Frequently Asked Questions

What is the FLEXeTURRET?
FLEXeTURRET is a software based application that acts as a traditional trading Turret.

What operating system does it use?
FLEXeTURRET is a Windows based application designed to run on Windows 7 and above.

How does it work?
FLEXeTURRET uses a SIP based architecture to communicate over the Internet to one of FLEXeNET's geographically diverse SBC's (Session Border Controllers), from here connections are routed over our traditional trader voice network through to a remote party.

Can I log on from anywhere in the world?
With a few exceptions the FLEXeTURRET can be used anywhere with an Internet Connection

Is it secure to use the Internet?
FLEXeTURRET uses SIP based signalling encrypted using TLS and Media encrypted with SRTP to provide a secure route through the internet.

Do I need to adjust my Firewall?
It is unlikely that you will need to make any firewall changes in domestic or small office installations however large corporate installations sometimes require a handful of ports to be opened.

Are Internet based connections reliable?
Yes, they are reliable, the FLEXeTURRET has a very low bandwidth requirement so reliable connectivity can be established even when using a domestic ADSL line or a mobile hotspot.

Does FLEXeTURRET use compression?
No. FLEXeTURRET connections use 64K G.711 to provide the best possible voice quality that is capable of interfacing with traditional trading turrets.

How many Connections can it handle?
FLEXeTURRET can handle up to 60 trader voice connections.

Can connections be split into pages?
Yes. The 60 Connections can be displayed as 3 pages of 20, 2 pages of 30, or 1 page of 60.

Do the remote ends of connections need to use FLEXeTURRET?
No. The remote end of connections can use FLEXeTURRET but could equally be on a traditional turret.

What type of connections can the FLEXeTURRET handle?
FLEXeTURRET can handle traditional HOOT, ARD & PSTN connection types. It also has a fourth type called EXTN which acts like an extension number in large organizations.

Tell me more about the HOOT capability.
HOOT lines have no signalling and are designed for long duration open speaker connectivity.
Hoots can be point to point or act as a conference between multiple end-points.

Tell me more about the ARD capability.
ARD lines do have signalling and are typically Point to Point between two people. An ARD line is ideal when people need to speak frequently for short periods of time. ARD lines can optionally be shared between multiple FLEXeTURRET users and have the capability for "Call Barging" which means that other users can join a pre-existing call.

Tell me more about the PSTN capability.
FLEXeTURRET allows you to terminate your own third party PSTN SIP Trunk for making and receiving PSTN calls without the need for a separate telephone. Currently we can terminate "Ring Central" and "Skype Connect" SIP trunks.

Tell me more about the EXTN capability.
EXTN lines allow us to provide a connection on a turret which can be used to call anyone in a pre-set group of users. For example, a geographically separated Sales team might each have an EXTN line to quickly communicate with each other. With multiple EXTN connections an individual can be a member of different groups.

Can connections be added to a speakerbox?
Yes, the FLEXeTURRET allows for up to 30 boxed connections at any one time, once boxed multiple connections can be monitored at the same time. Remote parties can be spoken to individually by pressing their respective mic button or you can broadcast to all

Can I use function keys?
Yes. Quick access function keys are allocated to all mic buttons to make responding to the speakerbox extremely fast.

With multiple connections boxed and a single speaker how do I know who is talking?
The FLEXeTURRET displays a voice detection graphic against each boxed line so that you can see who is speaking at any one time.

Can I use multiple audio devices?
Yes. You can define exactly what audio device you want to use for regular and boxed calls, which allows you to have a one to one conversation on a headset and then move to a speaker when boxing lines.

Can I adjust the connection volume?
Yes. Each connection has its own volume control for both the microphone and speaker. Volumes are stored centrally so they are automatically set next time you log on even if you are using a different computer.

Can I change ring tones?
Yes. Multiple ring tones are available to avoid confusion if other people in your office are using the FLEXeTURRET

Does FLEXeTURRET have recording capabilities?
Yes. FLEXeTURRET can be configured to record all conversations in MP3 format for playback at a later date.

Where are voice recordings stored?
FLEXeTURRET can be configured to store recordings in any directory which could be local directory on a user's PC or a corporate network drive.

Can voice recordings be exported?
Yes. The FLEXeTURRET can interface with the "Red Box" API which allows voice recordings to be uploaded to a centralized server and processed with voice analytics in the usual way.

Can voice recordings be easily identified?
Yes. The FLEXeTURRET populates the MP3 file ID3v2 META tags with information including the User name, Type of call and Destination.

Can recording file sizes be limited?
Yes. FLEXeTURRET can be configured to chop long duration recordings into more manageable chunks of between 10 and 60 minutes.

Can I make recording mandatory?
Yes. Recording can be configured centrally so that it fits with your corporate policy.

How can I get the FLEXeTURRET?
You can download the latest version from: **Flexenet.net/Downloads**

Can I manage my own account?
Yes, if you have multiple users you can use the FLEXeTURRET in combination with the FLEXeNET Portal to configure connections and/or users as needed.

Overview

The **FLEXeTURRET** is an application specifically designed for Trader Voice; it has capacity for up to 60 connections to remote parties who can in turn be using either their own **FLEXeTURRET** or a more traditional hardware Turret. Circuits can be provided with or without signalling depending on user preference. The **FLEXeTURRET** has inbuilt Speaker Box functionality with capacity for up to 30 connections boxed simultaneously.

FLEXeTURRET is designed to work from anywhere with an Internet connection giving you maximum flexibility. All communications are fully encrypted to ensure your privacy. **FLEXeTURRET** also takes care of your Voice Recording with the option to store all calls in MP3 quality either directly to your hard drive or to a remote site via a Network drive.

Log On / Off

Login

The Login dialog is displayed by clicking the "Login" button in the top left corner. Here you can enter your user credentials which are detailed in your **Registration Email**. There is a check box to optionally store your credentials for automatic login each time the application is restarted.


