



## **Hosted Voice**

### **Service Guide**

Version 040411

## NEXT-GENERATION PHONE SERVICE

MegaPath Hosted Voice works harder and smarter to help small businesses compete like never before. You get all the functionality of a big business phone system while saving time and money. MegaPath combines simplified calling plans with flexible long distance options and advanced IP features to enhance productivity. Complete the solution with your choice of broadband from MegaPath or your current provider.

## LET US SHOW YOU MORE

Call us at **877.634.2728** for a complete analysis of your telephony and data needs. Or visit us online at [www.megapath.com](http://www.megapath.com).

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## CALLING PLANS

### Overview

MegaPath's Hosted Voice calling plans help you customize a solution that meets your business' unique needs. With each calling plan, you receive unlimited local and inbound calling, can select a long distance option, and pay a low per-employee or per-basic line monthly rate.

Our long distance options allow you to either select a per-employee long-distance calling plan or a shared-minute plan that allows all of your employees to use a pool of long-distance minutes that can carry forward month to month.

### Packages

The calling plan packages below are designed to meet your business' needs. After determining the plans that best fit your needs, consider how many of each plan your business requires.

Package	Description
Hosted Employee	<ul style="list-style-type: none"> <li>Advanced features to meet the needs of your employees</li> <li>Includes voicemail, dedicated telephone number, and access to software applications</li> </ul>
Hosted Basic Line	<ul style="list-style-type: none"> <li>Basic dial tone only service</li> <li>Best for a conference room phone, lobby phone, or other low-use applications, such as visitor/guest phones</li> </ul>
Hosted Fax Line	<ul style="list-style-type: none"> <li>Basic dial tone only service designed specifically for inbound/outbound fax machines</li> </ul>

### Long Distance Options

For each package above, select the long distance option you require. All packages can share minute pools or you can select individual calling plans (Local, National, Global) for each.

Usage	National Long Distance	International Long Distance
Shared	Share minutes company-wide; unused minutes carry forward to the next month	Share minutes company-wide; unused minutes carry forward to the next month
Local	Competitive metered rates	Competitive metered rates
National	Includes unlimited calling to the lower 48 states.	Includes unlimited calling to Canada. Competitive metered rates to all other countries.
Global	Includes unlimited calling to the lower 48 states.	Includes unlimited calling to 22 countries: Austria, Belgium, Canada, Chile, China, Denmark, France, Germany, Hong Kong, Ireland, Italy, Malaysia, Netherlands, New Zealand, Norway, Singapore, South Korea, Spain, Sweden, Switzerland, Taiwan, and United Kingdom. Competitive metered rates to all other countries.

## OPTIONAL ADD-ONS

Additional functionality can be added to your MegaPath Hosted Voice service, giving your business even more administrative options and productivity features.

Service	Description
Audio Conferencing	Integrated web and audio conferencing functionality supports 2 to 97 participants per call, allowing users to schedule anything from team meetings to prospect-facing webcasts. Easily create, view, modify, and send conference reservations through the web portal. Service includes conference recording and playback capabilities.
Auto Attendant	The Auto Attendant serves as an automated receptionist that answers the phone and provides a personalized message to callers with options for connecting to the operator, dialing by name or extension, or connecting to up to twelve configurable extensions. Additionally, for maximum flexibility, the Auto Attendant may be configured to provide separate business and after hours greetings.
Call Center	Enables businesses to set up call center groups with incoming calls queued and then distributed among a group of users, or agents. Also allows for agents to logon/logoff and can generate daily statistical reports for agent evaluation and quality assurance purposes.
Fax Messaging	Fax messaging service allows users to receive unlimited inbound faxes directly to a designated email account without the need of a fax machine.
Forwarding Numbers	Basic dedicated forwarding service, with the option for out-of-market numbers, so that your business can enjoy a local appearance anywhere in the country.
Growth Reserved Numbers	You may order new local numbers from MegaPath for future use, such as adding employees or hunt groups. This is the best way to preserve consecutive number blocks when available.
Hunt Groups	Hunt groups allow for automatic distribution of incoming calls to two or more extensions. Extensions may be dialed simultaneously or sequentially and include options for simultaneous ringing and weighted distribution.
Instant Group Calling	Allows instant set-up of a conference bridge for up to 20 telephone numbers. Especially useful as an emergency line for recurring team meetings. Can be used with Push to Talk to simulate paging functionality.
Software Attendant Console	A software application that allows a front desk receptionist or group administrator to view the phone status of users (idle, busy, do not disturb) and incoming call information, route calls, perform announced and unannounced transfers, and set up small, impromptu 3-way conferences. This application runs on Windows XP and Vista and offers the ability to 'click-to-transfer'.
Toll Free Numbers	Add toll free numbers to make it even easier for customers to contact you. Toll free numbers can be configured to forward toll free calls to your auto-attendant, hunt group, call center, or any other extension you feel would benefit your business and your customers. Toll free minute bundles are also available.
Vanity Toll Free Numbers	You may request vanity toll-free numbers—like 1-800-FLOWERS—to help you gain mindshare with your customers. If a number you request is available, MegaPath will add it to your account just like any other toll-free number.
Voice Mailboxes	This independent voicemail package with a dedicated phone number can be used by one or many employees to check and receive voicemail messages in the office or on the road.

