RAM COMMUNICATIONS INC.

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.

Western Springs Street Store Account 2899583

RAM Communications ● v 847.358.0917 f 847.358.1340 ● info@ramcomminc.com ● www.ramcomminc.com

Account Information

Store: Davanti Western Springs   Megapath Account 2899583
800 Hill Grove
Western Springs, IL 60657
708-783-1060

Services:

Megapath SIP T1 Voice/Internet Service   Circuit ID   104-983-270

VOICE
line 1	708-783-1060
line 2	708-783-1064
line 3	708-783-1068
line 4	708-783-1071
Line 5	708-290-0919
Line 6	708-290-0020

T1 INTERNET
Gateway	64.32.213.153
Usable IP's	64.32.213.154 to 64.32.213.158
Subnet mask	255.255.255.248
DNS 1	64.7.11.2
DNS 2	216.231.41.2

Comcast Cable Internet 16x3mb Business Package (Comcast Direct)
IP range	50.254.57.129/133
Gateway	50.254.57.134
Subnet	255.255.255.248
DNS 1	75.75.75.75
DNS 2	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: S2LDB12801

Cisco SPA8000-G1 Gateway s/n CFH01P603928

Edgewater Networks 4552: s/n HS142200101

Cisco SF300-08 Managed Switch s/n PSZ18261J9V

Comcast Cable Modem
Connect Internet to Edgemark 4550 (LAN port)

Phone System
NEC SL1100 Phone System
Support Vendor:
Voice & Data Solutions
630-854-8493

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Davanti Western Springs 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
Online Learning Center:	www.megapath.com/support/voice	**Technical Support: 877.611.MEGA (6342)**	

800 HILLGROVE AVE -1842510 USER SERVICE INFORMATION

Employee Name	Telephone Number	Temp Number	Ext.	Voice Manager Password	Voicemail Passcode	Phone Type	MAC Address	Feature Bundle
Western Springs Line 3	(708) 783-1068	(708) 290-0031	393					Business Line Local
Western Springs Line 6	(708) 290-0020		396					Business Line Local
Western Springs Line 4	(708) 783-1071	(708) 290-0034	394					Business Line Local
Western Springs Line 1	(708) 783-1060	(708) 290-0022	391			LinksysSPA8000	D0:C7:89:79:75:DC	Business Line Local
Western Springs Line 2	(708) 783-1064	(708) 290-0035	392					Business Line Local
Western Springs Line 5	(708) 290-0019		395					Business Line Local
Service Name	**Telephone Number**	**Temp Number**	**Ext.**	**Voice Manager Password**	**Voicemail Passcode**	**Feature Bundle**		

Voice testing 11/14/14:

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

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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.
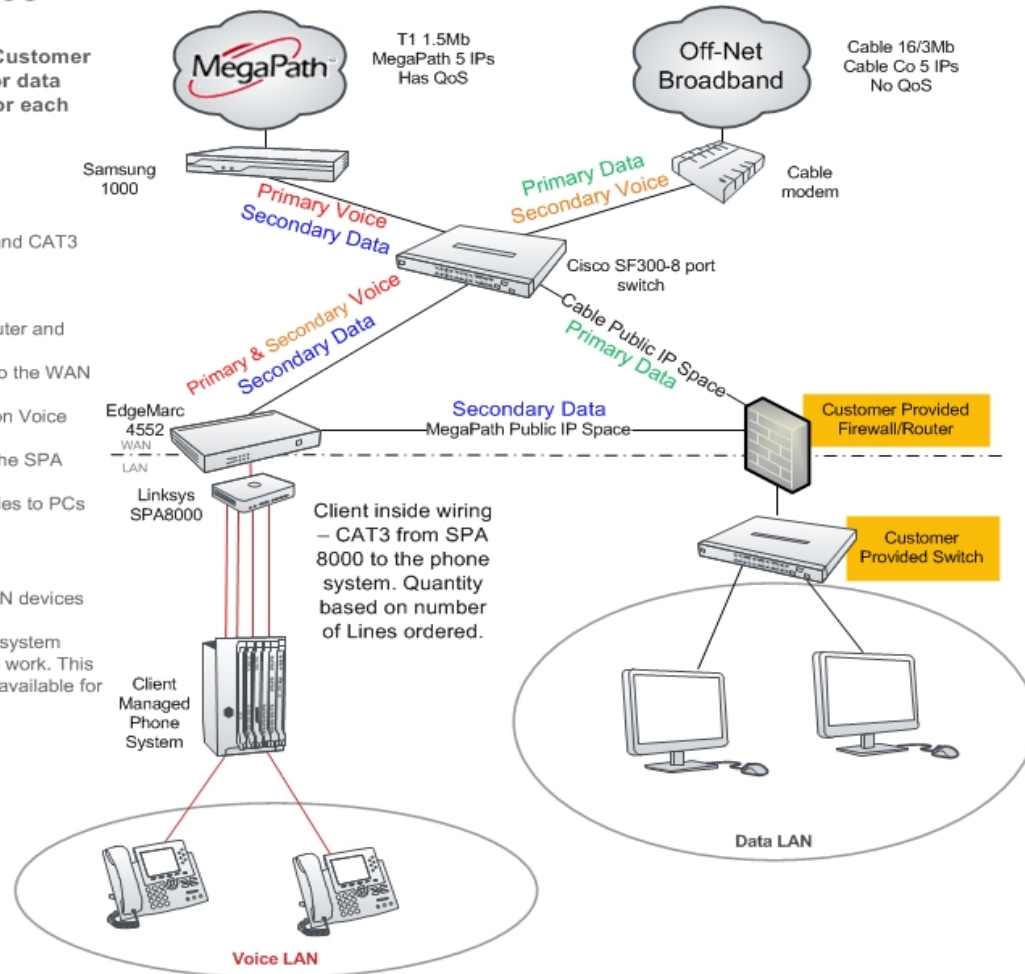
SOLUTION DETAILS
- Diverged WAN, Diverged LAN
- Customer maintained router/firewall
- Separate Ethernet drops are required to each workstation and CAT3 drops to each telephone
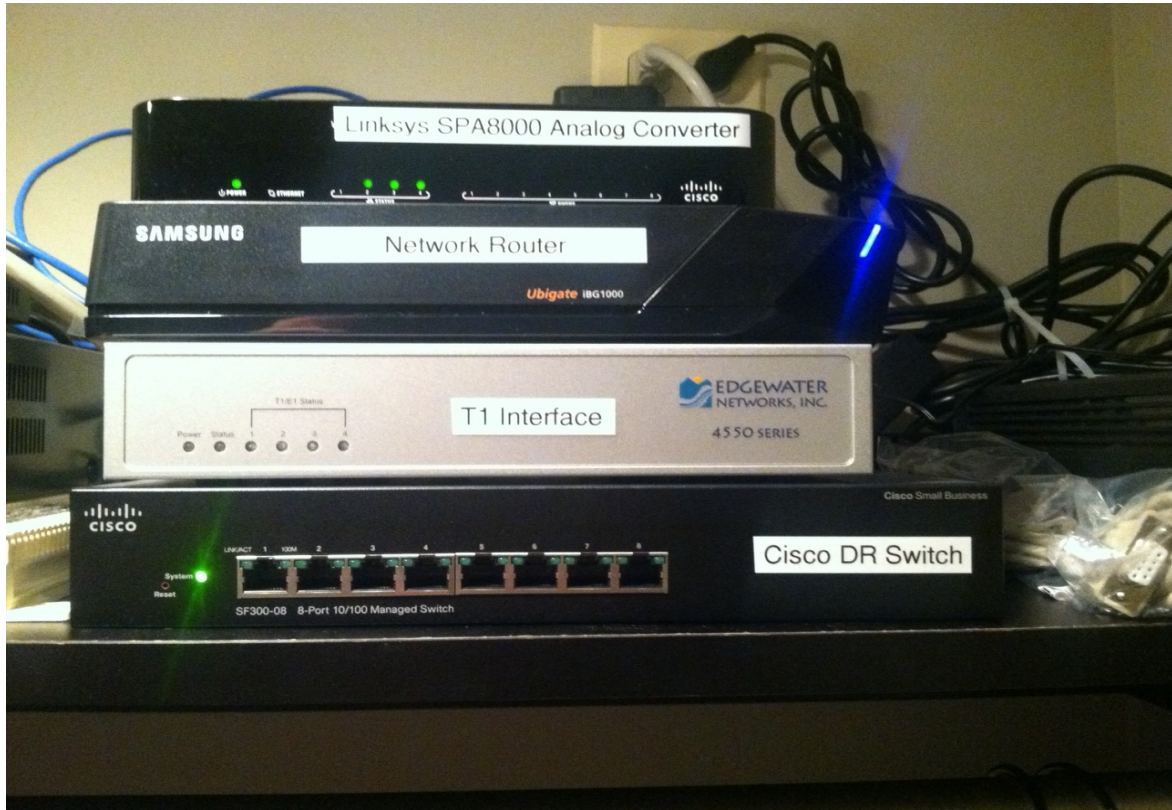
DEPLOYMENT INFORMATION
- Public IP space assigned on the LAN side of broadband router and WAN side of Voice QoS Gateway
- Route built in broadband router for public IP block to point to the WAN side of the Voice QoS Gateway
- Public block configured as a secondary Ethernet interface on Voice QoS Gateway
- 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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Samsung Ubigate iBG-1000. s/n: S2LDB12801

Cisco SPA8000-G1 Gateway s/n CFH01P603928

Edgewater Networks 4552: s/n HS142200101

Cisco SF300-08 Managed Switch s/n PSZ18261J9V