AT&T Collaborate

Prepare for AT&T technician installation

February 2019
Customer checklist

AT&T technician to provide basic inside wiring installation services:

1. Provide the AT&T Technician with the location of the new user inventory.

2. Provide verification of the termination location for each new user desk jack & specific port where applicable. (Assumes multiple available ports on the wall or surface mount block, see Figure 1 below.)

3. Make sure the available Ethernet jack wall plate or surface mount termination location is easily accessible, unobstructed, and available within 6 feet of the new phone being installed.

4. Provide access to the Main Distribution Frame (MDF)/Intermediate Distribution Frame (IDF)/wiring closet location where horizontal cabling will end for the new user’s desk location.
   a. Provide access to the customer-provided Category 5> compliant patch panel location with available ports for the end of each cable for new users.
   b. Confirm or provide accurately labeled patch panel that identifies where the far end/new user desk jack and specific port will end.
AT&T technician installation for Integrated Access Devices (IADs)

1. Provide or arrange for reasonable access to the site and work areas during normal AT&T business hours.

2. Provide a safe worksite for AT&T employees, including, but not limited to:
   - Promptly notifying AT&T of any worksite hazards such as presence of asbestos or other hazardous substances.
   - Removing worksite hazards, when the removal of such hazards is necessary to allow AT&T to safely install new desk or conference phones.
   - Paying the cost of removing such hazards or taking other appropriate safety measures.

   **Note:** AT&T reserves the right to refuse to perform work on any premises it deems unsafe.

3. Provide the AT&T technician with the new end user inventory location information.

4. Provide access to the location where new equipment purchased from AT&T is stored.

5. Provide access to the location where your Bring Your Own Device (BYOD) devices/equipment are stored (if applicable).

6. Configure network equipment (router, firewall and Ethernet switch equipment) as required for AT&T Collaborate™ service.

7. Test that Internet access is working and available to the AT&T technician supporting installation.

8. Uninstall and remove previous system phones.

9. Provide availability and access to the new user’s desk/cubicle location.

10. Make sure the available AC power is easily accessible, unobstructed, and available within 6 feet of the new or BYOD desk and/or the conference phone being installed.

11. Make sure the available Ethernet jack is easily accessible, unobstructed, and available within 6 feet of the new desk or BYOD phone being installed.

12. Make sure the available Ethernet jack is easily accessible, unobstructed, and available within 25 feet of the new conference phone being installed.

13. Provide confirmation of AC power receptacle and end location of each new user’s desk jack and specific port where applicable. (Assumes multiple available ports on the wall or surface mount block.)

14. Provide appropriate length of Category 5> patch cord for each new user’s desk phone to be plugged in to horizontal wiring/Ethernet service.

**Note:** Per the manufacturer, Polycom IP & conference phones will ship with a LAN/Category 5 Cable. (6 feet for desk phones and 25 feet for conference phones.)

10. Make sure all horizontal wiring from the new user’s desk to MDF/IDF/wiring closet is complete and meets Ethernet wiring standards.

11. Affix e911 stickers to your newly installed phone.

12. Maintain all original boxes and packaging of newly installed equipment for return shipments as needed (original packaging, all components, and pristine condition).

13. Complete connection of Ethernet switch ports in MDF/IDF/wiring closet to patch panel supporting customers horizontal cabling run to each new user’s desk.
Customer checklist

