



Installation Guide

Project Management

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(after installation)	

Installation Guide

Your new solution integrates and optimizes with the best-in-class cloud-based technologies and business applications to deliver a comprehensive voice, video, and collaboration service for the office and mobile workforce.

We are committed to delivering meaningful value to our customers through consistent, high quality and unified user experience across multiple devices, platforms, and operating systems.

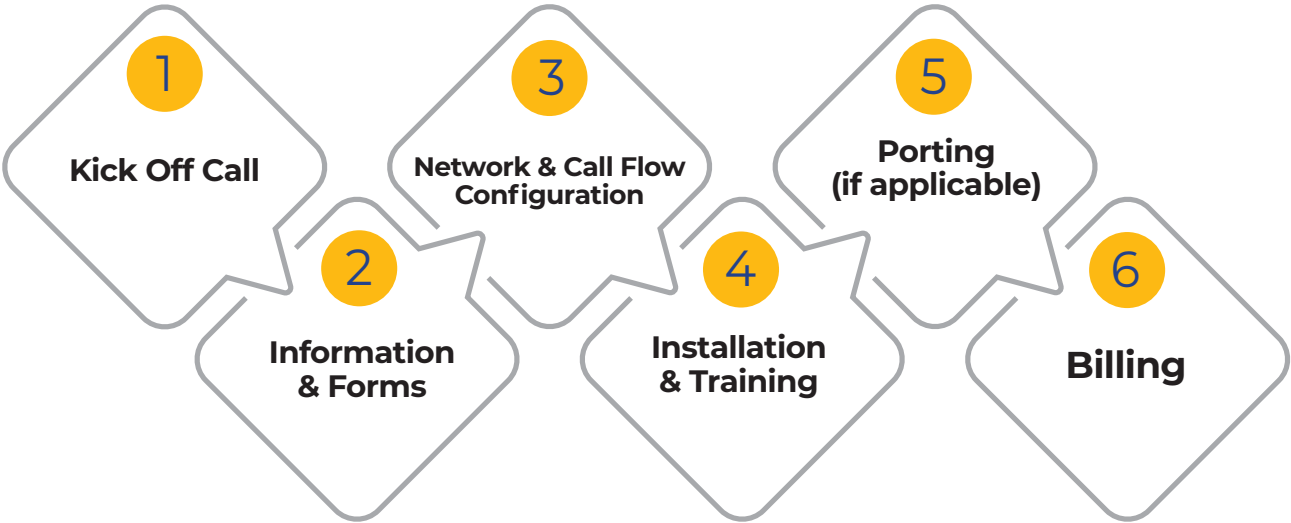
This document will serve as a guide for the implementation process and answer many common questions about how your solution will be installed.

We highly recommend communicating directly with the assigned project manager during the installation process.

Project Management

We have assigned tentative ETAs for many of the tasks to ensure that this process stays on schedule and we have your service up and running as quickly and smoothly as possible. We will update you regularly with any

upcoming events, schedule changes, or outstanding issues. The timetable is a tentative schedule, and the time frames may change slightly as the implementation process is executed.



WEEK 1

**All information above must be complete to move on to next tasks.

1	Implementation Kick-off/Introduction Conference Call	IPFONE
2	User list, Internet Access, LNP and LOA forms sent to the customer (if applicable)	IPFONE
3	Internet Access, Address confirmation and DMARC location (if applicable)	CUSTOMER
4	User list,, LNP and LOA forms completed and return to IPFone (if applicable)	CUSTOMER
5	Last Invoice from current provider (if applicable)	CUSTOMER
6	Call Flow information sent or Conference Call	IPFONE

WEEK 2

**All information above must be complete to move on to next tasks.

1	Internet Access submission	IPFONE
2	Hardware ordering to distribution	IPFONE
3	Temporary Numbers order (if applies)	IPFONE
4	LNP and LOA submission	IPFONE
5	Customer Network information review with Project Manager (conference call)	IPFONE

WEEK 3

**All information above must be complete to move on to next tasks.

1	Call flow information and review with Project Manager	IPFONE
2	Hardware configuration	IPFONE
3	Users provisioning	IPFONE
4	LNP Porting Date (estimated date)	IPFONE
5	Installation Date coordination (estimated date)	IPFONE
6	Personalize Training (estimated date)	IPFONE

WEEK 4

1	Internet Access installation and activation (up to 180 days)	IPFONE
2	Installation	IPFONE
3	LNP Completion	IPFONE
4	Personalize Training Completion	IPFONE
5	Billing update	IPFONE

General Requirements

Network and Hardware Requirements

Below are our cabling recommendations. The following items will be discussed during the implementation conference call. Please read over prior to the meeting to ensure all requirements are met.

- IP Phones utilize the exact same cabling infrastructure as a typical up-to-date data network. We recommend wired networks for a better voice experience.
- Only one cable drop is needed for each desk/phone location, including locations like a kitchen where only a phone will be.
- Computers and phones can share a single data connection.
- Using the shared data cabling infrastructure, we may separate the voice and data platforms through the use of VLANs (Virtual LANs). This will be configured on the switching and routing devices.
- If you are using Power over Ethernet (POE) for your phones, they must be plugged directly into the wall port. This will allow the switch to sense the need to push power to the phones.
- If you need a site survey or are interested in professional services to ensure all requirements are met, please ask your implementation project manager.

Webex Requirements

Review these system requirements to verify that you can use Webex App on your computer, mobile device, or web browser. [Click here for the latest version.](#)

QoS Gateway Requirements

Quality of Service (QoS) devices are always recommended to prioritize voice bandwidth over computers and other network traffic. More information about our QoS device and how to be installed on your network will be discussed during the implementation conference call. The QoS device is also recommended for advanced features such as Busy Lamp Field (BLF) and others.

QoS Gateway Requirements

The following items will be discussed during the implementation conference call. Before the meeting, please read over to ensure all requirements are met (if the internet was ordered). These items are reviewed during the installation (BIC) survey.

- Dedicated Power
- Plywood board

3rd Party Internet Connection Requirements

Your 3rd party internet must support other business network activities such as computer usage, which varies. Each VoIP call typically requires 100 kbps up/down available. Bandwidth quality is also taken into consideration, including Jitter, Packet Loss, and Latency.

If you use Cable/Coax Internet, the best configuration is with it bridged to a stand-alone modem. Some providers refer to this as IP-Passthrough. These items will be discussed during the implementation conference call, and a speed bandwidth test may be necessary.

General Requirements

Project Management - Step by Step

- 1.** Kick-Off Call with Project Manager. This is the first step to implementing your new system. The call generally lasts 30 minutes and introduces you to the implementation spreadsheet/workbook and timeline.
- 2.** Provide the completed Implementation Workbook. The Implementation Project Manager will send the Excel spreadsheet/workbook. This workbook is critical and must be completed in order for us to move forward with your project. This Excel document includes a users list, phone numbers, call flow, and network. The Customer will need to complete the entire workbook to ensure a smooth installation.
- 3.** Current Invoice. Customers must provide a copy of the most recent phone bill from their current carrier(s) for all the numbers being transferred/porting. We use the bill to verify the Letter of Authorization to port the numbers. The bill must display toll-free numbers that need to be ported.
- 4.** Provide a signed Letter of Authorization (LOA). The LOA is a required document that authorizes us as your provider to manage the port/transfer of phone numbers from the current carrier. The document will include all local numbers to be ported. Toll-free numbers require a separate LOA also to be completed to transfer toll-free numbers
- 5.** Configure Network for Voice Install. Our engineers will discuss and provide you with a network proposal and VLAN requirements for setup (if needed).
- 6.** Establish desired Call Flow. We will establish user accounts and call flow in the voice portal by referencing the completed Implementation Workbook. Any greeting, including Auto Attendant script(s), must be recorded by the customer (or by a third party) before or during the installation to prevent porting and installation delays.

Microsoft Teams Implementation

For Microsoft Teams PSTN integration, the process and workflow is quite different. The following items will be discussed during the MS Teams integration conference call with your PM. Please read over prior to the meeting:

- Microsoft 365 Licensing
- Managed services and access to Microsoft Teams
- Numbers and porting
- UserList and services
- Service and features requirements
- Professional services (if applicable)

Implementation FAQs

What does “Porting” mean?

Local Number Portability, aka “porting,” as defined in the Telecommunications Act of 1996, is “the ability of users of telecommunications services to retain, at the same location, existing telecommunications numbers without impairment of quality, reliability, or convenience when switching from one telecommunications carrier to another.”

