Installation Steps

1. All forms must be completed, signed (where applicable) and returned to EVS
2. Payment method is provided and verified
3. Account is created on the VoIP Portal (Performed by EVS)
4. Port process of existing phone # starts (Port is not required if you're starting with a new PH#)
   a. **Note: If we're porting your existing PH#, you must provide a copy of your latest phone bill not to be older than 30 days.** **Porting process may take up to 10 business days, or longer in some cases.**
5. Desired phone sets are ordered from EVS (Unless you're using your own VoIP Phones)
6. Phones are provisioned and shipped to participating sites
7. Dial plan tree is discussed and finalized with client
8. Audio files are recorded and saved to the VoIP portal:
   a. If Recording your own files: EVS will walk you through how to record and save your audio files (No cost to you)
   b. If Using our professional OHM Services: Your creative writer will contact you to discuss (Monthly recurring fee applies)
9. Phone installation:
   a. Self Installation: Contact EVS once you receive the phones and you're ready to install the phones, we will walk you through the process step-by-step (No cost to you)
   b. Dispatch Installation: We will setup a schedule for a technician to come out onsite to install all the phones (installation fees per site…Note: Installation fees cover the first initial installation only, meaning that if for some reason, the phones need to be reinstalled at some point in the future, then a new installation fee will apply)
10. Service Activation…Once the phones are installed, you're ready to start using your VoIP Service.

Installation Notes:

1- You **MUST** contact your ISP & IT Vendor (If you use one) and ask them to **DISABLE "SIP ALG"** on your Internet router and firewall…If SIP ALG is enabled, it will cause poor voice quality including jitters and lag

2-Phones can be connected to your network in one of 3 ways **(Must select before we ship your phones)**:
- LAN…Using DHCP Configuration (most common option)…Consult with your IT team
- LAN…Using Static IP Configuration…Consult with your IT team
- WiFi…Using WiFi Configuration if phone set supports it…Consult with your IT team

3- Please keep in mind if you're using LAN configuration that a Network cable run and possibly an additional network switch maybe needed (at an extra charge for labor & material) if a network outlet or switch is not near where the phone is going to be used (unless you plan on using WiFi)

4- Please keep in mind you may need to use a "Power Strip" if a power outlet is not near where the phone is going to be used (Unless your network supports POE…Power over Ethernet…Consult with your IT)

5-If you are using your own VoIP phones, we first need to confirm compatibility with our VoIP platform, then we will walk you through provisioning over the phone at no cost; however if a technician is requested to provision the phones, there will be an installation charge.

I have read all the info above and my questions were answered to my satisfaction…Date:_____

Name of authorized company officer_____ Signature_____