Lumen® Hosted VoIP
Full featured, cloud-based IP voice service

December 2020

Hosted VoIP

An affordable, hosted solution

Lumen® Hosted VoIP uses a resilient, high availability platform which is an ideal solution for businesses that:

- Need up to 80,000 lines per enterprise

- Don't want to purchase or maintain a premises-based phone system

- Are looking for advanced call management and mobility features

- Want to optimize office efficiency and enhance customer service

- Need to maximize return on communications spending

Is your outdated phone system keeping up with the high productivity demands of today's mobile workforce? Don't settle for analog in a digital world. Lumen Hosted VoIP lets you communicate efficiently, in more places and helps your workforce become more accessible, and productive.

Hosted VoIP offers advanced calling features and is optimized when Lumen network transport is used to offer additional call quality control but is also available to customers with Over The Top (OTT) network access. Hosted VoIP offers feature control to set multiple devices to ring simultaneously or sequentially, and can get voicemail by phone, email, or online.

Add, move, or change features easily online using our Administrative or End User portals. And take advantage of our Business Communicator app that lets you talk, share your desktop or files, web conference and instant message with colleagues.

All of this allows you to be more accessible to more people in more places and enables your business to benefit from enhanced collaboration and strong communication between employees and your customers.

Lumen Hosted VoIP scales easily and includes rental devices, feature programming and a technician install for a per user, per month service rate.

Hosted VoIP service allows you to:

- Share a single dial plan for the entire company, even if you're geographically distributed or have no primary office.

- Leverage a Receptionist PC Console to make it easy to monitor users within their business group and perform click-to transfer and click-to-dial right from their computer.

- Make calls remotely as though you're at work using your home phone and receive the same features as any office user, including caller ID.

- Be reached wherever you are by setting your phone to ring multiple devices either at the same time or in a selected order.

- Retrieve your voicemail messages through your phone, by email, or via the user portal (unified messaging). Voicemail Transcription is also available to convert your voice messages to text.

- Use our portals to manage administrative settings, end user preferences, mobile addresses and phone features, etc.

- Record conversations between your employees and your customers as needed to support your business processes.

- Use Business Communicator on a desktop computer, smart phone, or tablet to support remote or mobile workers.

Breakdown office walls with these features

Mobility

Enjoy the freedom to access your services from virtually any device, anywhere with Business Communicator.

Unified messaging

Receive voice messages to your inbox providing instant access whether in the office or on the road.

Simultaneous/ sequential ring

Route calls to multiple phones all at once or in a select order.

Management portals

Access and manage phone features from your computer.

Hosted VoIP offers a range of seat types

Basic

Cost-effective seat with limited features used in public spaces. Does not include voicemail and would not be assigned to a specific user.

Standard

Feature set that supports the individual contributor with calling features and unified communication messaging.

Premium

Advanced feature set to support remote and mobile users.

Conference

Conference room phones.

Admin

Premium seat features and one sidecar for monitoring additional lines in the office.

Receptionist

Premium seat features with two sidecar modules for monitoring large quantities of users and calls.

Virtual

Premium feature set used with Business Communicator Client without an IP phone.

Voicemail

Accepts and stores voicemails as a stand-alone voicemail box for calls that aren't directed to a specific user.

Analog

Connect legacy equipment that isn't IP-enabled (cordless phones, point of sales devices and low volume fax machines).

Contact Center Basic

Premium seat features, plus call queuing and routing for up to 25 calls to allow groups of users to receive high volumes of incoming calls.

Contact Center Standard

Premium seat features, plus call queueing and routing for up to 50 calls to allow groups of users to log in and out of call queues and view queue statistics.

Contact Center Supervisor

Premium seat features, plus administer Contact Center Standard users, log in and out of queues, view statistics, get real-time and historical reporting and monitor calls.

Cordless Basic

Basic seat features that support Poly and Grandstream DECT cordless handsets or the Grandstream WiFi cordless handset.

Cordless Standard

Standard seat features that support Poly and Grandstream DECT cordless handsets or the Grandstream WiFi cordless handset.

Cordless Premium

Premium seat features that support Poly and Grandstream DECT cordless handsets or the Grandstream WiFi cordless handset.

Call Recording

Cloud based call recording seamlessly integrates with Hosted VoIP service to deliver a flexible call recording option to support any business situation that requires recording phone conversations.

Hosted VoIP equipment

Hosted VoIP uses IP phones from the Poly VVX Series, Grandstream and Cisco. If you are connecting analog phones, point-of-sale devices, or analog fax machines, Hosted VoIP utilizes analog adapters from Poly, Grandstream and the Adtran 900 series of Analog Telephone Adapters (ATAs).

Poly VVX 301/311

Poly VVX 401/411

Poly VVX 501

Poly VVX 601

Poly VVX 250

Poly VVX 350

Poly VVX 450

Poly OBI302 ATA

Poly VVX D230

Grandstream DP730

Grandstream WP820

Poly OBI504 ATA

Poly Soundstation IP 5000

Poly Trio 8500

Poly Trio 8800

Poly Trio 8300

Support for Hosted VoIP is simple--dial 611 from any office phone

Leading with Lumen IQ℠ Networking

Lead with Lumen IQ Networking to optimize your Hosted VoIP service such as Internet Port, Private Port, or Enhanced Port (with Secure Internet Gateway (SIG) using one of the following connection options:

- IP/ethernet service 3Mbps-1Gbps (some speeds may not be available in your area)

- Ethernet over copper service: 3Mbps-30Mbps

- DS1 service: 1.5Mbps (DS1)-12Mbps (8xDS1)

- Fiber+

- Existing connection to the Lumen network

- Lumen IQ Delta Port3 or other carrier access for remote locations when headquarters location is connected to Lumen IQ Networking

Online Management (customer portals)

Our online portals allow you to manage your service as your business needs change. All three portals are available whether you're in the office or on the go.

- **Control Center:** Manage invoices and network configuration, view network statistics, and report/track issues.

- **Hosted VoIP Administrator Portal:** Place orders for seats, add-on features, and telephone numbers, as well as administer voice services, such as configuring phones, managing users (passwords, phone numbers), and managing hunt groups, group calls, auto attendants, etc.

- **Hosted VoIP User Portal:** Manage your own phone, listen to and configure voicemail, access call records and update your 911 address when you're mobile.

All the above network options require quality of service (QoS) enabled—which prioritizes voice traffic over data traffic. You can also use Lumen Hosted VoIP on a network from another service provider. Call your Lumen representative for more details or visit our website at lumen.com/help/en-us/voip.html.