

12 Phone System Definitions

what all the numbers and abbreviations mean



I was reading the spec on a CISCO manual and I realised that I did not understand it all. Well I sell phone systems so I thought, how on earth is anyone else going to understand ? So I thought a one page doc might help – ENJOY !



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	Technical term	What it means	Benefits & comments
1	VoIP phone systems	Voice Over IP (Internet Protocol)	Phone systems that are internet enabled. Calls are routed down your broadband connection.
2	port		a hole to plug the phone into
3	voicemail 12 hours		no charge for voice mail service ever ☺
4	voicemail with email notification		you are sent an email every time you have voicemail
5	FXO ports	non-digital ports	you can plug in old equipment like faxes and old analogue phones
6	user capacity - 24	you can plug in 24 phones	but beware - normally only 12 active at any one time
7	SIP trunk accounts * 4	works with 4 VoIP providers	4 different VoIP companies can route calls down your broadband at the same time
8	call forwarding	forwards calls to your mobile or home phone	
9	MOH	music on hold	callers can listen to Neil Diamond
10	wireless	you can attach wireless phones	you can chat while you go for a pee
11	hunt groups	set up groups of phone users	the system hunts round for someone who is free to answer a call
12	auto attendant	caller has to press 1 for sales 2 for accounts etc	not many people like this ... but I think it is quite useful