

Adding VoIP Into Your Existing Office Phone System / PABX

If your organization already has a PABX (automated telephone system) then you can add VoIP to your system very economically and without any significant hardware changes or staff retraining. All long distance calls can then be sent through the VoIP system with savings of up to 90% on your current phone charges.

How Does It Work?

Your existing PABX will already have multiple outgoing / incoming lines connected to the Telecom. By the addition of a small adapter ("ATA") you can add additional outgoing lines which will send calls from your phone system via the Internet instead of via your regular Telecom provider. Your PABX will already be capable of having more lines added to it. Instead of getting new lines from the Telecom you are simply creating new outgoing lines via the Internet:



Will We Need To Train Our Staff About The New VoIP Lines?

In most cases your staff will have no idea that you have made changes to your phone system. They do not need to learn how to use new hardware and in most cases just dial out as they usually would.

If you have a "smart" PABX then it should be able to be programmed so that whenever someone dials a long distance number then that call will automatically be sent through one of your new VoIP lines. You may even decide that you only want calls to certain countries to be sent through the VoIP lines – this can all be programmed into most newer PABX systems.

If you have a phone system which requires you to manually select an outgoing line to place your call then you will need to advise your staff to place all long distance calls through one of the new lines that will have become available on their current handset.

What Do I Need To Do?

You need to purchase an "ATA" adapter to take the calls from your PABX and put them onto the internet. The adapter you choose will depend on how many outgoing lines you want to add to your PABX. We can supply adapters that add 2, 4, 8 or 16 new lines to your PABX.

Next you need to contact your PABX technician to help add the adapter to your phone system. Your technician will use the ATA to create new lines on your PABX – just as if you had called the Telecom to add some more lines. For example if you currently have 3 outgoing lines with Telecom and add an ATA with 2 lines then you will end up with 5 lines. Lines 1-3 will be your regular Telecom lines and 4-5 will be the new VoIP lines.

What If My Internet Fails?

Your PABX technician should be able to program your PABX so that if the VoIP lines are not working (or just plain busy) then your phone system automatically sends all calls through one of your regular Telecom lines. The caller will have no idea that his call has been sent via Telecom rather than via a VoIP line. If your PABX can not be programmed to automatically reroute calls and the VoIP is not working - then the caller simply chooses another outgoing line from their handset.

Do I Need More Internet Capacity?

It is important that you have enough internet capacity to handle the number of VoIP lines that you want to install. Each VoIP line requires around 80-128Kbps of internet bandwidth. We will discuss your internet requirements with you during the installation process. In many cases you will not need to add more capacity.

Can People Call Into The New VoIP Lines?

Yes. Your staff and customers will save significant money when they call into your office on your VoIP lines. An incoming call on your VoIP lines will just ring into your phone system like anybody who calls on one of your regular Telecom lines.

There are two ways people can call you:

1) You can pay a monthly rental for one (or more) phone numbers to be linked with each of your VoIP lines. The phone number you get allocated doesn't have to be a local number – we can allocate you with a number in virtually any city in the world. Overseas customers can then call you without incurring any per minute charges! For instance if your office is in Sydney you may decide you would like your VoIP line to have a London phone number. Anybody in London who calls you will just pay the cost of a local call and that call will ring into your office phone system without either of you paying any long distance charges!

2) Each of your new VoIP lines comes with a complimentary "VoIP phone number". This is a number that can only be called from another VoIP phone. Any of your staff or customers that have a VoIP phone (on the same network) will be able to call into your office phone system for free no matter where in the world they are located. When people call your VoIP number from their VoIP phone the call will simply ring into your office phone system like a regular call.

For more information contact:



sales@combined-tech.com

Call AUST: (02)-9575-4801 * USA :1-310-526- 6906 * NZ: 64-3-384-5085 * UK: 44-20-8114-9524

www.combined-tech.com

