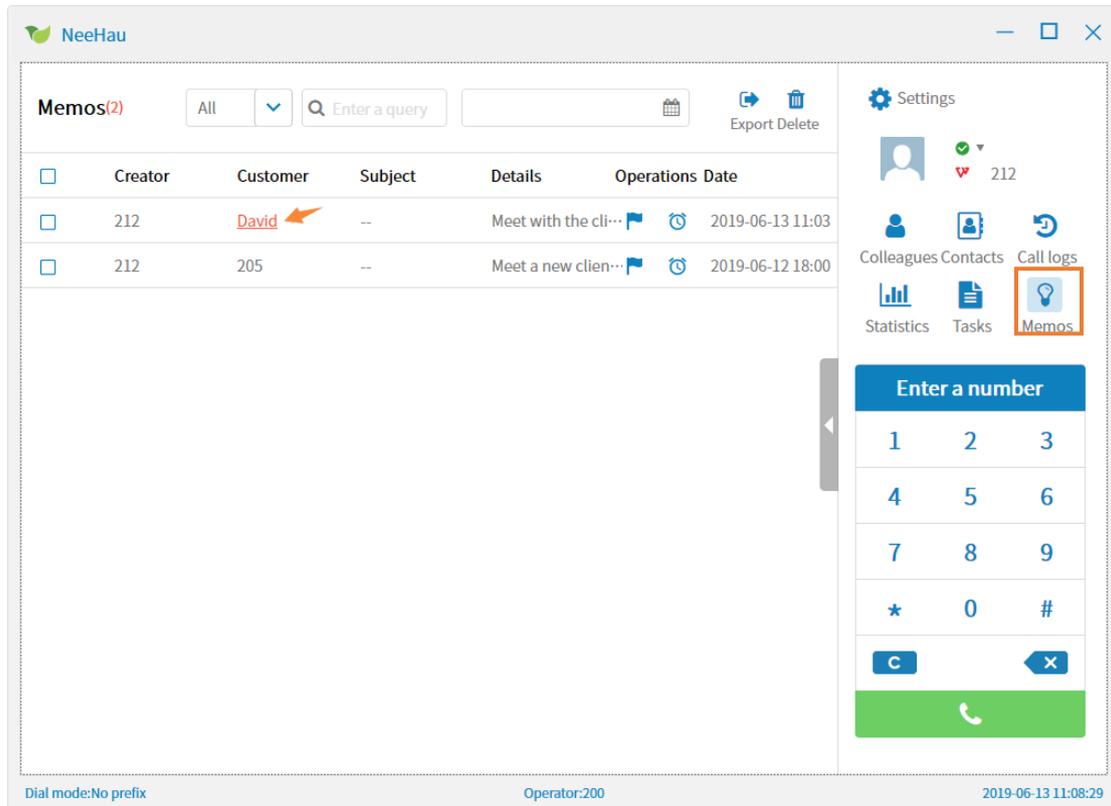
- Click  to call a phone number on **Call logs** page.



- Input the called party number and click  on dial pad.



- Click customer name on **Memos** page, and then click the customer's number to call



Pop-up Calling Screen

As a telephone agent, when you are making or answering a call, a pop-up screen will automatically displayed on NeeHau.

