

WHAT is a POTS line??

POTS = Plain Old Telephone Service

This means:

- No Call Waiting, Caller ID, Voice Mail, or other added services
- No Long Distance (long distance is taken care of by your soft phone which we talk about later)
- No Digital services like Vonage, Magic Jack, Skype, etc
- A phone line that plugs directly into a jack in the wall. If you have questions about your specific phone provider or connection, please contact Live Tech Support which is available 24/7.

When do I need this by?

- You need the POTS line ready before your first day taking calls for the client
- Ideally you should already have your business line set up, but if not, you need to contact your telephone provider as soon as possible. Sometimes appointments for connecting a line can be several weeks out.

What kind of phone do I use?

- The choices are endless but whatever you do it needs to be a corded phone and corded headset. WIRELESS is NOT accepted technology. Online retailers and electronics superstores are great options for this kind of phone.
- I have included a few pictures below as a guide to get you started:

