Telecoms Brochure

Helping schools succeed by providing them with **innovative and effective solutions.**

DESK
PHONES

GRANDSTREAM
CONNECTING THE WORLD

GRP2615 + EXT MODULE

Recommended use by Reception & Admin roles Easily see all extensions and their current status, through a panel of 20 contacts Transfer calls at a push of a button or even quick dial numbers Additional pages available on the extension module

GRP2614

Recommended use by Admin, Head Teacher & Deputy Head roles Able to quickly transfer between extensions and contacts, though the displayed hotkeys are limited Able to see extension status, limited to hotkey availability

GRP 2612

Recommended use by Admin, Head Teacher & Deputy Head roles Similar applications as the Grandstream 2614 just without hot keyable transfers and status indicators.

GRP2601

Recommended use for Communal Areas & Classrooms A simple handset; easy to use and ideal for areas with less frequent use.

DECT
PHONES

DP722

Supports a range of up to 350 meters outdoors and 50 meters indoors when used with the DP752 (300 meters outdoors when used with DP750). 1.8 inch (128x160) color LCD with 2 programmable soft keys. Offers 20 hours talk time and 250 hours standby time

WP810 WIFI PHONE

Dual-band Wi-Fi with efficient antenna design and advanced roaming support. Rechargeable 1500mAh battery, 6 hour talk time, 120-hour standby. Please note: Good Wifi network needed

MOBILE
APP

It is hard to remember a time when we didn't turn to our smartphones for everything. From doing our weekly food shop to learning a new musical instrument, there is quite literally an app for everything these days. And this includes our phone system!
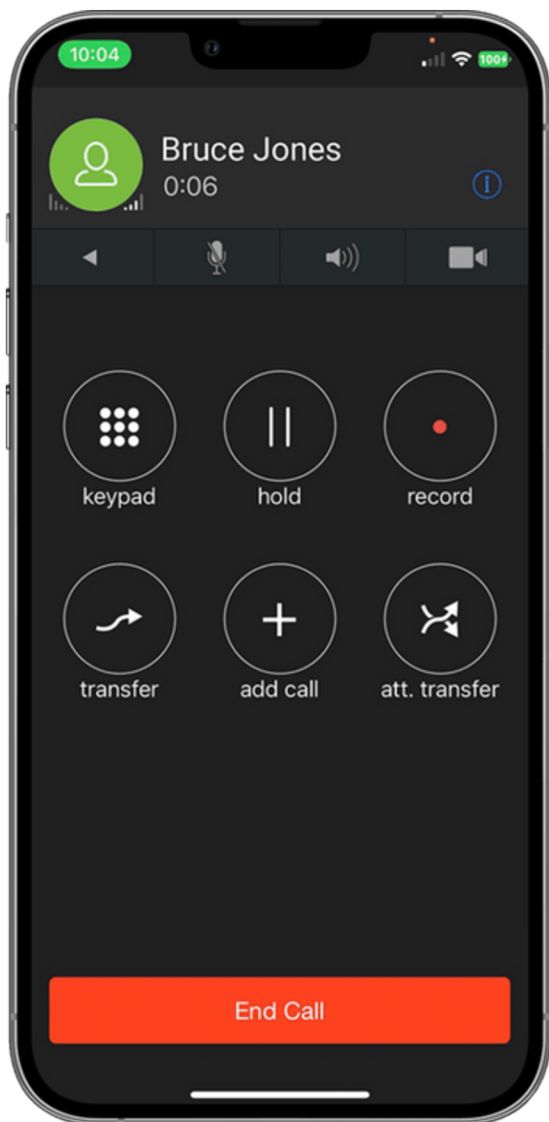
ANDROID AND IPHONE APPS

Our apps are available to download from the Google Play store and the Apple Store. Once the app has downloaded just scan the QR Code you get from us!

USE YOUR OFFICE NUMBER

Make and receive calls using your office and extension number from anywhere - keeping business, strictly business.

CALL FEATURES

Transfer calls to other extensions or place the call on hold. All the features of our desk phones in our mobile app.

ACCESS VOICEMAIL

Don't lose touch with your clients when you are unavailable. Allow clients to drop you a voicemail so their queries never go missing.

QUICK DIAL / BLF

Assign contacts or extensions as quick dial with a few taps. We also have BLF Functionality that allows you to see the status of other extensions.

