Reroute Calls Instantly from any Device

Maintain Continuity of Operations with ICN's Voice Service

Iowa Communications Network's Managed Voice Service

Relocating employees during any unexpected event, large or small, can cause major disruption to any organization. With ICN's Managed Voice Service, you can customize settings using any web enabled device to setup voicemail, set call forwarding, and manage contacts. The mobility of our Voice Solution allows you to turn your focus back to your customers.

> **CHANGE SETTINGS QUICKLY TO REROUTE INCOMING PHONE CALLS TO REMOTE OFFICES.**

Advantages of ICN's Managed Voice Service

Mobility

Access Webex Business from any device where Internet is available, including a computer, tablet or smart phone at any location.

Anywhere Feature

Allows users to move active calls seamlessly from their IP handset to an assigned Anywhere device, such as a mobile phone, or conversely from their assigned Anywhere device to their IP handset.

Remote Office

Use a home phone or a mobile phone as your business phone. When enabled, calls to your desktop handset will only ring to your Remote Office device.

Call Display

With Webex Business, the number displayed on outgoing calls is the employee's main number at the office.

Encryption

Encryption will continue to operate remotely when Webex Business is enabled.

End User Portal

Provides employees access to voicemail and call forwarding settings. End user portal changes can be completed offsite.

Voice
POWERED BY **ICN**

COMMUNICATIONS

Platform and Support

Geographically Diverse Platform

The PBX function of the platform is kept in geographically diverse locations with three (3) different connections into each location.

Synchronized Call Logs and Settings

All Voice preferences are stored in the cloud and synchronized with the software on your device when you log in.

System Administrator

Each customer has a system administrator who has access to reroute their organization's calls. Setting changes can occur offsite using any web enabled device.

Iowa Based Support Technicians

Our Iowa based support technicians are available to troubleshoot any situation 24 hours a day, 7 days a week.

Available Voice Solutions

Virtual Seat

Has the call capabilities of a Premium seat without a physical phone. The Virtual seat, in conjunction with the included Webex Business, would be a solution for remote employees.

Webex Business

The custom-branded softphone client can be installed on Windows, Mac, iOS, and Android. The softphone client has voice and video services, as well as integration to manage remote services. The client software can be used to make and receive calls, while having access to all of the features of Hosted VoIP. A single license allows for up to three (3) different devices to be registered at once.

End User Portal

Provides an option for user level administration through a web interface to access device and features.

- View/modify features
- Access company directories
- View call logs
- Manage and listen to voicemail
- Manage mobility features such as Anywhere and Remote Office
- Store contacts and favorites for quick and easy access
- Download soft clients and access the Receptionist Client