

TotalCloud Phone System

Now you can focus on your business instead of your phone system. Cbeyond's TotalCloud Phone System is an affordable, feature rich business phone solution without the expense and maintenance of an onsite system. Unlike traditional on-premise systems, the enabling technology for TotalCloud Phone System is located in Cbeyond's secure, professionally-managed data center.

- **Lower Cost of Ownership** - no system equipment to purchase, install and maintain
- **Lower Operating Expenses** - one predictable monthly charge that includes updates and maintenance
- **Flexible and Scalable** - the ability to start small and grow with your business
- **Business Continuity** - built-in disaster recovery with advanced routing features
- **Secure and Reliable** - 24/7 monitoring by Cbeyond

TotalCloud Phone System delivers the professional, enterprise-class features and functionality that small and mid-sized companies need to be more productive, more responsive and more flexible to changing business conditions. TotalCloud Phone System connects your entire workforce – regardless of location – extending the same features as your headquarters.

TotalCloud Phone System Features

- **Professional Seat** – An individual extension number assigned to an employee for placing/receiving calls. Professional Seats include extension-to-extension dialing, direct inward dial (DID) and voicemail. Enhanced features and mobile integration are available.
- **Auto Attendant** – Automatically answers incoming calls for an organization and prompts callers to use designated key presses to reach employees and teams.
- **Allow/Block Calling Behavior** – Allows/blocks user access to 900 or 976 numbers, domestic or international LD, directory assistance or Operator assisted calls.
- **Account Codes Verified** – For cost center management, prompts employees to enter a predetermined code to place calls.
- **Account Codes Unverified** – Requires employees to enter a code of a specific length to place calls.
- **Assign Seats to CbeyondOnline Login** – Assigns one or more seats to a CbeyondOnline Account, allowing the account owner to administer seat features.
- **Company/Individual Time Schedule** – Schedules blocks of time for call forwarding (or other call assistance features) for use at the company or employee level.
- **Hunt Group** – Routes a call to multiple employees based on a customized distribution policy.
- **Telephone Directory** – Consists of employee telephone numbers for a location.
- **Call Detail Records** – Enables the viewing and filtering of calls for all Professional Seats. Details like call to/from number, call duration and account codes can be viewed online and downloaded as a .CSV file.

- **Overhead Paging** – Enables TCPS integration with many existing overhead paging systems using an ATA (Analog Telephone Adaptor) device with a TCPS Professional Seat. Calls are broadcast in your building using your existing overhead paging system.
- **Push-to-Talk** – Provides Professional Seats with intercom-like functionality. The Professional Seat user (employee) can call another TCPS extension (using a feature code) and no action is required by the call recipient to answer the call. The call is automatically connected by speakerphone.
- **Paging Group** – Broadcast important voice announcements to unique groups of employees using their desktop speakerphones. Each Paging Group consists of multiple Professional Seats (across one or more locations) and is configured with a single extension number.

Professional Seat Features (included for all seats)

- **Call Forwarding Always** – Redirects all incoming calls to an alternate phone number.
- **Call Forwarding Busy** – Redirects incoming calls to an alternate number only when busy.
- **Call Forwarding No Answer** – Redirects incoming calls to an alternate number following a specific number of rings.
- **Call Transfer** – Sends a call to a specific destination by using an associated phone button or flash hook.
- **Call Waiting** – An employee receives a call waiting tone when a second call is received during an active call. The new call can be answered using an associated phone button or flash hook.
- **Custom Voicemail Greeting Upload/Selection** – Employees can record or upload a custom greeting for callers to hear when they are unavailable.
- **Do Not Disturb** – Treats incoming calls with a busy signal or according to Call Forwarding Busy settings.
- **Last Number Redial** – Dials the last number called when pressing *66 or the redial button on the handset.
- **Music on Hold Upload/Selection** – Uploads audio files that play when a caller is placed on hold.
- **Outbound Caller ID Blocking** – Hides the Caller ID from being displayed when placing a call.
- **Scheduled Call Forwarding** – Creates a custom time-based schedule for forwarding calls.
- **Remote Access to Call Forwarding** – Enables management of Call Forwarding from any location.
- **Speed Dial** – Stores multiple numbers that can be quick-dialed using *2-9 on the keypad.
- **Three-Way Calling** – Allows an employee to talk with two callers simultaneously.
- **Voice Portal Dial-in** – An interactive voice response tool for managing features or changing pass codes.

