

EnterpriseVoice

Frequently Asked Questions

Contents

Frequently Asked Questions 3

- 1) IAD 3
- 2) Voicemail

Frequently Asked Questions

1) IAD

What do I need to do when there is a lot of echo on my phone line whenever I dial an outside number?

The echo that you hear is also known as an acoustic echo, which is common in some telephone handsets due to the technical connection/coupling from the speaker to the microphone of the telephone set. Or if you are using a telephone with a separate speaker, please do not place your speakers too close to the microphone.

How do I add a new user to my EnterpriseVoice group?

Your office administrator (OA) will be able to add a new user via the OA Portal.

One of my users has changed his desk, how do I assign his existing number to him?

You do not need to re-configure the user's extension number, he can just transfer the phone to the new location and plug it into the network.

What if I forgot my password to Login?

You may refer to your company's office administrator to reissue you a new password.

If our company's server is down, can I still make calls?

Yes, you may be able to make calls, however, you may not be able to log in to the user portal.

How do we restrict people from making IDD calls?

If you are the system administrator, you may do so by logging into your Office Administrator Portal. Please refer to the Management Portal User Guide for further instructions.

Am I able to call 1900 numbers?

Making outgoing calls to 1900 are controlled by your office administrator. Please check with your company's designated OA.

If there is a power failure, will my service be affected?

Yes. You will not be able to make any calls unless you have a Uninterruptible Power Supply (UPS).

Can I have 2 analog phone adapters using the same number? This is to ensure continuity of service.

Currently, every single IAD is programmed with one EnterpriseVoice line only. You may choose to acquire a secondary line to serve as a back up for the first line. In this manner, you may take advantage of the Single Number Service feature to route all incoming calls to the 2nd number when the main number is not available, without publishing the secondary line.

Can I Call Forward from a remote location?

Yes, you may forward a call from a remote location via the web portal. However, you may not be able to forward a call using an analog phone.

Can I access my web portal when I am traveling overseas?

Yes, you can access your personal user portal when you're traveling overseas provided you have access to the Internet.

What do I need to access my web portal from overseas?

Aside from the Internet access, you will need to key in your login id and your password. If you have forgotten your password, you will need to call our service hotline to reset your password.

How will I be charged if I am calling from overseas?

All calls made from overseas back to Singapore are charged based on the prevailing local usage charges while incoming calls are free regardless of the caller's location. Roaming charges don't apply when overseas. However, if you make outgoing long distance calls using 018 and 008, you will be charged based on the prevailing rates of these international access numbers.

What sort of calls can I make with EnterpriseVoice?

You can make local calls to any fixed or mobile telephone line from StarHub and other operator such as SingTel and Mobile One. You can also make IDD calls over StarHub's IDD 008 and IDD 018 service.

Customers who wish to use SingTel's IDD service (001, 013 and 019) and Mobile One's IDD service (002 and 021) and other IDD service providers (for e.g. 15xx) must first register with them. Generally speaking, most of the services that are available over your existing SingTel fixed line are also available over EnterpriseVoice.

What does the Integrated Access Device (IAD) do?

The IAD converts analogue voice signals from a standard telephone to digital data that can be transmitted through a broadband connection across the Internet. It provides an alternate means to make voice calls. It also performs a basic routing function to enable simultaneous voice and data communication.

Is the IAD's power supply compatible with 110v or 220v?

The IAD's power supply is compatible with both 110v and 220v.

How do I know that the IAD is working?

When you power on the IAD, the LED display lights would start to blink. In the operational ready state, the LED light would turn solid green. If you plug in your telephone set into the telephone jack at the rear of the IAD, you should hear a dial tone within 5 minutes. You can start making or receiving calls once you hear the dial tone.

Do I need to keep the IAD powered on at all times? If there's a power failure, can I still be reached?

The IAD needs to be powered on at all times. It would not work during a power failure. Once the IAD is powered off, all incoming calls will be diverted to Voicemail.

Does keeping the IAD powered on all the time consume a lot of electricity?

The IAD is a low-power device, so it consumes very little electricity. The power consumption is similar to that of a cordless phone.

Does the IAD have standby power backup?

No, the IAD does not have standby power backup. It would not work in the event of a power failure, and you cannot make any outgoing calls or receive incoming calls.

For users who are concerned about power-related disruptions, we would like to suggest that they consider installing a backup power option such as an Uninterruptible Power Supply (UPS) unit. The benefit of having an UPS is that it would provide backup power in the event of a power failure, not just for the IAD, but also for their PC and other equipment. Many UPS have the added advantage of providing protection against power surges.

