



# Arcus Business Connect

## A Solution Built for Success

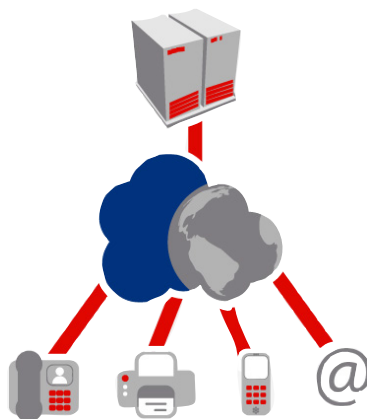
Arcus Business Connect is a hosted PBX phone solution. It allows you to use phones over the internet. This cloud-based technology eliminates the need for hardware systems and maintenance on site. A hosted PBX also allows for advanced features and wide mobility. Our solution offers the best in performance and reliability while saving you money.

## Lose the Hardware

If you've used a hardware PBX system, you've probably experienced some of the headaches that come with them. They're expensive to buy or rent and maintain. If a box crashes your office can be without a connection to your customers. Our solution is based off a powerful platform that runs off site and hosts the connections inside the office as well as to outside lines. The platform our solution runs on is built for reliability and backed up for resiliency. You can stop worrying about your communications and focus on what you do best.

## Unified Communications

The beauty of Business Connect is it's simplicity. The solution streamlines your communications while offering advanced features. Using an internet connection means you are better utilizing a network you are already paying for. You can access our solution on your desktop and on smartphones or tablets. Our UC One app also features voice, video, and messaging capabilities. You can seamlessly transfer calls between devices and stay connected when you need it most.



## Benefits to Your Business

### Hosted PBX

- No bulky hardware
- No Maintenance fees

### Advanced Features

- Voicemail, Auto Attendant, Extension to Cellular, Hunt Groups, and Queues

### Unified Communications

- Access our solution with our mobile apps or on your desktop with voice and video

### Remote Users

- Appear to be in the office from any internet connection and enjoy the same features as the office phones



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## Business Connect Bandwidth Utilization

Dynamic Allocation allows all available Bandwidth to be utilized for Internet Traffic, until a Call is made. This eliminates under-utilized PBX Tie-Lines that sit idle between calls. Voice traffic is prioritized over Data traffic to maximize Call Quality. Still need more Bandwidth? Multiple T1 Solutions allow Bandwidth to be dedicated to Internet traffic, while additional Bandwidth is Dynamically Allocated between Voice and Data.

## Business Connect Web-Based Administration

Web-based Administration allows authorized Customer System Administrators to manage many aspects of their overall Business Connect service through a secured Web interface.

The System Administrator can manage:

- Individual Users - Assign Extensions, Create User Voicemail Boxes, Reset or Modify User Passwords, Specify User Phone Features, Edit or Delete Users from the System
- Directory - Manage the Company Directory, Create New Directories
- Auto Attendant - Change the day(s) of the Week and/or the Time of Day for Auto Attendant Operation

## Business Connect Multi-Site Service

Multi-Site Service Features:

- Abbreviated Dialing Plan - (3) or (4) Digit Dialing to all Users, at all locations, including Remote Users
- Single Corporate Directory - Includes all Users at all Locations
- Advanced Calling Features - Work across Multiple Locations, including Remote Locations
  - Call Transfer
  - Conferencing
  - Auto-Attendant forwarding and Transfers
  - Hunt Groups
- Centralized Customer Administration of all Locations from a Single Login
- No Measured Call Usage Charges between Customer Locations, including Remote Users located anywhere.
- No need to enter Authorization or Account Codes when dialing between Locations.

## Business Connect Comprehensive Service Level Agreement

- Data Performance SLA Network
  - Data Network Availability Guarantee
  - Data Network Latency Guarantee
  - Data Network Packet Loss Guarantee
- Customer Service SLA
- Data Network Service Outage Notification Guarantee
- Customer Satisfaction Guarantee
- Voice Service Application SLA
- Voice Service Availability Guarantee

## Business Connect Feature Bundle Options

Business Connect features an assortment of Feature Bundle (Seat Types) to allow you to provide the type of service that best meets the needs of each employee or phone location. Business Connect has a seat Type suited for a Lobby Phone, and Attendant Console, or a tool for the Busy Executive.

