

# The big business phone solution designed for small businesses.



SmartVoice provides a specialized communications solution to small businesses that has typically been reserved for large enterprises.\* Choose how you want to answer your calls, selecting from your desk phone, mobile device or computer. Mobile applications allow increased flexibility of communication on the go, meaning you're always connected to your business, from wherever you are.

## Work big, even if you're small.

### Answer your important calls effortlessly

- Multi-ring enables your office phone to ring at the same time as other assigned numbers or devices, so no important call goes unnoticed.
- Provide exceptional customer service with auto attendant. Your callers are greeted with a professionally recorded message that directs their call to the right recipient.

### Mobilize your workforce

- Easily transition phone calls between your office phone and cell phone, with the press of a button.
- Arrange a video call, chat or share documents with ease, meaning remote collaborative work can be done easily.

### Focus on your business, not your voice solution

- Add or remove seats, paying only for what you need, with no hardware costs or fixed infrastructure costs.
- SmartVoice is a fully managed solution, we take care of the hardware, software upgrades, installation, training and ongoing support.

We'll manage everything for you.

Think of us as a complement to your IT department. Our highly trained team is with you every step of the way.

Call: 1-877-686-7909

Visit: [business.shaw.ca/SmartVoice](http://business.shaw.ca/SmartVoice)

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SmartVoice



SmartVoice Collaborative



SmartVoice Mobile



SmartVoice Mobile Collaborative



SmartVoice Mobile app

## Unified communications features

	SmartVoice	SmartVoice Collaborative	SmartVoice Mobile	SmartVoice Mobile Collaborative	SmartVoice Mobile app
<b>Instant Messaging</b> Cut down on email clutter and voicemail by having instant chats.		✓	✓	✓	✓
<b>Presence</b> Know the status of coworker's availability, be in control of when others can communicate with you.		✓	✓	✓	✓
<b>Multi Conference</b> Instantly connect without booking resources, create a team conference by bridging up to six users into a single conference call.	✓ 3 users	✓	✓	✓	✓ 3 users
<b>Desktop Sharing</b> Increase office collaborations by sharing your work with coworkers.		✓	✓	✓	
<b>Call Pull</b> Have the freedom to leave your desk, move a call from one device to another without having to place the caller on hold.		Between desk phone and PC/Mac software	✓	Between PC/Mac software and smartphone app	
<b>Mobile App</b> Accessibility on iOS and Android mobile devices and tablets			✓	✓	✓
<b>Video Conferencing</b> <sup>^</sup> Feel like you're working in the same office as remote coworkers with face to face collaboration.		✓	✓	✓	✓
<b>Online Portal</b> No need to be in the office to make changes to features and settings, make changes from anywhere you access the Internet.	✓	✓	✓	✓	✓

## Voice features

<b>Do Not Disturb</b> Stay focused on important tasks, direct calls automatically to voicemail or to a fellow coworker.		✓	✓	✓	
<b>Network Based Preferences</b> Have less to remember. Speed dials, previous inbound and outbound calls and more are not just at your desk phone, but any phone you log into throughout the office or any device you use with SmartVoice Client.	✓	✓	✓	✓	
<b>Voicemail to Email</b> Never miss a call, be notified and listen to voicemail via email.	✓	✓	✓	✓	✓
<b>On Hold Messaging</b> Upsell customers with custom messaging, or entertain them with music while they wait.	✓	✓	✓	✓	✓

## Add-on's

<b>Meet Me Conference</b> Connect with coworkers and customers from anywhere, anytime, with dedicated conference lines that handle large groups of participants.	Available	Available	Available	Available	Available
<b>Auto Attendant</b> Ensure important clients are not left to voicemail, forward calls seamlessly to employees or departments.	Available	Available	Available	Available	Available
<b>Call Queuing</b> Answer customer calls in the order they were received, which helps minimize busy signals and unanswered calls.		Available	Available	Available	
<b>Reception Console</b> Increase professionalism and ensure calls aren't missed with a full receptionist solution including busy lamp field, shared call appearances and online web portal.		Separate receptionist package available			
<b>Call Recording</b> Record, store and playback calls for training, compliance or quality purposes.	Available	Available	Available	Available	Available