What are the mandatory items you need from us before the porting process begins?

- A list of numbers to port to your provider.
- A current phone bill is no older than 30 days.
- A signed Letter of Authorization (LOA).

What phone number(s) should we port?

We can port any telephone number that resides with your local exchange carrier if it is within our footprint of Service. Generally, businesses request to keep any phone number that is published (i.e., the main business number, toll-free numbers, important direct dial numbers, etc.).

Can we port a toll-free 800, 888, 877, 866, 855 number?

Yes, toll-free numbers are possible to port. Typically, Toll-Free numbers take 5-8 business days to port.

Can we port the fax line/s?

Yes - the number will port. Make sure the number is assigned to one of our fax solutions.

What if we have a contract with our current Service Provider?

Please contact your current service provider to discuss the termination agreement before porting number(s).

How long does it take to port numbers?

Porting intervals vary depending on the carrier. Typically porting takes up to 10 business days if all the customer information on the LOA submitted to the carrier matches their records.

Is there a specific time that the number(s) port on the FOC date?

We do porting between 8 am to 5 pm EST. Your Implementation Project Manager will discuss this with you prior to the numbers porting, and we will schedule the porting accordingly.

Is it possible to cancel or move the port date after the FOC is received?

Yes. However, we strongly advise against moving the FOC date as the cancellation or change of date prior to the FOC date could result in a loss of phone service. A \$250 fee will be incurred if a porting date is required.

Can we request a port date on holiday or on weekends?

No, it is not possible to port numbers on Holidays or weekends. Ports must take place during standard business hours. If you have a time preference, please consult your Project Manager to discuss it.

After the numbers port, will we need to call our old current provider and make any changes/cancel account?

We recommend that you contact your Previous Phone Service Provider two days after the port to ensure that the company will not be billed for the ported numbers that were ported or for the remaining services not needed.

Is it possible to get a block of new numbers?

Yes, we can provide your business with new numbers in any location within our Footprint of Service. You are not limited to your location. For example, if you are located in PA, you can get California numbers. Also, unlike most carriers, you can get any amount you wish, rather than just blocks of ten. Be aware of fees for unassigned numbers.

Implementation FAQs

How long does it take to get new numbers?

There is a 3-5 business day turnaround for new numbers. However, certain area codes may be back-ordered, extending the estimated time of arrival.

What training can I expect during and after the implementation process?

There are many resources for unified communications training. We have an online knowledge base of training and support content that will equip you with the tools you need to learn about our best-in-class cloud services, including a training calendar for on-demand training, self-paced training, and user guides. We also offer customized end-user phone training to provide an overview of phone functionality, administrator portal training, and many feature training webinars for enterprise users. Your Implementation Project Manager will be able to arrange training for you with a corporate trainer.

Can I integrate a Paging System or Door Opener?

Although we do not typically install paging systems, we have methods to connect your new system to existing paging systems. The scope of this connection is included within your installation process. Please discuss this with your project manager if you desire to incorporate your existing speaker system. Additionally, charges may apply.

Do you offer Internet services?

We offer a range of access solutions for businesses ranging from Business Internet to Dedicated Internet connections, from 10Mbps to 10Gb. We work closely with you to coordinate installation and support your connectivity. Our solutions are designed for the advanced video, voice, and data needs of today's enterprise business.

Are there any additional Fees or Charges during the installation process?

Here are the list fees or charges that may apply:

- Porting Rescheduled \$250
- Tech Dispatch - \$150 for the first hour and \$80 thereafter.
- Customer's Network Configuration \$150 for the first hour and \$80 thereafter.
- Door opener and/or overhead speakers - TBD
- Cabling (if needed) - TBD
- DMAR and/or Fiber Extensions - TBD
- Missing Appointment \$150
- After hour installation (Mon-Fri after 5 pm) 2x Tech Dispatch
- Weekend installation (Sat) 2x Tech Dispatch
- Expedite Installation - TBD
- Domestic Shipping TBD
- International Shipping Not Available

Resources - Support Options (after installation)

Ways to open tickets

- Calling 866-573-5300 x3
- Emailing support@ipfone.com
- Billcenter Portal
<https://billcenter.ipfone.com/>
- Chat at www.ipfone.com
- Website
<https://www.ipfone.com/submit-ticket/>
- Learning Center
<https://learningcenter.ipfone.com/en>