AST Managed Services

A FRIENDLY APPROACH

AST VOICE

Cloud Based Phone System

AST VOICE

Cloud Based Business Telephone System

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Our cloud business phone system is a simple feature rich VOIP solution

It's fully hosted and hassle free.

We'll take care of everything.

Introduction

At AST Managed Services we have built partnerships with the worlds leading telecoms vendors so can offer 'best-in-class' solutions for business of all sizes.

With traditional ISDN telephony being phased out in the UK by 2025, many companies are turning to IP Voice to deliver a seamless, trusted environment.

At AST we will start from the ground up and provide details on Fibre or Ethernet connection and number of users to determine upload speeds are sufficient to suit.

We then build the VoIP solution based on your company requirements, so our VoIP Solution is not only competitive, but scalable and user friendly, all fully supported both now and in the future.

Why AST VOICE?

Are you a new business or one that is relocating or upscaling, or a larger business needing high end calling features?

Our solution is great at cutting costs for your business communications needs, and comes fully loaded with a host of premium PBX features which only high end phone systems previously could offer.

Call recording is a feature that is hugely cost-effective in the cloud, with cloud storage now cheaper than ever, calls can be recorded for training or legal purposes. You can also receive premium features and the tools to be successful and improve your infrastructure, enabling a connected workforce from any location.
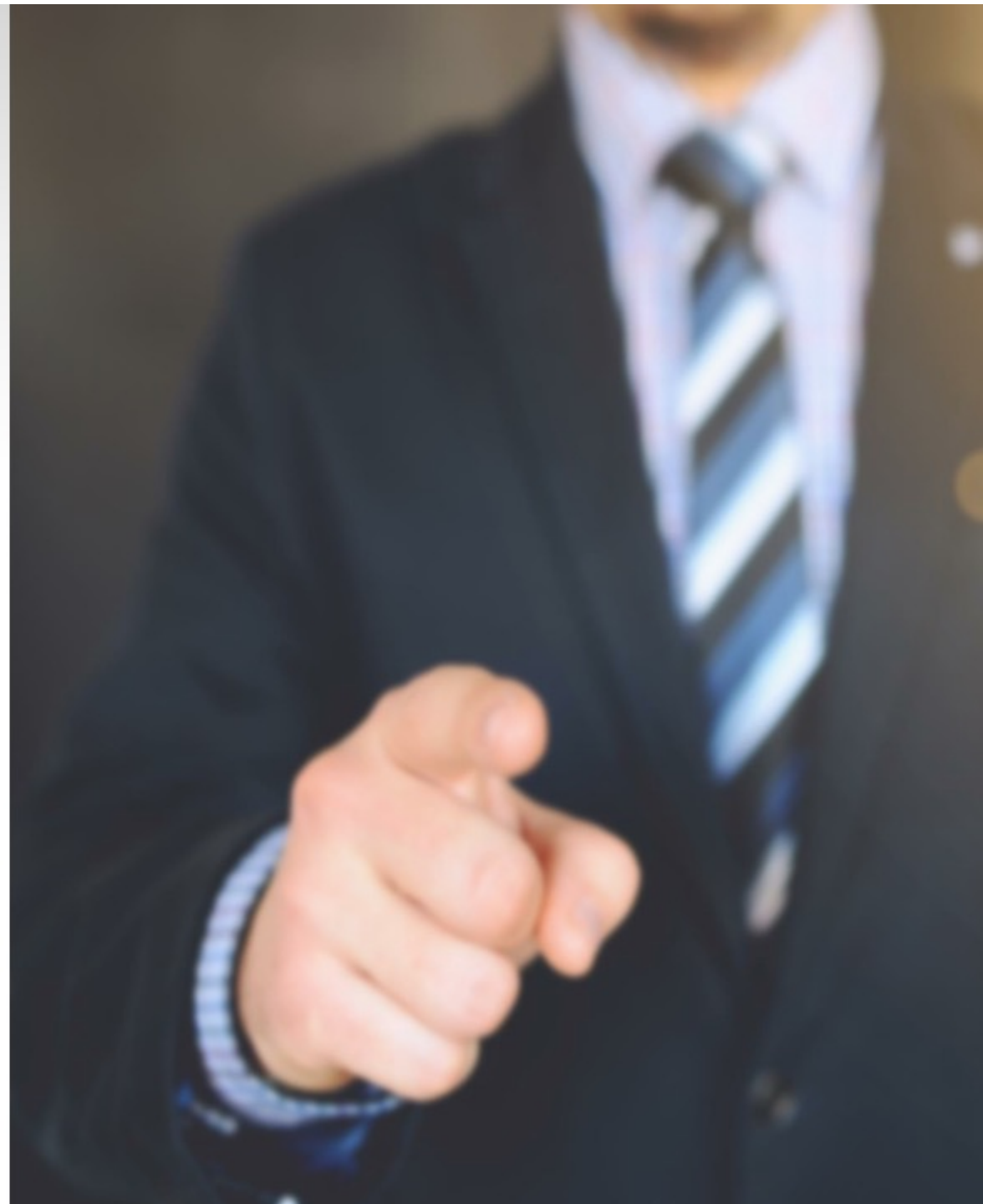
Your Hosted Solution

Our VOIP solution is based on Freeswitch architecture. developed in-house. which offers the opportunity for branding and CRM integration. Our system is a fully managed solution hosted on Amazon Web Services with dedicated support.

