



Lebanon Phone Center & Alarm Inc.
VoIP Services (417) 532-9819
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Businesses and organizations are under budget constraints to find cost-effective ways to manage, control, install and upgrade their telephone systems. Cloud based Hosted VoIP solutions provide a secure and reliable alternative to expensive hardware, maintenance contracts and specialized IT staff.

Our Hosted VoIP platform provides a simple solution to lowering your capital and operating expenses. The only hardware required are your phones, we take care of the rest for one low monthly charge.



Imagine giving your employees the advanced capabilities of a VoIP telephone system to let them be more productive, efficient and supportive of your customers. Allow them to work from home or another branch and still be an extension number away. Maybe they have to step away for an appointment, the system will ring their cell phone. Imagine the competitive advantage.

Analog and digital phone lines are increasing in cost and will only get more expensive. You can eliminate most of these lines when you move to our Hosted VoIP platform for immediate savings which puts working capital back into what's important, growing your business. In addition, we can save you even more money with our low long distance and international rates. These are just few ways our Hosted VoIP system will save you money, give us a call today to find out more.

Not sure if you want to completely remove your existing phone system?

We have options to utilize your existing telephone system and start migrating to a full Hosted VoIP system. We can provide optional hardware that will allow you to move off your expensive analog and/or digital phone lines and make calls through our Hosted VoIP system, then you can add new VoIP phones as needed.



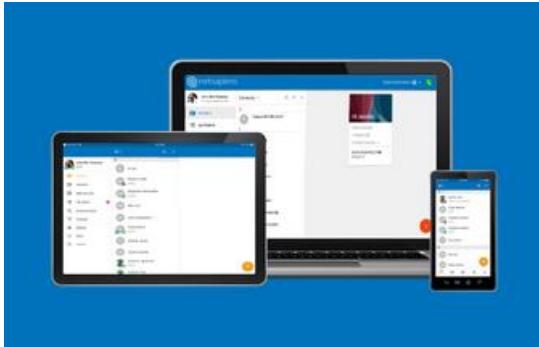
What kind of businesses or organizations could use our Hosted VoIP platform today?

- Legal
- Accounting
- Office Supply
- Schools
- Financial
- Realty
- Hotels / Motels
- Auto Dealers
- Dental
- Warehouses
- College Campus
- Retail
- Home Supply
- Resorts
- Retirement Centers
- Distributers
- SMB and Enterprise
- Chain Stores
- Software Development
- Architectural
- Insurance

What else can you do for me?

We can provide many other services including customization of your auto attendant messages for that professional touch or maybe sales related music on hold. Maybe you have some numbers from your existing telephone lines that you want to use with your new Hosted VoIP service, we can do that. Do you want disaster recovery in case your Internet connection goes down, we have options to keep your people connected and much more. Contact us today and let us show you all the benefits of our Hosted VoIP service.

SNAP Mobile



SNAPMobile is a powerful VOIP phone that runs as an application directly on your smartphone. It can utilize WiFi (preferred) or mobile data to seamlessly extend your office phone system to your smartphone, and is very intuitive to use.

Embracing BYOD is not a choice anymore, it's a necessity. Employees need to stay connected with the same user experience on the same communication & collaboration tools no matter what device they are using. Mobile UC clients empower users to be always connected to their teams no matter where they are while

enabling them with the same collaboration tools as their team members and on any device.