# Arcus Business Connect



Business Connect	Business Connect Premium	Business Connect Executive
<ul style="list-style-type: none"> <li>• DID Number Option</li> <li>• Two Voice Messaging Options</li> <li>• Administrative Management Portal</li> <li>• Handset Incoming Call Directory</li> <li>• Handset Missed Call Directory</li> <li>• Handset Outgoing Call Directory</li> <li>• Unique Extension per user</li> <li>• Shared Line Appearances</li> <li>• Call Forward Busy</li> <li>• Call Forwarding Fixed</li> <li>• Call Forwarding No Answer</li> <li>• Call Forwarding Variable</li> <li>• Call Hold</li> <li>• Call Park</li> <li>• Call Pickup</li> <li>• Outgoing Caller ID Block all</li> <li>• Outgoing Caller ID Block per call</li> <li>• 3 and 4 Way Conference Calling</li> <li>• Directed Call Pickup</li> <li>• Directed Barge In / Intercom</li> <li>• Do Not Disturb</li> <li>• Last Call / Caller Return</li> <li>• Last Number Redial</li> <li>• Extension to Extension Dialing</li> <li>• External Transfer</li> <li>• Call Waiting</li> <li>• Call Waiting Disable (Per Call)</li> <li>• Incoming Call Caller-ID</li> <li>• Call Waiting Caller- ID</li> </ul>	<ul style="list-style-type: none"> <li>• DID Number Option</li> <li>• Two Voice Messaging Options</li> <li>• Administrative Management Portal</li> <li>• Handset Incoming Call Directory</li> <li>• Handset Missed Call Directory</li> <li>• Handset Outgoing Call Directory</li> <li>• Unique Extension per user</li> <li>• Shared Line Appearances</li> <li>• Call Forward Busy</li> <li>• Call Forwarding Fixed</li> <li>• Call Forwarding No Answer</li> <li>• Call Forwarding Variable</li> <li>• Call Hold</li> <li>• Call Park</li> <li>• Call Pickup</li> <li>• Outgoing Caller ID Block all</li> <li>• Outgoing Caller ID Block per call</li> <li>• 3 and 4 Way Conference Calling</li> <li>• Directed Call Pickup</li> <li>• Directed Barge In / Intercom</li> <li>• Do Not Disturb</li> <li>• Last Call / Caller Return</li> <li>• Last Number Redial</li> <li>• Extension to Extension Dialing</li> <li>• External Transfer</li> <li>• Call Waiting</li> <li>• Call Waiting Disable (Per Call)</li> <li>• Incoming Call Caller-ID</li> <li>• Call Waiting Caller- ID</li> </ul> <ul style="list-style-type: none"> <li>• Advanced User Web Portal</li> <li>• Click2Call Desktop</li> <li>• Personal Contact Directory</li> <li>• Personal Ring Timers</li> <li>• Web Based incoming Call Routing</li> <li>• Click to Call Miss Call Logs</li> <li>• Click to Call Incoming Call Logs</li> <li>• Click to Call Outgoing Call Logs</li> </ul>	<ul style="list-style-type: none"> <li>• DID Number Option</li> <li>• Two Voice Messaging Options</li> <li>• Administrative Management Portal</li> <li>• Handset Incoming Call Directory</li> <li>• Handset Missed Call Directory</li> <li>• Handset Outgoing Call Directory</li> <li>• Unique Extension per user</li> <li>• Shared Line Appearances</li> <li>• Call Forward Busy</li> <li>• Call Forwarding Fixed</li> <li>• Call Forwarding No Answer</li> <li>• Call Forwarding Variable</li> <li>• Call Hold</li> <li>• Call Park</li> <li>• Call Pickup</li> <li>• Outgoing Caller ID Block all</li> <li>• Outgoing Caller ID Block per call</li> <li>• 3 and 4 Way Conference Calling</li> <li>• Directed Call Pickup</li> <li>• Directed Barge In / Intercom</li> <li>• Do Not Disturb</li> <li>• Last Call / Caller Return</li> <li>• Last Number Redial</li> <li>• Extension to Extension Dialing</li> <li>• External Transfer</li> <li>• Call Waiting</li> <li>• Call Waiting Disable (Per Call)</li> <li>• Incoming Call Caller-ID</li> <li>• Call Waiting Caller- ID</li> </ul> <ul style="list-style-type: none"> <li>• Advanced User Web Portal</li> <li>• Click2Call Desktop</li> <li>• Personal Contact Directory</li> <li>• Personal Ring Timers</li> <li>• Web Based incoming Call Routing</li> <li>• Click to Call Miss Call Logs</li> <li>• Click to Call Incoming Call Logs</li> <li>• Click to Call Outgoing Call Logs</li> </ul> <ul style="list-style-type: none"> <li>• MS Outlook Toolbar Click2Call</li> <li>• MS Outlook Find-Me Follow-me</li> <li>• MS Outlook Personal Contacts Synchronization</li> <li>• Personal Call Routing by incoming caller ID</li> <li>• Personal Call Routing by Category</li> <li>• Find-me Follow-me Sequential Ring</li> <li>• Find-me Follow-me Sim. Ring</li> <li>• Click2Call with FlexReach</li> </ul>
<p><b>Upgrade to Business Connect Premium for more productivity boosting Click to Call Features</b></p> 	<p><b>Consider Business Connect Executive with advanced MS Outlook features as well as personal call routing</b></p> 	

