

# BUSINESS INSTALLATION GUIDE

**Please note: The scheduled appointment length is an estimate.  
The entire installation will take about 1.5 to 2.5 hours.**

## Day of install schedule:

### Step 1 20 – 30 minutes

**We'll do a walk-through and talk through the services we're installing.**

### Step 2 Time will vary

#### **Our technician will:**

- Prepare the installation site.
- Install service wires.
- Install required equipment.
- Start your services.

### Step 3 Minimum 10 minutes

**We'll inspect and test out the installed services. Plus, we'll explain what we did.**

### Step 4 15 – 30 minutes

#### **Before we go, we'll:**

- Make sure all installed services work.
- Share general instructions on using the equipment.
- Go over the features and support number (if needed).
- Go over your NewWave Business Phone Features Guide (if needed).

## Pre-install notes:

- On the day of install, have the following people on site:
  - You or a person who can act on your behalf to go over the install and sign off paperwork.
  - Your network administrator or technical contractor (OK if reachable by phone) to answer questions or put together equipment you own.
- Clear out the space where the phone equipment is placed. (Tip: A good place is near your computer or gateway device such as a router or server.)
- Provide at least two (2) 110v AC outlets for equipment install and operation.

## Our goal is to get you up and running on the day of install.

### Some reminders:

- When it comes to the support needs of NewWave Business-owned devices, we've got it covered. You're in charge of integrating and troubleshooting your network.
- You'll be taking care of your own equipment, including managed KEY system or private PBX system.

## Some things to keep in mind with installation process:

- Your availability (you or a person who can act on your behalf must be on site for this appointment).
- Changes to the services purchased may affect the installation date. To speed up the process, check with your current provider ahead of time to make sure there aren't any pending orders or a "hold".
- We may need to access other suites or specific areas of the building.
- Possible delays to the construction process.

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## Installation & Support

We can be reached at **1-844-795-6077**

[newwavebusiness.com](http://newwavebusiness.com)

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