



IP CENTREX

Quick reference guide

Revision Date: 17 February 2015
Version: 1.0

© Spark Digital, a division of Spark New Zealand Trading Limited 2015

Spark Digital owns copyright and all other intellectual property rights in this document.
You may not copy or redistribute any portion of this document without Spark Digital's permission.

CONTENTS

INTRODUCTION	5
SYSTEM ACCESS AND SUPPORT	6
Administration of Groups and Self Care Administration.....	6
To reset a password.....	6
Power Outages and Availability of Emergency Call Services.....	6
Faults – 0800 656565.....	6
GETTING IP CENTREX INSTALLED	7
Site Audit.....	7
IP Centrex customer pre-installation checklist.....	7
IP Access.....	7
Audio File.....	8
.....	10
IP Centrex Software Installation.....	11
USING IP CENTREX	12
Using Cisco Phones.....	12
Softkeys.....	12
Line Buttons.....	12
Navigation Button.....	13
Function Buttons.....	13
How do I... make a call?.....	13
How do I... answer a call?.....	13
How do I... answer someone else's ringing phone?.....	13
How do I... mute?.....	14
How do I... redial?.....	14
How do I... check voice mail?.....	14
How do I... forward calls?.....	15
How do I... put a call on hold?.....	15
How do I... start a conference call?.....	15
How do I... transfer a call?.....	15
How do I... use speed dial?.....	16
How do I... use Do Not Disturb?.....	16
How do I... use my call history?.....	16
Using Panasonic Base and DECT Phones.....	17
Panasonic Basestation.....	17
How do I... make a call?.....	17
How do I... answer a call?.....	17
How do I... Transfer (Consulted) a call?.....	17
How do I... Transfer (Blind) a call?.....	17
How do I... answer someone else's ringing phone?.....	17
How do I... mute?.....	17

How do I...redial?	17
How do I...check voice mail?.....	17
How do I...Call Forward Immediate.....	17
How do I...add entries to Base phonebook?.....	17
Panasonic DECT Phone.....	18
How do I... make a call?.....	18
How do I... answer a call?	18
How do I... Transfer (Consulted) a call?.....	18
How do I... Transfer (Blind) a call?	18
How do I... answer someone else's ringing phone?.....	18
How do I...mute?	18
How do I...redial?	18
How do I...check voice mail?.....	18
How do I...Call Forward Immediate.....	18
How do I...add entries to DECT phonebook?	18
IPC Cisco ATA (Analogue Terminal Adaptor).....	19
IPC Voice Mail	19
Setting up your IPC Voicemail for the first time.....	19
Retrieving Your Voicemail	19
Managing Messages	20
IPC ATA (Analogue Terminal Adaptor)	20

RELATED USER GUIDES

21

INTRODUCTION

IP Centrex is a Hosted business IP Telephony service that offers advanced call control functionality, web-based management options, and the ability to connect multiple sites and access technologies together in one easy solution.

Hosted in the Spark network, IP Centrex is a flexible subscription-based service that provides the user control of their phone communications, with an easy-to-use, web-based system that works with their PC or Spark post-paid Smart Phone.

IP Centrex has all the features and control of a modern PABX, without the initial capital outlay or ongoing maintenance and upgrades costs.

The product supports number portability so users are able to bring their existing phone numbers across to the IP Centrex service.

This quick guide is designed to help new IP Centrex customers and especially the administrator of the IP Centrex system complete

This guide covers the following items:

- Getting IP Centrex installed
- What's involved in the installation
- FAQ's
- What else you should know
- Getting ready for IP Centrex

SYSTEM ACCESS AND SUPPORT

Administration of Groups and Self Care Administration

Log in to the IPC Web Portal to administer all users

<http://ews.telecom.co.nz/Login/>

Enter your administration user name -----ga_@telecom.co.nz

Enter your initial password-----

Log in to the IPC Web Portal for self-care end users

<http://ews.telecom.co.nz/Login/>

Enter your user name -----@telecom.co.nz

Enter your initial password-----

To reset a password

- 1) Click **Passwords** on the 'User Profile' page in either the User or Administrator portal.
- 2) Select **Set web access password** to change a web portal password, or **Set portal password** to change a voice portal password
- 3) Click **Apply** to save your changes or **OK** to save your changes and return to the previous page

Note: The Set portal password option only appears for users that have the IPC supplied Voice Messaging service.

Note: Administrators can change all passwords, while users can solely change their own.

Power Outages and Availability of Emergency Call Services

Emergency 111 calls will not be able to be made in the event of a service outage, power failure or disruption. The Client **MUST** maintain additional means to enable emergency service calling.

Faults – 0800 656565

You will need your account number or telephone number.

GETTING IP CENTREX INSTALLED

Site Audit

On behalf of Spark, a technician visits your site(s) to check that your LAN infrastructure is compatible with IP Centrex. The purpose of this audit is to ensure top quality VOICE delivery to all your handsets.

NOTE: Where incompatibility items are identified Spark will provide a quotation to resolve the issues.

Refer: Spark Data services Site Readiness Form completed at Contract signing.

IP Centrex customer pre-installation checklist

The following actions should be completed by you prior to the day of installation to ensure that the installation goes smoothly. We have found when these items are not completed prior to the day of install it can lead to the installations longer than one day which in turn can impact upon a customer's business operations.

- ✓ **Firewall settings.** Some computer or company firewalls may prevent IP Centrex applications from connecting to the service properly. Port TCP443 must be opened for HTTP/HTTPS traffic, and Port TCP22208 opened for HTTP/HTTPS outbound traffic to IP address 125.236.69.240. Please ensure your IT department is aware of this requirement prior to installation date.
- ✓ **Mobile Application.** Ensure all users have downloaded the mobile application to their smartphone. All users will have received a text with instructions on how to install the application but before they can do this they need to have set up the appropriate account with their mobile OS provider. This will involve them setting up accounts with Google Play (for android users) or the App Store (for iPhone users).
- ✓ **Training**
 - Book in users for 30min – 1 hour training on the day of the installation. Time required will depend on whether deployment is fixed (handset training, professional toolbar, user web portal), mobile (mobile app training, professional toolbar, user web) or both. User should know how to complete basic configuration after the training. (Call forward unreachable, transfer call, conference call, voice mail config)
 - Book in administrators for 1–2 hour training on how to make simple changes on administrator web portal (resetting passwords, changing diverts, advanced settings, where to ring for help).
 - Receptionists who will be using the IP Centrex Reception Console software will require 30min – 1 hour training.

IP Access

IP Access connects our network to your business. **IP Centrex** is delivered via an Ultra Fibre Broadband (UFB) or High Speed Network Service (HSNS) connection.

NOTE: Allow 30 days lead in time for HSNS and UFB connecting to a Single Dwelling Unit. Where UFB is connection to a Multi Dwelling Unit, allow 90 days lead time while your local Service Provider (e.g., Chorus) seeks consent from the building owner and all tenants.

Your local Service Provider will contact you to schedule the installation. Detailed installation information can be found:

<http://www.spark.co.nz/shop/internet/ultrafibre/#Fibre-installation>

IP Access will connect in your building at the Spark Demarcation point. The cable will connect to Spark provided Customer Location Network Equipment (CLNE).

Things you will need to provide for the IP Access (these will be checked during the Site Audit):

