

Welcome to Digium® Switchvox® Cloud



Welcome to Digium Switchvox Cloud and thank you for choosing us as your phone service provider.

We are excited to have you as a customer and look forward to ensuring that you have a consistently positive experience. The purpose of this guide is to provide you with tools and information to ensure a smooth transition to your new service..

Here's what you'll find in this guide:

1. Meet Your Onboarding Team
2. Guide to Network Readiness
3. The Onboarding Process
4. The Number Porting Process
5. Additional Resources

Let's get started by meeting your onboarding team!



Your Onboarding Team

We want to ensure that you have a great experience getting started with Digium Switchvox Cloud. To do that, we provide you with a highly qualified and knowledgeable team of experts to walk you through the process. Here's who you will be working with:



Account Executive or Digium Agent

Chances are, you are familiar with your Account Executive or Digium partner already. That person will help determine the appropriate Digium solution to meet your needs. They will also handle all pre-sales assistance until you are ready to place your order.



Customer Success Representative

Once your order is placed, you will get a call from a Customer Success Representative (CSR). They will help you submit your initial configuration information and guide you through the first part of the onboarding process. The CSR will also be the primary contact if you need to add or modify your service after activation. You can reach the **Customer Success Team at (256) 428-6175.**



Transitions Team

The Transitions Team will handle all the technical elements of your onboarding, including the following:

- Order Verification
- Account Provisioning
- Service Activation and Testing
- Number Porting (if applicable)



Technical Support Team

After your Switchvox Cloud service is activated, you can contact our technical support team for any post-sales assistance. If you are having service-related issues or need help with configuration changes, you can reach technical support at **(256) 724-3555** or tollfree at **(877) 392-4005** or you can create a web case at www.digium.com/logcase

Guide to Network Readiness

Far and away the most important key to success with cloud-based phone service is a reliable internal network. Let's take a look at some key factors and some ways to be prepared.

Network Components

One of the major benefits of cloud-based phone systems like Switchvox Cloud is that you really don't need a lot of equipment to get started. Here's a list of components you will need for a quality network and a diagram of how it's all laid out:

Internet Connection • All of your phone calls are carried over your Internet Service Provider (ISP). As you can imagine, it's important that you have an Internet connection that is reliable and provides the necessary bandwidth. As a general rule, you need to have 100kb of bandwidth for every simultaneous call to be sufficient. So, if you predict that you will handle 10 simultaneous calls at your peak, you need to have a minimum of 1MB of bandwidth available in both directions for your phone system.

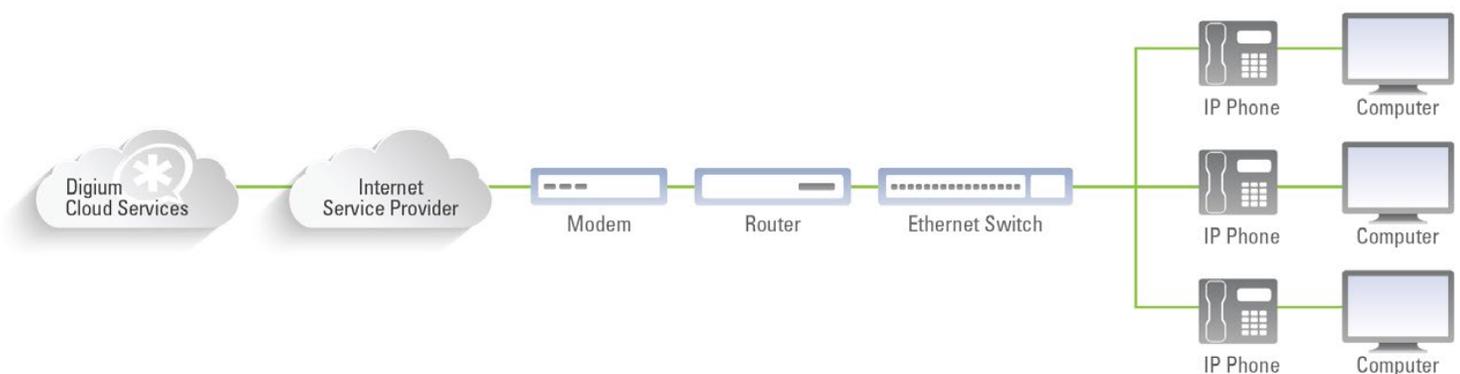
Please use our VoIP Network Readiness test (www.digium.com/products/business-phone-systems/hosted-pbx/network-test) to help ensure that enough bandwidth is available for your phone service.

Modem • The modem is the device that is typically provided by your ISP that's the link between their service and your office.

Router/Firewall • A router is a device in your network that is responsible for prioritizing and routing your network traffic as well as connecting devices to your Internet connection. A firewall is equipment that helps protect your company from malicious content and individuals when devices are connected to the Internet. See the section, **Important Information Regarding Firewalls**, for more detailed material.

Switches • Network switches allow you to connect multiple devices to your network and are responsible for directing the appropriate traffic to those devices. In short, these are what your phones will connect to.

Here is a diagram of what your network should look like for Switchvox Cloud:



Important Features

Quality of Service (QoS) • QoS is a feature available for routers and switches that ensures that the traffic generated by your phone calls receives priority over other traffic like general web traffic, video downloads, or social media viewing. It makes sure that your phone calls always come through and sound great regardless of what else is going on in your business. Digium recommends using routers and switches that support QoS to ensure your voice traffic gets priority on your network.

Power over Ethernet (PoE) • PoE is an optional feature available on some network switches that allows you to power IP phones over an Ethernet cable instead of an external power supply that connects to a wall outlet. The switch will power the phones for you so you can reduce outlet use and you don't have to spend any additional money to power your phones.

