

Pre-Installation Requirements

Successful LimeVoice Managed deployments depend on supporting services and infrastructure being properly provisioned. As in many cases we share physical devices with data networks it is imperative that the existing infrastructure be re-provisioned / upgraded as required below. Please review this document alongside of the LimeBox Pre-Installation Worksheet which must be completed and returned before the final pre-install on-boarding meeting.

- Preceding services. All data and voice circuits must be installed and tested prior to the LimeVoice Managed turn up date. Installation dates are required by the Pre-Installation Worksheet by or before the final pre-install on-boarding meeting, or no less than seven days before scheduled Turn-Up.
- Uninterruptable Power Supply (UPS). All LimeVoice Managed systems need a stable power source. As such, we require a client side UPS. A suitably dimensioned UPS is required for ALL LimeVoice Managed installations. Failure to comply with this requirement will result in partner being billed replacement value of the LimeVoice Appliance in the event of a failure.
- Ventilated Data Closet. All LimeVoice Managed systems require a properly ventilated installation location. The Maximum recommended temperature for your LimeVoice Appliance to operate is 85 degrees Fahrenheit (30 degrees Celsius). Failure to comply with this requirement will result in channel being billed replacement value of the LimeVoice Appliance in the event of a failure.
- LAN Static IP Address. For access to the LimeVoice User Portal, we require a single static IP address on the client side LAN. This reserved address must be within the client side LAN subnet and have unobstructed outbound WAN access. This address must be made available as required by the Pre-Installation Worksheet by or before the final pre-install on-boarding meeting.
- Managed Switching. LimeVoice Managed requires a switching infrastructure capable of handling 802.1q VLAN tagging. By default the LimeVoice Appliance uses VLAN50 to carry the Voice traffic. If VLAN50 is unavailable on client LAN please inform your LimeBox Networks Engineer BEFORE the final pre-install on-boarding meeting, or no less than seven days before scheduled turn-up. Since the LimeVoice Appliance will provide DHCP to all of the local phones, no further infrastructure changes should be required for this network segment. Please refer to the table below for switching requirements. If a hardware separated switching environment is available you may run the voice network in parallel to the data network, VLAN50 may however still be required in core switching.

| Vlan No. | Description | Ports |
|----------|-------------|--|
| 50 | Voice | all = tagged + 1 port untagged with PVID of 50 |

Example switch layout

In this example, Port 1 is reserved for Vlan50 (Voice Vlan) Untagged with a PVID of 50. All remaining ports are Untagged on Vlan 1 (LAN Vlan) with Vlan50 (Voice Vlan) available if Tagged.

| | | | | | | | | | |
|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Port 1 50U | Port 2 1U 50T | Port 3 1U 50T | Port 4 1U 50T | Port 5 1U 50T | Port 6 1U 50T | Port 7 1U 50T | Port 8 1U 50T | Port 9 1U 50T | Port 10 1U 50T |
| Port 11 1U 50T | Port 12 1U 50T | Port 13 1U 50T | Port 14 1U 50T | Port 15 1U 50T | Port 16 1U 50T | Port 17 1U 50T | Port 18 1U 50T | Port 19 1U 50T | Port 20 1U 50T |

Pre-Installation Requirements

- WAN Static IP Address. If remote users are configured on your LimeVoice Managed system a static Public IP address will be required on the WAN side. This address must be made available as required by the Pre-Installation Worksheet by or before the final pre-install on-boarding meeting, or no less than seven days before scheduled Turn-Up.
- Port Forwarding. In some situations, depending on WAN details and whether or not SIP Trunking or remote users are necessary, port forwarding may be required for LimeVoice Managed to function properly. Please use the table below to correctly forward the required ports from the static WAN IP to the LimeVoice Appliances static LAN IP.
- Ping. We require ICMP Echo to be enabled on the Wan IP address.

| Port Number(s) | Protocol | Description |
|----------------|----------|---|
| 21 | TCP | FTP access for remote provisioning |
| 5060 | UDP | SIP signaling port for remote phones / SIP Trunking |
| 10000-12000 | UDP | RTP media for remote phones / SIP Trunking |
| | | |