

# Introduction to Class Hosted Voice



**An effective communication system lies at the heart of every efficiently run organisation. Without one, managing incoming and outgoing calls can put considerable operational and financial strains on your organisation and worse, create a negative impression with those who contact you.**

Class Hosted Voice is designed for organisations that need a flexible and scalable communications platform, without having to buy and maintain equipment or make a long term commitment.

Hosted in our secure data centre, the Class voice platform provides all the technical functionality and features to manage your incoming and outgoing calls.

Handsets are connected at your premises via a dedicated Internet connection to the Class voice platform using Voice over Internet Protocol (VoIP) allowing multiple users to access the system simultaneously and enjoy all the benefits of our state of the art system.

Costs are kept to a minimum as you simply pay a low monthly rental for each user and multiple simultaneous calls can be made and received using just one broadband line.

## Benefits at a glance

- ✓ Pre-configured for quick & easy installation
- ✓ Full functionality without the need to buy a system
- ✓ No installation or annual maintenance charges
- ✓ Inclusive calls to UK landlines & mobiles
- ✓ Keep your existing phone numbers
- ✓ 24/7/365 support
- ✓ Connect homeworkers and other offices with free inter-site calling
- ✓ Users can be seamlessly added & removed as your organisation evolves
- ✓ Moving office: keep all your phone numbers and simply re-plug the service in at your new location



# Class Hosted Voice Features

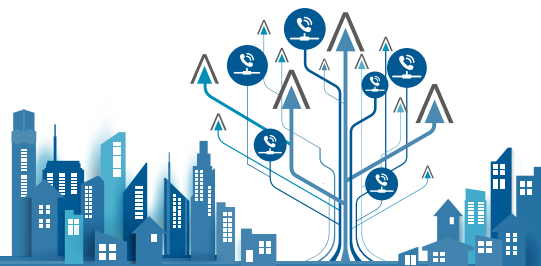
Class Hosted Voice comes with a wide range of features to enable you to manage your calls more efficiently. You can control how you answer your calls whilst individual users can have direct access to their own special features. Furthermore, we can integrate your voice & data requirements into a seamless, secure, capex-free network.

## COMPANY FEATURES Choose from any of the features below to manage calls at a company level

<b>Auto-attendant</b>	Greet callers with an automated welcome message and menu option to connect calls to relevant departments or people.
<b>Call Queuing</b>	If a particular extension is busy, callers can automatically be put in a queue with an announcement which may be more preferable than going to voicemail or hearing busy tone.
<b>Hunt Groups</b>	Incoming calls can be routed to specific handsets and redirected to other handsets if no answer or busy.
<b>Company Directory</b>	Integrate with Outlook or build your own company phone directory for automatic dialling.
<b>Music on hold</b>	Reassure callers that they haven't been disconnected.
<b>Night Mode</b>	Manage your out of hours calls using auto-attendant and call announcements.
<b>Hot Desking</b>	Users are able to login to Hot Desk extensions using a PIN code, so handset and desk space can be shared across several employees.

## USER FEATURES These features can be managed by each user from their handset

<b>Voicemail</b>	Personal voicemail for each user with the ability to record and change their own greeting. The system can also be configured to forward voice messages to individual email addresses.
<b>Call Forward</b>	Divert calls to voicemail, other extensions or other locations when busy, in meetings or no answer.
<b>Call Pick-up</b>	Users can pick up calls ringing on other handsets.
<b>DDI</b>	Each user will have their own personal telephone number so callers can connect directly.
<b>Withhold number</b>	Withhold your number displaying when making external calls.
<b>Busy Lamp</b>	See when other colleagues are on the phone.
<b>3 Way Conferencing</b>	Allows conference calls to be set up with multiple people.
<b>Call Park</b>	Put callers on hold whilst transferring and speaking to colleagues.
<b>Speed Dial</b>	Set up short codes to dial personal contacts.
<b>Roaming Profile</b>	Take your handset anywhere and plug into an Internet connection to make & receive calls as though you were in your office.
<b>Softphone</b>	Use your PC or laptop with our headset to make and receive calls from any location with Internet access.
<b>Call recording</b>	Record incoming and outgoing calls.

