**Kerauno Information and Configuration Reference**

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# Document Purpose

The purpose of this document is to understand your environment and provide requirements for the Kerauno platform to optimally perform so that we can best meet your deployment requirements. The following document asks questions about your current network environment, current provider, voice trunking, physical phone handsets, and more.

**Note:** If you aren’t quite sure of the answer to some of the questions in this document, feel free to skip them! Many questions in this document do not apply in all deployment scenarios.

**Overview**:

This Document Includes 5 different Sections as follows:

**Current Environment** – We’re the industry experts when it comes to communications. This section allows us to learn a bit more about what you are using today, so we can tell you how Kerauno can improve upon it.

**Operating Environment** –In this section, we provide the supported desktop environments and want to understand the scope of users which will be supported.

**Endpoints and Devices** –Kerauno natively supports a number of makes and models of handsets, and other devices. Please refer to <http://devices.keraunouc.com> for a list of supported devices and limitations. In this section, we inquire about what types of devices you’d like to use with the Kerauno platform.

**Voice Services** –In this section, we ask about your existing phone numbers, how they are delivered, and how we can quickly and easily tie them into the Kerauno platform.

**Network & Infrastructure** – Kerauno is a communications powerhouse, but the platform also relies on your Network infrastructure, IT equipment, and Internet connectivity to ensure a successful deployment.

# Your Current Environment

How is your current phone system/UC Solution deployed? (On-Site, Off-Site DataCenter, Cloud, etc)

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At approximately how many sites (office locations) will you be deploying Kerauno?

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Approximately how many end-users are utilizing your existing phone system/UC Solution?

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Do you have work-from-home or remote users? If so, how many?

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Do you utilize a third-party contracted IT/Network Vendor or Managed Service Provider? If so, please include their contact information and the services they provide.

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# Operating Environment

Approximately how many PCs total will be utilizing the Kerauno Web/Desktop client?

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Supported desktop operating systems:

* Windows 7/10
* MAC OS version 10.11, 10.12, 10.13, 10.14

Supported web-browsers:

* Chrome (version 64 or later)
* Firefox (version 24 and later)
* Safari (version 7 or later)
* Microsoft Edge (Enterprise Mode)
* Internet Explorer 11

# Endpoints & Devices

**Please review** [**http://devices.keraunouc.com**](http://devices.keraunouc.com) **for supported phones.**

Approximately how many endpoints will be registered to the Kerauno system? (An “endpoint” is a phone, SIP Device, analog device, or softphone.)

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If utilizing existing handsets, please include a full list of Makes and Models below.

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When deployed, will phones utilize PoE (Power over Ethernet) or AC Adapters (power bricks), or a mix?

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Will phones share their Internet connectivity with a PC? (Many phone handsets allow an internet connection to be passed through to a PC or Laptop.)

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Will you be deploying any “non-phone” SIP devices? If yes, please provide a list. (Example: A SIP-enabled alarm, lock, or alert lights)

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Are there any analog devices deployed that you would like to move to Kerauno? If yes, please provide a list of such devices. (Examples of an analog device would include wired or wireless analog phone handsets, fax/copier machine, or elevator lines.)

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Are you utilizing any ATAs (Analog Telephone Adapters)? **Kerauno supports the Cisco SPA112 and SPA122 and AudioCodes MP112 and MP204.**

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Would you like to or are you currently utilizing any overhead paging devices? If so, what model?

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Are you currently utilizing any “Door Phones”, Courtesy Phones, or “Security” devices? If yes, please list what types of devices.

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# Voice Services and SIP Trunking

**Kerauno only supports SIP Trunking.** **Only support G.711 ulaw voice codec for third party voice service providers.**

Are you keeping existing phone numbers? Obtaining new phone numbers? Or a mix?

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Are you going to stay with your current Telecom company?

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Who is your current provider?

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Approximately how many total telephone numbers, in total, do you plan on moving to the Kerauno system?

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How many of these telephone numbers are BTN numbers? (BTN Numbers are typically the “main” telephone number at any physical business location. These numbers are also used for e911 purposes.)

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How many of these telephone numbers are Toll-Free (or 1-800) Numbers?

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How many of these telephone numbers are Fax lines?

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How many of these telephone numbers are DID (Direct Inward Dial) numbers? (Chances are, if it is not a BTN, Toll-Free, or Fax, the number is probably a DID.)

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Do you need to make and receive calls internationally?

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# Network & Infrastructure

## Connectivity

**Infrastructure for offices must meet minimum requirements for Fast Ethernet (100base-TX) . It is recommended that infrastructure meet minimum requirements for Gigabit Ethernet (1000base-T) whenever possible. Connection of desktop phones via WiFi may be functional but is not supported. If WiFi is used, 802.11n/ac/ad is recommended.**

**PoE is recommended for desktop phone deployment. Only 802.11af and 802.11at switches are supported.**

**Network switches at offices with multiple users should support QoS (802.1P). Locations having 10 or more users are recommended to have network infrastructure switches that are capable of supporting VLANs (802.1Q). Locations having 25 or more users are required to have QoS and VLANs to ensure high quality service.**

**It is recommended that Opt 66 be used for phone configuration at locations with multiple users.**

**If a location has a firewall in place please see the Kerauno Network Requirements document for configuration information. A firewall may be part of gateway router or a separate device. It is common for it to be a combined device at Remote offices or Home offices.**

**Remote Office or Home Office locations may forego requirement of QoS and VLAN however it is recommended that Traffic Prioritization be enabled on those routers.**

**At locations with multiple users it is recommended that the location be provided with a static IP address for the gateway router.**

Please complete the following table for each site (If you have more than three sites then please include extra copies of this document):

**Note:** If you’re unsure, you can easily capture this information by navigating to [www.speedtest.net](http://www.speedtest.net) in your browser.

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| Site Name: | Click here to enter text. | Provider: | Click here to enter text. | Provide static Public IP Address:  | Choose an item. |
| Download Speed | Click here to enter text. | Upload Speed | Click here to enter text. | Are you using PoE for Phones (Y/N): | Click here to enter text. |
| Does your network support QoS (802.1P) (Y/N): | Click here to enter text. | Will you be using WiFi (Y/N) (Desk phone or Bolt Users): | Click here to enter text. | Does your DHCP server support Option 66 (Y/N): | Click here to enter text. |
| Does your router support QoS / Traffic prioritization (Y/N): | Click here to enter text. | Do you have a separate Firewall (Y/N): | Click here to enter text. | Firewall Make and Model: | Click here to enter text. |

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| Site Name: | Click here to enter text. | Provider: | Click here to enter text. | Provide static Public IP Address: | Choose an item. |
| Download Speed | Click here to enter text. | Upload Speed | Click here to enter text. | Are you using PoE for Phones (Y/N): | Click here to enter text. |
| Does your network support QoS (802.1P) (Y/N) | Click here to enter text. | Will you be using WiFi: Y/N (Desk phone or Bolt Users) | Click here to enter text. | Does your DHCP server support Option 66 (Y/N): | Click here to enter text. |
| Does your router support QoS / Traffic prioritization (Y/N) | Click here to enter text. | Do you have a separate Firewall (Y/N): | Click here to enter text. | Firewall Make and Model: | Click here to enter text. |

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| Site Name: | Click here to enter text. | Provider: | Click here to enter text. | Provide static Public IP Address: | Choose an item. |
| Download Speed | Click here to enter text. | Upload Speed | Click here to enter text. | Are you using PoE for Phones (Y/N): | Click here to enter text. |
| Does your network support QoS (802.1P) (Y/N) | Click here to enter text. | Will you be using WiFi: Y/N (Desk phone or Bolt Users) | Click here to enter text. | Does your DHCP server support Option 66 (Y/N): | Click here to enter text. |
| Does your router support QoS / Traffic prioritization (Y/N) | Click here to enter text. | Do you have a separate Firewall (Y/N): | Click here to enter text. | Firewall Make and Model: | Click here to enter text. |

Does your ISP (Internet Service Provider) provide you with Static Addresses? **Choose an item.**

If you have any additional info you’d like to provide about your network connectivity (WAN, MPLS, Point-to-Point Circuits, separate physical networks, etc), you may provide it in the notes section below.

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| Notes: Click here to enter text. |