**The Star2Star Voice over Internet Protocol (VoIP) is a complex addition to the customer local network infrastructure at each installed location. Gathering this information is a critical part of the installation.**

**In order to ensure that the customer installation is completed properly, the following questions need to be answered prior to the Star2Star system design and installation. Any concerns should be addressed as quickly as possible to the make sure that the installation is performed correctly. Please note that failure to provide complete and accurate answers to all the questions could result in additional costs to the customer for the installation.**

|  |
| --- |
| **1. General Installation Location** |
| Survey conducted by: Representative Name Date: Click or tap to enter a date.  1a. Where will the StarBox be installed?  Company Name: Enter Company Name  Street Address: Enter Company Street Address  Suite / Floor Enter Company Suite Time Zone: Choose Time Zone  City, State, Zip: Click or tap here to enter text.  Phone Number: Enter Company Phone #  Fax Number: Enter Company Fax #  1b. How many locations will be installed, One or multiple? Choose an item.  If multiple how many sites: Click or tap here to enter text.  **Note: If multiple locations have been indicated, a site survey will be required for each site to ensure proper installation.** |

|  |
| --- |
| **2. Customer Business Contact Information (2-Required)** |
| 2a. Customer Business Contact / Installation Coordinator Information: (**REQUIRED)**  **Contact 1 Name:** Enter Contact Name  **Cell Phone #:** Enter Phone # **After Hours Home / Cell Phone #:** Enter Phone #  **Email Address:** Enter Contact Email  2b. Customer Secondary Contact Information: (**REQUIRED)**  **Contact 2 Name:** Enter Contact Name  **Cell Phone #:** Enter Phone # **After Hours Home / Cell Phone #:** Enter Phone #  **Email Address:** Enter Contact Email |

|  |
| --- |
| **3. Company MIS/IT/Network Contact** |
| 3a. Who will be responsible for the Customers IT / Network requirements at the customer site? (**Fill in Completely)**  IT Company Name: Enter IT Company  IT Contact Name: Enter IT Company Contact  IT Office Phone #: Enter Phone # Contact Cell Phone #: Enter Phone #  IT Contact Email Address: Enter Email Address |

|  |
| --- |
| **4. Receptionist or Automated Attendant** |
| 4a. Will a **Receptionist** or **Automated Attendant** be answering the main inbound line?: Choose an item.  4a1. If being answered by the Receptionist and they miss the call (not answered in 4 rings), how will the call be handled ?  Should the call go to a Voicemail Box or Auto Attendant ? Choose an item.  4b. If a main line goes to an Automated Attendant (AA), complete the following:  4b1. If the caller Dials “O” for Operator, what extension or extension group do you want the call to go to: Enter Extension or Group  4b2. When an incoming call is put on hold, MoH (Music on Hold) will be played by default , Turn off ? Yes/No?  4b3. When no Response is received by the caller, Failover to what Place/Location? Enter Location |

|  |
| --- |
| **5. Auto Attendants & Menus** |
| 5a. If the customer is using 1 or many Auto Attendants to answer their calls. Fill in the following section with the menu choices.  **Auto Attendant Name:** Enter Name   |  |  |  |  | | --- | --- | --- | --- | | **Key** | **Option** | **Transfer Location** |  | | **0** |  |  |  | | **1** |  |  |  | | **2** |  |  |  | | **3** |  |  |  | | **4** |  |  |  | | **5** |  |  |  | | **6** |  |  |  | | **7** |  |  |  | | **8** |  |  |  | | **9** |  |  |  | | **#** |  |  |  | | **\*** |  |  |  | | **Failover** |  |  |  |   5b. Additional Auto Attendant  **Auto Attendant Name:** Enter Name   |  |  |  |  | | --- | --- | --- | --- | | **Key** | **Option** | **Transfer Location** |  | | **0** |  |  |  | | **1** |  |  |  | | **2** |  |  |  | | **3** |  |  |  | | **4** |  |  |  | | **5** |  |  |  | | **6** |  |  |  | | **7** |  |  |  | | **8** |  |  |  | | **9** |  |  |  | | **#** |  |  |  | | **\*** |  |  |  | | **Failover** |  |  |  | |

