



Customer Detail			
Customer		Client Contact Number	
Full Service Address		Client Contact E-Mail	
Client Contact Name		Installation Auditor	
Contact Job Title		Audit Date	
Installation Date			

Customer product identification

Simple PBX scoping questionnaire			
Service or Port type	Type	Detail information	
		Present	Future
Extensions	Analogue (FXS)	<Qty>	<Qty>
	IP (SIP)	<Qty>	<Qty>
Concurrent calls	PSTN (analogue)	<Qty analogue / FXO>	<Qty>
	ISDN	<Qty BRI>	<Qty>
		<Qty PRI>	<Qty>
SIP / VoIP	<Qty>	<Qty>	
Trunk types	PSTN (analogue)	<Qty analogue / FXO>	<Qty>
	ISDN	<Qty BRI>	<Qty>
		<Qty PRI>	<Qty>
	SIP / VoIP	<Qty>	<Qty>
Installation	Rack or Desk-mount	<Enter type>	N/A
Value Added Applications	Call Center Analyser	<Number of queues>	Refer to Call Center Scoping Document: http://www.farsouthnet.com/wp-content/uploads/2011/06/FSN-CCA-URS-March2017.pdf
		<Number of agents per queues>	
	Operator Panel & HUD	<Basic or Advanced?>	
	COMPLIANT Voice Recording (Atmos, by Call Cabinet)	< Enter Y/ N >	Enable client account to Atmos product
3 rd Party integration	TMS	<List 3 rd part TMS vendor>	<List any special requirements>



PRODUCT CONFIGURATOR

Use the On-line Product Configurator (<http://www.farsouthnet.com/product-configurator/products/configurator.html>) to enter the quantities by entered in the "Simple PBX Scoping Questionnaire" above, in order to identify the most suitable Far South Networks product/s.

A sample of the "Product configurator" is presented in the table below.

<i>Parameter</i>	<i>Value</i>	<i>Comment</i>
Product Line	<input type="text" value="PBX"/>	PBX or Gateway
Concurrent Calls	<input type="text"/>	G.729a/VoIP or G.711/TDM
Primary Rate ISDN	<input type="text"/>	32 channels per E1 interface
Basic Rate ISDN	<input type="text"/>	2 channels per interface
Analogue PSTN	<input type="text"/>	1 analogue telecom line per interface
Analogue Extensions	<input type="text"/>	1 POTS handset per FXS interface
IP Extensions	<input type="text"/>	Maximum recommended users: Wanderbox - 50 Wanderbox Duo - 100 Com.X10 - 100 to 450 Com.X20 - 1000
Storage Capacity	<input type="text" value="-"/>	
Packaging	<input type="text" value="-"/>	19" rack mount / desk mount
Ethernet Ports	<input type="text" value="-"/>	Ethernet ports: 1/2/4

FSN part number	Part Number list
PBX / Gateway device	<Enter Com.X / Wanderbox part number> (e.g. WB(P)-2B)
Telephony port	<Enter Comma iTA part number/s> 1.

Wanderbox & Com.X

The complete communications solution in a box

Pre-Installation Audit



farsouth
networks

expansion	2. 3. 4. (e.g. iTA-8016S)
Licenses	<Enter all license types> 1. 2. 3. 4.

Customer system configuration requirements

Once the customer product (make/s and model/s) have been identified, the customer configuration can be captured based on three high-level requirements:

- Routing & Firewall requirements
- Gateway functionality
- PBX features

ROUTING Information		
Network ports	Type	Details / Comments
LAN1	Client	(default setup)
	Static	<Enter IP sub-net mask> <Enter Gateway IP Address>
LAN2	Server	<Enter IP range> <Enter IP sub-net range>
	Static	<Enter sub-net mask> <Enter Gateway IP Address>
LAN3	Server	<Enter IP range> <Enter IP sub-net range>
	Static	<Enter sub-net mask> <Enter Gateway IP Address>
LAN4	Server	<Enter IP range> <Enter IP sub-net range>
	Static	<Enter sub-net mask> <Enter Gateway IP Address>
VPN	Server	<Enter Public IP address>
		<Select UDP or TCP>
		<Enter port number >
	Client	<Enter Server IP address>
VLAN	(default)	<Enter LAN port>
		<Enter IP Address>
		<Enter VLAN Number>
		<Enter DHCP (server or client)>



