

Site Audit  
Prepared for  
ACME LABS Ltd.

**Your Local Technical Support Team**

IT Genie Ltd. Registered Office: Imperial House, Link 10, Napier Way, Crawley, West Sussex RH10 9RA  
IT Genie Ltd is a company registered in England and Wales with company number 06146434  
VAT Number: 904378815

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## Site Audit Activities

History of revisions to this document

Action	Date	Who
Written	08/01/09	Assigned Engineer

## About The Company

### What the company does

The ACME Laboratory Ltd is the facility behind the making and dispatching of a wide range of orthodontic devices. This introduces a lot of time critical elements, something the IT has to be able help with not hinder.

The site comprises of several teams of people. Each team relies on the IT system for different things, but the critical point is that the IT system is relied upon. The bespoke access database that holds all of the client database is crucial to the day to day running of the business. Not only on the production side but also as relates to the customer service, finance, and admin functions

The company continues to grow its market and as such a need for a second office has arisen, the company are in the process of moving particular teams into the second office.

## Company Location

**Address:** 123 ACME Road,  
Crawley,  
West Sussex,  
RH10 6AN

**Telephone:** 0123456789



## Distance from Local IT Genie Office

**Distance:** 7.8 Miles  
**Time:** 17 mins

## Primary IT Contact

**Name:** John Doe  
**Position:** Operations Manager  
**Telephone:** 0123456789 (ext 926)  
**Email:** john.doe@acmelabs.co.uk

## IT INFRASTRUCTURE

### Summary

The IT infrastructure is generally well organized and laid out. The servers are easily accessible and up to date. The network is clearly laid out and connected to patch panels

The current hardware consists of:

- 4x Servers
- 27x PC
- 11x Laptops
- 6x Printers
- 10x Router/Switches

### Server Details

This section contains details about servers located on site

<b>Name</b>	srv-ACME-001
<b>Criticality</b>	Business Critical
<b>Make</b>	HP
<b>Model</b>	Proliant ML350 G5
<b>Service Tag</b>	C0987640A11
<b>Processor</b>	Intel XEON
<b>RAM</b>	8GB
<b>OS</b>	Small Business Server 2008
<b>IP Address</b>	**withheld**
<b>Domain</b>	acme.local
<b>Domain Role</b>	DC/Exchange/AD/DNS/DHCP
<b>Business Role</b>	Email/File
<b>Admin User</b>	**withheld**
<b>Password</b>	**withheld**
<b>Belarc Date</b>	04/01/09

=



Disk	Drive	Size	RAID
0	C:\	600GB	5

## Server Details Continued

Name	Srv-ACME-002
Criticality	Medium
Make	fujitsu siemens
Model	PRIMERGY
Service Tag	YOIYE012149
Processor	Intel Pentium D
RAM	3GB
OS	Server 2008
IP Address	**withheld**
Domain	ACME.local
Domain Role	DC/AD/DNS/DHCP
Business Role	File
Admin User	**withheld**
Password	**withheld**
Belarc Date	04/01/09



Disk	Drive	Size	RAID
0	C:\	500GB	1

Name	srv-ACME-003
Criticality	High
Make	HP
Model	Proliant ML110
Service Tag	C0KJ640A11
Processor	Intel XEON
RAM	4GB
OS	Server 2008
IP Address	**withheld**
Domain	acme.local
Domain Role	Member Server
Business Role	Terminal Services
Admin User	**withheld**
Password	**withheld**
Bel Arc Date	08/10/09



Disk	Drive	Size	RAID
0	C:\	250GB	1

## Server Details continued

Criticality	Business Critical
Name	Trixbox1
Make	HP
Model	Proliant ML110
Service Tag	CCAD3440A11
Processor	Intel XEON
RAM	2GB
OS	Trixbox
IP Address	**withheld**
Role	Primary Phone Server
Access	**withheld**
Business Role	Phone System Server
Admin User	**withheld**
Password	**withheld**
Belarc Date	04/01/09



Disk	Drive	Size	RAID
0	C:\	250GB	1

## PC and Laptop Details

This section contains information about the specifications of each of the pc, laptops and macs.

