



= Hosted Voice

Reliable • Scalable • Easy to Manage



Why Hosted Voice with MIX Networks?

Transform your communication infrastructure with enterprise-grade features delivered through the cloud.

Hosted voice provides a wide range of sophisticated features, including auto-attendants, call routing, call recording, and voicemail-to-email transcription. This helps streamline workflows and improves the customer experience.

- Cloud-based offering Enhanced collaboration
- Business continuity built-in
- Mobility: desktop, mobile app, softphone
- Easy scalability: 1 to 1000+ users
- Lower total cost of ownership
- Port existing numbers
- Customize your operations, call flow, and workflows
- Emphasis on security



Management and Reporting

Gain complete visibility and control over your entire communications network.

Cloud-Based PBX Management – Control user end points, locations, and devices from anywhere through our PBX management software

- Call handling: programable routing, transfer, forwarding, queues, hunt groups
- Auto attendants / IVR: menu structure, scheduled, personal
- Voicemail management & transcription
- Mobility: UCFone mobile app, hot desking
- Presence, intercom, paging
- Web portals for users & managers
- Custom music on hold and branding messages



Advanced Reporting – Call logs, call trace (SIP Logs, SIP ladder diagrams), missed calls, peak hours, employee activity

- ACD and Call Queues with reporting
- API availability
- DID Management
- Silent monitoring, barge/whisper/listen
- Device provisioning & inventory management

Reliability and Security

Industry-Leading Performance



- 99.999% uptime target
- HIPAA-ready compliance
- Active-active failover architecture
- Geo-redundant servers (Ashburn, Dallas, Secaucus, Las Vegas)

Reliability and Security

Your business communications protected by enterprise-grade infrastructure.

Secure & Redundant – Cloud-based systems and servers are distributed across multiple data centers in the United States, eliminating single points of failure.

- All data is automatically replicated to every node in the network
- Every account has a primary and secondary PBX, these primary and secondary PBX's will be geographically diverse to avoid single data center failure
- All supported devices use SRV failover and automatically switch back to primary, once primary is available again
- 4G/5G Network Failover: When paired with our QoS router (such as a Peplink B One), deployments include automatic wireless failover for uninterrupted service.
- MIX Voice Assured: Our SD-WAN-powered solution delivered through our QoS router provides hot failover and prioritized voice traffic that maintains call quality during outages.
- Our system dynamically detects each device's active registration (primary or secondary PBX) and routes inbound calls, accordingly, maintaining uninterrupted service.



MIX Hosted Voice Equipment

Flexible hardware options that work with your existing infrastructure.

Wide Range of IP Equipment- Ranging from IP Phones (Yealink, Poly) to routers and gateways (DataRemote)

- Support for analog endpoints such as paging and fax through ATAs (Pangea, Grandstream)
- Full range of endpoint options for every use case

