UniTel Voice

Learn what a cloud-based phone system can do for your business

UniTel Voice Office Product Overview

Cloud-Based Phone Systems

A cloud-based phone system, or a Voice over Internet Protocol (VoIP) phone system, is a business phone service that allows you to make calls over the internet rather than over traditional analog lines that use copper wires or optical fibers to make a connection.

And unlike traditional business phone systems that require you to maintain private branch exchange (PBX) software on a local server, cloud-based phone systems are hosted in multiple offsite secure data centers. This makes them maintenance-free, extremely reliable, easy to manage, and less costly.

Cloud-based phone systems also allow you to use a variety of devices, including traditional phones with adapters, smartphone apps, computer-based softphones, and VoIP-enabled desk phones called IP-phones. This keeps your entire business connected no matter where your employees are or what devices they are using.

What is UniTel Voice Office?

UniTel Voice is the work-from-anywhere cloud-based phone system for small business owners who don't have the time, budget, or resources to deal with overengineered tech.

Our UniTel Voice Office Plan simply allows you to use our cloud-based business phone system with all VoIP devices including IP-phones, Softphones, and the UniTel Voice Mobile App. This makes UniTel Voice Office a perfect business VoIP solution for the modern workplace and teams that work remotely, whether that'd be from home, in shared office spaces, or on the go.

What makes UniTel Voice Office different?

It's not complicated.

You get all the features you need and none that you don't. UniTel Voice Office works with your existing phones, devices, and any VoIP-enabled phone you choose. There's no phone system equipment to maintain or software to update. We send you your IP-phones ready to plug-in and use. All you need is an internet connection.

Some of our competitors like to brag that they have more bells and whistles than a 1960s NASA control panel. Their Getting Started Guide is a 94 page PDF. Why they think that's a selling point to busy small business owners beats us.

It's backed by amazing human support.

You don't need any technical skills or an IT department. Every plan is backed by our live USA-based support and UniTel Voice Office includes a dedicated account manager who we call your personal VoIP concierge. This expert advisor helps you choose the right devices, set up your phone system, and ensure you're up and running.

Some of our competitors outsource their support to overseas call centers or send you to a DIY support forum. We offer helpful human support based right here in Naperville, Illinois.

There's no commitment.

Sign up and try UniTel Voice risk-free for 30 days. If you're not satisfied you get your money back — no questions asked. Every plan is month-to-month and you can cancel or change plans at any time. While some of our competitors use long-term contracts that "rent" phone numbers and hardware as a way of holding you hostage — that's not how we do business.

With us, you own your business phone numbers and any IP-phone you purchase. You can take them with you and use them with another provider, if you ever choose to do so.

How much does UniTel Voice Office cost?

The Office plan includes 3 users for $29.99 per month (additinal users are $9.99 per month). The Office Plus plan includes 3 users for $49.99 per month (additional users are $14.99 per month). The Office Plus plan also video conferencing and screensharing. There's also federal, state, and local taxes that vary based on your billing address. If you would like to purchase new IP-phones through us, we'll sell them to you for a one-time fee (at cost).

How do I purchase UniTel Voice Office?

You go to signup.unitelvoice.com and pick the Office Plan. It takes about 2 minutes.

How do I get set up with UniTel Voice Office?

Once you've signed up, you'll immediately get an invitation to meet with your personal VoIP concierge who can help you choose the right devices, set up your phone system, and ensure you're up and running.

The Features You Need

Toll Free Numbers
Give your business instant credibility and a nationwide presence with a toll free phone number from any toll free number area code: 888, 877, 866, 855, 844, or the new hot 833 toll free number just released.

Local Area Numbers
Give your business a local presence in multiple locations by using a Chicago, Los Angeles, New York, and/or Miami phone number, for example. We have numbers available in almost every area code in North America.

Virtual Auto Attendant
Also referred to as a virtual receptionist, auto-receptionist, virtual PBX or cloud PBX, your virtual auto attendant greets callers and routes them to the proper extensions, phones, or voicemail. It's managed completely online.