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- **Voicemail** – Records and stores voice messages that can be retrieved by the mailbox owner.
- **Directed Call Pickup** – Enables an employee to use their own phone to answer an incoming call that is ringing on another phone. The employee dials the Directed Call Pickup feature access code (*97) followed by the extension number (Professional Seat) to connect with the caller.
- **Call Park / Retrieve** – Enables an employee to “park” a call so it can be retrieved by another Professional Seat. A parked call remains on hold for 30 seconds before it rings back the employee who parked it. A parked call is retrieved by dialing its extension number.

Receptionist Feature Set

You can add the Receptionist Feature Set to any Professional Seat. This expands a Professional Seat with advanced call answering, call routing and call parking capabilities. Designed for use by front-office attendants, the Receptionist Feature Set is offered as a basic or advanced add-on. The Basic add-on supports line-state monitoring of up to 30 employees, while the advanced add-on supports up to 200. The Receptionist Console is included with both options.

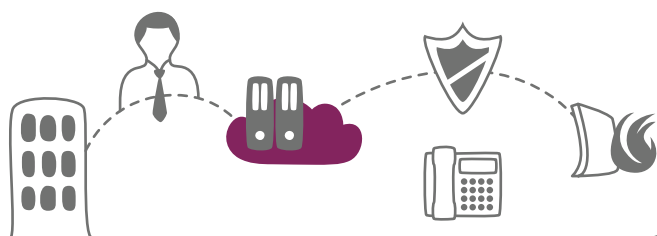
- **Receptionist Console** – The Receptionist Console is an intuitive web-based interface for highly efficient management of incoming calls. Accessible from a desktop web browser, a receptionist can see critical call information in real-time and take action as needed. They can prioritize and answer calls, use a mouse to drag-and-drop call transfers, monitor the status of multiple lines and perform a directory search.

Executive Feature Set

The executive feature set has all of the features of the professional seat, plus:

- **Cbeyond Communicator for Mobile** – is a softphone application that extends the capabilities of TotalCloud Phone System (TCPS) to iPhone and Android mobile phones. TCPS users with the Executive Feature Set add-on have access to the same features they use in the office on their mobile handsets and can transfer calls, access the company directory, make extension-to-extension calls, set call forwarding, etc. The Communicator provides customers with just one number to call and lets employees use their business phone number while making mobile calls.

- **Cbeyond Communicator for Desktop** – is a softphone application that enables employees to access and use their TCPS calling features from Windows and Macintosh computers. Employees can access their desktop applications and manage TCPS calls from one device, allowing them to work in a more integrated way. Active phone calls can be seamlessly moved from desktop/laptop to mobile and vice versa without interrupting the conversation. Cbeyond Communicator for Desktop is available to TCPS users with the Executive Feature Set add-on.
- **Remote Office** – Receive incoming calls while away from your office. Outgoing calls appear as if you are making them from the office using Click-to-Dial.
- **Selective Call Acceptance** – Allows designated incoming calls based on Caller ID, time of day, or day of week. All other calls are blocked and the caller is informed that the user does not wish to receive the call. Multiple criteria sets can be defined.
- **Selective Call Rejection** – Blocks designated incoming calls based on Caller ID, time of day, or day of week. If an incoming call is blocked, the caller is informed that the user is not accepting calls. Multiple criteria sets can be defined.
- **Sequential Ring** – Sequentially alerts up to five numbers for incoming calls. While the service searches for the user, the calling party is provided with a greeting followed by periodic comfort announcements. The caller can also interrupt the search to leave a message by pressing any key.
- **Simultaneous Ring** – Enables up to ten phones to ring simultaneously when a phone call is received. The first phone to be answered is connected to the caller.
- **Multi Number Enable*** – Assigns up to ten numbers and/or extensions with the option of enabling a distinctive ring for calls to second and third numbers. For outgoing calls, the primary number is the calling line identity.
- **Toolbar Feature (downloadable client)** – Users of Microsoft Outlook, Microsoft Internet Explorer, or Mozilla Firefox can manage incoming and outgoing messages, use Click-to-Dial, maintain up-to-date connection information.



Awards and Recognitions: Microsoft® Gold Hosting Partner, Microsoft Partner of the Year 2009 & 2010, Forbes® America's Most Trustworthy Companies 2012, Cisco® Master Service Provider