

UCx Hosted Unified Communications

Put the power of unified communications to work with UCx.

PGi

In today's hyper-connected world, "work" is no longer a place we go — it's an activity that we do. A desk phone might as well be a ball and chain, tethering you to convention. To be successful in this virtual work environment, you need to have access to your colleagues, customers, business data, and applications on *any* device and *any* network.

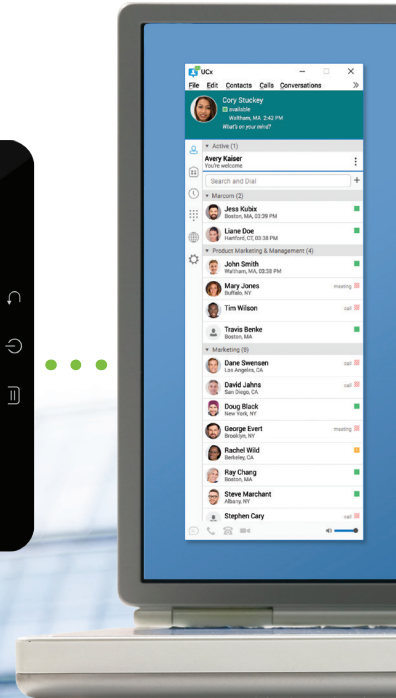
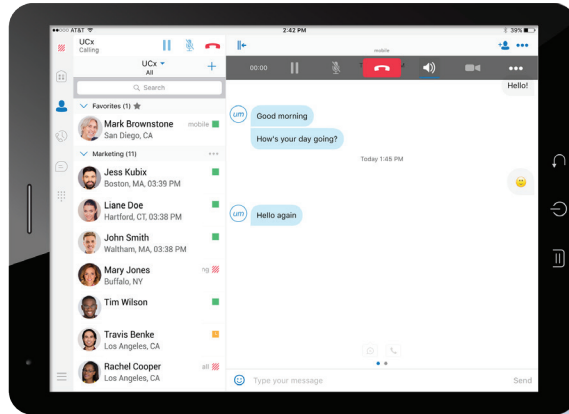
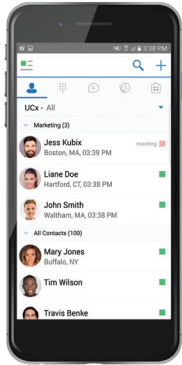
TPx's Unified Communications platform, UCx, will energize your team with interaction, collaboration, connection and enhanced productivity. UCx will bring many benefits to your business, including:

Faster, more streamlined business processes

Since UCx integrates several functions into a single application, your team can collaborate easier and faster than ever before — no more waiting around for email or voicemail. UCx also integrates with many other business applications such as Outlook, Salesforce, and SugarCRM.

Improved customer service With UCx, you'll always be available for your customers when they call. With powerful tools for routing inbound calls, queueing multiple calls, working remotely, and collaborating online, you can delight customers and work efficiently wherever you are.

TPx



The power of flexibility

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



An easy evolution to cutting-edge UC services Because UCx is a hosted service, you'll always have immediate access to new features as soon as they become available, without having to purchase and install new hardware.

The phone system that grows with you Small business? No problem! You can start off now with a new, full-featured VoIP phone system. When you're ready to upgrade to unified communications, all you need to do is change the user bundles — saving you from the expense and headache of hardware upgrades in the future.

No upfront capital investment With our installment payment program, you can purchase brand-new phones and switches without having to pay for them all up front. You immediately own the devices, and you'll gain the benefits of our Guaranteed Replacement Warranty program for as long as you maintain your UCx service.

UCx FEATURES

UCx integrates multiple 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 Calling Instantly start HD video calls and multi-point video conferences using the camera on your computer, desk phone, mobile phone, or tablet.

Instant 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.

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.

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

Mobility With our fully-featured apps for iPhone, iPad, and Android phones and tablets, you can access your UCx service from anywhere.

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.

Admin portal

A key capability of UCx is a simple and easy-to-use self-service portal that gives your designated administrator direct control over the system from any location. The portal allows the administrator to manage many day-to-day changes to your UCx service — including call control, voicemail, auto attendants, mobility features, and more — without needing to contact TPx Customer Care.

