

AVP

HOSTED VOICE

Real Business Benefits!

- Your own administrators and users can easily manage and control all communications and phone features from any web browser.
- You will never need to run separate networks for voice and data ever again.

Always Have the Latest Technology

- Existing phone systems can easily be integrated into our Hosted Voice service, providing better support for home workers and satellite offices
- Our highly-flexible infrastructure can grow as you grow, no matter how many locations you have.

An End-to-End Secure and Reliable Solution

- We deliver a high quality, reliable solution from our service cloud over our robust IP network with local support and 24x7x365 management.
- Our network will automatically handle calls and messages during power outages. In case of disaster, employees may forward calls to their home or to their mobile phones.

Easy Management and Administration

- Move, add or change individual phone services at the click of a mouse.
- Tailor your company's calling features to suit individuals or groups. Control services such as call forwarding, simultaneous ringing and call rejection through our web portal

Take Control

Through our easy-to-use web portal, you have complete control over how your phone system is set up and used. Easily make changes to your Multi-Line Hunt Groups or Multiple Appearance Directory Numbers, and enable or disable phone settings such as call forwarding, short dial codes, sequential and simultaneous ringing and much more.




Our Hosted Voice service allows a central administrator such as an office manager or secretary to change settings on phone lines for the entire business group. Individual users may have the same easy-to-use control over their own extensions and IP phones.

Integrate Branch Offices, Remote Workers and Telecommuters

The way people work is changing. In addition to their usual office, people are now working from home and on the road. Users need access to all voice and data services, available anytime and anywhere. Add in our Accession tool and you can extend services such as voice, video, presence and instant messaging to your computer, to the web, and to mobile handsets. This is ideal when your team members are working from home, on the road or just on the go. As an individual user:

- Use your mobile phone and PC just like an office extension
- Seamlessly link your contacts on desktop, web and mobile
- Prioritize who may reach you, where, when, on which device and which number
- Receive all voice and fax messages in a single mailbox, and convert voice messages to text
- Dial with a single click.



FOCUS ON YOUR BUSINESS, NOT YOUR PHONE SYSTEM

With Hosted Voice, Get the Features You Really Need

Hosted Voice delivers the power of a PBX over your company's existing Internet connection. All you need at your business locations are the business phones that operate on your business LAN, which can be provided by HDT. Bundle Hosted Voice service with our high-speed Internet service, and save money on the fully-managed service. Features of our service include:

- Caller ID, including name and number
- Voicemail
- Call forwarding
- Call transfer
- Speed dialing
- Find Me Follow Me
- SimRing (ring up to 5 phone numbers simultaneously, including cell phones)
- Call hold, including music on hold
- Attendant Console
- Web portal for do-it-yourself changes and feature activation and management

Company-wide Available Features

- Attendant Console (hardware or software-based)
- Auto Attendant
- Automated Call Distribution (ACD)
- Shared Line Appearance
- Multiple Appearance Directory Number (MADN)
- Call Pickup Groups
- Multi-Line Hunt Groups
- Skills-based Call Routing
- Business Group Dialing Plan
- Find Me Follow Me
- Selective Call Rejection
- Anonymous Call Rejection
- Screening List Editing
- Special Intercept Announcements
- Music on Hold
- Click to call (with Desktop Assistant)

- Outgoing Call Blocking
- Mandatory or Optional Account Codes
- Toll Restriction
- Intercom Dialing
- Conferencing
- Remote Worker Support
- Mobile Worker Support
- Support for Fax and POTS Lines
- Web-based Administration for easy moves, adds and changes

Individual User Available Features

- Direct Inward Dialing
- Incoming Call Manager
- Self-service Handset Configuration
- Caller ID/Calling Name (delivery and blocking)
- Call Waiting (with or without caller ID)
- Find Me Follow Me (configurable via web portal)
- Do Not Disturb
- SimRing (simultaneous ringing)
- Distinctive Ringing for Internal/External Calls
- Directed Call Pick-up
- SIP Call Forking (send a call to multiple devices)
- Call Rejection (anonymous or selective)
- Call Forwarding (unconditional, busy, selective, fixed)
- Call Park/Retrieve
- Voicemail, Message-waiting Indicator, Speech-to-text Conversion
- Station-to-station Intercom Dialing
- Automatic Recall (AR) and Callback (AC)
- Account Codes (mandatory and optional)
- Short Codes (group and personal)
- Attendant Console (line state monitoring)
- Integration with your PC
- CommPortal Assistant: PC integration for call control, message management and contact lists
- Click to Dial
- CommPortal Communicator Softphone
- Widgets
- Agent Login/Logout