



Hosted Voice Exchange

High definition telephony for growth you control

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About HVX

HVX HD telephony is a fully-hosted and managed telephony service, which enables businesses to work more efficiently and employees to be more productive. Businesses can benefit from high quality exclusivity of a Private Branch Exchange (PBX), without having to have new hardware installed on site.

Minimum capital outlay

With fully-owned IP platforms hosted in secure and resilient data centres, the only hardware required on site is a managed router, Power Over Ethernet (POE) switch, HVX managed connectivity, a choice of HD quality handsets or soft clients and structured cabling, if required.

Maximum flexibility

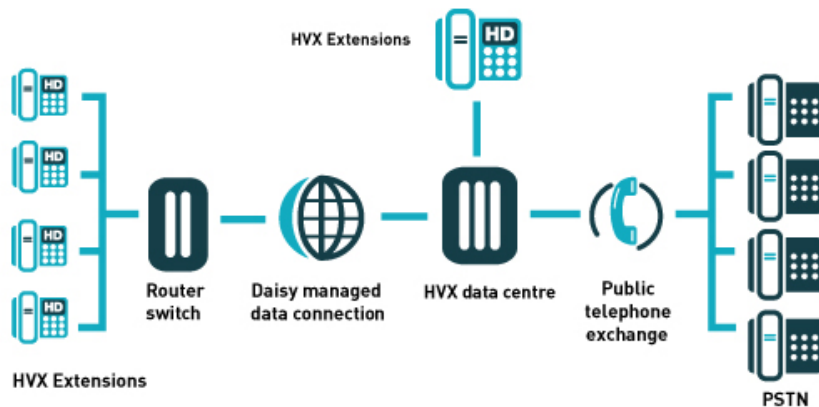
HVX is a modular solution based on the number of users (seats) needed; allowing more seats to be added when required. Simply choose the number of concurrent calls and the functionality required for each user and HVX will deliver the appropriate level of managed connectivity.

Optimum control

A dedicated web portal controls system features for individual users and/or group administrators, enabling control of everything from vital disaster recovery to ad hoc call routing plans, from any internet-enabled device.

Why choose HVX?

HVX is a cloud based service located on multiple resilient platforms at our own data centres. As calls are routed over the HVX managed core network it is not reliant upon on others providers for key components of your essential communication needs. Subsequently thousands of businesses users already trust in our delivery.



HVX replaces legacy premise based systems, providing a scalable and resilient solution. Businesses were driven to investing in a Private Branch Exchange (PBX) or Key System for two primary reasons. Firstly the inability of the public exchange to provide the features and functions required and secondly the desire to reduce costs by minimising the number of trunk connections. Now with the HVX both of these goals can be achieved without the need for onsite hardware, and with browser based self management users can remain in instant full control.

The Business Benefits

HVX HD telephony provides greater flexibility, additional functionality and more features whilst reducing costs. It has the power to revolutionise the way businesses communicate.



Number portability

When relocating retain existing phone numbers and add further UK numbers at any time.*



Resilience

In the event of an emergency or disaster, automatically re-route calls to ensure business continuity.



Scalability

Introduce new users and services to suit changing dynamics.



Unrivalled features

Experience the productivity benefits of high definition voice quality and industry-leading functionality.



Administration & monitoring

The HVX web portal allows an administrator or user to instantly control both the system features and its integrated management tools.



Mobility

Allocate single virtual numbers to flexible workers and remote employees; so they appear as if they are sitting in the office.



CTI/CRM integration

Integrate PC's, phones and many leading CRM applications for enhanced customer contact management.



Presence status (BLF)

See the status of telephone users in real-time. Determine whether staff are on the phone or available. Staff can set their status to DND, available, out of the office or in a meeting.



Minimal on-site resource

Our Network Operations Centre monitors the system 24/7/365 and provides full maintenance support.



