

UCx Hosted Unified Communications



Put the power of unified communications to work with UCx.

In today's hyper-connected world, you need a more efficient way to stay in touch with the people who matter most to your business. TelePacific's Unified Communications platform, UCx, will energize your team with interaction, collaboration, connection and enhanced productivity. UCx will bring many benefits to your business including:

A new, yet familiar way to communicate

UCx provides a full set of next-gen tools that not only replicate, but expedite the natural flow of communications.

Faster, more streamlined business processes

Since UCx integrates several functions into a single client, your team can transfer information easier and faster than ever before — no more waiting around for email or voicemail.

An easy evolution to cutting-edge UC services

Because UCx is a hosted service, you'll always have immediate access to new features when they become available, without having to purchase and install new hardware.

QoS over our network or "bring-your-own-bandwidth"

UCx can be delivered via TelePacific transport or OTT via managed services router utilizing SD-WAN technology. We ensure the performance of your applications with guaranteed QoS.

No upfront capital investment

Don't spend tens of thousands of dollars on a phone system before it's even installed.

TelePacific[®]
COMMUNICATIONS

The power of choice

Choose the right communications tool for every situation:

Voice: Place and receive calls on your desk phone, mobile phone or computer using your business line identity.

Video: Instantly start high-quality video calls using the camera on your computer, desk phone or mobile phone.

Instant Messaging: Chat and share files with anyone in your company. Move a chat to voice or video with a single click.

Presence: See if your contacts are available for communication. Your status automatically updates to “busy” when you’re on the phone or in a meeting.

Desktop Sharing: Instantly share your desktop without having to move your meeting to another platform.

Mobility: With iPhone and Android apps, you can access the full functionality of your UCx service from your smartphone.

Collaboration: Invite others to join your own personal collaboration room, even if they are not UCx users.

Integration: UCx seamlessly integrates with third-party apps and services to help streamline your business processes.

UCx client

UCx integrates multiple functions into a single client you can use on your desktop and mobile devices, so your team can transfer information easier and faster than ever before.

- Enable communications in the most appropriate form
- Reduce latency in task initiation and decision making
- Improve productivity, allowing collaborators to control communication preferences

UCx client features

- Voice and Video Calling
- Instant Messaging
- Desktop Sharing
- Presence Management
- Call and IM History
- Call Control/Settings
- Desktop and Mobile Apps

Admin portal

A key capability of UCx Hosted Unified Communications is a simple and easy-to-use self-service portal that gives your designated administrator direct control over the system regardless of whether you are in or out of the office. The portal allows the Administrator to manage day-to-day changes to your UCx without needing to contact TelePacific Customer Care.

Admin portal features

- Administer User Features
- Group Feature Management
- Call Logs
- Virtual Voicemail
- Find Me / Follow Me
- Anywhere Mobility
- Virtual Fax

The power of individuality

Our UCx user bundles make it easy to build a unified communications service that meets your unique requirements.

	Standard User Bundles		Call Center User Bundles	
User Bundle	UCx Connect	UCx Power	UCx Agent Standard	UCx Agent Premium
Typical Use	Office-based employee	Travel or work from home	Inbound call queue	Inbound and/or outbound call queue
Included Usage	Pooled	Pooled	Pooled	Pooled
Desktop UCx Client	Basic	Premium	Premium	Premium
Mobile UCx Client		■	■	■
Voice Calling	■	■	■	■
Video Calling	■	■	■	■
Audio Conferencing	■	■	■	■
Unified Messaging	■	■	■	■
IM & Presence	■	■	■	■
Desktop Sharing		■	■	■
Hoteling	Guest	Guest & Host	Guest & Host	Guest & Host
Executive/Assistant		■	■	■
Fax Messaging	+	+	+	+
Receptionist Client	+	+	+	+
Call Center			Standard	Premium
Call Center Client			+	+

- Standard feature
- Available on desk phone with camera
- + Available add-on

Additional add-ons include Auto Attendant, Authorization Codes, Hunt Groups, Custom Music on Hold, Meet-Me Conferencing, Call Recording, and Toll Free Numbers to your account.

Unlimited Usage: Each user bundle includes 1,000 minutes of domestic outbound voice usage (to the contiguous United States and Canada; other restrictions apply) per month. Minutes are pooled for all users in the enterprise. Calls between users within the enterprise are free and do not use bundled minutes.

Basic UCx Desktop Client: Instant Messaging, Presence, Click-to-Dial, Corporate Directory

Premium UCx Desktop Client: All Basic features plus Voice Calling (Softphone), Video Calling, and Desktop Sharing

Mobile UCx Client: Voice Calling, Video Calling, Instant Messaging, Presence, Click-to-Dial, Corporate Directory.

UCx Polycom IP phones

VVX 310

A powerful 6-line Gig-E business media phone



TelePacific offers full featured Polycom IP phones with the option to purchase or rent as well as bring your own device.

