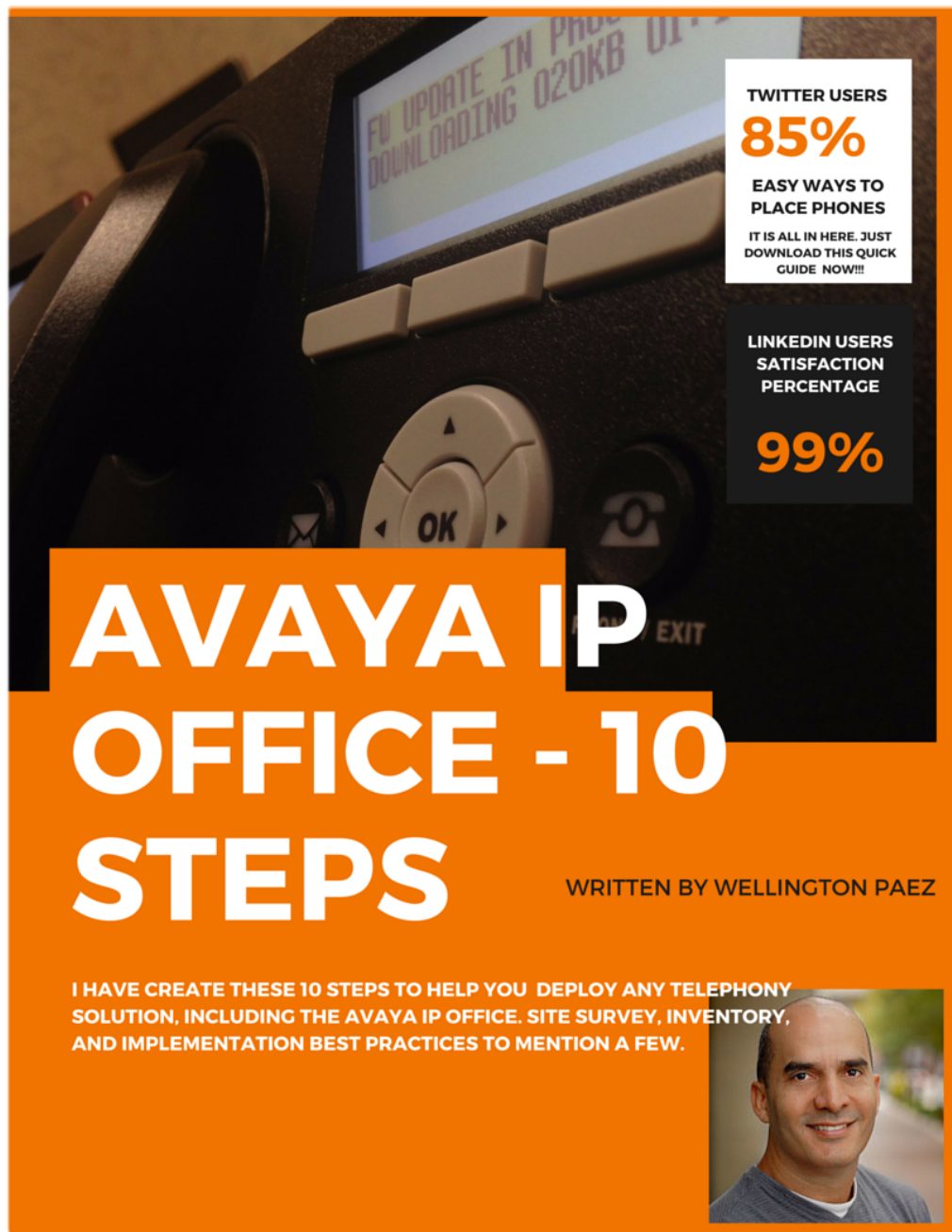




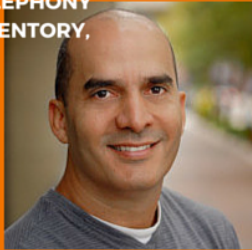
TWITTER USERS
85%
EASY WAYS TO
PLACE PHONES
IT IS ALL IN HERE. JUST
DOWNLOAD THIS QUICK
GUIDE NOW!!!

LINKEDIN USERS
SATISFACTION
PERCENTAGE
99%

AVAYA IP OFFICE - 10 STEPS

WRITTEN BY WELLINGTON PAEZ

I HAVE CREATE THESE 10 STEPS TO HELP YOU DEPLOY ANY TELEPHONY
SOLUTION, INCLUDING THE AVAYA IP OFFICE. SITE SURVEY, INVENTORY,
AND IMPLEMENTATION BEST PRACTICES TO MENTION A FEW.