Need help with your network?

www.digium.com/networkready
for helpful tools and tips.

Getting Help with Your Network

If your network is missing any of the above key pieces or if you are not comfortable setting the network up as needed, we strongly recommend you get assistance from one of our local Digium partners. To find a Digium partner in your area, please contact your account executive or call **256-428-6262**.

Important Information Regarding Firewalls:

Before Digium can activate your account, we will need you to prepare your network to receive your Switchvox Cloud service.

At a minimum, you will need to configure your firewall such that it:

- Allows traffic to and from the Digium Switchvox Cloud network for the following ports and protocols:
 - UDP port range 5060-5062 (SIP signaling)
 - UDP port range 10000-20000 (RTP media streams)
 - UDP timeout set to 300 seconds
 - Disables SIP Application Layer Gateway (SIP ALG) functionality or any other SIP transformation functionality available in your firewall
 - Enables consistent Network Address Translation (consistent NAT) functionality where available
 - Applies Quality of Service (QoS) priority to traffic moving to and from the Switchvox Cloud network on the ports referenced previously (SIP signaling, RTP media streams)

A failure to properly implement these configurations *will* result in one or more of the following service issues:

- Poor call quality, such as one-way or intermittent audio on phone calls
- Inability to connect phones to our service
- Inability to make or receive phone calls

Digium recommends that you consult your IT resource(s) in advance of your scheduled activation call to make sure that they are able to implement the required configurations. If your IT resources require further information or assistance, they can access the Digium Switchvox Cloud knowledge base in our support portal.

For additional technical info and assistance, visit our support site at www.digium.com/support/switchvox-cloud or our knowledgebase at www.digium.com/cloudknowledge

The Onboarding Process

Here is a step-by-step of what to expect to get you up and running with Switchvox Cloud. After you've placed your order, you will

receive a series of calls from a member of your onboarding team. Here is an overview of what will occur during each call.

Step 1:

Welcome and Introduction Call: Customer Success Team

- Welcome you to Switchvox Cloud
- Gather necessary information for basic configuration and number porting. It is important to note that your order will not move forward until your initial configuration information is submitted. This is done via the Switchvox Cloud Setup Wizard. Here you will complete:
 - Location information
 - Phone extension information
 - Number selection and porting information
- Review your order for accuracy
- Discuss available resources and provide access to Switchvox Cloud training
- Explain the rest of the onboarding process and setup the Order Verification Call

Your introduction call takes place within 4 business hours from the time your order is placed.

Step 2:

Order Verification Call: Transitions Team

- Review configuration information submitted in the Switchvox Cloud Setup Wizard
- Discuss any advanced configuration that may be necessary including call routing
- Discuss router and firewall configuration
- Review number porting process and status
- Schedule Activation Call

Your order verification call takes place within 2 business days from the time the Switchvox Cloud Setup Wizard is completed.

Step 3:

Activation Call: Transitions Team

- Verify network readiness
- Verify configuration is complete including call routing, IVR and correct extension information
- Discuss telephone number porting status
- Confirm advanced setup requirements are complete to satisfaction
- Confirm and test deployment

Your activation call is scheduled during your order verification call. Activation is performed as soon as all customized configuration has been completed and the customer is ready.

Telephone Number Porting

It's important to many customers to keep their existing telephone numbers for their company. It is absolutely possible to transfer your existing telephone numbers (number porting) to the Switchvox Cloud service. During our initial information collection, we will retrieve the necessary information to begin the number porting process. Here are some important things to know regarding number porting:

- The number porting process takes an average of 10-15 business days to complete. The time it takes to complete your number port is highly dependent upon your existing telephone provider.

We do our best to complete this process as quickly as possible.

- **Toll Free Number Porting** averages 7-10 days but may take as long as 30+ days.
- A copy of your current bill and a completed letter of authorization (LOA) is required. An LOA form will be provided to you by Digium.
- Please contact your current carrier to ensure your numbers are **fully portable**. We can not override any freezes or account holds your carrier may place on your number(s).
- Completion of the number porting process is entirely dependent on the transfer by the losing carrier.

What Information is Needed?

- Company information on file with your current provider (company name, billing and service address, billing telephone number, and name of authorized user on the account)
- Most recent invoice of current provider of numbers you are wishing to port over
- Active account with the current provider
- Completed LOA submitted to Digium

What's Next?

Once the onboarding process is complete, you are ready to fully experience the power and flexibility of Switchvox Cloud. During the Welcome and Introduction Call you will be given access to our free online Switchvox Cloud user training. Please take the time to go through the modules to take full advantage of the many features included with Switchvox Cloud.

Here are some additional tools to help you build a Switchvox Cloud-ready network:

Switchvox Cloud Network Test:

www.digium.com/products/business-phone-systems/hosted-pbx/network-test

We hope you enjoy your experience with Switchvox Cloud. If you experience any difficulty during or after the onboarding process, please take advantage of the following resources:

Customer Success

For onboarding assistance and general questions, dial **(256) 428-6175**

or email customersuccess@digiumcloud.com

Support

For technical support with Switchvox Cloud, please dial **(256) 724-3555** or toll free at **(877) 392-4005**.

Support hours are 24/7.

Our support website is available at www.digium.com/support/switchvox-cloud

You can also submit a case at www.digium.com/logcase

Access to Switchvox Training: www.digium.com/training/switchvox

Customer Portal

Please visit our Customer Portal at my.digiumcloud.com. Here you can view invoices, update contact and billing information, and more!



Empowering Communication

www.digium.com • www.asterisk.org • +1 256-428-6000

Digium, Inc. • 445 Jan Davis Drive NW, Huntsville, AL 35806, USA