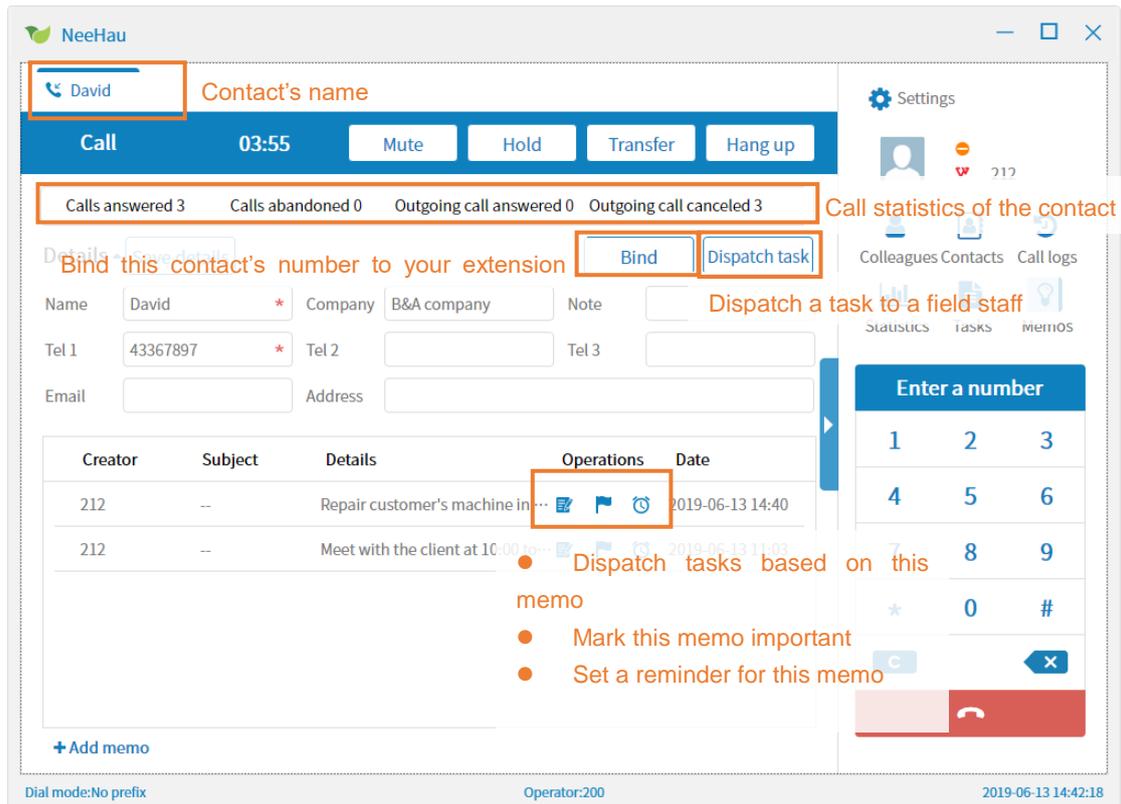
- You may perform operations on the screen to control the call, such as mute, hold, transfer, or disconnect the call; you may also see and edit the contact's detail information, and make memos to record key points about this call.

The screenshot shows the NeeHau interface for a call with contact 'David'. The call duration is 03:55. The 'Operations to control the call' section includes buttons for Mute, Hold, Transfer, and Hang up. The 'Details' section is currently on the 'Contact's information' tab, showing fields for Name (David), Company (B&A company), Note, Tel 1 (43367897), Tel 2, Tel 3, Email, and Address. Below this is a table of call history:

Creator	Subject	Details	Operations	Date
212	--	Repair customer's machine in ...	[Icons]	2019-06-13 14:40
212	--	Meet with the client at 10:00 to...	[Icons]	2019-06-13 11:03

Below the table is a section for 'Add memos for this call' with a '+ Add memo' button. The right sidebar contains various navigation icons and a numeric keypad with a red call button at the bottom.

- You can click **Bind** to bind the contact's number to your extension number. An incoming call from your bound contact's number will be automatically directed to you instead of other agents.
- You can also dispatch a task from office to a field staff, and view and monitor status of the task on NeeHau.



Call logs

On **Call logs** page, you can view and search call history of incoming and outgoing calls based on the number or name of the caller, or specify a time range to filter the result items, also, you can listen to the call recordings or even download all recorded calls on your system.

The screenshot shows the NeeHau interface for viewing call logs. At the top, there is a search bar labeled "Search call log items" with a dropdown menu set to "All", a search input field containing "Number or name", and a date range selector for "2019-06-11 To 2019-06-13". An "Export" button is located to the right of the search bar. Below the search bar is a table of call logs with columns for Name, Number, Duration, Time, and Operations. The table contains several entries for "David" with various phone numbers and times. A red box highlights the "Listen to the call recording" icon (a play button) in the Operations column of one of the rows. Below the table, a playback window is open for a file named "300_216_20190717-112535_53283.mp3". The playback window shows a progress bar and a red box highlights the "Download the call recording" icon (a download arrow) in the bottom right corner. On the right side of the interface, there is a sidebar with navigation options: Settings, Colleagues Contacts, Call logs (highlighted with a red box), Statistics, Tasks, and Memos. Below the sidebar is a numeric keypad for entering a number. At the bottom of the interface, there is a status bar with "Dial mode: No prefix", "Operator: 200", and the current time "2019-06-13 15:55:36".

