Welcome to XO Hosted PBX

Welcome!

Thank you for choosing XO's Hosted PBX service. Our aim is to provide you with the most reliable, secure and high-quality phone service coupled with best-in-class support. This document summarizes the decisions you will want to start thinking about now so that your service can be up and running quickly whilst meeting your requirements.

You may already have a phone system (PBX or key system) at your location. If you do, you may want to replicate some of the features that it offers. Alternatively, if you don't have an existing phone system, you can choose to design your service with the features and functionality that best fit your needs.

Popular phone features

Your XO representative will ask you to provide information about any phone service that you have at the moment. Ahead of that, so that we best use your time, please document the phone features that you want to implement in your new Hosted PBX deployment.

Use case	Comments
"A receptionist handles all incoming calls to our main line."	Record the telephone number that your customers will use to reach the receptionist. Typically this is your business' main number.
"Calls are answered automatically, allowing the caller to choose from a menu."	Record the number that users will call, the menu options they can pick from and the targets that will result. For example, "*Call 555-123-2000 and hit 1 for sales on extension 4321, 2 for support on 4322 and 0 to transfer to reception on 4001.*"
"When calls go to a number, they are sent to one of several extensions, depending on who is available to take the call."	Record the number that people will call and the extensions that will ring. Also note whether all extensions ring simultaneously or in sequence.
"When a call is on hold, the caller hears music."	You can either use the system default music, or upload your own. (You are responsible for obtaining licenses if you use your own music sources.)
"This office observes X as a holiday"	List the days of the year that the site is closed. You should also decide how you want calls to be routed at such times, e.g. to voicemail, forwarded to a cell, etc.
"Anonymous calls to us must be rejected"	List the numbers that you want this treatment to apply to.
"We use four-digit extensions inside the office"	Not all numbers are valid extensions. For example, extensions starting 211, 311 etc. are not allowed. For more details, refer to the *MySite User Guide.*.
"I want to control external/international/operator calls"	Your site may have a calling plan that defines what is permissible. For example, you might permit external calls, but require international and operator calls to be routed to your

	receptionist first.
"If no-one can get to the office, all calls should be forwarded"	Identify the target number that calls should be forwarded to if the site is unavailable.
"I want some numbers to go straight to my contact center and others for my regular office lines"	Identify any numbers that the outside world calls that should be routed to your XO Contact Center instance (CCoD). For example, "800-555-1234 aka 703-555-2222 is what my customers call to reach our reservations contact center."

Preparing your network

XO's nationwide network provides guaranteed bandwidth and the highest quality to your phone calls. Your local site network (LAN) between your desk phone and the XO network is equally as important in the quality of the service. In preparation for your new service XO recommends a review of your LAN infrastructure as well, to ensure that it does its part in delivering the best possible user experience. To assist, your XO representative will conduct a site survey with you to review your network's capability. Prior to that, you should think about the following.

- You'll need a network connection (Ethernet cable) to each location you want a phone placed.
  - Category 5e or better cabling is required to maintain voice quality
  - The phones must connect to a 100Mbit or better Ethernet switch.
  - A PC and a phone can share a single network connection, as long as the phone is connected directly to a "power over Ethernet" (PoE) switch.

- Your network should prioritize voice over data, so that voice calls flow smoothly without interruption. This is commonly referred to as implementing QoS (Quality of Service).
  - If we (XO) are supplying your connection, we will automatically configure the device that we supply accordingly, but you remain responsible for any work on your local network (LAN).

- If you have a firewall, and/or your own (non-XO) router, between the phones on your LAN and the XO service, you must ensure that traffic can flow freely. Your IT provider can assist here. In essence, you will need to allow

  - DNS A and SRV record lookups, so your phones can find the service
  - SIP and RTP protocols, so that voice and voice signaling can pass
  - HTTP and HTTPS web traffic, so that the phones can retrieve their configuration from the XO cloud.

For complete details, please refer to the *XO Hosted PBX LAN Planning Guide* manual, available upon request.

What happens next?

Your order will be processed by our experts and a project manager assigned to you to make the implementation as smooth as possible.

Once the project manager has contacted you, they will lead you through the process, starting with a discovery call where the items in this document will be discussed. In the meantime, if you have any questions, please contact your XO sales representative who will be happy to help.

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