



fusionone  
— simplifying IT

## FusionOne | Hosted PBX-VoIP Solution

### FUSIONONE HOSTED PBX-VOIP

A hosted PBX system delivers PBX functionality as a service, available over the Public Service Telephone Network (PSTN) and/or the internet. HIP's hosted PBX uses a carrier class VoIP softswitch which is hosted within our data centre at 151 Front Street West, Toronto.

FusionOne's hosted PBX offers you a VoIP phone system that improves customer service and increases employee productivity, all without the hassle and expense of difficult to manage on-site and expensive equipment. FusionOne makes it easy and affordable for any business to have a professional office phone system. We allow customers to keep their current number with number porting and we can create virtual numbers from another area code to eliminate long distance calls. Whether you are an established, mid-sized organization with an expensive, on-site phone exchange, or a small start-up with one phone line, FusionOne has a business phone service for you!

*FusionOne's Hosted PBX-VoIP Solution is powered by Hip Communications.*

#### Hosted PBX Service is designed for the most demanding requirements:

- Dynamic Organizations
- Geographically Distributed Organizations
- Mobile Workers

#### Hosted PBX Service is good for the budget:

- Dramatically reduces telecom-related capital expenses
- Enables predictable communications expenses
- Eliminates the need for separate voice and data networks

#### Hosted PBX Service puts you in control:

- Eliminates service order delays and costs by enabling self-managed instantaneous move/add/changes (MACs). Simply plug the phone into a different network port, use a step-by-step interactive voice response unit or use an intuitive web interface.
- End-users control their own features and services using traditional star codes, phone-based graphical user interfaces or their own web portal
- Reduces the number of telecom vendors that you need to manage and the number of bills that you need to reconcile each month.

#### Hosted PBX Service is flexible:

- Add additional users without new wiring or expensive chassis upgrades
- Move users between offices by simply moving their phone (and they can keep their numbers)
- Let people work from home or on-the-road with the same capabilities that they have while in the office

#### Hosted PBX Service reduces risk:

- No investment in a proprietary PBX or PBX phones
- No sunk capital in a PBX chassis that might be outgrown or never fully utilized
- Instantaneous disaster recovery automatically reroutes inbound calls in the event of a wire cut, power outage or catastrophe

#### Hosted PBX Service is powerful:

- Lets users easily configure custom day-of-week/time-of-day based call treatments
- Lets users handle inbound calls differently depending upon the caller (e.g., telemarketing calls route to voicemail while customer calls route to Find-Me).

# Service Packages

## Basic Business

The Basic Business plan offers a simple, affordable VoIP solution for a small business that needs only a basic business phone system to keep in touch.

## Basic Business with Voice Mail

This phone plan offers all the same services as the Basic Business plan, plus Voice Mail, with its various features. This plan is ideal for small businesses whose phone communication needs are light, but still need the ability to manage missed calls, or occasional peaks in call volume.

## Enhanced Business

The Enhanced Business plan is the preferred choice of a vast majority of our clients. This is the plan that offers all the benefits of a hosted PBX service, such as online management of calls and phone lines through the Web Portal, number aliases, Find-Me/Follow-Me, and many other features. Whether you are running a small office or a large, multi-location company, the Enhanced Business plan can be easily suited to fit your needs.

Voicemail Only	Basic Business	Basic Business w/ VM	Enhanced Business
VoIP 911 E-Mail Notifications	VoIP 911 Caller ID Call Waiting Call Waiting ID Do Not Disturb Speed Dial	VoIP 911 Caller ID Call Waiting Call Waiting ID Do Not Disturb Speed Dial Voicemail	VoIP 911 Call Waiting Call Waiting/Caller ID Caller ID Hold Call Forward All Calls Call Forward Busy Call Forward Do Not Disturb Call Forward No Answer Call Forward Out of Service Call Return Call Transfer Caller ID Block Do Not Disturb Last Number Redial Meet Me Conferencing Life Line Access Priority Call List Selective Call Block List Selective Call Forward List Speed Dials Abbreviated Dialing Anonymous Call Rejection Call Waiting/Caller ID Manager Permanent Caller ID Blocking Remote Call Forward Multi Channel Park Single Channel Park Station-to-Station Dialing Directed Call Pickup Group Pickup Hunt Groups Intercom Appearances Time of Day Routing Voice mail Web Portal Administration Find Me/Follow Me

# Calling Features

**VoIP 911**- Emergency services like police, fire, and ambulance are available for your small business phone system through your hosted PBX network

**Call Waiting**- This feature allows you to answer a second incoming call when you are already on the phone with someone else

**Call Waiting/Caller ID**- Call Waiting and Caller ID can be combined so that you can see who the second caller is while you are on the phone

**Caller ID**- This feature allows you to see on your phone screen who is calling whenever the phone rings

**Hold**- Allows you to interrupt a phone call without losing it – the caller remains on the line as you attend to other business.