Log Off

You can Log off the **FLEXeTURRET** by clicking "Log Off" in the top left corner. Whilst logged off you will not be able to receive any incoming calls. Active calls will be automatically disconnected when you Log off unless you have "Confirm active calls on exit" enabled within settings in which case you will be prompted with an additional dialog asking if you want to continue or cancel.
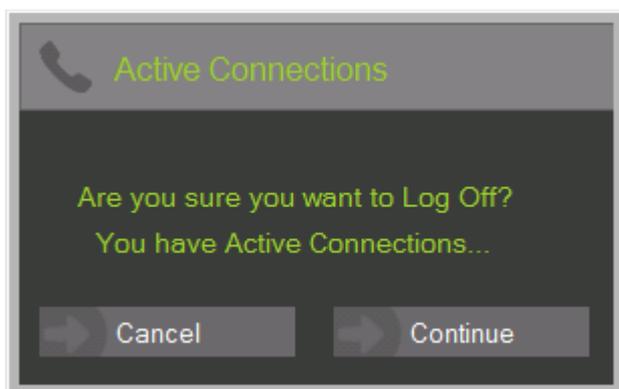
Settings - General
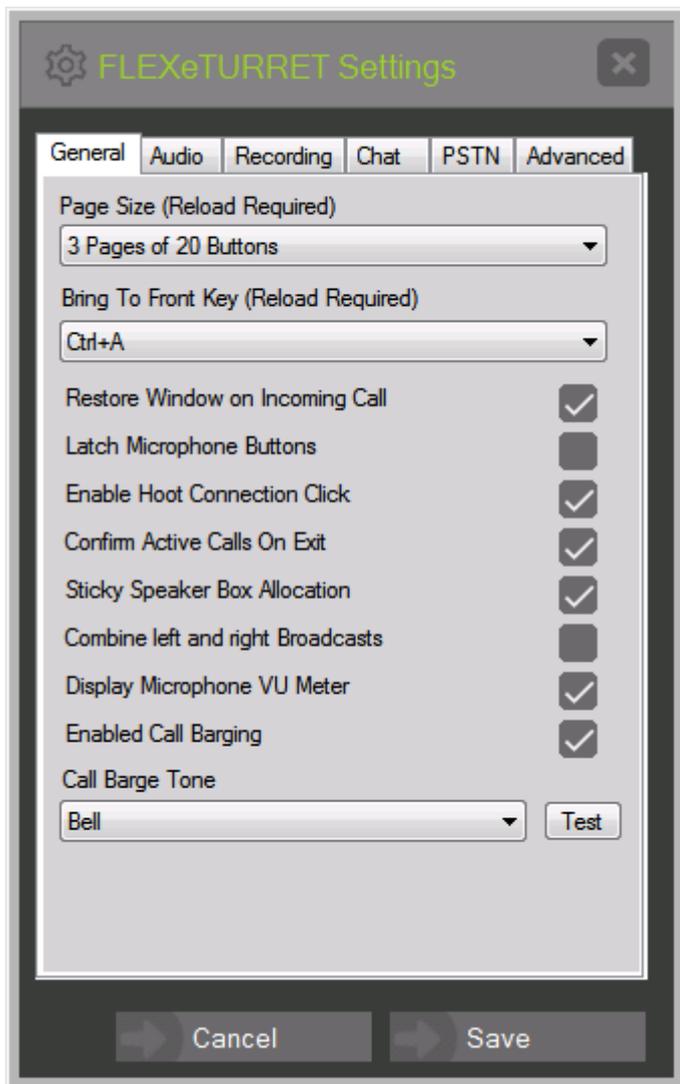
Page Size

The **FLEXeTURRET** can be configured to display connections as either 3 pages of 20, 2 pages of 30 or 1 page of 60 connections. This can be specified with the "Page Size" dropdown which only takes effect after the application has been restarted.

Bring to front key

Use this dropdown box to select the key combination that will be used to bring the **FLEXeTURRET** to the front of the screen when it is hidden by other applications.

Restore Window on Incoming Call

The application can be configured to automatically restore upon incoming calls which means that if it is minimised in the task bar or covered by another application it will jump to the front of the screen when a call is received.

Latch Microphone Buttons

The Speaker Box Microphone buttons can be configured for momentary action or latching mode. With momentary action set, the user clicks down and holds to speak and then releases when finished. In latching mode, the user clicks and releases to speak and then clicks again when finished.

Enable Hoot Connection Click

Hoot connections automatically send the user a comfort click into the Headset Speaker upon connection. This can be disabled by unchecking this option.

Confirm Active Calls on Exit

When this is selected the application will prompt the user to Continue/Cancel when logging off or exiting whilst there are active calls. If it is not selected calls will automatically be dropped upon log off or exit with no warning.

Sticky Speaker Box Allocation
With this option selected, Connections will remember their last Speaker box position and automatically return to the same position each time the connection is boxed assuming that the position is available. If it is not available, it will be assigned to a new position which in turn will be stored as the preferred position for the Connection on the box.

Combine left and right Broadcasts
The FLEXeTURRET consists of independent Left and Right Speaker Box panels each with their own "Broadcast to All" buttons which when clicked allows the user to speak to all of the connections on that particular panel. When ticked either of the Broadcast buttons can be used to talk to both the Left and Right Panels concurrently.

Display Microphone VU Meter
When enabled a Microphone VU meter is displayed at the bottom of the main screen which represents graphically the signal level that is being received through the microphone and if a connection is active sent to the remote party. The VU meter is also a good place to test that your microphone is working.

Enable Call Barging
When ticked any users sharing your ARD connections will be able to "Barge In" and join the call as if in a conference.

Call Barge Tone
This is the tone you will hear when someone barges in on an existing call, you will also see the term "Barged" on the connection button which when hovered over displays who is sharing your line.

Settings - Audio

Headset Microphone

This is used to specify which Microphone device should be used for normal "Unboxed" calls.

Headset Speaker

This is used to specify which Speaker device should be used for normal "Unboxed" calls.

Incoming Ring

This is used to specify which Speaker device should be used for playing the incoming ring tone. It is recommended to use a device that can be heard from a distance as opposed to a headset. **FLEXeNET** can provide a suitable device if you cannot source one yourself.

