



UNIVERGE BLUE® CONNECT

| PACKAGES | ESSENTIALS \$19.99 | PRO \$27.99 | PRO PLUS \$32.99 |
|---------------------------------------|--|--|---|
| Mix and match | Yes | Yes | Yes |
| Profile | Cloud PBX phone system with team chat, presence and core video conferencing capabilities | A full communication and collaboration suite with extensive video meeting capabilities and sophisticated cloud storage | PRO package with boosted meeting capacity and more 3rd party integration capabilities |
| Pricing model | Per user | Per user | Per user |
| CONNECT FEATURES AND FUNCTIONALITY | | | |
| ENGAGE Contact Center Add-on | Yes | Yes | Yes |
| Number of concurrent endpoints | (1-Desktop 1-Mobile 1-WebPhone) | 3-Desktop*1-Mobile 1-WebPhone | 3-Desktop*1-Mobile 1-WebPhone |
| Free calling US, Canada, Puerto Rico | 6,000 minutes cap | 6,000 minutes cap | 6,000 minutes cap |
| Local phone number (DID) | ✓ | ✓ | ✓ |
| Extension number | ✓ | ✓ | ✓ |
| Programmable line keys | ✓ | ✓ | ✓ |
| Change phone idle screen display | ✓ | ✓ | ✓ |
| HD quality voice | ✓ | ✓ | ✓ |
| Call pickup | ✓ | ✓ | ✓ |
| Caller ID | ✓ | ✓ | ✓ |
| Call waiting | ✓ | ✓ | ✓ |
| Call transfer | ✓ | ✓ | ✓ |
| Call hold | ✓ | ✓ | ✓ |
| 3-way calling | ✓ | ✓ | ✓ |
| Paging | ✓ | ✓ | ✓ |
| Extension to extension calling | ✓ | ✓ | ✓ |
| Call park | ✓ | ✓ | ✓ |
| Call park pickup | ✓ | ✓ | ✓ |
| Intercom | ✓ | ✓ | ✓ |
| Music on hold | ✓ | ✓ | ✓ |
| Do not disturb | ✓ | ✓ | ✓ |
| Busy Lamp Field | ✓ | ✓ | ✓ |
| Basic User Reports | ✓ | ✓ | ✓ |
| Mobile apps | ✓ | ✓ | ✓ |
| Desktop app | ✓ | ✓ | ✓ |
| Voicemail | ✓ | ✓ | ✓ |
| Voicemail storage | 10 Hrs | 10 Hrs | 10 Hrs |
| Voicemail transcription | ✗ | ✓ | ✓ |
| Call recording | 24 Hrs/user | 24 Hrs/user | 24 Hrs/user |
| Receptionist mode | ✓ | ✓ | ✓ |
| Expansion module | ✗ | ✓ | ✓ |
| WebFax | Add-on | ✓ | ✓ |

*Pro & Pro Plus up to 3 desk phones that share the same Ext#



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| CONNECT UNIFIED COMMUNICATIONS | | | |
| Presence detection | ✓ | ✓ | ✓ |
| 1 on 1 instant messaging with unlimited files support | ✓ | ✓ | ✓ |
| Team/Group messaging with unlimited files support | ✓ | ✓ | ✓ |
| Business SMS (only available in U.S. & Canada) | ✗ | ✓ | ✓ |
| MEET VIDEO CONFERENCING | | | |
| Audio Only Phone participants | 200 | 200 | 200 |
| Online Web meeting participants | 4 | 100 | 200 |
| HD video (720p) panel participants | 4 | 30 | 30 |
| Unlimited meetings | ✓ | ✓ | ✓ |
| Recurring meetings | ✓ | ✓ | ✓ |
| Host security settings | ✓ | ✓ | ✓ |
| Meeting lock | ✓ | ✓ | ✓ |
| Meeting passwords | ✓ | ✓ | ✓ |
| Remove participant | ✓ | ✓ | ✓ |
| Mute all or specific participants | ✓ | ✓ | ✓ |
| Shared presence across meetings, phone, and team messaging | ✓ | ✓ | ✓ |
| In meeting chat | ✓ | ✓ | ✓ |
| Screen annotation | ✓ | ✓ | ✓ |
| Support for screen sharing across multiple windows and monitors | ✓ | ✓ | ✓ |
| Join from mobile devices | ✓ | ✓ | ✓ |
| Join from Chrome | ✓ | ✓ | ✓ |
| Custom Meeting URL | ✓ | ✓ | ✓ |
| Dial in number options for local or toll-free numbers | ✓ | ✓ | ✓ |
| Integrated scheduling with Microsoft Office 365/Outlook/G Suite/Teams/Slack | ✓ | ✓ | ✓ |
| International dial in numbers | ✗ | ✓ | ✓ |
| AI driven meeting transcripts and insights | ✗ | ✓ | ✓ |
| Synced in meeting notes editable by all participants | ✗ | ✓ | ✓ |
| Remote control | ✗ | ✓ | ✓ |
| Upload presentations | ✗ | ✓ | ✓ |
| Custom branding | ✗ | ✓ | ✓ |
| Record meetings | ✗ | Unlimited | Unlimited |
| Download meeting recordings | ✗ | ✓ | ✓ |
| Attendance reports | ✓ | ✓ | ✓ |
| Chat reports | ✓ | ✓ | ✓ |



