



For Business

Voiplicity IP Phone System

For your Business

What is Voiplicity?

Voiplicity is WightFibre's IP phone system designed for business. Using the latest Voice over IP (VoIP) technology for crystal clear audio, and features to improve the way you work, no matter your business.

The ultimate flexibility to work, whenever. At your desk or on the go with a choice of traditional handsets, computer softphone or mobile app options. All you need is the ability to get online, and away you go.

We have a range of options, from an entry level solution suited to smaller or micro businesses, which can adapt as your business grows. Fully scaleable right up to a multi-site office solution.

Future-proof your business today, ready for your tomorrow.

? Why Choose WightFibre?



WightFibre is your local partner, we're always here for your business.

Our local team ensures you are looked after, from install right through to your day by day business. We give you all the support you need, right here from our Cowes based dedicated Business Voice helpdesk.

With 24/7/365 monitoring, we make sure you can keep your business at full speed when you need to.

We get 'excellent' ratings on Trustpilot. Find out for yourself

trustpilot.com/wightfibre.com

✓ The Benefits of an IP System

Your Voiplicity phone system is fully hosted in the cloud. You won't need any technical expertise to maintain or house the system. The IP phones are pre-configured, so they will just plug in and automatically connect to the Voiplicity cloud.

We'll configure the system to suit your business, and make sure everything is running as it should. We are responsible for the running of the system, and all upgrades. You won't need to worry about the installation, operational, maintenance and running costs that would normally be associated with on-premise systems.

Your Telephone Numbers

Moving your calls and phone numbers to Voiplicity is ultra simple; we'll take care of everything, so that you only have one supplier to talk to. Once your calls have moved to the cloud, you will be able to reap the benefits that a flexible cloud based phone system will bring to your business.

Have calls follow you from office to mobile when you're out and about, or ring multiple locations at the same time. If you need to work from home, we can setup remote working that can be triggered at the push of a few buttons.

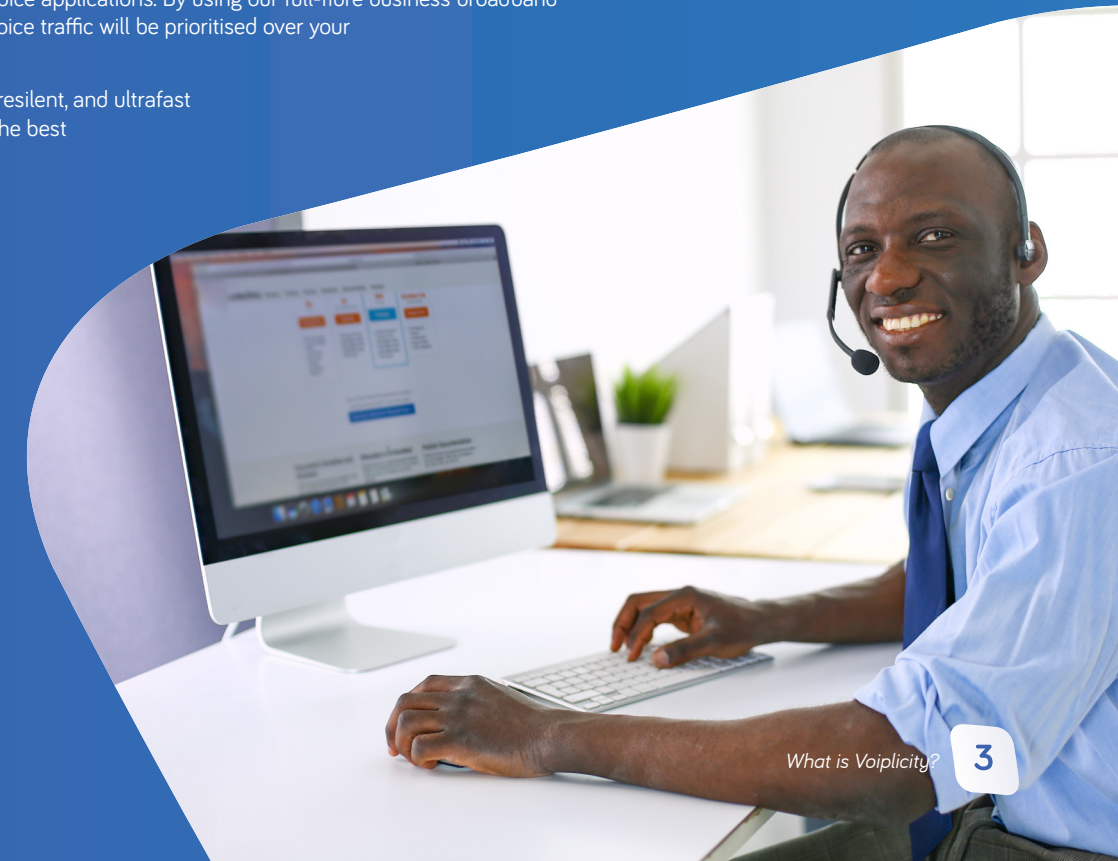
Equally if you need to setup a new office, no problem. Keep your numbers and answer them wherever you choose.

