

SureDial Activation

SureDial devices must be activated onsite. Please call the activation line at 208-510-0160 after you have mounted, plugged in but prior to the cutover of the lines. Please make sure you have a scheduled activation appointment with your SimpleVoIP account manager. **It is the customer's responsibility to coordinate in advance all required 3rd parties to complete this device activation (Network support, alarm company, fire company, building management, etc).**

Customer or Customer's IT Management Company Tasks

- ✓ Verify switch port is configured properly and traffic is passing
- ✓ Ensure firewall is configured correctly

Installation Partner Tasks

1. Locate the sticker on the back of the unit and find the activation code. Give this code to the SimpleVoIP engineer.
2. Call in to the activation line at 208-510-0160 and let us know which devices are plugged into ports 1-4 and label them appropriately
3. Request phone numbers assigned and label all wall jacks and ports on the unit
4. Wait until all unit and line tests are completed

Acceptance Testing

Depending on the type of customer equipment connected to each port, please complete the following acceptance testing:

CELLULAR SIGNAL

- ✓ Ensure adequate signal strength (2 bars or better)
- ✓ If inadequate, relocate unit or extend antennas

CELLULAR FAILOVER & FAIL BACK

- ✓ Unplug the network cable and wait 30 seconds for the device to fail over to cellular
- ✓ Place a test call, confirm it works
- ✓ Plug the cable back in for primary internet
- ✓ Place another test call, confirm it works

BATTERY BACKUP

- ✓ Disconnect power from device, verify panel shows all lines are active

- ✓ Place a test call on cellular
- ✓ Reconnect power

VOICE OR FAX

- ✓ Test inbound call or fax
- ✓ Test outbound call or fax

BURGLAR ALARM

- ✓ Request security company to place the alarm in test mode
- ✓ Generate an alarm condition and verify the security company receives the alert
- ✓ Verify security company can remotely dial in to the alarm panel
- ✓ Place alarm back into standard mode

FIRE PANEL

- ✓ Request security company to place the alarm in test mode
- ✓ Verify panel does not have any active errors or alarms after connecting new line
- ✓ Place fire panel back into standard mode

CREDIT CARD/SAFE/OTHER MODEM

- ✓ Have customer test connected device for expected functionality

Check Out

- ✓ Signal Strength – if inadequate, please recommend a follow up activity to remedy
- ✓ Ensure all ports are activated, tested and labeled with phone numbers and device names
- ✓ Ensure alarms are put back in operational mode
- ✓ Ensure there are no Telcom or Line related errors on Panels
- ✓ If network is not connected and set to primary, recommend follow up activity for cabling or network repair
- ✓ Do not leave until the device is fully activated