

Introduction to vivi Hosted VoIP Phone Systems



About vivi

Established in 1996, own and operate a cloud based VoIP telephone service, created especially for businesses. vivi specialise in providing a hassle-free migration from traditional BT services, like analogue telephone lines, ISDN and BT Multi line, to cloud based VoIP services, which offer much higher levels of productivity, are more cost effective, easier to manage and faster to deploy.

vivi's cloud based VoIP phone systems offer businesses a clear and simple route to VoIP. We make the process of adopting VoIP uncomplicated, secure and affordable, regardless of the size of your company"

- Alan Thorpe-Downey MD of vivi

Why choose vivi?

Easy to change

When moving your business communications to vivi you won't have to change things like your telephone numbers – we can port them to the cloud, and you don't need to change the way you pay every month – we accept monthly payment by Direct Debit or invoice which allows you up to 30 days credit on your account.

Lower Cost

With local and national call rates up to 94% lower than BT and telephone numbers costing only £3.00 per month against £15+ with BT, you will save money by moving to vivi.

Guaranteed call quality

When it comes to call quality, businesses should not make compromises. We are a business network, and only provide services to business customers, which means that we need to



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deliver calls without compression and we do not compromise on quality. Calls carried over our network are higher quality than a BT landline or ISDN.

Really great service and support

We have a tight-knit, well trained team to make sure that when you need help, we deliver. When you call us, you will speak to the same people, day in, day out. When you need help just dial 100, its free 24/7.

Hassle free installation

Either select our wifi handsets for ease of installation, or our nationwide network of engineers will install the handsets on your existing data network.

High quality handsets

vivi phones are guaranteed for the life of your contract. This means that if something goes wrong, then we will normally repair or replace the handset within 2 working days.

Simple to use

Our phones are designed to be simple to use, and can be used by anyone who does not have any technical knowledge. Everything works pretty much like your old BT system might have, with some extra services and minutes included.

We love our customers

Our business model is designed around building long term relationships with our customers. We are very proud of our record of high-level customer service, and are constantly developing new ideas and projects to improve our products and provide you with the best service and experience possible.

"Our strength is our wealth of knowledge and expertise in our field over the many years that we have been supplying cloud based voice solutions for businesses."



Key System Features

Unlimited Users

Your phone system can grow along with your company. You can add more handsets at any time, with unlimited users.

Auto Attendant Menu System

Give your receptionist a well-earned break. The Auto Attendant allows your callers to easily reach their desired destination – e.g. 'press 1 for Sales' – without speaking to an employee. This can be used alongside our Group ID service which shows you the option the caller selected, on your phone.

Music On Hold

We have a music on hold channel, which plays music to callers when placed on hold. We only use royalty free music which does not require any licence to use, so you will not be required to pay any music licensing authorities to use this service. Please also see Custom Music on Hold.

Live Billing

Stay in control of your spending. You can access your live billing information and invoices through the online customer portal any time. Live billing also lets you see your monthly use per extension, allowing you to easily track calls and costs per user.

Follow Me

Never miss a call again. Allow your incoming calls to reach up to 5 different destinations simultaneously, including your desk phone. Your calls will find you no matter where you are, reaching you at the office, on your home extension, or on your mobile phone.

Ring/Hunt Groups

Assign a group of extensions to ring when your number is dialled or a department is chosen. You can also add up to 5 external (landline or mobile) numbers to ring simultaneously, and the first person to pick up the phone will connect the call.



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Time Based Routing

Automatically open and close your system each day to correspond to your opening times. This allows your system to enable different greetings and options at different times of the day or week. This can all be managed easily through the customer portal.

Remote Call Pickup

You can pick up calls made to other extensions by intercepting the call on the system, regardless of location. This is free and simply requires you to dial the extension number of handset you want to take over followed by the star (*) key, ie call 200*.

Voicemail to Email

Have your voicemails emailed directly to you as an attachment. Simply provide us with an email address and we'll automatically email all voicemails. This allows you to pick up your messages wherever you are via your smartphone, tablet or PC.

Free Internal Calls

Home workers and multiple sited business can benefit from free internal calls as well as diverse call distribution. You can make, receive and transfer calls free between any extension on your system, no matter where they are based.

Free 0844 numbers

0844 and 0843 local rate (5p per minute) numbers are a great way of giving your business a national image. We have a large selection of numbers available with no monthly charge. You can even use these as direct dial numbers and make your desk/mobile/home extensions ring at the same time.

