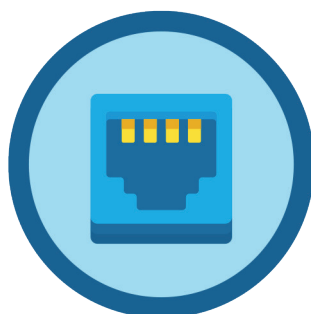
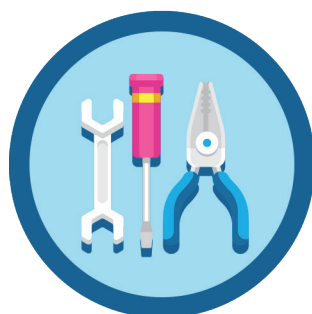




Business Central (BC8000) Installation Guide



PLEASE KEEP FOR FUTURE REFERENCE

Contact Support

support@nusutus.com
1.855.1301, Option 2



Phone Systems Set Up



UNABLE TO RECEIVE CALLS?

TO ENSURE BUSINESS CONTINUITY IN A PHONES-DOWN SITUATION PERFORM THE FOLLOWING ASAP:



- ☐ Call Arria NuSutus Customer Support at 1-855-211-1301 x2 to report the issue.
 - ☐ After Hours: Leave our on-call technician a voicemail with your:
 - Name
 - Callback Phone# (other than the main store#)
 - 4- or 5-digit Store#
 - Describe the symptoms of the problem. Ex: callers hear busy signals, no phones are ringing, etc.
 - ☐ Unplug lines from GW310 and plug in backup analog phones (if available).
OR
 - ☐ Call your telephone provider and forward calls to the Manager's cell phone.
-

RECEIVING PHONE CALLS BUT STILL HAVING ISSUES OR PROBLEMS?

WHEN REPORTING A LESS URGENT PROBLEM, PLEASE MAKE NOTE OF THE FOLLOWING AND REPORT THE ISSUE TO ARRIA NUSUTUS CUSTOMER SUPPORT AT SUPPORT@NUSUTUS.COM OR 1-855-211-1301 x2.



- ☐ Description of the problem.
 - ☐ Impact on store operations
 - ☐ A recent example with:
 - Date & Time
 - Caller's phone number
 - Details of problem on that particular call. (E.g.: static, no caller ID, etc...)
 - ☐ Callback Name & Phone# for follow-up by NuSutus Support
-

CONFIGURATION CHANGE REQUESTS

FOR A CHANGE TO THE CONFIGURATION OF THE SYSTEM, VISIT [SUPPORT.NUSUTUS.COM](https://support.nusutus.com) TO LOG A TICKET WITH THE FOLLOWING INFORMATION:



- ☐ Details of change needed (E.g.. store hours, new phone line, etc...)
- ☐ Date for change to take effect.
- ☐ Store(s) to be included in the change.
- ☐ Callback Name & Phone# for follow-up by Arria NuSutus Support

Polycom VVX 301 Quick Reference Guide

Answering an Incoming Call

Lift the handset to answer the incoming call. You don't need to press any buttons. The display on the phone states the line you are on in order entry, and the caller ID.

After answering a call you can:

- Park the call (Park soft key)
- Put the call on local hold (📞)
- Transfer the call (Transfer soft key)
- Put the call on or off speakerphone (🔊)

To quickly answer the next incoming call

- Press and release the receiver (hook flash) button on the handset cradle, as if you were putting the handset down and picking it up again.

Placing an Outbound Call

- 1 Dial the phone number.
- 2 Press Dial and pick up the handset, or press (📞) or (📞) button.

By following this procedure, you can place an outbound call even when the phone is ringing.

For store-to-store dialing

- Dial the 4-digit store number.

If you don't know the 4-digit store number, refer to the section below on *Using the Corporate Directory*.

Using the Corporate Directory

You can look up another store's extension in the corporate directory.

- 1 Press the CorpDir soft key.
- 2 Use the arrow keys to scroll through the directory.
- 3 Highlight the store to call.
- 4 Press the checkmark (✓) button.



LiveCoach with Another CSR

Press the Coach soft key to listen to an active ongoing call and coach the CSR. This is helpful when training new CSRs on how to take customer calls or improve their customer service skills.

NOTE: While you are coaching the CSR, the customer cannot hear you.

Transferring Calls to Another Store

- 1 Press the **Transfer** soft key or press (📞)
- 2 Choose **Blind** or **Consultative**.
- 3 Dial the 4-digit store number.
*If you chose **Blind**, the call is transferred immediately.*
- 4 If you chose **Consultative** press the **Transfer** soft key or press (📞) after speaking with your contact.

Placing a Call on Park or Hold

Call Park lets you retrieve the call from any phone in the store. Press the Park soft key. The system will automatically park the call on that line. Press the Unpark soft key on another phone to retrieve the parked call.

Local Hold keeps the call on that phone only. If you know you want to retrieve the call from the same phone, press the Hold (📞) button to put the call on hold, and press the Hold (📞) button again to retrieve it. Note that if you use hold instead of park, you won't be able to retrieve the call from any other phone in the store.

Adjusting Handset and Ringer Volume

To adjust the handset volume

- Press the + or - Volume (🔊) button at the bottom of the phone while the handset is off-hook (lifted).

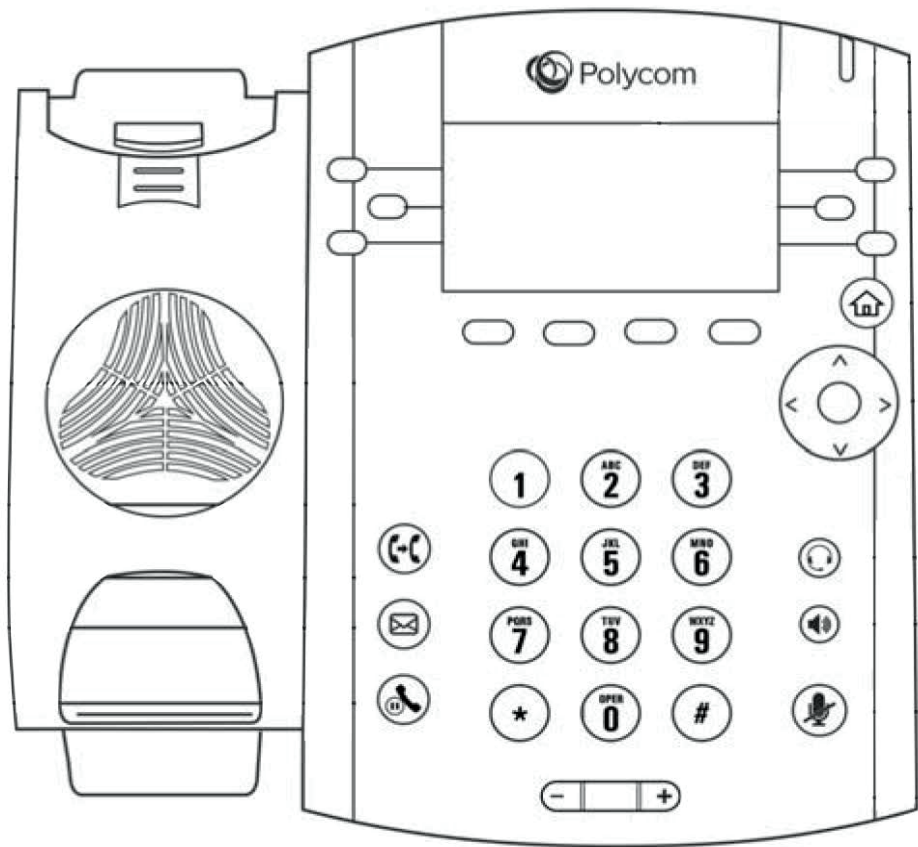
To adjust the ringer volume

- Press the + or - Volume (🔊) button while the handset is on-hook (in the cradle).

NOTE: If the phones or the system have been reset, the volume settings will also be reset and you will need to adjust them again.

Call Appearances: Shows you how many calls are active on this phone (one button = one active call).

Polycom VVX 301



Soft Keys: When the phone is off-hook or in an active call, the function of these buttons changes to provide additional functionality relevant to the phone's current state. The action associated with each button is displayed above the button, on the screen.

Headset: Switches the call from the handset to your headset.

Speakerphone: Switches the call between the handset and the phone's loudspeaker.

Mute: Mutes the phone so you can hear your caller but the caller can't hear you.

Handset and Ringer Volume: Adjusts ringer volume when the handset is on-hook and handset volume when the handset is off-hook.

Transfer Button: In addition to the transfer soft key, this button may also be pressed to transfer a call.

Local Hold: Puts the call on local hold. The call can be picked up from this phone only.

Extension	Location	Phone Number

Need assistance?
Go to <http://support.nusutus.com> for more guides and how-to tutorials

Or contact NuSutus Support

- Email: support@nusutus.com
- Phone: 1-855-211-1301



Polycom VVX 401 Quick Reference Guide

Answering an Incoming Call

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You don't need to press any buttons. The display on the phone states the line you are on in order entry, and the caller ID.

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- Park the call (Park soft key)
- Put the call on local hold (⏸)
- Transfer the call (Transfer soft key)
- Put the call on or off speakerphone (🔊)

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- Press and release the receiver (hook flash) button on the handset cradle, as if you were putting the handset down and picking it up again.

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Polycom VVX 401



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Transfer Button: In addition to the transfer soft key, this button may also be pressed to transfer a call.

Local Hold: Puts the call on local hold. The call can be picked up from this phone only.

Extension	Location	Phone Number

Need assistance?

