EarthLink Hosted Voice Implementation Guide

Service Activation

Key Milestones and Important Information

Thank you for choosing EarthLink as your communications provider. This guide is designed to give you the information and tools you need to get started.

Installation Process

Site Readiness	Circuit & Equipment Delivery	Training	Service Configuration	Installation & Activation	Additional Resources

Site Readiness: Learn about network readiness and site requirements

Circuit and Equipment Delivery: Information on what to expect regarding circuit installation and equipment shipment

Training: Sign up for training courses and learn about powerful features in your account and how to use them

Service Configuration: Learn about what configurations you will need to complete in preparation for your activation date

Installation and Activation: Learn about what to expect on your activation date, transferring your numbers to EarthLink & post-installationsupport

Additional Resources: Access account and billing information via the customizable and personalized myLink portal

Site Requirements

To activate your new Hosted Voice service on time, you must ensure your site is ready for the new service. Below is a list of minimum site requirements that must be completed before the service can be activated.

It is your responsibility to have the site ready by the planned activation date to avoid delays. If delays are anticipated, you should contact EarthLink as soon as you are aware of the problem, and no less than 3 business days before a scheduled site visit, so that the installation can be rescheduled and avoid any impact to your bill.

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Environment Suitable to Deliver Circuit

If you ordered a circuit, a technician from the regional local exchange carrier will complete the installation of the circuit during normal business hours. The technician will require access to the cable path and conduit to complete the equipment installation. If needed, you must obtain permission and access from the property owner/management.

Note: If you are providing your own broadband, skip to the next section.

Below are general requirements to deliver the circuit. However, your individual site requirements may vary.

- **Cable path** – A cable path between the circuit installation point (demarcation) and your office is required.
- **Conduit** – If conduit is required to install circuit facilities, you must provide conduit with available pull string.
- **Backboard and ground** – A backboard and an adjacent electrical ground are required. A 4-by-4-foot fire-rated backboard (painted with fire retardant paint) is recommended.
- **Power** – 120V 60Hz power source must be available.

Bring Your Own Bandwidth (BYOB)

If you are providing the broadband connection you will need to ensure the network can support the EarthLink voice service. Your Internet connection, local network and your router devices all contribute to overall call quality. If you are providing the broadband connection required for Hosted Voice, you will need to verify the network is configured to allow VoIP.

In order to have your phone system run successfully it is essential to have your network set up correctly. Although requirement may vary from one network to another, most issues encountered during Hosted Voice deployments can be addressed by following a few key steps.

You can find more information on the BYOB Installation and Best Practice Guide available on the Customer Resource Center (https://www.earthlink.com/services-and-solutions/voice-unified-communications/hosted-voice/resources)

Hosted Voice Network Requirements

Location suitable for network equipment – Additional backboard space, electrical power and a ground must be available to install the EarthLink equipment for your Hosted Voice service. If you want the equipment to be installed in a standard 19-inch or 23-inch rack, you must notify EarthLink to ensure mounting brackets are shipped.

Inside Wiring – You must provide all inside LAN wiring required to connect the IP phones to the network equipment. Each phone will require a dedicated CAT5 or greater UTP Ethernet cable with RJ-45 connectors. The wiring must be tagged or labeled at both ends.

If we are connecting analog devices to your hosted service, you will need to supply inside wiring from the 66 Block to the analog devices. This may require placement of an RJII jack near the device being connected with wiring runs back to the 66 Block. A 66 block is a type of punchdown block used to connect sets of wires in a telephone system.

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Additional Site Considerations

Multiple switch rooms – For locations with multiple switch rooms, you must provide the connections between the switching points.

Fiber cabling – If utilizing fiber optic cabling, it is your responsibility to convert the handoff to standard Ethernet with RJ-45 connectors to interface with the EarthLink equipment (usually with a network/fiber transceiver or media converter).

Many networks use small hubs/switches to serve a few users without running dedicated cable runs. This kind of configuration is NOT supported. Each IP phone must connect directly to EarthLink's equipment. Each desk phones will have an available network port to plug in one computer

Circuit and Equipment Delivery

If applicable, EarthLink will order and coordinate the installation of the circuit directly with the local carrier. It is your responsibility to ensure the Site Requirements are completed ahead of the circuit installation date.

If EarthLink is providing the circuit, we will also order, configure and manage the required equipment to support your Hosted Voice service. This includes a router or integrated router-switch. Depending on the number of phones, one or more additional switches will be provided with enough ports to connect the phones.

If additional switches are required for other network devices, you must provide and configure that equipment.

EarthLink will ship the network equipment along with the IP phones required for your service. This equipment is not needed for the circuit installation and should be stored in a secure location until your service activation appointment.

Training

A number of training options are available to help you get familiarized with your new service.

Online training: Self-paced, web-based courses
These free computer-based training courses contain the same materials covered during on-site training or instructor-led online classes. Your employees can view these sessions at their own pace as often as needed.

Online training: Web-based with a certified instructor
Free online classes taught by a certified instructor will be held several times a week to cover various topics regarding your Hosted Voice Service. You can take an online class at any time, but EarthLink recommends that you complete training as close to your installation as possible. Customers are required to register for classes on-line at www.earthlinkbusiness.com/hostedvoice

Private online training: Web-based half-day with a certified instructor
Private online training provides the benefits of a personalized class and allows for the flexibility of an online classroom. An instructor will review your order and plan a course specific to your services. A one-time charge of $500 applies to Private Online Training.

On-site training: Full day with a certified instructor

An instructor will contact you before installation to schedule your training — usually one day after installation. The instructor will review your order and plan a course specific to your services. To maximize the benefit of the training, plan to have key users and the business group administrator present. To maximize the effectiveness of training, please have appropriate facilities available, including a conference room, network connectivity, a projector, etc. Your EarthLink instructor will outline specific requirements.

A one-time charge of $999 applies to each day of On-Site Training

Voice Configurations and Onboarding Services

A System Design Specialist will contact you to discuss your call flows for the initial provisioning. Please be prepared to discuss how your business receives calls, desired ring groups and any other specific requirements.

Prior to activation, your phone lines will be provisioned allowing you to configure your service. At this stage you can login to https://voip.elnk.us/bg to configure speed dials, monitored extensions and a variety of other features on your IP phone keys. You will also be able to upload or record Auto Attendant announcement and design the menu tree options.

Additional configuration and implementation services are available. Professional recording of your Auto Attendant prompts and menu tree configuration services can be added to your order by notifying your System Design Specialist. They will gather your desired menu options and your script for each recording.

Installation and Service Activation

Once the circuit is installed, we can begin the installation and activation of the voice service. If applicable, the network equipment and IP phones will be shipped in anticipation of porting and activating your telephone numbers.

If your order includes a T1, Metro Ethernet or Fiber circuit, we may need to complete a **Pre-Installation site visit**. That appointment will be scheduled roughly three days before the scheduled port date. **All site requirements to support your Hosted Voice service must be completed by this time.**

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Remote Installation Support

When we have a confirmed date to port your phone numbers, we will schedule a **service activation appointment** with a member of our Voice Activation Team.

There will be an out-of-service period as service is activated. To minimize the out-of-service period, you must be ready to accept service. That means:

- All site requirements are completed.
- All necessary personnel are available to perform test and turn-up activities with EarthLink.
- All wiring to connect the IP phones to the network is installed and ready.

You should plan to connect the phones before your scheduled appointment to minimize downtime.

During your appointment, the technician will confirm the phones have connectivity to the EarthLink network. They will assist with testing and verification. Then they will port your phone numbers. It may take 72 hours for your company name to display on Caller ID and 911 records.

Professional Installation Services

EarthLink can also provide an on-site technician to assist with your service activation via our Professional Services. During the Professional Installation, the technician will work with our Service Activation department to complete testing and port over your numbers. The technician cannot address wiring or other site requirements.

If you want to schedule a Professional Installation, you must indicate on your initial order and provide at least three business days' notice. If you need a Professional Installation because of issues with self-activation, orders to port numbers will need to be resubmitted. Delays of at least three days are expected.

Post Activation Support

After your service is activated, we will continue to provide exceptional service with a dedicated post activation team. You will have priority access to support for seven days from specialists who can answer questions and provide assistance to make the transition to EarthLink a great one.

Additional help is only a click away on the EarthLink Customer Resource Center. Here you will find a Learning Center with step-by-step videos, how-to articles and the ability to register for online training.

Visit the Customer Resource Center at **www.earthlinkbusiness.com/hostedvoice**

myLink: The Cloud... in your hands

At EarthLink, we have always looked to the future of voice, network and IT services.

We have also listened to our clients and responded to their needs. The unique myLink feature provides a unified, customizable dashboard of your entire business via a single user interface. myLink provides you with secure, 24/7 online access to a control point for managing all information about your account and business services.

You will receive an email from mylinknotice@elnk.com, directing you to register for the myLink Portal within 30 days of activation. Please enroll promptly by following the email's instructions.

Once enrolled in your secure myLink account, you can take advantage of these features:

- **Single pane of glass:** Customizable dashboard-driven interface.
- **Cloud service management**: Consolidated view of all cloud services.
- **Network services monitors**: Site locations displayed on imbedded Google Maps.
- **Location-based management**: Control tickets, orders, and more, at each individual site.
- **Service tickets**: One view of all data, voice, and ITS service ticket with Click to Chat to connect to one of our agents
- **Order management**: Consolidated and sortable presentation of all orders in progress.
- **Billing resources**: Up-to-date summary of current account status.
- **Online bill payment**: Set up secure one-time or automatic recurring monthly auto-payments.
- **Reporting tools**: Network utilization details that can be downloaded.

Contact us
www.earthlink.com

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