

Common Service Issues

Most voice and Internet service issues are caused by power-related interruptions.

The Megapath Voice and Internet services are connected to the phone system via routers and switches.

Please advise the manager on duty to note the indicator lights on each piece of equipment.

There are four devices stacked on the white shelf.

Each device has a white label for easy reference.

Ask the manager to describe the light activity for each device.

Red lights are usually bad. Service is interrupted or not connecting to the particular device.

Amber (yellow) lights may indicate congestion on the network.

Green lights (flashing or solid) are good.

If there are no lights on, the device has lost power or may be damaged.

Contact IT Support immediately.

If IT Support is not available, please contact Megapath Customer Support.

877-611-6342

Option 4

Prompt 1 voice

Prompt 2 Internet

You will need your account number when you call.

Clark Street Store Account #2899336 / 538282



Account Information

Store 20: Mia Francesca's on Clark
3311 N. Clark Street
Chicago, IL 60657
773-281-3310

[Megapath Account 2899336](#)

Services:

[Megapath SIP T1 Voice/Internet Service](#)

Circuit ID 104-959-210

VOICE

Line 1	773-281-3310 main number
Line 2	773-281-1061
Line 3	773-281-3391
Line 4	773-281-3392
Line 5	773-281-6671 fax
Line 6	(773) 904-2418

INTERNET

IP range	207.145.31.250/254
Gateway	207.145.31.249
Subnet	255.255.255.248
DNS 1	64.105.189.26
DNS 2	64.105.179.138

[Comcast Cable Internet 16x3mb Business Package](#)

[Acct 538282](#)

Static IP Address: 50.254.47.73 - 50.254.47.77
Gateway IP: 50.254.47.78
Subnet Mask: 255.255.255.248
Primary DNS: 75.75.75.75
Secondary DNS: 75.75.76.76

Customer Service

877-611-6342
Option 4
Prompt 1 voice
Prompt 2 Internet

Equipment Serial Numbers:

Samsung Ubigate iBG-1000. s/n: S2LDB12798

Cisco SPA8000-G1 Gateway s/n CFH01N714721

Edgewater Networks 4552: s/n HS124200302

Cisco SF300-08 Managed Switch s/n PSJ15450AD1

Comcast Cable Modem

Connect Internet to Edgemark 4550 (LAN port)

Phone System

Avaya Partner Switch Model 103E
Support Vendor: **ENS 773-583-4009**



Clark Street Account Details (continued)

MEGAPATH USER DETAILS FOR Francescas Restaurant Group			
MegaPath Customer Portal/Admin:	https://my.megapath.com	Username:	Please use your MegaPath Customer Portal Credentials
Voice Manager/End User:	http://voicemanager.megapath.com	Username:	10 Digit Phone Number
Online Learning Center:	www.megapath.com/support/voice	Initial Password:	See Below
		Technical Support:	877.611.MEGA (6342)

CHICAGO, IL - 3311 N Clark St USER SERVICE INFORMATION								
Employee Name	Telephone Number	Temp Number	Ext.	Voice Manager Password	Voicemail Passcode	Phone Type	MAC Address	Feature Bundle
Line 3	(773) 281-3391	(773) 904-2421	603	CdGPS4L9				Business Line Local
Line 2	(773) 281-1061	(773) 904-2420	602	Iia3eM0m				Business Line Local
Line 5	(773) 281-6671	(773) 904-2423	605	awG23Vyw				Business Line Local
Line 4	(773) 281-3392	(773) 904-2422	604	lORxj9go				Business Line Local
Line 1	(773) 281-3310	(773) 904-2419	601	4V560Ov9		LinksysSPA8000	D0:C7:89:78:E6:00	Business Line Local
Line 6	(773) 904-2418		606	bnW8PP5N				Business Line Local

Voice testing 9/12/14:

Inbound calls all lines ✓

Outbound local ✓

Outbound LD ✓

411 ✓

E911 ✓

Voice DR programming & testing: EM notification goes to Jordan✓

Internet DR programming & testing – pending Comcast Cable Install & Activation



Network Design – Francesca’s Restaurant Group

Integrated Voice – Analog Lines

Diverged WAN using a multiple broadband circuits. Customer provided and maintained firewall manages security for data network. Fully diverged LANs using separate drops for each PC and Phone.

