



Multi-Site Business Telephone Systems,



Unified Communications, and Mobility Solutions



Would You Like to Unify All of Your Communications?

Voice, Fax, Mobile Phones, Conferencing, Chat, Video



Are You Prepared for a Disaster? Will Your Callers Get Through?



Are You Experiencing Quality Issues or Service Outages?



Would You Like to Reduce Your Communications Costs?



Is Your Business Moving, or Opening a New Office?



Do You Have Multiple Offices With Separate Phone Systems?

Your Telephone is Your Single Most Important Communication Tool!

Kinetech's Business Telephone Systems enable your employees and customers to stay in touch any time of day, wherever they are, using any device.

Our managed all-inclusive service provides a complete telephone system, telephone service, maintenance, and management- for a fixed monthly cost- from a single supplier- without the cost, IT staff oversight, and obsolescence associated with equipment ownership.

Ensure Your Staff Is Reachable

Businesses place a high value on personal relationships and verbal communications. By connecting multiple sites and mobile workers we empower your employees and ensure they can be easily reachable by both clients and prospects.

Mobility with iPhone and Android

Employees on the go can use their mobile device to communicate using the company's telephone system- saving cost for the business, and improving productivity. Be more responsive to customers and employees- communicate any time of day, from any device- wherever you are!

Advantages Over Premise Systems

- Nothing Else To Purchase
- Nothing for Your Staff to Manage/ Maintain
- No Fees for Moves, Adds, and Changes
- Lifetime Warranty, Next Day Replacement
- No Cost for Yearly Maintenance Agreements
- No Cost for Lines or Calls between locations
- No Telephone Bills or Usage to Reconcile
- Nothing to Update or Upgrade
- No Equipment to Become Obsolete

Advantages Over Hosted VOIP

- Around the Clock Quality Monitoring
- End to End QOS with Voice Prioritization
- Management/Monitoring Device at Each Site
- Redundant, Diverse Connections
- Centralized Continuous Site Testing
- Automatic Backup at 6 USA data centers
- Carrier Grade Tier 1 Network Providers
- Business Continuity and Disaster Recovery
- Service Agreement- 99.999% guarantee
- Local Survivability

SERVICE HIGHLIGHTS

- Managed Business Telephone System
- Local Provider- System & Calling Plan
- All Inclusive, Fixed Monthly Pricing
- Maintenance and Support Is Included
- Lowers Cost 25-50%
- Lifetime Warranty
- Protected Against Obsolescence
- Enables Centralized Answering
- Fully Managed by Kinetech
- Local Support Team
- Dedicated Voice Network
- 24X7 Quality Monitoring
- Business Continuity, Disaster Recovery

ADVANCED FEATURES

- Mobile Devices- iPhone, Android, etc.
- Presence, Instant Messaging/Chat
- Find-Me/ Follow-Me Mobility
- Remote Office Connectivity
- Virtual Extensions
- Visual Voice Mail
- Integration with Outlook, CRM
- Electronic Send/Receive Fax
- Presence
- Instant Messaging/Chat
- Video Conferencing
- Call Recording
- Call Center/ACD

Business Continuity

- NOC 24x7x365 Network Monitoring
- Automatic backup- 6 USA data centers
- Load sharing multiple carrier partners
- Carrier Grade Tier 1 Network Providers
- Redundant Connections and Systems
- Disaster Recovery-Automatic call re-routing
- Primary and Backup Circuits
- Analog Line Backup Option

Centralized Monitoring and Quality

- End to End QOS Management-Voice Priority
- Traffic Shaping
- Around the Clock Monitoring
- Centralized Continuous Site Testing
- Call Threshold Monitoring & Alarming
- Written SLA-Guaranteed 99.999% Reliability
- Continuous Statistics Reporting



