

## cloudVOICE | complete desktop phone solutions

cloudVOICE is an office phone system that costs less than an in-house phone system and that frees your IT staff to work on mission critical projects.

See the back of this page for cloudVOICE features.

### benefits



■ **Always Up to Date** As new software is released, we upgrade features at no charge to you.

■ **Rock Solid** Our cloudVOICE platforms are installed on fully-redundant, clustered infrastructure that is distributed over geographically separate data centers, with automatic fail-over.

■ **Lower Costs** With cloudVOICE phone services, you no longer need to invest scarce capital in a phone system, or spend operating funds for constant maintenance and upgrades. Our cloudVOICE Calculator shows how much you can save.

■ **Built-in Business Continuity** if your office experiences a power outage or loss of connectivity, calls will still be answered by your auto attendant, with voicemail and routing to cell phones so that you won't miss a call.

■ **Productivity** Save time with optional Voicemail to Email and Visual Voicemail features.

■ **Scalable** Add or delete phones as your needs change, as opposed to an in-house PBX phone system that requires costly expansion and replacements.

■ **Mobile** Install a softphone on your mobile device to make and receive calls anywhere you have a Wi-Fi connection—just as if you were in the office.

■ **24/7 Support** Our U.S.-based team of engineers and technicians are available any time by phone, email, or our self-service portal.

■ **Experience** We've been providing Cloud services to companies and organizations for more than 15 years. We know how to deliver the Cloud.

*Let us show you how your phone system can do more for less than the cost of an in-house solution.*

FEATURE	METASWITCH
Ad-Hoc Conference Calling (6-way)	Included
Advanced Call Routing	Included
Auto Attendant	Included
Blind Transfer	Included
Call Bridging (Join)	No
Call Forward All	Included
Call Waiting	Included
Caller ID Name and Number	Included
Computer Switch Port on Phone	Included - based on phone model
Corporate Directory	Available
Custom Display Screen Logo	Available
Custom Hold Music	Available
Custom Ring Tones (per line)	Included
Date/Time Display	Included
Desktop Fax to Email Delivery	Available (aFax)
Dial-by-Name Directory	Included
Direct Inward Dial Number	Included
Disaster Recovery - Platform	Geo-Redundant
Disaster Recovery - Users	Available
Do Not Disturb (divert to voicemail)	Included
Dynamic Bandwidth Allocation	Included
Extension dialing to remote office locations	Included
Extension Numbers	Included
Free Unlimited 24x7 Support	Included
Free Unlimited Software Upgrades	Included
Full Featured Voicemail	Included
Group Line Appearances	Included
Headset Functionality	Included
Hold	Included
Last 99 Missed Calls Directory	Depends on phone model
Last 99 Placed Calls Directory	Depends on phone model
Last 99 Received Calls Directory	Depends on phone model
Last Number Redial	Included
Meet-Me Conference Bridging (10-way)	Available
Mute	Included
On Phone Paging	Available
Overhead Paging	Available
Park	Included
Power Over Ethernet	Based on phone model
Remote User Transportable IP Phone	Available
Shared Line Appearances	Included
Speakerphone	Based on phone model
Speed Dials/Fast Dials	Included
Supervised Transfer	Included
Unique IP Phone Models to choose from	Variety of SIP phones
Voice Quality of Service	Included
Voicemail to Email Delivery as WAV file	Included
XML Web Services URL Display	Available

#### WEB ADMINISTRATION FEATURES

Administer Line Text Labels	Included
Administer Ring Settings	Included
Call Detail Reporting	Included
Call Forwarding	Included
Help Guide/Service Manual	Included
Personal Address Book	Included
Speed Dial Directory	Included
XML Web Services Administration	Included

#### DESKTOP SOFTWARE FEATURES

Operator Attendant Console	Available
Outlook Contacts Integration	Available
Softphone	Available