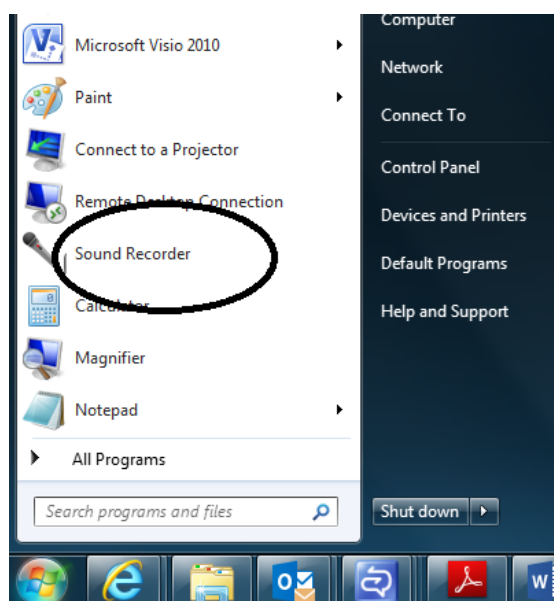
- **A power supply:** We will need to plug our CLNE into a 230 volt power supply. Our equipment is provided with a standard 3 pin plug, but if you have something different, please let us know, we can usually accommodate.
- **A suitable environment:** Our CLNE needs a dust free, cool, dry environment to work properly.
- **Cabling:** We will provide short lengths of cable to connect between the demarcation point and the location of the CLNE, but if the CLNE is to be housed more than 2 metres from the demarc point, you will need to provide the cable. This also applies for connecting the CLNE to the IPC Switch (typically co-located with the CLNE) and Phones.

Audio File

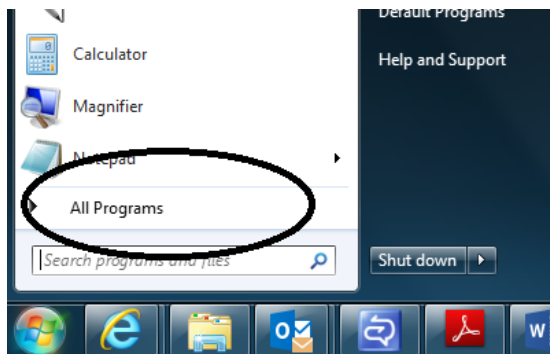
1. These are the recorded announcements that your customers may hear when they call your company. They are played if you have an **Auto Attendant**, a **Call Centre** and when calls go to **Voice Mail**.
2. Voice Mail recorded announcements are recorded by each user using the telephones and need to be recorded by you once **IP Centrex** is implemented.
3. We will load the Auto Attendant and Call Centre Audio Files that you provide, or we can professionally record them for you (you provide a script, there is an additional fee for this service). After **IP Centrex** is implemented, the Audio Files can be changed using the Administration Portal.
4. For an **Auto Attendant**, we will need an Audio File for:
 - The first Announcement the customer hears e.g. "Welcome, for sales press 1, for faults press 2, for reception press 3".
 - Any other announcements for further layers e.g. after pressing 1 the customer hears: "For New Zealand sales press 1, for Australia sales press 2".
 - If you want a different announcement played after hours, please provide this as well.
5. For **Contact Centres**, you may require a customised (optional) Audio File for:
 - A welcome message e.g. "Welcome, one of our Customer Service Professionals will be with you shortly".
 - A comfort message (optional, played at pre-set intervals) e.g. "Thank you for your patience, we will be with you shortly".

If a customised greeting is not provided generic network provided greetings will be provided.

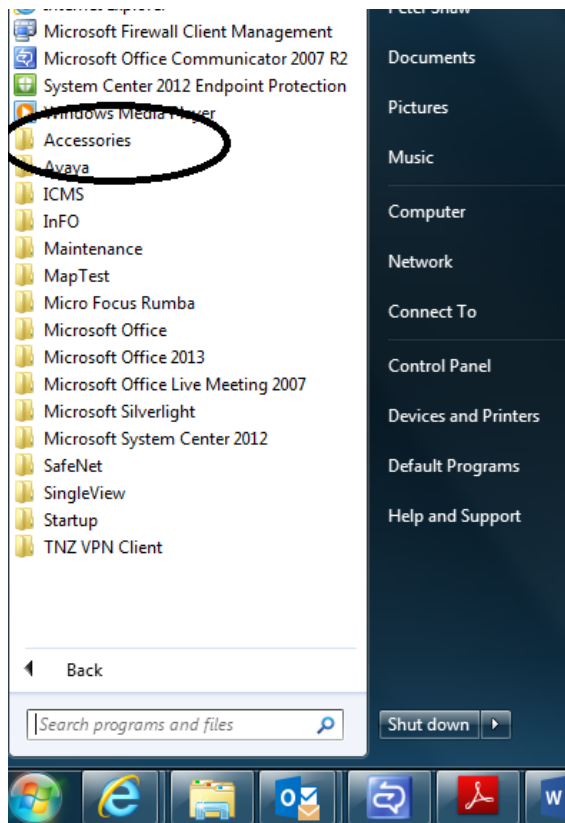
To record the announcements you can use Windows Sound Recorder (you'll need a microphone, most computers have one built in), which you can start from the Start Menu either here:



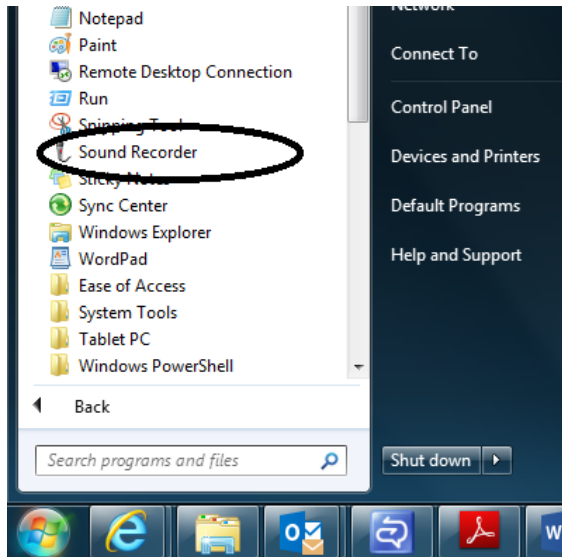
Or go to All Programs,



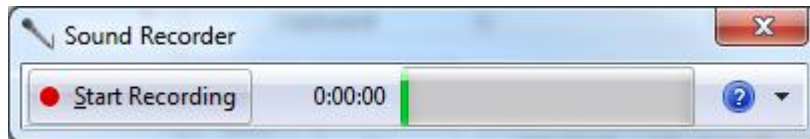
Then select Accessories,



Then select Sound Recorder.



Sound Recorder will then start.



Press Start Recording.

Say the announcement you want.

Press Stop Recording. A Save As window will appear, save the file and e-mail to your Account Manager.

The WAV file format provided should be set at CCITT, u-Law, 8.000 KHz, 8 Bit, Mono, however, provided files can be converted to the correct format if required.

IP Centrex Software Installation

A Spark technician will contact you and co-ordinate the installation of the software, phones and network equipment for IP Centrex.

IP Centrex Mobile – You will need to download the IP Centrex mobile app onto each mobile. To facilitate this you will receive two SMS messages from Spark:

- A “Welcome to IP Centrex” message which will contain link to a web site where you can download the IP Centrex documentation.
- An Activation message which contains a link to download the IP Centrex mobile app and an ID code. **Do not delete this message as you’ll need the code to complete the installation.** For Android phones you will need to download Firefox internet browser from the Google Play store.

To install, make a note for the ID number, select the link in the second message and follow the steps on the screen.

NOTE: Please note the APPLICATION is using mobile data to connect to IPC service. With average usage pattern we anticipate that your monthly data usage incremental increase is going to be around 50Mb (best to download on while on wifi) for the application + 200Kb of data per minute while in a call. So if you are on the phone for half an hour a day, you are likely to use extra 250Mb of data per month.

Please check whether you have got sufficient data allowance or consider changing your data plan.

At Your Site – a Spark technician co-ordinates with you to visit and install the product.

The Spark tech will work with you to migrate your phone system with minimum disruption to your business. The way the system is cut over will vary but typically the tech will install all the switching equipment and one phone, then call for a pre-configured script – this will set-up your IP Centrex system as per the agreed Call Plan. This line will then take all calls while the other lines are installed.

NOTE: We recommend you create a holiday schedule at set-up time. See **to Create a Schedule** later in this document.

