



Cloud Voice Express

Giving small businesses a straightforward way to swap their legacy phone lines for a digital alternative

Find out more at ChessICT.co.uk

Work from anywhere, anytime with Cloud Voice Express

As a small business owner you can't afford to miss a call. Whether you're at home or on the go, your customers need to be able to reach you across mobile and office phones.

In December 2025, the UK Public Switched Telephone Network (PSTN) will be switched off. It supports a range of telephone and broadband products, including basic telephone lines, multi-lines, ISDN2, ISDN30, ADSL broadband and Fibre to the Cabinet (FttC) broadband.

Cloud Voice Express gives small businesses a straightforward way to swap their legacy phone lines for a digital alternative. It is a hosted VoIP solution that delivers voice calls over the broadband network. It is ideal for single-site businesses such as freelancers or sole traders who require a single phone line.

Benefits

- **Digital phone service ready for the future.**
- **Make and take calls on mobile and desk phones.**
- **Adjust call settings on the mobile app or online portal.**
- **Easy to setup and manage account.**
- **No geographical number restrictions.**
- **Simple to transfer and retain existing numbers.**
- **Available even if your main site goes down.**
- **Intuitive voicemail service.**

Features at your fingertips

Using the brand new mobile app, you can move seamlessly between devices, with the same call features across them all.

]Voicemail, call divert, call hold, out of hours. All set up at the touch of a button and automatically saved. Plus, you'll have call controls on every device, giving you the tools you need to deliver exceptional customer service.

Unleash new opportunities

Expand nationwide, without having to worry about location costs. Your new business number isn't limited to where you work, whether you want a new geographic or non-geographic number.

Your business, your device, your choice

You can make and take calls on IP deskphones, headsets or a mobile phone app. You can even use your old phones, thanks to our analogue telephone adaptors (ATAs).

Embrace hybrid and remote work

Cloud Voice Express is cloud-based, you can use your business phone number wherever you are in the world. Embrace remote or hybrid working – work from anywhere, anytime.

I just need a simple dial tone replacement to migrate my PSTN line to IP voice. What's the right solution?

Cloud Voice Express is the ideal IP voice replacement solution for traditional single-site, single-line PSTN customers. It provides all the essential voice features highly valued by small businesses.

Do I need to order a new phone or a new device to use Cloud Voice Express?

Not necessarily. The analogue telephone adaptors (ATA) option is intended to be used if you wish to retain an existing handset. However, we recommend ordering an IP phone for a future-proofed solution. We offer physical phones and DECT phones.

Is there a minutes package available with the Cloud Voice Express licence?

Minutes will be charged as per your existing rate card agreement. As a pay as you go customer you would benefit from inclusive UK minutes, taking the risk away from exceeding call usage charges.

Can I add other features to Cloud Voice Express?

No, Cloud Voice Express is designed to be a simple PSTN voice replacement solution for businesses who need basic dial tone replacement features. If you need additional functionality or features, we recommend Cloud Voice - a hosted business telephone service with an extensive range of features via an easy-to-use web portal.

Making it easy to work securely anywhere, anytime

Chess is one of the UK's leading independent and trusted technology service providers, employing more than 300 skilled people across the UK, supporting over 30,000 organisations.

By leveraging world-class technology, Chess helps you to connect your people, protect your data, grow your business, reduce your costs and work better together, which means your business, your people and your customers can thrive. At Chess, we're passionate about our unique culture and our continuous investment in our people to be industry experts.

We're extremely proud that our people voted us No.1 in 'The Sunday Times 100 Best Companies to Work for' list 2018, and we continue to celebrate more than twelve years in the top 100.



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