



Optus Loop

Hardware needs and technical specifications

How to ensure your network is ready for Optus Loop

Optus Loop (Loop) is a cloud-based phone solution — so it's essential to have a high-quality internet connection, plus sufficient cabling in place, to run your service over.

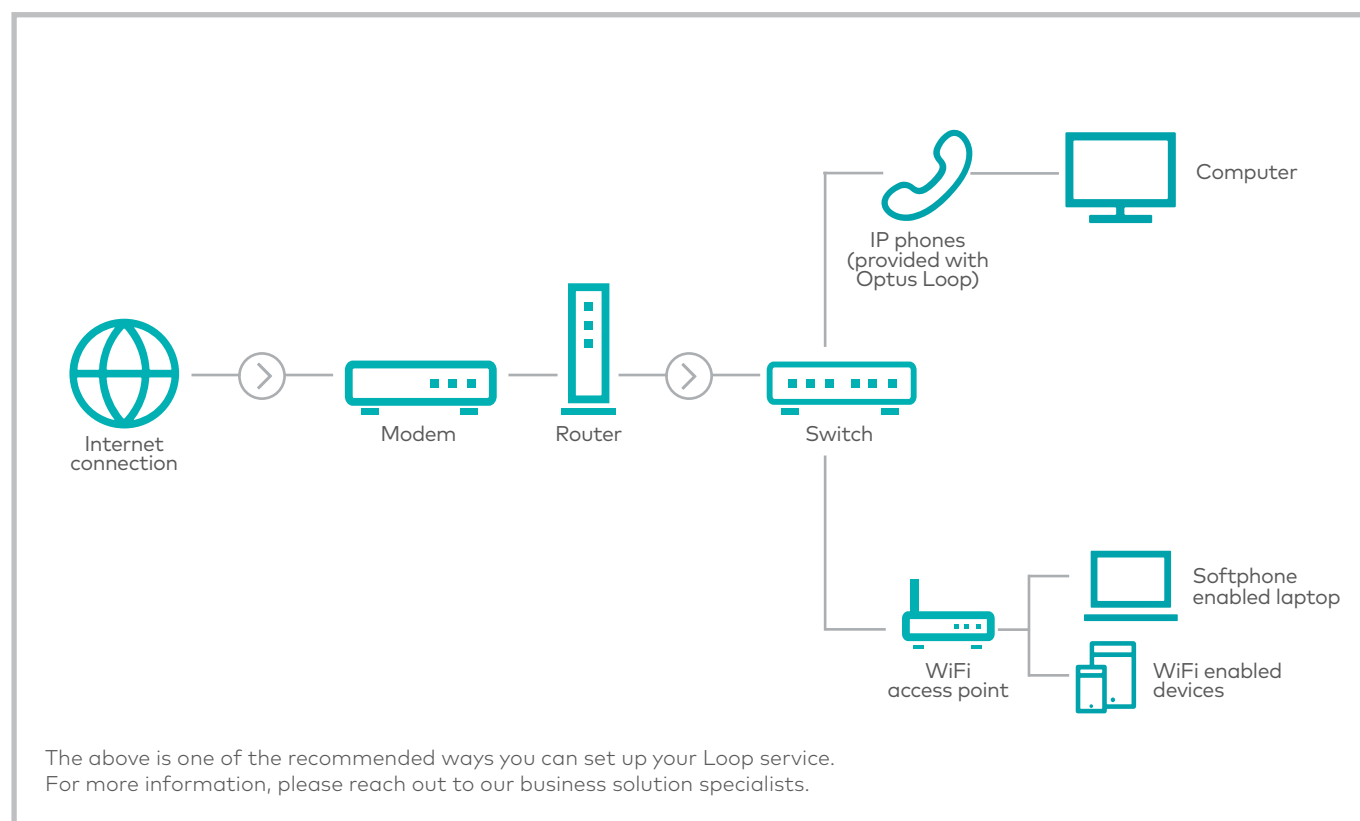
Network ready checklist:

- Internet connection (minimum 100kbps up/down bandwidth per concurrent call)
- Modem
- Router
- Switch
- IP phones (provided with Optus Loop)
- WiFi enabled device (computer/laptops/phones/tablets)
- WiFi access point

Prefer to be connected via WiFi?