Name	ITG TAG	Make	Model	Serial	CPU	RAM	Disk Space	Free Disk Space	O/S	AntiVirus Name
alilaptop	12001	Dell	Latitude E6400	3H72F4J	Intel C2D P8700 2.53GHz	3.5 GB	232.7 GB (C:)	205.4 GB (C:)	XP Pro	NOD32
It-acm-002	12002	HP	6720s	CNU8231D3B	Intel C2D T5670 1.80GHz	2 GB	103 GB (C:) 1.6 GB (E:) 7.2 GB (D:)	74.3 GB (C:) 6.3 GB (D:) 1.3 GB (E:)	XP Pro	NOD32
It-acm-001	12003	Dell	Vostro1510	DW16Z3J	Intel C2D T5870 2.00GHz	3 GB	232.8 GB (C:)	188.5 GB (C:)	XP Pro	NOD32
It-acm-003	12004	Acer	Extensa 5220	LXE87060067441 392D2000	Intel Pentium II	2 GB	34.1 GB (C:) 34.6 GB (D:)	4.9 GB (C:) 34.6 GB (D:)	XP Pro	NOD32
It-acm-004	12005	TOSHIBA	Satellite Pro A200	18344291K	Intel Pentium Dual T2330 1.60GHz	2 GB	74.5 GB (C:)	21.1 GB (C:)	XP Pro	NOD32
It-acm-005	12006	Dell	Vostro1510	1X16Z3J	Intel C2D T5870 2.00GHz	3 GB	232.8 GB (C:)	187.6 GB (C:)	XP Pro	NOD32
It-acm-007	12007	Fujitsu	AMILO PRO V3515	YK7E244361	Intel Pentium II	766.1 MB	74.5 GB (C:)	10 GB (C:)	XP Pro	NOD32
It-acm-008	12008	Fujitsu	AMILO Pro Edition V3505	YK3T173510	Intel Core2 T5300 1.73GHz	2 GB	149 GB (C:)	110.7 GB (C:)	XP Pro	NOD32
It-acm-009	12009	Dell	Vostro1710	H6HMB4J	Intel C2D T8100 2.10GHz	3 GB	298 GB (C:)	279.7 GB (C:)	XP Pro	NOD32
It-acm-011	12010	Dell	Latitude E5400	BMBCC4J	Intel C2D T7250 2.00GHz	3.5 GB	148.9 GB (C:)	99.3 GB (C:)	XP Pro	NOD32

lt-acm-012	12011	Dell	Latitude E5500	FB58C7DAF	Intel C2D T7250 2.00GHz	3.5 GB	148.9 GB (C:)	131.8 GB (C:)	XP Pro	NOD32
lt-acm-013	12012	Samsung	X460	FF2493EQB0067 7	Intel C2D P8400 2.26GHz	3 GB	111.9 GB (C:) 111 GB (D:)	68.9 GB (C:) 102.1 GB (D:)	Vista Business	NOD32
pc-acm-001	12013	HP	dx2420	CZC9230D7Q	Intel Xeon	2 GB	282.1 GB (C:) 16 GB (D:)	230.3 GB (C:) 11.7 GB (D:)	XP Pro	NOD32
pc-acm-002	12014	HP	dc7800	CZC82374FS	Intel Pentium Dual E2160 1.80GHz	1 GB	64.5 GB (C:) 10 GB (D:)	43 GB (C:) 6.2 GB (D:)	XP Pro	NOD32
pc-acm-003	12015	Fujitsu	ESPRIMO P	YK3J139660	AMD Athlon 64 3800+	1 GB	74.5 GB (C:)	51.9 GB (C:)	XP Pro	NOD32
pc-acm-004	12016	Fujitsu	ESPRIMO P	YKBB030354	Intel Celeron 3.06GHz	894.1 MB	74.5 GB (C:)	57 GB (C:)	XP Pro	NOD32
pc-acm-005	12017	Fujitsu	ESPRIMO P	YKBB032189	Intel Celeron 3.06GHz	894.1 MB	74.5 GB (C:)	53.6 GB (C:)	XP Pro	NOD32
pc-acm-006	12018	Fujitsu	ESPRIMO P	YKBB030114	Intel Celeron 3.06GHz	894.1 MB	74.5 GB (C:)	32.7 GB (C:)	XP Pro	NOD32
pc-acm-007	12019	Fujitsu	ESPRIMO P	YKBB030119	Intel Celeron 3.06GHz	702.1 MB	74.5 GB (C:)	60.6 GB (C:)	XP Pro	NOD32
pc-acm-008	12020	Fujitsu	ESPRIMO EDITION P2511	YK9C154893	Intel Pentium II	1.5 GB	20 GB (C:) 54.5 GB (D:)	437.1 MB (C:) 54.2 GB (D:)	XP Pro	NOD32
pc-acm-009	12021	Fujitsu	ESPRIMO P	YKBB030357	Intel Celeron 3.06GHz	446.1 MB	74.5 GB (C:)	48.6 GB (C:)	XP Pro	NOD32
pc-acm-010	12022	HP	dc7800	CZC82374DX	Intel Pentium Dual E2160 1.80GHz	1 GB	74.5 GB (C:)	47.9 GB (C:)	XP Pro	NOD32
pc-acm-011	12023	Fujitsu	ESPRIMO P	YKBB088594	Intel Pentium D 2.80GHz	894 MB	74.5 GB (C:)	49.8 GB (C:)	XP Pro	NOD32