# Arcus Business Connect



## DATA SHEET

### Polycom® VVX® 300 and 310 Business Media Phones

Powerful entry-level business media phones for today's cubicle workers handling a low to moderate volume of calls delivering crystal clear communications

The Polycom® VVX® 300 is an expandable business media phone that delivers crystal clear communications, enhanced collaboration and personal productivity.

#### Simplicity and ease-of-use

The VVX 300 phone brings high-quality, cost effective solutions to any environment through advanced UC features. The intuitive user interface of the VVX 300 makes usability and navigation easy and requires minimal training.

#### Unsurpassed voice quality and clarity

The VVX 300 delivers breakthrough Polycom® HD Voice™ quality for life-like conversations while minimizing fatigue making calls more efficient and productive.

#### Maximize productivity

Give your front line workers the best experience with this high quality six-line business media phone. The VVX 300 improves personal productivity by complementing the workplace applications on their computer. Users can view and manage their Microsoft Exchange Calendars, receive meeting reminders and alerts, access the corporate directory and Instant Messaging/presence status right on their phone display, even while waiting for their PC to boot. They can also extend their PC's desktop to include the VVX 300 phone's screen for mouse/keyboard navigation and interaction.

#### Best-in-class deployment and administration

The VVX 300 phone is easy to deploy and simple to manage. Using an enterprise-grade, web-based, configuration method allows administrators to easily provision and maintain even a small number of phones throughout the entire organization.

#### Customizable and expandable

The VVX 300 phone provides personalized information at a glance, through built-in web applications and custom backgrounds. The VVX 300 phone also comes ready for future expansion modules as your users' needs and business grows.

#### Market-leading open standards interoperability

Designed for enhanced interoperability, the VVX 300 leverages and complements the other existing IT investments in your business. With the broadest call server interoperability in the industry, the Polycom VVX 300 entry level business media phone can become the flexible and future-proof foundation for any organization's unified communications strategy.



#### Benefits

- Improve productivity for cubicle workers and call center operators through an intuitive easy to use user interface
- Make more efficient and productive calls with the unparalleled voice clarity of Polycom® HD Voice™
- Reduce deployment and maintenance costs—the Polycom Zero Touch Provisioning and web-based configuration tool makes the VVX 300 simple to deploy, easy to administer, upgrade, and maintain
- Leverage previous IT infrastructure investments—deploy VVX 300 business media phones on your existing network without needing to upgrade your call control platform
- Easily integrate with third-party web-based UC and productivity applications for broad, standards-based, open APIs

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### Polycom® VVX® 400 and 410 Business Media Phones

A color mid-range business media phone for today's office workers and call attendants delivering crystal clear communications

The Polycom® VVX® 400 is an expandable color business media phone that delivers crystal clear communications enhanced collaboration and personal productivity.

#### Simplicity and ease of use

The VVX 400 phone brings high-quality, cost effective solution to front line staff handling moderate volume of calls through advanced UC telephony features. The intuitive color user interface of the VVX 400 makes navigation easy and requires minimal training.

#### Unsurpassed voice quality and clarity

The VVX 400 delivers breakthrough Polycom® HD Voice™ quality for life-like conversations, while minimizing fatigue making calls more efficient and productive.

