Choosing Your Handsets

Inclusive Handset Options

Polycom VVX310

The VVX310 business media phone brings high-quality, cost effective solutions to any environment through advanced unified communication features. The intuitive user interface of this Polycom VoIP phone makes usability and navigation easy and requires minimal training.

- 6 line appearances
- Polycom HD Voice
- 208x104 Backlit 8 Level Greyscale graphical LCD
- Dual Gigabit RJ45 Ports
- RJ9 headset port
- Built-in auto sensing IEEE 802.3 af Power over Ethernet

Yealink T42G

The Yealink T42G is a feature-rich sip phone. The 12-Line IP phone delivers a superb sound quality as well as rich visual experience. With programmable Keys, the IP Phone supports vast productivity-enhancing features.

- Yealink Optima HD voice
- 2.7" 192x64-pixel graphical LCD with backlight
- Integrated stand with 2 adjustable angles
- Headset, EHS support
- PoE support
- Wall mountable
- Dual-port Gigabit Ethernet

Yealink W52P

Yealink W52P is a SIP cordless phone system which enables users to benefit from freedom of movement, lifelike voice communications, multi-tasking convenience, professional features like intercom, transfer, call forward, 3-way conferencing etc.

- Exceptional HD sound with wideband technology
- Up to 4 simultaneous external calls
- 1.8" colour display with intuitive user interface
- 10 hours talk time, 100 hours standby time
- Integrated PoE
- Desktop or wall mountable
- Up to 5 VoIP accounts

Upgrade Handset Options

Yealink T46GN

The Yealink T46GN comes with a high-resolution TFT colour display to deliver a rich visual experience and Yealink Optima HD technology for clear, life-like voice communications.

- 4.3" 480 x 272-pixel colour display with backlight
- Built-in a USB port, support Bluetooth headset (through USB Dongle)
- Dual-port 10/100/1000 RJ45 Gigabit Ethernet
- RJ9 headset port
- Built-in auto sensing IEEE 802.3 af Power over Ethernet
- Headset, EHS support
- Stand with 2 adjustable angles

Yealink T48GN
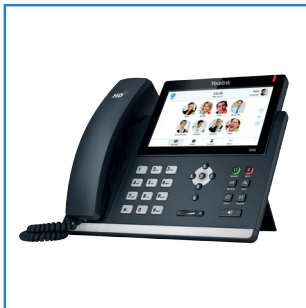
The Yealink T48GN incorporates a large touch panel that makes switching between different screens and applications swift, easy and convenient. The Yealink T48GN'S Optima HD technology creates the impression that you are sitting virtually face-to-face opposite the person at the other end of the call.

- Up to 6 SIP accounts
- Yealink Optima HD voice for clarity calling
- 7" 800 x 480-pixel colour touch screen with backlight
- Support Bluetooth headset through USB Dongle
- Dual-port 10/100/1000 Gigabit Ethernet
- Power over Ethernet PoE support (No PSU included)

Polycom VVX411
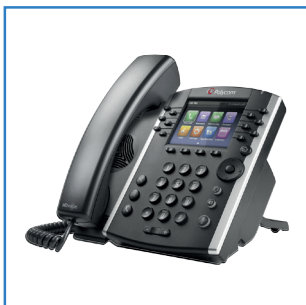
The Polycom VVX411 is a 12 line HD Voice media phone with a 3.5" colour LCD display and dual Gigabit RJ45 ports for staff. The VVX411 has an intuitive larger colour display and easily integrates with third-party UC and productivity applications helping make it easier to use.

- 12 line appearances
- Polycom HD Voice
- 3.5" (320x240) Backlit Colour LCDual Gigabit RJ45 ports
- RJ9 headset port
- 4-way directional navigation key
- Wired or wireless headset support

Polycom VVX601
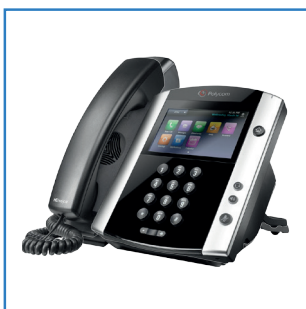
The Polycom VVX601 is a media phone with a 4.3" gesture based, multi-touch cable capacitive touchscreen LCD display. The VVX601 features the capabilities to manage Microsoft Exchange Calendars, receive meeting reminders and alerts, access the school directory and Instant Messaging right from the phone display.

