

Antony Wellington – Broadband and Digital Voice Setup

Swift House, Moor Park House Way, Farnham, GU10 1FH

Digital Voice: 01252 279 211 Mobile: 07875 577584

Email: antony27@hotmail.com [ant@rebusconstruction.co.uk returns Access Denied]

Gate Code: 8779

Basic premise

Ultrafast Broadband from Cloudscape @ £43.80

Digital Voice from Voipfone @ £10.20

Monthly commitment £54.00 on 12-month contract lasting to July 2023

Cloudscape Connect - 0116 274 7360

Ultra-Fast Broadband Service - 220/30Gbps

Router:	ZYXEL VNG8623-TSOB V5.50 (ABPM.5)C0
LAN Address:	192.168.1.1
WAN Address:	https://92.62.0.130:8443
Router Userid:	admin
Router Password:	Route6542022*
Broadband Username:	VFP1840295@cloudscape.uk
Broadband Password:	gu101fh
Broadband:	GTE8439 FTTP 220/30
Voice:	VoIP provided by Voipfone
Router Purchased:	£75.00 inc VAT on 22 JUN 2022 - One off payment

WiFi operating at 2.4GHz from the router

SSID:	Zyxel_F211
Password:	X4AFNCPAMJ

WiFi operating at 5GHz from the router

Switched Off

Account URL:	https://www.cloudscapeconnect.com/myaccount/
Account Number:	000009365
Username:	AntWellington9365
Password:	Tangle628Grape

Voipfone - 150 or 020 7043 5555 - Digital Voice Service [VoIP]

Account opened 14 JULY 2022

Registered email address: ant@rebusconstruction.co.uk

Account Number: 30224043

Password: Route612*

Memorable Word: trolleybus

Landline Number: 01252 279 211 Rings all extensions £3.60 pm

Telephone Number: 056 0364 7412 Rings Swift House only Free

Extensions: 30224043*200 092762 Antony Wellington £1.80 pm

30224043*201 614010 Swift House £1.80 pm

30224043*202 078513 07966191965 £1.80 pm

Groups: 1 £1.20 pm

Total: £10.20 pm

Call Deposit: Initial sum of £20 paid on 25 August 2022

Call rates: 01/02/03 numbers 1.2ppm - No setup fee

SIP URL: sip.voipfone.net

RTP Codec: pcma,gsm,telephone-event

Group setup used to ring all extensions when 01252 279 211 is dialled

Access to voicemails from any of your extensions: 1573 - Respond with 1#

Short Codes

Unless stated otherwise, all calls made using a short code are free

System Wide Short Codes on the Voipfone Platform

112	Emergency Services
999	Emergency Services
101	Police Non-Emergency Number
111	NHS Mon-Emergency Number
105	Power Cut Information Line
116 999	Missing children helpline
116 111	NSPCC ChildLine
116 123	Samaritans
119	COVID-19 Help Line (Also used to make appointments)
159	Report a Banking Scam (See https://stopscamsuk.org.uk/159)
888	Not yet supported (Personal Safety Feature)
123	Gives Day, Date and Time
141	Withhold your number (If you must – Not Recommended)
1470	Un-withhold your number
150	Voipfone Customer Services (Account number and password required)
152	Echo test. Shows how good your connection to Voipfone is.
154	A recording of call credit left to use before top-up is necessary
155	Confirms that you have set up your phone correctly
166	Voipfone Anti-Sales call tool (Optional monthly fee payable)
1471	Plays back the last incoming number
1571	Voicemail for the extension you are using.
1572	Voicemail for the Master Account (Effectively Group 0)
1573	Voicemail for Group messages (Input the Group Number of Interest)
118 797	Connects to BT's Directory Enquiry services (Very expensive to use)
1280	Access code to Voipfone using a BT landline account (Pre-Registration Required)
1995	Music on Hold (Listen to what is playing now)

Short Codes available via the Voipfone app or analogue phone connected to the ZYXEL VNG8623 router

200	Anthony Wellington
201	Swift House
202	07966191965

Short Codes available to phones plugged into your ZYXEL VNG8623 router

Speed Dial Numbers setup in the router on this page: VoIP >>> Call Rule

#01	Archie Bishop - 2MH - 01252279323
#02	Jim Rice - 1MH - 01252279621
#03	David Bradley - 4WG - 01252758960
#04	Roger and Jeni Benham - 4CY - 01252821811
#05	Oliver Penfold - Groundsman - 07747749270
#06	
#07	
#08	
#09	
#10	Swing Open the MH Gates - 07430 525930

Gate Intercom Codes

User Command	Press	Comment
Latch the relay (Unlatch by pressing 3)	10	Leaves the entry point open
Release the door catch or open the gates	3	Most Commonly Used
Adjust door speech volume	4	0 - 9 (0 = lowest, 9 = highest)
Adjust phone speech volume	7	0 - 9 (0 = lowest, 9 = highest)

Historical Notes in getting a telephone service and FTTP Installed

19th July 2022

OGEA79101442

Anthony Wellington admin@cloudscapeconnect.co.uk 07875577584 01480222944 Caravan, Moor Park House Way, Surrey, Farnham, GU10 1FE

This order was routed to the wrong CBT and also has an incorrect address.

