

Intuisis i1 Telephone System Frequently Asked Questions

How much does it cost?

- The i1 system is \$999.00.
- The support subscription is \$62.50 per month, which is required.
- The Internet Protocol, IP, telephones cost about \$125.00 for the least expensive 2 line phone.
- If you want to use an analog telephone, then an adapter is required. The adapter costs about \$60.00.
- The Voice over Internet protocol, or VoIP telephone service from our partner OnyxVoIP costs \$30.00 for the first two lines and \$25.00 for each additional line. A telephone number costs \$1.99 per month, and the E911 required service per location is \$2.99 per month. The added fees and taxes are variable, and vary by location.
- Ten, 10, prompts a year are included in the support subscription. But extra custom prompts can be ordered, recorded by Allison Smith, the Asterisk Voice, and integrated into the i1 telephone system. The costs can vary, depending upon the length of the prompt.

Here are some example systems and costs with a 5 year Total Cost of Ownership.

	5 Telephones 3 Phone Lines	10 Telephones 5 Phone Lines	15 Telephones 8 Phone Lines	20 Telephones 10 Phone Lines
Monthly Costs	\$149.49	\$199.49	\$274.49	\$324.49
Upfront Costs	\$1,657.69	\$2,291.38	\$2,925.06	\$3,558.75

Note: Polycom IP331 Telephones used for costing. 3 phone lines supports 3 Calls at one time. Prices are subject to change, & valid as of June 2014. Taxes and fees are not included.

Can I use my regular "Analog" Telephones?

Yes, but the system works best with IP telephones. Currently we only support Polycom IP telephones, but we will soon add Digium IP telephones. The Polycom telephones that are supported are: IP 331, IP 335, IP 450, and IP 550. In addition to IP telephones, we support an adapter that will allow you to use your analog phones.


Are there any hidden costs?

All of our costs are published in our price list, which can be viewed on our web site, and downloaded. The only unknown costs are the taxes and government fees that vary by location (by state and public utilities commissions).

How easy is it to get and install?

It takes about an hour to fill out the Form that describes how you want your Intuisis i1 setup. You will email us the form, and we will configure your system, order the phones and service, and ship you the entire system within a week. You or your IT person will plug everything in, which takes about a 1/2 hour. The Intuisis i1 system will boot up in about 5 minutes and be ready to make and receive calls.

What features do I get?

<ul style="list-style-type: none"> ✓ Voicemail ✓ Voicemail to Email Alerts (message can be attached) ✓ Call Forwarding ✓ Conference Calling ✓ Intercom/Paging ✓ Call Blocking ✓ Call Transfer ✓ Automated Call Menus & Routing ✓ Open/Closed Office Hours Menus ✓ Company General Voicemail Box ✓ * (Star) Help Menu built-in (features help & User Login) ✓ Company Directory by First or Last Name 	<ul style="list-style-type: none"> ✓ Web Portal for Administration ✓ Web Portal for Each User ✓ Missed/Received Call List ✓ Use Standard Business Class Internet Service ✓ Powered by  Asterisk, the world's most popular open source telephony engine. ✓ Custom menu prompts, by Allison Smith, the Asterisk Voice. ✓ Flat rate unlimited domestic US and Canada Telephone service by OnyxVoIP ✓ No License Fees ✓ No Term Contracts ✓ 30-day money back Quality Guarantee
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How easy is it to learn & use?

The telephone keys allow you access to most of the features. These are the hard keys (label on the keys) and the soft keys, which are the keys associated with the telephone's display.

The * (star) Help menu is available, which allows access to all features and will walk you through using any feature. Simply press * (star) and listen to your options. If you know the keys to press, you don't have to wait for the prompt to finish.

What information do I need to order the Intuisis i1 phone system?