Call & line costs

Free 'on net' calls between users and sites dramatically reduce call costs and savings can be made on line rental costs.



No upfront costs

Per user (seat) pricing and a simple price list ensures users are in control, delivering a clear return on expenditure.



Training through accredited specialists

HVX trainers are industry-acknowledged experts who can ensure users get the most from solutions.**

*Subject to porting agreement and number availability

**If training is included in bespoke package

HVX Handsets

The HVX HD telephony service is available with a choice of Polycom® HD or Yealink HD handsets.

Polycom

Polycom® SoundPoint® IP 321 (non HD)



- Entry level phone
- High resolution backlit graphical display
- Simple buttons for ease of use

Polycom® VVX 300



- 6 Line appearances
- Polycom HD Voice
- 208x104 backlit 8 Level Greyscale graphical LCD
- Dual 10/100 RJ45 ports
- RJ9 headset port
- Built-in auto sensing IEEE 802.3 af PoE
- Optional 48V DC power supply

Polycom® SoundPoint® IP 335



- HD Voice
- Two line high resolution backlit graphical display
- Easy to navigate and use

Polycom® VVX 400



- 12 Line appearances
- Polycom HD Voice
- 3.5" (320x240) backlit colour LCD
- Dual 10/100 RJ45 ports
- RJ9 headset port
- Built-in auto sensing IEEE 802.3 af PoE
- Optional 48V DC power supply

Polycom® SoundStation® IP 6000



- HD Voice
- Next generation IP conference phone with amazing sound quality
- 12 foot microphone pick-up
- High resolution display

Polycom® VVX 500



- Gesture-based, multitouch-capable, capacitive touchscreen
- 3.5-in TFT LCD display at QVGA (320x240px) resolution
- Polycom HD Voice technology delivers life-like voice quality
- On-screen virtual keyboard
- Dual 10/100/1000 Ethernet port with PoE support

Yealink

Yealink T22



- 3 Programmable Keys
- LCD display
- Dual ethernet ports

Yealink T42



- Greyscale LCD display
- HD codec, HD speaker & HD handset
- BLF/BLA
- Dual GigE Ports

Yealink T46



- Colour screen
- HD codec, HD speaker & HD handset
- BLF/BLA
- Dual GigE ports
- BT headset support

Yealink W52P



- HD codec
- PoE
- Expands up to 5 DECT headsets
- 10hrs talk time

Yealink T38



- Executive phone
- Multiple lines
- Advanced productivity Apps
- 4 lines

Key Features

Feature	Feature
Auto Attendant*	HVX Softphone* (for PC, laptop, IOS, and Android devices)
Automatic Hold/Retrieve	HVX Toolbar* (For enhanced call control)
Barge-in Exempt	Do Not Disturb (DND)
Basic Call Logs	External Calling Line ID Delivery
Busy Lamp Field	Fax to email*
Call Forwarding Always	Flash Call Hold
Call Forwarding No Answer	Group Paging
Call Forwarding Not Reachable	Hotelling Guest (hot desk log in)
Call Forwarding Selective	Hotelling Host (phone which a use can hot desk from)
Call Notify	Hunt Group
Call Park	Internal Calling Line ID Delivery
Call Pickup	Last Number Redial
Call Queuing* (in the cloud)	Music On Hold
Call Recording*	Outlook Integration
Call Return	Priority Alert
Call Transfer	Professional Training*
Call Waiting	Push to Talk
Calling Name Retrieval	Remote Office
Connected Line Identification Presentation	Selective Call Acceptance
Connected Line Identification Restriction	Selective Call Rejection
CTI/CRM Integration*	Sequential Ring
HVX Anywhere (Link DDI to mobile phone)	Shared Call Appearance
HVX Receptionist Console* (web- max 30 extensions)	Speed Dial 100 Entries
	Three-way Call*
	Voicemail (includes voicemail to email)
	Web Portal (user or administrator)