Call Announcement
When you answer a call, your virtual phone system will announce to you which extension the caller selected. That way, you can answer the call professionally, or send them straight to your company voicemail.

On-Hold Music
On-hold music or a custom message keeps your callers engaged while they are being forward or transferred to an extension. You can also upload a recording advertising your business's products and services.

Unlimited Call Handling
Our system does not restrict the number of concurrent calls that you can receive. If the phones where you are forwarding are busy, the system will detect that and send the caller to an unavailable voicemail greeting, no busy signals ever.

Dept. & Employee Extensions

Give everyone on your team their own employee extension and set up department extensions to ring multiple phones in a flexible structure to connect staff working from multiple locations.

Follow-Me Find-Me

Use this advance call forwarding feature to connect up to three other phone lines, including home, mobile, or office numbers. With UniTel Voice your customers can reach you wherever you are.

Call Forwarding

With call forwarding, you and your employees can be reached on virtually any telephone in the world whether on your cell, in the office, or at home. You can ring multiple phones in any order, anywhere.

Call Scheduling

Call scheduling (or After-hours mode) lets your callers hear your custom main greeting when you're open, and an alternate greeting after hours. You can customize your hours of business for every day of the week. Never close your business again.

Voice Talent Studio

We'll give your business a polished image with a professionally recorded greeting from our Voice Talent Studio. After all, first impressions are everything. And we don't use robots. We use human voice talents that read into a microphone.

Manage Everything Online

You can access your UniTel Voice account from any browser with your username and secure password. Since you manage your virtual phone system online, you can make changes in real-time, no software or hardware is required.

Make Outbound Calls

Your virtual phone system allows you to make outbound calls that display your company's caller ID. That way you can keep your personal cell phone number private and look more professional when making outbound calls.

Send & Receive Faxes

With UniTel Voice every number on your phone system doubles as a fax line. Your customers can call or fax your number. You receive incoming faxes as an email PDF attachment and you send faxes by logging into your account.

Voicemail to Email & App

Miss a call? Have your voicemails sent to your email inbox and/or smartphone app. You can also log into your account and view your complete call logs: missed calls, voicemail, faxes etc.

Dial-by-Name Directory

A Dial-by-Name Directory is a feature commonly used by large company phone systems. Available with UniTel Voice, callers may use their keypad to find an employee by his/her last name when they do not know the specific extension.

Call Tracking & Call Logs

Call Logs track the phone calls you make and receive using your UniTel Voice business numbers. With Call Logs, you can keep a record of all your inbound and outbound calls to better understand your customer interactions and touchpoints.

Call Blocking

If you receive unwanted phone calls, you can avoid the hassle and wasted time of dealing with them by creating a blocked numbers list within your UniTel Voice online management portal.

Caller ID Display

With caller ID you can identify callers before you answer the phone. You also have the ability to display the extension the inbound call came in on and the ability to change your outbound caller ID to display your business number.

IOS & Android App

The UniTel Voice smartphone app makes running your business easier. You can make outbound calls from your business line, put callers on hold, and receive notifications from miss calls, voicemails, and faxes. Works best with a strong Wi-Fi connection.

Call Transferring

When you answer a call on the UniTel Voice smartphone app, you can place the caller on hold and transfer them to any extension or number. You also have the ability to blind transfer the caller or use assisted transfer to make sure the call is answered.

Conference Call 3-Way

Within the UniTel Voice smartphone app, you can merge a third person into a two-way conversation. This 3-way calling feature can help you stay productive when you need to conference with another party.

Miss Call Notifications

Receive a push notifications from the UniTel Voice App when you miss a call. Within the app, you can also see all your recently dialed calls and missed calls so you can quickly get back to customers and prospects.

Do-Not-Disturb

Do Not Disturb sends incoming calls straight to voicemail without ringing your phone. UniTel Voice also allows you to read a transcription of any voicemail so you can stay in the loop, even when you can't talk.