**Call Forward All Calls**- This feature allows you to forward all of your incoming calls to an alternate number of your choice

**Call Forward Busy**- This feature allows you to forward calls automatically from one number to an alternate number whenever the line being called is busy

**Call Forward Do Not Disturb**- This feature allows you to forward all of your incoming calls to another number whenever you do not want to be disturbed by the phone

**Call Forward No Answer**- This feature allows you to have all your incoming calls forwarded to an alternate number when there is no answer at the first number

**Call Forward Out of Service**- This feature allows you to forward your incoming calls to an alternate number when the first line is out of service for whatever reason

**Call Return**- You can return the call of the last number to call your line by pressing \*69. If the number is being, you can be alerted by a special ring when the line is free.

**Call Transfer**- Allows you to forward your caller to another number. Just hit the transfer button and punch in the destination number

**Caller ID Block**- Entering \*67 on your handset will block your name and phone number from appearing on the display screen of the person you are calling

**Do Not Disturb**- Allows you to have all incoming calls sent directly to voice mail

**Last Number Redial**- If you do not have a redial button, you can press \*07 to automatically redial the last number dialed

**Meet-Me-Conferencing**- This feature allows you to set up conference calls between three or more people, through the easy-to-use HIP Web Portal

**Priority Call List**- Allows you to create a list of important callers. When a call is received from one of these telephone numbers, you are alerted by a distinctive ringing pattern

**Selective Call Block List**- Allows you to create a list of undesirable callers. When a call is received from one of these numbers, the caller is forwarded to a message informing them that the number they are calling is not currently accepting calls

**Selective Call Forward List**- Allows you to create a list of important callers. When a call is received from one of these numbers, it is forwarded to a number you specify

# Calling Features

**Speed Dials-** Allows you to program your phone with your most frequently dialed numbers, saving you time when dialing numbers

**Abbreviated Dialing-** Allows you to dial quickly by using a short, pre-programmed number code

**Additional DIDs-** Direct Inward Dialing allows you to assign an individual phone number to every desk, employee, or department at your company, without actually having a separate physical line for every phone

**Anonymous Call Rejection-** When active, this feature tells any unidentified caller (for example, someone who has blocked Caller ID) that the number they are calling does not accept anonymous calls.

**Permanent Caller ID Blocking-** With this feature, all of your outgoing calls will be anonymous

**Remote Call Forward-** Allows you to set up call forwarding remotely through the Web Portal

**Multi-Channel Park-** This feature allows you to place a caller on hold on one phone, then pick up the call on another phone in your company's network

**Station-to-Station Dialing-** Allows you to dial another number inside your company phone network without having to dial the entire number

**Directed Call Pickup-** Allows you to pick up any call on your computer network by dialing that phone's extension, and then picking up your own phone

**Group Pickup-** Allows any member of a designated group to pick up the phone of another member of that group

**Hunt Groups-** Enables the company phone network to "hunt down" the receiver of a call when they are not at their phone, by forwarding calls to a pre-determined list of alternate phone numbers

**Intercom-** Allows the user of one phone to turn on the intercom feature on another. Effectively allows the office's phones to become a "virtual P.A. system"

**Appearances-** This feature allows you to create additional extensions on a phone number in your company network, giving you the "appearance" of additional phone lines

**Time of Day Routing-** This feature sends calls to different locations based on the time of day when a call is made. So, for instance, during business hours, calls will go to an office, and after hours, calls go directly to a cell phone number

**Voice Mail-** Our voice mail service can provide each user with an inbox that can handle as many as 100 messages, and allows a greeted recording of up to 3 minutes

**Web Portal Administration-** This feature allows you to manage your phone network's features from your desktop

**Find me / Follow me -** Allows the phone network to "hunt down" a caller when they are not answering at their desk, by forwarding the call to a list of pre-determined alternate numbers

**Life Line Access -** Your VoIP Gateway and Internet connection require AC power to operate. During a power failure, your VoIP service will not be operational. If your VoIP is a secondary line, and you still have an active regular telephone line, you have the option of connecting your VoIP Gateway to your traditional telephone line or cell phone.

# Voice Mail

## Customize Your Voice Mail

The virtual PBX offers maximum flexibility for managing voice mail. Use any remote touch-tone phone or the HIP Web Portal to retrieve messages, update voice mail passwords, set message play or appearance order, record personal greetings, create call distribution lists, and more.

## Voice Mail Features

**Standard Options:** When listening to your messages, you can play, rewind, fast forward, pause, replay, save, delete, or listen to the message envelope for the time, date, and caller ID.