SNAP HD

Video Conference
Up to 25 on One Screen

1:1 Meetings

Webinars
Up to 1000 Attendees

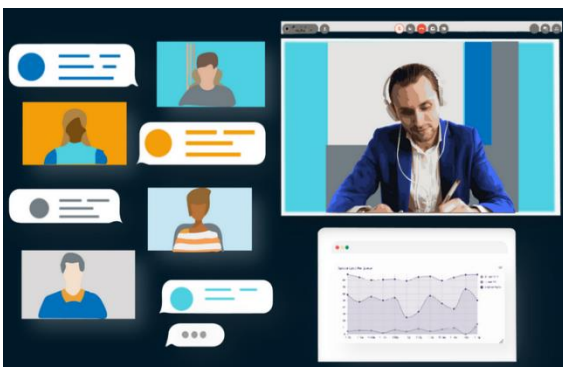
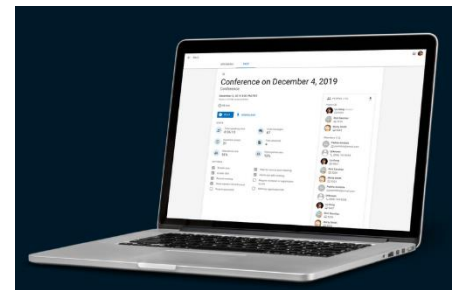


Join By

- Dial-in conference line.
- Computer audio/VoIP.
- Supports one-click to start or join meetings.
- Display what device participants join meetings with.
 - Ability to connect participants from within meeting using name, extension, email or phone number.

Cloud-Based Meeting & Webinar Recordings

- Automatically record or ad-hoc recording.
- Cloud recording, replay or download your online meetings for on-demand viewing with a single click.
- Don't just record the video, record the important stuff, the collaboration on screen and the chat too.
- Store recordings in the cloud.



Meeting Collaboration

- Screen Sharing
- Application Sharing
- Choose Browser Window to Share
- Document Sharing
- Edit Files in Real-time
- Pause & Resume Screen Sharing
- Broadcast Message – Group Chat
- Instant 1:1 Chat -- Personal Meeting Room

The Hosted VoIP Solution contains the following advanced features:

Core Services

- Hosted VoIP (Business)
- ITSP (Residential)
- Hosted Call Center
- SIP Trunking
- WebFax
- FAX to FAX
- Video Conferencing
- Text/SMS
- Microsoft Teams Integration
- CRM Integration

Main Feature set

- Free Intra-Domain Calls
- Inbound Toll-Free Billing
- Domestic & International Calling
- Extension Calling
- Web Phone
- Mobile Phone App
- PBX Directory/Dial by Name
- 7 Digit Dialing
- Hunt Groups
- Call Queue
- Call Recording (optional)
- Conference Rooms/Bridge
- Paging/Intercom
- Auto Attendant (multiple)
- Voicemail Forward
- Voicemail Direct Dial
- Voicemail to Email
- Voicemail transcription
- Voicemail Indication**
- Quick Switch
- DID (Direct Inward Dial) Routing
- 3 Way Calling
- Call Forwarding
- No Answer Call Forwarding
- Busy Call Forwarding
- Call Transfer
- Attended Transfer
- Unattended Transfer
- Blind Transfer
- Dual-Ring with Delay Control
- Single Account Multi Register
- Redirect on Loss of Registration
- Call Block
- Call Hold
- Park Calls
- Park Call Reminder Control
- Shared Line Appearance
- Call Waiting Indication**
- Call Pickup
- Personal Greeting
- Music on Hold
- Custom Music on Hold
- Music on Hold by Location
- PSTN/Mobile Calls
- Virtual Switch Board
- Advanced Operator Panel
- Time Frames
- PBX Time Zone
- Agent Groups
- CDR Records
- Export CDR Records
- On-Line Administration
- E911 and multiple E911 locations
- IVR Nodes
- Hot Desking
- Text/SMS Messaging
- Video Conferencing

* 911/E911 services are available. E911 services dependent on local PSAP and law enforcement capability.

