Commander Phone & Key Phone

Self-Ready Check

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Introduction

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

To make sure you can successfully make and receive phone calls and manage the *Commander Phone or Commander 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 **commanderphone@commander.com** so that we can be confident that our service will run on the your network.

If you are unsure about any areas of the checklist, please call the Commander Phone team on 1300 638 208.

Checklist Summary Page

Use this summary page to tick off all the items, confirming your environment is ready for handset installation and please return it to **commanderphone@commander.com**

For further assistance, download the companion document, ***Commander Site Readiness Companion Guide.pdf*** found at *http://commander.com/resource-centre* for further detailed information on each checklist item

Business Name:

Customer Contact:

Site Address:

Have you been able to check:	Status	
	Ready ✔	Not Ready ✖
Step 1. Have you chosen a location for each of the Commander Phones to be installed?	☐	☐
Step 1.2. Is there power available at each of these locations? (PoE or power point)	☐	☐
Step 1.3. Do you have adequate LAN cabling and patching between your LAN switch and each of the phone locations?	☐	☐
Step 1.3 cont. 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	☐	☐
Step 2. Is your Internet Router configured to support DNS, DHCP and will it allow SIP to pass over your local network?	☐	☐
Step 3. Run the Commander Phone SMART check – online speed and quality tests Perform a Commander Smart Check at each of your sites using a computer connected to an Ethernet port. Once off test: http://smartcheck.commander.com 'Test over a period of time': http://smartcheck.commander.com *Please record the Smart Check ID that is returned:* ☐	☐	☐

Step 4. Do all your other existing voice related services (e.g fax, EFTPoS etc…) have a migration or management plan?	☐ ☐
Step 5. Consider how you will use Commander Phone if you have a power outage.	☐ ☐
Step 6. Preparing to install the Commander SMART UC applications?	☐ ☐
Step 7. Submit this completed checklist to **commanderphone@commander.com**	☐ ☐

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 Commander Key Phone. If this number has been ported contact us immediately on 1300 638 238. To find out your service number please contact your service provider.

Checklist Signature:

Customer Signature:_____

Date: _____

Please return this completed checklist to
commanderphone@commander.com