



Speakeasy Hosted Voice

Service Guide

Version 201006



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NEXT-GENERATION PHONE SERVICE

Speakeasy 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. Speakeasy 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 Speakeasy or your current provider.

CALLING PLAN OVERVIEW

EasyVoice® Calling Plans

Speakeasy's EasyVoice Calling Plans help you customize your solution to meet the unique needs of your small business. With EasyVoice Office, you pay a lower per-employee rate and purchase long distance minute plans separately to **share across the company**. Unused minutes **carry forward from month to month** just like a cellular plan. Alternatively, you can mix and match individual seat plans based on the long distance calling needs of each employee. EasyVoice Unlimited and EasyVoice Global plans include unlimited national or international calling respectively in the per-employee rate. With EasyVoice Local and EasyVoice Dial tone, long distance is metered.

Speakeasy Hosted Voice is a complete solution that includes:

- » EasyVoice calling plans with National and International long distance options
- » Full range of advanced IP features
- » Industry-leading customer service
- » Choice of feature-rich IP phones and hardware
- » Choice of broadband (Speakeasy Business Class DSL, T1, Bonded T1 or Business Ethernet – or your current provider)

Group Plan (Shared Long Distance Minutes)

CALLING PLAN	DETAILS	NATIONAL LONG DISTANCE	INTERNATIONAL LONG DISTANCE
EasyVoice Office	<ul style="list-style-type: none">• Low per-employee rate and choice of shared minute long distance plans	<ul style="list-style-type: none">• Share minutes company wide• Unused minutes carry over to the next month• Starting as low as 500 minutes/month	<ul style="list-style-type: none">• Share minutes company wide• Unused minutes carry over to the next month• Starting as low as 1,000 minutes/month

Seat Plans (Individual Long Distance Minutes)

CALLING PLAN	DETAILS	NATIONAL LONG DISTANCE	INTERNATIONAL LONG DISTANCE
EasyVoice Global	<ul style="list-style-type: none"> For employees with global calling needs 	<ul style="list-style-type: none"> Includes unlimited nationwide calling. Includes lower 48 and Canada. 	<ul style="list-style-type: none"> Includes unlimited calling to 22 countries*
EasyVoice Unlimited	<ul style="list-style-type: none"> For employees calling nationwide 	<ul style="list-style-type: none"> Includes unlimited nationwide calling. Includes lower 48 and Canada 	<ul style="list-style-type: none"> Competitive Metered Rates
EasyVoice Local	<ul style="list-style-type: none"> For employees with minimal long distance calling needs 	<ul style="list-style-type: none"> Competitive Metered Rates 	<ul style="list-style-type: none"> Competitive Metered Rates
EasyVoice Dial tone	<ul style="list-style-type: none"> Basic dial tone only service with metered usage Best for a conference room phone, lobby phone, or other low-use applications, such as visitor/guest phones 	<ul style="list-style-type: none"> Competitive Metered Rates 	<ul style="list-style-type: none"> Competitive Metered Rates
EasyVoice Fax	<ul style="list-style-type: none"> For fax lines with minimal long distance calling needs 	<ul style="list-style-type: none"> Competitive Metered Rates 	<ul style="list-style-type: none"> Competitive Metered Rates
EasyVoice Fax Unlimited	<ul style="list-style-type: none"> For fax lines with nationwide calling needs 	<ul style="list-style-type: none"> Includes unlimited nationwide calling. Includes lower 48 and Canada 	<ul style="list-style-type: none"> Competitive Metered Rates

* 22 countries include 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.

Optional Add-ons

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

» **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 six 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.

» **Forwarding Numbers**

Basic dedicated forwarding service or use as a market expansion line so that your business can enjoy a local appearance anywhere in the country.

» **Growth Reserved Numbers**

You may order new local numbers from Speakeasy 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.

» **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 Telephone 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, Speakeasy 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 PLAN FEATURES

Hosted Voice Features	Description
Voice Features	
Basic Features (Class 5)	Includes all the basic phone functions like caller ID, call forwarding, call hold, call transfer, call waiting, 3-way calling, redial, do not disturb, speed dial and hook flash.
e911 Service	Local emergency services.
Unlimited On-net Calling	All calls placed to other Speakeasy 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.
Calling Line ID	Offers the capability for the outgoing number to be revealed or blocked by the employee.
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.
Anonymous Call Rejection	Enables a user to reject calls from anonymous parties
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.

Simultaneous Ring	Enables users to have incoming calls ring up to ten phone numbers or extensions at the same time.
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.
Distinctive Ringing	Provides a different ringing cadence for 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.
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.
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.

Features	Description
Voice Features (continued)	
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.
TeleWorker	Enables a phone to provide service without the aid of an EdgeMarc or dedicated Speakeasy connectivity.
Voicemail Features	
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.
Web-based Features	
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.
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.
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.
Group Administrator Features	
Account Codes	Allows the administrator to set up codes that users can 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.
Device Inventory	Via the web portal, administrators can inventory their Integrated Access Devices, gateways, and IP phones. Devices are easily added, deleted, and modified by calling Speakeasy.
Password Management	Group administrators can re-set user passwords for the web-based portal and the voicemail system.
MySpeakeasy	Allows administrators to easily view and manage their voice services online 24/7 through Speakeasy's easy-to-use web portal.

OPTIONAL ADD-ONS





Features	Description
Auto Attendant Features	
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.
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.

Call Center Features	
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.
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.

Features	Description
Conferencing	
Audio & Web Conferencing	Provides one platform for audio conferencing and document sharing.
Web-based Conference Management	Allows users to quickly create audio and web 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.
Attendant Console Features	
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 Speakeasy 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

SPEAKEASY-SUPPORTED HARDWARE

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

Converged Network Appliances				
				
<p>The EdgeMarc device is a robust business class router capable of applying Quality of Service to voice packets, acting as a DHCP server & NAT device, and providing SIP and firewall services. It has 4 LAN ports which can be used in multiple LAN configurations.</p>				
IP Phones	Description	Total Lines	Ethernet Switch	Speakerphone
 Polycom SoundPoint IP 670	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.	6	Yes	Yes
 Polycom SoundPoint IP 650	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 Speakeasy connectivity. This makes it an ideal solution for receptionists and other heavy users.	6	Yes	Yes
 Polycom SoundPoint IP 335	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.	2	Yes	Yes

 <p>Polycom SoundPoint IP 321</p>	<p>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	Yes	Yes
 <p>Polycom SoundStation IP 6000</p>	<p>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>	2	No	Yes
 <p>Cisco 525 phone</p>	<p>The Cisco SPA 525 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
 <p>Cisco 509 phone</p>	<p>The Cisco SPA 509 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.</p>	12	Yes	Yes
 <p>Cisco 504 phone</p>	<p>The Cisco SPA 504 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.</p>	4	Yes	Yes

Telephone Adapter (TA)



Linksys SPA 2102
adapter

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.

LET US SHOW YOU MORE.

Call Speakeasy at 800.556.5829 for complete analysis of your telephony and data needs.

Or learn more online at www.speakeasy.net/business/voip.

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