spend your capex on growing your business
NOT AN EXPENSIVE PHONE SYSTEM

Hosted Voice

FUTURE-PROOF YOUR VOICE SERVICE

When customers call, a good experience can mean the difference between winning and losing business. So no matter the size of your company, or your budget, your phone system should operate with professional functionality and features that promote the best possible customer service.

With Hosted Voice, enTouch delivers a best-in-class phone system—with all the bells and whistles—at an incredibly attractive price.

QUICK LOOK

- Reduced total cost of ownership vs. Premises-based phone systems

- Network-based service that offers superior business continuity benefits

- Popular features such as Sim Ring, Easy Attendant, Multi-Line Hunt Groups and Music-On-Hold

- Desktop app that provides a unified communications experience

- Remote employee options that integrate iPhone or Android devices

- Web interface that enables each user to customize features to their needs

enTouch
BUSINESS
enPowered Fiber Solutions

POWERFUL FEATURES, SUPERIOR EQUIPMENT, FLEXIBLE PACKAGES

Hosted Voice is the last phone system you'll ever need. Because you are not purchasing an expensive, on-site system, your up-front investment is minimal. And it is completely scalable, so it grows as your business grows. As a cloud-based system, we can continually add and improve upon capabilities and make them immediately available to you.

Hosted Voice offers all the features of a standard phone system, plus many more to help make your business more productive, including:

- Powerful business-grade features such as Easy Attendant, Music-On-Hold and Meet-Me Conferencing with online management portal.

- Mobile and desktop apps that enable features such as Outlook contact integration and click-to-dial.

- Web-based feature management for end users and administrators.

With Hosted Voice, there are no hidden costs—you pay one flat rate per phone, per month. As your business expands, simply add new users to your account.

enTouch has designed packages to support different users and applications (see Hosted Voice Features table for detail). Every phone can be customized to support unique business needs.

enTouch features Polycom IP phones to power your business. Polycom is known industry-wide for its superior voice quality and handset design.

Polycom VVX 300 Series
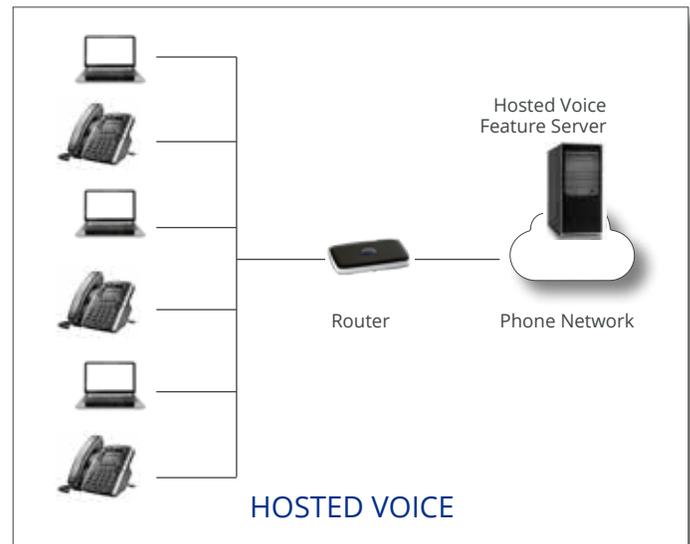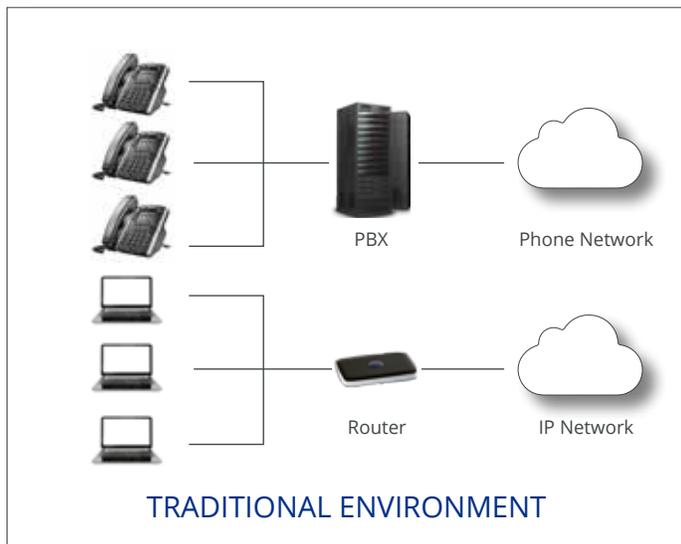*6 line, Monochrome screen for utility applications*