Box Microphone

This is used to specify which Microphone device should be used for "Boxed" calls. This can be the same as configured for "Unboxed" calls or you may want to specify an alternate device with a goose neck microphone.

Box Speaker

This is used to specify which Speaker device should be used for "Boxed" calls. This can be the same as configured for "Unboxed" calls or you may want to specify a louder speaker that can be heard from a distance.

Voice Detection Sensitivity

When Boxed Connections detect noise from the remote user, they display a thin moving red trail beneath the connection name so that the user can determine which of the remote users are speaking. The sensitivity of this detection can be configured from here.

Settings - Recording
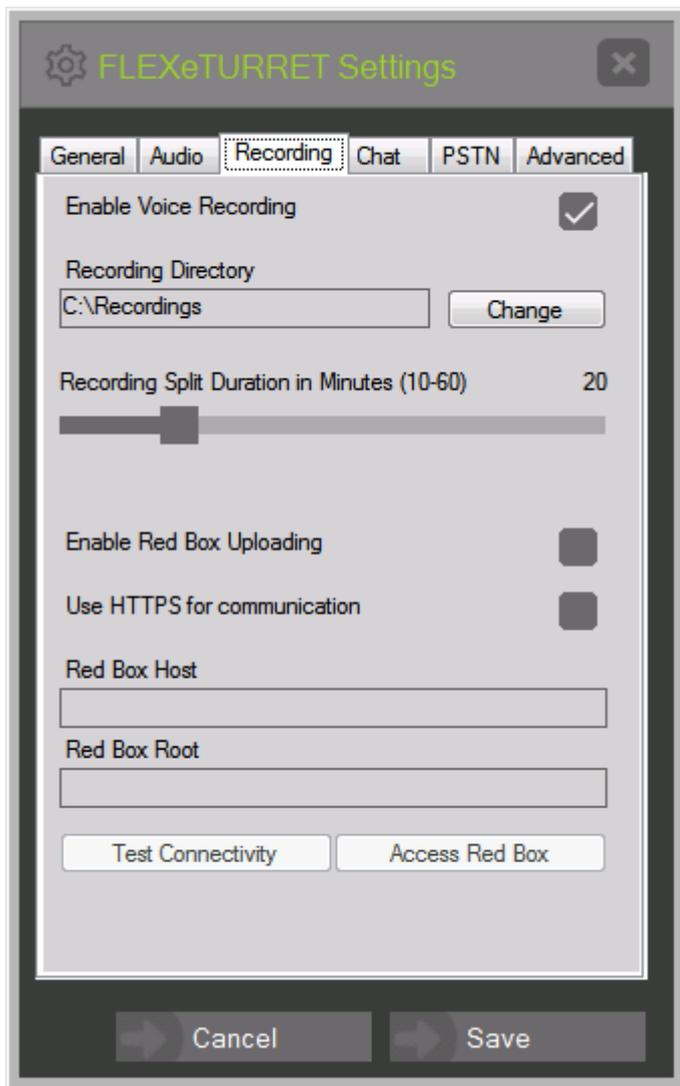
Enable Voice Recording

The **FLEXeTURRET** application can be configured to record all calls to a specified directory with MP3 quality. Calls can then be played back later if necessary. If your Company has a recording policy in place then this can be configured centrally and not overridden by the **FLEXeTURRET** user.

Recording Directory

If recording is enabled, then this is used to specify the destination folder for all voice recordings. It can be configured to your own local hard drive or a shared Network resource such as Dropbox.

Recording Split Duration

Long duration calls can have their recording files split into manageable sized chunks. The split duration setting determines the size of each chunk in minutes.

Enable Red Box Uploading

FLEXeTURRET can be configured to upload voice recording files to a "Red Box Quantify" voice recording server, once uploaded standard Voice Analytics can be used to search for specific words.

Use HTTPS for communication

Depending on how your "Red Box Quantify" server is configured you might access it via your local LAN or via the Internet in which case you will probably want to enable encrypted SSL traffic.

Red Box Host

This is where you enter either the IP address or URL of you "Red Box Quantify" server, if you are using a specific port you will need to include it here as well. For example, "191.175.72.2:8000" or "redbox-mysite.co.uk:8000"

Red Box Root
The configuration of a "Red Box Quantify" voice recording server can optionally include a "Red Box Root", if your box has a root configured you will need to add it here.

Test Connectivity
If you have correctly entered the "Red Box Quantify" information and are connected to the Internet, pressing "Test Connectivity" should return "Test Passed", if you get "Test Failed" the settings provided are incorrect.

Access Red Box
Once correctly configured, pressing "Access Red Box" button will open a browser window and connect you to the "Red Box Quantify" server where remote playback of uploaded recordings can be achieved.
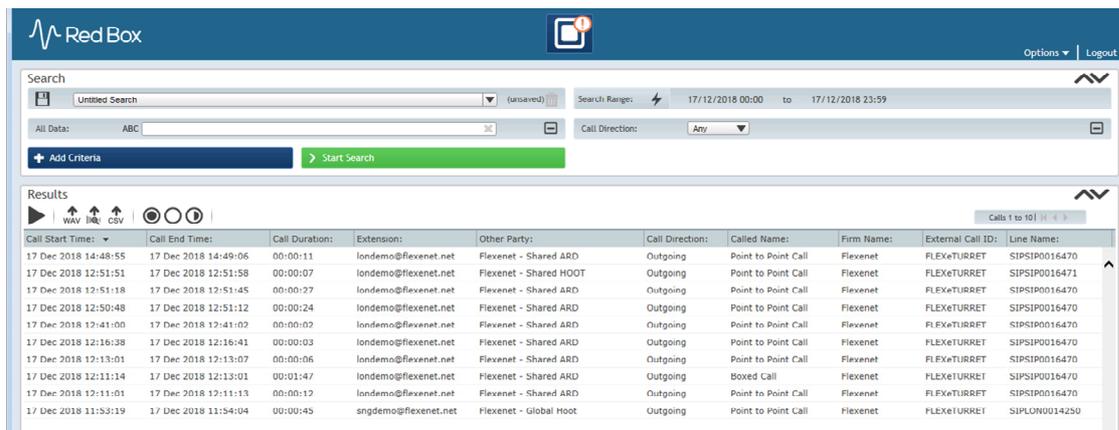

