Frequently Asked Questions

Are you interested in the G12 Communications Cloud PBX Service solution? We put together this list of frequently asked questions to help you learn more about this service.

What is a Cloud PBX service?

A Cloud PBX service is a virtual phone system or PBX that is accessed through the Internet, eliminating the need to host and manage an on-premise phone system.

How do the phones register to the Cloud PBX system?

The phones are configured to register to the Cloud PBX system via any public Internet connection.

Do the phones have to stay plugged into the same Internet connection?

No. That's a big advantage of a Cloud PBX service. You can take the phone with you and plug into any public IP connection.

Does the Internet connection impact voice quality?

You need to make sure you have a dedicated Internet connection and a firewall that is not blocking voice to ensure the highest call quality.

Does a Cloud PBX service require special phones?

Cloud PBX service requires a standard VoIP phone. Yealink and Polycom are the most common desktop VoIP phones.

Can I use PC softphones or mobile devices with your Cloud PBX service?

Yes. Our Cloud PBX Service can utilize G12 supported PC softphones and mobile devices, giving you ultimate flexibility and control.

What are the advantages of Cloud PBX vs. owning and managing a PBX system?

There are several advantages to our Cloud PBX Service when compared to owning and managing an IP PBX system.

- **Flexibility** – You can move a phone around the office or register it from home or any remote location utilizing any public IP connection.
- **System Maintenance** – You don't have to pay to maintain the system and purchase system upgrades. A Cloud PBX system is always upgraded with the latest software providing the most up to date feature functionality.
- **Installation and Design** – The service includes customized installation and design at no additional cost.
- **Service Mobility** – You not only can move desktop phones between locations but you can have PC softphones and mobile devices so your phone system travels with you.
- **User Replication** – You can replicate your user on multiple devices so you can access the same system, user, VM, and features with multiple devices. This is a good setup for users that want a phone in their office and at home.
- **Manageability** – Easy to access portal to manage individual user accounts and an administrative portal for the system administrator to manage the entire Cloud PBX system.
- **Support** – You have a support team that can provide live technicians to help answer questions or troubleshoot issues at no additional cost
- **Carrier Services** – You don't need to manage phone lines, PRI's, or SIP Trunks. Carrier services are all part of the Cloud PBX service
- **Cost** – Cloud PBX is a very competitive priced service. Everything is included in your fixed monthly per user charge.

Is it possible to integrate your Cloud PBX Service with Microsoft Teams?

Yes. Our Cloud PBX Service fully integrates with Microsoft Teams, so you can use Microsoft Teams softphones and mobile devices for PSTN calling.

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Are you giving up any feature functionality by moving to a Cloud PBX service?

No. In fact, you add even more functionality by moving to a Cloud PBX system. Plus, the cloud system is continually upgraded with new features

Is your Cloud PBX Service reliable?

With a Cloud PBX service, the system is managed in the cloud, uses a geo redundant infrastructure, and offers unparalleled reliability and resiliency of a multihomed carrier backbone network. Even if your local Internet goes down, your system will still receive calls from customers.

Does your Cloud PBX Service support complex system configurations and call flows?

Yes. Our team of cloud PBX specialists will design and deploy a customized system to meet your requirements.

Is it complex to deploy a Cloud PBX system?

No. Our team of professionals will make it a simple and smooth transition.

Do I have to pay someone to manage the system?

No. You only pay a monthly recurring fee on a per-user basis that includes all system features, system/software upgrades, on-going support, and carrier services.

What about long distance charges?

All local and domestic (US and Canada) calling is included in your fixed, monthly per-user charge.

What about international calling?

Yes. International calls are charged using per-minute pricing. The per-minute charge is based on the country or destination.

How long does it take to deploy a Cloud PBX phone service?

That depends on the number of users, locations, porting requirements, system design complexities, and data collection process. We work very closely with customers to set expectations and meet target install dates.

Still have questions? Connect with a G12 Cloud PBX specialist today.

Learn more about G12's Connect to **Cloud PBX Service** by calling (888) 311-8750 (Option 1) or by emailing sales@G12com.com.

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