Polycom VVX 500 Series
12 line, with a large color screen— perfect for executives

Polycom VVX 400 Series
12 line, color screen— a terrific mid-range device

Polycom Soundstation IP 6000
Premium conference room phone – ideal for mid-sized applications

TRADITIONAL ENVIRONMENT

HOSTED VOICE

In a traditional environment, multiple connections and pieces of equipment are required to deliver voice and data. With Hosted Voice, a single IP connection delivers everything you need for voice and data, including the phone system functionality.

entouchbusiness.net

HOSTED VOICE FEATURES

Feature	Description	Professional	Enterprise
3-Way Calling	Talk to two people in different locations at the same time.	√	√
Anonymous Call Rejection	Automatically reject all calls from callers who have withheld their number. (Activate *77, Deactivate *87)	√	√
Automatic Recall	Return the most recent INCOMING call or to hear the last incoming caller's # and optionally return the call.	√	√
Automatic Callback	Redial the most recent OUTGOING call. (*66 Activate, *86 Deactivate)	√	√
Business Group Dial Plan	Allows for short codes, MADNs, Call Pickup, DID's and many other features of Hosted Voice.	√	√
Call Forwarding (Variants)	Forward calls to another line (unconditionally, if your line is busy, if you don't pickup immediately).	√	√
Call Hold	Put a caller on Hold in preparation to transfer, conference, or to step away from your desk.	√	√
Caller ID (Name/Number)	Displays incoming callers' name and number.	√	√
Call Waiting	Notifies you that a second call is on the line and allows you to switch between calls.	√	√
Call Waiting w/ Caller ID	Displays the calling number and/or calling name as part of the notification that a second call is on the line.	√	√
Caller ID Block	Blocks your number from showing up to the party you call; shows 'Anonymous.' (Activate *67)	√	√
Customer Originated Trace	Allows you to trace an incoming call; enTouch receives this information and relays to authorities.	√	√
Distinctive Ring	Distinguish between internal, external, normal and priority calls by giving each its own ring tone.	√	√
Do Not Disturb	Block your line temporarily to prevent incoming calls; caller hears that you are not currently accepting calls.	√	√
Station-to-Station Dialing	Dial other members of your Business Group with short codes.	√	√
Selective Call Acceptance & Rejection	Specify a list of numbers from which incoming calls are automatically rejected.	√	√
Speed Dial	1-7 digit codes to be used as quick-dial shortcuts (external numbers or within a business group).	√	√
Voicemail	Allows callers to leave a message. (Check with *98, on CommPortal, or on your CommPortal App)	√	√
Administrative Portal	Easily see and manage a business group's lines, phones, MADNs, MLHGs, extensions, call logs, etc.	√	√
Call Park	Transfer or "park" a call into an "orbit;" another subscriber picks up the call by calling/logging into the orbit.	√	√
Call Pickup	Pick up an incoming call to any other line within a pre-defined group by dialing an access code.	√	√
Call Transfer	Put a caller on hold, call another party, and transfer the call to the second party.	√	√
CommPortal	Web services portal allows each user to manage their own calling features/services by visiting voice.entouch.net.	√	√
CommPortal Assistant	Desktop application to manage call features and use functions without having to log in.	√	√
Easy Incoming Call Manager	Call handling service, with simple rules including routing options for Normal, VIP, and Anonymous callers.	√	√
E-Fax	Receive faxes in your CommPortal inbox as a .pdf file which you can then forward as an email.	√	√
Line State Monitoring	Monitor the status (such as Do Not Disturb/Idle/In Call) of lines in a Hunt Group. (Requires Attendant Console)	√	√
Mobile VM Fusion	Combine your cell phone and Hosted Voice mailbox to access cell phone voicemails from CommPortal.	√	√
Multi-Line Conferencing	Conference together as many lines as are supported by your phone.	√	√
Outlook Integration	Syncs CommPortal with Outlook contacts; add contacts in one place only and click to dial those contacts.	√	√
Reminder Call	Record a reminder message (ex. meeting time) and schedule it as a call to your phone at any time.	√	√
Sim Ring	Allows incoming calls to ring multiple phones at once (landline or cell phone) so you never miss a call.	√	√
Special Intercept Announcement	Played to callers when they dial a number that is assigned to a business group, but is not in service.	√	√
Unified Messaging Dashboard	Voicemail and fax messages in a single dashboard.	√	√
Account Codes	Requires a code to be entered in order to make certain types of calls, such as international or calls to cell phones.		√
Call Jump	During a landline call, 'jump' it to your cell without disruption by pressing *96. (*95 to jump back)		√
Custom Ringback	Callers hear a selected audio file rather than a ringing tone when they call your phone.		√
Dial-By-Name Directory	Allows callers to reach their party by dialing the first few digits of their name (within Easy Attendant).		√
Premium Attendant	Automated menu for incoming calls; similar to Easy Attendant but with additional options for larger contact centers such as Special Day handling, transfer to voicemail by name, hang-up, and multiple admins for multiple locations.		√
Premium Incoming Call Manager	Configure rule-sets to handle incoming calls by type of contact, schedule, etc.; forward or reject calls based on those rules.		√
Voicemail to Email	Voicemails are saved as a .wav file in the message center, which can then be emailed to yourself or another party.		√
Music-On-Hold	Upload your own on-hold music and messaging, reducing wait-related anxiety for your customers.		√
Multi-Line Hunt Group + Pilot #	Groups lines together into a MLHG. Calls to the MLHG are passed to non-busy lines within the Hunt Group.		√
MADN	Defines an external directory number used to direct calls to a group of business lines (ex. main customer service #).		√
Mobile App	Extend the deskphone experience to your mobile phone. Make or transfer calls, manage settings, and view your directory from your mobile device.		√

