



Technology Solutions, Delivered with Care

Hosted PBX BYOB Self Installation Guide

Time to Connect with Access One!

You will find outlined in this self installation guide the steps necessary to install your IP phone.

Prior to installing your Hosted Phones, assemble and distribute them. Also ensure that your Internet service has been activated and is ready to support VoIP services.

- Be sure your IT vendor is on site.
- Confirm access to your router, firewall, or other network equipment that will need to be configured.

Remember to allow enough time to prepare for activation.

Equipment

Below are the examples of IP phones and optional equipment you can expect to receive.



Polycom VVX310



Polycom VVX410



Polycom VVX500



Polycom VVX Color
Expansion Module

Step 1 Assemble your new phones

Remove your new phones from their boxes and follow the included instructions to assemble the phones. Then place them at the final install location. The boxes will be labeled with the name or extension to help you identify their placement.

Step 2 Connect Hosted Voice phones

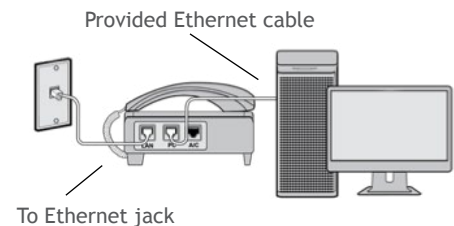
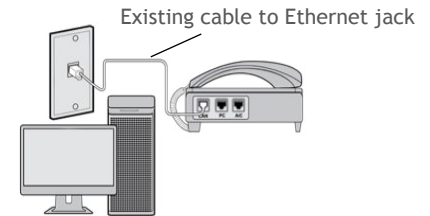
The port layout on your phones may vary, but all Polycom phones will have a LAN port and a PC port.

*Panasonic and Cisco ATAs will have only one port, but all other details are the same.

Depending on how your office network is wired, you may have one or more network jacks per desk. If there is only one network cable to each workstation it is referred to as a Single Run network. If there are two or more then the network would be considered Dual Run.

Single Run (One Network Jack)

1. Unplug the cable that connects your computer to the network from the back of your computer and plug it into the LAN port on your new phone.
2. Connect one end of the supplied network cable to the PC port of the phone and the other end to your computer.



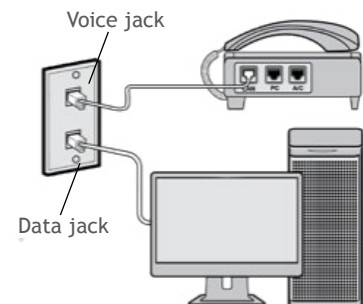
Dual Run (Two or More Network Jacks)

Connect one end of the supplied network cable to the LAN port of the phone and the other end to the Ethernet network jack for voice.*



*If you have an existing IP phone plugged into the Ethernet network jack you will need to unplug that first.

If needed, a power adapter will be included with your phone. If no power adapter was included, the phone will get power from your Power over Ethernet (PoE) LAN switch.



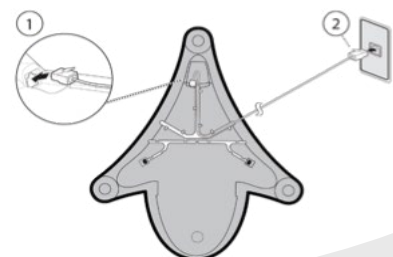
Existing connection to PC

Connecting a Conference Phone

There are two ways to connect your phone to the network and a power source. The phone could be connected to a PoE capable network jack or with an external Power Insertion Cable.

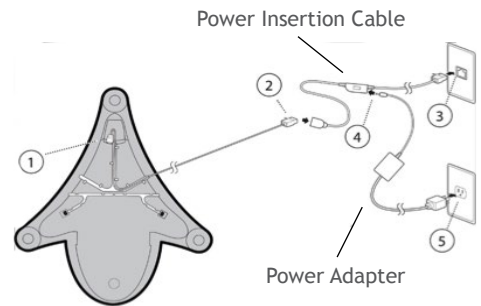
Power over Ethernet (PoE)

1. Connect one end of the supplied network cable to the LAN port on the phone.
2. Connect the other end to an available LAN jack.



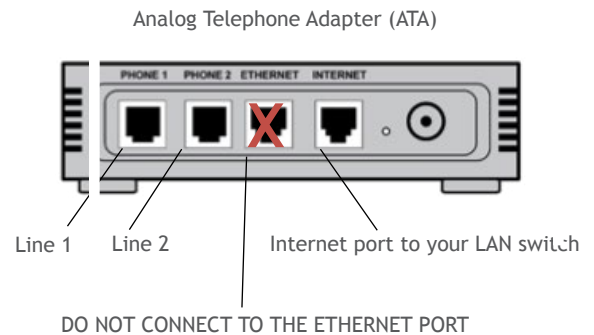
Power via AC Adapter

1. Connect one end of the supplied network cable to the LAN port on the phone.
2. Connect the other end to the Power Insertion Cable.
3. Connect the Power Insertion Cable to an available LAN jack.
4. Connect the Power Adapter to the Power Insertion Cable.
5. Connect the Power Adapter to the wall outlet.



Step 3 Connect Analog Voice Devices

If you purchased an ATA for your credit card or fax machine, connect the Internet port on the ATA to your LAN switch as depicted at right.



Test It Out!

Test network functionality by placing an outbound call from each phone to ensure they are operational. Verify that you are able to surf the Internet from your connected PC (if applicable).

Confirm that you can place calls to local, long distance, and toll-free numbers. If you have an ATA for your fax machine, test outbound faxes.



If you are porting numbers, your Order Manager will schedule the port over to Access One. Once porting is complete, place inbound test calls to each of your lines to verify they are functioning properly. In addition, place a call to 9-3-3, which is a 9-1-1 test service. This should read back your billing telephone number and address. If this is inaccurate, inform your activation technician.



Congratulations!

Your Access One Hosted Voice Service is now up and running! If you experience any issues after the cutover, please contact Access One customer care at 800.804.8333.