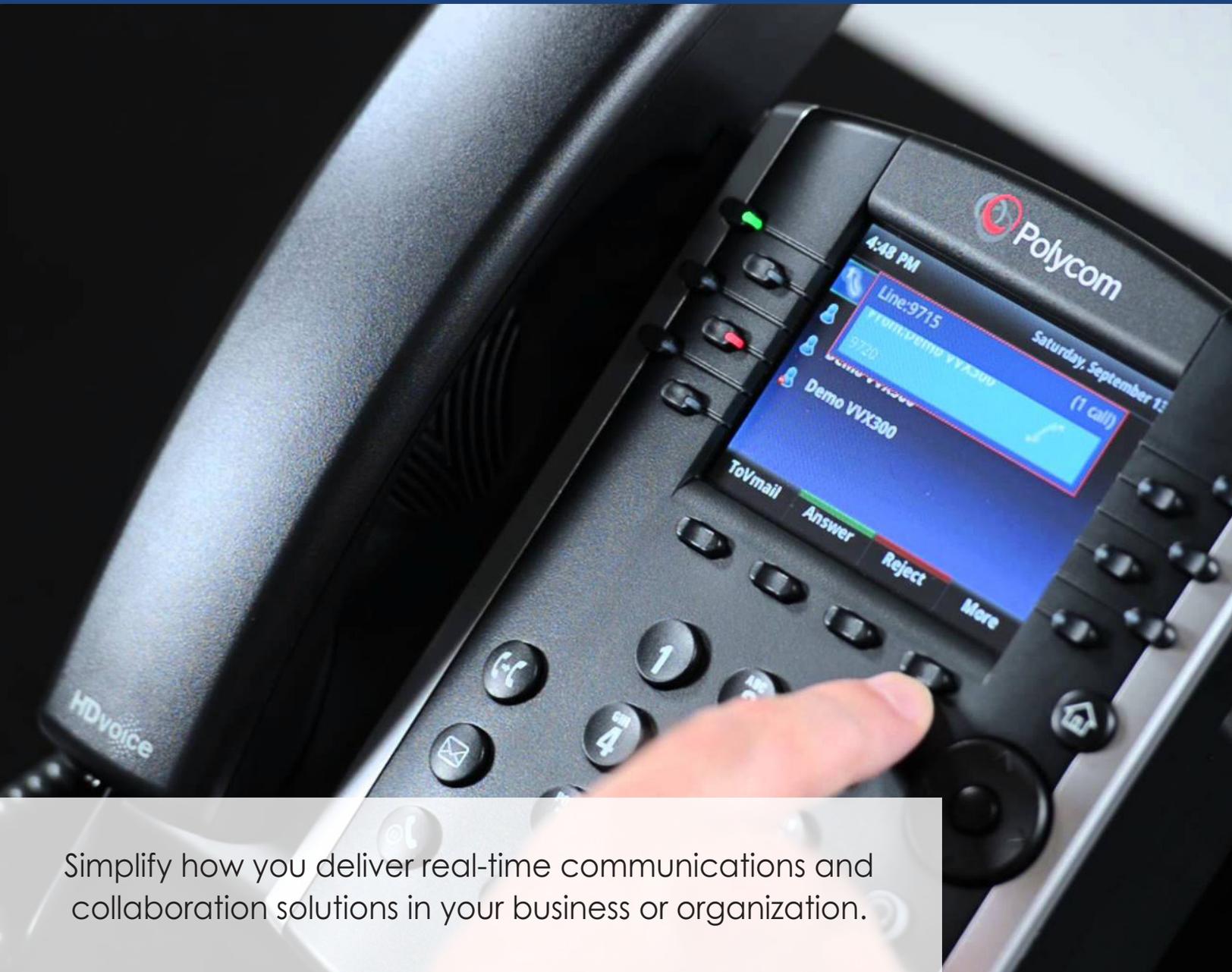


HOSTED PBX AND UNIFIED COMMUNICATIONS AS A SERVICE (UCaaS)



Simplify how you deliver real-time communications and collaboration solutions in your business or organization.

Cloud services change the way you procure, deploy and manage the infrastructure that drives your voice communications. Unified Communications as a Service (UCaaS) brings multiple tools, such as instant messaging (IM), conferencing, email, and voice calling together with the ability to scale as you need and add new communication features on the fly.



HOSTED PBX AND VOIP

You want a reliable, high-quality phone system that simply works. And so you can focus on your business, and not your communications platform, our system adapts and adjusts to your needs and seamlessly works the way you do. Whether you have five or fifty employees, we have a solution that meets your needs.