You can add memos, save as a new contact, dispatch tasks and click-to-call on call logs page.

Most importantly, you can export all call logs to your computer.

This screenshot shows the same NeeHau Call logs interface as the previous one, but with different annotations. A red box highlights the "Export" button in the top right corner, with the text "Export call logs" next to it. Another red box highlights the icons in the Operations column (add memo, save as contact, dispatch task, click-to-call), with the text "Add memos, save as a new contact, dispatch tasks, click to call" next to it. The status bar at the bottom shows "Dial mode: No prefix", "Operator: 200", and the current time "2019-06-13 16:09:58".

Call Statistics

On this page, you can view and search call data statistics for incoming and outgoing calls based on the call duration or specify a time range to filter the result items. Call statistics shows the total number of calls that were answered and abandoned by the agent. It also shows the time for both total and average call duration that the agent spend on the phone.

Statistics

Inbound Minimum call du. 2019-06-13

Time	Account	Calls answered	Calls abandoned	Total	Calls connected	Call duration	Average call duration
2019-06-13	212	4	0	4	4	00:06:27	00:01:37

Settings
212
Colleagues Contacts Call logs
Statistics Tasks Memos

Enter a number

1 2 3
4 5 6
7 8 9
* 0 #
C X
[Call]

Dial mode: No prefix Operator: 200 2019-06-13 16:37:57

Moreover, the administrator can view the call statistics based on extension or customer, and also export the statistics.

The screenshot shows the NeeHau Admin interface. The left sidebar has 'Statistics' highlighted. The main content area shows filters: 'By extension' (selected), 'Inbound', and 'Select the ext.'. Below these are 'Minimum call duration (s)' and a date selector for '2019-06-13'. An 'Export' button is visible. The table below shows the following data:

Account	Calls answered	Calls abandoned	Total	Calls connected	Call duration	Average call duration
212	4	0	4	4	00:06:27	00:01:37

Operator:200 2019-06-13 16:38:49

The screenshot shows the NeeHau Admin interface with 'Statistics' highlighted. The filters are set to 'By contact', 'Telephone number', and 'Inbound'. The date range is '2019-05-14 To 2019-06-14'. An 'Export' button is present. The table displays the following data:

Contact	Company	Calls answered	Calls abandoned	Total	Calls connected
43367897		4	0	4	4
50814		2	14	16	2
2000		0	2	2	0
8001		0	2	2	0
9000		0	2	2	0