#### Maximize productivity

Give your front line staff the best experience with this high quality twelve line color business media phone. The VVX 400 improves personal productivity by complementing the workplace applications on the computer. Users can view and manage their Microsoft Exchange Calendars, receive meeting reminders and alerts, access the corporate directory and Instant Messaging/presence status right on their phone display, even while waiting for their PC to boot. They can also extend their PC's desktop to include the VVX 400 phone's screen for mouse/keyboard navigation and interaction.

#### Best-in-class deployment and administration

The VVX 400 phone is easy to deploy and simple to manage. Using an enterprise-grade, web-based, configuration method allows administrators to easily provision and maintain even a small number of phones throughout the entire organization.

#### Customizable and expandable

The VVX 400 phone provides personalized information at a glance, through built-in web applications and custom backgrounds. The VVX 400 phone also comes ready for future expansion modules as your users' need and business grows.

#### Market-leading open standards interoperability

Designed for enhanced interoperability, the VVX 400 leverages and complements the other existing IT investments in your business. With the broadest call server interoperability in the industry, the Polycom VVX 400 mid-range business media phone can become the flexible and future-proof foundation for any organization's unified communications strategy.



#### Benefits

- Improve productivity for office staff and knowledge worker's via an intuitive larger, color display and easy to use line appearances
- Make more efficient and productive calls with the unparalleled voice clarity of Polycom® HD Voice™
- Reduce deployment and maintenance costs—the Polycom Zero Touch Provisioning and web based configuration tool makes the VVX 400 simple to deploy, easy to administer, upgrade, and maintain
- Leverage previous IT infrastructure investments—deploy VVX 400 business media phones on your existing network without needing to upgrade your call control platform
- Easily integrate with third- party UC and productivity applications for broad, standards-based, open APIs

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### Polycom® VVX® 500

A performance business media phone that delivers best-in-class desktop productivity and unified communications for busy professionals



The Polycom® VVX® 500 performance business media phone unifies superior voice capabilities and applications into a simple-to-use, yet high performance unified communications (UC) solution. It is the ideal, all-in-one knowledge worker productivity tool, built to integrate seamlessly into a wide range of UC environments.

#### Simplicity and ease of use

The Polycom VVX 500 phone is built for today's busy managers and knowledge workers who need a powerful, expandable office phone that keeps up with their multitasking and schedule-juggling. Building on the behavior common to mobile phones, the multi-touch, gesture-based user interface of the Polycom VVX 500 phone makes navigation intuitive and easy.

#### Maximize productivity

Designed for a broad range of environments from small and medium businesses to large enterprises, the Polycom VVX 500 performance business media phone improves productivity, by complementing the workplace applications on the user's computer. Users benefit from such capabilities as viewing their Outlook calendar on the phone and receiving meeting reminders while still having access to their corporate directory—all while waiting for their PCs to boot. Users can also extend their PC desktop to include the Polycom VVX 500 phone's screen, helping to enable simplified interactions and dialing using their PC's mouse and keyboard. Training and multipoint communication applications are complemented by the Polycom VVX 500 video playback capability for streaming content.

#### Best-in-class deployment and administration

The Polycom VVX 500 phone is easy to deploy and simple to manage. Its enterprise-grade, web-based, intuitive configuration method gives administrators the ability to easily set up and maintain a large number of phones throughout the entire enterprise. The built-in, broad interoperability capabilities allow IT departments to leverage previous IT infrastructure investments and achieve easy integration with third-party UC and productivity applications.

#### Highly customizable and expandable

The Polycom VVX 500 phone provides personalized information at a glance, through built-in Web applications and even a digital photo frame. Polycom's "My Info Portal" serves up stocks, news, sports, weather, and other streamed content directly to the phone screen. The Polycom VVX 500 phone is ready for future expansion modules and accessories for applications such as video conferencing and even wireless networking.

#### Market-leading open standards interoperability

Designed for enhanced interoperability, leveraging and complementing the other existing IT investments of any enterprise, the Polycom VVX 500 phone delivers HD voice, a superior UC experience bundled with business applications. With the broadest call server interoperability in the industry, the Polycom VVX 500 business media phone is a flexible foundation for any organization's unified communications strategy.

#### Benefits

- Improves knowledge-worker productivity
- Reduces training time through superior calling features in a sleek design and simple-to-use phone
- Cuts telephony administration and maintenance costs
- Leverages previous IT infrastructure investments
- Easy to deploy, administer, upgrade, and maintain
- Delivers easy integration with third-party UC and productivity applications