WEBPHONE
DIAL USING JUST YOUR BROWSER

ITHelpDirect's Webphone is perfectly designed for placing and receiving calls from your favourite web browser, for example Chrome, Safari and Firefox. Without the need of installing additional software.
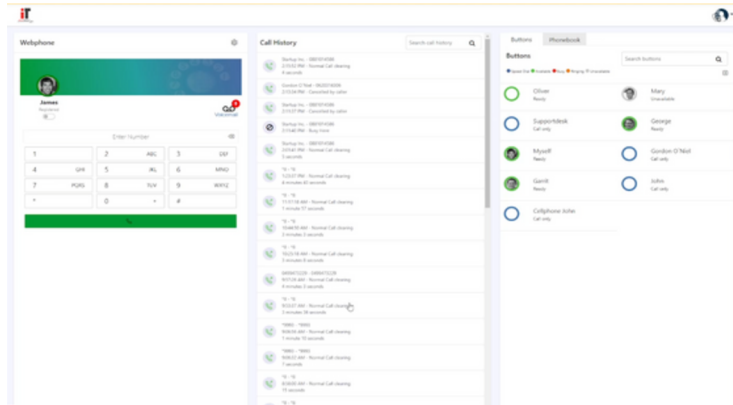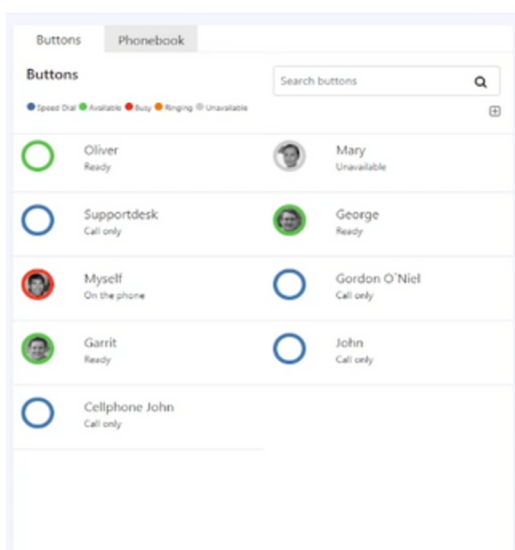

SIMPLE DASHBOARD

Easy to use dashboard with everything in reach. Our Webphone is as simple as it can be. Just log in and make a call!
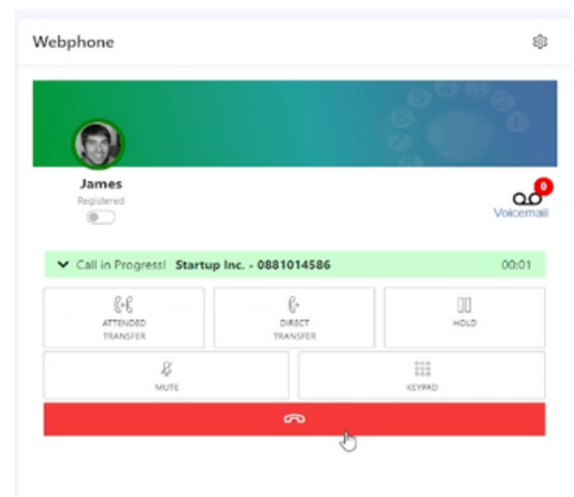
ALL YOUR CALL FEATURES

When on a call its quick and easy to transfer a call or put a call on hold. Everything is just a click of a button.

PRESENSE AND PHONEBOOK

See when other users are on the phone or access a quick dial contact. We also integrate with your companies phonebook so that you can quickly call rather than typing those numbers into the dial pad.

ONLY YOUR FAVORITE BROWSER IS REQUIRED

0800 779 7779 . sales@ithelpdirect.com . www.ithelpdirect.com

CLOUD
PHONE SYSTEM

One of the biggest advantages of hosted telephony is that your business incurs no upfront hardware costs for equipment as it's hosted in our state-of-the-art Datacenter. Generally, these better suits finance planning for small, medium and large businesses or schools.

Once installed, monthly payments are at a set rate and can be amended depending on your usage in the future. For example, if you reduce the number of handsets, you may be able to reduce your costs.

Further ongoing savings are achieved through having no PBX maintenance costs as your system is hosted in the cloud and not in your office, whilst all office to office calls across multiple sites are free of charge

Functionality & Control

- Enjoy high-definition voice quality
- Create virtual employees who can work at home (and appear as if in the office)
- Easy to use web portal (if needed)
- See the status of staff e.g. on the phone, available
- Ability to record calls and assess productivity
- Automated and ad-hoc performance reports
- Hosted Telephony offers an unprecedented range of functionality that allows your business/school to thrive, all whilst projecting a professional brand experience with high-definition voice quality.

Future-proofing

- Maintenance and support
- Remote upgrades

The communications for your business are future proofed whilst hosted in the cloud and can be remotely upgraded at any time, in line with your business growth.

Features include:

- User statuses
- Call logging
- Call queuing
- Call forwarding
- Conference calls
- Voicemail to email
- Calling name retrieval (phonebook)
- Call recording
- Auto attendant (press 1 for absence line / press 1 for sales etc)
- Plus, many more

All of these features are managed by us, staff can be fully trained on the handsets chosen to suit the requirements of your business/school.

With better-recorded data, statistics logged by the system can be reviewed to provide productivity insight. This includes automated and ad-hoc reports on ring group statistics, agent logins, extension statistics and call costs, sent directly to your inbox. Analysis of such data can lead to improvements in staff performance within months

Scalability

- Simple relocation process
- Add further UK phone numbers at any time
- Add new users and services in real-time
- Add handsets and increase bandwidth as required

Your hosted telephony system is not fixed and can easily be scaled depending on your usage and growth as a company. This means new staff can easily be added and your bandwidth can be upgraded to cope with increased users and incoming calls.

Should your business/school relocate, you won't have to manage the move of complex hardware as with a PBX system; as it's all in the cloud it can simply be reprogrammed for your new site with no extra work or hassle for your staff.

In short, there is no limit to the growth of your company from a voice and communications perspective once you are using hosted telephony; it is specifically bespoke and scalable to you.

Provided by

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