

## Benefits of VoIP for Business

Voice over Internet Protocol (VoIP) is a type of technology that allows its users to make calls using the broadband Internet rather than the conventional or analog phone system. VoIP works by converting sound into digital voice communication and then transferring it through Internet broadband. So if you are using a VoIP telephone system, you are basically using the Internet to make phone calls. Using a VoIP system has several benefits for many businesses.

### Keep your old number Don't loose your numbers

Let us port your numbers so that existing customers can still easily contact you, and others can easily look you up. Or get a brand new number - area assigned or 08\*. You can also easily forward calls to any device, such as a mobile phone, handled as an extension anywhere in the world.



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## Saving you Lots on Telephone costs with VoIP

### 1. Saving Money

The cost of using a VoIP telephone is much cheaper than using a conventional phone. Making long distance phone calls are also cheaper when using a VoIP provider. Ask us about our package deals.

### 2. Portability

The convenience and comfort provided by a VoIP telephone system is available all over the world. Using any broadband connection, you can log in to your VoIP telephone, and you will get a dial tone. Regardless of where you are, if you have Internet access, there should not be any problems in terms of costs and connections. VoIP systems are also accessible via email or while you are traveling. Simply take your headset or IP phone, and you can contact staff or clients with a low cost call.

### 3. Flexibility

With a VoIP system, you can still use your conventional phone and a VoIP converter or VoIP telephone adapter. A VoIP converter looks like a USB memory stick, which you can easily plug onto any computer. A VoIP converter will sense signals that are emanating from traditional or analog phones, and such signals will be converted to digital data that can be routed over the Internet. A computer must be turned on for the service

to work. A VoIP system will also allow you to acquire your own VoIP number, so no matter where you are traveling to, just as long as you have a high speed Internet connection, you are capable of receiving phone calls to your same number.

### 4. Multi-Functional

Aside from making phone calls, you can also conduct videoconferencing calling through your VoIP phone. This allows you to stay in touch with your co-workers and clients to discuss important deals, affairs, meetings, files, documents, agendas, no matter where you are. Even while you are abroad attending to meetings, you still have the capacity to attend other important meetings in the home office without having to worry about being physically present.

## Telephone Hardware to make VoIP Calls Work Correctly

If you have a VoIP phone set up and want to make regular calls, there are plenty of adapters you can use to plug into the existing phone network. ... Anything a regular phone can do, a VoIP phone can do too. It has a handset, rings, makes and receives calls, and is dialed in the same way. However, we prefer supplying you with specially manufactured phones of which we are suppliers.

We are Yealink and Grandstream distributors. Both are global leaders in unified communications terminal solutions for businesses of all shapes and sizes. Used in more than 100 countries around the world, These products feature extensive compatibility with all the leading UC platforms including BroadSoft, 3CX, Asterisk, Elastix, GENBAND, Genesys and Microsoft.



## What telephone hardware do you need?

Do you have to replace your current telephone handsets, equipment and networking infrastructure?

The Voice over IP telephone solution for a business environment can be split into segments to better describe the function of each.

For a conference room, typically a CP960 or VC800 which comes with a microphone pickup range of 6 meters at 360 degrees, will be installed. Add-ons such as an optical PTZ camera, harman kardon speakers and expansion microphones can be added to enhance performance.



Desktop phones can either be standard entry-level IP phones such as the T21 which are very cost effective, yet very feature-rich,



or the SIP-T58V simple-to-use smart media phone with enriched HD audio and video calling capability.



The Yealink W60P, being a high-performance SIP cordless phone system, is the ideal solution for small and medium-sized businesses. Paring with up to a total of 8 Yealink W52H/W56H DECT handsets, it allows you enjoy superb mobility and efficient flexibility immediately as well as significantly eliminates additional wiring troubles and charges. To provide a better and higher performance, this DECT IP phone not only supports up to 8 VoIP accounts and 8 concurrent calls, but also speeds up its startup and signal connection, slashes its upgrade downtime as well.



“Connections for your business”



## Network Requirements for VoIP

By and large there are no requirements. VoIP has almost no demands on a normal network, it is extremely light traffic. One Big Flat Network is generally the best way to go but absolutely anything will work – until you inch towards a thousand users.