**Personalized Greetings:** Voice Mail allows you to record different personal greetings for “no answer,” “busy,” and “do not disturb” conditions.

**Message Waiting:** The message waiting light or stutter dial tone indicates a new voice message has arrived.

**Remote Notification:** Be alerted to a new urgent voice mail message. Notification options include numeric paging, e-mail, or a voice call from the system.

**Message Tags:** Callers can tag their message as Private, so it can't be forwarded. They can also tag them as Urgent, affecting the order in which messages are heard.

**Visual Voice Mail:** Manage your voice mail visually using the HIP Web Portal. Sort messages by time received, caller ID, message tag, or length of message. Click on the messages to listen to them in the order you want to hear them. Click on an entry to return the call. Message management has never been easier.

**E-mail Forwarding:** Avoid transcribing voice mails into e-mails by forwarding messages as an audio email attachment. Or, set up your mailbox to automatically forward copies of every voice message received to an e-mail server for permanent storage or logging.

**Voice Mail Distribution Groups:** This feature lets users easily send messages to pre-defined teams or workgroups. Groups can be managed from any touch-tone phone or through the point-and-click simplicity of the Web Portal. Personal distribution groups are created and managed by the user, while corporate distribution groups are managed by an administrator.

**Stand-Alone & Shared Mailboxes:** Stand-alone voice mail has a regular phone number assigned for incoming messages but no physical phone assigned to the number. A touch-tone password allows you to check messages. Shared voice mail is convenient for departments with up to 50 phones. Calls to any phone are forwarded to the shared voice mailbox. All phones then get the message waiting indicator, and all users can hear and manage the messages.

**Automatic Disaster Recovery:** When a phone loses connectivity due to a loss of power or wire cut, calls can be automatically routed to your voice mail so callers hear your own voice rather than a service disruption message. Alternatively, you can configure an out-of-service destination to have calls automatically routed to your cell phone.

**Mailbox Full Alert:** The system tells you when your voice mailbox is approaching its limit, so you can avoid losing important messages due to mailbox overflow.

# Web Portal

The Web Portal provides an intuitive graphical user interface that puts the user in control of FusionOne Hosted PBX Services. It is accessible from anywhere on the Internet including: home PCs, hotels, Wi-Fi hotspots, Internet kiosks etc.

## Web Portal Features

**Directories** - A corporate directory and a personal directory organize contact information that can be accessed from anywhere. The corporate directory is automatically updated in real-time when employees join or leave the company and provides information for all employees regardless of their location including work-at-home telecommuters and/or other branches or offices. The personal directory acts as a private address book for the individual user's own friends, family and business contacts. Import and export contacts for rapid synchronization with other applications such as Microsoft Outlook.

**Click-to-Call** - Simply click on a name or number to instantly place a call or add another party to a conference call.

**Voice Mail** - Regain control of voice messages by reviewing voice mail envelope information visually and listening to the most important messages first. Listen to voicemail messages through any telephone or PC. Forward voice mail messages as email attachments to anyone with an email address. Control advanced voicemail features such as paging notification, custom operator number, email forwarding and message playback order.

**Conferencing** – Eliminate the cost and complexity of third-party conferencing service bureaus. Conferencing allows the user to easily make a conference reservation, invite the attendees and then manage the conference using floor controls. Floor control provides a basic set of functions for all participants and an expanded set of controls for the conference moderator.

**Call Management** - Advanced call management capabilities put the user in control of inbound calls. Configure different treatments based upon day-of-week and/or time-of-day. Handle calls differently depending upon who is calling. Use Find-Me/Follow to ring their home phone and cell phone simultaneously when important customers call, but route annoying telemarketers directly to voicemail. Its intuitive user interface means that you can easily use the productivity features in your voice package

## **Productivity Benefits**

- Click-to-dial convenience within directories, call logs and voice mail reduces misdialing and time spent looking up telephone numbers
- Screen pop-up convenience for easy visibility of incoming calls and quick call disposition
- Puts users in control to receive the important calls whenever and where ever needed while avoiding unimportant callers
- Easily adjust account settings or even relocate without having to wait for an administrator or support department
- Quickly scan visually to see who called and who left messages and respond in any order
- Instant email, telephone or pager notification an important message is received
- Eliminates the need for periodic phone directory updates and distribution

## **Management Benefits**

- User self-administration reduces or eliminate the need for on-site technical resources and related costs
- Secure web portal access from anywhere without complex and risky firewall configurations

# Conferencing

The Communications Conferencing Application provides a key value-added service for service providers delivering hosted IP telephony services to business customers. It includes on-demand, and meet-me capabilities, allowing for greater flexibility in deploying conferencing services.

