

Self-Install Guide

for Administrators



Thank you for choosing MegaPath Business Voice.
This document explains MegaPath's Self-Installation process.

Please note: If you have opted to have a Professional Installation, your Voice Project Manager will contact you to discuss your installation.

Installation Questions?

Contact MegaPath at

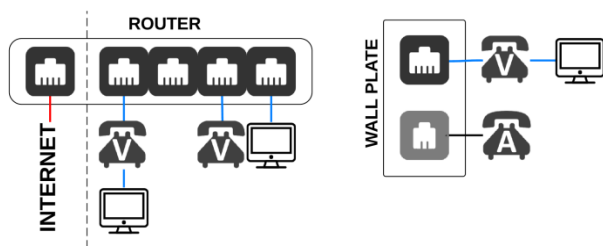
844.681.3863

Step

1

Locate Your Network Ports

Locate the Ethernet port(s) within your network that you will connect your MegaPath device(s) to.



Legend



Step

2 Check Network Readiness

Now that you have identified your network type, confirm that your network can handle the necessary bandwidth the device(s) will be generating.

1. Plug a computer into the Ethernet port where the device(s) will go.
2. Confirm that the computer has Internet access. Be sure WiFi is disabled.
3. Visit <http://www.megapath.com/speedtest> to conduct a few speed tests and write down the results in the box provided in this document.
4. Calculate the bandwidth needed based on your number of concurrent (active) calls using the following equation: (1 concurrent call = 96 Kbps)
5. Example: A typical implementation with 21 devices would plan for capacity to support 7 concurrent calls at 96 Kbps per each call, equaling 672 Kbps of bandwidth needed.

[number of devices ÷ 3] x 96 Kbps = Upload and Download Capacity in Kbps
(1024 Kbps = 1 Mbps)

Step

4 Configure Voice Services

Now that your devices are connected to your network and working, you will need to configure your MegaPath Hosted Voice Services.

1. Visit the Voice Learning Center at <http://www.megapath.com/VLC> for video tutorials and guides on phones, voicemail setup, Hunt Groups, Auto Attendants, and more.
2. Log into your Customer Portal located at <http://my.megapath.com> for configuration options. As a new customer, you will receive an email that will guide you through a 4-step process to setup a username, password, and security questions.
3. Refer to your User Details for extensions and individual user credentials. Be sure to distribute individual credentials to your staff.

To schedule customized webinar training with a personal instructor:
Call MegaPath Voice Training at [844.681.3864](tel:844.681.3864)

Step

3 Connect Devices to Network

Now that you have identified your network type, confirm that your network can handle the necessary bandwidth the device(s) will be generating.

1. Connect the device(s) to the Ethernet port(s) in your network.
2. Check the back of this document for phone specific diagrams.
3. Wait for the device(s) to download its configuration from MegaPath. This may take up to 15 minutes on first boot to complete. Be sure to wait until the device(s) are stable before moving on.
4. Confirm that the device(s) are registered.
5. Check the back of this document for phone specific diagrams.
6. Place an outbound test call to a non-MegaPath device — such as a cellular phone — to confirm the device(s) are working.
7. Confirm all the extensions appear on the device(s) display.

We're Here to Help!

Your satisfaction is MegaPath's top priority. For assistance with billing, provisioning, or technical questions, you can contact us via our Customer Portal, or by phone or email. You can also access helpful guides and troubleshooting tips in our Voice Learning Center.

Online Portal and other Important Links:

Manage Your Account Online:
<http://my.megapath.com>
Voice Learning Center:
<http://www.megapath.com/VLC>
Instructor-Led Training:
<http://www.megapath.com/voicetraining>

Install, Training and Support Numbers:

Self-Install Troubleshooting: [844.681.3863](tel:844.681.3863)
Schedule Voice Training: [844.681.3864](tel:844.681.3864)
General Support: [844.681.3865](tel:844.681.3865)

Email: support@megapath.com

Site Account Number:

Customer Portal Credentials:

Username: _____

Password: _____

Speed Test Results:

Upload: _____ Download: _____

Upload: _____ Download: _____

Upload: _____ Download: _____

Calculate Bandwidth:

No. of devices _____ ÷ 3 x 96 kbps =
_____ total kbps required

See reverse for device information.

Polycom Devices

SoundPoint IP Phones

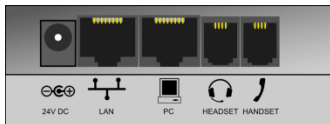
This series of phones consists of the IP335 and IP550/560 desktop phones, IP650/670 receptionist phones, and the IP6000 conference phone.

Below are examples of the back panel and registration status:

3002  Registered

3002  Unregistered

Back Panel



VVX Media Phones

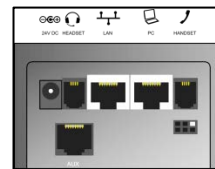
This series of phones consists of the VVX 300/410 Desk Phones, the VVX 500/600 Touchscreen Phones, and the VVX1500 Executive Phone.

Below are examples of the back panel and registration status.

 3001 Registered

 3001 Unregistered

Back Panel



Cisco Devices

Small Business Phones

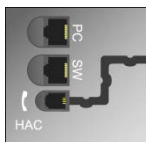
This series of phones consists of the SPA303 basic desk phone, and the SPA525 Executive Phone.

Below are examples of the back panel and registration status.



- Registered
- Unregistered

Back Panel



Cisco SPA122 Analog Telephone Adapter (ATA)

This device converts MegaPath VoIP service into a traditional phone line. This is most commonly used by our customers to connect fax machines.



- Line 1 Status: ■ Registered Unused
- Line 2 Status: ■ Registered Unregistered
- Internal Status: ■ Flashing = Traffic Passing
- Power Status: ■ Ready

Back Panel

