



VoIP Hosted PABX

Hosted PBX

Get all the benefits with none of the hassles

Hosted PBX is a software PABX internet telephone solution. The software allows users to have all of the enriched features of a traditional PAX phone system without the limitations of wires. By utilizing high speed internet services there are no geographical boundaries, as long as you have a reliable internet service your telephone extensions can be anywhere in the world. As a hosted PBX solution provider, we facilitate your business phone system as a hosted service over the public internet network. You don't have to install or maintain complex and expensive phone switch hardware. The core PABX servers are located in a central Data Centre offering reliability, security and centralised administration.

You're free to focus on your business.

Be a big fish in the pond!

1. Give small companies a big-business telephone presence
2. Integrate remote or home offices into a unified business image
3. Significantly reduce business phone systems costs
4. Have a national presence with local numbers in different states
5. Simple expansion of your phone system without having to keep reinvesting
6. Expand you incoming and outgoing calls without the need to install addition phone lines
7. Freedom to choose your handsets with a range of compatible handsets from a number of different manufacturers.

Remember your phone system is often a new customers first impression



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What are the key features?

- Least cost routing (always pay the cheapest call rates)
- Free calls to extensions across the network
- Shared line appearance – see who is on the phone even from the other side of the country
- Virtual reception – with call handling
- Call hold / call waiting / transfer
- Music on hold
- Conference rooms
- Follow me – never miss a call
- Voicemail with e-mail notification, visual indication and web interface for remote playback
- Transfer calls to anywhere
- Paging / Group paging
- Global speed dialing
- Caller ID with name displayed
- Distinctive ring
- One phone system without geographic boundaries
- Optional video calling

Personalised Greeting and Auto-attendant

The foundation of a business phone system is the Personalized Greeting. An Automated Attendant or virtual receptionist answers the calls eliminating the need for a human receptionist to receive, screen, and route calls. It gives callers access to all employees and departments in a professional businesslike manner.

Conference rooms

Using a basic web interface conference rooms can be either reserved in advanced or static conference rooms can be setup on a permanent basis. Static conference rooms retain the same room and pin numbers to join the conference.

Custom messages will greet your participants when joining the conference room and you will have all the features of commercial conference servers.

Bring your team together without the inconvenience of having to travel.



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How does the system work?

To the end user the system works the same as a traditional PABX system without the limitations of geographical boundaries. VoIP also offers far more features such as increased flexibility and cost savings. Extensions are still controlled by a central PABX system but instead of being hard wired within the building the connectivity is via your ADSL internet connection back to a data centre.

In the past for a system to have 4 callers on the phone at one time. Four lines needed to be installed and a group hunt programmed. With VoIP systems different providers allow multiple concurrent calls without having to install physical lines. Least cost routing when using multiple VoIP providers directs the calls to the cheapest provider. For example incoming calls may be through Mytel. Local calls through Freshtel and international calls through another provider.

Multiple VoIP providers can be added as your business needs change.

Each handset is assigned an extension number and can also have an individual dial-in number.

Users do not have to be in the same location as every handset is treated as an extension. You may have staff working at home, interstate or even in another country. If you have a handset with BLF keys you can even see if they are on the phone or their phone is ringing no matter where they are. Calls can overflow to another office if you are busy and remote users can call from home and have the caller ID of their office displayed.

Imagine being able to cut the cords on you current PABX system and put the handsets in any location you want.

Incoming calls are dropped into a queue with a greeting like 'Welcome to our business, please wait for one of our sales team'. The caller is then placed on hold with music or customized announcements. If more than one caller is in the queue their position in the queue can be announced along with the approximate wait time if over a couple of minutes. Calls are then transferred one by one to a designated handset or group of handsets.

Alternatively IVR menu's can be created to direct callers directly to a handset or department. Out of hours and holiday announcements can redirect calls or allow callers to leave voicemail messages.



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Pricing packages

The cost of hosting is \$35 per standard extension per month charged by PC HAPPY. A server setup fee of \$400 per site is payable after the 30 day trial.

