

Now You're Talking

Uniden[®]
VOICE OVER CLOUD



2026 Edition | Uniden Voice over Cloud

THE SMART BUSINESS PHONE

Join Australia's Leading Cloud Phone System And Meet Your **AI Assistant**

Uniden is the world's largest manufacturer of wireless communication products and a global pioneer in wireless innovation.

With a legacy of groundbreaking firsts and a commitment to quality, Uniden Voice has redefined how Businesses stay connected.

Becoming the first to manufacture a cordless phone featuring cutting-edge voice scramble security technology.

Today, Uniden stands as a leader of innovation, achieving yet another milestone and proudly Australian technology being the first to introduce Voice over Cloud to the world! This accomplishment underscores Uniden's commitment to maintaining a position of prominence of cutting-edge communication technology.

Now You're Talking

PROUDLY AUSTRALIAN

50+ Years of Innovation

TALK TO US

1300 881 662

info@unidenvoice.com

www.unidenvoice.com



SCAN TO LEARN MORE

One platform. Every way your team works.

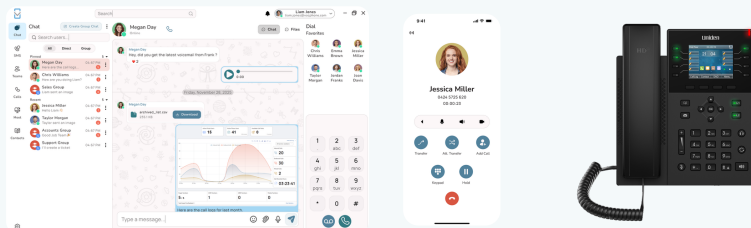
Uniden Voice over Cloud is a complete, Australian-built business phone system that combines handsets, apps, cloud PBX, numbers, NBN, and AI voice agents into one managed service.

No juggling hardware vendors, software subscriptions, PBX hosts and telcos. One supplier, one bill, one point of contact. And because we design the phones, the apps and the platform end-to-end, everything just works the moment you plug it in.

Whether you're a 3-person office or a 1,000-site enterprise, Uniden scales with you, from local numbers and call queues to national IVR, AI receptionists and intelligent call routing across every location.

1 phone. 3 ways to work.

Desk phone, desktop app, mobile app, all connected to the same cloud platform. Your team picks up any device, anywhere, and it just works.