UCx PLATFORM

TPx’s UCx service consists of application servers running enterprise-grade Unified Communications software in SSAE 18 datacenters. This hosted environment

simplifies your infrastructure by integrating traffic and performing PBX and other unified communications functions in the cloud. We back all of this up with an industry-best 100% network uptime guarantee (no, we’re not rounding that up from 99.999%) and 24/7/365 live-answer support from our U.S.-based Customer Care team.

With UCx, voice and video traffic takes priority. When an employee makes or receives a call, UCx immediately allocates bandwidth to the voice and video 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 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 TPx network and not on your premises, it’s easy to redirect calls to an alternate location or device if you can no longer take calls at your primary location.

Add-ons





With UCx, you can activate only the features you need — even on a per-user basis — to make your business as productive as possible. You can choose from these add-ons:

- Auto Attendant
- Authorization Codes
- Hunt Groups
- Custom Music on Hold
- Meet-Me Conferencing
- Call Recording
- Toll-Free Numbers
- Voicemail Transcription
- CRM Integration
- Outlook Integration
- Fax Messaging
- Inbound International Phone Number
- Call Center
- Contact Center

UCx user bundles make it easy to build UC service to your unique requirements

UCx USER BUNDLES

For full details on each bundle, visit tpx.com/support/ucx-bundles

Features	UCx Basic	UCx Voice	UCx Complete
Typical Use	Lobby, conference room, visitor	Office-based employee, no mobility needs	Employee with multiple devices, works remotely
Included Usage	Pooled	Pooled	Pooled
Voice Calling			
Video Calling			
Voicemail		■	■
Voicemail to Email		■	■
Call Forwarding		■	■
Do Not Disturb		■	■
Shared Call Appearance		■	■
Sequential/Simultaneous Ring		■	■
N-Way Calling		■	■
Hoteling		■	■
Remote Office		■	■
Desktop & Mobile UCx Apps			■
Chat & SMS Messaging			■
Availability Status (Presence)			■
Screen Sharing			■
Audio & Video Conferencing			■

 Desk phone  Desk phone+camera attachment  UCx app (desktop, tablet, mobile)

Included 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. **Desktop UCx Client:** Voice Calling (Softphone), Video Calling, Instant Messaging, Presence, Desktop Sharing, Click-to-Dial, Corporate Directory **Mobile UCx Client:** Voice Calling, Video Calling, Instant Messaging, Presence, Click-to-Dial, Corporate Directory



TPx offers full-featured Poly, Cisco, Grandstream, and Aligo devices for use with UCx. You may also “bring your own device.”

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

No matter which option you choose, you'll rest easy knowing that it's all backed by our unparalleled 100% service availability guarantee

Connectivity options

Can your Internet connection support HD voice and video without sacrificing quality or reliability? The answer is a resounding yes when you're a TPx customer. TPx offers four connectivity options to help you find your ideal combination of speed, flexibility, and cost:

- TPx Ethernet access services
- Managed high speed internet access with SD-WAN
- Bring your own bandwidth with SD-WAN
- 4G LTE Internet access with SD-WAN

Ask your TPx representative for more details on these options.

WHY CHOOSE TPX?

- Our 100% service availability SLA is available on any network.
- Our Customer Care team is 100% U.S.-based and provides 24x7 live-answer support for all customer requests.
- All features of our UCx service are fully cloud-based. With some other solutions, if you don't invest in an on-premises server, you'll be missing key business productivity features.
- Professional installation is available if you want it, not just if you meet a size or complexity threshold. Our skilled Solution Architects and Trainers will work with you to ensure a smooth implementation.
- We've deployed SD-WAN into our network so that it is tightly integrated with our UCx services. This allows us to deploy a single solution for high-quality over-the-top service.
- One size does not fit all! We can mix-and-match UCx bundles to meet your unique requirements.
- TPx offers more than just UC. Our Managed IT and Microsoft® Office 365 services will ensure that all of your IT assets — not just the phone system — are healthy and strong.