Your numbers aren't tied to a geographical area. So if you need to extend your reach to the mainland and still answer calls in your Isle of Wight office, that's fine. You can choose local numbers from anywhere in the country.

The Best Connection

We always recommend using a WightFibre internet connection. Ultra low latency networks, like WightFibre's, is vital for voice applications. By using our full-fibre business broadband or leased lines, all your voice traffic will be prioritised over your normal internet traffic.

Our full-fibre network is resilient, and ultrafast so you will always have the best connection for your calls.





Call Management Features

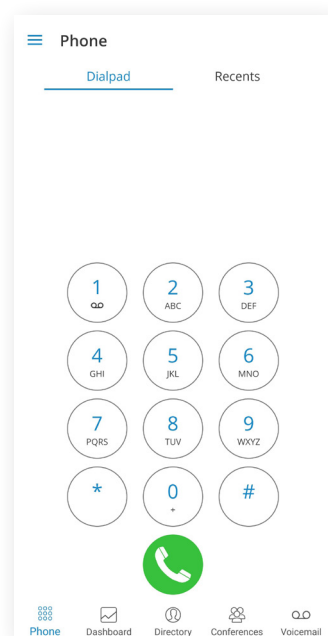
Voiplicity has all the features you'd expect from a traditional phone system, and more. Call forwarding, auto-attendant routing, transfers, screening, caller ID and voicemail are all available. Plus there are desktop and mobile apps for more flexibility in the way you work and receive calls.

If you work out of the office regularly, your customers can still reach you seamlessly using your normal local number; either directly on the mobile app, or through clever behind the scenes call routing.



Desktop App

Why take up space on a desk, when you don't need to. Download the desktop app and plug in a headset to start making and receiving calls. Perfect if you don't need a physical handset, or you just want to keep costs down. The app integrates with Google contacts and Outlook to enhance your desktop experience.



Mobile App

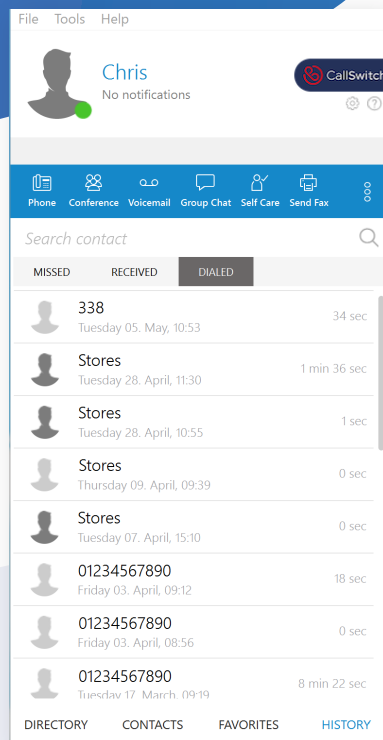
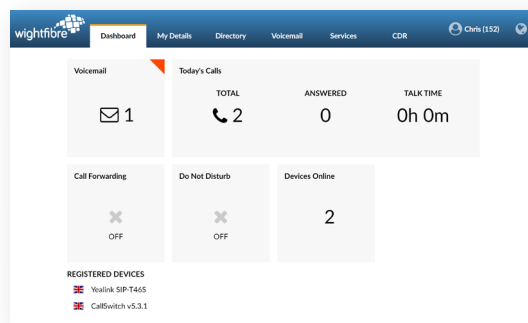
Enjoy the flexibility that Voiplicity cloud phones allow with the mobile app. You can receive your calls on the go.

