

Site Inspection - Description

Introduction

The site inspection will be carried out by a qualified technician who will also be responsible for completing the full phone system installation. This initial step is essential to ensure a smooth and successful deployment.

During the site audit, the technician will assess the existing infrastructure and environment to identify any requirements, including hardware, cabling, and network configuration. The findings from this inspection will allow us to plan the installation effectively and address any potential issues in advance.

Purpose of the Site Inspection

The purpose of the site inspection is to:

- Evaluate the current network and infrastructure
- Identify any additional equipment or upgrades required
- Ensure compatibility with the new phone system
- Prevent delays or issues during installation

Scope of the Inspection

During the site audit, the technician will review the following areas:

1. Network Infrastructure

- Switches, routers, and firewall setup
- Available network ports
- Cabling condition (Cat5e/Cat6)
- Bandwidth and internet performance

2. Internet Connectivity

- Stability and speed of the connection
- Availability of backup or redundancy options
- Public IP requirements (if applicable)

3. Power & PoE Requirements

- Power availability for all devices
- PoE (Power over Ethernet) capacity for handsets

- Need for additional PoE switches or upgrades

4. Network Configuration

- VLAN configuration (if applicable)
- Quality of Service (QoS) for voice traffic
- General network setup and optimisation

5. Physical Layout

- Office layout and workstation locations
- Placement of handsets and equipment
- Equipment rack or comms room setup

6. Existing Systems

- Current telephony systems
- Any integrations or dependencies
- Devices that will be reused or replaced

Outcomes of the Site Inspection

Following the site inspection, we will:

- Provide recommendations for any required hardware or upgrades
- Confirm installation requirements
- Prepare any necessary quotations
- Schedule the installation date

Next Steps

Once the site inspection is completed and all requirements are confirmed:

1. Customer approval will be obtained for any additional equipment or work
2. Required hardware will be ordered
3. Installation will be scheduled with the technician
4. Phone system configuration and deployment will be completed

Customer Requirements

To ensure a smooth process, we may require the following from the customer:

- Access to network equipment and relevant credentials
- Confirmation of handset locations
- Availability during the inspection (if required)
- Completion of any required documentation (e.g., porting forms if not completed yet)