pc-acm-012	12024	Acer	Veriton M261	PSM26C6U0174 8020A22701	Intel Pentium II	895.5 MB	71.4 GB (C:) 71.8 GB (D:)	56 GB (C:) 71.8 GB (D:)	XP Pro	AVG Anti-Virus Free
pc-acm-013	12025	HP	dc7800	CZC82374GC	Intel Pentium Dual E2160 1.80GHz	1 GB	64.5 GB (C:) 10 GB (D:)	53.9 GB (C:) 6.2 GB (D:)	XP Pro	NOD32
pc-acm-014	12026	Fujitsu	ESPRIMO EDITION P2511	YK9C085111	Intel Pentium II	1 GB	74.5 GB (C:)	61.6 GB (C:)	XP Pro	NOD32
pc-acm-015	12027	Fujitsu	ESPRIMO P	YK3J139652	AMD Athlon 64 3800+	1 GB	74.5 GB (C:)	57 GB (C:)	XP Pro	NOD32
pc-acm-016	12028	Acer	Veriton M261	PSM26C6U0174 80210E2701	Intel Pentium II	1 GB	71.4 GB (C:) 71.8 GB (D:)	52.1 GB (C:) 71.6 GB (D:)	XP Pro	NOD32
pc-acm-017	12029	Dell	Dell DE051	9BR5W1J	Intel Pentium 4 2.80GHz	1 GB	71.1 GB (C:)	32 GB (C:)	XP Pro	NOD32
pc-acm-018	12030	Dell	Dell DE051	28BTY1J	Intel Pentium 4 2.80GHz	512 MB	71.1 GB (C:)	44.9 GB (C:)	XP Pro	NOD32
pc-acm-020	12031	Fujitsu	ESPRIMO P	YKBB030113	Intel Celeron 3.06GHz	1.4 GB	74.5 GB (C:)	53 GB (C:)	XP Pro	NOD32
pc-acm-021	12032	Fujitsu	ESPRIMO P	YKBB030116	Intel Celeron 3.06GHz	1.1 GB	74.5 GB (C:)	54.3 GB (C:)	XP Pro	NOD32
pc-acm-022	12033	HP	dx2400	CZC8502SJB	Intel Pentium Dual E2180 2.00GHz	1 GB	220.9 GB (C:) 12 GB (D:)	200.9 GB (C:) 8 GB (D:)	XP Pro	NOD32
pc-acm-023	12034	HP	dc5800	CZC9164QT2	Intel Xeon	3.5 GB	449.7 GB (C:) 16 GB (D:)	398.2 GB (C:) 11.1 GB (D:)	XP Pro	NOD32
pc-acm-024	12035	Fujitsu	ESPRIMO P	YK6K054677	AMD Athlon 64 X2 Dual Core 3800+	1 GB	74.5 GB (C:)	58.8 GB (C:)	XP Pro	NOD32

pc-acm-025	12036	HP	dx7500	CZC9378QL2	Intel Xeon	3 GB	449.7 GB (C: 16 GB (D:))	418.2 GB (C: 10 GB (D:))	XP Pro	NOD32
pc-acm-026	12037	HP	dx2420	CZC9367YJ0	Intel Xeon	2 GB	282.1 GB (C: 16 GB (D:))	264.6 GB (C: 10.9 GB (D:))	XP Pro	NOD32
pc-acm-27	12038	HP	dx2420	CZC9367YNC	Intel Xeon	2 GB	282.1 GB (C: 16 GB (D:))	266.4 GB (C: 10.9 GB (D:))	XP Pro	NOD32

## Printer Details

Information on all printers and multifunction devices



<b>Make</b>	HP
<b>Model</b>	CM2320nf
<b>Connection</b>	Ethernet
<b>Network Address</b>	10.0.5.10



<b>Make</b>	HP
<b>Model</b>	CM2320nf
<b>Connection</b>	Ethernet
<b>Network Address</b>	10.0.5.11