SOLUTION DETAILS

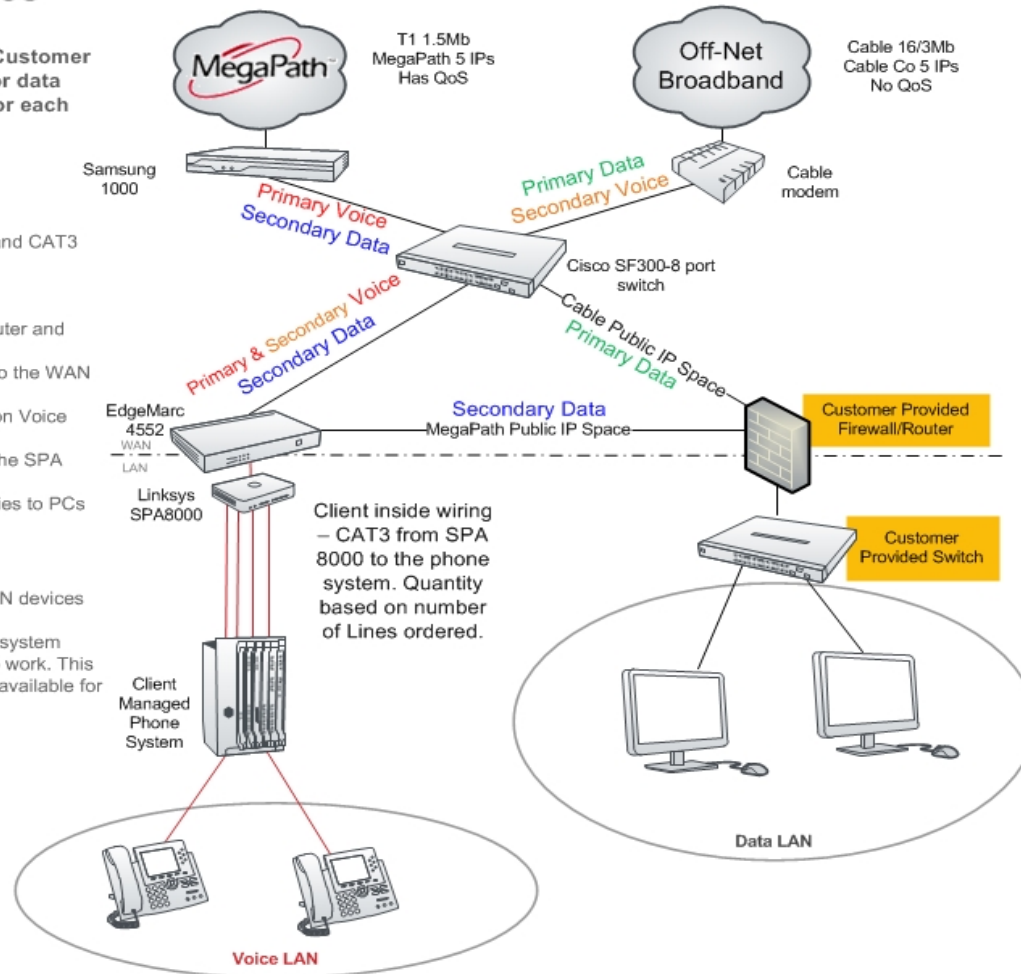
- Diverged WAN, Diverged LAN
- Customer maintained router/firewall
- Separate Ethernet drops are required to each workstation and CAT3 drops to each telephone

DEPLOYMENT INFORMATION

- Public IP space assigned on the LAN side of broadband router and WAN side of Voice QoS Gateway
- Route built in broadband router for public IP block to point to the WAN side of the Voice QoS Gateway
- Public block configured as a secondary Ethernet interface on Voice QoS Gateway
- Voice QoS Gateway provides NAT, Firewall and DHCP to the SPA 8000
- Customer firewall provides NAT, Firewall and security policies to PCs
- Customer firewall or server serves DHCP to PCs

LIMITATIONS

- Client responsible for configuring and managing all data LAN devices from the Sonicwall on back
- Client responsible for configuring and managing the phone system
- Internet access and commercial power required for voice to work. This is not traditional voice service. Call Forwarding options are available for all telephone numbers.





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