Training – the Spark Technician will provide basic user training to your main call taker/ nominated person, for larger sites (10 users or more) a professional trainer will provide training. Additional training can be provided after installation is completed at a cost.

Voice Mails – Each person will need to set up new Voice Mail messages and set an individual password required to access voicemail remotely.

Documentation –IP Centrex Documentation is provided to customers by following this [link](#).

This contains;

- IPC User Guide
- IPC Professional Toolbar User Guide
- IPC Reception Console User Guide
- IPC Web Portal User Guide
- IPC Web Portal Administrator Guide
- IPC Software Installation Guide
- List of initial Passwords
- Trouble shooting contact numbers

USING IP CENTREX

Using Cisco Phones

Your Cisco IP phone does everything you'd expect from an office phone – transferring and forwarding calls, using speed dial, making conference calls or using voice mail.

1. Type your email address in **Email**
2. Type your password in **Password**
3. Select **Sign in >** to access your information



Softkeys

- These perform the functions that appear directly above them on the LCD screen
- They are context sensitive, which means they change depending on what you're doing at the time.



Line Buttons

These indicate the status of your lines and calls. The backlighting lets you know whether a line is:

- Idle – solid green
- Ringing – quick flashing red
- In use – solid red
- On hold – slow flashing red



Navigation Button

Pressing left, right, up or down lets you scroll through the options and lists on the LCD screen.



Function Buttons

You'll probably use these quite frequently:

- Messages – envelope
- Menu – paper
- Hold – hand
- Mute – microphone with line through it
- Volume – speaker with + and -
- Headset – headset
- Speakerphone – speaker with noise



How do I... make a call?

Pick up the handset (or press the speaker button) and enter the number then Press Dial or #. The number will display on the LCD screen as you type. The line button will glow red to show the line is in use. Once connected the LCD screen will display the length of time for that call.

How do I... answer a call?

Pick up the handset (or press the speaker button).

To answer a second call when you're already on the line, press Answer – that will put the first call on hold and answer the second call. You may then either Hold, End Call, Resume, or use your navigator button as desired.



How do I... answer someone else's ringing phone?

Pick up the handset (or press the speaker button) and dial *98 Dial/#

How do I... mute?

To mute your phone, speaker or headset, simply press the Mute button. The Mute button will display red to let you know it has been activated. To unmute, press the Mute button again.



How do I... redial?

To redial the last number called

- Pick up the handset and press the redial softkey
- The last number called will be highlighted on the LCD screen, use the dial softkey to initiate the call

To redial a previously dialed number

- Press the redial softkey, use the navigation button to scroll to the desired number and press the dial softkey



How do I... check voice mail?

If a caller has left a voicemail the voicemail indicator light will be red.

To check voice mail, simply press the Messages button and follow the voice prompts.



How do I... forward calls?

To forward incoming calls automatically:

- Press the Forward/cfwd softkey
- Enter the forwarding number (e.g. your voice mailbox, another extn, a mobile number or an outside line) and press the Dial key or # to save
- The LCD screen confirms that call forwarding is active
- To cancel call forwarding, press the Clr Fwd/-cfwd softkey.



How do I... put a call on hold?

To put a call on hold press the Hold softkey.

A flashing red light on the line indicator shows which line is on hold and the LCD screen displays the length of time the call has been on hold for.

To return to the call press Resume.



How do I... start a conference call?

Once you're connected to a call, press the Conf softkey. The first party is placed on hold and you will hear dial tone.

Dial the second number, when they answer press the Conf softkey again to connect the parties.

You can add more participants by repeating this process. When you hang up, all parties are disconnected.



How do I... transfer a call?

Consulted – announce the call before transfer.

- On an active call press the Transfer/ XFER softkey. The caller is put on hold while you dial the receiving party
- The line will ring and when it connects you announce the call.
- To complete the transfer press the Transfer/XFER softkey again.

Blind – you do not wish to announce the call before transfer.

- On an active call press the right navigation button and select Blindxfer/bxfer softkey. The caller is put on hold while you dial the receiving party.



- The caller is then transferred to the receiving party and you are disconnected from the call.

