Network Hardware

What your network needs to run DLS Hosted PBX phones with clear, secure calls.

Routers

DLS phones require a router capable of supporting classes of service and GRE tunnels to operate at maximum voice quality and the highest degree of protection. Your router must also be capable of distributing IP addresses to network devices via DHCP. The quality of your router should depend on the number of connected peripherals (workstations, DLS phones, etc.). DLS is a registered Cisco partner. We recommend using Cisco ASIC routers for installations with any Class A or Class B Hosted PBX Engine or large call centers, high-density calling, and secure environments utilizing VoIP encryption.

IP Phones / Handsets

DLS-supplied voice and video phones come preconfigured with your company user and extension information, required features, VLAN tag, and appropriate phone firmware versions. They are plugged into your existing network. Your phone is essentially a networked computer with its own IP address assigned to it by a router on your network. For a full list of IP phones supported by DLS Hosted PBX service, please visit www.dls.net/handsets-supported-dls-hosted-pbx.

Firewalls

Many routers include a firewall that protects your network from malicious Internet traffic. Your firewall may need to allow your handsets and PBX to access certain network protocols and types of traffic. DLS can configure or assist your network IT in configuring your firewall.

Switches

DLS recommends placing a business-class switch capable of PoE (Power over Ethernet), QoS (Quality of Service) and VLAN tagging between your DLS phones and your router. A QoS capable switch helps ensure high-quality audio during calls, as it can place priority on voice packets from your phones. The quality of your switch should depend on the number of connected peripherals (workstations, DLS phones, etc.).