

VOICE NOW

Business Class Voice Over IP Hosted PBX



"As a small business owner I tend to focus on the little things, Voice Now fits my business objectives by part of keeping my overhead low, delivering reliable service and functionality." - Ted Butera - President, Paragon

- ✓ Big Business Phone Features at Fractions of the Cost
- ✓ Unlimited Auto Attendants
- ✓ Outlook Integration & Voicemail to Email Functions
- ✓ Music & Commercial Hold Options
- ✓ Unlimited & Low Cost Metered Plans
- ✓ Mobility & Multiple Location Solutions
- ✓ Direct Number & Extension Dialing
- ✓ Your Choice of Industry Standard IP Phones
- ✓ Keep Your Current Phone Numbers
- ✓ Business Continuity Benefits

www.Help-Now.com

help now
Bridging Business & Technology

Big Business Phone Features at a Fraction of the Cost

You don't need expensive and complex on site PBX systems --hardware alone can save you up to 90% of your start up costs. Great business communication begins with a great phone system. VoiceNow delivers the advanced calling features normally reserved for big businesses-while saving you up to 50% off your monthly phone bill.

Unify your presence. All your locations, mobile workers, and telecommuters are on the same phone system, so your business sounds and operates like one office. Best of all, you can manage all your locations through any standard web browser.

Local support and installation. We set up your auto attendants and extensions for you according to your specifications. Our team comes on site to install your phones, answer questions and ensure Quality of Service (QOS) for your site(s).

In case of a local outage. VoIP is reliant on internet connectivity to operate, for most VoIP vendors that means a single-point failure can isolate you from all communication. VoiceNow offers the deployment of redundant hardware and software, use of fault tolerant systems, and a solid backup and recovery strategy based on industry best practices.

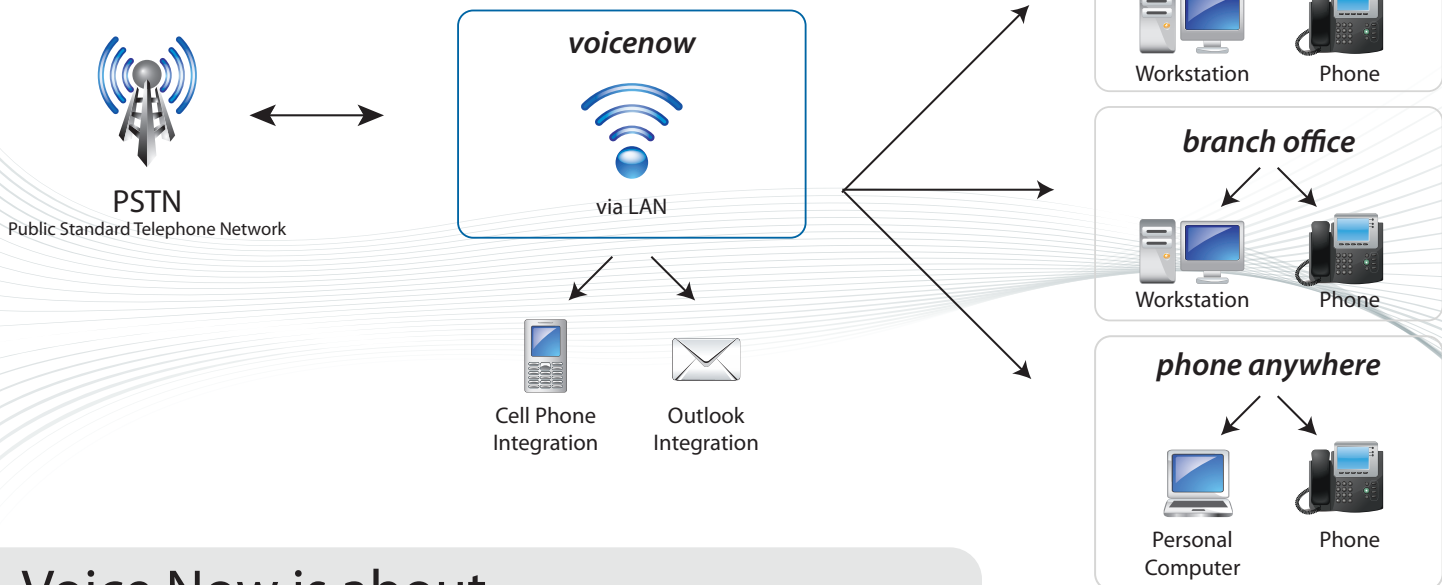
Anywhere, anytime communication. Get complete flexibility and mobility. Make and receive calls, check voice mail, dial extensions, 3 way calls, conference bridging, it is almost limitless --and can be done from anywhere in the world, all you need is an internet connection.

Keep your numbers. We transfer your current numbers for you and if you should move your office, your numbers go with you, without the hassle of porting or transferring services.

Trusted 3 person support teams. Want to get more out of the PBX you already own? Add VoiceNow SIP trunking and start taking advantage of the business continuity and cost savings VoIP. Our Enhanced SIP Trunk services even include built-in disaster recovery features like a backup PBX in the cloud!

Visit us at www.Help-Now.com for more information on Voice Now

VOICE NOW



Voice Now is about...