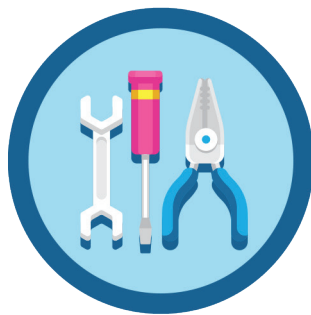
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Or contact NuSutus Support

- Email: support@nusutus.com
- Phone: 1-855-211-1301



Business Central (BC8000) Installation Guide



INSTALLATION & TROUBLESHOOTING GUIDE



Thank you for purchasing a Arria NuSutus Business Central. This document will guide you through the installation process in several easy to follow steps. The order of the steps have been optimized to prevent telephone and Internet outages. **It is important to confirm the new service is working before removing or disconnecting existing equipment.**

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- OVERVIEW 2**
- PREPARE SITE 3**
 - Typical Store Layout 4
- MOUNT THE BUSINESS CENTRAL 5**
 - Typical Wall Mount Setup 6
 - Wall Mount Installation for NuSutus BC8000 7
 - Typical Rack Mount Setup 8
 - Rack Mount Installation for NuSutus BC8000 9
- CONNECT NUSUTUS BUSINESS CENTRAL TO POWER PROTECTION SYSTEM 10**
- WALL MOUNT FOR NUSUTUS GW310 11**
- INSTALL POTS LINES 12**
- INSTALL CRADLEPOINT 13**
 - Critical Services Backup 13
 - Cut Over Internet Connection to Cradlepoint 14
- INSTALL PHONES 15**
 - Assemble the Phones 15
 - Wall-Mounting the Phones 16
- CUT THE SITE OVER TO NEW SERVICE 17**
- INSTALL PRE-RINGER 18**
 - Connect the Pre-ringer to the NuSutus Gateway GW310 19
 - Adjust the Pre-ringer 20
- INSTALL SERIAL CALLER ID CONNECTION TO POS SERVER 21**
- ADDITIONAL DOMINO'S INSTRUCTIONS 22**
- CALL FOR ACTIVATION 23**
- INSTALL COMPLETED 23**

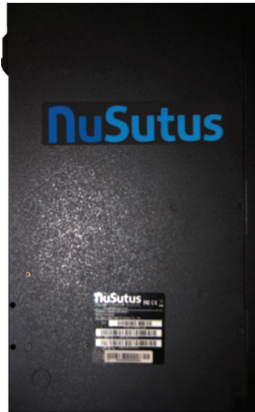
OVERVIEW



BEFORE WORK BEGINS

- These step have been ordered to minimize the amount of time that the store is unable to make phone calls and process orders
- The Ethernet network that the phones attach to is in parallel to the point of sale network. The two networks can not be connected together.
- Stores typically open at 10AM and early access needs to be coordinated to prevent loss of business

Arria NuSutus Business Central



APC Battery Backup System



Tripp-Lite Surge Protector



Patch Panel
(not provided)



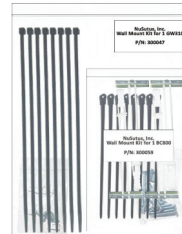
Arria NuSutus Gateway GW310
(one per 3 lines)



Polycom IP Phones



Wall Attachment Hardware Kit



Pre-ringer



Ethernet Cables



Power Cables



RJ-11 Cables



USB-to-DB9 Adapter



Two DB9-to-RJ45
Modular Adapters
(one blue, one yellow)

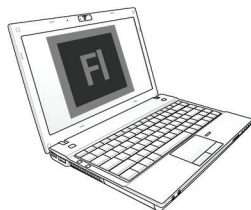


DB9 Opto-isolator



• Installers should have the following equipment on hand:

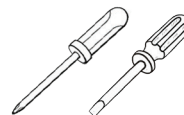
Laptop with Adobe Flash
Player installed and RJ-45
Ethernet port



Test phone (butt set) to test
analog line jacks



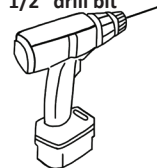
Phillips #2 and #3 screwdriver
Slotted #1 screwdriver



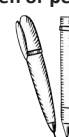
Side Cutter



Hand drill with a 7/32" and a
1/2" drill bit



Pen or pencil



PREPARE SITE

ESTIMATED TIME: 1-4 HOURS

This critical step ensures that site wiring, cellular signal strength and phone locations are ready for installation



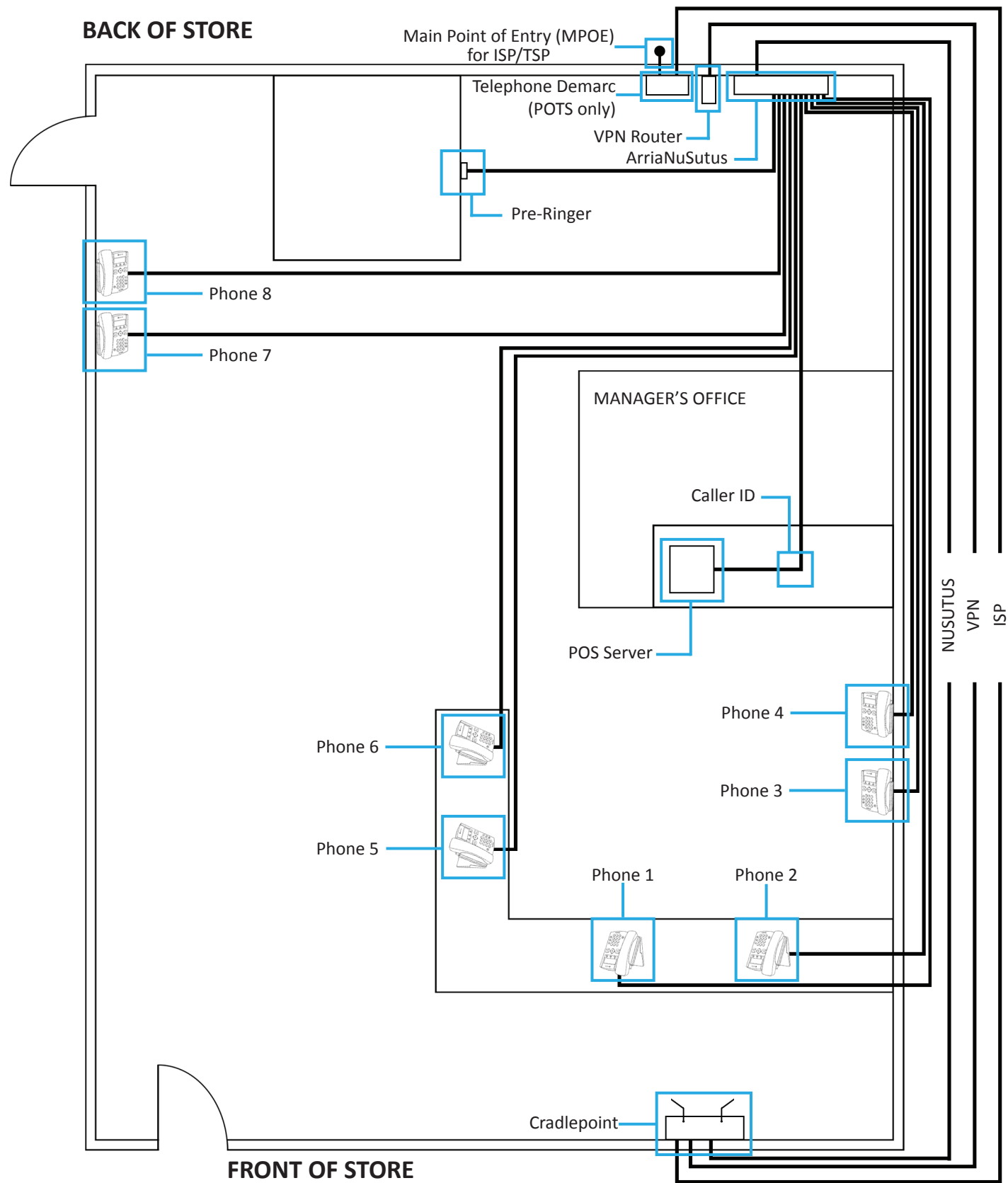
SITE PREPARATION

- Store wiring and installation are often done on the same day. However, the new service may require activation before it is ready to use. Removing the old equipment before the new service is activated may leave the store unable to take orders for hours or even days.
- Cellular signal strength is critical. The store will not be able to receive phone calls or process orders without a strong signal.
- Identify the Cradlepoint location before planning Ethernet runs in the ceiling.
- Separate the NuSutus phone network from POS system network.



- ☐ Identify locations for each phone.
- ☐ Identify the location where Internet service is terminated, typically a DSL or Cable modem.
- ☐ Identify if there are POTS lines at the location.
- ☐ Identify the mounting location for Business Central using diagrams on pg 6 and 8.
- ☐ **Plan an installation** location for your Cradlepoint that receives the best cellular signal.
 - **Contact NuSutus Support** to discuss options for more powerful antennas, if you have poor cellular reception in your store.
- ☐ Count the number of wall mounts.
- ☐ Count the number of cable runs.
- ☐ Schedule an install time (7AM - 4PM PST Mo-Fr).

TYPICAL STORE INSTALLATION



MOUNT THE BUSINESS CENTRAL

ESTIMATED TIME: 30 MINUTES

During this step the phone system will be mounted and prepared for connections.