When you make an outbound call using the mobile app, instead of your mobile number, the caller sees your normal office number on their caller display.



Self Care Portal

The Self-Care Portal gives you the control to set and use many features without needing to contact WightFibre to make simple, day-to-day configuration changes. This includes setting your call forwarding diverts, opening times and managing your voicemail easily and efficiently.



Feature Packs

To keep things simple, we've created feature packs to help you choose the right features for your business. Our systems are really flexible, so you can add more functionality as and when you need to.



Voiplicity Basic

Single Phone Service

Straightforward for when you only need a single phone.

- Simple auto-attendant or greeting
- Direct call forward
- Office hours route plans and holiday operation times
- Desktop softphone
- Call Directory
- Google/MS Outlook Contacts integration with desktop phone
- Voicemail
- 3 way conference call (via handset)
- Caller ID display
- Outbound Caller ID presentation control



Voiplicity Enhanced

Basic plus –

- Call Park
- Call Transfer (Blind/Attended) (Cold/warm)
- Call groups
- Pickup Groups
- Music On Hold
- DND
- Multilevel autoattendant
- Follow Me
- Individual Group Hunt
- Busy Lamp Field showing line status on handsets
- Mobile app softphone
- Dashboard
- CDRs - Call Detail Records



Add-ons

These additions can be bolted on to any package.

- Additional Users
- Handsets
- DECT Phones
- Additional Phone Numbers
- Conference Bridge (requires DDI)
Options: phone number per bridge, or single phone number and a PIN per bridge
- Fax to email
- Microsoft Teams Integration
- Alternate Emergency Route plans



Feature Data Sheet

Feature	Description
Auto-attendant	Auto-receptionist with a greeting to welcome callers. Calls can go straight through to a phone, group of phones or another destination such as voicemail.
Call Forwarding	<p>Allows calls to be forwarded on to alternate destinations based on a set of rules, such as no answer; busy; line unavailable; unconditional (i.e. always divert).</p> <p>Additional options allow the caller to hear a divert message, and the callee to see either the caller's CLI or the extension the call is diverted from.</p>
Office Hours route plans/ Holiday operation times	<p>Preset opening and closing times for inbound calls. Add a greeting for when the office is closed, and optionally route to voicemail.</p> <p>Additional holiday routing can be configured for holiday days such as Christmas and Easter.</p>
Computer softphone	<p>An app for your Windows or Mac computer that allows you to make and receive calls on your computer just like a physical handset. You can perform all the call features that you expect, including transferring calls and checking if your co-workers are online, available, or on a call.</p> <p>It has some added functionality such as integration with your Google Contacts or Microsoft Outlook, and click to dial from your computer screen.</p>
Desktop Phone remote contact directory	The physical handsets can be populated with a remote directory, so that you can easily search and find the contacts you need to dial.
Voicemail	Voicemail boxes are available for individual phone extensions, main inbound number and for groups. Voicemails can be retrieved by dialing the voicemail number, or optionally the voicemails can be emailed to a specified address.
3 way conference call (via handset)	It is possible to initiate a 3 way call from your handset, bringing in an additional caller allowing you to collaborate more efficiently.
Caller ID display	Inbound caller ID is presented when available, visible on computer softphone, compatible deskphone, or mobile app.
Outbound Caller ID presentation control	Ability to control the outbound caller presentation from your list of available telephone numbers, or present as withheld. This can be set permanently, or on a per call basis.
Call Park	Call Park areas allow you to place a caller in a park area, in a similar way to on-hold. With any other extension being able to pick up the caller from the park area.
Call Transfer (Blind/Attended) (Cold/warm)	Transfer calls to another extension. Supports both blind transfer, and attended transfer where the called party and the person being transferred to can consult before passing the caller through.
Self Care Portal	A portal where day-to-day features can be configured, whenever, wherever.

