

Simply Bits Business Telephone Systems

Product Features

The Simply Bits Hosted VoIP Line service includes many advanced features at no additional charge. The following are just some of the features are included with the service:

Conference Calling

The advanced IP Phones support conference calling for up to 3 parties when accomplished from the phone handset.

Do-Not-Disturb

Automatically reject all calls during an important meeting.

Intercom Calls

Phone-to-phone Intercom calling. On-hook intercom calling is also available.

Call History

Just like your cell phone, the IP phones maintain a list of answered, missed, and placed calls.

Personal Phone Directories

Maintain a private speed dial directory on your phone. Most of the IP phones have large LCD displays making the entry and editing of directories easy.

Call Holding

Allows you to place a call on hold and pick it up again later. Callers on hold hear pleasant hold music.

Music on-hold

System includes pleasant music on-hold. Customer hold music/messages can be installed (installation fee may apply).

Private Phone Number (DID)

Unlike older style phone systems, Simply Bits VoIP systems allow a more personalized service. One way this is accomplished is by allowing a unique phone number to be assigned to any and all users. This phone number, which can differ from an organization's main number, allows callers to reach an individual directly – without having to go through a human operator or auto-attendant. This private number feature can be removed from an extension if so desired.

Virtual Capacity

With Simply Bits Hosted VoIP service, you do not have to worry about how many phone lines to purchase as with older style systems. All your extensions/phones can be on a call at the same time if that's what your business requires. Gone are the days of paying for capacity which you almost never use.

Attended Transfer

This feature allows you to privately speak a destination party to which you are about to transfer a call before the transfer takes place. After speaking with the destination party, you can complete the transfer or cancel it with a single key press. This feature avoids many extra key presses and reduces the number of failed transfers.

Interactive Voice Response (IVR)

Complex IVR systems can be created to support simple or advanced call flows. Sort callers, ask for data, provide information – these are all applications which can be accomplished.

Blind Transfer

The Blind Transfer feature gives you “fire-and-forget” ease with which to transfer calls to other extensions, voicemail boxes, or any outside phone number.

Call Parking

Call parking allows users to place callers on hold in such a manner that the call can be picked up from any extension in the system.

Simultaneous Ring

With this feature calls to a specific extension or Private DID number can simultaneously ring one or more extensions, one or more outside phone numbers, and one or more cell phone numbers. Here are some common uses for this feature:

- Have callers ring at your desk and your cell phone at the same time. Answer the call on whatever device you happen to want to use at any time.
- Dedicate a phone number to specific business function and have calls to that number ring a number of phones at the same time.

Custom Ring Groups

Define custom call flows to cause a call to ring to more than one extension or outside phone number in series or in sequence. Custom Ring Groups are useful for specific business function handling such as “support calls” or “sales calls”.

Flexible Call Routing

Add time/date based call routing to handle day-mode, night-mode, holidays, special events and more. Call routing can also be setup for manual toggle or manual override.

Voicemail

Every extension includes a voice mail box with local and remote access. Users can record customer greetings and temporary greetings.

Unified Inbox

Have your voicemail and/or faxes forwarded into your email. This feature allows you to manage all your message types (text, fax, and voice) in a single Inbox. Have all your message types backed up in a single operation. Access your faxes and voicemail from your BlackBerry®, iPhone®, and any web browser from anywhere in the world. Easily forward voicemail and faxes to any other person(s) in the world using standard email addressing.¹

Message Waiting Indicator

Quickly see if you have new voice mail.²

Busy Lamp Field (BLF)

See who is on the phone or which phones are ringing.²

Long Distance Account Codes

This feature optionally requires users to enter a three or four digit authentication code to be able to dial toll calls. This feature can be enabled for Domestic long distance calls and/or International long distance calls.

Long Distance Detailed Billing

Long Distance detailed billing reports are automatically generated automatically breaking down long distance charges by extension or Long Distance Account codes. These reports are delivered electronically in PDF format allowing fast and easy cost accounting or reimbursement tracking in your organization.

Call Recording

Calls to a specific phone number or phone extension can be automatically recorded and archived for review later. Calls are recorded in the common MP3 format and can be easily played back and emailed with no additional software required. For longer term storage, call recordings can be automatically sent to a customer server in a secure manner (customer servers must be purchased separately).

On-demand Call Recording

This feature allows designated users to record specific outgoing calls. Unlike the Call Recording feature above, the On-demand Call Recording does not record all calls. Rather, it allows a user to enable call recording on the next call they place. The call recording is automatically emailed to the user in MP3 format.