Recording MP3 ID3v2 META Tags
As standard the **FLEXeTURRET** writes to certain **MP3** META tags to allow for easy file identification when searching for recordings, this data can be viewed within Windows Explorer by displaying the following columns

Information	ID3v2 META Tag	Windows Explorer Column
Unique User ID	TCON	Genre
User Email Address	TIT2	Title
Type of Call	TIT3	SubTitle
Button Name	COMM	Comment
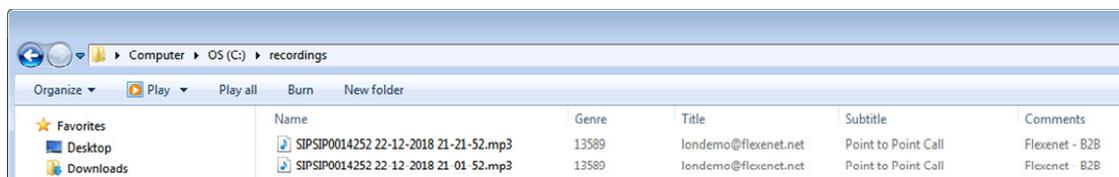
Settings - Chat
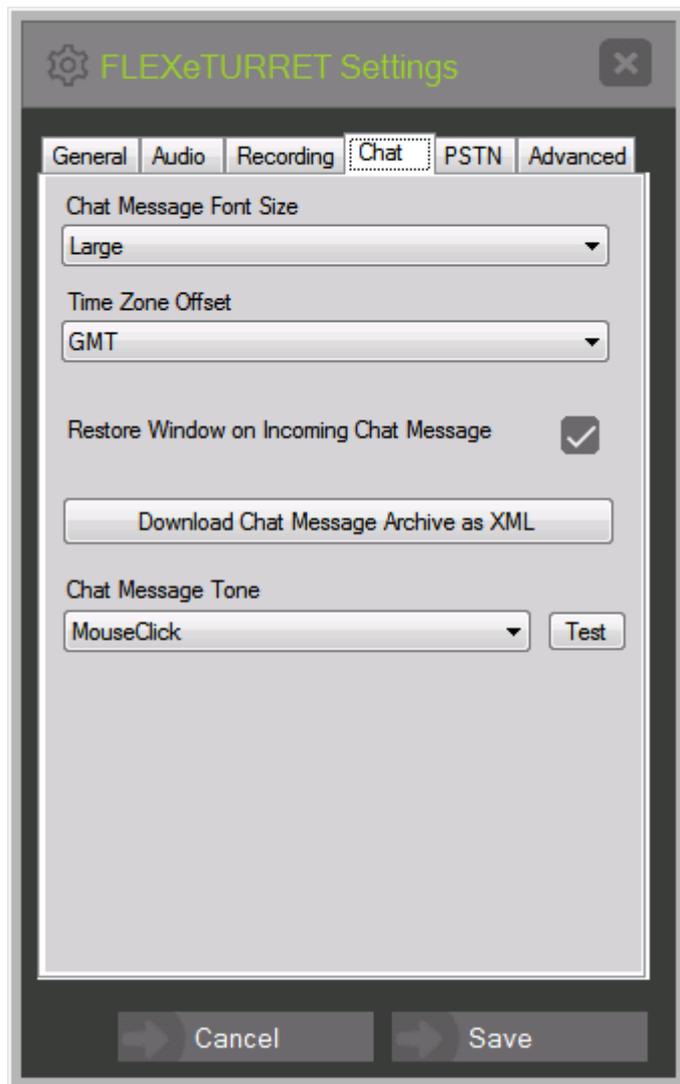
Chat Message Font Size
Use this to change the default font size within the Chat Window

Time Zone Offset
Chat messages are stored centrally as GMT, if you are using the **FLEXeTURRET** in a different time zone you can use this setting skew the message times so that they correspond to your local time.

Restore Window on Incoming Chat Message
When this box is ticked the **FLEXeTURRET** application will jump to the front of the screen when an incoming chat message is received.

Download Chat Message Archive as XML
Clicking this button will open a browser and display all your historical chat messages. These are stored indefinitely.

Chat Message Tone
Here you can configure the tone that you want to hear when a new chat message is received.

Settings - PSTN

FLEXeTURRET PSTN Trunks

You can terminate either "Ring Central" or "SKYPE Connect" SIP PSTN Trunks on the **FLEXeTURRET**, when you register with either of the above you will be given specific settings which you will need to enter once before the line becomes available for use.

- Please note that for "SKYPE Connect" accounts we will need to add some configuration to our core servers before it will be able to receive incoming calls. (Contact information below)

