

vianet

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VirtualVoice

BUSINESS PHONE SYSTEM



Our Virtual Voice Hosted PBX is an enterprise-grade phone system that has the capability to grow at the same pace as your business. Whether it's the addition or removal of new extensions, locations, or features, Vianet has you covered.

Our Virtual Voice Hosted PBX is programmable, flexible and very reliable.

Unlike a traditional PBX, the back-end phone hardware is maintained in Vianet's redundant data centers located across Ontario. This provides you with the reliability of our own in-house architecture while providing you with the expected set of calling features that you are already used to.

Vianet's Virtual Voice Hosted PBX reduces the burden of excessive costs associated with the acquisition and maintenance of your own phone exchange hardware. Combined with our knowledgeable and passionate support team, Vianet provides you with the confidence and reliability that you've come to expect from your phone system.

The benefits of using our Virtual Voice system are:

- *Rental and Purchasing options.*
- *No onsite PBX appliance needed to be purchased.*
- *Scale your phone service as your needs increase.*
- *Redundant servers on backup power.*
- *Vianet managed as part of the service.*
- *Easy to support multiple sites.*



Our Virtual Voice system boasts the following features, many of which you are already familiar with from using standard PBX phone systems:

- **IVR (Auto-Attendant / Greeting)** – An IVR is an automated attendant that allows callers to navigate the phone system using pre-recorded voice prompts and touch tone dialing to reach any traditional, roaming or virtual extension on the system.
- **Ring Groups** - A ring group allows you to have a single extension number ring multiple phones.
- **Ring Queue** – Allows calls to be placed in a queue and picked when the next available phone becomes free.
- **Extensions** - Have as many extensions as you need on the system each with individual settings.
- **Virtual Extensions** – A virtual extension is a way for you to assign external telephone numbers (e.g. cell phone, land line) as a local extension. Can also be forwarded to a Ring Group.
- **Voicemail** - Voicemail is available on all phone extensions. Users can access voicemail from their phone or remote locations.
- **Holiday & After Hours** – Change the call flow however you like for Holidays and when the business is closed.



Hosted PBX Hardware:

Phones:

1. Cisco - 4-Line IP Phone with 2-Port Gigabit Ethernet Switch, PoE, and LCD Display
2. Cisco - 5-Line IP Phone with Color Display and Bluetooth
3. Polycom IP 6000 - Conference Phone

Managed Switches:

1. Cisco:
 - 10-Port Gigabit POE Switch
 - 28-Port Gigabit POE Switch
 - 52-Port Gigabit POE Switch

Accessories:

1. Cisco - Analog or Digital Expansion Modules
2. Overhead Paging Amplifier with Loud Ringing and Background Music
3. Plantronics Wireless Headsets

Sales Information:

General Sales Inquiries: sales@vianet.ca

Hosted PBX Inquiries: virtualvoice@vianet.ca

Call Business Solutions: 1-866-209-7326

Support Information:

Email: pbxsupport@vianet.ca | Call Technical Support: 1-800-788-0363 x 1

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