Dial mode:No prefix Operator:200 2019-06-14 17:07:42

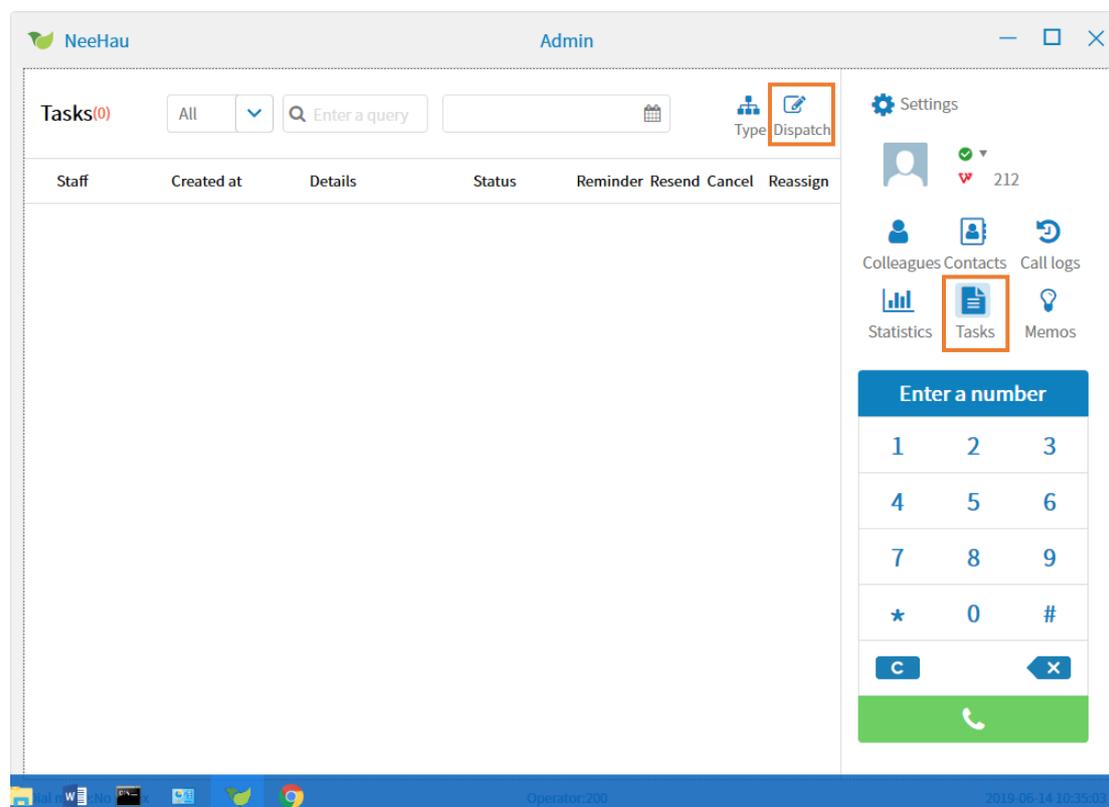
Dispatch tasks to a field staff

As a telephone agent, you can dispatch a task to a field staff who use the app WeWei on his/her mobile phone. Of course, you will know about the status of the task on NeeHau conveniently if the field staff has rejected or accepted and finished the task.

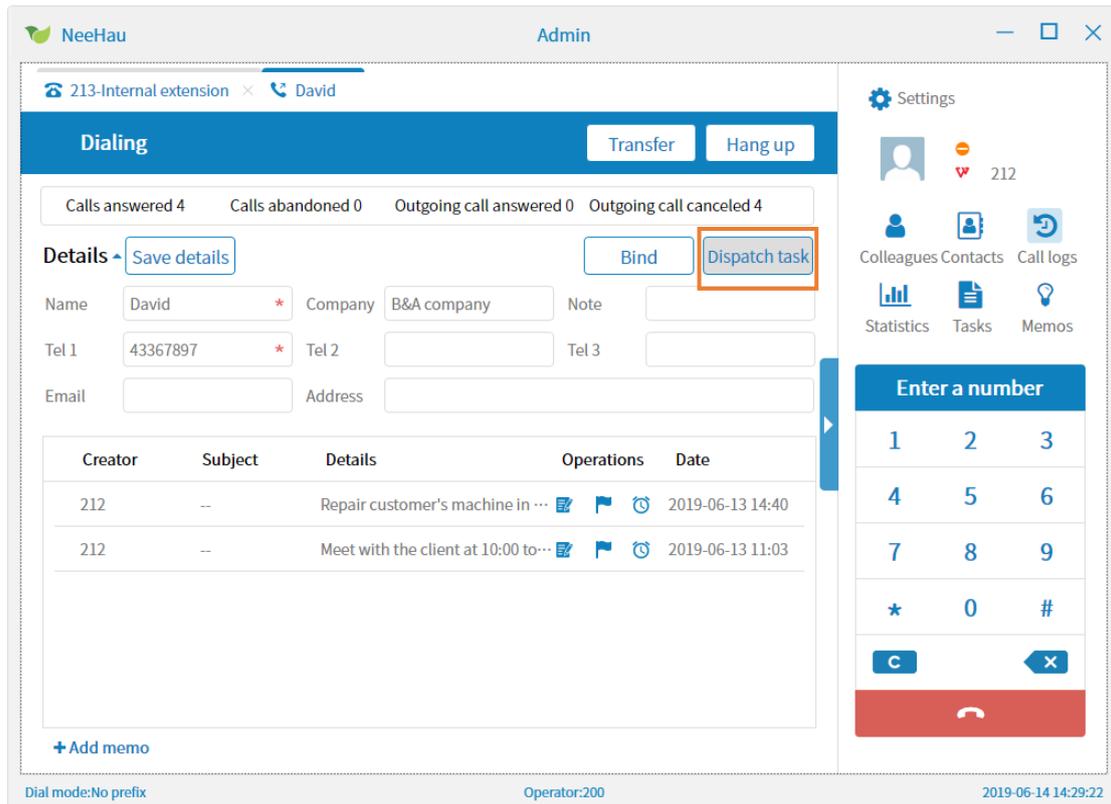
Note: WeWei® is a softphone app developed by New Rock. It can be downloaded on APP Store through a smart mobile phone.

