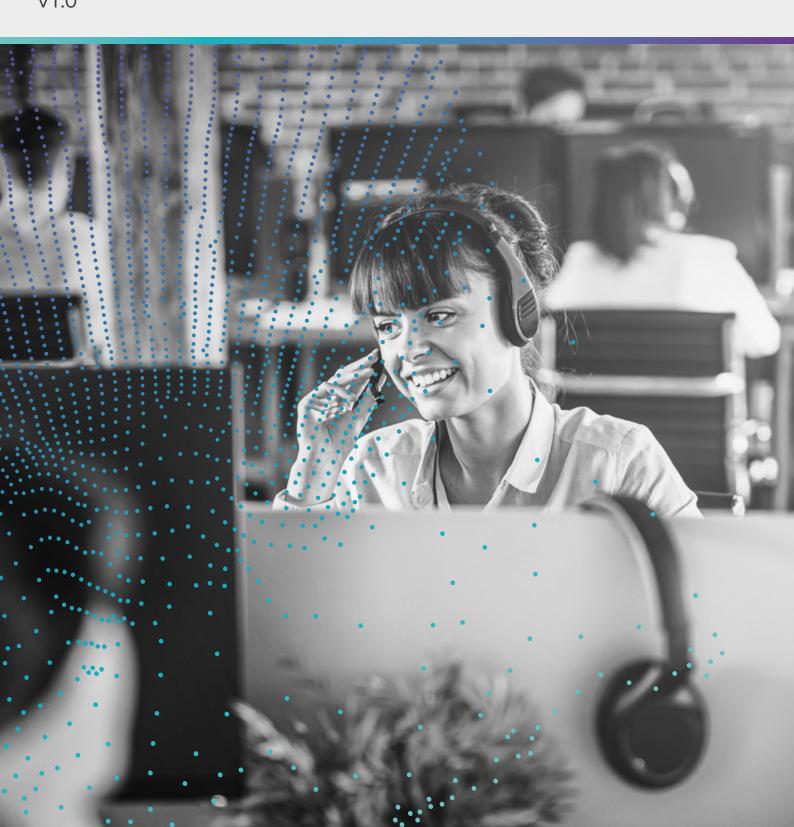# Customers Returning to Work Post COVID-19

v1.0

Contents

Hosted
(Focus Cloud, Horizon, Telcoswitch, HV Select)

Do the phones have power to them?

If not, please check the power supply or network switch that these are plugged into. This could be a Netgear or Zyxel square box (See Appendix 1) Check that everything is plugged in securely on the handset and the socket.

If this has no lights, please reboot the network switch and if there are still no lights, try this in another plug socket. If this does not rectify the issue, please contact our support desk on 01273 874100, Option 1, Option 1.

Do the phones have power, but are not able to make or receive calls?

Please check the internet connection that these run off, as well as the network switch. If you have multiple internet connections (one for voice, one for data) the routers should be labelled as such. (Focus provide Draytek and TP Link routers for our hosted systems – See 2 & 3) Please turn the voice network switch off and then the router ***do not press any buttons that say 'RESET'. Turn your router off at the power socket*** Leave these off for 10 minutes and turn the network switch back on and then the router. If this does not rectify the issue and you are still not able to receive calls, please see the 'Data & Router Checks' section.

If your calls are ringing through to another destination, there will still be a divert on the system. Please email holidayconfig@focusgroup.co.uk who will be able to remove this for you.

On Site PBX
(LG IPECS, Panasonic, Mitel, Samsung or Avaya)

Do the phones have power to them?

If not, please check the power supply or network switch that these are plugged into. This could be a Netgear or Zyxel rectangle box (See Appendix 1). Check that everything is plugged in securely on the handset and the socket.

If the switch has no lights, please reboot the network switch and try this in another plug socket. If this does not rectify the issue, please contact our support desk on 01273874100, Option 1, Option 1.

Check that your PBX system is switched on. This is usually located in a comms cabinet or attached to a wall. Check the kettle lead that powers the system to make sure that this is plugged in securely, if this does not work, try another power outlet. If your system has no lights or power, please contact our service desk on 01273874100, Option 1, Option 1.

Please note the lights on your PBX – we will need to know the colour and the status (solid, flashing, pulsing) to aid our support team.

Do the phones have power but an error message?

If the phones have an error message on them such as 'Local No Ack' – this means that the phone cannot connect to the telephone system, caused by a network connectivity issue. Please check that the system has a live network connection, via ethernet. Please see our Data & Router checks section for more information

You will also need to check that the PBX is patched into the network switch. Please check that all cables are plugged in securely between the PBX & the network switch.

If your calls are ringing through to another destination, there will still be a divert on the system. Please email holidayconfig@focusgroup.co.ukk who will be able to remove this for you.

If the phones are powered on, but you cannot make or receive calls and you are using SIP trunks

Please check your internet connection by following the Data & Router Checks section

If the phones are powered on, but you cannot make or receive calls and you are using analogue or ISDN, please contact the service desk on 01273874100, Option 1, Option 1.

Data & Router Checks

If you only have the one internet connection for your phones & network, are you able to access the internet via a PC/laptop connected to the router? (If you have multiple connections, please connect a PC/laptop to the router that the phones use, labelled voice)

If there is no internet connection to a PC, is the DSL light on your router? On a Draytek, this is labelled as 'DSL'. On a TP Link, you will see this symbol:

If this light is off, please contact the service desk on 01273874100, Option 1, Option 1.
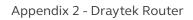
If you have a basic analogue phone on site, please plug this into the BT master socket that the router is using and check for a dial tone. If there is no dial tone, and Focus provide the line to you please contact the service desk on 01273874100, Option 1, Option 1 or email support@focusgroup.co.uk

If you have them available, please also replace the DSL cable and the filter and reboot the router. If this does not bring the service back, please contact our service desk on 01273874100, Option 1, Option 1.

Appendix

Appendix 1 - Netgear Network Switch

Appendix 2 - Draytek Router

Appendix 3 - TP Link Router

Helpful Videos

How to connect a hosted handset to your network:

https://www.youtube.com/watch?v=y5Ng-PUAj5U&list=PLHl5-pCzwedBFxbfCdsSJoS6wpS9rs9OH&index=4

How to connect a Draytek router to your network:

https://www.youtube.com/watch?v=CmEciMelOYU&list=PLHl5-pCzwedBFxbfCdsSJoS6wpS9rs9OH&index=5

Other helpful videos relating to our hosted system Horizon

https://www.youtube.com/playlist?list=PLHl5-pCzwedBor30fI3vugLrxt8SsmOYZ