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We'll Connect you.

Summit

Because your business calls matter



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Summit by Crowthorne Voice and Data is a Cloud telephony product packed with clever features to help you make the most of your communications.

Introducing Summit

Summit is a complete telephony service for business. It provides a comprehensive range of facilities and features that allow businesses to link their fixed and mobile telephony easily and efficiently, helping them to improve their productivity and corporate image.

Summit is a hosted, cloud telephony service that is easy to use and simple to configure - a virtual PBX. 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:

- 1** Easy access to contacts, voicemail and faxes, and clever features that make it easy to monitor and take calls - even when you're out and about.
- 2** Call pick-up groups and easy ways to share and transfer calls, contacts and voicemails to support efficient team-working.
- 3** Music on Hold and smart features that mean callers don't have to be left hanging on the line.
- 4** And built-in security and fail-safe business continuity features.

A system that's easy for everyone

Using Summit 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

Summit is ideal for small and medium-sized businesses, whether they operate from one location or multiple sites. Summit also allows businesses to link their office phones to mobiles, making it perfect for companies 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, Summit 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

Summit comes as a fully featured system with administrative features that make it easy to manage your system and monitor your usage, performance and costs.

Features

Never miss a call

Divert calls to another number or Voicemail when you're on the phone or away from your desk. Use Call Forwarding to set other numbers on your network to ring when your phone rings, or twin your phone with your mobile.

Never lose a contact

Know when you have a message waiting with on-screen pop-ups, SMS text messages and email alerts.

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

Easily manage all your contact lists with your personal and company Address Books.

Never forget those important calls – use Events Diary to set reminders against your Address Book entries.

Work efficiently

Set Quick dial Short Codes for your everyday numbers.

Have all your internal and external telephone numbers quickly to hand with Address Book – see who's calling and Click-2-Talk straight from your contacts.

See when colleagues are free with Line Monitoring, and transfer calls to any internal or external number easily.

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

Bring a colleague in on a phone conversation with Three-way Call and forward important Voicemail messages easily to handsets or emails.

Monitor critical call routes with Wallboards displaying real-time call metrics.

Don't feel tied to your desk

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

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

Access your contacts from anywhere with your on-line Address Book.

Let the whole team know with messages on Shared Voicemail.

Access your Fax messages on-line or by email.

Work securely

Secure your phones, voicemail and web-portal from unauthorised access with passwords and pin numbers.

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

Promote your image

Automatically schedule call routing patterns and greetings for different times of the day or week with Time-based Routing.

Use Call Groups to help your customers' calls get through.

Set Music on Hold to let your callers know they're connected.

Use Auto Attendant and Call Queues to route your callers to the right people (Gold package options).

Use Call Recording to review and perfect your telephone responses (Gold package option).

System Administration

The Summit web portal makes configuring and customising the telephone system an easy task.

Key features:

- Company Address Book
- Call Groups
- Music on Hold
- Time-based Routing
- Call barring
- Presentation numbers
- Performance reports



Gold Subscription Features

Auto Attendant, Call Recording and Call Queuing features are all available with the Summit Gold subscription.

Summit Extra's

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Phone Buddy & Phone Buddy 3

Phone Buddy is a free app for your Windows PCs and laptops that allows you fast access to your Summit call features, including SMS alerts, instant chat, presence feature and clipboard dialing.

Screen pop-ups on your computer that show when you have an incoming call or voicemail, and who the call is from.

Immediate access to the portal website without having to log in separately.

Immediate access to that day's received calls.

Immediate access to unheard voicemail messages.

Bulk download, file verification and delete functions for Call Recording administrators (Gold subscription).

Wallboards

Wallboards are an optional extra that work with Summit's Call Group function. Wallboards display real-time call statistic reports, including: Calls overview, Inbound calls and Queued calls.

Branding

Different elements of the Summit system can be branded for your employees with your company name or logo. These include your network phones that have display screens, such as the Cisco phones, and your user and administrator control panel areas of the web portal. There is no additional charge for this.

Failover

Summit is a particularly reliable VOIP platform and an overview of system resilience and security an in-depth white paper can be provided on request.

In the event that your broadband fails, Summit provides a failover function. This allows you to specify an alternative non-network (ie external or mobile) telephone number to which your calls will be diverted. The feature can then be activated in the User Control panel on the web portal if an unaffected computer is available, or by calling a specific telephone number from a landline or mobile phone.

For security purposes, your telephone number and PIN number will be needed if you attempt to activate Failover by phone.

For more information please get in touch with us:



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