



**icomplete VoIP**  
Designed for Small Business



## VoIP Calls – Helpful information sheet

### What is VoIP?

VoIP is the term used to describe any system which allows voice to be carried over the internet, as opposed to the more traditional telephone network.

### What are the benefits of the icomplete VoIP solution?

- Reduce call cost to landlines, mobiles and international numbers
- FREE landline to PC and colleague to colleague calls
- Millions of local geographic telephone numbers available to choose
- Take your number with you wherever you are globally
- 1-number allows your calls to follow you wherever you are
- Fully integrated with the icomplete service
  - See call information logged against your contacts time, date and caller ID
  - Click-to-call, send SMS or facsimile message by click clicking on a contacts details
  - Manage your account online
  - Call Recording of incoming and outgoing messages – great for training purposes or important legal information that needs to be captured
  - Call presence so you or your work colleagues can see who is on the phone in real-time
  - Voicemail in your email
  - Divert your calls on demand - to your mobile, PA, home office, landline to manage your time better and enable customers or prospects to get hold of you easily
  - Call reporting – see how productive your telesales/sales teams are
  - Call Logging – breakdown of call costs, caller id, duration of call, missed calls and much more ...

### icomplete Phone line Plan

- Line rental – £5 per line per month (this is a saving of more than £100 per year when compared to BT)
- Fax line – just £5 per month, start receiving faxes immediately, delivered to your email
- Conference phone line - £8-£10 a month easy to set up
- FREE landline to PC and PC to PC calls
- Local / memorable numbers – Choose from one of millions of numbers – from more than 190 geographic locations across the UK – find your memorable one
- FREE inbound SMS messages

### What is cost to set up Conference call phone line

- £10 setup and £8 per month, standard, no password, no greeting. Instant access for participants.
- Or for more customised version - £50 Setup and £10 per month with “You’ve reached the ABC Company conference line..” and pass-code system. (+ £30 for professional voice recording)

## Can I keep my existing number?

Yes, you can keep your number if you wish.

### Pros and Cons Porting an existing number

- We can port your existing number from BT or most other Telecom providers– £30 one off charge, you can also port the number out of our system if you wish at a later date again for £30 one off port out fee.
- You keep your existing number that your customers know and you have printed on your marketing collateral.
- Takes up 14-21 days to set up
- You need to send us a copy of most recent BT bill which confirms that you are the account holder – proof of ID and you also will have to sign form giving authorisation to activate porting with your existing provider
- We need to check that we are able to port the number from your provider
- You CAN'T port a line that has broadband connected to it as you will LOSE broadband – we can still port the number but you will need to get a new line with broadband – this you have to organise yourself separately during the time of porting. Otherwise once the number goes over you lose broadband completely!
- Porting gives you seamless call recording, caller presence, call log history etc

## Do you want us to point the existing number into our system?

### Pros and Cons Pointing an existing number

- No charge to do this or time delay
- Incoming calls will need to be 'transferred' to the BT /Other Providers lines outside of icomplete system – which will incur call diversion costs 10p for mobiles per minute, 1p per landline per minute.
- Outgoing calls will go out via BT and not be recorded within the icomplete.com service

## Do you want to purchase VoIP numbers from us?

### Pros and Cons of using our VoIP lines

- You have to replace your existing phone numbers that you may have already established through your marketing.
- Benefits are that you have seamless call recording, call log history, caller presence
- No call transfer costs
- Choose from national or local geographical number
- Only £5 per month per line – savings
- See our VoIP Call price tariff pdf to see details of cheap call rates – local and international
- If you purchase Mobile Sim – can see all mobile history call logs in the system and also save on mobile calls as go over VoIP network? Mobile Sims cost £10 to set up and then £15 per month. Click link for more information on Mobile Sim <http://www.icomplete.com/telephony/mobilesim.html>

## Do you want to have direct lines ?

- Direct lines are extension lines. If we provide you with extensions for the other team members – this will enable you all to ring each other internally and not be charged for the calls – external calls and calls to mobiles (if you have diverted to them) will of course cost but not internal calls.

