

UCx SmartVoice SIP Trunking



UCx SmartVoice with Webex maximizes your PBX investment while providing a future-proof solution for hybrid work.

UCx SmartVoice is SIP trunking that's been modernized to allow Webex collaboration as an add on. You can maximize the investment you've already made in your PBX phone equipment, connect it to the PSTN with UCx SmartVoice, and get the add on of Webex for a fully integrated Voice, Video Meetings and Messaging solution from one provider.

It's commonly accepted that converting to SIP is less costly than using legacy analog lines or PRIs, and you can save by using a single connection for data and voice. But not all SIP solutions provide a true path to collaboration the way UCx SmartVoice does.

UCx SmartVoice with Webex delivers market leading collaboration tools to users who leverage your PBX for voice, but because it's our single platform you can easily expand beyond your PBX by giving fully hosted UCx with Webex seats to users when your business grows.

A true path to collaboration for your entire organization and a future-proof solution to hybrid work. You'll gain all the advantages and new features, without the cost and hassle of replacing a phone system that has not reached its end-of-life.

UCx WITH WEBEX CLIENT

The Webex client, is available as an add on with UCx SmartVoice, and integrates collaboration functions into a single app you can use on your computer, smartphone, and tablet.

- **Voice Calling** Place and receive calls on your computer, desk phone, mobile phone, or tablet using your business line identity. Seamlessly move calls between devices.
- **Video Meeting** Instantly start HD video calls and multi-point video conferences using the camera on your computer, mobile phone, or tablet.
- **Desktop Sharing** Instantly share your desktop without having to move your meeting to another platform.
- **Collaboration** Invite others to join your own personal collaboration spaces, even if they are not within your company.
- **Advanced Messaging** Chat and share files with anyone in your company. Move a chat to voice or video with a single click. Use UCx chat to send SMS text messages to any mobile number, and receive SMS text messages on your UCx number.
- **Mobility** With our fully-featured apps for iPhone, iPad, and Android phones and tablets, you can access your UCx service from anywhere.
- **Presence** See if your contacts are available for communication. Your availability status automatically updates to “busy” when you’re on the phone or in a meeting.
- **Integration** UCx seamlessly integrates with third-party apps and services to help streamline your business processes.

CLIENT OPTIONS

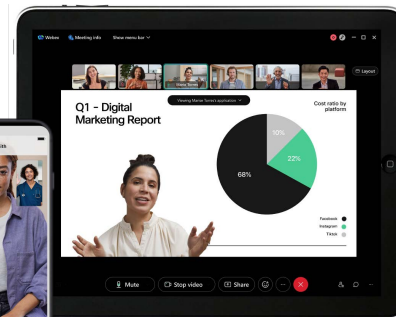
We know one size does not fit all. With two add on seat options, you can enjoy a mix of user configurations tailored to the needs of various employees. Improve your overall product adoption and manage costs.

Pro

Enterprise VoIP calling
Webex w/Softphone
Instant messaging & presence
Direct & group messaging
Personal meeting room (100 capacity)
Desktop & application sharing
Spaces & Teams
File sharing

Elite (all Pro features +)

Meeting recording
Remote desktop control
Presenter controls
Recording transcription
Personal meeting room (1000 cap.)



UCx SmartVoice with Webex gives you seamless access to your business communications from any device

Active/active continuity, powered by SD-WAN, allows you to mix and match any type of transport to seamlessly failover during a service path interruption



FEATURES & BENEFITS

- **Network and voice quality** High-capacity access to an advanced SIP network provided by a TPx-managed gateway with a 100% uptime SLA
- **Lower network costs** Reduce expenses of set-up and maintenance of separate voice and data networks.
- **Reduced calling charges** Free extension dialing between UCx SmartVoice locations; unlimited local and IntraLATA toll calling; flexible long distance plans with generous usage
- **Nationwide presence** Select phone numbers from anywhere across the country. These numbers give your company the appearance of a local presence to help you grow in new markets without the costs of building a physical presence. These numbers also eliminate long distance charges to these new markets.
- **Flexibility** The TPx managed gateway at your premises can support as few as four voice channels, so you don't need to purchase more voice capacity than you need
- **Bring your own bandwidth** Get UCx SmartVoice solutions coast-to-coast, wherever there's a broadband connection; with SD-WAN you can mix-and-match any type of transport and gain active/active continuity

CONNECTIVITY OPTIONS

- **PRI & CAS Trunking** TPx's advanced SIP network supports both fractional and "bonded" PRI and CAS network connections for digital PBX systems
- **SIP Network Connection** TPx supports a native SIP hand-off to your LAN for a direct connection to next-generation IP PBX systems

ALWAYS UP

Never worry that your customers will not be able to reach you. To keep your employees connected even during a disaster situation, you can take advantage of the following features and services.

