

# Pre-Installation Checks

- [Networking](#)

# Networking

## Pre - Checks

1. Wi-Fi - What brand? How many access points on each floor? Any black spots? Do they use mobile devices & EPR Apps?
2. Ethernet Cable - Location of the hardware dependant, then you will either use the cable to connect to the paging port or you will use the cable to connect the SM Server to the LAN.
- 3.
4. Hardware location - Normally Comms cabinet end or TSP system end.
5. New or Existing TSP system - Do we know much history of the site?

## IT requirements

1. Who is the IT Provider/ Contact
2. Static IP - We need an IP outside of current DHCP range.
3. Subnet Mask - Generally /24
4. Gateway - This provides access to the Cloud Platform
5. WAN IP - For external remote access, we're going to want a fixed WAN IP.
6. Remote Access - Port forwarding or VPN access?
7. Wi-Fi SSID - If supplying devices, you will need to know this, if already installed then it's just for info purposes
8. Wi-Fi Password - If supplying devices, you will need to know this, if already installed then it's just for info purposes

## Mobile Devices

1. Who's supplying the device?
2. Is there mobile management software?
3. How should we request the loading of the app to the device?

#### Users/Zones/Alert Devices

1. Name of all the users to be added to the system
2. Name of any Zones i.e., FF, SF - Even if the home doesn't want to Zone the calls, always apply alert devices to a Zone as you are then able to run reports on busy Zones.
3. Name of all Alert Devices to be added to the system
4. Alert Device applied to Zone

#### Licences

1. SM Server Licence received
2. SM Cloud Licence received.

#### SM Cloud Portal

1. Create Group
2. Create Site
3. Create Users
4. Add MAC of SM server to site
5. Home Managers that require access to single sites - Email addresses & Passwords
6. Operations staff that require access to multi sites.
7. Schedule reports & emails for reports to be sent to.
8. Nourish or PCS Integration?

9. List UID for resident if integration required

## Training

1. End Users
2. Remote - Group sessions for Cloud reporting - Run over Teams?

## Template Email to IT Provider

Dear x,

I'm reaching out to you from the project team @ Legrand Care. X care group has recently purchased our Smart Messaging solution to send Nurse call alerts to the mobile devices carried by the caregivers.

Are you able to provide some details so we can install our small server on-site and allow us to set up our system on to the IT network. Our server needs to communicate with the mobile devices connected to the wireless network.

1. Static IP - We need an IP outside of current DHCP range.
2. Subnet
3. Gateway
4. WAN IP
5. Remote Access - Port forwarding or VPN access?

## Port Forwarding Table

Can you please insert the private IP for our server in the table below & set up the below rules for remote access to our system.

Source	Destination	External Port	Internal Port	Private IP	Protocol
		5080	80		TCP
		5022	22		TCP