
Flip Connect Installation Process

What to expect



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Below is a list of tasks that provide a guideline to the process on installation day, these tasks will be completed by your Flip Engineer on your chosen installation day.

Phase 1 – Non disruptive activities

- Firstly engineer will visually check all the delivered equipment and if applicable any equipment that is to be reused.
- The connectivity will be tested using a single handset, calls made and statistics checked.
- Cabinet equipment including routers and network switches to be installed without disconnecting any current services or system.
- Phones deployed onto desks and patched in where spare ports are available.
- Phones that cannot be connected to be tested directly into the network switch.
- Call routing checked and discussed with client, any pre-recorded announcements checked.

At this point the engineer will confirm that the client is satisfied that each of the above activities have been completed. With the clients authorisation the engineer will proceed on to phase two.

Phase 2 – Disruptive activities

- If numbers are being ported on the day of the install and prior to the installation being fully complete, then a temporary phone or phones will be setup in order to handle the incoming calls. Porting can take place between 10am and 4pm on the date requested, we have no control of the exact time of the porting, however steps will be taken to limit the disruption.
- Once the port is complete all the remaining handsets will to be connected and tested.
- Inbound call routing to be tested including main numbers and direct dials.
- Outbound call routing to be tested.
- Training to be provided.
- Previous equipment disconnected and left or collected as per project instructions.
- Installation to be signed off if all is satisfactory.

Who do I contact?

If you have any questions about the service, or want to report a fault, please contact:

- Telephone support is offered on 01462 417 999 - normal hours of operation are Monday to Friday, 9am to 5:30pm. Outside of these hours there is a Voicemail facility, you will be able to leave a message and a Support Engineer will respond to your request at the earliest convenience.
- Email support - If your preferred method of contacting us is email, please send all requests to support@flipconnect.co.uk
- Online support – We offer all customers to be able to create their own support ticket, this is accessed by emailing tickets@flipconnect.co.uk with the details of your request, and you will then receive a ticket (case) number in return via a confirmation email.