- Company Name, Address and Telephone Number, for each location.
- Contact Name, Telephone Number and Email Address.
- The Telephone Number or Numbers you want to keep, if any. Or how many telephone numbers you need and area code for these numbers.
- How many Telephone Lines you need - 3 telephone lines means you can have three calls at one time. This does not include internal only calls, which only depend on the number of phones you have.
- How many digits do you want your extensions to be: 2 to 6 digits is allowed.
- If you want a Company General Voicemail Box: Email Alerts?, Message Attachment? Email Address used?
- Do you want to allow International calling? If so, do you want to set up a country filter (which countries allowed)?
- Do you want to set up Open and Closed Times? If so, Hours of Operation?
- Do you want to use Incoming Menus or just ring the phones until someone answers, or ring the phones for a little while, and then go to a menu?
- If you want menus, then you will need to know how you want the calls routed and what prompts you want.
- What Telephones you want each user to have.
- Each User's Name, Extension, Telephone Model, Accessibility (inside only, local, long distance or international), Email Address. Paging Enabled? Voicemail Enabled?

What are the requirements for my company to use the Intuisis i1 phone system?

- You need no more than 10 telephone lines, that supports 10 outside calls at one time.
- Your office needs up to about 25 telephones.
- You have a cabled Local Area Network (Not Wireless) that has at least 100Mbps routers and switches, that you will connect the telephones and Intuisis i1.
- Your Internet connection is of good quality and high speed. We recommend the following bandwidths based on the number of outside lines:

Number of VoIP Telephone Lines	Internet Bandwidth
Up To 5	1.5Mbps Up & Down
6 To 10	3Mbps Up & Down

To test your Internet Connection we recommend the following sites and tests:

- <http://myspeed.visualware.com/> - Use the Quality Test and the VoIP Test. Choose the G.711 (64 Kbps) Codec, and the number of lines you will have (up to 5).
- <http://www.speedtest.net/>
- <http://www.ookla.com/>

What technology is used?

Voice over Internet Protocol, VoIP, which uses your Internet and your Local Area Network.

How easy is it to make changes, and how do I make changes?

You can make changes yourself, using the Administrator Web Portal. Or, you can update your original setup form, and we will make the changes. Then, you can download the new configuration from our Web Server at any time.

How reliable is the Intuisis i1 phone system?

Very. There are no moving parts, and it is very low power. The call reliability is dependent upon your Local Area Network and your Internet Connection.

What is the call quality I should expect?

This will depend upon the quality of your Local Area Network and your Internet Connection. But, typically with a 1Mbps to 2Mbps Internet connection and a 100Mbps Local Area Network, you should expect a High Voice Rating with the MOS (Mean Opinion Score) of 4.03 or better. This score is provided by the VoIP test at <http://myspeed.visualware.com/>

What should I do and who should I call, if I have any problems?

Please review the pertinent literature, available on the website and shipped with the Intuisis i1 first. If you do not find an answer, then contact customer support either by email or telephone, or the Web Portal.

If I am not happy with the Intuisis i1 or my Internet is not good enough, what can I do?

You have 30 days to return it for a refund, following the Synergia Communications Warranty Policy, Quality Guarantee, Return Policy and Shipping Policy.

If the power goes out, does my Intuisis i1 phone system still work?

For normal Local Area Networks with no power backup, No. If you need it to work, then it is fairly easy to install a Battery Backup and a Power Over Ethernet (POE) switch to power the telephones. You just need to plug your telephones into the POE switch and plug all your network equipment, including the Intuisis i1, router and modem into your Battery Backup. Depending on the size of the battery backup and how much equipment you need to plug into it, the time that your phones will work with no outside power varies.

If the Internet goes out, does my Intuisis i1 phone system still work?

It works internally, but you can not make and receive calls outside. All calls made to your company during this time will be routed to a Fail-over telephone number you specified when you filled out the Form that describes how you wanted your Intuisis i1 set up. This can be another land line or a cell phone.

What if someone tries to call when either my i1 was struck by lightning, the power or the Internet is out?

All calls made to your company during this time will be routed to a Fail-over telephone number you specified when you filled out the Form that describes how you wanted your Intuisis i1 set up. This can be another land line or a cell phone. This can be another land line or a cell phone. This is done automatically when OnyxVoIP cannot reach the Intuisis i1 for any reason.