hPBX

powered by Our Kloud

is so simple, cost effective, efficient and feature packed that it will leave you wondering why it has taken you so long to make the switch

Our Kloud recognises that not all mid-sized organisations have the budget nor require the complexity of carrier grade hosted voice systems that usually cost a lot and difficult to manage so we built our one that would solve this problem whilst maintaining the reliability behind it.
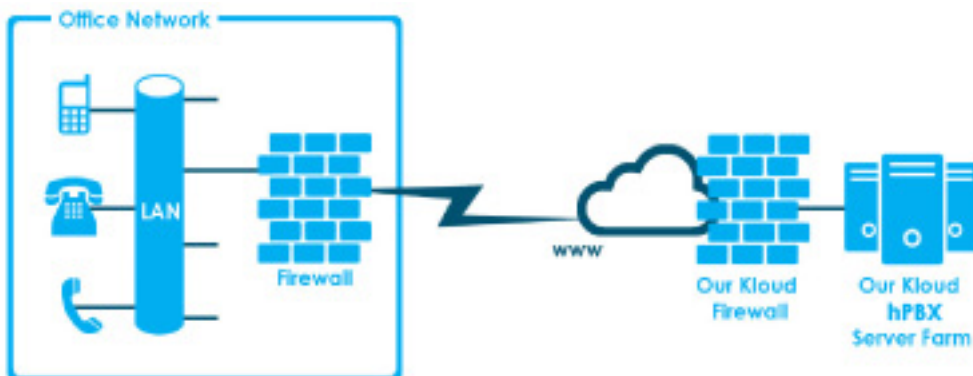
Being a National leader in hosted IP Telephony solutions we built **hPBX powered by Our Kloud.** This Hosted Voice platform provides an unlimited level of flexibility, reliability, scalability and control with Unified Communications (UC) requirements natively built in and delivered by a simple cost per user license.

"Let Our Kloud focus on your phone system and you can focus on your core business...."

Our **hPBX powered by Our Kloud** is a robust platform that allows any organisation to simply have handsets on their data network that interoperate & are completely managed by Our Kloud's Service Desk thus eliminating the time, effort and cost involved with other traditional PABX Maintenance and setup costs as well as having to train your staff on how to use web portals and become phone engineers.

NBN | CLOUD | VOICE | DATA | IT | SECURITY | VIDEO

In essence a hosted solution means all the hardware is housed and managed by Our Kloud in our Data Centres around Australia thus providing a single integrated phone system for all your users anytime and anywhere.

How **hPBX** **powered by Our Kloud** works:

3 Step Setup...

1) Send Our Kloud your phone list, call flow and extension numbers
2) You receive the phones and PoE switch
3) Plug them in and make a call

VoIP and IP PBX

Pay per User

No Setup Costs

Easily Scalable

Increased Efficiency for Remote Offices

Powerful Remote User Features

Single License with all the features for an enterprise

Next Business Day replacement Hardware

Local and Experienced support team

Summary of Basic Features

Unlimited Extensions

You can create an unlimited number of extensions via the control panel

Completely SIP Based

Unlimited SIP trunk capabilities are included

Paging and Intercom

Support for group paging through your telephone handsets or integration through your overhead paging system

Company Directory

Empowers your customers to find people in your organisation easily and connect directly to their extension

Unlimited IVR's

Auto Attendants allow you to direct your customers to various parts of your organisation through easy to use push button menus

Caller-ID

See who is calling directly on your phone

Soft-Phone Support

You can use software on your personal computer or smart phone and recieve/make calls through your PBX

Music On Hold

Play music on hold to callers. Optionally use different classes of music on hold depending on which Queue a caller is in

Voicemail Config

Simply log into your voicemail and walk through recording your greetings

Voicemail to email

Receive you voicemail messages in your email box and play them over your computer speakers.

Automatic Backup

Backup your PBX automatically every night. If something goes wrong we can have you up in running from a backup in a matter of hours.

Call Flow Control

Call Flow Control makes it easy to take control of your business hours. Need to open early or stay late? Simply press a button to keep calls flowing in. Need to leave early? Press the Call Flow Control Toggle on your phone and route all calls to your closed IVR or voicemail.

