SO, WHAT CAN VOICE CARRIER PHONE SYSTEMS DO?

ADMIN + OPERATIONS

Assign Features by Extension
Analog Phone Compatible
ATAs & SIP Phones*
Backup/Restore All System Settings
Cell Phone Compatible
Call Accounting Output (SMDR/CDR)
Call Analytics
Call Directories: Placed, Received, Missed
Call Logs
Cordless Phone Compatible
Hands Free Speakerphone
Headset Compatible
Interactive Voicemail Configuration
IVR Configurable Menus
PBX Real-Time Dashboard
Personalized Greetings*
Review Call History by Extension
Review Payment History
Softphone Compatible
Tablet Compatible
Time of Day Routing
Unified Billing for Remote Employees
Upload Custom Hold Music
User Online Extension Management
Virtual PBX Online Management

OFFICE FEATURES

911 SMS Alerts (E911)*
Abbreviated Dial Access
Busy Lamp Field
Branch Office Direct Dialing
Call Detail Records Interface*
Clear HD Voice Quality
Cloud-Based Hosted PBX
Concurrent Call Pricing
Custom Greetings & Messages*
Custom Schedules
Direct Inward Dialing (DID)
Direct Outward Dialing (DOD)
vFax* Paperless
Fax to Email*
Flat Monthly Rate
Flexible Contracts
International Extension Dialing
Local/Long Distance Calling
Message Waiting Indicator
Multiple Ring Tones
One Extension on Multiple Devices
Onsite or Remote Direct Dial
Paging Group
Superior Quality of Service
Limitless Extensions
Virtual Receptionist
Voicemail
Voicemail to Email*

CALL MANAGEMENT

Anonymous Call Rejection
Answering Rules
Auto-Attendant(s)
Auto Divert
Auto Reject
Call Blocking

Call Forward
Call Group
Call History
Call Hold & Retrieve
Call Hunt
Call Park/Pickup
Call Queue*
Call Return
Call Routing
Call Screening
Call Transfer: Blind, Attended, Direct
Call Waiting
Caller ID Inbound/Outbound Calls
Caller ID Block
Caller ID Station-to-Station (CLID/CNID)
Caller ID Name (CNAM)*
Click to Dial
Do Not Disturb
Dial by Extension Free
Direct Trunk Access
Dynamic Caller ID
Find Me Follow Me
Group Pickup
Last Number Redial
Missed Call Notification
Multiple Calls Per Line
Multi-Call Park Groups, One PBX*
Mute from Speakerphone/Handset
On-Hook Dialing
Ring Back Support*
Speed Dialing
Simultaneous Ring

CONFERENCE + COLLABORATION

Conference Bridge
Conference Phone Integration
Full Duplex Speakerphones
Meet Me Conference Bridge
Ring Groups
Three-Way Conference Calling

PHONE NUMBERS

Direct Phone Numbers
International Local Numbers
Port Existing Phone Numbers*
Simplified N. America Numbering Plan
Toll-Free 800 Numbers*
US Local Numbers in Any Area Code
Vanity Numbers

SUPPORT + SECURITY

100% US-Based Customer Support
24×7 Hardware/Software Support
24×7 Network Monitoring
24×7 PBX Monitoring
Dedicated Call Process Escalation Team
Power Fail/Emergency Line Capabilities

RELIABILITY

DR^2+ Double Redundancy Data Centers
Duplicate On-Site & Cloud PBX Optional
Free Upgrades Deployed Remotely
Geographic Failover
PBX Manufacturer Certified
Power Fail/Emergency Line Capabilities

VOICEBOX™

Wireless Desk Phones
Anywhere Installation
Ethernet Not Required
Landline Not Required
Online Configuration
Powered by 4G LGE
Portable or Permanent
Pre-Programmed Phones & Device
PBX System Compatible

CALL CENTERS

Advanced Ring Strategies
Agent Login/Logout
Call Center Monitoring/Reporting
Custom Queue Hold Message
Custom Queue Hold Music
Escape from Call Queue
Pre-Call Announcement
Queue Call Barge*
Queue Call Recording*
Queue Call Spy*
Queue Call Whisper/Monitoring*
Report Caller Hold Time
Unlimited Call Queues*
Wait Time Announcement

HOSPITALITY

911 Staff Notification
100 Wake-Up Calls Per Minute
E911 Compliant
PBX-PMS Integration
Analog Phone Compatible
Auto-Attendant
Auto-Post Guest Telephone Charges*
Automatic Room Status Restrictions
Call Accounting System Integration*
Call Monitoring
Central Reservation System
Check-In/Check-Out Functionality*
Cloud-to-Cloud PMS Interface*
Convention Hall Connect
Virtual Concierge
Cordless Handset Compatible
Customer Service Record (PBX/Key/ Multiline)
Customizable Dial Plan
Do Not Disturb
Guest Voicemail
In-Room Maid Status
Night Service
Off-Season Cost Reduction
Online PMS Management
PMS Integration*
Recorded Announcements
PMS Link to Front of House System*
Priced Call Records & Billing
Reservations Call Distribution
Suite Grouping for Multiple Rooms
Two-Way Radio Compatible
Wakeup Calls

* Premium Feature

Voice Carrier
BETTER PHONE SERVICE