

# Commander Phone & Key Phone Self Ready Checklist

## INTRODUCTION

This checklist is designed to help you check that your technical environment is set up and ready for your Commander Phone or Key Phone IP Telephony service.

To make sure you can successfully make and receive phone calls and manage the Commander Phone or Key Phone service using your local network and Internet connection, we need you to check a few things such as:

- Power requirements for the phones
- LAN cabling and patching requirements
- LAN switch port capacity
- Internet router configuration
- Speed and quality tests

In preparation for the upcoming installation of your Commander Phones or Key Phones, this checklist needs to be completed and returned to us at [customersupport@vocus.com.au](mailto:customersupport@vocus.com.au) so that we can be confident that our service will run on your network.

**If you are unsure about any areas of the checklist,  
please call our friendly team on 1300 948 555 between 9am and 5pm AEST.**

## CHECKLIST SUMMARY PAGE

Use the summary page to tick off all the items, confirming your environment is ready for handset installation and please return it to [customersupport@vocus.com.au](mailto:customersupport@vocus.com.au)

For further assistance please download the companion document to this checklist, (The Commander Site Readiness Companion Guide) found at [vocus.com.au/commander/support](http://vocus.com.au/commander/support) for further detailed information on each checklist item.

**Business Name:** \_\_\_\_\_

**Customer Contact:** \_\_\_\_\_

**Site Address:** \_\_\_\_\_

# Commander Phone & Key Phone Self Ready Checklist

Have you been able to check:	Ready	Not Ready
<b>Step 1.</b> Have you chosen a location for each of the Commander Phones to be installed?		
<b>Step 1.2.</b> Is there power available at each of these locations? (PoE or power point)		
<b>Step 1.3.</b> Do you have adequate LAN cabling and patching between your LAN switch and each of the phone locations?		
<b>Step 1.3. (continued)</b> Is there enough LAN switch port capacity to support all of the new Commander Phones and all other existing devices (computers/printers etc) that need to plug into the LAN switch?		
<b>Step 2.</b> Is your Internet Router configured to support DNS, DHCP and will it allow SIP to pass over your local network?		
<b>Step 3.</b> Do all your other existing voice related services (e.g fax, EFTPoS etc) have a migration or management plan?		
<b>Step 4.</b> Consider how you will use Commander Phone if you have a power outage.		
<b>Step 5.</b> Preparing to install the SMART UC applications?		
<b>Step 6.</b> Submit this completed checklist to <i>customersupport@vocus.com.au</i>		

**Please note:** Do you know the phone number of your DSL Service? If so, please ensure you haven't requested this number be ported to Commander Phone or Key Phone. If this number has been ported contact us immediately on 1300 948 555. To find out your service number please contact your service provider.

**Checklist Signature:** \_\_\_\_\_

**Customer Signature:** \_\_\_\_\_

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

**Please return this completed checklist to** *customersupport@vocus.com.au*