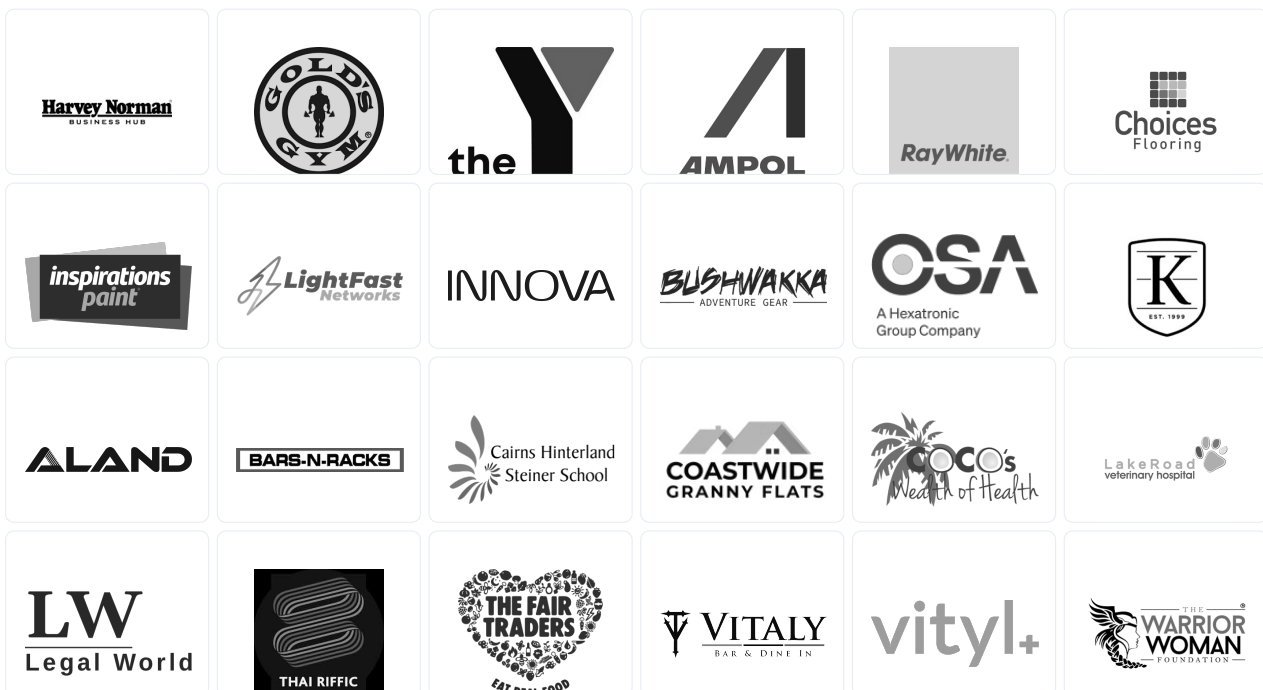
EVERYTHING BUILT IN

- ✓ Uniden EVOC2 HD Handsets, Desktop & Mobile Apps
- ✓ Local, National, Mobile & 1300 Calls
- ✓ Call Queuing, Hunt Groups & Intelligent Routing
- ✓ Interactive Voice Menus, Time Conditions & IVR
- ✓ Call Recording, Transcription & Wallboards
- ✓ Video Conferencing, SMS & In-App Team Chat
- ✓ Managed Business NBN with 4-Hour Fault SLA
- ✓ One-Click CRM & POS Integration, Full API
- ✓ Vocky AI Voice Agents Built In

OUR CUSTOMERS

Powering Communications for **Leading Australian Businesses**

From household names to thriving local businesses, organisations of all sizes rely on Uniden Voice to keep their teams connected.



Vocky AI. Ready to automate with an Aussie accent.

Built into every Uniden Voice over Cloud account, Vocky AI is an Australian-voiced AI agent that answers calls, qualifies leads, looks up information, quotes, and books jobs, 24 hours a day, 7 days a week.

Vocky learns your business from day one. Upload your FAQs, product catalogue, trading hours and booking rules, and the AI is live in under a minute. No code, no complicated call-flow diagrams, no data scientists required.

Every conversation is transcribed, logged to your CRM, and searchable. And because Vocky lives inside the Uniden Voice platform, it can transfer warm to your team with full context, book into your calendar, and capture leads that would otherwise be lost to hold queues or voicemail.

Zero Wait Time

Every call answered instantly, 24/7/365

24/7

AI voice agents. Every call answered, day or night

50+

Call features included as standard on every plan

PRE-TRAINED AGENTS READY TO DEPLOY

AI Receptionist

Greets every caller professionally, answers hours & location questions, and routes to the right person. No more missed calls at lunch or during the school run.

Bookings Agent

Writes straight into your calendar, quotes, confirms and sends SMS booking details. Customers book jobs in a single call, even outside business hours.

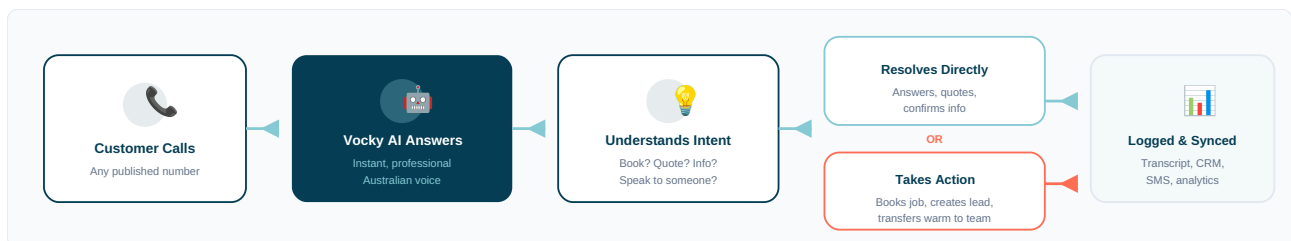
Sales & Stock Agent

Checks inventory, quotes prices, qualifies buyers, captures leads and transfers warm with full context. Never lose a caller to a hold queue again.

After-Hours Agent

When the office is closed, AI keeps taking bookings, capturing urgent enquiries, and escalating genuine emergencies to the on-call contact.

