

FAQs

Hosted Voice



Q: Why should I look at hosted voice for business now?

A: It depends where you are in the amortization of your existing phone system, the PSTN/ISDN switch off is due to happen by 2025 so you have approximately 4 years before this will affect any existing PBX system you are utilizing.

If you are looking at a new telephony business solution then this is an ideal time to review your VoIP cloud hosted business solution. There is no one ROI calculation for all but in many cases moving to a VOIP hosted solution can show a return investment within 1 year with fixed line cost savings.

Q: How does hosted VoIP solutions work?

A: A business telephony service where all the traditional analogue or digital voice services are supplanted by IP Voice across the public and private telephony networks. Voice equipment is replaced by Voice Over IP handsets, computer soft phone or apps on your mobile devices.

The onsite equipment voice switches such as PBX hardware is replaced by the VoIP providers hosted service located in the cloud/datacenter. The traditional PSTN and ISDN lines are replaced by an IP data connection such as Broadband or Ethernet WAN to connect to the Internet cloud VoIP server.

Q: Can I call anyone with a hosted voice solution?

A: Yes, just like the traditional voice services you can call anyone "On-net" (such as internal calls and from one business site to another) or "Off-Net" (local, national and International calls)

Q: What is the difference between hosted voice and cloud VoIP solutions?

A: In most cases Cloud VoIP and Hosted voice are the same however there can also be hosted voice solutions where VoIP is not the underlying technology but traditional analogue/Digital PBXs are hosted offsite in a providers' own network.

Q: How Expensive is it?



CONTACT ME

Name : Tel

A: Generally Hosted Cloud VoIP Services are a lower cost than traditional solutions when making a new investment. You are replacing the CAPEX cost with an OPEX cost of the main hosted equipment. In many cases the only CAPEX cost will be if you purchase your own new IP handsets instead of a service with the lease of the handsets included or you replace all handsets with computer soft phones or apps on your mobile handsets.

One of the biggest savings can be found by replacing multiple PSTN lines or ISDN with a single broadband or Ethernet WAN connection.

What is key when choosing a hosted VoIP solution is choosing a solution that has a predictable OPEX cost per user (also known as seat) whatever the devices they are using as part of the solution. Many solutions will include bundles of minutes included in the tariff so there are no extra call costs when inside your plan.

Q: How do I pay for a hosted VoIP service?

A: With our service you pay only one predictable cost per month per user irrespective of how many different devices they are using for the VoIP hosted service. No hidden costs or additional licenses. The only additional costs you will need to pay is for the Broadband or Ethernet WAN connection and the SIP trunk connection. Irrespective you will have a single predictable cost per month every month for the duration of your contract.

Q: Do I need a new broadband connection?

A: Generally, we would normally recommend an additional broadband connection for your voice services especially when you experience a large number of voice calls concurrently. However, depending on the speed of your existing broadband or Ethernet WAN connection you can easily utilize a single broadband connection for your new voice traffic as well as existing data connectivity.

Q: Do I need to replace all my existing phones or can you recommend handsets?

A: That depends if you wish to move all users on to desktop phones, and what phones you currently have in place.

Many of our business customers will have a mix of “softphones” on their computers (software only with a headset), desk phones and also mobile phone Apps (simply app on existing mobile).

The Abzorb solution has been developed utilizing open and industry standard interfaces so any existing IP Handsets should work across the hosted solution, additionally traditional phones that have been converted to IP via an Analogue Telephone Adapter (ATA).



CONTACT ME

Name : Tel

We have developed and tested the solution with many of the leading brand hardware devices such as Cisco, Yealink etc. and these devices are available through the online shop as well as part of a financed inclusive service.

Q: Can I keep my existing telephone numbers?

A: Simple answer to this is Yes, with only a very few exceptions where your existing telephone provider will not allow you to transfer all your existing telephone number

Q: Do I need to always have my PC on to receive calls?

