



Voice Over IP (VoIP)

Use your High Speed Internet Connection to provide all your Business telephone requirements.

What is VoIP?

If you've never heard of VoIP, get ready to change the way you think about long-distance phone calls. VoIP, or **Voice over Internet Protocol**, is a method for taking analog audio signals, like the kind you hear when you talk on the phone, and turning them into digital data that can be transmitted over the Internet.

How is this useful?

VoIP can turn your business Internet connection into a way to place inexpensive phone calls over all distances.

How Does VoIP Work?

There are three different types of VoIP service in common use today:

- **ATA** - The simplest and most common way is through the use of a device called an ATA (analog telephone adaptor). The ATA allows you to connect a standard phone to your computer or your Internet connection for use with VoIP. The ATA is an analog-to-digital converter. It takes the analog signal from your traditional phone and converts it into digital data for transmission over the Internet. Install the ATA, plug the cable from your phone that would normally go in the wall socket into the ATA, and you're ready to make VoIP calls.
- **IP Phones** – Combine the functions of the ATA and a telephone into one unit and look just like normal phones with a handset, cradle and buttons though they have a much greater range of functions. Instead of having the standard RJ-11 phone connectors, IP phones have an RJ-45 Ethernet connector. IP phones connect directly to your router and have all the hardware and software necessary right onboard to handle the IP call. Soon, Wi-Fi IP phones will be available, allowing subscribing callers to make VoIP calls from any Wi-Fi hot spot.
- **Computer-to-computer** - This is certainly the easiest way to use VoIP. You don't even

have to pay for long-distance calls. All you need is the software, a microphone, speakers, a sound card and a high speed Internet connection. Except for your normal monthly ISP fee, there is usually no charge for computer-to-computer calls, no matter the distance. However, calls can only be made to other computers set up to use VoIP and not to traditional phones or IP phones.

Flexibility

With VoIP, you can make a call from anywhere you have broadband connectivity. So business travelers can take their phones or ATAs with them on trips and always have access to their home phone. As long as you have an IP Phone, an ATA and handset or a headset/microphone and the necessary software on your laptop, you can place calls as if you were at home or in your office from anywhere in the broadband-connected world.

Features

Most VoIP providers include features that normal phone companies charge extra for when they are added to your service plan. VoIP plans can include:

- Caller ID
- Call waiting
- Call transfer
- Repeat dial
- Return call
- Three-way calling

There are also advanced call-filtering options available from some carriers. These features use caller ID information to allow you make a choice about how calls from a particular number are handled. You can:

- Forward the call to a particular number
- Send the call directly to voicemail
- Give the caller a busy signal
- Play a "not-in-service" message

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