

IP-PBX TELEPHONY SYSTEMS

MX Hosted Services is a provider of hosted IP-PBX telephony and data services for small to medium sized businesses. Our approach is based on a business process, your business process. We take time to understand how your business operates and provide a complete managed replacement for your current telephony system.

Costs

Set-up and recurring costs are greatly reduced, and calls to other service users are totally free. This means that all your company offices can call each other at no charge, irrespective of their UK location.

Handsets

Each user receives an intelligent IP phone and an individual web portal that allows them to configure their own functions and manage their services.



Cost savings:

- No PABX phone system cost
- No PABX maintenance cost
- No multiple phone line cost
- Upgrade/expansion cost greatly reduced
- Moves and changes cost greatly reduced
- Inter-site calling is free
- Calls to other hosted voice users are free
- Highly competitive rates for all other calls

Main user benefits

Secure, individual web user portal containing:

- Easy installation
- Ideal for home workers
- Advanced voicemail
- Call logging
- Call recording
- Company level controls over usage and access
- Range of handsets and equipment

IP-PBX Telephony Systems

Personal services

- Call recording
- Call forwarding
- Call hold
- Call logs (missed, inbound, outbound)
- Call pickup
- Call screening
- Call transfer
- Call waiting
- Caller ID display
- Caller name
- Click to dial
- Conference call (4 way)
- Do not disturb
- Feature button assignments
- Find me-follow me
- Hands free dialling
- 999 services
- Wide area dialling plans
- Re-dial
- Speed dial buttons
- Speed dial codes
- Speed dial directories

Group services

- ACD
- Call Groups
- Group Call pickup
- Directory list
- Distinctive ringing
- Flexible dial plans
- Hunt groups
- Intercom

End user portal features

- Browser-based call logs
- Company directory
- Speed dial numbers and directory
- Click-to-call or email

Office manager portal features

- Moves, adds and changes
- Browser-based employee and resource management
- Contact management
- Call group management
- Music-on-hold definition
- Subscriber management
- Password reset

System specification availability

- Designed for 99.9% availability
- Load balancing server configuration

Devices supported

- IP phones (SIP, MGCP) and soft phones

Device management

- Network-based management
- Remote upgradeable software

Unified messaging

- Voice mail
- Voice mail to email

Regulatory and security

- 999 services
- Authentication by username and password