This includes: -

- 30 Day free trial.
- Programming the servers' initial setup with queues, IVR menu's.
- Full access to all of the PABX functionality including call transfer, diversions, least cost routing.
- Provisioning of the VoIP providers of your choice for the routing of calls – Freshtel, Mytel, Engin or other selected providers
- Free on-net calls from VoIP to VoIP extensions
- Server usage and maintenance.
- Programming changes of additional customization as required.
- Support (9am – 6pm)

An account with a VoIP provider will also need to be established. They will bill you directly for your line access fee and calls. Mytel offer 2 lines for \$12.95 per month or 5 lines from \$34.95 per month.

VoIP providers offer local dial in number is all capital cities and allow you to port your existing number onto the VoIP network. Monthly rental for the termination of your incoming, outgoing and call costs will be charged directly from provider of your choice. There are many VoIP providers offering different levels of service and pricing. We are happy to recommend a provider that will suit your needs.

SIM card hosting

If you are making a significant number of mobile calls from your fixed line handsets we also offer SIM hosting in the data centre. In simple terms you provide us with a SIM card on your mobile account and we route your mobile calls through your mobile account at mobile rates. A number of mobile providers offer unlimited calls for one fixed rate. If at any stage you make more concurrent calls to mobile phones than you have SIM cards the calls simply route through your VoIP account.

VoIP handsets start from \$100 - \$400. Handset examples are listed on the following pages.

Note- Your Internet traffic is used for all data calls. Call quality can vary depending on the bandwidth of your service. For more than 10 services you may require a dedicated ADSL service.

Customers on Adam Internets business service on Adam Direct equipment can access the Clearview Iris Service. The Iris VPN connects you handsets directly to the Clearview Data server and does not impact on your regular data allowance.



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Pricing examples

Small office example of 5 handsets and 4 lines.

Once off purchase of 5 Yealink T22 handsets \$ 825

Mytel – 5 concurrent calls \$ 34.95 per month

PC HAPPY – 5 handsets @ \$35.00 per month hosting \$ 175.00

Local 10¢ untimed

National 10¢ untimed

Free on net calls

Mobile 14¢/min with Mobile Advantage

So your month fixed costs would be \$ 209.95 per month plus call costs.

Medium office example of 20 handsets and 10 lines.

Once off purchase of 20 Yealink T22 handsets \$ 3,300.00

Mytel – 10 concurrent calls \$ 119.45 per month

PC HAPPY – 20 handsets @ \$35.00 per month hosting \$ 700.00

PC HAPPY – 2 Mobile SIM slots \$ 60.00 each - \$120

Mobile network Provider 2 SIM cards with unlimited calls 2 @ \$ 99.00 each – \$ 198.00

Local 10¢ untimed

National 10¢ untimed

Free on net calls

Calls to mobile phones free for the first 2 concurrent calls then Mobile 14¢/min

So your month fixed costs would be \$ 1137 per month plus call costs.

**** Additional channels (concurrent calls) can be added at anytime without having to install phone lines and paying installation costs ****



VoIP Hosted PABX

VoIP handsets

Most VoIP handsets are compatible with our system, however the features and quality varies greatly from phone to phone.

The handsets that we recommend for quality and reliability are the Yealink range IP phones.

High Definition Audio

If your internet service is sufficient our servers offer HD audio.

High-Definition Voice (HD Voice), is commonly called wideband voice. It is a kind of voice transmission, especially in **VoIP** systems, whereby higher voice quality is transmitted over a lower bandwidth. The result is a sound of quality close to that of a room conversation.

To better understand HD voice, let us compare it with what we already have, the voice transmitted during a **PSTN** conversation, that is a traditional landline phone conversation. In this normal system, 8000 sound samples are taken in one second, thereby purposely eliminating a large part of the full spectrum of sounds that a human ear can hear in a conversation. Despite this, PSTN voice has been for many years praised as being the best of all communication means.

HD Voice improves this considerably, by doubling the number of samplings in one second, to 16000. This considerably increases the amount of sound 'details' you can hear in a conversation and subsequently makes the conversation feel more real. The frequencies at which the sound is transmitted can also reach up to 7 KHz, compared to 50 Hz for PSTN, which is manifold.

Receptions handset.

The Aastra 57i and Yealink T28 handsets are capable of showing the status of other extensions regardless of where they are located. When answering calls, a receptionist can simply glance at the handset to see if the extension is busy before transferring calls.