Online System Manager

Once you have ordered your phone system, you will be given login details to access your phone system online via our 'my account' section on our website. Here you can view live billing information, download & pay for your latest invoice as well as make changes to your phone system setup.



Call Queuing

Ensure that your customers never hit an engaged tone by placing them into a call queue. They are also given the option to leave you a message to call them back.

Call Forwarding

Call forwarding allows your calls to be sent to another extension, landline or mobile to ensure that your calls can reach you no matter where you are.

Call Whisper

Record your own call whisper to prompt you before the incoming call is connected. This allows you to detect which service the caller is looking for, such as sales, or to differentiate between your separate companies.

Display Number

Control the outbound caller ID for each handset on your network. Enable a different caller ID or number to be shown when dialling out from a particular handset, or right across your system.

Call Conferencing

Hold conference calls with your colleagues or clients. You can invite others to your conversation by using the call conferencing button on your handset (where available).

Unified phone book

With our unified phone book, all users will have access to a centralised list of numbers to make calling existing contacts much easier.

Hold & Transfer Calls

Put your callers on hold and transfer calls between extensions. You can even add music on hold.

Move Your Handsets

Move your handsets from place to place, allowing you to take your handset home with you and pick up calls as normal. You can take your handsets and work anywhere – you just need a broadband enabled network or router to plug into. Suitable for office moves.



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Custom music on hold with announcements

Choose the music which is played to your customers when you place them on hold, and/or play personalised music on hold with announcements with or without background music, to callers when they are waiting for their call to be answered.

Custom Music on Hold

Choose custom music on hold to be played to your customers when you place them on hold, or when they are waiting for a call to be answered (replaces the 'ring ring' when calling a group of phones)

Call Recording

Record all of your incoming and outgoing calls for training or industry compliance with our call recording feature. Recordings are listed as inbound and outbound and available to listen through the customer portal.

Group ID

Want to see which option a customer selected? Group ID works on your phone's screen showing the name of the group, department or company your caller selected, so you know exactly how to answer the call.

Dialled Number Display

With Dialled number display you can see which number your caller has dialled, perfect if you have several phone numbers or separate businesses, allowing you to address the call correctly.

Fax To Email

Do your bit for the environment with Fax to Email. No need for an expensive fax machine or wasted paper – all of your faxes will be sent directly to your email. You can even select between a local or national 0844 number, and take ease in picking up your faxes wherever you are working.

Remote Call Monitoring

Need to remotely monitor live calls on your system? Remote call monitoring enables you to listen into live calls and is perfect for staff training and monitoring, and can be accessed from any extension.



Number Porting

Transfer your existing telephone number to vivi. Number porting enables your numbers to live on our servers not on the landline. This way you are able to benefit from being able to receive multiple, simultaneous incoming and outgoing calls, defeating the traditional BT one call per line problem.

For full details of all of our system features please visit our website www.vivivoip.co.uk

Talk Plans

Our Talk plans are some of the best in the industry and are backed by our vivi Care Plan, Business class customer services and no restrictions on the number of calls you can make.

	Flat Rate	Talk Lite	Talk More	Talk Unlimited
Price Per User	£6.00	£9.50	£13.50	£16.00
No of users	2+	2+	3+	5+
Inbound Calls	Unlimited	Unlimited	Unlimited	Unlimited
Free Minutes	Zero	200 landline & 200 mobile	2000 landline & 2000 mobile	Unlimited landline and mobile
Tech Support	24/7	24/7	24/7	24/7
Number porting	Keep your Number	Keep your Number	Keep your Number	Keep your Number
Freephone Number	Includes 0800 Number	Includes 0800 Number	Includes 0800 Number	Includes 0800 Number
Detailed activity reporting	✓	✓	✓	✓
Multi-level auto attendant	✓	✓	✓	✓
Call management system	✓	✓	✓	✓
Click to call - Outlook Integration	✓	✓	✓	✓
Option to Bring your own Device	✓	✓	✓	✓

For our most up to date talk plans please visit our website www.vivivoip.co.uk

Hardware

vivi offer a range of hardware to compliment your business, from desktop phones, cordless phones, voip sim cards and routers

For full specification details and latest pricing please visit our website www.vivivoip.co.uk

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