A La Carte

Voice Mail	Auto Attendant	Meet-Me Conference Bridge	Music-On-Hold Library

## MOBILITY AND UNIFIED COMMUNICATIONS

Accession Communicator is a mobile app that easily integrates a phone, tablet and laptop into your communications landscape. Accession equips your mobile device with desk phone functions and enables you to send and receive calls from any device connected to the internet. Call Jump allows you to move a call to any other device silently and seamlessly.

Accession Communicator makes it easy to stay connected when you're on the go.

WEB PORTALS MAKE COMMUNICATION EASY

Hosted Voice provides a convenient web portal that enables users to set up and change features to meet their work style with fewer star (*) codes to remember. Voicemail is made easier with the ability to click to listen to messages or have them sent to an email address. Call Manager contains powerful call routing capabilities such as simultaneous ring, distinctive ring tones and remote call forwarding.
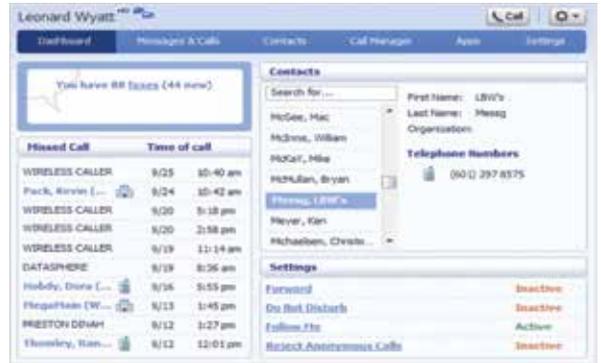
In addition to individual user portals, Hosted Voice offers a separate portal for administrators to manage business-level features.

FLEXIBLE, QUICK & EASY—USE HOSTED VOICE TO IMPROVE YOUR BUSINESS

It couldn't be easier to implement this powerful communications system. You choose the package that best suits your needs. We take care of the details—phones, equipment, installation, training and ongoing service—so you can focus on your business. Best of all, we're local, and available around the clock to help solve any issues that might arise.

PLAN FOR THE UNEXPECTED

A failed communications infrastructure can cost your business in lost sales opportunities and reduced employee productivity. Having a strategy to prepare against the unexpected is critical.

Hosted Voice can greatly add to your Business Continuity planning. Because calls are processed through the enTouch network—and not on your site—business can continue even if your facility is down. Conduct business wherever you need to with the ability to forward calls and manage features from anywhere. Ask how enTouch can help devise a comprehensive strategy that will keep you up and running.

Call today to find out how Hosted Voice can work for you:

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