



Business Telephony Installation: UK Master Guide

Section 1: Pre-Deployment & Network Audit

- **[] PSTN Audit:** Identify all analogue lines (Alarms, Elevators, Fax). Assign **ATA Adapters** or digital replacements.
- **[] Bandwidth Calculation:** Allocate **100kbps (Symmetrical)** per concurrent call.
- **[] Hardware Check:** Ensure switches support **IEEE 802.3af/at (PoE)** to eliminate local power bricks.
- **[] Edge Configuration:** **Disable SIP ALG** on the primary firewall/router.
- **[] QoS Implementation:** Enable **DSCP/Layer 3 Tagging** to prioritise voice packets over standard data.

Section 2: Security & Regulatory Compliance

- **[] PSTI Act 2022:** Change all default hardware admin passwords to unique, complex strings.
- **[] Encryption:** Enable **SRTP** (Secure Real-time Transport Protocol) and **TLS** for signalling (Port 5061).
- **[] E999 Database:** Map every **CLIP** (Calling Line Identity) to the correct physical UK street address in the National Emergency Database.
- **[] PCI-DSS Compliance:** Configure **DTMF Suppression** for environments handling credit card payments.
- **[] LOA Submission:** Submit the **Letter of Authority** for number porting (allow 7–21 days for UK 01/02/03 ranges).

Section 3: Technical Configuration

- **Voice VLAN:** Segregate voice traffic into a dedicated VLAN (e.g., VLAN 10).
- **Firewall Ports:** Open **UDP 5060/5061** (Signalling) and **UDP 10,000–20,000** (RTP Media).
- **ZTP Setup:** Upload MAC addresses to the **Redirection & Provisioning Service (RPS)** for zero-touch deployment.
- **Failover:** Test **4G/5G Cellular Failover** to ensure SIP registration persists during a fibre outage.

Section 4: Feature Logic & UI

- **IVR Mapping:** Limit Auto-Attendant menus to a maximum of 3 levels.
- **CRM Integration:** Verify **Screen Pops** and automatic call logging for Salesforce/HubSpot.
- **Mobile Twinning:** Confirm softphone app functionality on iOS/Android for hybrid users.

Section 5: Post-Install "Punch List"

- **The NAT Test:** Verify two-way audio after placing a call on hold/resume.
- **MOS Score Check:** Ensure a **Mean Opinion Score** of 4.0 or higher.
- **UPS Stress Test:** Ensure the router and PoE switch remain powered for at least 60 minutes during a power failure.

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