



# BUSINESS TELECOMS



IMPROVE YOUR  
BUSINESS COMMUNICATIONS

# Testimonials



Oscar de la Renta

We at Oscar De La Renta are very pleased with the attention that the The Commsguys have provided to us, and the level of information and follow up that the attention has produced as of this moment!



Delivering a great service to customers is our number one priority, and the right telecommunications are fundamental to this. The Comms Guys have been able to consistently offer us a selection of highly suitable options and support throughout working with them and I would recommend their services to anyone.

PANACEA  
SOFTWARE

I'm absolutely amazed with your service. We have just changed our answering service and requested the number be changed and it took minutes for you to change and respond to me. Honestly if it was our last provider it would have been 24-48 hours even if I called to request it. A big thanks to everyone at The Comms Guys!

# Why choose The Comms Guys?

Our easy to manage phone system enables you to provide clients with a high-end service without the high-end cost. Empower your staff to efficiently manage client requests, coordinate with internal employees and deliver accurate information across departments. Meanwhile, give clients the 5-star experience with multiple call routing features and seamless integration with CRM systems. Even better, most of these premium features come as standard – no costly add-ons or separate system to manage. Save on costs and system management, optimise staff communication, and increase your company's revenue potential.



- Video Conferencing
- Auto-Attendant
- Call Queues
- Bespoke Voiceovers
- Personalised Hold Music
- CRM Integrations
- Plus a whole lot more!

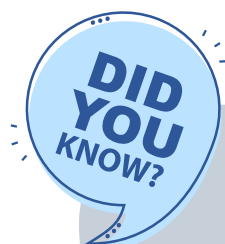


**Continuous investment** and improvements in our products.

**New features** added quarterly so your organisation is always at the forefront of capabilities.



Our clients see an average cost saving of **40%** when they upgrade to our services.



There are currently over 20,000 users connected to our hosted VoIP systems globally!



# System Features

With our VoIP solutions your team can view, manage and respond to callers from either a physical phone, or desktop and mobile app. Website live chat, SMS and Facebook Messenger can also be integrated with your phone system. This gives your clients even more ways to speak to your team!

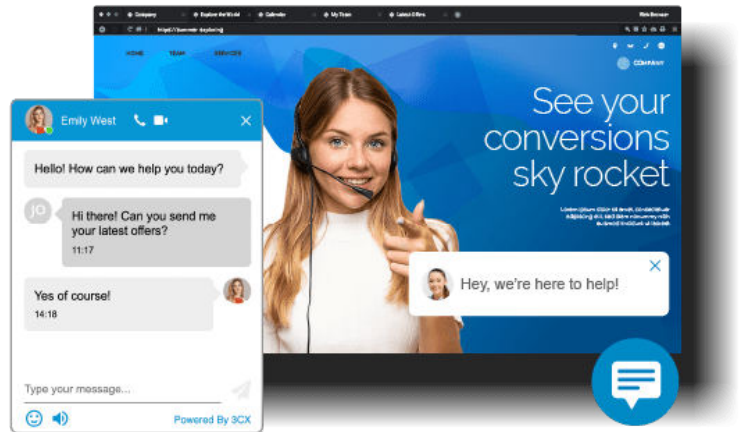
- Import/Export Extensions via CSV
- Call Routing by DID & CID (DDI)
- Extensive Codec Support
- Receive Voice Mail via Email
- Calling Line Identification Presentation (CLIP)
- Call Transfers (Blind & Attended)
- Intercom / Paging
- Call Parking / Pickup
- Real Time System Status
- Voicemail Transcription
- Call Queueing
- Call Recording Transcription and Search
- Apps: Web Client, iOS, Android, Windows, Mac
- Directory (Company & Private Phonebook)
- Web Conference Dial-In
- Sync with Office 365 (Azure AD)
- Real Time Statistics & Monitoring
- Barge In / Listen In / Whisper
- Call Flow Designer
- Call Recording restrictions (Start/Stop)
- Skill-based Routing
- Wallboard
- Customise IP Phone Logo
- Inbuilt Failover





## Live Chat: Maximise Website Conversions

- Convert visitors into leads & sales
- Elevate chats to calls or video
- Enhance customer experience
- One easy interface for all



## Work from anywhere, any time!

- Easily transfer calls and chat with colleagues.
- Answer Facebook and website chats.
- Change your status and see your team's availability.
- Start a video call from your smartphone.

