

Installation Steps

Here's how the installation process flows from agreement signing to service activation:

1. All forms must be completed, signed (where applicable) and returned to EVS
2. Payment method is provided and verified
3. Dial plan & Auto Attendant Tree (AAT) info is provided
4. All Audio files are created (EVS)
5. Account is created on the VoIP Portal (Performed by EVS)
6. **VoIP Vender Billing Starts on the day the account is created**
7. Dial plan is created and demonstrated to the client for desired changes and final approval
8. Port process of existing phone # starts (Port is not required if you're starting with a new PH number)
 - a. **Note: If we're porting your existing PH number, you must provide a copy of your latest phone bill not to be older than 30 days from the day we receive it from you. Porting process may take up to 10 business days, or longer in some cases.**

☐ Yes, I am requesting to port my PH Number (if porting multiple sites, then please email all numbers and indicate which site they belong to)?

☐ What is the phone # you would like us to port?

☐ Did you include a copy of your latest phone bill not older than last 30 days?

☐ I am ordering a new PH# instead (order a new PH# when you open a new site that does not have phone service)

9. Desired phone sets are ordered from EVS (Unless you're using your own VoIP Phones)
10. Phones are provisioned and shipped to participating sites
11. Phone installations:
 - a. Self-Installation: Contact EVS at **888-864-7333** 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**)... We ask that the phones are installed within a week of delivery or sooner. **EVS will give you a grace period of 1 week before billing**
 - 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**)
12. **EVS Billing Starts a week after delivery, or as soon as the dispatched installation is completed.**
13. Service Activation...Once the phones are installed, you're ready to start using your VoIP Service.

Installation Notes:

SIP ALG	- You MUST contact your Internet provider, or your IT team and ask them to Disable "SIP ALG" on your Internet router and network switches "SIP ALG" is an internet protocol that can cause poor voice quality such as lag & jitters - EVS cannot do this for you since we don't have access to such equipment
Additional Switch (additional cost)	- If Your network switch does not have an open network jack, then you have two options: 1- You need to purchase a new small network switch to plug the phone to 2- Order a phone with the "WiFi" feature so you won't need a network cord
Network Connectivity Questions	☐ Do you need an additional small Network switch? ☐ Do you need to order phones with the WiFi feature instead of buying a small network switch?

Cable Run (Additional cost)	- If the desired location where you need the phone installed is too far from any network switch and there's not a network wall jack close by, then you have two options: - You need to have a cable run between where the phone needs to be installed and the nearest network switch - Order a phone with the "WiFi" feature so you won't need a network cord
Cable Run Questions	☐ Do you need a cable run (s)? ☐ Do you need to order phones with the WiFi feature instead of running cables?
Power Strip (Additional Cost)	- If there is not an electric plug where the phone needs to be installed, or if all the power outlets on the power strip are taken then you have two options: - If your network switch supports "POE" ...Power Over Ethernet, then you do not need to plug to an electric outlet, the phone will power through the network cord - A power strip will be needed
Power Strip Questions	☐ Are there enough power outlets for all the phones to be installed? ☐ Does your Network switch support "POE"?...Your IT team should know ☐ Do you need a Power Strip?
Phones Network Configuration Must select one before we ship your phones	Phones can be connected to your network in one of 3 ways (Must select before we ship your phones) : - DHCP LAN Configuration (most common option) ...Consult with your IT team - Static IP LAN Configuration...Consult with your IT team - WiFi...Using WiFi Configuration if phone set supports it and you have WiFi service on site...Consult with your IT team
How would you like to configure your phone network connectivity?	☐ DHCP LAN configuration ☐ Static LAN configuration (Static IP: _____) ☐ WiFi Configuration (WiFi Password: _____ WiFi SSID: _____)
If you're not buying phones from EVS!!	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.
Are you providing your own phones?	☐ I am using my own VoIP phones, or I did not buy them from EVS ☐ What's the make of each phone? _____ How many? ☐ What's the model of each phone? _____ How many?

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

Name of authorized company officer _____ Signature _____

EVS Representative Name: _____