



Put a Phone System in Your Pocket!

Barclay Telecom has a range of new services that bring the power of a phone system to an individual phone. What's more they are easy to use and can be driven from a menu system without the need to input passwords.

There are many services designed to appeal to a wide range of commercial uses.

Tell us which services suit you:

To get a feel for how the system works dial the following numbers:

Rol: 01 247 5890

NI: 02890 376460

Tell us how you would like each service configured and we will do the rest. You can choose whether you want to dial each service directly or else use a menu system.

For more information or to find out how to register for PocketPBX™ call:

Rol: 1800 855 222

NI: 0800 912 1000

Conference Calls

You can have your own conference room always available to you.

Message Pad

You can leave a message for you or a colleague and get it sent to you or them by email as a sound file.

Call Management (manage your calls and availability)

- **One number:** You can tie all your numbers together so that phone tag is reduced. A person rings your landline number and it in turn rings your mobile and any other number you specify. No more phone Tag.
- **Hunt groups:** A series of numbers ring in the sequence you specify.

Geographic Numbers

- **International number:** You can have a phone number anywhere in the world (60 countries), which we will transport back to the number you specify for the price of a local call.
- **Local number:** You can have a phone number anywhere in the UK or Ireland which will ring any other number you specify.

Hunt groups: A series of numbers ring in the sequence you specify.

VoIP

If you have a broadband connection we can provide you will a full range of broadband services.

Low Cost International Calls

You can make international calls for a few pennies on top of your normal mobile and landline call rates.

Call Recording

You can record any call that goes through the system and have it sent to you as a sound file to your email.

Call Back

The system will call you back with the bill going to the central account.



Talk about easy to find!

Barclay Telecom will give you a new landline number (or port an existing number) which you then manage where it rings via the Web.

You could have a local landline number for anywhere in the UK or Ireland that rings on your home office number, and your office number and your mobile at the same time or in any sequence you specify.

You manage where the phone number calls on the order form and make subsequent changes via the Web interface on your account in Barclay's web site.

Hunt Group and Forwarding

You can set the new landline number to ring up to 10 phones at once, or in any sequence you specify

Daisy Chain, Call Forwarding

You can set the call to ring a given number first, then a second number after a specified time interval and so on for 10 numbers. Or set it to ring a few numbers first and as they go unanswered to ring some additional numbers.

Confirm to Accept call

To by-pass mobile voice mail you can set the phone service to require confirmation before you take the call. Other phones in the hunt group will keep ringing until you "press one to accept the call". Enabling the 'confirm' tick box beside the phone number on the web site does this.

Hold & Transfer

You can put the call on hold and transfer the call to another external number by pressing # # and dialling the new number they want to connect to.

Voice mail to email

Any voice mail you receive on this number will be emailed to the email account you specify.

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Case Studies

- David is a Managing Director of a company with three offices, which he travels between, along with a substantial amount of additional travel. As a result he does most of his phone calls on the mobile, even when he is in the office. David didn't like this for a few reasons:

- No screening or management of his calls
- High roaming charges
- Wasn't able to transfer calls internally
- Sore ear from too much time on the mobile
- No segregation between Personal and Business calls
- Often forgot voicemail messages.

Barclay gave David local numbers in Belfast, Dublin and London, and combined them into a hunt group, which David could programme, where they rang. Normally they rang his office phone, his home office, and the office that he was visiting all at the same time, and then 10 seconds later rang his mobile too, with messages passed through to his office voice mail, and email. If David was travelling or in meetings all day he could remove his mobile from the Hunt group (via the Web).

David is now using the phone system again and his mobile is merely a device on his phone system, he feels that his calls are managed much more professionally.

- Harry is a plumber who gets most of his business through Yell.com. He has a mobile phone number and a land line number listed in the Business Directories. Harry's wife answers the landline when she is at home, and the rest of the time it goes to voice mail. Harry was frustrated at the amount of times he was called during a job on the mobile, and customers were frustrated at the number of times they left voice mails.

Barclay gave Harry a new phone number (could transfer an existing number) which rang in his home first and then rang his mobile if the landline was not answered. At 5.30pm the number went straight to voice mail until 8 am the following morning, likewise at weekends. This transformed the way Harry managed his calls. Harry was able to use just one mobile instead of two, as all work calls were screened out during leisure hours. He was also able to respond to messages much more efficiently as they were all in one place, with a copy on email. Harry has greatly reduced the number of calls he gets whilst he is out on a job.

- Mick is an electrician who employs five other electricians, they normally work on separate jobs with a part time bookkeeper answering the phone or else people rang Mick's mobile. Mick was losing business as too many calls were going straight to voice mail.

Mick moved his Sales number to the Barclay phone system (ask about number porting) which was then programmed to ring on his office phone first, it then it rang all the three senior electricians mobile numbers simultaneously. Who ever answered first took the sales call, and recorded the call (see call recording) so that the office had a record of the call.