## Do I have to buy special VoIP handsets?

- We recommend that you do and we have a whole range of different phone solutions for you see attached product price list we have sent you
- Alternatively you can keep your existing phones and use an adapter – click here to find out more [http://www.provu.co.uk/linksys\\_pap2t.html](http://www.provu.co.uk/linksys_pap2t.html)

## Can I set up how the phone rings?

Yes you can do this in a number of ways:

- Group rings – this calls everyone in the group/team so that when a call comes in everyone in that group's phone will ring until someone picks up the call
- Hunt – this calls first line if that is busy it will move onto the next line until eventually someone answers the call or it goes to voicemail (if you choose this option)
- IVR option – this is where you can get caller to press a number for a particular department or individual – see details below:

### Optional Extras – Auto receptionist (IVR services)

- If you wish your calls to be answered professionally and routed to the correct person, department or location then Auto receptionist is the answer. It costs £30 to set up (includes FREE professional greeting worth £30) and then just £15 per month for the service. We will work with you on a customised, personal greeting/script for your reception, extension lines, out of hours message, latest offers, etc.



## Can I choose a number in a different area?

Local / memorable numbers – Choose from one of millions of numbers – from more than 190 geographic locations across the UK – find your memorable one. We provide 0800, 0845, 0333 and local geographical numbers.

## Call Quality

First thing you need to do is to test your VoIP in your area – here is a quick test so we can check quality of your broadband. Upload speed is important (faster than 1mb) and low latency / loss too. Just email back to us at [support@icomplete.com](mailto:support@icomplete.com) and we will advise you on the results.

[www.dr-voip.com](http://www.dr-voip.com)

Broadband Quality test for...

<http://www.bandwidth.com/tools/voipTest/> <http://bat.voip-support.org:81/coms-voip-test.html>

## Getting connected with VoIP:

Technology	Advantages	Disadvantages	Recommendations
<p><b>Softphone</b> It works just like a normal phone but resides on your computer and can be used in conjunction with a headset.</p>	<p>If you have a computer you are likely to already have speakers and a microphone – so you are all set.</p> <p>However, we would recommend that you use a headset – which will greatly improve the quality of your calls – and your hands will be free too.</p>	<p>Your computer needs to be on in order to make and receive calls.</p>	<p>We would recommend x-lite for PC or MAC users Counterpath Corporation as a great starter softphone. Download it for FREE <a href="http://www.counterpath.net/xlite.html">http://www.counterpath.net/xlite.html</a></p> <p>Alternatively: 3CX (Windows) Free version <a href="http://www.3cx.com/VOIP/voip-phone.html">http://www.3cx.com/VOIP/voip-phone.html</a></p> <p><b>Headsets recommend:</b></p> <p><a href="http://www.best4headsets.co.uk/product.asp/ProdID/3324/CtgID/3364/af/page.htm">http://www.best4headsets.co.uk/product.asp/ProdID/3324/CtgID/3364/af/page.htm</a> GN 2000 - £68 + VAT</p> <p><a href="http://www.best4headsets.co.uk/product.asp/ProdID/4143/CtgID/3364/af/page.htm">http://www.best4headsets.co.uk/product.asp/ProdID/4143/CtgID/3364/af/page.htm</a> GN 2100 - £107 + VAT</p>
<p><b>Dedicated VoIP phone</b> It looks like a normal telephone but plugs into your modem / router via Ethernet cable.</p>	<p>Looks and works like a normal telephone.</p> <p>Works when your computer is turned off too.</p>	<p>Duplication of another handset if you still have a normal line.</p>	<p>We recommend Cisco, Gigaset and Snorm phones we offer a wide range see our price list.</p>
<p><b>Dual landline / VoIP phone</b> A dual telephone (both VoIP and Normal landline PSTN) handset will accept an Ethernet connection and a normal landline connection, simultaneously.</p>	<p>One handset, two types of telephone lines (VoIP and PSTN.) One handset can handle all your calls (home &amp; work) so you will always stay in touch.</p>	<p>Sharing home and work life, normally offset by having 2 or more handsets.</p>	<p>We recommend Cisco, Gigaset and Snorm phones we offer a wide range see our price list.</p>
<p><b>VoIP Adapters</b> VoIP ATA's (Analogue Telephone Adapters) bridge the technical gap between analogue telephones and fax machines in homes &amp; businesses with making VoIP calls over the Internet.</p>	<p>Allows you to carry on using your existing phone with calls automatically routed via VoIP</p> <p>Your computer doesn't need to be on to make and receive calls</p>	<p>Not all VoIP features may be available to you – but this is a good cheap way of taking advantage of VoIP technology.</p>	<p>Various manufactures, but we recommend Linksys. <a href="http://www.provu.co.uk/linksys_pap2t.html">http://www.provu.co.uk/linksys_pap2t.html</a></p>

Call our sales line on **0800 112 0224** if you have any questions on VoIP.