

VOIP2320

Installation Process Overview

Welcome! We wish to make your VOIP2320 Hosted PBX installation process smooth and trouble free. Please familiarize yourself with this document, which will outline the installation process.

Contacts: Please designate one person as your project coordinator. VOIP2320 will assign a project coordinator to manage the project. All project decisions will be coordinated through or copied to VOIP2320's designated project manager.

Installation Process The following events will occur during the installation process. We will require your active and timely participation in this effort. All of the data gathering forms to be completed are found at:

[Hosted PBX Installation Process](#) (click on **Installation** page)

Please click on each link in steps 1, 2, 3 and 4 and complete the forms.

We cannot program your new system until you have completed all these steps.

1. **Site Survey** – You are required to fill out a site survey for each physical location where phones will be located.
[Site Survey Form](#)
This is for establishing the 911 emergency service street addresses and documenting your LAN/Internet connectivity. You may need assistance from your LAN administrator to answer the technical questions. A person at each physical site must also complete a **VOIP Quality Test** by clicking here: [VOIP Quality Test](#)
2. **Number Porting** – If you wish to port your existing phone numbers to VOIP2320, you must fax or scan in and email to us a Letter of Agency (LOA) form and send us your most recent phone bills from your current carriers, in the entirety. The phone numbers you wish to port must be visible somewhere on the phone bill. The LOA form is attachment A below or you can click this link: [LOA Form](#)
3. **Provisioning Spreadsheet:** Please download and complete a provisioning spreadsheet form at the implementation website [Extension List Worksheet](#) This form lets you designate the phone number or extension designated for each employee, their name, location and email. Please note: this process sometimes causes changes to the quantities of seats and phone numbers in the original price quote. The final installation and monthly charges will be adjusted accordingly at the quoted prices.
4. **Auto Attendant Design** – If you have purchased an Auto Attendant, please complete the Auto Attendant design form in the implementation website [Auto Attendant Designer](#)
A description of the auto-attendant capabilities is shown below.
5. **Physical Installation and Service Turn up** Equipment will be shipped by fed-ex or UPS, upon receipt of your signed order, to the locations that you designate. If you have purchased a Call Quality Manager (Edgewater router), this device must first be installed. This device will be preprogrammed using an IP address that you designate. After the Call Quality Manager is installed, you must unpack the phones and install them on each desk. The phones will Auto Provision and start working when the boot up has completed. The phones must have Internet Access and be allowed 3 minutes to boot up before using.
6. **End User Training** – End user training and orientation lasting approximately one hour will be conducted via conference and desktop sharing.

Attachments

- A Letter of Agency**
- B Auto Attendant Instructions**
- C Call Quality Manager Installation**

Attachment A

Letter of Agency

A Letter of Agency (LOA) must be completed by the end-user and supplied to VOIP2320 upon request. The LOA must contain the name and current service address of the end-user and the numbers that will be ported to VOIP2320 from the end-user's current carrier. The LOA used must comply with FCC regulations and must be dated and signed by the end-user or a person who has the authority to act as a legal agent.

Dear Customer,

Thank you for choosing VOIP2320 as your network carrier. As you are aware, you may continue to use your existing telephone number with VOIP2320. In order to transition your current telephone number to the VOIP2320, **VOIP2320** must work with your previous service provider to ensure that your service is uninterrupted, and where applicable, to ensure that your number is transferred.

Your prior service provider requires this letter as proof that you have explicitly authorized and requested that your service and current telephone number be transferred to another service provider. By filling in all the information requested below and signing and dating this letter, you provide us with the authorization to initiate the process of transferring your service and telephone number to VOIP2320. You will then be able to use your old number with VOIP2320

Please ensure the following information is completed accurately to prevent possible delays.

End-User Name (Business or Residential): _____

Person authorized to make this request if a business: _____

Service Street Address: _____ Suite or Apartment No: _____

City: _____ State: _____ ZIP Code: _____

Current Service Provider: _____

*Note that all Telephone Numbers listed below must be associated with this Name.

Beginning Range TN	End Range TN	Billing (main acct) TN for porting TNs

PLEASE REMOVE ANY FEATURES (i.e., Hunt Group) ASSOCIATED WITH THESE NUMBERS PRIOR TO SUBMITTING THIS LOA. ADDITIONALLY, PLEASE DO NOT PLACE ANY NEW SERVICE ORDERS OR DISCONNECTS WITH YOUR CURRENT SERVICE PROVIDER ON THIS ACCOUNT, AS THIS WILL CAUSE A DELAY IN PORTING YOUR NUMBERS.

If you wish to select VOIP2320 as your new service provider for the telephone number listed on this form, you will need to sign your initials on the THREE (3) lines below, as applicable:

I select _____ (initials) VOIP2320 as the network carrier for all **local calls** for this number.

