



CloudPBX

Scalable, end-to-end IP Telephony – delivered from the cloud

CloudPBX from hSo:

hSo CloudPBX frees you from the CAPEX, complexity and resource needs of managing your own PBX, while offering the scalability and resilience of a feature-rich cloud-based system. It comes with hSo's 24/7 technical support too.

Enjoy all standard PBX functions plus fully integrated enhanced services, such as Call Recording and Three-way Calling, as well as mobile integration. Whether you're a five end-user business or a multi-site business, our IP PBX solution could answer your telephony needs.

Gain access from multiple offices and from home. Meanwhile, get the control you want via a set of online portals. Built on a scalable and resilient platform, hSo CloudPBX is managed continuously for upgrades and enhancements. Without prior investment, you can scale the solution in line with your firm's requirements.

CloudPBX

hSo's CloudPBX key benefits:



Feature-rich

Enjoy all standard PBX functions plus fully integrated enhanced services, such as Three-way Calling and Call Recording.



App

Our Android and iPhone apps effectively turn mobiles into office phones.



Easy to add users

Thanks to pre-configured phones, all you have to do is plug them in.



Work from anywhere

Features like presence, plus desktop & mobile apps, facilitate remote working.



Resilient

Enjoy peace of mind from the solution's use of robust software and multiple PBXs and data centres.



Spread the cost

Avoid the CAPEX of owning a PBX. Pay per usage instead.



Web portals

3 web portals let you set up, configure and manage your system.



24/7 UK support

Support from our UK-based technicians helps ensure any issues are fixed faster.

Additional benefits:

Future-proof

Upgrades and system enhancements are managed continuously for you, ensuring your telephony is secure and up to date.

VoIP without pain

hSo CloudPBX provides a secure, reliable and easy way to make the most of the affordability of VoIP calls.

Business Continuity

If connectivity is lost at a site, inbound calls can be re-routed, e.g. to staff mobiles.

The complete picture

Think hSo for all your connectivity, Internet access and hosting needs. We can help deliver a fully integrated and harmonious communications setup for you. Our advice is unbiased too.

Wide range of handsets

Choose from our comprehensive range of phone handsets to find one that matches your budget.

Legacy tech options

If you'd prefer to just keep your existing PBX, we can connect it via SIP or ISDN.

Standard Features (Very Common, But Also Very Useful)



Keep Your Phone Numbers

Use your existing phone numbers with the new system.



Direct Numbers

Each employee can have their own phone number, so callers can contact them directly.



0800, 0845, 020 etc

Options to add freephone, local-rate and local numbers.



Voicemail

Not around? Callers can leave you a recorded message.



Inbound Caller ID

Displays the phone number of the person calling you.



Call Forwarding (Always)

All calls to a given user can be diverted to another number.



Call Transfer

Calls can be transferred to another person's line.



Call Hold & Resume

Put a caller on hold temporarily, while you discuss things with colleagues.



"Press 1 For Sales"

Callers can transfer their call to the right department.



Free Internal Calls (Same Site)

Calling colleagues is free, if they're on the same site and using the same phone system.



Speed Dial

Rapidly call a pre-defined phone number by pressing a button or dialling a short code.



Easy To Add New Phones

Phones are pre-configured. You just have to plug them in.



Lots of Phone Models

A wide range of handsets. Phones to suit every budget.



UK Support

Guidance and support, from experts based in the UK.



Itemised Phone Bills

See where your money's going. Check employees aren't misusing your phone system.

Common Features (Typically Provided, But Not Always)



Fax Machine Friendly

Option to connect your fax machine to the phone system.



Redial

Quickly call the last number you dialled.



Call Forward (Busy)

If you're on the phone, inbound calls divert to another number.



Call Forward (No Answer)

If you don't answer a call, it's diverted to another number.



Call History

Lists recent calls you've made, received or missed.



Do Not Disturb

Stops your phone from ringing, so you can work in peace.



Call Return

Calls back the person who called you last.



Music On Hold

Plays music to callers on hold, so they know you haven't hung up on them.



Free Calls Between Sites

Call colleagues on other sites for free, if they use the same phone system.



Multiple Numbers

Users can have multiple phone lines, with separate ring tones.



Web-based Admin Portal

Control your phone system using an online control panel.



Call Pickup

Answer an absent colleague's phone, from your own desk.

Helpful Features That Many Phone Systems Lack



Call Waiting

If you're on the phone and someone else calls you, you hear a warning tone and can switch between calls.



Hunt Groups

Inbound calls can be routed to a succession of employees' phones, and/or to multiple phones in parallel.



Call Queuing

When there aren't enough people to answer the phone, calls can be put in a queue.



Call Recording

Option to record calls and retrieve those recordings.



End-User Portals

Users can adjust their call forwarding rules and view their call history, via the web.



Site-Administrator Portals

Multi-site firms can delegate some phone system related tasks to local administrators.



Business Continuity

If a site loses all connectivity, inbound calls can be rerouted e.g. to employees' mobiles.



24x7 Support

So any problems can be fixed faster.



Call Forwarding (Caller Specific)

Option to apply different rules to calls from your boss, key customers etc



Receptionist Client

Software that makes life easier for your receptionist or office manager.



Call Forwarding (Time of Day)

Option to route calls differently depending on when the caller rings.



Caller Policies (User Specific)

Limit the types of phone number a user may call.



HD Voice

Better call quality, thanks to wideband audio codecs & background noise suppression



Anonymous Call Rejection

Option to block calls where the caller has withheld their number.



Group Paging

Turns your phone system into an intercom. Authorised users can broadcast to groups of phones.



Hot Desking / Hoteling

Staff can log on to a phone so it temporarily becomes 'their' phone, with their number, their shortcut keys etc.

Features That Support Remote Working, Mobility or Collaboration



Desktop VoIP App

Software that turns your staff's PCs and Macs into virtual phones.



Mobile App

Turns Android phones and iPhones into office phones.



Ring All My Phones

Inbound calls call ALL the user's phones to ring simultaneously.



3-Way Calls

Lets you conduct conference calls with three participants. Option for 4-6 way calls.



Email Notifications

Informs users they've missed a call, or have a new voicemail message.



Instant Messaging

Text-based chat (optional, with mobile/desktop client).



Fax To Email

Inbound faxes are converted to a PDF and emailed.



Meet Me Audio Conferencing

Would-be participants join by dialling a given number.



Presence

Staff set statuses, so colleagues can tell whether they're available currently.



Coworker's On The Phone

Phone can show whether a given colleague is on the phone.



Video Conferencing

This option adds video streaming to some calls. Requires compatible phones.

Choose the handset adapted to your needs



Polycom VVX 400 & VVX 410

- 12 line keys / speed dials
- Great sound quality. HD Voice encoding frequencies up to 7kHz
- 3.5" Colour LCD screen (320x240 pixels)
- The VVX 400 has two 10/100 Ethernet ports. VVX 410 has two Gigabit Ethernet ports



Polycom VVX 500

- Touchscreen
- 12 line keys / speed dials
- Supporting frequencies up to 14kHz for internal calls
- Supports various video-related features



Polycom VVX 600

- Larger colour touch screen (480x272 pixels)
- 16 speed dial keys
- Supporting frequencies up to 14kHz for internal calls



Polycom SoundPoint IP 335

- Entry-Level Model
- HD Voice
- Two Ethernet 10/100 ports



Polycom SoundPoint IP 450

- Display is backlit, making it easier to read
- Programmable key/busy light
- 2 line keys

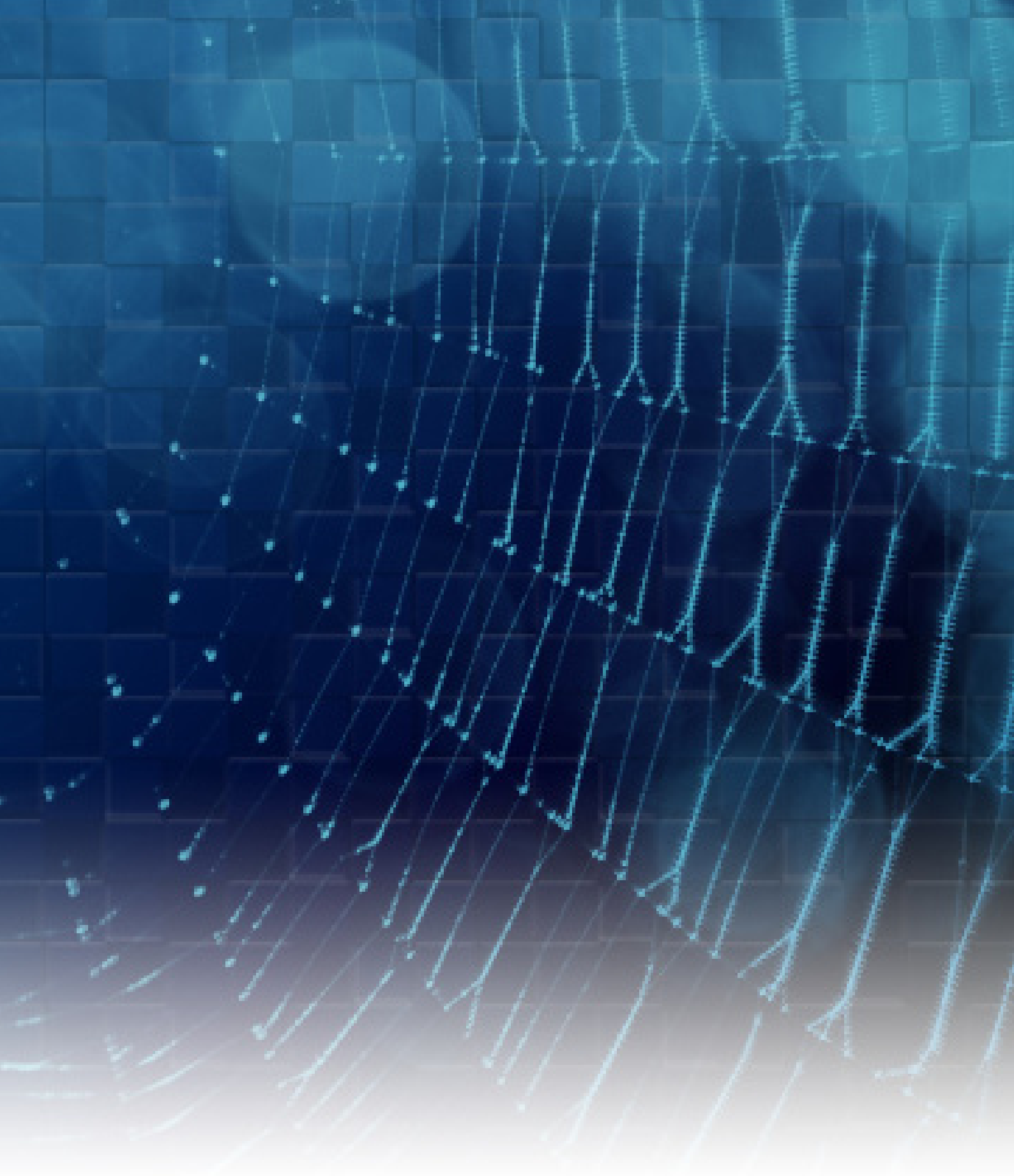


Polycom SoundPoint IP 650

- Supports up to 3 Backlit expansion modules
- 6 line keys / speed dial keys
- Two Ethernet 10/100/1000 ports.
- Lots of extra keys: Do Not Disturb, Transfer Call, Conference

hSo in facts and figures

- Founded in 2000
- Over 500 customers
- 26 data centres
- ISO 27001 / ISO 9001 / ISO 20000
- Financially sound
- Our own low latency MPLS network



Epoq IT Unit 9 Anglo Office Park, Lincoln Road,
High Wycombe, Bucks. HP12 3RH

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