MOVING EXISTING PHONE SYSTEM

- Make room to mount the new phone system. Do not disable the old phone system until you can verify that the new system can take calls. **This may mean temporarily remounting the old system.**

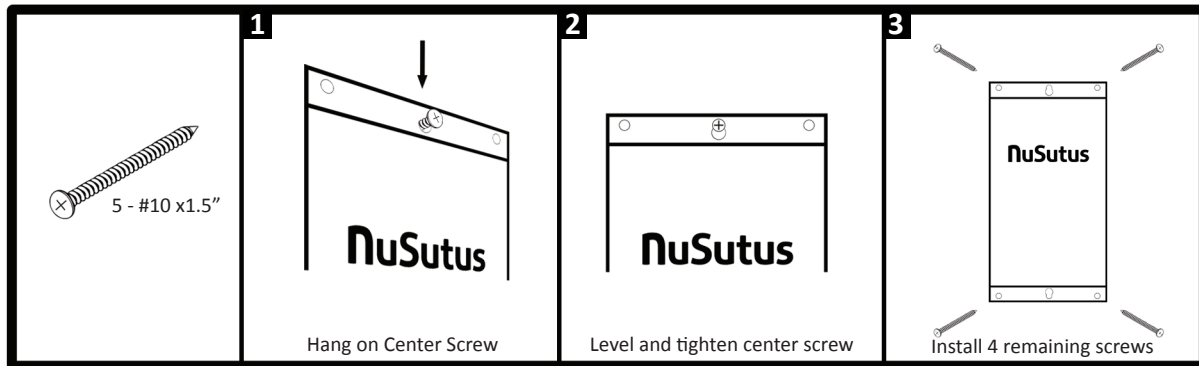


- ☐ The wall behind the Arria NuSutus Business Central can support a weight of at least 35 pounds. If installing into drywall, toggle bolts (included) must be used.
- ☐ Mount unit less than 3 feet left of the RJ45 patch panel.
- ☐ The fan is facing up and there is enough clearance to read the LCD display. Allow at least one foot of clearance from wall, ceiling, cabinets and other obstructions.
- ☐ The two AC power cords, USB to DB-9 adapter and all cables are secured to the wall.

