



# Do what you do. Even better

Say hello to Mitel MiCloud.

The flexible phone system that's ready for the future.





## It's so much more than your typical phone system

With a Mitel MiCloud phone system on your side, you'll have the tools to help your business work better – now and in the future. It's all built in. Conference calling and desktop sharing make team meetings easy. And features like call routing and mobile apps help you stay in touch with your customers – and each other – no matter where you're working.

It's all possible because everything's hosted securely in the cloud. And the benefits don't stop there.

### **Built for you, built for the future**

Business changes. And we think your phone system should flex as it does. We've built MiCloud to meet your needs now and in the future. So, if you need different features for different people, that's no problem. You can mix and match feature packs depending on who needs what. That could mean giving your desk-based people the basics and your sales team tools like mobile apps and voicemail to work on the go. Better yet, you can make feature changes day or night using the online portal.

### **Business-grade security, baked in**

With built in security and a whole team of experts looking after everything in the cloud, you can relax knowing we've got it covered. And because we update the tech that runs MiCloud automatically, you won't ever have to think about it. In other words, moving to the cloud might be one of the safest moves your business ever makes.

### **Support from a name you can trust – us**

If solid communications are the backbone of your business, you need support that you can rely on. That's where we come in. We're a Mitel Platinum Carrier Partner, which is as good as it gets. We're experts in the cloud, so we're well qualified to look after every part of your setup. We can use our experience and know-how to help you pick the right solution for your business and keep you ticking over once you're all set up.

We'll walk you through it one step at a time, from installation and support, right through to billing. You'll only ever have to deal with one provider. Us. Our team of experts and engineers are based in the UK and ready to help.

# The right features for everyone in your business

Not everyone needs the same features from their phones. So we've made it easy to mix and match our three feature packs depending on who needs what.

## Essentials

Includes phone calls, some basic tools to control them and voicemail.

You can:

- connect a single device
- get voicemail sent via email.

## Premier User

All the features of Essential, plus mobile support, presence indicators, collaboration tools and more.

Premier's often the best choice for most users. With it, you can:

- make and receive calls on up to three different devices (like mobiles or desk phones)
- use the MiCollab mobile client for chat and presence
- start a phone call from your CRM system with Click to Dial
- stay connected with Mobile Client and Mobile Softphone
- stay in control with our powerful web portal.

## Elite User

If your team needs to stay in touch wherever they are, Elite is ideal. As well as getting all the features of Premier, you can add extra devices and integrate business applications. You can:

- make and receive calls on up to four different devices (like mobiles, desk phones or on your computer)
- make calls from the Desktop Client and PC Softphone
- integrate with Outlook Calendar.

## What's included

### No matter what pack you choose, you'll get:

- a main number auto attendant to queue and direct calls
- remote and homeworker integration for team members outside the office
- performance analytics from Fijoport or MPA to keep your system in tip-top condition
- key stats on every call with the business call logger
- customer training
- support from an on-site engineer
- our specialist customer helpdesk.

### Want more?

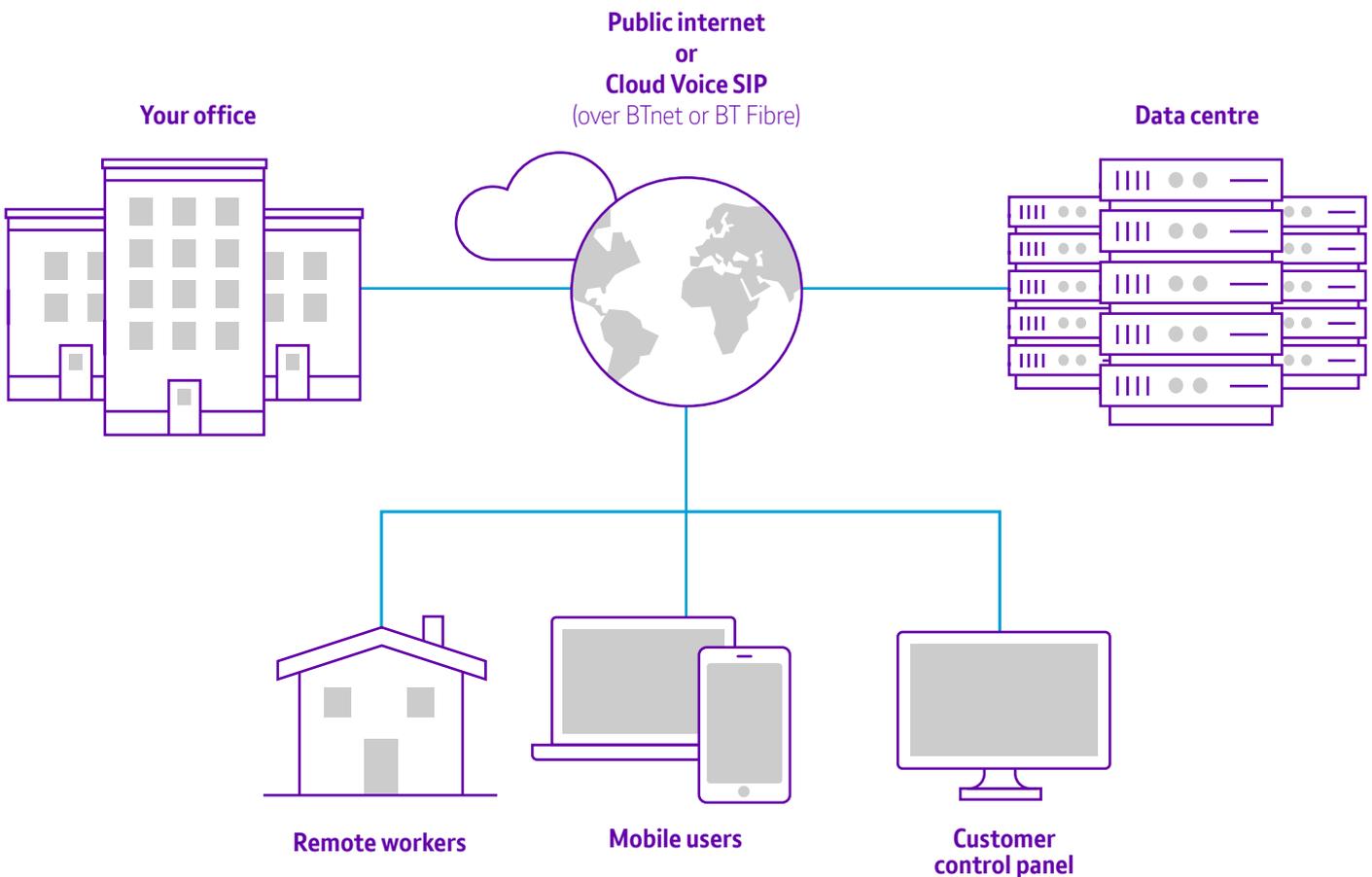
#### Choose from our optional packages:

- powerful collaboration tools for sharing information with MiTeam
- additional auto attendant
- additional voicemail inbox
- real-time analytics and advanced call logging
- a PC-based auto attendant and admin portal with MiVoice business control.

## How it all works

With MiCloud, we'll send all your voice and data over the internet using voice over internet protocol (VoIP). You can either make calls using a desk phone, or your computer and a headset. It's up to you. You'll get the same functionality wherever you work. In the office, on the road, anywhere.

The brains of MiCloud are in a secure, UK-based data centre. And there's always a backup system on standby, ready to spring into action should something unexpected happen.



### The end-to-end answer

If you choose MiCloud, you'll also need BT Cloud Voice SIP and a BTnet or BT Fibre internet connection. We can provide these for you, so you only have to deal with one supplier while you get set up. You can choose new numbers or move over your existing ones to keep things consistent for your customers.

## Our easy-to-use dashboard

Unified Communications (UC) make you more efficient and help you to choose the best way to talk to your customers – and each other. With MiCloud on your desktop, mobile, or tablet, it's easy to stay in touch with everyone. Whether it's your colleagues, your customers or even your suppliers. It's about collaboration, boosting productivity, improving customer service, and helping your people work smarter.

### **Presence**

Find out who's available and who's out of the office, and decide on the best way to reach them.

### **Instant messaging**

Ask a colleague a quick question while you're still on the phone.

### **Unified messaging**

Check voicemails, fax and call recordings on a desktop or mobile app. You can even receive your voice messages as audio files by email, if you like.

### **Softphone**

Get all the same features as you would get in the office on a remote PC or laptop with an embedded software-based IP phone.

### **Conferencing**

Schedule a conference call and invite your colleagues and customers directly from your desktop or mobile app.