- 16 line registrations
- 4.3in LCD gesture based, multi-touch capable capacitive touchscreen
- Polycom HD Voice
- Dual USB ports (2.0 compliant) for media and storage applications
- Dedicated RJ-9 headset port with EHS support
- Two-port Gigabit Ethernet switch

User Licence Features

Feature Name	Functional User	Fixed User	Mobile User
Basic Call Logs	✔	✔	✔
Call Forwarding Always	✔	✔	✔
Call Forwarding Busy	✔	✔	✔
Call Forwarding No Answer	✔	✔	✔
Call Forwarding Not Reachable	✔	✔	✔
Call Hold	✔	✔	✔
Call Park	✔	✔	✔
Call Pick Up Groups	✔	✔	✔
Call Policies	✔	✔	✔
Call Return	✔	✔	✔
Call Transfer (Consultative & 3-Way Conferencing)	✔	✔	✔
Call Waiting	✔	✔	✔
Calling Line ID Blocking	✔	✔	✔
Calling Line ID Delivery – External	✔	✔	✔
Calling Line ID Delivery – Internal	✔	✔	✔
Client Call Control	✔	✔	✔
Connected Line Identification Restriction	✔	✔	✔
Last Number Redial	✔	✔	✔
Personal Contacts	✔	✔	✔

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Feature Name	Functional User	Fixed User	Mobile User
Three-Way Call	✔	✔	✔
User Intercept	✔	✔	✔
Video Calling	✔	✔	✔
Alternate Numbers		✔	✔
Answer Confirmation		✔	✔
Anonymous Call Rejection		✔	✔
Automatic Callback		✔	✔
Automatic Hold/Retrieve		✔	✔
Call Barge-in Exempt		✔	✔
Call Director		✔	✔
Call Forward Selective		✔	✔
Call Notify		✔	✔
Comm Pilot Express		✔	✔
Distinctive & Priority Ringing		✔	✔
Directed Call Pickup with Barge In		✔	✔
Do Not Disturb		✔	✔
Hot Desking Host		✔	✔
Pre-alerting Announcement		✔	✔
Push to Talk		✔	✔
Remote Office		✔	✔
Selective Call Acceptance		✔	✔
Selective Call Rejection		✔	✔
Sequential Ringing		✔	✔
Shared Call Appearance 5		✔	✔

User licence Features

Feature Name	Functional User	Fixed User	Mobile User
Speed Dial 8		✔	✔
Speed Dial 100		✔	✔
Toolbar		✔	✔
Voicemail		✔	✔
Voice Portal		✔	✔
Hot Desking Guest			✔
Office UC for Smartphone			✔
Office UC for Tablet			✔

User Licence Features

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Definition of Terms

Getting Started

User Licenses

Functional User

Ideal for those who simply need a basic telephone service, e.g. staff who use their phone infrequently and do not require the advanced features available with other licenses.

The key feature not available in this pack is voicemail.

Fixed User

Our most popular option, this license is ideal for staff members that work from a single fixed location with occasional home-working.

By fixed usage this generally means that the user works from a single location for the majority of their working week. This feature pack has all the features of the Functional User but benefits from voicemail and various call forwarding features to ensure you will never lose a call.

Mobile User

Ideal for users that are rarely in one place for very long, or work from multiple locations.

This license has all the features of the Fixed User but benefits from an inclusive set of softphone applications that work on Smartphones. These applications enable you to make and receive calls on your single school number, when away from your primary phone. This pack also includes a Hot Desking capability, allowing you to log into other Exa Voice devices.

Minutes

Inclusive Minutes

Each user licence is available to purchase with 100 minutes to UK landlines and 100 minutes to UK mobiles included in the monthly rental for a nominal additional cost. All minutes are aggregated across the school's site.

Additional Minute Bundles

If you would like to purchase additional minutes for your school, you can do so on a monthly basis. As with the inclusive minutes option, additional bundles are shared across all users and are for both UK landlines and UK mobile numbers.