Does EnterpriseVoice support answering machines or similar devices?

Most answering machines are supported, but some models, especially older ones, may have

compatibility issues as EnterpriseVoice is operating over a newer technology platform. Please refer to the equipment vendor for more information.

Can I use multiple phones with EnterpriseVoice service?

Yes, some of our customers use cordless phone systems that come with a base unit and extra handsets. The base station of the cordless telephone plugs directly into the IAD. Multiple handsets can be placed anywhere on the premises. However, the CLI display of certain cordless phones may not work properly with EnterpriseVoice.

Can I use my pulse-dialling phone with EnterpriseVoice?

No, EnterpriseVoice does not support pulse-dialling phones. Pulse dialling is usually found in older model phones, whereas most modern phones operate on tone dialling. Please check whether the phone you intend to use with EnterpriseVoice supports tone dialling.

Does EnterpriseVoice support dialup modem usage?

For data communications, it is designed with optimised broadband connections via its RJ45 (Ethernet) port that is available on the IAD. As such, dial-up narrowband data type of communications via the RJ11 port is not a supported usage.

Can I operate a Virtual Private Network (VPN) application behind the IAD?

Yes, it should support most VPNs operating IPSEC and PPTP, the most common VPN protocols.

Can I surf the Internet and make a voice call simultaneously?

Yes, you may. However, the voice quality of your on-going call may be affected, depending on the volume of data traffic.

My ADSL modem only has a USB connection. Will the IAD fit into my network?

You will need to switch to an ADSL Ethernet modem in order to connect to the Ethernet port of the IAD.

Does EnterpriseVoice support ADSL modem with a separate router?

When there is a separate router used together with an ADSL modem, StarHub will support on a "best-effort" basis.

Will my IAD work when I bring it overseas? Are there any restrictions?

Yes, you can use EnterpriseVoice when overseas by connecting it to a broadband Internet connection. Your EnterpriseVoice will operate as if you are still in Singapore. When you use the IAD to make a call to a Singapore number, your call is charged like a local call, and not an IDD call.

However, we cannot assure that EnterpriseVoice will work over networks that are not within the control of StarHub. We recommend that you check with the broadband service provider in the country you will be in to see if there are any regulations or restrictions on using VoIP service. Also, if you are accessing from a broadband network with a firewall, you may not be able to use EnterpriseVoice.

Note: If you are in US and you wish to use EnterpriseVoice to call a US number, you have to make an IDD call using StarHub's IDD 018 and 008 or those of other IDD service providers, provided you have already registered your account with them.

I am unable to receive any incoming calls suddenly. What is the cause?

The inability to receive inbound calls is directly related to the IAD's ability to register with our proxy server. If the IAD is not registered, our network will be unable to route calls to the IAD. Some of the possible causes are:

- Power outages

- Loss of Internet connectivity
- Router/firewall security options blocking EnterpriseVoice traffic

If this problem occurs, please verify that you have Internet connectivity and check your router/firewall security settings. Next, reboot the IAD by unplugging the power cord for 15 seconds, and then plug it back in. This will initiate a new registration request. Wait 5 minutes for the device to completely boot up, before attempting to make a call.

Is there any Quality of Service (QoS) implemented on the IAD?

Voice packet delivery over the public Internet is typically on a “best-effort” basis. However, the IAD provides upstream voice prioritisation to ensure that upstream voice data has priority over other Internet data. This ensures good voice quality even during heavy upstream data transfers such as email synchronisation or file sharing.

How is the voice quality?

The voice quality should be reasonably good but as it operates over the Internet, there is no assured Quality of Service. The voice quality will depend on the Internet network condition and whether there is heavy simultaneous data traffic such as file downloading.

What is the cause of static on the line?

Static or buzzing noises on your line can only occur on the analogue side of the phone system, which consists of your phone and phone cable. Once the signal is sent through the IAD, it is digitised and does not create static or buzzing. You may wish to perform the following:

- Try replacing the telephone cable and/or telephone.
- Cordless telephones can generate static due to a weak signal connection between the base of the telephone and the handset. Weak signals can be due to low batteries in your handset or the recommended range between the handset and base station has been exceeded.
- If you are using a wireless router, try moving it away from the IAD as each wireless device may interfere with each other.

What is the cause of “choppy” calls?

“Choppy” calls are usually caused by high latency or packet loss in the ISP’s network.

- High latency occurs when it takes too long for the data to be transmitted over your Internet connection.
- Packet loss occurs when information is lost over your Internet connection.