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|--|--------------------------------|---------------------------------------|--------------------------------------|
| SHARE CLOUD STORAGE | | | |
| File backup, sync and share | Add-on | 10G/user (pooled) | 10GB/user (pooled) |
| Antivirus and Malware protection | Add-on | ✓ | ✓ |
| Unlimited file versioning | Add-on | ✓ | ✓ |
| Secure external sharing | Add-on | ✓ | ✓ |
| Microsoft Outlook integration | Add-on | ✓ | ✓ |
| CONNECT ANALYTICS | | | |
| QoS Dashboard | ✓ | ✓ | ✓ |
| Call History | ✓ | ✓ | ✓ |
| CONNECT INTEGRATIONS | | | |
| Microsoft Active Directory | ✓ | ✓ | ✓ |
| Microsoft Outlook | ✓ | ✓ | ✓ |
| Microsoft Teams (MEET integration) | ✓ | ✓ | ✓ |
| Microsoft Teams Calling | Add-on | Add-on | Add-on |
| G Suite | ✓ | ✓ | ✓ |
| Slack (MEET integration) | ✓ | ✓ | ✓ |
| Generic CRM Screen Pop | ✓ | ✓ | ✓ |
| SugarCRM | ✗ | ✓ | ✓ |
| Zoho CRM | ✗ | ✓ | ✓ |
| Salesforce | ✗ | ✗ | ✓ |
| Zendesk | ✗ | ✗ | ✓ |
| ServiceNow | ✗ | ✗ | ✓ |
| NetSuite | ✗ | ✗ | ✓ |
| Microsoft Dynamics | ✗ | ✗ | ✓ |
| ACCOUNT-LEVEL CONNECT UCaaS FEATURES | | | |
| Number porting | ✓ | ✓ | ✓ |
| Automated Attendant (1 per account included) | ✓ | ✓ | ✓ |
| Receptionist routing | ✓ | ✓ | ✓ |
| Hunt Groups (5 per account included) | ✓ | ✓ | ✓ |
| Hunt Group Reporting (at the account level) | ✓ | ✓ | ✓ |
| Hunt Group call recording | Only with ENGAGE CORE, 200 Hrs | ✓ (100 Hrs, 200 Hrs with ENGAGE CORE) | ✓ (100 Hrs, 200Hrs with ENGAGE CORE) |



CALL FLIP

- › Allows the user to seamlessly move an active call from the desktop phone to a mobile phone or vice versa
- › Helps keep the conversation going without having to disconnect the call



WEBFAX*

- › Users receive, view, manage faxes via the web, or as email attachments
- › Users may send faxes from any Internet-connected PC
- › Does not require an additional phone line

***WebFax is Included on Pro or Pro Plus seats
WebFax Sold Separately for \$16.99 a Month**



TEAM CHAT & SMS

- › Send 1 to 1 messages with individual chat, or group messages using private and public channels
- › Pin favorite contacts to the top of your list
- › Chat and SMS messages automatically sync across desktop and mobile devices
- › View free/busy/away statuses of all your contacts

SMS*

- › Send and receive unlimited text messages to US, Canada and Puerto Rico from your business phone number to colleagues and customers
- › SMS messages are securely encrypted in transit and at rest

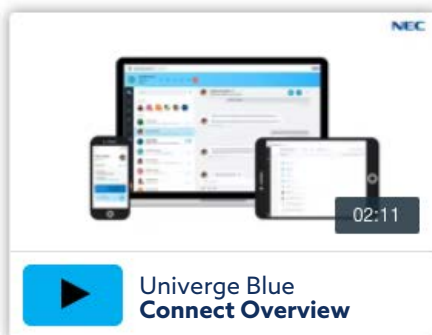
*** SMS is Only available on Pro or Pro Plus seats.
Restrictions apply, ask your sales rep for details.**



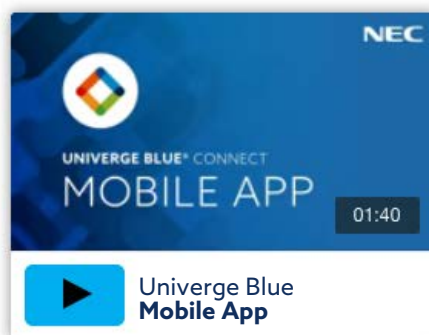
OPTIONAL: UNIVERGE BLUE® ENGAGE (CONTACT CENTER)

- › Smart queueing technology tells customers their position in line, plus wait time
- › Deep analytics and reporting help you visualize gaps and improve performance
- › Omni-channel capabilities help you connect with customers through their preferred modes of communication

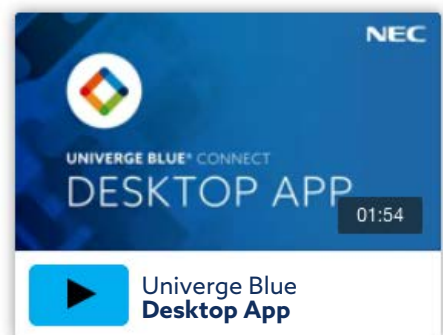
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