## Integrate Systems for Enhanced Functionality

- Facebook Messenger
- Website live chat & SMS
- CRM, ERP and PMS
- Contact Centre solutions



# Fanvil XU Office Handsets

The ideal IP phone with an elegant appearance. The Fanvil XU series provides users direct access to instructions with the intuitive design of one or multiple high-resolution displays and newly increased line keys, offering greater flexibility and productivity, to exceed the demands of your hotel. The Fanvil XU series delivers an immersive HD audio experience.

- Screen sizes vary from 2.4" to 7"
- Programmable keys on all devices
- USB Ports available on all devices (except X3U)
- Supported PoE on all devices
- Optional External Power Supply
- Indicator Lights
- Call hold, Redial, Call Transfer, Hotline, Voice Mail etc.



# X210 High-end Reception Console

The X210 is a high-end enterprise IP phone for users who need to get access to flexible and advanced features to handle medium to high call volumes in their daily work. Featuring 10 DSS keys on 4.3" main colour display, up to 96 DSS keys (32 physical) on 2×3.5" side colour displays, X210 has up to 106 DSS keys in total to set for BLF, speed dial, group broadcasting etc. It also comes with HD audio, built-in Bluetooth, Wi-Fi connectivity, EHS support, dual Gigabit, PoE, IP camera/SIP door phone integration, delivering vast productivity with these advanced features.

- HD audio on speakerphone and handset
- 4.3" main colour display
- Built-in Bluetooth
- 2×3.5" side colour displays for DSS keys
- Up to 106 DSS keys (42 tri-colored physical keys)
- Dual Gigabit ports, integrated PoE
- Wi-Fi connectivity (via Wi-Fi dongle)
- Support EHS headset
- Video Codec H.264 support for receiving video calls
- Stand with 2 adjustable angles of 40 and 50 degrees



# Fanvil H5 Hotel IP Phone

With two available colours (White & Black), the Fanvil H5 is a great and affordable choice for your hotel IP phone. Possessing a 3.5-inch color screen, it is also user-friendly. Your hotel can customise the information (such as address, logo, related phone numbers etc) on the screen, to offer a better user experience to your hotel guests and visitors.

- Available in Black or White
- Can operate over WiFi
- 3.5-inch 480×320 Color Screen
- 2 SIP line
- 1 USB Port for Phone Charging
- 6 Programmable Keys for Speed Dial Functions
- Support PoE
- Optional External Power Supply
- Indicator Light
- Call hold, Redial, Call Transfer, Hotline, Voice Mail etc.





# Fanvil H2U Compact IP Phone

Small and stylish, the Fanvil H2U compact IP phone possesses brand new features including 2 SIP lines, 10 speed dial keys, 1 programmable DSS key and an HD speaker on handset. Supporting desktop and wall-mounted mode, PoE and power supply charging mode, the Fanvil H2U can be applied in multiple scenarios, such as hotels, schools, hospitals, supermarkets and residences.

- 2 SIP Lines
- HD Audio with wideband Codec: G.722, Opus
- 10 speed dial keys, 1 programmable DSS Key
- 3-way Conference
- Desk/wall-mounted mode
- Handset / Hands-free mode
- 10/100 Mbps
- PoE/Power adaptor



# Polycom Office Handsets

Sleek design and Poly pro-grade audio. That's what makes the Poly the genius choice for any growing business. The VVX series has been a staple for any organisation for the past 10+ years.

- Make more efficient and productive calls with the unparalleled voice clarity of Polycom HD Voice
- Improve productivity for office staff and cubicle workers via a larger, color display with intuitive design and easy to use line appearances
- Reduce deployment and maintenance costs—the Polycom Zero Touch Provisioning and web based configuration tool makes the VVX 401 and 411 simple to deploy, easy to administer, upgrade, and maintain



# Polycom Conference Phone

The Polycom SoundStation IP5000 provides a cost-effective, HD sound quality solution for both small conference rooms and executive offices. The IP5000 features Polycom HD Voice technology, broad SIP interoperability, and a modern design that fits into any office environment.

- Polycom Acoustic Clarity technology
- 3 sensitive microphones, with 360° coverage
- 7ft microphone pickup for conference rooms
- Advanced IP feature support
- Robust interoperability
- White LED backlight with custom intensity control
- 5-way navigation Menu
- On-hook/Off-hook, redial, mute, volume up/down



# Wireless Headset Options



## **VT 9000 DECT Duo Headset**

The VT 9000 DECT Duo is an affordable DECT headset solution. The VT 9000 DECT Duo has EHS support for a number of deskphones, as well as having a multifunctional button to answer and end calls. The VT 9000 DECT Duo has a 36 hour battery life, which includes up to 8 hours talk time, and the VT 9000 DECT Duo will reach full charge in less than 3 hours.



