



### Pre-Installation Requirement Form

Please give 2 weeks notice of installation request date to allow engineer scheduling

<b>Product(s) to be installed:</b>
<b>Purchase Order Number:</b>

Please ensure all equipment to be installed is in the appropriate room and where applicable the monitor is placed on top of the cart.

**It is the customers responsibility to provide the appropriate ISDN lines to the videoconferencing system.**

#### ISDN Provisioning

**Background Information:** 1 ISDN line consists of 2x64K Channels, each channel may have different numbers or both channels may have the same number. If your system can take multiple ISDN lines, again each channel may have a unique number assigned otherwise each line (or pair of channels) should have the same number. **Please note that DASS BT protocol does not comply with H320 ITU standards.**

Read carefully the ISDN provisioning document attached. ISDN in-line terminal adaptors may be required.

#### Your ISDN details

ISDN is already installed	YES / NO
Type of <b>ETSI EURO-ISDN</b>	BRI / PRI (E1)
Date ISDN line(s) have been/will be tested	
Tested by	

#### ISDN Numbers (Please complete as appropriate)

Line 1	Channel 1	
	Channel 2	
Line 2	Channel 1	
	Channel 2	
Line 3	Channel 1	
	Channel 2	
Line 4	Channel 1	
	Channel 2	

#### Please tick whichever scenario matches your environment

ISDN is presented via a wall box provided by BT (or other carrier) in the room where the equipment is to be installed	
ISDN is presented via a wall box provided by BT (or other carrier) in the comms room and has been patched through to the room where the equipment is to be installed	

**Please note that if ISDN is presented via a PBX then the PBX will usually require configuring. This expertise is PBX specific and can often be the source of problems during installation.**

**AuDeo engineers will not take responsibility of patching ISDN lines to the room**

ISDN is presented via my PBX.	
The PBX type is:	
A dialling prefix is / is not required, the prefix is .....	
The necessary programming of my PBX has been carried out	
Line is already in use and has been tested	

**Please be aware that AuDeo Systems Limited engineers will not attempt to configure your PBX and any time lost due to incorrect configuration of your PBX will not be replaced without a further charge and may not be immediate depending on other commitments.**



Local Area Network Connection

Please note that any IT configuration will need to be carried out by your IT department

Form with fields for LAN connection details: We wish to have equipment connected to our LAN, We wish to make videoconferencing calls over LAN, Our LAN is configured to run TCP/IP, DHCP is enabled, DHCP is not enabled, please use the following settings: IP Address, DNS Servers, Default Gateway, Subnet Mask, WINS Resolution, WINS Server, Our site has WAN access, We currently use Internet Explorer, If not, please state what you do use, We have a Firewall or Proxy Server.

Any additional equipment requiring installing should be listed. Please note that any specialised leads and connectors are not provided by AuDeo.

It is advised that the room the videoconferencing equipment is to be installed in is made available for the whole day. Participants wishing to take part in the overview are advised to be available at short notice once installation is complete.

Installation service includes a short familiarisation of equipment use as an introduction only, full training options are available, please contact your reseller or installation engineer for details.

I acknowledge that I have read and supplied the above information and believe it to be correct. I understand that equipment other than that being installed by AuDeo Systems Limited is not the responsibility of AuDeo Systems Limited. If adequate provisioning or configuration is not available on the day of installation then AuDeo Systems Limited will complete installation procedure without testing, subsequent visits will be charged separately. Any extra hours or part of thereafter spent on site will be charged at £100/hour.

Preferred Install date(s) (date(s) will not be confirmed until this form is completed & returned)

Reseller Details (please print)

Company Name: Contact Name: Contact Tel: Date: Signed:

End User Details (please print)

Company Name: Site Contact On Day: Installation Site Address: Postcode: Contact Tel: Date: Signed:

Please fax back to AuDeo Systems Limited prior to date of installation.

## ISDN2E PROVISIONING

### Ordering ISDN

There are several ways to ask for the proper line provisioning for the ISDN BRI lines. Depending on the service provider, the proper description could be any of the following:

- A. Clear Channel ISDN with data (or voice and data) capability.
  - B. 64k ISDN with 2B + 1D channels and data (or voice and data) capability.
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1. Always inform the provider of your requirements in 64k channel allocation.  
Example: 3 ISDN Lines = 384k bandwidth = 6 x 64k channels required.
  2. Inform the provider that the ISDN2e Wall boxes you are ordering will be connected directly to Videoconferencing equipment that uses **Bonding** in negotiating calls over ISDN.
  3. Ask for 64k channels of **Standard Access**. Each individual Wall Box will require configuring by the provider as **S/T interfaces (Point-Multipoint)**.
  4. Different numbers for each pair of channels are required for **iPower** systems
  5. Where a single number is used for multiple lines, these have been 'grouped'. The **ViewStation** family requires 'Sequential Ring' setup in this format.
  6. All BRI lines should have Called and Calling number message **CLI** enabled in setup.
  7. Request ISDN line allocation from the same **Concentrator**, otherwise time delay, blocking and synchronization issues can affect bonded calling.

*Maximum distance between BRI sockets and terminal equipment is 655 ft (200m) on a CAT5 cabling. ISDN terminal adapter (120 Ω) may be needed.*