Remote Call Pickup

With this feature, users can pick up a call ringing on another extension.

¹ The E-mail service, cellular voice and data service, and support for e-mail is not included and must be provided by the end user.

² Requires support by the SIP device. Some IP phones may not support this feature.

Call Stealing

With this feature, you can “steal” an ongoing call from another phone. This feature may not be compatible with calls handled through certain types of Call Queuing.

In-Office Call-Snag

Call-Snag is a set of special features allowing you to pull calls to where ever you desire. Currently, Call-Snag supports snagging ringing calls from any phone, a group of phones, or a specific phone. Calls on hold and calls in progress may also be snagged.

Dedicated Fax Line(s)

Every Simply Bits Hosted VoIP Bundle includes a special Fax-over-IP (FoIP) adapter which makes faxing over IP a reliable and headache-free process. Simply plug your existing fax machine into our FoIP adapter and avoid paying for traditional phone lines to support your faxing. Customers can add additional FoIP adapters for an optional fee.

Caller ID and Caller ID Name

Inbound calls will have the number of the caller displayed on Caller ID capable phones. Note that not all calls have a Caller ID number associated with them. Callers can elect to block the number. In these cases, no caller ID will be available. If a directory listing name is associated with the calling number of an inbound call, that name will be displayed as well as the number. Note that a caller ID name will not always be available. In such cases, “unavailable”, “anonymous”, “unknown” or some other indication will be made.

International Call Blocking/Toll Fraud Protection

International calls are disabled on all new phone service to prevent toll fraud. If you wish to enable international calls on your phone service, you can call Simply Bits Support at 520-545-0333 and request that international calls be allowed. The customer is responsible for security of their phone service and is responsible for all toll charges incurred.

900 Number Blocking

Prevent toll-fraud with this feature. Ensure someone doesn't use your phone to rack up expensive 900-number charges.

411 Directory Assistance

Find local or national businesses quickly and easily with our free 411 service.

Remote Call Forwarding

Need to have calls rerouted upon request or for an emergency? Simply call our local, professional support engineers at 520-545-0333, 7x24 to get your calls rerouted.

Additional Phone Features

With traditional phone systems, you pay a large amount of money up front for hardware system. The heart of the system defines what features the phones have. Those features are not likely to ever change from the initial set. The Simply Bits Hosted VoIP service uses a radically new methodology of open, standards-based IP communications coupled with intelligent phone devices. Many phone features are

defined and implemented by the phone handset devices themselves. As these devices are upgraded and evolve, you get to take advantage of newer features.

FAQ

Can I port an existing phone number onto the service?

Most land-line numbers can be ported if the customer owns the number. Other numbers cannot be ported: cell numbers, toll-free numbers, and certain numbers on non-standard carriers. We cannot guarantee that your number(s) can be ported.

How long does it take to port a number?

That depends on the cooperation of the carrier who currently has the number. Most ports occur within 30 days.

Do we have to port all of the customer's existing phone numbers?

Not usually. In most cases, a customer has published only one or two phone numbers. Any other numbers exist solely because all 1FB lines must have some phone number assigned to them. We really just need to port the one or two published numbers.

Is the customer required to use our VoIP QOS Device or Managed Firewall/Router?

The Simply Bits Managed Firewall/Router provides Quality-of-Service and bandwidth shaping features to ensure that VoIP packets get priority over all other traffic and that non-VoIP traffic does not harm voice quality by congesting the Internet access.

The Managed Firewall/Router also gives the customer more firewall protections; allows inbound IP address and port mapping to internal services; adds site-to-site and laptop VPN capabilities; allows Guest networks with optional Hotspot to be configured; and allows more bandwidth controls on user activities. Simply Bits does not allow customers to remove the Managed Firewall/Router or else the voice quality will suffer.

Does the customer have to use Simply Bits Internet service?

Yes. Simply Bits delivers all its fax and voice services over our own managed network where we take care of all voice quality issues and network management. Other VoIP services running over generic Internet access traditionally suffer in quality due to the fact that the Internet treats all packets the same. Any problems encountered are the responsibility of the customer, leading to the inevitable finger pointing.

Does the VoIP service consume Internet bandwidth all the time?

No. VoIP services only use Internet bandwidth when someone is on a call. If a line is idle, there is almost no usage. This allows the most efficient use of your Internet access. Our Managed

Firewall/Router and the Simply Bits managed network ensure that your voice packets are always treated with the highest priority.

