Partner Web Portal

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SPITFIRE®
PARTNER SERVICES

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- Why use the Web Portal?
- How to access the Online Resources
- Available Resources
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- Summary

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

1.

2.

Available Resources

3.

Available Resources

Partner Resources

Portals

CUSTOMER PORTAL	WEB ORDERING

Ordering

ADSL	VDSL	ANALOGUE LINE
EFM	FIBRE ETHERNET	FTTC ETHERNET

Price list and Commissions

PRICE LIST	HARDWARE RENTAL	ETHERNET PRICING COMPARISON

SIP Documents

SIP DOCUMENTS

Partner Phone System Support

PHONE SYSTEM USER MANUALS	HANDSET MANUALS

Partner Internet Connectivity Support

FIBRE ETHERNET ROUTER FAILOVER GUIDE	BROADBAND PARTNER SUPPORT CHECKS

Information Bulletins

Keep up to date with industry and Spitfire news with the bulletins below:

IP V6 READINESS

Events Presentations

SEMINAR PRESENTATION 2018	SEMINAR HANDOUT 2018	EVENTS AND TRAINING

Partner Case Studies

PEBBLE IT	PENSTONE COMMUNICATIONS	KAMAZOY VIRTUAL IT DEPARTMENT	EASY COMPUTER CONSULTANTS
FUTURE OFFICE SOLUTIONS	NETVECTOR	EVOLVE COMPUTERS	123 TECHNOLOGIES
HANDS FREE IT	BLUE DIAMOND IT	RIVEN ASSOCIATES	EBS
DSM	ADM COMPUTING	HEATH COMPUTERS	INTERACTIVE DATA TECHNOLOGY

White Papers

THE TRUTH ABOUT VDSL AND VOIP	WHY YOUR COMPANY NEEDS SIP TRUNKS	MAKING THE RIGHT CONNECTIVITY DECISION	CHOOSING SIP TRUNK PROVIDER	MOVING OFFICE AND MITIGATHING IT RISKS
SPITFIRE IPV6 BRIEFING	UK NUMBERS EXPLAINED	MPLS PROVIDES MULTI-SITE SOLUTION	PBX SECURITY IN THE VOIP ENVIRONMENT	MEETING THE CHALLENGE OF VOICE SERVICES

Supporting Sales Document

Product Brochures

SPITFIRE OVERVIEW BROCHURE	ETHERNET BROCHURE	FTTC ETHERNET BROCHURE	3CX CLOUD BROCHURE
MPLS & CLOUD CONNECT BROCHURE	SIP COMMUNICATOR BROCHURE	SIP TRUNK BROCHURE	SIP HOSTED PBX 2.1

5 Considerations when:

MOVING OFFICE	MOVING TO THE CLOUD	UPGRADING TO IP PBX
UPGRADING CONNECTIVITY	MiFID II	CHOOSING AN ETHERNET PROVIDER

Examples

Partner Resources

Portals

| CUSTOMER PORTAL | WEB ORDERING |

Ordering

| ADSL | VDSL | ANALOGUE LINE |
| EFM | FIBRE ETHERNET | FTTC ETHERNET |

Price list and Commissions

| PRICE LIST | HARDWARE RENTAL | ETHERNET PRICING COMPARISON |

SIP Documents

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Partner Phone System Support

| PHONE SYSTEM USER MANUALS | HANDSET MANUALS |

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SIP Documents

SIP Communicator™ versus Traditional Telephone System

SIP Trunk versus PSTN costs

SIP Communicator™ – simple guide to configuring

SIP Communicator™ Call Commissions Structure

SIP Communicator™ 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

Partner Phone System Support

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Examples

5 Considerations when:

MOVING OFFICE

MOVING TO THE CLOUD

UPGRADING TO IP PBX

UPGRADING CONNECTIVITY

MiFID II

CHOOSING AN ETHERNET PROVIDER

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)