## DETAILED VOICE SERVICE FEATURES

### Standard Voice Service Features

Feature	Description
e911 Service	Local emergency services.
Unlimited On-net Calling	All calls placed to other MegaPath Hosted Voice customers are free and unlimited.
Unlimited Local Calling	Free unlimited local calling.
Extension Dialing	Using a 2 to 6-digit extension, users can call coworkers within their company regardless of location.
Web-based User Portal	Enables users to configure their voice service settings from anywhere they have internet access through an easy-to-use web portal.

### Administrator Features

Feature	Description
Account Codes	Allows the administrator to set up codes that users may enter to track the calls they make, for example, to a particular customer for billing purposes.
Authorization Codes	Allows the administrator to set up codes that users must enter before they can place a phone call.
Dialing Restrictions	Allows the administrator to set the calling policy for each user, from most restrictive (internal extension dialing only) to least restrictive (domestic long distance, and international dialing).
Music on Hold	Plays music to parties on hold. Group administration may replace the default music by uploading a wav file.

### Auto Attendant Features

Feature	Description
IVR	Automated menus allow incoming callers to self-direct calls to the appropriate party, which ensures an efficient calling experience.
Customizable Menu Options	Enables businesses to customize the auto attendant to meet their unique needs.
Dial by Extension	Allows callers to reach employees by dialing their extension at any time during the auto attendant greeting.
Dial by Name	Allows callers to reach employees by dialing the letters of the employee's first or last name.
Holiday Schedule	Group administrators can designate business holidays and set an after-hour greeting for those scheduled dates.
Night Attendant	Enables group administrators to establish a different Auto Attendant greeting and call flow outside of normal business hours.

Feature	Description
Transfer to Operator	A business can configure the phone menu options to include a transfer to the operator or front desk receptionist, for example.
Record Greeting Remotely	Enables group administrators to record greetings remotely in case changes arise or the office closes due to inclement weather, for example.
Record User Names	Employees can record their name associated with their greeting, this name is played when callers dial by name or extension from the Auto Attendant.

### Basic Calling Plan Features

Feature	Description
Basic Features (Class 5)	Includes all the basic phone functions like caller ID, call hold, call transfer, call waiting, 3-way calling, redial, do not disturb, and hook flash.
Advanced Call Forwarding	Advanced call forwarding goes beyond simply forwarding all calls to another number. You also choose to only forward calls when your line is busy, you don't answer or if your phone is unreachable.
Anonymous Call Rejection	Enables a user to reject calls from anonymous parties
Calling Line ID Delivery Blocking	Offers the capability for the outgoing number to be revealed or blocked by the employee.
Call Logs	Displays records of the user's most recent incoming, missed, and outgoing calls and allows the user to click-to-dial any number on the logs.
Call Park	Enables users to hold a call and retrieve it from another station within a group.
Call Pick Up	Enables a defined user to answer any ringing line within their call pick-up group.
Hold	Lets employees put a caller on hold and resume the conversation with the caller at a later time. Users can also execute this from the web call manager or toolbar.

### Call Center Features

Feature	Description
Agent Login/Logoff	Allows agents to log in and out of the call center answer queue.
Call Queuing	The system will queue incoming calls in the order received until an agent is available to answer the call.
Multiple Call Distribution Policies	The group can set a variety of distribution rules for routing incoming calls to the available agents, including simultaneous and sequential ring.
Overflow	An overflow destination can be assigned to calls when a group is unable to answer.

Feature	Description
Statistics	Report on data such as “average number agents busy” and “average hold times before call loss” or track individual agent performance, such as “average time on calls” and “amount of time agent is logged on versus idle.” Reports are generated at the end of each day and delivered to up to two email addresses.
Queue Escape	Queue escape offers callers an option to get out of the call queue and leave a voice message.
No Answer Policy	Calls that have been distributed to agents, but not answered in a specific number of rings, are redirected to the next available agent. When all agents have been visited once, the call can either be forwarded to an external number or placed back in the queue.