Is this product available outside of Tucson?

Simply Bits concentrates on services for business, government, and residential customers within southern Arizona with knowledge of local markets and local support. As such, our VoIP services are only available in southern Arizona. Contact a sales representative to see what services are available in your area.

How long does it take to get installed?

Installations usually occur within 10 business days of placing an order. An additional rush fee can be added to get installations on the same day or within 24 hours. If a customer wishes to port in an existing phone number, the service must be installed and working first. A temporary phone number will be assigned and later replaced when the porting occurs. For the period between the completion of installation and the porting, a customer can usually have their old phone carrier forward their calls to the temporary number.

Can a customer get a Yellow Page listing?

Yellow page listings are just advertising in a publication. Simply Bits does not resell any yellow page advertising. A customer can work directly with Dex or other yellow page providers to purchase yellow page listings and advertising.

Do I need to purchase special hardware?

At installation time, you can elect to purchase a UPS to provide backup power for your VoIP service in the event of AC power failure. If you do not elect to purchase a UPS and you do not have your own UPS of sufficient capacity, you will not have phone service during any power outage – ***you will not have any 911 service during power outages either (see Product Limitations for more information).***

What does installation include?

Installation begins with the delivery of Simply Bits Internet access into your business. Internet access may require the installation of an 18" antenna on your roof with an Ethernet wire run through a single outside facing wall or customer supplied conduit. Installation continues with the Managed Firewall/Router, connection to your LAN switch, and installation of any FoIP adapters. An optional UPS is installed for power protection. If any POE switches were purchased from Simply Bits, those would be installed at this point. Finally, we un-box and install the VoIP phones and verify dial-tone, call placement, ringing, and call receiving. Any necessary extended wiring, switches, other wiring can be done at an extra cost.

Does this work with my existing phone system?

The Simply Bits Hosted VoIP Bundle includes all the phones you need. We do not use any part of your existing phone system. If you wish to continue to use your own phone system, you should look at the Simply Bits Business VoIP Line service which delivers analog phone lines which can be hooked to an existing phone system (your phone system must be compatible with analog phone lines). Simply Bits Business VoIP Line service is also available in money-saving bundle packages.

Can I use my own IP Phone(s)?

Depending on the model and type of device, you may be able to use your own phone. There may be a charge to upgrade and provision the phones with our service. There is no discount for using your own devices. We recommend that in almost all cases, you simply replace your phones with the new IP Phones which come free with the Simply Bits Hosted VoIP Bundle.

How much do International Calls cost?

The cost of an International call is dependent on many factors. The price is affected most by the charges of the carrier in the destination country and current exchange rates. International rates vary from time to time and are not published in a static form. If you have a specific country into which you will be making a volume of calls, please ask your Sales representative for specific rates.

Do we need to purchase a Long Distance bundle?

While the long distance bundles are your best value, customers are not required to purchase a long distance bundle at installation time. Long distance bundles can be added anytime before the last 12 months of your service contract.

Can I use a separate Long Distance provider?

No. Simply Bits VoIP Service is not a traditional telecommunications service and does not allow third-party long distance providers to be accessed. Discuss any special long distance needs with your sales representative.

Can I get Toll-Free Inbound Numbers?

Customers themselves can purchase a switched-toll free number from any toll-free provider and have the calls sent to one of their phone numbers. Customers with needs for more than 10,000 minutes of toll-free inbound per month, should speak with their sales representative for a quote on toll-free service.

Do we have to buy phone lines and how many?

No phone lines are required! You do not pay for phone lines with the Simply Bits Hosted VoIP service. Simply Bits maintains all the IP PBX Servers and Public Telephone Network interconnects in our highly available data center. We'll worry about the capacity and reliability of our systems and you get to concentrate on your business.

Can I use this with multiple locations?

Yes you can. In fact, the Hosted VoIP Service is especially powerful and cost effective with multiple location businesses. Our service is agnostic to physical location. You can move phones within an office and between offices simply by plugging them into the LAN somewhere. All our phone features work across multiple locations with no special phone lines or phone circuits required – transfer calls between offices; centralize operators or other specialties; easily relocate users and resources; forward calls among locations; and more.

Will the phones work over Wi-Fi?

No they will not. There are Wi-Fi IP Phones on the market, but they do not have acceptable levels of voice quality or battery life. The 802.11 technology behind Wi-Fi does not provide deterministic levels of quality-of-service, thus the voice quality of calls carried over Wi-Fi do not have consistent quality. Wi-Fi was also not designed for long battery-life, so Wi-Fi VoIP handsets tend to have poor talk/standby times.