Settings – Advanced
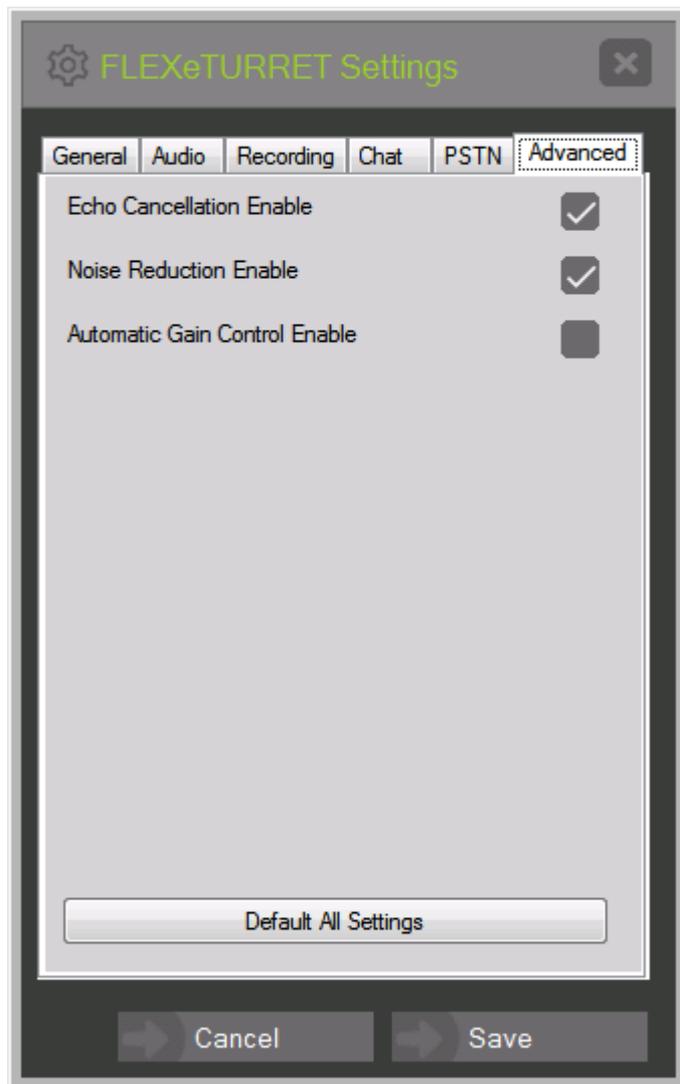
Echo Cancellation Enabled
Echo cancellation is enabled as default but can be disabled if you think it is adversely affecting voice quality

Noise Reduction Enable
Noise Reduction is enabled as default but can be disabled if you think it is adversely affecting voice quality. As the name suggests Noise Reduction works by removing low volume noises from the line.

Automatic Gain Control
Automatic Gain Control is disabled as standard, it can be used to equalize incoming call volumes so that quiet points in a conversation are amplified to bring them to the same level as the rest of the conversation.

Default All Settings
You can click this button to set all "Settings" to their default values as they were after installation.

Connection Types

There are four types of Voice Connection that can be used with the **FLEXeTURRET** which are Automatic Ringdown, Hoot, PSTN or EXTN, there is also a Chat Connection type which can be used to send text messages to other members. You can determine the type of connection that you have by looking at the top right corner of the Connection Panel.

Automatic Ringdown – ARD
An ARD line can be thought of as a regular telephone line where calls are established by ringing the distant end who in turn needs to answer the call before communication can be established. ARD lines are typically point to point between two users and are more commonly used for multiple short calls as opposed to long term "Boxed" communication. The **FLEXeTURRET** can be used for "Boxed ARD" but the user should be aware that if the call drops then they may have to contact the remote party to have the call removed from their box before it can be re-established.

ARD lines can be shared between multiple **FLEXeTURRET** users which means that an incoming call will ring on each users' board either in parallel or as a sequential hunt until it is answered.

Once answered the other users will see that the line is in "REMOTE BUSY" status until the call is completed. At this point and if "Enable Call Barging" is ticked in the answering users **Settings – General** tab you can click to "Barge" into the call and speak in both directions as if in a conference. You should note that as a "Barging" user your call will be automatically ended once the answering user hangs up the line.

If the answering user has had their call "Barged" they will hear a tone according to the "Call Barge Tone" configured in the **Settings - General** tab and will be able to see the word "Barged" on their connection button. Hovering the mouse over this label will display exactly what other users are on the call.
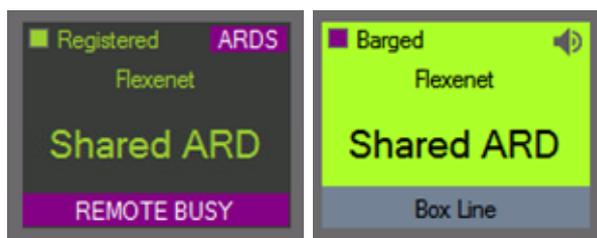
Hoot
Hoot lines by definition have no signalling, they are commonly used in a "Boxed" configuration whereby the user shouts down to gain the attention of the remote party. Hoot lines can be shared between multiple parties and can be thought of as a conference call. Because the **FLEXeTURRET** is an IP device you still have to establish a connection on the line before communication can proceed to the distant end. This is done by clicking on the line which will trigger the FLEXeNET network to automatically answer and establish an audio path to the distant end.
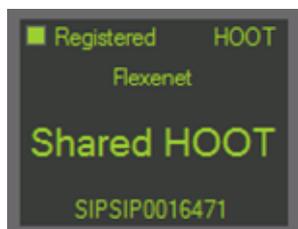
PSTN
You can terminate lines for incoming or outgoing PSTN calls by entering the settings supplied by your SIP trunk provider into the **Settings – PSTN** tab. Currently the FLEXeTURRET can be used with "Ring Central or SKYPE Connect".

Once registered a PSTN line appears on the turret like any other line except when clicked a dial pad appears to allow for call setup.

Calls can be initiated by any of the following methods:

- Direct dialling by adding a number using the mouse or the numeric keypad
- Selecting a Fast Dial contact from one of the 5 buttons on the left
- Selecting a Historical Incoming or Outgoing number from the "Select Historical Number" dropdown
- Selecting a Contact from the "Select Contact" dropdown

Contacts are stored centrally and therefore can be retrieved no matter what computer the user is logged in from.

