

# CatalystTelecom<sup>®</sup>

empowering solution providers<sup>™</sup>

## Remote Offer includes the following services:

---

- Install analog and modem cards on IP Office Base Unit.
- Verify firmware revision to order requirements.
- Install latest version of manager software.
- Perform software and firmware upgrades if required.
- Burn in completed assembly for a minimum of 4 hours.
- Load analog ports with 4 simultaneous incoming lines and monitor for 2 minutes minimum.
- Install modem in HP Server
- Integrate (Install) Operating System and applicable drivers.
- Install additional 256MB memory.
- Install Voice Mail Pro application.
- Install and validate license key (file is emailed by Catalyst sales rep).
- Remote Implementation Review (planner) with the customer to discuss features, voice mail, trunk requirements and timelines. Spreadsheet will be emailed to the customer to complete programming information.
- Remote programming for IP Office and Voice Mail Pro. Voice Mail will include one level of 2 Automated Attendants, 1 for day and 1 for night.
- Printed labels and programming spreadsheets emailed to the technician.
- Testing of inbound calls, restrictions, day service and night service routing, and voicemail functionality
- Pre-registration of IP Office

## Business Partner/Customer Responsibilities

---

- Unpack and Inventory Equipment.
- Install modules in IP Office if required.
- Rack mounts equipment if required.
- Perform Connections to Customer's LAN
- Connect and verify remote access POTS line
- Label phones and joint testing of functionality with programmer
- Applications not included in basic offer
- Training for end-users and System Administrator
- Recordings – customer to record Auto Attendants – we send instructions

## System Integration Benefits

---

Increase your overall value through System Integration. Strengthen customer relationships with quick and easy installs that avoid costly revisits for programming and design changes. Other benefits of System Integration include:

- Implementation time focused on customer needs
- Technicians become more productive
- Increased “flexibility” of implementation
- Decreased onsite time spent on non-customer focused events
- Reduced DOA & Missing Equipment
- Ease of entry into the product line
- Cash flows and collections improved

The ordering process is easy; simply contact your sales rep at 1-800-790-2029.

**OUI**  
*Managed Services*

Contact your sales rep for more  
information or visit [www.catalysttelecom.com](http://www.catalysttelecom.com)  
1.800.790.2029