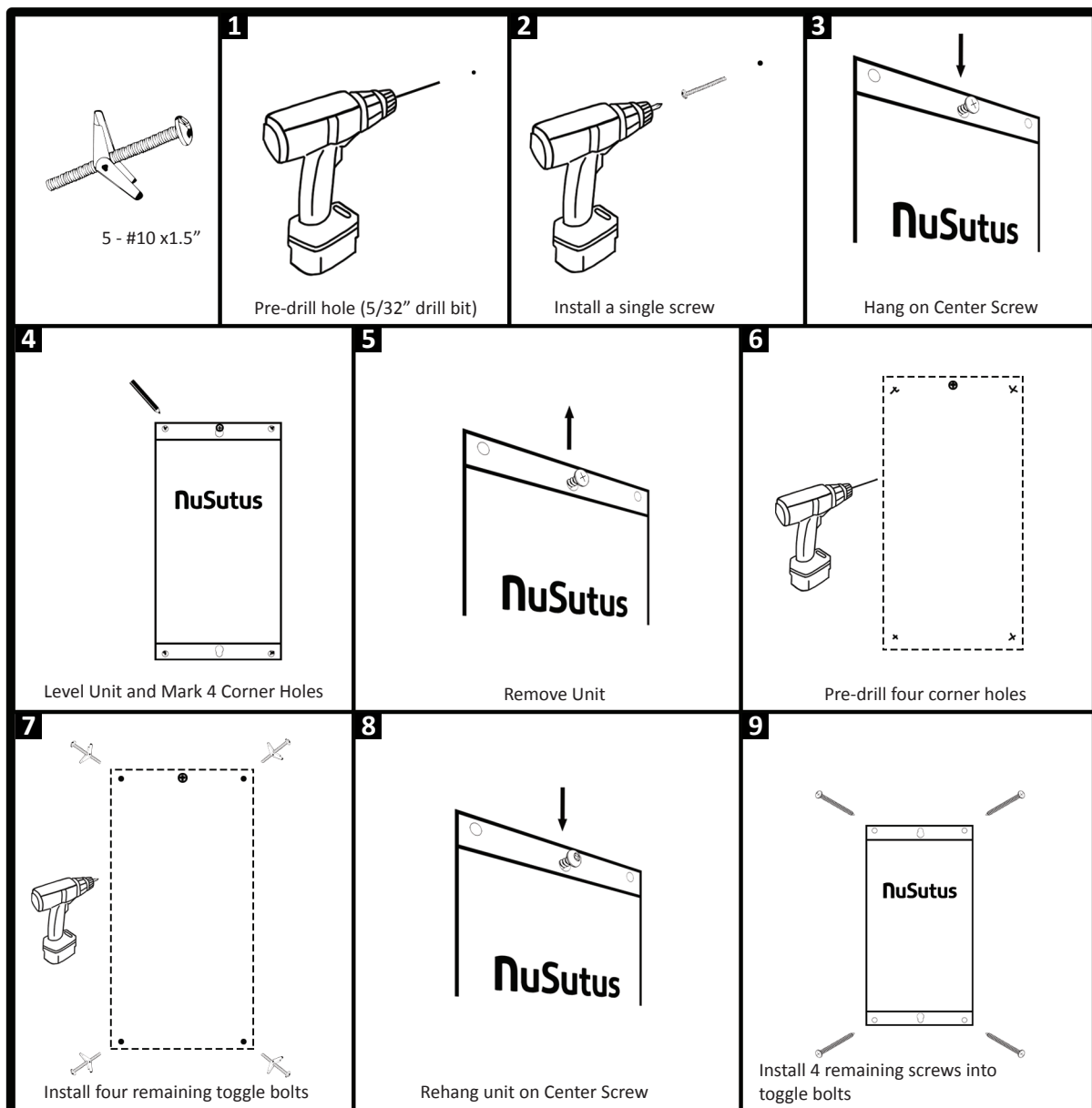


WALL MOUNT INSTALLATION FOR ARRIA NUSUTUS BC8000

WOOD BACK BOARD INSTALLATION

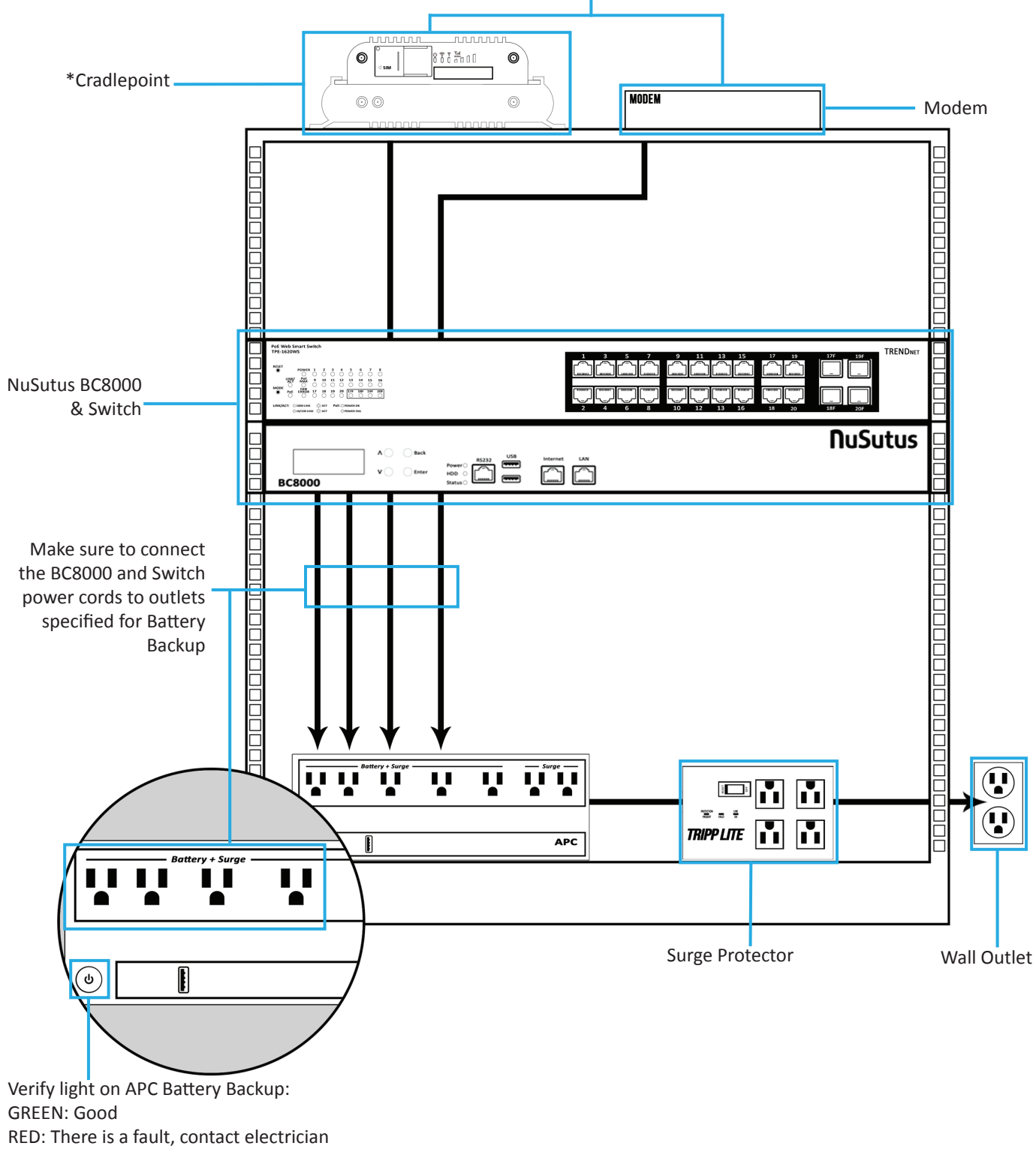


DRY WALL INSTALLATION

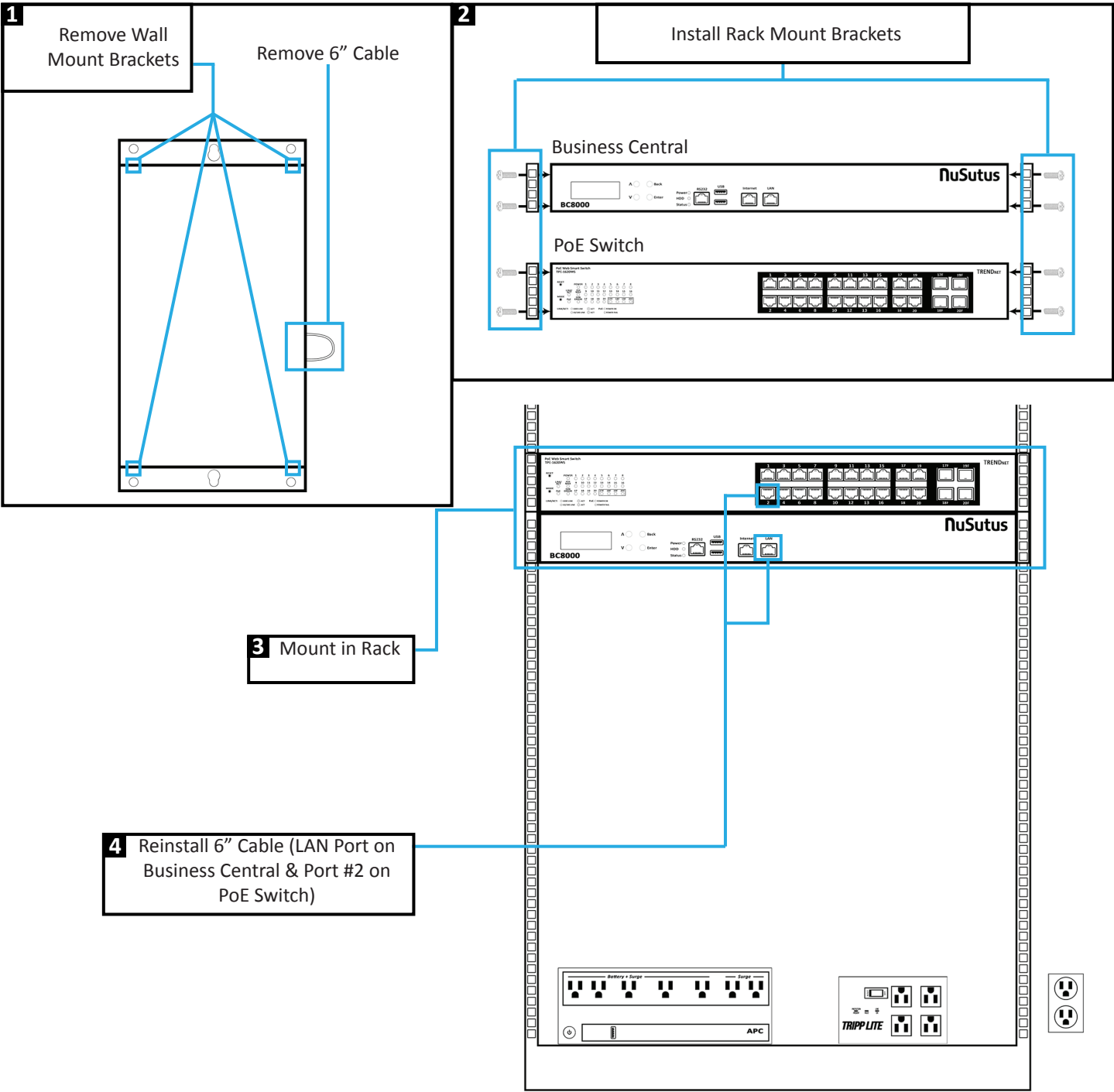


TYPICAL RACK MOUNT SETUP FOR ARRIA NUSUTUS BC8000

*Cradlepoint should be placed in location with best signal strength when possible. Diagram depicts an alternate setup.



RACK MOUNT INSTALLATION FOR ARRIA NUSUTUS BC8000



CONNECT ARRIA NUSUTUS BUSINESS CENTRAL TO POWER PROTECTION SYSTEM

ESTIMATED TIME: 15 MINUTES

You are now ready to install power protection and connect power to the phone system, which will start critical system updates.



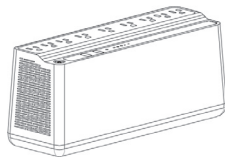
PREPARE BATTERY BACKUP BEFORE MAKING CONNECTIONS

- New power cables can sometimes be hard to seat fully. Make sure they are fully seated and use zip ties to relieve strain.
- The Back-UPS is shipped with one battery cable disconnected and will not function until connected.

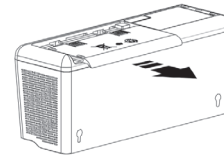


- ☐ Confirm that battery backup is functioning by pulling power at wall plug.
- ☐ Avoid disrupting power while system is booting and updating for the first time.
- ☐ Confirm modem, Business Central and Cradlepoint are connected to battery backup outlets.

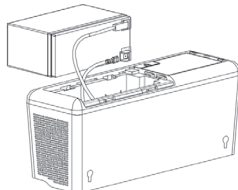
- 1** Remove the "Stop! Connect the Battery" label that covers the outlets.



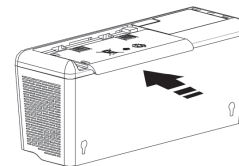
- 2** Press the battery compartment cover release tabs located on the underside of the unit. Slide the battery cover off.



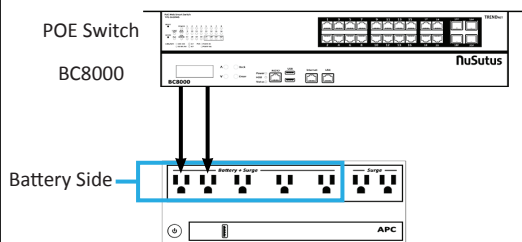
- 3** Connect the battery cable securely to battery terminal. It is normal for small sparks to be seen when the battery cable is connected to the battery terminal.



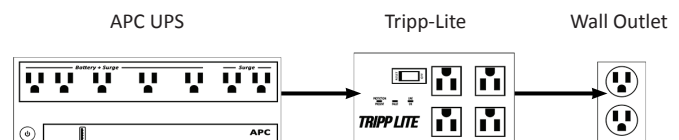
- 4** Reinstall the battery compartment cover. Be sure that the release tabs lock into place.



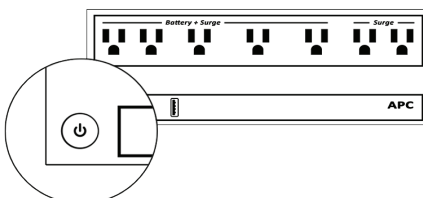
- 5** Install Switch/BC8000/Cradlepoint(if nearby)/Internet Modem into **BATTERY** side of APC UPS.



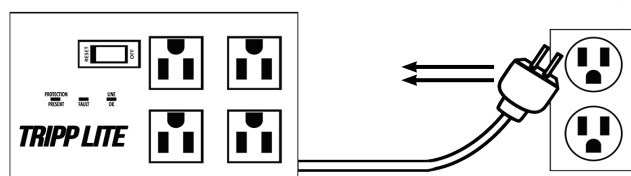
- 6** **ORDER OF CONNECTIONS MATTER.**



- 7** Check for green light.



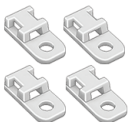
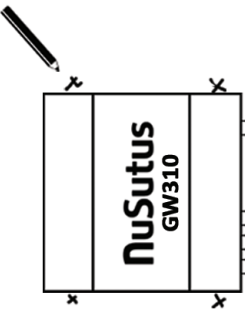
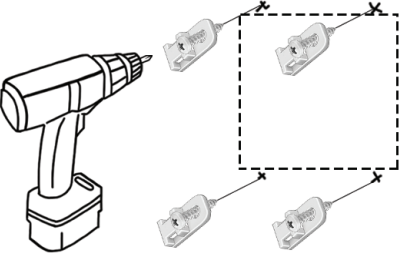
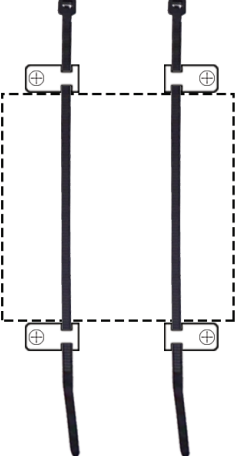
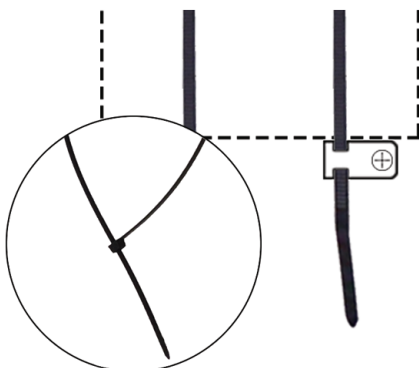
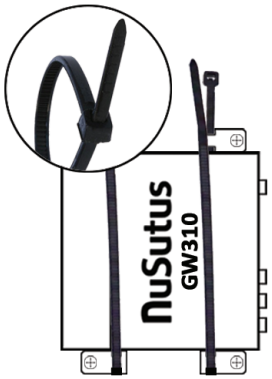


- 8** Pull power from wall to test connections.



WALL MOUNT INSTALLATION FOR ARRIA NUSUTUS GW310

ESTIMATED TIME: 15 MINUTES

<p>#8 Screws</p>  <p>Zip Ties</p>  <p>Cable Tie Mounts</p> 	<p>1</p>  <p>Level Unit and Mark 4 Holes for Cable Tie Mount</p>	<p>2</p>  <p>Screw Cable Tie Mounts to wall</p>
<p>3</p>  <p>Run Zip Ties through Cable Tie Mounts</p>	<p>4</p>  <p>A Zip Tie to Zip Tie connection is needed to fasten the GW310 unit to wall</p>	<p>5</p>  <p>Place GW310 and tighten Zip Ties fastening GW310 to wall</p>

INSTALL POTS LINES

ESTIMATED TIME: 1 HOUR

This optional step connects your phone system to the existing phone lines. If you have VoIP only, this can be skipped.

