

# Entacall VoIP

## Product Details and Features

Entacall provides an advanced VoIP telephony service that allows subscribers to take full advantage of the new generation telephony services.

Entacall VoIP supports all traditional telephony services such as Call Waiting, Call on Hold, Call Transfer, Call park, 3-way Calling, Caller ID, Call Forwarding, Do-Not-Disturb, Redial, Speed Dial, 999 Emergency Service, White List Numbers and Black List Numbers.

In addition, the system allows Voicemail Forwarding, Distinctive Ringing (to distinguished callers), Call Screening (to screen unwanted calls), & White and Black Lists (to permanently ban callers from calling you).

Entacall VoIP can be accessed in one of three ways:

**1) Computer Software Phone (or softphone):** A computer application provided as part of your service enabling you to use your computer with headphones and a microphone to make and receive calls.

**2) Analogue Terminal Adapters (or ATAs):** Your existing telephone handset can be plugged into an ATA converting the handset to the required VoIP standard. Your ATA plugs into your broadband connection. You can then make and receive calls directly from your current phone.

**3) IP Phones:** A dedicated phone handset built for IP telephony. Your IP phone plugs straight into your broadband connection (or network) without the need for ATA's.

We understand that organisations of different sizes have different telephony requirements. Our VoIP service is designed to accommodate this. Our service is flexible, and is offered as a feature rich basic package (which can be upgraded with additional features). We also provide tailored, comprehensive solutions for larger corporate customers.

# VoIP go! Or VoIP Elite!

Your first step is to decide what scale of service you require.

## VoIP go!

If you want to make and receive VoIP calls from a small number handsets / PC's then one or more Basic accounts will be suitable.

If you want to add a system to manage your inbound calls then you can add an IP PBX to your main basic account and map it to numbers on your different accounts (even if they are on different physical sites).

## VoIP Elite!

You may require VoIP for up to 30 handsets, in which case you can keep adding Basic accounts (and if you have an IP PBX, simply instruct it to utilise the new accounts as well).

As a larger corporate customer with 30 to 40 handsets or more you may require a more comprehensive solution. We can tailor a solution outside of our services offered here.



The VoIP *go!* account includes a variety of features as well as the ability to call on-net for free and make low-cost breakout calls.

Across the very bottom of the diagramme you can see what optional extras are available for each VoIP Basic Account.

On the right of the illustration you can see that an IP PBX is a product that works with one or more VoIP *go!* accounts. The IP PBX is designed to work across multiple physical sites (ideal if you have satellite offices or branch locations)

Full pricing is available for our VoIP service in our separate pricing guide.

**The VoIP *go!* account includes:**

- 2 x any UK STD (01, 02) numbers (use both for voice or use one for fax to email)
- Fax to Email ready (allocate one of your numbers to fax)
- Voicemail
- Callback
- Free on-net calls (to other network users)
- Low-cost breakout calls (to non network users, worldwide)
- Do not disturb
- Hide Caller ID
- Call Waiting
- Call Screening
- Call Forwarding
- Speed Dialing
- White Lists
- Black Lists
- Online web management
- Online call records
- Free Softphone (service also works with ATA's and IP Phones)
- Emergency Number dialing

# Service Details

Each feature of our VoIP service (including services provided as part of the Basic Account) are described here in further detail.

## Voicemail

Entacall supports advanced Voicemail services via PSTN or VoIP lines to allow subscribers to check their voicemail from anywhere in the world anytime. Some of the standard Voicemail features include: Custom Greeting, Web and Phone Voicemail management, Web Access to Voicemail (download, forward, and delete messages) and Password management.

Each VoIP *go!* account comes with a voicemail service at no extra charge.

## Fax to Email

Entacall offers Fax to Email functionality that allows subscribers to receive faxes without owning a fax machine and/or using a dedicated fax line. Fax to Email is commonly used to allow automated fax processing and global distribution as well as international fax forwarding to avoid high international call costs.

The system accepts any fax format, stores it locally, and if configured, sends it via email to the subscriber's email address. Faxes are available online via web access for download, print and view. Faxes can also be received as attachments to emails (unified messaging).

Each VoIP *go!* account comes with fax to email capability at no extra charge. You will need to allocate one of your two UK STD numbers as to the fax service.