1. Click **Dispatch** on **Tasks** page or click **Dispatch task** on pop-up screen.

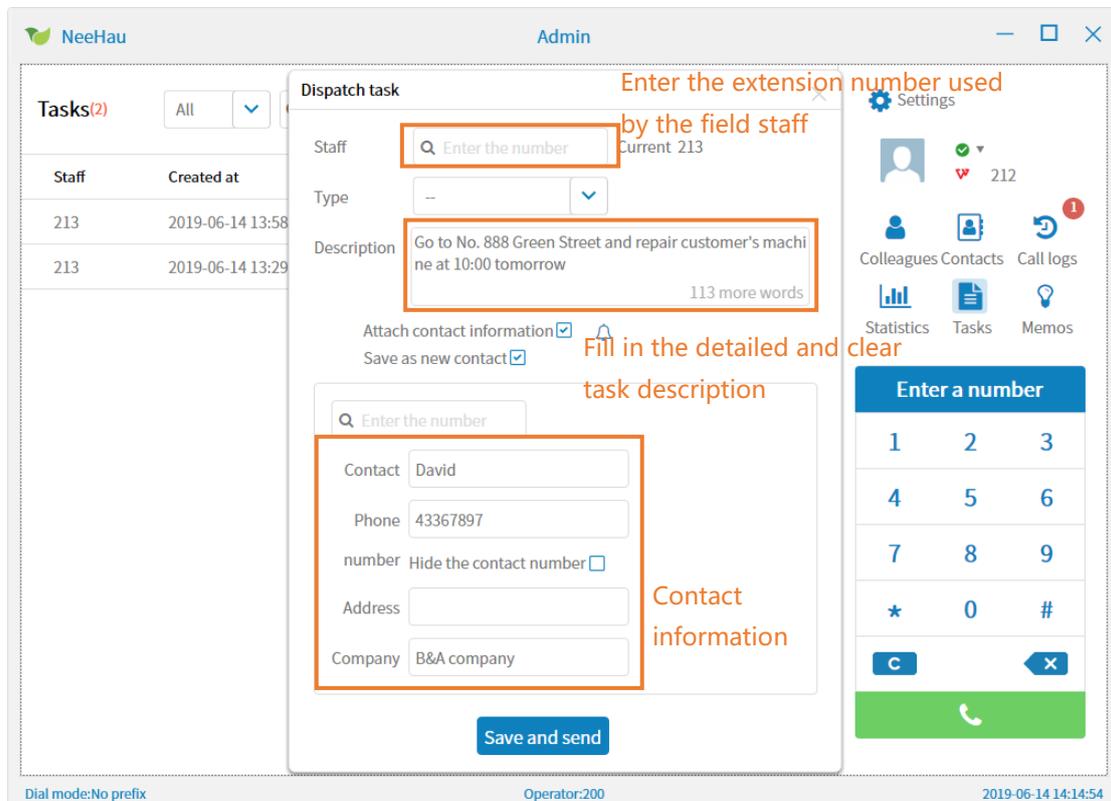
On **Tasks** page:



On Pop-up calling screen:

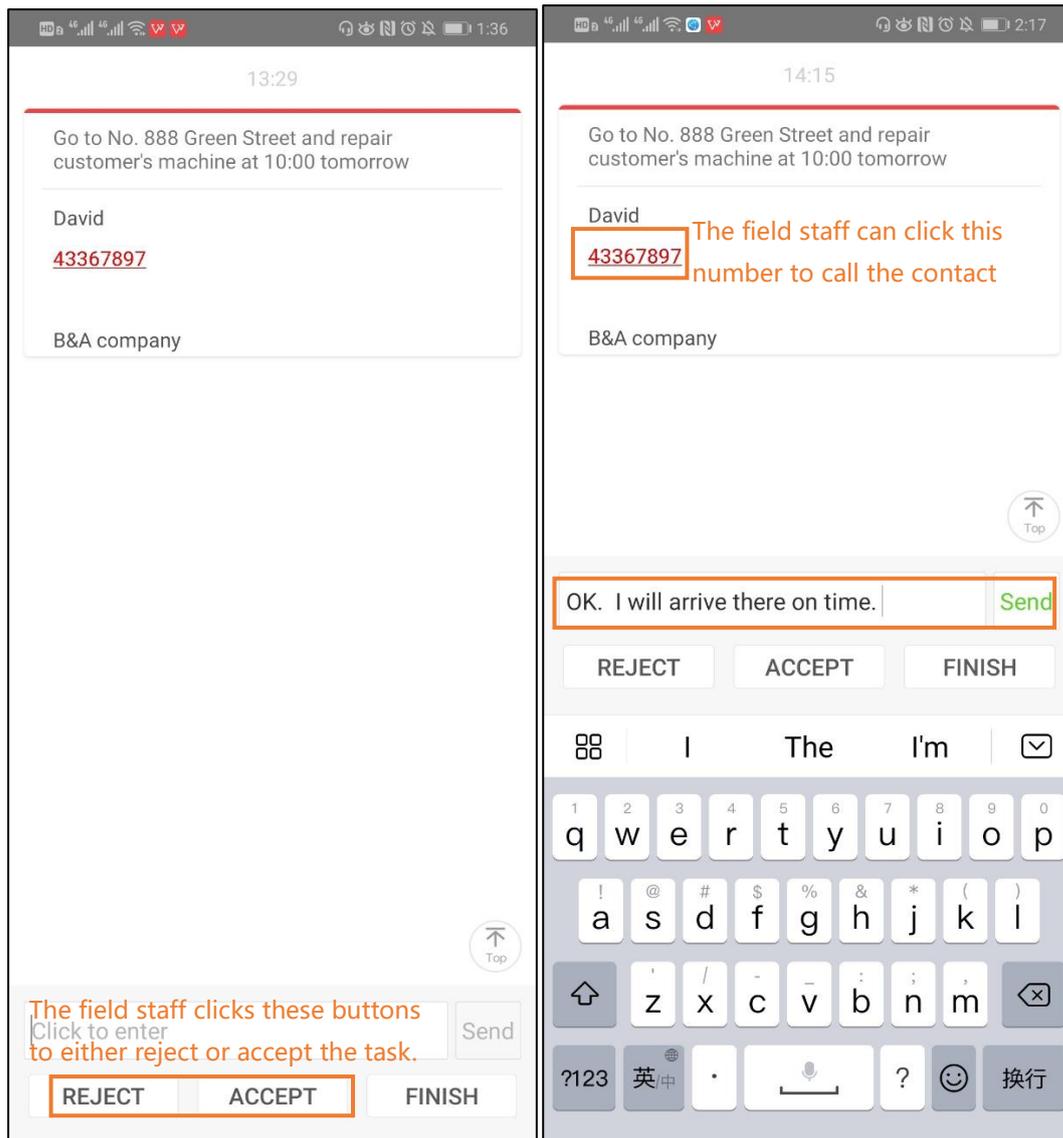


2. Complete task information and click **Save and send**.



3. Then the field staff will receive a task message. The field staff can communicate with

you (an agent of NeeHau) on WeWei app.



4. You can communicate with the field staff and view status of the task on NeeHau conveniently.