** Feature dependent on SIP Phone/may indicate Caller ID with call waiting.

Our Hosted VoIP Common Features

Extension User Features	
<ul style="list-style-type: none"> ● Attendant Console (Web Based) <ul style="list-style-type: none"> ○ Answer Calls ○ Hold ○ Transfer ○ View Extension Presence ○ View Company Contacts ○ Visually Park and Retrieve Calls ○ View Call Queues and Agent Availability ● BLF / Busy Lamp Field <ul style="list-style-type: none"> ○ On Device ○ Mobile App Phone (Android and iOS) ○ Web App (Chrome) ○ Web Portal ○ Attendant Console ● Built in Chat <ul style="list-style-type: none"> ○ Customer Portal ○ Web Phone ● Call Forwarding <ul style="list-style-type: none"> ○ Always ○ Busy ○ No Answer ○ Not Reachable ○ Find Me Follow Me ● Call Notify ● Call Parking <ul style="list-style-type: none"> ○ Dynamic Park ○ Static Park ○ Single Button Park and Retrieve with Light Indicator ● Call Pickup <ul style="list-style-type: none"> ○ Any User ○ Department ○ Entire PBX ○ Own Call on Another Device ● Call Recording <ul style="list-style-type: none"> ○ Always ○ Manually ○ Via Device ○ Via Portal ● Call Return ● Call Transfer <ul style="list-style-type: none"> ○ Attended Transfer ○ Blind Transfer ○ Intercom Transfer ○ Transfer to Voicemail ● Call Waiting ● Music-On-Hold <ul style="list-style-type: none"> ○ System Default Music-on-Hold ○ Personalized Music-on-Hold ○ Randomized ○ Custom per Call Queue ● Video Support <ul style="list-style-type: none"> ○ H264 	<ul style="list-style-type: none"> ● Caller ID Management (Inbound and Outbound) ● Caller ID with Name ● CDRs / Call Detail Records ● Device Auto Provisioning <ul style="list-style-type: none"> ○ Multiple Vendor Support ○ Bulk Import ○ Remote Device Reboot ○ Custom Over-Rides ● Distinctive Ring <ul style="list-style-type: none"> ○ By User ○ By Department ○ By Dialed Number ○ Other Custom ● Do Not Disturb (Server Side) ● Extension Dialing ● Intercom / Paging ● MWI / Message Waiting Indicator ● Presence ● Privacy Features ● Simultaneous Ring <ul style="list-style-type: none"> ○ 1 or more SIP Devices ○ 1 or more Offnet Phone Numbers (ie Cell Phone) ○ Answer Confirmation Option ○ Call Screening Option ○ Ring Delay on Entries Option ● SIP-Tapi Support ● Three-Way Calling ● Voicemail <ul style="list-style-type: none"> ○ Copy to other Extensions ○ Email Notification ○ Email Notification with Message Attachment ○ Operator Breakout ○ View on Web Portal, Mobile App, Web App ○ Transcription (powered by VoiceBase) ● Web User Portal <ul style="list-style-type: none"> ○ Access Levels <ul style="list-style-type: none"> ■ Office Manager ■ Standard User ■ Call Center Agent ■ Call Center Supervisor ○ Contact Widget <ul style="list-style-type: none"> ■ User List with Presence ■ Click to Call ■ Chat ○ Full Self-Service Feature Management ○ Inbound Call Handling Rules ○ Screen Pops <ul style="list-style-type: none"> ■ Answer and Reject Calls ■ Hold ■ Transfer ■ Start and Stop Recording
<p>Some Features are additional and may not be included with your package</p>	



The Hosted VoIP application is built on security, reliability, redundancy and scalability:

Reliability, Redundancy and Availability

The Hosted VoIP infrastructure is designed with failover, redundancy and replication throughout the network. No single point of failure exists with redundant servers, routers and switches combined with real time replication to a secondary data center. It is designed to provide uninterrupted service in the event a server, database, router, switch or entire data center goes down.

The Hosted VoIP network consists of multiple data and IP provider links from two data centers. Each of these links is capable of carrying the entire network load in the event of single or multiple link failure.

Hosted VoIP is the answer to saving your business money and staying competitive.

Let us host your VoIP service today.

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For more information, contact us at Lebanon Phone Center & Alarm Inc.

Call: 1-417-532-9819

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