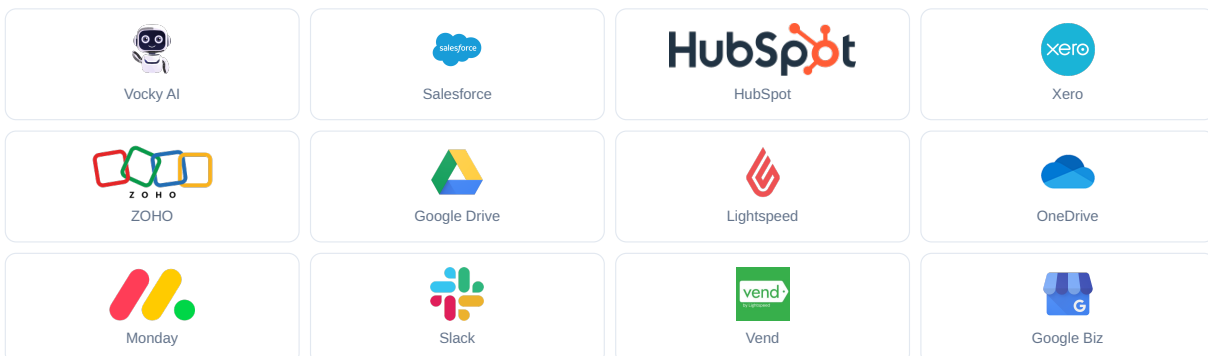
HOW IT WORKS. INTELLIGENT CALL FLOW



WHAT VOCKY AI CAN DO OUT OF THE BOX

- ✓ Australian-voiced AI receptionist
- ✓ Book appointments into your calendar
- ✓ Answer FAQs from your own knowledge base
- ✓ Quote prices & check stock via API
- ✓ Qualify and capture leads
- ✓ Transfer to staff
- ✓ Call transcription & recording
- ✓ Real-time CRM sync
- ✓ SMS confirmations & follow-ups
- ✓ Intelligent routing across multi-site
- ✓ After-hours call handling
- ✓ Usage analytics & call-outcome reporting
- ✓ Custom scripts & voice persona
- ✓ Continuous learning from real calls
- ✓ Webhooks to trigger any workflow

CONNECTS TO THE TOOLS YOU ALREADY USE



Designed end-to-end. Plug in, start talking.

Uniden is the only Australian Voice over Cloud provider that designs the handsets, apps and cloud platform together. No third-party hardware. No app subscriptions bolted on. One ecosystem, one support line, one experience for your team.

Uniden EVOC2 Desk Phone

Plug-and-play HD handset with 2.8" colour LCD, Bluetooth, PoE, Gigabit Ethernet, WiFi and 7 programmable DSS keys with LEDs. Configures itself. No VoIP or SIP settings.

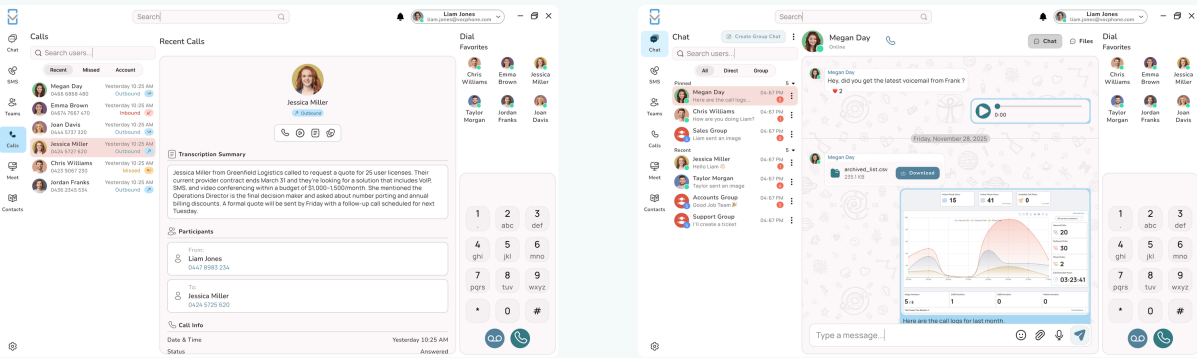
Windows, macOS & Linux Desktop App

Full softphone, contacts, call history, Messages, SMS, meetings, voicemail and click-to-call from your browser. Stays connected when your desk phone doesn't.

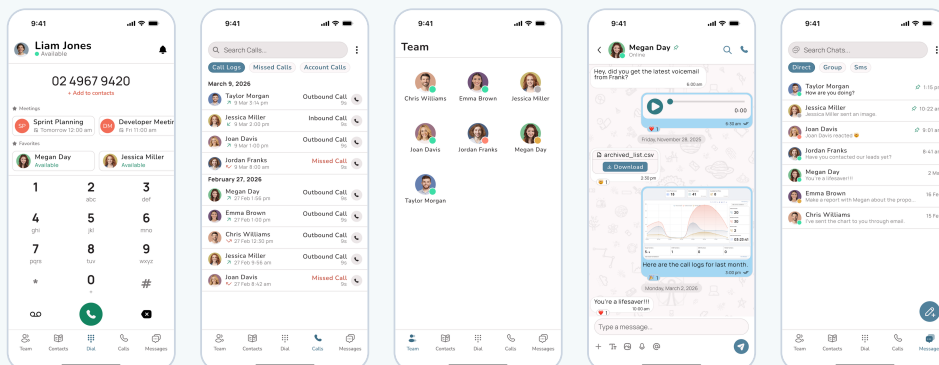
Android & iOS Mobile App

Free native app for iOS and Android. HD calls, video, SMS, team chat and AI. Use your business number from anywhere, on any carrier.