A: No, only if want to exclusively receive calls via your computer softphone alone. However, the hosted voice solution allows you to automatically redirect all calls to a mobile device (free of charge via the mobile app) or to a desktop phone when your computer is not on. In addition you can twin multiple of your devices at any time, Twinning your softphone means your desk phone will also ring at the same time, so even if their PC is off, the handset will ring. We can also configure the system so that all their devices ring simultaneously, softphone, desk phone and Mobile App.

Q: Isn't VoIP quality an issue compared to traditional voice?

A: No voice quality over IP is comparable if not better than traditional voice solutions. Please do not judge hosted VoIP solutions with free to use service consumer service such as Skype.

We can help you set up your LAN and WAN settings to ensure that VoIP is always guaranteed the highest priority settings. The only prohibitor to this is if your existing broadband or Ethernet WAN connection has enough bandwidth for all your data and additional voice requirements.

Q: Can I call internally (single sites or multiple sites) free of charge?

A: Yes, all your calls internally whether local or across multiple sites are free of charge as long as they have internet connectivity

Q: What can I not do on VoIP Hosted solutions that I can to today with my traditional PBX?

A: Pretty much everything you can do today on your traditional PBX system can be done inclusive in the license on your new VoIP hosted solution plus many other functionalities. Please see our features overview to find out more.

Q: Can I integrate a hosted solution in to my existing Wallboard for performance monitoring?

A: Yes, plus our hosted solutions offer a feature rich inclusive wallboard service too if you do not already have a wallboard

Q: Can I integrate multiple sites into one hosted solution?

A: Yes, as long as you have a reliable internet connection you can integrate as many sites as you require in to our single VoIP hosted solution

Q: Can the same hosted solution be used for mobile phones when not in an office?

A: Yes, it is east to create settings from our dashboard to enable transfers to a mobile device including time of day settings, out of office settings, hunt groups etc. The inclusive mobile app enables calls to be redirected to your mobile phone if office phones are not answered. Additionally, the app can also be used for taking Abzorb hosted calls directly and can be configured to ring when their office or DDI is called.

Q: Can we do call recording and storage of phone conversations?

A: Yes, we include large amounts of data storage as part of your license to record and store voice conversations within our secure cloud. You can additionally purchase larger amounts of storage for your own personal needs or alternatively download all voice recordings and store them locally to your business for as long as you require.

Q: Can I use the same number when working from home as well as in the office?

A: Yes, whether that is on a softphone, additional IP desk phone or your mobile phone app it is all included in the same user license.

Q: Can I take my phone home / on holiday with me?

A: Absolutely, wherever you can have a data internet connection you can take the hosted voice service with you, home or abroad.

Q: Can I customize / personalize the service?

A: Yes, all controlled from your user dashboard you personalize the service as much as you require from Hunt groups, out of office attendants, follow me settings, recorded messages and personalized on hold music or recorded advertising the list is extensive.

Q: What are the call charges if I take my phone abroad and use it to make calls?

A: That's one of the powers of the cloud based hosted telephony, wherever you have Internet connectivity there are no additional charges or international rates for calls made abroad.

Q: What are the call charges if I use the mobile app abroad?

A: if you are using your data entitlement in a roaming mobile tariff you will only be using up your data allowance and any respective pay per day roaming cost as per your mobile phone network agreement. The mobile app also enables other dialling strategies including the option to use your bundled hosted voice platform minutes abroad instead of those from your mobile tariff.

Q: Can I view the wallboards using the mobile app?

A: Yes, you can have wallboards integrated with your mobile app to view wallboards.

Q: Can I present my office number when making a call using the mobile?

A: Yes, you can, as long as you are using the mobile app you can present your professional and registered and advertised office number.

Q: I already have IP phones, can I use them

A: Yes, we have utilized industry standards when building our hosted VoIP business service. We have built and tested all our hosted voice services with some of the leading IP Phone vendors. We guarantee our service with vendors such as Cisco and Yealink but other vendors not included in our recommended list should also work even if outside our service guarantee.

Q: Do you provide a SIP trunk with the service?

A: We can provide a SIP trunk as part of the service to offer a complete end-to-end managed solution.

Not answered your question? Then please contact our technical support team or account manager for more information on 01484 405300



CONTACT ME

Name : Tel