

# Managed Voice



The Latest Innovation in  
Business Phone Systems

# Managed Voice changes everything.

**Imagine a phone system that lets you choose the features your business needs.**

Introducing Managed Voice — it offers more productivity, more efficiency and less worry. All at a fraction of the cost of traditional business phone systems.

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## **It's Better.**

### **Pick & Choose Features**

With Managed Voice, you customize your business system, and even customize individual phones with any or all of the most popular features.

### **Top-of-the-Line Equipment**

Operator stations maximize functionality and system visibility, and Managed Voice is backed by Cisco switches on the multi-million dollar, carrier-grade Ritter Voice Network.

## **Easier.**

### **Plug and Play Portability**

Need to move a phone? With Managed Voice it's simple: any phone can be plugged in to any approved port provisioned by Ritter.

### **24/7 Support** (if you ever need it)

Many phone settings can be adjusted in an instant without calling tech support, especially since you get access to our online portals featuring management tools for your system.

## **Smarter.**

### **Never Worry about Upgrades**

We perform constant upgrade checks on your system's software and firmware, and install upgrades as they become available without service interruption on your system.

### **Your System Stays Current**

With Managed Voice, Ritter keeps up with service upgrades and new system enhancements, typically at little or no cost to your business.

## **And more affordable.**

### **Lower Your Capital Costs**

With Managed Voice, we bear the cost of the equipment, and all you pay for is usage.

### **Budgeting is a Breeze**

Because Managed Voice monthly fees are calculated on a per-phone basis, expenses are easy to predict and control. Simply multiply the number of phones by the monthly fee.

### **No More Maintenance Fees**

As owner of the equipment, Ritter assumes responsibility for the costs associated with system maintenance and software updates.

# Features:

## Standard Features

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Unlimited Local/Inbound Calling  
Caller ID  
Caller ID Blocking  
Extension Dialing  
Call Park  
Call Pick-Up  
Call Trace  
Call Transfer  
Call Waiting  
Standard Voicemail  
Metered Long Distance  
Unconditional Call Forwarding  
Disaster Recovery Call Forwarding  
Automatic Recall  
Do Not Disturb  
Call Hold  
Call Waiting ID  
Outbound Group Caller ID  
Message Waiting Indicator  
Selective Call Rejection  
Anonymous Call Rejection  
Basic Line Hunting  
CommPortal  
CommPortal Assistant  
Unified Messaging  
Toll Call Restriction  
Remote Access to Call Forwarding

## Unlimited Features

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Unlimited Domestic Long Distance  
Three Way Calling  
Automatic Call Back  
Call Forward Busy Line  
Delayed Call Forwarding (No Answer)  
Selective Call Acceptance  
Selective Call Forwarding  
Priority Call  
Reminder Calls  
Regular Reminder Calls

## Optional Features

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Additional Lines  
Mandatory Account Code  
Toll-Free Numbers  
Premium Attendant Additional Menu  
Complex Directory Listing  
Hotline  
Find-Me-Follow-Me Basic  
(SimRing Group)  
Find-Me-Follow-Me Enhanced  
Group Voicemail  
Warm Line  
Accession Mobile  
Accession Desktop  
Easy Attendant  
Premium Auto-Attendant  
Auto Conferencing  
Multi-Line Hunt Group  
Call Center Solutions – Integrated ACD

# The most modern, advanced **phone** **equipment.**

With newly refined equipment, Managed Voice offers top-of-the-line phone solutions from several name brands, such as Mitel and Polycom. These advanced phone units can be outfitted to match your exact business needs.



## **Mitel 6873i**

- > Sleek, advanced and functional
- > Large 7-inch touchscreen
- > 12 Programmable touchscreen softkeys
- > PC connectivity
- > Power-over-Ethernet
- > HD Audio
- > High quality, full duplex speakerphone



## **Mitel 6869i**

- > Maximum functionality for the power enterprise user
- > Large color LCD display
- > 12 Programmable keys
- > PC connectivity
- > Power-over-Ethernet
- > HD Audio
- > High quality, full duplex speakerphone

## Mitel 6867i

- > Full array of features for the enterprise user
- > Large color LCD display
- > 10 Programmable keys
- > PC connectivity
- > Power-over-Ethernet
- > HD Audio
- > High quality, full duplex speakerphone



## Mitel M685i Expansion Module

- > Supported by Mitel 6865i, 6867i, 6869i and 6873i handset models
- > Phones support up to 3 modules for maximum expansion
- > 28 Programmable keys per page
- > 3 Pages for 84 available contact softkeys per expansion module
- > Line appearances for lines that are available or in-use



## We have accessories that make your experience even better.

This is one of our most popular accessories, but we have an entire warehouse full of hundreds more. For more options, simply give us a call!

## Plantronics Wireless Headsets

- > Wide variety of wireless headsets for hands-free productivity



## State-of-the-art accessories.



### Polycom 600

- > Maximum functionality for the power enterprise user
- > Large digital LCD display with touchscreen
- > 12 Programmable keys
- > PC connectivity
- > Polycom HD Voice™
- > Polycom Acoustic Clarity technology™
- > High quality, full duplex speakerphone
- > Video playback and conferencing with optional VVX Video Camera
- > Expandable interface with optional VVX Color Expansion Module



### Polycom 500

- > Full array of features for the enterprise user
- > Large digital LCD display with touchscreen
- > 12 Programmable keys
- > PC connectivity
- > Polycom HD Voice™
- > Polycom Acoustic Clarity technology™
- > High quality, full duplex speakerphone
- > Video playback and conferencing with optional VVX Video Camera
- > Expandable interface with optional VVX Color Expansion Module



