

## Switchvox IP PBX Pre-Installation Checklist

(to be completed by \_\_\_\_\_)

Project Resources	Value	Initials	Date
Customer Project Contact Email Telephone			
Customer IT Manager Email Telephone			
Customer PBX Administrator (if applicable) Email Telephone			
Customer Switchvox IP PBX/Switchvox IP PBX Administrator Email Telephone			
Site Address (where Switchvox IP PBX server will be located)			
Network Infrastructure			
Network upgraded to TFG standard VoIP QoS configuration			
VOIP Network QoS Disclaimer signed and received			
System Basics	Value	Initials	Date
Number of Agents			
Number of Telephone Users			
Number of Supervisors			
Audio Recording (			
PBX Model/software version (if applicable)			
Number of PRIs/T1s for gateways			

<b>Users</b>	<b>Value</b>	<b>Initials</b>	<b>Date</b>
Customer to complete Switchvox IP PBX User worksheet/SIP Station Worksheet.			
Customer has identified 4 agents and 1 supervisor for testing 1) Agent: 2) Agent: 3) Agent: 4) Agent: 5) Supervisor:  OR use test users			
<b>Licensing</b>	<b>Value</b>	<b>Initials</b>	<b>Date</b>
Switchvox Registration Code and Hardware Serial Number			
Switchvox Silver/Gold/Platinum License Subscriptions			
Switchvox Polycom Auto Provisioning tokens			
Digium Fax for Asterisk Licenses			
<b>Prerequisites</b>	<b>Value</b>	<b>Initials</b>	<b>Date</b>
Customer has been provided with Site Prep Checklist (if applicable)			
Customer has been provided with Switchvox IP PBX User Worksheet/SIP Station Worksheet			
Customer has scheduled appropriate in-house technical resources to be available during implementation			
Customer has scheduled after hours access to site for engineer, and applied for any needed security badges (building, floor, room).			
<b>Telephony</b>	<b>Value</b>	<b>Initials</b>	<b>Date</b>
All required trunks active from CO/PBX			
Trunks configured per Switchvox Specifications – (T1 Provisioning Doc in Appendix)			
Trunks located near Switchvox IP PBX System installation point/gateway(s) or professionally extended to the Switchvox IP PBX System/gateway(s) from the d-marc			
Telephony patch panels / punch down blocks in place and labeled near Switchvox IP PBX System installation point (if applicable)			
Network Patch cables available			
Telco Patch cables available (including T1 if applicable)			
CSUs received and installed (if applicable)			
<b>NETWORK</b>	<b>Value</b>	<b>Initials</b>	<b>Date</b>
Identify all network VLANs			

Switchvox IP PBX System Setup			
Physical Server locations identified, with access to VGA Monitor and KVM.			
Switchvox IP PBX Server physically installed and rack mounted			
Switchvox Internal private DNS Server A record			
Private Static IP address Subnet mask Default gateway Switch/port number MAC address			
DHCP Server Settings (Option 66, etc.)			
Switchvox Admin Account name			
Switchvox Admin Account password			
<b>Voice PRI T-1</b>	<b>Value</b>	<b>Initials</b>	<b>Date</b>
PRI/T1 Gateway1 Static IP address Subnet mask Default gw Switch port PRI/T1s connected to Port(s)			
FXO Gateway1 Static IP address Subnet mask Default gw Switch port Analog CO lines connected to Port(s)			
<b>PHONES (Site1)</b>	<b>Value</b>	<b>Initials</b>	<b>Date</b>
DHCP Server DHCP Server Name Static IP address			
DHCP IP address range for phones			
VLAN			

<b>WORKSTATIONS</b>	<b>Value</b>	<b>Initials</b>	<b>Date</b>
Network and internal phone wiring ("house") completed for all Switchvox IP PBX System users (if applicable)			
Client workstations meet published minimum hardware and software requirements (see appendix)			
Workstations all have analog/IP phone setup and available/installed			
Workstations have a persistent TCP/IP connection.			
Workstations connected to Network with appropriate rights to install software locally.			
<b>ADDITIONAL REQUIRMENTS</b>	<b>Value</b>	<b>Initials</b>	<b>Date</b>
Any other IT projects (not related to Switchvox IP PBX) occurring concurrently			
Customer's network administrator, infrastructure administrator, database administrator, telephony system administrator, and help desk team are scheduled to be available onsite during Go Live/Cutover.			
UPS Installed with auto shutdown for Switchvox IP PBX Server			
Voice recordings/prompts available in wav u-law 8000Hz, 8 bit, mono format (also known as u-law, 8000Hz, 64 kbps) – 2 days prior to install.			
<b>REMOTE ACCESS REQUIRMENTS</b>	<b>Value</b>	<b>Initials</b>	<b>Date</b>
VPN Type (Microsoft RDC, Cisco, client req'd?)			
VPN IP Address			
VPN userid			
VPN password			
<b>Additional REMOTE ACCESS (for IDS at ININ labs)</b>	<b>Value</b>	<b>Initials</b>	<b>Date</b>
VPN Type			
Peer IP Address (firewall address)			
Authentication Method (Pre-Shared Key, Certificate, ChallengeResponseAuth)			
IKE Policy (CRACK) Encryption (DEZ, 3DEZ, AES-128, AES-192, AES-256) Authentication (MD5, SHA) DH Group (1,2,5,7)			
IPSEC VPN TUNNEL Encryption (DEZ, 3DEZ, AES-128, AES-192, AES-256) Authentication (MD5, SHA, None)			
Destination IP Address (Switchvox IP PBX server)			

CUSTOMER

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

## T1, ISDN and E1 Provisioning

### T-1 Trunks

Facility Framing: D4 (Super Frame) to Bellcore specifications  
Facility Line Code: AMI  
Wiring: Four-wire  
Start Type: Wink (150ms)  
Signaling Protocol: E&M to Bellcore Specifications  
Signaling: Robbed Bit  
Glare: CPE will always back down

1. Originating calls should expect only one wink from the terminating side during call handshake
2. **DO NOT** provide dial-tone on the trunk
3. CPE works from High to Low

### ISDN Trunks

Facility Framing: ESF (Extended Super Frame) to Bellcore specifications  
Facility Line Code: B8ZS  
Wiring: Four-wire  
Service: Voice Facility Base (23B+1D)  
Signaling Protocol: NI2  
Glare: CPE will always back down  
Digits: 10 (DID and DNIS)  
Features: Station ID  
Timing: CO provided  
Dial Tone: Do NOT provide dial tone on trunk  
Hunt Group Selection: CO should work from low to high

### E1 Trunks

CRC: Enabled  
Euro-SDN

### T1 Channel Banks

Facility Framing: D4 (Super Frame) to Bellcore specifications  
Facility Line Code: AMI  
Wiring: Four-wire