## **Poly SAVI 8245 Headset**

The Poly SAVI 8245 OFFICE is a Convertible DECT Headset that offers connectivity to PC/Softphones via USB, Mobile phones via Bluetooth and Desk phones via RJ-11 telephone Cable. This device offers unlimited talk time. It comes with an additional headset battery that charges on the side of the base station. Talk time of a fully charged battery is 7 hours.



# Wired Headset Options

## Fanvil HT201 Headset

The Fanvil HT201 is an over-the-head style headset which is made for receptionists or call centre staff. Coupled with noise cancellation technology and wideband audio, it delivers clearer conversations and offers a more professional customer experience on every call. Built with high-quality materials, this headset ensures maximum durability and comfort.



## Avalle Defero 2 USB Headset

The Avalle Defero 2 USB is a USB headset designed for PC/Softphone. The Binaural wearing style and Noise Cancelling microphone work together to provide superior noise cancellation. Adjustable headband, large soft ear cushions and lightweight construction makes this headset comfortable to wear and ideal for users who need an everyday headset.



# Professional Voiceover

Give your business that extra luxury feel with branded and bespoke professional voiceovers. Greet your callers with a friendly, recognisable voice and music that represents your brand in the best possible light. Our artists will give life to your script, and are able to deliver in any language you require.

## Professional Voiceover

## Personalise your brand message

Voice tone, language and terminology all come together to form a personalised brand that fits your business. Our experts will guide you to the perfect script and recording so you are always 100% happy, 100% of the time.

- ★ Greeting Message
- ★ Auto-Attendant
- ★ Voicemail
- ★ On-Hold Message
- ★ Voice Prompts
- ★ Call Queue Message

Our voice overs are produced & mastered in our professional state-of-the-art recording studios and are optimised for exceptionally smooth playback over any phone system. Put simply, we offer the best in telephone voice prompt recording.



“

**Thank you  
for calling...**

***We're connecting  
you now...***

**Press 1 to be  
connected to  
reception...**

***Why not check  
out these great  
deals...***

”

# Fiber makes everything, more everything...

From fiber to 5G to Leased Lines – the running of our operation depends on the very services we provide you to run yours. Trust us. If it works well for our business, it'll work great for yours.

Some of our partners:

openreach

TalkTalk  Gamma

colt  

**G.Network**  
100% FIBRE CONNECTIVITY



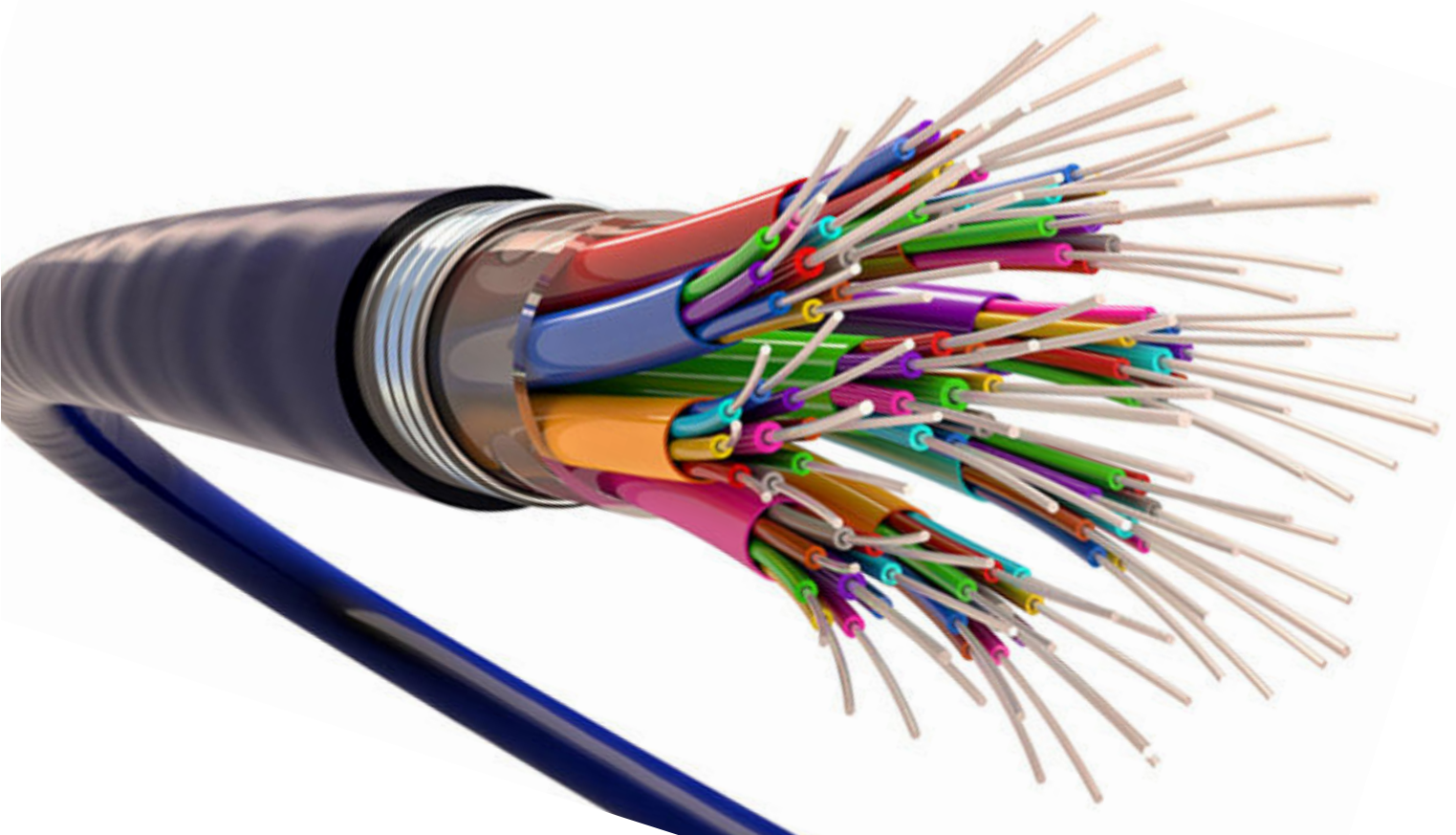
# Connectivity

To support a great VoIP service, you need a great internet service. We work with all major internet providers to deliver a seamless, end-to-end solution for all our clients. We pride ourselves on providing exceptional solutions fast, and work hard to ensure our clients always end up with their ideal setup in the shortest timeframe.

**Fiber for business**

**Everything about us is fast...**

From our customer service to our support, to our engineers to our reps, everyone at The Comms Guys has the same goal: To be good people who do even better work...



# Universal WiFi

The Comms Guys partner with UniFi to deliver high-performance WiFi solutions to our clients. With a thoughtfully designed product family, our access points and networking equipment will fit into any modern office looking to reap the rewards of high tech WiFi solutions

