# Partner Web Portal

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# Why use the Web Portal?

- The portal provides partners with quick, round the clock access to essential documents
- This includes support, sales and technical resources
- The portal allows partners to continue building on their own technical knowledge





# Accessing the Partner Portal



### TELECOMS AND IP ENGINEERING SOLUTIONS FOR BUSINESS SINCE 1988







# Available Resources

3.



### Spitfire Partner Portal Login

Please enter your password below to log in:

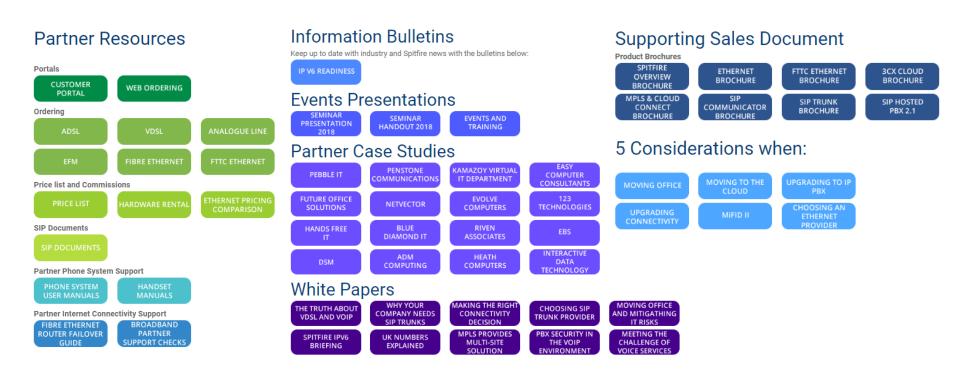
If you have not been issued with your Partner Login yet, or have forgotten your password, please contact the Partner Services Team on 020 7501 3150 or email us partners@spitfire.co.uk







# Available Resources

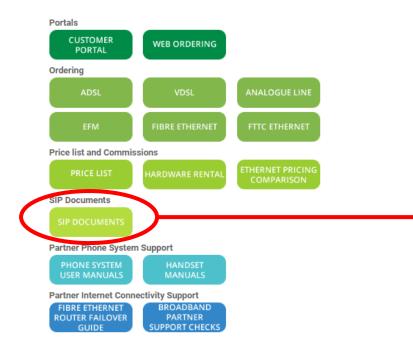






# Examples

### **Partner Resources**



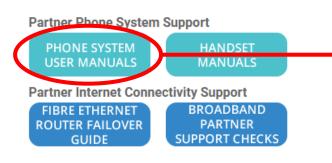
### **SIP Documents**

SIP Communicator<sup>™</sup> versus Traditional Telephone System SIP Trunk versus PSTN costs SIP Communicator<sup>™</sup> – simple guide to configuring SIP Communicator<sup>™</sup> Call Commissions Structure SIP Communicator<sup>™</sup> vs Spitfire 3CX Cloud 3CX V15 SIP Trunk Provisioning Guide





# Examples



### **User Manuals**

SIP Communicator™ Quick Start Guides Snom 710 | Snom 720 | Snom 760 | Yealink T42G | Yealink T46G | Yealink T48G | Spitfire S300 (Standard) | Spitfire S310 (Executive)

3CX Handset/Softphone Quick Start Guides Snom 710 | Snom 720 | Snom 760 | Yealink T19 | Yealink T23 | Yealink T26 | Yealink T27 | Yealink T29 | Yealink T42 | Yealink T46 | Yealink T48 | Yealink W52 | Softphone

Spitfire Hosted PBX 2.1 User Guides Spitfire Hosted PBX 2.1 User Guide | Yealink T23G | Yealink T26 | Yealink T27G | Yealink T29G | Yealink T42G | Yealink T42S | Yealink T46

SIP Communicator™ Programming Form Programming Form

SIP Communicator™ Features & Technical Tips Technical Tips Web User Guide Administrator Guide

Polycom 5000/6000/7000 Conference phone Polycom IP 331 Firmware Upgrade



# Examples



### 5 Considerations when:



### 5 Considerations when moving office

Moving office is one of the most stressful things a business can do. Whether you're relocating or expanding there are many things to consider and plan for in advance. As both an Internet Service Provider and Telephone Voice Operator, Spitfire has been managing business office moves for many years, and has the knowledge and experience to make sure your move is as seamless and hassle-free as possible.

We spoke to Sandy Sinclair, a Project Manager at Spitfire since 2001 and asked what his 5 key considerations are when a business is moving office:

#### 1. What internet services are available at your new site and what is the lead time?

You need to establish what internet connection is best suited to your business needs and then review which wholesale providers can offer that service in the new location. Understanding who can provide your connection can not only speed up the installation process but also help improve resiliency and reduce costs.

Spitfire work with 6 different wholesale providers and can help you identify which providers are available (On-Net) at your new site helping speed up the install process and ensure you receive the most competitive cost with a resilient backup solution. We would also recommend you speak with the building manager/landlord to confirm which wholesale providers are already in the building.

#### 2. Does your new office have the right cabling?





# Summary

- The portal provides you with quicker access to essential resources, including sales supporting documentation
- Some of they key sections to visit include:
  - Comprehensive price list
  - Ordering guides
  - Handset user manuals
- Your feedback is vital to the continual improvement of this resource (or service)

