The Axxess Networks Welcome Kit

We are very excited to have you coming on board as a new customer. The purpose of this welcome kit is to explain the installation process and set expectations.
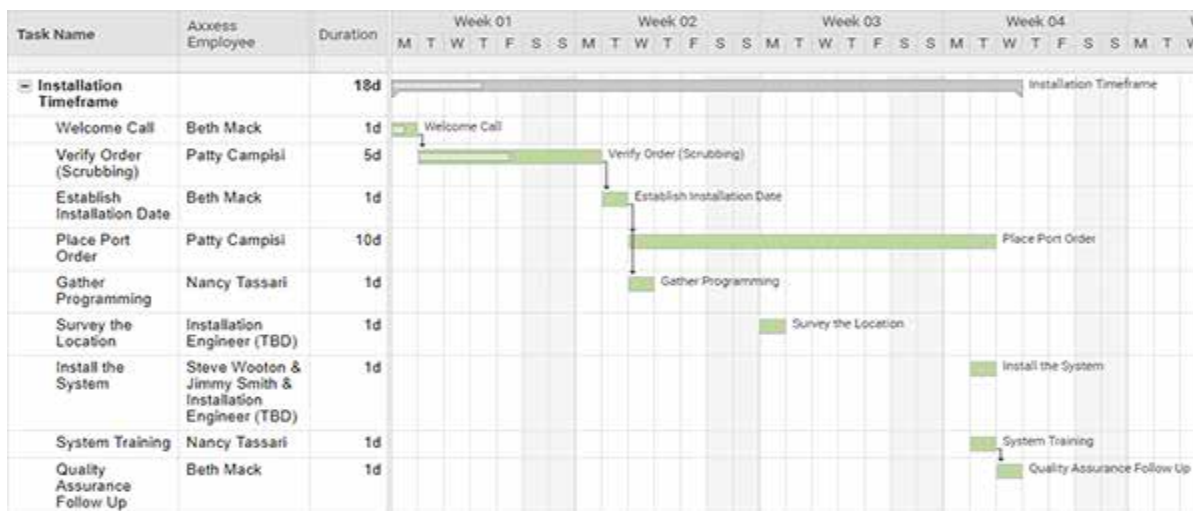
This is very important!

If you have questions, need to contact one of your installation team members or need any support, our help desk is your one stop shop. They will make sure you get the answers you need.

Please send any and all requests to support@axxessnetworks.com or call us at (610) 833-9000 Option 1.

Installation Timeframes and Your Axxess Networks Installation Team

Task Name	Axxess Employee	Duration	Week 01	Week 02	Week 03	Week 04
− Installation Timeframe		18d				Installation Timeframe
Welcome Call	Beth Mack	1d	Welcome Call			
Verify Order (Scrubbing)	Patty Campisi	5d	Verify Order (Scrubbing)			
Establish Installation Date	Beth Mack	1d		Establish Installation Date		
Place Port Order	Patty Campisi	10d		Place Port Order		
Gather Programming	Nancy Tassari	1d		Gather Programming		
Survey the Location	Installation Engineer (TBD)	1d			Survey the Location	
Install the System	Steve Wooton & Jimmy Smith & Installation Engineer (TBD)	1d				Install the System
System Training	Nancy Tassari	1d				System Training
Quality Assurance Follow Up	Beth Mack	1d				Quality Assurance Follow Up

Timeframes are based on availability of the customer for each phase, order completeness, survey results and average porting times. Our goal is to get you up and running as quickly as possible and we will help you through any issues we encounter.

A Public Static IP is Required

Get familiar with your phone

Don't know what an external IP address is? That's ok, please email support@axxessnetworks.com and we'll explain everything.

Receiving Calls

[Making Calls and Setting up Voice Mail](#)

Why not get a jump on learning how to use your phone?

Roles and Responsibilities

We are taking care of as much as possible possible but there are a few things that we need your help with. Please click the image for our mini guide.

Network Planning

It's really important that we plan on how we will be implementing our system with your IT department or vendor. Please click the image for our mini guide.

Send us your logo!

Please send us a hi-res image of your logo and we'll be sure to have it added to your phone. Send to support@axxessnetworks.com.