Feature	Description
Call groups	<p>Groups of extensions that can be configured to ring when a caller is presented to a particular inbound number, or option from an auto-attendant.</p> <p>Extensions in a call group can be configured to ring all at once, round robin, or round robin resuming from the last phone that rang.</p>
Pickup Groups	Groups of extensions that can be picked up when ringing. These can be different to the current extension's call group. Allowing Customer Service calls to be picked up by Sales, and vice versa.
Music On Hold	Music on hold can be played to callers that are placed on hold or put in Call Park areas. You can provide custom music or message file to be played instead of the default music.
Do Not Disturb (DND)	Extensions can be set to temporarily not receive calls. When set to DND, other users will see the extension as busy, or unavailable.
Multilevel auto-attendant	Daisy chain auto-attendants together to create more complex IVR (Interactive Voice Response) menu flows, reducing the number of options needed in the first auto-attendant.
Follow Me	List of up to 3 destination numbers to call, in sequence, when an extension is called. Allows the user to be reached in multiple locations, such as in office or out on the mobile.
Individual Group Hunt	This service rings all provided destinations at the same time. If the call is not answered by any of the provided extensions, optionally transfer to voicemail.
Busy Lamp Field for handsets	Handsets with colour LED DSS (Direct Station Select) buttons can subscribe to the state of the corresponding extension, and provide an indication of whether the user is busy or not by changing the LED colour - these become Busy Lamp Fields (BLFs).
Mobile app softphone	<p>Answer and receive calls to your extension on your mobile, just like a physical handset by using WiFi or Mobile Data. You can perform all the call features that you expect, including transferring calls and checking if your co-workers are online, available, or on a call.</p> <p>It has some added functionality such as integration with your mobile phone's contacts and touch to dial via the app from your mobile screen. When you make an outbound call from the app, your Caller ID will be presented as your Voiplicity telephone number.</p>
Call recording	Call recording can be setup to record all calls. Be aware of your responsibility to make customers and employees alike aware that calls are monitored, and other compliance issues related to recording calls.
Dashboard	Provides important information and statistics in realtime, such as number of calls received in the day, and how many were answered.
CDR reports	The CDRs of every call made into, or off your Voiplicity phone system.

See reverse for
Frequently Asked Questions



Frequently Asked Questions

Can I use a different broadband supplier?

We always recommend using a WightFibre internet connection. Ultra low latency networks, like WightFibre's, are vital for voice applications. We'll make sure your voice traffic is prioritised above your internet traffic, for the best possible call quality.

Can some of my users work remotely?

Yes, Voiplicity gives you the flexibility to work wherever you can get an internet connection. Pick up your handset and connect to your home, or alternate office internet connection. Or simply use the computer softphone, or mobile app to create an instant office wherever you are.

How easy is it to setup?

It's easy to switch from your current provider, or we can set you up from scratch. We've got everything you need right here, to get you up and running. All our engineers and support staff are island based, so there is no waiting around for contractors from the mainland. There's no need to wait, let's get you connected.

Where can I find help?

Call our dedicated Business Voice team on 01983 300 400.
Or visit wightfibre.com/business

How secure is it?

Nothing is left to chance. We have a Tier 3 data centre, and a fully resilient network with multiple links to the mainland. In other words, we've got your back.

What about call quality?

The call quality will be the same as a standard phone line. Although we recommend an ultrafast, ultra low latency network like our own to ensure you get the best quality.

What happens at the end of my contract?

Your contract is for a minimum of 36 months, after which you can continue to use the service. Out of contract prices may no longer be subject to any special discounts that were applicable during the contract term. However, you will be given the option to renew your contract with any current promotions on offer at the time.



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