

fab spider

we communicate

A host of
cloud phone
solutions...



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Hosted PBX quick start guide

Hosted PBX overview

The Fab Spider Hosted PBX solution has the same functionality as a Traditional Phone system, as well as a host of additional features. In the simplest terms, you are able to make and receive calls to/from anyone in the world. You can make your calls follow advanced routing patterns and instantly activate any additional functionality you require, without the need for an engineer to visit.

"Installing the Fab Spider Hosted PBX solution is easy and painless, as long as our time-tested Implementation process is followed."

Is it right for me or my Business?

If your business needs to make and receive calls, and is in an area with high speed broadband, then the Fab Spider Hosted PBX solution is right for you.

If you need complex call routing for your business, we can help with any fine tuning and develop innovative new features faster and more intuitive than ever before. If you just need a simple phone system, we can also supply that, without forcing you to pay for features you simply don't need.



Elastic Cloud & Enterprise features

Our real-time platform empowers you to choose only the features you want. Telephone numbers from around the world and route calls to users via call groups, call queues, time profiles and interactive voice recordings (IVR) to name just the most popular.

As the Fab Spider cloud is developed new features become instantly available for use without the need to upgrade software.

System Requirements

- Fab Spider Account
- Reliable Data Connection (Broadband and/or Ethernet) (Fixed or Mobile > 256 Kbps)
- Fab Spider accredited Router
- Fab Spider accredited Switch
- Fab Spider accredited IP Phones (not required for softphones)
- Structured Cat5/Cat6 cabling for IP Phones (not required for DECT or softphones)
- Power sockets for IP Phones (not required if using PoE or softphones)

Flexibility and Savings

Save time and money by removing the need for complicated infrastructure and expensive hardware. Simply connect your SIP enabled phone to Fab Spider via any internet connection.

Administration via our secure web portal is easy and with 24/7 support available every day you can focus on your business and

not how disruptive and costly changing your telephone system would be.

Our softphone for iOS and Android means you can be reached wherever you are and never miss a call again.

System requirements



Fab Spider Hosted PBX account

Registration is fast, easy and free. You'll only be charged when you add chargeable features, or begin making calls.

All Hosted PBX features operate on a rolling monthly contract, giving you the freedom to expand or scale down during busy periods.

From a single easy to use control panel you're able to instantly add, remove, manage, innovative and use advanced features 24/7, without needing an engineer.



Internet connection(s)

Your data connection will carry all your calls, so it's important to have a data connection solely for your Hosted PBX solution. Many customers incorporate a backup circuit as well for disaster recovery. A minimum of 100Kbps per telephone call is recommended, 3G or greater for mobile networks

Fab Spider offers ADSL, FTTC and FTTP (if available in your area) connections from our own Broadband Network, all delivered with QoS to guarantee the best call quality. We also provide EFM and Leased Line circuits for those customers who require SLA's and guaranteed bandwidth.



Fab Spider accredited routers

Fab Spider can supply a free pre-configured router.

We recommend that customers to source all Routing equipment directly from Fab Spider, as we can guarantee the success of any deployment using accredited equipment and provide 24/7 support.



Fab Spider accredited switches

Fab Spider can supply a range of switches for our customers. Switches can be supplied as either PoE (power over Ethernet) or non-PoE (for phones utilizing power supplies), in a range of sizes to support any business.

We recommend that customers source all switching equipment directly from Fab Spider as we can guarantee the success of any deployment using accredited equipment and provide 24/7 support.



Fab Spider accredited IP phones

For many businesses, the phone itself is the most important part of the deployment because looks and features differ. Fab Spider can supply phones from popular manufacturers Snom.

Our accredited IP Desk phones can be delivered preconfigured making it simple to put together and connect. Voicemail is generally indicated with a flashing light or initial dial tone, and on many of the phones BLFs (Blinking Light Fields) can indicate when your colleagues are on the phone.

Hosted PBX features

Inbound call features

- Geographic (01, 02) Numbers
- Non-Geographic (03, 08, 09) Numbers
- Free-Phone (0800) Numbers
- International Numbers
- Direct Dials
- Call Recording
- Call Groups
- Call Queues
- IVR/Auto Attendant Menus
- Time Profiles
- Call Forwarding
- Pick up Groups
- Inbound Caller ID, with/without Prefix
- Mobile Twinning

Business features

- Conferencing
- Channel Spy
- Custom Music On Hold
- Individual Voicemail
- Company Voicemail
- Corporate Directory
- Blinking Light Fields
- Fax to Email
- Paging
- Call Parking
- Mobile Workers
- Remote Workers
- Automatic Failover
- Company Diverts
- Custom Prompts

Outbound call features

- Call Recording
- Daily CDRs
- Outgoing Caller ID
- Anonymous Dial
- Redial last missed call
- Call Transfer
- Group Call Transfer
- Speed Dial
- Telephone Preference Service screening
- Dial Through – DISA

Fraud prevention

- Daily Call Spend Limit
- Call Spend Limit Alerts
- UK Premium Rate Number Block
- Domestic IP Address Lock
- No voicemail pass through
- Per user Time-based Restrictions
- Per user Destination -based Restrictions
- Proactive Fraud Monitoring
- Network Provisioning and Lock
- Real-Time Analysis
- Geo-Zone Risk Blocking
- International PIN Codes

“Did you know all Hosted PBX Features can be instantly provisioned, live from your control panel?

Get started by registering an account online today!”

Getting started

Step by step process

1. Register your Fab Spider account.
2. Check portability of existing telephone numbers with porting team if you wish keep your number.
3. Order a new Fab Spider Data Connection, if required.
4. Order new Fab Spider Hosted PBX network equipment, if required.
5. Connect Hosted PBX network equipment to your new Data connection.
6. Configure your Call Routing on the Fab Spider Control Panel
7. Port existing telephone numbers, if required.

Step by step process

At Fab Spider we know getting the right Technical Support at the right time is incredibly important.

We're here to walk you through every step of the implementation process. The entire process is carefully managed to ensure the no loss of connectivity, and no downtime for your calls.

Our UK based technical support team is available 24/7 and can assist with any broadband, Voice, or Network related fault in a friendly and knowledgeable manner.

Why work around the phone,
when the phone can work around you

Keeping your Number

We're usually able to port any telephone number, or block of telephone numbers from the communications providers.

If you're currently being billed by BT and you're out of contract, the porting process is very easy, and can take as little as 4 working days.

If you have any questions about porting or would like to check the portability of your telephone numbers, call our porting specialists today.

Picking your Features

You'll need to start with a Telephone number and seat(s). Seats are virtual connections between IP Phones and our Hosted Voice Platform. You'll need one for each phone you deploy.

Additional advanced features on the Fab Spider Hosted PBX can all be instantly activated on your control panel, and the expert VoiceHost sales and support teams are here to guide you while configuring your inbound and outbound call settings if you get stuck.