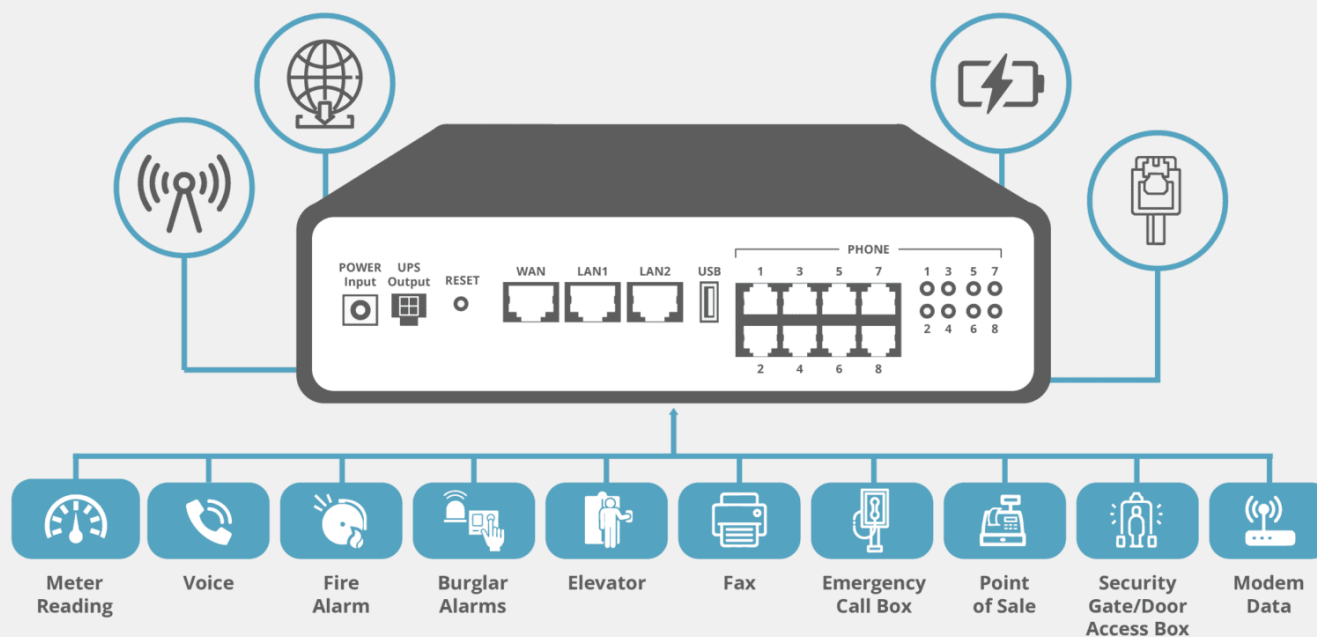


MIX Copper Line Replacement

Regulatory compliant hardware options that work with your existing infrastructure.

Legacy Device Support – Enables use of current legacy systems while adapting them to use pieces of hosted VoIP services

- Protect your existing hardware investment
- Seamlessly integrate current legacy systems
- Gradual migration to hosted VoIP services
- No forced forklift upgrades





MIX Networks® Teams Integration

Bridge the gap between Teams collaboration and enterprise telephony

Extended PBX Capabilities in Microsoft Teams

The MIX Solution: Full PBX Power Inside Teams

- Advanced Call Routing & Contact Centers
- Full Fax Integration
- Analog Device Support
- Multiple Direct Routes for Redundancy
- Seamless Desktop, Mobile, & Web Experience
- Find Me / Follow Me



Ideal for:

- Microsoft Power Users
- Schools & Government
- Mobile Workforces
- Assisted Living
- Enterprise

Key Benefits & Highlights

- Satin codec & noise suppression = crystal clear calls
- Enhanced mobile integration vs. standard Teams calling
- Works directly in Teams interface (no disruption to workflows)
- Enterprise-grade reliability, cost-effective, future-proof



MIX Click2Call Chrome Extension

Seamlessly connect your CRM, browser,
and phone system

The Problem

- Copying Numbers
- Switching Apps
- Losing Call Context

The Solution

- Transform your Browser into a Business Phone
- 1-Click Calling with Automatic CRM Integration & Routing



Key Benefits & Highlights

- 70+ CRM Integrations (Salesforce, NetSuite, etc.)
- PBX Directory Auto Sync and Call Pop
- Smart Tab Management & Complete Call History
- Click2Call on any website
- Find Me / Follow Me Routing



Benefits

- Sales: Faster Prospecting & Customer Calls
- Support: Instant Record Access
- Remote: Full PBX Anywhere

Why MIX?

- Direct PBX Integration
- Enterprise-grade Quality & Reliability
- No Extra Hardware/Software





MIX Networks® Installation Services

MIX handles logistics so resellers can scale faster and deliver professional-grade results.

Nationwide, Professional Deployment — Done for You

- Turnkey Installation for single sites or national rollouts
- Hands-off experience for resellers and customers
- Reduces technician overhead and truck rolls
- Ensures correct installation the first time
- Improves customer satisfaction and lowers support calls



Included Services:

- Nationwide field technician network
- POTS replacement installations
- Onsite surveys for complex locations
- Cloud PBX line validation
- Cellular hardware installs
- White-label installation experience



NEXT STEPS

Ready to transform your communications?

- ✓ **Schedule a demo**
- ✓ **Partner with MIX Networks as your Hosted Voice provider**
- ✓ **Contact: sales@mixnetworks.com | 863-500-5000**

[MIXNETWORKS.COM](https://mixnetworks.com)