- Easy to use and manage
- Full PBX capabilities utilizing easy interface
- Eliminate costs of a traditional phone closet
- Low monthly phone bills (including VoIP services)
- Future-proof your phone systems



UNIFIED COMMUNICATIONS

Unified Communications (UC) is the seamless integration of voice, presence, chat, data, applications, and other technologies that help drastically improve your communication processes and business productivity. Our software and services enable you to access your account and seamlessly incorporate our high-value cloud communication services.

- **Cloud Communications:** Virtually limitless configuration possibilities to configure how you setup your hosted PBX and VoIP solution to make and take calls.
- **Operator Console:** Helps enable your small to mid-sized business to maintain complete visibility and transparency across the enterprise, and use view extension presence, click to dial, manage call control, monitor and manage call center features (queues, Agents, callers), manage conference bridges, and much more—all through a standard web interface.
- **Scalability:** With the constant change in technology, scalability is huge in today's business world and with UC, your services can be provided on a per-customer basis, cutting down unnecessary costs.
- **Disaster Recovery:** Your business can rest easy in a local service emergency with the use of hosted UC, where your data can be backed-up, managed, and ready for rapid recovery.

Conference Bridges

Multiple on-site and outside callers can simultaneously participate in password-protected conference calls. Callers can be assigned "talk/listen" or "listen only" status.

3-Way Conference Call

After making or receiving a call, a user may "conference in" any third party for a 3-way call.

Auto Attendant Answering

Setup a telephone number that dials directly to an Auto Attendant. Callers are then presented with predefined options via the Auto Attendant feature.

Call Forwarding

Forwards calls via the portal, or via your device or softphone. Calls may be forwarded to any extension or phone number. (Note: device or softphone forwarding functionality may vary by manufacturer.)

Call Hold

Place calls on hold and play music or a commercial while a caller is on hold.

Call Park

Unlike a call placed on hold, a parked call may be picked up at another extension.

Call Routing Time Frames

Allows routing decisions based on time and date. Multiple schedules can be configured from departments with different hours of operation (e.g. business hours, after hours and holiday hours).

Caller ID

Customize the appearance of your outgoing Caller ID by outgoing number or extension.

Direct Inward System Access (DISA)

Allows remote users to dial into their hosted PBX from an outside line and make outbound calls that will display Caller ID information from a DID within their office.

Do Not Disturb

A device or softphone feature that simulates a phone being off-the-hook and sends incoming calls directly into voicemail. Other routing options are also available.

Find Me (Digital Assistant)

Set up a personal assistant to find you at up to five locations. This feature is configured per extension and offers multiple options to route calls once they have reached the given extension. Callers are prompted to announce themselves and are given the option to try the next location or to leave a message.

Live Person Answering

Set up a telephone number to ring a specific extension or a Ring Group - sequentially or simultaneously. This option enables your company to use a live person to answer the caller instead of an Auto Attendant.

Multicast Paging

Dial a Ring Group and make an announcement through the loudspeaker of each phone in the group. (Note: phone specific; check per brand or model.)

One Button Redial

A device or softphone feature that redials the last number dialed by the extension user. Note: not all phones support this feature.

Ring Groups

Enable multiple extensions to be joined as a group, and then route calls sequentially or simultaneously to that group.

Voicemail

Associate a voice mailbox with an extension or use an announce-only voice mailbox to provide customers with a prerecorded message when they choose an option through an Auto Attendant or extension.

Missing important phone calls because you're away from your desk? Use our app on your smartphone to access and manage your VOIP wherever you go.

Voicemail to Email

After a voicemail is received, the Hosted PBX will send an email to any valid email account or alias that you enter into your company portal. The message will include the date and time of the call, the duration, Caller ID (if provided), the mailbox number, and an attached WAV file that can be played on your PC or mobile device (e.g. smartphone or tablet capable of playing WAV files). You can also set up auto-delete for voicemail messages after a configurable time, or as soon they are emailed.

Voicemail to Text Message

Don't have a smartphone or tablet capable of playing WAV files? Enter an SMS address in your company portal and the Hosted PBX will send a shorter text message to your device. Note: 3rd party text messaging rates may apply.

Music On Hold (Custom or Default)

You have the choice to upload custom music files, or use our default music to be played while callers are on hold.

Activity Reports

Activity reports provide graphs of call traffic and virtual path usage for all call types that occurred during the past 90 days.



HOW TO MAKE THE SWITCH

Interested in switching to MTG? Give us a call at (207) 692-0955 to receive a customized quote detailing the benefits of utilizing our innovative products and services. When you're ready, we'll install your new phone system with ZERO downtime, so you can get back to business.



Experience IT Differently

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