Either symptom can be caused by ISP (Internet Service Provider) problems, Internet congestion or heavy bandwidth usage such as online gaming or file sharing.

You can determine if there is any problem by using any number of Internet speed tests. If your upload or download is lower than your ISP’s advertised speeds, you may be experiencing Internet connectivity problems.

What is the cause of voice echoes and is there any way to eliminate this problem?

In a voice telephone call, an echo occurs when you hear your own voice repeated. Problems with echo usually originate on the other end of your call. This is due to latency on your Internet connection, which causes the delayed playback of your voice.

There are two ways echo can occur:

- Electrically through poor quality phone cables
- Acoustically (feedback) through sound waves between the phone’s speaker and microphone

Try asking the other party to lower the phone volume in order to reduce the feedback of your voice. As a last resort, try different telephone sets to reduce echo, as the quality of the

telephone is important and some telephones have special echo-cancellation technology.

What is the cause of dropped calls?

Dropped calls are usually associated with Internet connectivity issues. High latency and packet loss can affect your call.

- High latency occurs when it takes too long for the data to be transmitted over your Internet connection
- High packet loss occurs when information is lost over your Internet connection

Either symptom can be caused by ISP problems, Internet congestion or heavy bandwidth usage such as online gaming or file sharing.

If I were advised by the StarHub Service Support Helpdesk to reset the IAD because of a problem with my broadband service, would the EnterpriseVoice service be affected?

The EnterpriseVoice service would be temporarily unavailable while the IAD is re-booting and performing the start-up diagnostics or when there is network interruption. You can resume using the service once you hear the standard dial tone (depending on the model of IAD, it could take about 2-5 minutes from the time of rebooting).

Can I still call emergency numbers such as 999 if there is a power failure?

No, you would not be able to make any outgoing calls or receive incoming calls if there is a power failure.

What if I lose the IAD?

Please report the loss immediately to our Service Support Helpdesk at 1800 823 3333 or +65 68233333 if you are overseas. This is important because you are liable for all call charges incurred until you report the loss to us.

2) Voicemail

How can I access my mailbox?

Please dial 9-1303 followed by your password if you are calling from your EnterpriseVoice line, or enter your mailbox number (your EnterpriseVoice phone number), followed by your password if you are calling from other mobile or fixed line phones.

How many messages can be stored at any one time?

A maximum of 5 messages can be stored at any one time. Duration of each message can be up to one minute.

Can I personalise my Voicemail greeting?

Yes, you may.

What do I do if I forget my password?

Call our Service Support Helpdesk at 1800 823 3333 or +65 68233333 if you are overseas, and we will reset it to the default password (8888) for you.

What happens if my mailbox is full and someone tries to leave a message?

The system will play a message that will inform the caller that your mailbox is full and he/she is unable to leave any message at that time. You are encouraged to delete your old messages constantly.

Can more than one person send the message at the same time?

Yes. More than one message can be left in your mailbox at the same time as long as it is within the allocated number of 5 messages.

If I accidentally delete a message during playback, can I retrieve it?

Yes, simply press *4 to recover the deleted messages before the call is hung up.

Can I check my messages from any phone?

Yes, as long as the phone has touch-tone dialling facility. Dial 9-1303 and enter your mailbox number (your EnterpriseVoice phone number), followed by your password.

When I re-redirect a message, does a copy remain in my mailbox?

Yes, a copy of the message will remain in your mailbox till you delete it or the retention time has expired.

Will I be notified whenever there is a new message in my mailbox?

No, Message Waiting Indicator function is not available at the present moment.

A message I had previously stored in the mailbox is now gone. What happened?

Messages are purged automatically after four days (for new messages) or two days (for saved messages).

What is my Voicemail local access number?

You can access your Voicemail by calling the short code 9-1303 or any of the local access numbers 68201303 or 98501303.

Can I have multiple Voicemail inboxes with EnterpriseVoice?

Currently each EnterpriseVoice account is given one voice mailbox per telephone line.

What is the maximum length of my Voicemail greeting?

Your Voicemail greeting may be up to 1 minute (60 seconds) long.

Can I stop my calls from going to Voicemail?

No, you cannot stop calls from going to Voicemail if your forwarded phone number is not answered.

What are the features available with Voicemail?

The Basic Voicemail Package offers the following features:

Number of messages 5

Duration per message 1 minute

Message retention for new messages 4 days

Message retention for saved messages 2 days

Notification when mailbox is full Yes

Automatic callback No

Personalised greetings Yes. Only 1.

Wake-up Call service No

Language Default - English

Message re-directing Yes - Voice Messages

Note: There is no Message Waiting Indicator.