

BUSINESS VOICE VIRTUAL PBX

The intelligent cloud-based voice service.



The Business Voice Virtual PBX service is an intelligent, cloud-based phone service with a virtual telephone system. SIP telephones or soft clients can be connected to the Virtual PBX service via the Internet, regardless of location. New locations or the expansion of existing locations can be added extremely simply and quickly. With Alcatel, Gigaset, Mitel, Panasonic and Snom SIP telephones UPC Business is offering a wide range of handsets at attractive conditions. In addition, further SIP telephones have been certified for Virtual PBX and new devices are constantly being added.

Thanks to a mobile app, mobile subscribers can also be connected to the Virtual PBX.

The voice packets are prioritised in the UPC Business network, resulting in first-class voice quality.

Virtual PBX can be managed via a web browser. UPC Business delivers you a fully configured system, whereby the administrator and the user have clearly defined areas that they can manage themselves (call diversion, personal greeting messages,

call statistics and fax services). Adding new employees, the management of telephone connections, the activation of greeting messages and the management of the PBX functionalities hunt group, telephone conferencing, IVR Interactive Voice Response and abbreviated numbers are conceived as administrative tasks.

Virtual PBX also supports analogue connections. This means that existing analogue devices and faxes can be connected as well. However, the connection is not suitable for modem connections.

Faxes can be sent and received via web fax, so there is no need for a physical machine. Incoming messages are forwarded to an e-mail address, outgoing faxes are uploaded as PDF files and then sent. For people who send lots of faxes, UPC Business recommends a traditional fax connection which is available with the Business Voice Analog/ISDN service.

Competent specialists are available to answer all further questions during the planning, installation and operation phases.

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- Each subscriber is allocated an SIP account in the virtual telephone system with a dedicated telephone number. The SIP account "user" (SIP telephone) is identified on the virtual PBX by means of a username and password.
- One voice channel is available for each subscriber. Business Voice Virtual PBX can be expanded simply to include more subscribers/telephones and fax numbers (see options).
- Either your existing telephone numbers will be transferred from your previous provider (porting) or you will be provided with a new number range from the UPC Business inventory.

To guarantee a high level of security for your Business Voice Virtual PBX, an Internet connection from UPC Business is recommended.

Standard features

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|-----------------------------|--|-------------------|-------------------|---------------------|---|----------------------|---|
| Voice channel | G.711 – 100 Kbit/s per voice channel | | | | | | |
| Call number porting | Existing telephone numbers can be ported by UPC Business | | | | | | |
| Performance features | Holding; call waiting; connecting; busy on busy; hunt group; call rerouting after a specific period of time, when busy or when absent; conference channel for a maximum of 3 participants; CLIR (Calling Line Identification Restriction); CLIP (Calling Line Identification Presentation); ACR (Anonymous Call Reject) and Standard Barring Sets; Entry in telephone book and in emergency call database; Names for internal users; line busy for employees; music on hold; abbreviated dialling number; call centre inbound; IVR (Interactive Voice Response); telephone conferencing for up to 20 participants; attendant console | | | | | | |
| Certified SIP telephony | Alcatel: IP2115 / IP251G / IP301G / IP701G / IP1850 / IP70 / IP15 Gigaset: N510 Basis / S650H Handset / R650H Handset / SL750H Handset / Multicell N720 / Multicell N720 DM Mitel: 6863i / 6865i / 6867i / 6869i / 612d / 622d / 632d / RFP 35IP Dect / RFP 35IP Dect Outdoor Panasonic: KX-TGP600 / KX-HDV130 / KX-HDV230 / KX-HDV330 / KX-TPA60 / KX-A406 Snom: D715 / D725 / D765 / D375 / Meeting Point The list is constantly being updated. | | | | | | |
| Web fax | Fax number for sending and receiving fax messages, managed via a web portal | | | | | | |
| "My Virtual PBX" web portal | The web interface is used to manage the PBX settings and connection configuration. Call statistics on system usage can be viewed in real time via the web interface. | | | | | | |
| Voicebox | One voicemail per user with voice message and mail notification | | | | | | |
| Installation | Installation of the SIP telephones is carried out by selected partners of UPC Business and is documented by an acceptance record | | | | | | |
| Service and support | <table border="0"> <tr> <td>Fault line</td> <td>7 × 24 : 365 days</td> </tr> <tr> <td>Support time</td> <td>5 × 11: Monday to Friday, from 7:00 am to 6:00 pm</td> </tr> <tr> <td>Service level</td> <td>Basic: max. 24 hrs downtime during the support time</td> </tr> </table> | Fault line | 7 × 24 : 365 days | Support time | 5 × 11: Monday to Friday, from 7:00 am to 6:00 pm | Service level | Basic: max. 24 hrs downtime during the support time |
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Options

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|-------------------------------|---|-------------------------------|--|--|------------------|
| Training | Upon request all of the SIP telephone subscribers can receive training via the web portal. | | | | |
| UC client | With the Unified Communication Client, or "UC client" for short, you bundle everything that belongs together: telephony, chat, Outlook, desktop sharing and presence. This gives you the full range of telephony functions as well as centralised access to all communications tools on your desktop. | | | | |
| Business Flatrate | Switzerland, Europe, Export or World – choose the Business Flatrate that meets your requirements. Make calls to all fixed and mobile networks in the respective countries for an attractive flat rate. | | | | |
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The details in this document do not constitute a binding offer. Subject to modification without notice.
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