



UNIVERGE BLUE® CONNECT

PACKAGES	ESSENTIALS	PRO	PRO PLUS
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	3 (Desktop, Mobile, Phone)	5	5
Free calling US, Canada, Puerto Rico	Unlimited*	Unlimited*	Unlimited*
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	✓	✓

*Unlimited incoming calling and up to 6,000 minutes per month per user for outgoing calling.



PACKAGES	ESSENTIALS	PRO	PRO PLUS
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 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	✓	✓	✓

PACKAGES	ESSENTIALS	PRO	PRO PLUS
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	✗	✓	✓
Salesforce	✗	✗	✓
Zendesk	✗	✗	✓
ServiceNow	✗	✗	✓
NetSuite	✗	✗	✓
Microsoft Dynamics	✗	✗	✓
ACCOUNT-LEVEL CONNECT UCaaS FEATURES			
Number porting	✓	✓	✓
Automated Attendant (10 per account included)	✓	✓	✓
Receptionist routing	✓	✓	✓
Hunt Groups (10 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)

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