Numbers

New Numbers

With Exa Voice, you have complete flexibility over your school's telephone numbers. Simply let us know the area code you'd like assigning, the amount of numbers you require and we'll do the rest!

Ported Numbers

If you would like to transfer your school's existing number(s) to your Exa Voice service, all you have to do is complete the Ported Numbers form and send it our way. This will enable us to organise the smooth transition from your current provider to ourselves. You can choose whether to transfer single numbers, or request a multi-line port and move as many numbers as you like in one go.

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Choosing Your Add-Ons

Site Add-Ons

Additional Auto-Attendant

By default, you will receive one free Auto-Attendant per site. If you would like to add an additional one, this is available to do so at a monthly cost.

An Auto-Attendant enables you to have an automated receptionist answer calls, providing a custom message to callers with options for connecting to:

- Departments (i.e. press 1 to be transferred to Sixth Form)
- Extension Users
- Operator

Please note that the Auto-Attendant does not queue calls or provide hold music/announcements; these features are available with the Call Centre ACD add-on detailed below.

Call Centre (ACD)

Call Centre ACD (Automated Call Distribution) provides your school with a service which allows incoming calls to be received by a single phone number and distributed among a group of users. It also offers the following features:

- Call queuing with comfort announcements
- Overflow to alternate destinations
- Redirection of calls outside school hours
- Hold music
- Uniform call distribution

A statistics report is generated at the end of each day and sent to chosen email addresses. Please note this feature provides comfort music for one set of users. Where the ACD is used behind an Auto-Attendant, one instance will be required for each Auto-Attendant option requiring a different comfort message or using different agents.

Voice Recording – Extra Storage

If you would like to securely store users' Voice Recording for longer than the default 30 days, you can do so for an additional monthly cost. With options of 180 days or 7 years, your recordings will be stored in the Exa Voice cloud for your chosen period, after which they will be deleted. During your storage time, all recordings can be downloaded and archived.

User Add-Ons

Busy Lamp Field (BLF)

Utilising a hardware (sidecar) console that can be attached to an IP phone - the BLF license enables the monitoring of user's status' through a series of illuminated lights on the sidecar. (Typically found on reception consoles).

Voice Recording User

If you would like to record the calls of specific staff members, you can do so for an additional monthly cost. These recordings will then be securely stored in the Exa Voice cloud for a default 30 day period, during which time they can be downloaded and archived.

CRM Connect Lite (Go Integrator Lite)

Enables users to integrate call control into Lotus Notes and Microsoft Outlook, providing the following functionality:

- Automatic screen popping of caller's contact details from Lotus Notes and Microsoft Outlook when inbound calls are received
- Call Control from PC
- Click-to-dial from Lotus Notes and Microsoft Outlook
- Monitoring of a user's presence status

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CRM Connect Lite (Go Integrator DB)	Enables users to integrate call control into a number of CRM systems, providing the following functionality: • Automatic screen popping of caller's files when inbound calls are received • Call Control from PC • Click-to-dial from CRM file • Monitoring of a user's presence status
Fax Messaging	With fax messaging, users are able to receive faxes over email using a new dedicated fax number.
Reception Console (Enterprise)	The receptionist console provides the user with a web application that allows them to monitor users and easily transfer calls. The console can actively monitor up to 200 users at a time.
Reception Console (SMB)	For those which do not require the capability of the Enterprise console, the SMB version provides the same functionality but with the limitation of monitoring 30 users at a time.
UC Office Desktop (Office UC)	Enables users to make and receive voice and video calls, using their Exa Voice number, on PCs, Windows and Apple-based O/S. Users are able to use this device as either a Primary or shared Secondary device. Users that already use Microsoft Skype for Business or Lync 365 cloud version for Instant Messaging, can use our Skype for Business plug-in application, available in this pack.
UC Business (includes Office UC)	UC Business includes all the features of UC Office Desktop, in addition to a desktop application that enables: • Voice and Video calling (including inbuilt softphone) • Instant Messaging and presence • Contacts and basic feature management
UC Team (includes Office UC)	UC Team also includes all the features of UC Office Desktop, in addition to a desktop application that enables: • Voice and Video calling (including inbuilt softphone) • Instant Messaging and presence • Contacts and basic feature management • 8 person audio conferencing facility • Desktop sharing

Other Terms

Call Capacity	With Exa Voice, it is possible to limit the call traffic associated with your school's site by implementing a maximum call capacity on the number of simultaneous calls that can be made to or from your premises.
Hunt Groups	Setting up a Hunt Group means that a specified sub-group of users can handle incoming calls received by an assigned Hunt Group number. Users assigned to a Hunt Group can be located across different sites and you can choose how calls are routed to these members from a choice of five options - ranging from all users being called simultaneously to creating a bespoke order.

