



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
 - Click-to-call, send SMS or facsimile message by click clicking on a contacts details
 - Manage your account online

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
- 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
- Keep you number – We can port your existing number from BT – £20 charge
- FREE inbound SMS messages

Can I keep my existing number?

Keep you number - We can port your existing number from BT – £20 charge

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

Call Quality

If you have ADSL – it should be carrier grade – if you would like to check the suitability of your connection for VoIP – You can use the following link for VoIP line testing ...

<http://bat.voip-support.org:81/coms-voip-test.html>

All you need to do is click ... 'Click to start test' Once you have finished, you will get a traffic light indicator as to what your line will be like ... and if you go to the 'advanced' tab and click 'view text' you can copy and email the results to us for analysis.

Getting connected with VoIP:

Technology	Advantages	Disadvantages	Recommendations
<p>Softphone 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 from Counterpath Corporation as a great starter softphone. Download it for FREE from http://www.counterpath.net/xlite.html</p> <p>Or upgrade to the enhanced 6 line version with transfer capability for just \$33.75.</p> <p>Reasonable quality headsets start from about £30, but for a really good headset with noise cancellation, try the Jabra 2100 USB, available from www.ebuyer.com/product/145202, at £108.65 it's pricey but top quality.</p>
<p>Dedicated VoIP phone 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>Various manufactures, but we highly recommend Snom (www.snom.com)</p>
<p>Dual landline / VoIP phone 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 & 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>Various manufactures, but we highly recommend Siemens Gigaset (www.siemens-gigaset.org)</p>
<p>VoIP Adapters VoIP ATA's (Analogue Telephone Adapters) bridge the technical gap between analogue telephones and fax machines in homes and 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.</p>

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.

Call our sales line on [0800 112 2030](tel:08001122030) if you have any questions on VoIP.