

Hosted Voice for charities



What you need to install Hosted Voice

Class Networks Hosted Voice is a flexible, portable service that can grow or shrink to suit your organisation's needs. Below is a basic guide to what you will need to set up and manage the service...

Basic set-up at your premises – designed to be simple and cost effective

You will need a dedicated broadband and telephone line and our preconfigured router. This broadband service must be separate from your other broadband services to ensure voice quality is maintained at all times. Handsets will need to be plugged into an accessible power socket and connected to the Class router either by Ethernet cables or using existing CAT 5 cabling. If it is impractical to use Ethernet cables and no CAT 5 cabling is in place, then cabling will need to be installed at an additional cost and will be subject to a site survey. If more than 4 handsets are required we will supply a network switch which will connect all the handsets into the router.

Class Hosted Voice has been designed for self-install as all the equipment is preconfigured and simple instructions are supplied to connect all the devices together. Alternatively, Class can provide an engineer to complete the installation on your behalf at an additional cost.

Call us on 0800 160 1920 to explore your options or email contact@classnetworks.com

Q & A for Installing Hosted Voice

We're staying in our existing office and want to replace our current phone system.

Class Networks will need to provide a dedicated broadband and telephone line and ascertain whether your existing cabling can be used for the Hosted Voice service. In most cases, Class will install a new line and then arrange for your existing telephone numbers to be migrated across.

We're staying in our existing office and don't have a phone system

Class Networks will need to provide a dedicated broadband and telephone line and ascertain whether structured cabling needs to be installed or if Ethernet cables can simply be plugged directly into the broadband router from each handset. This will depend on the size of your office and the number of users.

We want to connect staff working from home

Remote workers can have their own telephone number and internal extension, the same as if they were office based. They can either install our software and IP headset onto a laptop/pc or use a Class handset on their home broadband.

The homeworkeer's own broadband can be used to access the service without any interference to their personal use. Any calls made using the service will be billed to your organisation's account.

We're setting up a new office and have no telephones or lines

Class Networks will arrange for a new broadband and telephone line to be installed. In addition we can supply a separate connection for your Internet access for email and web access. If you have any separate requirements for an alarm line we can supply that too.

We're moving to a new office and would like to keep our existing telephone numbers

In addition to the above, we will arrange for your existing phone numbers to be migrated to your new premises. To ensure a seamless transfer and have your service up and running in your new office, we will need to start the implementation process ideally one month before your office move.

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