

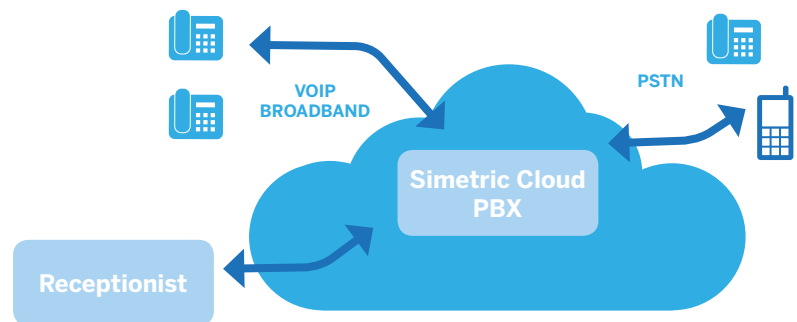


## A fully featured business phone system securely hosted on the Simetric cloud PBX

- Complete business phone system, with DDI numbers, short-dial extensions, call forwards, diverts and transfers, hunt groups, IVR, voicemail and many other PBX features.
- Fully hosted PBX service delivered from the cloud, hosted in secure data centres using diverse, scalable IP networks to guarantee quality and availability.
- Requires no installation, no on-site hardware and no maintenance. Just plug in the phones and dial.
- Users connect to the PBX over standard broadband networks. No special PBX equipment or cabling is needed on site, just standard IP phones. Connect Xpress works seamlessly with Mobile-X mobile.

## Connect Xpress features

- Multiple numbers per user
- Extension dialling
- Call hold and transfer
- Hunt groups
- Music on hold
- IVR auto-attendant
- Announcement messages
- Calling line identity customisation
- Call forward always/busy/unreachable
- Call barring and restrictions
- Time-based divert and messaging
- 3-way conference calling
- Voicemail, and Voicemail to Email
- Divert and forward calls and messages
- Automatic Disaster recovery




## Simple charging

- Pro-rata per user per month
- All features inclusive
- Calls charged per second, no minimum

## Connect Xpress also works with

 **Mobile-X**  
Mobile PBX and FMC

 **Conference Xpress**  
Business Conferencing

 **Call Recording**  
Fixed and mobile

 **Number Forwarding**  
Divert and voicemails

## Connect Xpress is ideal for

- Small to medium size businesses
- Additional offices and new sites
- Legacy PBX replacements or upgrades
- Business Continuity
- Multi-site businesses
- Businesses with home or teleworkers

### Connect Xpress compatibility

- Yealink range: T19, T20, T22, T23, T26, T27, T28, T29, T32, T38, T41, T42, T46, W52 DECT
- Cisco SPA range: 501G, 502G, 504G, 508G, 509G, 525G
- Polycom VVX range: 300, 400, 500
- Polycom legacy IP range: 321, 330, 331,335, 450, 550, 560, 650, 670, and Soundstation 4000, 5000, 6000, 7000
- Android/iOS/PC/desktop: Zoiper soft-client \* Subject to security policy and usage restrictions.
- Receptionist operator panel for PC

### PBX

User management	Create and modify users. User locking.	Unlimited per PBX group.
Hunt groups	Parallel ringing. Sequential ringing option. Multiple subscribers. Time-based scheduling.	5 hunt groups inclusive, additional at standard subscriber cost. Maximum 40 subscribers per hunt group.
Call barring	Black list & white list by prefix or DDI.	At PBX group level applies across subscribers.
IVR Auto-attendant	Entry menu announcement supports 0-9 keys. Internal extensions and external numbers. Multi-level by IVR chaining. Time-based scheduling.	5 IVR inclusive, additional at standard subscriber cost.
Announcements	Pre-answer (sent before ringing and answering). Answer announcement (played as answer to call).	
Device support	Telephone handset management and access controlled automatically. Supported devices only.	3 devices per subscriber. Restricted to specific handset ranges and models. Soft-client support restricted.
Network protocol	VoIP using codec G711a SIP RFC3261 and DTMF RFC2833.	Suitable internet connectivity required at customer site.

### Users

Primary number	Mobile, Geographic, Non-geographic and Int'l numbers.	1 per user inclusive.
Alias numbers	Additional phone numbers mapped to the SIM.	Up to 9 per user. Single CLI.
Extension dialling	4 digit patterns between 1000 and 8999.	1 per user.
Hunt groups	Each user may be in multiple hunt groups.	Each with unique display name.
Hold and transfer	Blind or Attended. Internal or External. Music on hold.	Customisable MOH per PBX group.
Calling line identity	Custom CLI or withheld (anonymous).	DDI for custom CLI must be configured to the PBX.
Call divert	Always/Busy/No Answer/Unreachable.	Automatic Disaster Recovery using Call Forward Unreachable if device is not available.
	Time-based scheduling.	
Call Waiting	Show incoming new calls whilst already on call.	Subject to handset support.
Call barring	Black-list and white-list by prefix or DDI.	At PBX group level applies across subscribers.
Voicemail	Dial-in access. Recordable greetings (unavailable/busy etc). Voicemail to email, and store in voicemail. PIN security.	Single voicemail email destination. 30 messages; 3 second minimum; 180 seconds maximum per message.
3-way call	Three party calls.	Only available where supported by handset.
Multiple device	Up to 3 devices and registrations per user, including mobile.	Restricted to specific handset ranges and models.
Mobile-X	Full Mobile integration as device on same account.	Product upgrade to Connect Xpress Mobile-X.
Soft-client	Receptionist operator panel.	Auto-provisioning and directory support.
	Zoiper for Android, PC, IOS, Mac.	Automated and secure provisioning by QR code.

### Security

All Simetric Telecom services are delivered from our resilient voice network that operates in dual secure data centres, with diverse network and carrier interconnect services. We use secure HTTPS for device management (SIP credentials are not revealed), encryption of SIP credentials during call setup and SSL encryption of management and control interfaces. Internally, our network uses concurrency and destination controls designed to reduce fraud exposure, though you remain responsible for all usage. We also have extensive real-time monitoring and alarm visibility across all of our network and services.