GATEWAY Information	
INBOUND ROUTES	
<i>Inbound Call Identifier (Telecoms facing...)</i>	<i>Routing Destinations</i>
<p>Enter... <Trunk type & port # ></p> <p>(e.g. SIP 1,... <“No range or DDI trunk range”></p> <p>(e.g. (021)700 8290 to (021)700 8299</p>	<p><What port/trunk to send the call to?> FXS, BRI, PRI, LAN (for VoIP/SIP)</p> <p>(e.g. FXS, port 1-1 or SIP 1)</p> <p><What number is presented to PBX?></p> <p>(e.g. +27 21 7xx xxxx – specify you r required format)</p>
<p>Enter... <Trunk type & port # ></p> <p>(e.g. SIP 2,... <“No range or DDI trunk range”></p> <p>(e.g. (021)700 8300 to (021)700 8399</p>	<p><What port/trunk to send the call to?> FXS, BRI, PRI, LAN (for VoIP/SIP)</p> <p>(e.g. FXS, port 1-2 or SIP 2)</p> <p><What number is presented to PBX?></p> <p>(e.g. +27 21 7xx xxxx – specify you r required format)</p>
<p>Enter... <Trunk type & port # ></p> <p>(e.g. SIP 3,... <“No range or DDI trunk range”></p> <p>(e.g. (021)700 8400 to (021)700 8499</p>	<p><What port/trunk to send the call to?> FXS, BRI, PRI, LAN (for VoIP/SIP)</p> <p>(e.g. FXS, port 1-3 or SIP 3)</p> <p><What number is presented to PBX?></p> <p>(e.g. +27 21 7xx xxxx – specify you r required format)</p>
Call recording enabled on all inbound calls: Y / N	
OUTBOUND ROUTES	
<i>Dialed Number Range (PBX facing...)</i>	<i>Routing Destination</i>
<p>Enter... <Type of Trunk></p>	<p><Enter Primary Trunk Route (trunk & port)></p>

Wanderbox & Com.X

The complete communications solution in a box

Pre-Installation Audit



farsouth
networks

(e.g. SIP, FXS port 1-1, etc) <Number range>	(e.g. SIP, BRI port 2.1, etc) <Enter Secondary Trunk Route (trunk & port)>
(e.g. 021 7xx xxxx – local calling) Enter... <Type of Trunk>	<Enter Primary Trunk Route (trunk & port)>
(e.g. SIP, FXS port 1-2, etc) <Number range>	(e.g. SIP, BRI port 2.2, etc) <Enter Secondary Trunk Route (trunk & port)>
(e.g. 00x xxx xxx xxxx – intl calling) Enter... <Type of Trunk>	<Enter Primary Trunk Route (trunk & port)>
(e.g. SIP, FXS port 1-3, etc) <Number range>	(e.g. SIP, BRI port 2.3, etc) <Enter Secondary Trunk Route (trunk & port)>
(e.g. 08x xxx xxxx – mobile calling)	
Call recording enabled on all outbound calls: Y / N	



PBX CONFIGURATION REQUIREMENTS		
Standard Features & Functionality	Type / Number	Details / Comments
Extensions	Analogue phones (FXS)	<Enter quantity>
	IP phones	<Enter VLAN number>
		<Enter LAN port number>
Hot Desks		<Describe requirements>
Music on hold		Email your MOH file
PBX specific inbound requirements		
Day / Night Service		<Enabled, Y/ N>
		<Describe required behavior>
Time conditions		<Enter your requirements here>
Conferences	1	<Enter DDI address, if required>
		<Enter pin code (Admin, Users)>
		<Recording, Y/N>
	2	<Enter DDI address, if required>
		<Enter pin code (Admin, Users)>
		<Recording, Y/N>
Queues	1	<Enter list of static agents>
		<Enter Max Ring time>
		<Enter Max wait time>
		<Audio Announcement> - <i>email please</i>
		<Enter failover destination>
		<Enter Ring Strategy>
		<Enter list of static agents>



	2	<Enter Max Ring time>
		<Enter Max wait time>
		<Audio Announcement> - <i>email please</i>
		<Enter failover destination>
		<Enter Ring Strategy>
Auto-Attendant	1	<Option 1: Destination>
		<Option 2: Destination>
		<Option 3: Destination>
		<Option 4: Destination>
		<Timeout length>
		<Failover destination>
	2	<Option 1: Destination>
		<Option 2: Destination>
		<Option 3: Destination>
		<Option 4: Destination>
		<Timeout length>
		<Failover destination>

Comments – additional requirements / comments not listed above



DOCUMENT CONTROL

CUSTOMER SIGNATURE: Upon acceptance of requirements and information as documented.		DATE:	
INSTALLER SALES SIGNATURE: Sign and handover to engineer upon completion of requirements and information gathering and customer signoff.		DATE:	
INSTALLER ENGINEER SIGN OFF: Sign and handover to project manager once installation and configuration has been completed.		DATE:	