Wifi Calling

You can make and receive calls using your WiFi network with the UniTel Voice iPhone or Android app. This is great if you work in an area with a bad network connection, or don't want to waste cellular data to conduct business.

Custom Greetings

A custom phone greeting is a recording that plays automatically when a customer calls. They can be set to play right at the start as a professional welcome, as a voicemail greeting, or even as an away message when you can't answer.

After Hours Greetings

The after-hours greeting is what callers hear when they reach your business after it has closed. You can record your after-hours greeting yourself or have one professionally recorded using UniTel Voice's free Voice Talent Studio.

IP-phones

An IP-phone is a physical desk phone that uses your internet connection to make and receive calls. It's easy to set up and includes all the features of a traditional office desk phone.

Softphones

Download a softphone and use your computer to make and receive phone calls with all the features of a traditional office desk phone. As long as you have a strong internet connection, you're good to go.

Voicemail Transcription

Voicemail transcription converts your voicemails to text so you can read them on your computer or smartphone. This helps you quickly and conveniently get a voicemail message when you can't listen to the recording.

Custom Vanity Numbers

Vanity toll free numbers (e.g., 1-888-CARLOAN) can help your customers remember your number, your brand, and your value proposition. It's a simple yet powerful marketing tool for any business.

True 1-800 Numbers

A true 800 number is the most recognized toll free number used by businesses since the 1960s. A true 800 number can add an element of trust and credibility to a small business who wants to look more professional.

Add-On Numbers

You can add additional toll free or local numbers to your existing account at any time. You might want to use different phone numbers on your various marketing and advertising campaigns to track calls and ROI.

Call Recording

This feature allows you to record incoming calls which is great for training or quality control purposes. Call recording saves your recorded phone calls as audio files and stores them in your online management portal.

Toll Free Texting

Your customers can send your toll free number an SMS text message and you'll receive it as an email. You reply to that email and your customer receives it as an SMS text from your number. You can set up autoresponders and more.

Conference Calling

Create up to ten dedicated conference rooms that can seamlessly connect you with remote employees or customers across the country. Reduce time and money spent on travel by allowing everyone to reach decisions faster without having to physically meet.

Video Calling

Quickly launch a video call with your team members with one click, no fumbling with settings, logins, access codes, or pin numbers. Cost: Included for all users on the Office plan.

Video Conferencing

Make video conferencing and live screen sharing completely painless. Simply send a link to participants to get them to join live from any device. Just clear, fast, HD-quality video with one click. Cost: Included for all users on the Office Plus plan.

Screen Sharing

Start demos, webinars, and presentations in a flash. Just send a simple link to participants (up to 200) to get them to join your screen share session from any device. Cost: Included for all users on the Office plan.

Presence

Check your team members' status so you know who is currently online, on the phone, or available for call transfers. You can also manage your own status in real-time. Cost: Included for all users on the Office plan.

Team Messaging

Collaborate across desktop and mobile with team messaging. Skip sending email attachments and simply drag and drop files right into chats. Update everyone in a room chat or instant message team members one-to-one. Cost: Included for all users on the Office plan.

Desk Phones

Yealink 54W

Yealink T46s

	Yealink 54W	Yealink T46s
Lines	16	16
Display	4.3" - 480x272 Backlit Color LCD	4.3" - 480x272 Backlit Color LCD
Features	• Built-In Bluetooth • Built-In Wifi • PoE • GigE • USB Port (2.0) • Headset Port (RJ-9) • Handset Port (RJ-9) • 10 Line Keys • 27 Memory Keys (3 Pages of 9 Keys) • USB Recording • 3-Way Conferencing • USB Headset • Adjustable Screen	• Bluetooth with adaptor - **Sold Separately** (Yealink BT41 Adaptor - $50) • Wifi with adaptor - **Sold Separately** (Yealink WF50 Adaptor - $55) • PoE • GigE • USB Port (2.0) • Headset Port (RJ-9) • Handset Port (RJ-9) • 10 Line Keys • 27 Memory Keys (3 Pages of 9 Keys) • USB Recording • 3-Way Conferencing • USB Headset
Expansion Modules	1	1
Network and Provisioning	Dual-port Gigabit Ethernet	Dual-port Gigabit Ethernet
HD Voice	Yes	Yes
Warranty	One Year	One Year
Price	**$299***	**$250***