During a call **DTMF signalling** can be sent to the remote party by typing on the numeric keypad.
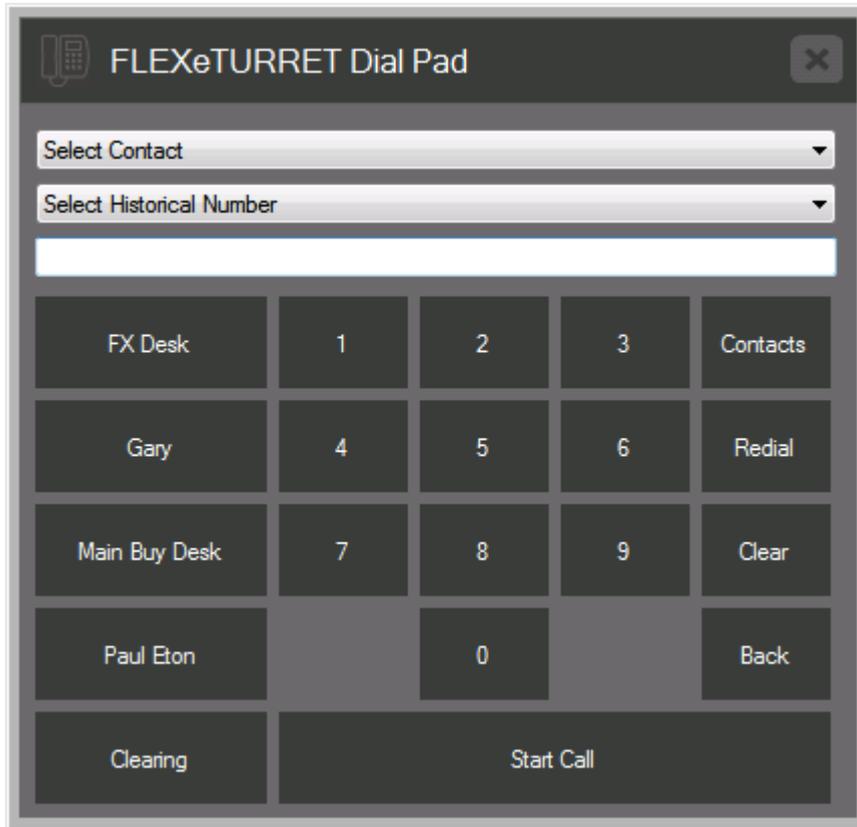

EXTN

An EXTN line is designed to work as an internal extension which can be used to call other **FLEXeTURRET** users within your Company. If an EXTN line is placed in a group along with other users EXTN lines then they are able to call each other simply by clicking on the line and selecting the remote user from the EXTN destination dropdown. There is no limit to the number of users in a group so it could serve as a corporate directory or for smaller groups of people such as a regional sales team. Individual users can have more than one extension in a group allowing for concurrent conversations with other members.
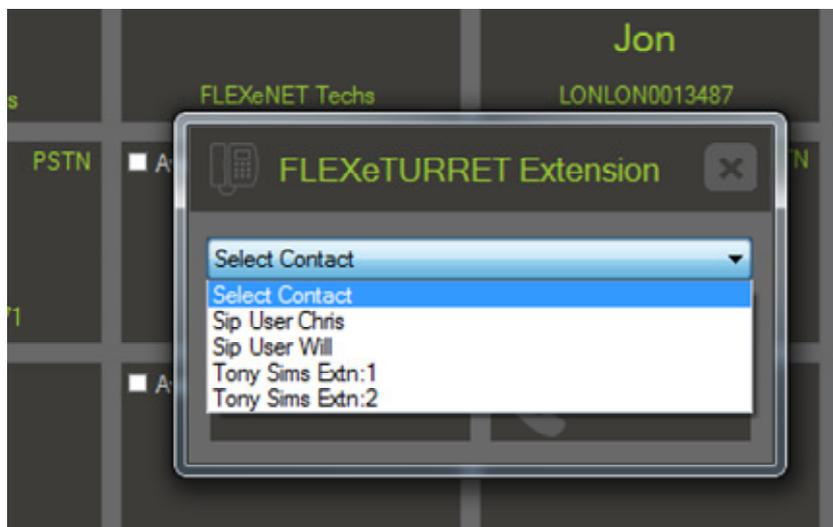
Chat Groups
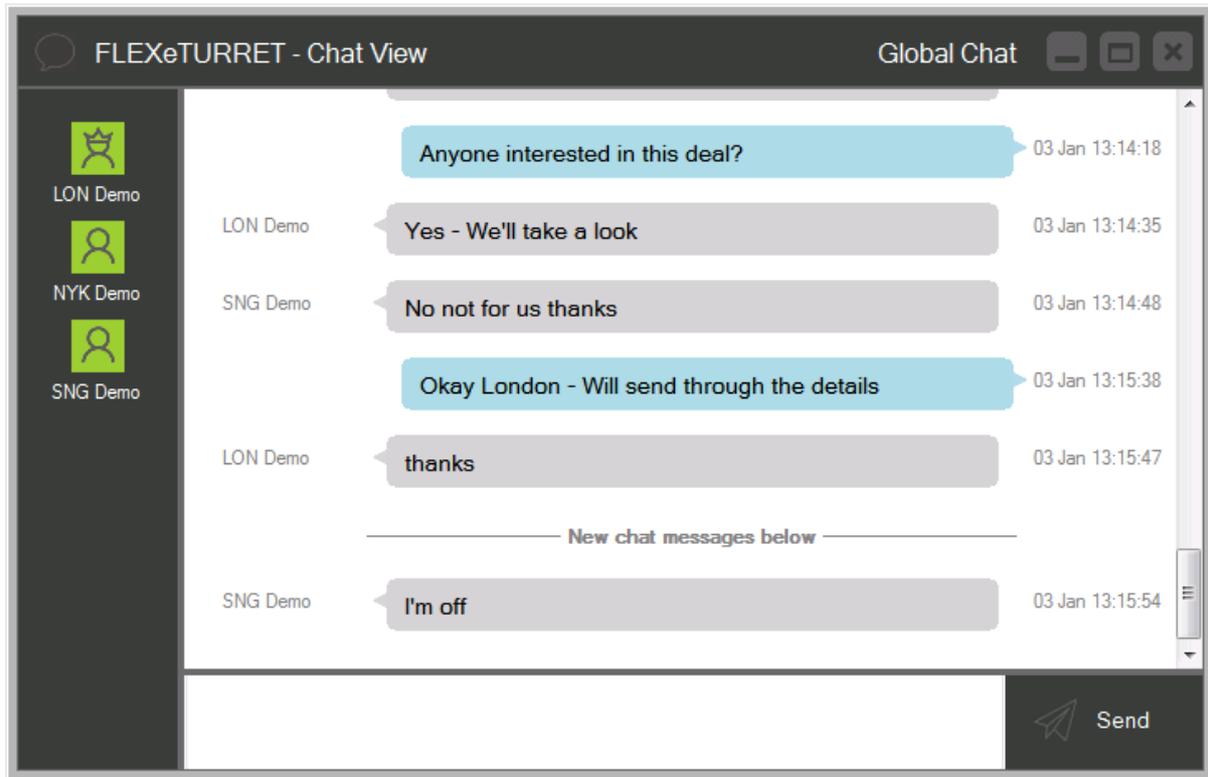
You can use any spare button on the turret for free encrypted chat groups between turret users, anyone can create a group and invite members to join as they like. Once a remote member has accepted a chat request, they can begin messaging between them. Chat messages are archived and can be retrieved by either party at any point in the future.