|  |
| --- |
| **6. Extension & Dialing Plans** |
| 6a. How many digits is the customer currently using for their extensions? Enter Number of Digits  6b. How many office sites does the customer currently have? Enter Number of Sites  6c. Does the customer require maintaining their current Extension plan? Yes/No?  6d. Will the customer be using the S2S standard Location Code and 3-Digit Extensions? Yes/No?  6e. Will the customer be using the Flexible Dial Plan? Yes/No? |

|  |
| --- |
| **7. Ring Groups** |
| 7a. Will the customer require the use of ring groups (Y/N): Yes/No?  Ring Grp Name Name - Ring Order Enter Ring Order  Ring Grp Name Name - Ring Order Enter Ring Order  Ring Grp Name Name - Ring Order Enter Ring Order  Failover Location if not answered? Enter Location |

|  |
| --- |
| **8. Queues (Hunting)** |
| 8a. Will the customer require the use of call queueing? (Y/N): Yes/No? (Star Center not required)  Queue Name Name - Queue Order Enter Queue Order  Queue Name Name - Queue Order Enter Queue Order  Queue Name Name - Queue Order Enter Queue Order  Failover Location if not answered? Enter Queue Order |

|  |
| --- |
| **9. Recordings (Directions, Location Info, Non-Auto Attendant)** |
| 9a. Will the customer require individual recordings to be used with call flow or auto attendants?  Recording Name: Enter Name.,Use of Recording: Choose an item.  Recording Name: Enter Name.,Use of Recording: Choose an item.  Recording Name: Enter Name.,Use of Recording: Choose an item. |

|  |
| --- |
| **10. Conference Rooms (Individual)** |
| 10a. Does the customer currently have any individual (built in) conference lines? Yes/No?  10b. Star2Star offers individual Audio Only Conference Rooms, would you like this enabled for your users? Yes/No? |

|  |
| --- |
| **11. Paging Requirements:** |
| **Customers may have existing overhead paging**  11a. Is an overhead pager currently in use at this customers Site? Yes/No?  11b. Record all paging equipment currently being used:  Paging Device Make/Model: Enter Make/Model  Other equipment required for paging: List other equipment  **Customers may have existing internal Paging Groups** (Page groups work on a per site basis)  11c. Will the customer use page groups (through the phones)? (Y / N): Yes/No? (separate paging by dept., floor)  11d. Please Identify group and phones to receive page:  Group Name - Phones included: List phones  Group Name - Phones included: Name |

|  |
| --- |
| **12. Voice Mail & Voicemail Groups:** |
| **Each Voice Message received can be sent via Email to each user. We need information about your current email services.**  12a. Will the customer be using Voicemail to Email Notification for your users? Yes/No?  12b. Does the customer want Voicemail wave files sent to each employee via email? Yes/No?  12c. Will you be using Voicemail groups? Yes/No?  12d. If yes, please list the groups and extension to be included in those groups below.   |  |  | | --- | --- | | **VM Group Name:** | **VM Group Participants** | |  |  | |  |  | |  |  | |  |  | |  |  | |  |  | |  |  | |
| **13. Extensions, Employee Names & Phone Models** | |
| **NOTE: Each phone carries a primary user extension**  7a. Provide below, the information concerning each user (or attach their extension directory list in an excel spread sheet)   |  |  |  |  | | --- | --- | --- | --- | | **Ext #** | **User Name** | **Email Address** | **Phone Model** | | 100 | Main Line (Reception) | reception@companyname.com | VVX410 | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  |  * If additional lines are needed, please attach an excel sheet containing your employee extension listing | |