*Device pricing is subject to change. Any wholesale discounts we are able to negotiate with manufacturers we pass on to our customers.

Desk Phones

Yealink T23G

Lines	3
Display	3.8" - 132x64 Backlit LCD
Features	• PoE • Headset Port (RJ-9) • Handset Port (RJ-9) • 3 Line Keys • 3 Memory Keys • 3-Way Conferencing • USB Headset
Expansion Modules	0
Network and Provisioning	2 x RJ45 10/100M Ethernet Ports
HD Voice	Yes
Warranty	One Year
Price	**$150***

*Device pricing is subject to change. Any wholesale discounts we are able to negotiate with manufacturers we pass on to our customers.

Desk Phones

Polycom VVX-411

Grandstream GXP2160

	Polycom VVX-411	Grandstream GXP2160
Lines	12	6
Display	3.5" - 320x240 Backlit Color LCD	4.3" - 480x272 Backlit Color LCD
Features	• PoE • USB Port (2.0) • Headset Port (RJ-9) • 12 Line Keys • 4 Memory Keys • USB Recording • 3-Way Conferencing • USB Headset • Acoustic Fence • Hearing Aid Compatible	• Built-In Bluetooth • PoE • Headset Port (RJ-9) • 6 Line Keys • 5 Memory Keys • 5-Way Conferencing • USB Headset • 24 dual-colored and programmable BLF speed dial keys
Expansion Modules	3	0
Network and Provisioning	Dual-port Gigabit Ethernet	Dual switched auto-sensing 10/100/1000 Mbps Gigabit Ethernet
HD Voice	Yes	Yes
Warranty	One Year	One Year
Price	$225*	$150*

*Device pricing is subject to change. Any wholesale discounts we are able to negotiate with manufacturers we pass on to our customers.

Cordless Phones

Yealink W60p - $199*

The Yealink W60p includes base station and 1 cordless handset in a single unit. Adding additional handsets is a snap with the base's built-in menus. This VoIP Adaptor supports up to 2 lines.

Yealink W56h - $125*

The Yealink W56h is a cordless handset addon. This model can be added as additional handsets to expand your existing Yealink Base Stations W52P/W56P/W60P.

Phone Adaptors

Grandstream HT802 - $50*

The Grandstream HT802 is an Analog Telephone Adaptor (ATA) with 2 FXS ports (phone line ports), and 1 WAN port. The Grandstream HT802 allows use of your UniTel Voice phone system with an attached analog phone. An ATA is useful when you have an existing cordless phone or other analog device and do not want to use a desk phone. This adaptor features easy status lights to indicate line active status and power.

*Device pricing is subject to change. Any wholesale discounts we are able to negotiate with manufacturers we pass on to our customers.

Headsets

Yealink UH36 Dual - $100*

A USB wired headset designed for call center professionals, featuring high-quality audio, exceptional wearing comfort, and an inline call controller for answering, adjusting volume, muting calls.

Plantronics Blackwire 3225 - $85*

The Blackwire 3220 corded headset includes is a lightweight, easy to deploy corded headset providing high-quality audio and top-notch features at a price you can afford.

Yealink YHS33 - $50*

Its featherweight materials and ear pads ensure comfort, while its unique 330 degree pivoting boom delivers crystal-clear, private conversations. It delivers clearer conversations and reduces listening fatigue.

*Device pricing is subject to change. Any wholesale discounts we are able to negotiate with manufacturers we pass on to our customers.