How do I... use speed dial?

You can program up to 8 speed dials on your phone.

To create a speed dial:

- Press the Menu button.
- Scroll to Speed Dial and select it.
- Scroll to an unused dial location.
- Press the Edit softkey.
- Enter the Name/Number, press OK softkey to save/OK.
- Exit by pressing Back-Exit/Cancel softkey twice.

To use a speed dial:

- Press the Menu button.
- Scroll to Speed Dial and select it.
- Scroll to the required Speed Dial location.
- Press the Dial softkey.
- Use the Speaker or pick up the handset.



How do I... use Do Not Disturb?

Your phone has a Do Not Disturb (DND) feature which prevents incoming calls from ringing on your phone.

To enable:

- Press the **DND** softkey. The LCD screen will confirm it is active.

To disable:

- Press the **Clr DND/dnd** softkey again.

Callers will either hear Busy Tone or will be redirected to your Call Forward if Busy destination or Voice Mail service.



How do I... use my call history?

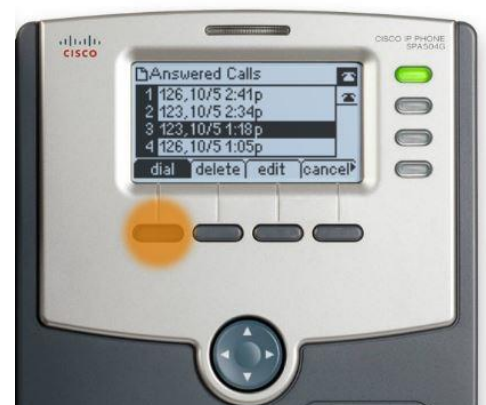
To view your call histories:

- Press the Menu button.
- Scroll to Call History and select it.
- Scroll to the desired Call History type (e.g. answered calls), and select it.

To dial a number, scroll to the desired number and press the Dial softkey.

The retained call history is dependent upon the version of phone being used:

- Redial
- Answered calls
- Missed Calls



Using Panasonic Base and DECT Phones

Your Panasonic IP phone does everything you'd expect from an office phone – transferring and forwarding calls, using speed dial, making conference calls or using voice mail.



Panasonic Basestation

How do I... make a call?

Lift handset or press Speaker button, dial the extension (followed by # if desired) or the telephone number required.

How do I... answer a call?

Lift handset or press Speaker button.

How do I... Transfer (Consulted) a call?

Answer or make a call. Press Menu, select Transfer, dial the extension (followed by # if desired) or the telephone number required, announce the call and press Transfer. If you wish to return to the caller call press Cancel to stop the transfer.

How do I... Transfer (Blind) a call?

Answer or make a call. Press Menu, select Blind Transfer, dial the extension (followed by # if desired) or the telephone number required.

How do I... answer someone else's ringing phone?

Lift handset or press Speaker button and dial *98#.

How do I...mute?

Press the Mute button. Toggle the Mute button as desired.

How do I...redial?

Press the Redial button.

How do I...check voice mail?

Press the VoiceMail button, Press Select. Or lift the handset or press Speaker button and dial 083210#.

How do I...Call Forward Immediate

Lift handset or press Speaker button:

Call Forward Immediate: Activate - Dial *17 followed by Extension or Number #

Call Forward Immediate: Deactivate - Dial #17#

How do I...add entries to Base phonebook?

Press Phonebook softkey, press Add softkey, enter name, OK, enter telephone number, OK, Save.

To utilise the Phonebook entries press the Phonebook softkey and use the navigation arrows to select the desired entry, then press the Line softkey and Call

Panasonic DECT Phone

How do I... make a call?

Press the Talk or Speaker button, dial extension (followed by # if desired) or the phone number required.

How do I... answer a call?

Press the Talk or Speaker button.

How do I... Transfer (Consulted) a call?

Answer or make a call. Press Menu, scroll to Transfer, Select, dial the extension (followed by # if desired) or the telephone number required, announce the call and if the person wants the call, press Transfer. If the person does not want the call press Cancel.

