upstream
conference rooms without walls

internet telephony that works for you

The new height in internet telephony

Upstream VoIP is a complete telephony service for business. It provides a comprehensive range of facilities and features that allow you to link your fixed and mobile telephony easily and efficiently, helping you to improve your productivity and your corporate image.

What is Upstream VoIP?

Upstream VoIP is a hosted, cloud telephony service that is easy to use and simple to configure - a virtual PBX. Your calls are made and received over a voice-over-internet broadband connection, and you configure and monitor your phones through a very straightforward web portal.

A system that gives you premium features as standard

Upstream VoIP is packed with clever features to help you make the most of your business communications:

- Efficiency - with easy access to all your contacts, voicemail and faxes, and clever features that   make it easy to monitor and take your calls - even when you're out and about.
- Teamwork - with call pick-up groups and easy ways to share and transfer calls, contacts and voicemails.
- A positive image - with Music on Hold and smart features that mean your callers don't have to be left hanging on the line.
- Security - with built in security and fail-safe business continuity features.

A system that's easy for everyone

Using Upstream VoIP phones is just like using a traditional telephone, and you don't need any specialist knowledge or skills to make the most of all the features the system provides.

A system that makes the most of all your telecommunications

Upstream VoIP is ideal for small and medium-sized businesses, whether you operate from one location or multiple sites. VoIP also allows you to link your office phones to mobiles, making it perfect for businesses whose employees are regularly on the move.

A system that can grow with your business

No matter how often your business may go through changes, Upstream VoIP can change with you. Changing or adding new users, adding extra phones to the network, updating any of your system preferences - you have complete control of the way your phone network is configured.

A system that is affordable, as well as efficient

With VoIP there are no hidden extras. Upstream VoIP comes as a fully featured system with high quality CISCO handsets as standard, and the administrative features make it easy to manage your system, and monitor your telephone usage, performance and costs.

Experience a wealth of features

Upstream VoIP is packed with clever features to help you make the most of your telephone system. You can configure preferences both for individual phones and for your phone network through the web portal. You can also set many of the most common features direct from the handsets.

Never miss a call

✓ Divert calls or Forward calls to another number, your mobile or Voicemail when you're on the phone or away from your desk.

✓ Twin your phone with your mobile.

✓ Know when a caller is waiting with Call Waiting, and use Call Park to let you answer another call.

Never lose a contact

✓ Receive on-screen pop-ups, SMS text messages or email alerts when there's a message waiting.

✓ Respond immediately with Last Number Redial and Click-2-Talk.

✓ Easily access and manage all your contact lists with your on-line personal and company Address Books.

✓ Never forget an important call – use Events Diary to set reminders against your Address Book entries.

Don't feel tied to your desk

✓ Forward calls to any internal phone, your mobile or external phone.

✓ Access Voicemail from any internal phone, mobile or external phone, or on-line.

✓ Let the whole team know with messages on Shared Voicemail.

Work efficiently

✓ Protect your precious time with Do Not Disturb and Block Anonymous Calls.

✓ See when colleagues are free to take a call with Line Monitoring, and transfer calls to any number easily.

✓ Bring a colleague in on a phone conversation with Three-way Call.

✓ Forward Voicemail messages easily to handsets or emails, and access your Fax messages on-line or by email.

✓ Use quick dial Short Codes for your everyday numbers.

Promote your company image

✓ Help your customers' calls get through with Call Groups.

✓ Use Time-based Routing and your Greetings Library to route callers to preferred phone numbers in and out of office hours.

✓ Let your callers know they're connected with Music on Hold.

✓ Route your callers to the right people with Auto Attendant (Gold package option).

✓ Perfect and review your telephone responses with Call Recording (Gold package option).

Work securely

✓ Set passwords and pin numbers to secure your phones, voicemail and web-portal from unauthorised access.

✓ Set external or mobile Failover numbers to keep your communications open in the event of a power-cut, network or system failure.

Take control of your communications

The powerful administrative features make managing your phone network and monitoring costs and performance a quick and easy job:

✓ Update, add or remove users.

✓ Set up Call Groups, shared Voicemail boxes and Music on Hold.

✓ Create a shared company Address Book and an automatic internal telephone directory.

✓ Track and bar unauthorised calls.

✓ Block unwanted calls.

✓ Monitor your phones account and company Calls History, and create automatic Company Reports.