## Log in to your WiFi once, across all your locations!

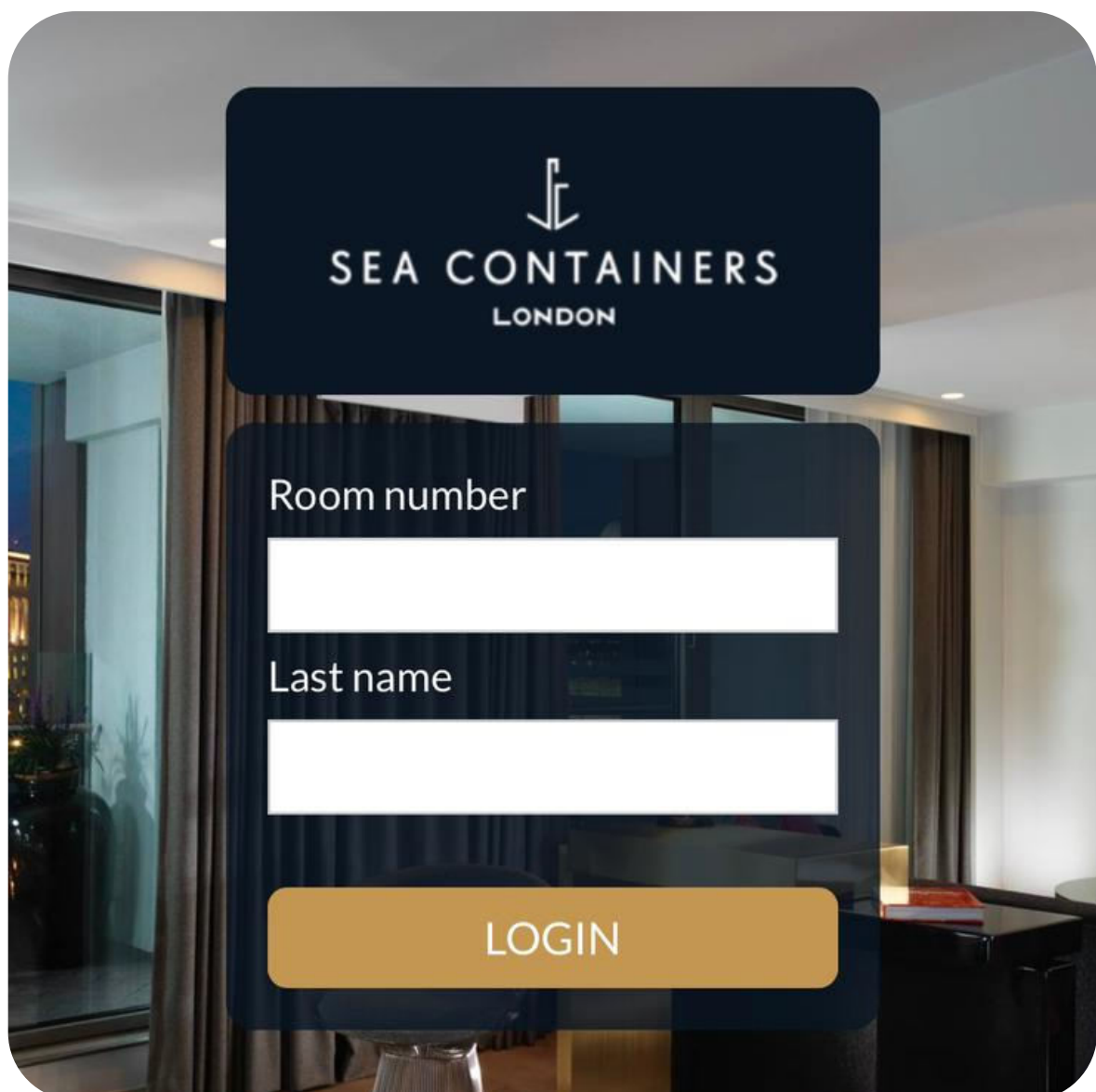
No matter how large or small your business is, with our intelligent WiFi solutions, your team and visitors only need to login once.

Each person logged into the system is recorded in a user database. This can be searched and accessed to show the connection history and details of users that have authenticated, showing when each user logged in and out.



# Visitors can access your WiFi however you want them to...

Gathering visitor data is a key element in any marketing playbook. Your visitors can connect to your WiFi by registering with a number of customisable details such as email and social media. You can also increase revenue by offering speed-tier purchase options to your guests.



SEA CONTAINERS  
LONDON

Room number

Last name

LOGIN

Some of our partners:



**Gamma**

**No Switch Stress**

## **We've made switching easy...**

We've made the switching experience seamless by delivering a consistent and predictable migration process that doesn't disrupt your business.

When your implementation is complete, your seamless customer care experience continues with our award-winning team of experts — Real people dedicated to your business.



# Mobile Service

Whether you're an Apple Aficionado or Samsung Super Fan, maybe a Huawei Hero or a Google God, we've got you covered. We partner with all major mobile networks in the UK and provide as much or as little data as your team needs. Globe trotter? No worries. Our data plans allow you to use your mobile anywhere in the world, so you can keep living your best life.

## Power your business with the best networks in the UK!

The team at The Comms Guys are here to support your business with mobile plans that empower you to work from anywhere in the world. With 5G being rapidly deployed across the UK, your team can work faster than ever.



# Energy Savings

Our expert energy team at The Comms Guys are here to help you pay less for your business gas and electricity. We compare over 25 suppliers and handle the switch over process, giving you a seamless transition.

## Business Energy

## The Comms Guys as a Supplier

In addition to providing communications solutions, The Comms Guys is a trusted retail supplier of electricity and natural gas.



# Our Process

Securing the best strategy for your electric or natural gas service is an important reason to work with us, but not the only one. Working with The Comms Guys, you are assured of a process that is transparent, rigorous and focused on your success.



## Cost Analysis

We identify hidden fees, surcharges, taxes and line item fees that can turn a low-rate offer into unexpectedly high costs over time.



## Supplier Review

We carefully match proven energy suppliers with your needs for billing, flexibility, geography and other factors.



## Contract Negotiation

We perform all due diligence to meet your corporate needs, resolving contract uncertainties and potential risks before you sign.

P: 020 3195 2222

E: [sales@thecommsguys.com](mailto:sales@thecommsguys.com)

W: [www.thecommsguys.com](http://www.thecommsguys.com)

