

UC BEST PRACTICES FOR DEPLOYMENT

PRE-INSTALL CHECKLIST

Deploying technology such as UC is a very challenging task. It involves many network aspects and bridges TDM, IP and wireless networks together in one seamless communication infrastructure. For this reason, we have deployed a PRE-INSTALL CHECKLIST that UC resellers should follow prior to an Esnatech UC deployment. This checklist becomes your planning guide to a smooth and flawless operation covering all relevant aspects to a success deployment.

SITE INFORMATION

SITE NAME		CONTACT NAME	
ADDRESS		PHONE	
CITY		FAX	
STATE/PROV		EMAIL	
ZIP/POST CODE		WEBSITE	

NETWORK INFORMATION

VOICE MAIL IP ADDRESS		EMAIL SERVER/VERSION	
VOICE MAIL SUBNETMASK		MAILBOX STORAGE SIZE	
DOMAIN/WORKGROUP NAME		IMAP TSE ACCOUNT NAME	
WILL UC CLIENT BE LOADED ON CLIENT COMPUTERS?	<input type="checkbox"/> Y <input type="checkbox"/> N	IMAP TSE ACCOUNT PASSWORD	
EMAIL INTEGRATION	<input type="checkbox"/> Email Integration <input type="checkbox"/> IMAP Pointers <input type="checkbox"/> True UM	# OF CLIENT WORKSTATIONS	
		# OF TRUE UM USERS	
		EMAIL CLIENT, TYPE/VERSION	

PBX INFORMATION

PBX MODEL/VERSION		PBX IP ADDRESS	
IS CTI GOING TO BE USED?	<input type="checkbox"/> Y <input type="checkbox"/> N	IS THE PBX IP ADDRESS IN THE SAME SUBNET AS THE VOICE MAIL?	<input type="checkbox"/> Y <input type="checkbox"/> N
IF YES, IS CTI LICENSED AND PROGRAMMED ON THE PBX?	<input type="checkbox"/> Y <input type="checkbox"/> N	IF NO, IS THERE ROUTING BETWEEN THE VOICE MAIL AND PBX?	<input type="checkbox"/> Y <input type="checkbox"/> N
IF YES, HAS THE CUSTOMER PROVIDED A SCRIPT FOR THE AUTO ATTENDANT?	<input type="checkbox"/> Y <input type="checkbox"/> N		

LIST OF VOICE MAIL PORTS:
LIST OF FAX PORTS:
LIST OF EXTENSIONS TO BE MONITORED:

VOICE MAIL INFORMATION

COMPUTER NAME		AMOUNT OF RAM INSTALLED (MIN 1.5GB)	
OPERATING SYSTEM		HARD DRIVE SIZE (MIN 40GB)	
CPU MODEL/SPEED		DVD DRIVE INSTALLED (TYPE)	
WINDOWS LOCAL ADMINISTRATOR ACCOUNT		WINDOWS LOCAL ADMINISTRATOR PASSWORD	
DO YOU HAVE THE USB SENTINEL AND LICENSE KEY FILE FOR THE SITE? <input type="checkbox"/> Y <input type="checkbox"/> N		WILL THE SYSTEM USE AN AUTO ATTENDANT? <input type="checkbox"/> Y <input type="checkbox"/> N	
DO YOU HAVE A COPY OF THE LATEST MANUAL? <input type="checkbox"/> Y <input type="checkbox"/> N			

OTHER INFORMATION
