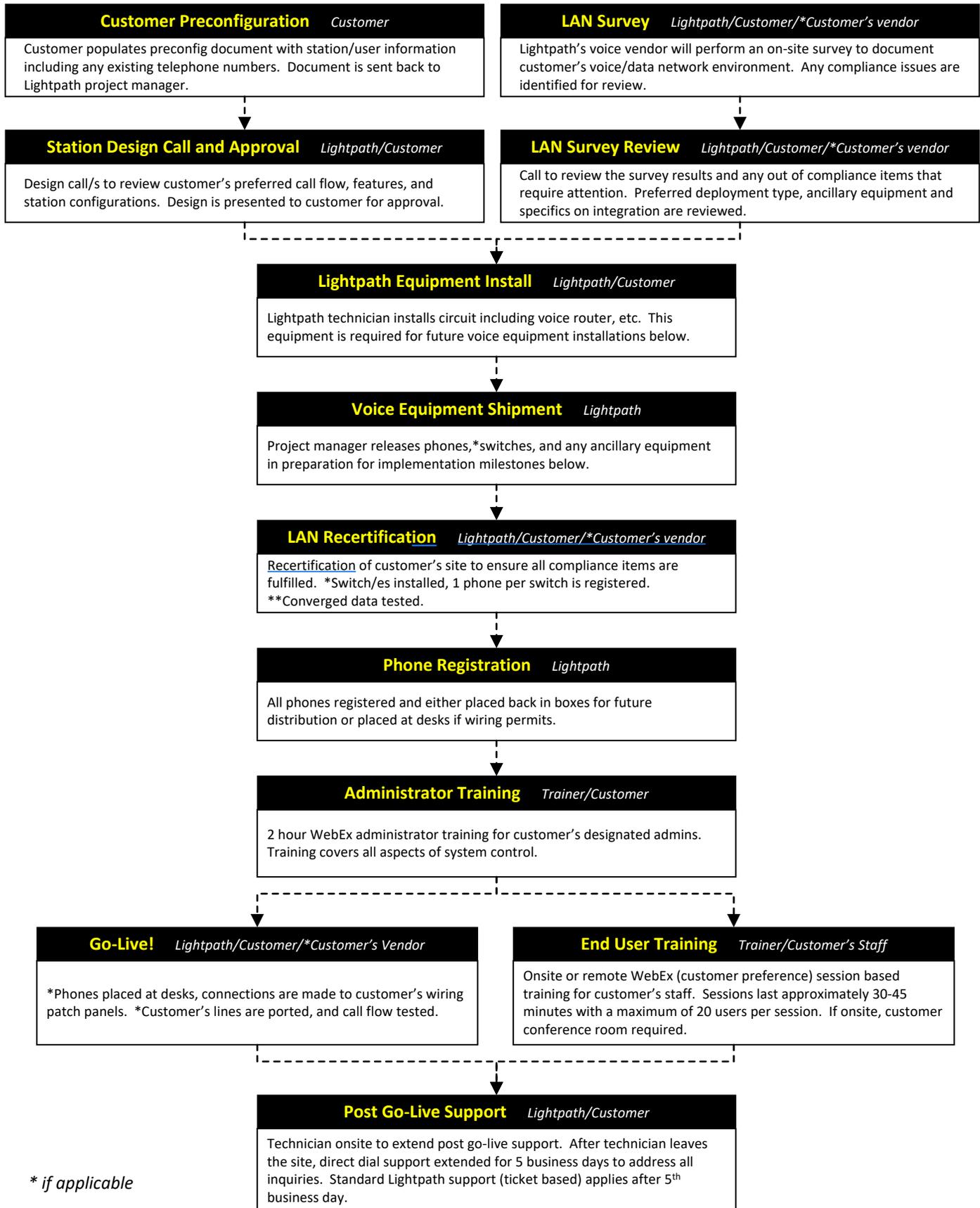


LP UC Managed - Milestone Summary



* if applicable

Welcome to LP UC Managed!