This may also be a possibility, depending on your physical site setup and hardware order.

Recommended setup



Getting connected

As your Loop service is an Over the Top VoIP (Voice over Internet Protocol) service, a dedicated internet connection (such as business grade internet, nbn™ or 4G mobile broadband) is recommended to ensure good call quality.

See below for more information:



Speed test

We can check your internet connection usability with an Examinet test and discuss the results with you. The Examinet test will need to be conducted over the Ethernet connection you plan to run Optus Loop over.



100kbps

For best voice call quality, you will need 100kbps upstream and downstream bandwidth per concurrent call. Our business solution specialists can assist in evaluating this for you.



Business grade internet, nbn™ or 4G

As Optus Loop is a VoIP service, we would generally recommend having a dedicated internet connection (such as business grade internet, nbn™ or 4G), to ensure you have sufficient bandwidth for all users in your office. Optus does not recommend the use of DSL or Cable with Loop.



Modem and firewall configuration

For best quality of services, your firewall might need to be configured. Your Account Manager can assist with this.

Switches

Optus recommends switches be configured for voice prioritisation — please refer to your switch documentation for instructions.



When using Power over Ethernet (PoE), make sure the switch has sufficient power capacity for the number of phones you plan on using. If power consumption of your phones is higher than output of the switch, you may need to add another POE switch or use the power supplies for the phone.



Cabling

For best results, we would recommend your handset be connected via Ethernet cables to your router or switch. If required, we also suggest you chat with a cabling or electrical technician to test and verify your network quality.



Handsets

As Optus Loop is a VoIP product you will need to connect both power and internet to the back of the handset unit.



WiFi

We recommend you configure your wireless access point to prioritise voice and media traffic for the best quality calls. Please keep in mind your WiFi signal may vary depending on the location of the user — so we can't guarantee quality of service if connecting via this method.

Professional installation

If you require professional or remote installation, Optus can provide an end-to-end managed process including training, all under one bill.

For more information, please reach out to our business solution specialists.

Installation option:	If you:	Included:
Professional installation	<ul style="list-style-type: none">• Have complex requirements, including cabling• Need your Loop product to be configured by an expert• Need handsets	<ul style="list-style-type: none">• Call flow design session• Remote configuration of Loop• Site visit to plug-in handsets• Carry out any cabling requirements
Professional installation with training	<ul style="list-style-type: none">• Have complex requirements, including cabling• Need your Loop product to be configured by an expert• Need handsets• Need onsite training post activation	<ul style="list-style-type: none">• Call flow design session• Remote configuration of Loop• Site visit to plug-in handsets• Carry out any cabling requirements• Onsite training sessions (Sydney, Melbourne and Perth only)
Remote configuration	<ul style="list-style-type: none">• Want your Loop product to be configured by an expert• Have the skills to set up your own handsets (if required)	<ul style="list-style-type: none">• Call flow design session• Remote configuration of Loop product• Despatch of handsets to your premise
Remote configuration and training	<ul style="list-style-type: none">• Want your Loop product to be configured by an expert• Want a training session to ensure you know how to use Loop, either through a webinar or face-to-face• Are confident with setting up your handsets or use 3rd party handsets.	<ul style="list-style-type: none">• Call flow design session• Remote configuration of Loop product• Product training either onsite or via webinar
Account Manager led installation	<ul style="list-style-type: none">• Have complex requirements, including cabling• Need your Loop product to be configured by an expert• Need handsets	<ul style="list-style-type: none">• Your dedicated Account Manager will arrange for your Loop service to be configured and set-up



Streamline your communication with Loop



More information?

Please visit our [Optus Loop Website](https://optus.com.au/business/office-phone/optus-loop).
optus.com.au/business/office-phone/optus-loop



Visit us

Find your closest [Optus Business Centre](https://optus.com.au/business/business-centre).
optus.com.au/business/business-centre



Give us a call

Call us on **13 LOOP** (13 5667) to arrange an appointment today.



Need Loop support?

Find the answers you need at our self-service, [one-stop shop](https://yescrowd.optus.com.au/t5/custom/page/page-id/optus-loop-support) dedicated to Optus Loop.
yescrowd.optus.com.au/t5/custom/page/page-id/optus-loop-support

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