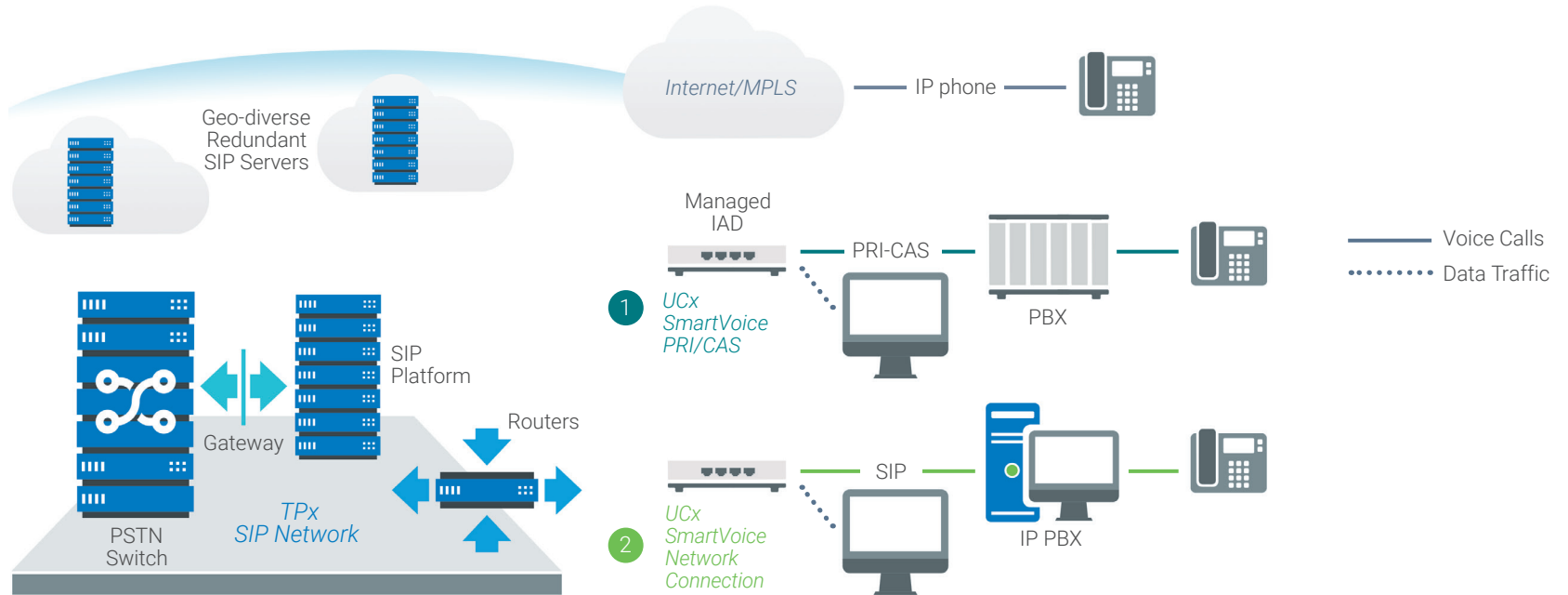
- **Call Forward Not Reachable by DID** With Call Forward Not Reachable by DID, you can customize where incoming calls are routed based on the DID number called. You may have one or two critical numbers that you would like to route to a different destination number. Or, you can set this up for all of your numbers and re-route all incoming calls in an outage or all-calls-paths-busy situation.
- **Active/Active Continuity** Our managed SD-WAN service allows you to mix and match any type of transport for secure and seamless failover. Both connections are in active/active mode, regardless of whether they're provided by TPx or your local Internet provider.
- **Trunk Group Call Forwarding** When the original Trunk Group has all channels occupied or out of service, this UCx SmartVoice feature automatically forwards your calls to a predetermined number. Calls may be routed to a different TPx number or a non-TPx number. There is no need to call into technical support, and no wait time: the forwarding takes effect automatically.

CALL REPORTING

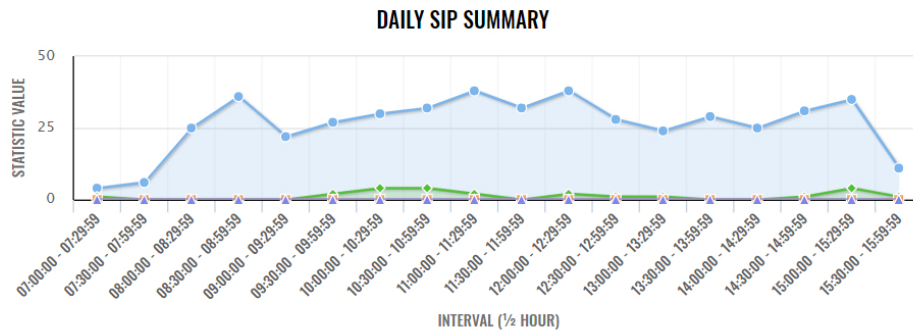
- **Call reporting** Available as an add on with UCx SmartVoice, including real-time stats and historical summaries by day, week, or month. If your PBX lacks a call reporting function, these stats can give your business the intelligence you need to boost performance.

How UCx SmartVoice Works

UCx SmartVoice sends voice traffic from your current phone system over the same connection you use for data, eliminating the need for separate voice access.



Call reporting from TPx to boost business performance



Daily Calls Report - Pictured above is one of many reports available from TPx call reporting. This report gives daily calls by hour so businesses can easily understand peak call times in order to staff accordingly.

WHY CHOOSE TPX?

- **Industry-leading technical support** 24/7/365 customer care
- **Nationwide network** Services delivered over-the-top or via the TPx Ethernet Ecosystem
- **Network reliability** Las Vegas-based NOC oversees network performance 24/7/365, coordinating quick resolution of problems
- **Team of specialists** Project managers, solutions architects, and product experts with the know-how to address your specific requirements
- **Full solution suite** It often takes multiple services and network infrastructure to solve a single challenge. You can mix and match from our communications, managed IT, and networking services to build a custom solution
- **Deep expertise** Years of experience with many different types of communications services