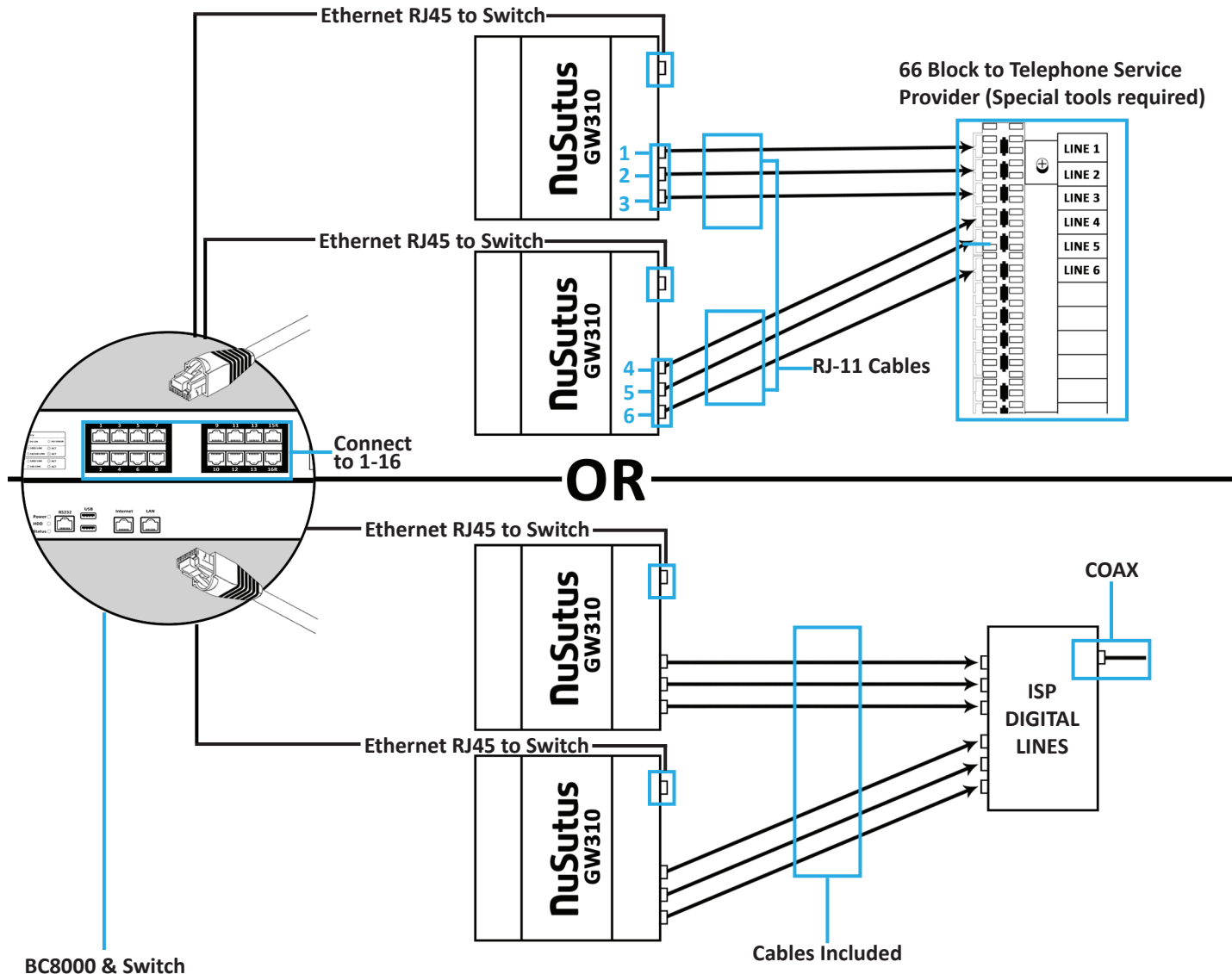


PLAIN OLD TELEPHONE LINES (POTS)

- POTS lines can be delivered by digital modem or through copper wiring that usually terminates at a “66 block”.
- Special tools may be required to connect to a 66 block.



- ☐ Confirm that calling each number is answered by the new phone system.
- ☐ Confirm each line is free of noise, crackling or other audio issues and report issues to Arria NuSutus.
- ☐ Confirm that each line is connected such that the hunt group order matches the order printed on the custom white labels.



INSTALL CRADLEPOINT**ESTIMATED TIME: 20-60 MINUTES****Cradlepoint Critical Services Backup**

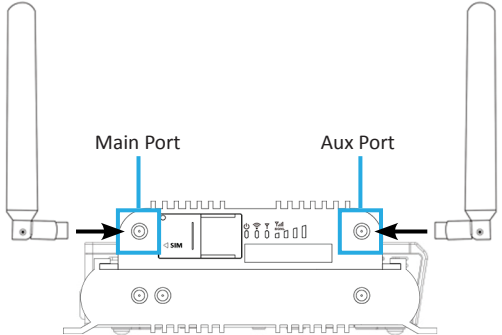
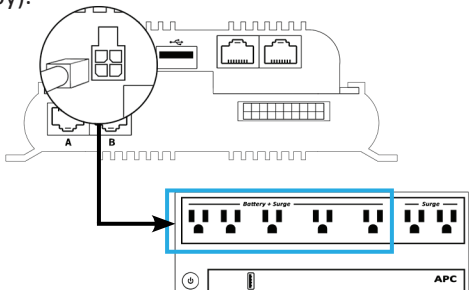

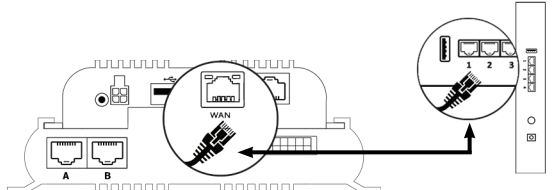


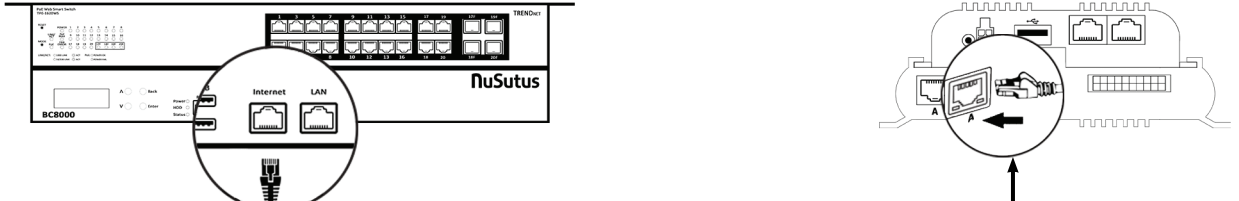
This step prepares the Internet connection for your new phone system and protects against Internet outages.

**CRITICAL SERVICES BACKUP**

- NuSutus can take measurements to help identify a good location for the Cradlepoint and identify whether an external antenna is required to achieve sufficient signal strength. Poor signal will affect quality of voice and internet service onsite.
- Do not disconnect the VPN router until step 5 is complete and an active Internet connection to the Cradlepoint has been confirmed.



- ☐ 4 bars of signal strength
- ☐ Confirm working Internet from Cradlepoint and VPN Router.

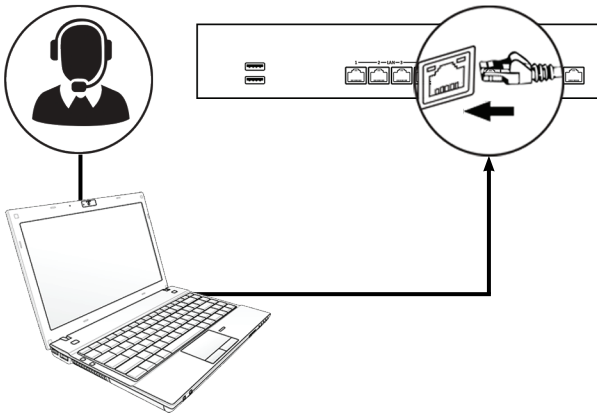
<p>1 Attach the antennas to the Main and Aux ports.</p> 	<p>2 Attach the power cord and plug the Cradlepoint into the APC battery backup, or wall (if battery backup is not nearby).</p> 
<p>3 Call Arria NuSutus Support at 1-855-211-1301 Extension 2.</p> 	<p>6 Plug one end of the Ethernet cable into the WAN port on the Cradlepoint and the other end into the LAN Port 1 on the Internet modem/router.</p> 
<p>4 Wait 5 minutes for the Cradlepoint to download any updates.</p> 	
<p>5 The Arria NuSutus technician will program the Cradlepoint remotely with the static IP information.</p> 	<p>7 Plug one end of an Ethernet cable into Internet port of the BC8000, and the other end into Port A of the Cradlepoint Router.</p> 

CUT OVER INTERNET CONNECTION TO CRADLEPOINT

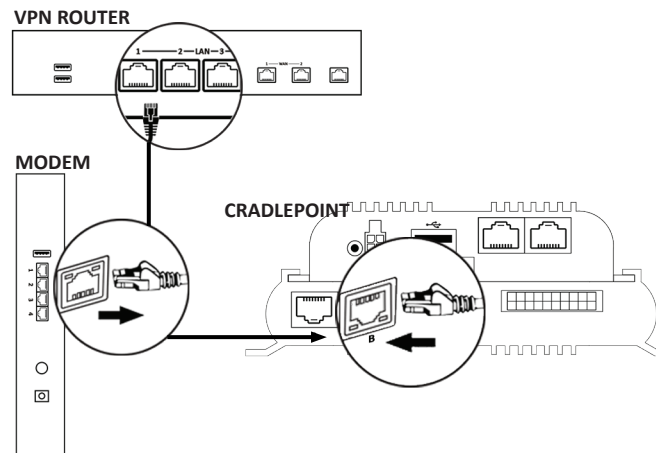


THIS WILL DISABLE STORE ORDERS, CREDIT CARDS, AND OTHER INTERNET SERVICES UNTIL COMPLETED

- 1** The VPN Router will need to be configured for DHCP on the Internet port. If you can not perform this configuration, please call your VPN provider before proceeding.