LP UC Managed is an all-in-one communication and collaboration solution fully managed by Lightpath. We deliver a dedicated voice circuit with a guaranteed SLA, along with all required equipment, installation, initial call flow setup, and training. The Customer remains responsible for meeting all local area network (LAN) requirements as defined by Lightpath. For full details on SLA and Service Credits, please refer to the UCaaS Service Attachment [Unified Communications](#).

This documentation serves as your single point of reference for all items between order placement and completion.

I. Phone Models

Phone Models: Please visit Lightpath's Hosted Voice Help Center (<https://portal.lightpathfiber.com/hosted-resources>) for additional details, including conference phones. Special features such as paging may require specific phone models. Please discuss with your Account team.

II. What to Expect

1. Upon order execution, the Lightpath Project Manager (PM) will initiate a kick-off call with the Customer's designated contacts.
2. Lightpath will conduct a LAN Assessment to assess the Customer's current LAN setup and equipment locations. A LAN Remediation Report will be provided to identify any additional LAN work required before phone installation. The Customer may choose Lightpath's contractor or engage their own vendor to complete this work.
3. Once the Customer's LAN meets the requirements outlined in the LAN Remediation Report, the Lightpath PM will schedule the installation date.
4. Lightpath and the Customer will complete a Station Review, during which the Customer will define the initial call flow.
5. All equipment will be shipped to the Customer's premises. Lightpath will install the equipment and confirm that all phones are fully operational.
6. Phones assigned to numbers that are porting into Lightpath will not receive incoming calls until the porting is scheduled and completed. This will be reviewed as part of the implementation plan with the Project Manager.
7. Lightpath PM and the Customer will agree on the training dates. Please communicate your desired focus areas to your PM. One Admin session and one User session are included.

III. Getting Started

You can search for answers to any questions in the main portal: [Support Home Page](#)

1. [Phone Setup](#)
Refer to quick guides for either HP or Yealink phones [Hosted Resources](#)
2. [Ascend Application for Express & Pro licenses](#)
 - 2.1. Download: [Apps – Ascend Site](#)
 - 2.2. User Guide: [LP_UC_End_User_Guide.pdf](#)
3. [Ascend Integration with Microsoft Teams](#)
 - 3.1. Download: [Ascend Teams Embedded Integration: How to Install and Upgrade](#)
 - 3.2. User Guide: [Get Started With Ascend For Teams](#)
4. [Webfax for Pro or Teams:](#)
 - 4.1. Web Fax Accounts: [Resources & Utilities: Web Fax Accounts](#)
 - 4.2. Web Fax Guide: [Ascend: Online Fax](#)

IV. Admin Guide

1. [Technical](#)
 - 1.1. Bandwidth: [VoIP Bandwidth Requirements](#)
 - 1.2. SIP ALG: [Why Is SIP ALG An Issue?](#)
 - 1.3. Recommended Routers List:
 - 1.3.1. [Full Router & Gateway List By Make/Model](#)
 - 1.3.2. [Recommended Routers List](#)
2. [User](#)
 - 2.1. Create a user: [How Do I Create And Manage Ascend Users \(Subscription Model\)?](#)
 - 2.2. Password Policy: [Password Policy](#)
 - 2.3. Remove User: [Ascend Files: Decommissioning Users](#)
3. [Auto Attendant](#)
 - 3.1. Create Auto Attendant: [Enable Auto Attendant on Ascend](#)
 - 3.2. Set up: [How To Set Up Auto Attendant On Ascend](#)
 - 3.3. Voicemail: [Auto Attendant Voicemail On Ascend](#)
 - 3.4. Schedule: [Ascend: Setting Up Auto Attendant Schedule](#)
 - 3.5. Managing Events On Auto Attendant: [Ascend: Managing Events On Auto Attendant](#)
4. [Hunt Group](#)
 - 4.1. Create a Hunt Group: [Creating a Basic Hunt Group on Ascend](#)
 - 4.2. Manage Hunt Groups: [Managing Hunt Groups On Ascend](#)