

# Cloud VoIP Phone System Devices - User Types - System Services

## Choose What Devices To Connect to the Cloud VoIP Phone System:

### IP Phones (Desk/Wall)



### Softphone Apps for Computers & Smartphones



### Other Connected Devices



## Choose a User Type for Each Team Member or Other Connected Device: (See Page 2 for User Features Comparison)

For Team Members	Description
Softphone User	For those who will use a Unified Communications computer and/or smartphone app for calls, chat, texting, and optional video conferencing. No deskphone.
Deskphone User	For those who will use an IP deskphone only and <b>do not</b> need Unified Communications features such as a computer and/or smartphone app for calls, chat, texting, optional video conferencing, or Click-to-Dial from computer.
Deskphone & Softphone User	<b>Most Popular:</b> For those who will use an IP deskphone <b>and</b> Unified Communications apps for computer and/or smartphone for calls, chat, optional video conferencing, or Click-to-Dial from computer.
For Other Connected Devices	Description
Common Area Phone User	For use with an IP phone. Ideal for conference room, break room, lobby, etc. No voicemail.
Analog Device User	Includes IP-to-analog dial tone adapter. Ideal for connecting a fax machine, credit card machine, analog telephone, etc. No voicemail.

## System Services & Features

### Included

- Main Number Call Manager w/ Voicemail Box (1 per location)
- Easy Auto Attendant (1 per location)
- Multi Line Hunt Groups
- Music on Hold (change/upload tracks via online portal)
- Short Codes / System Wide Speed Dial Numbers
- Call Analytics / Reports
- Administrator Web Portal (Make administrative changes system-wide)

### Optional

- POPP-Provided LAN Equipment w/ Automatic Failover of voice and/or data
- Premium Auto Attendant (for more complex configurations)
- Anywhere Telephone Numbers (US Domestic area codes)
- Paging Speaker/Integration with Existing Speakers
- Door Phone for Secure Entrances
- Encrypted Voice for Added Security
- Have a custom requirement? Ask us if we can help!

# Cloud VoIP Phone System - User Features Comparison

Only pay for what you need with 5 User Types to mix-and-match!

User Features	Softphone User	Deskphone User	Softphone & Deskphone User	Common Area Phone User	Analog Device User
Direct Inward Dial Phone Number	•	•	•	•	•
Extension Number	•	•	•	•	•
Local Calling - Unlimited	•	•	•	•	•
Long Distance Calling - Complimentary (1000 minutes/user/mo.; domestic LD only)	•	•	•	•	•
<b>PBX Features:</b> Call Waiting, Caller ID Name and Number, Call Hold, Call Transfer, Call Forward, Call Park, Call Pick Up, 3 Way Calling, Call History, Directory, Do Not Disturb, Speed Dial	•	•	•	•	•
<b>Unified Communications Features:</b> Softphone Apps for Computer (Windows/MacOS) and/or Smartphone (Android/iOS). Click-to-Dial Computer Integration, Chat, Presence (Available, On the Phone, In A Meeting, DND), Optional Text Messaging from Business Phone Number, Online Lookup of Caller ID (Google, web-based CRMs, etc.)	•		•		
User Portal Access	•	•	•	•	•
Call Recording (On-demand, device dependent)	•	•	•	•	•
Teleconferencing - Complimentary (100 minutes/user/mo.; Voice Only)	•	•	•		
Voicemail	•	•	•		
Voicemail-to-Email Delivery	•	•	•		
Fax-to-Email - Incoming, with dedicated fax number	•	•	•		
Paging (Dependent on paging configuration)	•	•	•	•	•
Poly® Acoustic Fence™ to Eliminate Background Noise (Deskphones only)		•	•	•	
Video Conference Hosting (Powered by Zoom, choose up to 10 or 100 participants)	<b>Optional</b>		<b>Optional</b>		
Call Recording - Always On	<b>Optional</b>	<b>Optional</b>	<b>Optional</b>	<b>Optional</b>	<b>Optional</b>
Automatic Call Distribution (ACD)/Call Center: Agent or Supervisor	<b>Optional</b>	<b>Optional</b>	<b>Optional</b>	<b>Optional</b>	<b>Optional</b>
CRM Integration (Inbound call screen-pops; outbound dialing accelerator)	<b>Optional</b>	<b>Optional</b>	<b>Optional</b>	<b>Optional</b>	<b>Optional</b>