



# UC CloudVoice

Comprehensive, Enterprise-Grade Communication



# System – Seats & Device Summary

Cloud has changed  
the way the world  
communicates

Companies are replacing the complex communication systems of the past with simple, seamless cloud based communications that increase productivity, reduce costs and provide business continuity.

Customized Cloud  
Communication Services

UC Cloud Voice gives companies the benefits of a cloud service (UCaaS), such as simplified management, lower costs and access to the latest technology quickly, along with the ability to customize features and integrate third-party applications vital to their business.

End to End Solution

Allstream provides the complete end-to-end solution which simplifies vendor management and frees up internal IT resources. UC Cloud Voice provides the network access to your location, SIP Trunking, local & long-distance calling, all from one vendor, on one bill.

Simple Experience

And, because everything including the phones, the collaboration, voicemail, and mobile clients are provided by UC Cloud Voice, the user enjoys a unified experience, which encourages user adoption, reduces training time and gets users productive faster.

# Choose the UC Cloud Voice core package that meets your unique business needs

## UC Cloud Voice Premium Package

Professional Grade Solution provides managed access for guaranteed voice quality paired with our premium level support, project management, hands on installation and training for peace of mind. Add feature user seats to customize your solution and improve employee productivity. Simple Administration Portal included. You can even provide external employees teleworker connectivity to your business using the Public Internet.

(Voice SLA not provided with teleworker)

## UC Cloud Voice Enterprise Package

Providing the same Professional Grade Solution and support model as the Premium Package, but offered for Enterprise companies that require greater scalability and may prefer a Hybrid Cloud approach.

## UC Cloud Voice Universal - OTT Package (Over the top)

Available for small to medium companies that desire to use public internet supplied by a 3rd party for access to the cloud for all sites. Add feature user seats as desired. Simple Administration Portal included. Paired with standard level support. Voice SLA not provided with this Package.

### User Seat Features and Functionality

All UC Cloud Voice Packages support four different types of user seats. Companies can mix and match feature seats to create a communications solution that best fits their business needs and budget.

- Basic Voice User Seat**

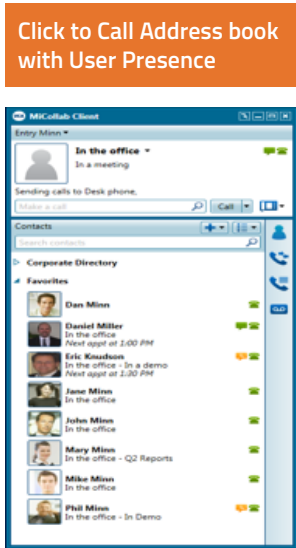
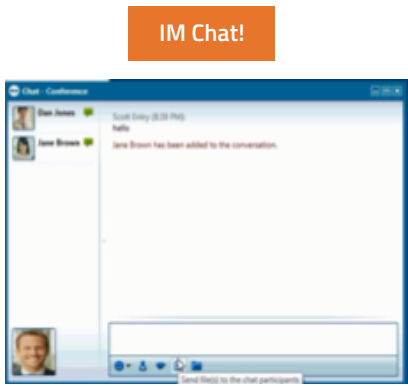
The Lobby, Lunch room & Conference room location is intended for a user that only needs calling features.

- Standard Voice User Seat**

The Standard User is a good fit for workers that only require calling features, voice mail, call twinning and call handoff.

- UC Desktop User Seat**

The Desktop User is intended for multi-tasking workers that normally communicate using various Applications and tools. In addition to the Standard Voice User, its user productivity features include Chat, Click to call, address book, incoming call alert and user presence icons.



- UC Desktop Pro User Seat**

Includes all the features of the UC Desktop User, Plus features ideal for executive -road warriors and other knowledge workers who require desktop collaboration, application sharing, PC/MAC Softphone, and Smart Device Mobile App.

- Smart Device Mobile App** – Available with UC Desktop Pro User Seat

Place your desk phone in your hand! "Mobile First" simple, intuitive & powerful capabilities. Change Status, Bypass Cellular costs using SIP Mobile Softphone, Secure "Business" Chat, Presence of co-worker's desk phone & PC, Call History, collaboration tools & Quick Voicemail. Available for iOS, Android, BB, WP.

**Smart Device Mobile App**



## UC Cloud Voice Features by Seat

<b>PBX Features</b>	<b>Basic Voice</b>	<b>Standard Voice</b>	<b>UC Desktop</b>	<b>UC Desktop PRO</b>
Call Forward - All Calls	✓	✓	✓	✓
Call Forward - Busy No Answer /All	✓	✓	✓	✓
Call Hold	✓	✓	✓	✓
Call Park	✓	✓	✓	✓
Call Pickup	✓	✓	✓	✓
Call Transfer	✓	✓	✓	✓
Call Waiting	✓	✓	✓	✓
Caller ID	✓	✓	✓	✓
Conferencing - Add on	✓	✓	✓	✓
Conferencing Bridge	8 Party	8 Party	8 Party	8 Party
Party Do Not Disturb	✓	✓	✓	✓
Extension to Extension Dialing (includes site to site)	✓	✓	✓	✓
Group Pickup	✓	✓	✓	✓
Hot Desking	✓	✓	✓	✓
Hunt Groups	✓	✓	✓	✓
Key Telephone Line Emulation	✓	✓	✓	✓
Multiple Line Appearance	✓	✓	✓	✓
Mute	✓	✓	✓	✓
Page Directly Over Phone	✓	✓	✓	✓
Paging of phone	✓	✓	✓	✓
Redial	✓	✓	✓	✓
Speed Dial	✓	✓	✓	✓
Station Hunting	✓	✓	✓	✓
Volume Control	✓	✓	✓	✓
Portal for Programming Telephone Keys	✓	✓	✓	✓