I select _____ (initials) VOIP2320 as the network carrier for all **intrastate toll calls** for this number.

I select _____ (initials) VOIP2320 as the network carrier for all **interstate toll and international calls** for this number.

If you want to receive service on the VOIP2320 network, you will need to select VOIP2320 in ALL THREE (3) spaces above. You may not have more than one carrier for each TYPE of service above.

By signing below, I designate VOIP2320 to transfer my service from my current provider to VOIP2320. By signing below, I also authorize VOIP2320 to transfer my current telephone number used to provide service so that VOIP2320 may provide its network service to me. By signing below, I also authorize VOIP2320 to obtain billing information, customer service records, and other information required to provide me with service on the VOIP2320 network. I understand that I may consult with VOIP2320 as to whether a fee will apply to the change.

Printed End-User Name: _____ Date: _____

Signature: _____

Please sign and date, then e-mail a properly named digital version of this form to: support@voip2320.com
or **fax it to 1-303-557-9025.**

Auto-Attendant Planning Instructions

Your auto attendant is the most important function in your Hosted PBX. It determines how calls will be answered and the voice prompts associated with your menu choices. You will need to plan how your auto attendant will work. Complete the auto-attendant design at <http://www.voip2320.com/index-4InstallationSteps.html>

Menus

You may have one main auto attendant menu or multiple auto-attendant menus that cascade to each other. For example: you may need to setup separate menus based on location, such as West Coast, East Coast, based on department, i.e. Software Sales, Technical Support etc, or by language, i.e. English, Spanish etc. There is no limit on how many menus, or levels, your PBX may have, however there is additional cost per month for each auto attendant. Please use the attached worksheet to plan your menu options. You may make as many copies of the menu forms as needed to complete your Virtual PBX. Fill in the number of the menu in the blank space provided, and check the box next to the action that you would like to take place.

Recording the Menus

As part of our implementation, VOIP2320 will record the menus for you in English. Other languages will incur professional service fees. If you wish to use your own voice, you may simply call your voicemail and record it there. The file will be emailed to you if you are set up for voicemail to email service and you can forward it on to support@voip2320.com. For higher quality sound, you may use Windows Recorder or another program or professional service. Save the file as CCITT u-Law or A-Law 8.000 kHz 8 bit Mono .WAV file type. Your recorded wave files or music on hold cannot be larger than 1.95MB in size or the Hosted Phone System will not accept it.

Holiday and Business Hours

Each greeting has an alternate message and action for business hours or holidays. For example, after business hours, you may want to go directly to voicemail or forward calls to a call center or West Coast office that stays open later. If you require different greetings, you must specify the alternate greetings and the business hours and holidays you wish to implement.

Extensions

Extensions can be dialed at any time within the Virtual PBX to send the caller directly to the desired person or group. Extensions are 7 digits long, all extensions within a Virtual PBX must be the same length. An extension can go to a user, a hunt group or a voice mailbox. All end users have an extension. End users may also have a direct dial phone number that can be called from outside without passing through the auto-attendant, but this is optional.

Company Directory

The auto attendant typically provides callers an option to listen to a company directory or dial by name, for example, the first three letters of the first or last name. Individuals may be removed from the directory so that callers may not directly call their lines. You may wish to prevent outside callers to call your company President or individual technical support representatives.

Voice Mail

Each extension has the option to have a voice mail box. Voice mail may be listened to directly from the telephone (a voicemail indicator light will illuminate), or the user may remotely dial into his/her voice mail box. Voice mails may be also delivered to an email address as a .wav file so that they can be listened to anywhere your email is accessible (requires sound card and speakers on the PC). You must provide us with the email addresses associated with each extension.

Company Voicemail: You may have your voicemail sent to a "master" voicemail address called the Company Voicemail. This would be used as a global voice mailbox that a group of individuals are responsible for checking. In this way you do not rely on one individual to respond to voicemail.

Music on Hold

When a caller is put on hold, music will play to the caller to let them know they are on hold. The auto attendant comes with default music, however you have the ability to play customized music- on-hold, containing your advertising messages or product information. VOIP2320 does not provide music-on-hold recording services, however there are many services available and they may be found by simply googling **music on hold recording service**. Once you have recorded your music on hold, email the audio file (.WAV format) to **support@voip2320.com**

Call Center Option

VOIP2320 provides an optional Call Center software capability which provides call queuing and routing features. Call center representatives “log in” or “log out” of a queue. By using your touch-tone phone, you may activate or remove an extension from the queue. For example: if there are multiple representatives answering your sales calls, but work different hours or in different physical locations, they may log in and out of the system by using their phone, thus providing you with more coverage in varying time zones. The call center option provides statistical reports on the call activity. Feel free to contact support for more information on setting this up.

