

Network Hardware Requirements for sites with 10 or more users

Routers

DLS phones require a router capable of supporting classes of service and GRE tunnels in order to operate at maximum voice quality and at highest degree of protection. Your router must 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 2800 or 2900 series routers for installations with any Class A or Class B Hosted PBX Engine. Cisco 3900 or 7200 series are recommended for 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 an appropriate versions of phone firmware. They are plugged in to 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 http://www.telephonyourway.com/support/ip_phones.htm

Firewalls

Many routers include a firewall which protects your network from malicious Internet traffic. Your firewall should allow your handsets to access HTTP, HTTPS, and UDP traffic on your network. DLS can fully configure or assist your network IT in configuring your firewall. As a Cisco registered partner we recommend Cisco ASA firewalls.

Switches

DLS recommends placing a business-class switch capable of 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.).