UC-One Desktop & Carrier Connect

Frequently Asked Questions (FAQs)

peachcomm

CISCO
Powered

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UC-One Upgrade Summary

1. **What is UC-One, and how do I get started?**
   - UC-One from PeachComm is a flexible business service that connects your office phone to your mobile devices and your existing lan and broadband service. It works on most smartphones and tablets from any service provider and works on a wide variety of modern desk phones. Contact your PeachComm Rep for more information, or visit www.Peachcomm.Com

2. **Why is UC-One good for small businesses?**
   - Instead of buying separate solutions for wireline & wireless communications, small businesses can reduce costs with a single solution that supports all their employees. UC-One helps small businesses easily serve their customers, so they don't miss an opportunity.

3. **Who should take advantage of UC-One?**
   - UC-One is a flexible service that can address any size and type of business.
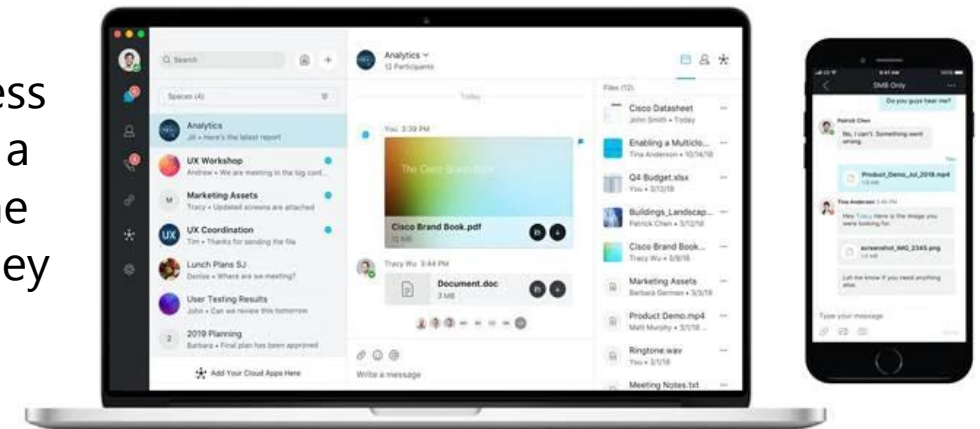
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4. **Some of my employees have personal smartphones they use for work. Will I have to buy additional phones for them**?
   - UC-One works with iOS and Android™ smartphones from any wireless carrier. This allows small businesses to reduce their phone equipment costs.

5. **Not all my employees are mobile. What are the benefits for employees with just a desk phone?**
   - UC-One provides a set of group features that allows users within the business to work as one entity, making employees more efficient and productive. These include items like auto receptionist, mobile call management, short code dialing, call queue, hunt group. Desk phone users will be fully integrated with the mobile only and combo users within the business and get the same functions as anyone on the service. If your business moves to a mobile first culture in the future, there's no need to change solutions— UC-One allows you to migrate to mobility at your own pace.

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6. **Do I have to switch all of my services to PeachComm?**
   - No. You may keep your broadband service from your ISP. We can support UC-One on mobile devices serviced from any mobile provider by adding the UC-One app with your business number to the device.

7. **Can I use my existing desk phones with UC-One?**
   - Yes. In most cases you can use your existing phones and phone system, but you will be missing out on the full unified communications experience. However, once you begin using the UC-One app, you may never pick up your desk phone again.

8. **What if one of my employees leaves the company? Do I lose that phone number?**
   - No. The phone number is purchased by the business as part of the UC-One service. If an employee leaves the company, you retain the number and the customer communications coming to that number.

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9. **How is UC-One managed? Is there a self-serve portal?**
    - UC-One includes the use of the myaccount portal for administrators (owners) to manage their lines, devices, users and features. The myphone portal can be used by employees to manage their user features.