The Desktop App. One window for calls, chat, meetings and SMS



The Mobile App. Your business line in your pocket



THE PORTAL. RUN YOUR PHONE SYSTEM FROM A BROWSER

Order & port numbers in clicks

Provision 1300, local and mobile numbers, port existing ranges, and manage everything from one dashboard.

Onboard staff in minutes

Add, remove and re-assign users in real-time. Handsets auto-configure, apps auto-login, no IT ticket required.

Online Portal

Interactive Voice Menus, time conditions, hunt groups and AI agents. No PBX experience needed.

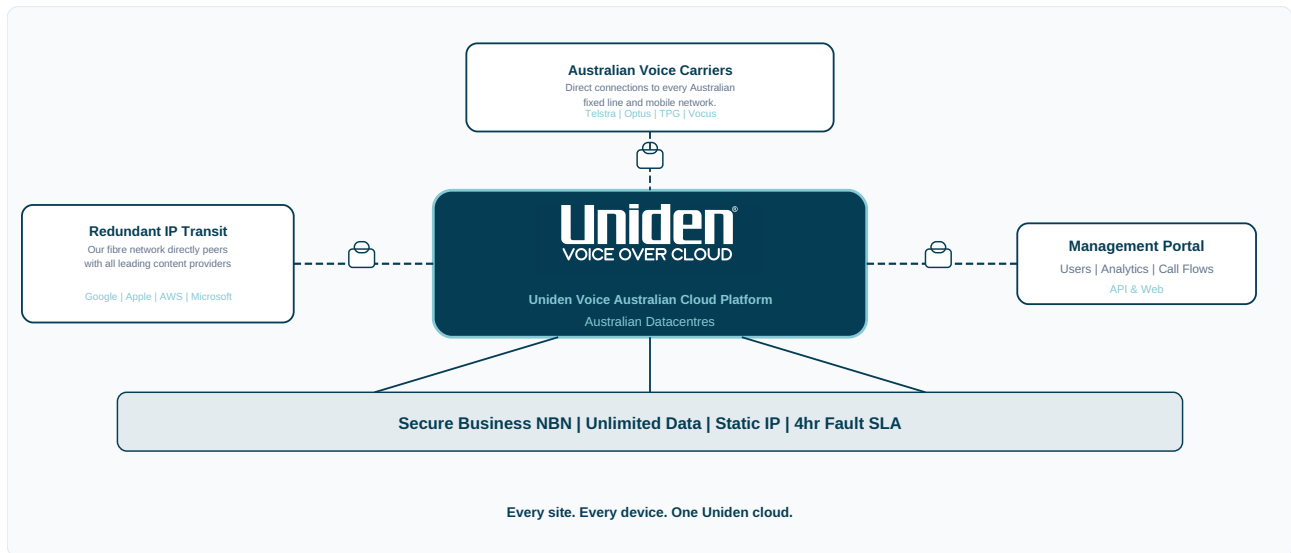
Live wallboards & reports

Real-time queue stats, agent activity and call outcomes on any screen or TV. Export anything to CSV or API.

Innovation is in our core.

Uniden has a 50+ year history of groundbreaking communications innovation, from the first cordless phone with voice scramble security, to being the first to bring Voice over Cloud to the Australian business market.

Today that same engineering culture is behind every Uniden Voice over Cloud service: Australian-designed hardware, Australian-hosted platform, Australian support. One vendor responsible end-to-end, with no finger-pointing when something needs fixing.



Why Australian business chooses Uniden

- **End-to-end:** Handset, app, PBX, numbers, NBN and AI, all Uniden.
- **Plug-and-play:** No VoIP or SIP knowledge required. Everything auto-configures.
- **Australian voice:** Locally-hosted, locally-supported, locally-voiced AI.
- **Scales with you:** From 3 users to 1,000+ multi-site networks.
- **One bill, one throat to choke:** No finger-pointing between vendors.

Business continuity, built in

- **99.99% uptime** voice platform in Australian datacentres.
- **4-hour** NBN fault response SLA on every business connection.
- **Mobile fallback:** calls route to the app if your NBN drops.
- **Encrypted** voice and video, end-to-end.
- **Australian support,** onshore engineers, real humans.

Ready to start talking?

Chat to our team about a tailored demo, a pilot for your office or AI agent training on your own data. No hard-sell. We'll show you what it does and let the platform speak for itself.

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