Moving Connections

Connections can be moved between panels on a page or between pages. To move a connection you need to right click and hold for one second after which the connection panel will appear to jump up and out from the screen, you will now be able to drag and drop it to any other connection panel. If it is dropped on to spare panel it will simply be moved to that location, if it is dropped on to an occupied panel the two connections will exchange places. If a connection is dropped onto one of the page headers at the top of the screen it will be moved to the first available location on that page.

Calls

Initiate an Outgoing Call

To initiate an outgoing call you simply need to click once on the Connection panel, if you are using a Hoot line it should momentarily turn Light Blue followed by Green accompanied by an audible click which indicates that the connection has been established.

If you are using an ARD line, then you should hear a "Comfort Tone" which indicates that the distant end is ringing and waiting to be answered. Once answered the Connection Panel will turn Green and audio communication will be established.

There are several alternatives to the successful call above, you might notice that the tone changes to "Half Ring Tone" which indicates that the call has been rejected by the distant end or the Connection panel might display "Engaged" which indicates that the remote party failed to correctly hang-up after their last call. In this scenario, it is best to communicate with them using an alternate method and ask them to clear the line down.

One other possibility is that you will hear multiple "Comfort Tones" whilst waiting for the remote end to answer. This means that you are hearing a tone generated from the distant end equipment and a tone generated by the **FLEXeTURRET**, if this is the case then you can disable the secondary tone for that connection by Right-Clicking on the Connection Panel and Un Checking the "Enable Comfort Tone" option.

Answer / Reject an Incoming Call

When an incoming call is received the Connection Panel will flash Light Blue and an Audible tone will be heard from the selected "Incoming Ring" device. You can answer the call by clicking once on the Connection Panel or you can reject the call by clicking the "Reject" button.

End an Existing Call

In order to end an existing call it has to have focus which is indicated by the Connection Panel being Green, if the panel is Green then the call can be ended by clicking once on the Connection Panel. If the Connection panel is not Green then the call could be On-Hold or Boxed in which case you will need to click once to restore focus and then again to end the call.

Return to an Existing Call

A call will automatically be placed On-Hold if another call is answered or initiated whilst it is active. When a call is On-Hold the Connection Panel will be Orange. You can return to an On-Hold call by clicking on it once whereupon it will turn Green and be available for use again.

Mute / Un-Mute an Existing Call

You can Mute / Un-Mute the current call by clicking on the speaker icon in the top right corner of the Connection Panel, a muted call will remain Green however the icon will change to show a crossed speaker and you will see a flashing "Mute" label at the bottom of the screen. Whilst muted you will still be able to hear what the remote end are saying but they cannot hear you. This is useful if you want to keep the line open but need to make another call using a different application, such as Skype, for example.

Boxing an Existing Call

An active call can be Boxed either by clicking the "Box Line" button on the bottom of the Connection Panel or by Right-Clicking – Hold for 1 Second – Drag and Drop onto the Speaker Box panel. Once Boxed the Connection panel will turn Violet and the line will appear in the Speaker Box panel. If you have the "Sticky Speaker Box Allocation" enabled the application will automatically send the connection to the same box position as before if it is available, otherwise the connection will be added to the next available box position.

Un-Boxing an Existing Call

Calls can be removed from the Speaker Box in one of two ways. A user can click on the Violet Connection Panel or they can Right Click – Hold for 1 Second – Drag and Drop from the Speaker Box back to the original Connection Panel. If the Boxed Connection is dropped on top of a spare button then it will be removed from the box and the connection will be moved to the new button position.

Speaker Box Panel

The Speaker Box Panel allows for communication with multiple remote parties simultaneously. The **FLEXeTURRET** user is able to hear anything said by any of the boxed users as well as speak to them individually by pressing the appropriate "Mic" button or globally by pressing "Broadcast to All".

In the example below the following communication truth table applies.

	Nothing	**Mic "Tony"**	**Mic "John"**	**Broadcast**
Tony	Rx Only	Tx & Rx	No Audio	Tx Only
John	Rx Only	No Audio	Tx & Rx	Tx Only

1) With no buttons pushed the user will be able to hear Tony & John

2) With Tony's Mic button pushed two-way communication is possible with Tony but nothing with John

3) With John's Mic button pushed two-way communication is possible with John but nothing with Tony

4) With the Broadcast button pushed Tony & John can hear the User but the user cannot hear them

Firewall Ports / Encryption / NAT / Proxy

The **FLEXeTURRET** application uses a limited number of ports to maximize the chances of it traversing your local NAT/Firewall. All inventory and call log information is communicated with the FLEXeNET Network using HTTPS port 443, Secure SIP signalling for all calls is carried over a single ephemeral port using TLS over TCP, Encrypted Media is carried over additional ephemeral ports using SRTP over UDP with unique ports allocated to each connection to ensure media separation. Ephemeral ports are allocated to users in unique blocks of 100 within the range 49200 - 65400 to guarantee there is no overlap when multiple users are on the same LAN. Upon initiation, the **FLEXeTURRET** scans through its allocated ephemeral port range looking for unused ports which it then allocates to the users Connections. Once ports have been allocated TCP hole punching is used in combination with TCP / TLS keepalives to establish a secure communication link in the outbound direction towards the Flexenet Network which is configured to re-use existing connections when communicating in the reverse direction.