If you require cordless phones, ask your sales person about our DECT-based SIP phones or about connecting a cordless analog phone to your Hosted VoIP system.

Can I plug in a portable or cordless phone?

If you want to plug in an analog, cordless/portable phone, you would need to upgrade or add an analog phone adapter to the system. At installation time, the included free IP phone can be “upgraded” or swapped out for an analog adapter at no charge. An analog adapter can be added at any time later in the same manner as adding an IP phone.

Can I add phones later?

Yes, it’s simple to add phones later. Pick the phone and plug it into your LAN. To add a phone, there is a \$99 installation fee and your monthly service fee will increase by a small amount per month depending on the number of phones and Internet speed to which you currently subscribe. The increase in monthly fee may include an increase in Internet speed to ensure that you will have an acceptable Internet experience while all your phones are in use.

For example, adding a phone to a 1Mb+4 Phone bundle or to a 3Mb+12 Phone bundle would increase the monthly fee by \$26. In another example, adding a phone to a 2Mb+10 Phone bundle would increase the monthly fee by \$76. Refer to the Bundle Pricing for more information.

Can I remove phones at any time?

You can drop phones at any time. However, if you fall below the number of phones originally contracted for, your contract end-date will need to be extended to avoid early termination fees.

Can I add additional fax lines?

One additional fax line can be added for \$26/month. If you have the need for more than two fax lines per location, ask your sales person for special pricing.

Can a Service Bundle be split among locations?

No. A service Bundle can be installed at a single physical location. If you have two locations, two bundles are required to provide service to both. Because the Hosted VoIP Service Bundle includes our Managed Firewall/Router service, the two locations can be hooked together to work as a single LAN and the phones will work across the locations seamlessly.

Can I get a phone extension at my house or an employee’s home?

Yes you can. Ask your sales person about a bundle of Residential Internet service and a VoIP extension for your businesses phone system.

Can I choose my phone number or choose a vanity number?

We do not offer vanity numbers or number selection at this time.

Will this work with my existing LAN/network?

Most Fast (100Mbps) and Gigabit (1000Mbps) Ethernet networks will work just fine. The Ethernet network is composed of wire, RJ-45 jacks, and Ethernet switches. The Ethernet network must meet or exceed the following:

- Cat-5e or Cat-6 copper wire only; or fiber. Absolutely **no** Cat-3 wiring can be used.
- ANSI/TIA/EIA-568-B.1-2001 standards compliance with 568-A or 568-B terminations.
- No Ethernet hubs.
- No wireless bridges.
- No network loops.
- No Ethernet runs longer than 70 meters (including patch cords).
- No copper Ethernet runs between buildings or on any outside path.
- No duplex mismatches. All devices must support full-duplex Ethernet.
- Packet loss less than 0.01%. Jitter and latency < 1ms.

While these specifications may look daunting, if your network already does not meet this specifications you probably have issues but you may not have recognized the symptoms. For example, if your email is delayed by a couple seconds or your web page is slow to come up you may not think anything is wrong. However, in both these cases, your network could have fairly serious problem introducing packet errors and missed packets. The email application and web browser simply request the data again and life goes on. With voice communications on the same network, a lost or corrupted packet cannot be requested again because the phone cannot go back in time and play the lost audio to the listener.

Your LAN wiring vendor should be able to easily tell you if your system meets these specifications.

What happens when service goes out?

The Hosted VoIP service relies on your Internet connection, your LAN, and local A/C power to function properly. If any of these components/systems have an interruption of service, your voice service will also be interrupted. We recommend that you have proper uninterruptable power supplies for your LAN switches, VoIP phones (easily accomplished through a PoE switch), routers, firewalls, and Internet modem. For additional protection, ask your Sales Representative for information on the Simply Bits Guardian product to provide a redundant Internet connectivity option to reduce probability of down-time.

In the event one of the above component/systems fails, you can have Simply Bits redirect your calls to alternate numbers of alternate offices (in the case of multiple location customers).

Can I upgrade my phone later?

Yes. You can upgrade the included free phone at any time after the installation of the free phone by paying the standard phone model upgrade fee and a \$99 installation fee. For example, if you wanted to upgrade the included phone to a SoundPoint IP 650 at system installation time, the upgrade would cost \$199. If you wanted to upgrade the same phone to a SoundPoint IP 650 three months after the system was installed, the upgrade would cost \$199 + \$99.