<b>Make</b>	HP
<b>Model</b>	CM2320nf
<b>Connection</b>	Ethernet
<b>Network Address</b>	10.0.5.12



<b>Make</b>	HP
<b>Model</b>	CM2320nf
<b>Connection</b>	Ethernet
<b>Network Address</b>	10.0.4.2

## Printer Details Continued



<b>Make</b>	Oki
<b>Model</b>	MC860CDTN
<b>Connection</b>	Ethernet
<b>Network Address</b>	10.0.5.15



<b>Make</b>	Xerox
<b>Model</b>	MC860CDTN
<b>Connection</b>	Ethernet
<b>Network Address</b>	10.0.5.7

## Network Details

This section contains information regarding the network routers, modem, switches and access points



Network	ACME DATA1
Make	Draytek
Model	2820n
Access	**withheld**
Username	**withheld**
Password	**withheld**
Internal IP	10.0.5.1
External IP	**withheld**
Wi-Fi Key	Disabled
Wi-Fi Name	Disabled



Network	ACME VOICE1
Make	Draytek
Model	2820n
Access	**withheld**
Username	Admin
Password	**withheld**
Internal IP	**withheld**
External IP	**withheld**
Wi-Fi Key	Disabled
Wi-Fi Name	Disabled

## Network Details Continued



Network	ACME DATA2
Make	Draytek
Model	2820n
Access	**withheld**
Username	**withheld**
Password	**withheld**
Internal IP	10.0.4.1
External IP	**withheld**
Wi-Fi Key	**withheld**
Wi-Fi Name	**withheld**



Network	ACME VOICE2
Make	Draytek
Model	2820n
Access	**withheld**
Username	**withheld**
Password	**withheld**
Internal IP	192.168.72.1
External IP	**withheld**
Wi-Fi Key	**withheld**
Wi-Fi Name	**withheld**

## Remote Access

Remote access details are included below, depending on what type of access is required and to which network.

Address	**withheld**
Type	RDC - VPN
Username	**withheld**
Password	**withheld**
Network	Lab -Data

Address	**withheld**
Type	http - ssh
Username	**withheld**
Password	**withheld**
Network	Lab -voice (Trixbox)

Address	**withheld**
Type	vpn
Username	**withheld**
Password	**withheld**
Network	Lab -voice (Phones)

Address	**withheld**
Type	RDC
Username	**withheld**n
Password	**withheld**
Network	**withheld**

Address	**withheld**
Type	vpn
Username	**withheld**
Password	**withheld**
Network	**withheld**

## Software

The company has a custom built internal database, the database has references back to files located on the companies many server srv-ACME-001. The link is based on the drive letter of the mapped drive and not the IP address, this would mean that if at any point in the future this server was to be retired links to the same mapped drive with the same file structure would need to be created.

Other than the custom software mentioned above the software on the machines consists of standard office packages. Due to the nature of the database all copies of Microsoft office purchased should include Microsoft access.

## External Service Providers

This section contains all information regarding suppliers of services such as email and broadband.

### ISP Details

Details of the broadband service are list below.

Provider	ADSL Genie
Support Number	08450945333
Line Number	**withheld**
Service Type	ADSL2
Username	**withheld**
Password	**withheld**
Static IP	**withheld**
Speed Down	18mb/s
Speed UP	1.2mb/s
Network	Lab - Data

Provider	ADSL Genie
Support Number	08450945333
Line Number	**withheld**
Service Type	ADSL2
Username	**withheld**
Password	**withheld**
Static IP	**withheld**
Speed Down	18mb/s
Speed UP	1.2mb/s
Network	Lab - Voice

## ISP Details Continued

Provider	ADSL Genie
Support Number	08450945333
Line Number	**withheld**
Service Type	ADSL2
Username	**withheld**
Password	**withheld**
Static IP	**withheld**
Speed Down	18mb/s
Speed UP	1.2mb/s
Network	**withheld**

Provider	ADSL Genie
Support Number	08450945333
Line Number	**withheld**
Service Type	ADSL2
Username	**withheld**
Password	**withheld**
Static IP	**withheld**
Speed Down	18mb/s
Speed UP	1.2mb/s
Network	**withheld**

## Domain Details

Information regarding domain names owned by the company.

Domain Name	acmelabs.co.uk
Registrar	fasthosts
DNS Server 1	ns1.it-genie.com
DNS Server 2	ns1.it-genie.com
Primary MX Record	**withheld**
www (A record)	**withheld**6
mail (A record)	**withheld**
lab_data (A record)	**withheld**
lab_voice (A record)	**withheld**
Llab2_data (A record)	**withheld**
lab_voice (A record)	**withheld**

## Email Details

Information regarding email services used by the company

Domain Name	acmelabs.co.uk
Delivery Type	Direct Deliver
Server Type	Microsoft exchange 2007
Delivery Destination	mail.acmelabs.co.uk

## Recommendations

Below is a list of IT Genie recommendations that are based on the available information.

### Key:

- Immediate** This task is of utmost importance and should be implemented immediately.  
**High** The task is very important and will deliver direct business benefits. It should be implemented within the next month.  
**Medium Term** The task is important and will deliver business benefits. It should be implemented within the next three months.  
**Long Term** The task will deliver long term business benefits and should be implemented within the next three to twelve months

Issue	Recommendation	Benefit	Priority	Budget
Security patches	Using the already installed services on srv-acme-001 configure updates to be run, with pc being switched on using wake on lan	Updates are applied when released, without interfering with the users work	HIGH	Time to be taken from contract
SDSL Line is slow	Remove SDSL line and replace with cheaper and faster adsl2 line	Can be used as dedicated bandwidth	HIGH	£39 + BT Line rental price
There is no structured computer replacement policy	We would advise budgeting to replace desktops every 5 years and laptops every 3 years to avoid risk of failure due to old age	Doing this will avoid unplanned down time and avoid unexpected equipment expense	Long Term	£550 per desktop £600 per Laptop

## Recommendations

While the IT is generally in a good condition there are several things that we would recommend are changed.

Updates are set to be applied during the night, however it currently requires the PC/Laptop to be left on or the users to apply the update the following day. By using a wake on lan system and applying the updates after this time the updates will be applied automatically without any user intervention.

The sdsl line has limited connection speed and is quite costly compared to an ADSL2 line. Replacing the sdsl line with an ADSL2 line will allow for a dedicated line for high demand services and as well as a failover in the event one connection goes down.

It is always preferential to replace a pc or laptop during a planned upgrade rather than because it has failed. Planning for an upgrade will generally mean no loss in data and the upgrade can be scheduled for a convenient time.

## Specific Requirements

This section contains information regarding specific special requirements the company has.

### Files and Directories

Access to all files and folders located on the server are strictly controlled. The following is list of shares, where they are located and who has access to them

Server	Share Name	Permission	Mapped Drive Letter
srv-acm-001	General	General Group	Z
srv-acm-001	Management	Management Group	W
srv-acm-001	Finance	Finance Group	X
srv-acm-001	Team Leader	Team Leader Group	Y
srv-acm-001	HR	HR Group	Y
srv-acm-001	R and D	R and D Group	U
srv-acm-001	Database	General Group	V
srv-acm-003	FTP	FTP Group	T
srv-acm-001	Sage	Sage Group	S

## Files and Directories continued

All the shares on srv-acm-001 are mirrored using dfs on srv-acm-002 with the same permissions. The DFS uses a schedule to conserve bandwidth during the busy times of the day, but ramped up during the night to complete any pending changes.

The HR share and team leader share use the same drive mapping as they are mutually exclusive. They refer to the same share but each group has different access to the folders in the shares. Each department in ACME has a folder in the HR folder. Each team leader has access to their department's folder and most of the HR folder but not access to the other team leader's folders. This is done using a combination of allow and deny permissions on each folder.

Adding a user to an access group will give them the mapped network drive the next time they log on. This is done by using a visual basic log on script which checks to see which groups a user is a member of before mapping any drives. This can lead to a small delay or mean a drive is not mapped if the AD does not respond in time. If this happens, simply running the script from the "run" box will solve this problem.

There is a separate log on script for members in UNIT J, the reason for this is so that they can take advantage of the local resources within UNIT J.

## Phone and Voice Systems

ACME use trixbox an asterisk based voip system; they use a collection of Grandstream and Snom handsets. Below is a standard configuration grandstream handsets.

