

Commander Phone & Key Phone Self Installation Checklist

INTRODUCTION

This checklist describes the installation instructions for your new Commander Phones or Key Phones, and how to test the phones once they are installed.

Part 1: Installation Checklist

This part of the document summarises the installation steps and testing of your new Commander Phone or Commander Key Phone service.

Part 2: Management of Issues

This part of the document describes typical situations that might arise and what are the suggested actions to resolve them.

Part 3: Supporting Information

This part of the document offers supporting information for the installation of the Commander Phones and Key Phones.

BEFORE YOU START

Please ensure that you have with you the following:

- Your completed Self Assessment Ready Check or Valet Ready Check (if you have had a Valet Inspection completed prior to installation)
- A copy of your order

PREREQUISITE

To be able to successfully install and test Commander Phones or Commander Key Phones, you should ensure that the following items have been completed before you start.

- The Commander Phones or Key Phones have arrived
- Any additional hardware also purchased has arrived
- A Commander Phone Valet Ready Check or Self Assessment Ready Check has been completed confirming your site is able to support the Commander Phone Service

You can expect that Commander has organised the following items for you:

- The Commander Phones are preconfigured in the Commander Network, ready for automatic download when you plug them in
- Your 'Start Up' configuration is in place; allowing internal and outbound calls to be made (inbound calls can be made if you have organised new numbers)
- A number transfer date (**porting date**) has been set
- You will have received, via email, the user names and passwords required to administer, via Command Central and use the service
- Access to all the supporting documentation at vocus.com.au/support/commander

If you are unsure about any areas of the checklist, please call the Onboarding Team on 1300 948 606

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PART 1: INSTALLATION CHECKLIST

After running through the checklist, use this summary page to tick off all the items confirming the installation is complete.

Installation Activity	Pass	Fail
1. Check the 'Before you start' items		
2. Locate the Commander Phones or Key Phones and crosscheck that all of the items in your order are accounted for.		
3. Install the first Commander Phone or Key Phone Unpack, assemble and position the first phone (please refer to the Quick Installation Guide provided in the box) <i>Please note: We suggest that you install and test one phone, confirming the service is operational before unpacking and testing the remainder of the phones.</i>		
4. Connect the Commander Phone or Key Phone to your LAN point using the supplied patch lead (Port Marked 'Internet' on the phone)		
5. Connect power to the first Commander Phone or Key Phone via the supplied power pack unless using Power over Ethernet (PoE)		
6. If reusing a LAN port that had a computer originally connected, re-install your computers LAN cable to the back of the new Commander Phone or Key Phone (Port marked 'PC')		
7. Phone registration process: The phone will seek out it's configuration information from the Vocus network and may perform a number of reboots over an approximately 10 minute period. Confirm that the phone has successfully registered by checking the icons on the phone's LCD screen.		
8. Make a call to an external number, for example 1194 (the number for the Speaking Clock Time service) to test that the service is operational.		
9. Install the remainder of the phones. Unpack, assemble, position and connect the remainder of the phones as per steps 4 through to 8. Please refer to Quick Installation Guide in the box provided.		
10. Return to the second phone after the remaining phones are installed and are in the process of registering and make a test call between two phones. Ensure the other phone rings and answers and that the call quality is adequate.		
11. Make a test call from your mobile phone (or any other external number) to your prime business number. The 'Start-up' configuration will have a hunt group allocated to this number and all your handsets will simultaneously ring. Confirm that when you call your prime number, the phones that have been installed ring and when answered, a successful call is established.		

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PART 2: MANAGING ANY INSTALLATION PROBLEMS

The following sections suggest how to resolve a number of the most common problems that might occur during the installations process.

If at any stage you need additional support during the installation of your phones, please call the Onboarding Team on 1300 948 606.

THERE IS NO LAN CABLING OF CAT5 (OR BETTER) TO THE PHONE LOCATION

1. Call our Customer Support team on 1300 948 555 to notify that the installation is on hold while additional cabling is being organised.
The team can assist you with the purchase of Valet Installation and Cabling.
2. Call your Vocus Sales Representative or cabling contractor who can assist in the installation of additional LAN cabling.

THERE IS NO POWER AVAILABLE AT THE PHONE LOCATION

1. Call our Customer Service team on 1300 948 555 to notify that the installation is on hold.
The team can assist you with the purchase of a Power over Ethernet (**PoE**);
2. LAN switch to supply power to the phones or;
3. Call your Vocus Sales Representative who can assist in the installation of additional power or the supply of a PoE LAN switch.

THERE IS A DOA (DEAD ON ARRIVAL) COMMANDER PHONE OR KEY PHONE

1. Complete the installation for all other phones
2. Call the Customer Service team on 1300 948 555 and notify them of the DoA, the MAC address and request a replacement.

THERE IS NOT ENOUGH LAN SWITCH PORTS AVAILABLE

1. Call the Customer Service team on 1300 948 555 to notify that the installation is on hold while additional LAN switch ports are being organised. The team can assist you in the purchase of an additional LAN switch
OR
2. Call your Vocus Sales Representative who can assist you in the supply of an additional LAN switch and cabling.

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COMMANDER PHONES OR KEY PHONES CANNOT DOWNLOAD THEIR CONFIGURATION

1. Factory Default the handset, check access to the Internet and retest.
2. If it persists, call the Customer Service team on 1300 948 555 and work through the problems.

CANNOT MAKE OUTBOUND CALLS

1. Confirm handset has downloaded configuration and registered.
2. Call the Customer Service team on 1300 948 555 and work through the problems.

CANNOT CALL YOUR PRIME BUSINESS NUMBER

1. Confirm the number transfer date (**Porting date**)
2. Confirm handsets have downloaded their configuration, registered and can make outbound phone calls.
3. Call the Customer Service team on 1300 948 555 and work through the problems.

ANY OTHER ISSUE

Call the Customer Service team on 1300 948 555.

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PART 3: SUPPORTING INFORMATION

This section of the document should be used as background information to support you during the installation process.

POWER REQUIREMENTS AT PHONE LOCATIONS

Each Commander Phone or Key Phone can be powered in one of two ways.

A) Using the power pack supplied in the box with the Commander Phone or Key Phone
OR

B) Powering the phone using the LAN Switch. The power is supplied over the Ethernet cable from the LAN Switch, this is called Power over Ethernet (**PoE**).

Determine at every location how the phone will be powered.

A mixture of power packs and PoE across the phone locations is totally acceptable.

PATCH CABLING AND CONFIGURATION

The Commander Phone and Key Phone uses ports on your LAN Switch and internal CAT5 (or better) building cabling. When the Commander Phone or Key Phone is co-located with a LAN connected computer, then the same patch cabling and LAN Switch port may be used. If you have a Dedicated Access product, please ensure you use the correct switch. If you have any questions, please contact the Commander Phone team.

Please also refer to the **Site Readiness Companion Guide** for information on physically separate and Voice VLAN-Enabled Switch options.

This is a 'daisy chain' of the computer 'through' the Commander Phone.

Existing configuration:



To this:



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PATCH CABLING AND CONFIGURATION (CONTINUED)

For phones that will not be co-located with a LAN connected computer then a dedicated LAN Switch port and patch cabling will be required to run out of each of the Commander Phone or Key Phone locations.



Please ensure that at every location, that patch cabling exists that terminates back to your LAN Switch, which is in turn connected to your Internet Service and/or Dedicated Access.