Unified Communications

NUSO UC is an enterprise-grade, all-in-one business solution that combines Voice, Mobility, Messaging, Presence, Conferencing, and Collaboration. This empowers your workforce with the convenience of working anywhere with internet access: at the office, home, or on the road.

NUSO UC gives you a reliable, flexible and easy-to-use service at a lower cost.

RELIABLE
Our commercially supported service platforms are geographically redundant - designed for 99.999% uptime and reliability.

ADAPTABLE
Multiple users and locations are managed in an easy-to-use interface.

ROBUST WORKFORCE
Streamlined work-flow with an all-inclusive phone system: Voice, Presence, Instant Messaging, Video/Web Conferencing, and Collaboration.

MOBILE & ON-THE-GO
Stay connected to your phone system anytime, anywhere by using a desk phone, smartphone, or tablet.

SIMPLE & SCALABLE
As your business grows, so does your phone system.

LOWER COST
One low monthly payment. Experience high-end features without added costs.

Your Phone Access Anywhere

1. **OFFICE**
   Business is still done in the office. NUSO's Unified Communications connects your office to other users regardless of where they are or what device they use. NUSO, keeping it simple and flexible.

2. **DESKTOP APP**
   Access all of our Unified Communications features in one place. Our desktop application allows you to view contacts, make and receive calls, monitor presence by seeing who's on a call, busy, available or off-line, and chat with other users on the system.

3. **MOBILE APP**
   Our mobile app is designed to keep you connected wherever you are. Users can make and receive calls as if they were in the office. Their company's caller ID displays whenever they call out from it and chat.

4. **COLLABORATION**
   Stay connected to your team wherever you go. Users can start or join a 50-person meeting with crystal-clear, face-to-face video, high quality screen sharing and instant messaging. Operates on desktop, tablet or mobile devices.

Features

- Auto-Attendants
- Call Analytics
- Call Queues
- Call Recording
- Desktop Integration
- Mobile app
- Custom greetings
- Find Me / Follow Me
- Music on Hold
- Online PBX Controls
- Ring Groups / Departments
- Soft phone
- Time-Based Routing
- Chat
- Presence Status
- Collaboration
- Many more

The Right Plan for Your Business

Office

- Unlimited* local and long distance for US48 and bordering Canadian Provinces White Pages listing
- Caller ID name & number
- Call hold
- Call transfer
- Ad-hoc conferencing
- Call waiting
- Call forwarding
- Phone number included
- Anonymous call rejection
- Hunt groups
- Do not disturb
- Account codes
- Selective call rejection
- Speed dial
- Fax capable

Professional

Office features plus:

- Voicemail
  - Voicemail to email notifications
  - Audible new message alerts
  - Video messaging allowed (with supported phones)
  - Message waiting indicator
- Comm Portal Web
  - Click to dial
  - Manage contacts
- Simultaneous ring
- Music on Hold
- Call group logs
- Call statistics
- Inbound Fax to Email

Executive

Office & Professional features plus:

- Business Voice Mobile App
- Comm Portal Assistant (PC/Mac)
  - Incoming pop up
  - Find me follow me
  - Outlook Integration
- Desktop application with softphone, chat and presence

*Assumes normal business use. No call centers or dialers allowed. Unlimited Usage is governed by our Acceptable Use Policy, which can be found at https://www.nuso.cloud/policies. Maximum of 1000 minutes per each line and is pooled across all line. Example 6 Hosted lines would be 6 x 1000 minutes equals 6,000 total minutes per month.

Available Add-Ons

- Business Voice Mobile App
- Automated Call Distribution
  - Premium
  - Supervisor
- Advanced auto attendant
- Softphone for PC/Mac
- Receptionist desktop
- Music on hold
- Additional E911 instances
- Collaboration
- Additional phone numbers
- Call recording
- Toll free numbers
- Gigabit phone upgrade
- Inbound & outbound fax to email
- And many more

Phones Models Available

TIER 1

Polycom VVX 250

Polycom VVX 301

Yealink T42

Yealink T53

TIER 2

Polycom VVX 350

Polycom VVX 401

Yealink T46

Yealink T54

TIER 3

Polycom VVX 450

Polycom VVX 501

Yealink T48

Yealink T57

Cloud UC Features

ACCOUNT CODES:
Allows administrators to configure specific lines to enter an account code prior to calling specific destination types, such as international or long distance. These account codes can be either validated or invalidated.

AD-HOC CONFERENCING:
Initiate a conference call using the feature buttons on the phone. This can be done at any time during an active call.

ANONYMOUS CALL REJECTION:
Users receiving an incoming call can reject the call, by pressing a "Deny", "Ignore", or "Reject" key on their phone.

CALL FORWARDING:
Users can set up a rule to forward calls to a new number when they are already on a call, their line is busy, or unconditionally.

CALL GROUP LOGS:
Gives users the ability to view the Call Groups they are a part of.

CALL HOLD:
Place a call that is in progress on hold.

CALL STATISTICS:
Access call record information for individual lines. The call information is divided into categories: Dialed, Received, Missed, and Rejected.

CALL TRANSFER:
Transfer a call to a new party with or without announcing the caller to the new party.

CALLER ID NAME & NUMBER:
Presents the calling party's name and/or number to the user via a phone screen prompt.

CALL WAITING:
Alerts users when they are on a call and receive another call at the same time. They can choose to put the current call on hold and switch to answer the new call.

COMMPORTAL ASSISTANT:
Instant access to the most frequently used features and settings on your desktop. Users can search and dial contacts from their desktop, just like they would from their mobile phone. Pop-up notifications tell users when they have an incoming call or a new message.

DO NOT DISTURB:
Lock all incoming calls to a particular line or phone. In the world of legacy phones, this feature is often called "Make Set Busy"

HUNT GROUPS:
Allows for sequential or simultaneous ringing of available phones within a specified group. This feature is commonly used in Call Centers.

MESSAGE WAITING INDICATOR:
Informs users when there is an "unread" voice mail message in their inbox.

NEW MESSAGE ALERTS:
Notifies users when they have received a voice or fax message. The available notification methods are email, SMS, or phone call.

SELECTIVE CALL REJECTION:
Users can select numbers from which they do not wish to receive calls. Incoming calls from these numbers will be provided an announcement telling them their call has been rejected.

The Benefits of
Cloud UC

- No on-site phone system
- No maintenance
- Smartphone Integration
- Online portal to move/ add employees
- Easy and inexpensive to upgrade
- Remote worker and teleworker support
- Future-proof system
- Scalable

SIMULTANEOUS RING:
Users can set multiple devices (or numbers to ring simultaneously when their Direct Dial number is called.

SPEED DIAL:
A shorthand option for dialing commonly used phone numbers. To perform this function, a user would typically dial a one or two-digit number that is already associated with a per-specified 10-digit phone number.

VOICE MAIL TO EMAIL:
Set an email address as a destination for voice mails to be delivered. This is a valuable feature for users on the go.

BUSINESS VOICE MOBILE APP:
Provides full phone access to users on their mobile phone through a smart phone application. Download this app from the iTunes or the Google Play store.

Download on the App Store

ANDROID APP ON Google play