

THE LEADING EDGE OF AI-POWERED COMMUNICATIONS

Carrier-class business phone service delivered from the cloud. Nothing to install, nothing to outgrow. Add users and features the day you need them.

01 / WHAT EDGE IS

NO SYSTEM TO INSTALL. NOTHING TO OUTGROW.

Picking a business phone system used to be a gamble. The day it was installed you had either outgrown it or watched a must-have feature ship without you. Phoneware Edge is delivered as a service, so capacity and capability are a setting, not a capital project.

Auto attendants

Greet callers and route them anywhere. Change menus yourself in the web portal, any time.

Call center

Queues for offices with real hold times, plus the reporting to see what is happening in them.

Mobile twinning

Ring the cell and the desk phone together so nobody has to guess where you are.

Conference bridges

Password-protected, multi-party bridges on your own numbers.

Voicemail to email

Messages arrive with caller ID, a .wav file, and a full text transcription.

Web portal with chat

Chat with coworkers, read call history, and make system changes from one place.

MANAGER PORTAL

A better way to manage

- Administrative portal built for office managers, not engineers
- Agent statistics to track performance
- Full call history, searchable

THE APP

Be mobile

- Call from your business number, not your personal one
- Send and receive texts, or chat with colleagues
- Check voicemail, set answering rules, change greetings
- See at a glance whether a colleague is on a call

AN ENDPOINT FOR EVERY KIND OF DESK

Not everyone needs the same phone. Mix desk phones, conference phones, and cordless handsets with the mobile softphone and browser WebPhone, and manage all of it from one portal.



SIP-T74W

EXECUTIVE DESK PHONE

Color display, Wi-Fi and Bluetooth built in.



SIP-T73W

PRIME BUSINESS PHONE

The everyday desk phone. Color display, Wi-Fi, Bluetooth.



CP935W

CONFERENCE PHONE

Wireless room speakerphone for huddle and meeting spaces.



AX83H

CORDLESS HANDSET

Wi-Fi cordless for warehouses, shops, and back rooms.

CONNECTIVITY

Fits the environment you already have

Gigabit Ethernet

Phone and computer share one drop with no bandwidth bottleneck.

Wi-Fi

No Ethernet at the desk? Connect wirelessly at full voice quality.

Bluetooth 5.2

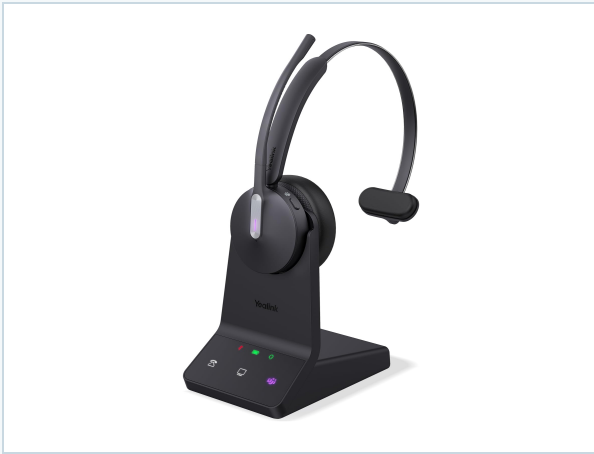
Pair the headset or earbuds you already own and work hands-free.

DECT

Secure cordless calling with range about the length of a football field.

HEADSETS GALORE

Hands free for the people who live on the phone all day, and something pocketable for the people who do not. Every model below pairs with Edge desk phones and the softphone.



WH64 Mono

DECT WIRELESS

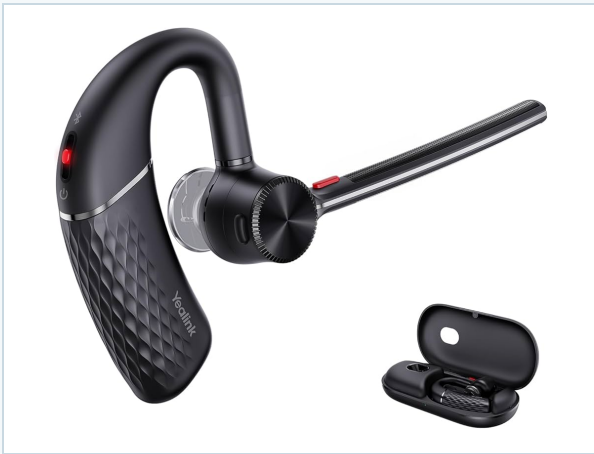
Wireless DECT with a dual-mode base that serves the desk phone and the computer at once. Built for all-day queue work.



WH63 Convertible

DECT WIRELESS

Wear it over the head or on the ear, and drop it in the portable charging base between calls.



BH71 Pro

BLUETOOTH MONO

Lightweight single-ear Bluetooth with a charging case that doubles as a power bank. Goes where you go.



BH70 Mono

BLUETOOTH MONO

Long-battery Bluetooth headset with noise-cancelling mic for open offices and hot desks.

ALSO AVAILABLE: WH62 DUAL / WH68 / BH74 ANC / EXP55 EXPANSION MODULE / POWER SUPPLIES AND WALL MOUNTS

CUT THE CORD

Step away from legacy carriers without giving up a single number your customers already dial.