In the case of multi site businesses the call queue can also be display on the LCD screen. For example if your company trades under different names or locations the name will appear on the display.

Any extension can transfer calls, place calls on hold, conference calls, access voicemail or call another extension. Key features are functions of the PBX and handled by the server, not the handset. Extensions do not have to dial '0' to get a line out or dial a prefix.

Yealink T28P

\$299 inc

PBX Hosting & consulting
Ph: 08 7070 0500 Email: info@pchappy.com.au



VoIP Hosted PABX



Yealink SIP-T28P is an executive IP phone designed for power users in office environment. It is especially designed for maximum productivity and efficiency in every-day business environment. Using a TI chipset and Voice Engine SIP-T28P offers unrivalled superb HD Voice Quality, innovative functional richness, friendly user interface, stylish and elegant design. It is definitely able to provide a pleasant and satisfactory end-user experience.

HD Voice Quality

It supports advanced wideband voice codec G.722 and full-duplex hands-free speakerphone with enhanced AEC, delivering superior voice clarity.

<p>Phone Features</p> <p>Supports up to 6 SIP accounts, Hotline Call hold, Call waiting, Call transfer, Call forward BLF, Call park, Call pickup, Dial plan, Intercom 3-way conference, DND, Mute, Speed dial, Dial-now, Auto-answer Voicemail, MWI, SMS, XML phonebook, Black list, Phone lock Volume adjustment, Rings selection, Tone scheme, Distinctive ringtone</p> <p>Voice Features</p> <p>High-definition Handset, High-definition Speaker Full-duplex hands-free speakerphone Supports HD Wideband voice codec: G.722</p>	<p>Physical Features</p> <p>TI Titan Chipset White backlit 320x160 pixels graphical LCD with 4-level grayscales 48 keys including 4 soft keys and 16 programmable keys Supports up to 6 Expansion Modules(6x38 keys with dual-color LED) 2 x RJ45 Ethernet ports, 1x RJ9 headset port PoE(IEEE 802.3af) optional</p>
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IP Phone expansion module for T28

\$135 inc



VoIP Hosted PABX



Yealink EXP38 Expansion Module is designed for improving the power and flexibility of the Yealink advanced IP phone SIP-T28P.

It features 38 fully programmable DSS keys each with a dual-color LED, connected to and controlled by the IP Phone with an RJ-11 cable line. It creates up to 228 additional programmable extensions when 6 EXT38 are daisy chained with the IP Phone.

Yealink advanced IP phones support the functions for IP-PBX such as speed dialing, BLF/BLA, intercom, call forward/transfer/hold/park/pickup/return on each of the programmable buttons on the EXP38.

Yealink EXP38 is ideal for receptionists, administrative assistants, call center agents, power users, and executives who need to monitor and manage a large volume of calls on a regular basis.

Key Features

- 38 programmable keys each with a dual color LED
- Daisy-chain 6 modules for 228 programmable keys
- Dual color (red or green) LEDs for line status information
- Supports Busy Lamp Field(BLF), Bridge Line Appearance(BLA)
- Programmable for speed dialing, call pickup, Intercom, hold, transfer, voicemail, forward, DND.....
- Applies to Yealink IP Phone SIP-T28P and SIP-T26P
- Expansion module(≤ 2) is powered by the host phone

Yealink T22

\$165 inc.



VoIP Hosted PABX



<p>Key features</p> <ul style="list-style-type: none">TI TITAN chipset and TI voice engine132x64 graphic LCD3 VoIP accounts, Broadsoft validatedHD Voice: HD Codec, HD Handset, HD Speaker32 keys including 4 soft keysVoicemail, Intercom	<p>Phone Features</p> <ul style="list-style-type: none">IP PBX System IntegrationDial plan, dial-nowSMS, Voicemail, MWIIntercomCall park, call pickupDistinctive ringtones <p>Full-duplex speakerphone with AEC</p>
<p>Phone Features</p> <ul style="list-style-type: none">3 VoIP accounts, hotline, Call waiting, call transfer, call forward, Hold, mute, flash, auto-answer, redial3-way conference, DND, speed dialPhonebook (each record with 3 phone numbers, 300 entries), black listXML Phonebook search/import/exportLists of missed, received, dialed and forwarded calls (100 entries in all)Volume adjustment, ring tone selectionTone scheme, System logMulti-language (more than 20)	<p>Physical Features</p> <ul style="list-style-type: none">TI TITAN chipset132x64 graphic LCD32 keys including 4 soft keys5 LEDs: 1xpower, 3xline, 1xmessage1xRJ9 handset port1xRJ9 headset port2xRJ45 10/100M Ethernet ports