- 2** Locate the cable that runs from the VPN Router to the modem, unplug it from the modem and plug it into LAN Port B on the Cradlepoint. If there is an old Cradlepoint backup plugged into Port 4 on the VPN Router, unplug it.



INSTALL PHONES

ESTIMATED TIME: 1 HOUR

During this step new phones will be assembled, hung on the wall and connected to the phone system.

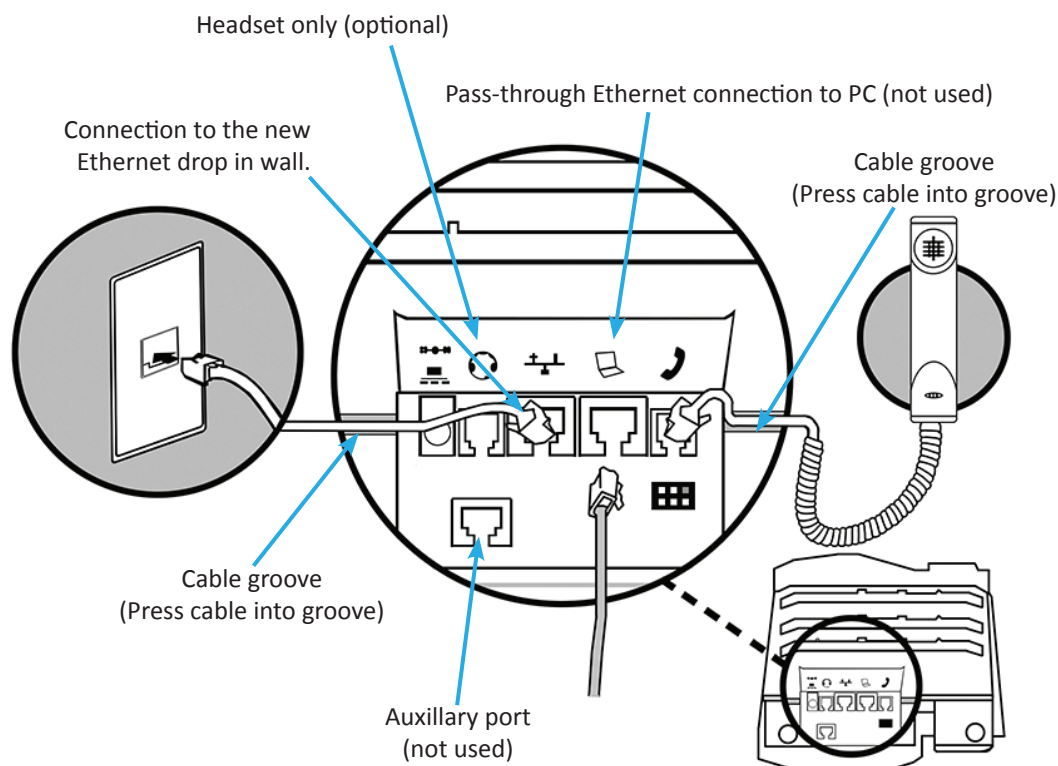


WALL MOUNTED PHONES

- When wall mounting phones, handset clip must be reversed to hold handset in place.

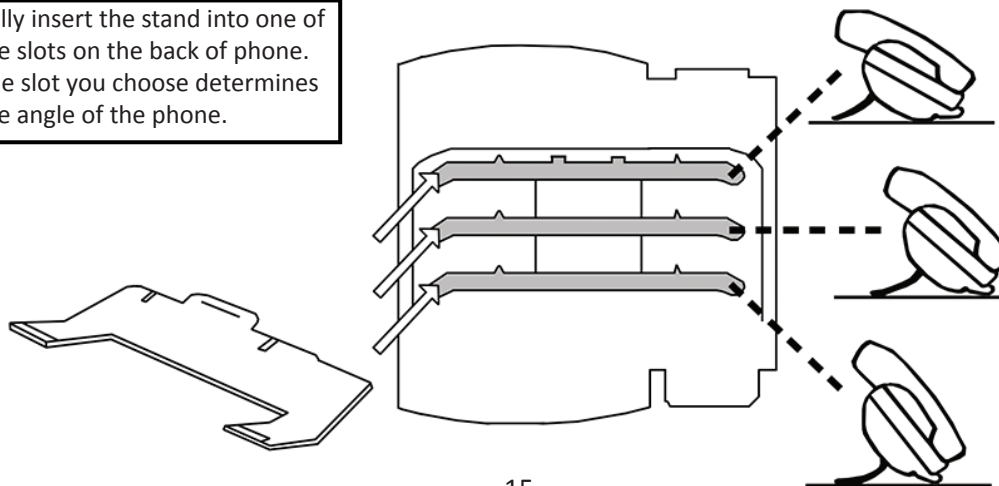


- ☐ Confirm all phones show a current date and time.
- ☐ From each phone, dialing 2000 will confirm the phone is correctly connected.

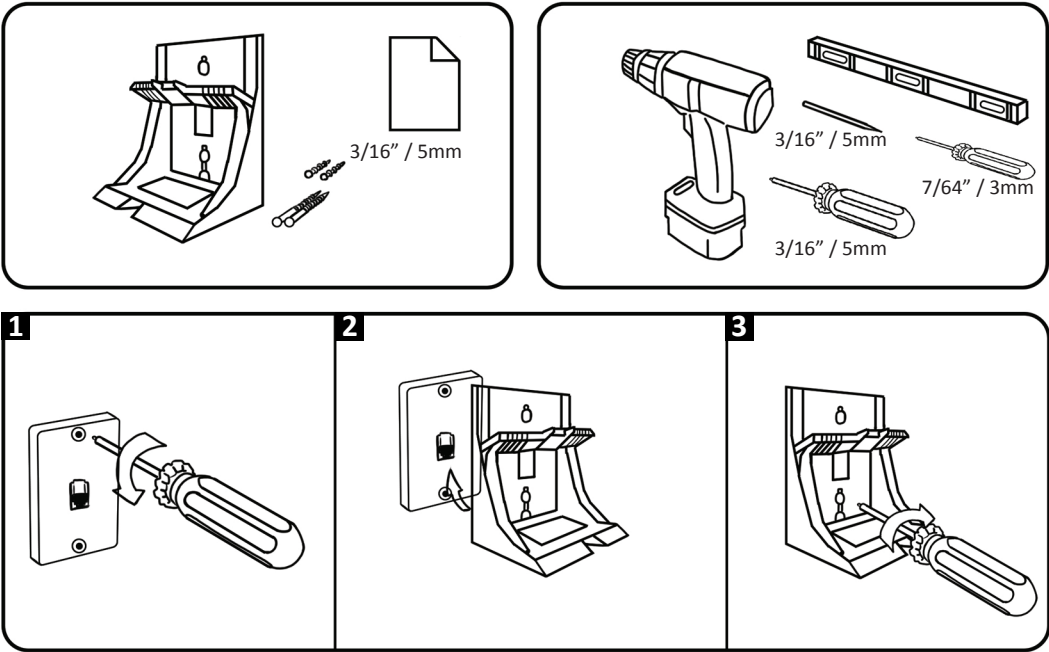


Connect Stand

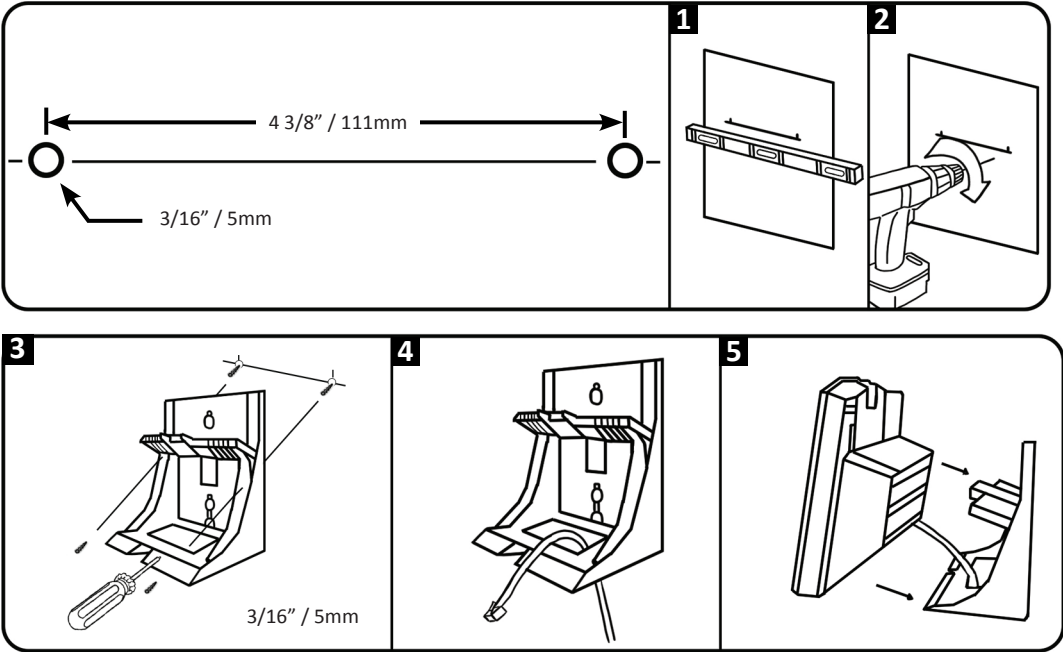
Fully insert the stand into one of the slots on the back of phone. The slot you choose determines the angle of the phone.



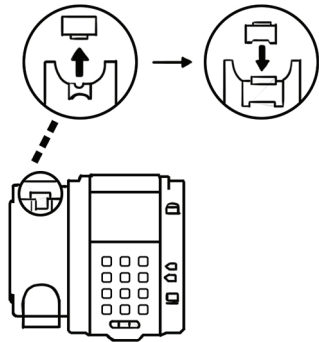
MOUNTING TO WALL PLATE



WALL MOUNT WITHOUT WALL PLATE



REVERSE HANDSET CLIP



CUT THE SITE OVER TO NEW SERVICE

ESTIMATED TIME: 5-30 MINUTES

During this step, old phone service will be disconnected, new service will be activated and all old phone equipment may be removed.



