

WHAT IS VOICE OVER IP?

If you haven't heard of Voice over IP (VoIP) well then there are few things you should know. First, VoIP is a widely used term, but the simplest definition is that it allows voice calls to be transmitted over computer networks and the internet instead of traditional phone lines. By simply having an IP phone or software for your computer or smart phone you can begin making and receiving calls.

HOSTED PBX

The best way to utilize VOIP is with a Hosted PBX service since you don't have to worry about the initial setup or the ongoing maintenance / management of the system. Hosted PBX replaces both the phone system and the phone lines and provides everything a traditional phone system provides like voicemail, conferencing, hold, transfers, and more.

SIP TRUNKING

An alternate way to utilize VOIP is SIP Trunking which uses a device called a gateway to convert VOIP calls to either analog lines or PRIs. This allows traditional premise based phone systems to utilize VOIP instead of traditional phone lines.

Is your network ready for Voice Over IP? Click below to sign up for a free

[**VOIP Ready
Network Analysis**](#)

Cloud9 VoIP

An Introduction to Voice Over IP and Hosted PBX

Hosted PBX



- ✓ **Save Money:** Hosted PBX solutions are typically 40-70% less expensive.
- ✓ **Increase Productivity:** Better features, simplified management, online help desk, changes are instant, stay connected anywhere.
- ✓ **Increase Flexibility:** Connect multiple offices and remote workers seamlessly. Add extension or virtual phone numbers one at a time. Cloud based systems are much more resilient and reliable.

Eliminate These Things!

- The purchase of a telephone system
- The maintenance of telephone system
- Software upgrades for the telephone system
- The cost to expand the telephone system
- The cost for moves, adds and changes
- The cost for associated trip charges

Highlighted Features

Voicemail to email – forwards messages to any email address or addresses attached as a .wav file.

Virtual phone numbers – have as many phone numbers as you like from any area code.

Find Me – If not in the office the system tries to reach you on a mobile phone, home office line or any other number, but only during the days and hours you prefer. Optional call screening is also a standard option.

Easy to Manage and Administer

Most Hosted PBX services give the end user access to the PBX programming via an online portal. The programming is so intuitive it requires just a small amount of training. The system can then be customized by the end user, which is preferred since they know best how their business functions. Additional training or self-help guides can be accessed via an online help desk. Otherwise, instant access to support is only a phone call away. System upgrades are automatic and quality of service is proactively monitored.

Easy Budgeting

Most Hosted PBX services offer fixed cost calling plans that include domestic long distance (US and Canada).