Yealink T18

\$99 inc

PBX Hosting & consulting
Ph: 08 7070 0500 Email: info@pchappy.com.au



VoIP Hosted PABX



<p>Key Features</p> <p>TI TITAN chipset and TI voice engine 20 keys including 2 programmable keys Voicemail, Speed dial, 3-way conferencing Volume control, Ringtone selection, Distinctive ringtone 1xRJ45, 1xdual-color LED, Phone label Power over Ethernet (PoE) Desktop with footstand (detachable), Wall-mountable</p> <p>Phone Features</p> <p>1 VoIP account, Hotline Call waiting, Call transfer, Call forward Call hold, Mute, Redial, DND 3-way conferencing, Speed dial Volume control, Ringtone selection Tone scheme, System log export Integrated Voice Response System IP PBX System Integration Music on hold Call park, Call pickup Voicemail Message Waiting Indication (MWI) Distinctive ringtone</p>	<p>Voice Features</p> <p>Wideband codec: G.722 Narrowband codec: G.711u/A, G.726, G.729AB, G.723.1 VAD, CNG, PLC, AJB, AGC</p> <p>Physical Features</p> <p>TI TITAN chipset 20 keys including 2 programmable keys 4 feature keys (Transfer/Hold/Mute/Redial) Phone label 1xdual-color LED 1xRJ45 10/100M Ethernet port Desktop with footstand (detachable), Wall-mountable Power adapter: AC 100~240V input and DC 5V/1.2A Output Power over Ethernet (IEEE 802.3af class 1) optional</p>
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Yealink IP Video Phone

\$499



VoIP Hosted PABX



<p>Key features</p> <p>TI DaVinci chipset 300K CMOS sensor camera 7" 800x480 digital LCD, Touch screen H.264 and H.263 video codec Full-duplex speakerphone Online/offline Advertisement 2xLAN, 1xUSB, 1xSD A/V out, Headset, PoE</p> <p>Video Features</p> <p>Touch screen 7" digital TFT-LCD with 800x480 pixels Rotatable CMOS sensor camera with 300K pixels Video codec: H.263 and H.264 baseline profile Picture codec: JPEG, GIF, PNG, BMP Frame rate up to 30fps with resolution of D1 (720x480) or CIF (352x288) Bandwidth: 128kbps~1Mbps</p> <p>Video Application</p> <p>Full screen Picture-in-Picture (PIP) Local video control Color ring/image TV output when video call Online/offline advertisement</p>	<p>Voice Features</p> <p>Voice codec: G.711, G.723.1, G.729AB, G.722(wideband) Full-duplex hands-free speakerphone with AEC</p> <p>Phone Features</p> <p>Video and voice call selection Call forward, Call waiting, Call transfer Hold, DND, Mute, Auto answer Dial plan, Dial-now, Speed dial Caller ID display, Call history Phonebook, Black list, Group manage Volume control, Ring tone selection Wall paper, Screen saver, Sleep Get date & time manually or automatically Icon-driven menu Multi-language</p>
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Yealink headset

\$89 inc



VoIP Hosted PABX



<p>Key features</p> <ul style="list-style-type: none">Ultra noise cancelling microphoneQuick disconnection cordUltra light weight only 50gcomfortable wearing for all day use330° rotatable microphone boomPliable steel headband, large size ear pad <p>Main Features</p> <ul style="list-style-type: none">Ultra noise cancelling microphoneSuperb sound qualityQuick disconnect330° rotatable microphone boomUltra light weight only 50gComfortable wearing, for all day useStrong design, with boom rolling of about 30,000 times and moreOver-the-head style, can be used with right or left earPliable steel headband, large size ear pad and padded T-barActiveProtection™ safeguards the user from high levels of acoustic burst	<p>Physical Features</p> <ul style="list-style-type: none">1xRJ9 headset jack1 meter cord lineQuick disconnect (QD) cordTransmit Sensitivity: -38.0 dB re. 1 V/PaReceiver Sensitivity: 95dB SPL +/-3 dB SPLReceiver Impedance: 150 ohmVoltage range: 1.0-10 VNet weight: 50gAccessories: leather like ear cushion, foam ear cushion, adjustable clothing clip, headset hanger
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Polycom IP7000