## On-Demand Conferencing

On-demand conferences, also known as N-way or ad-hoc conferences, are easily initiated during an existing call. To add additional participants to a call, the user simply pushes the telephone's conference button, web portal or uses a flash-hook to bring in each additional participant. The number of allowed conferencing participants is controlled on a user-by-user basis by the service provider, who can offer on-demand conferencing as a basic 3-way or unlimited N-way residential and business conferencing service. It can also be packaged for business conferencing, in which individual employees may be assigned their own conferencing maximum.

Subscribers can use the Web Portal to conference by clicking the conference icon, using directory entries, or by typing any non-directory number into the on-screen call control interface.

## Meet-Me Conferencing

Business users can host professional meetings using the meet-me conferencing feature. It gives them the ability to directly set up a conference reservation and manage the conference once guests call in.

With meet-me conferencing, it is easy to set up a conference anytime, anywhere. For users with access to the Web Portal, a hop on the Internet provides a user-friendly visual interface. This face of meet-me conferencing makes it a compelling, high-value user tool. The Web Portal interface makes it easy to reserve an available conference time.

## The ACI feature-rich conferencing solution offers:

- N-way conferencing defined per user
- Self-service scheduled bridge reservations via IVR or Web Portal
- Moderator and guest access IDs
- Auto-generated email invitation (iCalendar)
- Moderator dial-out for conference join
- Conference join via IVR or Web Portal
- Conference floor control and view windows
- Schedule recurring conferences
- Increase ports during a conference
- Extend conference time during a conference
- Roll call
- Acknowledge a "raised hand" for voting
- Release specific conference guest
- Mute and un-mute specific participants
- Mute and un-mute all participants
- Lock and unlock conference for security
- Disable music while waiting for conference

## Reservationless Conferencing

The Reservationless Conferencing feature allows a moderator to initiate a conference at any time using the same set of moderator and guest ID's each time. This is different than a regular Meet-Me Conference where a new set of moderator and guest IDs are generated each time a new conference is scheduled.

# Hardware

## Cisco 7965 & 7945

The Cisco Unified 7965 and 7945 IP Phones are designed to meet the demands of professionals who have come to expect almost everything from their office phone system and who experience a high amount of phone traffic in the course of a business day. This IP phone supports access to multiple telephone lines and includes high-quality, hands-free speakerphone capability and built-in headset connectivity. A large colour display provides supplemental information, access to applications, and makes it easy to use telephone features.



## Cisco 7911G

The Cisco Unified IP Phone 7911G is designed to grow with your organization. A dynamic, soft key-activated feature set enables the phone to keep pace with your requirements through regular software upgrades. Moves, adds, and changes within your business phone system are easy; users can simply pick up their phones and move to a new location anywhere on the network. The Cisco Unified IP Phone 7911G also provides accessibility features to those with special needs.



## Linksys SPA942

Stylish and functional in design, the SPA942 VoIP telephone is ideal for a business using a hosted IP telephony service, an IP PBX, or a large scale IP Centrex deployment. The SPA942 leverages industry leading VoIP technology from Linksys to deliver an upgradeable high quality IP phone that is unparalleled in features, value, and support.



## Cisco 7936

The Cisco Unified IP Conference Station 7936 combines state-of-the-art speakerphone conferencing technologies with award-winning Cisco voice communication technologies. This conference room phone offers superior voice and microphone quality, with simplified wiring and administrative cost benefits. A full-featured, IP-based, hands-free conference station is designed for use on desktops, conference rooms, and in executive suites.



## Cisco 7914 Sidecar

The Cisco Unified IP Phone Expansion Module 7914 extends the capabilities of the Cisco Unified IP Phones with additional buttons and an LCD display. The large LCD display of the Cisco Unified IP Phone Expansion Module allows for quick and easy identification of associated buttons ideal for administrative staff. The 14 buttons on each Cisco Unified IP Phone Expansion Module 7914 can be programmed as a directory number (DN), line key, or speed-dial key.



## Linksys PAP2T

The SPA2102 connects a standard telephone to IP-based data networks. The SPA2102 includes 2 100BaseT RJ45 Ethernet interfaces (LAN-WAN) to connect to a home or office LAN, as well as an Ethernet connection to a broadband modem or router (WAN).



## Linksys SPA2002

The Linksys SPA2002 Analog Telephone Adapter connects a standard telephone to IP-based data networks.



For more information about our Hosted PBX Solution or any of the other hosted options, visit [www.fusionone.ca](http://www.fusionone.ca), call the FusionOne Services team at (877) 542-1177 or e-mail [services@fusionone.ca](mailto:services@fusionone.ca).

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