## Polycom 410

- > Great for mid-range Business users
- > Large digital LCD display
- > 12 Programmable keys
- > PC connectivity
- > Polycom HD Voice™
- > Polycom Acoustic Clarity technology™
- > High quality, full duplex speakerphone
- > Expandable interface with optional VVX Color Expansion Module



## Polycom IP5000 Conference Phone

- > Ideal for smaller rooms and offices with up to 6 people
- > Power-over-Ethernet
- > Polycom® HD Voice™
- > Polycom® Acoustic Clarity™
- > Flexible configuration options
- > Strong, robust SIP software and interoperability
- > Microphone range up to 7 feet with automatic gain control



## Polycom IP6000 Conference Phone

- > Power-over-Ethernet
- > Polycom® HD Voice™
- > Polycom® Acoustic Clarity™
- > Flexible configuration options
- > Strong, robust SIP software and interoperability
- > Microphone range up to 12 feet with automatic gain control
- > Optional microphone extensions available





### ○ **Polycom IP7000 Conference Phone**

- > Ideal for large conference rooms
- > Power-over-Ethernet
- > Polycom® HD Voice™
- > Polycom® Acoustic Clarity™
- > Flexible configuration options
- > Strong, robust SIP software and interoperability
- > Microphone range up to 20 feet with automatic gain control
- > Optional microphone extensions available
- > Ability to connect to overhead speakers or audio devices for extended audio output range
- > Two IP7000 phones can be linked together using the multi-interface module



### **Polycom Conference Phone Microphone Extensions**

- > Available for IP6000 and IP7000 model conference phones
- > Extend clarity and audio coverage



## Polycom VVX Camera

- > Cost effective video conferencing with no additional infrastructure investment
- > For use with VVX 500 and 600 series phones
- > Plug-and-play installation
- > HD Video (720p)
- > Adjustable tilt and zoom
- > Privacy shutter
- > Normal, full, crop video screen modes



## Polycom VVX Color Expansion Module

- > For use with all available Polycom VVX handset models
- > Polycom phones support up to 3 modules for maximum expansion
- > Plug-and-play installation
- > Color-coded line appearances for lines that are available or in-use
- > 3 Pages for 90 available contact softkeys per expansion module



## Communicator™ C100 (USB Speaker)

- > Hands-Free Freedom
- > High Fidelity Voice Quality
- > Two High-Quality Microphones
- > Polycom's Legendary Acoustic Clarity Technology™
- > Easy to Use
- > Ultimate Portability
- > Perfect for Accession Communicator mobility client



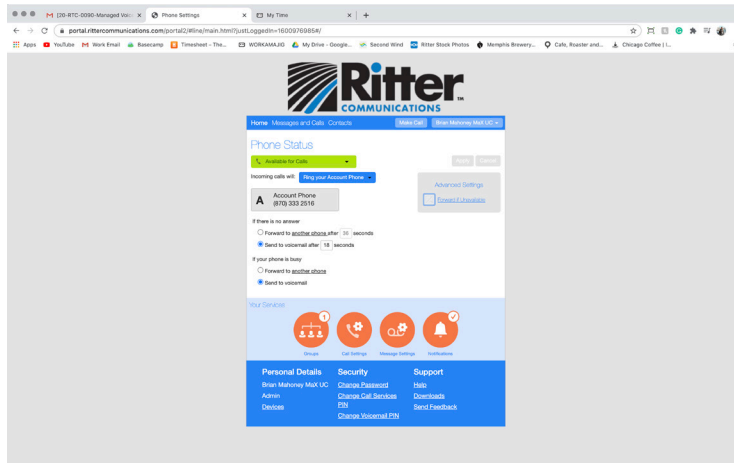
# Mobility and Unified Communications

Ritter's Managed Voice — **MaX UC** — is a great way to integrate a phone, tablet or laptop into your communications landscape. Accession integrates your mobile device with desk phone functions and enables you to send, receive and seamlessly continue calls between your desktop PC, phone, or tablet when you need to be on-the-go.

*\*Can sync with your Outlook contacts!*

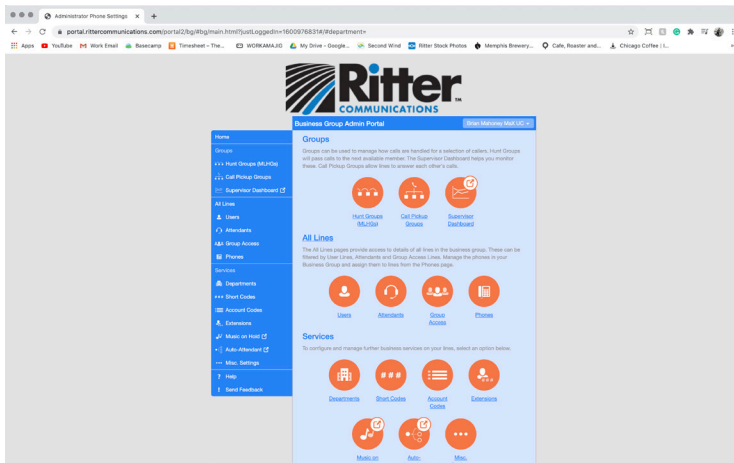


# Your customized portal puts you in control.



## CommPortal:

- > Control & customize your service from anywhere
- > Call forwarding
- > Receive voicemail via email
- > Customizable to individual needs
- > Make quick changes to your service without requesting remote tech support



## AdminPortal:

- > Save time, money and headaches with convenient access and control from anywhere
- > Focus on business operations instead of phone management
- > Save time and money by making simple changes to your office phones without having to call into customer service

Call **888.336.4249** today!

**Managed Voice. This changes everything.**

**Right by You<sup>®</sup>**

[RitterBusiness.com](http://RitterBusiness.com)