Destination Ports Required
TCP Port 443 to 213.152.225.62
TCP Port 443 to 158.69.243.235

United Kingdom SBC
TCP Port 5061 to 209.249.196.172
UDP Port 20000 – 30000 to 209.249.196.172

United States SBC
TCP Port 5061 to 72.28.127.50
UDP Port 20000 – 30000 to 72.28.127.50

Singapore SBC
TCP Port 5061 to 218.185.242.75
UDP Port 20000 – 30000 to 218.185.242.75

Proxy

If you are using a Proxy server please make sure that the following pages can be accessed directly

https://secure.flexenet.net/SoftTurretXML80.aspx

https://secure.flexenet.net/login2.aspx

Voice Recording

Voice recording can be Enabled / Disabled from within the Settings Dialog, you can also specify a destination folder for your recording files and a "Split Duration" which is the maximum period of recording time before a new file is created. Recording are stored in MP3 format to minimise the amount of disk space required.

Recording settings can be controlled centrally by Flexenet if you have a corporate policy enforcing a specific recording configuration.

Recordings can be replayed via the "Recordings dialog" which allows for calls to be filtered by Connection Id, Connection Name or Month Start date.

Individual recording files are generated for each specific connection on a per call basis, new files are generated as connections are moved on or off the Speaker Box or removed from hold. A new file will also be generated when the split duration timer expires as described above. For this reason, each call can consist of multiple recording files.

Connection Customization

Individual connections can be customized by Right Clicking on the respective Connection Panel which displays the following "Connection Settings Dialog". The panel will differ slightly depending on if you are customizing an ARD or HOOT line. Each of the settings are stored centrally and therefore are retained if you log on from two different locations.
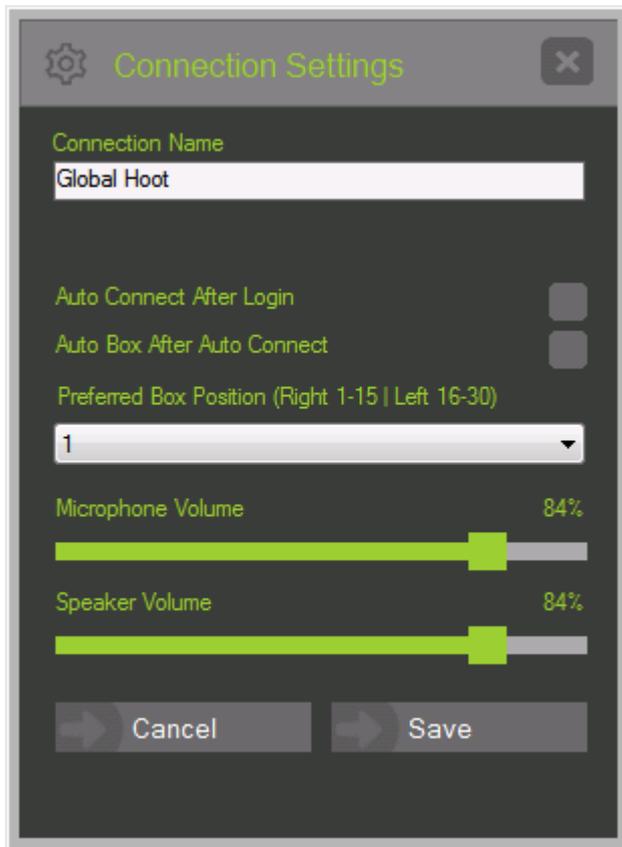
Volume Control – Hoot & ARD
Connection volume can easily be customized for both the Microphone and Speaker by using the sliders. Volume is adjusted in real time so that you can make sure you are happy before clicking Save. If you click Cancel the volume will return to how it was before the adjustment was made.

Automatic Connection – Hoot Only
Hoot lines can be configured to automatically connect upon application start up. This will happen 2 seconds after all the connections have been successfully registered. If for any reason some lines do not register then automatic connection will not operate.

Automatic Boxing – Hoot Only
Hoot lines can be configured to automatically add to the Speaker Box after they are connected. When used in combination with automatic connection lines can be set to connect and box when the application is started.

Custom Names – Hoot & ARD

Connections can be given a custom name of your choice which is then displayed with the connection panel and/or Speaker Box panel. The custom name field is limited to 20 characters.

Enable Comfort Tone – ARD Only

The **FLEXeTURRET** generates its own comfort tone to inform the local user that the remote end of an ARD connection is ringing. If the remote equipment can generate its own comfort tone it is possible that two concurrent tones will be heard whilst waiting for the remote end to answer. If this is the case, you can un-check the "Enable Comfort tone" setting which appears in the connection settings dialog of ARD Connections.

Preferred Box

You can use this dropdown to select the preferred box position for any connection, 1-15 on the right box panel and 16-30 on the left. This position will be used when a connection is boxed if the position is not already in use by another connection in which case a spare location will be selected and the preferred box position will be updated.

Function Keys

The **FLEXeTURRET** can be configured to work with keyboard function keys for fast access to commonly used features.

Alt + F1	Display Connection Page 1
Alt + F2	Display Connection Page 2
Alt + F3	Display Connection Page 3
F1 - F15	Right Box Panel Mic Buttons
Shift F1 – F15	Left Box Panel Mic Buttons
Left Control	Left Box Panel Broadcast
Right Control	Right Box Panel Broadcast

Ctrl + Shift or **Ctrl + Alt** or **Ctrl + Space**   Bring **FLEXeTURRET** to the foreground (Configured with Settings)

Connection Requests

New Connections can be ordered by completing the "Request Dialog", this will trigger an alert to the FLEXeNET Sales team who will liaise with the remote end to get you connected as soon as possible.

Fault Reporting

FLEXeNET Technical support can be reached via our Customer Service Centre on the following numbers:

United Kingdom **+44 (0) 844 567 5677**
United States **+1 (917) 831 4606**
Singapore **+65 3163 6809**
Hong Kong **+852 5808 2617**

Or email via:
TechnicalSupport@Flexenet.net