

Quadro Priority Installation Consulting (PIC) service includes only the Quadro PBX installation/management configuration components covered in this document. Any additional configuration support is outside the scope of this service and will be supported by regular Alloy technical support methods. This PIC service is strictly to be used with Quadro PBX for which it was purchased and is not transferable.

Quadro PBX serial Number: \_\_\_\_\_

\* On networks running a DHCP server, it is recommended to configure the first few steps with the Quadro not connected to the network to avoid any possibility of unwanted DHCP events. Where possible, connect the Quadro LAN interface & IP Phones to a separate switch. After the IP Phones are deployed, DHCP server can be disabled on the Quadro and IP Phones, and these can then be connected to the main network.

## 1) Configuring the System Configuration Wizard.

-  Set IP address/subnet mask as required.
-  DHCP Server. Leave enabled during phone deployment.
-  Set regional settings. Explain GUI themes.
-  Set 000 emergency code.
-  Set PSTN Access code.

## 2) Provision 2 IP Phones

-  Connect IP Phone for lowest extension number to switch and wait until provisioning is complete.
- \* DHCP server & PnP for IP Lines must be enabled.
-  Verify that phone is correctly registered and can call local extensions.
  -  Connect 2nd IP Phone for next extension number to switch and wait until provisioning is complete.

\*Depending on the network conditions you may wish to disable DHCP on the PBX & Phones.

### 3) Basic Phone Configuration (phone vendor specific)

- BLF / watched extensions (snom & Aastra).  
\* To be configured via Quadro 'Advanced' link.
- Number display style (Name and Number – snom only).
- Directed Call Pickup (Call intercept option - Aastra only).

### 4) User extension settings

- Set Display Name.
- Adjust percentage of system memory if required.
- Enable Show on Public Directory.  
\*on snom 300's Directory key must be manually configured for this.
- Configure Call Queuing if required.

### 5) Virtual extension settings

- Create Many Extension Ring (MER) group.
- Add user extensions to MER.
- Assign Distinctive ring name & adjust No Answer Timeout.
- Add a Call Park extension.
- Set the Retrieval Timeout to 1 minute.
- Add Paging group.
- Add user extensions to Paging group.

### 6) Auto Attendant

- Add AA extension.
- Set as custom scenario.
- Upload basic IVR script (up to 3 DTMF options).
- Upload .wav files.
- Verify operation.
- Redirect incoming calls to AA.

## 7) Configuring the Internet Configuration Wizard

Discuss different options for WAN connection. Where possible use a bridged modem and Quadro PBX as the router to simplify deployment and remove potential NAT issues.

### PPPoE mode

-  Set WAN Interface Protocol: PPPoE.
-  Enter correct Upstream/Downstream Bandwidth settings.  
\*suggest installer does broadband speed test to get true figures.
-  If voice and data will be shared over the connection, set the Minimum  
Data Rate. The value should be a small part of available bandwidth e.g. 5%.
-  Enter Authentication and IP information as provided by ISP.
-  Set Dial Behaviour to Always connected and enable keep connection alive.
-  Leave MAC address assignment and MTU settings page as default.  
\*Update later if required after network diagnostics.
-  Configure DNS settings.
-  Finish wizard and confirm rollback.
-  Disable NAT Traversal as not required in this mode.

### Ethernet mode\*

\*Installer will need to open the required SIP, RTP, & STUN ports on the router to allow Quadro to have Full Cone NAT. This is the responsibility of installer as all routers are configured differently.

-  Set WAN Interface Protocol: Ethernet.
-  Enter correct Upstream/Downstream Bandwidth settings:  
\*do broadband speed test to get true figures.
-  Configure IP parameters.
-  Leave MAC address assignment and MTU settings page as default.  
\*Update later if required after network diagnostics.
-  Configure DNS settings.
-  Finish wizard and confirm rollback.

## Verify connectivity

- Run system Diagnostics and verify NAT type.
- Verify external SIP registration status.

## **8) Telephony - VoIP Carrier Wizard**

- Step through VoIP Carrier Wizard.  
\* Customer to have ITSP details on hand.
- Include Automatic failover to PSTN.
- Test outbound and inbound calls.

## **9) Call Routing**

- Configure some basic call routes for dialing local/national.
- Configure a PBX-Voicemail call route.
- If using MER group, configure No Answer Call Forward to send unanswered call to user extension voice mail box.
- Configure a PBX-Intercom Call Route.
- If using this feature step through enabling “Activate if Requested” option for intercom caller ID-based service on one user extension. Installer to complete other extensions later.
- Configure a Day/Night call routing plan. Direct incoming calls to this.

## **10) Configure Fixed Lines**

### FXO models

- Direct incoming calls to user extension.

### ISDN models

- Step through ISDN Trunk wizard and set switch type to basic\_net3.  
Copy to other trunks where there are multiple trunks.
- Direct incoming calls to desired extension.

**11) System - Mail Settings**

- Enable SMTP Client.
- Configure Mail Server Parameters.
- Send Test mail to verify.  
\*Installer should have SMTP server details & authentication information on-hand.

**12) Australian Language Pack**

- Upload language pack.
- Activate language pack.

**13) Time/Date settings**

- Add Australian time server and prioritise.  
\* If no WAN connection will be used click save button to activate NTP server.

**14) Internet Uplink – Filtering Rules - Management Access**

- Configure remote web access to the Quadro using HTTP/HTTPS.  
\* installer is responsible for forwarding port 80/443 to Quadro if in Ethernet mode.

**15) Configuration management**

- Backup and download all voice & data configuration to PC.

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Alloy Consultant Name: \_\_\_\_\_

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