

# VISUAL EDGE IT™

SECURE TECHNOLOGY SOLUTIONS

Communicate reliably, in-office or on-the-go, for less.



SOLUTIONS FOR  
ON-PREMISE AND  
CLOUD-BASED VOIP

## SEAMLESS FLEXIBLE COMMUNICATION

Most businesses today need the ability to work from anywhere and that means taking and making calls from anywhere, too.

A VoIP system allows your business to handle calls using a laptop, cell phone or other mobile device from anywhere that your teams have access to the internet. Seamless, flexible communication that's budget friendly.

Visual Edge IT's complete offerings include an enterprise system with advanced features and

functionality for any size business, and even full call center capabilities for businesses that need them. You have your choice of On-premise VoIP or Cloud-based VoIP for mobile and remote working. Virtual receptionist, voicemail to email, fax to email and call-answering mobility are just a few of the features.

Visual Edge IT™ has been supporting customers like you for more than two decades and our 90 locations across the United States bring our customers personalized local service

## KEY BENEFITS

### Redundancy and Reliability

- Multiple redundant servers in geographically dispersed data centers provide redundancy for all Cloud IP PBX instances
- 99.995% up-time reliability

### End Point Diversity

- We currently support 30+ SIP manufacturers and over 200 IP tele phones with our End-point Manager. No need to purchase new IP phones.
- Soft phone flexibility improves productivity for mobile employees, as all features can be extended through the use of laptop-resident soft phones.

### Hosted PBX Key Benefits

- Lower CAPEX and OPEX because there is no need to own, purchase, install or maintain your own PBX core. Enjoy predictable monthly communications expenses and easily scale up or down based on your needs.
- Easily add stations or provide services to geographically-dispersed locations and/or telecommuters. Phone system change order charges are eliminated.
- All users and locations are members of the same "virtual" IP-PBX and regardless of size or the number of calls received, a busy tone is never returned to prospects or customers.





## FEATURE SUPPORT INCLUDED IN ALL SYSTEMS

### **Business Features**

- Flexible time-based call routing
- Built-in conference bridge
- Fax to e-mail
- Hunt/ring groups
- Music on hold
- Voicemail blasting
- Find me/follow me calling
- Personal IVRs
- Wake-up calls
- Support for video calling
- Secure communications (SRTP/TLS)
- Announcements
- Text-to-speech
- Calling queues (ACD)
- Interactive voice response (IVR)

### **Calling Features**

- Three-way calling support
- Voicemail
- Voicemail-to-e-mail
- Caller ID support
- Call transfer
- Call recording
- Do not disturb
- Call waiting
- Call history/detail records
- Call event logging
- Speed dials
- Caller blacklisting
- Call screening

### **Administration and Control**

- Web-based config management
- Call history (details and recording playback/download)
- Contact management
- Presence management
- Conference room management
- Settings management
  - Find me/follow me
  - Call forwarding
  - Call waiting
  - Do not disturb
  - Call confirmation
- Voicemail
  - Visual voicemail -- playback and management
  - Notification options
  - Greetings management



Visual Edge IT is one of the most established VoIP/digital phone service companies in North America.



You get peace-of-mind with Visual Edge IT's unique redundancy, fail-over and disaster recovery solutions for networks of all sizes.

Contact us today to get expert help with all of your VoIP communication needs.

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