Call Recording

Will you want to record your calls for quality assurance, training, and/or purchase verification? We offer call recording which records all of your calls and makes them available on our website. Additional fees apply for this service. For more information regarding this feature, please contact: sales@voip2320.com

Hunt Groups

Hunt Groups are a vital part of your PBX. They define how incoming calls will be distributed between groups of users. A combination of extensions can be used to create hunt groups. A hunt group consists of more than one extension number and is able to try each extension in succession until the call is answered, goes to voice mail, or is sent to another number or hunt group. For example, you may wish to create a hunt group for your sales personnel so that any sales person may answer the sales line. There is no limit as to how many phone numbers the hunt group can “roll through.” Hunt groups may be set up for simultaneous ring or sequential ring. You must fill out a hunt group order form for each hunt group.

You can have many Hunt Groups and a single phone can be a part of several Hunts groups for example:

The Department Sales has three users

Paul x5551111, Hank x5551112, and Sasha x5551113

The Department Service has 5 users

Paul x5551111, Sasha x5551113 Peter x5551114, Malcolm x5551115, and Hussein x5551116

Notice that both Sales and Service has 2 users in common.

Hunt groups can distribute call 4 different ways based on your company needs.

Without a Hunt Group incoming calls would normally go to each person individually but in the example above you would like anyone in sales to answer your incoming calls. You can set up the group behavior so that:

- ❖ Linear Ringing - All phones ring serially one at a time starting with the first number in the group - you can specify the number of rings per phone before the rollover occurs. If a line becomes available during a rollover and it is higher in the group it will not be rung again. Once all phones have been rung the call leaves the Hunt Group to either a forwarding number [you select] or a general sales VM.
- ❖ Simultaneous Ringing- All users phones ring at the same time and whoever picks up first wins. The user answering will not be able to answer another call if occupied. You cannot put the call on hold and answer another. After all phones have been rung the call leaves the Hunt Group to either a forwarding number [you select] or a general sales VM.
- ❖ Circular Ringing - Calls roll over to the next available number starting with the first available number. In this case the rollover does not have to start with the first line. For example; if line 101 is busy but then becomes available during the rollover it will ring even though it is higher in the group. This is what makes circular different than Linear. After all phones have been rung the call leaves the Hunt Group to either a forwarding number [you select] or a general sales VM.
- ❖ Uniform Ringing – Calls are distributed based on number of calls received. This option will load balance the group so one user does not get all the calls. After all phones have been rung (x) times the call leaves the Hunt Group to either a forwarding number [you select] or a general sales VM.

Attachment C

Setting up the Edgemarc Router

a. Introduction to the Edgemarc Router

90% of problems with VOIP phone systems occur in the last mile of the network. VOIP2320 provides a business-class managed service that allows VOIP2320 to prevent, or diagnose and fix problems with your phone system. The phone system is core infrastructure to your business and it needs a professional solution. The VOIP2320 Solution:



VOIP2320 installs call Quality management devices from Edgewater Networks at every site where there is a concentration of phones. The device allows VOIP2320 to prioritize voice packets, remotely manage your phones and remotely alert and troubleshoot problems when they occur. Here are the highlights of its features:

Function	Purpose
Prioritize Voice Packets over Data	Eliminates packet delay and contention associated with shared data/voice networks. Large file downloads, web browsing and email get lower priority than voice conversations.
Serves as a local file server (FTP) for phones	Makes phones easy to install, easy to upgrade to the latest revision of software, and easy to reboot in case of loss of power. There is no need to go over the internet to retrieve the operating system and configuration information of a phone that lost power.
Automated Phone Configuration	VOIP2320's pushes the configuration into the phone when it is plugged into the network, simplifying setup and allowing us to quickly drop ship phones directly to your location without pre-staging.
Firewall and Network Address Translation	Protects your network from the internet and lets your phone work behind your firewalls.
Call Trace Logging	Makes problem diagnosis easy when we can analyze the call setup handshaking that the phone is passing.
Mean Opinion Scoring (MOS) and other statistics	Telephone industry standard MOS scoring automatically alerts VOIP2320 if quality drops to substandard levels
Real Time Visual and Email Alerts using the EdgeView Network Monitoring system	VOIP2320's Network Operations Center (NOC) performs 24/7 visual monitoring of its phone network. We see visual alarms when your phones go down and email alerts keep our NOC staff on top of the problems.

How to setup your new Edgemarc Router with VOIP2320 Hosted PBX service.

Using the information from your site survey, VOIP2320 will pre-configure the Edgemarc to work with your ISP, such that you will need only to connect it to the internet and power it on. Our support engineers will be able to perform the rest of the configuration remotely.

Call 1-303-557-9024 support line to have the rest of the installation performed by a support engineer.