- HD voice
- Power over Ethernet
- Caller ID name and number
- Shared line appearance
- Voicemail



VVX 410

A premium 12-line Gig-E business media phone

VVX 500

A premium 12-line Gig-E touchscreen phone



VVX 600

A premium 16-line Gig-E touchscreen phone

VVX 1500

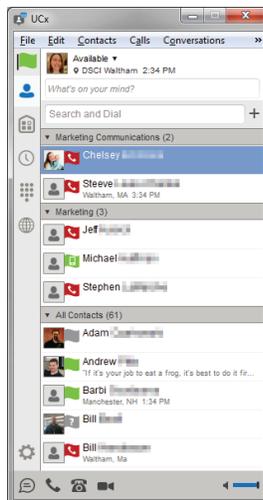
6-line, 1-touch video-enabled Gig-E phone

The power of flexibility

UCx gives you seamless access to your business communications from any device...



Mobile



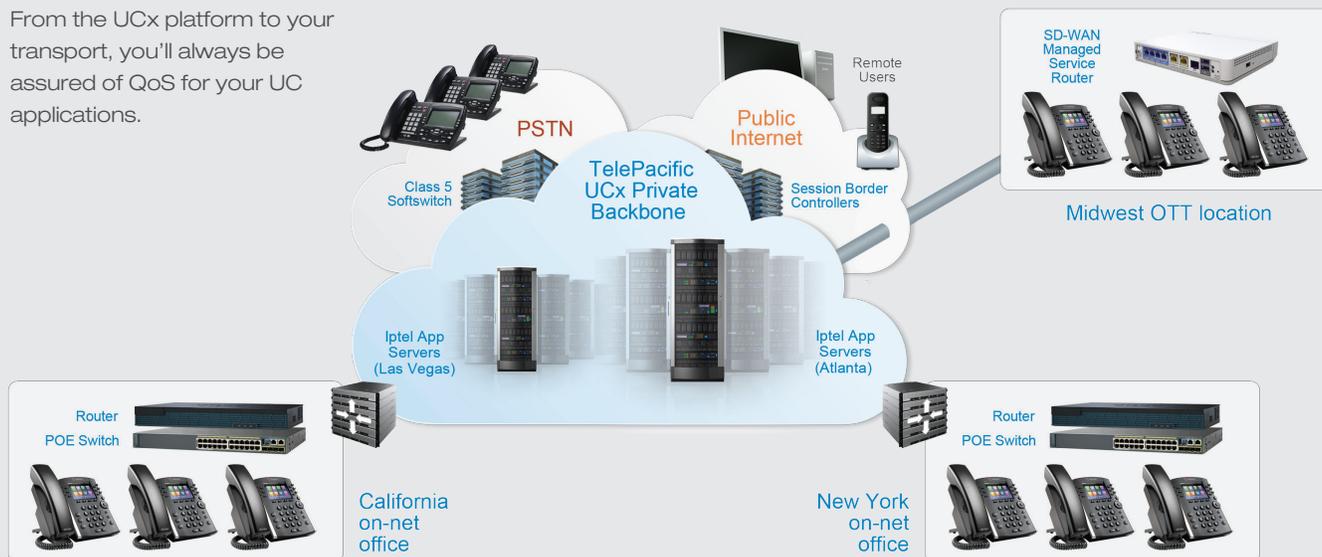
Desktop



Desk phone

A reliable and scalable solution

From the UCx platform to your transport, you'll always be assured of QoS for your UC applications.



UCx platform

TelePacific's UCx consists of application servers running enterprise-grade UC software in SSAE 16 datacenters. A traditional environment requires an on-premises PBX and discreet feeds for incoming traffic. A hosted unified communications environment simplifies hardware and support staff by integrating traffic and performing PBX and other unified communications functions in the cloud. We offer an industry-best 100% network uptime guarantee and 24/7/365 live-answer support from our Customer Care team.

With UCx, voice takes priority so when an employee makes or receives a call, UCx immediately allocates bandwidth to the voice traffic, but only as long as the call is in process. As your voice needs fluctuate throughout the day, your data bandwidth adjusts to capitalize on the available capacity.

The distributed nature of the UCx Hosted Unified Communications service means that your communications infrastructure will still be available in the event of a power outage, storm, fire, or other disaster. Because UCx resides on the TelePacific Hosted Communications Network and not on your premises, it's easy to redirect calls to an alternate location, such as a cell phone, if you can no longer take calls at your primary location.

TelePacific Ethernet transport

Our Ethernet access services offer a wide range of bandwidth options from 1Mbps to 10Gbps. TelePacific can

help you meet your application requirements with flexible bandwidth options across our network and yours. Use our Ethernet services, including Fiber, Fixed Wireless and Copper, to expand the capabilities of your LAN and optimize your WAN.

Over the Top Transport with QoS

TelePacific guarantees with Quality of Service with a Managed Services Router, which uses SD-WAN technology to prioritize voice over data, even across the public internet or Over the Top (OTT). With OTT or non-TelePacific broadband circuits, we bring more quality options to you. Your entire organization, — HQ, branch offices, remote users — can benefit from all the UCx functionality utilizing your own broadband connection.

How OTT works

The Managed Services Router creates a secure tunnel from your site to our gateways, through which it sends all TelePacific voice traffic while routing customer data traffic directly out their local ISP's SD-WAN enabled gateways. We employ Forward Error Correction for all sites using the Managed Services Router. With Forward Error Correction, the gateways are constantly monitoring call quality and, should they detect any degradation such as packet loss or jitter, they will replace and reorder the bad and missing packets, repairing the call in real-time and ensuring that users always receive crystal clear calls.