10. **Is UC-One secure?**
    - All calls are enabled with encryption, intrusion detection, and additional features to support privacy and security.
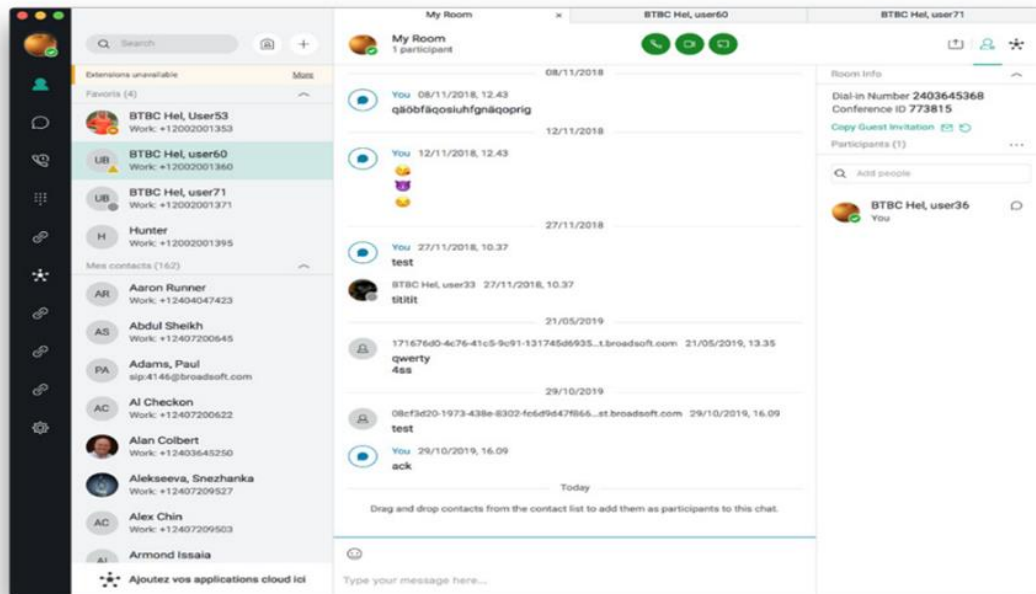
UC-One Screen Shots

UC-One Screen Shots

Chat view with Tabs:

App Images from iPhone

Simple Calling
Make quick and convenient calls.

Reach Out
Easily look up colleagues in your organization.

Scale It Up
Share ideas in group chats. Or jump in a meeting with audio and video.

Call In
Speed up decision-making with voice calls.
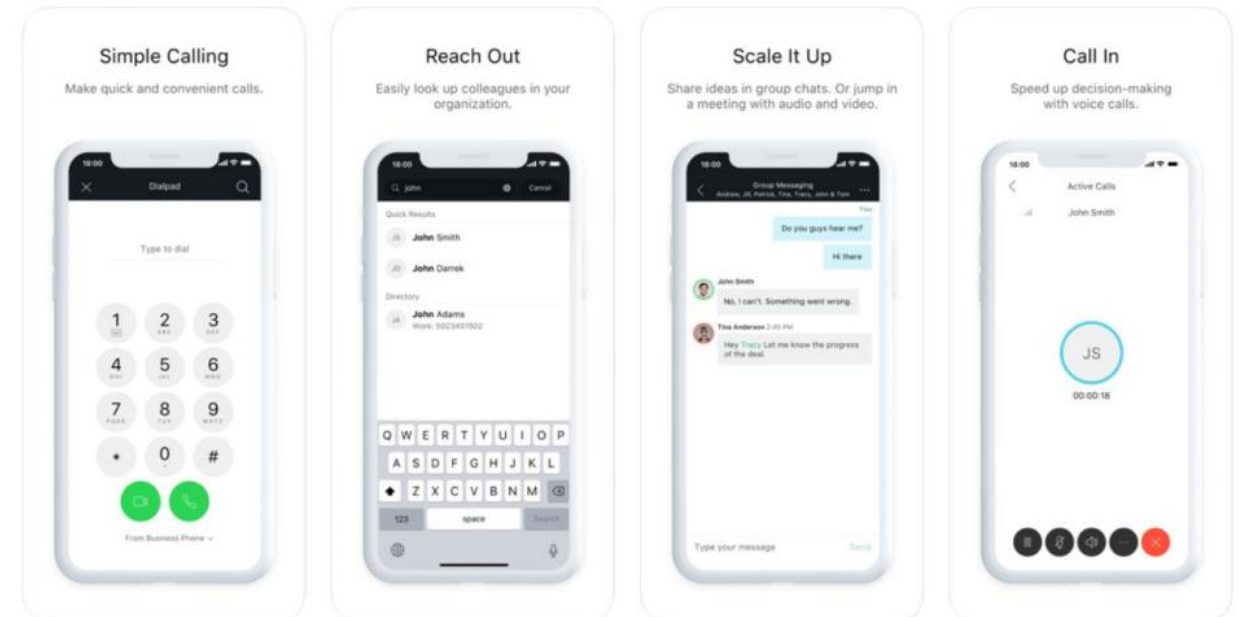
UC-One Screen Shots

App Images from iPad

Simple Calling — Make quick and convenient calls.

Reach Out — Easily look up colleagues in your organization.

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For Additional Support Email
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Call us at 877-953-8741