Inbound/ Outbound Calling

- Keep Your Old Telephone Numbers
- Line Pooling/Line Bursting- across sites
- Multiple Company Identities- on one system
- Multiple Auto Attendants-on one system
- Direct Inward Dial Numbers-for each phone
- Out of State Numbers-Give Local Presence
- Time Based Call Routing-Day,Night,Holiday
- Low International Rates

System Features

- Emergency Service (E911)
- Directory Assistance (411)
- Multiple Auto Attendants and Ring Groups
- 3, 4, 5 Digit Extensions
- Intercom and Paging across all sites
- Music or Customized Message On-Hold
- Inbound Caller ID- Name and Number
- Outbound Caller ID Name and Number
- Call Recording
- Station-to-Station Calling
- Dial by Name
- Centralized Receptionist(s) Stations
- Outbound Call/Class of Service Restrictions

Phone Features

- Courtesy and Duplicate Phones
- Road Warrior- Home Office Phones
- Voice Mail- with email delivery
- Busy Lamp Field
- Call Forwarding / Diversion

- Call Logs: Missed, Dialed, and Answered
- Call Timer
- Call Waiting
- Conference-3-Way
- Transfer: Supervised and Blind
- Call Hold
- Call Park and Retrieve
- Do Not Disturb
- Hands-free and Headset Operation
- Last Number Redial
- Individual Ring Tones
- Speed Dial & Contact Directory
- Desktop Click-to-Dial
- Time & Date Display
- DTMF Pass-Through

Voice Mail

- Message Waiting Indication
- Voicemail Delivery to Email
- Multiple Greetings
- Fast Forward, Rewind
- Pause, Replay
- Message Forwarding
- Voice Mail Distribution Groups
- Name Announcement

Third Party Integrations

- Microsoft Outlook- Click to Dial
- CRM- Sugar and others- Screen Pop

Unified Messaging

- Voice Mail to Email Message Notification
- Electronic Fax to Email
- Instant Messaging/ Chat
- Voice Mail to Text
- Multi-Site Message Distribution

Unified Collaboration

- Audio and Web Conferencing Bridge
- Video Conferencing
- Presence
- Instant Messaging/Chat

Unified Mobility

- Mobile Clients for iPhone, iPad, and Android
- Softphones for laptops
- One Number Find-Me/Follow-Me Routing
- Voice Mail Delivery to Mobile Devices
- Mobile Call Screening
- Electronic Fax Delivery to Mobile Devices
- Virtual Extensions

Mobile Device Support

- Place/receive calls on your business system
- Enjoy all the features of your deskphone
- Present a Professional Image to your Customers

Multi-Party Conferencing

- Audio and Web Conferencing
- Meetings, Webinars, Training, Medical
- Multi-party-Up to 99 participants
- Scheduled and Ad-Hoc
- PC Screen and Application Sharing



Digital Electronic Fax

- Electronic Desktop Faxing
- Integrated with Email
- Files Converted to PDF
- No Special Viewer Required
- Optional Fax Scanner Supported

Analog Device Support

- Analog Fax Machines
- Overhead Paging Systems
- Door Openers
- Door Phones
- Analog and Cordless Phones

Administration- Web Based

- Administrator Portal
- User Portal
- Reception Center Console

Unified Call Center(ACD)

- Multiple call queues
- Multiple agents
- Time of day and queue routing
- Call recording
- Supervisor modes
- Statistics and reporting

Corporate Profile

- A Managed Business Voice Provider
- Specialize in Small and Mid-Size Businesses
- New York, New Jersey, Connecticut
- Around-the-clock U.S. based support
- Experienced Local Team- Installation, Support
- More Than 14,000 customer endpoints



Our system is unmatched by any other business telephone system on the market today—it is a comprehensive unified communication tool that provides superior call quality, flexibility, increased productivity, and reduced total cost of operation.

How to Switch to Kinotech

As a part of our business review process, we will provide you with a complete no-cost audit of your current provider's invoices for proper charges, a performance review of existing systems and services, and a tailored solution proposal for your business.

To learn more and to schedule a meeting, please contact a Kinotech representative today at:



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