

# 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 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. With the central phone book the name is displayed for incoming calls.

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.

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

## BUSINESS VOICE VIRTUAL PBX

- 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, a Premium Voice Service from UPC Business is recommended.

## Standard features

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 BLF; BLF with call pickup for selected telephones; music on hold; abbreviated dialling number; call centre inbound; IVR (Interactive Voice Response); telephone conferencing for up to 20 participants; attendant console; Central phone book for name display of incoming calls; Free Seating; Calendar routing; Attendant console VOP						
Certified SIP telephony	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-HDV340 / KX-TPA60 / KX-A406 Snom: D120 / D375 / D385 / D715 / D725 / D735 / D765 / D785 / M215 SC / Meeting Point / Spyder C520 WiMi / C52 SP Yealink: T58V / T53 / T53W / T54W / T41S / T42S / T46S / T48S / W60B / CP960 / CP930W 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><b>Fault line</b></td> <td>7 × 24 : 365 days</td> </tr> <tr> <td><b>Support time</b></td> <td>5 × 11: Monday to Friday, from 7.00 am to 6.00 pm</td> </tr> <tr> <td><b>Service level</b></td> <td><b>Basic:</b> max. 24 hrs downtime during the support time</td> </tr> </table>	<b>Fault line</b>	7 × 24 : 365 days	<b>Support time</b>	5 × 11: Monday to Friday, from 7.00 am to 6.00 pm	<b>Service level</b>	<b>Basic:</b> max. 24 hrs downtime during the support time
<b>Fault line</b>	7 × 24 : 365 days						
<b>Support time</b>	5 × 11: Monday to Friday, from 7.00 am to 6.00 pm						
<b>Service level</b>	<b>Basic:</b> max. 24 hrs downtime during the support time						

## Options

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.						
Service and support	<table border="0"> <tr> <td><b>Extended support times</b></td> <td>6 × 16: Monday to Saturday, from 6.00 am to 10.00 pm</td> </tr> <tr> <td></td> <td>7 × 24: 365 days</td> </tr> <tr> <td></td> <td>Please note: The support time for the voice services may not exceed that for the data service.</td> </tr> </table>	<b>Extended support times</b>	6 × 16: Monday to Saturday, from 6.00 am to 10.00 pm		7 × 24: 365 days		Please note: The support time for the voice services may not exceed that for the data service.
<b>Extended support times</b>	6 × 16: Monday to Saturday, from 6.00 am to 10.00 pm						
	7 × 24: 365 days						
	Please note: The support time for the voice services may not exceed that for the data service.						

The details in this document do not constitute a binding offer. Subject to modification without notice.  
Date of publication: April 2019