User Licence Features

Feature	Description
Basic Call Log	Enables users to view and dial from the following lists of stored numbers: missed, received, and dialled. The Call Log is only accessed through the optional add-on application; Toolbar.
Call Forwarding Always	Enables a user to redirect all incoming calls to another phone number.
Call Forwarding Busy	Enables a user to redirect calls to another destination when an incoming call encounters a busy condition.
Call Forwarding No Answer	Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings.
Call Forwarding Not Reachable	Enables a user to proactively or reactively direct incoming numbers to another telephone numbers if their normal destination number is unreachable,
Call Hold	Enables a user to place a call on hold.
Call Park	Enables a user to hold a call and to retrieve it from another phone station within the group.
Call Pick Up Groups	Enables a user to answer any ringing line within their pick up group.
Call Policies	Enables a user to allow or restrict whether they display their number to on-net callers when they forward their call to another number, i.e. mobile number.
Call Return	Enables a user to call the last party that called using a feature code when using an analogue handset behind an ATA.
Call Transfer	Enables a user to transfer a call to another user.
Call Waiting	Enables a user to answer a call while already engaged on another call.
Calling Line ID Blocking	Enables a user to block the delivery of their telephone number to other parties.
Calling Line ID Delivery – External	Enables the delivery of an incoming caller's identity which can include the caller's phone number and name, from existing users of another site, or from outside the company.
Calling Line ID Delivery – Internal	Enables the delivery of an incoming caller's identity which can include the caller's phone number and name, from existing users within the same site.
Client Call Control	Enable users to control calls from Exa Voice applications such as CRM Connect or Toolbar. Users can then make, receive and hold calls from these applications.
Connected Line Identification Restriction	Enables a user to allow or restrict whether they display their number to on-net callers when another person forwards a call to them.
Last Number Redial	Enables users to redial the last number.
Personal Contacts	Enables administrators and users to create a custom contact directory that contains a user's personal list of contacts.
Three-Way Call	Enables a user to make a three-way call with two other parties.

User Licence Features

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User Intercept	Enables the user to intercept incoming calls and play an announcement that provides alternate routing options to callers.
Video Calling	Enables two users under the same 'Customer' group to make and receive on net video calls.
Alternate Numbers	Enables users to have up to ten phone numbers and/or extensions assigned to them. Normal ringing is provided for incoming calls to the primary phone number and users have the option of enabling a distinctive ring for calls to their second and third phone numbers. For outgoing calls from the user, the user's primary phone number is the calling line identity.
Answer Confirmation	Enables users to accept or reject calls that are sent to other devices when Call Director, Simultaneous Ring or Sequential Ring feature is used. When a user does not accept or answer a call, this feature ensures the call is returned to the user's Exa Voice voicemail inbox, allowing them to manage one voicemail service.
Anonymous Call Rejection	Enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID. Calling parties are informed that the user cannot accept anonymous calls and are asked to call back without withholding their number.
Automatic Callback	Enables users who receive a busy condition to monitor the busy party and automatically establish the call when the busy party becomes available. This service is only available when calling within the same group.
Automatic Hold/Retrieve	Enables users to automatically hold and retrieve incoming calls without having to use a feature access code or flash key. It is useful for users who manage a large volume of incoming calls as it enables them to hold calls by simply transferring them to dedicated parking stations. A dedicated parking station is a separate user license reserved for holding or retrieving calls.
Call Barge-In Exempt	Enables users to stop other users from being able to barge in on calls when they have the 'Directed Call Pick-up' feature enabled.
Call Director	Enables user to better manage calls when on the move using the following FMC (Fixed-Mobile Convergence) features: • Make 'One Number' calls from any device • Receive 'One Number' calls on multiple devices (SIM ring) • Control when secondary devices can be called • Seamless transfer calls between devices When Call Director is used, the separate Answer Confirmation and Simultaneous Ring features do not need to be used as they are inherent within this feature.
Call Forward Selective	Enables a user to define criteria that causes certain incoming calls to be redirected to another destination, often used with a Time Schedule.
Call Notify	Enables a user to define criteria that cause certain incoming calls to trigger an email notification.
Comm Pilot Express (in Toolbar)	Enables users to pre-configure multiple profiles for managing incoming calls differently based on the user's status. The following profiles are available: • Available - In the Office • Available - Out of the Office • Busy • Unavailable Each profile includes preferences for managing relevant incoming call functions.