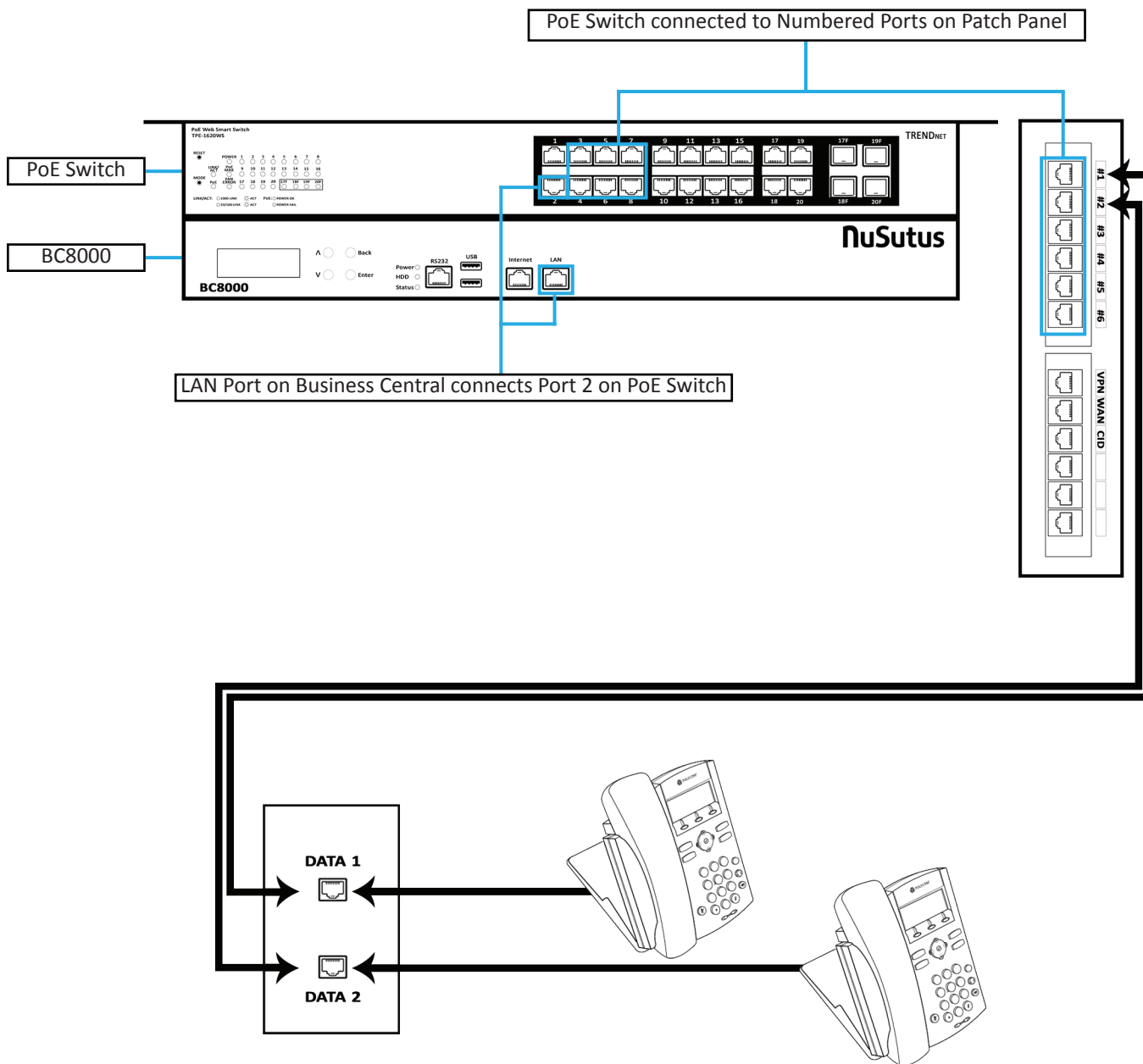
SERVICE CUT OVER

- Ensure that both new phone service and at least one phone are ready to start receiving calls before disconnecting existing equipment.



- ☐ Phones show correct day/time
- ☐ Stacked calls ring through
- ☐ Internet works

- ## • Connect the Phones to the Arria NuSutus Business Central



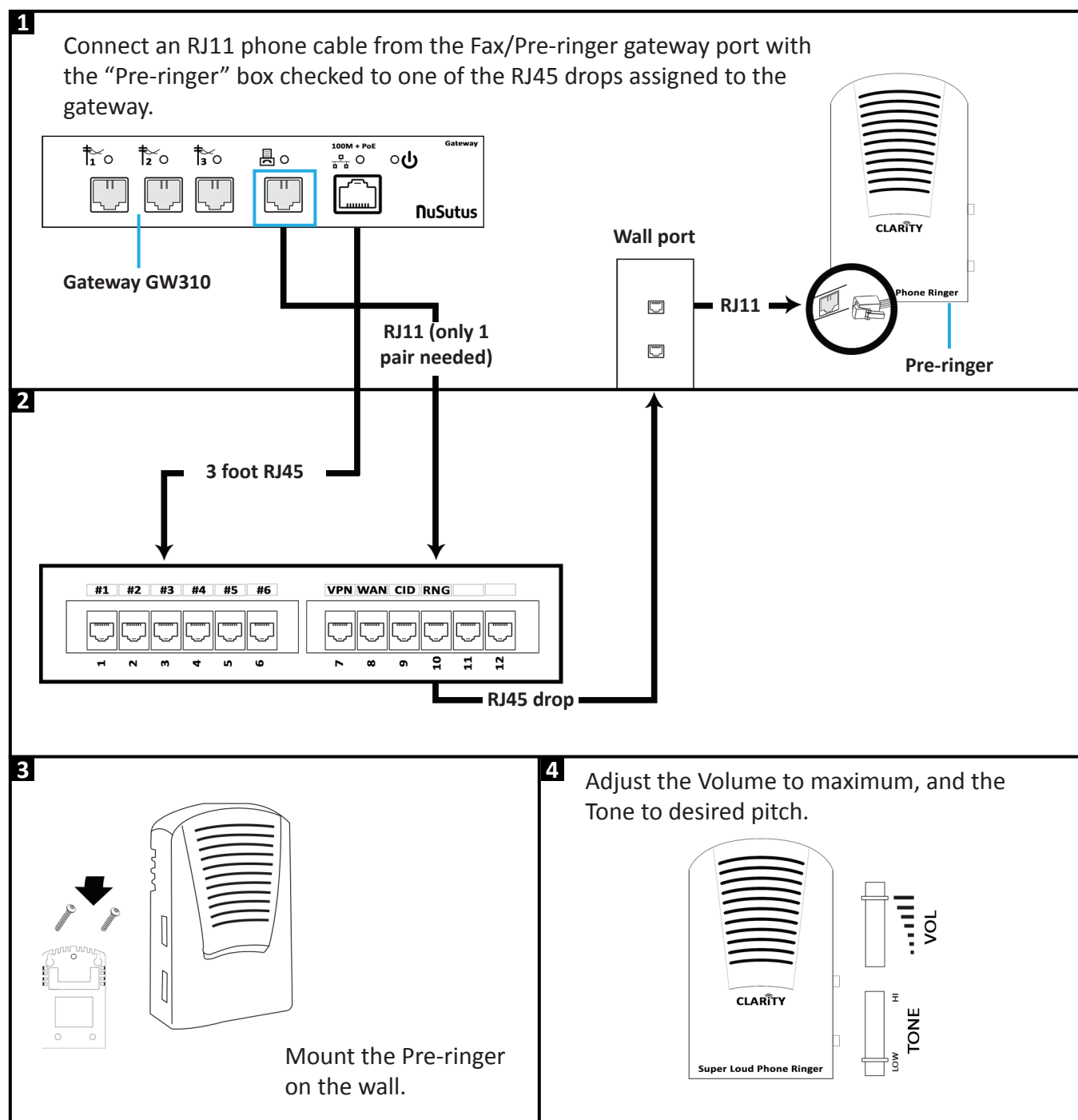
INSTALL PRE-RINGER

ESTIMATED TIME: 10 MINUTES

During this step the pre-ringer is installed and configured.



- ☐ Calling the store phone number or dialing 2000 from a new phone should activate the pre-ringer which will ring only **once** to warn the store of a new incoming phone call.
- ☐ Volume should be set to maximum.
- ☐ Set tone based on preference.



The following document will demonstrate how to install the Grandstream HT801 to be used with the Clarity Pre-ringer for Arria NuSutus BC8000 Installs.



**Image of the device

Back Profile: (Note the Phone port, is where the RJ-11 for the pre-ringer connects.)

HT801 Ports Description

The following figure describes the different ports on the back panel of the HT801.

