Hello Telecom

About Hello Telecom

With Hello Contrex, the call quality and performance is the same as it is across today's ISDN phone network. However, the added flexibility and functionality introduced by our Next Generation Networks technology will enhance your efficiency and simplify phone system management. Hello Contrex is a complete managed replacement for your current business phone system.

Hello delivers its hosted business telephony solution using **Contrex**, it's Cloud based telephony platform. The solution is fully functional and flexible enough to meet the needs of a wide range of businesses, from a one person organistion, through to larger corporates.   The service is fully managed and supported by Hello Telecom in return for a monthly fee per user.

Excellent Voice Quality

With Hosted Business Telephony from Hello Telecom the call quality and performance is the same as it is across the ISDN phone network, with the added benefits of additional features and control, provided by our Next Generation Network and Cloud based management portal.To ensure a high level of voice quality Hello Telecom recommends all customers utilise a **VoIP Optimised Broadband** circuit to connect to Contrex.

See below for a list of supported features when using Gigaset pro IP Devices with the Hello Telecom Hosted PBX service.

Feature Highlights (full details available on request)	DE310pro & DE410pro	DE700pro & DE900pro	N510 PRO	N720 PRO
Software Release	**02.00.01**	**02.00.03**	**42.075**	**70.068**
Call initiate				
Call accept				
Last Number Redial (LNR)				
Calling Line Identity Presentation (CLIP)				
Caller ID (outgoing)				
Number withheld / Anonymous				
Connected Outside Line Presentation (COLP)	✕	✕	✕	✕
Music On Hold (MOH)				
Hold/unhold				
Park/unpark	n/a	n/a	n/a	n/a
Transfer - supervised				
Transfer - unsupervised				
3-party conference - as attendee				
3-party conference - initiate				✕
Call list/history				
Message Waiting Indication (MWI)				
Voice mail deposit/retrieval				
Voice mail notification				
Voice mail new message counter				
Call waiting				
Call pick-up (directed)	n/a	n/a	n/a	n/a
Call pick-up (group)				
Call pick-up (BLF key)	✕	✕	n/a	n/a
Do Not Disturb (DND)			✕	✕
Call forward unconditional (CFU)				
Call forward no reply (CFNR)				
Call forward busy (CFB)				
DTMF signalling (RFC2833)				
BLF (Busy / Idle indication)			n/a	n/a
Call completed elsewhere				
Auto Provisioning				

Click here for configuration parameters guide

Click here for our Quick Start User Guides for Gigaset phones operating with the Hello Telecom PBX service.