

Switching to MercuryTel is Five Easy Steps

1. Ordering

Our Sales Professionals take the time to understand how phones are used in your business and are trained to identify areas that can benefit from our phone system's features and technologies. Our goal is to help you streamline your business processes so your staff can be more efficient and effective. We listen to what you like about your current phone system—and what you don't, and take in your wish list to prescribe the best equipment and services for your business. Our all-inclusive, fixed-rate pricing plans allow you to know exactly how much you'll spend with MercuryTel each month, and our flexibility and ingenuity allows us to grow and change as your business grows and changes.

2. Pre-Installation Analysis

Our PhonePros come on-site to determine what's needed to ensure quality. The fact is, most networks aren't configured correctly to support high-quality digital phone service. We do our homework to make sure your MercuryTel service works dependably and predictably, guaranteed.

Our on-site analysis includes:

- Your network connection. We analyze your Internet connection to make sure it is suitable, and may recommend or require an upgrade for more capacity or a second connection for increased reliability. When you have multiple Internet connections, MercuryTel can use both for maximum reliability. In most cases, any increase in Internet cost is more than offset by the savings derived by switching to MercuryTel.

Switching to MercuryTel is Five Easy Steps (continued)

- Your routers and switches. Not all routers and switches are capable of prioritizing phone service above that of other network uses, and of those that can, not all are created equal. The best equipment yields the best results, and so we use Cisco® and Mitel® switches and phones exclusively.
- Your cabling. Older phone systems use “single-pair” phone cabling that isn’t compatible with modern phones. If needed, we determine where new cables need to be installed.

3. Customization and Integration

We set up all menus, call queues, voice mailboxes, and other features you want, free of charge. If you currently have digitally formatted on-hold music or announcements recorded, we can use them at no charge. Should you want custom on-hold music produced or menu prompts professionally recorded, we can handle that for you for an additional fee.

Through the MercuryTel Application Programming Interface (API), we can integrate business systems in ways that enhance your staff’s productivity and your customer’s experiences.

Some examples of integrations that have been made for other clients include:

- A queue monitoring window that shows hold times and available agents
- A screen pop that opens a customer account based on caller ID automatically
- A button that faxes selected documents to customers with a single click

These specialized integrations can be added at any time, so you can start with a setup that’s similar to your old phone system and customize it later. Just talk to our PhonePros when you’re ready.

Switching to MercuryTel is Five Easy Steps (continued)

4. Professional Installation

We install everything so we know it's installed right. Our PhonePros configure all your phones, switches, and routers, and then come on-site and install them. Should you need network cabling installed or upgraded, we can handle that for you for a modest, additional charge.

5. Turn-up

The porting of your numbers is scheduled for the date of your choosing and professionally overseen by our PhonePros to ensure a seamless transfer. To make sure your switch to MercuryTel is smooth and successful, we station a PhonePro at your office on the day of turn-up so that we can make changes and address any training needs immediately.

Switch To MercuryTel Now...

Advanced capabilities, Cisco® and Mitel® digital phones, unlimited local and long-distance calling, and our amazing PhonePro training and support is only a phone call away. Call a Business Phone Sales Professional at 888.866.4638 extension 22.

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