Feature Specification

Buiness Features

- Flexible Time Based Call Routing
- Built in Conference Bridge/Service
- Fax to Email
- Hunt/Ring Groups
- Music On Hold
- Voice Mail Blasting
- Follow Me/Find Me Calling
- Personal IVRs
- Wake Up Calls
- Support for Video Calling
- Secure Communications (SRTP/TLS)
- Feature Rich User Control Panel - Visual Voicemail
- Directory
- Announcements
- Dictation
- Calling Queues (ACD/IVR)

Calling Features

- Three Way Calling
- Voice Mail - Voicemail to Email
- Caller ID
- Call Transfer
- Call Recording
- Do Not Disturb
- Call Forwarding
- Call Waiting
- Call History - Call detail records and Call event logging
- Speed Dials
- Caller Blacklisting
- Paging/Intercom
- Call Screening
- DISA

Telephony Support

- Open Standards Support for Multiple Signaling Protocols: SIP. IAX2, PRI/T1/E1, POTS/Analog, ISDN
- WebRTC - Browser Based Calling (thru UCP)
- Soft Phone Support
- Specialty Device Support - Door Phones, Overhead Paging, Strobe Alerts, Paging Gateways, Voice Gateways, Failover

Multiple Language Support

- English
- Bulgarian
- Chinese
- German
- Hebrew
- Hungarian
- Italian
- Portuguese
- Russian
- Swedish
- Spanish
- Japanese

Detailed List of Features

- ✔ Auto-Attendant (IVR)
- ✔ Voicemail
- ✔ Voicemail-to-Email
- ✔ Music-on-Hold (2 Playlists)
- ✔ Scheduler
- ✔ Night Mode
- ✔ Analog & IP Phones
- ✔ Ring-All (Blast Group)
- ✔ Call Forwarding
- ✔ Name Directory
- ✔ DIDs
- ✔ Branch Office Support
- ✔ Web-based Control Panel
- ✔ Powerful Reporting
- ✔ FAX Support
- ✔ BLF Support
- ✔ Paging / Zone Paging
- ✔ Intercom / Zone Intercom
- ✔ Custom Caller IDs
- ✔ Upload Voice Prompts
- ✔ Outlook Integration
- ✔ Custom CTI (AGI)

- ✔ Conference Bridges
- ✔ Extension Groups
- ✔ Routing by DIDs
- ✔ Voicemail Groups
- ✔ Advanced Call
- ✔ Forwarding
- ✔ Report Exporting (.csv)
- ✔ Alerts & Notifications
- ✔ Trunks Status Pages
- ✔ Real-Time System Graphs
- ✔ Call Screening
- ✔ Music-On-Hold (Unlimited)
- ✔ Historical System Graphs
- ✔ Graphical Queue Reports
- ✔ Barge Report
- ✔ Agent Call Recording
- ✔ Agent Variable Log-off
- ✔ Agents on Cell Phones
- ✔ Agents Shared across Sites
- ✔ Real-Time Queue Stats
- ✔ Multi-Site Routing
- ✔ And More…..

Number Ranges

hPBX **powered by Our Kloud**
allows you to
KEEP YOUR NUMBER
whenever you relocate!

No more diversions, paying to change your stationary, telling customers your new number when you move.

Each State location or termination point will require a number range and these numbers can either be retained from existing or provided as new. If no existing number range exists, the existing primary inbound number can be imported / retained as required.

Power Supply

Each Site will be required to assign either power supplies or PoE (Power over Ethernet) switching. For each phone. By implementing PoE, this switch(s) will replace the existing network switch and mitigate the need for individual power supplies to be assigned to each handset. Each handset has 2 x built in Ethernet ports. The first to be connected to the wall port, the second to be connected to the user's PC desktop. I.e. Only 1 wall port required per user in supporting both PC LAN & Handset connectivity.

Handsets

hPBX **powered by Our Kloud** can work with virtually any SIP Based Handset although **Our Kloud** recommends Cisco, Polycom, Yealink or X-lite.

Our Kloud offers a range of handsets to suit your business needs such as conference phones, cordless, basic handsets, colour screen and many more!

ourkloud
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