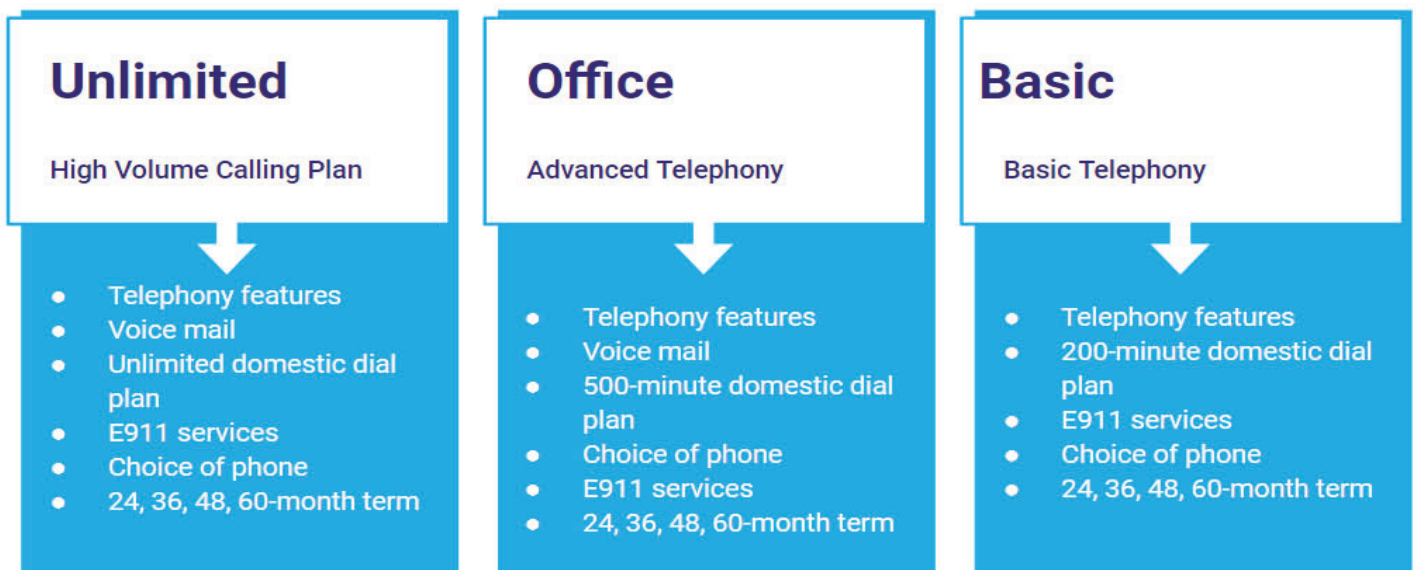




ICONnect Business Phone Service Data Sheet

ICONnect is Engineered to Grow and Evolve with Your Business.

- Scalable platform accommodates companies with just a few phones to large, enterprise-grade deployments with multiple sites and hundreds of users.
- “Engineered” solution configurable to provide the business telephone features unique to your company’s requirements.
- Reliable, battle-tested voice quality leveraging ICON’s 30-plus year history in communications.
- Choose a desk phone or go mobile using your smart phone.
- Fully managed, bundled service reduces costs and staffing needs typically associated with phone systems.



Choice of Phone

ICON offers two IP telephone models for use with ICONnect. These phones prioritize ease of use in enabling you to efficiently make and handle calls.



UniVois U3S



UniVois U6S

ICON Cloud Service Features

- 24/7 monitoring of IP connection
- Choice: enable and customize the features and options that best fit your business and user requirements
- Dedicated customer instance: all customers operate on a unique, dedicated platform as opposed to being one of many companies sharing the same platform
- Engineered platform: one vendor that integrates, delivers, services and supports all components and applications
- Local support provided through national network of 250 authorized partners
- Managed service: subscription includes support and maintenance for length of service contract
- Number porting services: local number, toll free number
- Services available in United States and Canada
- Services offered: hosted communications, hosted monitoring & alerting, hybrid deployments, system design, project management

ICONnect Architecture Features

- Advanced telephony feature set
- Call security and encryption: 128-bit / 256-bit SSL encryption, Internet key exchange, encapsulation security payload, perfect forwarding secrecy
- VPN connection with up to 40% better per call quality vs. open Internet
- Peer-to-peer station-to-station calling reduces bandwidth requirement
- Scalable platform: from 1 line, 4 users to hundreds of users and lines
- Static IP / DHCP
- Uncompressed, high definition voice

ICONnect System Features

- Automated attendant (virtual attendant)
- Browser-based system programmer

- Busy lamp field
- Call park
- Call pickup
- Call recording
- Call rejection
- Call waiting
- Caller ID name (CNAM)
- Caller ID number
- CDR reports
- Clock: 12-hour, 24-hour
- Company directory
- Conference call, 32-party conference
- Day light savings time
- DID number
- DTMF
- E911
- Extension name
- Extension number (3, 4, 5 digit)
- Fax service
- Feature access codes
- Group call / hunt group
- Group call announcement
- Group name display
- Hot line
- IVR (interactive voice response)
- Mobile phone user
- Multi-line
- Music on hold
- Night mode
- Paging: group paging, external paging
- PSTN connection
- Remote extension
- Simultaneous ringing
- Single-line phone support
- System status display
- System timers
- Time zones
- Voice mail
- Voice mail company greetings: day, night, holiday
- Voice mail message forward to email
- Voice mail setup tutorial
- Voice mailbox: group mailbox
- Backlit display timer
- Browser-based user programmer
- Call hold
- Call log: missed calls, all calls
- Call park
- Call forward: always, busy, no answer, find me / follow me
- Call screening
- Call waiting
- Concurrent calls
- Conference call, 3-party conference
- Directory dial
- Distinctive ringing
- Do not disturb
- Hands-free call
- Headset call: 3.5 mm, RJ11
- High definition voice
- Intercom call
- Languages, English, Spanish, French, Chinese, Russian, Polish, Portuguese
- Message waiting lamp
- Missed call display
- Mute
- Network status
- PC port (Gigaspeed on ICON 620, 330 and 292 phones)
- Personal directory
- Phone status icon
- Programmable keys
- Recall
- Redial
- Ring tones
- Settings menu
- SIP account: multiple SIP accounts
- Speakerphone
- Speed dial
- Station lock
- Station password
- Time and date display
- Transfer: blind or supervised
- Twinning (mobile phone / desk phone)
- Voice mail personal greeting
- Voice mailbox
- Voice mailbox pass code
- Voice message: new message count
- Volume control: speaker, handset, headset, ringer

ICONnect User & Phone-Based Features

- Account codes: forced account code
- Automatic answer
- Backlit display

About ICON

ICON specializes in cloud and customer-premises based voice, video, alert and unified communications platforms.



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ICONnect

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