However, we like to keep the networks separate, i.e. two VLAN's. One for data and one for voice. When you have a bunch of users who listen to streaming music, download lots of stuff or simply move lots of data back and forth across the network, you will encounter jitter on a flat network.

Luckily we can help with that too. We have years of experience in network cabling, server room installations and configurations - multiple operating system integration, Wi-Fi configurations, CCTV and access control installations. We will gladly access and quote you on what is needed to accommodate your system.

Network switches and equipment from which the VoIP telephone system operates, are designed to fit into standard server and wall mounted cabinets, and can be neatly integrated into your current infrastructure.

Our skilled technicians and labourers work hand in hand with your information technology team to make sure the integration is seamless. Subnets and any other technical issues are discussed and planned in detail before any work on the system starts.

## Save 30 to 80% over traditional phone services

If you already have a VoIP system, we will take over your billing and support to make things easy. But we will first have to access if your equipment meet our standards. If not, we will have to quote on replacing whatever have to be replaced or upgraded. For billing package details, see the bottom of this document.

## PRE-PAID

A pre-paid option is available where you can load a pre-determined amount onto your account. At the end of the month, as is the case with a normal monthly account, you will receive a statement displaying any credit should you have any.



## Traditional Phone Systems vs VoIP

### Traditional Phone Systems & PBX

- Lots of hardware are required at your location.
- Maintenance and lease are expensive.
- Setup is a hassle and takes time.
- You pay more than one bill at the end of each month.
- Upgrades are a hassle and technicians have to come out to do it.
- Bills are large.
- Scaling up means additional equipment to be installed.

### Cloud PBX

- You only need phones.
- Just give us a call, and we set up your PBX in the cloud.
- You only pay one bill – or even go pre-paid.
- Upgrades happen overnight while you sleep.
- You save 30 to 80% on traditional phone service fees.
- You can scale up as much as you like.
- We can handle your network infrastructure for you.

## Auto Attendant Service

We have a hosted PBX service which means that we can take care of all your incoming calls for you, and route calls to the right extensions. This is called a Cloud PBX. The Auto Attendant service allows incoming calls to be transferred automatically to the extension the caller chooses without the need for an additional receptionist.

## Features

Are you self-employed, a small business owner or do you own a large corporate company?

- Call Forwarding: Redirect calls to your mobile or other phone so you don't miss any calls
- Follow Me: Have one of your numbers/extensions ring for a period of time, and if unanswered forward to a second number and then third and so forth OR all ring them all concurrently
- Call Waiting: Be notified when someone else is trying to call if you are already on a call
- Do Not Disturb: Callers go directly to voicemail or call fwd when you don't want to be disturbed

Hunt lists / Ring groups (optional)

- Ring groups: Simultaneously ring a set of phones based on a DID (phone number)
- Hunt lists: Set a linear line of ring groups (1 extension or many) for a period of time, before transferring to a second and third ring group etc.

Voice mail features

- Voicemail Greeting Options: Unavailable / Personal Message
- Voicemail to Email: Receive voice messages as a .wav

file (or audio file) attached to an email

Digital receptionist (IVR) (optional)

- Multi level IVR menu management
- Day and Night Mode Schedule: Create different greetings according to time of day and day of week
- Custom Greetings: Upload third-party professional greetings to use as Digital Receptionist greetings

Report management system (optional)

- Real time inbound and outbound call details records
- Call restrictions (optional)

## Tariffs

Packages are worked out according to your current telephone bill. The average usage on your telephone bill will give us an indication of how much time you spend phoning which numbers. What that means is how much of your bill consists out of calls to land line, mobile, international numbers, etc.

- **Bronze**

40 cents per minute on local and national calls  
55 cents per minute on mobile calls (ZAR/minute)

- **Silver**

35 cents per minute on local and national calls  
49 cents per minute on mobile calls (ZAR/minute)

- **Gold**

30 cents per minute on local and national calls  
42 cents per minute on mobile calls (ZAR/minute)

## Technical Support

Support will be available 24/7 on our 010 634 0100 number. You can also make use of the online knowledge base for more information, or contact form in which case a representative will get back to you.

**Serious About Technology**

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