### Advanced Settings Screen

Custom ring tone used if incoming caller ID is _____	
<b>System Ring Tone:</b>	<input type="text" value="f1=440,f2=480,c=200/400;"/>
<b>Call Progress Tones:</b>	Dial Tone <input type="text" value="f1=350,f2=440;"/>
	Message Waiting <input type="text" value="f1=350,f2=440,c=10/10;"/>
	Ring Back Tone <input type="text" value="f1=440,f2=480,c=200/400;"/>
	Call-Waiting Tone <input type="text" value="f1=440,f2=440,c=25/525;"/>
	Busy Tone <input type="text" value="f1=480,f2=620,c=50/50;"/>
	Reorder Tone <input type="text" value="f1=480,f2=620,c=25/25;"/>
	Syntax: f1=val, f2=val[, c=on1/off1[-on2/off2[-on3/off3]]]; (Frequencies are in Hz and cadence on and off are in 10ms)
<b>Intercom User ID:</b>	<input type="text" value=""/> (Account 1)
<b>Disable Call-Waiting:</b>	<input checked="" type="radio"/> No <input type="radio"/> Yes
<b>Disable Call-Waiting Tone:</b>	<input checked="" type="radio"/> No <input type="radio"/> Yes
<b>Disable Direct IP Calls:</b>	<input checked="" type="radio"/> No <input type="radio"/> Yes
<b>Use Quick IP-call mode:</b>	<input checked="" type="radio"/> No <input type="radio"/> Yes
<b>Disable Conference:</b>	<input checked="" type="radio"/> No <input type="radio"/> Yes
<b>Lock Keypad Update:</b>	<input checked="" type="radio"/> No <input type="radio"/> Yes (configuration update via keypad is disabled if set to Yes)
<b>Enable MPK sending DTMF:</b>	<input checked="" type="radio"/> No <input type="radio"/> Yes
<b>Disable DND:</b>	<input checked="" type="radio"/> No <input type="radio"/> Yes (DND will have no effect if set to Yes)
<b>Headset Port Type:</b>	<input checked="" type="radio"/> 2.5mm <input type="radio"/> RJ22

## Phone and Voice Systems continued

Account 1 screen (Red arrows show required fields, which are Unique to each user)

<b>Account Active:</b>	<input type="radio"/> No	<input checked="" type="radio"/> Yes	
<b>Account Name:</b>	<input type="text"/>		(e.g., MyCompany)
<b>SIP Server:</b>	<input type="text" value="192.168.71.5"/>		(e.g., sip.mycompany.com, or IP address)
<b>Outbound Proxy:</b>	<input type="text"/>		(e.g., proxy.myprovider.com, or IP address)
<b>SIP User ID:</b>	<input type="text"/>		(the user part of an SIP address)
<b>Authenticate ID:</b>	<input type="text"/>		(can be same or different from SIP UserID)
<b>Authenticate Password:</b>	<input type="text"/>		(not displayed for security protection)
<b>Name:</b>	<input type="text"/>		(optional, e.g., John Doe)
<b>Use DNS SRV:</b>	<input checked="" type="radio"/> No	<input type="radio"/> Yes	
<b>User ID is phone number:</b>	<input checked="" type="radio"/> No	<input type="radio"/> Yes	
<b>SIP Registration:</b>	<input type="radio"/> No	<input checked="" type="radio"/> Yes	
<b>Unregister On Reboot:</b>	<input checked="" type="radio"/> No	<input type="radio"/> Yes	
<b>Register Expiration:</b>	<input type="text" value="60"/>		(in minutes. default 1 hour, max 45 days)
<b>local SIP port:</b>	<input type="text" value="5060"/>		(default 5060)

Account 1 screen (Voice mail and tone settings)

<b>Voice Mail UserID:</b>	<input type="text" value="*97"/>	(UserID for voice mail system)	
<b>Send DTMF:</b>	<input type="checkbox"/> in-audio	<input checked="" type="checkbox"/> via RTP (RFC2833)	<input type="checkbox"/> via SIP INFO
<b>Early Dial:</b>	<input checked="" type="radio"/> No	<input type="radio"/> Yes (use "Yes" only if proxy supports 484 response)	

Account 1 screen (Sound settings)

<b>Disable Multiple Media Attribute in SDP:</b>	<input checked="" type="radio"/> No	<input type="radio"/> Yes	
<b>Preferred Vocoder:</b> (in listed order)	choice 1: <input type="text" value="PCMA"/>	choice 5: <input type="text" value="GSM"/>	
	choice 2: <input type="text" value="GSM"/>	choice 6: <input type="text" value="PCMU"/>	
	choice 3: <input type="text" value="G.723.1"/>	choice 7: <input type="text" value="PCMU"/>	
	choice 4: <input type="text" value="PCMA"/>	choice 8: <input type="text" value="PCMU"/>	
<b>SRTP Mode:</b>	<input checked="" type="radio"/> Disabled	<input type="radio"/> Enabled but not forced	
	<input type="radio"/> Enabled and forced	<input type="radio"/> Optional	