- » **Eliminating expensive PBX hardware**, and the responsibility of maintaining it.
- » **Quality of service**, and letting our client retention rate speak for itself.
- » **Aligning with tier 1 providers**, to deliver a premium network infrastructure.
- » **Simplifying your service responsibilities**, by offering on site installation, proactive maintenance, and intuitive user friendly features.
- » **Reliability and contingency planning**, not reacting to an outage when it happens.
- » **Accommodating multiple offices**, being able to operate under one unified solution.
- » **Cost effective options**, that let you decide between "pay per extension" and business plans with shared or unlimited usage

60% of small and medium businesses are predicted to switch to VoIP in the next year.

- itfacts.biz



VOICE NOW

Business Class Voice Over IP Hosted PBX



based on features

extensions

business 20

business 50

business 100

server n1

	extensions	business 20	business 50	business 100	server n1
VoiceNow Hosted PBX and VoIP Professional features	✓	✓	✓	✓	✓
Access to Premium VoiceNow Hosted PBX and VoIP features	✓	✓	✓	✓	✓
Unlimited domestic usage plan available	✓	✓	✓	✓	✓
Pre-paid minutes usage plan available	✓	✓	✓	✓	✓
Custom configurations (optional)	✓	✓	✓	✓	✓
Call recording capability	NA	NA	NA	NA	✓
Call center features and reporting (optional)	✓	✓	✓	✓	✓
Outlook click-to-dial and screen pops and browser integration (FREE and paid 3rd party options)	NA	NA	NA	NA	✓
Operator control panel (optional 3rd party features)	NA	NA	NA	NA	✓

based on company size

extensions

business 20

business 50

business 100

server n1

	extensions	business 20	business 50	business 100	server n1
Companies with 5 to 10 employees or extensions	✓				
Companies with up to 20 employees or extensions		✓			
Companies with up to 50 employees or extensions			✓		
Companies with up to 100 employees or extensions				✓	
Companies with up to 250+ employees or extensions					✓

SIP trunking

unlimited 2-way enhanced

unlimited 2-way

metered enhanced

metered

	unlimited 2-way enhanced	unlimited 2-way	metered enhanced	metered
Unlimited Inbound	✓	✓	✓	✓
Unlimited Domestic Outbound Calling (US & Canada)	✓	✓	call for our low rates	call for our low rates
Fail-Over Protection / Disaster Recovery	✓		✓	
Competitive International Rates	✓	✓	✓	✓
Competitive Inbound Toll Free Calling	✓	✓	✓	✓
1x DID Included	✓	✓	✓	✓



PBX & VoIP Feature List

In addition to these features, you may configure and personalize your VoiceNow PBX to meet specific business requirements.

Our features change frequently in response to customer requests and market needs, please check www.Help-Now.com or call 610.590.4695 to receive an updated features list.

NOTE: Additional features may be available that are not listed. If there is a feature of interest not listed please call us.

Type Guide

Professional (S), Premium (P), and Custom (C)

*Premium and Custom features are included in certain plans, or may cost extra.

voice management device

FEATURE	TYPE
LAN Segmentation	S
VoIP Firewall	S
DHCP for VoIP Devices	S
Data Bridge	S
Rate Limiting	S
Diagnostics	S
Configuration Management	S

auto attendants

FEATURE	TYPE
Customer Portal	S
Top Level Auto Attendant (Always On)	S
Multiple Top Level Auto Attendants (Always on)	S
Top Level Auto Attendant (Time Based)	S
Sub-Level Auto Attendants	S

reporting

FEATURE	TYPE
Call Detail Records	S
Call volume graphs by time of day, month, year or custom dates	S
Call traffic by extension	S
Detailed Accounting	S

call conferencing

FEATURE	TYPE
3-way Conference Call	S
Conference Bridge	S

music on hold

FEATURE	TYPE
Default Music On Hold	S
Custom Music On Hold	S
Commercial On Hold	S
Commercial On Hold By Location or Queue	C

business features

FEATURE	TYPE
FREE Calls to other Voice-Now Voice subscribers	S
Domestic Origination	S
Domestic Termination	S
International Termination	S
SIP Trunking	S
E911 support, compliant with all FCC mandates.	S
Toll Free Numbers	S

call management

FEATURE	TYPE
Auto Attendant Answering	S
Live Person Answering	S
Direct Inward Dialing	S
2, 3, or 4 (or More) Digit Extension Dialing	S
Caller ID	S
Voicemail	S
Voicemail to Email	S
Voicemail to Text Message	S
Ring Groups	S
Find Me (Voice-Now Digital Assistant)	S
Call Hold	S
Attended Transfer	S
Unattended Transfer / Blind Transfer	S
Call Forwarding	S
No Answer Call Forwarding	S
Busy Call Forwarding	S
Incoming Call Blocking	S
Incoming Privacy Screening	S
Incoming Caller ID Routing	C
Incoming DID Routing	S
Outgoing Call Blocking	S
Incoming Call Identification	C
One Button Redial	S
Do-not-disturb (DND)	S
Call Waiting Indicator	S
Automatic Call Distribution (ACD)	P
Call Queue	P
Call routing based on business hours, after hours & holiday hours	S
Speed Dial	S
Company Wide Directory	C
Forward your calls Locally or Remotely via Phone or Web	S
Caller ID Blocking	C
Call Recording	C
DISA (Direct Inward System Access)	C
Office Intercom	C
Disable Outbound Dialing	C