We have had the correct address updated of Swift House to the correct NAD and CBT along with the ONT ref that was fitted.

NAD- A15104945923 (Swift House) associated to CBT ID – CBZDJGPO.

Cloudscape placed a new order

20th July 2022

Service is due to Go Live on: Thursday, 21st July 2022

Engineer Visit required: No

The service did not go live on this day

21st July 2022

This is showing on the provisioning portal:

Status code 9020

Status message Supplier Delay: KCI-3 (Order Completed) Delayed in Processing.

Status date/time 22/07/2022

Status type Warning

It means Openreach have not triggered the Order Complete flag.

25th July 2022

Service went live on

About the telephone landline 01252 728451

Service installed and went live on the 19APR2022 and ceased on 14JUL2022

The landline cable route into the property had to be removed as it was not possible to share the small diameter tubing (installed by the builder) with the fibre optic cabling. The loss of this service, at the time, was not considered to be an issue as it was assumed that the fibre service would be up and running over which VoIP would be used, on the same day. The cabling for the landline service now terminates on the outside of the building. To re-instate would require a new hole into the building and a master socket fitted.

Penultimate manhole had a label a label attached dated 23JUL21 reading "Defect A1024 Notice of no frame. Serial number 14369882. This repair work has never been carried out.

Site trench supplies were supplied by Openreach. Self-installed from a newly created chamber to the outside of the home. 54mm grey ducting with a gentle 90-degree bend installed complete with blue draw rope.

FTTP voucher number GVMZ4WVN

Order number CFP51349-CNS407461

Router configuration details

A rough and ready guide to configuring VoIP in the router can be found here:

<https://www.youtube.com/watch?v=nhK9voUFGt8>

SIP

SIP Account SIP Service Provider

You can make calls over the Internet using VoIP technology. For this, you first need to set up a SIP account with a SIP service provider.

The Zyxel Device uses a SIP account to make outgoing VoIP calls and check if an incoming call's destination number matches your SIP account's VoIP number. In order to make or receive a VoIP call, you need to enable and configure a SIP account and map it to a phone port. The SIP account contains information that allows your Zyxel Device to connect to your VoIP service provider.



#	Enable	SIP Account	Service Provider	Account Number	Modify
1	Enabled	SP1	Voipfone	30224043*201	 
2	Disabled	SP2	Voipfone	ChangeMe	 

SIP

SIP Account **SIP Service Provider**

Use this screen to view the SIP service provider information on the Zyxel Device. A SIP provider offers Internet call services using VoIP technology. You may need to consult your SIP service provider for the following settings.



#	SIP Service Provider Name	SIP Proxy Server Address	REGISTER Server Address	SIP Service Domain	Modify
1	Voipfone	sip.voipfone.net	sip.voipfone.net	sip.voipfone.net	 

Phone

Phone Device Region

Use this screen to view detailed information on phones used for Internet phone calls (SIP). You can define which phone(s) will ring when a specific SIP address receives an incoming call, and which SIP address will be used when an outgoing call is made with a specific phone.

Analog Phone

#	Phone ID	Internal Number	Incoming SIP Number	Outgoing SIP Number	Modify
1	PHONE1	**11	30224043*201	30224043*201	
2	PHONE2	**12	ChangeMe	ChangeMe	

Phone

Phone Device Region

Use this screen to configure settings that depend on which region of the world the Zyxel Device is in. Selecting the region where the device is physically located improves the quality of phone calls.

Region Setting GBR - UK

Call Service Mode Europe Type

Note:

You need to reboot the device after changing the region settings for it to take effect.

Remote Management

MGMT Services Trust Domain

Use this screen to configure the interfaces through which services can access the ZynX Device. You can also specify service port numbers computers must use to connect to the ZynX Device.

Service Control

WAN interface used for service:

☒ Any_WAN ☐ All_WAN

☒ Any_WAN ☒ ADSL ☒ ADSL ☒ DSLAM

Service	LAN	WAN	WAN	Trust Domain	Port
HTTP	☒ Enable	☒ Enable	☐ Enable	☐ Enable	80
HTTPS	☒ Enable	☒ Enable	☒ Enable	☒ Enable	8443
FTP	☒ Enable	☐ Enable	☐ Enable	☐ Enable	21
TELNET	☒ Enable	☐ Enable	☐ Enable	☐ Enable	23
SSH	☒ Enable	☐ Enable	☐ Enable	☐ Enable	22
SNMP	☒ Enable	☐ Enable	☐ Enable	☐ Enable	161
PNP	☒ Enable	☒ Enable	☒ Enable	☒ Enable	