### Conferencing Features

Feature	Description
Audio Conferencing	Provides one platform for audio conferencing and document sharing.
Web-based Conference Management	Allows users to quickly create audio conferences, setting presenters, reoccurring conferences, and reminder notices. Reservations can be easily viewed, modified, and sent through the web portal.
Small to Large-scale Conferencing	Conferencing supports 2 to 97 participants per call allowing users to schedule anything from team meetings to prospect-facing webcasts.
Conference Setting Controls	Multiple controls allow presenters to record the conference, mute/drop participants, lock conference, and more.
Record Conferences	Record conferences for playback at any time to free up presenter’s time from re-presenting over and over again or save recordings as knowledge references.

### Employee Calling Plan Features

Feature	Description
Distinctive Ringing	Provides a different ringing cadence for calls that meet specific criteria.
Directed Call Pick-up and Barge-in	Enables a user with permission to answer or barge-in on a call directed to another phone in their group.
Find me / Follow me	Allows users to define call treatments – how incoming calls are routed or forwarded for individuals or groups of inbound callers—ensuring that important calls are not missed.
Hoteling	Allows a user to log in as a guest on a host phone and use that host phone as they would their normal desk phone. All incoming calls are routed to the host phone while all outbound calls appear to come from the user’s desk phone.

Feature	Description
N-Way Calling	Enables a user to add up to 13 additional participants to an active call.
Push to Talk	Point to Point intercom functionality between two phones in the same group. Can be used with Instant Group Call to simulate paging functionality.
Remote Office	Lets users place and receive calls from any phone as if they were in the office, avoiding long distance fees and hotel calling surcharges.
Sequential Ring	Allows users to have up to five phone numbers ring in a specified sequence when they receive incoming calls that meet specific criteria.
Shared Call Appearance with Line Status Monitoring	Allows users to see when a shared line is active on another phone.
Simultaneous Ring	Enables users to have incoming calls ring up to ten phone numbers or extensions at the same time.
TeleWorker	Enables a phone to provide service without the aid of an EdgeMarc or dedicated MegaPath connectivity.
Voice Communications Toolbar (Outlook Toolbar)	The Voice Communications Toolbar plug-in allows users to access all of their most commonly used Hosted Voice features directly from Outlook, Internet Explorer and Firefox. The toolbar can be used in place of the web-based portal and call manager to access virtually all of the Hosted Voice features, including placing and accepting telephone calls, transferring calls, changing telephone settings, and 3-way conferencing. Plus, it's fully integrated with the user's Outlook contacts directory.
Web Call Manager	A web-based tool that allows employees to facilitate a variety of phone functions via the web – click-to-dial, answer call, call hold & transfer, conference, and configure services.

#### Software Attendant Console Features

Feature	Description
User Monitoring Status	The Software Attendant Console enables a user (e.g. receptionist) to monitor a configurable set of users within their business group. The Attendant Console graphically displays users' status (busy, idle, do not disturb), as well as detailed call information. The Attendant Console communicates with the MegaPath network, so the attendant can perform functions such as click-to-transfer or click-to-dial.
Filter User List	The attendant can filter the displayed list of monitored users by name, department or title.
Jump to Name	By entering multiple letters, a name will be displayed in the console window via automatic scrolling.
Configure Display Columns	Offers the flexibility to select which columns will appear on the monitored user table and the order in which those columns will be displayed.
View Call Information	View the duration of current calls and name and number of the parties you are speaking with.


## Voicemail Features

Feature	Description
Voice Messaging	Voice Messaging allows users to customize their personal greeting. Users can also listen to, forward, delete and save each voice message they receive. During playback, users can fast forward, skip, rewind or pause.
Voice Message Indication	A stutter tone and visual indicator on the phone indicate a new voicemail message.
Voicemail as Email	Get voicemails as email attachments. Voicemails are attached in a .wav file. If available, the caller's name and number are included in the subject line.
Voice Message Call Back	Allows the user to respond to a message by calling the sender directly from the system, removing the hassles of searching for and dialing numbers.



## SUPPORTED HARDWARE





The following hardware is certified and supported by MegaPath. Note that MegaPath has specific requirements for firmware and device configuration. Consult your MegaPath account executive for details.