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User Licence Features

Feature	Description
Distinctive & Priority Ringing	Enables users to set distinctive ringing tone for incoming calls if they meet set criteria, which can be based on Holiday/Time Schedules, or particular numbers.
Directed Call Pickup with Barge-In	Enables users to also barge in on a call in progress, thereby creating a three-way call. Administrators can configure whether or not a warning tone is played when a barge-in occurs.
Do Not Disturb	Enables users to set an unavailable profile which will direct all calls to voicemail.
Hot Desking Host	Enables a user's device to be logged into and used as a Hot Desk.
Pre-alerting Announcement	Enables a user to play a pre-announcement message to callers, prior to alerting the user, and before any ringing is heard.
Push-to-Talk	Enables user-to-user to place calls to other users within their site and have the end device automatically answer the call (intercom service). Users and administrators can define accept and reject lists, which may include wildcards.
Remote Office	Enables users to make and receive calls using their Exa Voice telephone number from any location, regardless of device, so long as they have an internet connection and access to any phone handset. The feature will hijack a phone device to make and receive calls on the user's number, and all billable events appear against the Exa Voice user's account. The Toolbar is used to turn on the feature and to tell the service which handset to dial for incoming calls and then used to initiate outbound calls.
Selective Call Acceptance	Enables a user to define criteria for accepting calls either based on Holiday/Time schedules or a per number basis. Calls that do not meet these criteria are blocked and the caller is informed that the user does not wish to receive the call.
Selective Call Rejection	Enables a user to define criteria for rejecting calls either based on Holiday/Time schedules or a per number basis. Calls that meet the criteria are blocked and the caller is informed that the user does not wish to receive the call.
Sequential Ringing	Enables users to define a "find-me" list of phone numbers that are alerted sequentially for incoming calls that match specified criteria. While the service searches for the user, the calling party is provided with a greeting followed by periodic comfort announcements.
Shared Call Appearance 5	Enables a user to share their Exa Voice telephone number across five different additional devices, enabling them to receive calls on these other devices. This feature is typically used in conjunction with any of the Office UC applications and other handsets.
Speed Dial 8	Enables users to dial single digit codes or click-to-dial from the Toolbar to call up to eight different numbers, such as frequently dialled numbers or long strings of digits that are hard to remember.
Speed Dial 100	Enables users to dial double digit codes or click-to-dial from the Toolbar to call up to 100 different numbers, such as frequently dialled numbers or long strings of digits that are hard to remember.
Toolbar	Enables a user to control calls and turn features on or off from the Toolbar in Outlook, Internet Explorer or Firefox, saving them the need to log into a portal. With the Toolbar, users have access to the main functionality of the service and can control this at the click of a button. The Toolbar is especially useful for providing users with advanced functionality, without exposing too much, or confusing them by providing access to a website.

Voicemail	Enables a user to have a voicemail service which they can access from any device, as well as have all voicemails emailed to a single email address as a .MP3 file.
Hot Desking Guest	Enables a user to temporarily associate their telephone number and profile onto another IP handset, allowing them to make and receive calls from their number on this temporary device. The other handset will need to be registered to a User license that has Hot Desking Host enabled.
Office UC for Smartphone	Enables users to make and receive voice and video calls, using their Exa Voice telephone number, on Apple IOS and Google Android Smartphones. Users are able to use this device as either a Primary or shared Secondary device.
Office UC for Tablet	Enables users to make and receive voice and video calls, using their Exa Voice telephone number, on Apple and Android tablets. Users are able to use this device as either a Primary or shared Secondary device.

User Licence Features