## Unified Messaging – Voice Mail Features

	Basic Voice	Standard Voice	UC Desktop	UC Desktop PRO
Voice Mail w/ Multiple Greeting Options	-	✓	✓	✓
Voice Mail Review, Save, Delete, Forward, Pause, Time/date	-	✓	✓	✓
Message Waiting Indication Options	-	✓	✓	✓
Voicemail Delivery to Email Box	-	✓	✓	✓

## Find Me/Follow Me - Mobility Features

	Basic Voice	Standard Voice	UC Desktop	UC Desktop PRO
Call Forward - Busy/ No Answer	✓	✓	✓	✓
Call Forward All	✓	✓	✓	✓
Simultaneous/Twinning Ring	-	2 Devices	2 Devices	4 Devices
Call Jump/Toggle - Handoff to Desk or Cell phone	-	✓	✓	✓

✓ = included - = Not Available

## UC Desktop User Features

	Basic Voice	Standard Voice	UC Desktop	UC Desktop PRO
Desktop Dashboard	-	-	✓	✓
Incoming Call Pop up Alert "Toast" : Answer, Transfer, Send to VM	-	-	✓	✓
Company Contacts Directory - Click to Dial & Presence	-	-	✓	✓
Personal Status - Canned	-	-	✓	✓
Personal Status - Canned & Custom	-	-	-	✓
Drag and Drop Call Transfer	-	-	✓	✓
Drag and Drop Conferencing	-	-	✓	✓
Instant Messaging - Chat	-	-	✓	✓
Click to Dial Out of Address Book (Import Contacts from Outlook)	-	-	✓	✓
Click to Dial - Cut and Paste	-	-	✓	✓
Call History Missed Calls with Alert and Click to Dial	-	-	✓	✓
Call History - Missed, Received & Dialed	-	-	-	✓

## UC Audio Conferencing & Document Collaboration

	Basic Voice	Standard Voice	UC Desktop	UC Desktop PRO
Audio conferencing	-	-	-	✓
Passcode protected	-	-	-	✓
Moderator Web Tools	-	-	-	✓
Video Chat (thru PC camera)	-	-	-	✓
Collaboration Ports per Core Pkg (Simultaneous sessions)	-	-	-	10
Collaboration ports per seat (additional)	-	-	-	1 per 5
Additional Collaboration ports	-	-	-	A/O

## Softphone & Smart Mobile Devices Features

	Basic Voice	Standard Voice	UC Desktop	UC Desktop PRO
PC Softphone	-	-	-	✓
PC Softphone w/ Virtual Dialing (presents business DID #)	-	-	-	✓
Mobile Smartphone App - Change UC status, Private IM, Contacts (IOS, Android-Cloud Store Free Download)	-	-	-	Download APP
Teleworker- VoIP over Public Internet - (Provides voice encryption for security)	-	A/O	A/O	2- Devices

✓ = included    - = Not Available    A/O = Additional Option

## UC Cloud Voice Business Communications Devices

UC Cloud Voice offers Mitel Devices, the industry’s most comprehensive portfolio of IP desktop devices. Designed with ergonomics and modern office aesthetics in mind, these business phones provide users with easy, intuitive access to the feature-rich UC Cloud Voice telephony and advanced desktop applications. Some include innovative “Mobile First” capabilities and Mitel’s exclusive MobileLink integration.

### MiVoice 5304 IP PHONE - Courtesy

A cost-effective entry-level display phone with a small base, making it perfect for courtesy phones, hotel guest rooms, educational classrooms, retail stores.



### MiVoice 6920 IP PHONE – Basic User/Common Area

Featuring color display with 18 programmable self-labeling keys, and 4 context sensitive soft keys making it ideal for all types of employees. Dual Gigabit Ethernet switch ports. Headset Connection interfaces with USB and Analog EHS/DHSG port



### MiVoice 6930 IP PHONE – General Office User

Designed for the standard power user and featuring a color display, 72 programable keys and 5 context sensitive soft keys. High Definition voice and Dual Gigabit Ethernet switch ports. Bluetooth 4.1; MobileLink-Mobile Device Integration; USB Port with Mobile charging capability and optional cordless handset.



### UC Cloud Voice 6940 IP PHONE – Executive User

Ideal for the enterprise executive and featuring a large 7” color LCD touch display, 96 programable keys and 6 context sensitive soft keys. High Definition Voice and Dual Gigabit Ethernet switch ports.

- Cordless Handset included
- Bluetooth 4.1
- MobileLink- Mobile Device Integration
- USB Port with Mobile charging capability



### UC Cloud Voice 360 CONFERENCE PHONE

This easy-to-use conference phone boasts 16 built-in microphones and superior audio quality plus the ability to seamlessly share ideas and files with others with built-in, in-room presentation display capabilities.



### UC Cloud Voice PC Software Attendant Console

This is an IP PC-based attendant console Software. It combines an intuitive PC interface and allows the Attendant to use a mouse or keyboard for easy dialing and quick access to call processing and telephony features. (PC not included)



### UC Cloud Voice Accessories

Integrated DECT Wireless Headset with 300-foot range. WLAN Adapter delivers wireless 802.a/b/g/n dual band 2.4Ghz/5Ghz network connectivity to your 6900/5300 series IP phones. Bluetooth Wireless Speakerphone connect with 6900 Series phones supporting Bluetooth.