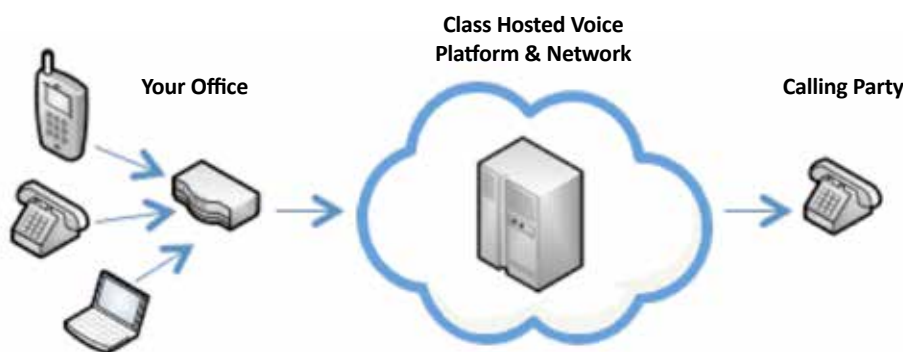


## Is Class Hosted Voice right for you?

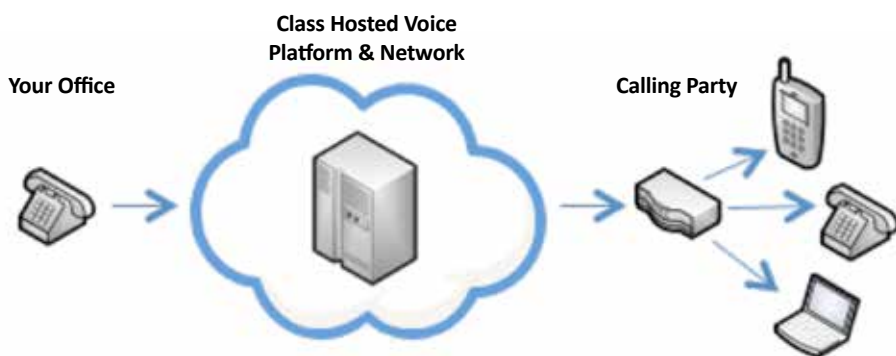
If you have a limited budget and one or more of the following statements apply to you, Class Hosted Voice maybe just what you're looking for....

- Our current system is old and expensive to maintain
- Our organisation is growing and we have no phone system
- We want to connect with our home & remote workers
- We have multiple offices that we'd like to connect onto one system
- Our organisation is moving, we'd like to keep our existing numbers
- We're just starting up and need a system to manage our calls
- We need a flexible & portable service with no long term commitment

### How your calls are delivered...



### How your calls are Received...



#### How does VoIP work?

VoIP is a technology that transmits voice over a data connection instead of a traditional phone line. It is a more efficient way of delivering voice traffic as a single broadband connection can be used to handle multiple calls. A dedicated broadband connection at your premises is connected securely and seamlessly to our hosted platform in our data centre. Calls are transmitted over a secure data network and do not pass over the public Internet so call quality and reliability are maintained.

#### Can I retain my existing phone numbers?

Yes, in most cases Class can arrange for your existing phone numbers to be migrated to the service. Our support team will confirm this before any contract is signed.

#### Does the service require complex installation?

No, Class Hosted Voice has been developed for quick and easy installation and does not require an IT expert or engineer, although one can be provided. We will need to confirm how your office is set up for cabling and power points, but in simple terms, handsets are just plugged into the broadband router and will automatically connect and register to our platform.

#### Do I need handsets?

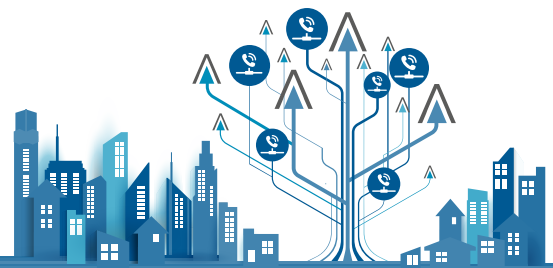
IP handsets are needed to connect to the service and these can be purchased or rented from Class. The service can also be used from a PC or Laptop using our Softphone software special IP headset.

#### What happens if I move?

Take your handsets and router with you and simply plug in at your new location and you're up and running. Class can provide your broadband connection at your new location.

#### Can I add and remove users?

Yes, you can add and remove users as and when you need to.



## What you need to install Class Hosted Voice

**Class 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 Class 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.

## What are your current requirements?

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

Class will need to provide a dedicated broadband and telephone line and ascertain whether your existing cabling can be used for the Class 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 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're setting up a new office and have no telephones or lines**

Class 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.

### **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 homemaker'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.

## What Next?

**For an initial consultation and a quote please contact our sales team on  
0333 800 8811 or email [sales@classnetworks.com](mailto:sales@classnetworks.com)**