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- 1.- The fast and efficient Site Survey
- 2.- Inventory the hardware and software
- 3.- Mounting and staging methods
- 4.- Trunk turn-up and test
- 5.- Port or transfer numbers
- 6.- Cross-connecting procedures
- 7.- easy techniques to place phones
- 8.- End-User training
- 9.- First day support
- 10.- Collect and Clean

1.- The fast and efficient Site Survey

Is the IT Room secured?

- ☐ Yes
- ☐ No

To avoid unnecessary events from occurred, you want to keep the telecommunication equipment in a safe place. This is important when delivering the equipment and post installation.

2.- Inventory the hardware and software

Hardware

Compare the shipping labels with equipment list documentation provided by the Project Manager. Perform a thorough count of each part received with your site contact.

- ☐ Printed copy of the Equipment List
- ☐ Tracking Slips (these are included per boxes sent)

Software

- ☐ Email containing the System Licenses or RTUs
- ☐ CD or DVDs with System Software active Version and Release
- ☐ Bin files (These will be use in the HTTP Server provided by the customer)
- ☐ A copy of the IP Office Configuration file

3.- Mounting and staging methods

Wall-mount

- ☐ Enough space for all modules in the designated wall
- ☐ Plywood or (Drywall) anchors
- ☐ *** Wall-mount Kit (s)
- ☐ Power
- ☐ Grounding bar

*** = If a Wall-rack was provided, you then need rack-mounts.

4.- Trunk turn-up and test

Gather the following information from your Project Manager and Project Engineer:

- ☐ Provider's Conference Bridge Information Form
- ☐ List of DIDs including test number
- ☐ Demarcation or Smart-Jack should be installed in the same room as the PBX (Make sure that the Circuit IDs match to the documentation provided by the Project Manager.
- ☐ For Dynamic Voice Circuits, a cross-over cable is needed to connect from the Provider's Router to the IP Office T1.
- ☐ Loop-back plug (This is a critical tool use whenever the LEC can't reach your equipment and they need to perform Layer 1 Tests.

5.- Port or transfer numbers

Before transferring you need to test outgoing calls, as well as incoming via the test number.

Outbound Calling Procedure

- ☐ Can make Local (intraLATA) calls.
- ☐ Can make Long Distance (interLATA) calls.
- ☐ Toll calls?
- ☐ International
- ☐ Emergency
- ☐ Outbound Caller ID is displayed

Incoming Calling Procedure

- ☐ Test number or DID is ringing to its destination with two way audio
- ☐ Automated Attendants (Day and Night) are answering and recorded
- ☐ Receptionist is ringing fine

6.- Cross-connecting procedures

Before moving connecting the patch cords from the MDF to the IP Office system, check the length of each patch cord.

- ☐ Cable Managements
- ☐ Total amount of patch cords with a unique color to make it easier to identify voice connections versus data connections
- ☐ Velcro to keep wires in place.
- ☐ Floor-plan with jacks, station ID, Location Number.
- ☐ MDF numbering matches wall-jack numbering convention

7.- Easy techniques to place phones.

Find a long table, preferably the conference room table, and put together all of the phones. Then find a cart to transport them to their destination

- ☐ Receptionist is installed and ready
- ☐ Based on the floor-plan start with offices, the cubicles
- ☐ Faxes will be left for last.
- ☐ As you go replacing the old phones, should be placed in a general area for disposal.

8.- End-User training

The scheduled should be setup by the Project Manager with lists of personnel and sessions.

- ☐ Training Material (Quick Reference Guides for both Phone and Voicemail)
- ☐ Setup a few phones to allow the end-user to simulate live calls, and facilitate call handling exercises
- ☐ Allow 30 minutes between sessions, this will allow you to concentrate on those folks who need more time and hand-holding.
- ☐ Voicemail Boxes should be setup right after the training sessions, to allow the Dial By Name Directory function.

9.- First day support

Arrive extra early to give you time to double check call routing and do a quick walk-through the facilities, and check everyone is doing well.

- ☐ Designate a hotline phone (helpdesk) for the end-user to call you if any concern arises.
- ☐ Have the site contact generate a punch list with any concerns and issues.

10.- Collect and Clean

- ☐ Inventory old equipment if necessary
- ☐ Place old equipment in boxes or general area
- ☐ Collect all the boxes and throw them out.