DIGITEL
CLOUD

Work **Anywhere.** Work **Everywhere.**

DIGITEL CLOUD - IP PHONE
INFO PACKAGE

by Tel-Tech Services

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WHY CHOOSE TEL-TECH'S CLOUD?

With Tel-Tech's VoIP Cloud Solution, you get a fully-hosted telephone system that is secure and reliable, enterprise-class service without the enterprise-class cost. We put everything in the cloud, so there is less to manage, and it is "future proof" with additional features and functionality immediately available as developed. Tel-Tech Services, a Unified Communications company with 35+ years expertise in the Telecommunications market.

- **Enterprise Capabilities –** For small businesses, unified communications and contact center functionality is often cost-prohibitive. Not so with Tel-Tech's Cloud Solution's powerful feature packages, like drag & drop transfer to anywhere.

- **Scalability –** Virtual systems can expand and grow with your business as needed. You can easily add phones, features and services as your business expands, for thousands of users at multiple locations.

- **Connect Multiple Locations –** If you have multiple locations and want them linked together into a single enterprise, Tel-Tech's Cloud Solution is the answer.

- **Initial Cost Savings –** No large upfront investment by purchasing an office telephone system, that becomes obsolete in a few years.

- **Ongoing Cost Savings –** You pay only for services and features on a per-employee basis. Features can be easily added or removed as your business needs change.

- **Mobility –** Integrate smart phones with Tel-Tech's Mobile Communicator, enabling mobile workers to access the features of your office phone system, like total call control, office directory, IM, Presence, Visual Voice Mail and much more.

- **Work Anywhere –** When your office phone system is virtual, employees can work from home, remote offices, on the road, mobile phones, and even overseas – just as if they were in the office.

- **Presence and IM –**See whether employees are available, in a meeting or out of the office and exchange secure instant messages with colleagues to streamline communications.

- **Local Support –** Do you really want to rely on call center support thousands of miles away or in a different country? With Tel-Tech's Cloud Solution, you are supported by our technician pool here in Western Canada. From system design, training your personnel, expansion, unlimited programming changes, billing questions, and availability of on-site support and maintenance, Tel-Tech Services is here for you.

- **Reliability –** Tel-Tech's Cloud Solution is hosted in High Availability (HA) Virtual Servers, in a secure Canadian top tier data center, supervised and maintained 24/7/365 to protect your communications infrastructure.

VoIP END POINTS

Z 21i

The Z 22i is an easy-to-use, cost-effective business, IP phone with a graphical backlit display, dual 100 Mbps Ethernet ports, 2 line keys, a dedicated headset port with Electronic Hook Switch (EHS) and Power over Ethernet (PoE) support that's perfect for classrooms, kitchens, and low-use common areas.

Z 22G

The Z 22G IP phone includes a 320x240 pixel color display, 2 dedicated line keys, 4 context sensitive soft keys, dual Gigabit Ethernet ports and a dedicated headset port with EHS support, designed with ease of use as a priority.

Z 23G

The Z 23G combines a 320x240 pixel color display and dual Gigabit Ethernet ports in a feature-rich IP phone ideal for busy phone users. The Z 23G provides detailed call information accompanied by dynamic icons to minimize training requirements and maximize usability. Eight LCD-labeled buttons support up to 14 programmable keys (two pages of seven keys. Four context-sensitive soft keys below the display make conferencing, transfer, and other operations a breeze. A dedicated headset port, built-in Bluetooth functionality, and Electronic Hook Switch support offer enhanced usability for wired and wireless headset users.

DECT Cordless IP phone with Base Station

The DP720 is a DECT cordless phone supported by a DP750 base station and delivers a combination of mobility and top-notch telephony performance. Up to five phones are supported on each base station. Each phone supports a range of up 50 meters from the base station. The DP720 provides a suite of top-notch telephony features including full HD audio, a 3.5 mm headset jack, multi-language support, a speakerphone and more. 1 Base station supports up to 5 Cordless phones.

IP 47GE

The IP 47GE combines a hi-resolution 480x272 pixel color display, dual Gigabit Ethernet ports and built in WiFi for easy LAN integration, providing a feature rich IP phone that is ideal for busy executives and heavy phone users. The 47GE includes 4 context-sensitive soft keys, up to 27 programmable LCD labeled soft keys and 10 line keys, built-in Bluetooth and a dedicated headset port so added compatible headsets can be wired or wireless (Bluetooth or DECT)

IP 45G

The IP 45G incorporates a 3.7" backlit graphical display and dual Gigabit Ethernet ports. Includes a wideband HD Speakerphone with acoustic Echo Cancellation, 4 context sensitive softkeys and up to 21 programmable LCD labeled soft keys and 8 line keys making the IP 45G an effective business tool

Conference Phone with 2 wireless extension mics

Central, full-duplex speakerphone in base means callers can speak and be heard at the same time, just as they would in a face-to-face meeting. Portable, wireless microphones allow everyone to collaborate beyond the conference table and in larger meeting rooms

FEATURES

Mobile Communicator for iPhone and Android

Digitel Cloud mobility solutions for Unified Communications allow employees to stay connected and in contact no matter where they are. Digitel Cloud Mobile Communicator is a real-time presence and communications client for Android and iPhone that delivers a complete Unified Communications experience to mobile workers by integrating them into the corporate Voice and Unified Communications system. Digitel mobility solutions provide critical tools like voice mail access and management, presence, internal extension dialing, corporate directory access, and least cost routing to cut international call costs. Digitel Mobile supports call group functionality, allowing users to make and receive calls for the call group extension from their smart phones.

Included in the Standard User, Premium User and Contact Center User Packages.

Desktop UC Client with Softphone
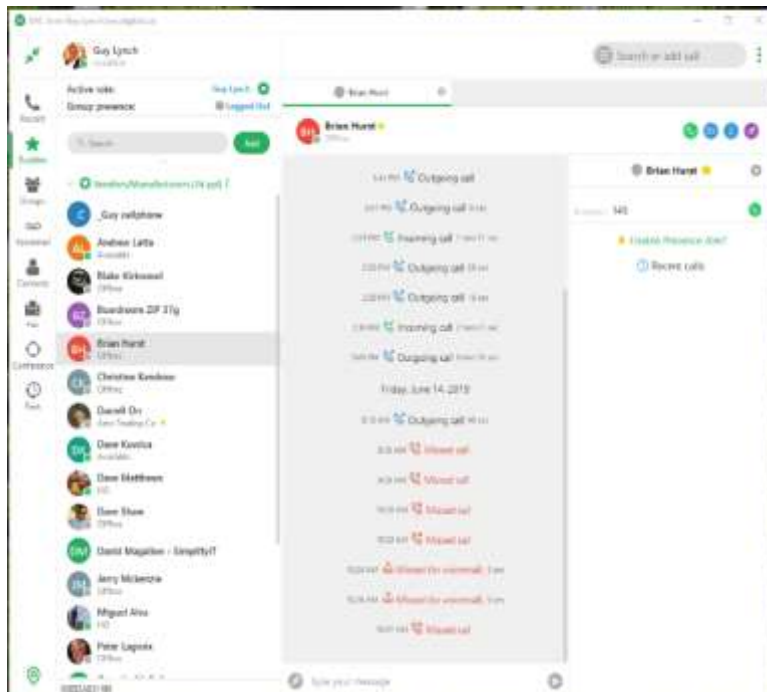
The intuitive Digitel Cloud Unified Communications (UC) Client is a desktop client application that integrates and manages all your communications functions. It lets you see the presence status of others in your company, send emails, control all your phone calls via desktop phones or a softphone, send and receive faxes, send secure Instant Messages and voice messages, use Voicemail, launch a Scheduled Audio Conference session, and much more – all with a single mouse click. Digitel Cloud UC Client comes pre-packaged with the Softphone feature. Turn the computer into a phone and unclutter employee's desks.

Included in the Premium User and Contact Center User Packages.

DIGITEL CLOUD FEATURES

FEATURES	STANDARD USER	PREMIUM USER
Local & Toll-Free Number Porting	•	•
Calling Line ID Display	•	•
Music on Hold	•	•
Paging Group	•	•
ACD, Hunt & Operator Group	•	•
Contact Center Call Group		
Auto Attendant	•	•
Voice Mail with forwarding to Email and transcription	•	•
Call Forwarding with "twinning" & scheduled	•	•
Call Attached Data	•	•
Advanced Call Routing – calling number, time of day & Day of week	•	•
Customizable Call Distribution	•	•
Call Queue with In-Queue Announcements – position in queue & wait time	•	•
Quit Call Queue Options	•	•
Built-in Reports	•	•
Digitel Cloud Mobile for iPhone/Android	•	•
SMS Messaging (system license available as an option)		•
Fax to Email / print to Fax		•
Digitel Cloud UC Client, Screen Dial		•
Screensharing		•
Instant Messaging / Group Chat		•
Invite External Contacts to Group Chat		•
Web Chat		•
Call Record – available as an option		•
Outlook Integration		•

Thinking about moving to "Digitel Cloud"?

Here's 12 Excellent Reasons to make the move!

1. **Service Response:** access is 24/7 from anywhere and eliminates on site visits, this drastically improves response time

2. **Software Upgrades:** upgrades are performed after hours and are scheduled with each new release; your voice services will always be current

3. **Hardware and Software Environment:** Digitel Cloud software runs in a High Availability VMWare environment, this allows us to move from the primary site to the secondary site at any time, providing a redundant environment. hardware is maintained by Digitel and is a part of the Cloud service

4. **Firewall:** Digitel maintains the firewall at the Cloud software site

5. **Backup Power:** Digitel Cloud site is covered 24/7

6. **Hi-Speed Access:** at the Cloud location is maintained as part of the service, we also provide redundant connections to preserve uptime

7. **Backups:** are taken daily, this is another level of protection beyond the VMWare High Availability environment

8. **Peace of Mind and Security:** Digitel Cloud is monitored 24/7

9. **Flexibility:** our licensing is per user, load the software on up to 4 devices per user, all desktop clients include a softphone providing mobility to any hi-speed environment

10. **Text Enablement:** your telephone numbers can be text enabled in Digitel Cloud, for enhanced customer interactions and improved customer engagement

11. **Work Location Flexibility:** take your desk phone/laptop/tablet to another location, like a home office or on the road when travelling and continue working seamlessly.

12. **Cost Effective Growth:** no hardware upgrades needed, ever again, no matter how fast your business grows Digitel Cloud keeps pace with your growing enterprise

All Digitel Cloud Solutions Include

- Remote programming changes during normal business hours.
- Priority scheduling for adds, moves, and changes.
- Remote support service calls via telephone or email, during normal business hours.
- Remote moves and changes via telephone or email, during normal business hours.
- Two to four hour emergency response policy.
- Unlimited online training and user guides upon request
- North American long distance at .03/minute
- Annual Software upgrades
- Incident recovery services (High Availability VMware, failover on all phone numbers to external numbers, replication and backup, daily, to datacenter in Vancouver & Toronto.

NOTE: Services subject to existing local area network cabling and internet being adequate
         For the support of our Cloud VoIP – IP Phone Business Grade Phone Service