### **Exchange calendar integration**

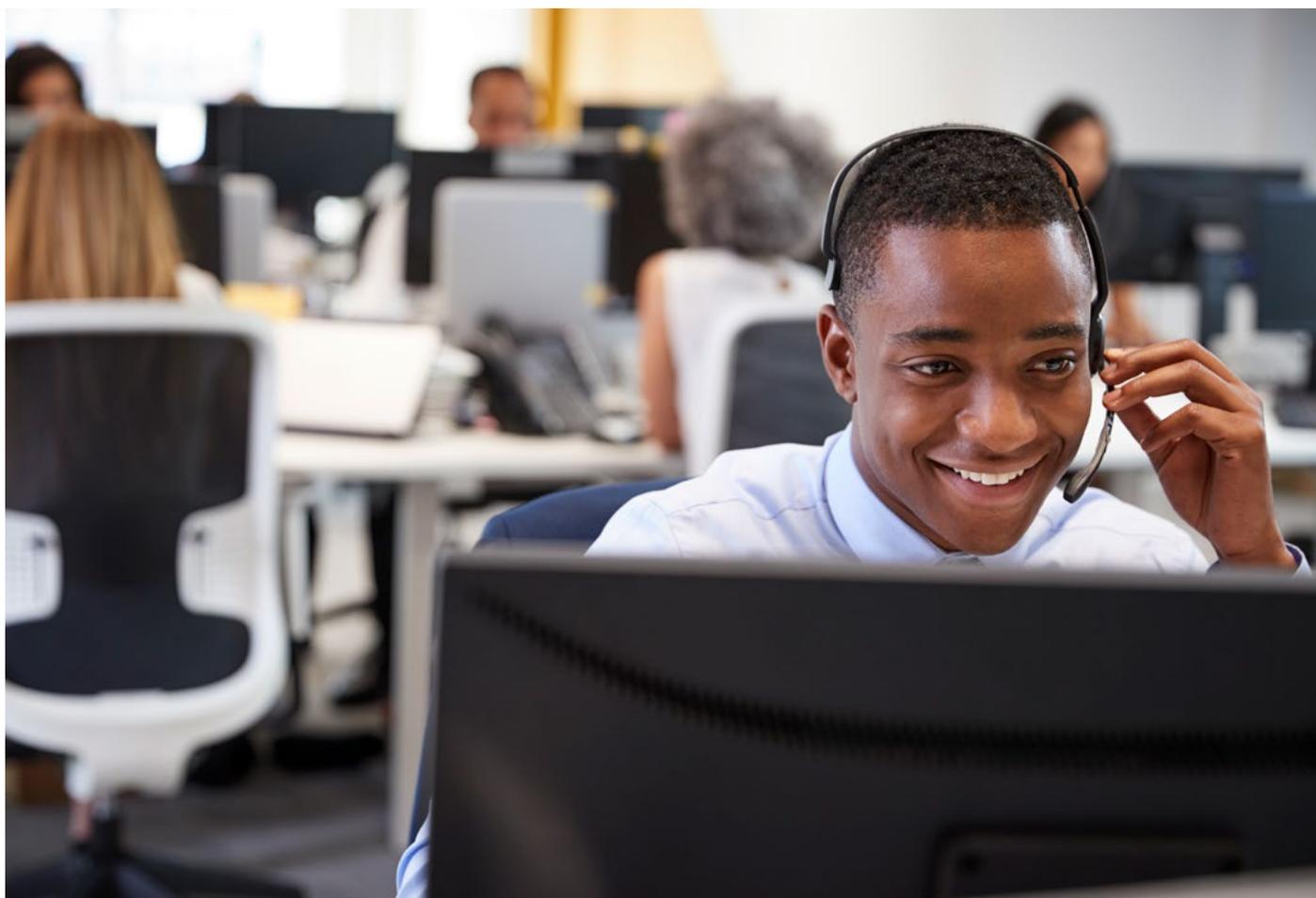
Synchronise your presence information from a Microsoft Exchange calendar to let others know when you're free.

### **Web access**

Use key collaboration features anywhere on any computer with internet access.

### **Single number reach**

Keep your personal mobile number private. Use a single number for all your devices with intelligent call routing capabilities. Calling the number rings one, some or all devices at the same time, depending on the rules you've set up.



## Keep in touch on the move

Being at work doesn't always mean being in the office. With the MiCloud mobile app, you can use the same phone features, whether you're on the road, at the airport, on the golf course or heading to the kids' football practice. It's an easy way to stay connected. And it's available for your iOS or Android devices.



### Contact list

Find your colleagues and customers quickly using the office directory or your local phone book.

### Presence

See at a glance who's available, in a meeting or on a call.

### Click to Dial

Make a call with just a quick tap on the screen.

### Conference

Set up a conference call and invite people through the app.

### Call distribution queue

Log in or log out easily from the call distribution group, so you only get calls when you're able to take them.

### Activity diversion

Redirect your calls to someone else when you're not available.

### Future presence

Make a note of upcoming events, like holidays, in a snap.

### Presence shortcuts

Create quick ways to update your presence status.

## Find the right phone for you

### Desktop phones

Easy to set up, easy to use. These phones are perfect for everyday calls, combining outstanding sound quality with an intuitive keypad.

### Management phones

Designed with state-of-the-art hardware and additional programmable hard keys, they're more advanced phones for executives and frequent phone users.

### Conference phones

With teams working all over the place, conference calls have become the norm. Whether you're talking to partners, vendors, remote workers or global teams, crystal-clear conversations make for productive meetings. That's why our phones have all the technology you need to make conference calls seem as natural as being in the same room.

Take a look at our handset brochures to find out more.

We're a Mitel Platinum Carrier Partner (Mitel's highest accreditation) and their biggest reseller worldwide. That means we can offer you the best of Mitel's technology, backed up with plenty of experience and expertise. With our leading network and mobile services to power it all, you'll get the best service possible – and just a single supplier to deal with.

Want to know more? Get in touch, or visit [bt.com/phonesystems](http://bt.com/phonesystems)

MiCloud contract is subject to a minimum period. Terms and conditions apply. You'll find them at [www.bt.com/terms](http://www.bt.com/terms) under terms for the business, business phone systems, ip communications. A BT business internet connection and Cloud Voice SIP is needed.

Mobile app: needs a data connection.

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