- Kevin and Margaret go to their holiday home in Spain 8 weeks a year and keep in touch with their chain of shops using the mobile phone. By changing to Barclay they were able to programme their office number and home phone number to ring in Spain when they were there. Thereby they were easily able to stay in touch. Nobody knew whether they were away or not!



Negotiate contracts while on the move

Barclay Call Recording can be activated mid call, the recording is automatically sent to your email for you to store on a server.

To enable this, your call has to be passed through the Barclay Phone System. There are several ways of doing this.

Inbound calls

If you use the number that Barclay gives you to receive calls, and forward the calls onto your mobile and various landlines then the call will pass through the Barclay Phone System and you will be able to record calls by pressing # 7. Once the call is completed it will be sent to your email as a sound file.

Alternatively you can divert your existing phone number or mobile number, by using call divert to your Barclay number, and then press # 7.

Outbound calls

You make the call via the Barclay Phone System using the Line Out or Call Back facility, once you have made the call via the system you can record the call at any time by using # 7.

If you need to make a call from a phone that is not registered with the phone system then you will need to know the Barclay Line Out number and Call Back number and enter a user name and password. Once again you use # 7 to record the call and it will be sent to your email account.

Line Out No:	UK: 02890 376464	Rol: 01 247 5894
Call Back No:	UK: 02890 376462	Rol: 01 247 5892
Phone Services No:	UK: 02890 376460	Rol: 01 247 5890

For more information or to find out how to register for PocketPBX™ call:

Rol: 1800 855 222

NI: 0800 912 1000



Talk about Connected

Barclay Telecom Conference Centre provides you with a flexible virtual meeting room that is always available to you. If you are not using it, the room is vacant.

To access the conference room, dial the following numbers:

Rol: 01 247 5891

NI: 02890 376461

Once you are welcomed into the conference room you need to input your meeting room number.

You can call the conference room at any time and any caller can initiate the conference call, in other words the host doesn't have to be first in. They can be late. During a conference you will hear a tone signifying a new entrant or departure.

For a small charge you can set up a separate telephone number which would be your exclusive conference room number, which can be personalised as above. This would remove the need to remember conference room numbers

Access

You can directly access the conference room by dialling the direct dial numbers above or if you can access via the main Pocket PBX numbers which are UK 02890 376460 or in Rol 01 2475890.

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Rol: 1800 855 222

NI: 0800 912 1000



Talk about Small World

Barclay Telecom geographic numbers allow you to set up International numbers that will ring wherever you specify.

For instance Barclay Telecom has a Los Angeles telephone number and an Australian number that rings in their office in Belfast.

Call Barclay now in Los Angeles to hear it for yourself!

Barclay L.A. 001 213 995 3054

When you ring this number it will dial the number in Los Angeles and transfer it back to Belfast!

If somebody rings that number from Los Angeles they will be charged for a local call and you will be charged for a local call to receive it. There are no call transportation costs from LA to Belfast.

Each phone number we set up for you can carry two simultaneous calls as standard, if more are needed please enquire.

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RoI: 1800 855 222

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We can set geographic numbers up in 60 different countries

UK & Ireland

You can have a number in any district throughout the UK and Ireland.

Europe

We cover 22 countries in Europe along with regional codes in the larger countries.

America

We cover most dial codes in the US.

Rest of the World

We cover most of the major countries with good telecom networks.

Case Studies

- Moira moved to Ireland from Melbourne, and kept in touch with her friends and family using Skype. However this limited the contact as both side of a call had to arrange to be in front of a computer at the same time. She felt she was losing touch.

Barclay gave Moira a local number for Melbourne for her friends to call (for the same price as a local call). Moira then asked Barclay to get that number in Melbourne to call her Mobile in Dublin and her home phone simultaneously. All Moira paid for (when she was called) was the cost of the call from the Barclay Phone Exchange in Dublin to the device that she requested. (E.g. her home phone is the cost of a local call). Now all Moira's friends call her as if she was at home in Australia!

- Eyecom are an I.T. company with an office in Australia. They frequently call from Perth to Belfast. Barclay gave the company in Belfast two local numbers for Perth. One number switches them straight through to the office phone system in Belfast for the price of a local call (this is very cost effective for those calling on mobiles), the other number switches them straight through to their conference room number in Belfast. When the Irish company calls them in Australia they use the VoIP services, which make the call free.

- Oawaap have Sales Office numbers in eight different International locations (LA, New York, Paris, London, Hong Kong, Sydney etc) All the offices are virtual with the phone numbers from each local office ringing in their main office in London.



Home working, With no messy telephone bills

Barclay Line Services enables you to have people make calls from home telephones or personal mobiles, without costing them money or having admin headaches.

Call Back

Call back enables the system to call your phone and then present you with a line out. This means that the account holder will pick up the charge for the call rather than the handset owner.

If you call from an authorised line service it will recognise your call and call you back. If the system does not recognise the call then you will need to enter your user name and password to authorise the telephone call.

Line Out

Line out gives you a line once you call the Barclay service and it enables you to place a call at VoIP rates after the initial call to the Barclay System has been placed.