How do I... Transfer (Blind) a call?

Answer or make a call. Press Menu, select Blind Transfer, Select, dial the extension (followed by # if desired) or the telephone number required.

How do I... answer someone else's ringing phone?

Press the Talk or Speaker button and dial *98#.

How do I...mute?

Press the Mute button. Toggle the Mute button as desired.

How do I...redial?

Press the Redial button.

How do I...check voice mail?

Press the Menu button, scroll to envelope icon, Press Select and Select again. Or press the Talk or Speaker button and dial 083210#.

How do I...Call Forward Immediate

Press the Talk or Speaker button:

Call Forward Immediate: Activate - Dial *17 followed by Extension or Number #

Call Forward Immediate: Deactivate - Dial #17#

How do I...add entries to DECT phonebook?

Press Menu, scroll to Phonebook icon, Select, press Add softkey, enter name, OK, enter telephone number, OK, Save.

To utilise the Phonebook entries press the Phonebook software and use the navigation button to select the desired entry, then press the Line softkey and Call.

IPC Cisco ATA (Analogue Terminal Adaptor)

Used to connect analogue devices to the IP Centrex system, such as:

- Wall Bells
- Cordless or fixed analogue phones (but not keyphone systems or PBXs)
- Faxes
- Alarms
- Modems



2 Port ATA



8 Port ATA

The use of the services on the ATA line-port is dependent on the type of analogue phone, modem or Fax device being used. However, services such as Call Transfer via Switch Hook Flash/Transfer or Message Waiting Indication for Voicemail is available. Other services utilise feature access code dialling.

Spark does not warrant that all analogue devices will operate with IP Centrex via an ATA.

IPC Voice Mail

IPC Voicemail is an answering and messaging service - to receive, store, record and send voice messages.

New, unsaved messages are held for 42 days before being automatically deleted. Reminders to resave or delete messages are sent every 30 days. The mailbox can hold up to a total of 120 minutes of messages (each message has a maximum of 3 minutes).

Setting up your IPC Voicemail for the first time

Dial 083210 or press the message envelope button on your telephone.

If prompted, enter your PIN press # or If accessing another mailbox press * then enter your mailbox number (number without the zero e.g. 41234567 or 832xxxx) Press #

1. Follow the voice prompts to set your pin number between 4 and 10 digits in length.
2. Record your name or business name.
3. Record your greeting. This is what your caller hears when they arrive into your voicemail.

Retrieving Your Voicemail

Dial 083210 or press the message envelope button on your telephone.

Follow the voice prompts and enter your pin number followed by #

Press 1 to listen to new messages

Press 2 to send a message

Press 3 for mailbox options

Managing Messages

Press 1 to play your message again

Press 2 to save your message

Press 3 to delete your message

IPC ATA (Analogue Terminal Adaptor)

Used to connect analogue devices to the IP Centrex system, such as:

- Wall Bells
- Cordless Phones

The use of the services on the ATA line-port is dependent on the type of analogue phone, modem or Fax device being used. However, services such as Call Transfer via Switch Hook Flash/Transfer or Message Waiting Indication for Voicemail is available. Other services utilise feature code dialing.

RELATED USER GUIDES

All the software and users guides below can be found on the [Spark Digital website](#).

IPC Software Installation Guides

[IP Centrex Professional Toolbar](#)

[IP Centrex Receptionist Console](#)

[STunnel Installation](#)

Provides detail on the installation of IPC software.

User Guides

[IPC User Guide](#)

Provides detail on using the use of the IPC service.

[IPC Professional Toolbar User Guide](#)

Provides detail on using the Professional Toolbar to manage your telephony.

[IPC Reception Console User Guide](#)

Provides detail on the use of the IPC Reception Console.

[IPC Web Portal User Guide](#)

Provides detail on the use of the IPC Web Portal.

[IPC Web Portal Administrator Guide](#)

Provides detail on the use of the IPC Web Portal from an Administrators perspective.

IPC Mobile Applications for [iPhone](#) and [Android](#)

Provides user instruction for features to manage call settings and call processing.