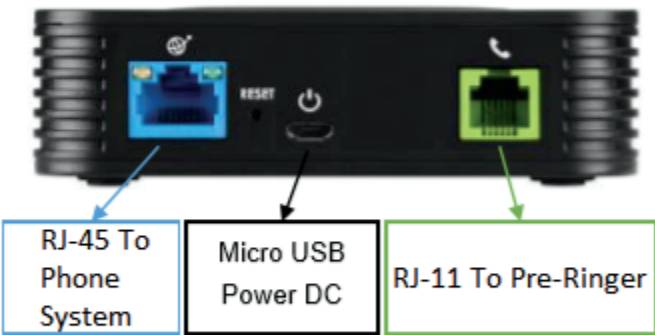


Figure 2: HT801 Back Panel

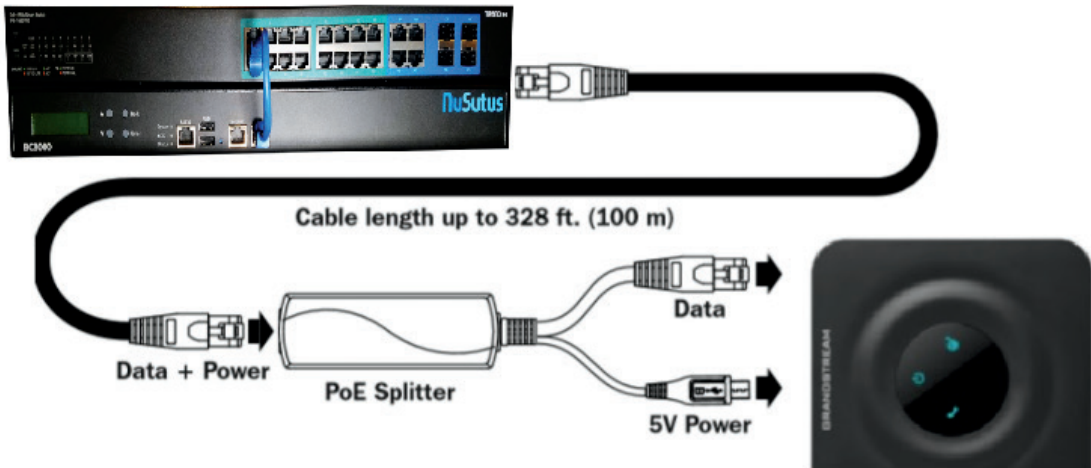
Table 3: Definition of the HT801 Connectors

****Note:** The Grandstream includes its own power supply, or you may use the TrippLite POE adapter. See below for instructions connecting with the adapter.
****The Clarity Pre-ringer** (not shown here) can be connected via either the Phone or Line ports interchangeably. Please set the volume to high, and the tone to low or high.

We also supply another power adapter that allows them to use POE instead of the 5V power if required.




Installation

1. Using existing or newly laid out category cabling, connect your Tripp Lite NPOE-SPL-G-5VMU Splitter to the BC8000 Switch, any open port #1-16
2. Connect the RJ45 (Data Out) connector to transmit data.
3. Connect the Micro USB (Power Out) connector to supply 5V 1A (5W).



LEDs:

Table 4: HT801 LEDs Pattern Description

LED Lights	Status
Power LED 	The Power LED lights up when the HT801 is powered on and it flashes when it is booting up
Internet LED 	The Ethernet LED lights up when the HT801 is connected to your network through the Ethernet port and it flashes when there is data being sent or received.
Phone LED 	The phone LED indicates status of the FXS port-phone on the back panel <ul style="list-style-type: none">• OFF - Unregistered• ON (Solid Blue) - Registered and Available• Blinking every second - Off-Hook / Busy• Slow blinking - FXS LEDs indicates voicemail

ADDITIONAL DOMINO'S INSTRUCTIONS



ADDITIONAL EQUIPMENT CONTACT INFORMATION

- The POS server, called Pulse, is supported by Domino's GlobalCare (877-379-2379) 24x7.
- The VPN router (Cisco Meraki) is supported by GLS (866-558-1920) from 8AM-5PM EST.

THE FOLLOWING STEPS ARE SPECIFIC TO DOMINO'S STORES:



- ☐ Caller ID will not appear on the Pulse order entry screen for new stores until activated by Global Care, this must be activated by opening a ticket with Global Care.
- ☐ The VPN Router (Cisco Meraki) configuration requires sending GLS an email with at least 48 hours notice to mac@gl.com. A sample email would be "Attention MAC department, I am adding new Internet service at my store Domino's XXXX and need to change the Meraki to use DHCP on the Internet port. The installation will happen on <date>. Thank you!". They will provide a confirmation and ticket number which you will need on the day of installation or they will not make this change for you.
- ☐ The Caller ID connection to Pulse is a serial connection, the DB-9 adapters allow Ethernet cable to carry the serial data through the cable runs. Do not plug the serial connection into any Ethernet hardware such as switches as it is not compatible.
- ☐ Domino's stores typically have 2 Pulse HOST machines, The serial connection must be plugged into HOST 1 as shown.



INSTALL SERIAL CALLER ID CONNECTION

ESTIMATED TIME: 10 MINUTES

This step connects the point-of-sale server to the Business Central to pass caller ID from the phones to the POS.



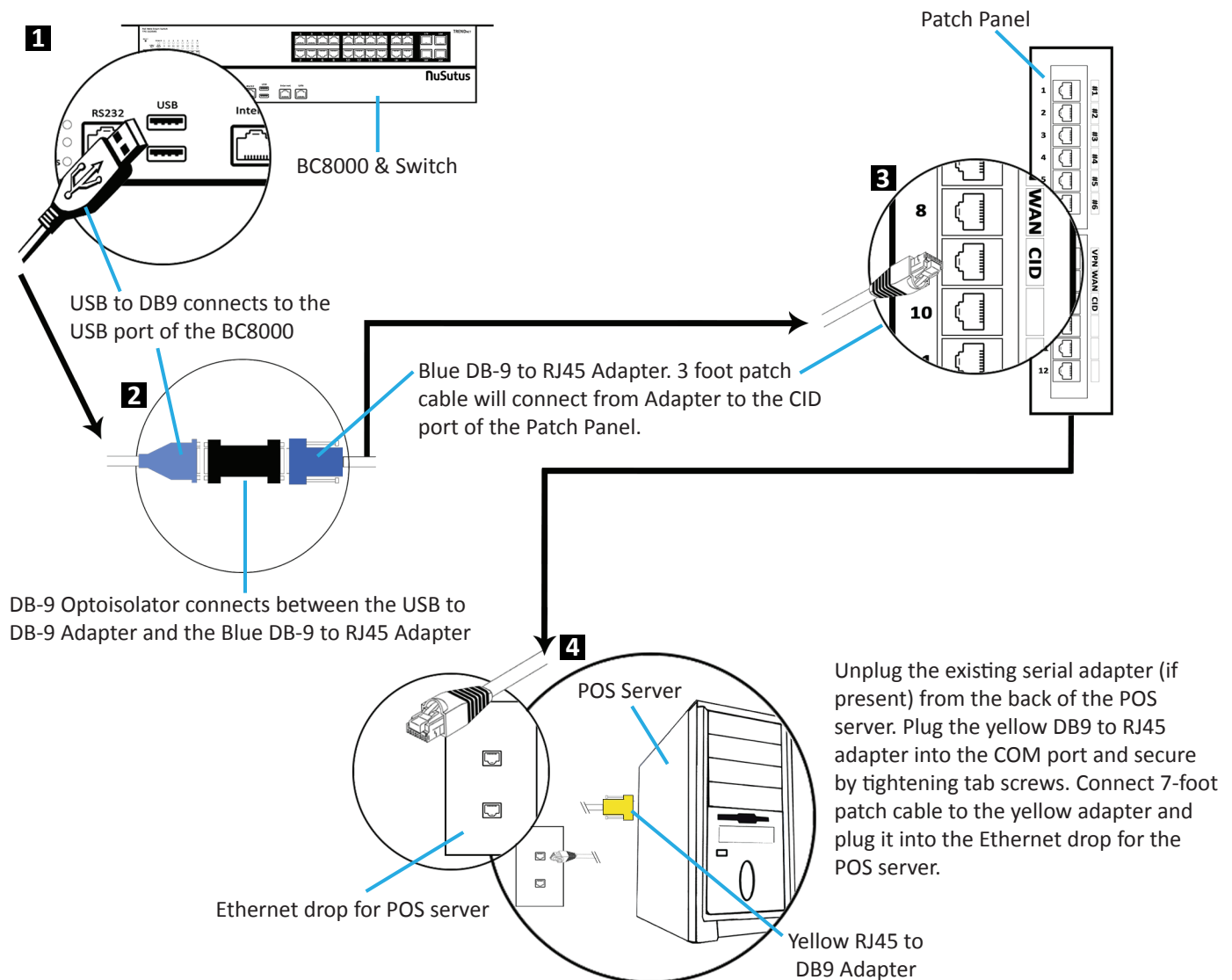
POINT OF SALE SYSTEM FEATURES

- Automatic customer callback and call recording pause/resume feature may need to be activated on POS system.
- Be careful not to accidentally disturb or disconnect any other cables connected to the POS server while performing these steps.



Once you have connected Arria NuSutus Business Central to the POS server, test the serial communications to make sure they are working correctly. There are two tests, one for each direction:

- ☐ Caller ID is sent from Arria NuSutus Business Central to the POS server.
- ☐ Confirm the caller ID is displayed on the phone.
- ☐ Confirm caller ID is displayed on the point of sale. If point of sale is not working, call Arria NuSutus for troubleshooting assistance.
- ☐ Customer Callback (if enabled or supported) is sent from the POS server to Arria NuSutus Business Central.



CALL FOR ACTIVATION

ESTIMATED TIME: 10 MINUTES



SOME SERVICES WILL NOT WORK WITHOUT ACTIVATION

An Arria NuSutus agent will step you through a service verification and activation procedure to ensure that all equipment, services and wiring is functioning as expected.

This procedure is an important step to activate all features available and typically takes less than 10 minutes. You may call at any time during the installation process to ask questions and receive support, but this final step must always occur.

Please call (855) 211-1301, opt. 2 to complete store installation.

Hours of operation are Mo-Fr from 7AM - 4PM Pacific time.

Before calling, please have the following information handy:

- Store address
- Store open and close schedule
- Opening day (for new locations)

After Arria NuSutus has confirmed service activation you may remove all old phone equipment, caller ID equipment and unused cabling.

INSTALLATION COMPLETE

ESTIMATED TIME: 5-9 HOURS

Congratulations! You have now finished installing a pre-configured Arria NuSutus Business First solution.

The new system has advanced features that may require additional configuration and training such as CSR Live Coach, store analytics, critical services backup, call park and call hold. The store may call 855-211-1301, opt. 2 for additional training materials.