

# CenturyLink<sup>®</sup> Hosted VoIP Wiring Requirements

## Follow these steps to determine your wiring requirements for CenturyLink Hosted VoIP.

Please note: Each work station where you will be installing a VoIP phone must have Category 5 (CAT5), Category 5 Enhanced (CAT5E) or Category 6 (CAT6) cabling installed with an (RJ45) Ethernet jack. You may contract with an electrician or provider of your choice to install cabling and jacks. Regular telephone wiring (CAT3) and (RJ11) jacks do not support VoIP.

There are two components to your Hosted VoIP service from CenturyLink.

The first component is the High-Speed Internet (HSI) service, which includes a CenturyLink branded modem that will be installed by a skilled CenturyLink technician. The modem will need rack, wall or shelf space in the location where your inside cabling terminates. The modem is approximately 8" wide x 5" long x 2" high.

The second component is the installation of the phones, which will be shipped directly to your place of business. When installing phones, note that:

- CAT5/CAT5E/CAT6 cabling must have a direct connection from the Ethernet jacks back to your patch panel or LAN switch for each phone. This is also known as a homerun cabling arrangement. However, if fewer than 4 devices are used, a LAN switch is not necessary as each device can plug directly into the Ethernet ports on the DSL modem.

There are wireless devices available to eliminate the need for CAT5/CAT5E/CAT6 cabling, however, they are not supported by CenturyLink. The associated risk could be jitter or bad voice quality.

- Each IP phone is shipped with one 6' Ethernet cord, which should be used to connect the computer to the phone or the phone to the Ethernet jack. If your Ethernet jack is located farther than 6' from where the phone will be located, you will need to purchase longer Ethernet cords.
- Each IP phone will require AC power and will be shipped with the AC power supply.

Once you have completed installation of your IP phones, you will need to call CenturyLink's implementation department to have your voice service turned up. XXX-XXX-XXXX

You will need to follow the installation scenario outlined on the following pages.

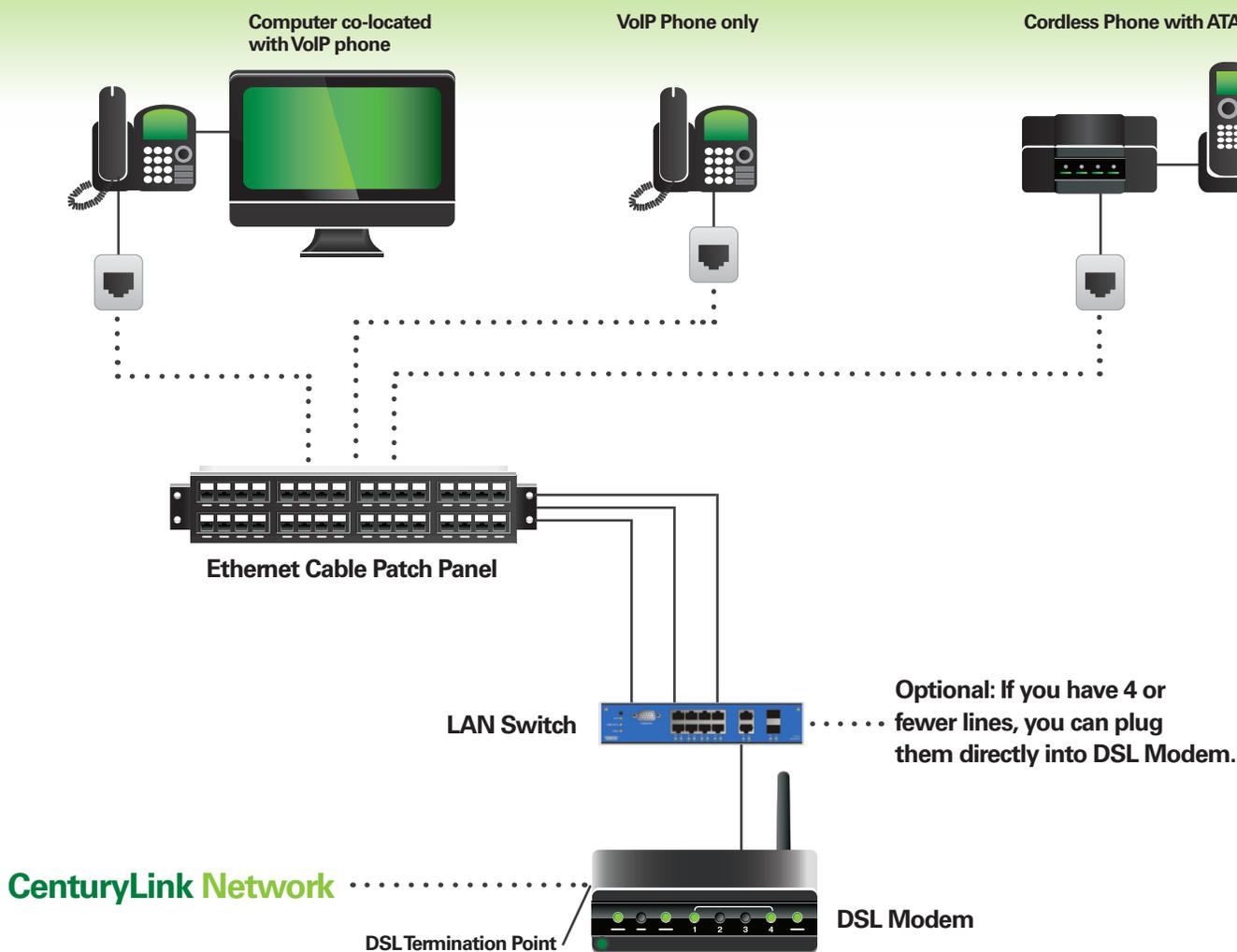
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There are four options for wiring the jacks:

## 1. You want a single Ethernet jack at each location, and you have a patch panel in place:

For stations or desks where you have a computer and phone at the same location, the computer will plug into the VoIP phone using the PC Ethernet slot and the VoIP phone will require an Ethernet jack and cabling. For stand-alone phones, the VoIP phone plugs directly into an Ethernet jack. Analog devices (such as cordless phones) need to be plugged into an Analog Telephone Adapter (ATA) and this ATA is plugged into the Ethernet jack. All of these jacks are wired to the patch panel, which in turn is wired into the VoIP switch. The below diagram illustrates this cabling layout:



..... Cat5, Cat5E, Cat6 Cable Inside the Walls

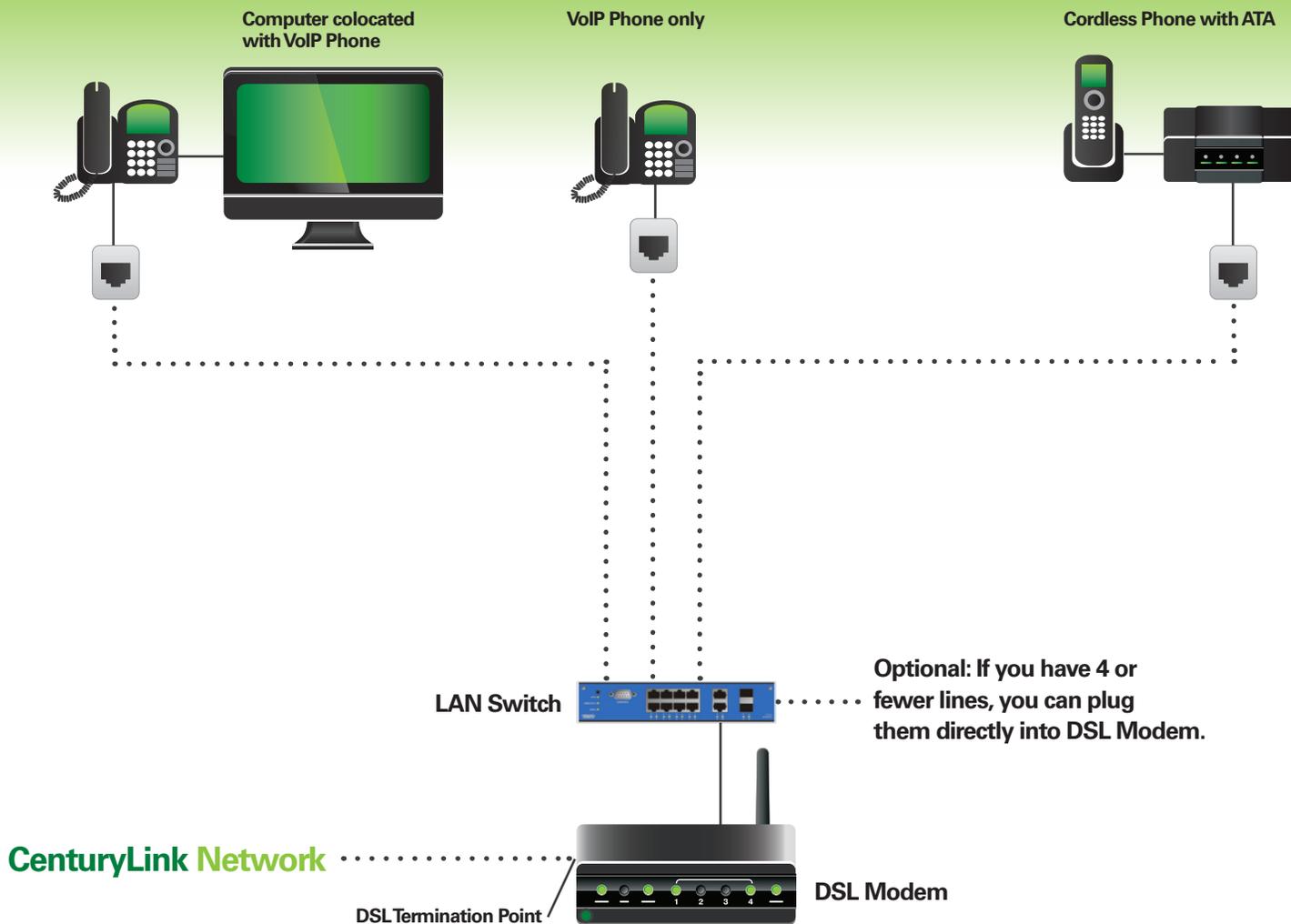
————— Cat5, Cat5E, Cat6 Exterior Cable Drops

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## 2. You want a single Ethernet jack at each location, and you do not have a patch panel in place:

If your VoIP phones are co-located where you have a computer, the computer will plug into the VoIP phone using the PC Ethernet slot and the VoIP phone will require an Ethernet jack and cabling. For stand-alone phones, the VoIP phone plugs directly into an Ethernet jack. Analog devices (such as cordless phones) need to be plugged into an Analog Telephone Adapter (ATA) and this ATA is plugged into the Ethernet jack. All of these jacks are wired directly to the VoIP switch. The below diagram illustrates this cabling layout:



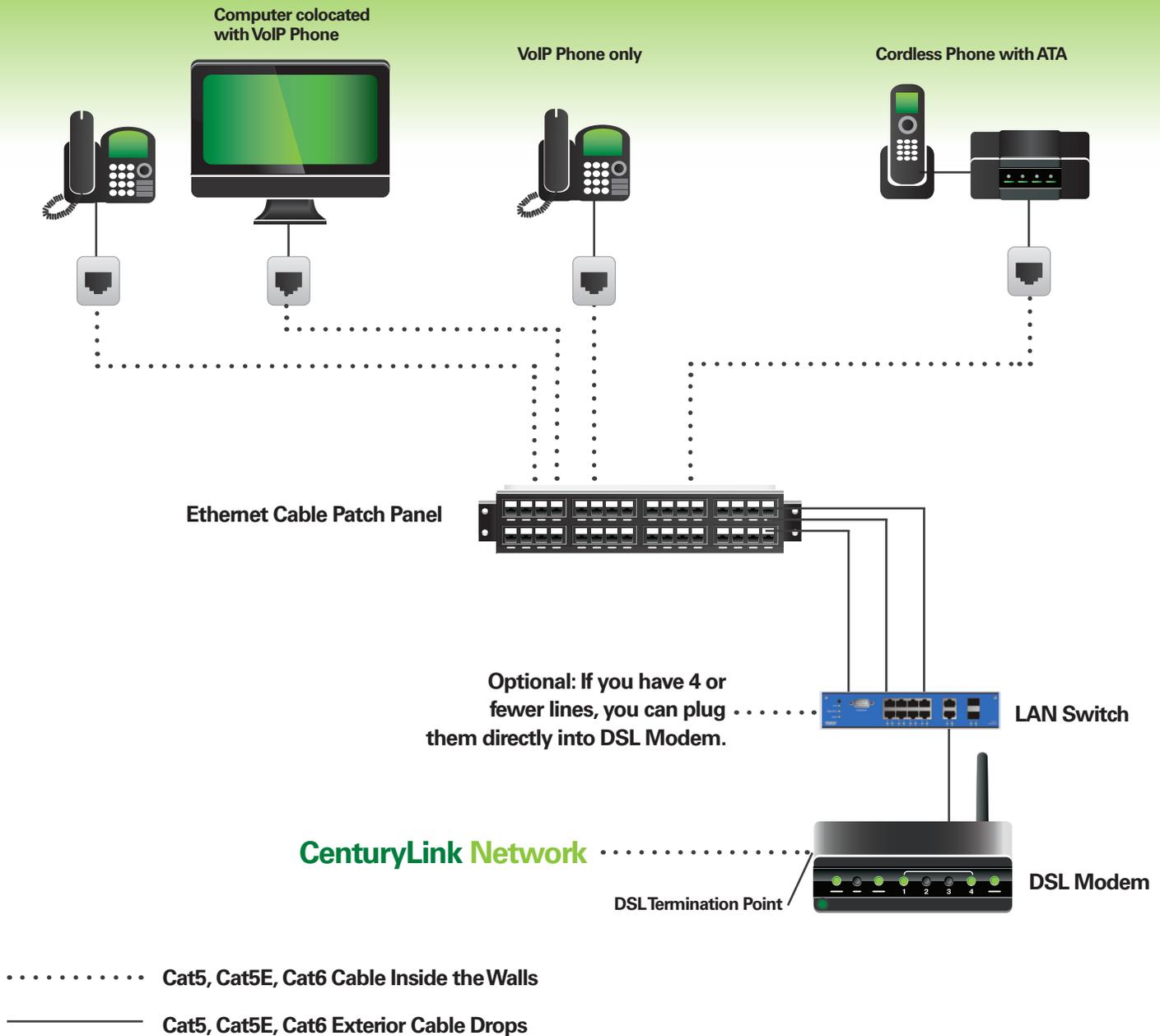
- ..... Cat5, Cat5E, Cat6 Cable Inside the Walls
- Cat5, Cat5E, Cat6 Exterior Cable Drops

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### 3. You want to have two or more Ethernet jacks at each location, and you have a patch panel in place.

In this wiring scheme, each computer, phone or analog device is directly plugged into a separate Ethernet jack. Analog devices (such as cordless phones) need to be plugged into an Analog Telephone Adapter (ATA), and this ATA is plugged into the Ethernet jack. All of these jacks are wired directly into the VoIP Switch. The diagram below illustrates this cabling layout:

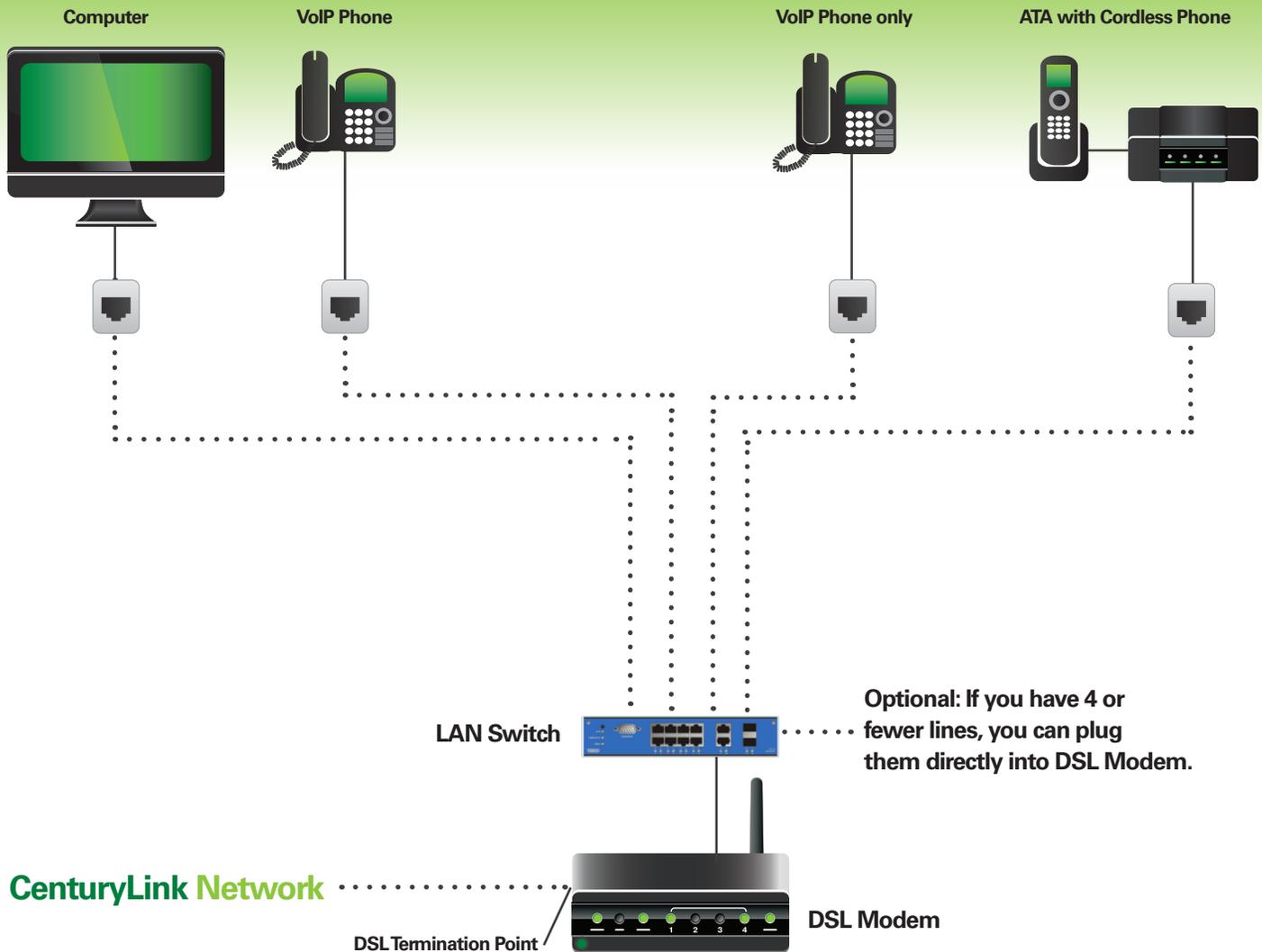


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## 4. You want to have two or more Ethernet jacks at each location, and you do not have a patch panel in place.

In this wiring scheme, each computer, phone or analog device is directly plugged into a separate Ethernet jack. Analog devices (such as cordless phones) need to be plugged into an Analog Telephone Adapter (ATA), and this ATA is plugged into the Ethernet jack. All of these jacks are wired directly into the VoIP switch. The diagram below illustrates this cabling layout:



- ..... Cat5, Cat5E, Cat6 Cable Inside the Walls
- Cat5, Cat5E, Cat6 Exterior Cable Drops