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Call Back No:	UK: 02890 376462	Rol: 01 247 5892
Phone Services No:	UK: 02890 376460	Rol: 01 247 5890

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Rol: 1800 855 222

NI: 0800 912 1000



Call America for 2p more than a local call from your mobile.

Now you can access low priced international calls via the Barclay Phone System. There are two ways you can place the call.

Line out

As an authorised user you can just dial the Barclay Line out service, you will then get dial tone and you enter in the International number you want to call. There is a way of automating this through your contacts in your mobile phone.

Call Back

Just dial the Barclay Call back service and as an authorised phone number the service will hang up on you and dial back, presenting you with a dial tone.

By following the instructions over the page you can change all the International numbers in your contacts page to include the necessary prefix. So you can use this service by pressing just one button.

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Rol: 1800 855 222

NI: 0800 912 1000

Updating your International Contacts in your Mobile

To add the Line Out instruction to a phone number in your mobile's phone book just follow the instructions below:

Nokia

- Enter the Barclay Line out system number in your phone... UK: 02890 376464 Rol: 01 2475894
- Then following the last digit press the *** three times until the letter p follows the number
- Then enter the International number you want to dial
- Save the number under the name of the person in your contacts
- Ring the number and save over 80% on the call cost

Sony Ericsson

- Enter the Barclay Line out system number in your phone... UK: 02890 376464 Rol: 01 2475894
- Then following the last digit press and hold the * key until the letter p follows the number
- Then enter the International number you want to dial
- Save the number under the name of the person in your contacts
- Ring the number and save over 80% on the call cost

Motorola

- Enter the Barclay Line out system number in your phone... UK: 02890 376464 Rol: 01 2475894
- Then following the last digit press and hold the * key until the letter p follows the number
- Then enter the International number you want to dial
- Save the number under the name of the person in your contacts
- Ring the number and save over 80% on the call cost

The number you just programmed into your phone might look as follows:

012475894p0061290374241

In this case you will be making a VoIP call to Barclay's Australian number which will then be diverted to our office in Belfast at no charge. A call all the way around the world!

For other mobile phones ask the manufacturers how you insert a two second pause into the dial string.



Talk about Forgetful

This service allows you to leave messages or dictation, which gets sent by email as a sound file to any email address you choose.

Once your account is set up you simply dial the following numbers:

Rol: 01 247 5893

NI: 02890 376463

The service will recognise any number that you have already set up on the system such as your mobile or home office line as an authorised user.

To pause and restart while recording the message press button 7. Once you are done press button 9 to send and the message will be delivered to the email address you set up on the system.

If you dial in from a different phone (not registered on the system) you need to enter your account number and password to make sure that the message is sent to the right email address

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Rol: 1800 855 222

NI: 0800 912 1000

To set up the account you need to give us the following:

Email address

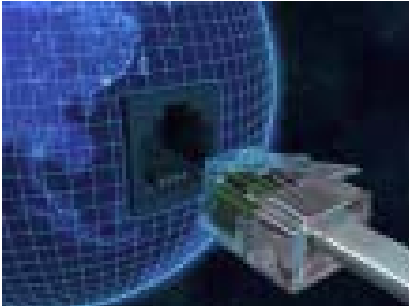
You specify the email address you would like all your messages to be sent to. For some people they like to set up a colleague or assistant in the office so that they can send messages back to the office when they are on the road. For others they like to use it as an aide memoir of thoughts that occur during the day.

Call identification numbers

Once you register a number on the system it will recognise you and just go straight to the service. If you call from a number that is not registered on the service, the system will need to identify you and verify that it is you with your account number and password which you will input when prompted.

Case Studies

- Chris is a solicitor in a medium sized practice. Once Chris finished a meeting he gets in his car and dictates his notes from the meeting or his outline advice into the Barclay message pad which is then emailed to his secretary. Sometimes if he is lucky they will have the dictation typed up by the time he gets back and it will be reviewed and sent out to the client immediately. Chris has saved time and the Client is amazed at Chris's efficiency.
- Paul is a sales man constantly looking for new leads. As he drives past places or potential customers occur to him he rings message pad. He leaves his message and continues on with his appointments. A few days later back in the office he can open all his week messages and plan his next few days of sales. Paul's sales have increased since he started using message pad.



Capturing the power of the Internet

You can access Barclay Telecom's VoIP services through a range of different devices including your mobile phone.

Range of Devices

- Softphone which can be downloaded from our site along with the required settings
- The world's leading range of SIP phones (IP handsets)
- A telephone adapter ATA that converts a regular telephone into an IP phone
- Wi-fi phones
- Traditional phones including mobile phones

Low cost Calls

Barclay is one of the leaders in routing IP telephone calls and services, with IP servers in London Belfast and Dublin. Most of our pricing tariffs are lower than Skype and as usual all calls between VoIP accounts are free.

Unusually for a VoIP provider we have a large team of technical advisors who will help you with any configuration or firewall issues you might have. Please see our Web site for the expanded range of VoIP services.

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