

Thank you for helping the TeleVoIPs team with our upcoming install, we look forward to working with you! Please review the following information prior to the install day. When finished reading, please sign and return this form to our team stating you understand the expectations for the install.

### Day of Contact Info

TeleVoIPs Tech Support Number: **904-452-5500 option 2**

TeleVoIPs' Client Name: \_\_\_\_\_

Onsite Contact: \_\_\_\_\_

Client's IT Contact: \_\_\_\_\_

### Before Going Onsite

- **Before entering the client's office, call to notify our team you are onsite (904-452-5500 x2).**
- No one is to ever dismiss you onsite other than TeleVoIPs. If someone does dismiss you, consult with a TeleVoIPs employee to confirm you are not needed onsite any longer.
- If a client or IT contact tells you that something you are doing is not correct and can't/shouldn't be done, pause what you are working on and confirm this with the TeleVoIPs team.
- It is not your responsibility to inform client or IT contact why TeleVoIPs is doing something the way we are. A TeleVoIPs team member will assume this responsibility as necessary, but we must be informed of any questioning.
- Below is a guide to help you through the onsite install while working with a TeleVoIPs team member. This outline is a general overview and the TeleVoIPs team may inform you to follow different instructions from time to time.

### What to Bring

#### Mandatory:

- Laptop (needed for remote sessions)
- Cable toner
- Screwdriver or power drill

#### If Possible:

- *Spare network cables – 10ft to 25+ ft*
- *Cable crimping tools*
- *Small port switch*

Work with our TeleVoIPs team to complete the following steps.  
Please DO NOT work out of sync with our team or plug in phones before instructed.

### 1) Initial Steps

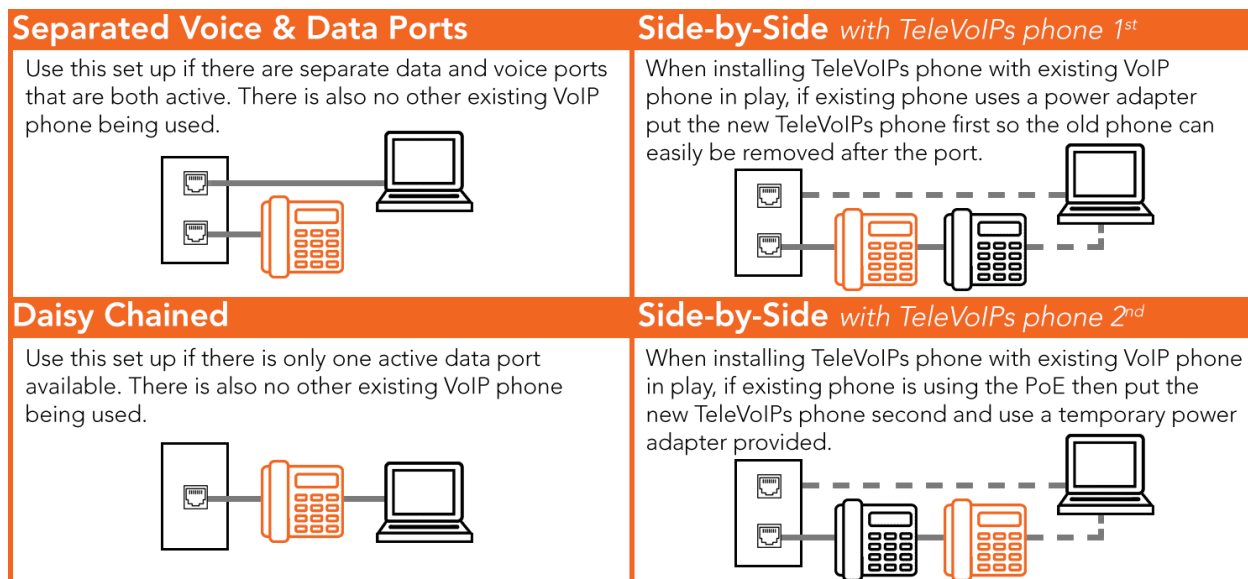
- A) Call TeleVoIPs when you arrive before going into the building (904-452-5500 x 2).
- B) Confirm all TeleVoIPs hardware is onsite.
- C) Locate IT closet. Where are the router, switch(es) and patch panel (sometimes offices have multiple "IT closets")?

### 2) Network Edits

- A) Go to <https://televoips.com/our-clients/support/> to open a remote session with our team.
- B) A TeleVoIPs team member will make several router changes.
  - Our team will determine where your computer should be plugged in based on the mode of internet modem.
  - Our team will set QoS on the router.
  - Our team will authorize a Static IP or add a Dyn account.
- C) Test the first phone – after making network changes our team will ask you to plug in one phone to confirm it starts up properly and pulls the proper configuration files.
  - Please wait for the go ahead to plug in phones from our team. Plugging them in early may cause configuration issues.

### 3) Plugging in Phones

- A) Review the chart below and discuss with TeleVoIPs team to decide which option to use on this install. Note that this can vary by individual workstation.
- B) Unless using a dedicated voice port, plugging in phones may cause internet disruption users workstation. Confirm with each user before completing a side-by-side or daisy-chained option.



### 4) Testing

- A) Once all phones are plugged in and functioning properly, conduct testing of basic functionality:
- Confirm all BLF keys are showing (and page through)
  - Test park and transfer
  - Test internal and external dialing

Please note that a TeleVoIPs team member may provide more cases to test as well.

### 5) Finishing Steps

- A) Confirm with the TeleVoIPs team there is nothing else left to test or plug in. For example, an Analog Telephone Adapter for conference phones, fax machines, etc.
- B) The client and users may ask about training or the porting of numbers. These will both be handled by the TeleVoIPs team, so please defer questions to us.
- C) Confirm with the client that you are finished and there is nothing else needed related to phone service. Have client sign the TeleVoIPs checklist sheet confirming install is completed.
- D) If new hardware was installed, please check with the client to see what they would like done with the empty boxes. Please note some clients like to save these while others will ask you to remove them from the building.

### Idle Time

There may be instances where you'll need to wait for the TeleVoIPs team to complete changes behind the scenes. These changes include network edits, call flow changes, phone template updates, etc. Below you'll find a list of several tasks that can be completed during this time in order to keep the install on schedule:

- Unpack and assemble phones
- Unwrap packaging on ethernet cords and power cords
  - Save twisty ties for cable management as needed
- Confirm where each phone will be going with onsite contact including the name or extension for these locations.

Please read, sign below, and return to [implementation@televoips.com](mailto:implementation@televoips.com).

- I am aware of the install time/date and will be available for this install.
- I have read the *Installation Guide for Remote Technicians* prior to the install date.
- I will call the TeleVoIPs team on the day of the install before entering the client's office.
- I have received a list of phone extensions with names for this install (separate from this document).
- I have received a copy of the *TeleVoIPs Completed Install* document that the client will sign upon finishing the install.
- I understand before leaving for the day you must confirm with the TeleVoIPs team.
- I will relay and client or IT questions to the TeleVoIPs team upon receiving them.
- I will bring a laptop, cable toner, and screwdriver/drill onsite for the install.

I confirm that I have read, understand, and agree to the above policy and procedure for TeleVoIPs Remote Technicians.

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Printed Name	Signature	Date
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Thank you again for agreeing to help with this install.  
Our team is excited to work with you and will be by your side every step of the way!