\$1,999 inc



VoIP Hosted PABX



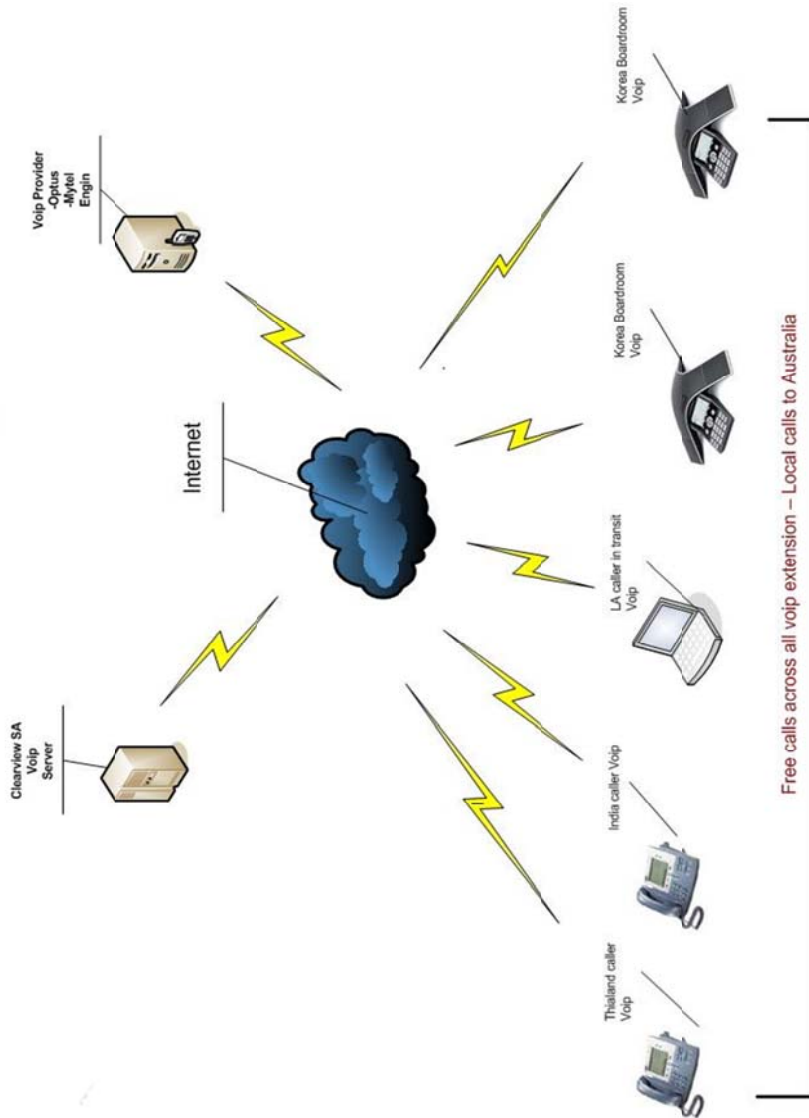
Polycom Soundstation IP 7000 Features:

- Polycom HD Voice for high-fidelity calls at up to 22 kHz - an industry first, for conference calls that sound as natural as being there
- Polycom's patented Acoustic Clarity Technology - delivering the best conference phone experience with no compromises
- 20-foot microphone pickup, and even more with optional expansion microphones or multi-unit connectivity to reach all corners of the conference room
- Flexible configuration options - multi-unit connectivity, expansion microphones and future integration with Polycom HDX to meet the needs of many different types of rooms
- Strong, robust SIP software - leveraging the most advanced SIP endpoint software in the industry, with advanced call handling, security, and provisioning features
- Robust interoperability - compatible with a broad array of SIP call platforms to maximize voice quality and feature availability while simplifying management and administration
- Large high-resolution display with XHTML microbrowser - enables new applications that make conference calling easier and more functional