Alternatively, you can obtain additional UK STD numbers to allocate to your fax to email service. There is a cost for additional UK STD Numbers

## Callback

Call-back allows subscribers that travel to have global access to low long-distance and international calling rates anywhere in the world.

For example, if you travel overseas and need to make a call, simply log into the web portal and enter your current phone number and the system will call you right back.

Entacall offers SMS and Web call-back.

Once the system calls the subscriber at his current phone, it prompts the subscriber for a destination number (if not already provided) and then connects the call.

The Callback feature is included as part of each VoIP *go!* account. Relevant call charges apply when making calls using the service.

## Follow Me

Entacall allows global roaming and hunting services for subscribers that need to be non-conditionally reached.

The services supports up to 20 phone numbers that will be attempted (hunted) once a call is received.

For example, a caller calls the subscriber Service Number, and the system starts to sequentially call all numbers in the Follow-me list. If the subscriber does not pick up the phone on all lines, the call will be forwarded to Voicemail.

If the subscriber has enabled the call screening feature, once he picks up the call he can decide to accept, reject, or forward the call to Voicemail.

Follow-me is used to achieve two main goals: global Roaming -- allows people with multiple phones to receive calls while traveling, and call screening -- allows subscribers high level of security to prevent callers from calling their direct phone numbers and to successfully screen inbound calls. The Follow-me service can be managed from Web or Phone interfaces.

The Follow Me service can be added to any VoIP *go!* package. Please see our price list for information.

## Conferencing

Entacall offers advanced conference services for businesses and individuals.

Supported services include conferences that are traditional, scheduled, invite-only, private and public.

The system supports three levels of conference user roles that include Administrator, Regular Caller, and Muted Caller. Administrators can manage conference rooms from the phone (Administrative IVR) or via Web (Web console).

Two types of conferences are supported: private (pin authenticated) and public conference.

The conference participants may be asked for PIN authentication to enter the conference, if required, or authenticate with Name (conference screening).

Administrators can disconnect, mute, and unmute participants via Phone or web at any time, terminate conference, or record the conference and manage the records online or via phone.

Scheduled conferences are fully supported based on time or administrator login event. Conferences support private bridging (allows two participants to talk privately), and status services (provides conference status). Conference access can be Service Number based (single-stage) or Extension Number based (two-stage), based on the subscriber profile setup.

The Conference service can be added to any VoIP *go!* account. Please see our price list for information.

## IP PBX

Entacall offers PBX Auto Attendant services for all businesses and customers that want to utilize high-end PBX Auto Attendant services without purchasing an expensive PBX system.

With Auto Attendant entrepreneurs and businesspeople can represent their offerings in a professional manner with very low monetary investment. The Auto Attendant system can be easily customised via your VoIP web portal to allow each subscriber to custom tailor their Auto Attendant presentation.

For example, subscribers can change the basic menu system selection and enter the destination numbers that will be connected upon callers' selection. Supported customization options include: Sales, Support, Accounting, Business Development, Marketing, Customer Service, Vendor Relations, Order Status, and Operator extensions.

Alternatively you can customise the menu structure in its entirety.

Once a caller enters the desired selection they will be connected to the phone number on file which is setup by the subscriber (for example, a subscriber may want to redirect all sales call to his mobile number to be constantly within reach).

The system supports both Male and Female IVR prompts and time-based IVR response (for example, during the night the callers will hear that the Auto Attendant is closed) to provide sufficient level of customization.

However if you wish you can upload your own audio file to replace the pre-set greeting. Auto Attendant can be successfully used for Outsourcing and Offshore Customer Service Centers by simply forwarding the selection to an international call center number.

The main features of the IP PBX are as follows:

- Customizable Department Selection menu
- Time-based IVR menu (business hours and after-hours)
- Caller Selection Identification to Subscriber
- Male and Female Prompts
- Audio file upload
- Support for 9 Forwarding Numbers
- Voicemail Forwarding Support
- Complete Web Management (integrated into your VoIP User Portal)
- Global Number Forwarding
- Works with numbers from multiple VoIP Basic Accounts
- Works with features from multiple VoIP Basic Accounts
- Deploy anywhere - multi site adoption with ease