AT&T technician installation for Voice over IP service prioritization

1. Provide the AT&T technician with new user inventory location Information.
2. Provide access to the MDF/IDF/wiring closet location where the horizontal cabling for the new user’s desk location will end.
   1. Provide access to the patch panel location and designated port where each cable will end for the new user.
3. Provide available cabinet or rack location where the EdgeMarc 250 Integrated Access Device (IAD) will be installed.
   1. Provide power receptacle in close proximity to the EdgeMarc 250 IAD for manufacture AC power cord to reach.
   2. Provide confirmation of which AC power receptacle or power strip port to plug EdgeMarc 250 IAD in to.
   3. Provide rack, shelf, or suitable platform location for mounting the EdgeMarc 250 IAD in MDF/IDF/wiring closet location.
      Note: Per the manufacturer, the EdgeMarc 250 IAD is 12” wide and does not come with hardware to mount in standard 19” or 23” rack or cabinet.
4. Provide access to patch panel/end point and specific ports in MDF/IDF/Wiring Closet for each new user’s desk phone, fax machine, or other approved devices/systems from Patch Panel to IAD/ATA RJ11 FXS ports.
5. Provide appropriate quantity and length of UTP or RJ11 patch cords for connecting fax machines or other approved devices/systems from Patch Panel to IAD/ATA RJ11 FXS ports.
6. Provide appropriate quantity and length of Category 5e patch cords for connecting New user phones from patch panel to IAD/ATA LAN switch ports.
7. Provide correctly labeled patch panel to support the new user’s phone, fax, or other approved devices/systems port connection from patch panel to IAD/ATA switch/FXS ports.
8. Provide the appropriate length of Category 5e patch cord from their router to connect their newly installed IAD/ATA. (If applicable).
9. Make sure all horizontal wiring from New User Desk to MDF/IDF/Wiring closet is complete and meets Ethernet wiring standards.
Customer checklist

AT&T technician to provide basic inside wiring installation services

1. Provide access to the MDF/IDF/wiring closet location where the EdgeMarc 3700 Intelligent Edge will be installed.

2. Provide the available cabinet or rack location where the EdgeMarc 3700 will be installed.
   a. Provide power receptacle in close proximity to the EdgeMarc 3700 for manufacture AC power cord to reach.
   b. Confirm the AC power receptacle or power strip port to plug the EdgeMarc 3700 into.
   c. Provide rack, shelf, or suitable platform location for mounting the EdgeMarc 3700 in MDF/IDF/wiring closet location.
      
      Note: Per the manufacturer, the EdgeMarc 3700 is 6.7 inches wide and does not come with hardware to mount in a standard 19 inches or 23 inches rack or cabinet.

3. Confirm whether the EdgeMarc 3700 will be installed on the **LAN side** (recommended) or the **WAN side** of the network.
   a. Provide device type, location, and specific LAN port designated for connection to LAN port on EdgeMarc 3700.
      
      Note: The manufacturer provides a 3 foot (blue) LAN cable with hardware, so your LAN equipment should be located within 3 feet of EdgeMarc 3700.
   b. Provide the device type, location, and specific **WAN port** designated for connection to WAN port on EdgeMarc 3700.
   c. Provide the appropriate length of **Category 5 patch cord** to support any LAN device connection greater than 3 feet from the EdgeMarc 3700.
   d. Provide the appropriate length of **Category 5 patch cord** to support WAN connection from their router or WAN device to connect to the EdgeMarc 3700. (If applicable).

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**Figure 1:** EdgeMarc 3700
Customer checklist

AT&T technician installation for Ethernet switches

1. Provide the AT&T Technician with new user’s inventory location Information.

2. Provide access to the MDF/IDF/wiring closet location where horizontal cabling for new user’s desk location will end.
   a. Provide access to the patch panel location and designated port where each cable will end for the new user.

3. Provide available cabinet or rack location where the Ethernet switch (See Figure 1 below) will be installed.
   a. Provide a power receptacle in close proximity to the switch that the manufacturer’s AC power cord can reach.
   b. Provide a 19” Rack, shelf, or suitable platform location for mounting the Ethernet switch in the MDF/IDF/wiring closet location.

4. Provide access to the patch panel/end point (See Figure 2 below) and specific ports in MDF/IDF/wiring to connect for each new user’s desk phone.

5. Provide the appropriate quantity and length of Category 5 > patch cords for connecting new user’s from the patch panel to the Ethernet switch ports.

6. Provide correctly labeled patch panel to support the new user’s phone jack connection from patch panel to Ethernet switch ports.

7. Provide confirmation of AC power receptacle and end location of each new user’s desk jack and specific port, where applicable. (Assumes multiple ports are available on the wall or surface mount block – See sample picture below.)

8. Make sure all horizontal wiring from the new user’s desk to the MDF/IDF/wiring closet is complete and meets Ethernet wiring standards.

9. Provide the appropriate length of Category 5 > patch cord from their router to connect their newly installed Ethernet switch.

Figure 1: Ethernet Switch – 12, 24, 48

Figure 2: Category 5 > patch panel