

## SIP Print Cloud Quick Installation Guide

This quick installation guide is to be used by technicians only as a reference for installation steps; it is not intended to replace the Administrative Guide, which goes into detail the required process for proper setup and configuration.

### Prerequisites

1. Available LAN port that has both Internet access and is routable by other PCs on the network for initial configuration and for ongoing support.
2. SPAN port configured to mirror all Signaling and Media traffic (e.g. SIP, RTP) for the phones that are required to record. This is what SIP Print uses for capturing and recording call records.
3. A completed and returned SIP Print Installation Workbook.\*
4. Scheduled installation date.\*

\* If you do not have a completed workbook, scheduled installation date, have questions or require any clarification on either please contact us at:

- a. [Support@sipprint.com](mailto:Support@sipprint.com)
- b. 866-655-3555 option #2

### Physical Connectivity

1. Connect Eth0 to the LAN port mentioned in the above prerequisites. This allows SIP Print Support access to remotely configure the appliance to record calls.
2. Connect Eth1 to the SPAN port for call records.
3. Call SIP Print Support at the scheduled installation time to confirm remote connectivity.

### Next Steps

1. SIP Print utilizes the completed workbook to configure your system to record.
2. Training is scheduled once recording of calls is confirmed

### Troubleshooting

In the off chance that your SIP Print Appliance does not connect outbound to our remote access servers we will require the following resources onsite to troubleshoot:

- Laptop w/ physical and wireless network interface
- Individual with access rights to change the IP settings of laptop
- VNC (virtual network connection) Viewer client installed on the laptop