### Voice Gateways

Device	Description
 <p>Edgemarc 4552</p>	<p>The EdgeMarc device is a robust business class router capable of applying Quality of Service to voice packets, acting as a DHCP server &amp; NAT device, and providing SIP and firewall services. It has 4 LAN ports which can be used in multiple LAN configurations.</p>



### IP Phones

Device	Description	Total Lines	Ethernet Switch	Speaker-phone
 <p>Polycom SoundPoint IP 670</p>	<p>The Polycom SoundPoint IP 670 is a premium 6-line desk phone with a large, backlit color display that enables a rich visual presentation and easier navigation of the on-screen menu. It comes equipped with a built-in dual Gigabit Ethernet switch, capable of delivering full Gigabit data connectivity between the network and a user's computer, eliminating the need for separate phone and computer LAN connections. Perfect for executives, receptionists, or any user requiring Gigabit LAN connectivity.</p>	6	Yes	Yes
 <p>Polycom SoundPoint IP 650</p>	<p>The Polycom SoundPoint IP 650 is a modern, stylish, 6-line IP phone, perfect for heavy users and busy executives. This phone has a graphical backlit LCD display that makes it an excellent choice for low-light environments. The SoundPoint IP 650 supports Line Status Monitoring and has the ability to display a custom company logo. What's more, it can be configured with the TeleWorker feature to function independently, without the aid of an EdgeMarc or dedicated Covad connectivity. This makes it an ideal solution for receptionists and other heavy users.</p>	6	Yes	Yes

Device	Description	Total Lines	Ethernet Switch	Speaker-phone
 <p data-bbox="240 447 410 537">Polycom SoundPoint IP 335</p>	<p data-bbox="461 302 1019 548">The Polycom SoundPoint IP 335 is a two-line office-worker phone that delivers superb sound quality as well as a wide range of supported business telephony features. With its high resolution backlit display, second Ethernet port and TeleWorker support, the SoundPoint IP 335 is ideal for phone users both in the office and working remotely.</p>	2	Yes	Yes
 <p data-bbox="240 802 410 892">Polycom SoundPoint IP 321</p>	<p data-bbox="461 617 1019 898">The Polycom SoundPoint IP 321 is a two-line office phone that delivers superb sound quality as well as a wide range of supported business telephony features. It has a single 10/100 Ethernet port and is designed for common areas, such as lobbies, hallways, and break rooms, as well as various wall-mounted deployments or other places where a second Ethernet connection is not needed.</p>	2	No	Yes
 <p data-bbox="240 1127 410 1218">Polycom SoundStation IP 6000</p>	<p data-bbox="461 953 1019 1220">The Polycom SoundStation IP 6000 is an advanced conference phone that delivers superior performance for small to midsize conference rooms. Featuring Polycom's HD Voice technology, proven echo-cancellation, and the ability to deliver high-fidelity audio from 220 Hz to 14 kHz, it creates everyday conference calls that sound as natural as being there. A must have for every conference room.</p>	1	No	Yes
 <p data-bbox="256 1495 394 1556">Cisco 525G phone</p>	<p data-bbox="461 1289 1019 1591">The Cisco SPA 525G is a premium 5-line desk phone with a large, backlit color display that enables a rich visual presentation and easier navigation of the on-screen menu. It comes equipped with two Ethernet ports, and WiFi and Bluetooth connectivity. It also features shared call appearance and supports VLANs and TeleWorker functions. This phone is ideal for executive use or any user needing a color display or WiFi.</p>	5	Yes	Yes

Device	Description	Total Lines	Ethernet Switch	Speaker-phone
 Cisco 509G phone	The Cisco SPA 509G is a high quality 12 line phone with two Ethernet ports and a backlit display. It features shared call appearance and supports VLANs and Teleworker functions. This phone is ideal for receptionists and other heavy phone users needing multiple lines.	12	Yes	Yes
 Cisco 504G phone	The Cisco SPA 504G is a high-quality 4 line phone with two Ethernet ports and a clear backlit display. Incorporating shared call appearance, Teleworker capability and excellent sound quality, this phone is ideal for standard phone users both in the office and working remotely.	4	Yes	Yes
 Cisco 303G phone	The Cisco SPA 303G is a high-quality 3 line phone with two Ethernet ports and a graphical display. Incorporating shared call appearance, TeleWorker capability and excellent sound quality, this phone is ideal for standard phone users both in the office and working remotely.	3	Yes	Yes

### Telephone Adapters

Device	Description
 Linksys SPA 2102	The Linksys SPA 2102 is a SIP and NAT-compliant Analog Telephone Adapter with a dual 100Mbps LAN port and two FXS (phone) ports, perfect for situations requiring the use of an analog telephone, conference phone, or fax machine.
 Linksys SPA 8000	The Linksys SPA 8000 is a SIP and NAT-compliant Analog Telephone Adapter with eight FXS (phone) ports, perfect for situations requiring the use of multiple analog devices.