Keep your numbers, drop the lines

- Port every existing business number
- Unlimited simultaneous calls, so no more busy signals
- Unlimited calling across the U.S. and Canada

Music and messages on hold

- A large licensed music library
- Seasonal and holiday options
- Promotional on-hold messages at no extra cost

No more missed calls

Your phone, tablet, or laptop becomes your office extension. Ring the desk phone, the mobile, and the WebPhone at the same time and stay reachable on whichever one is closest.

Work from anywhere

Office, home, on the road, or overseas. Your extension travels with you and the caller never knows the difference.

Auto attendant and IVR

- Transfer to users, groups, voicemail, or outside numbers
- Multi-level menus or informational-only messages
- Directory lookup so callers can find staff by name
- AI voices for fast, natural prompt changes

Get your time back

- Voicemail in the mobile app, instantly
- Visual voicemail for a summary at a glance
- Transcription included, so you can read instead of listen

Voices that fit your brand

- High-quality AI-generated voices
- Record your own
- Professional voice artists available

Attendant app for heavy call volume

- Browser-based, built for receptionists and power users
- Instant transfers and real-time queue monitoring
- Presence and status for the whole company

ONE SYSTEM FOR CALLS, TEXTS AND CHAT

Unified messaging

- Voicemail by email with transcript and audio
- Internal team chat
- SMS and MMS from your business numbers

Call recording and AI analysis

- Recording available for every user type
- Full conversation transcripts
- Sentiment analysis to see how calls actually went

CRM integration

- Click to dial from the record
- Automatic screen pops on inbound calls
- Works with most major CRM platforms

Business text messaging

- One-to-one and group messaging
- Bulk text campaigns
- Templates, signatures, scheduled replies
- AI agents, automation workflows, and an API

Microsoft Teams integration

- Place and receive calls inside Teams
- Send and receive texts inside Teams
- Manage your Edge account without leaving it

Automatic SMS notifications

- Missed call alerts that turn a lost call into a text conversation
- New voicemail alerts by text
- Inbound alerts for VIPs or based on call content

REPORTING

Clear insight into your business

- See call patterns across the day and the week
- Monitor team performance against real numbers
- Spot customer engagement trends early
- Staff and schedule from data instead of hunches

THE RESULT

Satisfied customers, better business

Every call gets answered, by a live person, an auto attendant, or an AI receptionist. No busy signals and no lost opportunities, with business continuity and disaster protection built in during outages and emergencies.

AGENTS THAT ANSWER THE PHONE

Intelligent agents that answer calls, book appointments, handle support, and take messages. Built directly into your Phoneware Edge phone system. No new hardware, no separate platform.

24/7

ALWAYS AVAILABLE, NEVER ON HOLD

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READY-TO-DEPLOY AGENT TEMPLATES

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AI MODELS TO MATCH THE JOB

TEMPLATES

Start with the right agent for the job

Receptionist

Answers questions, screens callers, and transfers to the right person or queue without putting anyone on hold.

Appointment scheduler

Books appointments and takes messages by your rules, connected straight to your calendar.

Support agent

Connects to Zendesk, Freshdesk, or any MCP-compatible system and handles support inquiries in real time.

Message taker

Captures the message, then emails a full transcript and recording after every call.

Blank slate

Start from nothing and write the agent around the way your business actually answers the phone.

More each month

New templates ship regularly and are available to every Edge customer.

WHAT THE AGENT CAN DO MID-CALL

Webhooks

Set conditions for the agent to send an HTTP request and act on the response. Connects to anything.

Slack notification

Post to a Slack channel by incoming webhook when the agent hears something worth flagging.

Schedule

Tell the agent how and when to book against your connected calendars.

Send email

Trigger emails during the conversation: intake forms, alerts, confirmations.

Teams notification

Deliver real-time alerts to a Microsoft Teams channel during or after a call.

Web embedding

Put the same agent on your website as a chat window. Same brain, different door.

Send SMS

Text the caller while still on the line with confirmations, links, and follow-ups.

Edge chat

Message Edge users natively while the call is in progress and read their replies back.

Google Places

Link your Google Business listing so hours, location, and services are always answered correctly.

PLATFORM

Built into Phoneware Edge

- Full awareness of the users, queues, and resources in your domain
- Background audio for a more natural caller experience
- Thinking sounds while the agent works, so callers stay engaged
- MCP integration to any CRM or application, with no custom code

INTELLIGENCE

Choose your model

- **GPT-4.1** -- maximum reasoning and accuracy, for complex intake and high-stakes conversations
- **GPT-4.1 Mini** -- speed-optimized for high volume and straightforward routing
- **Grok 3** -- a fast alternative when a different reasoning approach suits the workflow

GIVE YOUR AGENT THE RIGHT ANSWERS

Attach documents, PDFs, websites, and databases. Before every response the agent retrieves the most relevant content from your material, so answers stay accurate, current, and specific to your business.

Retrieve

Pull relevant information from your documents, databases, and websites in real time.

Generate

Build a grounded answer from that content and what the caller actually asked.

Respond

Reply naturally, at any call volume, around the clock.

MCP INTEGRATION

Connect to anything

Model Context Protocol lets your agent talk to almost any external system. Read records, update data, and trigger workflows while the call is still live.

ZENDESK

FRESHDESK

SALESFORCE

HUBSPOT

SERVICENOW

GOOGLE CALENDAR

CUSTOM API

ANY MCP SERVER

NEXT STEP

Let's scope your system

Tell us how many people answer the phone and what you want callers to experience. We will map it to Edge and quote it, including porting your existing numbers.

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