VoIP Hosted PABX

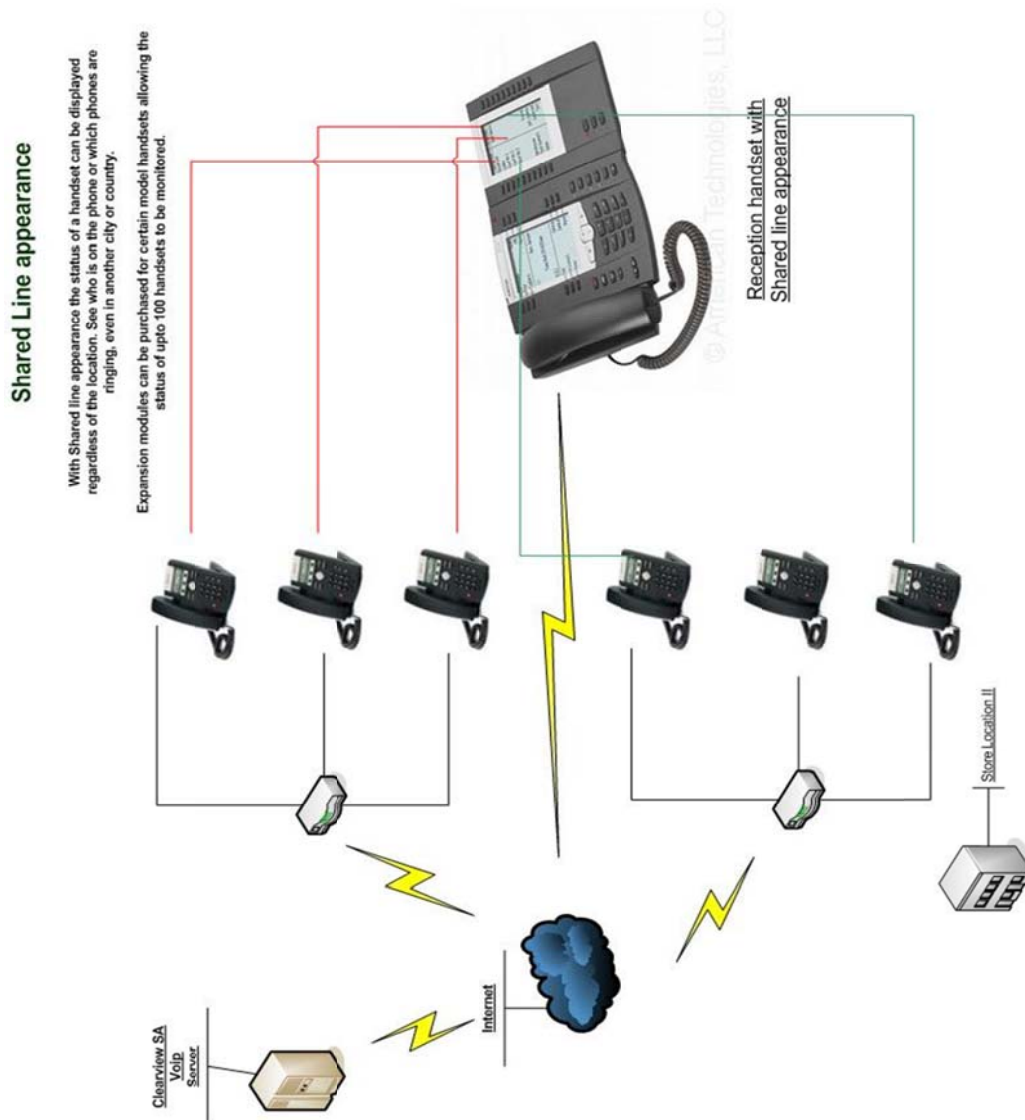
Network map





VoIP Hosted PBX

Reception handset





VoIP Hosted PABX

Least cost routing

Individual billing & Least Cost routing

Handsets within your group are charged to your individual Voip provider account. You may have multiple Voip accounts for cost centre allocation. Only handsets within your company will be routed through your Voip account.

Least cost routings allows you to take advantage of different tariffs for multiple outgoing gateways. For example you may route your local call through one Voip provider and calls to mobile phone through another. Calls are automatically router using a dial plan programmed at the PABX.

On-Net calls to other extensions or conference rooms are free!

