

## Reliable Communications, Unparalleled Uptime.

Compudyne Cloud Voice is a hosted, cloud-based Voice over Internet Protocol (VoIP) service, offering seamless, redundant connectivity to eliminate downtime, dropped calls or interrupted communications.

### Customizable Service Packages

Customizable service packages ensure your organization can access the features your business needs. Additional add-on services include e911, conference bridge\*, call recording, CRM integration, voicemail transcription, additional DID and an option to include a toll-free number.

	Utility	Standard	Premium	Agent
Compudyne Support	✓	✓	✓	✓
Extension	✓	✓	✓	✓
Device Registration	✓	✓	✓	✓
Unlimited Calls (US/CA)		✓	✓	✓
Find Me Follow Me		✓	✓	✓
Personal Attendant		✓	✓	✓
Voicemail to Email		✓	✓	✓
Simultaneous Ring		✓	✓	✓
Call Detail Records		*	✓	✓
DID		*	✓	*
Voicemail Transcription		*	✓	*
Call Recording		*	*	✓
Web Portal			✓	✓
Screen Pop			✓	✓
Outlook Plugin			✓	✓
Chrome Click to Dial			✓	✓
PC/Mobile App			✓	✓
Call Center Features/Reporting				✓

#### Additional Services

- e911 (per site)
- Conference Bridge\*
- Call Recording (per user)
- Virtual Fax Services
- VM Transcription (per user)
- Additional DID
- Toll Free

#### Device Rentals

- Yealink T53W Phone
- Yealink T54W Phone
- Yealink T57W Phone
- Yealink CP960 Conference Phone w/mics
- Paging Adapter (ATA/PA2A)

\*Add on feature. Please ask for further details.

## Device Rentals

Cloud Voice can replace existing phone systems and is compatible with several phone brands such as Yealink and Polycom. We also offer device rentals, so there's no need to dedicate capital expenses to outfit an entire office with new devices.

### Phones

- Available as rental
  - Yealink
- Available for purchase
  - Yealink
  - Polycom
- Compatible bring your own device
  - Aastra
  - Grandstream
  - Polycom
  - Snom
  - Yealink

### Headsets

- Available for purchase
  - Jabra
  - Plantronics
- Bluetooth devices compatible with certain phones

## System Recommendations

Your Compudyne team will help ensure your facilities are configured appropriately for Cloud Voice services.

- Supported firewall, switches and access points – Compudyne or other
- Sufficient network speeds
- Cat 5e or Cat 6 wiring – single-run or dual-run
- Switches – Managed (VLAN capable) and Power over Ethernet (POE)

### Features

- ACD (Automatic Call Distribution)
- Auto Attendants
- Barge In
- Busy Lamp Field
- Call Forwarding
- Call Intercept
- Call Logs a.k.a. CDR (Inbound and Outbound)
- Call Park
- Calling Group ID Deliver
- Click to Call
- Configurable Extension Dialing
- Call Center Agent Recording/Monitoring
- Call Pick-up
- Call Recording
- Call Status (Real-time in User Portal)
- Call Transfer
- Call Waiting
- Client Call Control (User Portal)
- Conferencing (Multi-Way Calling)
- Device Auto Provisioning
- Direct Inward Dialing
- Call Park/Pick-up
- Directories
- Do Not Disturb
- Extension Dialing
- Hot Desking/Hoteling
- Hunt Groups
- Instant Fax
- Instant Messaging
- Integrations and Pop Ups
- Message Waiting Indicator
- Mobile Application
- Music On-Hold
- Office Manager Portal (Web Portal)
- Paging
- Presence
- Privacy
- Simultaneous Ring
- Shared Call Appearance
- Three-Way Call
- Voicemail
- Web User Portal