



## VoIP FAQ

Night, Day, and holiday phone operations. Explain how this works. Night ring groups and automatic or manual or both. Remote setting?	Automated and customizable by ring groups and or locations. Can all be done remotely as well.
What features can you remotely call into a phone and perform? (Message check, etc.)	VM and greetings
Group ring	Yes - unlimited
Call pickup and one button call pickup within group and outside the group	Yes
Call forward to any phone or group of phones	Yes
Remote message check	Yes
Is there a Web portal for administrator	Yes
Is the Web portal user friendly set up	Yes
Is there a Web portal for calling	Optional – Xactview software required
How is international calling handled?	Per minute charge based on country
Can you set distinctive ringtones? Each phone? Internal or external calls.	Yes
Call roll over, etc.	Yes
Is this SIP protocol? Is it proprietary? Don't want proprietary.	SIP
What Codec and band width are you using? Sound quality rating. 4.5 kbps is a good band width. Proprietary is probably better.	G.711
Do you have QOS for the switches and routers? VoIP traffic priority? Delay?	Yes – on the routers quoted
For hosted VoIP, is there network latency? Normal has 45 milliseconds. 75 to 100 millisecond delay is normal for VoIP? Discuss 100 millisecond or more.	We will validate internet at each site to insure it meets our specs.
<b>Receptionist Phone</b>	
Call transfer needs to be a no more than 2 button process. Can you demonstrate how this can be done for the receptionist and the other phones?	Yes – one button or “drag and drop” if using Xactview (optional)
Nighttime auto answer with message.	Yes
How many direct line buttons are on the phone?	We can emulate a squared key system. How many do you want to be able to see? Not an issue.
<b>Desktop and Wall Phone Features</b>	
Memory keys with lights to know if someone is on the line, receiving a call, etc. Number of lights/buttons? Color coded lights and blinking codes for status.	Yes
Call history	Yes
Follow me (setting delay options or immediate)	Yes
Call forwarding	Yes
Call hold (with music option)	Yes
Call waiting	Yes
Call block	Yes



Call block	Yes
Call mute	yes
Call roll over to group or individual (delayed or direct)	Yes – either way
Do not disturb (DND)	Yes
Call park?	Yes
Auto answer	Yes
Messaging/voicemail (internal and external calls)	Yes
Email messaging/voicemail	Yes
Conference bridge internally transferred (15 min)	Yes – up to 25 parties per bridge (1 per DID included in our system)
Call groups	Yes
Call pickup from another phone (one button option)	Yes
Call back	Yes
Volume adjustment	Yes
Distinctive ringtones. How many options?	Yes – per phone
Redial	Yes
Speed dial	Yes
Speakerphone	Yes
User monitoring for keys on phone	Yes
<b>Maintenance</b>	
What maintenance do you provide? Define.	Yes – 7 x 24 x 365
Do you address connections and modem and router issues?	Yes
How do you address service issues such as sound, call drop, echo, etc?	Yes
How do you upgrade software/firmware in the phones?	Remotely and at least once per quarter or as needed – at no additional charge
Who updates phone names and feature enabling, etc?	Yes
How do you provide ongoing training?	Yes
What is your uptime? What is your guarantee for service?	99.999
Who owns the phones after the purchase	You
Show you sample contract and how do we address dissatisfaction with service?	Will be provided
<b>Conference Calls</b>	
Do you have a conference bridge? How many callers are allowed? Is it expandable and to what number and cost? Can you mute a specific conference caller by number using a Web/computer interface?	Yes 25 Yes – additional memory required – how many do you need – max? Yes
How many conference callers are allowed on a desktop, wall and cordless phone?	25



Questions	
Have you done an audit of bandwidth connectivity	Will do prior to installation
Do you come in and set the phones up?	Yes
Problems with call drop	Open ticket
Problems with sound cutting out	Open ticket
Problems with echo	Open ticket
What type of training	Yes
Is training always available	Yes
Service provided on site or remote	Both
Replacement phones provided and term	Yes – 1 year advanced replacement warranty
Warranty?	1 - year
Maintenance service? Detail how this works. On site issues versus remote?	All done remotely – unless switch or router failure – then potentially on site.
Are your phones compatible with other providers/hosts	Yes
What is an expansion module	Busy Lamp Field/Direct Station Selection unit (phone and extension visibility)