We offer full access to our technical support helpdesk which operates rapid response service levels. Queries can also be easily escalated via our instant chat service available right from your own branded portal. Additionally. a hotline number can be offered for a dedicated service for urgent enquiries.

We provide a comprehensive provisioning and configuration service for all PBX administration tasks. The helpdesk can also be used for ad-hoc remote training sessions and for time sensitive deployments and escalations.

Included in all the above is a 24/7 Network Operation Centre monitoring package to ensure your system uptime is maximised.

Standard Features

• Call Block	• Find Me Follow Me
• A list of numbers from which to block calls	• IVR / Auto Attendant
• Call Broadcast (Basic Outbound Dialler)	• Phrases
• Call Centres	• Music on Hold
• Call Recording + Logging	• Hunt Groups and Ring Groups with queues
• Call Flows	• Time conditions / Holiday scheduling
• Conference	• Reception Console
• Contacts • Fax Server	• Call Detail Records Statistics and MI (User level-based MI)

Advanced Features

- CRM integrations

- Rest API

- Custom Softphone

- Separate tenant custom branding

- Report building and scheduling

Benefits

- Secure - built in business continuity and disaster recovery with call rerouting

- Reliable - guaranteed 99.9% uptime backed by our SLA

- Scalable - easy to add and remove users

- No hardware - complete PBX functionality without the hardware

- Enhanced mobility through seamless remote operation

- Attractive payment terms including a new handset

- Easy monthly budgeting with generous call bundle

- Simple, clear pricing

- Wide range of features

- Training provided

FAQ's

- **Q: What is VoIP**

- A: Simply using the internet to make and receive calls as opposed to traditional telephone PSTN or ISDN Lines.

- **Q: How does it work**

- A: VoIP converts you voice into data and uses internet protocol to send that data.

- **Q: Can I keep all my existing phone numbers**

- A: yes, we port all the numbers you require into the cloud to work with the VoIP system

- **Q: What do I need to use VoIP**

- A: High speed internet and an IP Phone or softphone which is a program to allow you to make calls from a computer.

- **Q: Do I need any update to our internal network for the VoIP phones to work**

- A: No, the VoIP handset will plug into you existing voice and data network, we can also install new extensions if required.

Yealink

T-19P E2 Handset

- Entry Level SIP Phone

- 132 x 64 pixel graphical LCD

- Single VoIP account

- Dual 10/100 Ethernet Ports. integrated PoE

- Full duplex speakerphone

- Headset Port

- Wall mountable

- XML remote phonebook

Yealink

T-41S Handset

- Executive SIP Phone

- 10/100Mb Ethernet

- 2.7" greyscale graphical backlit LCD

- HD Voice: HD Codec, HD speaker, HD handset

- 6 VoIP accounts, BLF/BLA, IPV6, Open VPN

- USB 2.0

- T4S Unified firmware and auto provisioning

- Hearing Aid Compatible

Yealink

T-46G Handset

- Professional SIP Phone

- Dual port Gigabit Ethernet. Power over Ethernet

- 4"x3" TFT colour display with backlight

- HD Voice: HD Codec. HD speaker. HD handset

- 16 VoIP accounts. BLF/BLA. IPV6. Open VPN

- Supports Bluetooth Headsets & Wi-Fi dongle

- T4S Unified firmware and auto-provisioning

- USB call recording

- Hearing Aid Compatible

Yealink

T-49G Handset

- Premium Level SIP Phone

- Full-HD 1080p30 video call

- 8" 1280x800 capacitive touch screen IPS LCD

- Up to 16 VoIP accounts

- Built in Wi-Fi & Bluetooth

- USB ports for media & storage applications

Yealink

W56 IP DECT Phone

- High-end ID design

- Up to 4 simultaneous voice calls

- Up to 5 DECT cordless handsets

- 2.4" 240x320 colour screen with intuitive user interface

- Up to 30 hours talk time. up to 400 hours standby time

- Quick charging: 10 minutes for 2 hours talk time

- USB charger cradle & headset connection

Yealink

CP960 HD IP Conference Phone

- Premium HD Conference Phone

- Optimal HD audio. full duplex technology

- Yealink Noise Proof Technology

- 5-way conference call

- 5-inch multi-touch screen with 720 x 1280 resolution

- Built in Wi-Fi & Bluetooth

- Connect to PC via USB Micro-B port