* Feature available as optional extra

Productivity and efficiency tools

The HVX Portal

Welcome Sales Team
Daisy Group Plc (TechSupport) Sales (Sales Demo) All Users

Group Profile Departments Manage Users Group Services Utilities Directory Disaster Redirect

Query Call Details

Query Call Details

Report Users: All Start date/time: in descending order Date range: from: 11/14/2012 to: 11/22/2012 (mm/dd/yyyy) Includes: Inbound calls Missed calls Outbound calls Search by full or partial telephone number: Create Report

Report Email to: Submit Export report to PDF: Submit Export report to CSV: Submit

Welcome Sales Team
Daisy Group Plc (TechSupport) Sales (Sales Demo) All Users

Group Profile Departments Manage Users Group Services Utilities Directory Disaster Redi

Site Info Time Schedules Holiday Schedules Call Capacity

Time Schedules

Day	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
Monday											
Tuesday											
Wednesday											
Thursday											
Friday											
Saturday											

The HVX user or administrator web portal enables you to self-configure and manage group and personal services in real-time; reducing the cost of moves, adds and changes. Hunt groups, messaging, music on hold and many other services, can be managed at a click of the mouse.

The HVX web portal not only allows you to see what is happening across systems, but also to make immediate changes to prepare for any potential challenges. Imagine the power of amending hunt groups in real-time or changing the flow of business calls from a web portal, via any internet-enabled device. It could make the difference between maintaining or losing a customer or losing a important business contract.

The HVX Web Portal

HVX CTI is a desktop-based Computer Telephony Integration (CTI) product which shows a caller's phone number and other relevant data on screen before the call is answered. Telephone numbers can also be searched and dialled directly from within many CRM applications, dramatically increasing employees' productivity.

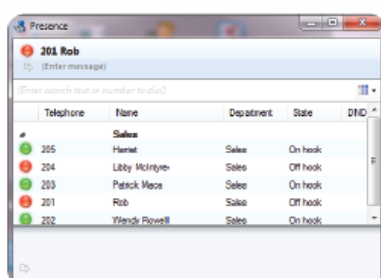
Features:

- Search contacts stored in many supported CRMs and databases, while phone is ringing to determine who is calling before the phone is answered
- Answer, hang up, transfer or place a call on hold with the click of a mouse
- Click-to-dial from webpages, supported CRMs and databases. Simply copy a number to the clipboard and dial it easily
- Concurrently search supported CRMs and the built-in shared address book and click to dial on the results
- View call history, (even if they were missed) and return calls simply by clicking
- View whether colleagues are on the phone before calls are transferred using Presence window

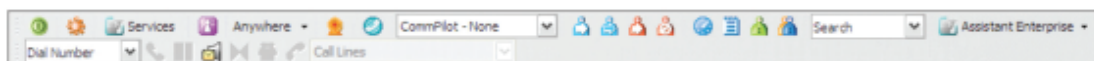
Presence window

The Presence window provides a quick way to check the status of colleagues. By default, the Presence window shows a list of all the extensions. By starting to type in the search box, the list will show only extensions that match what was typed. By right clicking on one of the entries in the Presence list, a context menu will appear.

This context menu contains a list of possible actions with the extension including calling, consulting and transfer; the available actions depend on the state of the extension.



The HVX toolbar



Make and accept telephone calls and change telephone settings from within Microsoft Outlook, Internet Explorer or Firefox using the HVX Toolbar.

- Microsoft Outlook has key integration features including outbound click-to-dial from Outlook contacts and right click to dial from email messages.
- Highlight numbers on web pages in Internet Explorer and Firefox and simply right click to dial.
- Full call control (answer or soft pick-up, hold, end, three-way conference and transfer or retrieve voicemail).
- Change telephony service settings to suit; Simultaneous Ring, Call Forward All, Call Forward No Answer, Call Forward Busy, Do Not Disturb and Remote Office.
- View group and personal contact directories.
- View call history.