

# Hosted PBX physical setup

## Minimum requirements for setting-up your Hosted PBX Service

### Bandwidth

The first step is to determine how much bandwidth you will need to run voice-over-IP in your office. Each of your handsets must have a minimum of 80 kbps upload/download per concurrent call required.

*For example:*

An office with 20 users may have approximately 10 calls at most, at any given time.

To find out your bandwidth requirement, multiply the number of concurrent calls by the minimum bandwidth required per handset.

$10 \times 80 \text{ kbps upload/download} = 800 \text{ kbps upload/download}$

### The Router

Poor call quality is a common drawback of having a low-quality router. Avoid this costly mistake by investing in a high-performing router which will ensure the clarity of your calls.

### Quality of Service

Take note that the minimum bandwidth requirements above only apply to handset usage. If your handsets share the same internet connection with other devices (i.e. PCs), your bandwidth requirements will be higher. Consider getting a dedicated internet connection for your voice traffic if necessary.

### VoIP Equipment

We have a wide range of business phones, softphones, headsets, and telephone adapters that you may choose from. At Alltel, we recommend handsets which are compatible with our platform such as Yealink T41P, T42G, T46G, T48G, and W56P.

### Power Failures

A backup battery system will be necessary to keep your hosted phone service operational during a power outage. If your budget allows it, a Power over Ethernet (PoE) switch is also recommended.