|  |
| --- |
| **14. Find-Me / Follow-Me (Call routing rules)** |
| **Find-Me / Follow-Me rules enables a call to be sent a single or multiple locations along with or after the initial call with the following options:**   * Follow Me (Immediate) – Calls to your extension will be sent automatically to the number you define. * Find Me (Sequential) – Calls to your extension will ring your extension and any other numbers that you define in order. * Find Me (All) – Calls to your extension will ring your extension and any other numbers that you define all at once.   14a. Find-Me / Follow-Me rules:  **User Name:** Enter User Name  **Type: (Immediately, Sequential, All):** Choose Type  **Numbers to forward the calls to:** List Numbers  14b. Find-Me / Follow-Me rules:  **User Name:** Enter User Name  **Type: (Immediately, Sequential, All):** Choose Type  **Numbers to forward the calls to:** Enter User Name  14c. Find-Me / Follow-Me rules:  **User Name:** Enter User Name  **Type: (Immediately, Sequential, All):** Choose Type  **Numbers to forward the calls to:** Enter User Name  14d. Find-Me / Follow-Me rules:  **User Name:** Enter User Name  **Type: (Immediately, Sequential, All):** Choose Type  **Numbers to forward the calls to:** Enter User Name  14e. Find-Me / Follow-Me rules:  **User Name:** Enter User Name  **Type: (Immediately, Sequential, All):** Choose Type  **Numbers to forward the calls to:** Enter User Name  14f. Find-Me / Follow-Me rules:  **User Name:** Enter User Name  **Type: (Immediately, Sequential, All):** Choose Type  **Numbers to forward the calls to:** Enter User Name |

|  |
| --- |
| **15. Remote E911 Location Information (Critical)** |
| **Any phone not located at the location of the Starbox must be registered by law for E911 services:**  **The following information is required for this service.**  15a. Additional Customer site location information for E911 services.  **Extension(s) to be listed at this location:** List Extension(s)  **Extension Name:** Enter Name  **Address Information:** Enter Address  **Floor / Suite / Unit #:** Enter Info  **City:** Enter City **State:** Enter State **ZIP:** Enter ZIP  15b. Additional Customer site location information for E911 services.  **Extension(s) to be listed at this location:** List Extension(s)  **Extension Name 1:** List Extension(s)  **Address Information:** List Extension(s)  **Floor / Suite / Unit #:** List Extension(s)  **City:** List Extension(s) **State:** List Extension(s) **ZIP:** List Extension(s)  15c. Additional Customer site location information for E911 services.  **Extension(s) to be listed at this location:** List Extension(s)  **Extension Name 1:** List Extension(s)  **Address Information:** List Extension(s)  **Floor / Suite / Unit #:** List Extension(s)  **City:** List Extension(s) **State:** List Extension(s) **ZIP:** List Extension(s)  15d. Additional Customer site location information for E911 services.  **Extension(s) to be listed at this location:** List Extension(s)  **Extension Name 1:** List Extension(s)  **Address Information:** List Extension(s)  **Floor / Suite / Unit #:** List Extension(s)  **City:** List Extension(s) **State:** List Extension(s) **ZIP:** List Extension(s) |

|  |
| --- |
| **16. StarFax Users (If Ordered)** |
| **StarFax User Information:**  16a. Name of employee for this service, First/Last Name as it will appear on cover page (Fill in table below)  16b. Primary SMTP Email address of the registered employee as sent by their email client: (Fill in table below)   |  |  |  | | --- | --- | --- | | **StarFax Number(s)** | **StarFax Employee Name** | **StarFax Primary SMTP Email Address** | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |

|  |
| --- |
| **17. Star2Star Application Framework (If Ordered)** |
| 17a. List the users who should be issued the computer based Application Framework.   |  |  |  | | --- | --- | --- | | **Users Ext #** | **Users Full Name** | **Users Primary SMTP Email Address** | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |

|  |
| --- |
| **18. StarCenter (ACD) (optional purchase)** |
| 18a. List the names of the queues that will be required in the StarCenter ACD System:  Queue 1 Name: Enter Queue Name  Queue 2 Name: Enter Queue Name  Queue 3 Name: Enter Queue Name  Queue 4 Name: Enter Queue Name  Queue 5 Name: Enter Queue Name  18b. List the names of the Agents that will be required in the StarCenter ACD System:  1. Agent Name: Enter Name, Agent ACD Ext#: Enter #  Belongs to Queue(s): List Queue(s)  2. Agent Name: Enter Name, Agent ACD Ext#: Enter Name  Belongs to Queue(s): Enter Name  3. Agent Name: Enter Name, Agent ACD Ext#: Enter Name  Belongs to Queue(s): Enter Name  4. Agent Name: Enter Name, Agent ACD Ext#: Enter Name  Belongs to Queue(s): Enter Name  5. Agent Name: Enter Name, Agent ACD Ext#: Enter Name  Belongs to Queue(s): Enter Name  6. Agent Name: Enter Name, Agent ACD Ext#: Enter Name  Belongs to Queue(s): Enter Name  7. Agent Name: Enter Name, Agent ACD Ext#: Enter Name  Belongs to Queue(s): Enter Name  8. Agent Name: Enter Name, Agent ACD Ext#: Enter Name  Belongs to Queue(s): Enter Name  9. Agent Name: Enter Name, Agent ACD Ext#: Enter Name  Belongs to Queue(s): Enter Name |

|  |
| --- |
| **19. Call Detail Records (CDR)** |
| **Star2Star offers the option to view and download the Call Detail Records of their phone system.**  19a. Please list the customer contact that would like to have access to this information.  **Customer Employee Name 1:** Enter Name  **Office Phone #** Enter Phone #  **Email Address:** Enter Email Address  **Customer Employee Name 2:** Enter Name  **Office Phone #** Enter Name  **Email Address:** Enter Name |

|  |
| --- |
| **20 Disaster Failover Contact Number** |
| 20a. In the event of an unforeseen outage (Power / Broadband) what phone number should the main company number be diverted to?  Failover Number: Enter Phone #  Whose number is this: Click or tap here to enter text. Land Line or Cell Phone: Choose an item. |

|  |
| --- |
| **21. Porting - Area Codes & Existing Phone Lines (Port or Cancel)** |
| 21a. What is the customers **Default Area Code:** Enter Area Code(this is where the StarBox is being installed)  21b. **Outbound Caller ID,** Should the **Main Company Number** be displayed for all outbound calls? Yes/No?  21c. Provide a list of customer PHONE NUMBERS that will be **Ported or Canceled.**  Please list any analog lines or numbers to be kept in section 5i.  **VOICE LINES:**  **Toll Free #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Port / Cancel: \_\_\_\_\_\_\_\_\_\_\_ Description: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Toll Free #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Port / Cancel: \_\_\_\_\_\_\_\_\_\_\_ Description: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Toll Free #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Port / Cancel: \_\_\_\_\_\_\_\_\_\_\_ Description: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Main # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Port / Cancel: \_\_\_\_\_\_\_\_\_\_\_ Description: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Main # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Port / Cancel: \_\_\_\_\_\_\_\_\_\_\_ Description: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Main # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Port / Cancel: \_\_\_\_\_\_\_\_\_\_\_ Description: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Main # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Port / Cancel: \_\_\_\_\_\_\_\_\_\_\_ Description: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Main # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Port / Cancel: \_\_\_\_\_\_\_\_\_\_\_ Description: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **FAX LINES: (StarFax Optional)**  **800 Fax # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Port / Cancel: \_\_\_\_\_\_\_\_\_\_\_ Description: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **800 Fax # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Port / Cancel: \_\_\_\_\_\_\_\_\_\_\_ Description: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Main Fax # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Port /Cancel: \_\_\_\_\_\_\_\_\_\_\_ Description: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Alt Fax # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Port /Cancel: \_\_\_\_\_\_\_\_\_\_\_ Description: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Alt Fax # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Port /Cancel: \_\_\_\_\_\_\_\_\_\_\_ Description: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Alt Fax # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Port /Cancel: \_\_\_\_\_\_\_\_\_\_\_ Description: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  20d. Provide a list of **ALL ANALOG PHONE LINES / NUMBERS THAT WILL NOT BE PORTED.**  **- These analog lines maybe used for ALARM CIRCUITS, ELEVATOR PHONES, PC MODEMS, CREDIT CARD MACHINES or MAILING MACHINE connections**  **Analog Line to be Kept: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Description: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Analog Line to be Kept: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Description: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Analog Line to be Kept: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Description: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |