

## Welcome to Business Unlimited!

*Congratulations on increasing your company's productivity with a unified communications solution. Thank you for choosing Northland.*

Throughout the process, you will work with several of our team members to implement your Business Unlimited solution. Below you will find what to expect, and a checklist of items to complete in order to get your new technology up and running. If you have purchased additional services from Northland, your sales representative will work with you separately to coordinate installation.

## Part One: Building Your Solution

Prior to determining your final solution, you will need to complete an online **Network Assessment**. This test simulates actual VoIP calls between your network and Northland to ensure it is compatible with Business Unlimited. Test results will be sent to our Business Unlimited Operations Group (BU Ops) for further analysis. This test must be completed on a computer with a wired connection.

Click this link to begin: [Network Assessment VoIP Test](#)

**Check your hardware.** To enable Business Unlimited, you will need a firewall and Power Over Ethernet (POE) switch, or compatible POE injector, to power each phone. If you have these, confirm you are not leasing them from your current service provider. Please be ready to provide the make and model information of this equipment, as we will need it to move forward. If you are unsure, ask your IT vendor or contact us to help you identify this equipment. If you do not have this equipment, your sales representative can work with you to secure it prior to installing Business Unlimited.

**Check your cabling.** Please confirm you have Cat5 or Cat6 cable at every location you need a phone. If you are unsure, ask your IT vendor. (Note, if there's a computer plugged into Internet everywhere you need a phone, you likely have Cat5 or Cat6 cable.)

## Part Two: Building Your System

Once you have signed your contract for Business Unlimited, you will receive the **System Programming Form via email** and instructions for completing the form, from our Business Unlimited Operations group. Please complete and return the System Programming Form within 3 business days by emailing [businessunlimited@northland.net](mailto:businessunlimited@northland.net). The installation of your Business Unlimited system cannot move forward until we have received and verified your system programming form. When you return your system programming form, one of our BU Ops Specialists will review and verify the information. If any information is unclear or incomplete, you will hear from a member of the BU Ops group. If all of the information on your system programming form is complete, you will receive confirmation via phone or email.

After verifying your System Programming Form, we will configure your equipment with the information you provided and prepare for shipment.

Your equipment is on its way. You will receive an email with the tracking information, as well as guides showing you how to install your equipment, and download software after installation. Please feel free to share these links with your colleagues who will be using the equipment and software. Usernames and passwords can be found on the user information document that we attached to the email.

When you receive your equipment, please test equipment and once testing is complete email [businessunlimited@northland.net](mailto:businessunlimited@northland.net) to schedule your cutover date. This date is when we will port your phone number from your current provider to Business Unlimited.

Once your numbers are ported from your current provider, you can enjoy Business Unlimited!

## Part Three: Support Moving Forward

Thank you again for choosing Northland for your Business Unlimited solution. Should you need support in the future, please keep this information nearby.

### Normal Business Hours:

Monday - Thursday: 8:00AM - 5:00PM | Friday: 8:00AM - 4:00PM

Emergency support is available 24/7.

### For Service and Repair Support

Contact our Network Operations Center:

866-624-2033 or 315-624-2033

Online: [www.northland.net](http://www.northland.net) - [Open a Ticket](#)

### For Customer Support and Billing

800-499-8421 or 315-671-6200

Email: [customersupport@northland.net](mailto:customersupport@northland.net)

### The following information is needed to open tickets:

- + Contact name, email, and call-back number
- + End user's name and extension number (if applicable)
- + Specific description of work to be done
- + PO # for Work Order MAC tickets, if your organization requires

For service affecting issues that occur outside of normal business hours, call the applicable number listed above; our answering service will take your information and contact our local on-call service staff.

Please note, if you move your phones to a new location, 911 will not recognize your location. You must contact us to change your 911 recognized address.