Thank you for helping the TeleVoIPs team with our upcoming install, we look forward to working with you! Our install process is the smoothest if you give our tech team a call as soon as you arrive onsite to ensure we work in sync and don't begin plugging in the phones until we give you the go ahead.

1) Initial Steps

What to Bring:

- 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*

A)   Call TeleVoIPs to confirm you are onsite (800-249-1771 option 2).
B)   Confirm all TeleVoIPs hardware is onsite.

2) Network Edits

A)   If network edits have not been made prior to going onsite, we are happy to make them. Go to https://televoips.com/our-clients/support/ to open a remote session with our team.

B)   A TeleVoIPs team member may make several router changes with you.
- o Our team will determine where your computer should be plugged in based on the mode of internet modem. (already bridged or not)
- o Our team will set QoS on the router.
- o 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 and require extra work onsite if done out of order.
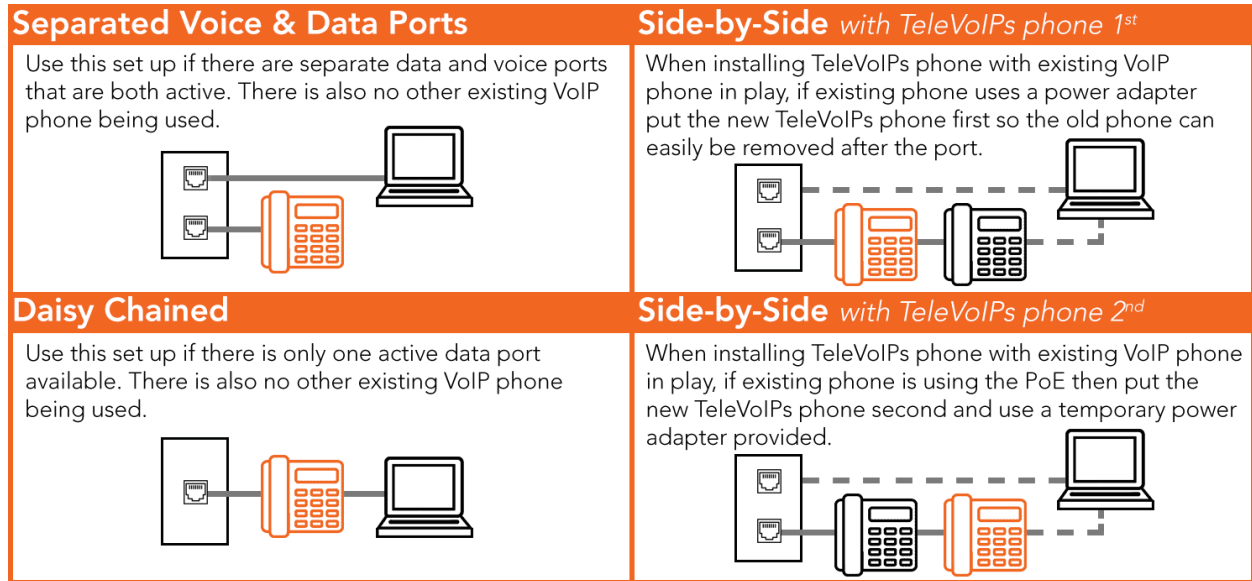
Idle Time

There may be instances where you'll need to wait for the TeleVoIPs team to complete changes behind the scenes. These changes may include call flow changes, phone template updates, etc. As we appreciate and respect your time, below is a list of tasks that can be completed during this time in order to keep the install on schedule:

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

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.

Separated Voice & Data Ports	Side-by-Side *with TeleVoIPs phone 1st*
Use this set up if there are separate data and voice ports that are both active. There is also no other existing VoIP phone being used.	When installing TeleVoIPs phone with existing VoIP phone in play, if existing phone uses a power adapter put the new TeleVoIPs phone first so the old phone can easily be removed after the port.
Daisy Chained	**Side-by-Side** *with TeleVoIPs phone 2nd*
Use this set up if there is only one active data port available. There is also no other existing VoIP phone being used.	When installing TeleVoIPs phone with existing VoIP phone in play, if existing phone is using the PoE then put the new TeleVoIPs phone second and use a temporary power adapter provided.

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 feel free to 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.

Installation Sign Off

Created by TeleVoIPs

Version 1.2 September 17, 2019

Start:

Stop:

Project:	
This document has been issued by:	*Date issued:*

Additional comments about the Customer Acceptance (please provide status of task):

- *Install all phones and equipment: yes/no*
- *Staff trained: yes/no*
- *Received and implemented all recordings: yes/no*
- *Trained admins on FOP and/or CDR: yes/no*
- *Provided client with training guides: yes/no*
- *All logins provided to appropriate staff: yes/no*
- *Efax training conducted: yes/no*
- *Mobile app users registered and trained: yes/no*

- *Conference bridge setup and staff trained: yes/no*
- *Texting setup and staff trained: yes/no*
- *CRM integration setup and staff trained: yes/no*
- *Confirmed 911: yes/no*

Outstanding deliverables of the Final Project (if any):

Please note any changes to order details below (differences from attached quote):

Hardware:

Services:

Labor:

The Project Outcome has been measured against its acceptance criteria and has been formally accepted on behalf of the customer. The project may now be closed.

Technician: Signature: _____ Name: _____

Date: _____

Local POC: Signature: _____ Name: _____

Date: _____

Project Manager: Signature: _____ Name: _____

Date: _____